User Manual

A User Manual provides essential guidance, enhancing your experience by simplifying navigation and maximizing the features of our platform effectively.

Introduction:

Purpose

The purpose of the Webneed User Manual is to enhance the user experience on our platform. This manual is designed to facilitate a smooth initiation into your journey with us, ensuring that you can navigate our website-building platform with ease.

Overview

We understand that navigating a new platform can be overwhelming, particularly when users are unfamiliar with its features and functionalities. This user manual serves as a comprehensive guide to help you utilize our platform to its full potential.

Content

Within this manual, you will find detailed instructions and assistance regarding various aspects of our platform, including:

Signup Process: Step-by-step guidance on creating your account.

Admin Dashboard: An overview of the administrative features available for managing your website.

Website Editor Functions: Instructions on how to effectively use the editing tools to customize your site.

Finished Website Overview: A summary of what your completed website will encompass.

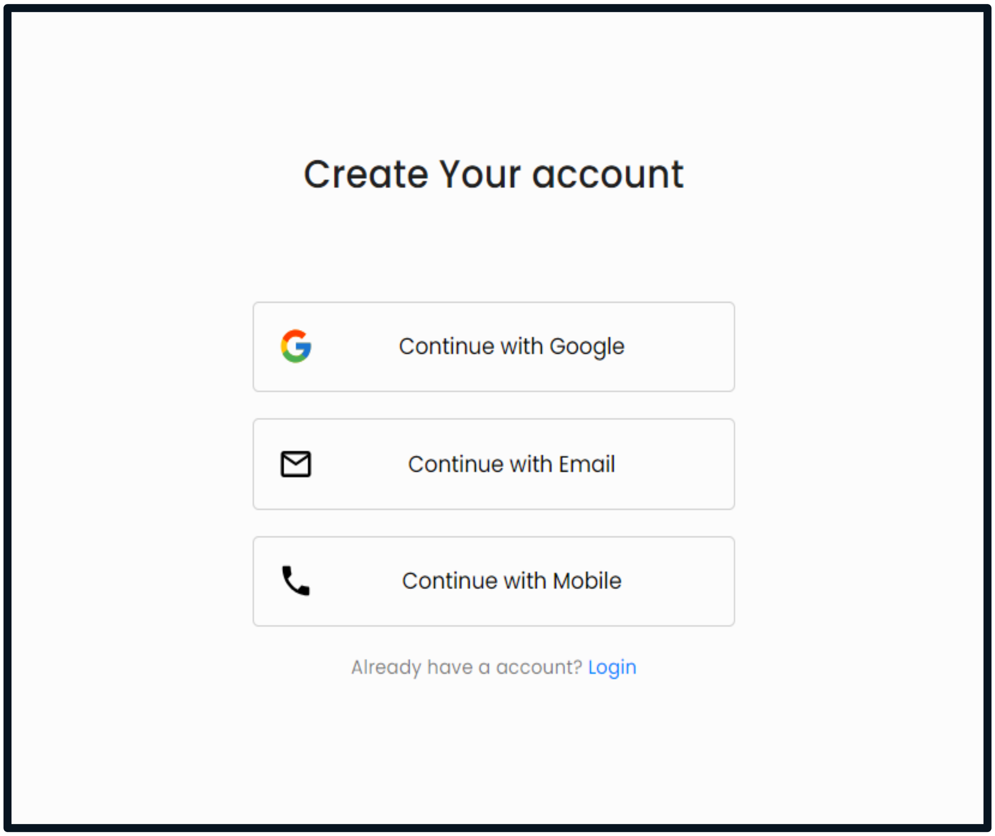
For specific inquiries or topics, please refer to the table of contents, which will direct you to the relevant sections of the manual. We encourage you to utilize this resource as a reference for navigating our platform and maximizing its features.

Getting Started

1.1 SignUp

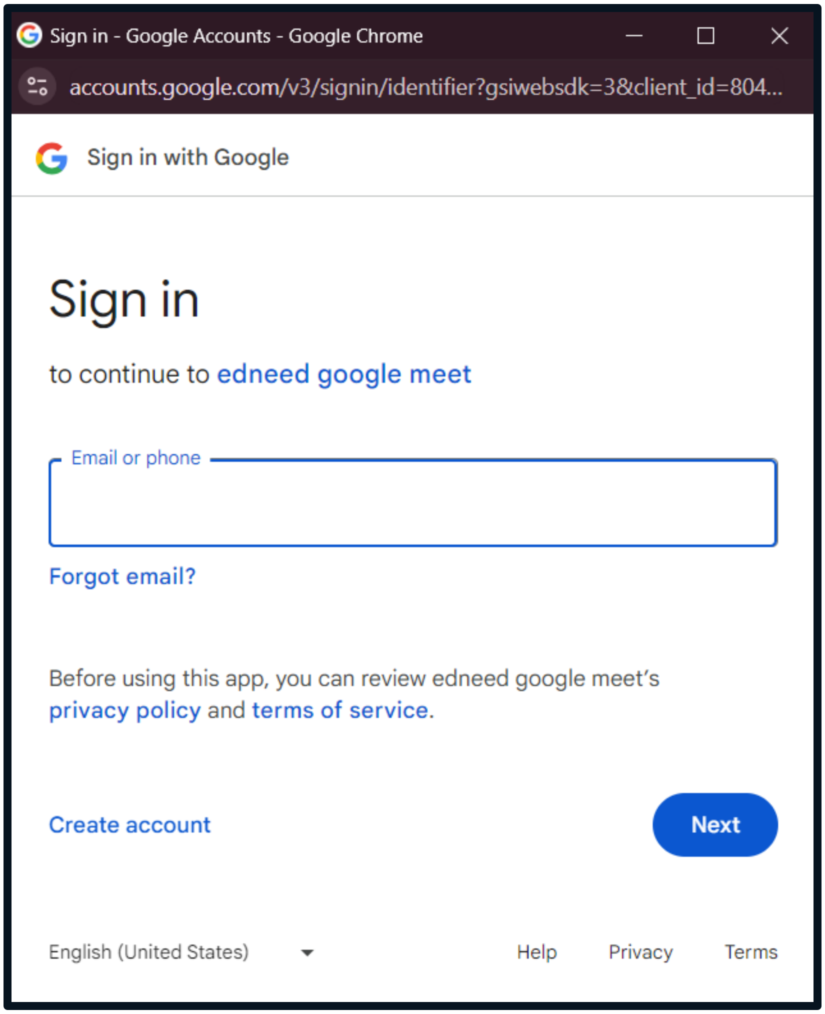
SignUp Link: https://manage.webneed.com/auth/create-account

When you visit the signup page, you will be provided with three choices to create your account with.



SignUp with Google:

If you select to sign up with google, you will be redirected to the google login page via this popup

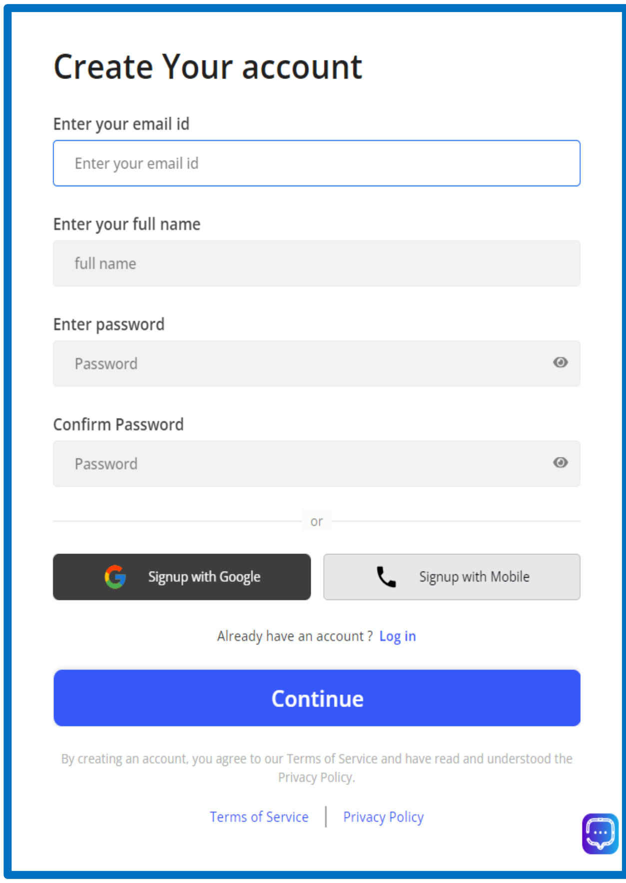


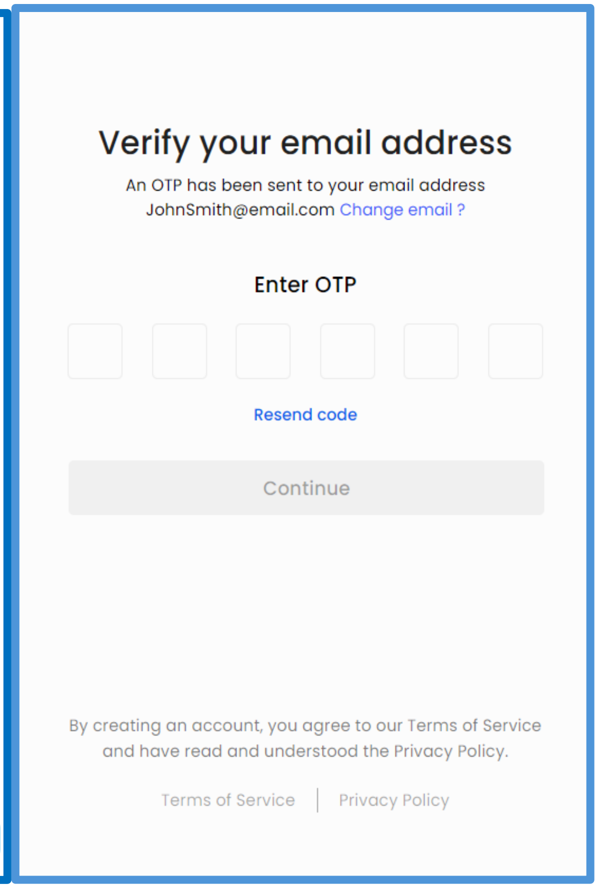
You have the option to create a new google account or login to your existing account in order to signup with WebNeed.

SignUp with Email:

If you select the option to signup with email, you will be asked to fill in the following details:

[image on the left]





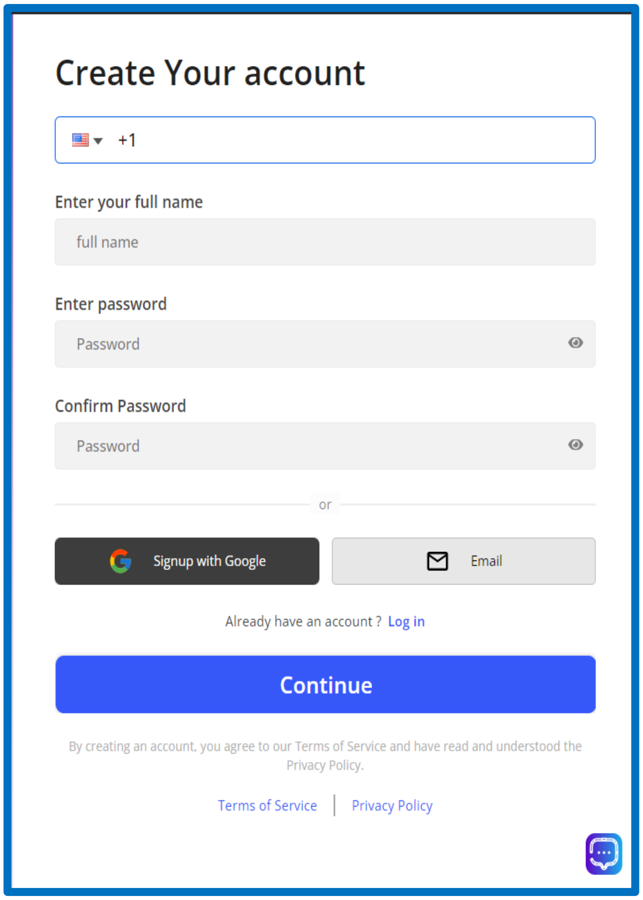
Fill in the required details and you will be redirected to the next page where you will be asked to verify your email address.

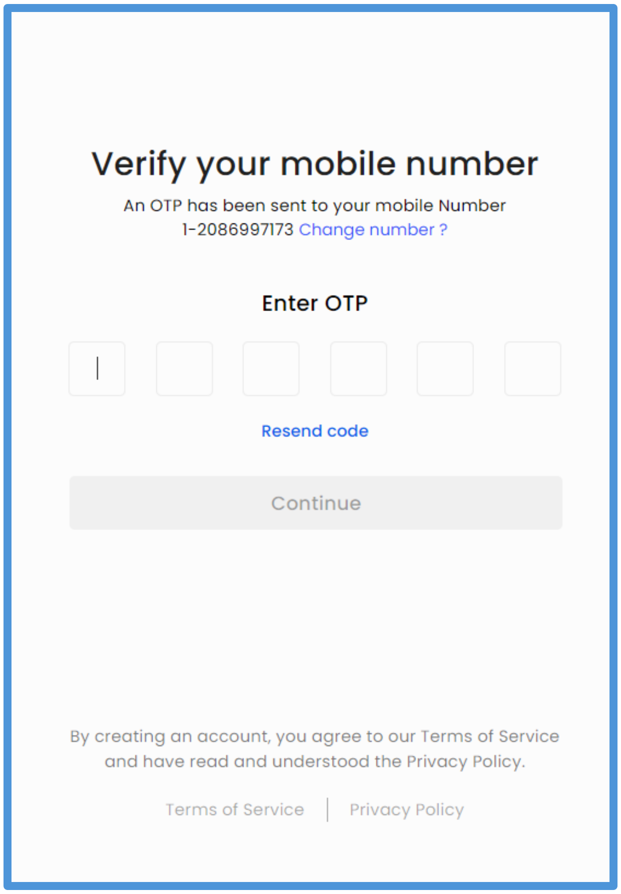
Once you are redirected **[image on the right]**, you will have to verify your email with a one time passcode (OTP) and your signup with email will be completed.

SignUp with Phone Number:

If you select the option to signup with phone number, you will be asked to fill in the following details:

[image on the left]


Create Your account
+1
Enter your full name
full name
Enter password
Password
Confirm Password
Password
or
Signup with Google
Email
Already have an account ? Log in
Continue
By creating an account, you agree to our Terms of Service and have read and understood the Privacy Policy.
Terms of Service
Privacy Policy



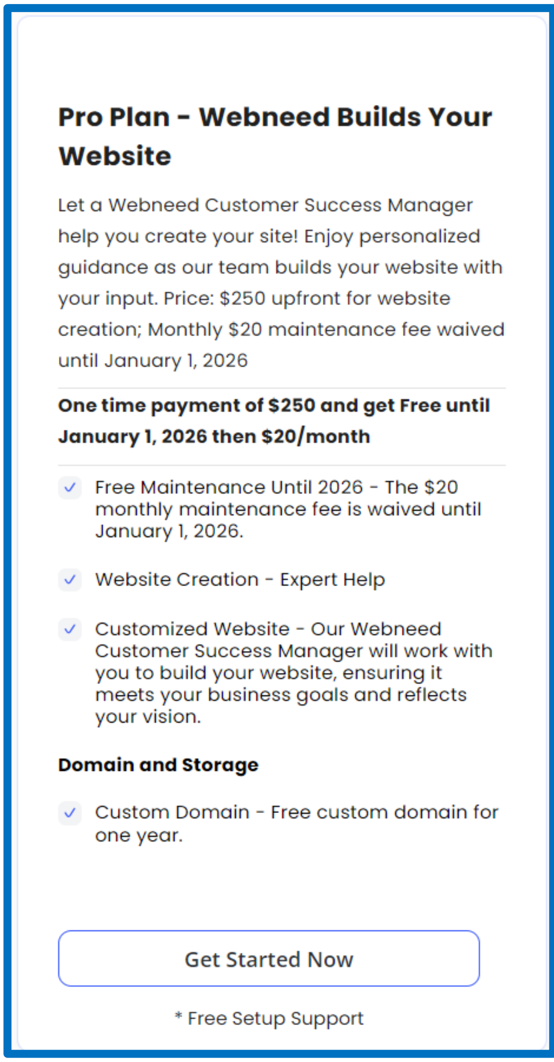
Fill in the required details and you will be redirected to the next page where you will be asked to verify your phone number.

Once you are redirected **[image on the right]**, you will have to verify your phone number with a one time passcode(OTP) and your signup with phone number will be completed.

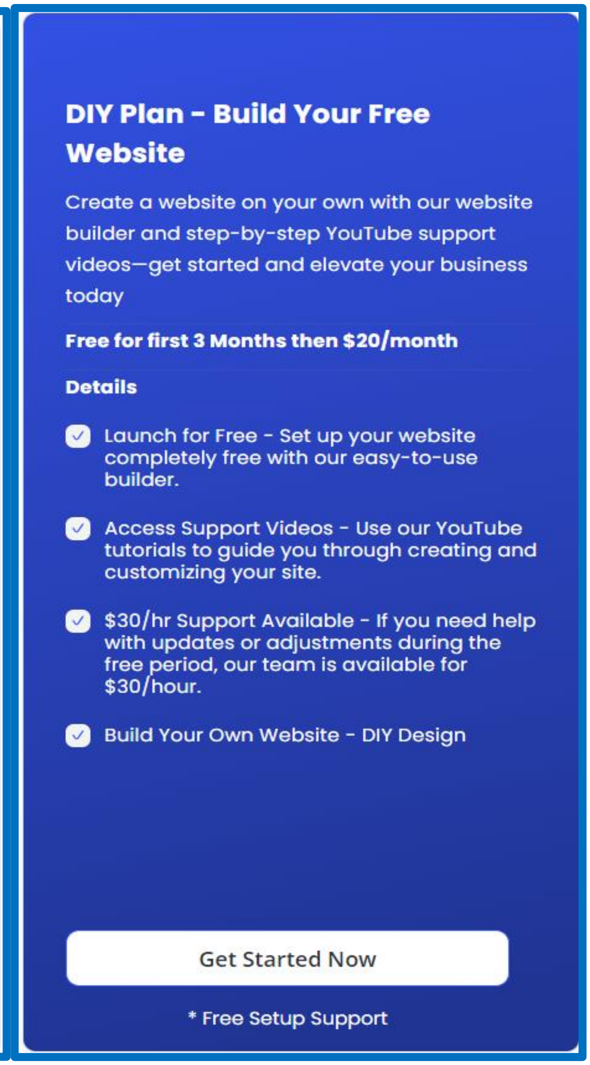
1.2 Our Pricing

Once you have completed the SignUp, you will be directed to the Purchase a Plan page. You will have to choose a plan to proceed to the next page.

There are two plans to select from:



Plan 1 (Pro Plan)



Plan 2 (DIY Plan)

Premium Plans Tip: Both the Monthly and Annual plans offer full access to all platform features. The primary difference is that the Annual plan provides a discounted rate for yearly payments.

1.2 Our Pricing

After you select a premium plan, you will be presented with the terms and conditions:

[Top of the page]

Terms of Use

Welcome to Webneed.com's Terms of Use! We are truly excited to have you aboard. Thank you for choosing to use our services. Below we have listed important legal terms that apply to anyone who visits our website or uses our services. These terms are necessary in order to protect both you and us and to make our services possible and more enjoyable for everyone. webneed offers a wide range of services and features and part of the terms below may not be relevant to the specific services you use. We understand that legal terms can be exhausting to read, and we've tried to make the experience more pleasant. If you have suggestions on how we can improve them, you are welcome to contact us.

1 Introduction

1.1 Our Purpose

Our services offer our Users (as defined below) the ability to easily create a beautiful and highly functional online presence, manage and promote businesses, content, and ideas, and have an overall great experience doing so – even without being tech-savvy or a design guru. As detailed below, we offer our users numerous tools and features for creating, publishing, and use of stunning websites, online e-commerce platforms, newsletters, galleries, media players, mobile apps, and other online and mobile applications, tools, and services. The online, and mobile websites, functionalities, and platforms created by Users are collectively referred to herein as "User Platform(s)".

1.2 Legal Agreement

These Webneed.com Terms of Use ("Terms of Use"), together with such additional terms which specifically apply to some of our services and features as presented on the Webneed.com website(s) ("webneed Website", and collectively – the "webneed Terms"), set forth the entire terms and conditions applicable to each visitor or user ("User" or "you") of the webneed Website, the webneed mobile application (the "webneed App") and/or any other services, applications and features offered by us with respect thereto, except where we explicitly state otherwise (all services offered through the webneed Website or the webneed App, collectively – the "webneed Services" or "Services"). For the avoidance of doubt, webneed Services (as defined in these Terms of Use) do not include services, applications, features, or components that were built, developed, connected or offered by a webneed User, even if presented on the webneed Website or the webneed App. The webneed Terms constitute a binding and enforceable legal contract between Edneed Technology Pvt. Ltd. and its affiliated companies and subsidiaries worldwide ("webneed", "us" or "we") and you in relation to the use of any webneed Services - so please read them carefully. You may visit and/or use the webneed Services and/or the webneed App only if you fully agree to the webneed Terms - and by using and/or registering to any of the webneed Services, you signify and affirm your informed consent to these Terms of Use and any other webneed Terms applicable to your use of any webneed Services. If you do not read, or fully understand or if you do not agree to the webneed Terms, you must immediately leave the webneed Website and avoid or discontinue all use of the webneed Services or webneed App By using our Services, you also acknowledge that you have read our Privacy Policy available at our Privacy Policy.

[Bottom of the page]

13.6 Assignment

13.6.1 webneed may assign its rights and/or obligations hereunder and/or transfer ownership rights and title in the webneed Services and/or Licensed Content to a third party without your consent or prior notice to you. You may not assign or transfer any of your rights and obligations hereunder without the prior written consent of webneed. Any attempted or actual assignment thereof without webneed's prior explicit and written consent will be null and void. In any event, an assignment or transfer pursuant to this Section 15.6 shall not in itself grant either webneed or you the right to cancel any webneed Services or Third Party Services then in effect

13.6.2 If you are a Reseller User, then your subscription with the Reseller with respect to your User Account or User Platform (or any part thereof) may be assigned to webneed. You agree that if your subscription (or any part thereof) to a webneed User Account or User Platform with the Reseller is assigned to webneed, your continued rights to access and use your User Account and User Platform will be subject to these Terms of Use, in their entirety (as may be amended from time to time) and you consent to the full application of these Terms of Use, including without limitation, the billing and payment provisions contained herein. You agree that following any such assignment, you shall, upon request by webneed, provide such information as is required to secure payment for any Paid Services commencing after such assignment.

13.7 Severability & Waivers

If any provision of the webneed Terms is deemed by a court of competent jurisdiction to be invalid, unlawful, void, or for any reason unenforceable, then such provision shall be deemed severable and will not affect the validity and enforceability of the remaining provisions. No Waiver of any breach or default of any of the webneed Terms shall be deemed to be a waiver of any preceding or subsequent breach or default

☐ Accept all these terms and conditions

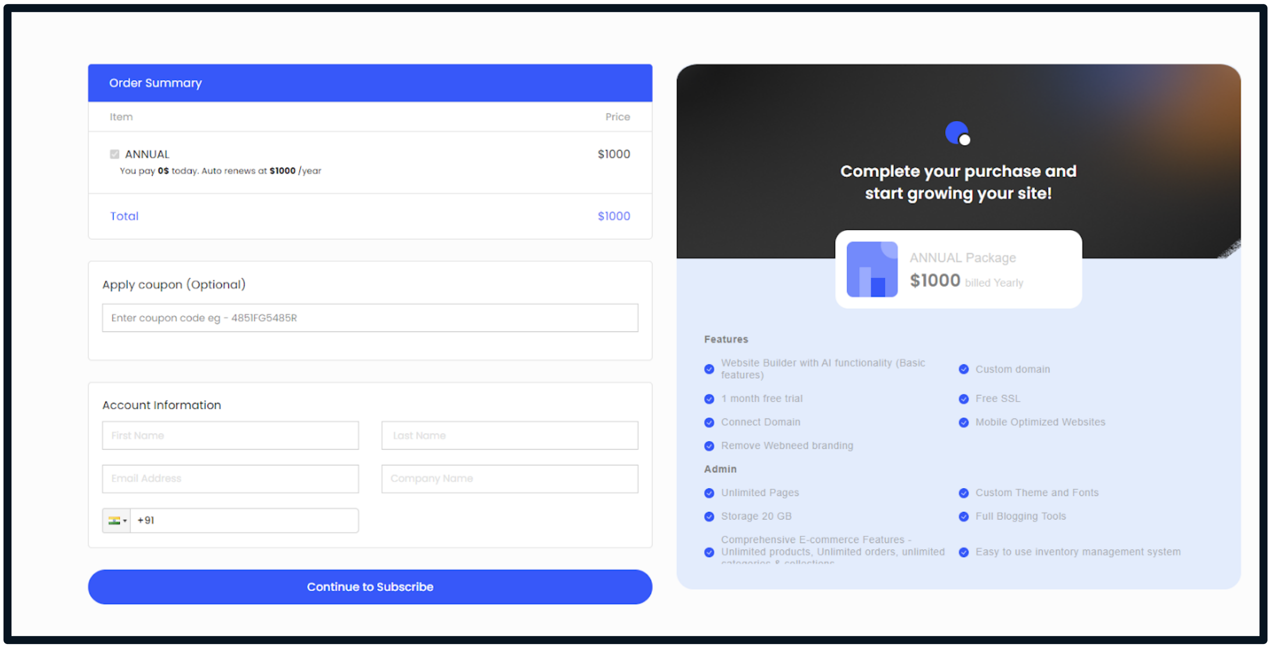
Continue

* After you've read the Terms of Use, select the checkbox to Accept the terms and conditions and press continue, and you will be redirected to the payments page.

1.2 Our Pricing

Payment for the Premium plan:

Step 1: Name

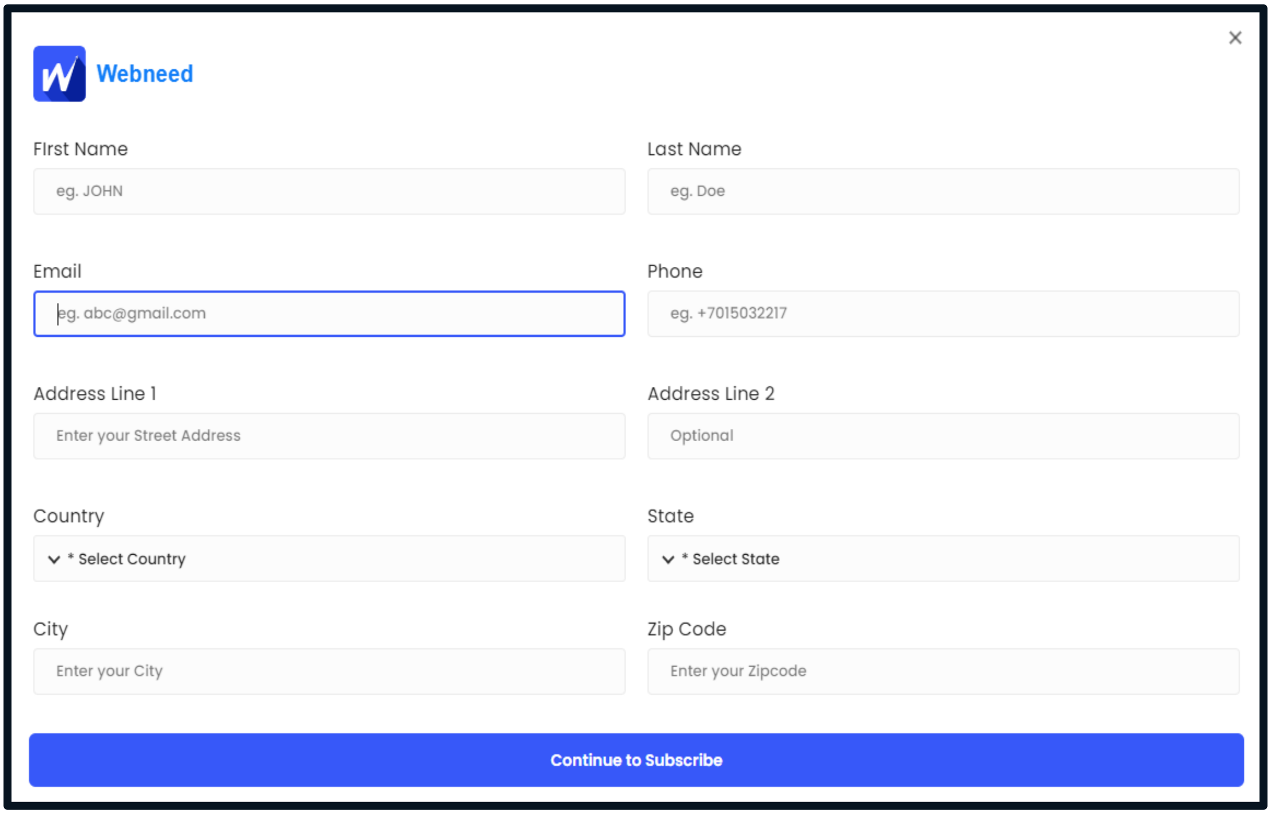


Please fill in all input fields to proceed to step 2. You can also apply a coupon code if you have one and click on the button *Continue to Subscribe*.

1.2 Our Pricing

Step 2: Address

To proceed with your purchase, please provide your personal details along with a physical address.

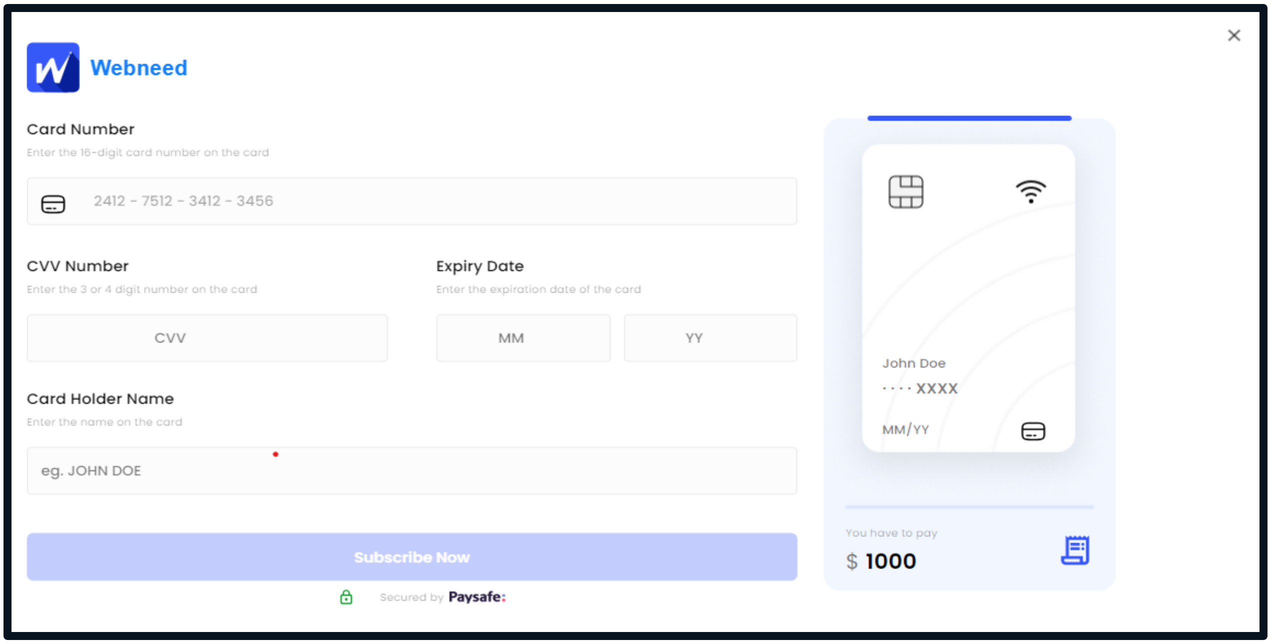


Once you have provided your accurate details, click on the button *Continue to Subscribe*

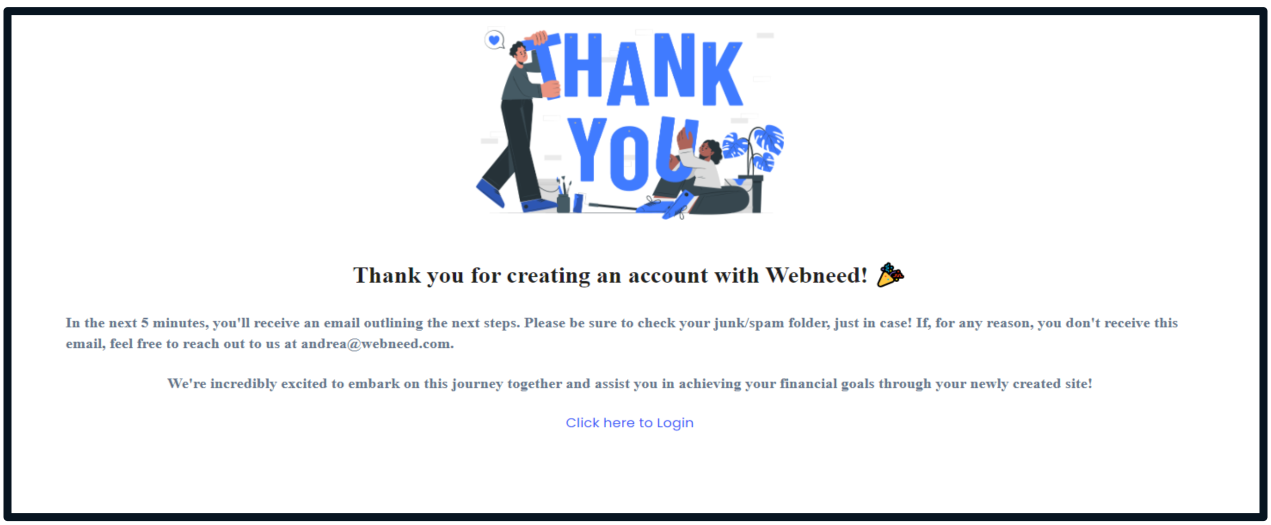
1.2 Our Pricing

Step 3: Card Details

To finish the purchase, please provide your card details



After the payment has been processed, your Premium Plan will begin.

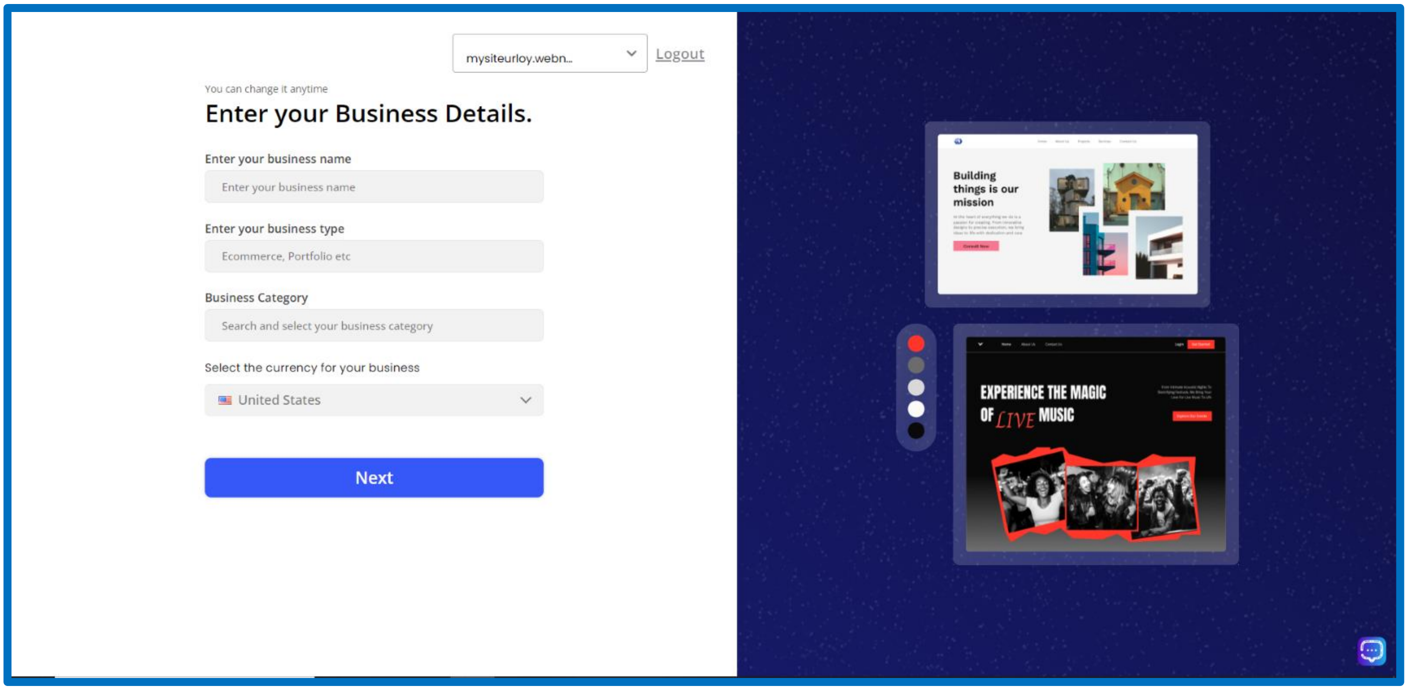


Click on the link *Click here to Login* to Get Started

1.3 Website Setup

Step 1: Enter Business Details

You must specify the type of business for an accurate build of design and features

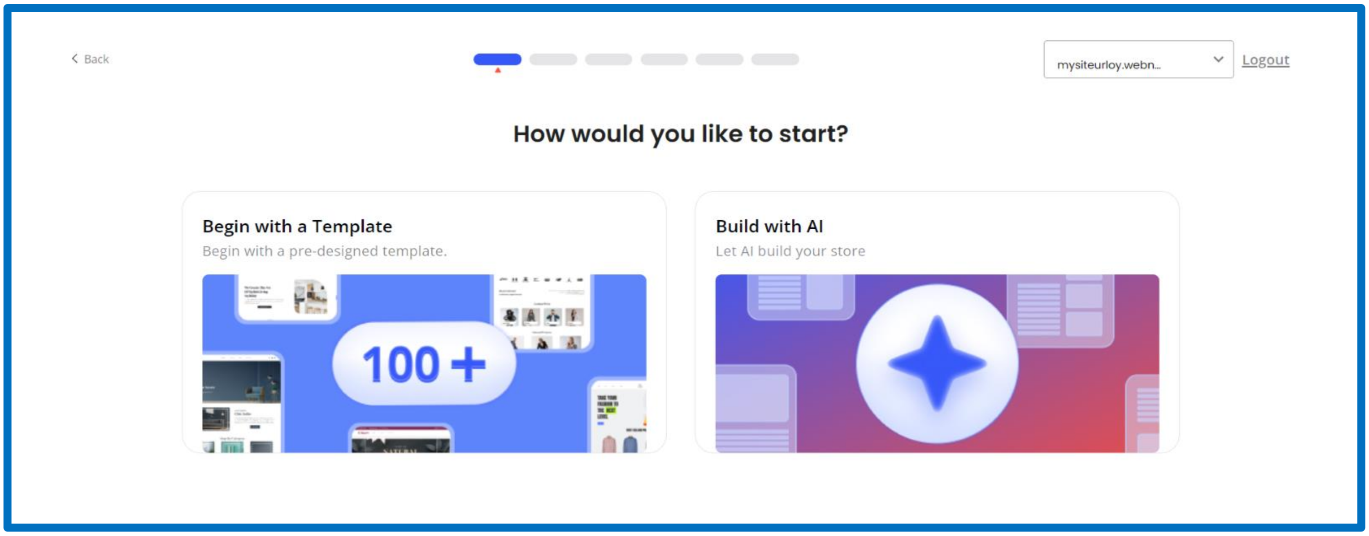


- **Business name:** Provide the name of your establishment
- **Business Type:** Enter the type of business service/product you provide
- **Business Category:** Select the most relevant option from the dropdown list
- **Country:** Select Country where you conduct your operations

1.3 Website Setup

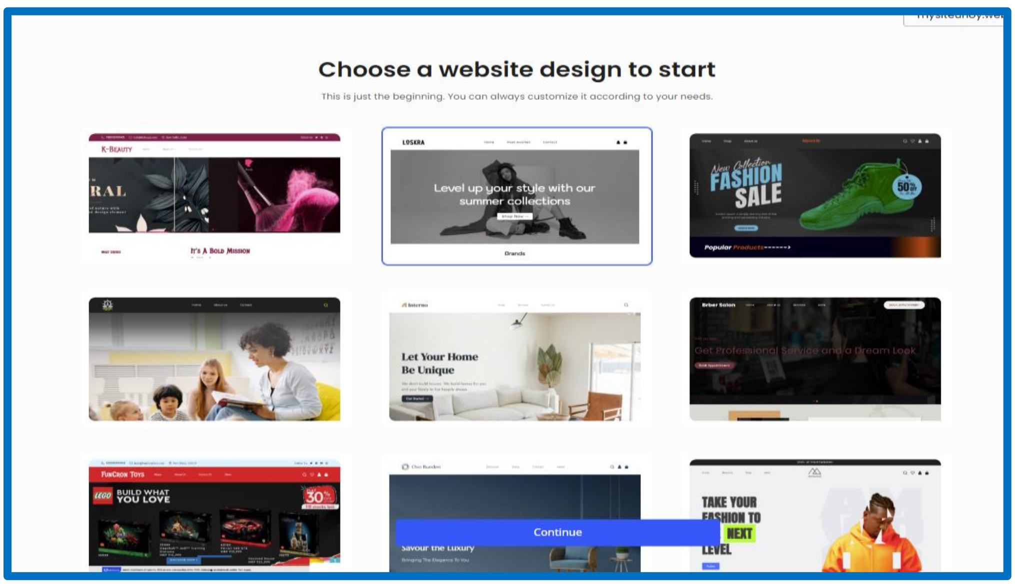
Step 2: Select Template Type

You have the option to select a template pre-built by Our Team or you can build a Template using the help of AI



Begin with a Template:

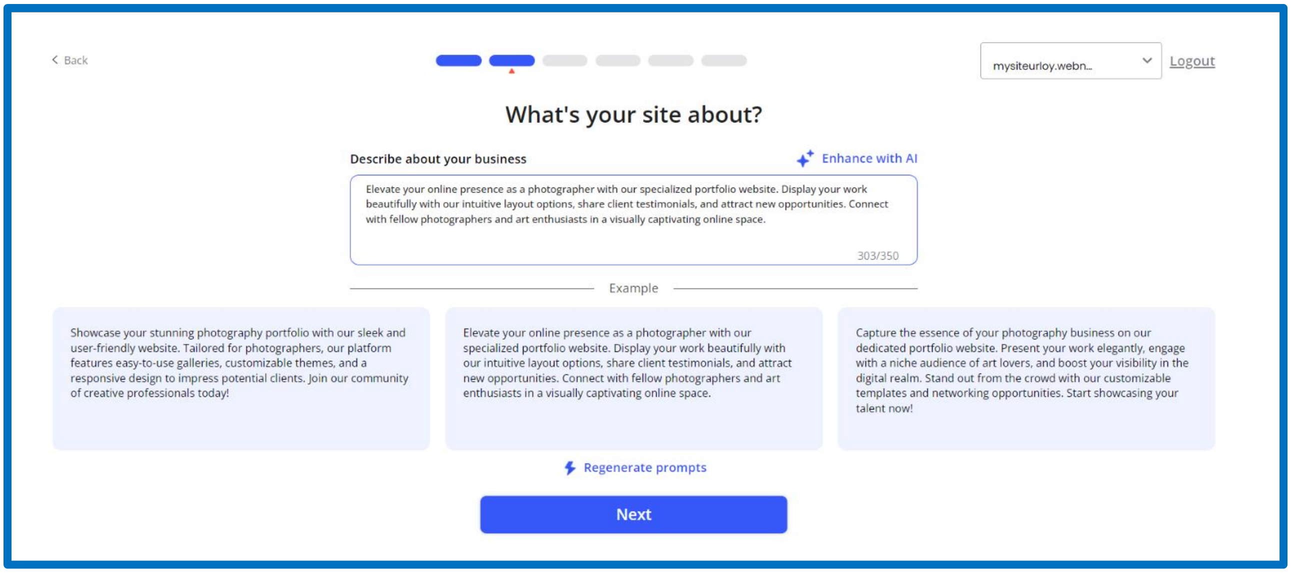
Just hover over a template that you prefer and click on Continue and your template will be ready to use



1.3 Website Setup

Build with AI:

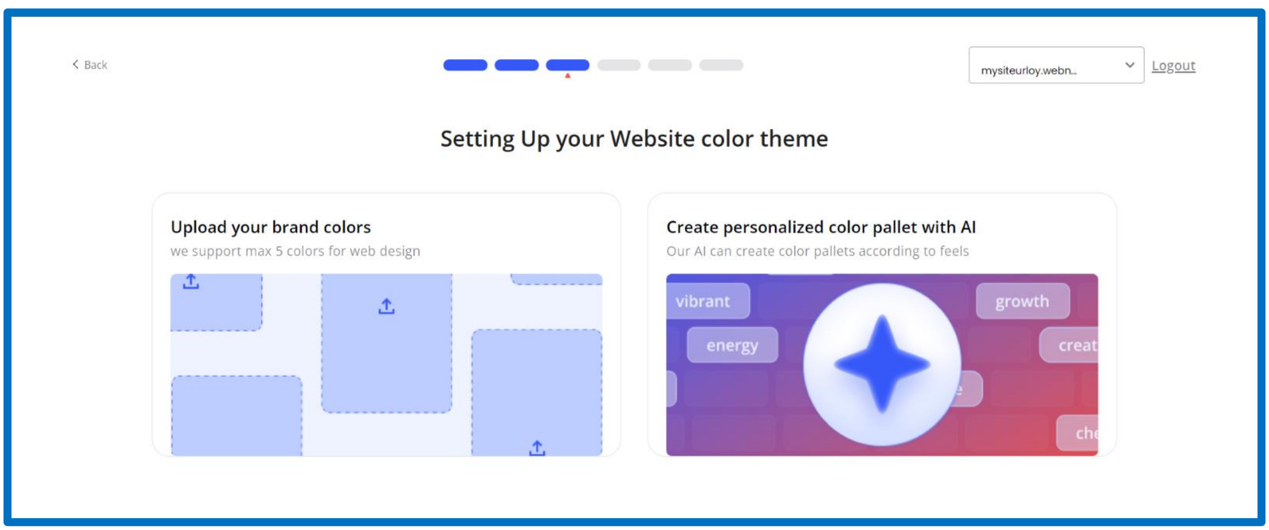
To Build Template with AI, you must provide Description about your Website so that AI can provide an accurate design for your website. You can choose from the prompts provided or you can write the description yourself and enhance it with AI.



Click Next once you have provided satisfactory information

Step 3: Setting Website Color Theme

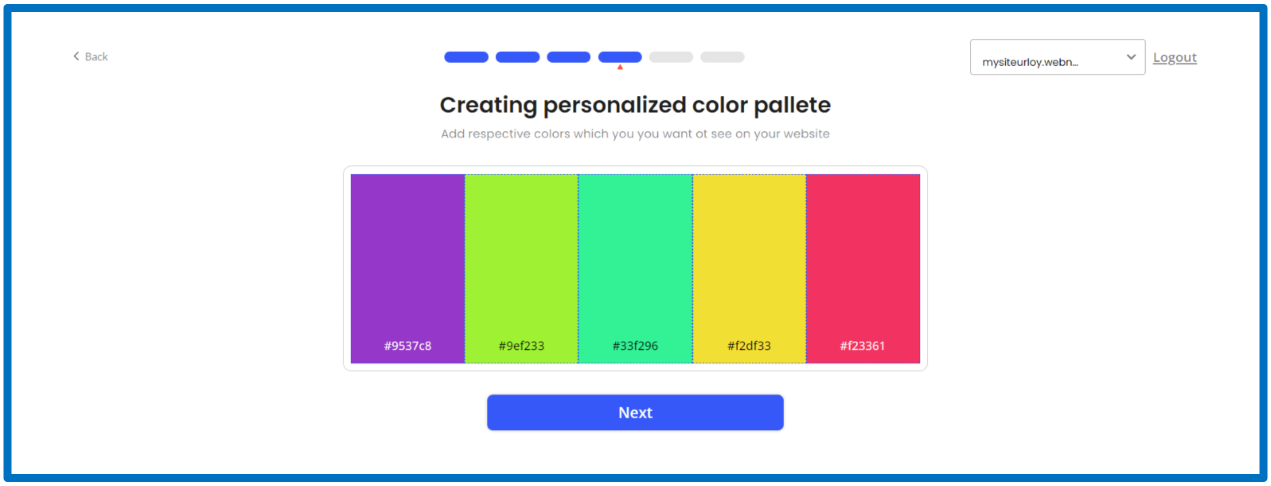
Select Color Theme by selecting colors individually or with the help of AI



1.3 Website Setup

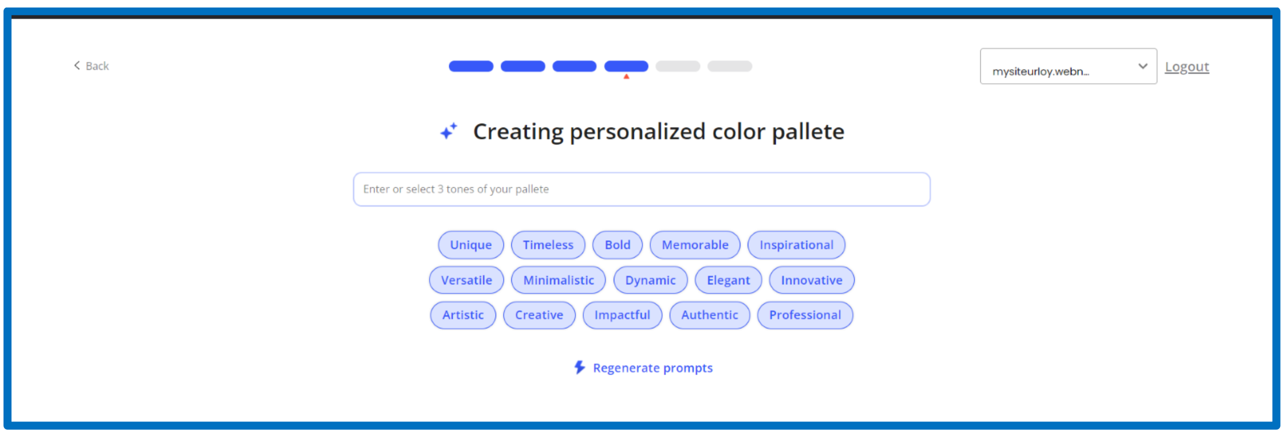
Upload your brand:

You can Select each of 5 colors for your website individually. Just click on a window and the color picker option will appear and then you can select the colors.



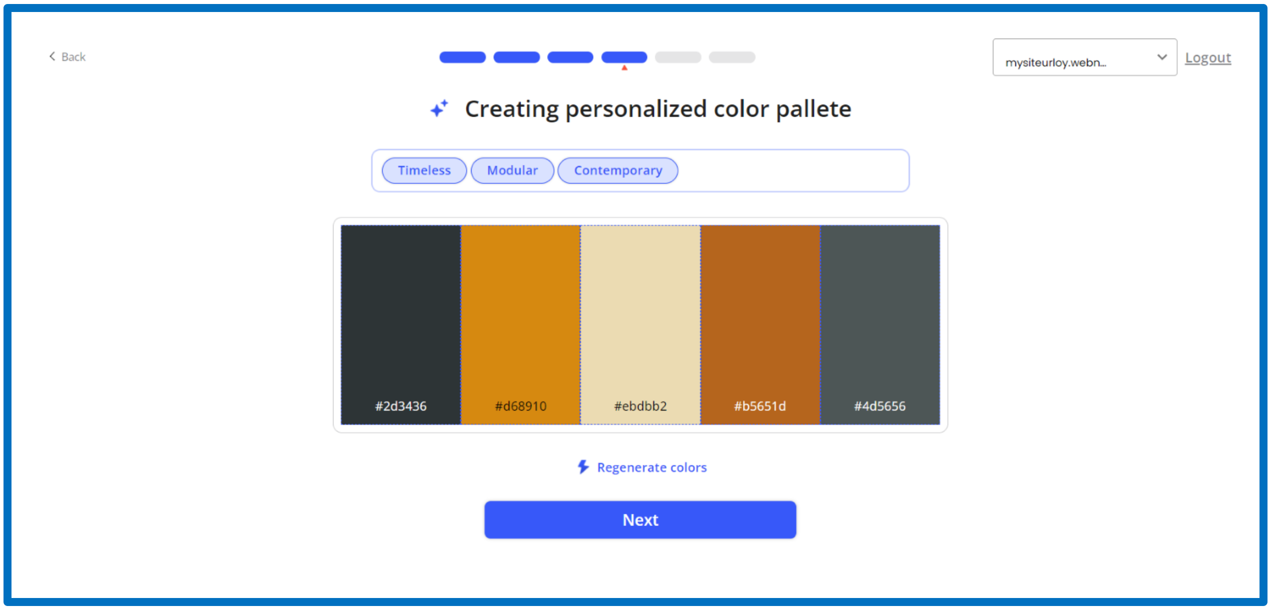
Create Personalized Color Pallet with AI:

You need to select prompts that best describe the theme you want for your website.



You can always Regenerate different prompts

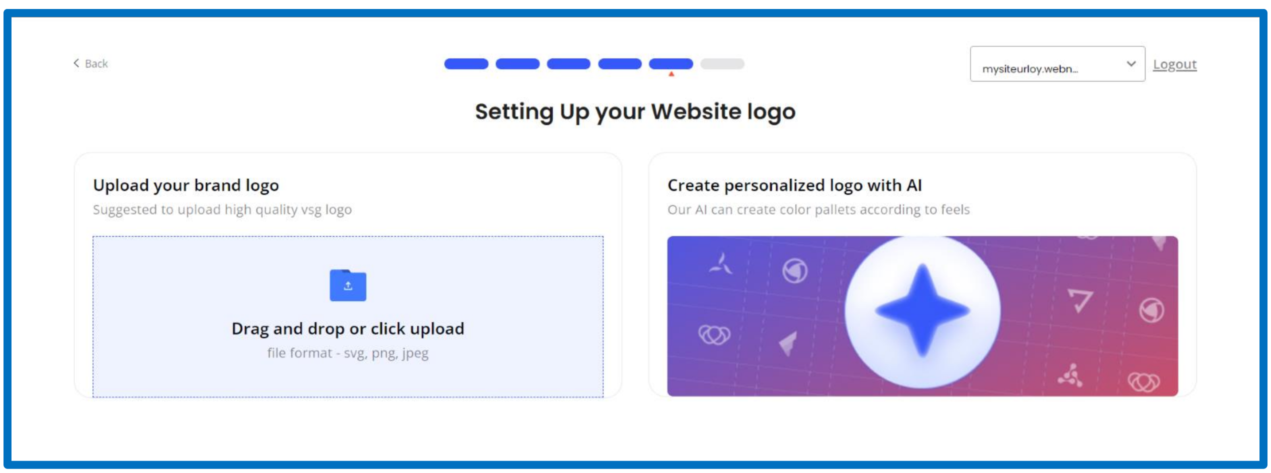
1.3 Website Setup



If you do not like the colors that were generated based on prompts, you can always choose different prompts. In addition, you can lock individual colors and generate the colors that you do not prefer.

Step 4: Setting up Website Logo

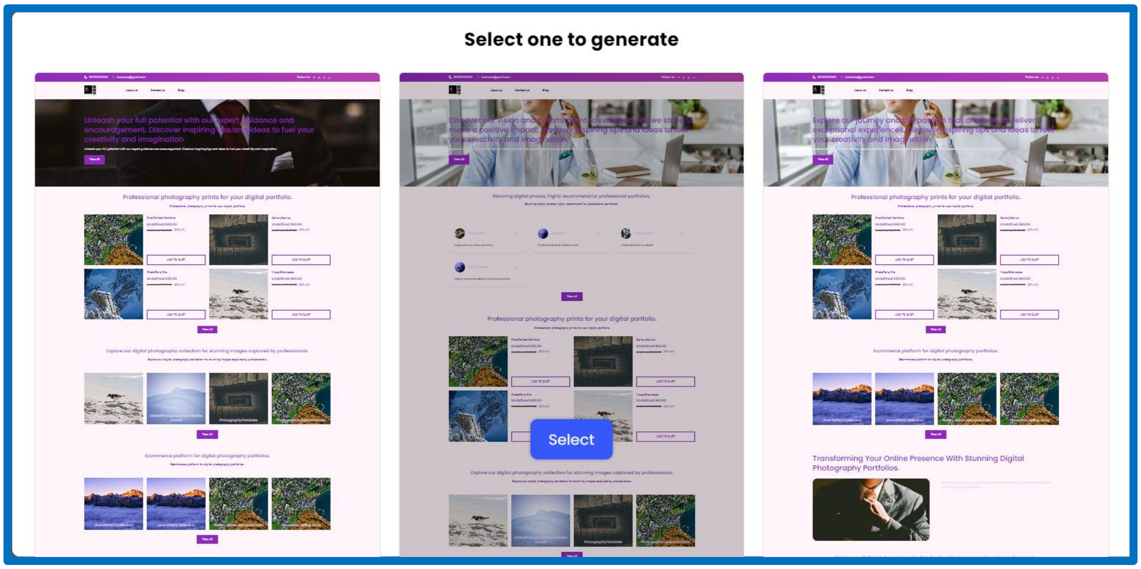
The last step of Creating the website template with AI is to set up your website logo. You have the option to upload your custom logo, or you can create one using the AI option



1.3 Website Setup

Upload your Brand Logo:

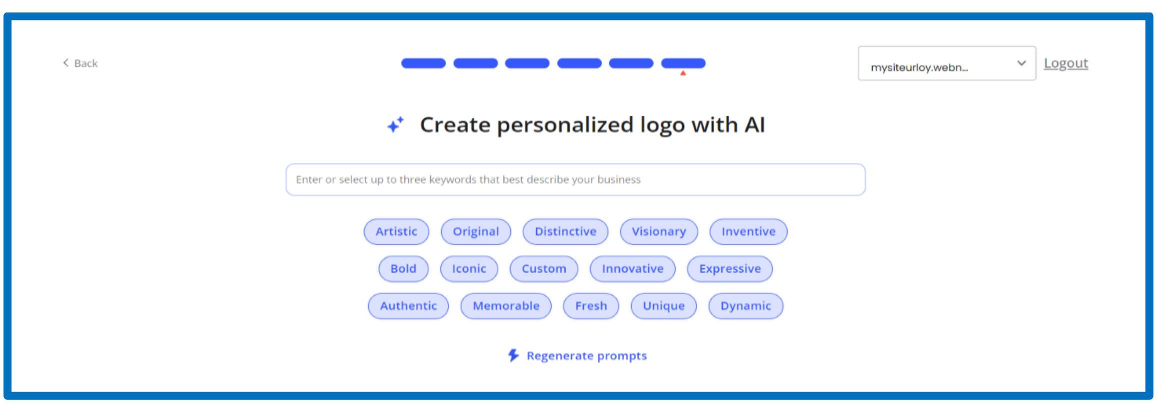
Just click on the icon and the upload photo popup will appear. Once you have uploaded your website logo, click on continue. The final step will be to select the template style that you prefer the most.



Click on Select for the Template you prefer the most or you can click on Regenerate to create 3 new templates and then you can make your selection.

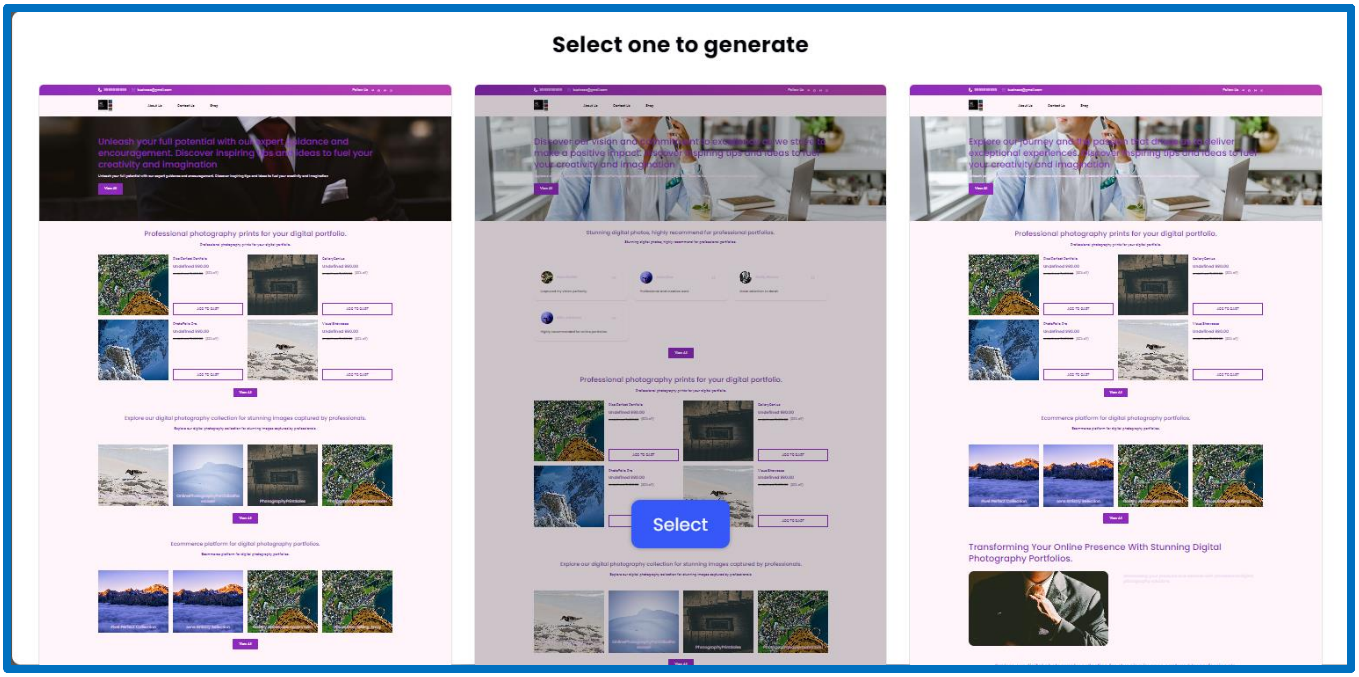
Create Personalized Logo with AI:

To Create Logo with AI, you must provide prompts that you think will best describe your website Logo and the AI will create a logo based on those prompts.



Select Prompts that help you best describe your logo or Regenerate prompts

1.3 Website Setup

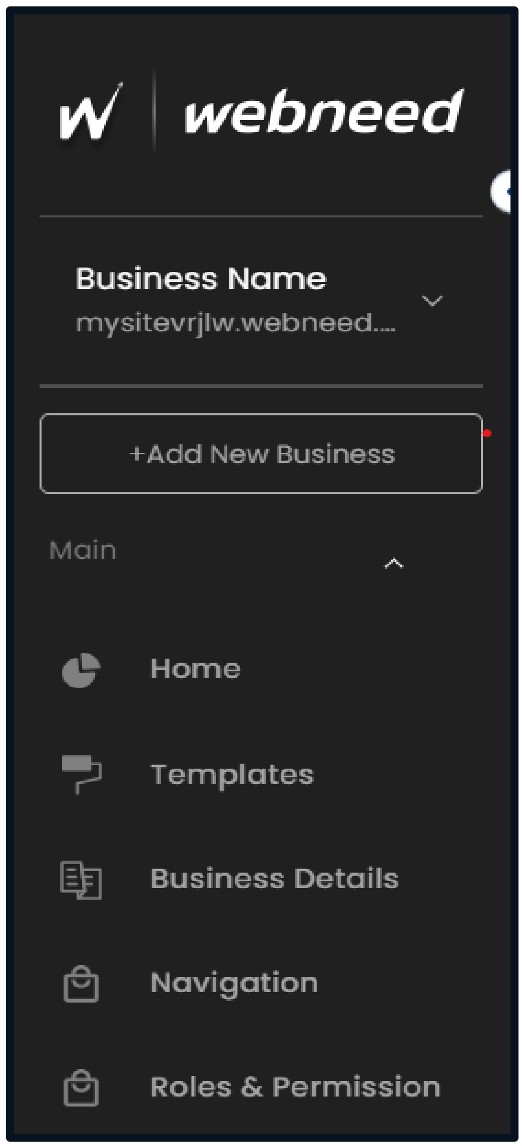


Click on Select for the Template you prefer the most or you can click on Regenerate to create 3 new templates and then you can make your selection.

Admin Section

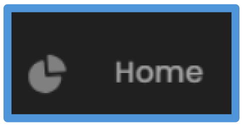
The Admin Section allows you to efficiently manage your services, monitor the business aspects of your website, and implement updates seamlessly.

2. Main Section

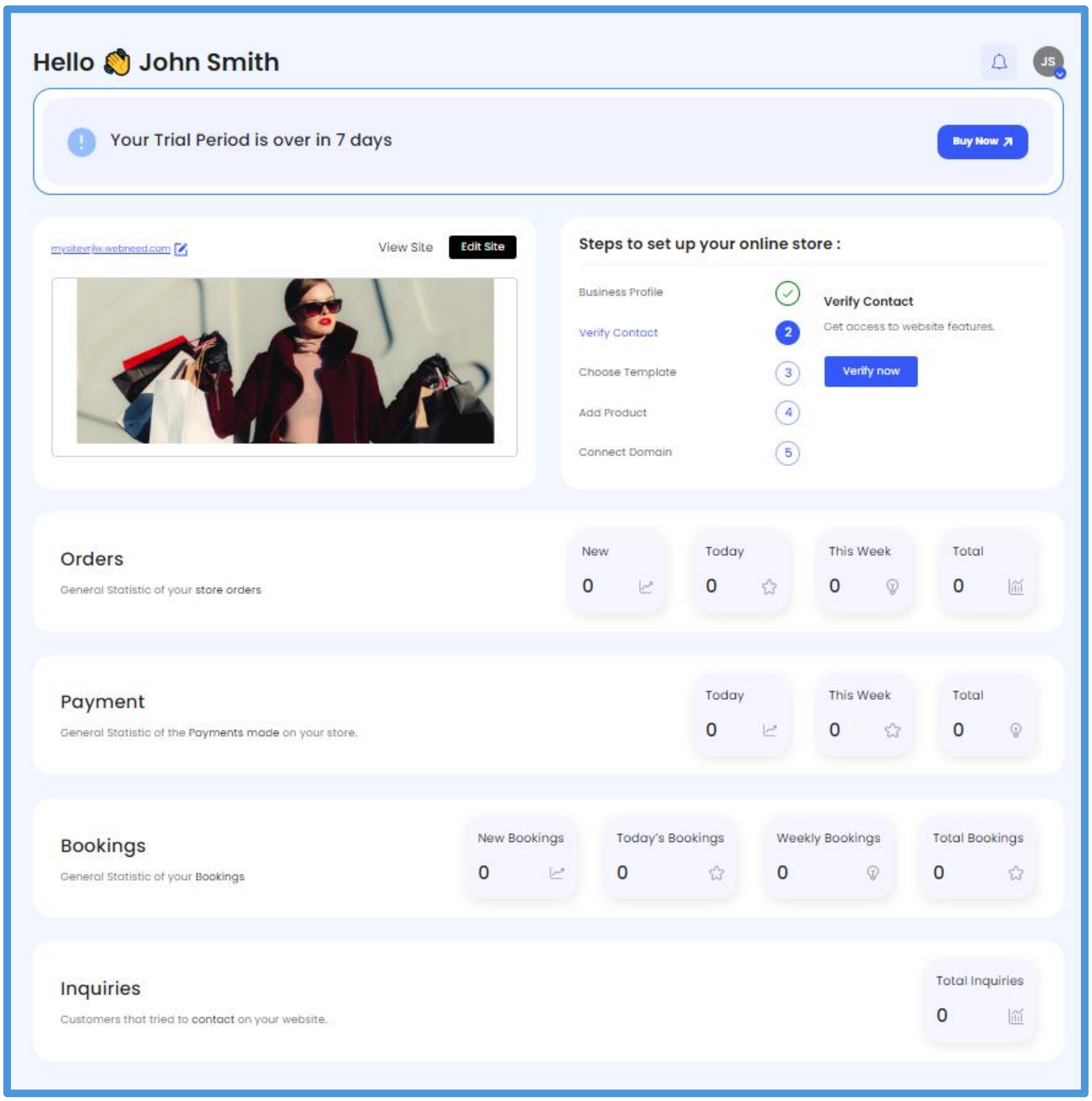


The main section has 5 subsections

2.1 Home

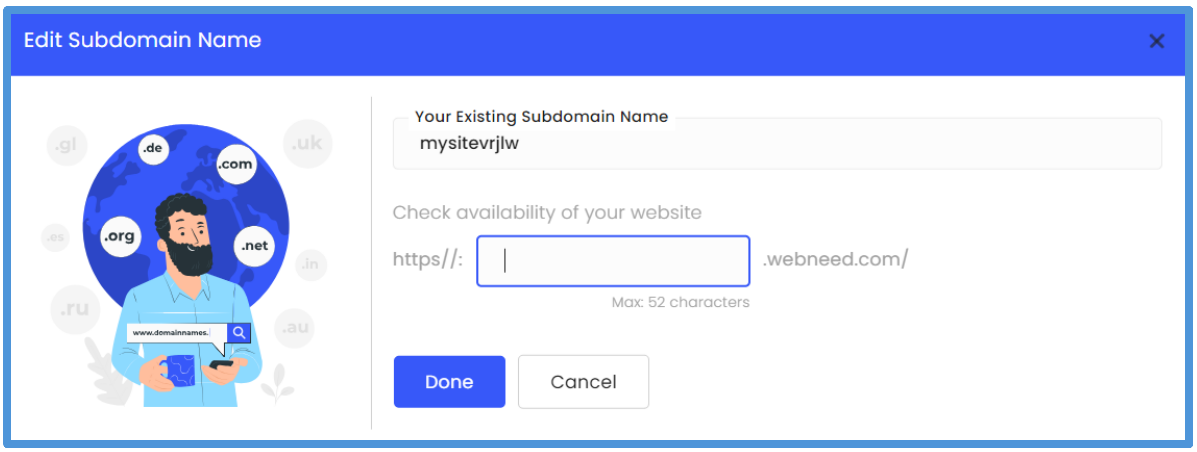


Overview: a comprehensive view of your business at a glance. It provides a few shortcuts to making quick changes and setup. In addition, it displays key metrics to keep track of sales and business inquiries.



2.1 Home

URL Link (mysitevrjlw.webneed.com): To edit the name of your subdomain, simply modify the partial name of your website's link, which is available at no cost. However, if you wish to change the entire link, you will need to purchase a domain name. For more information, please refer to Section 20: Domain Integration.



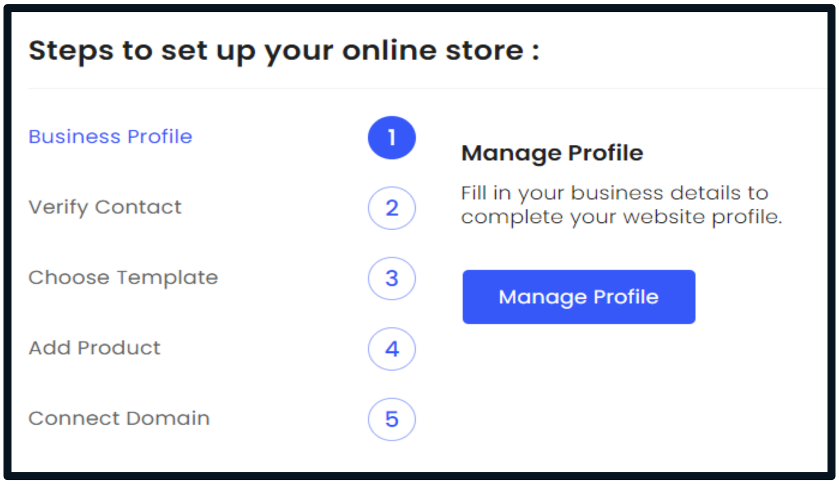
When you click on the *URL Link*

View Site: To visit your business website

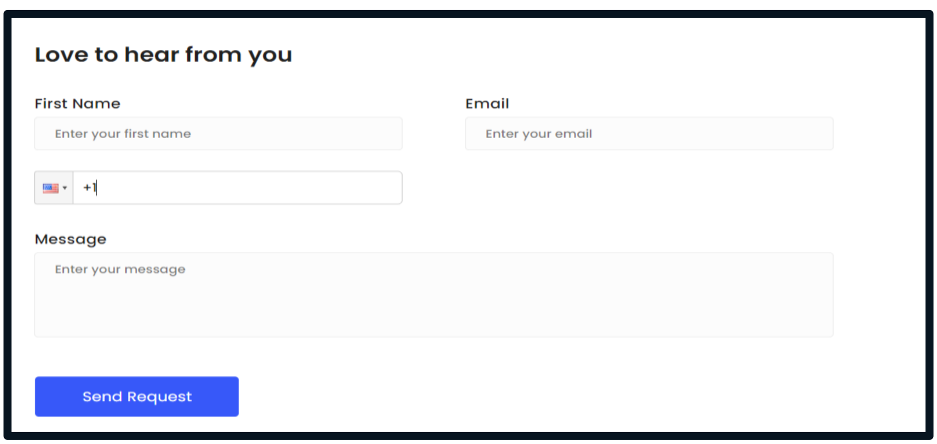
Edit Site: To open the website editor

2.1 Home

Quick Links for your business setup:



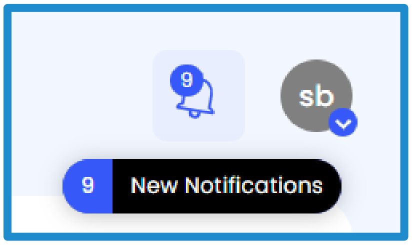
- **Business Profile**: Link to Business Details (refer to 2.3 Business Details).
- **Verify Contact**: Verify your phone number with a one time passcode (OTP) if not done already.
- **Choose Template**: Link to Templates (refer to 2.2 Templates)
- **Add Product**: Link to add a new product (refer to 3.1 Products List)
- **Connect Domain**: To Contact the WebNeed team regarding the domain (website's link name) for your business



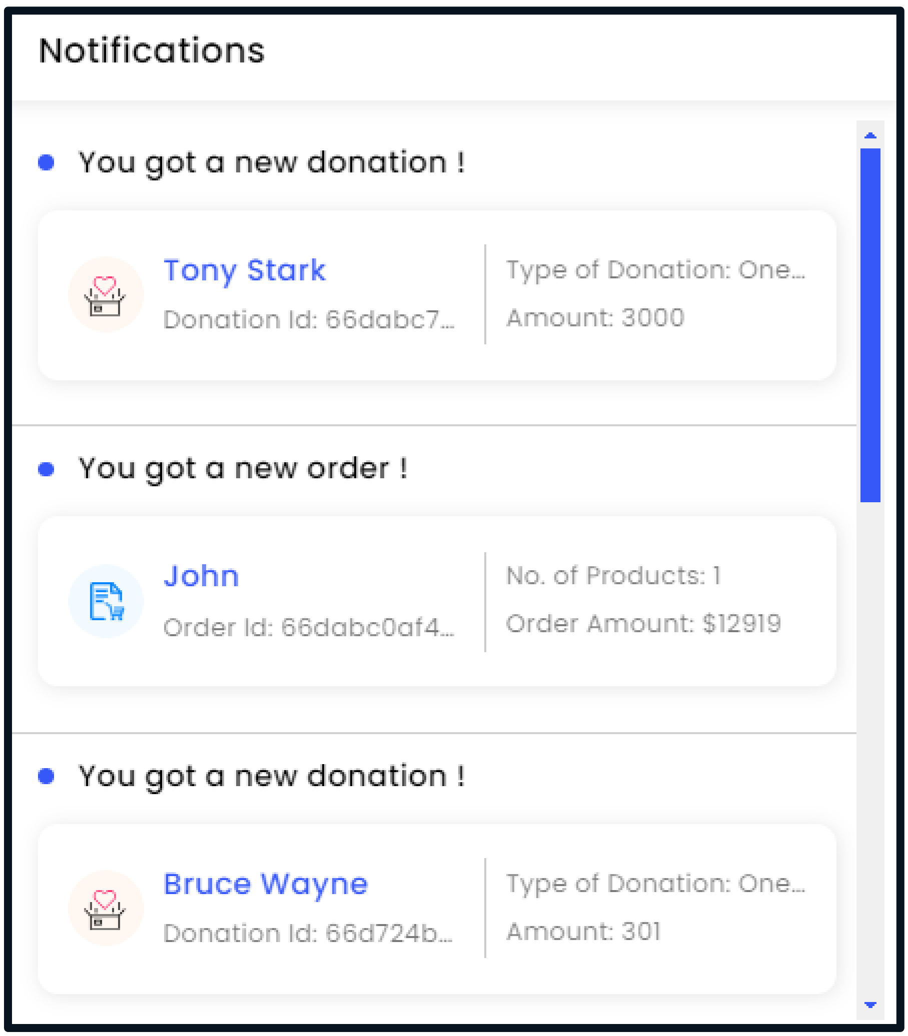
Contact form to fill for *Connect Domain*

2.1 Home

Notifications:



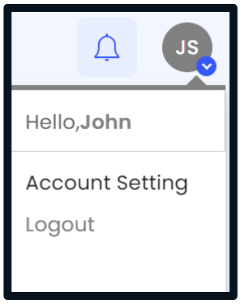
It enlists the latest activities that have occurred on your published website



Bookings, Payments and any kind of request will trigger a notification

2.1 Home

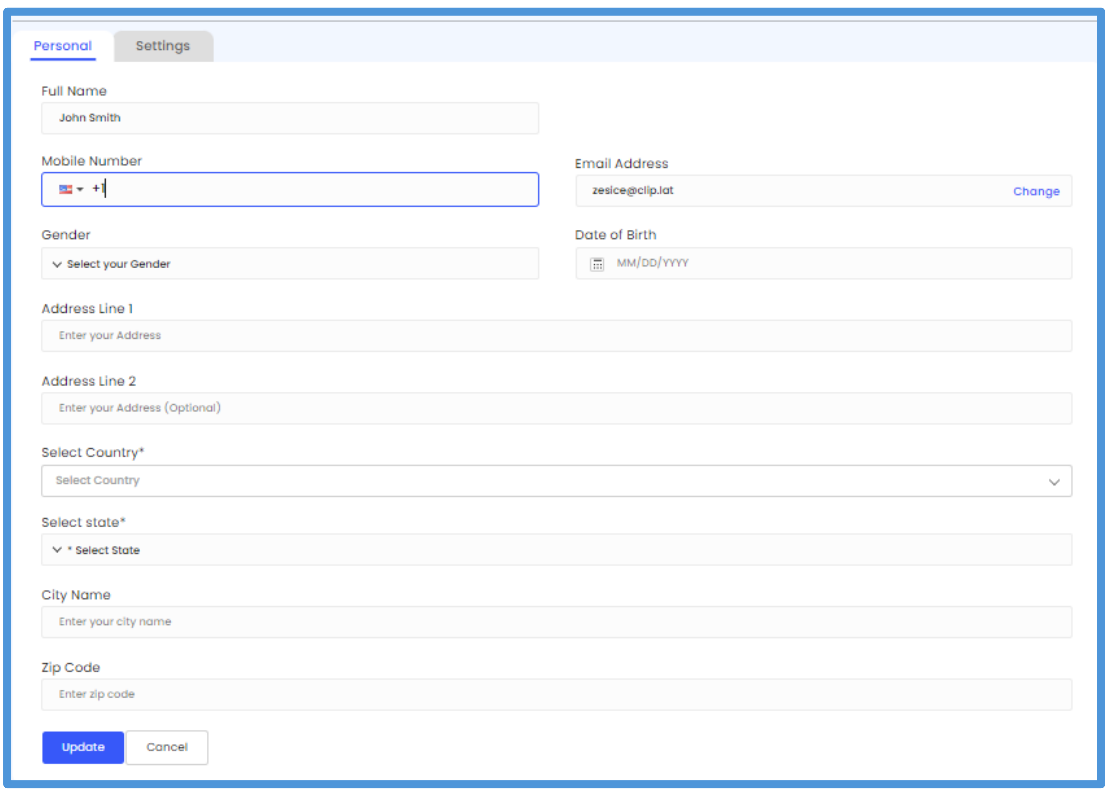
Settings:



Account Settings:

Account Settings has 2 sections:

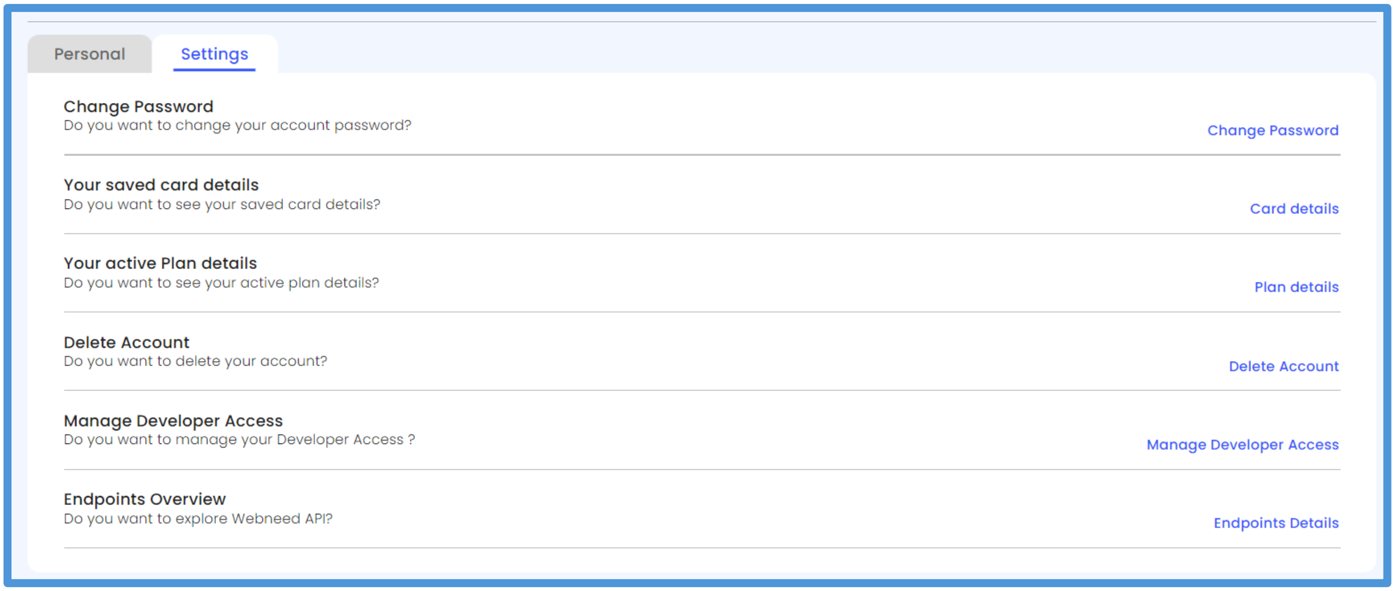
Personal Settings:



Personal Settings to update your Personal Details anytime.

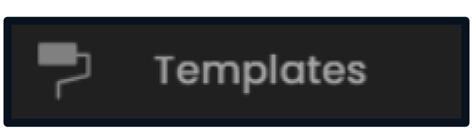
2.1 Home

General Settings:



- **Change Password**: If you feel your current password is not secure enough
- **Saved Card Details**: Your card details are saved for your own convenience. You can edit them or delete them from here.
- **Active Plan Details**: To track your plan details and the additional features that you are using.
- **Delete Account**: To permanently delete your WebNeed account
- **Manage Developer Access**: To manage the access of third-party developers
- **Endpoints Overview:** API Access of functionalities and features of your account for third party developers.

2.2 Templates



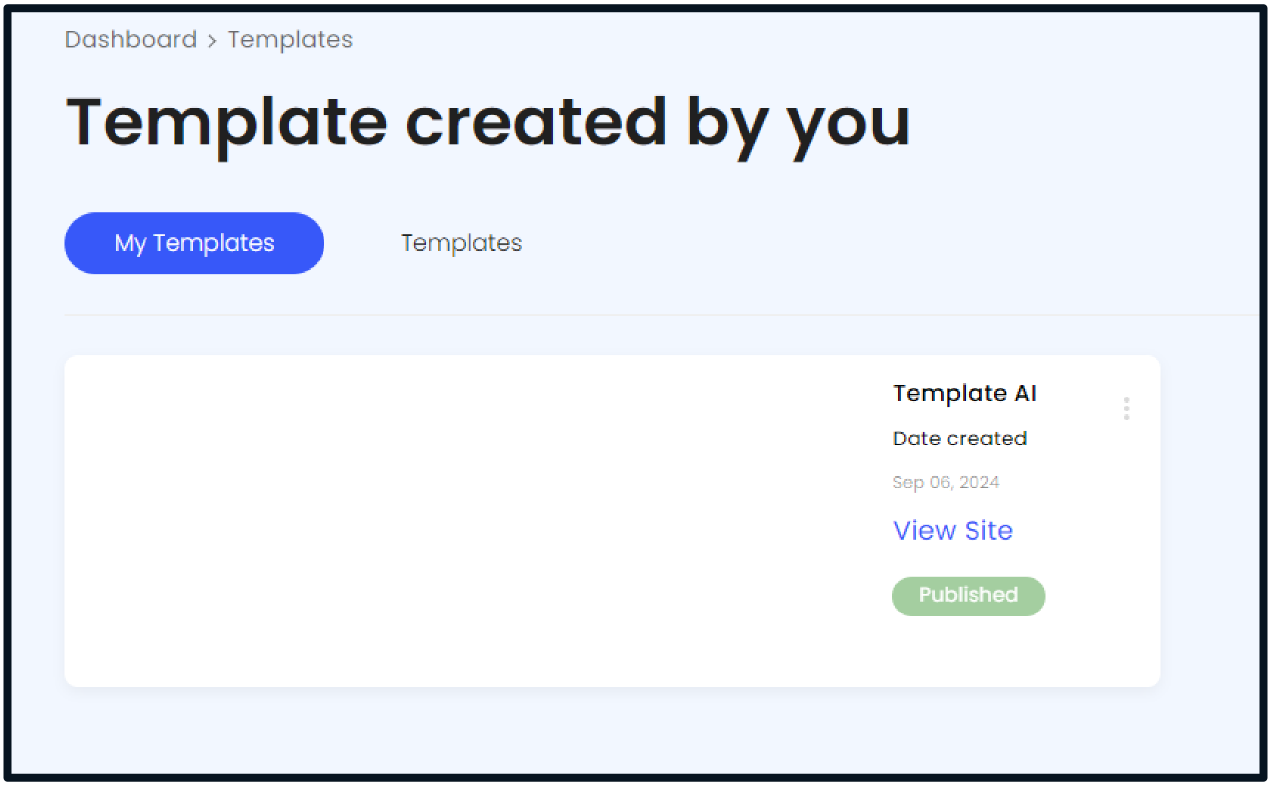
Template has 2 sections:

My Templates - List of your, AI built and Published Templates

Templates - List of Webneed Templates

My Templates:

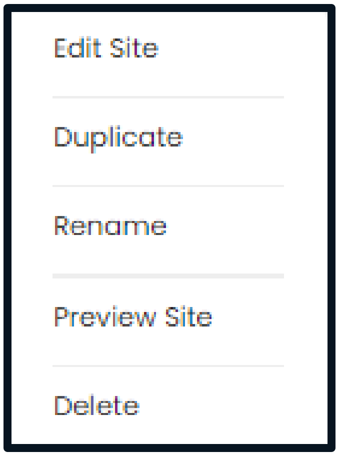
This section holds the template that you made at the time of the signup.



The Template by default is published and is not permanent

2.2 Templates - My Templates

Every Template has side options:

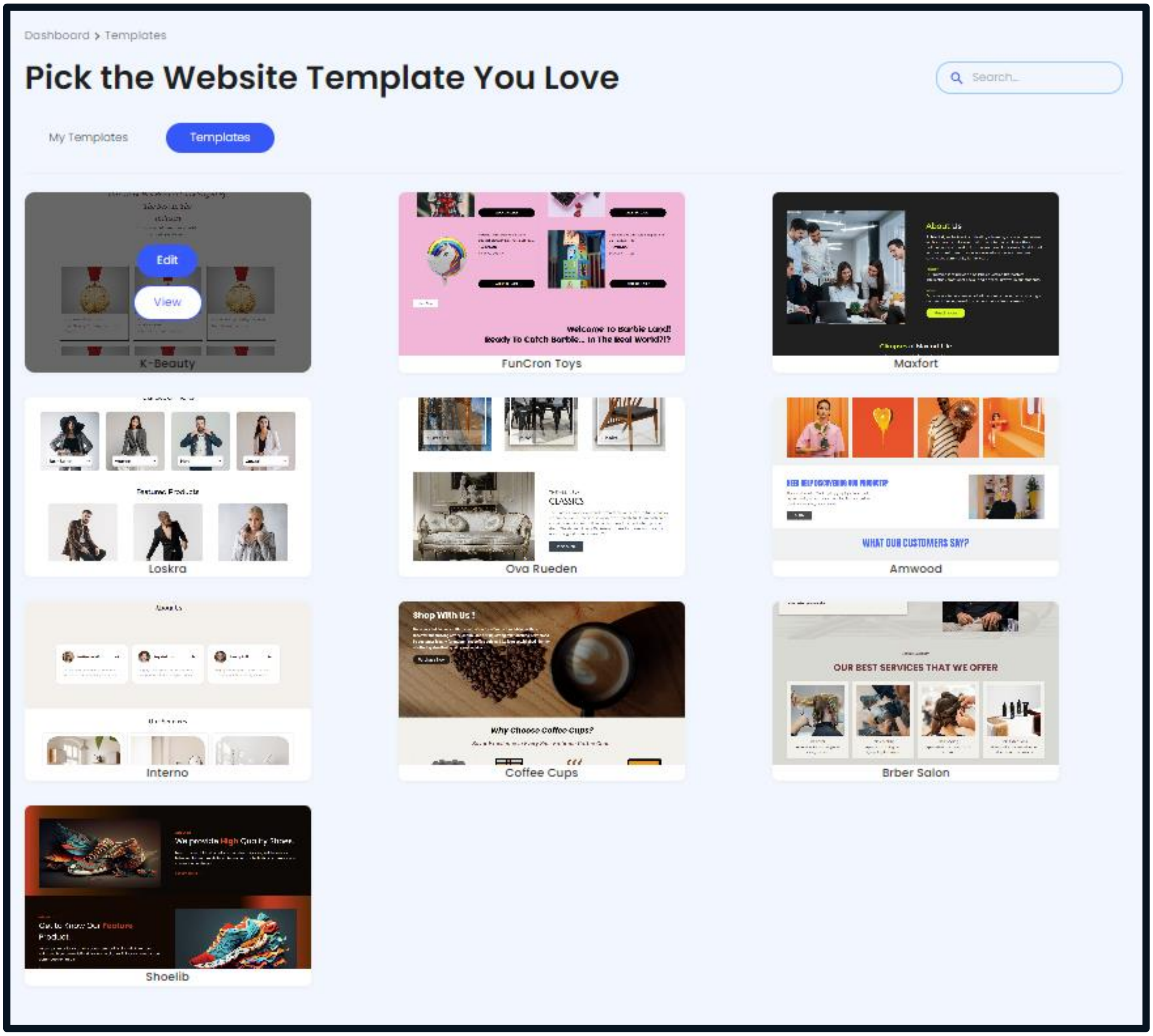


- **Edit Site:** To open the website editor
- **Duplicate**: To make a copy of your Template with the same changes or to keep an original.
- **Rename**: Rename the Template
- **Preview Site**: To view the website for demonstration purposes
- **Delete**: Permanently remove the Template

Note: If the Template is published, the delete option will not be available. You will have to unpublish the Template to delete it.

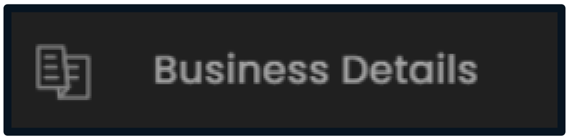
Templates:

As mentioned earlier, templates can be edited or switched entirely if you want to. You can choose a new template from the Templates section:

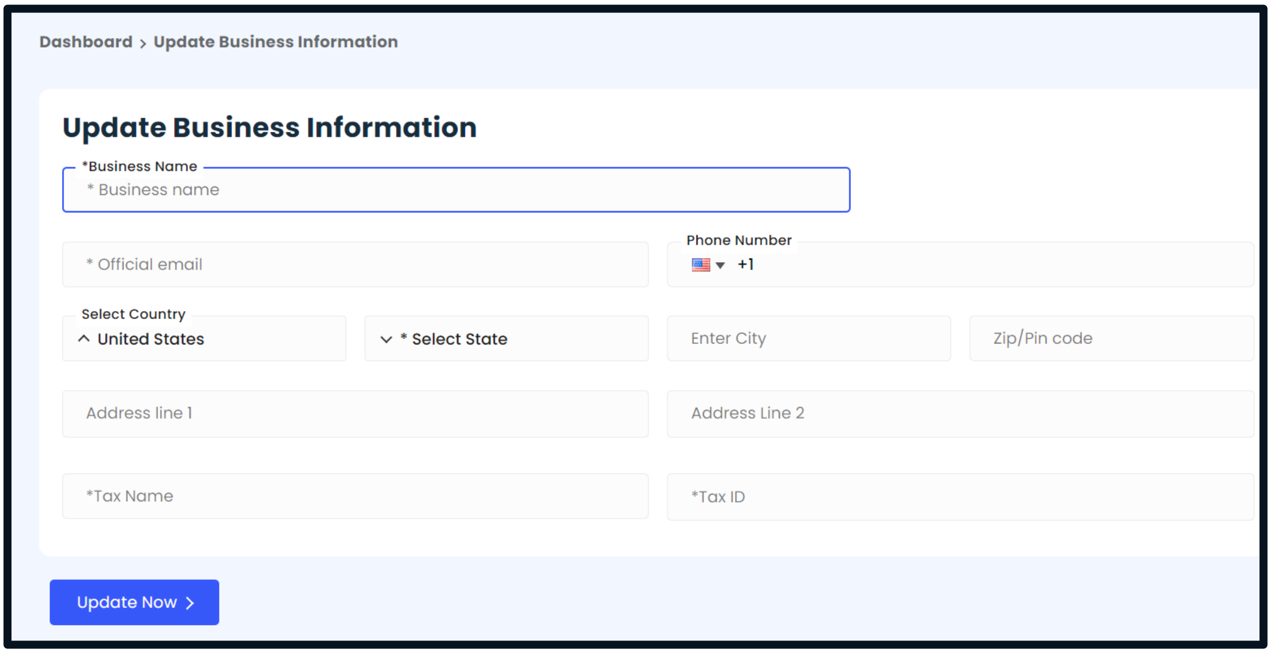


You can preview the templates to review their features and design and to help you make the optimum choice. Click on edit and the template will be added to My Templates, and you can start editing your new template from there.

2.3 Business Details

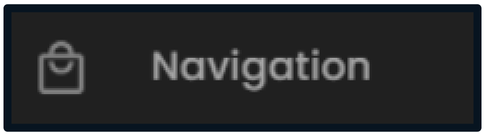


Business Details is the section to add, update or view details that are specifically related to your business

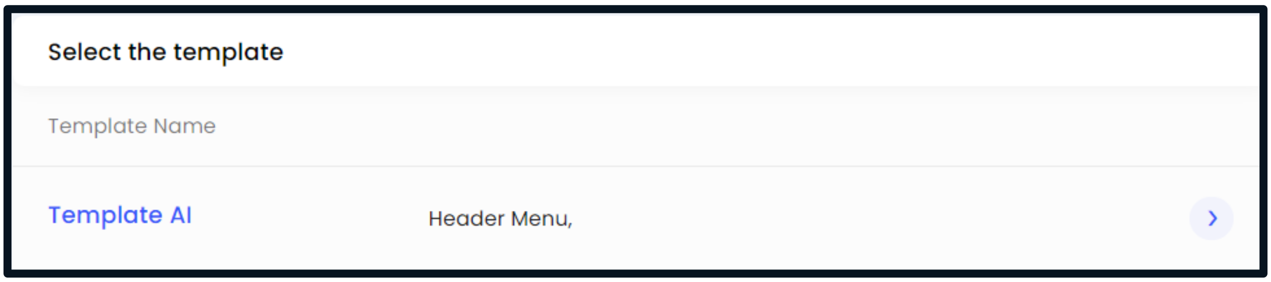


You have to add details in the required fields in order to save / update your business details.

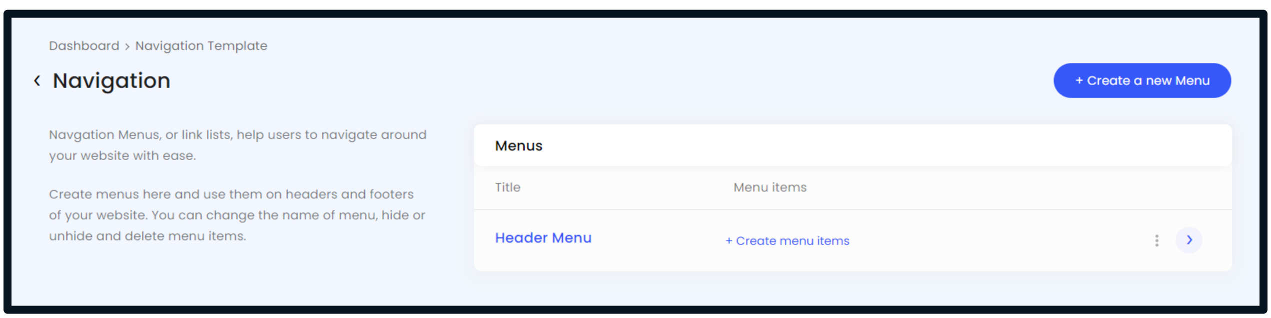
2.4 Navigation



The navigation section is to edit, view or add navigation to your templates. They are crucial for a smooth user experience.



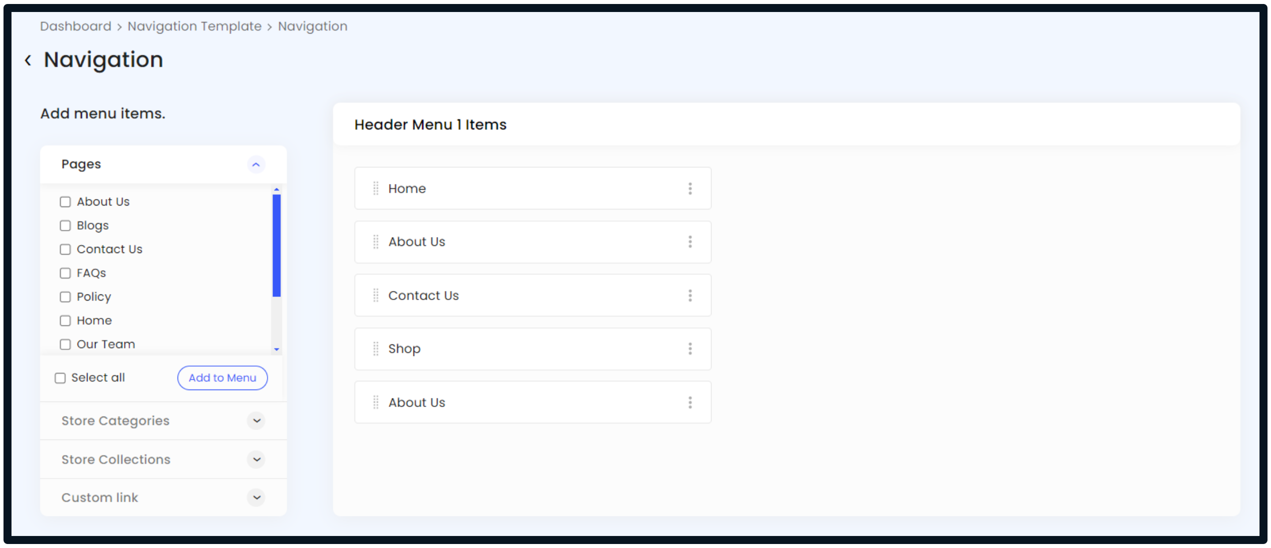
The *image* displays the name of the template and the list of navigation menus attached to it and in this case, it is only 1. Click on the arrow icon to proceed further.



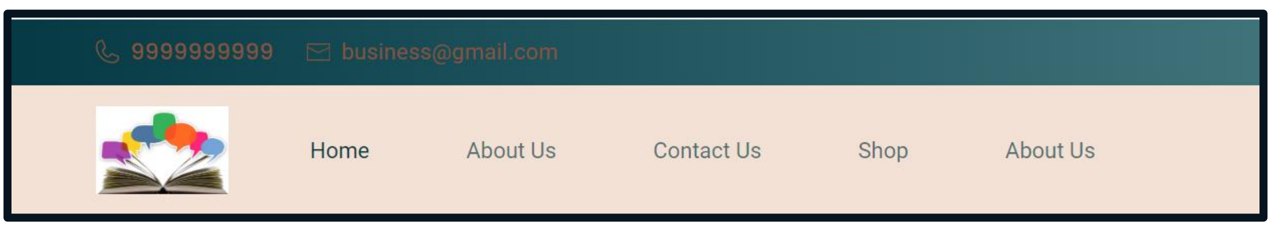
Now you are in a specific navigation space, *Header Menu* is the name of this navigation menu. You can add navigation for more pages by clicking on *create menu item* or you can add a new navigation menu by clicking on the blue colored button.

Create menu items:

you have selected this option to add links of other pages to the existing navigation menu.

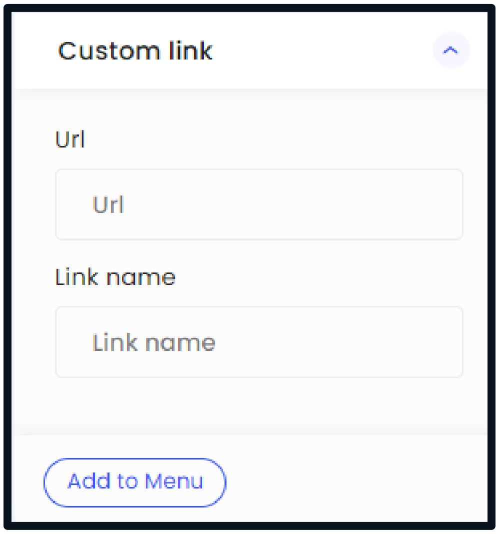


The left section is to add the links to pages you deem fit for the navigation menu and on the right is displayed the list of links that are visible on the navigation menu



Preview of the changes made above. The changes made are visible in the editing side and you must publish them from the editor to see them in the published website. You can also add or remove existing links.

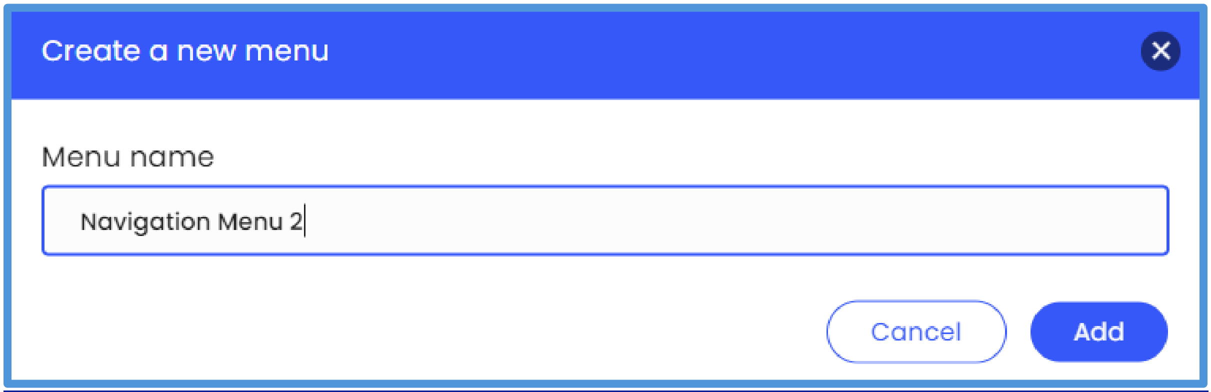
Custom link:



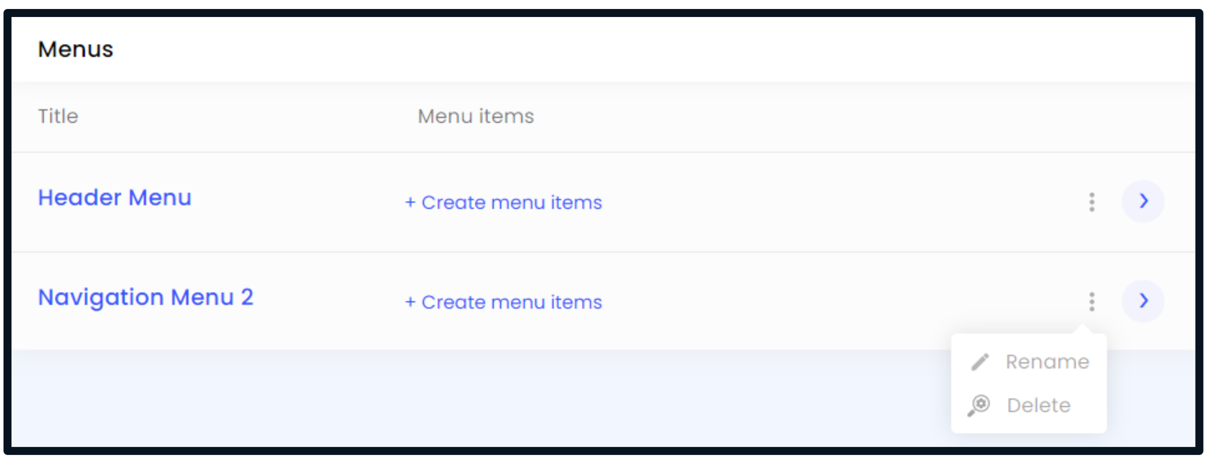
If you want to redirect the customer to an external resource via your website, then you can use a custom link to accomplish that requirement.

Note: If you make a new page in the website editor, the name for that page will appear in pages and you can add it to navigation.

Create a new Navigation Menu:



Please provide a name for the navigation menu and press *Add*



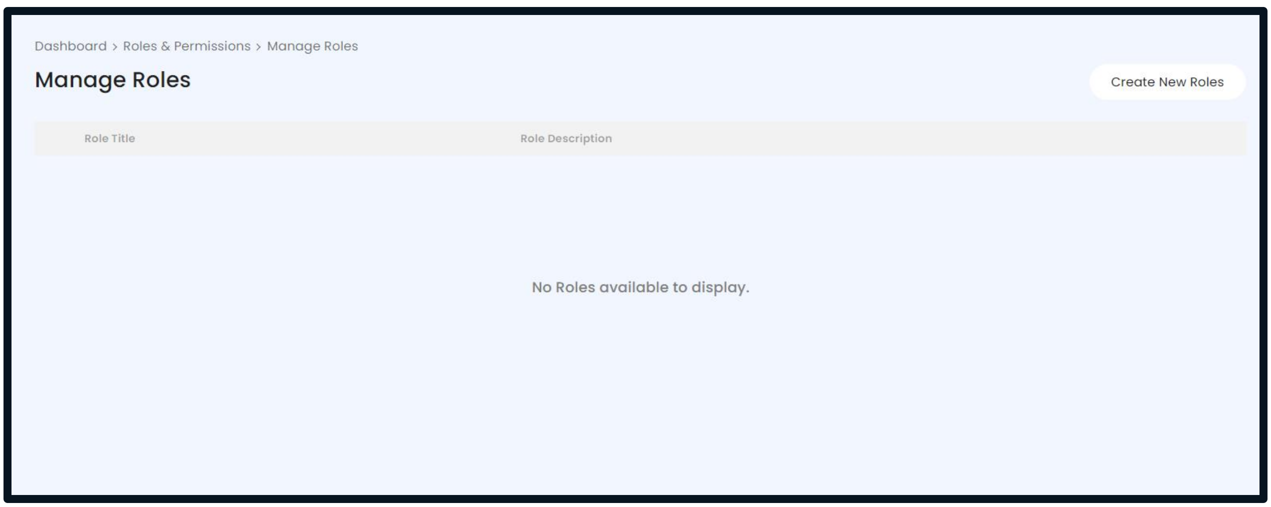
Your New Navigation Menu has been created and now you can add links to it by clicking on Create menu items. You have the option to rename the existing menus or delete them.

2.5 Roles & Permission

Overview:

The Roles and Permissions feature enables the primary account holder (the user who completed the initial registration with WebNeed) to invite additional users to collaborate on the administrative backend. This functionality is designed to assist organizations and teams in delineating roles and responsibilities within the business, while granting limited access to the backend based on each user's specific role within the team or organization. You can create a specific access route with Manage Role and can assign the same access route to one or multiple collaborators. Roles and collaborators have been kept separate for flexibility.

Manage Roles:



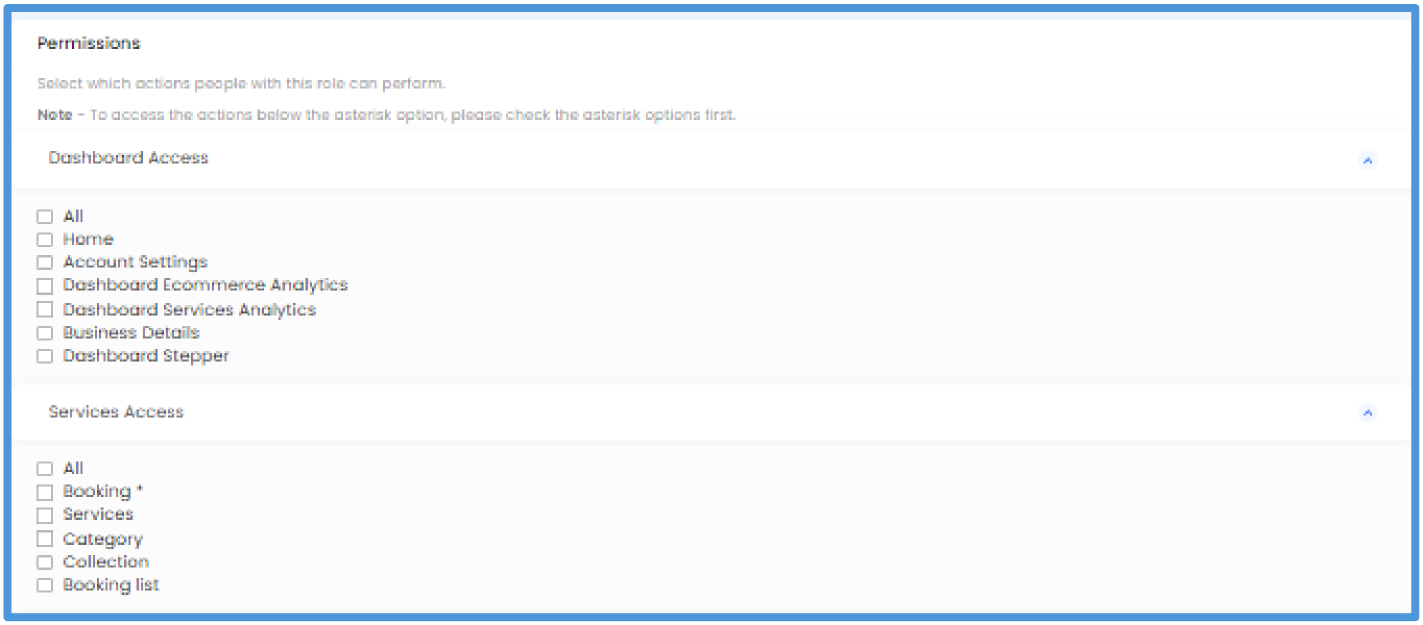
This page will display the roles you create

Creating a New Role:

Assign a name and description for the role. For eg: If you are assigning the access of Blogs to the role, then the title will be Blog Writer and a relevant description for the Blog writer.

Permission Access List:

You can grant Access to all sections at once or for just a single section as per your requirement. Roles & permission provides flexibility for both cases.



Note: When assigning roles of a plugin, ensure that you, as the root user, have the necessary plugins installed. Otherwise, the role assignee will not be able to access the features linked to that role.

Note: If you encounter an asterisk symbol (*), please ensure you check it to assign any permissions in that section. Otherwise, the user will not receive access.

Select the relevant checkboxes and click on Create Role to save the Role and the next step will be to add a collaborator.

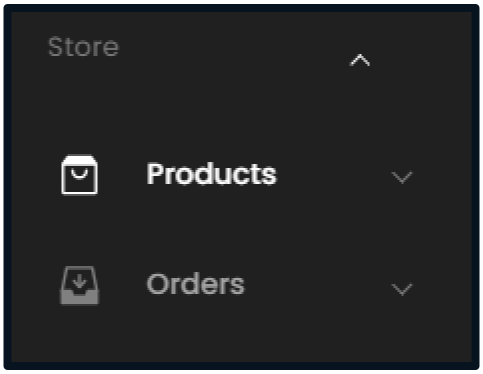
Add Collaborator:

Add Collaborator is the second step because you need to assign a role to add a collaborator

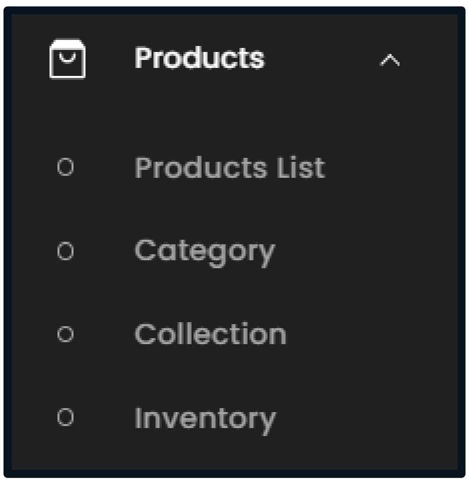
Write the name, email of the collaborator and assign them a password to access the WebNeed portal and assign a role. You can add up to 5 collaborators at a time. When you press Send invite, the collaborators will receive their login credentials on their respective emails, and they can instantly access the WebNeed portal using their credentials.

3. Store

The Store section caters to two major eCommerce sections: Products and Orders



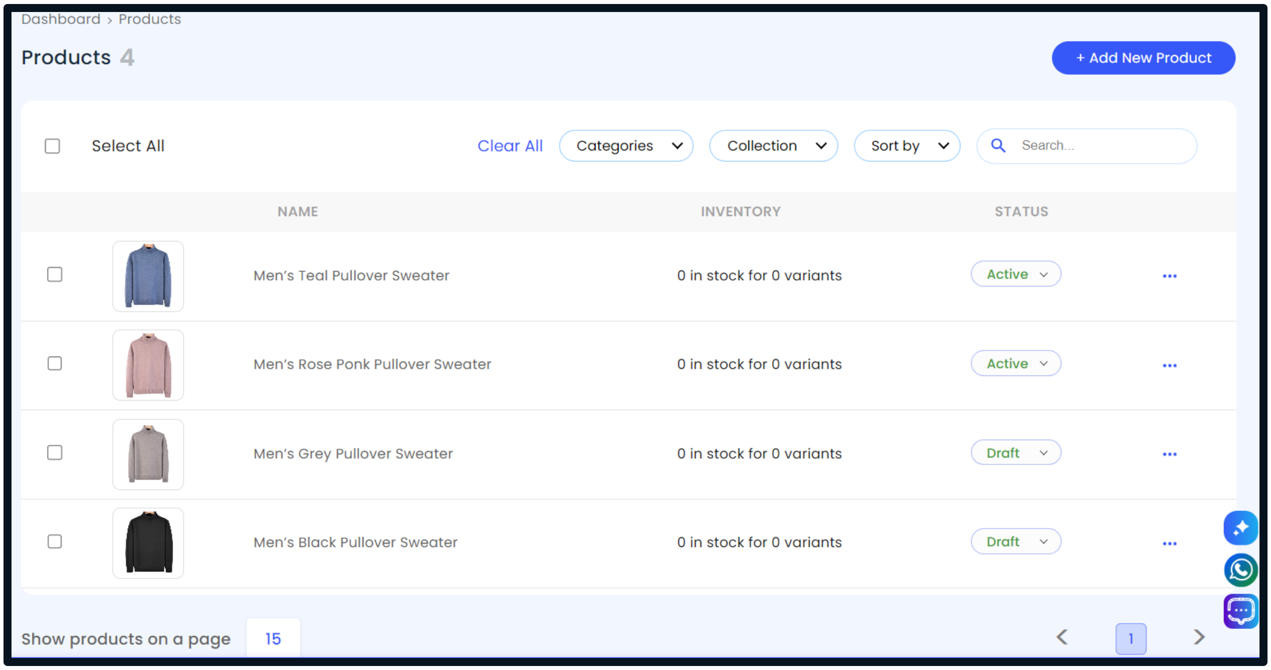
Products



Products is divided into four sections: Product List, Product Category, Product Collection and Product Inventory.

3.1 Product List

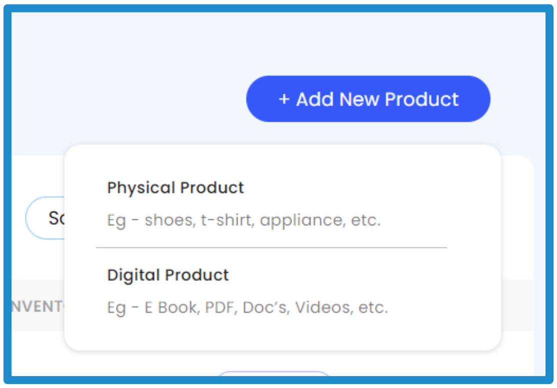
The Product List showcases the items available for purchase on your website, specifically focusing on eCommerce physical and digital products. Please note that bookings and events are categorized separately and have their own distinct sections and lists.

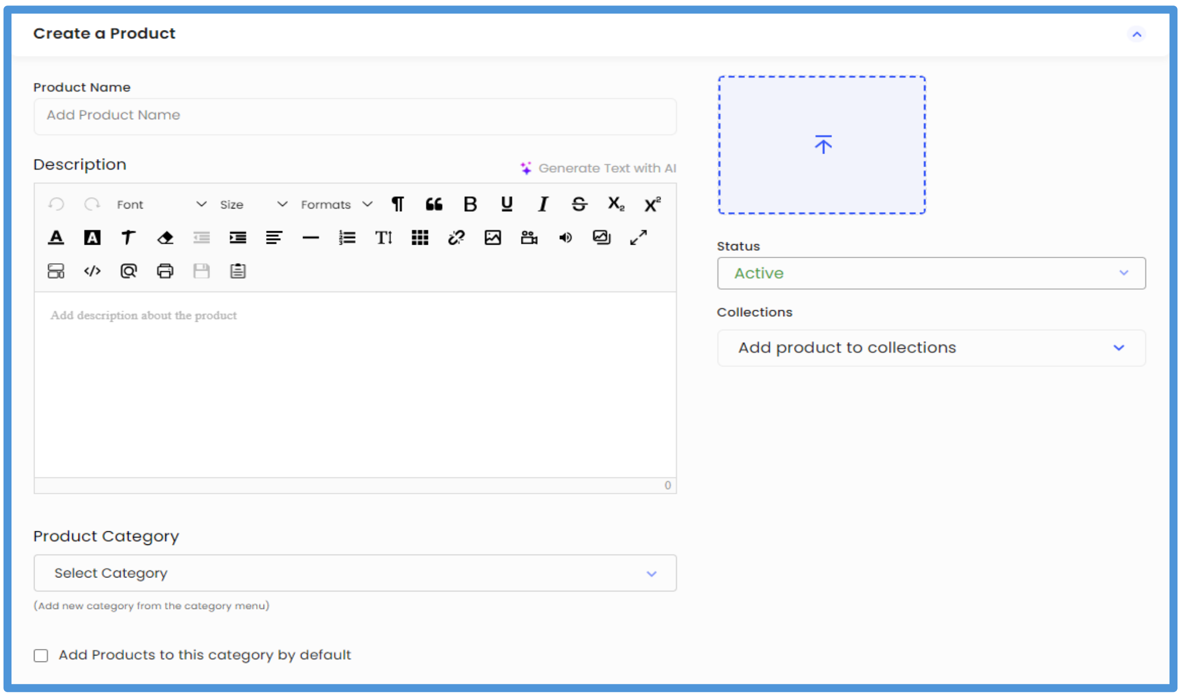


- You can sort products by category, collection, latest, oldest, active and draft.
- Setting the state to active will display the product on your website.
- Setting the state to draft will hide the product from the website.
- You can delete all products on a page with *Select All*.
- The side options let you edit the product or delete it.
- You can add a new product from this page as well.

3.1 Product List

Adding a New Product (Physical)

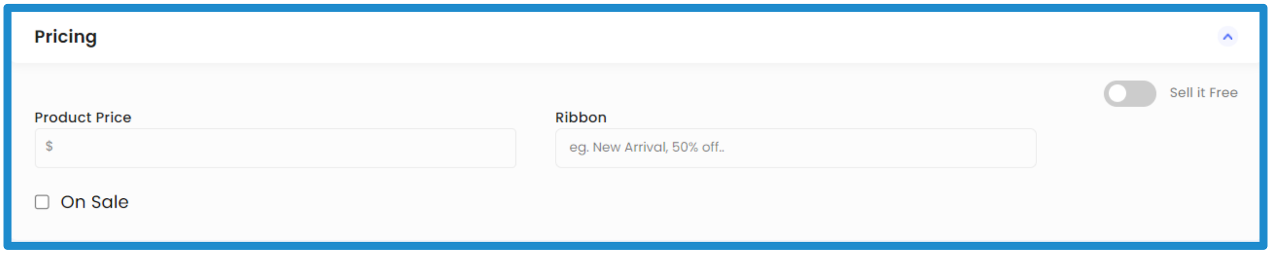




- Provide a name for the product. (mandatory)
- Provide a description of the product. (optional)
- Add an image for the product by clicking on the blue frame. You can add up to 5 photos for a product. (optional)
- Set the status of the product. It is set to active by default.
- Add the product to a category. (optional)
- Add the product to a collection. (optional)
- There is a checkbox provided to make a single category the default category. (optional)

3.1 Product List - Adding a new Product

Pricing:



- Provide a price for the product. (mandatory)
- Sell it Free: Turn the toggle on, and no payment will be required to order the product. (optional)
- Ribbon: to announce any information or deals about the product. (optional)

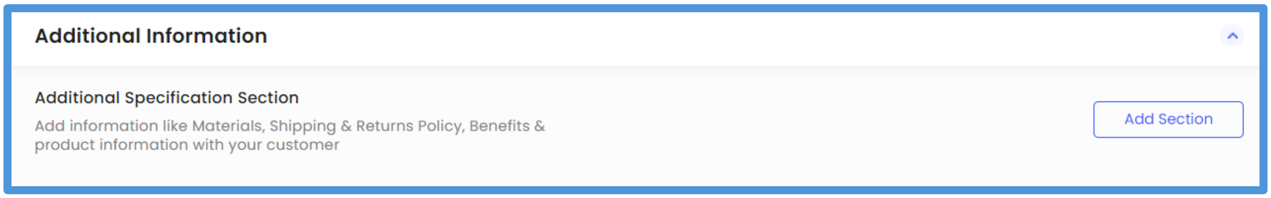
Image reference of a *ribbon*

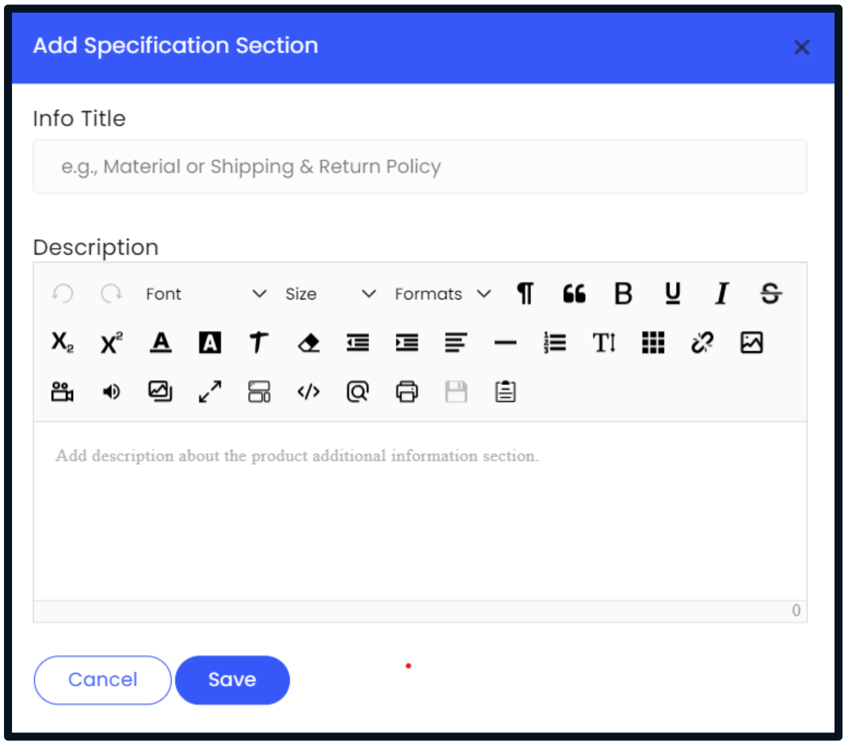
- Select the *On Sale* checkbox to provide a discount. (optional)

Note: Discounts can be applied either as a percentage or as a specific numeric value, at your discretion.

3.1 Product List - Adding a new Product

Additional Information:

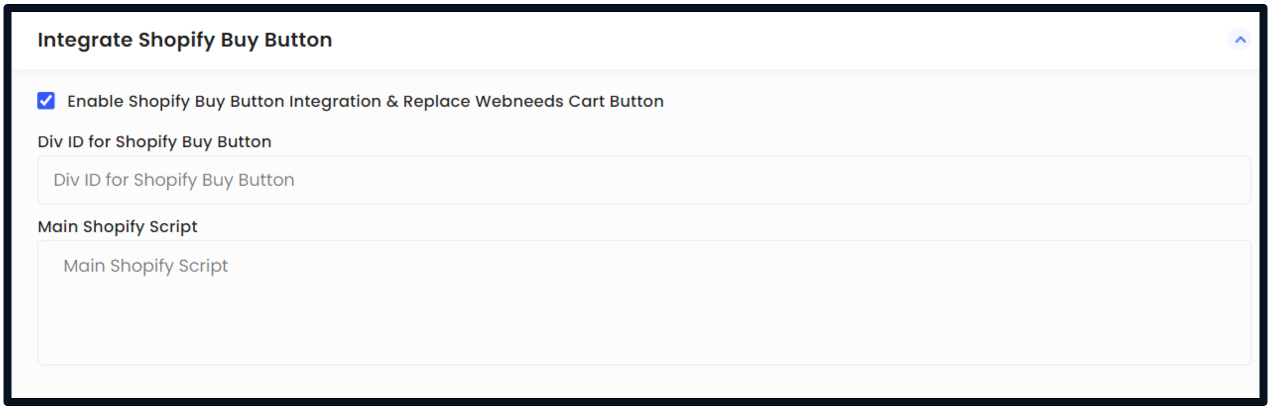




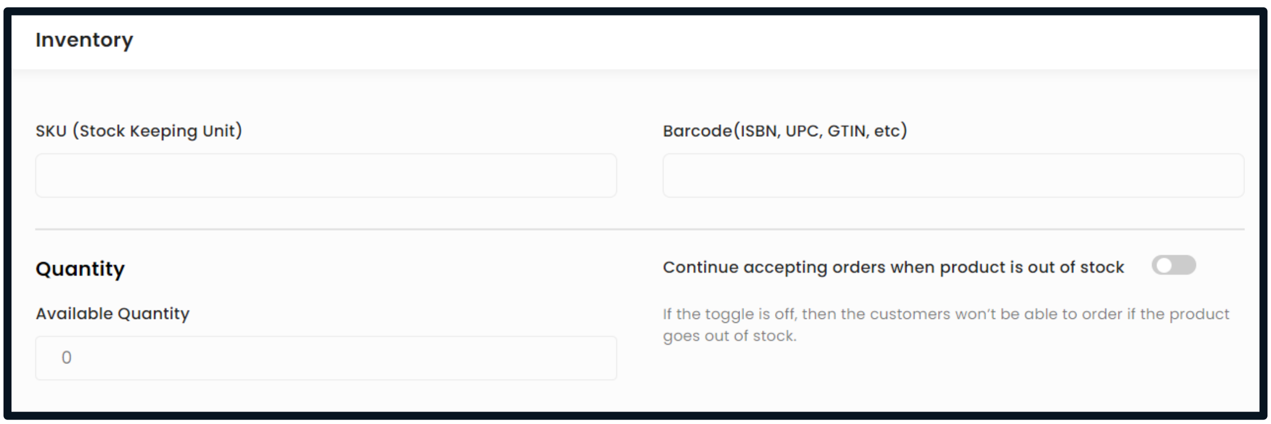
In this section, you may include any additional information regarding the products, such as shipping details or relevant legal information. Furthermore, you have the option to add multiple sections of this nature.

3.1 Product List - Adding a new Product

Integrate Shopify:



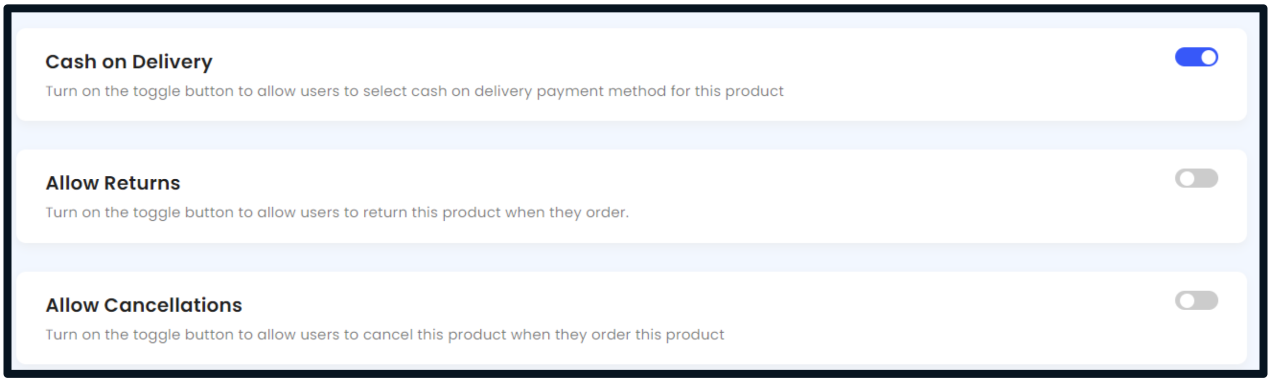
Inventory:



- SKU: stock keeping unit is the unit of measure in which the stocks of a material are managed. (optional)
- Barcode: Unique identifying code for a product. (optional)
- Available Quantity: is mandatory
- Continue accepting orders even after product is out of stock: optional

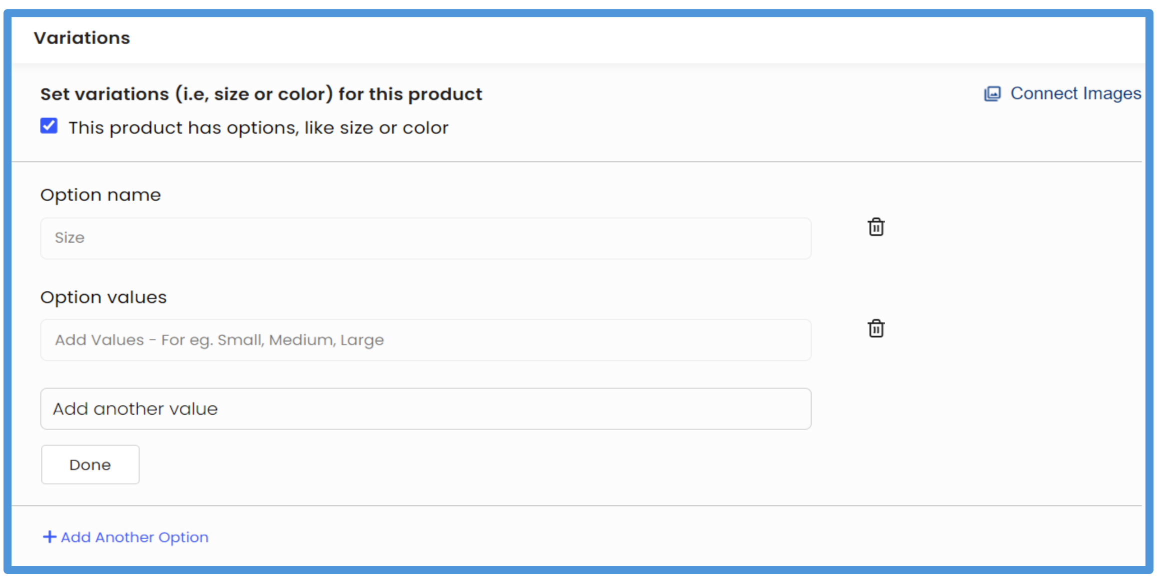
3.1 Product List - Adding a new Product

Payment Options:



- Cash on Delivery: Turning the toggle will let the customer order the product for cash on delivery. (Optional)
- Allow Returns: Optional
- Allow Cancellations: Optional

Variations:

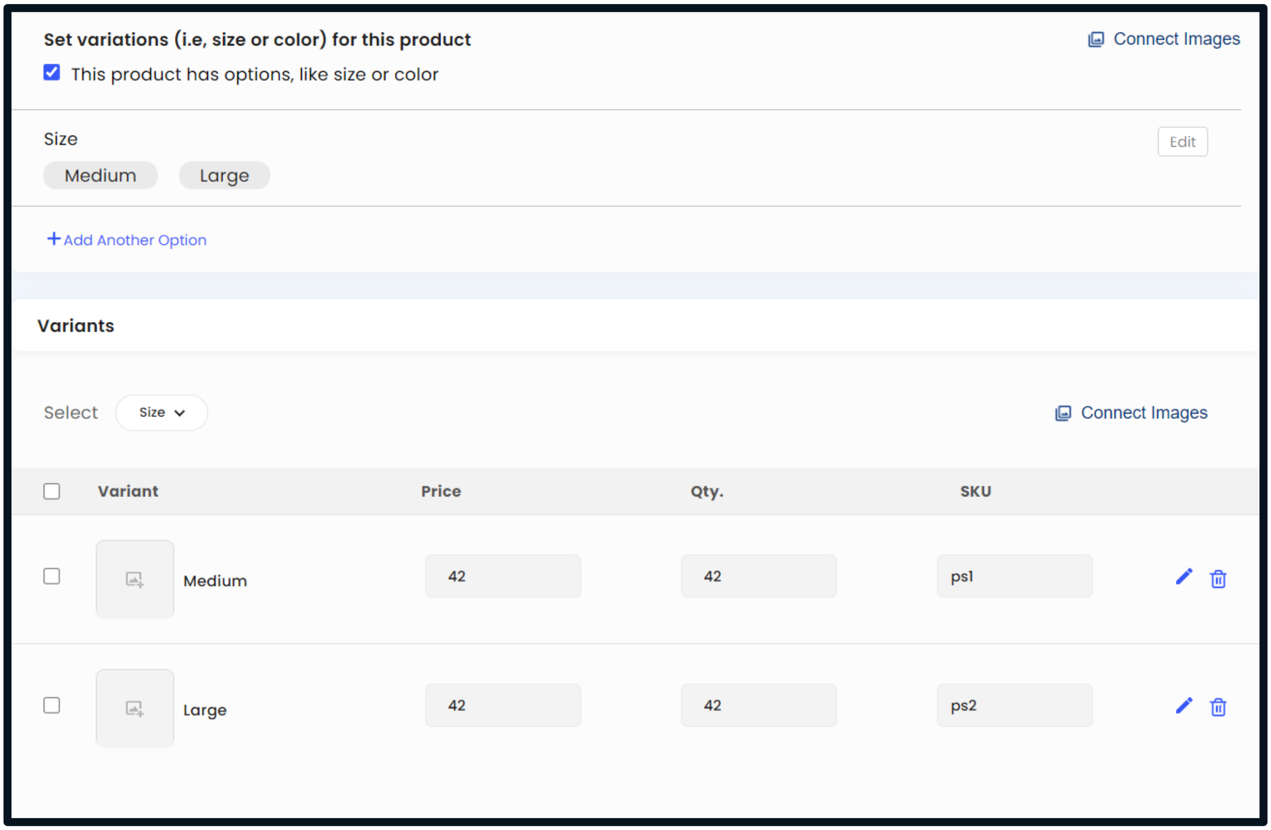


Note: Product name, price and available quantity are required to be not empty in order to create variants.

Variations is a feature to add different variants of the same product. The variants can be decided by size, color, material type etc. It can be size or color, or it can be both.

3.1 Product List - Adding a new Product

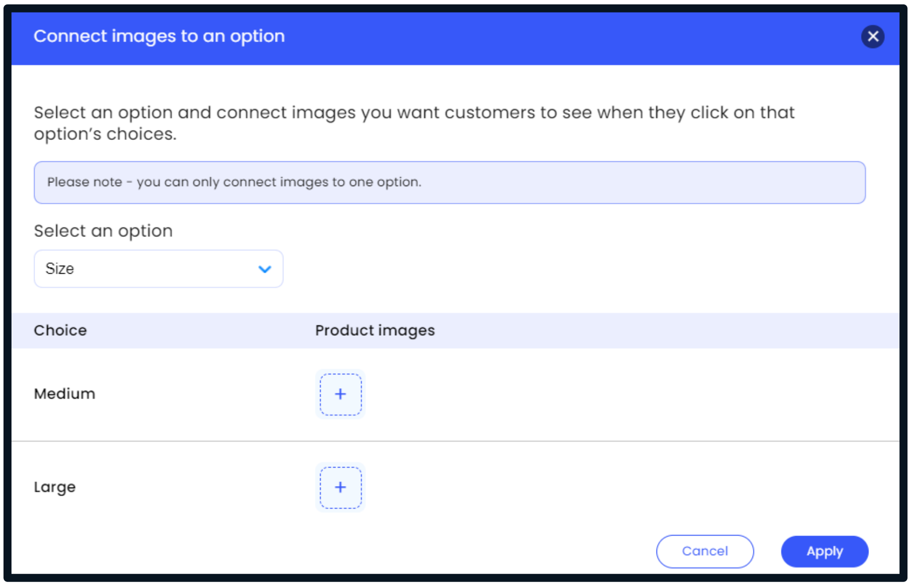
Variations:



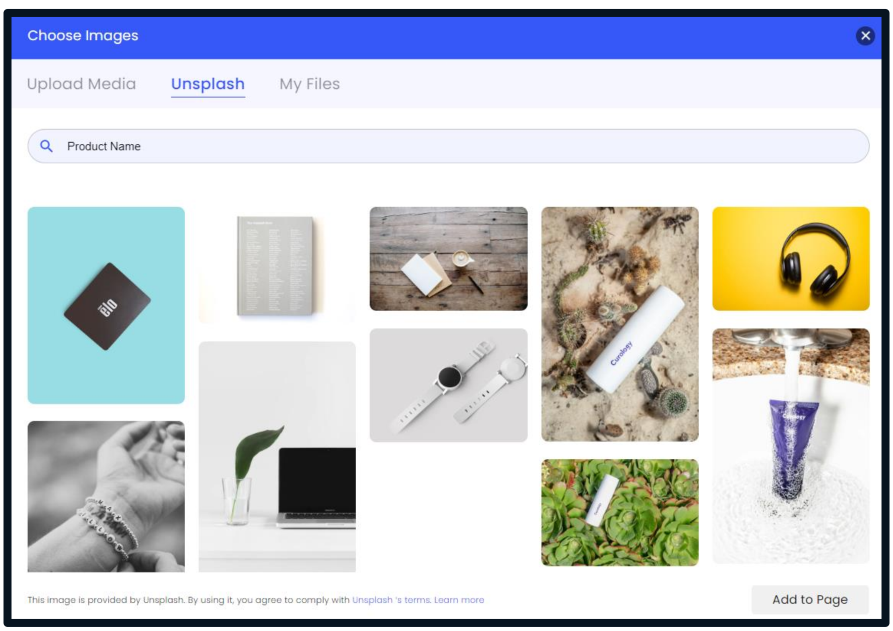
You can set different images for the variants. Just click on Connect images to set an image. You can edit the details of the variants as per your requirements. They are prefilled with the initial values that were provided in Product details.

3.1 Product List - Adding a new Product

Adding an image:



Note: You can add only a single image per variant.



You can either upload an image from your local files, choose an image from *Unsplash* image search engine or you can reuse an image from *My Files*. After selecting an image, just click on *Add to Page*.

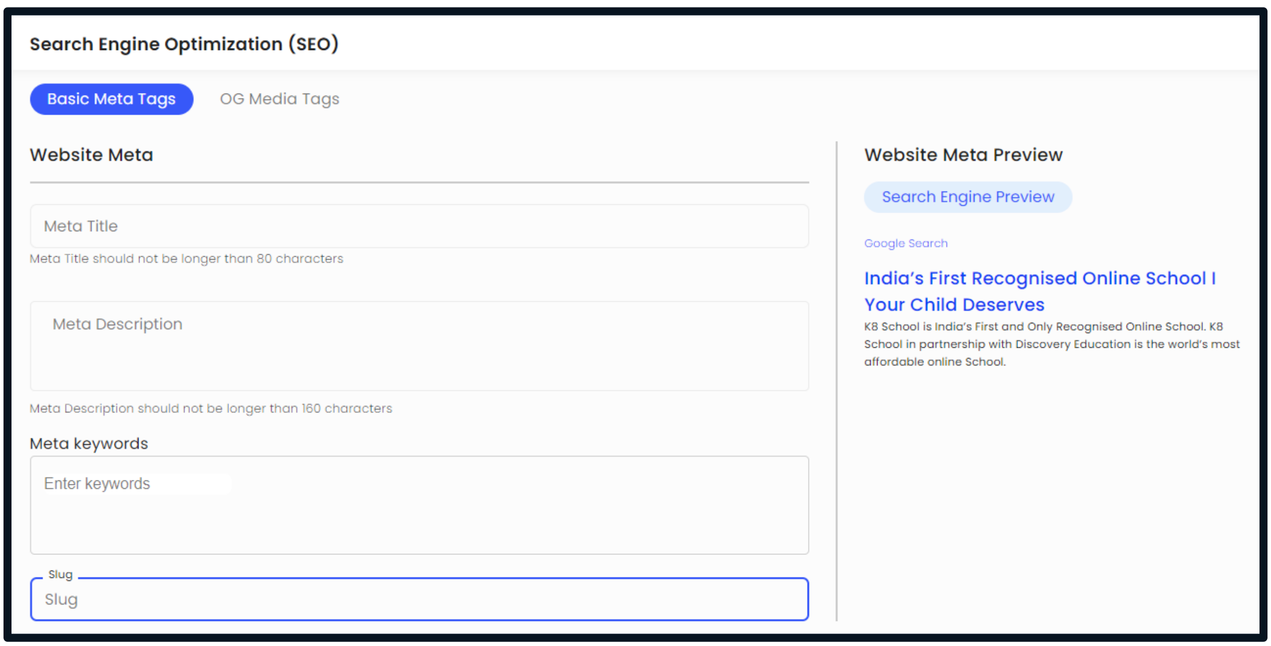
3.1 Product List - Adding a new Product

Tax Code:

Please provide relevant information in accordance with your country's tax guidelines.

Seo:

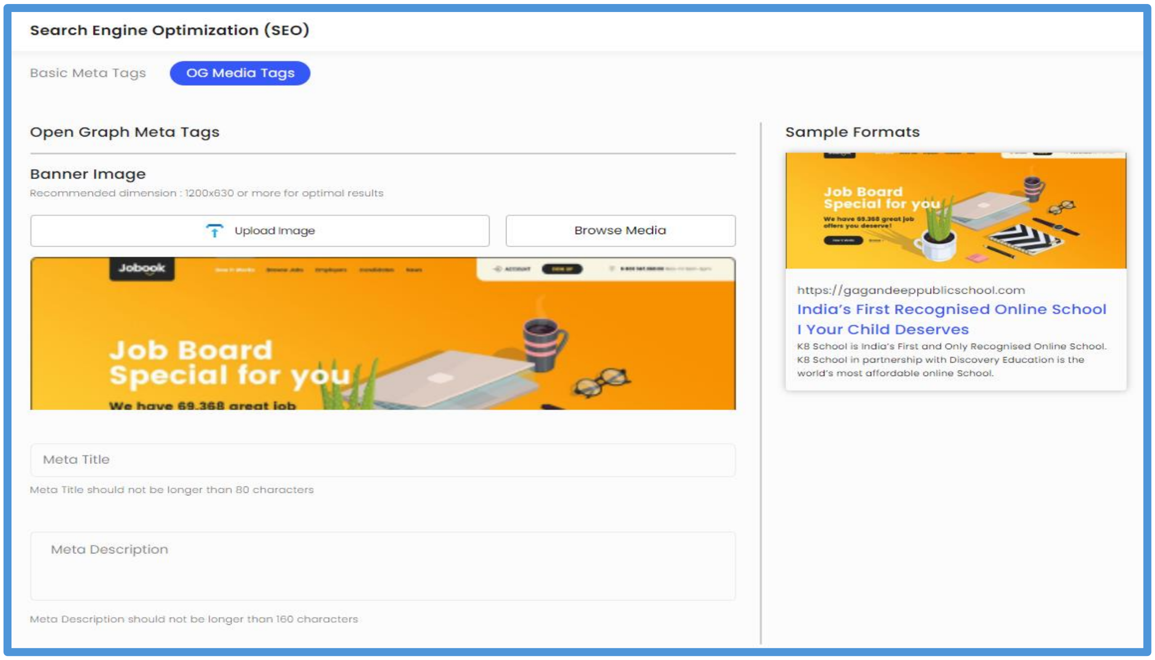
Basic Meta Tags:



Seo means Search Engine Optimization. It is the process to boost a website's/product's presence on the internet. With the right information, it can increase your online presence which should help with the increase of a website's/product's financial performance. The user should provide details as accurately as they can for improved Seo efficiency.

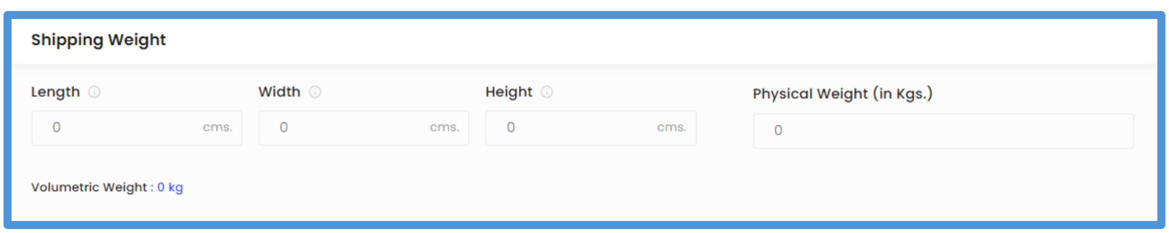
3.1 Product List - Adding a new Product

Open Graph Meta Tags:



Open Graph media tags are *HTML* elements that allow you to control how your website's content appears when shared on social media platforms like Facebook, Twitter, and LinkedIn. By specifying an image, title, and description within the <head> section of your web pages, you can create visually appealing and informative previews of your content when users share links to your site.

Shipping:

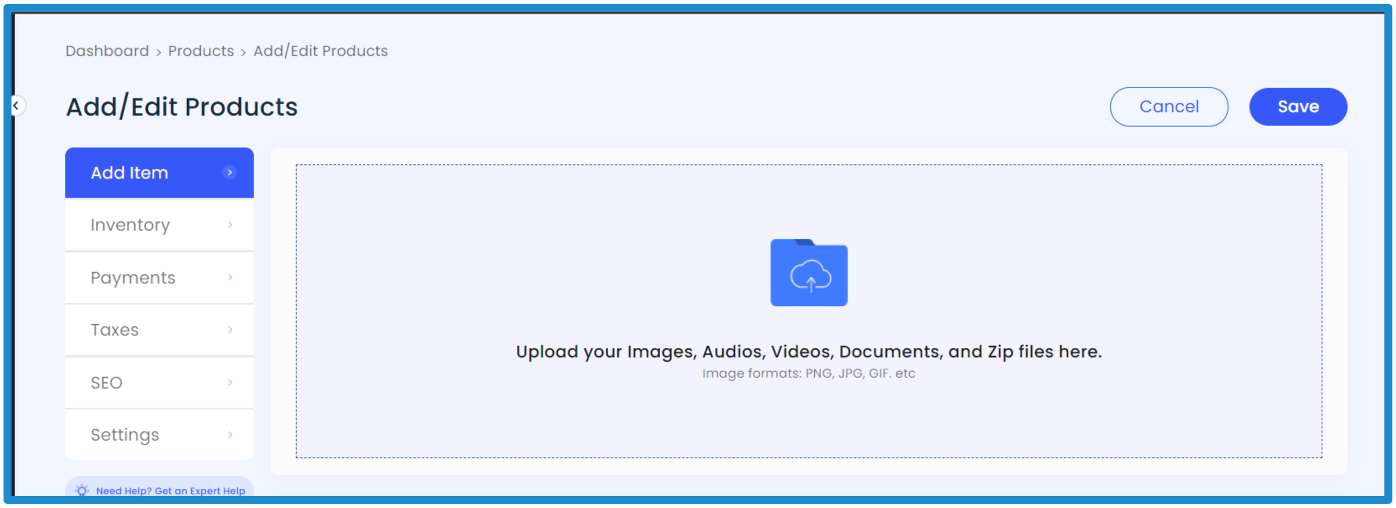


The Shipping section requires you to specify the dimensions and weight of the product. (For further information about setting up shipping, refer to 4.2 Shipping)

Note: You can save the product at any moment as long as you have filled in the mandatory fields to create the product.

Adding a New Product (Digital)

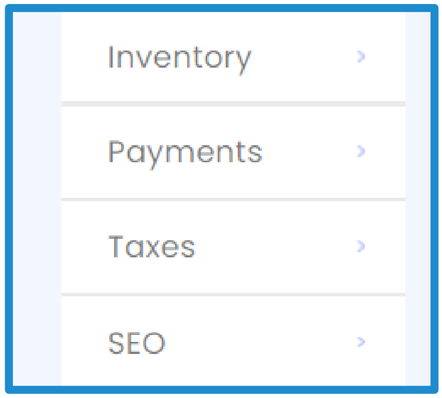
The Digital Product option allows you to list and sell digital products, such as PDFs, documents, and other items that exist in digital format.



Upload the digital file that you would like to list on your website.

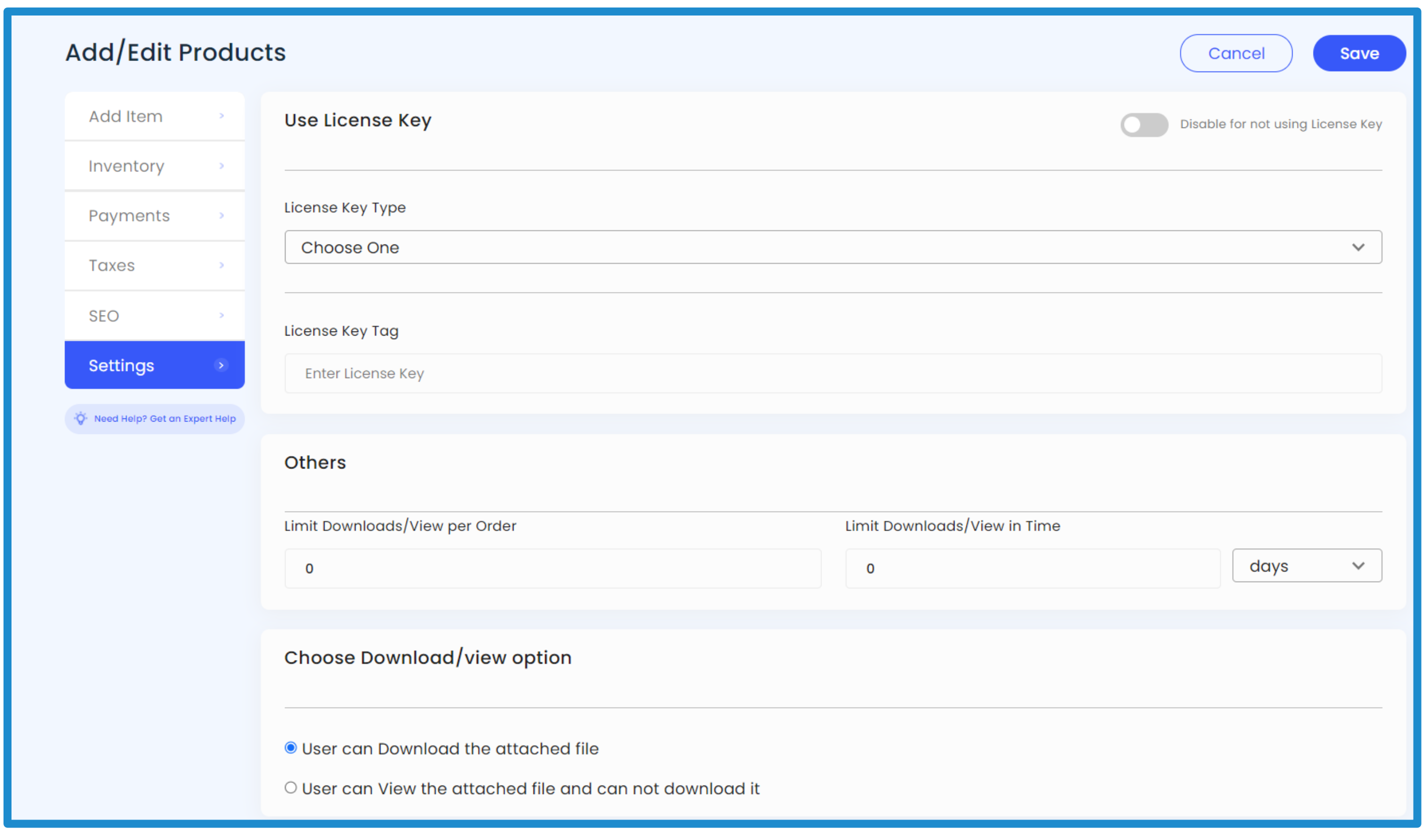
These sections are identical to the ones for adding a physical product, which is mentioned just before this section.

3.1 Product List - Adding a new Product (digital)



These sections are identical to the ones for adding a physical product, which is mentioned just before this section.

Setting Section:



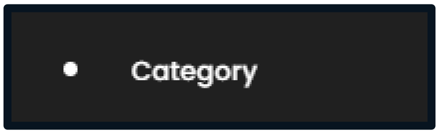
- **License Key:** A license key functions like a password that grants access to the digital file. You can choose to generate a random license key by selecting the

3.1 Product List - Adding a new Product (digital)

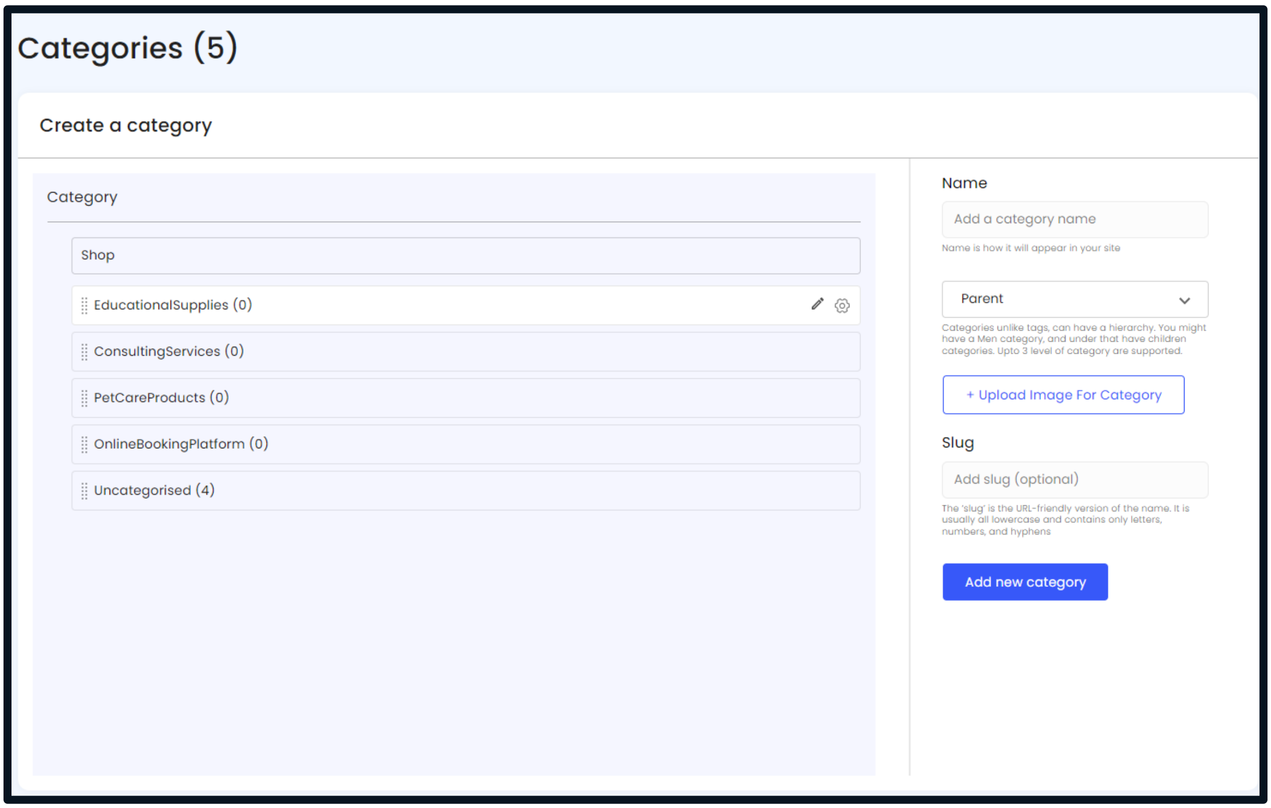
"System" option, or you can provide your own license key by selecting the "User" option. If you choose the latter, an input field will appear where you can manually enter the license key. (optional)

- Limits Downloads/Views per Order: Set the maximum number of times a user can access the digital product. Once they reach this limit for viewing or downloading, the file will be locked. (optional)
- Limit Downloads/Views in Time: Enter the duration of time that the customer is allowed to access the file. Once this time expires, the file will be locked for viewing or downloading. (optional)
- Choose Download/view option: You can choose to allow the user either to view the digital product or to download the file.

3.2 Product Category



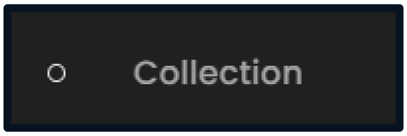
This section is to create categories which can be assigned to products.



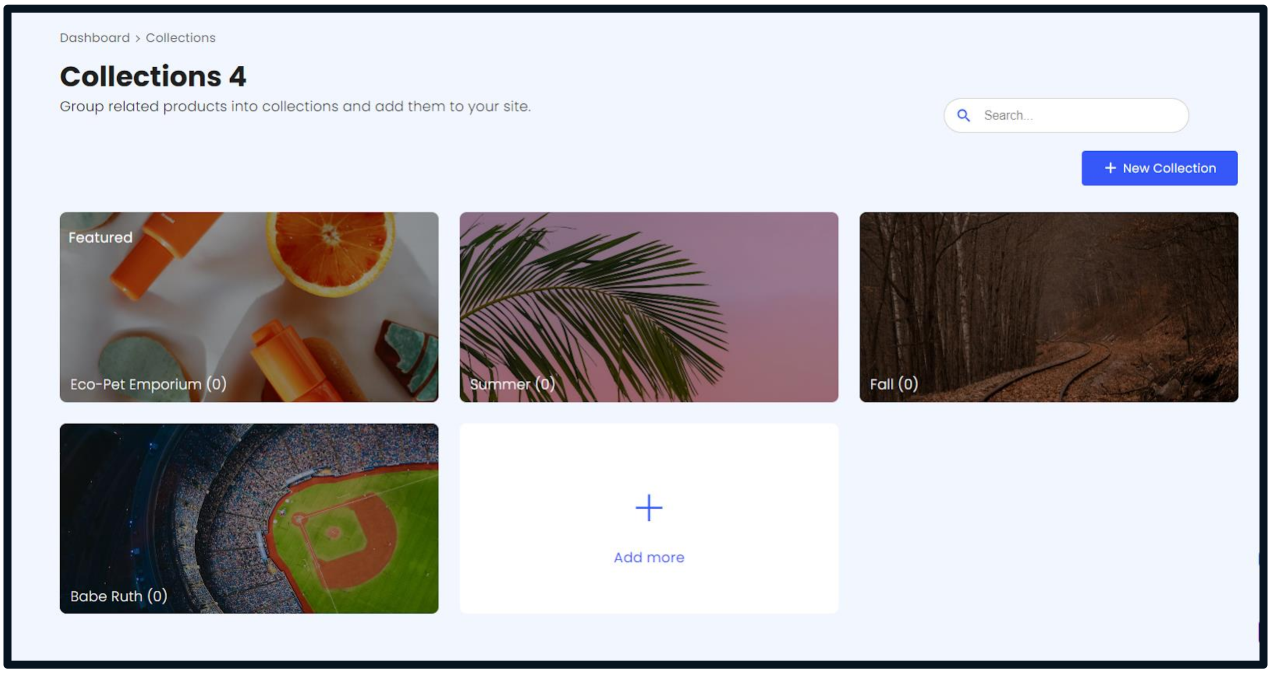
Left half: the created categories will be displayed, and you have the option to edit them. Moreover, you can *click* a category to see the list of products in that particular category.

Right half: To create a new category, the only required field is the name of the category. The dropdown menu provides the option to designate the category as a parent category, allowing you to add subcategories underneath it. This functionality enables you to organize categories in a hierarchical structure, facilitating a more intuitive and user-friendly categorization system. The Slug field is for Seo purposes of the category and you can even add an image to a category.

3.3 Product Collection

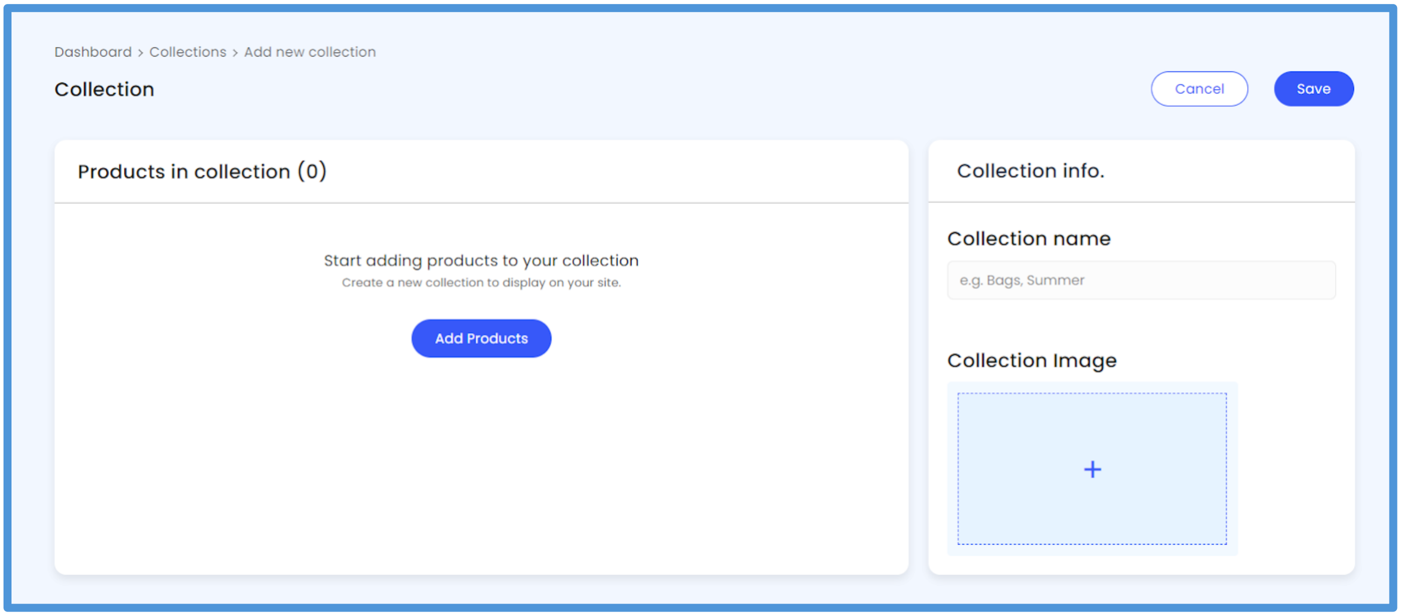


Like Categories, Products can be categorized via collections as well.



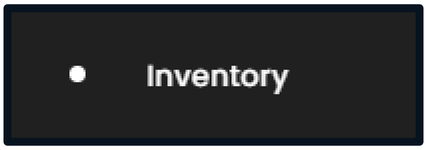
Overview of the Collections section

Creating a new Collection

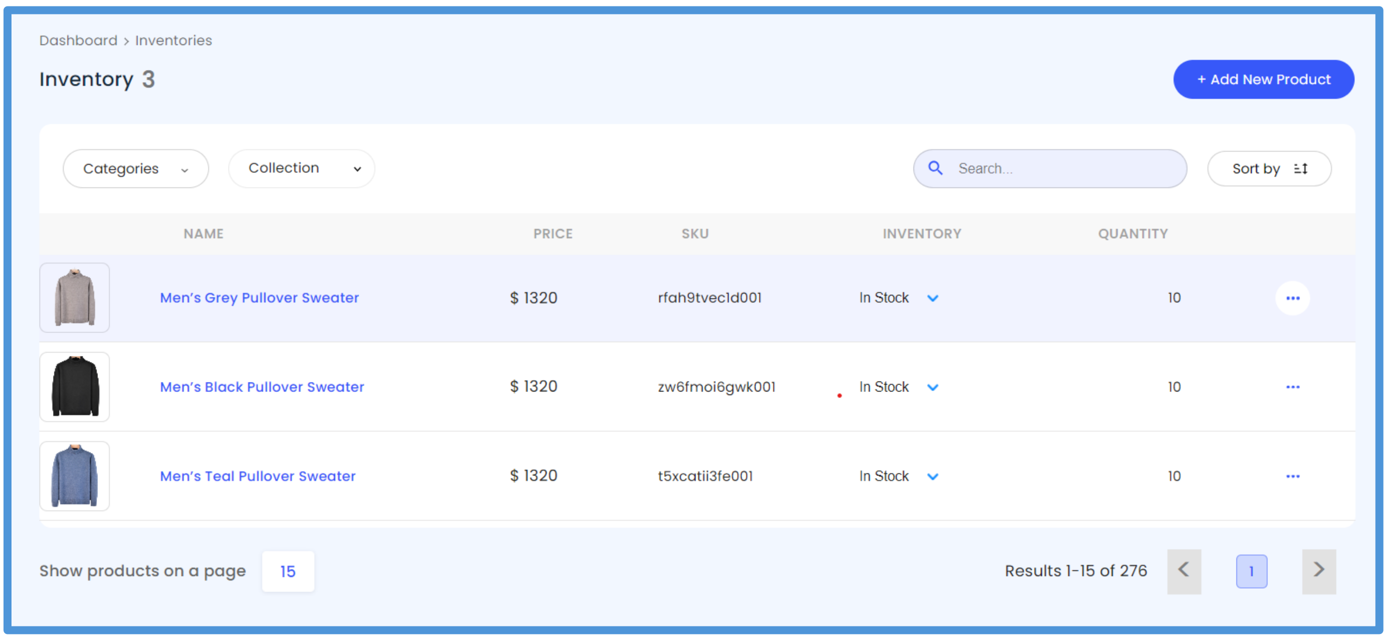


- Provide a name for the collection. (mandatory)
- Provide an image for the collection. (optional)
- Add products to the collection. (optional)
- Click on *Save* to create a new collection

3.4 Product Inventory



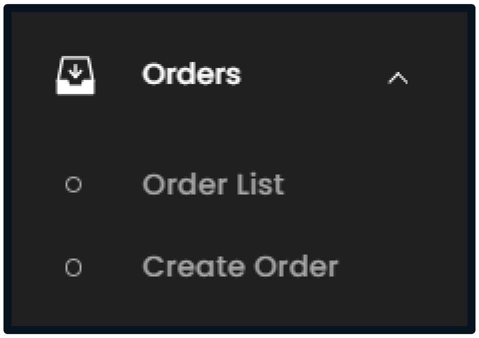
The main purpose of inventory is to keep track of products. You can also edit your product and update the stock of the products.



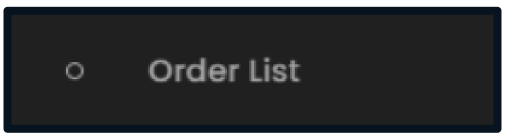
Overview of the inventory section

- Categories: To sort inventory based on the product category
- Collection: To sort inventory based on the product collection
- Search: search product
- Sort by sort inventory on the basis of newest or oldest addition.
- Inventory options: In Stock and Out of Stock
- You edit your current product and as well as add a new product from this section as well.

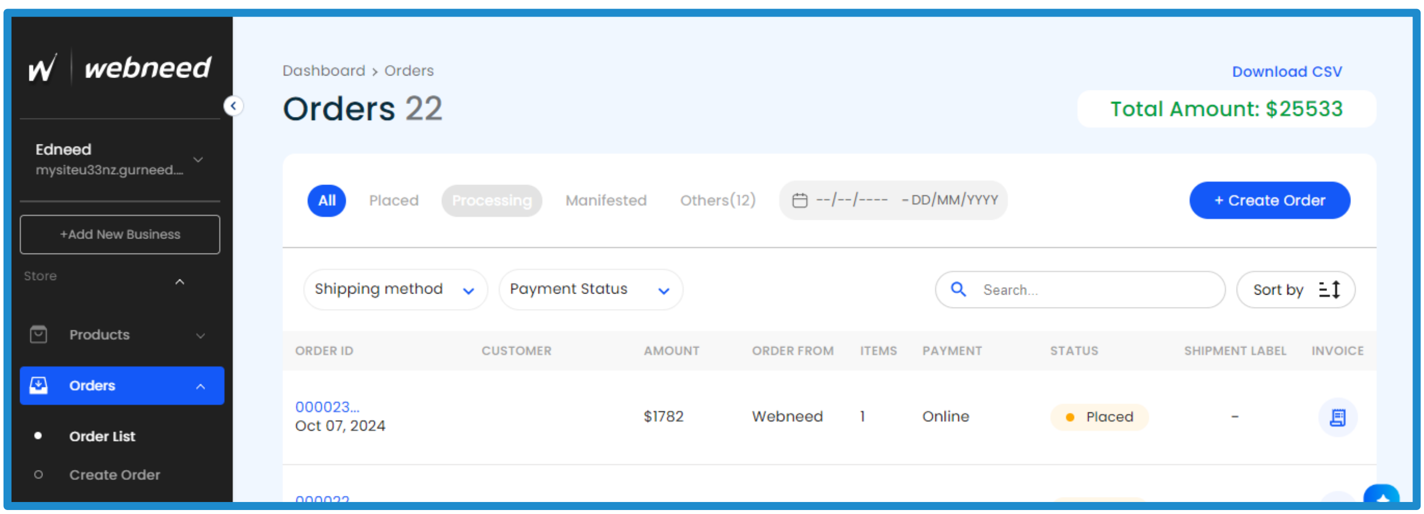
Orders



3.5 Order List



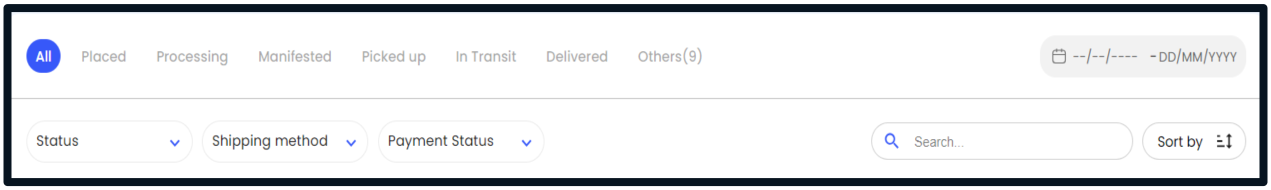
When a purchase of an eCommerce product has been made on your website, the confirmation of that transaction will be displayed in the Order List.



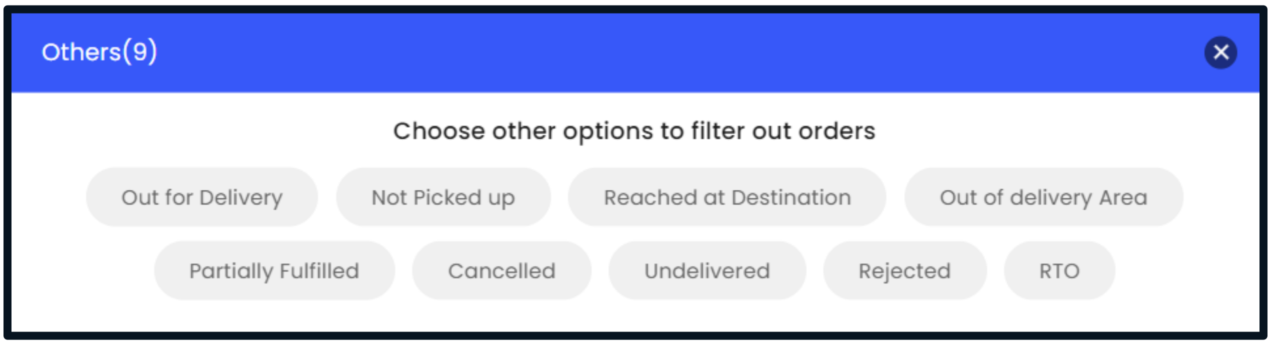
The Download CSV text is clickable, allowing you to download the order list and view the received orders in a CSV (Excel) file format. Additionally, the Total Amount displays the combined total of all orders.

3.5 Order List

Order List has a total of 21 ways to sort the orders.

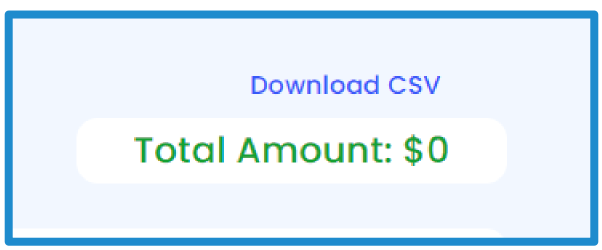


Others (9)



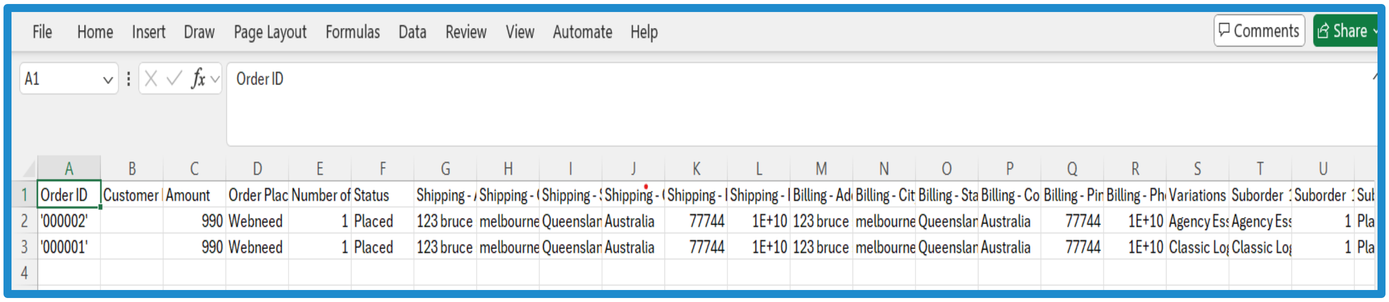
The extra sorting functions help in tracking orders at a faster pace

Download Csv:



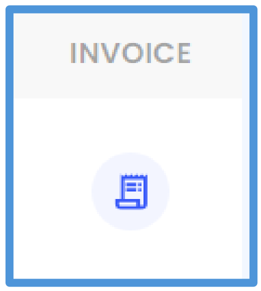
The Download CSV text is clickable, allowing you to download the order list and view the received orders in a CSV (Excel) file format. Additionally, the Total Amount displays the combined total of all orders.

3.5 Order List



Preview of the Order list in the Csv file

Invoice:



To view an invoice of a particular order, you have to click on its invoice icon.

3.5 Order List - Invoice

BoxingClub
United States

INVOICE

Bill To
John Smith
1007, Mountain Drive
Wayne Manor ,
Illinois, United States, 10072
13243243243

Ship To
John Smith
1007, Mountain Drive
Wayne Manor ,
Illinois, United States, 10072
3243243243

Invoice#
20240906307113559 76

Invoice Date
06-09-2024, 01:53 PM

S.No.	Description	Unit Price	Qty	Net Amount
1.	PamperPaws	$ 990	8	$ 7,919
			Total Amount	$7920

Amount in words: seven thousand nine hundred twenty

Authorized Signatory
BoxingClub

Date & Time : 06-09-2024, 01:53 PM
Invoice Value : $ 7920
Mode of Payment : COD

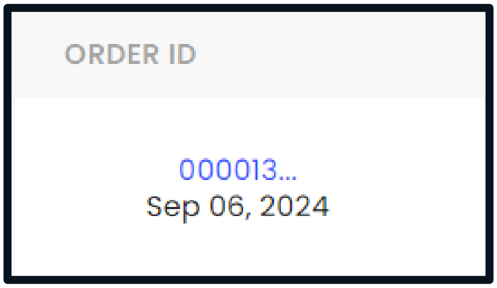
Sample of an invoice.

Note: Invoices are also available for download

3.5 Order List

Shipping an Order:

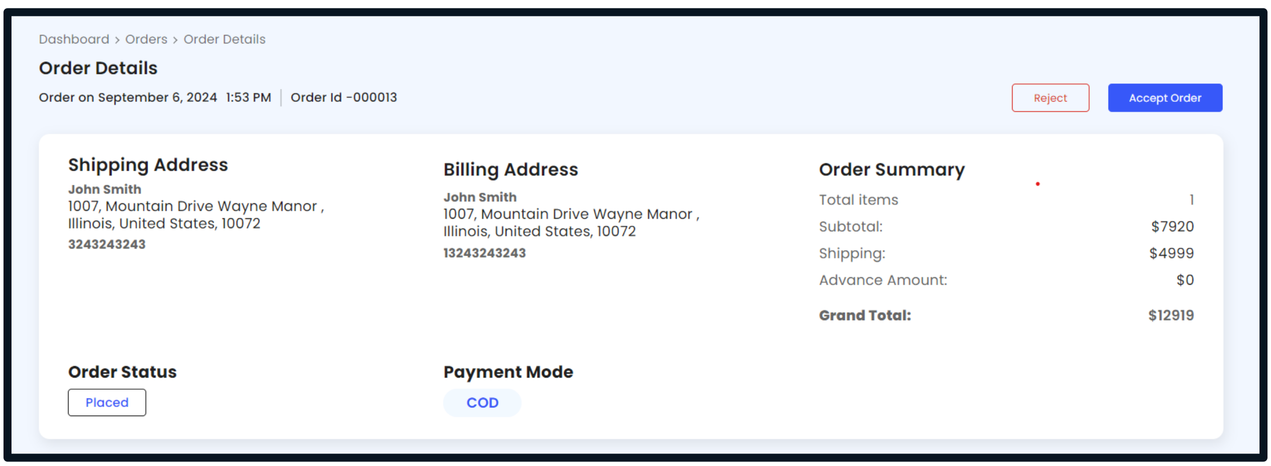
To Ship an Order, you must visit the shipping page of that order and you can do this by clicking on the *order id* of an order:



Note: Clicking on the blue text will open its shipping page

Order Details:

Section One:



Section 1 Summarizes the Order and the Order Status

3.5 Order List

Section two:

NAME	PRICE	SKU	QUANTITY	TOTAL AMOUNT
 PamperPaws	$ 990	odagi1wmina001	**8**	$ 7,919

Section 2 displays the items purchased in that order

Section three:

Total Items	**1**
Subtotal:	$7920
Shipping:	$4999
Advance Amount :	$00
Non-refundable	
Remaining Amount :	$12919
Grand Total:	**$12919**

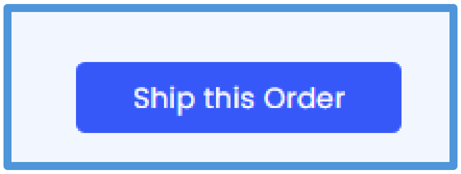
Section 3 provides detailed financial information regarding the order.

Reject Accept Order

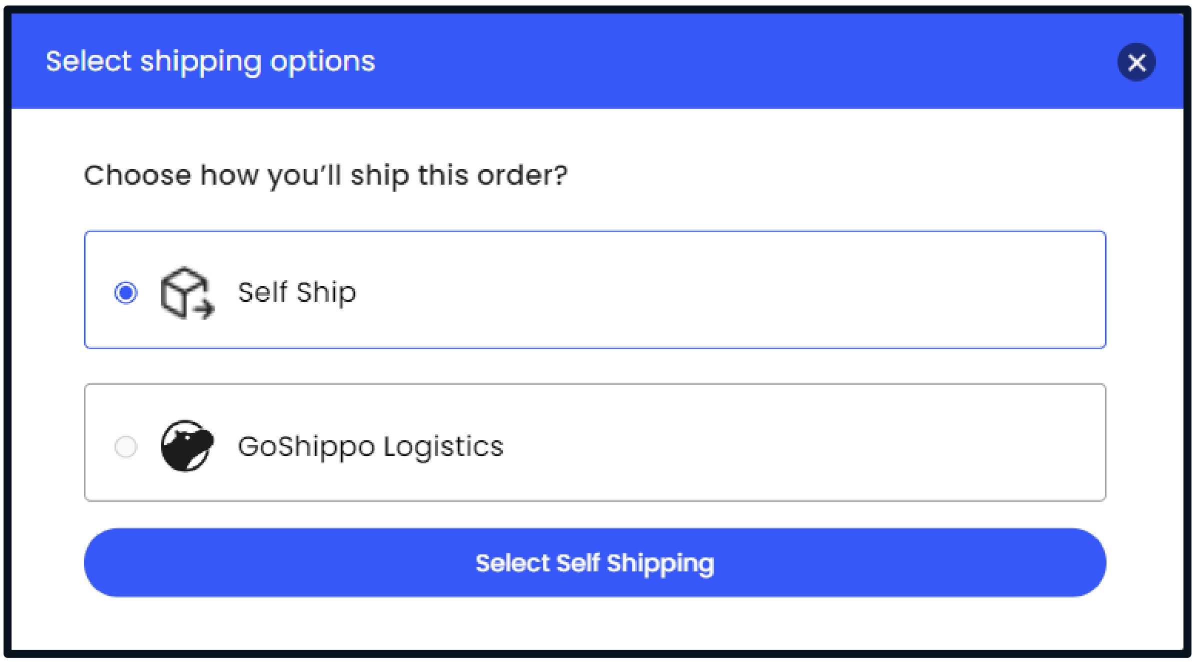
After previewing the order details, the subsequent step is to either accept or reject the order. If you reject the order, there are no further actions to perform. If you accept the order, the next step will be to ship the order.

3.5 Order List - Shipping an Order

After Accepting the Order:



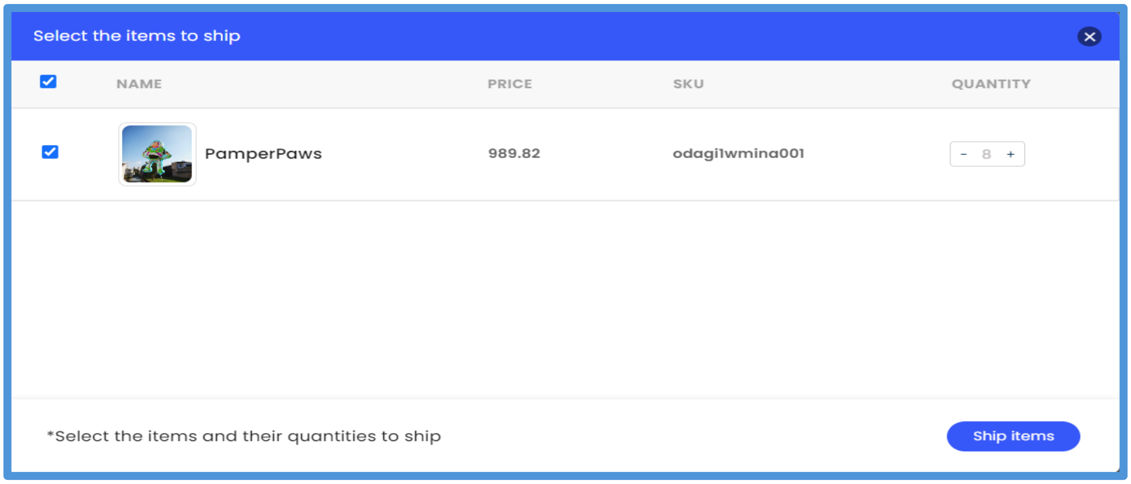
You will have two options to selecting for shipping the order:



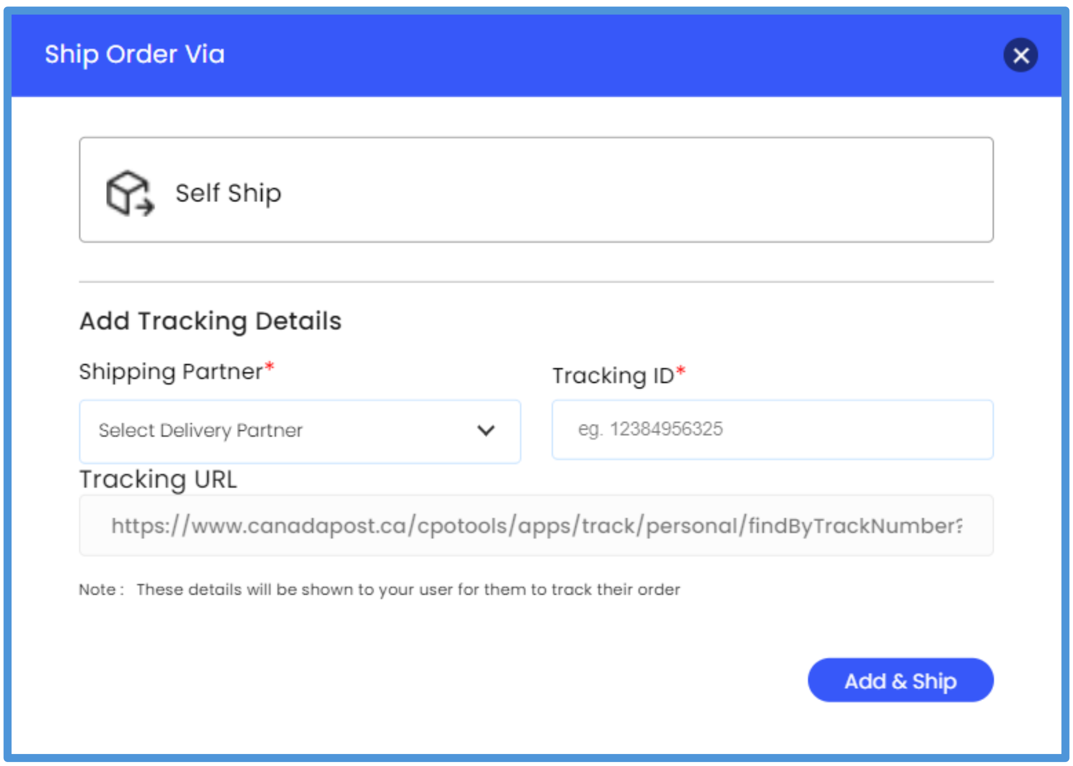
Self Shipping:

The "Self Shipping" option allows you to arrange shipping for your order through external shipping providers.

3.5 Order List - Shipping an Order

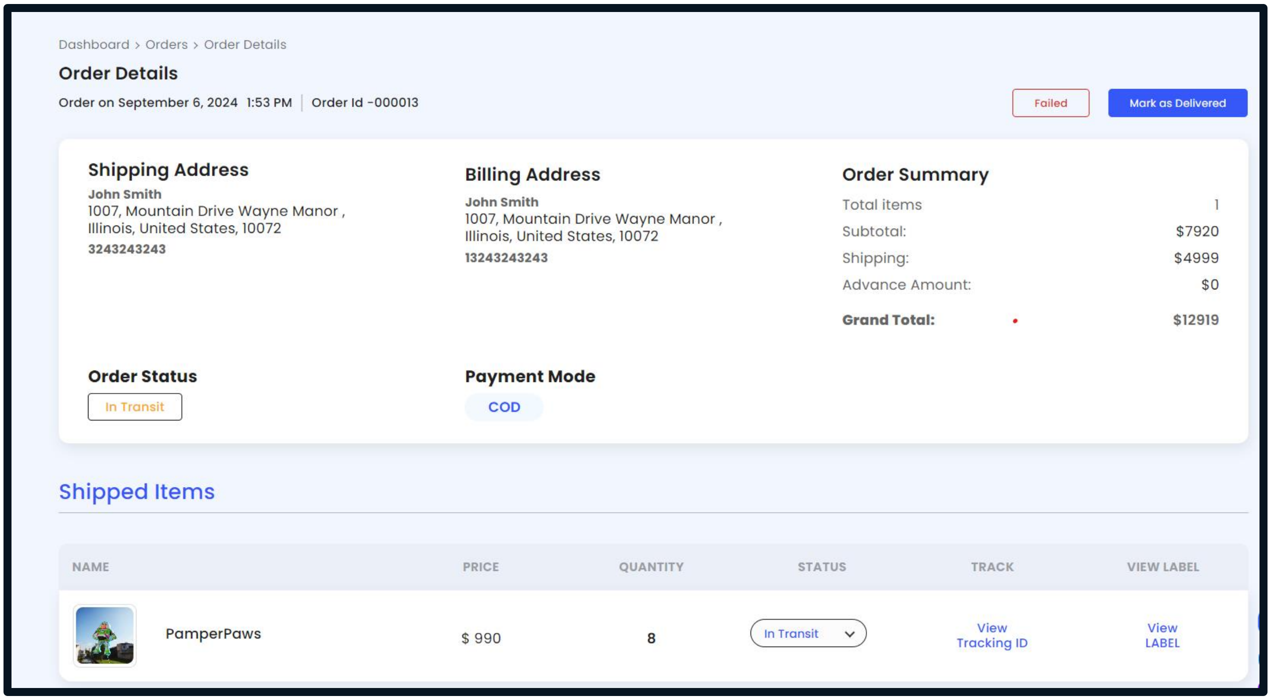


Select the items you want to ship



You can select your Delivery partner from the list provided or add your delivery partner if they are not listed in the dropdown. Once, you have the shipping details, fill in the details and click on *Add & Ship*

3.5 Order List - Self Shipping



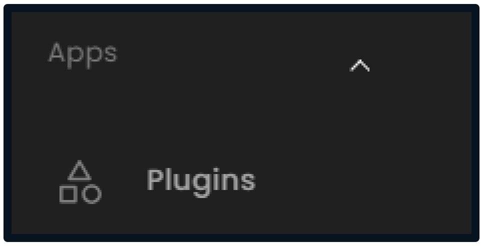
Note: Upon completing the steps for self-shipping, you will be redirected back to the order details page. If your order contains multiple items with separate shipping invoices for different products, you have the option to mark individual items as delivered, failed, or in transit.

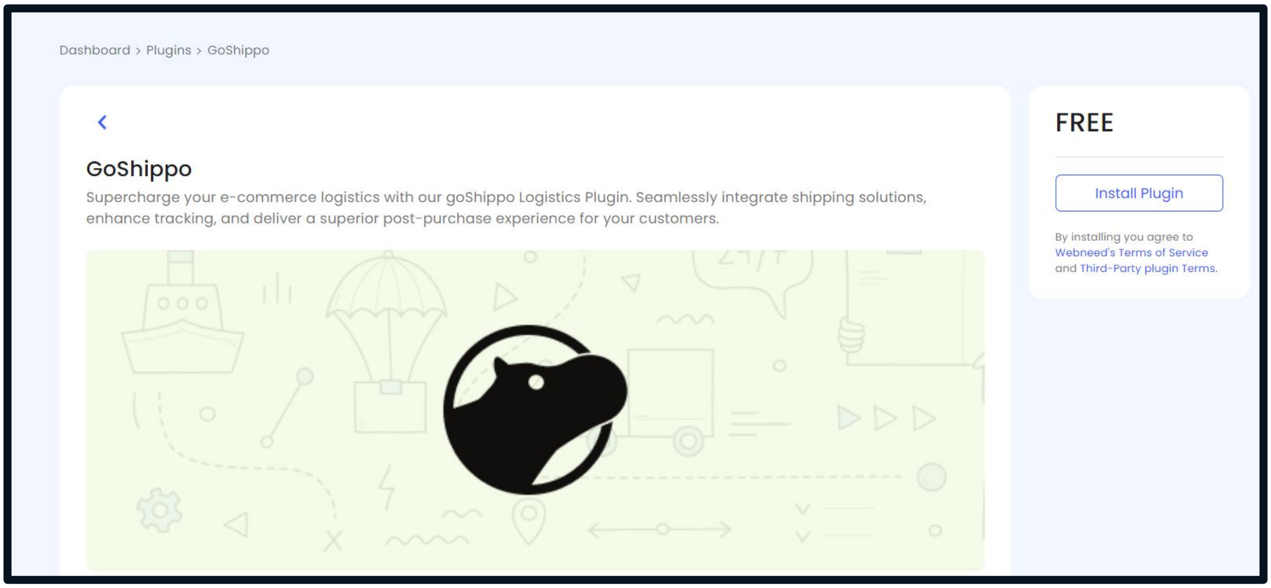
Once all the items are delivered, mark the order as delivered and your order list will be updated, and your order details will be included in the list of *Delivered*.

3.6 GoShippo

GoShippo provides a direct connection to shipping carriers through your Admin panel, enabling you to ship orders seamlessly from the WebNeed portal. This integration simplifies the shipping process, allowing you to manage and fulfill orders efficiently without leaving the platform. GoShippo is more suitable for websites / businesses established in North America and Europe.

To set up GoShippo, begin by installing the application. Navigate to Apps (5. Apps), select Plugins (5.1 Plugins), and then click on GoShippo to initiate the installation process.

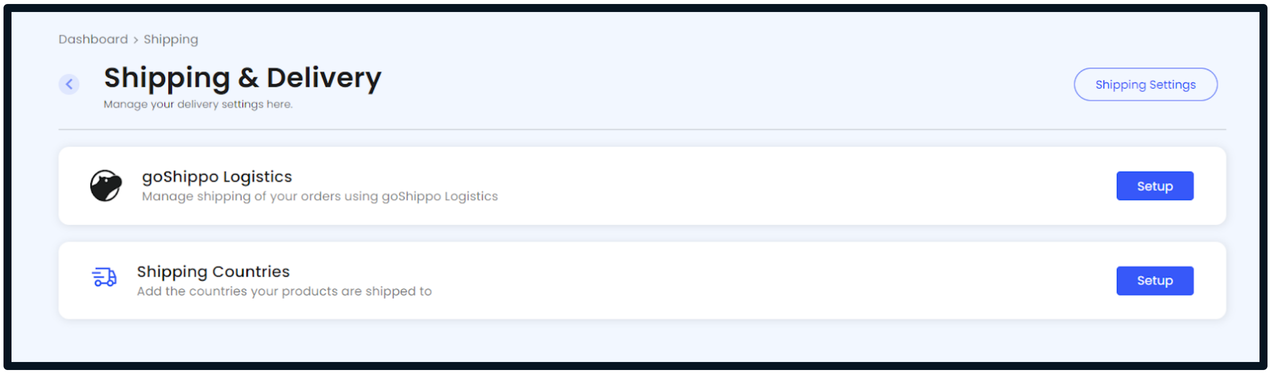


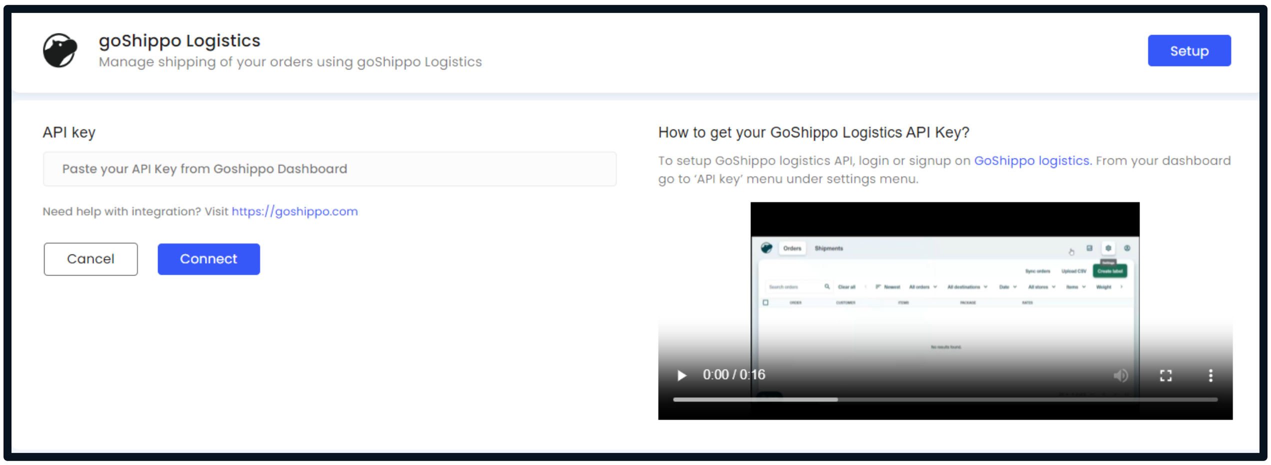


When you press on Install, you have to navigate shipping in General for GoShippo setup (4.2 Shipping).

3.6 GoShippo - setup

After Installation, you must provide your GoShippo *Api in* the Shipping section.

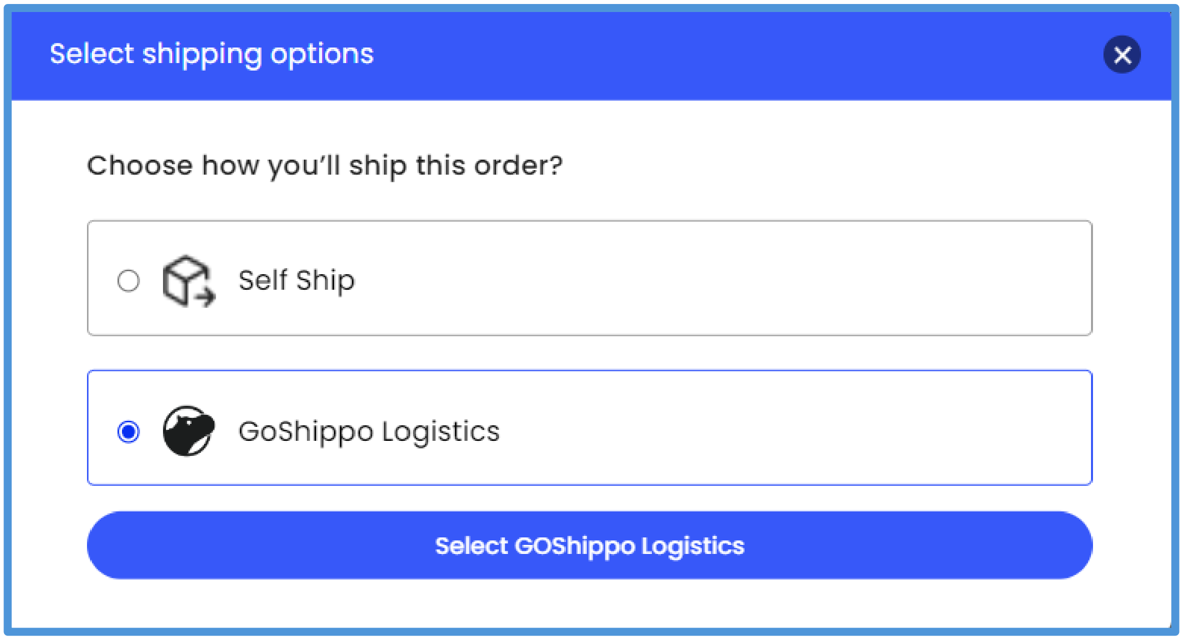


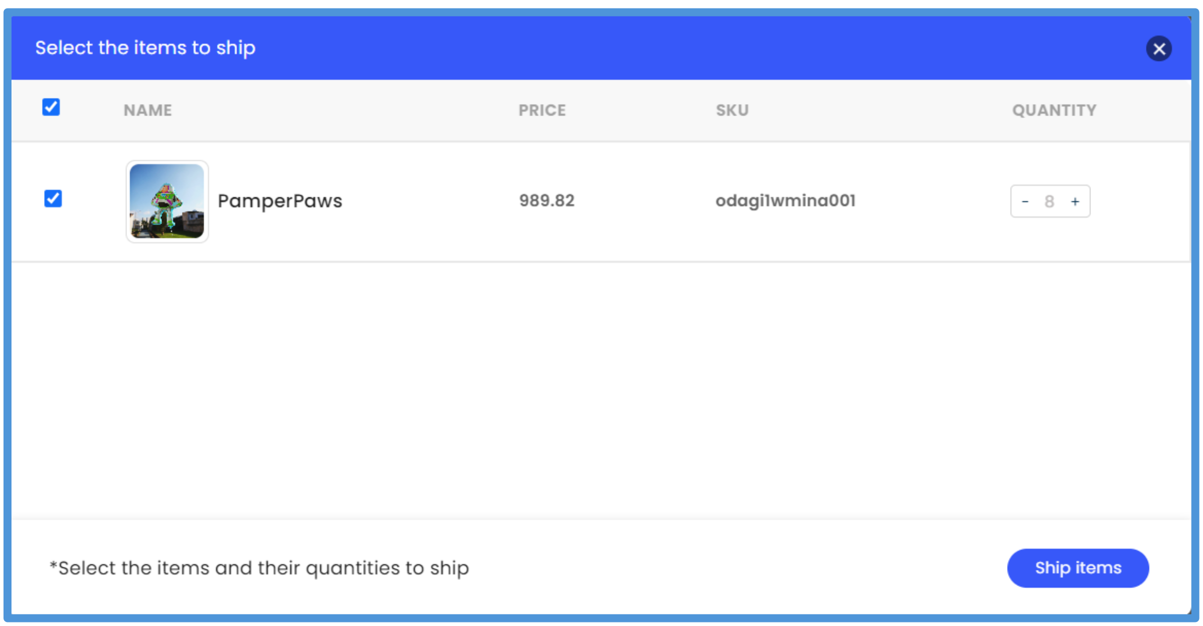


Once you have provided the API key for GoShippo, it is ready to be used. If you want to know more about how to generate the API Key for connecting GoShippo, you can watch the tutorial video provided and follow the steps.

3.6 GoShippo

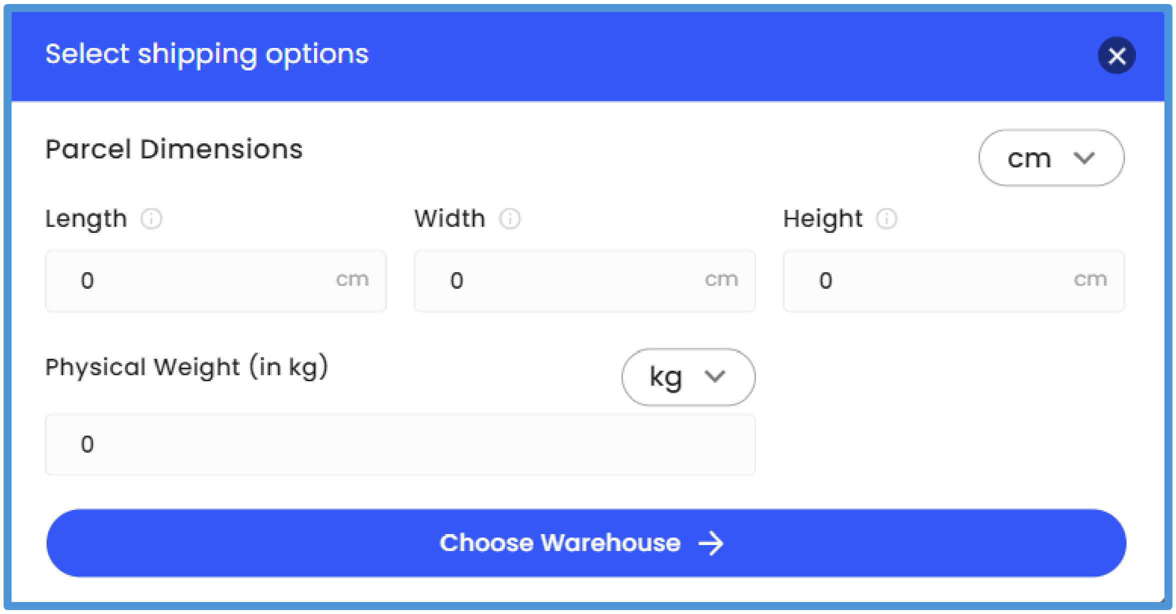
Shipping an order through GoShippo:



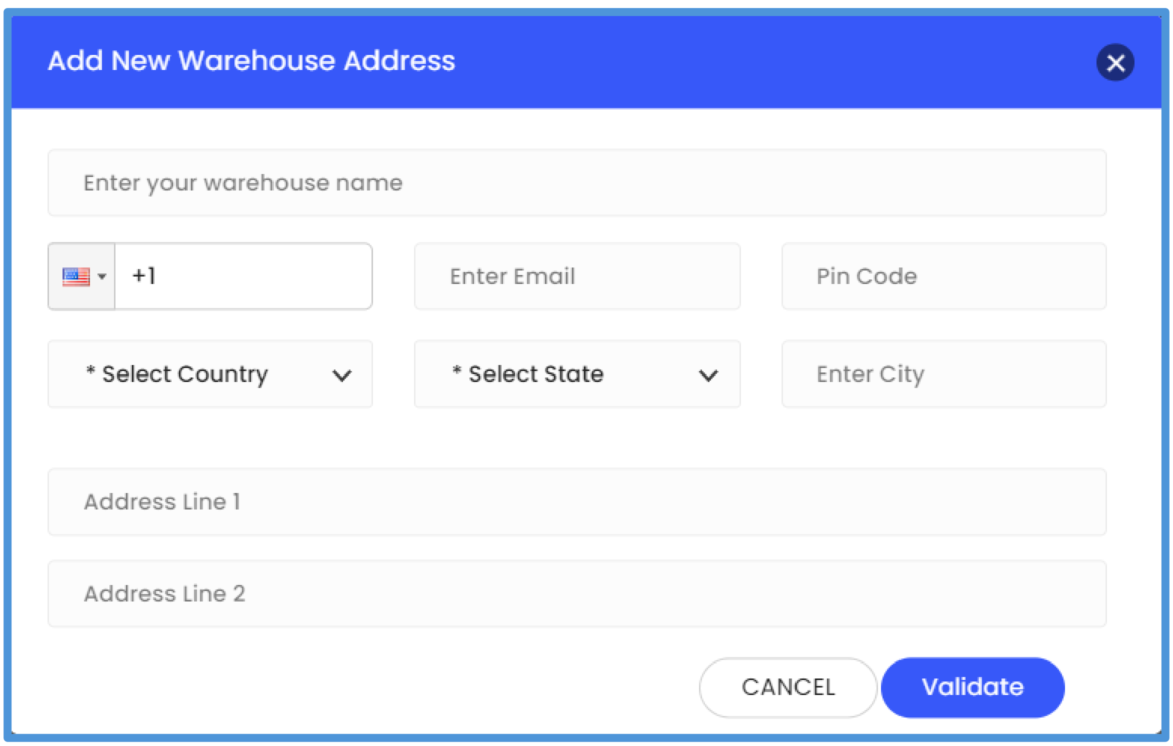


Select the items you wish to ship

3.6 GoShippo

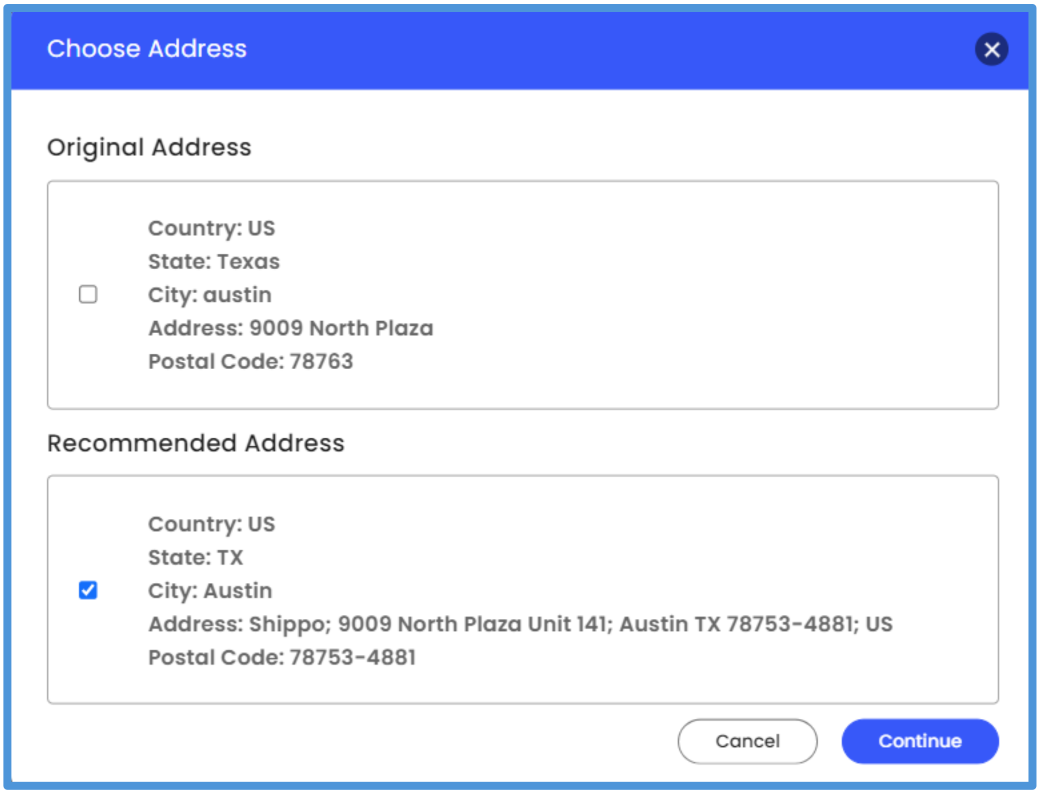


This section requires you to specify the dimensions and weight of the product.



Enter the address of the pickup location for the product.

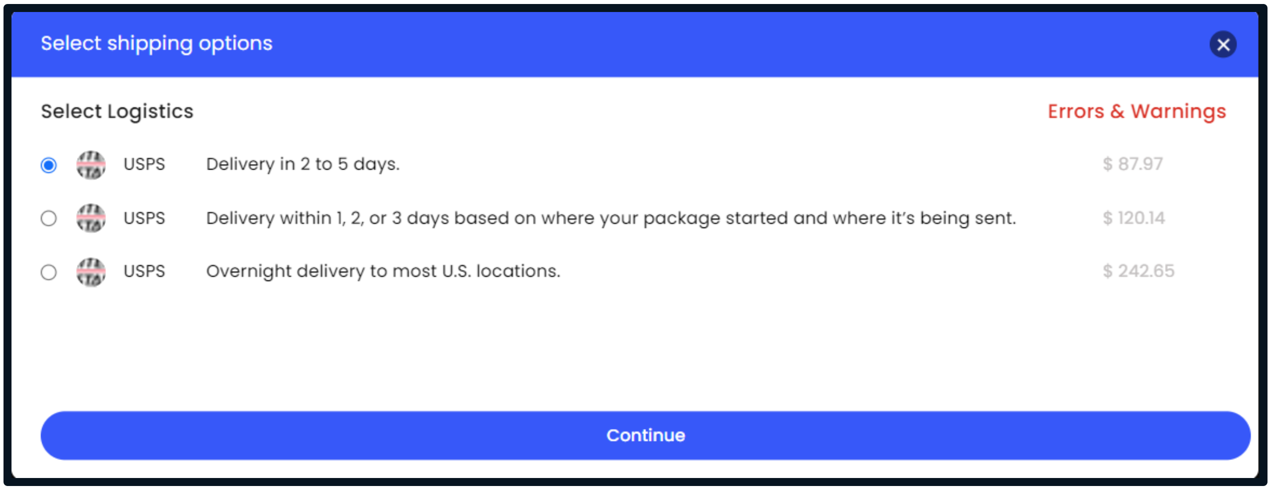
3.6 GoShippo



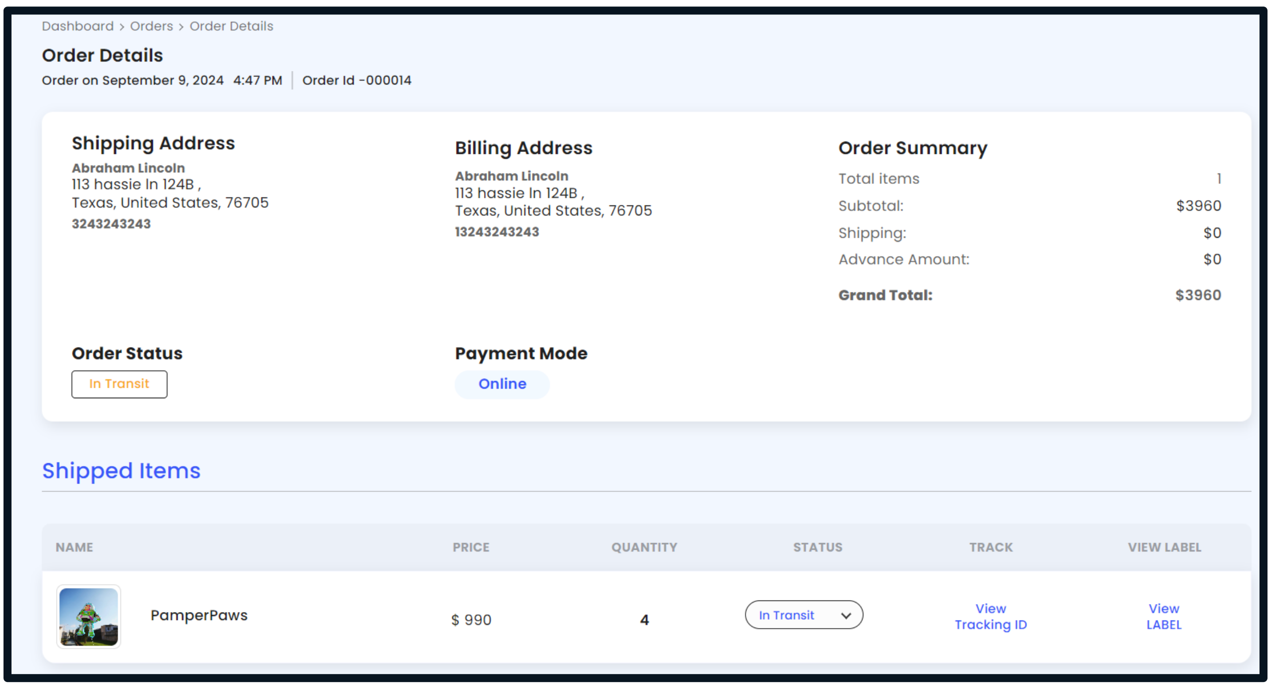
Confirm your warehouse address

Select your shipping partner. You can select multiple partners.

3.6 GoShippo



Select an option and press Continue and your shipping process has been completed.

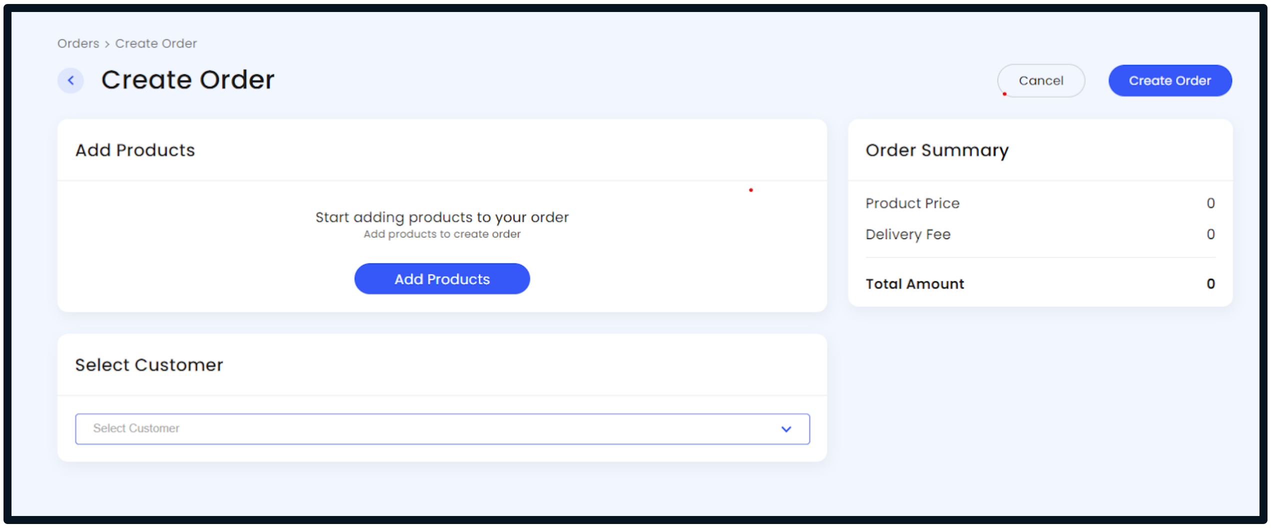


Once the product has been delivered or failed, you can come to this order again in the future and change its status.

3.7 Create Order

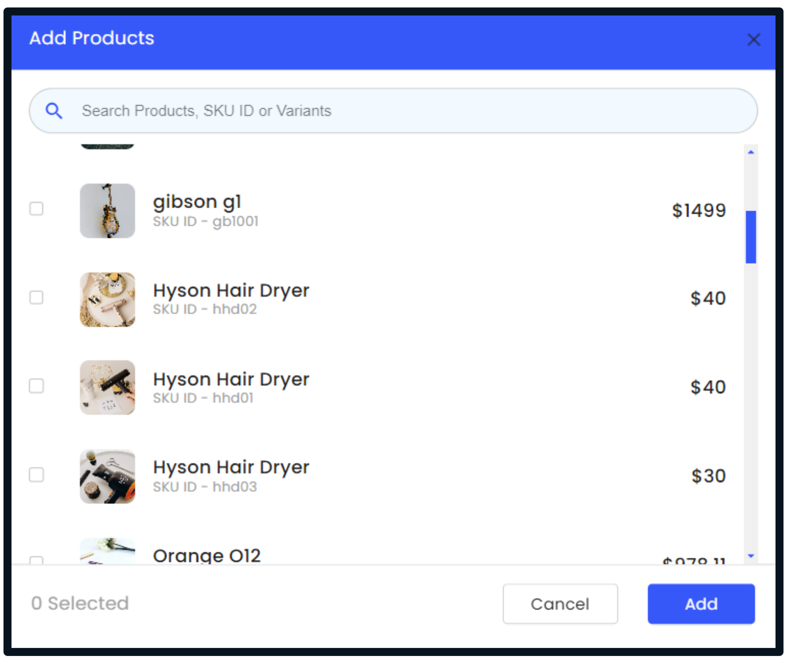
The Create Order feature allows you to generate an order directly from the admin panel.

UseCase: To repeat an order that failed to be delivered or canceled.



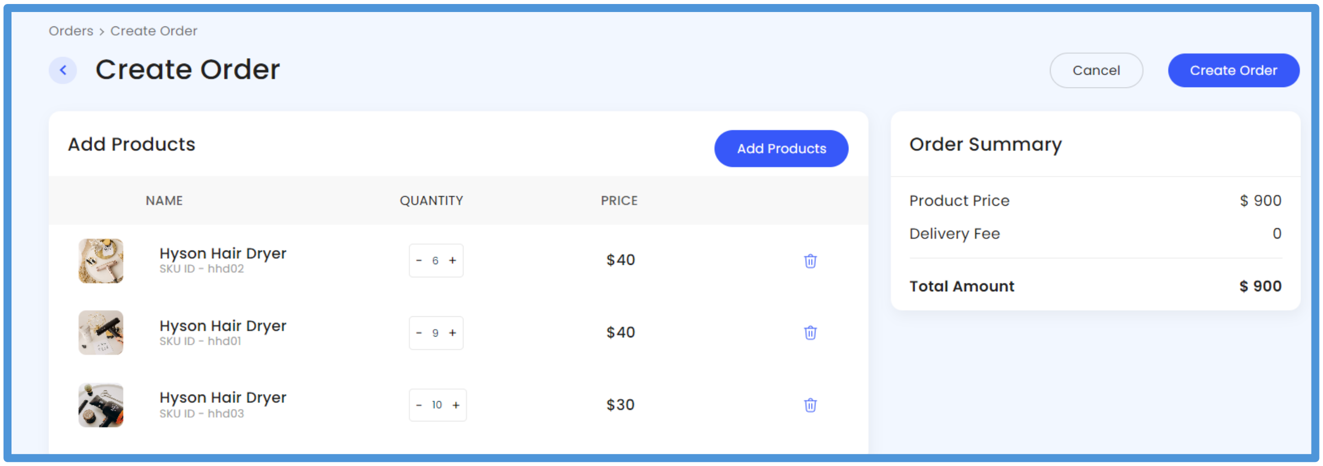
An Overview of Create Order

Add Products:

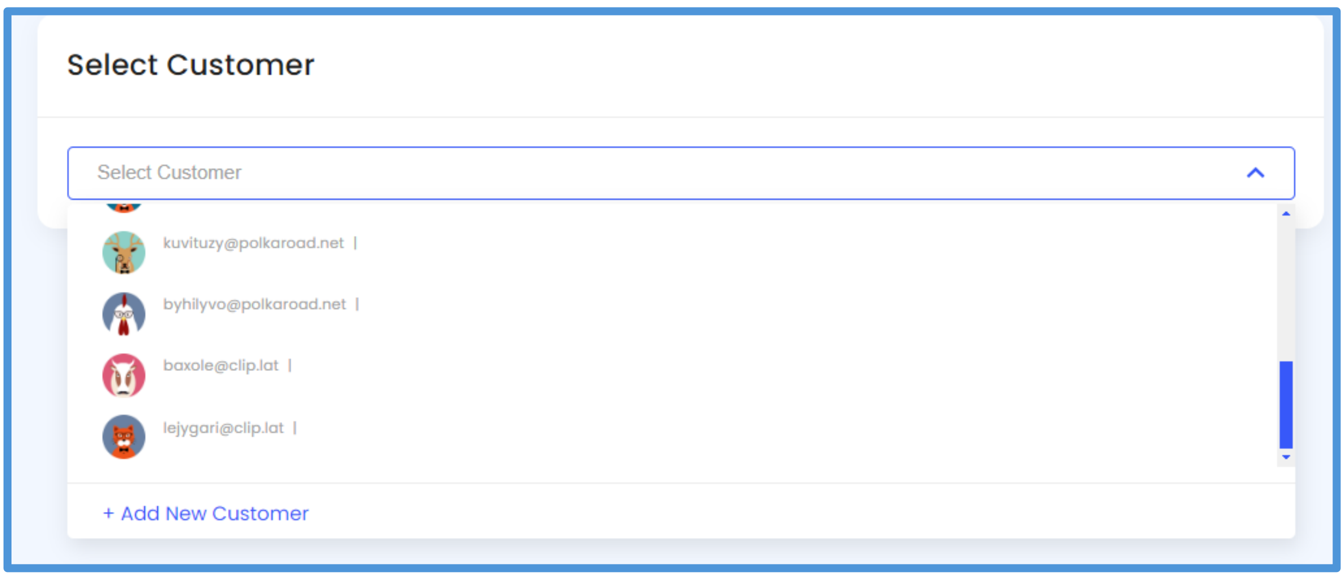


Click on the checkbox of the products to add them to the order

3.7 Create Order



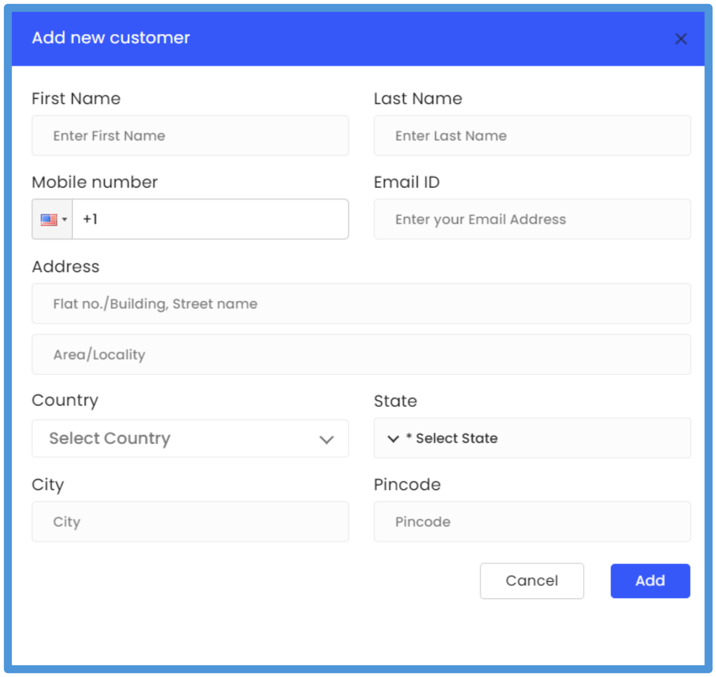
You can adjust the quantity to increase or decrease



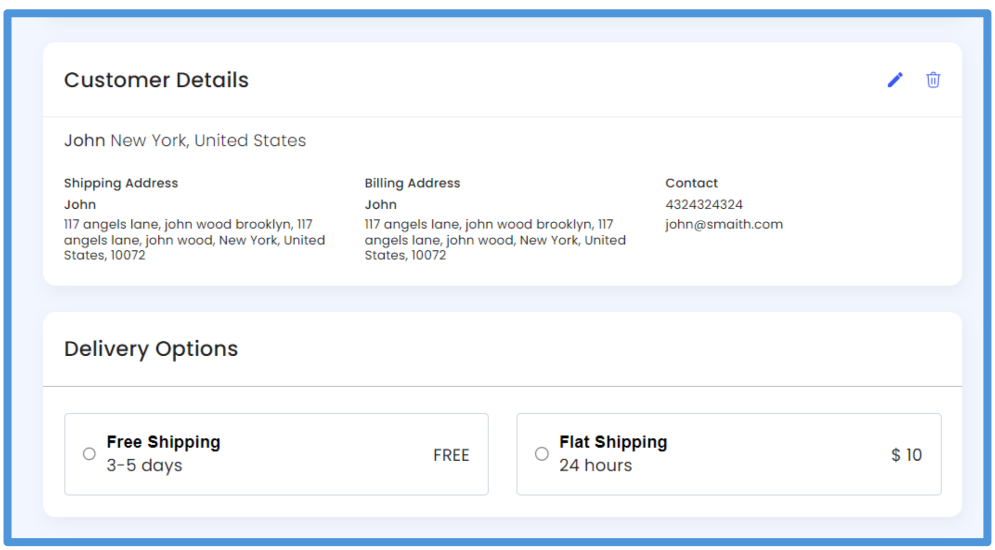
Select a customer: You can choose a customer from the dropdown list or add a new customer as needed. If customers sign up on your website, their information will be saved for your convenience.

3.7 Create Order

Add a customer:



Enter the relevant details and click on *Add* and a new customer will be added to the list

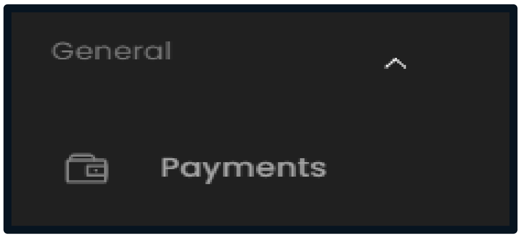


Select a Shipping option and your order is ready to be created

Note: When you add a new customer, it will instantly show customer details and if you choose an existing customer, it will ask you to choose an address.

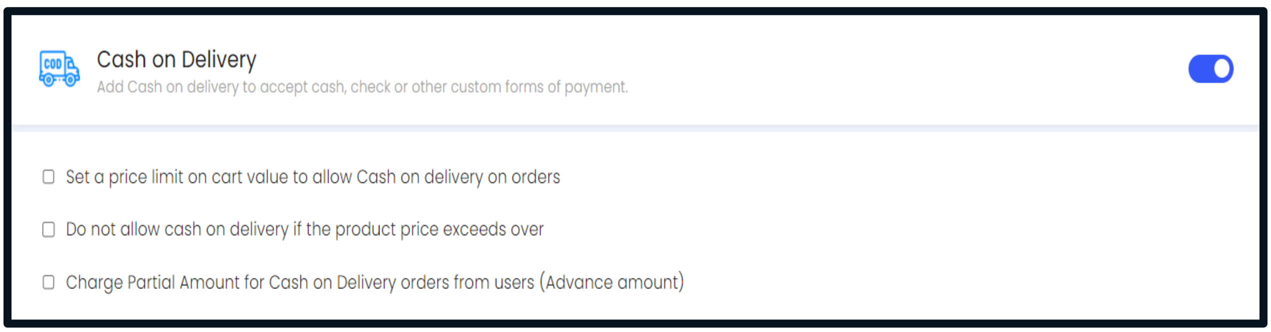
4. General

4.1 Payments



In the Payments section, you can connect various payment gateways to facilitate the collection of online payments for the goods or services offered. WebNeed Offers a total of 6 payment gateways

Cash on Delivery:



You can toggle it on/off any time

Cash on Delivery: Collect payment at the time of the delivery. Cash on Delivery or COD has three optional checkboxes:

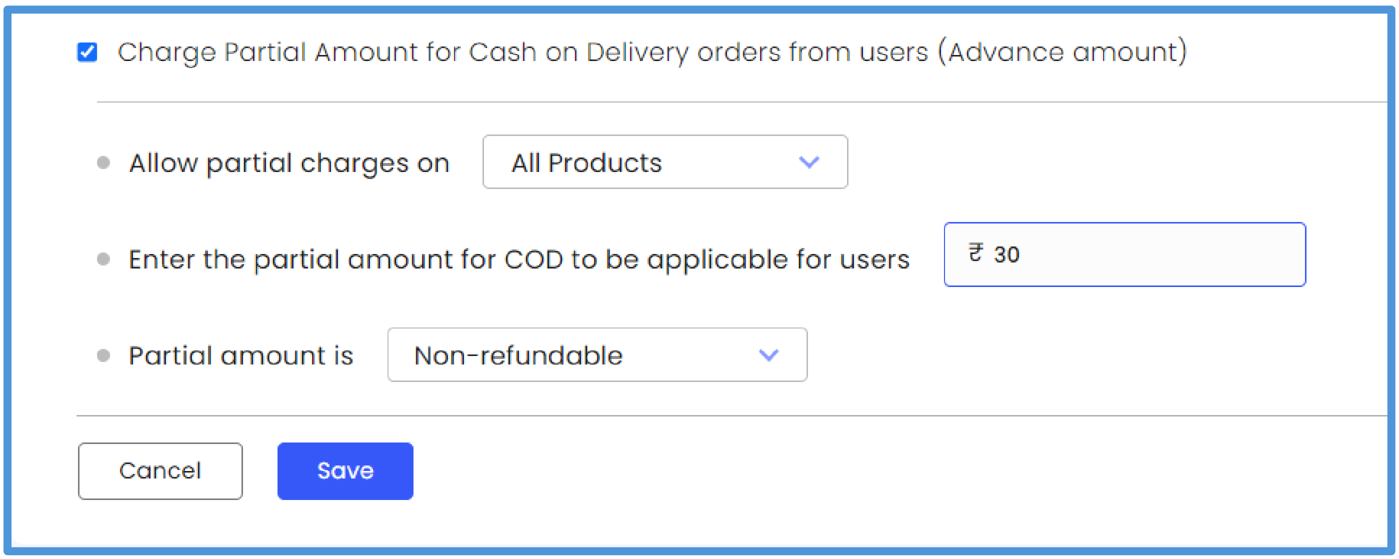
Set price limit on the cart

If the value of the cart goes above 100$ (in this case), Cash on Delivery as a payment option, will not be available to the customer.

Price of the product

If the price of a product is more than 50$ (in this case), Cash on Delivery as a payment option, will not be available to the customer.

Advance Payment for allowing Cash on Delivery

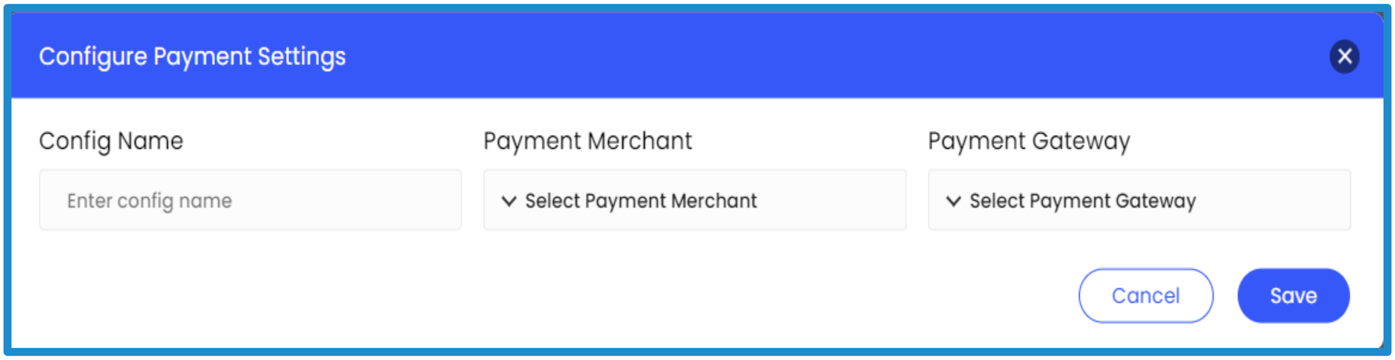


- You can choose to collect advance payment for cash on delivery orders or you can apply this condition for either all products or products from a certain category or collection.
- You have to provide a value for the amount to charge the customer for availing a cash on delivery option (30$ in this case).
- The payment collected can be refundable or non-refundable.

4.1 Payments

Configure Payment Options

The payment options allow you to set up a combination of a payment merchant and a payment gateway, enabling you to start collecting payments for goods and services purchased from your online business.



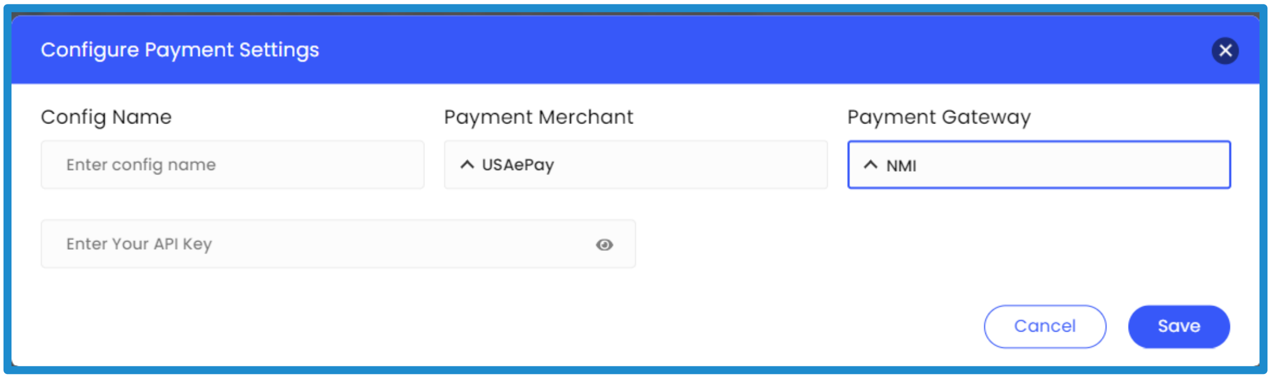
Payment Merchants:

- USAePay
- PaySafe
- Woodforest

Payment Gateways:

- NMI
- USAePay
- CyberSource

USAePay with NMI:



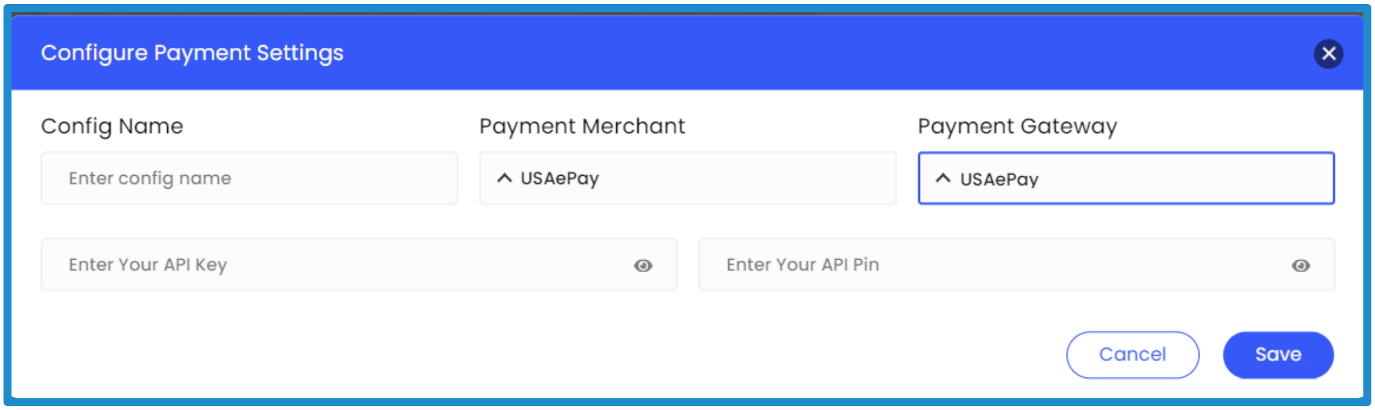
To set up USAePay with the NMI payment gateway, follow these steps:

- Create a USAePay Merchant Account:
  First, you need to establish your USAePay merchant account. You can do this by signing up on the USAePay website or through an authorized reseller.
- Retrieve Your API Key:
  After your merchant account is set up, contact the NMI support team to provide them with the necessary details to retrieve your API key. This key is essential for integrating USAePay with NMI.
- Provide a Configuration Name:
  During the setup process, you will also need to provide a configuration name, which is a requirement to complete the integration for online payments.
- Complete the Integration:
  Once you have received your API key and provided the configuration name, follow click on save to finalize the setup.

By following these steps, you will successfully set up USAePay with the NMI payment gateway, enabling you to process online payments efficiently.

4.1 Payments

Payment Merchant with USAePay payment Gateway:

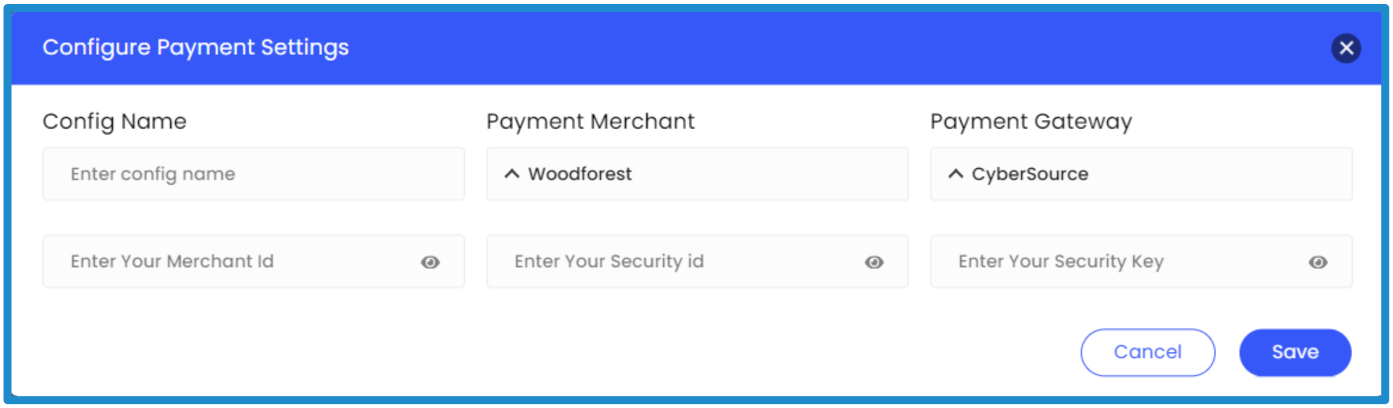


To set up a Payment Merchant with USAePay payment gateway, follow these steps:

- Select a Payment Merchant - Begin by choosing a payment merchant that suits your business needs.
- Set Up Your Merchant Account - Create your merchant account with the selected payment merchant by completing the necessary application and providing required business details.
- Create a USAePay Account - After setting up your merchant account, sign up for a USAePay account through their website.
- Provide Merchant Account Details - Submit your merchant account details to USAePay. This information is essential for linking your accounts.
- Receive API Credentials - Upon approval, USAePay will provide you with an API key and a PIN. These credentials are crucial for integrating the payment gateway.
- Enter API Key and PIN - In your application or website settings, paste the API key and PIN you received from USAePay.
- Provide a Configuration Name - Enter a configuration name as required for your setup.
- Save Your Settings - Click on the "Save" button to finalize your settings.
- Verification -After saving, your payment settings will undergo verification. Once confirmed, you will be ready to collect online payments.

4.1 Payments

Payment Merchant with USAePay payment Gateway:

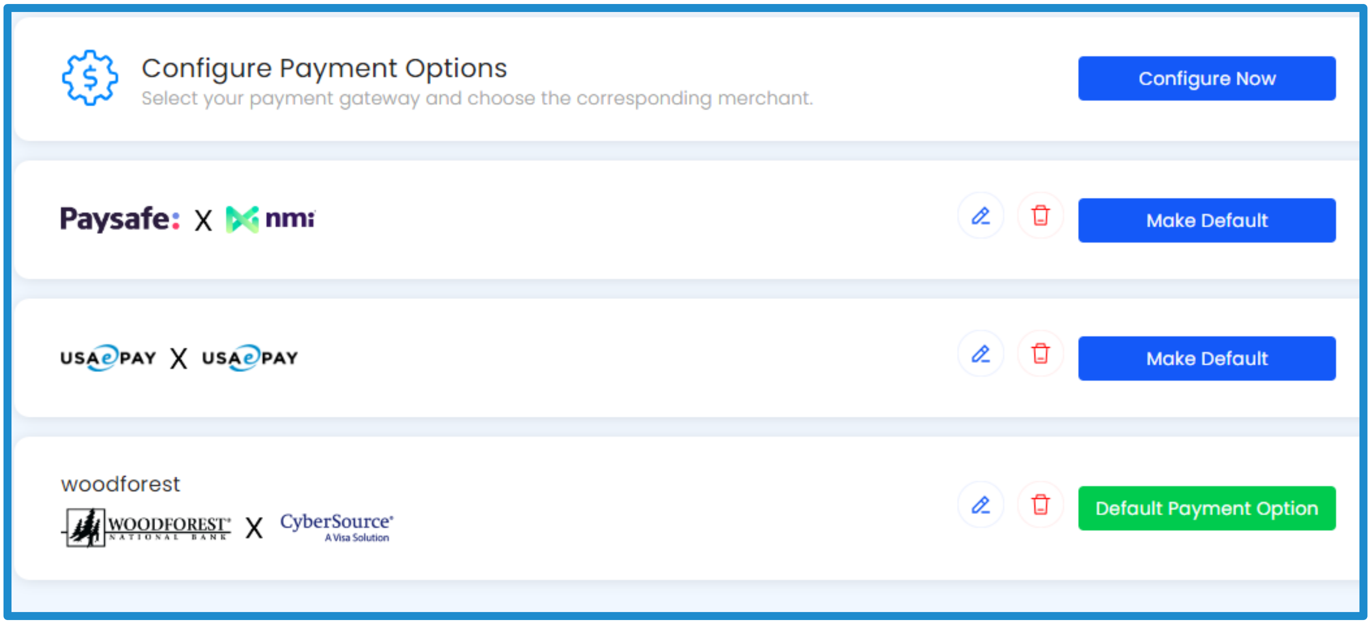


To set up a Payment Merchant with CyberSource payment gateway, follow these steps:

- Choose a Payment Merchant - Select a payment merchant that suits your business needs and sign up for their services.
- Complete the Merchant Application - Fill out the application with your business details, ensuring to provide accurate information to avoid delays.
- Sign Up for CyberSource - Go to the CyberSource website and register for a merchant account if you do not already have one. You may start with an evaluation account to configure and test the integration.
- Activate Secure Acceptance API - Ensure that your CyberSource account has the Secure Acceptance Checkout API profile activated, as this is necessary for processing payments.
- Log into CyberSource Business Center - Access your CyberSource Business Center using your credentials.
- Locate Merchant ID and Security Keys - Find your Merchant ID, Access Key, and Secret Key in the account settings. These credentials are essential for integrating with your chosen payment merchant.

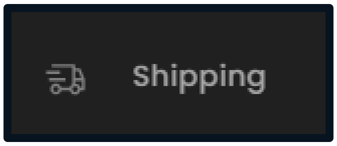
Once you have completed all the steps instructed as above, provide the details here along with a config name and your payment settings will be completed.

4.1 Payments

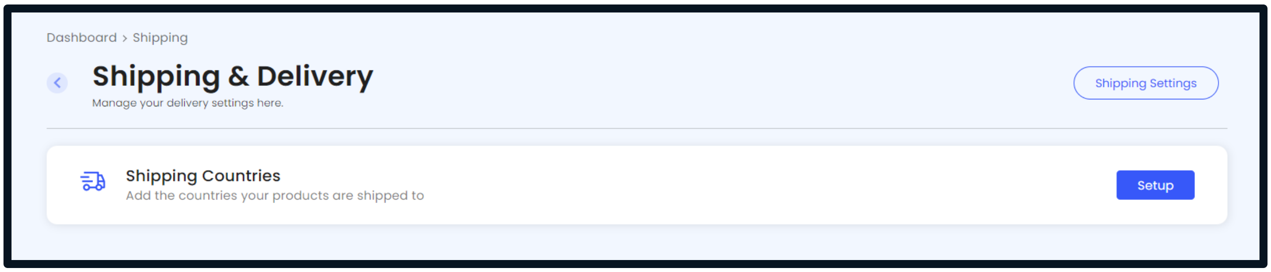


If you have set up multiple payment options, you can only keep one option active at a time. Additionally, you can delete or edit payment options at any time.

4.2 Shipping

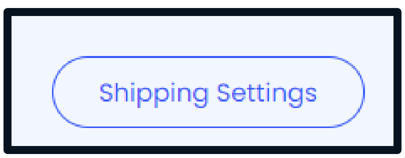


The Shipping section requires you to provide information regarding the locations you can ship your product to and the corresponding shipping charges.



Overview of Shipping

Shipping Settings

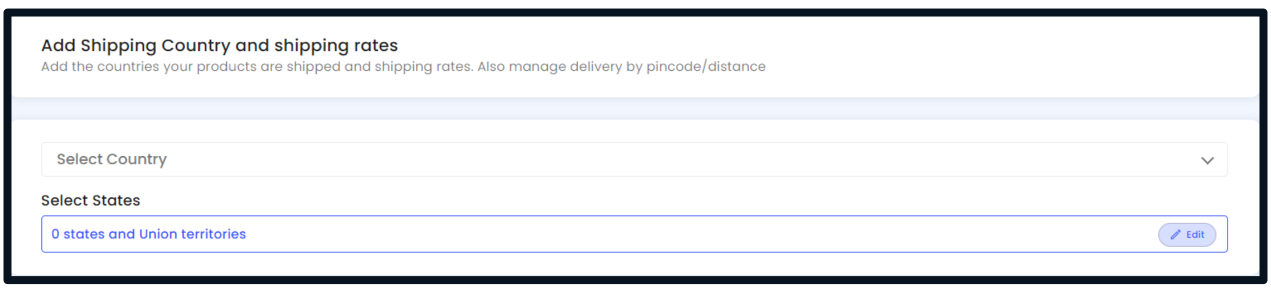


You click on this button to view the settings option particularly related to shipping.

4.2 Shipping – Shipping Settings

Shipping Countries (Setup)

Once you click on the setup button, it will reveal the list of countries you have setup or empty if you have not setup any

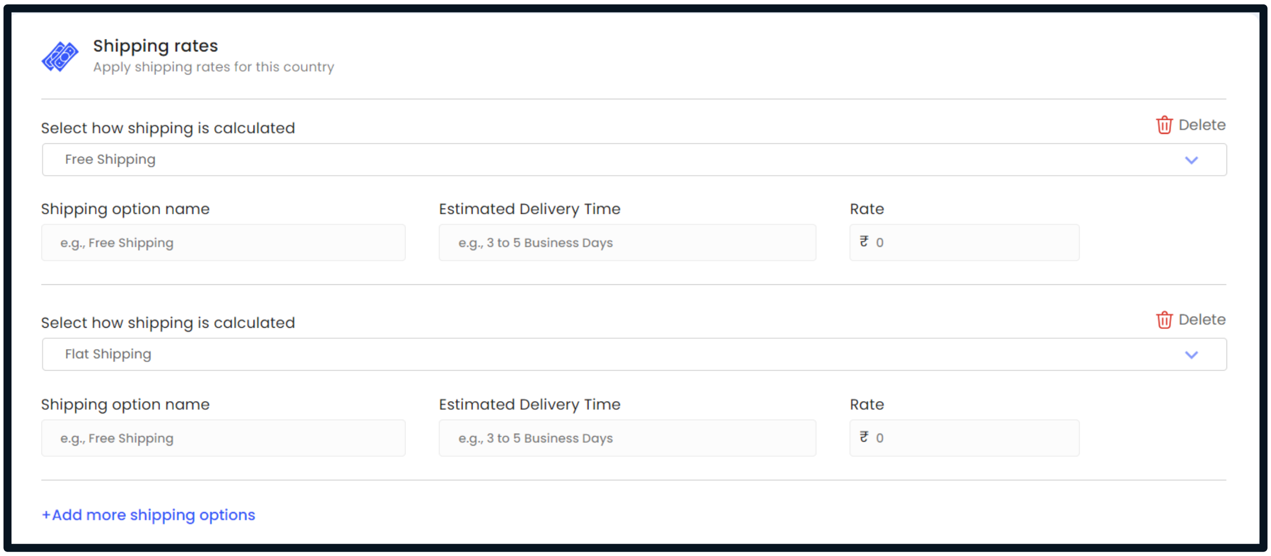


Select a Country from the dropdown for setup

Note: You can choose to select specific states/cities in a country

4.2 Shipping - Add Country

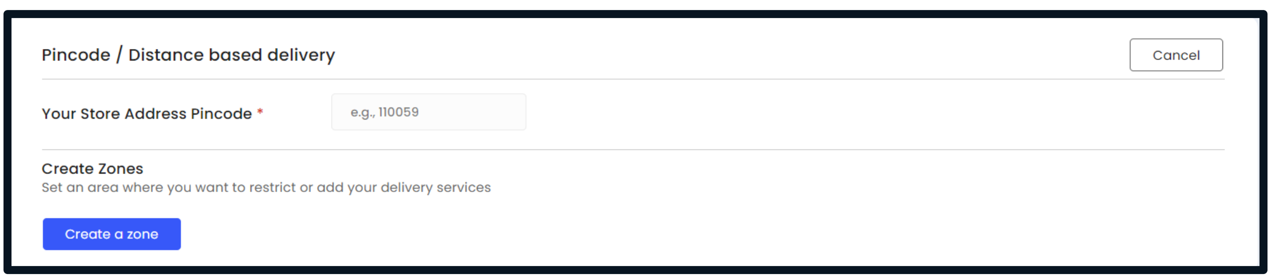
Shipping rates:



You have the flexibility to add multiple shipping options based on your specific requirements and preferences.

Pincode and Distance based Delivery:

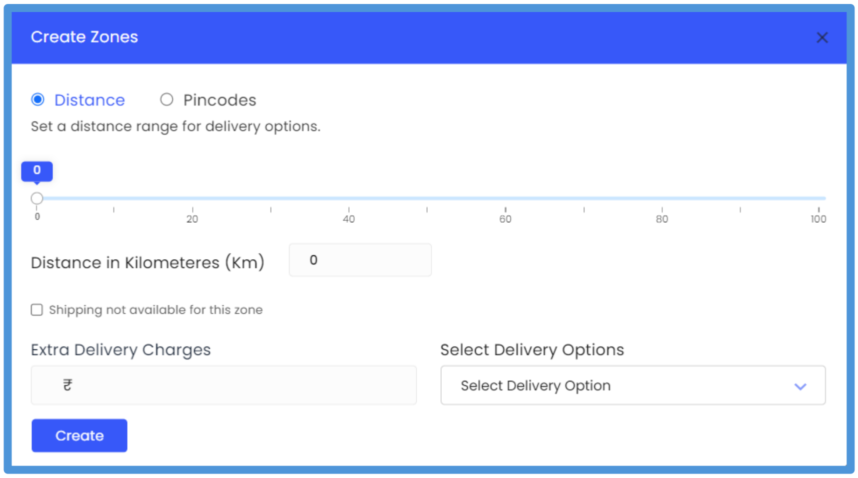
You can setup different rates for delivery depending on pincode



Enter a pincode and click on Create a Zone

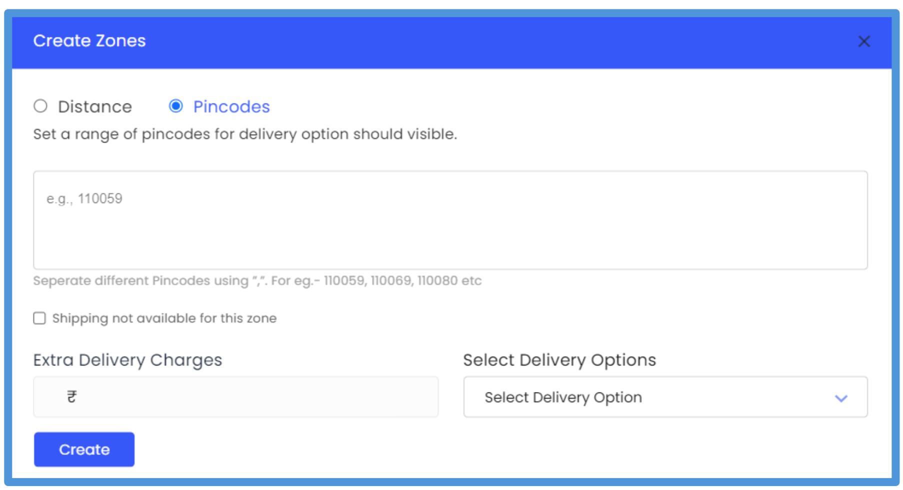
4.2 Shipping - Add Country

Create Zone (Distance)



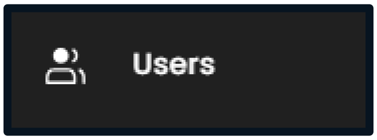
You can determine the shipping cost based on a specific pincode and specify the maximum distance you are willing to ship from that location. Alternatively, you can use the Checkbox to inform customers if delivery is not available for that particular pincode and the surrounding area, up to the distance you select on the slider.

Provide a list of Pincodes:

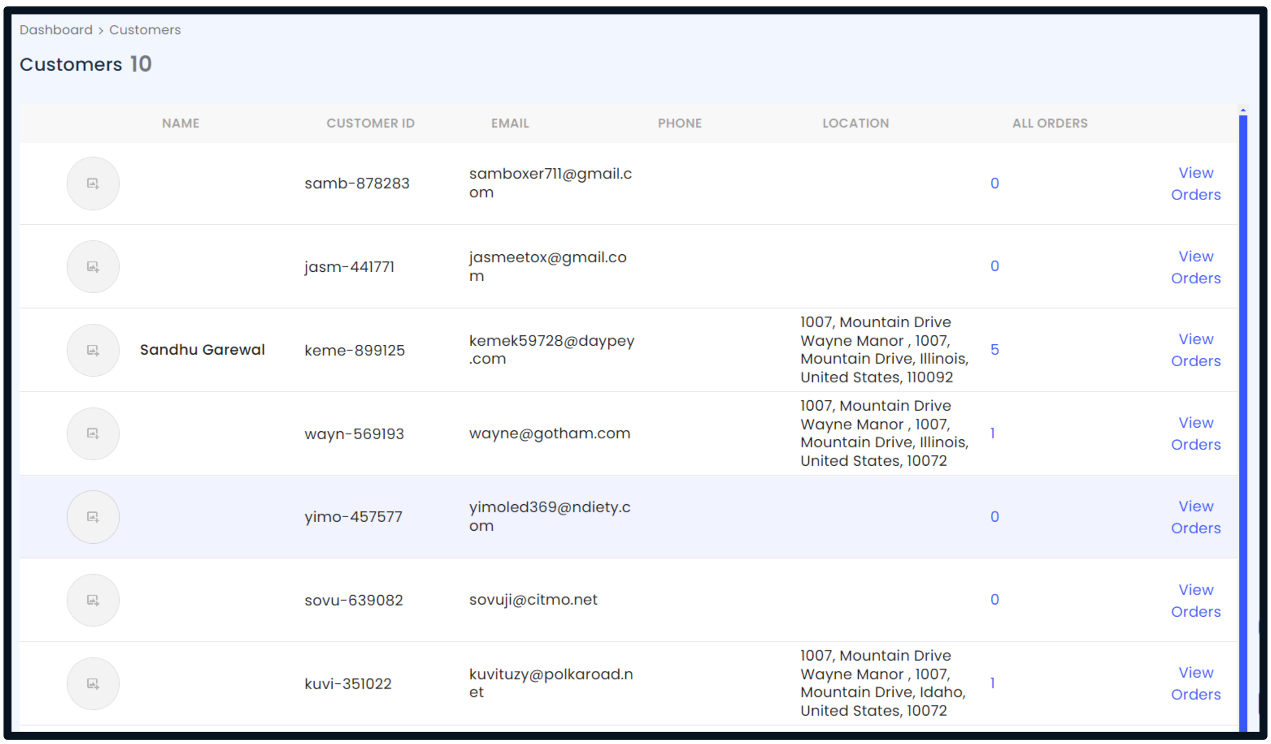


You can add multiple pincodes in the input box and there is no limit. Whenever a customer will enter a pincode in their shipping address and it happens to be in this list, they will be either charged extra (if the box is not checked) or they will be notified that shipping is not available for their pincode if you have checked the box labeled “Shipping not available for this zone”.

4.3 Users



The Users section provides a comprehensive list of individuals who have interacted with your website, whether through product purchases or simple sign-ups to create a Wishlist. This section allows you to monitor customer activities and gain insights into each user's engagement on your site, including their purchase history and preferences. By leveraging this information, you can enhance customer relationships and tailor your marketing strategies effectively.


Dashboard > Customers

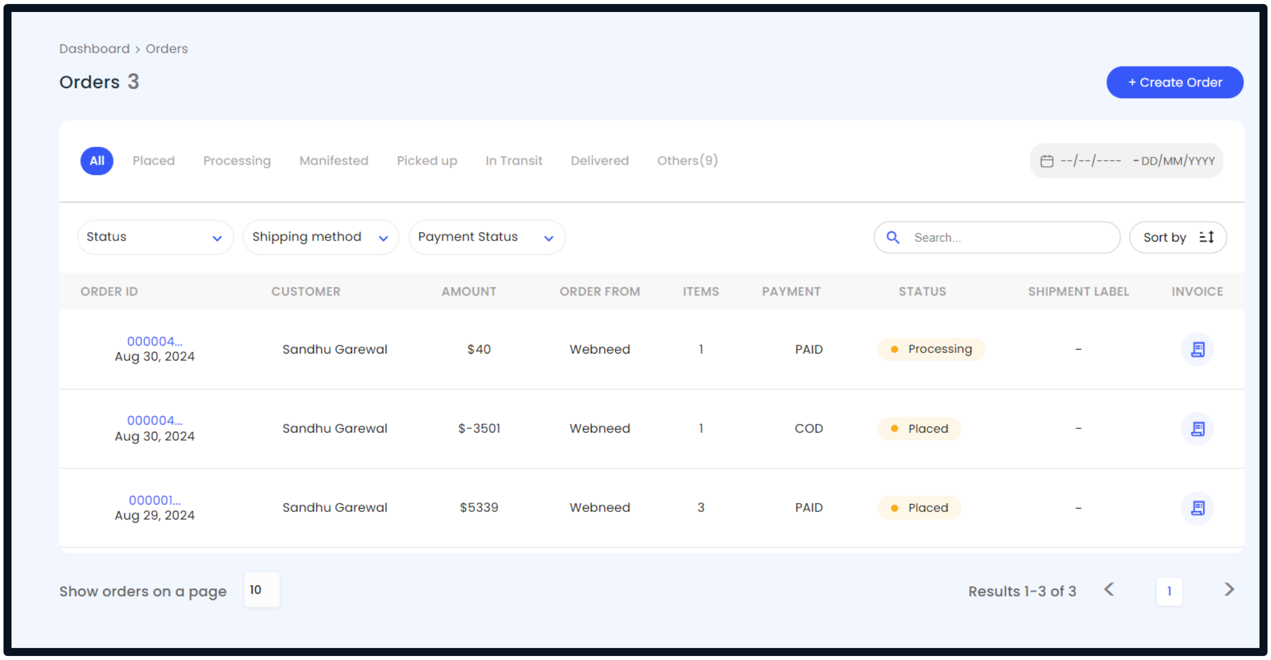
Customers 10

NAME	CUSTOMER ID	EMAIL	PHONE	LOCATION	ALL ORDERS	
	samb-878283	samboxer711@gmail.com			0	View Orders
	jasm-441771	jasmeetox@gmail.com			0	View Orders
Sandhu Garewal	keme-899125	kemek59728@daypey.com		1007, Mountain Drive Wayne Manor , 1007, Mountain Drive, Illinois, United States, 110092	5	View Orders
	wayn-569193	wayne@gotham.com		1007, Mountain Drive Wayne Manor , 1007, Mountain Drive, Illinois, United States, 10072	1	View Orders
	yimo-457577	yimoled369@ndiety.com			0	View Orders
	sovu-639082	sovuji@citmo.net			0	View Orders
	kuvi-351022	kuvituzy@polkaroad.net		1007, Mountain Drive Wayne Manor , 1007, Mountain Drive, Idaho, United States, 10072	1	View Orders

Overview of the Users Section

View Orders:

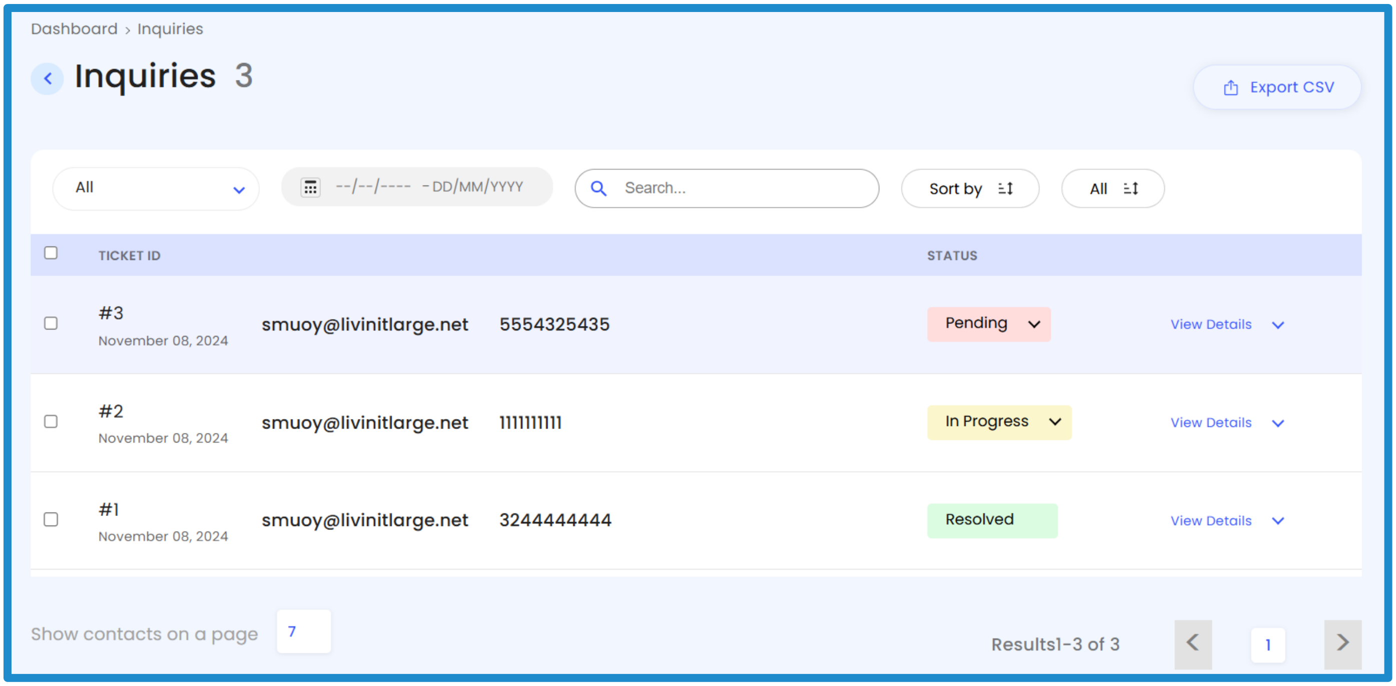
View Orders enables you to look at orders of a specific customer/user.



You can see the status of a specific user's orders and ship them from here or create an order for them

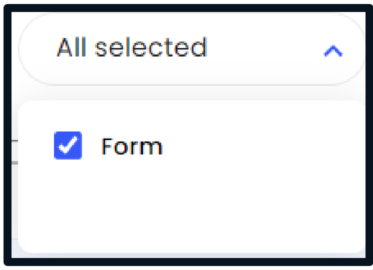
4.4 Inquiries

The Inquiries section displays the details of users who have reached out to you with concerns or questions. Users will provide their contact information and receive a notification that you will get back to them shortly. This feature helps you manage and respond to customer inquiries efficiently, ensuring that all concerns are addressed in a timely manner.

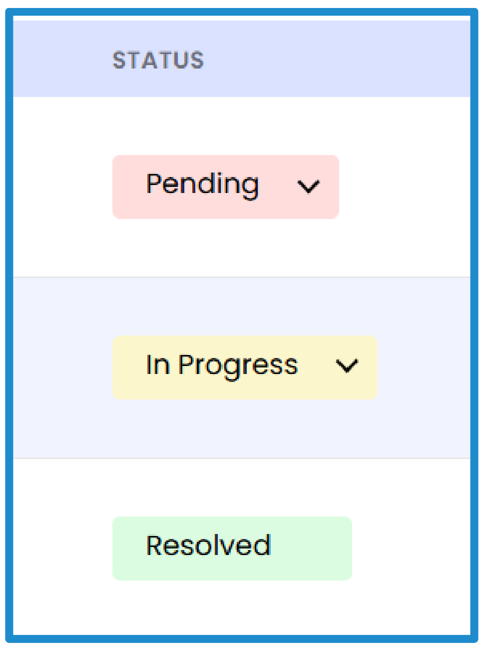


Overview of the inquiries section. The checkbox is to select the queries you want to export to a csv file. The Export CSV function imports all queries in a form by default

4.4 Inquiries

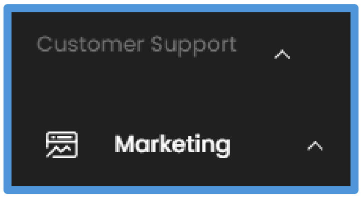


T This dropdown is to sort the inquiries based on different forms that you may create (optional). For e.g.: You may want to sort queries based on general queries and complaints. So, you will have to create different forms and then you can select a particular form here and view the queries. (creating different form is covered in website editor)

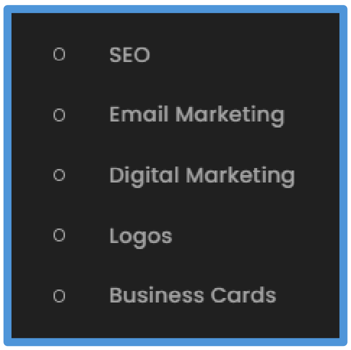


The inquiries are categorized into three statuses: Pending, In Progress, and Resolved. You can update the status of each inquiry according to its current progress, and you can also filter inquiries based on their status.

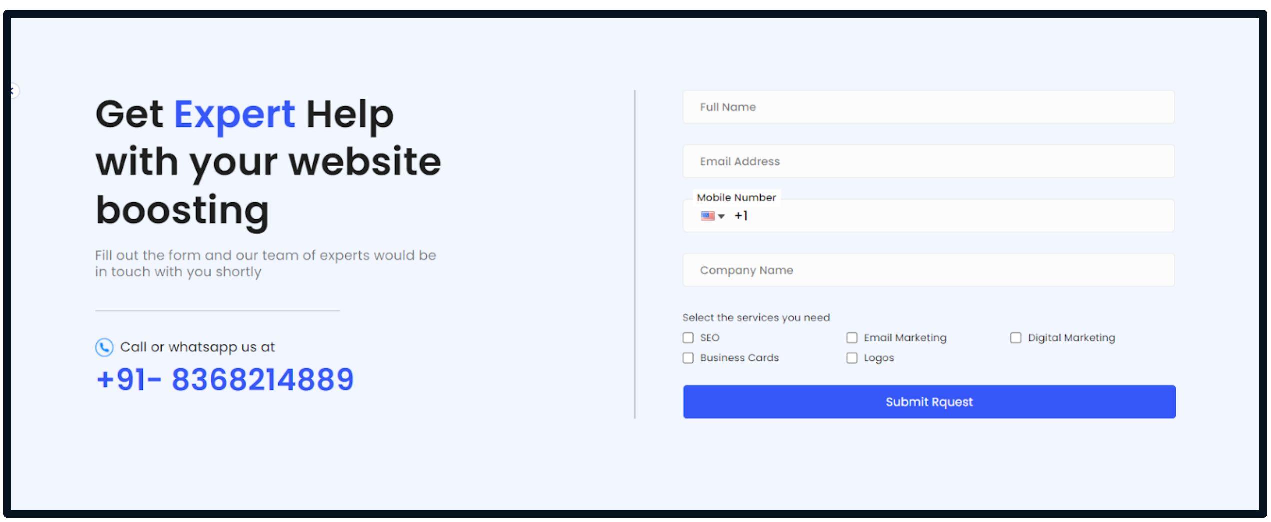
5. Marketing



The marketing section provides you with a list of ways to promote your online presence. The WebNeed team will be of service in helping you with some Marketing aspects such as:



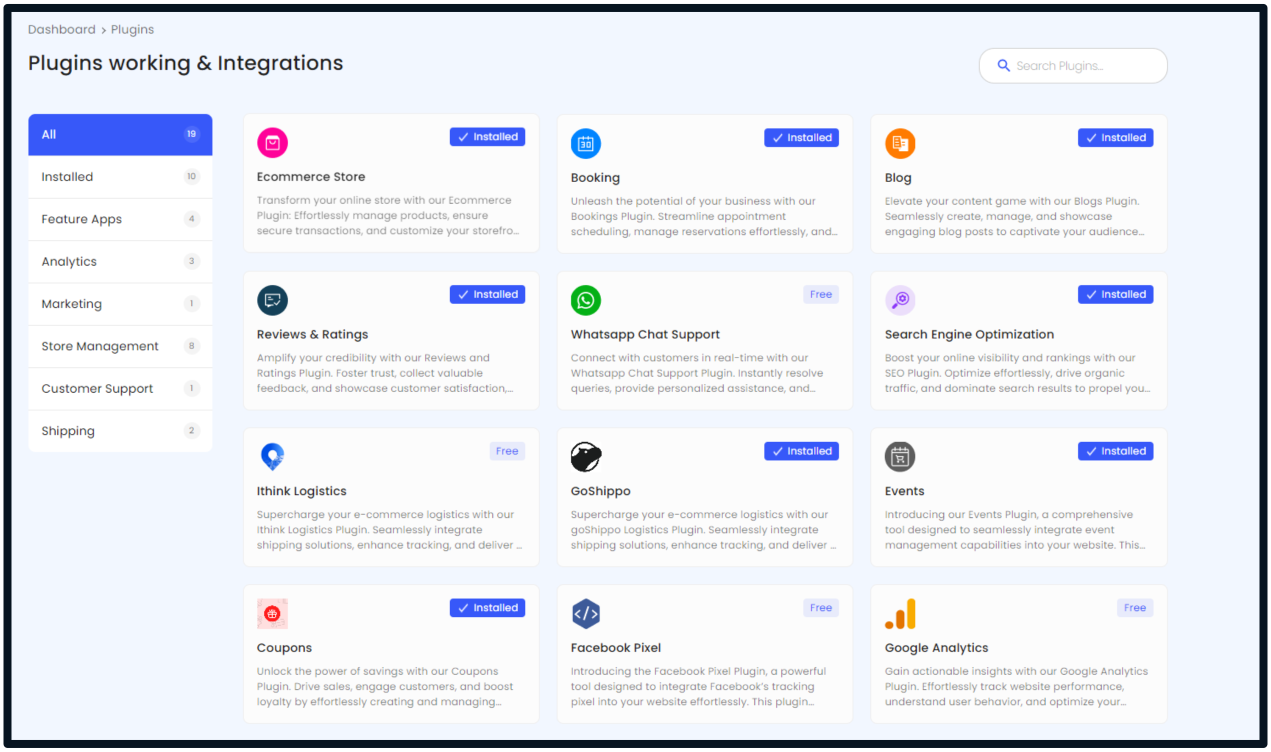
You can select any of these options and they will guide you to form to fill in the required details and the WebNeed team will contact you regarding any or all your Marketing queries



Fill in your details and select the checkbox that matches your needs and submit the form. You can also contact at the phone number provided for any details

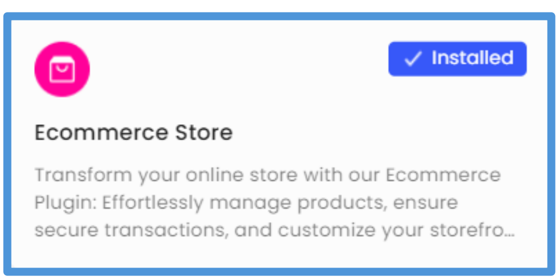
Apps: Plugins

The Plugins section houses the additional features and functionalities provided by WebNeed. This area allows users to enhance their experience by integrating various plugins that extend the core capabilities of our platform.



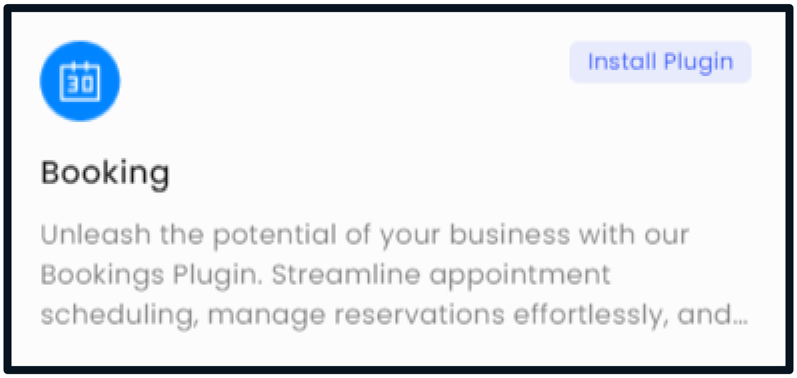
An Overview of Plugins

eCommerce plugin:

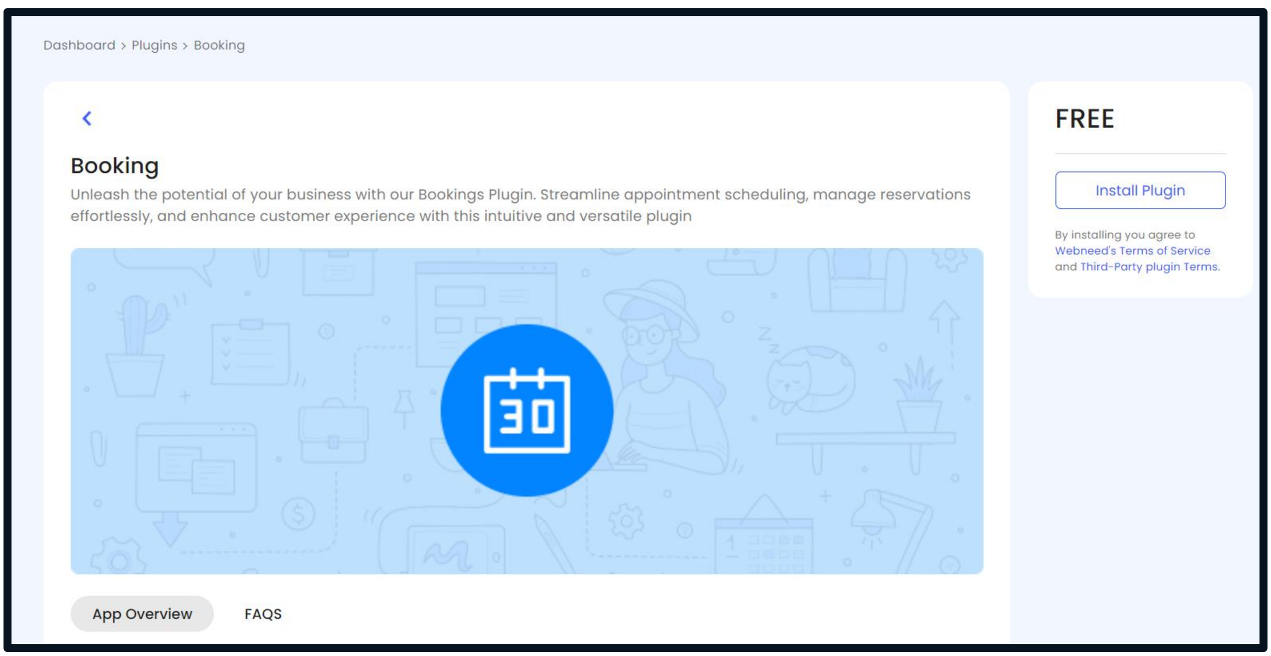


This plugin has already been covered in 3. Store

6. Booking

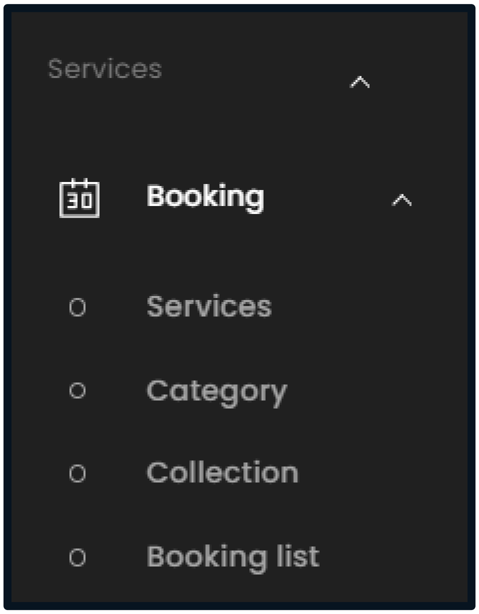


The Booking plugin enables users to schedule sessions for services, such as appointments or reservations. To use Booking, installing it is the first step:

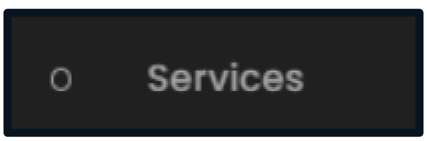


Install booking plugin

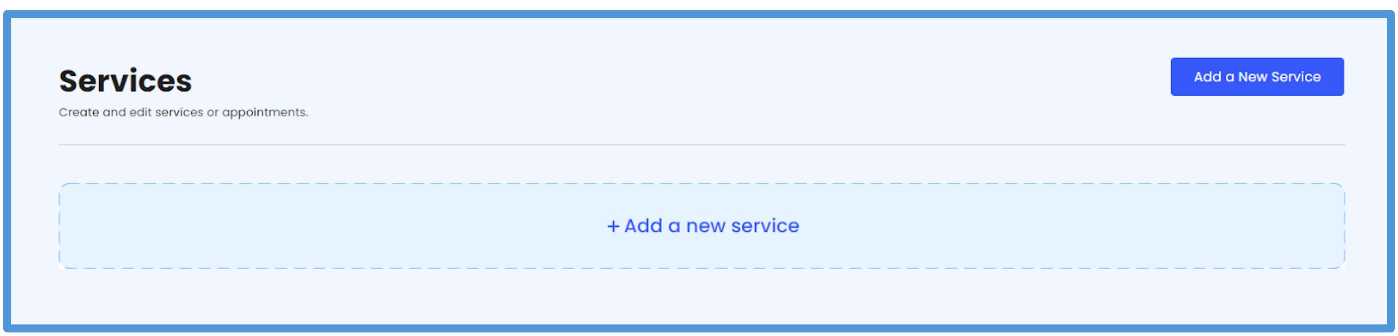
Once you install Booking, there will be a new section to side navigation known as Services



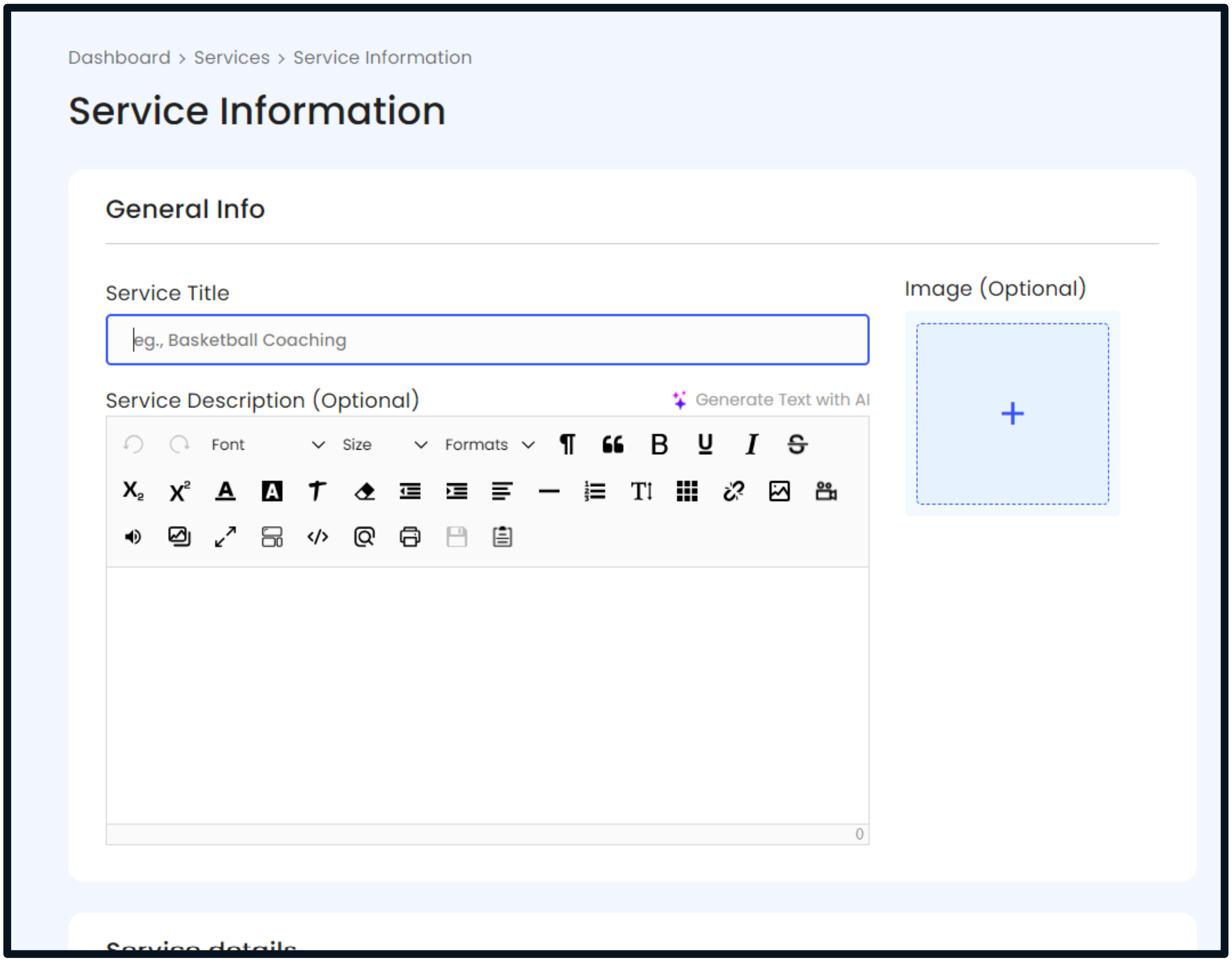
6.1 Services



The main purpose of this section is to display the list of booking services that you will create. They can be edited, deleted and hidden/unhidden.

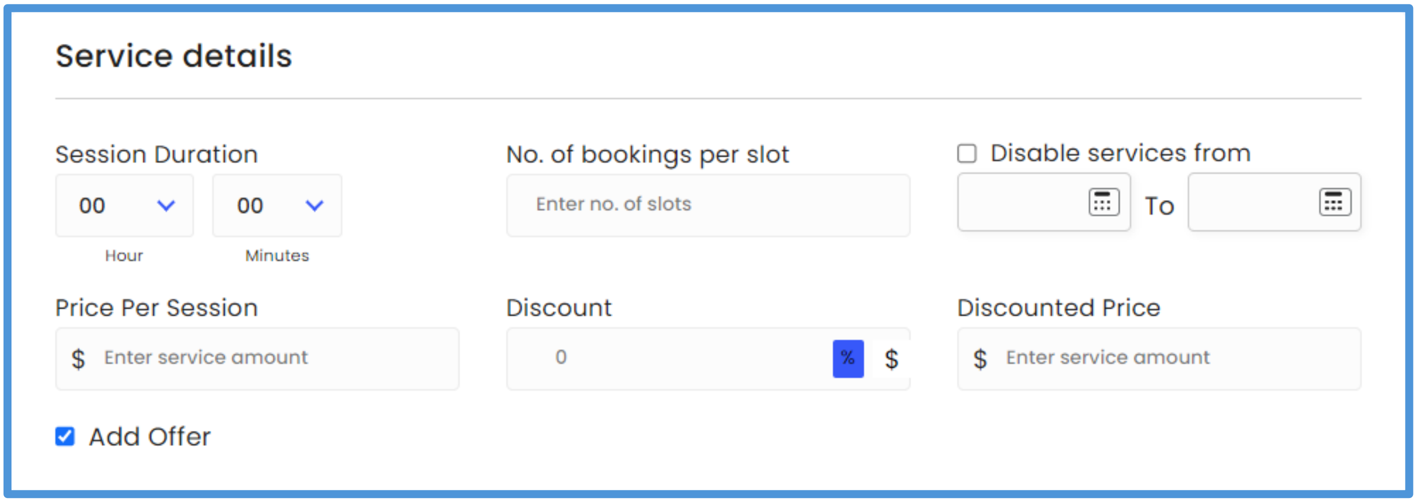


Add a New Service:



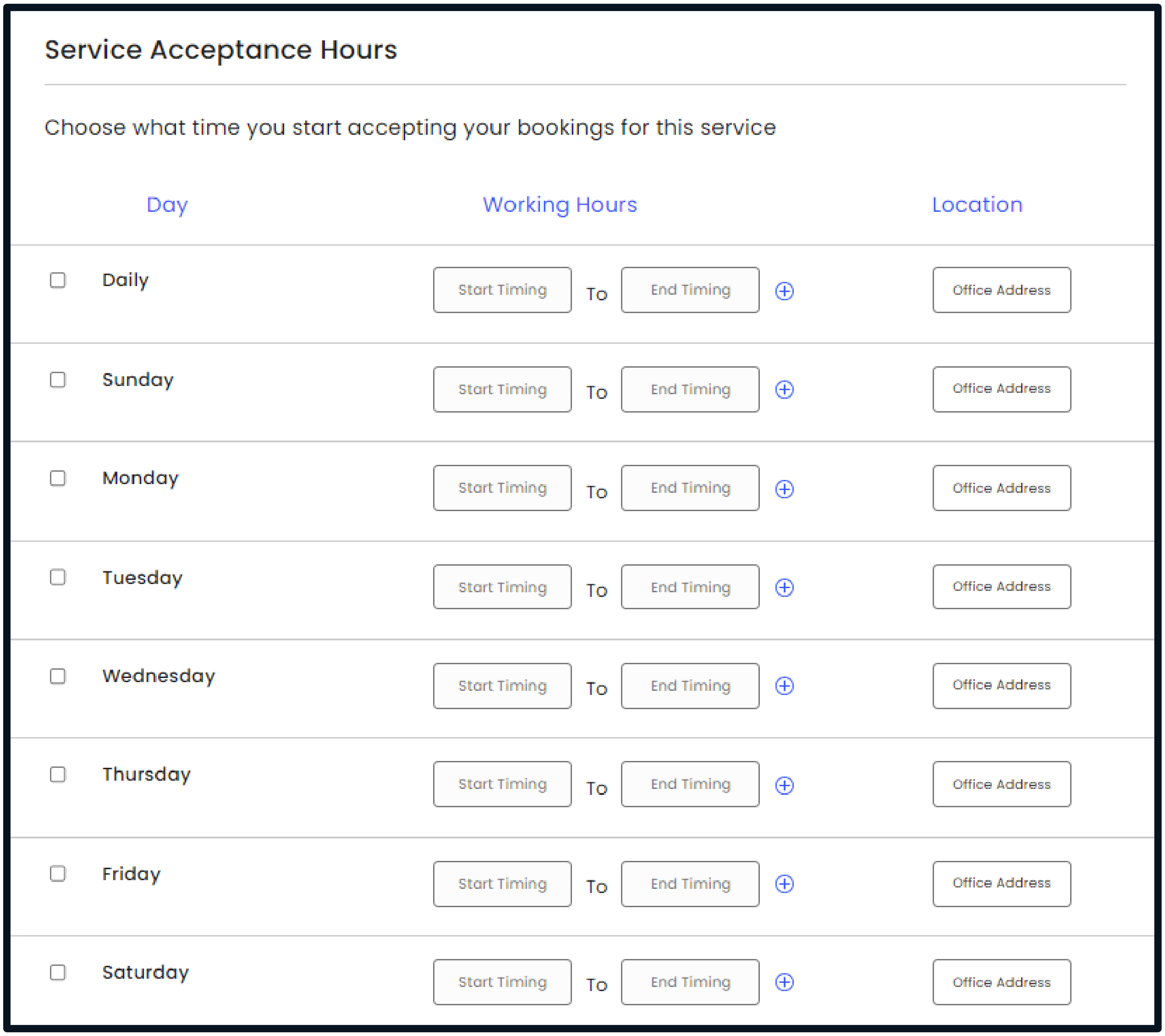
- Provide a name for the service. (mandatory)
- Provide an image relevant to the service. (optional) (refer to 3.1 Add a product for instructions to add an image)
- Provide a description of the service. (optional)

6.1 Services - Add a New Service



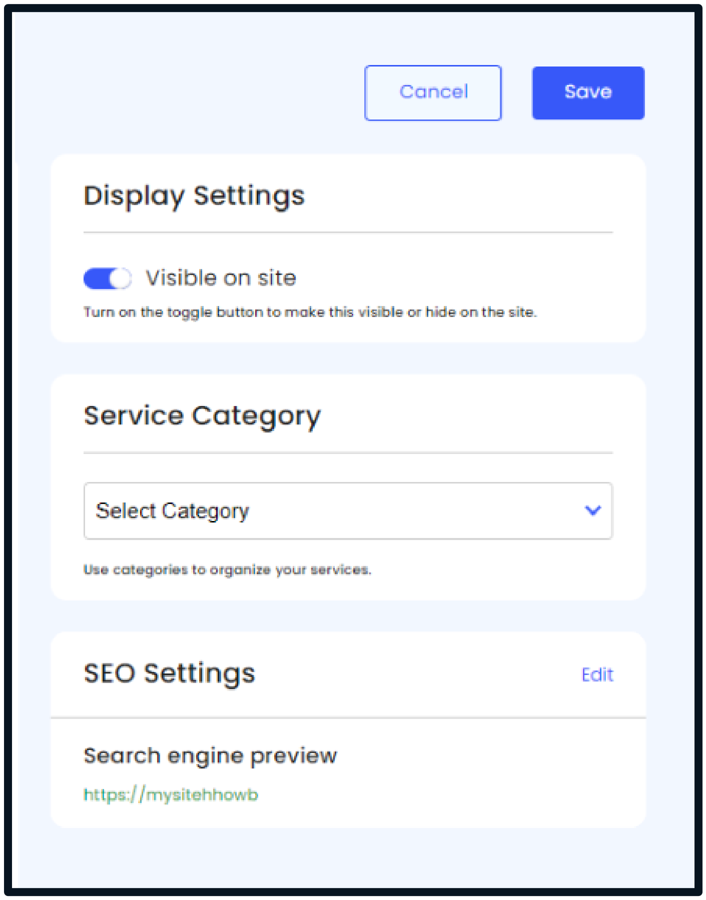
- Session Duration: specify the duration of time allocated for each booking session. (mandatory)
- Number of Bookings per Slot: Specify how many slots you would like to allocate for a particular time of day. (mandatory)
- Disable Service: Use this option to prevent bookings for a service during specific dates. (optional)
- Price per session: price of a booking slot. (mandatory)
- Discount: discount on your service. Can be decided based on percentage or a specific amount. (optional)

6.1 Services - Add a New Service



This section requires you to specify the number of days available for booking a particular service, as well as your business operating hours. Please note that you can set multiple time slots within a single day. For example, you may want to offer bookings for specific hours in the morning and additional hours in the evening on the same day.

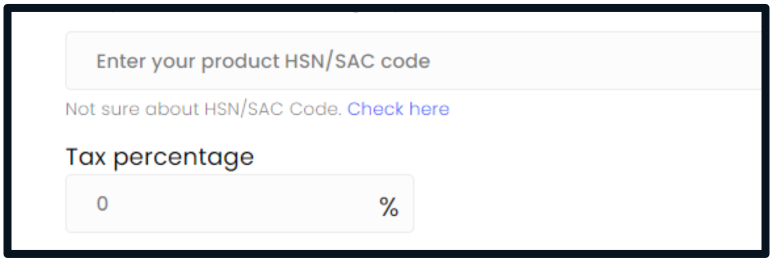
6.1 Services - Add a New Service



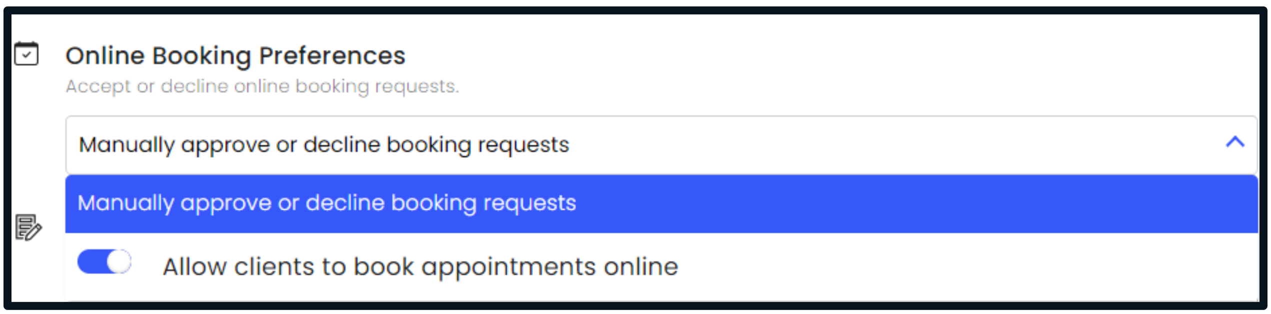
- **Display Settings:** You can decide to show the booking you created on the website or hide it from the website
- **Service Category**: You can assign a booking to a specific category for better organization and management. You can also create a new category from the dropdown and then assign the booking to a newly created category.
- **SEO Settings**: You can optimize SEO for a specific booking to enhance its visibility and search engine ranking. Please refer to section 3.1 *"Add a Product - Seo"* on how to optimize Seo

6.1 Services - Add a New Service

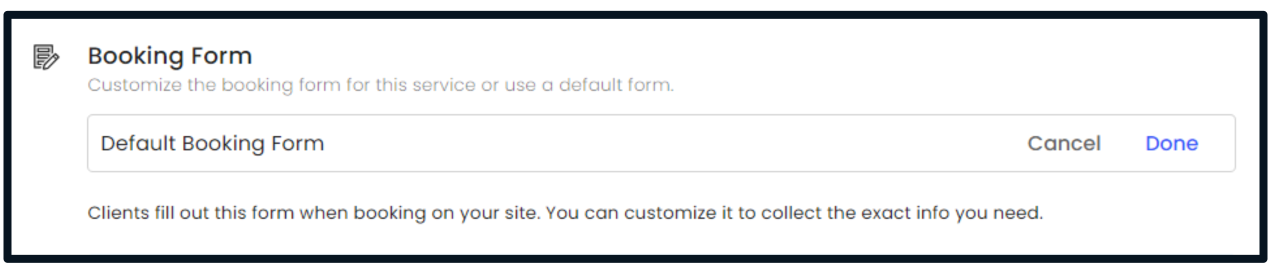
Additional Settings



Enter a Tax code and Tax percentage for a specific booking. (optional)



If this toggle option is ON, then clients will be allowed to make payments online for their bookings.

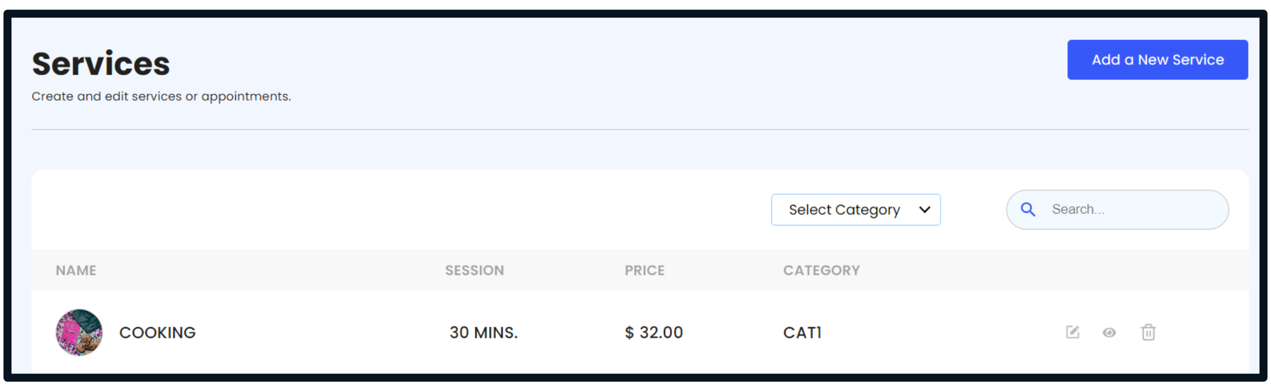


This option allows you to add upto 3 additional input fields to collect client information when booking a service.

6.1 Services - Add a New Service

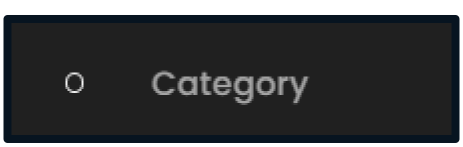
- Provide a name for the input field along with a hint indicating what information the client should provide. To make the field visible, check the corresponding checkbox. Additionally, selecting the extra checkbox will make this input field mandatory, ensuring that bookings cannot be completed without it.

- Click on “Save” after providing the relevant details and your Services section will be updated with a new booking

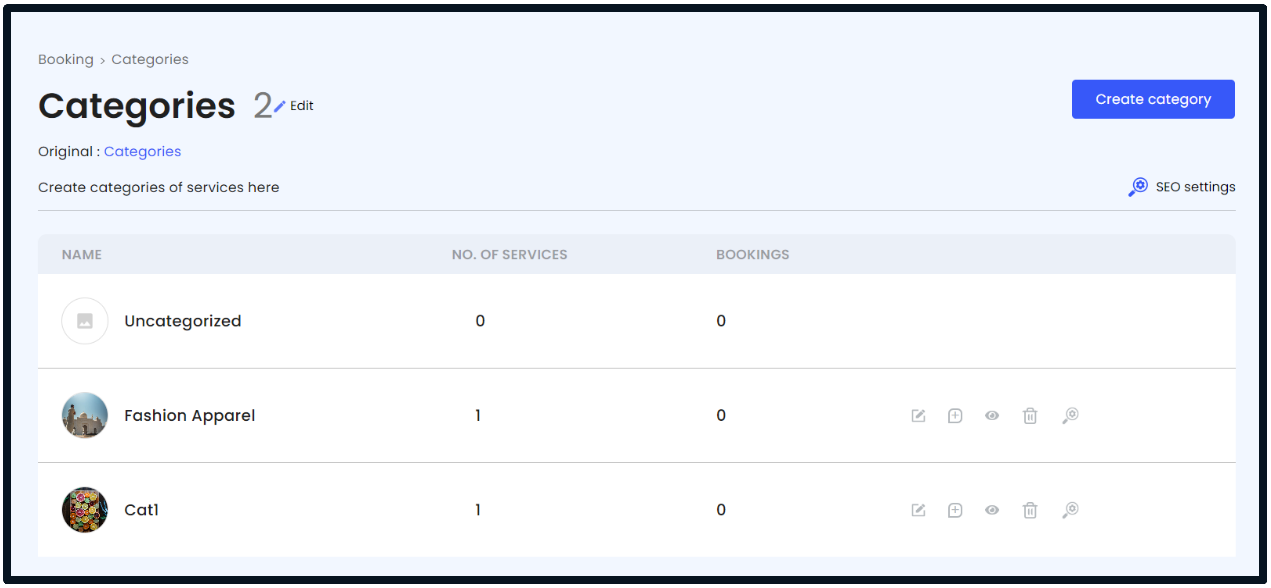


After a new service has been created, you can edit it, hide it, unhide or delete it

6.2 Booking Category



The Booking Category section showcases the various categories available for bookings, allowing for better organization and management of your services.

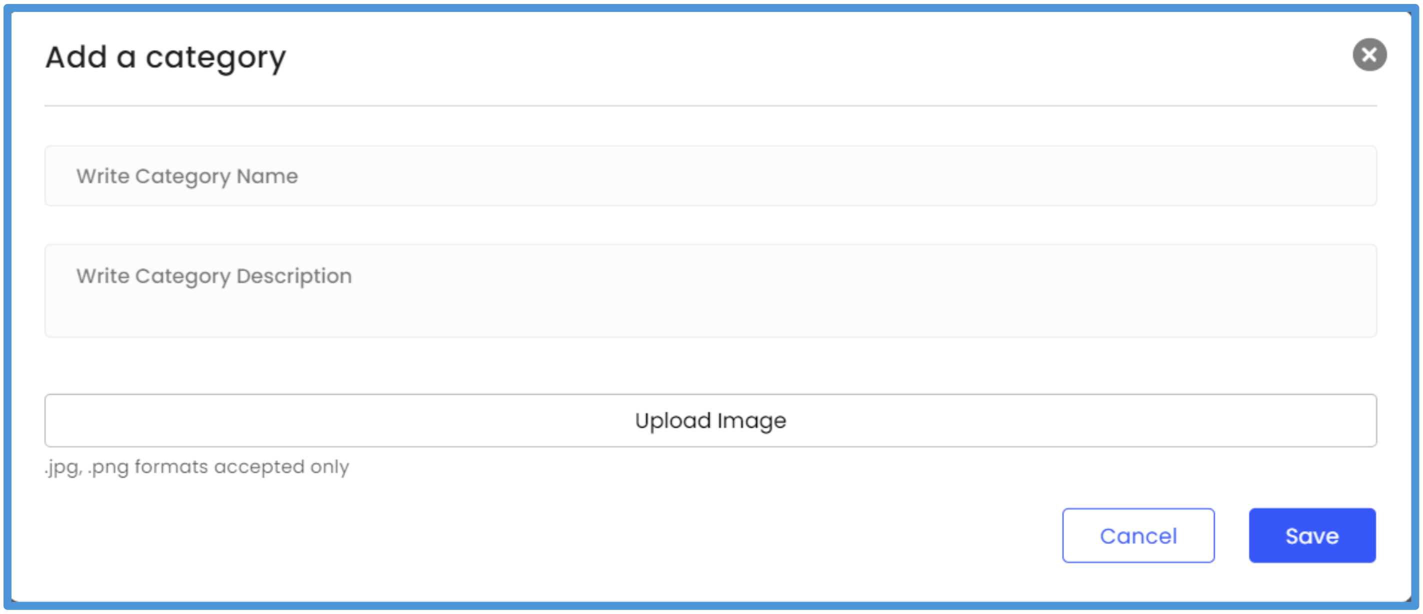


Overview of Booking Categories:

- Customizable Name: The name of the categories can be changed to better reflect your services.
- Edit Categories: Make modifications to existing categories or add new services by clicking the second icon for each category.
- Add Service: Add a new booking service to an existing category
- Manage Visibility: Easily hide or unhide services within a specific category as needed.
- Delete Services: Remove services from a category if they are no longer required.
- SEO Optimization: Optimize SEO for a specific category by clicking the icons located next to the category name. Please refer to 3.1 Product - Add a product to know more about how to do Seo.

6.2 Booking Category

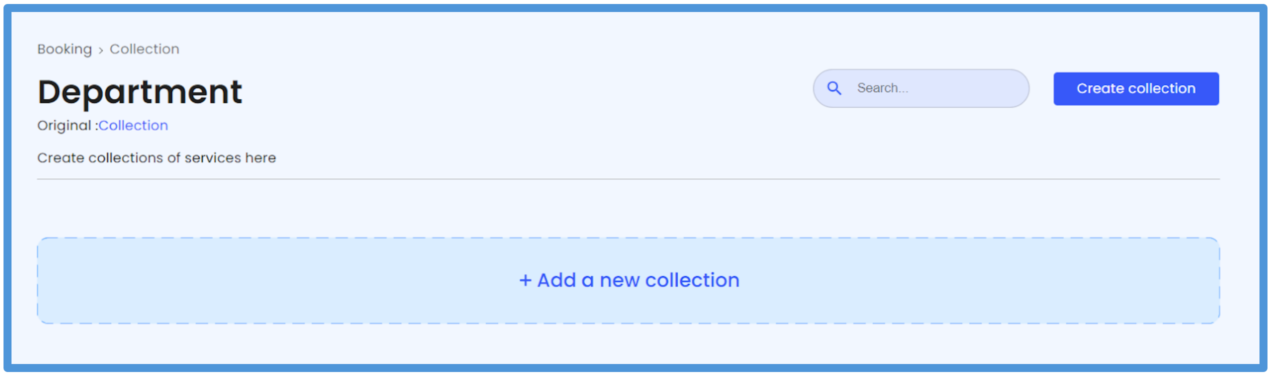
Creating a Booking Category



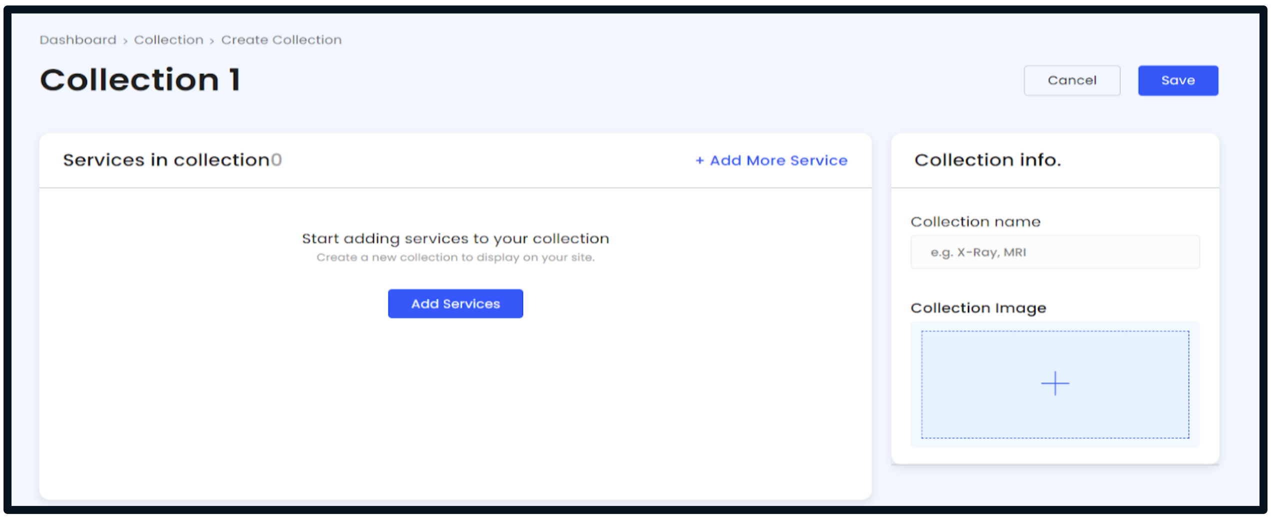
- Provide a name for the category. (mandatory)
- Provide a description for the category. (optional)
- Provide an image for the category. (optional)
- Once you have provided the details, you can press save to create a booking category and your category list will be updated with the new category.

6.3 Booking Collection

Like Categories, Bookings can be categorized via collections as well.

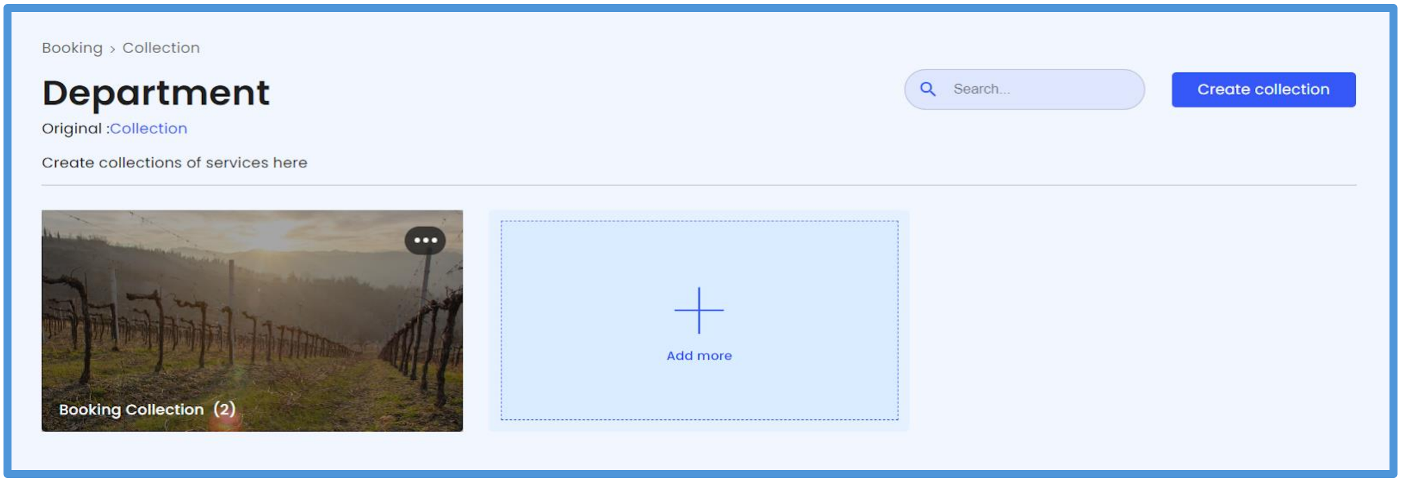


Create a Collection:



- Provide a name for the collection. (mandatory)
- Provide a background image for the collection. (optional)
- Add a booking service to the collection. (optional)
- Once you complete these steps, you can click on Save and the collection will be added to the Collection section.

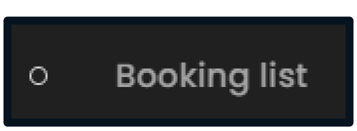
6.3 Booking Collection



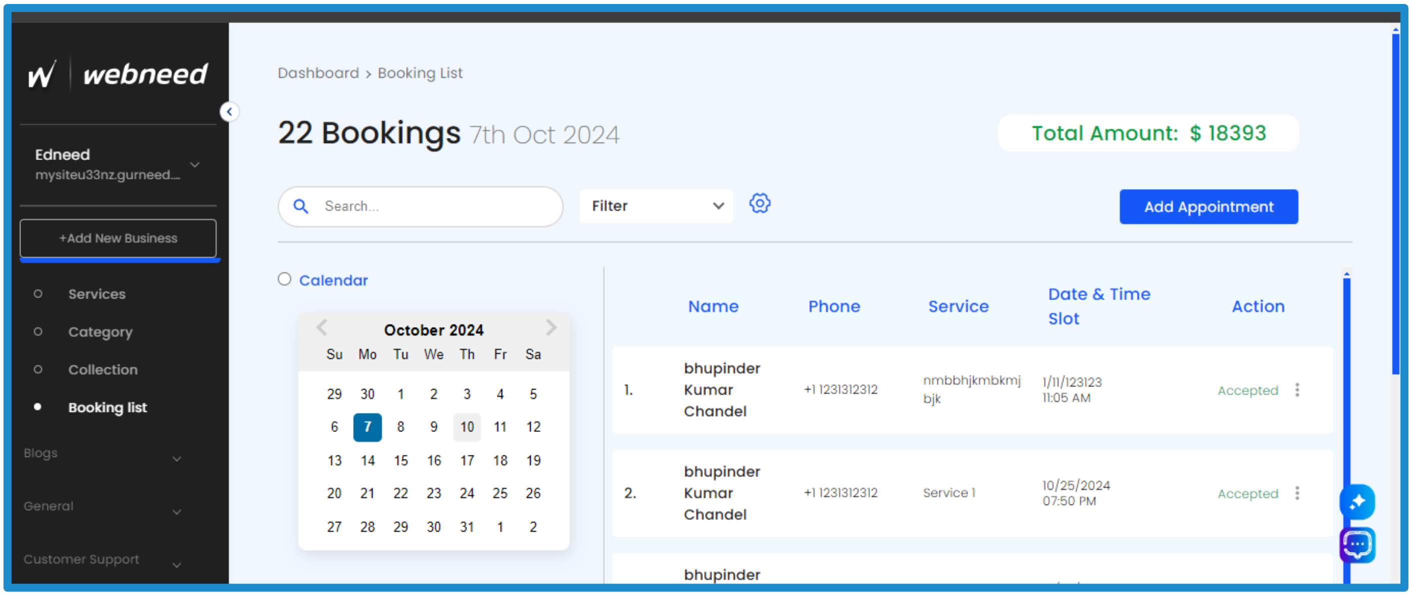
Preview of a collection being added

Note: Collections can be edited, deleted and have their own Seo setup. To know more about setting up Seo, refer to **10. SEO**.

6.4 Booking List



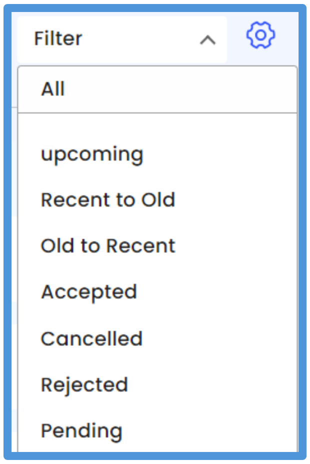
The Booking List displays all bookings made for your services, providing a comprehensive overview of scheduled appointments.



- Sorting options: sort by a specific date, sort by a specific selection of dates such as within a week or month or sort by specific filters.
- You can add an appointment from this section. This means that you can take bookings via the website and via phone calls and you can make the bookings yourself for your clients
- You must accept or reject the booking to confirm the booking status and the client will be notified of the status.
- You can also see the total amount of all bookings combined on the top right corner
- Download CSV: You can download the list of bookings received in an excel file

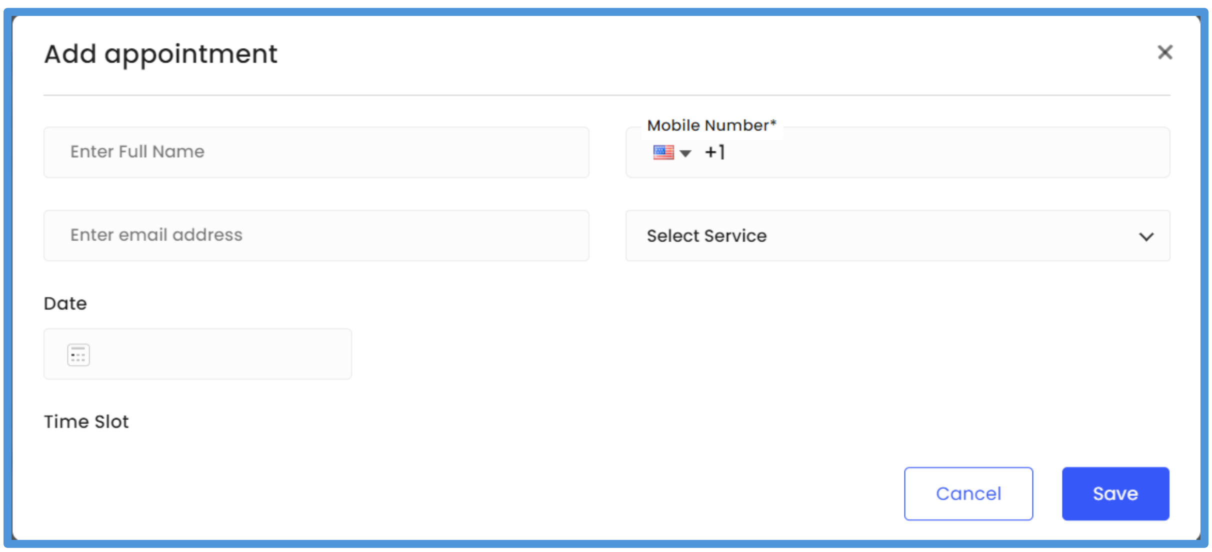
6.4 Booking List

Filter Options:



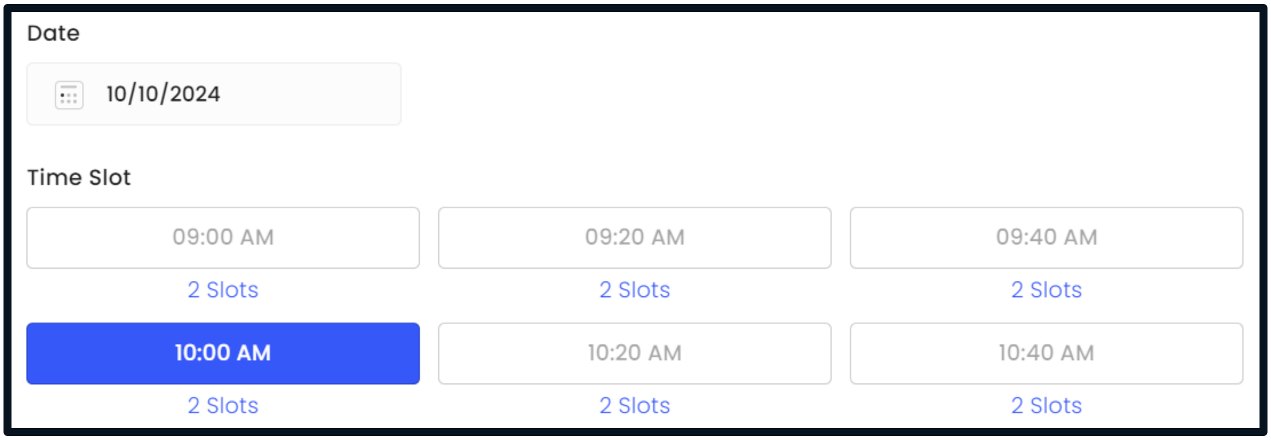
For enhanced organization and tracking, the Booking List offers additional filtering options to help you easily manage bookings based on various criteria.

Add Booking:



- Add the client’s name. (mandatory)
- Add the client's phone number. (mandatory)
- Add the client’s email address. (mandatory)
- Select a booking service from the list. (mandatory)
- Select a date for the booking. (mandatory)
- Select a time slot for the booking. (mandatory)

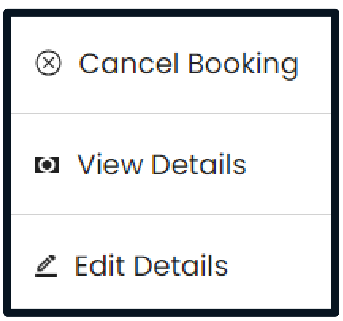
6.4 Booking List - Add a Booking



Click on save once all the conditions have been met

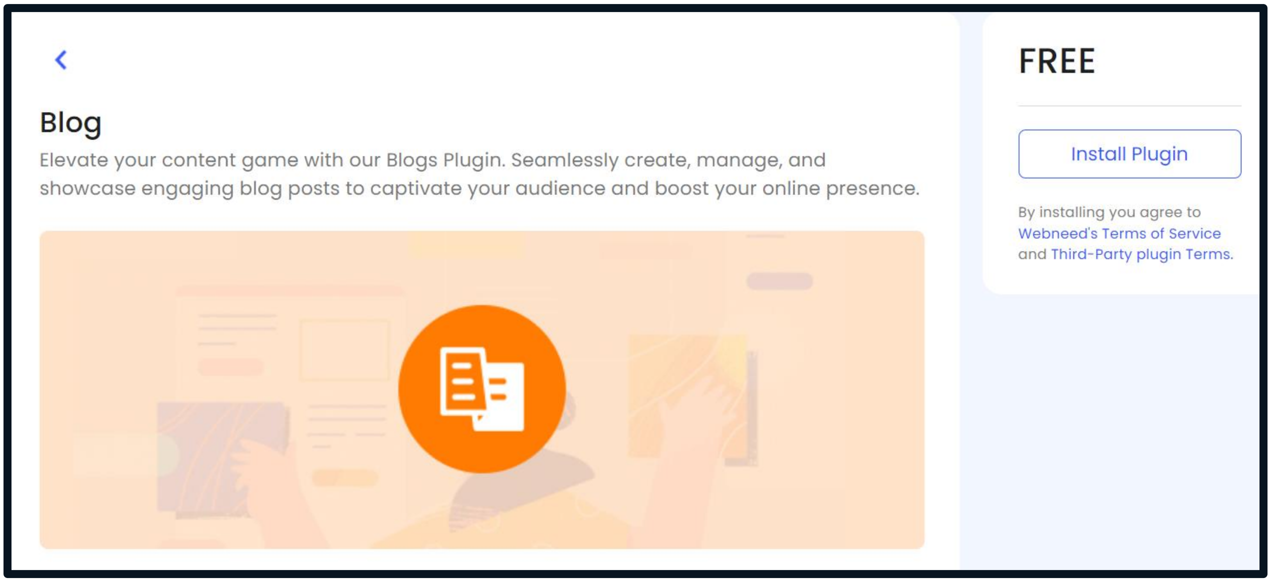
Edit a booking:

A booking can be edited even after the booking has been accepted in case of change of circumstances. You can edit it to change information, booking timings or cancel it.



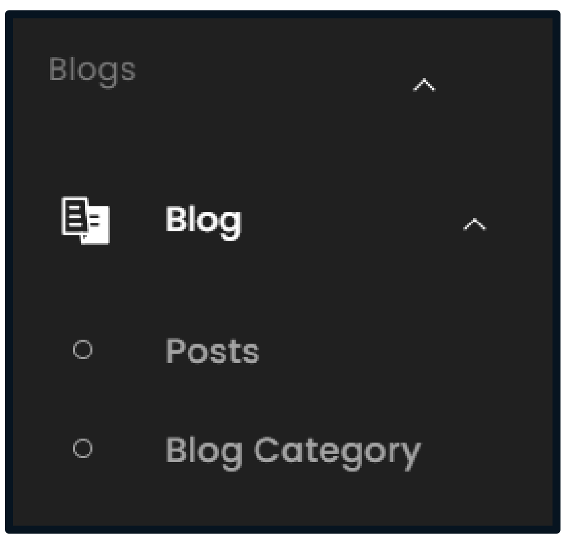
7. Blog

The Blog plugin allows you to publish written content on your website. You can create blog posts on a wide range of topics that you wish to share with your audience.

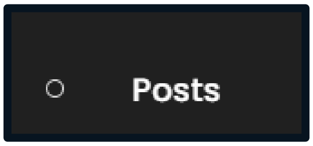


Installing Blog from plugins

After you install Blog, a new section will be added in the side navigation panel



7.1 Blog Posts

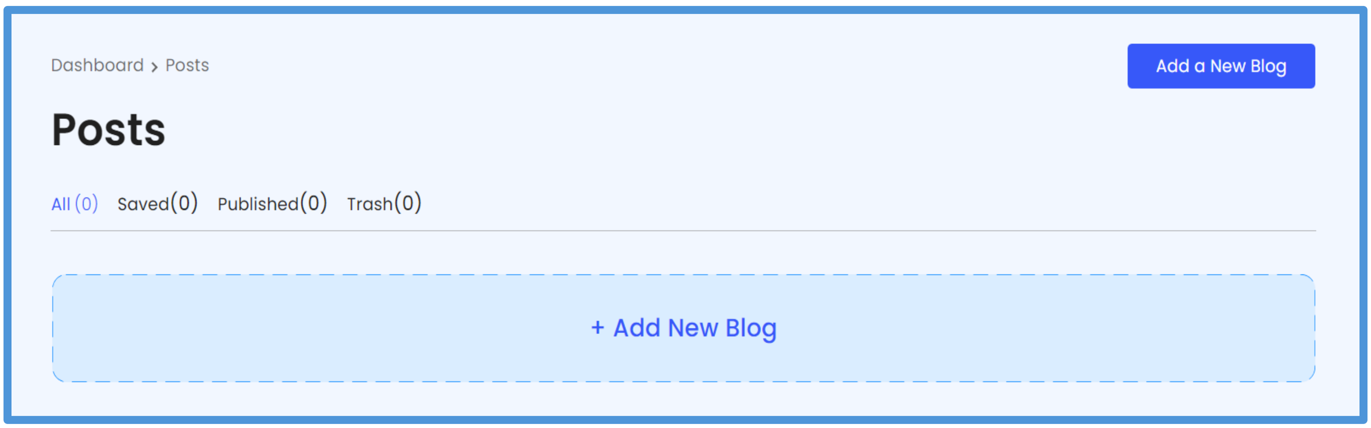


The Blog section enables you to:

1. Create a new blog

2. Write and publish new entries in an existing blog.

This functionality allows you to share fresh content and engage with your website visitors effectively.

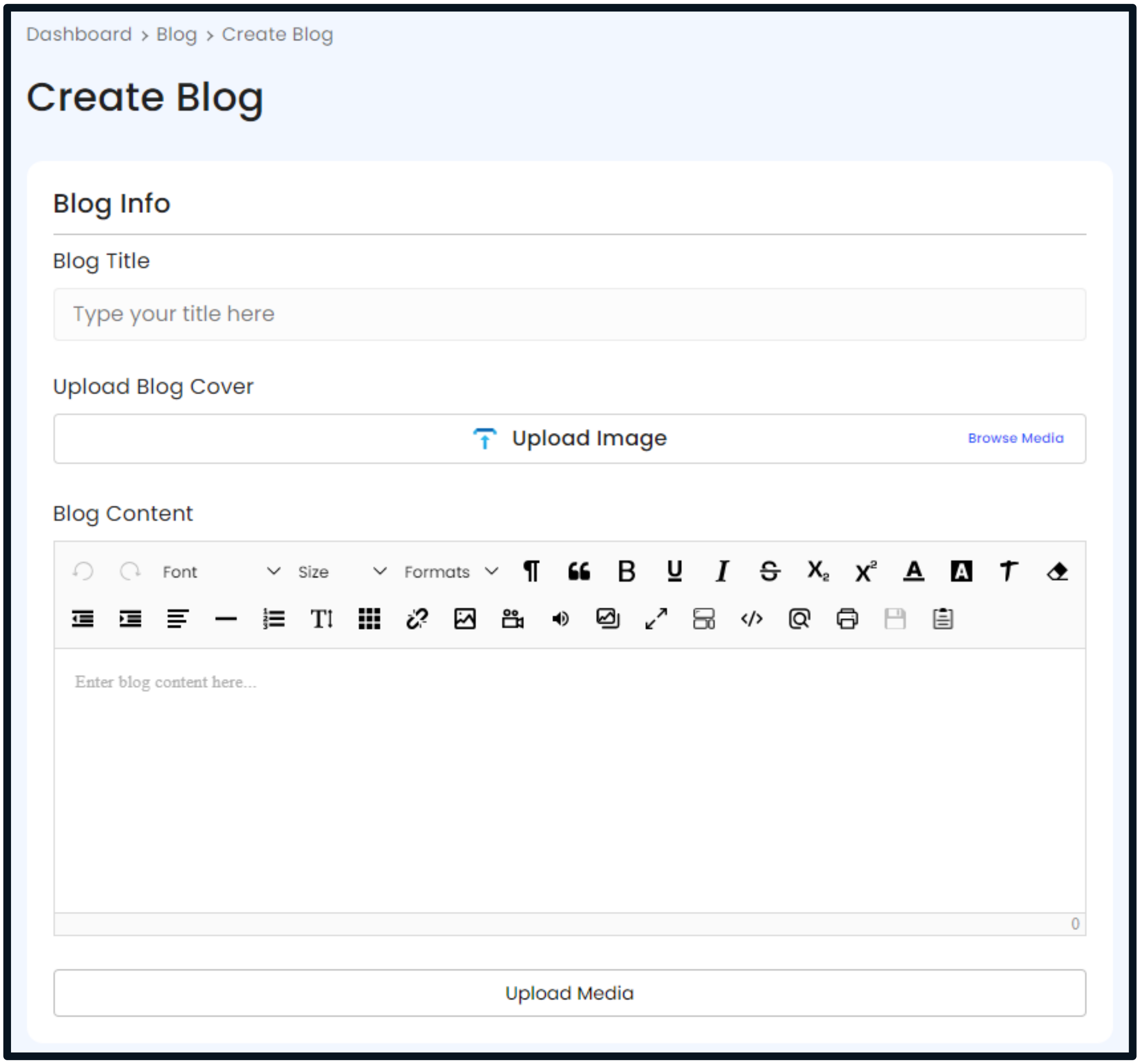


Once you have created multiple blogs, you can easily sort them into categories: published blogs that are live on your website and unpublished blog entries that you have drafted. Additionally, you can review deleted blogs and permanently remove them from the trash if needed.

7.1 Blog Posts

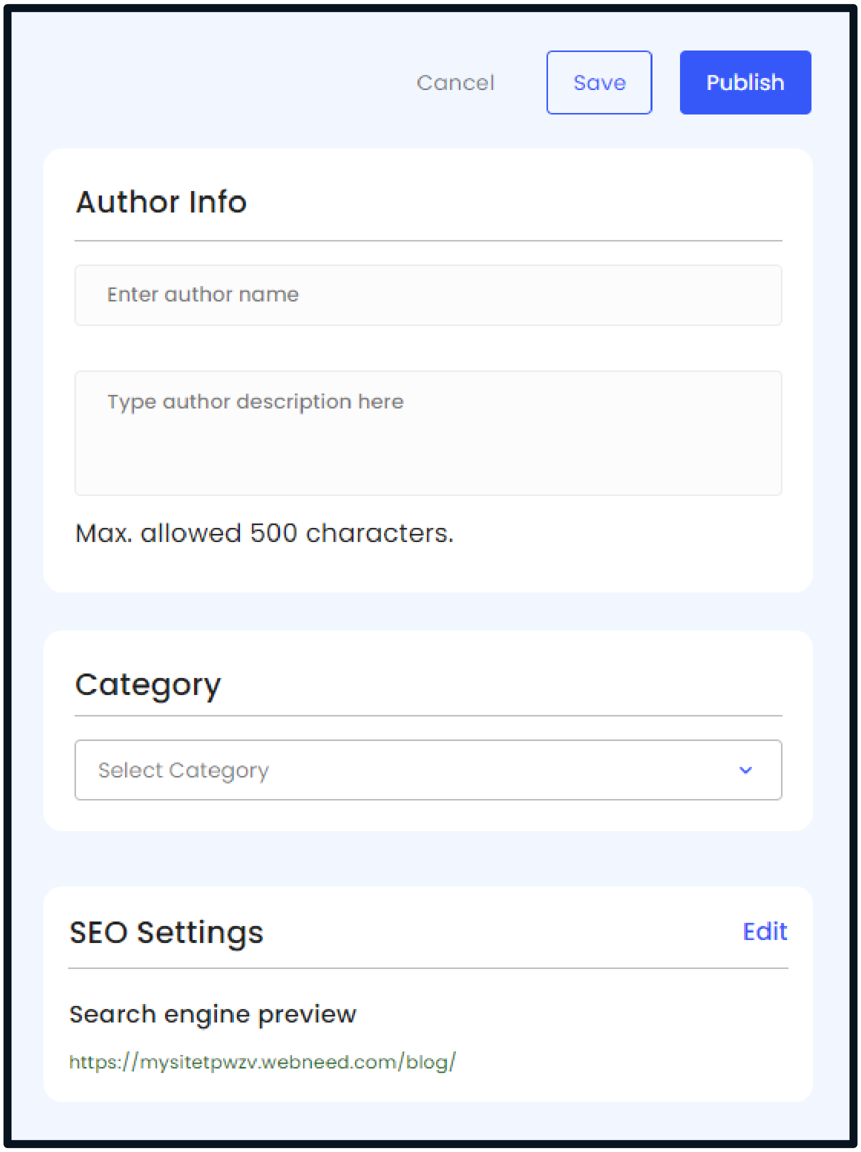
Add a new Blog:

Creating a blog has been divided into two sections



- Add a title for the Blog. (mandatory)
- Add a cover image for your blog. If you want to know more about how to add an image, please refer to the section 3.1 Product List - add an image. (optional)
- Upload media: you can add an additional image or a video file (up to 5mb) for your blog. (optional)

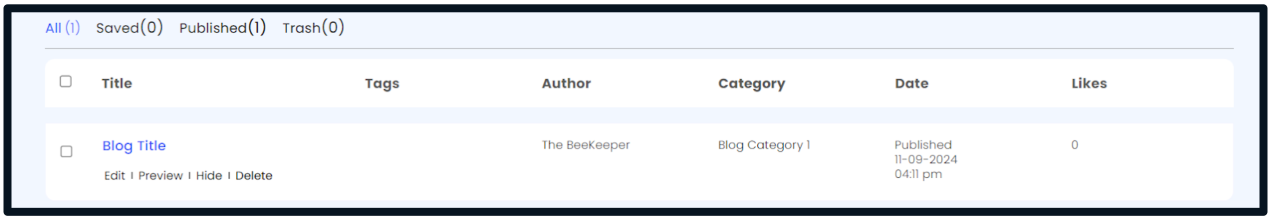
7.1 Blog Posts - Add a Blog



- Add the writer's name. (mandatory)
- Add description about the writer. (optional)
- Add the blog to a category (optional). You can create a new category from the dropdown as well.
- Enhance the reach of your blog with Seo. To know how to set up Seo, refer to section 10. Seo.

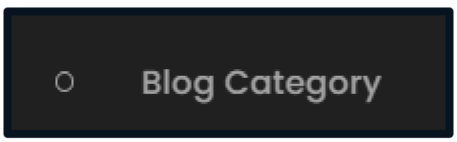
7.1 Blog Posts

Once you have completed all the relevant fields, click Publish to make your blog post instantly available for readers online. Alternatively, click Save to keep it stored on the admin side for further editing later.

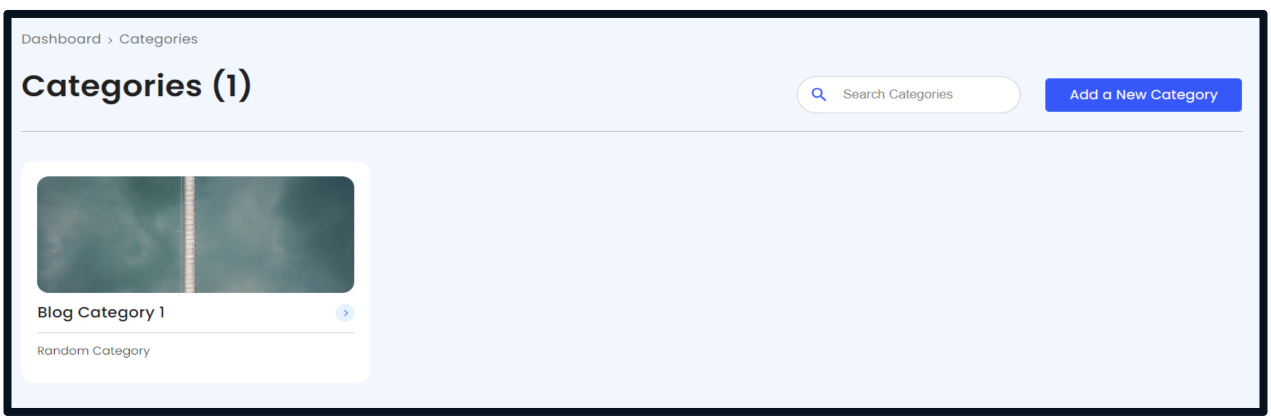


Blogs can be edited, previewed, hidden (if published) and deleted (will be moved to the trash section.

7.2 Blog Category:



This section allows you to group blogs with similarity or other factors that depict a common trait between different blogs.



Preview of Blog Category

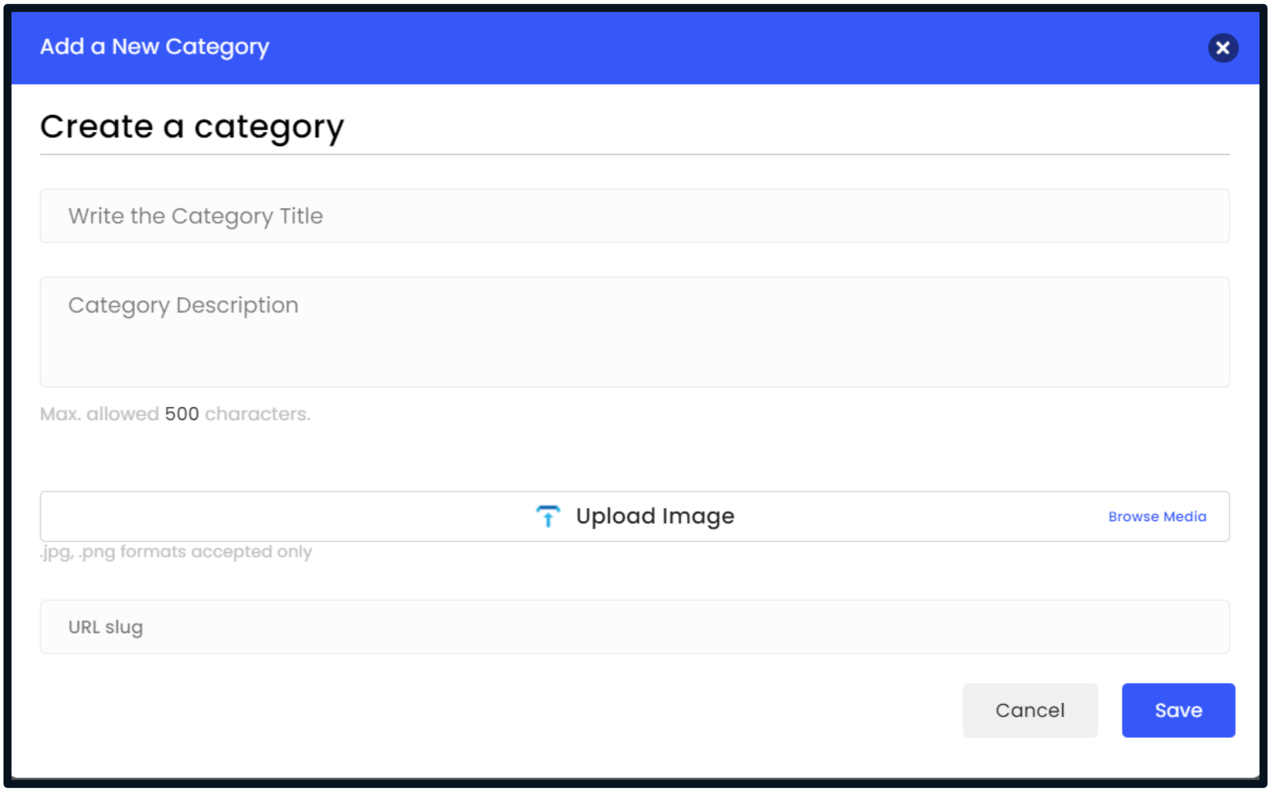
7.2 Blog Category

A blog category can be edited, deleted or hidden / seen. This hide/unhide option will add/remove blogs from your website that belong to that particular category. You can also click on the arrow icon to view the blogs in that specific category.

Blogs included in the category *Blog Category 1*. Please note that you can hide/unhide specific blogs in a category.

7.2 Blog Category

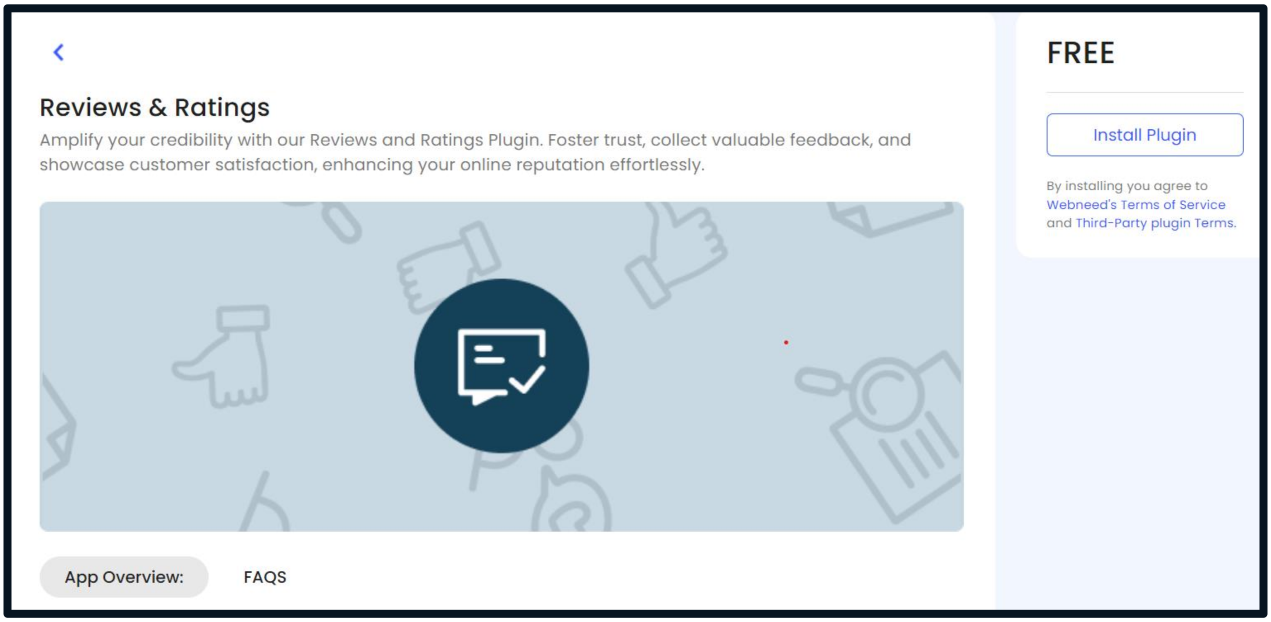
Add a new Category:



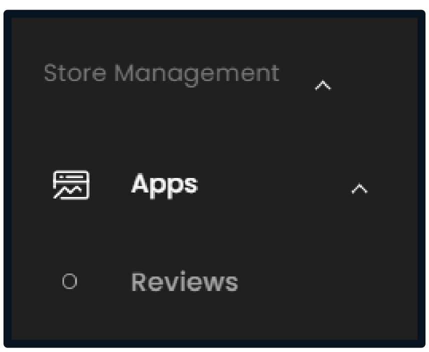
- Provide a name for the Blog Category. (mandatory)
- Provide a description for the Blog Category. (mandatory)
- Provide a cover image for the Blog category. (optional)
- Provide a URL slug. (Covered in 10. Seo) (optional)
- Once you have completed all the relevant fields. Click on save to add the new category. This process is the same for the edit category as well.

8. Reviews & Ratings

The Reviews and Ratings plugin enables users to evaluate your products or services, providing valuable insights for other visitors. This feature not only enhances your marketing efforts by showcasing customer satisfaction but also delivers essential feedback that can help you improve your offerings. By fostering transparency and trust, the plugin encourages potential customers to make informed decisions based on the experiences of others.

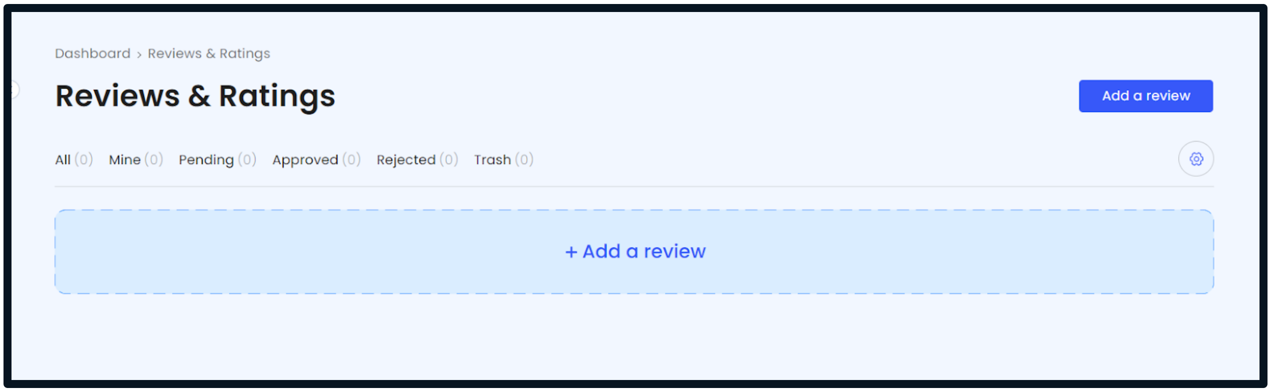


To enable the Reviews and Ratings functionality, install the corresponding plugin from the Plugins section.



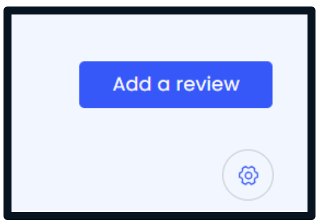
After installation, Reviews & Ratings will be available to use in Store Management.

8. Reviews & Ratings

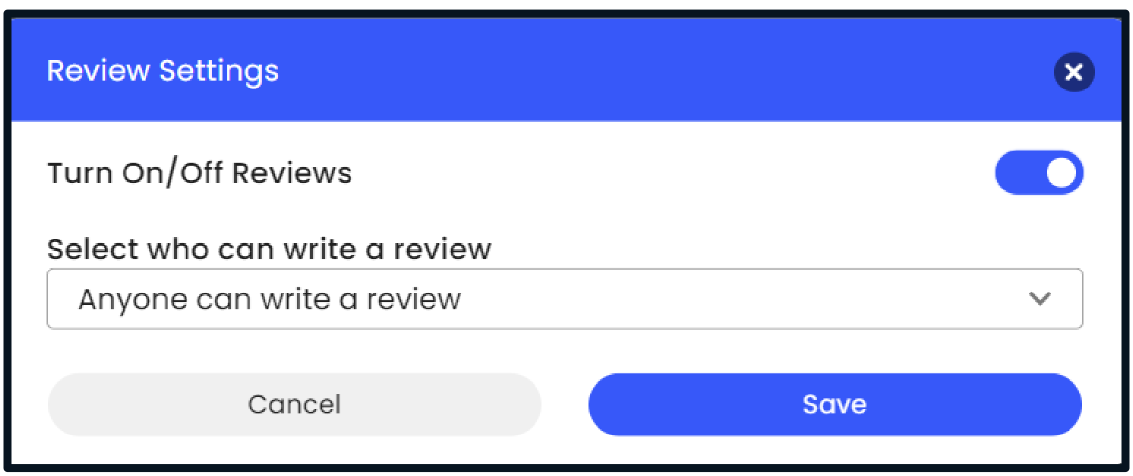


Preview of Reviews & Ratings

Settings:



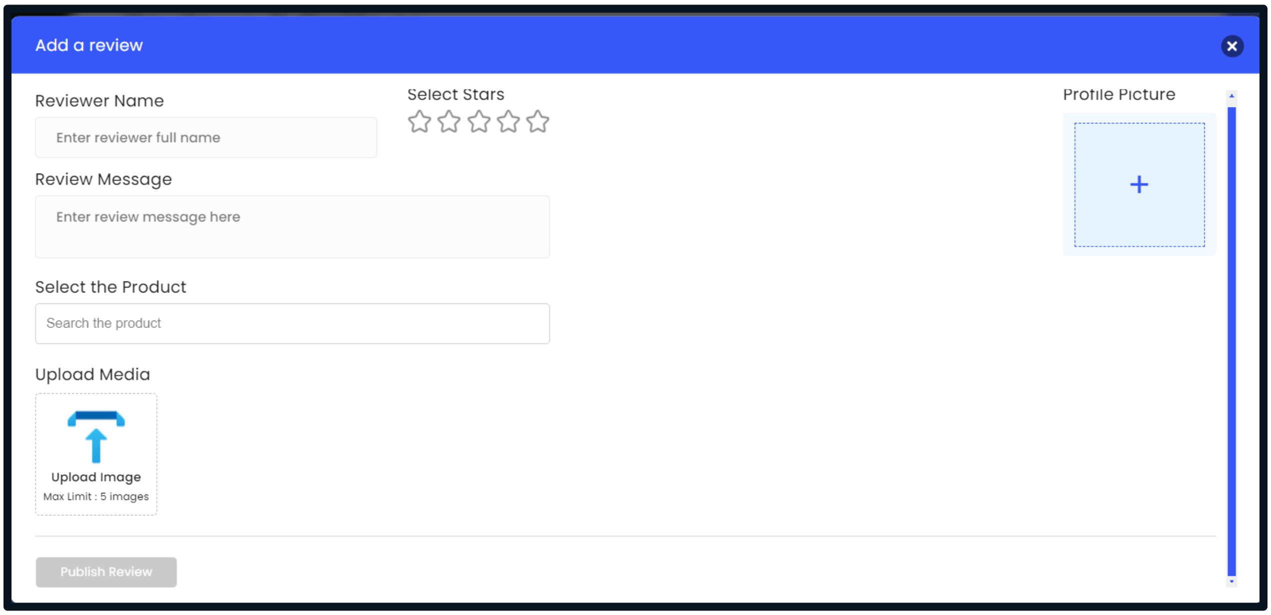
The Settings icon



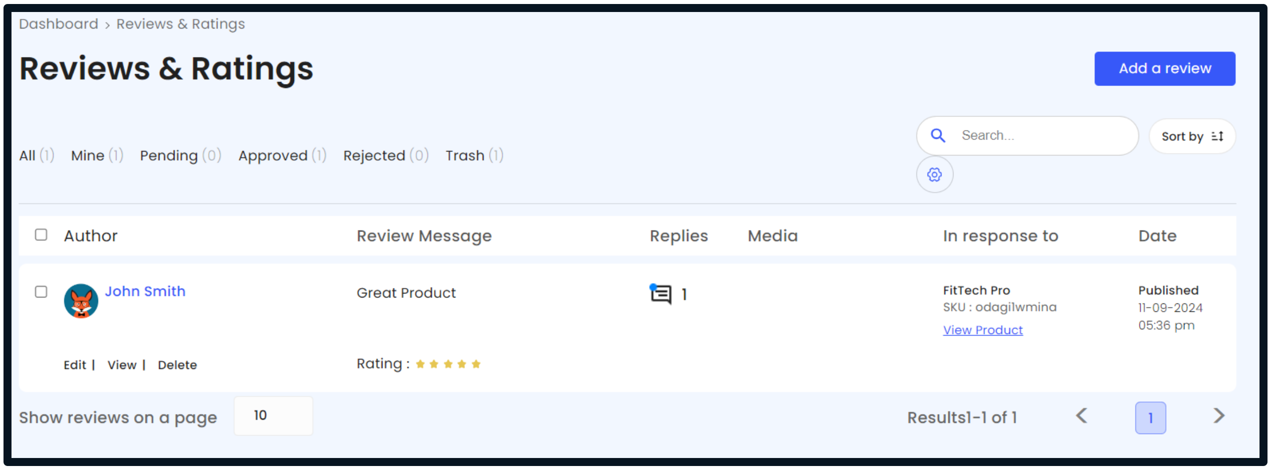
Note: You can disable the **Reviews and Ratings** feature at any time without needing to uninstall the plugin. Additionally, you have the option to determine whether reviews should be submitted by everyone or exclusively by customers who have purchased your products or services. Simply select your preference from the dropdown menu.

Add a Review:

This feature allows you to manually post reviews from customers who have used your services but provided their feedback through channels other than the website. This section is particularly useful for incorporating valuable testimonials and enhancing your online reputation.



- Provide the name of the Reviewer. (mandatory)
- Provide the message/testimonial received from the reviewer. (mandatory)
- Provide the rating of the reviewer. (mandatory)
- Provide profile picture of the reviewer. (optional)
- Select the Product purchased by the reviewer. (mandatory)
- Upload image of the product. (optional)
- Once all the relevant details have been provided, click on save to submit the review.



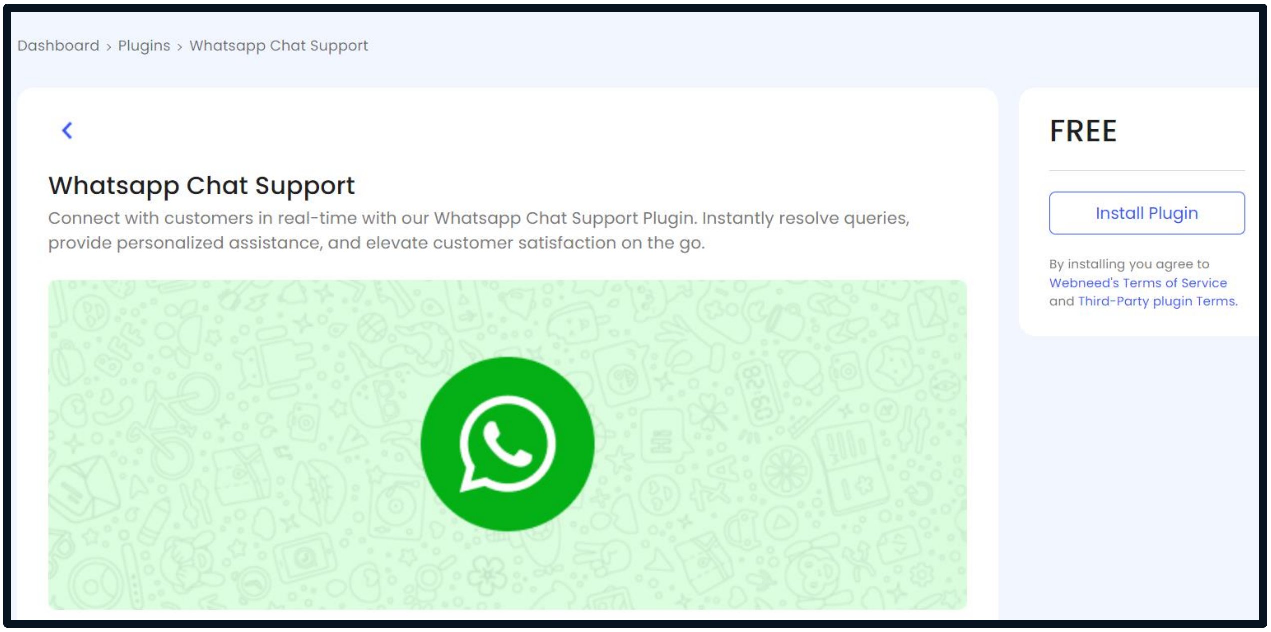
Reviews made in the admin side can be edited and deleted. This option is not available for reviews made directly on the website. You can also add comments to the reviews submitted either via admin side or via the client side.

Reviews received from the website:

Reviews received from your website will be sent to the pending section. If you approve them, only then will the review be posted or else they will be listed in the rejected section if you click on reject. You can only approve, reject or delete the reviews received from the website. You are not allowed to edit them.

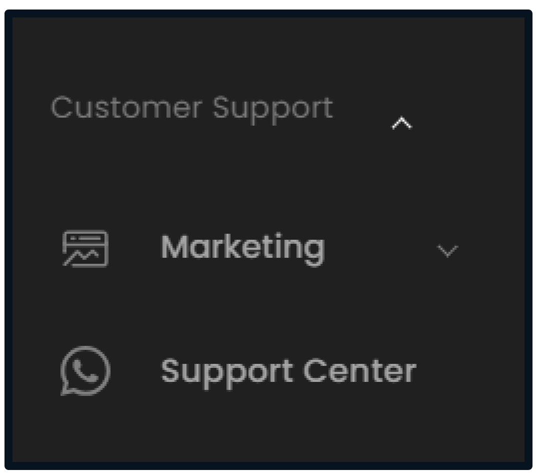
9. WhatsApp Chat Support

This plugin offers an additional channel for your customers to connect with your support team for assistance with minor concerns or quick solutions.



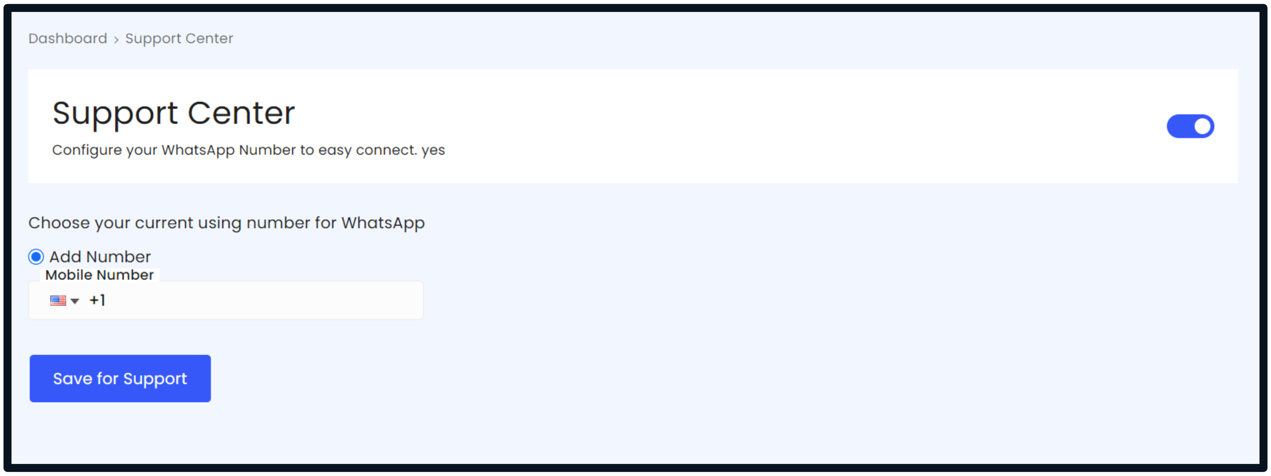
To enable the WhatsApp Chat Support functionality, install the corresponding plugin from the Plugins section.

Once you have installed this plugin, it will be available in the customer support section of the side navigation panel.



9. WhatsApp Chat Support

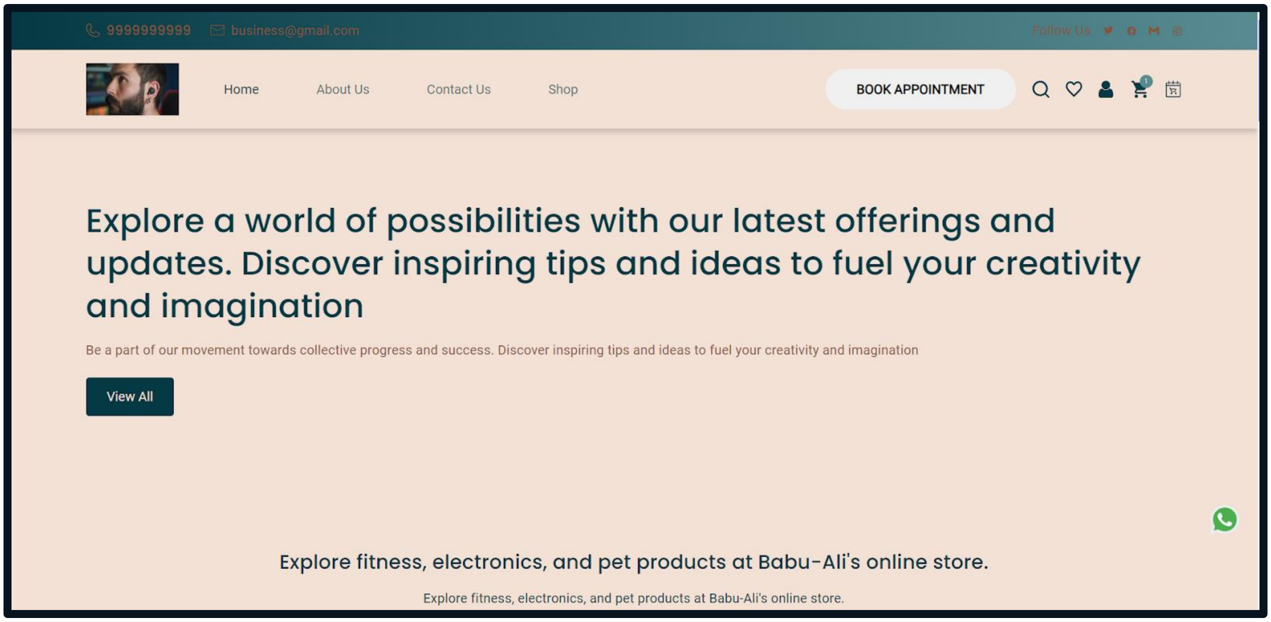
Setting up:



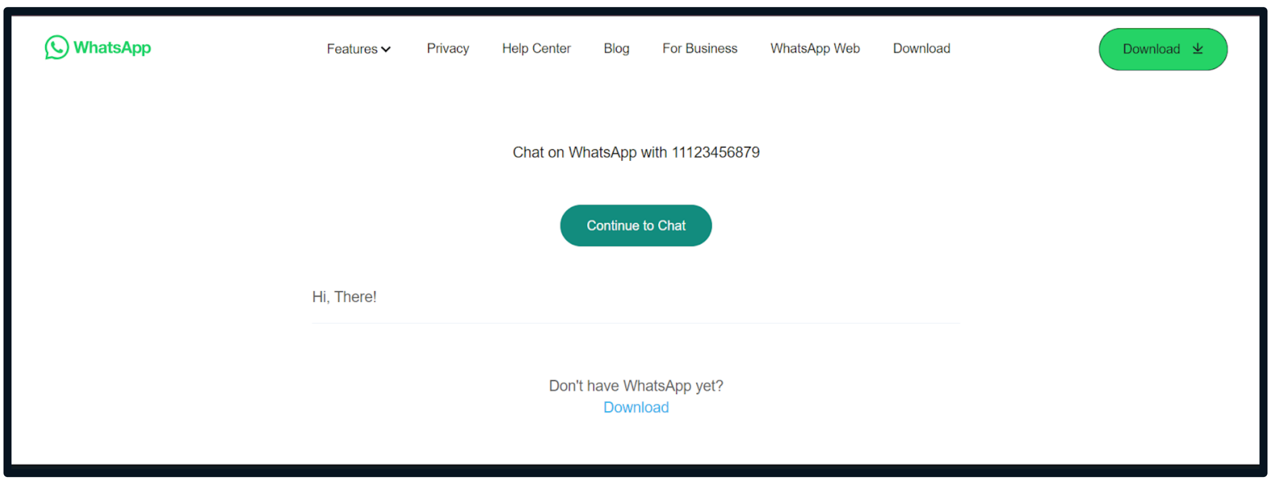
Once you navigate to this section, simply toggle the switch to enable the feature, and a WhatsApp icon will appear on your website. Be sure to provide a valid phone number so that customers can easily reach your support team via WhatsApp.

You can always remove the current number and a new number for WhatsApp chat support

9. WhatsApp Chat Support



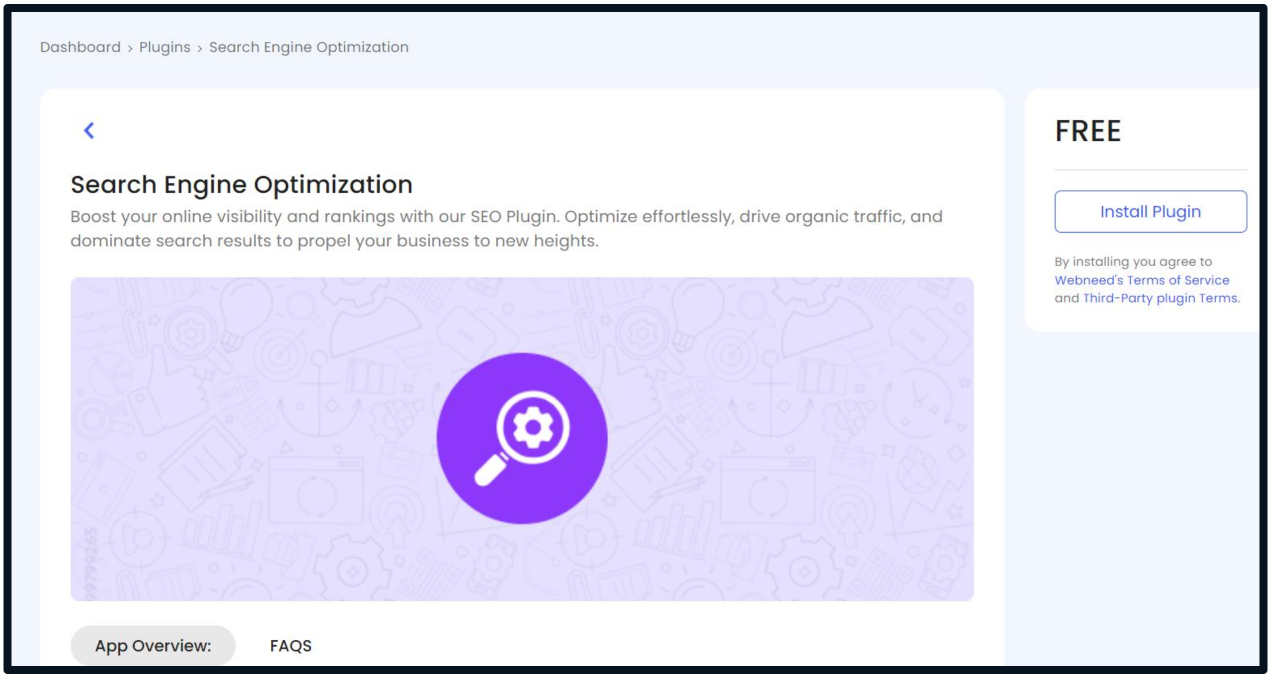
Preview of the WhatsApp Chat Support icon



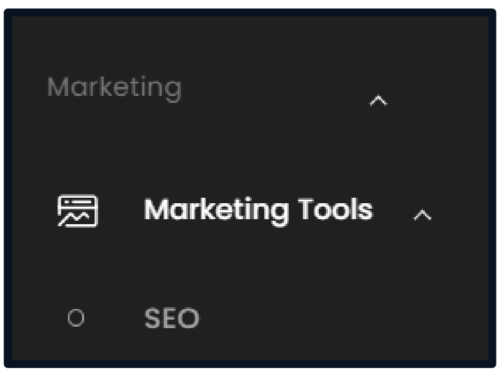
When a user clicks on the icon, they will directed to this page for customer support

10. SEO

Seo means Search Engine Optimization. It is the process to boost a website's/product's presence on the internet. With the right information, it can increase your online presence which should help with the increase of a website's financial performance. The user should provide details as accurately as they can for improved seo efficiency.



To enable the SEO functionality, install the corresponding plugin from the Plugins section.

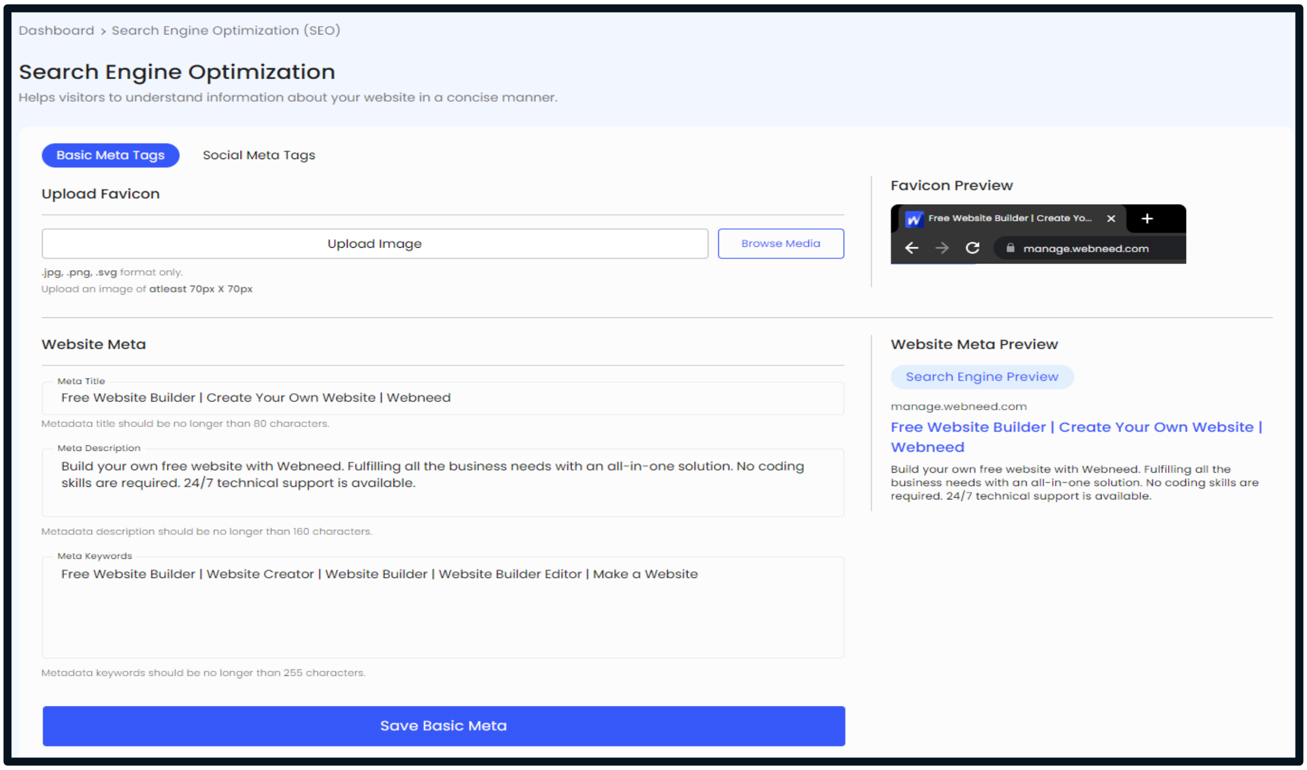


After installation, SEO will become available in the Marketing section

Basic Meta Tags:

Overview

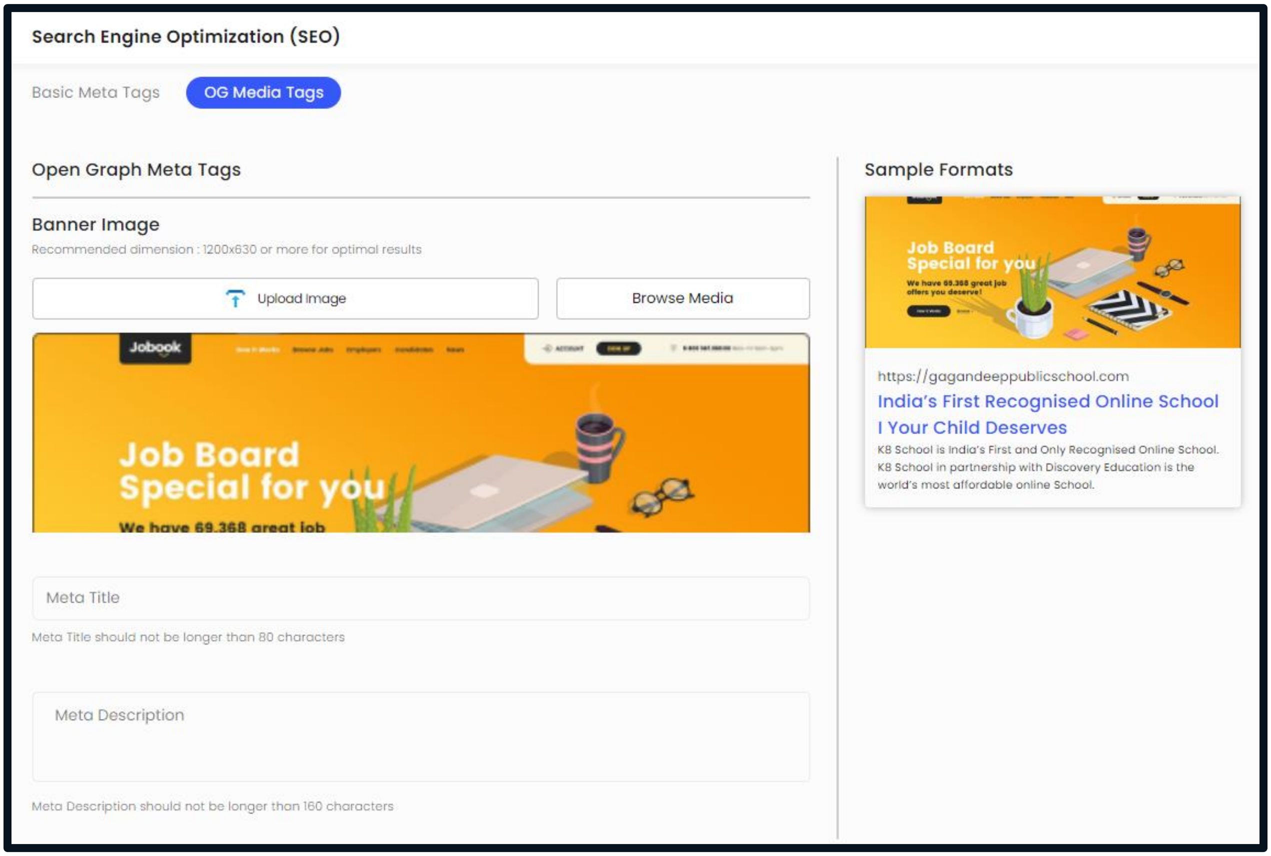
The Basic Meta Tag Management page allows you to optimize your website's visibility on search engines by managing meta tags effectively. This includes setting titles, descriptions, and keywords that help search engines understand the content of your pages.



- **Upload Favicon**: This section enables you to upload your favicon image file. The recommended format is PNG, ICO, or GIF, with a size of 16x16 pixels or 32x32 pixels for optimal display.
- **Meta Title**: Input a concise and relevant title for your webpage. This title appears in search engine results and should accurately reflect the page's content.
- **Meta Description**: Provide a brief description of the webpage, ideally between 150-160 characters. This description appears below the title in search results and should entice users to click through to your site.
- **Meta Keywords**: Although less significant in modern SEO, you can still input relevant keywords that relate to your content. These keywords help search engines categorize your page.

After entering your meta tags, click the "Save" button to apply the changes. Ensure that all fields are filled out correctly to maximize SEO benefits.

Open Graph Meta Tags:



10. SEO - Open Graph Meta Tags

Overview:

Open Graph media tags are *HTML* elements that allow you to control how your website's content appears when shared on social media platforms like Facebook, Twitter, and LinkedIn. By specifying an image, title, and description within the <head> section of your web pages, you can create visually appealing and informative previews of your content when users share links to your site.

Open Graph has 3 requirements for Seo optimization:

- **Banner Image**: This section allows you to upload a banner image that will be displayed when your webpage is shared. The recommended dimensions for the image are 1200x630 pixels for optimal display on social media platforms. Ensure the image is visually appealing and relevant to the content to attract user attention.

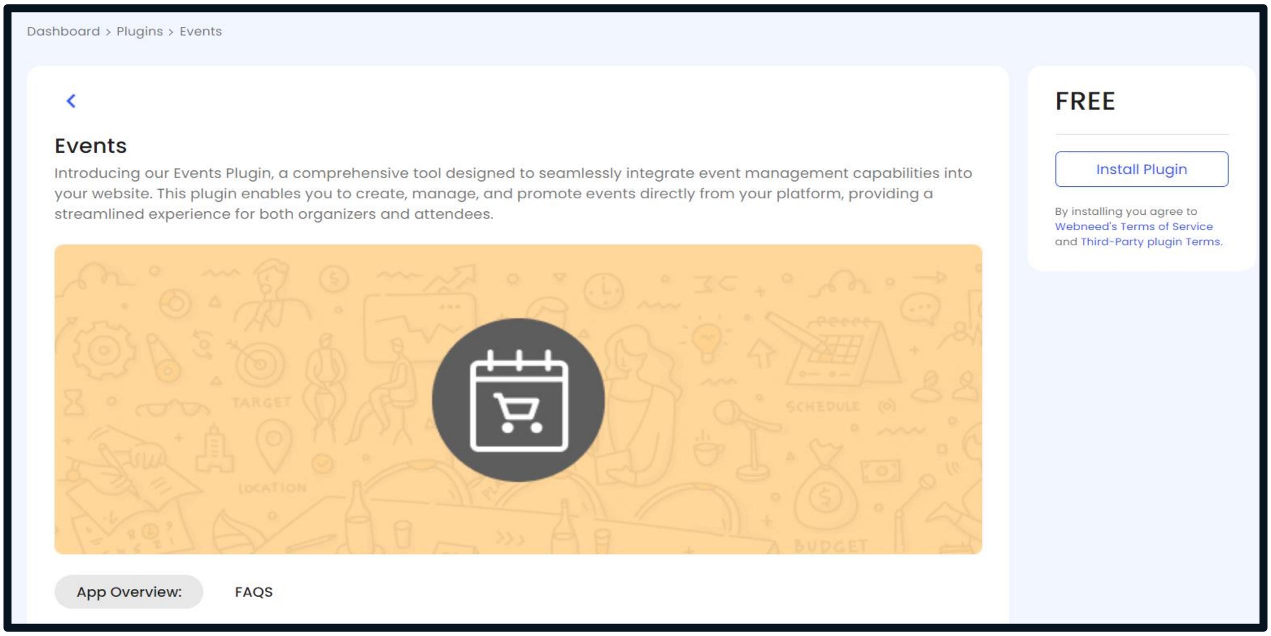
- **Open Graph Title**: This field allows you to set the Open Graph title for your webpage. The OG title is displayed when your page is shared on social media and should be concise, engaging, and reflective of the page content. Aim for a length of 60 characters or less to ensure it displays properly across platforms.
- **Open Graph Description**: In this field, you can provide a detailed description of your webpage. The OG description appears below the title when the page is shared on social media, offering users insight into the content. Keep it informative and engaging, ideally between 100-160 characters.

Review all entries for accuracy and appeal and click "Save" to apply the changes.

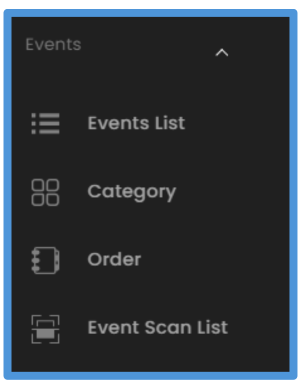
11. Events

Overview:

The Events Plugin is a powerful tool that integrates event management capabilities into your website, allowing you to create, manage, and promote events effortlessly. Key features include event creation with detailed descriptions, ticket sales and registration options, and customizable event pages that reflect your brand. This plugin is essential for businesses and organizations aiming to host events, as it simplifies management, enhances attendee experiences, and boosts event visibility. By incorporating the Events Plugin, you transform your website into a dynamic platform for events, attracting more visitors and fostering user engagement to drive growth and brand awareness.

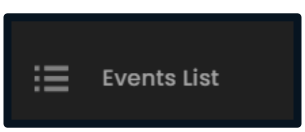


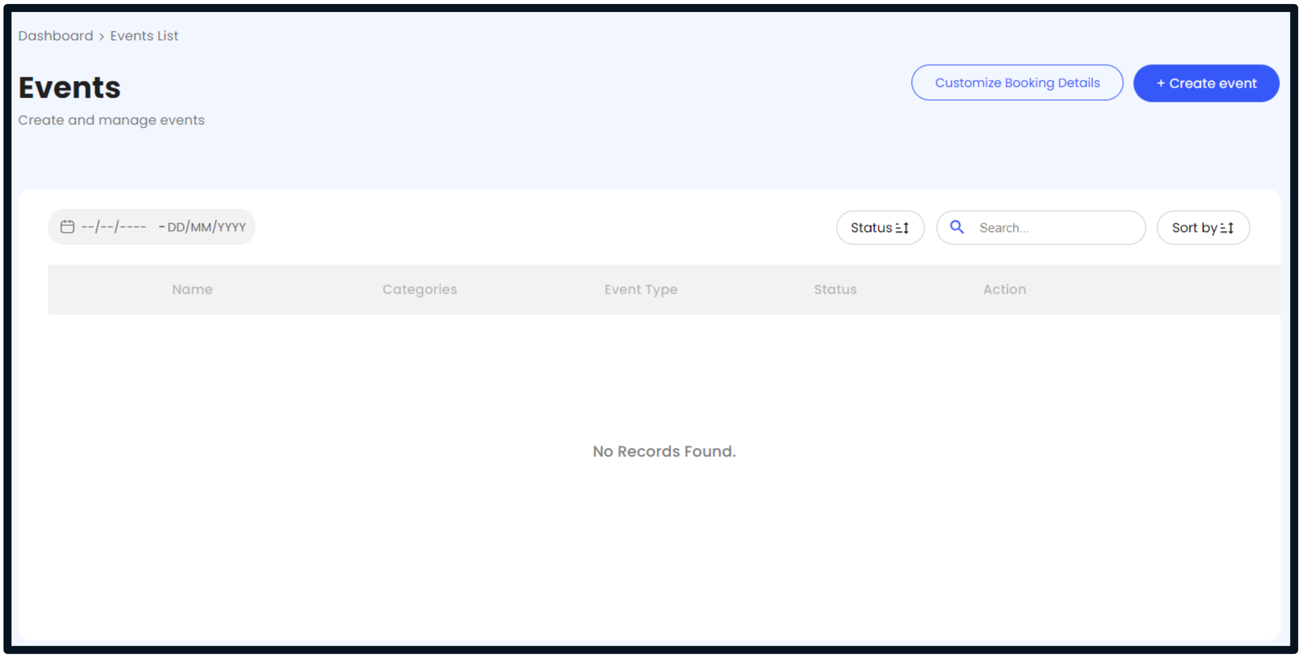
To enable the Events functionality, install the corresponding plugin from the Plugins section.



Events will become its own section when installed

11.1 Events List





Your events will be displayed in the Events List section, where you can sort them by specific dates, as well as by the most recent or oldest events. Additionally, you can filter events based on their status, whether they are active or inactive.

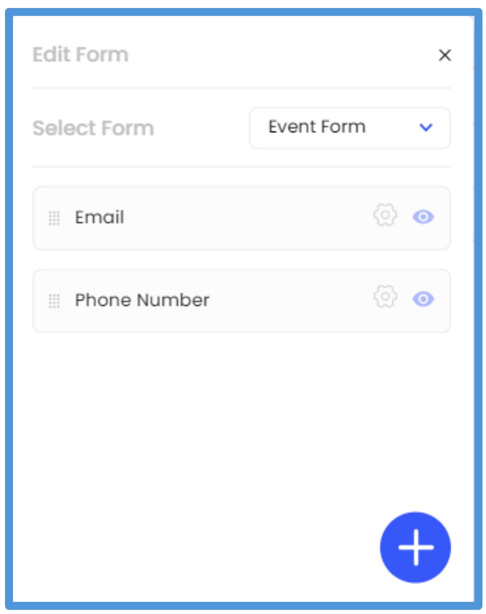
Customize Booking Details:

Clicking this button will open a form that collects information from customers when they book an event with you. This form allows customers to provide necessary details for the event booking process. You can customize the form as per your requirements.

11.1 Event List

The default field for the event booking form

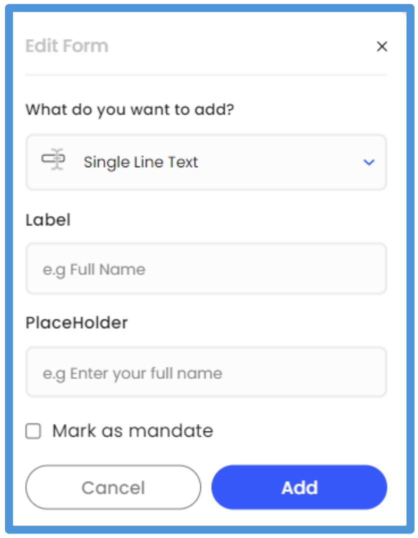
Edit Event form:



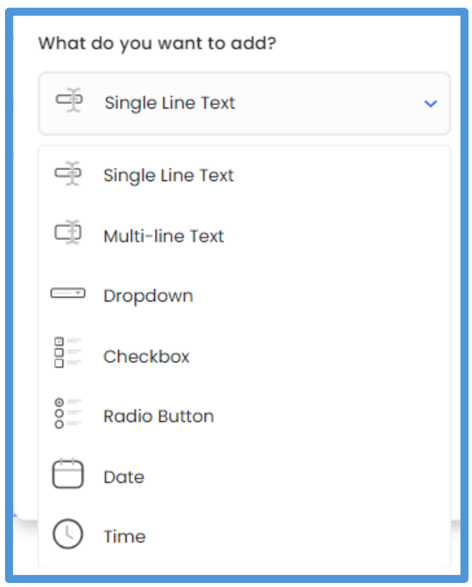
You can create a new form or edit the default form from “Select Form”

When you click on the + icon, you can add a new input field

11.1 Event List - Customize booking details



You can have different types of input fields to collect data:

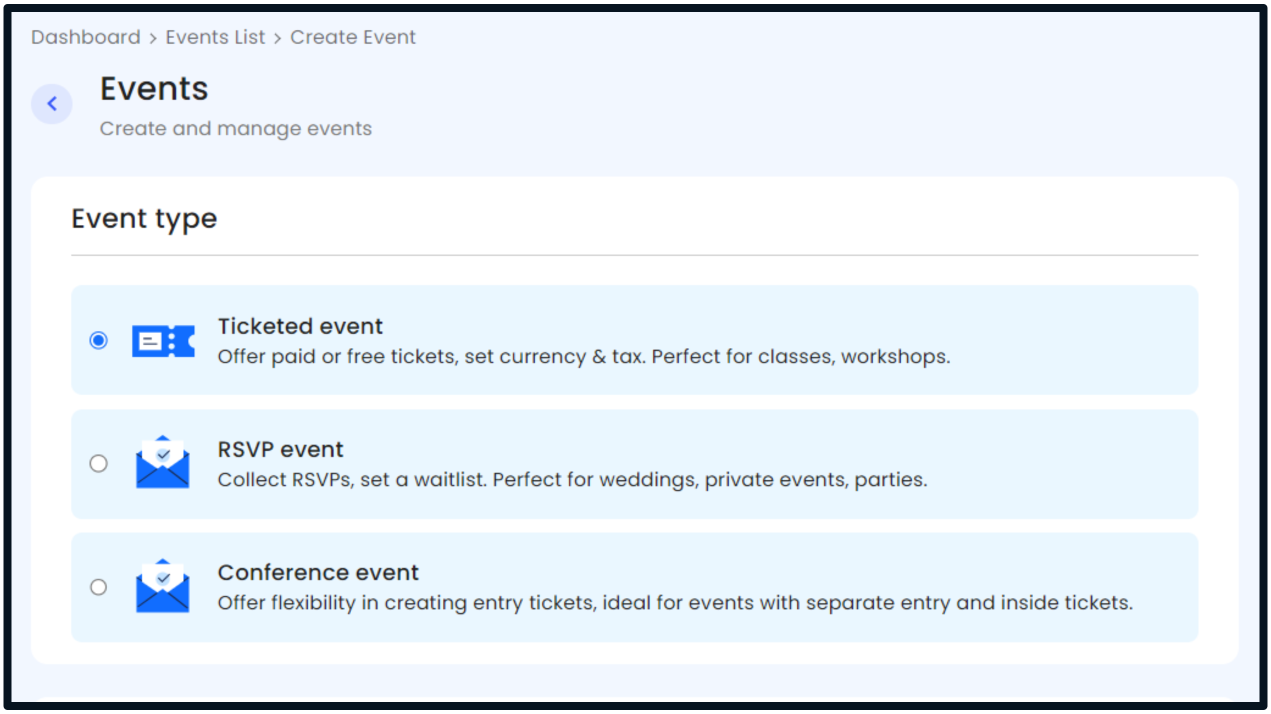


- The event collection fields include a single-line input field for concise information, a multi-line text area for gathering extensive details, a dropdown menu to provide customers with selectable options, and additional customizable fields to suit your specific needs.
- Once you have made the suitable customizations, click on “Update Form”.

11.1 Event List

Create an Event:

You can create 3 types of events:



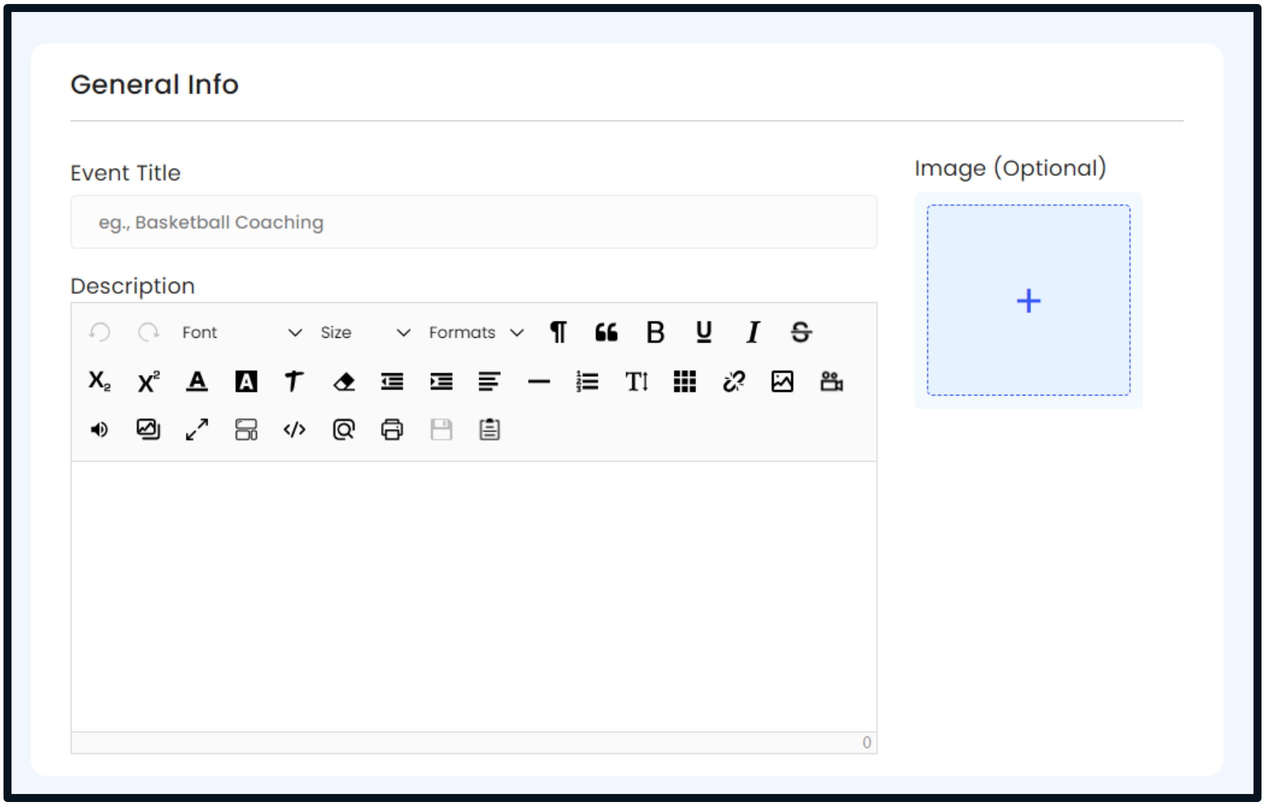
- **Ticketed Event**: This option is for organized events such as live shows, fairs, performances, stage productions, and other similar events.
- **RSVP Event**: This option is for managing reservations for gatherings, including private parties and weddings.
- **Conference Event**: This option is for organizing formal/business events such as conferences

Once you select what type of event to create, you can proceed to the next section.

Note: RSVP events only require the collection of participant details, and there is no ticket purchase involved for attendance.

11.1 Event List - Create an Event

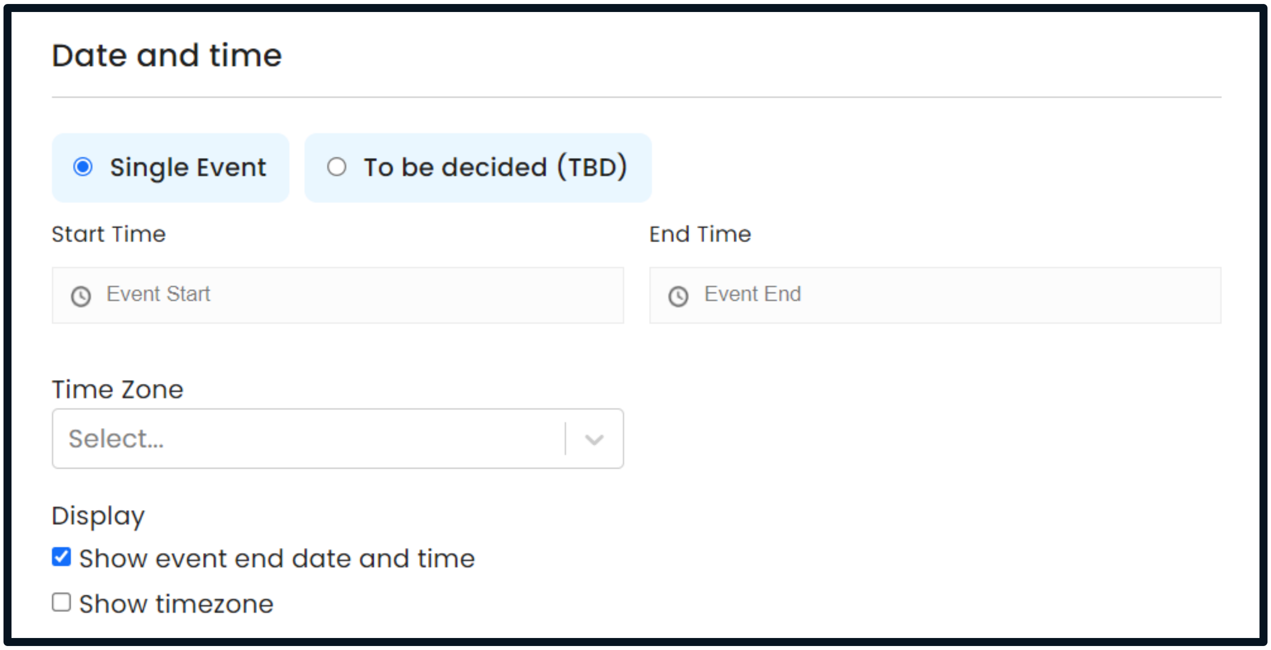
Fill in general information about the event:



- Event Title: Provide a name for the event. (mandatory)
- Provide a Description of the event. (optional)
- Provide an image for the event. (optional)

11.1 Event List - Create an Event

Date and Time for the event:

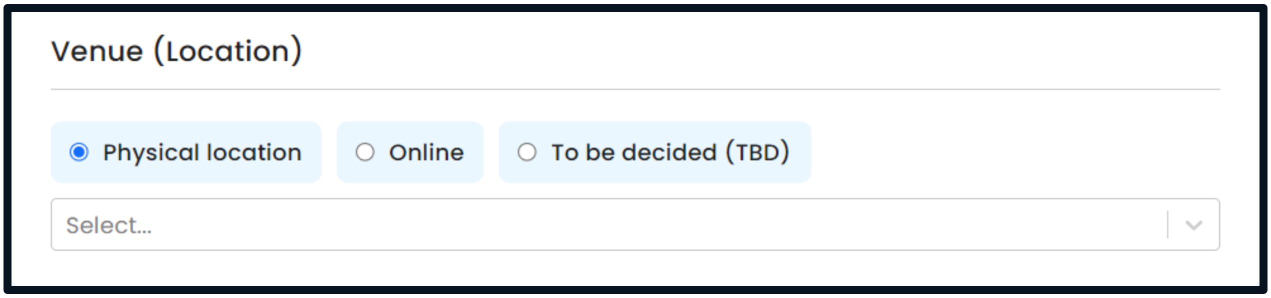


- You can provide an exact date and time for the event, or you can select the option "TBD" if you are not sure now and can always edit later.
- You can select a specific time zone for the event to ensure accurate timing and precision.
- You can select to display the date, time and time zone of the event by clicking on the checkboxes.

Note: Events can be scheduled for a single day or span multiple days, depending on your requirements.

11.1 Event List - Create an Event

Next, provide information about the venue for the event



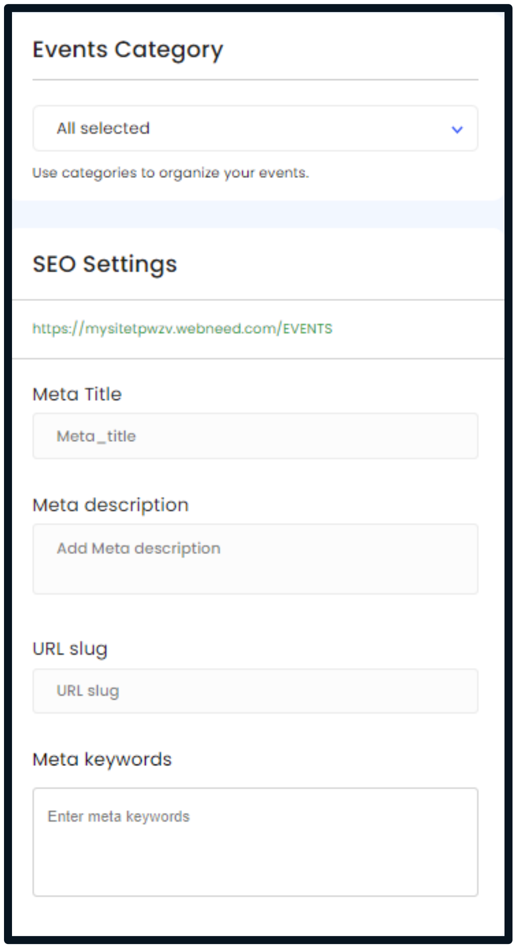
You can enter the event location by typing it in and selecting from the dropdown menu. Alternatively, if it's an online event, you can provide a link. If the location is yet to be determined, you can select the option to decide later and edit it at your convenience.

Send Event Reminder:

You can choose an event reminder date, and customers who have booked tickets for that event will receive a reminder email tailored to their specific event for a date that you select in this section. (optional)

11.1 Event List - Create an Event

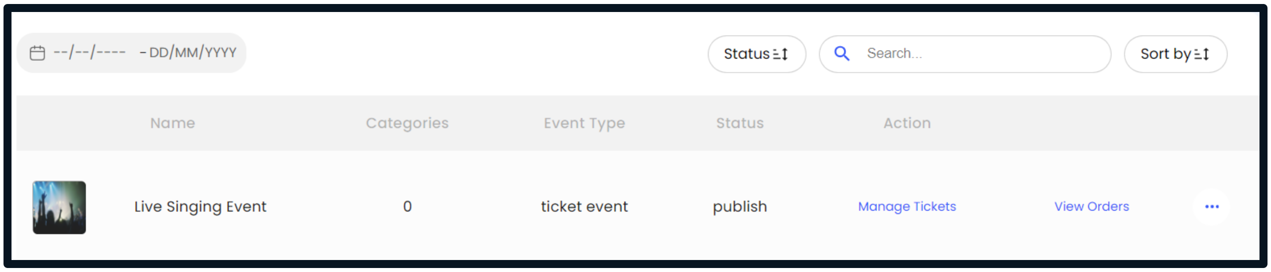
You can choose to add the event you are creating in a category (optional). Please note that you cannot create a category from this section, you will have to create a category in the section 11.2 Event Category. Additionally, you can enhance your event's online visibility by configuring its SEO settings. For more information on how to set up SEO, please refer to Section 10. SEO.



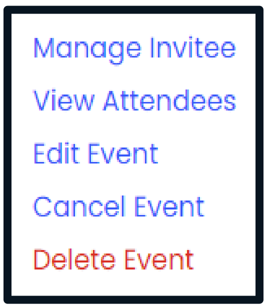
Once all the information meets your requirements, you can either publish the event or save it for later until you have created the tickets for that event.

11.1 Event List

Once you have created an event, you can click on “Manage Tickets” of that event to create or manage that events’ tickets.

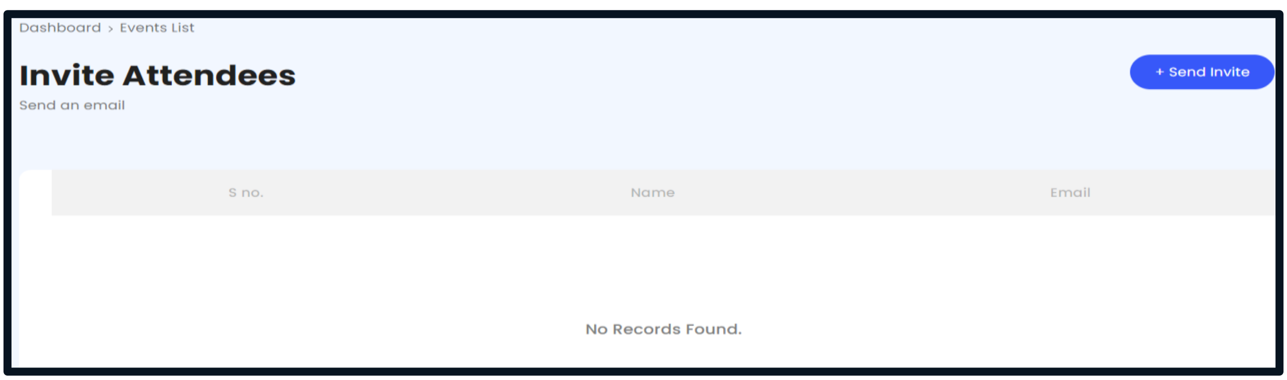


Side options of an Event:



Manage Invitee:

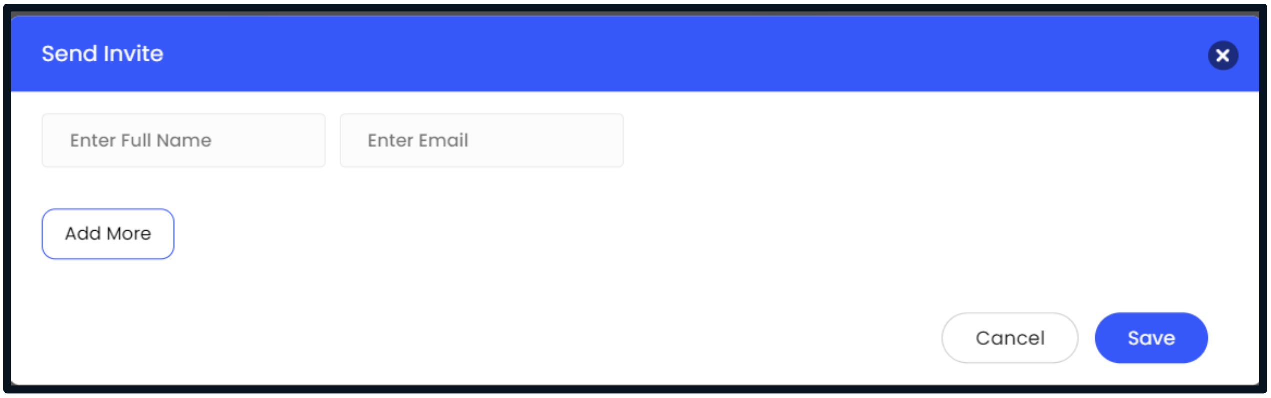
When you click on "Manage Invitees", you can view the list of users who were invited to the event. These invitees do not need to purchase a ticket to attend the event.



This section is to view the list of invited users

11.1 Event List - Manage Invitee

Send Invite:



- Enter the recipient's name. (mandatory)
- Enter the recipient’s email, (mandatory)

Note: You can send multiple invites at the same time by clicking on “Add More” and a new set of name and email fields will appear.

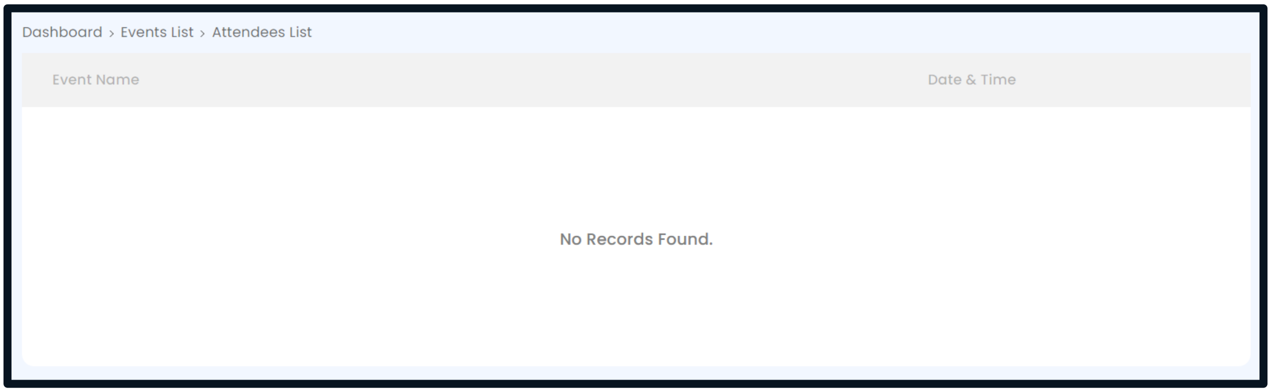
Once you have provided the details, click on “Save” and the list of invitees will be updated, and the invitation email will be sent to the recipients.

The list has been updated and the invitations have been sent

11.1 Event List

View Attendees:

View Attendees will display the list of users who attended the event. Once a user’s ticket barcode has been scanned at the time of the event, they will be asked to provide their name and email, and those details will be displayed in View Attendees. There is no action to perform in this section.



Edit Event:

Same process as create event. Please note that any changes made to the events will be notified to users who purchased a ticket for that event.

Cancel Event:

You can cancel the event, and it will remain in the Event List. You can re-publish a canceled event. Please note that any changes made to the status of the events will be notified to users who purchased a ticket for that event.

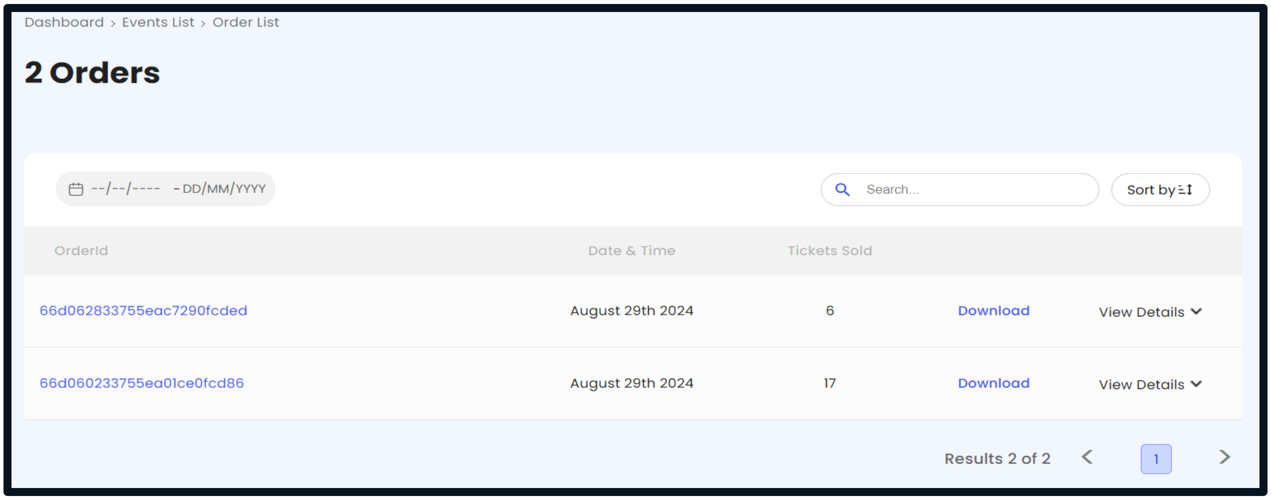
Delete Event:

To permanently remove the event from the Event List.

11.1 Event List

View Orders:

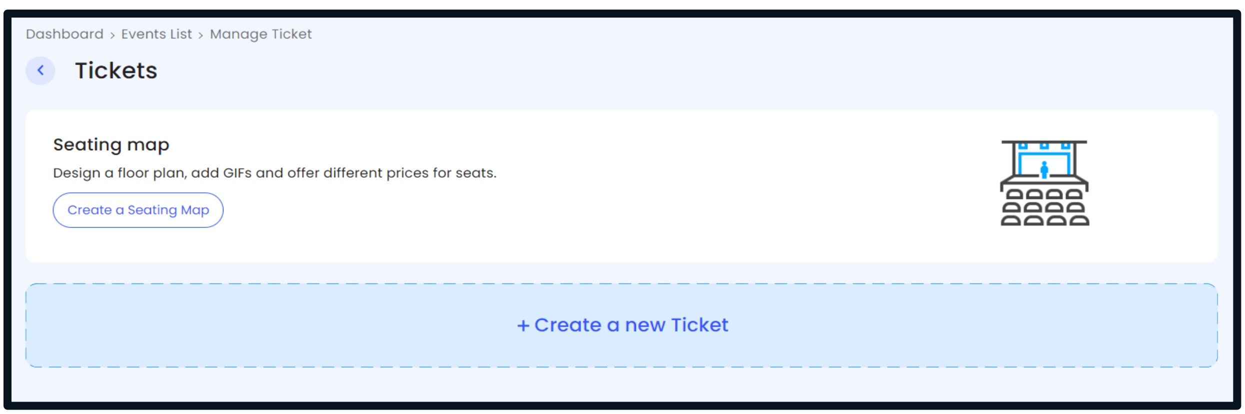
To view the orders received for a particular event.



You can sort orders by specific criteria, view the invoice for each order, and access the details provided by users during the ordering process.

Manage Tickets:

to view the existing tickets and edit them or create new tickets for an event.

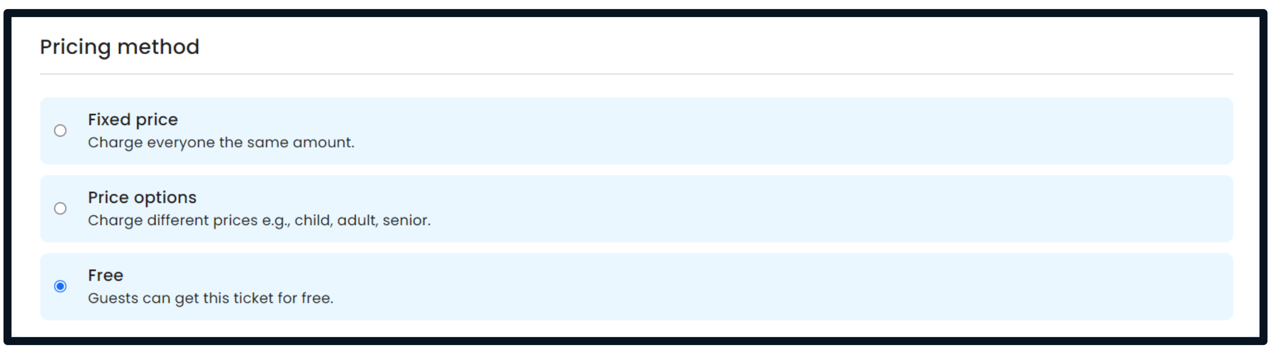


11.1 Event List - Manage Tickets

Create a new Event ticket:

- Provide a name for the ticket. It can be a generic label or specifically indicate the type of ticket, such as "General Admission," "VIP," etc. (mandatory)
- Provide a description for the ticket that explains what it entitles buyers to. Include details about any additional perks or relevant information that may enhance the ticket's value.

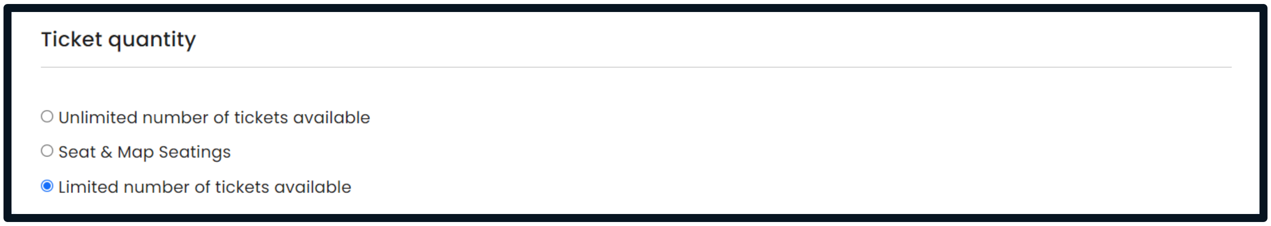
Next, Select a pricing method for the ticket:



- Fixed Price: Same Price for everyone.
- Price Options: Set different prices based on factors such as age, gender, or other specific criteria.
- Free: No prices charged for the particular ticket.

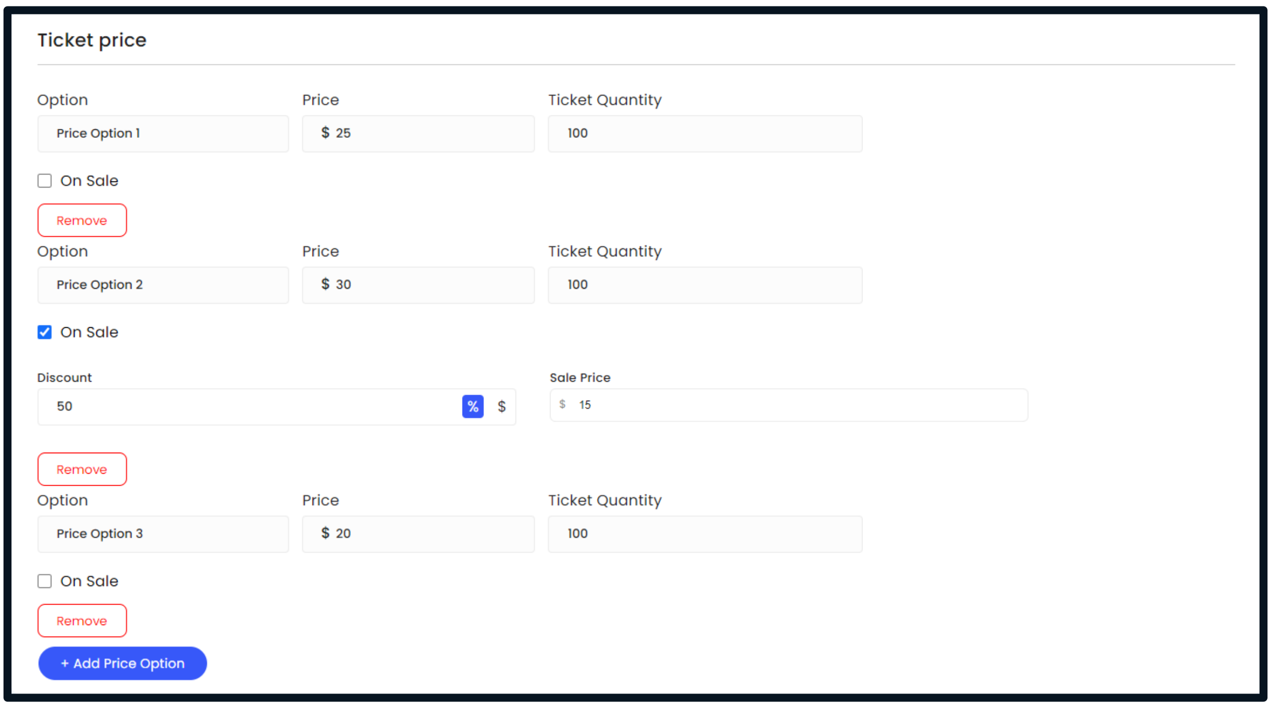
11.1 Event List - Manage Tickets

Next step is to select ticket quantity:



You can set a specific numeric value when selecting a limited ticket quantity or choose the unlimited option. For Seat & Map Seatings, you will need to assign tickets using the Seat Map feature.

Next step is to determine Ticket price:



The image shows "Price Options" selected as the pricing method, and "Limited" chosen as the ticket quantity option. You can mix and match pricing methods and ticket quantity options to suit your specific requirements.

11.1 Event List - Manage Tickets

Ticket Policy:

In the Ticket Policy section, outline the terms and conditions related to ticket purchases and attendance. Include important details such as refund and exchange policies, cancellation procedures, and any restrictions on ticket transfers. Specify the validity period of tickets, age restrictions, and any additional fees that may apply. This section should also address how to handle lost or stolen tickets and provide contact information for customer inquiries. Clear and concise policies help set expectations and ensure a smooth experience for both organizers and attendees.

Advanced Settings:

In the “Advanced Settings” section, you can establish a ticket sale period. You have the option to specify a start date and time for ticket sales, as well as an end date and time for the sale period. Additionally, you can set a maximum number of tickets that can be purchased per order. If you enter a specific limit, users will not be allowed to purchase more tickets than that number in a single order.

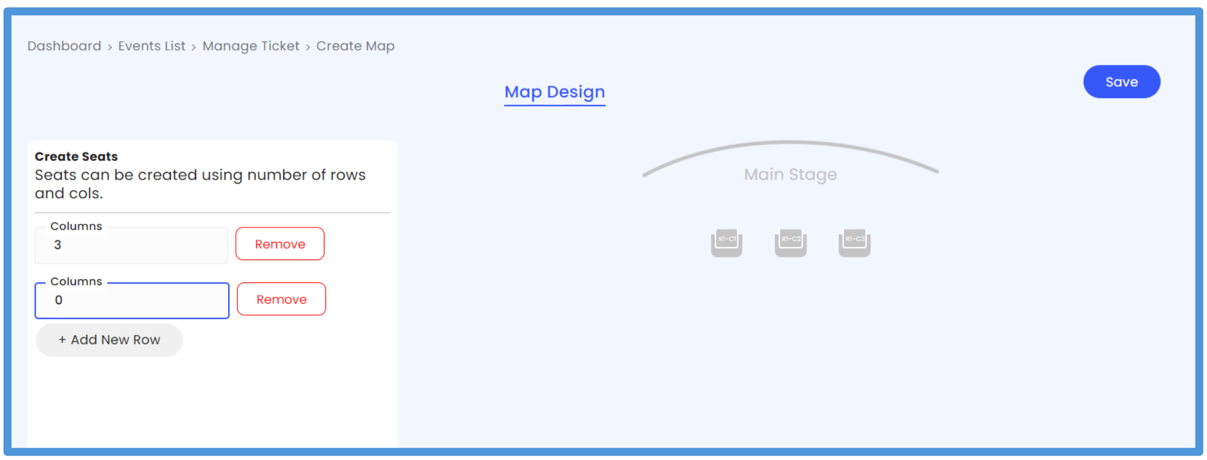
11.1 Event List - Manage Tickets

If all the details provided meet your requirements, you can save the ticket, and it will be reflected in the Manage Tickets section.

Ticket Name	Price	Quantity	Action
Price Option Tickets	25	100	

When you select “seat map” as the option for ticket quantity, you will have to assign tickets in the seat map and you can create/customize seat map from the manage ticket section.

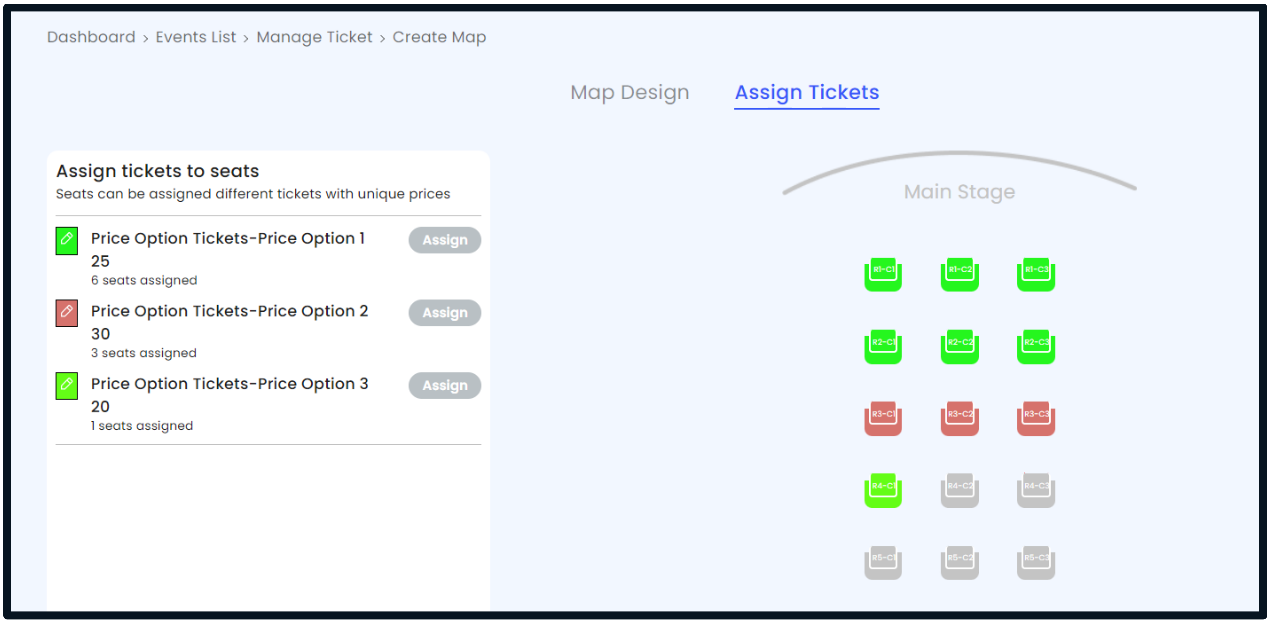
Create Seat Map:



The first step is to create the number of seats you want to make available for your event. You can add as many rows as needed, with a maximum of 100 seats per column. Once you have created the desired number of seats, click "Save," and the option to assign tickets to those seats will become available.

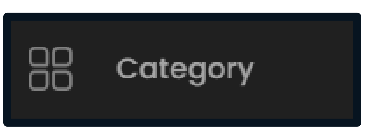
11.1 Event List - Manage Ticket

Assign Tickets:

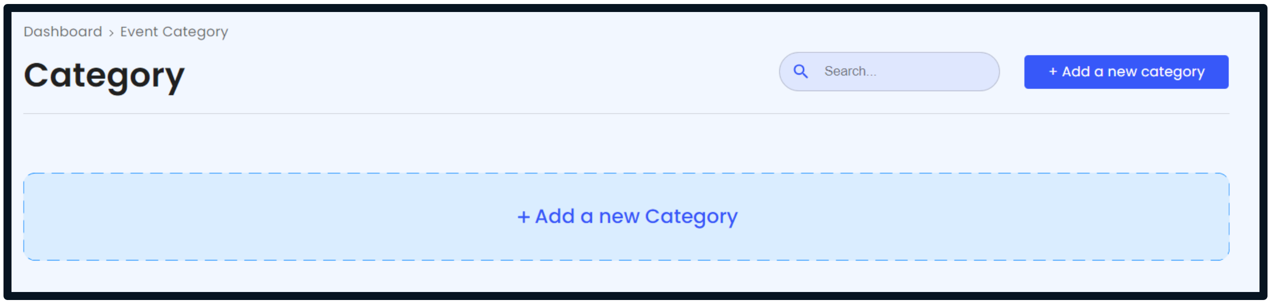


- Assigned tickets will be displayed in color, while unassigned seats will appear in gray.
- The selection process is as follows: first, select a seat, which will turn red to indicate it is selected. Next, choose a ticket type to assign to that seat. You have the option to leave some seats unassigned, allowing you to reserve them for invited guests. All assigned seats will be available for purchase.
- Once an event has been created and tickets have been issued, it is ready to accept bookings.

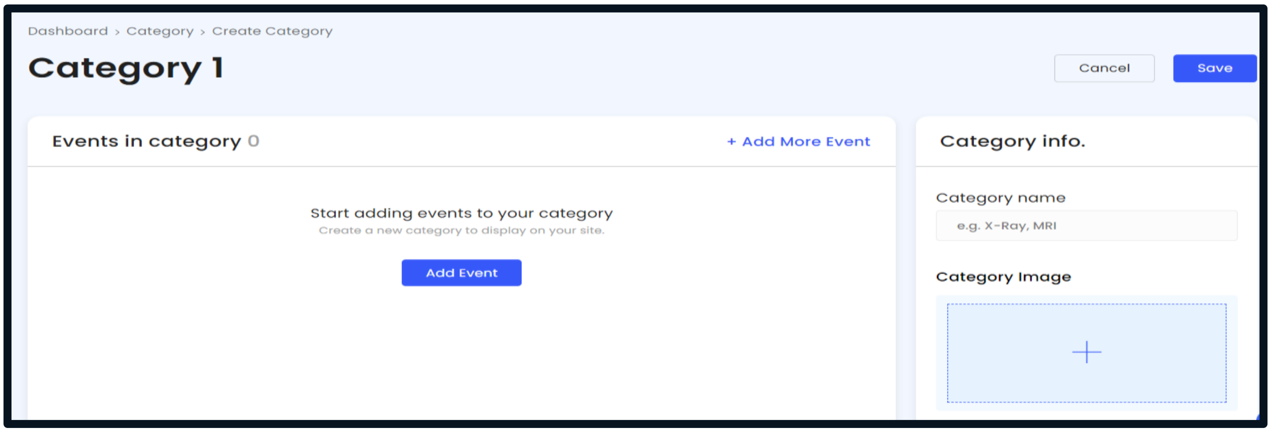
11.2 Event Category



Events can be organized into categories based on different types of events or similar themes.



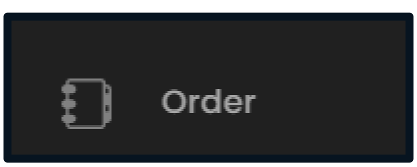
Add a new Category:



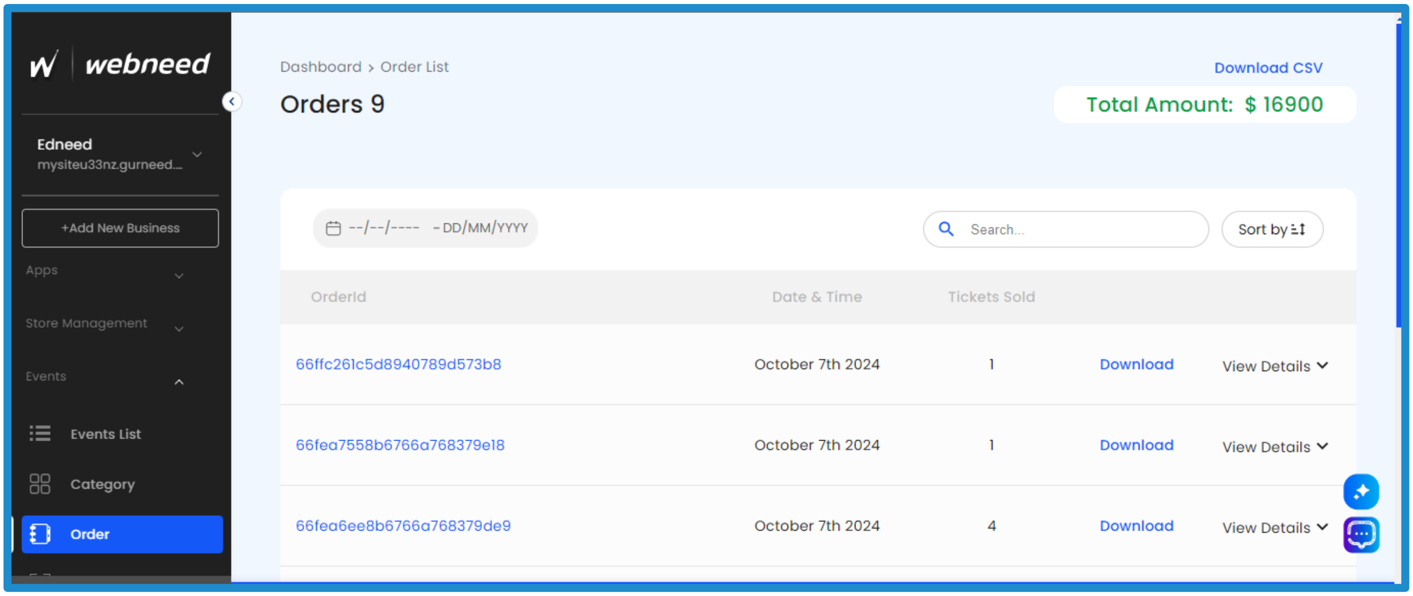
- Add an Event to the Category. (optional)
- Provide a name for the Category. (mandatory)
- Provide an image for the Category. (optional)

Once you have completed all the relevant fields. Click on save to add the new category. This process is the same for editing categories as well. Moreover, categories can also be deleted, and they can be enhanced for Seo (to know more about Seo, refer to 10. SEO)

11.3 Event Orders

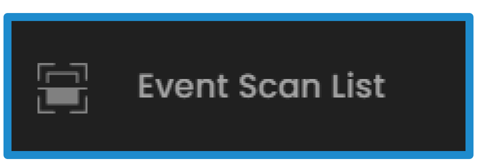


This section displays a list of orders received for all events. To view specific orders for a particular event, navigate to that event in the Event List and click on "View Orders."

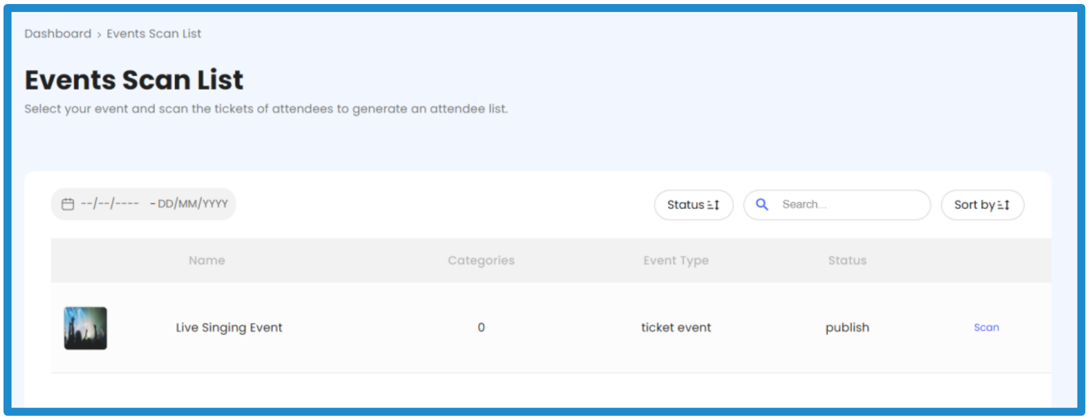


Orders can be sorted by specific dates, as well as by the latest or oldest orders. You can also search for specific orders, and their invoices can be downloaded. Please note that if an order shows 0 tickets sold, it indicates that it is a booking for an RSVP event. Additionally, the Download CSV text is clickable, allowing you to download the order list and view the received orders in a CSV (Excel) file format. The Total Amount displays the combined total of all orders.

11.4 Event Scan List

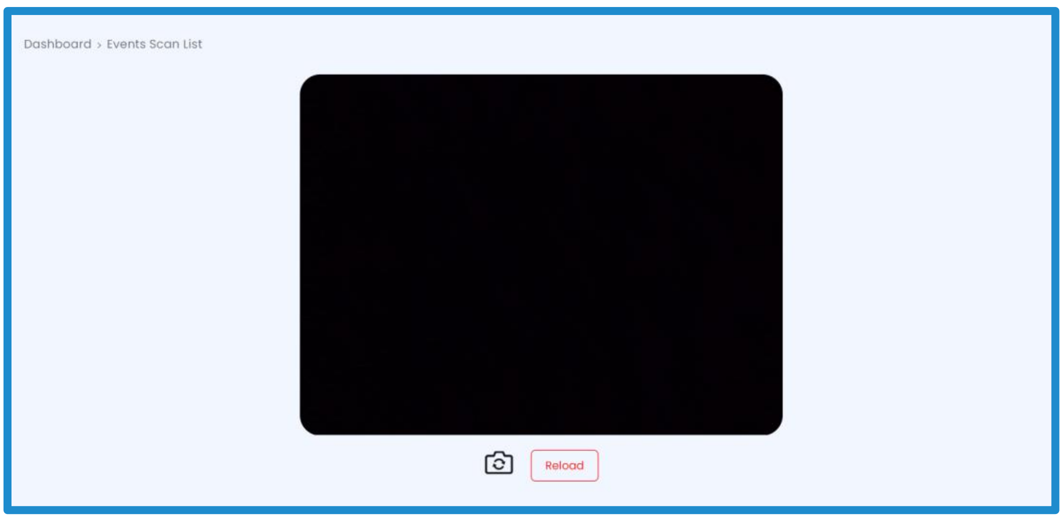


The purpose of this section is to confirm the legitimacy of event tickets by scanning the QR code associated with each ticket.



To confirm tickets for a particular event, click on the “Scan” button of that event.

Scanning a QR code:

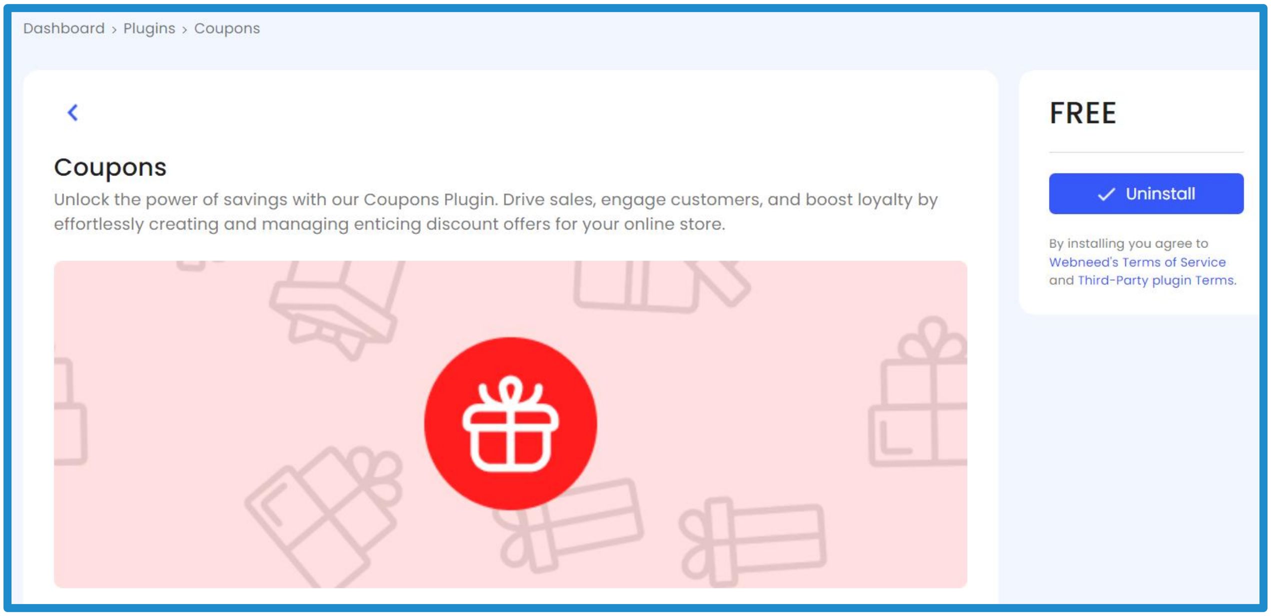


When you press on the scan button, the camera for your device will be opened and then you can scan the QR code of the event attendee. If it is valid, you will be presented with a popup input form

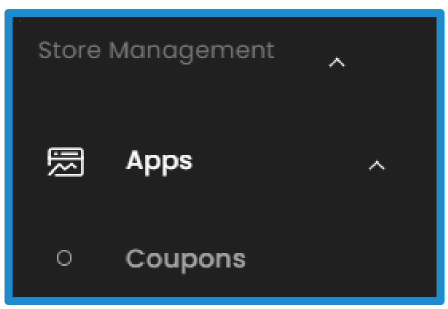
12. Coupons

The Coupons Plugin is a powerful tool designed to enhance your online store by enabling the creation and management of various discount offers, such as percentage discounts, fixed amount discounts, and buy-one-get-one (BOGO) deals. You can set expiration dates for coupons to create urgency and apply customizable conditions for usage. This plugin helps attract new customers, retain existing ones, and drive revenue growth, transforming your website into a dynamic marketplace that fosters customer loyalty through tailored promotions and marketing strategies.

To use Coupons, install it from the plugins section:



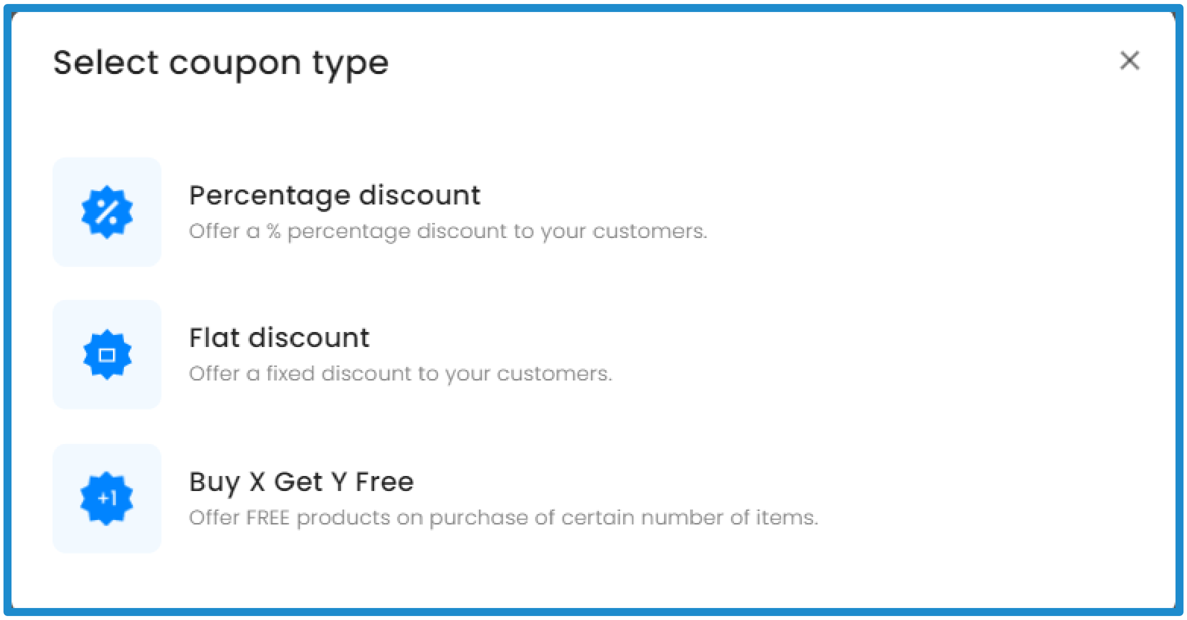
Once you install Coupons, it will be ready to use in the Store Management section in the side navigation panel



12. Coupons

Create Coupons:

There are three types of coupons you can create

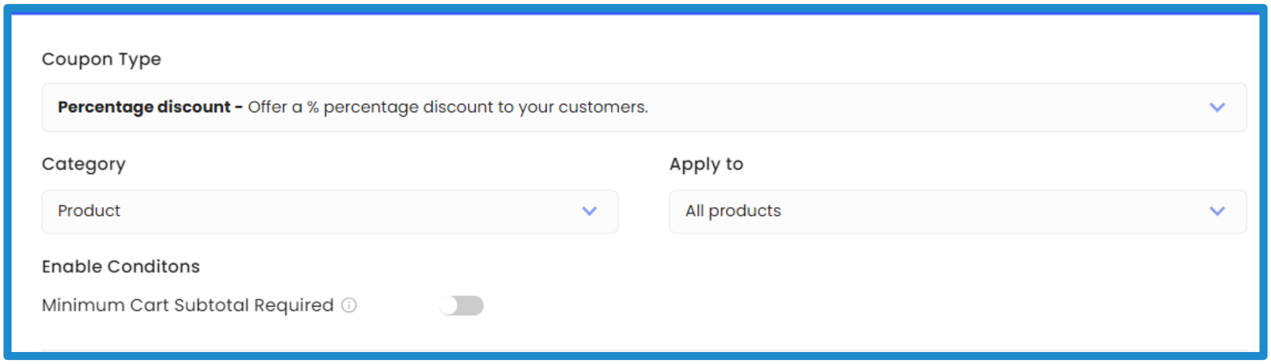


- **Percentage Discount**: A Percentage Discount allows you to offer a discount based on a percentage of the original price of a product. For example, if you set a 20% discount on an item priced at $100, the customer will receive a $20 discount, bringing the final price to $80. This type of discount is effective for encouraging purchases while maintaining a clear connection to the original price. (applicable to products, events and services)
- **Flat Discount**: A Flat Discount provides a fixed amount off the original price of a product. For instance, if you apply a flat discount of $15 on an item that costs $50, the customer will pay $35 at checkout. This straightforward discount type is easy for customers to understand and can be particularly appealing for clearance items or special promotions. (applicable to products, events and services)
- **Buy x Get y Free**: This discount type is dependent upon the customer having a specified number of products in their cart. For example, in a "Buy 3, Get 2 Free" offer, the customer must have a total of 5 items in their cart to qualify for the discount. (only applicable to products)

12. Coupons

Creating a Coupon has been explained in three sections

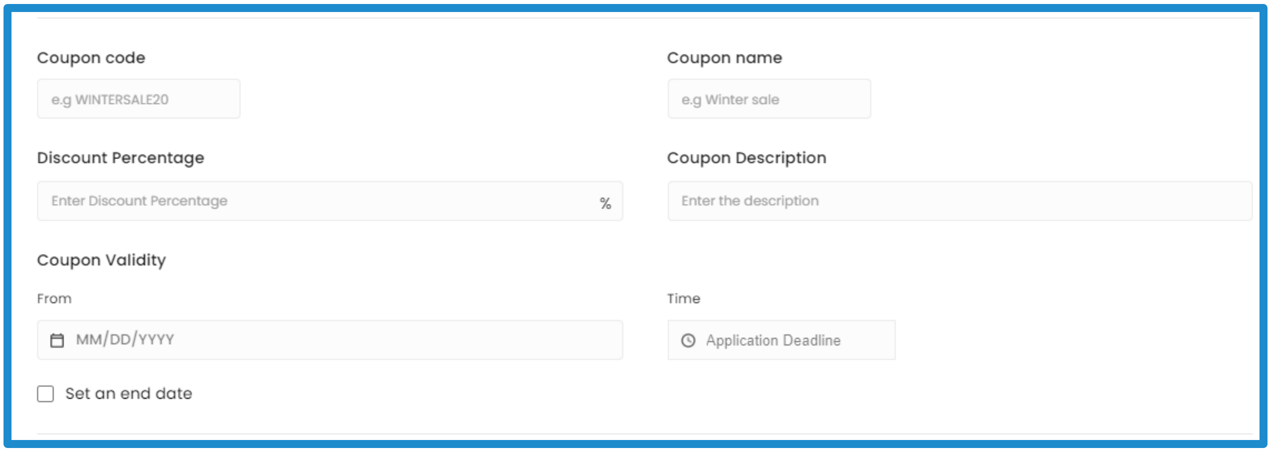
First section:



- **Select Coupon Type**: percentage, flat or buy x get y free
- **Select Category**: If you want to apply the coupon to products, Events or Booking services
- **Apply to**: All Products, Events, or Bookings; a specific Product, Event, or Booking; or a specific category or collection of Products, Events, or Bookings.
- **Minimum Cart Subtotal Required (Toggle ON)**: To ensure that a coupon is only applied when the customer's cart total meets a minimum threshold, you can set a minimum total cart value required for the coupon to be valid. This feature is useful for encouraging customers to spend more to receive the discount or to cover costs like shipping.

12. Coupons

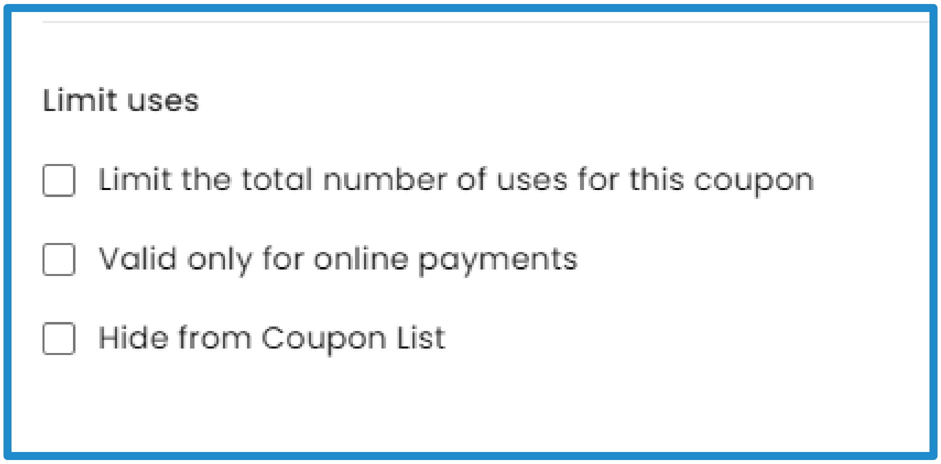
Second section:



- **Create a Coupon Code**: All letters in the Capital are optional. (mandatory)
- Provide a name for the Coupon. (mandatory)
- Provide the discount value. (mandatory)
- Provide a description for the Coupon. (optional)
- **Coupon validity**: Set up a start date and time for the coupon's validity period. While providing an end date is optional, it is recommended to set an expiration date to create a sense of urgency and encourage customers to use the coupon before it expires.

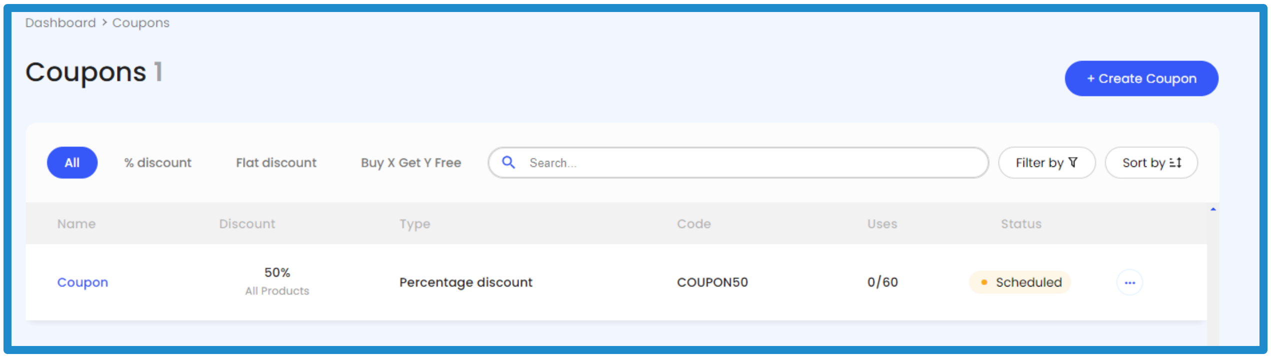
12. Coupons

Third section:



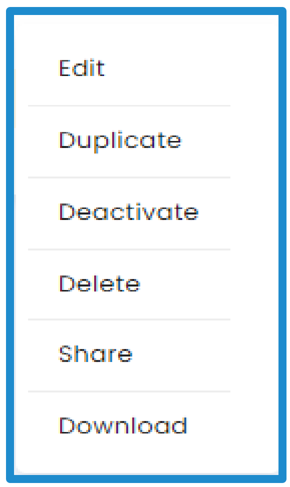
- **Limit the Total Number of Uses for This Coupon**: You can specify a maximum number of times this coupon can be used. If you select this option without entering a specific number, the default limit will be set to a single use per customer.
- **Valid only for online payments**: This coupon will only be available for advance payments and not cash on delivery
- **Hide from Coupon List:** This option allows you to keep the coupon valid while preventing it from being displayed in the coupon list on the client side. This feature is useful for making the coupon accessible only to exclusive users, ensuring that it is not available to the public.

Once all sections have been filled with the appropriate information, you can click "Save" to create a new coupon.



Coupons can be sorted by type, status (expired, scheduled, or active), and by date (latest or oldest). Additionally, you can search for a specific coupon using its unique identifier or name.

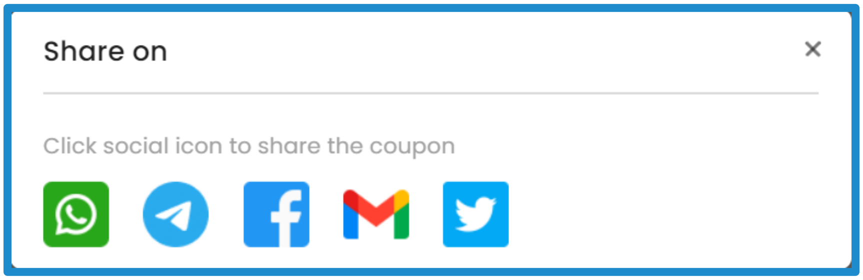
Side options of a coupon:



- **Edit**: a coupon can be edited. It is a similar process to creating a coupon.
- **Duplicate**: you can create an identical copy of a coupon. Including their specific functionality but you will have to provide a new coupon code.
- **Deactivate**: This option allows you to stop the coupon from being used immediately.
- **Delete**: Remove the Coupon from your database.

12. Coupons - side options

- **Share**: To Share your Coupon on social media or with specific individuals via messaging apps.

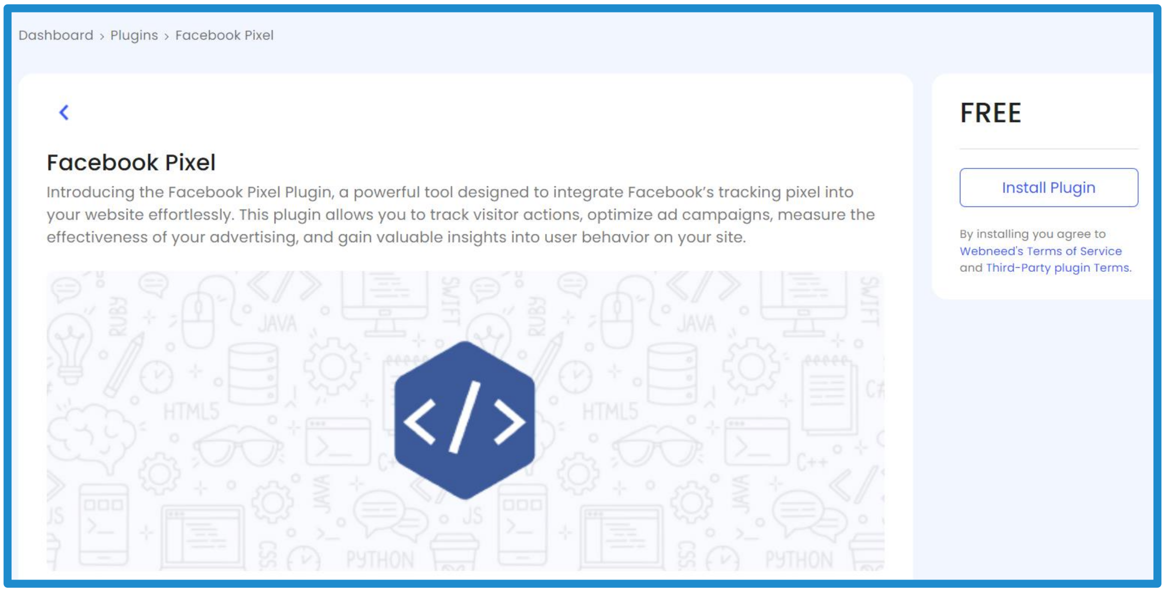


- **Download**: Download the coupon in a voucher template and you can share that image for promotional purposes.

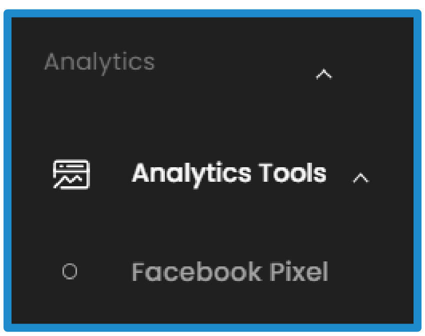
Preview of download coupon

13. Facebook Pixel:

The Facebook Pixel Plugin integrates Facebook's tracking pixel into your website, enabling you to monitor visitor actions, optimize ad campaigns, and measure advertising effectiveness. Key features include tracking page views, purchases, and form submissions, as well as optimizing ad targeting based on collected data. By installing this plugin, you gain valuable insights into user behavior, enhancing your marketing strategies and improving conversion rates for your business.



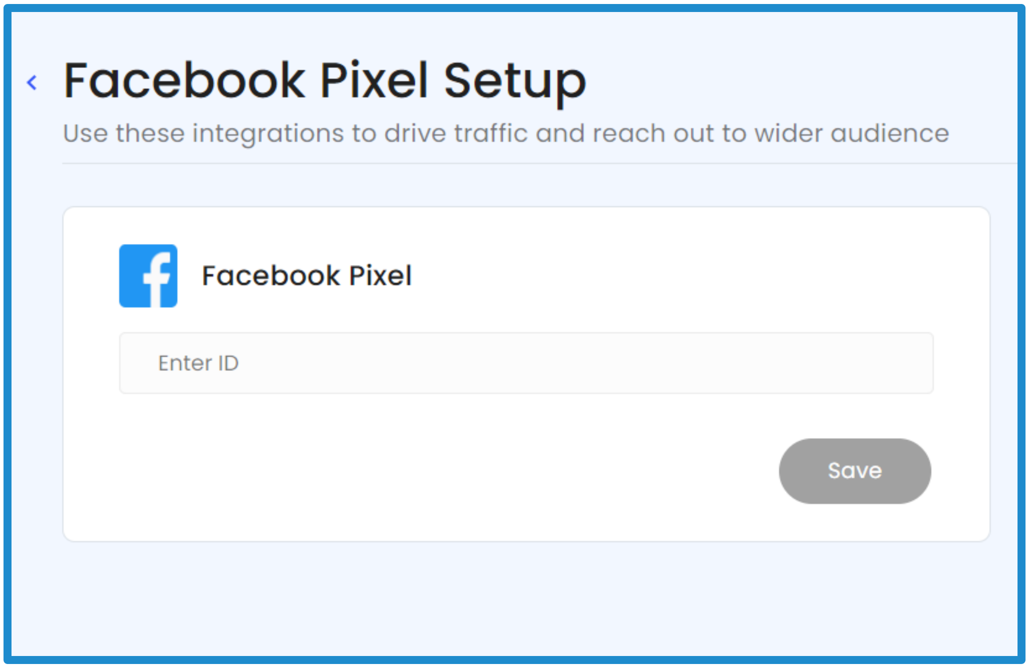
To integrate Facebook Pixel into your business, install it from *Plugins*



Once you install Facebook Pixel, it will be available for use in the Analytics section in the side navigation panel.

13. Facebook Pixel

Enter your Facebook Pixel ID and the integration will be complete.



If you don't have a Facebook Pixel ID, you can generate it by following these steps:

Step 1: Create a Facebook Business Manager Account:

- **Log into Facebook:** Ensure you are logged into your personal Facebook account.
- **Visit Business Manager**: Go to business.facebook.com/overview.
- **Create Account**: Click on "Create Account."
- **Enter Business Information:** Fill in your business name, your name, and your work email address, then click "Next."
- **Provide Additional Details**: Enter your business details, including address and phone number, and specify whether you are promoting your own business or providing services to others. Click "Submit."
- **Confirm Your Email**: Check your email for a confirmation message from Facebook and click on the confirmation link.

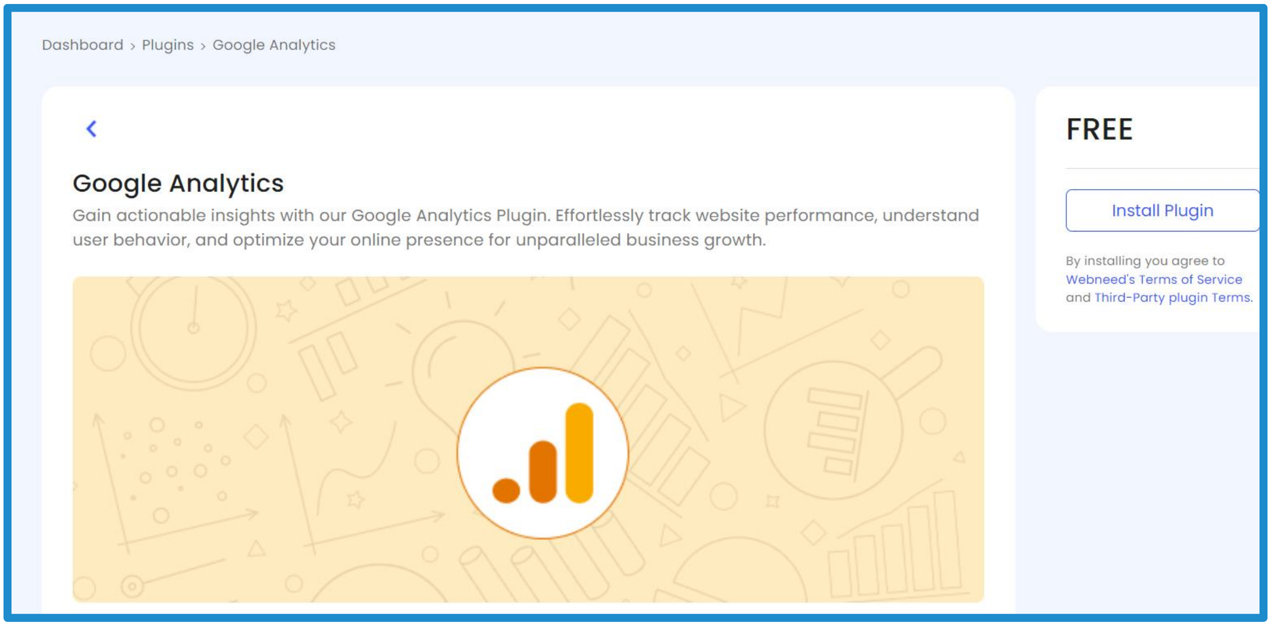
Step 2: Generating your Facebook Pixel ID

- **Log into Facebook Business Manager:** Access your Facebook Business Manager account.
- **Navigate to Events Manager:** Click on "All Tools" from the left panel and select "Events Manager."
- **Create a New Pixel**: Click the green plus button or "Connect Data Sources," then select "Web" and choose "Facebook Pixel."
- **Enter Pixel Details**: Provide a name for your Pixel and optionally enter your website URL.
- **Complete Setup**: Click "Continue" to finalize the creation of your Pixel. Your Pixel ID will be displayed at the top of the page, which you can copy for use on your website.

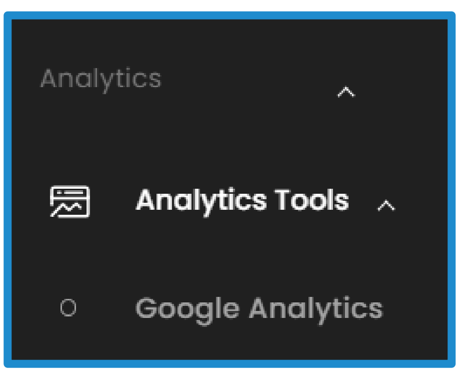
By following these steps, you can successfully create and obtain your Facebook Pixel ID for tracking and optimizing your advertising efforts.

14. Google Analytics

The Google Analytics Plugin is a vital tool for understanding your website's performance. It integrates seamlessly to track user behavior, monitor traffic, and optimize your online presence. Key features include visitor tracking, conversion tracking, and traffic source analysis. By leveraging Google Analytics, you gain actionable insights that enhance user experience, improve content, and refine marketing strategies, ultimately helping you achieve your business goals.

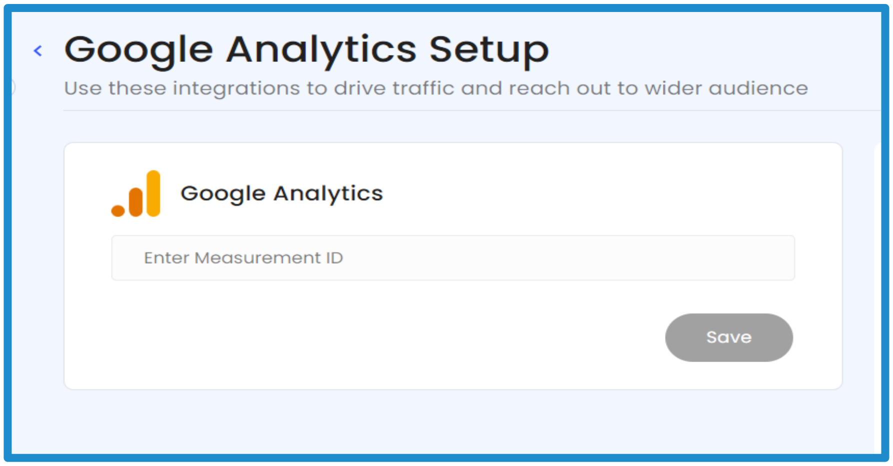


To integrate Google Analytics into your business, install it from *Plugins*



Once you install Google Analytics, it will be available for use in the Analytics section in the side navigation panel.

To integrate Google Analytics, you just have to submit your Measurement Id and Google Analytics will be integrated with your business.



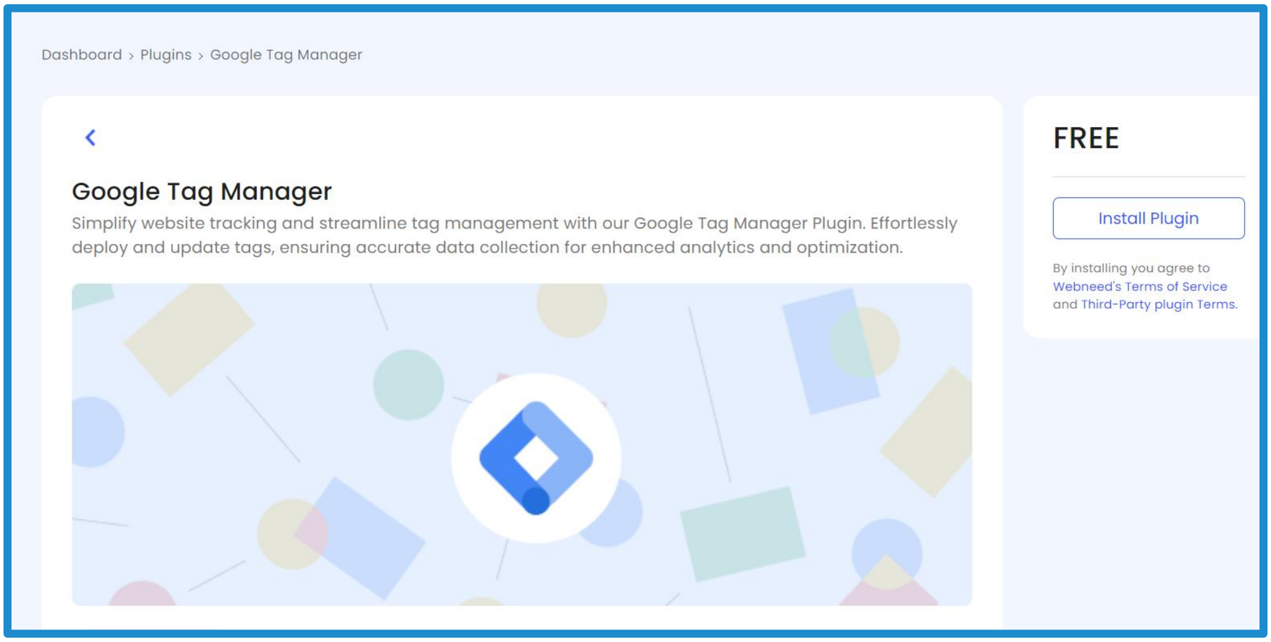
If you don’t have a Measurement ID, you can generate it by following these steps:

- Create a Google Account: If you don't have a Google account, sign up for one at accounts.google.com.
- Access Google Analytics: Go to analytics.google.com and click on "Start measuring."
- Set Up Your Account: Enter an account name and configure the data-sharing settings. Click "Next."
- Create a property: Enter a property name (e.g., your website name), select your reporting time zone, and currency. Click "Next."
- Provide Business Information: Answer questions about your business size and objectives, then click "Create."
- Accept Terms of Service: Review and accept the Google Analytics Terms of Service and Data Processing Amendment.
- Create a Data Stream: In the property setup, select "Web" to create a data stream for your website.
- Find Your Measurement ID: After creating the data stream, your Measurement ID will be displayed, starting with "G-". Copy this ID for use in your website's tracking code.

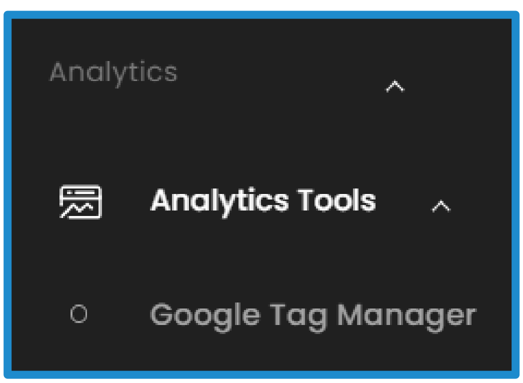
By following these steps, you can successfully create a Google Analytics account and generate your Measurement ID.

15. Google Tag Manager

The Google Tag Manager Plugin simplifies website tracking and tag management by allowing users to deploy and update tags without manual code changes. Key features include easy tag deployment for tools like Google Analytics and Facebook Pixel, version control for accurate tracking, and user permissions for secure collaboration. By centralizing tag management, this plugin enhances efficiency and empowers users to optimize their website's tracking strategy effectively.

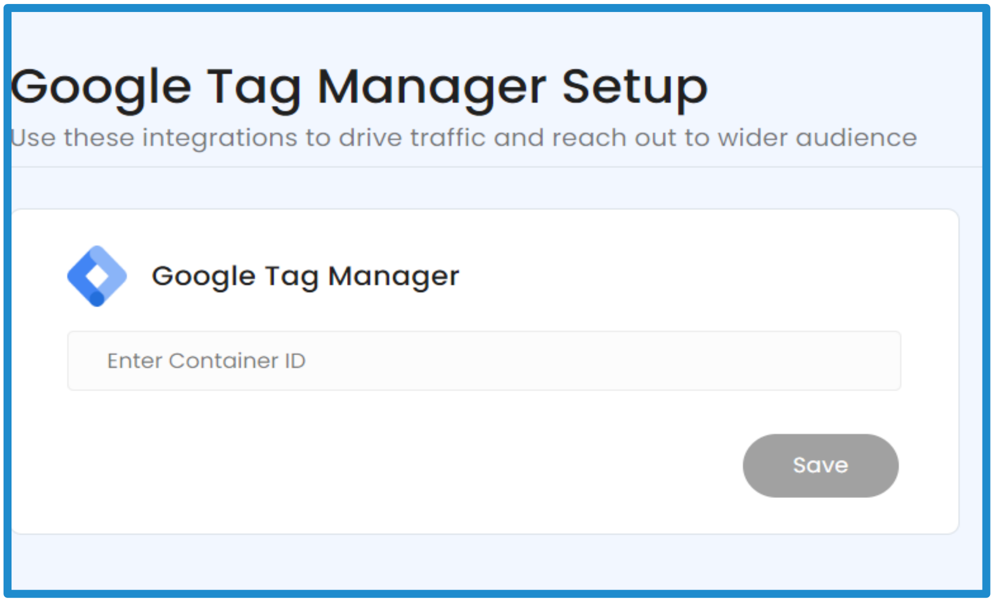


To integrate Google Tag Manager into your business, install it from *Plugins*



Once you install Google Tag Manager, it will be available for use in the Analytics section in the side navigation panel.

To integrate Google Tag Manager, you just have to submit your Container Id and Google Analytics will be integrated with your business.



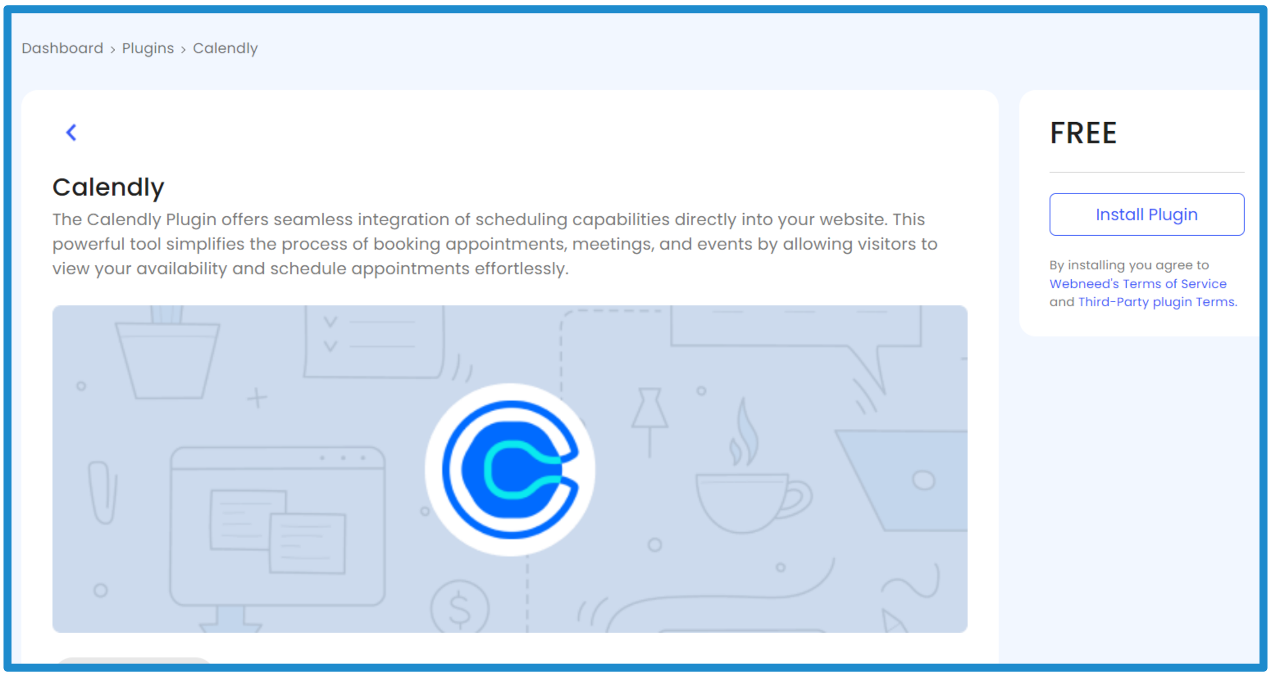
If you don’t have a Measurement ID, you can generate it by following these steps:

- Create a Google Account: If you don't have one, sign up for a Google account at accounts.google.com.
- Access Google Tag Manager: Go to tagmanager.google.com and click on "Create Account."
- Set Up Your Account: Enter your account name (typically your company name), select your country, and choose whether to share data with Google. Click "Continue."
- Create a Container: Name your container (preferably after your website) and select "Web" as the target platform. Click "Create."
- Accept Terms of Service: Review and accept the Google Tag Manager Terms of Service.
- Retrieve Your Container ID: After creating the container, your Container ID will be displayed at the top of the page, starting with "GTM-". Copy this ID for use in your website's tracking code.

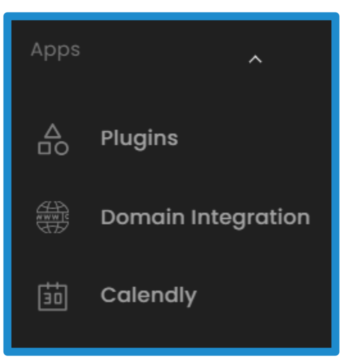
By following these steps, you can successfully create a Google Tag Manager account and generate your Container ID.

16. Calendly

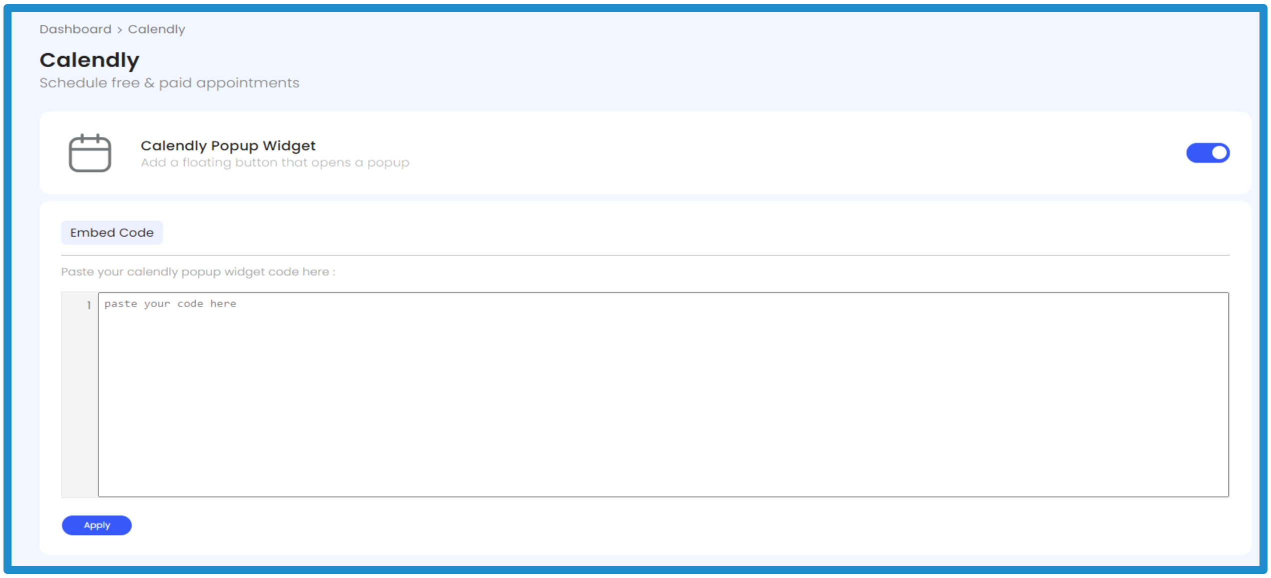
The Calendly Plugin integrates scheduling capabilities into your website, allowing visitors to easily book appointments and view your availability. Key features include streamlined scheduling, customizable booking pages, automatic reminders, and seamless integration with other platforms. By automating appointment bookings, the plugin enhances user experience, saves time, and boosts productivity, ultimately driving business growth and improving engagement on your site.



To use Calendly for your business, install it from *Plugins*



Once installed, Calendly will be available for use in the Apps section on the side navigation.



You can paste the popup widget code here to integrate Calendly with your website or you can follow these steps to generate a Calendly widget code from the Calendly website:

Sign Up for Calendly

- Go to calendly.com and click on "Sign Up" to create a new account.
- Fill in your details and create your account.

Set Up Your Event Types

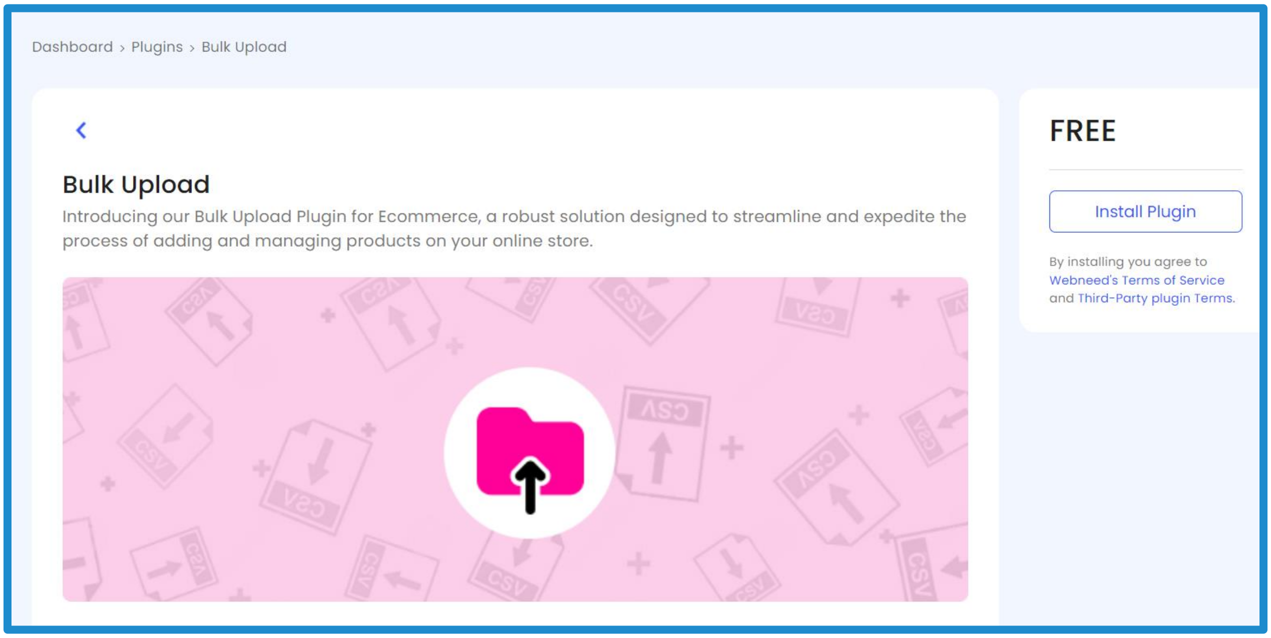
- After signing up, you'll be prompted to create your first event type. Fill in the details like event name, duration, and availability.
- Customize the event type further by adding questions, buffers, reminders, etc.
- Once your event type is ready, click on "Share" and select "Add to Website".

Generate the Popup Widget Code

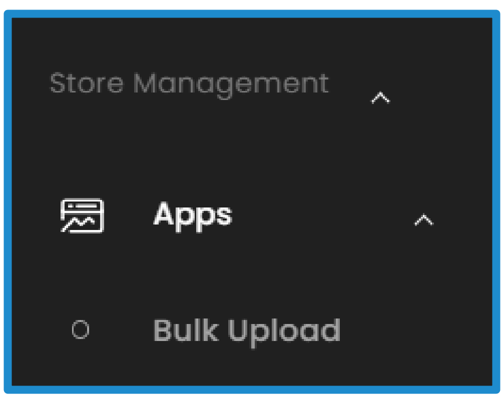
- In the "Add to Website" modal, select the "Popup Widget" option.
- Customize the button text and color to match your branding.
- Click on "Copy Code" to get the generated embed code.

17. Bulk Upload

The Bulk Upload Plugin streamlines product management for e-commerce websites, enabling efficient bulk uploads of product details, category assignments, and attribute sets. By automating repetitive tasks, the plugin saves time, reduces errors, and enhances operational efficiency. This integration transforms your website into a fully functional online store with a well-curated inventory and a user-friendly platform for managing products and processing secure transactions.



To use Bulk Upload, install it from *plugins*

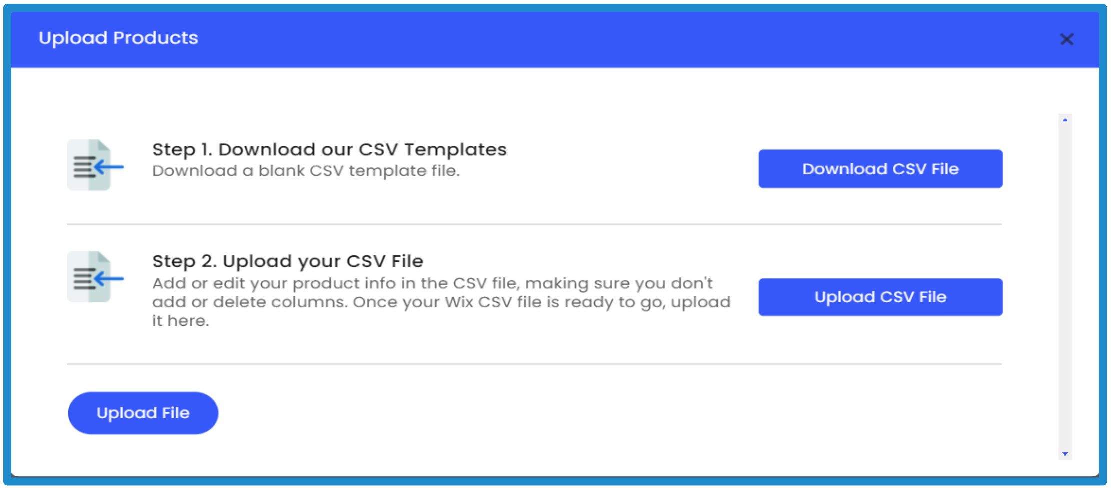


Once you install Bulk Upload, it will be available in the Store Management section on the navigation side panel.

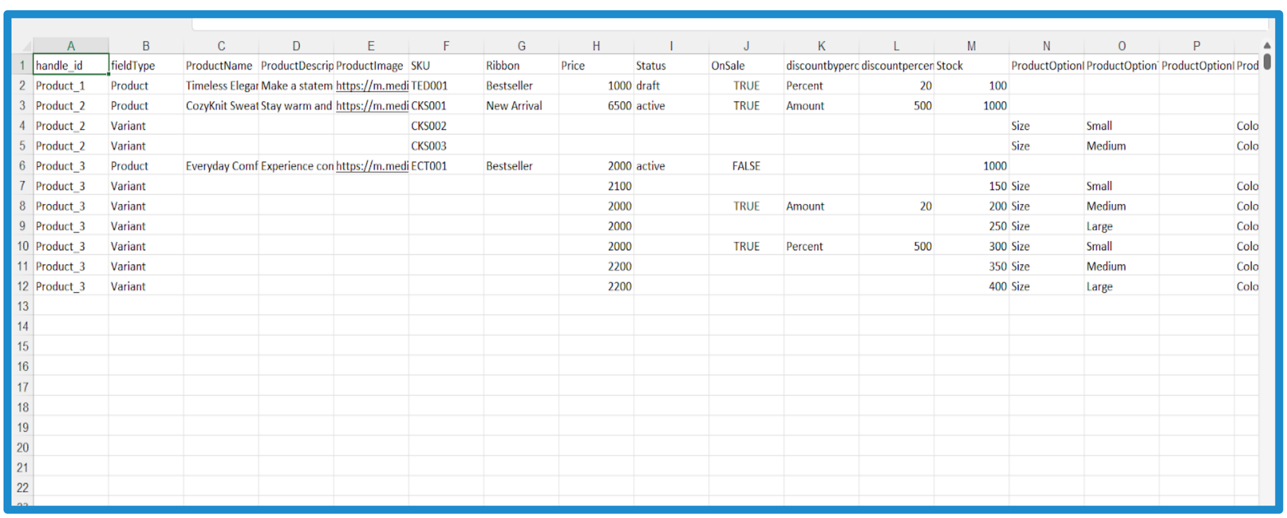
Uploading the list of products:

When you click on 'Upload Product,' you will be prompted to choose the type of product you would like to upload: Physical or Digital.

Physical Product:



Download our CSV Template: The CSV file will serve as your guide for accurately filling in the required information, ensuring a seamless bulk upload process.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	handle_id	fieldType	ProductName	ProductDescrip	ProductImage	SKU	Ribbon	Price	Status	OnSale	discountbyperc	discountpercen	Stock	ProductOptionI	ProductOption	ProductOptionI	Prod
2	Product_1	Product	Timeless Elegar	Make a statem	https://m.medi	TED001	Bestseller	1000	draft	TRUE	Percent	20	100				
3	Product_2	Product	CozyKnit Sweat	Stay warm and	https://m.medi	CKS001	New Arrival	6500	active	TRUE	Amount	500	1000				
4	Product_2	Variant				CKS002								Size	Small		Colo
5	Product_2	Variant				CKS003								Size	Medium		Colo
6	Product_3	Product	Everyday Comf	Experience con	https://m.medi	ECT001	Bestseller	2000	active	FALSE			1000				
7	Product_3	Variant						2100					150	Size	Small		Colo
8	Product_3	Variant						2000		TRUE	Amount	20	200	Size	Medium		Colo
9	Product_3	Variant						2000					250	Size	Large		Colo
10	Product_3	Variant						2000		TRUE	Percent	500	300	Size	Small		Colo
11	Product_3	Variant						2200					350	Size	Medium		Colo
12	Product_3	Variant						2200					400	Size	Large		Colo

Preview of the CSV template

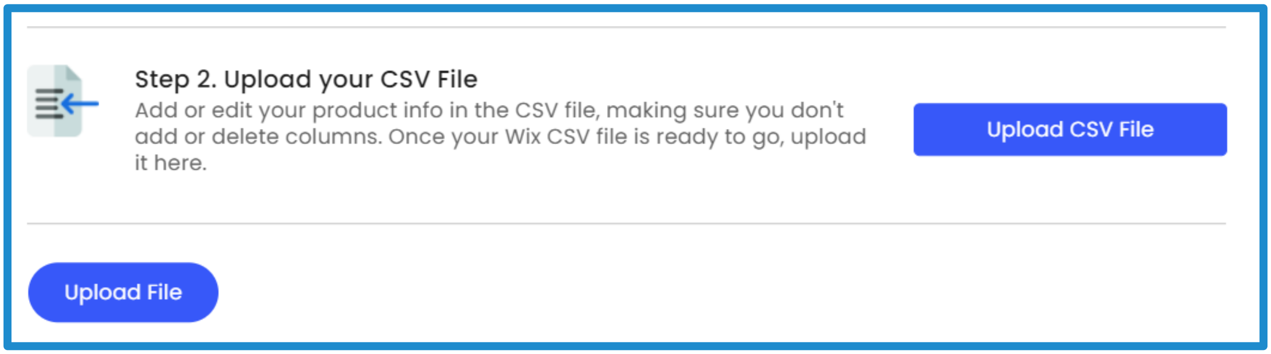
17. Bulk Upload

List of Fields for Physical Product Bulk Upload Template:

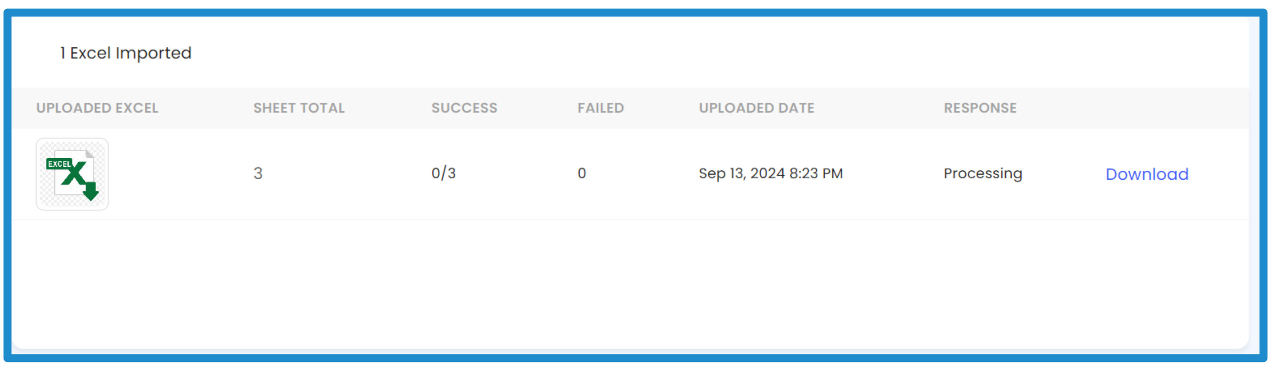
- **Field Type**: Choose between two options: Product or Variant. *(Mandatory)*
- **Product Name**: Enter the name of the product/variant. *(Mandatory)*
- **Product Description**: Provide detailed information about the product/variant. *(Optional)*
- **Product Image**: Upload one image or up to five images for the product. Note that in the CSV sheet, separate the image links with a semicolon (;). *(Optional)*
- **SKU**: Stock Keeping Unit. *(Optional)*
- **Ribbon**: Text to display on the product, such as “On Discount” or “Bestseller.” *(Optional)*
- **Price**: Specify the price of the product/variant. *(Mandatory)*
- **Status**: Choose between two options: Active or Draft. *(Mandatory)*
- **On Sale**: Indicate if a discount should be applied to the product/variant. *(Optional)*
- **Discount by Percent**: Choose between percent or amount for the discount type. *(Optional)*
- **Discount Percentage**: Provide a value for the percentage or amount discount. *(Optional)*
- **Stock**: Enter the available quantity for the product/variant. *(Mandatory)*
- **Product Option Name 1**: For variants, specify the name or type of the variant (e.g., size, color, material). *(Mandatory for variants) *
- **Product Option Type 1**: If the name is “Size,” for instance, specify the types (e.g., Small, Medium, Large). *(Mandatory for variants) *
- **Product Option Image 1**: Upload an image for the variant. *(Optional)*
- **Product Option Name 2**: Same as Product Option Name 1. *(Optional)*
- **Product Option Type 2**: Same as Product Option Type 1. *(Optional)*
- **Product Option Image 2**: Same as Product Option Image 1. *(Optional)*
- **Product Option Name 3**: Same as Product Option Name 1. *(Optional)*
- **Product Option Type 3**: Same as Product Option Type 1. *(Optional)*
- **Product Option Image 3**: Same as Product Option Image 1. *(Optional)*
- **Barcode**: *(Optional)*
- **Sell Out of Stock:** Accept orders after the product is out of stock. Options are True or False. *(Optional)*
- **COD**: Indicate whether Cash on Delivery is available for the product. *(Optional)*
- **Shipment Length**: Specify the length of the product. *(Optional)*
- **Shipment Width:** Specify the width of the product/variant. *(Optional)*

- **Shipment Height**: Specify the height of the product. *(Optional)*
- **Shipment Weight**: Specify the weight of the product. *(Optional)*
- **Meta Title**: For SEO enhancement of the product. *(Optional)*
- **URL Slug**: For SEO enhancement of the product. *(Optional)*
- **Meta Description**: For SEO enhancement of the product. *(Optional)*

Once you complete the fields as per these instructions, save the csv file and upload it back in the bulk upload section.



Upload the updated template file



Once the processing is completed, you can view the products in product list in the Store section.

Digital Product:

Similar to Physical Products, when you select Digital Product, you will follow the same process used for uploading Physical Products in bulk.

Step 1: Select 'Digital Product' and download the CSV template file. Fill in the required details to ensure a successful bulk upload of digital products.

List of Fields for Physical Product Bulk Upload Template:

- **Handle ID**: Provide a unique ID number for the product. *(Mandatory)*
- **Field Type**: Select "Product" only. *(Mandatory)*
- **Product Type**: Select "Digital." *(Mandatory)*
- **Product File**: Provide a link for the digital product you want to upload; any file type is acceptable. *(Mandatory)*
- **Product Name**: Enter the product name. *(Mandatory)*
- **Product Description**: Provide detailed information about the product. *(Optional)*
- **Product Image**: Upload one to five images for the product. In the CSV file, separate image links with a semicolon (;). *(Optional)*
- **SKU**: Stock Keeping Unit. *(Optional)*
- **Ribbon**: Enter text to display on the product, such as “On Discount” or “Bestseller.” *(Optional)*
- **Price**: Specify the product price. *(Mandatory)*
- **Status**: Choose either "Active" or "Draft." *(Mandatory)*
- **On Sale**: Indicate if a discount should be applied to the product. *(Optional)*
- **Discount by Percent**: Select either percent or amount as the discount type. *(Optional)*
- **Discount Percentage**: Specify the discount value as a percentage or amount. *(Optional)*
- **Sell it Free**: Select "True" to list the product for free, or "False" otherwise. *(Optional)*

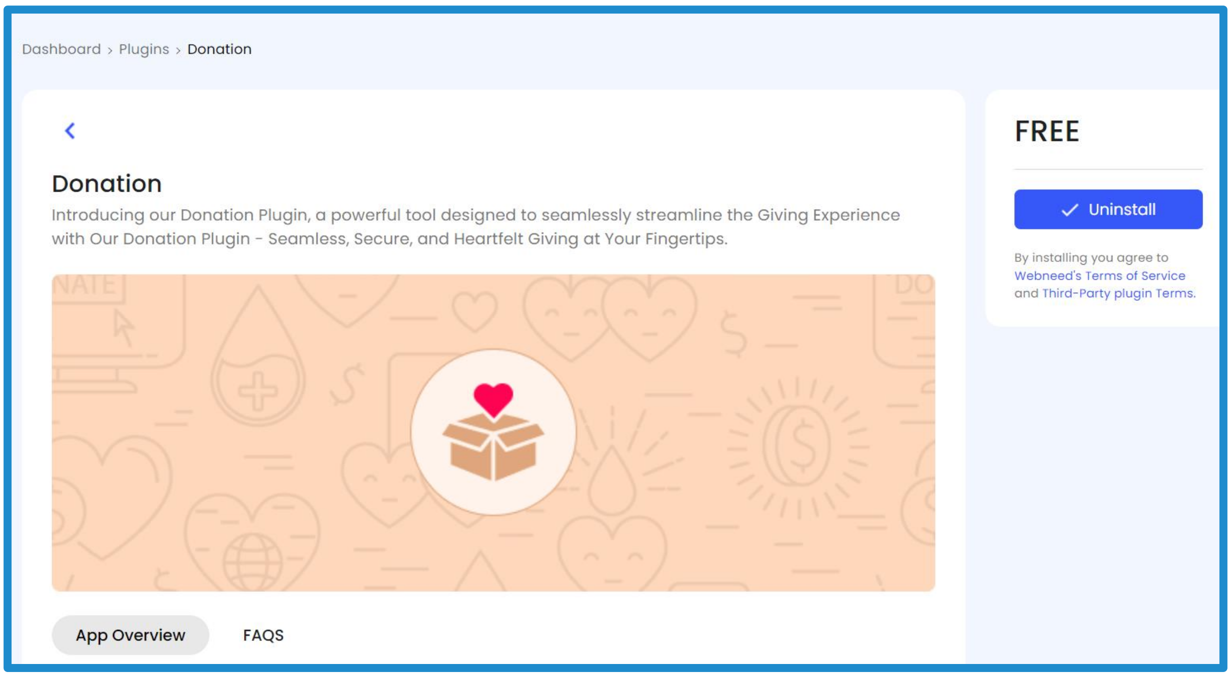
- **Is License Key Disabled**: Select "True" if a license key should be enabled for the digital product. For more on license keys, refer to section 3.1 Product List. *(Optional)*
- **License Key Type**: Choose between "System" and "User." *(Optional)*
- **License Key**: If you selected "User" for License Key Type, provide a password for the product. Leave this field empty if you selected "System." *(Optional)*
- **Downloads Limit**: Provide a number to limit the downloads for the digital product. *(Optional)*
- **Duration Type**: Select from "Minutes," "Hours," or "Days." *(Optional)*
- **Duration**: Specify the access duration for the digital product. *(Optional)*
- **Is Downloadable**: Indicate if the digital product is available for download. *(Mandatory)*
- **Barcode**: *(Optional)*
- **Meta Title**: For SEO enhancement of the product. *(Optional)*
- **URL Slug**: For SEO enhancement of the product. *(Optional)*
- **Meta Description**: For SEO enhancement of the product. *(Optional)*

Step 2: Once you have provided the relevant information for the fields mentioned above, you can save the file and upload it back in the upload file option and click on upload.

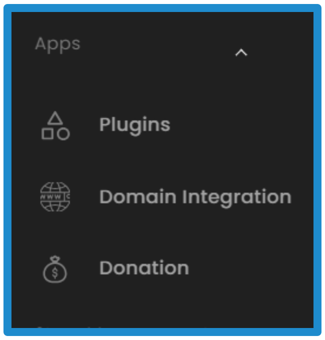
Note: You can redirect to the product list section and your digital products will be uploaded. If they have not been uploaded, then download the csv file you uploaded and you will find the error being displayed in the csv file. Rectify the error and upload the file again.

18. Donation

The Donation Plugin for eCommerce integrates donation capabilities into your online store, enabling you to collect and manage charitable contributions. Key features include customizable donation forms, secure payment processing, donor management, and campaign tracking. This plugin enhances your brand's social impact, fosters community engagement, and transforms your website into a platform that promotes both commerce and philanthropy.

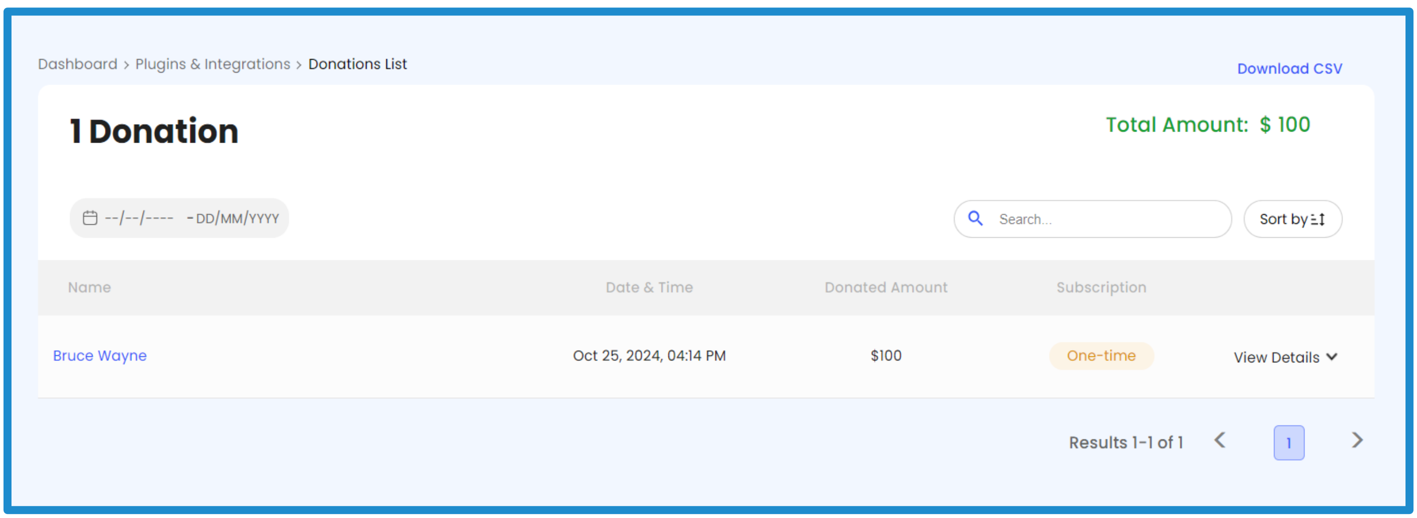


To enable donations, install it from *Plugins*



Once installed, the Donation section will be available in the Apps section.

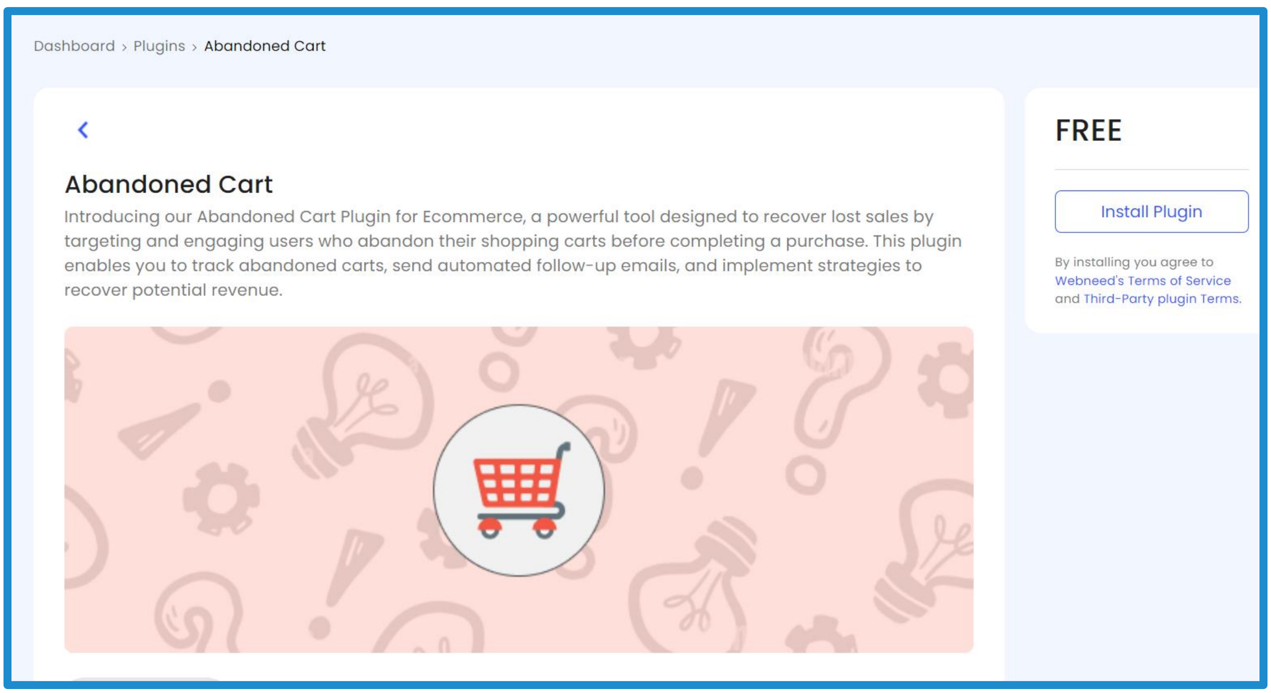
18. Donation



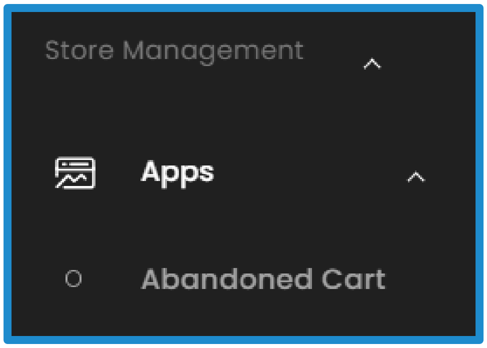
You can view comprehensive details for each donor, including any information they chose to provide during the donation process. Donations can be sorted by specific dates or filtered to display the latest or oldest contributions. Furthermore, the Download CSV text is clickable, allowing you to download the donor list and view the received donations in a CSV (Excel) file format. The Total Amount displays the combined total of all donations received.

19. Abandoned Cart

The Abandoned Cart Plugin for eCommerce helps recover lost sales by engaging users who leave items in their shopping carts. Key features include cart abandonment tracking, automated email campaigns, personalized offers, and comprehensive analytics. By addressing cart abandonment proactively, this plugin enhances conversion rates and revenue generation, allowing businesses to re-engage users and guide them back to complete their purchases.

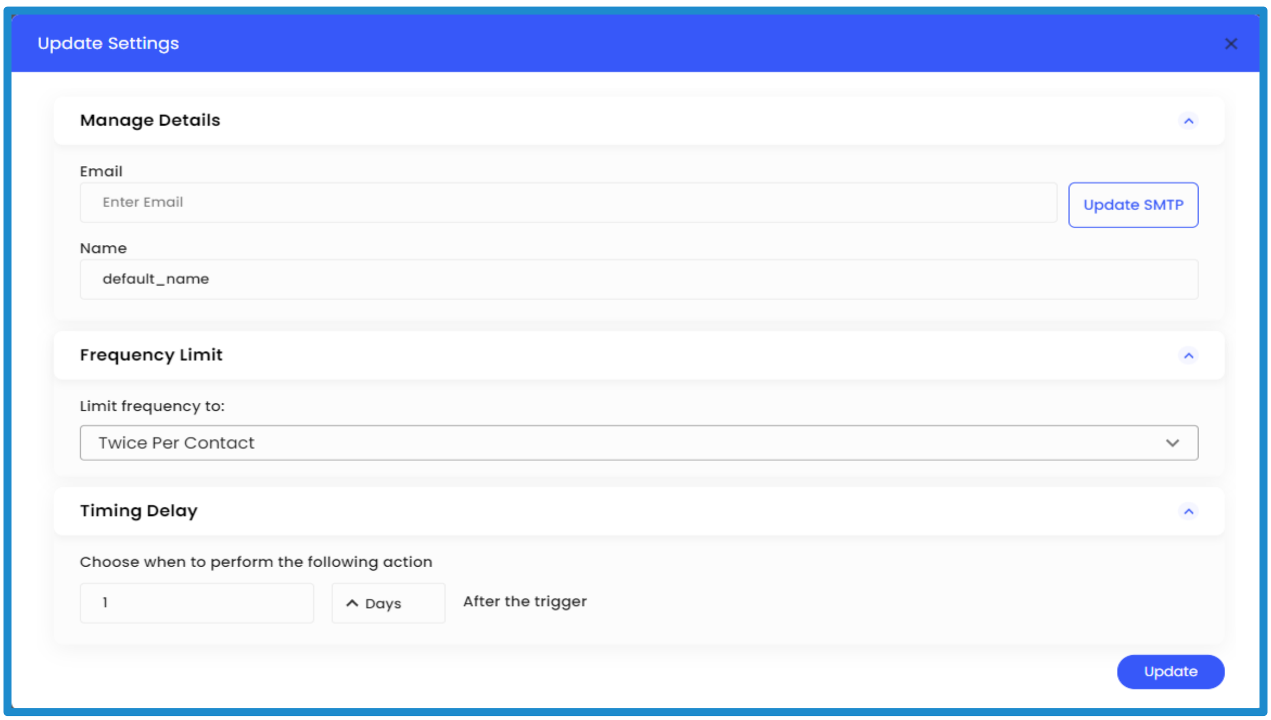


To enable abandoned cart, install it from the Plugins section



Once you have installed the abandoned cart, it will be available in the Store Management section.

19. Abandoned Cart



Manage Details:

This section requires you to enter the email address from which the email will be sent to the client, as well as the name of the individual or organization that will appear as the sender.

Frequency Limit:

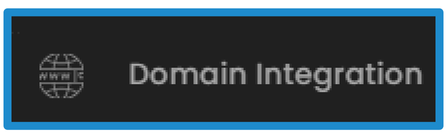
This section allows you to set the limit on how many times you wish to contact the customer regarding their abandoned cart. Please note that you can choose to contact them either once or twice.

Timing Delay:

This section allows you to specify when to contact the customer regarding their abandoned cart. You can choose a specific duration, such as 30 minutes, 24 hours, or 7 days after the cart has been abandoned.

After making the desired changes, click "Update." You will then start receiving a list of users who have been reminded about their abandoned carts. This information can be used to improve your business strategies.

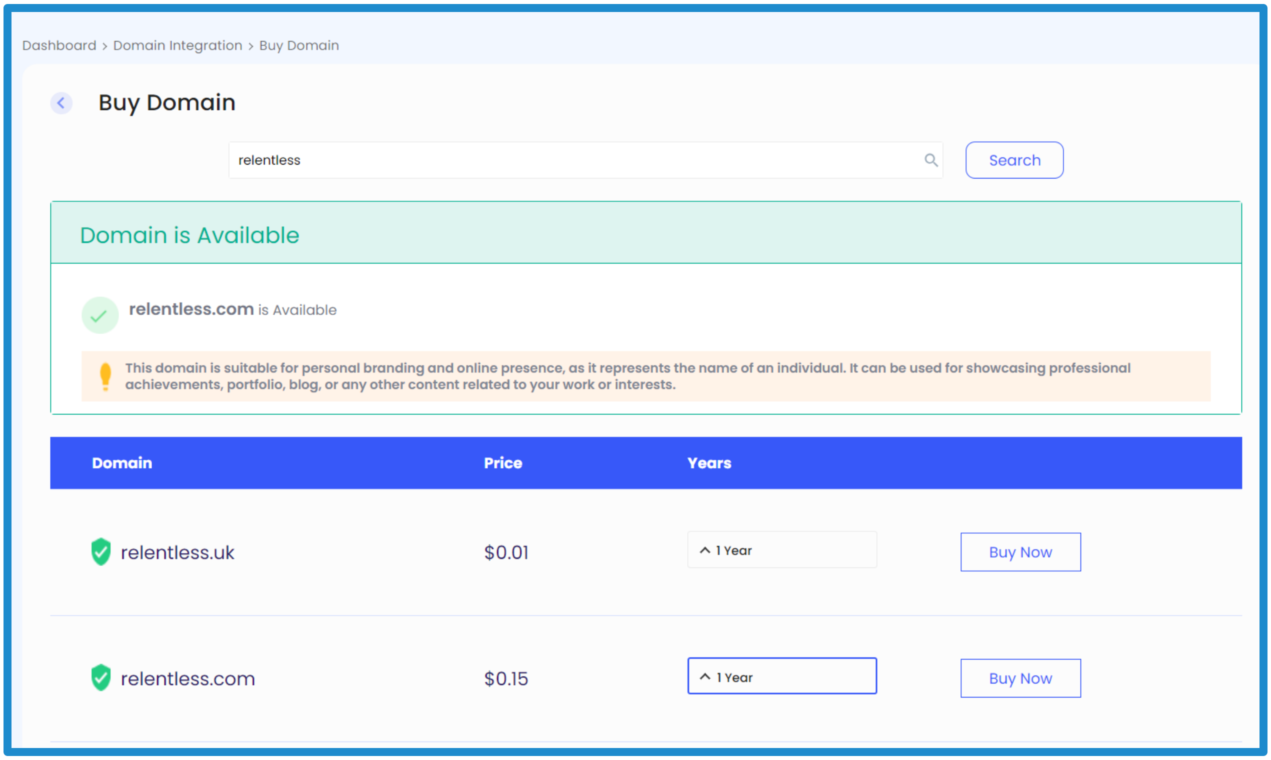
20. Domain Integration



The Domain Integration feature allows you to either **purchase a new domain name or connect** a previously acquired domain to your Webneed website.

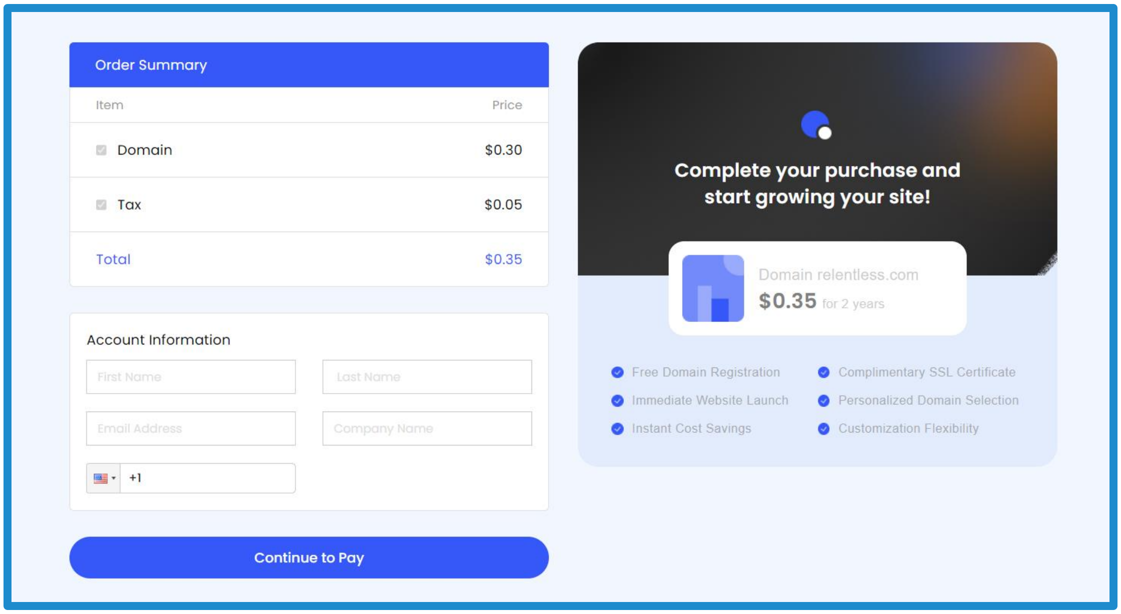
Buy Domain:

You can directly own a domain name from Webneed and you just must pay the annual rental fees for that domain.

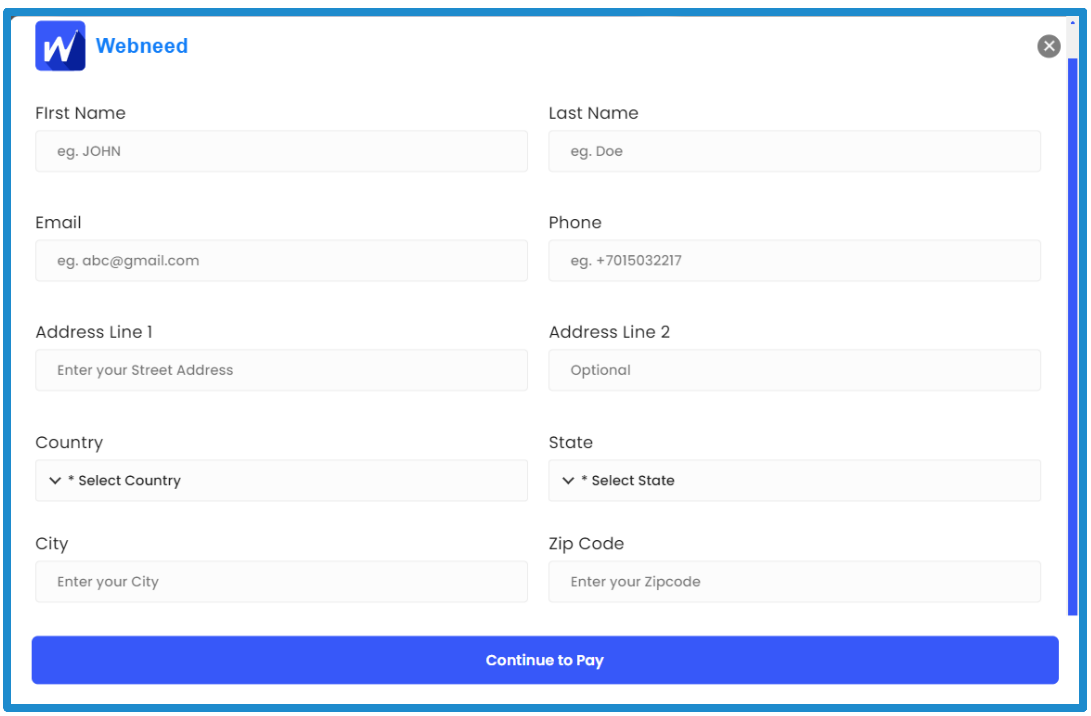


Search for a domain name. If it is available, you can select it from the list below or you can browse the list of relevant domain names provided based on your search. You can then choose to purchase the domain name for a duration of 1 or 2 years.

20. Domain Integration

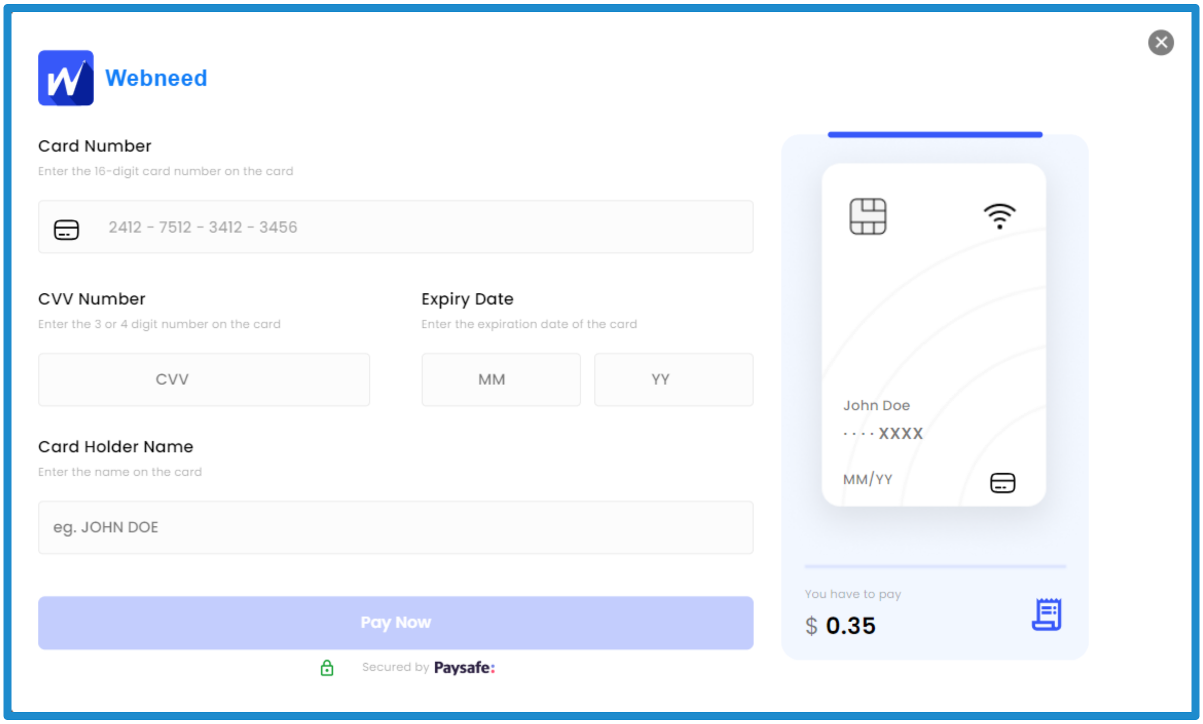


Fill in the required details to continue to buy the Domain

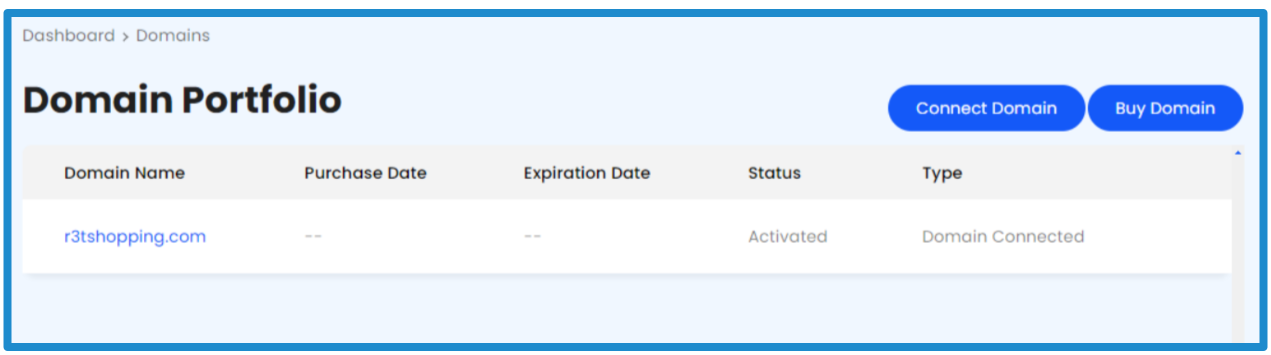


Fill in the required details to continue to buy the Domain

20. Domain Integration



Fill in your card details to complete the purchase

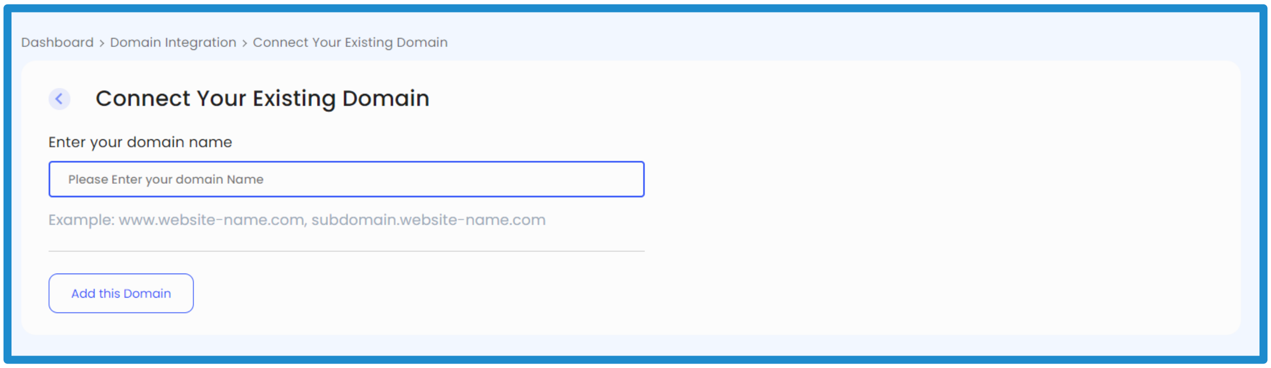


After purchasing or connecting your domain name, the Domain Integration homepage will be updated to reflect the changes.

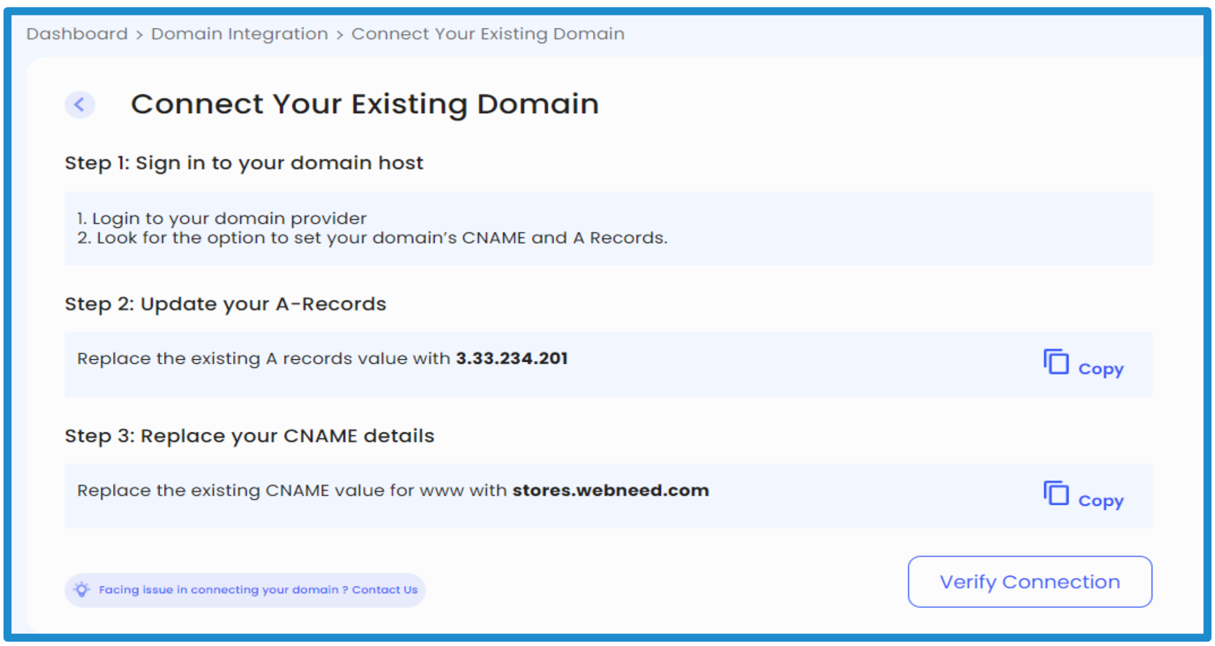
20. Domain Integration

Connect your Domain:

You can connect to a domain name that you have already purchased.



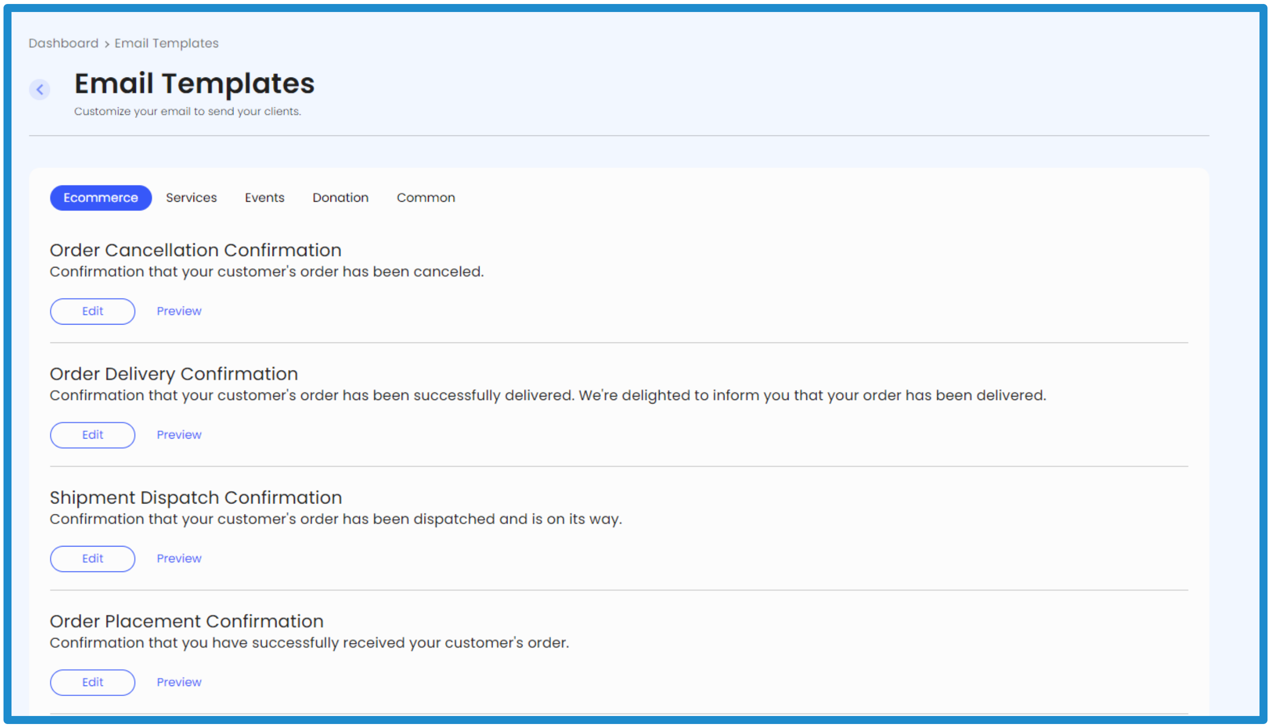
Enter your domain name, including the appropriate extension (e.g., .com or any other relevant TLD).



Follow these Steps to connect your domain and the Domain Integration homepage will be updated to reflect the changes.

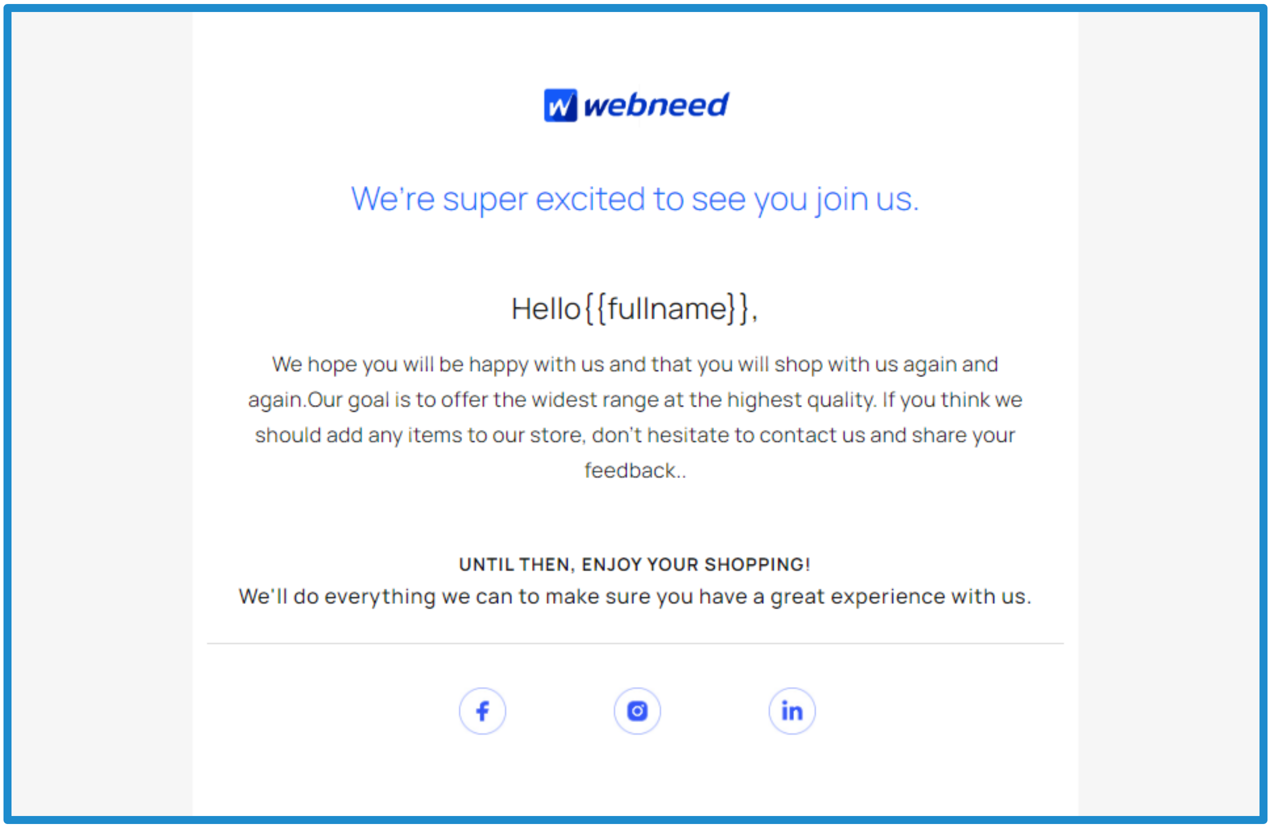
21. Email Templates

The Email Templates section allows you to preview the email templates that will be sent to your website users. Users will receive a standard template containing a basic description of the email's purpose. However, you have the option to customize these email templates to convey a different message if you prefer not to use the default template.



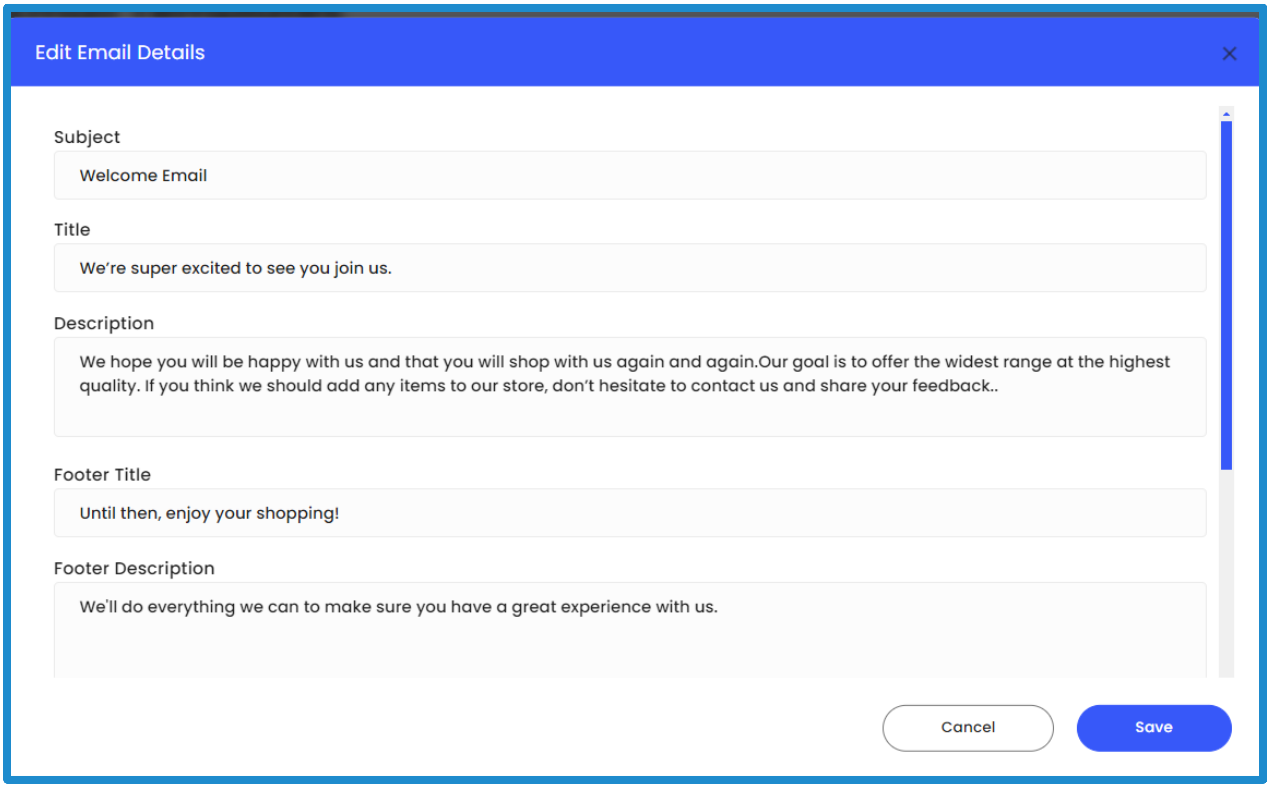
You can preview and edit email templates for each feature that triggers an email to be sent to the client.

21. Email Templates



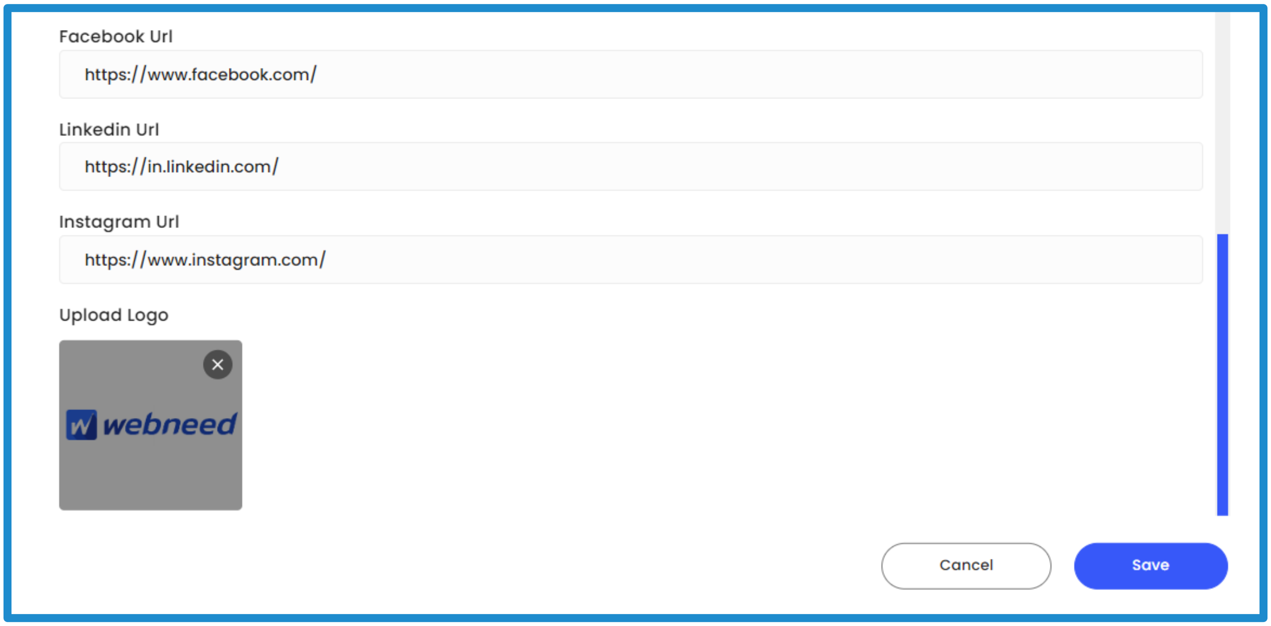
Preview of the welcome email with its default template text.

Edit Email Template: choose an email template you want to edit and click on its “Edit” button



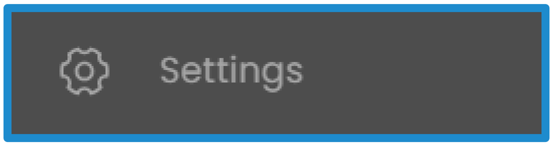
- **Subject**: Provide a new Subject for the email.
- **Title**: Provide a new title for the email
- **Description**: Provide a description for the email
- **Footer Title**: Provide a new footer title for the email
- **Footer Description**: Provide a footer description for the email

21. Email Templates



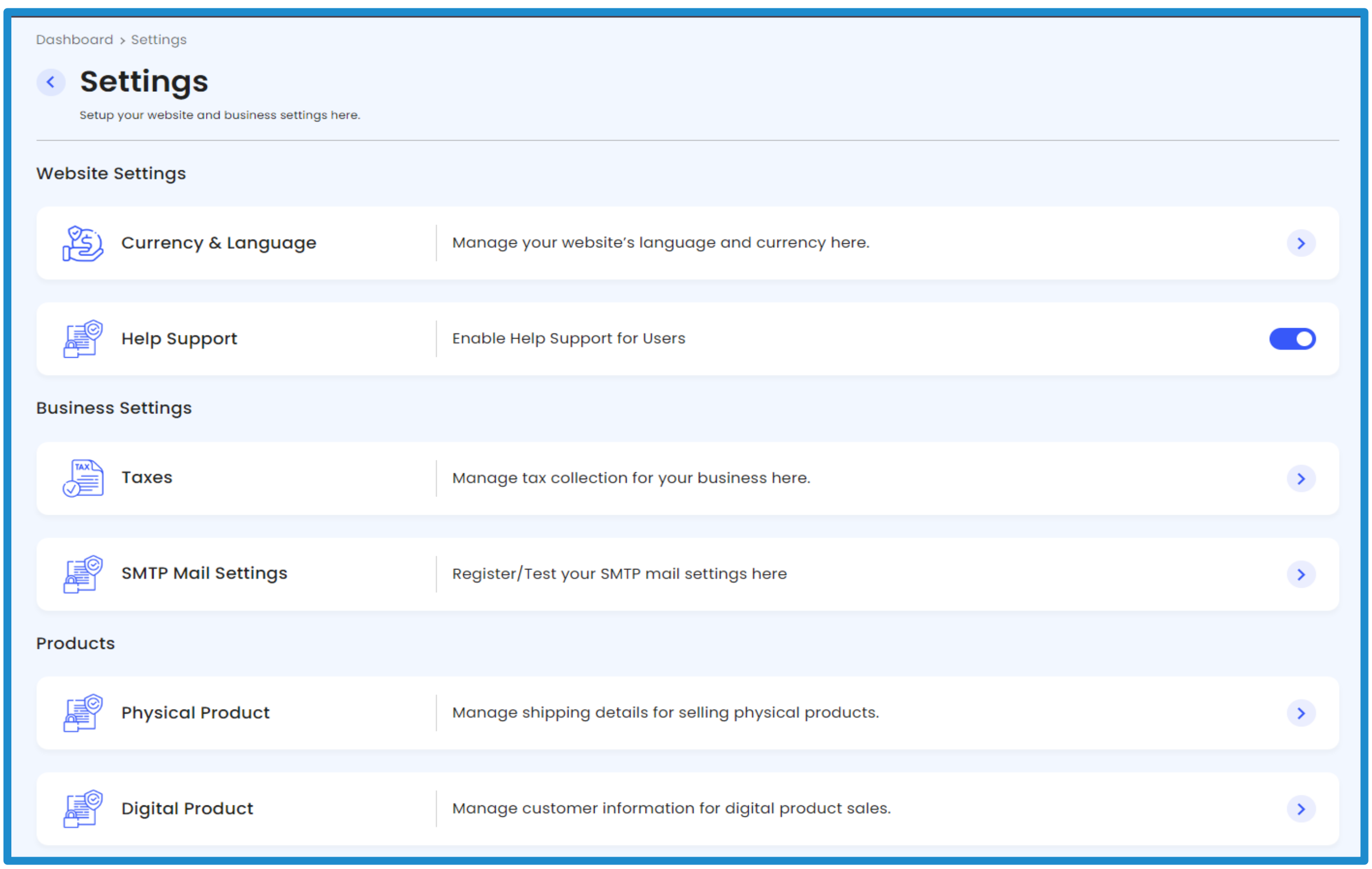
- You can modify the links associated with the email as desired, and you also have the option to replace the default WebNeed logo with an image or logo of your choice.
- Once you are satisfied with your changes, click "Save" to update your email template.

22. Settings



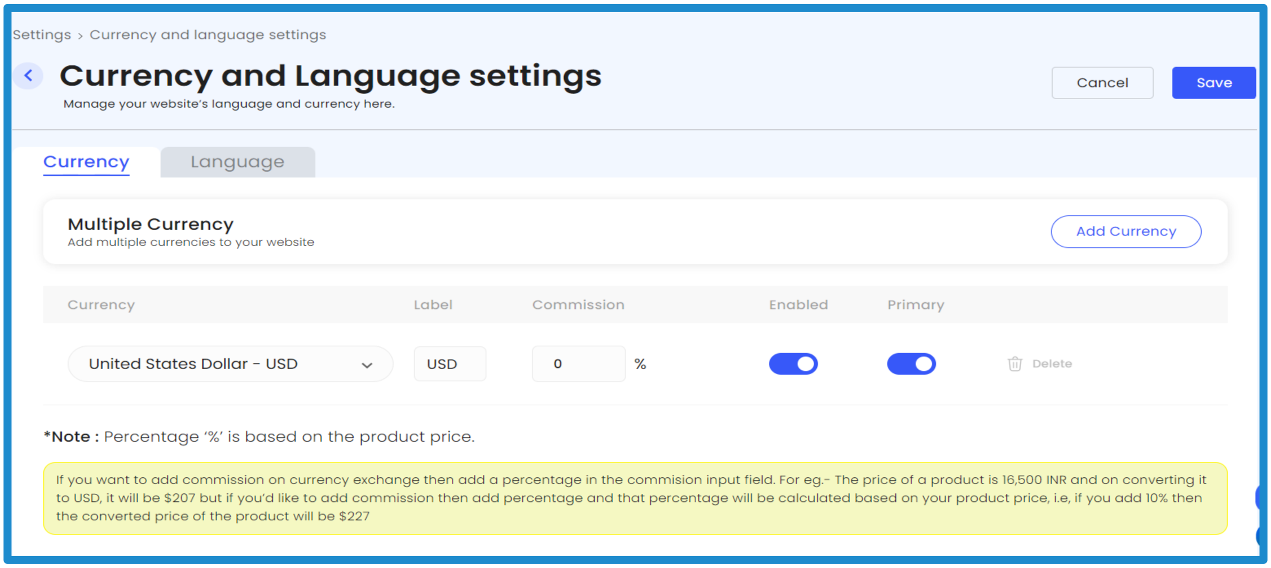
The Settings section provides quick access to:

- Currency settings
- Language settings
- Tax settings
- SMTP mail settings
- Physical Product Settings
- Digital Product Settings



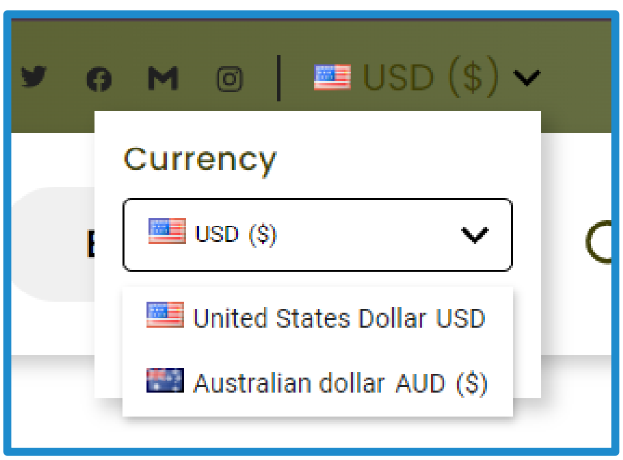
The Settings section

Currency settings:



Note: You can add multiple currencies to your website. The currency with the "Primary" toggle enabled will load the website with that currency, but users will have the option to switch and view the website with prices displayed in a different currency.

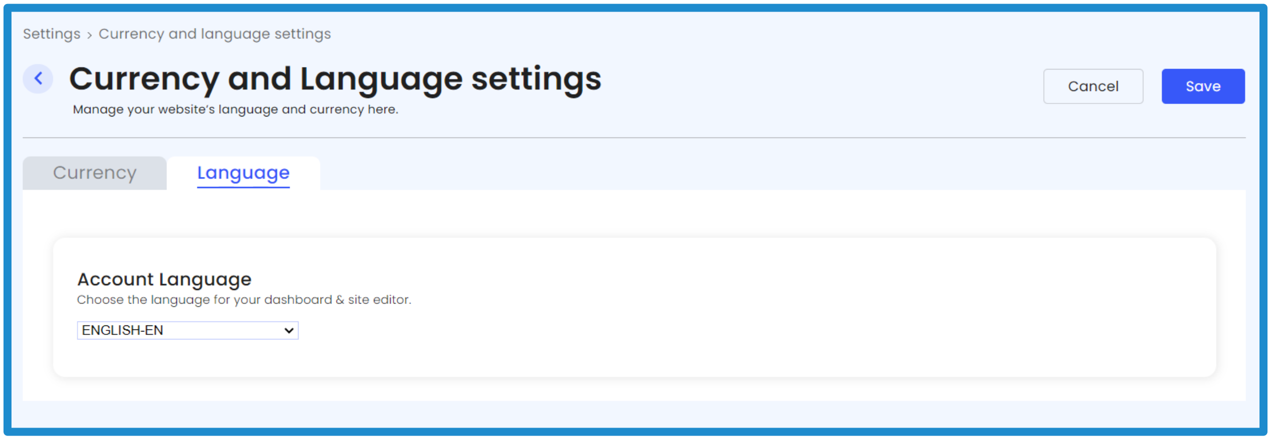
Commission: you have the option to charge an additional commission charge for currency change.



Currency options are available in the top header of the homepage on the client side.

Language Settings:

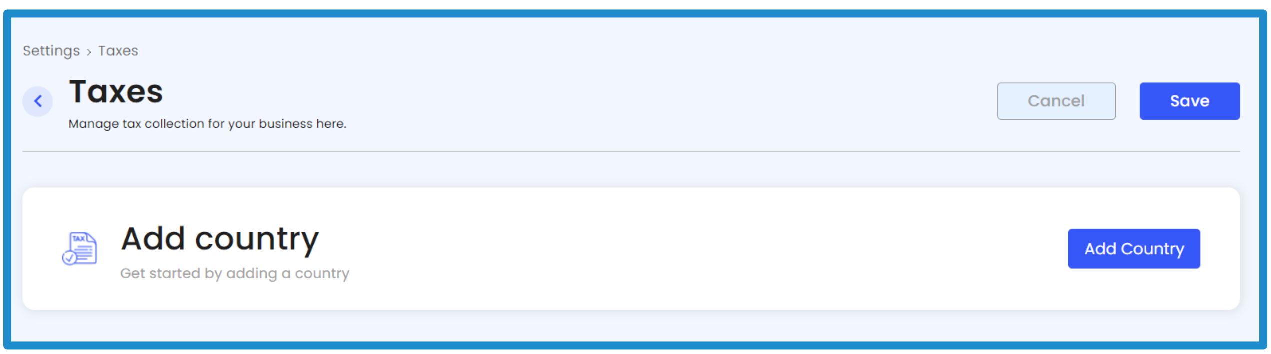
The Language Settings feature allows you to change the language for both the admin side and the website editor. To modify the language for the client side, you can add the language switcher option from the website editor under Header & Footer > Top Header.



Once you've selected a suitable option, click on "save" and the changes will be applied.

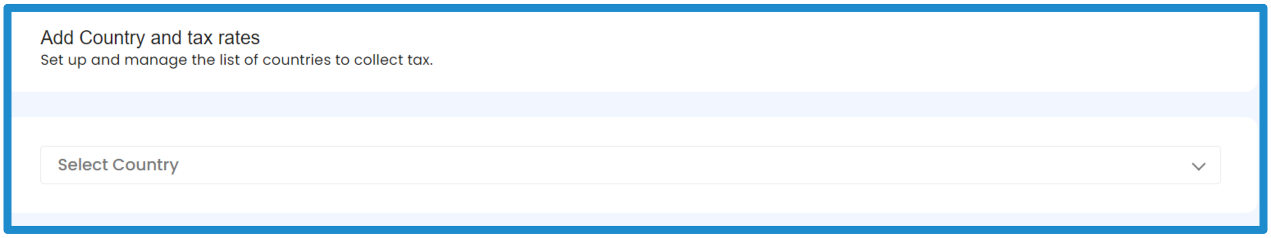
Taxes:

The Tax Settings section enables you to configure taxes to be collected on services or products provided.

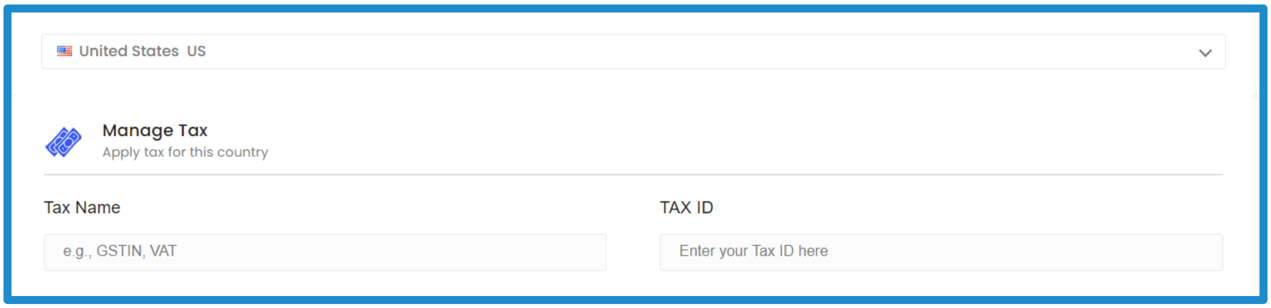


Add country:

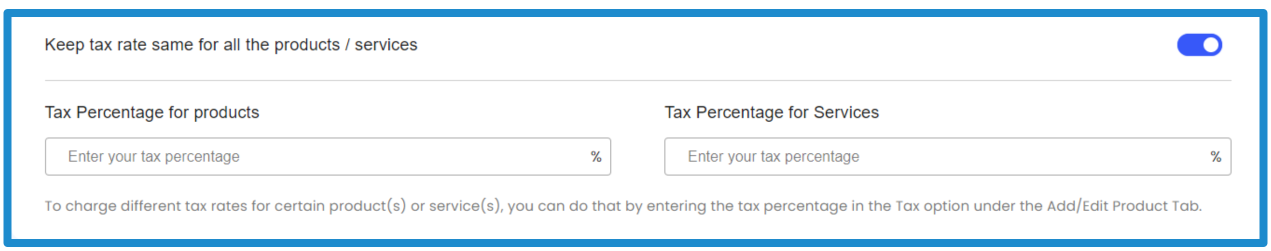
Select the country where you are registered to pay corporate taxes and enter the appropriate tax details. The first step is to select a country.



Once you select a country, the next steps will appear



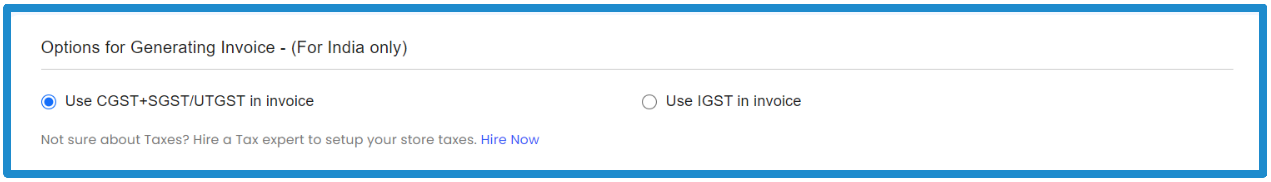
Enter the name of the tax you will be collecting and provide your tax ID, which is issued by your government upon tax registration in your country.



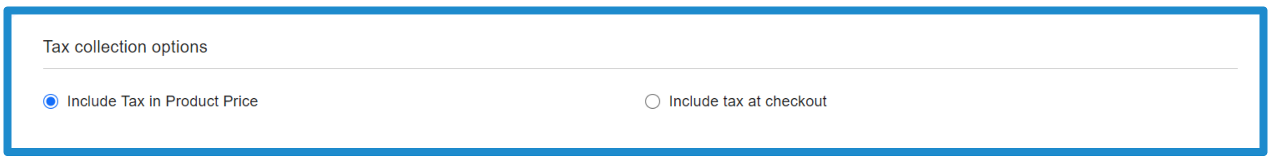
Enter the tax percentage set by your government for products sold or services provided.

22. Settings

Tax code details (for Corporations registered in India):



Show either SGST/UTGST in the tax invoice or IGST for all invoices.



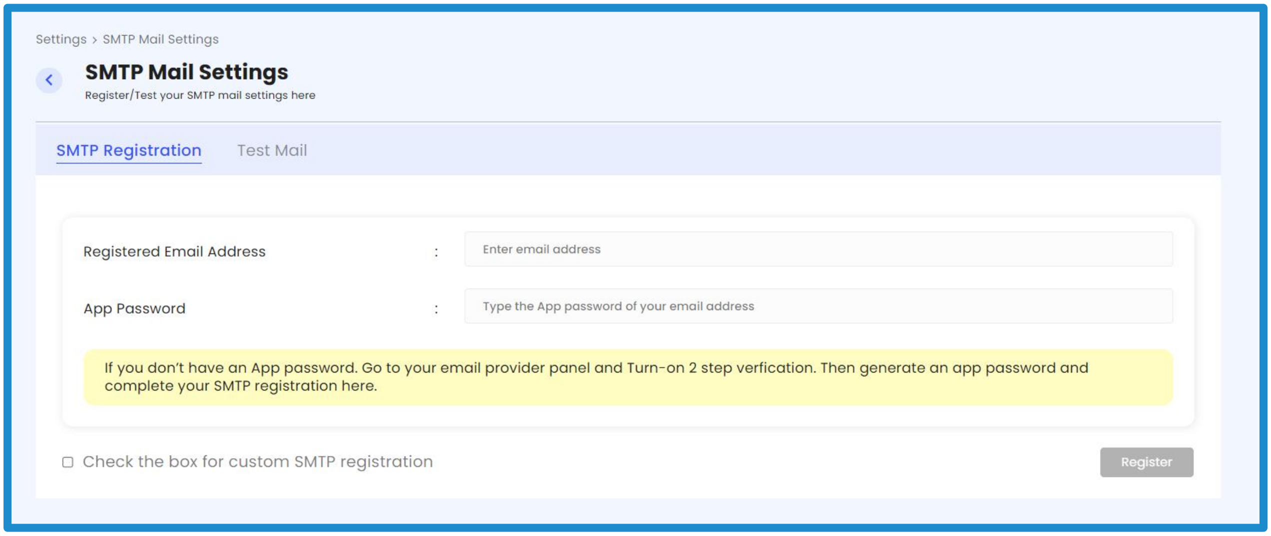
- This option allows you to choose whether to include tax in the product price or display it separately on the bill.

- Once you have entered the necessary details, click “Save” to submit your information for verification.

22. Settings

SMTP Mail Settings:

This section is for configuring your Simple Mail Transfer Protocol (SMTP). This section enables you to change or update the email for your business by providing the following details:



- Registered Email Address: required
- App Password: It is a 16-digit code generated by email service providers, such as Google, that allows third-party applications to access your email account securely without using your regular password. This is particularly necessary when two-step verification is enabled on your account. App passwords help maintain security by limiting access to specific applications while preventing unauthorized access to your entire account. To use an app password, you must first enable two-step verification and then generate the password through your account settings.

Custom SMTP registration:

SMTP Host

Definition: This is the server address that handles outgoing emails.

What to Provide: Typically, in the format smtp.domain.com, where domain.com is your email provider's domain. For example, for Gmail, it would be smtp.gmail.com.

SMTP Port

Definition: This is the specific port used by the SMTP server for sending emails.

Common Ports:

- 25: Standard port for SMTP (not secure).
- 587: Recommended for secure submissions using STARTTLS.
- 465: Used for SMTPS (SMTP over SSL).

22. Settings

SMTP Username

Definition: This is the username used to authenticate with the SMTP server.

What to Provide: Usually, this is your full email address (e.g., your_email@domain.com).

SMTP Password

Definition: This is the password associated with your email account used for authentication.

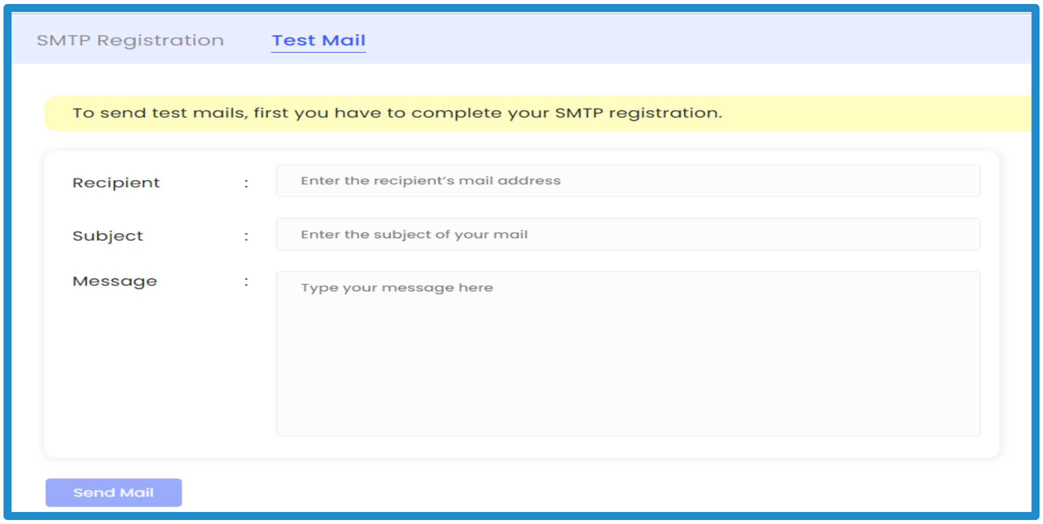
What to Provide: The password you use to log into your email account. If your email service requires it, you may need to generate an app password instead of using your regular account password.

By providing these details accurately, you can ensure that your email client or application can send emails through the specified SMTP server successfully.

22. Settings

Test Mail:

Once your SMTP registration is complete, you can use the Test Mail feature to verify the registration by sending a test email.

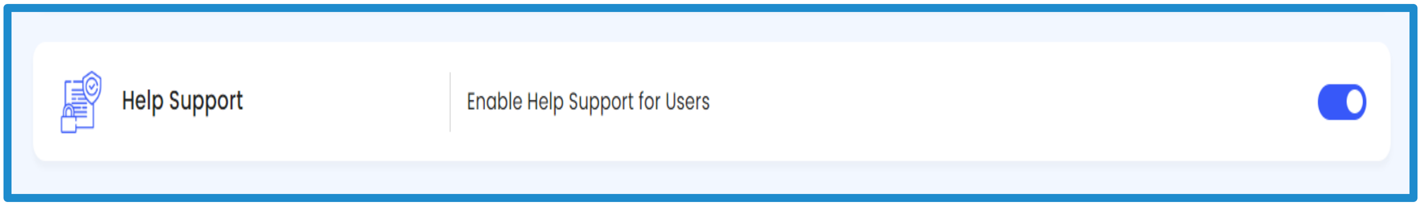


To send a test email, you need to provide the recipient's email address (required), a subject for the email (optional), and a message (optional). After filling in the necessary fields, click on “Send Mail.” If the registration was successful, the recipient should receive an email from the SMTP-registered address.

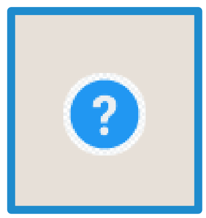
22. Settings

Help Support:

The help support option allows users of your website to directly contact the WebNeed team to report any issues encountered while browsing. The WebNeed team has established a direct line of communication to address situations that require immediate assistance, ensuring a smooth and uninterrupted user experience.



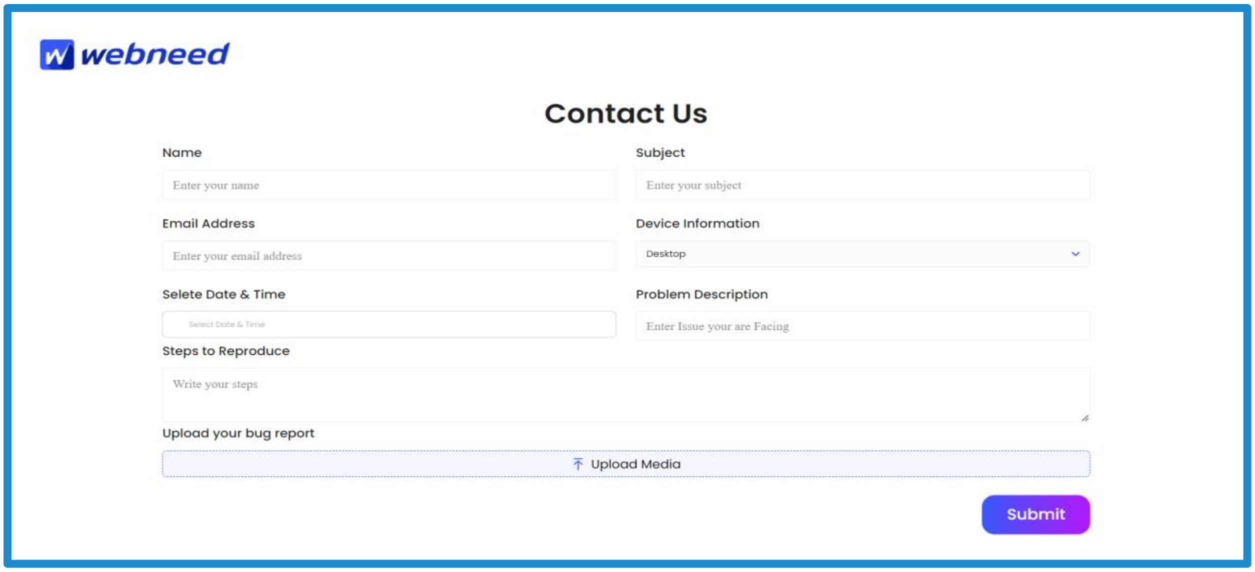
To enable the help support option, turn the toggle to the right side, as shown in the picture.



A question mark icon will appear in the bottom right corner of your website. Click on it to submit an issue.

22. Settings

Submit the help support form:

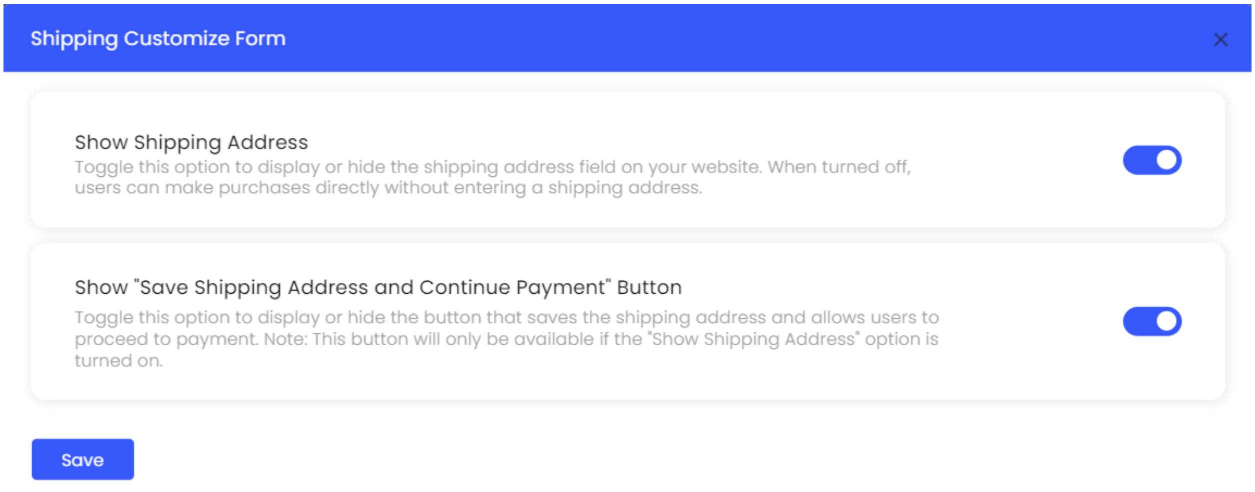


- Fill in Your Name *(Required)* - Enter your name in the designated field.
- Fill in the Subject *(Required)* - Provide a subject for the issue you are submitting.
- Provide an Email Address *(Required)* - Enter a valid email address for correspondence.
- Select Device Type - Choose the type of device you were using to browse the website from the dropdown menu.
- Select Date and Time - Indicate the date and time when you encountered the issue.
- Describe the Problem You Faced *(Required)* - Provide a detailed description of the problem you experienced.
- Outline Steps to Recreate the Issue - Write down the steps that led to the problem to assist the WebNeed team in examining the issue.
- Upload an Image as Proof of the Issue *(Optional)* - Attach an image that demonstrates the issue you faced, if available.

Submit the form after filling in the details and your submission will be reviewed by WebNeed.

Physical Product Settings:

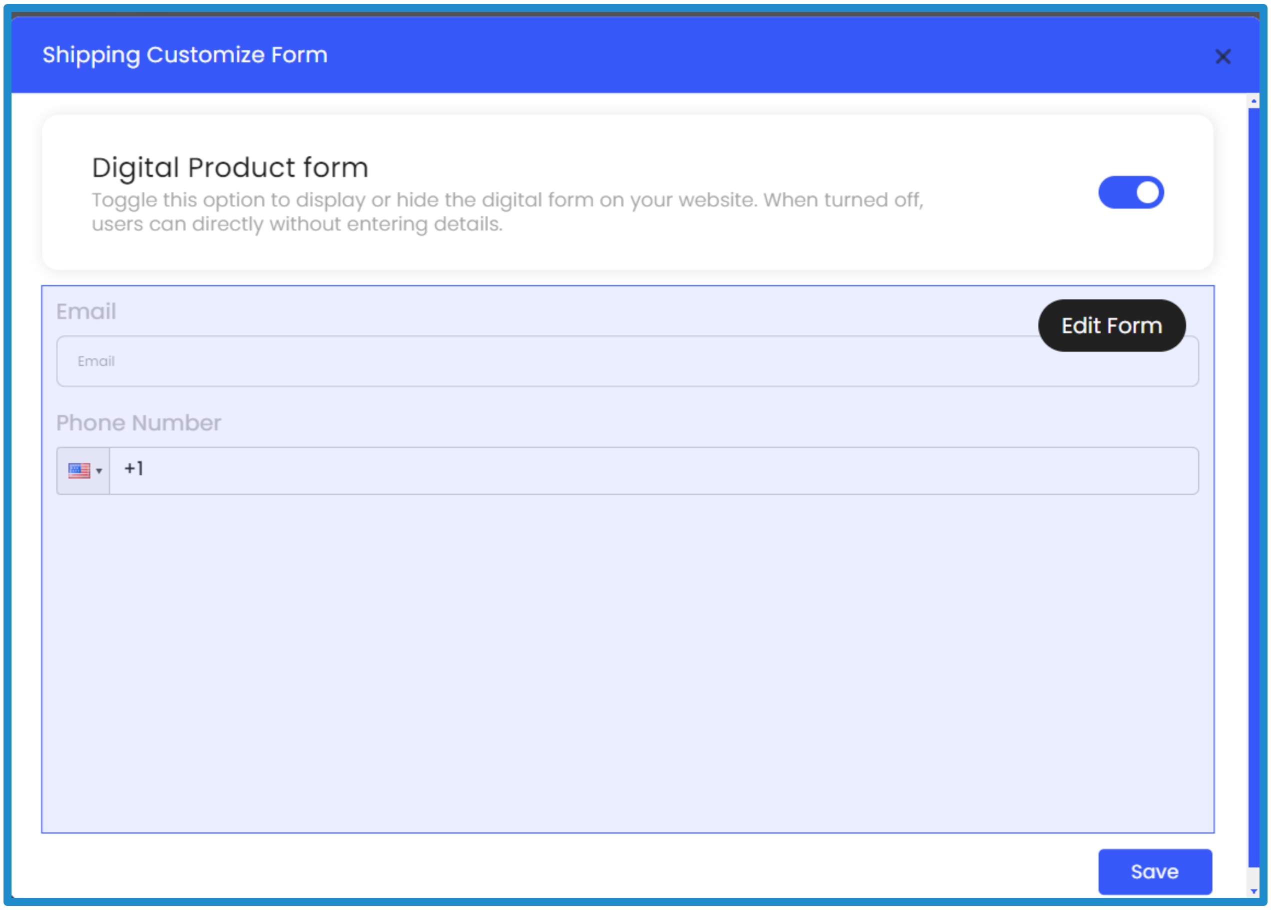
The Physical Product Settings allow you to enable or disable the collection of shipping information from the customer.



- Show Shipping address: To require the shipping details from your customer. If this toggle button is not on, the shipping address will not be collected.
- Save shipping Address button: for your customers' convenience, shipping address can be stored if the toggle button is on.

Digital Product Settings:

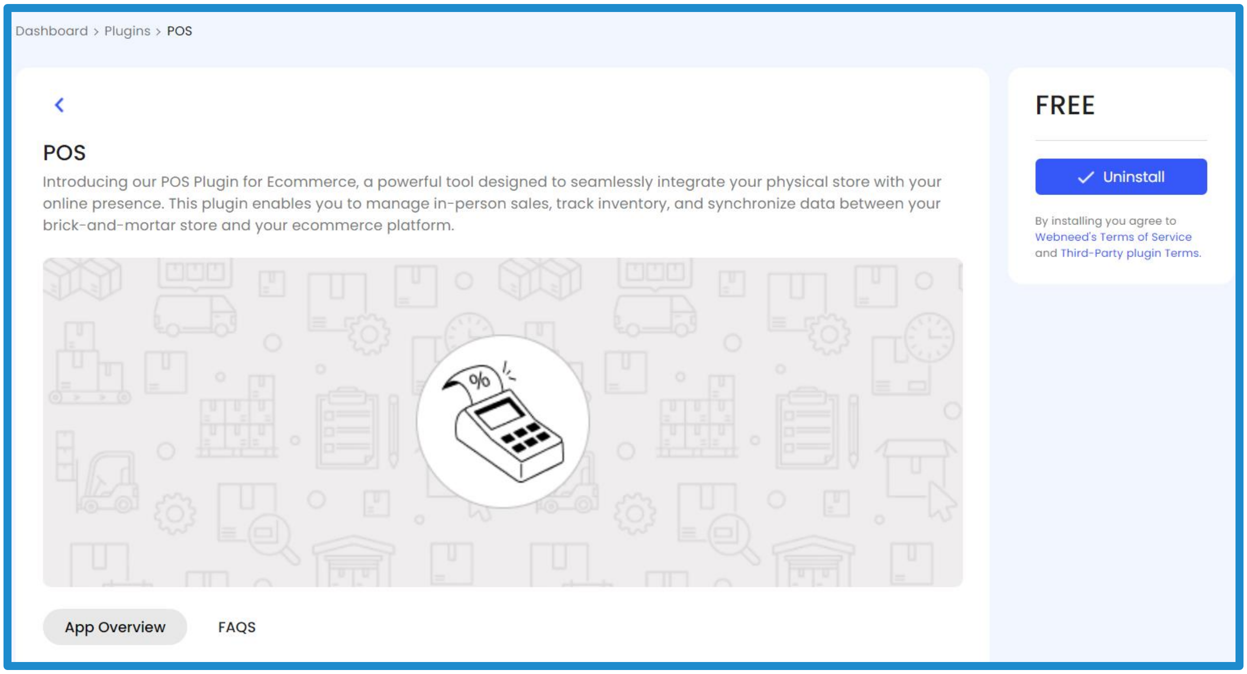
In the Digital Product Settings, you can create a form to collect any relevant information from the customer. You have the flexibility to customize the form by including single or multiple text input fields. Additionally, you can incorporate dropdown selections, radio buttons, or checkbox options, depending on what you believe is the most effective way to gather information about the customer. For more details on how to add input fields, please refer to Section 11.1: Event List – Customize Booking Details.



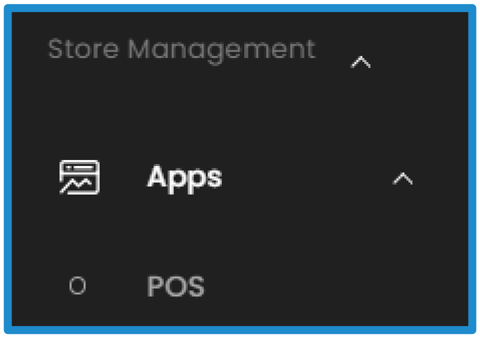
The Digital Product Settings Popup

23. POS (Point of Sale)

Introducing our POS Plugin for Ecommerce, which seamlessly integrates your physical store with your online presence. This powerful tool enables unified inventory management, in-person sales processing, and comprehensive sales analytics. It also enhances customer relationship management by consolidating data. By installing the plugin, you streamline operations, improve customer experiences, and transform your website into a central hub for managing all sales.



Install POS from plugins to integrate it into your business



POS will become accessible in the Store management section after installation.

23. POS

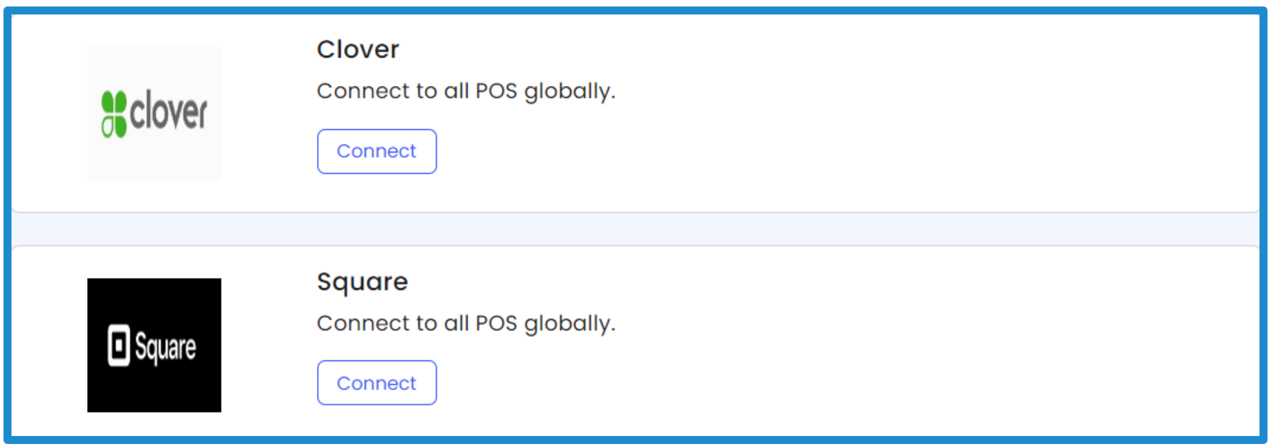
You can integrate your business with two POS system options: Square and Clover.

Square:

Square offers a robust POS solution that connects physical and online sales, enabling efficient inventory management and customer engagement. With features like in-person sales processing and comprehensive analytics, Square enhances operational efficiency and improves the overall customer experience.

Clover:

Clover is a versatile cloud-based point-of-sale (POS) system designed to streamline operations for various business types, including retail and hospitality. It enables businesses to accept payments, manage inventory, track sales, and enhance customer engagement through loyalty programs and marketing tools. With customizable hardware options and an extensive app marketplace, Clover offers a comprehensive solution tailored to meet the unique needs of each business.

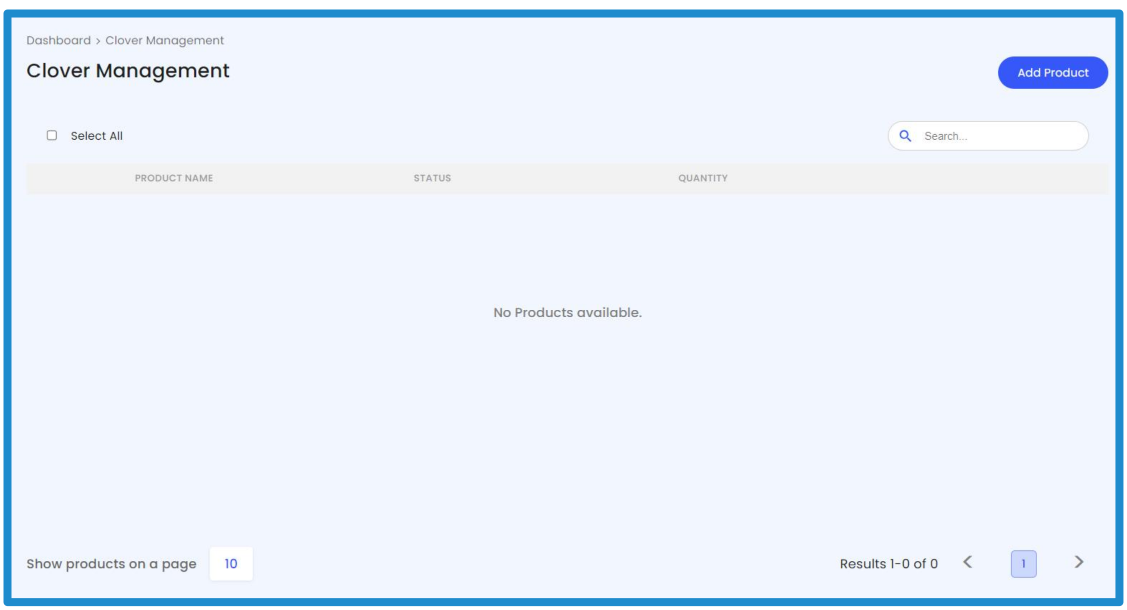


Click on either of “connect” button to get started

23. POS

If you click on Clover, you will be asked for authentication details and once they are verified, your clover account will be integrated.

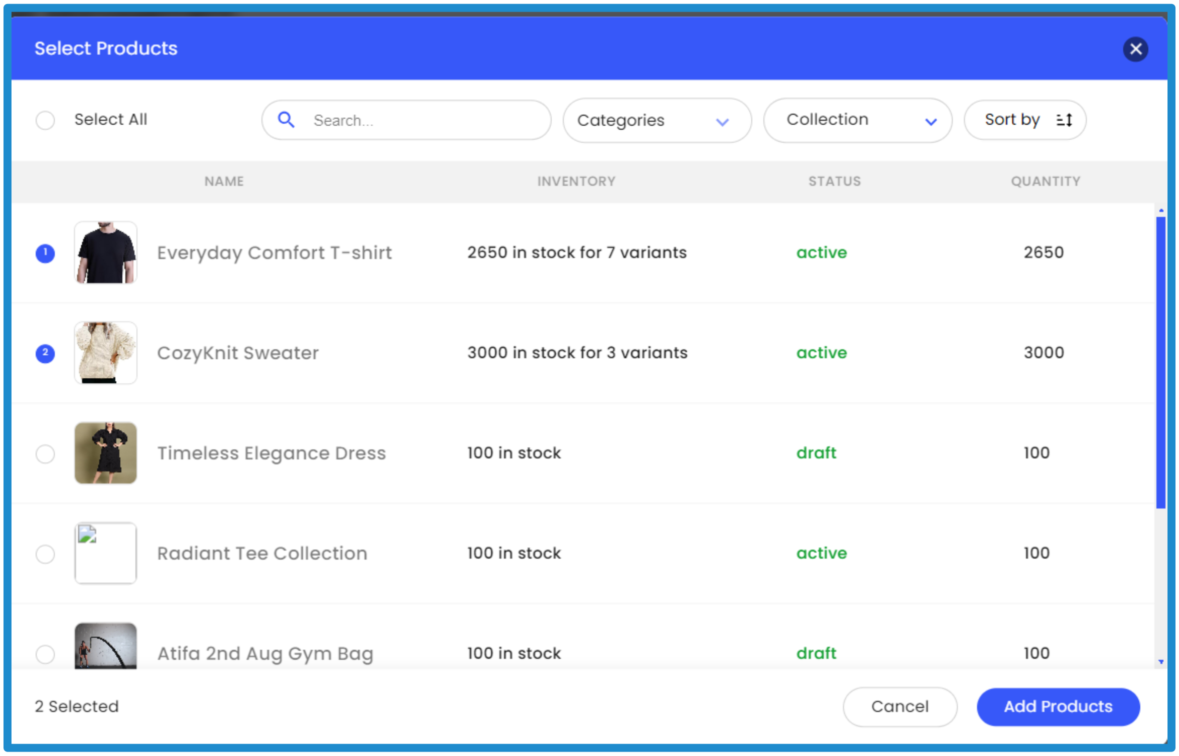
- To connect Square, you will be redirected to *Square* Sign in Portal, you can Sign in with your existing account or you can Sign Up to create a new account.
- Once you have connected your account, the “connect” button will be replaced with the “Listing” button.



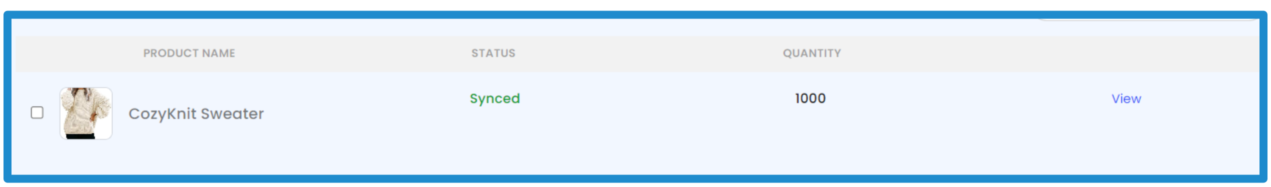
You can now start adding Products to link them with your Clover Account

23. POS

Add Product:



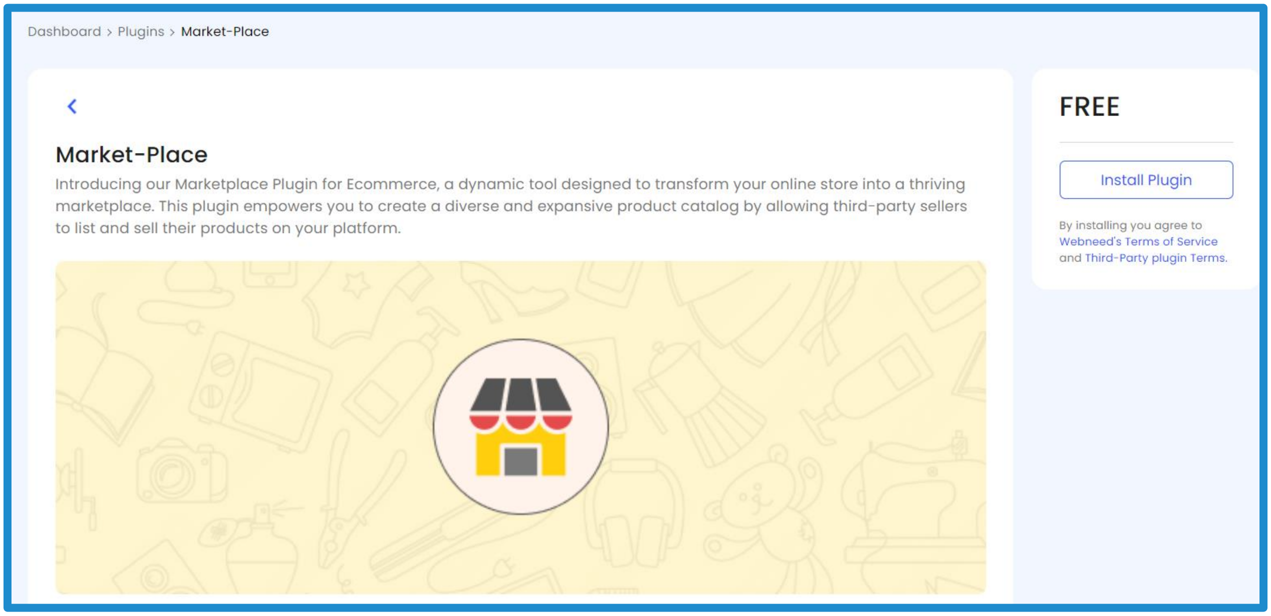
You can add products by searching for them, selecting from specific categories or collections, or simply choosing from the default list of available products.



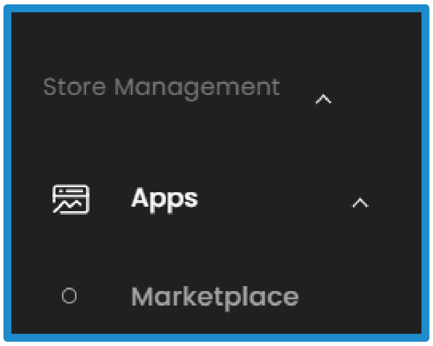
Once the status shows as "Synced," it indicates that the product is successfully synchronized with your Clover account. You can verify this by checking the item list in your Clover account. This status also means that your POS service will now track sales, inventory levels, and any changes related to the synced product.

24. Marketplace

Introducing our Marketplace Plugin for Ecommerce, a powerful tool that transforms your online store into a thriving marketplace. This plugin enables multiple vendors to list and sell their products, while you maintain centralized control through an admin dashboard. With commission management and a diverse product catalog, the Marketplace Plugin enhances the shopping experience, attracts more customers, and fosters collaboration between your platform and third-party sellers.

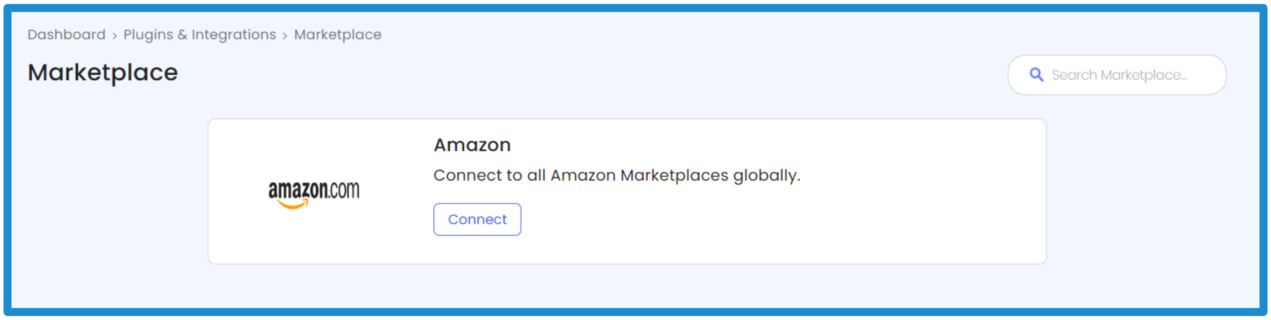


To use Marketplace, install it from plugins

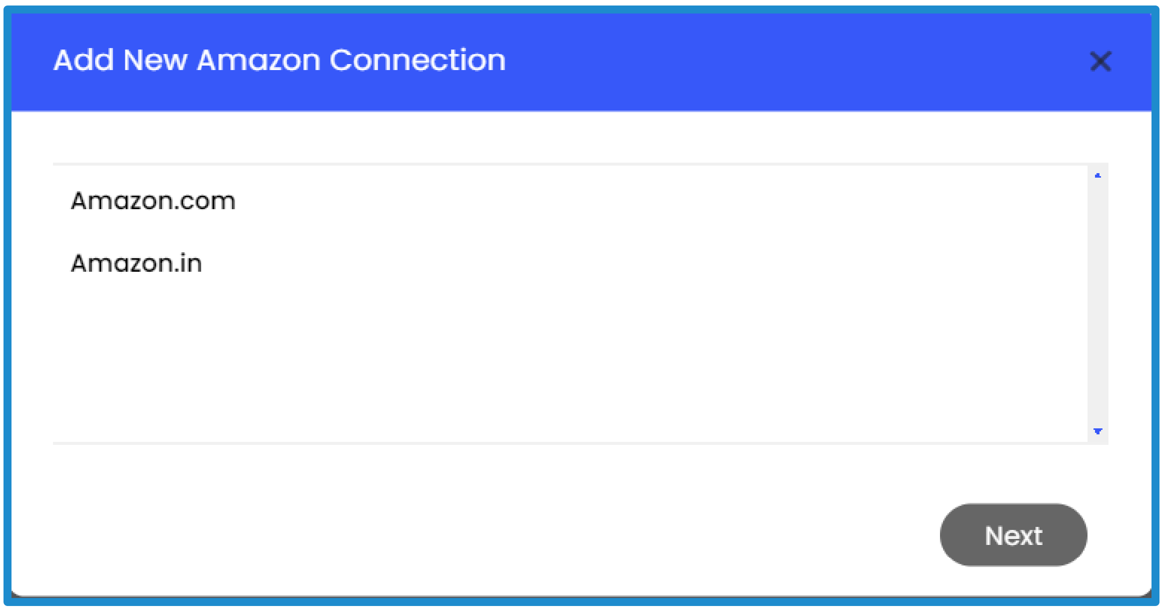


After installation, Marketplace will be available for use in Store Management.

List of current Marketplace option



Click on 'Continue'

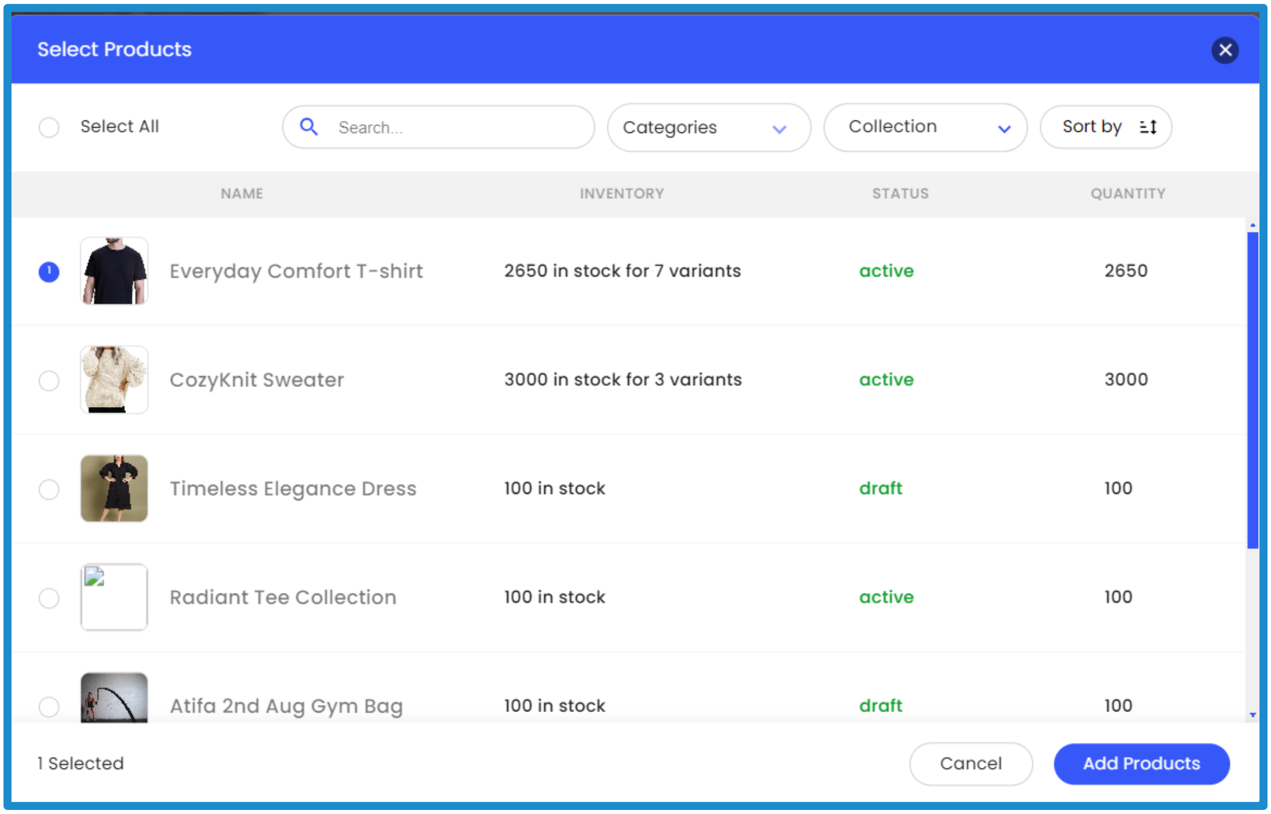


Select the most relevant option from the list

You will be redirected to Amazon Seller Central to connect your merchant account with the Webneed Marketplace. After completing your login and integrating your Amazon Seller Central account, you can proceed with the next steps. This integration allows you to manage your products and sales effectively within the Webneed platform.

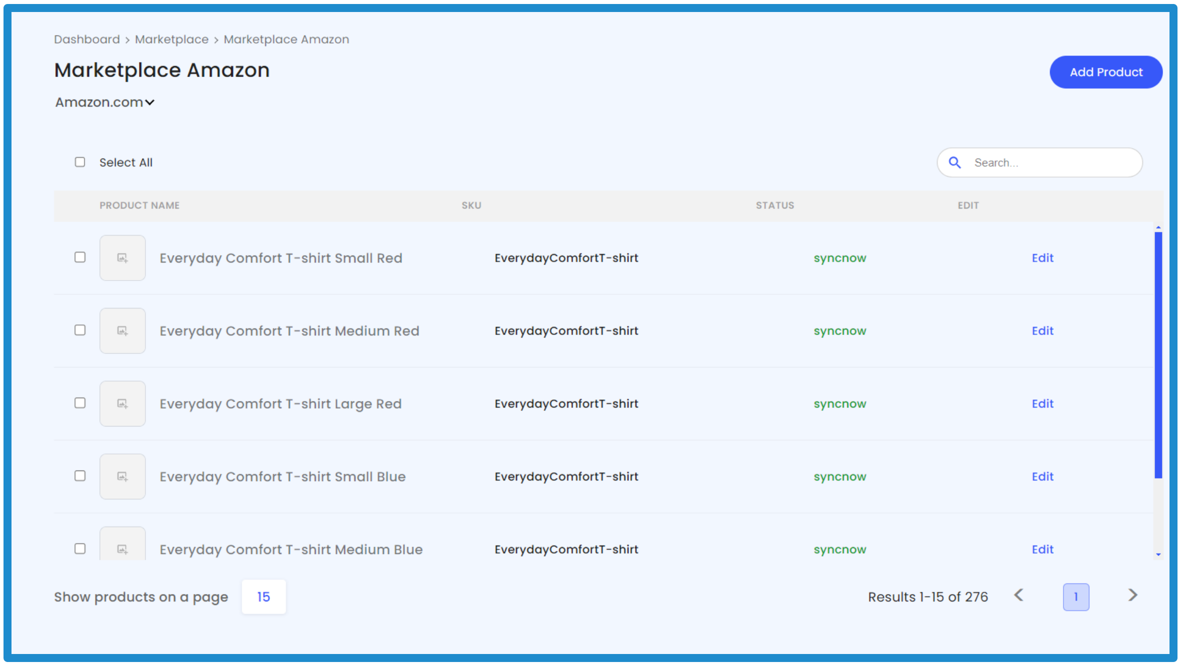
Once your Amazon account is connected, you will get a new option "Listing", and you can click on it to link your products or view your linked products.

Add Product:



Select a product or multiple products and click on “Add Products”

Your marketplace list will be populated with the product and its variants. Marketplace requires a product and its variants to be synchronized separately.



Syncing products

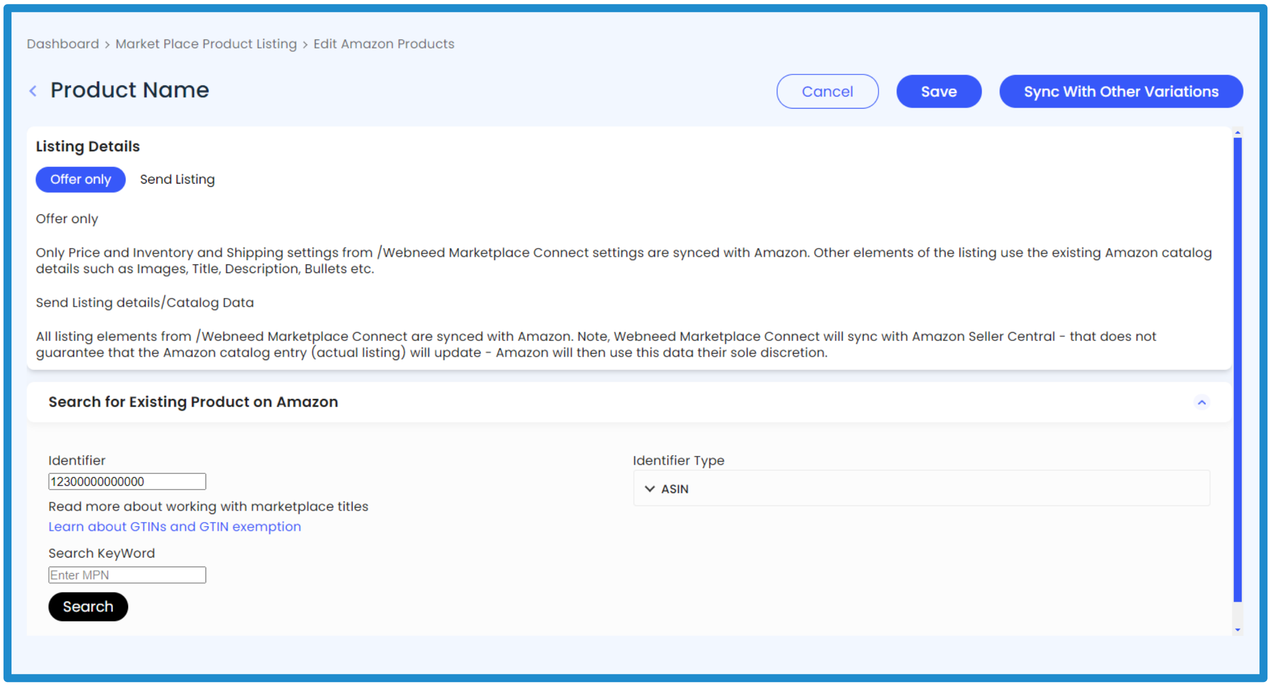
Select a product or select all and then click on “Sync with Amazon”

Edit Product:

To sync a product with Amazon Marketplace, you must provide specific information required by Amazon before listing the product.

Offer Only:

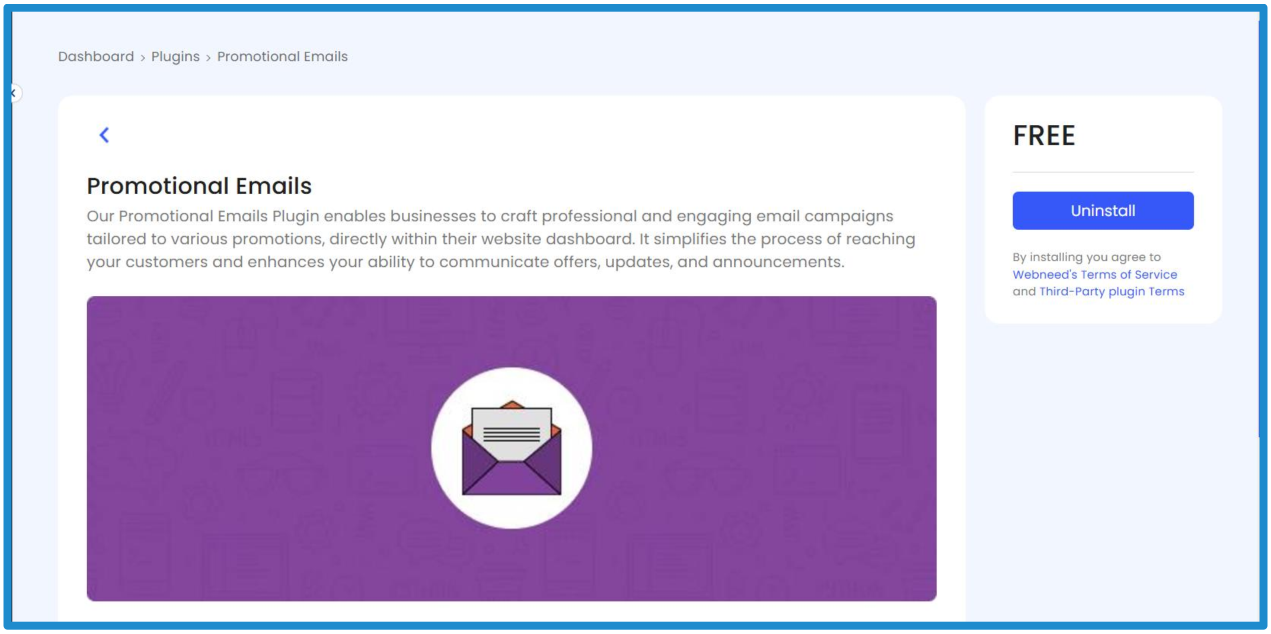
The "Offer Only" option is primarily utilized by Amazon resellers. When you wish to sell a product already listed on the marketplace by another seller, you should select the "Offer Only" option. This allows you to list your offer without creating a new product listing, facilitating easier sales of existing products.



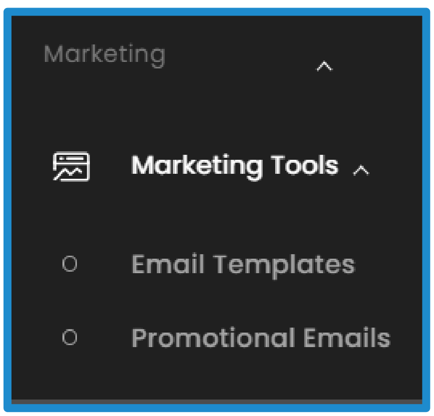
The first step is to identify the product. You can identify with a unique identifying code such as ASIN code, GTIN or ISBN or you can identify by the product category.

25. Promotional Emails

The Promotional Emails Plugin enables you to send targeted emails to your customers to promote products for special events. You can choose from a variety of templates for your promotional emails, all of which are fully editable, allowing you to customize the content to suit any occasion.

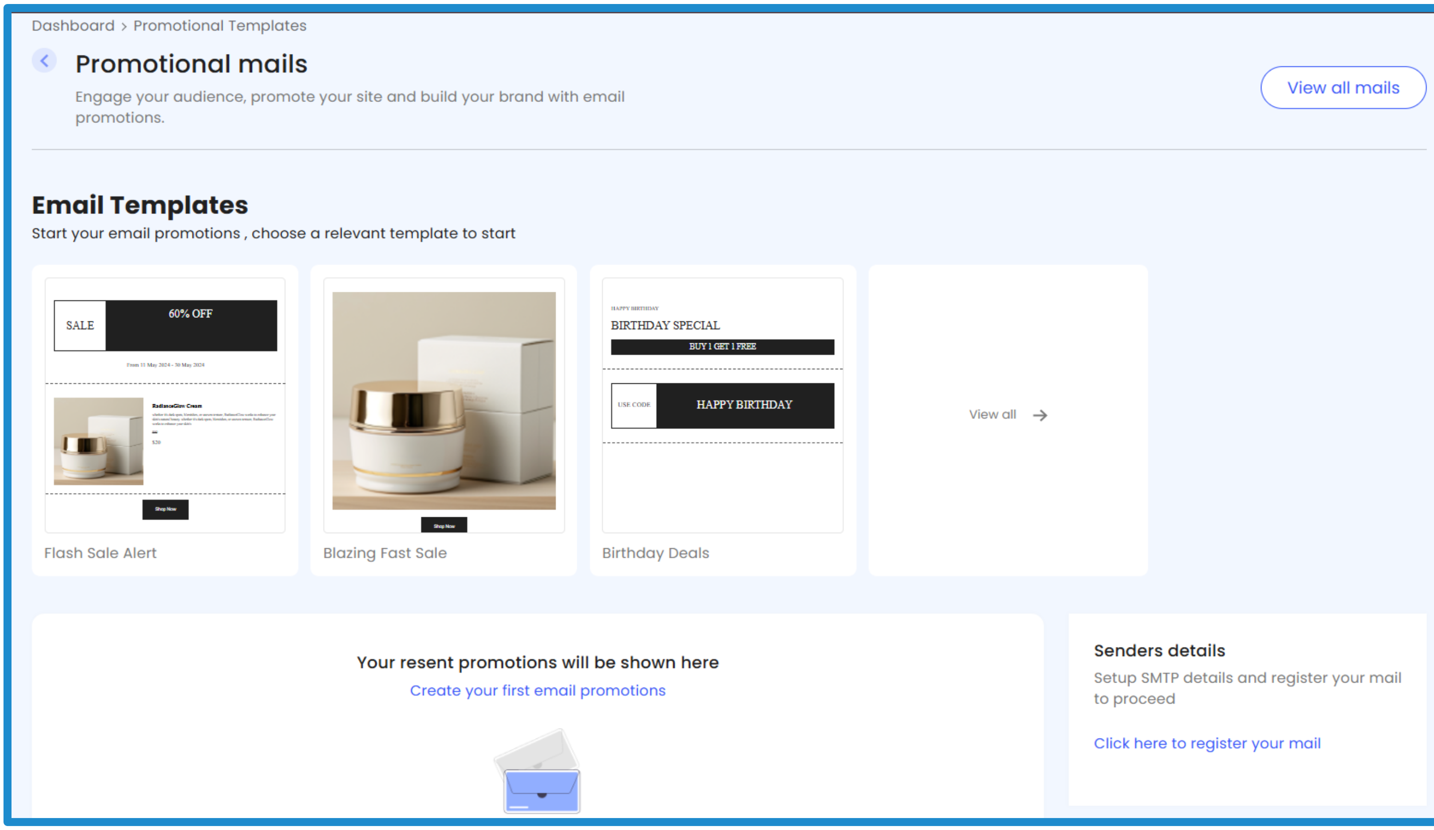


To use Promotional Emails, you have to first install it from the plugins section.



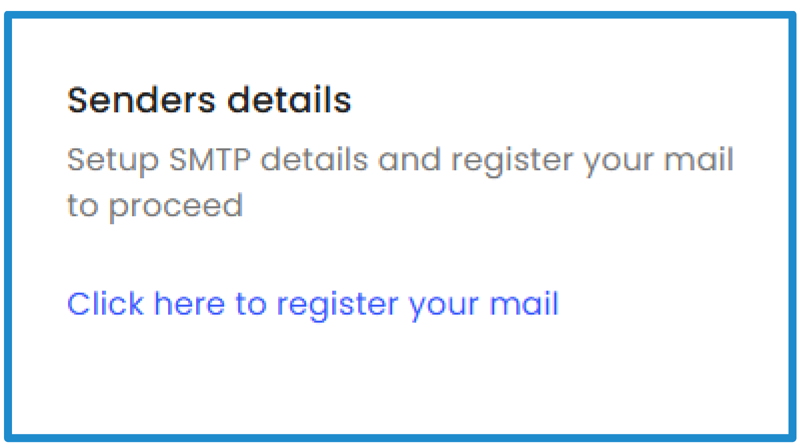
Post Installation, Promotional Emails will become available in the Marketing Tools Folder.

25. Promotional Emails



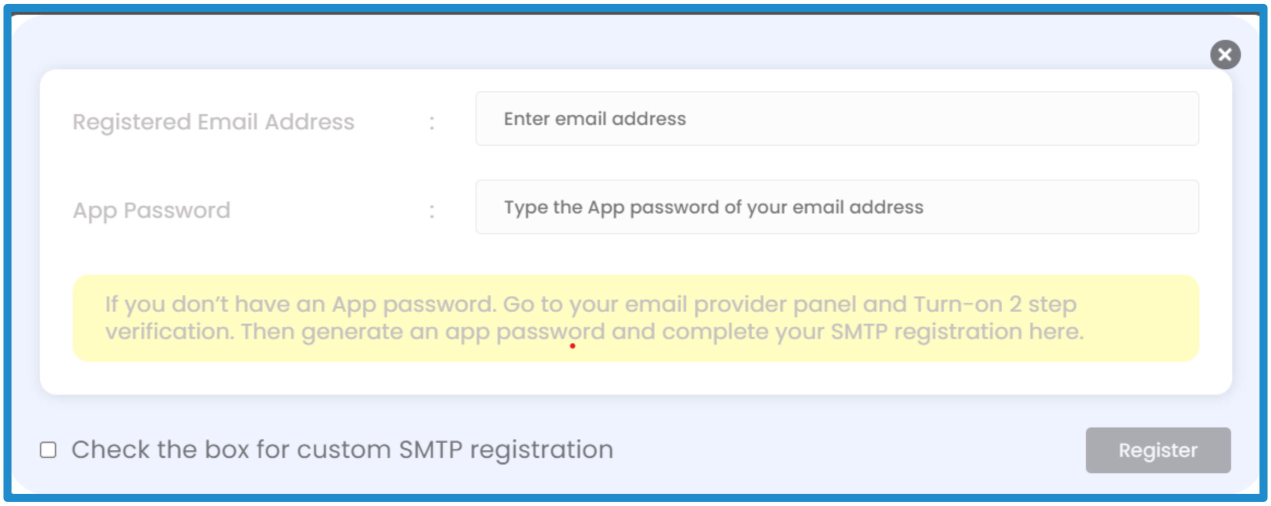
Overview of Promotional Emails

The first step is to register you email account to send promotional emails:



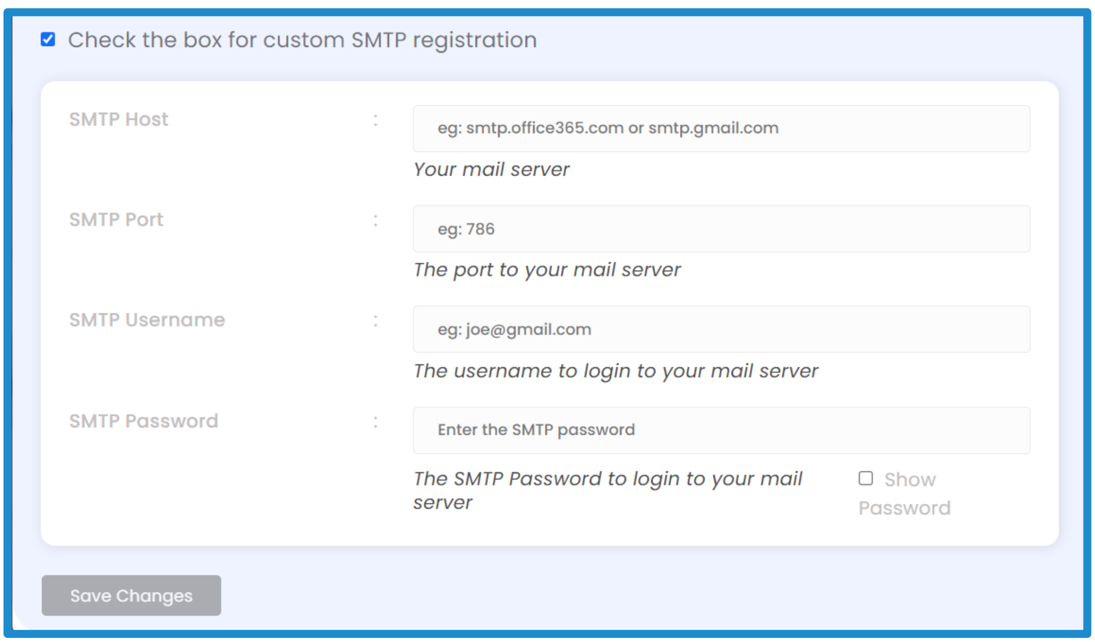
Click on the blue text to register you email account

25. Promotional Emails



Enter your email address and app password to register your email, or you can select the checkbox. Please note that the app password is different from your email login password. It must be generated through your email account settings.

Custom Smtp Registration:



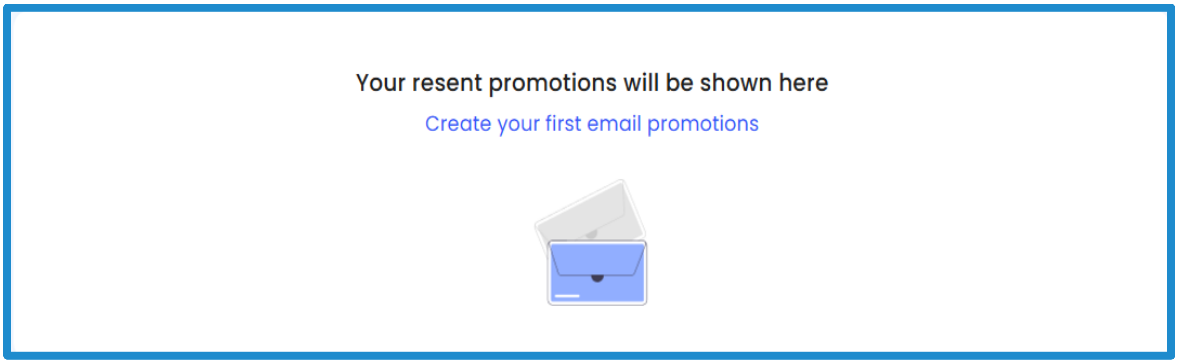
Custome SMTP Registration requires:

- **SMTP Host**: The address of the server responsible for sending emails (e.g., `smtp.gmail.com`).

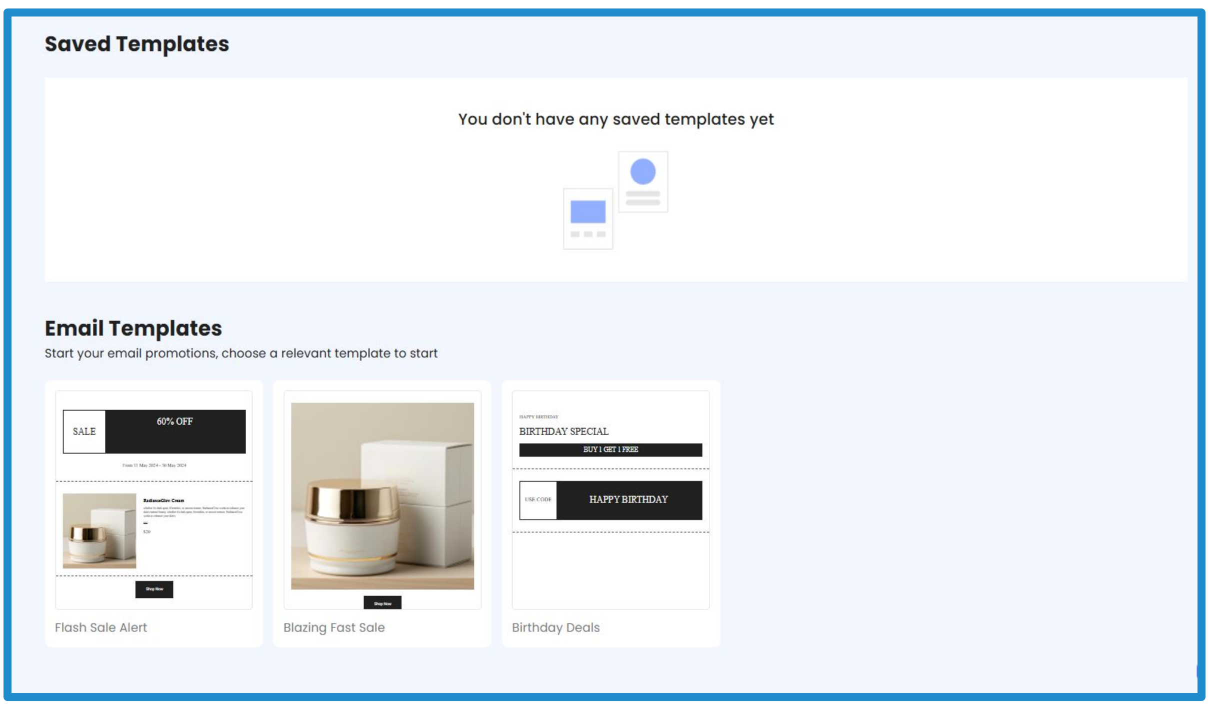
25. Promotional Emails

- **SMTP Port**: The port number used to establish the connection for email transmission (e.g., 587 or 465).
- **SMTP Username**: The email address used to authenticate with the SMTP server.
- **SMTP Password**: The app-specific password or email account password required to log in to the SMTP server.

Click on Save Changes after you've provided all the relevant information, and your email registration will be completed.

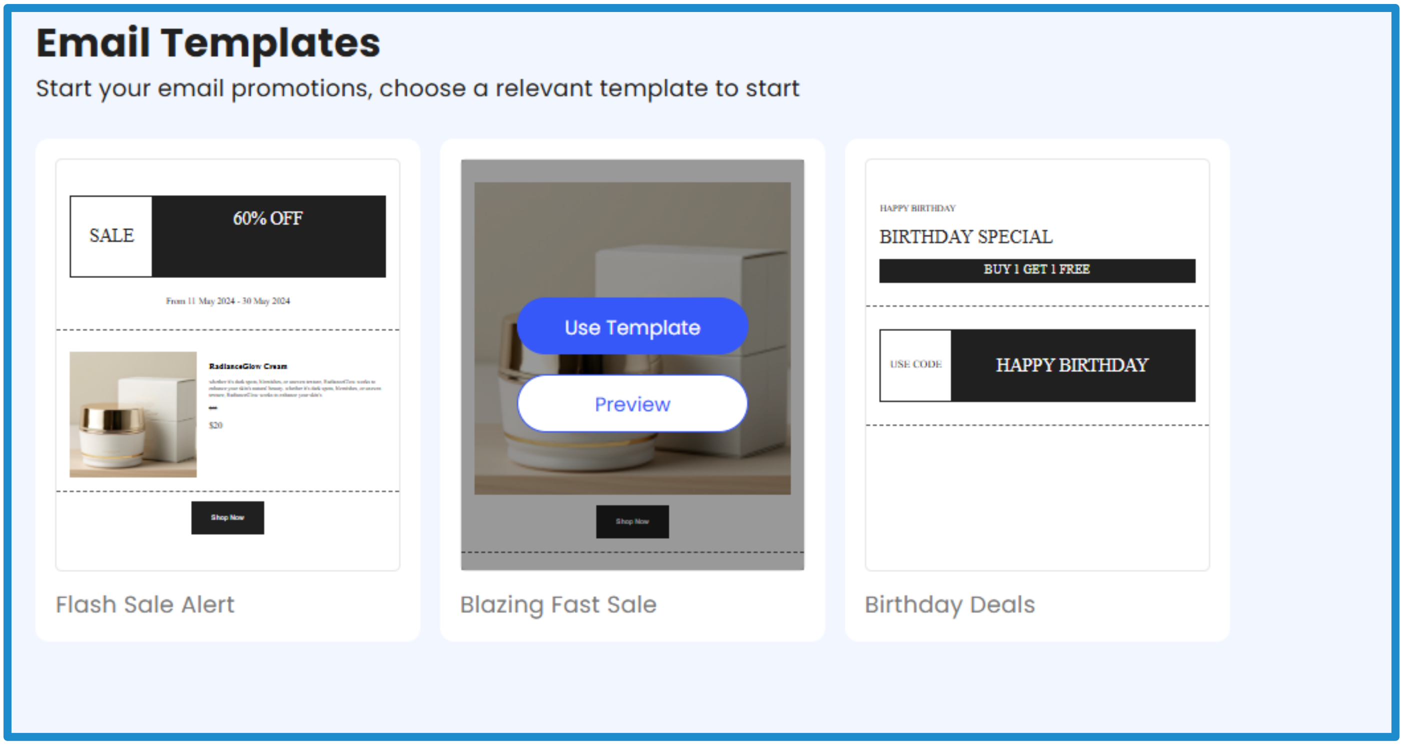


Click on the text once your email registration is completed

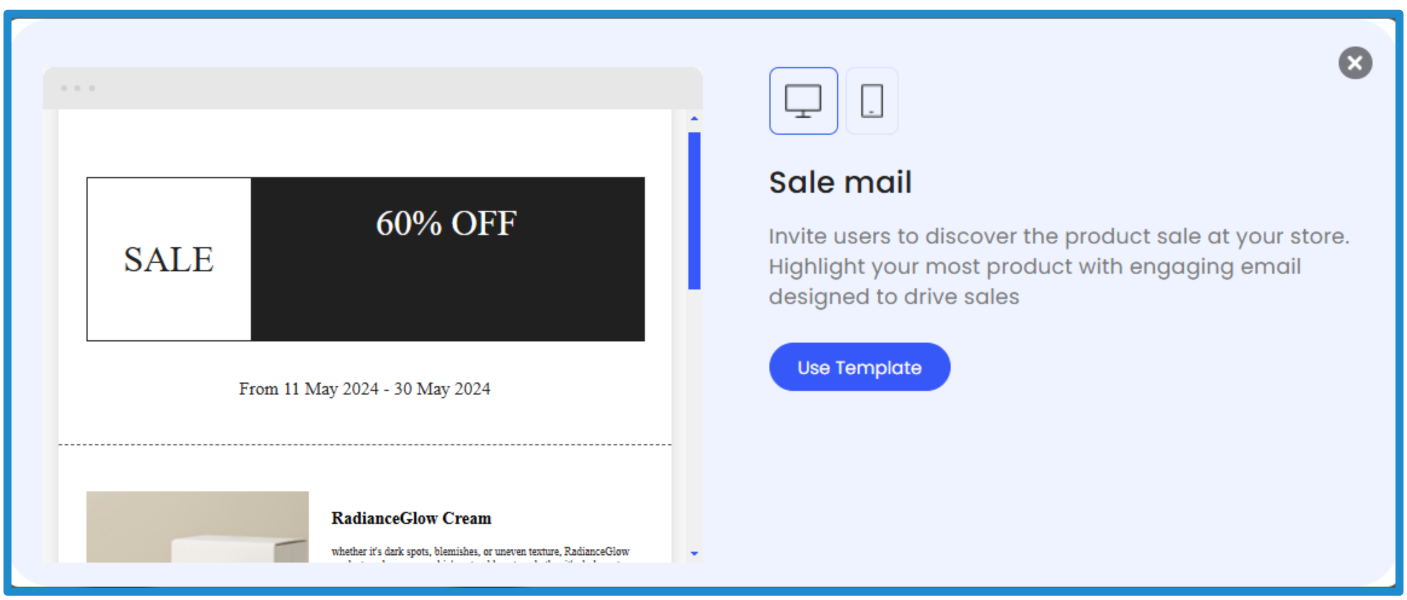


The next Step is to Select an Email Template and edit it to a specific event

25. Promotional Emails



You can enable the preview option by hovering over specific template



You can select the template directly from the preview window if desired.

25. Promotional Emails

Use Template:

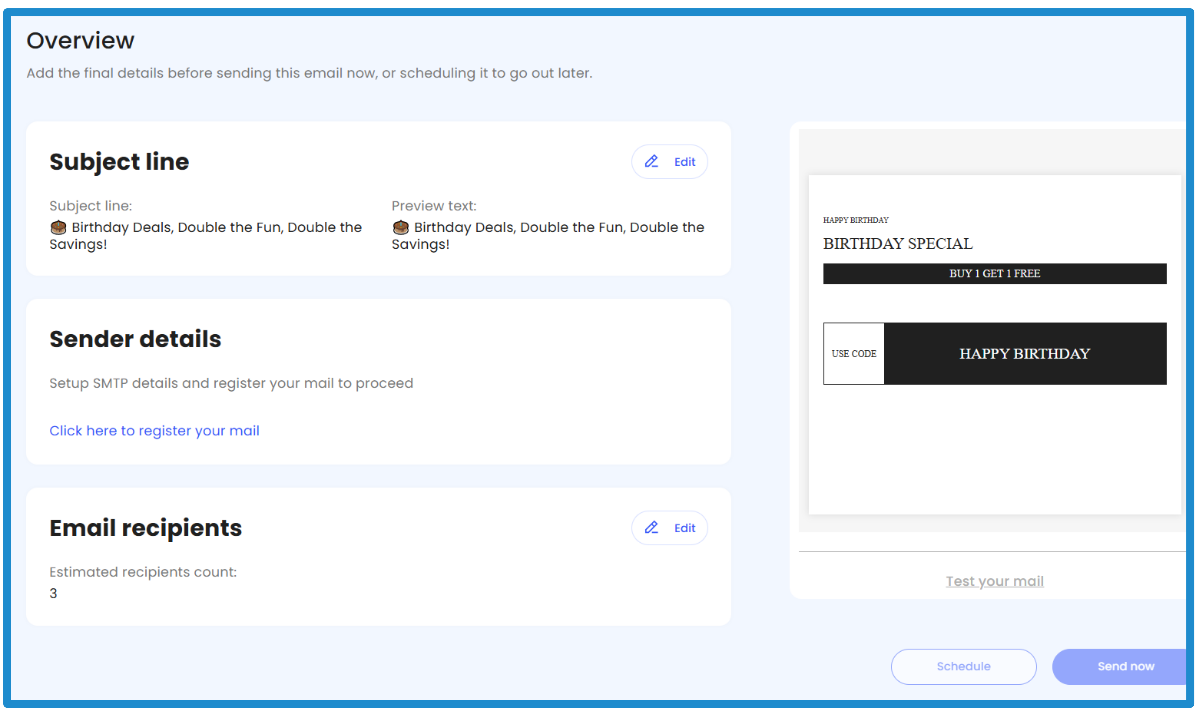
The first step is to edit the template:

The templates are divided into three sections. You can hover over any specific component, whether it is text or a photo, to edit it. Everything is fully customizable. Once you have made the necessary changes, click on Next to add Recipient to send email.

25. Promotional Emails

After editing the template, the next step is to add recipients for the promotional emails. The recipient list includes only the email addresses of users who have signed up on your website and previously used your services.

Select the recipients from the list and click on next



The final step allows you to customize the subject line of the email according to your needs and modify the recipient list if necessary. Once you have made all the required changes, click **Send Now** to deliver the email. Alternatively, you can send a test email by clicking on **Test Mail** and providing your details to preview and verify the promotional email.