Ecommerce Help Manual

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Ecommerce User Manual

Welcome

Ecommerce User Guide

Welcome!

Congratulations on choosing Network Solutions for your e-commerce web site! And thank you for checking out the new ecommerce User Manual.
This online guide walks you through the your new e-commerce Control Panel. You will learn how to setup all aspects of your store from the overall look and feel, to adding your products, and taking payments from your customers.

You can also download a Printable PDF version of the User Manual.

How to Find Topics in This Manual

All topics available in this guide are accessible from the Table of Contents in the left pane of this window. High level topics are set up with a "book" icon. When you double-click on the "book" (or click once on the '+' sign next to the book) the table will expand to show all the "pages" in that book. Each page is a topic of discussion and you need only double-click on the "page" to display that topic in the larger, right pane of the window.

There is also a Search function in this manual. Enter a word or phrase in the Search field and click **Go**. Then double-click to choose your topic from the resulting list.

Getting Started: Where Should I Begin?

The software includes a **Store Setup Checklist,** which will help you through the basic setup of your site. If you are not sure where to get started, click on the **Store Setup Checklist** button at the top of your Control Panel.
Another great place to start is with your **Site Design**. Knowing what your site will look like is a great start to your store. The first step in your design is to select one of our professionally designed Storefront Templates. Once you have your template selected you have the option to customize it with your own **Colors & Fonts** as well as a **Logo.**
For an In-depth, step-by-step look at setting up your first store, the Ecommerce Setup Guide is an excellent resource.
You will also find a glossary of information linked to different terms throughout your Control Panel. You will see these terms underlined and a question mark icon when your mouse scrolls over them. Left click on these terms to bring up a new window and definitions for these terms.
Remember, if you have any questions about the software that this guide does not answer, our Technical Support Representatives are available to help you at (888) 252-ECOM. Our support hours are from 9am to 9pm (EST), Monday – Friday. To contact us via email, send us your question and we'll get back to you

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with an answer within 24 hours. In case of emergency, our Customer Service support team is available to troubleshoot your issue.

What's New?

Looking for info on the latest updates, newest features, and important improvement? Check out the **Release Info** page of the manual. There you will find a quick overview of the latest release with links to the relevant enhancements.

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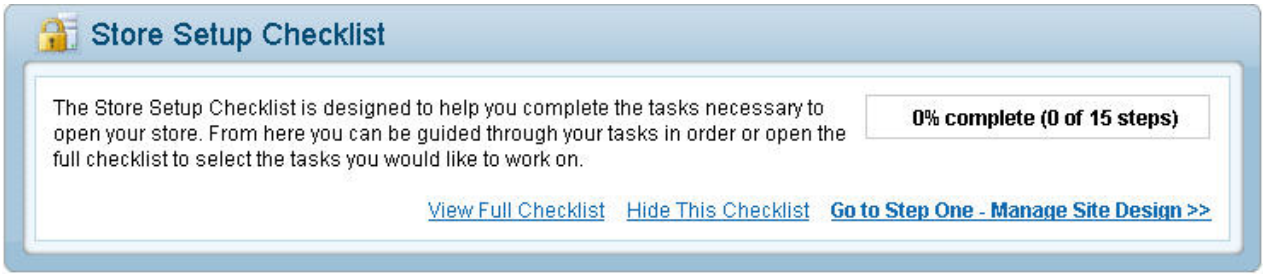
Store Setup Checklist

You can use the Store Setup Checklist to help you complete the setup of your Ecommerce store. The Checklist appears at the top of the Store Overview page and displays the current you need to complete. From the Storefront Overview, you have the option of opening the full checklist or hiding the checklist completely (you can always un-hide the checklist by clicking on the Store Setup Checklist link under the Utilities menu.)

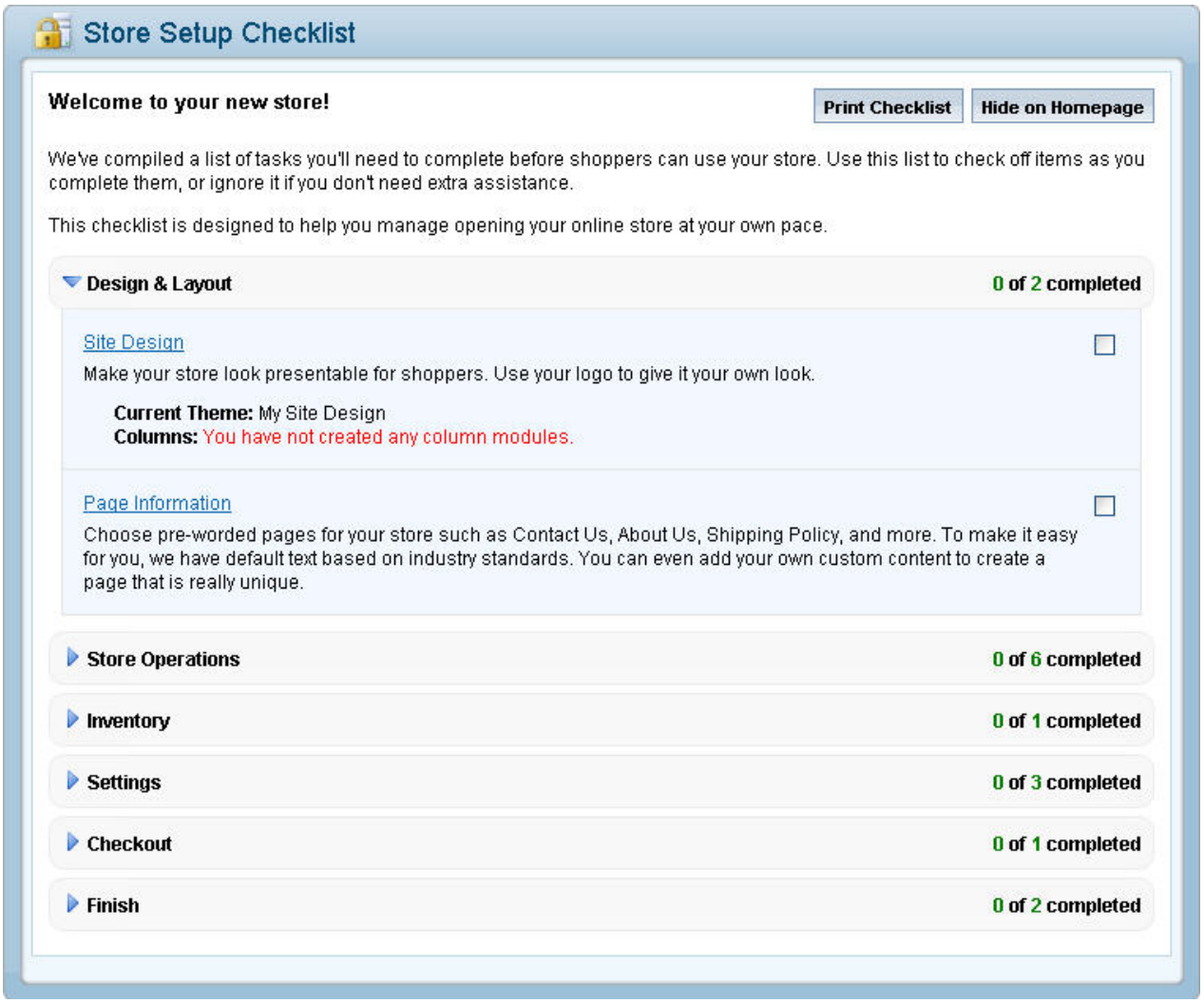


Each step shown in the Store Setup Checklist contains both the relevant information for that step and a link that will take you directly to the section of the Control Panel. Each section of the checklist is also automatically update with your site settings so that you can see, at a glance, what you have selected for each of the checklist steps.

Click on the "Go to Step One - Manage Site Design" link to begin using the Store Setup Checklist directly on the MCP.

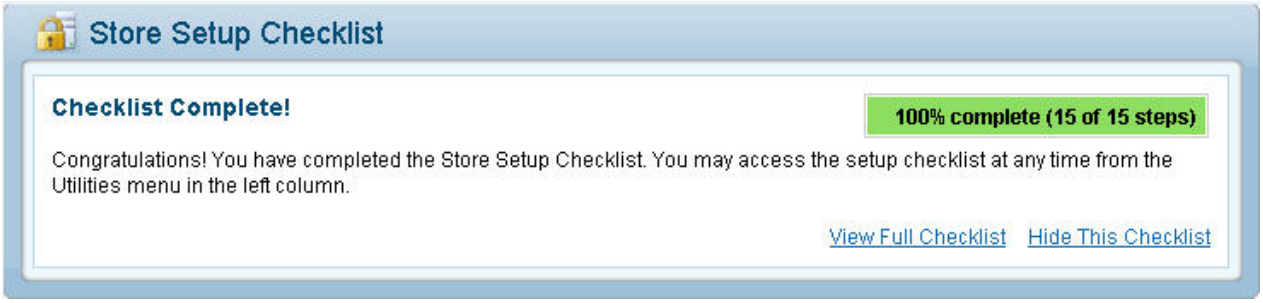
Using the Store Setup Checklist

The Store Setup Checklist appears at the top of the storefront overview when the client first enters the Control Panel. Selecting the View Full Checklist option will open the checklist in a separate window.



- Each section of the Store Setup Checklist contains a number of steps that you can complete in any order. As you finish each step, mark the step as complete (either on the Storefront Overview or the actual full checklist). The checklist will automatically show how much of the checklist you have left to complete.
- Once you've completed a step, the Checklist automatically lists what options you've selected for each step.

- At the top of the checklist, you can either print the checklist out or click the “Hide on Homepage” button to hide the checklist.
- After you have completed all of the steps, the setup checklist is complete.



Release Info

Looking for info on the newest Ecommerce release, update, or improvement? Look below to find details on the latest Ecommerce enhancements.

The Network Solutions Ecommerce 7.7 Release Notes

The 7.7 Release introduces a host of new features that increase the power and reach of the ecommerce software. Features included in this release are: new ecommerce entry level product, a suite of Internationalization Tools, new Shipping/Billing Address display settings, custom Product List layout designs, new Variation usability enhancements, the release of the Public API, and a number of minor updates and enhancements. Look for this release to begin at **9PM CDT Friday, July 31st, 2009.** These features are described below.

Separate Ecommerce Package Types

We've decided to create three tiers of Ecommerce packages to better suit our customers needs. Each tier has been built to suit different levels of business, making it easier to decide which package suits your business needs.

- All current Premium Ecommerce sites will become Premium Sites. The Premium Ecommerce package includes the following features which do not exist in the other two options.
    - Import/Export
    - QuickBooks Integration
    - Product Variations
    - Up to 100,000 products
- The Standard and Starter Ecommerce package will have the following features:
    - The WYSIWYG Editor
    - Fully Customizable site design and HTML
    - Integrate core shopping cart code into your HTML
    - Customizable Product Display
    - Customized product search and site browsing
    - Custom Feedback Forms
    - Sell Electronic Products
    - Bulk Price Adjustments
    - Drop Shipping
    - Custom Order Confirmation Emails
    - Discount Offers
    - Product Reviews
    - Coupon Codes and Gift Certificates
    - Custom Shipping and Handling surcharges on Specific Products
    - Customizable Shipping Rules and Fees
    - International Shipping
- The Standard Ecommerce package has the following additional features:
    - Up to 300 Products
    - 2 GB Storage Space
    - 10 GM Monthly Data Transfer

    - 50 Mailboxes
    - 2 GB Storage per emailbox
- The Starter Ecommerce package is a new, entry level ecommerce suite, perfect for the business with a small number of products. The Starter package includes the following features:
    - Up to 25 products
    - 1 GB of storage space
    - Up to 5 GB Monthly data transfer
    - 5 Mailboxes
    - 1 GB Storage per emailbox

To learn more about the three ecommerce package types, visit the Network Solutions storefront.

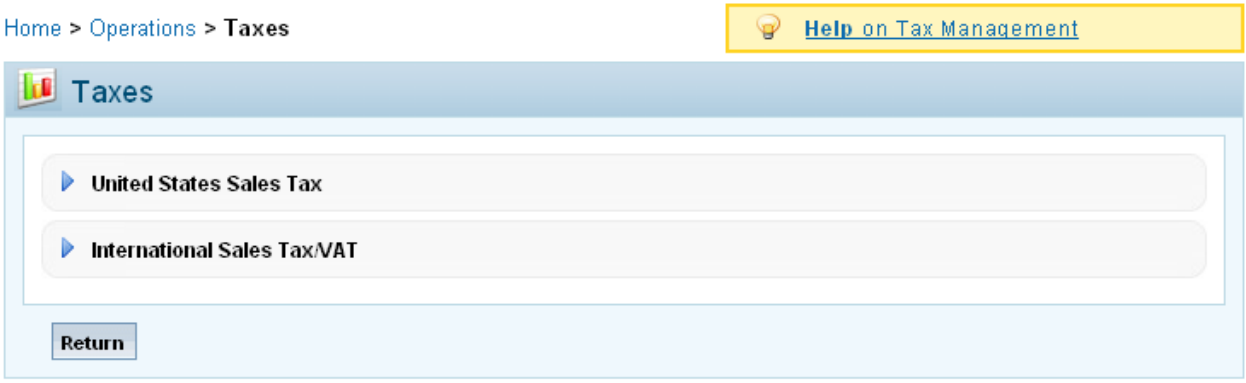
Internationalization of the ecommerce software

We're finally ready to introduce our internationalization suite that gives users the ability to sell items from any region in the world. This internationalization includes several features:

International Origin
We are introducing the ability to set an international origin for your store, making international shipping a snap.

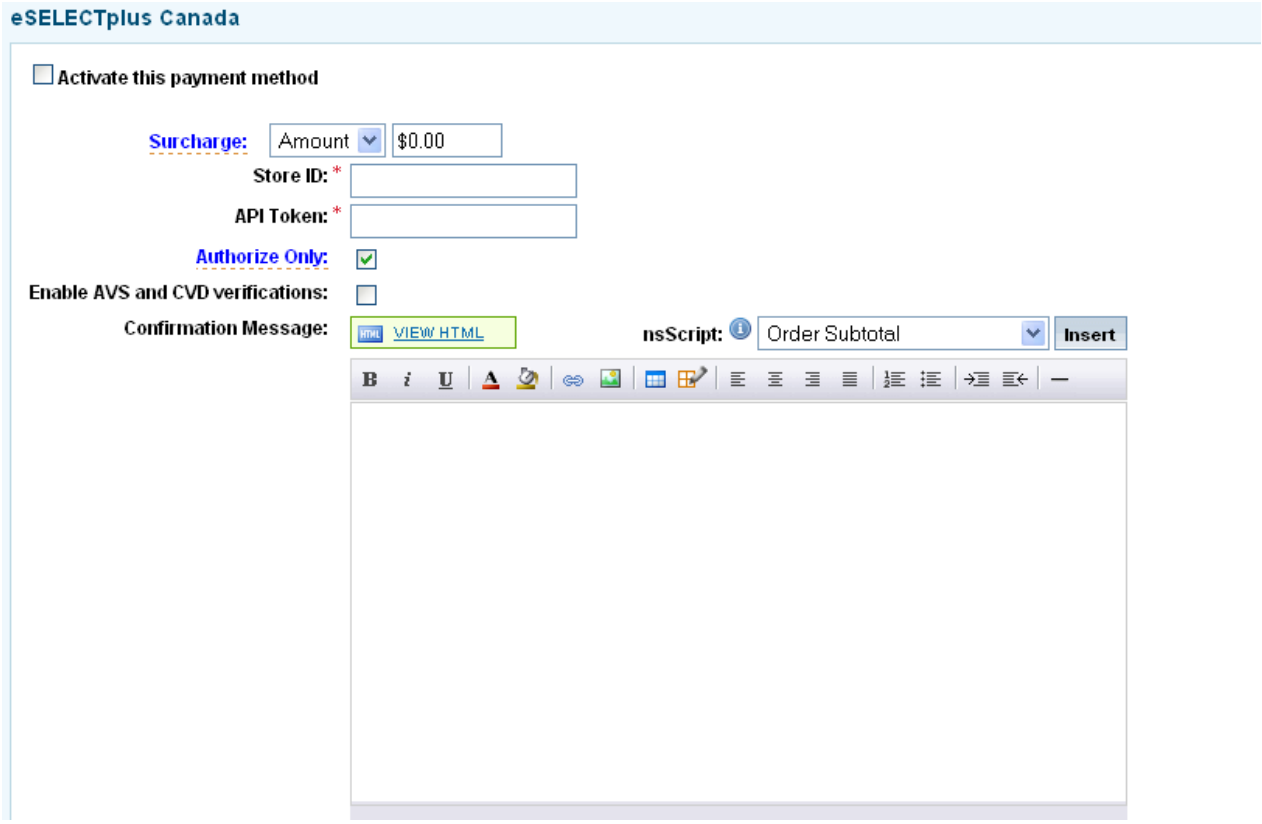
Regional Settings
You can now adjust your regional settings to reflect your country of origin. Specify your time zone, weights and measures, region preference, site currency and currency symbol. The Regional settings are located at **Operations** > **Settings.**

International Tax Rates
We've created an international Tax Rate system to go along with the international shipping so you can charge your customers the correct tax in all situations. You can set these tax rates using the Override feature.



NOTE: Due to the varying degrees of applicable tax rules particular to specific international jurisdictions, Network Solutions is unable to offer any guidance regarding applicable taxes required, if any, for products purchased and/or shipped to third parties.

New payment gateway: Moneris
We're adding a new payment gateway, Moneris, to help assist international customers with their order fulfillment.

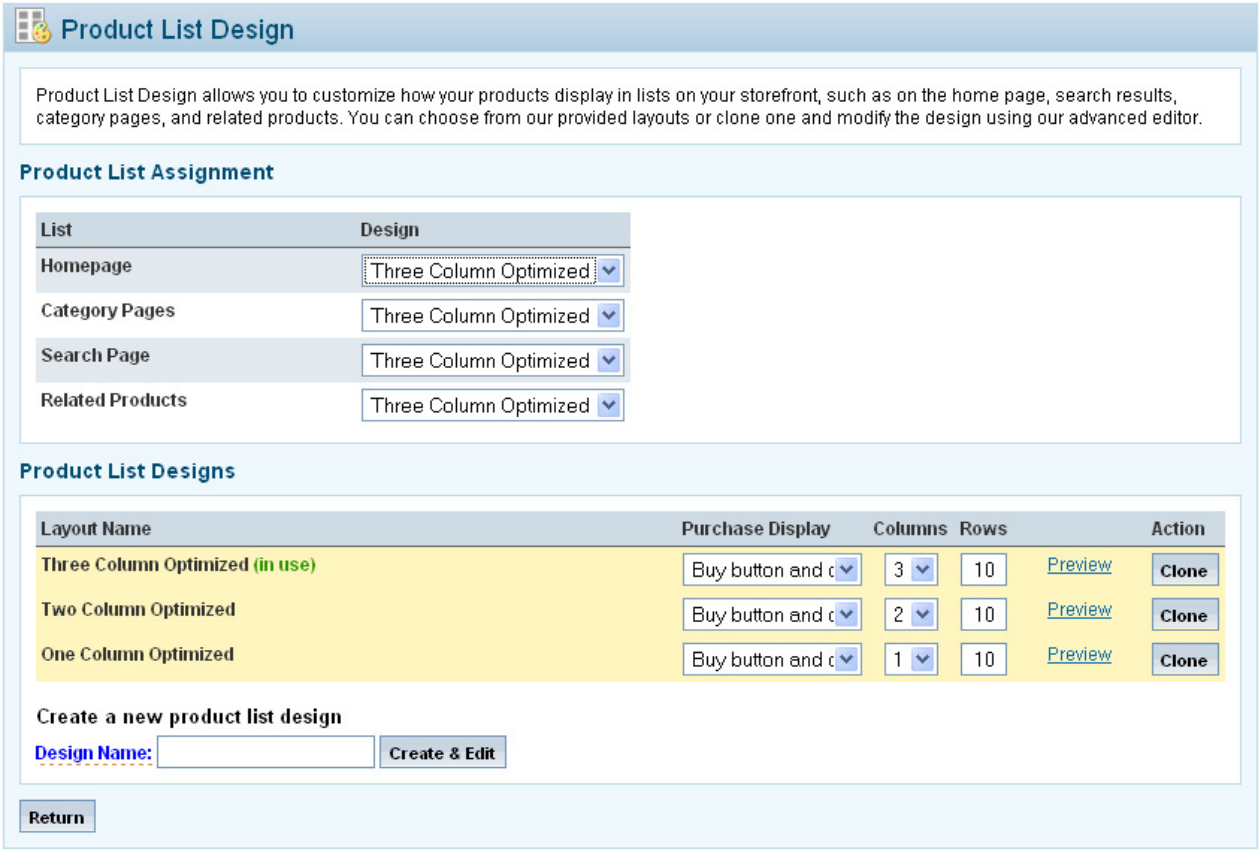


Shipping and Billing Settings

You now have even more control over your checkout process; you can specify what and how shipping and billing address information is displayed during checkout.

Product List Layout Settings

You now have the ability to configure the way your product lists will be viewed by customers on your site. You can choose several different column configurations to suit your business needs. This feature is located on the **Design** tab.
You can adjust the purchase display, columns and rows, as well as create your own product list design.



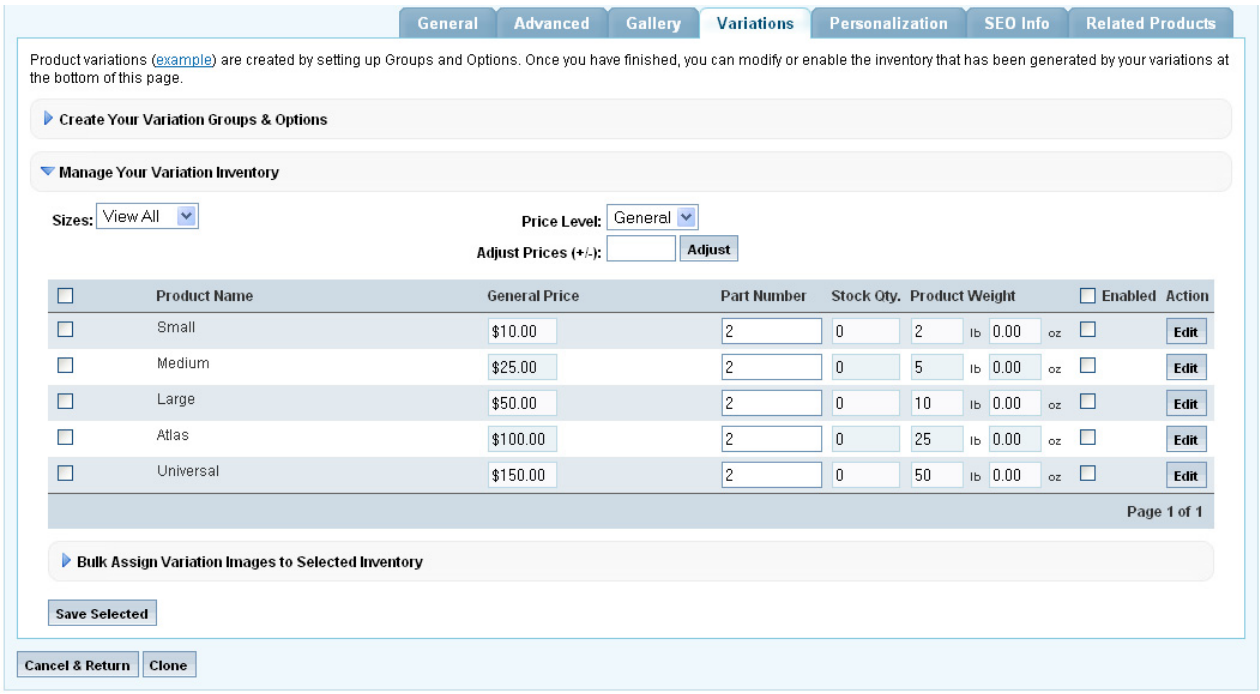
Public API

The Public API is now available for use. Please note that this is an advanced feature that should only be used by those with high level of programming expertise.

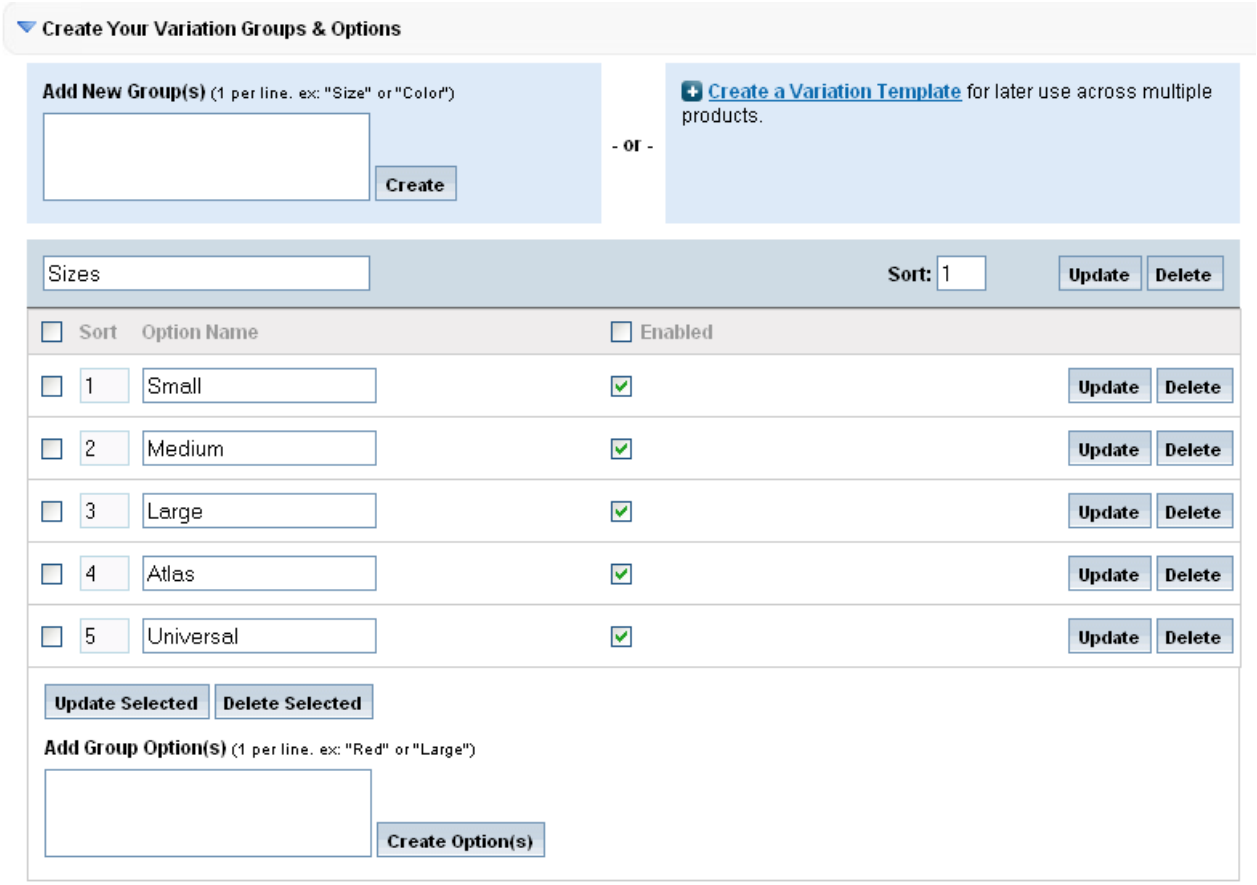
Sign-up for the API here*.
Note: The sign-up page for the Public API will go live once the 7.7 ecommerce update as finished on Friday.

Variation Usability Improvements

We've made changes to the Products – Variations tab to make it easier to use and give you more flexibility and control when managing your products. You also have the ability to adjust prices for all variations in one action as opposed to adjusting each variation price individually.



We've also added sort code to the **Create Your Variations Groups & Options** section.



Miscellaneous Enhancements

Listed below are all the minor enhancements in the 7.7 Ecommerce Release.

Checkout

- An error now displays when an invalid coupon code is entered in the Cart Details section.
- The Initial Shipping Estimate total in the Cart Details section was incorrect when both shipping and handling were taxed. This issue has been fixed.
- The Product Link for products with personalizations in checkout was editing the current product instead of leading to a new product with new personalizations. This issue has been fixed.

Control Panel

- The time frame now takes into account the selected time zone for the store (Operations > Settings)
- The Sort function for shipping was not working correctly when one USPS First Class option was enabled. This issue has been fixed.

Customers

- Customers will now correctly be listed for the mailing lists they sign up for when creating their account during checkout.
- Price Level dropdown on the Customer Edit page no longer appears when there is only one price level.

Design

- The Newsletter Module (Design > Site Design > Columns) will no longer unsubscribe addresses from newsletters.
- The preview email for inactive email design was sending the active design instead. This issue has been fixed.
- The **Item Details** nsScript in the Email Design section has been fixed.

Discounts

- Selecting all products on the last page of the Discount section was making other products unavailable. This issue has been fixed.

Email a friend

- You may now specify an email address to "Send From" for the Email-a-friend function. Replies to the email will go to this address.

File Manger

- Zip files containing large numbers of files will no longer time-out when unzipping.

Google Analytics

- The Google Analytics tracking code has been updated to reflect changes made by Google.

Import/Export

- The Category field for Import/Export now allows 256 characters.
- Categories can no longer be set to be their own parent.

Orders

- The error message "Tracking Numbers must be unique" now appears when trying to edit an order by entering duplicate tracking numbers.
- Changing the status of several orders at once on the Order Manager page was causing the "Select All" checkbox to stop working. This issue has been fixed.

Payment Gateways

- The Chase Paymentech merchant ID can be six digits long. This message has been added to the Chase Paymentech gateway edit page.

Products

- Captions will now display correctly for gallery images with one image.
- Removing a group from the variations tab will now correctly remove the group dropdown in the inventory management section.
- The Bulk Assign Variation Image function is now working correctly.
- The number of characters allowed for Product Attributes has been increased to 100 characters.
- Products in hidden categories are now added to the XML sitemap.
- Products that exist in multiple categories are now listed once in the XML sitemap.

Quickbooks

- The "SendrequestXML Failed" error should no longer occur during synchronization

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- The "Invalid Document Structure SAS Parse Exception" error should no longer occur during synchronization.
- The "Reference is not set to an instance of an object" error should no longer occur during synchronization.

Storefront

- Google Checkout was not returning rates for international customers. This issue has been fixed.
- The blank option will no longer show in the drop down for personalization questions if the personalization is required and has a default answer specified.
- The Product List View – page numeration in IE has been fixed.
- The checkout process will no longer ask customers for a shipping address if shipping is disabled.
- The Sitemap now has canonical element of sitemap.aspx.
- The Variation Price Range now display on Product Lists correctly when logged in with a Price Level.

In Production

Here you will find a list of enhancements and releases that have already gone live. Simply click on the release name to expand the release details.

Ecommerce 7.6.1 Release - May 2009

The Network Solutions Ecommerce 7.6.1 Maintenance Release Notes

The 7.6.1 Maintenance release is a small update that addresses a select group of the current known issues in the software, as well as some minor enhancements that will improve the functionality of the Ecommerce shopping cart software. This release will occur on **Thursday, May 21st at 10PM EDT**.
The enhancements included in the release are listed below.

Import/Export

- The CSV order export will now include Product Information.

Personalization Questions

- We've added a configuration code to personalization questions. This will allow you to add any information to your products with personalization questions to allow for easier tracking of order information (ie. Part number extensions).

Miscellaneous Enhancements

Listed below are all the minor enhancements in the 7.6 Ecommerce Release.

Bulk Price Adjustments

- The "Prices Adjusted Successfully" message will no longer display when an error occurs.
- HTML in Manufacturer names (such as <plaintext>) will no longer be rendered as HTML code.

Checkout

- The Shipping and handling combined was not displaying correctly. This has been fixed.
- Products that were set to "Shipping not Required" were not being figured into the tax calculation correctly. This has been fixed.
- The Tax estimate now displays the tax amount in dollars instead of a decimal number.
- Some customers would mistakenly enter symbols in their address field that would cause their order to be invalid. These symbols are now automatically stripped from orders when saved.
- Personalization questions and answers are now sent over in GoogleCheckout Orders.

Control Panel

- The mailing list subscriptions will now sort correctly in the Storefront Overview section.
- Product Weight has been added as a new draw function to the Product Layout design section.
- A new tooltip has been added explaining Containers in the Style Settings section.
- The coupon code used can now be added to order emails using nsScript.

Design

- Using more than one instance of the nsScript: ns:ProductAddToShoppingList on the product details pages no longer causes an error.
- A small number of sites were missing a few of the default themes. This has been corrected and the sites now all have the correct number of default themes.
- New warnings indicating that changing a global module can affect other designs have been added to the Global Edit section of the Design > Site Design > Columns area.

Discounts

- Discount creation has been enhanced. Large numbers of products will no longer cause timeouts when creating discounts.

File Manager

- The "File already exists" message now also states the name of the existing file.

Gift Certificates

- The Recharge button has been renamed to Edit.

Import/Export

- The generic error message has been changed to "We were unable to process your import. Please try again in a few minutes."
- Importing a product that is Purchasable but does not also have the CustomerPrice and PriceMessage fields filled out will now produce a more descriptive error.
- Importing the "Hidden" column was not correctly categories. This has been fixed.
- You can now export products by Warehouse.
- Import/Export now works correctly for specific attributes

Inventory

- A Save and Create button has been added to the Products and Categories sections.

Orders

- Changing the order status to Payment Received no longer will add inventory back to product.

Pages

- The Offline.aspx and edit this page were not working correctly on some sites. This has been fixed.
- On the default Contact Us page, the Order Email From address when clicked, now returns to the General Settings tab.

Payments

- Linkpoint API – The Void operation in the Linkpoint Payment Gateway now works correctly.
- USA ePay is now able to process partial balance refunds.

Personalization Questions

- Any User that has permission to edit products and personalization templates can now preview personalization questions.

Products

- The deleting and re-uploading images individually in the Product Image Gallery no longer creates an error.
- Blank variation templates can no longer be applied to products.
- The Product sort order is now displayed on the Product Index page.

Product Feeds

- The Googlebase Product Feed contained extra tabs at end of rows that were causing errors on submitting the feed to Google. This has been fixed.

Reports

- Expanding a variation product now correctly displays the combination of options purchased.

Shopping Lists

- The List View now includes personalization surcharges.
- Some Shopping lists would occasionally fail to retrieve list details. This has been fixed.

Storefront

- Changing the Shipping Option while viewing a shopping cart now correctly updates the price total to include the new shipping price.
- The Taxes header will no longer display when taxes are turned off in the cart details settings.
- Clicking on a category pages from a secure page now takes you directly to that category page after log in instead of the homepage.
- The login section no longer expands with a long email address in Internet Explorer.
- The "Out of Stock" message was only displaying when a variation was selected. This has been fixed.
- Entering your domain address without the "WWW" prefix will now correctly bring up the index.aspx page.

Taxes

- Users granted access to the Taxes tab can now override taxes.
- The Taxes database has been updated to comply with recent tax changes.

Ecommerce 7.6 Release - April 2009

Coming Soon - The Ecommerce 7.6 Release!

The 7.6 Release includes a variety of enhancements built to help store owners and operators increase their productivity and speed while using the 7.x software. New features included in this release include Custom Product Attributes, Product Level Discounts, Remote Add to Cart, new Control Panel paging enhancements, and a number of minor updates. Look for this update on **Thursday (4/30/09), at 10pm EDT**.
These features are described below.

Custom Product Attributes

Located on the Inventory Tab, this enhancement gives you the ability to create a custom field or attribute for products (e.g., Artist, Year, Make, Model, ISBN, Author, etc.), determine where that field will be displayed, and have that field integrate with the search results on your storefront for customer use.
For Example:
If you were to create a product attribute called Color, you might create values of White, Yellow, Orange, Red, and so on. This attribute could be applied to several unrelated products allowing customers to easily search for and find all products with a specific color.
To create an attribute:

1. Navigate to the Inventory Tab in the Control Panel and click the Product Attributes Link.
2. Enter the name of your new attribute on the Add a New Attribute text box and click the Create & Edit button.
3. Specify the attribute type and Attribute name.
4. Specify the attribute visibility on the Storefront and the Invoice.
5. Create attribute values by entering the new values in the Add Value textbox. Each new attribute should be on its own line.
6. Click the Create button when you've added all the desired values for the attribute.

Click here to learn more about Product Attributes.

Remote Add to Cart

This feature will allow you to put buttons on HTML pages or remote (e.g., ImageCafe sites or social media sites such as Facebook), that will add a quantity of product to their cart when the link is followed. The HTML Code for the Remote Add to Cart is located on the products advanced tab or the variation edit screen if the product contains variations. It can be used as is or modified for use on a site.
To add a Remote Add to Cart button:

1. Copy the HTML code for the desired product.
2. Place this HTML code in the desired web page HTML. You can edit this code to suit your needs.

Click here to learn more about the Remote Add to Cart feature.

Product Level Discount Code

The Ecommerce 7.6 Release will introduce Product Level Discount Codes, allowing you to give a target group of customers a discount code to enter at checkout. Your customers can use the provided discount code or link to receive the percentage or dollar off the desired product.

To learn more a about Product Level Discount Codes, click here.

Control Panel Paging Enhancements

This is a usability enhancement to the Control Panel that will create more useful paging functionality across the board. Currently, we set paging at 25 rows, and this will deliver controls to optionally display more rows for any grid (e.g., 25, 50, 100, or 200). This enhancement will allow the user to jump to the page of their choice.

Miscellaneous Enhancements

Listed below are all the minor enhancements in the 7.6 Ecommerce Release.

Checkout

- A message urging customers to checkout with Google Checkout no longer appears if no Payment Gateway is setup.

Control Panel

- The View Storefront link no longer stays on secure URL if you are using a custom index.htm page.
- Sales stats for previous month now display the correct statistics when the current month is March.
- The shipping and handling charges no longer are shown on the same line if the "Combine Shipping and Handling charges" option is not selected.
- Users who have access to products now correctly have access to the Reorder Page.
- Referring URL in orders are now included in both CSV and XML Order Exports.
- The discount product search now works correctly on all product pages and search results pages.

Customers

- Some sites were receiving an error when saving customer information on the Customers Manager. This has been fixed.

Design

- The Newsletter Module can now be edited.
- A minor defect in the Candy 3 template has been fixed.
- The number of custom product layouts has increased.

Discounts

- The "Next" and "Previous " links in a category no longer display if there is only one product in the category.

Import/Export

- Deleting a category now correctly associates its old products to new category.
- The affiliate code is now included in the xml export.
- Product names are no longer allowed to use semicolons, pipes, and tildes.

Orders

- Personalization Questions will now charge correctly when added to products.
- Google Checkout orders now correctly archive in the Control Panel.
- Product level handling fees are now applied correctly to cloned orders.

- The information from Orders with large numbers of personalizations is now received correctly.
- The "Discount Code Applied" label no longer wraps when editing an Order.
- The order history no longer shows for Google Checkout and PayPal Express order status changes.

Products
- Sort order is now displayed on the product index.
- Variation part numbers now correctly return search results.
- The Shipping Message will no longer be removed when variations are selected.

Product Feeds
- The Product Feeds section has been moved. It is now listed under the Inventory Tab.
- The Googlebase Product feed has been improved.

Quickbooks
- The software is now able to sync with latest version of the web connector (2.0.0.139).

Reports
- The Page Not Found and Search Query reports no longer state that they are filterable by Order Status.

Search
- Disabled variations no longer appear on storefront product searches.
- When narrowing a search by category all categories that contain results will be correctly displayed.

Storefront
- The Personalization label no longer displays on a product if the product has personalization questions disabled.
- An error message now appears when you have exceeded the maximum number of attempts to checkout.
- Customers will now be able to checkout with PayPal if Google Checkout has been clicked first.
- When a customer changes a password, they are required to create a new password that has 7-50 characters in it. This is now stated when the customer changes their password.
- Customers will now be able to unsubscribe normally to a mailing list when logged in and only one newsletter exists.
- The category "Previous" and "Next" links on product pages that are hidden due to being out of stock now redirect back to the origin product.

Taxes
- The City of Manchester by the Sea is now listed as Manchester.

Warehouses
- A confirmation message will now appear when you delete a warehouse from the index page.

Ecommerce 7.5.1 Maintenance Release - March 2009

The Ecommerce 7.5.1 introduces several minor enhancements and additions to the Ecommerce software. Look for this release Thursday, March 26th, 2009 at 10:00PM (EDT).
The changes included in this release are listed below.

Import/Export

The Import/Export process has been enhanced with several behind-the-scenes adjustments to increase the overall speed of Import/Export as well as the addition of Category Import/Export.

Control Panel

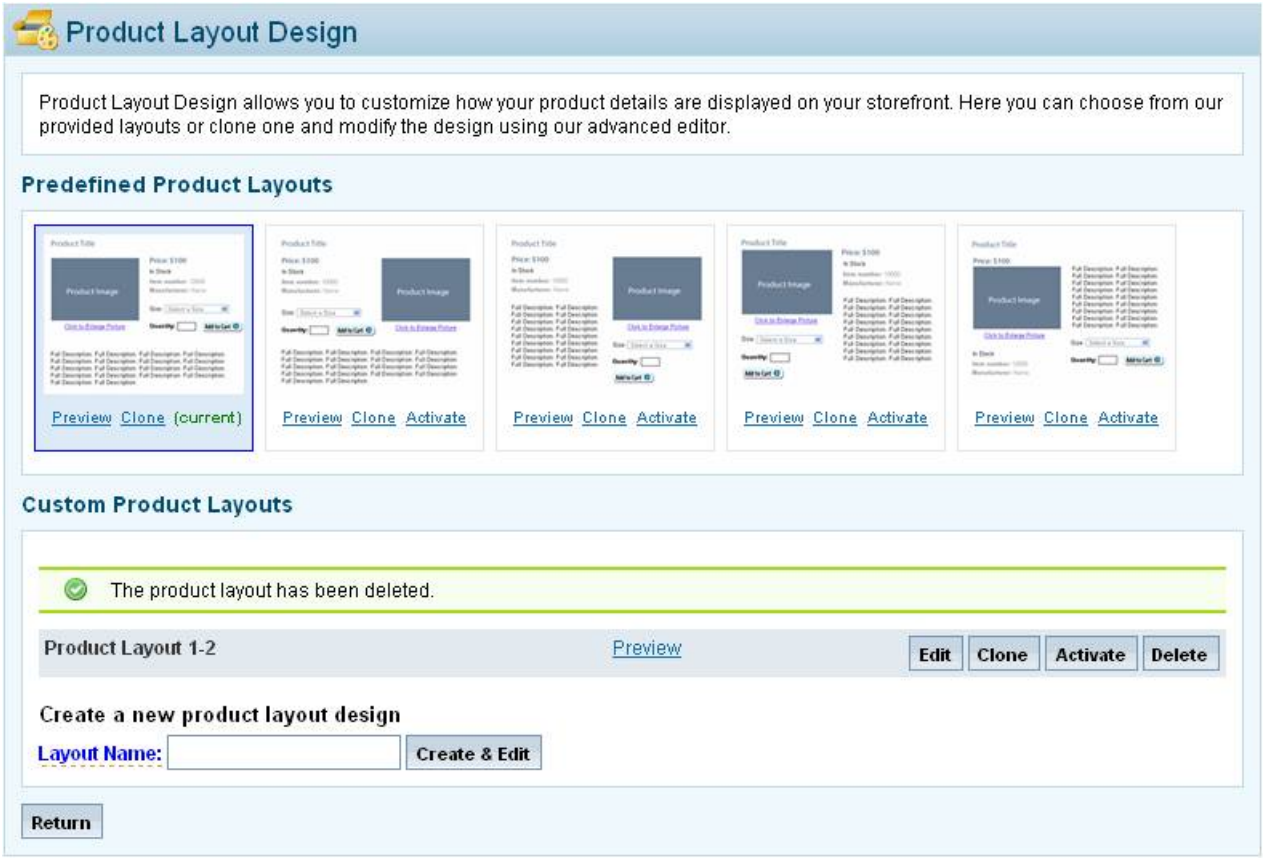
We've added a new timeout option to the login module that allows you to choose how long you can be logged in and idle in the store. You may now be logged into the store and inactive for longer than 15 minutes as long as you do NOT have access to credit card information.

Orders

Due to popular demand, we've brought back the product information on the Order Manager Index view and adjusted the Shipping and Billing and Fulfillment buttons.

Design

You can now preview your product layout designs by clicking the preview link.



Users

There is a new permission in the Users section that can restrict the Control Panel homepage view.

Storefront

- Google Checkout orders now appear in Google Analytics.

Miscellaneous Enhancements

- You may now have up to 750 total options for Personalization Questions.
- The Referring URL has been added to the Order Edit page.
- You may now have up to 1000 Warehouses

Minor Enhancements

Listed below are all the bug fixes that are included in the 7.4 release.

Bulk Price Adjustment

- The Bulk Price Adjustment will now correctly apply to both categories and manufacturers.

Categories

- Setting a product as a category special now correctly displays that product at the top of the category page.

Checkout Questions

- Checkout answers with more than 450 characters will now save correctly in the Control Panel.
- Images that have been added to checkout questions (and personalization questions) will now display in a more aesthetically pleasing fashion.

Control Panel

- Loading new images in the image manager will no longer display the old image.
- The general tab image manager now opens to the correct directory.
- The Logout Key image has been fixed in IE6.
- The control panel now correctly uses wildcards for searching partial terms.
- The Order Affiliate Code has been added to exports.

Customers

- When creating a new customer with an already registered email address the error message "Failed to create customer. A customer with this first name, last name, and email address already exists" will appear.

Design

- In IE6, the expand/collapse button would sometimes remove the "Active" label from a design template. This has been corrected.
- Selecting a template will no longer redirect you to the site design page.
- A design cloned from a locked design was using global modules which could then be changed, affecting the locked design. This issue has been addressed.
- Several themes have had minor adjustments made for visual improvements.

Discounts

- After the 7.5 update, some discounts were not applying correctly across price levels. This issue has been addressed.
- On rare occasions, discounts would double when an order containing a free shipping discount code and an order level discount was changed.
- Available products list will now update correctly when selecting products for quantity discounts.
- The coupon link will now generate correctly when switching between discount types.
- Dollar-Off Product Price discounts now correctly apply across the board to all existing and new variations.

File Manager

- The File Manager now matches the Control Panel time zone settings.

Import/Export

- Importing/Exporting special symbols will no longer cause the Import/Export to fail.
- Importing a new category now correctly delimits the category according to the site settings.
- The Short Description is now exported correctly in the CSV export.
- On rare occasions, an Import would get stuck in the Pending status. This issue has been addressed.
- The 'Prevent Purchase' field in the Product CSV export has been adjusted. It has been renamed 'For Sale' to match the For Sale setting.
- The 'For Sale' status for variations are now exported correctly.

- The Import/Export process will take much less time returning an error if there are missing column headers in the Import file.
- The URL for SEO no longer adjust the character "/" to the character "-" on import as long as the "/" character is not the leading character

Invoices

- Surcharges will now only display if the amount is above $0.00.

Orders

- Cloning an order will no longer refresh to the top of the page. The page refresh now returns the user to the same section.
- Declined Order emails are now being sent out properly to customers for all declined orders.
- Tracking numbers no longer duplicate when clicking the Edit button for customer information.
- Orders made with Google Checkout are now displayed correctly in the Order Manager.
- Adding multiple variations to an order in the Order Manager now correctly displays all available variation dropdowns.
- Re-Authorizing a voided order in via Back End Order Entry now correctly re-authorizes the order.
- Product information has been added to the Order Manager display. Each order now shows the products included in the order.

Pages

- An indication has been added to show that you are currently in the predefined or custom pages section.

Payments

- Custom Payment methods now have the ability to change the title of the Account Number method.
- Required fields are now properly marked for all payment gateways.
- A tool tip has been added explaining the Authorize Only option for payment gateways.
- On rare occasions, some clients were encountering unknown errors with orders charged through their payment gateways that were being denied in the cart. This issue has been addressed.

Personalization Questions

- We now add a leading "/" to image paths if the image does not already include the character

Products

- The tooltips for Product Reviews and Discounts have been adjusted in size and placement for smaller screens.
- The tooltips for Variations have been adjusted in size and placement for smaller screens.
- Sales Price no longer displays in customer lists when a pricing message exists.
- Changing the price level drop down in product variations when no price level has been set will no longer causes an error.
- Changing a product with variations to a homepage special on the Product Manager page would sometimes cause an error. This issue has been addressed.
- Categories at the deepest allowable level are no longer selectable as parent categories in products.

Quickbooks

- Occasionally orders would fail to sync and report a 'String too long' error message. This has been corrected and should no longer occur.

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- Some orders would fail to sync with QBMS with an error message "ReceiveResponseXML failed". This issue has been addressed.
- The Inventory amounts in the Control Panel were only being adjusted if BOTH the Import Inventory and Export Orders options were checked. This issue has been addressed.

Reports

- The mouse-over tips in the Reports page have been adjusted in size for smaller screens.

Shipping

- Entering an invalid UPS account number will no longer return you to the terms of service to display an error message.
- USPS First Class Mail Package now works properly in conjunction with the 'Eligible for Free Shipping' option.

Shopping Carts

- Google checkout cart status is now correctly displayed in the Shopping Cart section of the Control Panel.
- PayPal Checkout cart status is now correctly displayed in the Shopping Cart section of the Control Panel.

Storefront

- The Mailing list checklist will now hide the single checkbox on the module is a customer is not logged in and there is only one mailing list.
- The HTML sitemap will now redirect back to /sitemap.aspx if the URL is changed to /sitemap.aspx?page=[Z] where Z is any page number greater than the total page count for the site.
- On rare occasions updating My Account information would cause an error. This issue has been addressed.
- Setting the storefront to display products from high to low ratings now displays these products correctly.
- The option to add a Tax ID on the registration page has been added to the Operations > Settings > Checkout page.
- On rare occasions, adding a product to a shopping list that is not for sale would result in an error. This issue has been addressed.
- Image gallery images are no longer labeled as lower case if they are hosted offsite.
- Having Google Checkout as the only payment gateway now correctly hides the regular checkout from customers.
- The Free Shipping option would, on rare occasions, become de-selected after leaving checkout. This has been addressed.
- Adding the minimum purchase amount to a product order when the minimum amount has already been met will now correctly add to the shopping cart.

Ecommerce 7.5 Release - February 2009

The 7.5 Ecommerce software update will add a ton of great features and enhancements, all of which are listed below. Look for the update to go live Thursday, March 5th, 2009.
In the 7.5 update for the Ecommerce stores, we've added a new feature: Price Levels! You can use this feature to setup tiered pricing for different groups of registered customers (this feature replaces the Customer Group discounts functionality and moves all your current customer group discounts into price

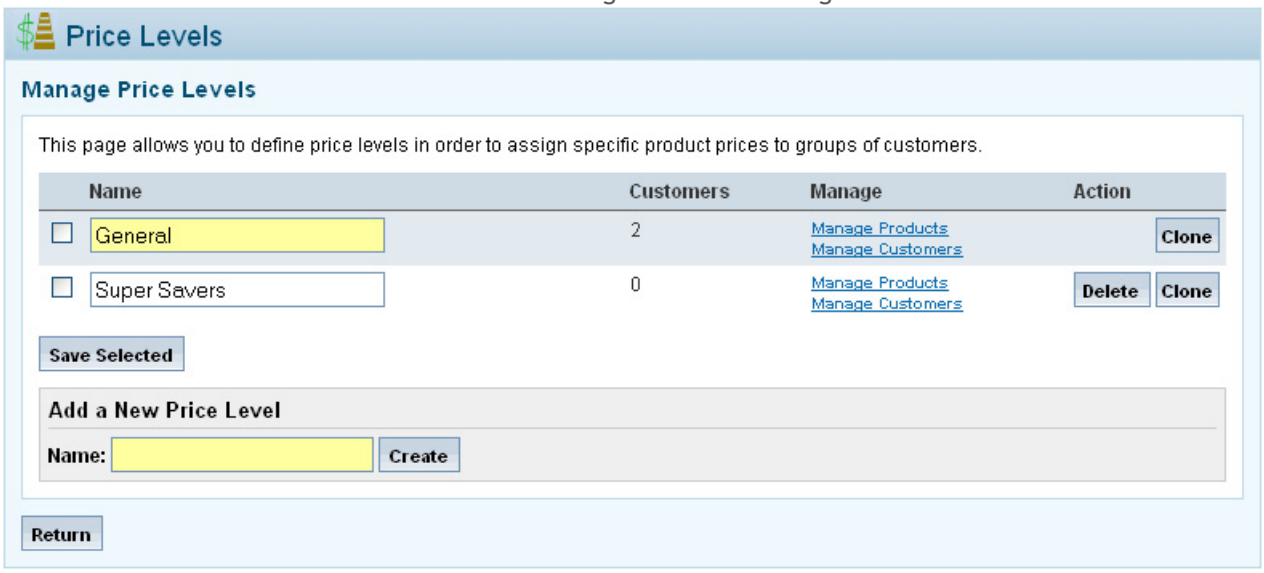
levels). We've improved the Order Manager and Customer Manager, added dollar amount discounts, added Low Inventory Alerts and added a new ChatStat module to make it easier to sign up and implement ChatStat on your site as well as utilize ChatStat for direct support from our dedicated support team. We've also addressed an unprecedented number of client-discovered issues as well as fixing miscellaneous issues.
A brief overview of the new features is shown below.

Price Levels

Located on the Sales tab, price levels give you the ability to perform wholesale pricing on your store. You can create up to 5 different price levels (aside from the general level that exists as a default) and change the pricing of any products that will increase or decrease with the new level. Once you've created your price levels and priced your products accordingly, you can add your customers to the desired price level.

To Create a Price level:

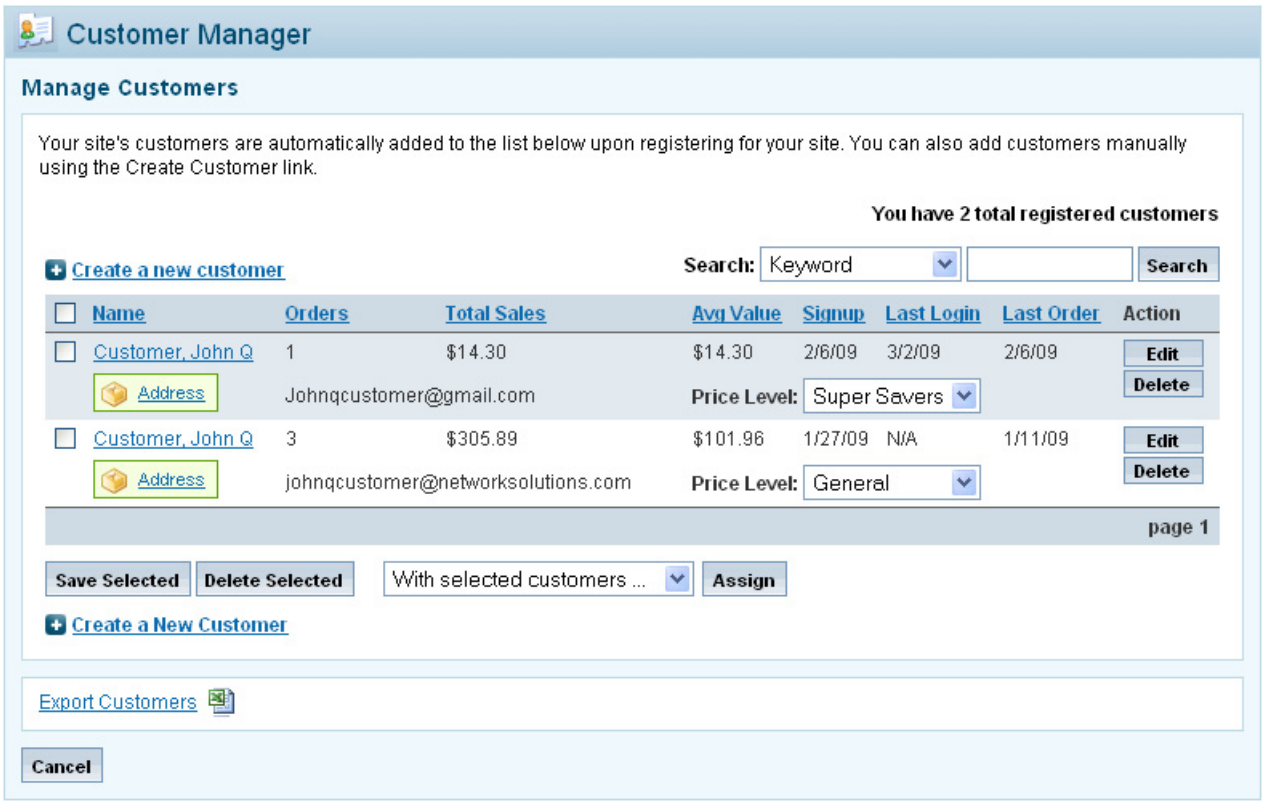
- Navigate the Price Levels section of the Sales tab.
- Click Price Levels to be taken to the Manage Price Levels Page.



- The Price Level Manager displays the number of customers currently part of each price level.
- Enter the name of your new price level in the Add a New Price Level text box and click the create button.

To add customers to a price level:

- Navigate to the Customers section of the Sales tab.



- You can move a customer to a pricing level directly from the Customer Manager page by clicking the Price Level dropdown and selecting the desired price level.

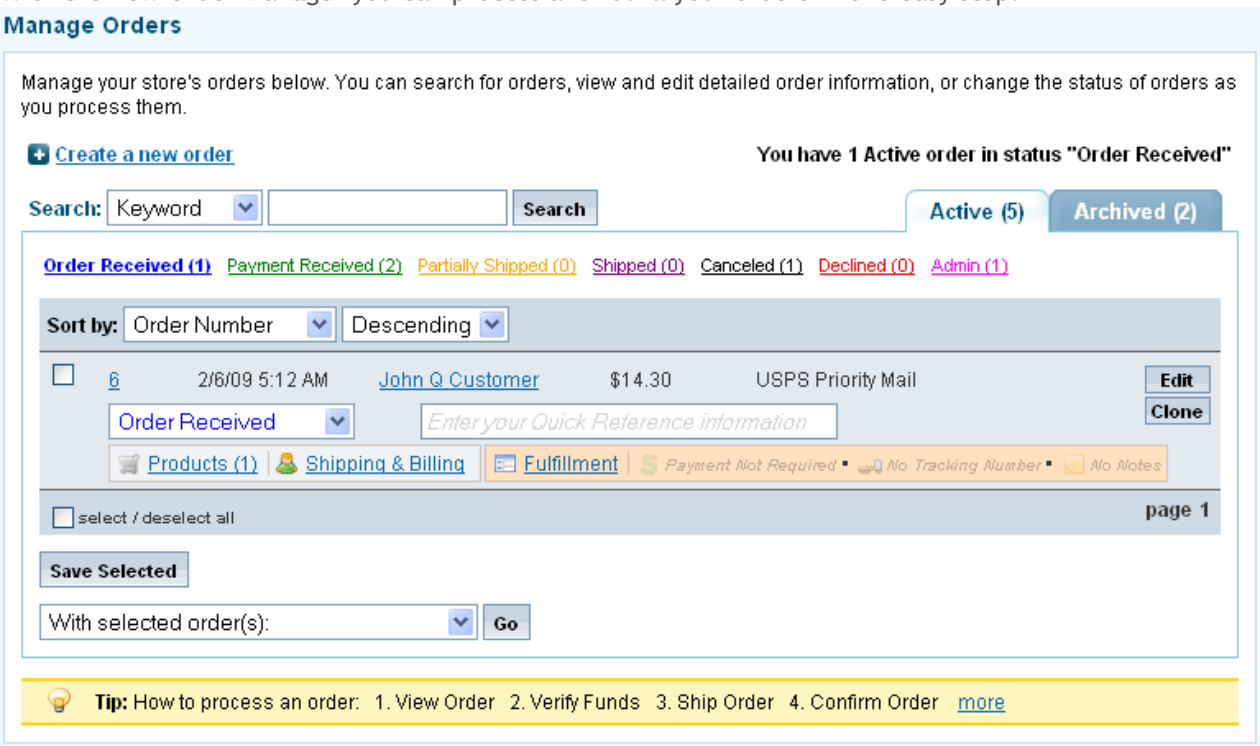
On the Storefront, customers that are a part of a price level will see the desired changes to the prices for your products.

NOTE: If you currently use Customer Group Discounts, your customer group discount will be migrated to a price level. This includes all of the customers currently assigned to the customer group discount. You

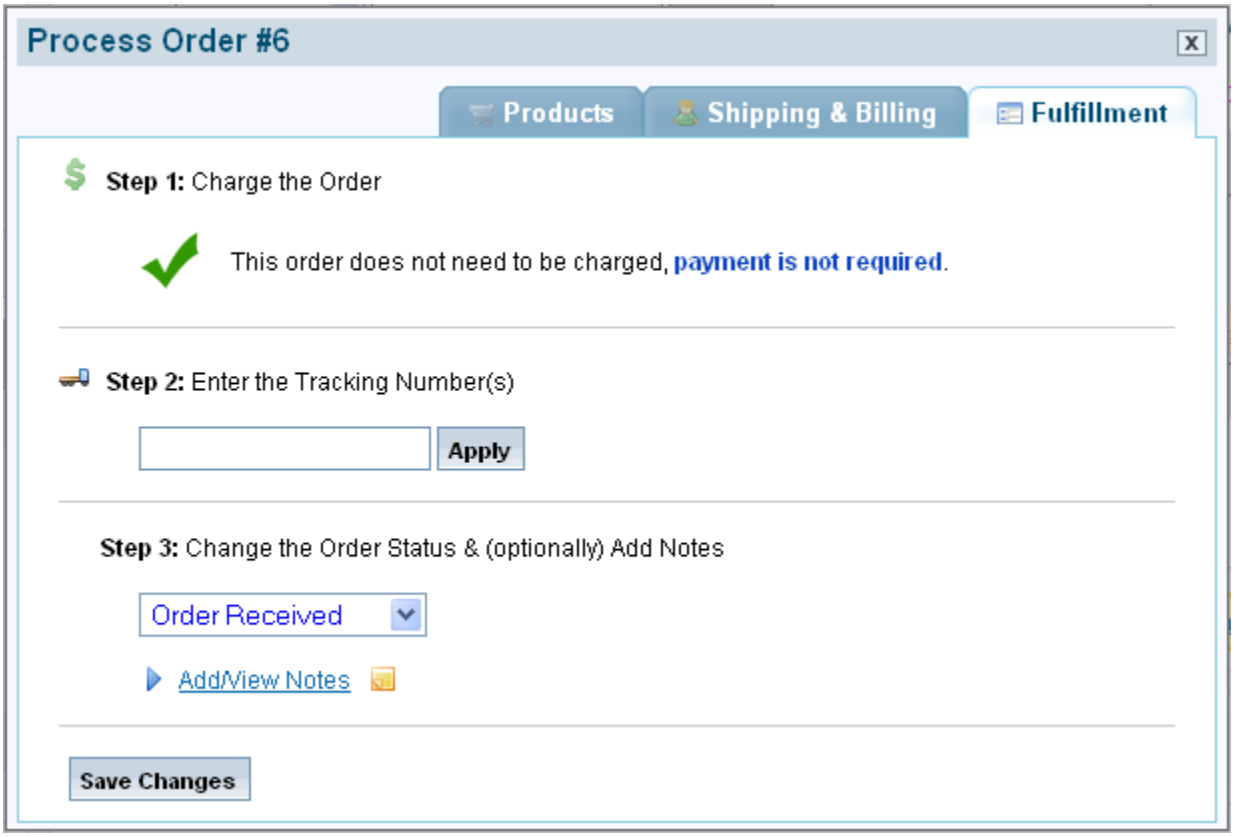
will not need to make any changes and your customers will see no change in either their pricing on your storefront.

Order Manager

With the new Order Manager you can process and fulfill your orders in one easy step.



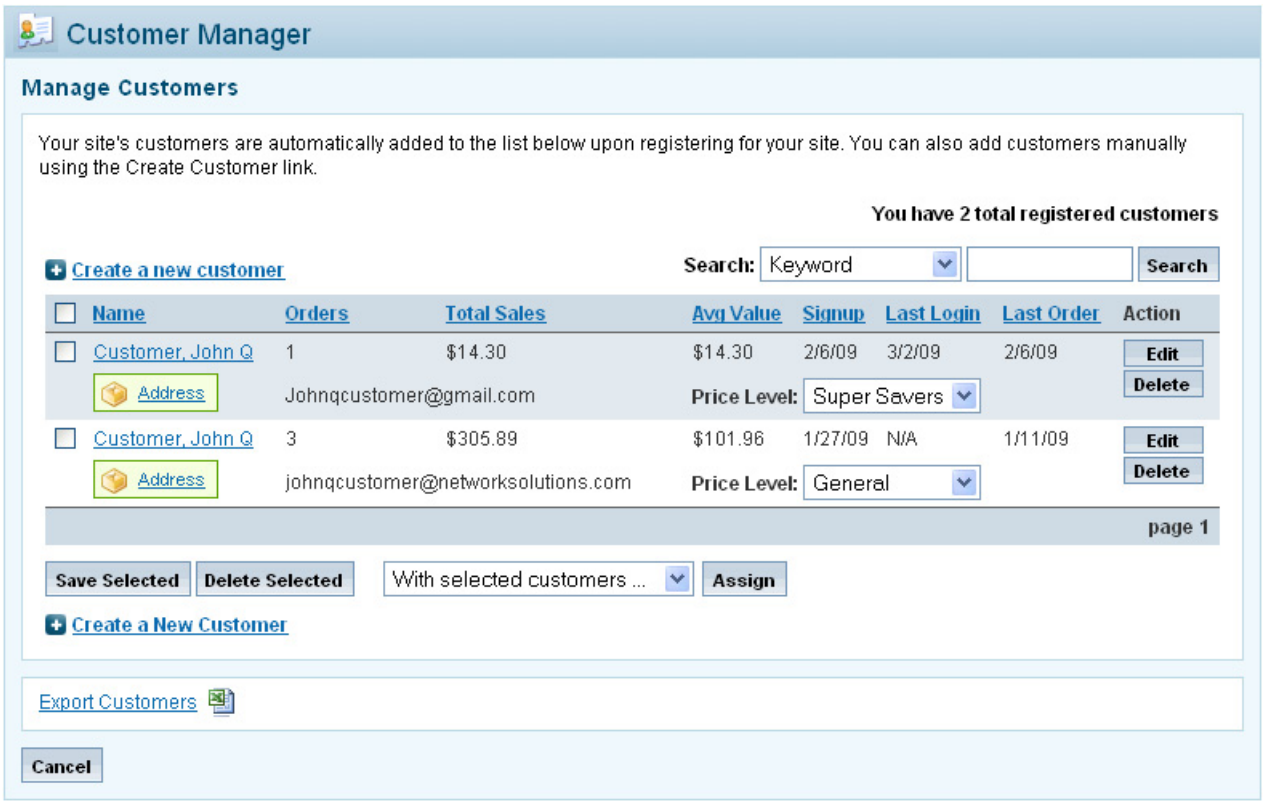
Not only can you change the order status right on the order manager, but by clicking on the Products, Shipping, or Fulfillment links under each order, an easy to use fulfillment popup appears that can help guide you into processing the order.



In the Fulfillment popup, you can click on the Products tab to see what specific products are included in the order, or the Shipping & Billing tab, to see the customer shipping and billing information. You can also enter a tracking number, change the order status, and add notes to the order.

The Customer Manager

The Customer Manager has been enhanced to give you a greater level of At-a-glance information without having to drill down into each and every customer.



Not only can you quickly see the total orders, sales, and average value the customer has purchased from your store, but you can quickly add the customer to a price level (via the Price Level dropdown box)

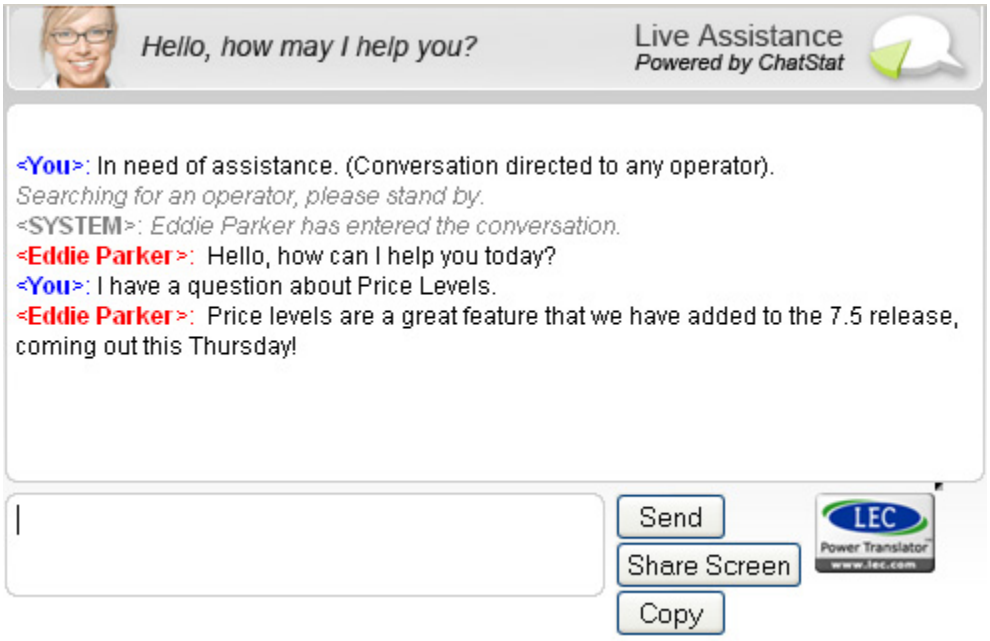
The Edit Customer page has also been enhanced to include the Price Level Option, Mailing List and Customer Group Options, as well as the Orders, Total Sales, Average Value, and Purchase Product information for each customer.

ChatStat

The ChatStat integration with the e-commerce software is ready to go! There are two different implementations for ChatStat in the e-commerce software:

Use ChatStat to talk directly with the Support Team
Located on the Help Tab of the Control Panel, the ChatStat module allows you to open a chat dialog directly with the ecommerce support team if a member of the team is online.

To start a chat with the support team, simply click on the ChatStat button.



If there are no members of the support team available online, you can still click the ChatStat button.

This will open a small popup where you can describe your question or problem and request feedback.

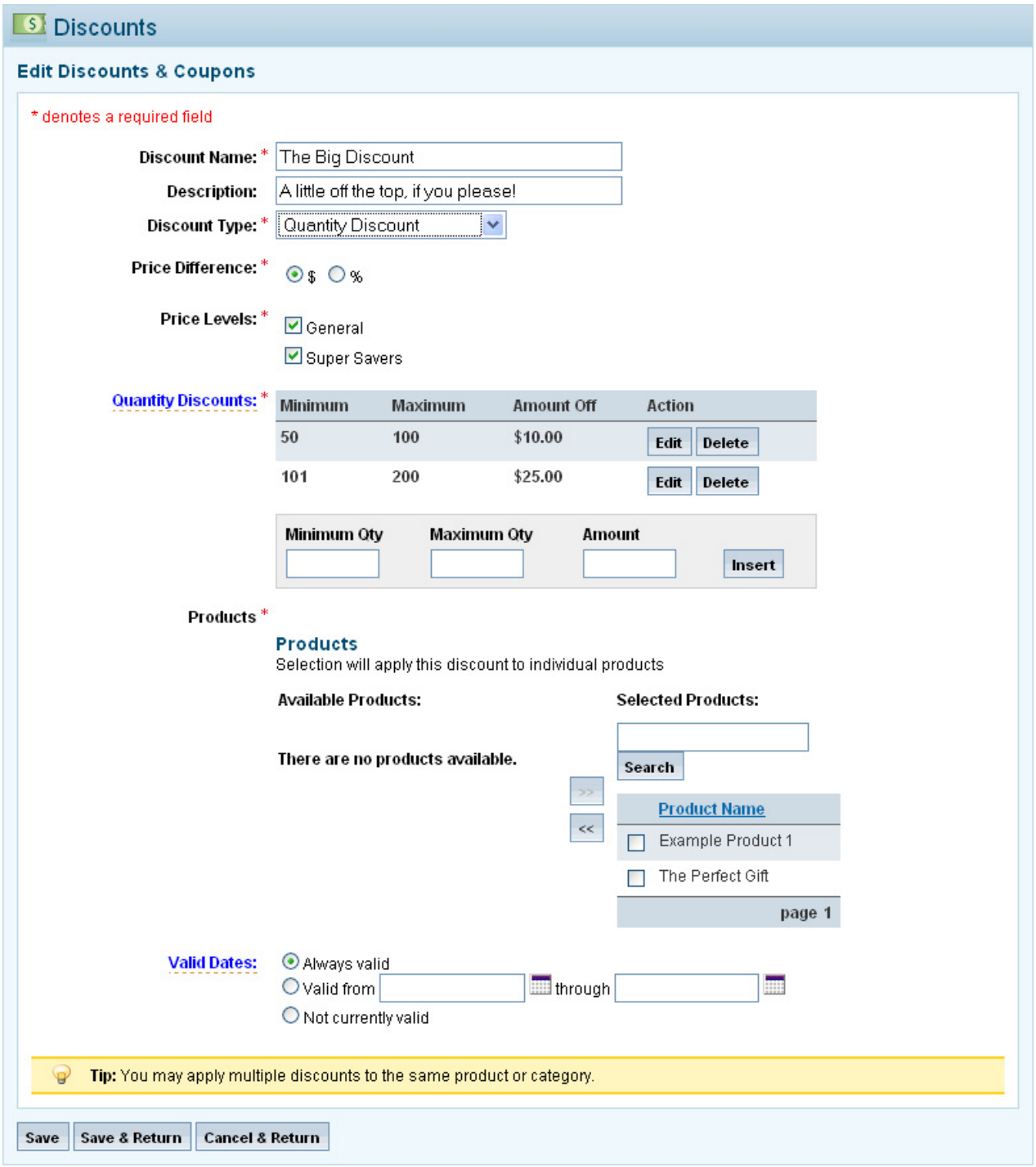
Use ChatStat to speak directly with your customers

You can use the ChatStat module (Located in Design > Site Design > Columns) to chat directly with customers on your store.

Once you add your module to your storefront, you can sign up with ChatStat itself (visit ChatStat.com for details). After signing up, install the software on your computer, enter your Customer ID and begin using the module to talk directly with your customers.

New Discount: Dollar Amount Quantity Discount

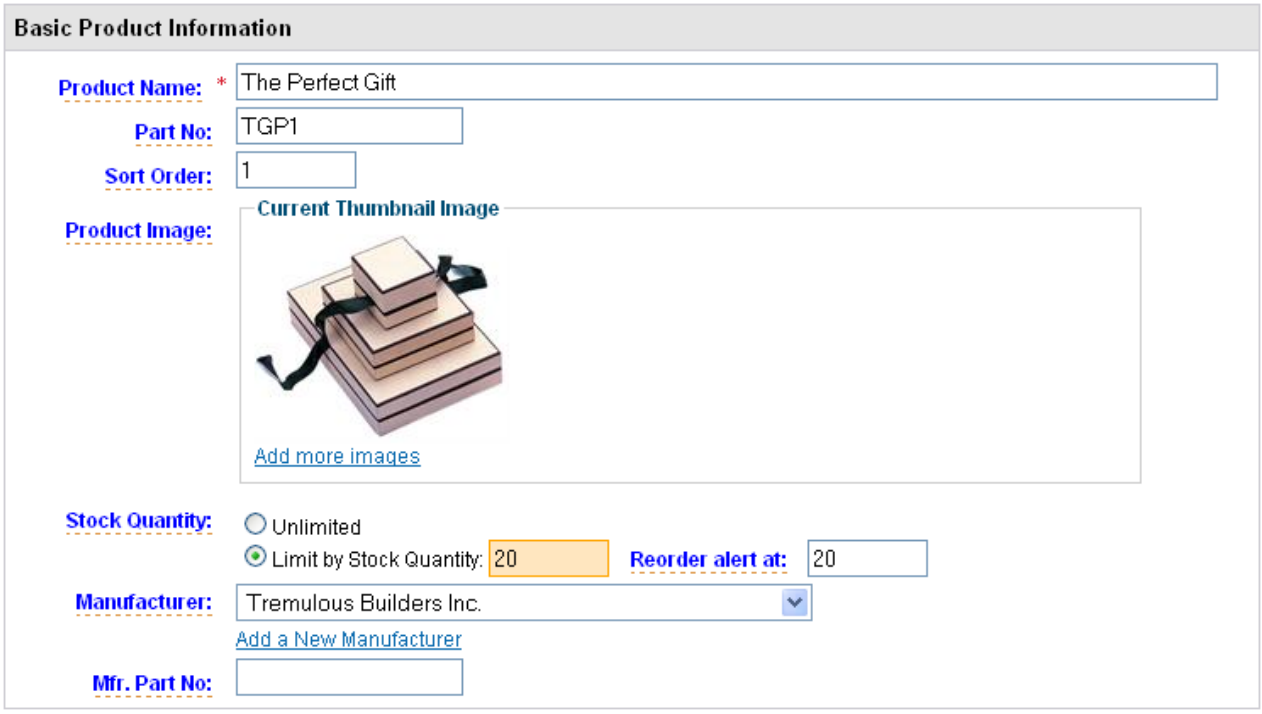
Our clients have been asking for this enhancement and we've delivered! You now have the option of creating and applying a quantity discount that will take a dollar amount off the order price



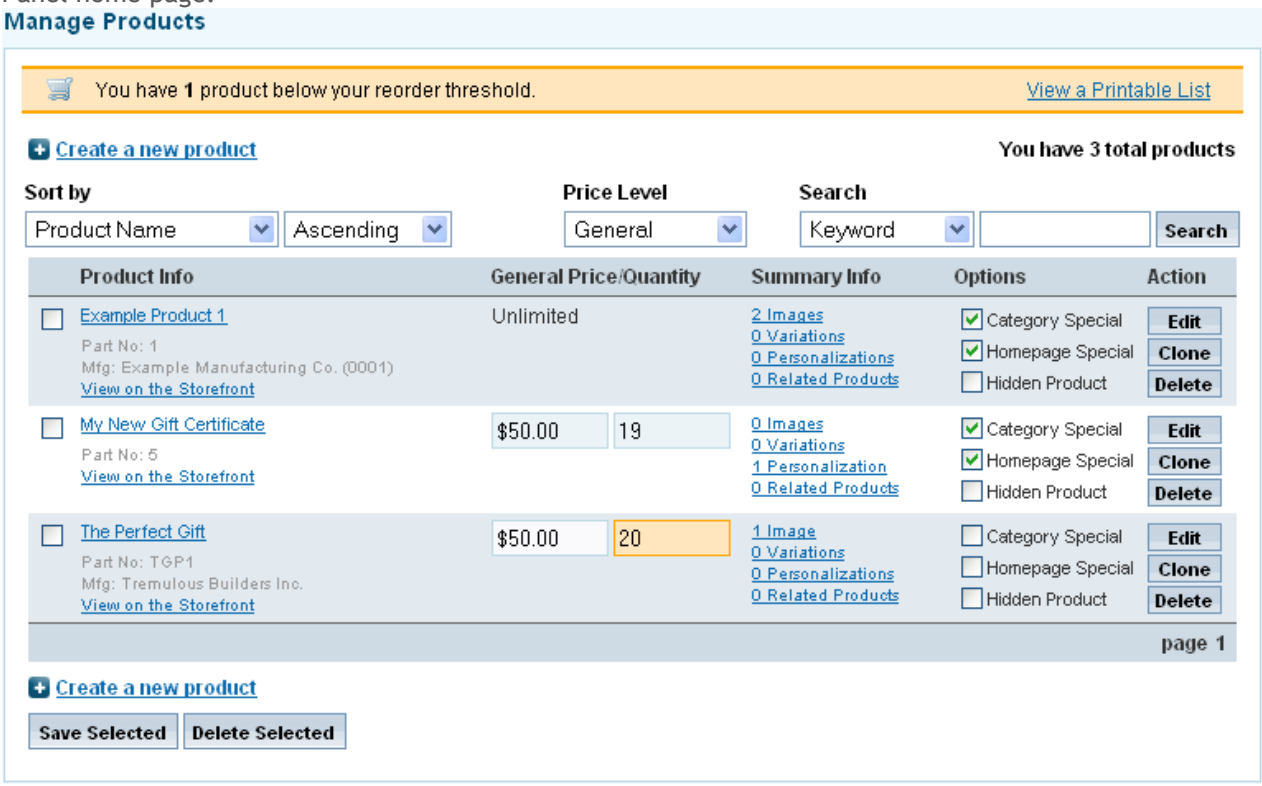
You can also apply any discount to any of your price levels giving you a deeper ability to give your customers the pricing and discounts you want them to have.

Low Inventory Alerts

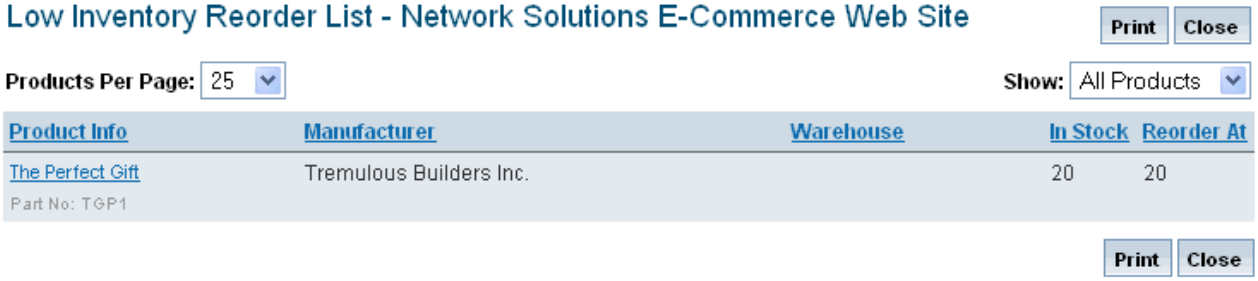
A new feature to the e-commerce cart is the Low Inventory Alert. When you create your products and set an inventory amount, you can also set a low inventory alert.



Once your inventory for this product has reached the alert level, you will be notified on the Control Panel home page.



You can view a printable list of all your low inventory alerts by clicking the View a Printable List link in the Inventory Alert Message bar.



Customer Requested Enhancements

Utilizing the feedback from the Voice of the Customer (V.O.C.), forum threads, and conversations that Tech Support has had with clients, we've generated a great list of ideas for future enhancements and resolutions to the existing software. While many of these customer driven requests are included in each release, with the 7.5 update, we've not only included a massive amount of issues and enhancements, but we've broken out the customer-driven issues so that you can see how seriously we take our customer requests.

Checkout

- When a customer has no items in their cart that require shipping, the shipping section will be hidden.

Control Panel

- Entering an order number that does not exist in the Quick Search field now takes the client to the Order Manager and displays the message "You have 0 active orders matching your search term."

Discounts

- The rounding of prices involved with discounts as been enhanced for greater accuracy.

File Manager

- Long file names will no longer cause the image manager to stretch with no ability to resize or scroll. A scrollbar has been added to the image path section.

Orders

- The email address field is no longer required for orders when the site settings do not have email address field as required in checkout.
- Customer notes field now accepts up to 2000 characters.
- Clicking on a tracking number will now open a popup window that will display the tracking status of the order. **NOTE:** The tracking number must meet the standards of the shipping carrier.
- A link to the Email Design section has been added to the Manage Order Statuses section of the Orders page.
- A restriction has been added to the admin notes section of the Order Edit page. This restriction will not allow more than 3000 characters to be entered in the field.

Pages
- A tooltip was added to the SEO description information.

Products
- Section for moving products and categories has been changed. This text has been added: "**Delete this Category** - You currently have products assigned to this category. In order to delete this category, please select the category below to which you would like to move those products.
- Tool tips have been added to the Edit Variation page.
- The fields on the Edit Variations page now match the general product edit page.

Quickbooks
- Orders fail to sync returning a "ReceiveResponseXML failed" error.
- A link to the Intuit Webconnector download has been added to the Quickbooks Account Settings page.

Shopping Carts
- Shopping Carts – An issue with the Help Tips causing a strange wrapping error has been fixed.

Storefront
- Editing the profile of a registered customer while logged in on the storefront now correctly changes the customer information.
- The Mailing List module will no longer overwrite mailing list submissions made by a customer when they first registered with the site.
- Creating an account by first registering an email address in the mailing list module and then proceeding to the full registration through "My Account" no longer causes a server error. The account is created as normal.
- Changing the shipping region to international now replaces the zip code with Postal Code.
- International checkout now shows State/Province when Canada is selected.

Miscellaneous Software Changes

Listed below are the miscellaneous minor changes included in the 7.5 Update.

Account Manager
- Signing on through the account manager was causing some sites intermittent errors. This has been corrected and the error should no longer occur.
- Signing into a store through the account manager with a locked account will now display a message stating that the account is locked and the client should call technical support for resolution.

Control Panel
- A deleted category that had previously been bookmarked will now return a "The selected category was not found" message when that bookmark is used.
- A deleted gift certificate that had previously been bookmarked will now return a "The selected gift certificate was not found" message when the bookmark is used.
- A deleted customer group that had previously been bookmarked will now return a "The selected customer group was not found" message when the bookmark is used.
- Creating or deleting bookmarks with no description will no longer cause an error.
- Long bookmark names will no longer wrap. Only the first 20 characters will be displayed.
- The Image Manager can now be resized in IE7.

- The Image Manager has been adjusted to properly contain all of its buttons in all instances.
- The WYSIWYG Insert Image option now correctly inserts pictures at the top of the page in Firefox 3.
- Addressed the Part Number vs Item Number discrepancy in the cart. They are now all referred to as Part number.
- The WYSIWYG media button was producing incorrect code. This has been corrected.

Customers

- The total number of registered customers is now displayed in the Customer Manager.
- Changing the email address of a customer to a pre-existing email address no longer deletes the customer. Instead, an error message appears stating that the changes cannot be saved.
- Customers can now be removed from mailing lists in the Customer Edit page.
- State is no longer a required field when editing or creating a customer who is outside of the US or Canada.

Checkout

- Clicking the Checkout button with an empty cart no longer produces an error.
- nsScript will now function properly for all checkout instances.

Categories

- The error messaging for adding or editing a category with an invalid friendly URL has been changed to reflect the invalid friendly URL.

Design

- Cloning an email design when the maximum number of email designs exist will no longer cause a server error. New messaging has been added to inform the client that they have reached the maximum number of email designs.
- Renaming a saved site design no longer disables the CSS of that design.
- Pressing the “Enter” key while in the Invoice Layout Design Name field will now properly create the new layout.

Discounts

- Creating a quantity discount with blank quantity fields now gives an error which states that the discount cannot be created with blank quantity fields.
- The Discount Type field now has an asterisk indicating that it is a required field.

Email

- An invalid reference to javascript has been removed.
- Warehouse emails will now correctly be sent when an order is moved to the Payment Received status from a Custom Status.

File Manager

- Unzipping files that contain folders will no longer cause an error.

Google Analytics

- The Order Number is now correctly sent to Google Analytics instead o the Order ID.

Import/Export

- Sites with large numbers of variations containing large descriptions will no longer experience Out of Memory errors when exporting products.
- The order export time limit has been expanded to six (6) months.

- Categories created via Import now correctly display in both the Control Panel and the Storefront.
- On rare occasions, an empty error log would be created for an Import that had errors. This has been corrected.
- Large export files will no longer time-out when downloading.
- A line break generation error for Mac users was causing imports to not work correctly. This has been fixed and Mac users should be able to import as normal.
- A CSV file type check has been added to the import page to reduce queue times for clients.
- Colons included in the SEO urls can create invalid virtual paths and are now automatically stripped from the url.
- The Error message that occurs when importing a product with no SEO url now references the correct column.
- CSV files with multi-line Meta Descriptions will now import correctly.
- Importing a CSV without a variation column or master product for the variations in the file will now function properly.

Mailing Lists

- Adding a customer to a mailing list who is already part of the mailing list will now generate an error that states that the customer already belongs to the group.

Manufacturers

- The Manufacturer name length maximum has been raised to 150 characters.

Orders

- Cloned orders and orders entered through the Control Panel will no longer the shipping method as both the shipping method and the price of the order on the same line.
- When creating an order status, the colors in the parent status dropdown now match the status colors.
- Back end Order Entry no longer states that the shipping selection has changed when creating a new order.
- Editing international orders no longer show that the State field is required.
- Clicking the reference field but not making any changes no longer signals to the software that a change has been made.
- The Edit Order page will now display an “N/A” if there is no value for the payment information. If a customer pays for their order with a customer account, any payment fields that no longer apply or have no information will no display “N/A” if the option is not enabled.
- Taxes now recalculate correctly when the Update Total button is clicked.
- When editing orders in certain rare circumstances, the only shipping option available was “Shipping not Required”. This has been fixed.
- Editing and saving a Canadian address no longer changes the province to Alberta.

Pages

- The Pages tab now correctly highlights when clicking the Custom Pages link in the shortcuts tab. (Premium Only)

Page Redirects

- Validation errors now correctly display both the new and old url in the error message.

Products

- Products with a the maximum character name (150) can now be cloned.
- Editing variations and then canceling them will now correctly return you back to your filtered product list.

- The eProduct download link now is correctly emailed to a customer with a successful checkout following a declined credit card checkout.
- The short description text for product reviews will now correctly display as HTML is HTML is used.
- Variation handling fees are now correctly applied when the variations are purchased.

Product Reviews

- 58009 – Product Reviews – A **Save** button has been added to the Edit Product Review page.

Quickbooks

- Orders randomly Fail to sync returning an "String Too Long' error.

Reports

- The last page of the Page Not Found Report no longer creates an extra blank page.
- Income reports will no longer time out if a large amount of orders is being pulled into the report.

Shipping

- Custom shipping method names containing special characters will no longer show as HTML code.
- FedEx® registration requires both a first and last name. An error now appears with this explanation when a client enters one name.
- Clicking the Save & Return button now creates an error when the origin is not filled out.
- Shipping Origin fields are now marked with an asterisk indicating that they are required fields.
- The Save & Return button now correctly returns the client to the shipping carrier page from the Regions Edit page.
- The shipping region Nicaragua is now correctly listed in Central America.

Shopping Carts

- Entering a search term and hitting the "Enter" key will now activate the Search button.

Storefront

- A customer attempting add an item to their cart from a product page or product list that would exceed the max order amount for the product will now see a message indicating that they cannot exceed the maximum order amount for the product.
- Un-checking the newsletter checkbox will now correctly unsubscribe the customer from the store newsletter and will no longer re-check the newsletter checkbox.
- Using the character ' in a theme parameter will no longer cause a server error.
- The Add to Cart button now displays when no variations are selected.
- Store search now correctly returns results for variation manufacturer part number.
- When a customer tries to ship an order to a region that their shipping selection does not ship to, the following error message appears, "Sorry, we do not currently ship to the location that you have entered."
- The Browse by Price links now operate correctly and no longer populate multiple pages with identical products.
- Personalization questions that allow for multi-line text answers now display correctly on the storefront.
- The password requirements for a new customer registering on the storefront is 7 characters. The error messaging has been changed to reflect this fact.

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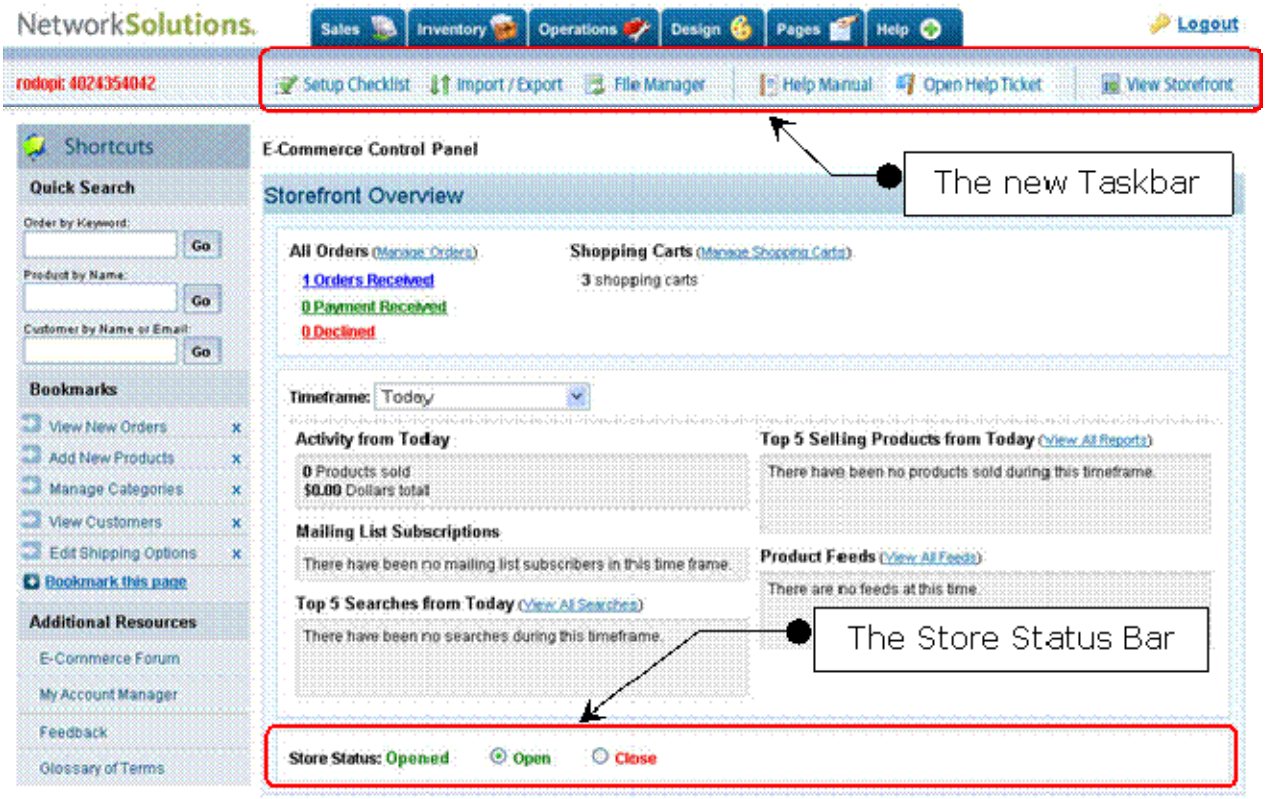
Ecommerce 7.4 Release - January 2009

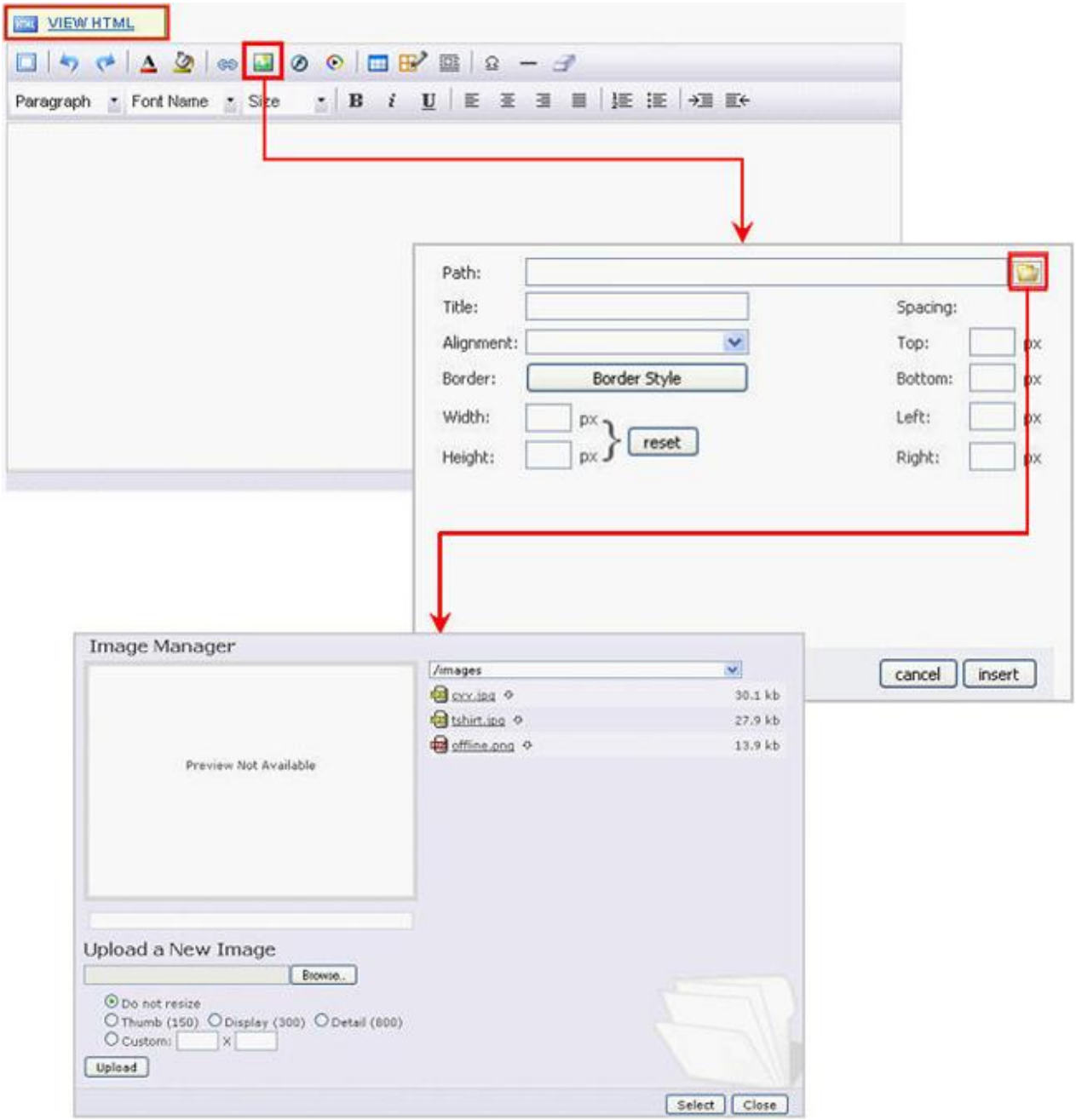
The Ecommerce 7.4 release introduces a new level of ease of use, compatibility, responsiveness and power to the Ecommerce software. A complete list of the changes is shown below.

Control Panel

The look of the Control Panel has been changed slightly to give more prominence to specific areas of the cart that are commonly used. Some of the changes are shown below. You can also visit the Control Panel Overview or the Storefront Overview for more information.



- The addition of a taskbar that contains links to the Store Setup checklist, Import/Export, File Manager, Help Manual, Open Help Ticket, and view Storefront.



- The WYSIWYG Editor has been improved:
  - There is now a button that will quickly switch from HTML to Standard view and back.
  - When adding images, the WYSIWIG will allow you to use images already on your storefront. Simply click the Images button on the WYSIWYG, then click the Folder icon to open the Image Manager.

Import/Export

The Import/Export process has been retooled from the ground up to provide better speed and quality to clients using the feature. Some of these enhancements include:

- Import handling with our servers has been upgraded for a higher level of efficiency and greater speed.
- Descriptive error messaging has been added to help clients discover and address Import/Export issues.

Order Management

We've added more functionality to Order Management. These enhancements include:

- **Order Received** (including sub statuses) can be moved freely to *any status*.
- **Payment Received** (including sub statuses) can be moved to: *Partially Shipped, Shipped, Canceled* and their sub statuses.
- **Partially Shipped** (including sub statuses) can be moved to: *Payment Received, Shipped, Canceled* and their sub statuses.
- **Shipped** (including sub statuses) can be moved to: *Payment Received, Partially Shipped, Canceled* and their sub statuses.
- **Canceled** (including sub statuses) can be moved to: *Order Received, Payment Received* and their sub statuses.
- **Declined** (including sub statuses) can be moved to: *Order Received, Payment Received* and their sub statuses.

Payments

Paypal requires some specific changes in February 2009 for its payment gateway customers. There were also changes to the enabling ability of Linkpoint and Cybersource. These changes include:

- Fraud management filters have been added.
- Linkpoint can no longer be enabled if a PEM file was not uploaded.
- Cybersource can no longer be enabled if a .p12 file was not uploaded.
- You can now enter a default payment error message to display in checkout if an order/payment is decline.

Products

- The Default answer when creating a Personalization Question will now say "Select…" if a default answer is not already chosen in the Control Panel.
- The links to products in the Control Panel product index page are no longer javascript links and can be opened in other tabs and windows.

Reports

- All order reports can now specify any order status to base the report on.

Help Documentation

New help content has been added to assist clients as they setup and work with their ecommerce store.

- Setup Tips that are enabled with the Store Setup Checklist have been added.
- New tooltips have been added throughout the Control Panel.
- New Help Videos have been added. Check the help tab as more videos become available.

7.4 Bug Fixes

Listed below are all the bug fixes that are included in the 7.4 release.

Checkout

- The URL will no longer change to Complete when payment is declined.
- Checkout can no longer be completed with an empty cart. An error message will now appear stating that the cart is empty.
- UPS now correctly returns rates for Puerto Rico.
- Google Checkout and Paypal will no longer appear during checkout if they are disabled but not removed in the Control Panel.
- Discount codes added to products will now only affect the product price and not discount the handling, which is not added until the end of checkout.

Control Panel

- When cloning a product, all items on the advanced tab will now be cloned correctly.
- The Cancel & Return button on the Search Options page now functions correctly.
- The Save & Return button on the Search Options page now functions correctly.
- Related Search terms no longer will accept multiple search terms for the same Keyword. The field length for Related Search Term has been increased.
- The Export page will no longer keep you logged into the store. After fifteen (15) minutes idle, you will be logged out.
- Order Search now correctly returns all orders.
- The text/image example in the WYSIWIG has been removed to avoid confusion.
- The “Are you still here” dialog warning for timeouts now works correctly in Firefox.
- Related Search terms are now displayed in alphabetical order.

Design

- Product Layout Design updates are now correctly applying to products when the layout is not the default layout.
- Cloning themes will now correctly clone the paths for images included in the theme.

Google Analytics

- Google Analytics – The Google Analytics integration has been updated and enhanced.

Import/Export

- Empty image fields for products will no longer create a gallery when imported.
- Customer Price can now be $0.00 for Import/Export matching that ability in the Control Panel.
- Old error logs are now accessible after a software update is performed on the site.
- Importing related search terms no longer adds a new term. The existing terms will now be updated.
- The character “&” now correctly changes to “and” during Import.
- Clicking the “Purge Data” link will no longer purge active imports.
- The Manufacturer Part Number max length is 50 characters. This is now reflected in the Product Field list correctly.
- Carriage returns with no line feed no longer causes errors during Import.

Login

- Users will no longer be able to login to the store if they visit an unsecure page. A message will inform the user that they will be prompted for a password on the following secure page.

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nsScript

- The scripts Order.Reference and Order.AffiliateCode have been added to the Email Design Editor nsScript dropdown box. These fields have been included in the sample order as well.

Orders

- Gift certificate email is now correctly generated when moving an order into a sub-status of payment received.
- Variant prices will now display correctly when adding products to an order through the Order Manager.
- Inventory in stock now correctly updates when adding or removing products from orders in the Order Manager.
- The Tax calculator now correctly adjusts when the taxable subtotal changes during order editing in the Order Manager.
- The Leading spaces have been trimmed from the Order Status field.
- Order details now recognize USPS tracking codes starting with the number “420”.

Products

- The option to Display price only after a variation is selected now works correctly for all variant group/options. If all the variations have the same price as the base product, the price will still not display until a variant option is selected.
- Products with a main image and variants with no images will now correctly display the main product image for all its variants.
- Products with variations that are not enabled will no longer display an Add to Cart button.
- The Variation link for eProducts on the Product List will no longer take you to the variation page. Eproducts cannot have variations.
- New product layouts can now be applied to gift certificates individually instead of having to use the default layout.
- E-Gift Certificates now correctly reflect surcharges in subtotals and order totals.
- eProduct downloads now work correctly for newly created stores.

Reports

- Product Sales reports will no longer list Canceled, or Deleted orders that have been archived.
- Orders placed in a sub-status of Shipped now correctly are represented in Income Reports.
- Canceled and Declined orders that have been archived will no longer appear in the Tax report.

Shipping

- Fedex now correctly returns rates for shopping carts over 70lbs.
- The checkboxes in the shipping regions section will no longer duplicate when selected.
- Non-Shippable products no longer incorrectly factor into shipping price calculations when in an order with other Shippable products.

Shopping Carts

- Discount text and pricing will now correctly be removed when updating the quantity of products removes discount eligibility.

Storefront

- Error message will now reflect minimum order quantity value when a cart is modified to have less than the minimum order for a product.

Users

- The Design tab is no longer accessible to users who do not have Design tab access enabled in their user settings.

- Users with the Payments tab access enabled in their user settings can now correctly edit payment methods.
- The User Log and Import/Export log now correctly use the admin panel local time setting.

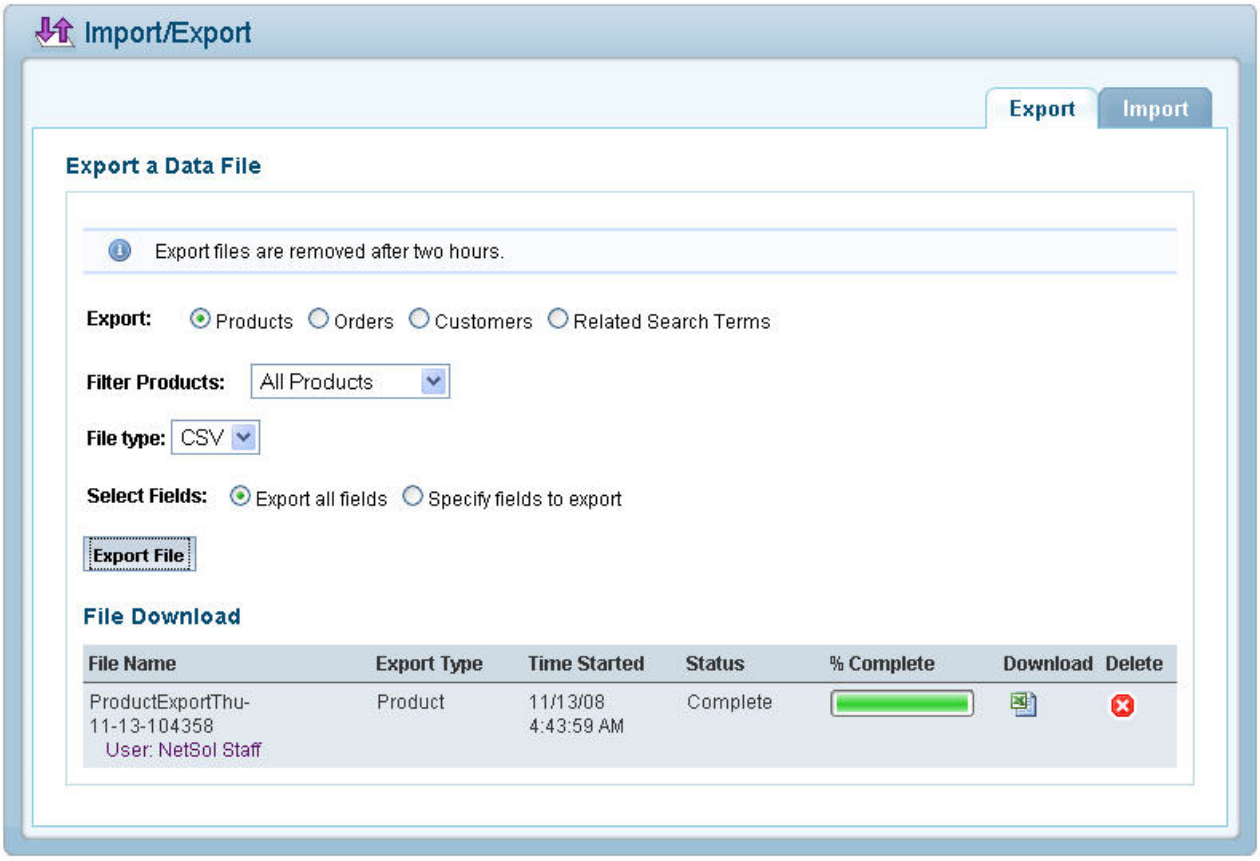
Ecommerce 7.3.3.2 Maintenance Release - November 2008

The 7.3.3.2 Maintenance release address some lingering minor issues created with the 7.3.3 release as well as a major improvement to the Import/Export function.

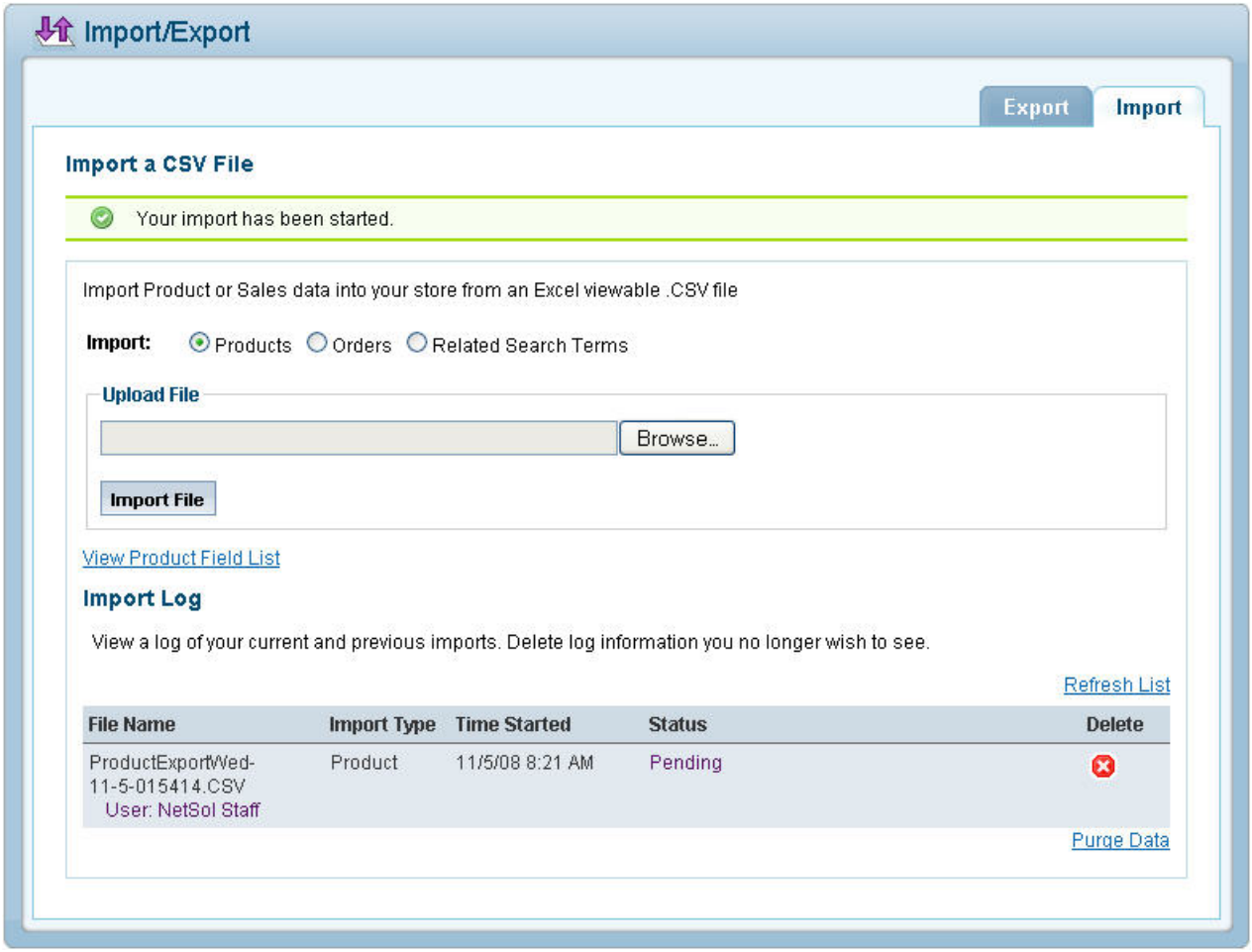
Import/Export Enhancements

Import/Export – Major changes to the Import/Export function have been implemented to make the Import/Export function easier to use. These changes include:

- The Import/Export function has been split into an Import tab and an Export Tab.
- For Exports, a new status bar and Export record has been added, showing past exports, a download link, and a delete button.



- For Imports, a new Import Status bar has been added as well as a date and time stamp for your recent imports, and Refresh List and Purge Data links.



7.3.3.2 Miscellaneous Enhancements

Control Panel

- The Left Column Product Search correctly returns all products.
- The Orders Index customer popup icon now correctly displays the Shipping information (Shipping Name and Address) instead of the billing information when selected.
- Customer Tax ID field now allows twenty (20) characters.

nsScript

- For the Quick Order Script: If the category selector is hidden, all categories now hide correctly.

Orders

- Customer Phone number now correctly displays at the bottom of the address in the Order Editor.
- Tracking numbers can now be deleted from orders in the Order Editor.
- The handling fee for an order is no longer removed when removing products from another order.

Products

- Large eProducts (40mb or more) now correctly download.

Discounts

- Quantity Discounts now accept an unlimited number of products.
- Products can no longer be selected for additional quantity discounts. A product that has a discount applied to it will no longer appear in the list for other quantity discounts.

Shipping

- Custom (By Price) shipping methods now have an option to "Honor Free shipping".
- Non-shippable products no longer count as part of the price for determining shipping price. These products will no longer generate shipping charges.

Storefront

- Product MSRP now displays correctly when variations have the same MSRP value.
- Storefront – The Image gallery will now resize based on the size of the product image instead of the size of the first image in the gallery.
- Customers will no longer have logout issues with stores that utilize a shared SSL.
- Changing a customer password on the storefront no longer causes login issues for that customer. The customer will be able to login with their new password as expected.

Taxes

- Some regions were not displaying the correct default tax rate on the override screen of the Control Panel. These taxable regions have been updated to display correctly.

Ecommerce 7.3.3 Release Notes (10/25/08)

The 7.3.3 Ecommerce Release introduces new enhancements to order and product management by increasing the at-a-glance information available from their respective management screens. This release also adds more shipping information for customers when they view their orders, introduces the ability to export to both UPS Worldship and Endicia shipping services, creates the ability to search for low inventory products, and introduces tax rate overrides at the state, county and city level. The release also includes a number of minor enhancements and fixes as detailed below.

Import/Export

You can now export orders to both UPS Worldship and Endicia giving you more freedom to manage your orders the way you need.

UPS Worldship

The UPS Worldship accepts a fixed CSV (Comma-separated values) file. At the Import/Export page (Operations > Import/Export) select Orders export, specify your date range and export order status, then choose the standard CSV file type.

For more information on UPS Worldship, please click here.

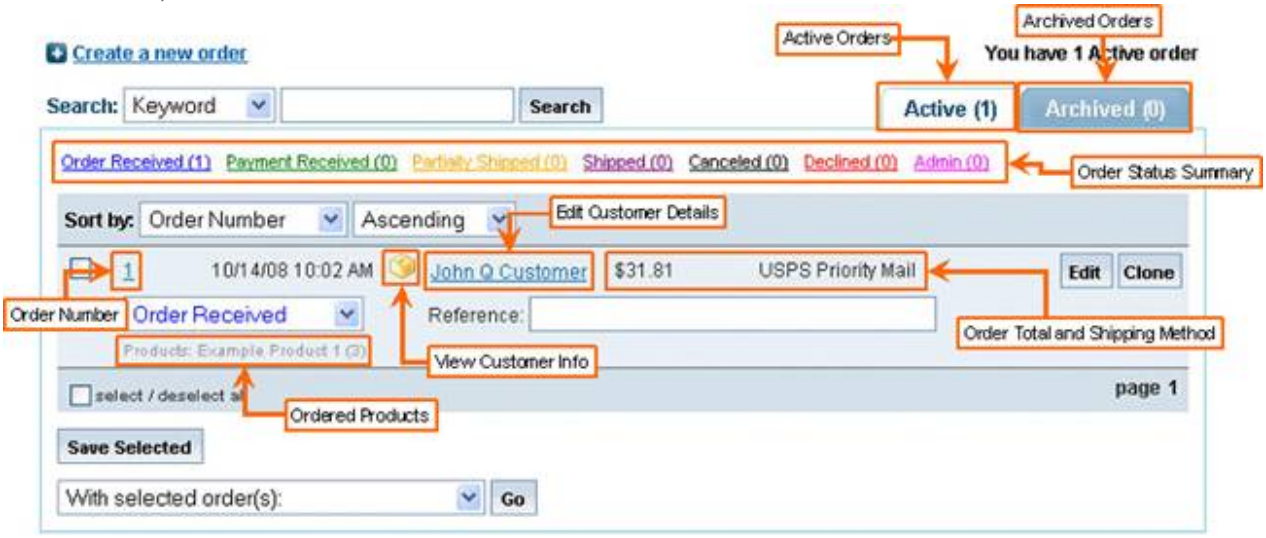
Endicia

The Endicia shipping software accepts an XML (Extensible Markup Language) file for import. At the Import/Export page (Operations > Import/Export) select Orders export, specify your date range and export order status, then choose the Endicia file type.

For more information on Endicia shipping software, please click here.

Orders

Several changes have been made on the Order Management and Edit Order pages. Now you can see all the relevant data for your order right on the order management page. You can quickly change the order status, see the customer information, edit the order or the customer attached to the order with a click of the mouse, or enter a reference item for the order.



Payments

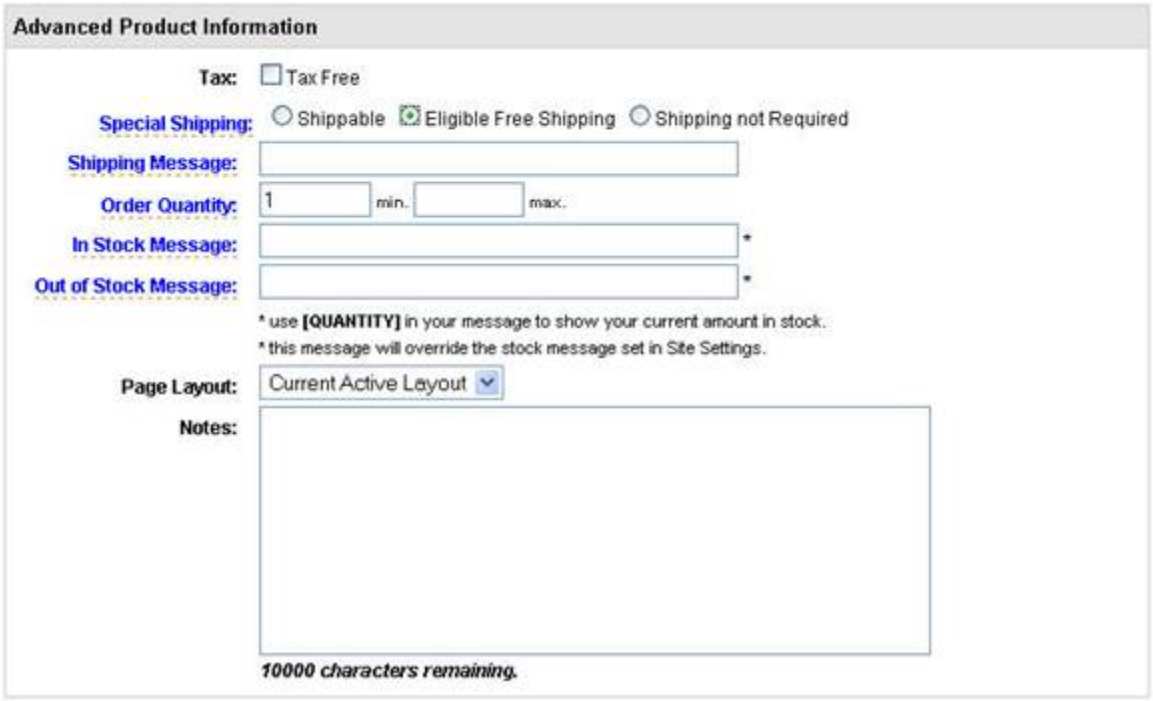
New instructions for setting up the Chase Paymentech payment method have been added.

Products

Both visual changes to the Product List and changes to the way free shipping and tax free options work for products are introduced with the new release. Both are described below.

Free Shipping & Tax Free Changes

The 7.3.3 release changes the way free shipping works in the e-commerce shopping cart. Under the Advanced Tab of the Edit Product page, you can specify whether your product is eligible for free shipping or requires no shipping. You can also specify if your product is tax free.



To allow your customers to utilize the free shipping options for your products you must create a shipping method that supports free shipping. This is done by creating (or editing) a shipping method and either adding (or modifying) a shipping rule and selecting the "Honors Free Shipping" or "Free Shipping" checkbox.

Product Manager Changes

The Product Manager has received a complete visual overhaul, adding more information and options on the product list view. Product information, such as part number, manufacturer and manufacturer number are listed for each master product, as well as the price, quantity, and other info. You can quickly jump to the image gallery, variations, personalizations, and related products tabs for the individual products by clicking the requisite links. You can also designate a product as a category or homepage special or even make the product hidden by clicking the checkboxes.

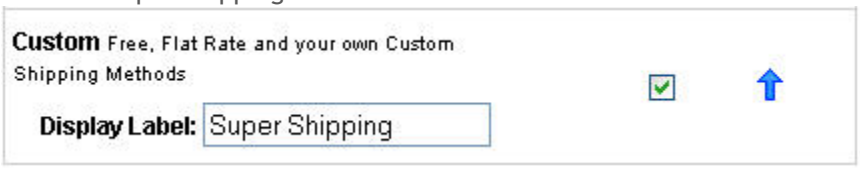
Shipping

Several changes have been made to the Shipping operations in the Ecommerce 7.3.3 release that increases your customer's ability to quickly see what kind of shipping options they've selected for their purchases. Shipping methods are now more prominently displayed on the order as well as during checkout and abbreviated country codes are replaced with the full text of the country name. You also have the option to adjust your Custom Shipping Label.

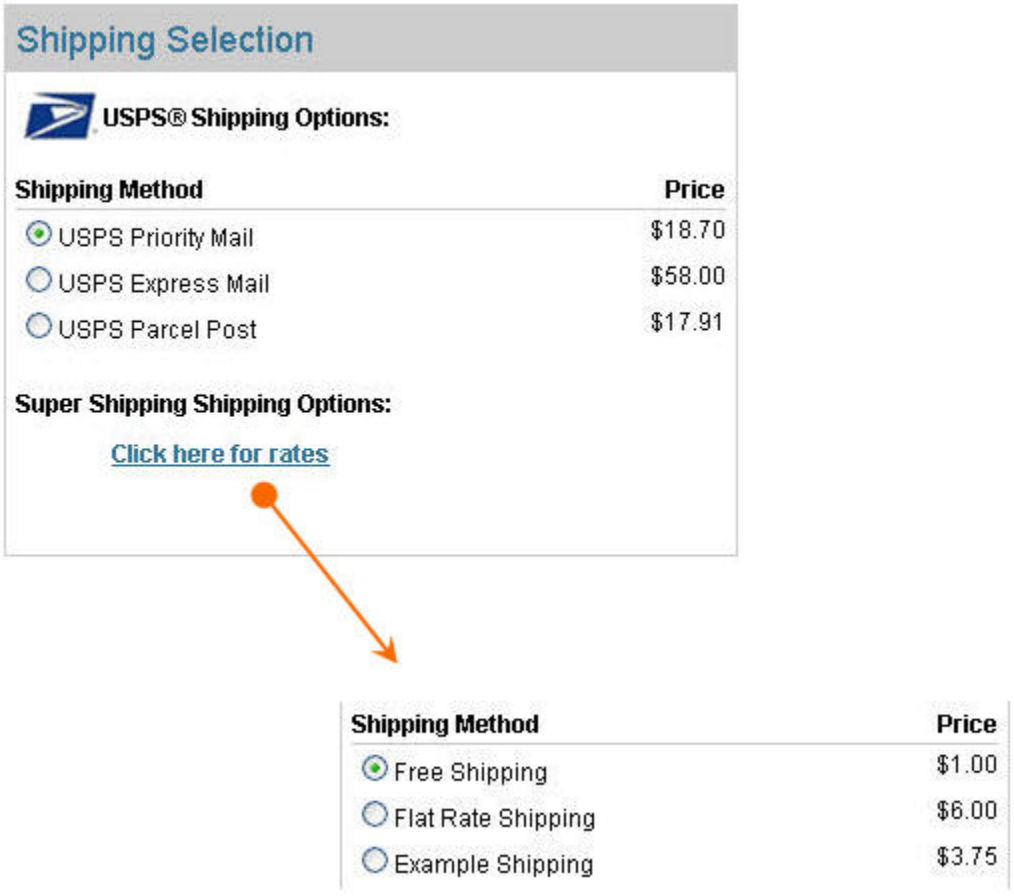
Custom Shipping Label

When customers check out and select your Custom shipping option the word "Custom" appears on the storefront. You now have the ability to enter a custom message for you custom shipping to appear on the storefront. Your customers will now see your new custom shipping label when they are choosing their shipping methods.

In the Control Panel, you can enter a new Custom Shipping Label. In this example, the new label is "Super Shipping".



During checkout, your user will see this label instead of the generic 'Custom' shipping label.



Taxes

The 7.3.3 release includes the ability to override tax rates with rates you establish. The tax rates can be overridden at the state, county, or city level. You can also determine from the tax override popup whether you wish to tax shipping or combine shipping and handling tax together on the storefront. At any time you can go back and reset the tax rate back to the default, real time tax rate.

Miscellaneous Enhancements

Listed below are the minor enhancements, updates, and fixes included in the 7.3.3. release.

Bulk Price Adjustments

- Store Cost and MSRP of a gift certificate can no longer be adjusted using Bulk Price Adjustments.

Categories

- Deleting a category that has had a sub-category moved to it from a previous category can now be done without error.

Control Panel

- The ability to turn the store on and off now only displays to Super Admin users.

Customers

- The “Create a Customer” link now correctly displays on the customer manager when no previous customers exist.

Discounts

- Available products list in a quantity discount correctly updates when moved between the Available and Selected columns.
- Discounts applied to multiple individual products now correctly display on the Advanced tab of all selected products.
- The correct quantity discount table for a variation product is now displayed when the product is accessed from a quickorder.

File Manager

- Deleting a file which is in use (i.e. a product feed file while the feed is being generated) will display a more friendly error message.

Forms

- A new CAPTCHA feature has been added to the Email a Friend and Custom Forms on the store front.
- Forms – Forms that included an email address single checkbox no longer return to the storeowner incorrectly displaying all customer answers on one line after the email question.

Import/Export

- XML order export now correctly exports orders placed on the “To” date. For example, if you select a date range of 10/01/08 to 10/30/08, the XML order export will now export all orders that were placed on 10/30/08.
- Order export now correctly adjusts for time zone changes in both CSV and XML exports.

nsScript

- New parameters were added to the QuickOrder Script. These parameters include:

- ShowCategorySelector - true/false (default:true)
- ShowSearch - true/false (default:true)
- PageSize - 10 to 100 (default:10)
- InitialCategoryId - a valid category ID (default:none)
- ShowSearchResults - true/false (default:true)

Orders

- Changing the status of orders in bulk on the Order Manager page now displays the correct user name in the Order History instead of “system”.
- Manually creating an order and a new customer during order creation now correctly associates the new order with the new customer.

Pages

- Search, Category, and Sitemap pages now uniquely identify for SEO purposes by adding a page number to their current page name in their page title.

Payments

- Payflow Premium now correctly sends address information to the gateway.

Products

- Variations correctly allow decimals in the weight – ounces box.
- Variation Tab buttons correctly appear for Internet Explorer 6 users.
- Gift certificates and E-Products no longer display Weight, Store Cost, or MSRP fields in the Edit Products – Variations tab.
- Editing a variation no longer deletes the display image assigned to that variation.

Product Feeds

- Product feeds now accurately reflect the site setting for out of stock products. Out of stock products no longer appear in the product feed if the site settings are set to hide out of stock products.
- Product feeds now correctly export the whole image path (including domain name) for all products with saved images, even if the image name includes spaces.
- Product feeds are no longer rejected for having products with unlimited inventory. The inventory was previously being put into the feed as 0 for unlimited inventory products. It will now be 1.
- Products feeds are no longer rejected due to being out of stock. If the site setting allows customers to see and purchase out of stock products, the feed will export these products to the feed with a stock quantity of 1.
- Google Base feeds no longer carry over HTML in the short description field. Because Google Base does not accept HTML, products with HTML in the short description field would cause the feed to be rejected. The HTML in the short description is removed.
- Tabs in the short description of products are now automatically removed before the Product Feed is generated to avoid breaking the feed format.

Shipping

- Free shipping is now shown in checkout with other shipping methods for customers who have a free shipping eligible order but wish to use a different shipping method.
- FedEx now correctly returns shipping rates if, in the FedEx settings, the Required Signature for Delivery option is set to Indirect or Adult.
- The State/Province drop-down box now correctly displays in Internet Explorer 7.

Site Design

- The module “Top Products” has been renamed “Featured Products”.

Storefront

- The Login page now requires a secure connection and is redirected to a secure page when the login page is accessed.
- Minimum order amount message no longer appears twice after getting shipping rates during checkout.
- Selected shipping method now correctly displays on orders viewed by customers in “My Account”.
- Manufacturer information and part number will now show on the invoice/email item details.

Ecommerce 7.3.2 Maintenance Release - October 2008

The maintenance release will address some specific issues created by the 7.3.2 release. Enhancements included in this update are:

Orders
- Back End Order Entry now works correctly in Internet Explorer.

Product Feeds
- "Unable to update feed" or "Unable to export feed" error no longer occurs when generating product feeds with products with invalid variations. The software will now set a default value for the name field of variations when that field is null and check all feeds for empty or null names.
- Line breaks in the short description no longer cause a line break in the feed. The software will turn these line breaks into spaces. Line breaks in the feed were causing the feed to be rejected.

Migration
- Migrated, enabled sites will no longer display the store setup checklist. Sites that have not been enabled after migration will display the store setup checklist.

Payments
- PayPal orders will no longer generate an error stating that totals are invalid.
- PayPal Express now correctly allows gift certificates, discount codes, and product questions.

Storefront
- Creating an account now works properly when the setting Operations > Settings > "User registration and membership" is set to "Login required to access (Registration enabled)".

Ecommerce 7.3.2 Release - September 2008

The 7.3.2 Release introduces Product feeds for use with external price comparison sites, expands the category limit to 2500 (Premium only), improves the Store Setup Checklist, and introduces several new themes for your e-commerce site.

Product Feeds
Product feeds allow you to supply external price comparison sites (such as Google Base, Shopzilla, and Shopping.com) with your product information, giving you more tools to in selling your products to customers. Click here for more information.
- Product Feed Information (date of last update for each feed) is show on the Storefront Overview page. The Product Feeds manager is located on the Operations tab of the Control Panel.
- Product feeds for specific manufacturers or specific categories can be sent.
- Multiple feeds for each comparison engine can be created.
- Hidden products can be sent in the feeds if the option (located in the Operations > Settings section of the MCP) is selected.

Categories (Premium Only)
The maximum number of product categories has been upped to 2500.

Orders
The way that orders are created and edited in the control panel will change with the 7.3.2 release.
- An error will display when a charge or refund fails.

- Canceling an order will now cancel the entire order instead of accepting partially entered orders.
- Order Edits are not saved until the client clicks the SAVE button.

Improved Store Setup Checklist
The Store Setup Checklist has been improved to be more dynamic and useful as you setup your e-commerce store. Click here for more information.

- The Storefront Overview now prominently displays the Store Setup Checklist, along with links to the relevant section of the control panel and to the full checklist
- The current selections for each relevant step are displayed in the Store Setup Checklist:
    - In Design & Layout section, the name of the template chosen with an image of the template is displayed.
    - In the Store Operations section, under Payments, the currently selected payment gateway and payment methods are displayed.
    - In the Store Operation section, under Taxes, the states where you charge taxes are displayed.
    - In the Store Operations section, under Shipping, the enabled shipping carriers are displayed.
    - In the Store Operations section, under Purchase Domain, your domain name is displayed.
    - In the Store Operations section, under Additional Security, your SSL Certificate (or Network Solutions SSL Certificate) information is displayed.
    - In the Inventory section, under Products, show the number of products the client has set up.

Site Design
New templates have been created by the Network Solutions design team and added to the Control Panel.

New Interface
A new category interface has been added to products, discounts, as well as the import/export and bulk price adjustment operations. This new interface functions faster than the previous interface and allows for smoother navigation for large numbers of listed items.

Miscellaneous Enhancements
The 7.3.2 release also features several enhancements to the overall functionality of the e-commerce software. Some of theses enhancements are listed below.

Control Panel

- Customer Advanced Search button now correctly appears in Internet Explorer.
- Product review setting section is now set to expanded by default.

Design

- A confirmation message has been added warning that applying a new template will irreversibly overwrite the current design.

Inventory

- You may now adjust more than 100 categories, products, manufacturers, and warehouses at a time using the Bulk Price Adjustment tool.

Migration

- Link groups are now available in the 7x store.
- Active default product layout from the 4x store will now migrate to a new custom layout called Classic Layout.
- eProducts located in subfolders will now migrate correctly.
- All product reviews now migrate correctly.

- Image paths for simple variants now migrate correctly.

Operations

- Google Analytics Javascript has been updated to the latest Google Analytics specifications.

Orders

- Authorize Only now correctly moves orders to the Payment Received status when payment is captured.
- Order Editor can now correctly edit the Additional Information area of the order when checkout questions with more than four answers are used.
- Changing the status of a large number of orders now correctly generates email for each order.
- Google Checkout and Paypal correctly display payment processing sections in Order Edit page.
- Admin notes can now have up to 3000 characters
- Print Invoices now correctly show answers to text checkout questions.
- Payment status will no longer change when order payment information is purged for non real time payment methods.

Shipping

- USPS First Class Mail now a selectable shipping option.

Storefront

- The Top carrier logo now correctly shows before it is selected from the dropdown menu.
- Paypal icon will no longer display on the first step of customer checkout.
- Product lists now have a secondary sort order.
- Both positive and negative surcharges now correctly display on the storefront.
- Shipping is now correctly required for products weighing less than 1 ounce.

For a full list of enhancements, please visit the forums by clicking here.

Ecommerce 7.3.1 Release - August 2008

The 7.3.1 Release enhances the way tax calculation is displayed, giving you more options for applying taxes to your customer's purchases, allows for dimensional weights, along with a variety of minor fixes and enhancements. More details can be found below.

Weights

You now have greater flexibility in determining the weight (for shipping purposes) of your products. Click here for more information.

- Clients may now have products weighing only ounces or less than an ounce.
- Clients may now have shipping methods for products weighing ounces or less than an ounce.
- Clients may now use dimensional weight when calculating shipping costs.
- The default weight for all items is now 1.0 ounces.

Tax

A new Tax Manager now allows you to pick particular cities, counties, and states in which you collect taxes for your products. Click here for more information.

- Clients may now select which cities and counties in a particular state to be taxed.

Products

- The "Buy" button will now appear for all products with variations, even if no variations are selected.

Enhancements

- When going through checkout as a guest with an associated email address and the customer already has an account, the error message "The Email Address already exists." will now appear.
- When saving a variation to a product, a status message indicating the change will now display.
- Discount codes are now exported in the Order Details .xml export file.
- Order notes are now exported in the Order Details .xml export file.
- Miscellaneous fixes

For a full list of enhancements, please visit the forums by clicking here.

Ecommerce 7.3 Release - July 2008

With the new 7.3 Release there are a lot of improvements and enhancements for both Standard and Premium Ecommerce packages. The new features and improvements are explained below.

New Cart Features (Standard & Premium):

- **Back End Order Entry:** You can now Create Orders for your customers through the Control Panel. Simply click on the **Create new order** button on the Orders page to be taken to the improved Order Details screen. Click here for more information on Back End Order Entry.
- **Improved Order Editing:** Edit Orders for you customers through the Control Panel. Simply click on the Edit button for the desired order in the Orders page. For more information on Order Editing, click here.
- **Improved Variation Management:** Handle the creation and maintenance of product variations and variation groups in the Variations tab of your product. You can also bulk assign variation images to your product in the same place. For more information on the Improved Variation Management, click here.
- **Improved Quickbooks Integration:** Synch your store quickly and easily with Quickbooks or Quickbooks POS. Download invoices and incomplete orders along with sales receipts. For more information on Quickbooks integration, click here.
- **Improved Control Panel Functionality:** Easily search your site for Orders, Products, or Customers using the new Quick search function, or Create bookmarks to specific Control Panel pages with the new My Bookmarks feature. For more information on the improved Control Panel, click here.

New Pro-Only cart features:

- **Automated Email Lists:** Create and manage mailing lists to get news and promotions out to specific customers quickly. From the Sales tab in the Control Panel, click the new Mailing List option to create and manage your new mailing lists. With one click your customers can easily sign up for any mailing list you setup up for them. You can also export these email lists with the click of a button. For more information on managing Mailing Lists, click here.
- **Custom Confirmation Email Design:** Customize the design and content of your confirmation emails. Click the Email Design in the Design tab of the Cotnrol Panel to create custom email communication tailored to your customers. For more information on Email Design, click here.

- **Custom Forms Design:** Create forms that your customers can use to provide feedback about your store. These forms are customized for a variety of uses and can be displayed on your storefront checkout for easy use by your customers. For more information on Custom Forms Design, click here.
- **eProducts:** Offer your customers downloadable eProducts, which appears as a new option in the Product Type field of the Edit Product Details Screen. Control the access to your,eProducts with license keys you manage and distribute. For more information about eProducts, click here.
- **Improved Import/Export Process:** With the improved Import/Export function you can select the specific product fields you export. You can also import and export Related Search Terms. For more information on the Improved Import/Export function, click here.
- **Customized Product Search and Site Browsing:** Control the way customers search and find your product, helping to refine their search results and get them to the perfect product.

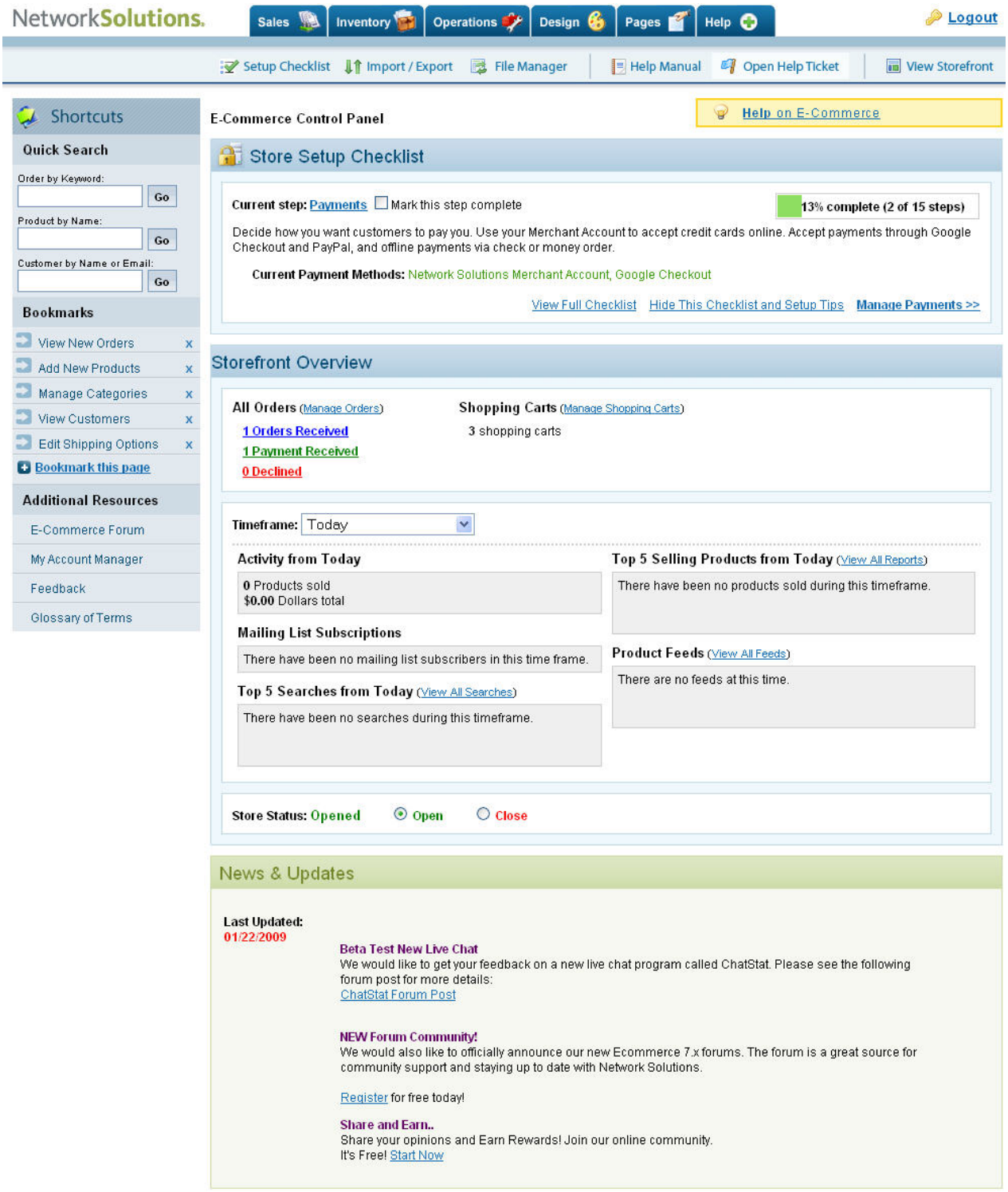
If you have any questions, do not hesitate to visit:

- The Network Solutions Forums where you will find other clients discussing questions and sharing ideas about their Ecommerce store.
- The Network Solutions FAQ where many of your basic questions may already have been answered.

The Ecommerce Control Panel

Control Panel Overview

The Ecommerce Control Panel contains several sections that allow easy navigation around your ecommerce site.



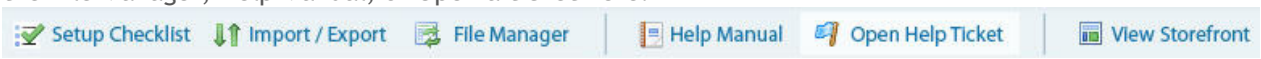
The Control Panel is broken up into several sections. These sections include:

The Navigation Tabs:

These are the tabs at the top of the Control Panel and allow you quick and easy access to any section of the Control Panel.

The Taskbar:

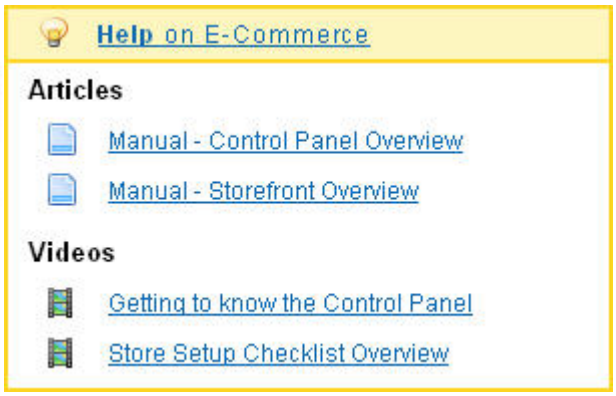
The taskbar contains links to specific, commonly used operations in the Control Panel. You can access the File Manager, Help Manual, or Open a ticket here.

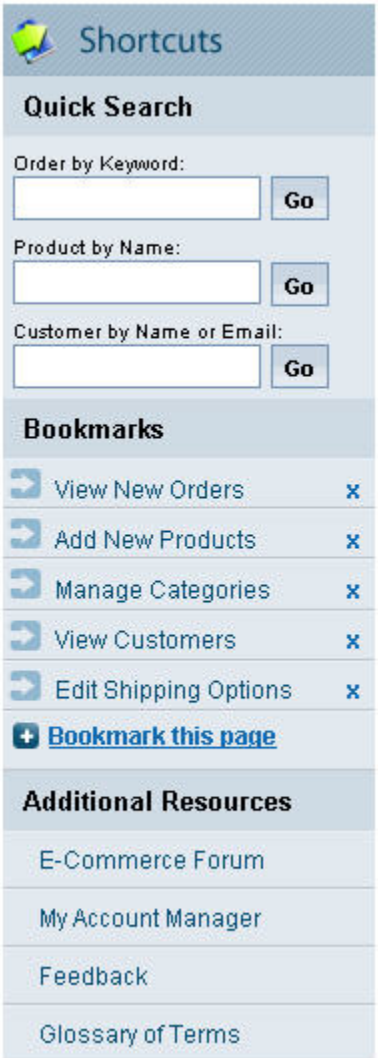


View Storefront
If you'd like to take a look at what your store looks like with your current settings, you can always click the View Storefront button. This storefront view will preview your store if your store is closed as well.

The Help Bar:

The yellow bar near the top of the Control Panel contains all the relevant help documentation for the page. Clicking anywhere on the bar will expand it, allowing you to view manual pages, articles, tips and videos about the specific page you are on.



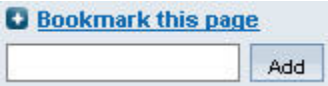


The Shortcut Bar:

On the left side of the control panel, you will find the Shortcut Bar which contains the **Quick Search** functions, **My Bookmarks**, and the **Utilities**. These Control Panel functions are detailed below.

Quick Search
The Quick Search allows you to easily find Orders, Products, or Customers by entering the desired information in the correct fields.

My Bookmarks
The Bookmark function works just like a bookmark on a web browser; If you are at a page in the Control Panel you wish to bookmark, simply click on the **Bookmark this page** link, give the bookmark a name, and click **Add**.



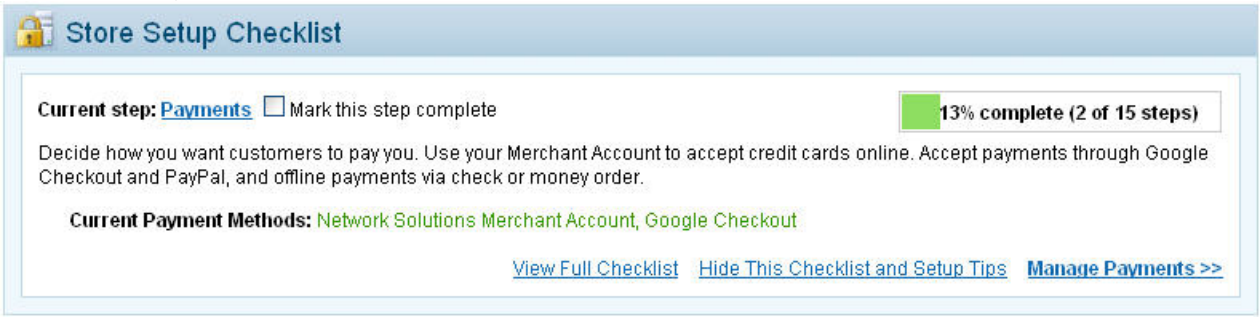
When you first login to your Control Panel, there are default bookmarks already setup to help you easily navigate to the most popular areas of the Control Panel.

Utilities
The Utilities bar includes links to help places that exist outside the Control Panel. These include:

- **Ecommerce Forum**: This link takes you to the Network Solutions Forum.
- **My Account Manager:** This link takes you to the Account Manager.
- **Feedback:** This form takes you to the Feedback Form where you may make suggestions or comments on how we might improve the Ecommerce Package, the Control Panel, or any other Network Solutions Products.

Store Setup Checklist

The Store Setup Checklist is a great way to get started building your Ecommerce store. You can follow along with the Store Setup Checklist by clicking on each task link that appears on your storefront (Or you can open the full Store Setup Checklist in it's own window so that you can skip to the tasks you wish to tackle first.)

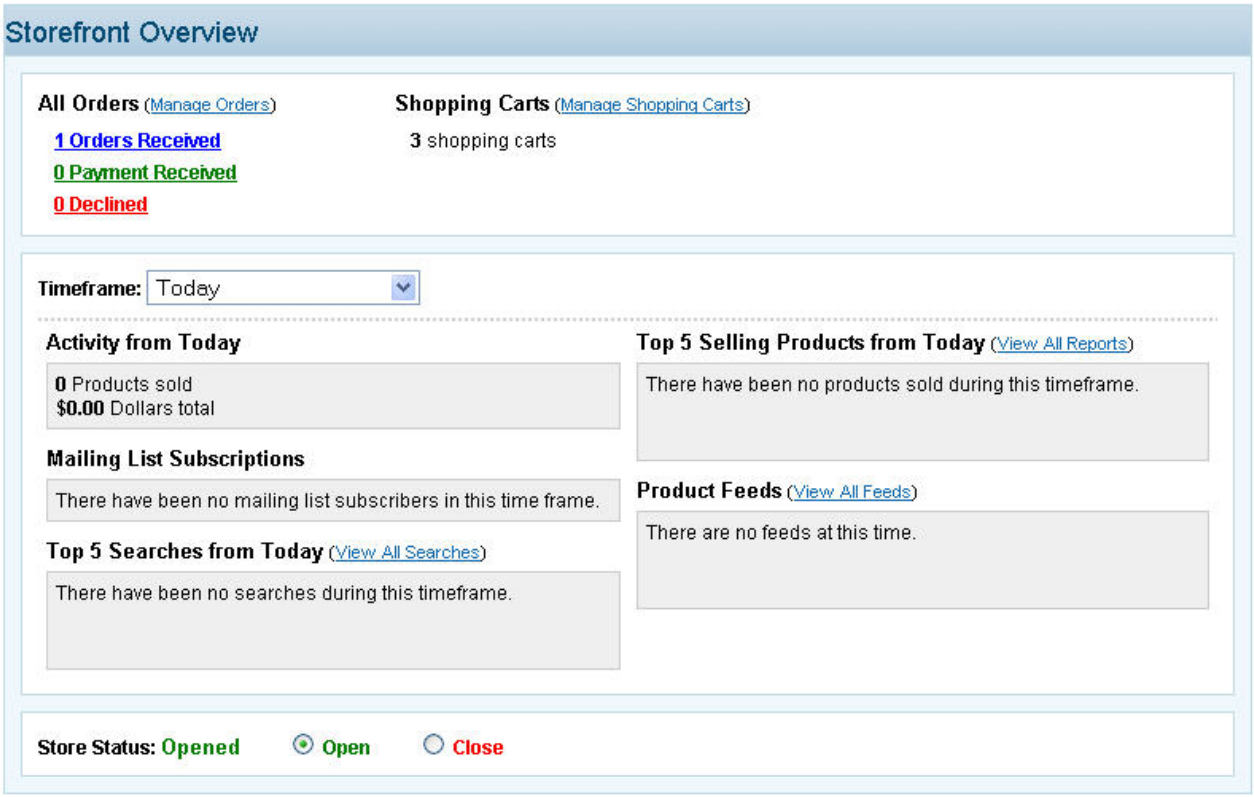


You can hide the checklist at any time by clicking the Hide this Checklist Link.

Storefront Overview:

This is the main informational pane for the Control Panel, giving you the most important store operation summaries at a glance. The Storefront Overview is discussed in depth here.

E-Commerce Control Panel



Store Status

You can quickly open or close your store to your customers from the Control Panel by selecting the Open or Close options. The Store Status is located at the bottom of the Storefront Overview section.

News & Updates

Any new information dealing with Network Solutions or our partners will be displayed here, with links to the relevant topics. Check here often for new improvement announcements and other Ecommerce goings-on.

News & Updates

Last Updated:
11.21.08

Robot.txt Update
On November 21, 2008, the E-Commerce Team will be placing an entry in the robots.txt file of your Ecommerce site. This is an effort to prevent the search engines from crawling links to the "search results page" which can result in unnecessary search engine traffic to the search page.

This change will not have a negative impact to search engine rankings and will not require interruption to your site. In addition, it is anticipated that this will improve performance for your customers and their shopping experience.

To read more on the Benefits of proper site navigation, see the FAQ.

Please visit the Network Solutions forums for discussion on this topic.

Beta Test New Live Chat
We would like to get your feedback on a new live chat program called ChatStat. Please see the following forum post for more details:
ChatStat Forum Post

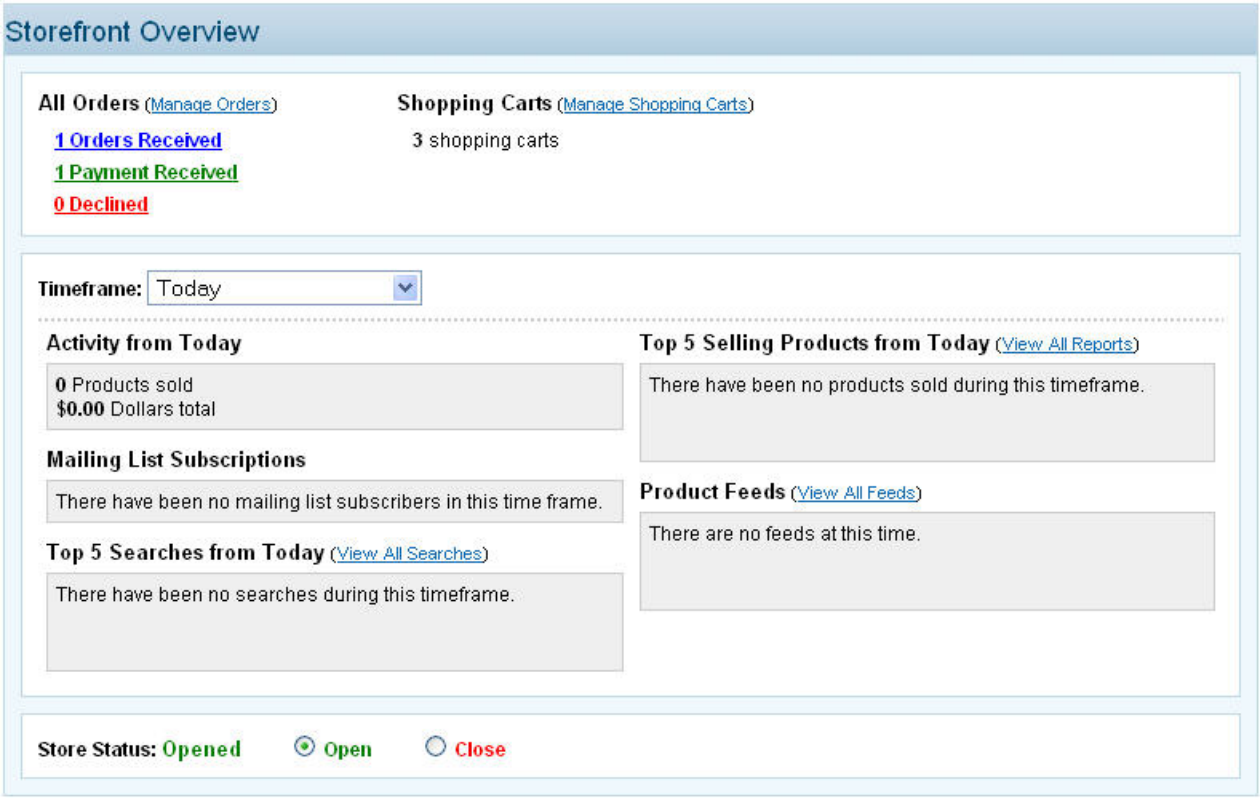
NEW Forum Community!
We would also like to officially announce our new Ecommerce 7.x forums. The forum is a great source for community support and staying up to date with Network Solutions.

Register for free today!

Share and Earn..
Share your opinions and Earn Rewards! Join our online community.
It's Free! Start Now

Storefront Overview

The Storefront Overview is the home page and it is the first page you see when you sign in to the Control Panel, or MCP. It gives a brief overview of recent activity on the site. From here, the total number of Orders Received, Payment Received, and Declined orders can be displayed. The home page displays the current day's activity; for more comprehensive information, select a different range from the Timeframe drop-down menu.



All Orders

You see quickly see the orders in your store that are in the Order Received, Payment Received, or Declined status or you an click on the Manage Orders link to be taken directly to the Order Manager.

Shopping Carts

The Storefront Overview displays how many shopping carts currently exist in your store but you can also click the Manage Shopping Carts link to go directly to the Shopping Cart Manager.

Sales Information

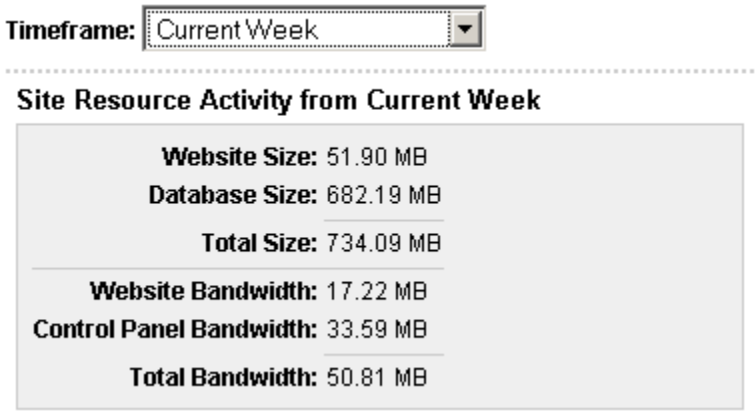
Important Sales information for your store is prominently displayed for your convenience.

- **Activity from Today -** You can see the total amount of products sold through the store for the day and the total dollar amount.

- **Top 5 Selling Products from Today -** You can see the most popular products sold in your store or click the View All Reports link to go directly to the Reports Manager.
- **Top 5 Searches from Today -** You can view the most popular searches your customers have initiated or you can click the View All Searches link to go directly to the Reports Manager.
- **Product Feeds -** You can see which feeds you have generated and the status of those feeds or you can click the View All Feeds link to be taken to the Product Feed Manager.

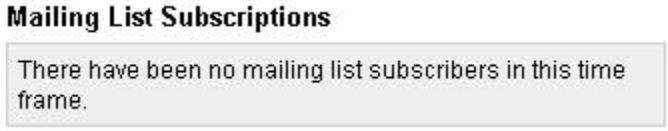
Site Resource Information

When making a selection under Timeframe, the Site Resource Information becomes visible.



Premium Ecommerce Storefront

The Premium Ecommerce Storefront overview also includes Mailing List Subscriber information.



For more information about the Control Panel, please visit the Control Panel Overview page.

Sales

Sales Overview

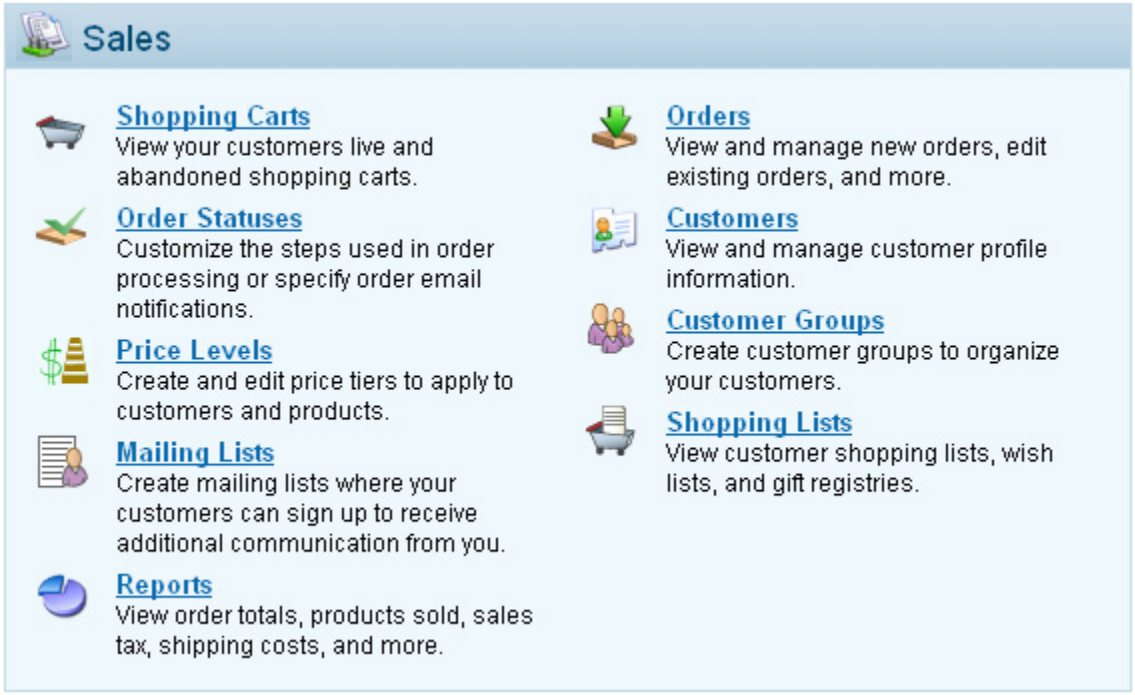
Options available under the **Sales** tab allow you to manage orders, track customer behavior, edit customer information and generate reports. Click on the link to go to that specific option.

Standard Ecommerce

Shown below is the Sales tab for the Standard Ecommerce package which includes: Shopping Carts, Orders, Customers, Price Levels, and Reports.

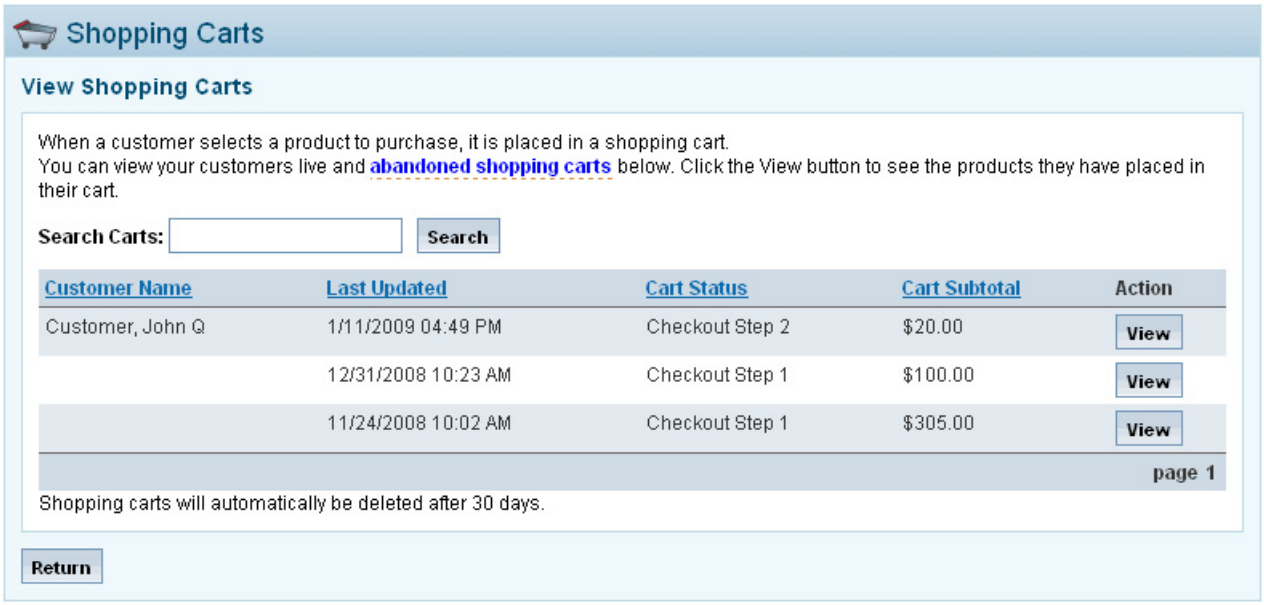
Premium Ecommerce

Shown below is the Sales tab for the Premium Ecommerce package which includes: Shopping Carts, Orders, Customers, Price Levels, Customer Groups, Mailing Lists, Shopping Lists, and Reports.

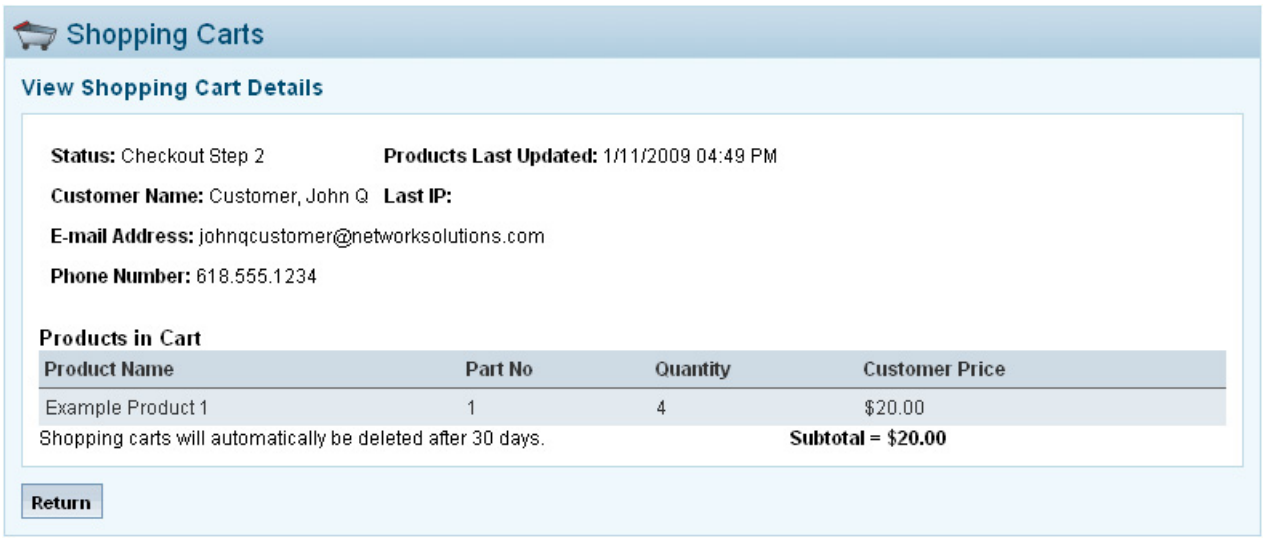


Shopping Carts

When customers add items to a cart, but do not check out, this creates an abandoned shopping cart. You may keep track of shoppers' behavior by viewing Shopping Carts.



Clicking **View** takes you to the detail of that abandoned cart.



The status tells you the step of checkout at which the cart was abandoned, or displays "Shopping Cart" if the customer did not attempt checkout. If the cart was left by a registered user, the user's personal information will also display under **Customer Name**.

The list of abandoned carts is retained according to your site settings. If a registered user re-enters your storefront with a saved cart and completes checkout, this process will remove the cart from View Shopping Carts.

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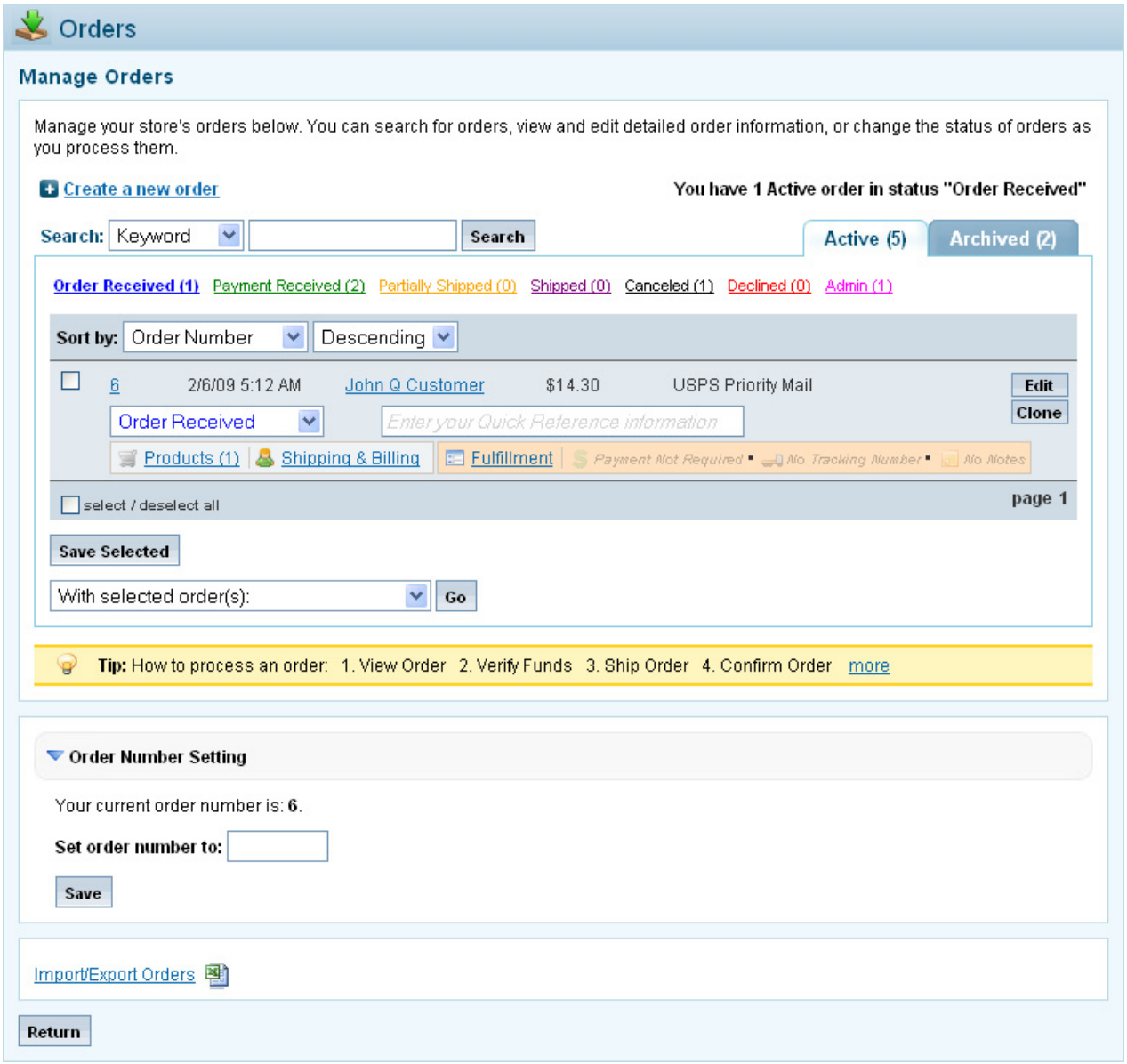
Manage Orders

When a customer completes checkout on the storefront, the order is placed into the **Manage Orders** section of the Control Panel. Orders are displayed chronologically by default but you can filter which orders are shown (via the Order Status links at the top) or how the orders are sorted (via the Sort by drop-down) .

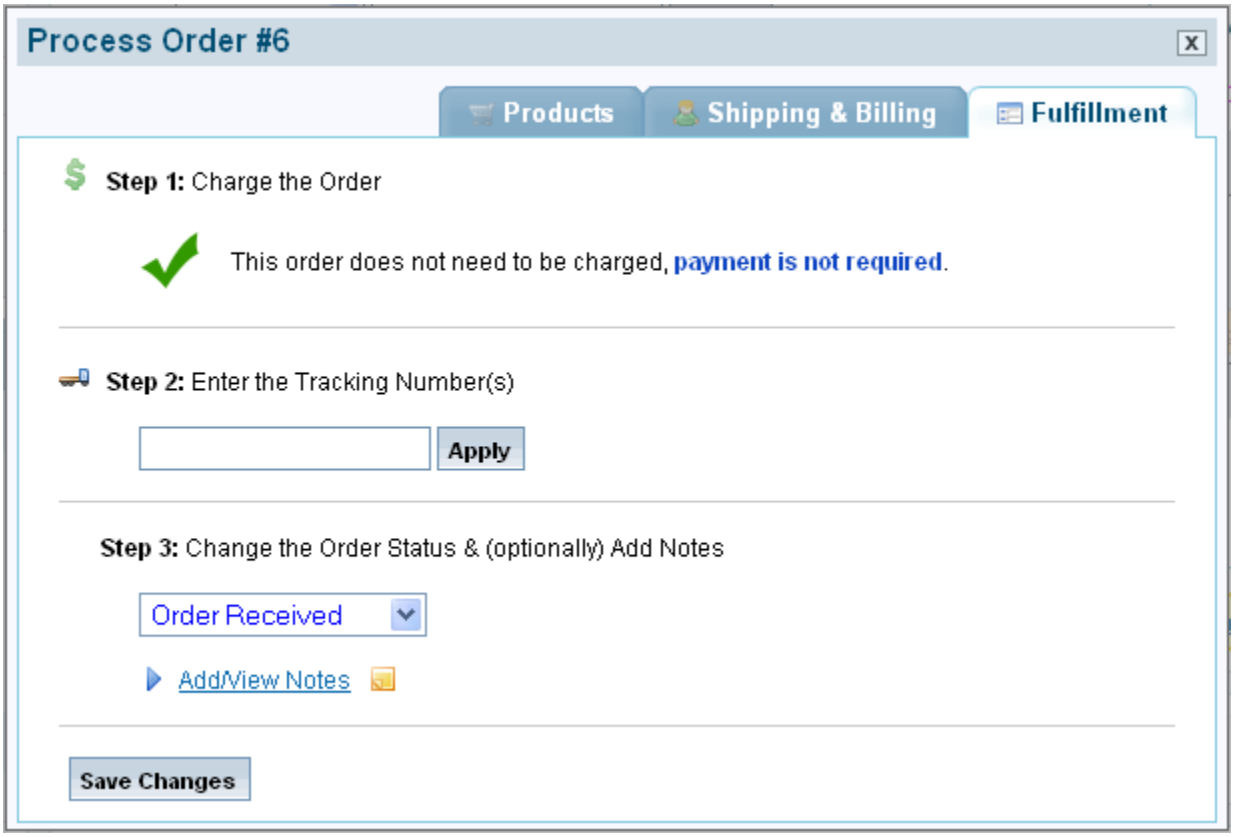
From the Manage Orders screen, each order has a summary of it's most important information right on the order. From the Manage Orders Screen you can quickly view the number or products, the customer, the order price and shipping method, as well as change the Order Status itself.

You can Edit orders, Clone orders, or Create a new order. You may also set the Order Number for your current orders.



Fulfillment

Underneath each order is the Fulfillment bar. Clicking on this bar opens the fulfillment popup which allows you to quickly move this order through your order processing system.



The products, shipping & billing, and fulfillment information can be viewed by clicking on their respective tabs. On the fulfillment tab you can easily enter tracking numbers, change the Order Status, and add/view any notes on the Order.
Once finished, click the **Save Changes** button to save your changes.
Note: To add products to an order, you must enter the Order Edit page for the specific order.

Creating, Cloning, or Editing Orders

If you new need to create an order, edit an existing order, or clone and existing order, follow the steps below. More information on the editing an order and the order details can be found here.
CAUTION: Editing an order will result in that order being saved to the database. You cannot "undo" edited orders.

To Create a new order:

- Click on the Create a new order link. This button will open the Order Detail page.

To Edit an existing order:

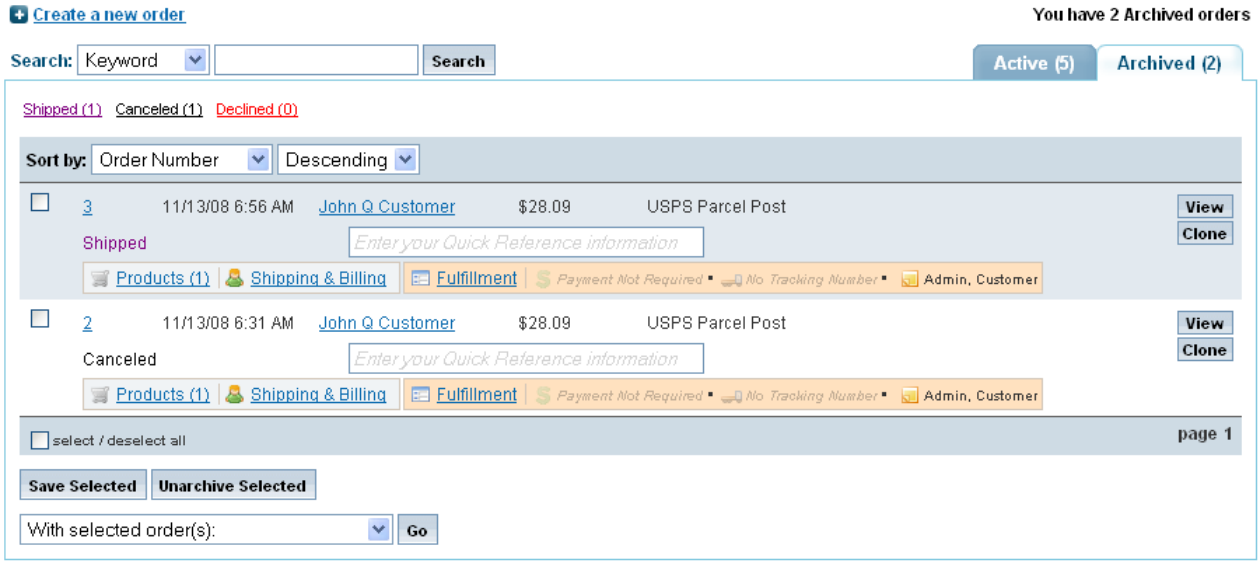
- Click on the Edit button next to the desired order. This will open the Order Detail page.

To Clone an existing order:

- Click on the Clone button next to the desired order. This will open the Order Detail page.

Archiving Orders

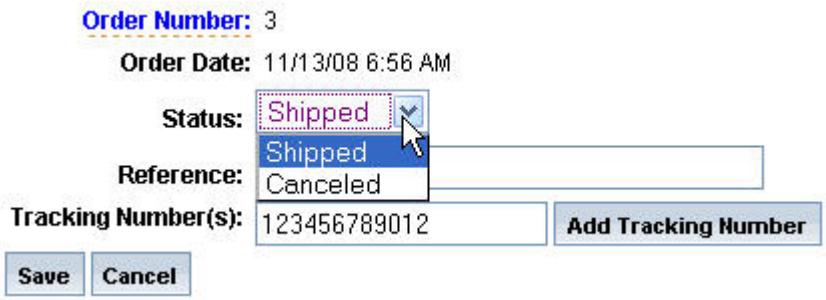
You can archive orders that you may not necessarily want to delete, but don't want in your active order list. This will flag your order and make it un-editable. If you later wish to recreate the order, you can clone your archived order and the order will be recreated in your Active orders list under the Admin status. Orders are archived in the Edit Order page.



An order must be in the Shipped, Canceled, or Declined status before it can be archived.

To Archive an order

- Find the order you wish to archive in the Product List and then click the Edit button. This will take you to the Order Detail page.
- Make sure that the order is in Shipped, Canceled, or Declined status. If the order you wish to archive is not in any of these statuses, you can change the status of the order using the order status drop down on the Edit Order Page and click the **Save** button to save your new status.



- At the bottom of the Order Detail page, click the **Archive & Return** button. Once you've confirmed that you wish to archive the order, you will be taken back to the Manage Orders Page.

- To view the your orders in Archive status, click the Archived tab.

Order Search

You can search through your orders via the search box.

Keyword Search

Select the Keyword option from the drop-down menu, specify your keyword and click the **Search** button.

Order Date Search

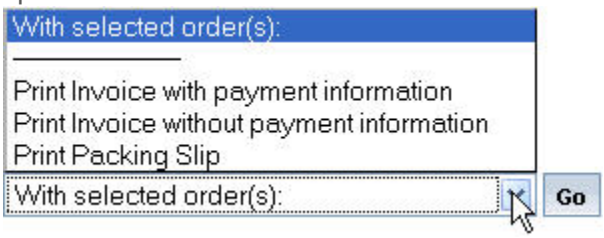
Select the Order Date option from the drop-down menu, specify your start and end dates and click the **Search** button.

Order Status

You can adjjust the order status right on the Manage Orders Screen. Simply select the Order Status drop down box, and select your desired status.

With selected order(s)

You can print a range of selected orders by clicking the drop-down and selecting your desired print option.



Order Numbers

You can set the Order number for your orders by entering the desired number in the text box. The Maximum Order number is 2,000,000,000.

Import/Export

The Premium version of the Shopping Cart has an additional option to import or export orders. Select the status, and click **Import/ Export Orders** to create a **.csv** file of the order information. A more detailed explanation of the Import/Export function can be found here.

Order Detail

To view or make changes to individual orders, click **Edit** next to the order on the Manage Orders screen. This will open up the **Order Detail** view. If you wish to create a new order, you can click on the Create a new order button on the Manage Orders screen.

The Order Details Screen

Order Detail

Order Information

Order Number: 1
Order Date: 10/14/08 10:02 AM
Status: Canceled
Reference:
Tracking Number(s): Add Tracking Number
Save Cancel

Customer Information

Edit

Name: John Q Customer
Email Address:
Customer Type: Registered User
IP Address:
Price Level: General

Shipping Information

John Q Customer
ABC Printing Co.
12345 Blank Lane
Belleville, IL 62246
United States
618.555.1234

Billing Information

John Q Customer
ABC Printing Co.
12345 Blank Lane
Belleville, IL 62246
United States
618.555.1234

Order Invoice

Edit

Print Invoice with payment information Print

Shipping Method: Free Shipping - $0.00

Product Name	Part No.	Mfg. Part No.	Quantity	Item Price	Total Price
Example Product 1	1	0001	3	$5.00	$15.00

Subtotal:	$15.00
Shipping:	$0.00
Handling:	$3.00
Tax:	$1.01
Order Total:	$19.01
Surcharge:	$0.00
Final Total:	$19.01
Net Revenue:	$19.01

Additional Information

Edit

Checkout Questions

Policy Agreement:
I have read and agree to the Shipping, Return, and Privacy policies.

Administrative Information

Sales Rep:
Customer Notes: Customer Notes Example
Admin Notes: Admin Notes Example

Payment Information

Edit

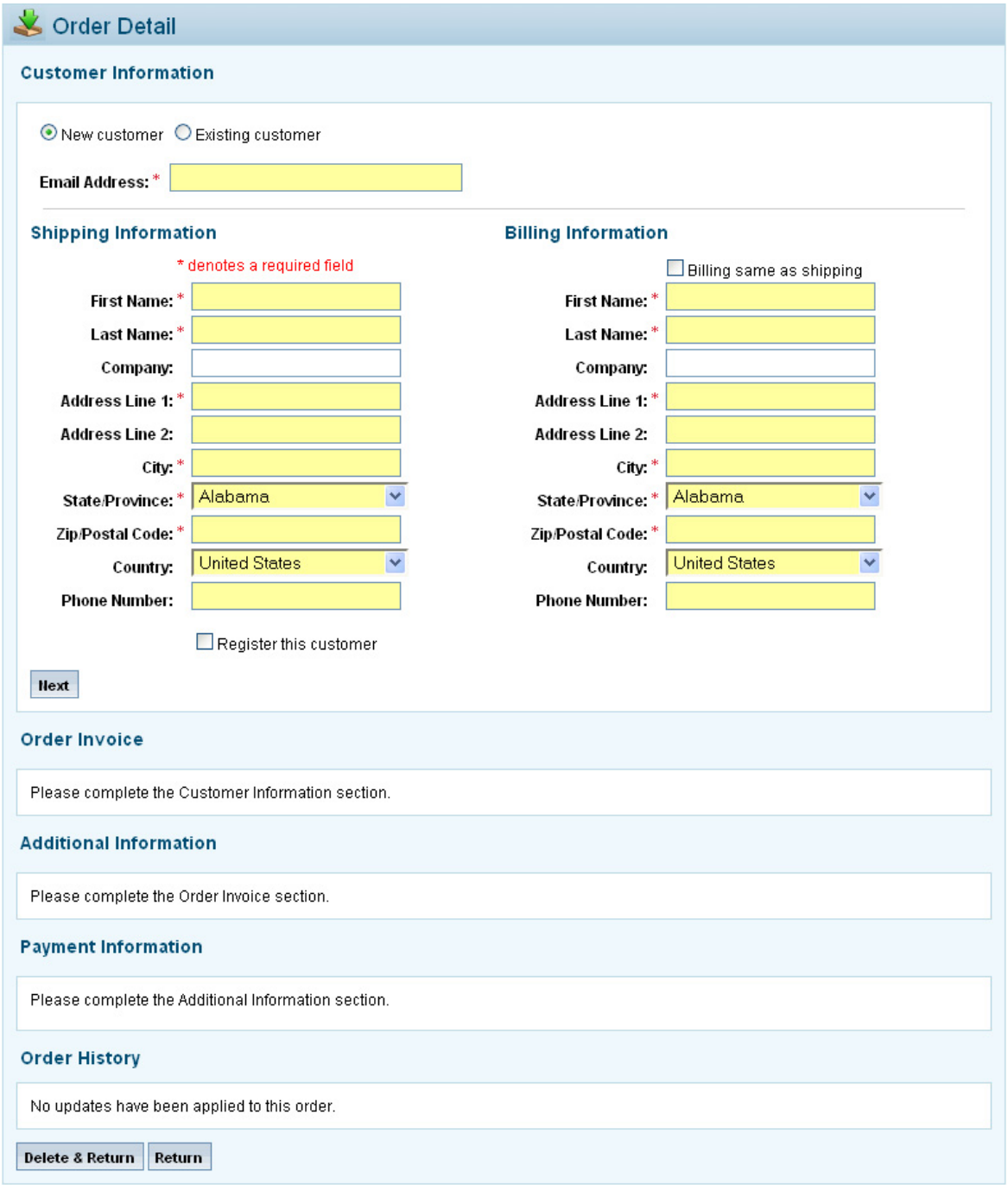
Payment Method: Payment Not Required

Back end Order Entry and Editing

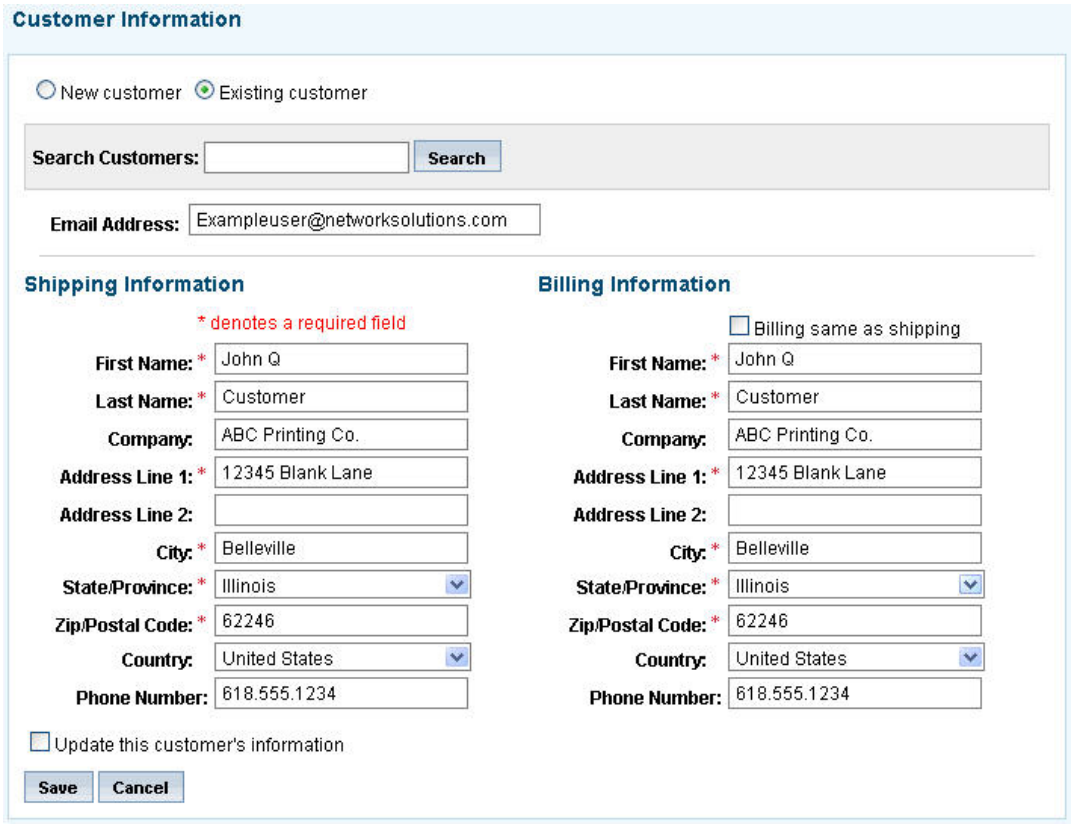
You now have the ability to edit all aspects of your customer's orders or create new, complete orders for your customers. In the Order Details screen, each section of the order can be edited, allowing you to add or remove products, tracking numbers, admin notes, and other parts of the order as necessary.
NOTE: When you edit an order, you are editing the database. You cannot undo an Edit.

To Create a New Order:

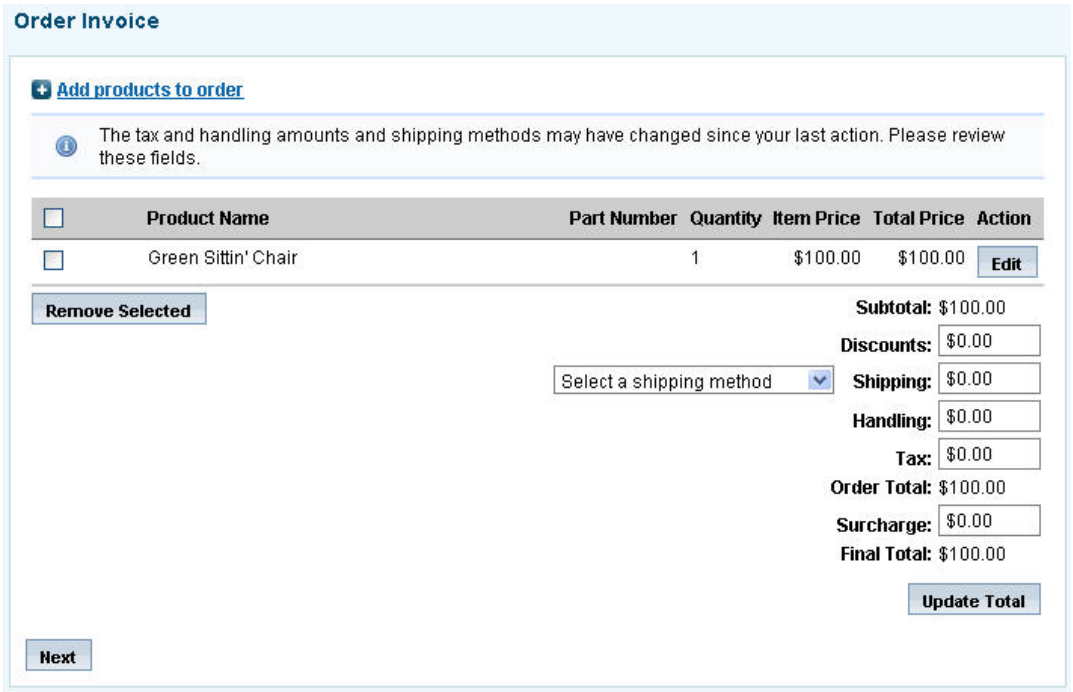
- Click on the Create a new order button in the Manage Orders section of the Control Panel. This will open the Orders Detail page which is split into six (6) sections; Order Detail, Shipping & Billing Information, Order Invoice, Additional Information, Payment Information, and Order History. You must complete the sections in order before you can proceed to the following section. To edit a section click on the pencil button
  The Orders Detail Page



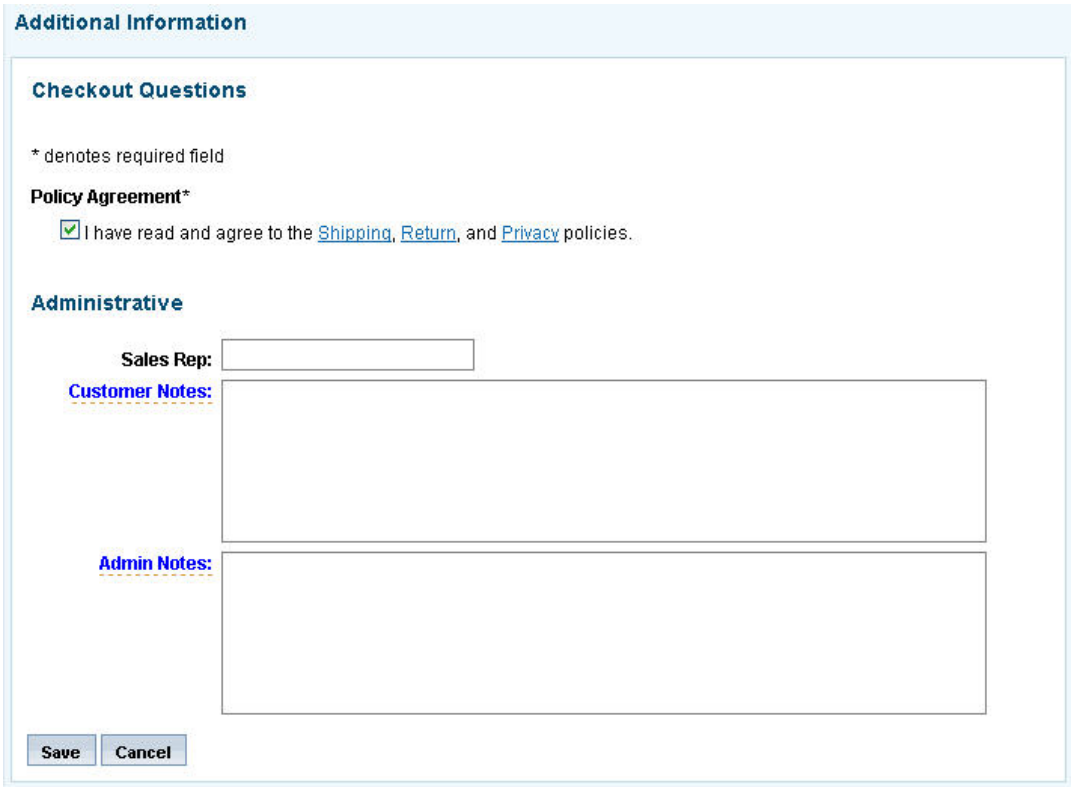
- **Enter your Customer Information:** Enter your customer's information or select a customer from your existing registered customers. Once you have entered the required customer information, click the Next button to proceed to the Order Invoice Section. Customer Information



- **Add Products to your Order Invoice:** Click the Add Products to Order button to bring up a product search popup. Enter the name of the product you wish to add or simply click the Search button to get a list of all your products. Once you have added the desired products to your order, close the popup and go back to your order. You can edit the Quantity and Item Price for each product in your order by clicking the Edit button next to the desired product, making your edits, then clicking Update. The totals for the order will automatically update.
  Order Invoice

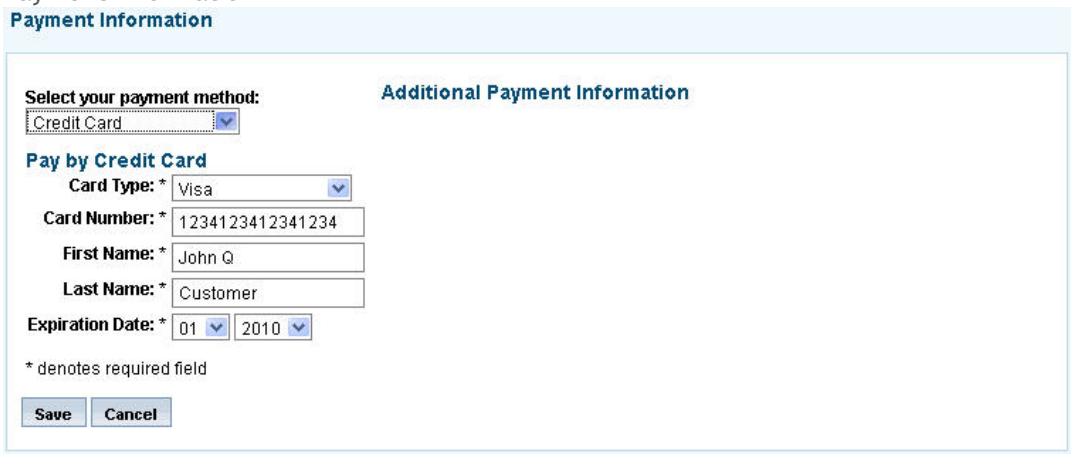


- **Enter the Additional Information for your Order:** The Additional Information section of the Order will hold any Checkout Questions you have setup for you customers. Remember that you must fill out Required sections in order to proceed to the Payment Information section. When you have entered the required Additional Information, click Next.
  Additional Information



- **Enter the Payment Information for your Order:** The Payment Information section of the order contains all the specific information your customer uses to buy your product. Specify the payment method for your order and enter the required information. When you are finished, click Save.

Payment Information



- **Order History:** The Order History shows a log of all the changes made to a particular order, who made those changes, and when the changes were made. You cannot edit the Order History.

Order History

Order History

Date	User	Action
6/13/08 5:57 AM	NetSol Staff	Order Invoice information updated
6/12/08 11:00 AM	System	Order status changed to Order Received

- Once you are satisfied with your order, click the Save button.

Changing a Status

You will notice that not all statuses appear in the Order Status list when you click the drop-down button. That is because each status has a set of business rules assigned to it. Only those statuses available as a next step from the current status are displayed in the drop-down list.
The table below shows the available next steps for each of the default statuses.

Status	Next Available Steps
Order Received	- Payment Received - Declined - Canceled
Payment Received	- Shipped - Partially Shipped - Canceled
Partially Shipped	- Shipped - Canceled
Shipped	- Archived - Canceled
Canceled	- Archived
Declined	- Archived

Customer Manager

What is a customer?

A visitor to your store who places an order and successfully completes checkout is a customer. The storefront can recognize two separate types of customers:

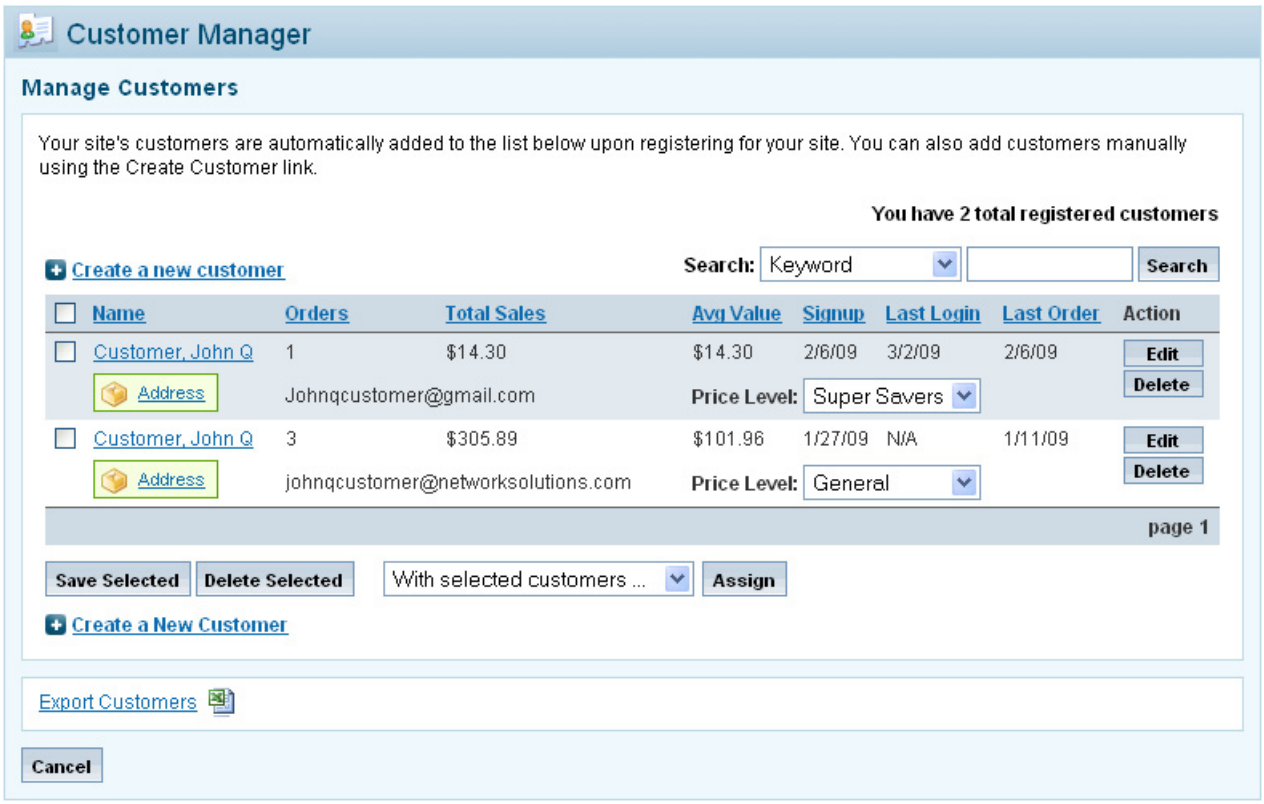
- A **guest** customer does not create an account when purchasing.
- A **registered** customer agrees to have all personal information stored by registering on the storefront or during checkout.

A registered customer then has the ability to log into your storefront at any time to update their personal information or view order history.

Managing your Customers

All registered customers who have made purchases on your are stored in the Customer Manager. The manager displays their purchase history including their total orders, total sales value, and average order value.

Names are displayed in descending order by date of registration. The list can also be sorted by the clicking on the **Name**, **Orders**, **Total Sales**, **Avg Value**, **Signup**, **Last Login**,and **Last Order**. You can also search your customers with the drop-down and search fields.



Price Levels
From the Customer Manager, you can change the price level for the customer by clicking the Price Level drop-down and selecting the desired price level. You can also add a customer to a price level in the Edit Customer page shown below. For more information about Price Levels, please click here.

Editing Customer information

Clicking on the **Edit** button for any customer will open the "Customer Details" screen, which displays most of the login and address information for each customer. You have the option to modify any of the customer information, including password changes.
From the Customer Edit page you can add a customer to a Price Level, Customer Group, or Mailing List. You can also see the customer's total order history.

Customer Details

Manage Customer Details

Customer Login Information

Email Address: * Johnqcustomer@gmail.com
Password:
Confirm Password:
* leave the password fields blank if you do not wish to change the password.
☐ Notify customer of password change.
☐ Tax Exempt
Tax ID:
Email account information to customer

Billing Information

First Name: * John Q
Last Name: * Customer
Company: ABC Printing Company
Address Line 1: * 12345 Blank Road
Address Line 2:
City: * Belleville
State/Province: * Illinois
Zip/Postal Code: * 62226
Country: United States
Phone Number:

Shipping Information

☑ Shipping same as billing
First Name: * John Q
Last Name: * Customer
Company: ABC Printing Company
Address Line 1: * 12345 Blank Road
Address Line 2:
City: * Belleville
State/Province: * Illinois
Zip/Postal Code: * 62226
Country: United States
Phone Number:

* denotes a required field

Price Level

○ General ◉ Super Savers ○ Resellers Cut

Customer Groups

☑ Super Savers

Mailing Lists

☑ Super Savers Club

Order History

Successful Orders: 1
Total Sales: $59.30
Average Order Value: $59.30
Last Order: 2/6/09

Order Number	Date	Tracking Number(s)	Total	Order Status
6	2/6/2009 5:12 AM		$59.30	Order Received

Products Purchased

Product Name	Part No	Quantity	Total

Registering a Guest Customer

While the Customer Manager will list all purchases made by registered customers on your store, any guests that have shopped in your store will not be shown. You can register a quest customer who has completed a purchase and their information will then appear with the other registered customers on your Customer Manager.

To Register a Guest Customer

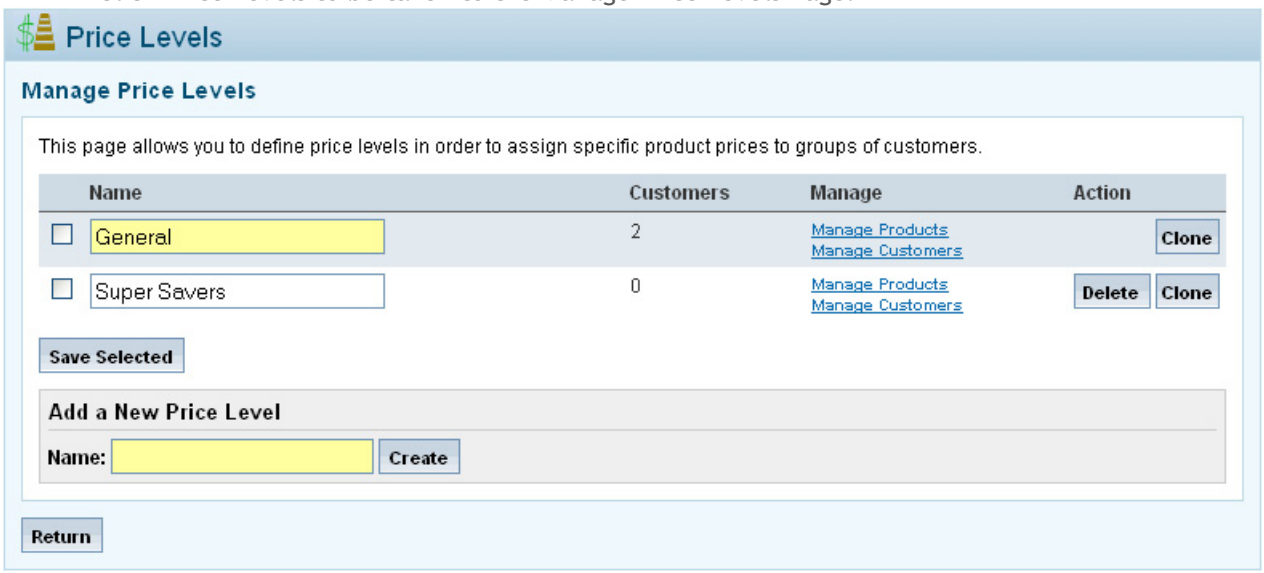
Price Levels

Price levels allow you to customize the prices of certain products on your store for select groups of customers. The General price level (you can change this name in the Price Level manager) is the base price level that all new and unregistered customers visiting your store will automatically see. Once a customer registers, you can easily include them into a different price level.

You can have up to six (6) different price levels (including the General or default price level).

To Create a Price level:

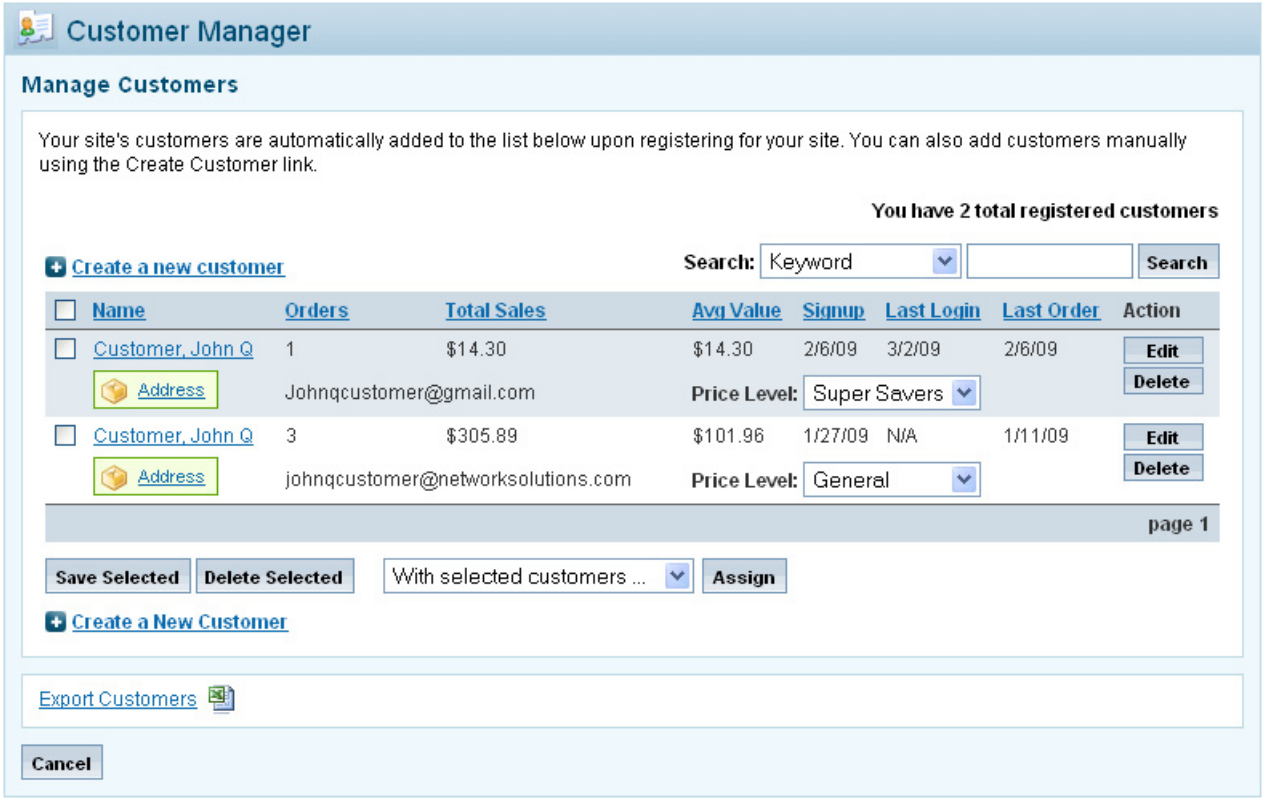
- Navigate the Price Levels section of the Sales tab.
- Click Price Levels to be taken to the Manage Price Levels Page.



- The Price Level Manager displays the number of customers currently part of each price level.
- Enter the name of your new price level in the Add a New Price Level text box and click the create button.

To add customers to a price level:

- Navigate to the Customers section of the Sales tab.

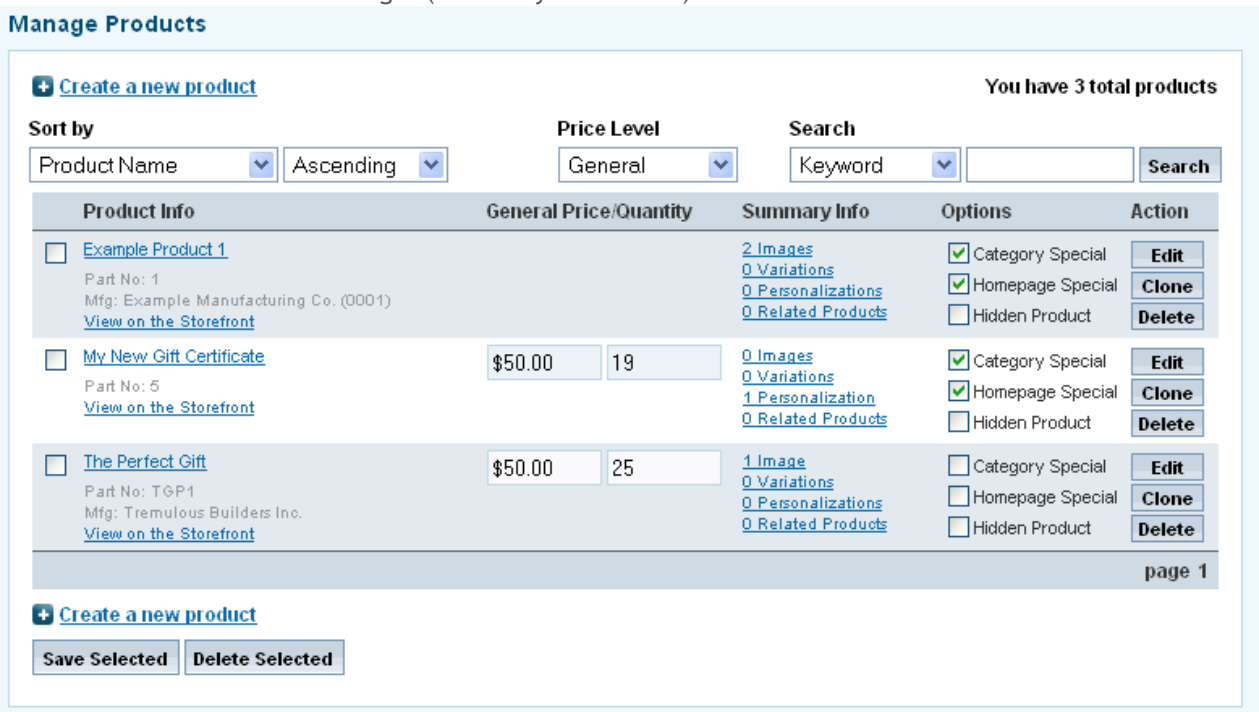


- You can move a customer to a pricing level directly from the Customer Manager page by clicking the Price Level drop-down and selecting the desired price level. The Customer Manager is explained in detail here.

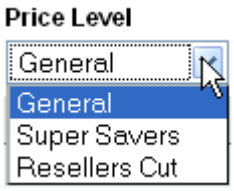
On the Storefront, customers that are a part of a price level will see the desired changes to the prices for your products.

To specify product pricing for price levels:

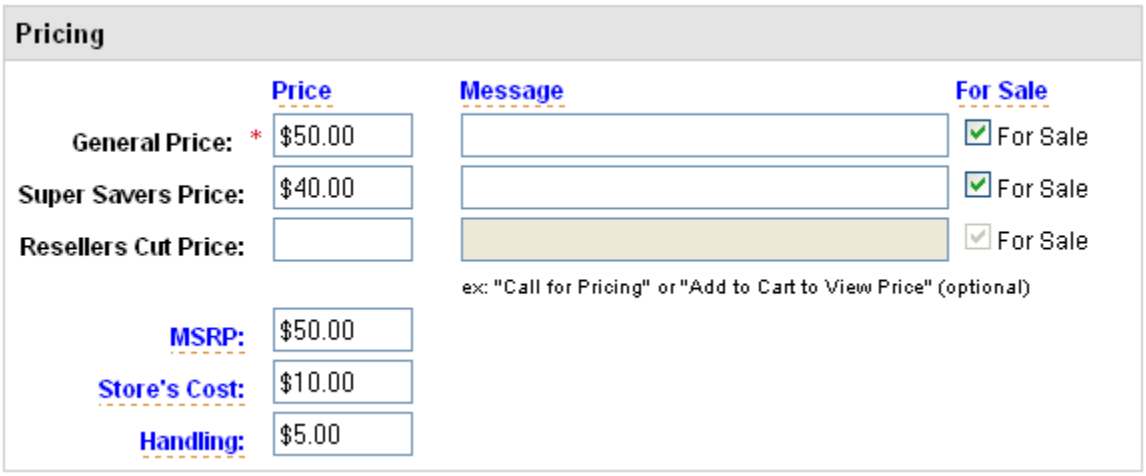
- Go to the Product Manager (Inventory > Products).



- At the top of the product manager click the Price Level drop-down box. This will display your product prices for your selected price level.



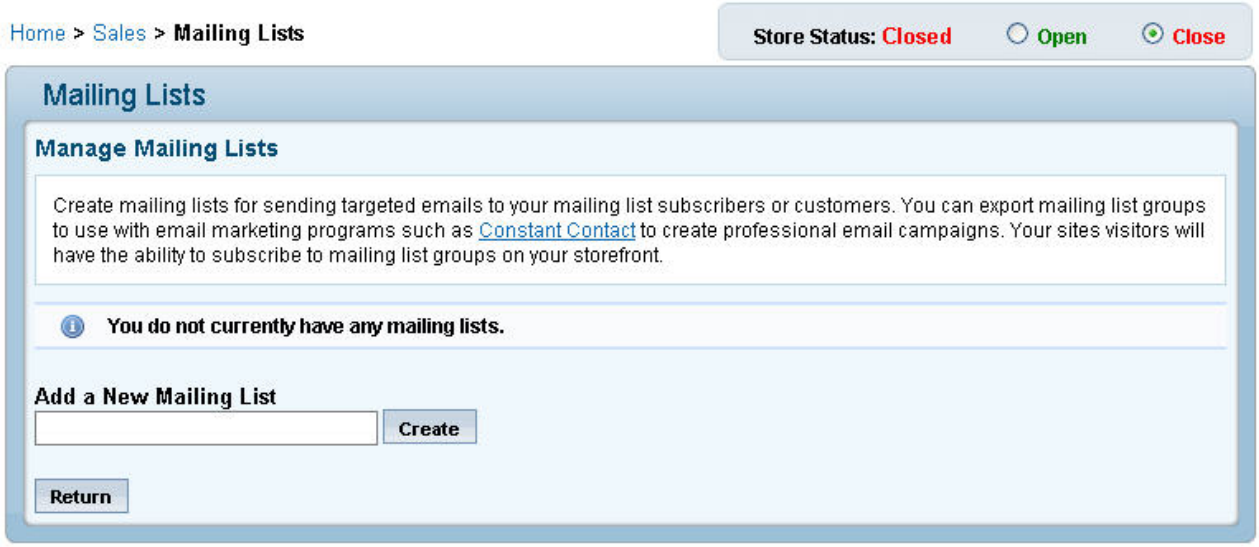
- Enter your new price for each of your products at that the selected price level.
- Click the **Save Selected** button when finished to save your changes.
- To see all the price levels of a particular product at one time, click the Edit button for the desired product.
- In the Pricing section of the General Tab, enter your product price for each level. You also have the option of adding a pricing message, or disabling the ability to purchase a product per price level.



- Click the **Save**, **Save & Return**, or **Save and Add Another** buttons to save your changes.

Mailing Lists (Premium Only)

You can create mailing lists that your customers can sign up for. This allows you to create targeted email marketing programs to generate professional email campaigns.



To Create a New Mailing List:

- Enter the name of the desired list in the **Add a New Mailing List** field and click **Create.**

To Add new Customers to the mailing List:

- Go to the **Customers** section of the **Sales** tab in the Control Panel.
- In the Customer Manager, click the **Add the Selected Customers to the group** and select the desired Mailing List.
- Click **Add.** The customer is now added to your email list.

You can also export you mailing list as a CSV file by clicking **Export** next to the desired mailing list.

Order Status

What are Order Statuses?

When a customer places an order on your site, the order is assigned an Order Status. The NetworkSolutions Ecommerce Web Sites have six default statuses.

- Order Received:
  If you are using offline payments or an online payment set to Authorize only, all new orders successfully completed through checkout are assigned this status.
- Payment Received:
  New orders are assigned to Payment Received if successfully processed through a real-time payment gateway.
- Partially Shipped:
  You may manually move an order to this status based on product related circumstances such as backorders or stock problems.
- Shipped:
  You may move an order manually to Shipped.
- Canceled:
  You may cancel any order. Items will be returned to inventory if the order is moved to this status.
- Declined:
  Orders are declined if payment is rejected by a real-time payment gateway.

What options are available with the order statuses?

If you click on **Edit** the option to select or deselect the email preferences for that status become available. Changes are applied by clicking **Update**.

Can I create my own Order Statuses?

The Premium version of the shopping cart allows you to create your own custom statuses. To do this, enter the name, select the parent status, select the appropriate email options and click .

Once saved, your custom status will appear below its parent status in the main Order Status page. Each custom status created will adopt the rules for the parent status. Orders must be manually moved to any custom status.

Can I delete an Order Status?

Custom Order Statuses can be removed by clicking **Delete**. All orders that are in the custom status will be automatically moved to the parent status. You cannot delete or rename a default status.

The Order Flow

Order status can, for the most part, be moved from one status to another. Although it is recommended to try and keep orders moving through your store in a coherent fashion, you have the ability to move orders backwards through their statuses if necessary. The information below explains each status and describes the rules for moving an order from that status to the next.

Directional flow for Custom Statuses

You can create any number of custom statuses, and place them after any default status in the order process. When you create and place a custom status, it will be considered a "Child" status and the "Parent" status will be the preceding default status. Each custom status will be considered as part of the default status, and will retain the default status on the MCP. Movement can occur within a default (parent) status any number of times and in either direction.

The Default Statuses

1. Order Received

This is an initial status that an order gets when the customer completes the shopping cart process. Orders that were made with a custom payment, or payments that are “authorize only” will begin the order flow with this status.

This status can trigger an email to the customer and decrements inventory. It can also trigger a notification email to the client.
From Order Received an order can be moved into any status, including sub-statuses.

---

2. Payment Received

This status shows that the order is in process and you have successfully charged the customer’s account. This may also be an initial status for orders placed and accepted via a real time payment method.
This status can trigger an email to the customer and decrements inventory when it is the initial status. It can also trigger a notification email to the client.

From Payment Received, the following statuses (and their sub-statuses) are available:

- Partially Shipped
- Shipped - This is the default flow if the entire order cannot be fulfilled.
- Canceled - This is the optional flow

***NOTE**: Custom statuses also may be used after Payment Received. These custom statuses would follow the rules of the preceding default (parent) status.*

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3. Partially Shipped

This status shows that part of the customer's order has been shipped, but the order is not complete yet, for whatever reason. This status can trigger an email to the customer.

From Partial Shipment, the following statuses (and their sub-statuses) are available:

- Payment Received
- Shipped
- Canceled

***NOTE**: Custom statuses also may be used after Partial Shipment. These custom statuses would follow the rules of the preceding default (parent) status.*

---

4. Shipped

This status shows that the entire order has been completed as far as the customer is concerned. This status can trigger an email to the customer.

From Shipped, the following statuses (and their sub-statuses) are available:

- Payment Received
- Partially Shipped
- Canceled

---

5. Cancel

This status shows that the order has been cancelled for some reason. This status can trigger an email to the customer. It also places inventory back into stock.

From Cancel, the following statuses (and their sub-statuses) can be selected:

- Order Received
- Payment Received

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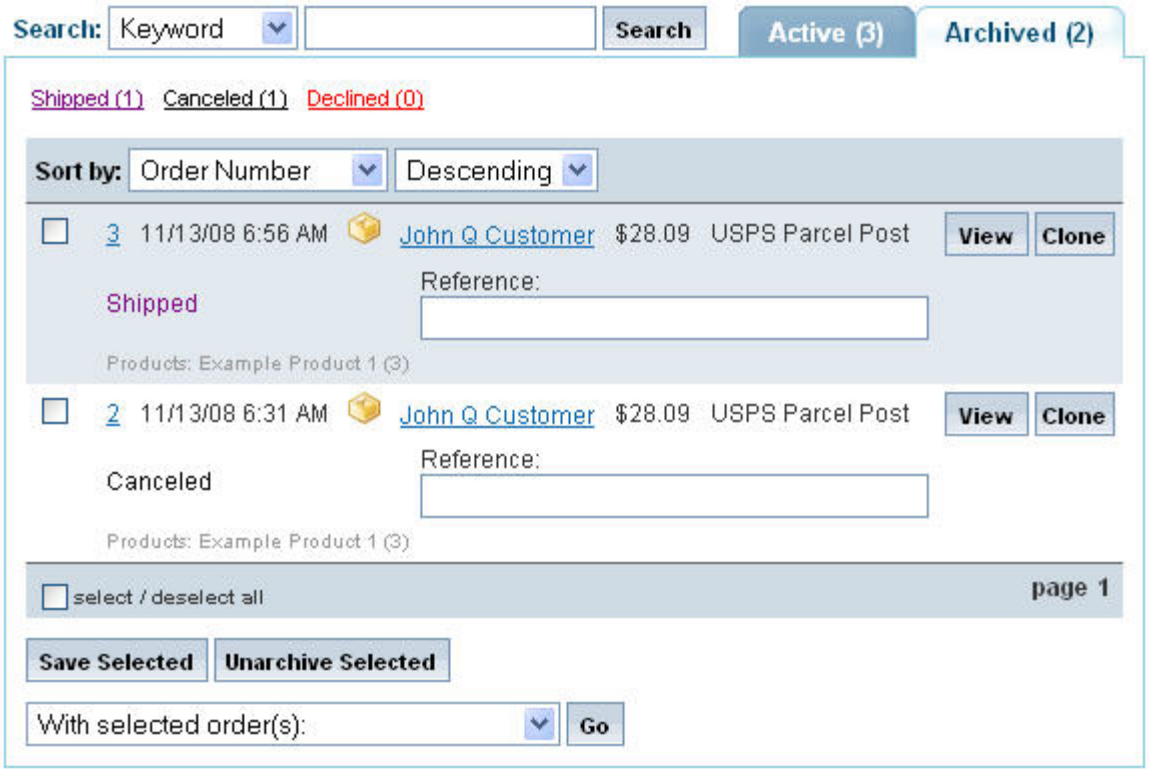
6. Archived

This status shows that the order has been archived from your Control Panel list. These orders are place on the Archive tab. An archived order does not update inventory in any way.



From Archived status, there is no status that can be selected. You can Un-Archive and order by selected the desired order(s) and clicking the **Unarchive Selected** button. This action places the selected orders back into the Active Orders listing in their last active statuses.
You can also clone the order, which will create a new order in the Admin status in your Active Order list.

---

7. Declined

This status shows that the order cannot be processed due to an issue, which must first be resolved. You can move the order from the initial status of Order Received into this status. This may also be the initial status for orders placed but declined via a real time payment method.
Once the issue has been resolved, you can move the order out of Declined status.
This status can trigger an email to the customer. It can also trigger a notification email to you. This status places inventory back into stock if inventory was previously decremented (i.e. the order was moved to this status from a status of Order Received).

From Declined, the following statuses can be selected:

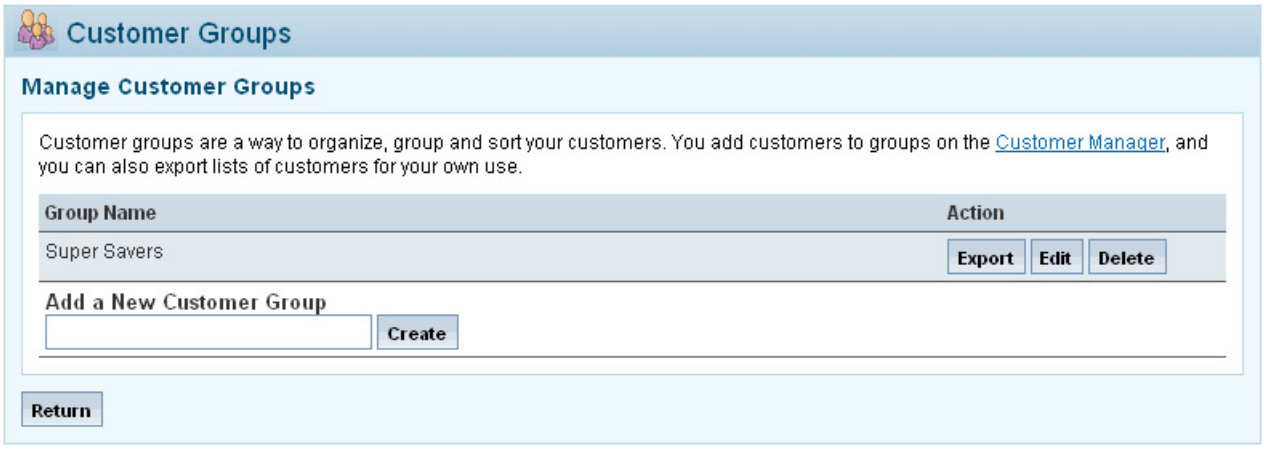
- Order Received
- Payment Received

Customer Groups (Premium Only)

A Customer Group allows the store owner to assign customers to a specific group for mailing list purposes. Once you have set them up, you can also assign special discounts based on Customer Group, or Export them to a .csv file that can then be used to create newsletter mailing lists.

Managing Customer Groups

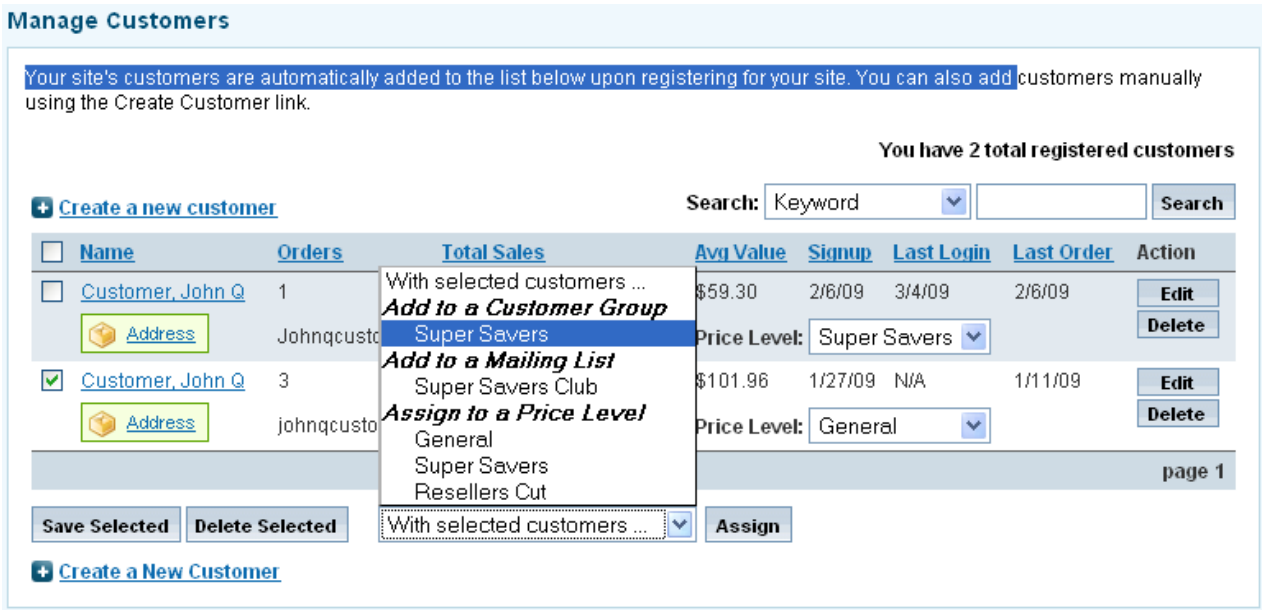
To manage customer groups, click on **Customer Groups** under the **Sales** tab.



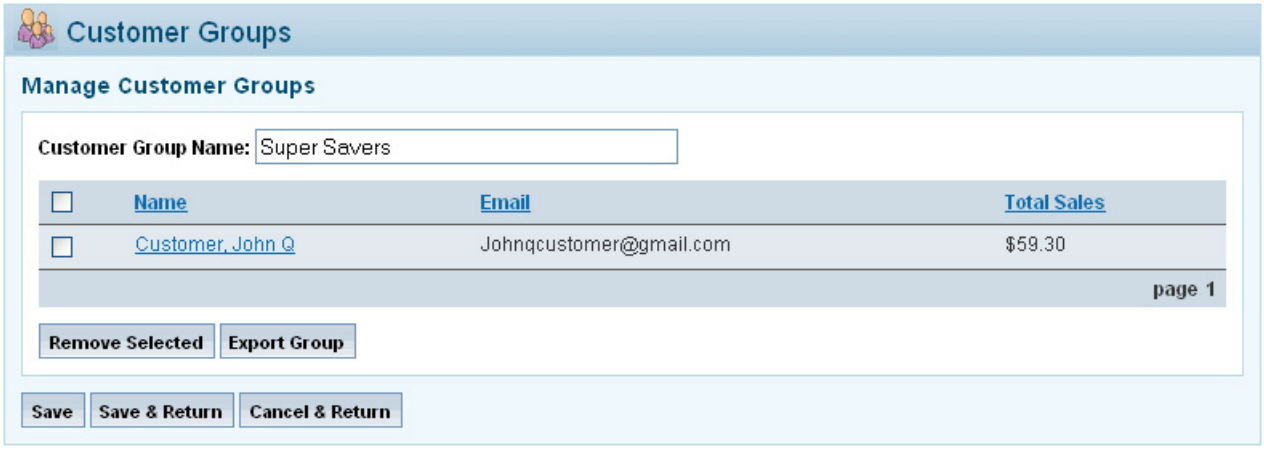
To add a customer group, enter a name for the new group and click **Create**.

Assign Customers to a Group

To assign customers to a group: from the Customer Manager, select the customers with the left side checkbox, select the group from the **Add the selected customers to the group** drop-down, and click **Add**.



In Manage Customer Groups, clicking **Edit** will produce a list of all customers assigned to that group.



The name, email address and total sales for each customer in the group is listed. Also, the Customer Group Name can be changed, customers can be deleted, and the customer list can be exported.

Export a Customer Group

For online businesses in need of a powerful newsletter campaign software solution, Network Solutions is proud to provide partnerships and integrations with popular newsletter software companies. Your e-commerce package includes the ability to export your customer's first name, last name, and email address into the standard format accepted across the industry.

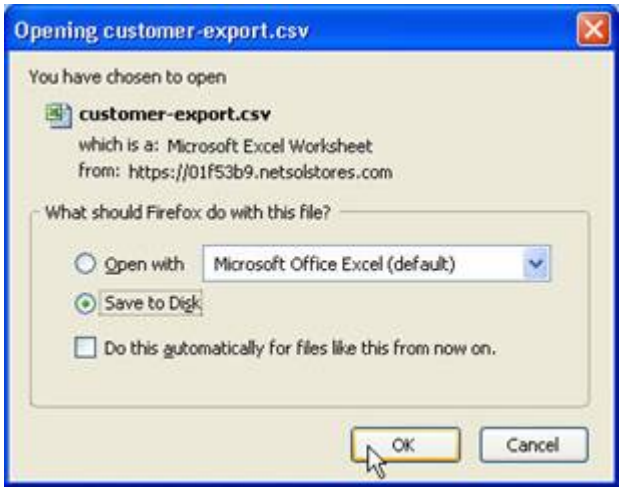
Export Subscription Email List

To Export a list of customers who are subscribed to your newsletter, you will first need to create a Customer group and place all subscribed customers into this group. Once the group has been created, you can then export the list in the standard CSV file format.
You can target your newsletter and sales emails by setting up multiple groups. You will need to setup multiple groups if you want to export different types of email lists.
For example, you might create one customer group which consists only of registered customers who have signed up for a specific newsletter, a second group which consists of potential customers who have not purchased from you yet, but signed up for email notifications, and a third group consisting only of customers who have signed up for emails and also have purchased a specific type of product from you in the past.
When you export a subscription email list, the information downloaded is limited to First Name, Last Name, and Email address. If you need to download additional customer information, you will need to do that from the *Import/Export* page on the *Operations* tab. For additional information, see the tutorial entitled "Exporting Data From the Storefront."

Creating the Export

Follow these simple steps to export a Customer Group list:

1. From the *Sales* tab, click on the *Customer Groups* link to bring up the *Manage Customers Group* page.
2. Select the desired customer groups, then click **Export Group**.
3. When the Windows pop-up appears, select the option to **Save to Disk** and click the OK button.



When the download is complete, make sure you take note of the name and location of the file. The filename will be **customer-export.csv** for one download, and then numbered for successive downloads, i.e. **customer-export2.csv, customer-export3.csv**, etc.
Note: *You should have a default file location set up on your PC, and this is where the file will typically be placed when it downloads.*

The file that is generated from a download is always a .CSV file. This is the most efficient format for exporting and importing a large volume of data. It can be easily manipulated using programs such as Microsoft Excel.
Note: *Depending on your Windows or Mac settings, this may or may not trigger a warning message in your operating system. If you get this pop-up box, you can ignore it; there is absolutely no danger from this file.*

Upload Compatibility Tips

You are now ready to upload your email list to your client. The only area that may require modification is the very top line of your CSV file, which are the labels for each of the three columns: **First Name**, **Last Name**, and **Email Address**. Each newsletter software company has their own column labels used to identify data being uploaded.
To change this information, in correspondence to your selected Newsletter Software, simply highlight the text and type the appropriate format.

Popular Newsletter Software Labels:

Constant Contact

- First Name: First Name
- Last Name: Last Name
- Email: Email Address

IntelliContact

- First Name: [fname]
- Last Name: [lname]
- Email: [email]

GotMarketing

- First Name: FirstName
- Last Name: LastName
- Email: Email

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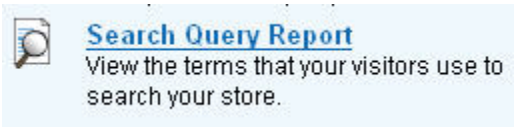
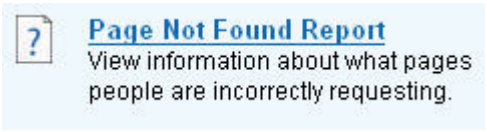
Reports

To gather time specific information about your storefront, the ecommerce Standard cart offers three report: Income, Product Sales, and Tax.

The Premium version of the software has two additional reports: Search Query and Page Not Found.

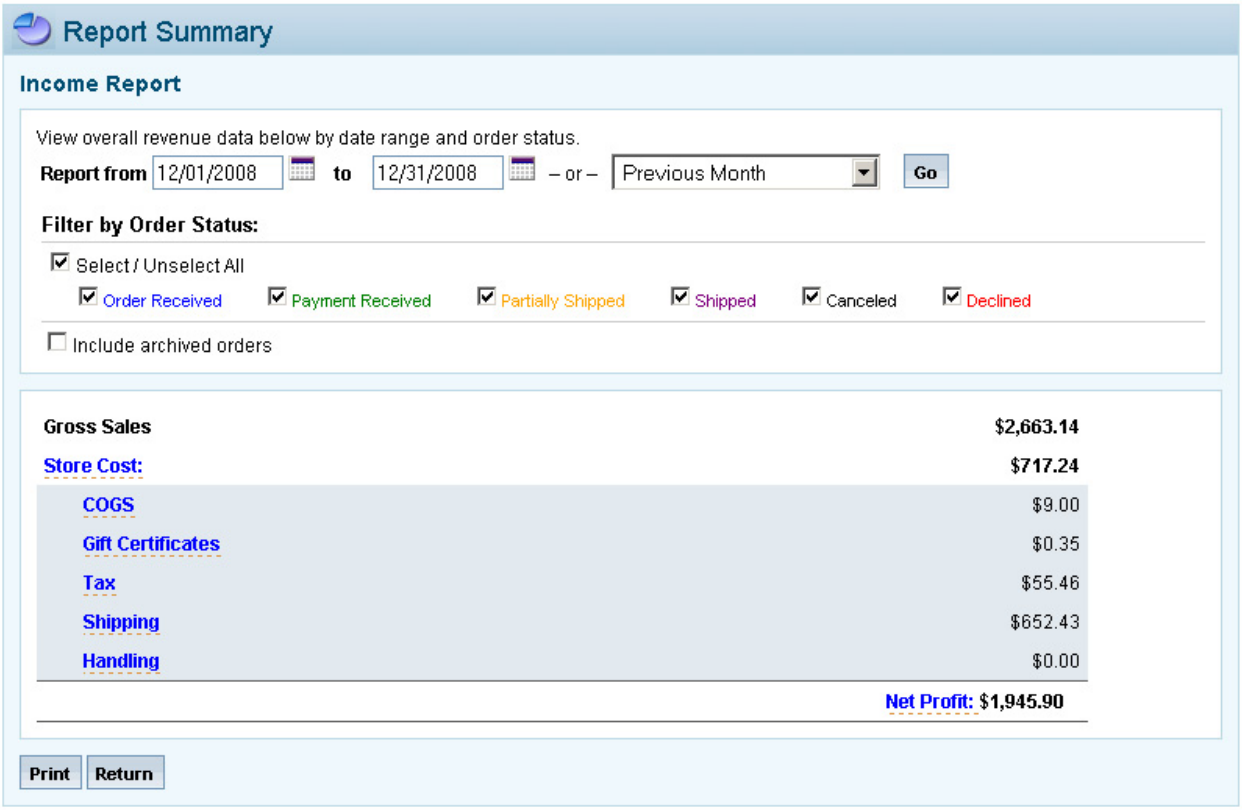




Income Report

The Income report returns revenue information, such as total revenue, Total store cost, etc.

To run the Income report, select specific dates or an appropriate date range from the drop-down list, select which order statuses you would like included, and click **Go**.



This report lists the total revenue you collected for the time period, the breakdown and sub-total of your costs, and the total gross profit you collected.

Gift Certificates are also included in the revenue calculation and are presented as a separate line in the Premium software.

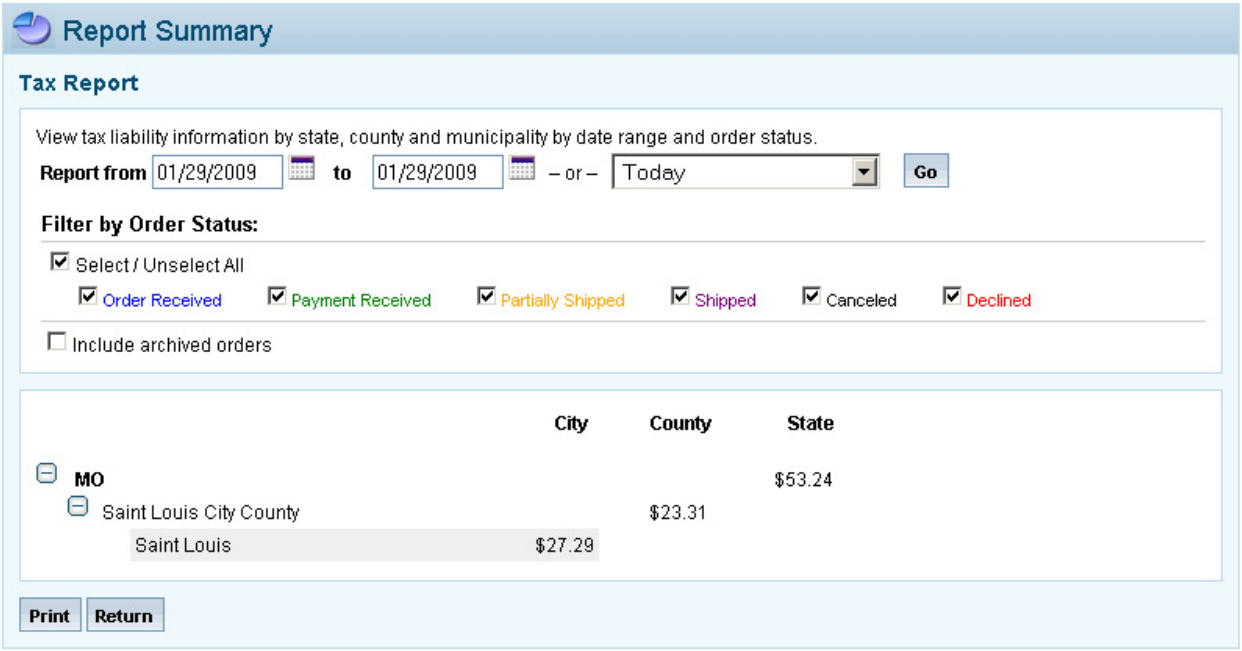
Tax Report

The Tax Report displays all taxes collected for a specific date range. Taxes are broken down by State, County, and Municipality.

To run the Tax report:

- Enter a specific date range via the **Report from** and **to** fields, or select a standard date range (such as Yesterday, previous week, 3rd quarter, etc.) from the drop-down menu.
- Select desired statuses.
- Click **Go**.

The report returns all sales tax collection information for the specified dates, as shown in the screen sample below.



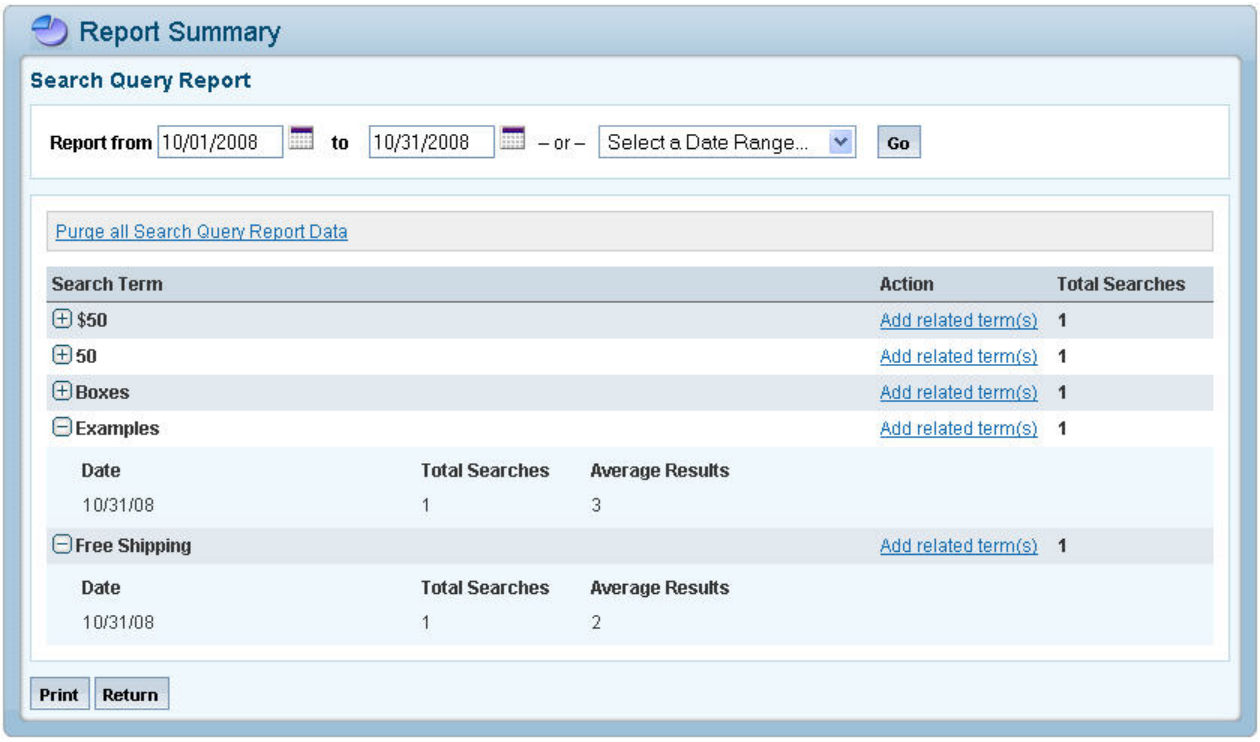
Search Query Report

The Search Query report returns all search terms entered into the search function on the storefront. Use this report to help you determine what your customers are looking for when they come to your storefront. You can also add Search Terms to your website to better help direct your customers to the products they are looking for.

To run the Search Query report:

- Enter a specific range of **Report from** and **to** dates, or select a standard range (such as yesterday, previous week, 3rd quarter, etc.) from the drop-down menu.
- Click **Go**.

Each search term returned appears on an individual line with a total. Each term can be expanded by clicking on the plus (+) to the left of the term. This will display each date the keyword was used in the search function, the total number of searches, and the average result the search . The screen below shows a sample set of results from a Search Query report.

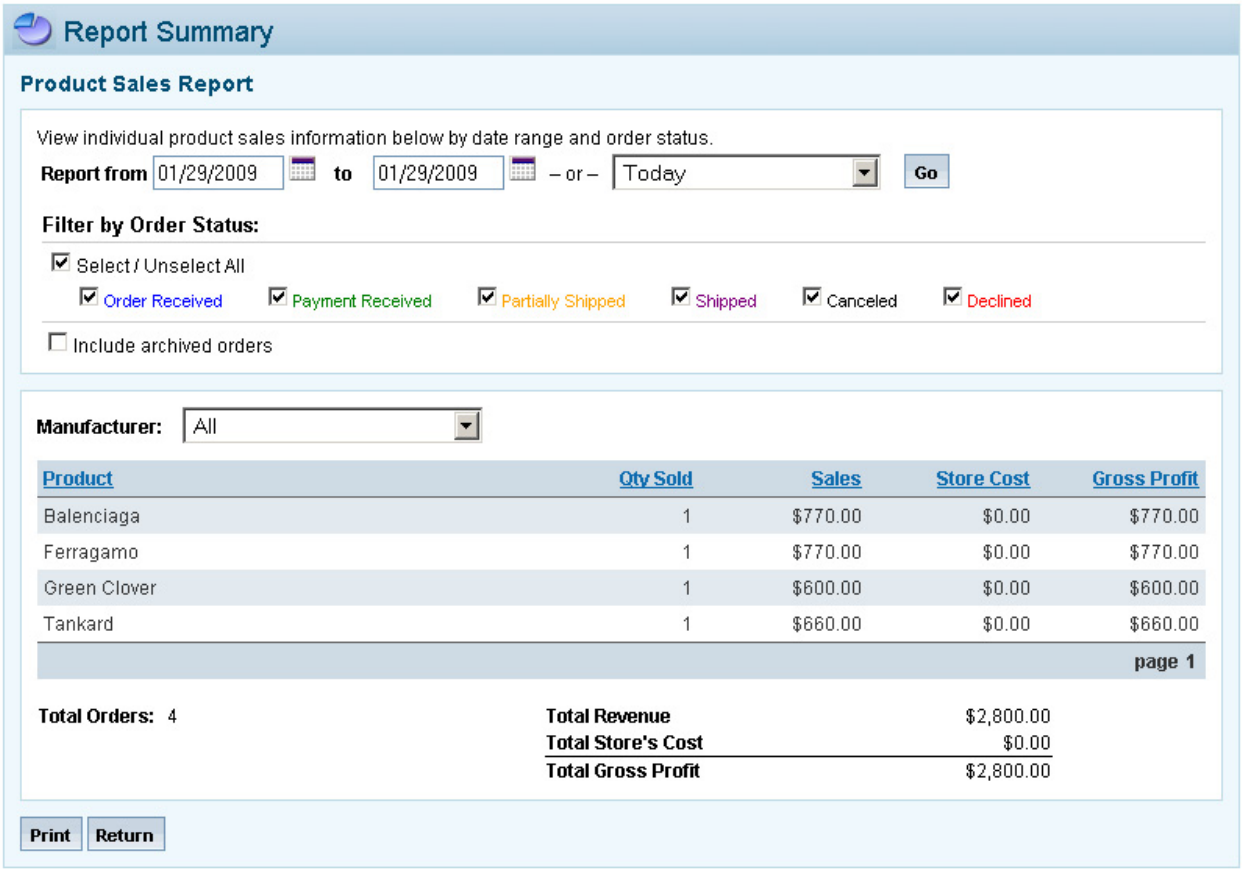


You can click the Add Related Term(s) link to be taken to the Search Options page where you can add related terms to help your customers find their desired products in your store quickly and easily.

Product Sales Report

The Product Sales Report lists all products sold, quantities sold, and total customer sales. The **Total Gross Profit** is the difference between all customer sales and the store's cost for the items.

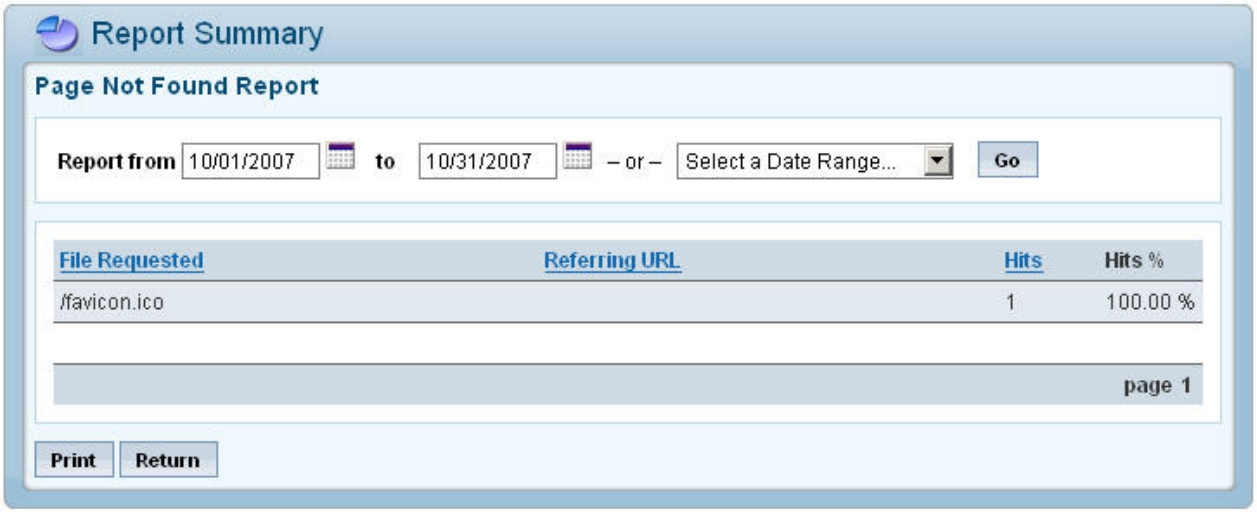
This report will pull from any order that is currently in the status selected. Select your statuses, date range, and click **Go.**



In ecommerce Premium, products with variations display in an expandable menu which lists each variation as a line item. Click the plus (+) sign next to a product to expand the list.

404 - Page Not Found Report

The number 404 is an error code that displays on your customer's browser window and tells your customer that the page name or location typed into the URL/Address field is either incorrect or missing. The 404 Error report displays all pages entered on your storefront that return a "page not found" error message.
By default, the report shows all files requested for the current month. This can be changed by selecting different criteria and clicking **Go.** The appropriate results display in the screen, similar to the example below.



Follow these steps to get a current Page Not Found report
1. Enter the beginning date for your report in the **Report from** field
2. Enter the ending date for your report in the **to** field.

These two fields will give you the specific date range that your report will cover.

3. Click **Go** to run the report.

Alternately, you can select a standard range from the drop-down menu, such as previous week, previous month, etc.

1. Click the drop-down button to choose from this list.
2. Click **Go**.

The report will run and when finished, will display all Page Not Found occurrences within the specified date range.