

In-Store Pickup

Magento 2 Module — Complete User Guide

Click & Collect — Every Screen, Every Button, Step by Step

Add a “Pick up in store” (Click & Collect) option to your Magento checkout. Customers choose one of your shops, a pickup date and a one-hour time slot; staff are alerted to new pickup orders; and when an order is marked ready the customer receives an email with a unique pickup code. Manage unlimited stores, opening hours, holidays, tags, amenities and bookable pickup windows from the admin — with a product-page “Click & Collect available” widget to drive conversions. Part of the eTechFlow suite, also available on its own.

Prepared by: eTechFlow Pvt. Ltd.

Contact: etechflow0@gmail.com

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1. Introduction

In-Store Pickup adds a full Click & Collect workflow to your Magento store. At checkout the customer sees a “Pick up in store” shipping method; choosing it opens a picker where they select one of your shops, a pickup date (next 14 days) and a one-hour time slot. The order is tagged with that store and slot, staff at the store are emailed, and once you mark the order ready the customer gets a branded email containing a unique pickup code to show at collection.

From the admin you manage an unlimited catalogue of pickup stores — each with its own address, opening hours, holiday/exception days, bookable pickup windows (with per-slot capacity), amenities and tags. Optional extras include a product-page “Click & Collect available” widget (with live per-store stock), automatic shipping-address rewriting so tax is charged on the store address, and UK postcode address autofill when creating stores. This guide covers configuring the module, adding a store, and taking a live pickup order.

2. Configuration

All settings live under Stores → Configuration → eTechFlow → In-Store Pickup, grouped into the sections below. Click Save Config after any change.

2.1 General Settings

General Settings

Enable Module [store view]
Yes
Yes = “Pick up in store” appears at checkout (when at least one store is active).
No = the module does nothing. The carrier doesn’t appear.
Master switch

Carrier Title at Checkout [store view]
Pick up in store
The carrier title customers see at the shipping step. Default: “Pick up in store”.

Method Description [store view]
Collect your order from one of our shops
One-line description shown under the radio option.

Auto-fill Shipping Address from Picked Store [store view]
Yes
Yes (recommended) = when the customer picks a store, their shipping address on the order is automatically set to the store’s address. This fixes the universal C&C bug where Magento charges tax based on the customer’s home address even though they’re collecting from your shop.
No = the customer enters their home address (the legacy behaviour every other Click & Collect module ships with). Only use if your tax engine is configured to ignore this for pickup orders.
Checkout wording

Require Pickup Window Selection [store view]
No
Yes = customer must pick a window before completing checkout.
No = window is optional. The order falls back to “next available pickup slot”.

Pickup Code Length [global]
6
Digits in the customer-facing pickup code. Default 6. Range 4-8.

Figure 1 — General Settings: the master switch, checkout wording, address auto-fill, window requirement and pickup-code length.

[Enable Module] The master on/off switch. Yes = “Pick up in store” appears at checkout (whenever at least one active store exists). No = the module does nothing and the carrier never appears.

[Carrier Title at Checkout] The heading customers see for this method at the shipping step. Default: “Pick up in store”.

[Method Description] The one-line description shown under the radio option, e.g. “Collect your order from one of our shops”.

[Auto-fill Shipping Address from Picked Store] Yes (recommended) = when the customer picks a store, the order's shipping address is set to that store's address. This fixes the common Click & Collect bug where Magento charges tax on the customer's home address even though they are collecting from your shop. No = the customer's own address is kept (only use this if your tax engine already ignores it for pickup orders).

[Require Pickup Window Selection] Yes = the customer must choose a time slot before they can complete checkout. No = the slot is optional and the order falls back to “next available pickup slot”.

[Pickup Code Length] How many digits are in the customer-facing pickup code shown on the ready email. Default 6, range 4–8.

2.2 eTechFlow Suite Integrations

These toggles unlock richer behaviour ONLY when the matching eTechFlow module is also installed. With none installed the module still works perfectly on its own — leave them at their defaults if you are running In-Store Pickup standalone.

Figure 2 — eTechFlow Suite Integrations: optional links to NDE, Delivery Date and Backorder ETA.

[Use NDE for Stock Eligibility] Only effective when ETechFlow_NextDayEligibility is installed. Yes = use NDE's rich rules engine (drop-ship, supplier mode, force-standard overrides) to decide if a product is pickable. No / not installed = fall back to a simple MSI source-stock check.

[**Reuse DD Time Intervals as Pickup Windows**] Only effective when ETechFlow_DeliveryDate is installed. Yes = the pickup slot list reuses Delivery Date's configured time intervals, so one set of slots covers both delivery and pickup. No = In-Store Pickup uses its own Pickup Windows.

[**Use BED ETA for Backorder Pickup Dates**] Only effective when ETechFlow_BackorderEtaDisplay is installed. Yes = the pickup-ready date for a backordered item comes from BED's per-product ETA. No = a generic “available for pickup once restocked” message is shown.

2.3 Product Page Widget & Admin Autofill

Product Page Widget

Shows a "Click & Collect available" notice on every product page. Lets customers know pickup is an option BEFORE they reach checkout — typically the single biggest C&C conversion driver.

Enable [store view] Yes

When No, the PDP block renders nothing — customers only see the pickup option at checkout.

Display Mode [store view] Simple notice

Simple notice — one-line "Click & Collect available at our N shops" message. No stock query. Per-store list with stock — list each active store with a live MSI stock count for THIS product (✓ Maldon (3 in stock), ✗ Witham (out of stock)). Requires each store to have its MSI Source Code field set on the store form; stores without a mapping show without a stock number.

Admin Form Autofill

Speed up store-creation by autofilling address fields. Two mechanisms:

1. UK postcode lookup — Type a UK postcode, pick from a list of real addresses at that postcode.
2. Copy from MSI Source — Pre-fill name + address from a configured Magento Inventory source.

getAddress.io API Key [global]

Free tier: 1,000 lookups/month. Sign up at getaddress.io. Without a key, the postcode lookup feature is disabled and the field just stays plain text.

Default Country (ISO 2-letter code) [global] GB

Pre-fills the Country field on new pickup-store forms. Default GB.

Figure 3 — Product Page Widget and Admin Form Autofill.

Product Page Widget — shows a “Click & Collect available” notice on every product page so shoppers know pickup is an option before they reach checkout.

[**Enable (widget)**] Yes = show the notice on product pages. No = the block renders nothing and customers only see the option at checkout.

[**Display Mode**] Simple notice = a one-line “Click & Collect available at our N shops” message (no stock query). Per-store list with stock = list each active store with a live MSI stock count for THIS product (e.g. Maldon 3 in stock, Witham out of stock). The list mode needs each store's MSI Source Code set on the store form.

Admin Form Autofill — speeds up creating stores by auto-filling address fields.

[**getAddress.io API Key**] Optional. Paste a getAddress.io key to enable UK postcode lookup on the store form (type a postcode, pick the real address). Free tier is 1,000 lookups/month. Without a key the postcode field stays plain text.

[**Default Country (ISO 2-letter code)**] Pre-fills the Country field on new store forms. Default GB.

2.4 Notifications

Notifications

Send "Ready for Pickup" Email
(store view)

Yes

Customer email

When admin marks an order ready, customer gets an email with the pickup code.

Send Staff Notification on New Pickup Order
(store view)

Yes

Staff email

When an order picks "in-store pickup", staff at that store get an email alert.

Figure 4 — Notifications: the two automated emails.

- [**Send "Ready for Pickup" Email**] Yes = when you mark an order ready, the customer is automatically emailed with their pickup code (and any per-store pickup instructions).
- [**Send Staff Notification on New Pickup Order**] Yes = whenever a customer places a pickup order, the staff inbox for that store (the store's Email field) receives an alert so they can start preparing it.

3. Managing Your Pickup Stores

Your pickup shops — plus their hours, holidays, windows, tags and amenities — are managed from the eTechFlow admin menu, not the Configuration page.

3.1 Open the In-Store Pickup Manager

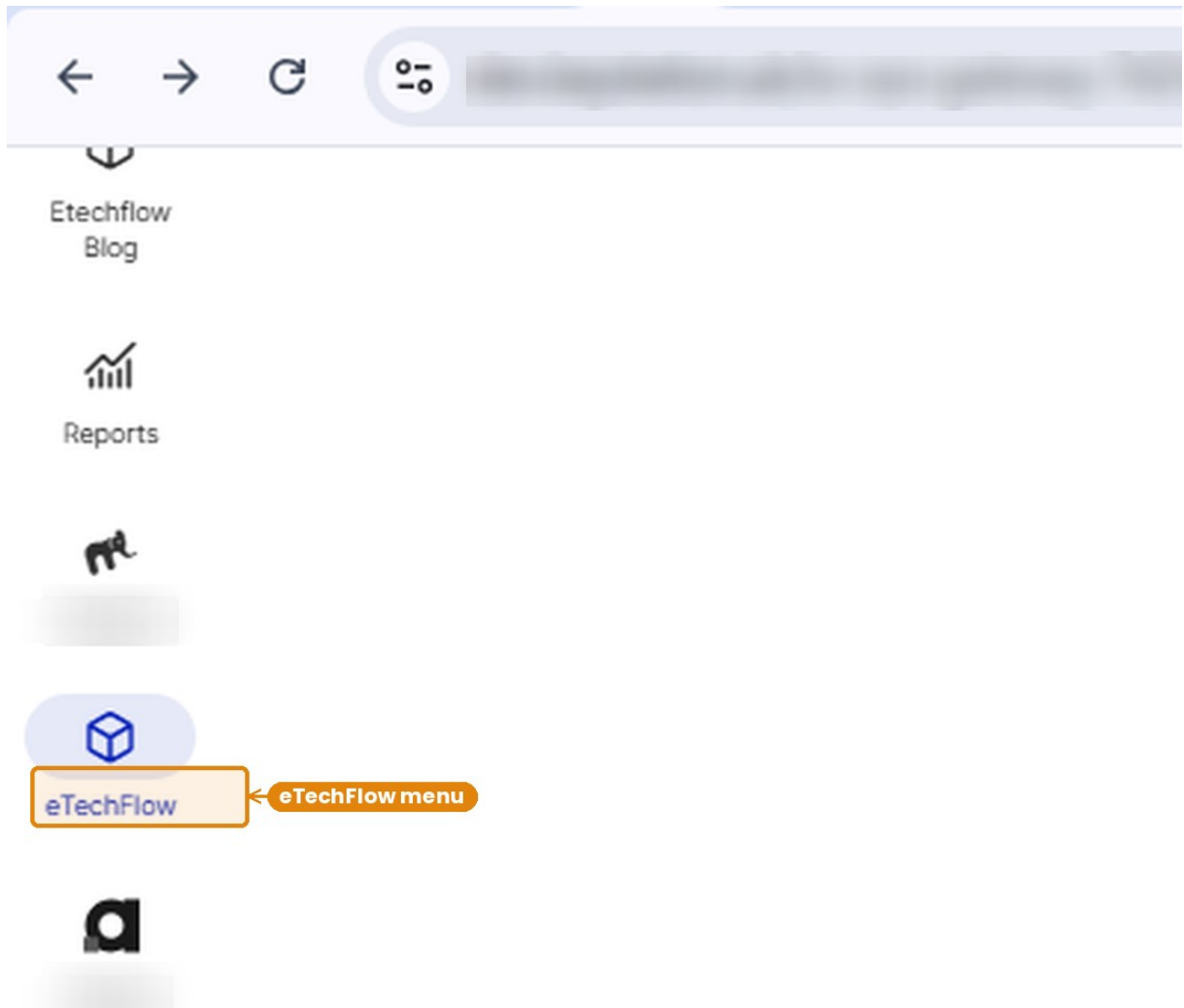


Figure 5 — In the admin sidebar, click the eTechFlow menu.

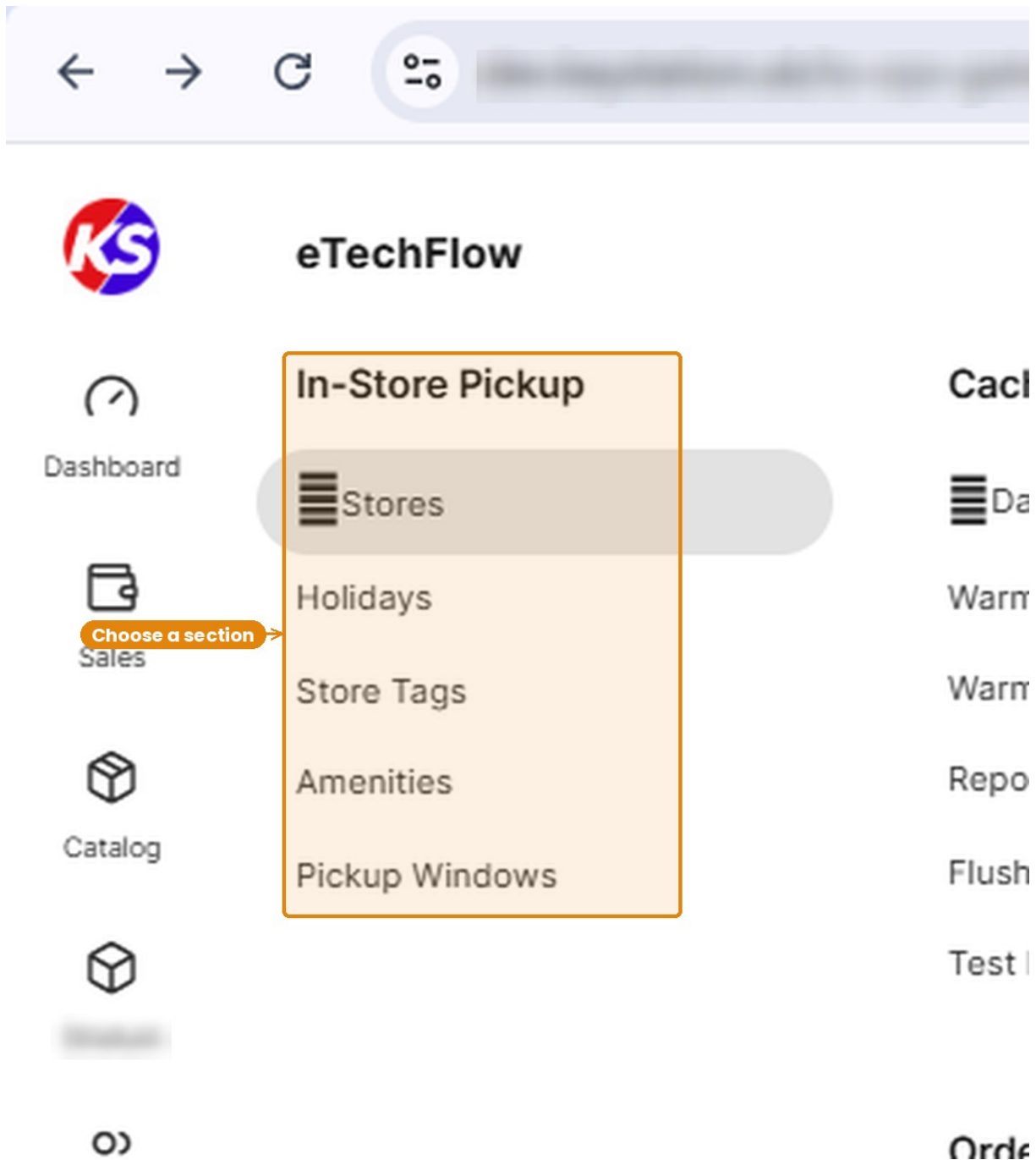


Figure 6 — Under eTechFlow → In-Store Pickup, choose a section: Stores, Holidays, Store Tags, Amenities or Pickup Windows. Start with Stores.

3.2 The Stores Grid

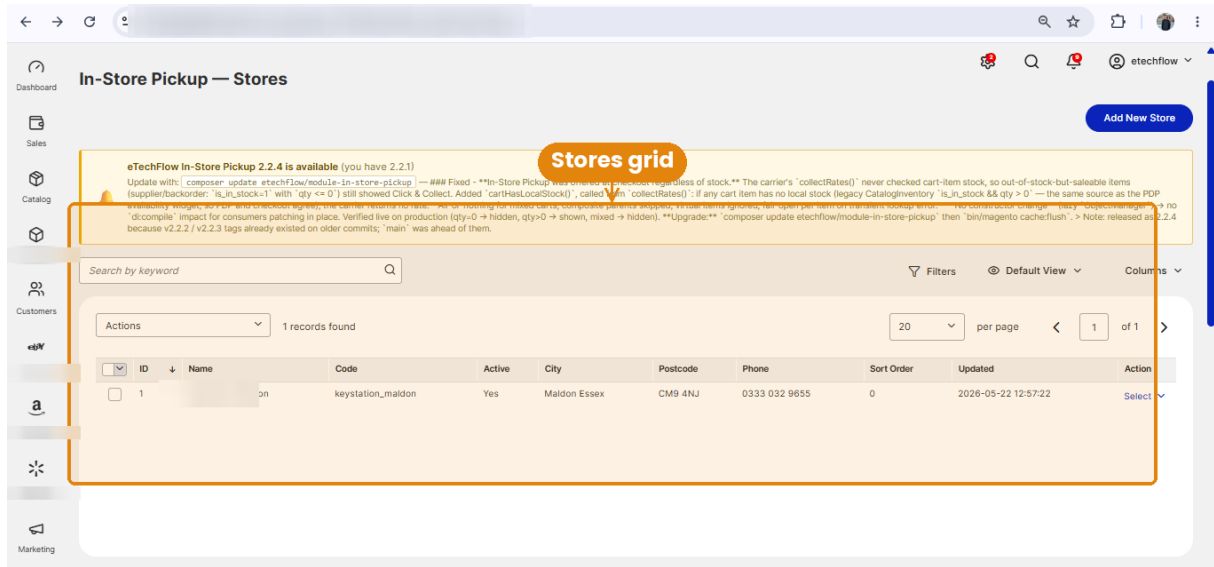


Figure 7 — In-Store Pickup → Stores: the grid of existing shops with an Add New Store button. A banner appears here when a module update is available.

[**Add New Store**] Opens the blank store form (covered below).

[**Grid columns**] ID, Name, Code, Active, City, Postcode, Phone, Sort Order and Updated — an at-a-glance view of every shop.

[**Select (Action)**] Per-row menu to Edit or Delete a store. Only Active stores appear at checkout.

3.3 Add a New Store — General

Click Add New Store. The form opens with the General panel. These five fields identify the shop.

New Store ← Back Save and Continue Edit Save Store

General

Store Name * **Store name**
The customer-facing name shown at checkout (e.g. "Manchester").

Code *
URL-safe identifier — letters, numbers, dashes only. e.g. keystation-manchester

Active
Tick to show this store at checkout. Untick to hide (e.g. temporary closure) without deleting.

Sort Order **Status**
Display order at checkout. Lower = appears first. Use 10, 20, 30... so you can insert later.

MSI Source Code
[Copy from Source](#)
Optional. Magento Inventory source code for per-store stock. Leave empty to use the default source.

Figure 8 — New Store → General, filled in with example values.

[Store Name] The customer-facing shop name shown at checkout (e.g. “eTechFlow Manchester”). Required.

[Code] A URL-safe identifier — lowercase letters, numbers and dashes/underscores only, no spaces (e.g. etechflow_manchester). Required.

[Active] Yes = the store appears at checkout. No = it is hidden (e.g. temporary closure) without deleting it.

[Sort Order] The display order at checkout — lower appears first. Use 10, 20, 30... so you can insert stores later without renumbering.

[MSI Source Code] Optional. The Magento Inventory source code for per-store stock (used by the product-page “with stock” widget). Type default to use the default source, click Copy from Source to pre-fill the address from that source, or leave it blank.

3.4 Address

The screenshot shows the 'New Store' form with the 'Address' tab selected. The form contains the following fields:

- Street Address:** A text input field with a placeholder 'Building number + street. Two lines if needed (e.g. building name on line 2)'. It is highlighted by an orange box, and an orange arrow points to it with the label 'Address fields'.
- City:** A text input field with a placeholder 'e.g. Manchester'.
- Region / County:** A text input field with a placeholder 'UK: county (e.g. Greater Manchester). US: state. Other: region name'.
- Postcode:** A text input field with a placeholder 'e.g. M1 1AA. Use the "Find Address" button to autofill the whole address'.
- Country:** A dropdown menu with a placeholder 'Pick from list. ISO 2-letter code stored (GB, US, FR, etc.)'.

Figure 9 — New Store → Address.

[Street Address] Building number + street. A second line is available for a building name if needed.

[City] The town/city (e.g. Manchester).

[Region / County] UK: the county (e.g. Greater Manchester). US: the state. Other: the region name.

[Postcode] The store postcode. If a getAddress.io key is set (Section 2.3) you can type a UK postcode and use Find Address to autofill the whole address.

[Country] Pick from the list — stored as the ISO 2-letter code (GB, US, FR, ...).

3.5 About & Contact

New Store ← Back Save and Continue Edit Save Store

About & Contact ✎

Description ⓘ
Customer-facing rich text on the storefront store page. HTML allowed.

Pickup Instructions ⓘ
Plain text appended to the pickup-ready email (e.g. "Use the side door — ring the bell").

Phone ⓘ
Customer-facing phone for the store (e.g. +44 161 123 4567).

Email ⓘ
Staff inbox for this store — receives new-pickup-order alerts.

Manager Name ⓘ
Optional — the on-site manager's name for internal records.

About + contact

Figure 10 — New Store → About & Contact.

[**Description**] Customer-facing rich text shown on the storefront store page. HTML is allowed.

[**Pickup Instructions**] Plain text appended to the “ready for pickup” email for this store (e.g. “Use the side door — ring the bell”).

[**Phone**] The customer-facing phone number for the store, shown at checkout and on the store page.

[**Email**] The staff inbox for this store — this address receives the new-pickup-order alerts (Section 2.4).

[**Manager Name**] Optional — the on-site manager's name, for your internal records only.

3.6 Opening Hours

New Store ← Back Save and Continue Edit Save Store

Opening Hours ✎

Times below are in Europe/London (UTC+01:00) — your Magento store-view timezone. Current local time: 2026-07-06 12:00 .
Change under Stores → Configuration → General → Locale Options.

Day	Status	Start Time	End Time
Sunday	Open	HH:MM	HH:MM
Monday	Open	09:00	05:00
Tuesday	Open	09:00	05:00
Wednesday	Open	HH:MM	HH:MM
Thursday	Open	HH:MM	HH:MM
Friday	Open	HH:MM	HH:MM
Saturday	Open	HH:MM	HH:MM

Opening hours

Figure 11 — New Store → Opening Hours. Set each day Open or Closed and enter open/close times. Times are in your Magento store-view timezone (shown in the notice).

[Day status (Open / Closed)] For each weekday choose Open or Closed. Closed days are automatically removed from the customer's date picker at checkout.

[Open / Close times] Enter the hours as HH:MM (e.g. 09:00 to 17:00). Bookable slots are generated only within these hours. Leave a day Closed to offer no slots that day.

3.7 Exception Days

Figure 12 — New Store → Exception Days: one-off overrides for specific dates.

[Date] The specific date to override, typed as YYYY-MM-DD (e.g. 2026-12-25).

[Closed] Set to Closed to shut the store that day (e.g. a bank holiday) regardless of the weekly hours.

[Open / Close] For a special-hours day (not fully closed) enter the reduced open and close times.

[Reason] A short internal note (e.g. “Stocktake”, “Christmas Eve”).

[Add Exception Day] Adds another exception row. Use one per special date.

3.8 Pickup Window Overrides

Figure 13 — New Store → Pickup Window Overrides: tune the global windows for THIS store.

Pickup Windows are the bookable time slots (defined once under In-Store Pickup → Pickup Windows). This panel lets a single store deviate from a global window without changing it everywhere.

[Window] Choose which global pickup window this override applies to.

[**Disabled for this Store**] Yes = this store does not offer that window (e.g. a smaller shop that skips the late slot).

[**Capacity Override**] The maximum bookings for that window at this store. Leave blank to use the window's global capacity.

[**Add Window Override**] Adds another override row.

3.9 Amenities & Tags

The screenshot shows the 'New Store' form with two main sections: 'Amenities' and 'Tags'. The 'Amenities' section is titled 'Assigned Amenities' and contains a list of five items: 'Free Wi-Fi', 'Free customer parking', 'Free TV & coffee', 'Comfortable seating area with TV', and 'Toilets unavailable'. Below this list is a small text note: 'What this store offers. Manage the catalogue under In-Store Pickup → Amenities. Only active amenities appear here.' The 'Tags' section is titled 'Assigned Tags' and contains an empty rectangular box. To the right of this box is a blue button with the text 'Amenities + tags'. Below the tags box is another small text note: 'Tags drive front-end filtering on the store locator. Manage the catalogue under In-Store Pickup → Store Tags.' At the top of the form, there is a header 'New Store' and three buttons: 'Back', 'Save and Continue Edit', and 'Save Store'.

Figure 14 — New Store → Amenities and Tags: tick what this shop offers and how it is categorised.

[**Assigned Amenities**] Tick the facilities this store offers (e.g. Free Wi-Fi, Free customer parking, Toilets). The list is managed under In-Store Pickup → Amenities; only active amenities appear here. They are shown to customers on the store page.

[**Assigned Tags**] Tags categorise the store and drive front-end filtering on the store locator (e.g. “Flagship”, “Drive-thru”). Manage the catalogue under In-Store Pickup → Store Tags.

When the form is complete, click Save Store (top right). The new shop appears in the Stores grid and, if Active, at checkout.

3.10 Holidays, Store Tags, Amenities & Pickup Windows Catalogues

The other four items under the In-Store Pickup menu (Figure 6) are the shared catalogues that the store form draws from:

[**Holidays**] Company-wide closed dates that apply to ALL stores at once (e.g. national holidays) — a quicker alternative to adding the same Exception Day to every store. Blocked dates are hidden from the checkout date picker.

[**Store Tags**] Create and manage the tag catalogue (the tags you then assign per store in Section 3.9).

[**Amenities**] Create and manage the amenity catalogue (Free Wi-Fi, parking, etc.) that stores tick.

[**Pickup Windows**] Define the global bookable time slots and each slot's default capacity. These are the one-hour windows the customer sees at checkout and that per-store overrides (Section 3.8) can tune.

4. The Customer Journey — Click & Collect at Checkout

With the module enabled and at least one active store, here is exactly what your customer sees. This is the single most important end-to-end test.

4.1 Add to Basket

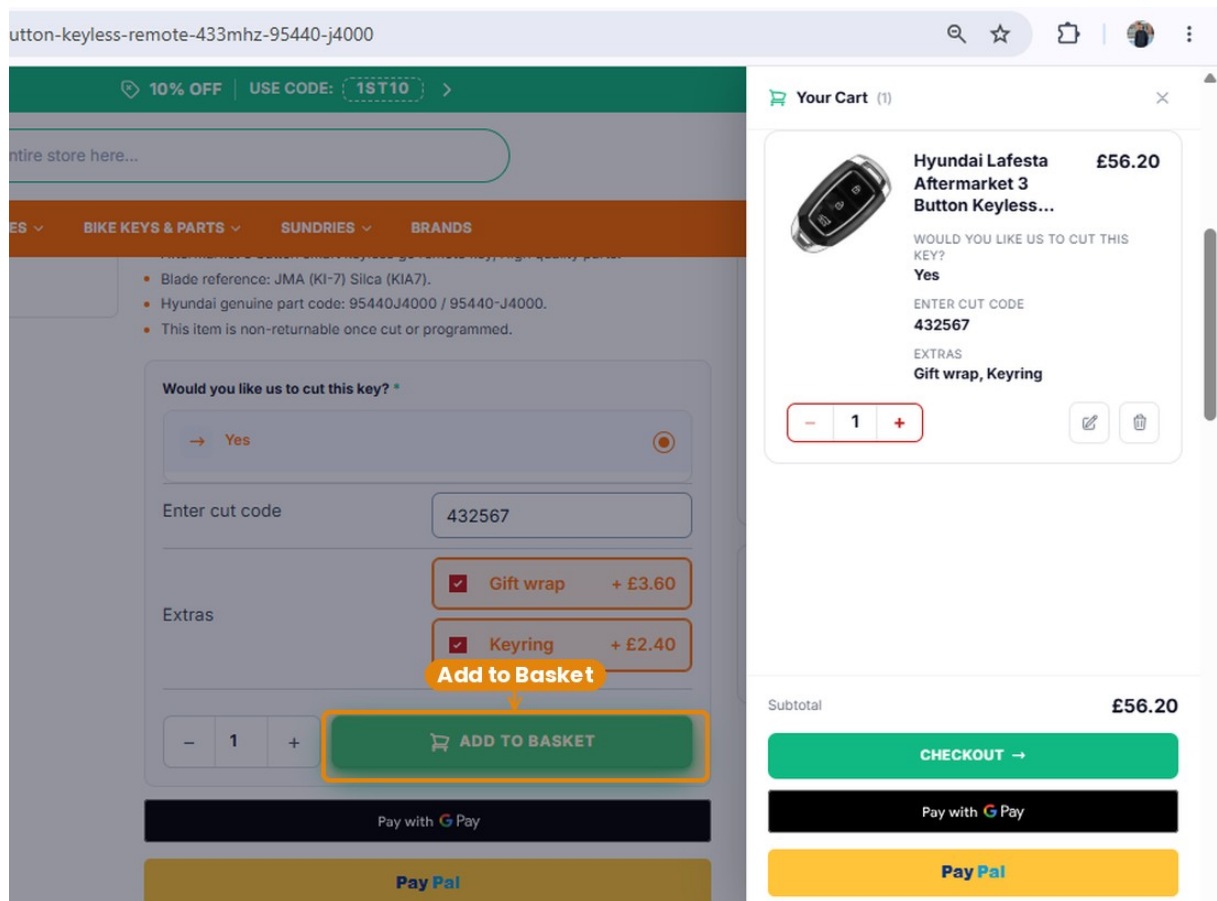


Figure 15 — The customer configures a product and clicks Add to Basket; the cart drawer opens with a Checkout button. (If the product-page widget is on, a “Click & Collect available” notice also shows here.)

4.2 Choose “Pick up in store”

The screenshot shows the 'Secure Checkout' page for KI. The 'Shipping Methods' column has three options: 'Track 48' (£4.96), 'Track 24' (£6.49), and 'Next Day' (£9.95). The 'Pick up in store' option (£0.00) is selected and highlighted with an orange box. A callout bubble points to this option with the text 'Pick up in store'. The 'Order Summary' column shows a subtotal of £56.20, shipping and handling of £0.00, VAT of £9.37, and a grand total of £46.83. The 'Contact Information' and 'Shipping Address' sections are also visible.

Figure 16 — On the checkout, in the Shipping Methods column, the customer selects “Pick up in store — £0.00”.
Selecting it opens the pickup picker.

[**Pick up in store**] The carrier added by this module (title and £0.00 come from your General Settings). Selecting the radio launches the three-step location/date/slot picker.

4.3 Select a Location

The screenshot shows the 'Choose your pickup location & time' dialog box. The first step is '1. Select a location'. A list of locations is shown, with the first one selected: '4 Hall Road, Heybridge, Maldon Essex, CM9 4NJ' with phone number '0333 032 9655'. A 'Confirm pickup' button is at the bottom. The background shows the checkout page with the 'Next Day' shipping method selected and the 'Grand Total' of £46.83. A callout bubble points to the 'Confirm pickup' button with the text 'Step 1: choose shop'.

Figure 17 — Step 1 of the picker: the customer chooses which shop to collect from (each shows its address and phone).
They select one and click Confirm pickup.

4.4 Pick a Date

Choose your pickup location & time

Step 2: pick a date

2. Pick a date
From tomorrow up to 14 days ahead. Closed days are hidden.

☐ Tue 7 Jul	☐ Wed 8 Jul
☐ Thu 9 Jul	☐ Fri 10 Jul
☐ Sat 11 Jul	☒ Mon 13 Jul
☐ Tue 14 Jul	☐ Wed 15 Jul
☐ Thu 16 Jul	☐ Fri 17 Jul
☐ Sat 18 Jul	☐ Mon 20 Jul

[Back](#) [Confirm pickup](#)

Figure 18 — Step 2: pick a date. The picker offers tomorrow up to 14 days ahead; closed days, holidays and exception-closed days are automatically hidden.

4.5 Pick a Time Slot

Choose your pickup location & time

Step 3: pick a time slot

3. Pick a time slot

Each slot is 1 hour. Greyed-out slots are full.

☐ 09:00 – 10:00	☐ 10:00 – 11:00
☐ 11:00 – 12:00	☒ 12:00 – 13:00
☐ 13:00 – 14:00	☐ 14:00 – 15:00
☐ 15:00 – 16:00	☐ 16:00 – 17:00

Back Confirm pickup

Figure 19 — Step 3: pick a one-hour time slot. Slots come from your Pickup Windows and the store's opening hours; greyed-out slots are already full (capacity reached).

4.6 Order Placed with Pickup

VEHICLE MAKES BIKE KEYS & PARTS SUNDRIES BRANDS

£9.95

Pickup summary

Pick up: [redacted] Maldon — Mon 13 Jul 12:00

£0.00

Payment Method

Figure 20 — The chosen pickup is summarised on the checkout (e.g. "Pick up: Keystation Maldon — Mon 13 Jul 12:00 — £0.00"). The customer completes payment and places the order.

5. Fulfilling a Pickup Order (Staff)

Behind the counter the flow is simple:

[**1. New-order alert**] When the order is placed, the store's staff inbox receives the new-pickup-order email (if enabled in Section 2.4), so staff can start preparing it.

[**2. Open the order**] In Sales → Orders, open the pickup order. It shows the chosen store, date and time slot.

[**3. Mark Ready for Pickup**] When the order is ready to collect, click Mark Ready for Pickup on the order. This generates the pickup code and (if enabled) emails it to the customer along with the store's pickup instructions.

[**4. Hand over**] At collection, match the pickup code the customer shows against the order, and hand it over. Done.

6. Support & Contact

For help with In-Store Pickup, licensing, or installation, contact eTechFlow support. We respond to licence and configuration questions and can assist with setup on request.

Email: support@etechflow.com

Website: <https://etechflow.com>