Nettailer Starter Guide

Home

Welcome to Nettailer user manual.

**In our user manual, you will find all
sections on the left and bottom right
as they are presented in Nettailer
You can also use the search function
to further help you locate the section
you are interested in.**

Since only the back end is reflected in the menu
on the left,
we have chosen to put everything that has to do
with the front end into a separate section.

If you need help, register a support case directly in
our project portal via project.netset.se

Download the manual in PDF format for printing
here
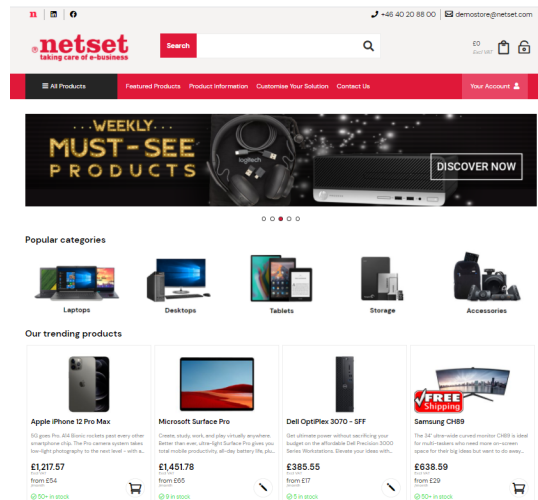
Dashboard

To access the different dashboards go to "Dashboard" in the menu and push the "Add widget" button and choose the ones relevant for you.
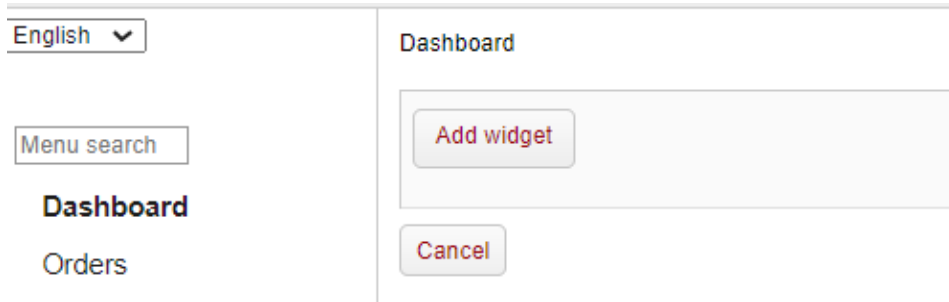
Available dashboards

- Supplier status
- Recent orders
- Order timeline
- Order status spread
- Customer order value last month

Supplier Status

What is Supplier Status?

The Supplier Status dashboard gives you an overview of all current suppliers in use and the status of their imports. We recommend that you regularly check that the files are being imported as they should.

Dashboard

Add widget

⚙					Supplier status - All - Supplier (ascending)			
Supplier	Status	Queued	Oldest	Latest	Price	Stock	Bid	Bid price
ALSO	OK	Yes	28/08/23 16:12:05	29/08/23 13:24:50	29/08/23 13:24:50	29/08/23 13:01:42	28/08/23 16:12:05	28/08/23 17:02:58
Aurdel	OK	No	27/08/23 03:35:37	29/08/23 14:02:46	27/08/23 03:35:37	29/08/23 14:02:46	-	-
EET	OK	No	29/08/23 09:35:35	29/08/23 09:42:52	29/08/23 09:35:35	29/08/23 09:42:52	-	-
Exertis CapTech	OK	No	29/08/23 12:11:02	29/08/23 13:47:44	29/08/23 13:45:22	29/08/23 13:47:44	29/08/23 12:11:02	29/08/23 12:51:33
Foxway Distribution (DCC)	OK	No	29/08/23 04:02:53	29/08/23 04:03:16	29/08/23 04:02:53	29/08/23 04:03:16	-	-

⚙

Use the settings button to filter on relevant parameters

What does the status mean?

OK = Imports have run successfully
Exception = Imports have failed
Old = Imports are older than 72h

Please note
ⓘ
Imports do not necessarily update over weekends and holidays. This vary dependent on each supplier.

What does the colors mean?

Orange = Imports have not been updated in 48h
Red = Imports have not been updated in 72h

Orders

For tips and tricks regarding Order Status please see our guide here

- Order
- Create combined PO - EOL
- Invoices
- Purchase orders
- Uncompleted Orders
- Returns

Order

- Order items
- Order
    - Customer info
    - Comments
    - Internal communication
    - Terms
    - Packages
    - Tech Data order info
- Contact info
- Online order info
- Online Xml info

Info

The Nettailer 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 Nettailer 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.

USEFUL TIP You can save your search filter settings. On future searches you can just select a preconfigured search instead of having to select and configure all the filter details every time.

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, Nettailer 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 Nettailer 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; Nettailer 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 copy for filing - use this.

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.
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 'In price 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.

Distribut or	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.
Approved by	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 customer reference for the order, it will show here.
Invoice reference	If the customer has entered an invoice reference for the order, it will show here.
Shipment reference	If the customer has entered a general reference for the order, it will show here.
User	Displays the customer ID number.
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 re-seller 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.

To set up a courier, go to Shipping & delivery > Carriers.

Tech Data order info

If the order is being sent from Techdata, 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.

Data added to these fields can not exceed the character limits set in the Form editor

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 combined PO - EOL

This function will be EOL

Please observe that this module is legacy and will be removed.
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.

Invoices

This invoice feature will show you all the invoices created in Nettailer. If you wish to see view more content you can click on the invoice.
Under the heading "Invoices" its possilbe to create invoices for your customer. If you click on "Create" you can enter the due date and what you want to invoice. When you click "Save", this invoice is created as a PDF that is available through the customer's account and order. You can view the invoice by clicking on preview. If you want to mail it out, go to the invoice and click on "Send email". Please note that you need to have entered the information under Settings and PDF for the invoice to have your company information.

Netset recommends

This function can be automated via the function "Create invoice and send it by mail in new order"

Purchase orders

Info

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

Once you have selected a Purchase Order, you will find all the data relating to that individual Purchase order detailed here.

Field	What is means
Date	Displays the time and date this purchase order was created.
Supplier	Lists the supplier the purchase order was sent to.
Status	Shows the current status of the purchase order
Supplier order number	Displays the suppliers order number for this purchase order (this will be filled in automatically if the order was submitted online/electronically or is editable if you placed the order manually).
Administrator	Displays the name of the administrator who placed the purchase order.
External purchase order number	Allow you to add an external purchase order number (your customers PO for reference).
Send update emails to customer	Allow the system to send emails to your customer as the order status changes (ON/OFF).
Allow partial delivery	Allow this order to be partially shipped (ON/OFF).
Is direct delivery	Displays if the order is being shipped directly to the customer or to the reseller.
Reference	Displays any reference that was attached to the order.
Shipping address (multiple fields)	This section displays the address this order has been instructed to ship to.
Products (multiple fields)	This section displays all the items included on this purchase order and various information of each line.
Messages (Tab)	Displays the messages received and the status from the supplier through each stage of the electronic order process (clink on a line to see the full message and response).
Export logs	Displays the messages received and the status of any exports you have set up and processed from the shop to any connected systems (ERP, Accounts application, etc).

Uncompleted Orders

This section lists all the uncompleted orders that the store has recorded. This section often doesn't include a lot of information if a user hasn't logged in.

However if a user does login and adds items to the basket it can be recorded here and potentially used for upselling.

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.

The return form contains more information about the return together with the customer's contact details. You can also see which product(s) were returned. Set the status of the return and write a comment such as who the customer should turn to or what the customer should do in the next step to complete the return. If there is an RMA number, you can fill it in by clicking on the product where the RMA number is available. When you click "OK" for the return, an e-mail is automatically sent to the customer. Each time you change the status or enter a comment, a new email is automatically sent to the customer.

Product

- Products
- Bundles
- Focus assortments
- List of Products
- Suppliers
- System suppliers
- Manufacturers
- Product range limitations
- Product range
- Product variations
- Supplier import filters
- Flags
- Top sellers
- Warehouses
- Weight
- Product forms (add-on)
- Product Notification
- 1WorldSync SKU
- Configurators
- Expired products
- Product option groups (add-on)
- Product options (add-on)

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. Find out more about how the products identified in Nettailer ->
SKU	Search for products with a specific Stock Keeping Unit (Supplier part number).
Name	Find products with this search field in their name.
Nettailer-id	The Nettailer-id is globally unique in Nettailer & matches specific products to their 1WorldSync 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 1WorldSync info	Find products with 1WorldSync information.
Categorized	Find products which have category & sub category information.
Supplier	Find products from a specific supplier.
Created after	Find products created after a specific date
Doubles	Find products which are available from multiple places.
Minimum pack-quantity	

Edit product

For products imported from supplier, the editing options are limited but there are some changes you can make. Find your product and click it to open up.
You then have two choices - **Edit** (Opens the product for editing) or **Show product in store** (Takes you directly to the product in your web store).

Click Edit.

You can add product description and internal notes here. You can also upload more pictures, price and setting for whether the product should be free of shipping and more.
If the product lacks a category, you also have the opportunity to categorize it.

At the bottom you will see these tabs;

Supplier extensions

The first tab on product level is "Supplier extensions". Here you will find the latest imported price data for the product. This function is useful when you need to know how the price have changed over a period of time or when you are looking for a faulty price.

Accessories

In the shop the accessories are listed under the tab "accessories" on the product card. click on "Connect product" and search for a product you want to connect and click on it. Generally, accessories are based on data from 1WorldSync and the connection will be done automatically. The product you add manually will be added to those added by 1WorldSync. You also have an option to add recommended accessories which will add them to the top of the list of accessories in a tab called recommended.

To remove a connection; click on the row you wish to remove and then "Delete".

Connected customers and customer groups

Here you can connect customers and/or customer groups to the product. If the product is connected to a customer or a customer group it will only be visible to those customers/customer groups.

Attribut

Here you can see the search attributs for the product, coming from 1WorldSync. This could be of interest if you have a StandAlone solution with a global level and want to laborate with the shop's filters.

Create or Edit custom product

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.
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. Be Careful If you want the specification to appear in a table, use the 'Spec' tab at the top of the page instead. See description below.
Supplier	Select which supplier 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.

Replacement Product Info

Promote a replacement or upgrade product directly on the product page.

Feature	What it does
Replacement Product	Search and select the product that should the product should be replaced with.
Information	Text to show on product page, cart and checkout.

Import

Feature	What it does
Don't import product information	Enabling this will prevent Nettailer from using any 1WorldSync data, even if it exists.
Protect name at import	Enabling this will prevent Nettailer from overwriting the product name with 1WorldSync 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

Here you can add images to the product.

Function	What it does
File: Custom image	Upload the image you want as standard
File: Custom additional image	Upload more images.
Show system images	Enables and disables system images (Images provided by CNET/1WS) **If used with Custom images, the main system image will be replaced by the store admins uploaded custom image.**
Use CNET/1WS Cloud for images	Enable and disable CNET/1WS cloud images (Provided by CNET/1WS cloud services when this service is availble/enabled). **If used all other images including custom images are ignored and CNET/1WS cloud will be used instead.**

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).

Supplier extensions

Supplier extensions	Accessories	Connected customers and customer groups	Display Categories	PDF
Nettailer-id	Supplier	SKU	Minimum pack-quantity	
9750211	TD Synnex	7758356	0	
9750005	Westcoast	MQ023ZD/A	0	

This lists all the suppliers that supply this product to your store.

Clicking on any of these lines will display the product log against the supplier selected.

Title	What it means
Nettailer-ID	The ID Netset has given to the product for this supplier
Supplier	The supplier name
SKU	The SKU that this supplier uses internally to identify this product
Minimum pack quantity	Lists the minimum that quantity that can be purchased (only applicable to multi packs)
Supplier surcharge	Will display the surcharge set against this supplier (this value is set by store admin at System suppliers page).
Cost price	Displays your cost price on this product from the suppliers.
Qty	Shows the supplier stock availble.

Accessories

Use these feature to Add/View/Remove accessories to this product

Connected customers and customer groups

Use these feature to Add/View/Remove connections to specific Customers/Customer groups to this product

PDF

Used to Add/View/Remove documents to a product. These files may then be downloaded directly by the client from the Product pages in the store.

Bundles

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.

A bundle can be a general product for all of you customers or connected to a single customer and/or customer group. A bundle will be visible under All products Your products Bundles.

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.
Selling price	Enter the fixed selling price you wish to sell the product for (excluding VAT). If selling price is defined as 0 sales price will be calculated based on the individual sales prices of the components in the bundle (*not based on the total cost of the bundle + markup*).
Total cost 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 customer's 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 labelled 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 of groups, it will be visible to all customers.

Focus assortments

How to guide available.

How to guide can be found here.

Focus assortments is a feature designed to enable shop owners to create an assortment for individual customers and/or customer groups.

Normal use cases for creating a focus assortment are

- A deal with the customer containing a smaller amount of products.
- Guiding the customer to their most bought products
- Helping the customer find their OPG/BID products

You can create *two kinds* of focus assortments.

1. Focus assortments with your own categories
2. Focus assortments with the shops categories

Create/Edit Focus assortments (with the shops categories)

When creating a focus assortment using the shops own categories, all products are to be connected under the tab connected products. This can be done product by product or by using the excel import.
Creating a focus assortment this way will show the assortment in the frontend with each product category.

Feature	What it does
Name	The name tag is the name which will be shown in admin when connecting the assortment to a customer and/or a customer group.
Label in front-end	This is the name of your customer will see in the shop.
For all customers	Selecting this will show the focus assortment to all customers that are logged in.
Increased visibility	Visible in menus, search filters, and symbol on products.
Allow customers to edit this assortment	In order for a customer/user to be able to edit an agreement assortment, both this setting and the setting 'Allow update of focus assortments' belonging to the customer /user needs to be enabled
Visible through URL	If enabled this assorment can be navigated directly via URL
Send me an email notification when products expire	Once activated, the store administrator will receive email notifications regarding the expiration of products included in this assortment. This feature serves as a helpful reminder, ensuring timely attention to any expiring items.

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.

Create/Edit Focus assortment with your own categories

To create a focus assortment with your own categories click on the "Create Agreement Categories" button. Here you create your own category tree, divided into main- and sub categories.

You can only connect your products to the sub categories.

Use this method to create a focus assortment that groups related products together, such as a printer and its associated toners.

By organizing products in this way, customers will find it easier to locate and purchase related items, enhancing their shopping experience.

Focus assortments / Agreement Category Test

Focus assortment	
Make copy Delete	
Name	Agreement Category Test
Label in front-end	en: Agreement Category Test
URL	/focus_assortment?assortmentId=255
For all customers	☑
Increased visibility ⑦	☑
Visible through URL	☑
Send me an email notification when products expire	☐

Save & Close   Cancel   Save

Agreement Categories	Connected customers and customer groups

Edit choosen category   Create Maincategory   Create Subcategory

Agreement Categories

>> Category 1

>> Test Sub 1

>> Test sub 2

Frontend

The front-end view of these two focus assortments in this case will look like this.

		Agreement Category Test	Featured Products
Computers		Category 1	Components
Peripherals			Computers
Components			Keyboard & Mice
Supplies			Mobiles & Sat Navs
Audio Visual			Monitors & Displays
Mobile Tech			Networking
Software			Software
Networking			
Focus Assortment			
Your Products			
Product Guides			

How to guide available.

How to guide can be found here.

List of Products

Coming soon - please contact us today for information

Suppliers

The supplier 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 suppliers are currently in the store, the stock levels, and categorised products containing 1WorldSync data.

You can click on "Statistics" of you want to see how many products each supplier sends to your Nettailer, if they are categorised, have 1WorldSync information and how many the supplier have in stock.

Statistics	Supplier	Number of products	With CNet information	All Categorized	In stock
	Greenman	2448	84%	85%	85%
	Ingram Micro	63320	82%	84%	20%
	Tech Data	88701	93%	93%	13%
	Total	140462	87%	89%	100%

Setting up a store supplier

Here you can configure the supplier details for products you add to the store. Essetially setting yourself up as one of the suppliers in the shop. This is required for products you add or import manually in order for you to identify and process orders internally.

More information is available in the tables below for completing these fields.

Suppliers / Nettailer Demo

Supplier	
External id	Nettailer
External system	se.netset.etailer.io.resellerdist.ResellerDistExternalSystem
Label	Nettailer Demo
Export Id	
Weight type	Undefined
Product removal delay (days)	30
Order email settings	
Account number	123456
Email, to	order_fulfilment@nettailer.com
Email, from	shop@nettailer.com
Include productform data in order mail ⑦	☐
Use HTML email	☐

Retailer Suppliers (+Add-on)

Please Note

ⓘ

This feature needs to be enabled by Netset. Please create a task in Project Database (PDB) for further assistance.

With this function, you have the ability to create your own distributors on the reseller level. You can configure the loading of availability and price data through FTP. And it´s possible to push orders to the distributors you need to enter a recipient and a sender. The feature does not include any delivery information or other functions as with a full supplier integration.

The addon gives you the ability to add multiple suppliers and multiple FTP file collections.

How to set up a retailer supplier...

Navigate to the "supplier" area of the store administration menu: **Products>Suppliers**

When enabled the option to create a new supplier is available and the details for the supplier can be populated as per the field descriptions below:

Supplier Information

Function	What it does
Label	The name of the supplier.
Export Id	The suppliers ID is of interest when communicating with other systems.

Weight type	Specify the type of weight used by the supplier. Net weight is exclusive of packaging, manuals, etc.
Product removal delay (days)	Give you the option to specify how many days a product may remain in the store if no longer in the upload.

Order email settings

Function	What it does
Customer number	Your customer number for the supplier.
E-mail, to	`To which email address orders should be sent.`
E-mail, from	`From which email address orders should be sent.`
Include product form data in order mail	Allows product form data to be included (if present) in order submission.
Use HTML email	Sends the order via HTLM email
Xsl file	If not sent via HTML email orders will be submitted using this Xsl file structure (Netset's standard file structure is included by default, this tool does allow custom XSL to be uploaded)

After saving the new supplier additional tab and options will be available:
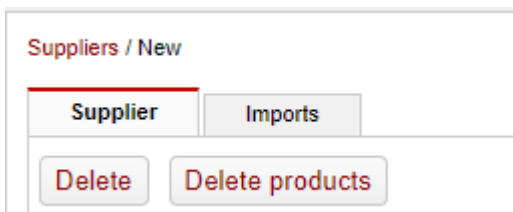
This allows for the options of:

- the supplier or the supliers products to be deleted (via 2 new buttons)
- an "imports" section (on a new tab)

The import tab gives you the ability to set up an FTP file pick up from a specified location (automatically) or you can manually add a "product" "bids" and/or "bid prices" file by completeing the "download template" and adding the file.

Suppliers / New

| Supplier | **Imports** |

[Delete] [Delete products]

Use headers	☑
Use quote separator on text columns ⓘ	☑
Import categories ⓘ	☐
Margin	0.00 %
FTP	
Host name	
Username	
Password	
Active mode	☑
Security	Plain ▾
Price and stock file	
Price file	
Stock file	
Manual import	
Products	(unnamed file) [Choose file] No file chosen [Remove]
	Download template
Bids	(unnamed file) [Choose file] No file chosen [Remove]
	Download template
Bid prices	(unnamed file) [Choose file] No file chosen [Remove]
	Download template

[Save & Close] [Cancel] [Save]

It is worth noting that a file will only be uploaded automatically if a change to the file has been detected from the most recent import (e.g. file size or timestamp has is different).

Additional information on the imports fields can be found in the table below:

Imports fields

Function	What it does
Use headers	Check this if your import files uses headers. Checking this will skip importing the first row.
Use quote separator on text columns	If your import file wraps text columns in quote ("), check this option.
Import categories	The import will try to import categories when the last two columns are filled in with category codes.

Only import existing products	Only import products that exists from other distributors that has this setting unchecked.
Margin	Add a fixed percent to each product cost price before importing.

Using the manual file upload template

The file should be a tab delimited text file, with headers on the first row. To speed up the transfer it should also be zipped, in which case it should have the file extension .zip.

For the stock file only the columns "SKU" and "Quantity" should be included.
In the price file, you should not include the Quantity column.
The manual import as well as the price and stock file should include all necessary columns.
Category columns are optional and are dependant on the "import categories" supplier import setting.

NOTE:
Any products not in the file will be automatically deleted!
The category of an existing product can only be updated if the product is uncategorized or if the product is only bound to the retailer in question

Columns:

SKU - The distributor's part number

Part no - The manufacturer's part number

Manufacturer - The manufacturer name
This should match the name of the manufacturer in the store.

Description - Description of the product

Price - The cost price of the product.

Quantity - The current stock.

Weight - Weight in kilograms.

EAN - EAN/UPC code

Condition - 0 = new, 10 = refurbished and 20 = used.

Cat1 - The products category code for main category.

Cat2 - The products category code for sub category.

Min sales qty - The minimum sales quantity

System suppliers

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.

	Active	Margin	Export Id	Etailer-id
ACE Options	☐	0.00 %		191
ActionEU	☐	0.00 %		117
Allgreen	☐	0.00 %		97
ALSO	☐	0.00 %		4
Arrow ECS	☐	0.00 %		110
Barex	☐	0.00 %		56

Please Note

Suppliers needs to be enabled by Netset. Please create a task in Project Database (PDB) for further assistance.

From this screen you are able to disable any supplier feeds quickly should the need arise by unticking the active selection box next to the supplier name. Products from that supplier will no longer be available to buy from your store. It should be noted that you will need to request the supplier is switched back on by Netset support as you will not be able to reactivate the supplier from this screen.

A list of available suppliers currently within Nettailer is available https://onlineguide.netset.com/category/cs

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 1WorldSync data.

Statistics

Supplier	Number of products	With CNet information	All Categorized	In stock
Greenman	2448	84%	85%	84%
Ingram Micro	63320	82%	84%	20%
Tech Data	88701	93%	93%	13%
Total	140462	87%	89%	100%

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
Minimum number of products (% of previous import)	If import contain less than x% of products compared with previous import the import is skipped
Products with purchase price lower than limit skip below checks:	If product have purchase price lower than this value, below checks are skipped and is not included in the maximum limit
=> Purchase price % difference before rejection	During import, new and current purchase price are compared. If new price is less than x% of current it's considered as 'error/ low price'. Used in combination with setting below.

=> Maximum rejection % limit	If the number of products with 'error/low price' exceeds the specified limit the entire import will be rejected.
Minimum number of products from the supplier on a manufacturer before below checks:	The minimum number of products from a manufacturer within supplier file before the limits below will apply
=> Purchase price % difference before rejection on a manufacturer	During import, new and current purchase price are compared. If new price is less than x% of current it's considered as 'error/ low price'. Used in combination with setting below.
=> Maximum rejection % limit on a manufacturer	If the number of products with 'error/low price' on a manufacturer exceeds the specified limit the entire import will be rejected.
Purchase price change limit	If the new purchase price is lower than limit% of the current/last supplier price the product will not be update. For example 30% of last price 100, so price change <30 will be skipped.

Minimum prices

With minimum prices you can set rules for what the shop should do with products that cost below X during an import.

Function	What it does
Minimum purchase price breakpoint	Set the minimum price in X currencies
Strategy on minimum purchase price	- Import product = As if the setting was inactive - Remove product = Makes sure to not import the product - Set price to 0 = Will set the product as "Call for price" and will not be able buy

Normally only Netset employees use the settings in this view.

Manufacturers

Info

This section lists every manufacturer that is in Nettailer.
Whilst you cannot edit the manufacturers which come from Supplier 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 1WorldSync 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).

How a product is identified in Nettailer.

In Nettailer a unique product is identified as **Manufacturer Name + Manufacturer Part Number + Product condition** and for each combination, the shop creates and maintain a unique product/product-id. Read more here ->

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	Select the ONLY area you want the limitation to affect **Export** - Enabeling this will mean the products can be found in the store, but will be EXCLUDED in any exports created by the store. **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.

Product variations

Nettailer Tutorials: Product Variations Video

Product variations allow for the grouping of products (usually of the same model) where there may be variations in the model itself. For example a device or handset that comes in various different colour options.

A product variation can be set up to allow these products to be linked together and allow the user to select through all the different options available from the product screen without having to search for each variation separately.

To set up a new variation group use the "create" option.

Here you will need to give the product variation a name to identify what it is for and create at least one attribute name (e.g. colour).

You can then add all the various values (in this case colours) associated with this product by selecting the "add value" option under the attribute.

Multiple combinations of attributes and values can be set up - e.g. colour and storage capacity:

Attribute	Value
Colour	Red
	Green
	Blue
	Yellow
Storage Capacity	128GB
	256GB
	512GB

Once the attributes and values have been set up, you will then have the option to create the links to those products - for example by selecting the values for Red 128GB this can then be linked to a specific part number for that specific variation.

Once all the value combinations have a product associated to them, the product can be viewed on the shop front - where newly created drop down options will be available and in this example the combination of colour and storage capacity can be selected by the user:

Apple iPhone 13 mini

(PRODUCT) RED - 5G smartphone - dual-SIM - 128 GB - OLED display - 5.4" - 2340 x 1080 pixels - 2x rear cameras 12 MP, 12 MP - front camera 12 MP - red

⊗ Out of stock
Expected: 19/05/22
Manufacturer: Apple
Part number : MLK33B/A

Log in for price

Colour

| Red | ▼ |

Storage

| 128 GB | ▼ |

Selected accessories

Apple - Wallet for mobile phone / credit card

Log in for price

Apple - Back cover for mobile phone

Log in for price

Apple - Wallet for mobile phone / credit card

Log in for price

Information —

iPhone 13 mini features major innovations, including a 12MP dual-camera system, a new way to personalize the camera with Photographic Styles, and Cinematic mode, which brings a new dimension to video storytelling. iPhone 13 mini also boasts super-fast performance and power efficiency with A15 Bionic, longer battery life, a brighter Super Retina XDR display that brings content to life, incredible durability with the Ceramic Shield front cover, an IP68 rating for water

Supplier import filters

Info

Import filters allows you to remove a specific manufacturer from a supplier during price file import.
Inside each import filter you will then get a list of all SKU's that is filtered away.

Feature	What it does
Manufacturer	Enter the manufacturer that you want to exclude.
Distributor	Select the distributor which you want to remove the manufacturer from.

Warning

All changes are applied during the next distributor price file import.

Flags

In this part, you can set special conditions for the selected product range.

You have three different flags to choose from;

- **Buyable out of stock**
- **Freight free**
- **Buyable at zero price**
- **Hide product price for customers in basket and order history**

Note!

Activation of these flags applies to the entire store's range, for all users and can not be connected to specific customers.

Common to all these flags is that you select the current range, to which the setting should apply, with the following choices.

You start by selecting, *including*, a product range by selecting one of the following options;

Feature	What it does
Category	The setting applies to the selected main category or subcategory
Manufacturer	The setting applies to the selected Manufacturer
Category and Manufacturer	The setting applies to the selected main category or subcategory combined with selected Manufacturer
Product	The setting applies to a selected product

You can then combine the above range selection with *excluding* any subcategory, manufacturer or product.

Here are some examples;

Product flags / Assortment

Label	Freight free
Include	

Select option ⌄

Categories	Remove
Servers/Servers - Blade	☒

Exclude

Select option ⌄

OK Cancel Apply

In the example above, we have selected the subcategory *Servers / Servers - Blade* and flagged these products as free shipping.

Product flags / Assortment

Label	Buyable at zero price
Include	

Select option ⌄

Categories	Remove
Backup & Data Storage	☒

Exclude

Select option ⌄

Manufacturers	Remove
D-Link	☒

OK Cancel Apply

In this example, we have selected the main category *Backup & Data Storage* and made these products available at zero prices, but excluded the manufacturer *D-Link*.

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
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.
Supplier warehouse	Enabling this will show the stock levels from supplier feeds. Handy Hint If you have multiple warehouses created - you should always have one warehouse set as your Supplier warehouse.

FTP stock import

Feature	What it does
Use automatic stock updates via FTP	If enabled you may update this warehouse via a file imported from an FTP specified in the following fields.
Host name	The URL/TTP address of the server you wish to access the file from.
Username	The username required to access the host.
Password	The password required to access the host.
File name	The file you wish to access.
Passive mode	The FTP can be run in Active or Passive mode, for this kind of setup passive mode is more commonly used.

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 forms (add-on)

ADD-ON

This is a bolt-on feature and not part of the standard Nettailer.

A product form allows you to collect extra information regarding a product from a customer

Create/Edit Product Form

Feature	What it does
Label	Name of the product form. Shown both in the backend for the admin to identify a product form as well as shown in the frontend when a customer fills out the specific product form.
Header	Shown in the frontend as a header
Description	Shown in the frontend as a description
Only one form per order row	If this box is not checked a customer will have to fill out three (3) forms when ordering three (3) of a product that has a product form connected to it.
Select boxes are searchable in the front end	If you are using select boxes as a type under fields, these select boxes will now be presented with a search field to allow easier searching when presented with many alternatives.

Fields

Feature	What it does
Label	Name for your type box shown to the customer in the front end.

Type	Textbox: This allows you to create a textbox in which the customer can write up to a specified number of letters set by you in rows and columns.
	Checkbox: This allows you to create a checkbox shown to the customer in the frontend.
	Select box: This allows you to create a drop-down menu where the customer can choose one of the options presented. These can be searched if you have used "Select boxes are searchable in front end".
	Two-level Select box: Allows you to create an option for labels as in the pictures shown below.
Sorting	Sorting of your options. 0 is first.
Mandatory	Makes the option mandatory.
Connected field in search	

Connected product

Connect your products by either searching for them one by one or by importing an excel using the excel import.

Connected customers and customer groups

If you want the product form to be visible for only a select number of customers, you can connect it to customers or customer groups here.
If the product form is not connected to any customers or groups, it will be visible to all customers.

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

1WorldSync SKU

This feature allows you to check to see if a product has all the rich content provided by 1WorldSync (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.

Configurators

Coming soon.

Expired products

Several parts of your store are affected when products expire or are removed by suppliers. Expired Products gives you a better overview and easy access to all affected elements (e.g. quotes, focus assortments etc). Each tab shows expired products for that specific element and the list is updated automatically.

Pro tip: Check Expired products regularly to catch changes early.

Product option groups (add-on)

ADD-ON

This is an ADD-ON feature and not part of the standard Nettailer

Connect accessories or allow your customers to configure their product with the Product options feature. It is a powerful and diverse tool for upselling, cross-selling and increasing value to your products and services. This page will explain Product Option Groups, the second part of the Product Options feature. For more information about how to create different options, please see Product Options.

Click **Create** to choose a main product and attach previously made product options.

Setting	What it does
Label	Name your product option group
Display Label	The name is shown in your store
Position	"Top" places the options next to the product images. Suitable for fewer options "Tab" places the options beneath the product images. Suitable for configurations and numerous options
Recalculate price when selecting options	Updates the total price as the options are added/changed
Customer-specific	Make the options available for specific customers or customer groups. This section will be available after you save these settings
Link in basket	Multiply or remove the whole configuration in the basket. Uncheck if customers are allowed to add/remove single products
Unmodifiable in basket	The configuration can not be multiplied in the basket, however, it is possible to remove it

Saving the settings above will open up three new tabs

Feature	What it does
Product options	Connect desired product options and decide sorting order
Connected products	Connect main products (that all your options will be connected to)
Connected customers and customer groups	Connect the product option group to selected customers and customer groups

Product options (add-on)

ADD-ON

This is a Add-On feature and not part of the standard Nettailer

Connect accessories or allow your customers to configure their product with the Product options feature. t is a powerful and diverse tool for upselling, cross-selling and increasing value to your products and services.
This page will explain Product Option Groups, the first part of the Product Options feature.

For more information about how to connect options to the main product, please see Product option groups (add-on).

Click **Create** to start putting together your product options.

Setting	What it does
Label	Name your product option
Display label	The name is shown in your store
Description	Adds a description above the Product option section
Mandatory	Customers must choose at least one option
Multiple choices	Allows multiple options to be selected
Add None-option	Allows customers to choose "nothing"
None-option label	Name your "nothing", e.g "No monitor" or "No service agreement"
None-option preselected	Have the non-option preselected
Link to products	Creates a direct link from the option to the product page

Once you have saved this "option" you will then be presented with a "Create" button.

This is where you are able to connect all the products you what to include in this "Option" list.

Setting	What it does
Product	Select the product you want to add to this "option".

Quantity	Set the quantity of this item you want to make available in this "option".
Sort order	Set the order in which this item will appear against others that you have connected to this "option". The lower the number the higher up the order items will be listed.
Preselected	Set where this option is preselected by default.
Mandatory	Set if this item is mandatory for this item to be included in the purchase of the item this "option" is attached to.
Fixed quantity in basket	With this setting, the customer will only get the product-option item once, even if they buy the main-product several times.
Let the customer choose the quantity	With the setting enabled the quantity box next to this item will be editable allowing the user to specify the quantity of this item to add to the cart.

Shipping & delivery

- Delivery options
- Delivery sites
- Shipping matrices
- Category Settings
- Supplier settings
- Geographical areas
- Shipping test

Delivery options

IMPORTANT **There must always be at least one Delivery option set up and correctly configured for the store to function.**

In this section you will be able to add and change those deliveries you want to offer your customer in the check-out.

To create a new delivery you click on "Create".

For every delivery option you can add price, for which payment option it will be combined with and so on.

You can add which option that should be default for the customer on her/his customer card.

Note: There's a connection between delivery- and payment options.

Delivery options

Feature	What it does
Name	Add a name to the delivery option. This is what your customer will see in the check-out.
Code	Add an article number.
Customer connected	Tick this box if you want the delivery option will be exclusive for one or several customers.
Is direct delivery	If is ticked the order will be sent as default to the end customer as drop shipment. If it's not ticked, the administrators address will be used as default.

Allow

Choose which customer types that will be able to use this delivery option.

Payment options

Choose which payment options that will be able to choose with this delivery option. Don't forget to choose which one that should be default ticked for the customer.

Delivery sites

Manage cross-shipping further by adding cross-shipment addresses and connecting them to different administrator accounts, delivery options and even choose between drop and cross-shipment on order level.

Basic information is below, detailed guild can be found here: Nettailer - Cross shipment handling

Connecting delivery site to admin

Go to Customers & users/Administrator and click on the administrator account to which you would like to connect one of your pre-defined delivery sites.

Choose delivery site on order level

In the Contact info tab, uncheck *Is direct delivery* to open up all fields in Cross-*shipment address* section.

Connect delivery site to delivery option

When creating or editing a delivery option, go to the Cross-shipment tab and check the *Use cross-shipmen address* checkbox.

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.
Percent of order value cost	Set a percentage for the store to calculate shipping cost against the order value.

Be aware

As with every price in the back end of Nettailer, 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.

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 the be creates 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 - Add to	Adds a cost to the shipping matrix for orders that require stock from multiply suppliers. Will be applied once for every distributor after the first. This setting adds a specific amount per distributor
Multiple distributor modifier - Multiply with	Provides an exponential increase based on the number of distributors
Use distributor modifier	Tick to enable this feature, takes into account the values specified under Supplier settings
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 base 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.

Example of shipping calculated depending on how many suppliers are involved in the order

Setting	Value
Label	Delivery by Supplier
Label in order	Standard Delivery
Article number	CAR-DEF
Customer specific	no

Base cost	7.20
Delivery	**Value**
Delivery specific	yes
Delivery options	Standard Delivery
Supplier	**Value**
Supplements for several suppliers	1,2 (Multiplied with)
Use extensions from supplier	yes
Min/max cost	**Value**
Order value	0 -
Min	7.20
Max	7.20

In this example, an order containing products from multiple suppliers will cost 20% per supplier;

Number of suppliers involved	Cost ex VAT	Cost incl VAT
1 supplier	7.20	9.00
2 suppliers	8.64 (7.20x1,2)	10.8
3 suppliers	10.368 (8.64x2)	12.96

With two suppliers involved, shipping will cost the customer £10.8 incl. VAT.

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.

Supplier settings

Info

If a product is available from more than one place (e.g. your warehouse and you supplier(s)), Nettailer may well be given more than one weight. Nettailer 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 Nettailer to use when calculating the weight of goods in the basket. Low numbers are a higher priority.
If a high priority source does not provide the weight, Nettailer will automatically move to the highest priority source which has weight available.

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	Belgium
Countries	☑ Belgium Postal codes: All ▼ ☐ Sweden ☐ United Kingdom

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

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.

Marketing

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. Use Promotions to structure your front page and highlight information that you want your customers to see.

Use can get a quick **introduction to store layout and design** from the following link:

Store layout & d...introduction.pdf

- Promotion items
- Promotion pages
- CMS pages (Custom pages).
- Front page sections
- Menus
- Page Footer
- Page Header
- Vouchers
- Mail forms
- Documents (EOL)
- Search Linking
- Image Overlays
- Product Tags

Promotion items

This is where you can create all the presentations for products, bundles, offers and banners that are visible in your store for both general and specific customers. Use Promotions to structure and highlight information on your front page.

USEFUL TIP You can save your search filter settings. On future searches you can just select a preconfigured search instead of having to select and configure all the filter details every time.

To create a promotion, follow these steps:

1. Click on "Create"
2. 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)
Group of products	Same as Product but highlights several products instead of just one
Administrator	Allows the creation of a box containing a salespersons information
Custom content	Create a promotion containing a user made Content (created in Content pages section)
Automatic product*	Highlight random products that meet pre-determined conditions

*Only availble if feature is included in your Nettailer package

Once an option has been selected a new page will open with more setting options. Note that it is not possible to change the type of promotion once one has been chosen. To change promotion type, please create a new promotion.

Product/Text/Image Promotions

General Settings

Setting	What is does
Name	Name your promotion
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
Desktop	Make the promotion visible on desktop version of your store **(This setting is EOL and only relevant to Nettailer Classic stores)**
Responsive	Make the promotion visible in the RWD version of 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 (Legacy setting for "Classic" stores only) **To the right** – will place the promotion on the right had column of the store (Legacy setting for "Classic" stores only) **Category** – will place your promotion within a specific product category (on a main category or sub category)
Section	Select which Promotional section to add this to (options only availble if you have created multiple promotion sections in Front page sections)
Size	Determines the size of your promotion, small or large **(This setting is EOL and only relevant to Nettailer Classic stores)**
Size, responsive	Determine how many promotions there will be on each row in responsive web design. The promotion size will scale based on screen size
Except from randomisation	If this is ticked then your promotion will not appear at a random sort order. This makes the sort order of this promotion absolute
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 Note ⚠️ Used only when "Except from randomisation" is ticked.

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 **(This setting is EOL and only relevant to Nettailer Classic stores)**
Image	Used to upload your image, Browse for your file and once the apply button is pressed this will upload to this promotion If a product is missing an image altogether, we recommend that you upload an image to the product card. That way both the product and the promotion gets an image.
Image, mobile	Used to upload your image for mobile devices, Browse for your file and once the apply button is pressed this will upload to this promotion If a product is missing an image altogether, we recommend that you upload an image to the product card. That way both the product and the promotion gets an image.
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

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 test and image properties for you.

Slide Show Promotion

Upload multiple pictures and display an image for a set number of seconds before 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 - (This setting is EOL and has been replaced by CM S Content)

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 Note ⚠️ Used only when "Except from randomisation" is ticked.
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 randomisation	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.

You must have created a document prior to setting up this promotion to select it here. Documents are created in the Document section.

Group of Products

General Settings

Setting	What is does
Name	Name your promotion
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
Desktop	Make the promotion visible on desktop version of your store
Responsive	Make the promotion visible in the RWD version of your store

URL

After this promotion is saved, the store will generate a URL that you may then use in other promotions to navigate directly the the list you created in this promotion.

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 test and image properties for you.

By entering multiple article numbers, separated by ';', you can automatically add multiple products to the promotion

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 (Legacy setting for "Classic" stores only) **To the right** – will place the promotion on the right had column of the store (Legacy setting for "Classic" stores only) **Category** – will place your promotion within a specific product category (on a main category or sub category)
Section	Select which Promotional section to add this to (options only availble if you have created multiple promotion sections in Front page sections)
Size	Determines the size of your promotion, small or large
Size, responsive	Determine how many promotions there will be on each row in responsive web design. The promotion size will scale based on screen size
Except from randomisation	If this is ticked then your promotion will not appear at a random sort order. This makes the sort order of this promotion absolute
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 Note ⚠️ Used only when "Except from randomisation" is ticked.

Text

Setting	What it does
Heading	Add the name heading for your promotion, It is shown in bold above the text

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
Image, mobile	Used to upload your image for mobile devices, 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.
Copy image from Product	Type a part number in here for the store to use the image from this product for the group of product image.

Administrator

You may now add a promotion the the store containing your salesperson information to the customer. This can be configured to allow different customers to see specific salespeople.

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

Note

⚠️

Used only when "Except from randomisation" is ticked. |
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
Desktop	Make the promotion visible on desktop version of your store
Responsive	Make the promotion visible in the RWD version of your store

Administrator

Setting	What it does
Administrator	Select an admin/seller from the drop down list (administrators are set up in the Administrators section)
Show administrator for logged in customer	Select to make this promotion only visible to users that are logged in (if not enabled this promotion will always be visible in the store)

Title	Used to specify the administrators title
Description	Used to specify the administrators description / additional information

*Additional contact information and images for administrators are pulled from the Administrator account created in the Administrators section.

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 (Legacy setting for "Classic" stores only) **To the right** – will place the promotion on the right had column of the store (Legacy setting for "Classic" stores only) **Category** – will place your promotion within a specific product category (on a main category or sub category)
Section	Select which Promotional section to add this to (options only availble if you have created multiple promotion sections in Front page sections)
Size	Determines the size of your promotion, small or large
Size, responsive	Determine how many promotions there will be on each row in responsive web design. The promotion size will scale based on screen size
Except from randomisation	If this is ticked then your promotion will not appear at a random sort order. This makes the sort order of this promotion absolute

Promotion pages

It is possible to create several profiling categories/pages. This feature can be used, for example, to clarify campaigns such as "HP Campaign" or "LG Race". The new page appears as a menu option in the Offer menu. The profiling page you created becomes selectable when you create a profiling on it. To link to this profile, use the URL that appears as soon as you click on the page.

Create/Edit Promotion page

To create a new campaign page, click "Create".

Promotion pages / New

| Promotion page |

Name	
Sorting	0
Include in all products menu	☑
URL	https://danieldemo.net1.nettailer.co.uk/promotions/
Image	(unnamed file) [Choose file] No file chosen [Remove]
Campaign text ?	
Display campaign with	Nothing ▼
Metadata	
Title	
Description	

[Save & Close] [Cancel] [Save]

Feature	What it does
Name	This is the name of the campaign page. Keep in mind that this is the one that will be visible in the shop under "Offer".
Sorting	Specify the order in which you want the offer to be published. Lower number means earlier. If you have multiple campaigns that use image and or text as shown below, the campaign with the lowest sort will appear.
Include in all products menu	Include the promotions page in all products menu
URL	The URL for the promotion page can now be specified by the creator by using this field
Image	If you want all products included in this promotion to be published with an image, you can upload such an image here.
Campaign text	If you want all products in this promotion to be published with a text in the product listing, you can enter that text here. For example, "Included in the HP campaign!"

Display campaign with	Here you will find four choices;
	• Nothing = Neither image nor text will be displayed anywhere in the shop. • Campaign text only = Displays text only and not image (if uploaded). • Image only = Displays image only and not text (if specified). • Campaign text and image = Displays both text and image if specified as above.

Do not forget to click on "Save & Close".

CMS pages (Custom pages).

Feature	What it does
Label	The name of your custom page. This is also used when locating the page to set it as a customer specific page.
Page type	Choose from predetermined pages which are linked to from different parts of the store or choose custom page to create your own.
URL	Give your page a unique URL in order to link to it. (useful if you want to link to the specific page from a picture)
Title	Used for metadata
Description	Used for metadata

Save page to access content.

Pages can be created for all your available languages by pressing edit page.

USEFUL TIP   A guide on how to use the page editor can be found here.

USEFUL TIP   To insert a mail form into a CMS page, you will first have to create a form in the mail form editor (instructions availble here).

Edit a page as HTML if you wish to implement your own HTML code.

Front page sections

Video guide available here: Front page sections

Under "sections" in the administration section there are several options; banner section, document section, image section and promotion section. Each section is named and can be date controlled. You can also set sort order and make them customer-connected and you can also choose to show them if the customer is logged in or not

Front page sections

| Create banner section | Create custom content section | Create document section | Create images section | Create promotions section | Create top sellers section | Create recently sold section | Create recently viewed section |

Feature	What it does
Banner section	Allows you to upload one or more images to the banner. The images are uploaded under Sections. If you want several banners on the first page in different placements, you need to create a banner section for each banner and then put a sort order on them.
Custom content section	Allows you to add content that you created on the content editor via the WYSIWYG editor or HTML editor.
Document section	If you want to upload documents on the front page, you need to create a document section.
Image section	Makes it possible to upload images, which is done under the image section. You can upload a maximum of five (8) images in a row. If you want several image sections on the first page in different locations, you need to create an image section for each banner and then put a sort order on them.
Promotion section	Makes it possible to upload promotions, which is done under Promotions. If you want several promotion sections on the first page in different locations, you need to create a promotion section for each and then set a sort order on them.
Top sellers section	Allows you to control the position and appearance (tile or list) of the stores top sellers. This section type can be visible on Multiple areas of the store: • Show only on front page (will only be visible on the front page of the stores - the same as all other "sections"). • Show on Front page & Basket (will only display on front page and basket page). • Show on all pages (will display at the bottom of every page in the store)
Recently sold section	Allows you to control the position and appearance (tile or list) of the stores recently sold items. This section type can be visible on Multiple areas of the store: • Show only on front page (will only be visible on the front page of the stores - the same as all other "sections"). • Show on Front page & Basket (will only display on front page and basket page). • Show on all pages (will display at the bottom of every page in the store)

Recently views section	Allows you to control the position and appearance (tile or list) of the currently logged in users recently viewed items. This section type can be visible on Multiple areas of the store: • Show only on front page (will only be visible on the front page of the stores - the same as all other "sections"). • Show on Front page & Basket (will only display on front page and basket page). • Show on all pages (will display at the bottom of every page in the store)

Examples of how to put the layout under sections.

Video guide availible here: Front page sections

Menus

Video guide available here: Menus
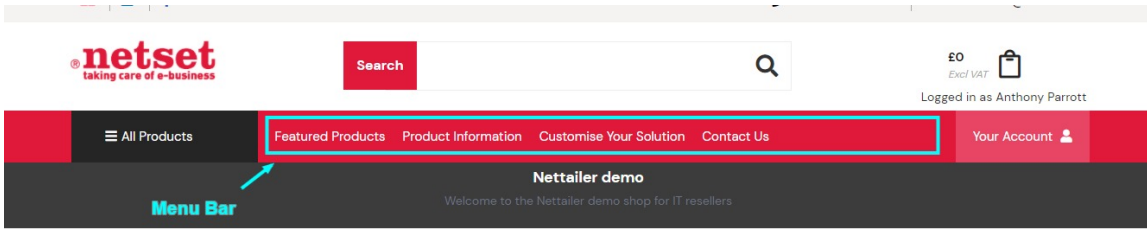
In this part you have the opportunity to create menu links to internal document pages or directly to a URL.

If you do not want to link a document page directly to the menu, you can also create submenus here that you can link document pages to. That way, you can categorize these document pages.

In the picture below, you can see what our menu structure for our demo shop looks like, in the admin section.

Video guide available here: Menus

Page Footer

Video guide available here: Page Footer
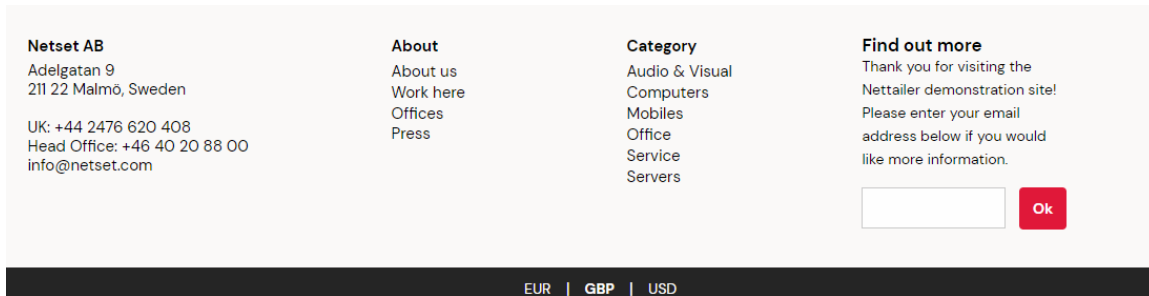
Use this feature to create your own footer layout.

1) The footers are divided into columns where each column is created separately. First create a column with a name for you to view in admin and a label you want visible in the footer. Then set the sort order in which you want each column to be visible.

2) Under each column / section subcategories can be created.

Feature	What It does
Label	Set the lable to identify this Footer column agains any others you have created.
Header	This will be the headr or label for this column which will be visible in the shop.

Group identifier	Sections can be grouped together with this group identifier. Only one section per group will display for the customer, with customer connected sections being prioritized over non-customer connected sections. Leave empty to not include section in any group
Customer connected	Enable this to make this column customer connected (only visible to the customer(s) or customer group(s) you connect it to).
Sort order	Sets the order of this column in relation to the other columns active in your footer (lowest number with be the left most column).
HTML	Use this field if you want to this column to be created in custom HTML. Can be used with or without the use of subcategory's (next section, see below).

3) Under each subcategory you can then link to URLs, complete with icons etc.

Footer / Netset AB / info@netset.com

Delete

Active	en: ☑ fi: ☑
Label	info@netset.com
Link type	Text ▾
URL	
Open in new window	☐
Sort order	80
Font Awesome icon	
Icon	(unnamed file) Choose file No file chosen Remove

Video guide available here: Page Footer

Page Header

Video guide available here: Page Header

In this editor you can create links and information that you want to display in the shop's header.
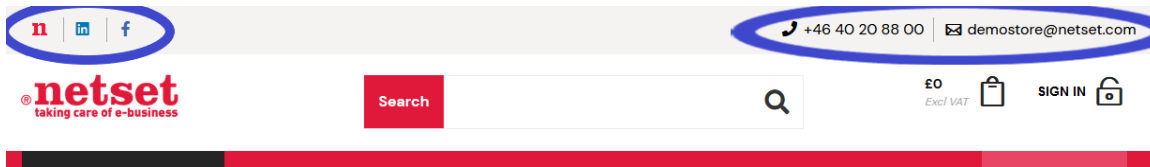
Start by setting up a section. Name your section and enter a heading text to be displayed in the header. If you do not enter a heading, only the value, or icon, you enter in the next step will be displayed.

Then you click on "Apply" and a new button for creating your content will appear.

Click "Create" and enter the content you want.

Click on "Apply" and "OK" when you are done.

Video guide available here: Page Header

Vouchers

Under this menu you can create discount coupons/vouchers where you have a variety of options to set how the voucher should work.

Create/Edit voucher

Feature	What it does
Name	Enter an appropriate name for the discount coupons. For example. "HP Campaign".
Valid from	Specify the date from which the voucher will be valid to use.
Valid to	Specify the date on which the voucher should be valid to use.
Condition	Enter a condition that needs to be met for the voucher to be usable. Keep in mind that if these conditions are not met, there will be no possibility for the customer to enter a code to receive a discount. • None = No condition needs to be met for a voucher to be used. • Revenue = Enter the minimum amount that the customer needs to shop for before the voucher can be used. • Quantity = Enter the number of products that need to be in the shopping cart before the customer has the opportunity to use their voucher. Entered in integers, ex. "2".
Value	Enter an option for the value of the voucher. • Discount, sum = Enter the value in GBP ex. VAT. Ex. "50". • Discount, percent = Enter the value as a percentage of the order value. Ex. "3". • Bonus product = Search for the product to be added free of charge if the conditions are met.
Code type	Specify what the code should look like and how it should be used. • General = This is used e.g. if it is to be reusable, e.g. if you are to include the code in a printed newspaper and thus impersonal. Also specify what the code should look like, e.g. "HP Campaign". • Unique = This is used if it is to be personal and if you want to create several unique codes. Enter the number of codes you want to have available. Specify how long the code length should be, e.g. "8". Then enter the code prefix that each code will start with, e.g. "HP".
Products	Specify which products the voucher will apply to. • All = All products in the store. • Products = Specify which products the voucher will apply to. • Category/Manufacturer = Specify whether the discount coupon should only apply if the customer is shopping from a specific manufacturer and / or category.

Custo mers	Specify which customers the discount coupon will apply to. Normally it is all customers, but if you e.g. should make a refund, it is easiest to link the customer to the voucher. • All = All customers in the store. • Customers= Specific customers who are already in the shop. • Customer groups = Specific customer groups that are already in the shop.

Note!

⚠️

When the shopping cart contains products or a sum of money that meets the conditions, a field is now displayed where the customer can enter their voucher.

After clicking "Save", you can then create and export codes if you have chosen them to be unique code types.

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.

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.

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:

Will look like this on the mail form:

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.
Check box	Used to create a tick box.

You can then add this email form to any CMS pages (custom page) by clicking the "mail" icon from the page editor and then selecting the form you wish to insert from the drop down list.

1. Mail icon
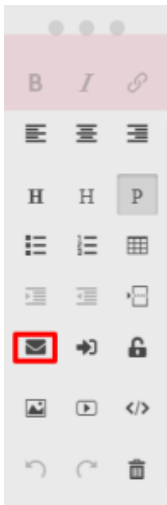
2. Select the mail form (from all the forms you created in the mail form editor

3. Resulting in a page with your form included along with the rest of that pages content.

Name*

Email*

Contact number

Comment

Send!

Documents (EOL)

This function will soon be EOL, we recommend you use custom pages instead.

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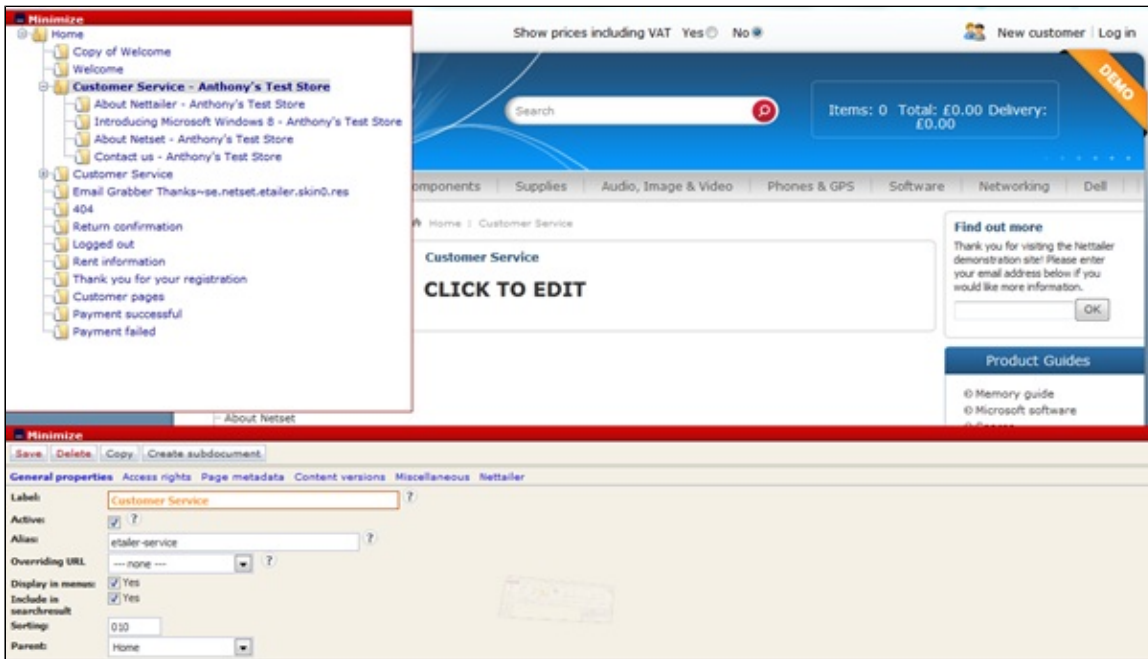
1, Top left is the navigation menu, where you can add or select an existing document to edit or view.

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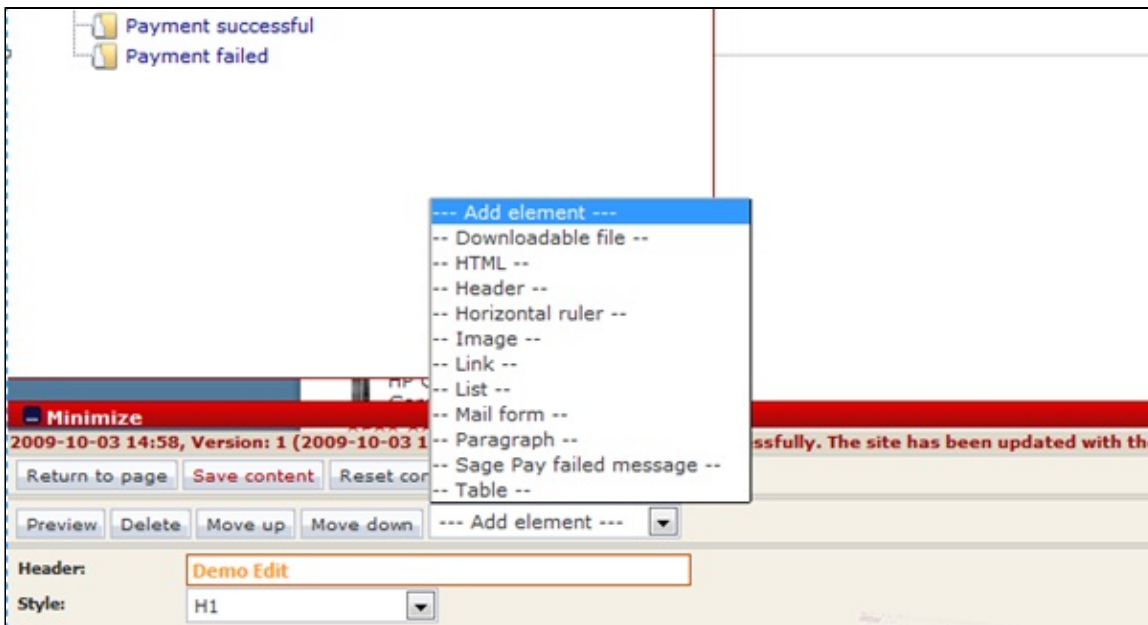
To add content to a page, you will need to decide which element of content you want to add from the "elements" drop down menu. You can add a picture, paragraph, section, heading, link, download file and more...

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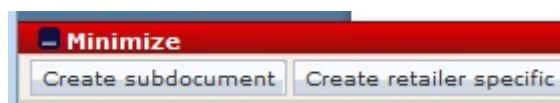
Then click on the template for "Public Documents". This creates a new page to be edited. Click on the "click me" and enter a title in the "heading". For example, "Welcome to the customer name's Shop"

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	This element is used to create paragraphs of text or main content. Info ⓘ Any formatting on text you copy or paste from a word processing program will not be displayed.
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.

Search Linking

What is Search Linking?

The Search Linking feature allows you to specify defined "search terms" that will appear in the search bar of your store and link that result to defined content (page URL /

custom page content)

Example...

In this example the defined search terms are "Nettailer" and "Netset"

When a user searches for these words, it will bring up the defined results in the search bar linking the user to the predefined content (in this case a list of distributors available in the store)
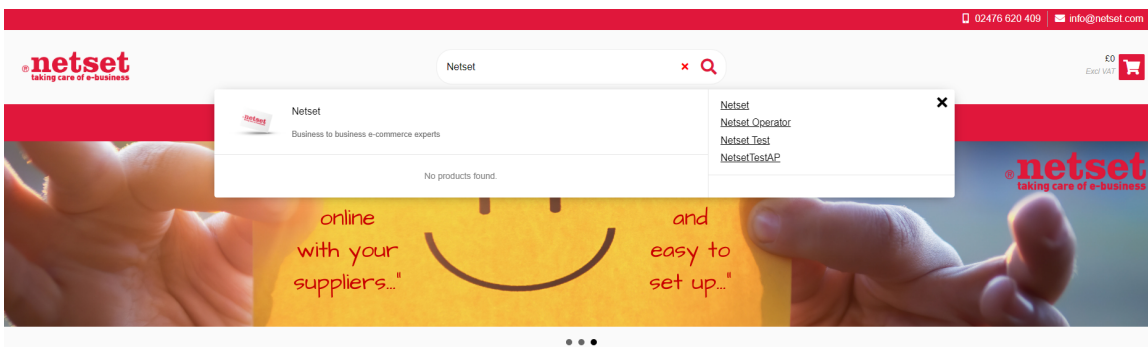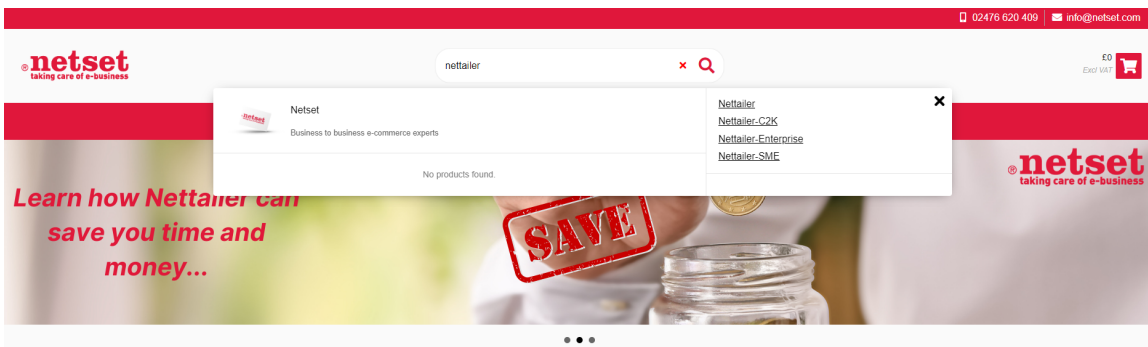
Clicking on the result will direct the user to the defined content that has been set up

You can use this to create powerful content for your user to see as shown in the below example:

Search terms are defined as "iPad, iPad mini, iPad Pro and iPad Air"
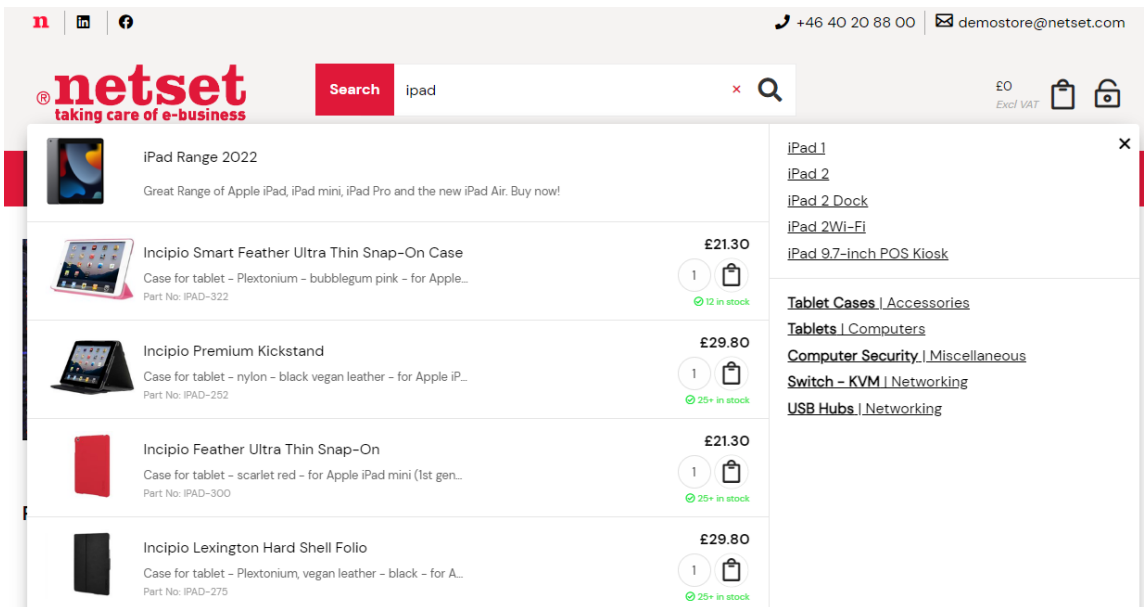
Searching for these terms will being up the search link for an iPad range and links the customer to specially designed content:
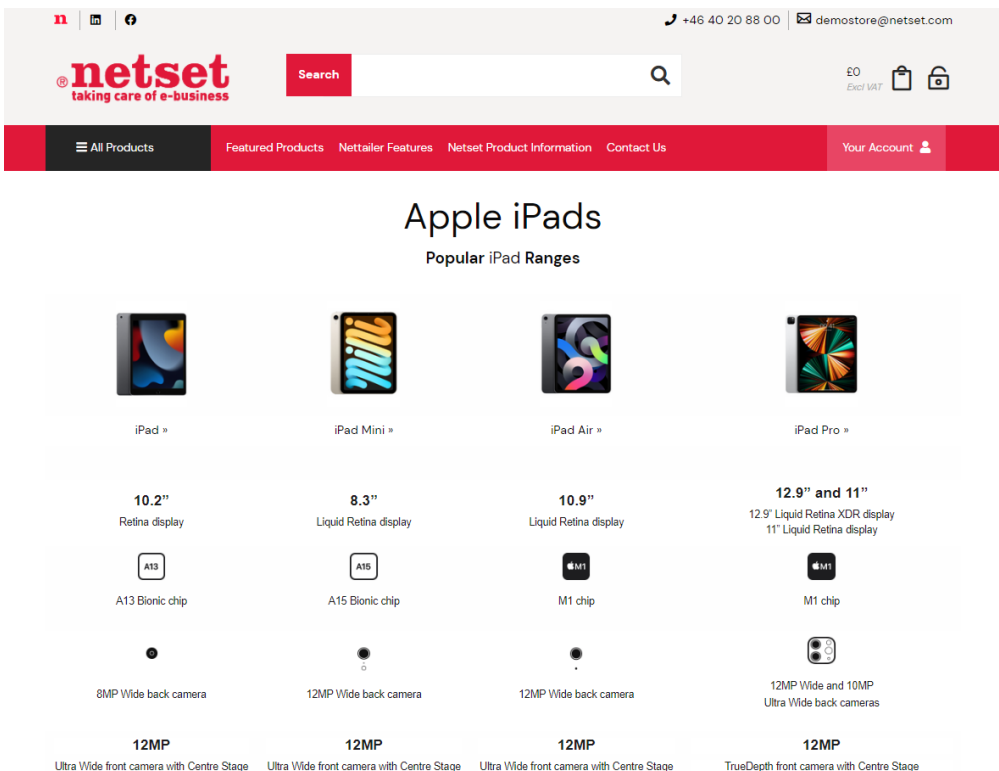
How to set up Search Linking...

Search Linking is located under **Marketing>Search Linking**

Press the "Create" button to set up new Search Linking definitions

Or select from the list to edit and amend any that you have already set up

Search Linking Editor:

Completing the required fields:

Field	Use
Label	Use this field to give your new Search Linking definitions a name
Search terms	Add multiple search terms that will bring up your defined search result (We recommend keeping this list as short as possible)
Description	This will add a description to the result shown in the search bar
Image	Add a custom image to the search result found in the search bar
Target Page Type	Define the type of page/content you wish the result to link the user to This can either be "Text" (e.g. web URL) "Document" (using the document tool) or "Custom Pages" (using the CMS pages within your store)
Link URL	Add the Link URL to the page you wish the Search Linking to take the user to

Image Overlays

What are Image Overlays

Image overlays give you the ability to add additional images to a single product image or to multiple product images via a file upload - for example "Free Shipping" and any other offers you may wish to use.

How to create Image Overlays

Image Overlays can be found in *Marketing>Image Overlays*

You can create a new Image Overlay by selecting the "Create" button or you can choose to edit and amend any existing overlays you may have.

Image Overlay editor:

Field	Use
Label	This allows you to give a name to your new Image Overlay
Image	Upload the image you want to use for your overlay
Position	Choose where on the product image you wish for the overlay to sit - (see below diagram)*
Size	This allows you to scale the overlay (as a %) to fit over the product image
Start Date	Add a start date for the image to appear
End Date	Add an end date for the image to no longer appear on the chosen product(s)

*Image Position (overlay grid)

TOP LEFT | TOP CENTER | TOP RIGHT

CENTER LEFT | CENTER | CENTER RIGHT

BOTTOM LEFT | BOTTOM CENTER | BOTTOM RIGHT
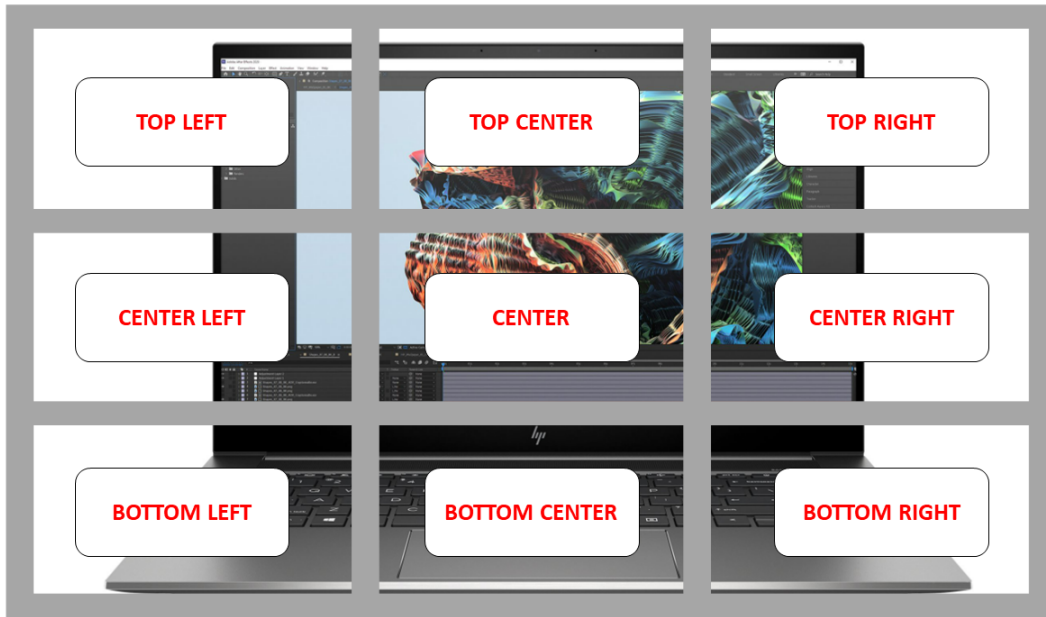
Adding Products to your new overlay

Once you have saved your new overlay for the first time, you will be presented with additional options to add products either by searching for them in your store using a part number, or by uploading an excel file import

Connect Product:

Using this option you can then search for a part number and if available in your store, you will be able to connect this product to your new image overlay.

Connect products using Excel:

Using this option, you can connect multiple products at the same time:

Image overlays / Free Shipping / Connect products using Excel

Excel file	(unnamed file) Choose file No file chosen	Remove
	Download template	
Full file import ⑦	☐	
Check file		

Cancel

Download the template and add the part numbers you wish to add to this image overlay. Then upload the file and the image overlay will be updated across multiple products.

If you have existing products connected, you can use the functionality "full file import" to complete erase any existing products and upload a brand new set of products for the overlay, or if unchecked, you can add any products that are new on your latest import.

Product Tags

Coming soon - please speak to your account manager for more details today

Category

- Categories
- Category groups
- Accessories
- Product menu settings

Categories

In this section, you manually manage product categorization. In Nettailer, it is not possible to edit or delete categories other than the categories you have created yourself.

The section manages the products into categories. Nettailer is set up with basic categorization based on information provided by 1WorldSync 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".

Create/Edit Main Categories

Feature	What it does
Label	The name of the category. This is the one that can be seen out in the shop.
Code	Category code. The code should be two digits and must consist of letters, A-Z. Used mainly for imports and exports.
Do not change name in import	If you want to protect the category from changing when importing, you can activate this option.
Sorting	Specify the sort category to display. By default, it is alphabetical.
Hide in navigation	If you do not want the category to be displayed by default, you can enable this option.
Export ID	Add a unique ID to this category that will be used in any export that includes categories.
UNSPSC	Add a UNSPSC code to this category. This value will only be used for products where UNSPSC is unknown.

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

Create/Edit Subcategory

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.

Feature	What it does
Use long product labels	When creating products, you can specify both short and long product descriptions. Enable this if you want long product descriptions to be displayed by default.

Connected manufacturers

You can link manufacturers to each subcategory. Click on "Link manufacturers" and search for the manufacturer you want to upload. When you create new products, you can easily add which category the product should belong to.

Related products

It is possible to manually link related products at category level, but only on the categories that you have created yourself. Manually related products are then displayed under the tab "Accessories" in the Nettailer presentation section for customers together with other accessories. If you want to connect using excel, only a column with article number is required.

Promotions

Not in use.

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 categories and/or 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.

Feature	What it does
Name	Give the category group a name. For example "Computers".
Sorting	Specify the sort order the category group is to be displayed. If nothing is selected, it will be displayed in alphabetical order.
Expanded as standard	Activate this if you want the category group to display the categories without the visitor having to click on the group.
Customer specific	Allows you to make this category visible to only selected customers and/or customer groups.
Icon	Allows you to add an icon before the name in the Navigation menu.
Categories	Click on the categories you want to have with the group.

Nettailer UK - 22.3.10 - PROD

English ▼
Daniel Demo Store

Menu search

Dashboard

Orders

Products

Shipping & delivery

Marketing

Categories

Categories

Category groups

Product families

Variation groups

Accessories

Category groups

Create	Download category & product overview

Sorting	Label
10	Computers
20	Peripherals
27	Components
30	Supplies
40	Audio Visual
50	Mobile Tech
60	Software
80	Networking

Download category and product overview

Gives an overview of a number of products in each main- and sub-categories
including whatever is mapped to a category group.

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.

You can also use the import feature that you find under Imports > Accessories import.

Product menu settings

In this section you can complete the product menu with icons.
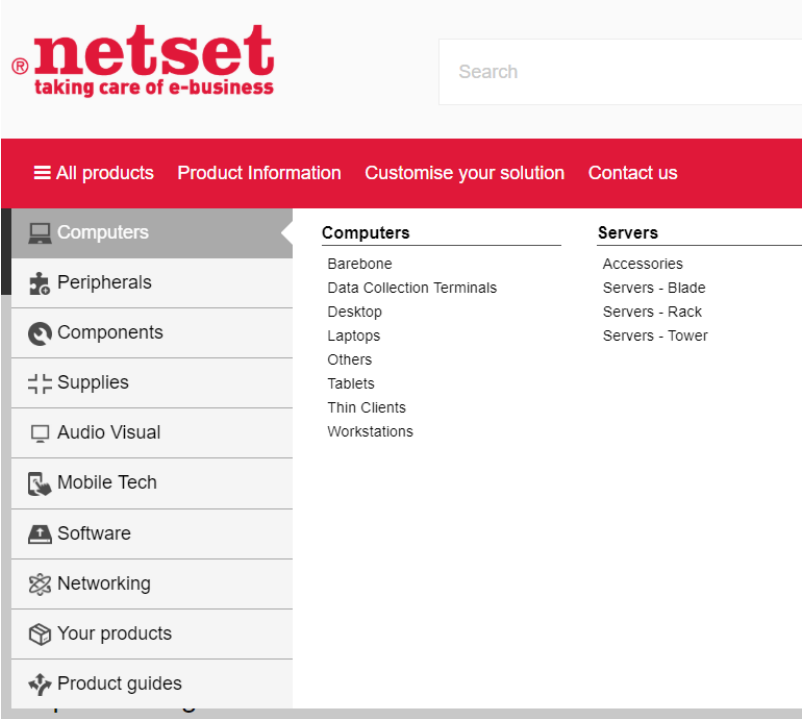
Product menu settings

Icons			
Promotions	offer.jpg	Choose file No file chosen	Remove
Bundles	Package.png	Choose file No file chosen	Re
Focus assortment	Focus.png	Choose file No file chosen	Rem
Favorites	save.png	Choose file No file chosen	Remo
Product guides	Product guide.jpg	Choose file No file chosen	

Save & Close   Cancel   Save

Sorting	Name
0	Promotions
0	Category groups (Default search)
0	Category group (Elastic search)
0	Divider
0	Focus assortment
0	Favorites
0	Product guides

When you have uploaded your icons, click Apply. Then you can sort these categories in the order you want them.

Pricing

- Price logics
- Roundings
- Price level naming
- Fixed price editor
- Fixed price lists
- Price logics groups
- OPGs / BIDs
- Price test
- Cost price strategies

Price logics

Info

Price Logic's 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 favourite customer preferential pricing? No problem.

General information about price logic

You specify per price logic what margins a certain selection or product should bear. The calculated output prices can be checked via the price test. It is possible to specify ten different margin levels (ten price levels) per price logic and you specify on the customer card which price level generally applies to the customer. The basic ten price levels, Price level 1 to 10, can be supplemented by customer or customer group specific price logic.

Nettailer comes with two general price logic's. One of these, called "*General*" cannot be edited or deleted. This price logic acts as a lifeline if you or someone else happens to remove your specific general price logic. Note that you must change the pre-filled values in the editable general price logic to the margins that are relevant in your case. If the general price logic is removed, or if the date has expired, the general price logic that cannot be removed will be used. The general price logic is used as a parachute to collect the products that do not fall within the scope of any other price logic.

The general price logic can be supplemented by a free number of price logic that specifies marginal levels at the manufacturer, category or product level. For example, you can create a price logic that provides a unique margin level for the manufacturer "*HP*". You can then refine the model with a new supplementary price logic with a different margin level for, for example, the category "*Computers / Laptops / Hewlett Packard*". If necessary, in the next step you can refine with price logic that gives the desired margin per product.

The general price logic can be supplemented with customer-specific price logic. These work together with the price level allocated to the customer on the customer card, for example "Price level 7". In practice, a price level is created for a particular customer in combination with a manufacturer, category or product. This makes it possible to give customer A an extra price level with, for example, a 7% margin on Apple's product range, instead of the 10% that would have been obtained according to the general price level.

Note

There are great opportunities to tailor and fine-tune the pricing logic structure. When you create your price logic structure, it is important that you think through which methodology is useful for your business. The basic idea is that you should be able to divide your customer base into different segments. For example, a certain similar customer segment is linked to "Price level 2" while another customer segment is linked to "Price level 7". The assigned price level should cover most scenarios for the customer, but can be supplemented with customer-specific price logic if necessary. The basic version offers ten different price levels for managing customer segments. Our assessment is that a normal retailer defines between twenty and forty general price logic's which are then supplemented with customer or customer group specific exceptions.

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

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	**Learn more about Markup vs Margin here: Markup vs Margin** Specify what calculation type the price logic will use; **'Mark up'** (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 on guide price'** will set a price at the specified percentage under in-price (cost price). **Example: cost price - discount % = sales price.** **'Fixed price'** changes the logic so instead of entering a percentage, you should enter the sell price (exclusive of VAT). **'Discount on general price'** will apply this discount against whatever price logic is already applied to an item. **Example: sales price - discount general price % = new sales price.**

Price Level

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
Price level 1-10	Nettailer lets you create ten price levels, this means you should be able to tailor your prices to match your accounts without having to create multiple customer connected price levels.

Handy Hint

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

Example price levels

Example Default price level

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 level**
0.0 - 10	30
10 - 20	25
20 - 50	22.5
50 - 100	20
100 - 200	17.5
200 - 500	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 level**
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 logic's (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 (including fixed price logic)
2. Customer specific price logic on the subcategory
3. Customer specific price logic on the category
4. Customer specific price logic on the manufacturer
5. Default price logic on the product (including fixed price logic)
6. Default price logic on the subcategory
7. Default price logic on the category
8. Default price logic on the manufacturer
9. Default global price logic

Please note that a default or global fixed price will not override any customer or customer group specific price logic.

Roundings

Info

In this part you activate, or deactivate, rounding on prices including VAT

Setting up roundings for your shop

To access roundings go to Pricing>Roundings in the shop admin menu

Here you will have the following options:

Selecting "Round off sales prices including VAT" will determine whether the rounding rules you set here apply to the VAT or non-VAT price of products in your shop.

Field	Use
Interval	Select a price break point for the rounding to apply to (leaving this as default will apply to all pricing in the shop). Use the "Add" button to add multiple price breaks to apply different rounding rules.
Rounding mode	Select what method of rounding should be used, half to even means rounding to the nearest even number when the distance is equal. For example 2.5 is rounded to 2 and 3.5 is rounded to 4, when rounding to whole numbers.
Rounding	Select the nearest number to round to (e.g. nearest 0.01p, 0.10p, £1.00 etc)
Offset	The offset is added before rounding and subtracted after to get a value like 1449 by subtracting 1 from a rounding to tens, or 9.99 by subtracting 0.01 from a rounding to whole numbers.
Example	Enter a start / in price here and "tab" to see how the current rounding settings will change the displayed price in the shop

Price level naming

Info

In this part you can put your own name on the various price levels

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.

Fixed price lists

Info

Adds configurable lists of fixed prices with import functionality.
The values from the fixed price lists have the highest priority when calculating prices.

If same product exists on multiple fixed price list the one with best priority wins, if same priority the first wins.

Settings

Feature	What it does
Label	Name the fixed price list. This is for internal purpose only.
Priority	Enter a numeric value for priority. Lower value equals better priority.
From date	From when the prices in the fixed price list are enabled.
To date	To which date the fixed price list is enabled. After this date, the prices in the fixed price list will not be shown.
Customer connected	If this fixed price list is customer connected only. If not checked, the fixed price list will be global.
Currency	
Currency for fixed sales prices	Only available if the shop supports multiple currencies.

Create

1. Enter the part number in the search box that you want to add to the fixed price list and click **Search.**
   A range of results might appear if the text entered matches multiple articles. Select the one you want to use by clicking it.
2. Enter the fixed price for the article.
3. Click **OK** or **Apply** to save.

Excel import

Info

If you want to add part numbers using a excel sheet, you can use this function.
Click **Import** to upload and import the excel file.

Warning

If a part number is not unique, you will be notified on which part numbers that failed and the row will **not** be imported.
All other valid rows will be imported. If this happens, please update the excel sheet with manufacturer in **column B**.

Warning

If a part number already exists in the fixed price list, it will be **updated** with the new fixed price in the import.

Feature	What it does
Download template	Download a template with the columns needed for the import.
Excel file	Choose the excel file to use for the import
Skip first line	Check this in your excel sheet contains headers.

Export

Info

Export the fixed price list to excel. This file can also be used for import. This is a good way to bulk edit multiple fixed prices.

Price logics groups

Instead of creating multiple single price logics, a group can be created and associated with one or more customers.
Once the group is created, multiple price logics can be created / changed easily afterwards.

A price logic associated with Price logic groups can only be changed under Price logic groups as they share "header" and are managed entirely within this group.

Info

Please note that **price logic groups** *cannot* have prices based on in-price intervals.

Create

Feature	What it does
Label	Name the price logic group. This is for internal purpose only and so you can identify this group from the list you have/may create
From date	From when the price logic group is valid.
To date	To which date the price logic group is valid.
Types	
Price type	Which price types this logic group is applied to. Your options are: • Normal - a price that is calculated against your normal cost price logic • Bid - a price that is calculated against bid prices
Customer connected	If this price logic group should be customer connected. If not checked, the price logic group will be global.
Calc type	Mark up or Margin.

Price logics	
Manufacturer (optional)	To which manufacturer the price logic is applied to.
Category (optional)	To what category the price logic is applied to.
Value	The value of what's selected at "**Calc type**" setting.
Remove	Remove the price logic row.
Guide Price	Will display the guide price (Recommended retail price (RRP)) Only visible if the suppliers you are using provide RRP in their feed.

Info

Connect a customer or customer group by clicking **Connect customer or customer group.**
You can connect multiple customers and customers groups to a single price logic group.

OPGs / BIDs

Info

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

Bids

Active	Bid-id	Supplier	Name	Customer	Start date	End date	Created date
✓	1002267000012450	TD Synnex		CALL CENTER CUSTOMERS ONLY			05/01/23
✓	1002412100014580	TD Synnex		PUBLIC SECTOR Q2 2023			01/04/23
✓	1395498	TD Synnex		PUBLIC SECTOR			01/04/23
✓	14179	TD Synnex		PUBLIC SECTOR			10/06/22
✓	1990101432	TD Synnex		EPSON PUBLIC SECTOR - DIRECT SHIP OR END USER PO REQUIRED			04/04/23
✓	ADDON 50	TD Synnex		ADDON 50 PROMOTION FROM APRIL TO JUNE 2023			07/04/23
✓	ADDON TOP 10	TD Synnex		AOC CABLES AUTUMN DISCOUNT NOV TO DEC 2022			19/11/22
✓	CEDU - 0523	TD Synnex		EDUCATION ONLY- END USER INFORMATION IS REQUIRED FOR THIS PRICING TO BE VALID			03/05/23
✓	CG010523-01(EDU)	TD Synnex		EDUCATION END USERS ONLY			16/05/23
✓	CR445530-713011-NB	TD Synnex		ACER MAY NOTEBOOK PROMOTION			03/05/23

Show 10 per page   Go to 1 »   ‹ Previous 1/3 Next › »

Bid-id	Name	Customer	Connected product	Manufacturer	Supplier
					Select option ⌄

Filter   Reset

Price test

You can use this feature to test price logic's 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 level they are attached to.

	None selected	
Product		search
	None selected	
Customer		search
Calculate		

Price test

Feature	What it does
Product	Enter the product you want to test and click on search.
Customer or reseller	Can be left.
Customer	If there is a specific customer that you want to see why he receives a specific price, then enter it here. Otherwise leave blank if it is for Price level 1 or your standard Price level.

After you click "Calculate", Nettailer will calculate why the price will be as it will be.

Price

Feature	What it does
Price in store	Displays the retail price excluding VAT.
Used logic	Displays the pricing logic used.

Details

Feature	What it does
Calculation step	Shows step by step how the calculation has been done.
Cost price	Shows your cost price. This does not necessarily have to be the cheapest price, but depends on the pricing logic you have chosen in Settings
OPG/BID id	Shows if the product has an OPG/BID and what ID that has.

Price logic

Here is the entire price logic used.

Cost price strategies

What are cost price strategies?

Cost price strategies determine the default behaviour of your store in relation to the products that are available.

You can customise the strategy to suit your business needs and tweak and amend as you need to throughout your business lifecycle.

By applying various rules you can ask the store to consider prices for in-stock products only or you could decide that your suppliers have a set priority for their products. You could even combine the two so that the store will pick prices for the highest priority supplier, provided they have stock.

The filters available are:

1. In stock
2. Supplier priority
3. Calculation method

By adding a calculation method, you can set the store to pick the lowest price and average price (for all available prices) or you can calculate and average price by the amount of stock available.

How do I set up a cost price strategy?

Your cost price strategy can be found under your store administration section under **Pricing>Cost price strategies**

Click the create button to start a new strategy. You can create multiple strategies but only one can be active at a time.

On the next section you will need to give your strategy a name (this is so that you can easily idenity what strategy this is)

You can then add a filter:

- In stock

Or

- Supplier priority

Selecting "in stock" will then mean only prices from suppliers with the product in stock are considered. Unless no supplier has any stock in which case all prices are included.

Selecting supplier priority will being up a list of all available suppliers in your store and give you an option of adding a number in the "Prio" box. This is how you tell your store which supplier prices to pick first. The lower the number, the higher the priority (e.g. number 1 is the top priority).

You can create several combinations of "is-stock" and "supplier priority" strategies.

You will then need to select the calculation method from the drop down.

This can be:

- Weighted average by stock
- Median price
- Lowest Price
- Average Price

The store will then use the method selected in combination with your store price logic, to determine the sell price of your products.

Cost price examples (PDF) can be downloaded using the link/image below.

Nettailer - Cost...tegy example.pdf

Example 1

You could set up a strategy for "in-stock, lowest price" which would mean your store would calculate its sell price based up on the cheapest in-stock products available (in this instance with the supplier priority set the same, the store would consider all suppliers prices)

Example 2

With this function you have ability to prioritise your suppliers on several levels.

You can continue to use the existing scenarios or create a strategy of your own.

For example:

A) Priority-1
B) Stock
C) Priority-2
D) Price model

Customers and Users

- Customers
- User
- Customer groups
- Administrators
- Sales teams (add-on)
- Permission profiles
- Resellers

Customers

Info

This section is all about your customers - their contact details & their settings.

Customer info

Feature	What it does
Active	If this is disabled, the customer will not be able to log in.
Customer no.	Their account number.
Customer GLN code	
Company name	The name of the company they work for.
Org. no.	Their organisation 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.
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.
Do not allow invoice	Enabling this will prevent invoices from being created for orders.
Message upon login as a customer	Message that is shown as a popup when login to the customer. This is only shown to administrators.
Delivery option	Their default delivery option. If other delivery options are available, the customer can select them in the checkout.
Customer specific currency (**add-on feature**)	Their default currency. If you have allowed customers to change currency in the basket, the customer can change this in the store. Additional function - *Multiple currencies - with multiple currencies you, as shop owner, may set up the currency for specific customers.* *Depending on currency, some development or preparation might be needed. However, feel free to ask your business developer for more* *details regarding your requests. The rate is updated daily through ECB (European Central Bank). Note that the rate is set and can not be changed.* *See currencies, rates and latest updated in Settings > Currencies*

Customer group	What customer group they belong to. You create the customer groups under Users / Customer groups. If the customer is linked to a customer group, there is also the possibility that the customer inherits display options from the customer group.
Sales person	The name of their account manager.
Verva	*Used only on the Swedish market.*
Ignore Verva-max	*Used only on the Swedish market.*
Show only Verva	*Used only on the Swedish market.*
Verva discount %	*Used only on the Swedish market.*
Sales team (**add -on feature**)	The name of the sales team. Additional function - *With the "Sales Teams" add-on module, you can create groups of administrators. The advantage of this is that administrators only see orders that are relevant to them.*
Price level	Which of the 10 Price levels 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.
Show 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.
Allow partial delivery selected as default	In the checkout there is an option to allow partial deliveries - this modifies the default setting.
Content type	Choose between Custom page or Document.
Custom 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 custom page
Title of extra tab	If you have given the customer their own tab, this sets the label on the tab.

Language (**add-on feature**)	Customer's default language. **Additional function** - *Multiple languages - Just as Multiple currencies this function enables you to add more languages to your shop. Customers will then be able to choose language in front end* *by clicking on different flags, each representing a language. Note that 1WorldSync information won't change language. If default shop language is changed, 1WorldSync will be set to English.* *Also note that some front end development might be needed.* *With both Multiple currencies and Multiple languages enabled you might set a default currency for each language, as seen below. Go to Settings > Languages.* **Additional 1WorldSync-accounts are recommended for product information.*
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.
Users share favorite products	Users share favorite products on a customer means all users with access to the customer will be able to add/remove favorite products. This also affects a user's favorite products on other customer they have access to.

Approve

Feature	What it does
Require product repurchase Approve	Setting this to No will allow a customer to purchase a previously bought product again, without needing approval from an approver. Note that this only works on products where the price has not changed since the last approved purchase.
Allow customer to choose approver	If this is set to "Yes" the users on the customer are allowed to select their own approver.
Permission for seeing other persons approvals for customer admin approvers	Allows Customer admins to see all pending approvals even if this admin has not been specifically selected to approve the order. **As customer group** - inherit the settings applied at the customer group this customer is attached to. **No** - Prevents this Customer admin from view other pending approvals. **Show** - Allows the Customer admin to only view all pending approvals. **Approve** - Allows the this Customer admin to see and approve any pending orders.

Limitation for seeing other persons approvals for customer admin approvers	Limits the option above so that the Customer admin only has visibility off other pending approvals if it is under their approval order value limit. **As customer group** - inherit the settings applied at the customer group this customer is attached to. **No** - No limits set, customer admins can see all pending approvals. **Below limit** - Customer admins may only see pending approvals under their order spending limit.

For more information on *Approve* for users look further down on this 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.

Terms & conditions

Feature	What it does
Link URL	URL for customer-specific terms & conditions (eg. /cms/conditions)
Show both standard and customer-specific terms & conditions	
Label for terms & conditions in checkout	The label of the link to the terms & conditions page

Display options

There are different ways to decide what a user on a customer should be able to see and / or buy in the shop - everything from users who are allowed to trade freely in the shop to users who can only buy from the customer's focus assortment.

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
Use Responsive	Decides whether the customer will use the responsive or the basic design

Show search field	Allows the customer to see the search field
Show category tree	Allows the customer to see the category tree
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 focus assortment link on product	
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 general sections	If you have created global sections, you can hide it from the customer here.
Show customer specific sections	If enabled, customer will see customer connected sections.
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.

Responsive profile (**add-on feature**)	Shows which graphical profile the customer has. **Additional feature** - *Customer Unique Profiles - Allows you to create multiple graphical profiles and connect to different customers. This functionality can also be combined with Customer Unique URL´s.*
Delivery options according to	Choose which delivery option are available to the customer.
Show terms & conditions	Choose if the customer must agree to the purchase conditions before sending their order.
Show Email grabber	Choose if you want the Email grabber to be shown after the users on the customer have logged in.
Customer-changer display options	This setting is used to determine what information to show in the customer-changer.
Share Saved Baskets	Lets user and customers share Saved Baskets if users, customer, groups or shop settings are set to true.

Bottom bar

In this section you can link restrictions, category groups and delivery methods. All the customer's orders are also listed here.

Addresses

Feature	What it does
GLN	Field for customer GLN address.
Code	Often used with ERP-integrations to identify an address.
Default address	Whether the address is default of not. The address selected as default will be used as default for every user in the customer as long as the user doesn't have its' own default address

Use Cross-shipment address	Select whether cross-shipment address should be used or not.

Users

Add the users who will be available to shop as the customer. You can add users who are already connected to other customers.

User approves

In order to enable approving on a customer, one or more users who are connected to the customer have the role approver and at least one user must be customer admin.
Logged in as the customer admin, go to My pages - Users. Click on the name on the user who you want to approve. On this page you can now set the break point and approver for the user.

As an approver you find your approves under My pages - approves.

OPGs

Function	What it does
OPG / BID customer id	If the customer have a OPG / BID number it can be added here. This allows the Nettailer to look for bids which belong to the customer and add them automatically. This ID is only available from TechData at the moment.
OPG's / BID's	Here you can find and add the relevant OPG's / BID's for the customer.

Focus assortments

This is a quick easy way to connect Focus assortments to the customer account.

User

In this section you find all your active and inactive users. Here you can also create, activate and delete users. We recommend that you never delete users, but make them inactive instead.

When activating a customer you will need to press the "**Send user activation**" button to notify the customer their account is now active. Please note that this button will only be present until they has completed their first activation. Following first activation the user will need to change their password via the "your account" section or use the "Forgot password" feature to reset in case of forgotten login credentials.

Please note this button is only visiable for active users.

Setting	What it does
First name	The users first name
Surname	The users surname
Social security number	The users social security number
Phone	The users phone number
Direct phone	The users direct phone number
Cellular	The users cellular number
Fax	The users fax number
Email	The users email adress

User Info

Setting	What it does
Active	If this is disabled, the customer will not be able to log in.
User name	The username used to log in to the site.
Password	Choose a suitable password.
Confirm password	Confirm the chosen password above.
Roles	Shows the users role

Approve

Setting	What it does

Require product repurchase approve	This setting only affects customers who's purchase requires approval. If this setting is set to No a customer who have already bought a products and go it approved, will not need an approval the next time they buy the same product. If the products changes price it will count as a new product and require approval once more.

Settings

Setting	What it does
Want info	Turn this on if the customer is to take part in marketing material. The customer can change this setting on their own.
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 approve 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 approves an order	This sets whether the user will be emailed an order confirmation when they approve an order.
No notification on order change	On the user card you can turn this setting on in order to NOT send the customer any order confirmation. Some of the more order heavy customers might not want to get order confirmation from the shop.
Allow to place freetextorders	Activate this if you want to allow the customer to place freetext-orders. This means that the customers can go to the checkout without and products in the basket. Instead the customer can use a free text field in the checkout to type in their order.
Default goods label	Set the default goods label for all orders submitted by this user.
Default value for customer reference	Set the default value for the customer reference for all orders submitted by this user.
Default value for invoice reference	Set the defaul value for the invoice reference for all orders submitted by this user.
Message upon login as a user	This is a message that gets displayed for the admin that logs in as this user. Serve as a memo or note.

Allow users to see all customer order history (Add on)	Allows the user to have visibility of "All" order history for the comapny this user is attached to, based on the following options: • Yes - Can see all company order history. • No - Can only see this users order history. • Standard (Yes or No based on the value set on the stores global settings).

Display options

Setting	What it does
Show buy button	This setting regulates if the user is allowed to see the buy button or not.
Show Prices	This setting regulate if the user is shown prices.
Show search field	This setting regulates if the search field for ElasticSearch will be shown or not.
Show category tree	This setting regulates if the Category tree will be shown or not.
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 general sections	This setting regulates if the User should see generally created sections or not.
Show customer specific sections	This setting regulates if the User should see customer specific sections or not.
Show configurators	If enabled, the configurators box sits on the right hand side of your store.
Show create product package button	
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.
Prevent login modifications (recommended for PunchOut)	Should only be used for PunchOut´s.
Share Saved Baskets	Lets user share Saved Baskets if users, customer, groups or shop settings are set to true.

Language	(OPTION) Default language on the user.

Customers

In the Customer tab you can find the functionality to add customers to the user. You can add more than one customer on a user in order to enable the user to shop for more than one customer.

Logins

Here you find statistics for log ins in date and IP number.

Customer groups

Info

In this section you can create customer groups. In practice, this means that existing and future customers can be grouped under one roof. The "Customer groups" view contains information
about which customers are included, which products are visually profiled on the presentation pages, which range restrictions or selection applies. It is also possible to create a customised welcome page for the customer group.
You can link a specific focus assortment to the customer group. This can be shown as a complement to the rest of the range, or you can choose to display only the focus range. This setting is made at the customer group and / or customer level.

Customer group

Feature	What it does
Internal ID	The groups unique database ID.
Customer no	The account number of the customer group.
Label	The name of the customer group.
Payment option	The standard payment option. If there are others available these can be chosen in the checkout.
Allow rent	'Rent' is a system which allows the customer lease goods from you. It can be enabled here.
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.
Content type	
Customer specific URL	
Price level	Which of the 10 Price levels 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.
Delivery option	Their default delivery option. If other delivery options are available, the customer can select them in the checkout.

Approvals

Function	What it does

Require product repurchase approval	Setting this to No will allow a customer to purchase a previously bought product again, without needing approval from an approver. Note that this only works on products where the price has not changed since the last approved purchase.
Allow customer to choose approver	If this is set to "Yes" the users on the customer are allowed to select their own approver.
Permission for seeing other persons approvals for customer admin approvers	Allows Customer admins to see all pending approvals even if this admin has not been specifically selected to approve the order. **As shop settings** - Inherit the settings applied at the customer group this customer is attached to. **No** - Prevents this Customer admin from view other pending approvals. **Show** - Allows the Customer admin to only view all pending approvals. **Approve** - Allows the this Customer admin to see and approve any pending orders.
Limitation for seeing other persons approvals for customer admin approvers	Limits the option above so that the Customer admin only has visibility off other pending approvals if it is under their approval order value limit. **As shop settings** - Inherit the settings applied at the customer group this customer is attached to. **No** - No limits set, customer admins can see all pending approvals. **Below limit** - Customer admins may only see pending approvals under their order spending limit.

New customer settings

Function	What it does
Reference	When registering a new user, the user can add a customer group reference. If they you add on here which matches the one the user registers, the user will automatically be added to this customer group. You can also allow the customer to register directly by a link if they are to be added to this customer group. This link is built like this: http://YOURURL.com/m4n?seid=etailer-customerinfo ®_type=company&customer_group_ref=123 were 123 is the reference. Note that there are two "Type", company and private.
Approval break point	This value is only set on new customers registered with the customer reference number specified above.

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.

Terms & conditions

Feature	What it does
Link URL	
Show both standard and customer-specific terms & conditions	
Label for terms & conditions in checkout	

Show prices

Function	What it does
Show prices for group admin	As a standard the price is always shown for the role Group admin (which is given to the user on the customer card) but if you dont want to show the price you can choose No here.
Show prices for order approver	As a standard the price is always shown for the role Approver (which is given to the user on the customer card) but if you dont want to show the price you can choose No here.
Show prices	Here you can choose if the price should be shown for the customer group no matter the role of the users.

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
Use Responsive	Decides whether the customer will use the responsive or the basic design
Show search field	Allows the customer to see the search field
Show category tree	Allows the customer to see the category tree
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 focus assortment link on product	

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 general sections	
Show customer specific sections	
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.
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.
Show terms & conditions	
Show Email grabber	Choose if you want the Email grabber to be shown after the users on the customer have logged in.
Share Saved Baskets	
Customer-changer display options	

Customers and product range limitations
Here you can connect, and see, limitations on the Customer group.

Contact info

Here you will find addresses for invoices and deliveries if they are saved on the Customer group.

OPGs

Function	What it does
OPG/BID customer id	If the customer have a OPG/BID number it can be added here. This allows the Nettailer to look for bids which belong to the customer and add them automatically. This ID is only available from TechData at the moment.

OPG's /BID's	Here you can find and add the relevant OPG's/BID's for the customer.

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.

Click "**Create**" to add a new administrator. Once you have done this, an administrator form will open.

You wil have two tabs to select from - "Contact Info" and "User Info"

Contact info Tab

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.

You can also select a default delivery site for this specific user with the drop down selector (this will auto populate the address fields below it)

Administrators / New

Contact info	User info

First name	
Surname	
Phone	
Direct phone	
Cellular	
Fax	
Email *	
Delivery site	
Delivery site	Choose
Company	
Address	
Address 2	
City	
County	
Postcode	
Country	United Kingdom

Save & Close   Cancel   Save

User info Tab

Here you set the administrator as:

- active (if they are not, they cannot log on)

- set their username
- set their temporary password (the user will be prompted to change their password the first time they log on)

Name	What it does
Allow two-factor authentication	Allows the administrator to set up two-factor on their profile.
Allow reset two-factor	Allows the administrator to reset two-factor on this admin profile (only availible if admin has granted you this role).
Role	*Administrator* - gives the user complete access to all settings, prices & features. *Seller* - gives the user the ability to log on as customers and place orders on their behalf.
Order email cc	Add an email address here for "Order notifications" to be sent to from customers allocated to this account (can be the same email address used for admin login).

Export ID	Add a unique ID to identify this admin in any exports they may be included in.
Landing page	Select the landing page for this admin when they log in. Choose between "Dashboard" and "Orders".
Can only login with managed customers	Restricts this admin to only logging into customers that are assigned to them.
Show only orders from managed customers	Restricts this admin to only view orders from customers that are assigned to them.
Allowed to create PO	Grants permission to this admin to create (and send) PO's (on by defult).
Permissions administrator	Grants this admin the ability to create and allocated "Permission Profiles".
Permission profile	Select any previously custom created permission profile/role to allocate to this admin.
IP address restriction	Select this option to enforce an IP restriction (user may only login from specified IP addresses).
Allowed IP addresses	Specify the IP addresses you want to apply to the above restriction

Image

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

Security

Here you can activate if the administrator should receive email notification if customers emaildomain changes.

Two-factor authentication notes...

Two-factor authentication uniquely identifies a user using a combination of two different parts. In our case, the parts consist of username / password (something that the user knows) and a time-based code (which only the user can generate). This means that usernames and passwords themselves are not sufficient to log in and thus are offered extra security in case the login information falls into wrong hands.

Allow two-factor authentication - the administrator / seller is allowed to log in via two-factor authentication. In order to use this functionality, the user must be equipped with a client. Recommended clients
for mobile phones are "Google Authenticator" or "Authy". To continue with this setting, go to "My profile"

Sales teams (add-on)

ADD-ON

With the "Sales Teams", you can create groups of administrators.
The advantage of this is that administrators only see orders that are relevant to them.

Orders are displayed to the administrator if one or more of the following conditions are met:
- **The customer's salesperson is equal to the current administrator**
OR
- **The customer's sales team is equal to a team to which the current administrator belongs to**
OR
- **The customer's salesperson belongs to the same sales team as the current administrator**

An administrator can belong to several sales teams.

Creating a sales team

Setting	What it does
Label	The name of the sales team.
Export Id	ID used in exports.
Administrat ors	Administrators that are included in the sales team. Add an administrator to the team by pressing the row.

Connect a customer to a sales team

After saving the sales team, you can press "**Connect customer**". Add a customer by pressing the row.
Repeat this step for all the customers you would like to attach to the sales team.

You can also connect a sales team directly from the customer setting called "**Sales team**".

Permission profiles

Empower your shop with customised administrator profiles. With this feature, you can create unique admin profiles tailored to your specific needs. You have full control to determine the permissions and access levels for each profile within your store. By assigning your admins to their respective profiles, they will have a streamlined view and appropriate permissions based on their access level. Enjoy the flexibility and convenience of managing multiple admins with distinct roles and responsibilities within your store. With the "Permission Profile" tool, you can create new admin profiles/roles, alongside the standard "Administrator" and "Seller" roles. The advantage of this is that you can create new administrator roles with restricted only see orders that are relevant to them.

Initial admin will be granted permission by Netset then any additional "Permissions administrator's" will be granted by store admin.

Once you have been granted the "Permissions administrator" you can create and allocated roles to other admins in 2 simple steps.

Create the profiles/roles.

Click "Create" then name and select the features you want to include in this new role/profile by clicking on the tick boxes next to each you want to grant access to. Once you are happy you have all the features selected for the new profile/role, save to finalise its creation.

Permission profiles / New

Permission profile	Actions	
Name		Sample Profile
Dashboard		☑
Orders		☑
Orders		☐
Purchase orders		☐
Invoices		☑
Tariff status		☐
Uncompleted orders		☑
Returns		☐
Products		☑
Products		☐
Bundles		☐
Focus assortments		☑
Suppliers		☐
System suppliers		☐
Manufacturers		☐
Product range limitations		☑
Product range		☑
Product variations		☐

Allocate profile/role to relevant admins.

Apply the new profile to an admin from the Administrator editor, by selecting the new profile from the profile drop down menu.

Administrators / Test Admin

| Contact info | **User info** |

Delete

Active	☑
Username	test.admin@netset.c...
Two Factor Authentication	
Allow two-factor authentication	☑
Allow reset two-factor	No
Log	2023-03-06: (86.8.19: 2023-03-06: (86.8.19: 2023-03-06: (86.8.19: 2021-10-12: (82.5.17(2021-10-12: (82.5.17(2021-10-12: (82.5.17(
Roles	☑ Administrator ☑ Seller
Order email cc ⑦	test.admin@netset.c...
Export Id	
Landing page	Dashboard ⌄
Can only login with managed customers	☐
Show only orders from managed customers	☐
Allowed to create PO	☑
Permissions administrator	☐
Permission profile	Select option ⌄ **Select option** Sample Profile
IP address restriction	

Resellers

Info

This allows you to change fundamental properties of your site.

Feature	What it does
Name	The name of your company/store.
Identifier	
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.

Payment option

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.

It is possible to disable the finance function of a particular customer or at the customer group level.

Currencies (add-on)

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

If you have this feature enabled, you are able to select witch currents to make availble in your store from those included in this list.

Currencies

	Code	Exchange rate
☐		
☐	EUR	1.123
☐	GBP	1.000
☐	PLN	5.097
☐	SEK	11.322
☐	USD	1.365

Activate selected currencies   Disable selected currencies

You are not able to edit this information.

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.

Feature	What it does
Name	Here you can name your payment group, for example "Financing".
Sorting	Specify the order in which the group is to be presented. The lower the number, the higher the group is presented.
Information on the left	If you wish to provide any information regarding all payment options in the group, you can do so here. The information is shown on the left side.
Information on the right	If you wish to provide any information regarding all payment options in the group, you can do so here. The information is shown to the right.
Logo	You can upload a logo that represents the payment options. We recommend that it is no more than 100px wide.

Example

For example, if you want create three payment groups; Card payment, Invoice and Financing then you create thoose here. Therafter you connect the alternatives that should be presented to respective payment method.

Payment providers

Pre-built Payment Providers

Nettailer is integrated with a numbers of 3rd party payment providers such as Stripe, Trust Payments (formally Secure Trading), Opaya (formally SagePay), nets (Formally DIBS), Klarna, PayPal Express and more.

Once you have opened an account with your chosen provider they will provide you with the required key details. Notify Netset by creating a task in the Project Detabase and provide the required details to quickly and easily add them as a payment provider in your store.

Click on the links below to find out more and sign up to your selected service.

Worldwide Payment Providers

Nordics Only

UK Only

France Only

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."

Feature	What it does
Language	(OPTION) - Specify whether the payment method should only be shown to customers using a specific language or all. This will only be visible if your store is setup with multiple languages
Name/label	Give the payment method a meaningful name.
Code	If orders are exported to external systems, this code is used.
Group	Here you associate the payment method with a group of payment methods. You first create the group under "Payment method groups".
Payment provider	If an external payment provider is to handle the transaction itself, this is stated here.
Payment type	As for "Payment type", this can normally be set to "General". In case you use credit card payments or on-line credit information, other payment types can be specified.
Sorting	Specifies the order in which the payment method should be displayed at checkout.
Logo (340x35 pixles)	Upload a logo on the payment option here - **This feature is a legacy function, exclusively compatible with the (old) classic Nettailer version.**
Payment information	Here you can enter information about the payment method or write if it costs something extra - **This feature is a legacy function, exclusively compatible with the (old) classic Nettailer version.**
View payment information instead of name and logo	Activate to view payment information instead of name and logo - **This feature is a legacy function, exclusively compatible with the (old) classic Nettailer version.**

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.

Invoice

Feature	What it does
Create an invoice and send it by mail on a new order	Activate this if you want the payment method to automatically generate an invoice and send it to the customer via e-mail.
Set invoice as paid	This removes the last date to pay. Used in eg card payments.

Fees

Feature	What it does
Use fee	Activate this if you want it to automatically add a charge to the total order value.
Amount	Enter a Fixed Price or a percentage of the order value. You can also set the maximum amount and the minimum amount to be used if the percentage amount is specified.

Allow

Feature	What it does
Company	Activate this if you want companies to be able to use the payment method.
Private/Consumer	Activate this if you want consumers to be able to use the payment method.
Show only to administrators	Enable this if you want only administrators to see the payment option. Can be good at the time you order for yourself.

Delivery method

Activate the delivery methods for which the payment method should be active.

Order confirmation

Enter the page that will be presented as soon as the order is placed. Note that you first need to create the page under Documents.

Taxes

The Tax rate for your store is visible here. Your store will be set to the default country value and is not editable by the store admin, this will change automatically should the defualt contry Tax value change.

You can use this tool to add additional tax rates for additional countries.

Setting a new tax rate

Navigate to the tax section by selecting Payment Options>Taxes

By pressing the "create" button you will be presented with the below screen:

Taxes / New

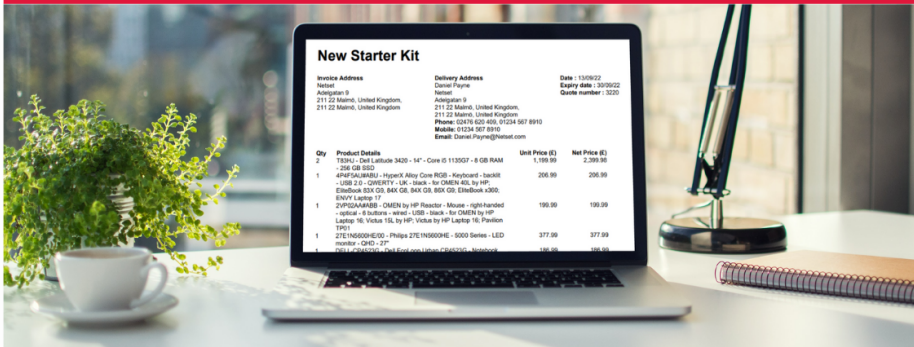| Tax	
Name	
Code	
Percent	0.00

Save & Close   Cancel

Here you can give your new tax a name (e.g. VAT), set a code to be able to identify it and set the percentage at you wish the tax to be.

It is possible to set up multiple tax rates from this section.

Quote (add-on)

Unlock our powerful quoting tool to generate quotes in your store...

✓ Create quotes quickly and easily in your store

✓ View and download quotes as a PDF documents

✓ Include product spec sheets

✓ Customise text, headers and add notes

✓ Customise sell prices and margins

✓ Add and amend delivery charges

✓ Request volume or bespoke quotes directly through the store

✓ Add quote contents directly to the basket for easy purchasing

✓ Quote history available to view old quotes and edit current ones
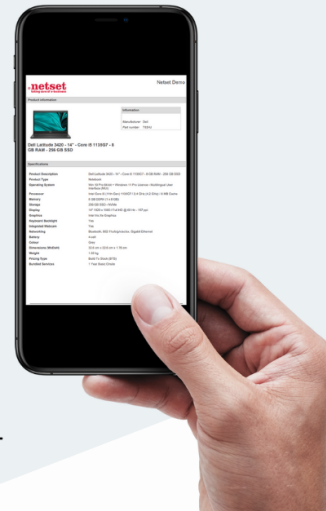
ADD-ON

To learn more about our Quote add-on for your Store please watch our video below:
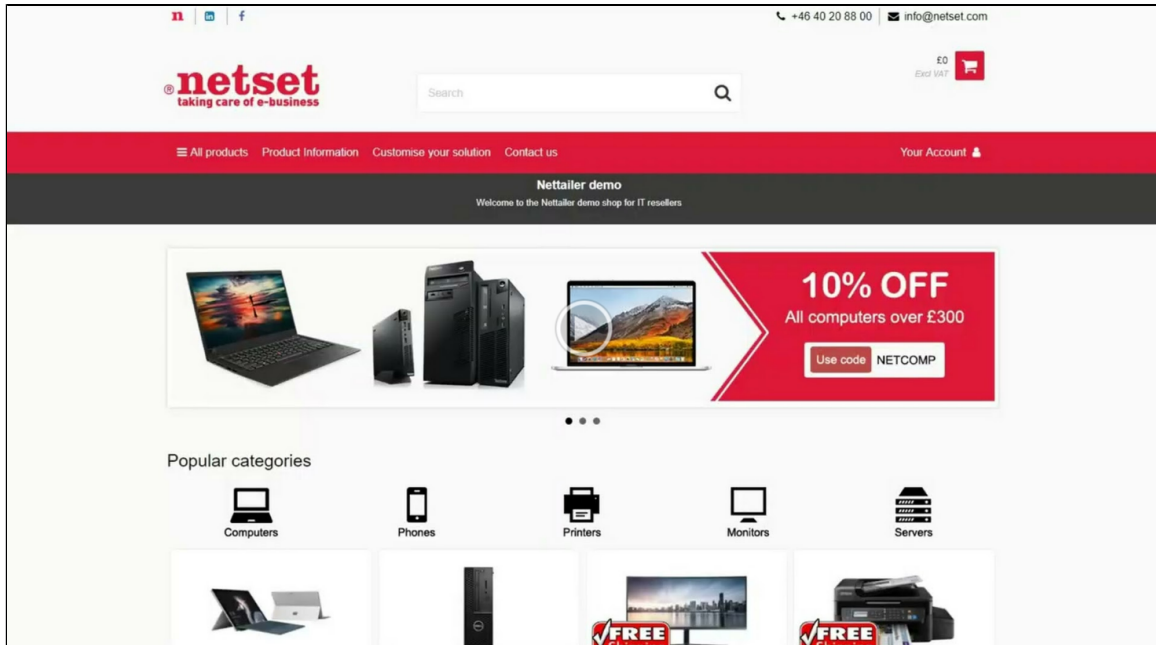
You can see all the quotes you have created and its status. Note that the quote tool is an additional feature

Preview the PDF - To view the PDF that was sent to the customer, click here.
Log in as a customer - If you want to log in as a customer, click here.
XML - Clicking on the red XML link will export all quotes as XML displayed on the page. If you click on the black XML link, you will only receive that quote in XML format.

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
Hea ding	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"
Bod y 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.
Foot er 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.
Ema il Mes sage	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

ADD-ON

You will only see this if you are subscribed to the "Quote tool" feature

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.

Keep in mind that the "Show Quotation Requests in Cart" setting must be enabled.

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

- Mail lists
- Grabbed emails
- HTML email
- Email templates
- Mail server
- DKIM
- Email messages

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.

Create/Edit Mail lists

Feature	What it does
Name	Set a name for the list that you want to create.
Type	Then choose the type of list you want to create. • From orders = Specify criteria for which, or which products, the customers should have purchased during a certain period of time. You can also make selections on Manufacturer, Category or Product, as well as From and To date. For example, it is possible to create an email list for those customers who purchased a Lenovo laptop between 2010-07-01 and 2010-12-31. • From Customer groups = The Customer Groups that you have created. • From Filters = Here you can create an email list based on a filter. All customers mail addresses who have this filter are included in the list. • Grabbed emails = A list on all emails grabbed from the email grabber feature. • Free text = Here you can create a list manually.
Manufacturer	If you have selected "From orders" above you can select the current manufacturer here.
Category	If you have selected "From orders" above you can select the current category here.
From Date	If you have selected "From orders" above you can select From which date here.
To Date	If you have selected "From orders" above you can select To which date here.
Create addresses	The shop then fetches the email addresses that meet the criteria and these are displayed in the Email addresses field at the bottom of the page.
Email addresses	You can review and edit the results here after clicking "Create Addresses".

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.

HTML email

Here you will find settings for HTML email in general and also more specific parts such as order confirmations and product monitoring emails sent from the shop. You can customize captions, colors, fonts and add your logo.

To access HTML email navigate using the admin menu: Email>HTML email

Here you will have access to the below tabs:

HTML email

| General settings | Order confirmation | Delivery confirmation | Product notification | Approval |

General settings

These settings apply to all HTML emails sent from the shop.

Here you can set the header and footer text for the email along with selecting the font and colours contained within the email.

You can also upload your company logo to be displayed on the email.

HTML email

| General settings | Order confirmation | Delivery confirmation | Product notification | Approval |

Text

| Header line text (ex. Company name) | Netset Demo |
| Footer text (ex. Company address) | 12 Example Street
Demo City |

Text style

Header/Footer primary font	future
Header/Footer secondary font	arial
Body primary font	future
Body secondary font	arial
Header/Footer font size	12
Body font size	12
Header line text color	?	#ffffff
Footer line text color	?	#ffffff

Colors

Header line	?	#0B2239
Body line	?	#cccccc
Footer line	?	#0B2239
Background color for even table rows	?	#cdcdcd
Background color for odd table rows	?	#ffffff

Files

| Logotype | Netset Logo 1.png | Choose file | No file chosen | Remove |

Save & Close   Cancel   Save

Order confirmation

By default, order confirmation is sent out as regular text e-mail which you will find under e-mail templates and label "orderconf". When you enable this feature for HTML, by clicking in the active box, this over-writes the regular text email and this version of HTML email will be used instead.

You can preview your current settings by entering a relevant order number and your own email address at the bottom of the page. Then click on the "Send" button. If you do not use this function, the order confirmations will be sent to the customer in text format.

You can easily add additional terms under "Terms and Conditions - PDF" which is attached to the order confirmation.

Here you can select the email subject and content for your delivery confirmation emails and add additional styling if required using the XSL file upload (it is recommended you speak to Netset if you wish to add your own styling as it may cause issues with some of the other email functionality).

You can also select additional product information to show including product forms and product ID

HTML email

General settings	**Order confirmation**	Delivery confirmation	Product notification	Approval

Language	en_GB ▼
Enabled ⑦	☑
Use default language when disabled	☑
Email subject ⑦	Thank you for your order!

Order confirmation

Title	Netset DemoStore Order
Thank comments (ex. Thank you for ordering!)	Thank you for choosing Netset Demo to order your products
Information (ex. Order have been verified...)	Your order will now be placed and delivery information will be provided to you - please check back on your order status at any time
Include product forms	☑
Show product ID	☐
Show stock on order confirmation ⑦	☑

Order receipt

Title	Netset DemoStore Order Receipt
Thank comments (ex. Thank you for ordering!)	Thank you for choosing Netset Demo to order your products
Information (ex. Order have been verified...)	Your order will now be placed and delivery information will be provided to you - please check back on your order status at any time

Files

XSL file ⑦	(unnamed file) [Choose file] No file chosen	[Remove] Default
Receipt terms - plain text	(unnamed file) [Choose file] No file chosen	[Remove]
Receipt terms - HTML	(unnamed file) [Choose file] No file chosen	[Remove]
Terms & conditions - PDF	(unnamed file) [Choose file] No file chosen	[Remove]

Preview style

Orderno	0
Mail to	
Send new order receipt when order is saved	☐

[Send]

XML processor	OrderXmlVersion016 ▼

[Save & Close] [Cancel] [Save]

Delivery Confirmation

Here you can select the email subject and content for your delivery confirmation emails and add additional styling if required using the XSL file upload (it is recommended you speak to Netset if you wish to add your own styling as it may cause issues with some of the other email functionality).

You can also select additional product information to show including product forms and product ID

HTML email

General settings	Order confirmation	**Delivery confirmation**	Product notification	Approval

Language	en_GB ▾
Enabled ⓘ	☐
Use default language when disabled	☑
Order confirmation	
Title	Order Confirmation
Thank comments (ex. Thank you for ordering!)	Thank you for your order! This will now be processed by the team.
Information (ex. Order have been verified...)	
Include product forms	☐
Show product ID	☐
Files	
XSL file ⓘ	(unnamed file) [Choose file] No file chosen [Remove] Default
Preview style	
Orderno	0
Mail to	
[Send]	
XML processor	OrderXmlVersion001 ▾

[Save & Close] [Cancel] [Save]

Product notification

These settings apply to all HTML emails sent from the shop.

Here you can select the subject and content of your product notification emails and add additional styling if required.

HTML email

| General settings | Order confirmation | Delivery confirmation | **Product notification** | Approval |

Enabled ⓘ   ☑

Header	Product Update
Header for text 1	This product has been updated
Text 1	
Header for text 2	This product has been updated
Text 2	

Files

| XSL file | (unnamed file) [Choose file] No file chosen [Remove] Default |

Preview

Product	None selected
	[ ] [search]
Mail to	[ ]

[Send]

[Save & Close] [Cancel] [Save]

Approval

Approval email notification settings are determined using this tab including the email subject and content.

Additional styling can be added using the XSL file upload. The product content displayed will be determined by the "Order Confirmation" settings.

HTML email

| General settings | Order confirmation | Delivery confirmation | Product notification | **Approval** |

These approval-mails inherit settings from the orderconfirmation-mails settings.

Enabled ⓘ	☐
Email subject	[ ]
Body	
XSL file ⓘ	(unnamed file) [Choose file] No file chosen [Remove] Default

[Save & Close] [Cancel] [Save]

Email 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 adaptions 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:

Description	Subject
An administrator has commented an order	An administrator has commented an order
Distributor products already exist locally	Distributor products already exist locally
Email domain change	Email domain change
Invoice mail	Invoice from $0
Logged in from new IP address	Logged in from new IP address
Mail on rejected approval	Order rejected
Mail sent when an order is set to deleted	The order was set to deleted
Mail sent when an order is set to delivered	Dispatch Confirmation
Mail sent when an order is set to partly delivered	The order was set to $1
Mail sent when an order is set to pending	The order was set to pending
Mail that is sent when the order changes to a user-defined status (not system specific)	Your order has changed status to $1
Mail to a customer when a product package has changed	One of your product packages has changed
Mail to admin when a new order has been made	A new order has been made
Mail to admin when a new return has been created	A new return has been created
Mail to admin when a product has been deleted	A product has been deleted
Mail to admin when an order has been delivered to a retailer	An order has been delivered to a retailer

Mail to admin when an order has changed	An order has changed
Mail to approver when a new order has been made	You've a new order to approve
Mail to customer at inactive registration	You have been registered at the shop
Mail to customer at registration	A new customer has registered
Mail to the customer when a return has changed	Your return has changed
Mail to the customer when an order has changed	Your order has changed
Mail to the customer when he is activated	You've been activated (Sends customer a link to create their own password)
Order confirmation to the customer	Order Confirmation
Order receipt	Order receipt
Product notification to admin	Product notification
Product notification to customer	Product notification
Product promotion back in stock	Product promotion back in stock
Product promotion out of stock	Product promotion out of stock
Quote	Quote
Quote request to admin	Quote request
Quotes have been inactivated	Quotes have been inactivated
Reset password	Reset password
Verva order	Verva order notification (NA in UK)
Warning about expired products in agreement assortments	Notification that products in an agreement assortment have expired

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.

Pulling customer names and other data into store generated emails

You may now add customers first and/or last names into some of the the customer facing emails.

Simply add one or both of the following parameters to the email template and the store will automatically populate these fields with the relevant information.

Description	Parameter
Adds first name to email	{ firstName }

Adds last name to email	{ lastName }
Add the ASCII order	{0}
Add the retailer label	{1}
Add the shop phone number	{2}
Add the order number	{3}
Add the customer number	{4}
Add the customer reference	{7}
Add the goods label	{goodsLabel}
Add the reference	{reference}

The following templates may use these new parameters.

Description
Mail on rejected approval
Mail sent when an order is set to deleted
Mail sent when an order is set to delivered
Mail sent when an order is set to partly delivered
Mail sent when an order is set to pending
Mail that is sent when the order changes to a user-defined status (not system specific)
Mail to a customer when a product package has changed
Mail to approver when a new order has been made
Mail to customer at inactive registration
Mail to the customer when a return has changed
Mail to the customer when an order has changed
Mail to the customer when he is activated (Sends customer a link to create their own password)
Quote

Mail server

In this section, you add your own email server settings should you not want to use the Nettailer mail servers for emails to be sent from your store.

Setting	Setting Description
Active	Activate or deactivate this feature (deactivating will use the Nettailer mail servers by default).
Host name	Enter the host name for your mail server.
Port	Enter the port number for your mail server.
Username	Add your username to access your mail server.
Password	Add your password to access your mail server.
Default from	Set the default email address that emails from you store will be sent from.
Timeout in milliseconds	Set the timeout duration (in milliseconds) before the attempts connecting to your mail server cease.
Secure	Enable if you are using secure protocol.
Use socket factory	Enable if your mail server uses socket factory to utilities.

DKIM

Please note

This feature needs to be enabled by Netset. Please create a task in Project Database (PDB) for further assistance.

DKIM (Domain Keys Identified Mail) is an email security standard designed to make sure messages aren't altered in transit between the sending and recipient servers. It uses public-key cryptography to sign email with a private key as it leaves a sending server.

Nettailer has the functionality for you to utilise these tools if your organisation has this tool implemented. Simply activate it here and add your credentials into the fields provided.

Field	What it means
Active	Activates or deactivates this feature from being used by your Nettailer store emails.
Enabled	If active (the setting above) you can disable using this setting without the removal of previously entered data.
Domain	Add your email domain here.
Selector	Add your selector here.
Private Key	Add your Private key here.

Please note that your Nettailer doesn't create DKIM, it will only facilitate you using DKIM you have set up outside of the Nettailer platform.

Email messages

Here you will find a log of all the emails sent from the store and they status that is connected to it. This serves as a tool for you to review should you need to investigate any issue with the store sent emails.

The initial screen displays the emails sent and the following information for each one:

Header	What it means
Status	Shows the current status of this particular email. The statuses availble here will be: ■ Inactive ■ Pending ■ Sent ■ Failed
Subject	This is the email subject heading (this will identify the email sent).
From	This displays the email address the store has sent the email from.
To	This displays the recipients email address.
Created	Displays the date and time this email was created.
Sent	Displays the time and date the email was sent.
Delivery date	Displays the time and date the email was delivered.
Failures	Displays if this email failed to send and how many times it was attempted.

Selecting and clicking on any email in this list will take you to the email details page. Here you be able to view all the information above with the addition of any additional email setting and the email content.

You can also view any attachments that might accompany these emails.

Imports

- Import

Import

In this section you can import your own data or images to the shop. There are 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. Binding columns marked with an asterisk (*).

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.

In this part you can also create your own dynamic template. At "***Dynamic field template***", click on Edit / Create and then select the fields you want to be in the template.

Imports / Dynamic field template

Name	

Active	Field	Header name
☑	Customer no	customer number
☐	Status	status
☐	Active	active
☐	CorpRegNo	corporation registration
☐	Price list	price list
☐	Customer group	customer group
☐	Verva	verva
☐	Invoice company	invoice company
☐	Invoice address 1	invoice address 1
☐	Invoice address 2	invoice address 2
☐	Invoice ZIP	invoice zip
☐	Invoice city	invoice city
☐	Invoice country	invoice country
☐	Invoice county	invoice county
☐	Delivery company	delivery company
☐	Delivery address 1	delivery address 1
☐	Delivery address 2	delivery address 2
☐	Delivery ZIP	delivery zip
☐	Delivery city	delivery city
☐	Delivery country	delivery country
☐	Delivery county	delivery county
☐	Default value for "allow partial delivery as default"	allow partial delivery
☐	Customer type	customer type
☐	Sales person	sales person
☐	Don't send	don't allow invoice
☐	Allow rent	allow rent
☐	Hide prices	hide prices
☐	Hide my pages	hide my pages
☐	Default value for "allow partial delivery as default"	allow partial delivery
☐	Display customer name on my pages	customer page
☐	Show general assortment	show general assortment
☐	Show focus assortment	show focus assortment

When you are done, click Ok and then select the template you created. Note that the columns in your excel file must have the same order as you created in your template.

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.

Warehouse 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.

Agreement assortment product import

Import products to an agreement assortment list. This can be very useful if you have a long list of products to add.

Function	What it does

Save import	This option lets you configure a recurring import via FTP. When the file is updated on the FTP, it will be scheduled for import in the shop.
Type	Choose the format of your import file. These are the options available to use.
File	Pick a file to upload.
Focus assortments	Choose the focus assortment to import to.
Full file import	If checked, the current focus assortment will be emptied and replaced with the products in the import. Otherwise, the current products in the focus assortment will be merged with the products in the new import.

Export

- Exports
- Single object exports

Exports

How to guide available.

How to guide can be found here.

Nettailer offers versatile data export capabilities, allowing you to conveniently export data in various ways. This functionality proves invaluable for tasks like creating feeds for price comparison sites, sharing Price levels with customers, or integrating data with other systems seamlessly.

When exporting data, you have the flexibility to choose between exporting as a single file or exporting to FTP. Each export can be customized to meet your specific requirements. This customization includes defining FTP settings, such as FTP addresses and export ranges, as well as configuring "File Settings," "Selections," and "Fields."

To further refine the export, you can specify the sort order of the fields using the "Sort Order" field. Simply assign numerical values like 10, 20, 30, and so on to determine the order in which the fields should be exported. Nettailer will export the fields in ascending order based on these settings.

With Nettailer's data export features, you have the power to streamline your processes and ensure efficient data integration.

When utilizing the sort order feature in Nettailer's data export, it's important to note that fields with no assigned value in the sort order will not be included in the export. By default, if a field has a sort order value of zero, it will be excluded from the exported data.

This behavior ensures that only the fields you specifically designate in the sort order will be included in the export, optimizing the efficiency and relevance of your exported data. You have full control over which fields are exported, allowing you to tailor the output according to your specific needs.

By leveraging this functionality, you can streamline your data exports by excluding any unnecessary or irrelevant fields, resulting in cleaner and more focused data integration with other systems or processes.

Enable export job URL

This option enables the availability of the job result/file through a system-generated URL with a unique ID. It's important to note that the URL does not require any login credentials, meaning that the data can be accessed directly via the URL if the unique ID is known.

If you need to generate a new URL with a different unique ID, you can simply click on the "Generate new URL" function. This allows for secure access to the job result/file while maintaining the flexibility to generate fresh URLs as needed.

Run Option
Nettailer provides you with a range of options to determine when your export should be executed. Here are the different choices available:

    a. **Run once** | By enabling this setting, the export job will be scheduled for execution once, and once it has run successfully, the status will automatically change to "Has run once". This default setting helps prevent unnecessary daily runs of the job.

b. **Active |** With this setting, the export job is configured to run on a daily basis. Each day, the job will be executed to ensure that the export process is performed regularly and consistently. This allows for up-to-date data and ensures that any changes or updates are reflected in the exported files on a daily basis.

c. **Disabled |** Job will not run daily and save system resources. Disable is an alternative to delete jobs you might need later.

The various exports, you can create are:

Export	Export Function
Category	Used to export the categorys currently in use by the store.
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.
Form answers	Used to export answers from a chosen mail form.
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 synchronise with other manufactures systems.
Order items	Used to export order rows over a chosen time period, customer or customer group.
Orders	This is used to export financial system data. You can select the "from" and "to"

	date, and method.
Price level Export	This is used to export sales prices of all products in a Price level.
Products	This allows you to export your product range in different ways. For example, you can include categorisation and prices.
Purchase limit export	Used to export any Purchase limit exports currently active in the store.
Quotes	This option is for exporting quotes. It provides the functionality to export quote information from the system.
Sub Category	The export subcategories and their codes by category. This can be useful if you want to sync sub-categories with other systems.
Supplier Prices	This is used to export the purchase prices.
Supplier Prices with BID	This is used to export the purchase prices including any BID pricing in use.
User Export	Used to export customer users.

How to guide available.

How to guide can be found here.

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.
Purch ase 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
- Active users
- Sales Statistics
- Retailer statistics
- Product statistics
- Customer group statistics

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.

Setting

- Settings
- Admin settings
- Contact info
- Cookie Banner
- Countries
- Domains
- Files
- Form editor
- Google Analytics
- Graphical profile (none RWD)
- JavaScript
- Languages (add on)
- Next invoice number
- Next order number
- Notifications
- Order History Search
- Order status
- Order confirmation editor
- PDF
- Password policy
- Responsive profile
- Search tuning
- Translations

Settings

Info

At the top of the Settings page are seven tabs. In these tabs, you can set a number of pre-sets that govern the way the store functions & present 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
    - Product card
    - Prices
    - Stock
    - Miscellaneous
- Configurators
    - Example configurator and settings;

Customers
    - Customer registration
    - Address handling
    - Invoice handling
    - Buy
- Log in/Log out
    - Customer type request - Add on
    - Approvals
    - Display options

Promotions
- Recently sold
- Top sellers
- Notifications

Menu
Defaults
Miscellaneous
- Security
- Checkout
- Small order charge
- Small order charge
- Freight
- Miscellaneous
- Email Grabber
- Invoice
- Quotes - Available as part of the "Quote tool" feature
- Order
- Order history
- Google reCAPTCHA

Metadata
Content Providers
- 1WorldSync content portal
- Icecat

Products

Product list

Setting	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 that are in stock in the product list.
Show store stock filter	Enables the ability to display only products that are in stock at your own warehouse/store. Can be set on a category level. Requires you to use the function "Products" -> "Warehouses"
Default "In-store stock"	Sorts products that are in their own warehouse by default at the top of the list.
Show additional text filtering in product list	Allows the user to search within the category they are in.
Search only among categorised products	This will effectively hide any products which are not categorised. Be aware - this will make them impossible to buy.
Show only products with 1WorldSync information	Shows only products that have 1WorldSync product information.
Show search results 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 anymore.
Number of columns in product grid layout	Allows you to set the number of columns products are displayed in when the user selects the column view mode in for product lists.

Be aware

Modifying the defaults does not set them in stone. Values defaulted above (with the exception of "Search only among categorised 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

Setting	What it does
Enable internal notes	Enables a function that allows the store admin to make notes against products in the product editor. These notes are also made visible to ADMIN (only) in the storefront. Useful for making information about a product available to your web and/or sales team regarding certain products.
Show extended price info to 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".
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.
Show "product ask customer support button"	With this feature enabled, there is a new button for the end customer to use on each product card. When they use it, an email will be generated and sent to admin to respond to.
Add part number to product page header and title (SEO)	If you want the product card to be indexed and rank higher in search engines, use this feature. This will add the product part number in the product title (H1 tags) and include it on the product page URL.

Prices

Setting	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.
Hide rent prices below breakpoint	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 favourable to round prices to the nearest 10 krona.
Display cost price for	

administrators in the shop	Displays the item cost price in the shop front to admin. This replaces the calculated view they would normally see based on the store's default Price level. Please note that it will display the cost price based on the store's cost price strategy.
Edit sales prices in basket	When enabled, store admin may edit the sales price of an item on the basket page.
Edit cost prices in basket	When enabled, store admin may edit the cost price of an item on the basket page.
Display bid symbol when bid price is used	When enabled, any bid prices will display an symbol next to the price to indicate that this product is using a bid price (instead of a general price).
Discount label	This field allows you to customise the text displayed for prices using the "Discount on general price" logic, such as "Discounted" or "Reduced by". If left blank, default values will be used.

Stock

Setting	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 coloured images that just dictate whether the product is in stock or not.
Max displayable stock in front-end	Allows the ability to specify the maximum value to show the value of the stock. For example, if there are 150 items in stock and you set this value at 100, the store will display "100+" in stock
Show incoming stock and ETA dates from suppliers	Allows you to turn on/off the option to show a products ETA.
Show incoming ETA and quantity for the product's current price supplier	Allows you to only show the ETA for the supplier that your store is currently got set for this item instead of multiple ETA's if a product is available from multiple suppliers. The supplier selected for products is based on your store cost price strategy.
Display the available stock based on only the supplier whose price is shown on the product	When enabled: will only show the stock of the supplier for which its price is being set on the product.
Show stock only when logged in	If enabled, only logged-in users will be able to view stock levels.

Separate stock per warehouse	If you have multiple warehouses created in Nettailer, selecting this will show stock levels for each discrete warehouse. If not, only one stock level will be shown.
Enable automatic reduction of own stock	Allow the addition of an another option at the product level in the administration panel to decrease the stock quantity of internally added stock when ordered.
Strategy for buying out of stock products	Here you specify your strategy for handling the sale of products that are not in stock.
Disabled buy button	If the option above is selected, you are able to select the behaviour 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 pressed 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.
Stock in case of bid	Manage your stock strategy for bidding products through the options in the drop-down list.
Allow bid price from suppliers without stock	If this is selected, a bid price should not be applied to the product if the distributor who has the highest priority for a given bid has no stock on the product. It is controlled with the same "In price strategy" that handles "normal price", as the help text at the setting indicates, it is important that your "In price strategy" prioritizes stock status.
Allow PNA check	Will allow the user to select a preferred supplier when buying a product (from the product card in front end). The reseller's margin will also be displayed. Note that this does not force an administrator to order from this specific , but prices will be calculated based on the end user choice.
Hide ETA date for zero incoming	When a supplier indicates a zero (0) value for their incoming stock, this option will eliminate their remove time of arrival (ETA) from being displayed.
Hide stock info for placed orders	Product quantity, incoming quantity and ETA date will be hidden in the order history page, order-thank-you page and the approval page.

Miscellaneous

Setting	What it does
Show category tree	This only affects shops with left side navigation. Disabling this will remove the category tree.
Hide text for qty check-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 labelled 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 fields 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 from appearing for a period of time.
Product forms are visible in basket per order-row	When enabled, product forms will be shown in basked per order row.
Mail for productforms	When set, an XML copy of products forms will be sent to this email address when the order is placed.
Show the retailer-specific product information separately	Adds a new text field above all product information tabs, where your own product description will be shown.
Edit product name in basket	Allows store admins to change product names in the basket.
Show focus assortment link on the product	This adds an icon and a clickable link to a "focus assortment" if a product belongs to one.
Show general assortment switch for administrators	Allows administrators to toggle between general and customer connected assortment when logged in as a customer. Note that it does not affect general limitations (product range and product range limitation filters).
Show override product range button for administrators	Adds the ability for the store admin to see products that would normally be hidden by store set filters set up in the product range limitation tool.
Show stock information for administrators in basket and quotes	Activates PNA check for administors in basket and qoute editor.

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 is at the very top of all the configurators. E.G. "Product Guides".
Text	The sub-title is 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 clickable 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 the left navigation) or link (in the top navigation) labelled "New Customer", this appears next to "Log in" 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 customer administrators to create users	This allows customer admins to create additional users within that customer's account. This setting means store admins won't need to approve these new users.
Allow company customers	This allows the customer to register as a company, which makes different information mandatory during registration.
Allow customers to enter a customer group reference on registration	If enabled and a reference name and/or number has been preset on against a customer group, then the registering customer may enter this reference number and automatically be added to the corresponding customer group on submission
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 the 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 addresses.
Activate new customers & users 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.
Allow customer administrators to edit display options on customers and users	The customer group admin is granted enhanced control over select display options for the users under their administration.
Send mail to the 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.
Show sales prices	The following dropdown menu allows you to customise the display of the sales price in the store. You can choose from three options: "**Yes**" to display the sales price to all users, "**No**" to hide the sales price completely, or "**Only for logged-in users**" to show the sales price exclusively to users who have logged into their accounts.
Show buy button	The following dropdown menu allows you to customise the display of the buy button in the store. You can choose from three options: "**Yes**" to display the buy button to all users, "**No**" to hide the buy button completely, or "**Only for logged-in users**" to show the buy button exclusively to users who have logged into their accounts.
Admin follows customer/user logic for buy button	This option enables the admin to experience the store from the perspective of a customer/user, ensuring they have the same interface and functionality. This feature proves particularly useful for support purposes and helps prevent admins from making inadvertent errors.
Allow rent	You can configure the "Rent" options in the store using the following choices: "**Yes**" to enable renting, "**No**" to disable renting completely, or "**Only Financing**" to limit the option to financing plans exclusively. ***Note**: This functionality is only applicable if you are offering rent or financing solutions in your store and have integrated the necessary functionality or partnered with relevant providers to handle the rental or financing process.
Check "Allow partial deliveries (as the 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.

Check "Please keep me updated on products and services." per default	Enable or disable the default setting for the "Please keep me updated on products and services" option on registration. The user can of course change this setting before submitting their registration.
Customer admins can toggle "Users share favorite products" feature	Show customer setting "Users share favourite products" under Customer Information in the shop, which means all users with access to the customer will be able to add /remove favourite products. This also affects a user's favourite products on other customers they have access to.
Information for customer registration	Allows you to specify the information that appears when new customers register for an account.
Registration link	Add a unique URL for registrations. Adding a URL will automatically activate the setting
Send delivery notification by email	Mail is sent out once an order has been completely delivered. • Similar to order confirmation mail but includes serial numbers, package id, ETA for back ordered items. • Sent to the same recipient as the confirmation mail. • Can be enabled/disabled on the customer level.

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
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 invoices by the administrator.
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.

Log in/Log out

Feature	What it does
Empty basket on logout	If you want the shopping cart to be emptied as soon as you or your customer log out, you can activate this function here.

Customer type request - Add on

Feature	What it does
Ask the customer to choose what type of customer it is when visiting the shop.	By activating these options the end-user needs to choose between "Company" or "Private" when logged in.
Default customer group for private customers	Default setting for a customer group
Default customer group for company customers	Default setting for a customer group

Approvals

Feature	What it does
Permission for seeing other persons approvals for customer admin approvers	Allows Customer admins to see all pending approvals even if this admin has not been specifically selected to approve the order. **No** - Prevents this Customer admin from view other pending approvals. **Show** - Allows the Customer admin to only view all pending approvals. **Approve** - Allows the this Customer admin to see and approve any pending orders.
Limitation for seeing other persons approvals for customer admin approvers	Limits the option above so that the Customer admin only has visibility off other pending approvals if it is under their approval order value limit. **No** - No limits set, customer admins can see all pending approvals. **Below limit** - Customer admins may only see pending approvals under their order spending limit.
Send mail to all valid approvers	Only valid approvers that are able to approve an order that has been sent to approval will be added in the cc list for that approval mail. This means that some approvers may lack the right to approve an order and they are therefore not included in the CC list of an approval mail.
Show extended approval information on user table	When administering approvals, the user table will display additional information to provide more context and details.
Show approval information in the shop admins user list	The shop admins user list will now include additional information to provide more comprehensive details.

Display options

Feature	What it does
Show customer number on the customer info page	Adds the customer number (assigned to a customer in the customer editor in admin) to be visible to the customer on the customer info page. If this is not enabled there is nowhere in the shop front for a customer to identify their account by anything other than the company name and the user's details.
Customer-changer display options	This option gives the admin a choice of how customers information is displayed in the storefront. • Display company name, first name, last name • Display only company name • Display only first and last name
Allow users to see all customer order history	This setting determines the visibility of order history for the user on the customer(s) they are associated with. • Standard: No (according to the shop's initial setting • Yes: allows the user to view the complete order history of the customer they are connected to. • No: restricts the user from accessing any order history of the customer they are connected to, except for their own order history.

Promotions

Feature	What it does
Number of promotions to the right of the shop (Nettailer Classic).	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 randomisation" is selected on the promotion).
Number of right side promotions (Nettailer Classic).	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 randomisation" is selected on the promotion).
Number of left column promotions (Nettailer Classic).	Specify the maximum number of promotions to show in the left-hand column of the shop. If more promotions exist than this number, the shop will randomly select this many (unless "exempt for randomisation" is selected on the promotion).
Number of promotions in the midsection (Nettailer Classic).	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 randomisation" 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 by default, but this setting can be changed.

Feature	What it does
Show	Disabling this will hide the 'Recently sold' box on the left of your site.
Number of items	Set the maximum number of products to show.
Number of days back	Allows you to set how far back the system will look back to populate the pre-set number of recently sold itmes specified above.

Top sellers

Tip

This feature can be automated to show the products with most sales over the last 3 months by default but this setting can be changed.

Feature	What it does
Show	Disabling this will hide the 'Top Sellers' box on the left of your site.
Generate automatically	Enable this to organically populate the top seller's 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.
Number of days back	Allows you to set how far back the system will look back to populate the pre-set number of top sellers specified above.

Notifications

Feature	What it does
Email notification when promotion disappears from stock	With this enabled, an email is sent to the shop admin if a promotion is not in stock.

Menu

Feature	What it does
Show settings menu	Enable this to show a tab (left navigation) or link (top navigation) labelled '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 promotio ns menu	Enable this to show any new "Promotion Categories" you create.
	Enable this to show the link labelled 'Returns' under 'your account on the homepage.

Show Returns in menu	
Show invoices menu	Enable this to show the link labelled 'Invoices' under 'your account on the homepage.

Defaults

This section specifies some of the global default settings for areas that may have multiple options for various shop settings (default currency for example).

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.
Base currency	Specifies the default currency of all pricing is bases on in your store.
Display currency	Specifies the default currency of all pricing is displayed in your store (regardless of the stores base currency).
Price level	Specifies the default Price level. Any customer not logged in, or set as 'default' will see the prices in this tier.
Delivery option	Specifies the default delivery method.

Miscellaneous

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

Feature	What it does
Logo URL	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.
Page Footer	This sets what text is visible in the footer of your site.

Security

Feature	What it does
File area key	Only used by Netset admin at this point.

Mark order where customer changed email domain	Mark orders in the order view where the customer has changed email domain within a week of the occasion where the order was placed.
Ip Ranges Enabled	Only allow specific ranges of IP addresses to access the shop. This setting affects customers as well as administrators.
Tor Ip Warning Enabled	A majority of fraud attempts are using Tor networks in order to get an anonymous IP. This setting blocks users coming from a Tor network so that they cannot access eShop at all.
Clickjacking protection enabled.	Clickjacking is a type of attack that tricks users into clicking something, such as a button or link because they perceive it to be safe. By creating hidden iframes pointing to your site pages, hackers can entice users to click an element that appears to be on a different web page. But instead of the visible element handling the click, the click is hijacked and some element of the invisible site iframe on top receives it. Clickjacking can potentially lead to data intrusion, unauthorized emails, changed credentials, or other malicious site-specific results. With clickjack protection, however, you can secure your site by controlling whether browsers allow frames pointing to your pages.

Checkout

Feature	What it does
Show check box for terms of purchase at checkout	Specifies whether your customer needs to check that they have read the terms of purchase before making purchases in the order process.
Show processing order message	Check this box if you want a notification to appear when your customer clicks "Place an order". This we strongly recommend that you do as this has two main purposes: 1) The customer will not think that the page has hung if it takes a long time and 2) The customer can not click anywhere during the actual transaction which may cause the order to worry be able to arrive.
Show row total in basket	Use this option to display a row total at the checkout page. Useful if you have multiple quantities per line. This also gives a true line total for VAT calculation.

Small order charge

Feature	What it does
Use small order charge	Enable or disable the small order charge feature. This will add an additional

	charge at the check to any order that meets the configuration settings below.
Small order charge	This is the charge applied to an order that qualifies as a small order.
Breakpoint for application of small order charge	This is the value that until reached is considered a small order and the charge above, will be applied.

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 the value of an order is below the break-point.
Breaking point 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.

Freight

Feature	What it does
Display freight that have a cost of 0	Enabling this feature means that shipping with a cost of 0 will be displayed in the basket, checkout and order confirmation mail. This also means that the free shipping row will be exported to third party services (such as ERP systems). This may potentially crash the service of a third-party if they do not support this form of displaying free shipping
Show freight in basket	Enable this to show the default delivery cost in the mini basket.
Edit freight in the basket	Enable this option to allow admins to modify frieght in the shopping cart when ordering in front end.

Miscellaneous

Info

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

Feature	What it does

Use TradeDoubler	If you want to use Tradedoubler, enable this.
Company number	Enter your Tradedoubler company number.
TradeDoubler event	The trigger set by Tradeduobler is required for this service to be utilised.
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.
Show cost price in "send order confirmation to admin" email	Enable this option to include your "cost prices" in the emails for the above option
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.
Only use retailer connected countries	Your store may have country settings that you do not want to facilitate. This setting means the store's default countries are hidden and only countries you add will be available.
Breadcrumb-separator	By default, the separator is a semicolon (:) in the breadcrumbs in the front end. If you think it fits better with another separator, you can change this. Don't forget the space.
Text inside search-box	This setting allows you to edit the default text that is displayed as a placeholder in the search box. Often just the word "Search".
Display Netset logo in back-end	Display the Netset logo in the backend in the top right-hand corner of the screen (on by default).
Display online doc in back-end	Displays the links to this manual. This is in the form of a ? in the top right of the screen and often on each page of store admin (on by default).
Header text in back-end	Displays the contents of this text box as the header in the top right-hand corner of the shop admin, preceded by the platform version you are currently running (Nettailer by default).
Favicon for the shop	Upload an image / logo to use as your browser Favicon
Favicon for admin pages	Upload a different image / logo to use as your browser Favicon when accessing the back office of your store - this makes it easy to spot front shop and back office tabs with multiple browser tabs open
Display customer names on my pages	Shows customer name instead of "my account" in the shop front.
Hide customer name above my pages	Hides the customer name which is displayed by default. This is displayed under the basket and above my account.

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 customise 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**.
Use created date from order when creating an invoice	Allows the system to set the date of an invoice as the date the order was created automatically.

Quotes - Available as part of the "Quote tool" feature

Feature	What it does
Show admin users all quotes in system, not only their own	Shows the admin all quotes made on the system, instead of just those he has created.
Publish quotes when quotes are created	This setting makes the quote tool active/inactive across all users. Some help manage who has quote access or not. In some cases, 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.
Quote breakpoint (local currency)	Specify the order value that is required before the "Request a quote" button* is visible. ***See setting above.**
Show quotes in menu for	Allows admins with only the sales role to access the quote functions (instead of just full admins).

salespersons	
Send quote mail to customer's address	Forces quote to get sent to the address previously resisted on account activation and not an email address changed during quote creation (security measure).
Hide used quotes from customers	Removes used quotes from customer view inactive quotes. As soon as a quote has been added to the basket it is considered "used", even if that basket was then not submitted as an order.
Days until quotes expire after creation	Used to set a default number of days before a quote expires from the date a quote is created.
Allow multiple quotes in basket	Allows multiple quotes to be added to the basket at the same time and be processed with a single transaction.

Order

Feature	What it does
Enable Saved Baskets	Gives the customer the right to be able to save a shopping cart.
Share Saved Baskets	Lets users and customers share Saved Baskets if users, customers, groups settings are set to true.
Show tracking info on order lines	Tracking links will be shown on the order lines they are connected to, instead of grouping all order packages together. This only applies in the front-end of the shop and on packages tied to purchase orders. Packages manually created in the order editor are not connected to individual lines and will still be displayed for the order as a whole.
Allow manual export only when all items are delivered	Prevents all orders that do not have status "Delivered" from being exported.
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**.
Allow order-comments	Specify how far through the order process you want to allow "comments" to be added to an order.

up until status	
Text for disabled order-comment input	Specify the the message that will be shown once the specified status mentioned above is achieved, informing the user that they cannot add any more comments.
Max characters in order item comment	Set the maximum number of characters allowed in comment boxes in the checkout and individual order pages.

Order history

The following settings determine which columns can be made available to the customer on the "Order history" screen.

Feature	What it does
Show external order number in order history	Enable this to displays the "External order number" column.
Show date in order history	Enable this to displays the "Order date" column.
Show customer reference in order history	Enable this to displays the "Customer refernce number" column.
Show invoice reference in order history	Enable this to display the "Invoice Reference" column.
Show goods label in order history	Enable this to display the "Reference" column.
Show "Ordered by"-column in order history	Enable this to display the "Ordered by" column.
Show order total in order history	Enable this to display the "Total" column.
Show order status in order	Enable this to display the "Status" column.

Google reCAPTCHA

Feature	What it does
Enable reCAPTCHA V2	Enable or disable google reCAPTCHA on customer registration pages. *reCAPTCHA* protec ts your website from fraud and abuse. *reCAPTCHA* uses an advanced risk analysis engine and adaptive challenges to keep malicious software from engaging in abusive activities on your website.
Set reCAPTCHA secret key	During setup of *reCAPTCHA* (with google) you will need to acquire a secret key and will need to input it here.
	During setup of *reCAPTCHA* (with google) you will need to acquire a site key and will need to input it here.

Set reCAPTCHA site key	
Set reCAPTCHA language	During setup of *reCAPTCHA* (with google) you will need to set a language and need to input your selected language here.
Require reCAPTCHA for customer registration	Enable this if you want to force your users to use reCAPTCHA to submit a customer registration.
Require reCAPTCHA for the Email Grabber	Enable this if you want to force your users to use reCAPTCHA to sumit their request to be added to the email grabber tool (used to create mail lists).

Metadata

Feature	What it does
Title	Page titles are the singular line of text you see in the search engine results, when bookmarking a page and on a tab in your browser bar, and they can be likened to book titles. They are normally a short description of the linked page. This is the section you can specify this title.
Keywords	The meta keywords can be inserted into your web pages to provide search engines with information about your pages that isn't visible on the page itself.
Description	Meta descriptions are short descriptions of a page, similar to the blurb on the back of a book. They summarise the content you will find when you click on the link of a page on a search engine's results page. You can add these descriptions for your store here.

Content Providers

Here you can edit the settings for Content providers product information services.

Feature	What it does
1WorldSync Logo Services (EOL)	Enable or disable the 1WorldSync logo service. Qualifying products will have Windows 10, EPEAT or any other relevant logos displayed on the product card.

1WorldSync content portal

A setup guide can be found here.

Feature	What it does
1WorldSync content services	

	Tick this box to enable this service (Requires an external agreement with 1WorldSync).
Zone ID	Add your Zone ID as specified when you set up this service (set up externally).
SKey	Add your SKey as specified when you set up this service (set up externally).
Included manufacturers for the 1WorldSync catalogue export	Add the manufacturers your agreement has activated. Example data: "HP~Lenovo~Microsoft~Dell~Epson"
Catalogue download URL	This will specify the URL that will be required during your 1WorldSync content portal setup.

Icecat

This feature requires a subscription with Icecat. You can register for an account with them directly here.

Feature	What it does
Enable Icecat Live content as fall-back in case of no 1WorldSync Prod ID	Enables Icecat content to be visible in the "Information" tab on any product page if 1WorldSync content is not present and Icecat coverage is.
Icecat Username	Add you Icecat account username here (Icecat account is required)
Icecat locale	Add your country code here to get content for that the specified locale For available locales click here.
Show title	Enable to display product title in the "information" tab *If content is availble.
Show essential info	Enable to display essential info in the "information" tab *If content is availble.
Show marketing text	Enable to display marketing text in the "information" tab *If content is availble.
Show manuals	Enable to display manuals in the "information" tab *If content is availble.
Show reasons to buy	Enable to display reasons to buy in the "information" tab *If content is availble.
Show reviews	Enable to display reviews in the "information" tab *If content is availble.
Show feature groups	Enable to display feature groups in the "information" tab *If content is availble.
Show gallery	Enable to display image gallery in the "information" tab *If content is availble.
Show feature logos	Enable to display feature logos in the "information" tab *If content is availble.

Show tours 3d	Enable to display 3d tours (interative images) in the "information" tab *If content is availble.
Use Icecat videos	Enable to display Icecat videos in the "information" tab *If content is availble.
Show product story	Enable to display product story in the "information" tab *If content is availble.

1WorldSync Logo Services

The logo service provided by ContentCast, is embedded through a JavaScript snippet and displays directly on the product page.

When a user moves the cursor over the logo, a fly-out window opens that encourages the user to add products to their cart.

Logos have significantly higher interaction rates then banners and is designed to drive add to cart behaviour.

For more information about available programs follow this link.

Setting up 1WorldSync Logo Services requires some extra action in Nettailer, but also at 1WorldSync (CNET).

This requires you to create your own account at 1WorldSync, which is free.

Please note that there may be additional fees for some 1WorldSync logo services.

Step-by-step guide

1. Create an account at https://portal.cs.1worldsync.com
2. In the 1WorldSync client portal, create a new product page script by clicking on the "Configure Product Page" banner.
3. In the left pane, mark **only** "Logo Service".
4. Press "**Logo Service**" in the left pane.
5. Mark the logos you want to use by clicking them.
6. Use these settings:
    a. Layout: **5x1**
    b. Style: **Medium**
    c. Popup Direction: **Top**
    d. Container ID: **ccs-logos**
    e. Insert: **Replace existing content**
7. Press "**Save**" and then "**Publish**".
8. Press "**Get code**". In the code, look for "**_SKey**" and "**_ZoneID**" values. Copy these values and paste into respective "**Zone Id**" and "**SKey**" field in Nettailer settings (**Settings -> Settings -> Content providers -> 1WorldSync Content Portal section**).
9. Uncheck "**1WorldSync Logo Services**" and check "**1WorldSync Content Services**".
10. In "Included manufacturers for the CNET catalogue export", add the manufacturers that you would like to include in the export separated with "~"-character.
11. Press "**Save**".
12. If successful, a URL link will be generated at "**Catalogue download URL**".
    Wait for the first export to be generated before proceeding with the next steps. This may take up to 24 hours.

13. Go back to CNET client portal and go to "**My Catalogs**".
14. Press "**Add Catalog**".
15. Use these settings:
    a. Market: **"World wide" or your country of interest.**
    b. Error Threshold: **Default**
    c. Manual Upload or Automatic Upload: **Automatic upload recommended**
    d. File location: **Paste the generated link from Nettailer settings here**
    e. Username: **Leave empty**
    f. Password: **Leave empty**
    g. Set Schedule: **Leave as default or set as needed**

       h. Do not use schedule: **Checked or unchecked (recommended)**
       i. Full file: **Checked**
16. In the modal window, use these settings:
       a. First row has headers: **Unchecked**
       b. File type: **Comma separated (CSV)**
17. Press "**Get File**".
18. If successful, you will be redirected to the mapping page.
19. Use these settings:
       a. File Encoding: **UTF-8**
       b. File Type: **Comma separated (CSV)**
       c. File Delimiter: **Comma**
       d. Map row 1 to "**Product ID**"
       e. Map row 2 to "**Manufacturer name**"
       f. Map row 3 to "**Manufacturer Part Number**"
       g. Map row 4 to "**Product Name or Description**"
       h. Map row 5 to "**UPC/EAN**"
20. Press "**Save**".
21. Wait for the first import to finish.

You are now done with the setup!

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 Nettailer internal order number
Show Id	Displays order ID number
Show Ext order no	Displays the external order number
Show Sales number	Displays the sales 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 BID/OPG	Displays BID/OPG connected to order
Show Verva	Displays Verva connected to order (only used in Sweden).
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.
Show payment option	This selection shows the order payment method.
Show delivery option	This choice shows the order delivery method.
Show export status	Displays an icon to indicate if the order has been exported successfully or not.
Enable special order routines notification	Enables functionality allowing admins to allocate a special order notification to a specific customer or customer group.

Comment Icon	Allows admins to change the notification icon for the feature above.

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.
Change quantity	Allows Admins to modify item quantities on an order line

Miscellaneous order settings

Function	What it does
Include search field for supplier order no	Adds a search filed to the order screen allowing the admin to filter orders by supplier.

Customer editor

Function	What it does
Customer number is editable	Allows admin to modify customer number after the customer has been setup (in the customer editor).
Show extended approval information on user table	Displays additional approval information on the user table in the customer editor (under the user tab)

Price logic list

Function	What it does
Listing Price level	Choose which Price level to show as default values in the price logic list.
Listing price interval	Choose if lowest or highest interval of the selected price is shown in the price logic list.

Miscellaneous

Function	What it does
Set the number of rows to be shown per page	Specify how many results you see on a page by default.

Contact info

This section is where you set any email address for any communication both to and from your store

Contact info tab

You can specify all the default addresses for mail to be sent to and from your store.

It is very important to have these fields populated upon store setup, so that the store knows where to send mail to and from (and prevent errors).

Contact info

Contact info	Delivery address	Company number

Email

Order mail from address	support@netset.com
Contact email	support@netset.com
Order email	support@netset.com
Order email cc	support@netset.com
Return to email	support@netset.com
Technical contact email	support@netset.com
On private registration admin email	support@netset.com
On company registration admin email	support@netset.com
Default "from" adress for email templates	support@netset.com

Contact info

Name	
Phone	

OK   Cancel   Apply

More detail around what each field does can be found in the table below:

Field	Use
Order mail from address	Order related emails will be sent from this address (incl orders, notifications and attest)
Contact email	Address to send various store admin notifications to (incl Mailforms, admin comments)
Order email	Email address to notify store admins with orders placed and order updates
Order email cc	cc for admin mails on orders placed and order updates
Return to email	This is the address used for "Returns" or "RMA" to be sent to.
Technical contact email	Used in rejection mail for PO updates where the PO is rejected and with

	deletion of products
On private registration admin email	Registration mail to admin when a new user is registered, if customer type is person
On company registration admin email	Registration mail to admin when a new user is registered, if customer type is company
Default "from" adress for email templates	Used as default for all mail templates if the template itself has no "from", 2-factor reset mail, Mail for private package removal, Used in rejection mail for PO updates where the PO is rejected, Used on a quote edit mail if the admin does not have a mail specified

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.

Cookie Banner

Setting up your cookie banner

For a detailed guide on setting up your cookie banner, please watch our tutorial

Here you can create, edit and remove your stores Cookie banner. This banner is only show to users on their first visit to your store.

Click on the "Create" button to build your new banner or click on a banner in the list to edit an existing banner.

Banner
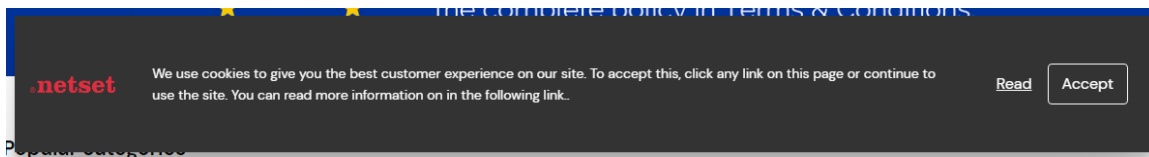
Advanced Banner
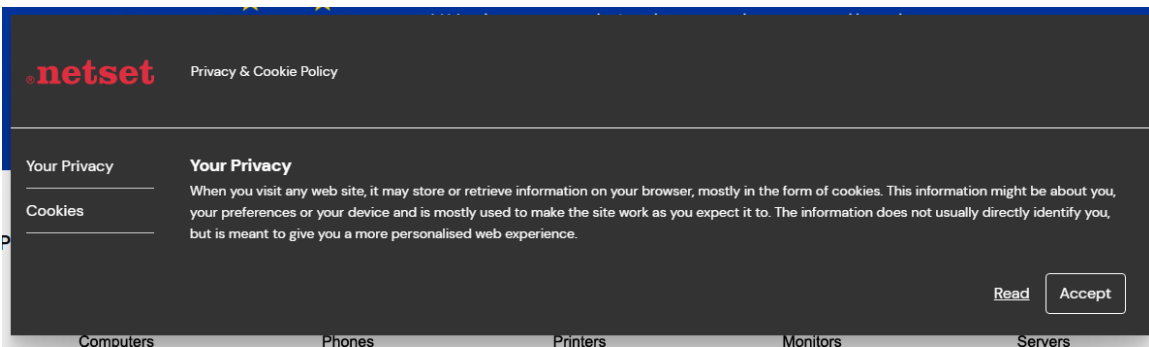
Banner Creation

Feature	What it does
Name	This is where you add the name or label for this banner. You may create more than one, so this is you way of identify a particular banner from your cookie banner list.
Active	This option enabled or disables this banner (you can create multiple banners but may only have one active at any one time).
Disable click outside banner	When this option is selected, your user may not interact with any part of your shop except the banner. This forces your user to read and accept the content in the banner before being able to access your store.
Logo	This is where you may upload a log to your banner.
Position	You now have the option on where to position the banner inside the browser window. The three options available are:

	○ Top of the page.
	○ Centre of the page.
	○ Bottom of the page.
Acceptance text	Here you can label the accept button. example: Accept/Submit/OK etc.
Text	This field has two functions: • If you want a simple banner, (not using the tabs options) then this may be used as the banner content text. • If you want to utilise the more advanced options, then this is best used as a header for that tab content.
Font colour	Use this tool to set the colour of the fonts.
Background colour	Use this tool to set the background colour of your banner.
Divider colour	Use this tool to specify the colour of content divider/splitters.

Link

This is a link that when enabled will sit next to the accept button. This link is to display content that would otherwise be too long/detailed to sit inside the banner.

Feature	What it does
Type	Gives you the option to create a link to a specified URL or link to a document you have previous created in the stores document editor.
Document /URL	Specify either a URL or select a pre created document (options depend on the selection you made on the previous setting).
Link name	Here you specify the link you want visible in the banner. Example: **More info** or **Read more**.
Open in a new window	When enabled this link will open in a new browser tab. If not the link will replace open in the current tab.

Tab Creation (Advanced Banner)

You use this section to create tabs for additional contents or links. Click the "**Create**" button to create your first tab.

Type of section

Here you have two options:

○ Text section

- URL section

Text Section

Feature	What it does
Header	This will be the name/label of a tab that is created on the left hand side of the banner.
Text	This will be the text content that will be visible on the right hand side of the tab and will be visible then this tab is selected.
URL (check box)	Select this option if you want to add a URL link to this particular tab section.
URL	This is where you specify the URL the user is taken to once clicking the link.
Link name	This is the name/label of the link visible on the page. The URL above will be hidden behind this name/label.
Sorting	This is the sort order for this particular section amongst the other text or URL sections you have created. The lower the sort order the further up the banner this section will be presented.

URL Section

Link name	This is the name/label of the link visible on the page. The URL below will be hidden behind this name/label.
URL	This is where you specify the URL the user is taken to once clicking the link.
Sorting	This is the sort order for this particular section amongst the other text or URL sections you have created. The lower the sort order the further up the banner this section will be presented.

Countries

In order to accommodate customers requiring alternative delivery or invoice addresses in different countries, it is necessary to set up a country code for each respective country in this section. Additionally, you can specify whether or not VAT (Value Added Tax) should be charged to customers from those countries. This enables you to configure the system to handle specific country-related requirements and taxation rules accordingly.

Setting up new countries

Access using the admin menu and navigate to: Settings>Countries

To set up a new country press the create button

Countries / New

Country

Name	
Display label	
Code	
Pay VAT	Yes

Save & Close   Cancel   Save

Field	Use
Name	Internal (store admin) name for a new country
Display label	Name of country as displayed in the shop
Code	Country code - it is recommended to use https://countrycode.org/ for a unified naming convention
Pay VAT	Select whether VAT is paid in these countries with a "consumer" only option

Domains

Info

This section sets which domain or domains your shop should respond to.

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.

Files

Here is an overview of all the files that have been uploaded and the links to them.

Heading	What it means
File	The name of the file being uploaded.
Link	The link you can use to download the file. Keep in mind that when you link internally, ie from your page to this file, only this link is needed (like /fileupload/filnamn.jpg). However, if it is linked from another main domain, your domain and http need to be included, such as http://www.nettailer.com/

Upload file

Select the file by clicking "Browse" and then select "Save & Close".

Form editor

What is the 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.

How to use the Form Editor...

Using the form editor you can create customised forms using the tabs across the top for the following forms:

- Contact information
- Order information
- Delivery address information
- Invoice addresses
- Payment info

For each form you can:

- Activate and deactivate pre-existing fields
- Make individual fields mandatory
- Rename the pre-existing fields to better match with your own business
- Create your own custom fields
- Determine the order in which the fields appear
- Set maximum number of characters that can be used in a field
- Mandatory group means the customer must fill out at least one of the mandatory fields with the same group number

These fields can then be store wide as a global setting, or they can be connected to specific customers allowing you to tailor your individual customers requirements

Formatting Fields

Using the "Regular Expression" field you can specify the format an entry needs to be made.

E.g. an email address must have @ symbol or a telephone field can only accept number and not letter characters.

A **regular expression** is a sequence of characters that specifies a search pattern in text. Usually such patterns are used by string-searching algorithms for "find" or "find and replace" operations on strings, or for input validation.

Form Tabs

Contact information:

This is essentially the user details that you need to collect to fulfil an order

Form editor

| | Contact information | Order information | Delivery address | Invoice address | Payment info |

Reset settings

Sort order [0]

Original label	Custom label	Active ⑦	Mandatory	Sort order	Number of characters min - max	Mandatory group ⑦	Do not use default value	Read only	Regular expression ⑦
First name		☑	☑	0	0 - 200	0	☐	☐	
Surname		☑	☑	0	0 - 200	0	☐	☐	
Email		☑	☑	0	0 - 50	0	☐	☐	
Work phone	Contact number	☑	☐	0	0 - 40	0	☐	☐	
Home phone		☐	☐	0	0 - 40	0	☐	☐	
Mobile phone		☐	☐	0	0 - 40	0	☐	☐	
Fax		☐	☐	0	0 - 40	0	☐	☐	
Company name		☑	☐	0	0 - 200	0	☐	☐	
Company registration no.		☑	☐	0	0 - 40	0	☐	☐	
Social security number		☐	☐	0	0 - 10	0	☐	☐	
VAT number		☐	☐	0	0 - 40	0	☐	☐	

Save & Close **Cancel** **Save**

Create customer connected

Label

Show [20 ▾] per page   Go to [1] »   ‹ Previous 1/1 Next ›

Please note: the top sort order feature (listed in the top section, not the field section) is EOL and is no longer used in Nettailer (this field can be ignored)

Order Information:

This form will determine the fields and data collected at the store checkout, including PO numbers and additional reference numbers that may be required. These forms can be unique to individual customers to cater for a wide range of checkout requirements.

Form editor

| | Contact information | Order information | Delivery address | Invoice address | Payment info |

Reset settings

Sort order [1]

Original label	Custom label	Active ⑦	Mandatory	Number of characters min - max	Mandatory group ⑦	Do not use default value	Read only	Regular expression ⑦
Order reference		☑	☐	0 - 50	0	☐	☐	
Shipment reference		☑	☐	0 - 50	0	☐	☐	
Invoice reference		☐	☐	0 - 50	0	☐	☐	
External order reference		☐	☐	0 - 50	0	☐	☐	
Comments		☑	☐	0 - 200	0	☐	☐	
Delivery		☑	☑		0		☐	
Payment		☑						
Allow partial delivery		☑						
Files		☑						

Please note: the top sort order feature (listed in the top section, not the field section) is EOL and is no longer used in Nettailer (this field can be ignored)

Delivery Address:

This allows you to customise the delivery form that customers need to complete at checkout, collecting any additional data as needed.

Both invoice and delivery address can also be locked at customer level if necessary.

Form editor

Reset settings

Always unfold in customer info	☑	
Always unfold in checkout	☑	
Always unfold in approval	☑	
Always unfold in order	☑	
Always unfold in quote	☑	
Always unfold in return	☑	
Apply in the order editor ⑦	☐	
Sort order	0	

Original label	Custom label	Active ⑦	Mandatory	Sort order	Number of characters min - max		Mandatory group ⑦	Do not use default value	Read only	Regular expression ⑦
Company		☑	☑	1	0	200	0	☐	☐	
Address		☑	☑	2	0	200	0	☐	☐	
Address 2		☑	☐	3	0	200	0	☐	☐	
Address 3		☐	☐	0	0	200	0	☐	☐	
Address 4		☐	☐	0	0	200	0	☐	☐	
Postcode		☑	☑	6	0	20	0	☐	☐	
City		☑	☑	4	0	100	0	☐	☐	
Country		☑	☑	7			0		☐	
County		☑	☑	5	0	100	0	☐	☐	
State		☐	☑	0	0	50	0	☐	☐	
GLN		☐	☐	0	0	20	0	☐	☐	

Save & Close   Cancel   Save

Create customer connected

Label

Show 20 ⌄ per page   Go to [1] »   ‹ Previous 1/1 Next ›

There are additional options to determine how the form behaves on different areas of the store (as to whether it is always expanded or whether it is collapsed).

The address fields will be auto populated with the default customer information, unless the do not use default option is checked.

Both invoice and delivery address can also be locked at customer level if necessary.

Please note: the top sort order feature (listed in the top section, not the field section) is EOL and is no longer used in Nettailer (this field can be ignored)

Invoice Address:

This will be the customers billing address and will auto populate with the default address unless the "do not use default option is checked"

Both invoice and delivery address can also be locked at customer level if necessary.

Form editor

Reset settings

Always unfold in customer info	☑	
Always unfold in checkout	☑	
Always unfold in approval	☑	
Always unfold in order	☑	
Always unfold in quote	☑	
Always unfold in return	☑	
Apply in the order editor ⑦	☐	
Sort order	0	

Original label	Custom label	Active ⑦	Mandatory	Sort order	Number of characters min - max		Mandatory group ⑦	Do not use default value	Read only	Regular expression ⑦
Company		☑	☑	1	0	200	0	☐	☐	
Address		☑	☑	2	0	200	0	☐	☐	
Address 2		☑	☐	3	0	200	0	☐	☐	
Address 3		☐	☐	0	0	200	0	☐	☐	
Address 4		☐	☐	0	0	200	0	☐	☐	
Postcode		☑	☑	6	0	20	0	☐	☐	
City		☑	☑	4	0	100	0	☐	☐	
Country		☑	☑	7			0		☐	
County		☑	☑	5	0	100	0	☐	☐	
State		☐	☑	0	0	50	0	☐	☐	
GLN		☐	☐	0	0	20	0	☐	☐	

Save & Close   Cancel   Save

Create customer connected

Label

Show 20 ⌄ per page   Go to [1] »   ‹ Previous 1/1 Next ›

There are additional options to determine how the form behaves on different areas of the store (as to whether it is always expanded or whether it is collapsed).

Please note: the top sort order feature (listed in the top section, not the field section) is EOL and is no longer used in Nettailer (this field can be ignored)

Payment info:

This is an EOL feature and is no longer used in Nettailer

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	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".

default value	
Read Only	This makes the field read only and un-editable by the customer at checkout.

Google Analytics

Netset is introducing the next generation of Analytics, Google Analytics 4

On July 1, 2023, standard Universal Analytics properties will no longer process data. You'll be able to see your Universal Analytics reports for a period of time after July 1, 2023. However, new data will only flow into Google Analytics 4 properties.

During the transition period, both scripts will be available on Nettailer via a setting in the Google Analytics settings

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

Instructions to set up Google Products export

Feature	What it does
Use Google Analytic	Enable this if you want to use Google Analytic.
Use Google Analytics 4	On July 1, 2023, Universal Analytics will be completely replaced by Google Analytics 4. Set up GA4 tracking and input your new ID (G-XXXXXXXXX) below.
Sales statistics	When setting up Google Analytic, 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 here.
Use Google Tag manager	Enable this if you want to use Google Tag Manager (It is recommended to not use tags for Google analytics while the Google analytics implementation above is enabled.).
Google Tag manager id	Enter your Google Tag manager ID here
Site Verification	Type in your Google site ownership verification code here.

Graphical profile (none RWD)

Please Note

⚠️

This editor refers only to graphic profile in classic design.

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

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.

Left Column

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 and of these fields by entering the desired name into the label field.
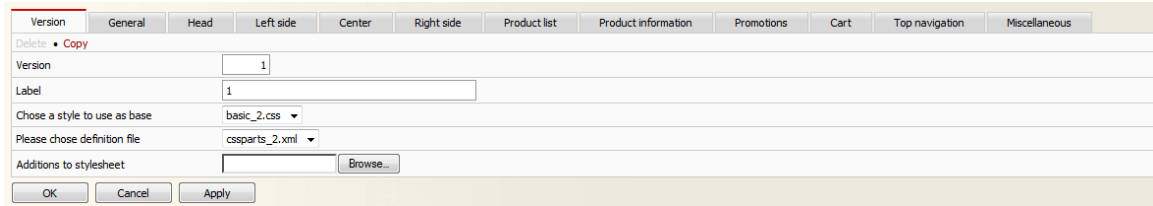
Versions

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

| Version | General | Head | Left side | Center | Right side | Product list | Product information | Promotions | Cart | Top navigation | Miscellaneous |

Delete • Copy

Version	1
Label	1
Chose a style to use as base	basic_2.css ▾
Please chose definition file	cssparts_2.xml ▾
Additions to stylesheet	[ ] Browse...

[OK] [Cancel] [Apply]

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 cashes to view the changes within the store. The table below will breaks down exactly what attributes are under each tab.

Tab Name	What it does
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: • 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: • 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: • 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: • General center - promotion boxes

	• Centered boxes attribute
Right side	This is where you can set up the right side settings for the site including: • General right side - promotion boxes • Configurators
Product list	This is where all the product lists can be edited: • Filter – search filter appearance • Product list – main product list display • Navigator – page navigator for lists with more than one page of results
Product information	This is the area responsible for the how a product is displayed once selected (product card): • Product display • Information box • Item bar • Extended information
Promotions	This tab effects all the promotion box properties: • Text • Small promotions • Large promotion • Wide large promotion • Double promotion • Wide double promotion • Triple promotion • Right column promotion • Left column promotion • Item bar
Cart	This is where you can change the appearance of the Cart/Basket • Basket Background • All links • Individual links (Checkout, update, cancel etc)
Top navigation	This is where you can change the properties of the top navigation bar (if it is set to active on your store) • Global settings • Menu categories • Level 1 categories • Level 2 categories • Search bar
Miscellaneous	This is the area reserved for all those other areas that just don't fit into the previous headings. • Footer

	• Breadcrumb • Miscellaneous • Forms • Basket table • Information box • Message box
Modal dialog box	This is where you can change the appearance of the dialog boxes • 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.

Warning

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

Feature	What it does
Label	Name this script so you can identify it in your list of JavaScript.
Sort order	Set the order you want your script to run in (lowest number first).
Desktop	Allows this script to run in "Classic" stores.
Responsive	Allows this script to run in RWD stores.
Connected to graphical profile	Connect to a specific graphical profile (running multiple profiles is only availble via our BOLT-ON).

Customer connected	Allows this script to only run on selected customers
Test	Place this script in test mode so it can only be executed when the Admin is in test mode.
Script	This is where you place your custom script.
Page	Select the pages in the store you want your script to run.
Location in page	Choose where on the selected pages you want the script to execute.

Languages (add on)

The optional function "Multiple languages" makes it possible to supplement with additional languages in your web shop.
The languages available are; *Swedish, English, Danish, Finnish, Norwegian, French* and *Spanish*.

This refers to the shop's fixed texts and templates and not the product information.
(*If you want the product information in more languages, an upgrade of the 1WorldSync subscription is required.*)

When the function is activated, this is displayed under Settings in the administration interface.
Settings can then be made per user for which language is to be pre-selected.

In the shop, the language choices are displayed in the footer.

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.

Notifications

Currently only used for "Ask product question" feature on the product page.

When various mail forms are being used, you can use this feature to send out a confirmation mail, to reassure that the end-user that their request is being dealt with and give a written confirmation of the actual request.

Order History Search

Use this feature to customize the "free text" search in the order history page. These settings determine the fields in the order that may be searched for.

The following are the data sets that may be enbled/disabled as searchable in the free text box on the order history pages:

- Contact Name
- Customer ID
- Order Reference
- Reference (other)
- Invoice reference
- Order by
- Customer Reference
- Company Name
- City
- Product label (name)
- Product ID (part nuumber)
- Serial number

For each included field, the risk of performance degradation increases.

Order status

In this section you find the different order status available in the shop. Here you can also change their names and create your own if you wish.

If you create your own order statuses and want to communicate these, you must create an email template for this.

Order Status in Nettailer

In Nettailer, the order status is dynamically updated based on the delivery status messages received from suppliers for individual purchase orders. These messages not only provide status updates but can also include Tracking IDs and serial numbers along with the status update.

However, it's important to note that the ability to receive these updates depends on the technical capabilities of each supplier. In some cases, suppliers may not be able to support sending updates, resulting in no status changes for those orders.

- In some cases, suppliers may not be able to support sending updates, resulting in no status changes for those orders.
- Additionally, errors or exceptions in supplier handling can also lead to missing or delayed status updates, especially for certain products or non-physical items.

In cases where no order updates are received from the supplier, the order status can be manually updated locally through the order administration.

Please note that status updates in the system follow a one-way direction. Once a status has been moved forward, it cannot be reverted back to a previous status.
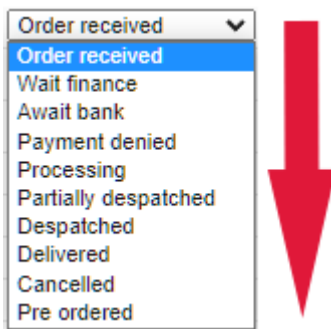
Netset can offer support for order status updates and can further explore the possibility of integrating with your ERP system to automatically update the order status based on factors such as invoice processing via custom development. Just get in touch if you are interested in enhancing your automated processes.

If needed, our team is always ready to investigate the status and causes related to a specific supplier or purchase order upon request (PDB)

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 Nettailer store.

Password policy

Note!

This section is only visible in Nettailer StandAlone and Drive solutions.

In this section you can create your own password rules. In a portal solution, you can have different rules for the different retailers, if you wish.

Responsive profile

Note!

This section is only visible in Nettailer StandAlone and Drive solutions.

In this section you can create different responsive profiles. Please contact our support, for instructions and tips, when/if you are about to edit this part.

Setting	What it does
Font	The name of the custom font that you want to use. The font must be uploaded to the store (Settings Files).
Color	
Base	Background color of the menu.
Base text	Text color of the menu.
Button	Background color of buttons.
Button, hover	Background color of buttons when hovered.
Button text	Text color of buttons.
Footer	Background color of the footer.
Footer text	Text color of the footer.
Files	
Logo	The image you would like to show as logotype in your site header.
Extra CSS	You may upload any additional CSS file. This will merge with the standard CSS.

Search tuning

In this section you can edit some settings for the shop's search engine.

Category settings

Search settings

Category settings	Product boost		
Category		Code	Accessory
Computers / Desktop		A/AA	
Computers / Laptops		A/AB	
Computers / Workstations		A/AC	
Computers		A	
Computers / Tablets		A/AE	
Computers / Barebone		A/AF	
Computers / PDA & terminals		A/AG	
Computers / eBook Readers		A/AH	
Computers / Ultraportable (eol 1811)		A/AL	
Computers / Others		A/AN	

Start by tagging the subcategories that you consider to be accessories. The products in these categories will then have
a lower ranking in the searches.

To tag a category as an accessory, simply open the selected category and activate **Accessory**. Save and close.

Search settings / Workstations

Accessory	☐
1:	Choose
2:	Storage Capacity - A04883 - (141) - slider
3:	Operating System (Edition) - A05471 - (129) - match all
4:	Processor Type - A00035 - (141) - match any
5:	Form Factor - A00030 - (141) - match any
6:	Processor Speed - A00040 - (131) - slider
7:	Hard Drive Type - A06201 - (141) - match any
8:	RAM Size - A11969 - (141) - slider

OK   Cancel   Apply

For each subcategory you can activate up to **8 filters**, which are displayed in the shop. We have activated standard filters
on all categories, but if you want to change to another filter, just open the selected category and search for the filter
you want to use. Save and close.

Product boost

If you want to upgrade or downgrade the ranking of a certain category, manufacturer or individual product, do this

under the **Product boost** tab.

Search settings / Product boost

Manufacturer	None selected [　　　　　　　　　　] [search]
Category	[Select option ▽]
Product	None selected [　　　　　　　　　　] [search]
Weight	[None ▽]

[OK] [Cancel]

Click on Create and then choose a Manufacturer and/or Category and then Weight. If you only want to boost an
individual product you search and choose that SKU (Manufacturer part number) and then Weight.

Translations

Note!

This section is only visible in Nettailer StandAlone and Drive solutions.

In this section you can find all fixed names and texts in the shop, and change them if you wish.

If you are not sure which page the word you want to change is on, you can free text search on the current word.
For example, if you want to change the word "***Check Out***", just search for it and get a list of the pages where this word is used.

Shop translations

Pages	Backend translations	Missing translations (0)	
Page			**Description**
Basket			The mini basket in the header.
Checkout			Reached from the small basket in the header.
Dibs credit card input			Displayed in the checkout
Large basket			Reached from the small basket in the header.
Mini Basket			Information for mini basket

freetext

checkout

Filter   Reset

Then open the selected page and change the name of the word. Then click OK.

Shop translations / Basket

Basket

Basket	Basket
Currencies	Currencies
Freight	Delivery
Items	Items
Most recent item	Most recent item
No	No
Send basket	Send basket
Show prices inc tax	Show prices including VAT
ShowBasket	Basket
Sum	Total
To checkout	Checkout
Yes	Yes
excl	Excl VAT
incl	Incl VAT
pcs	pcs
show	show

OK   Cancel

Current Suppliers

Our solutions are integrated with the 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.

Read more about them here.

End of life features

This section is where we have some documentation on features we have removed, made end of life or replaced by new enhanced features.

- Newsletter email
- Templates for newsletters

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

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 Nettailer. 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 Nettailer.

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 Nettailer 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.