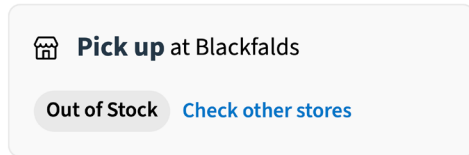


# Extended Transactions

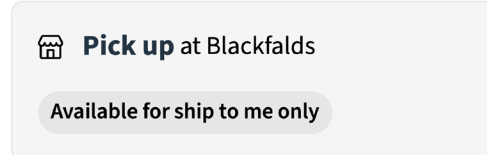
---

## Special Order

A Special Order transaction is performed when a DPL wants to purchase an item that is not currently available in the store. The item may be out of stock or unavailable for any reason. A special order item may be any saleable item from the store's inventory. Items on petvalu.ca marked as ship to me only may NOT be special ordered as they are not available through our distribution center.



Item is available for Special Order



Item is not available for Special Order

## Hold Order

A Hold transaction is typically performed when a DPL plans to purchase an item, but would like the store to hold the item for a short period of time so they can return to the store later to complete the purchase and pick up the item. You must associate a customer with the transaction.

## Click & Collect (Buy Online, Pick Up In-Store)

A click and collect transaction is a convenient shopping method where DPLs purchase items online at petvalu.ca, and then pick them up in-store.

### Handling Missing Click & Collect Orders in XStore (POS)

If a Click & Collect (Buy Online, Pick Up in Store) order has not appeared in XStore (POS), follow these steps:

**1. Gather Customer Information:**

- Customer Name
- Phone Number
- Order ID

**2. Contact Customer Care Immediately:**

- Only Customer Care can determine if the order failed.
- Provide the customer details above to help expedite the resolution.

**3. Follow Customer Care's Instructions:**

- They will guide you through the necessary steps to resolve the issue.

**4. Communicate with the Customer:**

- Inform them that the issue is being addressed.
- Share any updates based on instructions from Customer Care.