

STIHL EXPRESS GUIDEBOOK

**ALL YOU NEED TO KNOW TO ACTIVATE STIHL EXPRESS ON STIHL
POWERCHORD WEBSITES**

**HOW TO SET UP BOPIS (IN-STORE PICKUP), DELIVER FROM STORE,
AND SHIP TO HOME**

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BOPIS Activation

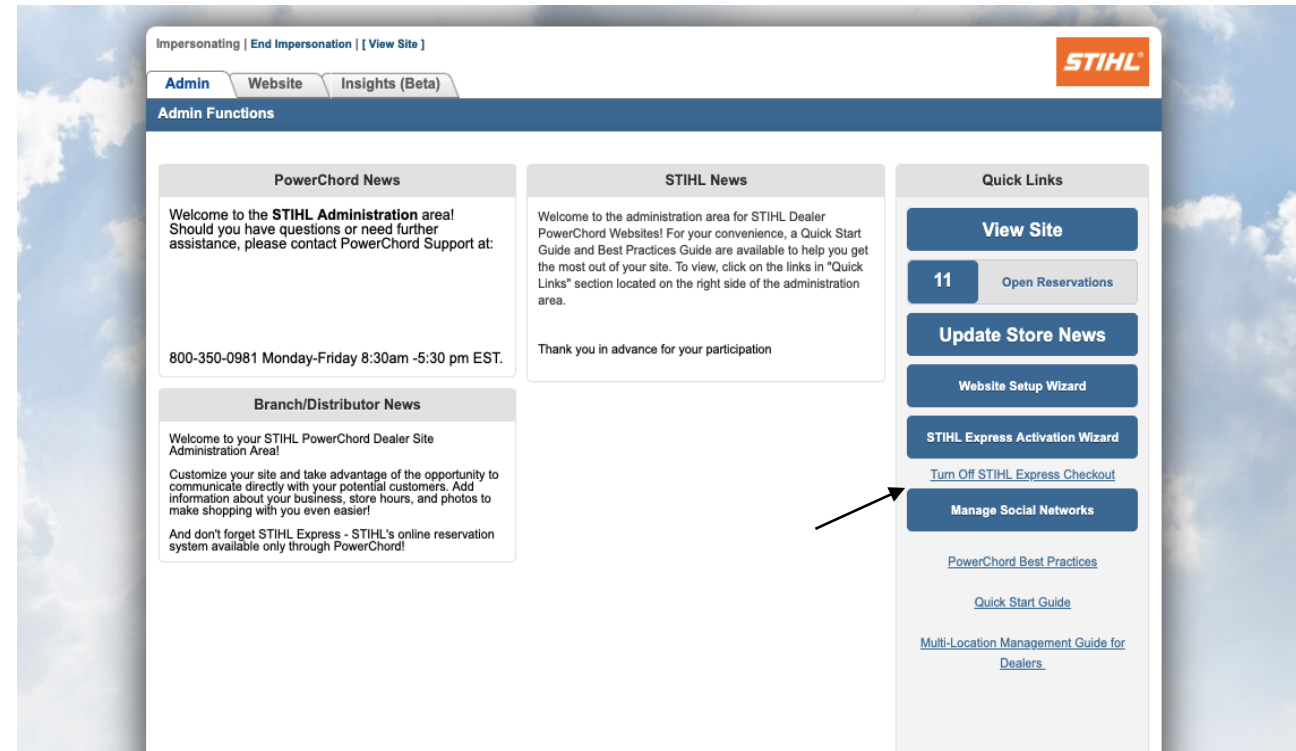
The STIHL Express Activation Wizard will populate the appropriate steps and information for STIHL Express activation – “Buy Online Pick-up In Store” also referred to as BOPIS.

Reference images are included to help provide detailed instructions on the set-up process.

The STIHL Express Activation Wizard can be accessed through the [STIHL PowerChord Administration Website](#).

To learn more about STIHL Express Activation and your options for online payment, access the [BOPIS Activation Guide](#).

Note: You must activate STIHL Express with BOPIS **before** you can activate the Deliver From Store or Ship To Home feature.



BOPIS Payment Processing Options

STIHL

With STIHL Express activated for your PowerChord site, customers can buy online and pick up in store.

Two payment providers are available for activation:

- [PayPal](#)
- [Stripe](#)

You can use one or both options for your PowerChord site.

Note: PayPal and Stripe processing questions and concerns must be handled with PayPal or Stripe support and cannot be handled by PowerChord.



*PayPal and Stripe are trademarks of their respective companies.

PayPal - How to Activate



You can connect a PayPal Business account to STIHL Express and use it for online orders on your PowerChord site.

- Here are instructions for [How to enable PayPal](#).
- To enable PayPal, you need your PayPal API credentials. Here are instructions for [How to locate PayPal Credentials](#).

STIHL Express Activation

Express Wizard Home / Payment Online Wizard

1 Introduction to Buy Online, Pick Up In Store ✓

2 Store Hours ✓

3 Customer Places Order Online for In-Store Pickup ✓

4 Notifications for In-Store Pickup Orders ✓

5 Processing an In-Store Pickup Order ✓

6 STIHL Internet Policies ✓

7 STIHL Minimum Advertised Price Policy ✓

8 Special Offers Participation ✓

9 Stripe Payments ✓

10 PayPal Payments

11 Sales Tax Rate ✓

Best Practices

STIHL[®] express
Activation

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PayPal Payments

Please check the below box to enable and activate PayPal

Credentials

☐

Enable PayPal

Warning: If you disable PayPal and do not have another payment type enabled your checkout will be disabled as soon as you "Save" this step.

Client Id

Client Secret

Account Email

Choose PayPal Payment Capture Method

☒ **Automatic Capture** PayPal automatically captures funds when the customer authorizes the payment.

☐ **Manual Capture** Place a hold on the funds when the customer authorizes the payment, but don't capture the funds until later. Payment must be captured within 3 days.

PayPal - Manual Capture with Two-Step Authorization

When connecting PayPal to STIHL Express, you can select Automatic Capture or Manual Capture of funds, also known as two-step authorization.

- With Manual Capture, an authorization hold is placed on the customer's card for the purchase amount, allowing you time to check inventory and confirm the order before processing payment.
- **Manual Capture can help protect you against lost transaction fees if the order is not in stock.**
- It also allows you to check customer details to ensure the order does not look fraudulent.
- You have **three** days to accept the order and capture the funds or to cancel the order before the authorization falls off.
- Here are instructions for [How to Process an Order](#).

8	Special Offers Participation	✓
9	Stripe Payments	✓
10	PayPal Payments	✓
11	Sales Tax Rate	
12	Best Practices and Tips for STIHL Express	
13	Enter Order Confirmation Invoice Text	

Choose PayPal Payment Capture Method

<input type="radio"/>	Automatic Capture	PayPal automatically captures funds when the customer authorizes the payment.
<input checked="" type="radio"/>	Manual Capture	Place a hold on the funds when the customer authorizes the payment, but don't capture the funds until later. Payment must be captured within 3 days.

☒ I have read and understand the processes and policies outlined in this section.

Previous
Save and Continue

Stripe - How to Activate



You can connect a Stripe account to STIHL Express and use it for online orders on your PowerChord site.

- Here are instructions for [How to enable Stripe](#).
- With Stripe, you have the option of various customizations to best fit your needs. The following pages will highlight these options.

1	Introduction to Buy Online, Pick Up In Store	✓
2	Store Hours	✓
3	Customer Places Order Online for In-Store Pickup	✓
4	Notifications for In-Store Pickup Orders	✓
5	Processing an In-Store Pickup Order	✓
6	STIHL Internet Policies	✓
7	STIHL Minimum Advertised Price Policy	✓
8	Special Offers Participation	✓
9	Stripe Payments	✓
10	PayPal Payments	✓
11	Sales Tax Rate	
12	Best Practices and Tips for STIHL Express	
13	Enter Order Confirmation Invoice Text	
14	Terms and Conditions	
15	STIHL Express	

Activation

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Stripe Payments

Processing Credit Cards with Stripe

Credit cards are automatically processed at time of the online order. This is explained to the customer during the [customer checkout](#).

In order to process credit cards with Stripe on your PowerChord website, you will need to sign up for a Stripe Merchant account. Signing up is easy but requires you to have your banking information available so that deposits / debits can happen between your business and Stripe.

PLEASE NOTE: Stripe is a third party online payment provider that is integrated with the PowerChord platform and application. Your Stripe account and the PowerChord System are separate entities securely connected after YOU authorize that connection.

Multi-location Dealers: If you have multiple locations, and need to connect each location's site to Stripe, you can either create multiple stripe accounts OR you can use the same Stripe account and tie all locations together. [Click here for more information from Stripe.com](#).

You will need to complete this Activation Wizard for each location, and simply connect the individual or combined Stripe account to each location by clicking the "Connect to Stripe" button each time.

STIHL Inc., your STIHL Branch/Distributor, and PowerChord™ only facilitate the secure connection between a STIHL Dealer's Stripe.com account and the STIHL Dealer PowerChord website. STIHL Inc., your STIHL Branch/Distributor and PowerChord™ are not liable for any transactions between a Dealer's Stripe.com account and the customer.

By completing this step, please be advised that Stripe is secure and PCI DSS (Payment Card Industry Data Security Standard) compliant.

To sign up for a Stripe account or connect to an existing Stripe account, click the button below.

[S Connect with Stripe](#)

☒ I have read and understand the processes and policies outlined in this section.

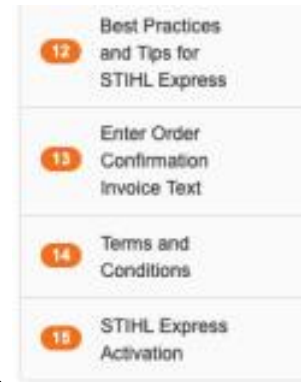
[Previous](#) [Save and Continue](#)

Stripe - Manual Capture with Two-Step Authorization



When enabling Stripe, you can select Automatic Capture or Manual Capture of funds, also known as two-step authorization.

- With Manual Capture, an authorization hold is placed on the customer's card for the purchase amount, allowing you time to check inventory and confirm the order before processing payment.
- **Manual Capture can help protect you against lost transaction fees if the order is not in stock.**
- It also allows you to check over customer details to ensure the order does not look fraudulent.
- You have **seven (7)** days to accept the order and capture the funds or to cancel the order before the authorization **falls off**.
- To activate Manual Capture with Stripe, please follow these instructions: [Activating Manual Capture for Stripe](#)
- Here are instructions for [How to Process an Order](#).



To sign up for a Stripe account or connect to an existing Stripe account, click the button below.

[Disconnect Stripe](#)

Your Stripe account has been successfully linked.

Choose Payment Capture Method

<input type="radio"/>	Automatic Capture	Stripe automatically captures funds when the customer authorizes the payment.
<input checked="" type="radio"/>	Manual Capture	Place a hold on the funds when the customer authorizes the payment, but don't capture the funds until later.

☒ I have read and understand the processes and policies outlined in this section.

[Previous](#) [Save and Continue](#)

Stripe - Chargeback Protection

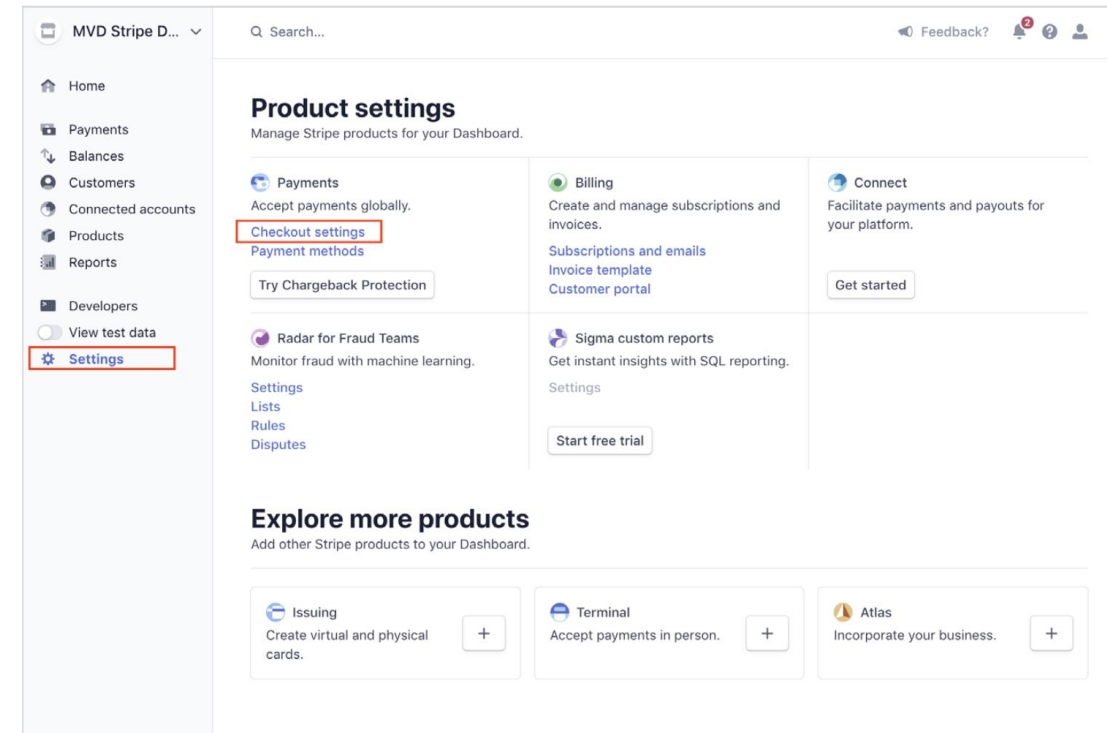


Stripe Chargeback Protection

- Your sales are protected against fraudulent disputes, helping you to prevent losses.
- Whether or not the dispute is legitimate, Stripe will reimburse the disputed amount and waive dispute fees.
- There is an additional 0.4% transaction fee applied to each sale if you decide to enroll.
- In order to register for Chargeback Protection, you must activate Chargeback Protection within your Stripe account.

Please Note: This feature is unavailable for up to 6 months after you have activated Stripe for STIHL Express. This period is needed for risk assessment by Stripe.

To activate Stripe Chargeback Protection, please follow these instructions: [How to activate Stripe chargeback protection](#)



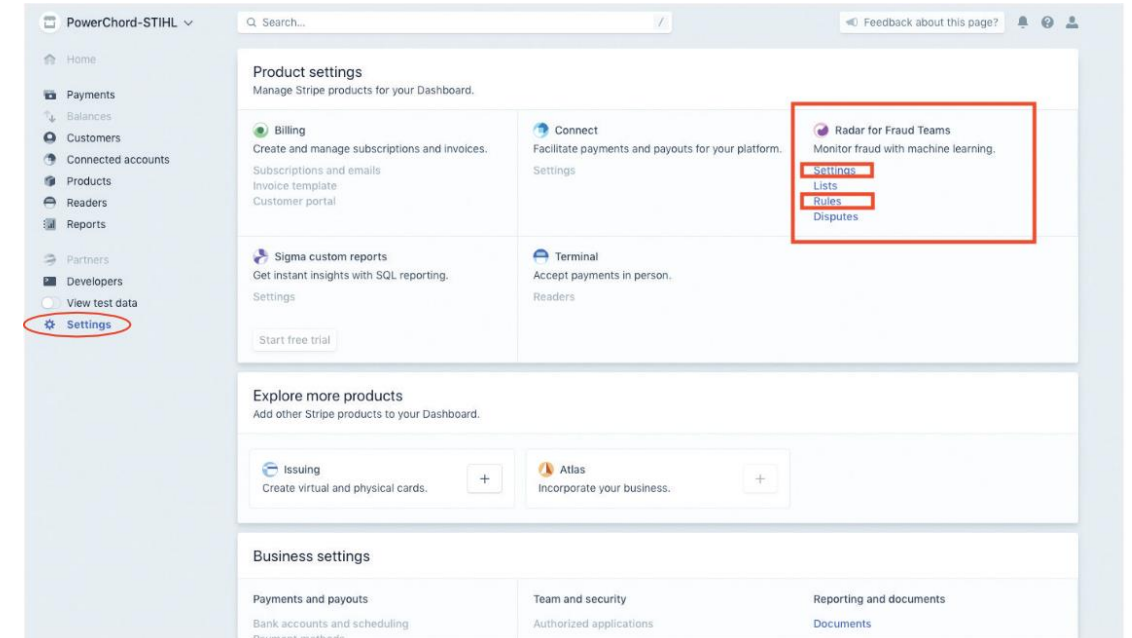
Stripe - Fraud Protection



Stripe Radar for Fraud Teams

- Activating the Radar for Fraud Teams gives you the ability to write additional “custom” rules that can benefit your specific business.
- It costs an additional \$0.02 per transaction.

The step-by-step instructions will guide you on how to activate and implement Stripe Potential Fraud Radar Protection within your Stripe dashboard.



Stripe – Support



- **Public Business Name on your Stripe account-** Your "Public Business Name" listed on your Stripe account appears as part of the Stripe checkout. Ensure that your Public Business Name is correct so customers recognize your dealership and feel confident in who they are purchasing from. Please find instructions for [How to Update Your Public Business Name in Stripe](#).
- **Contacting Stripe** - The most effective way to contact Stripe Support is by requesting a call via the Stripe Admin. A customer service representative will call you back in an average of 3 minutes. Steps for [How to Request a Call From Stripe Support](#).
- **Stripe FAQ** – Find frequently asked questions and answers in the [Stripe FAQ documentation](#).

SETUP GUIDE - DELIVER FROM STORE —

Deliver from Store

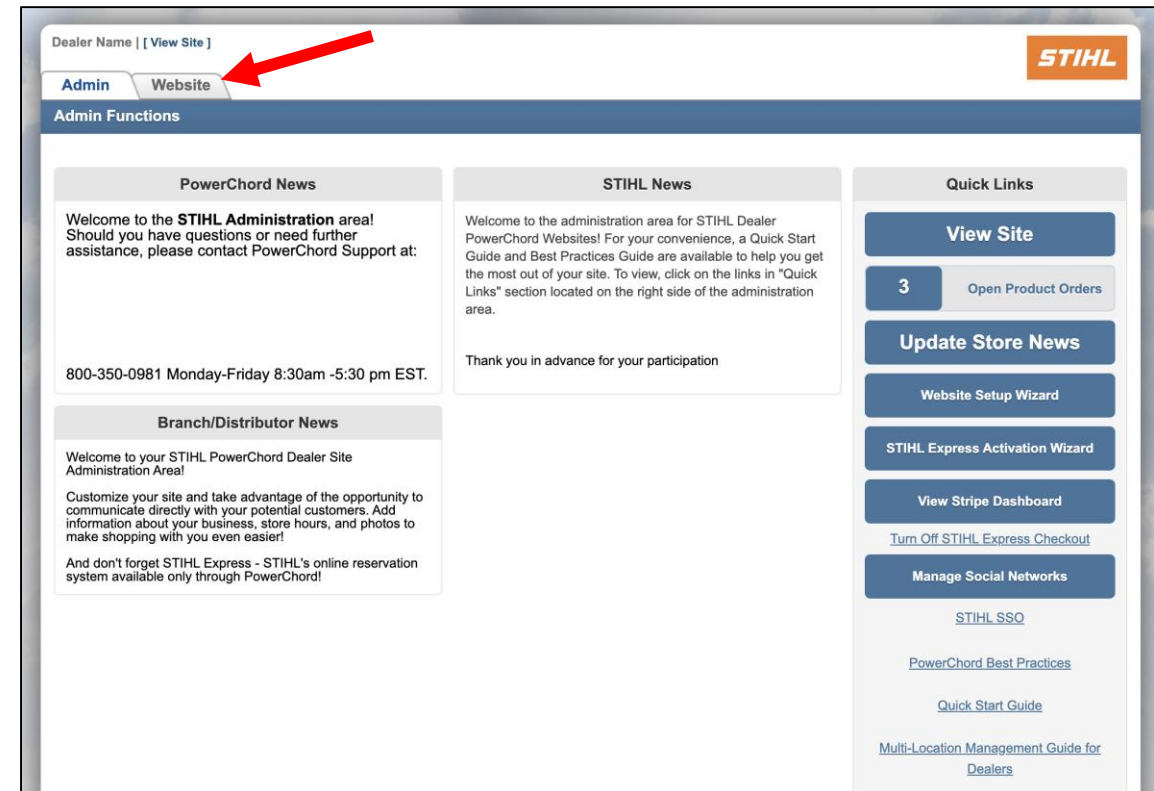


- After signing up for STIHL Express (BOPIS), you are eligible to set up and activate Deliver From Store or Ship To Home.
- This document will walk you through the setup process and offer tips to consider when doing so.

Steps to Set Up Deliver From Store



1. Login to the PowerChord administration area.
2. Click on the Website tab

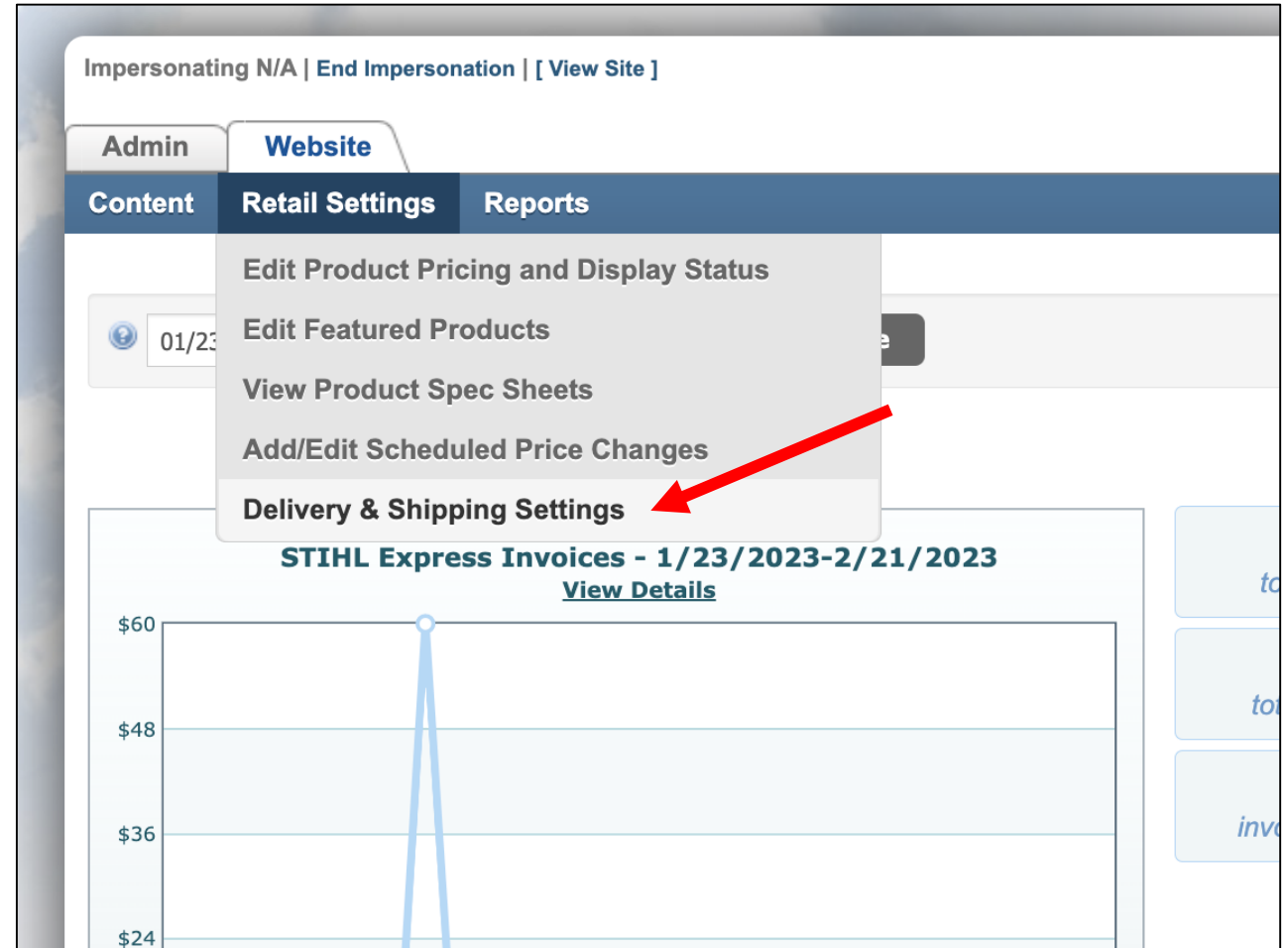


Steps to Set Up Deliver From Store - Continued



3. Click on Retail Settings, and select Deliver From Store

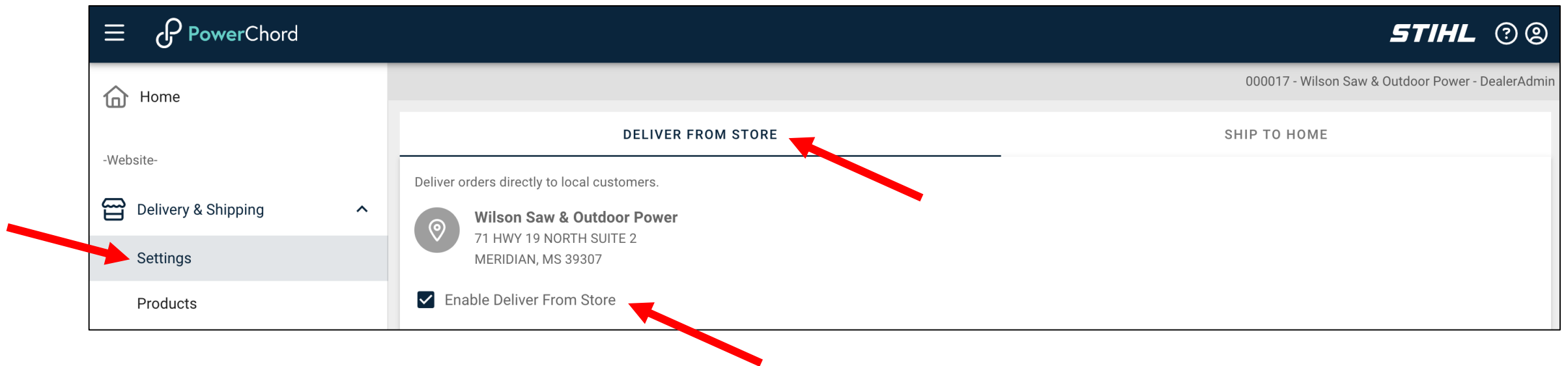
****Note:** This will take you to a new admin area. This new admin area is where you will establish settings for Deliver From Store AND process orders when they occur.



Steps to Set Up Deliver From Store - Continued



4. Select “Delivery & Shipping” in the left navigation pane, then select Settings.
5. Be sure you are on the “Deliver From Store” tab at the top navigation area.
6. Select the checkbox “Enable Deliver From Store” to begin configuring settings.



Steps to Set Up Deliver From Store - Continued



7. If your locale requires you to charge sales tax on delivery fees, select this checkbox. It will charge your default tax rate, which is edited in the [Tax Settings Editor](#).

Note:

- Dealers must follow municipal, city, state, and federal tax regulations.
- Initial tax solution will be localized

The screenshot shows the PowerChord STIHL Dealer Admin interface. The left sidebar contains navigation links: Home, -Website-, Delivery & Shipping, Settings (highlighted), Products, Orders, Tax, and Reports. The main content area is titled 'DELIVER FROM STORE' and 'SHIP TO HOME'. Under 'DELIVER FROM STORE', there is a location card for 'ROYAL EDGER' at '10831 49th STREET NORTH, CLEARWATER, FL 33762'. Below this, the 'Enable Deliver From Store' checkbox is checked. The 'Taxes' section is highlighted with a red box and contains the 'Charge tax on delivery fees' checkbox, which is also checked. A note below this checkbox states: 'When enabled, the system will use your configured tax rates for calculating tax.' The 'Delivery Area' section is partially visible at the bottom, showing options for 'Using Zip Codes' and 'Using a Radius'.

Configuration Settings - Deliver From Store

Delivery Area and Delivery Zone

- This is where you will define your delivery zone(s) or areas to which you will deliver STIHL products as well as the associated delivery fees.
- Delivery fees are based on the Shopping Cart Subtotal (all products combined).
- There are two methods to creating delivery zones:
 - Using Zip Codes - allows you to specify which zip codes will be included in a particular delivery zone.

****Note:** you can use an asterisk (*) modifier to include all surrounding zip codes. Ex: 637* will include all neighboring zip codes with the prefix 637.
 - Using a Radius - allows you to establish a radius from your store location for different delivery zones. The radius entered is calculated based on the shortest driving distance (using Google Maps).
- Choose a method. Click [Using Zip Codes](#) (Page 19) or [Using a Radius](#) (Page 20) to view instructions on how to set up a maximum of 5 unique shipping zones.
- Once finished with configuring your settings for Delivery Zones, **click SAVE** before moving on.

Delivery Area

Define your delivery zones

☒ Using Zip Codes
☐ Using a Radius

Delivery Zone

Name

Postal Codes

Enter Postal Codes separated by a comma. To include a range of Postal Codes, you may add an asterisk (*) after the characters that begin the range. 2 / 100

Rates

Minimum Order Total <input type="text" value="\$ 100"/>	Delivery Fee <input type="text" value="\$ 20"/>
---	---

[ADD A RATE](#)

Delivery Information

We will contact you within 1-2 business days after receiving your order to schedule delivery and/or discuss any changes to your order. Product availability varies and may potentially delay delivery.

This will appear during checkout and in the order confirmation.

199 / 250

Set Up Delivery Zone - Using Zip Codes Method

1. To create a zone, name your first zone. You may add up to 5 delivery zones.
2. Enter the zip codes you wish to include in this first zone.
3. Set up the delivery fee for the minimum order total. You may add up to 5 rate tiers per zone.

If you selected the **Zip Code Method**,
[CLICK HERE to continue](#) (Page 21).

If you prefer the **Radius Method**,
[CLICK HERE to continue](#) (Page 20).

Delivery Zone

Name

Postal Codes

Enter Postal Codes separated by a comma. To include a range of Postal Codes, you may add an asterisk (*) after the characters that begin the range. 2 / 100

Rates

Minimum Order Total <input type="text" value="\$ 100"/>	Delivery Fee <input type="text" value="\$ 20"/>	
Minimum Order Total <input type="text" value="\$ 100.01"/>	Delivery Fee <input type="text" value="\$ 10"/>	
Minimum Order Total <input type="text" value="\$ 200"/>	Delivery Fee <input type="text" value="\$ 0"/> <input type="button" value="FREE"/>	

Set Up Delivery Zone - Using a Radius Method

1. To create a zone, name your first zone.
You may add up to 5 delivery zones.
2. Enter radius (in miles) you wish to include in this first zone. The radius entered is calculated based on the shortest driving distance (using Google Maps).
3. Set up the delivery fee for the minimum order total.
You may add up to 5 rate tiers per zone.

Note: System defaults to NOT include neighboring states. Should your dealership be located near a state line, you have the option to deliver to neighboring states in that zone ONLY if this checkbox is selected.

Delivery Area

Define your delivery zones

☐ Using Zip Codes
☒ Using a Radius

☐ Include neighboring states

Delivery Zone

Name

Radius mi

Calculated as the shortest Driving Distance between your location and the customer's address.

Rates		
Minimum Order Total <input type="text" value="\$ 100"/>	Delivery Fee <input type="text" value="\$ 20"/>	
Minimum Order Total <input type="text" value="\$ 100.01"/>	Delivery Fee <input type="text" value="\$ 10"/>	

[ADD A RATE](#)

Set Up Delivery Zone - Both Methods

4. The Delivery Information text box is a customized message you can display to end-customers when they enter their delivery address during checkout. This message for each delivery zone will appear in specific places during the shopping experience for your customers. You can see these locations on [the next slide](#).

Suggested text:

"We will contact you within 1-2 business days after receiving your order to schedule delivery and/or discuss any changes to your order. Product availability varies and may potentially delay delivery.

Your order will be delivered by a person from our team, who will provide a product safety demonstration for you. There must be an adult over the age of 18 present at the time of delivery to receive the order and demonstration."

Delivery Information

We will contact you within 1-2 business days after receiving your order to schedule delivery and/or discuss any changes to your order. Product availability varies and may potentially delay delivery.

Your items will be delivered by a person from our team, who will

This will appear during checkout and in the order confirmation.

434 / 500

5. Once finished with configuring your settings for Delivery Zones, **click SAVE** before moving on.

Where Delivery Zone Notification Text Appears



Additional Delivery Information For Your Area

We will contact you within 1-2 business days after receiving your order to schedule delivery and/or discuss any changes to your order. Product availability varies and may potentially delay delivery.

STIHL PRODUCTS + PROFESSIONAL + GUIDES 4

CHECK IF ROYAL EDGER ADDRESS

10831 49th St N, Clearwater, FL 33762

e.g., 123 Your Street, Virginia Beach, VA 12345

Great! You're all set for local delivery.

ADDITIONAL DELIVERY INFORMATION FOR YOUR ADDRESS

We will contact you within 1-2 business days after receiving your order to schedule delivery and/or discuss any changes to your order. Product availability varies and may potentially delay delivery.

Deliver From Store

MS 261 C-M \$1119.90 Qty: 2

Additional Delivery Information For Your Area

We will contact you within 1-2 business days after receiving your order to schedule delivery and/or discuss any changes to your order. Product availability varies and may potentially delay delivery.

Subtotal: \$1119.90

Delivery: \$20.00

Tax: \$78.39

Total: \$1218.29

CONTINUE TO PAYMENT

or

PayPal Checkout

ALL TRANSACTIONS ARE SAFE AND SECURE

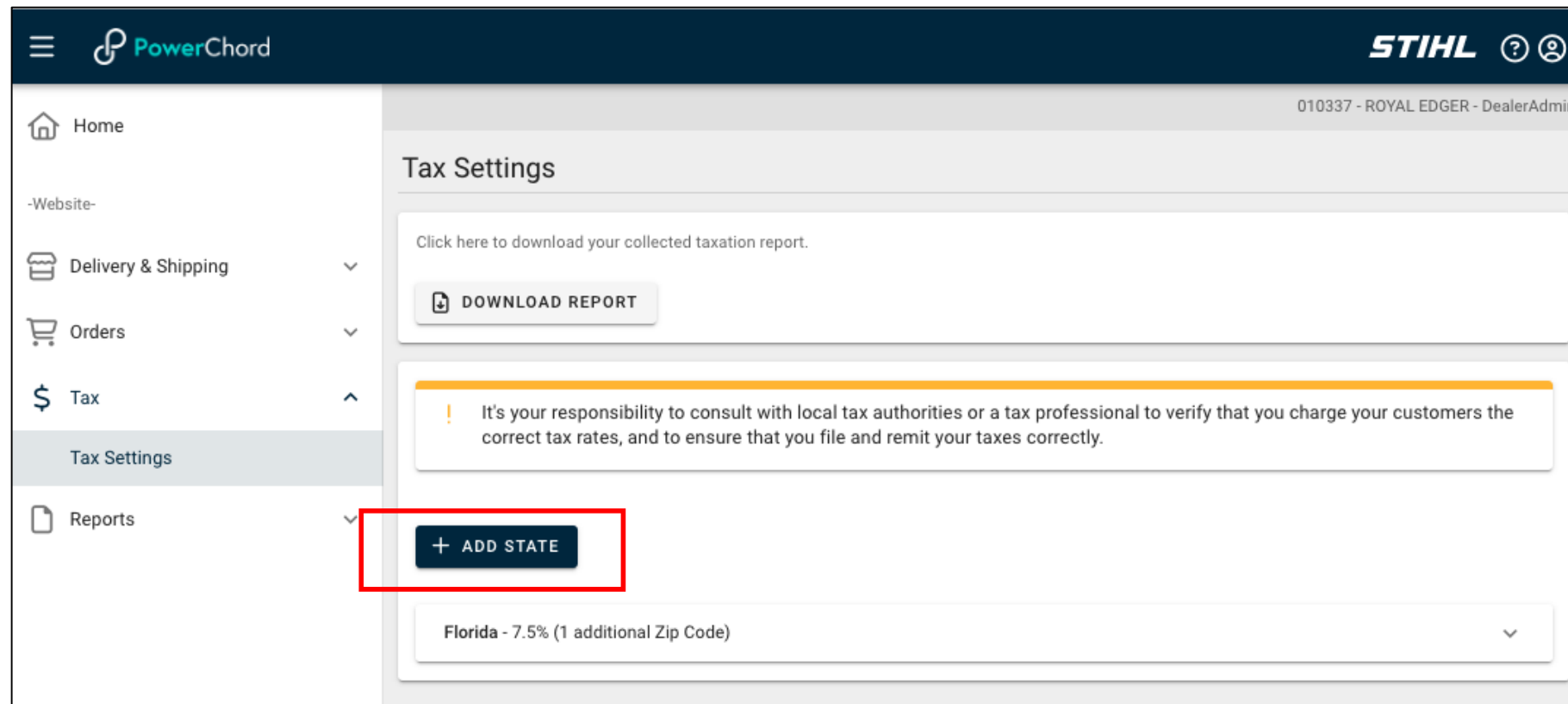
STIHLusa.com & STIHL PowerChord Website
Product Details Page
Delivery Address Entry

STIHL Express Checkout

Tax Settings – Deliver From Store



1. Select “Tax” in the left navigation pane, then select “Tax Settings.”
2. The tax information entered in the STIHL Express activation wizard will show by default, but you can add additional states by clicking the button labeled “Add State.”



Tax Settings - Deliver From Store - Continued

3. You can also add individual zip codes by clicking the drop down on an existing state.
4. Click “Add Zip Code” and input the appropriate zip code and tax rate in the slide out screen.

The screenshot displays the PowerChord Tax Settings interface. On the left is a navigation sidebar with links for Home, Website, Delivery & Shipping, Orders, Tax, Tax Settings (selected), and Reports. The main content area is titled 'Tax Settings' and includes a 'DOWNLOAD REPORT' button and a disclaimer. A slide-out menu is open for 'Florida - 7.5% (1 additional Zip Code)'. This menu contains an 'ADD ZIP CODE' button (highlighted with a red box), a table of existing zip codes, and a dropdown arrow (also highlighted with a red box) to add more. The table lists 'State Default' with a 7.5% rate and '33762' with a 10% rate, each with edit and delete icons.

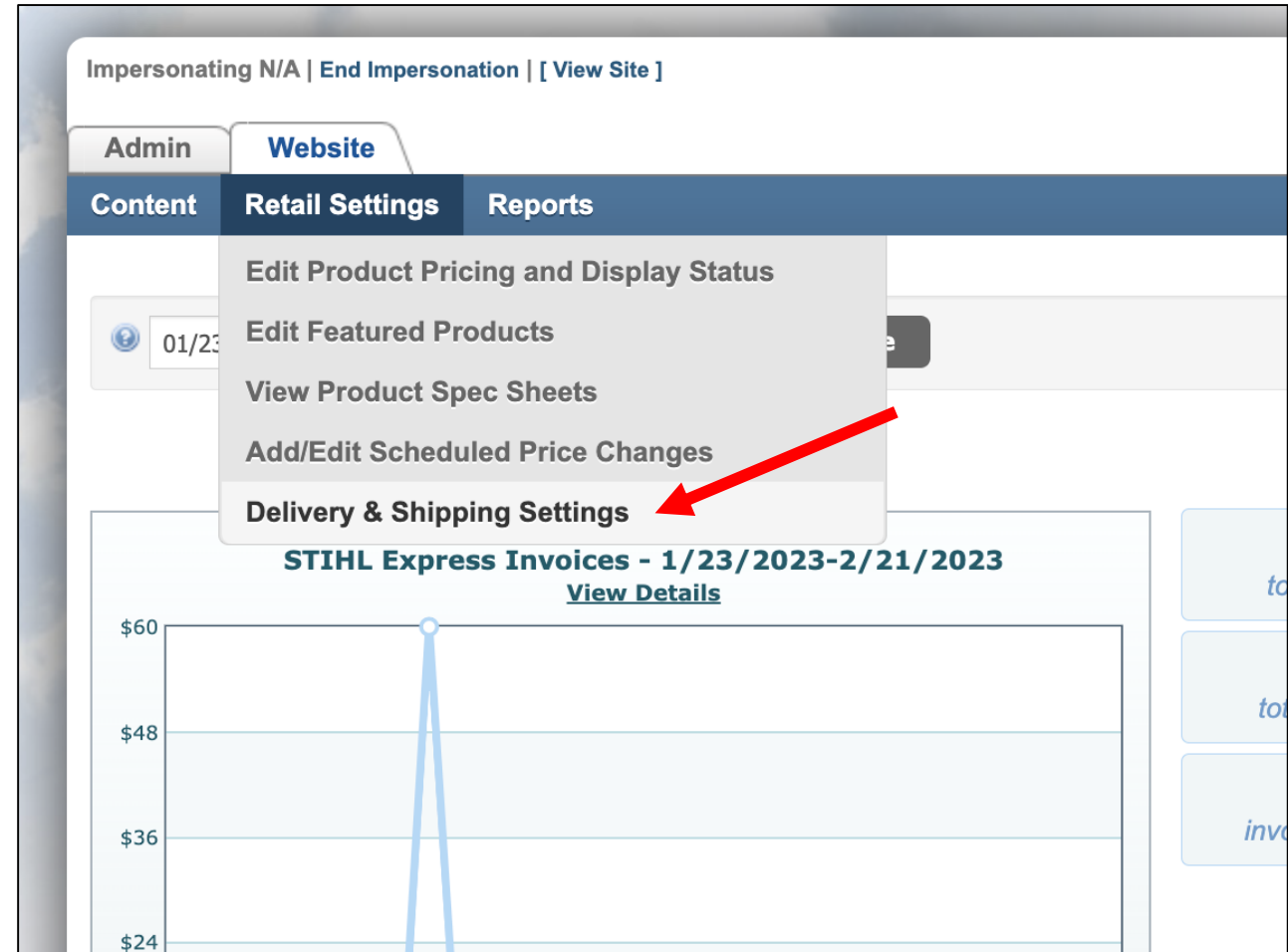
Zip Code	Percentage	
State Default	7.5	
33762	10	

How to Set Specific Products for Delivery

If you are setting up Deliver From Store for the first time, **CLICK HERE to skip to STEP 4** (Page 24).

1. Login to the PowerChord administration area.
2. Click on the Website tab
3. Click on Retail Settings, and select Deliver From Store

Note: This will take you to a new admin area. This new admin area is where you will establish settings for Deliver From Store AND process orders when they occur.



How to Set Specific Products for Delivery - Continued



4. Select "Delivery & Shipping" in the left navigation pane or mobile menu.
5. Select Products in the navigation menu. Here you can select all of the products (and product variants) you wish to deliver. The products in this list are determined by your STIHL Branch / Distributor.
6. To enable a product(s) for delivery, select the checkbox for product(s), then **click SAVE**.

000017 - Wilson Saw & Outdoor Power - DealerAdmin

DELIVER FROM STORE **SHIP TO HOME**

Search

Product SKU Product Name Is Deliverable **SEARCH**

Set the product(s) you would like to enable for Deliver From Store

SKU	Product	Attribute
<input type="checkbox"/> ms150ce	MS 150 C-E	
<input type="checkbox"/> ms150t	MS 150 T C-E	
<input checked="" type="checkbox"/> ms170	MS 170	
<input type="checkbox"/> ms171	MS 171	16 in. Bar
<input checked="" type="checkbox"/> ms180	MS 180	16 in. Bar
<input checked="" type="checkbox"/> ms180cbe	MS 180 C-BE	16 in. Bar
<input checked="" type="checkbox"/> ms181cha	MS 181 C-BE	16 in. Bar

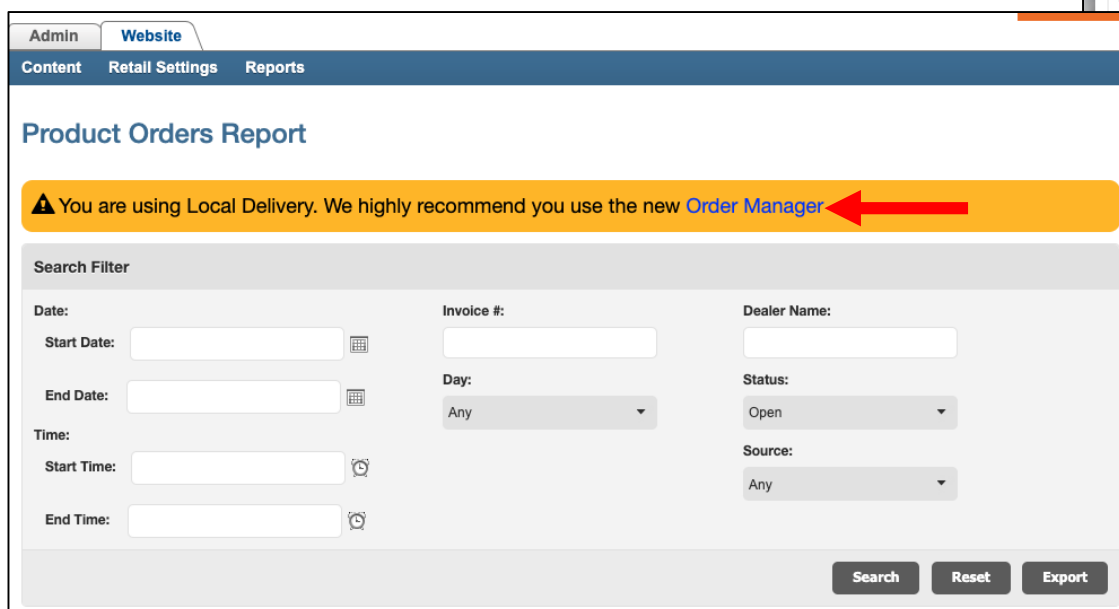
Unsaved Changes **DISCARD** **SAVE**

Back to Legacy Admin

Tip: To enable entire categories of products, search by the prefix of the product group to display all products in that category.

How to Process a Deliver From Store Order

1. Visit “Open Product Orders” in your PowerChord Site admin.
2. If you offer Deliver From Store, we highly recommend using the new Order Manager Admin option.



Product Orders Report

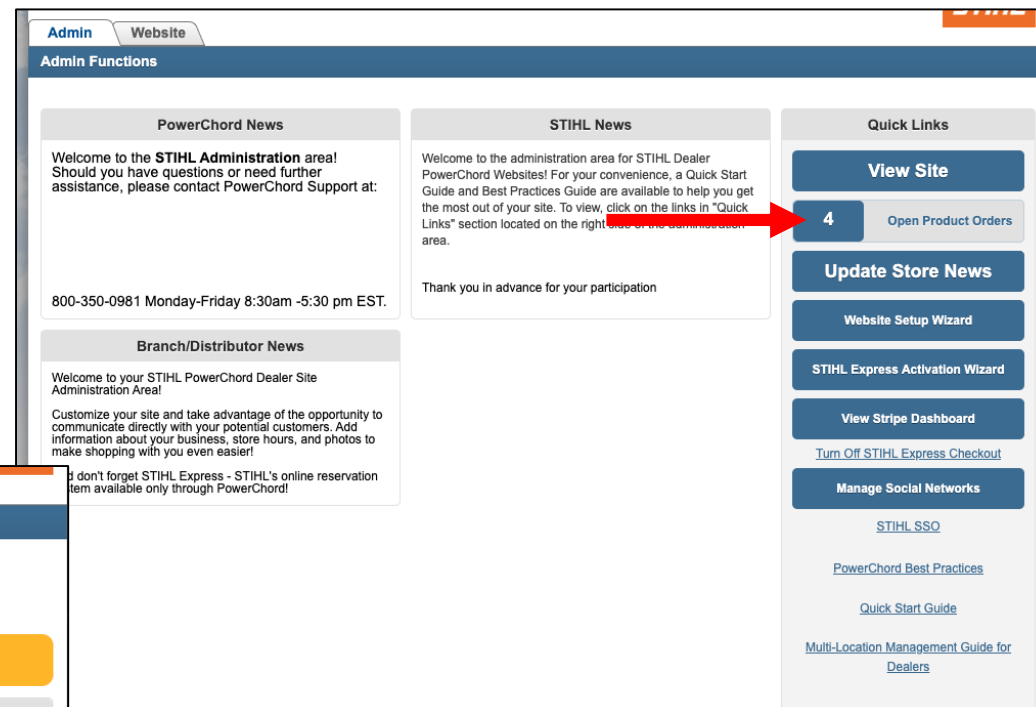
⚠ You are using Local Delivery. We highly recommend you use the new [Order Manager](#)

Search Filter

Date: Start Date: End Date: Time: Start Time: End Time:

Invoice #: Day:

Dealer Name: Status: Source:



Admin Functions

PowerChord News

Welcome to the **STIHL Administration** area! Should you have questions or need further assistance, please contact PowerChord Support at:

800-350-0981 Monday-Friday 8:30am -5:30 pm EST.

STIHL News

Welcome to the administration area for STIHL Dealer PowerChord Websites! For your convenience, a Quick Start Guide and Best Practices Guide are available to help you get the most out of your site. To view, click on the links in "Quick Links" section located on the right side of the administration area.

Thank you in advance for your participation

Branch/Distributor News

Welcome to your STIHL PowerChord Dealer Site Administration Area!

Customize your site and take advantage of the opportunity to communicate directly with your potential customers. Add information about your business, store hours, and photos to make shopping with you even easier!

don't forget STIHL Express - STIHL's online reservation item available only through PowerChord!

Quick Links

View Site

4 Open Product Orders

Update Store News

Website Setup Wizard

STIHL Express Activation Wizard

View Stripe Dashboard

[Turn Off STIHL Express Checkout](#)

Manage Social Networks

[STIHL SSO](#)

[PowerChord Best Practices](#)

[Quick Start Guide](#)

[Multi-Location Management Guide for Dealers](#)

How to Process a Deliver From Store Order



3. At the top of the page, you will see a number of search filters to use if needed. You can also export orders here.

PowerChord **STIHL**

Order Manager

Start Date: End Date: Day:

Invoice #: Delivery Type:

Status:

SEARCH **EXPORT**

Invoice #	Date	Status	Promotion	Delivery Type	Payment	Captured	Total
SX1199-107	10/28/2022, 3:03:41 AM UTC	Open		Deliver From Store	S	0%	\$1218.29
SX1199-106	8/18/2022, 6:18:28 PM UTC	In Progress		Pick Up	P	100%	\$149.75
SX1199-105	8/18/2022, 6:17:37 PM UTC	Open		Pick Up	S	0%	\$149.75
SX1199-102	8/18/2022, 6:15:16 PM UTC	Open		Pick Up	S	100%	\$149.75

Rows per page: 15 1-4 of 4

How to Process a Deliver From Store Order



4. View an order by clicking the order number. Determine if you are able to fulfill the order.
5. If you are able to fulfill the order, click on “Actions” and select “Process Order.” If you are not able to fulfill the order, see section [HERE](#) (page 31) on “How to Manually Cancel an Order and Payment.”

PowerChord STIHL

Order SX1199-107

Invoice # SX1199-107
Date 10/28/2022
Status Open

STIHL

ROYAL EDGER
10831 49th STREET NORTH
CLEARWATER, FL 33762

Billing Information
John Doe
123 East Park Street
Jackson, MO 63755
123-123-1234
john@doe.com

Shipping/Delivery Information
John Doe
10831 49th Street North
Clearwater, FL 33762
123-123-1234

Items

Sku	Product	STIHL Part #	BD Part #	Delivery Type	Option	Quantity	Price
ms261cm	MS 261 C-M	MS261 CM 16in bar		Deliver From Store	16 in. Bar	2	559.95

Subtotal \$1119.90
Shipping/Delivery \$20.00

Back to Legacy Admin

ACTIONS ^

Option Quantity Price

16 in. Bar

PROCESS ORDER

CANCEL ORDER

PRINT

How to Process a Deliver From Store Order

7. In the Process Order slide-out screen, ensure the “Amount to Capture” is the correct amount. The amount will always default to the total transaction amount. Select the processing status.

If “In Progress” is selected, this means you captured the funds and are waiting on the product to be delivered to your store for delivery/pickup.

****Note:** You have an option to add an “Internal Note” on the order for your own reference. This note will only be seen by you and **NOT** the customer.

Select **PROCESS ORDER** to save order status.

The image shows two side-by-side screenshots of the 'Process Order' slide-out screen. The left screen is for order SX1199-107 and the right screen is for order SX1199-108. Both screens have a title bar with the order number and a close button (X). The main content area is divided into three sections: 'Capture Funds', 'Processing', and 'Internal Note'. In the 'Capture Funds' section, there is a text input field for 'Amount to Capture' with a default value of \$1218.29 on the left and \$619.15 on the right. In the 'Processing' section, there is a dropdown menu labeled 'Transition Order Status To' with a downward arrow. In the 'Internal Note' section, there is a text area for adding a note, with a character count of 0 / 255. At the bottom of each screen, there are two buttons: 'PROCESS ORDER' (dark blue) and 'CANCEL' (light gray). Red arrows point from the text instructions to the corresponding fields in both screenshots: one arrow points to the 'Amount to Capture' field, another points to the 'Transition Order Status To' dropdown menu, and a third points to the 'Internal Note' text area.

How to Process a Deliver From Store Order

8. When "Ready for Delivery" is selected, this means the item is ready for pickup **OR** delivery.

Here you have an option to send the customer a notification message and add a custom note that the customer can see within that email.

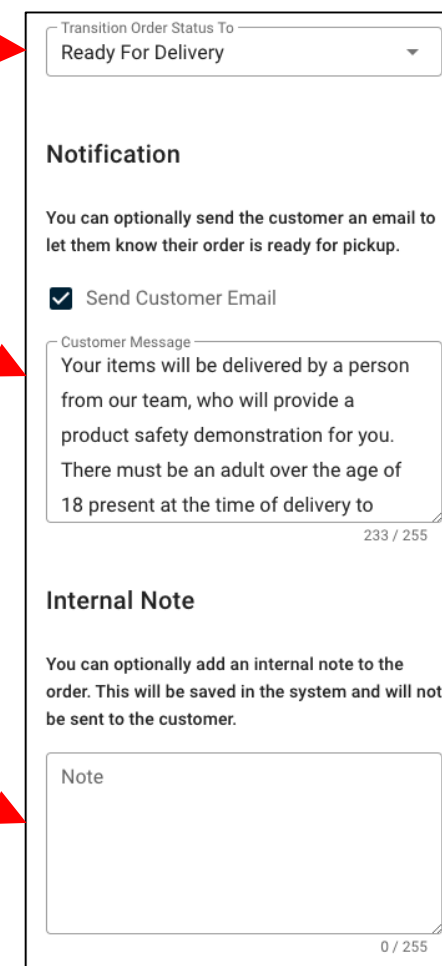
Suggested text:

"Your items will be delivered by a member of our team, who will provide a product safety demonstration for you. There must be an adult over the age of 18 present at the time of delivery to receive the order and demonstration."

You also have an option to add an "Internal Note" on the order for your own reference. This note will only be seen by you and **NOT** the customer.

Select **PROCESS ORDER** to save order status.

The customer will now get an email notification and a text notification prompting them to either pick up their order or informing them that delivery is ready. For Deliver From Store orders, you MUST arrange the delivery time and date with them.



Transition Order Status To
Ready For Delivery

Notification

You can optionally send the customer an email to let them know their order is ready for pickup.

☒ Send Customer Email

Customer Message

Your items will be delivered by a person from our team, who will provide a product safety demonstration for you. There must be an adult over the age of 18 present at the time of delivery to

233 / 255

Internal Note

You can optionally add an internal note to the order. This will be saved in the system and will not be sent to the customer.

Note

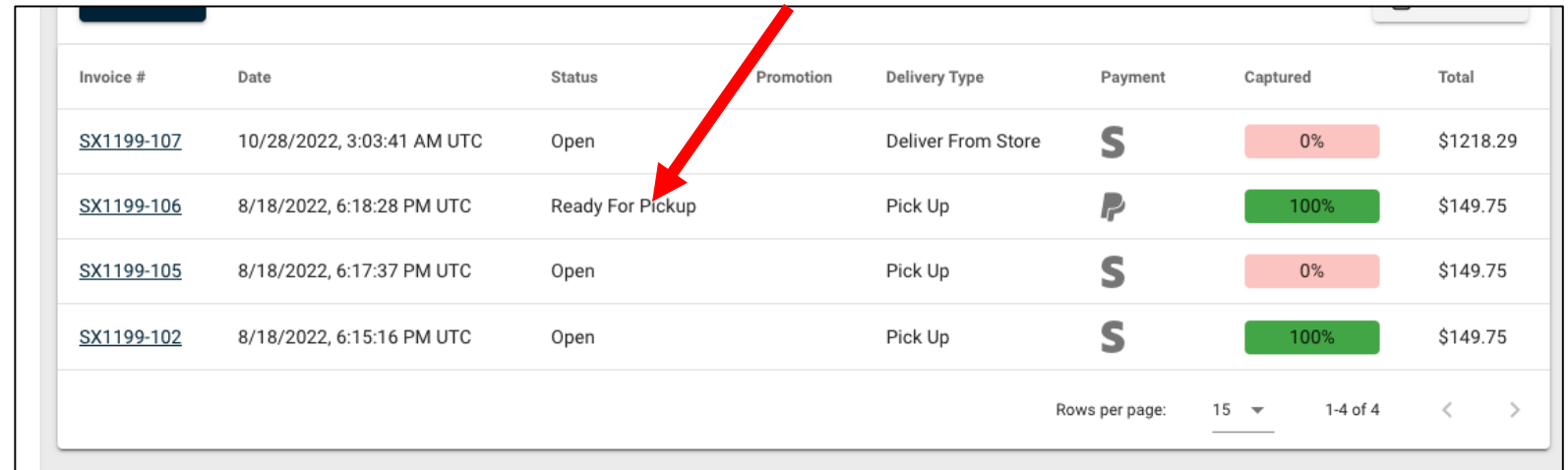
0 / 255

How to Process a Deliver From Store Order



9. On your “Open Product Orders” screen you will see the order status “Ready For Pickup” or “Ready for Delivery” depending on the order type.

Click on the order details to close the order.

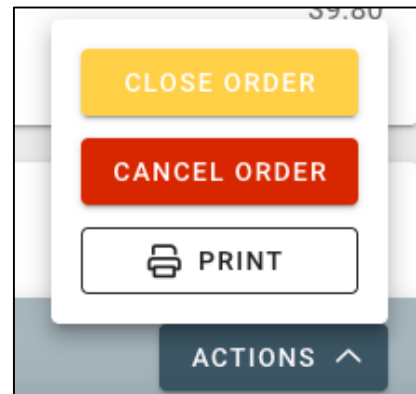


Invoice #	Date	Status	Promotion	Delivery Type	Payment	Captured	Total
SX1199-107	10/28/2022, 3:03:41 AM UTC	Open		Deliver From Store	S	0%	\$1218.29
SX1199-106	8/18/2022, 6:18:28 PM UTC	Ready For Pickup		Pick Up	P	100%	\$149.75
SX1199-105	8/18/2022, 6:17:37 PM UTC	Open		Pick Up	S	0%	\$149.75
SX1199-102	8/18/2022, 6:15:16 PM UTC	Open		Pick Up	S	100%	\$149.75

Rows per page: 15 1-4 of 4 < >

9. Once on the order details screen, click **ACTIONS** and select **CLOSE ORDER**.


10. The order has been processed and closed!



How to Manually Cancel an Order and Payment



1. If you cannot fulfill the order and need to cancel it, find the order that you wish to cancel, and select **CANCEL ORDER**.



Invoice # **SX1199-107**
Date 10/28/2022
Status Open

ROYAL EDGER
10831 49th STREET NORTH
CLEARWATER, FL 33762

Billing Information

John Doe
123 East Park Street
Jackson, MO 63755
123-123-1234
john@doe.com

Shipping/Delivery Information

John Doe
10831 49th Street North
Clearwater, FL 33762
123-123-1234


Items

SKU	Product	STIHL Part #	BD Part #	Delivery Type	Option	Quantity	Price
ms261cm	MS 261 C-M	MS261 CM 16in bar		Deliver From Store	16 in. Bar	2	\$1,119.90 (\$559.95/ea)

Subtotal
Shipping/C
Tax
Total

PROCESS ORDER

CANCEL ORDER

 PRINT

ACTIONS ^

How to Manually Cancel an Order and Payment

2. In the “Cancel Order” slide out, confirm that you do not wish to capture the funds for this order by checking the the “Void Authorization” box.
3. Select the notification box to email your customer that the order was cancelled.
4. Type a customer message explaining why their order was cancelled.

“We're sorry to inform you that your order has been cancelled. We apologize for any inconvenience this may cause. If you have questions, please contact us at 555-555-5555 or dealer@dealer.com.”

Retail best practices encourage a phone call to offer an explanation and an opportunity for the customer to determine next steps.

****Note:** This message will be included in the customer notification email. You can also add an internal note for your own reference. The internal note will only be seen by you and **NOT** the customer.

4. Select **CANCEL ORDER**.

Cancel Order SX1199-107

Void Authorization

Funds have not been captured for this order and you may cancel the authorization. After cancelling an authorization funds are not able to be captured unless a new authorization is completed.

☐ Void Authorization

Notification

You can optionally send the customer an email to let them know their order has been cancelled

☐ Send Customer Email

Customer Message

0 / 255

Internal Note

You can optionally add an internal note to the order. This will be saved in the system and will not be sent to the customer.

Note

0 / 255

CANCEL ORDER

CANCEL

How to Process a Deliver From Store Order - Refunds



PayPal and Stripe handle refunds differently.

1. PayPal

When canceling a PayPal order that has already been captured, a list of captures that have been made against the order will appear. You will need to refund each of them individually by entering the amount in the corresponding box and clicking **REFUND**.

2. Stripe

When canceling a Stripe order that has already been captured, you will need to refund the amount. Click **CANCEL ORDER** to confirm or enter "Amount to Refund."

View Report of STIHL Express Orders

You can export your online orders report for sales tax, accounting purposes, analysis, etc.

How to Process a Deliver From Store Order

Helpful Tips

As a dealer, you have the ability to cancel an order even if you are not opted in to the “Manual Capture” feature.





If the order was automatically captured, you will be able to refund the full amount to the customer.

****NOTE:** Auto-captured orders with Stripe are subject to non-refundable processing fees.

Order Status:

Status	Description
Open	The order has been created and is waiting for dealer to process.
Ready For Pickup	The order has been acknowledged and the funds have been captured.
Closed	The order is complete.
In Progress	The order has been accepted and payment has been captured. Customer is waiting for product to be delivered to store and notified when order is "Ready For Pickup."

Captured Icons:

Icon	Description
	The funds have been fully captured. ROPUS and Automatic Capture orders will always display this icon.
	Funds we're partially captured. On Manual Capture orders dealers have the ability to capture partial funds.
	Funds have not been captured for this order yet.
	Funds cannot be captured for this order. This will only show for ROPUS orders

Status Actions:

Status	Description
Open	Ready For Pickup, Close Order, Cancel Order, View Details, In Progress
In Progress	Ready For Pickup, Close Order, Cancel Order, View Details
Ready For Pickup	Close Order, Cancel Order, View Details
Closed	View Details
Cancelled	View Details
Any Status (TM/BD Only)	Invalidate, View Details

SETUP GUIDE - SHIP TO HOME

Ship To Home

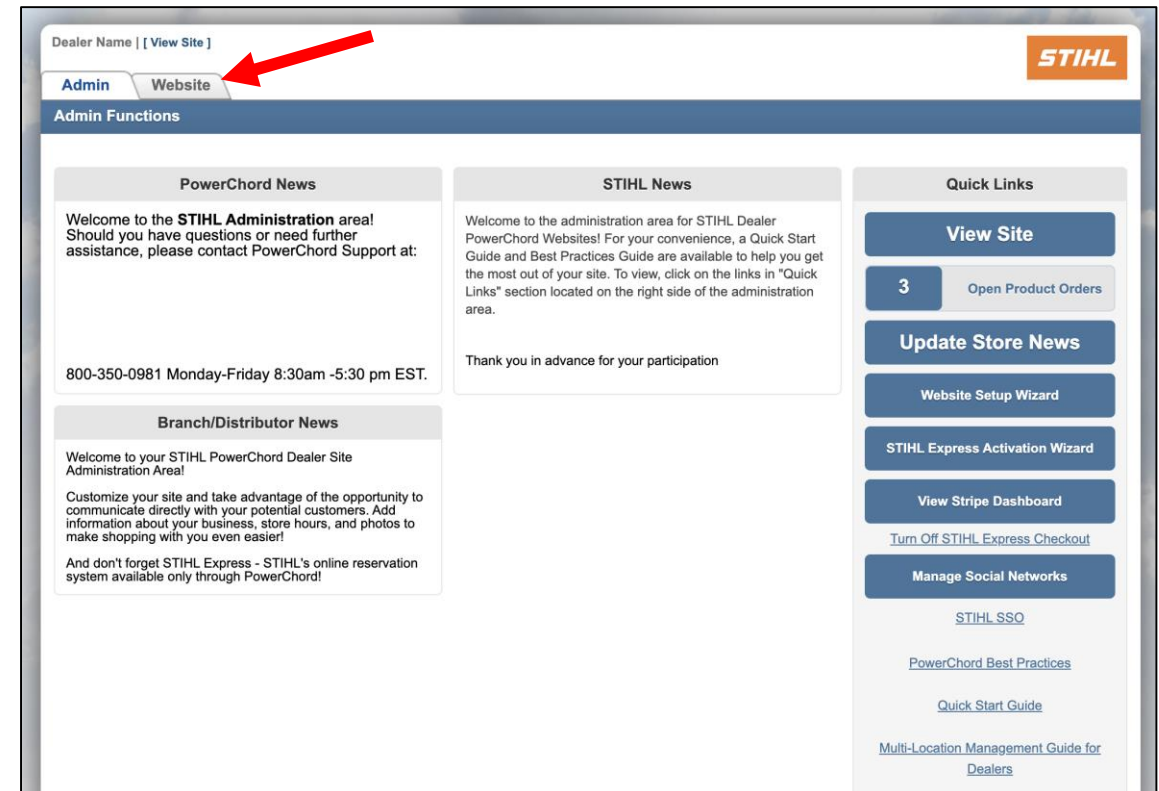


- After signing up for STIHL Express (BOPIS), you are eligible to set up and activate Ship To Home.
- This document will walk you through the setup process and offer tips to consider when doing so.

Steps to Set Up Ship To Home



1. Login to the PowerChord administration area.
2. Click on the Website tab.



Steps to Set Up Ship To Home - Continued



3. Click on Retail Settings, and select “Delivery & Shipping Settings”

****Note:** This will take you to a new admin area. This new admin area is where you will establish settings for Ship To Home AND process orders when they occur.

The screenshot shows the STIHL admin interface. At the top, there's a header with 'Impersonating N/A | End Impersonation | [View Site]'. Below this is a navigation bar with 'Admin' and 'Website' tabs. Under 'Website', there are three sub-tabs: 'Content', 'Retail Settings', and 'Reports'. A dropdown menu is open under 'Retail Settings', showing options: 'Edit Product Pricing and Display Status', 'Edit Featured Products', 'View Product Spec Sheets', 'Add/Edit Scheduled Price Changes', and 'Delivery & Shipping Settings'. A red arrow points to 'Delivery & Shipping Settings'. Below the dropdown, there's a section titled 'STIHL Express Invoices - 1/23/2023-2/21/2023' with a 'View Details' link. Below this is a line graph showing a price spike from \$24 to \$60. The y-axis is labeled with \$24, \$36, \$48, and \$60. The x-axis has a date marker '01/23'.

Steps to Set Up Ship To Home - Continued



4. Select “Delivery & Shipping” in the left navigation pane, then select “Settings.”
5. Click on “Ship To Home” on the right side of the pane.
6. Select the checkbox “Enable Ship To Home” to begin configuring settings.

The screenshot displays the PowerChord STIHL DealerAdmin interface. The left navigation pane shows the 'Delivery & Shipping' menu expanded, with a red arrow labeled '4' pointing to the 'Settings' option. The main content area is titled 'SHIP TO HOME' and shows the address for 'Wilson Saw & Outdoor Power' (71 HWY 19 NORTH SUITE 2, MERIDIAN, MS 39307). A red arrow labeled '5' points to the 'SHIP TO HOME' tab. Below the address, the checkbox 'Enable Ship to Home' is checked, with a red arrow labeled '6' pointing to it. The 'Taxes' section is visible below the checkbox.

Steps to Set Up Deliver From Store - Continued



7. If your locale requires you to charge sales tax on delivery fees, select this checkbox. It will charge your default tax rate, which is edited in the Tax Settings Editor.

The screenshot shows the PowerChord STIHL DealerAdmin interface. The left sidebar contains navigation links: Home, -Website-, Delivery & Shipping, Settings (highlighted), Products, Orders, Tax, and Reports. The main content area is titled 'DELIVER FROM STORE' and 'SHIP TO HOME'. Under 'DELIVER FROM STORE', there is a section for 'ROYAL EDGER' with the address '10831 49th STREET NORTH, CLEARWATER, FL 33762'. Below this, the 'Enable Deliver From Store' checkbox is checked. The 'Taxes' section is highlighted with a red box, showing the 'Charge tax on delivery fees' checkbox checked. Below this, a note states: 'When enabled, the system will use your configured tax rates for calculating tax.' The 'Delivery Area' section is partially visible at the bottom, showing options for 'Using Zip Codes' and 'Using a Radius'.

Configuration Settings - Ship To Home



Taxes

- If your locale requires you to charge sales tax on delivery fees, select this checkbox. It will charge your default tax rate, which is edited in the STIHL Express Wizard or in the [Tax Settings editor](#).

Note:

- Dealers must follow municipal, city, state, and federal tax regulations.
- Initial tax solution will be localized
- STIHL will review analytics and dealer feedback to determine if broad shipping options on PowerChord captures the requisite opportunity to merit associated development and licensing costs or if third party solution will be necessary.

The screenshot displays the STIHL PowerChord configuration interface. The top navigation bar includes the PowerChord logo and the STIHL logo. The user is logged in as '010337 - ROYAL EDGER - DealerAdmin'. The main content area is divided into two tabs: 'DELIVER FROM STORE' and 'SHIP TO HOME'. The 'SHIP TO HOME' tab is active, showing the store address 'ROYAL EDGER, 10831 49th STREET NORTH, CLEARWATER, FL 33762' and a checked checkbox for 'Enable Ship to Home'. Below this, the 'Taxes' section is highlighted with a red box, showing a checked checkbox for 'Charge tax on shipping fees' with a note: 'When enabled, the system will use your configured tax rates for calculating tax.' The 'Shipping Area' section is partially visible at the bottom, showing options for 'Using Zip Codes' and 'Using a Radius'.

Configuration Settings - Ship To Home - Continued

Shipping Area and Shipping Zone

- This is where you will define your shipping zone(s) or areas to which you will ship STIHL products, as well as the associated shipping fees.
- Shipping fees are based on the Shopping Cart Subtotal (all products combined).
- There are two methods to creating shipping zones:
 - Using Zip Codes - allows you to specify which zip codes will be included in a particular shipping zone.
***Note: you can use an asterisk (*) modifier to include all surrounding zip codes. Ex: 637* will include all neighboring zip codes with the prefix 637.*
 - Using a Radius - allows you to establish a radius from your store location for different shipping zones. The radius entered is calculated based on the shortest driving distance (using Google Maps).
- Choose a method. Click [Using Zip Codes](#) (Page 24) or [Using a Radius](#) (Page 43) to view instructions on how to set up a maximum of 5 unique shipping zones.
- Once finished with configuring your settings for Shipping Zones, **click SAVE** before moving on.

The screenshot shows the 'PowerChord' admin interface for STIHL. The left sidebar contains navigation links: Home, -Website-, Delivery & Shipping (expanded), Settings, Products, Orders, and Reports. The main content area is titled 'Shipping Area' and includes the instruction 'Define your shipping zones'. Two radio buttons are present: 'Using Zip Codes' (selected) and 'Using a Radius'. Below this is the 'Shipping Zone' section, which includes a 'Name' field with 'Zone 1' entered, a 'Postal Codes' field with '39307' and '393*' entered, and a 'Rates' section with 'Minimum Order Total' set to '\$ 100' and 'Shipping Fee' set to '\$ 20'. An 'ADD A RATE' button is located below the rates. At the bottom, there is a 'Shipping Information' box with a message: 'We will contact you within 1-2 business days after receiving your order to schedule delivery and/or discuss any changes to your order. Product availability varies and may potentially delay delivery.' A footer note states 'This will appear during checkout and in the order confirmation.' The bottom right corner shows '198 / 500'.

Set Up Shipping Zone - Using Zip Codes Method

1. To create a zone, name your first zone.
You may add up to 5 shipping zones.
2. Enter the zip codes you wish to include in this first zone.
3. Set up the shipping fee for the minimum order total. You may add up to 5 rate tiers per zone.

If you selected the **Zip Code Method**,
[CLICK HERE to continue](#) (Page 44).

If you prefer the **Radius Method**,
[CLICK HERE to continue](#) (Page 43).

Shipping Zone

Name

Zone 1

Postal Codes

39307

393*

Enter Postal Codes separated by a comma. To include a range of Postal Codes, you may add an asterisk (*) after the characters that begin the range. 2 / 100

Rates

<div>Minimum Order Total</div> <div>\$ 100</div>	<div>Shipping Fee</div> <div>\$ 20</div> <div></div>
<div>Minimum Order Total</div> <div>\$ 100.01</div>	<div>Shipping Fee</div> <div>\$ 10</div> <div></div>
<div>Minimum Order Total</div> <div>\$ 200</div>	<div>Shipping Fee</div> <div>\$ 0</div> <div>FREE</div>

ADD A RATE

Set Up Shipping Zone - Using a Radius Method

1. To create a zone, name your first zone.
You may add up to 5 shipping zones.
2. Enter radius (in miles) you wish to include in this first zone. The radius entered is calculated based on the shortest driving distance (using Google Maps).
3. Set up the shipping fee for the minimum order total.
You may add up to 5 rates tiers per zone.

Note: System defaults to NOT include neighboring states due to differing tax codes. Should your dealership be located near a state line, you have the option to deliver to neighboring states in that zone ONLY if this checkbox is selected.

Shipping Area

Define your shipping zones

☐ Using Zip Codes

☒ Using a Radius

☐ Include neighboring states



Shipping Zone

Name
Zone 1

Radius
20 mi

Calculated as the shortest Driving Distance between your location and the customer's address.

Rates

Minimum Order Total \$ 100	Shipping Fee \$ 20	
Minimum Order Total \$ 100.01	Shipping Fee \$ 10	

[ADD A RATE](#)

Set Up Shipping Zone - Either Method

4. The Shipping Information text box is a customized message you can display to end-customers when they enter their shipping address at checkout. This message for each shipping zone will appear in specific places during the shopping experience for your customers. You can see these locations on [the next slide](#).

Suggested text:

"A dealer representative will contact you with your order status & tracking information, typically within 1-2 business days.

We are happy to provide a free in-store product demonstration for all STIHL products."

5. Once finished with configuring your settings for Shipping Zones, **click SAVE** before moving on.

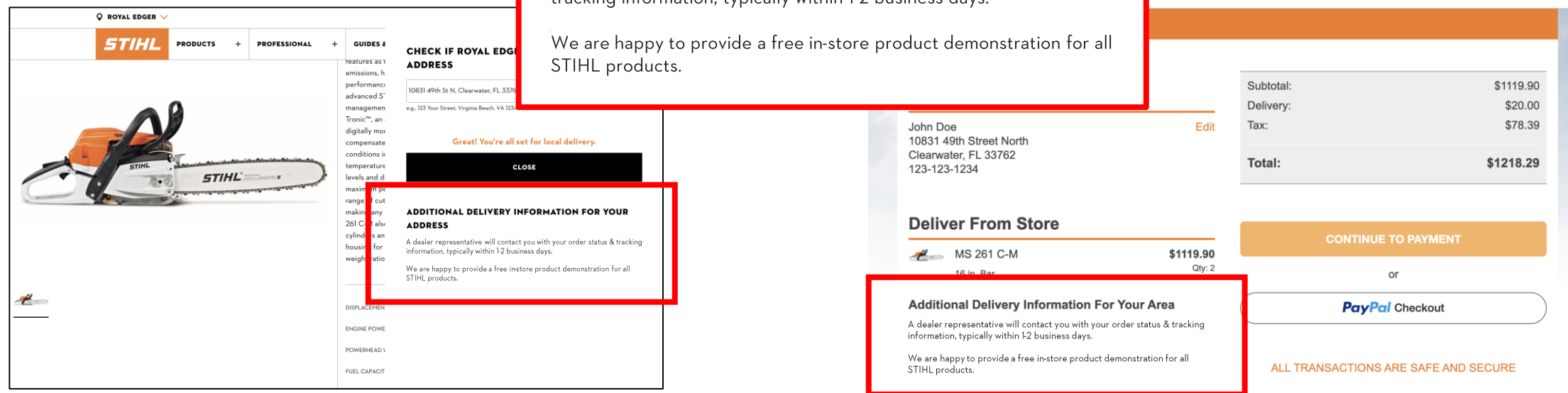
Shipping Information

A dealer representative will contact you with your order status & tracking information, typically within 1-2 business days.

We are happy to provide a free in-store product demonstration for all STIHL products.

This will appear during checkout and in the order confirmation.

Where Shipping Zone Notification Text Appears



Additional Delivery Information For Your Area

A dealer representative will contact you with your order status & tracking information, typically within 1-2 business days.

We are happy to provide a free in-store product demonstration for all STIHL products.

Additional Delivery Information For Your Area

A dealer representative will contact you with your order status & tracking information, typically within 1-2 business days.

We are happy to provide a free in-store product demonstration for all STIHL products.

Additional Delivery Information For Your Area

A dealer representative will contact you with your order status & tracking information, typically within 1-2 business days.

We are happy to provide a free in-store product demonstration for all STIHL products.

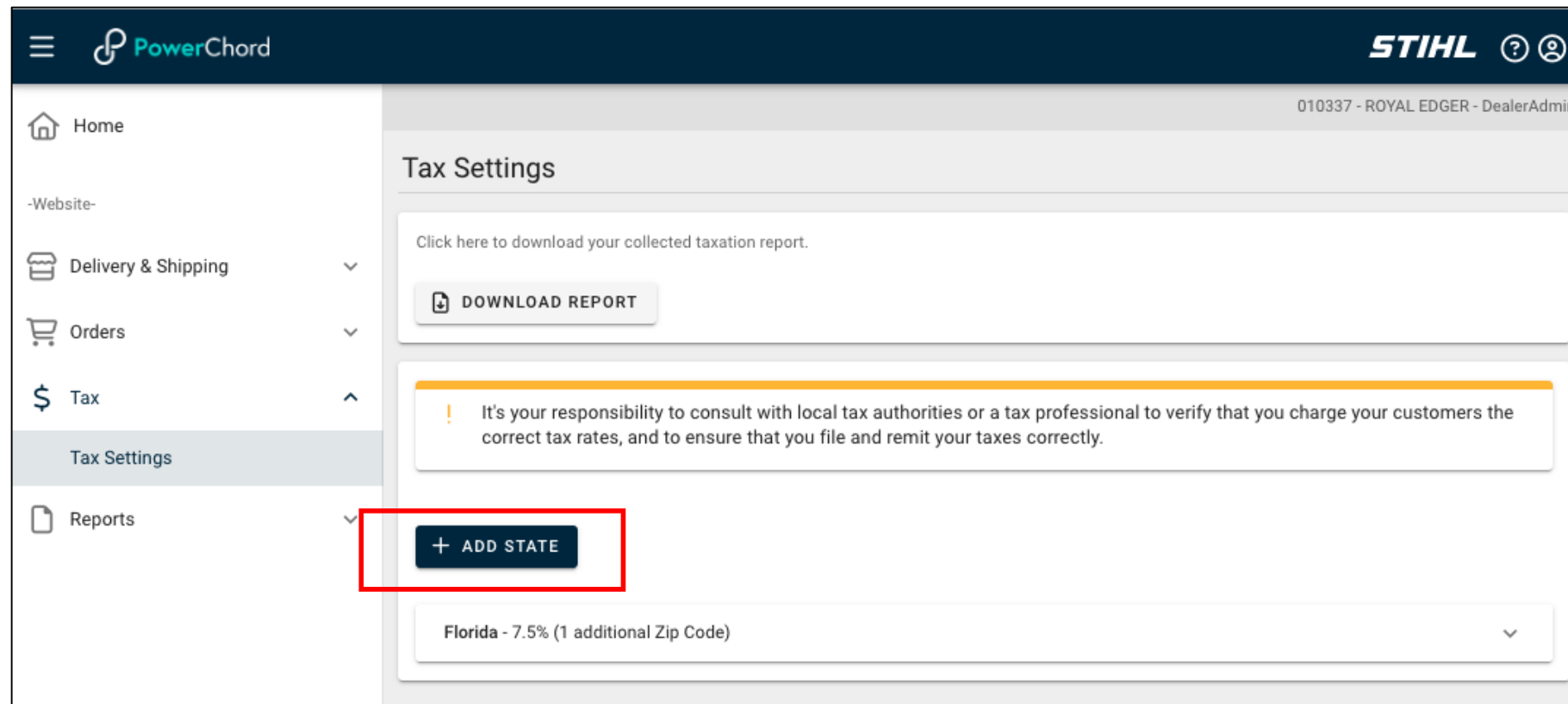
STIHLusa.com & STIHL PowerChord Website
Product Details Page
Delivery Address Entry

STIHL Express Checkout

Tax Settings – Ship To Home



1. Select “Tax” in the left navigation pane, then select “Tax Settings.”
2. The tax information entered in the STIHL Express activation wizard will show by default, but you can add additional states by clicking the button labeled “Add State.”



Tax Settings - Ship To Home - Continued

3. You can also add individual zip codes by clicking the drop down on an existing state.
4. Click “Add Zip Code” and input the appropriate zip code and tax rate in the slide out screen.

The screenshot displays the PowerChord Tax Settings interface. The left sidebar contains navigation links: Home, Website, Delivery & Shipping, Orders, Tax, Tax Settings (selected), and Reports. The main content area is titled 'Tax Settings' and includes a 'DOWNLOAD REPORT' button and a warning message. A red box highlights the '+ ADD ZIP CODE' button within the 'Florida - 7.5% (1 additional Zip Code)' state entry. A red line indicates the expanded view of the state settings, showing a table with columns 'Zip Code' and 'Percentage'.

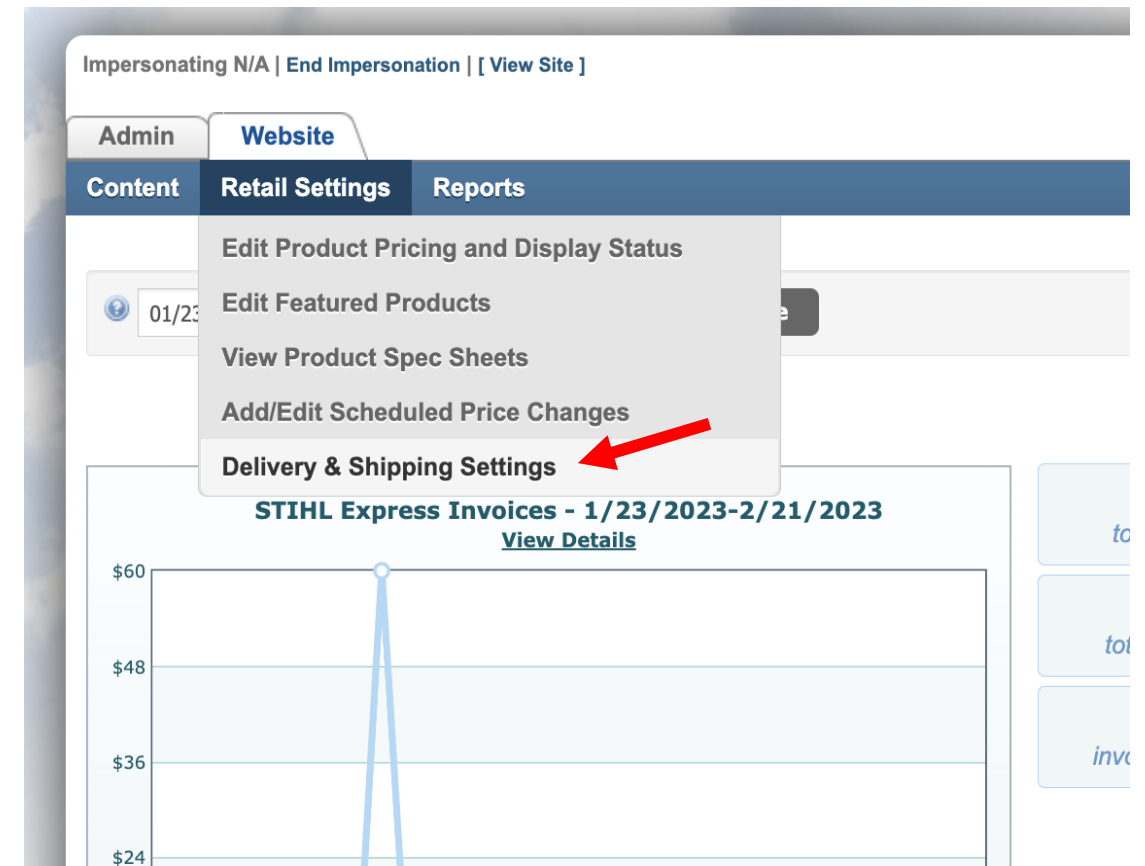
Zip Code	Percentage	
State Default	7.5	
33762	10	

How to Set Specific Products for Shipping

If you are setting up Ship To Home for the first time, [CLICK HERE to skip to STEP 4 \(Page 47\)](#).

1. Login to the PowerChord administration area.
2. Click on the Website tab
3. Click on Retail Settings, and select “Delivery & Shipping Settings”

Note: This will take you to a new admin area. This new admin area is where you will establish settings for Ship To Home AND process orders when they occur.



How to Set Specific Products for Delivery - Continued



4. Select “Delivery & Shipping” drop-down in the left navigation pane or mobile menu.
5. Be sure you are on the “Ship To Home” tab on the upper right part of the screen.
6. Select “Products” in the navigation menu. Here you can select all the products (and product variants) you wish to ship. The products in this list are determined by your STIHL Branch / Distributor.
7. To enable a product(s) for Ship To Home, select the checkbox for product(s), then **click SAVE**.

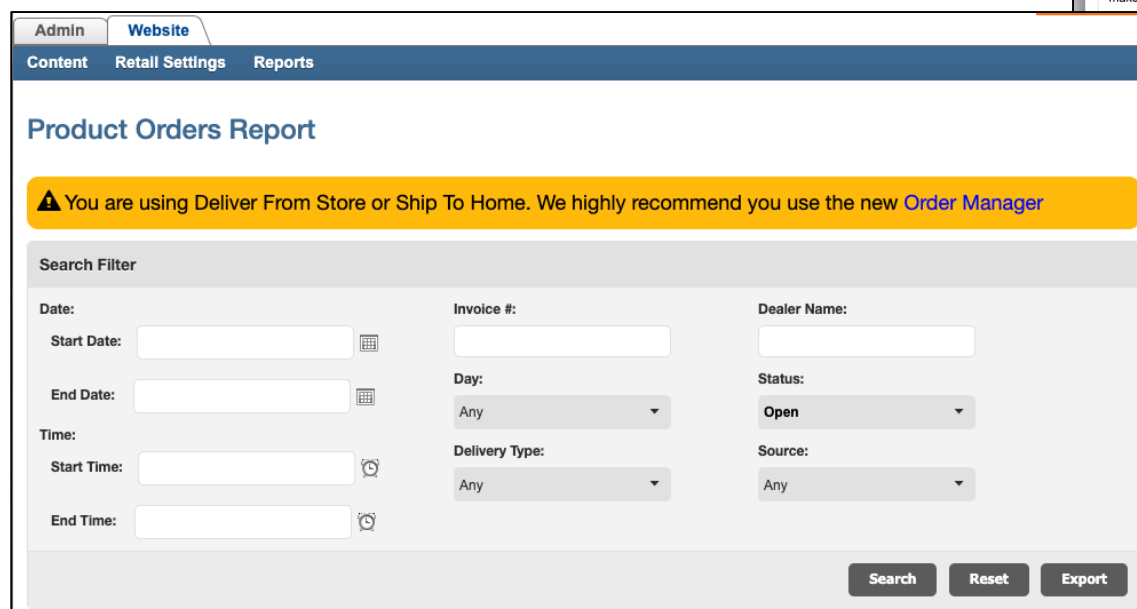
The screenshot shows the PowerChord STIHL Dealer Admin interface. The left navigation pane has a red arrow labeled '6' pointing to the 'Products' option. The main content area is titled 'SHIP TO HOME' (indicated by a red arrow labeled '5'). It features a search bar with 'Product SKU' and 'Product Name' (containing 'MS'). Below the search bar, a table lists products with checkboxes for selection. A red arrow labeled '7' points to the checkbox for the product 'msa120cbq'. At the bottom right, there are 'DISCARD' and 'SAVE' buttons. A tip box at the bottom right contains the following text:

Tip: To enable entire categories of products, search by the prefix of the product group to display all products in that category.

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How to Process a Ship To Home Order

1. Visit “Open Product Orders” in your PowerChord Site admin.
2. If you offer Ship To Home, we highly recommend using the new “Order Manager” Admin option.

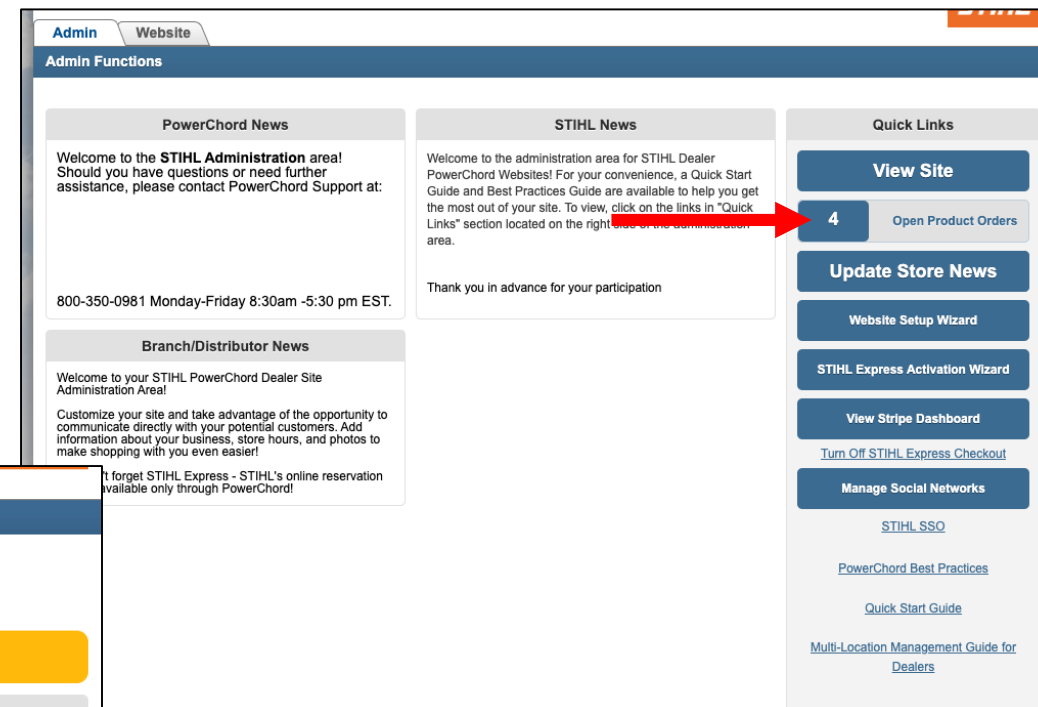


Product Orders Report

⚠ You are using Deliver From Store or Ship To Home. We highly recommend you use the new [Order Manager](#)

Search Filter

Date: Start Date: End Date:
 Time: Start Time: End Time:
 Invoice #: Day: Dealer Name:
 Status: Delivery Type: Source:
 Search Reset Export



How to Process a Ship To Home Order



3. At the top of the page, you will see a number of search filters to use if needed. You can also export orders here.

PowerChord **STIHL**

Order Manager

Start Date: End Date: Day:

Invoice #: Delivery Type:

Status:

SEARCH **EXPORT**

Invoice #	Date	Status	Promotion	Delivery Type	Payment	Captured	Total
SX1199-107	10/28/2022, 3:03:41 AM UTC	Open		Deliver From Store	S	0%	\$1218.29
SX310-87	2/23/2023, 7:52:37 PM UTC	Ready For Shipping		Ship To Home	S	100%	\$308.79
SX1199-105	8/18/2022, 6:17:37 PM UTC	Open		Pick Up	S	0%	\$149.75
SX1199-102	8/18/2022, 6:15:16 PM UTC	Open		Pick Up	S	100%	\$149.75

Rows per page: 15 1-4 of 4

How to Process a Ship To Home Order



4. View an order by clicking the order number. Determine if you can fulfill the order.
5. If you can fulfill the order, click on “Actions” and select “Process Order.” If you are not able to fulfill the order, see section [HERE](#) (Page 54) on “How to Manually Cancel an Order and Payment.”

PowerChord STIHL

000017 - Wilson Saw & Outdoor Power - DealerAdmin

← Order SX310-87

STIHL

Wilson Saw & Outdoor Power
71 HWY 19 NORTH SUITE 2
MERIDIAN, MS 39307

Invoice # SX310-87
Date
Status

Billing Information
James Naismith
71 Highway 19 North
Meridian, MS 39307
982-749-8724
stihloficianado@gmail.com

Shipping/Delivery Information
James Naismith
71 Highway 19 North
Meridian, MS 39307
872-935-8975

Items

SKU	Product	STIHL Part #	BD Part #	Delivery Type	Option	Quantity	Price
fsa57	FSA 57	FSA57-doubleAK10-COMBO		Ship To Home	w/ two AK 10 batteries & AL 101 charger	1	\$269.90

← Back to Legacy Admin

ACTIONS ^

PROCESS ORDER
CANCEL ORDER
PRINT

How to Process a Ship To Home Order

7. In the Process Order slide-out screen, ensure the “Amount to Capture” is the correct amount. The amount will always default to the total transaction amount. Select the processing status.

If “In Progress” is selected, this means you captured the funds and are waiting on the product to be delivered to your store for shipping.

****Note:** You have an option to add an “Internal Note” on the order for your own reference. This note will only be seen by you and **NOT** the customer.

Select **PROCESS ORDER** to save order status.

The image shows two side-by-side screenshots of the 'Process Order' slide-out screen. The left screen is for order SX1199-107 and the right screen is for order SX1199-108. Both screens have a title bar with the order number and a close button. The main content area is divided into three sections: 'Capture Funds', 'Processing', and 'Internal Note'. In the 'Capture Funds' section, there is a text input field for 'Amount to Capture' with values of \$1218.29 and \$619.15 respectively. In the 'Processing' section, there is a dropdown menu for 'Transition Order Status To' with options 'In Progress' and 'Ready For Shipping'. In the 'Internal Note' section, there is a text area for adding a note. At the bottom of each screen are two buttons: 'PROCESS ORDER' and 'CANCEL'. Red arrows point from the text instructions to the corresponding fields in the screenshots: one arrow points to the 'Amount to Capture' field, another points to the 'Transition Order Status To' dropdown menu, and a third points to the 'Internal Note' text area.

How to Process a Ship To Home Order

8. When "Ready for Shipping" is selected, this means the item is ready for pickup **OR** shipping.

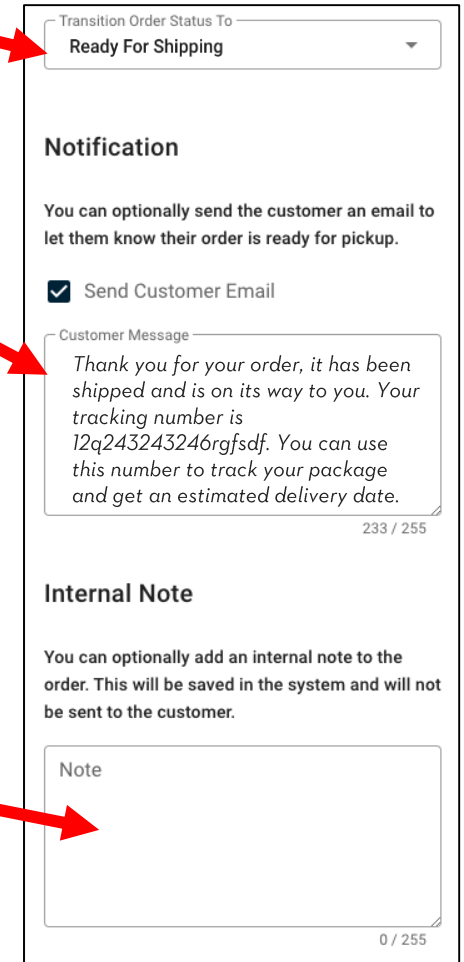
Here you have an option to send the customer a notification message and add a custom note that the customer can see within that email. This is a good place to include tracking information. Suggested text:

"Thank you for your order, it has been shipped and is on its way to you. Your tracking number is [INSERT TRACKING NUMBER HERE]. You can use this number to track your package and get an estimated delivery date."

You also have an option to add an "Internal Note" on the order for your own reference. This note will only be seen by you and **NOT** the customer.

Select **PROCESS ORDER** to save order status.

The customer will now get an email notification and a text notification with this information.



Transition Order Status To
Ready For Shipping

Notification

You can optionally send the customer an email to let them know their order is ready for pickup.

☒ Send Customer Email

Customer Message

Thank you for your order, it has been shipped and is on its way to you. Your tracking number is 12q243243246rgfsdf. You can use this number to track your package and get an estimated delivery date.

233 / 255

Internal Note

You can optionally add an internal note to the order. This will be saved in the system and will not be sent to the customer.

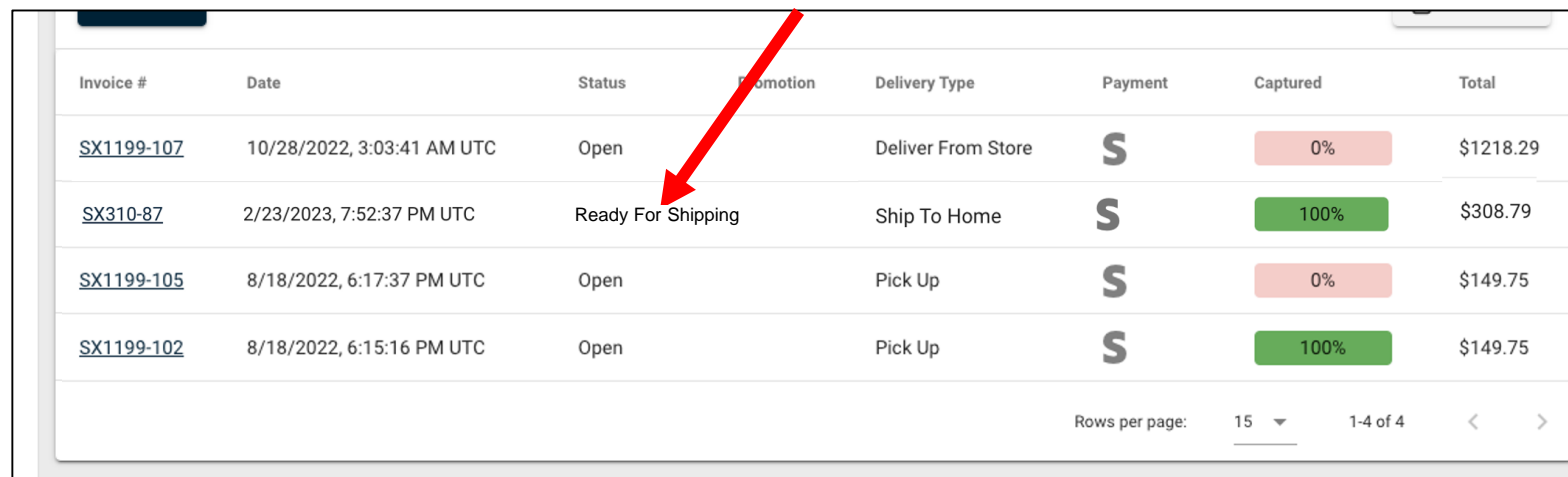
Note

0 / 255

How to Process a Ship To Home Order

9. On your Open Product Orders screen you will see the order status “Ready For Pickup” or “Ready for Shipping” depending on the order type.

Click on the order details to close the order.

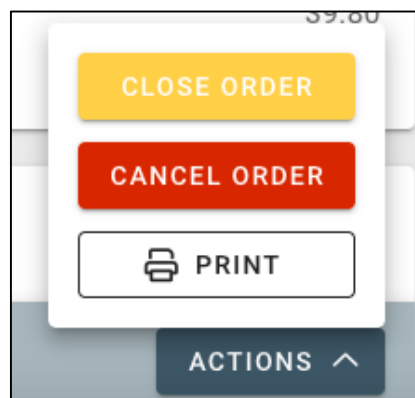


Invoice #	Date	Status	Promotion	Delivery Type	Payment	Captured	Total
SX1199-107	10/28/2022, 3:03:41 AM UTC	Open		Deliver From Store	S	0%	\$1218.29
SX310-87	2/23/2023, 7:52:37 PM UTC	Ready For Shipping		Ship To Home	S	100%	\$308.79
SX1199-105	8/18/2022, 6:17:37 PM UTC	Open		Pick Up	S	0%	\$149.75
SX1199-102	8/18/2022, 6:15:16 PM UTC	Open		Pick Up	S	100%	\$149.75

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9. Once on the order details screen, click **ACTIONS** and select **CLOSE ORDER**.


10. The order has been processed and closed!



How to Manually Cancel an Order and Payment



1. If you cannot fulfill the order and need to cancel it, find the order that you wish to cancel, and select **CANCEL ORDER**.



Invoice # **SX310-87**
 Date 2/23/2023
 Status Open

Wilson Saw & Outdoor Power
71 HWY 19 NORTH SUITE 2
MERIDIAN, MS 39307

Billing Information

 James Naismith
 71 Highway 19 North
 Meridian, MS 39307
 982-749-8724
 stihloficianado@gmail.com

Shipping/Delivery Information

 James Naismith
 71 Highway 19 North
 Meridian, MS 39307
 872-935-8975

Items

Sku	Product	STIHL Part #	BD Part #	Delivery Type	Option
fsa57	FSA 57	FSA57-doubleAK10-COMBO		Ship To Home	w/ two AK 10 batteries & AL 101 charger

SEND MESSAGE
 PROCESS ORDER
CANCEL ORDER
 PRINT

ACTIONS ^

How to Manually Cancel an Order and Payment

2. In the “Cancel Order” slide out, confirm that you do not wish to capture the funds for this order by checking the “Void Authorization” box.
3. Select the notification box to email your customer that the order was cancelled.
4. Type a customer message explaining why their order was cancelled. Suggested text:

“We're sorry to inform you that your order has been cancelled. We apologize for any inconvenience this may cause.”

****Note:** This message will be included in the customer notification email. You can also add an internal note for your own reference, which will only be seen by you and **NOT** the customer.

Retail best practices encourage a phone call to offer an explanation and an opportunity for the customer to determine next steps.

5. Select **CANCEL ORDER**.

Cancel Order SX1199-107 ✕

Void Authorization

Funds have not been captured for this order and you may cancel the authorization. After cancelling an authorization funds are not able to be captured unless a new authorization is completed.

☐ Void Authorization

Notification

You can optionally send the customer an email to let them know their order has been cancelled

☐ Send Customer Email

Customer Message

0 / 255

Internal Note

You can optionally add an internal note to the order. This will be saved in the system and will not be sent to the customer.

Note

0 / 255

CANCEL ORDER

CANCEL

How to Process a Ship To Home Order - Refunds

PayPal and Stripe handle refunds differently.

1. PayPal

When cancelling a PayPal order that has already been captured, a list of captures that have been made against the order will appear. You will need to refund each of them individually by entering the amount in the corresponding box and clicking **REFUND**.

2. STRIPE

When cancelling a Stripe order that has already been captured, you will need to refund the amount. Click **CANCEL ORDER** to confirm or enter "Amount to Refund."

View Report of STIHL Express Orders

You can export your online orders report for sales tax, accounting purposes, analysis, etc.

How to Process a Ship To Home Order

Helpful Tips

As a dealer, you can cancel an order even if you are not opted in to the “Manual Capture” feature.

If the order was automatically captured, you will be able to refund the full amount to the customer.



****NOTE:** Auto-captured orders with Stripe are subject to non-refundable processing fees.

Helpful Tips

Order Status:

Status	Description
Open	The order has been created and is waiting for dealer to process.
Ready For Shipping	The order has been acknowledged and the funds have been captured.
Closed	The order is complete.
In Progress	The order has been accepted and payment has been captured. Customer is waiting for a call/email with shipping details from the Dealer.

Captured Icons:

Icon	Description
	The funds have been fully captured. Automatic Capture orders will always display this icon.
	Funds we're partially captured. On Manual Capture orders dealers have the ability to capture partial funds.
	Funds have not been captured for this order yet.
	Funds cannot be captured for this order. This will only show for ROPUS orders

Status Actions:

Status	Description
Open	Ready For Pickup, Close Order, Cancel Order, View Details, In Progress
In Progress	Ready For Pickup, Close Order, Cancel Order, View Details
Ready For Shipping	Close Order, Cancel Order, View Details
Closed	View Details
Cancelled	View Details
Any Status (TM/BD Only)	Invalidate, View Details