ACTIVE ECOMMERCE PREORDER ADD-ON DOCUMENTATION

An Add-on for **Active eCommerce CMS**

Release Date : January 2025
Author : Active IT zone
Software Framework : Laravel
Provided by : Codecanyon

#1 MULTIVENDOR ECOMMERCE
PHP SCRIPT ON UNIVERSE

ACTIVE IT ZONE LIMITED
www.activeitzone.com

TEAM OF BORDERLESS PROSPECT

ABOUT THE PRE ORDER ADD-ON

The Active eCommerce Preorder Add-on is a game-changing solution that combines flexibility and intelligence, making it perfect for both startups and established businesses. With its powerful features, it streamlines preorder management, helping you stay ahead of the competition and drive growth, no matter the size or stage of your business. This is the perfect tool to launch your eCommerce business with zero risk and maximum potential for success.

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1. Install The Preorder Add-on

1.1 How to install Preorder Add-on

To install the Preorder Addon, follow these detailed steps:

- **Step 1: Prerequisite**

  Before proceeding, ensure that Active eCommerce CMS is already installed and running on your server. The Preorder Addon works as an extension and requires the CMS to function.

- **Step 2: Purchase & Download**

  Purchase the Active eCommerce Preorder Addon from the official marketplace or provider. After completing the purchase, download the addon file, which will be in a zipped format.

- **Step 3: Access the Admin Panel**

  Log in to the admin panel of your Active eCommerce CMS using your administrator credentials. Navigate to the Addon Manager section in the admin dashboard.

- **Step 4: Install the Addon**

  Inside the Addon Manager, click on the Install New Addon button.

  ➔ A file upload window will appear. Click on Choose File and select the downloaded zip file from your system.

  ➔ Enter the purchase code of Active eCommerce CMS & Active eCommerce Preorder Add-on.

  ➔ Click on the Install button to begin the installation process.

  ➔ Once the installation is complete, a success message will confirm that the addon has been installed.

- **Step 5: Locate the Preorder System**

  After successful installation, you will find the Preorder Menu added to the left sidebar of your admin panel.

- **Step 6: Ready to Use**

  The Preorder Addon is now installed and fully operational. You can start creating preorder-enabled products, offering your customers the ability to place preorders before stock becomes available.

2. Preorder Dashboard Features

2.1 Overview Panels

- **Total Preorder Products:**
  Displays the total number of pre order products available. Includes a link to view all products.

- **Live Pre Order Products:**
  Shows the number of products currently available for live preorder. Includes a link to view all live products.

- **Delayed Orders:**
  Tracks delayed prepayment orders and delayed final orders.

- **Add New Pre Order Product:**
  Quick access button to add new pre order products.

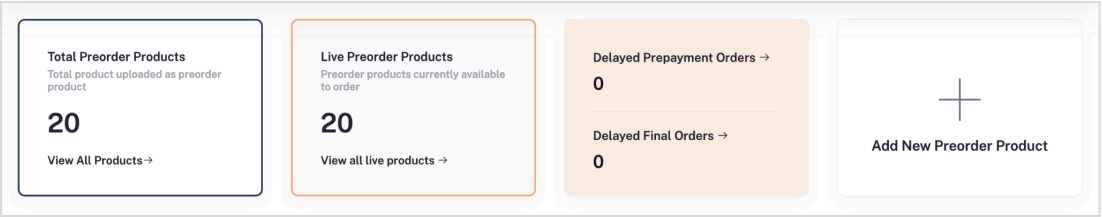


Figure 2.1: Overview panel

2.2 Sales Statistics

- **Sales Overview:**
  - ➔ **In-House Sales**: Shows total sales revenue generated from in-house preorders.
  - ➔ **Seller Pre Order Sales**: Displays revenue from preorder sales by sellers.

- **Sales Performance:**
  Highlights monthly sales performance, showing the total sales amount for the current month.

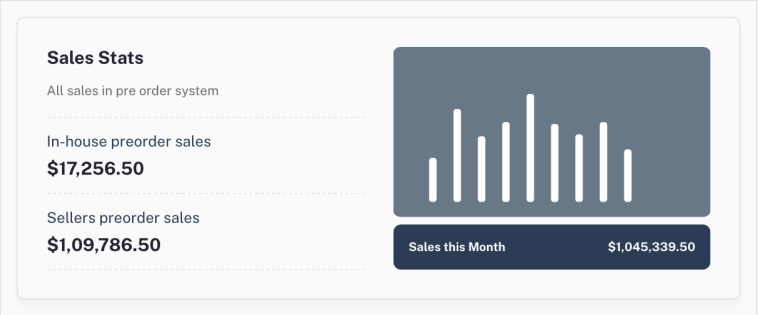


Figure 2.2: Sales statistics panel

*** The Seller Panel displays sales statistics with an identical design, focusing solely on the total sales of the respective seller.

2.3 Preorder States

- Tracks various stages of preorder products order cycle:
  - ➔ **Pre Order Requests:** Lists customer applications for preorder products.
  - ➔ **Accepted Requests:** Indicates the number of requests approved to proceed.
  - ➔ **Prepayment Requests:** Tracks requests waiting for admin verification.
  - ➔ **Confirmed Prepayments:** Displays payments verified and accepted by the admin.
  - ➔ **Final Preorders:** Shows completed pre order transactions.

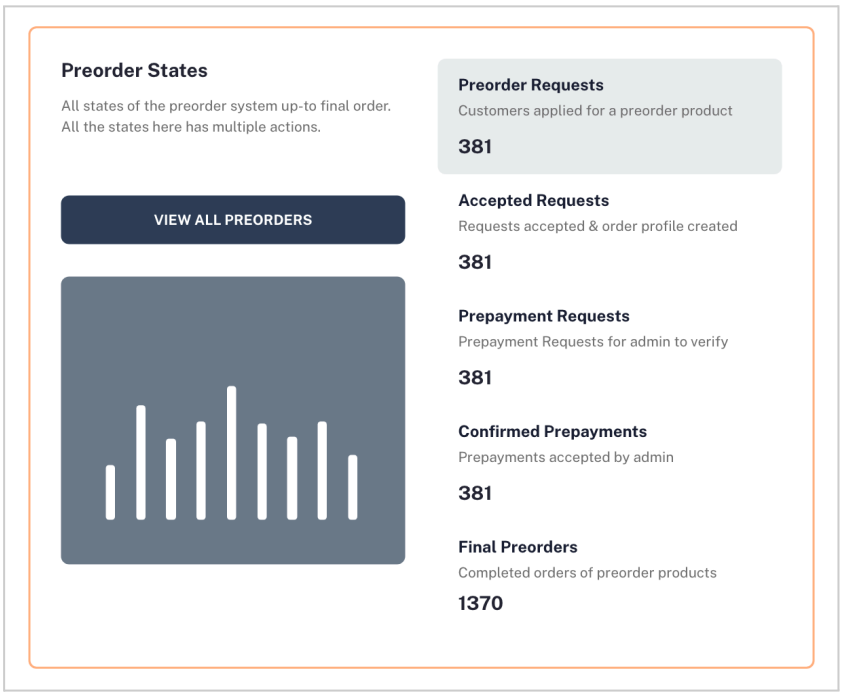


Figure 2.3: Preorder States

2.4 Order Status

- Provides an overview of the shipping and delivery status:
  - ➔ **In Shipping:** Number of preorders currently being shipped.
  - ➔ **Delivered:** Number of preorders successfully delivered.

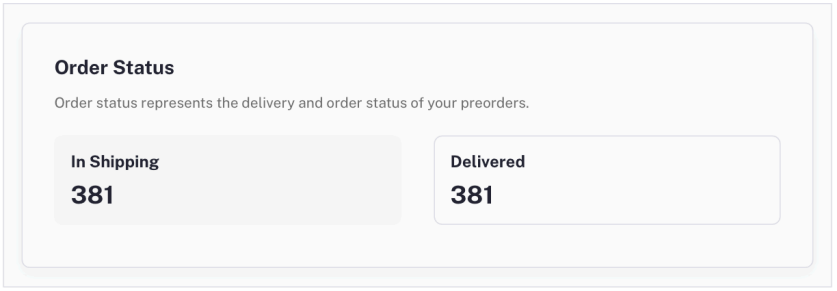


Figure 2.4: Preorder States

2.5 Preorder by Product

- Displays a table of pre order products with the following details:
  - ➔ Product name and description.
  - ➔ Status columns for:
    - ✓ **Requests**: Number of customer requests for the product.
    - ✓ **Prepayments**: Number of verified prepayments.
    - ✓ **Final Orders**: Number of completed orders.
    - ✓ **Total Sold**: Number of total sales.

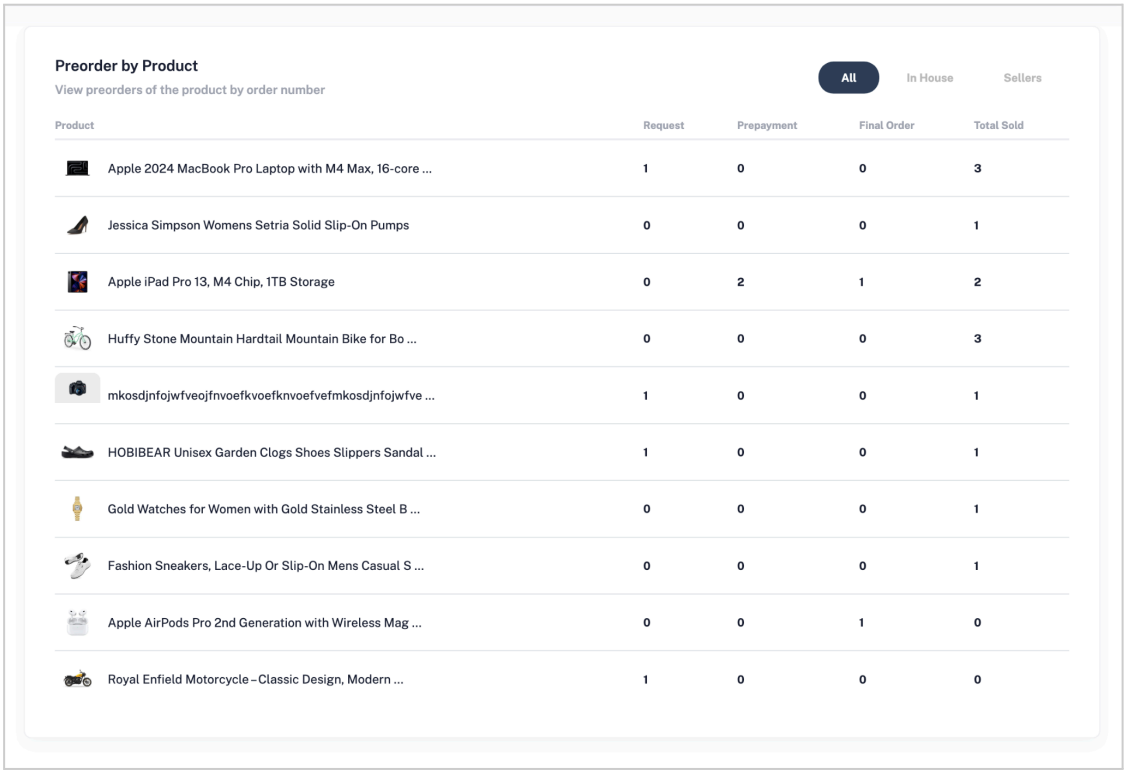


Figure 2.5: Preorder by Product

*** The Admin Panel dashboard is detailed here; the Seller Panel dashboard is identical, excluding the "All," "InHouse," and "Seller" button links.

3. Preorder Product Upload

3.1 Product Information

- **Product Name***:
  This field is required and refers to the name by which the product will be listed on the website. It should be clear and descriptive, helping customers identify the product easily. Example: “Wireless Bluetooth Headphones.”

- **Brand***:
  Select the brand of the product from the dropdown or create a new brand (*in Products > Brands > All Brands > Add New Brands*) if not already listed. Brands help customers find specific products associated with known names.

  [1] If your product has no brand you have to select “No Brand” from the dropdown.
  [2] Brands can only be added by admin.

- **Unit***:
  Define the measurement unit for this product (e.g., piece, kg, meter). This is important for customer understanding, especially for bulk items or items sold by weight/size.

- **Weight**:
  Enter the weight of the product as an example in kilograms or grams.This value will be used for shipping calculations, affecting the final shipping cost displayed to the customer.

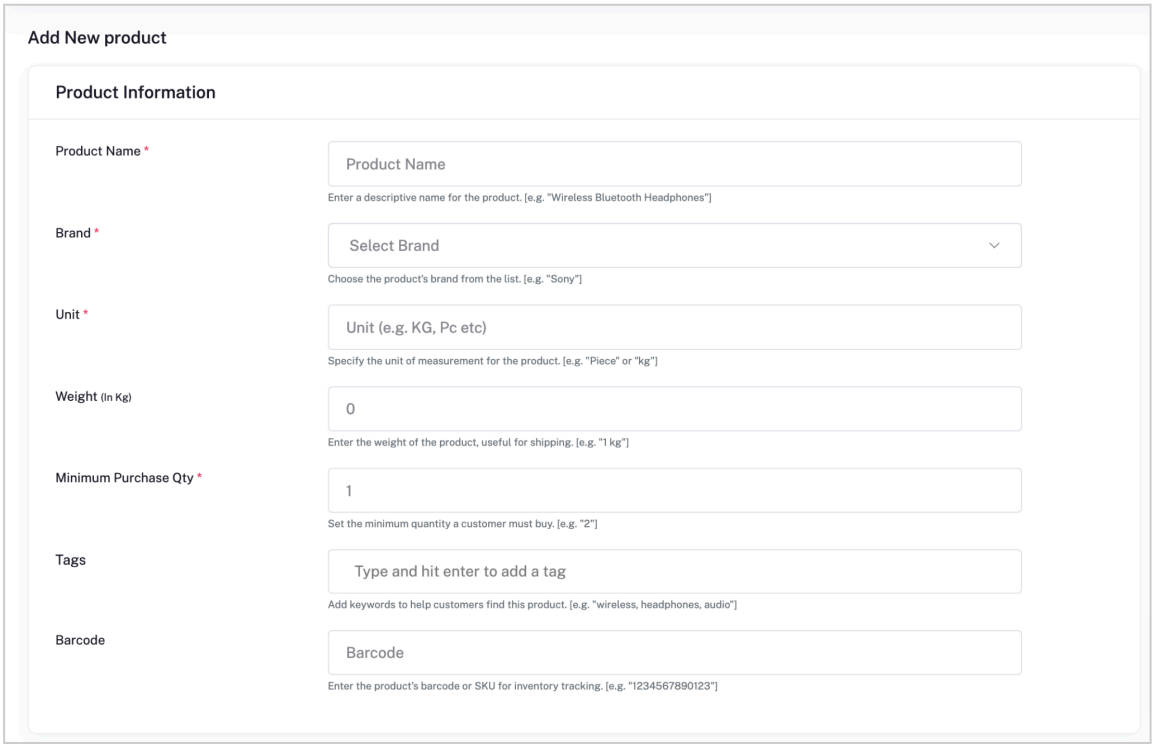


Figure 3.1: Add New Pre Order Product, Product Information section

- **Minimum Purchase Quantity***:
  Set the minimum number of items that a customer must purchase in a single order. For example, if it's a bulk item, the minimum quantity could be 10 pieces.

  [3] The preorder system operates with a cartless ordering process. Customers must place an order for the specified Minimum Purchase Quantity in a single preorder.

- **Tags**:
  Add keywords related to the product to improve search engine optimization (SEO) and site search visibility. For example, a headphone product might have tags like "Wireless," "Bluetooth," "Headphones."

- **Barcode**:
  Enter the barcode associated with the product for inventory tracking or scanning purposes. Barcodes can help with efficient stock management and order fulfillment.

3.2 Product Files & Media

- **Add Gallery Image***:
  Upload multiple images to showcase the product from different angles. Having multiple product images enhances customer confidence and helps reduce return rates. Example: side, front, and back views of the product. Recommended size for gallery images is 600 x 400 px.

- **Thumbnail Image***:
  Upload a thumbnail image that will be used to represent the product across the website, including in category listings and search results. This is the main image customers will see first. Recommended size for thumbnail image is 300 x 300 px.

- **Video Provider**:
  Choose a video hosting service (e.g., YouTube, Vimeo) to embed a product video. Videos can show the product in use or provide a detailed overview of its features.

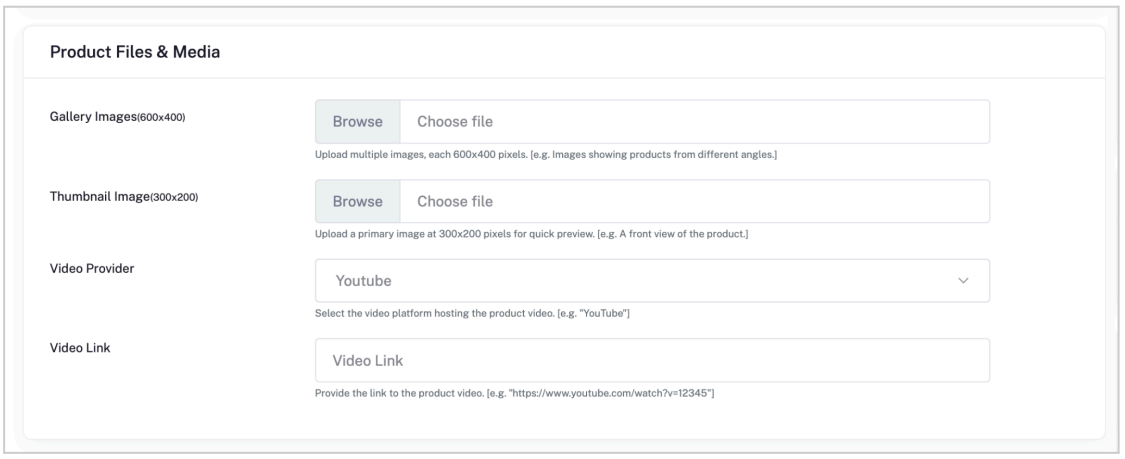


Figure 3.2: Add New Pre Order Product, Product Files & Media section

- **Video Link**:
  Paste the video URL from your chosen video provider. The video will be displayed on the product page, providing an interactive experience for the customer.

3.3 Product Description

- **Description**:
  Provide a comprehensive description of the product. Include important details like features, functionality, and any unique selling points. For preorders, include relevant pre order details like expected availability dates or shipping timelines. This section is crucial for convincing customers of the product's value. It have separate image uploading system and

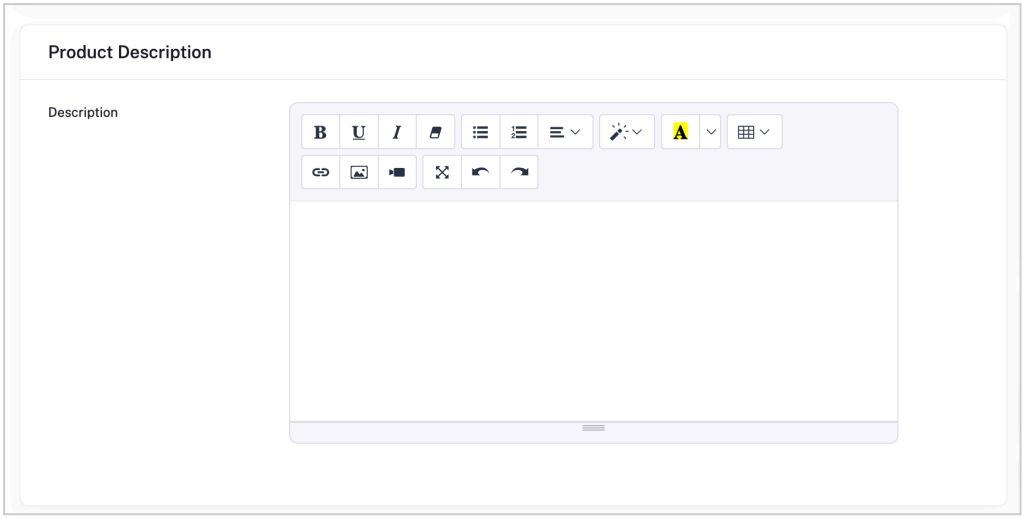


Figure 3.4: Add New Preorder Product, Product Description section

3.4 Product Price

- **Unit Price***:
  Enter the price per unit of the product, applicable when customers purchase the product by volume or weight (e.g., $20 per kg for groceries).

  [4] Give the price of a single product here. It will be multiplied by minimum purchase quantity while order.

3.5 Prepayment (Advance Payment)

- **Enable Prepayment**:
  Toggle this option if you wish to allow customers to pay a partial amount upfront. This is often used for high-demand items or custom products.

- **Prepay Amount**:
  Set the exact amount required for prepayment. For example, if the total price is $100 and you require 20% prepayment, you would set $20 here.

3.6 Discounts

- **Discount**:
  Choose whether the discount will be a **Flat amount** (e.g., $10 off) or a **Percentage** (e.g., 20% off). Enter the specific discount value.

3.7 Coupons

- **Use Coupons for This Product**:
  Toggle this option to allow customers to apply coupons when purchasing this product.
- **Coupon Code**:
  Enter or auto-generate a coupon code that customers can use to receive discounts.
- **Coupon Date Range**:
  Set the time frame for when the coupon will be valid.
- **Discount**:
  Choose whether the discount will be a **Flat amount** (e.g., $10 off) or a **Percentage** (e.g., 20% off). Enter the specific discount value.

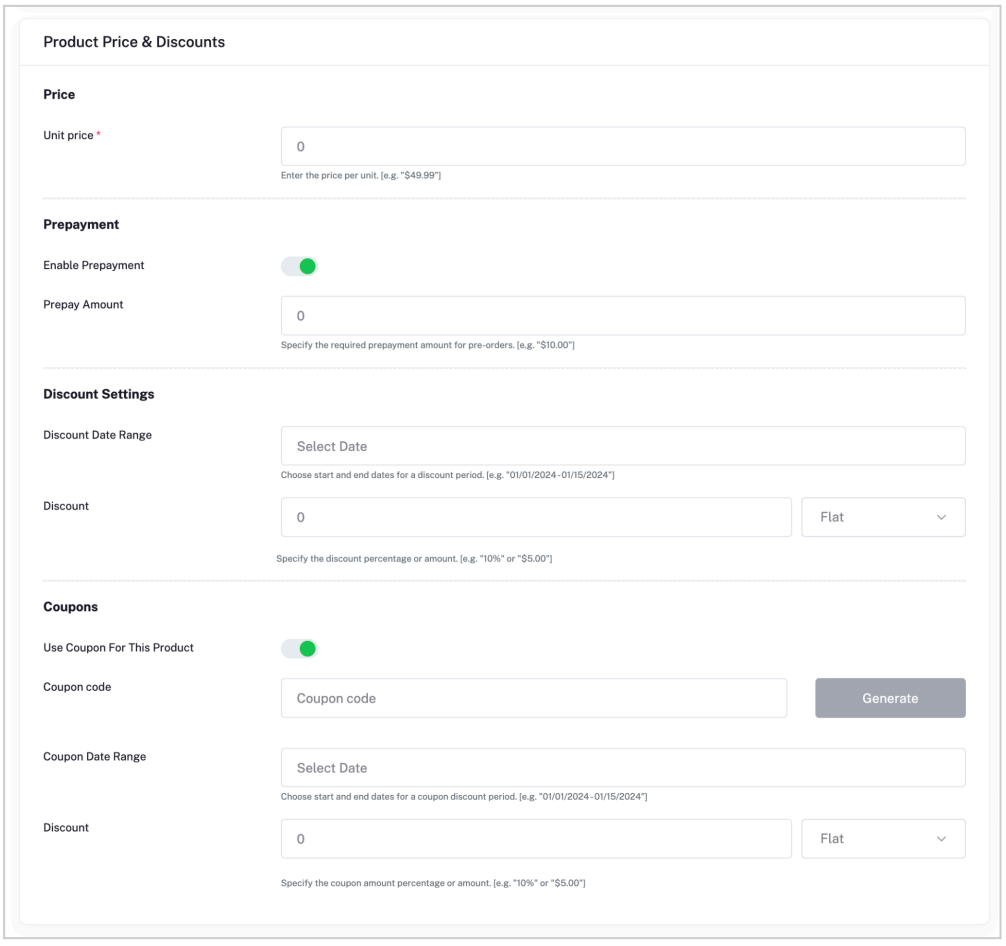


Figure 3.4-3.7: Product price, prepayment, discount and coupon section.

3.8 SEO Meta Tags

- **Meta Title**:
  Provide a concise and keyword-rich title to help improve search engine visibility.

- **Meta Description**:
  Add a brief description that summarizes the product for search engines. This should be engaging to encourage clicks from search results.

- **Meta Image**:
  Upload an image that will be displayed when the product is shared on social media or appears in search results.

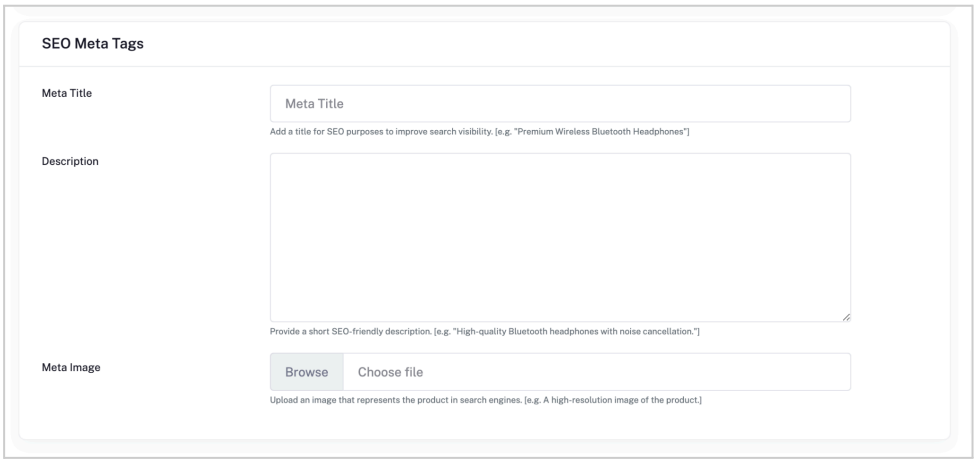


Figure 3.8: Add New Preorder Product, SEO Meta Tags Section

3.9 Product Category

- **Main Category***:
  Choose the primary category for this product to help organize it into sections (e.g., Electronics > Headphones). This is a required field. After selecting a main category you can also select some related categories as your product demands. If you need to create a new category, navigate to **Product > Category > Add New Category**.

  [5] Categories can only be added by admin.

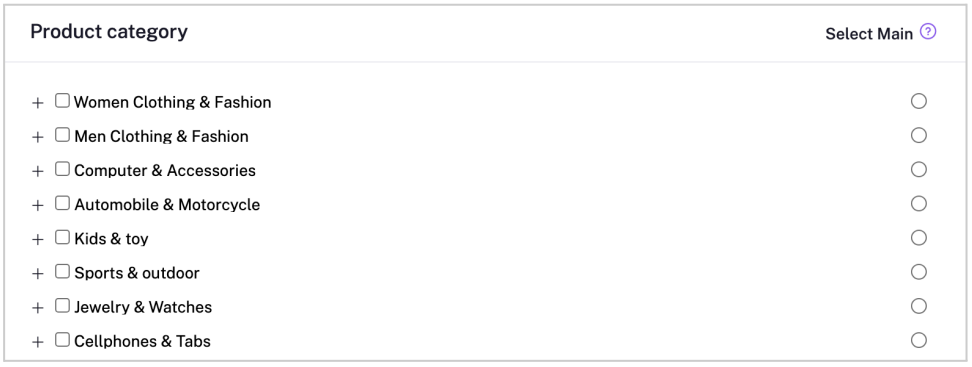


Figure 3.9: Product Categories Selection in product edit or upload.

3.10 Product Settings

- **Published**:
  Toggle to publish the product immediately or save it as a draft for later release.
- **Featured**:
  Mark the product as featured to give it more visibility on the website.
- **Available Now**:
  Enable this option when the product is in stock and ready to ship.
- **Available Date**: Specify the date when the product will be available. For example: "20/01/2025".

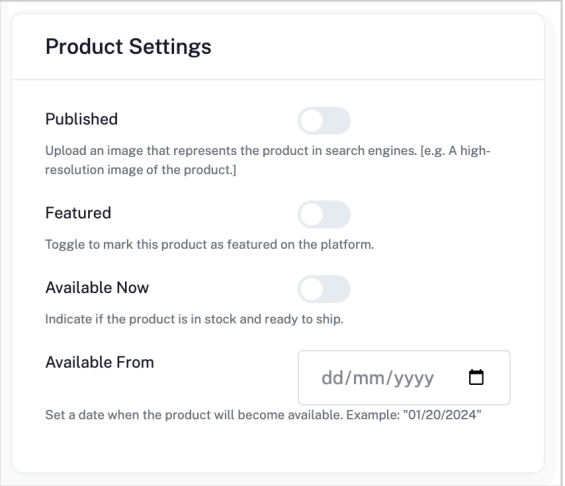


Figure 3.10: Add New Preorder Product, Product Settings

3.11 Refund

** For this feature Active eCommerce Refund Add-on is required*

- **Refundable**:
  Toggle to allow refunds for this product.
- **Notes**:
  If you select the Show notes in refund section in product description page you can select notes from presaved notes.

[5] Notes can be added from Admin/ Seller panel Notes > Add New Notes.

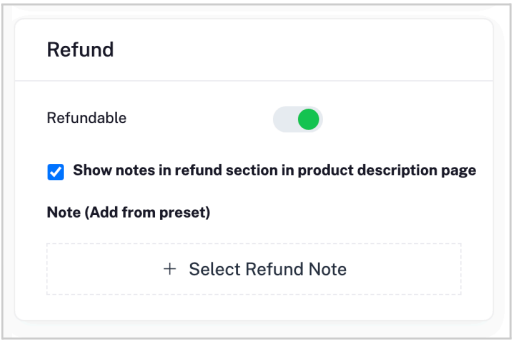


Figure 3.11: Add New Preorder Product, Refund

3.12 Shipping

- **Shipping Configuration**:
  - → **Free Shipping**
    Offer free shipping for this product.
  - → **Flat Rate**
    Charge a fixed shipping fee for the product, regardless of location or order size.

[6] Flat rate for preorders can be set from Admin panel Preorder Settings > Preorder Flat Rate Shipping

- **Show Estimated Shipping Time in Product Description Page**
  This option allows sellers to display the estimated delivery time directly on the product description page. Customers can see when they can expect their order to arrive, enhancing transparency and helping them make informed purchase decisions. Admin or seller can also disable this.
- **Show Notes in Shipping Time Section:**
  Display preset or custom shipping notes on the product page to inform customers about shipping policies.
- **Select Shipping Note**:
  In a popup your pre saved shipping notes will show, select one that better suits the product.

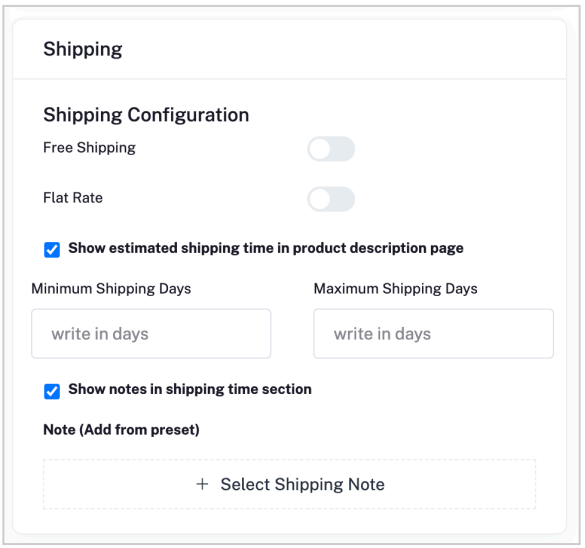


Figure 3.12: Add New Preorder Product, Shipping section

3.13 Cash On Delivery

- **Cash on Delivery Available :**
  Enable the cash on delivery (COD) option for this product.
- **Prepayment needed for cash on delivery:**
  Select this if you want to add prepayments for cash on delivery orders.
- **Show Notes in Cash on Delivery Section:**
  Display preset or custom notes on the product page to inform customers about cash on delivery.

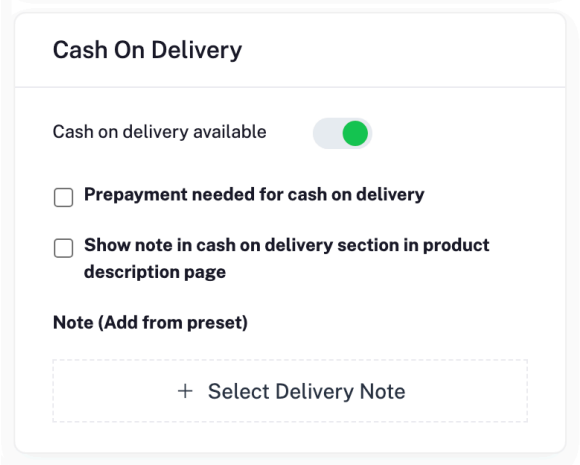


Figure 3.13: Add New Preorder Product, Cash on Delivery

3.14 VAT & Tax

- **Tax**:
  Define whether the tax will be a flat rate or percentage-based. Example: A 10% tax on the product price.
- **VAT**:
  Specify the VAT in either flat or percentage terms, applicable in regions that require value-added tax.

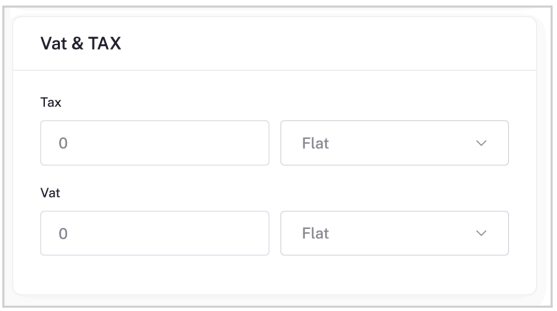


Figure 3.14: Add New Preorder Product, Vat & Tax

3.15 More Products to Pre Order

- The **More Products to Preorder** feature allows sellers to enhance their offerings by linking related products that are also available for preorder.
- **Select Pre Order Products**:
  - → **Link Related Products**: Admins or Sellers can select and display other products that are available for preorder alongside the main product in the product description page. Clicking the add more button will open a popup where you can search and select the products by category and product name & select.

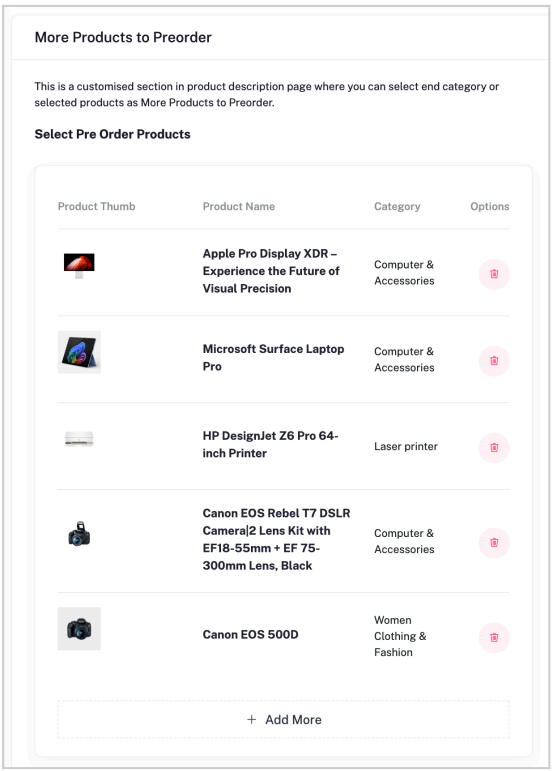


Figure 3.15: Add New Preorder Product, More Products to Preorder Settings

3.16 Frequently Bought Products

- **Select Products**:
  Choose related products that are frequently bought together, giving customers an opportunity to buy complementary items.

  → **Select Product**:
  When this option is selected, sellers can choose specific products to display as frequently bought together on the product description page. This feature helps highlight complementary items, encouraging customers to consider additional purchases.

  → **Select Category**:
  If this option is selected, sellers can choose a specific category to showcase frequently bought products within that category on the product description page. This allows for a broader range of related products to be displayed, enhancing customer discovery and promoting cross-selling opportunities.

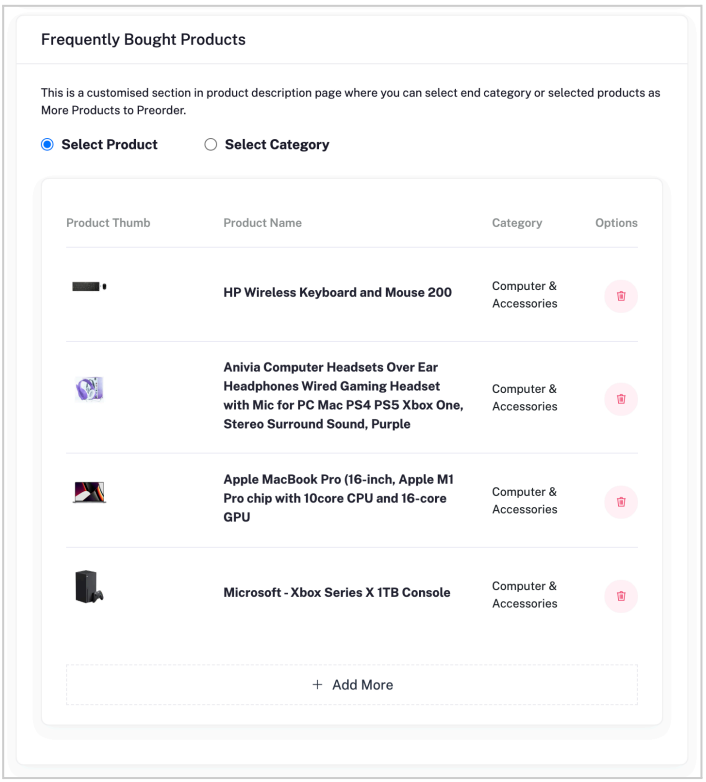


Figure 3.16: Add New Preorder Product, Frequently Bought Product Settings

3.17 Save

- **Save & Unpublish / Save & Publish**:
  Save the new preorder product and publish instantly or you can publish later.

4. Preorder Products

4.1 Preorder Product Listing

- **Product Overview: A Central Hub**:
  The "All Preorder Products" page serves as a centralized hub for managing all products available for pre-order within the system. This comprehensive overview allows admin to quickly access key information and perform essential actions, such as managing product information and details, editing product specifics. It provides a streamlined interface for managing the entire product pre-order catalog.

- **Filtering and Segmentation**:
  This page provides several options for filtering and segmenting the product list. Admin can navigate between all, in-house products, products from external sellers, and view the no. of published items, unpublished items, and discounted items. This level of filtering allows for tailored views of the product catalog, and ensures that admin/seller are able to quickly access and focus on the items that are of relevance to their current goals.

- **Detailed Product Information**:
  Each product entry in the table provides detailed information about the respective item. This includes the product's image, name, category, seller, and creation date. Also displayed are purchase quantities, price, prepayment needs, discount offered, and availability date.

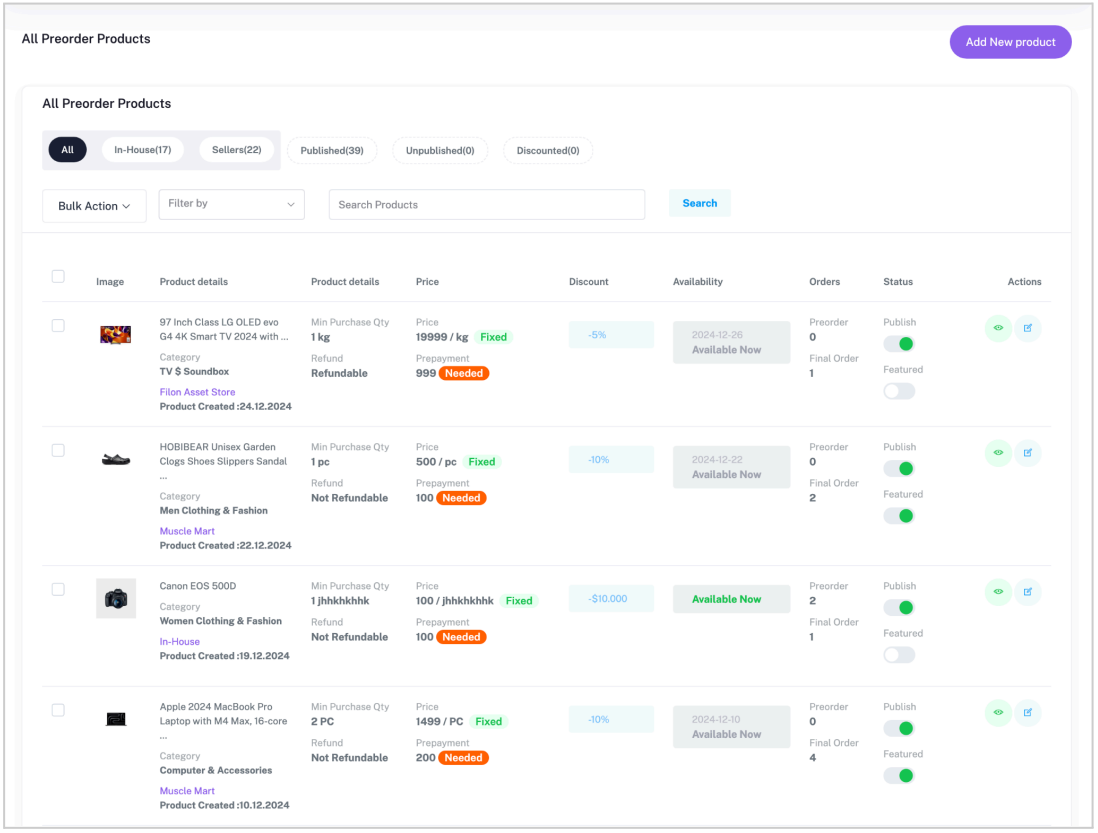


Figure 4.1: All preorder products in admin.

- **Order Management and Status**:
  The page displays detailed order information for each product including the number of preorders and the final order count, giving visibility into customer demand. It also indicates the publication and featured status of each item.

- **Actions and Editing**:
  Users can perform actions on each product directly through this view. The page provides easy access to preview product information and edit product details.

- **Adding New Products**:
  Located at the top right of the page, a button for adding new products facilitates the expansion of the pre-order catalog.

  *** The Admin Panel dashboard is detailed here; the Seller Panel dashboard is identical, excluding the "All," "InHouse," and "Seller" button links.

5. Preorder: Order Process

5.1 Order Process Overview

The preorder process is entirely manual, with every step managed by the Admin or Sellers. Once a product is published, customers can initiate a preorder. Below is an overview of all the steps involved.

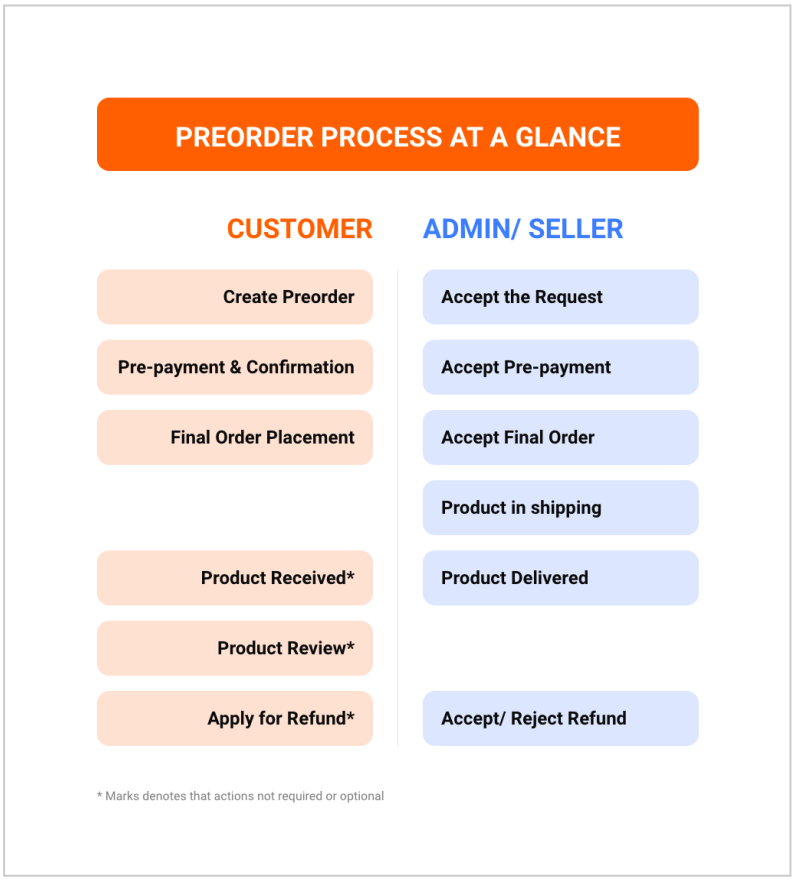


Figure 5.1: Preorder all steps

- **Customer Actions:**

  Customers start by creating a preorder, proceed with pre-payment and confirmation, place the final order, and optionally perform actions like receiving the product, leaving a review, or applying for a refund.

- **Admin/Seller Actions:**

  Admins or sellers manage the process by accepting requests, handling pre-payments, confirming final orders, and ensuring the product is shipped and delivered. They also decide whether to approve or reject refund requests.

  The optional steps, marked with an asterisk (*), indicate flexibility in the process, such as leaving reviews or applying for refunds.

5.2 All Orders

- **Comprehensive Preorder Overview: All Orders in One View**:
  The "All Preorders" page presents a unified view of all preorder requests, offering a clear snapshot of the entire pre-order process. With tabs indicating the total number of orders, as well as orders categorized by specific statuses, this overview provides a detailed picture of all active preorders in the system. Users can easily see how many orders fall into each stage, from initial requests to completed deliveries, enhancing order management and process tracking.

- **Status-Based Filtering**:
  The page offers a status-based filtering system that lets users quickly view orders based on their current state. The available tabs allow filtering by Preorder Requests, Accepted Requests, Prepayment Requests, Confirmed Prepayments, Final Preorders, In Shipping, Delivered, and Refund. This tab-based approach simplifies order tracking, allowing users to focus on the specific stages of interest or requiring attention.

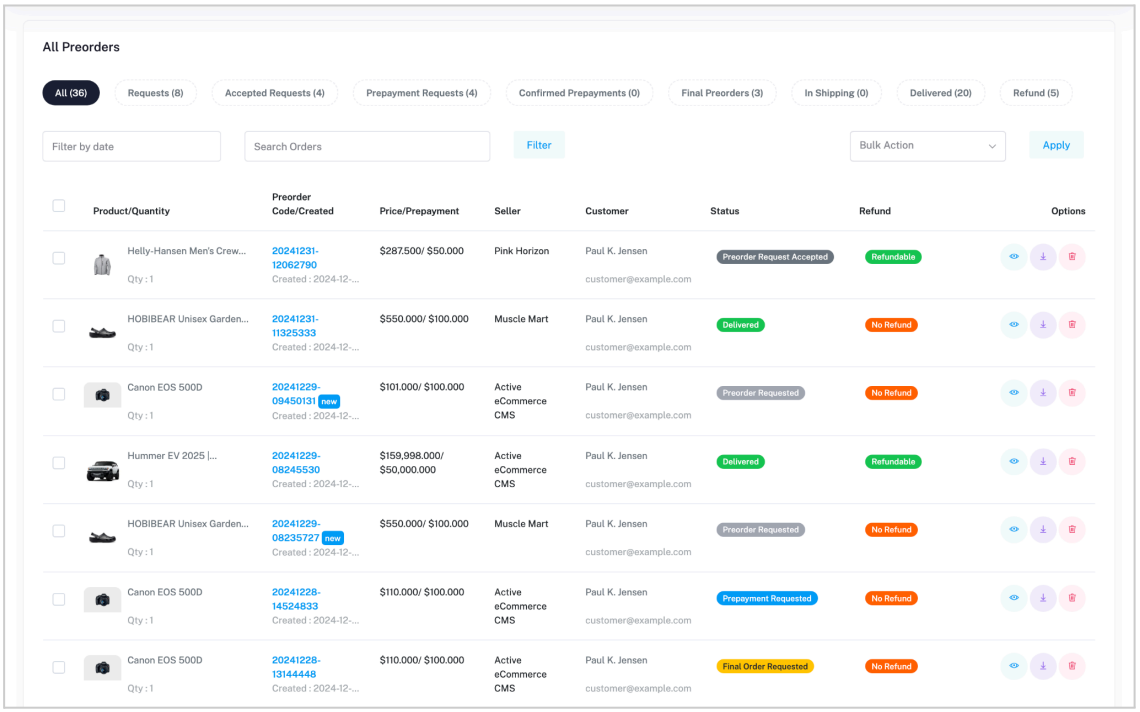


Figure 6.3: All Orders (preorders) page in admin panel.

- **Detailed Order Information**:
  Each preorder entry is detailed, including the product image, name, and quantity, Preorder Code and Creation Date, pricing and prepayment amounts, seller information, the customer's name and email. The page includes the current status of the order, as well as whether a refund is available. This structured presentation of information ensures transparency, allowing users to easily review the specifics of each pre-order.

- **Refund and Options**:
  Each preorder listed in the table includes information on whether the order is refundable or not, enabling easy review. Additionally, each entry includes an "options" button which allows the user to either view, download, or delete the order. This level of functionality provides a good overview of the key information and actions needed on each preorder in one location.

- **Date Filtering and Search**:
  The page provides options for filtering preorders by date, and also includes a search bar for locating specific orders. This helps in quickly accessing the required order. This makes retrieving and managing specific orders fast and easy.

- **Bulk Actions**:
  A "Bulk Action" dropdown and the "Apply" button allows for streamlined actions on multiple selected orders. This feature is displayed in the top right corner of the image and helps users manage multiple preorders at once, making it efficient and saving time.

  *** The Admin Panel dashboard is detailed here; the Seller Panel dashboard is identical, but seller can oly view his own orders.

5.3 Preorders (Other Order Listings)

- **Inhouse Orders**:
  This listing of orders contains only admins orders specifically.

- **Seller Orders:**
  This listing of orders contains only sellers orders.

- **Delayed Prepayments**:
  Customers who created preorder and been accepted but doesn't proceed prepayments for 24 hours are listed here. Admin can send reminder notification to that customer from here to remind about the prepayment.

- **Delayed Final Orders**:
  Customers who created preorder, made prepayments and product is available, now the time for final order, but doesn't proceed to final order for 24 hours are listed here. Admin can send reminder notification to that customer from here to remind about the final order.

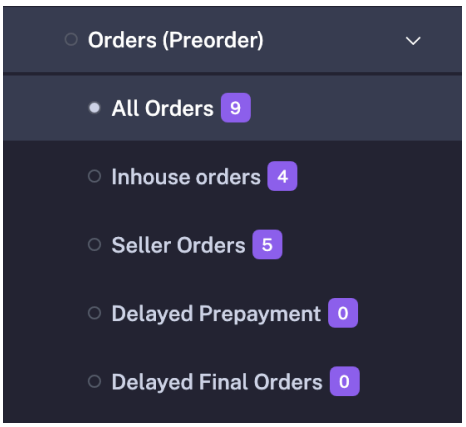


Figure 5.3: All Orders (preorders) links in the sidebar of admin panel.

5.4 Order Details Page : Customer

- **Location of Order Details Page for Customer:**

  After creating a preorder, a preorder details page is created. Customers can access the order details page in two ways:

  ➔ By clicking on their profile picture in the header and selecting it from the dropdown menu.
  ➔ By navigating to Dashboard > Preorder > Preorder List.

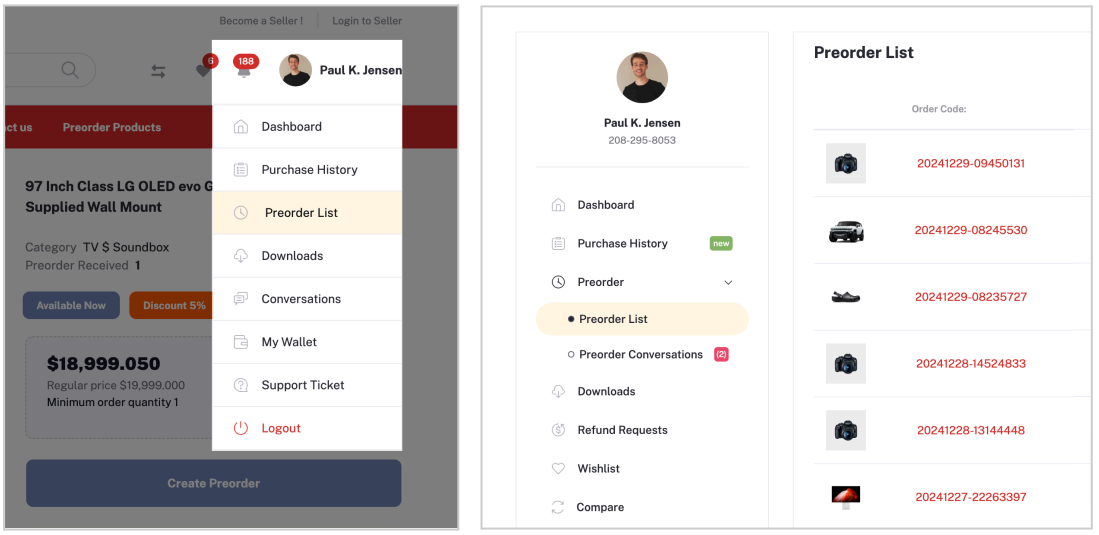


Figure 5.4.1: (Left) Customer preorder details page location from header. (Right) Preorder details page from customers dashboard.

This page displays comprehensive information regarding a customer's preorder, including product details, payment summaries, status updates, and order breakdown. It serves as a central hub for tracking the progress of a preorder.

- **Product Information**:
  This section presents key details about the preordered item. It includes the product image, full product name, a unique order code, and status badges to indicate availability, discounts, and prepayment requirements.

- **Preorder Workflow Steps:**
  This section displays a visual representation of the preorder process. Each step is a toggleable accordion, which includes the step title and an expansion feature.

  ➔ **Request Preorder:** Denotes the initial step, which shows that the preorder has been requested.

  ➔ **Pre-payment & Confirmation:** Indicates the stage where prepayment is completed and order is confirmed.

  ➔ **Final Payment & Order Completion:** Shows the phase when the final payment is made, and the order is fully processed.

➔ **Shipment Details:** Displays progress regarding the shipping stage of the order.

➔ **Delivery Notes:** Shows if the delivery is completed or cancelled.

➔ **Your Review:** Shows the status for the customer to review the order.

➔ **Refund:** Refund option is available after product been delivered and if the product is refundable.

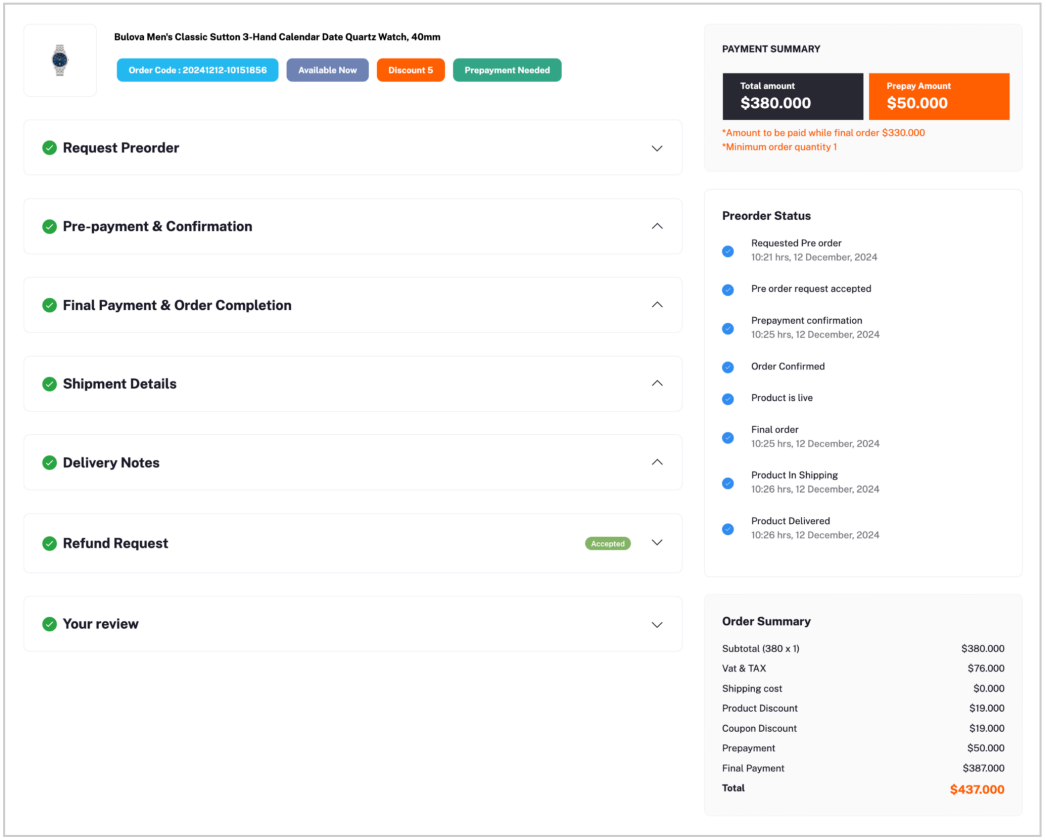


Figure 5.4.2: Order details page of a Customer's preorder.

- **Payment Summary**:
  This area provides a quick overview of the financial aspects of the preorder. It displays the total amount, the required prepayment amount, the amount remaining to pay during final order, and the minimum order quantity requirement if any.

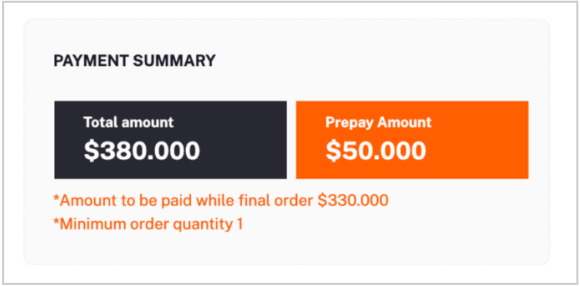


Figure 5.4.3: Payment summary in order details page of a customer's preorder.

- **Preorder Status**:
  This section offers a chronological timeline of status updates for the preorder. Each update includes a description of the status change along with a timestamp indicating when it occurred, and a visual mark when a step has been completed.

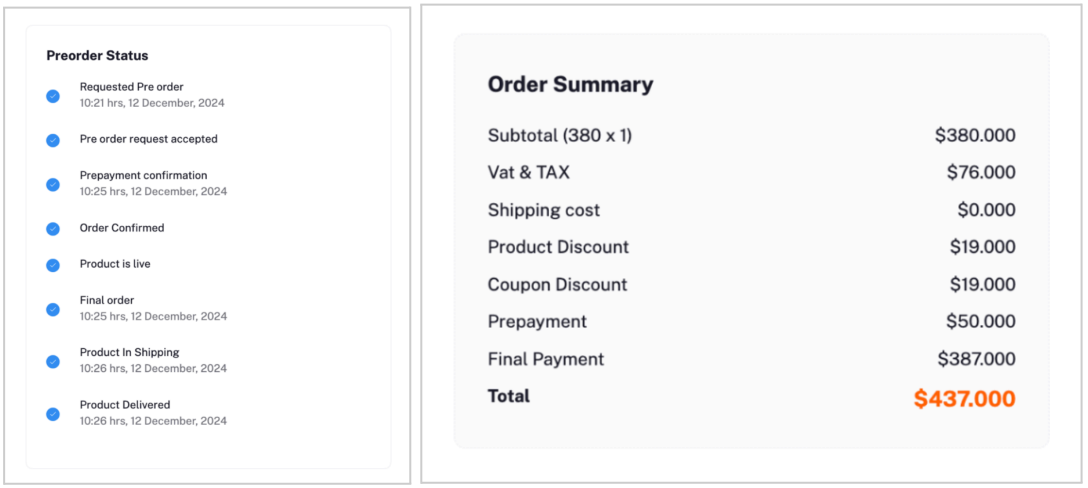


Figure 5.4.3: Preorder status & order summary in order details page of a customer's preorder.

- **Order Summary**:
  This provides a comprehensive financial breakdown of the order. It lists the subtotal, taxes, shipping costs, applied product discounts, prepayment amount, final payment, coupon discounts and the grand total.

Enhanced Customer Experience:
This page enhances the customer experience by providing comprehensive, real-time updates on their preorders, leading to increased satisfaction by providing key details of the purchase process.

Expectation Management:
The page is designed to help manage customer expectations by offering full transparency and keeping them updated at every stage of their preorder.

5.5 Order Details Page : Admin/ Seller

This page provides admin/ sellers with a comprehensive view of a specific preorder. It includes detailed information about the order, the customer, the product, and the financial transactions. This allows admins to monitor and manage preorders efficiently.

- **Order Header**:
  This section displays essential details at the top of the page, which includes the order number, date and time the order was placed, and the name of the seller. There are options to print and download the invoice as well.

- **QR Code & Order Status:**
  This area provides a scannable QR code associated with the order, alongside its current status, total amount and prepayment amount made.

- **Customer Information**:
  This part presents customer details, including their name, email address, phone number, and physical address. Additionally, it provides quick access to the customer history page as well as options to flag the customer as suspicious and/or to ban the customer.

- **Product Details:**
  This section lists the details of the preordered product, including an image of the product, the product's name, quantity, and unit price as well as the total price of the product ordered.

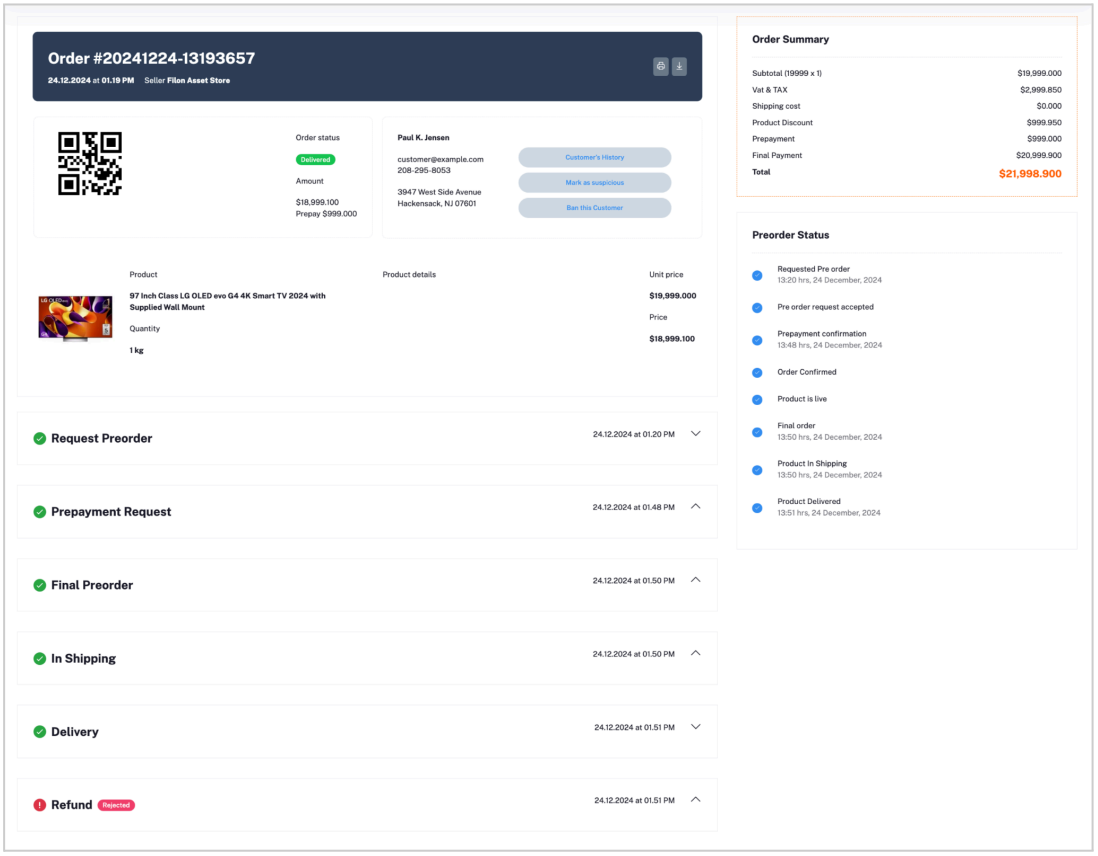


Figure 5.5: Order details page of a Customer's preorder in admin panel.

- **Preorder Workflow Steps**:
  This part visualizes the preorder process with toggleable accordions, each step including an updated time. Completed steps are indicated with a green checkmark and rejected refunds with a red exclamation point. The stages are

  ➔ **Request Preorder:** This initial step indicates when the customer has requested the preorder.

  ➔ **Prepayment Request:** This stage is marked after the required prepayment has been requested or made by the customer.

  ➔ **Final Preorder:** This step represents the stage after the final payment has been made.

  ➔ **In Shipping:** This status indicates that the product is currently being shipped.

  ➔ **Delivery:** This final step confirms that the product has been successfully delivered to the customer.

  ➔ **Refund:** This step shows the status of a refund request, and is marked as rejected/ approved.

- **Order Summary:**
  This section displays a complete financial breakdown of the order, including the subtotal, taxes, shipping cost, discounts, coupons, prepayments, final payment, and the grand total.

- **Preorder Status**:
  This provides a chronological list of actions taken related to the preorder, including the time of when the action was made, and marked visually with a checkmark when the action is completed. These actions are: Requested Pre order, Pre order request accepted, Prepayment confirmation, Order confirmed, Product is live, Final order, Product in Shipping, and Product Delivered.

- **Product Details:**
  This section lists the details of the preordered product, including an image of the product, the product's name, quantity, and unit price as well as the total price of the product ordered.

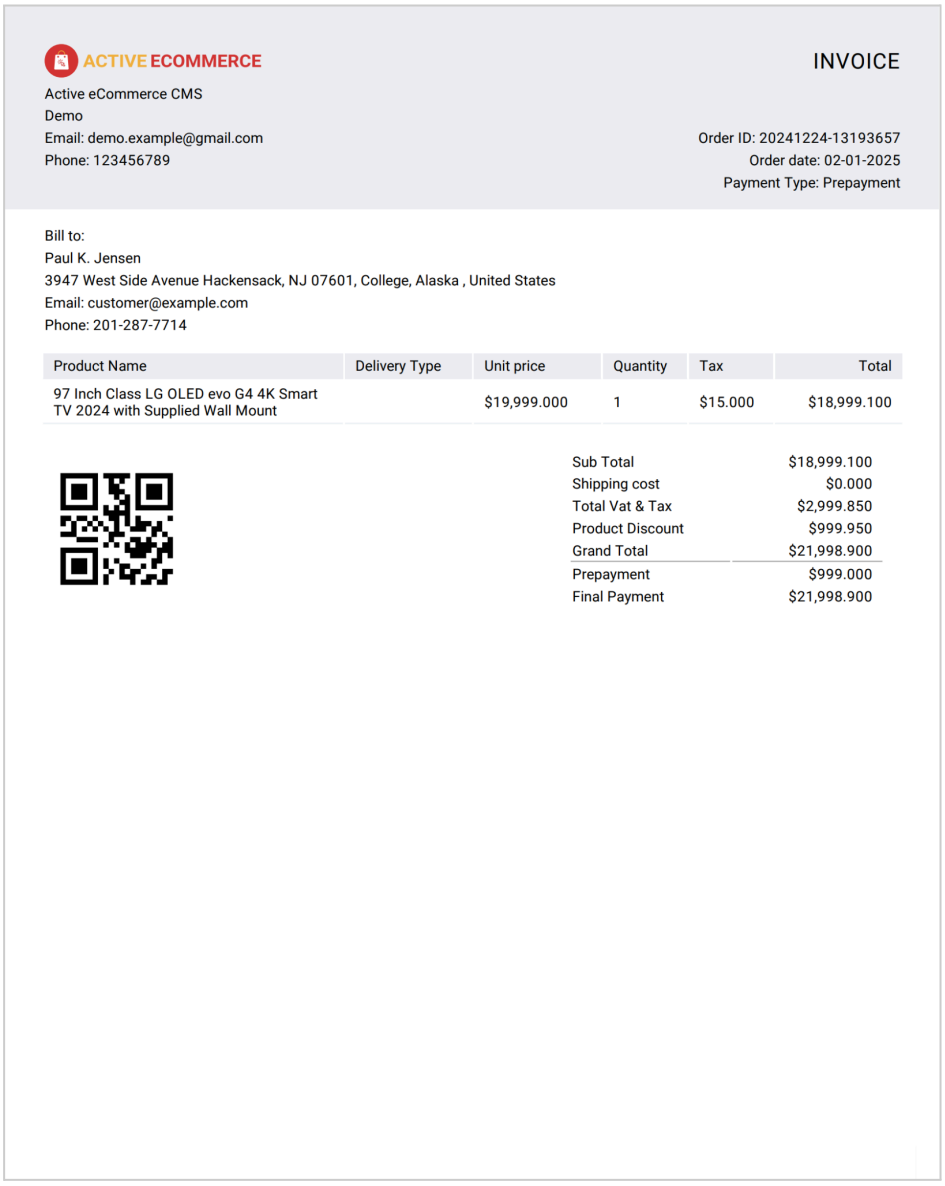
Key Functionalities

- ✓ Comprehensive Order Overview
- ✓ Customer Management
- ✓ Financial Transparency
- ✓ Process Monitoring

*** The Admin Panel Order Details is detailed here; the Seller PanelOrder Details is identical only seller could not ban a customer directly..

5.6 Order Invoice

Invoice for a preordered product. It provides a detailed breakdown of the costs, including product price, taxes, discounts, and payment information. The invoice also includes essential details such as the order ID, date, and customer information. It serves as a formal record of the transaction.



ACTIVE ECOMMERCE

INVOICE

Active eCommerce CMS
Demo
Email: demo.example@gmail.com
Phone: 123456789

Order ID: 20241224-13193657
Order date: 02-01-2025
Payment Type: Prepayment

Bill to:
Paul K. Jensen
3947 West Side Avenue Hackensack, NJ 07601, College, Alaska , United States
Email: customer@example.com
Phone: 201-287-7714

Product Name	Delivery Type	Unit price	Quantity	Tax	Total
97 Inch Class LG OLED evo G4 4K Smart TV 2024 with Supplied Wall Mount		$19,999.000	1	$15.000	$18,999.100

Sub Total	$18,999.100
Shipping cost	$0.000
Total Vat & Tax	$2,999.850
Product Discount	$999.950
Grand Total	$21,998.900
Prepayment	$999.000
Final Payment	$21,998.900

Figure 5.65: Preorder invoice..

- **Header Information**

This section contains the branding information, including the company logo and contact details. It also includes the invoice title, the unique Order ID, the order date, and payment type.

- **Billing Information**

This area presents the customer's information, including their full name, address, email, and phone number.

- **Product Details**

This section outlines the specifics of the preordered product, including its name, unit price, quantity, and applicable taxes as well as the total price, including tax.

- **Financial Summary**

This segment provides a detailed breakdown of the costs associated with the order. It lists the subtotal, shipping cost, total tax, product discounts, the grand total, prepayment amount and the final payment needed.

- **QR Code**

This is the visual representation of the order, in the form of a QR code.

Transaction Record:
The invoice serves as an official record of the transaction, which provides a clear and itemized list of all the products ordered and their costs. It can be downloaded at any stages of preorder stages, be it prepayment or final payment.

Payment Confirmation:
This document confirms the total amount owed and serves as an official statement of the financial agreement between the customer and the seller, including prepayment and balance.

Transparency:
The invoice provides transparency to customers, by presenting a comprehensive breakdown of all the cost related to the purchase made.

5.7 Order Process Stages in Detail

Stage 1: Request Preorder/ Create Preorder

- **Customer Action:** Customer sends a preorder request to the admin/seller.

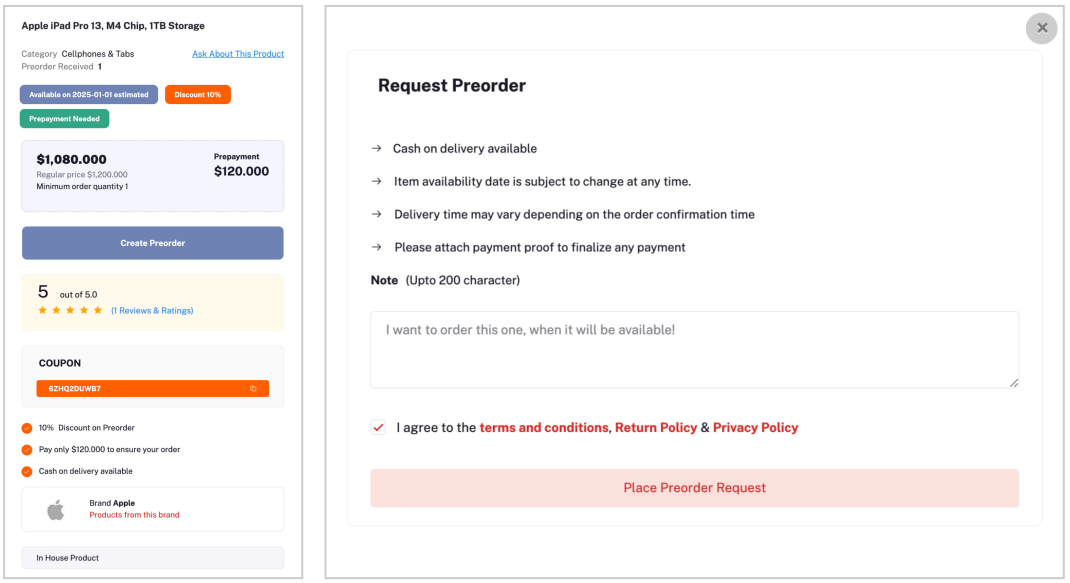


Figure 5.7.A: (Left) Customer initiates a Preorder request. (Right) Popup for placing preorder request.

- **Admin/Seller Action:** Admin or seller reviews the request.

  ➔ If **accepted**, the customer receives a notification and proceeds to the **Prepayment Stage**.

  ➔ If **rejected**, the process stops, and the customer receives a notification that the preorder request was denied.

  Note: Customer can add notes at this stage and admin/seller can view the notes.

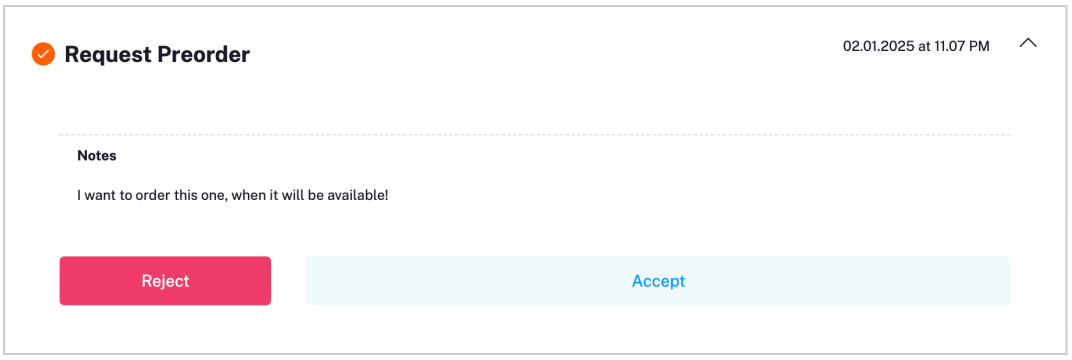


Figure 5.7.B: Admin/ seller panel order details page preorder request.

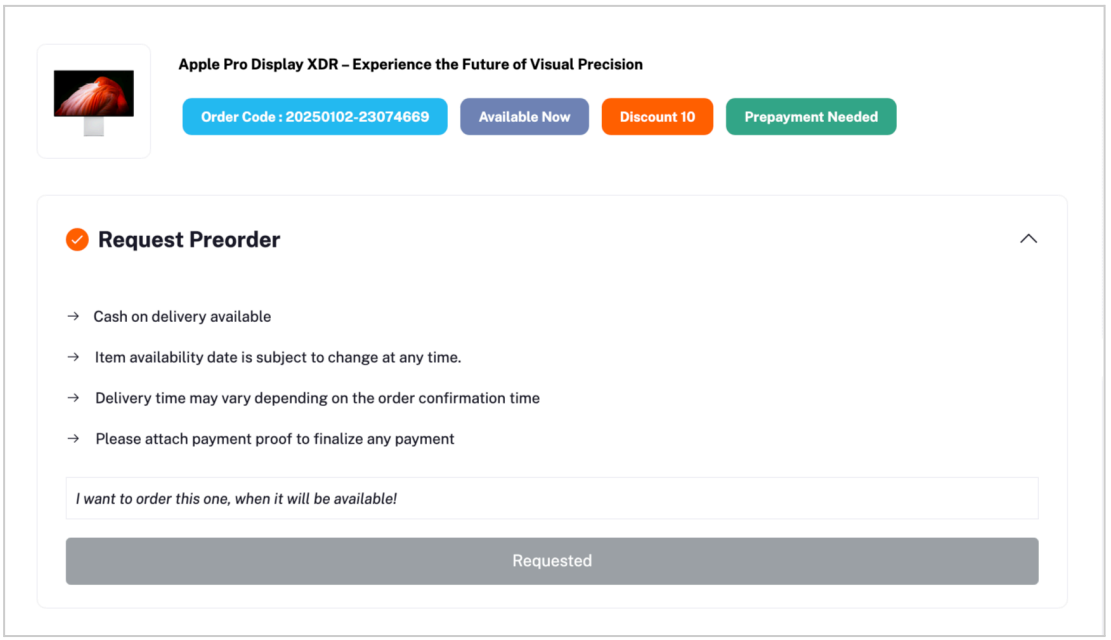


Figure 5.7.C:Customer panel order details page preorder request.

Creation of Order Details Page for Customer, Admin/Seller:
After creating preorder by customers for any preorder product creates an unique orderpage for Customer **(5.4)** and the product owner (Admin/ Seller) **(5.5)**

Stage 2: Prepayment (Optional)

- **Condition:** Prepayment is only required if enabled by the admin/seller when listing the product.

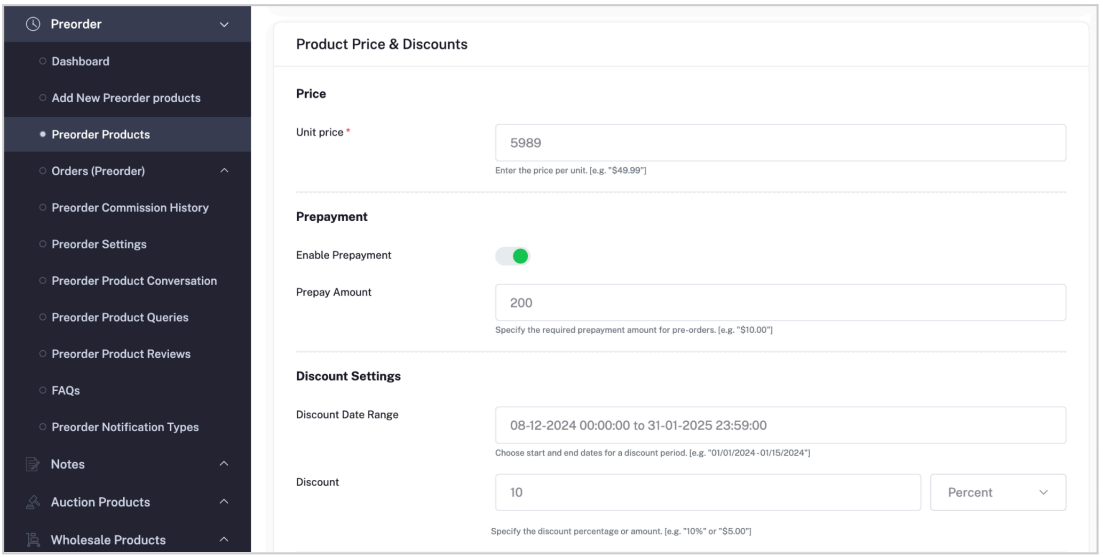


Figure 5.7.D: Prepayment is only required if enabled by admin/seller.

- **Customer Action (if prepayment is enabled):** The customer pays a specified amount set by the admin/seller.

  ➔ After prepayment, the order enters the **Prepayment Review Stage**.

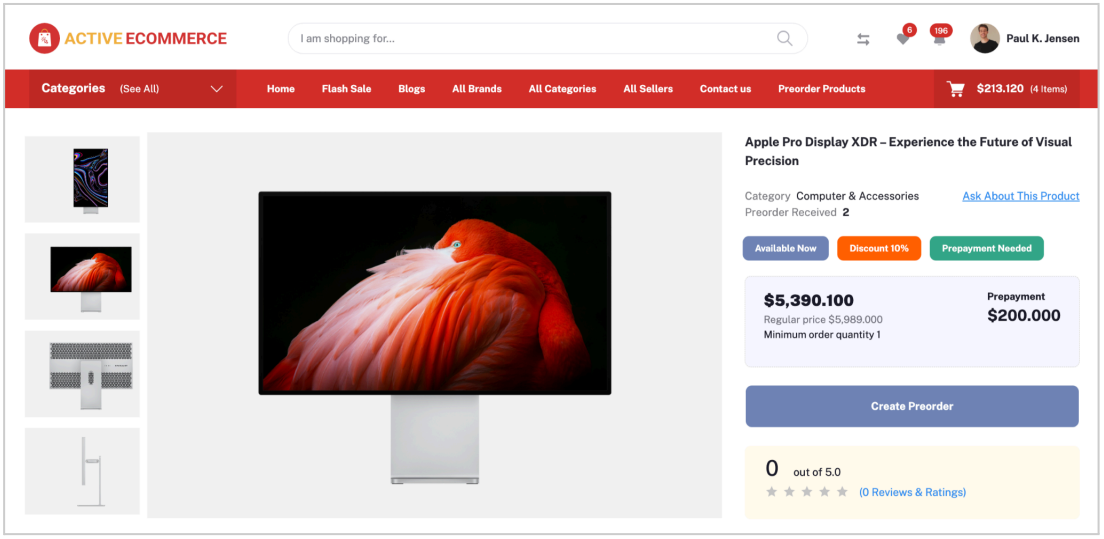


Figure 5.7.E: Prepayment amount showed in product description page.

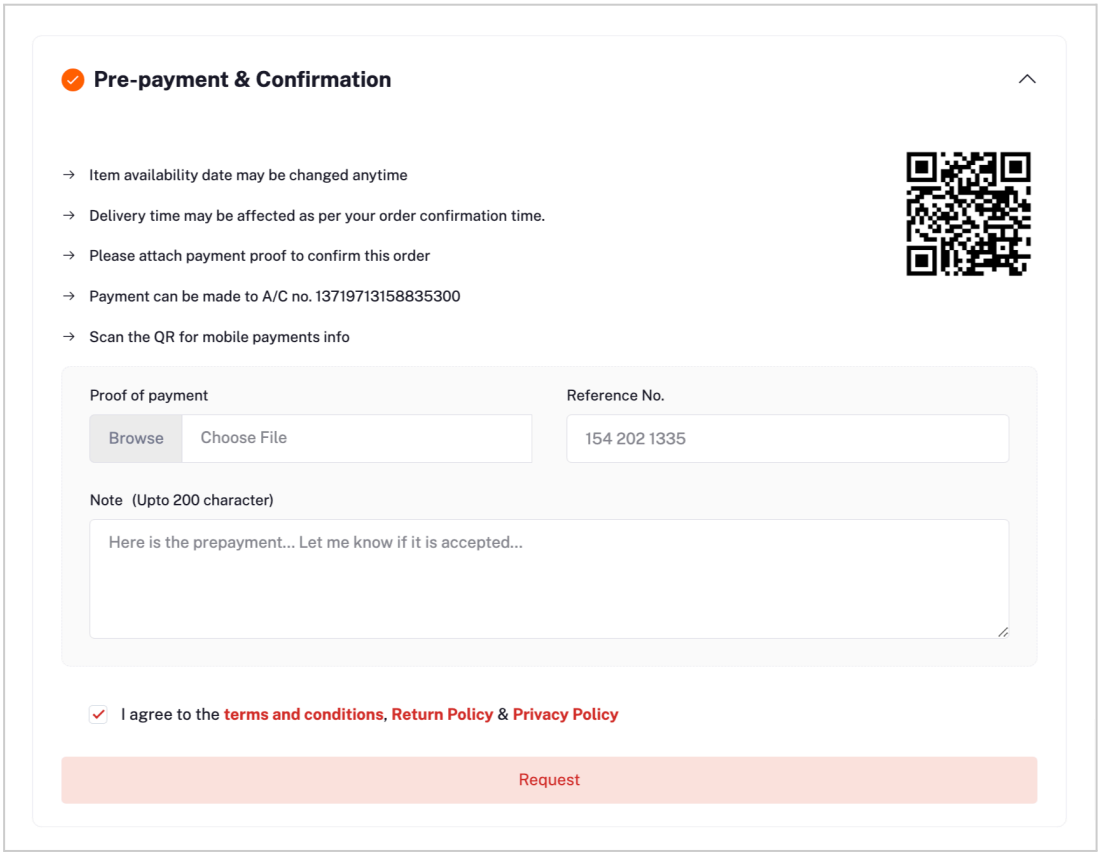


Figure 5.7.F: Customer requesting for prepayment.

- **Customer Action (if prepayment is not enabled):** The preorder request is automatically booked, and the customer proceeds to the **Final Preorder Stage** when the product becomes available.

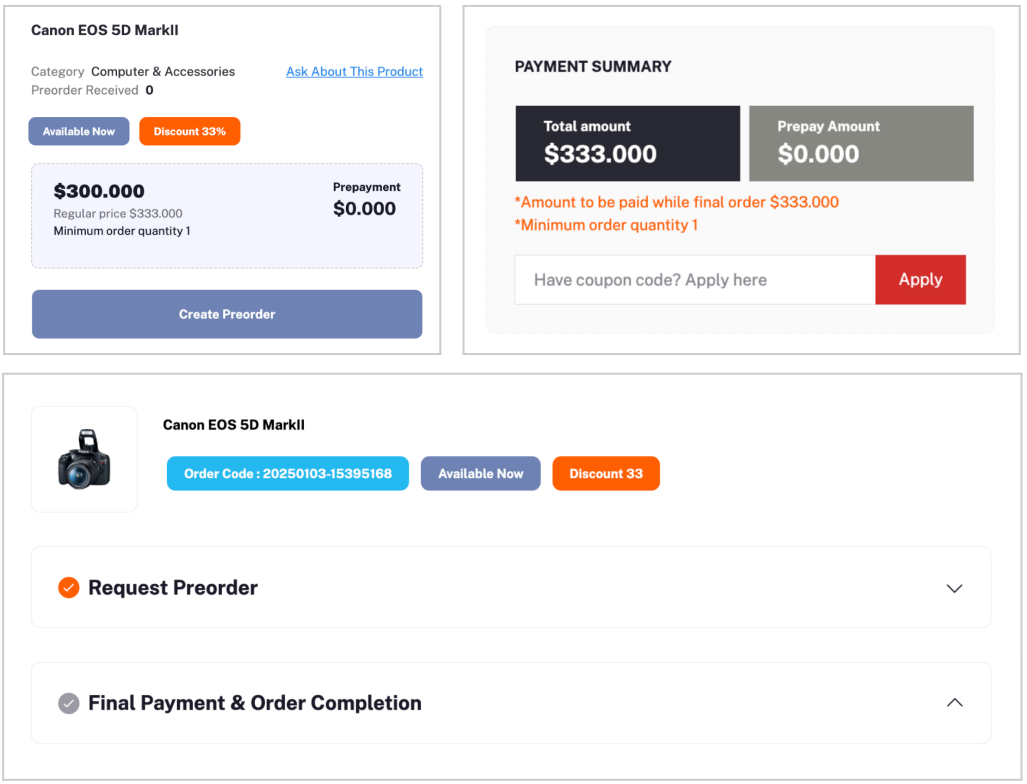


Figure 5.7.G: Without prepayment Product Detail Page, Payment Summary & Order Steps.

- **Admin/Seller Action:** Admin or seller reviews the prepayment.
  - ➔ If **accepted**, the customer is eligible for final preorder and can proceed once the product is available.
  - ➔ If **rejected**, the customer is notified and must contact the seller to redo the prepayment if necessary.
- **Note:** Both parties can add notes and images during this stage.

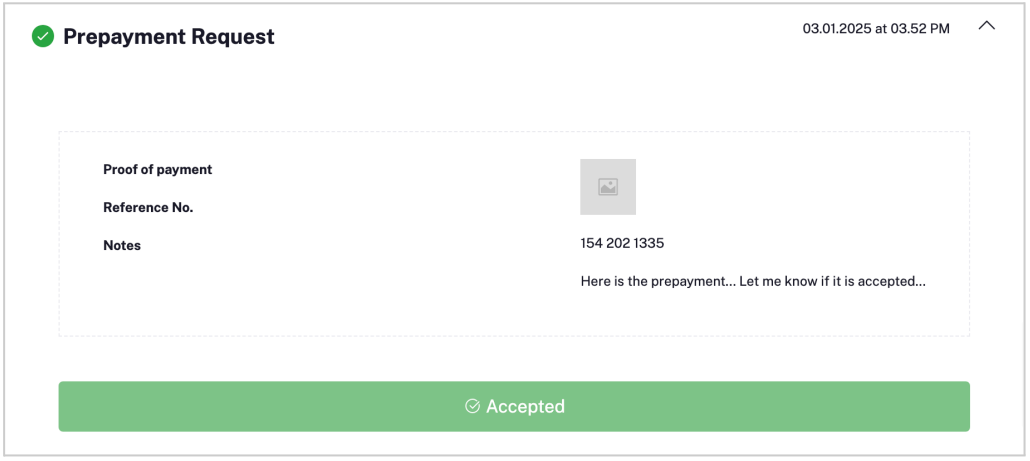


Figure 5.7.H: Admin or seller reviews the prepayment.

Stage 3: Final Payment/ Order Completion

- **Condition:** The final preorder can only be placed once the product is available. Availability is indicated on the product page and will be communicated via notification.
- **Customer Action:**
  - ➔ The customer confirms the preorder and, if applicable, enters their delivery address.
  - ➔ During this stage, the customer can apply available coupons for discounts.
  - ➔ The prepayment amount (if made) is deducted from the final payment.

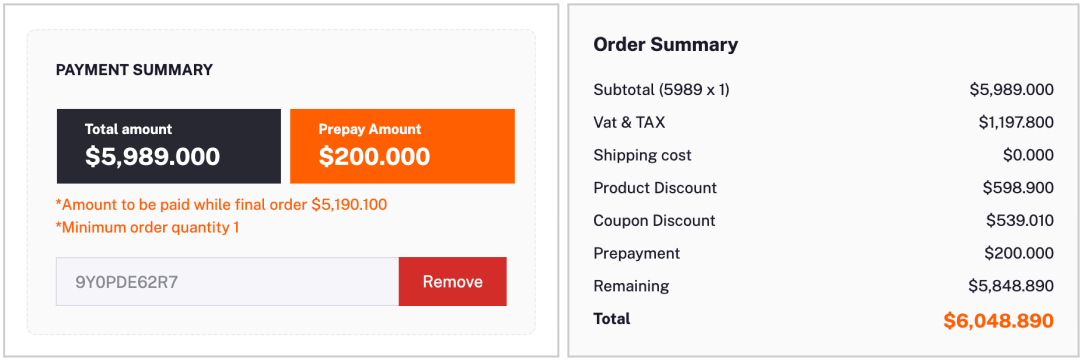


Figure 5.7.I: Payment & Order Summary after applying coupon. The prepayment amount is discounted from the final payment.

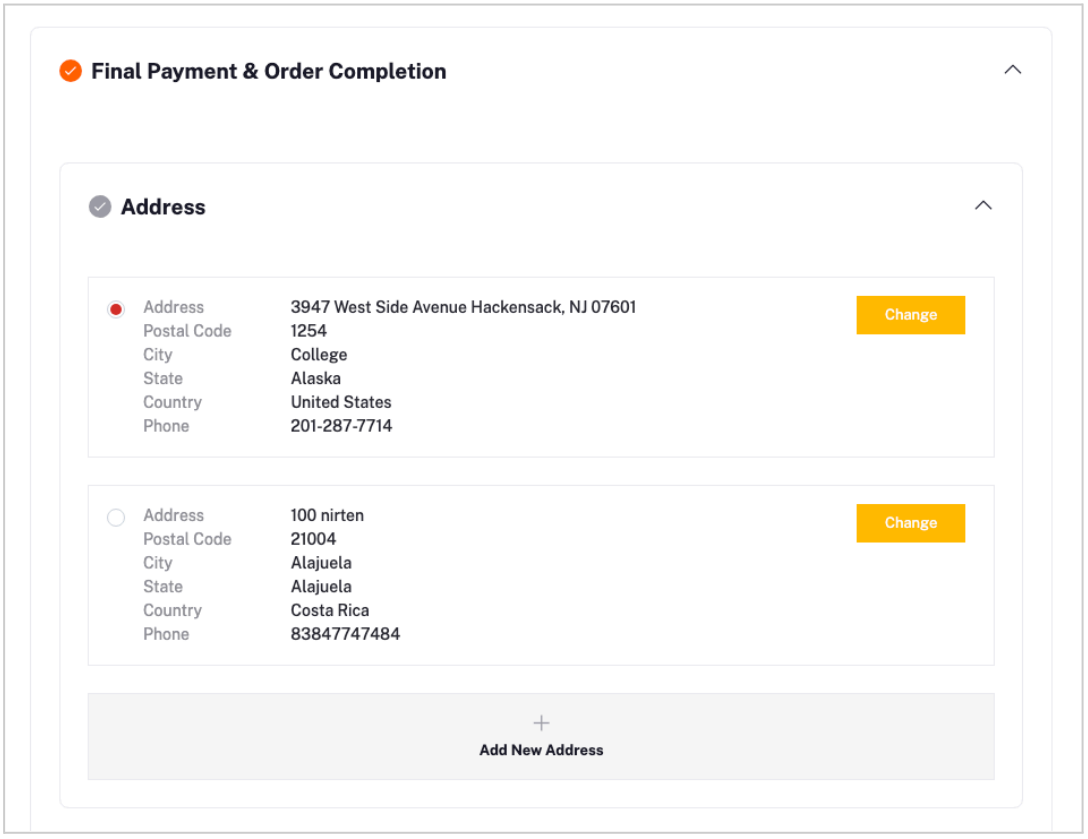


Figure 5.7.J: Customers can add new address or select a presaved one for delivery.

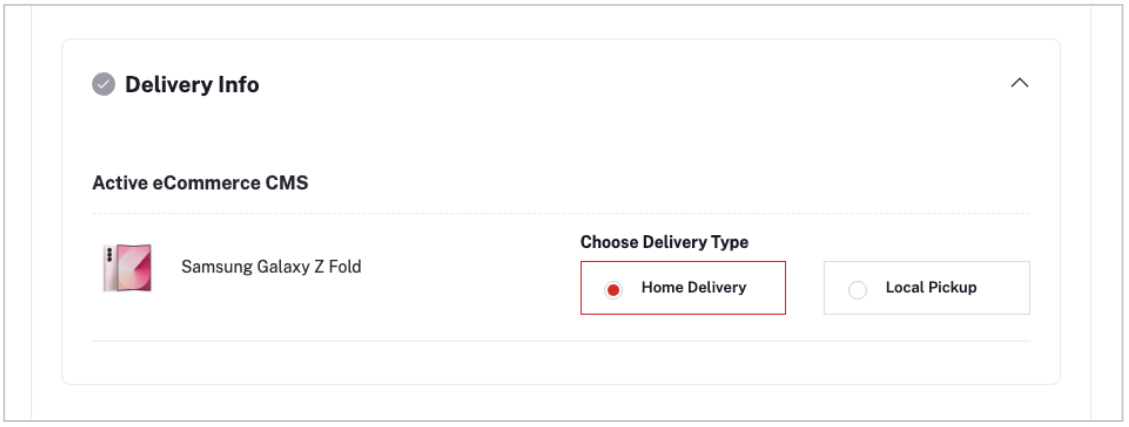


Figure 5.7.K: Customers will choose home delivery or local pickup address (If any pickup point added by admin)

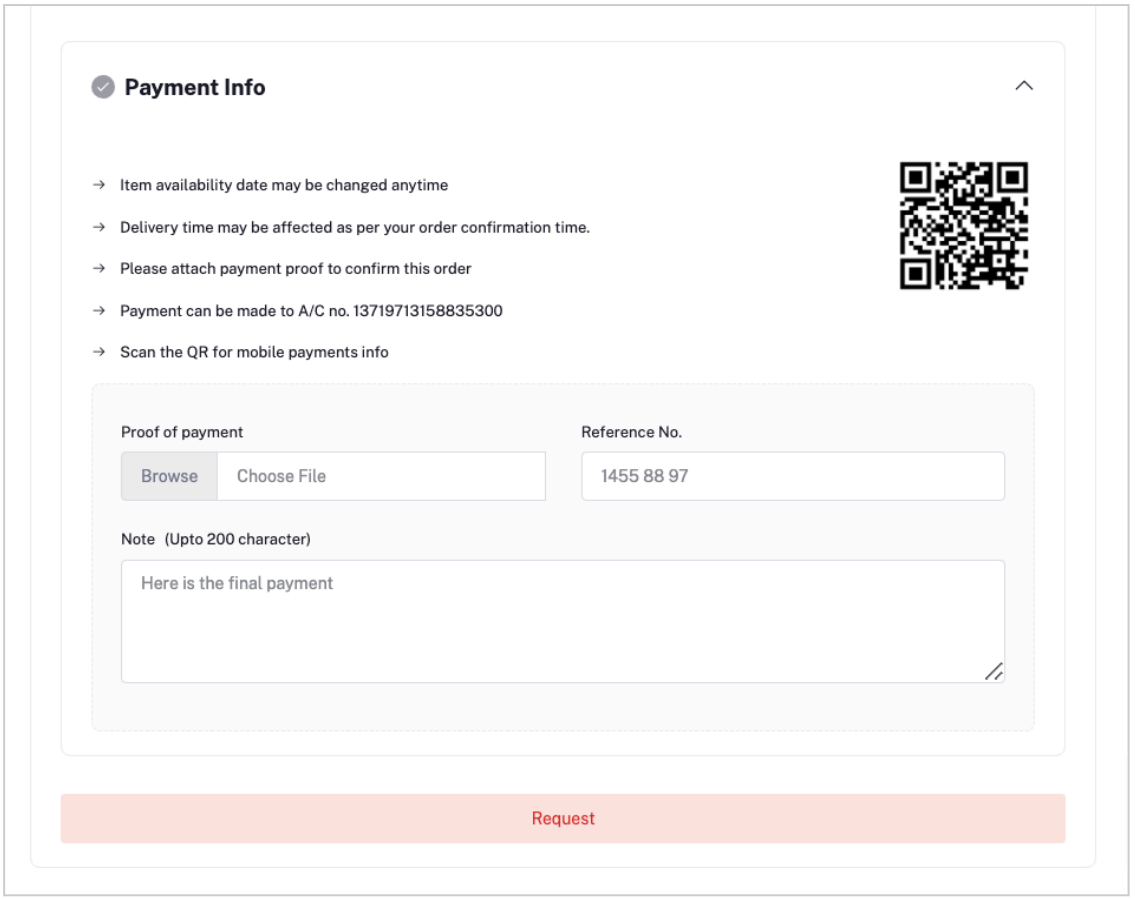


Figure 5.7.L: After giving the final payment information info customer can send request for the final order.

- **Admin/Seller Action:** Admin or seller reviews the final preorder.
  - ➔ If **accepted**, the order moves to the **In Shipping** stage.
  - ➔ If **rejected**, the customer is notified and must contact the seller to redo the final preorder if necessary.

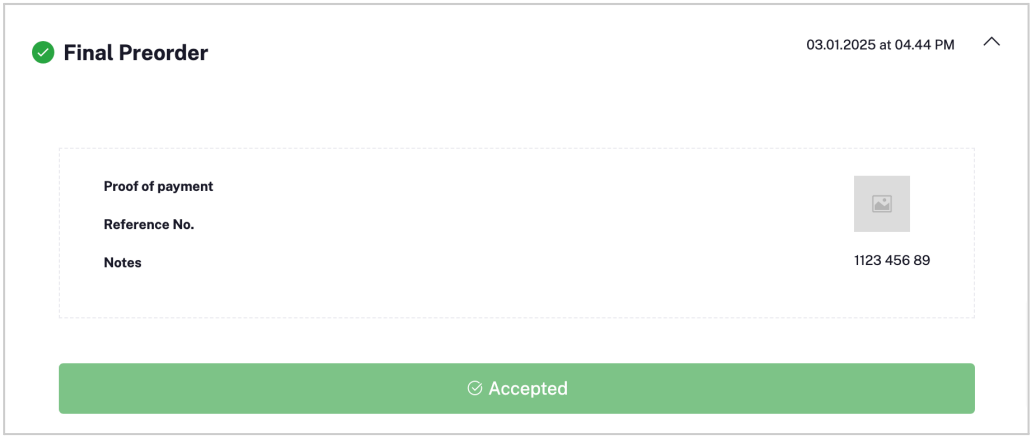


Figure 5.7.M: Admin/seller accepted the final preorder.

- **Note:** Both customer and admin/seller can attach notes and images here.

- ## Stage 4: In Shipping

  ➔ **Admin/Seller Action:** Admin or seller prepares the product for delivery and initiates shipping.

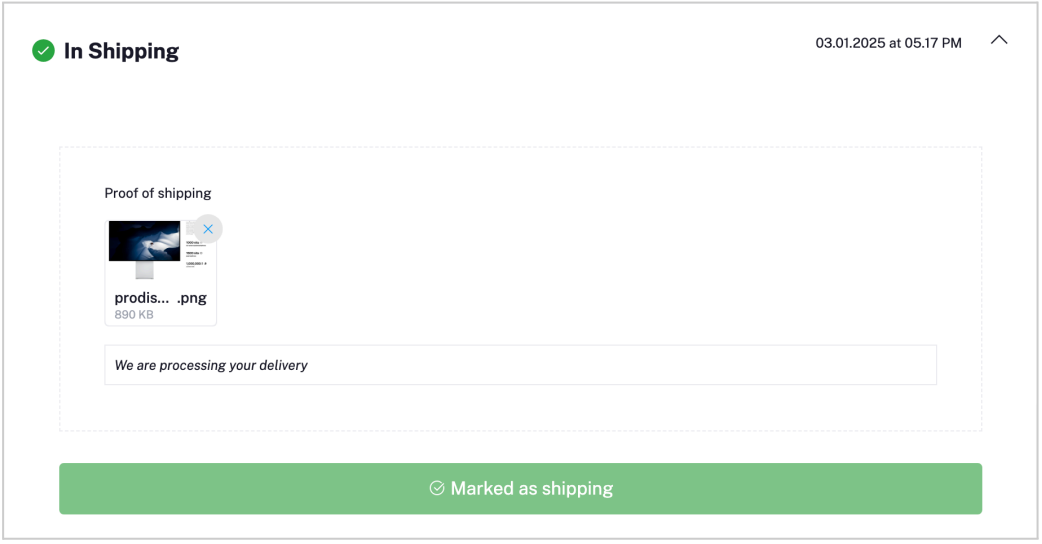


Figure 5.7.N: Admin/ Seller initiated the in shipping stage.

Customer Notification: The customer is notified that the product is now **In Shipping**. And in order details page a new section appears as in shipping. Customer can see the image or notes uploaded by admin/seller.

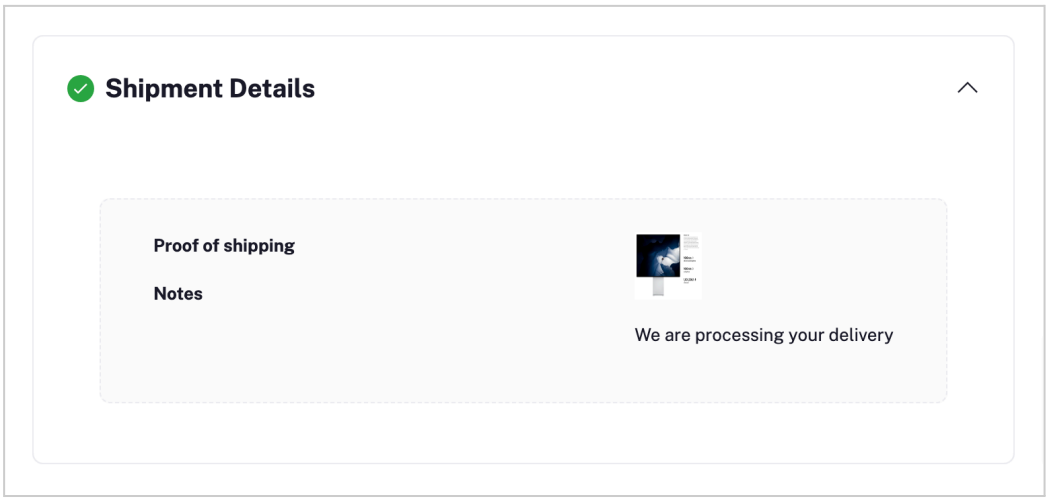


Figure 5.7.O: Shipment Details in customer order details.

➔ **Condition for Cash on Delivery (COD) Orders:**

- If COD is selected, the customer pays upon receiving the product. Once payment is completed, the order status updates to **Delivered**.
- If delivery fails, the admin/seller can cancel the order.

Note: Admin/seller can document details with notes or images, especially useful for recording shipping status.

- **Stage 5: Delivery**

➔ **Customer Action (for COD orders):** The customer pays upon delivery to complete the purchase.

➔ **Order Completion:** Once the product is delivered successfully, the preorder process is complete, and the status is marked as **Delivered**.

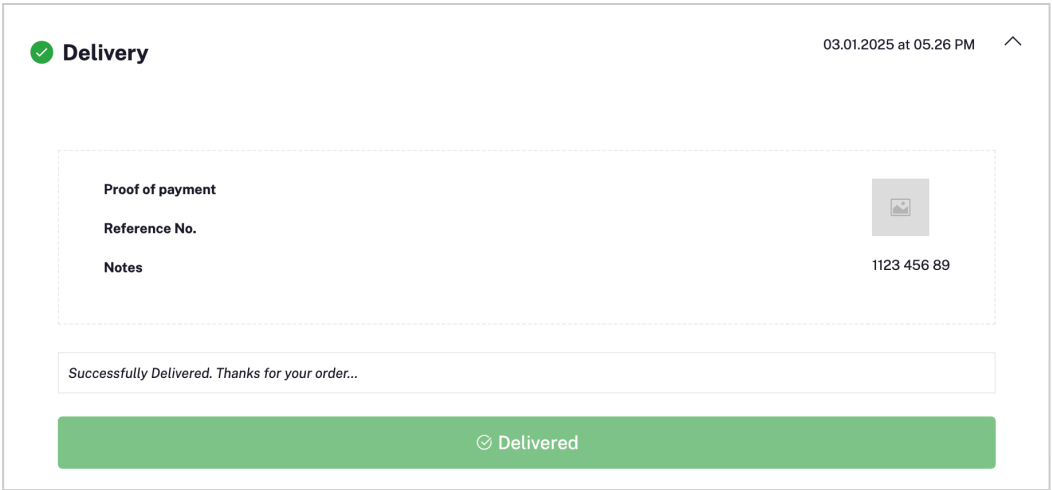


Figure 5.7.O: The delivery status is marked as delivered by admin/ seller.

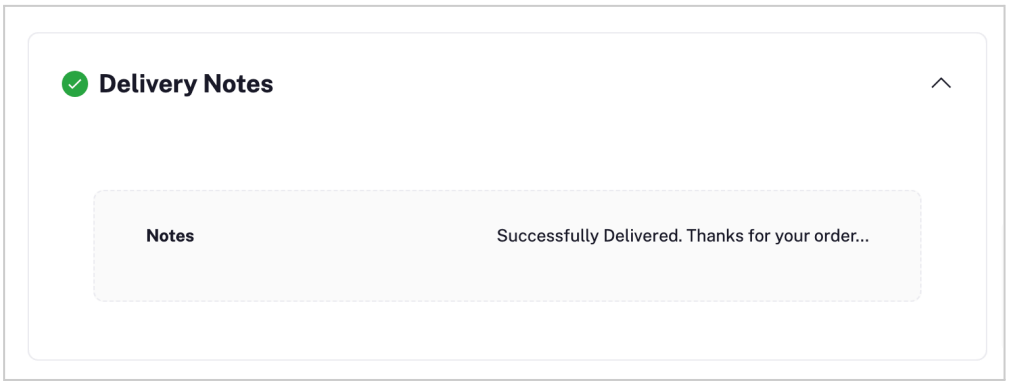


Figure 5.7.P: Customer view of the delivered order.

➔ **Failed Delivery:** If delivery fails, the admin/seller can mark the order as canceled.

Stage 6: Refund (Optional)

- **Condition** : Refunds are only available if the product is marked as refundable.
- **Customer Action:** The customer can request a refund, attaching relevant notes and images.

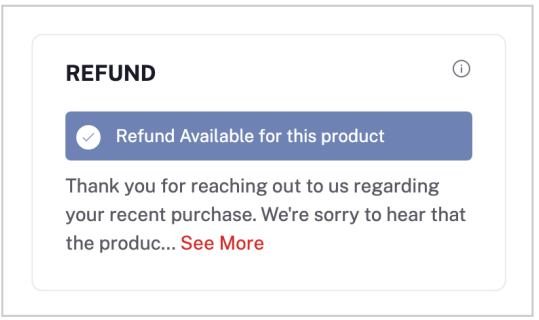


Figure 5.7.Q: Refunds are available for the product.

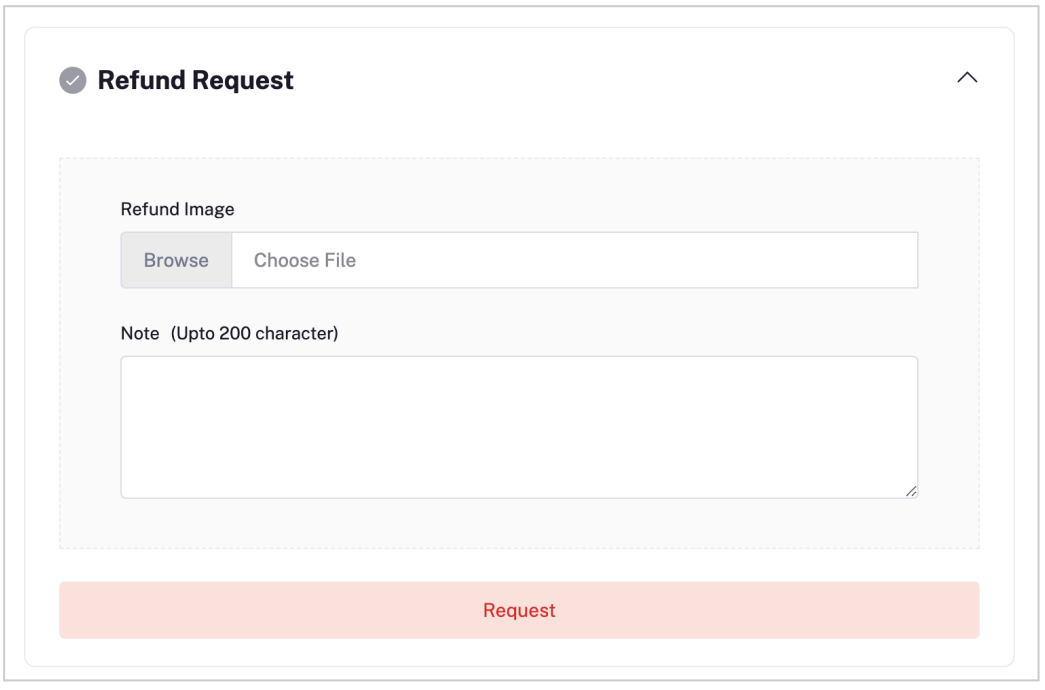


Figure 5.7.R: Customer can request for refund with necessary image and notes.

➔ **Admin/Seller Action:** Reviews the refund request.

- If **approved**, the refund is processed, and the order is marked as refunded.
- If **rejected**, the customer is notified that the order is non-refundable.

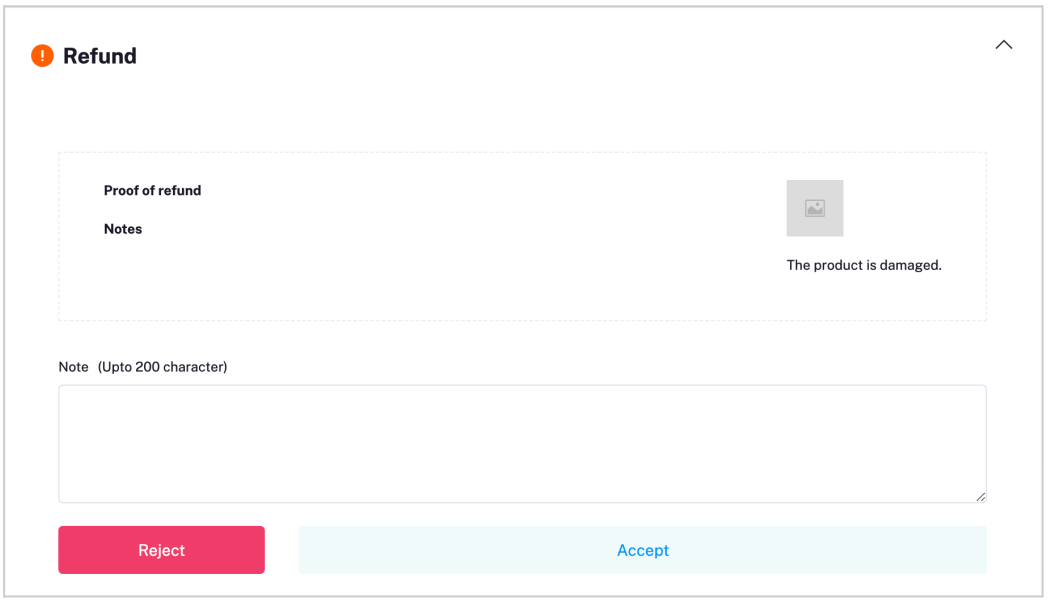


Figure 5.7.S: Admin/Seller can accept/ reject refund request.

Note: Both parties can add notes and attach images here for refund verification purposes.

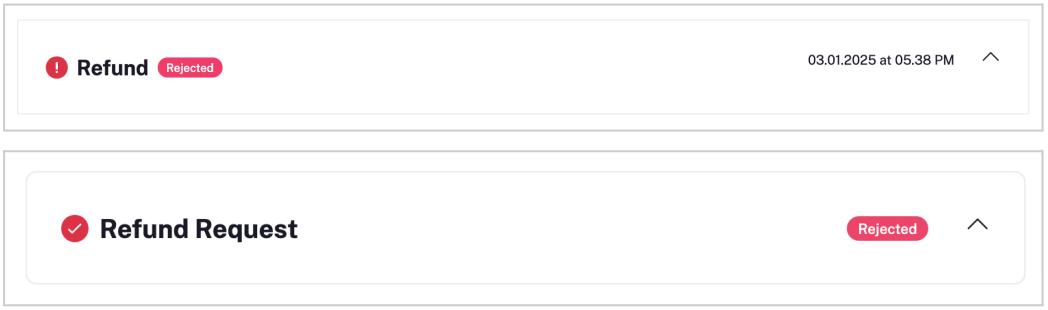


Figure 5.7.T: If Admin/seller accept/reject refund request (Upper) view in admin/seller order detail page.
(lower) notification in refund stage of order details in customer's view.

Stage 7: Review & Ratings by Customer (Optional)

- **Review Eligibility:** Customers can submit a review for a product only after the delivery of that product has been successfully completed.
- **Single Review Limit:** Each customer is allowed to submit only one review per product, regardless of the number of times the product is purchased.
- **Review Counting Rule:** If a customer buys the same product multiple times, the system will record and display the first review submitted by the customer for that product.

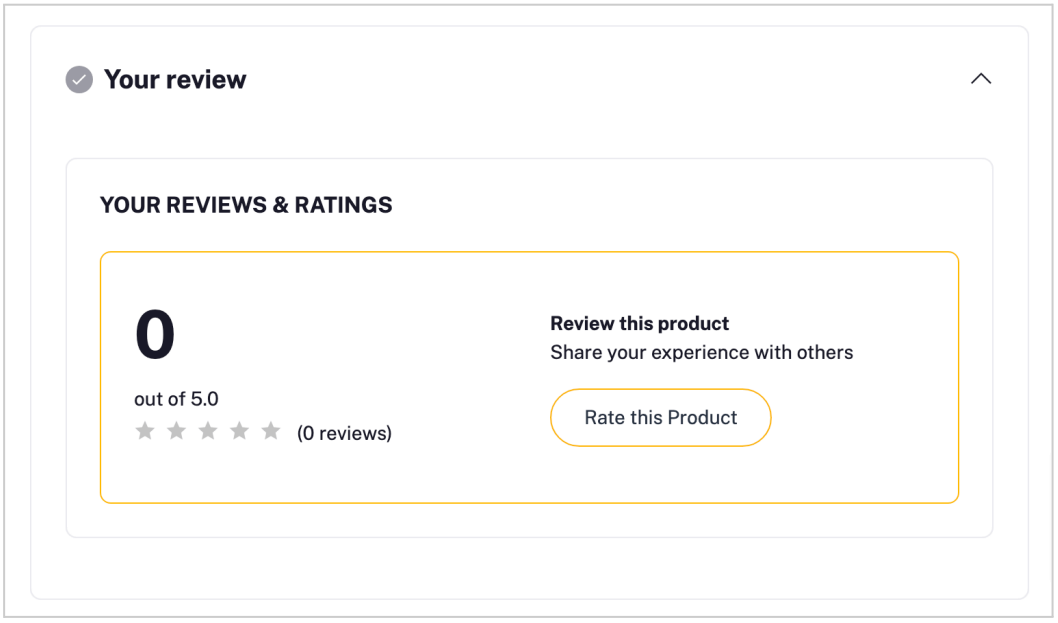


Figure 5.7.U: Customer can review the product and rate the order after the product been delivered.

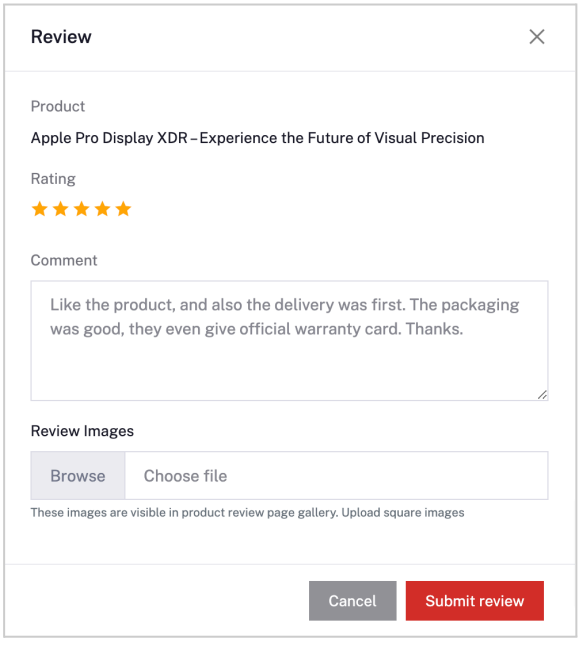


Figure 5.7.V: Customers review and rating window..

6. Preorder Commission History

6.1 Preorder Commission History in Admin Panel

- **Preorder Commission Overview:**

  The Preorder Commission History Report in the Active eCommerce Preorder Add-on offers a comprehensive view of all financial transactions associated with preorder sales. This feature is designed to provide admins with detailed insights into the revenue distribution between the platform and sellers.

- **Key Data Displayed:**

  Each entry in the report includes vital information, such as the unique order code, the admin's commission (calculated as a fixed percentage of the total amount), the seller's earnings after deductions, and the date and time the transaction was logged. These details ensure complete clarity and transparency for every preorder transaction.

- **Filtering Options:**

  The report comes with advanced filtering capabilities, allowing admins to refine the displayed data based on specific criteria. Admins can select a particular seller or define a date range to quickly access relevant transactions. This makes it easy to focus on specific financial periods or individual sellers.

- **Importance of the Report:**

  This feature ensures efficient tracking and analysis of commissions and earnings. Admins can use it to monitor revenue, verify payouts, and identify potential discrepancies. It is a critical tool for maintaining financial accuracy and fostering trust between the platform and its sellers.

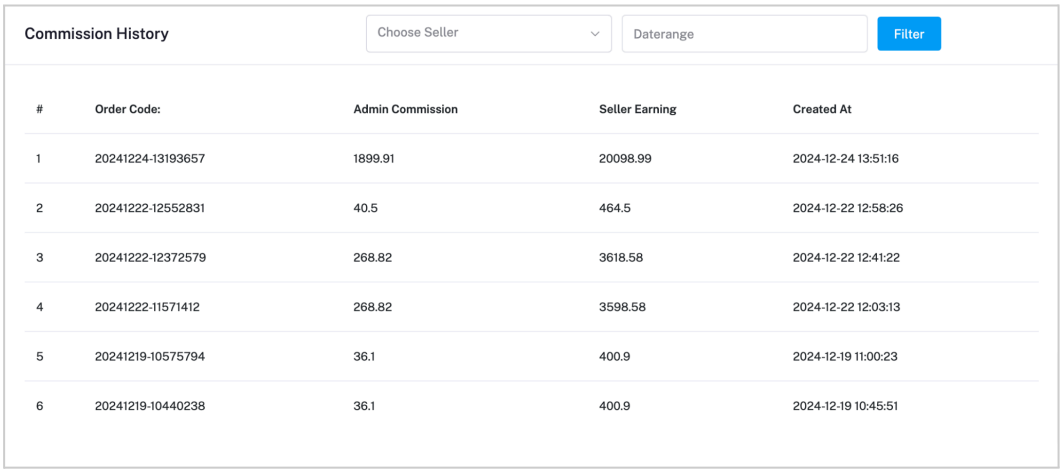


Figure 6.1: Preorder Commission History report in Admin Panel.

6.2 Preorder Commission History in Seller Panel

The Preorder Commission History section in the seller panel is designed to provide sellers with a transparent and detailed breakdown of their earnings from preorder transactions. This feature helps sellers stay informed about their revenue and the associated admin commissions for each preorder sale.

- **Detailed Transaction Records:**
  Sellers can view a list of all preorder sales along with essential financial details. Each record includes:

  ➔ The unique order code for easy reference.
  ➔ The admin's commission amount, deducted as a fixed percentage.
  ➔ The seller's earnings after commission deductions.
  ➔ The exact date and time when the transaction was recorded.

- **Filtering Options:**
  Sellers can refine the displayed data by using the date range filter. This functionality makes it easy to locate specific transactions or analyze earnings for a particular period.
- **Enhanced Transparency:**
  This section ensures clarity by providing a complete breakdown of commissions and earnings. Sellers can trust the system for accurate financial reporting, fostering better collaboration between sellers and the platform.
- **Efficient Revenue Tracking:**
  By regularly monitoring this section, sellers can effectively track their earnings from preorders and maintain a clear understanding of their financial performance on the platform.

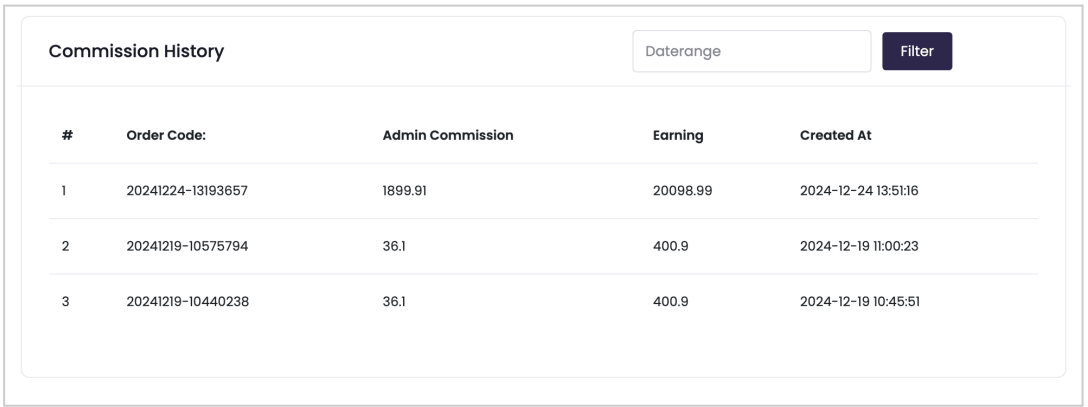


Figure 6.2: Preorder Commission History report in Seller Panel.

7. Preorder Settings

7.1 Preorder Seller Commission

- **Preorder Products for Seller:**
  Admins can enable the preorder system for sellers by activating this option in the admin panel. Once enabled, sellers will be able to list products for preorder, allowing customers to place orders for items that are not yet in stock.

- **Preorder Seller Commission:**
  Currently, the preorder system in Active eCommerce CMS supports only a fixed percentage seller commission model. This means that for every preorder transaction, sellers earn a predetermined percentage of the total sales amount as their commission.

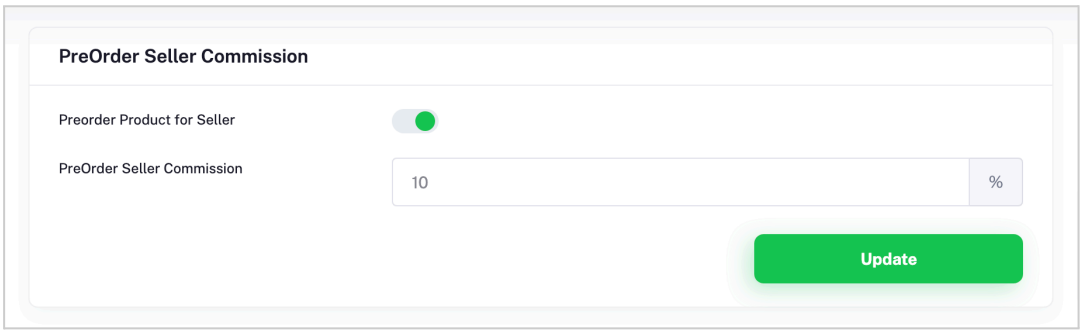


Figure 7.1: Preorder Seller Activation and Commission.

7.2 Preorder Settings

- **Preorder Product Description Page Banner Settings:**
  Admins can upload an image to show on preorder product description page. This image will be linked to All Preorder Products listing page.

- **Preorder Flat Rate Shipping Settings:**
  Admins can set the Flat Rate for Preorder Product's shipping from here.

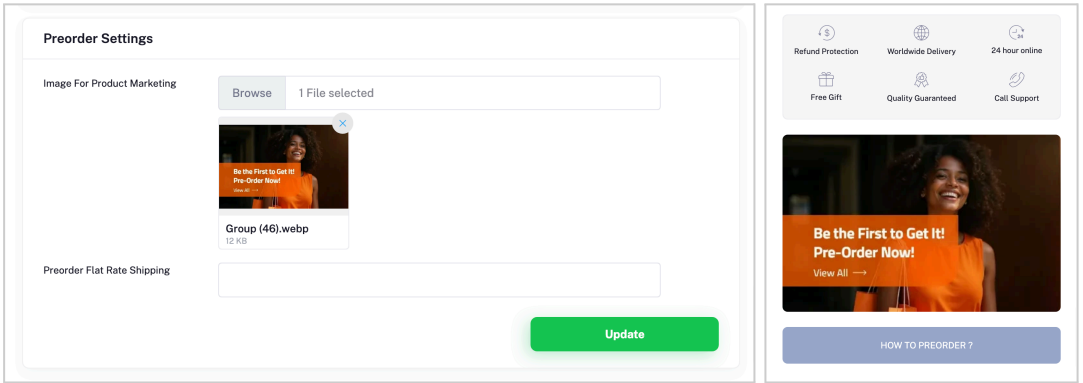


Figure 7.2: (Left) Preorder Product Description Page Banner and Flat rate setting for shipping. (Right) Location of the banner in frontend.

7.3. Preorder Instructions

- Add details about the preorder, or what to know before preorder for customers here (e.g., payment process, steps, terms).
- The instructions will appear on the popup for creating preorder and product order details page on customer panel.
- Edit Anytime: Update or modify instructions as needed, and changes will show up instantly.
- If Cash on Delivery is available for any product it will be automatically shown on top of the preorder instruction.

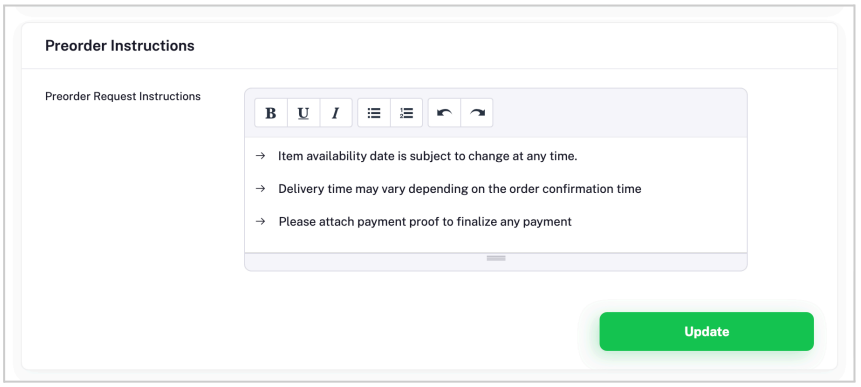


Figure 7.3: Preorder instruction.

7.4. Preorder Payment Instructions

- Add details about the preorder payment system (e.g., account no., steps, terms).
- The instructions will appear while preorder and final order on product order details page in customer panel.
- Edit Anytime: Update or modify instructions as needed, and changes will show up instantly.
- Admin can add a QR code to show on payment instruction sections.

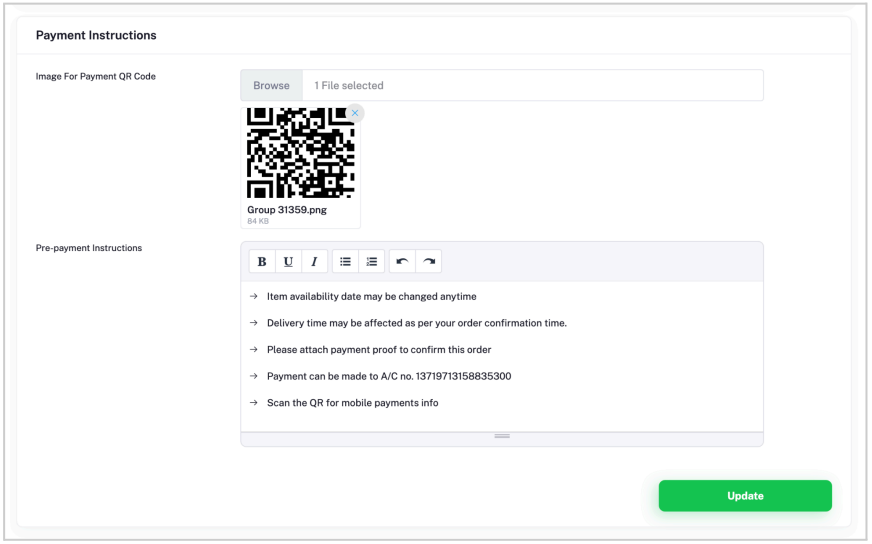


Figure 7.4: Preorder payment instruction.

7.5. Preorder Settings in Seller Panel

- Sellers have to set their preorder instructions seperately.
- Sellers have to add preorder payment instruction to show on order page, with sellers particular bank account or financial details and others.
- Payment instruction QR code for sellers; upload option.

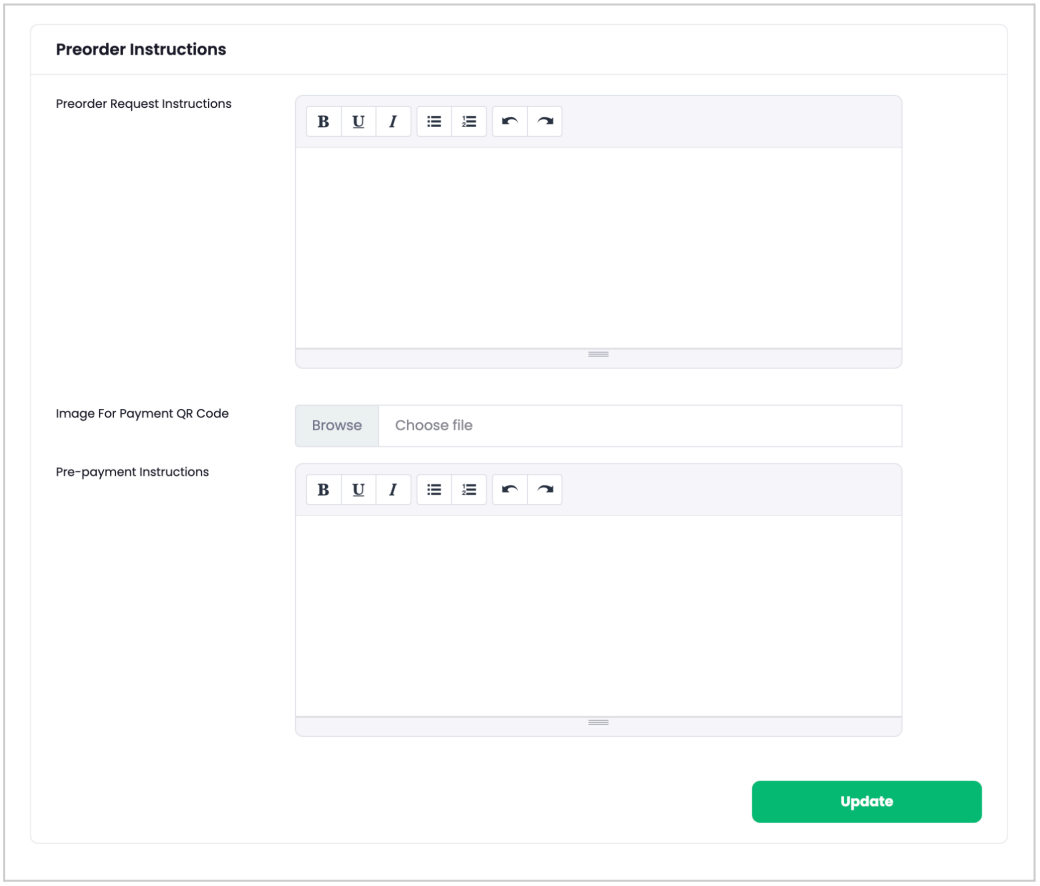


Figure 7.5: Preorder settings in seller panel.

8. Preorder Product Conversations

8.1 Preorder Product Conversations in Admin Panel

- Preorder product conversations are Admin/ Seller to Customers direct and private contact under a particular product. Customers can initiate conversations from product description page.

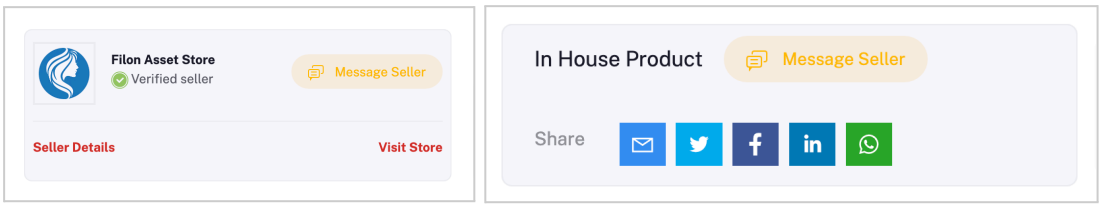


Figure 8.1.A: Message seller in product description page.

- After cicking message seller customers will have apopup screen to write the message. This message is shown both in Admin and Seller panel.

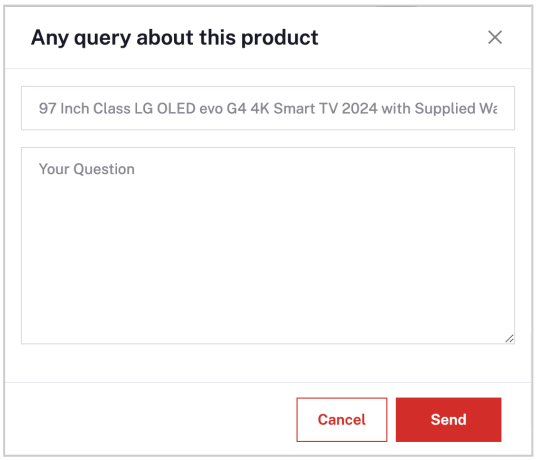


Figure 8.1.B: Popup for customers to communicate with seller.

- Admin can view the conversations list. The initiated date of the conversations, product name, customers/ senders name, receivers/ sellers name & option to view/ delete the conversation.
- Admin will be notified about unresponded messages from customers. Clicking the eye icon will open the details conversation.
- In detail conversation Admin can reply to the conversation if the product is In-house.

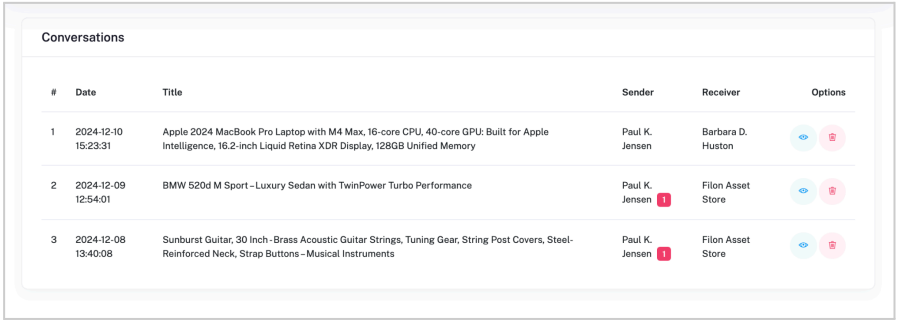


Figure 8.1.C: Conversations list in Admin Panel.

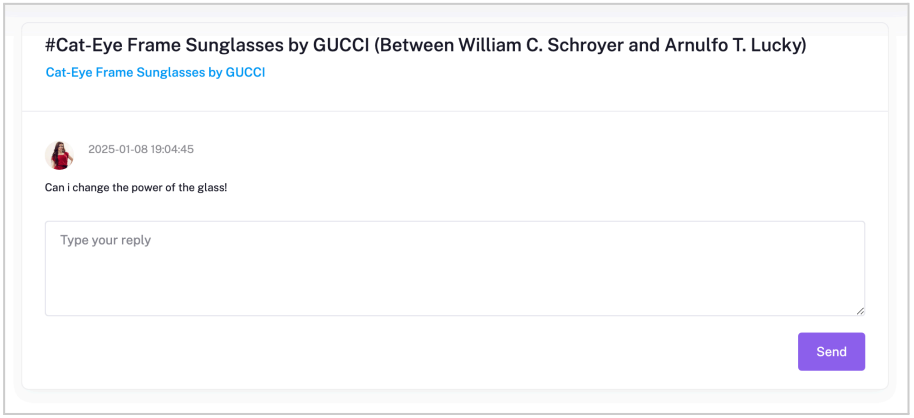


Figure 8.1.D: Detail conversation between Admin and Customer in Admin Panel.

8.2 Preorder Product Conversations in Seller Panel

- Seller can view the conversations lists. The initiated date of the conversations, product name and messages from customer.
- Clicking the list will open the details conversation.
- In detail conversation seller can reply to the conversation.

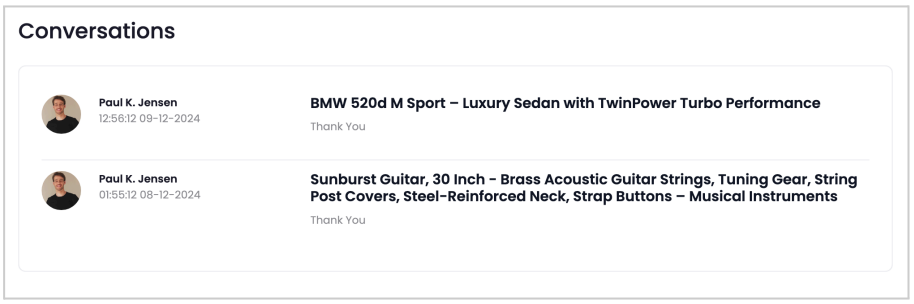


Figure 8.2.A: Conversations list in Seller Panel.

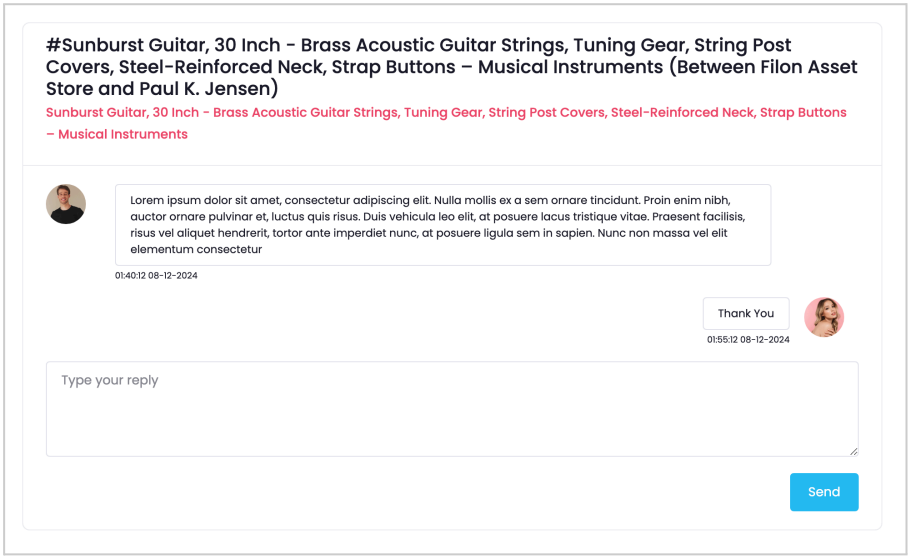


Figure 8.2.B: Conversations details in Seller Panel.

9. Preorder Product Queries

9.1 Preorder Product Queries in Admin and Seller Panel

- Customers can ask question in product description page. There is a link named ‘Ask About This Product’. By clicking the link the Ask to Seller portion will be visible. The answers by admin/ seller will also be visible in the section publicly.

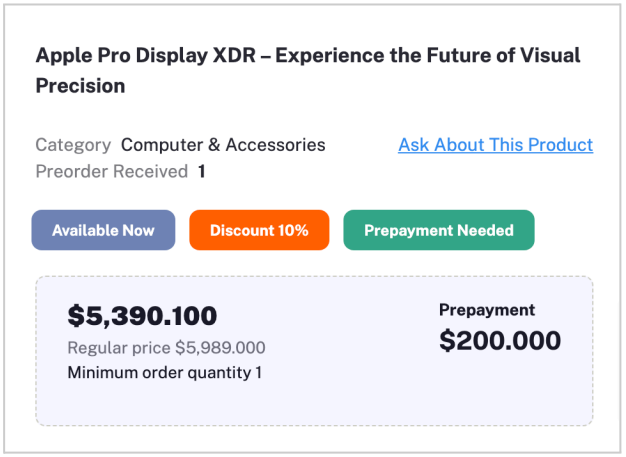


Figure 9.1.A: Ask About This Product in product description page.

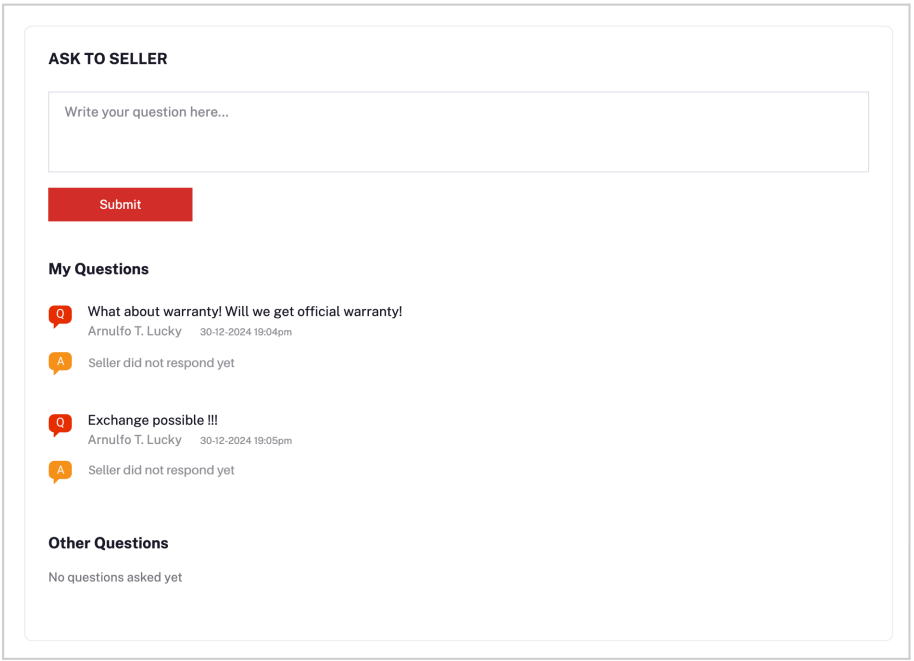


Figure 9.1.B: All questions and answer in product description page.

- In admin/ seller panel in the Product Queries menu all the questions will be listed. There is customer name, product name, question, reply, status (replied/ not replied) and option.
- By clicking the eye icon under option column a detail page will open.
- Admin/ seller can reply the question from the detail screen

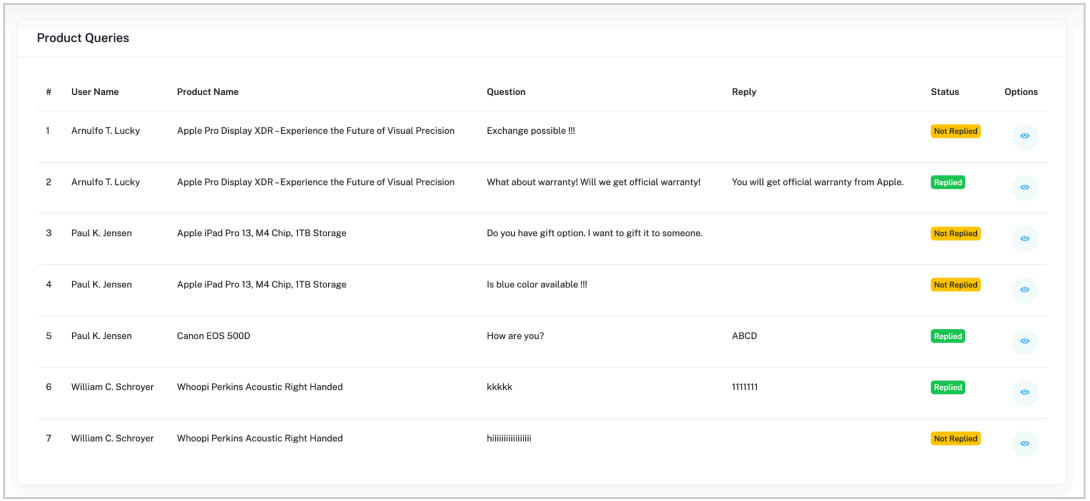


Figure 9.1.C: Product Queries list in Admin Panel.

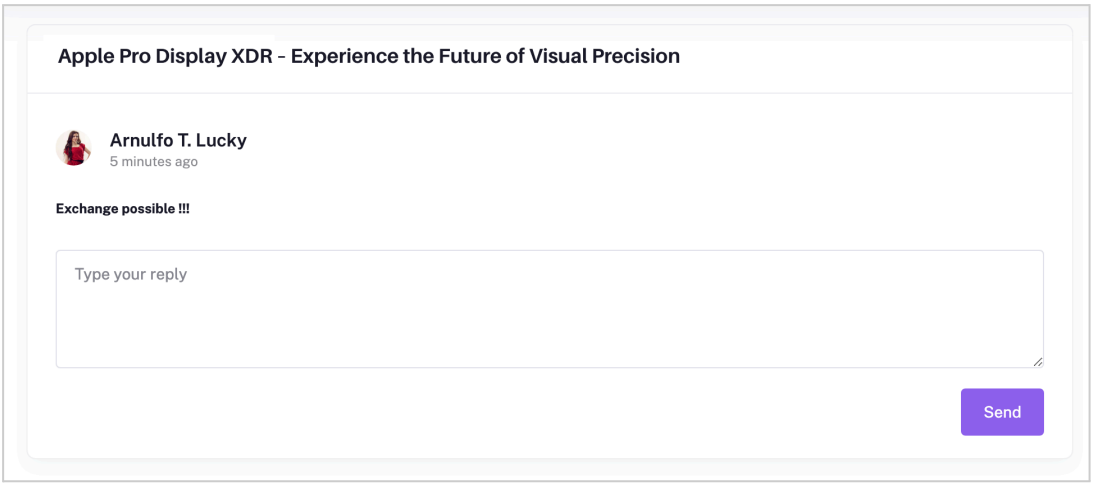


Figure 9.1.D: Product Queries details in Admin Panel.

*** The Admin Panel Product Queries is detailed here; the Seller Panel Product Queries is identical.

10. Preorder Product Reviews

10.1 Preorder Product Reviews in Admin and Seller Panel

- **Eligibility to Review**: After purchasing a pre-order product, the customer gains access to the review feature within their customer panel.
- **Review Option**: The option to submit a review appears under the specific product in the customer's order details, allowing them to leave feedback on the product they pre-ordered.

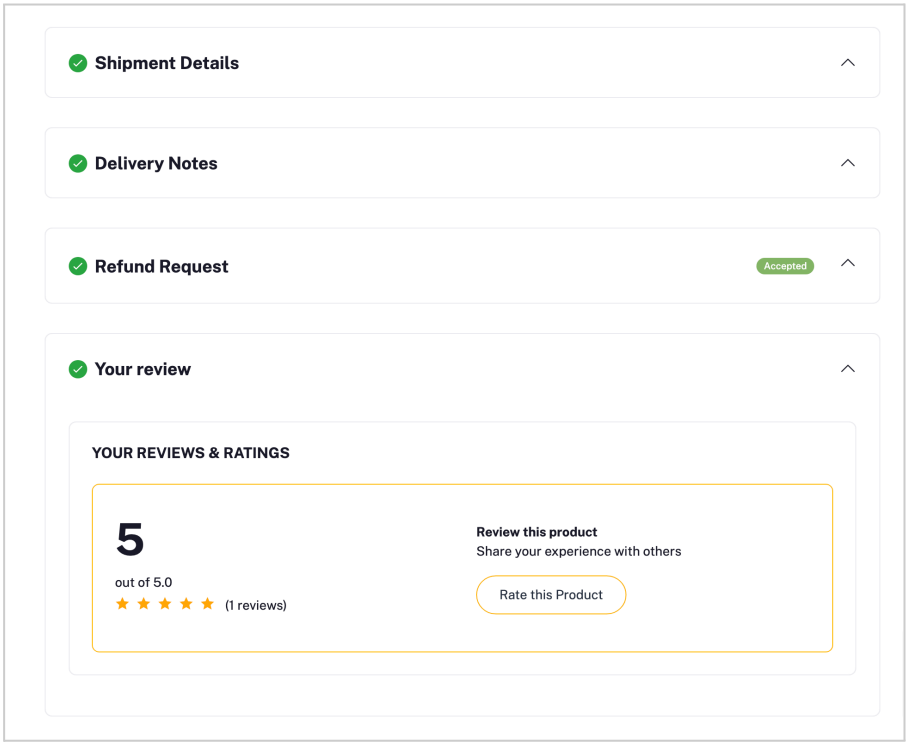


Figure 10.1.A: Product review and rating section in Customer Side.

- **Entering Review Details**: The customer can choose a rating point, write their feedback in a text box & describe their experience with the product.
- **Adding an Image**: An option is provided for the customer to upload images to accompany their review, allowing them to share a visual representation of the product with other users.
- **Submitting the Review**: Once the rating, review and images are ready, the customer can submit the review.
- **Public Display**: Once submitted, the review will be displayed on the pre-order product's description page, visible to all visitors. This includes overall product ratings, text reviews and any accompanying images.
- **Review Visibility**: This visibility enables potential customers to read verified feedback and see product images from previous buyers, which helps them make informed decisions.

- **Review Listing Page:** All the reviews from customers are listed in Preorder Product Reviews section in the admin / seller panel. Product Reviews & Ratings table contains product name with image, product owner, rating, review and option to view the review.

  ➔ Admin can view all product's review both admin/ seller.

  ➔ By clicking view reviews the detail review page will open.

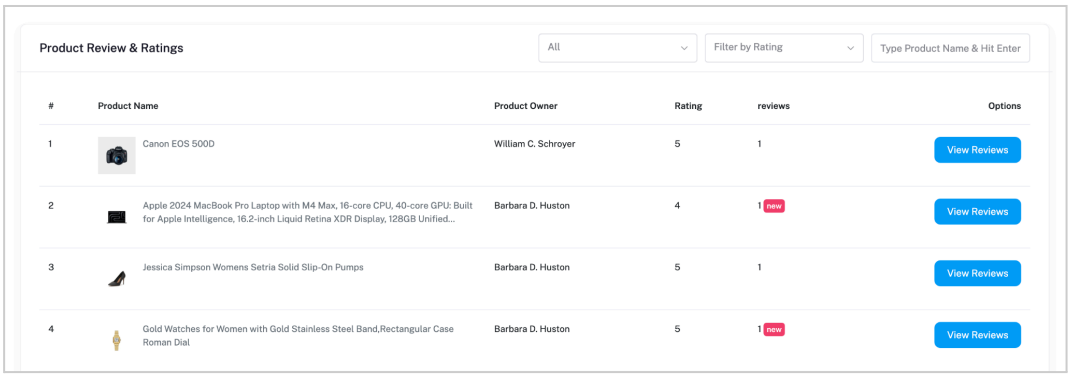


Figure 10.1.B: Product Reviews details in Admin Panel.

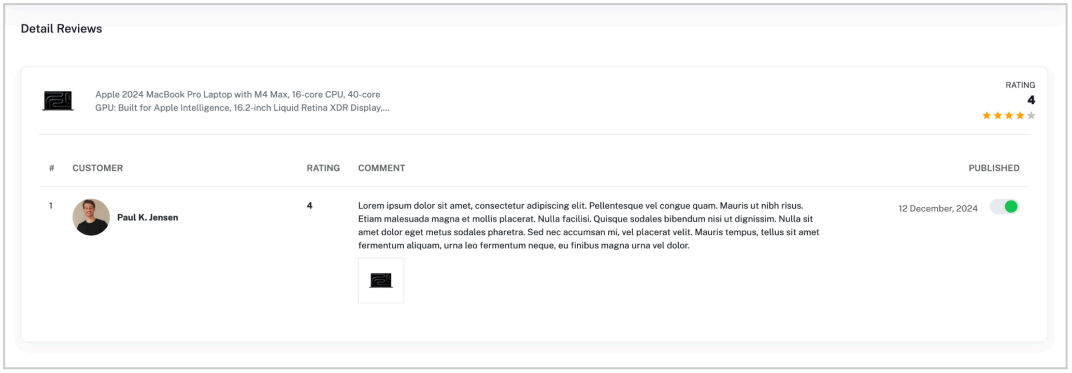


Figure 10.1.C: Product Reviews details in Admin Panel.

Admin Control Over Reviews

- **Enable/Disable Option**: The admin has control over whether reviews for pre-order products are displayed. This can be managed in the admin panel, where they can enable or disable reviews on a per-product basis.

Review Persistence After Account Deletion

- **Review Retention**: Once a review is submitted, it remains attached to the product even if the customer's account is later removed. This ensures that valuable feedback on the product stays visible for future buyers.

- **Anonymous Display**: Depending on system configuration, reviews from deleted accounts is shown as "anonymous" or simply without any user-specific information while preserving the content.

*** The Admin Panel Product Reviews and Ratings is detailed here; the Seller Panel is identical.

11. Preorder FAQs

11.1 Preorder FAQs and Add New FAQ

- **All FAQs**: The FAQs added by admin are shown here. Admin can show or hide, edit or delete any faq.

- **Add New FAQ**: Admin can add new question and answer in this section.

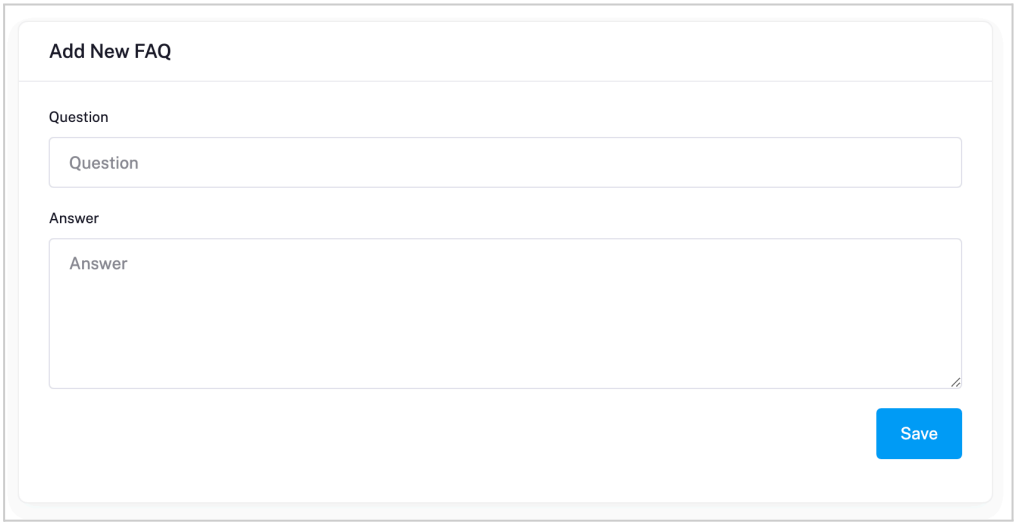


Figure 11.1.A: Add New FAQ in Admin Panel.

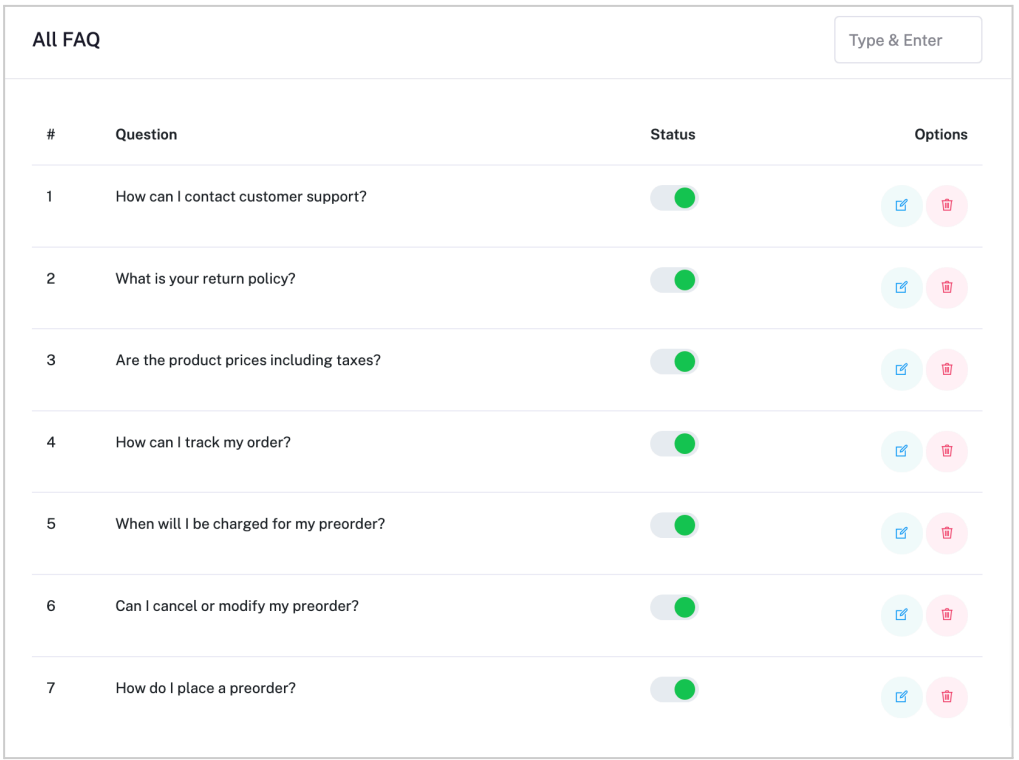


Figure 11.1.B: All FAQs in Admin Panel.

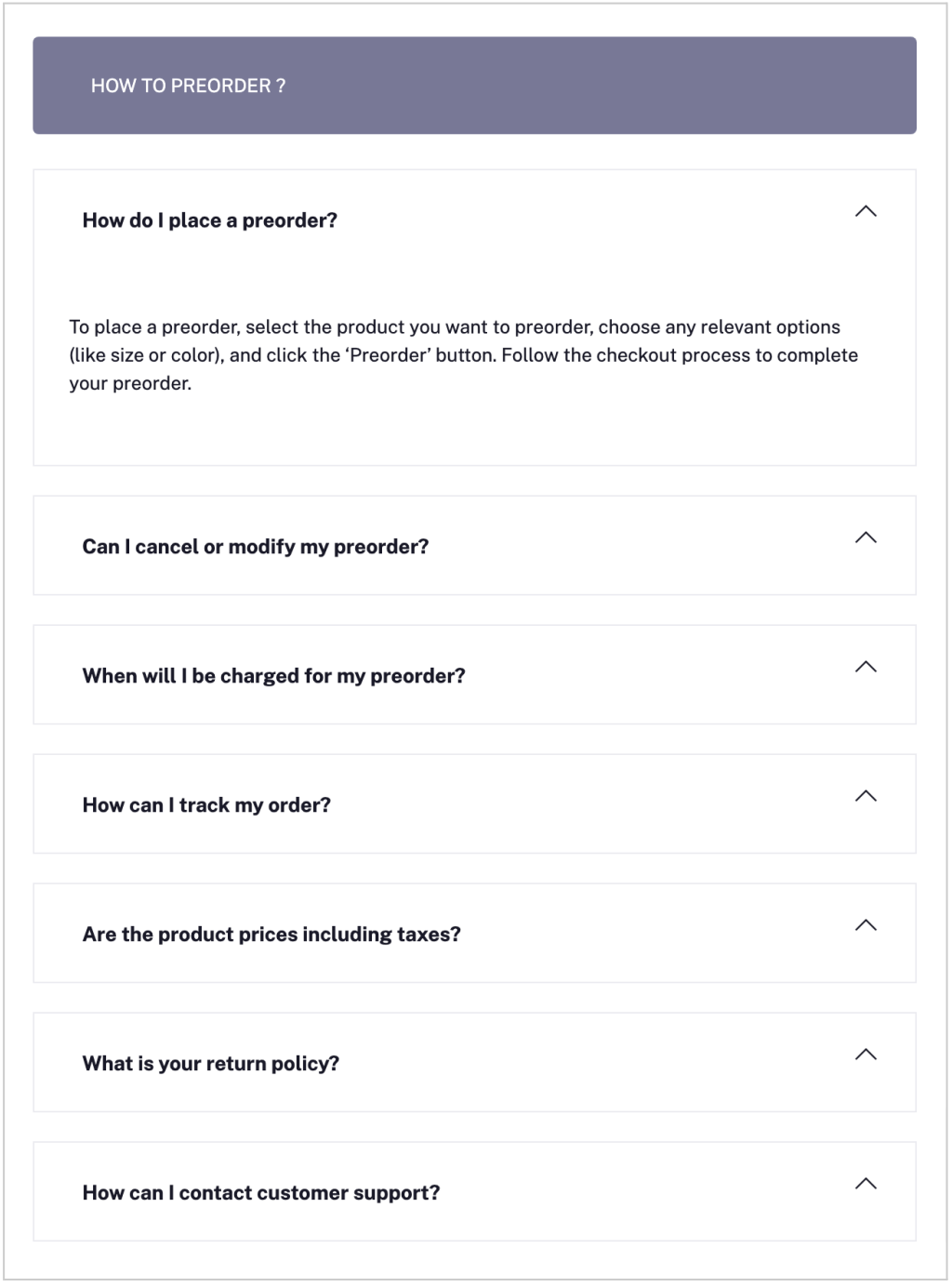


Figure 11.1.C: FAQ / How to Preorder Page in frontend.

12. Preorder Notification Types

12.1 Notification Settings for Customer, Seller and Admin

- **Notification Types Listing**: All events of notification are listed here separately for Customer Seller and Admin. With a customizable icon image, notification type, default text, status (on/off) and edit under actions.

- **Edit Notification**: By clicking the edit action from listing admin can change the text and associated image for any notification.

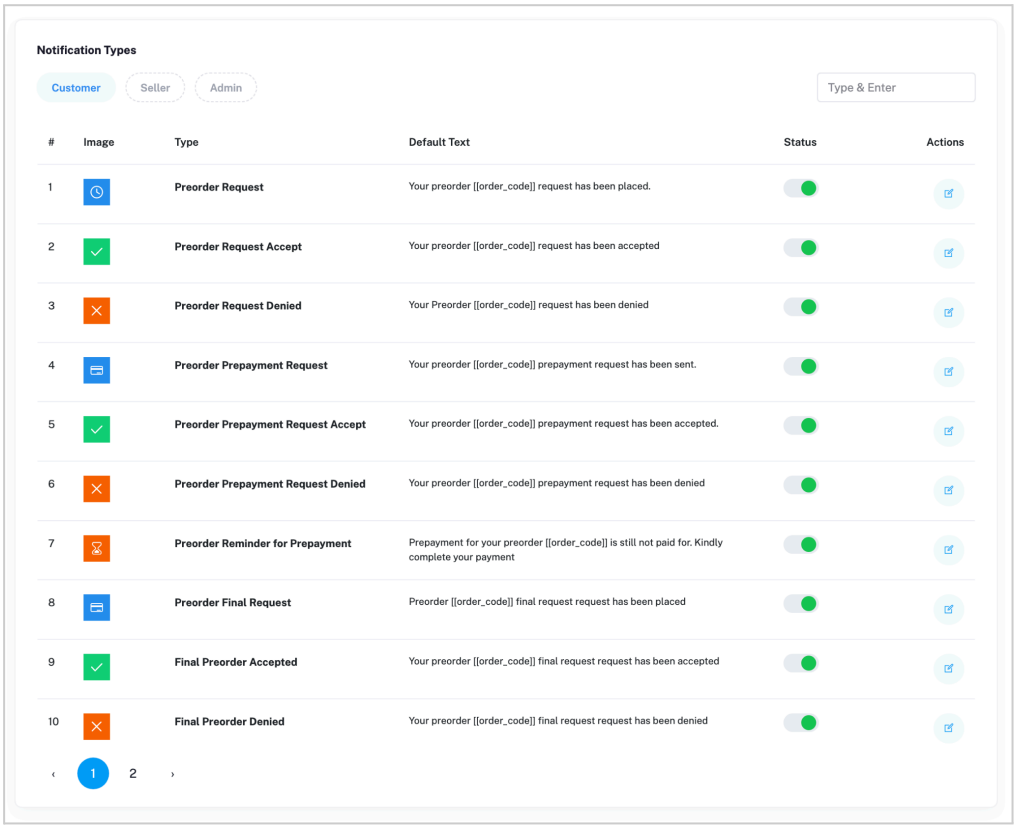


Figure 12.1.A: Notification Types listing.

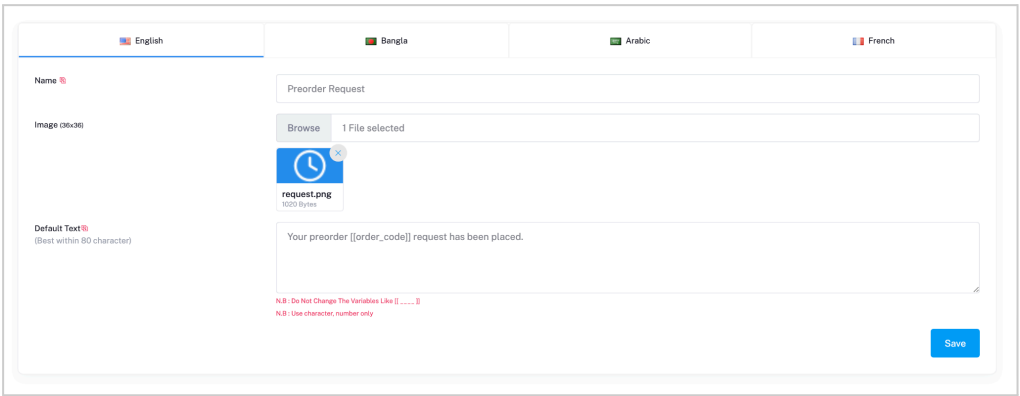


Figure 12.1.B: Edit Notification.

THANK YOU