

User Guide | Link Guest Orders

Link Guest Orders App: Home Page

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;

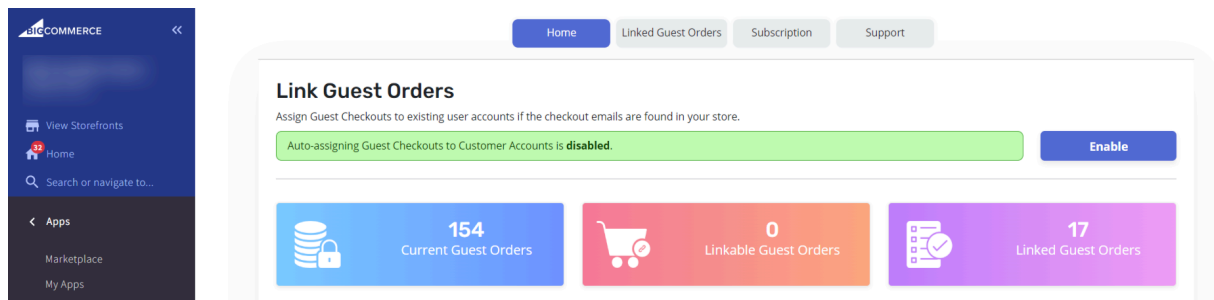
- Hover over the button labeled as **Enable/Disable** and click it.

The screenshot displays the 'Link Guest Orders' app interface. At the top, a navigation bar includes a 'Home' button (circled in red), 'Linked Guest Orders', 'Subscription', and 'Support'. The main content area is titled 'Link Guest Orders' and features a toggle switch for 'Auto-assigning Guest Checkouts to Customer Accounts' which is currently 'disabled'. Below this are three summary cards: '154 Current Guest Orders', '0 Linkable Guest Orders', and '17 Linked Guest Orders'. A 'Back In Time' section shows a progress gauge at 0% and a 'Link Now' button. On the right, there are two stat boxes: '1 No. of processed orders' and '0 No. of remaining orders'.

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.



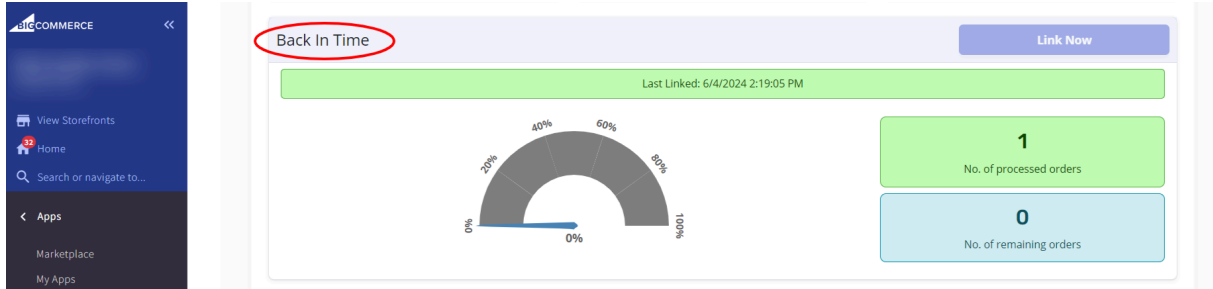
Back-in-Time Order Syncing

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.

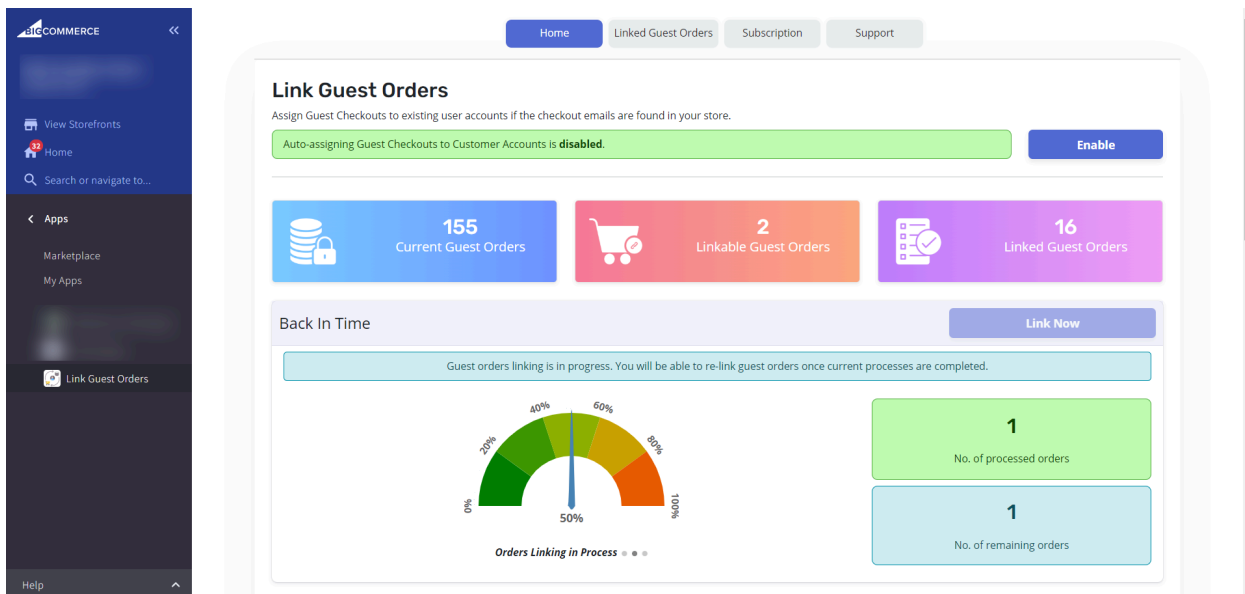
To link the back-in-time orders, the store owner is required to;

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



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.



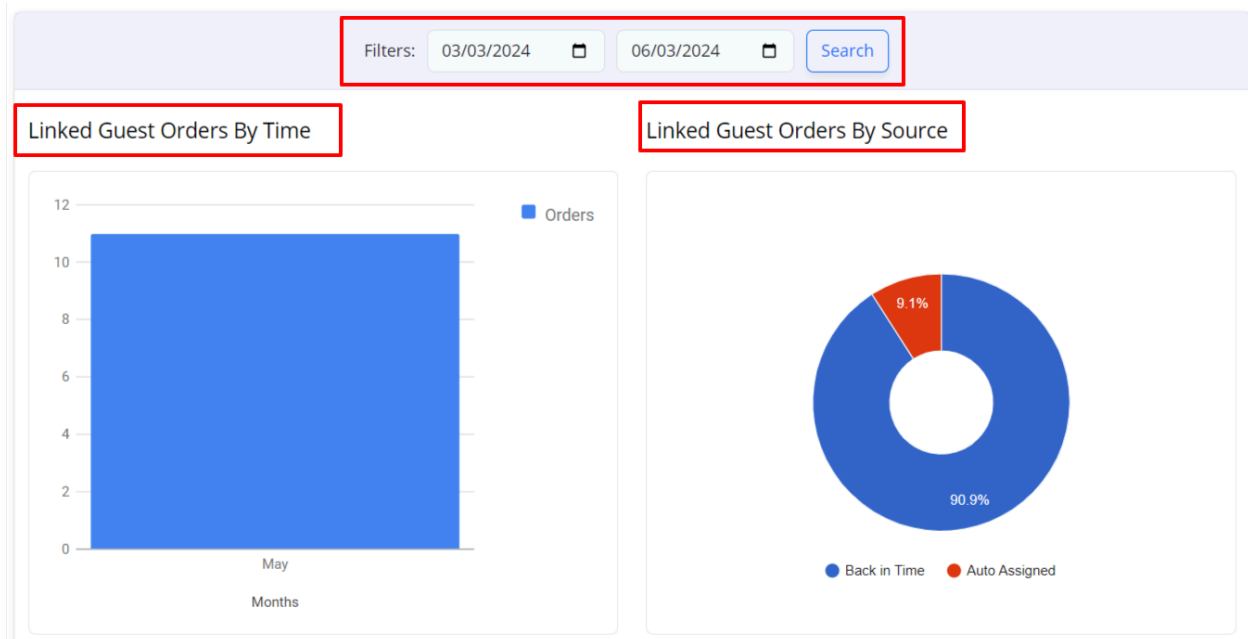
***Users on trial period can only link up to 5 back-in-time orders*

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.

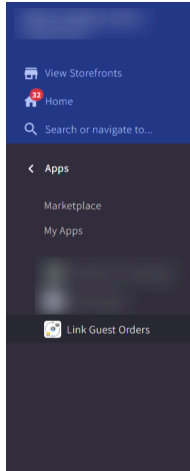


Recently Linked Guest Orders

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.



Recently Linked Guest Orders [View All](#)

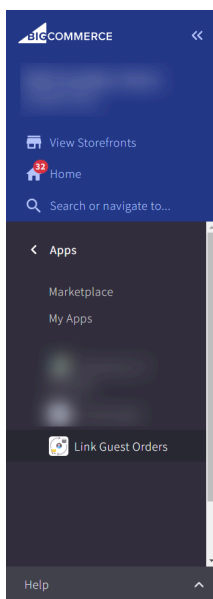
Order Number	Customer	Email Address	Linked At
#591	Customer Gusta	cust_gus@mailinator.com	03/06/24 10:54
#590	Guest Firin	guest_urf@mailinator.com	03/06/24 10:40
#589	Abdul Moiz	abdulaziz@folio3.com	03/06/24 10:30
#588	Abdul Moiz	abdulaziz@folio3.com	03/06/24 10:29
#587	test Maili	test_final@mailinator.com	03/06/24 10:14
#586	Address Check	address_check@mailinator.com	03/06/24 10:05
#585	Address Check	address_check@mailinator.com	03/06/24 08:24
#584	day jay	dajhydu@mailinator.com	29/05/24 09:47
#583	Tacy fit	tacyfit@mailinator.com	29/05/24 09:46
#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.



Home **Linked Guest Orders** Subscription Support

Linked Guest Orders

Search...

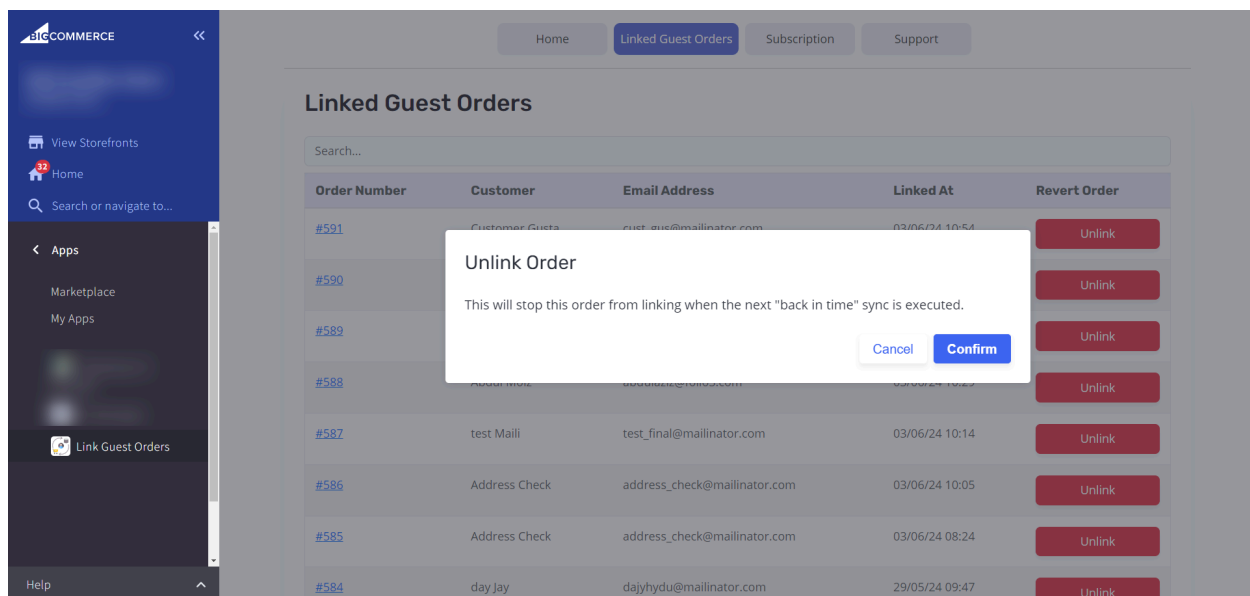
Order Number	Customer	Email Address	Linked At	Revert Order
#591	Customer Gusta	cust_gus@mailinator.com	03/06/24 10:54	Unlink
#590	Guest Firin	guest_urf@mailinator.com	03/06/24 10:40	Unlink
#589	Abdul Moiz	abdulaziz@folio3.com	03/06/24 10:30	Unlink
#588	Abdul Moiz	abdulaziz@folio3.com	03/06/24 10:29	Unlink
#587	test Maili	test_final@mailinator.com	03/06/24 10:14	Unlink
#586	Address Check	address_check@mailinator.com	03/06/24 10:05	Unlink
#585	Address Check	address_check@mailinator.com	03/06/24 08:24	Unlink
#584	day jay	dajhydu@mailinator.com	29/05/24 09:47	Unlink

Revert Order-Customer account linking

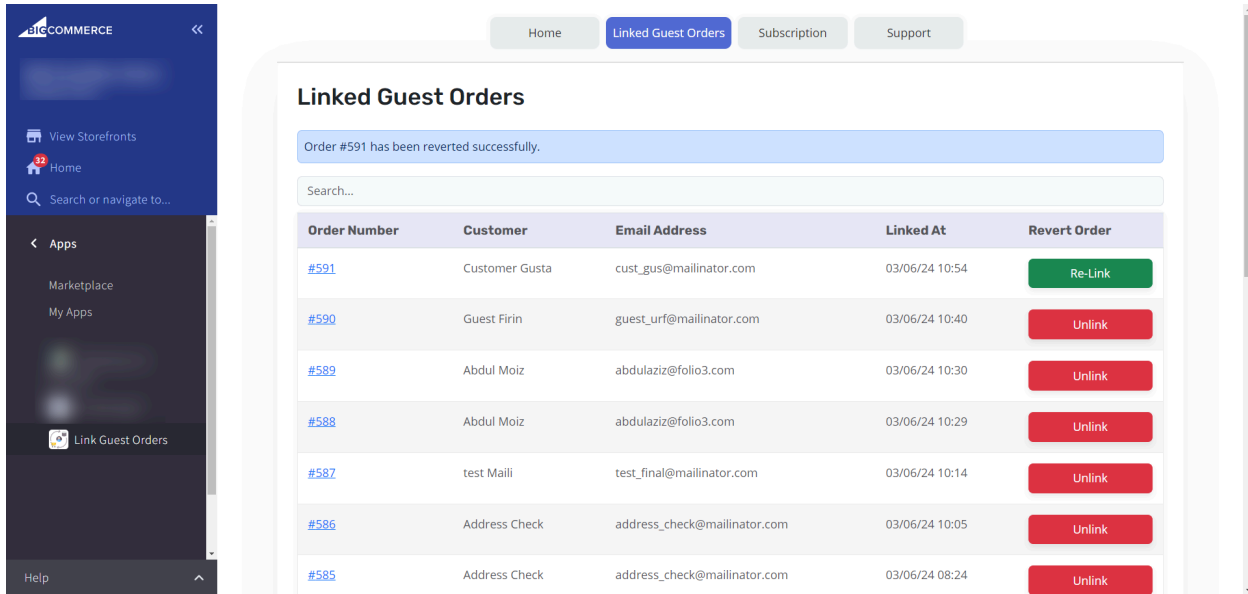
Apart from its core functionality i.e. associating the order with a customer account, this app also offers an option to unlink the order-customer accounts' association made via the Link Guest order App.

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



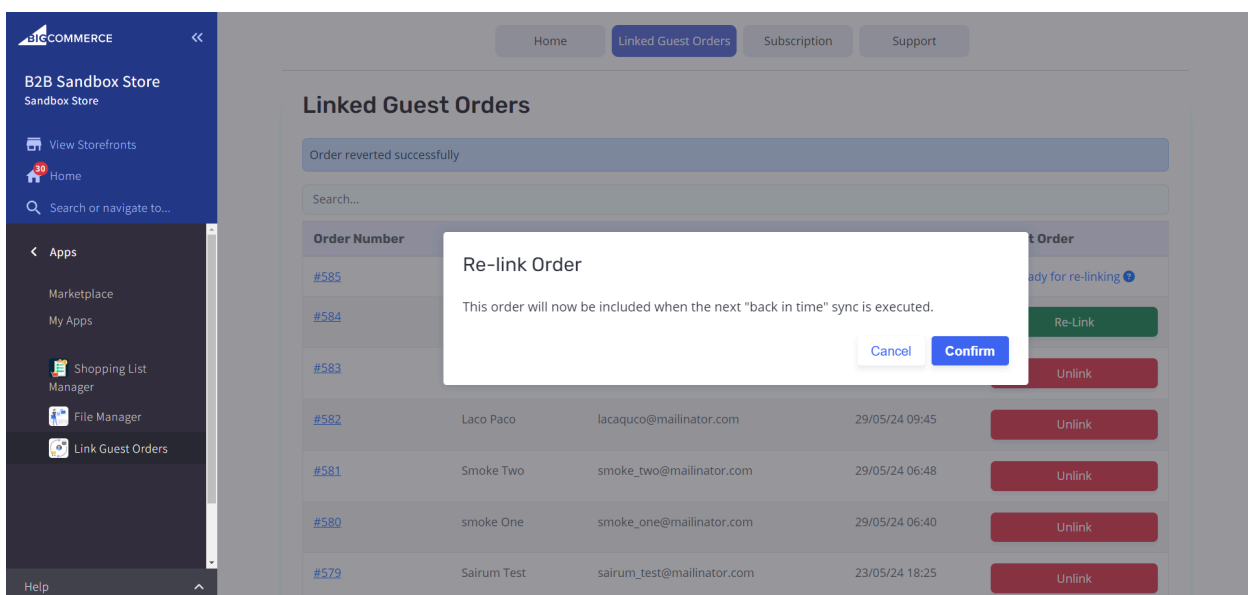
Once the button is clicked, the order-customer's account's association is dissolved, the order is reverted to its guest state, and the **Re-link** option will be displayed to the user.



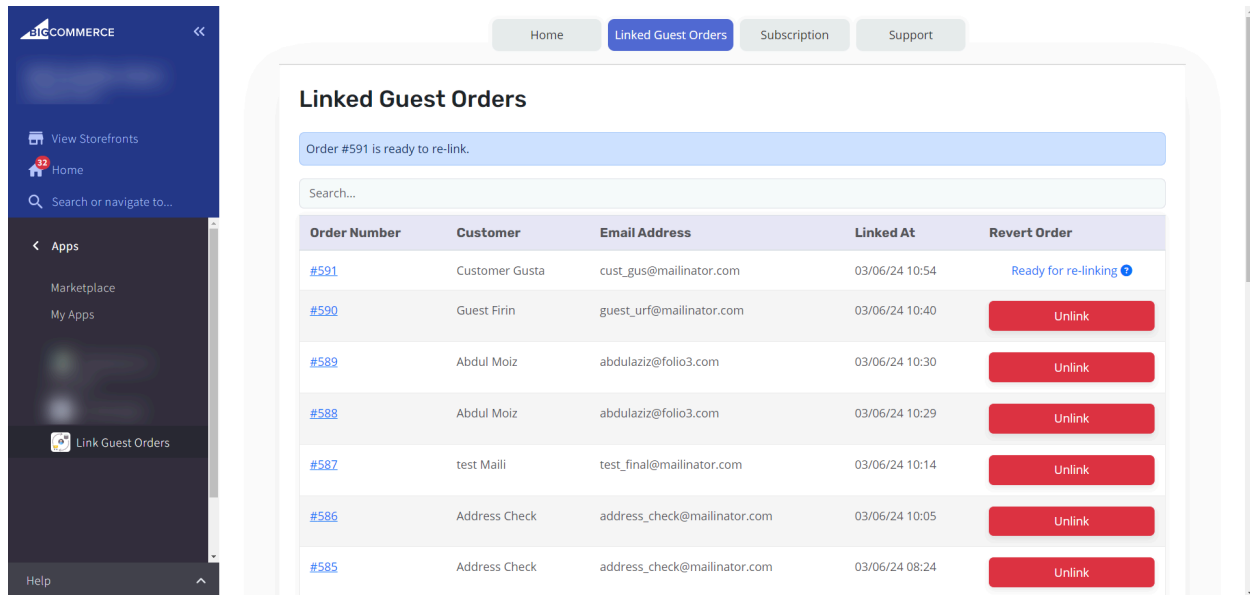
When the order is unlinked, the admin user can again link it with the existing customer account. As the user clicks the **Re-link** button, the guest order will be available for the next back-in-time execution.

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



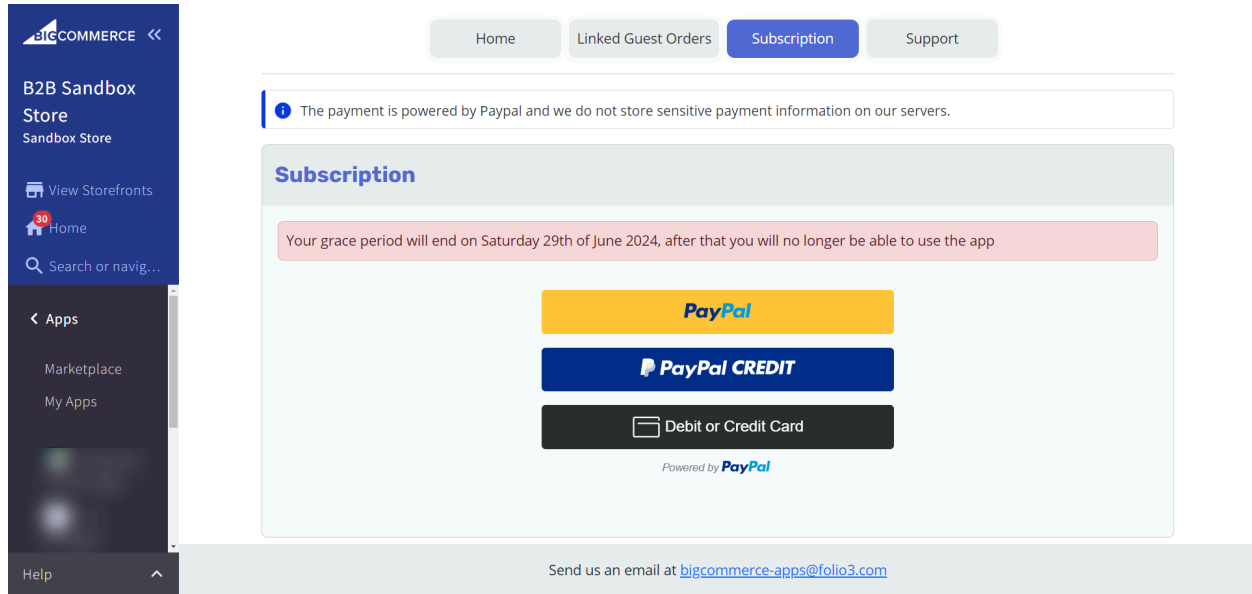
Once the relinking is confirmed, now the order will be available for linking on the next back-in-time execution and the Ready for re-linking will be displayed with the tooltip available on click.



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**.



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.

