

WorkTech App – Merchant Guide

B2B Installation Service Provider



Effective Date: 09.09.2025

Version: 1.0

Contact: info@work-tech.co.uk

+44 (0) 20 8123 1297

Table of Contents

1. Introduction
2. Installation & Account Setup
 - Step 1: Install the App
 - Step 2: Initial Setup
 - Step 3: WorkTech Account Creation
3. Product Configuration
 - Enabling Installation Services
 - Checkout Page Heading & Description
4. Testing & Sandbox Orders
5. User Guide
 - Viewing Orders with Installation
 - Scheduling and Fulfilment
 - Customer Support
 - Warranty Coverage
5. Best Practices

1. Introduction

The **WorkTech App** allows merchants to offer professional installation services for eligible products purchased in their BigCommerce store. WorkTech manages all service fulfilment, including scheduling and installation warranty support.

This guide provides step-by-step instructions for installation, configuration, testing, and daily use.

2. Installation & Account Setup

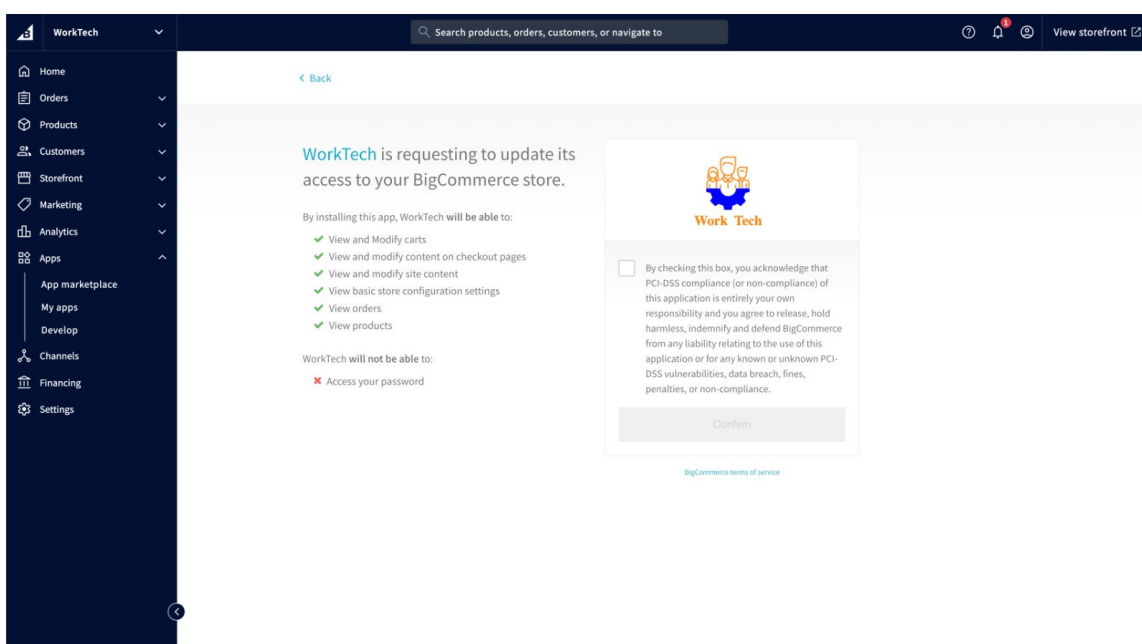
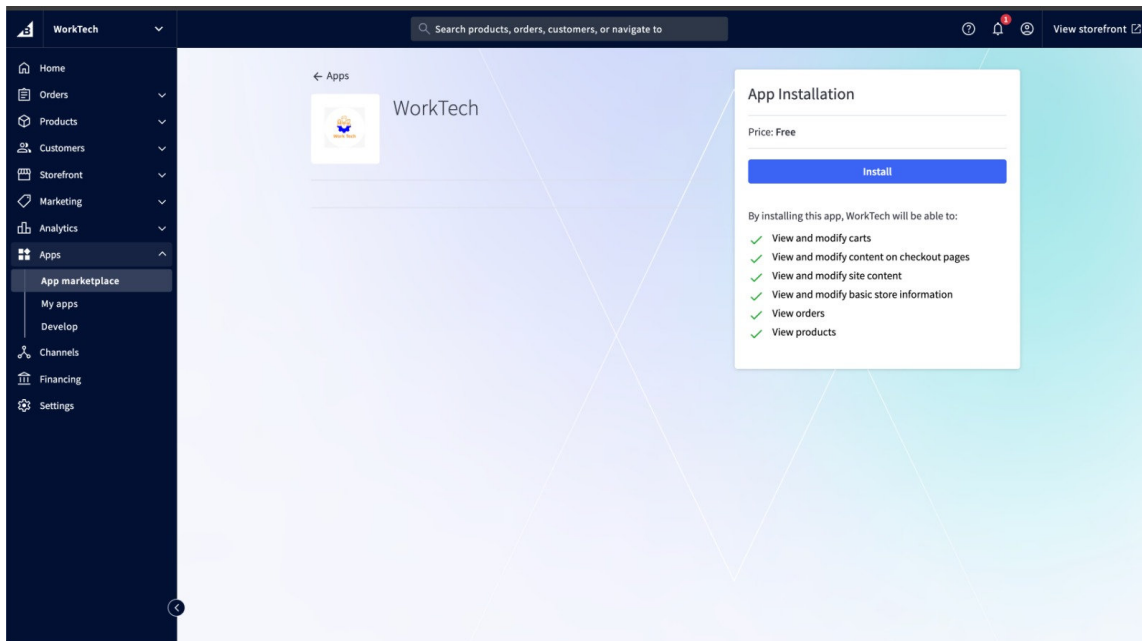
Step 1 – Install the App

Log in to your **BigCommerce Control Panel**

Go to **Apps** → **Marketplace**

Search for **WorkTech**.

Click **Install** and follow the OAuth single-click installation flow.



Step 2 – Initial Setup

Once installed, you will see the app in your BigCommerce **Apps dashboard**

Open the app.

You will be prompted to create or link a **WorkTech Merchant Account**

Step 3 – WorkTech Account Creation

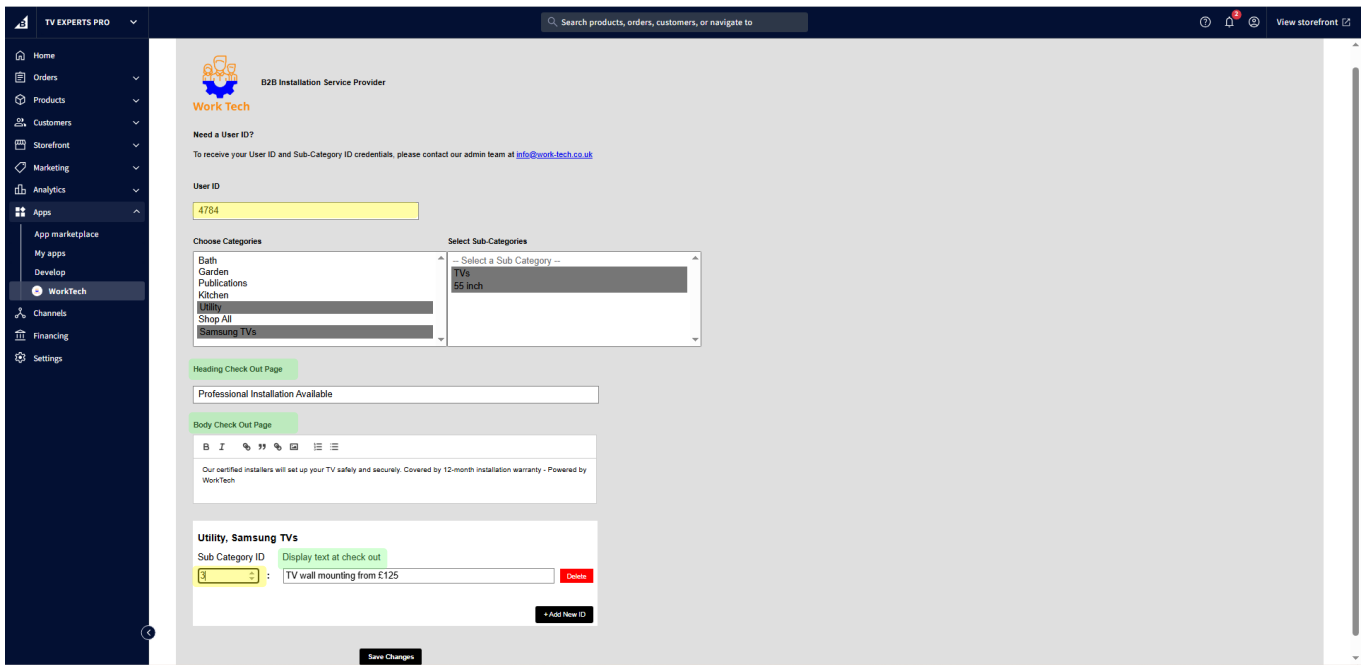
WorkTech will create an online account for you.

You will be issued:

A **User ID**

One or more **Sub-Category IDs** for (e.g., TV installation, furniture assembly, appliance setup).

These IDs activate your app and connect your store with WorkTech’s installation network.



3. Product Configuration

Enabling Installation Services

In the Work App dashboard, select relevant categories and sub-categories.

For eligible categories and sub-categories , enable the **Installation Service Option** using the provided Sub-Category ID(s).

Checkout Page Heading & Description

In the app settings, enter customer-facing text to customise what customers see at checkout:

Heading Checkout Page → Enter a short, clear heading (e.g., “Professional Installation Available”).

Body Checkout Page → Enter a description of the service (e.g., “Our certified installers will set up your TV safely and securely. Covered by 12-month installation warranty - Powered by WorkTech”).

Display opt-in text at checkout → Enter Sub-Category ID and a brief description of the service. This text will appear next to the installation checkbox at checkout. (e.g., “TV wall mounting from £125”).

Save changes.

These fields can be updated anytime to reflect promotions or service updates.

Customer Email CONTINUE ☐ Subscribe to our newsletter. Already have an account? Sign in now Shipping Billing Professional Installation Available Our certified installers will set up your TV safely and securely. Covered by 12-month installation warranty - Powered by WorkTech ☐ TV wall mounting from £125.00 Payment	Order Summary Edit Cart <table> <tr> <td colspan="2">1 Item</td> </tr> <tr> <td>  1x TV Set </td> <td>£500.00</td> </tr> <tr> <td>Subtotal</td> <td>£500.00</td> </tr> <tr> <td>Shipping</td> <td>--</td> </tr> <tr> <td>Tax</td> <td>£0.00</td> </tr> <tr> <td colspan="2">Coupon/Gift Certificate</td> </tr> <tr> <td>Total (GBP)</td> <td>£500.00</td> </tr> </table>	1 Item		 1x TV Set	£500.00	Subtotal	£500.00	Shipping	--	Tax	£0.00	Coupon/Gift Certificate		Total (GBP)	£500.00
1 Item															
 1x TV Set	£500.00														
Subtotal	£500.00														
Shipping	--														
Tax	£0.00														
Coupon/Gift Certificate															
Total (GBP)	£500.00														

4. Testing & Sandbox Orders

Test the setup in a **sandbox or test environment**.

Make a test purchase with installation enabled.

Go to the **Posted Jobs** tab in your WorkTech web app.

Confirm the test order appears correctly.

Important: Mark all test jobs as **Testing**, since your account is live and ready for processing.

5. User Guide

Viewing Orders with Installation

- Orders with installation will display a **WorkTech Installation tag** in your BigCommerce **Orders** dashboard.
- Orders sync automatically with WorkTech's system.

Scheduling and Fulfilment

- WorkTech contacts end users directly to confirm a convenient installation time.
- Merchants do **not** manage scheduling.
- Track installation status via the **WorkTech Merchant Portal**.

Customer Support

- Direct any installation-related inquiries to **WorkTech Support**.
- Merchants remain responsible only for product issues, not installation.

Warranty Coverage

- All installations include a 12-month labour warranty.
- WorkTech will handle any warranty-related installation service requests.

6. Best Practices

- Enable installation only for products that qualify.
- Highlight installation availability in product descriptions and store banners.
- Update Heading and Body Checkout Page text to reflect new services or promotions.
- Always test in the sandbox first and mark jobs as Testing.

Support & Contact

- Merchant Support: info@work-tech.co.uk / +44 (0) 20 8123 1297
- End User Support: Provided directly by WorkTech after booking.