

Offer in-store or curbside pickup

Let customers order online and collect from you, add your address and instructions, and mark orders ready and picked up.

Add-on [Online store](#)

Online stores are an add-on. If your site doesn't have one yet, ask us about adding it; we quote it in writing first.

Pickup lets customers order on your site and come to you for it. There's no shipping to work out. It suits a shop counter, a restaurant door or a curbside spot.

Add a pickup option

1. Log in to your site editor.
2. In the side panel, click **Store**, then **Business Settings**.
3. Click **Shipping & Pickup**.
4. Add a new zone, or open an existing one and click **+ Add rate**.
5. Choose **Pickup** as the delivery method.
6. Type the **Name at checkout**, such as "Pick up at the shop" or "Curbside pickup".
7. Enter the pickup address. In the optional instructions, say where to go and what to do when they arrive. To use your business address instead, check **Pickup address is the same as the business address**.
8. Click **Save**.

Customers see the option at checkout. Their email receipt includes the location and your instructions.

Good to know

- Pickup is always free. You can't add a fee.
- You can add several pickup locations, one rate each. A customer picks only one.
- In the US, pickup shows to customers in the same state as your pickup location. Someone from another state won't see it, even if they live closer than a customer in your state.

Mark an order ready, then picked up

1. Click **Store**, then **Sales**, then **Orders**.
2. Click the order to open it.
3. At the top, click **Mark as Ready for Pickup**, then confirm in the box. The order now shows **Ready for Pickup**.
4. When the customer collects it, open the order again, click **Mark as picked up**, and confirm. The order now shows **Picked up**.

Change or remove a pickup option

1. Go to **Store**, **Business Settings**, **Shipping & Pickup**.
2. Find the pickup option in its zone.
3. Use the three-dot icon beside it to choose **Edit Shipping Method** or **Delete**.

Tips

- Pair pickup with paying in person. See [Accept cash, check or pay in store](#).
- Keep your hours up to date, so customers know when they can collect. See [Update your hours](#).

Need a hand?

If your site doesn't have this yet, ask us about adding it. We quote it in writing first, and nothing is billed unless you approve. Email hello@zossoz.com.

Already have a store and want pickup added? Email hello@zossoz.com with your business name, the pickup address and your instructions for customers, and we'll set it up. We reply within one business day. See [Request a change](#).

Related guides: [Accept cash, check or pay in store](#) · [Offer local delivery](#) · [Set up shipping rates](#) · [Find and manage your orders](#) · [Set up online ordering for a restaurant](#)

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