

nopCommerce

User Guide

Open source ecommerce solution

Version 3.20

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1 Introducing nopCommerce

This chapter introduces nopCommerce. It includes the following:

- **What is nopCommerce?**, below
- **nopCommerce License**, page 1
- **Frontend - Public Store**, page 2
- **Backend – Administration Area**, page 2

What is nopCommerce?

The nopCommerce Frontend is accessed online through your web browser. It is an open source *.net based e-commerce solution and contains a fully customizable shopping cart.

nopCommerce is an open source e-commerce solution that is **ASP.NET 4.5 (MVC 5)** based with a **MS SQL 2005** (or higher) backend database. Our easy-to-use shopping cart solution is uniquely suited for merchants that have outgrown existing systems, and may be hosted with your current web host or our hosting partners. It has everything you need to get started in selling physical and digital goods over the internet.

nopCommerce License

nopCommerce open source edition is licensed under nopCommerce Public License V3. It is basically a GPLv3 License plus the *powered by nopCommerce* text requirement on every single page.

The original nopCommerce Public License V3 can be found at:
<http://www.nopcommerce.com/LicenseV3.aspx>

Frontend - Public Store

After opening your store site in a browser, the nopCommerce front-end home page is displayed, enabling your customers to access all the nopCommerce menus, functions, and pages. These include product categories, products, promotional packages and more. From the public store, your customers can view the categories, manufacturers, and products. They can provide ratings and reviews and add blog comments, and participate in the nopCommerce community forum. In addition, your customers can define and setup their customer account page settings as well as view additional content, such as news and enter polls use the private messaging feature, if required.

Backend – Administration Area

The nopCommerce backend system enables you to set up your store for selling and manage your and customers and orders, as well define the categories and manufacturers, products. It also includes setting up your general settings, such as taxation and payment methods, shipping details and more.

The backend also enables you to improve your store sales such as define promotional packages, review your stock and order and log reports and more.

2 Getting Started

This chapter describes how to download nopCommerce software, upload it to your server, define the file permissions, and install it on your system. This chapter contains the following sections:

- **Technology and System Requirements**, below
- **Step 1: Downloading nopCommerce**, page 4
- **Step 2: Launching/Uploading**, page 5
- **Step 3: File permissions**, page 10
- **Step 4: Installation**, page 11

Technology and System Requirements

This section describes the system requirements of nopCommerce.

To run nopCommerce, the following must be installed on your system.

- Supported Operation Systems:
 - Windows 8
 - Windows 7
 - Windows Server 2008
 - Windows Server 2012
- Supported Web Servers:
 - Internet Information Service (IIS) 7.0 or above.
 - ASP.NET 4.5 (MVC 5)
- Supported Databases:
 - MS SQL Server 2005 or above.
 - MS SQL Server Compact 4.0 or above.
- Supported Browsers:
 - Microsoft Internet Explorer 6 and above
 - Mozilla Firefox 2.0 and above
 - Google Chrome 1.x and above
 - Apple Safari 2.x

- Full trust required
- MS Visual Studio 2012 (with MVC 5 installed) or above.
Required for editing source code.

Step 1: Downloading nopCommerce

- 1 Download the required nopCommerce software version from <http://www.nopcommerce.com/> to a local directory.
- 2 Extract the downloaded package.

Step 2: Launching/Uploading

This step describes how to launch a site in Visual Studio, and how to upload files to your web server (for users that do not have Visual Studio).

It includes the following:

- **Launching a site in Visual Studio**, below
- **Deploying a Package with Source Code to your Web Server**, page 6
- **Deploying a Package without Source Code to your Web Server**, page 8

Launching a Site in Visual Studio

This section describes how to launch a site in Visual Studio, using the source code version.

► **To launch a site in Visual Studio:**

- 1 In Visual Studio 2012 (or above), open the *nopCommerce.sln* file. The entire solution will be loaded.

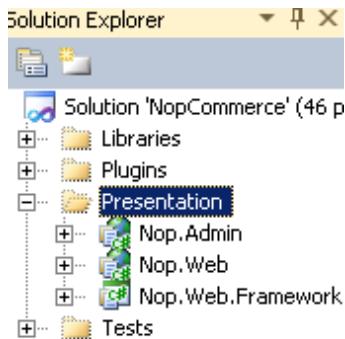
Note: Ensure Visual Studio 2012(or above) is installed

Note: Ensure MVC 5 installed

Note: Visual Studio Express users will see the following message when opening the Visual Studio solution (.sln) file for each of these samples: "Solution Folders are not supported in this version of Visual Studio. Solution Folder 'Solution Items' will be displayed as unavailable."

Although this folder is not available in Visual C# Express, you can still build and run the projects.

- 2** Re-build the entire solution.
- 3** In **Solution Explorer**, right-click **Nop.Web** project. A popup menu is displayed.



- 4** Select **Set** as **StartUp** Project.
- 5** Press **F5** run the site. The first step of the nopCommerce installation wizard is displayed, as shown on page 12.

Deploying a Package with Source Code to your Web Server

This section describes how to upload the files from the nopCommerce installation to a web server. This is for users using Visual Studio and need to deploy the site to an internet server using the FTP client.

► To deploy a package with source code:

- 1** Extract the downloaded version *with* source code to your desktop.
- 2** In Visual Studio 2012 (or above), open the *nopCommerce.sln* file. The entire solution will be loaded.
- 3** Re-build the entire solution.
- 4** Create a publish profile. In Solution Explorer, right-click the **Nop.Web** project and select Publish to open the Publish Web wizard.
- 5** Finish publishing, like it is usually done for any other web application in Visual Studio.
- 6** After the database is created enter the following to run the nopCommerce Installation Wizard, which is located at your domain:
www.yourstore.com/install/

- 7 The first step of the installation wizard is displayed, as follows:

The screenshot shows the 'nopCommerce installation' wizard. It has two main sections: 'Store information' and 'Database information'. In the 'Store information' section, there are fields for 'Admin user email' (admin@yourStore.com), 'Admin user password', 'Confirm the password', and a checked 'Create sample data' option. In the 'Database information' section, there are two radio button options: 'Use built-in data storage (SQL Server Compact)' (unchecked) and 'Use an existing SQL Server (or SQL Express) database' (checked). Below this, there are two sub-options: 'Enter SQL connection values' (radio button checked) and 'Enter raw connection string (advanced)' (radio button unchecked). Fields for 'SQL Server name', 'Database name', 'SQL Username', and 'SQL Password' are present. At the bottom, a note says 'If you need information on how to use nopCommerce, visit [the documentation section on nopCommerce.com](#)'. An 'Install' button is at the bottom right.

- 8 Follow the steps in the installation process, as described in **Step 4: Installation**, on page 11, to install the web application using the database you created in **Step 3** of this procedure.

Deploying a Package without Source Code to your Web Server

This section describes how to upload the files from the nopCommerce installation to a web server. This is for users who need to deploy the package without source code to an internet server using the FTP client.

► **To deploy a package without source code:**

- 1 Extract the downloaded version *without* source code to your desktop.
- 2 Select all the files in the extracted directory and upload them to your web server.

Note: Upload them to the root of your directory that is set up for your domain.

- 3 After the database is created, enter the following to run the **nopCommerce Installation Wizard**, which is located at your domain:

www.yourstore.com/install/

- 4 The first step of the installation wizard is displayed, as follows:

The screenshot shows the 'nopCommerce installation' wizard. It has two main sections: 'Store information' and 'Database information'. In the 'Store information' section, there are fields for 'Admin user email' (admin@yourStore.com), 'Admin user password', 'Confirm the password', and a checked 'Create sample data' option. In the 'Database information' section, there are two radio button options: 'Use built-in data storage (SQL Server Compact)' (unchecked) and 'Use an existing SQL Server (or SQL Express) database' (checked). Below this, there are two sub-options: 'Enter SQL connection values' (radio button checked) and 'Enter raw connection string (advanced)' (radio button unchecked). Fields for 'SQL Server name', 'Database name', 'SQL Username', and 'SQL Password' are present. At the bottom, a note says 'If you need information on how to use nopCommerce, visit [the documentation section on nopCommerce.com](#)'. A large 'Install' button is at the bottom right.

- 5 Follow the steps in the installation process, as described in **Step 4: Installation**, on page 11, to install the web application using the database you created in **Step 3** of this procedure.

Step 3: File Permissions

nopCommerce requires write permissions for the directories and files described below:

- Directories
 - \App_Data\
 - \bin\
 - \Content\
 - \Content\Images\
 - \Content\Images\Thumbs\
 - \Content\Images\Uploaded\
 - \Content\files\ExportImport\
 - \Plugins\
 - \Plugins\bin\
- Files
 - \Global.asax
 - \web.config

These permissions are validated during the installation process. If you do not have write permissions, a warning message is displayed, requesting you to configure permissions.

Step 4: Installation

Before installing nopCommerce, ensure you have one of the following databases installed on your system:

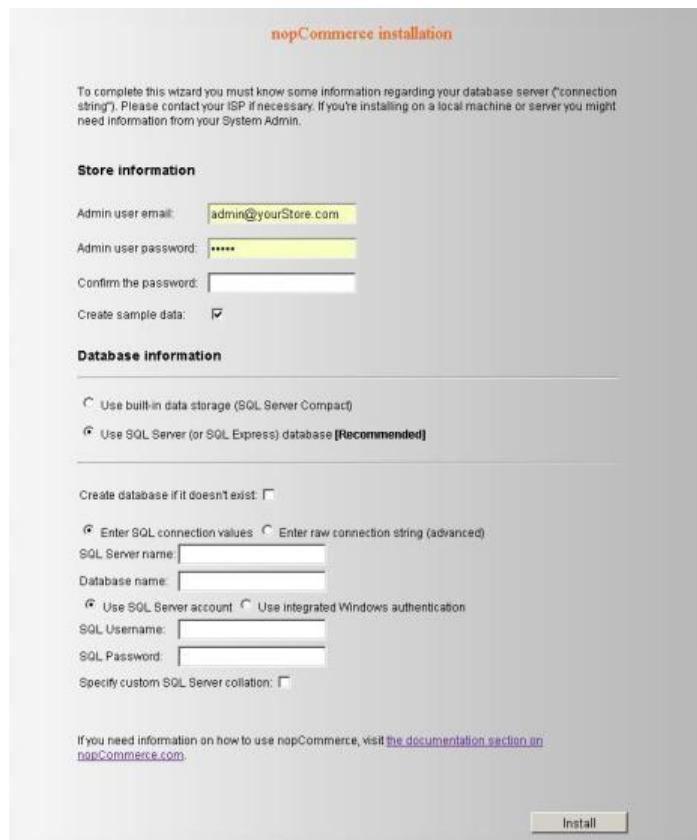
- SQL Server 2005 or higher
- SQL Compact 4.0 or higher

You to use the SQL Server 2005 or higher, you can use any of the following authentication methods to connect to the server:

- **SQL Server Account:** When connecting using this method, logins are created in the SQL Server that is not based on the Windows user accounts. Both the user name and the password are created using the SQL Server and are stored in SQL Server. When using this method you must enter your login and password.
- **Integrated Windows Authentication:** When connecting using this method, the SQL Server validates the account name and password using the Windows principal token in the operating system. This means the user identity is confirmed by Windows. The SQL Server does not request a password, and does not perform the identity validation. Windows Authentication is the default authentication mode, and is much more secure than SQL Server Authentication. Windows Authentication uses Kerberos security protocol, provides password policy enforcement with regard to complexity validation for strong passwords, provides support for account lockout, and supports password expiration. A connection made using Windows Authentication is sometimes called a trusted connection, because SQL Server trusts the credentials provided by Windows.

► **To install the software:**

- 1 Activate the installation using one of the following options ,as described below:
 - For users using the *no source* version and an FTP client:
 - From your web server domain, enter the following:
www.yourstore.com/install/
 - For users using Visual Studio 2012 (or above) and the full source version:
 - Open the *nopCommerce.sln* file in Visual Studio.
 - Run a site.
- 2 The nopCommerce Installation wizard is displayed, as follows:



Note: nopCommerce requires write permissions for certain directories and files, as described in Step 3: File permissions, page 63. If the user does not have these write permissions, a warning message is displayed requesting you to configure the permissions.

- 3 In the **Store information** area, define the following:

 - In the **Admin user email** field, enter a new email that will be used to enter the admin area of your site.
 - In the **Admin user password** field, enter your new password and confirm it.
 - Check the **Create sample data** checkbox to include sample data in the database.
- 4 In the **Database information** area, define the following:

 - SQL Compact 4.0 or above: Select the **Use built-in data storage (SQL Server Compact)** checkbox.
 - **SQL Standard 2005 or above**: Select the Use an existing SQL Server (or SQL Express) database checkbox and define your SQL server information as follows:
 - Select the **Create database if it does not exist** option, if you want to automatically create a database if it doesn't exist.
 - In the **SQL Server name or IP address** field, enter the required server name or IP address.
 - Select the required option, as follows:
 - **Use SQL Server account**: Select this option when your SQL Server uses SQL Server Authentication. When using this option, you must enter your login and password in the relevant fields.
 - **Use Integrated Windows authentication**: Select this option when your SQL Server uses Integrated Windows Authentication.
 - **Specify Custom SQL Server collation**: This option is intended for advanced users only and enables entering the custom SQL Server collation. When this option is not selected the default option will be used which is recommended for most users.

Note: A collation encodes the rules governing the proper use of characters for either a language , such as Greek or Polish, or an alphabet, such as Latin1_General (the Latin alphabet used by western European languages).

- 5 Click **Install** in order to start the installation process.

*Note: The **Restart installation** button at the bottom of the installation page enables you to restart the installation process in case anything goes wrong.*

- 6 The site is loaded in your browser, as follows:

The screenshot shows the homepage of a nopCommerce e-commerce store. At the top, there's a header with the store logo, navigation links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards, and user account links for admin@yourStore.com, Log out, Shopping cart(0), and Wishlist(2). Below the header is a search bar and a currency selector set to US Dollar. The main content area features a product highlight for an "HD PRO WEBCAM H320" priced at \$79.00. To the left is a sidebar with categories like Books, Computers, Electronics, Apparel & Shoes, Digital downloads, Jewelry, and Gift Cards, and manufacturers like ASUS and HP. Another sidebar lists popular tags such as apparel, awesome, book, camera, cell, compact, computer, COOL, digital, game, gift, jeans, jewelry, nice, shirt, and View all. On the right, there's a newsletter sign-up section, a community poll asking if users like nopCommerce with options from Excellent to Very bad, and a "Vote" button. Below the main product, there are sections for "FEATURED PRODUCTS" showing a \$25 Virtual Gift Card, a build-your-own-computer option, and an HP Pavilion laptop, each with a star rating and an "Add to cart" button. The footer contains links for Information (Shipping, Returns, Privacy, Conditions, About, Contact), Customer Service (Search, News, Blog, Recently viewed products, Compare products list, New products), My Account (My account, Orders, Addresses, Shopping cart, Wishlist), and Follow Us (Facebook, Twitter, RSS, YouTube, Google+).

3 Introducing the Frontend

This chapter describes how to use the nopCommerce front end. This includes familiarizing yourself with the categories, manufacturers, and products, filtering the product display, searching for products, comparing products and more.

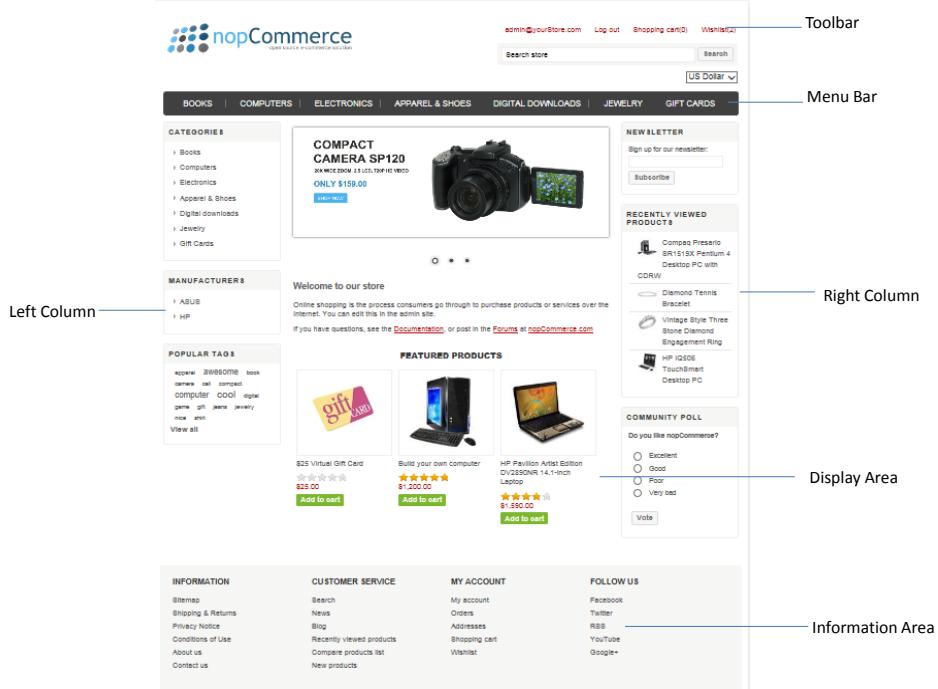
- **Overview**, page 16
- **Categories and Manufacturers**, page 17
- **Filtering the Display**, page 20
- **Searching**, page 22
- **New Product Pages**, page 24
- **Ratings and reviews**, page 25
- **Emailing a Friend**, page 27
- **Comparing Products**, page 29
- **Recently Viewed Products**, page 31
- **Registration**, page 31
- **Login**, page 33
- **Customer Account Pages**, page 34
- **Shopping Cart**, page 44
- **Wishlist**, page 47
- **Purchasing Process**, page 50
- **Order Details Page**, page 57
- **News**, page 59
- **Blog**, page 61
- **Polls**, page 62
- **Forums**, page 62
- **Private Messaging**, page 63
- **Mobile Device Support**, page 64

Overview

The nopCommerce Frontend is accessed online through your web browser. It is an open source *.net based e-commerce solution and contains a fully customizable shopping cart.

nopCommerce is an open source e-commerce solution that is **ASP.NET** based with a **MS SQL 2005** (or higher) backend database. Our easy-to-use shopping cart solution is uniquely suited for merchants that have outgrown existing systems, and may be hosted with your current web host or our hosting partners. It has everything you need to get started in selling physical and digital goods over the internet.

After logging in to the application, the nopCommerce home page is displayed, enabling you to access all the nopCommerce menus, functions, and pages. These include product categories, products, promotional packages and more.



The main window includes the following components:

- Toolbar
- Menu Bar
- Left Column
- Right Column
- Display Area
- Information Area

Categories and Manufacturers

The **Categories** page is displayed by selecting **Categories** from the Left Column. This option enables you to add an unlimited number of categories and sub-categories in the backend. Initially, on opening this page, all the top level categories will be displayed and you can then choose to drill down into the sub-categories or view the products and descriptions belonging to each top level category, as shown in the windows below.

The screenshot shows the nopCommerce website interface. At the top, there's a header with the logo 'nopCommerce open source e-commerce solution', user information ('admin@yourStore.com Log out Shopping cart(0) Wishlist(2)'), a search bar ('Search store'), and a currency selector ('US Dollar'). Below the header is a navigation menu with links: BOOKS, COMPUTERS, ELECTRONICS, APPAREL & SHOES, DIGITAL DOWNLOADS, JEWELRY, and GIFT CARDS. On the left side, there are three sidebar boxes: 'CATEGORIES' (listing Books, Computers, Desktops, Notebooks, Accessories, Games, Software, Electronics, Apparel & Shoes, Digital downloads, Jewelry, and Gift Cards), 'MANUFACTURERS' (listing ASUS and HP), and 'NEWSLETTER' (with a sign-up form and a 'Subscribe' button). The main content area shows the 'Computers' category under 'HOME / COMPUTERS'. It features four product categories with corresponding images: 'Desktops' (a desktop computer setup), 'Notebooks' (a laptop), 'Accessories' (a black bag), and 'Games' (a racing game box). Below these is a 'Software' section with an image of a software box labeled 'nero 9'.

CATEGORIES

- › Books
- › Computers
 - › Desktops
 - › Notebooks
 - › Accessories
 - › Games
 - › Software
- › Electronics
- › Apparel & Shoes
- › Digital downloads
- › Jewelry
- › Gift Cards

MANUFACTURERS

- › ASUS
- › HP

NEWSLETTER

Sign up for our newsletter:

HOME / COMPUTERS / DESKTOPS

Desktops

Sort by Position ▾

Display 4 per page

View as Grid ▾

 Filter by price

Under \$1,000.00

\$1,000.00 - \$1,200.00

Over \$1,200.00



Build your own computer

 1

\$1,200.00

Compaq Presario SR1519X Pentium 4 Desktop PC with CDRW

 1

\$500.00

HP iQ506 TouchSmart Desktop PC

 1

\$1,199.00

HP Pavilion Elite M9150F Desktop PC

 1

\$1,350.00

The Manufacturers page is displayed by selecting **Manufacturers** from the **Left Column**. This option enables you to add an unlimited number of manufacturers in the backend. Initially, on opening this page, all the manufacturers will be displayed and you can then choose to drill down into the manufacturers or view the products and descriptions belonging to each manufacturer, as shown in the windows below.

The screenshot shows the nopCommerce website interface. At the top, there is a header with the logo 'nopCommerce open source e-commerce solution', user information ('admin@yourStore.com Log out Shopping cart(0) Wishlist(2)'), a search bar ('Search'), and a currency selector ('US Dollar'). Below the header, a navigation menu includes links for BOOKS, COMPUTERS, ELECTRONICS, APPAREL & SHOES, DIGITAL DOWNLOADS, JEWELRY, and GIFT CARDS. A sidebar on the left contains sections for 'CATEGORIES' (Books, Computers, Electronics, Apparel & Shoes, Digital downloads, Jewelry, Gift Cards) and 'MANUFACTURERS' (ASUS, HP). The main content area is titled 'HP' and displays four product items:

- HP IQ506 TouchSmart Desktop PC**: 5 stars, \$1,199.00, Add to cart
- HP Pavilion Artist Edition DV2890NR 14.1-Inch Laptop**: 4 stars, \$1,590.00, Add to cart
- HP Pavilion Elite M9150F Desktop PC**: 4 stars, \$1,350.00, Add to cart
- HP Pavilion G60-230US 16.0-Inch Laptop**: 4 stars, \$1,480.00, Add to cart

Below the products, there is a 'NEWSLETTER' section with a sign-up form and a 'Subscribe' button.

Filtering the Display

nopCommerce enables you to filter the display by price or by specification. This is performed when you create categories and add products and attributes in the backend. Refer to **Managing Categories** in **Introducing the Backend** chapter for further details.

Note: When adding an attribute in the backend, ensure that the Allow Filtering check box is selected. Otherwise, the user will not be able to filter by specification or price in the front end.

An example of filtering the display by attributes is displayed below:

The screenshot shows the nopCommerce storefront interface. At the top, there is a navigation bar with links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. On the right side of the header, there are links for 'admin@yourStore.com', 'Log out', 'Shopping cart(0)', and 'Wishlist(2)'. Below the header is a search bar with a 'Search' button and a dropdown menu set to 'US Dollar'.

The main content area displays the 'Notebooks' category under 'HOME / COMPUTERS / NOTEBOOKS'. On the left, there is a sidebar with sections for 'CATEGORIES' (Books, Computers, Accessories, Games, Software, Electronics, Apparel & Shoes, Digital downloads, Jewelry, Gift Cards), 'MANUFACTURERS' (ASUS, HP), and 'NEWSLETTER' (Sign up for our newsletter, Subscribe).

In the center, there is a 'Filter by attributes' section with dropdown menus for 'CPU Type' (AMD, Intel) and 'Memory' (1 GB, 3 GB). Below this, there are four product cards for different netbooks:

- ASUS Eee PC 1000HA 10-Inch Netbook: \$2,600.00, 5 stars, Add to cart
- ASUS Eee PC 900HA 8.9-Inch Netbook Black: \$1,600.00, 4 stars, Add to cart
- HP Pavilion Artist Edition DV2890NR 14.1-inch Laptop: \$1,590.00, 4 stars, Add to cart
- HP Pavilion G60-230US 16.0-inch Laptop: \$1,480.00, 4 stars, Add to cart

At the bottom right, there are navigation buttons for page 1, 2, and Next.

An example of filtering the display by prices is displayed below:

Screenshot of the nopCommerce storefront showing a filtered product list for Desktops.

The page header includes the nopCommerce logo, navigation links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards, and account information for admin@yourStore.com, Log out, Shopping cart(0), and Wishlist(2).

The main content area shows the category structure under COMPUTERS / DESKTOPS, with a sidebar for CATEGORIES, MANUFACTURERS, and NEWSLETTER.

Product filtering options include sorting by Position (sorted by price), displaying 4 items per page, and viewing the grid.

The products listed are:

- Build your own computer (5 stars, \$1,200.00, Add to cart)
- Compaq Presario SR1519X Pentium 4 Desktop PC with CDRW (4 stars, \$500.00, Add to cart)
- HP iQ506 TouchSmart Desktop PC (4 stars, \$1,199.00, Add to cart)
- HP Pavilion Elite M9150F Desktop PC (4 stars, \$1,350.00, Add to cart)

Searching

The **Search** page is displayed by clicking **SEARCH** on the toolbar. If required, you can expand your search by searching in the product descriptions and use the advanced search option, as described below.

The screenshot shows the nopCommerce search interface. At the top, there's a navigation bar with links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. On the left, there are three sidebar boxes: 'CATEGORIES' listing Books, Computers, Electronics, Apparel & Shoes, Digital downloads, Jewelry, and Gift Cards; 'MANUFACTURERS' listing ASUS and HP; and 'NEWSLETTER' with a sign-up form and a 'Subscribe' button. The main content area has a search bar with the keyword 'com'. Below it, there are two product listings: 'Build your own computer' (Build It) and 'Compaq Presario SR1519X Pentium 4 Desktop PC with CDRW' (Compaq Presario Desktop PC). Both products have a 5-star rating and an 'Add to cart' button.

Product	Description	Rating	Price	Action
Build your own computer	Build It	★★★★★	\$1,200.00	Add to cart
Compaq Presario SR1519X Pentium 4 Desktop PC with CDRW	Compaq Presario Desktop PC	★★★★★	\$500.00	Add to cart

► To search for a product:

- 1 Clicking **SEARCH** on the toolbar. In the **Search** field, enter the product to search for.

- 2 Click .

Note: Alternatively, you can use the search box to search for a product

► To search using advance search:

- 1 From the **Search** window, select the **Advanced search** checkbox. The window is expanded, as follows:

Search



The form contains the following fields:

- Search keyword:
- Advanced search
- Category:
- Automatically search sub categories
- Manufacturer:
- Price range: From to
- Search in product descriptions
-

- 2 From the **Categories** dropdown list, select the category of the product to search for.
- 3 Select the **Automatically Search Sub Categories** checkbox to expand the search to the sub categories.
- 4 From the **Manufacturer** dropdown list, select the manufacturer of the product to search for.
- 5 In the **Price range** fields, enter the price range of the product to search for.
- 6 Select the **Search in Product Descriptions** checkbox to expand the search to the product description.

- 7 Click .

New Product Pages

The **New Products** page is displayed by clicking **New Products** on the menu bar. The new available products are displayed.

Screenshot of the nopCommerce website showing the New Products page.

The page features a header with the nopCommerce logo, user information (admin@yourStore.com, Log out, Shopping cart(0), Wishlist(2)), a search bar, and a currency selector set to US Dollar.

The main content area displays a grid of eight new products:

Product Image	Product Name	Rating	Price	Action
	The Battle Of Los Angeles	★★★★★	\$3.00	Add to cart
	Single Ladies (Put A Ring On It)	★★★★★	\$3.00	Add to cart
	Poker Face	★★★★★	\$2.80	Add to cart
	WorldWide Soccer Manager 2009	★★★★★	\$25.99	Add to cart
	World of Warcraft: Wrath of the Lich King Expansion Pack	★★★★★	\$29.50	Add to cart
	Vintage Style Three Stone Diamond Engagement Ring	★★★★★	\$2,100.00	Add to cart
	V-Blue Juniors' Cuffed Denim Short with Rhinestones	★★★★★	\$10.00	Add to cart
	Toshiba Satellite A305-S6908 15.4-Inch Laptop	★★★★★	\$1,360.00	Add to cart

The sidebar on the left includes links for Books, Computers, Electronics, Apparel & Shoes, Digital downloads, Jewelry, and Gift Cards under the **CATEGORIES** section. Under **MANUFACTURERS**, it lists ASUS and HP. The **NEWSLETTER** section allows users to sign up and subscribe.

The footer contains sections for **INFORMATION** (Sitemap, Shipping & Returns, Privacy Notice, Conditions of Use, About us, Contact us), **CUSTOMER SERVICE** (Search, News, Blog, Recently viewed products, Compare products list, New products), **MY ACCOUNT** (My account, Orders, Addresses, Shopping cart, Wishlist), and **FOLLOW US** (Facebook, Twitter, RSS, YouTube, Google+).

Ratings and Reviews

Rating and reviews are accessed from the product details page. Customers can also write reviews, as described in the procedure below. A rating can also be set for each review. Ratings can be set from **1** to **5** stars.

Note: After a review has been written and approved by store owner, other customers can define whether they were helpful or not but clicking Yes or No.

► To add a review:

- 1 Go to product details page and double the product to view the product details page, as follows:

The screenshot shows a nopCommerce website interface. At the top, there's a header with the logo 'nopCommerce' and the tagline 'open source e-commerce solution'. The header also includes links for 'admin@yourStore.com', 'Log out', 'Shopping cart(0)', and 'Wishlist(2)'. Below the header is a search bar with a 'Search' button and a dropdown menu for 'US Dollar'. The main navigation menu at the top has categories: BOOKS, COMPUTERS, ELECTRONICS, APPAREL & SHOES, DIGITAL DOWNLOADS, JEWELRY, and GIFT CARDS. On the left side, there are three sidebar boxes: 'CATEGORIES' (Books, Computers, Desktops, Notebooks, Accessories, Games, Software, Electronics, Apparel & Shoes, Digital downloads, Jewelry, Gift Cards), 'MANUFACTURERS' (ASUS, HP), and 'NEWSLETTER' (Sign up for our newsletter, Subscribe). The main content area shows the product details for 'Corel Paint Shop Pro Photo X2'. It features a large image of the software box, a brief description ('The easiest way to get professional-looking photos - fast!'), and a summary ('Corel Paint Shop Pro Photo X2 is the ideal choice for any aspiring photographer's digital darkroom. Fix brightness, color, and photo flaws in a few clicks; use precision editing tools to create the picture you want; give photos a unique, exciting look using hundreds of special effects, and much more! Plus, the NEW one-of-a-kind Express Lab helps you quickly view and fix dozens of photos in the time it used to take to edit a few. Paint Shop Pro Photo X2 even includes a built-in Learning Center to help you get started. It's the easiest way to get professional-looking photos - fast!'), product tags ('Product tags computer (17) , awesome (20)'), and purchase options ('Qty: 1', '\$65.00', 'Add to cart', 'Add to wishlist', 'Email a friend', 'Add to compare list'). There are also social sharing icons for LinkedIn, Facebook, Twitter, and Google+.

- 2 Click the **Add your review** link. The product reviews page is displayed, as shown below.

Note: If no reviews exist, Be the first to review this product text is displayed. If at least one review exists, then {0} review(s) is displayed where {0} is the number of existing reviews.

The screenshot shows the nopCommerce website interface. At the top, there is a navigation bar with links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. On the right side of the header, there are links for admin@yourStore.com, Log out, Shopping cart(0), and Wishlist(2). Below the header is a search bar with a 'Search' button and a dropdown menu set to 'US Dollar'. The main content area displays the title 'Product reviews for Corel Paint Shop Pro Photo X2'. To the left of the main content, there are three sidebar boxes: 'CATEGORIES' (Books, Computers, Electronics, Apparel & Shoes, Digital downloads, Jewelry, Gift Cards), 'MANUFACTURERS' (ASUS, HP), and 'NEWSLETTER' (Sign up for our newsletter, Subscribe). The main content area contains a form titled 'Write your own review' with fields for 'Review title' (a text input field), 'Review text' (a large text area), and 'Rating' (radio buttons from Bad to Excellent). Below the rating is a 'Submit review' button. Underneath the review form is a section titled 'EXISTING REVIEWS' containing a sample review by 'John' dated '11/28/2013 12:35 PM'. The review has a 5-star rating and includes a 'Helpful?' link with options 'Yes' and 'No'.

- 3 Enter the following review information:

- In the **Review title** field, enter the title for the review.
- In the **Review text** field, enter the title for the review.
- In the **Rating** area, select the required rating from **Bad** to **Excellent** and click **Review**. This review must be approved by the store owner. Then other customers can define whether they were helpful or not by clicking **Yes** or **No**.

Note: A review must be approved by the store owner. The option is configurable in the Administration Area by selecting Configuration>Global Settings.

Emailing a Friend

You can email a friend to recommend a specific product. Only registered customers can use this feature.

The screenshot shows a nopCommerce website interface. At the top, there's a navigation bar with links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. Below the navigation is a search bar and a dropdown for currency set to US Dollar. The main content area displays a product page for 'Corel Paint Shop Pro Photo X2'. The product image shows a hand holding a camera lens. To the right of the image, the product name 'Corel Paint Shop Pro Photo X2' is listed along with a brief description: 'The ideal choice for any aspiring photographer's digital darkroom.' It's noted as 'In stock'. Below the description is a 5-star rating with 1 review. The price is \$65.00. There are buttons for 'Add to cart', 'Add to wishlist', and 'Email a friend' (which is highlighted with a red box). Below the product details, there's a social sharing section with icons for LinkedIn, Facebook, Twitter, and Email, and a counter showing 0 shares. A detailed product description is provided at the bottom of the page, mentioning its use for fixing photo flaws, creating special effects, and its Express Lab feature. The page also lists 'Product tags' including 'computer' (17) and 'awesome' (20).

▶ **To email a friend:**

- 1 From the product page, click the **Email a Friend** button. The **Email a Friend** window is displayed containing the selected product information.

The screenshot shows a nopCommerce website interface. At the top, there's a navigation bar with links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. On the right side of the header, there are links for admin@yourStore.com, Log out, Shopping cart(0), and Wishlist(2). Below the header is a search bar with a 'Search' button and a dropdown menu set to 'US Dollar'. The main content area features a sidebar with categories like Books, Computers, Electronics, Apparel & Shoes, Digital downloads, Jewelry, and Gift Cards. Another sidebar lists manufacturers such as ASUS and HP. A third sidebar for the newsletter includes a sign-up form with a 'Subscribe' button. The central part of the page displays a product titled 'Corel Paint Shop Pro Photo X2'. It includes fields for 'Friend's email' (with placeholder 'Enter friend's email'), 'Your email address' (with placeholder 'admin@yourStore.com'), and a large 'Personal message' text area with placeholder 'Enter personal message (optional)'. A 'Send email' button is located at the bottom of this form.

- 2 Enter your friend's email in the **Friend's Email** field.
- 3 Enter your email address in **Your email address** field.
- 4 Enter a message in the **Personal Message** box.
- 5 Click Send Email.

Comparing Products

The **Compare Products** page is displayed by clicking **Compare Product List** from the **Information Area** in the Left Column. This enables you to compare data between products, such as price, specifications and more.

However, you must first select the **Add to compare list** button on the product pages that you want to compare, as described below:

The screenshot shows a nopCommerce website interface. At the top, there's a navigation bar with links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. On the far right of the header, there are links for admin@yourStore.com, Log out, Shopping cart(0), and Wishlist(2). Below the header is a search bar with a 'Search' button and a currency selector set to 'US Dollar'. The main content area displays a product page for 'Corel Paint Shop Pro Photo X2'. The product image shows a person holding a camera. The product title is 'Corel Paint Shop Pro Photo X2', described as 'The ideal choice for any aspiring photographer's digital darkroom'. It's currently in stock. A rating of 5 stars is shown with 1 review(s). The price is \$65.00. Below the price, there are buttons for 'Add to cart', 'Add to wishlist', and 'Add to compare list', with the 'Add to compare list' button highlighted with a red box. To the left of the main content, there's a sidebar with sections for 'CATEGORIES' (Books, Computers, Desktops, Notebooks, Accessories, Games, Software, Electronics, Apparel & Shoes, Digital downloads, Jewelry, Gift Cards) and 'MANUFACTURERS' (ASUS, HP). At the bottom left, there's a 'NEWSLETTER' section with a sign-up form and a 'Subscribe' button. The footer of the page contains a copyright notice for nopCommerce 2.3.1 © 2012.

▶ **To compare products:**

- 1 From the required product page, click **Add to Compare** list. The selected product is displayed in the **Compare Products** page.
- 2 Repeat step 1 to add additional product to the **Compare Products** page.

Compare products		
Clear list		
	 Remove	 Remove
	ASUS Eee PC 1000HA 10-Inch Netbook	ASUS Eee PC 900HA 8.9-Inch Netbook Black
Price	\$2,600.00	\$1,500.00
Screensize	10.0"	
CPU Type	AMD	AMD
Memory	1 GB	1 GB
Harddrive	160 GB	160 GB

*Note: You can click **Remove** to remove a product from the **Compare Products** page.*

Recently Viewed Products

A list of the last products whose details were reviewed by the current user is displayed by selecting the **Recently Viewed Products** option on the Right Column, as shown below. The number of recently viewed products to display can be configured by the administrator.

Note: This feature is disabled by default. You can enable it in the Administration Area by selecting Configuration>Global Settings.

Click on the required product to view the product details.

The screenshot shows the homepage of a nopCommerce e-commerce site. At the top, there's a navigation bar with links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. Below the navigation is a main content area featuring a product thumbnail for an 'HD PRO WEBCAM H320' with a price of '\$79.00'. To the left of the main content are several sidebar boxes: 'CATEGORIES' (Books, Computers, Electronics, Apparel & Shoes, Digital downloads, Jewelry, Gift Cards), 'MANUFACTURER' (ASUS, HP), and 'POPULAR TAGS' (camera, book, game, gift, jeans, jewelry, nice, shirt). To the right are 'NEWSLETTER' (Sign up for our newsletter), 'RECENTLY VIEWED PRODUCTS' (Corel Paint Shop Pro Photo X2), and a 'COMMUNITY POLL' asking 'Do you like nopCommerce?'. At the bottom, there are sections for 'INFORMATION' (Sitemap, Shipping & Returns, Privacy Notice, Conditions of Use, About us, Contact us), 'CUSTOMER SERVICE' (Search, News, Blog, Recently viewed products), 'MY ACCOUNT' (My account, Orders, Addresses, Shopping cart, Wishlist), and 'FOLLOW US' (Facebook, Twitter, RSS, YouTube, Google+).

Registration

In order to login into nopCommerce you must first become a registered user. This includes entering your personal and company details as well as your contact information and email and password.

► To register:

- 3 Click **Register** from the login page. The following is displayed.

The screenshot shows the registration page of a nopCommerce e-commerce website. At the top, there's a navigation bar with links for Register, Log in, Shopping cart(0), and Wishlist(0). Below the navigation is a search bar labeled "Search store" and a dropdown menu set to "US Dollar". The main content area has a title "Register". It contains several form fields grouped into sections: "Your Personal Details" (Gender: Male/Female, First name, Last name, Date of birth, Email), "Company Details" (Company name), "Options" (Newsletter checkbox checked), and "Your Password" (Password and Confirm password fields). On the left side, there are sidebar menus for "CATEGORIES" (Books, Computers, Electronics, Apparel & Shoes, Digital downloads, Jewelry, Gift Cards), "MANUFACTURERS" (ASUS, HP), and "NEWSLETTER" (Sign up for our newsletter, Subscribe button). A "Register" button is located at the bottom of the main form area.

*Note: The fields in this window can be configured by the store owner in the backend in the **Administration area**. From the **Configuration** menu select **Settings** and then select the **Customer Settings** and configure the required form fields.*

► To register as a user:

- 1 In **Your Personal Details** area, enter your details in the relevant fields.
- 2 In the **Company Details** area, enter the name of your company in the **Company Name** field.
- 3 In the **Options** area, check the **Newsletter** checkbox to receive the newsletters by email.
- 4 In **Your Password** area, define a password and confirm it.
- 5 Click Register.

Login

By default, customers are logged-in using their email and password that they provided when registering. The login page is displayed by selecting **Log in** from the toolbar. nopCommerce also supports logging-in by username and password.

Note: This option is enabled by the store owner in the backend in the Administration area. From the Configuration menu, select Settings. Then select the Customer Settings menu and check the 'Usernames' enabled checkbox. Refer to Introducing the Backend, on page 67, for further details.

The screenshot shows the 'My account - Customer info' page in the nopCommerce admin interface. The left sidebar lists 'MY ACCOUNT' options: Customer info, Addresses, Orders, Downloadable products, Back in stock subscriptions, Reward points, Change password, and Avatar. The main content area displays 'Your Personal Details' with fields for Gender (radio buttons for Male and Female), First name (John), Last name (Smith), Date of birth (dropdown menus for Day, Month, Year), and Email (admin@yourStore.com). Below this are 'Company Details' (Company name field) and 'Options' (Newsletter checkbox). A 'Save' button is at the bottom right.

► To login to nopCommerce:

- 1 In the **E-Mail Addresses** field, enter your email address.
- 2 In the **Password** field, enter your registration password.
- 3 Click **Log in**. The Customer Account pages are displayed, as described on the following page.

*Note: You can select the **Remember me** checkbox to save your password in the system.*

Customer Account Pages

The customer account pages are displayed after logging in to the system.

They include the following tabs:

- **Customer Info**
- **Customer Addresses**
- **Customer Orders**
- **Downloadable Products**
- **Reward Points**
- **Change Password**
- **Avatar**

Customer Info

This page enables you to define customer information, such as company details and more. The fields in this window are configured in the **Administration** area. From the **Configuration** menu select **Settings>Customer Settings**.

The screenshot shows the 'My account - Customer info' page. At the top right, there are links for 'admin@yourStore.com', 'Log out', 'Shopping cart(0)', and 'Wishlist(2)'. Below that is a search bar with 'Search store' and a 'Search' button. A dropdown menu shows 'US Dollar'. The main navigation menu includes 'BOOKS', 'COMPUTERS', 'ELECTRONICS', 'APPAREL & SHOES', 'DIGITAL DOWNLOADS', 'JEWELRY', and 'GIFT CARDS'. On the left, a sidebar titled 'MY ACCOUNT' lists 'Customer info', 'Addresses', 'Orders', 'Downloadable products', 'Back in stock subscriptions', 'Reward points', 'Change password', and 'Avatar'. The main content area contains three sections: 'Your Personal Details' (Gender: Male, First name: John, Last name: Smith, Date of birth: Day Month Year, Email: admin@yourStore.com), 'Company Details' (Company name: [empty]), and 'Options' (Newsletter: checked). A 'Save' button is at the bottom. At the very bottom, there's a footer with 'INFORMATION', 'CUSTOMER SERVICE', 'MY ACCOUNT', and 'FOLLOW US' sections.

► To define the customer info details:

- 1 From the **Customer Info** tab, in the **Your Personal Details** area, enter your details in the relevant fields.
- 2 In the **Company Details** field, enter the name of your company.
- 3 In the **Options** area, check **Newspapers** to receive the newsletters by email.
- 4 Click **Save**.

*Note: The fields in this window can be configured by the store owner in the backend in the **Administration** area. From the **Configuration** menu select **Settings** and then select the **Customer Settings** tab and configure the required form fields.*

Customer Addresses

This section describes the addresses used to process the order.

The screenshot shows the nopCommerce website's customer account area. At the top, there is a navigation bar with links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. On the right side of the header, there are links for the administrator email (admin@yourStore.com), Log out, Shopping cart(0), and Wishlist(2). Below the header is a search bar labeled "Search store" with a "Search" button and a dropdown menu set to "US Dollar". The main content area is titled "My account - Addresses". On the left, a sidebar under "MY ACCOUNT" lists links for Customer info, Addresses, Orders, Downloadable products, Back in stock subscriptions, Reward points, Change password, and Avatar. In the center, a card displays the address for "John Smith":
John Smith
Email: admin@yourStore.com
Phone number: 12345678
Fax number:
Nop Solutions
21 West 52nd Street
New York, New York 10021
United States
With "Edit" and "Delete" buttons on the right. At the bottom of this card is a "Add new" button. At the very bottom of the page is a footer with sections for INFORMATION, CUSTOMER SERVICE, MY ACCOUNT, and FOLLOW US, with the "Addresses" link in the MY ACCOUNT section highlighted with a red box.

► To add a customer address information:

- 1 Select the Customer Addresses page.
- 2 Click the **Add new** button. The **Add new address** window is displayed.

MY ACCOUNT

- » Customer info
- » Addresses
- » Orders
- » Downloadable products
- » Back in stock subscriptions
- » Reward points
- » Change password
- » Avatar

My account - Add new address

First name:	<input type="text"/>
Last name:	<input type="text"/>
Email:	<input type="text"/>
Company:	<input type="text"/>
Country:	<input type="text" value="Select country"/>
State / province:	<input type="text" value="Other (Non US)"/>
City:	<input type="text"/>
Address 1:	<input type="text"/>
Address 2:	<input type="text"/>
Zip / postal code:	<input type="text"/>
Phone number:	<input type="text"/>
Fax number:	<input type="text"/>

INFORMATION

- [Sitemap](#)
- [Shipping & Returns](#)
- [Privacy Notice](#)
- [Conditions of Use](#)
- [About us](#)
- [Contact us](#)

CUSTOMER SERVICE

- [Search](#)
- [News](#)
- [Blog](#)
- [Recently viewed products](#)
- [Compare products list](#)
- [New products](#)

MY ACCOUNT

- [My account](#)
- [Orders](#)
- [Addresses](#)
- [Shopping cart](#)
- [Wishlist](#)

FOLLOW US

- [Facebook](#)
- [Twitter](#)
- [RSS](#)
- [YouTube](#)
- [Google+](#)

- 3 Enter the required address information in the relevant fields.
- 4 Click the **Save** button. The new address is displayed on the **Addresses** page of the **Customers Addresses** page, shown on page 36.

*Note: You can edit an existing address by clicking **Edit**. You can remove an address by clicking **Delete**.*

Customer Orders

This section describes the order details. Once an order has been processed, the details of the order appear in this tab.

► **To view customer order information:**

- 1 Select the **Customer Orders** tab. The customer's orders are listed.

The screenshot shows the nopCommerce website interface. At the top, there is a header with the logo 'nopCommerce open source e-commerce solution', user account information ('admin@yourStore.com Log out'), and links for 'Shopping cart(0)' and 'Wishlist(2)'. Below the header is a search bar with a 'Search' button and a currency selector set to 'US Dollar'. A navigation bar below the search bar includes categories: BOOKS, COMPUTERS, ELECTRONICS, APPAREL & SHOES, DIGITAL DOWNLOADS, JEWELRY, and GIFT CARDS. On the left, a sidebar titled 'MY ACCOUNT' lists links: Customer info, Addresses, Orders, Downloadable products, Back in stock subscriptions, Reward points, Change password, and Avatar. The main content area is titled 'My account - Orders' and displays four order entries, each with an 'Order Number' and a 'Details' button. The orders are: Order Number 4 (Status: Pending, Date: 11/28/2013 1:27:52 PM, Total: \$8,380.00); Order Number 3 (Status: Processing, Date: 11/28/2013 1:12:59 PM, Total: \$2,300.00); Order Number 2 (Status: Pending, Date: 11/28/2013 12:43:43 PM, Total: \$10,000.00); and Order Number 1 (Status: Pending, Date: 11/28/2013 12:41:23 PM, Total: \$5,885.00). At the bottom of the page is a footer with four columns: 'INFORMATION' (links to Sitemap, Shipping & Returns, Privacy Notice, Conditions of Use, About us, Contact us), 'CUSTOMER SERVICE' (links to Search, News, Blog, Recently viewed products, Compare products list, New products), 'MY ACCOUNT' (links to My account, Orders, Addresses, Shopping cart, Wishlist), and 'FOLLOW US' (links to Facebook, Twitter, RSS, YouTube, Google+).

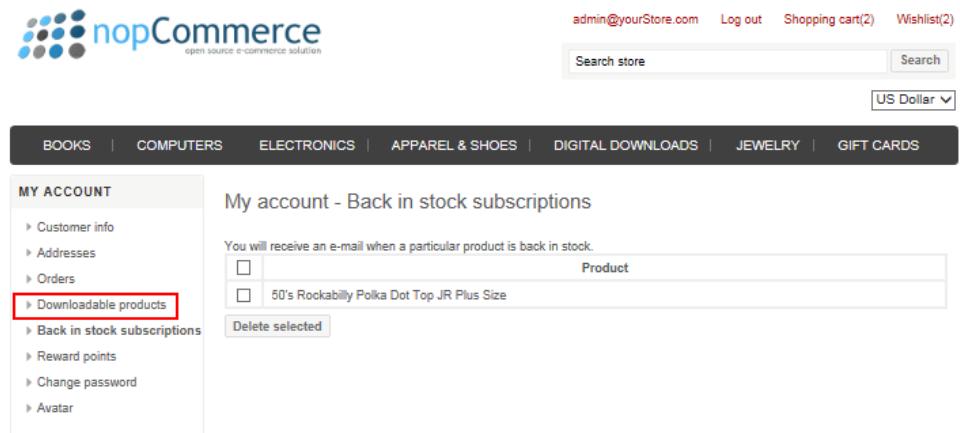
Click **Details** beside the order to view. The **Order Information** page is displayed, including the order details, shipping and billing address, products orders and more, as shown below.

The screenshot shows the nopCommerce website's Order Information page. At the top, there is a header with the logo 'nopCommerce open source e-commerce solution', user information ('admin@yourStore.com Log out Shopping cart(0) Wishlist(2)'), a search bar, and a currency selector ('US Dollar'). Below the header is a navigation menu with categories: BOOKS, COMPUTERS, ELECTRONICS, APPAREL & SHOES, DIGITAL DOWNLOADS, JEWELRY, and GIFT CARDS. To the right of the menu are buttons for 'PDF Invoice' and 'Print'. The main content area is titled 'Order information' and displays Order #4. It shows the Order Date (Thursday, November 28, 2013), Order Status (Pending), and Order Total (\$6,360.00). The page is divided into sections for Billing Address, Shipping Address, Payment Method, and Shipping Method. Under Product(s), a table lists an HP Pavilion Artist Edition DV2890NR 14.1-inch Laptop with a quantity of 4 and a total price of \$6,360.00. A note at the bottom states: 'Sub-Total: \$6,360.00', 'Shipping: \$0.00', 'Tax: \$0.00', and 'Order Total: \$6,360.00'. A 'Re-order' button is also present.

Note: You can print the order by clicking the **Print** button beside the required order. Alternatively, you can click **PDF Invoice** to save the invoice in PDF format.

My Downloadable Products

This tab displays the downloadable products. This option is enabled by the store owner in the backend in the **Administration area**. From the **Catalog** menu select **Products>Manage Products**. Then click **Edit** beside the product, to which you want to add this option and check the **Downloadable product** checkbox to enable this product to be downloaded.



The screenshot shows the nopCommerce admin interface. At the top, there's a header with the logo, user info (admin@yourStore.com), and navigation links like Log out, Shopping cart(2), and Wishlist(2). Below the header is a search bar and a currency selector set to US Dollar. The main menu includes categories like BOOKS, COMPUTERS, ELECTRONICS, APPAREL & SHOES, DIGITAL DOWNLOADS, JEWELRY, and GIFT CARDS. On the left, a sidebar titled 'MY ACCOUNT' lists options such as Customer info, Addresses, Orders, Downloadable products (which is highlighted with a red box), Back in stock subscriptions, Reward points, Change password, and Avatar. The central content area is titled 'My account - Back in stock subscriptions'. It says 'You will receive an e-mail when a particular product is back in stock.' and shows a table with one row: a checkbox next to '50's Rockabilly Polka Dot Top JR Plus Size', the word 'Product' to its right, and a 'Delete selected' button at the bottom.

► To download a product:

- 1 In the **Download** column, click **Download**. The file download window is displayed.
- 2 Click **Save** to download the file to a local directory.

Note: In the **Name** column, you can click on the name of the product. The product details page is displayed.

Reward Points

The **Reward Points** functionality enables an online merchant to implement unique programs designed to enhance user experience and increase customer loyalty. Points are awarded based on wide range of transactions and customer actions and easily managed through the back end. The **Reward Points** Program enables customers to earn points for certain actions they take on the site. Points are awarded, based on making purchases and customer actions (such as registration).

You can cash in your reward points during checkout. If you have accumulated enough points, you can use these points as one of the payment methods. The option to use reward points, as well as your balance and the financial equivalent of this balance, is displayed in the **Payment Method** area of the checkout. Exchangeable reward points can be used together with other payment methods such as credit cards, gift cards and more.

Notes:

- The option to use reward points *can be disabled by the store owner in the backend in the Administration area. From the Configuration menu select Global Settings and then select the Reward Points and uncheck the Enabled checkbox.*
- *Reward points are applied only to registered users*

Back in Stock Subscriptions

This section describes how the user can set the account to be notified by email when a product is back in stock.

The screenshot shows the 'My account' section of a nopCommerce website. The top navigation bar includes links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. The user is logged in as 'admin@yourStore.com'. A sidebar on the left lists account management options: Customer info, Addresses, Orders, Downloadable products, and Back in stock subscriptions, which is highlighted with a red box. Below the sidebar, the main content area displays the 'My account - Back in stock subscriptions' page. It informs the user they will receive an email when a particular product is back in stock. A table lists products with checkboxes: '50's Rockabilly Polka Dot Top JR Plus Size'. A 'Delete selected' button is located at the bottom of the list.

► **To receive notification about a product being back in stock:**

- 1 Select the product for which you want to receive an e-mail notification when the product is back in stock.
- 2 You can click **Delete selected** to remove a selected product from the list.

Change Password

This section describes how to change your password information.

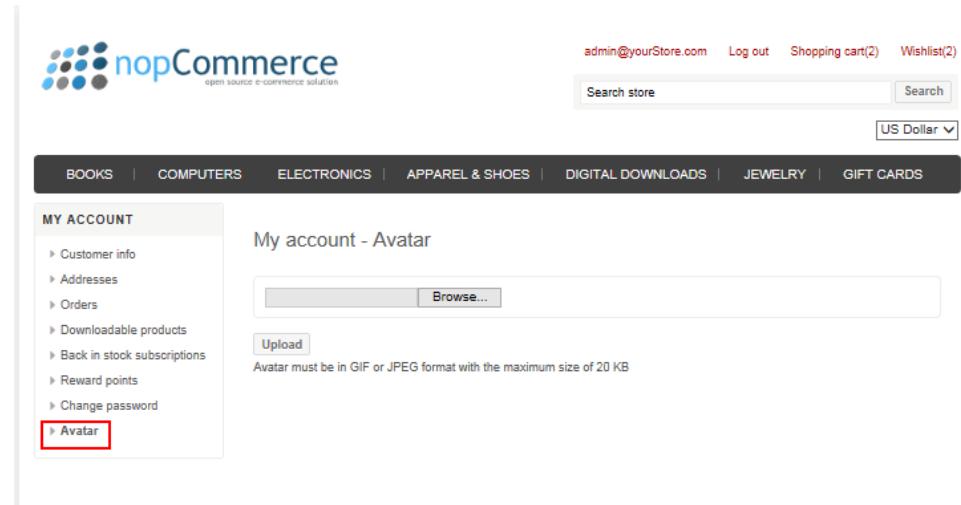
The screenshot shows a web browser displaying the hopCommerce website. At the top, there is a header with the hopCommerce logo, a search bar containing 'Search store', and links for 'admin@yourStore.com', 'Log out', 'Shopping cart(2)', and 'Wishlist(2)'. Below the header is a navigation menu with categories: BOOKS, COMPUTERS, ELECTRONICS, APPAREL & SHOES, DIGITAL DOWNLOADS, JEWELRY, and GIFT CARDS. On the left, a sidebar titled 'MY ACCOUNT' lists options like Customer info, Addresses, Orders, Downloadable products, Back in stock subscriptions, Reward points, and Change password (which is highlighted with a red box). The main content area is titled 'My account - Change password' and contains three input fields: 'Old password', 'New password', and 'Confirm password', each with a red asterisk indicating it is required. A 'Change password' button is located below these fields.

► **To change your password:**

- 1 In the **Old Password** field, enter your previous password.
- 2 In the **New Password** field, enter your new password.
- 3 In the **Confirm Password** field, enter the new password to confirm.
- 4 Click Change password.

Avatar

The **Avatar** tab is enabled from the **Administration** by selecting **Settings** from the **Configuration** menu, then **Customer Settings**. Then in the **Customer Settings** tab, check the **Allow customers to upload avatar** checkbox. This tab enables customers to upload their avatar, which will be shown in forums, news comments and blog comments.



► To upload your avatar

- 1 Click **Browse** and navigate to search for the required avatar file. The Avatar must be a GIF or JPEG format with a maximum size of 20 kb.

Note: The administrator can configure this size value of 20 kb.

- 2 Click **Upload avatar**. The avatar is uploaded and can be seen in forums, news comments, and blog comments.

Shopping Cart

This section describes how to add an item to the shopping cart. Once items are added to the shopping cart, the **Shopping Cart** icon is updated on the toolbar. You can view the items in your shopping cart by clicking this icon.

► To add products to your shopping cart:

- 1 Access the details page, as follows:

The screenshot shows a nopCommerce website interface. At the top, there's a header with the logo 'nopCommerce open source e-commerce solution', user information ('admin@yourStore.com Log out'), and links for 'Shopping cart(2)' and 'Wishlist(2)'. Below the header is a search bar with a 'Search' button and a dropdown menu set to 'US Dollar'. The main navigation menu includes 'BOOKS', 'COMPUTERS', 'ELECTRONICS', 'APPAREL & SHOES', 'DIGITAL DOWNLOADS', 'JEWELRY', and 'GIFT CARDS'. On the left, a sidebar titled 'CATEGORIES' lists various product categories like Books, Computers, Electronics, etc. Another sidebar titled 'MANUFACTURERS' lists brands like ASUS and HP. A third sidebar titled 'NEWSLETTER' has a 'Subscribe' button. The central content area displays a product detail page for the 'HP IQ506 TouchSmart Desktop PC'. It features a large image of the desktop setup, a price of '\$1,199.00', and a green 'Add to cart' button. Below the image is a detailed product description: 'Redesigned with a next-generation, touch-enabled 22-inch high-definition LCD screen, the HP TouchSmart IQ506 all-in-one desktop PC is designed to fit wherever life happens: in the kitchen, family room, or living room. With one touch you can check the weather, download your e-mail, or watch your favorite TV show. It's also designed to maximize energy, with a power-saving Intel Core 2 Duo processor and advanced power management technology, as well as material efficiency—right down to the packaging. It has a sleek piano black design with elegant espresso side-panel highlights, and the HP Ambient Light lets you set a mood—or see your keyboard in the dark.' There are also 'Product tags' listed as 'computer (17) . awesome (20)'. Social sharing icons for Facebook, Twitter, and LinkedIn are at the bottom right of the product image.

- In the **Qty** field, enter the number of items to add and click **Add to cart**.
- Repeat steps 1 and 2 to add more items to the cart.
- Click the **Shopping Cart** link. The shopping cart is displayed with the added items.

nopCommerce
open source e-commerce solution

admin@yourStore.com Log out Shopping cart(5) Wish list(2)

Search store US Dollar

BOOKS | COMPUTERS | ELECTRONICS | APPAREL & SHOES | DIGITAL DOWNLOADS | JEWELRY | GIFT CARDS

Shopping cart

Remove	Product(s)	Price	Qty.	Total
<input type="checkbox"/>	 Polar Face BABY FACE	\$2.00	<input type="text" value="1"/>	\$2.00
<input type="checkbox"/>	 The Battle Of Los Angeles	\$3.00	<input type="text" value="1"/>	\$3.00
<input type="checkbox"/>	 Hi! iQ508 TouchSmart Desktop PC	\$1,199.00	<input type="text" value="2"/>	\$3,597.00
<input type="checkbox"/>	 Microsoft Bluetooth Notebook Mouse 5000 Mac/Windows	\$37.00	<input type="text" value="1"/>	\$37.00
<input type="checkbox"/>	 APC Back-UPS HS 800VA - UPS - 800 VA - UPS battery - lead acid (BH800BLK)	\$75.00	<input type="text" value="1"/>	\$75.00
<input type="checkbox"/>	 Canon Paint Shop Pro Photo X2	\$85.00	<input type="text" value="1"/>	\$85.00

[Update shopping cart](#) [Continue shopping](#)

Gift wrapping:

Discount Code: Enter your coupon here [Apply coupon](#)

Gift Cards: Enter gift card code [Add gift card](#)

Estimate shipping: Enter your destination to get a shipping estimate
 Country: [Change](#)
 State / province: [Change](#)
 Zip / postal code: [Estimate shipping](#)

Sub-total: \$3,779.00
 Shipping: \$0.00
 Tax: \$0.00
 Total: \$3,779.00

I agree with the terms of service and I adhere to them unconditionally [\[read\]](#)

[Checkout](#)

- 5 Enter the required optional information, as follows:

 - In the **Discount Code** field, enter the required coupon and click **Apply coupon**.
 - In the **Gift Card** field, enter the required gift card code and click **Apply gift card**.
 - In the **Estimate shipping** fields, enter the required shipping information (such as, country, state/province and zip code) and click **Estimate Shipping**.
- 6 Select the **I agree with the terms of the service** checkbox and then click **Checkout** to continue with the ordering process.

*Note: You can remove an item from the cart by checking the **Remove** column and clicking **Update shopping cart**. Click **Continue shopping** to go back to the category/manufacturer details page.*

Wishlist

This section describes how to add an item to your wishlist. After adding products to your wishlist, a URL is displayed for sharing purposes. Meaning a friend can purchase the product for you. You can also use the wishlist to remember the product that you would like to purchase later (by you or a friend).

Once items are added to the wishlist, the **Wishlist** icon is updated on the toolbar. You can view the items in your wishlist by clicking this icon.

Note: The price of an item is determined at the time of purchase. Adding an item to your wishlist does not guarantee that it will be in stock at a later date.

► To add products to your wishlist:

- 7 Access the required details page, as follows:

The screenshot shows a product detail page for a "Vintage Style Three Stone Diamond Engagement Ring". The page includes a sidebar with categories like Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. It also has sections for Manufacturers (ASUS, HP) and a Newsletter sign-up. The main content area displays the ring's image, its price (\$2,100.00), and a brief description: "Dazzle her with this gleaming 14 karat white gold vintage proposal. A ravishing collection of 11 decadent diamonds come together to invigorate a superbly ornate gold shank. Total diamond weight on this antique style engagement ring equals 1 1/4 carat (ctw). Item includes diamond certificate." Below the description are "Product tags" (awesome (20), jewelry (4)) and "Related products" (Black & White Diamond Heart, Diamond Tennis Bracelet, Diamond Pave Earrings).

- 2 In the **Qty** field, enter the number of items to add and click.

[Add to wishlist](#)

- 3 Repeat steps 1 and 2 to add more items to the wishlist.

- 4 Click the **wishlist** link. The wishlist is displayed with the added items.

The screenshot shows the nopCommerce wishlist page. At the top, there's a navigation bar with links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. The main content area is titled "Wishlist". It displays a table with four items:

		Product(s)	Price	Qty.	Total
<input type="checkbox"/>	<input type="checkbox"/>	Build your own computer Processor: 2.5 GHz Intel Pentium Dual-Core E2200 [+ \$15.00] RAM: 2 GB HDD: 400 GB [+ \$100.00] OS: Vista Home [+ \$50.00] Software: Microsoft Office [+ \$50.00] Software: Acrobat Reader [+ \$10.00]	\$1,425.00	2	\$2,850.00
<input type="checkbox"/>	<input type="checkbox"/>	Vintage Style Three Stone Diamond Engagement Ring	\$2,100.00	1	\$2,100.00
<input type="checkbox"/>	<input type="checkbox"/>	Diamond Tennis Bracelet	\$360.00	1	\$360.00
<input type="checkbox"/>	<input type="checkbox"/>	Compaq Presario SR1515X Pentium 4 Desktop PC with CDRW	\$500.00	1	\$500.00

At the bottom of the wishlist table, there are three buttons: "Update wishlist", "Add to cart", and "Email a friend". Below the table, a note says "Your wishlist URL for sharing: http://userguidedemo.azurewebsites.net/wishlist/eb67ed20-7244-436b-8c01-693ac6525f58".

*Note: You can remove an item from the wishlist by checking the **Remove** column and clicking **Update wishlist**. A wishlist URL is displayed for sharing.*

- 5 In the **Add to cart** column check the required items to copy from the wishlist to the shopping cart and click **Add to Cart**. The shopping cart is displayed with the new items copied from the wishlist to the shopping cart, as follows:

The screenshot shows the nopCommerce Wishlist page. At the top, there's a header with the logo, user info (admin@yourStore.com), and navigation links (Log out, Shopping cart(5), Wishlist(5)). Below the header is a search bar and a currency selector (US Dollar). The main content area is titled 'Wishlist' and lists four items:

	Product(s)	Price	Qty.	Total
<input type="checkbox"/> <input checked="" type="checkbox"/>	Build your own computer Processor: 2.5 GHz Intel Pentium Dual-Core E2200 [+ \$15.00] RAM: 2 GB HDD: 400 GB [+ \$100.00] OS: Vista Home [+ \$50.00] Software: Microsoft Office [+ \$50.00] Software: Acrobat Reader [+ \$10.00]	\$1,425.00	2	\$2,850.00
<input type="checkbox"/> <input checked="" type="checkbox"/>	Vintage Style Three Stone Diamond Engagement Ring	\$2,100.00	1	\$2,100.00
<input type="checkbox"/> <input type="checkbox"/>	Diamond Tennis Bracelet	\$360.00	1	\$360.00
<input type="checkbox"/> <input type="checkbox"/>	Compaq Presario SR1519X Pentium 4 Desktop PC with CDRW	\$500.00	1	\$500.00

At the bottom, there are buttons for 'Update wishlist', 'Add to cart' (which is highlighted with a red box), and 'Email a friend'. A sharing URL is also provided: <http://userguidedemo.azurewebsites.net/wishlist/eb67ed20-7244-436b-8c01-693ac6525f58>.

Purchasing Process

The following procedure describes the ordering process. This includes adding items to your cart, defining the address, shipping and payment information, confirming the order.

► To place an order:

- 1 Add several products to your shopping cart, as described in **Shopping Cart**.

The screenshot shows the nopCommerce shopping cart interface. At the top, there is a header with the store logo ('nopCommerce open source e-commerce solution'), user information ('admin@yourStore.com Log out'), and links for 'Shopping cart(5)' and 'Wishlist(2)'. Below the header is a search bar and a currency selector set to 'US Dollar'. A navigation menu at the top includes categories: BOOKS, COMPUTERS, ELECTRONICS, APPAREL & SHOES, DIGITAL DOWNLOADS, JEWELRY, and GIFT CARDS. The main content area is titled 'Shopping cart' and displays a table of items. The table has columns for 'Remove', 'Product(s)', 'Price', 'Qty.', and 'Total'. The items listed are:

Remove	Product(s)	Price	Qty.	Total
<input type="checkbox"/>	Poker Face LADY GAGA	\$2.80	<input type="text" value="1"/>	\$2.80
<input type="checkbox"/>	The Battle Of Los Angeles	\$3.00	<input type="text" value="1"/>	\$3.00
<input type="checkbox"/>	HP IQ506 TouchSmart Desktop PC	\$1,199.00	<input type="text" value="3"/>	\$3,597.00

Below the table are buttons for 'Update shopping cart' and 'Continue shopping'. There is also a dropdown for 'Gift wrapping' set to 'No'. On the left, there are fields for 'Discount Code' (with a 'Apply coupon' button) and 'Gift Cards' (with a 'Add gift card' button). On the right, there is a 'Estimate shipping' section with dropdowns for 'Country' (United States, New York) and 'State / province' (New York), and a text field for 'Zip / postal code' (10021). It also shows a sub-total of \$3,602.80, shipping of \$0.00, tax of \$0.00, and a total of \$3,602.80. A checkbox for agreeing to terms of service is present, and a 'Checkout' button is located on the far right.

- 2 From the **Shopping Cart** window, shown on the previous page, select **I agree with terms of service** checkbox and click **Checkout**. The **Billing Address** window is displayed. This page is displayed by default, which includes the billing information of the order as well as the order summary, as follows:

admin@yourStore.com Log out Shopping cart(5) Wishlist(2)

Search store Search US Dollar

BOOKS COMPUTERS ELECTRONICS APPAREL & SHOES DIGITAL DOWNLOADS JEWELRY GIFT CARDS

Checkout

1 Billing Address

Select a billing address from your address book or enter a new address.
John Smith, 21 West 52nd Street, New York, New York 10021, United States

Continue

2 Shipping Address
3 Shipping Method
4 Payment Method
5 Payment Information
6 Confirm Order

- 3 Enter your billing options, as follows:
- From the **Select billing address** dropdown list, select the required billing address details or select **New Address** and enter the new address details in the relevant fields.
 - Click **Continue**.
 - The **Shipping Address** window is displayed, as follows:

admin@yourStore.com Log out Shopping cart(5) Wishlist(2)

Search store Search US Dollar

BOOKS COMPUTERS ELECTRONICS APPAREL & SHOES DIGITAL DOWNLOADS JEWELRY GIFT CARDS

Checkout

1 Billing Address
2 Shipping Address

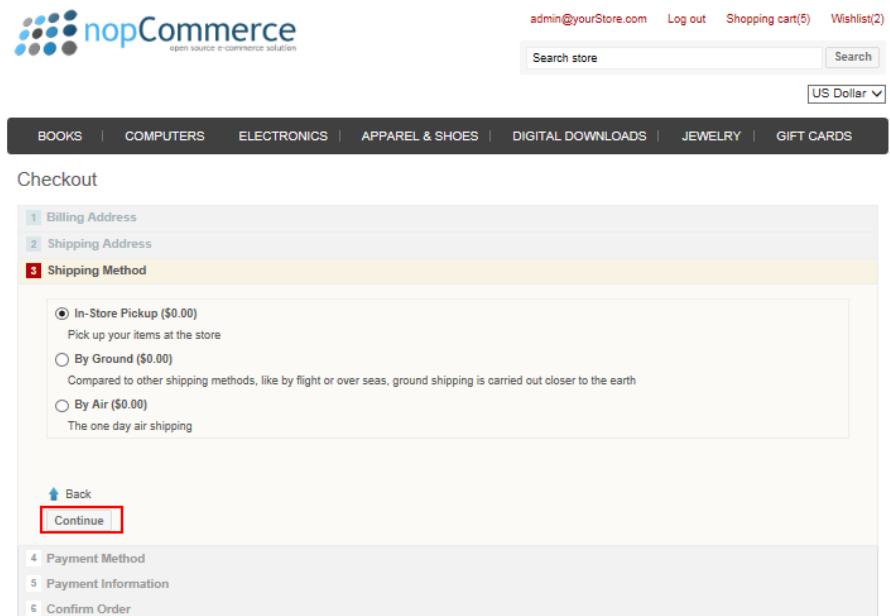
Select a shipping address from your address book or enter a new address.
John Smith, 21 West 52nd Street, New York, New York 10021, United States

Continue

3 Shipping Method
4 Payment Method
5 Payment Information
6 Confirm Order

Note: This page is displayed only when a customer has shippable products.

- 4 Enter your shipping options, as follows:
 - From the **Select shipping address** dropdown list, select the required shipping address details or select **New Address** and enter the new address details in the relevant fields,
 - Click **Continue**.
- 5 The **Shipping Method** window is displayed.



- 6 Select the required shipping method, as follows:
 - **In-Store Pickup:** Select this option to pick your items up in the store.
 - **By Ground:** Select this option to ship the products by ground.
 - **By Air:** Select this option to ship the products by air.

*Note: These options are not hardcoded and can be configured by store owner in the Administration area, by selecting **Shipping > Shipping Methods** from the Configuration menu.*

- 7 Click **Continue**. The **Payment Method** window is displayed.

The screenshot shows the 'Payment Method' step of a checkout process. At the top, there are links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. The user is logged in as admin@yourStore.com. A search bar and a currency selector set to US Dollar are also present. The main area displays a list of payment methods:

- 1 Billing Address
- 2 Shipping Address
- 3 Shipping Method
- 4 **Payment Method** (highlighted in yellow)

Under 'Payment Method', five options are listed with corresponding icons:

- Cash On Delivery (COD) (radio button)
- Check / Money Order (radio button)
- Credit Card** (radio button, selected)
- Purchase Order (radio button)
- Pay in Store (radio button)

Below the payment method section, there are back and continue buttons. The 'Continue' button is highlighted with a red box. The steps below it are:

- 5 Payment Information
- 6 Confirm Order

- 8 Select the **Use my reward points** checkbox to enable the customer to cash in the reward points that are available. This checkbox is displayed only when the reward points program is active and a customer has reward points to be redeemed.
- 9 Select the required payment method, as follows:
- Cash on Delivery
 - Check/Money Order
 - Credit Card
 - Purchase Order
 - Pay in Store

*Note: These options are not hardcoded and can be configured by store owner in the Administration area, by selecting **Payment Methods** from the **Configuration** menu.*

10 Click **Continue**. The **Checkout** window is displayed.

The screenshot shows the nopCommerce website's checkout process. At the top, there is a navigation bar with links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. On the right side of the header, there are links for admin@yourStore.com, Log out, Shopping cart(5), and Wishlist(2). Below the header is a search bar labeled "Search store" with a "Search" button and a dropdown menu set to "US Dollar". The main content area is titled "Checkout" and displays a numbered list of steps: 1 Billing Address, 2 Shipping Address, 3 Shipping Method, 4 Payment Method, and 5 Payment Information. Step 5 is highlighted with a yellow background. Below the steps, there is a text box containing instructions: "In cases where an order is placed, an authorized representative will contact you, personally or over telephone, to confirm the order. After the order is confirmed, it will be processed. Orders once confirmed, cannot be cancelled." It also notes that "P.S. You can edit this text from admin panel." At the bottom of the page, there are "Back" and "Continue" buttons, with "Continue" being highlighted with a red box. A "Confirm Order" link is also visible.

11 Click **Continue**. The **Payment Information** window is displayed, which varies according to your selection. In this case, the **Credit Card** option was selected.

This screenshot shows the same nopCommerce checkout process as the previous one, but the "Payment Information" step is now completed. The "Select credit card:" dropdown is set to "Visa". Below it, there are fields for "Cardholder name:", "Card number:", "Expiration date:", and "Card code:". The "Expiration date" field contains "01 / 2013". The "Continue" button at the bottom of the step is highlighted with a red box. The rest of the interface is identical to the previous screenshot, including the header, navigation bar, and "Confirm Order" link.

12 Enter the required payment information in the relevant fields.

13 Click **Continue**. A confirmation window is displayed.

The screenshot shows the nopCommerce checkout process at the 'Confirm Order' step. At the top, there's a navigation bar with links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. The top right corner shows the user is logged in as 'admin@yourStore.com' and includes links for Log out, Shopping cart(5), and Wish list(2). There's also a search bar and a currency selector set to 'US Dollar'.

The main content area is titled 'Checkout' and displays a vertical list of steps: Billing Address, Shipping Address, Shipping Method, Payment Method, Payment Information, and Confirm Order. The 'Confirm Order' step is highlighted with a yellow background.

On the left, under 'Billing Address', the details are listed:

- John Smith
- Email: admin@yourStore.com
- Phone: 12345678
- Fax:
- Nop Solutions
- 21 West 2nd Street
- New York, New York 10021
- United States

Under 'Payment Method', it says Cash On Delivery (COD).

On the right, under 'Shipping Address', the details are listed:

- John Smith
- Email: admin@yourStore.com
- Phone: 12345678
- Fax:
- Nop Solutions
- 21 West 2nd Street
- New York, New York 10021
- United States

Under 'Shipping Method', it says In-Store Pickup.

The product summary table shows three items:

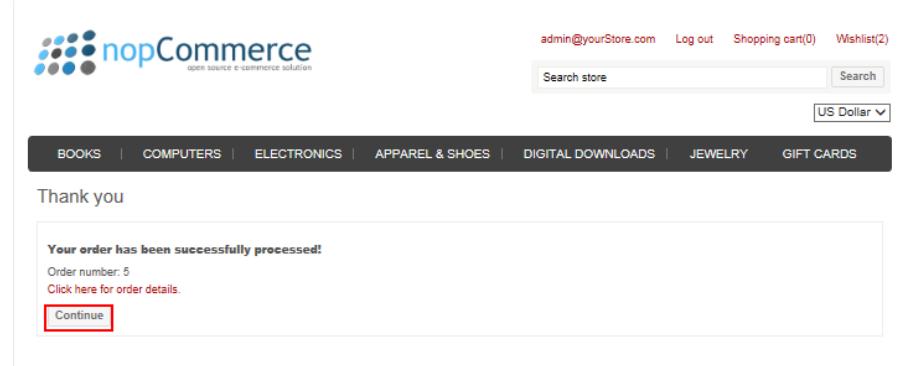
Product(s)	Price	Qty.	Total
Poker Face	\$2.00	1	\$2.00
The battle Of Los Angeles	\$3.00	1	\$3.00
HP iQ500 TouchSmart Desktop PC	\$1,199.00	1	\$1,199.00

At the bottom, there's a note about 'Gift wrapping: No'. Below the table, the total amounts are summarized:

- Sub-Total: \$3,602.00
- Shipping: (In-Store Pickup) \$0.00
- Tax: \$0.00
- Total: \$3,602.00

At the very bottom, there are two buttons: 'Back' and 'Confirm', with 'Confirm' being highlighted by a red rectangle.

- 14 Click **Confirm** to complete the order. A window informing you the order has been completed successfully is displayed.



- 15 Click **Continue** to return to the homepage of the store.

*Note: Alternatively, the store owner can configure the store to use a multi-step checkout. This is defined in **Administration** area, by selecting **Settings > Order Settings** from the **Configuration** menu and then selecting the **Use one page checkout** checkbox.*

Order Details Page

The order details page contains shipping and billing information, the status of the order as well the list of products purchased in addition to the payment method and more.

► To view the order details

- 1 Click **My Account** from the menu bar to view your new order, which is displayed in the **Customers Orders** page, as follows:

The screenshot shows the 'My account - Orders' section of the nopCommerce website. On the left, a sidebar titled 'MY ACCOUNT' lists navigation options: Customer info, Addresses, Orders (which is selected and highlighted in blue), Downloadable products, Back in stock subscriptions, Reward points, Change password, and Avatar. The main content area displays five orders, each with an 'Order Number' and a 'Details' button. Order 5 (Pending) has a total of \$3,802.80. Order 4 (Pending) has a total of \$8,380.00. Order 3 (Processing) has a total of \$2,300.60. Order 2 (Pending) has a total of \$10,000.00. Order 1 (Pending) has a total of \$5,885.00. The top navigation bar includes links for admin@yourStore.com, Log out, Shopping cart(0), Wishlist(2), a search bar, and a currency selector set to US Dollar.

Order Number	Status	Date	Total
5	Pending	12/6/2013 3:02:08 PM	\$3,802.80
4	Pending	11/28/2013 1:27:52 PM	\$8,380.00
3	Processing	11/28/2013 1:12:59 PM	\$2,300.60
2	Pending	11/28/2013 12:43:43 PM	\$10,000.00
1	Pending	11/28/2013 12:41:23 PM	\$5,885.00

2 Click **Details** to view the order details.

The screenshot shows the 'Order information' page of a nopCommerce e-commerce application. At the top, there's a header with the nopCommerce logo, a search bar, and links for 'admin@yourStore.com', 'Log out', 'Shopping cart(0)', and 'Wishlist(2)'. Below the header, a navigation bar includes links for 'BOOKS', 'COMPUTERS', 'ELECTRONICS', 'APPAREL & SHOES', 'DIGITAL DOWNLOADS', 'JEWELRY', and 'GIFT CARDS'. A 'Search store' input field and a 'US Dollar' dropdown are also present.

The main content area is titled 'Order information'. It displays the following details:

- Order #5**
- Order Date:** Friday, December 6, 2013
- Order Status:** Pending
- Order Total:** \$3,602.80

Billing Address:

John Smith
Email: admin@yourStore.com
Phone: 12345678
Fax:
Nop Solutions
21 West 52nd Street
New York, New York 10021
United States

Shipping Address:

John Smith
Email: admin@yourStore.com
Phone: 12345678
Fax:
Nop Solutions
21 West 52nd Street
New York, New York 10021
United States

Payment Method:

Cash On Delivery (COD)

Shipping Method:

In-Store Pickup

Product(s):

Name	Price	Quantity	Total
Poker Face	\$2.80	1	\$2.80
The Battle Of Los Angeles	\$3.00	1	\$3.00
HP IQ506 TouchSmart Desktop PC	\$1,199.00	3	\$3,597.00

Gift wrapping: No

Re-order

Sub-Total: \$3,602.80
Shipping: \$0.00
Tax: \$0.00
Order Total: \$3,602.80

News

This window describes any news managed by the store owner. For example, the nopCommerce latest release information.

The screenshot shows the nopCommerce website interface. At the top, there is a navigation bar with links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. Below the navigation bar, there is a sidebar with sections for Categories (Books, Computers, Electronics, Apparel & Shoes, Digital downloads, Jewelry, Gift Cards), Manufacturers (ASUS, HP), and a Newsletter sign-up form. The main content area displays two news items: "New online store is open!" and "nopCommerce new release!". Each news item includes a link to "details". At the bottom of the page, there is a footer with sections for Information (Sitemap, Shipping & Returns, Privacy Notice, Conditions of Use, About us, Contact us), Customer Service (Search, News, Blog, Recently viewed products, Compare products list, New products), My Account (My account, Orders, Addresses, Shopping cart, Wishlist), and Follow Us (Facebook, Twitter, RSS, YouTube, Google+).

INFORMATION	CUSTOMER SERVICE	MY ACCOUNT	FOLLOW US
Sitemap	Search	My account	Facebook
Shipping & Returns	News	Orders	Twitter
Privacy Notice	Blog	Addresses	RSS
Conditions of Use	Recently viewed products	Shopping cart	YouTube
About us	Compare products list	Wishlist	Google+
Contact us	New products		

▶ **To add a news comment:**

- 1 Click the **Details** button below the **News**. The **News details** window is displayed:

The screenshot shows the nopCommerce website's homepage. At the top, there is a navigation bar with links for Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. Below the navigation bar, there is a sidebar with sections for Categories (Books, Computers, Electronics, Apparel & Shoes, Digital downloads, Jewelry, Gift Cards) and Manufacturers (ASUS, HP). A newsletter sign-up form is also present in the sidebar. The main content area displays a news item titled "nopCommerce new release!" with a date of Thursday, November 28, 2013. The news item includes a brief description of the software and a link to the full feature list. Below the news item is a "Leave your comment" section. This section contains fields for "Title" and "Comment", both of which are currently empty. A "New comment" button is located at the bottom right of the comment area.

- 2 In the **Leave your Comment** area, you can enter a comment title and text.
- 3 Click **New comment** to add a new comment to the new section.

Blog

A **Blog** is a type of website, usually maintained by an individual with regular entries of commentary, descriptions of events, or other material such as graphics or video. Entries are commonly displayed in reverse-chronological order.

The screenshot shows the nopCommerce website's blog page. At the top, there is a header with the logo 'nopCommerce' and a search bar. Below the header, a navigation menu includes categories like Books, Computers, Electronics, Apparel & Shoes, Digital Downloads, Jewelry, and Gift Cards. On the left, there are two sidebar boxes: 'BLOG ARCHIVE' showing posts from November 2013, and 'POPULAR BLOG TAGS' listing asp.net, e-commerce, money, nopCommerce, sample tag, and tag. The main content area features a post titled 'Customer Service - Client Service' with a date of Thursday, November 28, 2013. The post discusses the importance of customer service in online business. Below this is another post titled 'Online Discount Coupons' with the same date, discussing the use of coupons for internet shopping. At the bottom of the page is a footer with sections for Information, Customer Service, My Account, and Follow Us, along with links to various social media platforms.

BLOG ARCHIVE

2013
November (2)

POPULAR BLOG TAGS

asp.net e-commerce
money nopCommerce sample
tag

Blog

Customer Service - Client Service - Thursday, November 28, 2013

Managing online business requires different skills and abilities than managing a business in the 'real world.' Customers can easily detect the size and determine the prestige of a business when they have the ability to walk in and take a look around. Not only do 'real-world' furnishings and location tell the customer what level of professionalism to expect, but 'real world' personal encounters allow first impressions to be determined by how the business approaches its customer service. When a customer walks into a retail business just about anywhere in the world, that customer expects prompt and personal service, especially with regards to questions that they may have about products they wish to purchase.

Customer service or the client service is the service provided to the customer for his satisfaction during and after the purchase. It is necessary to every business organization to understand the customer needs for value added service. So customer data collection is essential. For this, a good customer service is important. The easiest way to lose a client is because of the poor customer service. The importance of customer service changes by product, industry and customer. Client service is an important part of every business organization. Each organization is different in its attitude towards customer service. Customer service requires a superior quality service through a careful design and execution of a series of activities which include people, technology and processes. Good customer service starts with the design and communication between the company and the staff.

In some ways, the lack of a physical business location allows the online business some leeway that their 'real world' counterparts do not enjoy. Location is not important, furnishings are not an issue, and most of the visual first impression is made through the professional design of the business website.

However, one thing still remains true. Customers will make their first impressions on the customer service they encounter. Unfortunately, in online business there is no opportunity for front-line staff to make a good impression. Every interaction the customer has with the website will be their primary means of making their first impression towards the business and its client service. Good customer service in any online business is a direct result of good website design and planning.

By Jayashree Pakhare (buzzle.com)

Tags: e-commerce, nopCommerce, asp.net, sample tag, money

Comments (0)

Online Discount Coupons - Thursday, November 28, 2013

Online discount coupons enable access to great offers from some of the world's best sites for Internet shopping. The online coupons are designed to allow compulsive online shoppers to access massive discounts on a variety of products. The regular shopper accesses the coupons in bulk and avails of great festive offers and freebies thrown in from time to time. The coupon code option is most commonly used when using a shopping cart. The coupon code is entered on the order page just before checking out. Every online shopping resource has a discount coupon submission option to confirm the coupon code. The dedicated web sites allow the shopper to check whether or not a discount is still applicable. If it is, the sites also enable the shopper to calculate the total cost after deducting the coupon amount like in the case of grocery coupons. Online discount coupons are very convenient to use. They offer great deals and professionally negotiated rates if bought from special online coupon outlets. With a little research and at times, insider knowledge the online discount coupons are a real steal. They are designed to promote products by offering 'real value for money' packages. The coupons are legitimate and help with budgeting. In the case of a compulsive shopper, they are available for special trade show promotions, nightfests, sporting events and dinner shows and just about anything that could be associated with the promotion of a product. The coupons enable the online shopper to optimize net access more effectively. Getting a 'big deal' is not more utopian amidst rising prices. The online coupons offer Internet access to the best and cheapest products displayed online. Big discounts are only a click away! By Gaynor Borade (buzzle.com)

Tags: e-commerce, money

Comments (0)

INFORMATION

Sitemap
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CUSTOMER SERVICE

Search
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New products

MY ACCOUNT

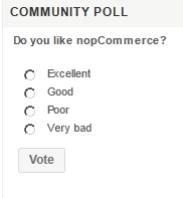
My account
Orders
Addresses
Shopping cart
Wishlist

FOLLOW US

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RSS
YouTube
Google+

Polls

Polls can be managed by store owner. From the **Administration** area, select **Polls** from the Content Management menu and ensure that the **Show on home** page is checked.



COMMUNITY POLL
Do you like nopCommerce?
 Excellent
 Good
 Poor
 Very bad
Vote

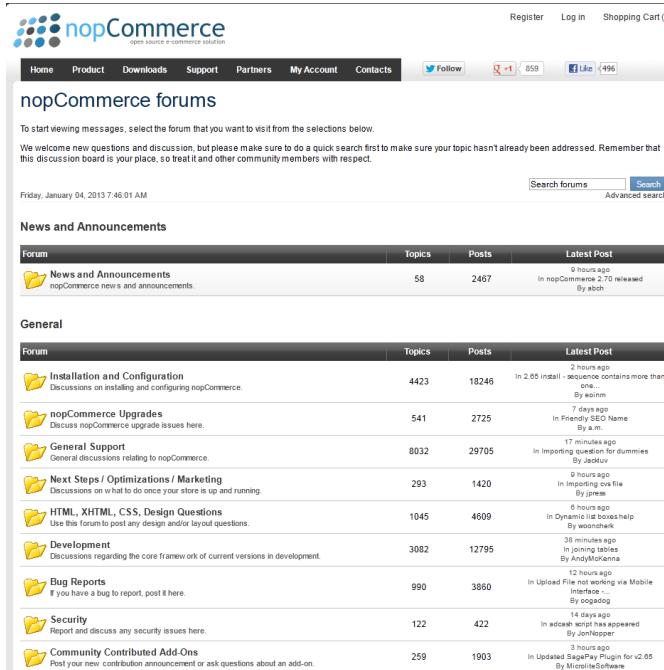
Forums

Forums are disabled by default. You need to enable forums in the Administration section, as described below.

► To define forums:

- 1 Select **Admin Area > Configuration > Settings > Forum Settings**. Ensure that **Forums enabled** is checked. The **Forums** link should be displayed in the menu in the public store.
- 2 Select **Admin area > Content management > Forums**. Create several forums groups and then create several forums. To view an example of how forums should work go to

<http://www.nopcommerce.com/boards/>



The screenshot shows the nopCommerce forums homepage. At the top, there's a navigation bar with links for Home, Product, Downloads, Support, Partners, My Account, and Contacts. On the right, there are links for Register, Log in, and Shopping Cart (0). Below the navigation, there's a header for "nopCommerce forums". A message says "To start viewing messages, select the forum that you want to visit from the selections below." Another message encourages users to search for topics. The page displays two main sections: "News and Announcements" and "General".

News and Announcements

Forum	Topics	Posts	Latest Post
News and Announcements nopCommerce news and announcements	58	2467	9 hours ago In nopCommerce 2.70 released By abish

General

Forum	Topics	Posts	Latest Post
Installation and Configuration Discussions on installing and configuring nopCommerce.	4423	18246	2 hours ago In 2.65 install - selected contains more than By eimnn
nopCommerce Upgrades Discuss nopCommerce upgrade issues here.	541	2725	7 days ago In Forum SEO Name By a.m
General Support General discussions relating to nopCommerce.	8032	29705	17 minutes ago In Importing question for dummies By w.schulz
Next Steps / Optimizations / Marketing Discussions on what to do once your store is up and running.	293	1420	8 hours ago In Importing avatare By jpress
HTML, XHTML, CSS, Design Questions Use this forum to post any design and/or layout questions.	1045	4609	8 hours ago In Dynamic list boxes help By w.schulz
Development Discussions regarding the core framework or current versions in development.	3082	12795	38 minutes ago In Joining tables By AndyMcKenna
Bug Reports If you have a bug to report, post it here.	990	3860	12 hours ago In Upload File dialog using via Mobile Interface ... By cogdog
Security Report and discuss any security issues here.	122	422	14 days ago In Address book has disappeared By JohnHopper
Community Contributed Add-Ons Post your new contribution announcement or ask questions about an add-on.	259	1903	3 hours ago In Updated SagePay Plugin for v2.65 By NimbledSoftware

Private Messaging

Private messages are disabled by default. They are useful when forums are also enabled. It is recommended to enable forums when you plan to use this feature.

After they are enabled, other customers will see the  button in forums.

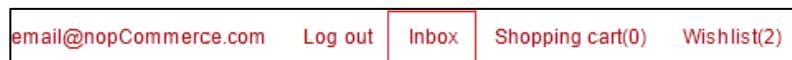
The  button will be shown near each customer's name who posted some messages in forums.

To view an example, go to

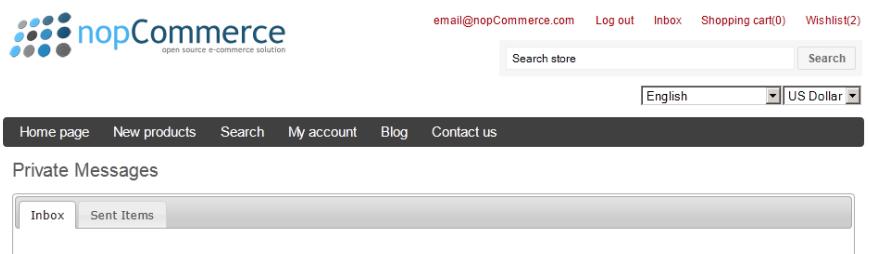
<http://www.nopcommerce.com/Boards/Topic.aspx?TopicID=2000>

► To use private messaging

- 1 From the Administration Area, select Configuration > Settings > Forum Settings. Ensure Allow private messages are checked.
- 2 An **Inbox** link will be displayed in the header of public store, as follows:

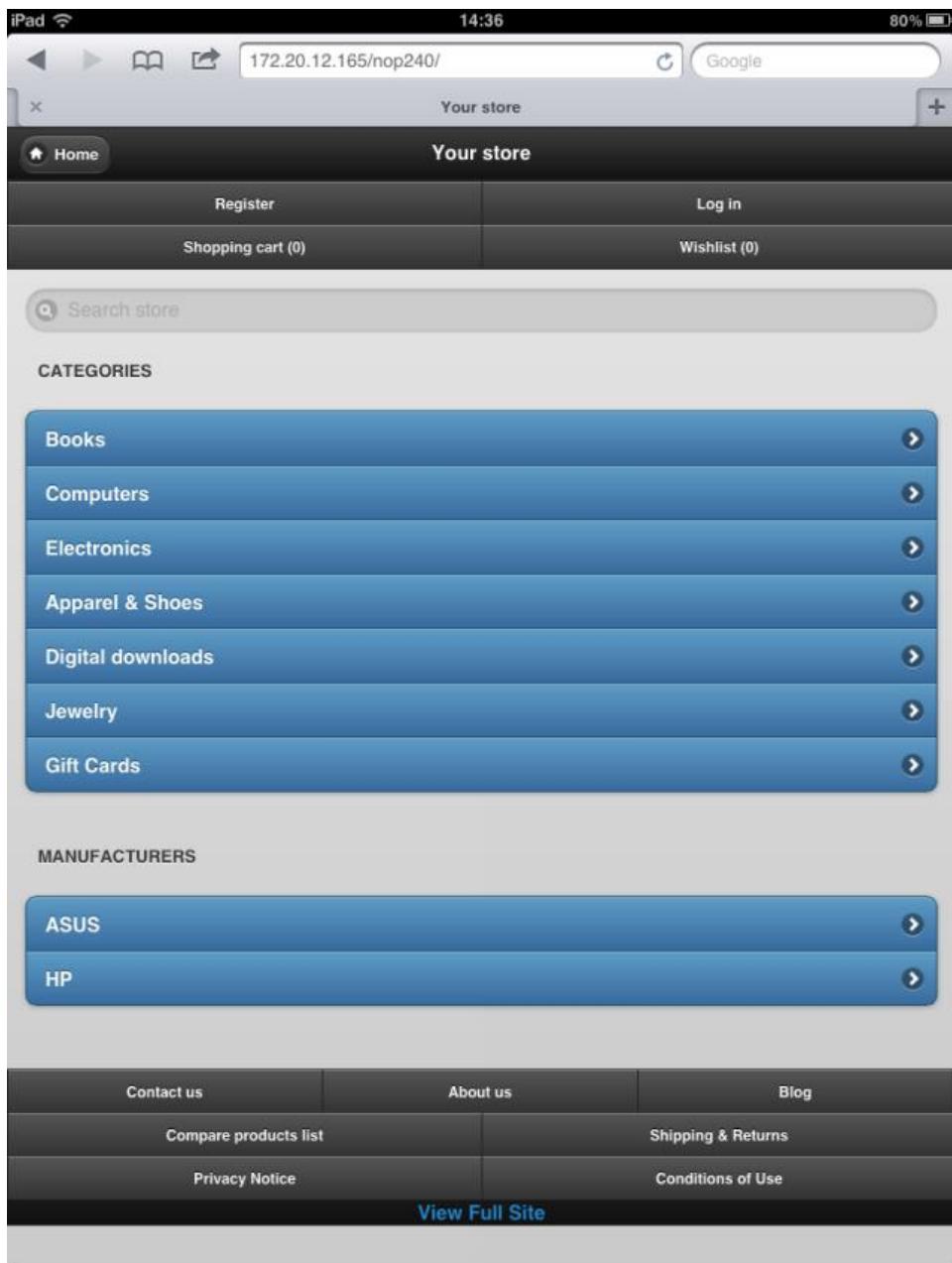


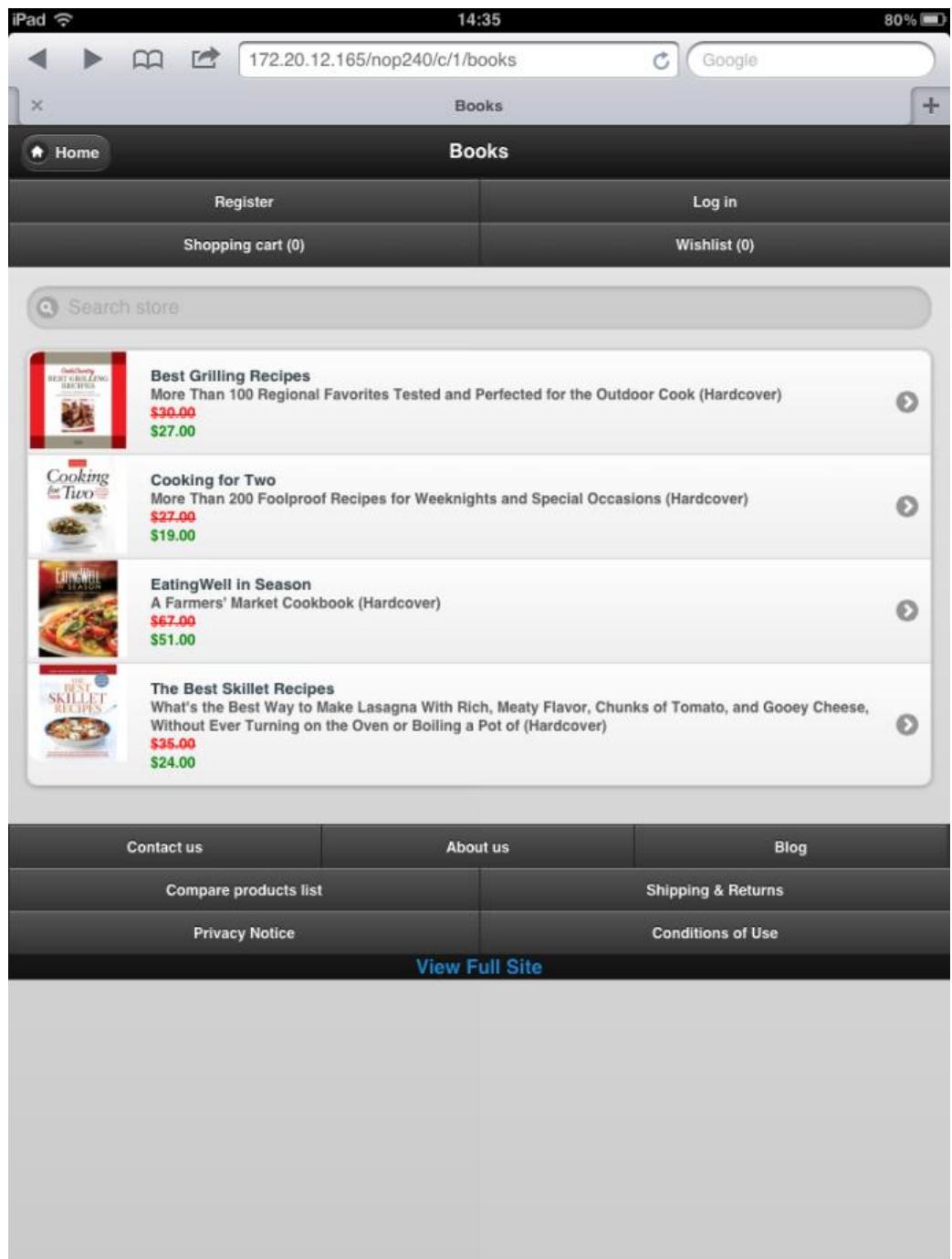
- 3 Click the **Inbox** link. The **Private Messages** window is displayed.



Mobile Device Support

When mobile device support is enabled, as described in General and Miscellaneous settings on page 136, customers will be able to view a version of the site optimized for mobile devices, as shown in the examples below which displays the mobile version of nopCommerce on iPad.



iPad 14:35 80% 

Books

Home Books

Register Log in

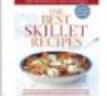
Shopping cart (0) Wishlist (0)

Search store

 **Best Grilling Recipes**
More Than 100 Regional Favorites Tested and Perfected for the Outdoor Cook (Hardcover)
~~\$30.00~~
\$27.00

 **Cooking for Two**
More Than 200 Foolproof Recipes for Weeknights and Special Occasions (Hardcover)
~~\$27.00~~
\$19.00

 **EatingWell in Season**
A Farmers' Market Cookbook (Hardcover)
~~\$67.00~~
\$51.00

 **The Best Skillet Recipes**
What's the Best Way to Make Lasagna With Rich, Meaty Flavor, Chunks of Tomato, and Gooey Cheese, Without Ever Turning on the Oven or Boiling a Pot of (Hardcover)
~~\$35.00~~
\$24.00

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[View Full Site](#)

iPad 14:35 80%

172.20.12.165/nop240/p/13/best-grilling- Läsare Google

Best Grilling Recipes

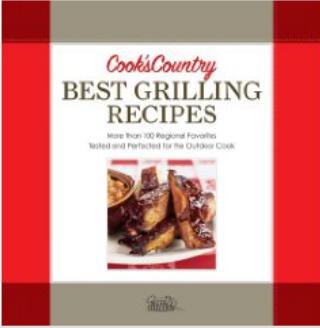
Home Best Grilling Recipes

Register Log in

Shopping cart (0) Wishlist (0)

Best Grilling Recipes

More Than 100 Regional Favorites Tested and Perfected for the Outdoor Cook (Hardcover)



Be the first to review this product

Email a friend

Add to compare list

Take a winding cross-country trip and you'll discover barbecue shacks with offerings like tender-smoky Baltimore pit beef and saucy St. Louis pork steaks. To bring you the best of these hidden gems, along with all the classics, the editors of Cook's Country magazine scoured the country, then tested and perfected their favorites. Here traditions large and small are brought into the backyard, from Hawaii's rotisserie favorite, the golden-hued Huli Huli Chicken, to fall-off-the-bone Chicago Barbecued Ribs. In Kansas City, they're all about the sauce, and for our saucy Kansas City Sticky Ribs, we found a surprise ingredient—root beer. We also tackle all the best sides.

Not sure where or how to start? This cookbook kicks off with an easy-to-follow primer that will get newcomers all fired up. Whether you want to entertain a crowd or just want to learn to make perfect burgers, Best Grilling Recipes shows you the way.

Note: Mobile customers can click on the [View Full Site](#) link at the bottom of the pages to go to the full desktop version of the site.

4 Introducing the Backend – Setting up the Store

This chapter describes how to set up your store using the backend.

- **Overview**, below
- **Accessing the Backend**, page 68
- **Managing Categories**, page 69
- **Managing Manufacturers**, page 79
- **Managing Attributes**, page 88
- **Managing Products**, page 95

Overview

This chapter introduces the backend. It describes how to access the backend, add categories, manufacturers, products, and more.

The Backend Main window is displayed as follows:

The screenshot shows the nopCommerce Backend Main window. The **Menu Bar** at the top includes links for Dashboard, Catalog, Sales, Customers, Promotions, Content Management, Configuration, System, Help, and a Logout link. The **Display Area** contains several sections: **Store Statistics** (Order totals, Incomplete orders), **Registered customers**, **Popular search keywords**, **Bestsellers by quantity**, and **Bestsellers by amount**. The **Link Bar** on the right side features links for Public store, Clear cache, Restart application, NopCommerce News (v3.10 released), User Guide published, and Recommended hosting for your store. It also includes a note about Axioe hosting and a Hide advertisements button.

The nopCommerce Backend Main window includes the following components

- **Menubar**
- **Display Area**
- **Link Bar**

Accessing the Backend

This section describes how administrators can access the backend using the provided email (username) and password.

To access the backend:

- 1 Login to your store as an administrator.
- 2 From the **front-end** toolbar, click **Administration**. This link is visible for users that have administrator access right only. The nopCommerce Backend Main window is displayed, as shown below.

The screenshot shows the nopCommerce Backend Main window. At the top, there is a navigation bar with links for Dashboard, Catalog, Sales, Customers, Promotions, Content Management, Configuration, System, and Help. Below the navigation bar, the date and time are displayed: Thursday, July 14, 2011 3:52 AM. The main content area is titled "Dashboard". It features several sections: "Store Statistics" (Order totals, Incomplete orders, Registered customers), "Bestsellers by quantity" (Build your own computer, adidas Women's Supernova CSH 7 Running Shoe, Sony DCR-SR85 1MP 60GB Hard Drive Handycam Camcorder, HP IQ506 TouchSmart Desktop PC, Canon VIXIA HF100 Camcorder), and "Bestsellers by amount" (Build your own computer, HP IQ506 TouchSmart Desktop PC, Sony DCR-SR85 1MP 60GB Hard Drive Handycam Camcorder, Canon VIXIA HF100 Camcorder, Compaq Presario SR1519X Pentium 4 Desktop PC with CDRW). On the right side, there is a "NopCommerce News" sidebar with a recommendation for Aniweb hosting and a "User Guide published 4/23/2012" message. A note at the bottom right says "Would you like to remove the 'Powered by nopCommerce' link in the footer (public store)? Click [here](#) for more info." There is also a "Hide advertisements" link.

Managing Categories

This section describes how to manage categories. It includes the following:

- **Adding Categories**, below
- **Editing Categories**, page 75
- **Searching for categories**, page 77

Adding Categories

This section describes how to add and edit categories that are displayed in the public store as shown on page 17. You can export the categories setting to an external file for backup purposes, by clicking the **Export to XML** button.

► **To add a category:**

- 1 From the **Catalog** menu, select **Categories>List**. The **Manage Categories** window is displayed.

Name	Published	Display order	Edit
Books	✓	1	Edit
Computers	✓	2	Edit
Computers >> Desktops	✓	1	Edit
Computers >> Notebooks	✓	2	Edit
Computers >> Accessories	✓	3	Edit
Computers >> Games	✓	4	Edit
Computers >> Software	✓	5	Edit
Electronics	✓	3	Edit
Electronics >> Camera, photo	✓	2	Edit
Electronics >> Cell phones	✓	4	Edit
Apparel & Shoes	✓	5	Edit
Apparel & Shoes >> Shirts	✓	1	Edit
Apparel & Shoes >> Jeans	✓	2	Edit
Apparel & Shoes >> Shoes	✓	3	Edit
Apparel & Shoes >> Apparel accessories	✓	4	Edit

- 2 Click **Add new** to add a new category. The **Add a new category** window is displayed.

The screenshot shows the 'Add A New Category' interface. At the top, there are tabs for Category Info, SEO, Products, Discounts, Access control list, and Stores. The Category Info tab is selected. Below the tabs, there are fields for Name (with a placeholder 'New category'), Description (with a rich text editor toolbar), Path (with a 'Words:0' counter), and Category template (set to 'Products in Grid or Lines'). Under the Picture section, there is a placeholder image labeled 'NO IMAGE AVAILABLE' and a red 'Upload a file' button. At the bottom, there are dropdowns for Parent category (set to '[None]'), Price ranges, Show on home page (unchecked), Published (checked), and Display order (set to 0).

- 3 In the **Category Info** tab, define category information, as follows:
- In the **Name** field, enter the name of the category.
 - In the **Description** field, enter a description for the new category. Use the editor for layout and fonts.
 - From the **Category template** dropdown list, select a category template. This template defines how this category will be displayed.
 - In the **Picture** field, browse to select an image representing the category.
 - From the **Parent Category** dropdown list, select the required category of the parent. The new category will be placed under this category in the public store.

- In the **Price ranges** field, enter a price range in the currency that you defined in the Currencies window. This allows customers to filter products by price ranges. Format: 0-1000; 1000-1200; 1200-(1200 means 1200 and over).



- Select the **Show on home page** checkbox to display the category on the home page.
- Select the **Published** checkbox to enable the category to be visible in the public store.
- In the **Display Order** field, enter the order number for displaying the category. This display number is used to sort categories in the public store (ascending). The category with display order **1** will be displayed at the top of the list.

4 Select the **SEO** tab, as follows:

A screenshot of the 'Add A New Category' SEO tab settings. The tab is titled 'Add A New Category' with a 'Save' and 'Save and Continue Edit' button. The SEO tab is selected. The form contains the following fields:

- Meta keywords:** [Text input]
- Meta description:** [Text input]
- Meta title:** [Text input]
- Search engine friendly page name:** [Text input]
- Allow customers to select page size:** [Checkboxes] (checkbox checked)
- Page Size options (comma separated):** [Text input] (value: 4, 2, 8, 12)

5 Define the following SEO parameters:

- In the **Meta keywords** field, enter the required category meta keywords, which are a brief and concise list of the most important themes of your page. The meta keywords tag takes the following form:


```
<meta name="keywords" content="keywords, keyword, keyword phrase, etc.">
```
- In the **Meta description** field, enter a description of the category. The meta description tag is a brief and concise summary of your page's content. The meta description tag is in the following format:


```
<meta name="description" content="Brief description of the contents of your page.">
```
- In the **Meta title** field, enter the required title. The title tag specifies the title of your Web page. It is code which is inserted into the header of your web page and is in the following format

```

<head>
<title> Creating Title Tags for Search Engine Optimization & Web Usability
</title>
</head>

```

- In the **Search engine friendly page name** field, enter the name of the page used by search engines. If you enter nothing then the category page URL is formed using the category name. If you enter **custom-seo-page-name**, then the following custom the URL will be used:

http://www.yourStore.com/custom-seo-page-name

- Select the **Allow customers to select page size** checkbox to enable customers to select a page size on the Category Details page from the page sizes list entered by the store owner. In this case, the **Page size options** field becomes visible in the Administration area. When this option is disabled, customers will *not* be able to select a page size on the Category Details page and the store owner can enter a certain page size. In this case, the **Page size** field becomes visible in this case in Administration area, as described below.
- In the **Page size** field, enter the number of products to display on the category details page per page. For example, when you add seven products to a category and you set its page size to three. Three products per page will be displayed on this category details page in the public store.

- Select the **Discounts** tab, as follows:

The screenshot shows a software interface for adding a new category. At the top, there's a button labeled "Add A New Category" with a note "(back to category list)" and two buttons: "Save" and "Save and Continue Edit". Below this is a horizontal navigation bar with tabs: "Category Info" (which is active and highlighted in blue), "SEO", "Products", "Discounts" (which is also highlighted in blue), "Access control list", and "Stores". Underneath the navigation bar, a message reads "No discounts available. Create at least one discount before mapping."

- This window contains the discount associated with the category that is added in the **Administration** area by selecting **Discounts** from the **Promotions** menu. When adding several discounts you will see them in the **Discounts** tab. Note that discounts with **Assigned to categories** type are visible here. After discounts are mapped to a category, they will be applied to all the products in this category.

9 Select the **Access Control List** tab, as follows:

The screenshot shows a software interface for managing categories. At the top, there are tabs for 'Category Info', 'SEO', 'Products', 'Discounts', 'Access control list' (which is highlighted in blue), and 'Stores'. Below these tabs, there is a section titled 'Subject to ACL:' with a checkbox. To the right of the checkbox are two buttons: 'Save' and 'Save and Continue Edit'. The main area contains a list of customer roles with checkboxes next to them: Administrators, Forum Moderators, Guests, Registered, and Vendors. The 'Guests' checkbox is checked.

10 Select the **Subject to ACL** checkbox, to enable configuring the access control at the category level (showing specific categories based on customer roles). The window is expanded, as follows:

This screenshot shows the same interface as the previous one, but the 'Subject to ACL' checkbox is now checked. The other settings remain the same, including the list of customer roles and their checkboxes.

11 Select the required customer roles having access to this category, as follows:

- Administration
- Forum Moderators
- Guests
- Registered
- Vendors

*Note: These customer roles are not hard-coded and can be configured in the **Administration** area, by selecting **Customer Roles** from the **Customers** menu.*

12 Select the **Stores** tab, as follows:

The screenshot shows the 'Category Info' section again. The 'Stores' tab is selected. Below it, there is a section titled 'Limited to stores:' with a checkbox. To the right of the checkbox are two buttons: 'Save' and 'Save and Continue Edit'. The main area is currently empty.

- 13 Select the **Limited to stores** checkbox, to enable defining the stores where the category will be available. The window is expanded, as follows:

The screenshot shows a software interface for adding a new category. At the top, there's a header with a backlink to 'category list' and two buttons: 'Save' and 'Save and Continue Edit'. Below the header is a navigation bar with tabs: 'Category Info' (selected), 'SEO', 'Products', 'Discounts', 'Access control list', and 'Stores'. Under the 'Stores' tab, there are two sections: 'Limited to stores:' with a checked checkbox and 'Stores:' with two listed options: 'Your store name' and 'Some second store'.

Note: This checkbox is used only when you have several stores configured. For further details refer to [Multi-store Support](#)

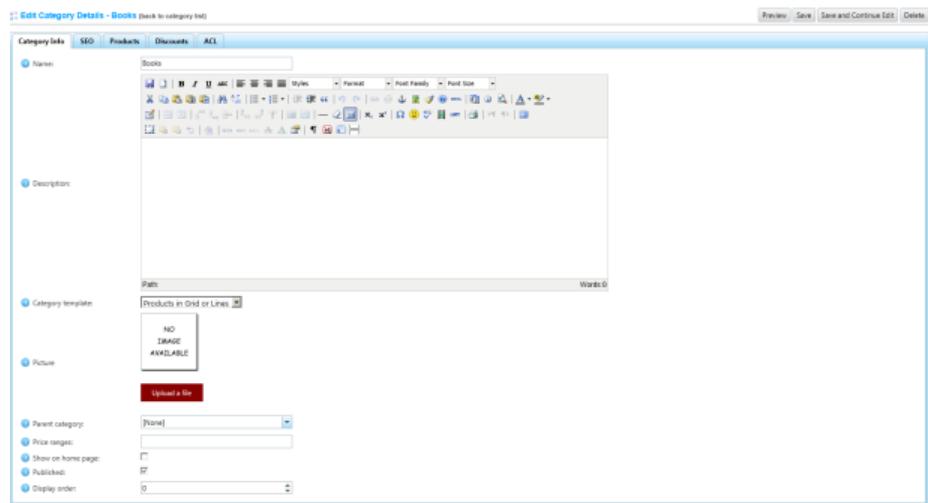
- 14 Click **Save**. The new category will be displayed in the public store under the parent category that was selected.

Editing Categories

This section describes how to edit the category details that are displayed in the public store as shown on page 17.

► To edit a category

- 1 From the **Manage Categories** window, shown on page 69, click **Edit** besides the category to edit. The **Edit Categories** window is displayed, showing the **Categories Info** tab.



*Note: Click the **Preview** button to go to the **Category Details** page in the public store.*

- 2 Edit the category details, as described in **Adding Categories**, on page 69.
- 3 Select the **SEO** tab and define the SEO parameters, as described on page 71 in the **Adding Categories** section.

- 4 Select the **Products** tab, as follows:

Product	Is featured product?	Display order	View	
Best Grilling Recipes	false	1	View	Edit Delete
Cooking for Two	false	1	View	Edit Delete
EatingWell in Season	false	1	View	Edit Delete
The Best Skillet Recipes	false	1	View	Edit Delete

This tab contains a list of the product belonging to the selected category. You can add new products to the category by clicking **Add Product**, as described below.

- 5 Click **Add a new product** to add products to categories. The **Add a New Product** window is displayed.

Check	Product name	Published
<input type="checkbox"/>	\$100 Physical Gift Card	✓
<input type="checkbox"/>	\$25 Virtual Gift Card	✓
<input type="checkbox"/>	\$5 Virtual Gift Card	✓
<input type="checkbox"/>	\$50 Physical Gift Card	✓
<input type="checkbox"/>	50's Rockabilly Polka Dot Top JR Plus Size	✓
<input type="checkbox"/>	Acer Aspire One 8.9" Mini-Notebook Case - (Black)	✓
<input type="checkbox"/>	adidas Women's Supernova CSH 7 Running Shoe	✓
<input type="checkbox"/>	Adobe Photoshop Elements 7	✓
<input type="checkbox"/>	APC Back-UPS RS 800VA - UPS - 800 VA - UPS battery - lead acid (BR800BLK)	✓
<input type="checkbox"/>	Arrow Men's Wrinkle Free Pinpoint Solid Long Sleeve	✓
<input type="checkbox"/>	ASUS Eee PC 1000HA 10-Inch Netbook	✓
<input type="checkbox"/>	ASUS Eee PC 900HA 8.9-Inch Netbook Black	✓
<input type="checkbox"/>	Best Grilling Recipes	✓
<input type="checkbox"/>	Black & White Diamond Heart	✓
<input type="checkbox"/>	BlackBerry Bold 9000 Phone, Black (AT&T)	✓

- 6 Define the new product details, as follows:

 - In the **Product name** field, enter the product name.
 - From the **Category** drop-down list, select the category to search by.
 - From the **Manufacturer** drop down list, select the manufacturer to search by.
 - From the **Store** drop down list, select the store to search by.
 - From the **Vendor** drop down list, select the vendor to search by.
 - From the **Product Type** drop down list, select the product type to search by
- 7 Click **Search**. The products matching the search criteria are displayed.
- 8 Check the required product you would like to add to the category and click the **Save** button. The selected product will be displayed under the selected category.
- 9 Select the **Discounts** tab and add discounts, as described on page 72 in **Adding a Category**
- 10 Select the **Access Control List** tab and configure the access control list at the category level based on customer roles, as described on page 73, in **Adding a Category**
- 11 Click **Save** to save the category changes.

*Note: You can click **Delete** to remove the category, click **Delete** at the confirmation to remove the category from the store.*

Searching for Categories

This section describes how to search for categories that are displayed in the public store as shown on page 17.

► **To search for a category:**

- 1 From the **Catalog** menu, select **Categories>List**. The **Manage Categories** window is displayed.

Manage Categories (switch to tree view)			
		Add new	Export to XML
<input type="radio"/> Category name: <input type="text"/> <input type="button" value="Search"/>		H < 1 2 > K	
		Displaying items 1 - 15 of 18	
Name	Published	Display order	Edit
Books	true	1	Edit
Computers	true	2	Edit
Computers >> Desktops	true	1	Edit
Computers >> Notebooks	true	2	Edit
Computers >> Accessories	true	3	Edit
Computers >> Games	true	4	Edit
Computers >> Software	true	5	Edit
Electronics	true	3	Edit
Electronics >> Camera, photo	true	2	Edit
Electronics >> Cell phones	true	4	Edit
Apparel & Shoes	true	5	Edit
Apparel & Shoes >> Shirts	true	1	Edit
Apparel & Shoes >> Jeans	true	2	Edit
Apparel & Shoes >> Shoes	true	3	Edit
Apparel & Shoes >> Apparel accessories	true	4	Edit

Displaying items 1 - 15 of 18

- 2 In the **Categories name** field, enter the name (or part of the name) of the category to search for.
- 3 Click **Search**. The category or categories matching the search criteria are displayed as shown in the example below.

Manage Categories (switch to tree view)			
		Add new	Export to XML
<input type="radio"/> Category name: <input type="text" value="shoes"/> <input type="button" value="Search"/>		H < 1 > K	
		Displaying items 1 - 2 of 2	
Name	Published	Display order	Edit
Apparel & Shoes	true	5	Edit
Apparel & Shoes >> Shoes	true	3	Edit

Displaying items 1 - 2 of 2

- 4 You can click **Edit** besides the category to display the **Edit Category Details** window. For further details refer to **Editing Categories** on page 75.

Managing Manufacturers

This section describes how to manage manufacturers. It includes the following:

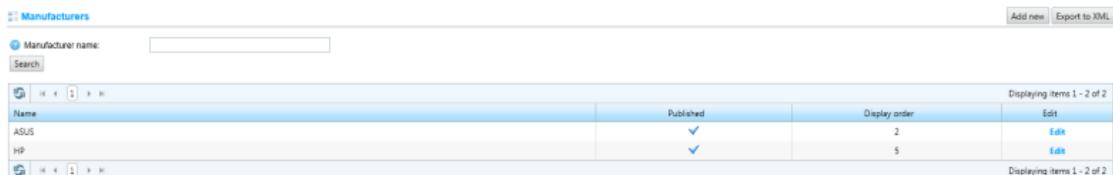
- **Adding Manufacturers**, below
- **Editing Manufacturers**, page 84
- **Searching for Manufacturers**, page 84

Adding Manufacturers

This section describes how to add manufacturers that are displayed in the public store as shown on page 17. You can export the manufacturer settings to an external file for backup purposes, by clicking the **Export to XML** button.

► **To add a manufacturer:**

- 1 From the **Catalog** menu, select **Manufacturers**. The **Manufacturers** window is displayed.



Manufacturers			
Name	Published	Display order	Action
ASUS	✓	2	Edit
HP	✓	5	Edit

*Note: You can export the manufacturer and their settings to an external XML file for backup purposes by clicking the **Export to XML** button.*

2 Click Add New. The Add a New Manufacturer window is displayed.

The screenshot shows the 'Add A New Manufacturer' interface. At the top, there are tabs for Manufacturer Info, SEO, Products, Access control list, and Stores. The Manufacturer Info tab is selected. On the left, there are several input fields with labels: Name, Description, Path, Manufacturer template, Picture, Price ranges, Published, and Display order. The 'Name' field has a placeholder 'Please provide a name.' The 'Description' field contains a rich text editor toolbar. The 'Manufacturer template' dropdown is set to 'Products in Grid or Lines'. The 'Picture' field shows a placeholder image with the text 'NO IMAGE AVAILABLE' and a 'Upload a file' button. The 'Price ranges' field is empty. The 'Published' checkbox is checked. The 'Display order' dropdown is set to '0'. At the top right, there are 'Save' and 'Save and Continue Edit' buttons.

3 In the Manufacturer Info tab, define manufacturer information, as follows:

- In the **Name** field, enter the name of the manufacturer.
- In the **Description** field, enter a description for the new manufacturer. Use the editor for layout and fonts.
- From the **Manufacturer template** dropdown list, select a manufacturer template. This template defines how this manufacturer will be displayed.
- In the **Picture** field, browser to select an image representing the manufacturer.
- In the **Price ranges** field, enter a price range in the currency that you defined in the **Currencies** window. This is defined in the **Administration** area, by selecting **Currencies** from the **Configuration** menu.
- Select the **Published** checkbox to enable the manufacturer to be visible in the public store.
- In the **Display Order** field, enter the order number for displaying the manufacturer. This display number is used to sort manufacturer in the public store (ascending). The manufacturer with display order **1** will be displayed at the top of the list.

4 Select the **SEO** tab, as follows:

The screenshot shows a software interface for adding a new manufacturer. At the top, there's a header with a backlink to 'manufacturer list'. Below it is a navigation bar with tabs: 'Manufacturer Info' (selected), 'SEO' (highlighted in blue), 'Products', 'Access control list', and 'Stores'. Under the 'SEO' tab, there are several input fields with placeholder text and question marks: 'Meta keywords:' (with a text input field), 'Meta description:' (with a text input field), 'Meta title:' (with a text input field), 'Search engine friendly page name:' (with a text input field), 'Allow customers to select page size:' (with a checked checkbox), and 'Page Size options (comma separated):' (with a text input field containing '4, 2, 8, 12'). At the top right of the form area, there are 'Save' and 'Save and Continue Edit' buttons.

5 Define the following SEO parameters:

- In the **Meta keywords** field, enter the required category meta keywords. These are a brief and concise list of the most important themes of your page. The meta keywords tag takes the following form:
`<meta name="keywords" content="keywords, keyword, keyword phrase, etc.">`
- In the **Meta description** field, enter a description of the category. The meta description tag is a brief and concise summary of your page's content. The meta description tag is in the following format:
`<meta name="description" content="Brief description of the contents of your page.">`
- In the **Meta title** field, enter the required title. The title tag specifies the title of your Web page. It is code which is inserted into the header of your web page and is in the following format:
`<head>
<title> Creating Title Tags for Search Engine Optimization & Web Usability
</title>
</head>`
- In the **Search engine friendly page name** field, enter the name of the page used by search engines. If you enter nothing then the category page URL is formed using the category name. If you enter **custom-seo-page-name**, then the following custom the URL will be used:
http://www.yourStore.com/custom-seo-page-name

- Select the **Allow customers to select page size** checkbox, to enable customers to select a page size on the **Manufacturer Details** page from the page sizes list entered by the store owner. In this case the, **Page size options**' field becomes visible in the **Administration** area. When this option is disabled, customers will not be able to select a page size on the **Manufacturer Details** page and the store owner can enter a certain page size. The **Page size** field becomes visible in this case in the **Administration** area, as described below.
 - In the **Page size** field, enter the number of products to display on the manufacturer details page per page. For example, when you add seven products to a category and you set its page size to three. Three products per page will be displayed on this manufacturer details page in the public store.

6 Select the **Access Control List** tab, as follows:

The screenshot shows a web-based form titled "Add A New Manufacturer". At the top right are "Save" and "Save and Continue Edit" buttons. Below the title is a validation message: "• Please provide a name." Underneath the title bar are tabs: "Manufacturer Info", "SEO", "Products", "Access control list" (which is highlighted in blue), and "Stores". A section labeled "Subject to ACL:" contains a checkbox that is currently unchecked. The overall interface is clean with a light blue header and white background.

7 Select the **Subject to ACL** checkbox, to enable configuring the access control at the product level (showing specific products based on customer roles). The window is expanded, as follows:

This screenshot shows the same "Add A New Manufacturer" form as above, but with the "Subject to ACL" checkbox now checked. Below it, a section titled "Customer roles:" is expanded, displaying five checkboxes for different user groups: "Administrators", "Forum Moderators", "Guests", "Registered", and "Vendors". The "Guests" checkbox is checked. The rest of the interface remains consistent with the previous screenshot.

8 Select the required customer roles having access to this product.

- Administration
- Forum Moderators
- Guests
- Registered
- Vendors

Note: These customer roles are not hard-coded and can be configured in the Administration area, by selecting Customer Roles from the Customers menu

9 Select the Stores tab, as follows:

The screenshot shows a web-based form titled "Add A New Manufacturer". At the top right are "Save" and "Save and Continue Edit" buttons. Below the title is a validation message: "• Please provide a name." The form has several tabs at the top: "Manufacturer Info" (selected), "SEO", "Products", "Access control list", and "Stores". The "Stores" tab is highlighted with a blue background. In the main content area, there is a section labeled "Limited to stores:" with a checkbox. The checkbox is checked, indicated by a small checkmark icon.

10 Select the **Limited to stores** checkbox, to enable defining the stores where the manufacturer will be available. The window is expanded, as follows:

This screenshot shows the same "Add A New Manufacturer" form, but the "Stores" tab is now expanded. The expanded section contains two rows of checkboxes. The first row has a checkbox labeled "Limited to stores:" which is checked (indicated by a checkmark). The second row has two checkboxes: "Your store name" and "Some second store", neither of which is checked.

Note: This checkbox is used only when you have several stores configured. For further details refer to [Multi-store support](#).

11 Click **Save**. The new manufacturer will be displayed in the public store.

Editing Manufacturers

This section describes how to edit the manufacturer's details that are displayed in the public store as shown on page 17. In this window, you define the search engine optimization parameters required for improving ranking in search engine results.

► To edit a manufacturer:

- 1 From the **Manufacturers** window, shown on page 79, click **Edit** beside the manufacturer to edit. The **Edit Manufacturers Details** window is displayed showing the **Manufacturers Info** tab.

The screenshot shows the 'Edit Manufacturer Details' window for the manufacturer 'ASUS'. The window has tabs at the top: 'Manufacturer Info' (selected), 'SEO', 'Products', 'Access control list', and 'Stores'. At the top right are buttons for 'Preview', 'Save', 'Save and Continue Edit', and 'Delete'. The 'Manufacturer Info' tab contains fields for 'Name' (ASUS) with a rich text editor, 'Description' (empty), 'Path' (Products in Grid or Lines), 'Words: 0', 'Manufacturer template' (Products in Grid or Lines), 'Picture' (NO IMAGE AVAILABLE), 'Upload a file' button, 'Price ranges' (empty input field), 'Published' (checkbox checked), and 'Display order' (dropdown set to 2). The rich text editor toolbar includes buttons for bold, italic, underline, align, font style, font family, font size, and various other text and image manipulation tools.

*Note: Click the **Preview** button to go to the Manufacturer Details page in the public store.*

- 2 Edit the manufacturer's details, as described in **Adding Manufacturers**, on page 79.
- 3 Select the **SEO** tab and define the SEO parameters, as described on page 80 in **Adding a Manufacturer**.

4 Select the **Products** tab, as follows:

Displaying items 1 - 2 of 2				
Product	Is featured product?	Display order	View	
ASUS Eee PC 900HA 8.9-Inch Netbook Black	false	1	View	Edit Delete
ASUS Eee PC 1000HA 10-Inch Netbook	false	2	View	Edit Delete

Add a new product

This tab contains a list of the products belonging to the selected manufacturer. You can add new products to the manufacturer by clicking **Add a new product**, as described below.

5 Click **Add a new product** to add products to the manufacturer. The **Add a new product** window is displayed.

Displaying items 1 - 15 of 53		
Check	Product name	Published
<input type="checkbox"/>	\$100 Physical Gift Card	✓
<input type="checkbox"/>	\$25 Virtual Gift Card	✓
<input type="checkbox"/>	\$5 Virtual Gift Card	✓
<input type="checkbox"/>	\$50 Physical Gift Card	✓
<input type="checkbox"/>	50's Rockabilly Polka Dot Top JR Plus Size	✓
<input type="checkbox"/>	Acer Aspire One 8.9" Mini-Notebook Case - (Black)	✓
<input type="checkbox"/>	adidas Women's Supernova CSH 7 Running Shoe	✓
<input type="checkbox"/>	Adobe Photoshop Elements 7	✓
<input type="checkbox"/>	APC Back-UPS RS 800VA - UPS - 800 VA - UPS battery - lead acid (BR800BLK)	✓
<input type="checkbox"/>	Arrow Men's Wrinkle Free Pinpoint Solid Long Sleeve	✓
<input type="checkbox"/>	ASUS Eee PC 1000HA 10-Inch Netbook	✓
<input type="checkbox"/>	ASUS Eee PC 900HA 8.9-Inch Netbook Black	✓
<input type="checkbox"/>	Best Grilling Recipes	✓
<input type="checkbox"/>	Black & White Diamond Heart	✓
<input type="checkbox"/>	BlackBerry Bold 9000 Phone, Black (AT&T)	✓

Displaying items 1 - 15 of 53

[Save](#)

- 6 Define the new product details, as follows:

 - In the **Product name** field, enter the product name.
 - From the **Category** drop-down list, select the category to search by.
 - From the **Manufacturer** drop down list, select the manufacturer to search by.
 - From the **Store** drop down list, select the store to search by.
 - From the **Vendor** drop down list, select the vendor to search by.
 - From the **Product Type** drop down list, select the product type to search by
- 7 Click **Search**. The products matching the search criteria are displayed.
- 8 Check the required product you would like to add to the manufacturer and click the **Save** button. The selected product will be displayed under the selected manufacturer.
- 9 You can click **Delete** to remove the manufacturer.

*Note: You can click **Delete** to remove the manufacturer, click **Delete** at the confirmation to remove the manufacturer from the store.*

Searching for Manufacturers

This section describes how to search for manufacturers that are displayed in the public store as shown on page 17.

► **To search for a manufacturer:**

- 1 From the **Catalog** menu, select **Manufacturers**. The **Manufacturers** window is displayed.

Manufacturers			
Manufacturer name:		Actions	
Search			Add new Export to XML
Name	Published	Display order	Edit
ASUS	✓	2	Edit
HP	✓	5	Edit

- 2 In the **Manufacturer name** field, enter the name (or part of the name) of the manufacturer to search for.
- 3 Click **Search**. The **Manufacturer** or **Manufacturers** matching the search criteria are displayed as shown in the example below.

Manufacturers			
Manufacturer name:		Actions	
Search			Add new Export to XML
Name	Published	Display order	Edit
HP	true	5	Edit

- 4 You can click **Edit** besides the manufacturer to display the **Edit Manufacturer Details** window. For further details refer to **Editing Manufacturers** on page 84.

Managing Attributes

This section describes how to manage attributes. It includes the following:

- **Product Attributes**, below
- **Specification Attributes**, page 89
- **Checkout Attributes**, page 92

Product Attributes

In nopCommerce, the product attributes are quantifiable or descriptive aspects of a product (such as, color). For example, if you were to create an attribute for color, with the values of blue, green, yellow, and so on, you may want to apply this attribute to shirts, which you sell in various colors (you can adjust a price or weight for any of existing attribute values). You can then map these attributes to a product later on.

► **To define product attributes:**

- 1 From the **Catalog** menu, select **Attributes > Product Attributes**. The **Product Attributes** window is displayed.

Name	Edit
Color	Edit
Custom Text	Edit
HDD	Edit
OS	Edit
Processor	Edit
RAM	Edit
Size	Edit
Software	Edit

- 2 Click **Add new**. The **Add a new product attribute** window is displayed:

The screenshot shows the 'Add A New Product Attribute' form. At the top right are 'Save' and 'Save and Continue Edit' buttons. Below is a 'Name:' field with a placeholder '(Required)' and a rich text editor toolbar. A 'Description:' field is present below the toolbar. At the bottom are 'Path:' and 'Words: 0' fields.

- 3** In the **Name** field, enter the name of the attribute.
- 4** In the **Description** field, enter a description of the attribute.
- 5** Click **Save**. The new attribute is added to the **Product Attributes** window.

*Note: To edit an existing attribute click **Edit** beside the attribute and then enter the name and description in the relevant fields.*

Specification Attributes

This section describes how to add a new specification attribute. After a specification attribute is added, the administrator defines the specification attribute options in the **Add new specification attribute** window. For example, for a **Color** specification attribute, you can define the specification attribute options, such as green, blue, or red and so on.

Unlike product attributes, specification attributes are used for information purposes only (visible on product details page) and can be used for filtering products on the category details page.

▶ **To add specification attributes:**

- From the Catalog menu, select Attributes > Specification Attributes. The **Specification Attributes** window is displayed.

Name	Display order	Edit
Screensize	1	Edit
CPU Type	2	Edit
Memory	3	Edit
Harddrive	5	Edit

- Click Add new. The Add a New Specification Attribute window is displayed showing the Attribute info tab.

Attribute info		Options
Name:	<input type="text"/>	
Display order:	<input type="text" value="0"/>	

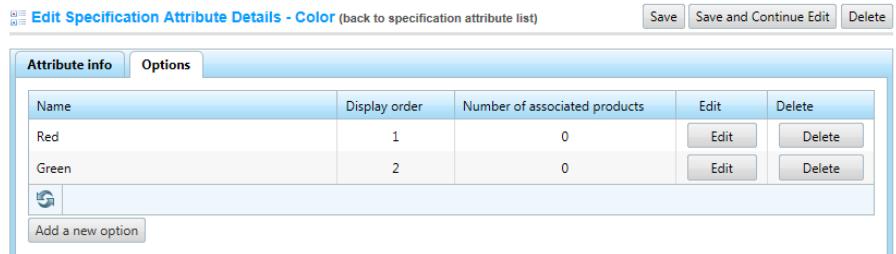
- In the **Name** field, enter the name of the specification attribute.
- In the **Display order** field, enter the display order number of the specification attribute.
- Click **Save and Continue Edit**. The new specification attribute is added to the **Specification Attributes** window and the window changes to display the **Edit Specification Attributes Details** window, as follows:

Attribute info		Options
Name	Display order	Number of associated products
No records to display.		
<input type="button" value="Add a new option"/>		

- Click **Add a new option**. The Add A New Option window is displayed.

Attribute info		Options
Name:	<input type="text"/>	
Display order:	<input type="text" value="0"/>	

- 7 In the **Name** field, enter the attribute option. **Red**, for example, if the attribute is a color.
- 8 In the **Display order field**, enter the required display order for the selected option. Entering **1** will display it at the top of the list.
- 9 Click **Save**. The attribute option is added, as follows:

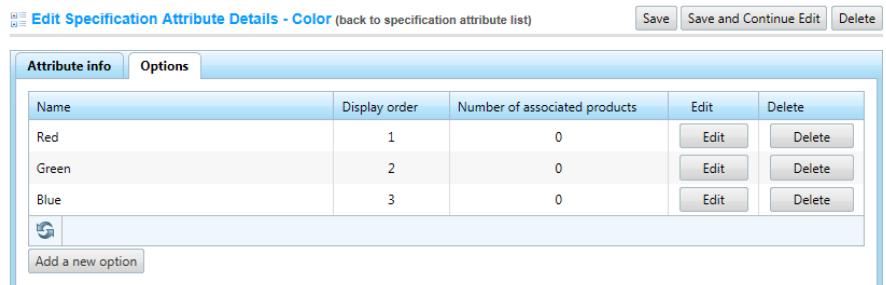


The screenshot shows a table titled 'Attribute info' with two rows of data. The columns are 'Name', 'Display order', 'Number of associated products', 'Edit', and 'Delete'. The first row has 'Red' in the Name column, '1' in Display order, '0' in Number of associated products, and 'Edit' and 'Delete' buttons. The second row has 'Green' in the Name column, '2' in Display order, '0' in Number of associated products, and 'Edit' and 'Delete' buttons. Below the table is a button labeled 'Add a new option'.

Name	Display order	Number of associated products	Edit	Delete
Red	1	0	Edit	Delete
Green	2	0	Edit	Delete

Add a new option

- 10 Repeat these steps **6** through **9** to add additional attribute options, for example, **Green**, **Blue** and more. The **Specification Attribute** window is displayed as follows:



The screenshot shows a table titled 'Attribute info' with three rows of data. The columns are 'Name', 'Display order', 'Number of associated products', 'Edit', and 'Delete'. The first row has 'Red' in the Name column, '1' in Display order, '0' in Number of associated products, and 'Edit' and 'Delete' buttons. The second row has 'Green' in the Name column, '2' in Display order, '0' in Number of associated products, and 'Edit' and 'Delete' buttons. The third row has 'Blue' in the Name column, '3' in Display order, '0' in Number of associated products, and 'Edit' and 'Delete' buttons. Below the table is a button labeled 'Add a new option'.

Name	Display order	Number of associated products	Edit	Delete
Red	1	0	Edit	Delete
Green	2	0	Edit	Delete
Blue	3	0	Edit	Delete

Add a new option

- 11 Click **Edit** beside the attribute option to update the store or **Delete** to remove the **Attribute** option from the system.

*Note: To edit an existing specification attribute click **Edit** beside the specification attribute in the **Specification Attributes** window. The **Edit specifications attributes** window is displayed. Edit the relevant fields, as required.*

Checkout Attributes

This section describes how to add a new checkout attributes which are displayed on the **Shopping Cart** page and enables the user to select them, if required, before checkout. The store owner can define these **Checkout Attributes** from the **Add A New Checkout Attribute** window. Using this option the store owner can create questions or comments that the user will read before checkout, such as **Do you need gift-wrapping?** or **Enter a custom message**, as described below.

► **To add checkout attributes:**

- 1 From the Catalog menu, select **Attributes > Checkout Attributes**. The **Checkout Attributes** window is displayed.

Name	Control type	Required	Display order	Edit
Gift wrapping	Drop-down list	✓	1	Edit

- 2 Click **Add new**. The **Add a New Checkout Attribute** window is displayed, showing the **Attribute Info** tab, as follows:

Name:	Text prompt:	Required:	Shippable product required:	Tax exempt:	Tax category:	Control type:	Display order:
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="..."/>	<input type="button" value="Drop-down list"/>	<input type="button" value="0"/>

- 3 In the **Name** field, enter the name of the checkout attribute.
- 4 In the **Text prompt** field, enter a question or comment to add as a text prompt to the checkout area on the shopping cart page.
- 5 Select the **Required** checkbox to force the customer to select an attribute value before continuing.
- 6 Select the **Shippable product required** checkbox to specify that shippable products are required in order to display this attribute.
- 7 Select the **Tax exempt** checkbox to indicate that tax will not be applied to this checkout attribute.
- 8 From the **Tax category** dropdown list, select the tax category that the checkout attribute is applied to.

9 From the **Control Type** drop down list, select the required method for displaying the attribute value:

- Dropdown List
- Radio List
- Checkboxes
- Textbox
- Multiline Textbox
- Date picker
- File upload
- Color squares

Note: Dropdown lists, radio lists, checkboxes and color squares require the store owner to define values (such as, Green, Blue, Red and so on).

The Textbox and Date picker control types do not require the store owner to define values, since the customers will be required to enter text in these textbox fields.

10 In the **Display order** field, enter the display order number of the checkout attribute.

11 Click **Save**.

Note: You must click Save before proceeding to the Attribute Values tab

12 Select the **Attribute Values** tab, as follows:

Name	Price adjustment	Weight adjustment	Pre-selected	Display order	Edit	Delete
Yes	10	0	<input checked="" type="checkbox"/>	1	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

Add a new checkout value

- 13** Click **Add a new checkout value**. The Add a New Checkout Value window is displayed.

Name:	<input type="text"/>
Price adjustment:	<input type="text"/> 0.0000 [USD]
Weight adjustment:	<input type="text"/> 0.0000 [lb(s)]
Pre-selected:	<input type="checkbox"/>
Display order:	<input type="text"/> 0

- 14** In the **Name** field, enter the attribute value name to add. For example, **Yes** or **No**, for questions such as, **Do you require fragile care handling?**
- 15** In the **Price adjustment** field, enter the price adjustment to apply why selecting this attribute value. For example, enter **10** to add **10** dollars.
- 16** In the **Weight adjustment** field, enter the weight adjustment to apply why selecting this attribute value.
- 17** Select the **Pre-selected** checkbox to indicate this attribute value is pre-selected for the customer.
- 18** In the **Display order** field, enter the display order number of the attribute value.
- 19** Click **Save**. The new attribute is saved and is displayed in the window, as follows:

Edit Checkout Attribute Details - Gift-Wrapping (Back to checkout attribute list)						
Attribute info		Attribute values				
Name		Price adjustment	Weight adjustment	Pre-selected	Display order	
Yes		10	0	true	1	Edit Delete
No		5	0	true	2	Edit Delete

[Add a new checkout value](#)

- 20** Repeat steps **13** through **19** to add additional attribute values.
- 21** Click **Save**.

Managing Products

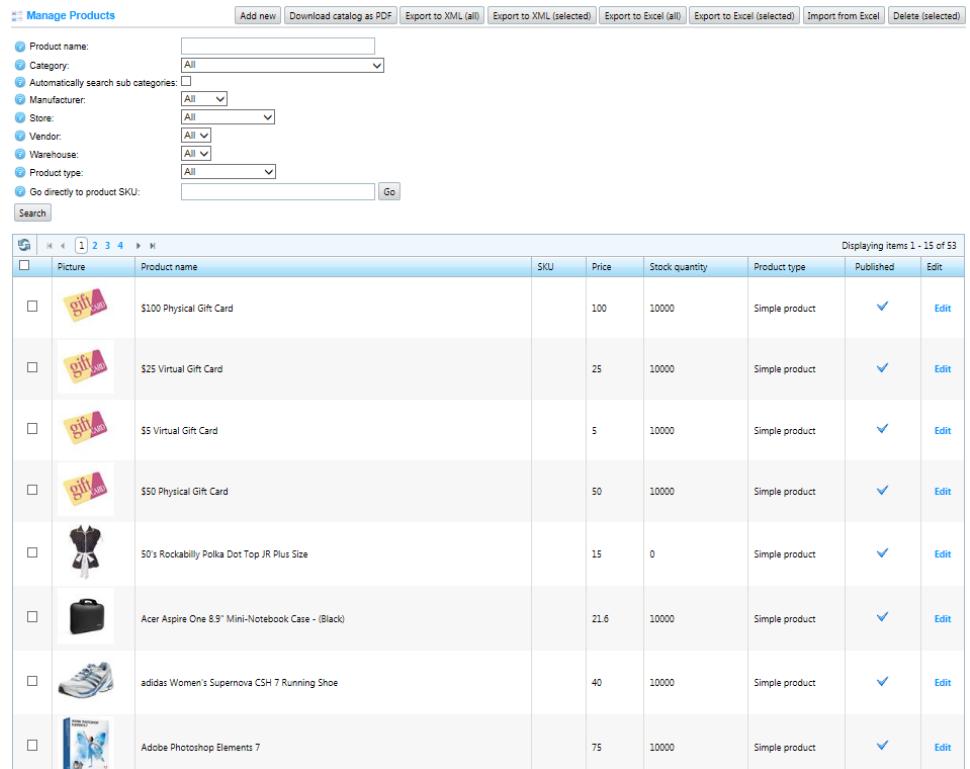
Products are the merchandise that is for sale in your store. All products need to be listed under a category or subcategory. All products will have their own **Product Page**. This section describes how to manage products in the system. It includes the following:

- **Adding Products**, below
- **Editing Product Details**, page 108
- **Adding Pictures**, page 109
- **Adding to Categories**, page 110
- **Adding to Manufacturers**, page 111
- **Product Specifications**, page 113
- **Product Attributes**, page 115
- **Tier Prices**, page 121
- **Discounts**, page 123
- **Access Control List**, page 123
- **Stores**, page 124
- **Defining Related Products**, page 125
- **Adding Cross-sell Products**, page 127
- **Purchased with orders**, page 130
- **Bulk Edit Products**, page 130

Adding Products

► To add products:

- From the Catalog menu, select **Products > Manage Products**. The **Manage Products** window is displayed.



The screenshot shows the 'Manage Products' interface. At the top, there are several search filters: Product name (text input), Category (dropdown: All), Automatically search sub categories (checkbox), Manufacturer (dropdown: All), Store (dropdown: All), Vendor (dropdown: All), Warehouse (dropdown: All), Product type (dropdown: All), Go directly to product SKU (text input), and a Go button. Below the filters is a 'Search' button. The main area is a grid table titled 'Displaying items 1 - 15 of 53'. The columns are: Picture (checkbox), Picture (image thumbnail), Product name, SKU, Price, Stock quantity, Product type, Published (checkbox), and Edit (button). The data in the grid includes:

Picture	Product name	SKU	Price	Stock quantity	Product type	Published	Edit
<input type="checkbox"/>	 \$100 Physical Gift Card		100	10000	Simple product	<input checked="" type="checkbox"/>	Edit
<input type="checkbox"/>	 \$25 Virtual Gift Card		25	10000	Simple product	<input checked="" type="checkbox"/>	Edit
<input type="checkbox"/>	 \$5 Virtual Gift Card		5	10000	Simple product	<input checked="" type="checkbox"/>	Edit
<input type="checkbox"/>	 \$50 Physical Gift Card		50	10000	Simple product	<input checked="" type="checkbox"/>	Edit
<input type="checkbox"/>	 50's Rockabilly Polka Dot Top JR Plus Size		15	0	Simple product	<input checked="" type="checkbox"/>	Edit
<input type="checkbox"/>	 Acer Aspire One 8.9" Mini-Notebook Case - (Black)		21.6	10000	Simple product	<input checked="" type="checkbox"/>	Edit
<input type="checkbox"/>	 adidas Women's Supernova CSH 7 Running Shoe		40	10000	Simple product	<input checked="" type="checkbox"/>	Edit
<input type="checkbox"/>	 Adobe Photoshop Elements 7		75	10000	Simple product	<input checked="" type="checkbox"/>	Edit

*Note: You can export the product list to an external file for backup purposes, by clicking **Export to XML(all)** or **Export to Excel (all)**. You can export selected products by clicking **Export to XML (selected)** and **Export to Excel (selected)**. Alternatively, you can import a product from an external file by clicking **Import from Excel** and you can click **Download catalog as PDF** to print the selected products to a PDF file. In addition, you can select products to delete from the list and then click the **Delete (selected)** button to remove these products.*

- 2 Click **Add New**. The **Add a New Product** window is displayed, showing the **Product Info** tab, as follows:

The screenshot shows the 'Add a New Product' interface with the 'Product Info' tab selected. The window includes a toolbar with 'Save' and 'Save and Continue Edit' buttons. Below the toolbar is a navigation bar with tabs: Product Info, SEO, Pictures, Category mappings, Manufacturer mappings, Specification attributes, Product attributes, Tier prices, and Discounts. Under the Product Info tab, there are several configuration sections:

- Product type:** Simple product (dropdown)
- Visible individually:** Checked (checkbox)
- Product template:** Simple product (dropdown)
- Product name:** (Text input field)
- Short description:** (Text area with rich text editor toolbar)
- Full description:** (Text area with rich text editor toolbar)
- Admin comment:** (Text input field)
- Vendor:** No vendor (dropdown)
- Show on home page:** Unchecked (checkbox)
- Allow customer reviews:** Checked (checkbox)
- Product tags:** (Text input field)

At the bottom right of the main content area, there are 'Path:' and 'Words:0' fields.

- 3 From the **Product Type** dropdown list, select the required product type, as follows:

 - Select the **Simple product** type to select a simple product. In most cases your product will have the **Simple** product type.
 - Select the **Grouped** product type to create a new grouped product using one or more existing products that will be displayed on one single product details page, as follows
 - **Step 1:** The store owner creates several products with the **Simple** product type.
 - **Step 2:** The store owner creates a **Grouped** product and assigns these **Simple** products in the **Associated products** tab.

In the public store, the customer sees a separate **Add to cart** button for each associated product on the **Grouped product details** page. A **Simple** product could be associated to only one **Grouped** product.
Grouped products are not directly orderable. However, associated Simple products are. For example, a customer cannot order the **Creative Sound Card** product directly. The customer must order an **OEM** or **Retail** version of the Creative Sound Card. Therefore, in this case, the **Grouped** product is a **Creative Sound Card**, and there are two associated **Simple** products for this **Grouped** product: **OEM** and **Retail**, each with potentially different prices.
- 4 Select the **Visible Individually** checkbox if you do not want **Simple** products associated to a **Grouped** product to have a separate product details page.
- 5 From the **Product Template** dropdown list, select the **Simple Product** or **Grouped Product** template option. You should be the same as your **product type**.
- 6 In the **Product name** field, enter the name of the new product.
- 7 In the **Short description** field, enter a short description of the product.
- 8 In the **Full description** field, enter a long description of the product.
- 9 In the **Admin comment** field, enter a comment for information purposes.
- 10 From the **Vendor** dropdown list select the product vendor.

Note: This is useful when using the multi-vendor functionality.

For further details refer to [Multi Vendor Support](#).

- 11 Select the **Show on home page** checkbox to display the product on the

homepage of the store.

- 12 Select the **Allow customer reviews** checkbox to enable customers to provide reviews of the product.
- 13 In the **Products Tags** field, enter the keyword that this product can be identified by. This is performed by entering a comma separated list of the tags to be associated with this product.

The more products associated with a particular tag, the larger it will show on the **Popular Tags** area, displayed in the side bar on the home page, as follows:



- 14 In the **SKU** field, enter the product stock keeping unit, used internally for tracking the product. This is your internal unique ID used to track this product.
- 15 In the **Manufacturer part number** field, enter the part number provided by the manufacturer for the product.
- 16 In the **GTIN (global trade item number)** field, enter the global trade item number (GTIN). These identifiers include, UPC (in North America), EAN (in Europe), JAN (in Japan), and ISBN (for Books).
- 17 Define the price and availability details of the product, as follows:
 - In the **Price** field, enter the product price in the currency defined in the backend. You can manage primary store currency in the **Administration** area by selecting **Location > Currencies** from the **Configuration** menu, as described on page 240.
 - (optional) In the **Old price** field, enter an old price. If the old price is larger than zero it will be visible in public store and displayed beside the new price for comparison purposes.
 - (optional) In the **Product cost** field, enter the sum of all the costs associated with the production of a specific quantity of a product or service. This cost is not displayed to customers.

- (Optional) In the **Special price** field, the store owner can enter a special price for the product. The new price will be valid between the start and end dates. Leave this field empty to ignore the field.
 - (Optional) In the **Special price start date** field, click on the calendar to select the special price start date in **Coordinated Universal Time**. Leave this field empty to ignore the field.
 - (Optional) In the **Special price end date** field, click on the calendar to select the special price end date in **Coordinated Universal Time**. Leave this field empty to ignore the field.
 - Select the **Disable buy button** checkbox to disable the customer from buying the product.
 - Select the **Disable wishlist button** checkbox to disable the customer from adding the product to the wishlist.
 - Select the **Available for pre-order** checkbox to if the item is available for pre-ordering. The **Pre-ordered** button is displayed to replace the standard Add to cart button. When this option is selected the **Pre-order availability start date** field is displayed:
 - In the **Pre-order availability start date** enter the availability start date of the product configured for pre-ordering in UTC. The **Pre-order** button will be change to **Add to cart** when this date is reached.
 - Select the **Call for Price** checkbox to show **Call for Pricing** or **Call for Quote** instead of price.
 - Select the **Customer enters price** checkbox to indicate the customer must enter the price. When selected, the following fields are displayed:
 - In the **Minimum amount** field, enter the minimum amount for the price.
 - In the **Maximum amount** field, enter the maximum amount for the price.
 - From the **Available start date** calendar, select the date from when the product will be available in Coordinated Universal Time (UTC).
 - From the **Available end date** calendar, select the date until when the product will be available in Coordinated Universal Time (UTC).
- 18** Select the **Require other products are added to the cart** checkbox if this product requires that other products are added to the cart. When selected, the following fields are displayed:
- In the **Required product IDs**, enter a comma separated list of the required product IDs.

Note: Ensure there are no circular references. For example A requires B and B requires A.

- Select the **Automatically add these products to the cart** checkbox to automatically add these products to the cart.
- 19 Select the **Is Gift Card** checkbox to state that the product is a gift card product. Gift card must be used through the nopCommerce Web site towards purchasing products. Purchases are deducted from the Gift Card balance. Any unused balance will be placed in the recipient's Gift Card account. If an order exceeds the amount of the gift card, the balance must be paid with a credit card or any other available payment method. When this option is selected the following options are displayed:
- **Virtual:** Select this option to define the gift card as virtual. Customers are requested to enter sender and recipient emails.
 - **Physical:** Select this option to define the gift card as physical. Customers are not requested to enter sender and recipient emails.

Note: It is not recommended to change the gift card type in a production environment.

- 20 Select the **Downloadable product** checkbox to enable the product to be downloaded from the website. The following options, are displayed related to downloadable products:
- **Use download URL:** Select this checkbox to use a file URL to download the file.
 - **Download file/Download URL:** Enter the path of the file or URL to download.
 - **Unlimited downloads:** Select this checkbox to enable unlimited downloads. When this option is unchecked, an additional field Max. downloads appears below it. Enter the maximum number of downloads, that are enabled for the customer, after purchasing the product
 - **Number of Days:** The number of days during which customers keep access to the file, such as 14 days. Leave this fields empty if you want to enable continuous downloads.
 - **Download activation type:** Select the required option from the dropdown list:
 - **When order is paid:** Select this option to enable the download only when the order payment status is Paid.
 - **Manually:** Select this option to give the store owner control. When this is selected, the store owner must manually activate the download, as required. This is performed in the Administration Area, from the order

Details Page in the Products tab.

- **Has user agreement:** Select this checkbox if the customer has a user agreement. The User agreement text editor is then displayed enabling you to enter/edit the user agreement text.

Note: A customer must agree with this user agreement when trying to download the downloadable product (providing the download enabled).

- **Has sample download file:** Select this checkbox if a sample download file exists. The following options, are displayed:
 - **Use download URL:** Use file URL to download sample file.
 - **Sample download file:** Enter the path of the sample download file.

Note: If the store owner uploads a sample download, then it will be shown on the product details page and can be downloaded for without any charge by any customer.

- 21** Select the **Recurring product** checkbox to define this product as a recurring product. The following fields are displayed:

- **Cycle Length:** Enter the cycle length.
- **Cycle Period:** Select the cycle period of the recurring product:
 - Days
 - Weeks
 - Months
 - Years
- **Total cycles:** Enter the total number of the recurring product cycles.

For any product, you can define a recurring cycle to enable the system to automatically create orders that repeat when a customer purchases such products. For example, if a customer buys a product, which has a monthly recurring, cycle, then when paying for the order the system will create a new recurring order with the recurring products. The system will use the payment details from the initial order for subsequent recurring orders. In addition, the original shipping charges will apply to subsequent orders. Note that at least one of the active payment modules should support recurring payments.

- 22** Define the shipping details, as follows:

- **Select the Shipping enabled** checkbox to enable the product to be shipped to a location defined by the customer.
- **Select the Free shipping** checkbox to enable the product to be shipped

without charge to a location defined by the customer.

- In the **Additional shipping charge** field, enter the additional amount to charge for shipping in the primary store currency. You can manage primary store currency in the Administration area by selecting **Currencies** from the **Configuration** menu, as described on page 240.
- In the **Weight** field, enter the weight of the product. Can be used for shipping calculation purposes. This field is in the primary store measure unit. You can set it in the **Administration** area. From the **Configuration** menu select the **Measures > Weights**, as described on page 246.
- In the **Length (inches)** field, enter the product length.
- In the **Width (inches)** field, enter the product width.

Note: Inches are not hard-coded. You can change the primary store measure dimensions. From the Configuration menu select the Measures>Dimensions, as described on page 246.

- In the **Height (inches)** field, enter the product height.
- From the **Delivery Date** drop down list, select the delivery date which will be displayed in the public store. For further details refer to [Delivery Dates](#)
- From the **Warehouse** drop down list, select the warehouse which will be used when calculating shipping rates. For further details refer to [Warehouses](#)

23 Define the tax details, as follows:

- Select the **Tax exempt** checkbox, if the product is exempted from tax.
- From the **Tax category** dropdown list, select the required tax classification for this product, as in the following example:
 - Books
 - Electronics and software
 - Downloadable Products
 - Jewelry
 - Apparel and Shoes

Note: These options are not hard-coded and can be configured by store owner in the Administration area, by selecting Tax>Tax Categories from the Configuration menu.

24 Define the stock details for the product , as follows:

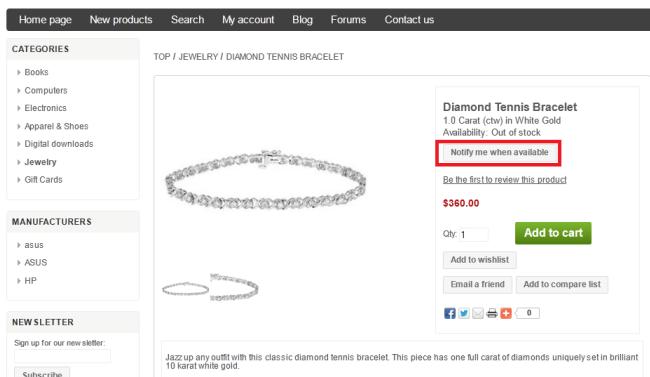
- From the **Manage Inventory Method** dropdown list select the required option, as follows:
 - Don't track inventory

- **Track inventory by product attributes:** In this case, inventory is managed for product attributes of this product. For example, if you have product attributes, you can create a combination of these attributes and then manage inventory for this combination (such as color and size)
- **Track inventory:** The window expands to display the following fields:
 - In the **Stock Quantity** field, enter the number of items that are currently in stock

Note: Stock quantities are automatically adjusted when customers make purchases.

- Select the **Display Stock availability** checkbox to enable displaying stock availability in the public store (on the product details page). When this checkbox is selected, the **Display Stock Quantity** checkbox is displayed.
- Select the **Display Stock Quantity** checkbox to enable customers to see a particular quantity of stock on the product details page (this checkbox is displayed only when the **Display Stock Availability** checkbox is selected).
- In the **Minimum stock quantity** field, enter a minimum value, under which an action will be taken as defined in the next item.
- From the **Low stock activity** dropdown list, select the action to be taken when the stock quantity falls below the minimum stock quantity value, as follows:
 - **Nothing:** No action is taken, meaning customers can continue to order products.
 - **Disable buy button:** The buy button becomes disabled when stock is low. Therefore, customers cannot buy this product but can still see it existing in the store.
 - **Un-publish:** The product is not visible in the store anymore. Used when the product will be stopped entirely.
- In the **Notify Admin for quantity below** field, enter a value under which the administrator will be notified.
- From the **Backorders** dropdown list, select the required backorder mode, as follows:
 - **No backorders:** Select this option to prevent a customer from purchasing this product when there is no stock available.
 - **Allow qty below 0:** Select this option to enable a customer to purchase this product even when there is no stock available.

- **Allow qty below 0 and notify customer:** Select this option to enable a customer to purchase this product even when there is no stock available. In addition, the customer will be notified, by receiving the following message: Out of Stock - on backorder and will be dispatched once in stock (**Display Stock availability** option should be also enabled in this case).
- Select the **Allow back in stock subscriptions** checkbox to enable customers to subscribe to a notification list for a product that has gone out of stock. When a product is out of stock and this option is enabled, customers can subscribe to a notification list to be informed when this product is in stock again, as shown in the screen shots of the public store below:



- Click the **Notify me when available** link. The following message appears:



- Click Notify me to subscribe to the notification list.
- You can unsubscribe from this list by clicking the **Notify me when available link** again. The following is displayed:



- Click Unsubscribe to unsubscribe from the notification list.
- 25** In the **Minimum cart quantity** field, enter the minimum value. A customer cannot place an order for a quantity under this value.
 - 26** In the **Maximum cart quantity** field, enter the maximum value. A customer cannot place an order for a quantity over this value.

- 27** In the **Allowed quantities** field, enter a comma-separated list of quantities you want this product to be restricted to. For example, if you enter 3,7 a customer will only have a choice of purchasing 3 or 7 of these items at a time. Instead of a quantity textbox that allows him to enter any quantity, he will see a dropdown list of the values you enter here. If this field remains blank, the customer can enter any required quantity.
- 28** In the **Available Start date** field, enter the start date of the products availability.
- 29** In the **Available End date** field, enter the end date of the products availability.
- 30** Select the **Published** checkbox to publish the product and make it available in the store
- 31** Select the **SEO** tab, as follows:

The screenshot shows a software interface for adding a new product. At the top, there's a header with a backlink to 'Add A New Product' and buttons for 'Save' and 'Save and Continue Edit'. Below the header, a navigation bar contains tabs for 'Product Info', 'SEO' (which is highlighted in blue), 'Pictures', 'Category mappings', 'Manufacturer mappings', 'Specification attributes', 'Product attributes', and 'Tier prices'. Under the 'SEO' tab, there are four input fields with placeholder text: 'Meta keywords', 'Meta description', 'Meta title', and 'Search engine friendly page name'. Each field has a small circular icon with a question mark next to it.

Search engine optimization (SEO) is the process of improving the volume or quality of traffic to a web site from search engines via "natural" or un-paid search results as opposed to search engine marketing (SEM) which deals with paid inclusion. Typically, the higher a site appears in the search results list, the more visitors it will receive from the search engine. SEO may target different kinds of searches, including image searches, local searches, video searches and industry-specific vertical search engines. This gives a web site web presence.

As an Internet marketing strategy, SEO considers how search engines work and what people search for. Optimizing a website primarily involves editing its content and HTML and associated coding to both increase its relevance to specific keywords and to remove barriers to the indexing activities of search engines.

32 Define the following SEO parameters:

- In the **Meta keywords** field, enter the required category meta keywords. These are a brief and concise list of the most important themes of your page. The meta keywords tag takes the following form:

- `<meta name="keywords" content="keywords, keyword, keyword phrase, etc.">`

- In the **Meta description** field, enter a description of the category. The meta description tag is a brief and concise summary of your page's content. The meta description tag is in the following format:

- `<meta name="description" content="Brief description of the contents of your page.">`

- In the **Meta title** field, enter the required title. The title tag specifies the title of your Web page. It is code which is inserted into the header of your web page and is in the following format:

- `<head>
 <title> Creating Title Tags for Search Engine Optimization
 & Web Usability </title>
 </head>`

- In the **Search engine friendly page name** field, enter the name of the page used by search engines. If you enter nothing then the category page URL is formed using the category name. If you enter **custom-seo-page-name**, then the following custom the URL will be used:

- `http://www.yourStore.com/custom-seo-page-name`

33 Click **Save**. The new product will be displayed in the public store.

Editing Product Details

You can edit the product details at any time by clicking the **Edit** button. To remove the product from the system, click the **Delete** button. A confirmation button will be displayed.

To create a full copy of the product, click **Copy product**. A confirmation message is displayed, with the name of the product and a published checkbox, which you can deselect if you do not want the product to be published. Click **Yes** to save a full copy of the product.

► **To edit product details:**

- 1 From the **Catalog** menu, select **Products > Manage Products**. The **Manage Products** window is displayed.
- 2 Click **Edit** beside the product to edit. The **Edit product details** window is displayed, showing the **Product Info** tab.

The screenshot shows the 'Edit Product Details' interface for a product named '\$100 Physical Gift Card'. The 'Product Info' tab is active. Key fields include:

- ID: 4
- Product type: Simple product
- Visible individually: checked
- Product template: Simple product
- Product name: \$100 Physical Gift Card
- Short description: \$100 Gift Card. Gift Cards must be redeemed through our site Web site toward the purchase of eligible products.
- Full description: Gift Cards must be redeemed through our site Web site toward the purchase of eligible products. Purchases are deducted from the GiftCard balance. Any unused balance will be placed in the recipient's GiftCard account when redeemed. If an order exceeds the amount of the GiftCard, the balance must be paid with a credit card or other available payment method.

A rich text editor toolbar is visible below the description area. Status bars at the bottom show 'Path:' and 'Words: 50'.

*Note: Click the **Preview** button to go to the product details page in the public store.*

- 3 In the **Product Info** tab, edit the product information, as described on page 96, in **Adding Products**.
- 4 Select the **SEO** tab, and define the SEO parameters as described on page 106 in **Adding Products**.

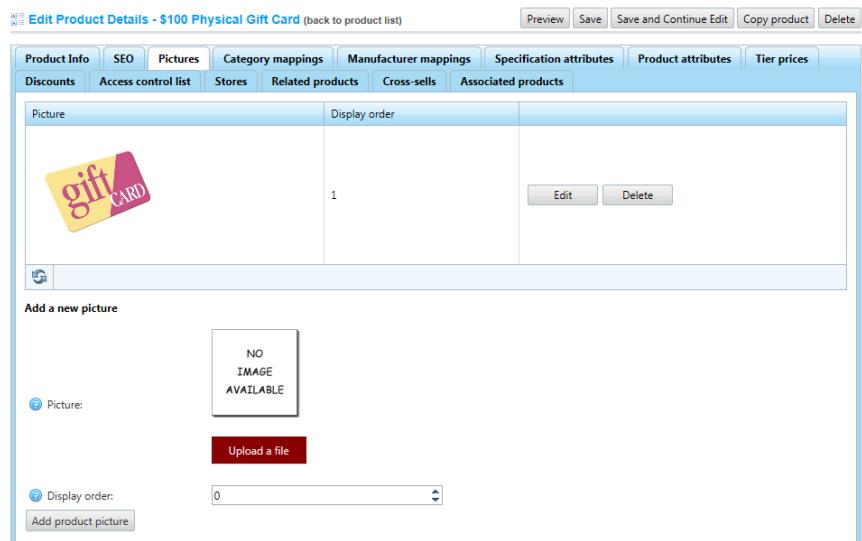
- 5** Select the **Category Mappings** tab, and define the category mappings, as described on page 110 in **Adding Products**.
- 6** Select the **Manufacturer Mappings** tab, and define the manufacturer mappings, as described on page 111 in **Adding Products**.
- 7** Select the **Related Products** tab, and define the related product definitions, as described on page 125 in **Defining Related Products**.
- 8** Select the **Pictures** tab, and define the picture definitions, as described on page 109 in **Adding Pictures**.
- 9** Select the **Product Specifications** tab, and define the product specifications, as described on page 113 in **Defining Product Specifications**.
- 10** Click **Save**.

Adding Pictures

The **Pictures** tab in the **Edit Product Details** page enables you to upload product images. After adding a new product, nopCommerce assumes you will want to upload some images for the product, and displays the **Pictures** tab after the product has been successfully added.

► **To add pictures:**

- 1** From the **Catalog** menu, select **Products > Manage Products**. The **Manage Products** window is displayed.
- 2** Click **Edit** beside the product to edit. The **Edit product details** window is displayed, showing the **Product Info** tab, shown on page 108
- 3** Select the **Pictures** tab, as follows:



- 4 From the **Add a new picture** area, in the **Picture** field, click the **Upload** button, and navigate and select the new picture you want to upload to your product page.
- 5 In the **Display order** field, enter a value for the display order. Entering a value of 1 will display the uploaded image first.
- 6 Click **Add product picture**. The picture is displayed in the image list.
- 7 You can change the order of the images at any time and then click **Edit** to update the site with the new picture.

*Note: Click **Delete** beside the required image to remove it from the list and from the details page and click **Edit** to update the site.*

Adding to Categories

► To add products to categories :

- 1 From the **Catalog** menu, select **Products > Manage Products**. The **Manage Products** window is displayed.
- 2 Click **Edit** beside the product to edit. The **Edit product details** window is displayed, showing the **Product Info** tab, shown on page 108

3 Select the **Category Mappings** tab, as follows:

Category	Is featured product?	Display order	
Gift Cards	false	4	Edit Delete

The **Category Mappings** window enables store owners to map products to categories in order to group them, as required. You can assign a product to as many categories as you want in nopCommerce.

4 Click the **Add new record** button and select the categories to map, as follows:

- From the **Category** list, select the required categories to which you want to map your selected product.
- Check the **Is Product Featured?** checkbox to display the selected product as a featured product on the details page in the store.
- In the **Display order** column, enter the display order of the selected product. Setting this value to **1** means it will be displayed at the top of the list.

Adding to Manufacturers

► To add products to manufacturers :

- From the **Catalog** menu, select **Products > Manage Products**. The **Manage Products** window is displayed.
- Click **Edit** beside the product to edit. The **Edit product details** window is displayed, showing the **Product Info** tab, shown on page 108
- Select the **Manufacturer mappings** tab, as follows:

Manufacturer	Is featured product?	Display order
No records to display.		

The **Manufacturer Mappings** tab enables store owners to map products to manufacturer in order to group them, as required. You can assign a product to as many manufacturers as you want in nopCommerce.

- 4 Click the **Add new record** button and select the categories to map, as follows:
 - From the **Manufacturer** list, select the required manufacturers to which you want to map your selected product.
 - Check the **Featured Product** checkbox to display the selected product as a featured product on the details page in the store.
 - In the **Display order** field, enter the display order of the selected product. Setting this value to **1** means it will be displayed at the top of the list.

Product Specifications

This page enables you to enter product specifications. Specifications can be used to list any technical or other useful information about the product (for example, color, height, and so on).

► To define product specifications:

- 1 From the **Manage Products** window on page 96, click **Edit** beside the product for which you want to define the product specifications. The **Edit product details** window is displayed.
- 2 Select the **Specifications** attributes tab.

The screenshot shows the 'Edit Product Details' window for a product named 'APC Back-UPS RS 800VA - UPS - 800 VA - UPS Battery - Lead Acid (BR800BLK)'. The 'Specifications' tab is selected. A table lists specification attributes with columns for Attribute, Attribute option, Custom value, Allow filtering, Show on product page, and Display order. A message says 'No records to display.' Below the table is a form for adding a new specification attribute, with fields for Attribute (Operating system), Attribute option (dropdown menu), Custom value (text input), Allow filtering (checkbox), Show on product page (checkbox, checked), and Display order (number input set to 0). There is also an 'Add attribute' button.

- 3 Add a new specification attribute, as follows:

- From the **Attribute dropdown** list, select the required specification attribute. These were defined in the **Specification Attributes** section, on page 89.
- From the **Attribute option** dropdown list, select the value of the specification attribute.
- In the **Custom Value** field, you can enter a custom value which will be used instead of the selected **Attribute option** above. Alternatively, you can leave this field empty. When this field is filled in ensure the **Allow filtering** checkbox is not selected.
- Select the **Allow filtering** checkbox to enable product filtering by the selected attribute. For further details on filtering, refer to Filtering the Display on page 20.
- Select the **Show on product page attribute** checkbox to show the value of the specification attribute on the product page and on the compare products page.
- In the **Display Order** field, enter the order display value of the specification. A value of **1** represents the top of the list.

- 4 Click **Add Attribute**. The specification attribute is added to the product, as follows:

Attribute	Attribute option	Custom value	Allow filtering	Show on product page	Display order		
Memory	1 GB	2	false	true	0	Edit	Delete
Memory	1 GB		false	true	0	Edit	Delete
Memory	3 GB		true	true	1	Edit	Delete

Add a new product specification attribute

Attribute: Memory

Attribute option: 3 GB

Custom value:

Allow filtering:

Show on product page:

Display order: 1

[Add attribute](#)

- 5 Edit the specification attribute as required and then click **Update** to update the store.
- 6 If required, you can click **Delete** to remove the specification attribute.
- 7 Click **Save**.

Product Attributes

This section describes how to define product attributes, which are applied to the product.

► To define product attributes

- 1 From the **Manage Products** window on page 96, click **Edit** beside the product to which you want to add a product attribute. The **Edit product details** window is displayed.
- 2 Select the **Product Attributes** tab. The **Attributes** sub-tab is displayed, that is used to map product attributes to a product, as follows:

Attribute	Text prompt	Is Required	Control type	Display order	Values	
Processor		✓	Drop-down list	0	View/Edit value (Total: 2)	Edit Delete
RAM		✓	Drop-down list	0	View/Edit value (Total: 3)	Edit Delete
HDD		✓	Radio button list	0	View/Edit value (Total: 2)	Edit Delete
OS		✓	Radio button list	0	View/Edit value (Total: 2)	Edit Delete
Software		✗	Checkboxes	0	View/Edit value (Total: 3)	Edit Delete

- 3 Click the **Add new record** to map a product attribute to a product, as follows:
 - From the **Attribute** column, select the attribute from the drop down list to add to the product.

*Note: These attributes are defined in the **Product Attributes** window shown on page 88, that is displayed in **Administration area** by selecting **Attributes >Product Attributes** from the **Catalog** menu.*

- In the **Text Prompt** field, enter the text that will be shown in front of this product attribute in the public store. For example, for a Color product attribute that is attached to your product, you can enter text such as "Select the preferred color". This text will be followed by the product attribute values, such as Green, Blue and Red.
- Select the **Is Required** checkbox to define this option as required for customers.
- From the **Control Type** dropdown list, select the required pre-defined control type, as follows:
 - Dropdown list
 - Radio list
 - Checkboxes
 - Textbox
 - Multiline textbox
 - Date picker
 - File upload
 - Color squares

Note: Dropdown lists, radio lists, checkboxes and color squares require store owner to define values (such as, Green, Blue, Red). The Textbox and Date picker control types do not require this, since customers will be required to enter text into this textbox field.

- In the **Display Order** field, enter the order display value of the specification. 1 represents the top of the list.
- 4 In the **Values** column, click the **View/Edit value** link. The **Add/Edit Values** window is displayed, as follows:

Add/Edit Values For [Processor] Attribute. Product: Build Your Own Computer (back to product details)									
Attribute value type	Name	Associated product	Price adjustment	Weight adjustment	Is pre-selected	Picture	Display order	Edit	Delete
Simple	2.2 GHz Intel Pentium Dual-Core E2200		0	0	✗		1	Edit	Delete
Simple	2.5 GHz Intel Pentium Dual-Core E2200		15	0	✓		2	Edit	Delete
	Add a new value								

- 5 Click the **Add a new value** button. The **Add a new value** window is displayed:

The screenshot shows the 'Add A New Value' form. At the top right is a 'Save' button. The form contains several input fields and dropdown menus:

- Attribute value type:** Simple (selected)
- Name:** (empty text field)
- Price adjustment:** 0.0000 (number input field)
- Weight adjustment:** 0.0000 (number input field)
- Cost:** 0.0000 (number input field)
- Is pre-selected:** (unchecked checkbox)
- Display order:** 0 (number input field)

Below these fields is a section labeled 'Picture:' with three radio button options:

- No picture (radio button selected)
- Image of a computer monitor (radio button)
- Image of a computer tower (radio button)

- 6 Define the new attribute value, as follows:

- In the **Attribute value type** field, select the required option, as follows:
 - Simple:** This is a standard attribute value. In most cases a store owner will use it.
 - Associated to product:** Use this attribute value type to associate other products to this attribute value. When this option is selected, the store owner can choose any other product which will be associated to this attribute value. This enables the store owner to create bundle products. When a customer makes a purchase of a bundle product, stock will adjust for each product of this bundle product. If no stock exists of any simple-unique product that composes this bundle product, the bundle product will be **out of stock**. An associated product price and weight is also used when purchasing such a bundle product.
- In the **Name** field, enter the name for the value (such as, Red, Green, Yellow, for a color attribute for example).
- In the **Price adjustment** field, enter the price adjustment that is applied when selecting this attribute value. Negative price adjustment can also be entered. This field is only used when the **Simple** attribute option is selected. Otherwise, a price of an associated product will be used.
- In the **Weight adjustment** field, enter the weight adjustment that is applied when selecting this attribute value. This field is only displayed when the **Simple** attribute option is selected. Otherwise, weight of an associated product will be used.
- In the **Cost** field enter the cost of all the different components that make up this value.

- Select the **Pre-selected** checkbox to indicate this attribute value is pre-selected for the customer.
 - From the **Picture** options, select the picture to associate with the attribute value. When a customer selects this attribute value on the product details page, the main product picture is replaced with this attribute value picture.
 - In the **Display Order** field, enter the display order of the attribute value. A value of 1 represents the top of the list.
- 7** Click **Save**. The new attribute value is added to the **Add/Edit Values** window.

You can now view the updated product details page in the public store, as follows:

The screenshot shows a product details page for a Sony VAIO JS All-in-One desktop PC. The page includes a navigation bar with links to Home page, New products, Search, My account, Blog, and Contact us. On the left, there are two sidebar boxes: 'CATEGORIES' listing Books, Computers (Desktops, Notebooks, Accessories, Games, Software), Electronics, Apparel & Shoes, Digital downloads, Jewelry, and Gift Cards; and 'MANUFACTURERS' listing asus, ASUS, and HP. Below these is a 'NEW SELLER' section with a newsletter sign-up form and a 'Subscribe' button. The main content area displays the product image (a black all-in-one desktop with a large screen and keyboard/mouse), a smaller image showing the computer from a different angle, and a detailed product description. The description highlights features like XBRITE-HiColor LCD technology, a built-in microphone, and a face-tracking camera. At the bottom, there's a configuration section with dropdown menus for Processor (2.5 GHz Intel Pentium Dual-Core E2200), RAM (2 GB), HDD (320 GB), OS (Vista Home), and software options (Microsoft Office, Acrobat Reader, Total Commander). The price is listed as \$1,200.00, and there's an 'Add to cart' button.

- 8 Select the **Attribute Combinations** sub-tab, which enables store owners to manage inventory stock levels, SKU and more for distinct combinations as follows:

- 9 Click the **Add combination** button to define the attribute combinations. The **Select New Combination** window is displayed, as follows:

10 Define the new combination, as follows:

- Select required attribute combinations from the dropdown list.
- In the **Stock quantity** field, enter the available stock quantity of the combination.
- Select the **Allow out of stock orders** checkbox to enable orders to be approved even when the product is out of stock.
- In the **SKU (Stock Keeping Unit)** field, enter your unique ID that can be used to track this attribute combination.
- In the **Manufacturer part number** field enter the manufacturer part number for this attribute combination.
- In the **GTIN** field enter the Global Trade Item Number, these identifiers include **UPC** (in north America), **EAN** (in Europe), **JAN** (in Japan), and **ISBN** (for books).
- In the **Overridden price** field, enter the overridden price for this attribute. This enables the store owner to override the default product price when this attribute combination is added to the cart. For example, you can give a discount using this field. Leave the field empty to ignore the field. All other applied discounts will be ignored when this field is specified.
- Click **Add combination** to update the site with the new combinations.

*Note: Attribute combinations are useful only when the **Manage inventory method** field of your product is set to **Track inventory***

Tier Prices

This section describes how to add tier prices. Tier Pricing is a promotional tool that allows a store owner to price items differently for higher quantities. This is an effective way to move more merchandise and appeal to customers who buy more than one product at a time. When a customer adds a certain quantity of a product to their cart, the price is automatically changed to reflect the discount.

► **To add tier prices:**

- 1 From the **Manage Products** window on page 96, click **Edit** beside the product to which you want to add a product. The **Edit product details** window is displayed.
- 2 Select the **Tier Prices** tab, as follows:

- 3 Click **Add new record**. The window expands, as follows:

4 Add the tier price, as follows:

- From the **Store** drop down list, select the store based on which to define a tier price.
- From the **Customer role** drop down list, select the customer role based on which to define a tier price.
- In the **Quantity** field, enter the quantity of the product.
- In the **Price** field, enter the price per item of the product.

5 Click **Insert**. The **Tier Prices** tab is updated with the new data, as shown below.

The screenshot shows the 'Edit Product Details' interface for a product named 'APC Back-UPS RS 800VA - UPS - 800 VA - UPS Battery - Lead Acid (BR800BLK)'. The 'Tier prices' tab is selected. A new record is being added with the following data:
Store: Demo store
Customer role: Guests
Quantity: 1
Price: \$12.0000

6 Click **Edit** beside the required tier price to edit the price in the store. You can click **Delete** to remove the tier price.

7 Click **Save**.

You can now view the updated product details page in the public store, as follows:

TOP / APPAREL & SHOES / JEANS / LEVI'S SKINNY 511 JEANS

Levi's Skinny 511 Jeans
Levi's Faded Black Skinny 511 Jeans
Availability: In stock

Be the first to review this product

Old price: \$55.00
Price: **\$43.50**

Qty: 1 **Add to cart**

Add to wishlist Email a friend Add to compare list

PRICE BREAKS - The more you buy, the more you save

Quantity	3+	6+	10+
Price	\$40.00	\$38.00	\$35.00

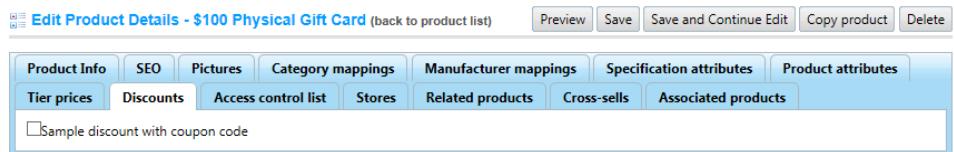
Product tags
[cool](#) (21) , [apparel](#) (10) , [jeans](#) (2)

Discounts

This section describes how to add discounts. Tier prices are applied only to the product price and not to product attributes.

► **To add discounts:**

- 1 From the **Manage Products** window on page 96, click **Edit** beside the product to which you want to add a product. The **Edit product details** window is displayed.
- 2 Select the **Discounts** tab, as follows:

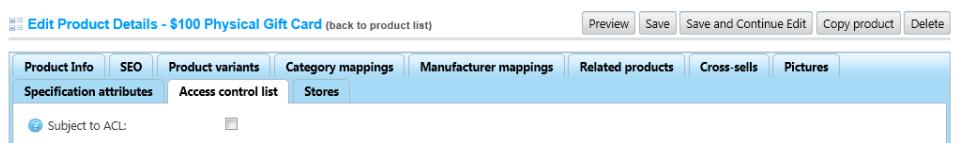


- 3 Select the **Discount** checkbox to apply the discount to the product. Only discounts with **Assigned to products** type are visible here.
- 4 Click **Save**.

Access Control List

► **To configure ACL:**

- 1 From the **Catalog** menu, select **Products > Manage Products**. The **Manage Products** window is displayed.
- 2 Click **Edit** beside the product to edit. The **Edit product details** window is displayed, showing the **Product Info** tab, shown on page 108
- 3 Select the **Access Control List** tab, as follows:



- 4 Select the **Subject to ACL** checkbox, to enable configuring the access control at the product level (showing specific products based on customer roles). The window is expanded, as follows:

The screenshot shows the 'Edit Product Details' interface for a product named '\$100 Physical Gift Card'. At the top, there are buttons for Preview, Save, Save and Continue Edit, Copy product, and Delete. Below these are tabs for Product Info, SEO, Pictures, Category mappings, Manufacturer mappings, Specification attributes, Product attributes, and Tier prices. The 'Access control list' tab is currently selected. Under this tab, there is a section for 'Subject to ACL' with a checked checkbox. Below it, there is a section for 'Customer roles' containing checkboxes for Administrators, Forum Moderators, Guests, Registered, and Vendors.

- 5 Select the required customer roles having access to this product.
- Administration
 - Forum Moderators
 - Guests
 - Registered
 - Vendors

Note: These customer roles are not hard-coded and can be configured in the Administration area, by selecting Customer Roles from the Customers menu

Stores

► To limit a product to a certain store(s):

- 1 From the Catalog menu, select **Products > Manage Products**. The **Manage Products** window is displayed.
- 2 Click **Edit** beside the product to edit. The **Edit product details** window is displayed, showing the **Product Info** tab, shown on page 108
- 3 Select the **Stores** tab, as follows:

The screenshot shows the 'Edit Product Details' interface for the same product. The 'Stores' tab is now selected. Under this tab, there is a section for 'Limited to stores' with an unchecked checkbox.

- Select the **Limited to stores** checkbox, to enable defining the stores where the product will be available. The window is expanded, as follows:

The screenshot shows the 'Edit Product Details' interface for a '\$100 Physical Gift Card'. The 'Stores' tab is active. A checkbox labeled 'Limited to stores' is checked. Below it, another checkbox labeled 'Stores:' has a dropdown menu with 'Demo store'.

Note: This checkbox is used only when you have several stores configured. For further details refer to [Multi-store support](#).

Defining Related Products

The **Related Products** option provides the opportunity to advertise products that are not part of the selected category, to your visitors. These products are displayed below the selected product. Related products can also be used to pin certain products from the category to a more prominent position.

You can add an unlimited number of related products to a product, although consideration should be made for the look and feel for the visitor.

► **To define related products:**

- From the **Catalog** menu, select **Products> Manage Products**. The **Manage Products** window is displayed.
- Click **Edit** beside the product to edit. The **Edit product details** window is displayed, showing the **Product Info** tab, shown on page 108.
- Select the **Related Products** tab, as follows:

The screenshot shows the 'Edit Product Details' interface for a '\$100 Physical Gift Card'. The 'Related products' tab is active. A table titled 'Related products' is present but contains no data, showing 'No records to display.'

- From the **Product** list, select the related product to add.
- In the **Display order** field, enter the display order of the selected product. Setting this value **1** means it will be displayed at the top of the list.

- 6 Click **Add new related product**. The Add New Related Product window is displayed.

The screenshot shows the 'Add New Related Product' interface. At the top, there are six dropdown filters labeled 'Product name', 'Category', 'Manufacturer', 'Store', 'Vendor', and 'Product type', each set to 'All'. Below these is a 'Search' button. The main area is a grid table titled 'Displaying items 1 - 15 of 53'. The columns are 'Check' (checkboxes), 'Product name' (list of items), and 'Published' (checkmarks). The items listed include various gift cards, a laptop case, running shoes, software, and netbooks. At the bottom of the grid are navigation buttons and a 'Save' button.

Check	Product name	Published
<input type="checkbox"/>	\$100 Physical Gift Card	✓
<input type="checkbox"/>	\$25 Virtual Gift Card	✓
<input type="checkbox"/>	\$5 Virtual Gift Card	✓
<input type="checkbox"/>	\$50 Physical Gift Card	✓
<input type="checkbox"/>	50's Rockabilly Polka Dot Top JR Plus Size	✓
<input type="checkbox"/>	Acer Aspire One 8.9" Mini-Notebook Case - (Black)	✓
<input type="checkbox"/>	adidas Women's Supernova CSH 7 Running Shoe	✓
<input type="checkbox"/>	Adobe Photoshop Elements 7	✓
<input type="checkbox"/>	APC Back-UPS RS 800VA - UPS - 800 VA - UPS battery - lead acid (BR800BLK)	✓
<input type="checkbox"/>	Arrow Men's Wrinkle Free Pinpoint Solid Long Sleeve	✓
<input type="checkbox"/>	ASUS Eee PC 1000HA 10-Inch Netbook	✓
<input type="checkbox"/>	ASUS Eee PC 900HA 8.9-Inch Netbook Black	✓
<input type="checkbox"/>	Best Grilling Recipes	✓
<input type="checkbox"/>	Black & White Diamond Heart	✓
<input type="checkbox"/>	BlackBerry Bold 9000 Phone, Black (AT&T)	✓

- 7 Enter the search criteria for the related product:

- In the **Product name** field, enter the name of the product
- From the **Category** field, select the category to search by.
- From the **Manufacturer** field, select the manufacturer to search by.
- From the **Store** field, select the store to search by.
- From the **Vendor** field, select the vendor to search by.
- From the **Product Type** field, select the product type to search by.

- 8 Click **Search**. The related products that were found based on the search criteria will be added to the related products list.

- 9 Click **Save**.

Adding Cross-sell Products

The customer has now added items to their basket. They are on the shopping cart page about to buy their products. Great! However, you could also convince them that they need more items to go with their purchase. In a box on the shopping cart page, cross-sells have the same mission as the related products – to get more sales from the customer.

The **Cross-sell products** option provides the opportunity to buy additional products that generally go with the selected product. They are displayed at the bottom of the checkout page. For example, when building a computer, the customer may want to buy some additional software.

You can add an unlimited number of cross-sell products to a product, although consideration should be made for the look and feel for the visitor.

► To cross-sell products:

- 1 From the **Catalog** menu, select **Products> Manage Products**. The **Manage Products** window is displayed.
- 2 Click **Edit** beside the product to edit. The **Edit product details** window is displayed, showing the **Product Info** tab, shown on page 108.
- 3 Select the **Cross-sells** tab, as follows:

The screenshot shows the 'Edit Product Details' interface for a '\$100 Physical Gift Card'. At the top, there are buttons for Preview, Save, Save and Continue Edit, Copy product, and Delete. Below these are tabs for Product Info, SEO, Pictures, Category mappings, Manufacturer mappings, Specification attributes, Product attributes, and Tier prices. Under Product Info, sub-tabs include Discounts, Access control list, Stores, Related products, Cross-sells (which is highlighted in blue), and Associated products. The main content area has a table with columns for Product, View, and Delete. A message 'No records to display.' is shown above the table, and a 'Add new cross-sell product' button is located at the bottom of the table area.

- 4** Click **Add new cross-sell product**. The Add cross-sell Product window is displayed.

Add New Cross-Sell Product

 Product name:	<input type="text"/>
 Category:	<input type="text" value="All"/>
 Manufacturer:	<input type="text" value="All"/>
 Store:	<input type="text" value="All"/>
 Vendor:	<input type="text" value="All"/>
 Product type:	<input type="text" value="All"/>
<input type="button" value="Search"/>	

 Check	Product name	Published
<input type="checkbox"/>	\$100 Physical Gift Card	
<input type="checkbox"/>	\$25 Virtual Gift Card	
<input type="checkbox"/>	\$5 Virtual Gift Card	
<input type="checkbox"/>	\$50 Physical Gift Card	
<input type="checkbox"/>	50's Rockabilly Polka Dot Top JR Plus Size	
<input type="checkbox"/>	Acer Aspire One 8.9" Mini-Notebook Case - (Black)	
<input type="checkbox"/>	adidas Women's Supernova CSH 7 Running Shoe	
<input type="checkbox"/>	Adobe Photoshop Elements 7	
<input type="checkbox"/>	APC Back-UPS RS 800VA - UPS - 800 VA - UPS battery - lead acid (BR800BLK)	
<input type="checkbox"/>	Arrow Men's Wrinkle Free Pinpoint Solid Long Sleeve	
<input type="checkbox"/>	ASUS Eee PC 1000HA 10-Inch Netbook	
<input type="checkbox"/>	ASUS Eee PC 900HA 8.9-Inch Netbook Black	
<input type="checkbox"/>	Best Grilling Recipes	
<input type="checkbox"/>	Black & White Diamond Heart	
<input type="checkbox"/>	BlackBerry Bold 9000 Phone, Black (AT&T)	

- 5** Enter the search criteria for the cross-sell product:

- In the **Product name** field, enter the name of the product
 - From the **Category** field, select the category to search by.
 - From the **Manufacturer** field, select the manufacturer to search by.
 - From the **Store** field, select the store to search by.
 - From the **Vendor** field, select the vendor to search by.
 - From the **Product Type** field, select the product type to search by.

- 6 Click **Search**. The cross-sells that were found based on the search criteria will be displayed to the cross-sell products list.
- 7 Click **Save**. These cross-sell products can be displayed on the checkout page of the shopping cart of the product that these items were added to, as shown below:

The screenshot shows a shopping cart interface with the following details:

Product(s)	Price	Qty.	Total
Acer Aspire One 8.9" Mini-Notebook Case - (Black)	\$21.60	1	\$21.60
ASUS Eee PC 900HA 8.9-Inch Netbook Black	\$1,500.00	2	\$3,000.00

Below the cart, there are sections for "Discount Code" (with a field to enter a coupon code and a "Apply coupon" button), "Estimate shipping" (with fields for country, state/province, and zip/postal code, and a "Estimate shipping" button), and "Gift Cards" (with a field to enter a gift card code and a "Add gift card" button). To the right, there are summary totals: Sub-Total: \$3,021.60, Shipping: \$0.00, Tax: \$0.00, and Total: \$3,021.60. A "Checkout" button is located on the right side.

Based on your selection, you may be interested in the following items:

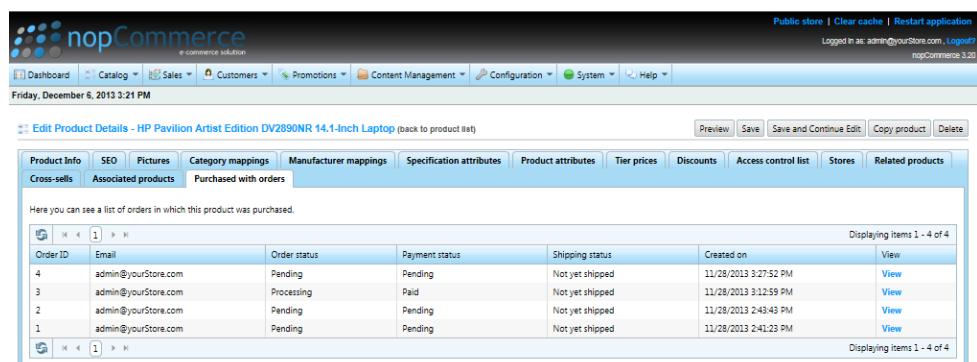
- Adobe Photoshop Elements 7: \$75.00. [Add to cart](#)
- Corel Paint Shop Pro Photo X2: \$65.00. [Add to cart](#)

Purchased with Orders

This tab enables viewing the list of orders in which this product was purchased.

► To view a list of orders in which the product was purchased:

- 1 From the Catalog menu, select Products> Manage Products. The Manage Products window is displayed.
- 2 Click Edit beside the product to edit. The **Edit product details** window is displayed, showing the **Product Info** tab, shown on page 108.
- 3 Select the **Purchased with orders** tab, as follows:



The screenshot shows the nopCommerce backend interface. At the top, there's a navigation bar with links like Dashboard, Catalog, Sales, Customers, Promotions, Content Management, Configuration, System, Help, and a user info section. Below the navigation is a date and time indicator: Friday, December 6, 2013 3:21 PM. The main content area has a title "Edit Product Details - HP Pavilion Artist Edition DV2890NR 14.1-Inch Laptop" and a back link "(back to product list)". There are several tabs at the top of this section: Product Info (selected), SEO, Pictures, Category mappings, Manufacturer mappings, Specification attributes, Product attributes, Tier prices, Discounts, Access control list, Stores, and Related products. Below these tabs is another set: Cross-sells, Associated products, and Purchased with orders (selected). A message says "Here you can see a list of orders in which this product was purchased." A table follows, displaying four rows of order information. The columns are Order ID, Email, Order status, Payment status, Shipping status, Created on, and View. The data is as follows:

Order ID	Email	Order status	Payment status	Shipping status	Created on	View
4	admin@yourStore.com	Pending	Pending	Not yet shipped	11/28/2013 3:27:52 PM	View
3	admin@yourStore.com	Processing	Paid	Not yet shipped	11/28/2013 3:12:59 PM	View
2	admin@yourStore.com	Pending	Pending	Not yet shipped	11/28/2013 2:49:49 PM	View
1	admin@yourStore.com	Pending	Pending	Not yet shipped	11/28/2013 2:41:23 PM	View

At the bottom right of the table, it says "Displaying items 1 - 4 of 4".

Bulk Edit Products

This page enables you to bulk edit products; this includes product prices, whether a product is published and more.

► To bulk edit products:

- From the Catalog menu, select **Products > Bulk Edit Products**. The **Bulk Edit Products** window is displayed.

Displaying items 1 - 15 of 53								
Name	SKU	Price	Old price	Manage inventory	Stock qty	Published	Delete	View
\$100 Physical Gift Card		100	0	Don't track inventory	10000	true	<button>Delete</button>	View
\$25 Virtual Gift Card		25	0	Don't track inventory	10000	true	<button>Delete</button>	View
\$5 Virtual Gift Card		5	0	Don't track inventory	10000	true	<button>Delete</button>	View
\$50 Physical Gift Card		50	0	Don't track inventory	10000	true	<button>Delete</button>	View
50's Rockabilly Polka Dot Top JR Plus Size		15	0	Track inventory	10000	true	<button>Delete</button>	View
Acer Aspire One 8.9" Mini-Notebook Case - (Black)		21.6	0	Track inventory	10000	true	<button>Delete</button>	View
adidas Women's Supernova CSH 7 Running Shoe		40	0	Track inventory	10000	true	<button>Delete</button>	View
Adobe Photoshop Elements 7		75	0	Track inventory	10000	true	<button>Delete</button>	View
APC Back-UPS RS 800VA - UPS - 800 VA - UPS battery - lead acid (BR800BLK)		75	0	Track inventory	10000	true	<button>Delete</button>	View
Arrow Men's Wrinkle Free Pinpoint Solid Long Sleeve		24	0	Track inventory	10000	true	<button>Delete</button>	View
ASUS Eee PC 1000HA 10-Inch Netbook		2600	0	Track inventory	10000	true	<button>Delete</button>	View
ASUS Eee PC 900HA 8.9-Inch Netbook Black		1500	0	Track inventory	10000	true	<button>Delete</button>	View
Best Grilling Recipes		27	30	Track inventory	10000	true	<button>Delete</button>	View

- Click in the item to edit in the grid, beside the required product as shown in the example below.

Displaying items 1 - 15 of 53								
Name	SKU	Price	Old price	Manage inventory	Stock qty	Published	Delete	View
\$100 Physical Gift Card		100	0	Don't track inventory	10000	true	<button>Delete</button>	View
\$25 Virtual Gift Card		25	0	Don't track inventory	10000	true	<button>Delete</button>	View
\$5 Virtual Gift Card		5	0	Don't track inventory	10000	true	<button>Delete</button>	View
\$50 Physical Gift Card		50	0	Don't track inventory	10000	true	<button>Delete</button>	View
50's Rockabilly Polka Dot Top JR Plus Size		15	0	Track inventory	10000	true	<button>Delete</button>	View

- Click **Save Changes** to save your changes.

5 Preparing for Selling

This section describes how to prepare and setup your public store your products. It includes the following:

- **Settings**, below
- **Configuring the Default Store Settings**, page 171
- **Multi-store Support**, 170
- **Multi-vendor Support**, page 175
- **Email Accounts**, page 180
- **Taxes**, page 181
- **Shipping Methods** , page 186
- **Payment Methods**, page 205
- **Content Management**, page 213
- **Location**, page 234
- **Measures**, page 246
- **SMS Providers**, page 249
- **External Authentication Methods**, page 251
- **Facebook Shop Integration**, page 253
- **Plugins**, page 255253

Configuration Settings

This section describes the general and global settings for your public store, for example closing the store, or enabling unregistered users to purchase products in your store. This section includes:

- **All Settings**, page 134
- **General and Miscellaneous Settings**, page 135
- **Catalog Settings**, page 142
- **Customer Settings**, , page 146
- **Shopping Cart Settings**, , page 152
- **Order Settings**, page 154
- **Media Settings**, page 156
- **Tax Settings**, page 159
- **Shipping Settings**, page 162
- **Reward Points**, page 164
- **Blog Settings**, page 165
- **News Settings**, page 166
- **Forum Settings**, page 167
- **Vendor Settings**, page 169

All Settings

Modifying the settings in this window is only recommended to use for advanced users. It is not recommended to modify these settings unless the user is very familiar with the system.

► To define settings:

- From the Configuration menu, select Settings>All Settings (Advanced).
The All settings (advanced)window is displayed.

 All Settings (Advanced)

To find text or a specific setting (by name), you can apply a filter via the funnel icon in the "Value" or "Setting name" column headers.

Add new record

Displaying items 1 - 15 of 404

Setting name	Value	Store	Edit	Delete
addresssettings.cityenabled	True	All stores	Edit	Delete
addresssettings.cityrequired	True	All stores	Edit	Delete
addresssettings.companyenabled	True	All stores	Edit	Delete
addresssettings.companyrequired	False	All stores	Edit	Delete
addresssettings.countryenabled	True	All stores	Edit	Delete
addresssettings.faxenabled	True	All stores	Edit	Delete
addresssettings.faxrequired	False	All stores	Edit	Delete
addresssettings.phoneenabled	True	All stores	Edit	Delete
addresssettings.phonerequired	True	All stores	Edit	Delete
addresssettings.stateprovinceenabled	True	All stores	Edit	Delete
addresssettings.streetaddress2enabled	True	All stores	Edit	Delete
addresssettings.streetaddress2required	False	All stores	Edit	Delete
addresssettings.streetaddressenabled	True	All stores	Edit	Delete
addresssettings.streetaddressrequired	True	All stores	Edit	Delete
addresssettings.zippostalcodeenabled	True	All stores	Edit	Delete

Displaying items 1 - 15 of 404

- Click Add new record for adding a setting. The window is expanded, as follows.

 All Settings (Advanced)

To find text or a specific setting (by name), you can apply a filter via the funnel icon in the "Value" or "Setting name" column headers.

Add new record

Displaying items 1 - 15 of 404

Setting name	Value	Store	Insert	Cancel
addresssettings.cityenabled	True	All stores	Edit	Delete
addresssettings.cityrequired	True	All stores	Edit	Delete
addresssettings.companyenabled	True	All stores	Edit	Delete
addresssettings.companyrequired	False	All stores	Edit	Delete
addresssettings.countryenabled	True	All stores	Edit	Delete
addresssettings.faxenabled	True	All stores	Edit	Delete
addresssettings.faxrequired	False	All stores	Edit	Delete
addresssettings.phoneenabled	True	All stores	Edit	Delete
addresssettings.phonerequired	True	All stores	Edit	Delete
addresssettings.stateprovinceenabled	True	All stores	Edit	Delete
addresssettings.streetaddress2enabled	True	All stores	Edit	Delete
addresssettings.streetaddress2required	False	All stores	Edit	Delete
addresssettings.streetaddressenabled	True	All stores	Edit	Delete
addresssettings.streetaddressrequired	True	All stores	Edit	Delete
addresssettings.zippostalcodeenabled	True	All stores	Edit	Delete

Displaying items 1 - 15 of 404

3 Enter a new setting , as follows:

- In the **Setting Name** field, enter the required setting.
- In the **Value** field, enter the value of the setting.

4 Click **Insert**. The new setting is displayed in the **All settings** window.

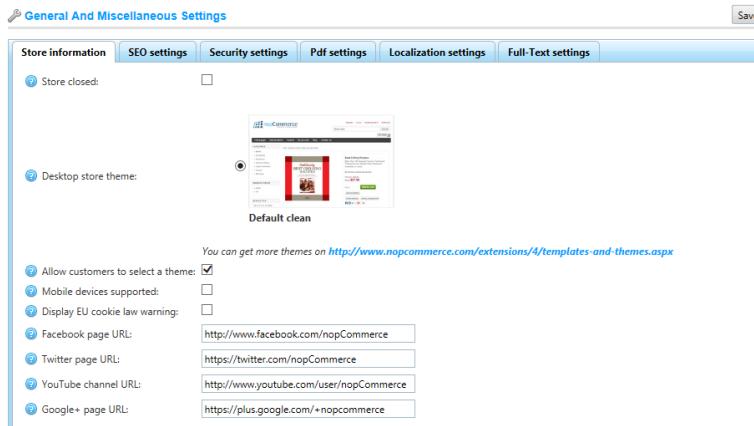
*Note: You can click the **Edit** button beside each parameter to edit the parameter value, as described above.*

General and Miscellaneous Settings

This section describes how to set the general settings of your store. This includes the store information, SEO settings, security settings and more.

► **To define general and miscellaneous settings:**

1 From the Configuration menu, select **Settings>General and Miscellaneous Settings**. The General and Miscellaneous Settings window appears showing the Store Information tab.



2 Define the store information settings, as follows:

- Select the **Store closed** checkbox to close the store, indicating that customers will not be able to visit the store. Uncheck to re-open the store. When this is selected, the **Allow admin to view the closed store** checkbox appears.
 - Select the **Allow admin to view the closed store** checkbox to enable a user with administrator rights to access the store while it is set to closed.
- From the **Store theme** dropdown list, select the public store theme for the appearance of your public store. You can download new themes from the Extensions page at www.nopcommerce.com. You can also develop your own themes if you have a designer.

- Select the **Allow customers to select a theme** checkbox to enable customers to select a store theme (in the public store)
- Select the **Mobile Devices Supported** checkbox to enable mobile device support. When this is selected, the **Mobile Store theme** field appears.
 - From the **Mobile store theme** dropdown list, select the public store theme for mobile devices. You can download themes from the extensions page at www.nopcommerce.com.

Note: When mobile device support is enabled, customers can view a version of the site optimized for mobile devices.

- Select the **Display EU cookie law warning** field to display the EU warning message that the customers will see when visiting the site for the first time (providing the site is EU cookie compliant):



- In the **Facebook page URL** field, specify your Facebook page URL. Leave empty if you have no such page.
- In the **Twitter page URL** field, specify your Twitter page URL. Leave empty if you have no such page.
- In the **YouTube channel URL** field, specify your YouTube channel URL. Leave empty if you have no such page.
- In the **Google+ page URL** field, specify your Google+ page URL. Leave empty if you have no such page.

3 Select **SEO Settings** tab, as follows:

The screenshot shows a software interface titled 'General And Miscellaneous Settings'. At the top, there are tabs for 'Store information', 'SEO settings' (which is currently selected), 'Security settings', 'Pdf settings', and 'Localization settings'. Below these tabs is a sub-section titled 'Full-Text settings'. This section contains several configuration fields:

- 'Page title separator:' with a text input field containing a dot ('.') and a help icon.
- 'Page title SEO adjustment:' with a dropdown menu set to 'Page name comes after store name'.
- 'Default title:' with a text input field containing 'Your store'.
- 'Default meta keywords:' with a text input field.
- 'Default meta description:' with a text input field.
- 'Convert non-western chars:' with a checked checkbox.
- 'Enable canonical URLs:' with an unchecked checkbox.
- 'WWW prefix requirement:' with a dropdown menu set to 'Doesn't matter'.
- 'JavaScript bundling and minification:' with a checked checkbox.
- 'CSS bundling and minification:' with an unchecked checkbox.

A 'Save' button is located at the top right of the main window.

4 Define the **SEO settings**, as follows:

- In the **Page Title separator** field, specify the page title separator.
- From the **Page Title SEO adjustment** field, select the required page title SEO adjustment, as follows:
 - Page name comes after store name to generate YOURSTORE.COM | PAGENAME for the title.
 - Store name comes after page name to generate PAGENAME | YOURSTORE.COM for the title.
- In the **Default title** field, enter the default title for the pages in your store.
- In the **Default meta keywords description** field, enter the default meta keywords for the pages in your store. This can be overridden for individual categories, manufacturers, and products.
- In the **Default meta description** field, enter the default meta description for the pages in your store. This can be overridden for individual categories, manufacturers, and products.
- Select the **Convert non-western chars** checkbox to remove the accent in SEO names. For example, convert é to e.
- Select the **Enable canonical URL's** checkbox to transform a URL into a canonical URL to enable determining whether two syntactically different URL's may be equivalent.

*Note: When this checkbox is selected, an appropriate **canonical URL** tag will be added to HTML code.*

- From the **WWW prefix requirement** checkbox, select the store WWW prefix requirement (for example, <http://yourStore.com> could be redirected to <http://www.yourStore.com/> automatically), as follows:
 - Doesn't matter
 - Pages should have WWW prefix
 - Pages should not have WWW prefix
- Select the **Javascript bundling and minification** checkbox, to enable combining (bundling) multiple Javascript files into a single file. Do not select this checkbox if you are running nopCommerce in web farms or Windows Azure.
- Select the **CSS bundling and minification** checkbox to enable combining (bundling) multiple CSS file into a single file. Do not select this checkbox if you are running nopCommerce in web farms or Windows Azure. In addition, it does not work in virtual IIS directories.

5 Select **Security Settings** tab, as follows:

The screenshot shows a configuration interface for 'General And Miscellaneous Settings'. The 'Security settings' tab is active. Key visible fields include:

- Encryption private key: 273ece6f97dd844d (with a 'Change' button)
- Admin area allowed IP: (empty input field)
- Force SSL for all site pages: (checkbox)
- CAPTCHA section:
 - CAPTCHA enabled: (checkbox checked)
 - Show on login page: (checkbox checked)
 - Show on registration page: (checkbox checked)
 - Show on contact us page: (checkbox)
 - Show on 'email wishlist to a friend' page: (checkbox)
 - Show on 'email product to a friend' page: (checkbox)
 - Show on blog page (comments): (checkbox)
 - Show on news page (comments): (checkbox)
 - Show on product reviews page: (checkbox)
 - reCAPTCHA public key: (empty input field)
 - reCAPTCHA private key: (empty input field)

6 Define the **Security Settings**, as follows:

- In the **Encryption private key** field, enter the encryption private key used for storing sensitive data. Click Change at any time to change this key. All sensitive data is encrypted using this private key.

Notes:

It is recommended to make a backup of your database before you change the encryption key.

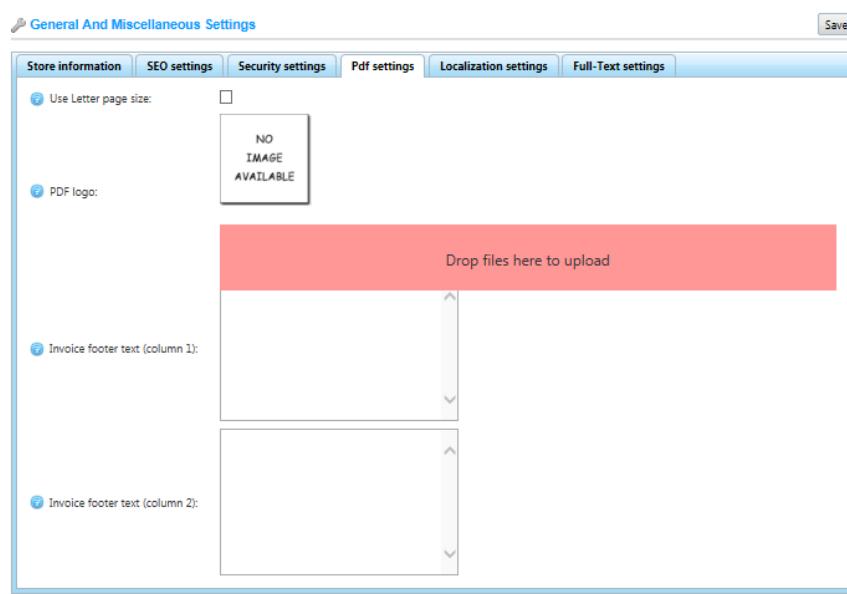
Sensitive data includes all credit card information (only when this credit card information is stored in the store database).

- In the **Admin area allowed IP** field, enter the IP addresses that are allowed to access the backend. Leave this field empty if you do not want to restrict access to the backend. Use commas between the IP addresses (for example, 127.0.0.10, 232.18.204.16).
- Select the **Force SSL for all site Pages** to enforce SSL for the entire site. This is useful only when you have SSL enabled on your store details pages.
- Select the **CAPTCHA** checkbox, to enable CAPTCHA. The following checkboxes are displayed:
 - Select the **Show on login page** checkbox, to show CAPTCHA on the login page.
 - Select the **Show on registration page** checkbox, to show CAPTCHA on the registration page.
 - Select the **Show on contact us page** checkbox, to show CAPTCHA on the contact us page.
 - Select the **Show on 'email wishlist to a friend'** page checkbox, to show CAPTCHA on the 'email wishlist to a friend' page.
 - Select the **Show on 'email product to a friend'** page checkbox, to show CAPTCHA on the 'email product to a friend' page.
 - In the **reCAPTCHA public key** field, enter the reCAPTCHA public key if enabled.
 - In the **reCAPTCHA private key** field, enter the reCAPTCHA private key if enabled.

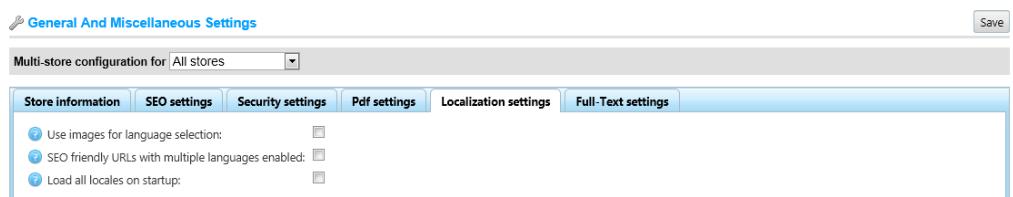
Note:

These checkboxes displayed only when the CAPTCHA checkbox is selected.

- 7 Select the **PDF settings** tab, as follows:



- 8 Select the **Use Letter page size** checkbox, to use Letter page size for PDF documents. When this **checkbox** is unchecked, the A4 page size is used.
- 9 In the **PDF logo** area, drag and drop the logo file to upload. This image file will be displayed on the PDF order invoices. It is recommended to use a small image.
- 10 In the **Invoice footer text (column 1) field**, enter the text that will appear at the bottom of the generated invoices (column 1).
- 11 In the **Invoice footer text (column 2) field**, enter the text that will appear at the bottom of the generated invoices (column 2).
- 12 Select the **Localization Settings** tab, as follows:



- 13 Select the **Use Images for language selection** checkbox to enable using images for language selection.

Note: This is useful when you have more than one active language

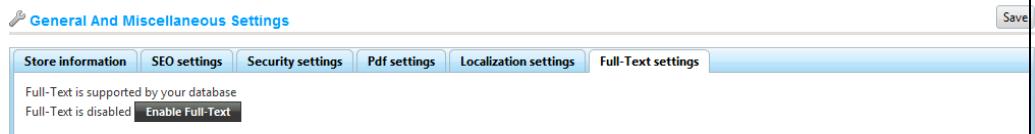
- 14 Select the **SEO friendly URLs with multiple languages enabled**

checkbox to enable your URLs to be SEO friendly:

<http://www.yourStore.com/en/> or <http://www.yourStore.com/ru/>

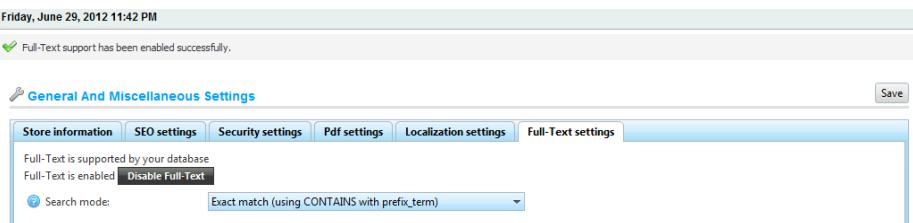
Note: This is useful when you have more than one active language

- 15 Select **Load all locales on startup** checkbox to enable all local resources to be loaded on application startup. The application startup will be slower. However, then all the pages could be open faster.
- 16 Select the **Full-Text settings** tab, as follows:



- 17 Click the **Enable Full-Text** button to enable full-text queries which perform linguistic searches against text data in full-text indexes operating on words and phrases (based on rules of a particular language such as English or Japanese). Full-text queries can include simple words and phrases or multiple forms of a word or phrase.

This option is disabled by default. When enabled, the window is expanded, as follows:



- 18 From the **Search mode** drop down list, select the required option, as follows:
 - Exact match (using CONTAINS with prefix_term)
 - Using CONTAINS and OR with prefix_term
 - Using CONTAINS and AND with prefix_term
- 19 Click **Save**.

Catalog Settings

This section describes how to set the catalog settings of your store. This includes enabling options for product sorting, changing view modes, comparing products and more.

► To define catalog settings:

- 1 From the **Configuration** menu, select **Settings>Catalog Settings**. The Catalog Settings window is displayed.

The screenshot shows the 'Catalog Settings' configuration page. At the top right is a 'Save' button. Below it is a list of settings with checkboxes:

- Show SKU:
- Show manufacturer part number:
- Show GTIN:
- Allow product sorting:
- Allow view mode changing:
- Include products from subcategories:
- Show the number of distinct products besides each category:
- Category breadcrumb enabled:
- Show a share button:

Below this is a 'Share button code:' section with a large text area containing HTML code for an AddThis sharing button, followed by a scroll bar.

- Product reviews must be approved:
- Allow anonymous users to write product reviews:
- Notify about new product reviews:
- 'Email a friend' enabled:
- Allow anonymous users to email a friend:
- 'Recently viewed products' enabled:
- Number of 'Recently viewed products':

- 2 Define the catalog settings, as follows:

- Select the **Show SKU** checkbox, to display the product SKU in the public store.
- Select the **Show manufacturer part number** checkbox, to display the manufacturer part numbers in the public store.
- Select the **Allow product sorting** checkbox, to enable the product sorting option on the category and manufacturer details page.
- Select the **Allow view mode changing** checkbox, to enable changing the view mode in the Category and Manufacturers details pages.
- Select the **Include products from subcategories** checkbox, to include products from sub categories when viewing a category details page.

- Select the **Show number of distinct products beside each category** checkbox, to display the number of products besides each category in the category navigation area located in the left column in the public store.
- Select the **Category breadcrumb enabled** checkbox, to display the category breadcrumb.
- Select the **Show a share button**, to display a *share* button on the product details page. When this field is selected the **Share button code field** is displayed
- Select the **Share button code** field to display the pages button code. **AddThis** service (<http://www.addthis.com/>) is used by default.
- Select the **Product reviews must be approved** checkbox to enforce product reviews to be approved by the administrator.
- Select the **Allow anonymous users to write product reviews** checkbox to enable anonymous users to write reviews for products.
- Select the **Notify about new product reviews** checkbox to notify the store owner about new public reviews.
- Select the **'Email a friend' enabled** checkbox to enable customers to use the Email a friend option in your public store.
- Select the **Allow anonymous users to email a friend** checkbox to enable anonymous users to email a friend
- Select the **'Recently viewed products' enabled** checkbox to enable customers to use the **Recently viewed products** option in your public store.
- In the **Number of 'Recently viewed products'** field, enter the number of recently viewed products to display when the recently viewed products checkbox is enabled.
- Select the **'Recently added products' enabled** checkbox to enable customers to use the **Recently added products** option in your public store.
- In the **Number of' Recently added products'** field, enter the number of recently added products to display when the recently added products checkbox is enabled.
- Select the **'Compare Products' enabled** checkbox to enable customer to use the **Compare Products** option in your public store.

- Select the **Show best sellers on home page** checkbox to display the best sellers on the home page.
- In the **Search page. Products per page** field enter the number of products that you want to display on the search page.
- Select the **Search autocomplete enabled** checkbox to display the autocomplete search box in the public store, as follows:



- This autocomplete search box enables performing autocomplete actions for searches entered in the search box.
- When this option is enabled the following additional fields are displayed:
 - **Number of autocomplete products to display:** Enter the number of results that will be visible in the autocomplete dropdown list of the search box in the public store when performing a search.
 - **Show product images in autocomplete box:** Select this checkbox to enable displaying product images in the autocomplete search box.
- Select the '**Products also purchased**' enabled checkbox to enable customers to view a list of products purchased by other customers who also purchased the above.
 - In the **Number of also purchased products to display** field, enter the number of products also purchased by other customers. This field is displayed when the **Products also purchased** option is enabled.
- Select the **Enable dynamic price update** checkbox, to enable a dynamic price update on the product details page for cases that a product contains product attributes with price adjustments.
- In **Number of product tags (cloud)** field, enter the number of product fields that appear in the tag cloud.

- Select the **Allow customers to select 'Products by tag' page size** to enable customers to select the Products by tag page size on the product tag page from a predefined list of options defined by the store owner. **The Page size options** field becomes visible in this case in administration area. When disabled, customers will not be able to select a page size on the product tag page and the store owner enters a certain page size. The **Page size** field becomes visible in this case in administration area.
- In the '**Products by tag**' page. **Products per page** field enter the number of products that you want to display on the search page.
- In the **Number of manufacturers to display** field, enter the number of manufacturers that you want to display in the manufacturer navigation block.
- Select the **Include short description in compare products** checkbox to display short product descriptions on the compare products page.
- Select the **Include full description in compare products** checkbox to display full product descriptions on the compare products page.
- Select the **Ignore discounts (sitewide)** checkbox to ignore discounts throughout the site (can improve performance significantly).
- Select the **Featured products (sitewide)** checkbox to ignore featured products throughout the site (can improve performance significantly).

Customer Settings

This section describes how to set the customer settings of your store. This includes enabling customers to upload avatars, showing customers locations, name formats, joining dates and more.

► To define customer settings:

- 1 From the Configuration menu, select **Settings>Customer Settings**.

The **Customer Settings** window is displayed, showing the **Customer Settings** tab, as follows:

The screenshot shows the 'Customer Settings' configuration page. At the top, there are tabs for 'Customer settings', 'Customer form fields', 'Address form fields', 'DateTime settings', and 'External authentication settings'. The 'Customer settings' tab is selected. On the right side of the header is a 'Save' button. The main area contains several configuration options with checkboxes and dropdown menus. The options are:

- 'Usernames' enabled:
- Registration method:
- Allow customers to upload avatars:
- Show customers' location:
- Show customers' join date:
- Allow viewing of customer profiles:
- Notify about new customer registration:
- Hide 'Downloadable products' tab:
- Hide 'Back in stock subscriptions' tab:
- Customer name format:
- Default password format:
- Hide newsletter box:
- Store last visited page:

- 2 Define the customer settings, as follows:

- Select the '**Usernames**' enabled checkbox to enable using usernames for login and registration instead of emails. It is not recommended to change the option in the Product environment. When this option is selected, the following options are displayed:
 - **Allow customers to change their usernames:** Select this option to enable customers to change their usernames.

- **Allow customers to check the availability of usernames:** Select this option to enable customers to check the username availability before clicking the **Save** button on the **My Account -Customer Info** page. The **Check Availability** button is displayed, see example **My Account -Customer Info** page, below.

The screenshot shows a web page titled 'My account - Customer info'. At the top, there's a navigation bar with links: Home page, New products, Search, My account (which is the active tab), Blog, Forums, and Contact us. On the left, there's a sidebar titled 'MY ACCOUNT' with several options: Customer info, Addresses, Orders, Return requests, Downloadable products, Back in stock subscriptions, Change password, and Avatar. The main content area is titled 'My account - Customer info' and contains 'Your Personal Details'. It includes fields for First name (John), Last name (Smith), Date of birth (Day: 12, Month: March, Year: 1985), Email (admin@yourstore.com), and Username (admin@yourstore.com). A red box highlights the 'Check Availability' button. Below this, there are sections for Company Details (Company name: [empty]), Options (Newsletter: [checkbox]), and Preferences (Signature: [text area]). A 'Save' button is at the bottom right.

- From the **Registration method dropdown** list, select the required registration method, as follows:
 - **Standard:** Select this option to enable visitors to register and no approval is required.
 - **Email Validation:** Select this option to enable users to register. However, they must accept the confirmation email sent to them before their account is approved.
 - **Admin Approval:** Select this option to enable visitors to register. However, approval by the administrator is required.
 - **Disabled:** Select this option to disable registration.
- Select the **Allow customers to upload avatars** checkbox to enable customers to upload avatars. The customer avatars will be shown in the store under, news and blog comments, forums and more.
- Select the **Default avatar enabled** checkbox, to display the default user avatar.
- Select the **Show customers location** checkbox to show the customers location.
- Select the **Show customers join date** checkbox to show the customers join date.
- Select the **Allow viewing customer profiles** checkbox to enable viewing customer profiles.
- Select the **Notify about new customer registration** checkbox to notify the store owner when a new customer has registered.

- Select the **Hide ‘Downloadable products’ tab** checkbox to hide the Hide ‘Downloadable products’ tab on the My Account page.
- From the **Customer name format** dropdown list, select the required customer name format, as follows:
 - Show Emails
 - Show Usernames
 - Show Full Names
 - Show First Name
- The customer name will be shown in the store under, news and blog comments, forums and more.
- From the **Default Password format** dropdown list, select the required Default password format, as follows:
 - Clear
 - Hashed
 - Encrypted

Note: This setting is for storing the customer's password and will be applied only to newly registered customers.

- 3 Select the **Hide newsletter box checkbox** if you do **not** want to display the newsletter subscription box.
- 4 Select the **Store last visited page** checkbox to enable the last visited page to be stored. It is used only on the online customers page

Note: You can uncheck this checkbox to improve performance.

- 5 Select the **Customer form fields** tab, which enables a store owner to manage the customer form fields available during registration below as follows:

The screenshot shows a software window titled 'Customer Settings'. At the top, there are tabs: 'Customer settings' (selected), 'Customer form fields' (highlighted in blue), 'Address form fields', 'DateTime settings', and 'External authentication settings'. Below the tabs, a message says 'You can create and manage the customer form fields available during registration below.' A list of form fields follows, each with a checkbox indicating its status:

Field	Status
'Gender' enabled:	<input checked="" type="checkbox"/>
'Date of Birth' enabled:	<input checked="" type="checkbox"/>
'Company' enabled:	<input checked="" type="checkbox"/>
'Company' required:	<input type="checkbox"/>
'Street address' enabled:	<input type="checkbox"/>
'Street address 2' enabled:	<input type="checkbox"/>
'Zip / postal code' enabled:	<input type="checkbox"/>
'City' enabled:	<input type="checkbox"/>
'Country' enabled:	<input type="checkbox"/>
'Phone number' enabled:	<input type="checkbox"/>
'Fax number' enabled:	<input type="checkbox"/>
'Accept privacy policy' enabled:	<input type="checkbox"/>
'Newsletter' enabled:	<input checked="" type="checkbox"/>

- 6 Define the whether the following form fields are enabled in the system:

- Select the '**Gender** **enabled**' checkbox if the gender is enabled.
- Select the '**Date of Birth** **enabled**' checkbox if the date of birth is enabled.
- Select the '**Company** **enabled**' checkbox if the company is enabled.
- Select the '**Company** **required**' checkbox if the company is required.
- Select the '**Street address enabled**' checkbox if the first street address is enabled.
- Select the '**Street address 2 enabled**' checkbox if the second street address is enabled.
- Select the '**Zip/postal code** **enabled**' checkbox if the zip/postal code is enabled.
- Select the '**City** **enabled**' checkbox if the city code is enabled.
- Select the '**Country enabled**' checkbox if the city code is enabled
- Select the '**State/province** **enabled**' checkbox if the state/province is enabled.

*Note: This field is visible only when the **Country enabled** checkbox is selected.*

- Select the ‘**Phone number**’ **enabled** checkbox if the phone number is enabled.
- Select the ‘**Fax number**’ **enabled** checkbox if the fax number is enabled.
- Select the **Accept Privacy policy enabled** checkbox to request customers to accept the privacy policy during registration
- Select the ‘**Newsletter**’ **enabled** checkbox if the newsletter is enabled.

*Note: When each of these form fields are selected (apart from **Gender** and **Date of Birth**) an additional field is displayed enabling you to define whether each form field is required. For example:*

*When selecting the **Company** **enabled** form field the **Company required** checkbox is displayed enabling you to define whether the company name is required during registration or not.*

- 7 Select the **Address form fields** tab, which enables a store owner to manage the address form fields available during registration below as follows:

- 8 For a description of all the fields, refer to **Customer form fields** tab, described on page 149.
- 9 Select the **Date Time Settings** tab, as follows:

10 Define the date and time settings, as follows:

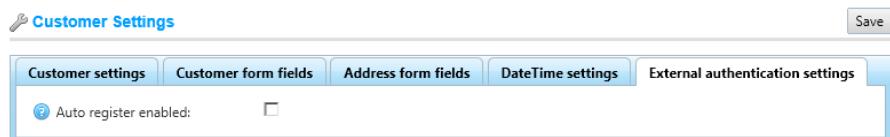
- Select the **Allow customers to select time zone** checkbox to enable customers to select the time zone in the public store on the accounts page. Otherwise, the default time zone is used.

Note: Only when option is enabled, the time zone can be set on the Customer Accounts pages in the public store.

- From the **Default store time zone dropdown** list, select the default time zone.

Note: The current time zone is displayed automatically.

11 Select the **External authentication settings** tab, as follows:



12 Select the **Auto register enabled** checkbox to enable auto registration when using external authentication methods. Refer to the **External Authentication Methods** section, for further details, as described on page 251.

13 Click **Save**.

Shopping Cart Settings

This section describes how to set the shopping cart settings of your store. This includes defining the maximum number of shopping cart items allowed, the maximum wishlist items and more.

► To define shopping cart settings:

- 1 From the Configuration menu, select Settings>Shopping Cart Settings. The Shopping Cart Settings window is displayed.

The screenshot shows the 'Shopping Cart Settings' configuration window. It contains various settings options with checkboxes and input fields. The visible settings include:

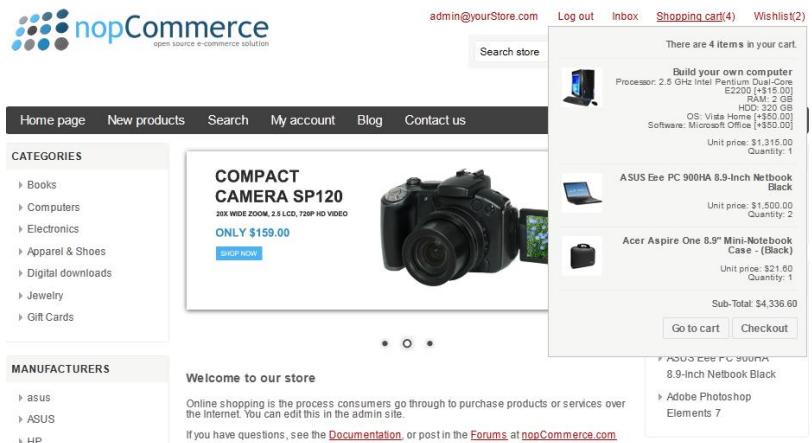
- Display cart after adding product:
- Display wishlist after adding product:
- Allow 'out of stock' items to be added to wishlist:
- Maximum shopping cart items:
- Maximum wishlist items:
- Show product images on cart:
- Show product images on wishlist:
- Show discount box:
- Show gift card box:
- Number of 'Cross-Sells':
- Allow customers to email their wishlists:
- Allow guests to email their wishlists:
- Show mini-shopping cart:
- Mini-shopping cart product number:
- Show product images in mini-shopping cart:

A 'Save' button is located in the top right corner of the window.

- 2 Define the shopping cart settings, as follows:

- Select the **Display cart after adding product** checkbox to display the Shopping Cart page immediately after a product has been added to their cart. When this checkbox is unchecked, the customer will remain on the page where the product is added to the cart.
- Select the **Display wishlist after adding product** checkbox to display the Wishlist page immediately after a product has been added to their wishlist. When this checkbox is unchecked, the customer will remain on the page where the product is added to the wishlist.
- Select the **Allow out of stock items to be added to the wishlist** checkbox to enable adding items that are no longer in stock to the wishlist.
- In the **Maximum shopping cart items** field, enter the maximum number of different products allowed to add to the shopping cart.
- In the **Maximum wishlist items** field, enter the maximum number of different products allowed to add to the wishlist.
- Select the **Show product images on cart** checkbox to display product images in your store shopping cart.
- Select the **Show product images on wishlist** checkbox to display product images on customer wishlists.
- Select the **Show discount box** checkbox, to display the discount coupon box, on the shopping cart page.

- Select the **Show gift card** checkbox, to display the gift card coupon box, on the shopping cart page.
- In the **Number of Cross-Sells** field, enter the number of cross-sell products that you want to display on the checkout page of the shopping cart in the public store. Enter a value of 0, if you do not want to display cross-sells.
- Select the **Allow customers to email their wishlist** checkbox, to enable customers to email their wishlist to friends. When this field is enabled the following field is displayed:
 - **Allow guests to email their wishlist:** Select this checkbox to enable guests to email their wishlist to friends.
- Select the '**Show mini-shopping cart**' checkbox to display a mini-shopping cart in your store. The following **mini shopping cart** drop down menu, appears at the top left hand corner of the main window, when hovering over **the Shopping Cart** link (marked in red), as shown below.



When this field is selected the following fields are displayed:

- **Mini Shopping cart product number:** Enter the maximum number of products to display in the **mini shopping cart** drop down menu, in the public store (see **mini shopping cart** drop down menu above).
- **Show product images in mini shopping cart:** Select this checkbox to determine whether images are displayed in the **mini shopping cart** drop down menu, in the public store (see **mini shopping cart** drop down menu above).

3 Click **Save**.

Order Settings

This section describes how to set the order details of your store. This includes the minimum order total amount, enabling re-ordering, return request settings and more.

► To define the order settings:

- 1 From the Configuration menu, select **Settings>Order Settings**. The **Order Settings** window is displayed, showing the Order **Settings** tab.

The screenshot shows the 'Order Settings' configuration window. At the top, there are two tabs: 'Order settings' (which is selected) and 'Return request settings'. On the right side, there is a 'Save' button. The 'Order settings' tab contains several configuration options:

Setting	Value	Unit
Is re-order allowed:	<input checked="" type="checkbox"/>	
Min order sub-total amount:	0.0000	USD
Min order total amount:	0.0000	USD
Anonymous checkout allowed:	<input checked="" type="checkbox"/>	
Terms of service (shopping cart page):	<input checked="" type="checkbox"/>	
Terms of service (confirm order page):	<input type="checkbox"/>	
Use one page checkout:	<input checked="" type="checkbox"/>	
Order totals on payment info tab:	<input type="checkbox"/>	
Disable "Order completed" page:	<input type="checkbox"/>	
Attach PDF invoice ("order placed" email):	<input type="checkbox"/>	
Attach PDF invoice ("order completed" email):	<input type="checkbox"/>	
Gift card activation order status:	---	
Gift card deactivation order status:	---	
Order ID:	5	

- 2 Define the order settings as follows:

- Select the '**Is re-Order**' allowed checkbox to enable customers to re-order. The re-order mechanism causes all items that were in a previous order to be automatically added to the shopping cart.
- In the **Min order sub-total amount** field, enter the minimum order sub-total amount. Orders under this amount will not be issued.
- In the **Min order total amount** field, enter the minimum order total amount. Orders under this amount will not be issued.
- Select the **Anonymous checkout allowed** checkbox to enable anonymous checkout. Meaning, customers are not required to enter a login when purchasing products.
- Select the **Terms of service (shopping cart page)** checkbox to force the customer to accept or decline the terms of service before processing the order(on the shopping cart page).
- Select the **Terms of service (confirm order page)** checkbox to force the customer to accept or decline the terms of service before processing the order (on the confirm order page).

- Select the **Use one page checkout** checkbox to enable using one page checkout, which is a single web page your customers can use to buy a product or service from you.
- Select the **Order totals on payment info tab** checkbox to display a product list and order totals on the payment info tab (one-page checkout).
- Select the **Disable "Order completed"** page checkbox to redirect a customer to the order details page when he places an order.
- Select the **Attach PDF invoice ("order placed" email)** checkbox to attach the **PDF invoice** to the **order placed** email sent to a customer.
- Select the Attach PDF invoice ("order completed" email) checkbox to attach the PDF invoice to the order completed email sent to a customer.
- From the **Gift card activation order status** drop down list, select the status that the gift cards are activated for, as follows:
 - Pending
 - Processing
 - Complete
 - Cancelled

Note: Selecting --- enables manual activation.

- From the **Gift card deactivation order status** drop down list, select the status that the gift cards are deactivated for, as follows:
 - Pending
 - Processing
 - Complete
 - Cancelled

Note: Selecting --- enables manual deactivation.

- In the **Order ID** field, set the order ID counter. This is useful if you want your orders to start at a certain number. This only affects orders created going forward and the value must be greater than the current maximum order ID.

3 Select the Return request settings tab, as follows:

The screenshot shows the 'Order Settings' configuration page. The 'Return request settings' tab is active. A note states: 'The returns system will allow your customers to request a return on items they've purchased. These are also known as RMA requests.' A note below says: 'NOTE: This option is available for completed orders.' Configuration options include:

- Enable Returns System: checked
- Number of days that the return request is available: 365
- Return reasons: Received Wrong Product, Wrong Product Order
- Return action: Repair, Replacement, Store Credit

A 'Save' button is in the top right corner.

4 Define the Return request settings, as follows:

- Select the **Enable Returns System** checkbox to enable your customers to submit return requests for purchased items.
- In the **Number of days that the return request is available** field, enter the number of days that the return request link will be available in the customer area. For example, if the store owner allows returns within 30 days after purchase, this field will be set to 30. When the customer logs into the website and looks at My Account, any orders completed more than 30 days ago will not show a Return Request button.
- In the **Return reasons** field, enter a list of reasons (separated by commas) that the customer can choose from when submitting a return request.
- In the **Return action** field, enter a list of actions (separated by commas) that the customer can choose from when submitting a return request.

Note: For further information, refer to [Return Requests](#).

Media Settings

This section describes how to set the media details of your store. This includes defining product, variant and avatar image sizes and more.

► **To define the media settings:**

- 1 From the Configuration menu, select **Settings>Media Settings**. The **Media Settings** window is displayed:

Media Settings

Save

Pictures are stored into...: database [Change](#) NOTE: Do not forget to backup your database before changing this option

Avatar image size:	85
Product thumbnail image size (catalog):	125
Product detail image size:	300
Product thumbnail image size (product page):	70
Associated product image size:	125
Category thumbnail image size:	125
Manufacturer thumbnail image size:	125
Cart/Wishlist thumbnail image size:	80
Mini-shopping cart thumbnail image size:	47
Maximum image size:	1,280

- 2 Define the media settings, as follows:
- Click the **Change** button besides the **Pictures are stored into** option to toggle between database or file system.
- Note: It is recommended to make a backup of the database before clicking the **Change** button.*
- In the **Avatar image size** field, enter the default size for avatar images.
 - In the **Product thumbnail image (catalog)** field, enter the default size for the product thumbnail images displayed on category or manufacturer pages (pixels).
 - In the **Product detail image size** field, enter the default size for the product detail images (pixels).
 - In the **Product thumbnail image size (product pages)** field, enter the default size for the product thumbnail images (pixels) displayed on the product details page (used when you have more than one product image).
 - In the **Associated product detail image** field, enter the default size for the associated product images (pixels). Associated products are part of grouped products.
 - In the **Category thumbnail image** field, enter the default size for the product thumbnail images on the category pages (pixels).
 - In the **Manufacturer thumbnail image size** field, enter the default size for the product thumbnail images on the manufacturer pages (pixels).
 - In the **Cart/Wishlist thumbnail image size** field, enter the default size for product thumbnail images on the shopping cart and wishlist (pixels).
 - In the **Mini-shopping cart thumbnail image size** field, enter the default size (pixels) of the product thumbnail images displayed in the mini-shopping cart block.
 - In the **Maximum image size** field, enter the maximum image size (meaning, the longest side) allowed for image upload (pixels).

Tax Settings

This section describes how to set the tax details of your store. This includes defining prices including or excluding tax, defining the tax display type and more.

► To define the tax settings:

- From the **Configuration** menu, select **Settings>Tax Settings**. The **Tax Settings** window is displayed:

The screenshot shows the 'Tax Settings' configuration page. At the top right is a 'Save' button. Below it is a table of settings with checkboxes and dropdown menus. The settings are grouped into sections: Default tax address, Shipping, Payment method, and EU VAT.

Tax Settings	
<input type="checkbox"/> Prices include tax:	<input type="checkbox"/>
<input type="checkbox"/> Allow customers to select tax display type:	<input type="checkbox"/>
<input type="checkbox"/> Tax display type:	Including tax <input type="button" value="▼"/>
<input type="checkbox"/> Display tax suffix:	<input checked="" type="checkbox"/>
<input type="checkbox"/> Display all applied tax rates:	<input type="checkbox"/>
<input type="checkbox"/> Hide zero tax:	<input type="checkbox"/>
<input type="checkbox"/> Hide tax in order summary:	<input type="checkbox"/>
<input type="checkbox"/> Tax based on:	Billing address <input type="button" value="▼"/>
Default tax address:	
<input type="checkbox"/> Country:	Select country <input type="button" value="▼"/>
<input type="checkbox"/> State / province:	Other (Non US) <input type="button" value="▼"/>
<input type="checkbox"/> Zip / postal code:	<input type="text"/>
<input type="checkbox"/> Shipping is taxable:	<input checked="" type="checkbox"/>
<input type="checkbox"/> Shipping price includes tax:	<input type="checkbox"/>
<input type="checkbox"/> Shipping tax class:	<input type="button" value="--- ▼"/>
<input type="checkbox"/> Payment method additional fee is taxable:	<input checked="" type="checkbox"/>
<input type="checkbox"/> Payment method additional fee includes tax:	<input type="checkbox"/>
<input type="checkbox"/> Payment method additional fee tax class:	<input type="button" value="--- ▼"/>
<input type="checkbox"/> EU VAT enabled:	<input checked="" type="checkbox"/>
<input type="checkbox"/> Your shop country:	Select country <input type="button" value="▼"/>
<input type="checkbox"/> Allow VAT exemption:	<input checked="" type="checkbox"/>
<input type="checkbox"/> Assume VAT always valid:	<input type="checkbox"/>
<input type="checkbox"/> Use web service:	<input type="checkbox"/>
<input type="checkbox"/> Notify admin when a new VAT number is submitted:	<input type="checkbox"/>

- Define the tax settings, as follows:

- Select the **Prices include tax** checkbox to indicate entered prices include tax.
- Select the **Allow customers to select tax display type** checkbox to indicate whether customers are allowed to selected the tax display type. When unchecked the following dropdown list is displayed:
 - Excluding tax:** Select to enforce excluding tax.
 - Including tax:** Select to enforce including tax.
- Select the **Display tax suffix** checkbox to display the tax suffix (incl. tax\excl. tax).

- Select the **Display all applied tax rates** checkbox to display all applied tax rates on a separate line in the shopping cart page.
- Select the **Hide zero tax** checkbox, to hide the zero tax value in the order summary.
- Select the **Hide tax in order summary** checkbox, to hide the tax value in the order summary when prices **are shown as tax inclusive**.
- From the **Tax based on** dropdown list, select the required option on which the tax is based on, as follows:
 - **Billing Address.** When this option is selected, tax is based on the customer billing address. If the billing address is unknown, the default address is used (entered below)
 - **Shipping Address.** When this option is selected, tax is based on customer shipping address. If the shipping address is unknown, the default address is used (entered below)
 - **Default Address.** When this option is selected, tax is based on the default address that is entered below
- Define the default tax address, as follows:
 - From the **Country** dropdown list, select the country.
 - From the **State/Province** dropdown list, select the state or province.
 - In the **Zip / Postal code** field, enter the required zip or postal code.
- Select the **Shipping is taxable** checkbox to indicate the shipping is taxable. The following fields are then displayed:
 - **Shipping price includes tax:** Select to indicate the shipping price includes tax.
 - **Shipping tax class:** Select the required tax class used for the shipping tax calculation.
- Select the **Payment method additional fee is taxable** checkbox to indicate the payment method additional fee is taxable. The following options are then displayed
 - **Payment method additional fee includes tax:** Select to indicate the Payment method additional fee is taxable.
 - **Payment method additional fee tax class:** From the dropdown list, select the required tax class used for the Payment method additional fee tax calculation.
- Select the **EU VAT enabled** checkbox to indicate European Union Value Added Tax is enabled. When this option is selected, customers will be requested for the Company VAT number during registration or on the

customer account details page. This VAT number could be automatically validated through a web service, if the Use web service checkbox is checked, or manually on the customer details page in the administration area by the store owner.

- **Your shop country:** From the dropdown list, select the country where your store is located.
- **Allow VAT exemption:** Select this checkbox to exempt eligible VAT registered customers from VAT.
- **Assume VAT always valid:** Select this checkbox to skip VAT validation. Entered VAT numbers will always be valid. It is the client's responsibility to provide the current VAT number.
- **Use web service:** Select this checkbox to use the WEB service to validate VAT numbers.
- **Notify admin when a new VAT number is submitted:** Select this checkbox to receive a notification by email, when a new VAT number is submitted.

Note: If VAT is enabled, then it charges 0% tax to those shipping outside the EU and 0% to those who have supplied a validated and approved VAT number and are shipping within the EU but outside the shop country. Refer to http://en.wikipedia.org/wiki/European_Union_Value_Added_Tax for further information about EU VAT

- 3 Click **Save**.

Shipping Settings

This section describes how to set the shipping details of your store. This includes defining free shipping over a certain amount and more.

► To define the shipping settings:

- 1 From the Configuration menu, select Settings>Shipping Settings. The Shipping Settings window is displayed.

The screenshot shows the 'Shipping Settings' configuration window. At the top right is a 'Save' button. Below it is a table of settings with checkboxes and dropdown menus. The settings include: 'Use warehouse location' (unchecked), 'Free shipping over 'X'' (checked), 'Value of 'X'' (set to 0.0000), 'Calculate 'X' including tax' (checked), 'Estimate shipping enabled' (checked), 'Display shipment events' (checked), and 'Bypass shipping method page if there's only one' (checked). Below this is a 'Shipping Origin' section with fields for 'Country' (dropdown menu showing 'Select country'), 'State / province' (dropdown menu showing 'Other (Non US)'), 'City' (empty input field), 'Address 1' (empty input field), and 'Zip / postal code' (empty input field).

Use warehouse location:	<input type="checkbox"/>
Free shipping over 'X':	<input checked="" type="checkbox"/>
Value of 'X':	0.0000
Calculate 'X' including tax:	<input checked="" type="checkbox"/>
Estimate shipping enabled:	<input checked="" type="checkbox"/>
Display shipment events:	<input checked="" type="checkbox"/>
Bypass shipping method page if there's only one:	<input checked="" type="checkbox"/>
Shipping Origin:	
Country:	Select country
State / province:	Other (Non US)
City:	
Address 1:	
Zip / postal code:	

- 2 Select the **Use warehouse location** checkbox to use the warehouse location when requesting shipping rates. This is useful when you ship from multiple warehouses.
- 3 Select the **Free shipping over 'x'** checkbox to enable free shipping for all orders over X. The following field is then displayed, enabling you to define the value of X:
 - In the **Value of X** field, enter the value over which all orders with a total greater than this value will qualify for free shipping.
 - Check **Calculate 'X'** including tax if you want to calculate Value of X including tax. If it is not checked, then the value will be calculated excluding tax.

- 4** Select the **Estimate shipping enabled** checkbox to enable customers to get a shipping estimate from the shopping cart page.
- Perform the following to view the **Estimate shipping** box in the public store:
 - Access the public store
 - Add a product to your cart
 - Select Shopping Cart. The Estimate shipping box is displayed, as shown below:

The screenshot shows a shopping cart interface with the following details:

- Items in Cart:**
 - Acer Aspire One 8.9" Mini-Notebook Case - (Black) - \$21.00
 - ASUS Eee PC 900HA 8.9-Inch Netbook Black - \$1,500.00
 - Build your own computer
 - Processor: 2.5 GHz Intel Pentium Dual-Core E2200 (+\$15.00)
 - RAM: 2 GB
 - HDD: 320 GB
 - OS: Vista Home (+\$50.00)
 - Software: Microsoft Office (+\$50.00)
- Total:** \$4,336.00
- Buttons:** Update shopping cart, Continue shopping, Apply coupon, Add gift card, Checkout.
- Estimate shipping section (highlighted in red):**
 - Enter your destination to get a shipping estimate
 - Country: United States
 - State / province: New York
 - Zip / postal code: 10001
 - Estimated shipping options:
 - In Store Pickup (\$0.00)
 - Pick up your items at the store
 - By Ground (\$0.00) - Compared to other shipping methods, like by flight or over seas, ground shipping is carried out across the earth.
 - By Air (\$0.00)
 - The one day air shipping

- 5** Select the **Display shipment events** checkbox to enable customers to view shipment events on their shipment details page.

Note: This feature is currently supported only by the UPS and FedEx plugins.

- 6** Select the **Bypass shipping method page if there's only one** checkbox to bypass a shipping method page during checkout if there's only one shipping method available.

- 7** Define the shipping origin details, as follows:

- From the **Country dropdown** list, select the country.
- From the **State/Province** dropdown list, select the state or province.
- In the **City** field, enter the required city.
- In the **Address 1** field, enter the required address.
- In the **Zip / Postal code** field, enter the required zip or postal code.

- 8** Click **Save**.

Reward Points

This section describes how to set the reward point details of your store. This includes defining the exchange rate, the settings for earning reward points and more.

► To define the reward points settings:

- 1 From the Configuration menu, select Settings>Reward Points Settings.

The Reward Points window is displayed:

The screenshot shows the 'Reward Points' configuration window. At the top, there's a dropdown menu 'Multi-store configuration for' set to 'All stores'. A 'Save' button is in the top right corner. The main area has two sections: 'Enabled' and 'Earning Reward Points'. Under 'Enabled', there's a checked checkbox for 'Enabled'. Under 'Earning Reward Points', there are fields for 'Points for registration' (set to 0), 'Points for purchases' (set to 10.0000 USD, with a note that 1 USD spent will earn 1 reward point), and dropdowns for 'Awarded order status' (set to 'Complete') and 'Cancelled order status' (set to 'Cancelled').

- 2 Define the reward point settings, as follows:

- Select the **Enabled** checkbox to enable the reward points program.
- In the **Exchange rate** field, specify the reward points exchange rate.
- In the **Minimum reward point to use** field, enter the minimum amount of rewards points required, before the customer can use their reward point. Enter **0**, if you do not to define this setting.
- In the **Points for registration** field, specify the number of points rewarded for customer registration.
- In the **Points for purchases** field, specify the number of points awarded for purchases.
- From the **Awarded order status** drop down list, select the status that the points are awarded for, as follows:
 - Pending
 - Processing
 - Complete
 - Cancelled

- From the **Canceled order status drop down** list, select the status for which the points are cancelled, as follows:
 - Pending
 - Processing
 - Complete
 - Cancelled

*Note: for additional information, about the reward points program, refer to the **Reward Points** section described on page 40*

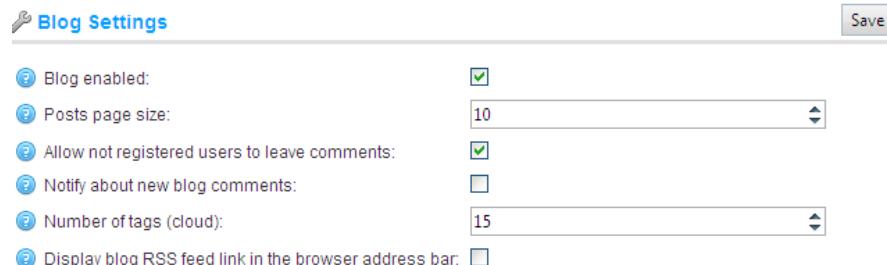
- Click **Save**.

Blog Settings

This section describes how to define the blog settings of your store. This includes, enabling blogs, defining number of posts per page and more.

► **To define the blog settings:**

- From the **Configuration** menu, select **Settings>Blog Settings**. The **Blog Settings** window is displayed:



- Define the blog settings, as follows:

- Select the **Blog Enabled** checkbox to enable the blog in your store.
- In the **Posts page size** field, set the number of posts per page.
- Select the **Allow not registered users to leave comments** checkbox, to enable non registered users to add comments to the blog.
- Select the **Notify about new blog comments** checkbox, to notify the store owner about new blog comments.
- In the **Number of tags (cloud)** field, enter the number of tags (cloud) that appear in the tag cloud.
- Select the **Display blog RSS feed link in the browser address bar** checkbox to show the blog RSS feed link in the browser address bar.

- Click **Save**.

News Settings

This section describes how to define the news settings of your store. This includes, enabling news, defining number of news post per page and more.

► **To define the news settings:**

- 1 From the **Configuration** menu, select **Settings>News Settings**. The **News Settings** window is displayed:

The screenshot shows the 'News Settings' configuration window. At the top right is a 'Save' button. Below it is a table with several configuration options:

Setting	Value
News enabled:	<input checked="" type="checkbox"/>
Allow not registered users to leave comments:	<input checked="" type="checkbox"/>
Notify about new news comments:	<input type="checkbox"/>
Show on home page:	<input checked="" type="checkbox"/>
Number of items to display:	3
News archive page size:	10
Display news RSS feed link in the browser address bar:	<input type="checkbox"/>

- 2 Define the news settings, as follows:

- Select the **News Enabled** checkbox to enable news items in your store.
- Select the **Allow not registered users to leave comments** checkbox, to enable non registered users to add comments to the news items.
- Select the **Notify about new news comments** checkbox, to notify the store owner about new news comments.
- Select the **Show on home page** checkbox, to display the news item on your store homepage.
- In the **Number of items to display** field, enter the number of news items to display on your home page.
- In the **News archive page size** field, set the number of news items to display per page.
- Select the **Display news RSS feed link in the browser address bar** checkbox to show the news RSS feed link in the browser address bar.

- 3 Click **Save**.

Forum Settings

This section describes how to define the forum settings of your store. This includes, enabling forums, defining number of posts and topics per page and more.

► To define the forum settings:

- 1 From the Configuration menu, select **Settings>Forum Settings**. The **Forum Settings** window is displayed:

The screenshot shows the 'Forum Settings' configuration window. At the top right is a 'Save' button. The window contains several sections of settings, each with a question mark icon followed by a checkbox or dropdown field. The settings include:

- Forums enabled:
- Relative date and time formatting:
- Show customers post count:
- Allow guests to create posts:
- Allow guests to create topics:
- Allow customers to edit posts:
- Allow customers to delete posts:
- Allow customers to manage forum subscriptions:
- Topics page size: (with up and down arrows)
- Posts page size: (with up and down arrows)
- Search results page size: (with up and down arrows)
- Forum editor:
- Signature enabled:
- Allow private messages:
- Show alert for PM:
- Notify about private messages:
- Forum feeds enabled:
- Forum feed count: (with up and down arrows)
- Active discussions feed enabled:
- Active discussions feed count: (with up and down arrows)

- 2 Define the forum settings, as follows:

- Select the **Forums Enabled** checkbox to enable forums your store.
- Select the **Relative date and time formatting** checkbox, to enable relative date and time formatting.
- Select the **Show customers post count** checkbox, to enable showing the customers posts count.
- Select the **Allows guests to create posts** checkbox, to enable your guests to create posts.
- Select the **Allows guests to create topics** checkbox, to enable your guests to create topics.

- Select the **Allows customers to edit posts** checkbox, to enable your customers to edit posts.
- Select the **Allows customers to delete posts** checkbox, to enable your customers to delete posts.
- Select the **Allow customers to manage forum subscriptions** checkbox, to enable customers to edit forum subscriptions.
- In the **Topics page size** field, set the page size for topics in forums.
- In the **Posts page size** field, set the page size for posts in topics.
- In the **Search results page size** field, set the page size for search results.
- From the **Forum Editor** dropdown list, select the forum editor type to use:
 - Simple Textbox
 - BBCode Editor
- Select the **Signature enabled** checkbox, to enable customers to specify signatures.
- Select the **Allow private messages** checkbox, to enable private messages in the system.
- Select the **Show alert for PM** checkbox to show an alert for new private messages.
- Select the **Notify about private messages** checkbox, to notify a customer about a new private message.
- Select the **Forum feeds enabled** checkbox, to enable RSS feeds for each forum.
- In the **Forum feed count** field, set the number of topics to be included in each feed.
- Select the **Active discussions** feed enabled checkbox, to enable RSS feeds for active discussion topics.

Vendor Settings

This section describes how to define the vendor settings of your store. This includes, the number of vendors to display, whether or not to show the vendor on the product details store and more. For further details, refer to the [Multi-Vendor Support](#).

► To define the vendor settings:

- 1 From the Configuration menu, select **Settings>Vendor Settings**. The **Vendor Settings** window is displayed:

The screenshot shows the 'Vendor Settings' configuration window. It has a header bar with a back arrow, the title 'Vendor Settings', and a 'Save' button. Below the header are four configuration options:

- Allow customers to select page size:** A checkbox with a checked status.
- Page size options (comma separated):** An input field containing '4, 2, 8, 12'.
- Number of vendors to display:** An input field containing '0'.
- Show vendor on product details page:** A checkbox with a checked status.

- 2 Define the vendor settings, as follows:

- Select the **Allows customers to select page size** checkbox, to enable your customers to select the page size from a predefined list of options on the vendor details page.
- In **page size options** (comma separated) field, enter page size separated by a comma. The first option is the default page size if none are selected.
- In the **number of vendors to display** field, enter the number of vendors to display in the vendor navigation area.
- Select the **Show vendor on product details page** checkbox to display a vendor on the product details page (if associated).

Configuring the Default Store Settings

By default nopcommerce installation has only one store created which needs to be configured, as described below.

► To setup the default store:

- 1 From the **Configuration** menu select **Stores**. The **Stores** window is displayed.

Stores			
Store name	Store URL	Display order	Edit
Your store name	http://www.yourStore.com/	1	Edit
Some second store	http://www.store2.com/	10	Edit

Note: By default only one store is created.

- 2 Click **Edit** beside a default store to configure
- 3 Configure your store, as follows:
 - In the **Store name** field, enter the name of your store.
 - In the **Store URL** field, enter the URL of your store.
 - Select the **SSL** enabled checkbox if your store is SSL secured. SSL (Secure Sockets Layer) is the standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral. SSL is an industry standard and is used by millions of websites in the protection of their online transactions with their customers.

Important Note: Check this option only after you have installed the SSL certificate on your server. Otherwise, you won't be able to access your site and will have to manually edit the appropriate record in your database ([Store] table).

The **HOST values** field required only when you have a multi-store solution to determine the current store.

For further details, refer to [Multi-store Support](#) in the following section.

Multi-store Support

The Multi-store feature enables you to run more than one store from a single nopCommerce installation.

This enables you to host more than one front-end store on different domains and manage all admin operations from your single **Administration** panel. You can share catalog data between stores, have a product in more than one store for example, and your customers can login to all of your stores using the same credentials.

This example describes the setup of two sample stores, as follows:

- www.store1.com
- www.store2.com

Setting Up Multi-stores

► To setup multi-stores:

- 1 Upload and install the site on www.store1.com. This is the only place where nopCommerce files and DLLs are stored.
- 2 From the control panel of **www.store2.com** (Meaning, your hosting control panel, not nopCommerce Administration area) ensure that all requests to **www.store2.com** are forwarded (not redirected) to **www.store1.com**. Perform this using **CNAME** records. **This step is crucial.**
- 3 From the control panel of **www.store1.com**, configure a domain alias for **www.store2.com**. This step could be complicated for some users (your administrator can perform this step if you have issues).

After completing the steps above, when accessing www.store2.com from your browser, the content of www.store1.com will be displayed.

Optional (sample): This step can be performed from the Plesk control panel below, as follows:

- When **www.store2.com** is redirected to **www.store1.com**, the web server for Plesk does not know how to display **www.store2.com** since it uses **Name-Based Virtual Hosting**. Therefore, you must create a domain alias for www.store2.com, as described below:
 - Log in to the domain panel of **www.store1.com**, either directly or via the **Open in Control Panel** link from the server administration panel.
 - From the **Websites & Domains** tab, select the **Add New Domain Alias** link near the bottom of the tab.
 - Enter the full alias. For example - **store2.com**.

- Ensure the **Web service** option is selected.
 - The **Mail service** is optional. Check this option if you want mail from **www.store2.com** to redirect in a similar way.
 - Ensure the Synchronize DNS zone with the primary domain option is unchecked.
- 4** From the **Configuration** menu select **Stores**. The **Stores** window is displayed.

Store name	Store URL	Display order	Edit
Your store name	http://www.yourStore.com/	1	Edit
Some second store	http://www.store2.com/	10	Edit

Note: By default only one store is created.

- 5** Click **Edit** beside a store to configure
- 6** Configure your store, as follows:
- In the **Store name** field, enter the name of your store.
 - In the **Store URL** field, enter the URL of your store.
 - Select the **SSL enabled** checkbox if your store is SSL secured. SSL (Secure Sockets Layer) is the standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral. SSL is an industry standard and is used by millions of websites in the protection of their online transactions with their customers.

***Important Note:** Check this option only after you have installed the SSL certificate on your server. Otherwise, you won't be able to access your site and will have to manually edit the appropriate record in your database ([Store] table).*

- In the **HOST values** field, enter the possible host values, the comma separating the list of possible **HTTP_POST values**. For example, enter **store1.com, www.store1.com** for the first store and **store2.com, www.store2.com** for the second store.

Note: This field is required only when you have a multi-store solution to determine the current store.

This field enables distinguishing requests to distinct URLs and determines the current store.

You can also see the current HTTP_POST value by selecting System Information from the System menu.

The two stores have now been configured using a single nopCommerce installation, as follows:

- www.store1.com
- www.store2.com

Note: The Multi-store solution (distinction of stores by HTTP HOST) does not work for sites in virtual categories on the same domain.

For example, you cannot have one store on <http://www.site.com/store1> and the second store on <http://www.site.com/store2>, since the HTTP HOST value for both of these sites is the same (www.site.com).

Configuring Entities and Settings Per Store

Once the stores have been setup and configured, you can then define your entities for each store from the **Stores** tab on the details page for each of the following (and more):

- Products
- Categories
- Manufacturers
- Languages
- Currencies
- Message templates
- Blogs
- News

Different themes can also be configured for different stores.

An example is shown in the **Edit Product Details** screen below:

The screenshot shows the 'Edit Product Details' interface for an 'ASUS Eee PC 1000HA 10-Inch Netbook'. The top navigation bar includes 'Preview', 'Save', 'Save and Continue Edit', 'Copy product', and 'Delete'. Below the navigation is a tabs menu with 'Product Info', 'SEO', 'Product variants', 'Category mappings', 'Manufacturer mappings', 'Related products', 'Cross-sells', 'Pictures', 'Specification attributes', 'Access control list', and 'Stores'. The 'Stores' tab is highlighted with a blue border. Under the 'Stores' tab, there are two sections: 'Limited to stores:' with a checked checkbox and 'Stores' with two checkboxes: 'First Store' (checked) and 'SecondStore' (unchecked).

From this screen you can either make an entity available to all stores or make it restricted to a selected store. In addition, you can override any setting value per store, as shown in the example, **Catalog Settings** screen below:

The screenshot shows the 'Catalog Settings' screen for the 'First Store'. At the top right is a 'Save' button. Below it is a dropdown menu set to 'First Store'. A checkbox labeled 'Check/uncheck all (check boxes if you want to set a custom value for this shop)' is checked. The main area contains a list of settings with checkboxes, some of which are checked and some are unchecked. The settings are:

- Show SKU:
- Show manufacturer part number:
- Show GTIN:
- Allow product sorting:
- Allow view mode changing:
- Include products from subcategories:
- Show the number of distinct products besides each category:
- Include subcategories (number of distinct products):
- Category breadcrumb enabled:
- Show a share button:

Note: This multi-store configuration screen is visible only when you have created two stores at least.

Multi-vendor Support

Multi-vendor and drop shipping support enables you to sell online without having to stock inventory or ship orders. When drop shipping is enabled, each product is assigned to a particular vendor whose details (including email address) are stored.

When an order is placed an email is sent to the vendor of each product in the order. The email includes the products, quantities, etc. The vendor then ships the item to the customer on behalf of the merchant, who typically pays each of their vendors at the end of the month.

Products from multiple independent vendors appear in the common product catalog and your website visitors can shop at one web store even if your products are supplied by hundreds of different vendors from all over the world.

Each vendor could be provided with an administrator panel access to manage their products, review sales reports and order details regarding their products. Vendors do not interfere with each other's activity.

The money goes to the merchant account of the store administrator who then manually distributes funds among the vendors according to the history of orders, which is tracked and managed separately for each provider. In this manner, the customer only sees one charge from the main company.

Setting up a Vendor Account

The following procedure describes how to setup and provide a vendor record with access to the vendor portal site.

Step 1: Setup a Vendor Account

► To setup a vendor account :

- 1 From the **Customers** menu select **Vendors**. The **Vendors** window is displayed.

Displaying items 1 - 3 of 3			
Name	Email	Active	Edit
Vendor 1	vendor1@nopCommerce.com	✓	Edit
Vendor 2	vendor2@nopCommerce.com	✓	Edit
Vendor 3	vendor3@nopCommerce.com	✓	Edit

- 2 Click **Add New**. The **Add a New Vendor** window is displayed.

The screenshot shows a form titled "Add A New Vendor" with the sub-instruction "(back to vendor list)". At the top right are two buttons: "Save" and "Save and Continue Edit". The form contains several input fields: "Name" (with a tooltip), "Email" (with a tooltip), "Description" (with a tooltip), and "Admin comment" (with a tooltip). Below these is a large text area for comments. At the bottom left is a checkbox labeled "Active" with a tooltip, which is checked. There is also a small "v" icon next to the checkbox.

- 3 Define the vendors details, as follows:

- In the **Name** field, enter the name of the vendor.
- In the **Email** field, enter the vendor's email. He could receive "order placed" notifications to this email (the appropriate message template is disabled by default).
- In the **Description** field, enter a description for the vendor.
- In the **Admin comment** field, enter an optional comment or information for internal use.
- Ensure the **Active** checkbox is selected to activate the vendor.

Step 2: Assigning a Vendor to a Customer Record

This step is optional and is required only if you want your vendor to be able to login to his administration portal and manage products, orders, etc.

If you do not want vendors to have access to your site, ignore this step to enable the store owner manage all vendor mappings

► To register a vendor:

- 1 From the **Customers** menu select **Customers**. The **Customers** window is displayed.

The screenshot shows the 'Customers' window with the following details:

Customer roles:
Administrators
Forum Moderators
Guests
Registered (checked)
Vendors (checked)

Search fields:
Email:
First name:
Last name:
Date of birth:
Company:
Search

Customer Data:

ID	Email	Name	Customer roles	Company name	Active	Created on	Last activity	Edit
7	jan.kay@gmail.com	jan kay	Registered		✓	4/19/2013 6:02:22 AM	4/19/2013 6:19:23 AM	Edit
1	admin@yourStore.com	John Smith	Administrators, Forum Moderators, Registered		✓	4/15/2013 1:29:02 AM	4/23/2013 5:28:02 AM	Edit

Displaying items 1 - 2 of 2

- 2** Click **Edit** beside the customer record you want to assign a vendor to.
The **Edit Customer** window is displayed:

The screenshot shows the 'Edit Customer Details' interface for a customer named 'Smith John'. The 'Customer Info' tab is active. The 'Manager of vendor' field has a dropdown note: 'Not a [dropdown] Note: if you have a vendor associated with this customer, then also ensure it is in "Vendors" customer role.' The 'Gender' field has radio buttons for 'Male' and 'Female'. The 'First name' and 'Last name' fields contain 'John' and 'Smith' respectively. The 'Date of birth' field has a calendar icon. The 'Company name' field is empty. The 'Admin comment' field is a large text area. Below the main form, there's a summary section with fields like 'Is tax exempt' (unchecked), 'Active' (checked), 'IP Address' (212.179.62.21), 'Created on' (4/15/2013 1:29:02 AM), 'Last activity' (4/23/2013 5:37:35 AM), and 'Last visited page' (http://user-guide-janet.nopcommerce.com/).

- 3** From the **Customer Info** tab shown above, select a vendor record previously created vendor from the **Manager of Vendor** drop down list.
- 4** Select the **Customer Roles** tab, as follows:

The screenshot shows the 'Edit Customer Details' interface for a customer named 'Smith John'. The 'Customer Roles' tab is active. A list of roles is displayed with checkboxes: 'Administrators' (unchecked), 'Forum Moderators' (unchecked), 'Guests' (unchecked), 'Registered' (checked), and 'Vendors' (unchecked).

- 5 Ensure the **Vendors** customer role is selected as the customer role.

Note: A Vendor customer account cannot be in Administrators customer role (which is defined as the default).

After the vendor's customer account has been set up, the vendor can use this customer account to manage his products, orders, shipments, and view reports.

The **Administration** link at the top of the public store will be displayed after logging-in.



Email Accounts

The **Email Accounts** window, accessed by selecting **Email Accounts** from the **Configuration** menu in the **Administration Area** displays the email accounts of the store owner. These can include a general contact email, a sales representative email, a customer support email and more. After the email accounts are configured, the store owner can then select the required email account on the message template details page, as described on page 232.

► **To add a new email account:**

- 1 From the **Configuration** menu, select **Email Accounts**. The **Email Accounts** window is displayed.

Email Accounts				
Email address	Email display name	Is default email account	Mark as default email account	Edit
test@mail.com	General contact	✓	Mark as default email account	Edit
test@mail.com	Sales representative	✗	Mark as default email account	Edit
test@mail.com	Customer support	✗	Mark as default email account	Edit

- 2 Click **Add new**. The **Add Email Account** window is displayed.

Add A New Email Account (back to email account list)

<input type="radio"/> Email address	<input type="text"/>
<input type="radio"/> Email display name:	<input type="text"/>
<input type="radio"/> Host:	<input type="text"/>
<input type="radio"/> Port:	<input type="text" value="25"/>
<input type="radio"/> User:	<input type="text"/>
<input type="radio"/> Password:	<input type="text"/>
<input type="radio"/> SSL:	<input type="checkbox"/>
<input type="radio"/> Use default credentials:	<input type="checkbox"/>

Save Save and Continue Edit

- 3 Define the email account information, as follows:

- In the **Email Address** field, enter the displayed *from* email address for all outgoing emails from your store. Example, *sales@yourstore.com*.
- In the **Email Display Name** field, enter the display name for outgoing emails from your store. Example, *Your Store Sales Department*.
- In the **Host** field, enter the host name or IP address of your email server.
- In the **Port** field, enter the SMTP port of your email server.
- In the **User** field, enter the user name of your email server.

- In the **Password** field, enter the password of your email server.
- Select the **Enable SSL** checkbox to use Security Sockets Layer to encrypt the SMTP connection.
- Select the **Use default credentials** checkbox to use default credentials for the connection.

4 Click **Save**. The window is expanded, as follows:

The screenshot shows a configuration window for an email account. At the top, a green checkmark icon indicates 'The new email account has been added successfully.' Below this, the title 'Edit Email Account Details' is displayed with a 'back to email account list' link. The form contains the following fields:

Email address:	test@gmail.com
Email display name:	General contact
Host:	smtp mail.com
Port:	25
User:	[empty]
Password:	[empty]
SSL:	<input type="checkbox"/>
Use default credentials:	<input type="checkbox"/>

Below the form, there is a section titled 'Send Test Email (save settings first by clicking "Save" button)'. It includes a 'Send email to:' input field containing '[empty]' and a 'Send test email' button.

5 In the **Send email to** field, enter the email address for the test email and click **Send Test Email**.

Taxes

This section describes how to define the tax settings in nopCommerce.

It includes the following:

- **Overview**, below
- **Tax Categories**, page 182
- **Tax Rate Providers**, page 183

Overview

In nopCommerce, the following can be taxable: products, shipping fees and payments methods.

Depending on where your store is located, you may be required to collect tax. nopCommerce enables you to configure taxes for specific areas (Florida Tax) and specific products (Electronics Tax). New tax rates can be added to existing tax categories or to a new tax category, and are based on a country or a state. This allows products to be taxed accordingly to location, and achieves a final tax rate value by adding or compounding the tax rates defined in the assigned products tax class.

Tax Categories

Tax classes are assigned to products, shipping fees and payment method additional fees.

► **To define tax classes:**

- 1 From the **Configuration** menu, select **Tax > Tax Categories**. The **Tax Categories** window is displayed.

Name	Display order	Edit	Delete
Books	1	Edit	Delete
Electronics & Software	5	Edit	Delete
Downloadable Products	10	Edit	Delete
Jewelry	15	Edit	Delete
Apparel & Shoes	20	Edit	Delete

- 2 Click **Add new record**. The **Tax categories** window is expanded, as follows:

Name	Display order	Insert	Cancel
<input type="text"/>	<input type="text"/> 0	Insert	Cancel
Books	1	Edit	Delete
Electronics & Software	5	Edit	Delete
Downloadable Products	10	Edit	Delete
Jewelry	15	Edit	Delete
Apparel & Shoes	20	Edit	Delete

- 3 In the **Name** field, enter the name of the tax classification (category).
- 4 In the **Display order** field, enter the display order of the tax classification. A value of **1** represents the top of the list.
- 5 Click **Save**.

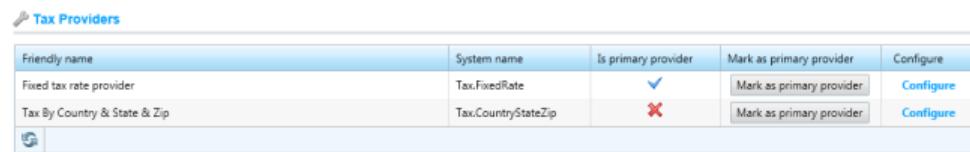
*Note: You can click **Edit** in the **Tax Categories** window to edit the tax categories, as described above.*

Tax Rate Providers

Only one tax rate provider can be used for tax calculation. These are the radio button options, which are displayed besides each tax provider in the list enabling you to select the default tax provider to be used. Adding new tax providers is recommended only for advanced users.

► To define tax rate providers:

- From the Configuration menu, select Tax > Tax Providers. The Tax Providers window is displayed.



Friendly name	System name	Is primary provider	Mark as primary provider	Configure
Fixed tax rate provider	Tax.FixedRate	✓	<input type="button" value="Mark as primary provider"/>	Configure
Tax By Country & State & Zip	Tax.CountryStateZip	✗	<input type="button" value="Mark as primary provider"/>	Configure

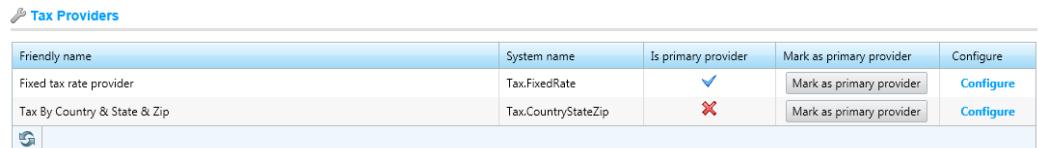
- In the **Mark as primary provider** column, click the **Mark as primary provider** button to select the default tax provider to use. In the **Is primary provider** column, **false** option becomes **true**.

Tax by Country & State & Zip

When this option is selected, tax is calculated according to country, state and zip code. This is the only provider that uses tax classes. If another tax provider is used, then store owner does not have to specify tax classes for each product.

► To configure tax by country, state and zip:

- From the Configuration menu, select Tax > Tax Providers. The Tax Providers window is displayed.



Friendly name	System name	Is primary provider	Mark as primary provider	Configure
Fixed tax rate provider	Tax.FixedRate	✓	<input type="button" value="Mark as primary provider"/>	Configure
Tax By Country & State & Zip	Tax.CountryStateZip	✗	<input type="button" value="Mark as primary provider"/>	Configure

- 2 Click **Configure** beside the **Tax by country & state & zip** option in the list. The **Configure – Tax By Country & State & Zip** window is displayed, as follows:

[Configure - Tax By Country & State & Zip](#) (back to tax provider list)

Store	Country	State / province	Zip	Tax category	Percentage
No records to display.					

Displaying items 0 - 0 of 0
No records to display.

Adding a new tax rate

Store: *

Country:

State / province: *

Zip:

Tax category:

Percentage:

- 3 Define the new tax rate, as follows:

- From the **Store** dropdown list, select the store for which the rate is defined. Select an * to apply this rate to all stores.
- From the **Country** dropdown list, select the country for which the tax rate is defined.
- From the **State/province** dropdown list, select the state or province for which the tax rate is defined. If an asterisk (*) is selected, this tax rate will apply to all customers from the selected country regardless of the state.
- In the **Zip** field, enter the Zip/postal code country for which the tax rate is defined. If this field is empty, then this tax rate will apply to all customers from the selected country or state regardless of the zip code.
- From the **Tax category** dropdown list, select the required class for which to apply the tax rate.
- In the **Percentage** field, enter the required percentage.

- 4 Click **Add tax rate**. The new tax rate is displayed, as follows:

The screenshot shows a configuration interface for tax rates. At the top, there's a table with columns: Country, State / province, Zip, Tax category, and Percentage. Two rows are visible: one for 'United States' with 'Books' as the tax category and 0.00 percentage, and another for 'United States' with 'Massachusetts', '56667', 'Electronics & Software', and '16.00' percentage. Below the table is a form for adding a new tax rate, with fields for Country (set to United States), State / province (Massachusetts), Zip (56667), Tax category (Electronics & Software), and Percentage (16.00). A button labeled 'Add tax rate' is at the bottom of the form.

*Note: You can click **Edit** beside the tax rate to edit the tax rate details, as described above. You can click **Delete** to remove the tax rate.*

Fixed Rate Tax

When this option is selected, tax is calculated according a fixed rate.

- To configure fixed rate tax:

- 1 From the Configuration menu, select **Tax>Tax Providers**. The **Tax Providers** window is displayed.

The screenshot shows the 'Tax Providers' window with a table of providers. The 'Fixed tax rate provider' is listed with 'Is primary provider' set to false and a 'Select' button. The 'Configure' button is highlighted. The 'System name' is 'Tax.FixedRate'. Other providers listed include 'Free tax rate provider' (true, Select, Configure, Tax.FreeTaxRate), 'StrikeIron Basic (US and CA Only)' (false, Select, Configure, Tax.StrikeIron.Basic), and 'Tax By Country & State & Zip' (false, Select, Configure, Tax.CountryStateZip).

- 2 Click **Configure** beside the **Fixed Rate Tax** option in the list. The **Configure – Fixed Tax Rate Provider** window is displayed, as follows:

The screenshot shows the 'Configure - Fixed Tax Rate Provider' window with a table of tax categories and their rates. The categories are Books, Electronics & Software, Downloadable Products, Jewelry, and Apparel & Shoes. The rates are all 0.00. There are 'Edit' buttons next to each row.

- 3 Click the **Edit** button, beside the tax category for which to define a fixed rate.
- 4 Enter the required rate under the **Rate** column.
- 5 Click **Update**.

Shipping

This section describes how to define the shipping settings in nopCommerce. It includes the following:

- **Overview**, below
- **Shipping Methods**, below
- **Shipping Method Restrictions**, page 188
- **Offline Shipping Rate Computation Methods**, page 189
- **Real-time Shipping Rate Computation Providers**, page 194
- **Delivery Dates**, page 205
- **Warehouses**, page 206

Overview

The shipping settings defined in this section are used for shippable products only. In addition, you can also define the shipping methods, the shipping rate computation provider and more.

Shipping Methods

If you have shippable products, you will need to set up the shipping methods that your store will use to deliver orders to customers. You can either define your own shipping methods or use the pre-defined shipping methods provided by popular carriers, such as USPS, UPS and FedEx. If you decide to define and use your own shipping methods, the shipping rates for these methods will need to be entered into nopCommerce manually. If you decide to use the shipping methods provided by the carrier companies like USPS, UPS or FedEx, the shipping rates for these methods will need to be obtained from the respective carrier companies.

► **To add new shipping methods:**

- 1 From the Configuration menu, select Shipping> Shipping Methods. The Shipping Methods window is displayed.

Shipping Methods				
Add new record				
Name	Description	Display order	Edit	Delete
In-Store Pickup	Pick up your items at the store	0	Edit	Delete
By Ground	Compared to other shipping methods, like by flight or over seas, ground shipping is carried out closer to the earth	1	Edit	Delete
By Air	The one day air shipping	3	Edit	Delete

- 2 Click the **Add new record** button. The window is expanded, as follows:

Shipping Methods				
Add new record				
Name	Description	Display order	Insert	Cancel
In-Store Pickup	Pick up your items at the store	0	Edit	Delete
By Ground	Compared to other shipping methods, like by flight or over seas, ground shipping is carried out closer to the earth	1	Edit	Delete
By Air	The one day air shipping	3	Edit	Delete

3 Define the following fields for the new record:

- In the **Name** field, enter the name of the shipping method viewed by the customer.
- In the **Description** field, enter a description for the shipping method viewed by the customer.
- In the **Display order** field, enter the display order of the shipping method. A value of 1 represents the top of the list.

4 Click **Save**.

*Note: You can click **Edit** in the **Shipping methods** window to edit the shipping methods, as described above.*

Shipping Method Restrictions

► To restrict shipping methods:

- From the Configuration menu, select **Shipping> Shipping Method Restrictions>**. The **Shipping Method Restrictions** window is displayed.

 **Shipping Method Restrictions** Save

Please mark the checkbox(es) for the country or countries in which you want the shipping method(s) not available

Country	In-Store Pickup <input type="checkbox"/>	By Ground <input type="checkbox"/>	By Air <input type="checkbox"/>
United States	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Canada	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afghanistan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Albania	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Algeria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
American Samoa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Andorra	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Angola	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anguilla	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Antarctica	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Antigua and Barbuda	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Argentina	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Armenia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aruba	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Australia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Austria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Azerbaijan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Select one or more of the following restriction checkboxes beside the relevant country, as follows:

- In Store Pickup
- By Ground
- By Air

- Click **Save**.

Note: If required, you can select the entire restriction column for all countries

Offline Shipping Rate Computation Methods

The shipping rate computation providers are displayed in the **Shipping Rate Computation** window. These are defined in the *Administration* area, by selecting **Shipping> Shipping Rate Computation Methods** from the **Configuration** menu.

nopCommerce recommends having only one active offline shipping rate computation method. Ensure than the others are not active.

The shipping rate computation method and their configuration settings include the following offline shipping methods:

- **Shipping by Weight**, below
- **Fixed Rate Shipping**, page 193

Shipping By Weight

This option calculates a shipping fee based on how much the shipment weighs. This is the recommended shipping calculation for companies that have products that vary in weight. The ability to charge different costs depending on the weight of the shipment helps to keep the company's shipping costs down when heavy items are shipped, yet keep the cost reasonable for customers who purchase products that are light in weight. If you decide to use matrix by weight, set up the weight brackets and see how much shipping will cost if the shipment falls within that bracket. For example: 1 pound up to 5 pounds will cost \$3.00 per kg, 6 pounds up to 12 pounds will cost \$8.00 per kg. You can set up multiple shipping fees depending on the shipping methods. Using the first weight bracket above, 1 pound up to 5 pounds will cost \$3.00 per kg using Ground and 1 pound up to 5 pounds will cost \$18.00 per kg using Next Day.

► To define shipping by weight:

- From the Configuration menu, select Shipping> Shipping Rate Computation Methods . The Shipping Rate Computation Methods window is displayed.

Friendly name	System name	Logo	Display order	Is active	Configure	Edit
Australia Post	Shipping.AustraliaPost		1		Configure	Edit
Canada Post	Shipping.CanadaPost		1		Configure	Edit
FedEx	Shipping.FedEx		1		Configure	Edit
Fixed Rate Shipping	Shipping.FixedRate		1		Configure	Edit
Shipping by weight	Shipping.ByWeight		1		Configure	Edit
UPS (United Parcel Service)	Shipping.UPS		1		Configure	Edit
USPS (US Postal Service)	Shipping.USPS		1		Configure	Edit

- Enable this method, as follows:

- In the **Shipping by Weight** row, click the **Edit** button
- In the **Is active** column, check the checkmark
- Click **Update**. The false option becomes true.

- Click **Configure** besides the **Shipping By Weight** option in the list. The **Configure - Shipping by Weight** window is displayed, as follows:

Configure - Shipping By Weight (back to shipping rate computation method list)

Formula to calculate rates: $[\text{additional fixed cost}] + ([\text{order total weight}] - [\text{lower weight limit}]) * [\text{rate per weight unit}] + [\text{order subtotal}] * [\text{charge percentage}]$

Country	State / province	Zip	Shipping method	Date	Edit	Delete
No records to display.						

Displaying items 0 - 0 of 0

Add record

Limit shipping methods to configured ones:

[Save](#)

Note: Select the **Limit shipping methods to configured ones** checkbox to limit your customers to the shipping methods configured here. When this checkbox is **not** selected, the customers can select any existing shipping options even if they are not configured here. For example, zero shipping fees and so on.

- 4 Click **Add Record** to define the new values. The **Add New** window is displayed, as follows:

The screenshot shows the 'Add New' configuration window with the following fields and their current values:

- Store:** * (dropdown menu)
- Country:** * (dropdown menu)
- State / province:** * (dropdown menu)
- Zip:** (text input field)
- Shipping method:** In-Store Pickup (dropdown menu)
- Order weight from:** 0.0000 [lb(s)] (text input field)
- Order weight to:** 1.000.000.0000 [lb(s)] (text input field)
- Additional fixed cost:** 0.0000 [USD] (text input field)
- Lower weight limit:** 0.0000 (text input field)
- Rate per weight unit:** 0.0000 [USD] (text input field)
- Charge percentage (of subtotal):** 0.0000 (text input field)

A 'Save' button is located in the top right corner.

- 5 Define the following new values:

- From the **Store** dropdown list, select the store to for which to configure shipping rates when the multi store feature is used.

Note: When selecting “” as store, the rate will be applied to all the stores.*

- From the **Country** dropdown list, select the country to ship the product to.

Note: When selecting “” as country, the rate will be applied to all countries.*

- From the **State/province** dropdown list, select the state or province to ship the product to.

Note: When selecting “” as State/province, the rate will be applied to all customers from the given regardless of the state or province.*

- In the **Zip** field, enter the zip code to ship the product to.

Note: If this field is empty, the rate will be applied to all customers from the given country or state/province regardless of the zip code.

- From the **Select shipping method** dropdown list, select the required option, as follows:
 - In-Store Pickup:** The order is picked up in the store.
 - By Ground:** The order is shipped by ground
 - By Air:** The order is shipped by air.

*Note: These options are not hard-coded and can be configured by the store owner in the Administration area, by selecting **Shipping >Shipping Methods** from the Configuration menu.*

- In the **Order weight from** field, enter the minimum order weight (lbs).
- In the **Order weight to** field, enter the maximum order weight (lbs).
- In the **Additional fixed cost** field, enter an additional fixed cost per shopping cart for this option. Enter 0 if you do not want an additional fixed cost to be applied.
- In the **Lower weight limit** field, enter the lower weight limit. This field can be used for "per extra weight limit scenarios".
- In the **Rate per weight unit** field, enter the rate per weight unit.
- Enter a value in the Charge Percentage (of subtotal) field, when the **Use percentage** checkbox is checked. This value entered is the percentage of the order subtotal. For example, if your order subtotal is \$1000 and the **Use percentage** checkbox is checked and the **Charge percentage** is set to %15, the shipping rate will be $\$1000 * \%15 = \150 for the selected shipping method.

*Note: The plugin uses the following formula to calculate rates: [additional fixed cost] + ([order total weight] - [lower weight limit]) * [rate per weight unit] + [order subtotal] * [charge percentage].*

- Click **Save**. The information is added to the **Configure – shipping by weight** window, as follows:

The screenshot shows a software interface titled 'Configure - Shipping By Weight'. At the top, there is a note about the formula used to calculate rates. Below this is a table grid with the following data:

Country	State / province	Zip	Shipping method	Data	Edit	Delete
*	*	*	In-Store Pickup	Order weight from: 0.00 Order weight to: 1000000.00 Additional fixed cost: 0.00 Rate per weight unit: 0.00 Lower weight limit: 0.00 Charge percentage (of subtotal): 0.00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

At the bottom of the interface, there are buttons for 'Add record', 'Save', and a checkbox labeled 'Limit shipping methods to configured ones: .

You can click **Edit** to update the system with the new shipping rate computation rate method. You can click **Delete** to remove it from the system.

Fixed Rate Shipping

This section describes how to define the fixed shipping rate.

► To define fixed rate shipping:

- 1 From the Configuration menu, select **Shipping> Shipping Rate Computation Methods**. The **Shipping Rate Computation Methods** window is displayed.

Friendly name	System name	Logo	Display order	Is active	Configure	Edit
Australia Post	Shipping.AustraliaPost		1	✗	Configure	Edit
Canada Post	Shipping.CanadaPost		1	✗	Configure	Edit
FedEx	Shipping.FedEx		1	✗	Configure	Edit
Fixed Rate Shipping	Shipping.FixedRate		1	✓	Configure	Edit
Shipping by weight	Shipping.ByWeight		1	✗	Configure	Edit
UPS (United Parcel Service)	Shipping.UPS		1	✗	Configure	Edit
USPS (US Postal Service)	Shipping.USPS		1	✗	Configure	Edit

- 2 Enable this method, as follows:

- In the **Fixed Rate Shipping** row, click the **Edit** button
- In the **Is active** column, check the checkmark
- Click **Update**. The false option becomes true.

- 3 Click **Configure** beside the **Fixed Rate Shipping** option in the list. The **Edit Shipping Rate Computation Rate Method** window is displayed, as follows:

Shipping method	Rate	Edit
In-Store Pickup	0.00	Edit
By Ground	0.00	Edit
By Air	0.00	Edit

- 4 Click **Edit** and enter a fixed rate for each of the existing shipping methods as follows:

- In-Store Pickup
- By Ground

*Note: These options are not hard-coded and can be configured by the store owner by selecting **Shipping > Shipping Methods** from the **Configuration** menu.*

- By Air

- 5 Click **Update**.

Real Time Shipping Rate Computation Providers

This section displays the real-time (on line) shipping methods, as follows:

- USPS
- UPS
- FedEx
- Canada Post
- Australia Post

United States Postal Service Real Time Shipping Calculations

In order to use this service you must first go to <http://www.usps.com/> to receive a user ID that is required to test and integrate USPS Web Tools APIs. With this ID, you may begin sending calls to the test server.

► **To define the USPS Real Time Shipping Calculations:**

- 1 Create a **USPS** account by going to <http://www.usps.com/> to receive a user ID.
- 2 Depending on the API, go to one of the test servers, as follows:
 - <http://testing.shippingapis.com/ShippingAPITest.dll>
 - <https://secure.shippingapis.com/ShippingAPITest.dll>.
- 3 Using the ID provided send calls to the test server.
- 4 After completing your testing, email the USPS Internet Customer Care Center (ICCC).They will switch your profile to allow you access to the production server and will provide you with the production URLs.

- 5 From the Configuration menu, select **Shipping > Shipping Rate Computation Methods**. The Shipping Rate Computation window is displayed.

Friendly name	System name	Logo	Display order	Is active	Configure	Edit
Australia Post	Shipping.AustraliaPost		1		Configure	Edit
Canada Post	Shipping.CanadaPost		1		Configure	Edit
FedEx	Shipping.FedEx		1		Configure	Edit
Fixed Rate Shipping	Shipping.FixedRate		1		Configure	Edit
Shipping by weight	Shipping.ByWeight		1		Configure	Edit
UPS (United Parcel Service)	Shipping.UPS		1		Configure	Edit
USPS (US Postal Service)	Shipping.USPS		1		Configure	Edit

- 6 Enable this method, as follows:

- In the **USPS (US Postal Service)** row, click the **Edit** button
- In the **Is active** column, check the checkmark
- Click **Update**. The false option becomes true.

- 7 Click **Configure** beside the **USPS (US Postal Service)** option in the list. The **Configure – USPS (US Postal Service)** window is displayed, as follows:

The screenshot shows the 'Configure - USPS (US Postal Service)' configuration page. It includes fields for URL, Username, Password, and Additional handling charge, all of which are filled with placeholder values. Below these are two large scrollable lists of service options. The top list, 'Domestic Carrier Services', contains numerous service types like First-Class, Priority Mail Express, and various flat-rate envelope options. The bottom list, 'International Carrier Services', contains similar options for international shipping. A 'Save' button is located at the bottom left of the form.

- 8 Enter the information obtained from the USPS provider, as follows:
- In the **URL** field, enter the URL of the USPS provider.
 - In the **Username** field, enter your username obtained from the provider.
 - In the **Password** field, enter your password obtained from the provider.
 - In the **Additional Handling Charge** field, enter the additional handling charge.
 - In the **Domestic Carrier Services** area, select the services you want to offer to your customers.
 - In the **Domestic Carrier Services** area, select the required domestic carrier services that you want to offer to your customers.
 - In the **International Carrier Services** area, select the international carrier services that you want to offer to your customers.
- 9 Click **Save**.

UPS Real Time shipping calculations

To access your account at UPS you will be provided with a user name password and an XML license number, which will be given during registration process.

► **To define the UPS Real Time Shipping Calculations:**

- 1 Create a UPS account by going to https://www.ups.com/upsdeveloperkit?loc=en_US to receive the following:
 - Username ID
 - Password
 - XML access license number

- 2 From the **Configuration** menu, select **Shipping > Shipping Rate Computation Methods**. The Shipping Rate Computation Methods window is displayed.

Friendly name	System name	Logo	Display order	Is active	Configure	Edit
Australia Post	Shipping.AustraliaPost		1		Configure	Edit
Canada Post	Shipping.CanadaPost		1		Configure	Edit
FedEx	Shipping.FedEx		1		Configure	Edit
Fixed Rate Shipping	Shipping.FixedRate		1		Configure	Edit
Shipping by weight	Shipping.ByWeight		1		Configure	Edit
UPS (United Parcel Service)	Shipping.UPS		1		Configure	Edit
USPS (US Postal Service)	Shipping.USPS		1		Configure	Edit

- 3 Enable this method, as follows:
- In the UPS (United Postal Service) row, click the Edit button
 - In the **Is active** column, check the checkmark
 - Click **Update**. The false option becomes true.
- 4 Click **Configure** beside the UPS (United Parcel Service) option in the list. The **Configure – UPS (United Parcel Service)** window is displayed, as follows:

[Configure - UPS \(United Parcel Service\)](#) (back to shipping rate computation method list)

URL:	<input type="text" value="https://www.ups.com/ups.app/xml/Rate"/>
Access Key:	<input type="text" value="AccessKey1"/>
Username:	<input type="text" value="Username1"/>
Password:	<input type="text" value="Password"/>
UPS Customer Classification:	<input type="text" value="Retail"/>
UPS Pickup Type:	<input type="text" value="One Time Pickup"/>
UPS Packaging Type:	<input type="text" value="Express Box"/>
Insure package:	<input type="checkbox"/>
Additional handling charge:	<input type="text" value="0.0000"/>
Carrier Services:	<input type="checkbox"/> UPS Next Day Air <input type="checkbox"/> UPS 2nd Day Air <input type="checkbox"/> UPS Ground <input type="checkbox"/> UPS Worldwide Express <input type="checkbox"/> UPS Worldwide Expedited <input type="checkbox"/> UPS Standard <input type="checkbox"/> UPS 3 Day Select <input type="checkbox"/> UPS Next Day Air Saver <input type="checkbox"/> UPS Next Day Air Early A.M. <input type="checkbox"/> UPS Worldwide Express Plus <input type="checkbox"/> UPS 2nd Day Air A.M. <input type="checkbox"/> UPS Saver <input type="checkbox"/> UPS Today Standard <input type="checkbox"/> UPS Today Dedicated Courier <input type="checkbox"/> UPS Today Express <input type="checkbox"/> UPS Today Express Saver
<input type="button" value="Save"/>	

- 5 Enter the information obtained from the UPS provider, as follows:
- In the **URL** field, enter the URL of the UPS provider.
 - In the **Access Key** field, enter the access key obtained from the provider.
 - In the **Username** field, enter your username obtained from the provider.
 - In the **Password** field, enter your password obtained from the provider.
 - From the **UPS Customer Classification** dropdown list, select your required customer classification, as follows:
 - Retail
 - Wholesale
 - Occasional
 - From the **UPS Pickup Type** dropdown list, select the required UPS pickup type, as follows:
 - Daily Pickup
 - Customer Counter
 - One Time Pickup
 - On Call Air
 - Suggested Retails Rates
 - Letter Center
 - Air Service Center
 - In the **UPS Packaging Type** field , dropdown list, select the required UPS package type, as follows:
 - Customer Supplied Package
 - Letter
 - Tube
 - P A K
 - Express Box
 - 10 kg Box
 - 25 kg Box
 - Select the **Insure package** checkbox to indicate the package will be insured.
 - In the **Additional Handling Charge** field, enter the additional handling charge.
 - In the **Carrier Services** area, select the required carrier services you want to offer to your customers.

- 6** Enter your credentials, as follows:
- **Access key:** Enter the XML access key for your account.
 - **UPS User ID:** Enter the UPS user ID assigned to your account.
 - **UPS password:** Enter the password for your account.
 - **UPS Customer classification:** Retail, Wholesale, Occasional.
 - **UPS Pickup type:** Determines the type of pickup desired.
 - **UPS Packaging type:** Determines the type of package desired.
 - **Additional shipping charge:** Additional shipping charge. This value will be added to shipping rate(for example, it can be handling)
 - **Shipped from country:** Enter your country from which package will be sent
 - **Shipped from zip:** Enter your zip from which package will be sent.

FedEx Real Time Shipping Calculations

To access you your account at FedEx you will be provided with a FedEx *meter*, which will be provided after opening a FedEx account, at <http://www.fedex.com>. This FedEx meter will enable you to start tuning Web Tools.

► **To define the FedEx Real Time Shipping Calculations:**

- 1** Sign up at the FedEx Developer Resource Center <http://www.fedex.com/us/developer/> and request a developer test key.
- 2** Fill out the required form, the following credentials will be mailed to you:
 - test Key
 - test Account
 - test Meter Number
 - test Password
- 3** After testing, click here to [apply for a production key](#),
 - In the Intend to resell software option, click No.
 - Select the FedEx Web Services for Shipping option.
 - Select the **Corporate Developer** to enable you to self-certify.

- 4 From the Configuration menu, select Shipping> Shipping Rate Computation Methods. The Shipping Rate Computation Methods window is displayed.

Friendly name	System name	Logo	Display order	Is active	Configure	Edit
Australia Post	Shipping.AustraliaPost		1	<input checked="" type="checkbox"/>	Configure	Edit
Canada Post	Shipping.CanadaPost		1	<input checked="" type="checkbox"/>	Configure	Edit
FedEx	Shipping.FedEx		1	<input checked="" type="checkbox"/>	Configure	Edit
Fixed Rate Shipping	Shipping.FixedRate		1	<input checked="" type="checkbox"/>	Configure	Edit
Shipping by weight	Shipping.ByWeight		1	<input checked="" type="checkbox"/>	Configure	Edit
UPS (United Parcel Service)	Shipping.UPS		1	<input checked="" type="checkbox"/>	Configure	Edit
USPS (US Postal Service)	Shipping.USPS		1	<input checked="" type="checkbox"/>	Configure	Edit

- 5 Enable this method, as follows:

- In the **FedEx** row, click the **Edit** button
- In the **Is active** column, check the checkmark
- Click **Update**. The false option becomes true.

- 6 Click **Configure** beside the **FedEx** option in the list. The **Edit shipping rate computation rate method** window is displayed, as follows:

[Configure - FedEx \(back to shipping rate computation method list\)](#)

<input type="radio"/> URL:	<input type="text" value="https://gatewaybeta.fedex.com:443/web-se"/>
<input type="radio"/> Key:	<input type="text"/>
<input type="radio"/> Password:	<input type="text"/>
<input type="radio"/> Account number:	<input type="text"/>
<input type="radio"/> Meter number:	<input type="text"/>
<input type="radio"/> Dropoff Type:	<input type="text" value="Business service center"/>
<input type="radio"/> Use residential rates:	<input type="checkbox"/>
<input type="radio"/> Use discounted rates:	<input type="checkbox"/>
<input type="radio"/> Additional handling charge:	<input type="text" value="0.0000"/>
<input type="checkbox"/> FedEx Europe First International Priority <input type="checkbox"/> FedEx 1Day Freight <input type="checkbox"/> FedEx 2Day <input type="checkbox"/> FedEx 2Day Freight <input type="checkbox"/> FedEx 3Day Freight <input type="checkbox"/> FedEx Express Saver <input type="checkbox"/> FedEx Ground <input type="checkbox"/> FedEx First Overnight <input type="checkbox"/> FedEx Ground Home Delivery <input type="checkbox"/> FedEx International Distribution Freight <input type="checkbox"/> FedEx International Economy <input type="checkbox"/> FedEx International Economy Distribution <input type="checkbox"/> FedEx International Economy Freight <input type="checkbox"/> FedEx International First <input type="checkbox"/> FedEx International Priority <input type="checkbox"/> FedEx International Priority Freight	
<input type="radio"/> Carrier Services Offered:	<input type="text" value="Pack by dimensions"/>
<input type="radio"/> Packing type:	<input type="text"/>
<input type="radio"/> Pass dimensions:	<input type="checkbox"/>
<input type="button" value="Save"/>	

7 Enter the information obtained from the FedEx provider, as follows:

- **URL:** Enter the FedEx URL.
- **Key:** Enter your key obtained from FedEx.
- **Password:** Enter your FedEx password
- **Account number:** Enter your FedEx account number
- **Meter number:** FedEx meter number.
- **Dropoff Type:** From the **Dropoff type** drop down list, select the preferred drop off type, as follows:
 - Business Service Center
 - Drop Box
 - Regular Pickup
 - Request Courier
 - Station
- **Use residential rates:** Select this option to use residential rates.
- **Use discounted rates (instead of List rates):** Select this option to use discounted FedEx rates.
- **Additional handling charge [USD]:** Enter the additional fee to charge your customers.
- In the **Carrier Services Offered** area, select the required carrier services you want to offer to your customers.
- **Packing type:** From the **Packing type** drop down list, select the preferred packing of type, as follows:
 - Pack by dimensions
 - Pack by one item per package
 - Pack by volume
- Check **Pass dimensions** if you want to pass package dimensions when requesting FedEx rates.

8 Click **Save**.

Note: Use your own FedEx account information provided to you by email. When moving to production, make sure you enter the address that is used for your FedEx account; otherwise, you will be unable to get a production key. Contact FedEx to resolve account issues.

Canada Post

To access your account at Canada Post you will be provided with a Canada Post Customer ID.

► To define the Canada Post Shipping Calculations:

- 1 Sign up at Canada Post.
- 2 From the Configuration menu, select Shipping > Shipping Rate Computation Methods. The Shipping Rate Computation Methods window is displayed.

Shipping Rate Computation Methods						
Friendly name	System name	Logo	Display order	Is active	Configure	Edit
Australia Post	Shipping.AustraliaPost		1	✗	Configure	Edit
Canada Post	Shipping.CanadaPost		1	✗	Configure	Edit
FedEx	Shipping.FedEx		1	✗	Configure	Edit
Fixed Rate Shipping	Shipping.FixedRate		1	✓	Configure	Edit
Shipping by weight	Shipping.ByWeight		1	✗	Configure	Edit
UPS (United Parcel Service)	Shipping.UPS		1	✗	Configure	Edit
USPS (US Postal Service)	Shipping.USPS		1	✗	Configure	Edit

- 3 Enable this method, as follows:
 - In the **Canada Post** row, click the **Edit** button
 - In the **Is active** column, check the checkmark
 - Click **Update**. The **False** option becomes **True**.
- 4 Click **Configure** beside the **Canada Post** option in the list. The **Edit Shipping Rate Computation Rate Method** window is displayed, as follows:

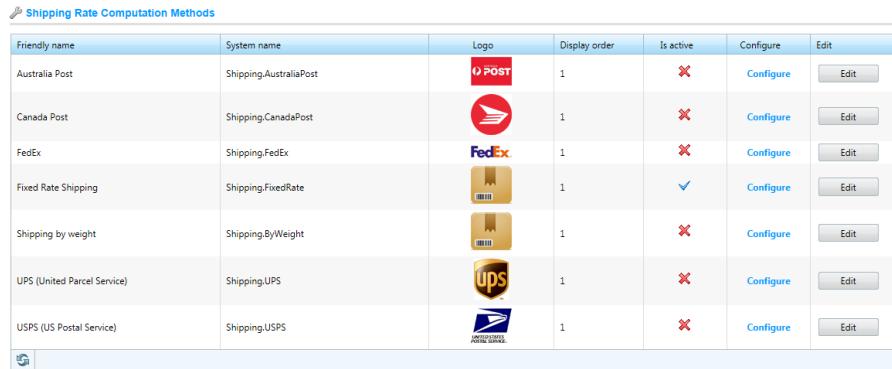
The screenshot shows a configuration form for Canada Post. It includes fields for 'Canada Post URL' (sellonline.canadapost.ca), 'Canada Post Port' (30000), and 'Canada Post Customer ID' (CPC_DEMO_XML). A 'Save' button is at the bottom left.

- 5 Enter the information obtained from the Canada Post provider, as follows:
 - **Canada Post URL:** Enter the Canada Post URL.
 - **Canada Post Port:** Enter the Canada Post port.
 - **Canada post Customer ID:** Enter your Canada Post Customer ID.
- 6 Click **Save**.

Australia Post

► To define the Australia Post Shipping Calculations:

- 1 From the Configuration menu, select Shipping > Shipping Rate Computation Methods. The Shipping Rate Computation Methods window is displayed.

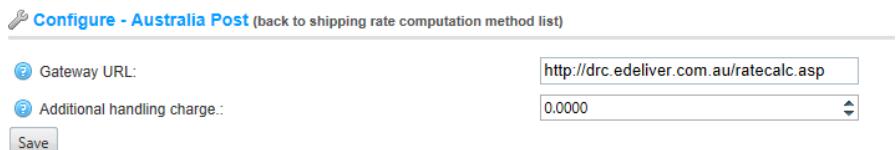


Friendly name	System name	Logo	Display order	Is active	Configure	Edit
Australia Post	Shipping.AustraliaPost		1	<input checked="" type="checkbox"/>	Configure	Edit
Canada Post	Shipping.CanadaPost		1	<input checked="" type="checkbox"/>	Configure	Edit
FedEx	Shipping.FedEx		1	<input checked="" type="checkbox"/>	Configure	Edit
Fixed Rate Shipping	Shipping.FixedRate		1	<input checked="" type="checkbox"/>	Configure	Edit
Shipping by weight	Shipping.ByWeight		1	<input checked="" type="checkbox"/>	Configure	Edit
UPS (United Parcel Service)	Shipping.UPS		1	<input checked="" type="checkbox"/>	Configure	Edit
USPS (US Postal Service)	Shipping.USPS		1	<input checked="" type="checkbox"/>	Configure	Edit

- 2 Enable this method, as follows:

- In the **Australia Post** row, click the **Edit** button
- In the **Is active** column, check the checkmark
- Click **Update**. The **False** option becomes **True**.

- 3 Click **Configure** beside the **Australia Post** option in the list. The **Edit shipping rate computation rate method** window is displayed, as follows:



Configure - Australia Post (back to shipping rate computation method list)

Gateway URL:	<input type="text" value="http://drc.edeliver.com.au/ratecalc.asp"/>
Additional handling charge.:	<input type="text" value="0.0000"/>
<input type="button" value="Save"/>	

- 4 Enter the information obtained from the Australian Post provider, as follows:
 - **Gateway URL:** Enter the Australia Post Gateway URL.
 - **Additional Handling Charge:** Enter the additional handling charge required.
- 5 Click **Save**.

Delivery Dates

The delivery dates added and described below can be applied to products and displayed on the product details page.

► **To add new delivery dates:**

- 1 From the **Configuration** menu, select **Shipping>Delivery Dates**. The **Delivery Dates** window is displayed.

The screenshot shows a table titled "Delivery Dates" with three columns: "Name", "Display order", and "Edit". There are four rows in the table, each representing a delivery option: "1-2 days" (order 1), "3-5 days" (order 5), and "1 week" (order 10). A "Save" button is located at the bottom left of the table.

Name	Display order	Edit
1-2 days	1	Edit
3-5 days	5	Edit
1 week	10	Edit

- 2 Click **Add new**. The **Add a New Delivery Date** window is displayed: as follows:

The screenshot shows the "Add a New Delivery Date" form. It has two input fields: "Name" (with placeholder "New delivery date") and "Display order" (set to 0). At the top right are "Save" and "Save and Continue Edit" buttons.

Add A New Delivery Date (back to delivery date list)

Name:

Display order:

Save Save and Continue Edit

- 3 In the **Name** field, enter the name of the new delivery date,
- 4 In the **Display order** field, enter the display order of this delivery date.
1 represents the top of the list.

Warehouses

The following section describes how to add warehouses. This includes the warehouse details, such as name, country, address and more.

► **To add new warehouses:**

- 1 From the **Configuration** menu, select **Shipping > Warehouses**. The **Warehouses** window is displayed.

A screenshot of a software interface titled "Warehouses". At the top right is a "Save" button. Below it is a table with a single row. The first column contains a blue icon and the word "Name". The second column contains the text "No records to display.". To the right of the second column is an "Edit" button. At the bottom left of the table is another blue icon.

- 2 Click **Add new**. The **Add a New Warehouse** window is displayed:

A screenshot of a software interface titled "Add A New Warehouse (back to warehouse list)". At the top right are "Save" and "Save and Continue Edit" buttons. Below is a form with six input fields. Each field has a question mark icon and a descriptive label: "Name", "Country", "State / province", "City", "Address 1", and "Zip / postal code". To the right of each label is a corresponding input field. The "Country" field has a dropdown menu with "Select country" and "Other (Non US)" options.

- 3 Define the warehouse details, as follows:

- In the **Name** field, enter the warehouse name.
- From the **Country** field, select the country of the warehouse.
- From the **State / province**, select the state/province of the warehouse.
- In the **City** field, enter the city of the warehouse.
- In the **Address 1** field, enter the address of the warehouse.
- In the **Zip /Postal code**, enter the zip/postal code of the warehouse.

Payment Methods

Before going live with your store, you need to define the ways in which you will accept payments from your customers. nopCommerce provides a number of payment methods that you can use. These include, Manual Processing, purchase order, cash on delivery, check or money transfer, PayPal and much more.

- **Payment Methods**, below
- **Payment Method Restrictions**, page 212

Payments Methods

A payment method is how a customer pays for the order. nopCommerce allows for both online and offline transactions. For the online methods, nopCommerce supports integration with several third party payment gateways, so that customer credit card information will automatically sent through the gateway (as either an authorization, or an authorization and charge) upon completion of an order. You can have multiple payment methods active at one time. The user can select how he wants to pay at checkout

The following transaction modes are supported by the payment methods:

- **Pending**: The transaction is pending.
- **Authorize**: Authorizes the charge, but does not capture or transfer funds. Just verifies the card.
- **Authorize and capture**: Authorizes and captures the transaction.
- **Void**: An order can be voided only when its payment status is **Authorized**.
- **Refunded**: An order can be refunded only when its payment status is **Paid** (meaning, captured).
- **Partially refunded**: An order can be partially refunded only when its payment status is **Paid** (meaning, captured).
- **Capture**: Means the payment status is **Paid**.

If you do not want to charge the customer until you ship, then use **Authorize**. For charges that come in as **Authorized** only, you can later capture them via the **Administration** area using the **Capture** button on the order page.

► **To define payment methods:**

- 1 From the Configuration menu, select Payment> Payment Methods. The Payment Methods window is displayed.

Friendly name	System name	Logo	Supports capture	Refund	Partial refund	Void	Recurring support	Display order	Is active	Configure	Edit
Cash On Delivery (COD)	Payments.CashOnDelivery		✗	✗	✗	✗	NotSupported	1	✓	Configure	Edit
Check / Money Order	Payments.CheckMoneyOrder		✗	✗	✗	✗	NotSupported	1	✓	Configure	Edit
Credit Card	Payments.AuthorizeNet		✓	✓	✓	✓	Manual	1	✗	Configure	Edit
Credit Card	Payments.Manual		✗	✗	✗	✗	Manual	1	✓	Configure	Edit
Credit Card	Payments.PayPalDirect		✓	✓	✗	✓	Automatic	1	✗	Configure	Edit
PayPal Standard	Payments.PayPalStandard		✗	✗	✗	✗	NotSupported	1	✗	Configure	Edit
Purchase Order	Payments.PurchaseOrder		✗	✗	✗	✗	NotSupported	1	✓	Configure	Edit

Note: Any new payment modules can implemented and installed as a plugin. For further details, developer can click the following. <http://www.nopcommerce.com/>.

The payment methods and their configuration setting that you can use in nopCommerce are described below:

- **Manual Processing (Credit Card)**, below
- **Authorize.Net**, below
- **PayPal Standard**, page 209
- **Pay Pal Direct**, page 210
- **Cash On Delivery**, page 211
- **Purchase Order**, page 212

*Note: To activate a payment method, Click the **Edit** button beside the required method, and check the **Is active checkbox** and click **Update**. The **Is active** option changes from **false** to **true**.*

Manual Processing (Credit Card).

This is a special gateway that allows all orders to be successfully entered on the site, but it does NOT charge the customer or make any calls to any live gateway. Use this payment method if you want to perform one of the following:

- Process all orders offline
- Process them manually via another back-office system
- Test the site end-to-end before going live

Authorize.Net

You can configure **Authorize.Net**, in the **Authorize.net** payments window, as described below.

► **To configure Authorize.Net:**

- 1 **Use Sandbox:** Enable or disable the test transactions.
- 2 **Transaction mode:** Select the required transaction mode, as follows:
 - Authorize
 - Capture
- 3 **Transaction Key:** Enter the transaction key defined in your Authorize.Net Account area.
- 4 **Merchant ID:** Enter your Authorize.Net Merchant ID.

PayPal Standard

In order to use PDT, you must activate PDT and Auto Return in your PayPal account profile. You must also acquire a PDT identity token, which is used in all PDT communication you send to PayPal.

► **To configure your account for PDT:**

- 1 Log in to your PayPal account.
- 2 Click the **Profile** tab.
- 3 Click Website Payment Preferences in the Seller Preferences column.
- 4 Under Auto Return for Website Payments, select the **On** radio button.
- 5 For the **Return URL**, enter the **URL** on your site that will receive the transaction ID posted by PayPal after a customer payment.
- 6 Under **Payment Data Transfer**, select the **On** radio button.
- 7 Click **Save**.

- 8 Click Website Payment Preferences in the Seller Preferences column.
- 9 Scroll down to the **Payment Data Transfer** section of the page to view your PDT identity token.

In order to receive IPN messages (optional), you must activate this service, as described below.

► **To activate the IPN:**

- 1 Log in to your Premier or Business account.
- 2 Click the **Profile** tab.
- 3 Click Instant Payment Notification in the Selling Preferences column.
- 4 Click the **Edit IPN Settings** button to update your settings.
- 5 Select **Receive IPN messages** (Enabled) and enter the **URL** of your IPN handler.
- 6 Click **Save**. You should get a message that you have successfully activated IPN.

Note: Instant Payment Notification (IPN) is PayPal's message service that sends a notification when a transaction is affected. Once IPN is integrated, sellers can automate their back office so they are not required to wait for payments to come in to trigger order fulfillment.

PayPal Direct

In order to use PayPal Direct as a payment method you must sign up to a PayPal business account and then add a bank account to the business account and obtain a digital signature which you will use when contacting PayPal Payments Pro API.

► **To configure Pay Pal Direct**

- 1 Sign Up to a PayPal Business account, as follows:
 - Go to <https://www.paypal.com> and click **Sign Up**. Be sure to choose a business account when signing up. After you sign up, you will receive an email with confirmation instructions.
 - Confirm your account, and then continue below.

- 2** Apply for Website Payments Pro, as follows:

 - Navigate to Merchant Tools and select PayPal Website Payments Pro.
 - Enter the required information about you and your business. You will be notified by email when your application review is complete.
- 3** After you receive the approval email from PayPal, you must accept their billing agreement, as follows:

 - Log in to <https://www.paypal.com>
 - In the top left corner, click Accept Billing Agreement
 - Stay logged into PayPal for the next steps.
- 4** You must have a bank account added to your PayPal Business Account. If you do not have one you can add one as follows:

 - Click Profile
 - Under Financial Information, select Bank Accounts
 - Enter your bank account information
 - Obtain a Digital Signature.
- 5** Login to your account, as follows:

 - Login to your PayPal account and go to **My Account >Profile >API Access**.
 - Click API Access.
 - If you already have a certificate, then you must remove the current access. Otherwise, click on the Request API Credentials link.
 - Make sure the API Signature radio button is selected and agree to the Terms of Use and click the Submit button. PayPal will provide you with an API Username, API Password, and Signature.
 - Save or copy the signature and use the signature information in contacting the PayPal Payments Pro API.

Cash On Delivery

With Cash on Delivery orders, products and services are paid for in full in cash or using a certified check, immediately at the time of delivery, or when they are received by the buyer.

Purchase Order

Purchase orders are often used for government agencies or for large businesses. Rather than paying directly through your site, they will request that you send them a Purchase order (PO), and they will send the payment back however you work out. Most of the order processing is handled outside of the software.

Payment Method Restrictions

- To restrict payment methods:

- 1 From the Configuration menu, select **Payment >Payment Method Restrictions**. The **Payment Method Restrictions** window is displayed

The screenshot shows a table titled "Payment Method Restrictions". The columns represent different payment methods: Cash On Delivery (COD), Check / Money Order, Credit Card, Credit Card, Credit Card, PayPal Standard, and Purchase Order. The rows list various countries. Each cell contains a checkbox. A "Save" button is located in the top right corner of the window.

Country	Cash On Delivery (COD)	Check / Money Order	Credit Card	Credit Card	Credit Card	PayPal Standard	Purchase Order
United States	<input type="checkbox"/>						
Canada	<input type="checkbox"/>						
Afghanistan	<input type="checkbox"/>						
Albania	<input type="checkbox"/>						
Algeria	<input type="checkbox"/>						
American Samoa	<input type="checkbox"/>						
Andorra	<input type="checkbox"/>						
Angola	<input type="checkbox"/>						
Anguilla	<input type="checkbox"/>						
Antarctica	<input type="checkbox"/>						
Antigua and Barbuda	<input type="checkbox"/>						
Argentina	<input type="checkbox"/>						
Armenia	<input type="checkbox"/>						
Aruba	<input type="checkbox"/>						
Australia	<input type="checkbox"/>						
Austria	<input type="checkbox"/>						
Azerbaijan	<input type="checkbox"/>						
Bahamas	<input type="checkbox"/>						
Bahrain	<input type="checkbox"/>						
Bangladesh	<input type="checkbox"/>						
Barbados	<input type="checkbox"/>						
Belarus	<input type="checkbox"/>						
Belgium	<input type="checkbox"/>						

- 2 Select the checkbox(es) for the country or countries in which you want the payment method(s) not to be available.
- 3 Click **Save**.

Note: If required, you can select the entire restriction column for the all countries

Content Management

This section describes how to manage the content on your site. This includes:

- **News**, below
- **Blog**, page 216
- **Polls**, page 220
- **Forums**, page 221
- **Topics**, page 223
- **Widgets**, page 227226
- **Message Templates**, page 231

News

The news displayed in the store is any news managed by the store owner. For example, the nopCommerce latest release information. This section describes how to define the news setting in the store. This includes whether or not to enable news and whether to enable customers to add news comments and how many news items to display on a page and more.

Manage News

This section describes how to add a news items in nopCommerce.

► **To add news Items:**

- 1 From the **Content Management** menu, select **News>News Items**. The **News Items** window is displayed.

The screenshot shows the 'News Items' management interface. At the top, there's a header with a folder icon labeled 'News Items', a dropdown for 'Store' set to 'All', a search bar, and a 'Add new' button. Below the header is a toolbar with icons for back, forward, search, and other actions. The main area is a table titled 'Displaying items 1 - 2 of 2'. The table has columns for Title, Language, View comments, Start date, End date, Published, Created on, and Edit. Two news items are listed:

Title	Language	View comments	Start date	End date	Published	Created on	Edit
New online store is open! nopCommerce new release!	English	View comments - 0			<input checked="" type="checkbox"/>	4/15/2013 9:30:46 AM	Edit
	English	View comments - 0			<input checked="" type="checkbox"/>	4/15/2013 9:30:45 AM	Edit

At the bottom, there's another toolbar with back, forward, and search buttons, and a message 'Displaying items 1 - 2 of 2'.

- 2 Click **Add new**. The **Add a New News Item** window is displayed

The screenshot shows the 'Add A New News Item' interface. At the top, there are 'Save' and 'Save and Continue Edit' buttons. Below them is a navigation bar with tabs: 'Info' (selected), 'SEO', and 'Stores'. The main area contains several input fields:

- Language:** English (dropdown menu)
- Title:** (text input field)
- Short description:** (text area)
- Full description:** (text area)
- Allow comments:** (checkbox, checked)
- Start date:** (text input field with calendar icon)
- End date:** (text input field with calendar icon)
- Published:** (checkbox, checked)

- 3 From the **Language** dropdown list, select the language of this news item. Customer will only see news items for their selected language.
- 4 In the **Title** field, enter the title of this news item. For example: *The Launching of our new nopCommerce Store*.
- 5 In the **Short Description** field, enter an abstract of this news item. This is the text your visitors will see on news item list.
- 6 In the **Full Description** field, enter the body text of this news item.
- 7 Select the **Allow comments** checkbox to enable customers to add comments to news items.
- 8 In the **Start date** field, select the calendar picker to define the starting date of the news item in Coordinated Universal Time (UTC).

Note: You can leave this field empty if you do not want to define news item start date.

- 9 In the **End date** field, select the calendar picker to define the end date of the news item in Coordinated Universal Time (UTC).

Note: You can leave this field empty if you do not want to news item end date.

- 10 Select the **Published** checkbox to publish this news item in your store.

- 11 Select the **SEO** tab, as follows:

The screenshot shows the 'Add A New News Item' interface with the 'SEO' tab selected. The page header includes a back link and save buttons. The SEO tab contains four input fields: 'Meta keywords', 'Meta description', 'Meta title', and 'Search engine friendly page name', each preceded by a help icon.

- 12 In the **Meta keywords** field, enter the meta keywords to be added to the news page header.
- 13 In the **Meta description** field, enter the meta description to be added to the news page header.
- 14 In the **Meta title** field, override the page title. The default is the title of the news.
- 15 In the **Search engine friendly page name** field, define a search engine friendly page name. For example enter "the-best-news" to make your URL <http://yourStore.com/the-best-news>. Leave this field empty to generate it automatically based on the title of the news.

- 16 Select the **Stores** tab, as follows:

The screenshot shows the 'Add A New News Item' interface with the 'Stores' tab selected. The page header includes a back link and save buttons. The Stores tab contains a single checkbox labeled 'Limited to stores'.

- 17 Select the **Stores** tab, as follows:

The screenshot shows the 'Add A New Category' interface with the 'Stores' tab selected. The page header includes a back link and save buttons. The Stores tab contains a single checkbox labeled 'Limited to stores'.

- 18** Select the **Limited to stores** checkbox, to enable defining the stores where the news item will be available. The window is expanded, as follows:

The screenshot shows a software interface titled "Add A New News Item". At the top right are "Save" and "Save and Continue Edit" buttons. Below is a tab navigation bar with "Info", "SEO", and "Stores" tabs, where "Stores" is currently selected. Under the "Stores" tab, there is a section for "Limited to stores" with a checked checkbox. To its right is a dropdown menu with two options: "Your store name" (which is selected) and "Some second store".

Note: This checkbox is used only when you have several stores configured. For further details refer to [Multi-store Support](#).

- 19** Click **Save**. The news item will be displayed in the public store.

News Comments

This section describes how to add a news comments in nopCommerce.

► **To manage news comments:**

- From the **Content Management** menu, select **News>News Comments**. The **News Comments** window is displayed.

The screenshot shows a table titled "News Comments" with two rows of data. The columns are: Id, News item, Customer, Comment title, Comment text, IP Address, and Created on. Row 1: Id 2, News item "nopCommerce new release!", Customer "View", Comment title "New release", Comment text "I really like to the new release of nopCommerce", IP Address "78.106.107.51", Created on "7/8/2011 12:10:30 PM". Row 2: Id 3, News item "nopCommerce new release!", Customer "View", Comment title "Amazing new features", Comment text "I like to the new features of nopCommerce. Well done!", IP Address "78.106.107.51", Created on "7/8/2011 12:10:53 PM". At the bottom of the table, it says "Displaying items 1 - 2 of 2".

- You can click **Delete** beside the news comment to delete. The news comment will be removed from the system.

Blog

A **blog** is usually maintained by an individual with regular entries of commentary, descriptions of events, or other material such as graphics or video. Blogging enables readers to leave comments in an interactive format. This section describes how to define blog settings, such as whether or not to enable blogs and edit them, notify about new Blog comments and more.

Managing Blogs

This section describes how to manage blog entries in nopCommerce.

► To manage blog entries:

- 1 From the **Content Management** menu, select **Blog > Blog Posts**. The **Blog Posts** window is displayed.

Title	Language	View comments	Start date	End date	Created on	Edit
Customer Service - Client Service	English	View comments - 0			6/26/2012 8:29:22 AM	Edit
Online Discount Coupons	English	View comments - 0			6/26/2012 8:29:21 AM	Edit

- 2 Click **Add new**. The **Add a blog post** window is displayed.

The screenshot shows the 'Add A New Blog Post' form. It has tabs for Info, SEO, and Stores, with Info selected. The 'Info' tab contains fields for Language (set to English), Title (empty), Body (large rich-text editor), Path (empty), and Words (0). Below the body editor are checkboxes for Allow comments (checked), Tags (empty), Start date (empty), and End date (empty).

- 3 From the **Language** dropdown list, select the language of this blog post. The Customer will only see blog posts for their selected language.
- 4 In the **Title** field, enter the title of this blog post.
- 5 In the **Body** field, enter the body text of this blog post.
- 6 Select the **Allow comments** checkbox to enable customers to add comments about your blog post.

- 7 In the **Tags** field, enter a tag to be displayed on the **Blog** page in the public store. The more blog posts associated with a particular tag, the larger it will show in the **Popular Tags** area, displayed in the side bar on the **Blog** page, as follows:

POPULAR BLOG TAGS

asp.net e-commerce money
nopCommerce sample tag

- 8 In the **Start date** field, enter the start date for displaying this blog post in Coordinated Universal Time (UTC).

Note: You can leave this field empty if you do not want to define a blog post start date.

- 9 In the **End date** field, enter the end date for displaying this blog post in Coordinated Universal Time (UTC).

Note: You can leave this field empty if you do not want to define a blog post end date.

- 10 Select the **SEO** tab, as follows:

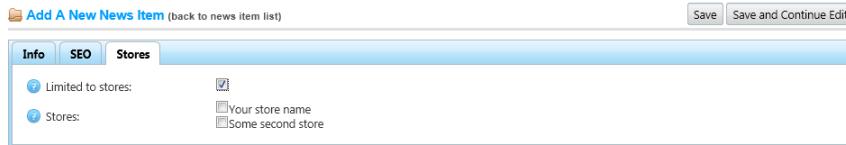
The screenshot shows a software interface for adding a new blog post. At the top, there's a header with a backlink to 'blog post list'. Below the header, there are three tabs: 'Info' (selected), 'SEO', and 'Stores'. The 'SEO' tab contains four input fields, each preceded by a checkbox and a question mark icon. The fields are: 'Meta keywords:' (with an empty input box), 'Meta description:' (with an empty input box), 'Meta title:' (with an empty input box), and 'Search engine friendly page name:' (with an empty input box). At the top right of the form, there are 'Save' and 'Save and Continue Edit' buttons.

- 11 In the **Meta keywords** field, enter the meta keywords to be added to the blog post header.
- 12 In the **Meta description** field, enter the meta description to be added to the blog post header.
- 13 In the **Meta title** field, override the page title. The default is the title of the blog post.
- 14 In the **Search engine friendly page name** field, define a search engine friendly page name. For example enter "the-best-news" to make your URL <http://yourStore.com/the-best-news>. Leave this field empty to generate it automatically based on the title of the blog post.

- 15 Select the **Stores** tab, as follows:



- 16 Select the **Limited to stores** checkbox, to enable defining the stores where the blog post will be available. The window is expanded, as follows:



Note: This checkbox is used only when you have several stores configured. For further details refer to [Multi-store Support](#).

- 17 Click **Save**. The blog post will be displayed in the public store.

*Note: You can click **Edit** in the **Blog posts** window to display the **Edit Blog Post Details** window and then edit the blog post, as described above.*

Blog Comments

This section describes how to add a blog comment in nopCommerce.

► **To manage blog comments:**

- 1 From the **Content Management** menu, select **Blog > Blog Comments**.
The **Blog Comments** window is displayed.

Blog Comments						
		Displaying items 1 - 1 of 1				
Id	Blog post	Customer	Comment	IP Address	Created on	
5	Customer Service - Client Service	View	Great service	79.179.229.134	7/16/2011 7:00:40 PM	Delete
Displaying items 1 - 1 of 1						

- 2 You can click **Delete** beside the blog comment to delete. The blog comment will be removed from the system.

Polls

This section describes how to add polls, define their names language and keywords and define whether to display them in the store.

► Adding polls:

- 1 From the **Content Management** menu, select **Polls**. The **Polls** window is displayed, as shown below.

Name	Language	Display order	Published	Show on home page	Start date	End date	Actions
Do you like nopCommerce?	English	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>			Edit

- 2 Click **Add new**. The **Add a New Poll** window is displayed.

The screenshot shows the 'Add A New Poll' form with the 'Poll Info' tab selected. The form includes fields for Language (dropdown set to English), Name (empty input), System keyword (empty input), Published (checkbox checked), Show on home page (checkbox checked), Allow guests to vote (checkbox unchecked), Display order (dropdown set to 0), Start date (calendar icon), and End date (calendar icon).

- 3 From the **Language** dropdown list, select the language of the poll. Customers will only see polls for their selected language.
- 4 In the **Name** field, enter the descriptive name of this poll. This is the text the customers will see. For example, *What do you think of our store?*
- 5 In the **System keyword** field, enter a system keyword for this poll. System keyword is a unique name used for internal purposes.
- 6 Select the **Published** checkbox to publish this poll in your store.
- 7 Select the **Show on home page** checkbox to display this poll on your home page.
- 8 Select the **Allow guests to vote** checkbox to enable guests to vote for the poll.
- 9 In the **Display order** field, enter the display order of the poll. A value of **1** represents the top of the list.

- 10** In the **Start date** calendar field, select the poll start date in Coordinated Universal Time (UTC).

Note: You can leave this field empty if you do not want to define a poll start date.

- 11** In the **End date** calendar field, select the poll end date in Coordinated Universal Time (UTC).

Note: You can leave this field empty if you do not want to define a poll end date.

- 12** Click **Save**.

- 13** You can click **Edit** in the **Manage polls** window to display the **Edit poll Details** window and then edit the poll, as described above. You can also edit the poll answers and click **Update**. You can remove a poll answer by clicking **Delete**.

- 14** Select the **Poll answers** tab, as follows:

Name	Number of votes	Display order
	0	0

- 15** Click **Add new record** to enter a new poll answer and then click **Insert**. You can then click **Edit** to edit the record, if required. Repeat this step if needed.

Forums

The nopCommerce forums page contains new questions and discussions.

Customers need to register before posting a message to the forum. This section defines the access rights you want to provide to your customers, the editing and deleting rights, the number of posts to display on a page and more, from the **Forums Settings** window, shown below.

Managing Forums

To enable customers to create forum topics and posts, store owner have to first enable forums on the **Forums Settings** page, described above then create a forum group and then create at least one forum. After all these steps are completed, the customer can start using forums, as described on page 311.

*Note: From the Forum Settings window, displayed by selecting **Settings>Forum Settings** from the Configuration menu. You must ensure the **Forums Enabled** checkbox is checked to enable the store owner to create forums*

► To create forums groups:

- 1 From the **Content Management** menu, select **Forums**. The **Manage Forums** window is displayed.

Name	Display Order	Created on	Edit
General	5	7/6/2011 5:13:20 AM	Edit

- 2 Click the **Add New Forum Group** button. The **Add A New Forum Group** window is displayed.

The screenshot shows a form titled "Add New Forum Group". It has two input fields: "Name" (with placeholder "Name") and "Display Order" (with value "1"). At the bottom right are "Save" and "Save and Continue Edit" buttons.

- 3 Define the new forum group details, as follows:

- In the **Name** field, enter the name of this new forum group that the customer will see.
- In the **Display order** field, enter the display order of the forum group. A value of **1** represents the top of the list.

- 4 Click **Save**.

- 5 You can click **Edit** in the **Manage forums** window to display the **Edit forum group details** window and then edit the forum group, as described above.

► **To create forums:**

- 1 From the **Content Management** menu, select **Forums**. The **Manage Forums** window is displayed.

Name	Display Order	Created on	Edit
General	5	7/6/2011 5:13:20 AM	Edit

Note: Forums can be added only if you have at least one forum group.

- 2 Click the **Add New Forum** button. The **Add New Forum** window is displayed.

The screenshot shows the 'Add New Forum' form. It includes fields for 'Forum Group' (set to 'General'), 'Name' (empty), 'Description' (empty), and 'Display Order' (set to '1'). There are 'Save' and 'Save and Continue Edit' buttons at the top right.

- 3 Define the new forum details, as follows:

- From the **Forum group** dropdown list, select the required forum group.
- In the **Name** field, enter the name of the new forum.
- In the **Description** field, enter a description for the new forum.
- In the **Display Order** field, enter the display order of the product template

- 4 Click **Save**.

- 5 You can click **Edit** in the **Manage Forums** window to display the **Edit forum details** window and then edit the forum, as described above.

Topics (pages)

Topics (pages) are free form content blocks that can be displayed on your site, either embedded within other pages, or on a page of their own. These are often used for FAQ pages, policy pages, special instructions, and so on. To create custom pages, you, as the store owner, must create new topics, which you will see in the grid, and you can then enter content for your custom page, which can be written for each language separately. Click **Edit** topic content and save the content.

► **To manage topics:**

- From the **Content Management** menu, select **Topics (Pages)**. The **Topics (pages)** window is displayed.

System name	Password protected	Include in sitemap	Edit
AboutUs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit
CheckoutAsGuestOrRegister	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit
ConditionsOfUse	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit
ContactUs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit
ForumWelcomeMessage	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit
HomePageText	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit
LoginRegistrationInfo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit
PrivacyInfo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit
ShippingInfo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit

- Click **Add new**. The **Add a New Topic** window is displayed, showing the **Topic Info** tab, as follows:

The screenshot shows the 'Add A New Topic' form with the 'Info' tab selected. It includes fields for 'System name', 'Password protected', 'Include in sitemap', 'Title', 'Body', and a rich text editor. There are also 'Save' and 'Save and Continue Edit' buttons at the top right.

- In the **System name** field, enter the system name of this topic.
- Select the **Is password protected** checkbox, if this topic is password protected. The **Password** field is displayed.
- In the **Password** field, enter the password to access the content of this topic.
- Select the **Include in sitemap** checkbox, to include this topic in the sitemap.

Note: When in Edit mode, the URL property is displayed here, enabling you to click on the URL of the topic.

- 7 Select the required language tab. By default, only the **English** language exists.
- 8 Edit the topic information, as follows:
 - In the **Title** field, enter a title for the topic as required.
 - In the **Body** field, edit the topic content using the editor provided.
- 9 Select the **SEO** tab, as follows:

The screenshot shows the 'Add A New Topic' interface with the 'SEO' tab selected. It includes fields for Meta keywords, Meta description, and Meta title, each with a help icon. At the top right are 'Save' and 'Save and Continue Edit' buttons.

- 10 Define the following SEO parameters:
 - In the **Meta keywords** field, enter the required category meta keywords, which are a brief and concise list of the most important themes of your page. The meta keywords tag takes the following format:
 - <meta name="keywords" content="keywords, keyword, keyword phrase, etc." >
 - In the **Meta description** field, enter a description of the category. The meta description tag is a brief and concise summary of your page's content. The meta description tag is in the following format:
 - <meta name="description" content="Brief description of the contents of your page." >
 - In the **Meta title** field, enter the required title. The title tag specifies the title of your Web page. It is code which is inserted into the header of your web page and is in the following format :

```
<head>
<title> Creating Title Tags for Search Engine Optimization
& Web Usability </title>
</head>
```

- 11 Select the **Stores** tab, as follows:

The screenshot shows the 'Add A New Topic' interface with the 'Stores' tab selected. It includes a checkbox for 'Limited to stores'. At the top right are 'Save' and 'Save and Continue Edit' buttons.

- 12 Select the **Limited to stores** checkbox, to enable defining the stores where the topic will be available. The window is expanded, as follows:

Add A New Topic (back to topic list)

Save Save and Continue Edit

Info SEO Stores

Limited to stores:

Stores: Your store name Some second store

Note: This checkbox is used only when you have several stores configured. For further details refer to [Multi-store Support](#).

- 13 Click **Save**. The topic will be displayed in the public store.

*Note: You can click **Edit** in the **Manage Topics** window to display the **Edit Topic** window and then edit the topic, as described above. In the **Topic Info** tab, you can click on the **URL** link at the bottom of the page to view the URL of the topic in the public store.*

Widgets

A widget (or control) is an element of a graphical user interface (GUI) that displays information that can be changed by the user. nopCommerce has several built-in widget plugins (**Google Analytics** or **Nivo Slider**). A list of available widget plugins are displayed in the grid. When adding a widget you should select a widget zone. The widget zone is a part of UI (user-interface) in the public store where this widget will be displayed or rendered. For example, you can place Live Person chat widget on the left column or on the right column.

This section includes the following:

- **Google Analytics Widget Plugin**, below
- **Nivo Slider Widget Plugin**, page 229

Google Analytics Widget Plugin

This section describes how to add and integrate the Google Analytics widget plugin in your store.

► **To add the Google Analytics widget plugin:**

- 1 From the **Content Management** menu, select **Widgets**. The **Widgets** window is displayed.



Friendly name	System name	Display order	Is active	Configure	Edit
Google Analytics	Widgets.GoogleAnalytics	1		Configure	Edit
Live person (Chat)	Widgets.LivePersonChat	1		Configure	Edit

- 2 Besides the **Google Analytics** plugin, click **Edit**. The window is expanded, as follows:



Friendly name	System name	Display order	Is active	Configure	Edit
Google Analytics	Widgets.GoogleAnalytics	<input type="text" value="1"/>	<input type="checkbox"/>	Configure	Update
Live person (Chat)	Widgets.LivePersonChat	1		Configure	Edit

- 3 Select the **Is active** checkbox to enable the **Google Analytics** plugin.

- 4 Click Configure.** The **Configure – Google Analytics** window is displayed, as follows:

The screenshot shows the 'Configure – Google Analytics' window. At the top, it says 'Configure - Google Analytics (back to widget list)'. Below that, there's a note: 'Google Analytics is a free website stats tool from Google. It keeps track of statistics about the visitors and ecommerce conversion on your website.' A note also says 'Follow the next steps to enable Google Analytics integration:'

- Create a Google Analytics account and follow the wizard to add your website
- Copy the Google Analytics ID into the 'ID' box below
- Copy the tracking code from Google Analytics into the 'Tracking Code' box below
- Click the 'Save' button below and Google Analytics will be integrated into your store

Below these instructions, there are several input fields and code snippets:

- Widget zone:** A dropdown menu set to 'HTML tag'.
- ID:** An input field containing 'UA-0000000-0'.
- Tracking code with {ECOMMERCE} line:** A large code snippet block containing the Google Analytics tracking code with a placeholder '{ECOMMERCE}'.
- Tracking code for {ECOMMERCE} part, with {DETAILS} line:** A code snippet block showing the tracking code for the ECOMMERCE part, specifically the {DETAILS} section.
- Tracking code for {DETAILS} part:** A code snippet block showing the tracking code for the DETAILS part.

At the bottom right of the window is a 'Save' button.

- 5 From the Widget zone dropdown list, select the widget zone.** Widget zone is a part of UI (user-interface) in the public store where this widget will be displayed or rendered.
- 6 Perform the following steps to enable Google Analytics integration:**
- Create a **Google Analytics** account at the following link <http://www.google.com/analytics/> and follow the wizard to add your website.
 - Copy the **Google Analytics ID** into the ID box below
 - Click the **Save** button below and **Google Analytics** will be integrated in your store.

Note: After a widget has been added, you can click Edit in the Widgets window, beside the required widget to display the Edit Widget Details window and then edit the widget details, as described above.

Nivo Slider Widget Plugin

This section describes how to add and integrate the Nivo Slider widget plugin. This plugin allows you to display a slider on the home page of your store.

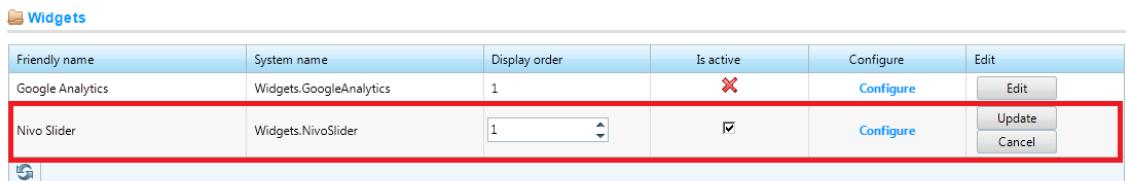
► **To add the Nivo Slider widget plugin:**

- 1 From the **Content Management** menu, select **Widgets**. The **Widgets** window is displayed.



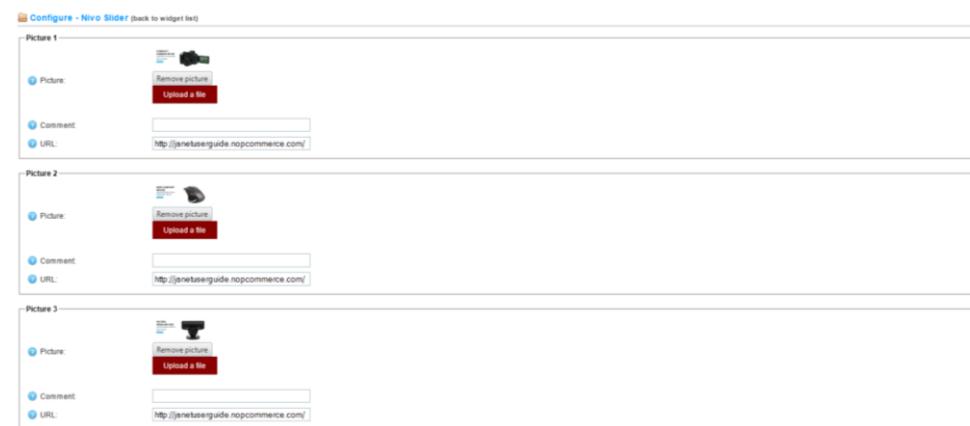
Friendly name	System name	Display order	Is active	Configure	Edit
Google Analytics	Widgets.GoogleAnalytics	1		Configure	Edit
Nivo Slider	Widgets.NivoSlider	1		Configure	Edit

- 2 Besides the **Nivo Slider** plugin, click **Edit**. The window is expanded, as follows:



Friendly name	System name	Display order	Is active	Configure	Edit
Google Analytics	Widgets.GoogleAnalytics	1		Configure	Edit
Nivo Slider	Widgets.NivoSlider	1		Configure	Update Cancel

- 3 Select the **Is active** checkbox to enable the **Nivo Slider** plugin.
- 4 Click **Configure**. The **Configure – Nivo Slider** window is displayed, as follows



The screenshot shows the 'Configure - Nivo Slider' window with three sections for Picture 1, Picture 2, and Picture 3. Each section contains a 'Picture' field with a preview thumbnail, a 'Remove picture' button, and an 'Upload a file' button. Below each preview are 'Comment' and 'URL' input fields. The URL field for Picture 1 contains the value 'http://netuserguide.nopcommerce.com/'.

- 5 Perform the following for each slider you would like to upload:

 - In the **Picture** field, click **Upload a file** to upload the required picture. Click **Remove picture** to remove the existing one.
 - In the **Comment** field, enter a comment for the picture or leave empty to display no text.
 - In the **URL** field, enter the required URL or leave empty if you do not want the picture to be clickable.
- 6 Click the **Save** button below and the **Nivo Slider** will be integrated in your store.

*Note: After a widget has been added, you can click **Edit** in the **Widgets** window, beside the required widget to display the **Edit Widget Details** window and then edit the widget details, as described above.*

Message Templates

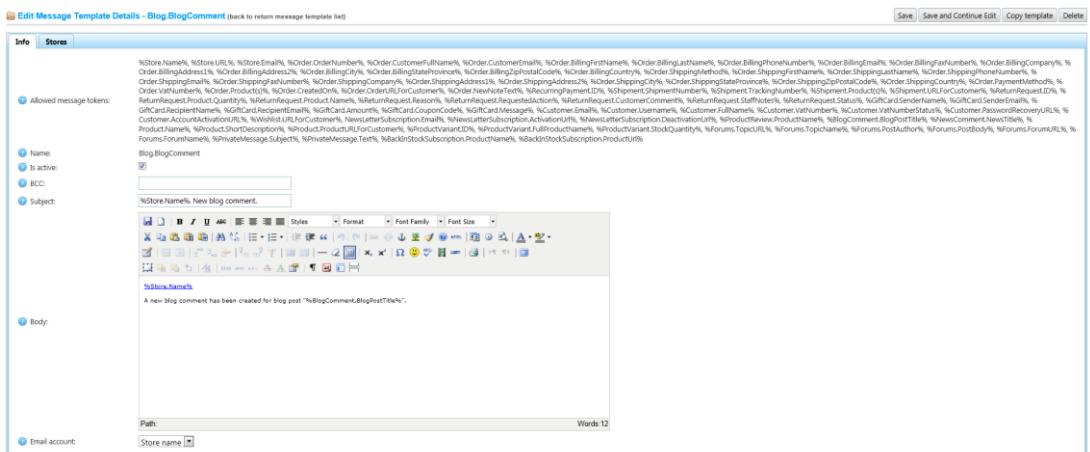
When editing a message template, you must first select the required language of the template since each template is localized for each language and only those users with the selected language will be able to see it.

► To edit message templates

- 1 From the Content Management menu, select Message Templates. The Message Templates window is displayed.

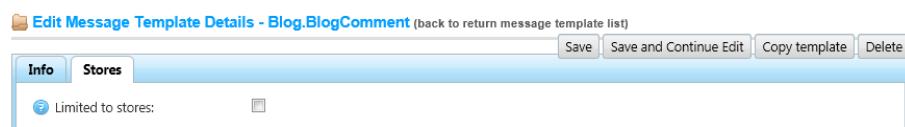
Name	Subject	Is active	Limited to stores	Edit
Blog.BlogComment	%Store.Name%. New blog comment.	✓	Demo store	Edit
Customer.BackInStock	%Store.Name%. Back in stock notification	✓	Demo store	Edit
Customer.EmailValidationMessage	%Store.Name%. Email validation	✓	Demo store	Edit
Customer.NewOrderNote	%Store.Name%. New order note has been added	✓	Demo store	Edit
Customer.NewPM	%Store.Name%. You have received a new private message	✓	Demo store	Edit
Customer.PasswordRecovery	%Store.Name%. Password recovery	✓	Demo store	Edit
Customer.WelcomeMessage	Welcome to %Store.Name%	✓	Demo store	Edit
Forums.NewForumPost	%Store.Name%. New Post Notification.	✓	Demo store	Edit
Forums.NewForumTopic	%Store.Name%. New Topic Notification.	✓	Demo store	Edit
GiftCard.Notification	%GiftCard.SenderName% has sent you a gift card for %Store.Name%	✓	Demo store	Edit
NewCustomer.Notification	%Store.Name%. New customer registration	✓	Demo store	Edit
NewReturnRequest.StoreOwnerNotification	%Store.Name%. New return request.	✓	Demo store	Edit
News.NewsComment	%Store.Name%. New news comment.	✓	Demo store	Edit
NewsLetterSubscription.ActivationMessage	%Store.Name%. Subscription activation message.	✓	Demo store	Edit
NewVATSubmitted.StoreOwnerNotification	%Store.Name%. New VAT number is submitted.	✓	Demo store	Edit
OrderCancelled.CustomerNotification	%Store.Name%. Your order cancelled	✓	Demo store	Edit
OrderCompleted.CustomerNotification	%Store.Name%. Your order completed	✓	Demo store	Edit
OrderPlaced.CustomerNotification	Order receipt from %Store.Name%.	✓	Demo store	Edit
OrderPlaced.StoreOwnerNotification	%Store.Name%. Purchase Receipt for Order #%Order.OrderNumber%	✓	Demo store	Edit
OrderPlaced.VendorNotification	%Store.Name%. Order placed	✓	Demo store	Edit
Product.ProductReview	%Store.Name%. New product review.	✓	Demo store	Edit
QuantityBelow.StoreOwnerNotification	%Store.Name%. Quantity below notification. %Product.Name%	✓	Demo store	Edit
RecurringPaymentCancelled.StoreOwnerNotification	%Store.Name%. Recurring payment cancelled	✓	Demo store	Edit
ReturnRequestStatusChanged.CustomerNotification	%Store.Name%. Return request status was changed.	✓	Demo store	Edit

- Click **Edit** beside the message template to edit. The **Edit Message Template Details** window is displayed.

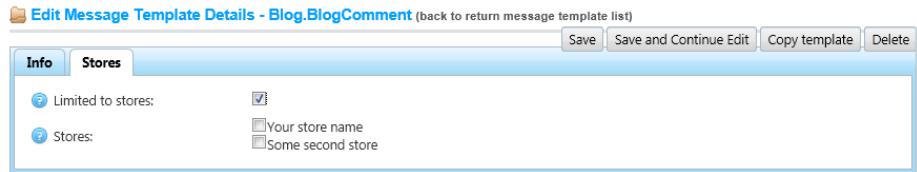


- Select the required language tab. By default, only the **English** language exists.
- Edit the following message details:
 - Select the **Is Active** option to indicate this message template is active and should be sent.
 - In the **BCC** field, enter the blind copy recipients of this e-mail message.
 - In the **Subject** field, edit the subject of the message. You can include tokens in the subject.
 - In the **Body** field, edit the body of the message.
 - From the **Email account** dropdown list, select the email account used to send this message template.

Emails accounts are configured in the **Administration Area**, by selecting **Email Accounts** from the **Configuration** menu, as described in Email Accounts on page 170.
- Select the **Stores** tab, as follows:



- 6 Select the **Limited to stores** checkbox, to enable defining the stores where the message template will be available. The window is expanded, as follows:



Note: This checkbox is used only when you have several stores configured.

For further details refer to [Multi-store Support](#).

- 7 Click **Save**. The message template will be displayed in the public store.

*Note: To create a full copy of the message template, click **Copy template**. This is useful if you have several stores configured and want to create distinct templates for each of your stores.*

Location

This section describes the configuration menu settings. It includes the following:

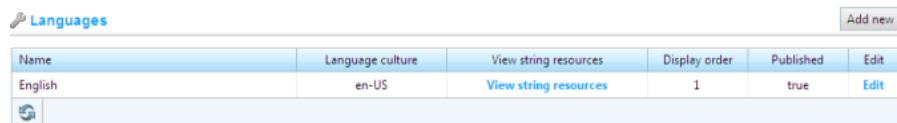
- **Localization**, below
- **Countries and States**, page 235
- **Languages**, page 238
- **Currencies**, page 240

Localization

This section describes how to manage locale string resources of each store for any published language.

► **To manage string resources:**

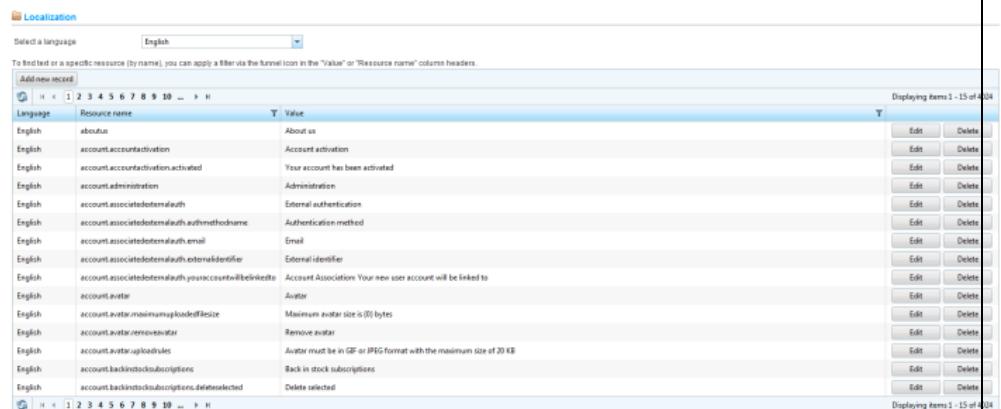
- 1 From the **Configuration** menu select, **Languages**. The **Languages** window is displayed.



The screenshot shows a table titled "Languages". It has columns for Name, Language culture, View string resources, Display order, Published, and Edit. There is one row for "English" with "en-US" in the Language culture column, a blue "View string resources" link in the View string resources column, "1" in the Display order column, "true" in the Published column, and a blue "Edit" button in the Edit column. A "Add new" button is at the top right.

Name	Language culture	View string resources	Display order	Published	Edit
English	en-US	View string resources	1	true	Edit

- 2 From the required language row (**English**, in this case), click the **View string resources** link. The **Localization** window is displayed.



The screenshot shows a table titled "Localization". It has columns for Language, Resource name, and Value. The "Language" column dropdown is set to "English". The "Value" column contains various localization keys like "about.us", "account.accountactivation", etc. Each row has "Edit" and "Delete" buttons. A "Select a language" dropdown at the top left is also set to "English". The bottom status bar says "Displaying Items 1 - 15 of 404".

Language	Resource name	Value		
English	about.us	About us	Edit	Delete
English	account.accountactivation	Account activation	Edit	Delete
English	account.accountactivation.activated	Your account has been activated	Edit	Delete
English	account.administration	Administration	Edit	Delete
English	account.associatedtokens.auth	External authentication	Edit	Delete
English	account.associatedtokens.auth.methodname	Authentication method	Edit	Delete
English	account.associatedtokens.auth.email	Email	Edit	Delete
English	account.associatedtokens.auth.externalidentifier	External identifier	Edit	Delete
English	account.associatedtokens.auth.youraccountwillbelinkedto	Account Associations Your new user account will be linked to	Edit	Delete
English	account.avatar	Avatar	Edit	Delete
English	account.avatar.maximumuploadedfilesize	Maximum avatar size is (0) bytes	Edit	Delete
English	account.avatar.removeavatar	Remove avatar	Edit	Delete
English	account.avatar.uploadrules	Avatar must be in GIF or JPEG format with the maximum size of 20 KB	Edit	Delete
English	account.backinstocksubscriptions	Back in stock subscriptions	Edit	Delete
English	account.backinstocksubscriptions.deleteselected	Delete selected	Edit	Delete

- 3 From the **Select language** dropdown list, filter your results by language.

- 4** Click the **Add new record** button. The window is expanded enabling you to add a new record to the grid, as follows:

Add new record		Displaying items 1 - 15 of 3130		
Language	Resource name	Value		
English			Insert	Cancel
English	AboutUs	About us	Edit	Delete
English	Account.AccountActivation	Account activation	Edit	Delete
English	Account.AccountActivation.Activated	Your account has been activated	Edit	Delete
English	Account.Administration	Administration	Edit	Delete
English	Account.Avatar	Avatar	Edit	Delete

- 5** In the **Resource name** field, enter the resource string identifier.
- 6** In the **Resource value** field, enter a value for this resource string identifier.
- 7** Click **Save**.

Countries and States

This section describes how to define the settings for the country where your customers are located. These settings are used in the registration information window, the billing and shipping address information window and more.

► To define the country settings:

- 1** From the **Configuration** menu, select **Countries**. The **Countries** window is displayed.

 Countries											
	Name	Allows billing	Allows shipping	Two letter ISO code	Three letter ISO code	Numeric ISO code	Subject to VAT	Number of states	Display order	Published	Edit
<input type="checkbox"/>	United States	✓	✓	US	USA	840	✗	62	1	✓	Edit
<input type="checkbox"/>	Canada	✓	✓	CA	CAN	124	✗	13	2	✓	Edit
<input type="checkbox"/>	Afghanistan	✓	✓	AF	AFG	4	✗	0	100	✓	Edit
<input type="checkbox"/>	Albania	✓	✓	AL	ALB	8	✗	0	100	✓	Edit
<input type="checkbox"/>	Algeria	✓	✓	DZ	DZA	12	✗	0	100	✓	Edit
<input type="checkbox"/>	American Samoa	✓	✓	AS	ASM	16	✗	0	100	✓	Edit
<input type="checkbox"/>	Andorra	✓	✓	AD	AND	20	✗	0	100	✓	Edit
<input type="checkbox"/>	Angola	✓	✓	AO	AGO	24	✗	0	100	✓	Edit
<input type="checkbox"/>	Anguilla	✓	✓	AI	AIA	660	✗	0	100	✓	Edit
<input type="checkbox"/>	Antarctica	✓	✓	AQ	ATA	10	✗	0	100	✓	Edit
<input type="checkbox"/>	Antigua and Barbuda	✓	✓	AG	ATG	28	✗	0	100	✓	Edit
<input type="checkbox"/>	Argentina	✓	✓	AR	ARG	32	✗	0	100	✓	Edit
<input type="checkbox"/>	Armenia	✓	✓	AM	ARM	51	✗	0	100	✓	Edit
<input type="checkbox"/>	Aruba	✓	✓	AW	ABW	533	✗	0	100	✓	Edit
<input type="checkbox"/>	Australia	✓	✓	AU	AUS	36	✗	0	100	✓	Edit
<input type="checkbox"/>	Austria	✓	✓	AT	AUT	40	✓	0	100	✓	Edit
<input type="checkbox"/>	Azerbaijan	✓	✓	AZ	AZE	31	✗	0	100	✓	Edit
<input type="checkbox"/>	Bahamas	✓	✓	BS	BHS	44	✗	0	100	✓	Edit
<input type="checkbox"/>	Bahrain	✓	✓	BH	BHR	48	✗	0	100	✓	Edit
<input type="checkbox"/>	Bangladesh	✓	✓	BD	BGD	50	✗	0	100	✓	Edit
<input type="checkbox"/>	Barbados	✓	✓	BB	BRB	52	✗	0	100	✓	Edit
<input type="checkbox"/>	Belarus	✓	✓	BY	BLR	112	✗	0	100	✓	Edit
<input type="checkbox"/>	Belgium	✓	✓	BE	BEL	56	✓	0	100	✓	Edit
<input type="checkbox"/>	Belize	✓	✓	BZ	BLZ	84	✗	0	100	✓	Edit
<input type="checkbox"/>	Benin	✓	✓	BJ	BEN	204	✗	0	100	✓	Edit
<input type="checkbox"/>	Bermuda	✓	✓	BM	BMU	60	✗	0	100	✓	Edit
<input type="checkbox"/>	Bhutan	✓	✓	BT	BTN	64	✗	0	100	✓	Edit
<input type="checkbox"/>	Bolivia	✓	✓	BO	BOL	68	✗	0	100	✓	Edit

Note: You can publish selected countries by selecting the country and then clicking the **Publish** button. You can unpublish selected countries by selecting the country and then clicking the **Unpublish** button.

- 2 Click **Add new**. The **Add a New Country** window is displayed showing the **Country Info** tab.

The screenshot shows the 'Add A New Country' interface. At the top, there's a back link ('back to country list'), a 'Save' button, and a 'Save and Continue Edit' button. Below this is a tab navigation bar with 'Country info' (which is active, highlighted in blue) and 'States and provinces'. The main area contains several input fields with associated icons and checkboxes:

- Name: Input field (empty)
- Allows billing: Checkbox (checked)
- Allows shipping: Checkbox (checked)
- Two letter ISO code: Input field (empty)
- Three letter ISO code: Input field (empty)
- Numeric ISO code: Input field (value: 0)
- Subject to VAT: Checkbox (unchecked)
- Published: Checkbox (checked)
- Display order: Input field (value: 0)

- 3 Define the country settings, as follows:

- In the **Name** field, enter the name of the country.
- Select the **Allows registration** checkbox to enable customers located in this country to register for a store account. By default, all the countries are active. If you need to limit the number of countries from which profile registrations will be welcome, deactivate all the countries that you do not want to be included,
- Select the **Allows billing** checkbox to enable billing to customers located in this country.
- Select the **Allows shipping** checkbox to enable shipping to customers located in this country.
- In the **Two letter ISO code** field, enter the two letter ISO code for this country.
- In the **Three letter ISO code** field, enter the two letter ISO code for this country.
- In the **Numeric letter ISO code** field, enter the numeric ISO code for this country.

- Select the **Subject to VAT** checkbox, to indicate customers in this country are charged EU VAT (the European Union Value Added Tax).

Note: This field is used only when the EU VAT option is enabled on the Tax Settings page, that is accessed in the Administration Area by selecting Tax>Tax Settings from the Configuration menu.

- Select the **Published** checkbox to enable this country to be visible for new account registrations and for the creation of shipping and billing addresses.
- In the **Display order** field, enter the display order of this country. A value of 1 represents the top of the list.

4 Click **Save**.

5 Select the **State and Provinces** tab, as follows:

Name	Abbreviation	Published	Display order
No records to display.			

6 Click the **Add new record** button to add a new state or province. The window is expanded, as follows:

Name	Abbreviation	Published	Display order
		<input type="checkbox"/>	0

7 Define the state/province details, as follows:

- In the **Name** field, enter the name of the state or province.
- In the **Abbreviation** field, enter an abbreviation for the province or state.
- Select the **Published** checkbox to publish the state or province on the website.
- In the **Display order** field, enter the display order of this province or state. A value of 1 represents the top of the list.

8 Click **Save**

*Note: You can click **Edit** in the **Countries** window to display the **Edit country details** window and then edit the country details, as described above.*

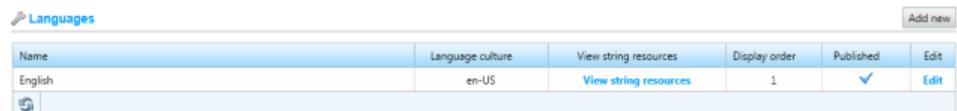
Languages

In nopCommerce, your store can have several languages installed. However, the customers will only see the data that has been defined in their selected language. After adding a new language, the **Import resources from XML** button appears enabling you to import all resources for new language. After adding a new language, the **Export to XML** button appears enabling you to export all resources (including message templates).

Note: You can download new language packs on www.nopCommerce.com from the Extensions section

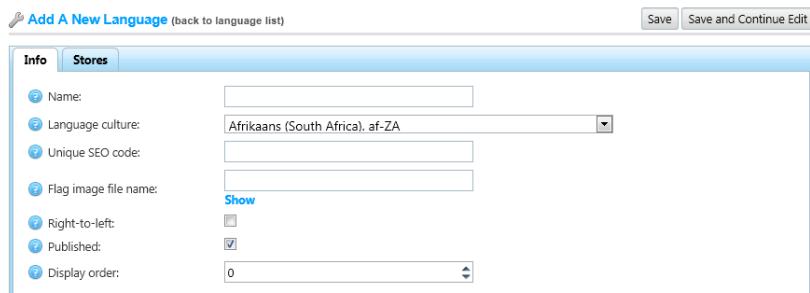
► **To add a new language:**

- 1 From the **Configuration** menu, select **Languages**. The **Languages** window is displayed:



Name	Language culture	View string resources	Display order	Published	Edit
English	en-US	View string resources	1	<input checked="" type="checkbox"/>	Edit

- 2 Click **Add new**. The **Add A New Language** window is displayed.



The screenshot shows the 'Add A New Language' form. The 'Info' tab is selected. The fields are as follows:

- Name: [Input field]
- Language culture: [Dropdown menu set to Afrikaans (South Africa), af-ZA]
- Unique SEO code: [Input field]
- Flag image file name: [Input field] with a 'Show' link below it
- Right-to-left: [checkbox]
- Published: [checkbox checked]
- Display order: [Input field set to 0]

Buttons at the top right: Save, Save and Continue Edit.

- 3 Define the language settings, as follows:

- In the **Name** field, enter the language name.
- From the **Language culture** dropdown list, select the language specific culture code.
- In the **Unique SEO code** field, enter the unique two letter SEO code. This code used to generate URLs such as: <http://www.yourStore.com/en/> when you have more than one published language.

*Note: You should also enable the **SEO friendly URLs with multiple languages** option by selecting **Configuration > Settings > General And Miscellaneous Settings** and then select the **Localization settings** tab*

- In the **Flag image file name** field, enter the flag image file name. The image should be saved under the .../images/flags directory.
- Select the **Right-to-left** checkbox to enable right to left support for this language, where writing starts from the right of the page, and continues to the left (for example, Arabic, Hebrew, etc). The active theme should support RTL (have the appropriate CSS style file). This option affects the public store only.
- Select the **Published** checkbox to enable this language to be visible and selected by visitors in your store.
- In the **Display order** field, enter the display order of this language. A value of 1 represents the top of the list.

4 Select the **Stores** tab, as follows:

Add A New Language (back to language list)

Save Save and Continue Edit

Info	Stores
<input type="checkbox"/> Limited to stores: <input type="checkbox"/>	

5 Select the **Limited to stores** checkbox, to enable defining the stores where the language will be available. The window is expanded, as follows:

Add A New Language (back to language list)

Save Save and Continue Edit

Info	Stores
<input checked="" type="checkbox"/> Limited to stores: <input checked="" type="checkbox"/>	
<input type="checkbox"/> Stores: <input type="checkbox"/> Your store name <input type="checkbox"/> Some second store	

Note: This checkbox is used only when you have several stores configured.

For further details refer to [Multi-store Support](#).

6 Click **Save**.

Currencies

In nopCommerce, only primary store currency is used, which is the currency against which all other allowed currencies will be configured. Although nopCommerce allows having multiple currencies for displaying your product prices, the primary currency is used for payment transactions with online payment gateways.

If you are using an online payment gateway (such as, PayPal, Google Checkout) the amount is sent to the payment gateway and will be the price you entered in primary store currency.

Primary store currency is used by the store administrators only. It is used for setting product prices and does not have to be the same as the published currencies.

If you have only one published currency, the store will not display a currency selector, or any currency symbol with prices. If more than one currency is published, all prices are marked with the currently selected currency. nopCommerce recommends removing any currency that is not required.

nopCommerce uses an exchange rate to calculate the amounts for published currencies. The exchange rate is entered when a currency is added or edited. Or you can use a real-time exchange rate service to calculate the amount, and the price of the product is multiplied by the exchange rate provided.

Exchange rates fluctuate on a daily basis. Therefore, you can edit the exchange rate as often as you need in order to stay current. Actual transactions are only handled in your store's primary currency. On credit card transactions, banks will usually make exchanges automatically based on the most current currency values.

► To define currency settings:

- From the Configuration menu, select Currencies. The Currencies window is displayed.

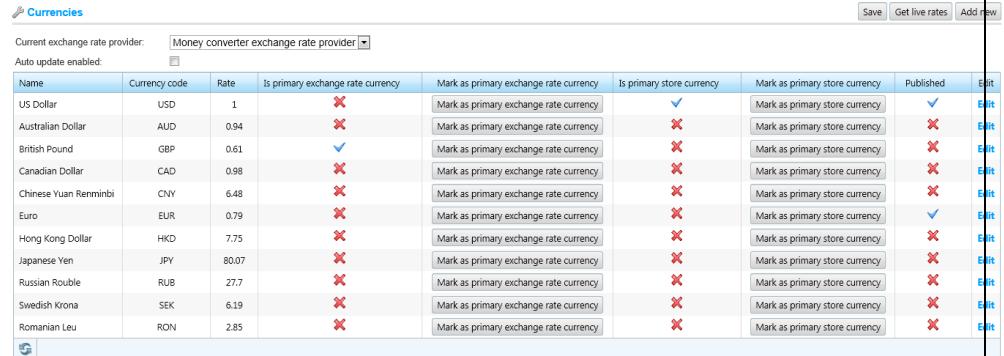
The screenshot shows a software interface titled 'Currencies'. At the top, there are buttons for 'Save', 'Get live rates', and 'Add new'. Below this, there are two dropdown menus: 'Current exchange rate provider' set to 'Money converter exchange rate provider' and 'Auto update enabled' with a checked checkbox. The main area is a table listing 11 currencies:

Name	Currency code	Rate	Is primary exchange rate currency	Mark as primary exchange rate currency	Is primary store currency	Mark as primary store currency	Published	Edit
US Dollar	USD	1	✓	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	✓	Edit
Australian Dollar	AUD	0.94	✗	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	✗	Edit
British Pound	GBP	0.61	✗	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	✗	Edit
Canadian Dollar	CAD	0.98	✗	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	✗	Edit
Chinese Yuan Renminbi	CNY	6.48	✗	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	✗	Edit
Euro	EUR	0.79	✗	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	✓	Edit
Hong Kong Dollar	HKD	7.75	✗	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	✗	Edit
Japanese Yen	JPY	80.07	✗	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	✗	Edit
Russian Rouble	RUB	27.7	✗	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	✗	Edit
Swedish Krona	SEK	6.19	✗	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	✗	Edit
Romanian Leu	RON	2.85	✗	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	✗	Edit

- From the Current exchange rate provider dropdown list, select the exchange rate provider that will be used to get live rates:
- Select the Auto update enabled checkbox, to enable receiving an automatic update of currency rates every hour.
- Click Save.

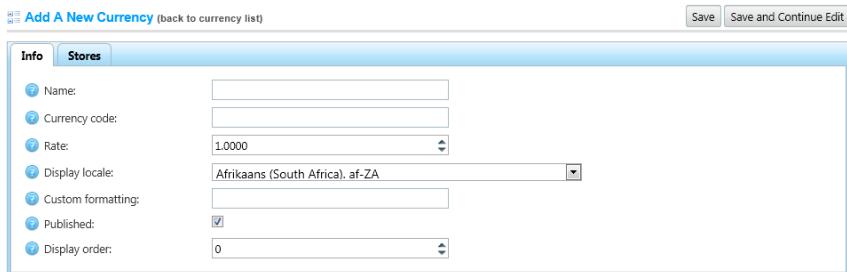
► To add a new currency:

- From the Configuration menu, select Currencies. The Currencies window is displayed.



The screenshot shows a table titled 'Currencies' with columns: Name, Currency code, Rate, Is primary exchange rate currency, Mark as primary exchange rate currency, Is primary store currency, Mark as primary store currency, Published, and Edit. The table lists 13 currencies: US Dollar, Australian Dollar, British Pound, Canadian Dollar, Chinese Yuan Renminbi, Euro, Hong Kong Dollar, Japanese Yen, Russian Rouble, Swedish Krona, and Romanian Leu. Most currencies have their 'Is primary exchange rate currency' and 'Is primary store currency' checkboxes checked with a blue checkmark. The 'Published' column shows mixed results, with some currencies having a blue checkmark and others a red X. The 'Edit' column contains edit icons for each row.

- Click Add new. The Add A New Currency window is displayed.



The screenshot shows the 'Add A New Currency' window with the 'Info' tab selected. It includes fields for Name, Currency code, Rate (set to 1.0000), Display locale (Afrikaans (South Africa), af-ZA), Custom formatting, Published (checked), and Display order (set to 0). There is also a 'Stores' tab and buttons for Save, Save and Continue, and Edit.

- Define the currency settings, as follows:

- In the **Name** field, enter the name of the currency.
- In the **Currency code** field, enter the currency code.
- In the **Rate** field, enter the exchange rate against the primary exchange rate of the currency.
- From the **Display locale** dropdown list, select the display locale for currency values.
- In the **Custom Formatting** field, enter the custom formatting to be applied to the currency values.

- Select the **Published** checkbox to enable this currency to be visible and selected by visitors in your store. nopCommerce supports a multi-currency pricing display. If you have several published currencies, customers will be able select the currency they want.
- In the **Display order** field, enter the display order of this currency. A value of 1 represents the top of the list.

4 Select the **Stores** tab, as follows:

The screenshot shows a web interface for adding a new currency. At the top, there are two buttons: 'Save' and 'Save and Continue Edit'. Below them is a navigation bar with tabs: 'Info' (selected) and 'Stores'. Under the 'Stores' tab, there is a section labeled 'Limited to stores:' with a checked checkbox. To the right of this section is a small icon of a document with a checkmark. The background of the page has a light blue gradient.

- 5** Select the **Limited to stores** checkbox, to enable defining the stores where the currency will be available. The window is expanded, as follows:

This screenshot shows the same 'Add A New Currency' page as the previous one, but the 'Stores' section is now expanded. It contains two groups of checkboxes. The first group, 'Limited to stores:', has a checked checkbox and a small checkmark icon to its right. The second group, 'Stores:', contains two checkboxes: 'Your store name' and 'Some second store', neither of which is checked. The overall layout is identical to the first screenshot, with the 'Info' tab still selected.

*Note: This checkbox is used only when you have several stores configured.
For further details refer to [Multi-store Support](#).*

6 Click **Save**.

*Note: You can click **Edit** in the **Currencies** window to display the **Edit currency details** window and then edit the currency details, as described above.*

► To get live rates:

- From the **Currencies** window, shown on page 242. Click **Get live rates**. The window is expanded as follows:

The screenshot shows the 'Currencies' window with the following details:

- Current exchange rate provider:** Money converter exchange rate provider
- Auto update enabled:**
- Table Headers:** Name, Currency code, Display locale, Rate, Display order, Is primary exchange rate currency, Mark as primary exchange rate currency, Is primary store currency, Mark as primary store currency, Published, Edit.
- Currencies List:**

US Dollar	USD	en-US	1.00	1	<input checked="" type="checkbox"/>	<input type="button" value="Select"/>	<input checked="" type="checkbox"/>	<input type="button" value="Select"/>	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/>
Australian Dollar	AUD	en-AU	0.94	2	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Edit"/>
British Pound	GBP	en-GB	0.61	3	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Edit"/>
Canadian Dollar	CAD	en-CA	0.98	4	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Edit"/>
Chinese Yuan Renminbi	CNY	zh-CN	0.48	5	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Edit"/>
Euro	EUR		0.68	6	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Edit"/>
Hong Kong Dollar	HKD	zh-HK	7.75	7	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Edit"/>
Japanese Yen	JPY	ja-JP	80.07	8	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Edit"/>
Russian Rouble	RUR	ru-RU	27.70	9	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Edit"/>
Swedish Krona	SEK	sv-SE	6.19	10	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Edit"/>
Romanian Leu	RON	ro-RO	2.85	11	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Select"/>	<input type="checkbox"/>	<input type="button" value="Edit"/>
- Live currency rates table:**

Currency Code	Rate	Apply rate
AED	3.67	Apply rate
ARS	413	Apply rate
AUD	0.92	Apply rate
BBD	2.00	Apply rate
BHD	0.38	Apply rate
BOP	7.01	Apply rate
BRL	1.55	Apply rate
CAD	0.95	Apply rate
CHF	0.82	Apply rate
CLP	460.50	Apply rate
CNY	8.45	Apply rate
COP	1769.87	Apply rate
CZK	16.90	Apply rate
DKK	5.20	Apply rate
EGP	5.06	Apply rate
EUR	0.70	Apply rate

- Click **Apply rate** beside the required currency to apply.
- Click **Edit** beside the required currency to edit. The **Edit Currency Details** window is displayed:

The screenshot shows the 'Edit Currency Details - US Dollar' window with the following fields:

- Name:** US Dollar
- Currency code:** USD
- Rate:** 1.0000
- Display locale:** en-US, English (United States)
- Custom formatting:** (empty input field)
- Published:**
- Display order:** 1
- Created on:** 7/6/2011 5:12:17 AM

Buttons at the top right: Save, Save and Continue Edit, Delete.

- 4 Edit the currency details, as follows:

 - In the **Name** field, enter the name of the currency.
 - In the **Currency code** field, enter the currency code.
 - In the **Rate** field, enter the exchange rate against the primary exchange rate of the currency.
 - From the **Display locale** dropdown list, select the display locale for currency values.
 - In the **Custom Formatting** field, enter the custom formatting to be applied to the currency values.
 - Select the **Published** checkbox to enable this currency to be visible and selected by visitors in your store. nopCommerce supports a multi-currency pricing display. If you have several published currencies, customers will be able select the currency they want.
 - In the **Display order** field, enter the display order of this currency. A value of 1 represents the top of the list.
- 5 Click **Save**.

Measures

This section describes how to add and edit the weights and dimensions in the system as well as setting the primary weight and dimension used in nopCommerce.

This section describes how to add weights and dimensions as described in the procedures below.

► To add dimensions:

- 1 From the **Configuration** menu, select **Measures> Dimensions**. The **Dimensions** window is displayed, as follows:

The screenshot shows a web-based administrative interface for managing dimensions. At the top, there's a header bar with a 'Dimensions' icon and a 'Add new record' button. Below the header is a note: 'NOTE: If you change your primary dimension, then do not forget to update the appropriate ratios of the units'. The main area is a table with the following data:

Name	System keyword	Ratio to primary dimension	Display order	Is primary dimension	Mark as primary dimension	
inch(es)	inches	1	1	✓	<input type="checkbox"/> Mark as primary dimension	<input type="button"/> Edit <input type="button"/> Delete
feet	feet	0.08333333	2	✗	<input type="checkbox"/> Mark as primary dimension	<input type="button"/> Edit <input type="button"/> Delete
meter(s)	meters	0.0254	3	✗	<input type="checkbox"/> Mark as primary dimension	<input type="button"/> Edit <input type="button"/> Delete
millimetre(s)	millimetres	25.4	4	✗	<input type="checkbox"/> Mark as primary dimension	<input type="button"/> Edit <input type="button"/> Delete

At the bottom left of the table is a small blue circular icon with a white question mark. Below the table, a note reads: *Note: You can set the primary dimension by clicking **Mark as primary dimension**.*

- 2 Click **Add new record**. The window is expanded, as follows:

Name	System keyword	Ratio to primary dimension	Display order	Is primary dimension	Mark as primary dimension	
		0.0000000	0	✗		<button>Insert</button> <button>Cancel</button>
inch(es)	inches	1	1	✓	<button>Mark as primary dimension</button>	<button>Edit</button> <button>Delete</button>
feet	feet	0.08333333	2	✗	<button>Mark as primary dimension</button>	<button>Edit</button> <button>Delete</button>
meter(s)	meters	0.0254	3	✗	<button>Mark as primary dimension</button>	<button>Edit</button> <button>Delete</button>
millimetre(s)	millimetres	25.4	4	✗	<button>Mark as primary dimension</button>	<button>Edit</button> <button>Delete</button>

- 3 Define the new dimension details, as follows:

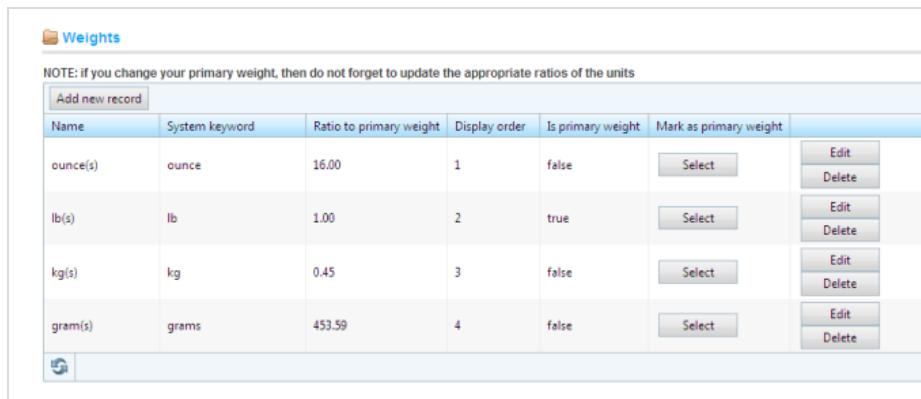
- In the **Name** field, enter the name of the new dimension.
- In the **System keyword** field, enter a system keyword for this dimension.
- In the **Ratio to primary dimension** field, enter the ratio against the primary dimension.
- In the **Display order** field, enter the display order of the dimension in the list. A value of 1 represents the top of the list.

- 4 Click **Save**. The new dimension is added to the **Dimensions** tab.

*Note: You can click **Edit** in the **Dimensions** window, beside the dimension to edit and then edit the dimension details, as described above.*

► To add weights:

- From the Configuration menu, select **Measures>Weights**. The **Weights** window is displayed, as follows:

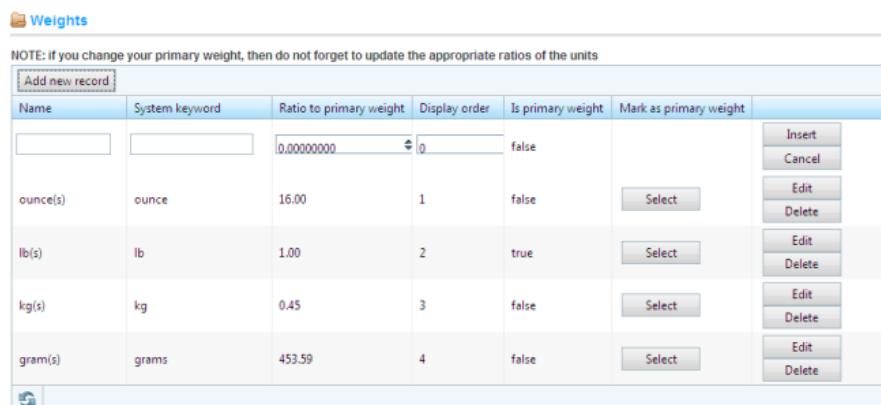


The screenshot shows a software window titled "Weights". At the top left is a folder icon. Below it is a note: "NOTE: if you change your primary weight, then do not forget to update the appropriate ratios of the units". A button "Add new record" is visible. The main area is a table with columns: Name, System keyword, Ratio to primary weight, Display order, Is primary weight, and Mark as primary weight. Each row has "Select", "Edit", and "Delete" buttons. The data rows are:

Name	System keyword	Ratio to primary weight	Display order	Is primary weight	Mark as primary weight	Edit	Delete
ounce(s)	ounce	16.00	1	false	Select	Edit	Delete
lb(s)	lb	1.00	2	true	Select	Edit	Delete
kg(s)	kg	0.45	3	false	Select	Edit	Delete
gram(s)	grams	453.59	4	false	Select	Edit	Delete

*Note: You can set the primary weight by clicking Select in the **Mark as primary weight** column, of the required weight.*

- Click **Add new record**. The window is expanded, as follows:



The screenshot shows the same "Weights" window as above, but the "Add new record" button is now active, causing the table rows to move down and creating a blank row at the top for input. The first cell of this new row contains a cursor. The rest of the table structure and buttons remain the same as in the previous screenshot.

- Define the new weight details, as follows:

- In the **Name** field, enter the name of the new dimension.
- In the **System keyword** field, enter a system keyword for this weight.
- In the **Ratio to primary weight** field, enter the ratio against the primary weight.
- In the **Display order** field, enter the display order of the weight in the list. A value of 1 represents the top of the list.

- Click **Save**. The new dimension is added to the **Weight** tab.

*Note: You can click **Edit** in the **Weights** window, beside the weight to edit and then edit the weight details, as described above*

SMS Providers

The **SMS Providers** window, accessed by selecting **Plugins** from the **Configuration** menu in the **Administration Area**, enables the store owner to configure several SMS providers.

Note. The store owner can activate several SMS providers simultaneously.

► To configure the Verizon SMS Provider:

- 1 From the **Configuration** menu, select **Plugins**. The **Plugins** window is displayed.
- 2 Navigate to the **Verizon SMS provider** in the displayed window:

Promotion feeds	Google Product Search	PromotionFeed.Google	1.20	nspCommerce team	1	true	Configure	Uninstall	Edit
Promotion feeds	PriceGrabber / Yahoo Shopping	PromotionFeed.PriceGrabber	1.04	nspCommerce team	1	true	Configure	Uninstall	Edit
Shipping rate computation	Australia Post	Shipping.AustraliaPost	1.03	nspCommerce team	1	true	Configure	Uninstall	Edit
Shipping rate computation	FedEx	Shipping.FedEx	1.07	nspCommerce team	1	true	Configure	Uninstall	Edit
Shipping rate computation	Fixed Rate Shipping	Shipping.FixedRate	1.06	nspCommerce team	1	true	Configure	Uninstall	Edit
Shipping rate computation	Shipping by weight	Shipping.ByWeight	1.18	nspCommerce team	1	true	Configure	Uninstall	Edit
Shipping rate computation	UPS (United Parcel Service)	Shipping.UPS	1.06	nspCommerce team	1	true	Configure	Uninstall	Edit
Shipping rate computation	USPS (US Postal Service)	Shipping.USPS	1.08	nspCommerce team	1	true	Configure	Uninstall	Edit
Shipping rate computation	Canada Post	Shipping.CanadaPost	1.03	nspCommerce team	3	true	Configure	Uninstall	Edit
SMS providers	Clickatell SMS Provider	MobileSMS.Clickatell	1.03	nspCommerce team	1	true	Configure	Uninstall	Edit
SMS providers	Verizon SMS Provider	MobileSMS.Verizon	1.04	nspCommerce team	1	true	Configure	Uninstall	Edit
Tax providers	Fixed tax rate provider	Tax.FixedRate	1.03	nspCommerce team	1	true	Configure	Uninstall	Edit
Tax providers	Free tax rate provider	Tax.FreeTaxRate	1.00	nspCommerce team	1	true	Configure	Uninstall	Edit
Tax providers	Statewide Basic (US and CA Only)	Tax.Statewide.Basic	1.02	nspCommerce team	1	true	Configure	Uninstall	Edit
Tax providers	Tax By Country & State & Zip	Tax.CountryStateZip	1.15	nspCommerce team	1	true	Configure	Uninstall	Edit

Click the **Configure** link beside the **Verizon SMS Provider**. The **Configure – Verizon SMS Provider** window is displayed, as follows:

Configure - Verizon SMS Provider (back to plugin list)

Enabled: Email:

Save

Send test message

Message text:

Send

- 3 Select the **Enabled** checkbox to enable the SMS provider.

- 4 In the **Email** field, enter the Verizon email address, for example, phonenumber@vtext.com.

This service is used to remind you by SMS not only by email. Meaning, you can also send these messages to your cellular phone. The most popular email carriers are displayed below for your information:

- T-Mobile: phonenumber@tmomail.net
- Virgin Mobile: phonenumber@vmobl.com
- Cingular: phonenumber@cingularme.com
- Sprint: phonenumber@messaging.sprintpcs.com
- Verizon: phonenumber@vtext.com
- Nextel: phonenumber@messaging.nextel.com

Note: phone number is your 10 digit phone number.

- 5 Click **Save**. When you receive a new order, an SMS text message will be sent to the mobile phone number you entered in the **Phone number** field.
- 6 In the **Send test message** area, enter the message text in the **Message text** field and click **Send**.

External Authentication Methods

These methods allow users to login to nopCommerce site without entering their credentials (email and password). Users can be authenticated using an external site (such as, Facebook, Google, and so on). nopCommerce has three built-in external authentication methods.

After an external authentication method is configured and marked as active, users will have new authentication options on the login page.

You can enable logged-in users using external methods to be registered automatically by selecting **Configuration>Settings>Customer Settings** to display the **Customer Settings** page, and then select the **External authentication settings** tab and select the **Auto register enabled** checkbox.

For further details refer to page 151.

► **To display the External Authentication Methods window:**

- From the **Configuration** menu, select **External Authentication Methods**. The **External Authentication Methods** window is displayed.

External Authentication Methods					
Friendly name	System name	Display order	Is active	Configure	Edit
OpenID	ExternalAuth.OpenId	1	✗	Configure	Edit
Facebook	ExternalAuth.Facebook	5	✗	Configure	Edit

The external authentication methods and their configuration settings that you can use in nopCommerce are described below:

- OpenId Authentication**, below
- Facebook Authentication**, page 252

Note: To activate an external authentication method, Click the **Edit** button beside the required external authentication method, and check the **Is active checkbox** and click **Update**. The **Is active** option changes from *false* to *true*.

OpenID Authentication

Configuration is not required for OpenID authentication. The store owner is only required to mark this method as active in order to enable it. OpenID is an open standard that describes how users can be authenticated in a decentralized manner, removing the need for services to provide their own Ad Hoc systems and allowing users to consolidate their digital identities. After it is enabled users will be able to log in using the following providers: Google, Yahoo, AOL, myOpenID, OpenID, LiveJournal, WordPress, Blogger, and more.

► **To activate OpenID authentication:**

- Activate OpenID by clicking the **Edit** button beside the **OpenID** external authentication method, and check the **Is active** checkbox and click **Update**. The **Is active** option changes from false to true.

Facebook Authentication

You can configure **Facebook**, in the **Configure Facebook** window, as described below.

► **To configure facebook authentication:**

- 1 Activate **Facebook** by clicking the **Edit** button beside the **Facebook** external authentication method, and check the **Is active** checkbox and click **Update**. The **Is active** option changes from false to true.
- 2 Click **Configure**. The **Configure - Facebook** window is displayed.

The screenshot shows a configuration interface for Facebook. At the top, there's a header with a gear icon and the text "Configure - Facebook" followed by a link "(back to authentication method list)". Below the header, there are two input fields: "App ID/API Key" and "App Secret", each preceded by a question mark icon. To the right of these fields are two empty text boxes. At the bottom of the form is a "Save" button.

- 3 In the **App ID/API Key** field, enter your Facebook client key identifier.
- 4 In the **App secret** field, enter your Facebook application secret.
- 5 Click **Save**.

Facebook Shop Integration

► To configure Facebook shop integration:

- 1 Select **Plugins** from the **Configuration** menu in the **Administration Area**.
- 2 Click the **Configure** button besides the **Facebook shop** plugin to go to the plugin configuration page:

The screenshot shows the 'Plugins' section of the nopCommerce administration interface. It lists several installed plugins, each with its name, version, author, system name, display order, installation status (Installed or Uninstalled), and edit/uninstall buttons. The 'Facebook Shop' plugin is highlighted with a green border and a 'Configure' button.

Group	Logo	Plugin Info	Installation
Discount requirements		Must be assigned to customer role Version: 1.08 Author: nopCommerce team System name: DiscountRequirement.MustBeAssignedToCustomerRole Display order: 1 Installed: ✓ Edit	Uninstall
Exchange rate providers		Money converter exchange rate provider Version: 1.05 Author: nopCommerce team System name: CurrencyExchange.MoneyConverter Display order: 1 Installed: ✓ Edit	Uninstall
ExternalAuth methods		OpenID authentication Version: 1.20 Author: nopCommerce team System name: ExternalAuth.OpenId Display order: 1 Installed: ✓ Is enabled: ✘ Configure Edit	Uninstall
ExternalAuth methods		Facebook authentication Version: 1.24 Author: nopCommerce team System name: ExternalAuth.Facebook Display order: 5 Installed: ✓ Is enabled: ✘	Uninstall

The **Configure – Facebook Shop** window is displayed:

The configuration window has a header 'Configure - Facebook Shop (back to plugin list)'. It contains sections for 'Configuration notes', 'HTTPS requirement', 'Facebook developer application', and 'Installing your iFrame application on your Fan Page'. A note at the bottom states: 'Navigate to the following URL in your browser: https://www.facebook.com/dialog/pagetab?app_id=YOUR_APP_ID&next=YOUR_URL. Replace "YOUR_APP_ID" with your App ID and "YOUR_URL" with your app's URL, both of which values are available in your app settings. You'll see an "Add page tab" page. After selecting your Facebook page from the pulldown menu and clicking "Add Page Tab", your iFrame app should appear on your Fan Page.'

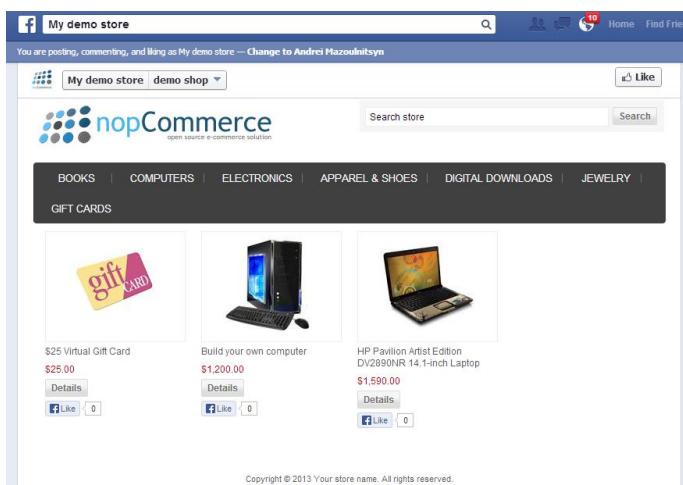
Note: HTTPS Requirement: The server must be secure, i.e., have an SSL Security Certificate for the domain under which it's hosted.

3 Creating an application in Facebook:

- The first step is to create an application in Facebook. You can perform this step by going to <https://developers.facebook.com/apps/>
- Select the **Page Tab** integration type
- Enter **Page Tab Name**. The displayed name of the tab in the page navigation
- In the **Page Tab URL** field enter
<http://www.yourstore.com/facebook/shop/>
- In the **Secure Page Tab URL** field enter
<https://www.yourstore.com/facebook/shop/> (same as the **Page Tab URL** but with HTTPS instead of HTTP)
- For the Page Tab Width. select **Normal** (810px).

4 Installing your iFrame application on your Fan Page

- Navigate to the following URL in your browser:
https://www.facebook.com/dialog/pagetab?app_id=YOUR_APP_ID&next=YOUR_URL
- Replace **YOUR_APP_ID** with your App ID and **YOUR_URL** with your app's URL, both of which values are available in your app settings.
- An **Add page tab** page is displayed. After selecting your Facebook page from the dropdown and clicking **Add Page Tab** your iFrame app should appear on your Fan Page. As shown in the following example:



Plugins

The **Plugins** window is accessed by selecting **Plugins** from the **Configuration** menu in the **Administration Area**. Plugins are a set of components adding specific capabilities to nopCommerce. Examples of plugins are Payment modules, Shipping Rate Computation Methods and so on. Additional plugins can be downloaded from www.nopCommerce.com. This section describes how to install plugins manually.

► To install plugins:

- 1 Upload the plugin to the /plugins folder in your nopCommerce directory.
- 2 Restart your application (or click 'Reload list of plugins' button).
- 3 Scroll down through the list of plugins to find the newly installed plugin.
- 4 Click on the **Install link** to install the plugin.
- 5 The plugin is displayed in the **Plugins** windows. This can be accessed from the Configuration menu by selecting **Plugins**.

► To uninstall plugins:

- 6 Select **Plugins** from the **Configuration** menu in the **Administration Area**. The **Plugins** window is displayed:

The screenshot shows the 'Plugins' configuration window with the following details:

Group	Logo	Plugin Info	Installation
Discount requirements		<p><i>Customer had spent x.xx amount</i> Version: 1.10 Author: nopCommerce team System name: DiscountRequirement.HadSpentAmount Display order: 1 Installed: ✓ Edit</p>	Uninstall
Discount requirements		<p><i>Customer has all of these products in the cart</i> Version: 1.11 Author: nopCommerce team System name: DiscountRequirement.HasAllProducts Display order: 1 Installed: ✓ Edit</p>	Uninstall
Discount requirements		<p><i>Customer has one of these products in the cart</i> Version: 1.11 Author: nopCommerce team System name: DiscountRequirement.HasOneProduct Display order: 1 Installed: ✓ Edit</p>	Uninstall
Discount requirements		<p><i>Must be assigned to customer role</i> Version: 1.08 Author: nopCommerce team System name: DiscountRequirement.MustBeAssignedToCustomerRole Display order: 1 Installed: ✓ Edit</p>	Uninstall

- 7 Click the **Configure** link besides the plugin to go to the plugin configuration page. If the **Configure** link does not exist beside a plugin, this indicates the plugin does not require any configuration.

- 8 Click the **Uninstall** link beside the plugin to uninstall. The plugin is uninstalled. The link in the **Installation column** changes to **Install** enabling you to reinstall the plugin at any time.

*Note: you can click the **Reload list of plugins** button to reload the plugins to the system.*

► To change plugin friendly name and display order:

- 1 Select **Plugins** from the **Configuration** menu in the **Administration Area**. The **Plugins** window is displayed, as shown on the previous page.
- 2 Click **Edit** besides the plugin. The **Edit Plugin details** window is displayed for the selected plugin, showing the **Plugin Info** tab, as shown in the following example:

The screenshot shows the 'Edit Plugin Details' window with the 'Plugin Info' tab selected. There are three input fields: 'Friendly name' (Google Analytics), 'Display order' (1), and 'Is enabled' (unchecked). A 'Save' button is located in the top right corner.

- 3 In the **Friendly name** field enter the required information.
- 4 In the **Display order** field, define the required location to display this plugin. **1** represents the top of the list.
- 5 Select the **Is enabled** field to enable this plugin.
- 6 Select the **Stores** tab, as follows:

The screenshot shows the 'Edit Plugin Details' window with the 'Stores' tab selected. There is one checkbox: 'Limited to stores' (unchecked). A 'Save' button is located in the top right corner.

- 7 Select the **Limited to stores checkbox** to determine whether the plugin is limited to certain stores.
- 8 Click the **Save** button located at the top of the page.

6 Promotions

This section describes how to define additional options for site promotion and how to use them in nopCommerce. This includes:

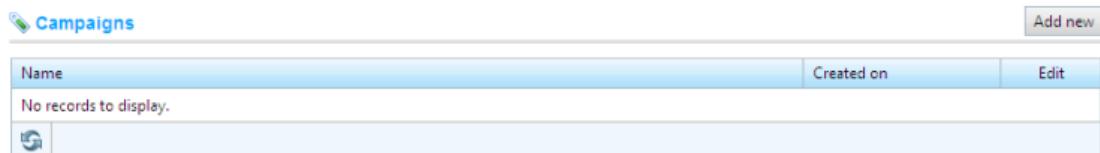
- **Campaigns**, below
- **Newsletter Subscribers**, page 260
- **Discounts**, page 261
- **Promotion Feeds**, page 265
- **Affiliates**, page 266

Campaigns

During customer registration, a customer can select the **Newletters** option to receive nopCommerce newsletters. The store owner can send emails to customers subscribed to newsletters.

► **To add campaigns:**

- 1 From the **Promotions** menu, select **Campaigns**. The **Campaigns** window is displayed.



The screenshot shows a table titled 'Campaigns' with a 'New' button in the top right corner. The table has columns for 'Name', 'Created on', and 'Edit'. A message 'No records to display.' is shown above the table. There is one empty row in the table.

Name	Created on	Edit
No records to display.		
 []		

2 Click **Add new**. The **Add a new campaign** window is displayed.

The screenshot shows the 'Add A New Campaign' form. At the top right are 'Save' and 'Save and Continue Edit' buttons. Below them is a rich text editor toolbar. The form contains fields for 'Name' (with a placeholder 'Enter name...'), 'Subject' (with a placeholder 'Enter subject...'), and 'Body' (with a placeholder 'Enter body...'). A 'Path:' field is also present. A note at the bottom states: 'Allowed message tokens: %Store.Name%, %Store.URL%, %Store.Email%, %NewsLetterSubscription.Email%, %NewsLetterSubscription.ActivationUrl%, %NewsLetterSubscription.DeactivationUrl%'.

3 Define the campaign details, as follows:

- In the **Name** field, enter the campaign name.
- In the **Subject** field, enter the subject of the campaign.
- In the **Body** field, enter the body text of the campaign.

4 Click **Save**. The **Campaigns** window is displayed, as follows:

The screenshot shows the 'Campaigns' list. At the top right is an 'Add new' button. The table has columns for 'Name', 'Created on', and 'Edit'. One row is visible, showing 'Campaign 1' created on '7/20/2011 5:15:13 AM' with an 'Edit' link. A success message at the top left says 'The new campaign has been added successfully.'

Name	Created on	Edit
Campaign 1	7/20/2011 5:15:13 AM	Edit

- 5 Click **Edit** besides the campaign to edit. The **Edit Campaign** window is displayed.

The screenshot shows the 'Edit Campaign - Campaign 1' interface. At the top, there are buttons for 'Save', 'Save and Continue Edit', and 'Delete'. A message at the top says, 'Make sure you've tested the campaign before sending it out to multiple customers. Save your campaign first by clicking "Save" button.' Below this, there are fields for 'Send test email to:' with a placeholder 'Enter email address...', a 'Send test email' button, and a 'Send mass email' button. There are also fields for 'Name:' (set to 'Campaign 1') and 'Subject' (set to 'New Campaign'). A rich text editor toolbar is above a large text area containing the text 'A great campaign'. Below the text area, there is a 'Path:' field showing 'Words: 3' and an 'Allowed message tokens:' field containing '%Store.Name%', '%Store.URL%', '%Store.Email%', '%NewsLetterSubscription.Email%', '%NewsLetterSubscription.ActivationUrl%', '%NewsLetterSubscription.DeactivationUrl%'. The bottom right corner of the text area has a 'Words: 3' indicator.

- 6 In the **Sent test email to** field, enter the required test email to send and click the **Send test email** button. The test email is sent for testing purposes.
- 7 Click the **Send mass email**, to send this campaign email to ALL customers subscribed to newsletters.
- 8 Edit the campaign details as described in **Adding a New Campaign**, on the previous page.
- 9 In the **Allowed message tokens** field, enter the allowed list of message tokens you can use in your campaign email.
- 10 Click **Save**.

Newsletter Subscribers

NopCommerce enables shop owner to manage and display the users that are subscribed to the newsletter. In addition, you can export the list of subscribers to an external CSV file as well import list of subscribers from an external CSV file into nopCommerce.

► To load Newsletter subscribers:

- 1 From the Promotions menu, select Newsletter Subscribers. The **Newsletter Subscribers** window is displayed.

The screenshot shows a table with two rows of subscriber data. The columns are labeled 'Email', 'Active', and 'Subscribed on'. Each row contains an email address, an active status indicator (checkmark), and a subscription date. There are 'Edit' and 'Delete' buttons for each row. The top right corner of the table area says 'Displaying items 1 - 2 of 2'.

Email	Active	Subscribed on	
admin@yourStore.com	✓	11/20/2012 6:21:22 AM	<button>Edit</button> <button>Delete</button>
some_customer@gmail.com	✓	11/20/2012 6:21:19 AM	<button>Edit</button> <button>Delete</button>

- 2 In the **Email** enter the email of the subscriber to find, or leave this field empty and click **Search** to load the all the newsletter subscribers in the system.

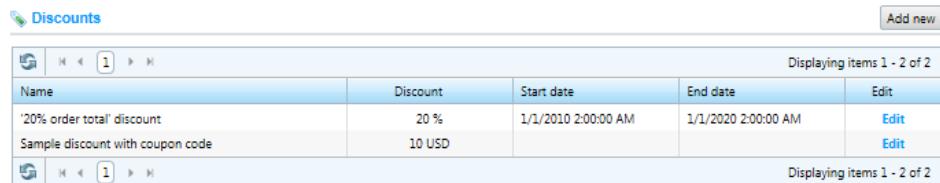
Note: You can click [Import from CSV](#) to import subscriber lists in CSV format. Ensure that each line of the CSV file is in the following format: email_address,is_active. For example, [test@test.com,true](#). In addition you can click [Export to CSV](#) to export subscriber lists.

Discounts

In nopCommerce you can use discounts to enable access to great offers. The online coupons allow access to massive discounts on a variety of products. The coupon code option is most commonly used when using a shopping cart. The coupon code is entered on the order page just before checking out. Every online shopping resource has a discount coupon submission option to confirm the coupon code. Products in nopCommerce can have any number of discounts attached. In these situations, nopCommerce will automatically calculate the best possible price for the customer based on all the available discounts and group memberships.

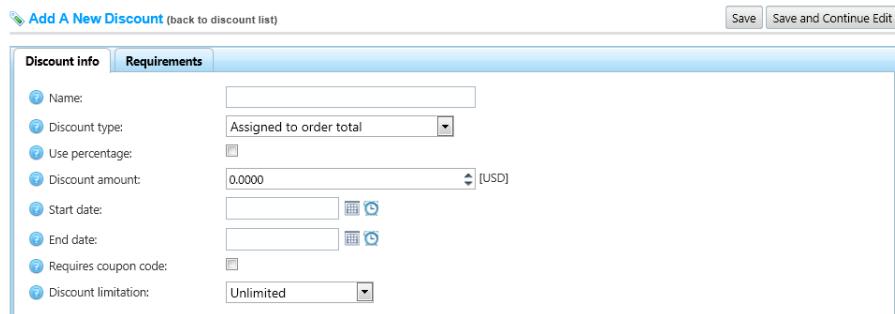
► **To add discounts:**

- 1 From the **Promotions** menu, select **Discounts**. The **Discounts** window is displayed.



Discounts				
Name	Discount	Start date	End date	Edit
'20% order total' discount	20 %	1/1/2010 2:00:00 AM	1/1/2020 2:00:00 AM	Edit
Sample discount with coupon code	10 USD			Edit

- 2 Click **Add new**. The **Add A New Discount** window is displayed, showing the **Discount Info** tab.



The screenshot shows the 'Add A New Discount' form with the 'Discount Info' tab selected. The form includes fields for Name, Discount type, Use percentage, Discount amount, Start date, End date, Requires coupon code, and Discount limitation. Buttons for Save, Save and Continue Edit, and Back to discount list are visible at the top right.

- 3 Define the discount details, as follows:

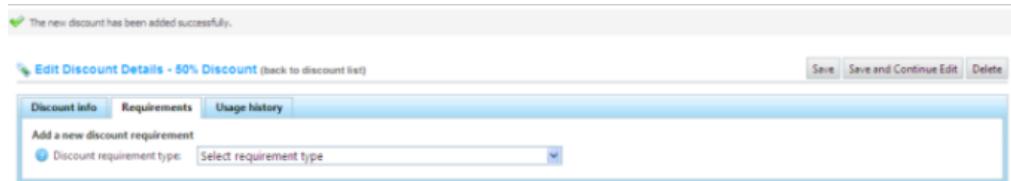
- In the **Name** field, enter the name of the discount.
- From the **Discount type** dropdown list, assign the discount to the required option, as follows:
 - **Assigned to order total**: These discounts are applied to the entire customer order (order total).

- **Assigned to products:** After this discount is created, the store owner has to assign this discount to a product (on the product details page).
 - **Assigned to categories:** After this discount is created, the store owner has to assign this discount to a category appearing in the Discount applied to the category tab (category details page). This enables the discount to be applied to all products in this category.
 - **Assigned to shipping:** These discounts are applied to the shipping fee.
 - **Assigned to order total:** These discounts are applied to the order subtotal value.
- Select the **Use percentage** checkbox to apply a percentage discount to the order or SKU. Otherwise, a set value is discounted.
 - In the **Discount amount** field, enter the discount amount to apply to the order or SKU.
 - In the **Start date calendar** field, select the beginning of the discount period in Coordinated Universal Time (UTC).
 - In the **End date calendar** field, select the end of the discount period in Coordinated Universal Time (UTC).
 - Select the **Requires coupon code** checkbox to enable a customer to supply a coupon code for the discount to be applied.

The **Coupon code** option appears. The store owner enters the required coupon code in this field. This enables customers to enter this provided coupon code provided during checkout to apply the discount.
- From the **Discount limitation** dropdown list, select the required limitation regarding the discount, as follows:
 - **Unlimited:** Select this option to enable the discount to be used for an unlimited number of times.
 - **N Times only:** Select this option to enable the discount to be used N times only (no matter by whom). The **N Times** field is displayed.
 - **N Times per Customer:** Select this option to enable the discount to be used N times per customer. The **N Times** field is displayed.

4 Click **Save**.

5 Select the Requirements tab, as follows:



6 From the **Discount requirement type** dropdown list, select the requirements for the discount to be applied, as follows:

- None
- **Must be assigned to customer role:** when this option is selected, a new tab named Customer Roles will appear. The store owner must then define the customer roles enabling the customer to be in one of selected customer roles, if a discount should be applied
- **Customer has all of these products in the cart:** This requirement is identical to the **Had purchased all of these products requirement** described below with the difference that the entered product(s) are in the current cart.
- **Customer has one of these products in the cart:** This requirement is identical to the **Had purchased one of these products requirement** described below with the difference that the entered product(s) are in the current cart
- **Had spent x.xx amount:** This discount is applied if a customer has previously spent a certain amount. The window is expanded to display the **Required spent amount** field. The store owner must then enter a required **x.xx** amount.

*Note: You can click **Edit** in the **Manage discounts** window to display the **Edit discount details** window and then edit the discount details, as described above.*

Discount Usage History

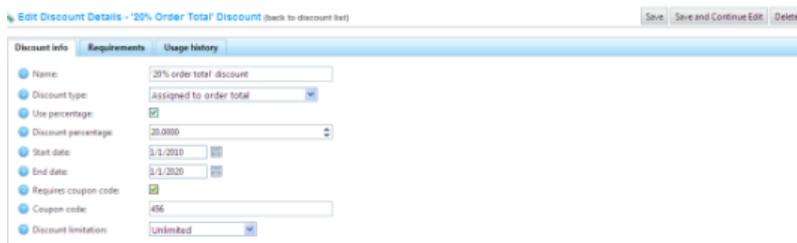
This tab enables you to view the discount history, meaning which customer used it, with which order and the date it was used.

► To view discount usage history:

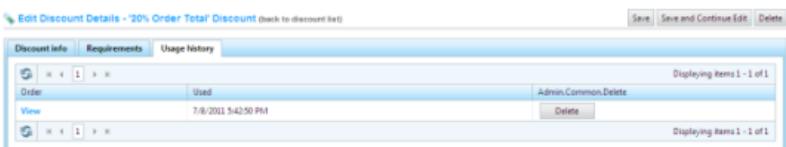
- 1 From the **Promotions** menu, select **Discounts**. The **Discounts** window is displayed.

Name	Use percentage	Discount percentage	Discount amount	Start date	End date	Edit
50% discount	true	0.00	0.00			Edit
50% discount	true	0.00	0.00			Edit
'20% order total' discount	true	20.00	0.00	1/1/2010 12:00:00 AM	1/1/2020 12:00:00 AM	Edit
Sample discount with coupon code	false	0.00	10.00			Edit

- 2** Click **Edit** in the required discount. The **Edit Discount Details** window is displayed showing the **Discount Info** tab, as follows:



- 3** Select the **Usage History** tab, as follows:



- 4** In the **Order** column, click **View** to display the **Order Details** page for the order the discount was used for.
- 5** You can click **Delete** to remove this entry from the list.

Promotion Feeds

This section describes the promotion providers that nopCommerce supports out of the box. These include:

Google Product Search

The first promotion provider is the *Google product search* also known as *Google Product Search*. nopCommerce supports exporting products to the Google Product Search XML format. This enables you to promote your products and services and get more visibility

You can increase traffic to your store using *Google Product Search (Froogle)*, which helps shoppers find and buy products across the web. As a seller, you can submit your products to Google Product Search, allowing shoppers to quickly and easily find your site.

To learn more about Google Product Search, refer to the following:

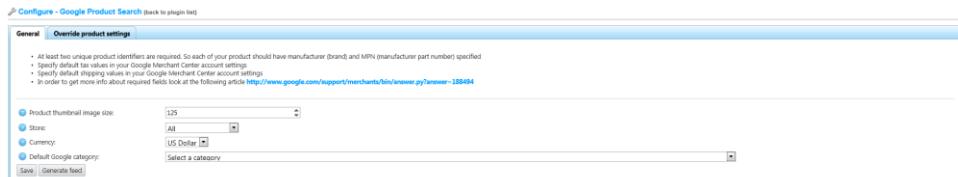
<http://www.google.com/products>

http://www.google.com/products/intl/en_us/about.html

http://www.google.com/intl/en_us/products/submit.html

► To generate the Google Product Search feed:

- 1 From the Configuration menu, select Plugins. The Plugins window is displayed.
- 2 Click Configure beside the Promotion Feeds - Google Product Search feed. The Configure – Google Product Search window is displayed.



- 3 Click the **Generate feed** button.
- 4 Click on the [Generated file path \(static\)](#) link to download generated product feed.
- 5 Upload your product data to Google and make it available to Google Product Search and other Google services.

Affiliates

Affiliate Marketing is an Internet-based marketing practice in which a business rewards one or more affiliates for each visitor or customer. It is basically a web-based pay-for-performance program designed to compensate affiliate partner web sites for driving qualified leads or sales to a merchant web site.

Affiliates are third parties who refer customers to your site. The nopCommerce software can track those referrals so that the store administrator can determine what commission to pay them. Once a customer is assigned an affiliate ID, every order they place is also tagged with that ID.

In nopCommerce, an affiliate partner URL is as follows:

(<http://www.yourstore.com/?AffiliateID=N> (where N is an affiliate ID)).

This URL is displayed when you visit the affiliate details page, after it has been added: When this hyperlink is clicked from the affiliate site, the default.aspx looks for an **Affiliate ID** query string parameter. If one exists, the customer is tagged with that affiliate. The store owner can see a list of all affiliated customers on the affiliate details page, which is the **Affiliated Customers** in nopCommerce. When an affiliated customer places an order, you can see this order on the affiliate details page under the **Affiliate orders** tab.

► **To add an affiliate**

- 1 From the **Promotions** menu, select **Affiliates**. The **Manage Affiliates** window is displayed.

Affiliates			
		Displaying items 1 - 1 of 1	
First name	Last name	Active	Edit
Will	Hopkins	✓	Edit
		Displaying items 1 - 1 of 1	

- 2 Click **Add new**. The **Add A New Affiliate** window is displayed.

The screenshot shows the 'Add A New Affiliate' form. The title bar says 'Add A New Affiliate (back to affiliate list)'. There are two buttons at the top right: 'Save' and 'Save and Continue Edit'. The main area is titled 'Affiliate info' and contains a list of fields with placeholder text and validation icons. The fields are: Active (checkbox), First name (text input), Last name (text input), Email (text input), Company (text input), Country (dropdown menu with 'Select country' placeholder), State / province (dropdown menu with 'Other (Non US)' placeholder), City (text input), Address 1 (text input), Address 2 (text input), Zip / postal code (text input), Phone number (text input), and Fax number (text input).

- 3 Define the affiliate details, as follows:

 - Select the **Active** checkbox to activate the affiliate.
 - In the **First Name** field, enter the affiliate's first name.
 - In the **Last Name** field, enter the affiliate's last name.
 - In the **Email** field, enter the affiliate's email
 - In the **Company** field, enter the company name.
 - From the **Country** dropdown list, select the country where the affiliate is located.
 - In the **State/province** field, enter the state/province where the affiliate is located.
 - In the **City** field, enter the city where the affiliate is located.
 - In the **Address 1** and **Address 2** fields, enter the address(es) of the affiliate.
 - In the **Zip/ Postal code** field, enter the zip/postal code of the affiliate
 - In the **Phone number** field, enter the affiliate's phone number.
 - In the **Fax number** field, enter the affiliate's fax number.
- 4 Click **Save**. The affiliate is added to the system.

*Note: You can click **Edit** in the **Affiliates** window to display the **Edit Affiliate Details** window and then edit the affiliate details, as described above.*

7 Managing Orders and Customers

This section describes how to manage your orders and customers. It includes the following:

- **Managing Customers**, page 270
- **Customer Roles**, page 278
- **Online Customers**, page 279
- **Managing Orders**, page 280
- **Managing Shipments**, page 294
- **Recurring Payments**, page 296
- **Gift Cards**, page 298
- **Current Shopping Carts**, page 301
- **Current Wishlists**, page 302
- **Return Requests**, page 303

Managing Customers

This section describes the how to search for existing customers, add new customers and edit customers details, each of which is described below.

Searching for Customers

This section describes how to define the search criteria required to search for customers, by email, by registration date and more.

► **To search for customers:**

- 1 From the **Customers** menu, select **Customers**. The **Customers** window is displayed.

The screenshot shows the 'Customers' window with the following interface elements:

- Search Criteria:**
 - Customer roles:** Administrators, Forum Moderators, Guests, **Registered** (selected).
 - Email:**
 - First name:**
 - Last name:**
 - Date of birth:** Month Day
 - Company:**
- Search:**
- Results:** A grid displaying customer data:

ID	Email	Name	Customer roles	Company name	Active	Created on	Last activity	Edit
4	some_customer@gmail.com	Alex Smith	Registered		✓	11/20/2012 6:15:28 AM	11/20/2012 6:26:59 AM	Edit
1	admin@yourStore.com	John Smith	Administrators, Forum Moderators, Registered		✓	11/20/2012 6:08:58 AM	11/27/2012 9:35:46 AM	Edit

- 2 Enter one or more of the following information to search for a customer:
 - From the **Customer roles** checkboxes, select one or more of the following customer roles to display:
 - Administrators
 - Forum Moderators
 - Guests
 - Registered
 - Vendors

Note: These customer roles are not hard-coded and can be configured in the Administration area, by selecting Customer Roles from the Customers menu

- In the **Email** field, enter the customer's email to search according to the customer's email.
- In the **First name** field, enter the customer's first name to search according to the customer's first name.

- In the **Last name** field, enter the customer's last name to search according to the customer's last name.
 - From the **Date of Birth** fields, Select the customer's date of birth from the **Month and Day** dropdown lists. This option is visible when the **Date of Birth form** field is enabled in the **Customer Settings** tab that is accessed by selecting the **Customer Settings** from the **Configuration** menu in the **Administration** area.
 - In the **Company** field, enter the customer's company name to search according to the customer's company name. This option is visible when the **Company form** field is enabled in the **Customer Settings** tab that is accessed by selecting the **Customer Settings** from the **Configuration** menu in the **Administration** area.
 - In the **Phone** field, enter the customer's phone number name to search according to the customer's phone number. This option is visible when the **Phone form** field is enabled in the **Customer Settings** tab that is accessed by selecting the **Customer Settings** from the **Configuration** menu in the **Administration** area.
 - In the **Zip code** field, enter the customer's zip code to search according to the customer's zip code number. This option is visible when the **Zip code form** field is enabled in the **Customer Settings** tab that is accessed by selecting the **Customer Settings** from the **Configuration** menu in the **Administration** area.
- 3 Click **Search**. The customers matching the criteria will be displayed in a list. You can click **Edit** beside the customer to display the **Edit customer details** window, as described in **Editing customer details**, on page 275.

*Note: You can export the customer data to an external file by clicking **Export to XML(all)** or **Export to Excel (all)**. You can export selected customer data to an external file by clicking **Export to XML(selected)** or **Export to Excel (selected)**.*

Adding Customers

This section describes how to add new customers and define their customer details such as email, phone, and address and so on. When indicating the customer has an administrator account, will allow access to the administration section of your store.

► To add customers:

- 1 From the **Customers** menu, select **Customers**. The **Customers** window is displayed.

The screenshot shows the 'Customers' window with the following interface elements:

- Customer roles:** A checkbox group with options: Administrators, Forum Moderators, Guests, and Registered. The 'Registered' option is checked.
- Email:** An input field containing 'admin@yourStore.com'.
- Search:** A button labeled 'Search'.
- Table:** A grid displaying customer information. The table has columns: Id, Email, Name, Customer roles, Active, Created on, Last activity, and Edit. One row is shown:

1	admin@yourStore.com	John Smith	Administrators, Forum Moderators, Registered	true	7/6/2011 5:12:32 AM	7/19/2011 4:36:13 AM	Edit
---	---------------------	------------	--	------	------------------------	-------------------------	------
- Buttons:** Navigation buttons (first, previous, next, last) and a status message 'Displaying items 1 - 1 of 1'.
- Actions:** Buttons for 'Add new', 'Export to XML', and 'Export to Excel'.

- 2 Click **Add New**. The **Add A New Customer** window, showing the **Customer Info** tab, as follows:

The screenshot shows the 'Add A New Customer' window with the **Customer Info** tab selected. The form includes the following fields:

Email:	<input type="text"/>
Password:	<input type="password"/>
Manager of vendor:	<input type="checkbox"/> Not a vendor <small>Note: if you have a vendor associated with this customer, then also ensure it is in "Vendors" customer role.</small>
Gender:	<input type="radio"/> Male <input type="radio"/> Female
First name:	<input type="text"/>
Last name:	<input type="text"/>
Date of birth:	<input type="text"/>
Company name:	<input type="text"/>
Admin comment:	<input type="text"/>
Is tax exempt:	<input type="checkbox"/>
Active:	<input checked="" type="checkbox"/>

At the top right, there are 'Save' and 'Save and Continue Edit' buttons.

3 Define the customer details, as follows:

- In the **Email address** field, enter the customers email address.
- In the **Password** field, enter the customer's login password.
- From the **Manager of vendor** drop down list, if required, select a vendor associated with this customer account. When associated, this customer will be able to login to the selected vendor portal and manage their products and orders. Select the required vendor.
- For further details, refer to [Multi-vendor Support](#).

Note: If you have a vendor associated with this customer, ensure this customer record is in the Vendors customer role

- In the **Gender** checkbox, select the required gender.
- In the **First Name** field, enter the customer's first name.
- In the **Last Name** field, enter the customer's last name.
- From the **Date of birth selection calendar** field, select the customer's date of birth.
- In the **Company name** field, enter the name of the customer's company.
- In the **Admin comment** field, enter administrator comments, if required, for internal information use.
- Select the **Is tax exempt** checkbox, to indicate the customer is exempted from tax.
- Select the **Active** checkbox to activate the customer.

4 Select the **Customer Roles** tab, as follows:

The screenshot shows a software interface for adding a new customer. At the top, there's a header with a user icon and the text "Add A New Customer (back to customer list)". On the right side of the header are two buttons: "Save" and "Save and Continue Edit". Below the header, there are two tabs: "Customer Info" (which is currently selected, indicated by a blue background) and "Customer Roles". Under the "Customer Roles" tab, there is a list of role types, each preceded by a checkbox. The listed roles are: Administrators, Forum Moderators, Guests, Registered, and Vendors. The entire interface is enclosed in a light blue border.

5 Define the customer roles by selecting the required role type checkbox, as follows:

- Administrators
- Forum Moderators
- Guests
- Registered
- Vendors

*Note: These customer roles are not hard-coded and can be configured in the Administration area, by selecting **Customer Roles** from the **Customers** menu.*

6 Click **Save**.

Editing Customer Details

This section describes how to edit the customer's billing and shipping address details and more.

► To edit customer details

- From the **Customers** menu, select **Customers**. The **Customers** window is displayed.

The screenshot shows the 'Customers' management interface. At the top, there are several search filters: 'Customer roles' (with 'Registered' checked), 'Email' (suzanne_bond@gmail.com), 'First name' (Suzanne), 'Last name' (Bond), 'Date of birth' (Month: June, Day: 26), and 'Company' (empty). Below the filters is a 'Search' button. To the right of the search bar are five export options: 'Add new', 'Export to XML (all)', 'Export to XML (selected)', 'Export to Excel (all)', and 'Export to Excel (selected)'. The main area displays a grid of customer records. The columns are: Id, Email, Name, Customer roles, Company name, Active, Created on, Last activity, and Edit. There are two visible rows: one for Suzanne Bond (Id 4) and one for John Smith (Id 1). Both rows show 'Registered' under Customer roles. The grid footer indicates 'Displaying items 1 - 2 of 2'.

- Enter the required search criteria and click **Search**. The **Manage Customers** window is expanded, as follows:

This screenshot shows the same 'Customers' management interface after a search has been performed. The search results now include a third row: a guest record for 'btwIn[search_engine_record.com]' (Id 2). The grid columns remain the same: Id, Email, Name, Customer roles, Company name, Active, Created on, Last activity, and Edit. The grid footer now indicates 'Displaying items 1 - 3 of 3'.

- 3 Click **Edit** beside the customer to edit. The **Edit Customer Details** window is displayed, showing the **Customer Info** tab, follows:

The screenshot shows the 'Edit Customer Details' interface for a customer named 'Bond Suzanne'. The 'Customer Info' tab is selected. The form includes fields for Email (suzanne_bond@gmail.com), Password, Gender (Female), First name (Suzanne), Last name (Bond), Date of birth, Company name, Admin comment, and several status and activity logs at the bottom.

- 4 Select the **Customer Roles** tab to view and edit the customer roles details, as described in the next section.
- 5 Select the **Orders** tab to view the customer order details, as described in **Customer Account Pages**, **Customer orders**, in **Introducing the Frond End**, on page 15.
- 6 Select the **Reward Points** tab to enable store owners to add reward points to a customer or to view the reward points usage history.

Note: This tab is enabled when reward points program is enabled, in the Administration area, by selecting the Configuration menu, then Settings and then the Reward Points.

- 7 Select the **Addresses** tab and click **Add new address**. In the **Add new address** window, enter the details of the customer's new address, as described in **Customer Account Pages**, **Customer Addresses**, in **Introducing the Frond End** chapter.
- 8 Select the **Current Shopping Cart** tab to view the customer shopping cart, which is described in the **Introducing the Frond End**, on page 15.
- 9 Select the **Current Wishlist** tab to view the customer wish list, which is described in the **Introducing the Frond End**, on page 15

- 10** Select the **Activity Log** tab to view the customer's activity log. You can manage activity types under **Security > Activity Log**, as described on page 318.
- 11** Select the **Place Order (Impersonate)** tab to enable store owners to create orders for their customers without having to have password information. This is useful for customers who do not want to register, or for large sites using CSRs to place orders over the phone. The tab contains one **Place order** button. When selecting **Place order**, the public store is displayed with the following text in the header:



The store owner can navigate to the products the customer wants, add them to the cart exactly as the customer would, then use the **Checkout** button to proceed through the usual checkout process and then click the **Finish session** link in the header to finish this session.

- 12** Click **Save**.

Note: Clicking the **Send email** button displays the *Send email* window enabling you to send an email to the customer. Clicking the **Send private message** button displays the *Send private message* window enabling you to send a message to the customer.

Customer Roles

The customer roles option in nopCommerce, enables you to place your customers in groups for granting them discounted pricing or other special statuses (such as, tax exemption free, free shipping, and more).

► **To add customer roles:**

- 1 From the **Customers** menu, select **Customer Roles**. The **Customer Roles** window is displayed.

Name	Free shipping	Tax exempt	Active	Is system role	Edit
Administrators	✗	✗	✓	✓	Edit
Forum Moderators	✗	✗	✓	✓	Edit
Guests	✗	✗	✓	✓	Edit
Registered	✗	✗	✓	✓	Edit

- 2 Click **Add new**. The **Add A New Customer Role** window is displayed.

Add A New Customer Role (back to customer role list)

Name:

System name:

Free shipping:

Tax exempt:

Active:

Is system role: False

Save Save and Continue Edit

- 3 In the **Name** field, enter the name of the customer role.
- 4 In the **System Name** field, enter the system name of the customer role
- 5 Select the **Free shipping** checkbox to enable customers with this role to get free shipping on their orders.
- 6 Select the **Tax exempt** checkbox to enable customers with this role to make tax-free purchases.
- 7 Select the **Active** checkbox to make this role active.
- 8 Click **Save**.

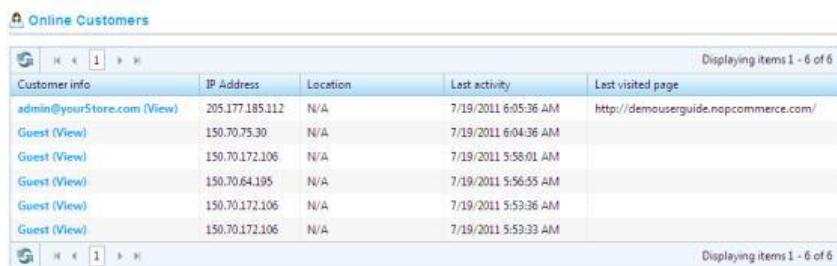
*Note: You can click **Edit** in the **Customer Roles** window to display the **Edit CustomerRole** window and then edit the customer roles, as described above.*

Online Customers

The **Online Customers** window enables store owners to view all online line customers from the last 20 minutes. This window is accessed in the **Administration Area** and is displayed by selecting **Online Customers** from the **Customers** menu.

► To view online customers:

- 1 From the **Customers** menu, select **Online Customers**. The **Online Customers** window is displayed, as follows.



Online Customers				
Customer info	IP Address	Location	Last activity	Last visited page
admin@yourStore.com (View)	205.177.185.112	N/A	7/19/2011 6:05:36 AM	http://demouserguide.nopcommerce.com/
Guest (View)	150.70.75.30	N/A	7/19/2011 6:04:36 AM	
Guest (View)	150.70.172.106	N/A	7/19/2011 5:58:01 AM	
Guest (View)	150.70.64.195	N/A	7/19/2011 5:56:55 AM	
Guest (View)	150.70.172.106	N/A	7/19/2011 5:53:36 AM	
Guest (View)	150.70.172.106	N/A	7/19/2011 5:53:33 AM	

The **Online Customers** window includes the following columns:

- **Customer Info:** Includes one of the customer types described above. You can click on the link to view and edit the online customer's information.
- **IP Address:** The IP address of the online customer.
- **Location:** The online customer's location.
- **Last Activity:** The date and time the online customer last logged in.
- **Last Visited Page:** The last visited page of the online customer.

Managing Orders

Orders are controlled in the Administration area from the **Orders** details window. The Order Details page displays all information necessary to fulfill the customer's order (the billing address, shipping address, product list and more).

Searching for Orders

Orders are controlled in the Administration area from the **Orders** window. The top area of the page enables you to search for your orders. You can enter specific search criteria and use a variety of filters to find any order placed in your store. When any search is performed, the results of the search are displayed on the lower half of the screen. After a customer completes a transaction, a new order appears in the orders page. You can click **View** to view the order details.

After an order is placed, it is saved into the database. The order details can then be viewed by the store owner.

► To search for orders:

- 1 From the **Sales** menu, select **Orders**. The **Orders** window is displayed.

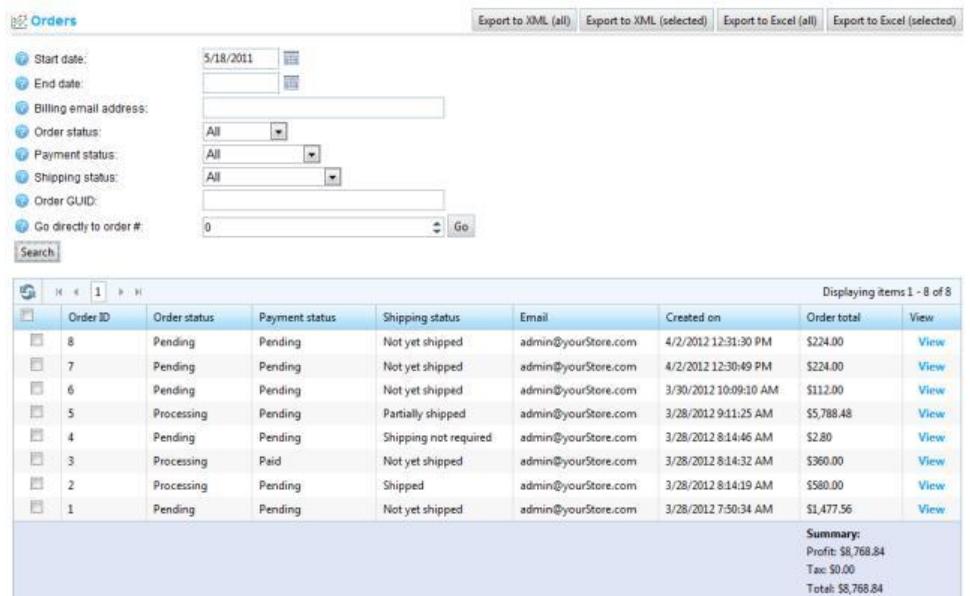
The screenshot shows the 'Orders' search interface. At the top, there are several search filters: Start date (dropdown), End date (dropdown), Billing email address (text input), Order status (dropdown), Payment status (dropdown), Shipping status (dropdown), Store (dropdown), Vendor (dropdown), Order GUID (text input), and Go directly to order # (text input). Below these are buttons for 'Search' and 'Reset'. The main area displays a table of 5 orders. The columns are Order ID, Order status, Payment status, Shipping status, Email, Store, Created on, Order total, and View. The orders are: 5 (Pending, Pending, Not yet shipped, admin@yourStore.com, Your store name, 4/13/2013 9:19:10 AM, \$1,165.80, View); 4 (Processing, Paid, Partially shipped, admin@yourStore.com, Your store name, 4/13/2013 9:18:32 AM, \$145.00, View); 3 (Pending, Pending, Not yet shipped, admin@yourStore.com, Your store name, 4/13/2013 9:17:59 AM, \$145.00, View); 2 (Pending, Pending, Shipping not required, admin@yourStore.com, Your store name, 4/13/2013 9:17:24 AM, \$25.00, View); and 1 (Pending, Pending, Not yet shipped, admin@yourStore.com, Your store name, 4/13/2013 9:15:19 AM, \$2,855.00, View). At the bottom right, there is a summary: Subtotal: \$4,165.80, Tax: \$0.00, Total: \$4,165.80. A note says 'Displaying items 1 - 5 of 5'.

- 2 Enter one or more of the following information to search for an order:

- From the **Start date** field select the start date for the order search.
- From the **End date** field select the end date for the order search.
- In the **Billing email address** field, enter the customer's email address.

- From the **Order status** dropdown list, select the specific order status to search by, as follows:
 - All
 - Pending
 - Processing
 - Complete
 - Cancelled
- From the **Payment status** dropdown list, select the specific payment status to search by, as follows:
 - All
 - Pending
 - Authorized
 - Paid
 - Refunded
 - Partially Refunded
 - Voided
- From the **Shipping status** dropdown list, select the specific shipping status to search by, as follows:
 - All
 - Shipping not required
 - Not yet shipped
 - Partially shipped
 - Shipped
 - Delivered
- From the Store dropdown list, select the specific store in which the order was placed.

- From the vendor dropdown list, select the specific vendor which the products were purchased from.
 - In the **Order GUID** field, enter the required GUID (Global Unique Identifier) or part of the GUID to search by this ID. Alternatively, you can leave this field empty to load all orders in the system.
- 3** Click **Search**. The list of order matching the entered criteria will be displayed, showing information containing a summary of reports at the right bottom corner of the grid (including the profit, tax and the total sum of all the orders found in the current search).



The screenshot shows a search interface for orders. At the top, there are several filter fields: Start date (5/18/2011), End date, Billing email address, Order status (All), Payment status (All), Shipping status (All), Order GUID, and Go directly to order # (0). Below these are buttons for Export to XML (all), Export to XML (selected), Export to Excel (all), and Export to Excel (selected). A 'Search' button is also present. The main area displays a grid of order details. The columns are: Order ID, Order status, Payment status, Shipping status, Email, Created on, Order total, and View. The data shows 8 orders, all pending, with various creation dates and totals. At the bottom of the grid, there is a summary section with the following text:

Displaying items 1 - 8 of 8								
	Order ID	Order status	Payment status	Shipping status	Email	Created on	Order total	View
8	Pending	Pending	Not yet shipped	admin@yourStore.com	4/2/2012 12:31:30 PM	\$224.00	View	
7	Pending	Pending	Not yet shipped	admin@yourStore.com	4/2/2012 12:30:49 PM	\$224.00	View	
6	Pending	Pending	Not yet shipped	admin@yourStore.com	3/30/2012 10:09:10 AM	\$112.00	View	
5	Processing	Pending	Partially shipped	admin@yourStore.com	3/28/2012 9:11:25 AM	\$5,788.48	View	
4	Pending	Pending	Shipping not required	admin@yourStore.com	3/28/2012 8:14:46 AM	\$2.80	View	
3	Processing	Paid	Not yet shipped	admin@yourStore.com	3/28/2012 8:14:32 AM	\$360.00	View	
2	Processing	Pending	Shipped	admin@yourStore.com	3/28/2012 8:14:19 AM	\$580.00	View	
1	Pending	Pending	Not yet shipped	admin@yourStore.com	3/28/2012 7:50:34 AM	\$1,477.56	View	

Summary:
Profit: \$8,768.84
Tax: \$0.00
Total: \$8,768.84

Note: You can export the order data to an external file by clicking Export to XML(all) or Export to Excel (all). You can export selected order data to an external file by clicking Export to XML(selected) or Export to Excel (selected).

- 4** In the **Go directly to order number** field, enter the order number and click **Go** to display the required order. This enables you to go directly to the order by entering its ID.

Viewing Order Details

The order details page enables the store owner to view the order details, including the order ID, order GUID, customer name , shipping, tax, order total purchase order number, payment method, status and the order date and more. The owner can cancel orders and mark them as paid once payment is completed.

The **Orders details** page contains the following tabs:

- **Order Info**, page 283
- **Billing Info**, page 285
- **Shipping Info**, page 286
- **Products**, page 288
- **Order Notes**, page 289

Order Info Tab

This tab displays the order details information such as, order ID, Customer email, payment method, payment status and more.

There are six payment statuses available, as follows:

- **Pending**
- **Authorized**
- **Paid (Captured)**
- **Refunded**
- **Partially Refunded**
- **Voided**

Orders can be authorized, captured, voided, or refunded depending on their current payment status. However, not all gateways support them all. If the payment status is **Authorized** the relevant buttons will be available to **Void** and **Capture** the order. **Capture** is used to collect the funds from the customer. **Void** cancels an order that has not been captured. If the payment status is **Paid** a **Refund** button will be available.

► To view the order information:

- 1 From the **Orders** page displayed above, click **View** beside the order to view. The **Order Details** page is displayed showing the **Info** tab, as follows:

The screenshot shows the 'Edit Order Details - 4' page with the 'Info' tab selected. The page displays the following order details:

Info	
Order status:	Pending
Order ID:	4
Order GUID:	c9163d08-dc85-4a93-8bb7-ada92fa091c7
Store:	Your store name
Customer:	admin@yourStore.com
Customer IP address:	37.145.188.129.30277
Order subtotal (excl tax):	\$6,360.00
Order shipping (excl tax):	\$0.00
Order tax:	\$0.00
Order total:	\$6,360.00
Edit order totals	
Card type:	Visa
Card name:	John Smith
Card number:	4111111111111111
Card CVV2:	123
Card expiry month:	3
Card expiry year:	2017
Edit credit card	
Payment method:	Credit Card
Payment status:	Pending
Created on:	11/28/2013 1:27:52 PM

Note: Click **Edit order totals** to edit the order totals information. Click **Edit credit card** to edit credit card information. This button is visible only when a customer used the **Manual Credit Card** payment method, which enables storing credit card information in the database. If a different payment method is used, this button will not be visible.

- 2 View the order information that was entered when the customer created an order in the order details page on page 56, as described in the **Purchasing Process** on page 49.
- 3 In the **Order Status** field, the owner can click **Cancel order** to cancel an order. A confirmation message is displayed.

Notes: The **Order status** will be **Completed** only once the payment status is set to **Paid** and the **Shipping status** is set to **Delivered**.

In addition, an order status could be changed manually by clicking the **Change status** button. However, this option is only for advanced users (not recommended to change manually). All appropriate actions (such as inventory adjustment, sending notification emails, reward points, gift card activation/deactivation, etc) should be performed manually in this case.

- 4 Click **OK** to remove the order from the system.
- 5 (Optional) In the **Customer IP address** field, the owner can add the displayed IP to the blacklist.
- 6 In the **Payment status** field, the owner can click **Mark as paid** to indicate a payment has been issued for the order.

*Note: Other payment buttons, such as **Refund**, **Capture** and **Void**, will be displayed if they are supported by the payment method used during checkout. For example, for the **Paid** payment method the **Partial Refund** button is displayed. Clicking this button displays the **Partial Refund** window, enabling owner to refund part of the total order, as follows:*



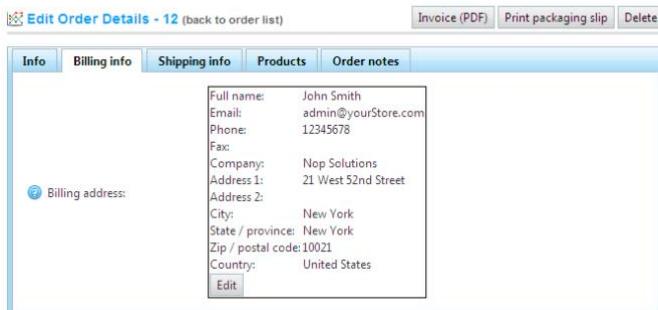
- 7 Click the **Invoice (PDF)** button to generate an invoice of the order in PDF form.
- 8 Click the **Print Packaging Slip** button to print a packaging slip for the selected order.

Billing Info Tab

This tab displays the billing address of the order.

► **To view the billing information:**

- 1 From the **Order Details** page, select the **Billing info** tab, as follows:



- 2 View the billing address that was entered when the customer created an order in the order details page on page 56, as described in the **Purchasing Process** on page 49.

*Note: Click **Edit** to edit the billing address.*

Shipping Info Tab

This tab displays the shipping information of the order. When the order is shipped, the store owner indicates it has been shipped from this tab. Store owners can create several shipments per order. If you create a shipment but do not ship all products, then the shipping status of an order is **Partially shipped**. Once all the products are shipped, the status changes to **Shipped**. Once all the shipments are delivered, the status changes to **Delivered**.

► To view the shipping information:

- From the **Order Details** page, select the **Shipping Info** tab, as follows

Shipment #	Tracking number	Total weight	Date shipped	Date delivered	View
2	12345678	9.00 [lb(s)]	6/26/2012 12:29:11 PM	Not yet	View

Note: Click Edit to edit the shipping address.

- Click **View** besides any shipment to view its details. The shipment information window containing information about the tracking number, shipped date and delivery date is displayed:

Product	SKU	Item weight	Item dimensions	Qty shipped
50's Rockabilly Polka Dot Top - JR Plus Size Size: Small	SKU5	1.00 [lb(s)]	2.00 x 3.00 x 3.00 [inch(es)]	1
Arrow Men's Wrinkle Free Pinpoint Solid Long Sleeve		4.00 [lb(s)]	3.00 x 3.00 x 3.00 [inch(es)]	1
Levi's Skinny 511 Jeans		2.00 [lb(s)]	2.00 x 2.00 x 2.00 [inch(es)]	2

Note: You can click the Print packaging slip button to print the packaging slip or save it to your computer.

- 3 You can view the shipping address and shipping method that were saved when the customer created an order in the order details page on page 56, as described in the **Purchasing Process** on page 49.
- 4 (Optional) You can click the **View address on Google maps** link to locate the required shipping address.
- 5 Click the **Add Shipment** button. The **Add a new shipment to order** window, is displayed. This enables creating several shipments per order and is visible when you have at least one non-shipped product in your order.

*Note: Once a shipment is created, set it to **shipped** and then **delivered**, by clicking the required **Set as shipped** and **Set as delivered** buttons.*

The screenshot shows a web-based application for managing order shipments. At the top, there's a header with a back-link, a save button, and a 'Save and Continue Edit' button. Below the header, there's a tracking number input field with a placeholder 'Tracking number:' and a 'Products shipped' section. This section contains a table with columns: Product, SKU, Item weight, Item dimensions, Qty ordered, Qty shipped, and Qty to ship. Three items are listed:

Product	SKU	Item weight	Item dimensions	Qty ordered	Qty shipped	Qty to ship
Arrow Men's Wrinkle Free Pinpoint Solid Long Sleeve		4.00 [lb(s)]	3.00 x 3.00 x 3.00 [inch(es)]	2	1	1
Levi's Skinny 511 Jeans		2.00 [lb(s)]	2.00 x 2.00 x 2.00 [inch(es)]	3	2	1
V-Blue Juniors' Cuffed Denim Short with Rhinestones		2.00 [lb(s)]	2.00 x 2.00 x 2.00 [inch(es)]	1	0	1

*Note: You can click **Save** instead of **Save and Continue** to return to the **Info** tab.*

- 6 In the **Quantity to ship** column, enter the required quantity of the specific order to ship.
- 7 Click **Save** to save and return to the **Edit Order Details - Info** tab or click **Save and Continue Edit** to continue editing. The window is expanded, as follows:

The screenshot shows the expanded 'View Shipment Details' window. It includes sections for tracking number, total weight, dates, and products shipped. The products shipped section is identical to the one in the previous screenshot, listing three items with their respective details.

- In the **Tracking number** field, enter the tracking number of the current order and click the **Set tracking number** button. Tracking numbers enable your customers and you to check up on the progress of a shipment via a telephone or online system, operated by your shipping agent (the Post Office, or a private courier service such as FedEx or UPS). When a shipment passes certain points along its route, it is identified by the shipping agents system, and the tracking database is updated with the new location and time information.

Products Tab

This tab displays the product information. The store owner can view the details of the total order and price from this tab.

► **To view the product information:**

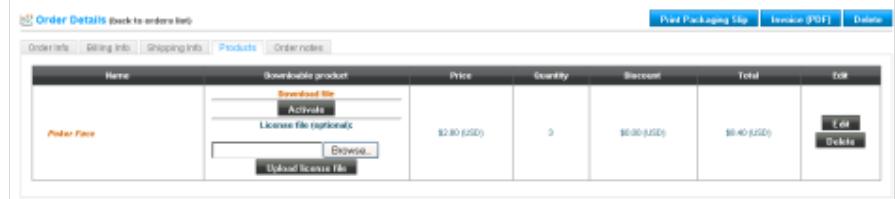
- From the **Order Details** page, select the **Products** tab, as follows:

Product name	Price	Quantity	Discount	Total	Edit	Delete
Build your own computer Processor: 2.8 GHz Intel Pentium Dual-Core E2200 [+\$15.00] RAM: 2 GB Motherboard: [+\$100.00] OS: Vista Premium [+\$60.00] Software: Microsoft Office [+\$50.00] Software: Adobe Reader [+\$10.00]	\$1,420.00 excl tax	1	\$0.00 excl tax	\$1,420.00 excl tax	Edit	Delete
etrieve Men's Ziggt Sneaker Size: 10 Color: White/Blue \$28 Virtual Gift Card For: John Smith From: John Smith	\$17.50 excl tax	1	\$0.00 excl tax	\$17.50 excl tax	Edit	Delete
Gift card(s): 1	\$25.00 excl tax	1	\$0.00 excl tax	\$25.00 excl tax	Edit	Delete

Add product

- View the product information, including the price, quantity and total price that was entered when the customer created an order in the order details page on page 56, as described in the **Purchasing Process** on page 49.
- The owner can click the **Product name** link to view the product detail page or the **Download link** to download a product if it is downloadable alternatively the user can upload a license file to a downloadable product.

- 4 In addition, when the **Download activation type** of a product is set to **Manually** the administrator has the option to click **Activate** to enable downloading the product from the site or **Deactivate** to disable downloading the product from the site, as shown in the example, below:



- 5 Using **(optional) License file**, the store administrator can upload a license file to a downloadable product by searching for the file to upload and clicking **Upload License File**.

*Note: You can click **Edit** to edit the product price, quantity and total and click **Delete** to remove a product from the system.*

Adding a Product to an Existing Order

- To add a product to an existing order:
- 1 Click the **Add product** button. The Add a New Product to the Order is displayed.
 - 2 Enter the search criteria to search for the required product.
 - 3 Click on the required. The add product window is displayed.
 - 4 Enter the required values and click **Add product**.

Order Notes Tab

This tab enables the store owner to view notes that were added to each order for information purposes. The store owner can also add new notes or remove notes, as required.

► To view and add order notes:

- From the **Order Details** page, select the **Order Notes** tab, as follows:

Created on	Note	Display to customer	Delete
7/8/2011 5:55:51 PM	Order status has been changed to Processing	false	<input type="button" value="Delete"/>
7/8/2011 5:55:51 PM	Order has been marked as paid	false	<input type="button" value="Delete"/>
7/8/2011 5:55:18 PM	"Order placed" email (to customer) has been queued. Queued email identifier: 13.	false	<input type="button" value="Delete"/>
7/8/2011 5:55:18 PM	"Order placed" email (to store owner) has been queued. Queued email identifier: 12.	false	<input type="button" value="Delete"/>
7/8/2011 5:55:18 PM	Order placed	false	<input type="button" value="Delete"/>

Add order note

Message

Display to customer

Add order note

- View the comments and notes regarding each order.
- In the **New order note** field, the store owner can enter a comment regarding the order for information purposes, whether it has been completed or cancelled and so on
- Select the **Display To customer** checkbox to display the order on the **customer's order** details page in the public store. If this option is unchecked it will not be displayed.
- Click **Add order note** to update the order to include the order note.

*Note: The store owner can click **Delete** to remove a note regarding an order from the system.*

Viewing Sales Reports

This section describes how to search for and run specific sales reports containing specific information such as the pending orders, the order in process, the complete order and orders that have been canceled and more.

► To view bestsellers:

- From the Sales menu, select **Bestsellers**. The **Bestsellers** window is displayed.

The screenshot shows the 'Bestsellers' report window. At the top, there are several filter fields: Start date (with a calendar icon), End date (with a calendar icon), Order status (dropdown set to All), Payment status (dropdown set to All), Category (dropdown set to All), Manufacturer (dropdown set to All), and Billing country (dropdown set to All). Below these is a 'Run report' button. The main area is a grid table titled 'Displaying items 1 - 11 of 11'. The columns are Name, Total quantity, Total amount (excl tax), and View. The data includes various products like a laptop, computer build, desktop PC, netbooks, earrings, and gift cards, along with their respective quantities and total amounts. At the bottom of the grid is another 'Displaying items 1 - 11 of 11' message.

Name	Total quantity	Total amount (excl tax)	View
HP Pavilion Artist Edition DV2890NR 14.1-inch Laptop	7	\$11,130.00	View
Build your own computer	6	\$8,550.00	View
HP IQ506 TouchSmart Desktop PC	3	\$3,597.00	View
ASUS Eee PC 1000HA 10-Inch Netbook	1	\$2,600.00	View
ASUS Eee PC 900HA 8.9-Inch Netbook Black	1	\$1,500.00	View
Diamond Pave Earrings	1	\$569.00	View
Black & White Diamond Heart	1	\$130.00	View
\$25 Virtual Gift Card	1	\$25.00	View
Poker Face	3	\$8.40	View
The Battle Of Los Angeles	2	\$6.00	View
Single Ladies (Put A Ring On It)	1	\$3.00	View

- Enter one or more of the following information to search for the report:

- From the **Start date** field select the start date for the report search.
- From the **End date** field select the end date for the report search.
- From the **Order status** dropdown list, select the specific order status to search by, as follows:
 - All
 - Pending
 - Processing
 - Complete
 - Cancelled
- From the **Payment status** dropdown list, select the specific payment status to search by, as follows:
 - All
 - Pending
 - Authorized

- Paid
 - Refunded
 - Partially Refunded
 - Voided
- From the **Category** dropdown list, select the required category to search by.
 - From the **Manufacturer** dropdown list, select the required manufacturer to search by.
 - From the **Billing Country** dropdown list, select the country to enable filtering results per country.
- 3 Click **Run Report**. The reports matching the criteria will be displayed.

► To view product never purchased:

- 1** From the Sales menu, select Products Never Purchased.

Products Never Purchased	
<input type="radio"/> Start date:	<input type="text"/>
<input type="radio"/> End date:	<input type="text"/>
<input type="button" value="Run report"/>	
	<input type="button" value="View"/>
Name	
\$5 Virtual Gift Card	<input type="button" value="View"/>
\$50 Physical Gift Card	<input type="button" value="View"/>
\$100 Physical Gift Card	<input type="button" value="View"/>
Acer Aspire One 8.9" Mini-Notebook Case - (Black)	<input type="button" value="View"/>
adidas Women's Supernova CS7 Running Shoe	<input type="button" value="View"/>
APC Back-UPS RS 800VA - UPS - 800 VA - UPS battery - lead acid (BR800BLK)	<input type="button" value="View"/>
Arrow Men's Wrinkle Free Fingerprint Solid Long Sleeve	<input type="button" value="View"/>
ASUS Eee PC 1000HA 10-Inch Netbook	<input type="button" value="View"/>
ASUS Eee PC 900HA 8.9-Inch Netbook Black	<input type="button" value="View"/>
Beet Grilling Recipes	<input type="button" value="View"/>
Black & White Diamond Heart	<input type="button" value="View"/>
BlackBerry Bold 9000 Phone, Black (AT&T)	<input type="button" value="View"/>
Canon Digital Rebel XSi 12.2 MP Digital SLR Camera Black	<input type="button" value="View"/>
Canon Digital Rebel XSi 12.2 MP Digital SLR Camera Silver	<input type="button" value="View"/>
Compaq Presario SR1519X Pentium 4 Desktop PC with CD/RW	<input type="button" value="View"/>
	<input type="button" value="View"/>
Displaying items 1 - 15 of 42	

- 2** Enter one or more of the following information to search for the report:

 - From the **Start date** field select the start date for the report search.
 - From the **End date** field select the end date for the report search.
 - Click **Run Report**. The reports matching the criteria will be displayed.

Note: Some other order reports are displayed on the dashboard page of the Administration area

Managing Shipments

The shipment details are controlled in the Administration area from the **View Shipment Details** window on the Order details page. This information is the same information described in the **Shipping Info** tab, described on page 286. This window displays all information necessary to fulfill the customer's shipping details (the tracking number, date shipped, date delivered, weight and more).

Searching for Shipments

Shipments are controlled in the Administration area from the **Shipments** window. The top area of the page enables you to search for your shipment. You can enter specific search criteria and use a variety of filters to find any shipment processed. When any search is performed, the results of the search are displayed on the lower half of the screen. You can click **View** to view the shipment details.

► **To search for shipments:**

- 1 From the **Sales** menu, select **Shipments**. The **Shipments** window is displayed.

The screenshot shows the 'Shipments' window. At the top, there are search fields for 'Start date', 'End date', 'Tracking number', 'Country', 'State / province', and 'City', each with a calendar icon. Below these is a 'Search' button. To the right are two buttons: 'Print packaging slips (all)' and 'Print packaging slips (selected)'. The main area contains a grid table with columns: Shipment #, Order #, Tracking number, Total weight, Date shipped, Date delivered, and View. The first row of the grid shows data: Shipment # 1, Order # 3, Tracking number 12346, Total weight 9.00 [lb(s)], Date shipped Not yet, Date delivered Not yet, and a 'View' link. Navigation buttons (first, previous, next, last) are at the top and bottom of the grid. Text at the bottom of the grid says 'Displaying items 1 - 1 of 1'.

- 2 Enter one or more of the following information to search for a shipment:

- From the **Start date** field, select the start date for the shipment search.
- From the **End date** field, select the end date for the shipment search.
- In the **Tracking number** field, enter the tracking number to search for.
- From the **Country** dropdown list, select the country to search by.
- From the **State/province** dropdown list, select the country to search by.
- In the **City** dropdown list, enter the City to search by.

- 3 Click **Search**. The list of shipments matching the entered criteria will be displayed, showing the order number, total weight, tracking number and more.)

*Note: You can click **Print Packaging slips (all)** to print all packaging receipts or alternatively, you can select the receipts to print and click **Print packaging slips (selected)**.*

The store owner can view all items of a shipment, by clicking ▶ in the first column of the selected shipment. The shipment items are displayed, as follows:

The screenshot shows the 'Shipments' window with search filters for Start date, End date, and Tracking number, and buttons for 'Print packaging slips (all)' and 'Print packaging slips (selected)'. Below the filters is a search button. The main area displays a grid of shipments. The first shipment listed is '3' with Order # '4'. It has a total weight of 18.00 [lb(s)], a date shipped of 'Not yet', and a date delivered of 'Not yet'. The 'View' link is visible next to the shipment number. Below this, there is a detailed view of the products within shipment '3': 'Vintage Style Three Stone Diamond Engagement Ring' (Qty shipped 2, Item weight 2.00 [lb(s)], Item dimensions 2.00 x 2.00 x 2.00 [inch(es)]) and 'World of Warcraft: Wrath of the Lich King Expansion Pack' (Qty shipped 2, Item weight 7.00 [lb(s)], Item dimensions 7.00 x 7.00 x 7.00 [inch(es)]). At the bottom of the grid, there are navigation buttons and a note 'Displaying items 1 - 3 of 3'.

Viewing Shipment Details

The **View Shipment Details** page, which is displayed when selecting **View** besides the required shipments in the **Shipments** window is shown below.

This enables the store owner to view the shipment details, including the tracking number, total weight, date shipped, date delivered and more. For further details refer to the **Shipping Info** tab, described on page 286.

The screenshot shows the 'View Shipment Details' page for shipment '2'. It includes fields for Tracking number (12345678), Total weight (9.00 [lb(s)]), Date shipped (6/26/2012 12:29:11 PM), and Date delivered (Not yet). There is a 'Set tracking number' button. Below this is a section titled 'Products shipped' with a table showing three items: 'My Rockabilly Polka Dot Top JR Plus Size Size: Small' (SKU: SKUS, Item weight: 1.00 [lb(s)], Item dimensions: 2.00 x 3.00 x 3.00 [inch(es)], Qty shipped: 1), 'Arrow Men's Wrinkle Free Pinpoint Solid Long Sleeve' (SKU: , Item weight: 4.00 [lb(s)], Item dimensions: 3.00 x 3.00 x 3.00 [inch(es)], Qty shipped: 1), and 'Levi's Skinny 511 Jeans' (SKU: , Item weight: 2.00 [lb(s)], Item dimensions: 2.00 x 2.00 x 2.00 [inch(es)], Qty shipped: 2). There are 'Print packaging slip' and 'Delete' buttons at the top right of the page.

Note: Once a shipment is shipped or delivered a store owner can edit the shipped or delivery dates.

Recurring Payments

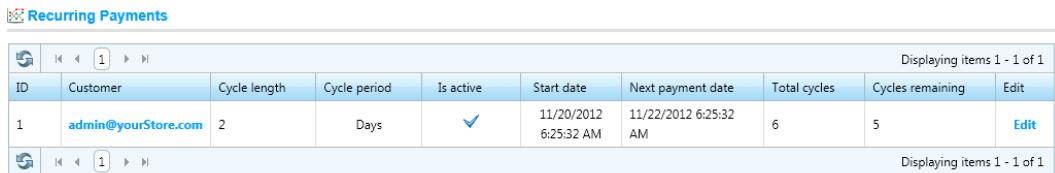
Enabling recurring payment processing offers benefits to both merchants and consumers. By enabling customers to use the recurring shipment option, they can rely on an automatic renewal of consumable merchandise or subscription services. Merchants can increase customer satisfaction by offering the convenience of automatic delivery, without the need for customers to place additional orders. In this way, merchants can also take advantage of a guaranteed steady source of revenue with subscription and recurring payments.

nopCommerce enables you to create recurring products using the **Recurring product** checkbox in **Adding Products** on page 95.

However, not all payment methods support recurring products. Currently, only the Authorize.NET, manual credit card and PayPal Direct support it.

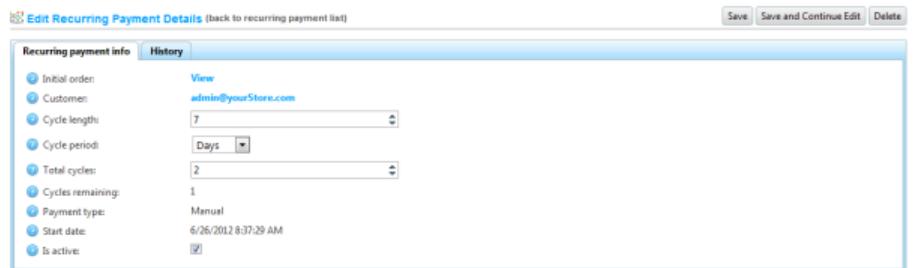
► **To view recurring payments:**

- 1 From the **Sales** menu, select **Recurring Payments**. The **Recurring Payments** window is displayed.



Displaying items 1 - 1 of 1									
ID	Customer	Cycle length	Cycle period	Is active	Start date	Next payment date	Total cycles	Cycles remaining	Edit
1	admin@yourStore.com	2	Days	✓	11/20/2012 6:25:32 AM	11/22/2012 6:25:32 AM	6	5	Edit
Displaying items 1 - 1 of 1									

- 2 Click **Edit** beside the required recurring payment to view. The **Recurring Payment Details** window is displayed showing the **Recurring Payment Info** tab, as follows:



The screenshot shows the "Edit Recurring Payment Details" dialog box. At the top right are buttons for Save, Save and Continue Edit, and Delete. Below the buttons is a tabs section with "Recurring payment info" selected and "History" available. The "Recurring payment info" tab contains the following fields:

- Initial order: [dropdown menu]
- Customer: admin@yourStore.com
- Cycle length: 7
- Cycle period: Days
- Total cycles: 2
- Cycles remaining: 1
- Payment type: Manual
- Start date: 6/26/2012 8:37:29 AM
- Is active: checked

- 3 View and edit (if required) the details of the recurring payment.
- 4 Select the **History** tab, as follows:

Recurring payment info					Save	Save and Continue Edit	Delete
		Next payment date is 2/26/2011 2:49:14 AM		Process next payment (create an order)		Cancel payment	
Created order	Order Status	Payment Status	Shipping Status	Created on			
View	Pending	Pending	Not yet shipped	11/18/2010	2:49:14 AM		

By default, only one initial payment exists in this window. The number of total payment that will occur in total is the number of **Total Cycles** that was set in the relevant **Recurring Product** fields, in **Adding Products** on page 95.

- 5 (Optional) You can click the **Process next payment (create an order)** to process the next payment and place a new order.

*Note: The **Payment type field** displayed in the **Recurring payment details** tab on the previous page can be set to **Manual** or **Automatic***

*When it set to **Manual**, the store owner has to manually click this **Process next payment (create an order)** button to process the new payment, when the **Payment type field** it is set to **Automatic** new payments will be processed automatically.*

- 6 You can click the **Cancel payment** button at any time to cancel the payment.

To view the recurring payments in the public store go to **My account>Customer Order** tab and view the Recurring payments table at the top, as follows:

Recurring Payments						
Start date	Cycle Info	Next payment	Total cycles	Cycles remaining	Initial order	Cancel
3/20/2010 9:10:35 PM	1 Days	3/21/2010 9:10:35 PM	6	5	View order (ID - 12)	Cancel
3/20/2010 9:15:00 PM	1 Weeks	3/27/2010 9:15:00 PM	6	4	View order (ID - 13)	Cancel

Order Number: 13 Order Status: Pending Order Date: 3/20/2010 9:15:00 PM Order Total: \$14.05 (USD)	Details
---	-------------------------

Order Number: 12 Order Status: Pending Order Date: 3/20/2010 9:10:35 PM Order Total: \$32.00 (USD)	Details
---	-------------------------

Gift Cards

In nopCommerce, you can create gift card products, defining the product as a gift card by checking the **Is Gift Card** check box, as described in **Adding Products** on page 95. After adding gift card products to the shopping cart in the public store and completing the purchases, you can then search and view the list of all the purchased gift cards in the **Administration Area** by selecting **Gift Cards** from the **Sales** menu. Gift cards have automatically generated gift card codes, but all of them are disabled by default. The **Is gift card activated** field must be checked in order to use this feature, as described in the procedure below.

*Note: The store owner can also configure the gift card auto activation settings in the **Gift Cards** tab that is displayed by selecting **Settings>Order Settings** from the Configuration menu.*

After the gift card is activated and the sender receives a coupon code, he can use it during checkout by entering the serial number. Once applying the serial number a discount is immediately reduced from the total price.

► **To view purchased gift cards:**

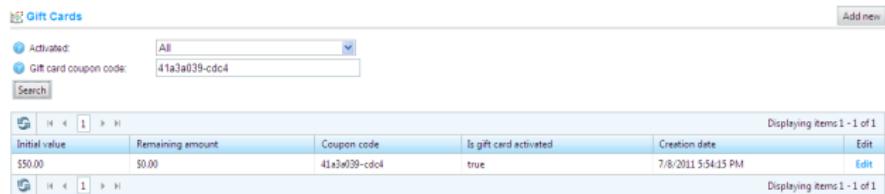
- 1** From the **Sales** menu, select **Gift Cards**. The **Gift Cards** window is displayed.

Initial value	Remaining amount	Coupon code	Is gift card activated	Creation date	Edit
\$5.00 (USD)	\$5.00 (USD)	cb604e2b-e59a	✗	11/20/2012 2:14:51 PM	Edit
\$5.00 (USD)	\$5.00 (USD)	fe1985b9-55b3	✗	11/20/2012 2:14:51 PM	Edit
\$5.00 (USD)	\$5.00 (USD)	4c1a8168-c89c	✗	11/20/2012 2:14:51 PM	Edit

- 2** Enter the required search criteria, as follows:

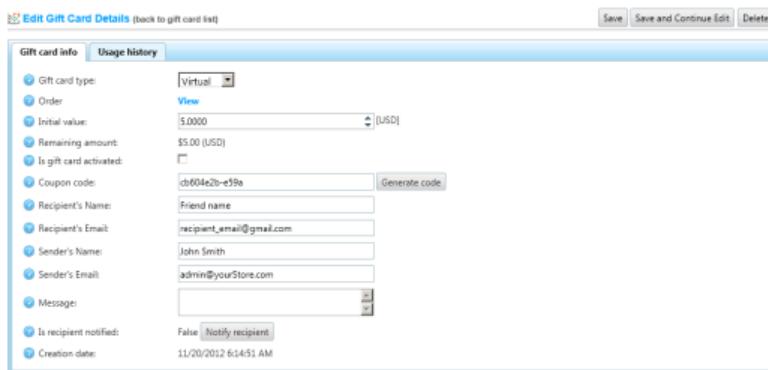
- From the Activated dropdown list, select the required activity type to search by, as follows:
 - **All:** Displays all gift cards no matter whether the Activated property value is selected
 - **Activated**
 - **Deactivated**
- In the **Gift card coupon code** field, enter the required coupon code to search by.

- 3 Click **Search**. The **Gift Cards** type window displays a list of the gift cards that were purchased according to the search criteria, as follows:



The screenshot shows a search results page titled "Gift Cards". At the top, there are filters: "Activated" set to "All" and "Gift card coupon code" set to "41a3a039-cdc4". Below the filters is a "Search" button. The main area is a grid table with columns: "Initial value", "Remaining amount", "Coupon code", "Is gift card activated", "Creation date", and "Edit". One row is visible, showing \$50.00 for Initial value, \$0.00 for Remaining amount, 41a3a039-cdc4 for Coupon code, true for Is gift card activated, and 7/8/2011 5:54:15 PM for Creation date. There is also an "Edit" link next to the row. At the bottom of the grid, it says "Displaying items 1 - 1 of 1".

- 4 Click **Edit** beside the required gift card. The **Edit Gift Card Details** window is displayed, showing the **Gift Card Info** tab.



The screenshot shows the "Edit Gift Card Details" window with the "Gift Card Info" tab selected. The window has tabs at the top: "Gift Card Info" (selected), "Usage history", "Save" (button), "Save and Continue Edit" (button), and "Delete". The "Gift Card Info" tab contains fields for: "Gift card type" (Virtual), "Order" (View link), "Initial value" (\$5.0000 USD), "Remaining amount" (\$0.00 USD), "Is gift card activated" (checkbox checked), "Coupon code" (cbf04e2b-r39a), "Recipient's Name" (Friend name), "Recipient's Email" (recipient_email@gmail.com), "Sender's Name" (John Smith), "Sender's Email" (admin@yourStore.com), "Message" (text area), "Is recipient notified" (checkbox checked, "Notify recipient" link), and "Creation date" (11/20/2012 6:14:51 AM).

- 5 View and edit the gift card information, as follows:

- From the **Gift Card Type** select the required option, as follows:
 - **Virtual**
 - **Physical**
- Beside **Order** field click **View** to view the order by which the gift card was purchased.
- In the **Initial value** field, edit the initial value of the card.
- Select the **Is Gift card activated** checkbox. This checkbox is disabled by default.
- In the **Coupon code** field, click **Generate code** to create a coupon code to use during checkout.
- If required, edit the recipients and senders name and email in the relevant fields.

Note: The sender and recipient emails will not be visible for physical gift cards. These mails are visible only for virtual gift cards

- Enter an optional message in the **Message** area.
- Click **Notify Recipient**. An email containing the gift card details will be sent to the recipient's email.

Note: The **Notify Recipient** button is relevant only for virtual gifts card and not physical gift cards.

6 Select the **Usage History** tab, as follows:

Used amount	Order	Used
\$50.00	View	7/8/2011 5:55:18 PM

7 In the **Order** column, click **View** to display the **Order Details** page for the gift card coupon used for. After the gift card is activated and the sender received a coupon code, he can use it during checkout.

This is performed in the public store by entering the serial number in the box on the shopping cart page, as shown below:



8 Click **Add gift card** to see the discount amount at the bottom of the page (total), as follows:

Sub-Total:	\$25.00 (USD)
Discount:	(\$5.00) (USD)
Gift Card (5a028439-8064):	(\$20.00) (USD)
\$5.00 (USD) remaining	
Shipping:	Not required
Tax:	\$0.00 (USD)
Total:	\$0.00 (USD)

Current Shopping Cart

The **Current Shopping Carts** window enables the store owner view all the existing shopping carts of all the customers on one page. This window is accessed in the **Administration Area** and is displayed by selecting **Current Shopping Carts** from the **Sales** menu.

► **To view all current shopping carts:**

- 1 From the **Administration Area**, select **Current Shopping Carts** from the **Sales** menu. The **Current Shopping Carts** window is displayed, as follows:

The screenshot shows the 'Current Shopping Carts' window with four entries. Each entry includes a customer name, a list of products, and a summary table.

Customer	Total items
Guest	5
Guest	3
Guest	2
admin@yourStore.com	3

Guest (Total items: 5)

Product	Quantity	Unit price	Total	Updated on
Arrow Men's Wrinkle Free Pinpoint Solid Long Sleeve	1	\$24.00	\$24.00	3/28/2012 9:24:39 AM
50's Rockabilly Polka Dot Top JR Plus Size	4	\$15.00	\$60.00	3/28/2012 9:24:44 AM

Guest (Total items: 3)

Product	Quantity	Unit price	Total	Updated on
Major League Baseball 2K9	3	\$14.99	\$44.97	3/28/2012 9:24:57 AM

Guest (Total items: 2)

Product	Quantity	Unit price	Total	Updated on
ASUS Eee PC 900HA 10.1-Inch Netbook Black	1	\$1,500.00	\$1,500.00	3/28/2012 9:23:57 AM
HP Pavilion G60-230US 16.0-Inch Laptop	1	\$1,460.00	\$1,460.00	3/28/2012 9:23:59 AM

admin@yourStore.com (Total items: 3)

Product	Quantity	Unit price	Total	Updated on
etries Men's Digit Sneaker	3	\$17.56	\$52.68	4/2/2012 6:57:43 PM

- 2 (Optional) Click on the required product to display the **Edit Product** window, and edit the product (if required).
- 3 (Optional) From the **Current Shopping Carts** window, click on the customer link to display the **Edit Customer Details** window and edit the customer information.

Current Wishlists

The **Current Wishlists** window enables the store owner view all the existing wishlists of all the customers on one page. This window is accessed in the **Administration Area** and is displayed by selecting **Current Wishlists** from the **Sales** menu.

► **To view all current wishlists:**

- 1 From the **Administration Area**, select **Current Wishlists** from the **Sales** menu. The **Current Wishlists** window is displayed, as follows:

The screenshot shows the 'Current Wishlists' window with two sections of wishlists. The first section is for 'Guest' and the second for 'admin@yourStore.com'. Each section has a header row and a data row. The data rows show product details like name, quantity, unit price, total, and update timestamp.

Customer					Total items
Guest					
Product	Quantity	Unit price	Total	Updated on	
Medal of Honor - Limited Edition (Xbox 360)	1	\$37.00	\$37.00	3/28/2012 9:23:52 AM	

Customer					Total items
admin@yourStore.com					
Product	Quantity	Unit price	Total	Updated on	
Medal of Honor - Limited Edition (Xbox 360)	1	\$37.00	\$37.00	3/28/2012 9:23:42 AM	
Major League Baseball 2K9	1	\$14.99	\$14.99	3/28/2012 9:23:45 AM	

- 2 (Optional) Click on the required product to display the **Edit Product** window, and edit the product (if required).
- 3 (Optional) From the **Current Wishlists** window, click on the customer link to display the **Edit Customer Details** window and edit the customer information.

Return Requests

The **Return Request** feature in nopCommerce enables your customers to request a return on items previously purchased. These requests are also known as RMA requests. Return requests are configured in the **Administration Area** by selecting **Settings>Order Settings** to display the **Order Settings** page and then selecting the **Return Request** tab, as described on page 155.

This option is only available for completed orders. When this option is enabled, a **Return item(s)** button is displayed on the order details page in the public store for completed orders only, as shown in the procedure below.

► **To request a return on an item:**

- 1 In the public store, select **My Account** and then select the **Orders option**, as follows:

The screenshot shows a web page titled "My account - Orders". On the left, there's a sidebar with a "MY ACCOUNT" section containing links like Customer info, Addresses, Orders, Return requests, Downloadable products, Back in stock subscriptions, and Change password. The main content area displays two orders. Order Number 3 is listed as "Pending" with the date "12/30/2012 8:02:45 AM" and total "\$6.00". Order Number 2 is listed as "Complete" with the date "12/30/2012 8:02:08 AM" and total "\$1,512.24". Below each order, there are "Details" and "Return Item(s)" buttons. The "Return Item(s)" button is only visible for the completed order.

- 2** Click the **Return Item(s)** button beside the complete order that you want to receive a return for. The **Return Item from Order #** is displayed, as shown in the following example:

Product	Unit price	Qty. to return
etnies Men's Digit Sneaker Size: 8 Color: White/Blue	\$17.56	<input type="button" value="0"/>
Best Grilling Recipes	\$27.00	<input type="button" value="0"/>
Build your own computer Processor: 2.5 GHzIntel Pentium Dual-Core E2200 [+ \$15.00] RAM: 2 GB HDD: 400 GB [+ \$100.00] OS: Vista Home [+ \$50.00] Software: Microsoft Office [+ \$50.00]	\$1,415.00	<input type="button" value="0"/>

Why are you returning these items?

Return reason:

Return action:

Comments:

Submit return request

- 3** From the list of products **Qty. to return** dropdown list select the number of items of the product you want to return.
- 4** From the **Return Reason** dropdown list, select the reason for requesting a return. For example, wrong product ordered, wrong product received and more. These reasons, are defined by the store owner in the **Administration Area** by selecting **Settings>Order Settings** to display the **Order Settings** page and then selecting the **Return Request Settings** tab, as described on page 155.
- 5** From the **Return Action** dropdown list, select the required return action to take. For example, repair product, replace product, issue credit and so on. These actions are defined by the store owner in the **Administration Area** by selecting **Settings>Order Settings** to display the **Order Settings** page and then selecting the **Return Request Settings** tab, as described on page 155.
- 6** In the **Comment** field, enter an optional comment for information purposes.

- 7 Click **Submit return request**. A confirmation message is displayed informing you the request has been submitted successfully. After using the Return Request feature, the customer can manage his requests from **My Account** page in the public store. You can then click the **Return Requests** enabling the customer to view requests and statuses, as shown in the example below:

The screenshot shows a navigation bar at the top with links: Home page, New products, Search, My account, Blog, Contact us. Below this is a sidebar titled 'MY ACCOUNT' with links: Customer info, Addresses, Orders, **Return requests**, Downloadable products, Back in stock subscriptions, Change password. The main content area is titled 'My account - Return requests'. It displays two return requests:

- Return #2 - Pending**
 - Returned item: elnies Men's Digit Sneaker x 1
 - Return Reason: Received Wrong Product
 - Return Action: Repair
 - Date Requested: 1/4/2013 2:23:16 PM
- Return #1 - Pending**
 - Returned item: elnies Men's Digit Sneaker x 2
 - Return Reason: Received Wrong Product
 - Return Action: Repair
 - Date Requested: 12/30/2012 8:07:21 AM

The store owner can now view this return request in the **Administration Area**, as described in the following procedure.

► To view and edit return requests

- From the **Administration Area**, select **Return Requests** from the **Sales** menu. The **Return Requests** window is displayed, as follows:

The screenshot shows a table titled 'Return Requests' with the following data:

ID	Product	Quantity	Customer	Order	Date	Return request status	Edit
2	The Battle Of Los Angeles	1	View	View	7/8/2011 6:05:40 PM	Pending	Edit
1	Poker Face	1	View	View	7/8/2011 6:05:40 PM	Pending	Edit

- 2 Click **Edit** beside the return request to edit. The **Edit Return Request** window is displayed.

The screenshot shows the 'Edit Return Request Details' window. It contains the following fields:

- ID: 2
- Product: The Battle Of Los Angeles
- Quantity: 1
- Order: View
- Customer: View
- Return request status: Pending
- Reason for return: Repair
- Requested action: Received Wrong Product
- Customer comments: some comment here...
- Staff notes: (empty)
- Date: 7/8/2011 10:05:40 AM

At the top right, there are buttons: Notify customer about status change, Save, Save and Continue Edit, and Delete.

Note: Click **Notify customer about status change** to send an email to the customer informing him of the return request change in status.

- 3 Click on the **Order** link in order to view the associated order details page.
- 4 Click on the email link beside the **Customer** field in order view the customer details page.
- 5 From the **Status** dropdown list, select the required request status:
- Pending
 - Received
 - Return Authorized
 - Item(s) Repaired
 - Item(s) Refunded
 - Request rejected
 - Cancelled

- 6** In the **Reason for Return** field, edit the reason for return, as required.
- 7** In the **Requested Action** field, edit the requested action, as required.
- 8** In the **Customer Comments** field, edit the comment entered by the customer, as required.
- 9** In the **Staff Notes** field, enter an optional note for information purposes.
- 10** Click **Save**.

Note: The Request ID, Product and Date fields are read-only and cannot be edited.

8 Managing Customer Generated Content

This section describes how to manage the nopCommerce content generated from the customers. It includes the following:

- **Product Reviews**, below
- **News Comments**, page 311
- **Blog Comments**, page 311
- **Forums**, page 311

Product Reviews

Reviews are displayed on the product details page. Customers can write reviews for different products, as described in **Ratings and Reviews** on page 25. After a review has been written and approved by store owner, other customers can define whether they were helpful or not by clicking **Yes** or **No** in the public store.

By default, reviews must be approved by the store administrator before it appears in the public store.

*Note: However, this behavior can be overridden, meaning the store owner can decide that reviews do not have to be approved by the administrator if required. From the Administration Area select Settings > Catalog Settings from the Configuration menu, and then uncheck the **Product reviews must be approved** option.*

For further details on creating reviews, refer to page 25.

► To manage product reviews:

- 1 From the Catalog menu, select Products > Product Reviews. The Product Reviews window is displayed.

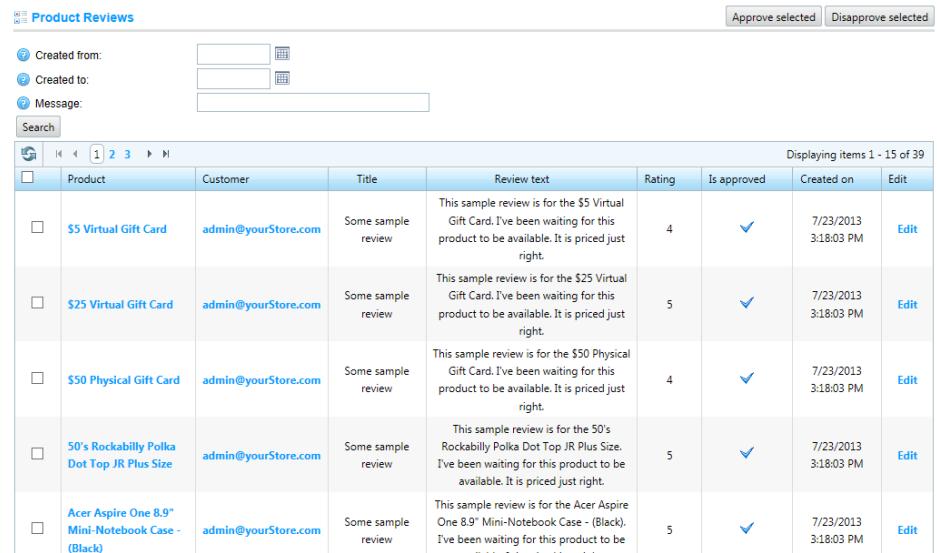
The screenshot shows a software interface titled "Product Reviews". At the top, there are three filter fields: "Created from:" (with a dropdown arrow), "Created to:" (with a dropdown arrow), and "Message:" (with a text input field). To the right are two buttons: "Approve selected" and "Disapprove selected". Below these are search icons and a page navigation bar showing page 1 of 15. The main area is a table with the following columns: Product, Customer, Title, Review text, Rating, Is approved, Created on, and Edit. The table contains five rows of sample data:

	Product	Customer	Title	Review text	Rating	Is approved	Created on	Edit
<input type="checkbox"/>	\$5 Virtual Gift Card	admin@yourStore.com	Some sample review	This sample review is for the \$5 Virtual Gift Card. I've been waiting for this product to be available. It is priced just right.	4	<input checked="" type="checkbox"/>	7/23/2013 3:18:03 PM	Edit
<input type="checkbox"/>	\$25 Virtual Gift Card	admin@yourStore.com	Some sample review	This sample review is for the \$25 Virtual Gift Card. I've been waiting for this product to be available. It is priced just right.	5	<input checked="" type="checkbox"/>	7/23/2013 3:18:03 PM	Edit
<input type="checkbox"/>	\$50 Physical Gift Card	admin@yourStore.com	Some sample review	This sample review is for the \$50 Physical Gift Card. I've been waiting for this product to be available. It is priced just right.	4	<input checked="" type="checkbox"/>	7/23/2013 3:18:03 PM	Edit
<input type="checkbox"/>	50's Rockabilly Polka Dot Top JR Plus Size	admin@yourStore.com	Some sample review	This sample review is for the 50's Rockabilly Polka Dot Top JR Plus Size. I've been waiting for this product to be available. It is priced just right.	5	<input checked="" type="checkbox"/>	7/23/2013 3:18:03 PM	Edit
<input type="checkbox"/>	Acer Aspire One 8.9" Mini-Notebook Case - (Black)	admin@yourStore.com	Some sample review	This sample review is for the Acer Aspire One 8.9" Mini-Notebook Case - (Black). I've been waiting for this product to be	5	<input checked="" type="checkbox"/>	7/23/2013 3:18:03 PM	Edit

- 2 In the **Created From** and **Created to** fields, enter the date range for your search. Alternatively, you can click on the dropdown calendar and select the required date ranges. Use this option to search by date range.
- 3 In the **Message** field, enter the title or review text to search for.
- 4 Click **Search** to search by the selected criteria.
- 5 Select the **Approved selected** button to approve the selected review or click the **Disapprove selected** button, if you do not want to approve the review.

► To edit the product review:

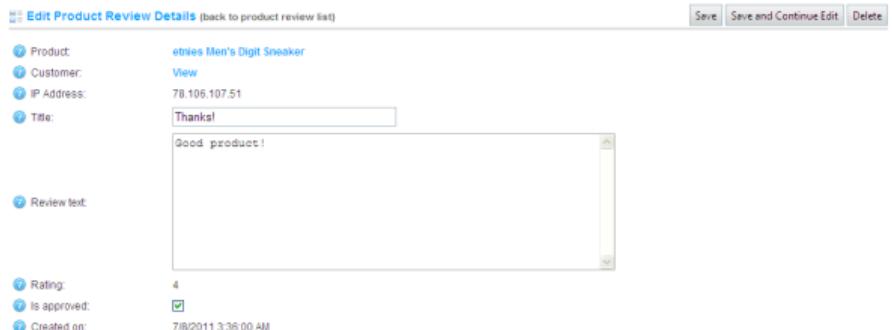
- From the Catalog menu, select **Products > Product Reviews**. The **Product Reviews** window is displayed.



The screenshot shows a table titled "Product Reviews" with the following columns: Product, Customer, Title, Review text, Rating, Is approved, Created on, and Edit. There are 15 items displayed out of 39. Each row contains a checkbox, the product name, customer email, title, review text, rating (4 or 5), approval status (checked), creation date (7/23/2013 3:18:03 PM), and an "Edit" link.

	Product	Customer	Title	Review text	Rating	Is approved	Created on	Edit
<input type="checkbox"/>	\$5 Virtual Gift Card	admin@yourStore.com	Some sample review	This sample review is for the \$5 Virtual Gift Card. I've been waiting for this product to be available. It is priced just right.	4	✓	7/23/2013 3:18:03 PM	Edit
<input type="checkbox"/>	\$25 Virtual Gift Card	admin@yourStore.com	Some sample review	This sample review is for the \$25 Virtual Gift Card. I've been waiting for this product to be available. It is priced just right.	5	✓	7/23/2013 3:18:03 PM	Edit
<input type="checkbox"/>	\$50 Physical Gift Card	admin@yourStore.com	Some sample review	This sample review is for the \$50 Physical Gift Card. I've been waiting for this product to be available. It is priced just right.	4	✓	7/23/2013 3:18:03 PM	Edit
<input type="checkbox"/>	50's Rockabilly Polka Dot Top JR Plus Size	admin@yourStore.com	Some sample review	This sample review is for the 50's Rockabilly Polka Dot Top JR Plus Size. I've been waiting for this product to be available. It is priced just right.	5	✓	7/23/2013 3:18:03 PM	Edit
<input type="checkbox"/>	Acer Aspire One 8.9" Mini-Notebook Case - (Black)	admin@yourStore.com	Some sample review	This sample review is for the Acer Aspire One 8.9" Mini-Notebook Case - (Black). I've been waiting for this product to be	5	✓	7/23/2013 3:18:03 PM	Edit

- Click **Edit**. The **Edit product review** window is displayed, as follows:



The screenshot shows the "Edit Product Review Details" window. It includes fields for Product (set to "etries Men's Digit Sneaker"), Customer (link to view), IP Address (78.106.107.51), Title ("Thanks!"), Review text ("Good product!"), Rating (4), Is approved (checked), and Created on (7/8/2011 3:36:00 AM).

- In the **Product** field, click the email link to display the **Edit Product details** window and edit the details, as described on page 95.
- In the **Customer** field, click the **Edit** link to display the **Edit customer details** window and edit the details, as described on page 275.
- The **IP Address** field displays the IP address of the customer that added the review.
- In the **Title** field, edit the title text.
- In the **Review Text** field, edit the review text entered.

- 8** In the **Rating** field, view the customers rating displayed (cannot be edited).
- 9** Check the **Is approved** checkbox to approve the review.
- 10** In the **Create On** field, view the date and time the review was created.
- 11** Click **Save**.

News Comments

The News Comments feature is used by the customers that want to comment on certain news items in the nopCommerce store. For example, regarding the features of the new release, and so on. For further details on how to add these comments, refer to page 216.

Blog Comments

The News Comments feature is used by the customers that want to comment on certain blog items in the nopCommerce store. For example, provide feedback on a certain problem in or feature in nopCommerce and more. For further details on how to add these blog comments, refer to page 219.

Forums

Forum content is managed from the public store by users who are forum moderators. For further details on forums, forums settings and how to manage them, refer to page, refer to page 221. Customers can only create posts and reply to them after forums have been enabled by the store owner.

The store owner must enable the use of forums in the Administration area, from the **Configuration** menu, by selecting **Settings>Forum settings**. After selecting the **Forums enabled** checkbox in the **Forums settings** window. The store must then create at least one forum group and one forum under the forum group. After this is set the customer can then view and add new posts in the forums window by clicking **Forums** menu in the public store. These posts and topics that were added by the customers can be edited, moved and deleted only by the store moderators, as described below.

*Note: Only customers with the **Forum moderators** role can manage forum topics and posts.*

► To edit forum topic and posts (moderators):

- 1 From the public store, click the **Forums** menu item.
- 2 The **Forums** window is displayed, as follows:

The screenshot shows the 'Forums' section of a website. At the top, there's a navigation bar with links: Home page, New products, Search, My account, Blog, Forums, and Contact us. Below the navigation is a header for 'Forums' with a note: 'Put your welcome message here. You can edit this in the admin site.' A timestamp 'Friday, January 04, 2013 2:26:40 PM' is also present. On the right, there are search options: 'Search forums', 'Search', and 'Advanced search'.

General

Forum	Topics	Posts	Latest Post
New Products Discuss new products and industry trends	5	5	5 days ago In: Sample topic 5 By: admin@yourStore.com
Mobile Devices Forum Discuss the mobile phone market	0	0	No Posts
Packaging & Shipping Discuss packaging & shipping	0	0	No Posts

Active discussions [View all]

Topic Title	Replies	Views	Latest Post
Sample topic 5 Author: admin@yourStore.com	0	1	5 days ago By: admin@yourStore.com
Sample topic 4 Author: admin@yourStore.com	0	1	5 days ago By: admin@yourStore.com
Sample topic 3 Author: admin@yourStore.com	0	1	5 days ago By: admin@yourStore.com
Sample topic 2 Author: admin@yourStore.com	0	1	5 days ago By: admin@yourStore.com
Sample topic 1 Author: admin@yourStore.com	0	1	5 days ago By: admin@yourStore.com

- 3 From the **General** area, double click on a forum group and then click on the required topic to edit. The edit topic window is displayed, as follows:

The screenshot shows the 'Edit Topic' window for 'SAMPLE TOPIC 5'. At the top, there's a breadcrumb trail: HOME / FORUMS / GENERAL / NEW PRODUCTS / SAMPLE TOPIC 5. There are search and advanced search options on the right. The main area shows the topic details: 'Sample topic 5' by 'admin@yourStore.com' (Status: Moderator, Total Posts: 5). The post content is 'sample topic post'. Below the post are edit and delete buttons, and above it are reply and watch topic buttons. The bottom right corner has a quote button.

- 4** Edit the topic by selecting the required option, as follows (for store moderator use only):
- **Edit Post:** Click to display the Edit post window, enabling the store moderator to edit the text of the selected post, as required.
 - **Delete Post:** Click to remove the post from the forum
 - **Edit Topic:** Click to display the Edit topic window, enabling the store moderator to edit the text of the selected topic, as required.
 - **Priority:** From the Priority dropdown list, select the Normal, Announcement or Sticky priority.
 - **Options:** Check the **Watch topic** checkbox to enable the customer to track topic posts.
 - **Delete Topic:** Click to remove the topic from the forum.
 - **Move Topic:** Click to move the topic to another forum. From the dropdown list, select the forum that you want to move the topic to.

► **Using forums (customers):**

- 1 From the public store, click the **Forums** menu item.
- 2 The **Forums** window is displayed, as follows:

The screenshot shows the 'Forums' window with the following structure:

- Header:** Home page, New products, Search, My account, Blog, Forums, Contact us.
- Welcome Message:** Put your welcome message here. You can edit this in the admin site.
- Date:** Friday, January 04, 2013 2:26:40 PM
- Search:** Search forums, Advanced search
- General Forum List:**

Forum	Topics	Posts	Latest Post
New Products Discuss new products and industry trends	5	5	5 days ago In: Sample topic 5 By: admin@yourStore.com
Mobile Devices Forum Discuss the mobile phone market	0	0	No Posts
Packaging & Shipping Discuss packaging & shipping	0	0	No Posts
- Active Discussions:**

Topic Title	Replies	Views	Latest Post
Sample topic 5 Author: admin@yourStore.com	0	1	5 days ago By: admin@yourStore.com
Sample topic 4 Author: admin@yourStore.com	0	1	5 days ago By: admin@yourStore.com
Sample topic 3 Author: admin@yourStore.com	0	1	5 days ago By: admin@yourStore.com
Sample topic 2 Author: admin@yourStore.com	0	1	5 days ago By: admin@yourStore.com
Sample topic 1 Author: admin@yourStore.com	0	1	5 days ago By: admin@yourStore.com

- 3** (Optional) From the **Search** area, you can enter a keyword to search for. The topics found will be displayed, as follows:

The screenshot shows a search interface for forums. At the top, there's a navigation bar with links for Home page, New products, Search, My account, Blog, Forums, and Contact us. Below that is a breadcrumb trail: HOME / FORUMS. The main title is "Search Forums". A search input field contains the word "topic" and has an "Advanced search" checkbox checked. Below the search bar is a table titled "Topic Title" with the following data:

Topic Title	Replies	Views	Latest Post
Sample topic 5 Author: admin@yourStore.com	0	2	5 days ago By: admin@yourStore.com
Sample topic 4 Author: admin@yourStore.com	0	1	5 days ago By: admin@yourStore.com
Sample topic 3 Author: admin@yourStore.com	0	1	5 days ago By: admin@yourStore.com
Sample topic 2 Author: admin@yourStore.com	0	1	5 days ago By: admin@yourStore.com
Sample topic 1 Author: admin@yourStore.com	0	1	5 days ago By: admin@yourStore.com

- 4** Check the **Advanced search** checkbox. The window is expanded, as follows:

This screenshot shows the same search interface as above, but with the "Advanced search" checkbox checked. This has expanded the search controls below the search bar. The expanded controls include:

- Search in forum: A dropdown menu set to "All forums".
- Search within: A dropdown menu set to "Topic titles and post text".
- Limit results to previous: A dropdown menu set to "All results".

Below these controls is the same table of topics as in the first screenshot.

- 5** Define the search criteria using one or more of the following:
- From the **Search in forum** dropdown list, select the required forum to search by.
 - From the **Search within** dropdown list, select the required option, as follows:
 - Topic titles and post text
 - Topic title only
 - Post Text only
 - From the limit results to previous dropdown list, select the required option.
- 6** Click **Search** to display the products matching the search criteria.

- 7 Click on the topic to view it, as follows:

The screenshot shows a forum topic page with the following details:

- Header:** Home page, New products, Search, My account, Blog, Forums, Contact us.
- Breadcrumbs:** HOME / FORUMS / GENERAL / NEW PRODUCTS / SAMPLE TOPIC 5
- Search:** Search forums, Advanced search.
- Topic Title:** Sample topic 5
- Topic Actions:** Edit Topic, Delete Topic, Move Topic, Reply, Watch Topic.
- Post Information:** Posted: 5 days ago, by admin@yourStore.com (Status: Moderator, Total Posts: 5), sample topic post.
- Reply Options:** Reply, Watch Topic.

- 8 Reply to a post by clicking the **Reply** button. The **New post** window is displayed, enabling you to create a new post.
- 9 Enter the required text and click **Submit**. The new post is displayed in the forum.
- 10 (Optional) Customers can toggle the **WatchTopic/Unwatch Topic** button to track posts.

9 Security

The section describes the security mechanism that nopCommerce uses to protect their customer transactions. These mechanisms include:

- **Access Control List**, below
- **Activity Log**, page 318
- **Maintenance**, page 320

Access Control List

This section describes how to add an access control list (ACL) which is a list of permissions attached to an object. This list specifies the access rights of users to objects. This list is managed by administrators. Therefore, the user must have administrator rights to access it. The access list contains the following characteristics:

- Access control list is role-based (such as, Content Managers, Global Administrators and more). This list can be managed in the **Administration Area** in the **Customers Roles** window by selecting **Customers >Customer Roles**.
- Access control list appears in the Administration area. Ensure the user is an administrator in order to access it.
- Predefined administrator actions exist. These include Manage Orders or Manage Customers and much more.

► To manage an access control list:

- 1 From the **Configuration** menu, select **Access Control List**. The Access control list window is displayed, as follows:



The screenshot shows a table titled "Access Control List". The columns are labeled "Permission name", "Administrators", "Forum Moderators", "Guests", and "Registered". The "Administrators" column contains checked checkboxes for most permissions. The "Guests" and "Registered" columns are mostly empty, with a few checkboxes checked in the "Guests" column for certain permissions like "Manage Customers" and "Manage Settings". A "Save" button is visible at the top right.

Permission name	Administrators	Forum Moderators	Guests	Registered
Access admin area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage ACL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Activity Log	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Affiliates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Blog	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Campaigns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Catalog	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Countries	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Currencies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Customer Roles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Discounts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Email Accounts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage External Authentication Methods	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Forums	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Gift Cards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Languages	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Measures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Message Queue	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Message Templates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage News	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Newsletter Subscribers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Orders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Payment Methods	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Plugins	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Polls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Promotion Feeds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Return Requests	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin area: Manage Settings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 2 Select the required role beside the **Customer action** item.

- Administrators
- Forum Moderators
- Guests
- Registered

Note: These customer roles are not hard-coded and can be configured in the Administration area, by selecting Customer Roles from the Customers menu.

- 3 Click **Save**.

Note: The selected roles will have access to the selected actions accordingly

Activity Log

This section describes how to enable or disable the activity types in nopCommerce. In addition, it describes how to define the search criteria to display the log of activities performed.

Enabling/Disabling Activity Types

By default, all the Activity Types are enabled in nopCommerce. You can disable them by un-checking the relevant checkbox. Most of the activity types described here are for the administrator only, used in the Administration Area. However, some are for the user (such as, add to cart, add to wishlist, place order and more).

► To enable/disable activity types:

- 1 From the Configuration menu, select Activity Log > Activity Types. The Activity Types window is displayed.

The screenshot shows a configuration screen titled "Activity Types". At the top right is a "Save" button. The main area is a table with two columns: "Name" and "Is Enabled". The "Name" column lists various activity types, and the "Is Enabled" column contains checkboxes, all of which are currently checked (indicated by green checkmarks). The activity types listed are: Add a new category, Add a new checkout attribute, Add a new customer, Add a new customer role, Add a new discount, Add a new gift card, Add a new manufacturer, Add a new product, Add a new product attribute, Add a new product variant, Add a new setting, Add a new specification attribute, Delete a checkout attribute, Delete a customer, Delete a customer role, Delete a discount, Delete a gift card, Delete a manufacturer, Delete a product, Delete a product attribute, and Delete a product variant.

Name	Is Enabled
Add a new category	<input checked="" type="checkbox"/>
Add a new checkout attribute	<input checked="" type="checkbox"/>
Add a new customer	<input checked="" type="checkbox"/>
Add a new customer role	<input checked="" type="checkbox"/>
Add a new discount	<input checked="" type="checkbox"/>
Add a new gift card	<input checked="" type="checkbox"/>
Add a new manufacturer	<input checked="" type="checkbox"/>
Add a new product	<input checked="" type="checkbox"/>
Add a new product attribute	<input checked="" type="checkbox"/>
Add a new product variant	<input checked="" type="checkbox"/>
Add a new setting	<input checked="" type="checkbox"/>
Add a new specification attribute	<input checked="" type="checkbox"/>
Delete a checkout attribute	<input checked="" type="checkbox"/>
Delete a customer	<input checked="" type="checkbox"/>
Delete a customer role	<input checked="" type="checkbox"/>
Delete a discount	<input checked="" type="checkbox"/>
Delete a gift card	<input checked="" type="checkbox"/>
Delete a manufacturer	<input checked="" type="checkbox"/>
Delete a product	<input checked="" type="checkbox"/>
Delete a product attribute	<input checked="" type="checkbox"/>
Delete a product variant	<input checked="" type="checkbox"/>

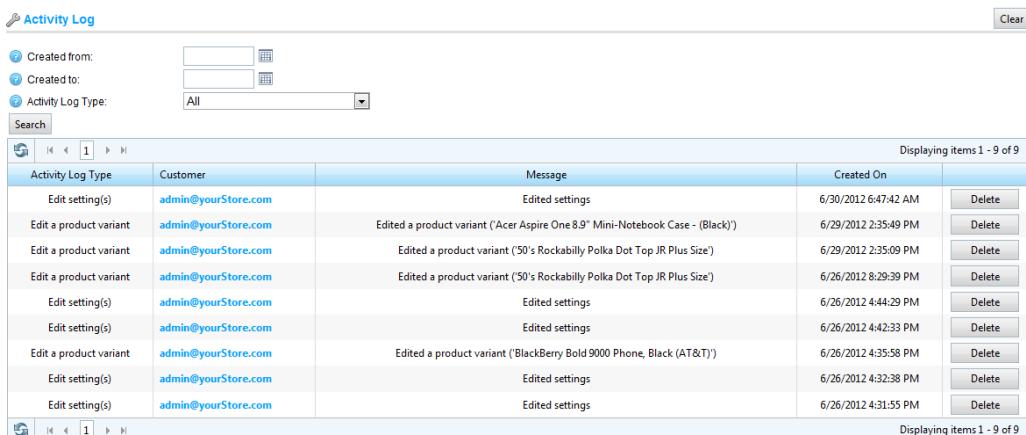
- 2** Check the **Is Enabled** column beside the activity that you want to be *enabled*.
- 3** Uncheck the **Is Enabled** column beside the activity that you want to be *disabled*.
- 4** Click **Save**.

Searching for Activity Types

This section describes how to search for activity types based on the search criteria entered. A log of activities is then displayed. You can clear this log of activities at any time by clicking the **Clear All** button.

► **To display a log of activities:**

- 1** From the Configuration menu, select Activity Log > Activity Log. The Activity Log window is displayed.



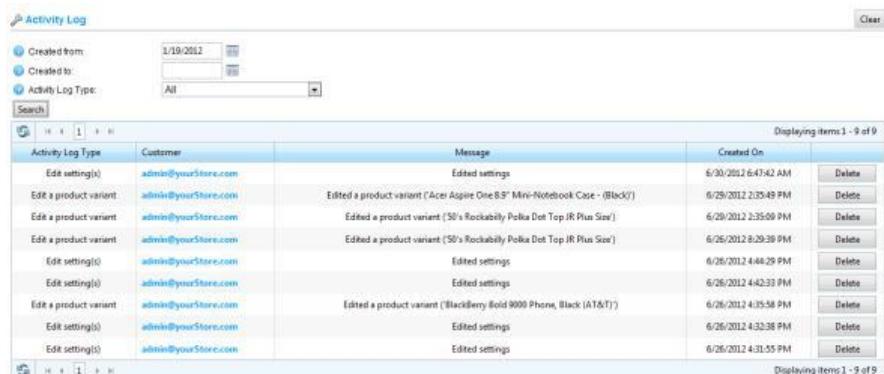
The screenshot shows a table titled "Activity Log" with the following columns: Activity Log Type, Customer, Message, and Created On. There are 9 items displayed, ranging from June 26, 2012, to June 30, 2012. Each row includes a "Delete" button. The table has a header row and 9 data rows. Navigation buttons (first, previous, next, last) are at the top and bottom of the table.

Activity Log				
Activity Log Type	Customer	Message	Created On	
Edit setting(s)	admin@yourStore.com	Edited settings	6/30/2012 6:47:42 AM	<input type="button" value="Delete"/>
Edit a product variant	admin@yourStore.com	Edited a product variant ('Acer Aspire One 8.9" Mini-Notebook Case - (Black)')	6/29/2012 2:35:49 PM	<input type="button" value="Delete"/>
Edit a product variant	admin@yourStore.com	Edited a product variant ('50's Rockabilly Polka Dot Top JR Plus Size')	6/29/2012 2:35:09 PM	<input type="button" value="Delete"/>
Edit a product variant	admin@yourStore.com	Edited a product variant ('50's Rockabilly Polka Dot Top JR Plus Size')	6/26/2012 8:29:39 PM	<input type="button" value="Delete"/>
Edit setting(s)	admin@yourStore.com	Edited settings	6/26/2012 4:44:29 PM	<input type="button" value="Delete"/>
Edit setting(s)	admin@yourStore.com	Edited settings	6/26/2012 4:42:33 PM	<input type="button" value="Delete"/>
Edit a product variant	admin@yourStore.com	Edited a product variant ('BlackBerry Bold 9000 Phone, Black (AT&T)')	6/26/2012 4:35:58 PM	<input type="button" value="Delete"/>
Edit setting(s)	admin@yourStore.com	Edited settings	6/26/2012 4:32:38 PM	<input type="button" value="Delete"/>
Edit setting(s)	admin@yourStore.com	Edited settings	6/26/2012 4:31:55 PM	<input type="button" value="Delete"/>

- 2** Define the search criteria, using one or more of the following:

- In the **Created From** and **Created to** fields, enter the date range for your search. Alternatively, you can click on the dropdown calendar and select the required date ranges. Use this option to search by date range.
- From the **Activity Log Type** dropdown list, select the required activity type to search by.

- Click **Search**. The View Activity Log type window is expanded to include a log of the relevant data, as shown in the example below.



The screenshot shows a software interface titled "Activity Log". At the top, there are three filter dropdowns: "Created from" (set to "1/19/2012"), "Created to" (empty), and "Activity Log Type" (set to "All"). Below these is a "Search" button. The main area is a table with columns: "Activity Log Type", "Customer", "Message", and "Created On". The table contains nine rows of data, each with a "Delete" link in the last column. The data is as follows:

Activity Log Type	Customer	Message	Created On	Delete
Edit setting(s)	admin@yourStore.com	Edited settings	6/30/2012 6:47:42 AM	Delete
Edit a product variant	admin@yourStore.com	Edited a product variant ('Acer Aspire One 8.9" Mini-Notebook Case - (Black)')	6/29/2012 2:35:49 PM	Delete
Edit a product variant	admin@yourStore.com	Edited a product variant ('50's Rockabilly Polka Dot Top (R Plus Size)')	6/28/2012 2:35:09 PM	Delete
Edit a product variant	admin@yourStore.com	Edited a product variant ('50's Rockabilly Polka Dot Top (R Plus Size)')	6/26/2012 9:29:39 PM	Delete
Edit setting(s)	admin@yourStore.com	Edited settings	6/26/2012 4:44:29 PM	Delete
Edit setting(s)	admin@yourStore.com	Edited settings	6/26/2012 4:42:33 PM	Delete
Edit a product variant	admin@yourStore.com	Edited a product variant ('Blackberry Bold 9000 Phone, Black (AT&T)')	6/26/2012 4:35:58 PM	Delete
Edit setting(s)	admin@yourStore.com	Edited settings	6/26/2012 4:32:38 PM	Delete
Edit setting(s)	admin@yourStore.com	Edited settings	6/26/2012 4:31:55 PM	Delete

Maintenance

This section includes following maintenance procedures:

- **Deleting Old Exported Files**, page 321
- **Deleting Abandoned Shopping carts**,322
- **Deleting Guests**, page 323
- **Viewing Store Warnings**, page 324
- **Viewing System Information**, page 325

Deleting Old Exported Files

The following procedure describes how to delete old exported files.

► **To delete old exported files:**

- 1 From the **System** menu, select **Maintenance**. The **Maintenance** window is displayed, as follows:

The screenshot shows the 'Maintenance' window with three main sections:

- Deleting guest customers**: Fields for Start date (empty) and End date (6/23/2012), a checkbox for Only without shopping cart (checked), and a **Delete** button.
- Deleting abandoned shopping carts**: Field for Created before (12/31/2011) and a **Delete** button.
- Deleting old exported files**: Fields for Start date (empty) and End date (empty), and a **Delete** button.

- 2 From the **Deleting old exported files** area, click the **Delete** button. All the exported and generated files (such as, PDF and Excel files for example) will be deleted and removed from the database.

Deleting Abandoned Shopping Carts

The following procedure describes how to delete abandoned shopping carts and wishlists.

▶ **To delete abandoned shopping carts and wishlists:**

- 1 From the **System** menu, select **Maintenance**. The **Maintenance** window is displayed, as follows:

The screenshot shows the 'Maintenance' window with three main sections:

- Deleting guest customers**: Fields for Start date (empty) and End date (6/23/2012), a checkbox for Only without shopping cart (checked), and a **Delete** button.
- Deleting abandoned shopping carts**: A field for Created before (12/31/2011) and a **Delete** button.
- Deleting old exported files**: Fields for Start date (empty) and End date (empty), and a **Delete** button.

- 2 From the **Deleting abandoned shopping carts** area, click the **Delete** button. All shopping cart items created before the specified date will be deleted.

Deleting Guests

The following procedure describes how to enable store owner to easily delete guest customer records.

► **To delete guest customer records:**

- 1 From the **System** menu, select **Maintenance**. The **Maintenance** window is displayed, as follows:

The screenshot shows the 'Maintenance' window with three main sections:

- Deleting guest customers:** Includes fields for Start date (empty), End date (6/23/2012), Only without shopping cart (checked), and a Delete button.
- Deleting abandoned shopping carts:** Includes a field for Created before (12/31/2011) and a Delete button.
- Deleting old exported files:** Includes fields for Start date and End date, both empty, and a Delete button.

- 2 From the **Deleting guest customers**, click the **Delete** button. This option enables you to delete customer records created for guest visitors.

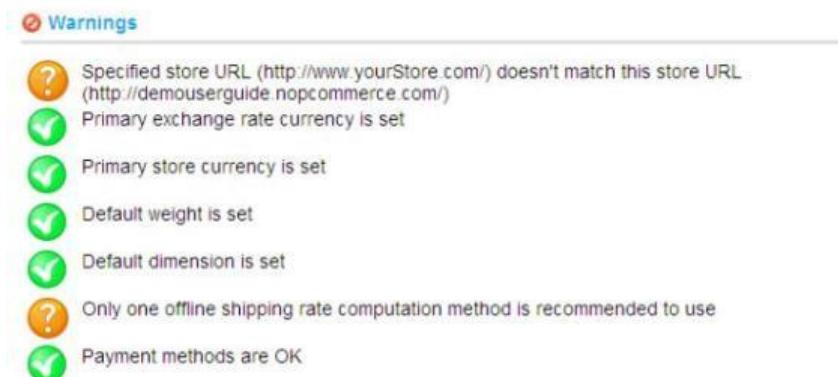
Note: Only guests without orders or written customer content (such as product reviews or news comments) will be deleted

Viewing Store Warnings

The following procedure describes how to view any current warnings that currently exist in the public store.

► **To view store warnings:**

- From the **System** menu, select **Warnings**. The **Warnings** window is displayed, as follows:



Viewing System Information

The following procedure describes how to view the system information of the store and system server.

► **To system information:**

- From the **System** menu, select **System Information**. The **System Information** window is displayed, as follows:

System Information

 nopCommerce version:	2.60
 Operating system:	Microsoft Windows NT 6.1.7601 Service Pack 1
 ASP.NET info:	v4.0.30319
 Is full trust level:	True
 Server time zone:	Central Standard Time
 Server local time:	Saturday, June 30, 2012 6:29:39 AM
 Greenwich Mean Time (GMT/UTC):	Saturday, June 30, 2012 11:29:39 AM
 Loaded assemblies:	Show

10 Improving your Store

nopCommerce enables you to view various reports to enable you to improve your store and service. These include:

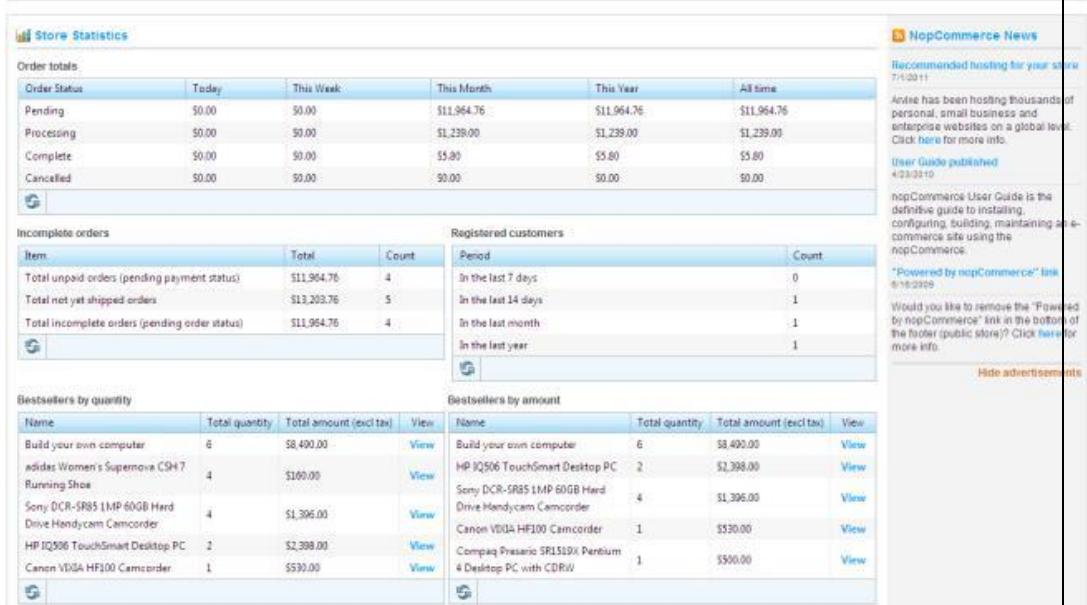
- **Dashboards reports**, below
- **Low Stock Reports**, page 327
- **Customer Statistics**, page 327
- **Logs**, page 331
- **Schedule Tasks**, page 333
- **Message Queue**, page 333
- **Search Engine Friendly Page Name**, page 336

Dashboard Reports

The dashboard enables you to view your store statistics, this includes, the total number of orders that were processes over the last, year, month, week and more. This includes the number of incomplete orders that are still pending as well as the number of customers that have signed up in the last year, week, or month. On the dashboard, you can also view the most popular products in your store.

► To view the dashboard reports:

- 1 Click the **Dashboard**  icon on the **Toolbar**. The store statistics are displayed, as follows.



The screenshot shows the nopCommerce Dashboard with several sections of data:

- Order totals:** A table showing order status (Pending, Processing, Complete, Cancelled) and their respective counts and totals for Today, This Week, This Month, This Year, and All time.
- Incomplete orders:** A table showing the count of total unpaid orders, total net yet shipped orders, and total incomplete orders.
- Registered customers:** A table showing the count of customers for different time periods: In the last 7 days, In the last 14 days, In the last month, and In the last year.
- Bestsellers by quantity:** A table showing the top products by quantity sold, including their names, total quantity, total amount (excluding tax), and a "View" link.
- Bestsellers by amount:** A table showing the top products by total amount sold, including their names, total quantity, total amount (excluding tax), and a "View" link.
- NopCommerce News:** A sidebar with a heading "Recommended hosting for your store 7/1/2011". It includes a link to "Click here for more info.", a note about Anitee hosting thousands of websites, and a link to "User Guide published 4/3/2010".
- Powered by nopCommerce:** A footer note with a link to "Powered by nopCommerce" and a note about removing the link from the toolbar.
- Hide advertisements:** A link in the bottom right corner.

The store statistics includes the following:

- **Order totals:** It enables you to know the number of order that were processed in the last day, week, month, year and the order total.
- **Incomplete orders:** Enables you to know the number of orders that are currently pending.
- **Registered customers:** Enables you to know how many customers registered in the last, 7 days, 14 days, month and year.
- **Best Sellers:** Enables you to know the best product sellers.

Low Stock Reports

The low stock report contains a list of products that are currently under stock. In the example shown below, the min stock quantity was set to **20** and the stock quantity is **0**, therefore a low stock report is generated for this product. For further info on defining these settings refer to, **Adding Products** as described on page 132.

► **To view low stock reports:**

- 1 From the **Catalog** menu, select **Products>Low Stock Report**. The **Product Low Stock** report window is displayed.

Low Stock Product Variant					
Name	Sku	Price	Stock quantity	Published	Edit
APC Back-UPS RS 800VA - UPS - 800 VA - UPS battery - lead acid (BR800BLK)		75.00	0	✓	Edit
Arrow Men's Wrinkle Free Pinpoint Solid Long Sleeve		24.00	0	✓	Edit
Displaying items 1 - 2 of 2					

- 2 Click **Edit** to view the **Product info** tab, where these settings stock can settings can be changed.

Customer Statistics

This section describes how to generate and view reports describing information regarding customer language, location gender and more.

Customers by Order Total

This section describes how to generate a report displaying the top 20 customers based on the total amount spent.

► **To generate the customer by order total report:**

- 1 From the **Customers**, select **Customer Reports**. The **Customer Reports** window is displayed, showing the **Top 20 customer by order total** tab, as follows:

Customer	Order total	Number of orders	View
John Smith	\$13,209.56	6	

- 2 Enter one or more of the following information to search for the customer by order total report:
 - From the **Start date** field select the start date for the search.
 - From the **End date** field select the end date for the search.
 - From the **Order Status** dropdown list, select the order status to search by, as follows:
 - All
 - Pending
 - Processing
 - Complete
 - Cancelled
 - From the **Payment Status** dropdown list, select the payment status to search by, as follows:
 - All
 - Pending
 - Authorized
 - Paid
 - Refunded
 - Partially Refunded
 - Voided

- From the **Shipping Status** dropdown list, select the shipping status to search by, as follows:
 - All
 - Shipping not Required
 - Not Yet Shipped
 - Partially shipped
 - Shipped
 - Delivered

Customers by Number of Orders

This section describes how to generate a report displaying the top 20 customers based on the total number of orders issued.

► **To generate the customer by number of orders report:**

- From the **Customers**, select **Customer Statistics**. The **Customer Statistics** window is displayed, showing the **Top 20 customer by order total** tab, as shown on page 328.
- Select the Top 20 customers by number of orders tab, as follows:

Customer	Order total	Number of orders	View
John Smith	\$13,209.50	6	View

- Enter one or more of the following information to search for the customer by order total report:
 - From the **Start date** field select the start date for the search.
 - From the **End date** field select the end date for the search.
 - From the **Order Status** dropdown list, select the order status to search by, as follows:
 - All
 - Pending
 - Processing
 - Complete
 - Cancelled

- 4 From the **Payment Status** dropdown list, select the payment status to search by, as follows:
 - All
 - Pending
 - Authorized
 - Paid
 - Refunded
 - Partially Refunded
 - Voided
- From the **Shipping Status** dropdown list, select the shipping status to search by, as follows:
 - All
 - Shipping not Required
 - Not Yet Shipped
 - Partially shipped
 - Shipped
 - Delivered

Registered Customers

This report shows the number of registered customers for a certain period. You can generate a report displaying the number of registered users from the last, week, two weeks, month and year. If required you can also view the full list of the registered users from the selected time period by clicking the **View** button and reverting back to the **Manage Customers** window.

- To generate the registered customers report:
- 1 From the **Customers**, select **Customer Reports**. The **Customer Reports** window is displayed, showing the **Top 20 customer by order total** tab, as shown on page 328.
 - 2 Select the **Registered customers** tab, as follows:

The screenshot shows the 'Customer Reports' interface. At the top, there are three tabs: 'Top 20 customers by order total', 'Top 20 customers by number of orders', and 'Registered customers'. The 'Registered customers' tab is selected. Below the tabs, there is a section titled 'Period' with four options: 'In the last 7 days', 'In the last 14 days', 'In the last month', and 'In the last year'. To the right of this section is a table with two columns: 'Period' and 'Count'. The table data is as follows:

Period	Count
In the last 7 days	0
In the last 14 days	1
In the last month	1
In the last year	1

The period of time for which to display the number of registered customers is displayed, as follows:

- 7 days
- 14 days
- Month
- Year

The number of register customers for the selected period is displayed in the **Count** column.

Logs

The system log report displays a list of all the errors that were created in the system. This information includes, the log type the customer that created the error, the date, and the description of the error. Clicking **View**, displays additional details of the error that occurred. You can click **Delete** to remove a log from the system if required.

► **To view system log information:**

- 1 From the **System** menu, select **Log**. The **System Log** window is displayed.

The screenshot shows the 'Log' window with the following interface elements:

- Top bar: 'Delete selected' and 'Clear log' buttons.
- Search bar: Fields for 'Created from:', 'Created to:', 'Message', and 'Log level' (set to 'All'), with a 'Search' button.
- Table header: 'Log level' and 'Short message'.
- Table data:

Log level	Short message	Created on	Edit
Error	An item with the same key has already been added.	10/9/2011 2:55:33 AM	View
Error	An item with the same key has already been added.	10/9/2011 2:58:56 AM	View
Error	An item with the same key has already been added.	10/9/2011 2:01:47 AM	View
Error	An item with the same key has already been added.	10/9/2011 1:27:26 AM	View
Error	An item with the same key has already been added.	10/6/2011 9:33:05 PM	View
Error	An item with the same key has already been added.	10/6/2011 12:20:41 PM	View
Error	An item with the same key has already been added.	10/6/2011 12:20:41 PM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>... User is unknown [mp-us011]	10/5/2011 8:23:41 AM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>... User is unknown [mp-us011]	10/5/2011 8:23:40 AM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>... User is unknown [mp-us009]	10/5/2011 8:22:39 AM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>... User is unknown [mp-us009]	10/5/2011 8:22:38 AM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>... User is unknown [mp-us009]	10/5/2011 8:22:36 AM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>... User is unknown [mp-us011]	10/5/2011 8:22:35 AM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>... User is unknown [mp-us011]	10/5/2011 8:21:34 AM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>... User is unknown [mp-us011]	10/5/2011 8:21:32 AM	View
- Bottom navigation: 'Displaying items 1 - 15 of 27' and page numbers 1, 2, 3, 4, 5.

- 2** Enter one or more of the following information to search for the system log information:
- From the **Created from** field, select the start date for the search.
 - From the **Created to** field, select the end date for the search.
 - In the **Message** field, select the message or part of the message to search by.
 - From the **Log level** dropdown list, select the type of log information to display, as follows:
 - All
 - Debug
 - Information
 - Warning
 - Error
 - Fatal
- 3** Click **Search**. The log system window is displayed based on the search criteria, as follows:

The screenshot shows a 'Log' interface with the following components:

- Search Filters:** Includes fields for 'Created from' (date range), 'Created to' (date range), 'Message' (text input), and a 'Log level' dropdown menu set to 'All'. There are also 'Delete selected' and 'Clear log' buttons.
- Result Grid:** A table titled 'Displaying items 1 - 15 of 27' with columns: 'Log level', 'Short message', 'Created on', and 'Edit'. The data consists of 15 rows of errors related to e-mail delivery issues.

Displaying items 1 - 15 of 27			
Log level	Short message	Created on	Edit
Error	An item with the same key has already been added.	10/9/2011 2:55:33 AM	View
Error	An item with the same key has already been added.	10/9/2011 2:58:56 AM	View
Error	An item with the same key has already been added.	10/9/2011 2:59:17 AM	View
Error	An item with the same key has already been added.	10/9/2011 1:27:26 AM	View
Error	An item with the same key has already been added.	10/6/2011 9:33:06 PM	View
Error	An item with the same key has already been added.	10/6/2011 12:20:41 PM	View
Error	An item with the same key has already been added.	10/6/2011 12:20:41 PM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>.. User is unknown (mp-us011)	10/5/2011 8:23:41 AM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>.. User is unknown (mp-us011)	10/5/2011 8:23:40 AM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>.. User is unknown (mp-us009)	10/5/2011 8:22:39 AM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>.. User is unknown (mp-us009)	10/5/2011 8:22:38 AM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>.. User is unknown (mp-us009)	10/5/2011 8:22:36 AM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>.. User is unknown (mp-us011)	10/5/2011 8:22:35 AM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>.. User is unknown (mp-us011)	10/5/2011 8:21:34 AM	View
Error	Error sending e-mail. Mailbox unavailable. The server response was: 5.1.7 <test@mail.com>.. User is unknown (mp-us011)	10/5/2011 8:21:32 AM	View

Note: You can click the [Clear log](#) button at any time to remove all log entries from the system.

4 Click **View** to view additional details of the specific log, as follows:

View Log Entry Details (back to system log)		Delete
Log level:	Error	
Short message:	An item with the same key has already been added.	
System.ArgumentException: An item with the same key has already been added. at System.ThrowHelper.ThrowArgumentException (ExceptionResource resource) at System.Collections.Generic.Dictionary`2.Insert TKey key, TValue value, Boolean add) at System.Collections.Generic.Dictionary`2.Add TKey key, TValue value) at Telerik.Web.Mvc.SitemapDictionary.Register [String name, Action`1 configure] at ASP._Page_Administration_VIEWS_Shared_Menu_cshmlt_0.cshtml Line 1 at c:\inetpub\wwwroot\demouserguide.nopcommerce.com\htdocs\Administratiion\Views\Shared\Menu.cshmlt Line 6 at System.Web.WebPages.WebPageBase.ExecutePageHierarchy() at System.Web.Mvc.WebViewPage.ExecutePageHierarchy() at System.Web.WebPages.WebPageBase.ExecutePageHierarchy(WebPageContext pageContext, TextWriter writer, WebPageRenderingBase startPage) at System.Web.Mvc.RazorView.RenderView(TextWriter writer, ViewContext viewContext, Object instance) at System.Web.Mvc.BuildManagerCompiledView.Render(ViewContext viewContext, TextWriter writer) at System.Web.Mvc.HtmlHelper.RenderPartialInternal(String partialName, ViewData objekt, TextWriter writer, ViewEngineCollection viewEngineCollection) at System.Web.Mvc.Html.PartialExtensions.Partial(HtmlHelper htmlHelper, String partialViewName, Object model, ViewDataDictionary viewData) at System.Web.Mvc.Html.PartialExtensions.Partial(HtmlHelper htmlHelper, String partialViewName) at ASP._Page_Administration_VIEWS_Shared_AdminLayout_cshmlt_0.cshtml Execute() in c:\inetpub\wwwroot\demouserguide.nopcommerce.com\htdocs\Administratiion\Views\Shared\AdminLayout.cshmlt Line 78 at System.Web.WebPages.WebPageBase.ExecutePageHierarchy() at System.Web.Mvc.WebViewPage.ExecutePageHierarchy() at System.Web.WebPages.WebPageBase.<>c__DisplayClass7<RenderPageCore>.b__7(TextWriter writer) at System.Web.WebPages.WebPageBase.RenderSurrounding(String partialViewName, Action`1 body) at System.Web.WebPages.WebPageBase.PopContent() at System.Web.WebPages.WebPageBase.ExecutePageHierarchy(WebPageContext pageContext, TextWriter writer, WebPageRenderingBase startPage) at System.Web.Mvc.RazorView.RenderView(TextWriter writer, ViewContext viewContext, TextWriter writer) at System.Web.Mvc.BuildManagerCompiledView.Render(ViewContext viewContext, TextWriter writer) at System.Web.Mvc.HtmlResultBase.ExecuteResult(ControllerContext context) at System.Web.Mvc.ControllerActionInvoker.InvokeActionResult (ControllerContext controllerContext, ActionResult actionResult) at System.Web.Mvc.ControllerActionInvoker.<>c__DisplayClass1.c__inVOKEActionResultWithFilters.b__19() at System.Web.Mvc.ControllerActionInvoker.InvokeActionResultFilter(IAsyncResult filter, ResultExecutingContext preContext, Func`1 continuation) at System.Web.Mvc.ControllerActionInvoker.<>c__DisplayClass1.c__inVOKEActionResultWithFilters.b__1b() at System.Web.Mvc.ControllerActionInvoker.InvokeActionResultFilters(ControllerContext controllerContext, IList`1 filters, ActionResult actionResult) at System.Web.Mvc.ControllerActionInvoker.InvokeAction(ControllerContext controllerContext, String actionName)		
Full message:		
IP address:	205.177.185.112	
Customer:	John Smith (View)	
Page URL:	http://demouserguide.nopcommerce.com/admin/order/bestsellersreport	
Referrer URL:	http://demouserguide.nopcommerce.com/Admin/Order/Edit/12	
Created on:	7/19/2011 7:58:32 AM	

Schedule Tasks

The scheduled tasks window enables the store owner to schedule a task to run during certain periods in the background and to view useful information regarding the task and whether it was completed successfully. For example, nopCommerce sends queued emails periodically. The tasks run on a separate thread coming from the ASP.NET thread pool.

► To schedule tasks:

- From the **System** menu, select **Schedule Tasks**. The **Schedule Tasks** window is displayed.

Schedule Tasks								
Do not forget to restart the application once a task has been modified.								
Name	Seconds (run period)	Enabled	Stop on error	Last start date	Last end date	Last success date	Run now	Edit
Update currency exchange rates	900	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	12/7/2013 11:54:54 AM	12/7/2013 11:54:54 AM	12/7/2013 11:54:54 AM	<button>Run now</button>	<button>Edit</button>
Delete guests	600	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	12/7/2013 12:13:33 PM	12/7/2013 12:13:36 PM	12/7/2013 12:13:36 PM	<button>Run now</button>	<button>Edit</button>
Clear cache	600	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				<button>Run now</button>	<button>Edit</button>
Keep alive	300	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	12/7/2013 12:13:33 PM	12/7/2013 12:13:33 PM	12/7/2013 12:13:33 PM	<button>Run now</button>	<button>Edit</button>
Send emails	60	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	12/7/2013 12:15:34 PM	12/7/2013 12:15:34 PM	12/7/2013 12:15:34 PM	<button>Run now</button>	<button>Edit</button>

- 2** Click the **Edit** button besides the task to edit. The window is expanded, as follows:

Name	Seconds (run period)	Enabled	Stop on error	Last start date	Last end date	Last success date	Run now	Edit
Update cu	900	<input checked="" type="checkbox"/>	<input type="checkbox"/>	12/7/2013 11:54:54 AM	12/7/2013 11:54:54 AM	12/7/2013 11:54:54 AM	Run now	Update Cancel
Delete guests	600	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	12/7/2013 12:13:33 PM	12/7/2013 12:13:36 PM	12/7/2013 12:13:36 PM	Run now	Edit
Clear cache	600	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				Run now	Edit
Keep alive	300	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	12/7/2013 12:13:33 PM	12/7/2013 12:13:33 PM	12/7/2013 12:13:33 PM	Run now	Edit
Send emails	60	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	12/7/2013 12:15:34 PM	12/7/2013 12:15:34 PM	12/7/2013 12:15:34 PM	Run now	Edit

- 3** Select the required checkboxes, as follows:
- **Enabled:** Select to enable the task.
 - **Stop on Error:** Select to stop the task when an error occurs.
- 4** Click **Update** to save your revisions.
- 5** If required, you can click **Run Now**, to run a scheduled task on demand.

Message Queue

Emails are not sent immediately in nopCommerce. They are queued. Message queue contains all emails that are already sent or not yet sent.

► **To load message queues:**

- 1 From the **System** menu, select **Message queue**. The **Message Queue** window is displayed.

The screenshot shows the 'Message Queue' window with various search filters at the top and a grid of queued emails below. The filters include: Start date (dropdown), End date (dropdown), From address (text input), To address (text input), Load not sent emails only (checkbox checked), Maximum send attempts (dropdown set to 10), and Go directly to email # (dropdown set to 0). A 'Search' button is also present. The main area displays 15 items from a total of 15, with columns for Queued email ID, Subject, Message Priority, From, From name, Created on, Sent on, and Edit. Each row shows an email with ID 15 through 3, subject related to store returns or purchases, priority 5, from 'test@mail.com', and general contact as the recipient. The 'Edit' link is available for each item.

Queued email ID	Subject	Message Priority	From	From name	Created on	Sent on	Edit
15	Your store name. New return request.	5	test@mail.com	General contact	7/8/2011 6:05:40 PM		Edit
14	Your store name. New return request.	5	test@mail.com	General contact	7/8/2011 6:05:40 PM		Edit
13	Order receipt from Your store name.	5	test@mail.com	General contact	7/8/2011 5:55:18 PM		Edit
12	Your store name. Purchase Receipt for Order #12	5	test@mail.com	General contact	7/8/2011 5:55:18 PM		Edit
11	Order receipt from Your store name.	5	test@mail.com	General contact	7/8/2011 5:42:50 PM		Edit
10	Your store name. Purchase Receipt for Order #9	5	test@mail.com	General contact	7/8/2011 5:42:50 PM		Edit
9	Your store name. Your order completed	5	test@mail.com	General contact	7/8/2011 11:58:52 AM		Edit
8	Order receipt from Your store name.	5	test@mail.com	General contact	7/8/2011 11:58:23 AM		Edit
7	Your store name. Purchase Receipt for Order #8	5	test@mail.com	General contact	7/8/2011 11:58:23 AM		Edit
6	Order receipt from Your store name.	5	test@mail.com	General contact	7/8/2011 11:57:23 AM		Edit
5	Your store name. Purchase Receipt for Order #6	5	test@mail.com	General contact	7/8/2011 11:57:23 AM		Edit
4	Order receipt from Your store name.	5	test@mail.com	General contact	7/8/2011 11:56:45 AM		Edit
3	Your store name. Purchase Receipt for Order #4	5	test@mail.com	General contact	7/8/2011 11:56:45 AM		Edit

- 2 Enter one or more of the following information to search for the message queue:

 - From the **Start date** field select the start date for the message queue.
 - From the **End date** field select the end date for the message queue.
 - In the **From address** field enter the source address of the message queue.
 - In the **To address** field enter the target address of the message queue.
 - Select the **Load not sent emails only** checkbox to only load emails into the queue that have not yet been sent.
 - In the **Maximum send attempts** field, enter the maximum number of attempts to send a message.
 - In the **Go directly to email** field, enter the email and click Go to display the required email.
- 3 Click **Load** to load the message queues matching the criteria.

*Note: You can click the **Delete selected** button to delete selected message queues from the grid.*

Search Engine Friendly Page Names

This window is intended for advanced users only and contains a list of all search engine friendly page names (categories, manufactures, products, news, and blog posts).

- **To remove search engine friendly page names:**
- 1 From the **System** menu, select **Search Engine Friendly Page Names**. The **Search Engine Friendly Page Names** window is displayed
 - 2 In the **Name** field enter the name of the search engine friendly page name to remove and click **Search**. (you can use wildcards if you do not have the entire name).
 - 3 Select the required page name and click **Delete selected**. The page will be removed from the list.

11 Getting Help

The nopCommerce forums provide you with an opportunity to discuss nopCommerce related issues with other community members. The forums are available at <http://www.nopCommerce.com/boards/>

► To display the nopCommerce site:

- From the **Help menu**, select **Help topics**. The nopCommerce site is displayed.

► To visit the nopCommerce forums:

- From the **Help menu**, select **Community Forums**. The nopCommerce forums window is displayed.

The screenshot shows the nopCommerce forums homepage. At the top, there's a navigation bar with links for Product, Services, Support, Downloads, Partners, Company, and My Account. Below that is a search bar with 'Search forums' and a 'Search' button. The main content area has sections for 'News and Announcements' and 'General'. Under 'General', there are several forum categories listed as tables with columns for Forum, Topics, Posts, and Latest Post. Each row includes a small icon representing the category (e.g., folder for Installation and Configuration, gear for General Support). The latest post for each forum is shown with a timestamp, the user who posted it, and a brief description.

Forum	Topics	Posts	Latest Post
News and Announcements	38	591	May 28, 2010 8:17 PM In nopCommerce 7.0 Readme; Let's discuss... By ronnie
General			
Installation and Configuration	1102	4947	May 29, 2010 3:42 PM In Problem with installing shipping... By davekyle
nopCommerce Upgrades	47	259	May 29, 2010 8:19 AM In Codeplex download 53208 bad rar... By juanmanuelojocavallin
General Support	1831	6931	May 30, 2010 1:57 AM In Error when trying to navigate to Shipping... By 7Spokes
Next Steps / Optimizations / Marketing	76	319	May 27, 2010 4:13 AM In Good idea to enable store name prefix?... By jazzy
HTML, XHTML, CSS, Design Questions	205	817	May 25, 2010 10:12 PM In How to change amount of indent on... By saeb
Development	569	2202	May 28, 2010 11:55 PM In Server Timeout while uploading XML local... By andredge
Bug Reports	66	215	May 27, 2010 11:18 PM In Kit price doesn't update until checkout... By nate
Security	9	28	May 19, 2010 11:59 PM In SSL not forced to Admin... By nopCommerce team a.m.
Community Contributed Add-Ons	70	116	May 29, 2010 1:59 PM In Does this plugin work with 4.0.0.10000... By ronnie

- 2 Navigate through the forums as required.

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