

Products are the most important objects in your on-line store. They feature the actual products and services that you offer and sell in multiple <u>product types</u> to <u>customers</u>.

Your customers can purchase products separately or with <u>options</u>, which may include various product accessories, additions, etc., or represent product attributes, e.g. its size or color. Additionally, the Kentico E-commerce Solution allows you to offer selected products as <u>variants</u>. You can configure the system to track inventory both for products and product variants.

You can assign internal and public <u>statuses</u> to products to inform users about the current state of products. You can also specify <u>brands</u>, <u>manufacturers</u>, <u>suppliers</u> and <u>collections</u> for your products, or <u>attach</u> images and other types of files to enhance your customer's purchase experience.

In Kentico, products <u>exist</u> as SKUs (product objects) associated with product type pages. This means that if you want to present a product on your website, you need to display a product type page with a product object assigned to this page.

License limitations for products

Kentico websites have a maximum limit on the number of enabled products (SKUs). The limit depends on the <u>License Edition</u> under which the site is running and the applied <u>hotfix</u> version (after evaluating feedback from partners and clients, Kentico has decided to increase the limits in hotfix 11.0.15).

License Edition	SKU limit (initial)	SKU limit (hotfix 11.0.15 or newer)
Kentico CMS Base	100	500
Kentico CMS Ultimate	500	unlimited
Kentico EMS	unlimited	unlimited

The limit counts all active products and <u>product variants</u>, i.e. those that have the **Allow for sale** property enabled (on the **General** tab in the **Products** application). <u>Product options</u> are not included in the product count.

<u>Global</u> products count towards the limit of every site in the system. For example, if a site has 400 site-specific products and also uses 150 global products, the total number of products is 550.

Managing products in the Products application

You can manage products in the **Products** application (alternatively in the <u>Pages</u> application). In this part of the administration interface, you can see the product sections tree representing a selected part of your website structure. You can also see a <u>list</u> of all products placed into the currently selected section.



The content of the **Products** application page is determined by your on-line store <u>settings</u> and the configuration of the product filter.

Product sections tree

The sections tree shows (if displayed) a selected part of your website structure, either with or without the contained products. If you select a section, the system lists all products contained in the section. If you select a product, the system displays its editing interface, allowing you to modify the product's properties.

Deleting a section or product

If you decide to delete a section or product, click **Delete** (). The system then deletes the product type page, same as the assigned SKU if no preclusive dependency exists (e.g., the product is not contained in any <u>order</u>). Otherwise, only the page is deleted and the SKU is disabled and remains in the system.

Multilingual store

Running a <u>multilingual store</u> allows you to switch between multiple language versions of the currently selected section or product. You can also enable the **language version comparison mode** and edit section/product language versions side-by-side.



Stand-alone SKUs

If <u>stand-alone SKUs</u> are allowed on the current site, the **Stand-alone SKUs** node is displayed above the sections tree. This node allows you to view a list of all stand-alone SKUs (product objects) existing on the current site.

Products list

In a selected section, you may need to display only products matching certain search criteria (name or number, department, manufacturer, etc.). To do so, select either a simplified or advanced filter, enter the required values and click **Search**.

You can **Edit** (♠) and **Delete** (■) products listed in a selected section.

Using the pair of dropdown lists under the displayed product items, you can perform certain management tasks with multiple products at once (*Move*, *Copy*, *Link*, *Delete*, *Translate*, *Publish*, *Archive*). To do so, select either *Selected pages* or *All pages* in the first drop-down list, the required action in the second one and click **OK**.



Managing products in the Pages application

The recommended option is managing products in the <u>Managing products in E-commerce</u> application, but you can manage your products also in the **Pages** application. As this administration interface is designed primarily for page (website content) management, you can edit here more product type page properties than in the E-commerce Solution.

You can edit the frequently accessed product object (SKU) properties, for example price, description, etc., on the product page's **Form** tab. Other SKU-specific properties can be configured using the **SKU** tab (<u>volume discounts</u>, <u>options</u>, <u>variants</u> and pages).



Form tab

If you are editing a product (i.e. an SKU and the associated product type page) on the **Form** tab, the **Remove SKU from this page** action in the **SKU binding** section (available at the very bottom of the page) allows you to remove the bound SKU from the page. The system doesn't support the action (and hides the section) for products that use a workflow.

If you are editing a product type page only (i.e. no SKU is currently assigned), the **Create new or assign existing SKU** action allows you to assign an SKU (new or existing) to the page.

Reference

If you are editing a product in the **Products** application, the system offers the following tabs:

- General tab
- Attachments tab
- Metadata tab
- Options tab
- Categories tab
- Advanced tab
- Preview tab



You may not be able to view some of the tabs (Workflow, Versions) based on your system's configuration.



General tab

On the **General** tab you can edit the more frequently accessed properties of the product. The system supports several product representations: **standard product**, <u>membership</u>, <u>e-product</u> and <u>bundle</u>. Standard products typically represent product articles and services.

The following properties (standard product) are shared by all product representations:

General		
Prod uct name	The name of the product that is displayed to your customers on the live site and to the users in the administration interface.	
SKU	Allows you to specify an alphanumeric identifier, usually referred to as the product number, serial number or SKU number. You can use this identifier, for example, in your accounting records.	
Price	Here you can specify the price of the product in the store's main currency.	
	Depending on the configuration of the site's Prices include tax setting, enter the value with or without tax included.	
List price	Here you can specify the list price, i.e. the recommended retail price (RRP) or manufacturer's suggested retail price (MSRP), of the product. The list price is typically determined by factors such as supply, demand and manufacturing costs.	
	The system always displays the list price value as entered (without calculating taxes, etc.).	
Depa rtme	Here you can specify a department for the product.	
nt	You can add a new department directly, without the need to navigate to the dedicated <u>Departments</u> section:	
	 Click New. Enter the department properties as required. Click Save & Close. 	
	Now you can use the department for any product that you offer in your on-line store.	
Tax class	Here you can specify which <u>tax</u> applies to the product.	
0.000	Automatic taxes	
	You can specify <u>default tax classes for departments</u> . This means that the system automatically applies the selected tax class to all new products from the given department.	
	If suitable, you can also specify a default department for each <u>product type</u> . Therefore, you can create product in your store sections without considering which tax is the one you need.	
Brand	Allows you to specify the product's brand. Brands can be defined in the dedicated Brands application (see <u>Managing</u> <u>brands and manufacturers</u>).	
	Note: Brands are always related to a specific site, so they cannot be assigned to global products.	



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Custom properties

Repr esent

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In this section you can edit:

- product's custom properties that you added in **Modules -> Edit (***) **E-commerce -> Classes -> Edit (***) **SKU -> Fields**.
- product type-specific properties (if available), as specified in **Page types -> Edit** (*) page type -> **Fields**. For example, a cell phone has a resolution and an e-book has a publisher.

The system offers the standard product representation, i.e. **Standard product**, and specialized types derived from



If there is no such custom property defined in the system, the section is unavailable.

Allows you to specify a representation for the product.

this general type, i.e. **Membership**, **E-product** and **Bundle**.

Status



of adding the product to the system). You can type in the value and you can also change it automatically by using don't clicking Now. Public C Status Here you can select a product status displayed to your customers - e.g. Featured. You can add a new public status directly, without the need to navigate to the dedicated Public status section: 1. Click New. 2. Enter the public status properties as required. 3. Click Save & Close. Now you can use the public status for any product that you offer in your on-line store. Here you can select a product status to be used for your internal business purposes, e.g. New model. 1. Click New. 2. Enter the internal status directly, without the need to navigate to the dedicated Internal status section: 1. Click New. 2. Enter the internal status properties as required. 3. Click Save & Close. Now you can use the internal status for any product that you offer in your on-line store. Allow for sale Shipping Need Shipping Need Allows you to specify package weight in units set for your online store. Allows you to specify package weight in units set for your online store. Allows you to specify package height in units of your choice. Allows you to specify package width in units of your choice. Back Allows you to specify package depth in units of your choice.	store from You can type in the value and you can also change it automatically by using in or clicking Now. Publi C Status Here you can select a product status displayed to your customers - e.g. Featured. You can add a new public status directly, without the need to navigate to the dedicated Public status see 1. Click New. 2. Enter the public status properties as required. 3. Click Save & Close. Now you can use the public status for any product that you offer in your on-line store. Internal status 1. Click New. 2. Enter the internal status directly, without the need to navigate to the dedicated Internal status for any product that you offer in your on-line store. 1. Click New. 2. Enter the internal status properties as required. 3. Click Save & Close. Now you can use the internal status for any product that you offer in your on-line store. Indicates if your customers can add to the shopping cart and purchase the product. Shipping Need Shipping Pack age weigh Indicates if the product requires shipping from your on-line store warehouse to an address specified by the Memberships and E-products do not require shipping. Allows you to specify package weight in units set for your online store. Allows you to specify package height in units of your choice. Allows you to specify package width in units of your choice. Allows you to specify package width in units of your choice.		
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Inventory	Inventory		



Track inven tory

Here you can determine whether and how the system tracks product inventory:

- No the system doesn't track product inventory.
- **Yes** the system tracks product inventory.
- By variants the system tracks product inventory by product variants. You can specify the Available items and R eorder at properties for each variant in Options tab -> Variants tab -> Edit () variant -> Inventory.

If allowed (the **Yes** or **By variants** options), the system can offer the users inventory-related information such as the number of available product (product variant) items or quantity at which the product (product variant) needs to be reordered. You can also specify whether your customers can purchase the product (product variant) only if it is available in stock.

Sell only if items avail able

Indicates if your customers can purchase only quantity of the product (product variant) that is in stock (checked box). If you wish to use this property, the **Track inventory** property must be enabled (the **Yes** or **By variants** options).

Avail able items

Indicates the number of product items available in stock.

If you wish to use this property, the **Track inventory** property must be enabled (the **Yes** option).

Reor der at

Indicates at which quantity you/your on-line store administrators should reorder the product.

Available only if the **Track inventory** property is enabled (the **Yes** option).

The system informs you about products that you should reorder in the Inventory report (in **Store reports -> Products -> Inventory**). You can also configure the **Products** widget (in the **Store overview** application) to display this information.

Min items in one order

Here you can specify the minimum number of product items in one order.



Product variants

If the product has its <u>variants</u>, the variants inherit the minimum and maximum numbers of items in one order from the product. If customers buy multiple variants of the same product, all variants need to be between the minimum and maximum quantity of each variant needs to be between the minimum and maximum allowed numbers of items. The quantity of variants is not counted together.

Max items in one order

Here you can specify the maximum number of product items in one order.



Product variants

If the product has its <u>variants</u>, the variants inherit the minimum and maximum numbers of items in one order from the product. If customers buy multiple variants of the same product, all variants need to be between the minimum and maximum quantity of each variant needs to be between the minimum and maximum allowed numbers of items. The quantity of variants is not counted together.

Analytics



The section is not available if you are adding a global product.



Conv ersio

name

Allows you to select a custom conversion that is logged when a customer purchases (orders) the product.

- Click Select to select a custom conversion from a list of custom conversion objects available for the current site.
- Click **Edit** to edit the currently selected custom conversion.
- Click **New** to add a new custom conversion or replace the currently selected one.

Conv ersio n value Here you can enter a numerical value to be recorded by the system for the specified custom conversion on purchasing the product. The values are cumulative, i.e. when a conversion hit is logged, the specified value is added to the total sum previously recorded for the given conversion.

You may insert a <u>macro expression</u> into this field to dynamically retrieve a value from the current site context. For example: {%ShoppingCartItem.UnitPrice%}

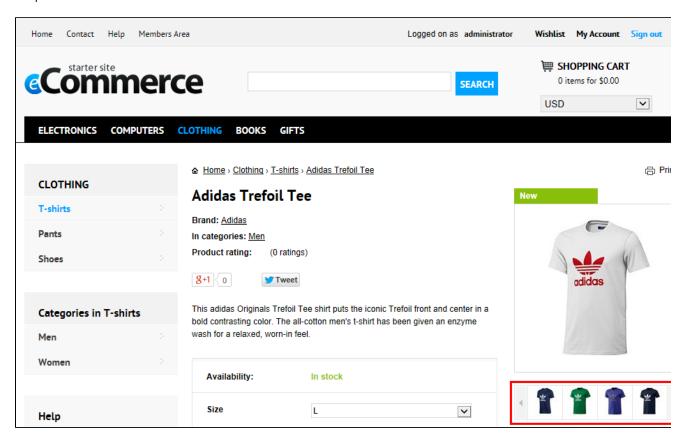
This sample macro allows the custom conversion to log the price of the given product as its value. The advantage of a macro is that it retrieves the price dynamically, including any potential discounts that apply for the customer.

Attachments tab

On the **Attachments** tab you can see a list of the currently selected product's <u>attachments</u>. In Kentico, attachments are a concept of attaching multiple files to your products and pages. You can easily add images, same as any other <u>allowed</u> types of files where required, and thus enhance your customers' experience.

For example, you can present your customers with featured images of a given product, i.e. you can create an image gallery, or simply want to provide them with various supplementary materials such as leaflets, e-guides, etc.

When attached to a product, the system can display images on the live site through an appropriate <u>transformation</u> or <u>web part</u>, e.g. the **Attachment image gallery** web part. It is therefore essential that you placed the web part into your product type template.



To add a product attachment, click **New attachment** and open the required file. The system then displays the name and size of the file and allows the administrator to perform the following actions on the file:



- Edit () if the attachment is an image, clicking the icon opens the image in the built-in Image editor; see Editing images. If the attachment is not an image, clicking the icon opens the file in the built-in Metadata editor; see Editing file metadata.
- **Delete** () removes the attachment from the product.
- Move up (^) and Move down (`) re-orders the attachments. The order is stored in the AttachmentOrder property of
 each attachment. You can enter AttachmentOrder into the ORDER BY expression property of a displaying web part to
 have the attachments ordered accordingly.

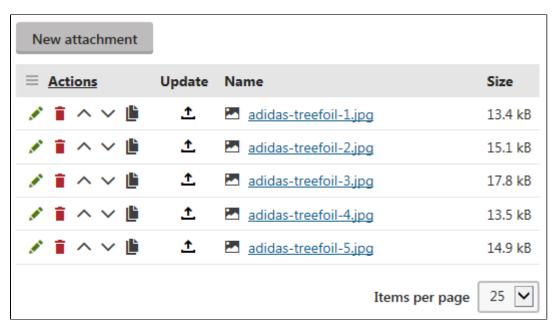


The order of attachments is **not versioned** with the product's (product page's) workflow (if applied).

This means that if you change the order of attachments in one version of the product, the order is changed in all other versions, too.

- **Clone** (**L**) allows you to quickly create a copy of the selected item, including its configuration. You can then modify the copy as required.
- **Update** () allows you to replace the attachment with a different attachment.

If you hover over the name of an image file attachment, the system displays the image's thumbnail. If you click an attachment's name, the attachment is opened.



Metadata tab

On the **Metadata** tab you can edit metadata of the product, for example page title, page <u>tags</u>, etc. You can use this type of product data for <u>Search engine optimization</u> (SEO), or to mark your product pages with key words, depending on their content.



If you enable **Inherit** for a given property, the system uses settings from the product's parent page, i.e. from its product section. For example, if the **Page keywords** property of the **Televisions -> LCD** product section is set to *LCD*, each product in this section has *LCD* set as its keyword (if enabled for each product).

Page settings

Page title Here you can specify the title of the product page. When your customers view the product, the system displays the title in the header of the browser (or tab). The property is important also for Search engine optimization (SEO). This is because many search engines use the property in their search result lists.

The system adds the content of the field into the <title> element in the HEAD section of the page output.



Page desc ripti on	Allows you to enter a brief description of the product and its purpose, which may be used for Search engine optimization (SEO). Besides, the system uses the property if your customers search the site. The system adds the content of the field as a description meta element into the HEAD section of the product page.
Page key wor ds	Allows you to add meta keywords to the product. The system may use this type of metadata if your customers search the site (e.g. the built-in Smart search application). You need to separate multiple keywords with commas.
Tags	
Page tag group	Here you can select a tag group which the system will use for tagging the product. Please specify the actual tags using the Page tags property.
Page tags	Allows you to enter tags with which the system will tag the product. If you need to enter more than one tag, please ensure that the tags are separated with commas or blank spaces. A combination of the two separators in a single entry is valid, too. Therefore, the following examples are all valid entries for adding three tags, i.e. tag1, tag2 and tag3: • tag1, tag2, tag3 • tag1 tag2 tag3 • tag1, tag2 tag3 If you need to enter a tag consisting of more than one word, you should enclose it within quotation marks. You can enter multiple multi-word tags, which can also be separated with both blank spaces and commas: • "long tag1", tag, "long tag2" • "long tag1" tag "long tag2" You should use quotation marks also for tags containing special characters:
	You should use quotation marks also for tags containing special characters:



You can use macro expressions in the {%ColumnName%} format to insert values of the current product page's

• "tag@1", "tag#2", "long, strange: tag@#\$"

properties into the Page title or other metadata properties.



You can set up a page title prefix, page description prefix, page keywords prefix and page title format for all pages (including product pages) available on the site. See <u>Editing metadata of pages</u> for more details.

Options tab

On the **Options** tab you can specify which option categories (**Option categories** tab) and product variants (**Variants** tab) apply to the current product. You can also manage the option categories and product variants.

To add option categories, click **Add categories** and select appropriate categories in the displayed selection dialog. You can also create a new category. See <u>Working with product options</u> for more details.

To add product variants, click **Define available variants** and select option categories and variants available for the product. See <u>Working with product variants</u> for more details.



Categories tab

On the **Categories** tab you can assign <u>categories</u>, defined for the current site, to the product. The categories feature allows you to sort products based on topic-related groups. In addition to <u>tags</u>, it is therefore another approach to sorting your on-line store content.

If categories are assigned to the product, the system displays their list. You can use the **Remove selected** and **Add categories** actions. If no categories are assigned to the product, only the latter action is available. You can remove all listed category items at once by clicking ... next to **Remove selected** and then clicking **Remove all**.

Advanced tab

On the **Advanced** tab you can edit the following product properties:

- Volume discounts
- Related products
- Workflow
- Versions
- Pages

Volume discounts

On the **Volume discounts** tab you can see a list of <u>volume discounts</u>, which are applied when your customers purchase specified amounts of the product. The system automatically calculates and applies volume discounts during the <u>checkout process</u> when the customers add a given amount of product items to the shopping cart. You can create multiple volume discount levels, allowing you to apply different discounts for different amounts of purchased product items.

You can add a new volume discount by clicking **New volume discount**. You can also **Edit** () properties of existing volume discounts levels, and **Delete** () selected levels.

Related products

On the **Related products** tab you can build relationships between products. The relationship names need to be defined in the **Re lationship names** application.

You can add relationships after clicking **Add related page**, and you can remove selected relationships from the system by clicking **Delete** (). See <u>Displaying related pages using named relationships</u> for more details.



When building relationships between products that you offer in your on-line store, use only relationship names enabled for the current site.

Workflow

The **Workflow** tab is available only if a workflow is defined for the product.

Workflow is a sequence of steps that define the life cycle of the product. It allows you to set up a reviewing and approval process to ensure quality of content. For example, you can specify <u>roles</u> that the users play in the product's life cycle. Similarly, you can specify points in the life cycle where the users have influence on the product.

In the top section of the **Workflow** page you can see what workflow is currently applied to the product (e.g. *Default workflow*), and the current step of the workflow (e.g. *Published*). You can perform workflow actions (**Publish**, **Reject**, **Archive**, etc.) and toggle sending of notification emails (using the **Send notification emails** checkbox).



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Product properties covered by workflow

Workflow covers the properties on the product's <u>General tab</u>, as well as <u>Product attachments</u> and page settings (i.e. the **Page title**, **Page description** and **Page keywords** properties accessible on the <u>Metadata tab</u>).

However, the following properties are NOT subject to workflow and their modifications affect the live site immediately:

- The product image (i.e. the **Image** property shared by all <u>product representations</u>)
- The **Track inventory** and **Available items** properties used for inventory management
- E-product files (i.e. the **Files** property of the <u>E-product</u> representation)
- The product content of bundles (i.e. the Products property of the Bundle representation)

Important: If using workflow in a multilingual store, the product properties covered by workflow are **NOT shared between different language versions** of a single product. Any updates of the product **Price** (or other key properties) need to be made separately for each language version. Alternatively, your developers can set up some form of automatic synchronization mechanism.

Workflow steps

In the **Workflow steps** section, the system displays all steps of the workflow currently applied to the product. The current workflow step is highlighted.

Workflow history

The **Workflow history** section displays workflow step history of the product, i.e. a list of all workflow status changes that the users made throughout the product's life cycle. For each status change, you can read its exact date and time, final workflow step, the user who took the action, and the type of action that was performed.

Versions



The **Versions** tab is available only if a workflow is defined for the product.

The system displays product history (the respective workflow version of the product) when the version is published, i.e. when a previous version of the product is replaced with the current version.

In the top section of the **Versions** page you can see what workflow is currently applied to the product (e.g. *Default workflow*), and the current step of the workflow (e.g. *Published*).

Page history

The **Page history** table displays product history (a list of workflow versions of the product). You can perform the following actions with the versions:

- View version (○) allows you to see details of the product version. If you click the icon, the system redirects you to the P age version page.
- Roll back version (🗅) allows you to roll back any changes made to the product since adding the product version.
- **Delete** () allows you to remove the product version.

Clicking **Clear history** removes all versions except the latest one.



You can change the length of version history by configuring the **Version history length** property in **Settings -> Content** -> **Content management**.

Automatic version numbering

The system supports automatic version numbering:



- If you applied a workflow without content locking, the system uses automatic version numbering by default.
- If you applied a workflow with content locking, using automatic version numbering is optional. To enable the feature, go
 to Settings -> Content -> Content management and enable the Use automatic version numbering property.

Automatic version numbering works as shown in the following example:

- 0.1 the first version of the product when it is created.
- 0.2 the second modification of the product.
- 1.0 the first published version of the product.
- 1.1 the first modification of the published product.
- 2.0 the second published version of the product.

Pages

On the **Pages** tab you can see a list of <u>pages</u> to which the currently edited SKU (product object) is assigned. Product pages allow you to present the products and services to your customers on the live site.

Click **Edit page** (♠) to edit the given page or click **Navigate to page** (♠) to view the page on the live site.

Preview tab

On the **Preview** tab you can preview the current version of the product before it is published (if you are using a workflow for the product). You can also preview the product's content with caching disabled, which allows you to see the content even if the live site displays a cached version.

You are using a workflow, and the product's Publish from property (if available) is set to a future date and time.

The tab displays content that will be published after the specified date and time.

• You are using a workflow, and the product hasn't got to the **Published** step yet.

The tab displays content that you have created in the current workflow step.

You are using a workflow, the product had already got to the **Published** workflow step, and its workflow cycle was
restarted (i.e. the product was switched from the **Published/Archived** workflow step back to the **Edit** step and is going
through the workflow cycle again).

The tab displays content from the current workflow step.