Home Menu

(shows a system overview information)

Gross sales in last 7 days card

-> shows the total order in system for the last 7 days

Commission in last 7 days card

-> shows the commission from gross sales in system for the last 7 days

Sold in last 7 days card

-> shows the total amount of sale order in system for the last 7 days

Received in last 7 days card

-> shows the total amount of orders in the system for the last 7 days

Sales Report by Date Graph

-> shows the total of sales in the system



Store Analytics graph

-> shows daily visit information.

Sales by Product graph

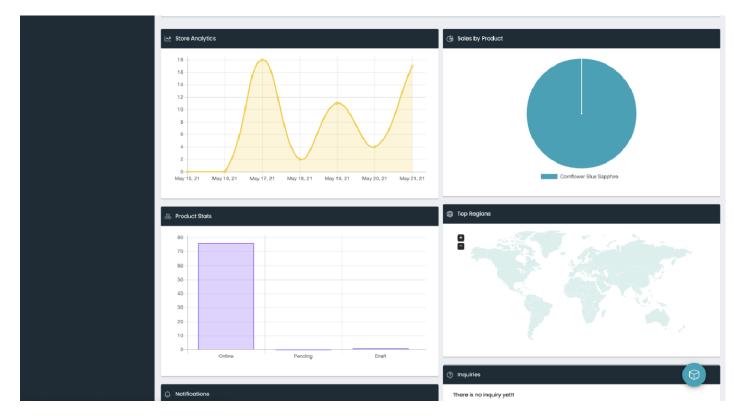
-> shows the number of product sales ratio

Product Stats Graph -> shows the types of product

- Online -> products that currently on display in the system
- Pending -> products awaiting confirmation on the system
- Draft -> products that are saved as a draft which are not displayed on the system.

Top Regions graph

-> shows a zone information that contains a list of sales orders

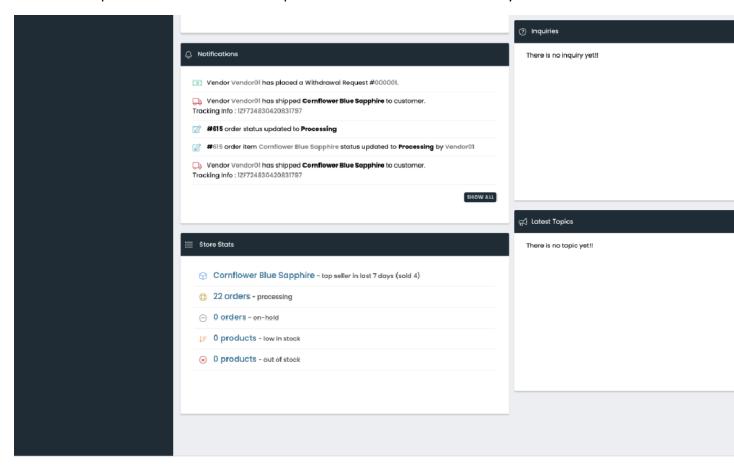


Notification's card -> shows a list of activity within the system

Inquiries card -> shows a list of inquiry from users

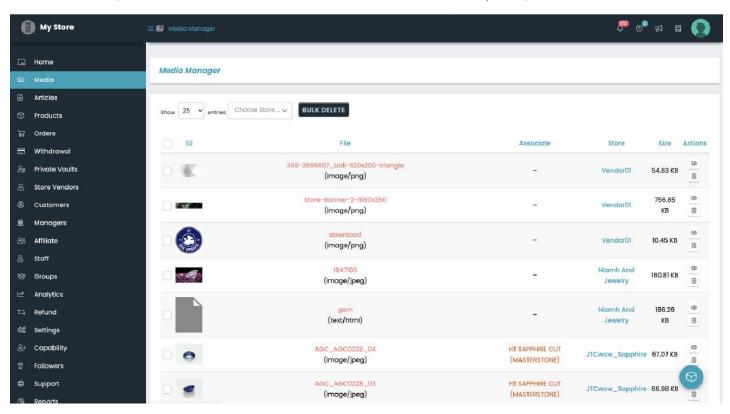
Store Stats card -> shows an overview of the information that needs to be prioritized

The Latest Topics card-> shows a list of topics that have been added to the system



Media menu

(shows a media information that has been added in the system)

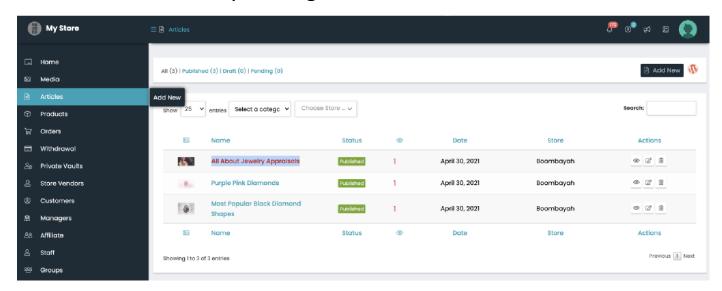


You can delete the desired media by selecting the desired product -> BULK DELETE

Article menu

(shows an article information)

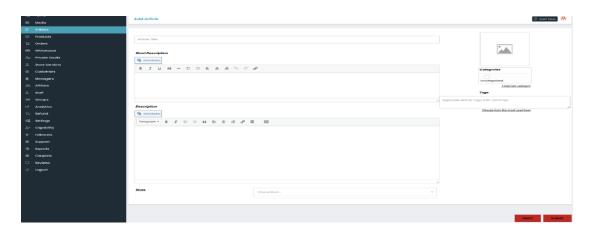
You can add articles by clicking 'Add New'



How to add new article

- Article Title -> article title
- Short Description -> article introduction
- Description -> detail of article
- Store -> choose a store that owns the article
- Categories -> article category
- Tags -> article label

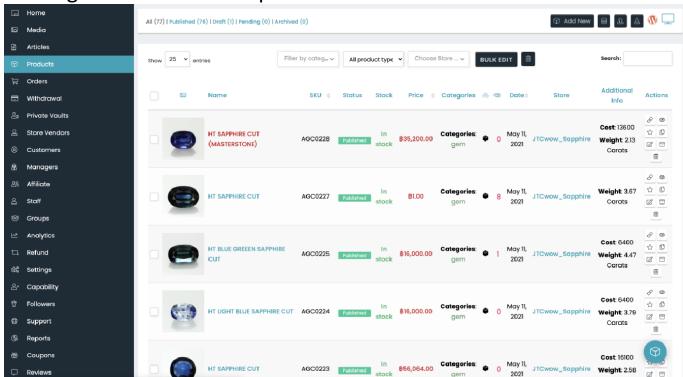
Click DRAFT -> to save an article as draft, not published yet Click SUBMIT -> to save an article and publish it



Product menu (shows a product list in the system by following status)

- Published -> published product on the system (including Private Product status)
- *** Private Product is used for creating a private vaults order only and will not be displayed on the Shop page
 - Draft -> draft product that has not been published on the system
 - Pending -> products awaiting confirmation to be published on the system
 - Archived -> discontinued product

Clicking 'Add New' to add products



Detail of add product

- Product Title -> product name
- Price -> Item's normal/regular price
- Sale price -> Item's discounted price that can then be scheduled for certain date ranges.
 The sale expires at 11:59pm of the specified end date You can set a period of sale by clicking 'schedule'
- Cost (excl. tax) -> cost of a product excluding tax
- Short Description -> product description
- Description -> product detail
- Categories -> choose a product category
- Tags -> choose a product label

Price (申)		Sale Price (#)	
			schedu
From	From YYYY-DD-MM	Upto	To YYYY-DD-MM

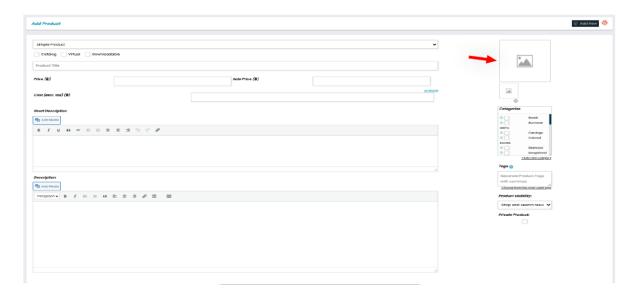
Product visibility

- -> choose product visibility
- Shop and Search results -> Visible everywhere, shop pages, category pages and search results.
- Shop only -> Visible in shop pages and category pages, but not search results
- Search results only -> Visible in search results, but not in the shop page or category pages.
- Hidden -> Only visible on the single product page not on any other pages.

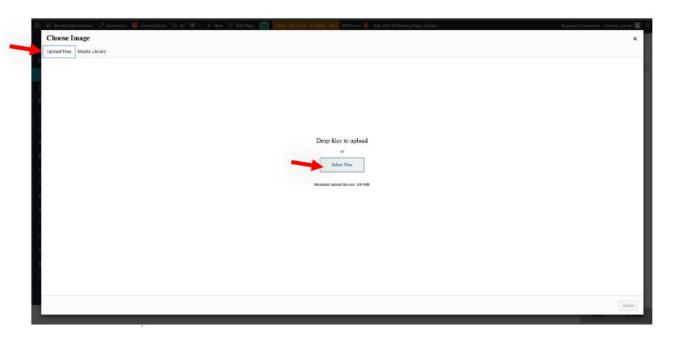
Private Product

-> choose to make a product as a personal item, not visible in all cases. It is used to create a Private Vaults order

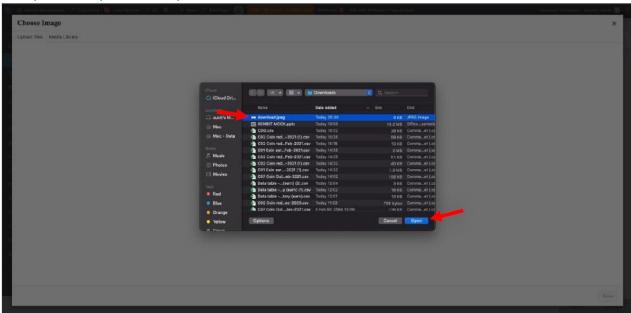
Adding product picture



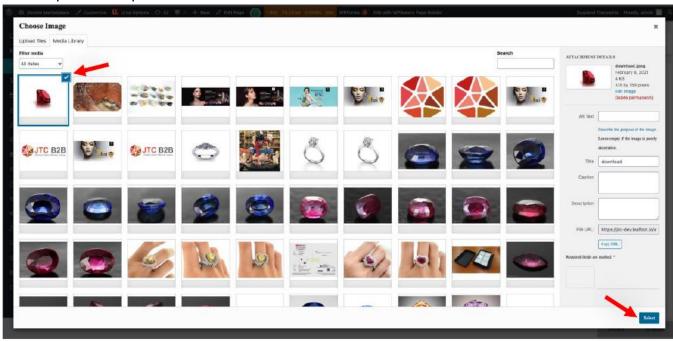
Click at picture -> Upload files -> Select files.



Click preferred picture -> Open



Select a picture to upload -> Select



Setting up an additional product description

Inventory

(Stock management)

<u>SKU</u>

-> SKU refers to a Stock-keeping unit, a unique identifier for each distinct product and service that can be purchased.

Manage Stock

-> tick to enable stock management at product level

Stock Qty

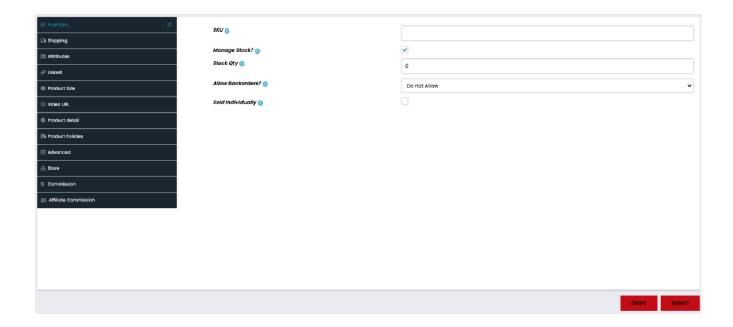
-> Stock quantity. If this is a variable product this value will be used to control stock for all variations, unless you define stock at variation level.

Allow Backorders

-> If managing stock, this controls whether or not backorders are allowed. If enabled, stock quantity can go below 0.

Sold individually

-> Tick the Sold Individually box to limit the product to one per order.



Shipping (shipping management)

Weight

-> product weight in Kg

Dimensions

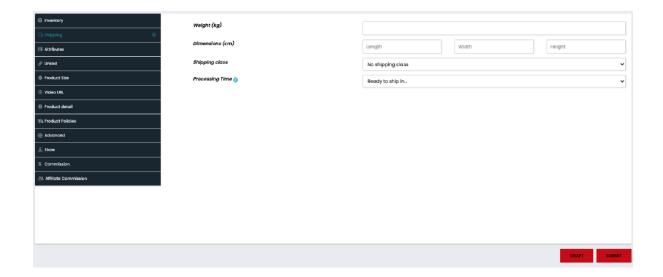
-> Length, width and height for the item in cm

Shipping class

-> Shipping classes are used by certain shipping methods to group similar products.

Processing Time

-> The time required before sending the product for delivery

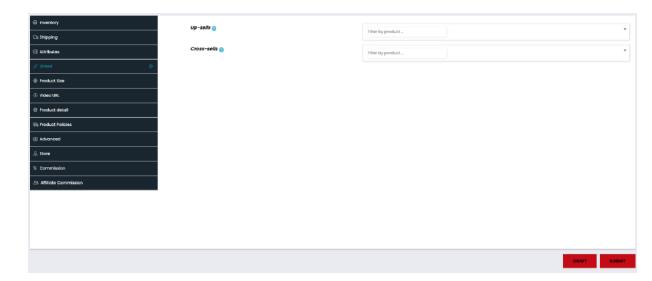


Linked (setting up a relevant product)

Up-sells

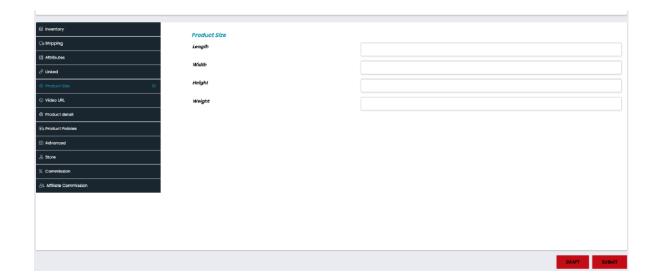
-> displayed on the product details page. These are products that you may wish to encourage users to upgrade, based on the product they are currently viewing.

Cross-sells -> products that are displayed with the cart and related to the user's cart contents

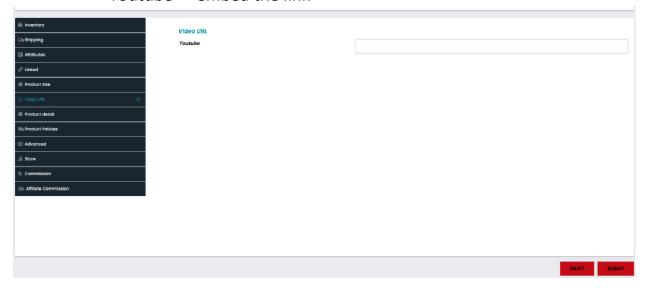


Product size (setting up a product size)

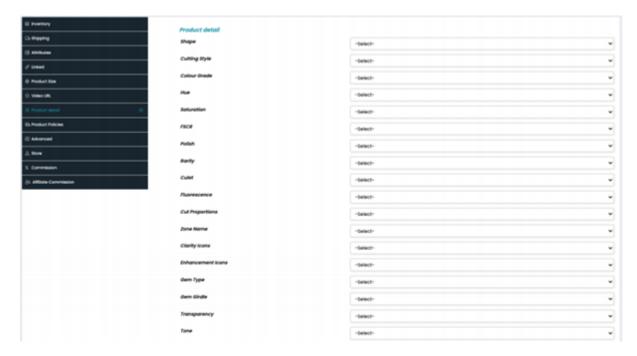
Length -> product length Width -> product width Height -> product height Weight -> product weight



Video URL (setting up a video product)
 Youtube -> embed the link



Product detail (setting according to JTC Attributes)

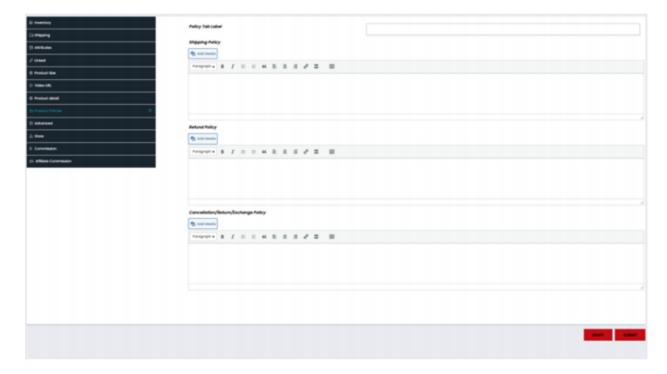


· Product Policies

Policy Tab Label -> Policy Tab Label

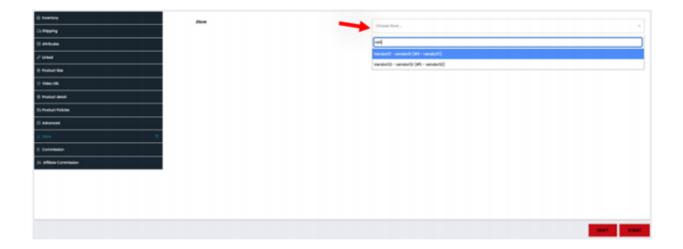
Shipping Policy -> Terms of shipping

Refund Policy -> Cancellation / Return / Exchange Policy -> Terms of cancellation / return / exchange products.



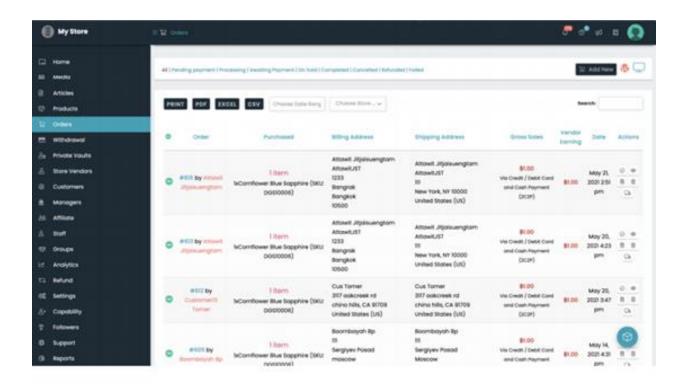
Store (store selection)

Click to select the store that owns the product



Order menu shows a list of orders in every store in the system, which are

- 1. Pending payment -> Order received; no payment initiated.
- 2. Processing -> Payment received (paid) and stock has been reduced; order is awaiting fulfillment. All product orders require processing,
- 3. Awaiting Payment -> The order status is on pending payment verification of 2C2P system.
- 4. On hold -> Awaiting payment stock is reduced, but you need to confirm payment..
- 5. Completed -> Order fulfilled and complete requires no further action. 6. Canceled -> The order status has been canceled.
- 7. Refunded -> Refunded by an admin no further action required.
- 8. Failed -> Order status error



When you press on the order number, they will show the details of the order as follows:

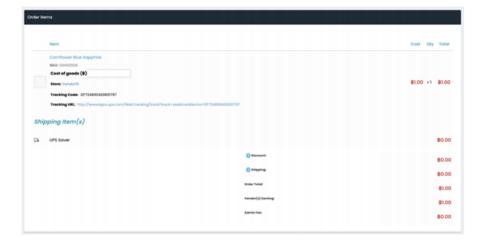
- Order date
- Order status

Order status can be changed, select orders -> UPDATE

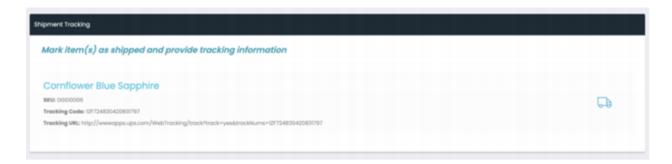
- Customer -> Show customer details and shipping address.



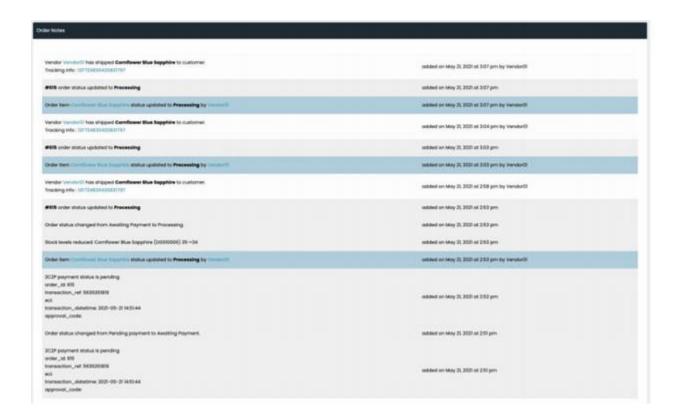
- Order Items -> Show the product list and details of the product.



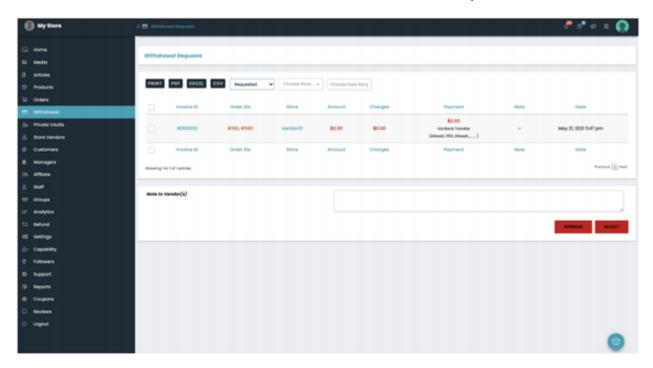
- Shipment Tracking -> Show delivery details



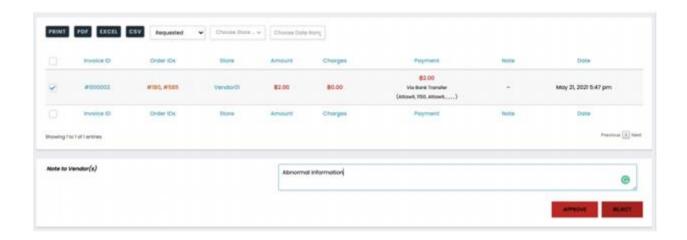
Order Notes -> Show order management details



The Withdrawal menu shows the merchant withdrawal request.

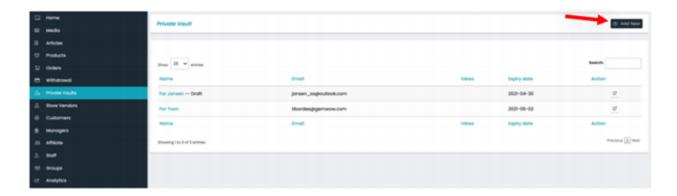


You can notify the process of the store, send a message to store -> APPROVE (confirm) / REJECT (Bounce)

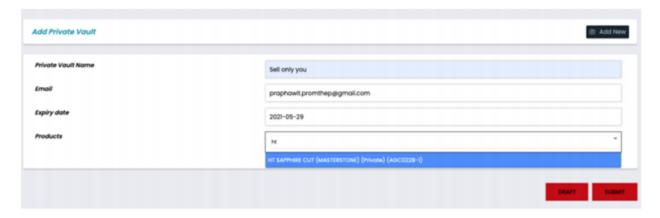


The Private Vault menu shows a specific order

To add a specific order, press Add New.



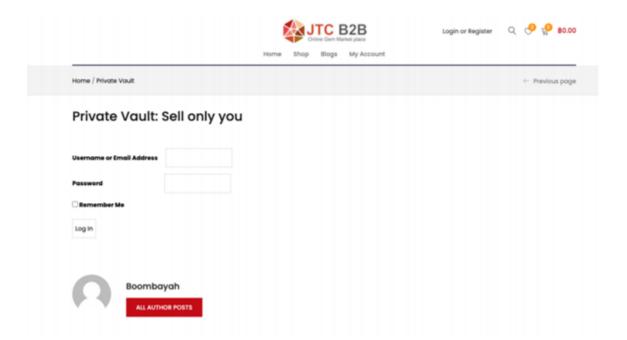
- Private Vault Name -> order name
- Email -> Email of the customer who can access the product.
- Expiry date -> End date
- Products -> Products with Private Product status



Customer will receive an email to place an order -> Click a link to place an order



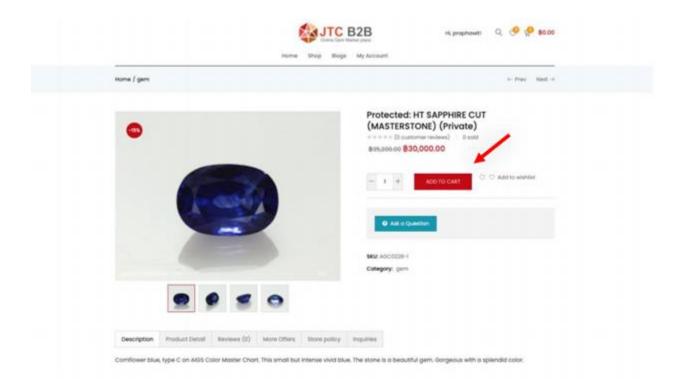
Customers are required to sign in to verify and access the product.



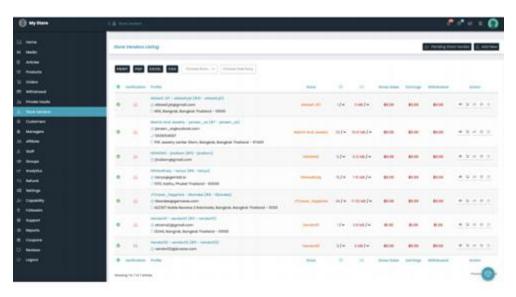
When logged in successfully, it will show the product with the status of Private Product -> Click on the product to place an order.



Press ADD TO CART to add products to your shopping cart.

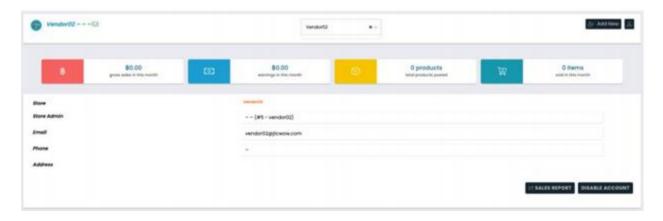


The Store Vendors menu shows the stores in the system



Store details

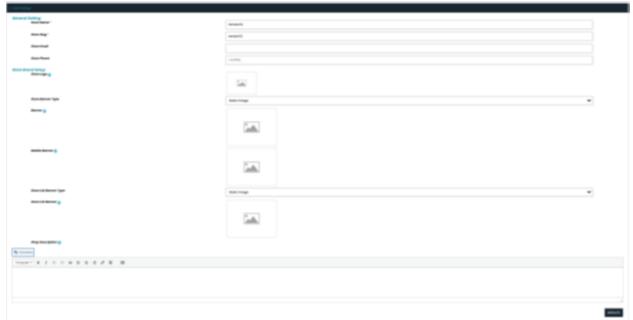
- Gross sales in this month card -> Show total order information of the shop in the current month.
- Earnings in this month card -> Balance available to withdraw from the system in the current month.
- Total Product posted card -> Show information on the total number of products in the store.
- Sold in this month card -> Shows the number of products the store has sold in the current month.



- Profile ->Set name-surname information of the Store vender



- Store Setting (adjust store's details)
- General Setting Change name, email and store's contact number.
- Store Brand Setup -> Adjust Logo Banner and store's details.



Store Address -> Change store's address. Store Location -> change store's location.

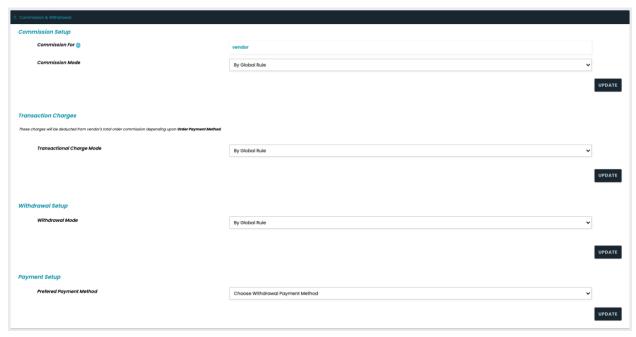


Visibility Setup -> adjust store's information privacy.



- Commission & Withdrawal (Set up commission fee and withdrawal)

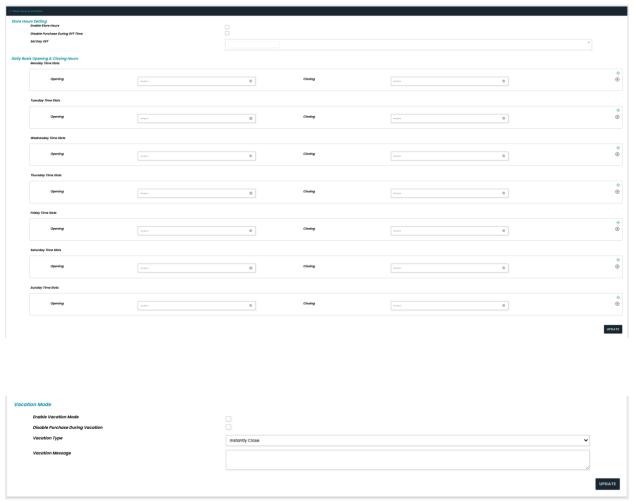
Commission Setup -> Commission Set up
Transaction Charges -> setup transaction charges
Withdrawal Setup -> Withdrawal Setup
Payment Setup -> setup payment from system to vendor.
*** To avoid confusion, it is recommended to follow Global Rule.



- Store Hours & Vacation (adjust store hours and holidays) Store Hours Setting -> adjust weekly opening/closing time

Daily Basis Opening & Closing Hours -> adjust daily opening/closing time

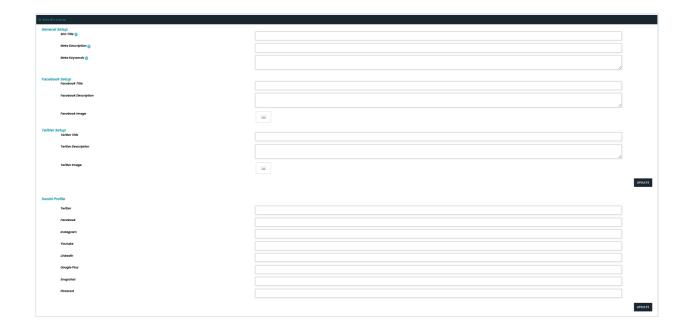
Vacation Mode -> adjust store hours according to statue holidays



Store SEO & Social (Set up SEO and Social media account)
 General Setup -> Adjust SEO to allow easier search result.
 Facebook Setup

Twitter Setup

Social Profile -> adjust store's social media accounts



Store Policies & Customer Support (Configure Store Policies & Customer Support)

Policies Setting ->Set up refund, cancelation and return policy



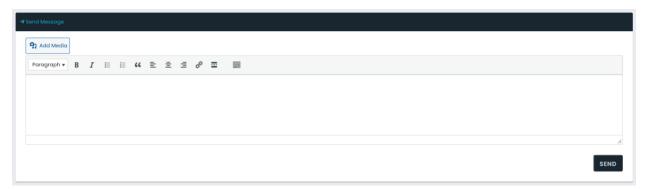
Customer Support -> set up store's contact information for customer support



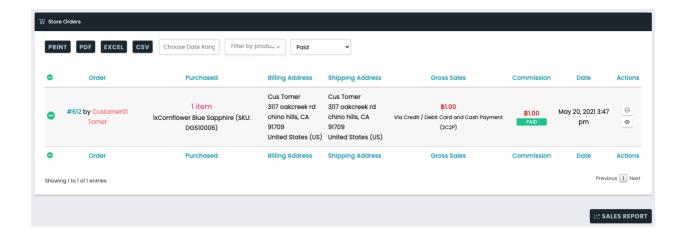
- Verification (vendor's verification by documents)



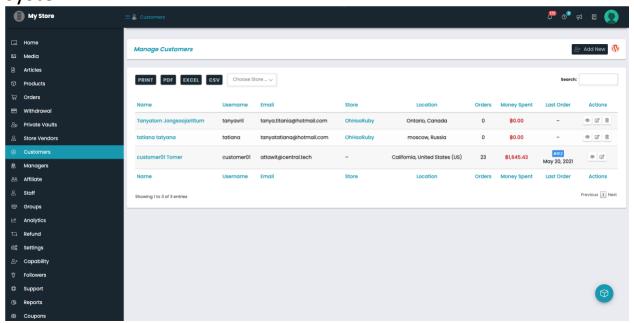
- Send Message (Send message to vendor)



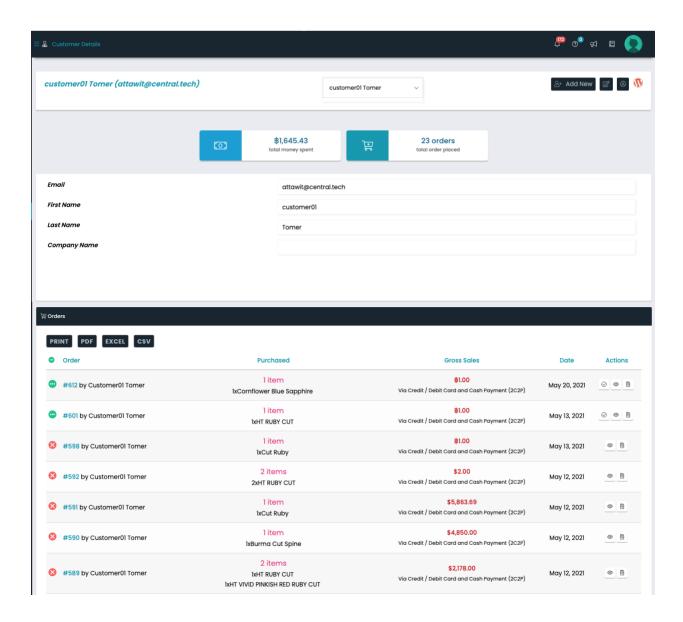
- Store Orders(Display all orders)



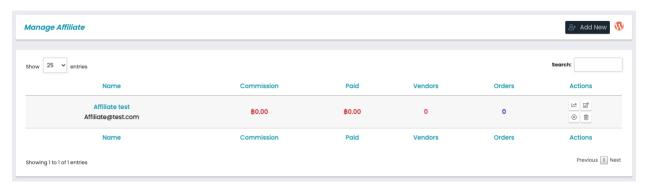
The Customer tab shows all customer's information in the system.



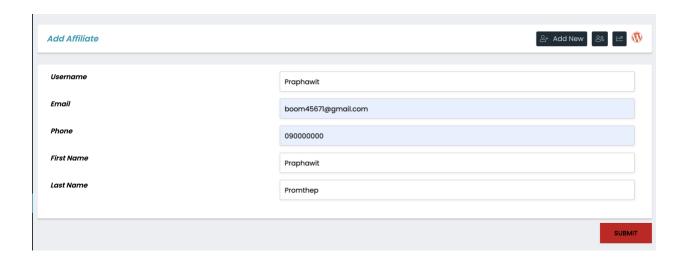
Once you select a customer profile, it will display customer's spending, total ordered, personal information



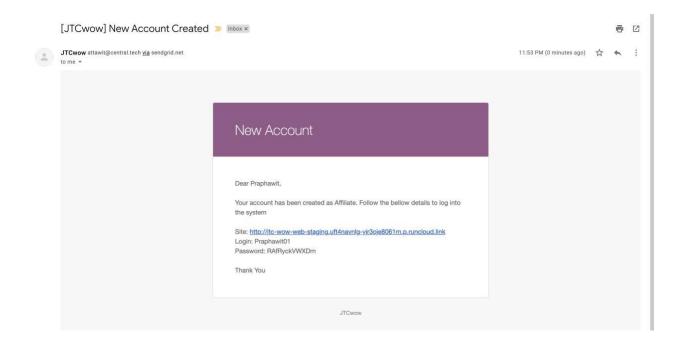
Affiliation tab displays commission fee, withdrawal, vendors, orders for each affiliate.



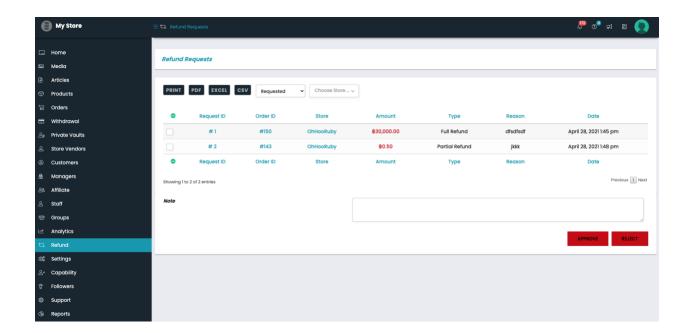
To add new affiliate: click "Add New" -> fill in information -> Submit.



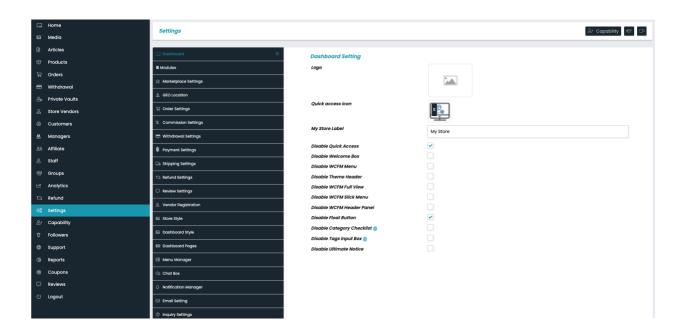
An individual who has been added as an affiliate will receive an email notification with Username & Password



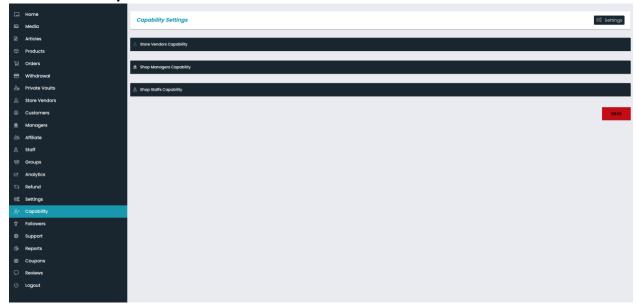
Refund menu displays all refund requests. Can be filtered to show specific vendor



Setting menu allows users to adjust different website functions.



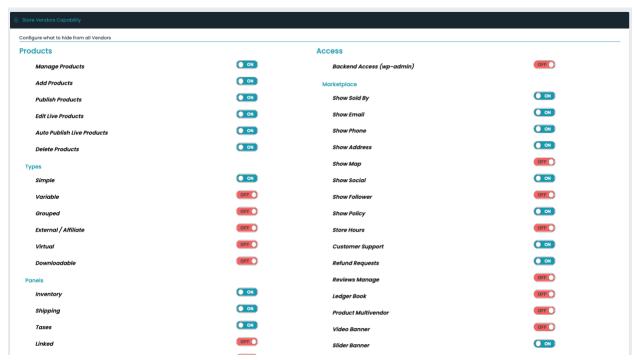
The Capability menu allows users to adjust an individual's accessibility to certain functions.



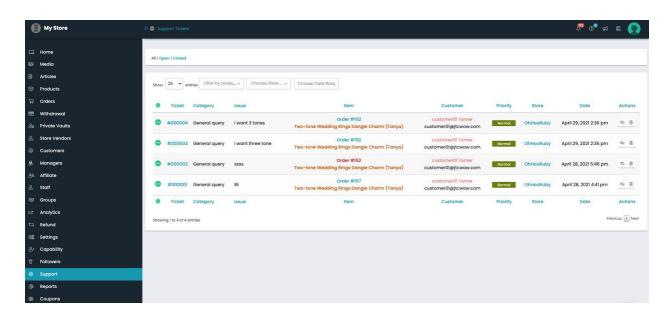
For more detail, please visit

https://docs.wclovers.com/capability/

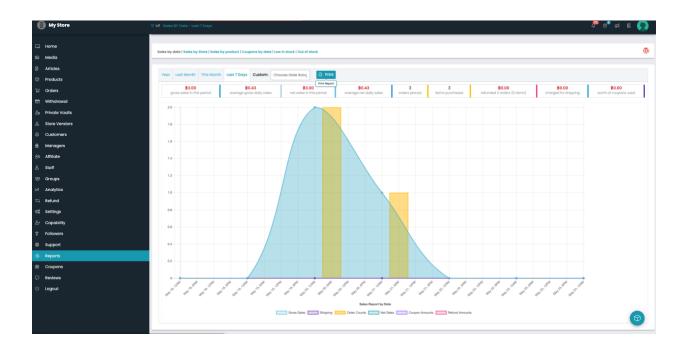
*** Do not recommend to make any changes to avoid error in the system



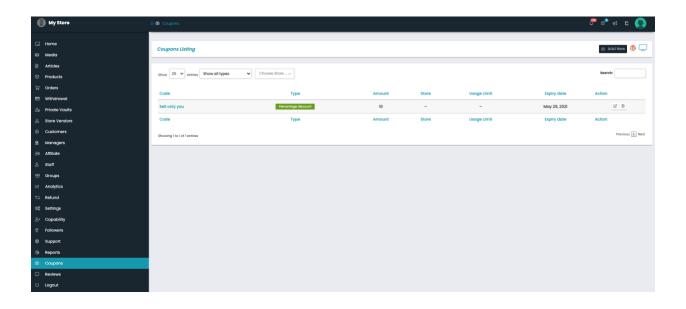
Support menu displays all customer inquiry



Report menu displays graph showing sale information



Coupon Menu Click on "Add new" to generate discount coupon

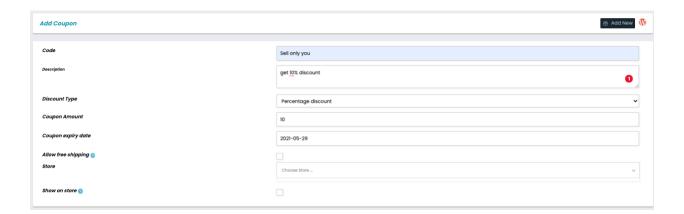


- Code -> Unique coupon code
- Description -> Info about the coupon for internal use. For example: Name of promotion/event, dates in effect, compensation, ticket number, customer name.

<u>Discount Type</u> (differentiate coupon by type)

- Percentage discount -> A percentage discount for selected products only.
- Fixed Cart Discount -> A fixed total discount for the entire cart.
- Fixed Product Discount -> A fixed total discount for selected products only. Customer receives a set amount of discount per item

- Coupon Amount -> Fixed value or percentage, depending on discount type you choose. Entered without a currency unit or a percent sign, which are added automatically, e.g., Enter '10' for £10 or 10%.
- Coupon expiry date -> Date the coupon should expire and can no longer be used. Expiry happens at 12:00 am or 00:00 on the date chosen. If you want a coupon to be valid through Christmas Day but invalid the moment Christmas is over, set the expiration date to YYYY-12-26 as it will expire on YYYY-12-26 00:00. It uses your site's time zone setting at
- Allow free shipping -> Removes shipping cost when coupon is used. Requires Free Shipping to be enabled.
- Store -> allow certain stores to use coupon
- Show on store -> select to show coupon on store's page.



Restriction for coupon usage

Minimum spend -> Allows you to set the minimum subtotal needed to use the coupon. Note: The sum of the cart subtotal + tax is used to determine the minimum amount.

Maximum spend -> Allows you to set the maximum subtotal allowed when using the coupon.

Individual use only -> Tick the box if you don't want this coupon to be used in combination with other coupons.

Exclude sale items -> Tick the box if you don't want this coupon to apply to products on sale. Per-cart coupons do not work if a sale item is added afterward.

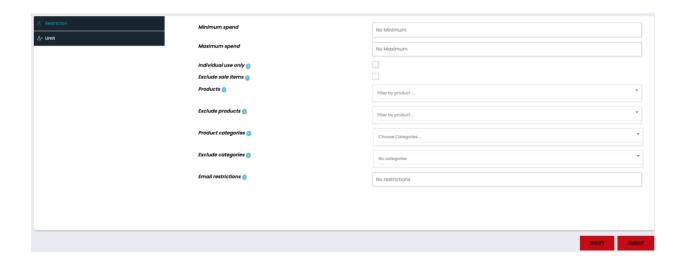
Products -> Products that the coupon will be applied to, or that need to be in the cart in order for the fixed or percentage discount to be applied.

Exclude products -> Products that the coupon will not be applied to, or that cannot be in the cart in order for the "Fixed cart discount" to be applied. (Blank = can be used with all products)

Product categories -> Product categories that the coupon will be applied to, or that need to be in the cart in order for the fixed or percentage discount to be applied.

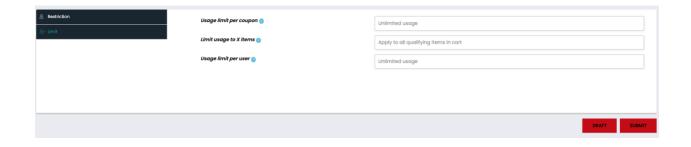
Exclude categories -> Product categories that the coupon will not be applied to, or that cannot be in the cart in order for the "Fixed cart discount" to be applied.

Email restrictions -> Email address or addresses that can use a coupon.



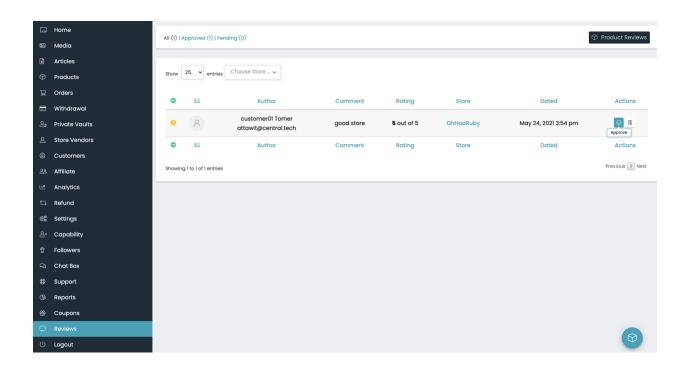
Access Limitation

Usage limit per coupon -> How many times a coupon can be used by all customers before being invalid
Limit usage to X items -> How many items the coupon can be applied to before being invalid Usage limit per user -> How many times a coupon can be used by each customer before being invalid for that customer.

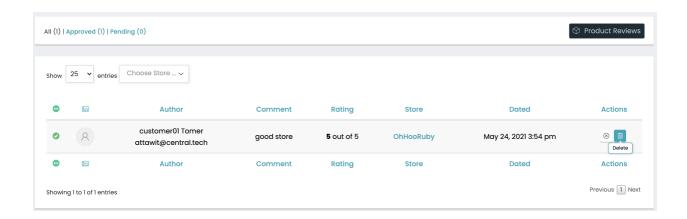


Review menu

Display customer's review Customer's comment will not be displayed until it is approved.



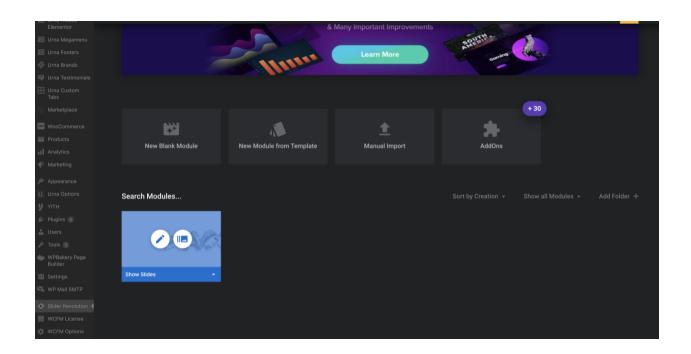
Review can be removed by clicking "Delete"



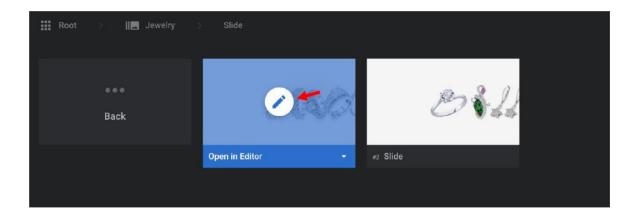
Slider Configuration (Advertising Banner for Vendors) Log in with Admin Account -> Slider Revolution



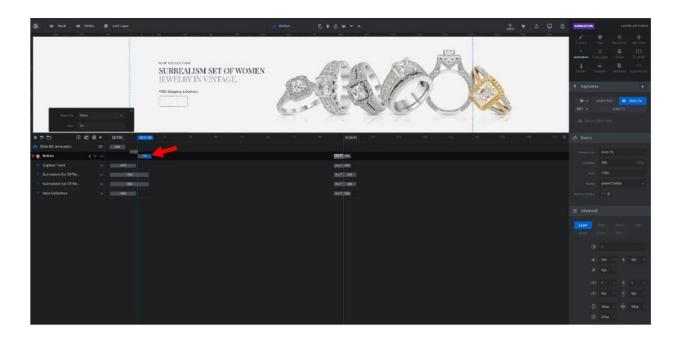
Select "Show Slides"



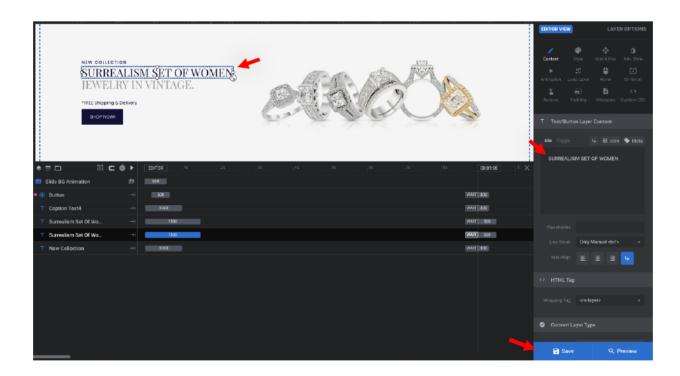
Select the slide you want to edit -> Open in Editor



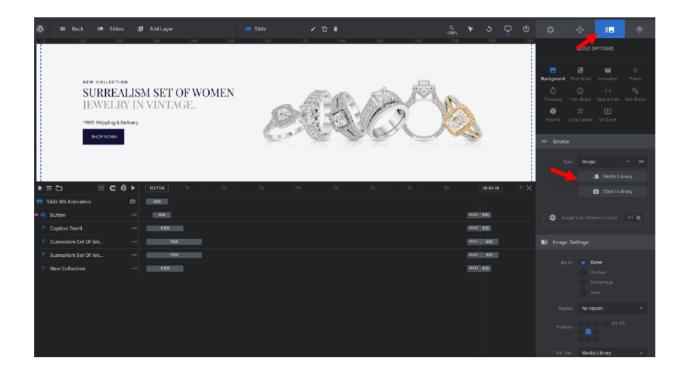
Setting up a product to display on certain time
 You can press the box to select the time you want to appear



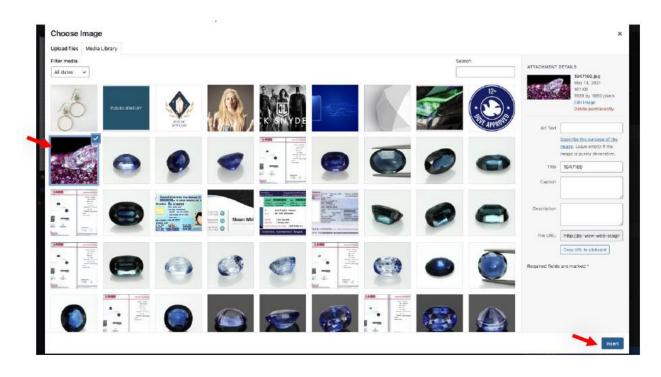
Editing the text
 Select a text that you want to edit -> write and set up a text on the right side in the Text / Button Layer Content field -> Save



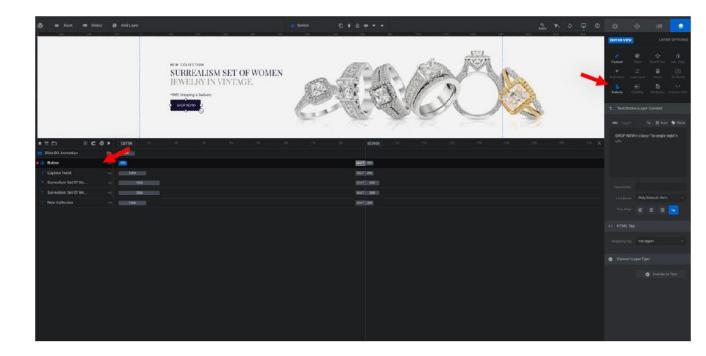
Changing the picture
 Select a Background -> Media Library



Select a preferred picture -> Insert *** Suitable image size is 1320px * 370px



Embed a vendor's URL on an advertising button
 Select Button -> Actions



Select Simple Link -> embed a vendor's URL in Link URL field

