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Deferred Delivery for Paazl Checkout Widget: How It Works

Wuunder Checkout Widget for Magento 2

Deferred Delivery for Paazl Checkout Widget: How It Works

1 What is Deferred Delivery?

What is Deferred Delivery?

Deferred Delivery allows merchants to delay sending orders to Paazl until a configured number of days before the scheduled carrier pickup date. Instead of sending orders to Paazl immediately after checkout, orders with a deferred pickup date are held in a special "Deferred Delivery" status and automatically processed at the right time.

This promotes more sustainable shipping by allowing carriers to consolidate shipments and reducing unnecessary early pickups.

How It Works

Customer Experience

1. The customer adds items to their cart and proceeds to checkout.
2. At the shipping step, the Paazl widget displays available shipping options.
3. Some shipping options include a scheduled carrier pickup date (this depends on the carrier and Paazl configuration).
4. The customer selects a shipping option with a deferred pickup date and completes the order.
5. From the customer's perspective, the order is placed as normal.

What Happens Behind the Scenes

Once the order is placed, the following automated process takes over:

```
Order Placed
    |
    v
Order gets "Deferred Delivery" status (instead of going straight to Processing)
    |
    v
Order appears in the Deferred Queue in the admin panel
    |
    v
[Time passes until the scheduled pickup date approaches]
    |
    v
```

```
Automatic hourly check detects that the pickup date is approaching
    |
    v
Order transitions to "Processing" status automatically
    |
    v
Order is sent to Paazl (within 5 minutes of transitioning)
    |
    v
Carrier receives the order and prepares for pickup
```

Order Status Flow

Stage	Order Status	Order State	Sent to Paazl?
Order placed (deferred)	Deferred Delivery	New	No
Waiting for pickup date	Deferred Delivery	New	No
Pickup date approaching	Processing	Processing	Yes (automatic)

Admin Configuration

Enabling Deferred Delivery

Navigate to: **Stores > Configuration > Sales > Shipping Methods > Paazl Checkout Widget**

Under the **Deferred Delivery** section, you will find two settings:

Setting	Description	Default
Enable Deferred Delivery	Turns the feature on or off. When disabled, all orders are processed immediately as usual.	No
Days Before Scheduled Pickup	How many days before the carrier pickup date should the order be automatically transitioned to Processing and sent to Paazl.	1

> **Note:** These settings apply globally (system-wide), not per store view or website.

Example Configuration

If you set "Days Before Scheduled Pickup" to **1** and a customer places an order with a carrier pickup date of **April 20**:

- The order stays in "Deferred Delivery" status from the moment it is placed.
- On **April 19**, the hourly cron job detects the order is within 1 day of the pickup date.
- The order automatically transitions to "Processing" and is sent to Paazl.
- The carrier receives the shipment details in time to prepare for the April 20 pickup.

If you set it to **2**, the order would transition on **April 18** instead.

Deferred Queue (Admin Panel)

Accessing the Queue

Navigate to: **Paazl > Deferred Queue** in the admin menu.

This page shows all orders that have been flagged for deferred delivery.

Queue Columns

Column	Description
ID	Internal queue entry ID
Order #	The Magento order increment ID
Customer Name	Name of the customer who placed the order
Scheduled Processing Date	The carrier pickup date extracted from the shipping selection
Deferred Status	`pending` = waiting to be processed; `processed` = already transitioned to Processing
Created At	When the queue entry was created
Updated At	When the queue entry was last updated

Available Actions

- **Search**: Use the search bar to find specific orders.

- **Filter**: Filter by any column (date ranges, status, etc.).
- **Delete**: Remove individual queue entries.
- **Mass Delete**: Select and delete multiple entries at once.
- **Inline Edit**: Update the status field directly in the grid.

Automatic Processing (Cron Jobs)

Two cron jobs work together to handle deferred delivery:

1. Process Deferred Delivery (Hourly)

- **Runs every hour** at the top of the hour.
- Checks all pending deferred queue entries.
- If the scheduled pickup date is within the configured "Days Before" window, transitions the order from "Deferred Delivery" to "Processing" status.
- Adds a comment to the order: "*Order automatically transitioned from Deferred Delivery to Processing status.*"

2. Send Orders to Paazl (Every 5 Minutes)

- This is the existing order sending cron that runs every 5 minutes.
- Once an order is in "Processing" status, it becomes eligible to be sent to Paazl.
- The order is sent to the Paazl API on the next run.

> **Important:** No manual action is needed. The transition from Deferred Delivery to Processing to Sent happens fully automatically.

When Does an Order Become Deferred?

An order is placed into the Deferred Delivery flow only when **all** of the following conditions are met:

1. Deferred Delivery is **enabled** in the configuration.
2. The order uses the **Paazl shipping method**.
3. The order is in the **New** state (freshly placed).
4. The customer's selected shipping option includes a **carrier pickup date** (this is determined by the Paazl widget and the available carrier options).

If any of these conditions is not met, the order follows the normal (immediate) processing flow.

Frequently Asked Questions

What happens if I disable Deferred Delivery while orders are still pending?

Orders already in the "Deferred Delivery" status will remain in that status. The hourly cron job checks if the feature is enabled before processing, so pending deferred orders will **not** be automatically transitioned while the feature is disabled. You would need to manually change these orders to "Processing" status, or re-enable the feature.

Can I manually process a deferred order early?

Yes. You can change the order status from "Deferred Delivery" to "Processing" manually in the Magento admin. Once in Processing status, the order will be picked up by the regular Send Orders cron and sent to Paazl within 5 minutes.

Does Deferred Delivery affect all shipping options?

No. Only shipping options that include a carrier pickup date from the Paazl widget trigger the deferred delivery flow. Standard shipping options without a pickup date are processed immediately as usual.

How do I know which orders are deferred?

Two ways:

1. Check the **order status** in the Orders grid - deferred orders show "Deferred Delivery" status.
2. Check the **Paazl > Deferred Queue** page for a dedicated overview with scheduled dates and processing status.

What if the cron jobs are not running?

If the Magento cron is not running, deferred orders will not be automatically transitioned. Make sure your Magento cron is properly configured and running. You can verify cron execution in **System > Cron Schedule** or by checking the `cron_schedule` database table.

Troubleshooting

Issue	Possible Cause	Solution

Orders not entering Deferred Delivery status	Feature is disabled	Enable in Stores > Configuration > Sales > Shipping Methods > Paazl
Orders not entering Deferred Delivery status	Selected shipping option has no carrier pickup date	This is expected; only options with pickup dates trigger deferred delivery
Deferred orders not transitioning to Processing	Magento cron is not running	Verify cron is running: `php bin/magento cron:run`
Deferred orders not transitioning to Processing	Feature was disabled after orders were placed	Re-enable the feature or manually change order status
Orders not being sent to Paazl after transitioning	Send Orders cron not running	Check cron schedule; the job runs every 5 minutes
"Days Before" setting doesn't seem to work	Value may need adjustment	Remember: setting of 1 means 1 day before pickup, not 1 day after order placement

For a complete overview of features and configuration options, see the Wuunder Checkout Widget extension on magmodules.eu

All articles for Wuunder Checkout Widget

Configuration

1	Shipping Analytics & Insights
2	Configuring Product Attributes & Product Sizes for Paazl Checkout Widget
3	**Deferred Delivery for Paazl Checkout Widget: How It Works** **(current)**

Usage Guide

1	Fetch Shipment Status (Paazl) for Magento

