

Common questions about the Local Pickup Plus plugin

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You will discover information about common use cases with the Local Pickup Plus plugin. You will also learn how to better utilize the plugin's features and settings. **Required:** Local Pickup Plus is a premium WooCommerce extension included with WordPress Ecommerce Hosting or as a standalone purchase. **Will Local Pickup Plus ever support Shipping Zones?** No – shipping zones and pickup locations are fundamentally at odds with each other, so Local Pickup Plus will not support shipping zones. A shipping zone tells you where the customer is, which helps with calculating costs and timelines when you're shipping an item to the customer. With pickup locations, the customer is coming to the item, so we need to know where the customer is going. As such, Local Pickup Plus includes geocoding to help customers choose a location, but will not restrict pickup locations to a shipping zone. Otherwise, you might prevent customers from picking up items in their desired location, such as near a vacation home. **Can I remove my billing fields when pickup is selected?** This isn't something that Local Pickup Plus supports by default since local pickup is connected to the shipping information for the order. Billing information is separate and is required by common payment methods, such as credit cards or PayPal. If you're using a gateway that allows payment on pickup, it is the gateway's responsibility to remove any unnecessary fields. **Can pickup locations be outside the United States?** Absolutely! You can designate pickup locations in any country where your products are sold. **Why can't I determine which products are available at a location when I require customers to choose only one pickup location?** When your **Choosing Locations** setting requires one location per order, you can't set product availability by location due to the complexity of building, splitting, and merging packages when both the product's pickup eligibility and its availability at a specific location is involved in determining which locations can be selected for the order. Managing this complexity requires a more robust package handling system than is currently supported by WooCommerce. We've decided not to include this in the plugin at this time, since it would impact its compatibility with other shipping plugins, as Local Pickup Plus would need to take over for WooCommerce in the package handling process. Contributing more to package handling within WooCommerce is on our radar, so if this is important to you, please let us know! **How many customers can schedule an appointment at the same time?** This is up to you! If you require **pickup appointments**, you can use the appointment limits setting to control how many pickups are allowed at the same time. A quick word of caution: be aware that applying limits when your pickup appointments are "all day" will limit the number of pickups total for that date. **My customers can't seem to select a pickup date or my customers can only pick a date in the distant future. What's going on?** You'll likely want to review your lead-time settings so that you can ensure the pickup appointments being offered on the site match what you're intending. **Can I limit who can pickup products or orders by their distance from a location?** When offering local pickup, it is possible to sort the provided locations by distance from the customer making the purchase. This does not, however, restrict the customer to choosing the closest location or a location within a certain distance. **Why is the pickup appointment time dropdown blank (no dates appear)?** It's possible that the time format of the site has been set to custom and it's blank. In order to change that, you can navigate to **Settings > General** in your site's dashboard and scroll down to the **Time Format** section. Then, make sure you either choose a different format or that the Custom format's field is not empty.

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