

Click and Collect

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Setting Up Click and Collect

To use click and collect mode in SETLS, turn on click and collect mode in toy library settings. This will enable your toy library members to click and collect toys from your toy library.

As well as click and collect mode, there are a few more options available:

- click and collect session length in minutes: only one member may book per session. For example, you might choose for your sessions to be 15 minutes in length (and you can explain in the email about your flexibility with late/early members).
- click and collect message - this is printed on the A5 PDF summary sheets, and defaults to 'Please clean your toys before returning'
- number of hours before first click and collect session of the day members must confirm their basket. For example, you might like members to ensure their click and collect baskets are confirmed just 2 hours before your first session starts (8am for a 10am start) - or you might prefer a longer time, e.g. 10pm the night before your 10am start.

For members, we aim for this to be a very simple process, with just 3 steps:

1. Choose a session, including a date, time, and loan_only/return_only/loan_and_return
2. Put toys in your click and collect basket. Note that they cannot put reservable toys in their baskets, toys which are in anyone else's basket, toys which are on hold, etc.
3. Confirm your session

To begin this process as a toy library administrator, you will

1. Turn on click and collect in toy library settings (Toy library -> Toy library settings)
2. Edit the 3 new click and collect automatic emails (Toy library -> automatic emails) to suit the style of your toy library.
3. Create click and collect sessions. This can be done on your actual opening hours (or actual opening hours page for a certain branch, for multi-branch toy libraries). You will need to have some existing actual opening hours (e.g. next Saturday) before you can create click and collect sessions. Note that we recommend not creating click and collect sessions more than, say, 1 week into the future, otherwise your toys will be unavailable to other members, while they are waiting in a click and collect basket.
4. Wait for your members to create baskets and fill them with toys.
5. Before your session opens for the day, collect your toys and wait for your members to arrive and hand out the toys. There are two PDF documents to assist with this: (a) an overall summary, which lists toys to collect for each member, and what time they will arrive, (b) one A5 landscape page per member, with their name in very large type, so that that piece of paper may be included atop their pile of toys. We chose A5 so that you can either cut in half existing A4 paper, or you can buy A5 paper outright.

6. For each member, you can click the "loan toys" button on their click and collect page, which will destroy their click and collect basket, and they will now turn into ordinary loans. If your toy library has rental charges enabled, the fees will be applied at this step.

There are 3 kinds of automatic emails relating to the click and collect feature.

- Click and collect created - when the member first creates a click and collect basket. This email should outline the rules of your click and collect system, and encourage them to put toys in their basket and confirm before the cut off time.
- Click and collect confirmed - can list the toys a member has put in their click and collect basket.
- Click and collect basket is still unconfirmed - these email will go out each night, reminding members who have unconfirmed baskets that they should finish and confirm their basket.

Actual Opening Hours (Click & Collect)

Location: Toy library/Actual Opening Hours (Click & Collect) or Branches/Actual Opening Hours

Listing Actual Opening Hours (C&C View)

In Click and Collect Mode, the Actual Opening Hours page will change to include the Add Sessions box, and also a warning link if there are any bookings in the past (a booking is any session allocated to a member, regardless of confirmation status or toys in basket). To create sessions, you need to select a date/s, how long each session will go for (up to 60 minutes), and how many sessions you want per time slot. Sessions will be generated as long as the start time is within the open hours (so if sessions are 45 minutes long, and the open hours are 1pm to 3pm, sessions will be generated for 1-1:45, 1:45-2:30, and 2:30-3:15, for example).

Sessions created are additional to any pre-existing sessions, so be sure you have the correct date/s selected. Sessions are also immediately available to members once they are created. As a toy is considered in a basket until it is either loaned or removed, we recommend against making C&C sessions too far in advance, otherwise you may find members booking a session 3 weeks away, for example, which means no one else can borrow the toys they have selected in that time.

Listing actual opening hours

Actual opening hours (today onwards)
Actual opening hours (including past)

Currently in Click and Collect Mode

[Learn more about click and collect](#)

[Calendar view](#)

You have 5 outstanding bookings. [Click here to investigate](#)

Add click and collect sessions

These sessions will be added to any pre-existing sessions on that date.

Minutes per session

Sessions per time slot

[Generate click and collect sessions](#)

[CSV](#)

[Excel](#)

[Copy](#)

Search:

<input type="checkbox"/>	Date	Hours	Total sessions	Delete
<input type="checkbox"/>	Sat, 21 Jan 2023	6:00 - 9:00	8	
<input type="checkbox"/>	Mon, 23 Jan 2023	11:00 - 15:00	6	
<input type="checkbox"/>	Wed, 25 Jan 2023	9:00 - 11:00	0	
<input type="checkbox"/>	Wed, 25 Jan 2023	10:00 - 12:00	0	Delete
<input type="checkbox"/>	Thu, 26 Jan 2023	9:00 - 12:00	58	

Day Summary

This page gives a run sheet for the opening hour.

Unallocated sessions can be removed. Members name is displayed, whether they have confirmed or not, if they intend on loaning and/or returning, and how many toys in their C&C basket.

Unverified members will have a note next to their names to help indicate if you may have a new member coming in.

Mon, 23 Jan 2023

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Click and collect sessions

Summary PDF

A5 summary sheets PDF

3 sessions assigned to members (2 confirmed and 1 unconfirmed) from a total of 6 sessions

5 toys in click and collect baskets (both confirmed and unconfirmed)

Remove selected sessions

<input type="checkbox"/>	Time starts	Time ends	Member	Confirmed?	Type	Number of toys
	11:00	11:45	Snow White	Yes	Loan and return	3
	11:45	12:30	Peter Pan	Yes	Return only	
<input type="checkbox"/>	12:30	13:15				
	13:15	14:00	Al Addin (Unverified)	No	Loan only	2
<input type="checkbox"/>	14:00	14:45				
<input type="checkbox"/>	14:45	15:30				

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