

# Complete Order Suite

## User Manual

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This manual covers the day-to-day use of the QKits Complete Order Suite for processing walk-in and counter sales in the Magento 2 admin panel.

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## 1. Overview

The Complete Order Suite streamlines walk-in and counter sales in your Magento 2 store. Instead of the usual multi-step process of creating an order, navigating to the order view, generating an invoice, and printing it, the suite reduces everything to a single button click.

The suite consists of three integrated modules:

Module	Purpose
Complete Order	Adds the green "Complete, Invoice & Print" button to the admin order creation page. Handles order s
Counter Pickup	Provides a free in-store pickup shipping method for walk-in customers who take their purchases from
Pay In Store	Provides an offline payment method for orders paid at the counter. Only visible in admin, never on th

## 2. The Complete, Invoice & Print Button

When the suite is installed and enabled, a green **Complete, Invoice & Print** button appears on the admin order creation page. The button is located in the top page action bar alongside the standard Submit Order button.

A second copy of the button appears at the bottom of the order form, below the order totals, along with a summary showing the currently configured default shipping and payment methods.

*Hovering over the button displays a tooltip showing the configured default shipping and payment methods.*

## 3. Creating a Walk-In Order

Follow these steps to process a walk-in customer order:

- 1. Navigate to order creation:** Go to Sales → Orders → Create New Order.
- 2. Select the customer:** Choose an existing customer or click Create New Customer. For anonymous walk-in sales, you can use a dedicated walk-in customer account.
- 3. Select the store view:** Choose the appropriate store view for the order.
- 4. Add products:** Use the product grid to add items. You can search by name, SKU, or use a barcode scanner if you have the QKits SKU CrossRef module installed.
- 5. Review shipping and payment:** The configured default shipping method (Counter Pickup) and payment method (Pay In Store) will be auto-selected. Change these if needed for this particular order.
- 6. Click the green button:** Click **Complete, Invoice & Print**. A loading overlay will appear showing the progress.

**7. Order is processed:** The system submits the order, generates an invoice, and downloads the invoice PDF to your computer automatically.

## 4. The Success Dialog

After the order is successfully created and invoiced, a success dialog appears with:

- A green checkmark confirmation icon
- The order number and invoice number
- A notification that the PDF is downloading
- An "Open Invoice in Browser" link to view the invoice in a new tab

The dialog provides three action buttons:

Button	Action
View Order	Opens the order detail page in the admin
Download Again	Re-downloads the invoice PDF if the first download was missed
New Order	Reloads the order creation page to start a fresh order

## 5. Invoice PDF Download

The invoice PDF is downloaded automatically using a hidden iframe technique. This means the PDF goes directly to your browser's default downloads directory without opening a new tab or requiring popup permissions.

The PDF filename follows the standard Magento invoice PDF naming convention. If the download does not start automatically, click the "Download Again" button in the success dialog, or use the "Open Invoice in Browser" link.

**Ensure your browser is not blocking downloads from your admin domain. Check your browser's download settings if PDFs are not appearing.**

## 6. Automated Printing Integration

The suite is designed to integrate with automated printing systems. Because the invoice PDF downloads directly to a known directory on your computer, you can set up a file watcher script that automatically prints new invoices as they arrive.

### Example workflow:

1. Staff clicks Complete, Invoice & Print
2. Invoice PDF downloads to the browser's downloads directory

3. A Python script monitoring the directory detects the new PDF
4. The script sends the PDF to the receipt printer (1 or 2 copies)
5. No manual intervention required after the initial button click

*This enables a fully hands-free workflow from order creation to printed invoice at the counter.*

## 7. Configuration Reference

All settings are at **Stores** → **Configuration** → **QKits** → **Complete Order**.

### General Settings

Setting	Options	Description
Enabled	Yes / No	Controls whether the green button appears on the order creation page
Default Shipping	Dropdown	Select which shipping method is auto-selected for new orders
Default Payment	Dropdown	Select which payment method is auto-selected for new orders
Send Invoice Email	Yes / No	Send invoice email to the customer after completion
Email Destinations	Text field	Comma-separated email addresses for additional invoice copies. Example: store@qkits.
Capture Mode	Offline / Online	Offline for in-store payments, Online for gateway capture

### How Auto-Selection Works

When the order creation page loads, the module uses a JavaScript observer to watch for the shipping and payment sections to appear (they load via AJAX). Once detected, it automatically selects the configured default methods. Staff can always override these selections manually before clicking the complete button.

### Invoice Email Destinations

The Email Destinations field allows you to send copies of every invoice to additional email addresses beyond the customer’s email. This is useful for sending copies to an accounting department, a store email archive, or a backup address. Enter multiple addresses separated by commas. Invalid email addresses are silently filtered out. This field only appears when Send Invoice Email is set to Yes.

## 8. Counter Pickup Shipping Method

Counter Pickup is a simple, free shipping method designed for walk-in customers who pick up their purchases directly from the store counter. It appears as "In-Store – Counter Pickup" in the order creation shipping section.

Configured at **Stores** → **Configuration** → **Sales** → **Delivery Methods** → **Counter Pickup**. The default price is \$0.00. You can change the title, method name, and price if needed. You can also restrict it to specific countries.

*Counter Pickup appears on both the admin order creation and the frontend checkout. If you want it admin-only, set Ship to Applicable Countries to specific and select only the country you do not serve online.*

## 9. Pay In Store Payment Method

Pay In Store is an offline payment method for orders that are paid at the counter via cash, debit, credit card terminal, or any other in-person method. It simply marks the order as placed without connecting to any payment gateway.

Configured at **Stores** → **Configuration** → **Sales** → **Payment Methods** → **Pay In Store**.

*This payment method is admin-only by design. It will never appear on the frontend checkout page. Customers shopping online will not see it.*

## 10. Tips and Best Practices

### Create a Walk-In Customer Account

For anonymous walk-in sales, create a dedicated customer account (e.g., "Walk-In Customer" with email walkin@yourstore.com). Use this account for all counter sales where the customer does not have or want an account. This keeps your order history clean and searchable.

### Configure Your Browser Downloads

Set your browser to download files to a consistent directory without asking "where to save" each time. This is essential for the automated printing integration to work reliably.

### Use with Barcode Scanners

If you have the QKits SKU CrossRef module installed, you can use a barcode scanner to quickly add products during order creation. Scan the product barcode and the SKU CrossRef module will look up the matching Magento product.

### Multiple Store Views

If you operate multiple store views (e.g., US and Canadian stores), the Complete Order settings can be configured per website scope. Set different default shipping and payment methods for each store view if needed.

## 11. Frequently Asked Questions

### Q: Can customers see the Pay In Store payment method?

A: No. Pay In Store is configured as admin-only and will never appear on the frontend checkout.

### Q: Can I use a different shipping method instead of Counter Pickup?

A: Yes. In the Complete Order configuration, you can select any active shipping method as the default. Counter Pickup is provided as a convenience.

**Q: What happens if the invoice fails to generate?**

A: The success dialog will show a partial success message indicating the order was created but could not be invoiced. You can then invoice it manually from the order view page.

**Q: Can I use this with online payment methods like PayPal or Stripe?**

A: Yes, but you would need to select the appropriate payment method during order creation instead of using Pay In Store. The Complete button works with any payment method.

**Q: Does the PDF download work on all browsers?**

A: Yes, the download uses a hidden iframe technique that is compatible with Chrome, Firefox, Safari, and Edge. Ensure your browser is not blocking downloads from your admin domain.

**Q: Can I send the invoice email to multiple addresses?**

A: Yes. Enter multiple comma-separated email addresses in the Invoice Email Destinations field in the Complete Order configuration.

## 12. Support

**Technical support:** tech@qkits.com

**Sales inquiries:** sales@qkits.com

**Module updates:** modules.qkits.com

When contacting support, please include:

- Your license key (QK-CO-XXXX-XXXX-XXXX)
- Magento version (e.g., 2.4.7-p8)
- PHP version
- A description of the issue and any error messages