

# Guest Checkout



### Feature Disabled?

This feature must be switched on for your site by [Commerce Vision](#).

### Additional Information

#### Minimum Version

3.81.00 4.31 for Guest Checkout form to display by default

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## Overview

Guest Checkout functionality allows users to complete their purchase without first logging in or creating a user account. This way, customers get through your checkout fast and friction-free. At the same time, users can opt for an account to be created after order submission. Guest checkout is most commonly offered for B2C buyers.

Set or provide choices for your guest user checkout settings. You know your customers and your business best. You can choose to:

- let guest users create an account upon order submission or remain unregistered, or
- automatically create an account with provided details. (Please contact [Commerce Vision](#) for this option.)

Letting users decide to create an account or not is done with the **Create Account & Remember my details** checkbox during checkout. It can be ticked or unticked by default. The user can override the default option.

New Customers

Guest checkout, quick and easy

Contact / Billing Address

Customer Reference \*

Customer Reference

Email Address \*

Email Address

Contact Name \*

Contact Name

Address Line 1 \*

Address Line 1

Suburb \*

Suburb

State \*

Please Select

Create Account & Remember my details

## Expanded Guest Checkout view

At checkout, the guest user usually has to click the Guest Checkout button to view the Guest Checkout form. This form contains fields for delivery address, freight options and payment. For sites on 4.25+, the Guest Checkout form can be set to the expanded view by default.

Unexpanded Guest Checkout view	Expanded Guest Checkout view
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Users click the Guest Checkout button to open the Guest Checkout form.

Users click the Guest Checkout button to open the Guest Checkout form.

The Guest Checkout form is displayed as

Guest Checkout is enabled and configured for your B2C site or users quickly and easily in the CMS.

## Step-by-step guide

### 1. Configure Guest Checkout

1. In the CMS, navigate to **Settings Feature Management Payment & Checkout**.
2. Toggle **ON Guest Checkout**, then click **Configure**. **NOTE** - This toggle is available only if Commerce Vision has switched on the Guest Checkout feature.

Feature	Available in CMS	Options
Buy Now, Pay Later Configure installment payment options for your website.	<input type="checkbox"/>	
Credit Card Verification Configure options related to Credit Card Verification.	<input type="checkbox"/>	
Customer Payment Token Management Configure options related to Customer Payment Token Management.	<input type="checkbox"/>	
<b>Guest Checkout</b> Configure options related to Guest Checkout.	<input checked="" type="checkbox"/>	<a href="#">Configure</a>

3. In 'Guest Checkout Feature Settings', toggle **ON Guest Checkout**.

Guest Checkout Feature Settings

**Guest Checkout**  
Guest Checkout Settings

☒ Enable Guest Checkout

☐ Always Expand Guest Checkout Content

**Role Assignment**  
Select the Role(s) for which Guest Checkout should be enabled.

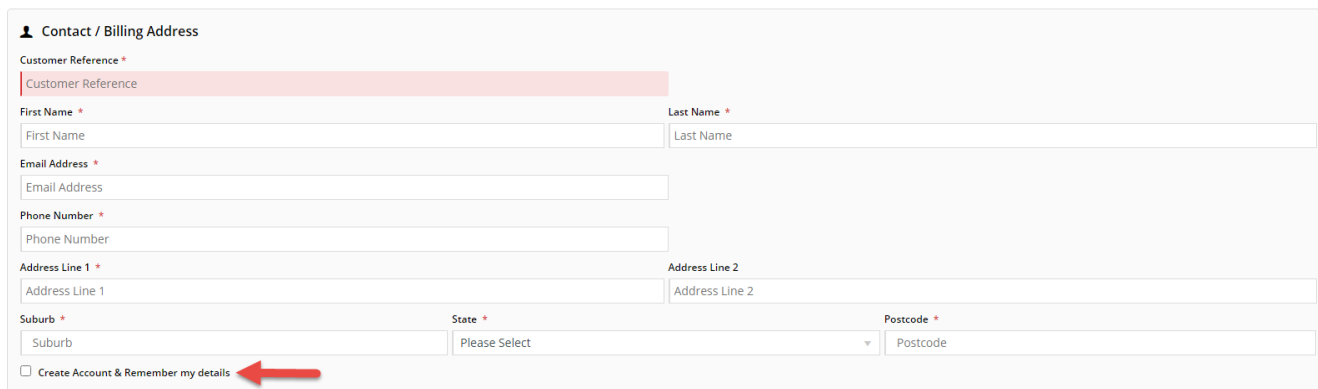
Eligible Roles

☒ Public User - Not Logged In (PUBLIC)

4. If your site is on version 4.25+, you can set the Guest Checkout form to display by default on the Checkout page. For this option, toggle **ON Always Expand Guest Checkout Content**. Leave it OFF if you do not want checkout fields to be displayed automatically.
5. In **Role Assignment**, select the role(s) that apply to Guest Checkout. (The most common is the **'Public User'**, a pre-login role). **Note** - Guest Checkout should not be enabled for B2B, Accounts or Administrator roles.
6. To save your changes, click **Save** or **Save & Exit**.

### 2. Set Create Account & Remember my details checkbox

When a user checks out as a guest, the 'Create Account & Remember my details' checkbox displays in the Contact/Billing panel. It is unticked by default. The user can tick it if they want to register an account.



When the checkbox is ticked upon order submission, the system will check whether the guest user's email address is already registered.

- If an account does not exist, a new website user based on the data supplied will be created and the standard New User Registration email is sent.
- If an account exists, the User Exists email is sent. This informs the user they already have an account and also provides them with their login ID.

You can set the checkbox to default to ticked in the [Delivery Address B2C widget](#) in the Guest Checkout template. Content for the emails can be edited. See [Customise Email Templates](#).

To set the checkbox default:

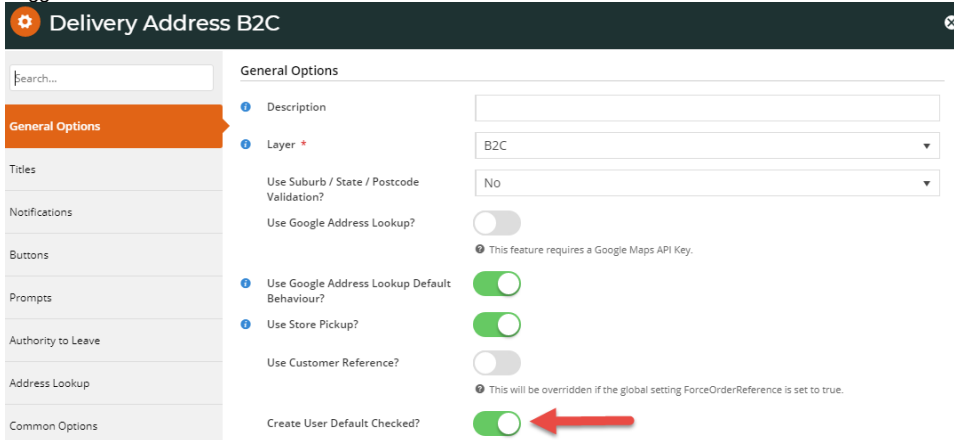
1. In the CMS, navigate to **Content Pages & Templates**.
2. Select the **Checkout** submenu, then the **Guest Checkout** template. Of you can simply enter 'Guest Checkout' in the Search tool.
3. Click **Edit** for 'Guest Checkout'.



4. The default widgets will be listed in each of the zones. Find the [Delivery Address B2C widget](#).
5. Click **Edit** for the widget.



6. Toggle ON **Create User Default Checked?**.



The screenshot shows the 'Delivery Address B2C' configuration page. On the left is a sidebar with a search bar and a list of tabs: General Options (selected), Titles, Notifications, Buttons, Prompts, Authority to Leave, Address Lookup, and Common Options. The main area is titled 'General Options' and contains several settings. A red arrow points to the 'Create User Default Checked?' toggle, which is currently turned ON. Other settings include 'Description', 'Layer' (set to B2C), 'Use Suburb / State / Postcode Validation?' (set to No), 'Use Google Address Lookup?' (disabled), 'Use Google Address Lookup Default Behaviour?' (turned ON), 'Use Store Pickup?' (turned ON), and 'Use Customer Reference?' (disabled).

7. Save your changes.

### 3. Customise Guest Checkout page

The content of the Guest Checkout page is provided by the Guest Checkout Template. This becomes available on the **Content** menu when Guest Checkout feature is enabled.

To edit the template:

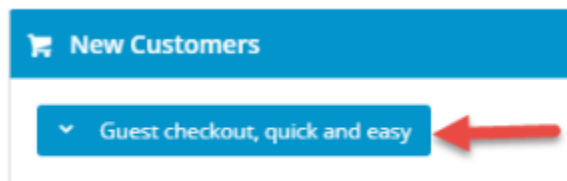
1. In the CMS, navigate to **Content Pages & Templates**.
2. Select the **Checkout** submenu, then the **Guest Checkout** template. Of you can simply enter 'Guest Checkout' in the Search tool.
3. Click **Edit** for 'Guest Checkout'.



4. The default widgets will be listed in each of the zones. Drag and drop widgets to reposition them in the template and zones as you require.

### Guest Checkout Button

The default text on the Guest Checkout Button label is 'Guest Checkout, quick and easy'.



This text can be edited in the **Guest Checkout Expand Button Widget**. The widget has to be added to the Guest Template manually.

1. To customise the label on the Guest Checkout button, add the '**Guest Checkout Expand Button**' widget to the **Zone Guest Checkout**.

Zone GuestCheckout

<input checked="" type="checkbox"/>	Guest Checkout Expand Button	<a href="#">Edit</a>	<a href="#">@</a>
<input checked="" type="checkbox"/>	Delivery Address B2C	<a href="#">Edit</a>	<a href="#">@</a>
<input checked="" type="checkbox"/>	Freight Options	<a href="#">Edit</a>	<a href="#">@</a>
<input checked="" type="checkbox"/>	Checkout Review Summary	<a href="#">Edit</a>	<a href="#">@</a>
<input checked="" type="checkbox"/>	Order Lines	<a href="#">Edit</a>	<a href="#">@</a>
<input checked="" type="checkbox"/>	Checkout Payment Options	<a href="#">Edit</a>	<a href="#">@</a>

[Add Widget](#)

- Click **Edit** on the widget to update the text, then click **Save**. (See [Guest Checkout Expand Button Widget help](#) for more details),

[Guest Checkout Expand Button](#)

Search...

**General Options**

Common Options

Documentation

General Options

Description

Layer \*

Expand Button Label

Guest checkout, quick and easy

## Guest Checkout page content

Edit the content (Guest Checkout options and button labels) in the widgets as required. (See Related widgets at the bottom of this page for specific help on customising each widget.)

Guest checkout - Quick and easy!

Guest Checkout Expand  
Button widget

Contact / Billing Address

Email Address \*

Name \*

Phone Number \*

Address Line 1 \*

Address Line 2

Suburb \*

State \*

Please Select ▼

Postcode \*

☐ Create Account & Remember my details

☐ My Delivery Address is different to my Contact / Billing Address

Delivery Instructions

Delivery Address  
B2C widget

Delivery Instructions

Order Comments

Freight Options

Freight Options  
widget

☒ (+\$14.00) Australia Post (orders over \$100 to \$500) (inc GST)

Order Summary

Checkout Review Summary  
widget

[Quick View](#) [Edit](#)

Subtotal (inc GST)	\$315.50
Freight	\$14.00
<b>Total (inc GST)</b>	<b>\$329.50</b>
Including GST	\$29.95

Payment

Credit Card

PayPal

Checkout Payment Options widget

Cards Accepted:

VISA

MasterCard

Discover

Amex

Card Number

Credit Card Number

Card Expiry Date (MM/YYYY)

Month

Year

Card Security Code (CCV)

XXX

Name On Card

Firstname Lastname

eWAY

Your credit card payment will be conducted directly via the eWay Rapid API Version 3 payment facility over a Secure Socket Layer (SSL) connection. 426 Upgrade Testing does not store Credit Card information, or have access to your Credit Card details. To View our policy on returns, refunds and deliveries, or for contact information, please visit our [Frequently Asked Questions](#).

Process Payment

## Layout Variations

The default Guest Checkout template contains 2 zones - **Options Left** and **Options Right**. In the default checkout page design, these are empty.

The diagram illustrates the 'Guest Checkout Layout' with various zones. At the top, there's a 'Guest Checkout Layout' header with a 'Change' button. Below this are three device view toggles: 'Desktop' (selected), 'Tablet', and 'Mobile'. The main layout area is titled 'Guest Checkout Layout' and contains several zones: 'TITLE', 'TOP', 'GUEST CHECKOUT OPTIONS LEFT', 'GUEST CHECKOUT OPTIONS RIGHT', 'GUEST CHECKOUT', and 'BOTTOM'. A red arrow points to the 'GUEST CHECKOUT OPTIONS LEFT' zone, indicating where custom content can be added.

They can be used to customise the layout with the '**Guest Checkout Expand Button**'. In the example, a link to the Registration page has been placed in the Left zone. The Guest Checkout button has been placed in the Right zone. **NOTE** - This specific layout would not be suitable if the default is an expanded Guest Checkout content.

New Customers

Create an account and save your details for next time.

Register now

OR

Checkout without having to login. You can always create an account later!

Guest checkout - Quick and easy!

(The actual Guest Checkout fields - Delivery Address, Freight Options, Payment - remain in the **Zone Guest Checkout**, and are only revealed when the button is clicked.)

To replicate this layout on your website,

1. In the CMS, navigate to **Content Pages & Templates**.
2. Locate the **Guest Checkout** template.
3. In the **Zone Options Left**, add a widget for your content - for example, an HTML Snippet.
4. Click **Edit** for the widget to configure. In this example we used html to insert text and a button link.

Widget Configuration - HTML Snippet

Description

Layer: All Pages

HTML

Format B U I Text Color Background Color Link Unlink Bulleted List Numbered List Table Image Video

Create an account and save your details for next time.  
[Register now!](#)

Show On Mobile? ☒

Right Align? ☐ Push element to the right

Cancel Save

5. Style the button by inserting the required class into the html. Refer to your site's style guide.

Html Editor

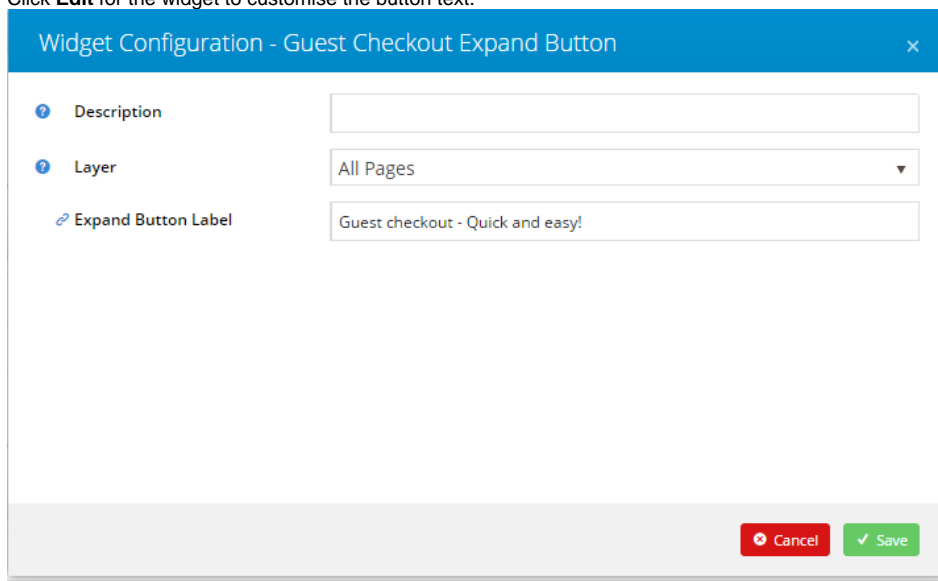
```
1 <p>Create an account and save your details for next time.</p><a class="btn small primary" href="https://bpduat.customer-self-service.com/register">Register now!</a>
2 <p></p>
3 <p></p>
4
```

Cancel Save

6. Click **Save**.
7. In the **Zone Options Right**, add the **Guest Checkout Expand Button** widget.



- Click **Edit** for the widget to customise the button text.



The dialog box is titled "Widget Configuration - Guest Checkout Expand Button". It contains three configuration fields: "Description" (empty), "Layer" (set to "All Pages"), and "Expand Button Label" (set to "Guest checkout - Quick and easy!"). At the bottom right, there are "Cancel" and "Save" buttons.

- Click **Save**.

- Add another **HTML Snippet** widget to the 'Zone Options Right' if you wish to display text or other content with the Guest Checkout Button.



This area shows a list of widgets for the "Zone GuestCheckoutOptionsRight". It includes an "HTML Snippet" widget and a "Guest Checkout Expand Button" widget, each with an "Edit" button. An "Add Widget" button is at the bottom left.

- If Page Preview is active for your site, click Publish to save your changes to the template.

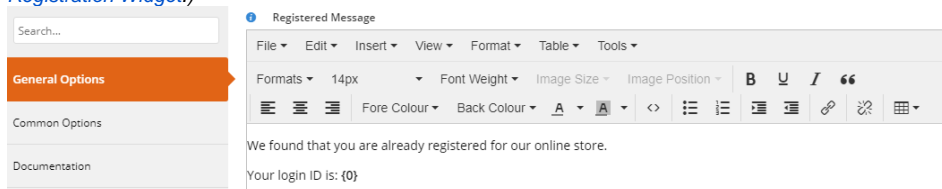
See [Layout Creator](#) help if you want to change the Guest Checkout page layout altogether.

## 4. Customise email templates

The User Exists and Registration email templates can be customised. **NOTE** - These templates may be shared by other functions.

### User Exists Email template

- In the CMS, navigate to **Content Emails Users**.
- Select the **User Exists Email** template. The default widgets are listed in each of the zones on the template.
- Locate the **User Registration** widget and click **Edit**.
- Edit the **Registered Message** textbox as required. This provides the content for the email. (See help for the [User Registration Widget](#).)



The image shows the "Registered Message" editor. On the left is a sidebar with "General Options" (highlighted), "Common Options", and "Documentation". The main area has a menu bar (File, Edit, Insert, View, Format, Table, Tools) and a rich text toolbar. The content area displays the text: "We found that you are already registered for our online store. Your login ID is: {0}".

- Click **Edit** on any of the widgets to configure options as required.
- When you have finished editing, click the **Test Email** button to check that the content and layout of the email is correct.
- If the 'Page Preview' feature is active on your site, click **Publish** to save changes to the template.

### Registration Email template

1. In the CMS, navigate to **Content Emails Users**.
2. Select the **Registration Email** template. The default widgets are listed in each of the zones on the template.
3. Locate the **User Registration** widget and click **Edit**.
4. Edit the **Registered Message** textbox as required. This provides the content for the email. (See help for the [User Registration Widget](#).)

Registered Message

File	Edit	View	Insert	Format	Tools	Table	Help
Paragraph	14px	Font Weight	Image Size	Image Position	B	U	I
<div> <div> <div></div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> <div></div> </div> </div>	<div> <div></div> <div></div> <div></div> <div></div> </div>	<div> <div></div> <div></div> <div></div> <div></div> </div>	<div> <div></div> <div></div> <div></div> <div></div> </div>	<div> <div></div> <div></div> <div></div> <div></div> </div>	<div> <div></div> <div></div> <div></div> <div></div> </div>	<div> <div></div> <div></div> <div></div> <div></div> </div>	<div> <div></div> <div></div> <div></div> <div></div> </div>
<div> <div></div> <div></div> <div></div> <div></div> </div>							

Thanks for registering as an online user! We trust you'll enjoy your shopping experience with us.

For your records, your login ID is: {0}

5. Click **Edit** on any of the widgets to configure options as required.
6. When you have finished editing, click the **Test Email** button to check that the content and layout of the email is correct.
7. If the 'Page Preview' feature is active on your site, click **Publish** to save changes to the template.

## Related Resources

- [Preferred Delivery Date](#)
- [B2B User Registration](#)
- [Create Users to Approve Report](#)
- [Website User Maintenance for Account Admins](#)
- [Website User Roles](#)

## Related widgets

- [Guest Checkout Expand Button Widget](#)
- [User Registration Widget](#)
- [B2C Registration Verification User Notification Email Widget](#)
- [Delivery Address B2C Widget](#)
- [Checkout Review Summary Widget](#)
- [Freight Options Widget](#)
- [Checkout Payment Options Widget](#)