



# **User Guide | Link Guest Orders**

# Link Guest Orders App: HomePage

When the **Link Guest Orders** is installed successfully on the Bigcommerce store, the store owner has full access to its admin setting and can perform the following actions:

- 1. Enable/Disable the guest orders' Auto-assignment
- 2. View Current Guest Orders/Linkable Guest Orders/ Linked Guest Ordes stats
- 3. Link historical orders (Back in time orders)
- 4. Revert order-user account association made via our app
- 5. Re-link dissociated orders
- 6. View graphical stats of linked orders
- 7. View Recently Linked guest orders listing

#### Enable/ Disable the Guest Orders' Auto-assigning

Upon launching the app, the admin user can enable or disable the auto-assignment of guest orders directly from the homepage. When this feature is enabled, this app will automatically associate all upcoming guest orders to their corresponding customer accounts, provided they exist.

To enable/ disable the guest order auto-assignment feature;

• Hover over the button labeled as Enable/Disable and click it.

	Home Linket Guest Orders Subscription Support	
■ View Storefronts Prome Q Search or navigate to	Link Guest Orders Assign Guest Checkouts to existing user accounts if the checkout emails are found in your store. Auto-assigning Guest Checkouts to Customer Accounts is <b>disabled</b> .	Enable
<b>Apps</b> Marketplace My Apps	154 Current Guest Orders	<b>17</b> Linked Guest Orders
Link Guest Orders	Back In Time Last Linked: 6/4/2024 2:19:05 PM	Link Now
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#### **Guest Order Statistics**

There can be instances when admin users want to view the status of their guest orders and the orders associated with customer accounts. To address this and enhance data visualization experience, our app provides the following statistics:

- **Current Guest Orders**: Displays the number of active guest orders that have not yet been linked to any customer accounts.
- Linkable Guest Orders: Shows the number of eligible guest orders to be linked to existing customer accounts.
- Linked Guest Orders: Indicates the number of guest orders that have already been successfully connected to their respective customer accounts.

BIGCOMMERCE	Home Linked Guest Orders Subscription Support
	Link Guest Orders
• View Storefronts	Assign Guest Checkouts to existing user accounts if the checkout emails are found in your store.
🕂 Home	Auto-assigning Guest Checkouts to Customer Accounts is disabled.
< Apps	<b>9 154 0 E</b> 17
	Current Guest Orders

## **Back-in-Time Order Syncing**

For existing stores on the BigCommerce platform, there may be instances where a store already has a number of guest orders placed in the past and the store owners want to associate these orders with their respective customer accounts.

To fulfill this need, the **Link Guest Orders** App provides functionality to link these historical orders to their customer accounts, provided that they exist.

To link the back-in-time orders, the store owner is required to;

- Scroll down the homepage to the **Back In Time** section
- Click the Link Now button.





EICCOMMERCE «	Back In Time	Link Now
	Last Linked: 6/4/2024 2:19:05 PM	
<ul> <li>First View Storefronts</li> <li>Home</li> <li>Search or navigate to</li> </ul>	40% 60% Egg	<b>1</b> No. of processed orders
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My Apps		

When the **"Link Now**" button is clicked, the process to link historical orders begins. A progress bar displays the progress, enhancing the user experience by providing a visual representation of the linking process

- No. of Processed orders: Displays the number of orders this app has fetched for the process of linking to their respective customer accounts.
- No. of remaining orders: Indicates the number of guest orders remaining in the current process to be linked by this app.

EICCOMMERCE «	Home Linked Guest Orders Subscription Support
	Link Guest Orders
View Storefronts Home	Assign Guest Checkouts to existing user accounts if the checkout emails are found in your store.           Auto-assigning Guest Checkouts to Customer Accounts is disabled.         Enable
<ul> <li>Q Search or navigate to</li> <li>Apps</li> <li>Marketplace</li> </ul>	Linkable Guest Orders Linkable Guest Orders
Му Аррз	Back In Time Link Now
💽 Link Guest Orders	Guest orders linking is in progress. You will be able to re-link guest orders once current processes are completed.
	No. of processed orders
	g 50% g 1
ielp ^	Orders Linking in Process • • •

\*\*Users on trial period can only link up to 5 back-in-time orders





#### **Visual Insights: Graphical Data**

This app offers a comprehensive visual representation of orders linked through auto-assignment as well as those linked via the Back-in-Time feature. Additionally, it provides a monthly breakdown of linked guest orders.

To view the graphical data of orders linked by month;

- Select the from-date > Select the to-date.
- Click the Search button.

	Filters: 03/03/2024	06/03/2024
Linked Guest Orders By Time		Linked Guest Orders By Source
12	Orders	
10 —		0.10/
8 —		
6		
2 —	-	90.9%
0 May		Back in Time Auto Assigned
Months		

#### **Recently Linked Guest Orders**

At the bottom of the homepage, the users can find the listing of recently linked guest orders having the following columns;

- Order Number: representing BigCommerce Order ID.
- **Customer**: showing the customer name against the order.
- Email Address: listing the email addresses of customer against the order
- Linked At: Displays the timestamp when the guest orders were linked to their existing customer accounts.

Users can also click the "View All" link to access the complete listing of linked orders, providing a comprehensive view of all orders that have been successfully linked by this app.





Forder Number         Customer         Email Address         Email Address           Have         F91         Customer Gusta         cust_gus@mailnator.com         03/06/24 10:34           Have         F90         Gest Firin         gust_urt@mailnator.com         03/06/24 10:34           Have         Abdul Moiz         abdulaiz@folio3.com         03/06/24 10:34           Have         Abdul Moiz         abdulaiz@folio3.com         03/06/24 10:34           Have         Abdul Moiz         abdulaiz@folio3.com         03/06/24 10:34           Have         Abdul Moiz         bablaiz@folio3.com         03/06/24 10:34           Have         Abdures Check         address_check@mailnator.com         03/06/24 10:34           Have         Address Check         address_check@mailnator.com         03/06/24 10:34           Have         Address Check         address_check@mailnator.com         03/06/24 10:34           Have         Address Check         address_check@mailnator.com         03/06/24 10:34 <td< th=""><th>View A</th></td<>	View A
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#58         Abdu Moiz         abdu Jazize folio3.com         03/06/24 10.29           #587         test Mail         test_final@mailinator.com         03/06/24 10.29           #586         Address Check         address_check@mailinator.com         03/06/24 10.05           #586         Address Check         address_check@mailinator.com         03/06/24 10.05           #586         Address Check         address_check@mailinator.com         03/06/24 00.92           #586         Tacy fit         tacyft@mailinator.com         29/05/24 09.40	
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#582 Laco Paco lacaquco@mailinator.com 29/05/24 09:45	

# Link Guest Orders App: Linked Order Listing

Next to "Home", the admin can find the **Linked Guest Order** tab that displays all the guest orders that have been successfully associated with their existing customer accounts by this app.

The Linked Guest Order listing contains the following columns;

- **Order Number**: Displays the order ID of the linked guest order associated with their customer's account via this app
- Customer: Shows the name of the customers who have placed the orders.
- Email Address: Lists the email addresses of the customers, who placed the orders
- Linked At: Displays the timestamp, when the guest orders were linked to their existing customer accounts.
- **Revert Order**: This feature enables the admin user to revert the linking performed by this app.

MMERCE «		Home	Linked Guest Orders Supscription	Support	
	Linked Gues	t Orders			
w Storefronts	Search				
me arch or pavigate to	Order Number	Customer	Email Address	Linked At	Revert Order
os	<u>#591</u>	Customer Gusta	cust_gus@mailinator.com	03/06/24 10:54	Unlink
tetplace	<u>#590</u>	Guest Firin	guest_urf@mailinator.com	03/06/24 10:40	Unlink
Apps	<u>#589</u>	Abdul Moiz	abdulaziz@folio3.com	03/06/24 10:30	Unlink
	<u>#588</u>	Abdul Moiz	abdulaziz@folio3.com	03/06/24 10:29	Unlink
Link Guest Orders	<u>#587</u>	test Maili	test_final@mailinator.com	03/06/24 10:14	Unlink
	<u>#586</u>	Address Check	address_check@mailinator.com	03/06/24 10:05	Unlink
	<u>#585</u>	Address Check	address_check@mailinator.com	03/06/24 08:24	Unlink
^	#584	day Jay	dajyhydu@mailinator.com	29/05/24 09:47	Unlink





#### **Revert Order-Customer account linking**

Apart from its core functionality i.e. associating the order with a customer account, this app also offers an option to unlink the order-customer accounts' association made via the Link Guest order App.

To achieve this functionality, you are required to;

- Go to the Linked Guest Orders tab.
- Go to the Linked Guest Order listing > Revert Order column.
- Click the Unlink button.
- Click the Confirm button on the pop-up

BICCOMMERCE	~		Home	Linked Guest Orders Subscription	Support	
		Linked Gues	st Orders			
View Storefronts		Search				
<ul> <li>Home</li> <li>Q Search or navigate to.</li> </ul>	.	Order Number	Customer	Email Address	Linked At	Revert Order
		<u>#591</u>	Customer Gusta	cust gus@mailinator.com	02/06/24 10:54	Unlink
< Apps Marketplace		<u>#590</u>	Unlink Order	der from linking when the next "back in ti	me" sync is executed.	Unlink
	- 1	<u>#589</u>		0	Canal	Unlink
		<u>#588</u>	Abdul Mole	onderstrigation contraction		Unlink
Link Guest Orders	s	<u>#587</u>	test Maili	test_final@mailinator.com	03/06/24 10:14	Unlink
		<u>#586</u>	Address Check	address_check@mailinator.com	03/06/24 10:05	Unlink
	Ţ	#585	Address Check	address_check@mailinator.com	03/06/24 08:24	Unlink
	^	<u>#584</u>	day Jay	dajyhydu@mailinator.com	29/05/24 09:47	Unlink

Once the button is clicked, the order-customers account's association is dissolved, the order is reverted to its guest state, and the **Re-link** option will be displayed to the user.





	«		Home	Linked Guest Orders Subscription	Support	
		Linked Gues	t Orders			
View Storefronts University Home		Order #591 has been re	everted successfully.			
Q Search or navigate to		Search				
< Apps	Â	Order Number	Customer	Email Address	Linked At	Revert Order
		<u>#591</u>	Customer Gusta	cust_gus@mailinator.com	03/06/24 10:54	Re-Link
		<u>#590</u>	Guest Firin	guest_urf@mailinator.com	03/06/24 10:40	Unlink
		<u>#589</u>	Abdul Moiz	abdulaziz@folio3.com	03/06/24 10:30	Unlink
🧾 Link Guest Orders		<u>#588</u>	Abdul Moiz	abdulaziz@folio3.com	03/06/24 10:29	Unlink
		<u>#587</u>	test Maili	test_final@mailinator.com	03/06/24 10:14	Unlink
		<u>#586</u>	Address Check	address_check@mailinator.com	03/06/24 10:05	Unlink
Help	~	<u>#585</u>	Address Check	address_check@mailinator.com	03/06/24 08:24	Unlink

When the order is unlinked, the admin user can again link it with the existing customer account. As the user clicks the **Re-link** button, the guest order will be available for the next back-in-time execution.

To make your order available for the next back-in-time association, you are required to;

- Go to the Linked Guest Orders tab.
- Go to the Linked Guest Order listing > Look for the unlinked orders with the Re-link button in front of it.
- Click the Relink button > Click confirm on the pop-up

BIGCOMMERCE			Home	Linked Guest Orders Subscri	ption Support		
B2B Sandbox Store Sandbox Store		Linked Gues	t Orders				
📅 View Storefronts		Order reverted successfu	ully				
<b>Q</b> Search or navigate to	×	Search					
< Apps		Order Number	Pa-link Orda	r		t Order	
Marketplace		<u>#585</u>	Ne link orde	1		ady for re-linking 🕑	
		<u>#584</u>	This order will now be included when the next "back in time" sync is executed.				
🚅 Shopping List Manager		#583			Cancel Confirm	Unlink	
👬 File Manager		<u>#582</u>	Laco Paco	lacaquco@mailinator.com	29/05/24 09:45	Unlink	
💽 Link Guest Orders		<u>#581</u>	Smoke Two	smoke_two@mailinator.com	29/05/24 06:48	Unlink	
		<u>#580</u>	smoke One	smoke_one@mailinator.com	29/05/24 06:40	Unlink	
	~ ~	<u>#579</u>	Sairum Test	sairum_test@mailinator.com	23/05/24 18:25	Unlink	





Once the relinking is confirmed, now the order will be available for linking on the next back-in-time execution and the Ready for re-linking will be displayed with the tooltip available on click.

RCE «		Home	Linked Guest Orders Subscripti	on Support	
	Linked Gues	st Orders			
nts	Order #591 is ready to	re-link.			
igate to	Search				
<b>•</b>	Order Number	Customer	Email Address	Linked At	Revert Order
	<u>#591</u>	Customer Gusta	cust_gus@mailinator.com	03/06/24 10:54	Ready for re-linking <b>9</b>
	<u>#590</u>	Guest Firin	guest_urf@mailinator.com	03/06/24 10:40	Unlink
	<u>#589</u>	Abdul Moiz	abdulaziz@folio3.com	03/06/24 10:30	Unlink
ore	<u>#588</u>	Abdul Moiz	abdulaziz@folio3.com	03/06/24 10:29	Unlink
	<u>#587</u>	test Maili	test_final@mailinator.com	03/06/24 10:14	Unlink
	<u>#586</u>	Address Check	address_check@mailinator.com	03/06/24 10:05	Unlink
<b>↓</b>	<u>#585</u>	Address Check	address_check@mailinator.com	03/06/24 08:24	Unlink

## **Subscription tab**

The subscription section contains options that the BigCommerce store admin can use to subscribe to the **Link Guest Orders** app. Initially, store owners can use the **Link Guest Orders** app on a trial version for up to **14 days**. However, if they wish to continue using the app further, they can purchase the app through the PayPal payment method.

In case the **Link Guest Orders** subscription is canceled, store owners will still be allowed to use the app for the grace period of **30 days**.





BICCOMMERCE «	Home Linked Guest Orders Subscription Support
B2B Sandbox Store <sub>Sandbox</sub> Store	<b>1</b> The payment is powered by Paypal and we do not store sensitive payment information on our servers.
➡ View Storefronts ♣ Home Q Search or navig	Subscription Your grace period will end on Saturday 29th of June 2024, after that you will no longer be able to use the app
< Apps	PayPal
Marketplace My Apps	Debit or Credit Card
	Powered by <b>PayPal</b>
Help ^	Send us an email at <u>bigcommerce-apps@folio3.com</u>

# Support Tab

To facilitate admin users, we have seamlessly integrated a customer support option. This feature allows users to contact us directly, ensuring prompt resolution of any concerns they may have.

		Home Linked Guest Orders Subscription Support
B2B Sandbox Store Sandbox Store		Support & Requests
View schendings     Pome     Q Search or navigate to     Apps		Have not found what you're looking for? Please drop us a message about your problem or feature request. Contact Us
Marketplace My Apps		
🥵 Link Guest Orders		
	^	Send us an email at <u>bigcommerce-apps@folio3.com</u>