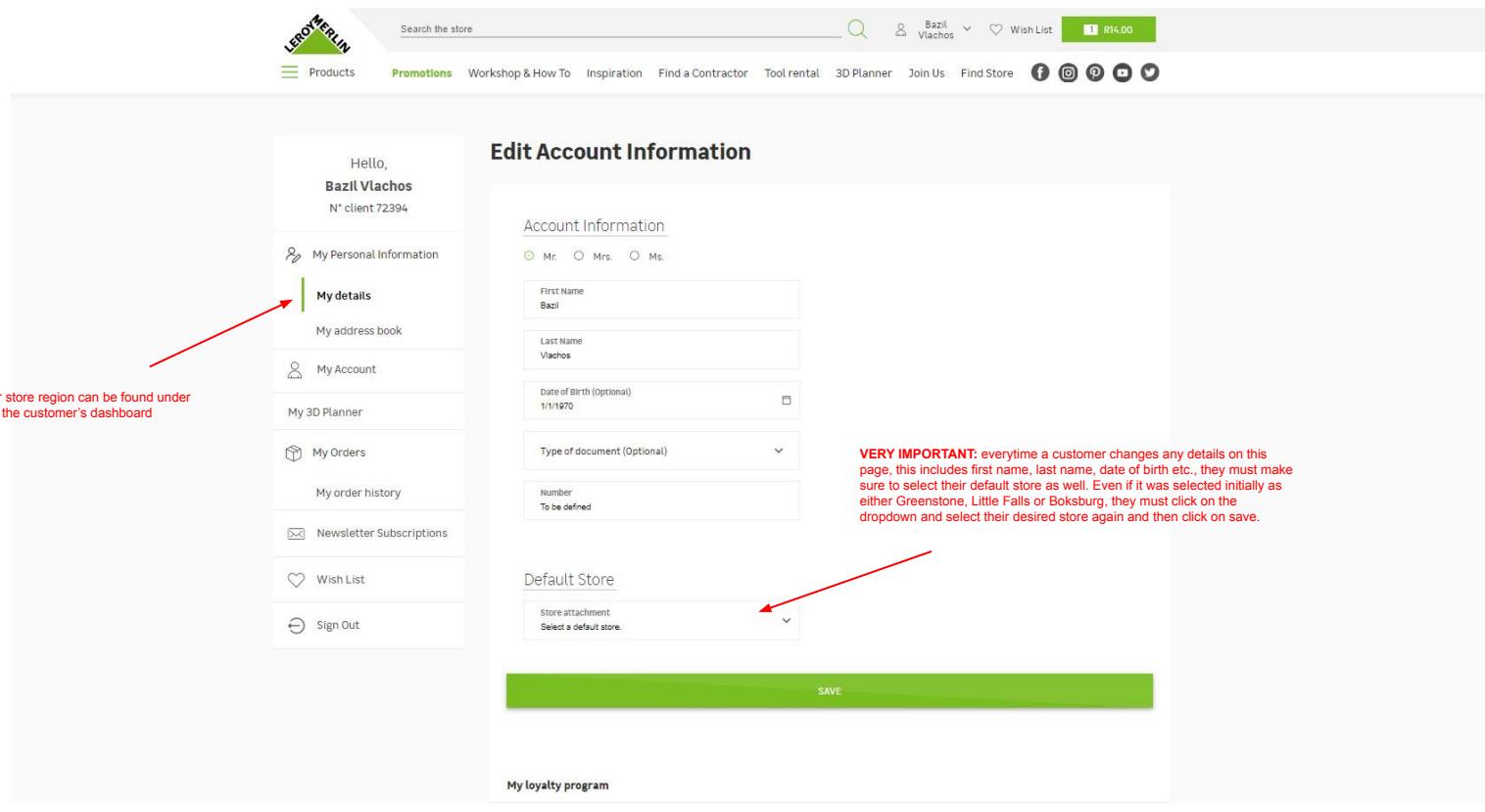


4a. Customer selects Click & Collect and can't determine store region



The setting for store region can be found under this section of the customer's dashboard

Hello, Bazil Vlachos
N° client 72394

My details

My Personal Information

My address book

My Account

My 3D Planner

My Orders

My order history

Newsletter Subscriptions

Wish List

Sign Out

Edit Account Information

Account Information

Mr. Mrs. Ms.

First Name: Bazil

Last Name: Vlachos

Date of Birth (Optional): 1/1/1970

Type of document (Optional):

Number: To be defined

VERY IMPORTANT: everytime a customer changes any details on this page, this includes first name, last name, date of birth etc., they must make sure to select their default store as well. Even if it was selected initially as either Greenstone, Little Falls or Boksburg, they must click on the dropdown and select their desired store again and then click on save.

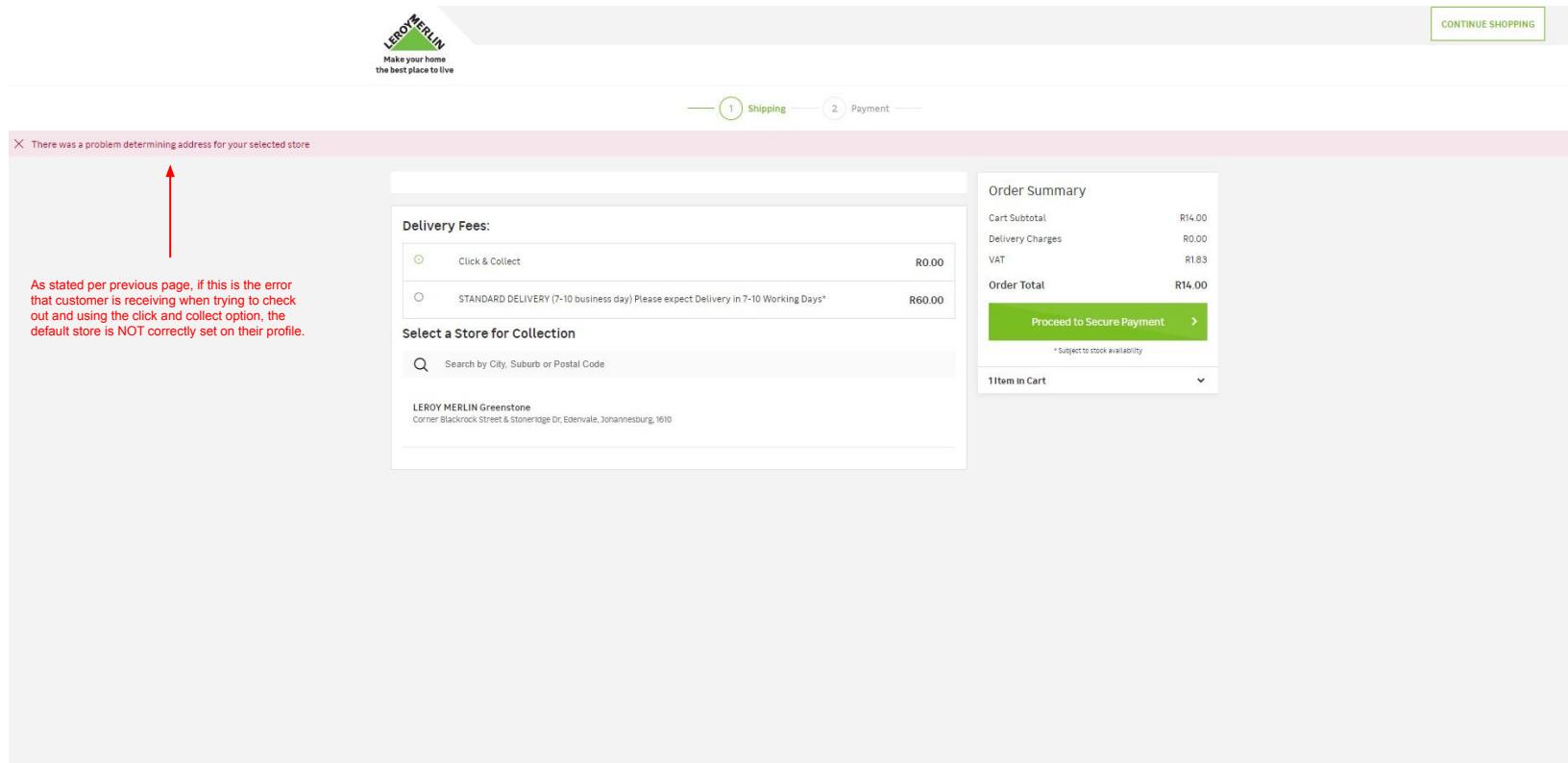
Default Store

Store attachment
Select a default store.

SAVE

My loyalty program

4b. Customer selects Click & Collect and can't determine store region



The screenshot shows a web page for Leroy Merlin. At the top, the Leroy Merlin logo is displayed with the tagline "Make your home the best place to live". A "CONTINUE SHOPPING" button is located in the top right corner. Below the logo, a navigation bar shows "1 Shipping" and "2 Payment". A red error message "There was a problem determining address for your selected store" is displayed in a pink banner. A red arrow points from this message to the text below it. The main content area is titled "Delivery Fees:" and lists two options: "Click & Collect" (R0.00) and "STANDARD DELIVERY (7-10 business day) Please expect Delivery in 7-10 Working Days" (R60.00). Below this, a "Select a Store for Collection" section includes a search bar and a result for "LEROY MERLIN Greenstone". To the right, an "Order Summary" box shows the following details:

Order Summary	
Cart Subtotal	R14.00
Delivery Charges	R0.00
VAT	R1.83
Order Total	R14.00

A green "Proceed to Secure Payment" button is at the bottom of the summary box. A small note below it states "* Subject to stock availability". A dropdown menu shows "1 Item in Cart".

As stated per previous page, if this is the error that customer is receiving when trying to check out and using the click and collect option, the default store is NOT correctly set on their profile.