AYORAHUB

COD Shield for WooCommerce India

Confirm cash-on-delivery orders, check pincodes and keep COD away from risky orders.

User guide

Version 1.0.1

ayorahub.com/store/cod-shield/

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What this plugin does

COD Shield lowers the number of fake and unclaimed cash-on-delivery (COD) orders in your WooCommerce shop. When a customer chooses cash on delivery, the order is put **on hold** and the customer gets a link to confirm it. Only confirmed orders go to Processing, so you ship fewer parcels that come back (RTO).

Main features

- **Confirmation link** by e-mail (every plan), WhatsApp or SMS (Pro).
- **Automatic cancellation** of orders nobody confirms, after the hours you choose (24 by default). Pro sends one reminder first.
- **Pincode rules**: allow COD only to listed pincodes, or deliver only to listed pincodes; a “Check delivery” box on product pages.
- **COD rules**: minimum and maximum COD order value, block lists for phone numbers, e-mails and pincodes, repeat customers skip the step.
- **Pro**: remembers bad COD orders (never confirmed, or marked RTO) and hides COD for those buyers; COD fee; your own message texts; CSV log.
- **Dashboard**, a Pending list, a COD column in the orders list and bulk RTO marking.

> **HONEST LIMITS**
> COD Shield lowers the risk; it cannot stop every fake order and it does not guarantee delivery. It does not track couriers or detect returns by itself: you mark RTO orders and the plugin remembers them.

Before you start

You need	Details
WordPress / PHP	WordPress 6.2 or newer, PHP 7.4 or newer
WooCommerce	Version 7.0 or newer, with **Cash on delivery** enabled (WooCommerce → Settings → Payments). Works with the classic and the block checkout and with High-Performance Order Storage.
A way to reach the customer	The customer’s e-mail address (checkout asks for it) and, for WhatsApp or SMS, a phone number. An order with neither is not held.
Working e-mail	Your site must be able to send e-mail. An SMTP plugin is recommended so that messages do not land in spam.
Optional	A Meta WhatsApp Business account with an approved template (Pro), or a Twilio account for SMS (Pro)

Get the plugin: free trial and install

1. Open **ayorahub.com/store/cod-shield/**, sign in (or create an account) and press **Start 15-day free trial**. No card is needed.
2. The plugin ZIP downloads straight away. The licence key is shown, e-mailed to you and kept in **My Account → Subscriptions**.
3. In WordPress: **Plugins → Add New → Upload Plugin**, choose the ZIP, install and activate.
4. Go to **WooCommerce → COD Shield → Trial & licence**, paste the key and press **Activate**. Your **15 days start at this moment**. The trial includes every Pro feature.

After the trial

The protection pauses: new COD orders are no longer held and the rules stop, so COD works as it does without the plugin. Orders already waiting stay on hold and their links keep working (you can confirm or cancel them yourself). Your settings, pincode list and history are kept. Subscribe on the store page and the same key turns back on.

> **ONE KEY, ONE SITE**
> A key works on one website. Use **Move to another site** in My Account to move it.

Quick setup (10 minutes)

1. **Dashboard** tab: the checklist should show Cash on delivery enabled and the protection running.
2. **Messages** tab: keep **Confirmation** ticked, choose **E-mail**, and set **Cancel after** (24 hours is a good start). Save.
3. Press **Send test** (in the same tab) and check that the e-mail arrives.
4. **Rules** tab: set a COD minimum or maximum if you want, and add any phone numbers or e-mails you already know to be fake.
5. Optional: **Pincodes** tab — paste your pincode list and choose how to use it.
6. Place a test COD order as a customer. The order should show **On hold** with a COD Shield note; the confirmation e-mail should arrive; pressing **Yes, confirm my order** should move the order to Processing.

> **TIP**
> Your first test order with an e-mail address you have used for a completed order is **not** held (repeat buyers skip the step). Use a new e-mail address for the test, or set “skip the confirmation for buyers with at least” to 0 in the Rules tab.

How a COD order flows

Step	What happens
1. Checkout	COD is hidden when your rules say so (value limits, pincode rules). At order time the final check also knows the phone number and e-mail (block lists, earlier bad orders). A refused order shows your message and the customer can pay online.
2. Order placed	If the buyer is not a trusted repeat customer, the order goes **On hold** and the first message is sent. An order note records the channel.
3. The customer opens the link	A page shows the order and two buttons: **Yes, confirm my order** and **No, cancel it**. Just opening or scanning the link does nothing; only a button press counts.
4a. Confirmed	The order moves to Processing (or Completed, your choice in Messages) and you ship it.
4b. Cancelled by the customer	The order is cancelled and stock goes back. This is **not** counted against the customer.
4c. No answer	Pro: one reminder after the reminder hours. After the cancel hours the order is cancelled automatically and counted as a **bad order** for that e-mail and phone.

If you change an order's status by hand while it is waiting (to Processing or to Cancelled), COD Shield follows and records it.

> **TIMING**
>
> Reminders and automatic cancellation run from WordPress's hourly schedule. On a very quiet site they can be a little late; a real server cron that opens `wp-cron.php` every few minutes makes them exact.

Messages: e-mail, WhatsApp, SMS

Settings in the Messages tab

Setting	Meaning
Confirmation	Hold new COD orders until the customer confirms
Send it by	E-mail, WhatsApp (Pro) or SMS via Twilio (Pro). On a Starter plan the e-mail is used.
If that fails, send an e-mail	Recommended. If WhatsApp or SMS cannot be sent, the e-mail goes out and the reason is logged.
Cancel after / Remind after	Hours without an answer (0 = never cancel / no reminder). Reminders are Pro.
After the customer confirms	Processing or Completed
Phone country code	Added to 10-digit numbers (India: 91)
E-mail text and SMS text (Pro)	Use {name}, {order}, {total}, {store} and {link}

WhatsApp (Pro) — WhatsApp Cloud API from Meta

1. In Meta Business Manager, set up a WhatsApp Business account and a phone number. Note the **Phone number ID** and create an access token.
2. Create a **message template** with **4 variables** in the body:

   ```
   Hello {{1}}, please confirm your COD order #{{2}} ({{3}}): {{4}}
   ```

   {{1}} = customer name, {{2}} = order number, {{3}} = total, {{4}} = confirmation link. Meta must approve the template before it works.
3. In the Messages tab enter the Phone number ID, the template name, the language code (for example `en`) and the access token. The token is stored in your database and is never shown again; leave the field empty later to keep it.
4. Choose **WhatsApp** as the channel, save and press **Send test**.

SMS (Pro) — Twilio

Enter your Twilio **Account SID**, **Auth token** and the **From number**. If the From number starts with `whatsapp:` (a Twilio WhatsApp sender) the message goes by WhatsApp. SMS to Indian numbers may need sender registration (DLT) with your provider. Messages are billed by Meta or Twilio, not by AYORAHUB.

IF A MESSAGE FAILS

The order note and the dashboard show “could not be sent” with the provider’s reason (for example “Template not approved”). The order stays on hold: confirm it by phone or use **Resend** on the Pending tab.

Pincode rules and the delivery check

In the **Pincodes** tab paste one pincode per line:

```
pincode, cod, days, area
110001, yes, 2-3, New Delhi
400001, no, 4, Mumbai
56*, yes, 3          (every pincode that starts with 56)
```

cod is yes or no (default yes). **days** and **area** are optional. Lines starting with `#` are ignored; invalid lines are reported when you save.

Mode	Effect
Off	No pincode rules
COD only to listed pincodes marked “yes”	Other pincodes are still delivered to, but cash on delivery is not offered
Deliver only to listed pincodes	Pincodes not on the list cannot order at all (any payment method). Listed pincodes marked “no” can order but not with COD.

With an empty list the rules are never applied. The **Test a pincode** box on the same tab shows what a customer would see.

Delivery check on product pages

When pincode rules are on and the list is not empty, a **Check delivery** box appears under the add-to-cart button. You can also place it anywhere with the shortcode `[aycs_pincode]`. The messages are editable (use {pin}, {days} and {cod}).

Rules: limits, block lists, bad orders, COD fee

Rule	Details
COD order value	Minimum and maximum. The value is the cart after discounts, before shipping and tax. Outside the limits COD is hidden and the customer is asked to pay online. 0 = no limit.
Message when COD is refused	Shown at checkout
Repeat customers	Buyers with at least N completed orders (matched by billing e-mail) are not asked to confirm. 0 = always ask.
Block lists	Phone numbers (any format, matched on the last 10 digits), e-mails (or a whole domain like `@spam.test`) and pincodes (`110001` or `78*`). Listed buyers cannot use COD; they can still pay online.
Earlier bad orders (Pro)	No COD for buyers who already have N bad orders. A bad order is one that expired without confirmation or one you marked as RTO. Matched by e-mail or phone, using hashed copies. A customer who actively cancels from the link is **not** counted.
COD fee (Pro)	A flat amount or a percentage of the cart, added only when the customer selects cash on delivery. Not taxed.

The **Protection** tick box at the top of the Rules tab switches all rules off without deactivating the plugin.

Reading the dashboard, Pending list and RTO

Dashboard (last 30 days)

- **COD orders asked** and **Confirmed** with the confirmation rate
- **Waiting now** — orders on hold
- **Cancelled** — by the customer, and with no reply
- **Blocked at checkout** — COD refused by your rules
- **Marked RTO**, a 14-day chart and a setup checklist. Pro: download the log as CSV (90 days).

Pending tab

Every order that waits for the customer, with the phone, total, how long it has waited and whether a reminder was sent. Buttons: **Confirm**, **Resend** (sends a reminder message) and **Cancel**.

Order screen and orders list

The **COD Shield** box on each order shows the state (Waiting, Confirmed, Cancelled, No reply, RTO) with Confirm / Resend / Cancel and **Mark as RTO**. The orders list has a **COD** column. In the orders list you can select several orders and choose **COD Shield: mark as RTO** from the bulk actions.

> **TIP**
>
> Mark an order as RTO when a COD parcel comes back undelivered. With the Pro rule “Earlier bad orders” switched on, that buyer will not be offered COD again.

Privacy, plans and the free trial

Privacy

COD Shield stores, on the order, hashed (not readable) copies of the buyer’s e-mail and phone to recognise repeat behaviour, plus a short event log without personal details. Messages are sent through your own e-mail, WhatsApp or SMS provider. A suggested text is added under **Settings → Privacy → Policy Guide** for your privacy policy. The plugin contacts ayorahub.com only for licence checks and updates. Uninstalling removes the plugin’s settings, pincode list and log; orders are never touched.

Plans

Feature	Starter	Pro / trial
Confirmation link by e-mail, automatic cancellation	Yes	Yes
Pincode list, COD by pincode, delivery check	Yes	Yes
COD min / max, block lists, repeat-buyer skip	Yes	Yes
Dashboard, Pending list, RTO marking and bulk RTO	Yes	Yes
WhatsApp and SMS confirmation, reminder	—	Yes
No COD for buyers with earlier bad orders	—	Yes
COD fee	—	Yes
Your own message texts, CSV log	—	Yes

Plans are yearly and renew until you cancel in My Account. Current prices are on the store page. The first payment is refundable within 24 hours; renewals are not.

Troubleshooting

Problem	What to check
My test order was not held	Is the payment method WooCommerce's Cash on delivery? Is the plan active (Dashboard)? Is Confirmation ticked? Is the e-mail one that already has a completed order (repeat buyer)? Does the order have an e-mail or phone?
COD is not hidden when it should be	Check the Rules and Pincodes tabs. Value limits use the cart before shipping and tax. The pincode comes from the shipping address (or billing if there is none). Clear any page cache for the checkout.
The e-mail does not arrive	Test with **Send test**. Check spam. Use an SMTP plugin for reliable delivery.
WhatsApp fails	Open the order note or the log for the reason. Check the template is approved, has exactly 4 body variables, the language code matches, and the token and Phone number ID are correct.
Orders are not cancelled on time	Automatic cancellation runs hourly from WP-Cron. See the timing note on the flow page.
A customer says the link does not work	Links are tied to the order. A link from an old message still works; a changed or incomplete link is refused. Use **Resend** or confirm by phone.
The protection stopped	The trial or subscription has ended: see the notice on the admin screens, then subscribe.

Help

Store page: ayorahub.com/store/cod-shield/ · E-mail: support@ayorahub.com

Quick start in Hinglish

Hinglish quick start (roman Hindi)

1. ayorahub.com par account banao, **Start 15-day free trial** dabao. ZIP download hota hai aur key milti hai.
2. **Plugins → Add New → Upload** se ZIP install karke activate karo. **WooCommerce → COD Shield → Trial & licence** me key daalo.
3. WooCommerce → Settings → Payments me **Cash on delivery** ON rakho.
4. **Messages** tab me Confirmation ON, channel E-mail, aur “Cancel after” 24 ghante rakho. **Send test** se mail check karo.
5. **Rules** tab me COD min/max aur fake phone/e-mail block list bharo. Pincode list ho to **Pincodes** tab me paste karo.
6. Naye e-mail se ek test COD order do: order **On hold** hona chahiye, mail aani chahiye, “Yes, confirm” dabane par order Processing me jana chahiye.
7. Jo parcel wapas aaye (RTO), usse order screen par **Mark as RTO** karo. Pro me aise customer ko dobara COD nahi milega.
8. WhatsApp (Pro) ke liye Meta me 4 variable wala template banwao ({{1}} naam, {{2}} order no, {{3}} total, {{4}} link) aur approval ke baad Messages tab me daalo.

Yeh plugin risk kam karta hai, har fake order roka nahi ja sakta. WhatsApp aur SMS ka kharcha Meta ya Twilio lete hain.