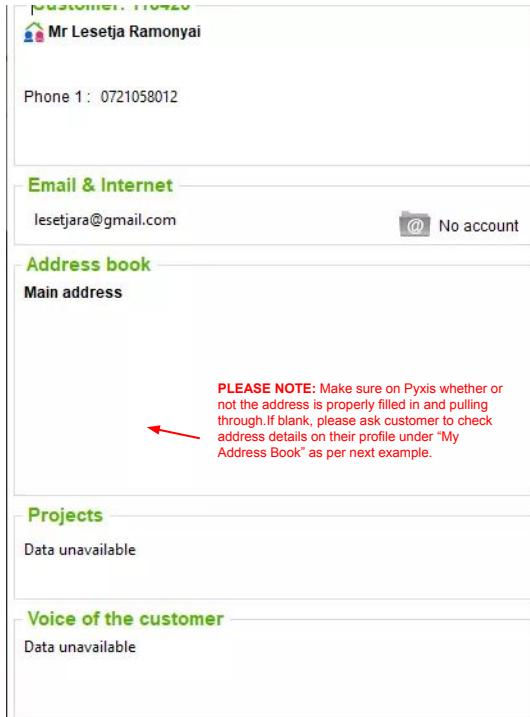


3a. Customer can't checkout. No delivery options



Mr Lesetja Ramonyai

Phone 1: 0721058012

Email & Internet
lesetjara@gmail.com No account

Address book

Main address

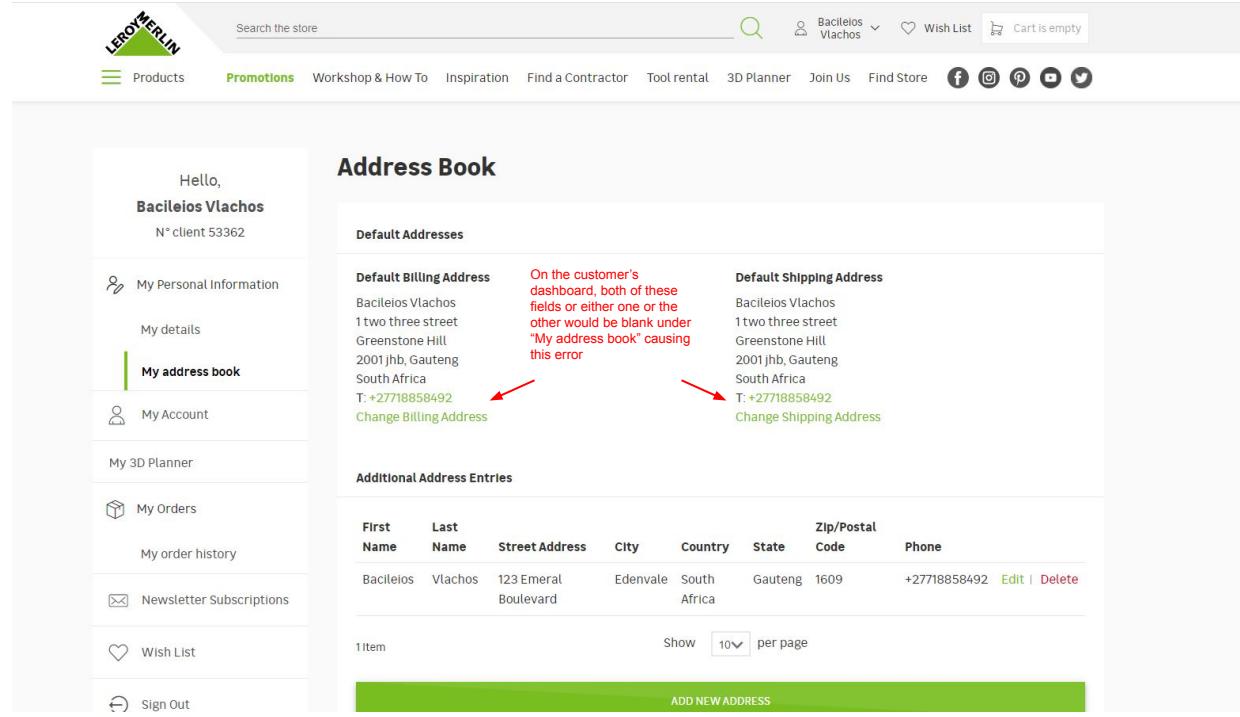
PLEASE NOTE: Make sure on Pyxis whether or not the address is properly filled in and pulling through. If blank, please ask customer to check address details on their profile under "My Address Book" as per next example.

Projects

Data unavailable

Voice of the customer

Data unavailable



LEROY MERLIN

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
2001Jhb, Gauteng
South Africa
T: +27718858492

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

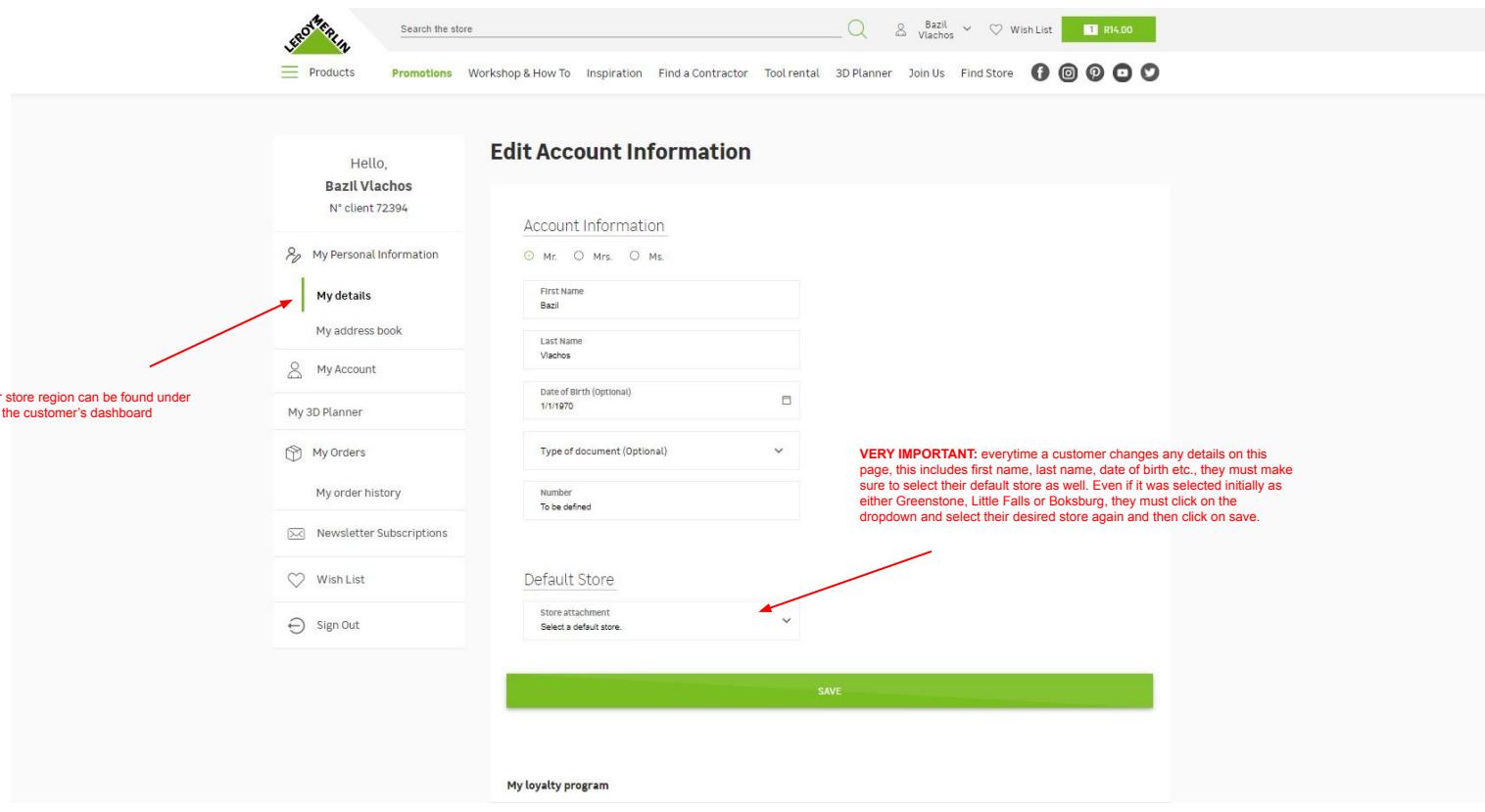
Default Shipping Address
Bacileios Vlachos
1 two three street
Greenstone Hill
2001Jhb, Gauteng
South Africa
T: +27718858492

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

1 item Show 10 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

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.

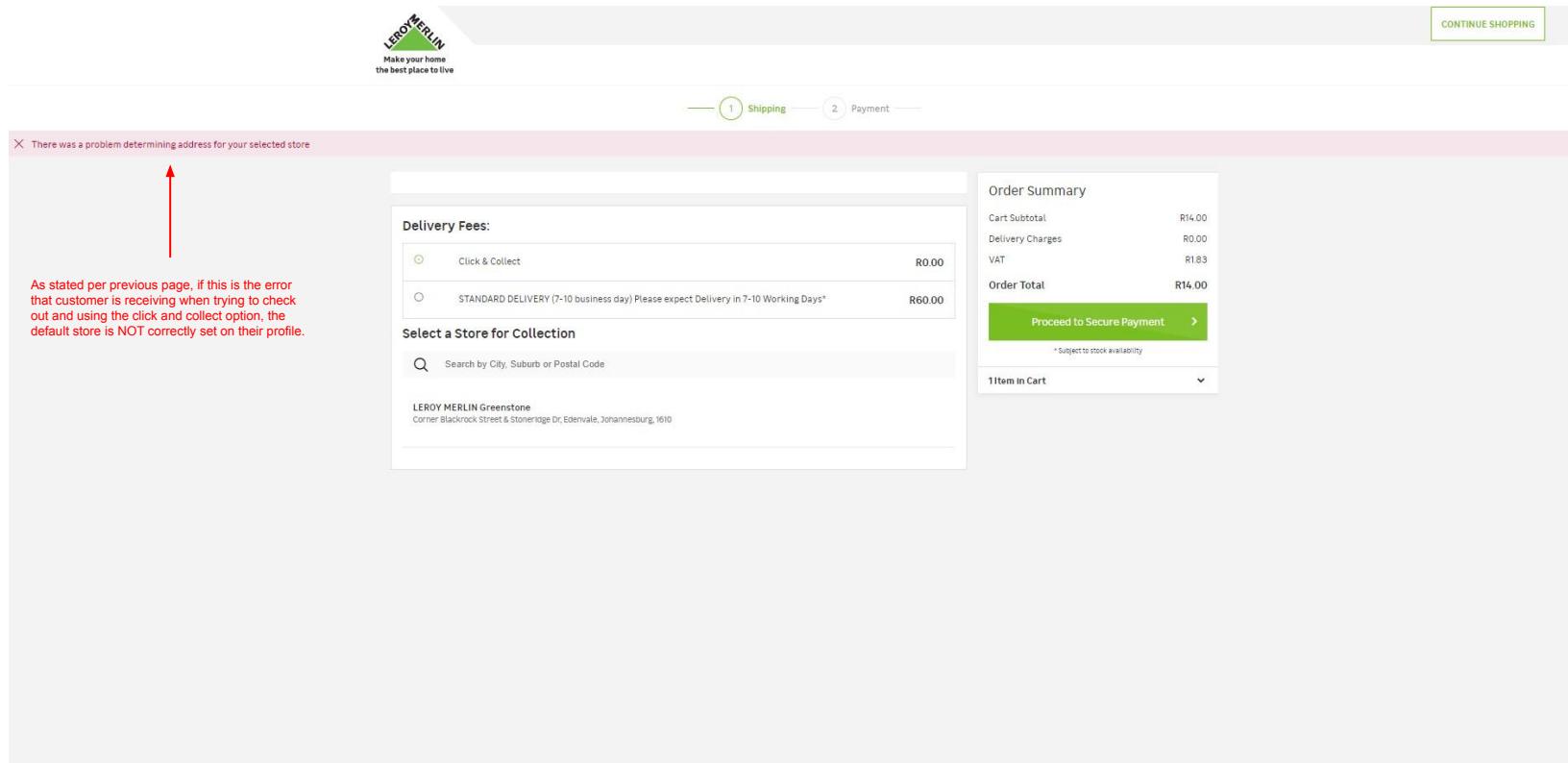
Default Store

Store attachment
Select a default store.

SAVE

My loyalty program

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



CONTINUE SHOPPING

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:

<input checked="" type="radio"/> Click & Collect	R0.00
<input type="radio"/> STANDARD DELIVERY (7-10 business day) Please expect Delivery in 7-10 Working Days*	R60.00

Select a Store for Collection

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