



Order exchange documentation

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Module overview

Short description

With the «Exchange Order» module, quickly manage your exchanged products. In one interface, select the product to be returned and the product that will replace it, confirm the exchange, and the module will take care of it all: create the return, generate a credit and a voucher, and create an order corresponding to the exchange by applying the voucher and requesting payment of the balance from your client if necessary.

The « + » for the trader

With this module, you facilitate the management of exchanging products and save time. Instead of having to manually manage the return, the creation of the credit, voucher and then an order using the voucher, manage everything in one clear interface allowing long-term monitoring of your exchanges, as well.

Features

- In a single interface, manage your exchanged products in less than 5 minutes
- Option to prepare your exchanged products to be confirmed from the receipt of the return
- Option to generate an optional credit
- Automatic creation of the exchange order with the same information
- Reserve your stock by putting your exchange on hold
- Option to ask the client for payment of balance if necessary
- Save your exchange history

Pre-requisites

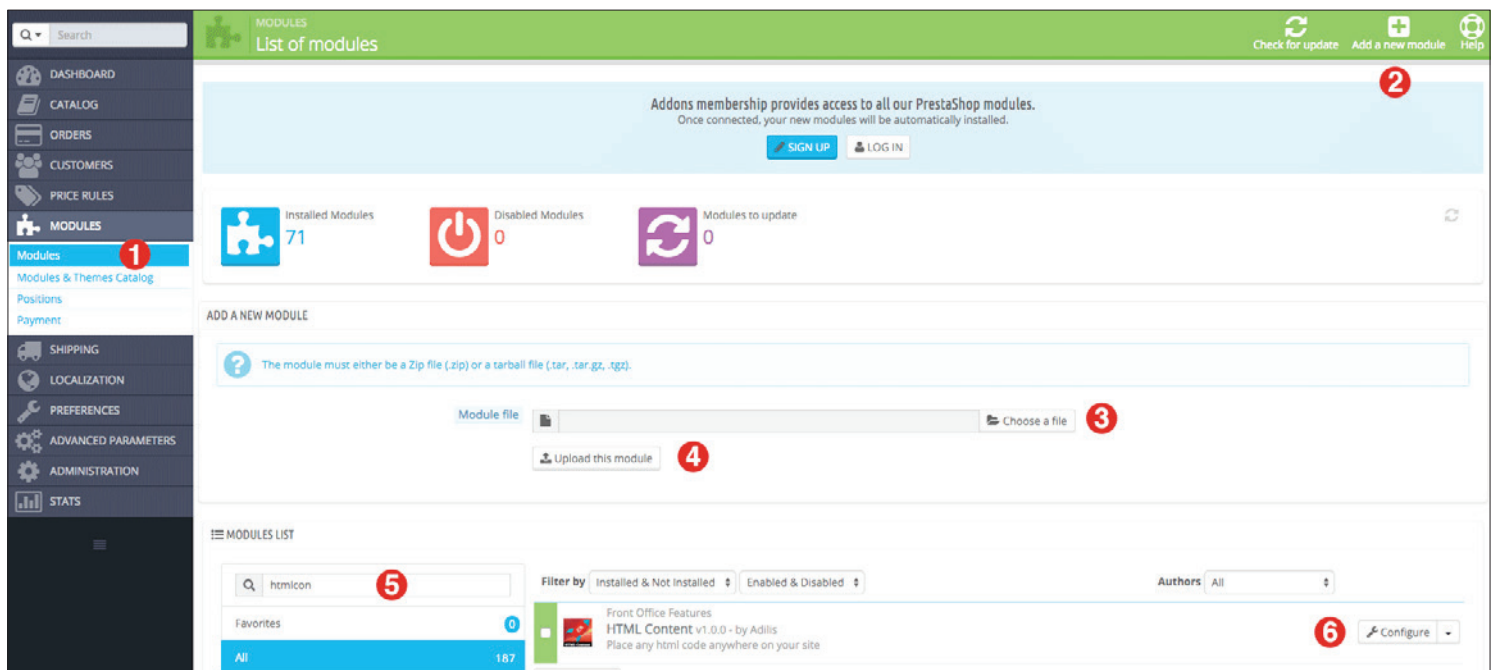
You must have a version of Prestashop higher or equal to 1.5 , as well as a version of PHP higher or equal to 5.

Module installation

To install this module after having purchased it, you can simply go to the back office of your shop and then to direct yourself to the «Modules (1)» tab, and then click on the button «Add a new module (2)».

An insert named «Add a new module» will appear, click on «Choose a file (3)» to browse your computer and select the zip folder of the module that you have just purchased. Then click on «Load the module (4)»

Once this is done, filter the list of modules through the search engine located on the left (5) by starting to type the name of the module, once the module appears on the right, click on «Install (6)», once installed, this button will lead to «Configure (6)» which will allow you to access the module interface.



The screenshot shows the PrestaShop back office interface for the 'List of modules' page. The left sidebar contains a navigation menu with 'MODULES' highlighted and numbered 1. The main content area has a green header with 'MODULES List of modules' and buttons for 'Check for update', 'Add a new module' (numbered 2), and 'Help'. Below the header is a light blue banner with a 'SIGN UP' button and a 'LOG IN' button. The main area displays three statistics: 'Installed Modules' (71), 'Disabled Modules' (0), and 'Modules to update' (0). Below this is the 'ADD A NEW MODULE' section, which includes a text input field with a help icon and the text 'The module must either be a Zip file (.zip) or a tarball file (.tar, .tar.gz, .tgz)'. There is a 'Module file' input field with a 'Choose a file' button (numbered 3) and an 'Upload this module' button (numbered 4). At the bottom is the 'MODULES LIST' section, which has a search input field containing 'htmlcon' (numbered 5), filter buttons for 'Installed & Not installed' and 'Enabled & Disabled', and an 'Authors' dropdown set to 'All'. A table of modules is shown, with the first row for 'HTML Content v1.0.0 - by Adilis' having a 'Configure' button (numbered 6).

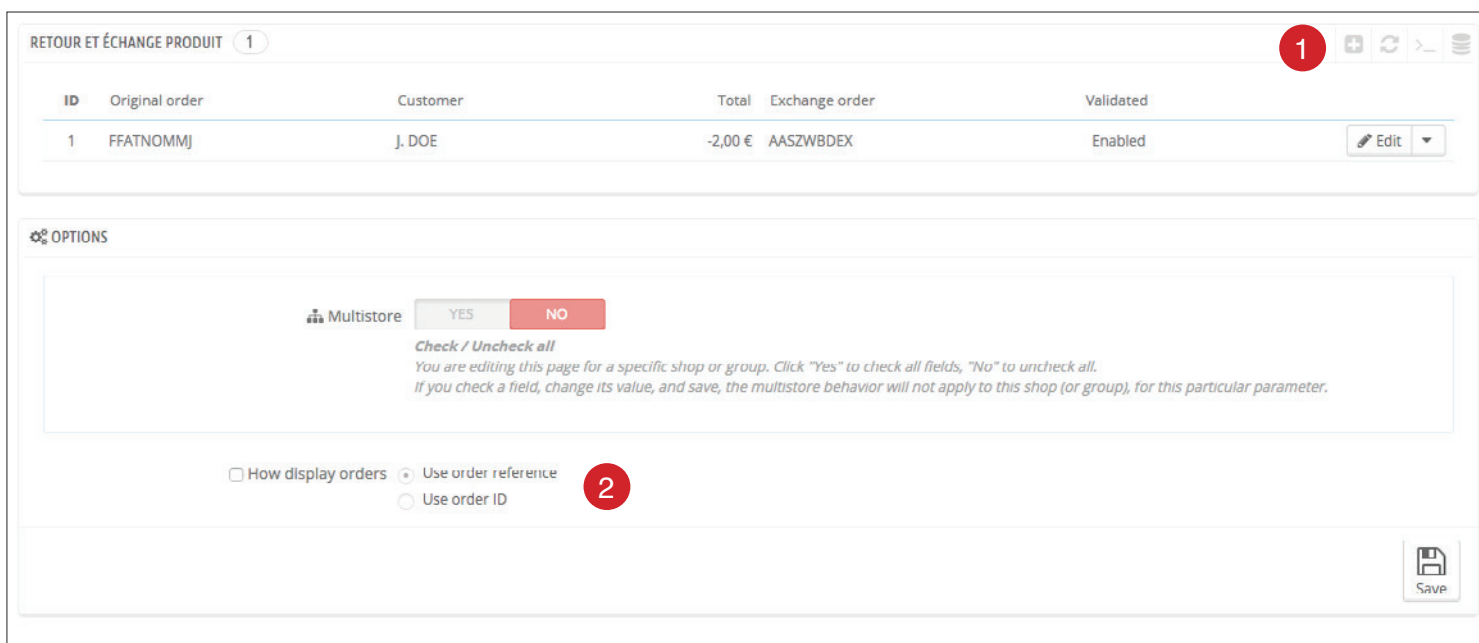
Module utilization

List of exchanges

The procedure for the configuration interface is not much different from what you are used to with PrestaShop. Indeed, to begin you will find the list of exchanges that you created, or the empty list if this is your first use.

From this list, you have the option to «Create an exchange (1)» and to delete an exchange.

Use the Options insert to choose what information about the order you want to display in the module, reference or ID (2).



RETOUR ET ÉCHANGE PRODUIT 1

ID	Original order	Customer	Total	Exchange order	Validated	
1	FFATNOMMJ	J. DOE	-2,00 €	AASZWBDEX	Enabled	Edit

OPTIONS

Multistore YES NO

Check / Uncheck all
You are editing this page for a specific shop or group. Click "Yes" to check all fields, "No" to uncheck all.
If you check a field, change its value, and save, the multistore behavior will not apply to this shop (or group), for this particular parameter.

How display orders Use order reference **2** Use order ID

Save

Create and edit an order exchange

Once again you will not be lost, the interface of the module uses the default theme of the back-office Prestashop, therefore we will detail step by step the different sections that make up this page:

General Information

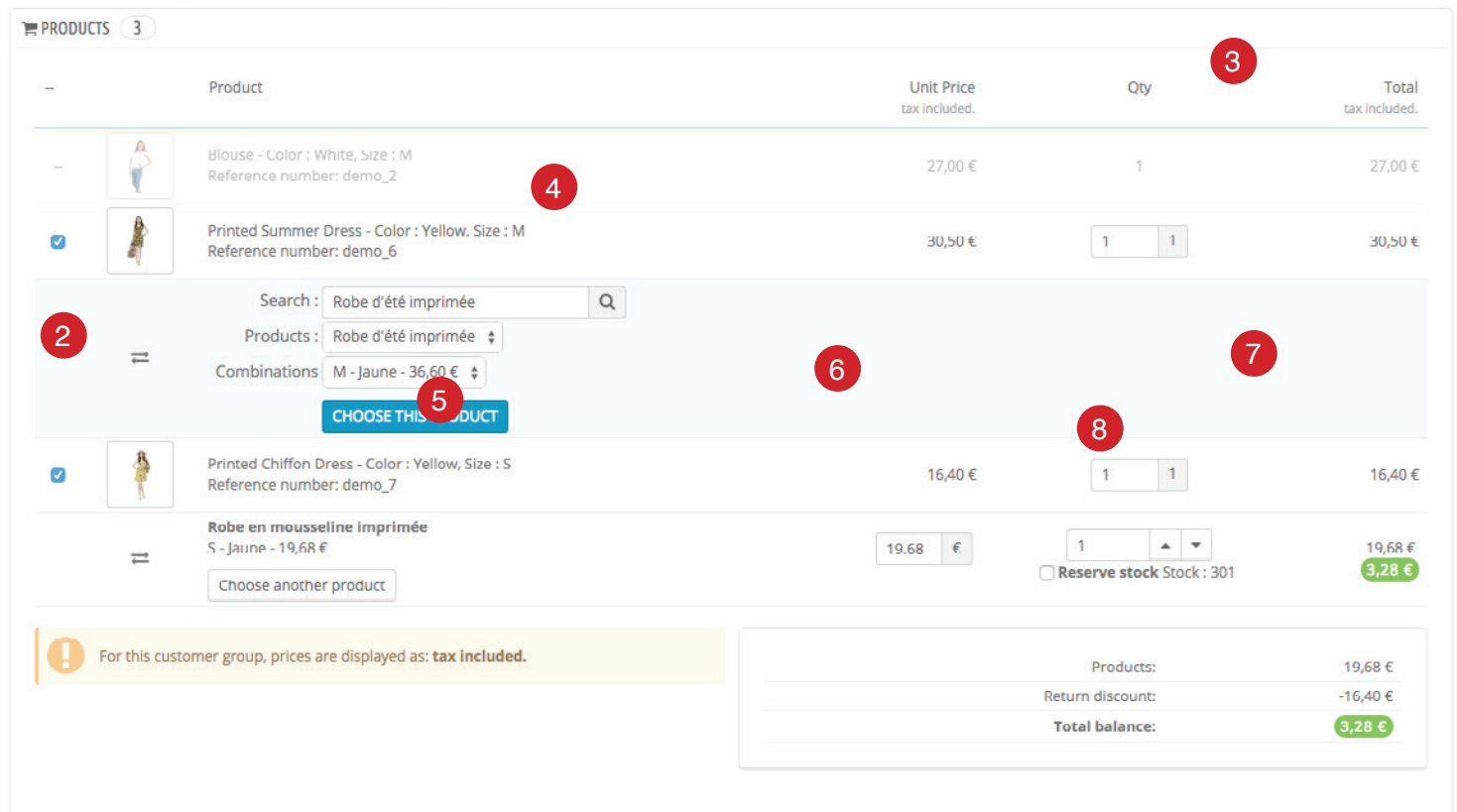
- **Select order** : Sets the order from which the exchange should take place. To appear in this list your order must have been delivered and created or modified within the last 6 months.
- **Add shipping costs** : Specifies whether or not your customer has to defray the costs of shipping the exchange. If «no» is selected, a voucher will be created offering free shipping; if necessary, the transportation

costs will be added to the calculation

- **Delivery option** : You can specify which carrier will be used for the exchange; by default, the carrier of the original order is selected.
- **Reinjecting the stock** : Check this option if you want the products to be returned back into the stock once the exchange is validated
- **Create order slip** : Check this box if you use credit notes in your store and you want to generate one for the return.

List of products in the order

Order selected: OHSATSERP, John DOE



The screenshot shows a table of products with columns for Product, Unit Price (tax included), Qty, and Total (tax included). A search bar is present with a dropdown menu. A summary table at the bottom right shows the total balance.

Product	Unit Price tax included.	Qty	Total tax included.
Blouse - Color : White, Size : M Reference number: demo_2	27,00 €	1	27,00 €
Printed Summer Dress - Color : Yellow, Size : M Reference number: demo_6	30,50 €	1	30,50 €
Printed Chiffon Dress - Color : Yellow, Size : S Reference number: demo_7	16,40 €	1	16,40 €
Robe en mousseline imprimée S - Jaune - 19,68 €	19,68 €	1	19,68 €
Total balance:			3,28 €

- **(1) Shaded product** : Once a product detail is shaded, it shows that it is invalid for an exchange; it may have already been returned, refunded or a customizable product
- **(2) Selecting a product to return** : Check the box to select a product to return
- **(3) Selecting the quantity to return** : If necessary, specify the quantity of products that will be returned; by default, the quantity selected is equal to the total.

- **(4) Searching for a product to be exchange** : By default, the search is set on the product concerned by the return, because in most cases you only have to exchange the size; search for a different product, start typing the name or reference of the product you are looking for in the «Search» box and then select the product and type. Confirm your choice by clicking on «Select product».
- **(5) Changing the product for the exchange** : Click «Choose another product» to select a different product than the one currently selected for the exchange.
- **(6) Price change for the exchange** : In some cases, you will need to modify the price of the exchanged product, for example in the case of a promotion or a balance that is no longer available.
- **(7) Changing the quantity of the exchange** : Specify the quantity of products to be exchanged; by default, the quantity selected is equal to the total of returned products.
- **(8) Stock reservation** : This box only appears if the available stock of exchanged product is superior or equal to the expected amount of exchanged product. If you check this box and put your exchange on hold, the product stock will be removed, and it will be re-injected following the validation of the exchange.

Calculation of the balance

- **Products** : Corresponds to the total amount of the exchanged products.
- **Taxes** : Corresponds to the total amount of taxes for the exchanged products.
- **Discounts on returns** : Displays the amount of the coupon that will be generated equal to the total of returned products. In some cases this coupon will be partial and will be separated into two values: the amount used and the remaining amount. The coupon that will be created is a partially usable coupon, which will, in case the coupon can not be used in its entirety, to generate a new coupon for the balance.
- **Total balance** : The total amount of the exchanged order. Will appear in green if the balance is in your favor and is awaiting a payment from your customer.

Information on new orders

- **Creating the Order : Create the order immediately**

ORDER CREATION

Order creation Ask for payment
 Create order immediately

Payment method

Order status

Automatically creates an order with the selected status and method of payment; the customer will receive an order confirmation email for their exchange order

- **Payment method** : This parameter allows you to specify the method of payment with which the order should be created. This option is only available when the «Creating the order» option is «Create order immediately». Note that if the balance of the exchange is less than or equal to 0, this option will be hidden, and the order will show «exchange order» as the payment method
- **Order Status** : This parameter allows you to specify with what status the order should be created. This option is only available when the «Creating the order» option is «Create order immediately».
- **Creating the Order : Request payment**

ORDER CREATION

Order creation Ask for payment
 Create order immediatly

Customer Message

Send an email to the customer with a link to retrieve their cart and complete their order through the front office. This option is only available when the exchange balance is greater than 0.

- **Message to the customer** : Adds a message in the email to the customer to finalize their order through the front office. This option is only available when the «Create Order» option is «Prompt Payment»

Once the exchange is validated

Once the exchange has been validated, it will be frozen and the screen will only allow consultation. Below the product details appears a summary of the exchange showing the original order, the generated coupon, the credit note (if you selected the «Create a credit note» option) and the order including the exchange.

It should be noted that in the course of the exchange process, the customer will receive no emails regarding the creation of a coupon nor a credit note. The customer only receives an order confirmation for the exchange order.

Technical support

Above all, be sure to check your configuration and take the time to search before performing a support request.

Any support request must be made by your Prestashop Addons account.

Do not hesitate to contact us for any technical problems encountered while using our module.

Technical credits

This module uses the following open source libraries :

Jquery Chosen <https://github.com/harvesthq/chosen>

Photos and visuals have been purchased on <http://fr.fotolia.com/> and <http://graphicriver.net/>

Thank you for purchasing our module