

How to place a COD order?

Indian customers prefer Cash on Delivery or the COD option over prepaid due to its convenience. As a result, COD Orders contribute to more than 70% of online orders, making it crucial for a business to offer the same on their store. This guide will walk you through the process of placing a COD order for your customers on Printrove

Requirements to place a COD order

There are 2 requirements at Printrove to successfully place a COD order on the Merchant Panel.

- **Upgrade to the Business Plan**

The option of placing COD orders for your customer, including multiple other features, is only available for **Business Plan** users.

- ① You can refer to the following article to know the various features available with the Business Plan and the steps to upgrade. [What are the benefits of the Business Plan?](#)

- **Verified Bank details**

You are required to **register** your bank details on the Merchant Panel by heading over to *Settings > Bank* and waiting for them to be verified **automatically** through our system. It takes around **5-6 hours** at the max to get the bank details verified.


- 📄 You can refer to the following article to understand how you can get your bank details verified if you face any delays. [How to verify my Bank Details?](#)

You will be able to place a COD order with Printrove only if your bank details are verified since the COD Remittance is processed in your registered bank account only.

- ① You can refer to the following article to understand how the COD Remittance is processed. [How does Cash on Delivery Remittance Work?](#)


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Once the above requirements are fulfilled, the COD option is **automatically enabled** for your Printrove Account, allowing you to either manually place the order or confirm the store order on the Merchant Panel.

 You can refer to the following article to manage store orders, prepaid & COD, on the Merchant Panel. [How to automatically place your store orders on Printrove?](#)

To place a COD order manually, you can follow the steps as guided below.

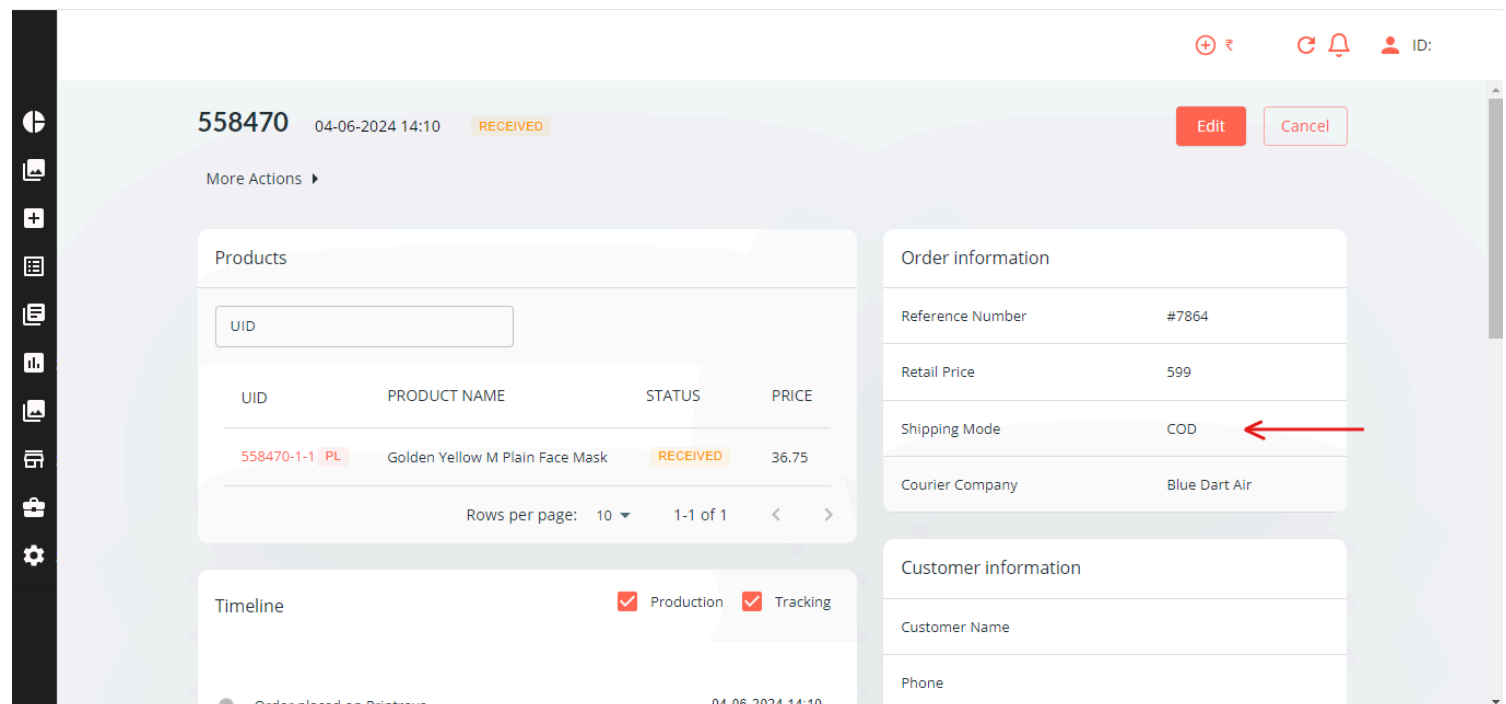
Step 1: Customise the product by uploading the design as usual and click on *Proceed to Shipping*.

 You can refer to the following article for the detailed steps involved in placing an order manually. [How to place a Sample Order?](#)

Step 2: On the shipping page, add all the required customer details and select the checkbox for *Collect Cash on delivery for this order* as shown in the image below.

☒ Collect cash on delivery for this order

This will mark the payment mode of the order as COD. You can verify the same by heading over to the **order page** once the order has been placed successfully and check the *Shipping Mode* under *Order Information* as observed in the image below.



The screenshot displays the Printrove Merchant Panel interface for order 558470, dated 04-06-2024 at 14:10. The order status is 'RECEIVED'. The interface is divided into several sections:


- Products:** A table showing the order details.

UID	PRODUCT NAME	STATUS	PRICE
558470-1-1 PL	Golden Yellow M Plain Face Mask	RECEIVED	36.75
- Order information:** A table showing order details.

Reference Number	#7864
Retail Price	599
Shipping Mode	COD
Courier Company	Blue Dart Air
- Customer information:** A table showing customer details.

Customer Name	
Phone	

The 'Shipping Mode' is set to 'COD', which is highlighted with a red arrow. The 'Production' and 'Tracking' checkboxes are checked. The timeline shows 'Order placed on Printrove' at 04-06-2024 14:10.

 Be careful when selecting the payment mode of the order since it **cannot** be edited after it has passed QC.

Once the order has been placed, you can communicate the timelines associated with delivering the order to the customer.

Suggested Article: [How does Cash on Delivery Remittance Work?](#)