



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

T E A M O F B O R D E R L E S S P R O S P E C T

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.

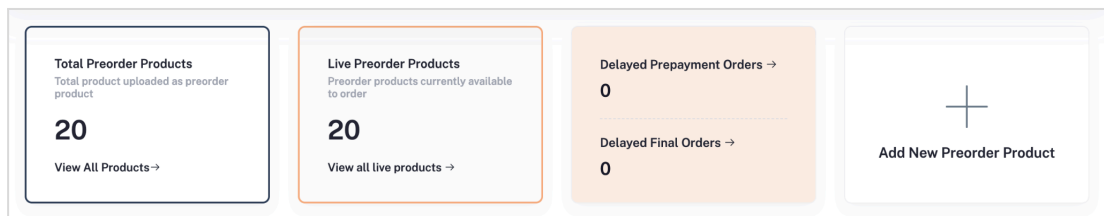


Figure 2.1: Overview panel

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.

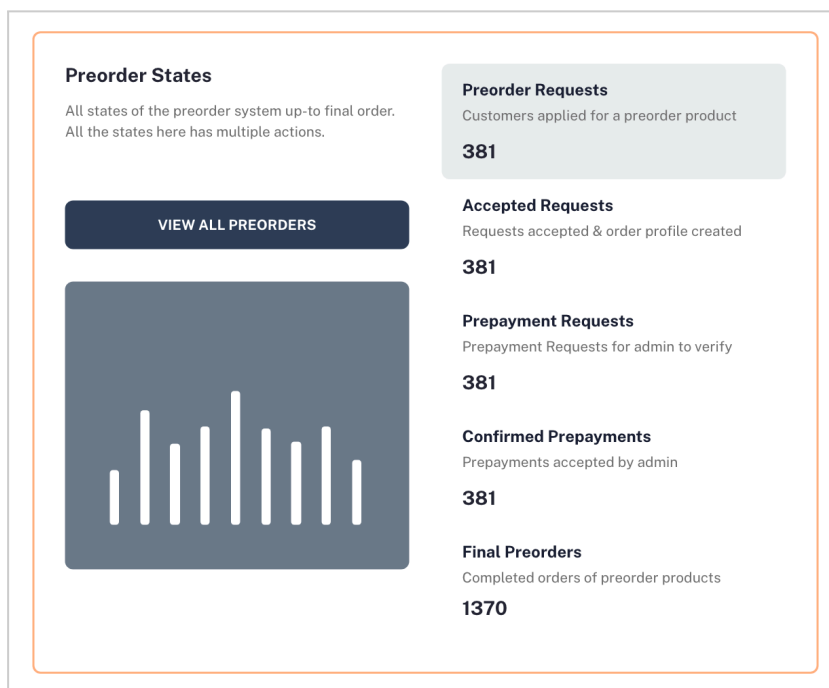


Figure 2.3: Preorder States

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.

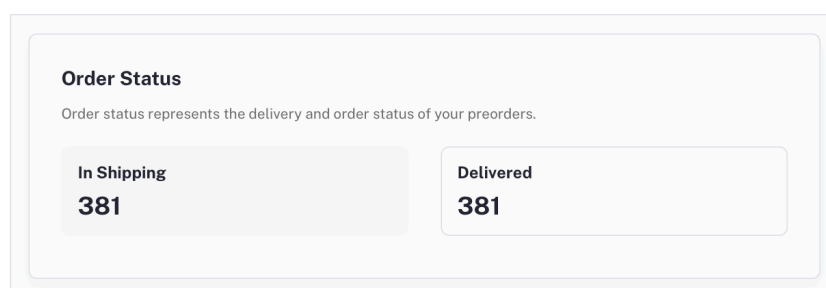


Figure 2.4: Preorder States

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.

Preorder by Product
View preorders of the product by order number

All

In House

Sellers











Product	Request	Prepayment	Final Order	Total Sold
 Apple 2024 MacBook Pro Laptop with M4 Max, 16-core ...	1	0	0	3
 Jessica Simpson Womens Setria Solid Slip-On Pumps	0	0	0	1
 Apple iPad Pro 13, M4 Chip, 1TB Storage	0	2	1	2
 Huffy Stone Mountain Hardtail Mountain Bike for Bo ...	0	0	0	3
 mkosdjnfjwfwefjfnvoefkvoefknvoefvfmkosdjnfjwfwfve ...	1	0	0	1
 HOBIBEAR Unisex Garden Clogs Shoes Slippers Sandal ...	1	0	0	1
 Gold Watches for Women with Gold Stainless Steel B ...	0	0	0	1
 Fashion Sneakers, Lace-Up Or Slip-On Mens Casual S ...	0	0	0	1
 Apple AirPods Pro 2nd Generation with Wireless Mag ...	0	0	1	0
 Royal Enfield Motorcycle - Classic Design, Modern ...	1	0	0	0

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.

The screenshot shows the 'Add New product' form with the 'Product Information' section expanded. The form contains the following fields and instructions:

- Product Name ***: A text input field with placeholder 'Product Name'. Below it, the instruction reads: 'Enter a descriptive name for the product. [e.g. "Wireless Bluetooth Headphones"]'.
- Brand ***: A dropdown menu with placeholder 'Select Brand'. Below it, the instruction reads: 'Choose the product's brand from the list. [e.g. "Sony"]'.
- Unit ***: A text input field with placeholder 'Unit (e.g. KG, Pc etc)'. Below it, the instruction reads: 'Specify the unit of measurement for the product. [e.g. "Piece" or "kg"]'.
- Weight (in Kg)**: A text input field with placeholder '0'. Below it, the instruction reads: 'Enter the weight of the product, useful for shipping. [e.g. "1 kg"]'.
- Minimum Purchase Qty ***: A text input field with placeholder '1'. Below it, the instruction reads: 'Set the minimum quantity a customer must buy. [e.g. "2"]'.
- Tags**: A text input field with placeholder 'Type and hit enter to add a tag'. Below it, the instruction reads: 'Add keywords to help customers find this product. [e.g. "wireless, headphones, audio"]'.
- Barcode**: A text input field with placeholder 'Barcode'. Below it, the instruction reads: 'Enter the product's barcode or SKU for inventory tracking. [e.g. "1234567890123"]'.

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.

The screenshot shows a form titled "Product Files & Media" with the following sections:

- Gallery Images(600x400):** Includes a "Browse" button and a "Choose file" text input. Below the input is a note: "Upload multiple images, each 600x400 pixels. [e.g. Images showing products from different angles.]".
- Thumbnail Image(300x200):** Includes a "Browse" button and a "Choose file" text input. Below the input is a note: "Upload a primary image at 300x200 pixels for quick preview. [e.g. A front view of the product.]".
- Video Provider:** A dropdown menu with "Youtube" selected. Below it is a note: "Select the video platform hosting the product video. [e.g. 'YouTube']".
- Video Link:** A text input field with "Video Link" as a placeholder. Below it is a note: "Provide the link to the product video. [e.g. 'https://www.youtube.com/watch?v=12345']".

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

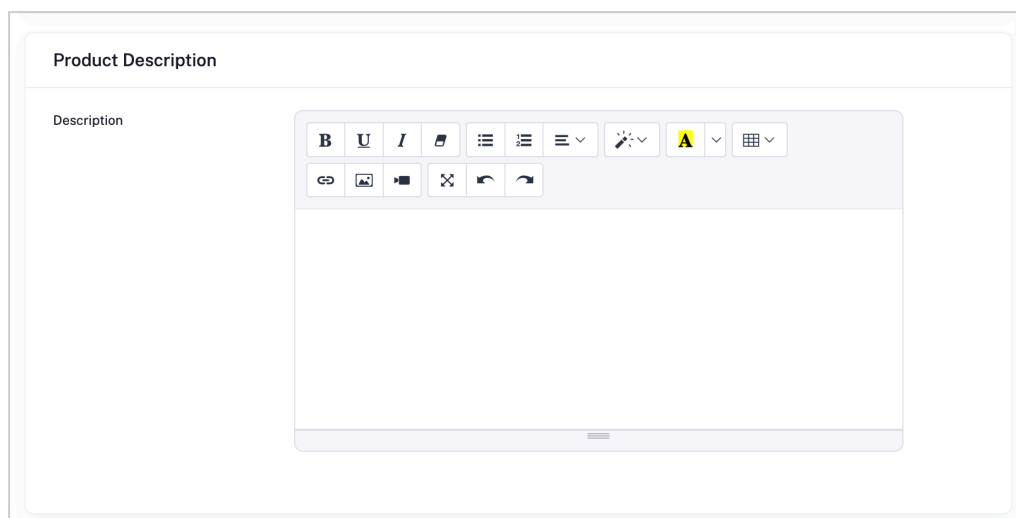


Figure 3.4: Add New Preorder Product, Product Description section

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.

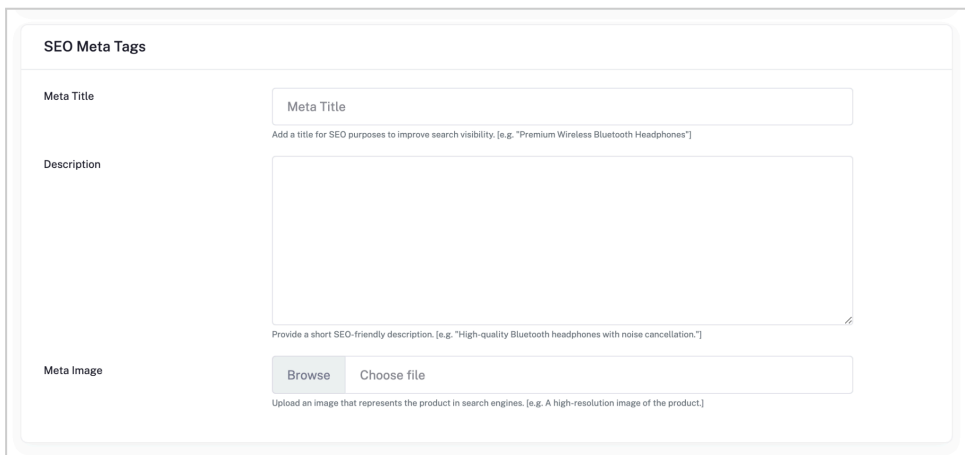
The screenshot displays a form titled "Product Price & Discounts" with four main sections:

- Price:** Includes a "Unit price" input field with a value of "0" and a placeholder text "Enter the price per unit, [e.g., '\$49.99']".
- Prepayment:** Features a toggle for "Enable Prepayment" (which is turned on), a "Prepay Amount" input field with a value of "0", and a placeholder text "Specify the required prepayment amount for pre-orders, [e.g., '\$10.00']".
- Discount Settings:** Contains a "Discount Date Range" selector with a "Select Date" button and placeholder text "Choose start and end dates for a discount period, [e.g., '01/01/2024 - 01/15/2024']". Below this is a "Discount" input field with a value of "0" and a dropdown menu set to "Flat". A placeholder text "Specify the discount percentage or amount, [e.g., '10%' or '\$5.00']" is at the bottom.
- Coupons:** Includes a toggle for "Use Coupon For This Product" (turned on), a "Coupon code" input field with a "Generate" button, a "Coupon Date Range" selector with a "Select Date" button and placeholder text "Choose start and end dates for a coupon discount period, [e.g., '01/01/2024 - 01/15/2024']", and a "Discount" input field with a value of "0" and a dropdown menu set to "Flat". A placeholder text "Specify the coupon amount percentage or amount, [e.g., '10%' or '\$5.00']" is at the bottom.

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.



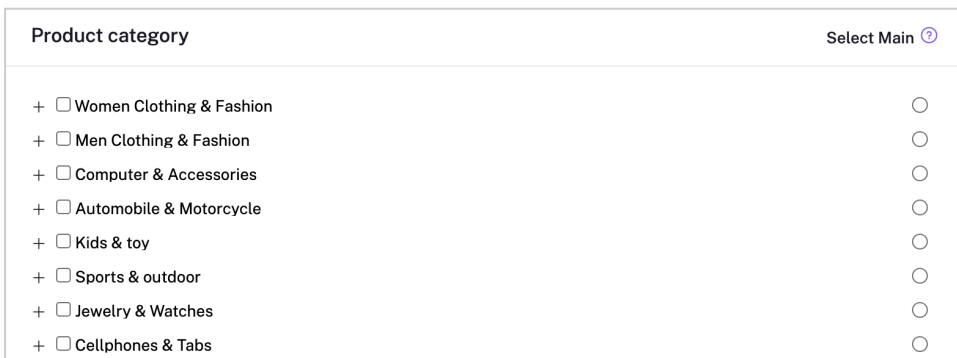
The screenshot shows a form titled "SEO Meta Tags" with three sections: "Meta Title", "Description", and "Meta Image". The "Meta Title" section has a text input field with the placeholder "Meta Title" and a small instruction below it: "Add a title for SEO purposes to improve search visibility. [e.g. 'Premium Wireless Bluetooth Headphones']". The "Description" section has a larger text area with a placeholder "Description" and a small instruction below it: "Provide a short SEO-friendly description. [e.g. 'High-quality Bluetooth headphones with noise cancellation.']". The "Meta Image" section has a "Browse" button and a "Choose file" button, with a small instruction below them: "Upload an image that represents the product in search engines. [e.g. A high-resolution image of the product.]".

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.

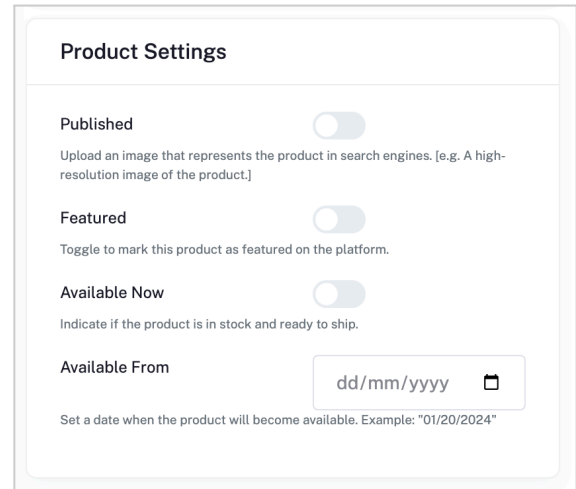


The screenshot shows a form titled "Product category" with a "Select Main" button and a help icon. Below the title is a list of categories, each with a plus sign, a checkbox, and a radio button. The categories are: Women Clothing & Fashion, Men Clothing & Fashion, Computer & Accessories, Automobile & Motorcycle, Kids & toy, Sports & outdoor, Jewelry & Watches, and Cellphones & Tabs.

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".



The screenshot shows a 'Product Settings' form. It contains four sections: 'Published' with a toggle switch, 'Featured' with a toggle switch and a description 'Toggle to mark this product as featured on the platform.', 'Available Now' with a toggle switch and a description 'Indicate if the product is in stock and ready to ship.', and 'Available From' with a date input field showing 'dd/mm/yyyy' and a calendar icon. Below the date field is a placeholder text: 'Set a date when the product will become available. Example: "01/20/2024"'. The form is enclosed in a light gray border.

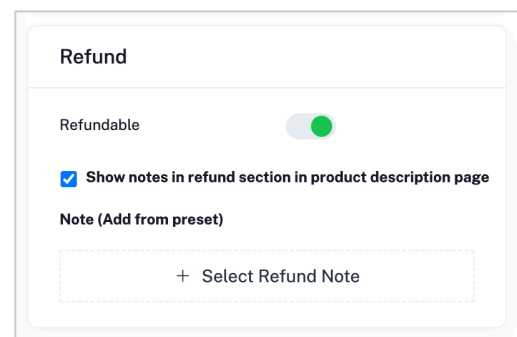
Figure 3.10: Add New Preorder Product, Product Settings

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.



The screenshot shows a 'Refund' form. It contains three sections: 'Refundable' with a toggle switch, 'Show notes in refund section in product description page' with a checked checkbox, and 'Note (Add from preset)' with a dashed box containing a plus icon and the text 'Select Refund Note'. The form is enclosed in a light gray border.

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

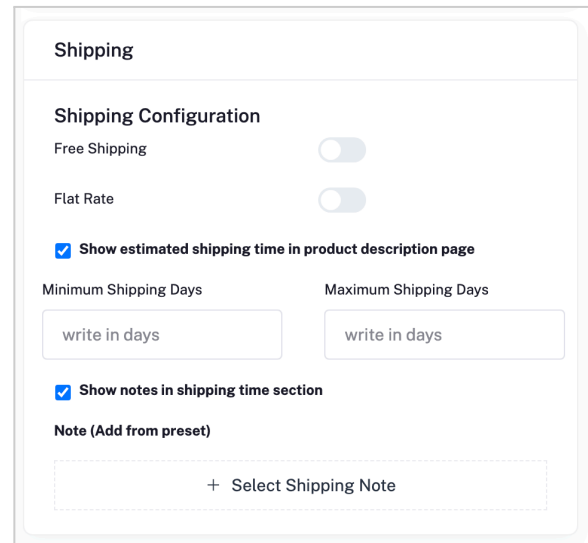
- **Show Estimated Shipping Time in Product Description Page**

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.



The screenshot shows the 'Shipping' configuration panel. It includes a 'Shipping Configuration' section with toggle switches for 'Free Shipping' and 'Flat Rate'. Below these are checkboxes for 'Show estimated shipping time in product description page' (checked) and 'Show notes in shipping time section' (checked). There are input fields for 'Minimum Shipping Days' and 'Maximum Shipping Days', both containing the text 'write in days'. At the bottom, there is a section for 'Note (Add from preset)' with a dashed box and a '+ Select Shipping Note' button.

Figure 3.12: Add New Preorder Product, Shipping section

3.13 Cash On Delivery

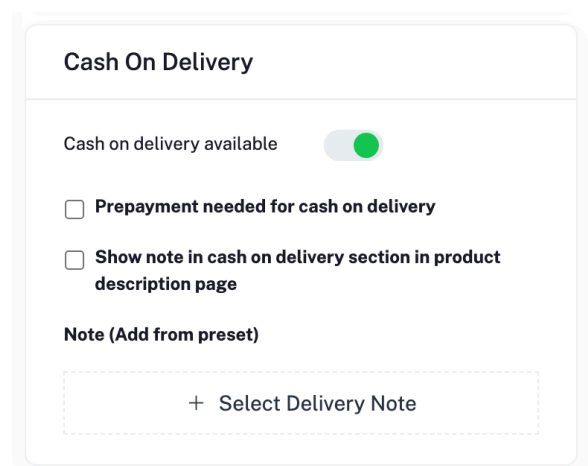
- **Cash on Delivery Available :**

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.

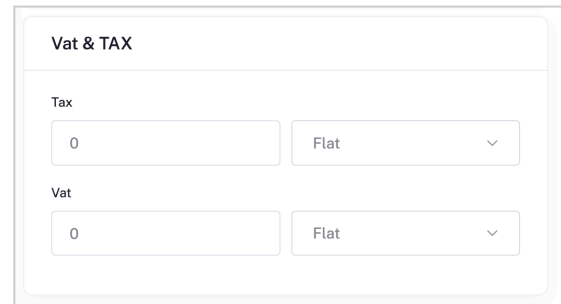


The screenshot shows the 'Cash On Delivery' configuration panel. It includes a 'Cash on delivery available' toggle switch which is turned on (green). Below this are checkboxes for 'Prepayment needed for cash on delivery' and 'Show note in cash on delivery section in product description page'. At the bottom, there is a section for 'Note (Add from preset)' with a dashed box and a '+ Select Delivery Note' button.

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.

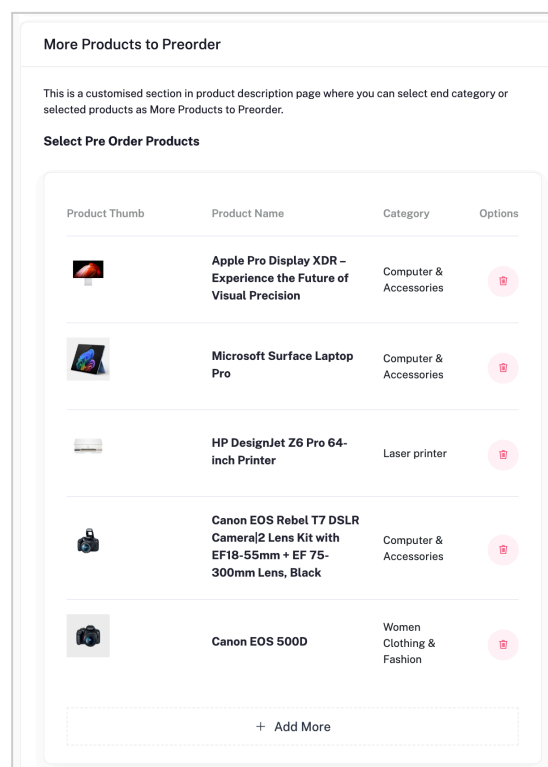


The screenshot shows a form titled "Vat & TAX". It contains two sections. The first section, labeled "Tax", has a text input field with the value "0" and a dropdown menu set to "Flat". The second section, labeled "Vat", also has a text input field with the value "0" and a dropdown menu set to "Flat".











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.



The screenshot shows a popup titled "More Products to Preorder". It contains a descriptive paragraph: "This is a customised section in product description page where you can select end category or selected products as More Products to Preorder." Below this is a section titled "Select Pre Order Products" which contains a table with the following data:

Product Thumb	Product Name	Category	Options
	Apple Pro Display XDR – Experience the Future of Visual Precision	Computer & Accessories	
	Microsoft Surface Laptop Pro	Computer & Accessories	
	HP DesignJet Z6 Pro 64-Inch Printer	Laser printer	
	Canon EOS Rebel T7 DSLR Camera 2 Lens Kit with EF18-55mm + EF 75-300mm Lens, Black	Computer & Accessories	
	Canon EOS 500D	Women Clothing & Fashion	

At the bottom of the table is a button labeled "+ Add More".

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.

Frequently Bought Products

This is a customised section in product description page where you can select end category or selected products as More Products to Preorder.

☒ Select Product ☐ Select Category

Product Thumb	Product Name	Category	Options
	HP Wireless Keyboard and Mouse 200	Computer & Accessories	
	Anivia Computer Headsets Over Ear Headphones Wired Gaming Headset with Mic for PC Mac PS4 PS5 Xbox One, Stereo Surround Sound, Purple	Computer & Accessories	
	Apple MacBook Pro (16-inch, Apple M1 Pro chip with 10core CPU and 16-core GPU)	Computer & Accessories	
	Microsoft - Xbox Series X 1TB Console	Computer & Accessories	

+ Add More

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.













All Preorder Products									
									Add New product
All Preorder Products									
<div>AllIn-House(17)Sellers(22)Published(39)Unpublished(0)Discounted(0)</div>									
<div>Bulk ActionFilter bySearch ProductsSearch</div>									
	Image	Product details	Product details	Price	Discount	Availability	Orders	Status	Actions
<input type="checkbox"/>		97 Inch Class LG OLED evo G4 4K Smart TV 2024 with ... Category TV \$ Soundbox Filon Asset Store Product Created :24.12.2024	Min Purchase Qty 1 kg Refund Refundable	Price 19999 / kg Fixed Prepayment 999 Needed	-5%	2024-12-26 Available Now	Preorder 0 Final Order 1	Publish Featuring Featuring	 
<input type="checkbox"/>		HOBIBEAR Unisex Garden Clogs Shoes Slippers Sandal ... Category Men Clothing & Fashion Muscle Mart Product Created :22.12.2024	Min Purchase Qty 1 pc Refund Not Refundable	Price 500 / pc Fixed Prepayment 100 Needed	-10%	2024-12-22 Available Now	Preorder 0 Final Order 2	Publish Featuring Featuring	 
<input type="checkbox"/>		Canon EOS 500D Category Women Clothing & Fashion In-House Product Created :19.12.2024	Min Purchase Qty 1 jhhkhkhkhk Refund Not Refundable	Price 100 / jhhkhkhkhk Fixed Prepayment 100 Needed	-\$10.000	Available Now	Preorder 2 Final Order 1	Publish Featuring Featuring	 
<input type="checkbox"/>		Apple 2024 MacBook Pro Laptop with M4 Max, 16-core ... Category Computer & Accessories Muscle Mart Product Created :10.12.2024	Min Purchase Qty 2 PC Refund Not Refundable	Price 1499 / PC Fixed Prepayment 200 Needed	-10%	2024-12-10 Available Now	Preorder 0 Final Order 4	Publish Featuring Featuring	 

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.

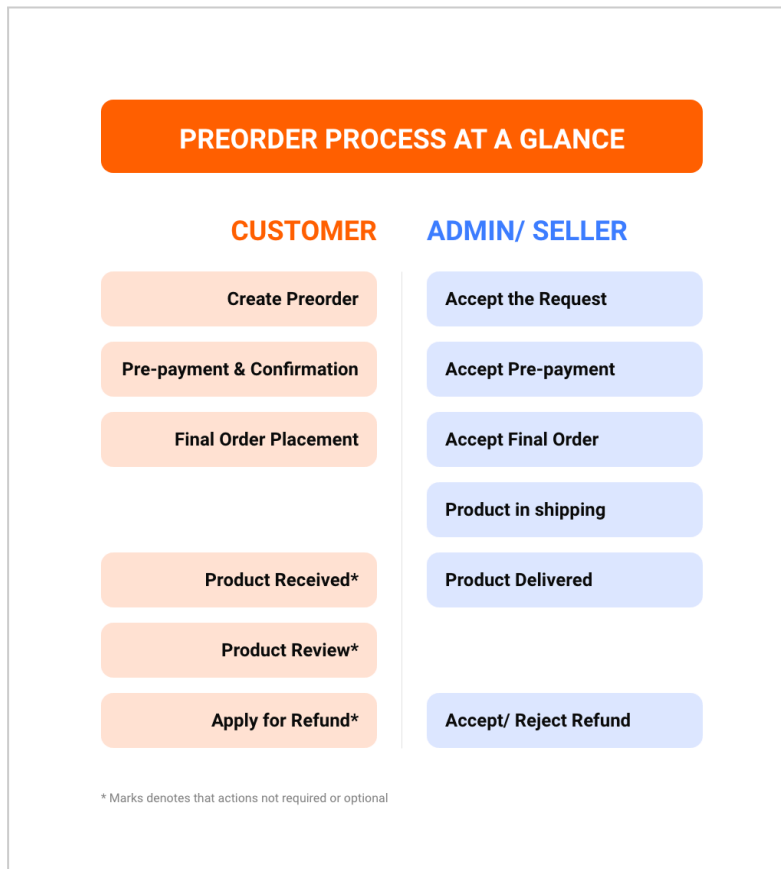


Figure 5.1: Preorder all steps

- **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.

All Preorders

All (36)

Requests (8)

Accepted Requests (4)

Prepayment Requests (4)

Confirmed Prepayments (0)

Final Preorders (3)

In Shipping (0)

Delivered (20)

Refund (5)

Filter by date

Search Orders

Filter

Bulk Action

Apply





























<input type="checkbox"/>	Product/Quantity	Preorder Code/Created	Price/Prepayment	Seller	Customer	Status	Refund	Options
<input type="checkbox"/>	<div> Helly-Hansen Men's Crew... Qty: 1</div>	<div>20241231-12062790 Created: 2024-12-...</div>	\$287.500/ \$50.000	Pink Horizon	Paul K. Jensen customer@example.com	Preorder Request Accepted	Refundable	<div></div>
<input type="checkbox"/>	<div> HOBIBEAR Unisex Garden... Qty: 1</div>	<div>20241231-11325333 Created: 2024-12-...</div>	\$550.000/ \$100.000	Muscle Mart	Paul K. Jensen customer@example.com	Delivered	No Refund	<div></div>
<input type="checkbox"/>	<div> Canon EOS 500D Qty: 1</div>	<div>20241229-09450131 Created: 2024-12-...</div>	\$101.000/ \$100.000	Active eCommerce CMS	Paul K. Jensen customer@example.com	Preorder Requested	No Refund	<div></div>
<input type="checkbox"/>	<div> Hummer EV 2025 [...] Qty: 1</div>	<div>20241229-08245530 Created: 2024-12-...</div>	\$159,998.000/ \$50,000.000	Active eCommerce CMS	Paul K. Jensen customer@example.com	Delivered	Refundable	<div></div>
<input type="checkbox"/>	<div> HOBIBEAR Unisex Garden... Qty: 1</div>	<div>20241229-08235727 Created: 2024-12-...</div>	\$550.000/ \$100.000	Muscle Mart	Paul K. Jensen customer@example.com	Preorder Requested	No Refund	<div></div>
<input type="checkbox"/>	<div> Canon EOS 500D Qty: 1</div>	<div>20241228-14524833 Created: 2024-12-...</div>	\$110.000/ \$100.000	Active eCommerce CMS	Paul K. Jensen customer@example.com	Prepayment Requested	No Refund	<div></div>
<input type="checkbox"/>	<div> Canon EOS 500D Qty: 1</div>	<div>20241228-13144448 Created: 2024-12-...</div>	\$110.000/ \$100.000	Active eCommerce CMS	Paul K. Jensen customer@example.com	Final Order Requested	No Refund	<div></div>

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 only 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.

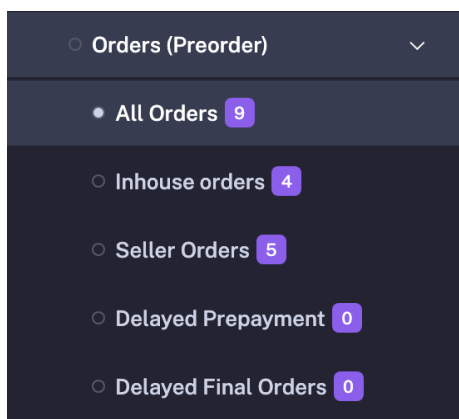


Figure 5.3: All Orders (preorders) links in the sidebar of admin panel.

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.

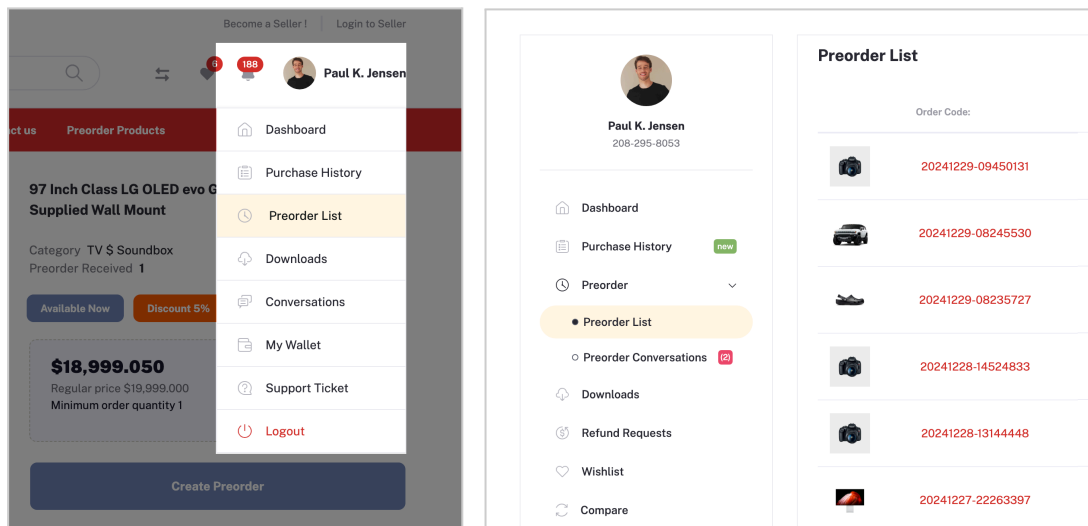


Figure 5.4.1: (Left) Customer preorder details page location from header. (Right) Preorder details page from customers dashboard.

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.

Bulova Men's Classic Sutton 3-Hand Calendar Date Quartz Watch, 40mm

Order Code: 20241212-10151856 Available Now Discount 5 Prepayment Needed

PAYMENT SUMMARY

Total amount	Prepay Amount
\$380.000	\$50.000

*Amount to be paid while final order \$330.000
*Minimum order quantity 1

Preorder Status

- Requested Pre order
10:21 hrs, 12 December, 2024
- Pre order request accepted
- Prepayment confirmation
10:25 hrs, 12 December, 2024
- Order Confirmed
- Product is live
- Final order
10:25 hrs, 12 December, 2024
- Product In Shipping
10:26 hrs, 12 December, 2024
- Product Delivered
10:26 hrs, 12 December, 2024

Order Summary

Subtotal (380 x 1)	\$380.000
Vat & TAX	\$76.000
Shipping cost	\$0.000
Product Discount	\$19.000
Coupon Discount	\$19.000
Prepayment	\$50.000
Final Payment	\$387.000
Total	\$437.000

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.

PAYMENT SUMMARY

Total amount	Prepay Amount
\$380.000	\$50.000

*Amount to be paid while final order \$330.000
*Minimum order quantity 1

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.

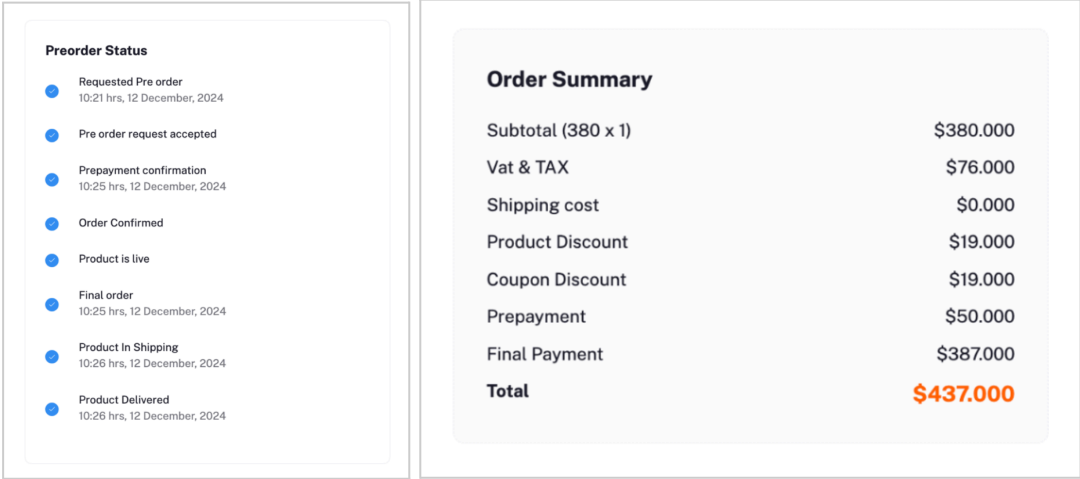


Figure 5.4.3: Preorder status & order summary in order details page of a customer's preorder.

- **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.

The screenshot displays the 'Order Details' page for a preorder. The top section, 'Order #20241224-13193657', shows the order date and time (24.12.2024 at 01:19 PM) and the seller (Finn Asset Store). Below this, a QR code is shown next to the 'Order status' (Delivered). Customer information for Paul K. Jensen is listed, including email, phone, and address, with links for 'Customer's History', 'Mark as suspicious', and 'Ban this Customer'. The 'Product' section shows a 97 Inch Class LG OLED evo G4 4K Smart TV 2024 with a quantity of 1 kg. The 'Order Summary' table on the right lists Subtotal (\$19,999.000), Vat & TAX (\$2,999.850), Shipping cost (\$0.000), Product Discount (\$999.950), Prepayment (\$999.000), Final Payment (\$20,999.900), and Total (\$21,998.900). The 'Preorder Status' section shows a timeline of events: Requested Pre order (13:20 hrs, 24 December, 2024), Pre order request accepted, Prepayment confirmation (13:48 hrs, 24 December, 2024), Order Confirmed, Product is live, Final order (13:50 hrs, 24 December, 2024), Product In Shipping (13:50 hrs, 24 December, 2024), and Product Delivered (13:51 hrs, 24 December, 2024). The bottom section shows a list of actions: Request Preorder (24.12.2024 at 01:20 PM), Prepayment Request (24.12.2024 at 01:48 PM), Final Preorder (24.12.2024 at 01:50 PM), In Shipping (24.12.2024 at 01:50 PM), Delivery (24.12.2024 at 01:51 PM), and Refund (24.12.2024 at 01:51 PM).

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

INVOICE
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.

The figure shows two side-by-side screenshots. The left screenshot is a product page for an Apple iPad Pro 13, M4 Chip, 1TB Storage. It displays the category 'Cellphones & Tabs', a 'Preorder Received 1' badge, and a 'Prepayment Needed' status. The price is \$1,080,000, with a regular price of \$1,200,000 and a 10% discount. A 'Create Preorder' button is visible. Below the price, there is a 5-star rating (5 out of 5.0) and a coupon code '6ZHQ2DUW87'. The right screenshot is a 'Request Preorder' popup. It lists conditions: 'Cash on delivery available', 'Item availability date is subject to change at any time.', 'Delivery time may vary depending on the order confirmation time', and 'Please attach payment proof to finalize any payment'. A text area contains the note 'I want to order this one, when it will be available!'. A checkbox is checked, indicating agreement to terms and conditions. A 'Place Preorder Request' button is at the bottom.


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.

The figure shows a screenshot of the admin/seller panel order details page for a preorder request. The title is 'Request Preorder' with a checkmark icon. The date and time are '02.01.2025 at 11.07 PM'. Below the title, there is a 'Notes' section with the text 'I want to order this one, when it will be available!'. At the bottom, there are two buttons: 'Reject' (red) and 'Accept' (light blue).

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




Apple Pro Display XDR – Experience the Future of Visual Precision

Order Code : 20250102-23074669

Available Now

Discount 10

Prepayment Needed


Request Preorder
^

→ Cash on delivery available

→ Item availability date is subject to change at any time.

→ Delivery time may vary depending on the order confirmation time

→ Please attach payment proof to finalize any payment

I want to order this one, when it will be available!

Requested

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.

Preorder

Dashboard

Add New Preorder products

Preorder Products

Orders (Preorder)

Preorder Commission History

Preorder Settings

Preorder Product Conversation

Preorder Product Queries

Preorder Product Reviews

FAQs

Preorder Notification Types

Notes

Auction Products

Wholesale Products

Product Price & Discounts

Price

Unit price *

5989

Enter the price per unit. [e.g. "\$49.99"]

Prepayment

Enable Prepayment

Prepay Amount

200

Specify the required prepayment amount for pre-orders. [e.g. "\$10.00"]

Discount Settings

Discount Date Range

08-12-2024 00:00:00 to 31-01-2025 23:59:00

Choose start and end dates for a discount period. [e.g. "01/01/2024 - 01/15/2024"]

Discount

10

Percent

Specify the discount percentage or amount. [e.g. "10%" or "\$5.00"]

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**.

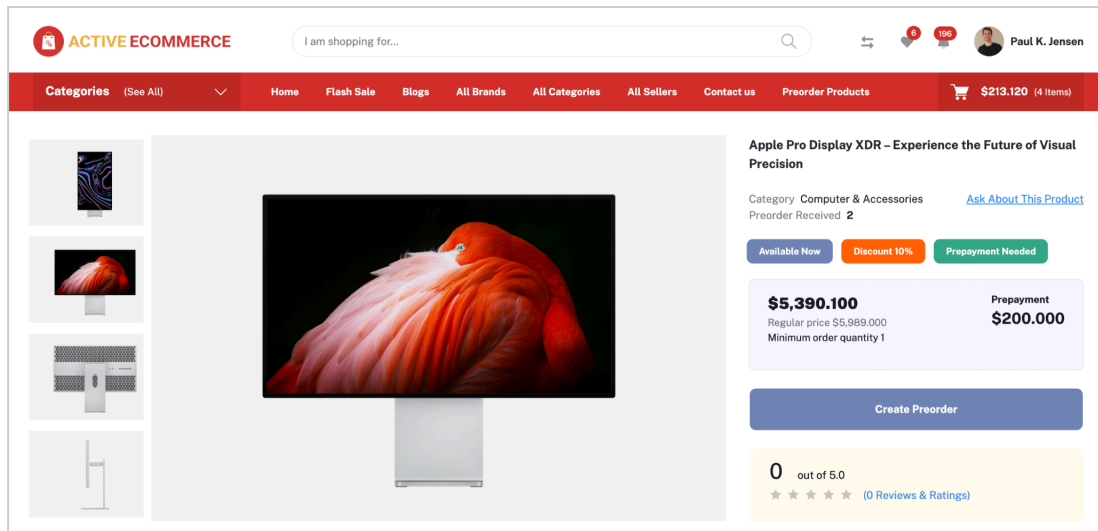


Figure 5.7.E: Prepayment amount showed in product description page.

The screenshot shows the 'Pre-payment & Confirmation' form. At the top, there is a title 'Pre-payment & Confirmation' with an orange checkmark icon. Below the title, there are five instructions: 'Item availability date may be changed anytime', 'Delivery time may be affected as per your order confirmation time.', 'Please attach payment proof to confirm this order', 'Payment can be made to A/C no. 13719713158835300', and 'Scan the QR for mobile payments info'. To the right of these instructions is a QR code. Below the instructions, there is a 'Proof of payment' section with a 'Browse' button and a 'Choose File' button. To the right of this section is a 'Reference No.' field with the value '154 202 1335'. Below the 'Proof of payment' section is a 'Note (Upto 200 character)' field with the text 'Here is the prepayment... Let me know if it is accepted...'. At the bottom, there is a checkbox labeled 'I agree to the terms and conditions, Return Policy & Privacy Policy' which is checked. Below the checkbox is a large orange button labeled 'Request'.

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.

PAYMENT SUMMARY

Total amount
\$5,989.000

Prepay Amount
\$200.000

*Amount to be paid while final order \$5,190.100
*Minimum order quantity 1

Remove

Order Summary

Subtotal (5989 x 1)	\$5,989.000
Vat & TAX	\$1,197.800
Shipping cost	\$0.000
Product Discount	\$598.900
Coupon Discount	\$539.010
Prepayment	\$200.000
Remaining	\$5,848.890
Total	\$6,048.890

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

Final Payment & Order Completion

Address

☒ Address

3947 West Side Avenue Hackensack, NJ 07601

Change

Postal Code

1254

City

College

State

Alaska

Country

United States

Phone

201-287-7714

☐ Address

100 nirten

Change

Postal Code

21004

City

Alajuela

State

Alajuela

Country

Costa Rica

Phone

83847747484

+

Add New Address

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

Delivery Info

Active eCommerce CMS

Samsung Galaxy Z Fold

Choose Delivery Type

☒ Home Delivery

☐ Local Pickup

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

Payment Info

- Item availability date may be changed anytime
- Delivery time may be affected as per your order confirmation time.
- Please attach payment proof to confirm this order
- Payment can be made to A/C no. 13719713158835300
- Scan the QR for mobile payments info

Proof of payment

Browse

Choose File

Reference No.

1455 88 97

Note (Upto 200 character)

Here is the final payment

Request

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.

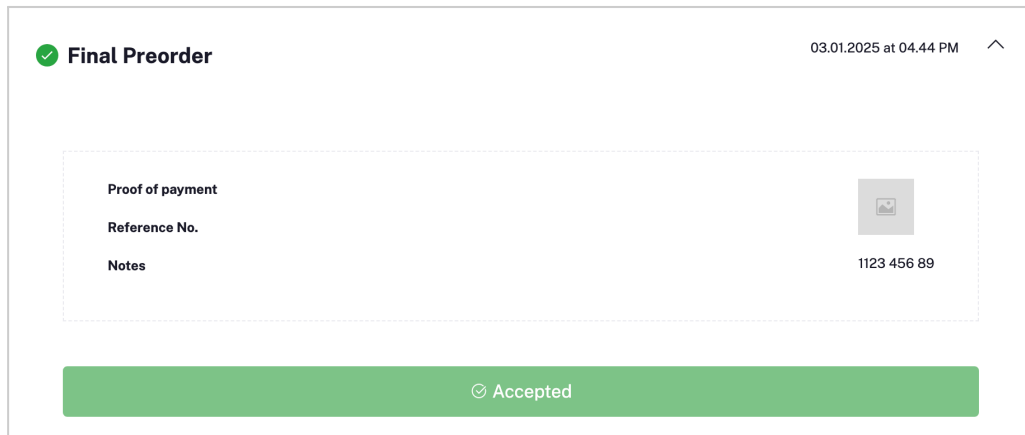


Figure 5.7.M: Admin/seller accepted the final preorder.

- **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.

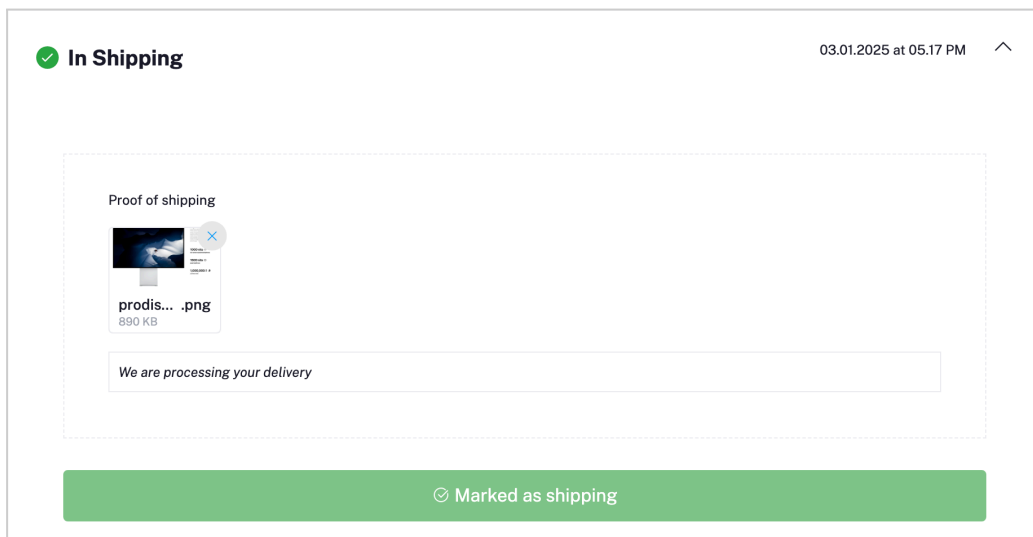


Figure 5.7.N: Admin/ Seller initiated the in shipping stage.

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.

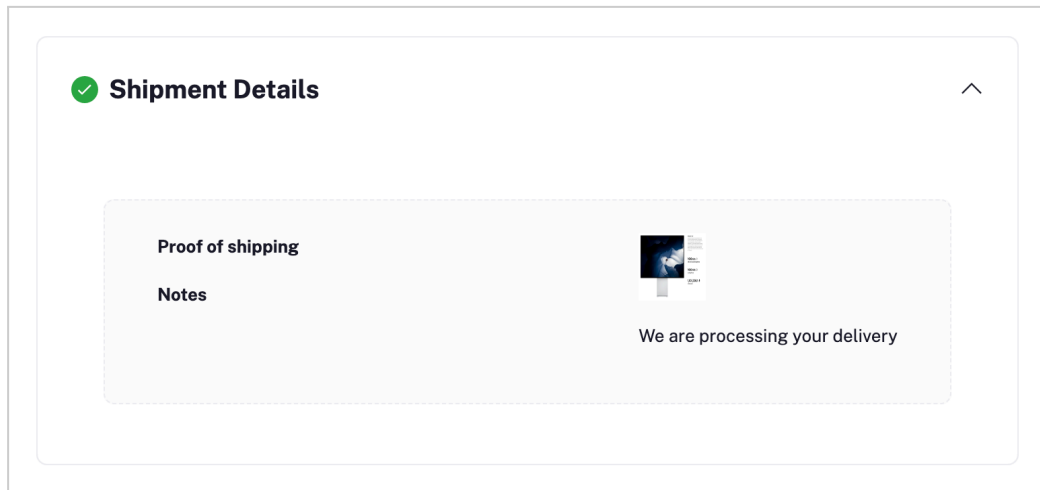


Figure 5.7.0: Shipment Details in customer order details.

→ **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**.

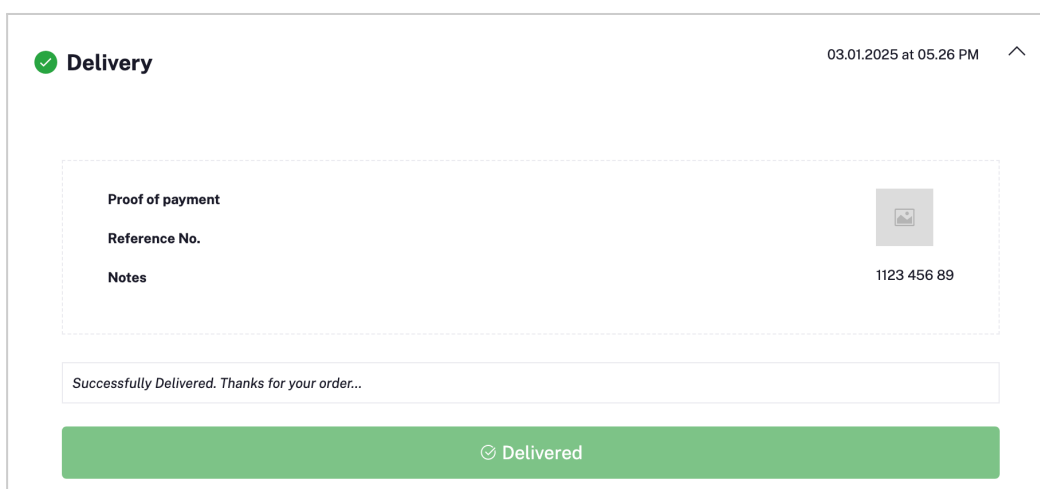


Figure 5.7.0: The delivery status is marked as delivered by admin/ seller.

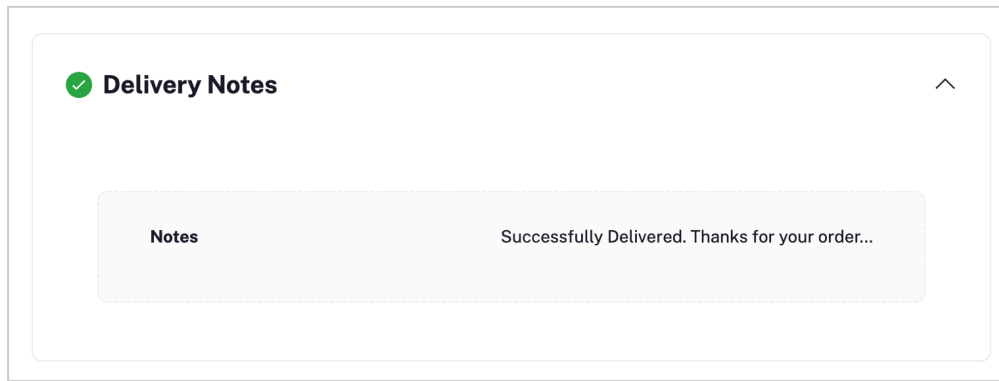


Figure 5.7.P: Customer view of the delivered order.

→ **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.

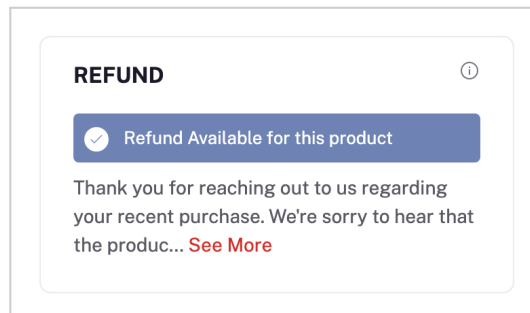
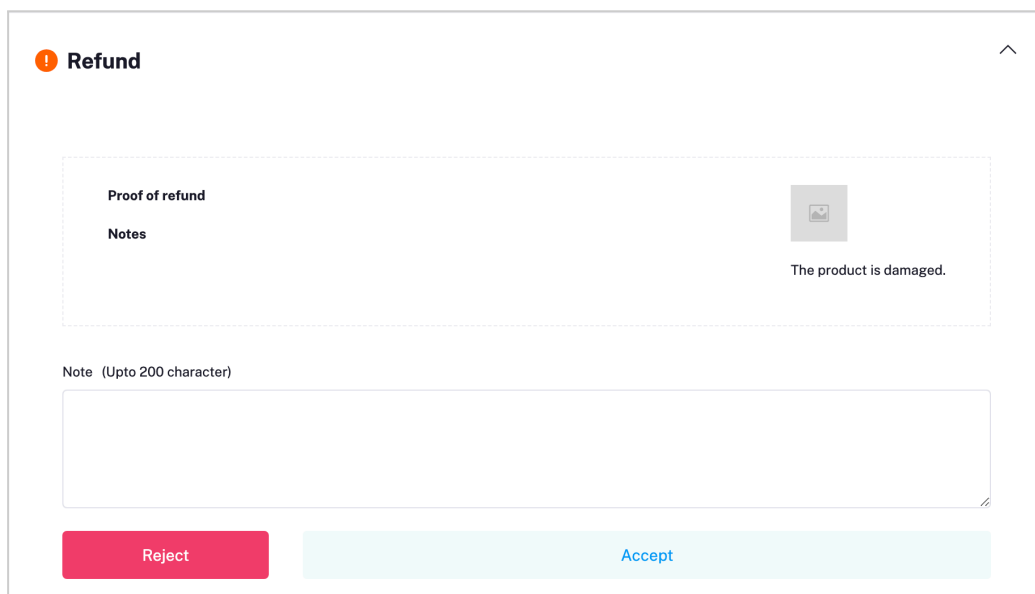


Figure 5.7.Q: Refunds are available for the product.

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

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

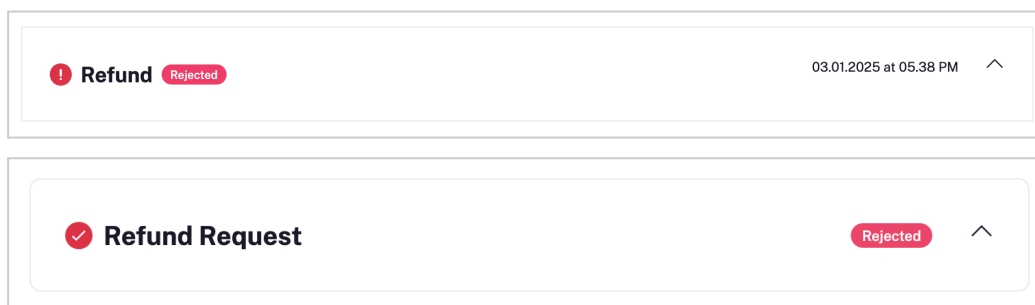
- If **approved**, the refund is processed, and the order is marked as refunded.
- If **rejected**, the customer is notified that the order is non-refundable.



The screenshot shows a 'Refund' form with a title bar containing an exclamation mark icon and the word 'Refund'. The form is divided into two main sections: 'Proof of refund' and 'Notes'. The 'Proof of refund' section contains a text input field and a button with an image icon. The 'Notes' section contains a text input field with the placeholder text 'The product is damaged.' Below these sections is a large text area labeled 'Note (Upto 200 character)'. At the bottom of the form are two buttons: 'Reject' (red) and 'Accept' (blue).

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.



The screenshot shows two views of the refund request status. The upper view is the Admin/Seller view, showing a 'Refund' status with a red 'Rejected' label and a timestamp '03.01.2025 at 05.38 PM'. The lower view is the Customer view, showing a 'Refund Request' status with a red 'Rejected' label.

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.

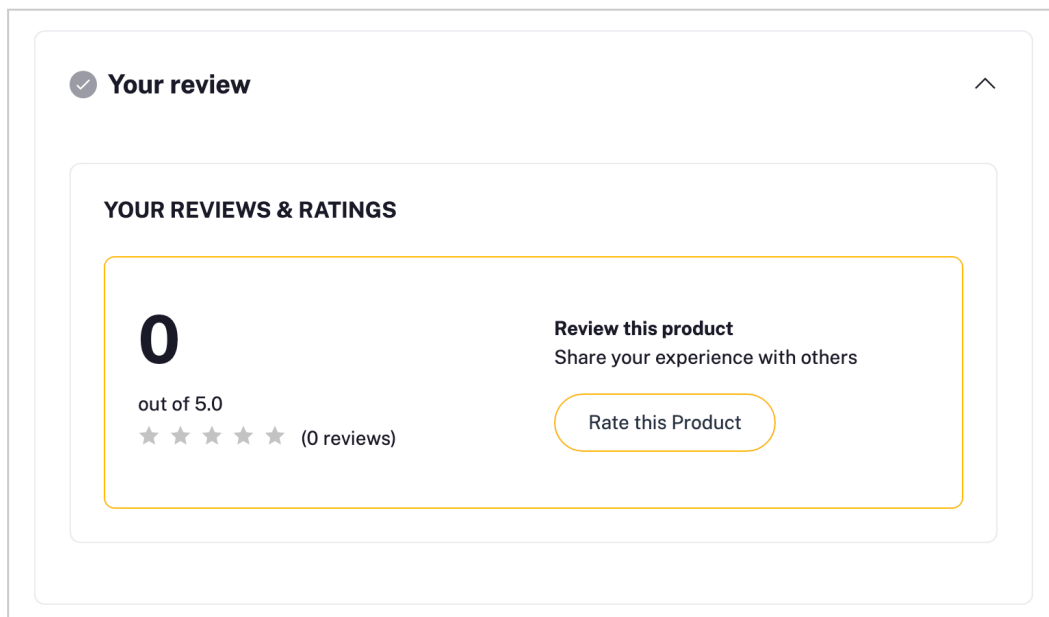


Figure 5.7.U: Customer can review the product and rate the order after the product been delivered.

A screenshot of a "Review" form. At the top, it says "Product" followed by "Apple Pro Display XDR – Experience the Future of Visual Precision". Below that is a "Rating" section with five orange stars. Then there is a "Comment" section with a text area containing the text: "Like the product, and also the delivery was first. The packaging was good, they even give official warranty card. Thanks." Below the comment is a "Review Images" section with a "Browse" button and a "Choose file" button. A small note below says "These images are visible in product review page gallery. Upload square images". At the bottom of the form are two buttons: "Cancel" and "Submit review".

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.

Commission History		Choose Seller	Daterange	Filter
#	Order Code:	Admin Commission	Seller Earning	Created At
1	20241224-13193657	1899.91	20098.99	2024-12-24 13:51:16
2	20241222-12552831	40.5	464.5	2024-12-22 12:58:26
3	20241222-12372579	268.82	3618.58	2024-12-22 12:41:22
4	20241222-11571412	268.82	3598.58	2024-12-22 12:03:13
5	20241219-10575794	36.1	400.9	2024-12-19 11:00:23
6	20241219-10440238	36.1	400.9	2024-12-19 10:45:51

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:**

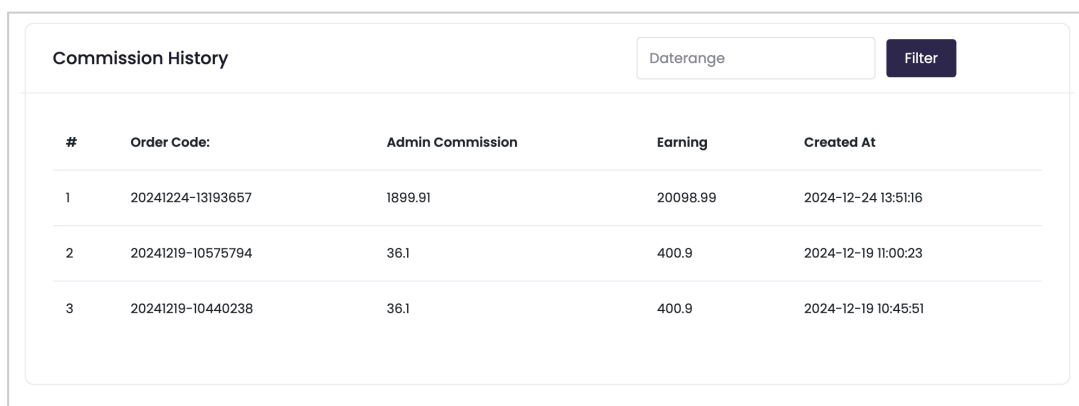
Sellers can refine the displayed data by using the date range filter. This functionality makes it easy to locate specific transactions or analyze earnings for a particular period.

- **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.



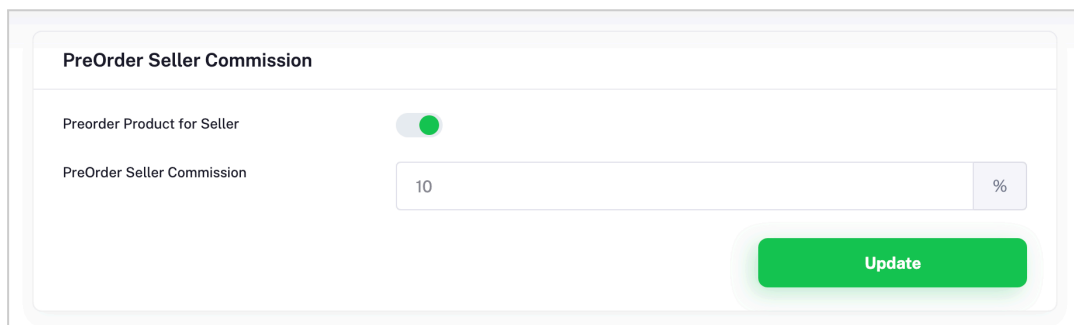
Commission History				
				Daterange
				Filter
#	Order Code:	Admin Commission	Earning	Created At
1	20241224-13193657	1899.91	20098.99	2024-12-24 13:51:16
2	20241219-10575794	36.1	400.9	2024-12-19 11:00:23
3	20241219-10440238	36.1	400.9	2024-12-19 10:45:51

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.

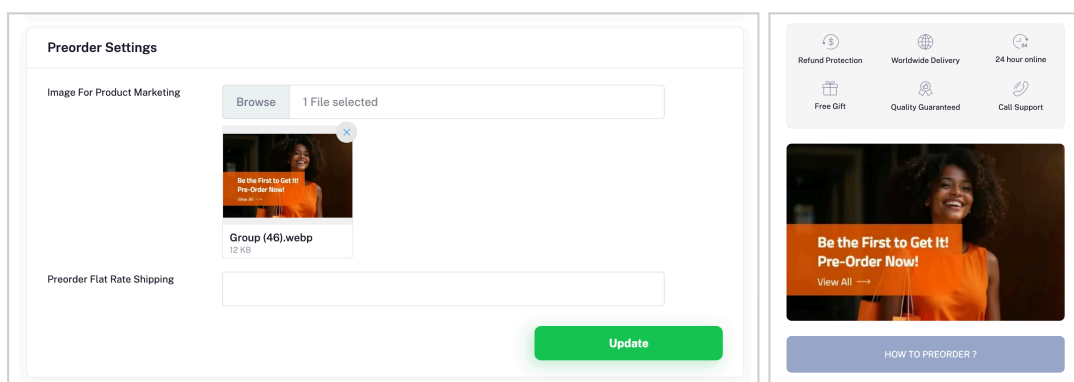


The screenshot shows the 'PreOrder Seller Commission' settings panel. It contains two settings: 'Preorder Product for Seller' with a green toggle switch, and 'PreOrder Seller Commission' with a text input field containing '10' and a percentage symbol. A green 'Update' button is located at the bottom right of the panel.

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.

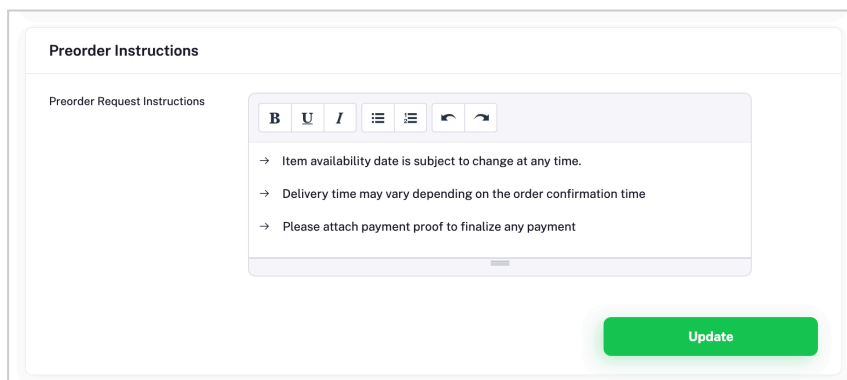


The screenshot is split into two parts. The left part shows the 'Preorder Settings' panel with fields for 'Image For Product Marketing' (with a 'Browse' button and '1 File selected' status), a preview of the selected image, 'Preorder Flat Rate Shipping' (with an empty text field), and an 'Update' button. The right part shows the frontend location of the banner, which is a promotional image with the text 'Be the First to Get It! Pre-Order Now!' and a 'View All' link. Above the banner are icons for 'Refund Protection', 'Worldwide Delivery', '24 hour online', 'Free Gift', 'Quality Guaranteed', and 'Call Support'. A 'HOW TO PREORDER ?' link is at the bottom.

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.

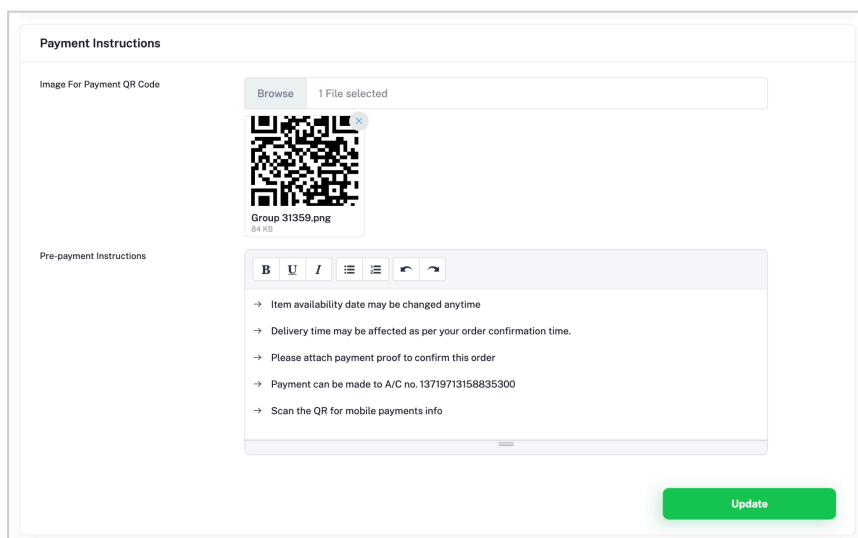


The screenshot shows a form titled "Preorder Instructions". Inside, there is a section labeled "Preorder Request Instructions" with a rich text editor. The editor contains three bullet points: "Item availability date is subject to change at any time.", "Delivery time may vary depending on the order confirmation time", and "Please attach payment proof to finalize any payment". A green "Update" button is located at the bottom right of the form.

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.

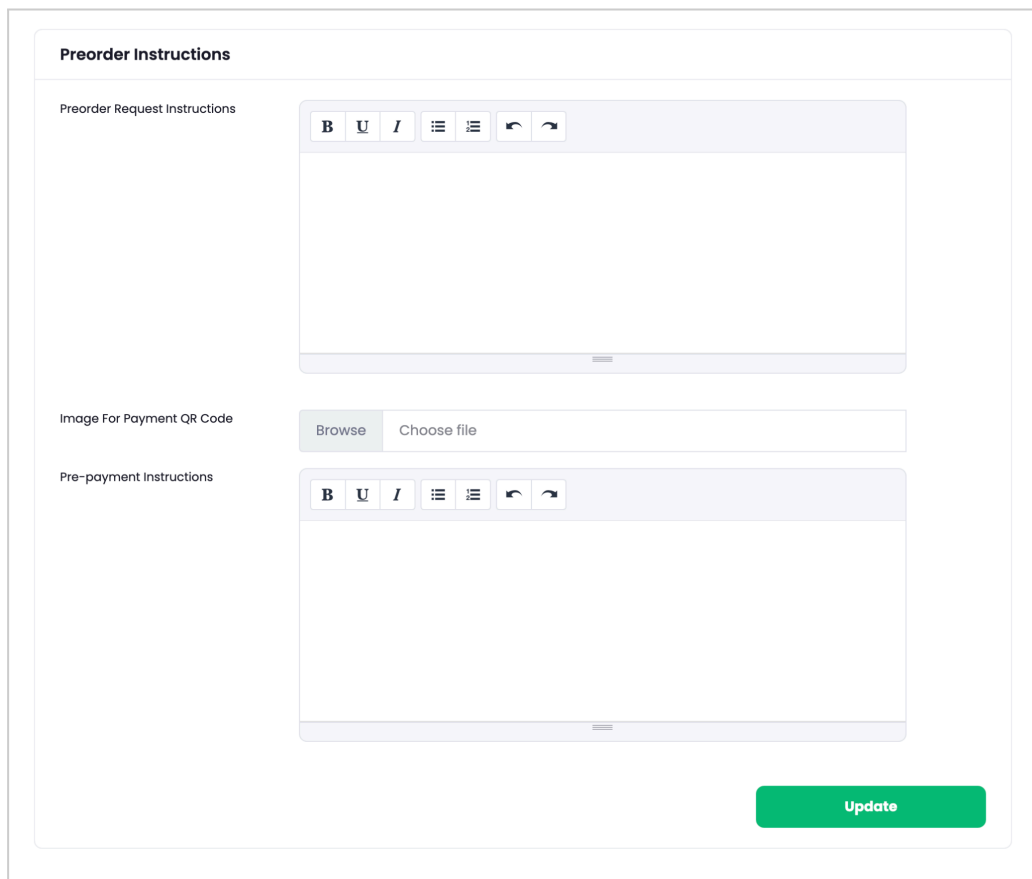


The screenshot shows a form titled "Payment Instructions". It has two main sections. The first section, "Image For Payment QR Code", includes a "Browse" button and a file selection area showing "1 File selected" with a QR code image labeled "Group 31359.png". The second section, "Pre-payment Instructions", features a rich text editor with five bullet points: "Item availability date may be changed anytime", "Delivery time may be affected as per your order confirmation time.", "Please attach payment proof to confirm this order", "Payment can be made to A/C no. 13719713158835300", and "Scan the QR for mobile payments info". A green "Update" button is at the bottom right.

Figure 7.4: Preorder payment instruction.

7.5. Preorder Settings in Seller Panel

- Sellers have to set their preorder instructions separately.
- 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.



The screenshot displays the 'Preorder Instructions' settings panel. It features three main sections: 'Preorder Request Instructions', 'Image For Payment QR Code', and 'Pre-payment Instructions'. Each of the first and third sections includes a rich text editor with a toolbar containing icons for bold (B), underline (U), italic (I), bulleted list, numbered list, undo, and redo. The 'Image For Payment QR Code' section contains a 'Browse' button and a 'Choose file' text input. An 'Update' button is located at the bottom right of the panel.

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.

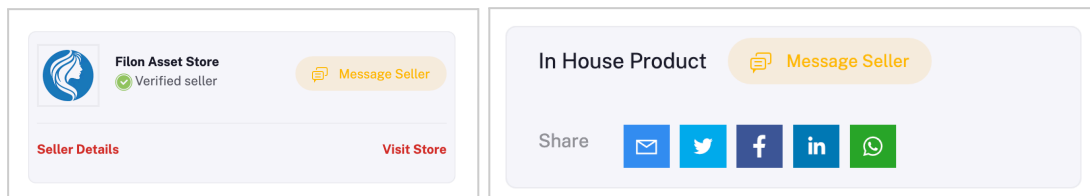


Figure 8.1.A: Message seller in product description page.

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

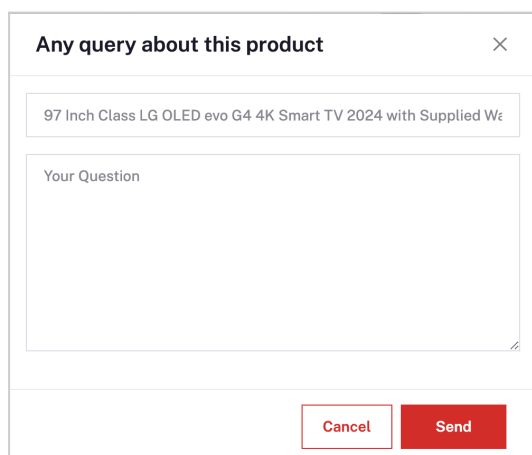


Figure 8.1.B: Popup for customers to communicate with seller.

- 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.

Conversations						
#	Date	Title	Sender	Receiver	Options	
1	2024-12-10 15:23:31	Apple 2024 MacBook Pro Laptop with M4 Max, 16-core CPU, 40-core GPU: Built for Apple Intelligence, 16.2-inch Liquid Retina XDR Display, 128GB Unified Memory	Paul K. Jensen	Barbara D. Huston		
2	2024-12-09 12:54:01	BMW 520d M Sport -Luxury Sedan with TwinPower Turbo Performance	Paul K. Jensen	Filon Asset Store		
3	2024-12-08 13:40:08	Sunburst Guitar, 30 Inch- Brass Acoustic Guitar Strings, Tuning Gear, String Post Covers, Steel-Reinforced Neck, Strap Buttons - Musical Instruments	Paul K. Jensen	Filon Asset Store		

Figure 8.1.C: Conversations list in Admin Panel.

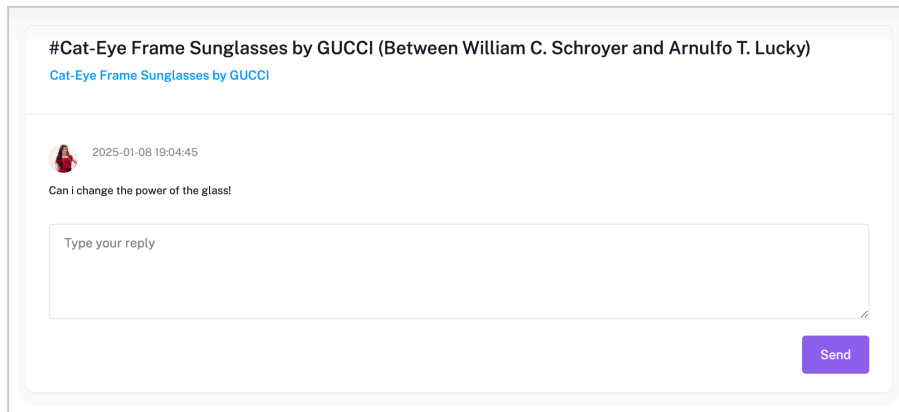


Figure 8.1.D: Detail conversation between Admin and Customer in Admin Panel.

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.

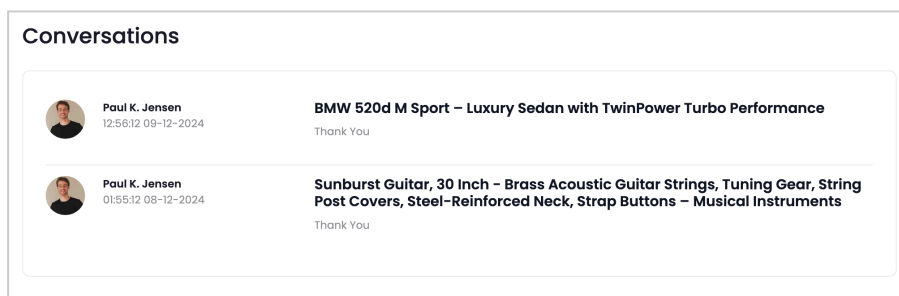


Figure 8.2.A: Conversations list in Seller Panel.

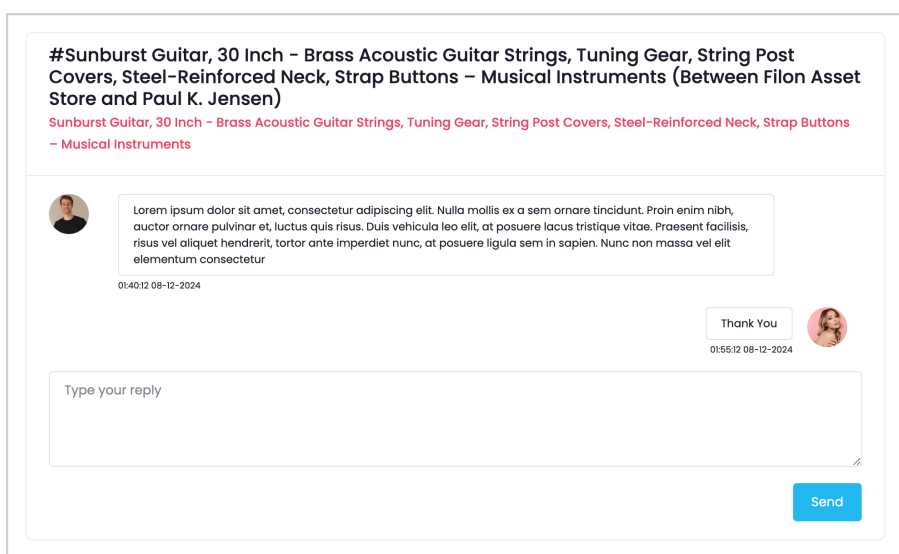


Figure 8.2.B: Conversations details in Seller Panel.

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.

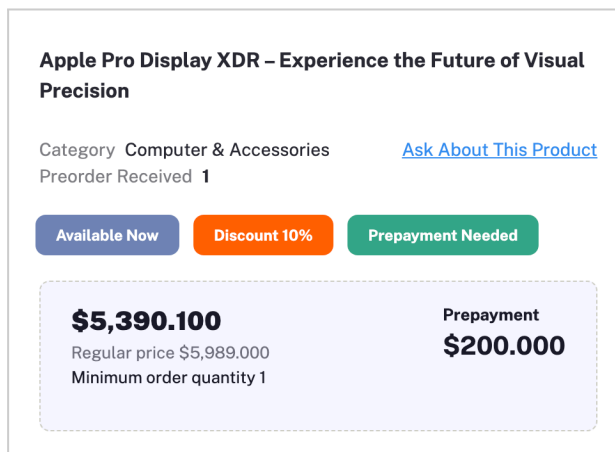


Figure 9.1.A: Ask About This Product in product description page.

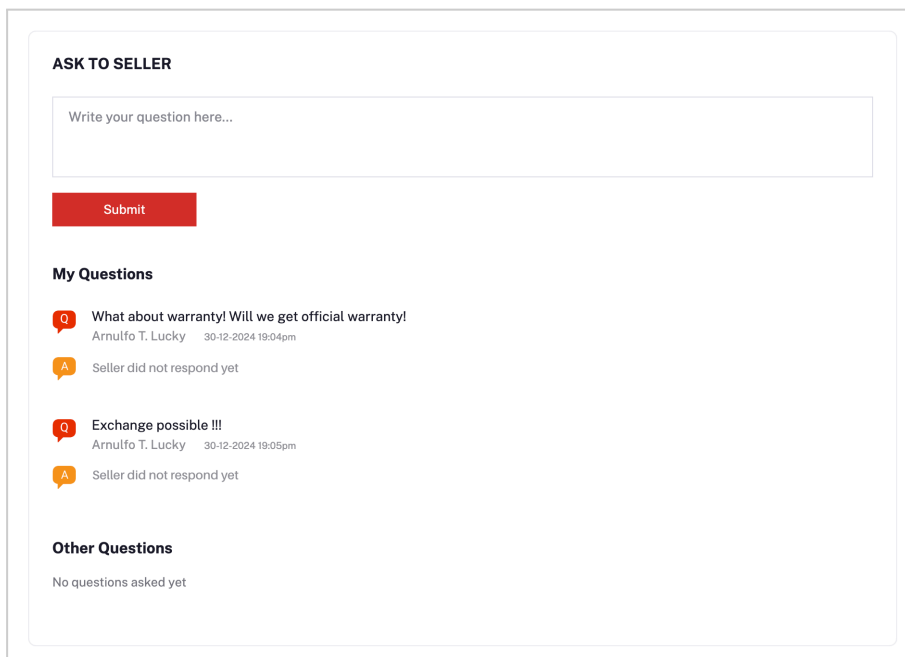


Figure 9.1.B: All questions and answer in product description page.

- 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

Product Queries

#	User Name	Product Name	Question	Reply	Status	Options
1	Arnulfo T. Lucky	Apple Pro Display XDR - Experience the Future of Visual Precision	Exchange possible !!!		Not Replied	
2	Arnulfo T. Lucky	Apple Pro Display XDR - Experience the Future of Visual Precision	What about warranty! Will we get official warranty!	You will get official warranty from Apple.	Replied	
3	Paul K. Jensen	Apple iPad Pro 13, M4 Chip, 1TB Storage	Do you have gift option. I want to gift it to someone.		Not Replied	
4	Paul K. Jensen	Apple iPad Pro 13, M4 Chip, 1TB Storage	Is blue color available !!!		Not Replied	
5	Paul K. Jensen	Canon EOS 500D	How are you?	ABCD	Replied	
6	William C. Schroyer	Whoopi Perkins Acoustic Right Handed	kkkkk	111111	Replied	
7	William C. Schroyer	Whoopi Perkins Acoustic Right Handed	hiiiiiiiiiiii		Not Replied	

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

Apple Pro Display XDR - Experience the Future of Visual Precision

Arnulfo T. Lucky
5 minutes ago

Exchange possible !!!

Type your reply

Send

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.

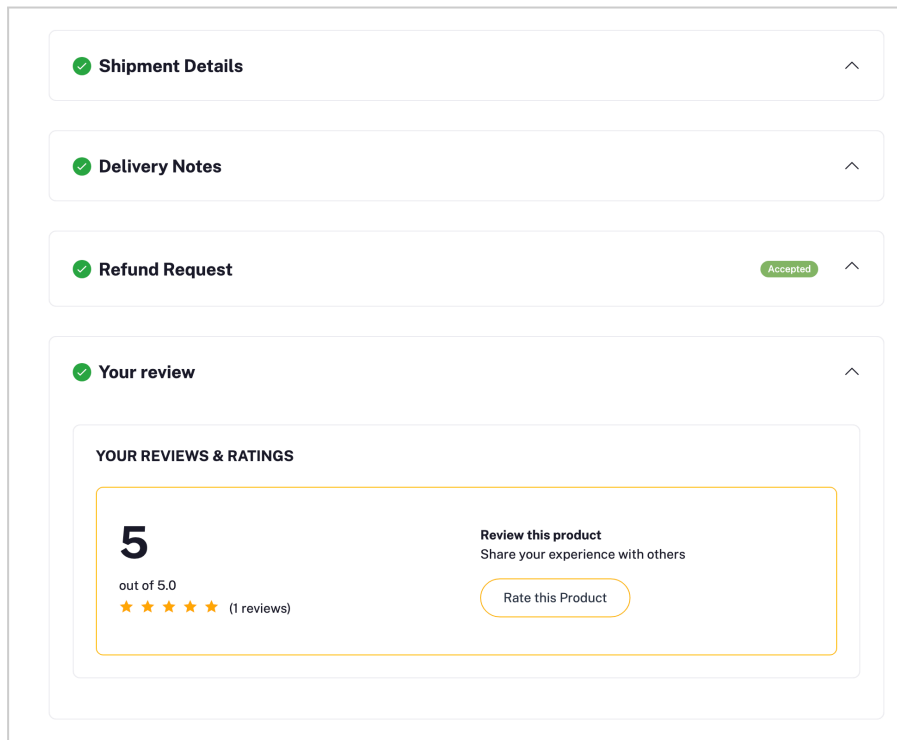


Figure 10.1.A: Product review and rating section in Customer Side.

- **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.

#	Product Name	Product Owner	Rating	reviews	Options
1	Canon EOS 500D	William C. Schroyer	5	1	View Reviews
2	Apple 2024 MacBook Pro Laptop with M4 Max, 16-core CPU, 40-core GPU; Built for Apple Intelligence, 16.2-inch Liquid Retina XDR Display, 128GB Unified...	Barbara D. Huston	4	1 new	View Reviews
3	Jessica Simpson Womens Setria Solid Slip-On Pumps	Barbara D. Huston	5	1	View Reviews
4	Gold Watches for Women with Gold Stainless Steel Band, Rectangular Case Roman Dial	Barbara D. Huston	5	1 new	View Reviews

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

#	CUSTOMER	RATING	COMMENT	PUBLISHED
1	Paul K. Jensen	4	<p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Pellentesque vel congue quam. Mauris ut nibh risus. Etiam malesuada magna et mollis placerat. Nulla facilisi. Quisque sodales bibendum nisi ut dignissim. Nulla sit amet dolor eget metus sodales pharetra. Sed nec accumsan mi, vel placerat velit. Mauris tempus, tellus sit amet fermentum aliquam, urna leo fermentum neque, eu finibus magna urna vel dolor.</p>	12 December, 2024 <input checked="" type="checkbox"/>

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

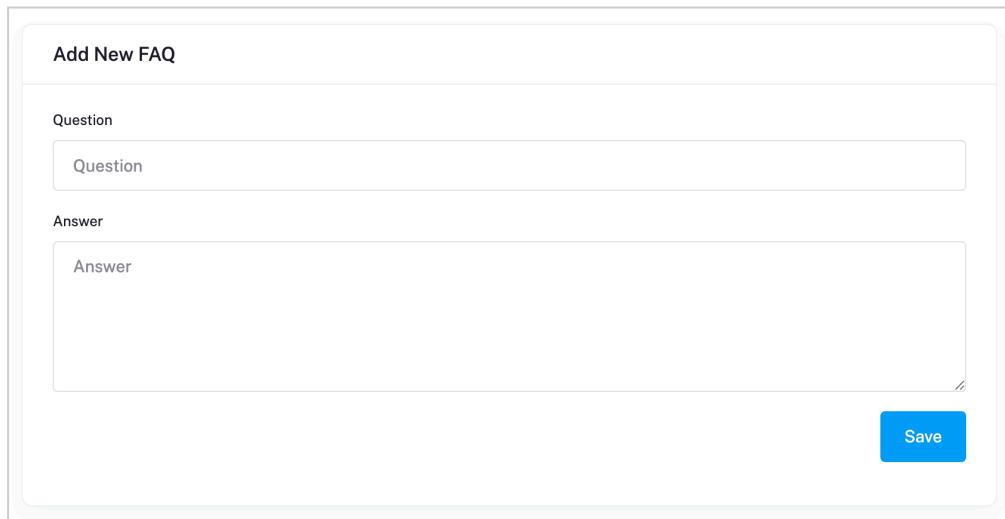
- **Review Retention:** Once a review is submitted, it remains attached to the product even if the customer's account is later removed. This ensures that valuable feedback on the product stays visible for future buyers.
- **Anonymous Display:** Depending on system configuration, reviews from deleted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



The 'Add New FAQ' form is a light gray box with a title bar. It contains two text input fields: 'Question' and 'Answer'. The 'Question' field is a single-line text box, and the 'Answer' field is a larger multi-line text box. A blue 'Save' button is located at the bottom right of the form.

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















All FAQ				Type & Enter
#	Question	Status	Options	
1	How can I contact customer support?	<input checked="" type="checkbox"/>		
2	What is your return policy?	<input checked="" type="checkbox"/>		
3	Are the product prices including taxes?	<input checked="" type="checkbox"/>		
4	How can I track my order?	<input checked="" type="checkbox"/>		
5	When will I be charged for my preorder?	<input checked="" type="checkbox"/>		
6	Can I cancel or modify my preorder?	<input checked="" type="checkbox"/>		
7	How do I place a preorder?	<input checked="" type="checkbox"/>		

Figure 11.1.B: All FAQs in Admin Panel.

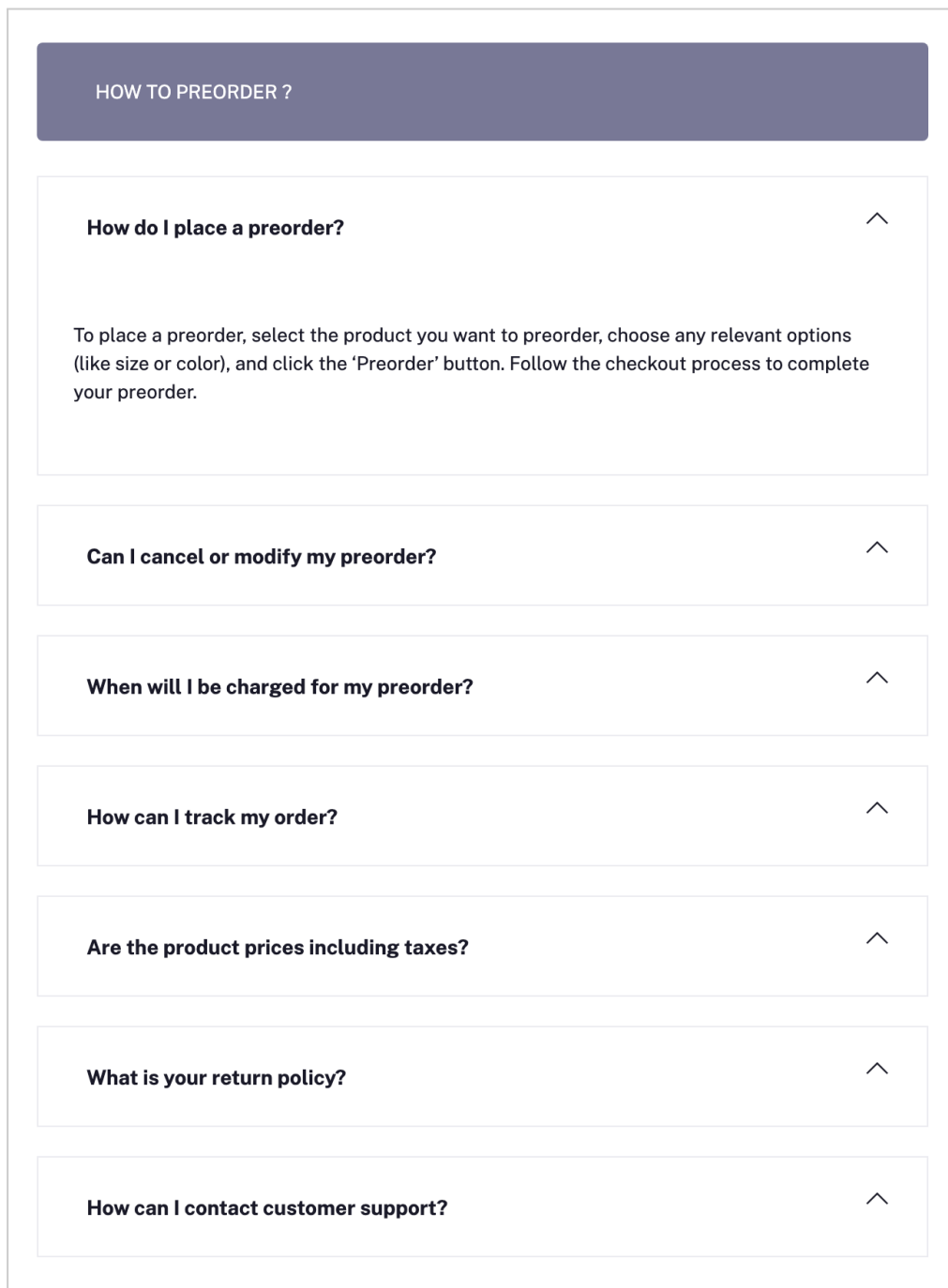


Figure 11.1.C: FAQ / How to Preorder Page in frontend.

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.

Notification Types					
Customer Seller Admin					
#	Image	Type	Default Text	Status	Actions
1		Preorder Request	Your preorder [[order_code]] request has been placed.	<input checked="" type="checkbox"/>	
2		Preorder Request Accept	Your preorder [[order_code]] request has been accepted	<input checked="" type="checkbox"/>	
3		Preorder Request Denied	Your Preorder [[order_code]] request has been denied	<input checked="" type="checkbox"/>	
4		Preorder Prepayment Request	Your preorder [[order_code]] prepayment request has been sent.	<input checked="" type="checkbox"/>	
5		Preorder Prepayment Request Accept	Your preorder [[order_code]] prepayment request has been accepted.	<input checked="" type="checkbox"/>	
6		Preorder Prepayment Request Denied	Your preorder [[order_code]] prepayment request has been denied	<input checked="" type="checkbox"/>	
7		Preorder Reminder for Prepayment	Prepayment for your preorder [[order_code]] is still not paid for. Kindly complete your payment	<input checked="" type="checkbox"/>	
8		Preorder Final Request	Preorder [[order_code]] final request request has been placed	<input checked="" type="checkbox"/>	
9		Final Preorder Accepted	Your preorder [[order_code]] final request request has been accepted	<input checked="" type="checkbox"/>	
10		Final Preorder Denied	Your preorder [[order_code]] final request request has been denied	<input checked="" type="checkbox"/>	

Figure 12.1.A: Notification Types listing.

English Bengla Arabic French

Name

Preorder Request

Image (36x36)

Browse 1 File selected

request.png 1024 bytes

Default Text

(Best within 80 character)

Your preorder [[order_code]] request has been placed.

N.B : Do Not Change The Variables Like [[order_code]]

N.B : Use character, number only

Save

Figure 12.1.B: Edit Notification.

THANK YOU