

Local Pickup Update

Last Modified on 10/15/2018 10:54 am EDT

Effective as of 10/12/2018,

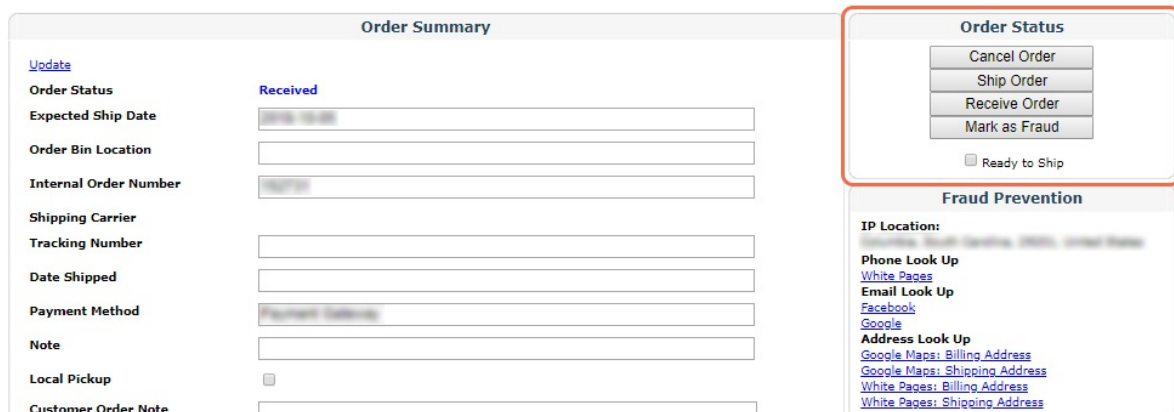
This communication is to inform of updates to the existing Local Pickup functionality. For dealers who do not have it enabled, Local Pickup allows customers to select to pick up their orders in-store instead of shipping the part.

We've heard your feedback and will continue to make enhancements to this functionality. We're pleased to announce the first of such enhancements requested by many of you.

New Functionality: Ability to notify the customer via email that their order is ready for Pickup at the dealership.

How It Works: When a customer places an order and selects Local Pickup, you'll notice a slight change in process on the Order Details screen.

- In the "Order Status" box where you'd otherwise see the "Ship Order" button(see image A below), you'll see it has been replaced with a "Local Pickup Ready" button(see image B below).
- Image A:



The screenshot displays the 'Order Summary' interface. On the right side, the 'Order Status' section is highlighted with a red box and contains the following elements:

- Order Status**
- Buttons: Cancel Order, Ship Order, Receive Order, Mark as Fraud
- Checkbox: Ready to Ship

Below the 'Order Status' section is the 'Fraud Prevention' section, which includes:

- IP Location:** [View IP Location](#), [View IP Address](#), [View IP History](#)
- Phone Look Up:** [White Pages](#)
- Email Look Up:** [Facebook](#), [Google](#)
- Address Look Up:** [Google Maps: Billing Address](#), [Google Maps: Shipping Address](#), [White Pages: Billing Address](#), [White Pages: Shipping Address](#)

The main 'Order Summary' table on the left includes the following fields:

Order Summary	
Update	
Order Status	Received
Expected Ship Date	<input type="text"/>
Order Bin Location	<input type="text"/>
Internal Order Number	<input type="text"/>
Shipping Carrier	<input type="text"/>
Tracking Number	<input type="text"/>
Date Shipped	<input type="text"/>
Payment Method	<input type="text"/>
Note	<input type="text"/>
Local Pickup	<input type="checkbox"/>
Customer Order Note	<input type="text"/>



- Image B:
- Once you click “Local Pickup Ready,” an email notification will be sent to the customer that reads:
This message from Dealership Name is intended for Customer Name (customer email) in regards to order #xxxxxxx.
The status of your order has changed and we wanted to keep you up to date:

You selected Local Pickup at checkout and your order is now ready for pickup at the dealership.

If you have any questions, need any support using the new feature, or would like to activate Local Pickup for your dealership, please contact our support team via email at support@simplepart.com or 1-888-843-0425.
