



Nettailer Starter Guide

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Home

English user manual Netailer version 12.08

[Download the manual in PDF format for printing here.](#)

Navigate space

Order

Orders



Info

The Netailer order section will provide you with a list of orders that are ready to be handled. The order list contains useful and detailed information such as; order number, who placed the order and much more.

Once you are ready to start to process your orders you will need to first of all click on an order to begin the process.

The Netailer order section also provides you with a comprehensive filter system, should you wish to search for a different order status or filter orders by other means.

The screenshot shows the 'Orders' section of the Netailer interface. On the left is a navigation menu with options like 'Orders', 'Purchase orders', 'Invoices', 'Returns', 'Products', 'Shipping', 'Promotions', 'Categories', 'Price logics', 'Users', 'Documents', 'Financing', 'Quotes', 'Email', 'Imports', 'Exports', 'Statistics', 'Terms', 'Settings', and 'My profile'. The main area displays a table of orders with columns: Order number, Status, Rent, Order date, Reference no, Ordered by, Customer no., Company, Contact person, Invoice city, OPG, and Total ex. Below the table is a search filter section with dropdown menus for Status (set to 'Order received'), and input fields for Order number, Reference no, Ordered by, Customer no., Company, Contact person, City, Part number, Etailer-id, From Date, and To Date. There are also fields for IP address and SecureTrading - Transaction id, and buttons for 'Filter' and 'Reset'.

Order number	Status	Rent	Order date	Reference no	Ordered by	Customer no.	Company	Contact person	Invoice city	OPG	Total ex
<input type="checkbox"/> 202	Order received		02/09/11		Phil Boverly	181		Julie test	Do Not Ship		£0.00
<input type="checkbox"/> 201	Order received		31/08/11		Julie Comerford	89		Julie Comerford	Warwickshire		£33.64
<input type="checkbox"/> 136	Order received		22/07/11		Julie Comerford	89		Julie Comerford	Warwickshire		£495.48
<input type="checkbox"/> 135	Order received		11/07/11		Kevin Lindmark	001DEMO	Netset Demo AB	Kevin Lindmark	Malmö		£10,795.22
<input type="checkbox"/> 130	Order received		07/05/11		bertie basset	96		bertie basset	Allsorts		£7.26
Total:											£11,331.60

Order statuses

Status	What it means
All	Every order irrespective of what status it has.
Uncommitted	Orders where user didn't complete checkout.
Order received	Orders which have been received but are waiting to be processed.

Wait finance	Orders which are waiting for confirmation of payment.
Await bank	Orders which are waiting for confirmation of payment.
Payment denied	Orders that have been put together & payment attempted, but payment was unsuccessful.
Processing	Orders that are awaiting dispatch.
Partially dispatched	Orders where some lines have been dispatched, but others have not. This could also mean that some lines have not been fully dispatched (E.G. 5 hard disks ordered, but only 3 dispatched).
Dispatched	Orders which have been completely dispatched, but are not confirmed as delivered.
Delivered	Orders which have been delivered to the customer.
Cancelled	Orders which have been cancelled.

Order items

The orders section is the first page you will see from the admin section when you are logged in as a store administrator. To view your orders pending in the store you will first of all need to click on "orders". Once you have clicked onto an order you will be able to see all the items within the order and the customer content.

For those of you that use more than one distributor you can click on the online quantity in stock button which will provide you with information on which distributors sell the items within each order placed. This feature will allow you to make quick and informed business decisions on where to order items from as you will know if the items are in stock, the ETA date, the price and your margin.

The next step of the order process would be to use the drop down box next to each product line within the order and select a distributor to order the goods from. Once you have completed this process and providing you have a credit account with your integrated distributors you can now select "send online". This will send your order direct to the distributors you have selected for processing. If you do not have a credit account or the distributor does not provide an online XML version you will need to place the order manually and directly with the distributors.


If you have sent your order / orders by using the "send order online" functionality, Netailer will display a pop up box in the centre of your screen to confirm if you want to send the order. Once you have confirmed to send the Netailer system will show you a confirmation pop up box that the order has been sent to the distributors EDI system.

If you need to amend an order you can do this up before you send the order. You can select "log in as customer" and amend the order as if you were the customer. Once you have processed an order you can save changes by clicking "Save & Close" Once you have submitted the order at distributor level further information such as the "Order Number", "Distributor", "Tracking" etc will be stored on the Tab line and added to the order.

Throughout the order process the order status changes; Netailer will update the customer with the status of their order by email.

Running under the tabs at the top of the page are several red hypertext links which let you take various actions;

Feature	What it does
Printable order	This link will open a new window with all the order details, so if you need to print a complete order

Send order online	This link will send electronic purchase orders to the distributor/s.
Cancel order	This link will mark the order as cancelled. Details will still be stored by Nettailer & can be seen in the back end, & also by the customer.
Edit Customer	This link gives you a direct link to modify any of the customer information (for example, the customer calls up after placing the order as they have entered an incorrect contact number).
Export	This link will export the order. This will only work if you have correctly set up an export for orders in Exports .
Delete order	This link will permanently delete all traces of the order. The customer won't be able to see any record of it & neither will you. <div style="background-color: #ffe6e6; padding: 10px; border: 1px solid #ccc;">  Warning This is irreversible - so be completely sure that you want to do this! </div>
Log in as customer	This link gives you a quick easy way to log in as the customer.

If a product is not in stock, you can choose to order from a distributor and deliver to the client at a later date if the client accepts these terms, or you can cancel the current order line by logging in as a customer (see section log in as a customer)

Underneath each red link is a table of the lines you will see on the order.

Feature	What it does
Part number	Shows the part number of the item. Clicking the part number will show you the product details. On the product details screen, you can click 'Show product in store' to view the product information in your storefront.
Quantity	Shows how many of the products on the line have been ordered. If you need to change the quantity, you can do. Remember to click 'Apply' after you've modified the quantity, or it won't be saved.
In price	Shows the cost price of the product at the time it was ordered. This may not be the actual cost price available to you as it will be influenced by the 'Inprice Logic' that's been selected in Settings .
Price inc	Shows the price the customer paid per unit, including VAT.
Total inc	Shows the price the customer paid for the entire line (I.E. (Price inc) X (Quantity)) including VAT.
Price ex	Shows the price the customer paid per unit, excluding VAT.
Total ex	Shows the price the customer paid for the entire line (I.E. (Price inc) X (Quantity)) excluding VAT.
Margin	Shows the margin made on this line (I.E. ((Price ex) - (In price)) X (Quantity)). This is exclusive of VAT.
Status	Shows the status of the individual line.

Distributor	Let's you pick which distributor to order the product from. If the purchase order has already been sent to the distributor, this will show who the product was ordered from.
Is marked for return	Select if the customer wants to return the product.
Online quantity in stock	Click this to look for the most current distributor stock levels & prices. Always do this before picking the distributors & sending the order online.

Feature	What it does
Purchase orders	This tab shows all the purchase orders which have been created for the order lines. Click a PO to see the details.
Invoices	This tab shows all the invoices which have been created for the order. Click an invoice to see the details.
Returns	This tab shows all the RMAs which have been created for the order. Click an RMA to see the details.
Export logs	This tab shows all the individual exports for the order.

Order

Click on the Order to ensure you have the correct order information.

You can change the status of the entire order at any time which updates all the order lines and shows any comments from customers.

The comment field allows you to communicate with customers should you need to request further information or inform of a delay or any changes.

If you send an order directly from the system to a distributor, Nettailer will take care of the admin acknowledgement by sending all customers an email containing a "clickable link" to their orders. The customer can also view all this information once they have logged in under the resources tab.

Feature	What it does
Order number	Shows the Order number - this is unique to your store.
Internal Order Number	Shows the Internal Order number - this is a unique identifier for the entire Netset ecosystem.
External order number	Shows (and allows changes to) the External order number. This can be specified by the customer.
Send receipt	Allows you to send an order receipt to the customer.
Status	Shows (and allows changes to) the order status.
Do NOT send email to customer	Select this is the customer doesn't want (or if you don't want the customer to get) email updates throughout the order process.
IP Address	A permanent record of the customers IP address.
Order date	A permanent record of the time & date the order was placed.
Changed date	A record of the time & date of the last change made to the order.
Desired delivery date	The date the customer would like the goods delivered before.

Ordered by	Who placed the order.
ApprovedBy	If the order went through an approval process, who approved it.
Sales person	The name of the account manager.
Total	Total value for all order lines & delivery, including VAT.
Total ex	Total value for all order lines & delivery, excluding VAT.
Currency	What currency the order was placed in.
Allow partial delivery	Whether the customer is willing to accept multiple partial deliveries, or not.
Register with the customer's contact information	
Invoiced	This will show if the order has been invoiced or not.

Customer info

Feature	What it does
Customer contact	The name of the customer.
Customer ref	If the customer has entered a reference for the order, it will show here.
Etailer-customer ID	The Etailer ID for the customer. This is unique within Netset.
Customer no.	The customers account number.
Is direct delivery	If the order is for white label delivery direct to the customer, this will be selected.

Comments

There may be occasions when you need to communicate with customers in reference to any changes or amendment from when the order was placed. Any comments entered into this field will be emailed to the customer & stored against the order and provide you with a time stamp.

Internal communication

Any comments entered into this field will be stored against the order for reseller administrators only.

Terms

Feature	What it does
Goods label	Shows the name that the goods will be sent to.
Delivery option	Shows the delivery method that's been chosen.
Payment option	Shows the payment method that's been chosen.
Paid	Shows if the order has been paid for.

Packages

When a package has been shipped, you can enter the consignment number & select which courier it's been shipped with. This will email the customer with details & a tracking link.

Info
To set up a courier, go to [Shipping > Carriers](#).

Tech Data order info

If the order is being sent from Computer 2000, this will show which delivery method has been used.

Contact info

This tab shows the contact information for the order and lets you makes changes if necessary.

Online order info

If the purchase order has been sent online to the distributor, the details are shown here, including the date & time stamp and who sent the PO.

Online Xml info

If the purchase order has been sent online to the distributor, this shows the entire XML log.

Create purchase order

Info
This is designed to reduce your shipping costs when fulfilling multiple orders from the same distributor. It allows you to order the goods to fulfill multiple orders & ship them to your warehouse for forwarding.
It can also be used when you have multiple orders from the same customer.

Create purchase order

Once you have determined which order lines you wish to order you can then select an order line and click on "Create" You will need to specify where the products will be delivered and how they are delivered.

Feature	What it does
Deliver to	This will list the options available for delivery address. If you pick 'Store', the goods will be delivered to your address.
Reference no	If you want a reference number on the goods, enter it here.
Goods label	If you want to specify an additional label on the goods, enter it here.
Delivery	This will list the delivery options that the distributor offers. Select which method you want to use.
Send update emails to customer	Tick this box to email an order update to your customer.
Allow partial delivery	Tick This box to allow partial delivery.
Is direct delivery	Thick this box to indicate the order is to be shipped direct to customer.

Prio	Here you select the order lines to receive a reply first. This is to do with where each serial ends up when the distributor sends the information. It is possible to modify these priorities later if needed.
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Purchase orders



Info

This feature will show you all the purchase orders created in Nettare. If you wish to see more information, click on an order to view the details.

Invoices



Info

This invoice feature will show you all the invoices created in Nettare. If you wish to see view more content you can click on the invoice.

Returns



Info

The return section lets you track RMA's & manage their status while communicating with the customer - very much like the ordering process.

Returns

The returns section will automatically show you new returns by default and the status is headed in a similar way to orders. You will be able to see information about the return date, Id, order number, invoice number, customer number and name. If you wish to view returns under a different status, you can select an option from the drop down menu and click "Filter"

Search

Status	What it means
All	All returns regardless of their status.
Order received	Returns requests received, but not yet processed.
Processing	Returns which are currently being processed.
Pending - Awaiting answer	Returns which are being processed. Waiting on a response from the customer, distributor or vendor.
Pending - Awaiting return	Returns which are being processed. Waiting for the goods to be delivered back.
Processed	Returns which have been fully processed.
Delivered	Returns which are complete
Cancelled	Returns which have been cancelled.

Product

Products



Info

The products section allows you to browse details of all products from your feeds and gives you the ability to create & modify custom products.


Search

Feature	What it does
Part number	Search for the exact part number.
Manufacturer	Search for products by a specific manufacturer.
SKU	Search for products with a specific Stock Keeping Unit.
Name	Find products with this search field in their name.
Price in	Find products with a specific cost price.
Etailer-id	The Etailer-id is globally unique in Nettailer & matches specific products to their CNet data. This should only return a single product.
Part of search words	Select this if you want to view any partial matches.
Type	This allows you to search only for products which have OPG prices.
Has CNet info	Find products with CNet information.
Categorized	Find products which have category & sub category information.
Distributor	Find products from a specific distributor.
Created after	Find products created after a specific date
Doubles	Find products which are available from multiple places.

Create/Edit product

At the top of the page are 5 links. These links will be greyed out for products which are from a data feed.

Link	What it does
Edit	Opens the product for editing.
Make copy	Duplicates the product so you can create a similar product with different defining details.
Delete	Delete the product.




Warning
This is irreversible - so be completely sure that you want to do this!

Clear CNet information	If the product has been matched with CNet information, it will show in the fields. However, if you want to replace the CNet info & replace it with something bespoke, you can do.
Show product in store	Takes you directly to the product in your web store.



Info

Fields with an asterisk* are mandatory. Products cannot be created unless these fields contain data.

Feature	What it does
Active	If the product is active, it is visible in the store. Removing the tick box from here means you can work on a product without customers being able to see it.
Internal	Selecting this means that customers won't be able to see the product, but users with Admin or Seller rights will be able to.
Created date	Date stamp of when the product was created in the Nettailer database.
Part number	The manufacturer's part number.
SKU	The SKU used to reference the product.
Name	The name of the product.
Name extension	Additional naming details.
EAN	The European Article Number (EAN) or Universal Part Code (UPC).
Price	The cost price of the product - excluding VAT.
Tax	Select if the product is VAT applicable or not.
Internal quantity in stock	Enable this if you have stock in your warehouse.
Quantity in stock	How much stock you want the system to show.
Sorting	Set the sorting priority. Lower numbers attract a higher priority.
Description	The product description.
Spec	The spec for the product. <div style="background-color: #ffffcc; padding: 10px; margin-top: 10px;"> <p> Be Careful If you want the specification to appear in a table, use the 'Spec' tab at the top of the page instead.</p> </div>
Distributor	Select which distributor the product is from. If you're creating your own product, select 'Nettailer'.
Manufacturer	The name of the manufacturer.

Category	What category & sub-category the product belongs to.
Product Family	What product family the product should be grouped with.
Condition	Is the product new, refurbished or just plain 2nd hand.

Import

Feature	What it does
Don't import product information	Enabling this will prevent Nettareil from using any CNet data, even if it exists.
Protect name at import	Enabling this will prevent Nettareil from overwriting the product name with CNet information.
Protect description during import	Enabling this will prevent Nettareil from overwriting the product description with CNet information.
Protect specification during import	Enabling this will prevent Nettareil from overwriting the product specification with CNet information.
Protect against removal by import	Enabling this will make it impossible to delete the product by entering a 'd' into the first column of a product import.

Image

This allows you upload a picture of the product.

Spec

The spec tab allows you to create the technical specification for a product in a table. "Just click Add & fill in the values".

You can choose to hide lines by deselecting 'Active'; however lines can also be sorted by adjusting the 'Sorting'. (Lower numbers will appear at the top of the list).

Product packages



Info

This section allows you to create complex products made up of multiple smaller products to offer to customers. (e.g.) You can create an entire PC system - complete with accessories & software.

Product packages are shown to the customer as a complete package or can be broken down into individual parts.

You can tailor an assortment of product packages that are shown to the customer as a complete product package and one price or broken down into individual parts.

Create/Edit Product Package

Feature	What it does
---------	--------------

Active	Setting the product package as active means it will be visible in the store.
Name	Set the name of the product package.
Created date	Set the date stamp that will show on the product package.
Part number	Enter the SKU you want to give the package.
Price	Enter the price you wish to sell the product for (excluding VAT).
Total price	After connecting all the products & saving the package by clicking 'Apply', this will show the total cost of the goods in the package.
Split the package in the basket	Enabling this will break down the package in the customers basket, so they can see all the component parts.
Tax	Select the tax that the product package is applicable for.
Quantity in stock	Enter the amount of stock you want the store to show.
Check stock for included products	Enabling this will calculate how many packages can be created from the stock levels of the contained products & show that figure as the available stock.
Sorting	Lower numbers will appear higher in the product list.
Description	Enter the description that will show in the store.
Spec	Enter the specification that will show in the store.
Distributor	This must be set to Nettailer.
Manufacturer	Select the manufacturer you want the product to be labeled as.
Category	Select the category & sub-category that the product will appear in.
Image	Upload an image for the product.



Info

When creating a product package, you won't be able to connect products until you've saved the package by clicking 'Apply'.

Connecting products

When you click 'Connect Products' you'll be taken to a page that lists every single product in your store. The first thing to do is use the Search field to find the exact product you want to add into the package.

When you've found the product you want - "click on it to add".

Connected product

Feature	What it does
Quantity	How many of this product are in the package.
Sorting	This affects the order that the contained products are shown in the product package description. Lower numbers will be higher up the list.
Clickable	If the product is flagged as click-able, the customer will be able to click the item description & see the product card.

Buyable	If the product is flagged as buy-able, the customer will be able to click through to the product card & add it individually to the basket.
Show price	This will show the standard sale price of the product in the product package description.
Part number	The individual product's part number.
Name	The individual product's name.

Connected customers and customer groups

If you want the product package to be visible for only a select number of customers, you can connect it to customers or customer groups here.

If the package is not connected to any customers or groups, it will be visible to all customers (unless it's not active).

Focus assortments



Info

Focus assortments allow you to promote specific products that are relevant for a particular customer or customer group.

Create/Edit Focus assortments

Feature	What it does
Label	Give the focus assortment a meaningful name.
For all customers	Selecting this will show the focus assortment to all customers that are logged in.

Connect products to customer and customer groups

Search for the product you wish to connect to the focus assortment, now connect the customer or customer group.

To remove a product, select to product to be removed and click "Remove connection" at the top of the page.

Agreement Categories

Agreement categories let you create groups of connected products in categories & sub-categories. Products can only be connected to sub-categories.

Distributors

The distributor section provides you with statistical information regarding the feed / feeds provided within you system. To view this information you can click "Statistics" to bring up the content table on how many distributors are currently in the store, the stock levels, and categorised products containing CNET data.



Please Note

This image and the data contained within are for illustration purposes only.

System distributors

The system distributors section displays a list of all the currently integrated suppliers. It shows which are selected for use in your store and gives you information about the last feed you received from each supplier.

You may also get statistical information regarding the feed / feeds provided within you system. To view this information you can click “Statistics” to bring up the content table on how many distributors are currently in the store, the stock levels, and categorised products containing CNET data.

Import settings

There are some settings here that you may enter to help ensure that any errors from suppliers feeds are not imported into your store, preventing your stock or pricing to be incorrect.

Setting	What it does
Min rows in file	Files with fewer rows than this % will be rejected
Min price affected	Products with a price lower than this value will not affect the limits set below
Min price in file	Too many rows with a price lower than this value can cause the file to be rejected
Max rows in file	If the number of rows, with a price lower than the above limit, exceeds this limit, the file will be rejected
Min number of products for manufacturers	The minimum total number of products from the distributor a manufacturer must have to be considered for the limits set below
Min price for manufacturers	Too many rows with a price lower than this can cause the manufacturer to be rejected
Max rows for manufacturers	If the number of rows for a single manufacturer, with a price lower than the above limit, exceeds this limit, that manufacturer will be rejected
Min price imported	Rows with a price lower than this will never be imported

Manufacturers



Info

This section lists every manufacturer that is in Nettailer. Whilst you cannot edit the manufacturers which come from distributors feeds, you can create new manufacturers (such as your own brand to sell custom built PCs).

Create/Edit Manufacturer

Feature	What it does
External id	If you know the CNet ID, enter it here.
Active	Enable this if you want the manufacturer to be visible in your store.
Label	Enter the name of the manufacturer.
Home URL	Enter the manufacturer's website, if you know it.

Show in drop down	Enable this if you want the manufacturer to show in drop down menus.
Image	It's good to show the manufacturers logo. If they have one, upload the image here (.JPG, .PNG or .GIF are recommended).

Product range limitations



Info

The product range limitations acts like a black-list - hiding certain products from all customers or selected customers or customer groups.

You can hide products, categories of products or entire manufacturer's by selecting them from the drop down selection box. You may wish to only hide products for a limited time, or only when customers are not logged in.

If you want to hide more products than you want to show, use the '[Product range](#)' instead.

Create/Edit Product range limitation

Feature	What it does
Label	Give your limitation a meaningful name.
Start date	Enter the date from which you want the products to be hidden.
End date	Enter the date on which you want the limitation to be removed. For example, setting the end date to 31/12/2012 means that the products will be visible on 01/01/2013.
Type	Select who you want the limitation to affect; General - no customers will be able to see the products Customer connected - specific customers won't be able to see the products when they're logged in Not logged in - customers who are not logged in won't be able to see the products.
Apply only in navigation	Enabling this will mean that customers cannot browse to the products through the category tree, but the products will be shown if they occur in search results.
Manufacturer	If you want to hide products from a specific manufacturer, select which one here. Leaving this as 'Select option' will hide products from all manufacturers. If you are hiding a specific product, you don't need to select anything here.
Category	Select the category & subcategory of the products you want to hide. Leaving this as 'Select option' will hide products from all categories. If you are hiding a specific product, you don't need to select anything here.
Product	If you want to hide a specific product, enter the part number here.
Connect customer or customer group	This option will only appear if you have picked 'Customer connected' in 'Type'. To connect a customer, simply click the red link, find the customer you want to affect & click them.

Product range



Info

The product range acts like a white-list - hiding all but certain products from customers. If you want to show more products than you want to hide, use the '[product range limitation](#)' instead. Product range allows you to show only specific products, categories of products or entire manufacturer's products in your store.

If there are specific customers you want to show certain products to, you can connect the range to customers or customer groups and even specify start and end dates.

Create/Edit Product range selection

Feature	What it does
Label	Give your range a meaningful name.
Start date	Enter the date from which you want the products to be shown.
End date	Enter the date on which you want the range to be removed. For example, setting the end date to 31/12/2012 means that the products will not be visible on 01/01/2013.
Type	Select who you want the range to affect; General - all customers will be able to see the products Customer connected - only specific customers will be able to see the products when they're logged in Not logged in - customers who are not logged in will be able to see the products.
Apply only in navigation	Enabling this will mean that customers can browse to the products through the category tree, but the products will not be shown if they occur in search results.
Manufacturer	If you want to show products from a specific manufacturer, select which one here. Leaving this as 'Select option' will show products from all manufacturers. If you are showing a specific product, you don't need to select anything here.
Category	Select the category & subcategory of the products you want to show. Leaving this as 'Select option' will show products from all categories. If you are showing a specific product, you don't need to select anything here.
Product	If you want to show a specific product, enter the part number here.
Connect customer or customer group	This option will only appear if you have picked 'Customer connected' in 'Type'. To connect a customer, simply click the red link, find the customer you want to affect & click them.

Top sellers



Info

The top sellers section is displayed on the left hand side of the store. This is based on orders that your customers have placed. You can choose how many are shown by changing the display quantity in Setting > settings> promotions and edit the free text boxes.

Create/Edit Top seller

Feature	What it does
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Prio	This sets the priority of the item. Lower numbers will have a higher priority & therefore appear higher in the list.
Product	Enter the search criteria for the product & click search. You can then simply click the product you want, or refine your search criteria.

To remove a top seller from the list, simply click on it & then click 'Delete'.

Warehouses

Info
 If you store your stock in multiple warehouses then you can reflect this in store. You can create warehouses and virtual warehouses and manage where the stock is situated. However should you not want warehouses visible to customers - stock levels can be merged by disabling Settings > Settings > Products > Stock > 'Separate stock per warehouse'.

Create/Edit Warehouses

Feature	What it does
Name	Give your warehouse a meaningful name
Sort order	This lets you dictate the order that the warehouses appear in your store. Lower numbers will appear higher in the list.
Web warehouse	Enabling this will show the stock levels from distributors feeds. <div style="background-color: #e0ffe0; padding: 10px; margin-top: 10px;"> <p>Handy Hint If you have multiple warehouses created - you should always have one warehouse set as your web-warehouse.</p> </div>

Weight

Info
 Gross Product Weights let you accurately calculate the cost of Shipping in Shipping matrices. This section lets you set products weights for products you have created or imported.

Create/Edit Weight

Feature	What it does
Product	Enter the product name or part number and click 'search'. You can then either select the product you want to modify, or refine your search.
Weight	Enter the weight in grams.

Product Notification

If the notify me feature is switched on, this is the area that displays the list of "Notify Me" information. When a product is out of stock and the notify me button is pressed an entry of what that product is and who requested

it is produced. Here you may manage those notifications. Giving you the option of supplying the product when its back in stock or offering the customer a comparison.

The "notify me" may be enabled via Settings->Products->"Disabled buy button"



Please Note

These notifications will be deleted after 3 months automatically

CNet SKU

This feature allows you to check to see if a product has all the rich content provided by CNet. Including images descriptions and specifications.

All you have to do is enter the product information into the search boxes and click filter. If you product is included it will appear on a list at the top of the screen.

Shipping

Shipping matrices



Info

The Shipping matrices offer a powerful & flexible way to manage how much your customers are charged for delivery.

Create/Edit a Shipping matrix

Feature	What it does
Label	Give your matrix a unique meaningful name.
Label in order	This is the label that the customer sees on their order & invoice.
Article number	If you export orders, this is the stock code that will be exported.
Customer specific	Select this if the matrix is for a specific customer or group of customers. Enabling this will show the customer selection information at the bottom of the page.
Base cost	This is the standard cost of the delivery.



Be aware

As with every price in the back end of Netailer, the Base Cost should be entered without VAT.

Delivery

Feature	What it does
Delivery specific	If you want to give the end user multiple delivery choices (E.G. Next day, economy delivery, Saturday delivery, etc.,) select this box.

Delivery options	If the Matrix is delivery specific, pick which delivery or deliveries it applies to.
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Geographical area

Feature	What it does
Area specific	Tick this box if you want this shipping matrix to be area specific
Countries List	Here you may select the countries you want to include in this shipping matrix (these first need to be created in the Countries section and then given properties in the Geographical areas section)

Weight

Feature	What it does
Use	If you want shipping to be calculated based on the weight of the goods in the basket, select this box.
Weight(g)	Enter the lower & upper weights (in grams) of the weight range.
Cost	Specify the additional cost that will be added to the base cost.

Distributor

Feature	What it does
Multiple distributor modifier	Adds a cost to the shipping matrix for orders that require stock from multiple suppliers. Will be applied once for every distributor after the first
Use distributor modifier	Tick to enable this feature
Multiply with the number of distributors	This may be used to disable the first options value from multiplying for every supplier attached to the order. Instead you can use the first value as an absolute amount if more than one supplier is used or you may specify the min or max amount of times to multiply the value by regardless of how many suppliers are used to fulfill an order.

Min/max cost



Info

The Min/max cost enables you to charge different costs of delivery depending on the cost of the goods in the basket in a similar fashion to [Price logics](#).

Feature	What it does
Order value	Select the range of order values.
Min / Max	Enter the min & max price for delivery.

Example Shipping Matrices

Example fixed price Shipping Matrix

Setting	Value
Label	All orders £8 delivery.
Label in order	Standard Delivery
Article number	CAR-DEF
Customer specific	no
Base cost	6.66
Delivery	Value
Delivery specific	yes
Delivery options	Standard Delivery
Min/max cost	Value
Order value	0 -
Min	6.66
Max	6.66

In this example, the Standard Delivery will cost £6.66, irrespective of the value of the goods ordered.

Example of free delivery for any order over £75 (inc VAT)

Setting	Value
Label	Free delivery over £75
Label in order	Standard Delivery
Article number	CAR-DEF
Customer specific	no
Base cost	6.66
Delivery	Value
Delivery specific	yes
Delivery options	Standard Delivery
Min/max cost	Value
Order value	0 - 62.49
Min	6.66
Max	6.66
Order value	62.50 -
Min	0.00
Max	0.00

In this example, orders with a value of over £75 inc VAT, will not be charged delivery.

Example of delivery calculated by weight of goods

Setting	Value
Label	Delivery by Weight
Label in order	Standard Delivery
Article number	CAR-DEF
Customer specific	no
Base cost	0.00
Delivery	Value
Delivery specific	yes
Delivery options	Standard Delivery
Weight	Value
Use	yes

Lower Weight(g)	Upper Weight(g)	Cost
0	249	3.00
250	999	5.00
1000	2499	7.50
2500	4999	10.00
5000		12.50

In this example, a small order weighing less than 250g will attract a £3.00 delivery fee, but heavier orders will cost more, up to a maximum of £12.50.

Category Settings



Info

Not every product from distributors has gross weight information available. Some distributors only supply us with the net weight of products (that is, the weight of the actual product without packaging & accessories). Some distributors don't give us any weight whatsoever! The Category Settings allow you to put a safety net in place when there's no weight information available.

Weight(g)

Feature	What it does
Use	This will enable the manually entered weight when there is no product weight available.
Default	Enter the weight you want to use for products with no weight available. It has been separated into categories to allow you to fine tune your assumptions - for example, Cables should obviously weigh less than Printers.

Override	If this is selected, all CNet & Distributor weight information will be ignore in favor of the manually entered value.
----------	---



Be aware

All weights should be entered in grams.

Net weight(g)

Feature	What it does
Use	This will enable the adjustment of the weight where only net weights are available.
Modifier	Enter a numerical value to affect the net weight.
Modifier type	This will change the behavior of the modifier. 'Multiply with' will multiply the net weight by the number in the 'Modifier' field. 'Add to' will add the net weight to the number in the 'Modifier' field.

Cost for export



Be aware

Unfortunately, the calculations for delivery cost based on weight are too complex to be run & when exports are generated. This means if you want to export different costs of shipping for different items, you must enter a general delivery cost for the product category.

Feature	Cost for export
Use	this will enable the cost of delivery to be exported by category.
Cost for export	Enter the cost of delivery for products in that category - this will only affect the price shown on exports.

Weight Priority



Info

If a product is available from more than one distributor, Netailer may well be given more than one weight. Netailer will also attempt to use the gross weight supplied by CNet, so it's important to decide which weight to use if there is a conflict.

Supplier priority for weight

Enter the priorities you want Netailer to use when calculating the weight of goods in the basket. Low numbers are a higher priority.

Only distributors which provide product information to your store will be listed.

If a high priority source does not provide the weight, Netailer will automatically move to the highest priority source which has weight available.

Shipping test



Info

The Shipping test allows you to make sure that customers are being charged the correct cost of delivery & it's also very useful to see which source the product weight comes from.

Shipping

Feature	What it does
Customer	Search for the customer. You can enter the account number or the name on the account, then press enter or click search. If multiple matches are found, refine your search or click the relevant account.
Delivery option	Select the relevant delivery option that you wish to calculate the cost of.
Order value	As the price matrices can have a sell price element, enter the hypothetical price of the goods, exclusive of VAT.
Weight(g)	As the price matrices can have a weight element, enter the hypothetical weight of the goods, in grams.
Calculate	Once all the parameters have been entered, click the Calculate button & the resultant shipping cost will be shown alongside the key logics used.

Weight(g)

Feature	What it does
Product	Search for the product. You can enter the part number or the name of the product, then press enter or click search. If multiple matches are found, refine your search or click the relevant product.
Calculate	When you have selected the product you're interested in, clicking the Calculate button will return the weight of the product & the source of the information.

Geographical areas

The Geographical area section is used to define more specific shipping properties for all the countries you choose to ship to from your store. Here you would create all the labels for countries you want to add more precise shipping costs to that you would later add in [Shipping matrices](#).

Geographical area

Label

Countries

Belgium Sweden United Kingdom

Postal codes

OK Cancel Apply

Setting	What it does
---------	--------------

Label	Give this Geographical area a name
Countries	Select the Countries you want to include in this Geographical area
Post Codes	Here you may choose from the drop down menu which postcodes to include in this geographical area. The options are: All: All post codes using the selected country will be included in the geographical area Prefixes: Post codes you put here ONLY will be included in this geographical area Intervals: Post codes between (and including) your entries here will be included in this geographical area

Carriers



Info

Nettailer tries to keep your customers up to date with what's happening with their order. Part of this process includes sending them a tracking number & a link to the couriers website so the order can be easily tracked. This is where you need to enter the courier's web address.

Create/Edit a Carrier

Feature	What it does
Label	Enter a meaningful label for the carrier.
URL	Enter the tracking URL for the carrier. The URL will automatically be appended with the tracking number. For example, if the courier's URL is 'http://www.tracking.com?query=' & the parcel has the tracking id 'PCL0001' - then the customer will be sent the tracking URL of 'http://www.tracking.com?query=PCL0001'.

Promotion

Promotions

This is where you can create all the presentations for products, packages, promotions and banners that are visible on the front page of your store for both general and specific customers.

To create a profile, follow these steps:

Click on "Create".

Choose the type of promotion of promotion you want to create from the options in the drop down menu.


Promotion Name	Promotion Description
Product	Creates a mini product card containing text, image and price of product. It will also provide a like to products page.
Text	Creates a box containing text. This can also contain HTML code or JavaScript for custom presentations
Image only	Creates a box that displays an image

Slide show	Creates a box for a slide show of images
Flash	Creates a box that can contain your flash presentations
Document	Create a promotion containing a user made document (created in Document section)

Once an option has been selected a new page will open with more setting options.

Product/Text/Image Promotions

General Settings

Setting	What is does
Name	Name your promotion
Sort order	Fill out a sort order to determine where the promotion to be displayed on the page. Promotions appear in ascending sort order. A lower sort value means that promotion will appear higher up the page. <div style="background-color: #ffffcc; padding: 5px;"> <p> Note Used only when “Except from randomization” is ticked.</p> </div>
Start date	Set the date you want the promotion to start. This is handy if you want to create promotions in advance of the actual start date giving the sales team time to learn about the promotions before they go live.
End date	Set the date you want the promotion to end, once this date arrive the promotion will no longer be displayed in your store

Position and size

Setting	What it does
Promotion placement	Here you can select where on the store you want your promotion to appear. First page – will place your promotion in the body of the first page To the left – will place your promotion in the left hand column of your store To the right – will place the promotion on the right had column of the store Category – will place your promotion within a specific produce category group
Size	Determines the size of your promotion, small or large
Except from randomization	If this is ticked then your promotion will not appear at a random sort order. This makes the sort order of this promotion absolute.

Text

Setting	What it does
Heading	Add the name heading for your promotion, It is shown in bold above the text.
Text	Add text for the promotion, just a few lines about a product to draw the customers attention

Image

Setting	What it does
Picture alignment	Here you determine the alignment of an image within your promotion box. Left, Right or Center
Image	Used to upload your image, Browse for your file and once the apply button is pressed this will upload to this promotion
Don't re size the image	By default the site will re size an image uploaded to fit into the promotion at a per-determined size. If you want to use the image original size then click here.

Product

Product – If you want to make a promotion based on a product already on your store, then you can enter its part number here and once it is selected, this will automatically fill your text and image properties for you.

Slide Show Promotion


With slideshows, you can upload multiple pictures, display an image for a set number of seconds and then it goes to the next slide. You decide how many seconds each image should be displayed under "Duration". Mode allows you to change the transition of a slide, the options available are **Vertical**, **Horizontal** or **Fade**. You may then change the direction in which your images slide, using the direction setting.

Flash Promotions

Flash promotions are supported but not created by Nettailer. You can upload your flash promotion and set its size in this section.

Document Promotions

General Settings

Setting	What it does
Name	Name your promotion
Sort Order	Fill out a sort order to determine where the promotion to be displayed on the page. Promotions appear in ascending sort order. A lower sort value means that promotion will appear higher up the page. <div style="background-color: #ffffcc; padding: 10px; border: 1px solid #ccc;"> <p> Note Used only when "Except from randomization" is ticked.</p> </div>
Start Date	Set the date you want the promotion to start. This is handy if you want to create promotions in advance of the actual start date giving the sales team time to learn about the promotions before they go live.
End Date	Set the date you want the promotion to end, once this date arrive the promotion will no longer be displayed in your store.

Position and size

Setting	What it does
---------	--------------

Promotion placement	Here you can select where on the store you want your promotion to appear. First page – will place your promotion in the body of the first page
Except from randomization	If this is ticked then your promotion will not appear at a random sort order. This makes the sort order of this promotion absolute.

Document

Document - Here you may can select the document you want to show up in the store from a drop down menu.

i You must have created a document prior to setting up this promotion to select it here. Documents are created in the [Document](#) section.

Promotions categories

You can create multiple profile categories within Netailer. This feature is useful to promote campaigns such as: "HP Campaign" or "LG Race".

The new category appears as a menu option within the offers menu.

The profiling categories that you have created will be selectable when you create a profile.

Vouchers

You can create coupons /vouchers, Netailer gives you a variety of options to configure different types of promotions, when to make them active.

To create a Voucher code you must follow the simple steps below.

- 1) First, enter a name for the discount voucher / coupon. (This title is visible to Netailer reseller administrators only).
- 2) Next, enter the start and end date for the voucher to start and finish.
- 3) You now have three different criteria sections where you must specify in order for the voucher code to discount the correct amount for the right products / categories etc. **Please note:** if you select the discount amount but do not choose either a category or a product of some description, your customers will be able to use the voucher regardless of what they purchase.
 - a) If you select "none" then the coupon may be possible to use in all cases to your customer.
 - b) If you choose "discount", you can specify the exact sum exc as your end users need to shop for.
 - c) If you select "percentage" this will define the number of products that need to be in the cart before the customer has the opportunity to use their voucher code.
- 4) Select the value of the voucher, you are given three options:
 - a) You can select an amount of £'s (ex VAT) for the "Discount, sum"
 - b) Alternatively, select a percentage for the entire amount in the cart in either "discount or percent"
 - c) Or you can let the customer get a bonus product when the customer has fulfilled the conditions.

5) Once you have completed the above steps you can now choose if the code should be generic or to be used by several visitors. If you select 'Unique' the code can only be used once.

a) To create an advertising campaign that you have with a newspaper or some other form of online marketing, you could make a general code which can then be used by multiple users.

b) You may decide to generate unique codes for other forms of marketing such as e-mails. You can select as many codes as you require Netailer to generate and then export them out to an excel sheet if required. You can pre fix the codes with some form of name or unique numbers that allows you to track the success of your campaign.

"Remember" that you need to click the "Create Codes "when you click Save.

6) Next, select which products this Code should be applicable to. You have three choices as listed below:

a) "All" means that for any product.

b) If you select "Products" you can select exactly all the products that need to be in the cart before the code becomes useful.

c) Or if you choose "Category / Manufacturer ', you can set whether the code should only work if the customer has purchased products from a specific or category, or a combination thereof.


7) Finally, select whether the voucher needs to be customer-connected, for all customers and visitors, or choose customer groups.

Once the customer has reached the shopping cart they will see "Voucher Code". Once they have entered the code provided they will be able to see their code has completed its value at checkout.

Category


Categories

The section manages the products into categories. Netailer is set up with basic categorization based on information provided by CNet with some refinement from Netset. Listed are the names of each main category. When a category is clicked on you can then see what specific products (or sub categories) are linked to that category. You can create your own category and link sub categories to it, however you can't edit or delete any of the pre-defined categories.


 Categories or parts of categories with no associated products will not display in the store.

To add a category, click on "Create". Fill in the name, code and specify the sort order of the category with an integer. If no sort order is specified to a category it will be sorted by last name. The code should be two-digits and must consist of letters, A - Z.

Clicking the "Do not change the name" on imports prevents the imports from renaming the category. Finish by clicking on "Save & Close" or "Save".

 You must enter a category code when you create your own categories.

To create a subcategory, first click on the category under which the sub-category will be placed. All existing sub-categories are shown. Click on "Create". This displays a similar form as in the main category. Fill the rest of the form in the same way as for the main category. Finally, click on "Save".


 This category will be displayed under the selected main category.

You may now enter Meta information in to each category and sub category to help improve your SEO and drive your store to higher rankings with search engines. To add this information to your store, select a category or subcategory, edit it and under the "Meta" tab enter the information relevant to your business.

Category groups

This feature allows you to create groups in the category tree. This is useful if you want to work with comprehensive categorization for navigation. For example, "IT Products", "Environmental Products" and so on. The category group created is displayed instead of the category tree.

Create a new category group by choosing "Create". Give it a name, such as Audio & Visual. Then add the sub-categories that you wish to be included in the category group.

 It may take a few minutes to show your new category groups in store. To be sure you can see the results correctly. You can delete your cookies and restart your browser, or open your store in a different browser.





Product families

The product family is the last level in the category tree. These are imported from basic information provided by CNet and refined by Netset. These products are linked automatically to the appropriate product family. To add manually listed products in its category structure, you can either create your own families, or use the automatically generated.

To create your own product line, click on "Create" and fill in the fields. Product Family ID is generated automatically when the family is created. The path is only a guide to know where the family ends up in the category tree. It will become the name used to group products in the category tree.


Accessories

This is where you are able to add accessories and recommended accessories to your products. This is great to help you up sell additional items with your main products. To add an accessory you first select the product you want to make the accessory for, from the drop down boxes. Once selected you click apply and connect to it all the products you want to link it with. If you have an item in particular you want to highlight then you may use the recommended button. Once set up, these accessories will show up on the product page of the product you have them connected to.

Information	Specification	Accessories	In stock
Hide all			
Recommended			
	Sony VAIO VGP-CP24 - Notebook pouch - black - for VAIO S Series VPC-S12; VAIO Y Series VPC-Y21; VAIO Z Series VPC-Z12		
VGPCP24.AE	Sony		
Accessories/Laptops - Cases & Bags			
	Sony VAIO VGP-CP24 - Notebook pouch - black - for VAIO S Series VPC-S12; VAIO Y Series VPC-Y21; VAIO Z Series VPC-Z12		
VGPCP24.AE	Sony		

Category mappings

Online store category structure is based on CNet Channels structure. Netset have amended it to work more efficiently for market. Netailer tries to automatically map the distributor's catalog to the basic structure. Most products are mapped automatically but the remaining inventory that the store is supplied with, or that you can choose to add, must somehow be integrated with the existing structure. When products from external suppliers are added that are not managed by CNet Channel, Netailer will try to capture its category structure if it is able to be identified. It is then possible to relate this structure to the categories in the store.

 This information is not editable in Netailer. This page is for information purposes only

Price Logic

Price logics

Info
Price Logics allow you to build some intelligence into the way your shop calculates prices. Want low cost cables to carry a higher margin than high cost laptops? No problem. Want to give your favorite customer preferential pricing? No problem.

Create/Edit a Price Logic

Feature	What it does
Label	Give your price logic a unique meaningful name.
From date	Enter the date you want the price logic to become active.
To date	Enter the date you want the price logic to be deactivated.
Manufacturer	Pick which manufacturer the price logic will affect. If you don't pick an option, your price logic will affect every manufacturer.

Category	Pick the category, sub category & product family the price logic will affect.
Product	Specify the stock code if you want the price logic to only affect a single product.
Price type	Select if the price logic is for 'Normal' costs, 'OPG' costs, or both.



Handy Hint

Price list 1 is the default price used for customers who are not logged in. This can be changed in **Settings > Defaults > "Price List"**

Types

Feature	What it does
Type	Specify the type of price logic; 'Global' means the price logic will affect every customer (unless customers have another price logic connected to them). 'Customer connected' means the price logic will only affect specific customers, or customer groups.
Calc type	Specify what calculation type the price logic will use; 'Increase' this is what percentage of the cost price you add on to get the selling price. 'Margin' this percentage is the percentage of the final selling price that is profit. 'Discount' will reduce the sell price by the specific percentage. 'Fixed price' changes the logic so instead of entering a percentage, you should enter the sell price (exclusive of VAT).

Price list

Feature	What it does
Interval	This will set a range of costs - any products with a cost price between these ranges will be affected by this line
Pricelist 1-10	Nettailer lets you create ten price lists, this means you should be able to tailor your prices to match your accounts without having to create multiple customer connected price lists.



Handy Hint

Nettailer allows you to create ten different price lists to allocate to different groups of customers. By default, every customer will see price list 1, but it can be changed in **Users > Customers > Customer card > Customer info > "Price list"**

Example Price lists

Example Default Price List

Setting	Value
Label	Default
From date	01/01/01
To date	01/01/25
Manufacturer	Select option

Category	Select option
Product	None selected
Types	Value
Price Type	Normal
Type	Global
Calc Type	Margin
Interval	Price list
0.0 - 9.99	30
10 - 19.99	25
20 - 49.99	22.5
50 - 99.99	20
100 - 199.99	17.5
200 - 499.99	15
500 -	12.5

This is a fairly typical example of a logic where the greater the cost price of the item the lower the margin applied.

In this example, any product that costs £9.99 or less will be given a margin of 30% whereas any product that costs between £200 & £499.99 will have a margin of 15% applied.



Handy Hint

You should always have a default price logic to act as a safety net & ensure that every product is sold at a profit. With no default price logic, any product with no logic associated with it will be displayed as 'Call for price' in your store.

Example Manufacturer & Category Specific Price Logic

Setting	Value
Label	HP Laptops
From date	01/01/01
To date	01/01/25
Manufacturer	HP
Category	Computers Laptops Select Option
Product	None selected
Types	Value
Price Type	Normal

Type	Global
Calc Type	Margin
Interval	Price list
0.0 -	10

In this example, any HP branded Laptop will be given a margin of 10%.
 Any HP product that is not a laptop will not be affected.
 Any other brand of laptop will not be affected.

Price Logic Priorities

As the Price Logic structure is so flexible, it is possible to create overlapping logics (for example, you could have one logic for Laptops & another for every HP product). To avoid any conflicts, we have put in place the following order of priorities.

Going from highest to lowest priority;

1. Customer specific price logic on the product
2. Customer specific price logic on the product family
3. Customer specific price logic on the category
4. Customer specific price logic on the manufacturer
5. Default price logic on the product
6. Default price logic on the product family
7. Default price logic on the category
8. Default price logic on the manufacturer
9. Default global price logic

Fixed price editor



Info

Products which you want to sell at a fixed price can be entered into the standard [Price logics](#), but it's much simpler to enter them into here.

Defaults

Feature	What it does
From date	Enter the date that the logic will come into effect.
To date	Enter the date what the logic will cease to be effective.
Type	Select whether the fixed price is for Normal or OPG cost prices - or both.



Be aware

The defaults will be used if you create a new fixed price & leave any of the fields empty.

Price Logics

Feature	What it does
Delete	If you want to delete a specific line, select this & click apply.
Part number	Use the search box to find the product you want to have a fixed price. Enter the part number or product name & click search. If multiple matches are found, refine your search or select the correct product.
Inprice	This will show the cost price for the selected product.
Fixed	Enter the price that you wish the product at.
Margin	This will show the margin you will make based on the Inprice & Fixed price.
From date	If you're creating a new fixed price, this will show today's date. Otherwise it will show the date the fixed price came into effect.
To date	If you're creating a new fixed price, this will show the default 'To date'. Otherwise it will show the date the fixed price will expire.
Type	If you're creating a new fixed price, select if you want the fixed price to be for normal or OPG customers - or both. Otherwise it will show the current status of the line.

Price test

You can use this feature to test price logics you have set for specific customer, customer groups or products. Simply put the product you want and the customer you want to test against in to the relevant boxes and the system will display the calculated purchase price, sales price, the price logic selected for that customer and even the price list they are attached to.

Users

Customers



Info

The customers section is what it says on the tin. This section is all about your customers - their contact details & their settings.

Customer info

Feature	What it does
Customer no.	Their account number.
Company name	The name of the company they work for.
Org. no.	Their organization number. You can use this as their company's account number, VAT number of corporate registration number.
Notes	Let's you store notes & comments against their account.
Registration date	The date the customer was registered in Nettailer.
Customer type	Whether they are registered as a Company or a private individual.

Payment option	Their default payment type. If other payment options are available, the customer can select them in the checkout.
Contract customer	Enable this if you have a contract with the customer.
Do not allow invoice	Enabling this will prevent invoices from being created for orders.
Delivery option	Their default delivery option. If other delivery options are available, the customer can select them in the checkout.
Customer specific currency	Their default currency. If you have allowed customers to change currency in the basket, the customer can change this in the store.
Customer group	What customer group they belong to.
Sales person	The name of their account manager.
Price list	Which of the 10 price lists they will see in the store.
Allow rent	'Rent' allows the customer to lease the goods from you. This option has three settings; As customer group - This will align the setting to match the customer group that the customer is a part of. Yes - This will allow the customers to see the rent options. No - This will not allow the customers to see the rent options.
Exempt from small order charge	If you use a small order charge, enabling this will make the customer exempt from it.
Want info	Whether the customer wants to receive marketing emails or not.
Hide prices	Enable this to prevent the customer from seeing prices.
Hide my pages	Enable this to prevent the resources box from showing on the homepage.
NO notification on order change	Enable this to prevent the customer receiving emails when their orders change status.
Allow to place freetextorders	Enable this if you want to allow the customer to enter free text on orders.
Hide Buybutton	Enable this to hide the buy button & prevent the customer placing orders through Nettailer.
Lock login settings	Enable this prevent the customer from being able to change their username or password.
Allow partial delivery selected as default	In the checkout there is an option to allow partial deliveries - this modifies the default setting.
Customer page	Here you can set the first page that the customer sees when they log in.
Content on extra tab	You can give customers their own tab which lets them see a specific Document .
Title of extra tab	If you have given the customer their own tab, this sets the label on the tab.
Language	If you have multiple languages enabled, this sets their default language.

Redirect to on login	This feature enables you to specify where they customer is sent immediately on login. For example you may point them directly to a promotional page, focus assortments or a document page.
----------------------	--

E-mail options

Feature	What it does
Additional e-mail address for order confirmation	When an order confirmation is e-mailed - it will also be e-mailed to this address.
Additional e-mail address for order invoice	When an invoice is e-mailed - it will also be e-mailed to this address.
Send order confirmation by e-mail	This sets whether the user will be emailed an order confirmation or not.
Send invoice to customer by e-mail	This sets whether the user will be emailed an invoice or not.
Send invoice by e-mail when this customer attest an order	This sets whether the user will be emailed an invoice when they approve an order.
Send order confirmation by e-mail when this customer attest an order	This sets whether the user will be emailed an order confirmation when they approve an order.

Display options

These options have up to four settings;

As shop settings - The customer will inherit the setting from the global shop setting.

As customer group - The customer will inherit the setting from the customer group they are part of.

Yes - The feature is enabled.

No - The feature is disabled.

Feature	What it does
Show general assortment	If you have created a global focus assortment, you can hide it from the customer here.
Show focus assortment	If you have created a customer connected focus assortment, you can hide it from the customer here.
Show general promotions	You can stop the customer seeing any global promotions here.
Show customer specific promotions	You can stop the customer seeing any customer connected promotions here.
Show most recently sold	If enabled, the recently sold box sits on the left hand side of your store.
Show top sellers	If enabled, the top sellers box sits on the left hand side of your store.
Show configurators	If enabled, the configurators box sits on the right hand side of your store.
Pay VAT	If the customer does not need to pay VAT, you can disable it here.
Default inc VAT	Here you can dictate if the customer sees prices including or excluding VAT by default.
Lock delivery address	Enabling this means the customer cannot change the address that goods are delivered to.
Lock invoice address	Enabling this means the customer cannot change the billing address.

Create quote	Enabling this means that the customer can create their own quotes.
--------------	--

Contact info

Info
Fields with an asterisk* beside them are mandatory & must be complete before the customer can be saved.

The majority of settings on this page should be self explanatory.
The 'Delivery address for the distributor' will override the delivery address that the customer enters when a white label order is sent online. This can be used when you want all white label orders to come to your warehouse first, for example.

User info

Feature	What it does
Active	If this is disabled, the customer will not be able to log in.
Username	The username used to log in to the site.
Password/Confirm password	The password used to log in to the site.
Roles	Customer group admin will allow the customer to create other user accounts in the same customer group. Approval means that the customer will be emailed details of orders which their staff want to place so they can be approved.

Focus assortments

This is a quick easy way to connect [Focus assortments](#) to the customer account.

Customer groups

Info
The customer groups allow you logically group customers together to make the process of managing them much easier.

Customer group

Feature	What it does
Etailer-id	The groups unique database ID.
Customer no	The account number of the customer group.
Label	The name of the customer group.
OPG Customer id	If you customer is eligible for OPG pricing, enter their OPG ID here.
Use order export	
Allow rent	'Rent' is a system which allows the customer lease goods from you. It can be enabled here.

Exempt from small order charge	If you use a small order charge, enabling this will make the customer group exempt from it.
Customer specific currency	Their default currency. If you have allowed customers to change currency in the basket, the customer can change this in the store.
Customer page	Here you can set the first page that the customer sees when they log in.
Price list	Which of the 10 price lists they will see in the store.
Order history on customer number	This will allow a single customer to see the entire order history for any customers with the same customer number.
Sales person	The name of their account manager.

Display options

These options have three settings;

As shop settings - The customer will inherit the setting from the global shop setting.

Yes - The feature is enabled.

No - The feature is disabled.

Feature	What it does
Show general assortment	If you have created a global focus assortment, you can hide it from the customer here.
Show focus assortment	If you have created a customer connected focus assortment, you can hide it from the customer here.
Show general promotions	You can stop the customer seeing any global promotions here.
Show customer specific promotions	You can stop the customer seeing any customer connected promotions here.
Show most recently sold	If enabled, the recently sold box sits on the left hand side of your store.
Show top sellers	If enabled, the top seller's box sits on the left hand side of your store.
Show configurators	If enabled, the configurators box sits on the right hand side of your store.
Pay VAT	If the customer does not need to pay VAT, you can disable it here.
Lock delivery address	Enabling this means the customer cannot change the address that goods are delivered to.
Lock invoice address	Enabling this means the customer cannot change the billing address.
Create quote	Enabling this means that the customer can create their own quotes.

OPGs

Here you can connect relevant OPGs to the customer group.

Focus assortments

This is a quick easy way to connect [Focus assortments](#) to the customer group.

Administrators



Info

Nettailer allows you create as many administrators as you need & assign roles accordingly.

Contact info

Enter the administrators contact information. The delivery address is important as this is the backup address if couriers cannot deliver to the delivery address on a white label order.

User info

Here you set the administrator as active (if they are not, they cannot log on), set their username, their temporary password (the user will be prompted to change their password the first time they log on) & their role;

Role	Privileges
Administrator	Gives the user complete access to all settings, prices & features.
Seller	Gives the user the ability to log on as other customers & place orders on their behalf.

Image

You can upload a small picture of the user which will be shown to their customers.

Retailers



Info

This allows you to change fundamental properties of your site.

Retailer

Feature	What it does
Name	The name of your company/store.
CorpRegNo	Your corporate registration number.
Show retailer promotions only	Disabling this means you may inherit some global promotions from the Nettailer root store.
Show retailer documents only	Disabling this means you may inherit some global documents from the Nettailer root store.
Show retailer top sellers only	Disabling this means you may inherit some global top sellers from the Nettailer root store.

Retailer specific homepage

This is where the URLs of your store are entered. If you add a new URL to your shop, enter it here after setting up your DNS. Do not enter http:// - but you can enter www. if you wish.



Warning

If you remove URLs from here, it is possible that you & your customer won't be able to access your store until Netset repair the settings, so be certain of the changes you make here.

Quote PDF information

This is your contact information shown on your PDF quotes.

OPGs



Info

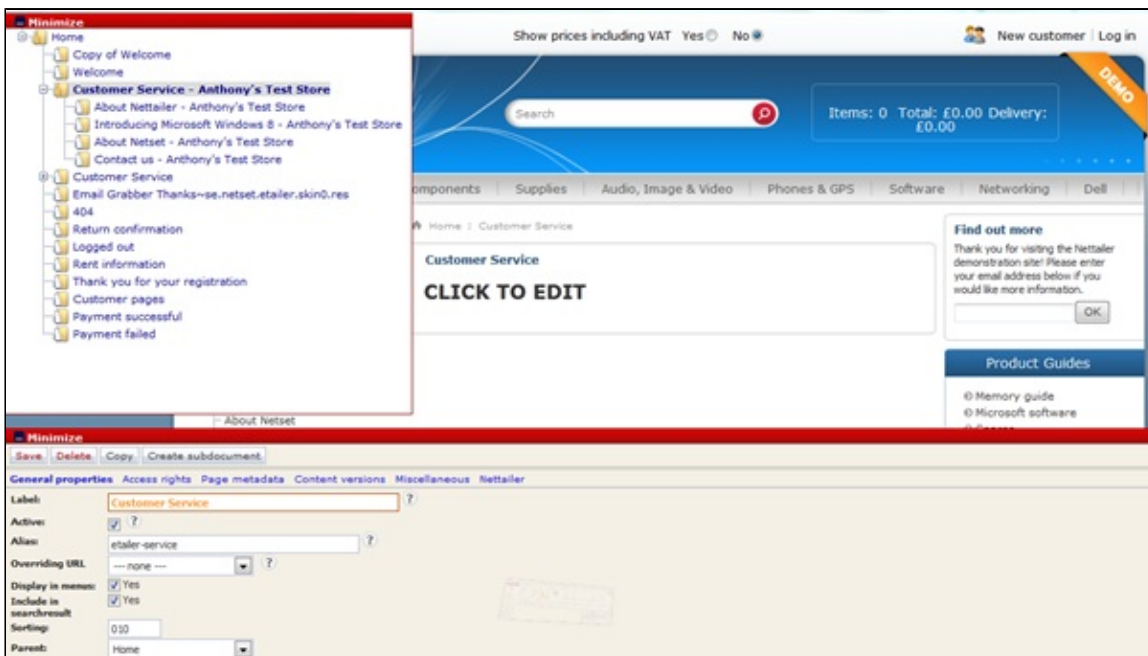
If you are a reseller, customer who uses specialist pricing (Known as OPG's). Some UK distributors can supply you with an OPG feed in addition to your regular feed. Once this has been installed and connected to your Netailer site you can connect the right customers to the correct OPG code. This shows all the OPGs which are currently on your feeds.

Document

Documents

Netailer contains an advanced content management section. This is where your custom documents can be created. For example Customer Services, Contact Us and About Us pages etc.

Once this link is clicked a new browser window will open. This window is divided into three sections.

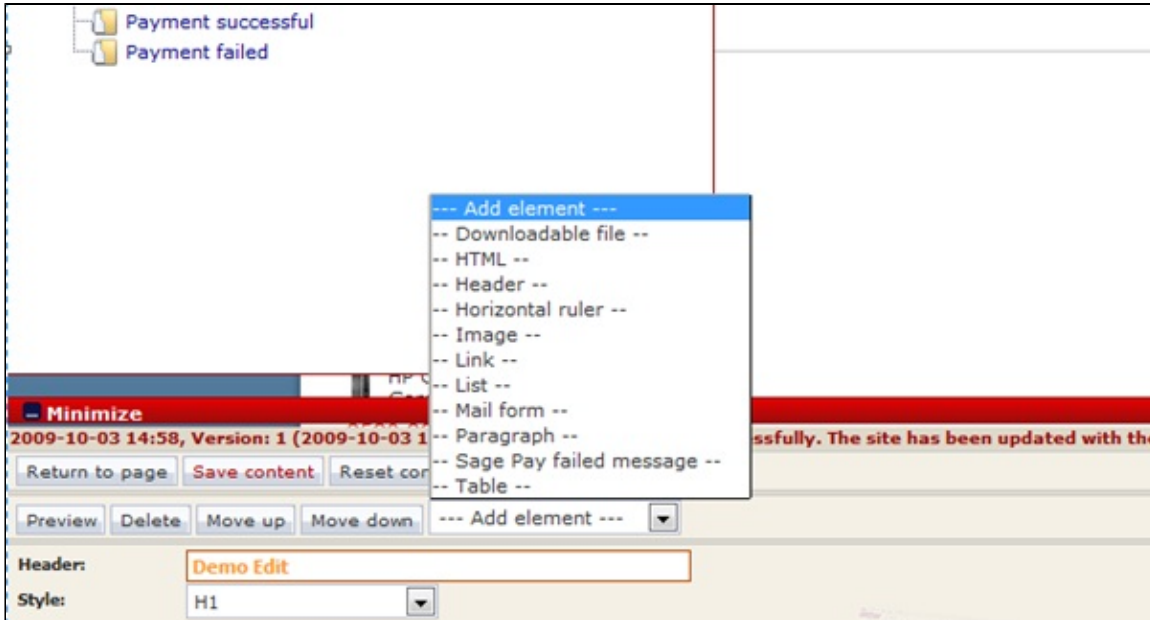


1, Top left is the navigation menu, where you can add or select an existing document to edit or view.

2, To the right is the preview window, giving you a look at your changes as you go along.

3, At the bottom of the screen is the editing section, this shows all the settings for the selected part of the document you are working on.

Once you have created a document or selected an existing document in the navigation window, you may start to edit it by clicking on the element in the preview window and putting the information into the editing section (bottom window).



To add content to a page, you will need to decide which element of content you want to add from the “elements” drop down menu. You can add a picture, paragraph, section, heading, link, download file and more...

Once you have selected the first element you are ready to add the content in the editing section.

Click on "Preview" if you want to check the results before then to save it. Click "Save content"

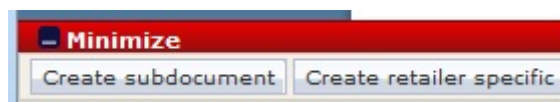


Warning

Please remember to press the “Save content” button once you have created pages or made any changes in the document section of Nettailer.

Customized pages

To create a customer or client specific welcome page, you will need to create a new sub-document by clicking the button at the bottom left of the page.




Then click on the template for “Public Documents”. This creates a new page to be edited. Click on the "click me" and enter a title in the "heading". For example, "Welcome to the customer name's Shop"

If you want to add a new element on a page, click on an element in the preview image and add new items via the "drop-down" menu called "Add element". Here you can easily choose whether you want to add a picture, paragraph, section, title, link, download file and more.

After adding a few elements to the page and entering your content into them, you will have created your own page that may be added to the resource menu, linked from another area of your site or connected directly to a customer or customer group.

Adding elements

Each element contains a set of options:

Element	Element Function
Image	You can upload any file in jpg, png or gif format. You can specify the required measure. If you only specify a value for height or width so the image is scaled proportionally automatically. You can also specify the image to be linked to URL or an email.
HTML	With this element you can paste or insert html code in to the editor manually.
Horizontal line	This element creates a line that you might need to use to mark the division of paragraphs or sections of the page.
List	This element allows you to create bullet or numbered lists. You can easily add lines and change the type.
Downloadable file	This element allows you to upload files to your customers to download, for example, a price list or invitation. You can choose whether the page should display a file type icon. This is done automatically and displays such as a PDF, Word or Excel icon depending on the type of file you uploaded.
Header	This element is used to generate headers. You can choose from six different styles for your Header.
Paragraph	<p>This element is used to create paragraphs of text or main content.</p> <div style="background-color: #e6f2ff; padding: 10px; border: 1px solid #add8e6;"> <p> Info Any formatting on text you copy or paste from a word processing program will not be displayed.</p> </div>
Table	This element, you can create simple tables. You can add and delete rows in the table by using the "+" - and "-" characters. You can specify whether you want the first row or column to be the Header / bold.
e-mail form	This element allows you to add the finished e-mail form you have created by Mail forms editor.

Mail forms

This is where you create a mail form for your customers to contact you through.

First click on "New E-mail form" This will open a new page displaying a few properties that need to be filled in.

NEW_MAIL_FORM~se.netset.etailer.common.mailform.a4.MailFormEditor

Label

Email the form to

E-mail address

E-mail subject

OK button

OK button label

Link type

Document to show when done

Input fields

Label	<input type="checkbox"/> Required	Type	Nbr. of columns	Nbr. of rows	Position	
<input type="text"/>	<input type="checkbox"/>	TEXT	30	1	0	Remove

Type in the name of this form in the label section and then enter the email address you want the mail to go to and the email subject.

i This section must be filled in or customer won't know where email has come from or where to reply to.

Specify what the submit button will display, for example "Send" or "Submit" and then specify the destination where the customer will end up after he has clicked on the link.

Next, you add the content of your forms from using Input fields or free text box. These are displayed on the left of your customer input box.

So this:

Input fields

Label Name	<input checked="" type="checkbox"/> Required	Type TEXT	Nbr. of columns 30	Nbr. of rows 1	Position 0	Remove
Label Email	<input checked="" type="checkbox"/> Required	Type TEXT	Nbr. of columns 30	Nbr. of rows 1	Position 1	Remove
Label Telephone	<input checked="" type="checkbox"/> Required	Type TEXT	Nbr. of columns 30	Nbr. of rows 1	Position 2	Remove
Label Comments	<input checked="" type="checkbox"/> Required	Type TEXT	Nbr. of columns 60	Nbr. of rows 6	Position 3	Remove

Will look like this on the mail form:

Name *	<input type="text"/>
Email *	<input type="text"/>
Telephone *	<input type="text"/>
Comments *	<input type="text"/>

There are three types you can choose;

Feature	What it does
Text	This is used when you want a field to plain text. Can be used to allow your customer to enter phone numbers, names, email, etc. The number of columns determines the width and number of lines determines the height of the field that the customer can write in.
Select	Used to create drop down menu with per-determined choices, In values, type in the options to select. You separate the options with the return key.
CheckBox	Used to create a tick box.

You can then add this email form by going to Documents -> Documents. Select the page you want the form to be shown in. Then select "Add element" and then e-mail form. Browse to the form that you created and click "Save content".

Financing

Financing allows the store to show monthly financing options. The customer gets a choice of your pre-determined options of financing at the checkout.

The settings are:

Setting	Setting Description
Allow for funding	This activates the financing function in the store.
View the details link at the checkout	This will show an information link at the checkout area leading to a document that describes the terms and conditions for the finance. You can create or edit this document in Admin / Documents.
Name	Enter the name of the service you want to use.
Item	Define the following article number that you want to use with this service. This is used if you integrate Nettailer to your business.
Break-point	Defining the break point you want to use for financing, for example £300. This will apply to individual products or the total sum of the basket.

Fiscal Periods	Define finance periods are in the store in terms of months and tariffs. You should also set the default period.
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It is possible to disable the finance function of a particular customer or at the customer group level.

Quote

Quote templates

This section is where you can add non product related additional content to your quotes.

Nettailer provides you with a coded template that allows you to drop your own information in, such as: Contact details, logo, terms and more...

Field	What It Does
Heading	This is the heading you want to appear as the start content after the addresses and logos. for example you may have a heading of "Your Quote"
Body 1, 2 & 3	These are the fields you enter your content into. Each of these fields act as separate paragraph, this is useful to display your content into a more manageable and readable format. These body fields all appear above any product information.
Footer 1 & 2	These fields are for any content you want to appear under the product information. For example your contact details or a disclaimer. Each of these fields act as separate paragraph.
Email Message	This field is for the message you want to appear on the email that the quote is attached to. This can be used for example to thank the customer for requesting the quote and telling them there is a quote attached.



Note

You can edit the template and add your branding, however you cannot adapt the layout as this is set to pull in CNet product content.

Quotes

Here you can view a list of all the quotes that have been made on the system. It is also where you may preview each quote in a PDF format or convert the quote into an order. You may also export all the quotes via XML using the red XML link at the top of the page or individually using the black XML link at the end of each entry.

Quote Requests

Here you can see all the quotes that have been requested in you store, when you first open this option you will have a table showing a list of the quote IDs, the customer name, address and the date the quote was requested on.

By clicking on a entry in this list you will then get all this information in more detail and all the products the customer has requested a quote on.

Email

Newsletter email

In this section, you create the basis of the email you want to send to your customers.

Setting	Setting Description
Start time	Specify the date and time you want the mailing to be sent. That way you can create a mailing schedule several days before it is sent.
Name	Enter a name for the mail. This information will not be sent to customers.
From	Fill in the e-mail address that will be the sender of the mail. Subject is the subject of the email that is sent, it is the title that appears as a message in the recipient's inbox or equivalent.
Subject	Enter the subject of the email that is sent, it is the title that appears as a message in the recipient's inbox or equivalent.
Template for newsletter	Select from the drop down menu a template you have previously created in the "Template for newsletters" section
Body	If you use a template then that content will show up here, if not then fill in the content you want to send. You can paste HTML code here to customize the look of the email.
Send as HTML	If you use HTML code, then this option must be selected. Otherwise the e-mail will be sent as plain text.
E mails	Here you can select the recipients of your mail. You can send it to a specific address, all customers or to a mail list that you have created in the "Mail lists" section

Mail lists

You can create a variety of lists to target a specific group of customers, for example customers from specific domain or buying group.

To create a mailing list, follow these steps:

1. Click on "Create".
2. Enter a name for the list that is relevant to your campaign.
3. Then select the type of list you want to create.

List Name	List Function
From Orders	Here it is possible to fill in the criteria for what products customers have bought before. You can make the selection based on the manufacturer, category or product and can be filtered down to a date they were purchased.
From customer groups	Select the customer group or groups you want to send the mail to.

From filter	Here you can create an email list, based on a filter/domain. All email addresses ending with the filter/domain will be included.
Grabbed Emails	Here you can create an email list, based on grabbed emails.
Text box	Create a list by typing addresses directly into the field. You can also paste, the addresses you want the mailing to go to.

Templates for newsletters

You can customise the email template to suit your company brand style. If you want to create a monthly newsletter you can use the E-template within Netailer. The template supports banner, two images, footer, products and offers. You can specify colors and add text where appropriate but please note you can not re code the template within Netailer.

Once you have created a template you can then connect products that will appear in the newsletter. You can also add offerings to the right hand side of the Newsletter template and add additional images and text. Providing all the products are in your Netailer site, when the customer clicks on a product from the newsletter, this can take them directly to the products on the site.

Whilst you are creating your template, you can check it by clicking on the "Preview" option or you can send a test to yourself by using the template you want to check.

The head section

The bulk part is built using the 'Banner', 'Banner Text', 'Products' and 'footer'. When you connect your selected products you can use either standard product or create your own information.
right

Note: Once you've created a template, you can make a copy of this to create future promotions should you wish to use the same banner, color scheme and titles.

Grabbed emails

Email Grabber is an optional marketing tool, allowing you to promote signing up for further information or your latest offers. This will appear in the top right hand side of the store below the menu. If you wish to activate this feature you can switch this on from > Settings > Settings > Miscellaneous.

Mail templates

There are a number of emails sent from the shop at various times or events such, as an order has moved from processing to dispatched. These allow you to edit by going into them and click on "Edit".

Warning!

It is important that you fill in the email templates before sending your store live. You will need to go through the “contact information” and specify on the templates the “from” email address for each mail template. This will ensure that your customers know who the email is from and they know where to respond if required.

The emails from the store can function without adaptations of additional content, however it's always advisable to add your own content, such as: “Thank you for shopping with your store name” to give a professional and personal touch.

Please do not remove any of the values seen in the templates, they are there for a reason and if removed will have consequences.

The email templates that you can edit the sender are as follows:

Mail orders
Direct Delivery / DELIVER and bill customers
An administrator commented on an order
Invoice-mail
Interest in the configuration or installation
Mail that is sent when the Order status is set to processed
Mail that is sent when the Order status is set to delivered
Mail that is sent when the Order status to Cancelled
Mail to admin when a new order has been in the shop
Mail to admin when a new return created
Mail to admin when an order is delivered to a dealer
Mail to admin when an order is changed
Mail to admin when a product is removed
Mail to admin when a product imported Uncategorized
Mail for certified rare in the new order
Mail to the customer when he has been activated
Mail to the customer when he has been activated
Mail to the customer where he forgot password
Mail to the customer when an order is changed
Mail to the customer as a return changed
Mail to a customer when a product package changed
Mail to the customer at the inactive registration
Mail to a customer at registration

Mail to a customer at registration
Quote (Enterprise only)
Quotations are disabled
Order Confirmation to Customer
Order Confirmation
RMA application
Verva orders

You are now able to create mail templates for your own order statuses with this tool.



Please Note

You may only create mail templates for "User created" order statuses. For "System statuses" you must edit its linked mail template.

Imports

In this section you can import your own data or images to the shop. There are four different options and you can download the Excel templates, sample files and instructions for each type of import.

Product Imports

If you wish to extend the solution range of complementary products, there are procedures in place. Select the type of product imports. After that you can, via the option "Download template for Excel-import", download a zip file containing an Excel template that is based on a given product structure. The Zip file also contains an example and a description of the columns in the template.

Fill in the Excel template with the products you wish to replenish. The next step is to upload the Excel file.

Next use "Browse" to search and select your file. Once you find the file to be imported, click on the button "Execute the import."

Please note; You cannot make any structural changes in the Excel template, example. You cannot delete or add columns, however on some occasions you may not have to fill in all columns with data on the template. At the back of this manual is an appendix with field descriptions. Binding columns marked with an asterisk (*). You can find a detailed explanation of Import template at the end of this manual.

Fixed-price imports

This type of import is to be used in the event that you wish to administer fixed rates via Excel. This is useful in the event that you wish to work with a larger number of fixed prices. Imports constitute real price logics within the shop. If necessary you can edit imported fixed price logics using the same sheet.

OPG Imports

This import is used in the event that you wish to complete the shop with OPG pricing. This can be useful if for some reason you cannot obtain your "price file" with associated purchase prices automatically.

Customer Import

Here, you can import customers with associated information such as shipping and billing address. You can also add the price file and other additional connections that the customer needs to be associated with.



Warning

If you do not want an email to go out to newly registered customers once they have been uploaded please ensure that the "Registration Mail to new customers" is unchecked.

Image Import

To import images in a coherent way you must make sure that the image is named the same as the manufacturer's part number, plus the file extension. (Jpg or Gif) Once you have collected the images you want to import into a folder, create a zip file of images in the folder.

Zip the file to the upload by selecting the type; "Photo Import" during the import, and then use the "Browse" button to locate the file to be imported. Click on "import". The pictures will be treated to images sized to best fit into the store.

Stock Imports

Import of own stock is done by imports. You can also choose which layer for the import if you have several warehouse locations.

Export

Exports

Nettailer can export data in different ways. This can be useful for tasks such as creating feeds to price comparison sites, send a price list to a customer or export data for integration with other systems.

You can choose to export to a file as a single export, or export to FTP.

You can customize each export, this allows you to define the FTP settings, such as FTP addresses and ranges to export, "File Settings", "selections" and "Field".

You can sort the order in which fields should be exported to the settings in the "Sort Order" field, such as 10, 20, 30 and so on. Nettailer export fields in ascending order.



Info

Fields that have no value in the sort order when the default is zero, will not be exported.

The various exports, you can create are:

Export	Export Function
Customer delivery addresses	Used to export customer delivery addresses.
Customer invoice addresses	Used to export customer invoice addresses.
Customers	Used to Export customers from the site.
Distributor Prices	This is used to export the purchase prices.

Grabbed Emails	This exports the e-mail addresses which have been registered using the Email Grabber.
Main Category	Used to export categories and their category codes. This can be useful if you want to sync categories with other systems.
Manufacturer	This exports manufacturers and their codes. This can be useful if you want to synchronize with other manufacturers systems.
Orders	This is used to export financial system data. You can select the "from" and "to" date, and method.
Price List Export	This is used to export sales prices of all products in a price list.
Products	This allows you to export your product range in different ways. For example, you can include categorization and prices.
Sub Category	The export sub categories and their codes by category. This can be useful if you want to sync sub-categories with other systems.

Single object exports

If you want to implement export of a customer or a purchase order, you can create them here. You can export via a web service (HTTP) or via FTP.

When you click "Create" you have two different kinds of exports to choose from:

Export	What it does
Orders	This is the export of customer orders. You can get this exported either when the order comes in, when you send the order to the distributor or if you want to manage exports manually.
Purchase Orders	This is the export of purchase orders. You can get this exported either when you send the order to the distributor or if you want to manage exports manually. Each product has its order number that goes hand in hand with the sales order.

Statistic

Login Statistics

This section displays statistics about the customers who have logged in to site, how many times and if there are any pending orders.

Active users

This facility shows all the active users currently in your store and a daily report on how many people logged in.

Sales Statistics

Provide you with all the information of the orders placed on your site. This can be filtered on; total orders, this month, last month, today and yesterday. You can also see all the order values.

Retailer statistics

This is where you can view information about your retailers by utilizing the filters to drill down through selected dates, including the number of registered customers, order values and products purchased.

Product statistics

This area is used to see the information on particular products you want to gather information on by drilling down through selected dates.

Customer group statistics

This area view shows the "Total sales this year" by customer group.


Terms

Payments

This function is used to manage the type of payments you allow your customers to use in your store, for example "PayPal", "credit card" or "invoice".

To add a new payment option simply click on "create" and enter in the details of the payment type you want to use. To delete an item click the entry you want to delete. Then click "Remove."

The default payment type is set to 'General'. You will need to create other payment options if you want to allow credit cards or other on-line methods of payment. These payment options can be connected to specific customers or customer groups, giving you a lot of control over how certain people can pay for their goods.

 There is a facility to link payment types to specific delivery times. So for example you may wish your credit card customers to receive deliveries faster than your standard delivery time, you can just connect that payment type to a specific delivery time, from the options you have created under the "shipping" section.

Order confirmation - This is where you point the customer to a document confirming the order is placed and thanking them for their business once an order is placed (the document must be created in the [Documents](#) section to be selected here).

Payment option groups

This section allows the creation of payment option groups. This is where you create a group that may later be connected to a payment type and then linked to a specific customer or customer group.

Taxes

The Tax rate for your store is set here, for example UK stores are set at 20% by default in the store. You are able to edit this value here.

Setting

Settings



Info

At the top of the Settings page are seven tabs. In these tabs, you can set a number of presets that govern the way the store functions & presents information. Don't forget to click "OK" or "Apply" when you're finished, or your changes won't be saved. The button "Reset settings" at the top of each page will reset everything on that page back to the default values.

Products

Product list

Feature	What it does
Default "Sort by lowest price"	Modify the product filter to have "Sort by lowest price" enabled by default. This will sort the product list by price ascending.
Default "In stock"	Modify the product filter to have "In stock" enabled by default. This will only show products which are in stock in the product list.
Default "Show images"	Modify the product filter to have "Show images" enabled by default. This will show pictures of the products in the product list.
Default "Show part number"	Modify the product filter to have "Show part number" enabled by default. This will show part numbers in the product list.
Default "Show manufacturer"	Modify the product filter to have "Show manufacturer" enabled by default. This will show the manufacturers name in the product list.
Search only among categorized products	This will effectively hide any products which are not categorized. Be aware - this will make them impossible to buy.
Show search result as promotions	When a customer searches for a product, the top three results will be shown as promotions above the product list. Disable this tick box & they won't be shown any more.



Be aware

Modifying the defaults does not set them in stone. Values defaulted above (with the exception of "Search only among categorized products") can still be temporarily modified by anyone browsing your site.



Note

Product families will not be shown if "Sort by lowest price" is enabled.

Product card

Feature	What it does
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Show advanced price info for admin	On the product card administrators can view extended price information (margin, cost prices, etc.).
Product info disclaimer	Text entered here will be shown under the product information. For example, you can display a message like "Specifications & descriptions are accurate at the time of publication, but are subject to change without notice".
CNet Logo Services	Enable or disable the CNet logo service. Qualifying products will have Windows 7, Vista, EPEAT or any other relevant logos displayed on the product card.
Show sharing and bookmarking	You can let your visitors share products using social media by creating an account with http://www.addthis.com and enter the code you get from them in the box "Sharing code", see below.
Sharing code	Code that comes from http://www.addthis.com . Make sure the link is secure (HTTPS) otherwise users may encounter security error messages.
Default tab	This option specifies which of the tabs is open by default when product information is selected, the options available are Information , Specification and Accessories .
Accessories list expanded per default	The product card displays "Accessories" as a separate tab. If you want the list expanded by default, tick this option.
Show free text specification in PDF	Select this to show the specification on an imported products PDF file. Be aware - if the specification contains HTML, it may make the PDF look bad.
Show free text description in PDF	Select this to show the description on an imported products PDF file. Be aware - if the description contains HTML, it may make the PDF look bad.

Prices

Feature	What it does
Default inc VAT	Set your shop to show prices including VAT by default.
Show VAT status with price	Set your shop to show "Inc VAT" or "Exc VAT" with the price.
Allow the user to choose if prices are to be shown including or excluding VAT	Enable this to put radio buttons in the mini basket which allow the end user to view prices with or without VAT.
Show a shortened price header in product list	Enable this to just show 'Price £/€' (instead of 'Price GBP Including VAT') in the header of the products list, saving space.
Hide rent prices below break point	If you don't want to show rent prices below a specific price, enter that price here.
Round off prices including VAT	This is a setting that only affects Swedish sites, where it's favorable to round prices to the nearest 10 krona.

Inprice logic	<p>This sets what cost price (in-price) will be used for sell price calculations;</p> <ul style="list-style-type: none"> • Supplier Priority - Use the cost price from the distributor with the highest priority • Lowest price in stock - Use the cost price from the lowest priced distributor with stock • Average price in stock - Use the average cost price from the distributors who have stock • Average Price - Use the average cost price, whether the distributor has stock or not • Weighted Price in stock - Uses the average prices against the average weighed quantity of different suppliers stock
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Stock

Feature	What it does
Show quantity in stock	If this is selected, your shop will show the number of stock available, if not selected, your shop will show colored images which just dictate whether the product is in stock or not.
Separate stock per warehouse	If you have multiple warehouses created in Netailer, selecting this will show stock levels for each discrete warehouse. If not, only one stock level will be shown.
Show internal qty in stock	If this is selected, your imported stock levels to show separately from what is showing from the integrated feed levels.
Disable buying of items that are out of stock	If this is selected, the buy button will be greyed out on items with zero stock. The customer will still be able to select the product and see all the product data, but will not be able to add the product to their basket.
Disabled buy button	If the option above is selected, you are able to select the behavior of the buy button. You may simply have the buy button Dimmed and inactive or have the Notify me function enabled. When the Notify me is selected, when presses will send a notification to admin that you want to be notified when this product is back in stock. If a customer is logged in, the customer's email will be used automatically, otherwise the user is prompted for one.

Miscellaneous

Feature	What it does
Show category tree	This only affects shops with left side navigation. Disabling this will remove the category tree.
Hide text for qtycheck in database	Some distributors do not allow for a real time check of Price & Availability, when attempting to perform a real time check, P&A from these distributors are labeled as being pulled from the database (populated from the last feed update). Enabling this setting will hide the label.

Do not show menus or search field if the customer is not logged in	Selecting this will effectively hide all the products unless the user is logged in.
Allow export of basket to Excel	Selecting this allows customers to export their basket contents & details to an Excel spreadsheet.
Number of days that new products are hidden	If you do not want to display newly added products in your shop, enter a number here to stop them appearing for a period of time.

Explore Product

Feature	What it does
Show Explore Product	Enable this to enable the script below
Script	This script is enabled by the setting above.

Configurators

Nettailer comes with a number of configurators that you can easily activate through this interface. You also choose here how configurators as a whole should be experienced in the graphical front end, where you can change the title, change the name of the link, upload one picture per configurator, etc.

Feature	What it does
Show configurators	Disable this to hide all configurators & the configurators border.
Header	The title at the very top of all the configurators. E.G. "Product Guides".
Text	The sub-title at the very top of all the configurators. E.G. "Having trouble finding the right product? Try our Product Guides!".
Image	If you'd rather have an image at the very top of all configurators, upload it here.

Example configurator and settings

Feature	What it does
Show Kingston	Enables the individual configurator.
Link name	Text which will be click-able to get to the individual configurator. E.G. "Memory Finder".
Sort order	Allows you to sort the configurators. Always sorts low to high, so number 10 will be above number 30.
Image	Upload an image for the configurator.
Show link name	If this is disabled the 'Link Name' above will not be shown.

Customers

Customer registration

Feature	What it does
Additional tab for customer registration	Select this to display a tab (in left navigation) or link (in top navigation) labeled "New Customer", this appears next to "Login" which allows new customers to register for an account.
Allow new customer registration	Enable this to allow customers to register for an account. If this is disabled, the administrator must create all customer account manually.
Allow company customers	This allows the customer to register as a company, which makes different information mandatory during registration.
Allow private persons	This enables customers to register as a person, which makes different information mandatory during registration.
Registration in the checkout	This allows customers to register for an account during checkout. If this is disabled, account registration must be carried out before checkout can be completed.
Use email address as user name	Enabling this feature will ask the user for their email address at login instead of a username. You will find this feature useful as most people can remember their email address.
Activate customers manually	Enabling this will mean that while customers can apply for an account, but won't be able to log in or make purchases until their account is approved by an administrator.
Allow customers to edit their own customer information	Disabling this means that customers cannot edit their contact information or stored addresses, it can only be edited by an administrator.
Send mail to customer on registration	Enabling this will allow the system to send an email to the customer on registration. The email will also contain a randomly generated password that must be used the first time the customer logs in.
Send mail to admin on registration	Enable this to send an email to the administrator when new customers register for an account.
Hide prices when not logged in	Enable this to show "Log in to see price" on products if the user isn't logged in.
Check "Allow partial deliveries (as default setting)" per default	Enable this to set "Allow partial deliveries" as the default on customers accounts. Customers can still override this if they want to.
Information for customer registration	Allows you to specify information that appears when new customers register for an account.

Address handling

Feature	What it does
Number of digits in delivery postcode	Specifies the maximum number of characters that may be put in the "postcode" box.

Invoice handling

Feature	What it does
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New customer is registered with setting "Disallow invoice"	Enable this so any new customers registered cannot select "Invoice" as the payment type during checkout. Specific customers can be manually edited to allow invoice by the administrator.
Allow invoice after successful credit card payment	Enable this to allow customers who paid by credit card on their first order are able to choose invoice for future purchases.
Show check-box "Contract customer" at registration (allow invoice)	Enable this to allow existing contract customers to register with this status and automatically gain access to payment by invoice.

Buy

Feature	What it does
Redirect to the basket when the customer clicks buy	Enabling this will take the customer to the basket when they click "Buy" on a product. This will also show any related accessories under the basket.

Promotions

Feature	What it does
Number of promotions to the right of the shop	Specify the maximum number of promotions to show to the right of the shop. If more promotions exist than this number, the shop will randomly select this many (unless "exempt for randomization" is selected on the promotion).
Number of right side promotions	Specify the maximum number of promotions to show in the right hand column of the shop. If more promotions exist than this number, the shop will randomly select this many (unless "exempt for randomization" is selected on the promotion).
Number of promotions in midsection	Specify the maximum number of promotions to show in the central column of the shop. If more promotions exist than this number, the shop will randomly select this many (unless "exempt for randomization" is selected on the promotion).
Show promotions for users that aren't logged in	Disabling this will hide all promotions if the user isn't logged in.

Recently sold



Tip

This feature is automated and shows the most recently sold products over the last 2 weeks.

Feature	What it does
Show	Disabling this will hide the 'Recently sold' box on the left of your site.
Show recently sold above products	Enable this to show recently sold products above the product list (if no category-specific promotions are available).
Show image	Enable this to show images of the most recently sold products.
Number of items	Set the maximum number of products to show.

Label length	Product names will be truncated to this number of characters, handy for when a long product name looks ugly.
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Top sellers



Tip

This feature can be automated to show the products with most sales over the last 3 months.

Feature	What it does
Show	Disabling this will hide the 'Top Sellers' box on the left of your site.
Show image	Enable this to show images of the top selling products.
Generate automatically	Enable this to organically populate the top sellers list. If this is disabled, you will need to specify which products you want to show in "Products" > "Top Sellers".
Number of items	Set the maximum number of products to show.
Label length	Product names will be truncated to this number of characters, handy for when a long product name looks ugly.

Menu

Feature	What it does
Show settings menu	Enable this to show a tab (left navigation) or link (top navigation) labeled 'Settings'. This will allow customers to hide the 'Filter' in product lists. Verva customers will also be able to hide all products that aren't Verva specific.
Show promotions menu	Enable this to show any new "Promotion Categories" you create.
Show Returns in menu	Enable this to show the link labeled 'Returns' under 'your account' on the homepage.

Defaults

To specify a single form, the values will be preselected default values for new records in cases where there are optional fields.

Feature	What it does
Tax	Pick which tax setting to use as default.
Country	Specifies the default country when customers create/modify their address details.
Currency	Specifies the default currency of your site.
Distributor	Specifies the default distributor.
Price list	Specifies the default price list. Any customer not logged in, or set as 'default' will see the prices in this tier.

Delivery option	Specifies the default delivery method.
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Miscellaneous

Here you can set a number of general settings that apply to the shop.

Feature	What it does
Base URL of the shop	Specifies the main URL of your shop. This is used in exports (E.G. Google Products) to link back to products information. This will also give a better hit rate in search engines.
Footer	This sets what text is visible in the footer of your site.
Has SSL certificate	Enabling this will make the checkout, login & account creation pages secure. Only enable this if the certificate is installed, or you'll see security warning messages.
Show purchase conditions check-box in the checkout	Enable this to force the customer to accept your terms & conditions before they can place an order.
File area key	Only used by Netset admin at this point.

Google



Info

These settings allow you to use Google Analytics to track traffic and activity in the shop. They are also useful if you want to export to Google Products.

[Instructions to set up Google Products export](#)

Feature	What it does
Site verification id	This is used by Google to verify ownership of the URL. Enter the Google Meta Tag here to verify you own the site.
Use Google Analytic	Enable this if you want to use Google Analytics.
Sales statistics	When setting up Google Analytics, you're asked to specify what kind of website you have. If you told Google that it is an "e-commerce site" you will also need to enable this.
Id	Enter your Google ID.
Script	Paste your Google Analytics code here.

Freight

Feature	What it does
Freight	This needs to be used for the system to take account of freight.

Small order charge



Info

This feature allows you to add an additional fee for processing low value orders. If you want to exclude specific customers or customer groups, this can be done on the customer card.

Feature	What it does
Use small order charge	Enable this to charge a small order charge.
Small order charge	How much to charge when an orders value is below the break-point.
Breakpoint for application of small order charge	Set the order value below which you want to charge an additional fee.

The small order charge will appear at the checkout if the breaking point is not met. The breaking point is also displayed to give the customer the opportunity to add an item or two to avoid the small order charge.

Miscellaneous



Info

Tradedoubler is an affiliate marketing company. Learn more about TradeDoublor <http://www.tradedoubler.com/>

Feature	What it does
Use TradeDoublor	If you want to use Tradedoubler, enable this.
Company number	Enter your Tradedoubler company number.
TradeDoublor event	
Send order confirmation to admin	Enable this to send an order confirmation to the admin when you place an order when logged in as a customer.
Replace empty order numbers with customer reference numbers	Enable this to use the customer reference number as the order number if no order number is specified.
Show freight in basket	Enable this to show the default delivery cost in the mini basket.
Hide empty basket	Enable this to hide the basket if no items have been added to it yet.
Edit prices in basket	Enable this to allow the admin to edit prices in the basket when placing an order on behalf of a customer.
Show login to the right	Enable this to show the login links in the right hand column of the shop. This also shows the customer who their account manager is. If the account manager has a profile picture uploaded it will show here.
Create and email invoice on new order	Enable this to automatically email a PDF invoice to the customer when they place an order.
Default number of days before an invoice is expired	This sets the default number of days before an invoice becomes due.

Email Grabber

Feature	What it does
Use Email Grabber	Enable this to show the Email Grabber in the right hand column of your shop.
Header	This will set the title for the grabber. E.G. "Register for our newsletter".
Text	This will set the subtitle for the grabber. E.G. "Enter your email address to subscribe to receive our email newsletter".



Tip

You can edit what page the visitor sees after clicking OK in "Documents" > "Email Grabber Thanks". We recommend you customize this page if you use the email grabber.

Invoice

Feature	What it does
Default number of days before an invoice is expired	This specifies the number of days before an invoice becomes due for payment.
Create invoice for order status	This specifies the status at which an invoice is created. options included are: None, Processing or Dispatched.

Quote

Feature	What it does
Show all	Shows the admin all quotes made on the system, instead of just those he has created.
Create quotes active	This setting makes the quote tool active/inactive across all users. Some helps manage who has quote access or not. In some cases a the admin may want all users to have access to quotes and he may manually turn the feature off on selected accounts. In other cases the admin wants only a few selected users to have access to quotes in which case he would leave this inactive and just turn on the quote feature for those selected users under their account settings.
Show quote request in basket	Tick to enable a link in the basket allowing customers to request a quote on the products they currently have in their cart.

Order

Feature	What it does
Order status for payment not matching	If a payment for an order does not match the criteria you have set up with your payment providers, then the order may be moved to a different order status automatically. The status options included are: Order received, Payment denied or Cancelled.

Admin settings

In the admin settings you can specify a number of options for specific information to be displayed for administrators when looking at orders placed in the store. These are grouped as follows:

Order List – The following options can be selected to be displayed on the order list:

Function	What it does
Show order number	Displays Netailers internal order number
Show Id	Displays order ID number
Show Ext orderno	Displays the external order number
Show if there are comments on the order	Displays comments left by customer on an order
Show card payment	Displays whether or not the order was paid by card
Show payment status	Displays the current payment status of an order
Show Rent	Displays the rent/finance on an order
Show Reference no	Displays order reference number
Show ordered by	Displays the name of the user placing order
Show Customer no	Displays customer number
Show Company	Displays customer company name
Show Contact person	Displays customer contact name
Show Invoice city	Displays customers invoice address
Show OPG	Displays OPG connected to order
Show From quote	Displays whether this order is a conversion from a quote
Show total price with tax column	Displays a column showing the total price of order including VAT
Show "log in as customer"	Displays the option for admin to log into the selected order as the customer.


Order Item List – the following options will show up for the items on a selected order:

Function	What it does
Show cost prices	Displays the cost price of an item
Show total price with tax column	Displays the cost total cost of a products ordered multiple units, including the VAT
Show price without tax column	Displays the individual unit price without VAT
Show price including tax column	Displays the individual unit price including vat
Show profit column	Displays the margin made on item
Show ratio	Displays the ratio of profit made on item
Use the column invoiced to manually keep track of invoice orders	Display column to manually enter into an order whether it is invoiced and paid. Invoiced will also appear as headings in the order

Show registered cost price

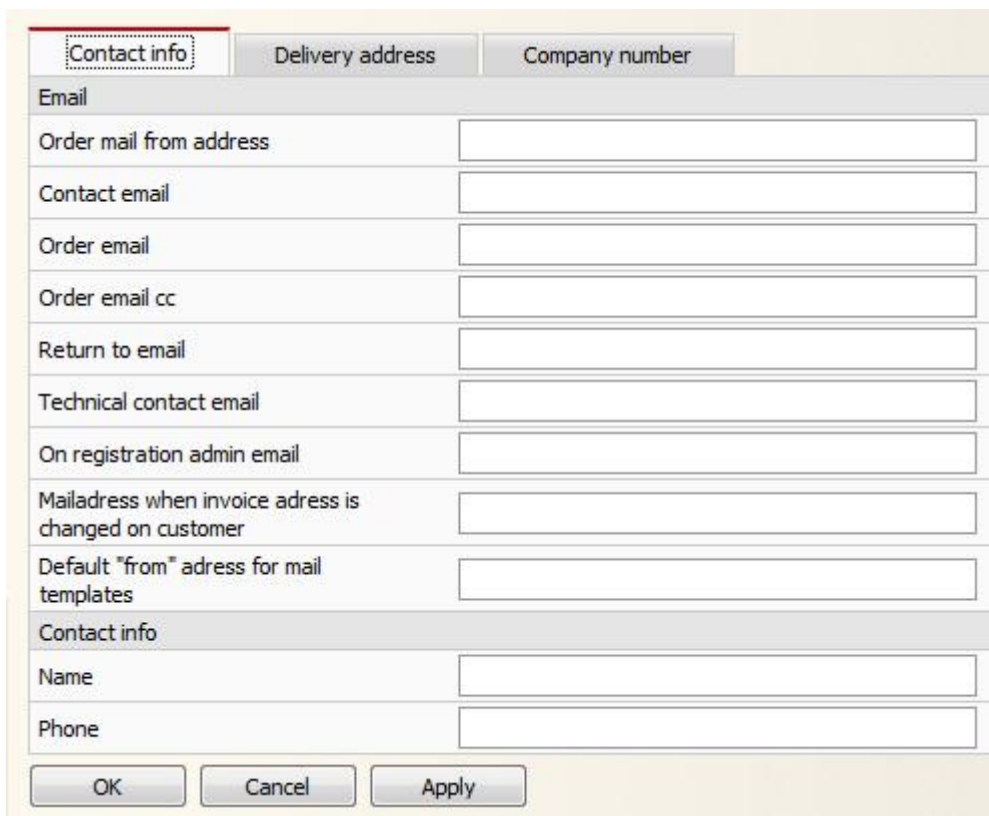
Displays the distributors registered price of an item at time of order.

Contact info

 This section is so you can set up the information for your customers to contact or communicate with you.

Contact info tab

Here is where you specify all the default addresses for mail to be sent to and from your store.



The screenshot shows a software interface with three tabs: "Contact info" (selected), "Delivery address", and "Company number". The "Contact info" tab contains the following fields:

- Email section:
 - Order mail from address
 - Contact email
 - Order email
 - Order email cc
 - Return to email
 - Technical contact email
 - On registration admin email
 - Mailadress when invoice adress is changed on customer
 - Default "from" adress for mail templates
- Contact info section:
 - Name
 - Phone

At the bottom of the form are three buttons: "OK", "Cancel", and "Apply".

Delivery address tab

Fill this in to have your delivery address displayed on your store.

Company number tab

Fill this in to have your company number and VAT number displayed on your store.

Countries


If you are dealing with customers who need alternative delivery or invoice addresses in other countries, then you will need to set up a country code for each country in this section. You may also set whether or not you charge VAT to that country.

Currencies

This section displays your stores currencies and their exchange rate. The exchange rate is updated automatically every day.

Currencies	
Create	
Code	Exchange rate
EUR	1.245
GBP	1
USD	1.624

Show 20 per page Go to 1 >> < Previous 1/1 Next >

 You are not able to edit this information.

Files

This section is the area reserved for you to manage files that you want to upload, view, edit or remove from your site. These files for example, may be images used for promotions or a word documents containing your companies Terms and Conditions that you have made available for download from your store.

Form editor

This section is for you to determine what information you require from your customer to register and place orders. Here you have the ability to specify the fields you want to use in your shop and edit their properties. The fields have been grouped into different tabs depending on the information required: Contact information, Order information, Shipping address, Billing address, and Payment information.

Function	What it does
Sorting	Each tab has a sorting order. The sorting number determines the order in which each section appears on the customer registration and ordering page .The higher the numbers the further down the page the section will appear.
Original Label	This is the default name of a field set as the Nettailer standard.
Own Title	This is the name of the field you may enter to replace the original label.
Active	Tick this box if you want this field to be displayed.
Mandatory	If you want a field to be mandatory click here. If selected the registration/order process will not complete until the customer has entered this field.
Sort Order	Determines the order in which the fields are displayed o the form. The higher the number the further down the list the field will be displayed.
Character Count	Min and Max Allows you to specify minimum and maximum number of characters you want the client to use in a field.
Mandatory group	In the case you want one of several values to be mandatory, you can group them here. For example if you want the customer to specify either the "Marks" or "Invoice reference", you can group them by giving them the same value, such as 10. The shop will then notify the customer in the event that he tries to place an order without any of the relevant fields completed.

Do not use the default value	Nettailer automatically sets values for some of the fields. In the event that you do not wish Nettailer to use the default values for a field, click the "Do not use the default value".
Read Only	This makes the field read only and un-editable by the customer at checkout.

Google Checkout

This section is where you input your Google checkout settings if you have a Google checkout account.

Google Checkout

Use

Test mode

Live merchant id

Test merchant id

Live merchant key

Test merchant key

Payment option Select option ▼

Graphical profile

The graphical profile is a powerful tool that allows you to easily change the whole presentation of the store by following the images and prompts. Nettailer supplies you with a basic graphics template as standard so you can edit and adapt the style to suit your own company's branding.

The graphical profile has been designed so that content can be added or edited without any special knowledge of programming software or html. We have provided you with drop down boxes, areas to browse and upload your own icons, buttons, images and much more to allow you to make your own choices.

It is written in a way that any changes made will not affect compatibility when new updates are applied to the Nettailer platform.

Using the Graphical Profile

Once you have entered the graphical profile feature, you will be able to create new versions of the graphical profile for your store or edit old ones. It's easy to switch from one profile to another which can be useful if you want to have seasonal or major holiday themes. You are able to rename, edit, delete and copy versions at any time.



Please Note

We strongly recommend you make a copy of your main profile each time you change it to avoid losing data immediately as this can take some time to retrieve.

Chose versions to use

Chose versions to use
Left column

Active	<input checked="" type="checkbox"/>
Version to use live	PremEdit ▾
Version to use for tests	Select option ▾
Use the test version for this session	<input type="checkbox"/>
<input type="radio"/> Left side navigation <input checked="" type="radio"/> Top navigation	
Use whole space in top navigation for products	<input checked="" type="checkbox"/>
Favicon	<input type="text"/> <input type="button" value="Browse..."/>

Function	What it does
Active Box	Tick to have your graphical profile active and displaying in your store.
Version to use live	This is a drop down menu of all the profiles you have created, select one to use as the live version.
Version to use for tests	This is a drop down menu of all the profiles you have created, select one to use as the test version.
Use the test version for this session	Tick this box if you want to make the test version the profile you will see in the store for this session. Useful for you to preview your new version before making it live.
Left side & Top navigation	Here you can select where you want your product category's to appear. You can choose to have them running down the left side of the store or across the top of the store.
Use whole space in top navigation for products	Select this to use all the space at the top of the store for navigation, if unselected the categories will go from left to right instead of displayed in the center.
favicon	This is where you may upload your favicon, your marketing logo in your internet browsers and favorites/bookmarks

Left Column

	Sort order	Show	Label
Compare products	0	<input checked="" type="checkbox"/>	
Search	10	<input checked="" type="checkbox"/>	
Administrator	20	<input checked="" type="checkbox"/>	
Resources	30	<input checked="" type="checkbox"/>	Account Management
Categories	40	<input checked="" type="checkbox"/>	
Top sellers	50	<input checked="" type="checkbox"/>	
Recently sold	60	<input checked="" type="checkbox"/>	
Promotions	70	<input checked="" type="checkbox"/>	

This tab is used to determine which feature boxes will appear on the left hand side of the store and in which sort order they are displayed. The lower the sort numbers the higher up the page the feature box will appear. If the show box is NOT checked within this section then the features boxes will NOT be displayed in the store. You may also rename any of these fields by entering the desired name into the label field.

Versions

Version	Label	Created date	CSS file	Definition file
1	5	12/04/12 12:56	basic_2.css	cssparts_2.xml
2	MAJOR UPDATE	12/04/12 12:58	basic_2.css	cssparts_2.xml
3	Playground	13/04/12 08:12	basic_2.css	cssparts_2.xml
10	PremEdit	26/04/12 14:38	basic_2.css	cssparts_2.xml

The versions box is where you can create a new profile or edit one you have already made. To edit a profile you will need to click on a version from the list.

Profiles

The graphic profiling tool breaks down each part of the site into different tabs to help you get to the area of the site you want to change. Each section has image examples with a number system allocated to them and each setting is then numbered to correspond with that image example.

This will help you work out what settings change which section of the site, almost a “paint by numbers” experience. There will be times when you will need to refresh / clear the caches to view the changes within the store. The table below will break down exactly what attributes are under each tab.

Tab Name	What it does
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Versions	Here you set up the properties for the profile you are working on. You can give it a version number and a name. You may also select the style base and the definition file as well as up load any additional style sheet you may have created.
General	This is where you can set up the general settings for the site including: <ul style="list-style-type: none"> • Text – size, colour and font • Store position – left, right or center • Site background • Shop content background • Shop content border • Links – images, text format and the "Notify me" icon • Price – text format
Head	This is where you can set up the header settings for the site including: <ul style="list-style-type: none"> • Main header • Cart • Tabs – category menu (top navigation) • Login tab • Submenus – from the category menu • Language Selector
Left side	This is where you can set up the left side settings for the site including: <ul style="list-style-type: none"> • General left side- promotion boxes • Search box • Product box • Treemenu head (left navigation) • Treemenu body (left navigation) • Treemenu foot (left navigation) • Treemenu general (left navigation)
Center	This is where you can set up the center settings for the site including: <ul style="list-style-type: none"> • General center - promotion boxes • Centered boxes attribute
Right side	This is where you can set up the right side settings for the site including: <ul style="list-style-type: none"> • General right side - promotion boxes • Configurators
Product list	This is where all the product lists can be edited: <ul style="list-style-type: none"> • Filter – search filter appearance • Product list – main product list display • Navigator – page navigator for lists with more than one page of results

Product information	<p>This is the area responsible for the how a product is displayed once selected (product card):</p> <ul style="list-style-type: none"> • Product display • Information box • Item bar • Extended information
Promotions	<p>This tab effects all the promotion box properties:</p> <ul style="list-style-type: none"> • Text • Small promotions • Large promotion • Wide large promotion • Double promotion • Wide double promotion • Triple promotion • Right column promotion • Left column promotion • Item bar
Cart	<p>This is where you can change the appearance of the Cart/Basket</p> <ul style="list-style-type: none"> • Basket Background • All links • Individual links (Checkout, update, cancel etc)
Top navigation	<p>This is where you can change the properties of the top navigation bar (if it is set to active on your store)</p> <ul style="list-style-type: none"> • Global settings • Menu categories • Level 1 categories • Level 2 categories • Search bar
Miscellaneous	<p>This is the area reserved for all those other areas that just don't fit into the previous headings.</p> <ul style="list-style-type: none"> • Footer • Breadcrumb • Miscellaneous • Forms • Basket table • Information box • Message box
Modal dialog box	<p>This is where you can change the appearance of the dialog boxes</p> <ul style="list-style-type: none"> • Background • Border • Header background • Header border



Note

You must click the “Apply” button at the bottom of each page for any changes to your profile to take effect. Once you have done this, please refresh your browser to see the changes.

JavaScript

In this section you can create or paste in your own JavaScript to make available in the shop. You name your script, specify what and where the script should be active. An example of the supported variables can be found at the bottom of the page.

Javascript editor	
Label	<input type="text"/>
Use caution! Incorrect use of this feature may have negative consequences.	
Script	<div style="border: 1px solid #ccc; height: 150px;"></div>
Page selection	<p><input checked="" type="radio"/> All <input type="radio"/> First page <input type="radio"/> Login page <input type="radio"/> Product page <input type="radio"/> Basket <input type="radio"/> Checkout <input type="radio"/> On placed order</p>
Location in page	First in <head> ▼
Supported variables	On placed order: ~ORDER_NO~ = Current order number ~ORDER_SUM~ = Current order sum
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	



Warning

Use caution - Incorrect use of this functionality may have negative consequences.

Next invoice number

Here you set what the next invoice number should be in the shop. This value is normally only in the start up of the shop or at the end. You can set what the next or start invoice will be in the store. This setting is usually used as a onetime set up, but can be amended at any time.

Next order number

This feature is usually a onetime set up, it allows you to enter the starting order number in the store once you are ready to go live, giving you the flexibility to start where your last store or your manual process ended.

Order confirmation editor

In this section you will find the settings for order confirmations sent from your store. Using the free text boxes, you can add titles, your contact information, customise labels, colors, fonts, and logo.

Please note:
You will need to tick the "Enable" box to activate this feature within the store.

All order confirmations will be sent as an HTML email direct to the customer providing you have sent the order via XML or changed the status on manual orders.

You can preview your current settings by entering the relevant order number and your own email address at the bottom of the page. Then click the "Send" button.

PDF

The PDF section is a template that requires you to add your company information such as logos, address and other credentials that you wish to be displayed on the PDF's supplied on the product cards, invoices and any quotations that are sent out from your Netailer store.

Payment providers

Netailer is integrated with the following 3rd party payment providers, Securetrading, SagePay and PayPal. Once you have opened an account with your chosen provider they will provided you with the required key details. Once you have notified Netset and provided the required details, we will complete the install for you.



Site profile

The tabs Images, Colors and CSS section are not currently used. Please use the "Graphical Profile" section to adjust the graphical part of the store.

Metadata

Function	What it does
Title	In this section you can add the title of your shop, such as the "Company Name" or something similar. Please note: This title will be shown at the top of the browser's title bar.
Keywords	Here you can enter keywords in the shop that you want to share with search engines. For example: Computers, IT, Ipad and so on.
Description	In the description area you can enter a text description of your shop. This will be shown to customers when they find your shop via any search engine.

Log in as customer

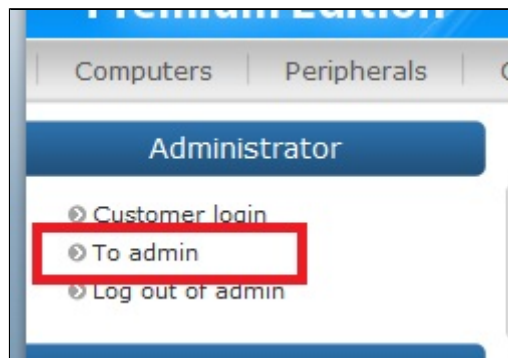
Log in as customer

This facility allows the administrator to login as a customer. This offers you the facility to see what your customer sees, with a few administrator additions.

The log in as customer feature allows you to see what the customers see, quote them on their agreed pricing and assist them with orders. The advantage to using this facility is that you have the power to over ride already agreed pricing, quotes or assist the customer in general

To utilise this feature from the admin section you must first of all be logged into admin and then click on "Log in as customer" now select the customer in question and complete as required.

From the admin section you click "go to shop" to move from the back end to the store. To go back to the back end area you click on "To Admin" from the administrator panel as shown below.



A great feature of login and viewing the shop as administrator is, on each of the product pages you can clearly see the product information that is otherwise hidden. You will see the cost price and check stock from your list of suppliers.

You may also login as a customer with your administrator credentials. Click on the "Log in as customer link". Here you are shown the list of customers that are attached to your store, you can search for a specific customer using the search tools at the bottom of the page. Fill in the relevant field and click "filter" then select the customer by clicking on them from the list. You are now logged in as both administrator and customers. The prices now shown are those for the selected customer. Now you are able to do everything your customer can, including place orders and view products. This is useful if for example a customer calls and wants to place an order. You may just do it on their behalf with the greatest of ease. In the role you can also see extended price information. This shows the purchase price, current price list, margin and contribution margin ratio.

Extended price info	
Cost price:	152.38
Price list:	1
Margin:	50.79
Ratio:	25 %
Interval:	0.0 - ∞

By clicking the "Logout" in the login box you will log out as a customer, but you will still be logged on as an administrator and may for example, log in as another customer in the event that you want to add more orders on behalf of clients.



Note













In the event that you as an administrator want to manage roles and permissions within a customer group then it is recommended you log in as the user responsible for the customer group.

Current Distributors

Our "Nettailer Premium and Enterprise Solutions" are integrated with the UK's leading suppliers to provide you with choices of what types of product you want to sell and the freedom to decide who to buy from. In the table below you can see who they are and what type of feed they can offer depending on your account type.

Please come back from time to time and check this page as we often add new suppliers and more of them are starting to offer the XML feed version for direct ordering.


All FTP and XML feeds, allow you full access to the supplier's products, however only the **XML** feeds are fully automated. This means that if an order is placed in your shop you can send the order online directly to the chosen distributor who provides the service. **FTP** feeds on the other hand will require that you put the order through to that supplier manually. **Please note:** Suppliers can often supply **FTP** feeds to customers without credit accounts.

Distributor Name	FTP Feed	XML Feed	Account sign up URL
Avnet			http://www.ts.avnet.com/uk/how_to_buy.html
Beta Distribution			http://www.betadistribution.com/register.php
CCI			https://www.ccidistribution.co.uk/signup/
Centerprise			http://www.centerprise.co.uk/sectorsDist.html
Computers Unlimited			http://www.unlimited.com/cu/pages/GB/dealers.jsp
Comstor			http://uk.comstor.com/register
DirektTek			http://www.direktek.co.uk
EET			http://uk.eetnordic.com/register.aspx
Enta			https://tradeapp.entagroup.com

Hypertec	✓		http://www.hypertec.co.uk/index.php?option=com_content&view=article&id=28&I
Ingram	✓	✓	http://uk.ingrammicro.com/corporate/corporate.jsp
Interchange	✓		https://www.sdgstore.co.uk/login/register.aspx
Just Lamps	✓		http://www.justlamps.net/d0_1.asp
MicroP	✓		http://www.micro-p.com
Midwich	✓	✓	http://www.midwich.com/registration
Northamber	✓	✓	http://www.northamber.com/Help/Register.aspx
Realtime Distribution	✓		http://www.realtimeonline.co.uk/apply/index.aspx
Spire Technology	✓		http://www.spire.co.uk/register.php
TechData (Computer 2000)	✓	✓	http://www.computer2000.co.uk
The Change	✓		www.thechange.co.uk
VIP Computers	✓	✓	http://www.vip-computers.com/uk/apply/apply3.aspx
VOW	✓		http://www.voweurope.com/home/Register.aspx

Once you have selected from the list which feeds you want to use on your site and have set up your accounts, we will request the feeds on your behalf. We require the following information to carry out this process and submit our documentation to each customer on your behalf.

1. Supplier names
2. A confirmation email instructing us to request the feed on your behalf along with you (Account Number).
3. Your account managers name and contact details (if you have them, this makes the whole gathering feed process faster)

 Any accounts that you have very recently set up may take an extra week or so to provide. This is due to the distributors internal process of account managers setting up the details on the system for IT departments to be able to produce a feed. **PLEASE NOTE: As part of our standard two week set up, we aim to provide you with a minimum of two feeds. New accounts can not be included in this process as we have no control on how long the supplier will take to set up your account.**