

3a. Customer can't checkout. No delivery options

Customer Profile
 Mr Lesetja Ramonyai

Phone 1 : 0721058012

Email & Internet

lesetjara@gmail.com No account

Address book
Main address

PLEASE NOTE: Make sure on Pyxis whether or not the address is properly filled in and pulling through. If blank, please ask customer to check address details on their profile under "My Address Book" as per next example.

Projects

Data unavailable

Voice of the customer

Data unavailable

Search the store Bacileios Vlachos Wish List Cart is empty

Products **Promotions** Workshop & How To Inspiration Find a Contractor Tool rental 3D Planner Join Us Find Store

Hello,
Bacileios Vlachos
N° client 53362

My Personal Information

My details

My address book

My Account

My 3D Planner

My Orders

My order history

Newsletter Subscriptions

Wish List

Sign Out

Address Book

Default Addresses

Default Billing Address

Bacileios Vlachos
1 two three street
Greenstone Hill
2001 jhb, Gauteng
South Africa
T: +27718858492
[Change Billing Address](#)

On the customer's dashboard, both of these fields or either one or the other would be blank under "My address book" causing this error

Default Shipping Address

Bacileios Vlachos
1 two three street
Greenstone Hill
2001 jhb, Gauteng
South Africa
T: +27718858492
[Change Shipping Address](#)

Additional Address Entries

| First Name | Last Name | Street Address | City | Country | State | Zip/Postal Code | Phone |
|------------|-----------|-----------------------|----------|--------------|---------|-----------------|--|
| Bacileios | Vlachos | 123 Emerald Boulevard | Edenvale | South Africa | Gauteng | 1609 | +27718858492 Edit Delete |

1 item Show per page

[ADD NEW ADDRESS](#)

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

Search the store

Basil Vlachos

Wish List

€ 814.00

Products Promotions Workshop & How To Inspiration Find a Contractor Tool rental 3D Planner Join Us Find Store

Hello, Basil Vlachos
N° client 72394

My Personal Information

My details

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
Basil

Last Name
Vlachos

Date of Birth (Optional)
1/1/1970

Type of document (Optional)

Number
To be defined

Default Store


Store attachment
Select a default store.

SAVE

My loyalty program

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.

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

Make your home the best place to live

CONTINUE SHOPPING

1 Shipping

2 Payment

✕ There was a problem determining address for your selected store

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.

Delivery Fees:

☒ Click & Collect

R0.00

☐ STANDARD DELIVERY (7-10 business day) Please expect Delivery in 7-10 Working Days*

R60.00

Select a Store for Collection

Q

Search by City, Suburb or Postal Code

LEROY MERLIN Greenstone

Corner Blackrock Street & Stoneridge Dr, Edenvale, Johannesburg, 1610

Order Summary

Cart Subtotal

R14.00

Delivery Charges

R0.00

VAT

R1.83

Order Total

R14.00

Proceed to Secure Payment

* Subject to stock availability

1 Item in Cart

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