INDITION COMMERCE

Customer Order Store Location: User Manual

How to choose the store location that sells an order you place for a customer, and what happens to the order afterwards.

Customer Order Store Location Documentation · October 29, 2026

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Place an order for a customer

1. Open the customer and start a cart, or open one from the customer's **Carts** tab.
2. Add the items. For each product, pick its delivery method: **Store Pickup** or **Home Delivery**.
3. Press **Checkout**. The **Checkout Cart** page opens.
4. In the **Store Location** panel at the top, choose a location from **Available Store Locations**.
5. Check the billing address, choose a payment method, and press **Complete Order**.
6. The confirmation shows the order. **Open Order** opens its In-Store Pickup order history.

The Store Location panel

The panel appears whenever the cart holds something other than a scheduled class.

PART	WHAT IT SHOWS
Available Store Locations	Every location that can sell this order, by name, with its address. Choose one
Unavailable Store Locations	Every other active location, with the reason it can't sell this order and an **Open store location** link. The list scrolls once it passes four lines

Inactive locations never appear. When the site has a single active location and it can sell the order, the panel isn't shown and that location is used. When several are active but only one can sell, it is selected for you.

Why a location is unavailable

REASON SHOWN	WHAT IT MEANS	WHAT TO DO
Store Pickup is off.	The location doesn't accept pickup orders	Turn Store Pickup on in the location's screen, if it should sell
Its Ecommerce Store is Test Store, and this order is placed in Online Store.	The location belongs to a different store	Choose another location, or move the location to this store
Not a store location for vendor *Vendor* (*products*).	A vendor limits where its products can be sold	Choose an allowed location, or remove those products
It is not a pickup location for this site.	It fails a site pickup rule not listed above	Ask your administrator

Classes

- A **scheduled class** always goes to its class location. You don't choose a location for it.

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- An **online class** has no class location, so the panel appears and the class goes to the location you choose.
- A cart can become several orders. A class and an accessory, or classes at two locations, each become their own order at their own location. The confirmation shows the first one. All of them appear in the customer's orders.

Finish a customer's online cart

When a customer filled a cart on the website and didn't check out, it appears on their **Carts** tab as *Abandoned*.

1. Press **Checkout** on that cart, or **Load** to change it first.
2. Choose the store location and the payment method as usual, then press **Complete Order**.

The order is the customer's, and you are recorded as the staff member who placed it.

Messages

MESSAGE	MEANING
Choose the store location to complete this order.	No location is selected. Choose one in the Store Location panel
Name cannot sell this order. *Reason*	The location changed while the page was open. Choose another, or fix the location and reload
There is no active store location to sell this order. Make one active in Store Management, then place the order.	No location is active. An administrator has to activate one
The chosen store location is no longer active. Choose another.	The location was deactivated after the page opened
The selected payment method is not available for this store.	The saved card was saved under a different Stripe account. Add the card again

After the order

- The order appears under **In-Store Pickup › Orders** for its location, and the location receives the usual new order emails and text messages.
- Your own store location and preferred store location don't change.

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