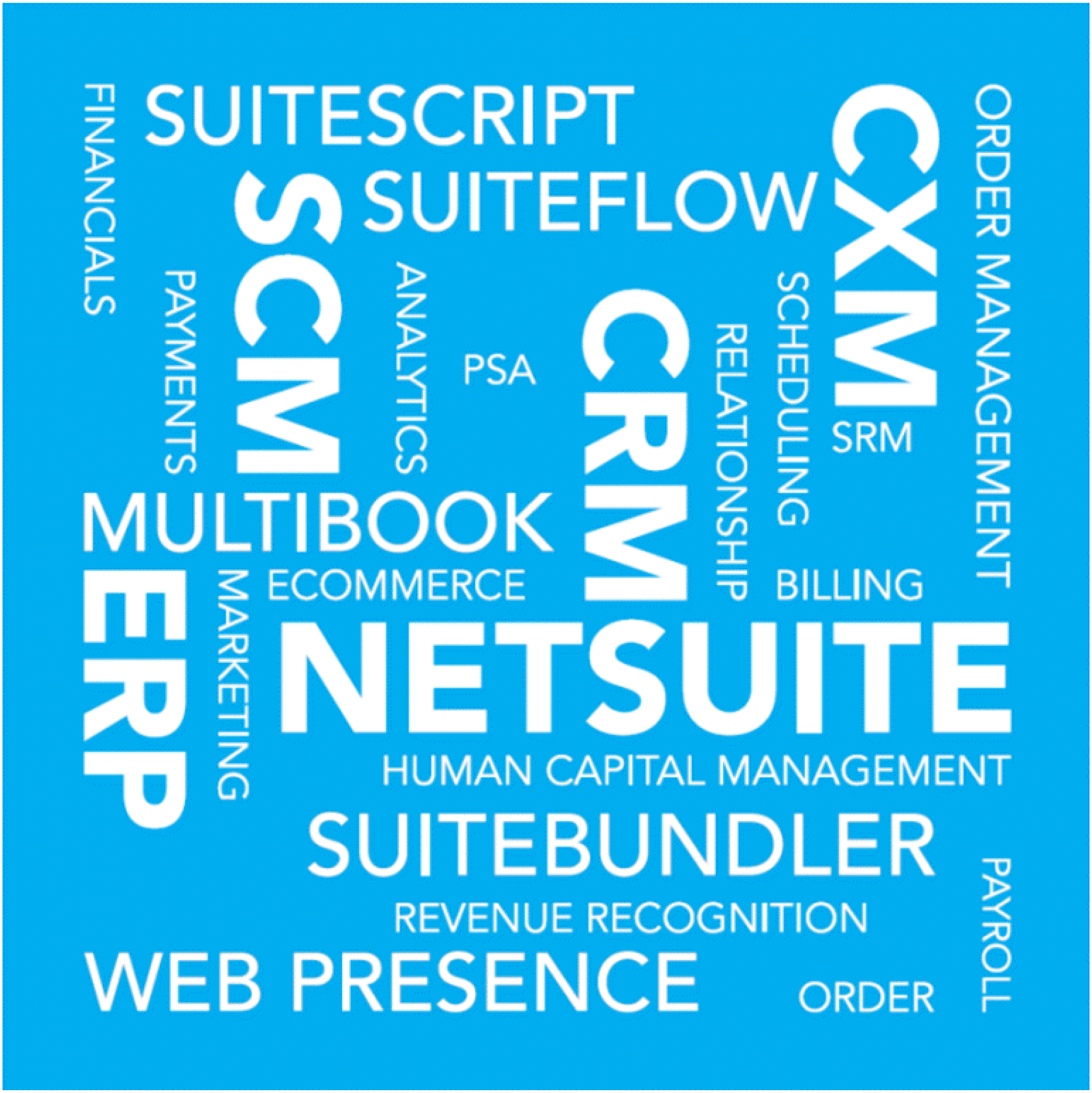
SuiteCommerce Store Front



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Overview

Applies to: SuiteCommerce Web Stores | Aconcagua

Themes and extensions are self-contained packages of files that extend your site in some way. You can install themes and extensions as bundled SuiteApps or as custom-built code deployed to your account by in-house site designers and developers.

- **Themes** – A Theme is a special type of extension that only affects a domain's design, look, and feel. Each theme presents a different style (colors, fonts, spacing, etc.) and layout for any domain linked to your SuiteCommerce site. When you activate a theme, you change what visitors see when they browse to your site.
- **Extensions** – An extension introduces added functionality to your website. Extensions offer a wide variety of different features or functions that you can enable on your site. This might be a countdown clock, an Instagram image viewer, or a set of social media icons to name a few examples. When you activate an extension, NetSuite applies the new capabilities to your site without requiring any programming or site development knowledge.

Read the following topics for more information on setting up themes and extensions:

Install Theme and Extension SuiteApps

Before you can activate a published theme or extension (or to start customizing a theme), you must install the theme or extension into your NetSuite account as a bundled SuiteApp.

Activate Themes and Extensions

This topic explains how to activate a theme or extension for any domain linked to your NetSuite account using the Manage Extensions Wizard in NetSuite.

Install Theme and Extension SuiteApps

Applies to: SuiteCommerce Web Stores | Aconcagua

Before you can activate any published themes or extensions, you must install them as bundled SuiteApps into your NetSuite account.

> **Note:** Installing a theme or extension does not activate it for any domain. Installation simply adds the theme or extension source files into your NetSuite File Cabinet. You must activate the theme or extension using the Manage Extensions wizard for it to apply.

To install a theme or extension SuiteApp:

1. In NetSuite, go to Customization > SuiteBundler > Search & Install Bundles.
2. In the **Keywords** field, enter the Bundle ID or name of the theme or extension you want to install and click **Search**.
3. Verify that the correct theme or extension SuiteApp is returned in the search and select it.
4. Review the SuiteApp details and then click **Install**.

When the SuiteApp installation is complete, you are ready to activate the associated extension or theme. See Activate Themes and Extensions.

To uninstall a theme or extension SuiteApp:

1. Use the Manage Extensions wizard to deactivate the theme or extension related to the SuiteApp you want to uninstall. To deactivate a theme, you must activate a different theme in its place.

   Repeat this step for all domains currently activating the theme or extension.

   > **Important:** Attempting to delete a SuiteApp associated with an active theme or extension will result in an error.

2. Uninstall the SuiteApp. See the help topic Uninstalling a Bundle for details.

Activate Themes and Extensions

Applies to: SuiteCommerce Web Stores | Aconcagua

To activate themes and extensions on your site, you use the Manage Extensions Wizard in NetSuite. This wizard comes with the SuiteCommerce Extensions Management SuiteApp. With it, you can activate any installed theme and extension for any domain linked to your SuiteCommerce site. You can activate any number of extensions for a domain, but you must choose a theme at a minimum.

Important: All sites implementing SuiteCommerce Standard or the Aconcagua release of SuiteCommerce Advanced require activating a theme using the Manage Extensions Wizard. You can only activate one theme per domain. Extensions are optional, and you can activate any number of extensions.

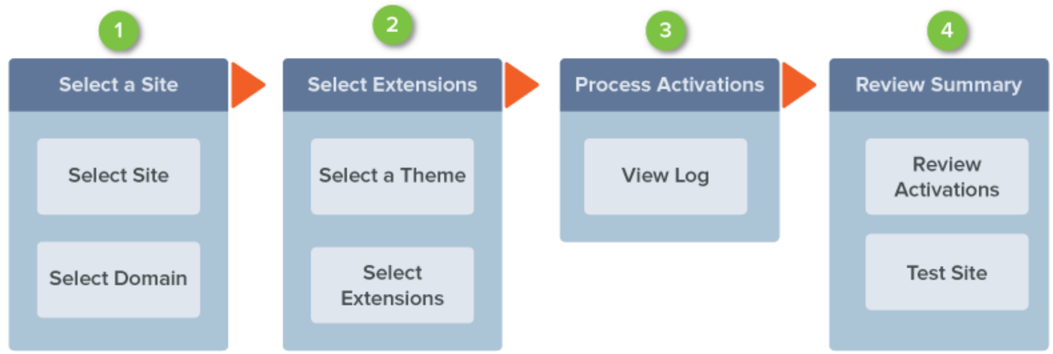
Before You Begin

Be aware of the following important information:

- You can activate themes and extensions as bundled SuiteApps or as custom themes and extensions deployed to your account using the developer tools.
- Some published themes and extensions might be **unmanaged** SuiteApps. With unmanaged SuiteApps, updates are not automatically pushed to installed bundles. You must explicitly update the SuiteApp to receive the latest changes.
- To access the Manage Extensions wizard, you must first install the SuiteCommerce Extension Management SuiteApp into your NetSuite account.
- You activate themes and extensions by domain, not for an entire site.
- You must activate at least a theme when using the Manage Extensions wizard. You can activate only one theme per domain, but you can activate the same theme across multiple domains, if desired.
- You can activate any number of extensions per domain. Extensions are optional.
- You can only process one activation at a time per SSP Application.

You can activate themes and extensions for one or more domains associated with your site. Repeat these steps for each domain you want to manage:

- Step 1: Select a Site – Select the website and domain to which you want to apply themes and extensions.
- Step 2: Select Extensions – Select at least a theme plus any desired extensions for the indicated domain.
- Step 3: Activate Extensions – Activate any selected themes and extensions for the indicated domain. This step compiles your domain's runtime files.
- Step 4: Review Summary – Review a summary of your activations.



Note: You must have the published theme or extension SuiteApp installed in your account or have deployed a custom theme or extension for it to appear in the Manage Extension wizard.

Step 1: Select a Site

1. In NetSuite, go to Setup > SuiteCommerce Advanced > Extension Management.
2. In the Manage Extensions wizard, choose the site that you want to manage from the **Select Web Site** list.
3. Choose the domain you want to manage from the **Select a Domain** list.
4. Click one of the following:
   - **Cancel** to cancel the activation process and reset the form.
   - **Next>** to select a theme and any optional extensions for the domain.

Step 2: Select Extensions

1. Select the theme you want to activate for your domain from the **Select Theme** list.
2. On the **Extensions Available** subtab, check the **Active** box for any extensions you want to activate.

   To deactivate an extension, clear the associated **Active** box.
3. Click one of the following:
   - **Cancel** – to cancel the activation process and to return to Step 1.
   - **< Back** – to go back to Step 1.
   - **Next >** – to activate the theme and any selected extensions.

Step 3: Activate Extensions

The activation process begins immediately with no action required on this page. This step displays the progress of your activations and logs the specific tasks for your reference.

1. Click the Activation Log arrow once to expand the log (optional). Click a second time to collapse.

   This log displays the processes involved in the activation.
2. When the Activation is 100% complete, click one of the following:
   - **Cancel** – to cancel the activation process and to return to Step 1.
   - **< Back** – to go back to Step 1.
   - **Next >** – to review your activation summary.

3. If this is the initial activation of a theme or extension to a domain, clear the domain's cache by triggering a cache invalidation request. See the help topic Cache Invalidation for details.

Step 4: Review Summary

1. Review the summary of your activations.
2. Click one of the following:
   - **Cancel** – to go back to Step 1.
   - **< Back** – to go back to Step 1.
   - **Finish** – to close the wizard.
3. Navigate to your domain and confirm that the changes took effect.

   If your changes did not take effect, check the following and run the activation process again (if necessary):
   - Clear the domain’s cache.
   - Confirm that you are not experiencing any syntax errors in your code.
   - Confirm that no extensions share files of the same name.
   - Check your connection.

Overview

Applies to: SuiteCommerce Web Stores

SuiteCommerce provides a comprehensive set of tools you can use to manage products on your site. Clear product descriptions, high-quality product images, commerce categories (for sites with a large number of products), and complementary product reviews all contribute to the success of your site.

You can:

- Configure items
- Add product images
- Set up commerce categories
- Keep a list of product URL aliases used on your site
- Manage product reviews

See the following topics for more information:

Item Configuration for Web Stores

Set up item records and inventory for your website and prepare items for search engine optimization (SEO).

Product Images

Add product image files to your site. Product images significantly enhance the effectiveness of your product details and other site pages.

Commerce Categories

Create a hierarchical structure of product categories, subcategories, and products to make it easy for your users to locate products in your web store.

URL Components

Manage URLs and alias. URL component aliases are useful when you update URL components that point to products on your site and you want to keep a list of the URL aliases that were used in the past.

Product Reviews

Configure and manage product reviews. With product reviews, users can submit reviews for items and review ratings submitted by other users.

Item Configuration for Web Stores

Applies to: SuiteCommerce Web Stores

To set up item records for SuiteCommerce Advanced (SCA), you must complete general NetSuite item record setup tasks. In addition to setting up item records for your website, you must also complete a set of tasks to prepare items for the search index.

Step	Task	Description
Step 1	Set Up Item Records for SCA	This section provides instructions for displaying an item on your SCA website. Item Setup for SuiteCommerce
Step 2	Set Up Item Records for the Search Index	This section details how to set up the search index for item records on the web store. Item Setup for Search Index
Step 3	Set Up Item Inventory for web store	This section details how to set up the item inventory for the web store. Item Inventory in Web Stores
Step 4 (If necessary)	Define minimum/maximum order quantities	This section details how to set up order quantities for the web store.Order Quantity
Step 5 (If necessary)	Improve SEO Ranking for web store	This section provides tips on optimizing search engine results for the web store. Search Engine Optimization (SEO)
Step 6 (If necessary)	Create Commerce Categories	This section details how to use commerce categories. Commerce Categories

Item Setup for SuiteCommerce

This section details how to make items which are already created available to site visitors for viewing and purchase on your web store. If your item is not yet created, see the help topic Creating Item Records. To make your item available for display on your web store, you must complete the following tasks in the item record:

To make your item available for display on your web store:

1. Go to Lists > Accounting > Items.
2. Use the **Sales/Pricing** subtab to enter a price for the item.
3. On the Web Store subtab under Web Store Display, check the Display in Web Store box.
4. In the **Page Title** field, enter the text you want to appear as the page's title for that item. This text appears in the browser tab. Use a descriptive title for the item page, this can help achieve better results with search engine ranking.
5. In the **Web Store Display Name** field, enter the name to show in the Website for this item.
6. In the **Web Store Description** field, enter a brief description of this item.
7. In the **Detailed Description** field, enter the details about the item to display when a site visitor views the item.

The description fields can have letters, numbers, and basic punctuation. You can also enter basic HTML codes like lists, bold characters, and underlines. You can enter 999 characters in the **Store Description** field and 1,300 in the **Detailed Description** field.

8. In the **Featured Description** field, if this is displayed on the home page of your Website, enter a featured description for this item.

   This description appears below the item's store display name on the Home page of your store or site. You can enter up to 999 characters including basic HTML code. Enter and format text using the formatting options, or click the HTML Source Code link to enter HTML.
9. Attach and display images with the items in the web store. See Product Images.
10. Enable Commerce Categories as required. See Commerce Categories.
11. Click Save.

Item Setup for Search Index

The Search Index plays a key role in displaying products on your website. On a SuiteCommerce Advanced site, items published to your website are first indexed, and once the search index process is complete, data on the item records can be queried using the Item Search API.

While setting up your item records for the Search Index, you may have to create additional custom fields in addition to the standard fields. For example, two facets that are commonly used on e-commerce sites are price and brand. In NetSuite, price is a standard field on item records. Brand would be a custom field that you create. You can then include both fields in the field sets so that price and brand information can be displayed on your SuiteCommerce Advanced site. For more information, see the help topic Custom Fields.

To set up item records for the search index:

1. Go to Lists > Web Site > Items.
2. Determine which standard fields you want to use as search fields, facet fields, and sort fields.

   > **Note:** Search fields, facet fields, sort fields, and field sets exposed to your website can be any combination of standard item record fields and custom item record fields. But only certain field types are supported as search fields, facet fields, sort fields, and field sets. For more information, see the help topic Field Set Reference.

3. Determine the fields on the item record that you require to create field sets.

   For example, for SEO purposes, you can use descriptive URL components in an item template. To do this, you must enter a value in the URL Component field on item records, and then include the URL Component field in a field set.
4. Ensure that there is data in each of the fields you plan to access with the Item Search API.

   For information on supported API parameters, see the help topic Item Search API Input Parameters.

   > **Note:** Ensure that data is also populated for Matrix Child items.

5. Create custom fields for use as search fields, facet fields, sort fields, and field sets.

   For example, you can create a custom item field named Brand.
6. Enter data in the custom fields you created. For example, if you created the custom field Brand, enter the value for brand on each item record for display on your site.

7. Check the **Display in Web Site** box on the item record.
8. Clear the **Inactive** box. Items marked Inactive are not included in the search index.
9. You can index all item records in NetSuite by using the Show Uncategorized Items option, or you can individually select the item records you want indexed. For more information, see Including Item Records in the Search Index.

Including Item Records in the Search Index

The following conditions must be met for an item to be included in the Search Index:

- The Display in Web Site box must be checked on the item record.
- The item must be active. Therefore, the Inactive box must not be checked on the item record.
- The Show Uncategorized Items box must be checked on the Web Site Setup page, or the item should be assigned to a Site Builder Category or a Commerce Category.

When you check the Show Uncategorized Items box, all items that are active and have the Display in Web Site box checked are indexed. This option enables items to display in search results, even if the items are not published to a category. But the Show Uncategorized Items option might not be appropriate for all scenarios. For example, you may want to display only selected items when you have multiple sites with distinct item sets.

Alternately, you can clear the Show Uncategorized Items option, and configure the item records individually. In this case, only item records that are assigned to a Site Builder Category or a Commerce Category are indexed. If you use the Multiple Web Sites feature, you must add each item to a category on the site where you want it to appear. You can do this on the item record, or use the content manager.

> **Note:** When you change the Show Uncategorized Items setting and save the Web Site Setup record, the Search Index Rebuild process is triggered. You are then redirected to the Job Status page, which shows the running Search Index process.

To index all the item records:

1. Go to Setup > SuiteCommerce Advanced > Set Up Web Site.
2. Click **Edit** next to your SuiteCommerce Advanced site.
3. On the **Setup** subtab, check the **Show Uncategorized Items** box.
4. Click **Save**.

To index individual item records:

1. Go to Setup > SuiteCommerce Advanced > Set Up Web Site.
2. Click **Edit** next to your SuiteCommerce Advanced site.
3. On the **Setup** subtab, clear the **Show Uncategorized Items** box.
4. Click **Save**.
5. Go to Lists > Web Site > Items.
6. Click **Edit** next to an item record.
7. On the **Web Site Categories** subtab, select a **Site** and **Site Category** for this item.
8. Click **Save**.

9. Repeat Steps 6 through 8 for item record you wish to index.

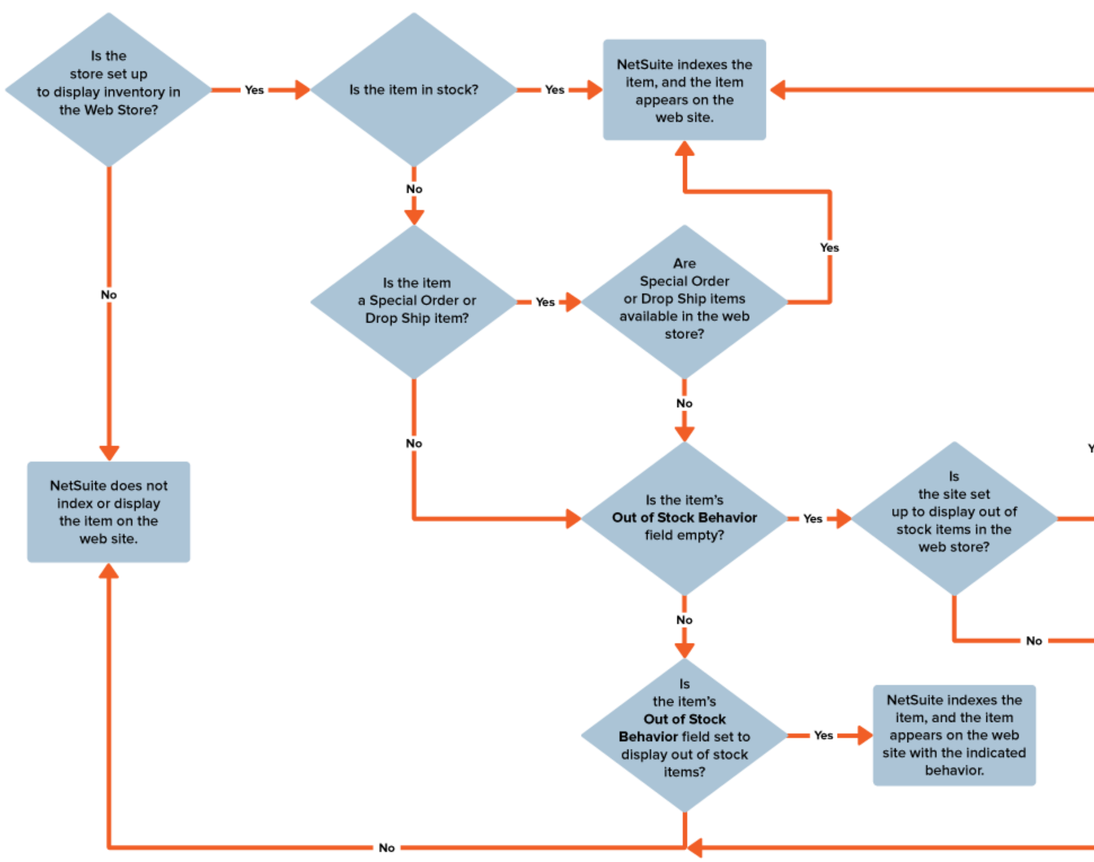
Item Inventory in Web Stores

SuiteCommerce Advanced relies on multiple fields to determine on-hand inventory visibility in your web store. How you set up the following fields determines what and how items display. Some fields take precedence over others.

Setting Precedence

Precedence	Field	Location in NetSuite
1	Make Inventory Available in Web Store	Store Record
2	Drop Ship Item	Inventory Item Record
	Special Order Item	Inventory Item Record
	Drop Ship/Special Order Items are Always in Stock	Web Site Setup Record
3	Out of Stock Behavior	Inventory Item Record
4	Include Out of Stock Items in Web Store	Web Site Setup Record

The following diagram details the logic behind NetSuite's inventory visibility based on these field settings:



Make Inventory Available in Web Store

This setting takes precedence over all other inventory visibility settings. If any location is not set up to display inventory in the web store, that store's inventory does not appear, regardless of any other settings.

Drop Ship Item, Special Order Item, and Drop Ship/Special Order Items are Always in Stock

Assuming a location's inventory is available in the web store, these settings take the next level of precedence. If an inventory item is marked as a Drop Ship or Special Order item and the **Drop Ship/ Special Order Items are Always in Stock** field is checked, the item is considered in stock and appears in the web store.

Out of Stock Behavior

If an inventory item is out of stock, this setting determines the next level of precedence. Keep the following in mind when setting this field:

- If you set this field to Default, the Site Setup Record's **Include Out of Stock Items in Web Store** field takes precedence.
- If you set this field to Remove Item When Out of Stock, NetSuite does not index the item for availability on your web site and ignores the Site Setup Record's **Include Out of Stock Items in Web Store** field.
- If you set this field to any other option, NetSuite indexes the item for availability on your site and ignores the Site Setup Record's **Include Out of Stock Items in Web Store** field.
- This setting is not available for Sub Items.

Include Out of Stock Items in Web Store

This field takes precedence only if the Inventory Item's **Out of Stock Behavior** field is set to Default.

Example:

You have two store locations with on-hand inventory, and you want your web store to function in the following ways:

- You want Store Location A's inventory to be available in your web store.
- You do not want Store Location B's inventory to be available in your web store.
- You do not want any out-of-stock items to appear in your web store.
- You want drop-ship items to always be listed as in stock.

Your NetSuite set up will look like this:

Location in NetSuite	Field	Setting
Store Record for Location A	Make Inventory Available in Web Store	Checked
Store Record for Location B	Make Inventory Available in Web Store	Unchecked
Inventory Item Record (for any items to be listed as drop ship items)	Drop Ship Item	Checked

Location in NetSuite	Field	Setting
Web Site Setup Record	Drop Ship/Special Order Items are Always in Stock	Checked
Inventory Item Record	Out of Stock Behavior	Remove item when out-of-stock

Based on these settings, the Site Setup Record's **Include Out of Stock Items in Web Store** field does not apply.

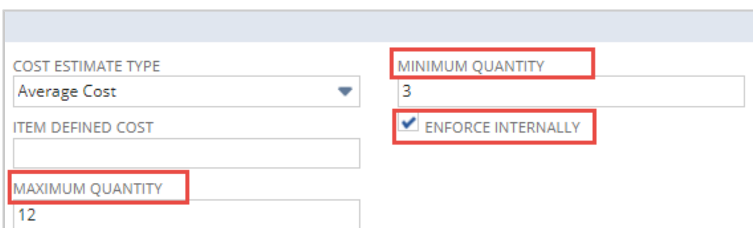
Order Quantity

You can configure item records to enforce a minimum or maximum quantity on web store orders. You can define a minimum quantity limit, a maximum quantity limit, or both. Customers can submit an order only if the quantity of the item in the shopping cart complies with the limit you defined.

> **Note:** Enforcing maximum quantities is not supported when using Site Builder extensions.

To set a minimum or maximum quantity limit for an item:

1. Go to Lists > Accounting > Items.
2. Click **Edit** next to the item for which you want to restrict the quantity for sale.
3. On the **Sales/Pricing** subtab, use the appropriate field to set minimum or maximum quantity for checkout:



   - In the **Maximum Quantity** field, enter the greatest quantity of this item you want customers to be able to buy in the web store.
   - In the **Minimum Quantity** field, enter the lowest quantity of this item you want customers to be able to buy in the web store. For example, if the lowest quantity you want to sell is three, enter 3. If the customer tries to change this quantity to a lower number, a warning message is displayed.

   > **Note:** You can edit the warning message at Setup > Site Builder/SuiteCommerce Advanced > Customize Text.

4. (Optional) Check the **Enforce Minimum Internally** box to apply the minimum quantity limit to sales orders placed in NetSuite as well as orders placed in the web store.
5. Click **Save**.

Product Images

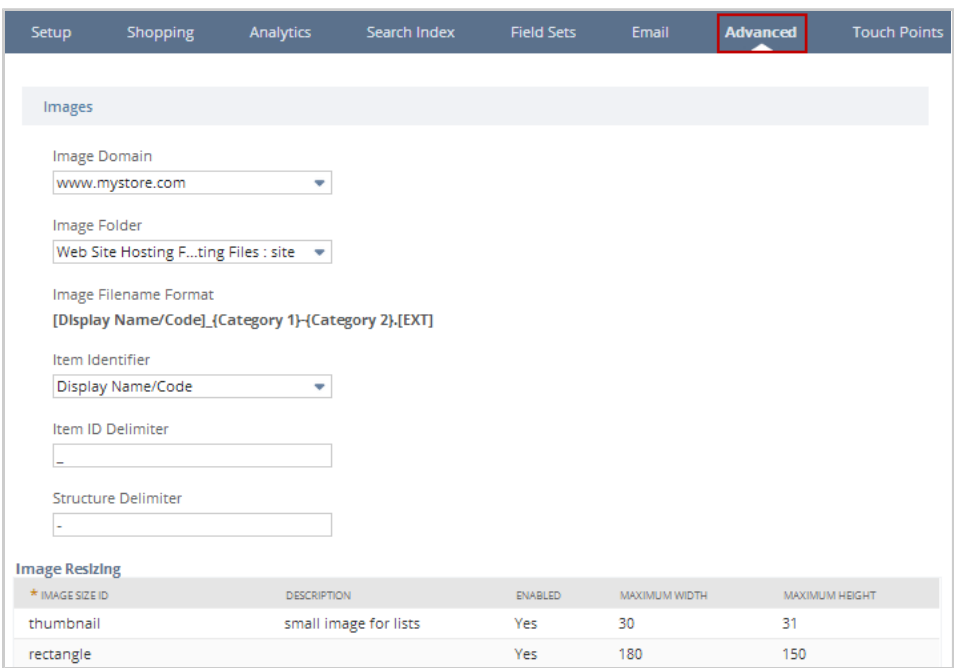
ⓘ **Applies to:** SuiteCommerce Web Stores

There are three ways to add product images to your site:

- Upload Images to the File Cabinet. See Upload Images to the File Cabinet.
- Use the Instagram Gallery Extension to add Instagram photos. You must be using SuiteCommerce Advanced (Aconcagua or later) or Suite Commerce Standard to use this feature. See Instagram Gallery Extension.
- Use Site Management Tools (SMT) to add images. See the help topic Image Content.

Upload Images to the File Cabinet

You can upload image files to the file cabinet in a ZIP file and have them automatically matched with item records in NetSuite, based on the image file name.



First decide on a naming convention for your image files, next rename your image files, and then upload your image files to the file cabinet. After you have saved your settings on the **Advanced** tab, and uploaded all your image files, you can view the image files assigned to each item on the item record.

> **Note:** After you set up product images for SuiteCommerce, you must add the **itemimages_detail** field to Fields Sets so that images display correctly on the site. Go to Setup > SuiteCommerce Advanced/Site Builder > Setup Web Site. If you are using the ShopFlow Suite App, add itemimages_detail to the Search and Details Field Sets.

Setting up images for SuiteCommerce consists of the following tasks:

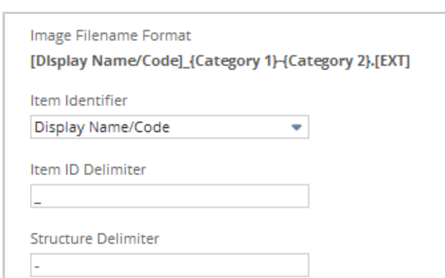
Task	Before you begin	Goal
1. Renaming Image Files with an Item Identifier	Decide on a naming convention for image files that includes an item identifier.	To link image files to item records. NetSuite uses the item identifier to match image files to item records.
2. Setting the SuiteCommerce Image Domain and the Image Folder		To set the root folder for all product image files associated with a particular SuiteCommerce website.
3. Uploading Images to the File Cabinet for SuiteCommerce	Complete renaming all of the image files you want to associate with item records. Create a .zip file on your computer that contains all the image files for your site.	To populate the images folder for your SuiteCommerce website with product images.
4. (Optional) Setting Up Image Resizing for SuiteCommerce		To specify the maximum height and width for images, and IDs for different image sizes. You will use the Image Size ID to resize images in site templates.
5. Viewing Images on Item Records with SuiteCommerce	Complete tasks 1 — 3.	To view images associated with a particular item record. You can also edit Alt Image text.

Renaming Image Files with an Item Identifier

The first step in setting up images for SuiteCommerce is to rename each of your image files with an item identifier.

Decide on a naming convention that includes an item identifier for image files intended for your SuiteCommerce website. Use the **Item Identifier** field to choose a field on item records that NetSuite can use to link image files together with item records.

> **Note:** For custom fields, only **stored** custom fields are available to be used as an Item identifiers. If a custom field has the Store Value set to False in the custom field record, it is not available.



Rename image files by appending the item identifier to the beginning of the image file name you want associated with each item record. You can add to the filename of each image using the **Item ID Delimiter** and the **Structure Delimiter**.

The example below shows the image file name format when the item identifier is set to UPC code:

```
SKU123_modelshot-longcoat.jpg.
```

The **Item ID Delimiter** is required. The default value is an underscore (_). It is used to parse the item identifier from the image filename.

The **Structure Delimiter** is optional. The default value is a single dash (-). The Structure delimiter can be used to add information to the image filename.

The file naming convention you choose, should make sense for your website.

> **Note:** The image file name should be unique, and the file name can have a maximum of two delimiters and three words. If you do not follow the file naming convention, item images may not be returned in the search results even though the images have been associated with the item on the item record.

Examples:

- You can upload image files intended for different types of site templates. For example, if you create one site template for a list of search results, and another for the product detail view, then name image files accordingly:

```
camera_sideview-searchresults.jpg
camera_sideview-detail.jpg.
sku123_main-red.png
sku123_detail-red.png
```

- You can upload different images optimized for various devices:

```
camera_sideview-mobile.jpg
camera_sideview-browser.jpg.
```

- While adding multiple images of the same item, you should maintain uniqueness of the image file name. For example, you can maintain uniqueness while not exceeding the permitted delimiter and word limit as shown below:

```
sku12345_toysSlide-blue.png
sku12345_toySlide-blueAltA.png
sku12345_toySlide-blueAltB.png
```

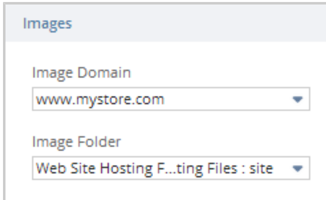
Notes on delimiters:

- Delimiters parse the file name from the item identifier.
- You can change the value for either of the Item ID or Structure delimiter. Both delimiters can be the same.
- You can change the delimiters to any combination of up to five supported characters ($ - _ . + ! * ' ( ) ,). The maximum limit is five characters.

Setting the SuiteCommerce Image Domain and the Image Folder

After you have completed renaming all of the image files you want to associate with item records, select a domain and create a new folder for storing the image files.

1. Go to Setup > SuiteCommerce Advanced/Site Builder > Set Up Web Site.
2. Click Edit next to the site.
3. Click the **Advanced** tab.
4. Select the domain you want to use in the **Image Domain** field.



5. Click (+) next to the **Image Folder** field to create a new folder for image files. Remember the folder name.
6. Click Save.

After you have created an image folder for the SuiteCommerce website, you can upload image files to this folder at any time. Images files will be mapped to item records based on the item identifier and the image file name.

Uploading Images to the File Cabinet for SuiteCommerce

On your computer, you can create a .zip file that contains all the image files for your site, and then expand the zipped file after it has been uploaded.

1. Go to Setup > SuiteCommerce Advanced > Web Site Hosting Files.
2. Find the folder you selected as **Image Folder**.
3. Click Advanced Add.
4. Select the .zip file on your computer.
5. Check the Unzip Files box.
6. Click Add.

Setting Up Image Resizing for SuiteCommerce

If you want to resize images files for your website, you can use the Image Resizing section on the Web Site Setup page. Here, you can specify the maximum height and width of the image and an ID for the image size. You will use the Image Size ID to include a specified image size in a template.


Image Resizing

* IMAGE SIZE ID	DESCRIPTION	ENABLED	MAXIMUM WIDTH	MAXIMUM HEIGHT
thumbnail	small image for lists	Yes	30	31
rectangle		Yes	180	150

To set up Image Resizing for SuiteCommerce

1. Go to Setup > SuiteCommerce Advanced/Site Builder > Set Up Web Site.
2. Click Edit next to the web site you want to modify.
3. Click the Advanced subtab.
4. Go to the Image Resizing section and modify the following fields:
   - **Image Size ID** – Assign an ID for the image resize definition. Use a name that denotes a particular image size.

     For example, you may want to configure two different sizes for image on your site. In the Image Size ID field, enter thumbnail, and then in the next row, enter rectangle.

> **Note:** To allow resizing of an image slider, you must add a **homeslider** Image Size ID (at 200 pixels wide by 220 pixels high) and a **homecell** Image Size ID (at 125 wide by 125 pixels high).

- **Description** – (Optional)
- **Enabled** – Check this box so that you can use the Image Size ID with the Item Search API. If an Image Size ID is not enabled, then the Item Search API ignores the image size you set up, and returns the image in its original size.

  For example, if the enabled check box is cleared here, and the Image Size ID is included in a website template, the Image Size ID you set up is ignored, and the original image size is rendered.
- **Maximum Width** and **Maximum Height** – Enter the values you want to use for the maximum height and width of the image. You can specify one or neither. For example, if you enter a value for Maximum Width, the Maximum Height is automatically calculated.

  Note that the image aspect ratio is stored with the image file in the file cabinet. Automatic resizing is based on the image aspect ratio. Width and height are computed.

5. Click **Save** after you have set your specifications for image resizing.

> **Important:** Resized images are generated when they are first requested. They are not generated when they are uploaded to File Cabinet.

After you have set up resizing images for your SuiteCommerce site, you can use the Commerce API to include image resize settings for a site. For more information, see Using the Commerce API to Resize Images.

To confirm images are associated with the correct item records, see Viewing Images on Item Records with SuiteCommerce.

Using the Commerce API to Resize Images

Calls to the Item Search API return image URLs without resize information. However, you can call the Commerce API from an SSP application to return the image resize settings for a site. Use the sitesettings.imagesizes field to get the image sizing parameters. The JSON response contains an array of objects that includes the urlsuffix for each Image Resize ID that has been defined for the site. The urlsuffix can then be used to construct the correct image URL. For more information on the sitesettings.imagesizes field, see the help topic sitesettings.

Note the following examples:

- An image URL without parameters, such as http://mysite.com/images/OU9613.media.orange.01.jpg? displays on the site as follows:

```
http://mysite.com/images/OU9613.media.orange.01.jpg?resizeid=10&resizeh=230&resizew=201
```

- An image URL that includes a parameter, such as http://mysite.com/images/OU9613.media.orange.01.jpg?&variant=3, displays the following URL on the site:

```
http://mysite.com/images/OU9613.media.orange.01.jpg?variant=3&resizeid=10&resizeh=230&resizew=2
01
```

The following image resize data is included in the JSON response for the sitesettings.imagesizes field.

- **maxwidth**–maximum resized image width in pixels

- **maxheight**–maximum resized image height in pixels
- **urlsuffix**–suffix that should be added to the image URL to return a resized image
- **name**–value from the Image Resize ID field (image resize definition) as entered on the Web Site Setup page
- **internalid**–internal system ID of resize definition

Note the following example of image resize data in the JSON response for the sitesettings.imagesizes field:

```
"imagesizes":[
      {
         "maxwidth":100,
         "internalid":104,
         "urlsuffix":"resizeid=104&resizeh=100&resizew=100",
         "maxheight":100,
         "name":"large"
      },
      {
         "maxwidth":800,
         "internalid":103,
         "urlsuffix":"resizeid=103&resizeh=600&resizew=800",
         "maxheight":600,
         "name":"medium"
      },
      {
         "maxwidth":100,
         "internalid":102,
         "urlsuffix":"resizeid=102&resizeh=100&resizew=100",
         "maxheight":100,
         "name":"small"
      }
```

Viewing Images on Item Records with SuiteCommerce

Item records include the Images sublist, where you can see the list of images associated with each item record.

Associated Images Web Site Categories • Related Items •

NAME	ALT IMAGE TAG	SITES
SKU123_model-longcoat.jpg	longcoat	My Site

When the item record is in Edit mode, you can change the Image Alt Text, and you can click on the file name to open the image file record in a new tab. Note that the image can be associated with multiple websites.

Notes on product-image mapping with SuiteCommerce:

- You can have different image size configurations on different sites. For example, you can use a medium sized rectangle for images on site A, and a large rectangle on site B.
- You define the Image Size ID in website templates. This sublist shows the images associated with the item. The Image Size ID is not applicable to the information shown on this list.
- Multiple sites can share one image folder, or you can create different image folders for each site.
- One image can match multiple items or multiple images can match one item, based on how you name the image file.

Setting Up Multiple Images for an Item

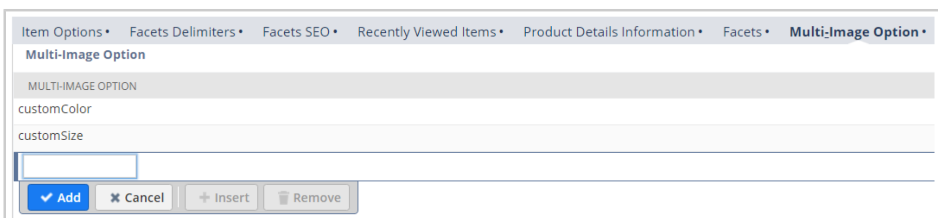
You can configure your SuiteCommerce site to display multiple images for an item in the Product Details Page of your site.

You can configure the Item Option ID that determines what images display in your web store when a user makes an option selection in the PDP. For example, you configure an item option with the ID: `customColor` to be the selection that triggers an image change. In your web store, a user selects a shirt from your store that offers multiple color options. In the PDP, the user selects **blue** for the item's color option. This triggers the image change to display the correct image of a blue shirt.

In the Elbrus release of SCA and later, the image change capability extends to configuring two or more item option IDs. This allows you to configure your images to accurately depict items based on multiple item option selections. For example, you configure two item options with the following IDs: **customColor** and **customSize**. When a user selects a shirt in your web store and then selects color: blue (ID: customSize), the image for the shirt changes to display the correct image of a blue shirt. The user then selects size: medium (ID: customSize). The image in the PDP changes again to depict the correct blue, medium shirt.

To configure the multiple-image option for your site:

1. Determine the Item Option ID you want to use to trigger an image change in the PDP.
2. Configure the `multiImageOption` property using the SuiteCommerce Configuration record. See the help topic Multi-Image Option Subtab for more information.
   a. In the SuiteCommerce Configuration record, navigate to the **Shopping Catalog** tab and **Multi-Image Option** subtab.
   b. Add the ID of the triggering Item Option to the table.

   c. Click **Add**. Repeat this for every Item Option ID you want to add, as required. Vinson release of SCA and earlier allow only one level of Item Options.
   d. Save the record.

> **Note:** If implementing Mont Blanc release of SCA and earlier, you cannot use the SuiteCommerce Configuration record. You must customize SC.Shopping.Configuration.js to configure this property. See the help topic Extend Frontend Configuration Files for more information.

3. Format your images following the same configuration pattern in your image file name format.

> **Important:** For the multiple image option feature to work, you must format your image file names to include options that match those of the triggering item option or options. See Renaming Image Files with an Item Identifier for more information.

For example, if you configured an item option ID for the item color, followed by the ID for the item size, include the item color and size in the file name. Your file name format should look something like this:

```
sku_media_blue_small.jpg
sku_media_blue_medium.jpg
sku_media_blue_large.jpg
sku_media_red_small.jpg
...
```

Making Images Available Without Login

In the file cabinet, you can have some files restricted to only those who have login access to your account. However, files that are published in your website or available for download in your site should always be available without login to ensure they are displayed properly.

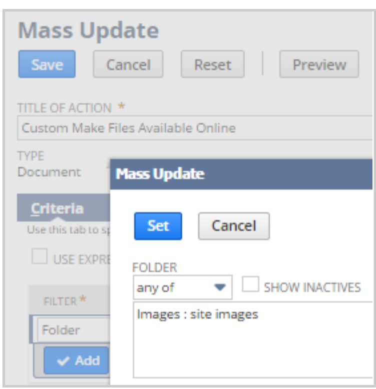
Make sure all of the image files used on your website are available without login by using a mass update.

To mass update files as available without login:

1. Go to Lists > Mass Update > Mass Update.
2. Click **Files** to expand the options for files.
3. Click **Make Files Available Online**.
4. On the **Criteria** subtab, select a filter to search for files that should be updated.

   For example, select folder to update files based on the folder they are stored in the file cabinet.
5. In the Mass Update popup window, select the type of file that should be updated.

   For example, if you selected **Folder** as the filter, select **Images** to update the files in the Images folder.

6. Repeat steps 5 and 6 to set additional criteria.

   Unless you are using expressions for your search with the **And** and **Or** functions, all criteria must be met to have the mass update apply.
7. On the **Results** subtab, you can decide what information should show when you preview the results of the search before performing the update.
8. To preview your results before performing the update, click **Preview**.
9. To perform the update, click **Perform Update**.

   Alternatively, to save the update for future use, click Save. If you save the update, you still need to reopen the update to perform the update. Saved mass updates can be accessed at Lists > Mass Update > Mass Updates.

All files meeting your criteria are now updated with the Available Without Login box checked.

To attach an image to an information item, go to Web Site > Publishing > Information Items.

Instagram Gallery Extension

Applies to: SuiteCommerce Standard | SuiteCommerce Advanced | Aconcagua

The Instagram Gallery extension enables you to keep customers engaged in the shopping process by displaying product images provided by Instagram users.

You can add one or more instances of Instagram Gallery on your site and customize each instance to display Instagram user photos. There are no limits on the number of instances you can add to your site.

> **Important:** To use the Instagram Gallery extension, you must have SuiteCommerce Advanced (Aconcagua or later) or any version of SuiteCommerce Standard.

With this extension you can:

- Display images based on username, hashtag, or both at the same time.
- Select from two display modes: Grid or Carousel.
- Show or hide the account name on the displayed images.
- Show or hide the user-assigned caption under the displayed images.
- Configure the Instagram Gallery instance to open a selected image within the host instagram.com page.
- Apply custom CSS Styles unique to each Instagram Gallery instance on your site.
- Preview content prior to publishing to your site.
- Change Instagram Gallery instance options before or after publishing to your site.
- Delete any Instagram Gallery instance before or after publishing to your site.
- Schedule a script to retrieve the latest Instagram images for each Instagram Gallery instance. In the script, you can set the time and frequency of the updates to specify how often you want to retrieve (and cache) the latest images from Instagram.

> **Note:** You use Site Management Tools (SMT) to add Instagram Gallery content to your site. To learn more about using SMT, see the help topic Site Management Tools.

Prerequisites

- You must have installed SuiteCommerce Extensions Management SuiteApp. See the help topic Install Your SuiteCommerce Application for details.
- You must have acquired a free Instagram Access Token.

> **Important:** Instagram requires you to acquire an access token which your site then uses to authenticate to the Instagram API. See Instagram Authentication. Instagram.com applies usage limits for access tokens. For more information about Instagram usage limits, see Instagram Rate Limits.

Known Limitation

- Instagram provides four types of Instagram post types: photo, video, story, and carousel. The Instagram Gallery feature only supports the Instagram photo post type.

Install the SuiteCommerce Instagram Gallery SuiteApp

You must install the Instagram SuiteApp and activate the extension before using this feature.

To install the SuiteCommerce Instagram Gallery SuiteApp:

1. In NetSuite, go to Customization > SuiteBundler > Search & Install Bundles > List.
2. Click **New**.
3. Enter **Instagram** in the **Keywords** field.
4. Click **Search**.
5. Click on the **SuiteCommerce Instagram Gallery** SuiteApp name.
6. Click **Install**. Review the bundle contents.
7. Click **Install Bundle**.
8. Click **OK** to continue.
9. Activate the Instagram extension using the Manage Extensions Wizard. See: Activate Themes and Extensions.

Add and Publish Instagram Gallery Content

After setting up Instagram Gallery, you can add and publish one or more instances of Instagram Gallery to your site using Site Management Tools (SMT).

To add and publish an Instagram gallery:

1. In your browser, navigate to the page where you want to add Instagram content.
2. Press the **Esc** key to launch the SMT interface.
3. Log in using your administrator email address and password.
4. Click the **Edit** button in the site management toolbar.
5. Click the Plus (**+**) button in the site management toolbar. The **Add Content** site management side panel opens.
6. Drag and drop the Instagram Gallery widget to the location on your page where you want the Instagram content to appear.
7. Configure options for this instance of the Instagram Gallery.

Field Name	Action
Access Token	Enter your Instagram Access Token. See Instagram Authentication.
Number of images to retrieve	Enter the number of Instagram images you want to display in this Instagram Gallery instance.
Display options	Select from one of the following three options: - **Username:** Select this option to display images based on an image contributor's instagram username. Enter the username value only. Do not include the @ symbol.

	■ **Hashtag:** Select this option to display images based on hastags assigned to images. Enter the hashtag value only. Do not include the # symbol. ■ **Username + Hashtag:** Select this option to display images based on username and filtered by hashtags. Enter the username and hashtag value only. Do not include the @ and # symbols.
Display format	Select from one of these two options: ■ Grid ■ Carousel
Gallery title	Enter a title for this Instagram Gallery instance (optional).
Show account name	Check this box is you want to display the user's account name below each image (optional).
Show caption	Check this box to display the Instagram caption below each image (optional).
View clicked image on Instagram.com	Check this box if you want the user to be able to click on and display an image in an instagram.com browser window (optional).
Number of query retries	Enter a value to restrict the number of times Instagram Gallery attempts to query instagram.com for images (optional). **Note:** Due to the number of queries that must be sent to and received from Instagram, selecting the **Username + Hashtab** display option type can result in slow image retrieval and display. Although there is no maximum value for this field, it may be helpful to try various values to determine the best value for your specific use case. Retrieved images are cached and automatically refreshed to speed up the display of subsequent site page requests.

8. Click **Save**.
9. Click **Preview Mode** in the site management toolbar.
10. Review the photos provided in the preview. If you do not approve of the content presented in the preview, you can change the configuration options or delete the instance prior to publishing the content. See Change or Delete an Instagram Gallery Instance.
11. Click **Review and Publish Mode** in the site management toolbar.
12. On the **Unpublished Changes** page, press **Publish**.
13. On the Publish All Changes page, click **Publish** to immediately publish changes to the live site or press **Schedule** to schedule publication for a specific date and time.

Change or Delete an Instagram Gallery Instance

You can change or delete an Instagram Gallery instance before or after publishing the content using standard Site Management Tools techniques. See the help topic Site Management Tools.

Commerce Categories

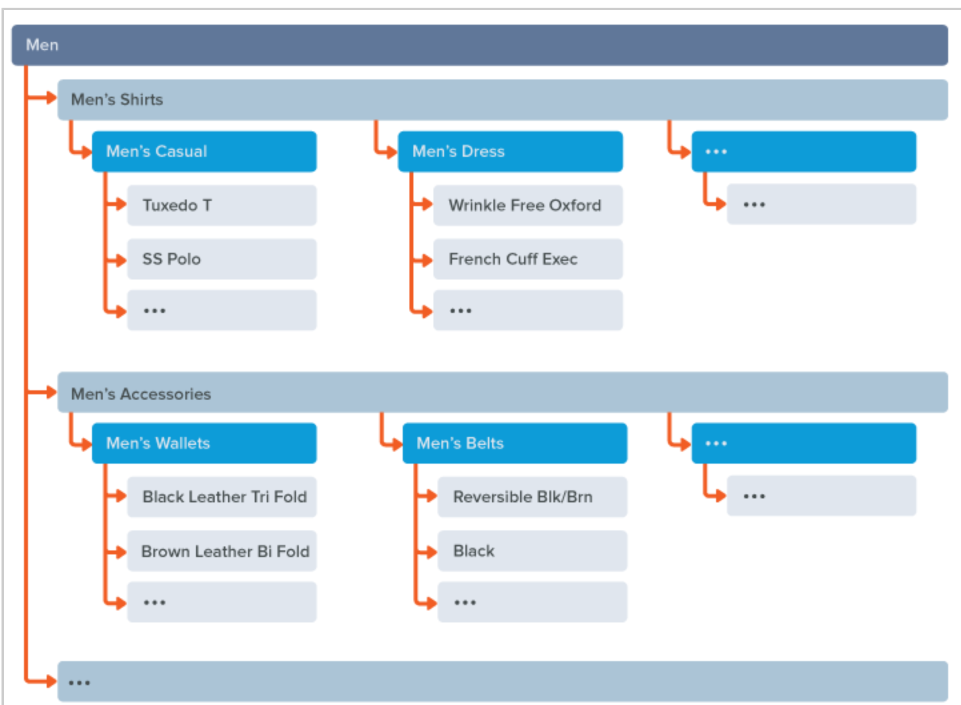
ⓘ **Applies to:** SuiteCommerce Web Stores | Vinson | Elbrus | Kilimanjaro | Aconcagua

Commerce Categories enable you to create a hierarchical structure of product categories, subcategories, and products. At the top level of this hierarchy is the **catalog**. Each site can have one catalog, and all categories are assigned to that catalog. A well-planned and organized catalog lets you present items on your website to your shoppers in a structured fashion. The catalog's category hierarchy can be general purpose in nature to present all items that you sell. Alternatively, the catalog might be based on occasion such as season. For example, you may have a spring theme that highlights spring related apparel and accessories, or a back to school organization that emphasizes back to school specials.

Since you can assign the same item to multiple categories, your category structure can even be a combination of both types. An example of this would be a larger multi-purpose category organization with subcategories that highlight spring fashions and accessories in addition to the more common categories of **Men's**, **Women's**, or **Children's**, with each of these containing multiple subcategories.

Category organization can be simple with one level of categories and products assigned to those categories. More likely, the category organization and structure is sophisticated with multiple category levels that result in a well-organized, intuitive grouping of products. Consider the following sample category hierarchy for an apparel site.

> **Note:** To manage Commerce Category records pages, you must have the appropriate permission.



This category structure contains 4 levels. The root level category is **Men**. This category is further organized by two levels of subcategories. Items are assigned to the lowest level subcategory. It is important to note that items do not have to be assigned to only the lowest level in the category hierarchy. You may have some levels that have both categories and items assigned to it.

SCA can support a total of 9,999 categories and subcategories combined. In this image, there are 7 total categories and subcategories.

Category URLs

When you create a category you specify the URL fragment for that category. The URL fragment is used for accessing that category page. URL fragments for categories and subcategories are concatenated together and prepended with the domain to form the full URL for a category page. For example the URL fragment for the category **Camping** is **camping** and the URL fragment for the category **Camping Equipment** is **equipment**. The **Camping Equipment** category is assigned as a subcategory of **Camping**. So the full URL becomes **http://mysite.com/camping/equipment**.

For a subcategory you have the option of specifying a URL fragment override which is substituted for that subcategory when it is accessed as a subcategory of that parent category. This enables you to use one URL fragment when the subcategory is accessed through one parent category and a different URL fragment when it is accessed through a different parent category. For more information on subcategories see Create Subcategories for a Commerce Category.

Categories in Site Management Tools

In addition to creating and managing categories in NetSuite, you can also manage categories in Site Management Tools. Any changes you make to categories in SMT are reflected in NetSuite. Any category management you perform in NetSuite is reflected in SMT. Category management in Site Management Tools is always in a published state on your site. See the help topic Commerce Categories in SMT for more information on managing categories in Site Management Tools.

Set Up NetSuite

Perform the following setup tasks to implement Commerce Categories:

- Enable Commerce Categories Feature
- Add Commerce Categories to Website Field Sets
- Add Commerce Categories to Website Search Index
- Set Image Resizing Options For Commerce Category Banners
- Set Up Commerce Catalog
- Set Up Commerce Categories

Enable Commerce Categories Feature

To enable the Commerce Categories feature:

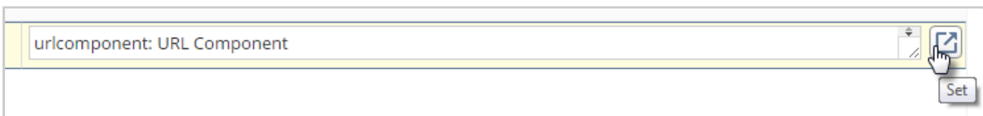
1. Go to Setup > Company > Enable Features.
2. Click the **Web Presence** subtab.
3. In the Web Site field group, select the **Commerce Categories** box.

Add Commerce Categories to Website Field Sets

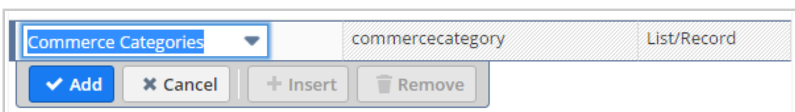
The field sets for a website define the data that is exposed to the site templates. When you implement Commerce Categories on an existing SCA site, you must add Commerce Categories to the site's field sets. For more information on field sets, see Field Sets.

To add Commerce Categories to website field sets:

1. Go to Setup > SuiteCommerce Advanced > Set Up Web Site.
2. Click the **Edit** link for the website to which you are adding the Commerce Categories field.
3. Click the **Field Sets** subtab.
4. Locate the **Details** field set and click the **Fields Included in Field Set** column. This is the last column in the row.
5. Click the Set button to the right of the field.

   This opens the **Field Set** window which displays the assigned fields and lets you assign additional fields.
6. Click the **Field Name** dropdown list at the bottom of the field list and choose **Commerce Categories**.

7. Click the **Add**.
8. Click the **Submit** button. This closes the Field Set window.
9. Click the **OK** button on the search field set row.
10. Click the **Save** button.

Add Commerce Categories to Website Search Index

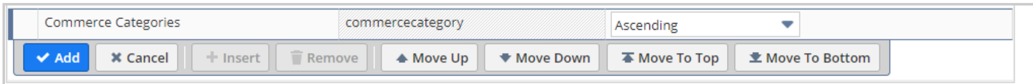
SuiteCommerce provides enhanced item search capabilities for SuiteCommerce sites. As part of implementing Commerce Categories for a site, you must add Commerce Categories to the facet fields search index. See Search Settings for more information on search settings.

To add Commerce Categories to the website search index:

1. Go to Setup > SuiteCommerce Advanced > Set Up Website.
2. Click the **Edit** link for the website to which you are adding the Commerce Categories field.
3. Click the **Search Index** subtab.
4. Click the **Facet Fields** subtab.
5. Click the **Facet Field Name** dropdown list in the last row, and choose **Commerce Categories**.

6. Click the **Add** button.
7. Click the **Sort Fields** subtab.
8. Click the **Field Name** dropdown list in the last row and choose **Commerce Categories**.



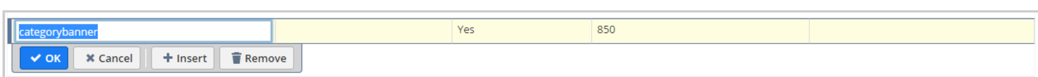
9. Click the **Add** button.
10. Click the **Save** button.

Set Image Resizing Options For Commerce Category Banners

SCA lets you specify image resizing options for the images on your site. When implementing Commerce Categories you should set the image resizing option for the commerce category banner images. For more information on image resizing for SCA, see Setting Up Image Resizing for SuiteCommerce.

To set up image resizing options for Commerce Categories:

1. Go to Setup > SuiteCommerce Advanced > Set Up Website.
2. Click the **Edit** link for the website for which you need to set up image resizing.
3. Click the **Advanced** subtab.
4. Locate the **Image Resizing** group and make the following entries.



   1. **Image Size ID** — Enter **categorybanner**.
   2. **Description** — The description is optional.
   3. **Enabled** — Check the box.
   4. **Maximum Width** and **Maximum Height** — Enter the maximum width and height to use for the category banner image. If you enter only the width or height, the remaining value is automatically calculated.
5. Click the **OK** button.
6. Click the **Save** button.

Set Up Commerce Catalog

The catalog is the highest level of grouping for Commerce Categories. Before you can create Commerce Categories you must first have a catalog to which you will assign the categories. Each website can have only one catalog.

To create a Commerce Catalog:

1. Go to Lists > Website > Commerce Catalogs > New.
2. From the **Site** dropdown list, select the website for this catalog. Remember, each website can have only one catalog.

3. In the **Name** field, enter a name for this catalog. The name does not appear on the website and is used to identify the catalog in NetSuite.
4. In the **Description** field, enter an expanded description for this catalog. The description is not displayed on the site and used only to provide additional information, such as the purpose, for the catalog in NetSuite.
5. Click the **Save** button.

Set Up Commerce Categories

Go to the Commerce Categories page to complete the setup tasks related to Commerce Categories.

Define Commerce Categories Basic Settings

Commerce categories are defined on the Commerce Categories page at Lists > Website > Commerce Categories. The basic settings for a commerce category are defined in the category header.

To add a Commerce Category:

1. Go to Lists > Web Site > Commerce Categories > New.
2. Enter the following information in the header:

Name*	Specify the name for the category. The name identifies the category in NetSuite and can be used publicly on the site in category navigation.
Description	Enter a description for the category. The description lets you supply additional information about the category.
Catalog*	Select the catalog for this category. Remember the catalog determines the website for which this category is available. Each website can have only one assigned catalog.
Primary Parent	If you are creating a subcategory, then select the primary parent category to which this subcategory should be assigned. The new category is assigned as a subcategory for the parent category specified here. All subcategory override values are blank, but you can change them on the **Subcategory** subtab for the parent category record. See Create Subcategories for a Commerce Category for more information. Leave this field empty if you do not want to assign a primary parent category. When a subcategory is assigned to multiple parent categories, you create a scenario where duplicate content can be accessed through multiple URLs. For SEO best practice, the primary parent flag is used to build the canonical link tag which tells webcrawlers that this is the preferred URL for accessing the content.
Page Title	Enter a title for the page. This value will populate the `<title>` element for an SCA category page. The value can also be used to populate the `<title>` element in a custom SSP application.
Heading	This field lets you specify a heading to display at the top of the categories page. The page template must be configured to display the Heading. You can also use this field to display a heading for the category in your custom SSP application.
Sequence Number	The sequence number you specify here determines the order of categories in the Site Management Tools category list. If you use the **Move** option in Site Management Tools to reorder the category list, the sequence number on the Commerce Category record is automatically updated to reflect the new order of the categories.
URL Fragment*	The URL Fragment lets you specify the section of the URL that can be used to navigate to the category page. If the category is a subcategory, then it is prepended with the URL fragments from all categories in that branch of the hierarchy.

	Enter the URL with no slashes, for example. For a category of shoes, enter **shoes**. In turn, the shoes category may be assigned as a subcategory of the category mens. If the mens category has a URL fragment of **mens**, the full URL to the shoes category page is **/mens/shoes**. URLs are case sensitive so be consistent with the way you specify URL fragments. Best practice suggests always entering URLs as lower case. For more detail on category URLs see Category URLs.
Page Banner	The page banner field lets you specify an image file in the file cabinet that can be displayed as the banner on a category page on an SCA site. The page template file must be configured to display the banner image. You can also use this information to display the banner in your custom SSP application.
Thumbnail Image	The thumbnail image field lets you specify a file in the file cabinet to display as the thumbnail image for this category.
Addition to <HEAD>	The addition to head field lets you specify code such as HTML, CSS, or JavaScript to include between the `<head></head>` tags on this category page.
Meta Keywords	This field lets you specify the meta keywords for the page.
Meta Description	The description you enter here is an important SEO consideration. It is normally the description that is included on search results pages. See the help topic SEO and Meta Descriptions for best practice on writing meta descriptions.
Sitemap Priority	The value you enter here populates the `<priority></priority>` element in an XML sitemap. Valid values for the priority are 0.0 to 1.0. If no priority is set in the sitemap then the default priority of 0.5 is used. These priorities let you rank the importance of the pages on your site as they relate to each other. Search results pages may consider this ranking when presenting multiple pages from your site and order the pages based on the priority.
Display in Web Site	The Display in Web Site box lets you specify if a category should be available to visitors on your site. If the box is not selected, the category is not displayed on an SCA site.
Inactive	Mark a category as inactive when you want to prevent it from displaying on the website and also prevent any other activity from occurring with that category. For example, when a category is inactive, it cannot be assigned as a subcategory of another category. You cannot mark a category as inactive if it has subcategories assigned to it. **Note:** When a category as marked as inactive, it is omitted, by default, from the Commerce Categories list. To include inactive categories in the list, select the Show Inactives box on the categories list page.

Note: Required entries are marked with an *.

3. Add any subcategories. See Create Subcategories for a Commerce Category for more information..
4. Assign any items to the category. See Assign Items to a Commerce Category for more information.
5. Click the Save button to save the category.

Create Subcategories for a Commerce Category

Any category can be used as a subcategory, and you can assign the same category as a subcategory for multiple categories. You assign subcategories on the **Subcategory** subtab of the Commerce Category page at Lists > Website > Commerce Categories.

When you create a category you define basic information about that category such as name, title, and meta description. See Define Commerce Categories Basic Settings for more information.

When you assign a category as a subcategory, you can override the basic settings of the category with different values to use when the category is functioning as a subcategory. The overrides may be for all, some, or none of the category's primary values. For example, you have categories named **Outdoors**, **Camping**, and **Equipment**. You assign the Equipment category as a subcategory for both the Camping and Outdoors categories. For the Outdoors category assignment, you want to use a different banner image than you use for the equipment category assignment so you create an override for the banner image.

> **Note:** When you assign a category as a subcategory, it is no longer accessible as a root level category and can be accessed only through its subcategory assignments.

Canonical Tags for Commerce Categories

When you use URL overrides for subcategories you create a situation where category pages with different URLs provide the exact same content. To promote SEO best practice for pages with duplicate content, SCA adds the HTML canonical link tag to these pages. The page for the primary path URL contains a self canonical tag, and pages that override the URL have a canonical tag that targets the primary parent path as well. To continue with the example listed above, the canonical link tags might be as follows:

Primary Parent URL	http://mysite.com/camping/equipment	`<link rel="canonical" href="http://mysite.com/camping/equipment" />`
URL With Override	http://mysite.com/outdoor/campingequipment	`<link rel="canonical" href="http://mysite.com/camping/equipment" />`

> **Note:** The Vinson release of SuiteCommerce Advanced uses relative paths in canonical URLs. Since search engines do not index canonical URLs with relative paths, you should extend the Facets.Browse.View.js in the **Facets** module to use absolute paths instead. See the help topic Canonical Tags Populated With Relative Paths. This is necessary only for the Vinson release of SuiteCommerce Advanced.

Order of Subcategories

The order of the subcategories on the **Subcategories** subtab, can reflect the order of how the categories will be listed on the site. You can use Site Management Tools to change the order of the categories. Any changes made to the order of the categories in Site Management Tools are also reflected on the **Subcategories** subtab. See the help topic Move a Category or Subcategory for more information. The order in which categories are displayed on the site can be specified in the SCA Categories Configuration, see the help topic Categories Subtab for more information on configuring Commerce Categories in SCA.

To assign a subcategory to a category:

Before you can assign a category as a subcategory, you must first create a category record for the category. See Set Up Commerce Categories.

1. Create a new category record or edit an existing category record.
2. Select the **Subcategories** subtab.

3. Select the category to assign as a subcategory from the categories dropdown list. Enter override values for any of the following or leave the override fields empty to use the default from the category record for the subcategory.
   - Name Override
   - Description Override
   - URL Fragment Override
   - Title Override
   - Heading Override
   - Page Banner Override
   - Thumbnail Image Override
   - Addition to `<head>` Override
   - Meta Keywords Override
   - Meta Description Override
   - Sitemap Priority Override
   - Display in Web Site Override
4. Click the **Add** button to add the subcategory.
5. Repeat the previous two steps for each subcategory you want to add.

View Category URL's

The **URL** subtab of the Commerce Categories record provides you with a listing of all URLs that can be used to access a subcategory page. This is especially useful when you have a subcategory assigned to multiple parent categories, because the subcategory page can be accessed through multiple URLs. To see the URLs for a subcategory page:

1. Go to Lists > Website > Commerce Categories.
2. Click the category record for which you want to view URLs.
3. Click the **URL** subtab.

Assign Items to a Commerce Category

You assign items to a category on the **Items** subtab of the Commerce Categories page. Assigning items to a category makes those items accessible through that category on the website. An item can be assigned to multiple categories. Additionally you can assign items at various levels within the category hierarchy, For example, you may have a level in your hierarchy that includes both subcategories and items.

> **Note:** When you assign items to a category and save the record, it may take up to 5 minutes or more for the items to be displayed in the SMT category preview and also in the category item list on the site. This delay is expected behavior and occurs because the search index is rebuilt when you add or change an item category assignment.

To assign an item to a category

1. Go to Lists > Website > Commerce Categories.
2. Click the category to display the category record.
3. Click the **Edit** button.

4. Click the **Items** subtab.
5. Select the item from the item dropdown list. The list only includes those items configured to display in the web store.
6. If this is the item's primary category, select the **Primary Category** box. The primary category is used on the item detail page of SCA sites to provide a link for visitors to quickly access the primary category for an item.
7. Click the **Add** button to add the item to the list.
8. Repeat steps 5 through 7 for each item you want to assign to the category.

Configure Commerce Categories Properties

To configure Commerce Categories, use the SuiteCommerce Configuration record. See the help topic Categories Subtab for details.

To configure properties for Commerce Categories:

1. Select the domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. In the SuiteCommerce Configuration record, navigate to the **Integrations** tab and the **Categories** subtab.
3. Set feature properties as required.
4. Save the Configuration record.

Faceted Navigation

Applies to: SuiteCommerce Advanced

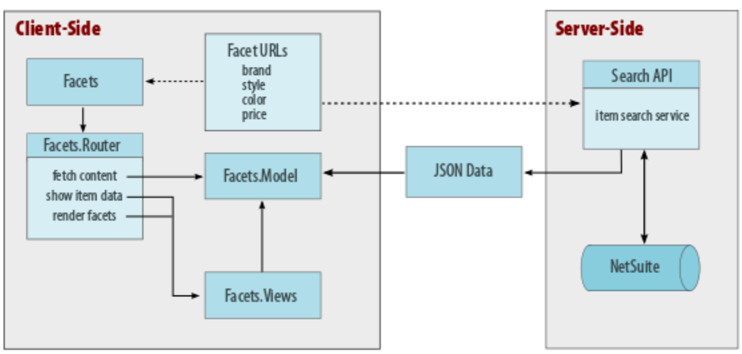
SuiteCommerce uses modern faceted navigation for displaying product results. With faceted navigation, users can incrementally refine search queries based on specific item attributes defined within the facet configuration.

Note: These item attributes can reflect values from standard fields or custom fields.

When a user filters results using facets, the action initiates a call to the Search API in the backend. The site renders a new set of results in the Product Display area, filtered according to the facet parameters selected. Routers execute based off of the selected URLs.

Note that all selected facets are concatenated into a single URL, so you can pass multiple attributes to further refine your item search criteria. With the Elbrus release of SCA, you have the option of configuring facets as URL parameters or as part of the URL path. See Facets as Parameters for details on the differences and how each option affects SEO.

The router creates a new `Facets.Model` instance, which returns data via the Search API in a JSON object. The `Facets.View` then takes the JSON data, generates the result set for presentation, and regenerates the facet navigation area to update any dynamic changes to the browser.



Set Up NetSuite

For Faceted Navigation to function on your website, you must define facet fields for the search index in NetSuite. This makes the defined fields available to the Search API, so users can filter their searches for products on your website. You define facet fields in your SuiteCommerce Web Site Setup Record.

See Facet Fields for details.

Important: Set up item records correctly before selecting Facet Fields. See Item Configuration for Web Stores for details. SuiteCommerce only supports certain fields for faceted navigation. See Field Set Reference for details.

Configure Feature Properties

After setting up NetSuite for Faceted Navigation, the navigational area on your website automatically displays the facet. Configuring facet field properties is not required; however, facets may not display as you intend by default.

Note the following when configuring facets:

- Facet fields must be set up in NetSuite to appear on the site.
- If the facet’s URL Component is not set in NetSuite, the site will display the default field id.
- Not specifying a set facet on the Facets subtab results in the default appearance for the associated facet.
- Not specifying a property in the Facets subtab results in the default appearance for the associated property.
- If using products that use a dash (-) in the product name, avoid using dashes in the `id` property. The Facets Router sees these dashes as separators, and the website will not load.
- With Elbrus release of SCA and later, you can configure facets as URL parameters or as part of the URL path. This decision can impact SEO. See Facets as Parameters for details.

Follow the correct configuration procedures, depending on the version of SuiteCommerce Advanced you are implementing. For information on configurable properties, regardless of your implementation, see the following sections:

- Facets Subtab
- Color Palettes Subtab
- Facets Delimiters Subtab
- Facets SEO Subtab

To configure Faceted Navigation properties:

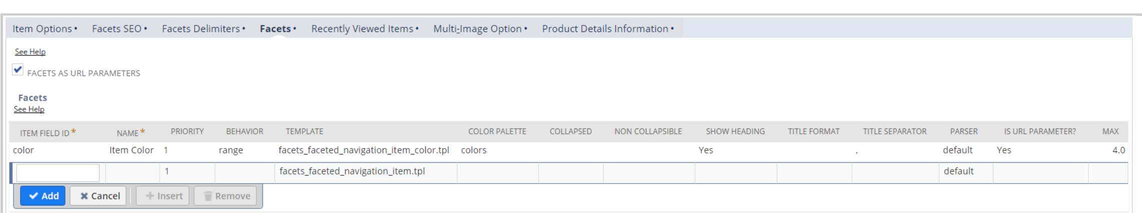
1. Select the domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. In the SuiteCommerce Configuration record, navigate to the **Shopping Catalog** tab. This tab includes properties across various subtabs.
3. Set feature properties as required.
4. Save the Configuration record.

Example:

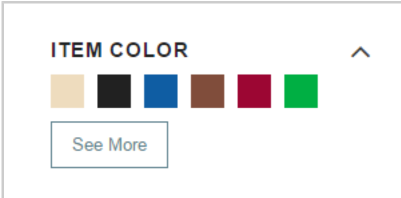
You want to configure the color facet field to display on your website in the following ways:

- Display the facet title as **Item Color**
- Display in the URL as a parameter
- Appear expanded when loaded
- Be collapsible
- Appear first in the list of facets on your website

Your customized Facets entry might look like this:



Your resulting facet will display on your website like this:



To configure Faceted Navigation properties (pre-Vinson):

The SC.Shopping.Configuration.js file contains the `facets` array, which contains an object for each facet field. You can customize these objects to determine how each associated facet field displays and behaves on your website.

1. Configure how facet fields display on your site.

   For example, suppose you want to configure the color facet field to display on your website in the following ways:

   - Display the facet title as **Item Color**
   - Appear expanded when loaded
   - Be collapsible
   - Appear first in the list of facets on your website

   Your customized object might look like this:

```
,   facets: [
    {
      id: ’color’
,   name: _(’Item Color’).translate()
,   priority: 1
,   behavior: ’multi’
,   template: facets_faceted_navigation_item_color_tpl
,   collapsed: false
,   uncollapsible: false
,   showHeading: true
,   colors: colors
,   titleSeparator: ’, ’
   }
```

2. Configure how facet fields display on your site.
   a. Find the URL Component of the facet field you want to define.
      i. In NetSuite, click Setup > SuiteCommerce Advanced > URL Components for Facets.
      ii. Note the URL Component of each facet you wish to configure.

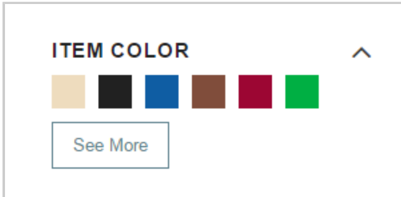
      See URL Components for Facets for detailed information. After indexing Facet Fields in your SuiteCommerce site record, you can modify the URL components for each facet field.
   b. Create a custom module that includes the SC.Shopping.Configuration object as a dependency.

      > **Note:** Do not edit the original SC.Shopping.Configuration.js source file directly. See the help topic Customize and Extend Core SuiteCommerce Advanced Modules for information and best practices on customizing JavaScript.

   c. Extend the `facets` array, creating an object for each facet field you want to configure. Set the configuration properties as necessary.

See the help topic Facets Subtab for detailed information on each property.

For example, your resulting facet will display on your website like this:



3. Customize Facet Color Palettes.

   The SC.Shopping.Configuration.js file contains the `colors` object. This object maps a color label to its hexadecimal value. You can customize these color values by extending the `colors` object.

   a. Extend the `colors` object within item options or facet object's `colors` property.

   b. Add any hexadecimal color values. The property's name must match the corresponding color in the `colors` object.

      For example, the `colors` object lists default name/value pairs:

```
var colors = {
         'black': '#212121'
      ,  'gray': '#9c9c9c'
      ,  'grey': '#9c9c9c'
      ,  'white': '#fff'
      ,  'brown': '#804d3b'
      ,  'beige': '#eedcbe'
      ,  'blue': '#0f5da3'
      ,  'light-blue': '#8fdeec'
      ,  'purple': '#9b4a97 '
      ,  'lilac': '#ceadd0'
      ,  'red': '#f63440'
      ,  'pink': '#ffa5c1'
      ,  'orange': '#ff5200'
      ,  'peach': '#ffcc8c'
      ,  'yellow': '#ffde00'
      ,  'light-yellow': '#ffee7a'
      ,  'green': '#00af43'
      ,  'lime': '#c3d600'
      ,  'teal': '#00ab95'
      ,  'aqua': '#28e1c5'
      ,  'burgandy': '#9c0633'
      ,  'navy': '#002d5d'
      }
```

   For example, you want to use a different color for blue and red in your site's faceted navigation, swapping `#0000FF` for blue and `#f63440` for red. As a best practice, do not edit the default `colors` object. Instead, extend the object in the `colors` property of the facet as shown:

```
      ,   {
            id: 'color'
         ,  name: _('Item Color').translate()
         ,  priority: 1
         ,  behavior: 'multi'
         ,  template: facets_faceted_navigation_item_color_tpl
```

```
        ,   collapsed: false
        ,   uncollapsible: false
        ,   showHeading: true
        ,   colors: _.extend(colors,{'blue':'#0000FF', 'red':'#f63440'})
        ,   titleSeparator: ', '
        }
```

4. Configure Facet Delimiters.

   The facetDelimiters object is defined in the global SC.Configuration.js file. This object specifies the characters within the URL that appear between facets, facet names, and their values. To configure facet delimiters:

   a. Create a custom module that includes the SC.Shopping.Configuration object as a dependency.

      > **Note:** Do not edit the original SC.Shopping.Configuration.js source file directly. See the help topic Customize and Extend Core SuiteCommerce Advanced Modules for information and best practices on customizing JavaScript.

   b. Extend the `facetDelimiters` object and set the configuration properties as necessary.

      See the help topic Facets Delimiters Subtab for detailed information on each property.

Facets as Parameters

This section applies to the **Elbrus** release of SuiteCommerce Advanced and later.

When using Faceted Navigation, any selections concatenate into a single URL as users refine their search criteria. SuiteCommerce lets you configure how each facet is included in the URL. This section explains the different options and how each affects search engine optimization. For details on each configurable property, see the help topic Facets Subtab.

SuiteCommerce lets you:

- Configure all facets as part of the URL path (default).
- Configure all facets to act as URL parameters.
- Configure individual facets as either URL parameters or as part of the URL path.

> **Note:** Any changes made to facet fields require that you re-index your site. You may experience a 30 to 60 minute cache delay before changes to this property take effect on your site.

Facets as URL Path

When a user filters their search by adding more facets, the number of facet combinations can become large. If you configure facets as part of the URL path, the current facet value displayed in the URL grows as the facets increase. This increases the number of unique pages indexed by search engines and can have a negative impact on SEO.

Using facets as part of the URL path results in the following:

- You must manually update robots.txt to block URLs from being indexed to accommodate any facets added to your site. See the help topic SEO and Robots.txt for details.

- The SEO Page Generator executes each possible path when indexing your site. This can add multiple filtering combinations and overwhelm the SEO Page Generator with unnecessary information.
- The large number of facet combinations can have an adverse effect on any sitemaps produced.
- Bots can reach your content though many different URLs.

When treating facets as part of the URL path, the SEO Page Generator considers the entire path in the index, as shown in the following example:

```
www.site.com/facet1/value1/facet2/value2/
```

Note: If implementing Vinson release of SuiteCommerce Advanced or earlier, all facets are treated as part of the URL path. This is not configurable.

Facets as URL Parameters

Using Facets as URL parameters results in fewer unique pages indexed by search engines, thus optimizing searches and improving your web store's rank. As parameters, any faceted URL information is treated as a parameter and not considered by the SEO Page Generator when indexing your site.

Note: Editing Robots.txt is not required to ensure SEO for facets configured as parameters.

When configuring facets as URL parameters, the SEO Page Generator considers only the web store domain in the index as shown in the following example (`www.site.com`):

```
www.site.com?facet1=value1&facet2=value2
```

URL Components

Applies to: SuiteCommerce Advanced

Use NetSuite to manage SuiteCommerce URL components for items and facets. Website managers, administrators, and anyone with access to item records and facets can enter URL components and aliases. URL component aliases are useful when you update URL components that point to products on your site, and you want to keep a list of the URL aliases that were used in the past.

> **Note:** URL component aliases are only supported in SuiteCommerce.

First, enable the URL Components Alias Feature in NetSuite. Then you can enter URL Components on item and category records, and use the URL Component Alias subtab to maintain a list of aliases for that item. To manage URL components for facets, you can use the URL Components for Facets page.

To enable the URL Components Alias feature:

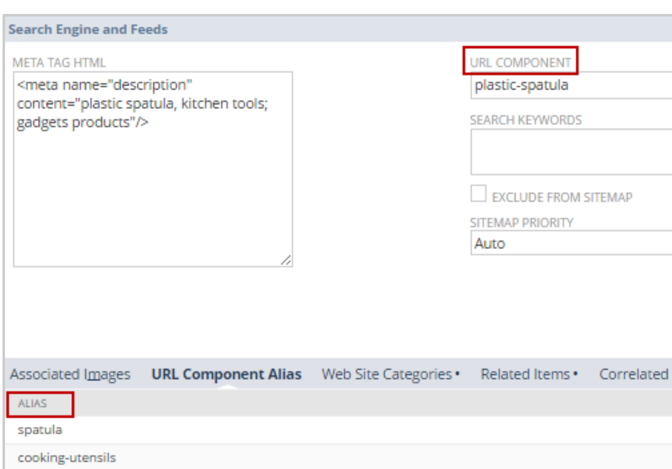
1. Go to Setup > Company > Enable Features.
2. Click the **Web Presence** subtab.
3. Check the box next to **URL Component Aliases**.
4. Click **Save**.

Read these topics for more information:

- URL Components on Items
- URL Components for Facets

URL Components on Items

In SuiteCommerce, you can maintain a list of URL components for the products you sell on your website. First, enter the URL component you plan to use on your website, then you can add the previous value to the list of aliases. Use the URL Component Alias subtab to maintain a list of aliases that were used for that product in the past.



To use the URL Component Alias subtab:

1. Go to Lists > Accounting > Items.
2. Click **Edit** next to the item record you want to modify.
3. Click the **Web Store** subtab.
4. Enter a value in the **URL Component** field.
5. Click the **URL Component Alias** subtab. Enter an alias.
6. Click **Add**.
7. To modify an existing alias, click on the alias, make your change, and then click **OK**.
8. Click **Save** to store your changes.

> **Important:** The following file extensions are not supported in URL Components, as there may be conflicts with SuiteCommerce or NetSuite framework technologies: **nl|nlqs|f|xls|doc|jws**.

Additional notes on URL component alias management:

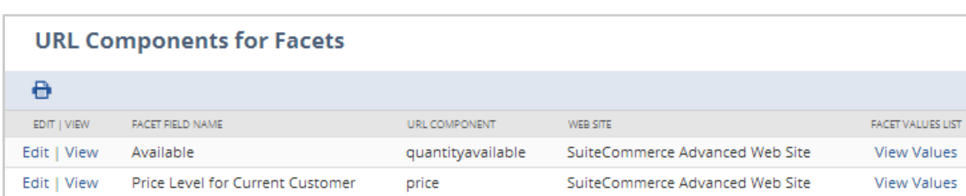
- For Site Builder web sites, URL aliases are ignored.
- If the URL Component Alias feature is enabled, the URL Component Alias subtab is displayed on supported record types.
- If the URL Component Alias feature is disabled all existing aliases are deleted and the subtab is removed.
- Scripting is required to fully integrate URL component management with Reference Implementations. For more information, contact your Professional Services representative.

URL Components for Facets

Use NetSuite to setup and modify URL components for facets. You can use the URL Definition page to set up URL components for facets. The interface in NetSuite lets you try different URL components on your site, while maintaining a list of aliases that were used in the past. Note the supported URL configuration: **www.mywebstore.com/kitchen/plastic-spatulas**.

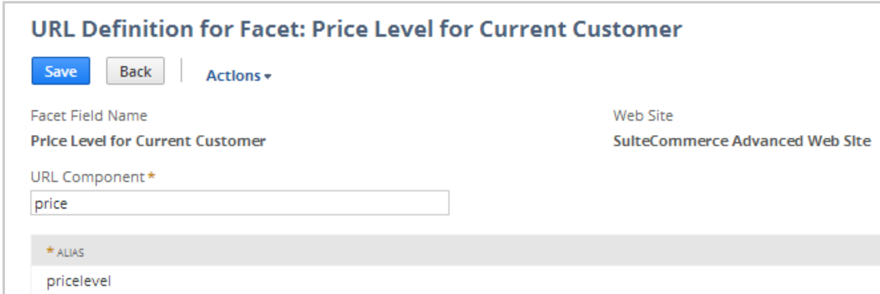
To manage URL components for facets:

1. Make sure the feature is enabled. For more information, see URL Components.
2. Go to Setup > SuiteCommerce Advanced > URL Components for Facets to view the list of facets and their URL components.


URL Components for Facets

EDIT | VIEW	FACET FIELD NAME	URL COMPONENT	WEB SITE	FACET VALUES LIST
Edit | View	Available	quantityavailable	SuiteCommerce Advanced Web Site	View Values
Edit | View	Price Level for Current Customer	price	SuiteCommerce Advanced Web Site	View Values

3. Click **Edit** or **View** on the URL Components for Facets page to access the URL Definition page.
4. Enter a value in the **URL Component** field.



The following fields are displayed on the on the URL Definition page:

a. **Facet Field Name** – (Read-only) Shows the facet field name mapped from the Facet Fields subtab on the Web Site Setup page.
b. **Web Site** – (Read-only) Shows the website associated with the facet. Note: One facet used on multiple sites has the same URL component and list of aliases for each site.
c. **URL Component** – This field contains the URL component for the facet field.
d. **Alias** – This is a list of URL Component aliases that were previously used for this facet field. You can add, modify or remove values in this list.

5. Click **Save**.

Go back to the list on the URL Components for Facets page to view your changes. To see a list of all values for a certain facet, click **View Values**. You can also click Edit from the Facet Values List page to further modify facet values.

> **Important:** If you do not see expected updates to the list of URL components for facets, wait until the search index process is complete. If the list is still not updated, expand the More Actions menu on the Web Site Setup page, and select Rebuild Search Index.

Additional Notes on Managing URL Components for Facets

- When you add a facet on the Web Site Setup page, then it is added to the list at Setup > SuiteCommerce Advanced > URL Components for Facets.
- A facet value must be displayed on the URL Components for Facets list before it can be modified.
- Actions that trigger the search index:
  - Clicking Save on the URL Component Definition page after modifying a facet value. The URL component value is not available for further modification until after it is displayed in the list of URL Components for Facets.
  - Adding a new facet to an item record. After the search index process is complete, the newly added facet value is displayed in the list at Setup > SuiteCommerce Advanced > URL Components for Facets.

Facet Values

When you use the URL Component Alias feature in SuiteCommerce, note that some configuration is required to fully integrate facet URL aliases. Modify the configuration to use the same facet values you set on the URL Components for Facets in NetSuite. Refer to Faceted Navigation for detailed information on customizing these values.

By by enabling URL Aliases, you consolidate all your different variations into one main URL component and avoid duplicate content. For more information, contact your Professional Services representative. See URL Components.

Product Reviews

Applies to: SuiteCommerce Advanced

SuiteCommerce has Product Review capabilities available as standard functionality. Users can submit reviews for items and review ratings. These details are then displayed for each item on a website. Content from product reviews uses microdata markup so that search engines display review information for items in search results.

Getting Started

Before you begin with Product Reviews you must install the Reference Product Review Records SuiteApp. This SuiteApp contains all of the required custom records, lists, and fields needed to store and manage Product Reviews. These custom records can be modified as needed. For detailed information on installing the Reference Product Review Records SuiteApp, see the help topic Install Your SuiteCommerce Application.

The following two Product Review custom records are installed at Customization > Lists, Records, & Fields > Record Types.

- **Product Reviews**: This record is used to define the Product Reviews subtab under the SuiteCommerce Extensions tab on the Item record. When a shopper submits a review for an item on your website, the review is appended to this record.

> **Important:** If modifying the Product Reviews record, do not edit or remove the **Item ID** and **Item** fields on the record. These fields are used in critical backend logic and should not be edited.

- **Product Reviews Attr. Rating**: This record is used to define the Product Review Attr. Ratings subtab under the SuiteCommerce Extensions tab on the Item record. Here, product review attributes available on the web store can be defined. By default, three attributes can be set for any item: Price, Quality, or Durability. Additional attributes can be created.

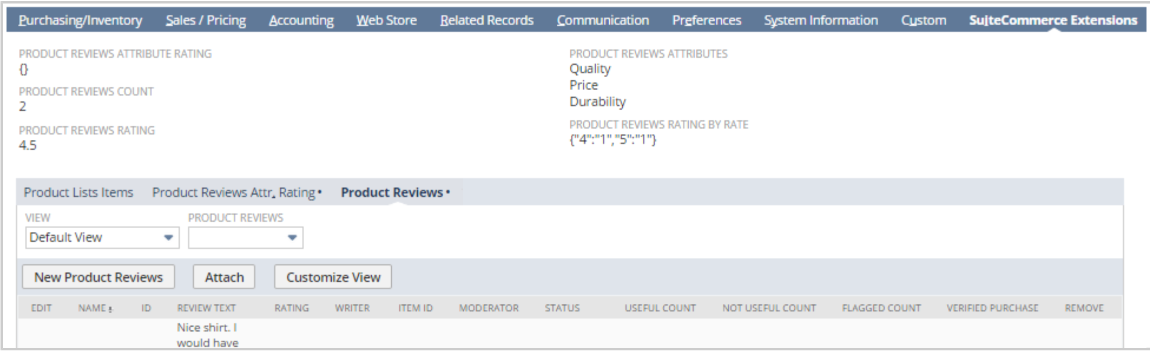
Prerequisites

Before you begin working with Product Reviews ensure that the following fields are included in your Field Set definitions. For more information on Field Sets see Field Sets.

- Product Reviews Rating by Rate (Custom)
- Product Reviews Rating (Custom)
- Product Reviews Attribute Rating (Custom)
- Product Reviews Count (Custom)
- Product Reviews Attributes (Custom)

Product Reviews Custom Record

The Product Reviews record displays all reviews for an item in the Product Reviews subtab of item records under the SuiteCommerce Extensions tab. A moderator can evaluate reviews and control the display of reviews on your website.



Note: Indexing for websites is performed when item elements are changed such as product review Attributes or when the Status is changed. Therefore any changes to the item records may take a few minutes to be reflected on the website. You can check the indexing status by clicking View next to the desired website at Setup > SuiteCommerce Advanced > Set Up Web Site.

In the top panel of the Product Reviews record, Product Review analysis and Attribute configuration can be done. The following fields are available:

- **Product Reviews Attribute Rating**: Lists the average ratings for each attribute in a JSON object.

  The JSON object consists of a name value pair with the Attribute ID and the calculated average rating. You can check Attribute IDs on the NS PR Attributes custom record at Customization > Lists, Records, & Fields > Lists.

  For example, {"3":"3.0","2":"2.7","1":"3.0"} indicates average ratings of each of the three default Attributes where Quality is ID 1, Price is ID 2, and Durability is ID 3.
- **Product Reviews Count**: Displays the total number of reviews for this item.
- **Product Reviews Rating**: Displays the Overall rating for this item.
- **Product Reviews Attributes**: Displays the Attributes set for this item. For more information, see Product Review Attributes.
- **Product Reviews Rating by Rate**: Lists the total count for each overall rating score in a JSON object.

  The JSON object consists of a name value pair with the Overall rating value and the number of reviews set to that rating.

  For example, {"1":"1","4":"2"} indicates a single instance of an Overall rating of 1 and 2 instances of an Overall rating of 4.

Note: Product Review statistics are only calculated for **Approved** reviews.

Note the following details for line items on the Product Reviews record:

- When a product review is submitted by a shopper who also bought the product, the **Verified Purchase** field is set to Yes.
- By default only items set to **Approved** are displayed in the website and included in the product review rating analysis.
- The Writer field corresponds to the Customer ID for the shopper who submitted the review. It is only populated for logged in users.

Product Review Attributes

Product Review Attributes settings are used to define individual review components for an item. If no Attributes are defined for an item, only an overall rating can be specified or displayed for an item.

Note: Product Review Attributes cannot be set for Assembly/Bill of Materials items.

To define Product Review Attributes for an item:

1. Find the item you want to define the attributes for at Lists > Web Site > Items.
2. Click the **SuiteCommerce Extensions** tab.
3. If necessary create a custom **Product Reviews Attribute**.

   By default Price, Quality, and Durability are available but you can add any custom Attributes as needed.

   1. Click **New** next to the **Product Reviews Attributes** field.
   2. Enter the name of the Attribute and click **Save**.

   Note: You can also define custom Product Review Attributes from the custom record at Customization > Lists, Records, & Fields > Product Reviews Attributes.

4. Select the Attributes desired for the item and then save the item record.

Important: All Attributes that you want available must be highlighted when the record is saved. After saved, the item record is re-indexed. It may take a few minutes before the rating Attributes are displayed on the website.

Product Review Configuration

Use the SuiteCommerce Configuration record to set these properties. For pre-Vinson implementations, configure properties by extending the backend and frontend configuration files. For details on configurable properties for either implementation, see the help topic Configuration Properties Reference.

Overview

Applies to: SuiteCommerce Web Stores

The Web Store Transactions chapter ties together the checkout, payment, and shipping options for your site. We will walk you through the many choices for tasks such as configuring your checkout steps, setting up Paypal accounts, web store taxes for different countries, and various shipping options.

Checkout Steps

This section will explain the different options for checkout configurations for shoppers visiting your site. The options differ depending on the version of SuiteCommerce Advanced you are implementing.

Payment Options

These topics take you step-by-step on setting up the available payment options for your web store. These include credit cards, Paypal, and other alternative payment methods.

Setup Shipping

This section lets you set up preferences on how shipping from your site works and what options are available to customers to your site.

Device Fingerprinting

This option enables your site to gather information about the device ordering from your web store to determine if it's trustworthy.

Web Store Taxes — VAT, GST, PST

SuiteCommerce Advanced enables you to display tax amounts for different International editions of NetSuite.

Checkout Steps

ⓘ **Applies to:** SuiteCommerce Web Stores

SuiteCommerce Advanced provides a checkout process where the flow logic is configured using the CheckoutApplications module and behavior is customized using applicable OrderWizard modules.

You can choose from among three supported checkout configurations. Each configuration defines a specific checkout flow and includes steps that direct the shopper through checkout, ultimately submitting an order.

Configure the Checkout Flow

The procedures to configure the overall Checkout Flow differ, depending on the version of SuiteCommerce Advanced you are implementing. Follow the correct procedures, described below. For information on configurable properties, regardless of your implementation, see the following sections:

- Checkout Tab
- Credit Card Subtab
- Forms Subtab
- Payment Methods Subtab

To configure Checkout configuration properties:

1. Select the domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. In the SuiteCommerce Configuration record, navigate to the **Checkout** tab.
3. Set feature properties as required. See Checkout Flow Options for details.
4. Save the Configuration record.

To configure the Checkout flow (pre-Vinson):

In pre-Vinson implementations, configuration consists of creating custom application modules and extending specific properties.

1. Create a custom module that includes the SC.Checkout.Configuration object as a dependency.

   > **Note:** Do not edit the SC.Checkout.Configuration.js file directly. See the help topic Customize and Extend Core SuiteCommerce Advanced Modules for information and best practices on customizing JavaScript.

2. Redefine the dependency `SC.Checkout.Configuration.Steps.Standard` to the desired checkout flow as defined below:

Checkout Flow	Dependency	Associated .js File
Standard (Default)	SC.Checkout.Configuration.Steps.Standard	SC.Checkout.Configuration.Steps.Standard.js

Checkout Flow	Dependency	Associated .js File
One Page Checkout	SC.Checkout.Configuration.Steps.OPC	SC.Checkout.Configuration.Steps.OPC.js
Billing First	SC.Checkout.Configuration.Steps.BillingFirst	SC.Checkout.Configuration.Steps.BillingFirst.js

3. Extend the checkout flow's associated .js file to customize the checkout configuration. See Checkout Flow Options for details.

Checkout Flow Options

SuiteCommerce Advanced supports three multiple-step checkout flows. Each checkout flow guides the user through the same tasks, but uses a different sequence of pages as defined below:

- Standard checkout (default)
- One Page checkout (OPC)
- Billing First checkout

Standard Checkout (Default)

The Standard checkout configuration is the default and directs the user through the following sequence of pages by default:

1. A Shipping Address page
2. A Delivery Method page
3. A Payment Method page
4. An Order Review page

Note: This flow changes if the MultiShipTo feature is enabled. In that case, users first select individual packages, then define a shipping method.

One Page Checkout

The One Page checkout configuration directs the user through the same tasks as the Standard flow, but it does so using only two pages: the Checkout Page (complete with shipping, addressing, payment processing, and gift certificate) and promotions processing, followed by an Order Review page.

Note: The One Page checkout configuration uses events to update different parts of a single page. This operates differently from other checkout configurations (Standard and Billing First), which use several pages that update at the end of each step.

Billing First Checkout

The Billing First checkout configuration directs the user through the following sequence of pages, prompting the user for billing information first by default:

1. A Billing Address page
2. A Shipping Method page
3. A Payment Method page
4. An Order Review page

> **Note:** This flow changes if the MultiShipTo feature is enabled. In that case, users first select individual packages, then define a shipping method.

Configure Checkout Steps

The procedures to configure Checkout Steps apply for all implementations of SuiteCommerce Advanced.

> **Note:** The three checkout configurations shipped with SuiteCommerce Advanced are fully supported by NetSuite. You can use these configuration files to customize your checkout flows. However, customizing source files can create flows that do not make intuitive sense to the user. NetSuite cannot guarantee the outcome of customizations made to these files.

Add or Remove Steps

Each checkout flow configuration file corresponds to a configured Checkout Flow Option. Each of these files contain multiple groups to achieve a specific task for that flow, such as adding shipping information. These groups contain one or more checkout steps to achieve that task. Each checkout step provides one or more wizard modules to guide the user through the checkout process.

Groups define the breadcrumbs available at the top of the page. Checkout steps then provide the modules that guide the shopper through the checkout process. You can add or remove checkout steps to any named group array by adding or removing steps as objects. You can also customize each step by editing properties.

For example, the following code snippet in the SC.Checkout.Configuration.Steps.Standard.js file defines the `Shipping Address` group. This group contains two checkout steps: Choose Shipping Address and Enter Shipping Address. Each checkout step contains three modules. You can customize the `Shipping Address` group by modifying each step's code.

```
{
      name: _('Shipping Address').translate()
   ,   steps: [

         {
            name: _('Choose Shipping Address').translate()
         ,   url: 'shipping/address'
         ,   isActive: function ()
            {
               return !this.wizard.isMultiShipTo();
            }
         ,   modules: [
               OrderWizardModuleMultiShipToEnableLink
            ,   OrderWizardModuleAddressShipping
            ,   [OrderWizardModuleCartSummary, cart_summary_options]
```

```
                ]
            }
        ,   {
                name: _('Enter Shipping Address').translate()
            ,   url: 'shipping/selectAddress'
            ,   isActive: function ()
                {
                    return this.wizard.isMultiShipTo();
                }
            ,   modules: [
                    [OrderWizardModuleMultiShipToEnableLink, {exclude_on_skip_step: true}]
                ,   [OrderWizardModuleMultiShipToSelectAddressesShipping, {edit_addresses_url
: 'shipping/selectAddress' }]
                ,   [OrderWizardModuleCartSummary, cart_summary_options]
                ]
            }
        ]
    }
```

Configure Step Properties

Use the following properties when configuring each checkout step. Set these properties in the applicable Checkout Steps configuration file.

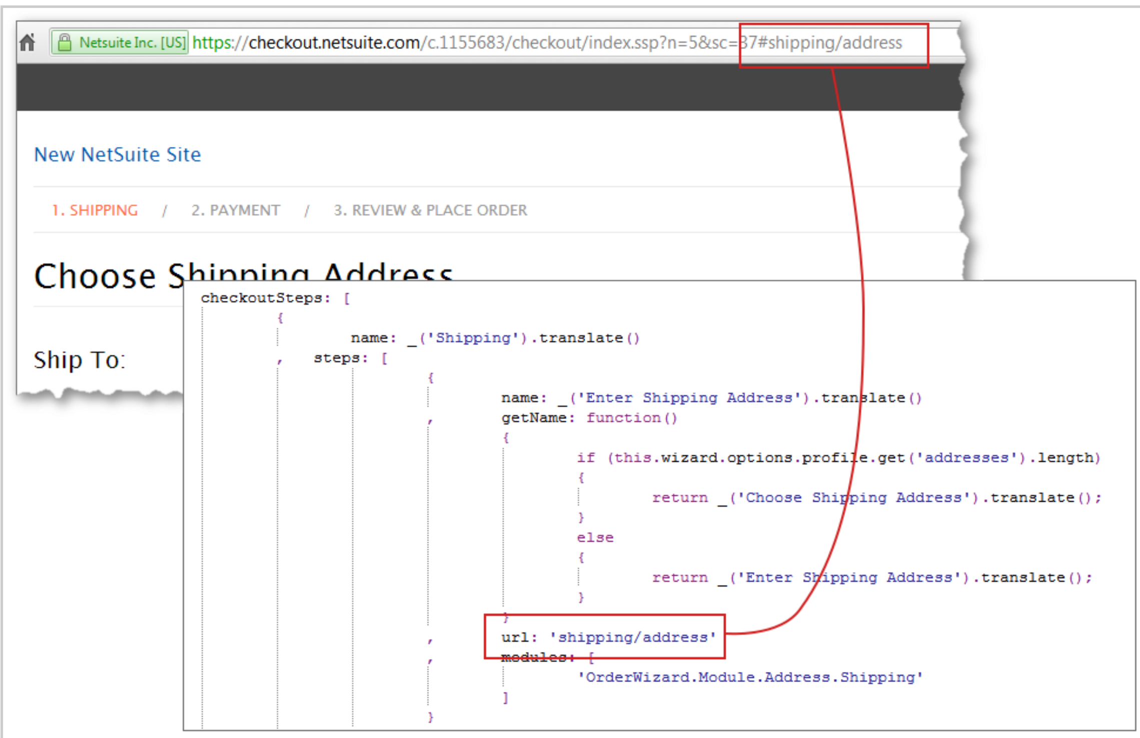
- `name` (string): specifies the literal name for the step as it appears in the breadcrumb.
- `getName` (function): specifies the dynamic name for the step as it appears in the breadcrumb. If this property is not defined, the default is the name property.
- `url` (string): specifies the url for the step. This property is required and must be unique among all steps.
- `continueButtonLabel` (string): specifies the label of the **Continue** button for the step. If not specified, the default is Continue.
- `hideBackButton` (boolean): specifies if the **Back** button appears on the site or not. If set to true, the button is hidden for this step. If not specified, the default is false.
- `hideContinueButton` (boolean): specifies if the **Continue** button appears on the site or not. If set to true, the button is hidden for this step. If not specified, the default is false.
- `hideSecondContinueButtonOnPhone` (boolean): specifies if the second **Continue** button displays on a smart phone or not. If set to true, the button is hidden for this step. If not specified, the default is false. Use this if there are too many **Continue** buttons in a step, such as the top, bottom and summary buttons).
- `hideSummaryItems` (boolean): specifies if the cart summary's items are shown on this step or not. If set to true, the item is hidden for this step. If not specified, the default is false.
- `hideBreadcrumb` (boolean): specifies if the page's breadcrumb is shown on this step or not. If set to true, the button is breadcrumb for this step. If not specified, the default is false.
- `headerView` (string): specifies the main site header defined for the step. If not defined, the simplified header is used. You can define the normal 'header' or a custom one.
- `footerView` (string): specifies the main site footer defined for the step. If not defined, the simplified footer is used. You can define the normal 'footer' or a custom one.
- `bottomMessage` (string): defines a message to display at the bottom of the step above the **Continue** and **Back** buttons. If not specified, the default is no message.

- `isActive` (function): specifies if the entire step is active (shown) or not, based on one or more conditions. The default implementation returns true. It is not required that all modules are active.
- `save` (function): is a custom save function that finishes the wizard and saves the configuration. When used within this module, this property calls the submit function.
- `present` (function): lets you customize the step to perform some action, such as trigger Google Analytics tracking.
- `modules` (array): defines an array of modules used for the step.

Define Step URLs

> **Important:** Each step must have a unique URL. This is important for maintaining site navigation, code statelessness, and for effective use of reporting, so you can perform analytics based off of URLs using tools such as Google Analytics.

You set each step's URL property to define the step's unique URL.



Minimum Web Store Order Amount

You can restrict customers from checking out of your web store until they have reached a minimum total sales amount. If you have multiple subsidiaries and use multiple currencies in your web store, you can set a minimum order amount for each currency that is marked online. Use the following steps.

To set a minimum order amount for web store sales:

1. Go to Setup > Site Builder/SuiteCommerce Advanced > Set Up Web Site..

2. If you use the Multiple Web Sites feature, click **Edit** next to a web site.
3. On the **Shopping** subtab, in the **Minimum Order Amount** field, enter the minimum amount the customer must spend to submit an order in the web store. A customer attempting to check out with less than this amount receives a warning and cannot continue with the order until more items are added to the order.

   > **Note:** If you use the Multiple Currencies feature, minimum order amounts are set per currency in the **Currency** list at the bottom of the **Shopping** subtab.

4. Click **Save**.

To set a minimum or maximum quantity limit for an item, see Order Quantity.

Customize Modules

You can edit the checkout configuration's associated .js file to customize modules in following ways:

- Reorder modules within a step
- Extend the implementation to add your own custom cart and checkout modules

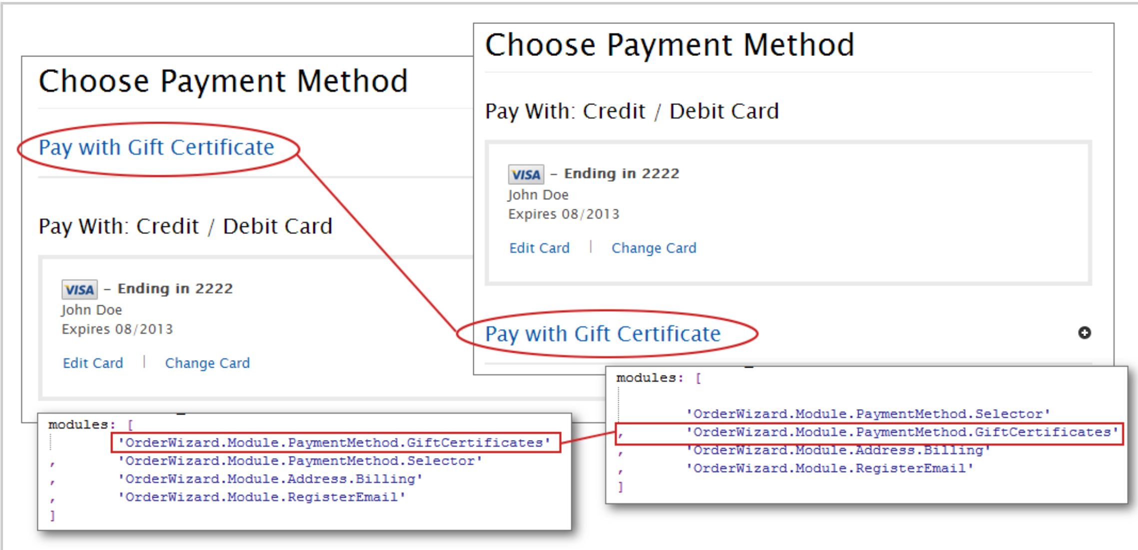
By default, several modules are included in each checkout configuration file. Available modules include:

- `OrderWizard.Module.Address.Billing`: lets the user add, edit, remove, or choose a billing address.
- `OrderWizard.Module.Address.Shipping`: lets the user add, edit, remove, or choose a shipping address.
- `OrderWizard.Module.Confirmation`: provides a confirmation message after an order is submitted.
- `OrderWizard.Module.PaymentMethod.Creditcard`: lets the user add, edit, remove, or choose a credit card as a payment method.
- `OrderWizard.Module.PaymentMethod.GiftCertificates`: lets the user add a gift certificate code as a payment method.
- `OrderWizard.Module.PaymentMethod.Invoice`: lets the user select an invoice option as a payment method.
- `OrderWizard.Module.PaymentMethod.PayPal`: lets the user select a PayPal account as a payment method.
- `OrderWizard.Module.PaymentMethod.Selector`: lets the user select from a list of payment methods.
- `OrderWizard.Module.PaymentMethod.PurchaseNumber`: displays a Purchase Order Number field to allow users to search by PO Number. This field will appear independently of the Payment Method selected by the user.
- `OrderWizard.Module.RegisterEmail`: gives guests the option of registering an email address.
- `OrderWizard.Module.RegisterGuest`: lets the user register with the site as a customer.
- `OrderWizard.Module.Shipmethod`: lets the user select a delivery method.
- `OrderWizard.Module.ShowPayments`: displays the payment type selected. This is typical of a review page.
- `OrderWizard.Module.ShowShipments`: displays the shipment method selected if MultiShipTo is enabled. This is typical of a review page.

- `OrderWizard.Module.TermsAndConditions`: creates a Terms and Conditions checkbox during the Review step. If this property is not set, the default is false.

Reorder Modules

You can reorder modules within a checkout step by repositioning the module within the code.



> **Important:** If reordering modules, ensure that you do not disrupt any flow between modules. For example, you want to place both the shipping address and delivery method modules within the same step (Shipping Address). However, the delivery methods available depend on the shipping address. This creates a flow issue. To maintain flow consistency in this case, the shipping address module must always precede the delivery method module in a separate step. Be aware of flow inconsistencies that may exist within step or groups when customizing modules.

Adding Modules

You can add modules to steps in multiple-step groups. For example, a guest shopper is prompted to register in the final confirmation step by default. By placing the OrderWizard.Module.RegisterGuest module in multiple steps, you can offer the registration at many points during the checkout process.

Each module is designed to use components and naming conventions consistent between the modules. When creating custom modules, we suggest that you follow similar conventions. For example, the RegisterEmail module contains the following components that are common among most other modules:

- **Module definition:** named from the most generic component (OrderWizard) to the most specific component (RegisterEmail).

```
define('OrderWizard.Module.RegisterEmail', ['Wizard.Module'], function (WizardModule)
```

- **Associated Template:** this defines the HTML layout for the rendered output. Templates are found in the templates folder of each specific module.

```
template: 'order_wizard_registeremail_module'
```

- **Render function:** the wizard object renders each step sequentially as it is defined in the code. The _render(); function is responsible for displaying the template in the layout.

```
   ,   render: function()
      {
         this.profile = this.wizard.options.profile;

         // if the user is logged we dont render the module
         if (this.profile.get('isGuest') !== 'T')
         {
            this.trigger('ready', true);
         }
         else
         {
            this._render();
            if (this.profile.get('email') && this.wizard.isPaypalComplete())
            {
               this.trigger('ready', true);
            }
         }
      }
```

- **Submit function:** defines the logic performed when the Continue button is clicked.

```
submit: function()
      {

         var email = this.$('input[name=email]').val()
         ,   newsletter = this.$('input[name=sign-up-newsletter]').is(':checked')
         ,   self = this;

         // if the user is not guest or not change the current values we just resolve the promi
se
         if (this.profile.get('isGuest') !== 'T' || (email === this.profile.get('email') && thi
s.profile.get('emailsubscribe') === (newsletter ? 'T' : 'F') ))
         {
            return this.isValid();
         }

         this.profile.set('email', email);
         this.profile.set('confirm_email', email);

         return this.isValid().then(function() {
            self.profile.set('emailsubscribe', newsletter);
            return self.profile.save();
         });

      }
```

- **isValid function:** defines error checking for entries.

```
isValid: function()
```

```
        {
           var promise = jQuery.Deferred();

           if (this.wizard.options.profile.get('isGuest') !== 'T')
           {
              return promise.resolve();
           }

           if (!Backbone.Validation.patterns.email.test(this.wizard.options.profile.get('email'))
)
           {
              return promise.reject(_('Email is required').translate());
           }

           return promise.resolve();
        }
```

Payment Options

ⓘ **Applies to:** SuiteCommerce Web Stores

SuiteCommerce Advanced supports many different payment options. These topics will show you how to setup credit card payments, various Paypal options, and secure payment authentication.

Set Up Credit Card Payments Online

To successfully receive payment for web orders, you must set up accounting preferences in your NetSuite account to accept payments online. You must also configure payment methods and set up one or more credit card processing profiles.

Read the following for more information:

- Setting up Accounting Preferences for Your Web Store
- Creating Payment Methods
- Assigning Payment Processing Profiles to Your Website
- Using the Commerce API to Customize Payment Methods

Setting up Accounting Preferences for Your Web Store

Set accounting preferences so that your NetSuite account can process orders from your web store. The following steps guide you through setting up preferences for online payments, credit card transactions, and charging tax on web orders.

To set up accounting preferences for your web store:

1. Go to Setup > Accounting > Preferences > Accounting Preferences.
2. On the **Items/Transactions** subtab, in the Payment Processing section, check the **Customers Can Pay Online** box to allow customers to pay for the orders they place online using credit or debit cards.
3. Check the **Use Card Security Code for Credit Card Transactions** box to require customers to enter the 3 or 4 digit security code found on the back of the credit card being used. Checking this box adds a helper image to help customers locate this code.

   > **Note:** To verify CSCs in the web site, you must check the **Require Authorization for Credit Card Transactions** box at .

4. Click **Save**.
5. Go to Setup > Accounting > Taxes > Set Up Taxes.
6. In the **Charge Sales Tax on Store Orders** field, select one of the following:
   - **Always** – Charge sales tax on every order
   - **Never** – Leave sales tax off orders in the web store
   - **Per Customer Basis** – Charge sales tax based on the Taxable check box on customer records

> **Note:** If you select **Always** or **Per Customer Basis**, you must either set up tax groups or select **Tax Items Only** in the **Tax Code Lists Include** field at Setup > Accounting > Taxes > Set Up Taxes.

7. Click **Save**.

Creating Payment Methods

Before you can assign credit card profiles to you website, you must create one or more payment methods. Create a payment method for each credit card and payment type that customers can use on your website. For more information, see the help topic Creating a Payment Method.

Assigning Payment Processing Profiles to Your Website

If you have multiple websites, you can assign a different credit card processing profile to each website. Before setting up a credit card processing profile in NetSuite, set up a merchant account with the gateway you plan to use in NetSuite. For more information, read the help topic Setting Up Credit Card Processing Profiles in NetSuite.

To assign a credit card processing profile to your web store:

1. Go to Setup > Accounting > Payment Processing Profiles.
2. Click **Edit** next to a profile.
3. Select one or more websites from the list in the **Web Site** field.
4. Click **Save**.

> **Note:** If you assign a credit card processing profile that supports the sales request and does not support authorization, make sure you select Standard Sales Order in the Sales Order Type field of your web store checkout preferences. For more information, see the Checkout Preferences section of Shopping Preferences.

Using the Commerce API to Customize Payment Methods

When using the Commerce API to customize your site, note the following:

- All non-credit card payment methods, marked to display in the web site, are returned by the method, `getPaymentMethods()`. By default, non-credit card payment methods include the values, `iscreditcard='F'` and **ispaypal='F'**. For more information, see the help topic ShoppingSession Methods.
- For non-credit card payment methods, the method **setPayment()** does not require the following values: ccname, ccnumber, expmonth, expyear. For more information see the help topic Order Methods.

Credit Card Payer Authentication

Payer authentication is available for credit cards used in your NetSuite web site checkout, including Visa, MasterCard, Maestro, and JCB. With payer authentication a customer has the option to set up a password linked to his or her credit card. This password is used to verify that the person using the card is the card's owner and protect you from charge backs due to disputed charges.

When you enable payer authentication, you can add the respective Verified by Visa, MasterCard SecureCode, and Maestro SecureCode logos to your site. Customers are redirected to a payer authentication site after submitting an order using a credit card. On the payer authentication page, the customer can enter a password, create a password, or skip the step. The customer is then returned to the NetSuite confirmation page. The order is created in your NetSuite account when the shopper is returned to the confirmation page.

In addition, a Payer Authentication Status field is added to sales orders. For orders submitted using a credit card on the web site, the field shows whether the authentication was successful, failed, or skipped. On other sales orders this field is blank.

Payer authentication is currently offered through the following credit card gateways:

- Merchant e-Solutions
- CyberSource
- Payflow Pro
- SECPay
- WorldPay
- eWAY Rapid

For information about regional payment gateways, see the help topic Setting Up Regional Payment Gateways.

For information regarding payer authentication for eWAY Rapid, see the help topic Payer Authentication for eWay Rapid.

For integration with third party checkout providers like PayPal Express, and 3D Secure, see the help topic Integration with Third Party Checkout Providers.

To enable payer authentication:

Note that you must contact CyberSource and Merchant e-Solutions to add this feature to your account before you enable authentication in NetSuite. If you use Payflow Pro, you must enroll in PayPal's Buyer Authentication Service through your PayPal Manager account.

> **Note:** Payflow Pro, owned by PayPal, is used for credit card processing. PayPal is the checkout method that enables you to enter or accept payment information.

1. Go to Setup > Accounting > Credit Card Processing.
2. Click **Edit** next to the credit card gateway you want to use payer authentication with.
3. On the payment processing profile editing page, check the **Payer Authentication** box.
4. Click **Save**.

Shoppers are now redirected to a payer authentication site after submitting an order using a credit card.

Require Authorization for Credit Card Transactions

The **Require Authorization on Credit Card Transactions** option on the Web Site Setup page, is distinct from the **Get Authorization on Customer Center Sales Order Transactions** option, at Setup > Accounting > Accounting Preferences , on the Items/Transactions subtab.

- The Require Authorization on Credit Card Transactions option here applies to sales orders placed by your customers logged in to your web site.
- The Get Authorization on Customer Center Sales Order option accounting preference applies to sales orders placed by your Customer Center users logged in to the NetSuite application.

You can enable one of these options at a time or both of them together. For more information, see the help topic Shopping Preferences.

Alternative Credit Card Payment Methods

If you want your customers to use payment methods other than credit cards on the web store, you can create custom payment methods that are displayed on the web store and accepted as valid payment methods for web orders.

You can also integrate alternative non-credit card payment methods provided by payment service providers (PSP) into your NetSuite account. For more information on these payment methods, see the help topic Alternative Non-Credit Card Payment Methods for Web Store Orders.

To set up an alternative non-credit card payment method:

1. Go to Setup > Accounting > Accounting Lists.
2. Filter Accounting Lists for Payment Methods. In the **Type** field, select **Payment Methods**.
3. Click **New** to create a payment method.
4. Leave the **Credit Card** box blank.
5. Check the **Display in Web Site** box.
6. If this payment method needs a payment processing profile, select a payment processing profile in the **Supporting Merchant Accounts** box.
7. If this payment method redirects your web store customers to check out on a third-party website, check the **External Checkout** box.

   > **Note:** Check this box for online alternative payment methods offered by payment service providers. With these payment methods, web store customers can check out using payment information that they have stored on the third-party website, without disclosing their credit card numbers or any other credentials on your web store.

8. Click **Save**.

After setting up the payment method, note that it does not automatically display on the Payment Information screen in the web store. You must set up your website to display non-credit card payment methods. Follow the steps below.

> **Warning:** Before you expose non-credit card payment methods on your web site, make sure you have associated these payment methods with payment processing profiles, or you have set up a sales order processing workflow to collect payment for inventory shipped.

To display a non-credit card payment method on the web site:

1. Go to Setup > Site Builder > Set Up Web Site.

2. Click the **Shopping** subtab.
3. Check the **Allow non-credit card payment methods during checkout** box.
4. Click **Save**.

Now, the payment method you set up displays on a Site Builder site.

> **Note:** You can customize your web store payment methods using the Commerce API. For example, a web developer can use the Commerce API to store the payment method selected on the web order. For more information, see Using the Commerce API to Customize Payment Methods.

PayPal Integration and Express Checkout

Enable the PayPal Integration feature in your account to accept PayPal as a payment method in your web store. An Administrator, or someone with Setup permission, can go to Setup > Enable Features. Click the Transactions subtab, and then check the box next to PayPal Integration.

Setting up a successful integration includes entering the API provided by NetSuite into your PayPal merchant account.

> **Note:** PayPal requires Transport Security Layer (TLS) 1.2 for all HTTPS connections. If a user attempts to access PayPal payment systems using a browser that does not have TLS 1.2 enabled, the requested PayPal page does not load. To fix this issue, users should use a browser that supports TLS 1.2 and has TLS 1.2 enabled in browser settings.

Setting Up PayPal Express Checkout

PayPal Express Checkout allows your customers to checkout using payment information that already exists in their PayPal accounts, so there is no need to register, or enter payment and address information on your web site. In addition, it lets you take advantage of specials and offers from PayPal and PayPal's partners, such as occasional deals on transaction fees and enhanced placement in Yahoo!® search results. Also, with PayPal Express Checkout integration, you can issue returns through PayPal.

After you set up PayPal Express Checkout, customers can click the PayPal button displayed in the shopping cart of your web store, and then they are temporarily redirected to the PayPal site to confirm or change payment and address information. Next, customers are returned to your site to enter any gift certificates or coupon codes and finally submit the order.

To set up PayPal Express Checkout successfully, you must first set up your PayPal merchant account with API access to NetSuite transactions, and then complete the PayPal Accounts setup page in NetSuite.

To set up API access for PayPal Express Checkout:

1. If you do not already have a PayPal merchant account, visit the PayPal site and set up an account.

   You can go to Setup > Accounting > Payment Processing > PayPal Accounts and click the link near the top of the page.

> ⚠ **Important:** Your PayPal account type must be either Premier or Business to setup the API access required for PayPal Express Checkout.

2. Log in to your PayPal merchant account, and use one of the following API Usernames, depending on your environment, for granting API Access to NetSuite:
   - For production accounts: **ppexpresscheckout_api1.netsuite.com**
   - For sandbox or demo accounts: **dwilli_1183500510_biz_api1.netsuite.com**
3. Check the following options in the list of APIs:
   - Use Express Checkout to process payments.
   - Issue a refund for a specific transaction.
   - Obtain information about a single transaction.
   - Search your transactions for items that match specific criteria and display the results.
   - Authorize and capture your PayPal transactions.

To complete PayPal Express Checkout setup in NetSuite:

1. Make sure the feature is enabled.

   Go to Setup > Company > Enable Features > Transactions.
2. On the **Transactions** subtab, check the **PayPal Integration** box.
3. Click **Save**.
4. Set up payment processing. Go to Setup > Accounting > Payment Processing > PayPal Accounts.
5. Enter information into the Account Basics section as described below:
   - In the **Account Name** field, enter a name for the payment method that will use PayPal.
   - In the **Primary PayPal Email Address** field, enter the email address you use to log in to your PayPal merchant account.

     > ⚠ **Important:** To receive customer payments, this email address must match the email address you use for your PayPal merchant account. This field is case sensitive. To determine the primary email address, log in to your PayPal account and open your profile.

   - Check the **Test Mode** box, if you are using the PayPal sandbox environment for testing the workflow.
   - Check the Express Checkout box to start using PayPal Express Checkout.

     > ⚠ **Important:** Checking this box means that API access must be set up in your PayPal Express merchant account to enable integration with NetSuite.

   - Check the Use Express Checkout with Bill Me Later box if you want to allow customers with Bill Me Later accounts to use this payment option.
   - If you do not want to use this PayPal account, and you do not want to see it in lists, then check the **Inactive** box.
6. Choose an account for PayPal transactions in the Payment Method section.
7. Click **Save**.

Integration with PayPal is validated when you click save on the PayPal Accounts page. If PayPal Express Checkout is set up correctly, you can save the page successfully. For more information about associating multiple PayPal accounts with your NetSuite account, see Using Multiple PayPal Accounts.

When the customer completes checkout, a sales order is created in NetSuite with payment authorized by PayPal. Depending on your accounting settings, the sales order status in NetSuite is either pending fulfillment or pending approval. When the order is billed, payment is received from PayPal.

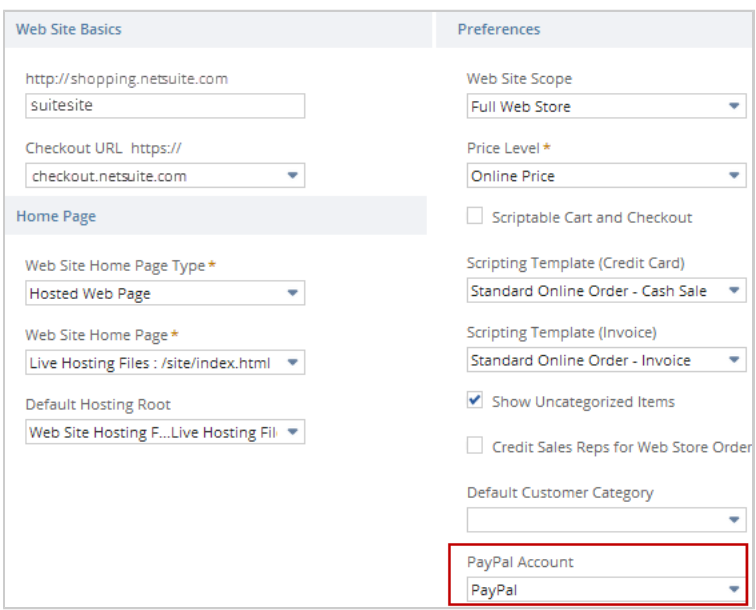
> **Note:** NetSuite does not send an email notification indicating that the order cannot be processed. After a funding error occurs in PayPal, the shopper is redirected back to PayPal where he or she can see a message about the error. The shopper can then select a new funding source and submit the order again.

Using Multiple PayPal Accounts

You can use a separate PayPal account for each Web site you operate, and if you use NetSuite OneWorld, you can use a separate PayPal account for each of your subsidiaries.

To set up multiple PayPal accounts:

1. Visit PayPal to set up your merchant accounts.
2. Log in to NetSuite to create a PayPal account record that corresponds with each PayPal account. Go to . Click **New** to create additional PayPal accounts.
3. If you want to use PayPal Express Checkout, follow the instructions in Setting Up PayPal Express Checkout.
4. Go to Setup > Site Builder > Set Up Web Site to associate PayPal accounts with multiple web stores, or multiple subsidiaries in a OneWorld account. Follow the steps below:
   - **For multiple web stores** – on the **Setup** subtab, select the appropriate PayPal account in the Preferences section.



   - **For OneWorld** – on the Setup subtab, associate a PayPal account record with each of your subsidiaries.

5. Click **Save**.

After you have multiple PayPal accounts set up in NetSuite, you can track web orders from multiple web sites or subsidiaries.

Authorization and Capture with PayPal Express Checkout

After an order is created, NetSuite initiates an authorization request to PayPal for the full order amount. When the web store shopper approves the authorization, a three day honor period begins. PayPal places a hold on the shopper's payment account for the amount of the order to ensure availability of the funds for capture.

During the three day honor period, you are guaranteed to capture the funds as long as the authorization is valid. Please contact PayPal for more information about their validation process.

You have three days from the time the order is created to fulfill the order and capture the funds. If you attempt to capture the funds after the three day honor period, NetSuite voids the original authorization, initiates a new authorization, and attempts to capture the funds. By default your PayPal account is restricted to a single authorization. NetSuite can initiate only as many authorizations as your paypal account allows within a 29 day period.

> **Important:** Your PayPal account manager can determine how many authorizations are allowed in your PayPal merchant account and increase the limit for you if necessary.

Managing Customer Records with PayPal Express Checkout

When PayPal Express checkout is enabled in your NetSuite account, a new customer record is created each time the shopper uses express checkout.

- A new shopper to your web store will generate a new customer record in Netsuite.
- A shopper who already has a customer record in your NetSuite account will generate a new customer record when they checkout with PayPal Express.

Any duplicate customer records will appear in the list of customers with a number appended to the name. For example, if Jane Smith already has a customer record in the system, then a new record will appear with the name, Jane Smith1.

You can manage duplicate records by enabling the feature, Merge Duplicates from Setup > Enable Features > CRM. After that feature is enabled, you can periodically run the duplicate merge operation from the Search menu.

> **Note:** If customers click the PayPal Express Checkout button before logging in or registering in your site, a customer record is created, but they do not have login or password information saved and cannot access the Customer Center or My Account page.

Refunding Orders Paid by PayPal Express Checkout

You can refund orders that are paid by PayPal Express Checkout from within NetSuite and do not need to log in to the PayPal web site separately. After PayPal Express Checkout is enabled and set up, transactions initiated using either the Express Checkout button or the PayPal payment option are both refundable.

You can apply a full refund, partial refund or multiple refunds to orders processed and captured using PayPal Express Checkout, as long as the total refund amount is less than or equal to the original transaction amount. You cannot refund transactions if funds have not yet been captured.

> **Note:** If PayPal Express Checkout is not enabled, then transactions processed using the PayPal payment option cannot be refunded from within NetSuite.

PayPal Integration Without Express Checkout

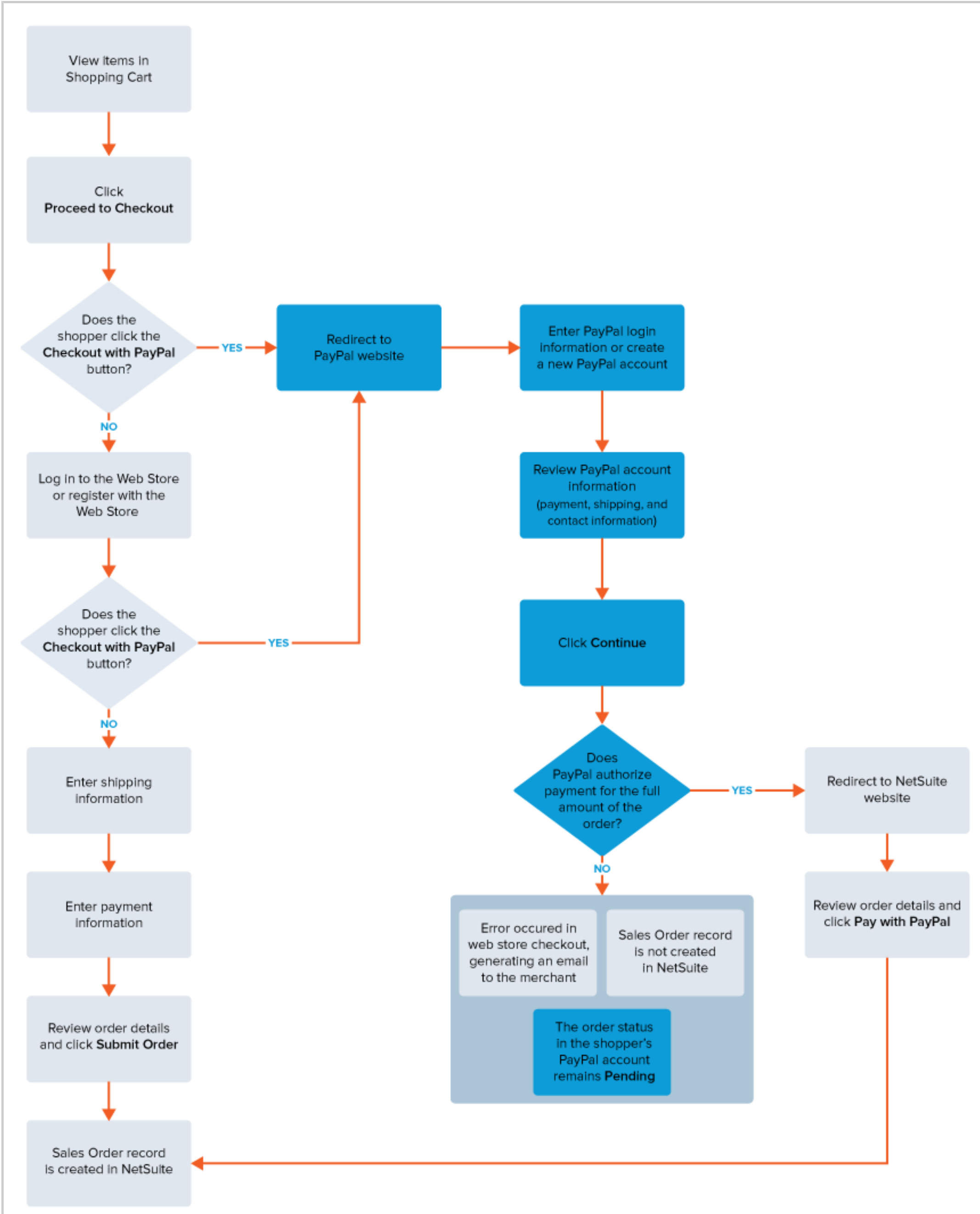
When you turn on the PayPal Integration feature but choose not to check the Use Express Checkout box, customers can still choose PayPal as a payment option during checkout. When customers choose PayPal, they click a Pay With PayPal button at the end of checkout in your site. When customers use this method, customer payments are deposited in your PayPal merchant account.

Note that if Express Checkout is not enabled, then transactions processed using the PayPal payment option cannot be refunded from within NetSuite. You must log in to the PayPal website separately.

Checkout Process With PayPal Express Checkout

PayPal Express Checkout allows web store customers to select their payment method at various points in the checkout process. This contributes to a lower cart abandonment rate. The PayPal Express Checkout button is displayed in the shopping cart and the address information page. If the customer decides to select PayPal on the Payment Methods page, they will see the classic Pay with PayPal button on the last page of checkout, with Express Checkout functionality.

Customers click the PayPal Express Checkout button and are temporarily redirected to the PayPal site for confirmation of payment and address information.



3D Secure Payment Authentication

Applies to: Kilimanjaro | Aconcagua

SuiteCommerce Advanced supports the use of 3D Secure authentication through payment provider accounts such as Cybersource or Merchant e-Solutions. 3D secure authentication provides for additional fraud protection by allowing users to create and assign a password to their credit and debit cards. The password is then verified when a user processes a transaction through your store.

Before you begin, you need to set up your credit card processing profiles for each payment gateway you use. See the help topic Setting Up Credit Card Processing Profiles in NetSuite.

To enable 3D Secure authentication for your site:

1. Select the domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. In the SuiteCommerce Configuration record, navigate to the Checkout tab.
3. Check the **Enable 3D Secure Payments** field.
4. Save the Configuration record.

3D Secure Authentication Process

Once 3D secure authentication is enabled for your site, the following logic is followed for each credit card transaction:

1. A user begins the checkout process and enters their credit card number.
2. A third party payment processor determines whether the card is 3D Secure.
3. If the user has registered to be validated with 3D Secure, they are presented with a credit card authentication page where they enter their password.
4. The payment processor authenticates the password and returns the result of the authentication.
5. The transaction is processed or appropriate error messages are returned to the user.

Alternative Payment Methods

Applies to: SuiteCommerce Web Stores | Mont Blanc | Vinson | Elbrus | Kilimanjaro | Aconcagua

This feature is available in the **Mont Blanc** release of SuiteCommerce Advanced and later.

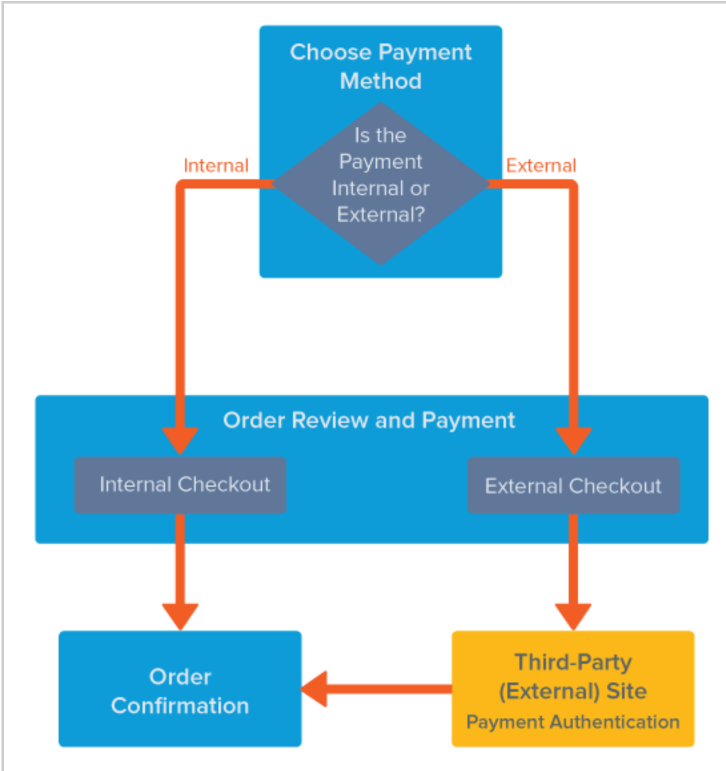
SuiteCommerce Advanced supports checkout using payments processed by third party companies offering payment processing services, such as Google Wallet. With this feature enabled, the user can choose a payment option that communicates with an external payment gateway.

This option is available to users in the following locations on your site:

- When choosing a payment method during checkout.
- When paying for sales orders converted from a Request for Quote.
- When making payments to an invoice.

When a user selects the external payment method, they are prompted to leave your site and enter the third-party payment site for authentication. If approved, the user returns to your site at an Order Confirmation page. If rejected, the user returns to your site's Payment Method page to choose a different payment method.

See Checkout Steps for detailed information on configuring Checkout.



Configuring your SCA site to use the Alternative Payment Methods feature requires NetSuite account setup. The following sections direct you through the tasks for setting up alternative payment methods using external processing. Each step includes a link to detailed information for that task.

1. Set Up an External Payment Gateway
2. Create a New Payment Method
3. Create a Payment Processing Profile
4. Edit Website Settings
5. Set Up Account to Process Alternative Payment Methods
6. Restrict Payment Based on Customer Currency

Set Up an External Payment Gateway

To create a payment gateway to a third-party payment service provider, an administrator must install the correct SuiteApp that integrates the payment method into your account. You must install a SuiteApp developed and distributed by a SuiteCloud Developer Network (SDN) Partner.

If no payment service provider offers a SuiteApp to meet your needs, you can create your own Payment Processing implementation. To build, test, and bundle a Payment Processing plug-in implementation, you must have the appropriate authorization from NetSuite. You must also be a member of the SuitePayments program. To obtain this authorization and to be considered for the program, see SuiteApp.com.

Create a New Payment Method

Some SuiteApps automatically create a new Payment Method record in NetSuite after installation. Others do not. To allow alternative payments through third-party payment service providers, associate a payment method to the payment gateway that was included in the SuiteApp.

To create a new Payment Method for external payment processing:

1. Follow the steps outlined in Creating a Payment Method.
2. Give the payment method a name that clearly identifies it as an external payment method.
3. Ensure that the following boxes are enabled (checked):
   - External Checkout
   - Display in Web Site

Create a Payment Processing Profile

A Payment Processing Profile is a NetSuite record that stores the connection information to the external payment gateway delivered with the associated SuiteApp. You must create at least one Payment Processing Profile to direct NetSuite to use the Payment Gateway when processing a payment for a transaction that uses the profile.

To create a Payment Processing Profile:

1. Follow the steps outlined in Setting Up an Alternative Payment Method Processing Profile.
2. In the Processing Profile record's **Web Site** field, choose the website that will use this profile.
3. In the **Supported Payment Methods** field, choose the external Payment Method you created earlier. NetSuite automatically updates the Payment Method record to associate with this profile.
4. Make any other changes as required and save the profile.

Edit Website Settings

After creating a Payment Processing Profile, perform the following account setup procedures:

- Allow payment processing in your web store
- Allow non-credit card purchases during checkout

To allow payment processing on your web store:

1. In NetSuite, select Setup > SuiteCommerce Advanced > Set Up Web Site.
2. Click **Edit** next to website you are setting up.
3. Click the **Shopping** tab.
4. In the **Shopping Basics** section, check the **Require Authorization for Credit Card Transactions** box.

To allow non-credit card purchases during checkout:

1. In NetSuite, select Setup > SuiteCommerce Advanced > Set Up Web Site.
2. Click **Edit** next to website you are setting up.
3. Click the **Shopping** tab.
4. In the **Payments Page** section, check the **Allow Non-Credit Card Payment Methods During Checkout** box.

Set Up Account to Process Alternative Payment Methods

Set up your NetSuite account to use processing profiles that connect to third-party payment providers.

To allow your account to process alternative payment methods:

1. In NetSuite, select Setup > Accounting > Accounting Preferences.
2. Click the **Items/Transactions** tab.
3. In the **Payment Processing** section, check the **Enable Sale Payment Operations on a Sales Order by Automatically Creating a Customer Deposit** box.

Restrict Payment Based on Customer Currency

You can restrict the payment method to the currency set in the Payment Processing Profile. With this preference enabled, only payment processing profiles that support the selected payment method and the customer's currency are displayed. If you use NetSuite OneWorld, the payment processing profile must also support the customer's subsidiary.

This takes precedence over the **Restrict Payment Methods by Customer Currency** shopping preference. This means that even if the shopping preference is disabled, only payment methods that support the shopper's currency are displayed. In addition, if no payment method matches the shopper's currency, no payment method shows on the Payment Information page.

To restrict the payment method based on the user's currency:

1. In NetSuite, enable your account for multiple currencies. See the help topic Multiple Currencies and Customers for detailed information.
2. Select Setup > Accounting > Accounting Preferences.
3. Click the **Items/Transactions** tab.
4. In the **Payment Processing** section, check the **Use Strict Rules for the Selection of Payment Processing Profiles**.
5. Set the Payment Processing Profile record's **Charge Currencies** field to the desired currencies. See the help topic Setting Up an Alternative Payment Method Processing Profile for detailed information.

- Set Up Credit Card Payments Online
- Credit Card Payer Authentication
- Require Authorization for Credit Card Transactions
- Alternative Credit Card Payment Methods
- PayPal Integration and Express Checkout

Web Store Taxes — VAT, GST, PST

Applies to: SuiteCommerce Web Stores | Kilimanjaro | Aconcagua

SuiteCommerce Advanced supports the display of VAT, GST, and PST tax amounts for Canadian, UK, and Australian editions of NetSuite.

Before enabling display of VAT/GST/PST in your web store, you must have your NetSuite account set up with the proper tax types and tax codes. For detailed information on setting up taxes for your NetSuite account, see the help topic Taxation.

> **Note:** The display of VAT/GST/PST tax breakdowns is supported only in single Australian, UK, or Canadian editions or in One World editions with a single subsidiary configured.

To enable the display of VAT/GST/HST in your web store:

1. Select the website and domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. On the Shopping Catalog tab, enable the option **If the Information is Available to your Country, shows detailed taxes in the cart**.
3. Verify that the proper tax codes are entered on the Accounting tab of the Item records.
4. For Australian accounts, set the **Prices Include Tax** option on the Sales/Pricing tab of the Item record. Note the following behavior depending on the selection:
   - Prices Include Tax is enabled — This results in the display of the total cost including tax to display on the product page. On the checkout page, the breakdown of the item cost and tax are displayed separately.
   - Prices Include Tax is not enabled — This results in the display the cost without tax on the product display page. On the checkout page, the breakdown of the item cost and tax are displayed separately.

Once the display of VAT/GST/HST is configured for your account, users are shown the breakdown of VAT/GST/PST tax amounts during checkout.

> **Note:** For Canadian accounts, a user must be logged in and have a default address selected. If not, a tax code error is returned.

Device Fingerprinting

ⓘ **Applies to:** SuiteCommerce Web Stores

SuiteCommerce Advanced supports device fingerprinting for online orders as part of the advanced fraud management features available with CyberSource Decision Manager. Device fingerprinting collects information about the computer used to place an order through your Web store to determine whether the device is trustworthy. Data gathered at checkout is analyzed by Decision Manager in real-time. Based on rules you define in Decision Manager, an order can be accepted, rejected, or placed on payment hold for review as part of your order management process in NetSuite.

Before using device fingerprinting in your SuiteCommerce Advanced web stores, the following prerequisites must be met:

- You must be using CyberSource Decision Manager to authorize credit card transactions. Check the **Enable Device Fingerprinting** box in your CyberSource gateway profile. For complete details read the help topic Using CyberSource Decision Manager for Fraud Management.
- Enable the **Require Authorization for Credit Card Transactions** checkbox for the desired site on the Shopping tab of the Web Site Setup record at Setup > SuiteCommerce Advanced > Set Up Web Site.

Once these prerequisites are met, when a user opens the final submit page in Checkout in your web store, information about their device along with a unique session ID is sent to the device fingerprinting server.

Note: Any calls to the device finger printer are excluded from the SEO page generator.

For releases prior to Vinson, you can customize your implementation to support device fingerprinting. Add the following code snippet just before the closing `</body>` tag of the checkout.ssp file at /CheckoutApplication@x.x.x/SuiteScript/checkout.ssp. For customization best practices, see the help topic Customize and Extend Core SuiteCommerce Advanced Modules.

```
<%= order.getDeviceFingerPrintingHtml() %>
```

Setup Shipping

ⓘ **Applies to:** SuiteCommerce Web Stores

When you set up your web site, you can set preferences to determine how shipping works on your site and which shipping methods are available to shoppers.

On the Shopping subtab of the Web Site Setup page, you can:

- require shoppers to enter shipping information before checking out
- require shoppers to enter shipping address before billing address
- select a default shipping method for a web site
- enable shipping to all countries or limit shipping to specific countries
- choose a country to display by default in the Country field on the Shipping page in Web Store checkout.

For more information, read the following topics:

- Setting a Preferred Shipping Method for Your Site
- Shipping Estimator
- Restricting Ship To Countries in Your Web Store

For the complete listing of website shipping preferences, read the help topic Shipping Page.

Before you can select a default shipping method for your site, you must register your shipping accounts, set shipping preferences, and set up shipping items in NetSuite. For more information, read the topics listed below:

- Registering a FedEx® Account, Registering a UPS® Account, Registering a UPS® Account (UK), Registering a USPS Account with NetSuite
- Getting Started with Australia Post Integration
- Setting Shipping Preferences
- Creating Shipping Items

Selecting a default shipping method for your site combined with any previous customer shipping preference determines what the shopper sees as the preferred carrier and available shipping options when checking out. In Checkout, the Shipping Method page displays a list of shipping items that are appropriate for the shipping address. If you select a Default Web Site Shipping Method, then a shipping method is preselected in Checkout based on information about the customer and your shipping preferences.

> **Important:** If you use multiple locations, to calculate shipping correctly, the **Location** field must be displayed on the sales order form you use for your web site. For more information about displaying fields on transaction forms, see the help topic Configuring Fields or Screens.

Setting a Preferred Shipping Method for Your Site

The preferred shipping method for an order is based on:

- Default Shipping Carrier
- Default Web Site Shipping Method
- Customer Information

Shoppers can always select a different shipping method and a different carrier, if available. You can display the Shipping Estimator on your site to help customers choose a shipping carrier.

Default Shipping Carrier

If you have shipping accounts with UPS, as well as FedEx, USPS, or other carriers, you can select a default shipping carrier for your NetSuite account. NetSuite shows the default carrier to web store shoppers if other preferences or customer address information cannot be used to determine an appropriate shipping method. Set this preference if you want to preselect a carrier for your shoppers when no other preference settings apply.

For more information about creating a default shipping carrier in NetSuite, see the help topic Selecting a Default Shipping Carrier.

Default Web Site Shipping Method

The Default Web Site Shipping Method is the preferred shipping carrier displayed in Checkout. Set this preference if you want customers to see this shipping method first when checking out. You can select a default shipping method for your web site whether you use multiple carriers or not.

To select a default shipping method for a web site:

1. Go to Setup > Site Builder > Set Up Web Site..

   If you use the Multiple Web Sites feature, click **Edit** next to the web site you want to modify.
2. On the **Shopping** subtab, in the Shipping Page section, select a shipping method in the **Default Web Site Shipping Method** field.
3. Click **Save**.

Customer Information

If a shopper placed a previous order through your website, the customer record stores the shipping method selected for the last order. This information updates each time the customer submits an order. The shopper's previous shipping method choice is preselected in Checkout.

Shipping Estimator

The shipping estimator displays in your website after your customer has added items to the cart. It displays the estimated shipping cost based on the **Shipping Estimator Preference** selected by the website administrator.

Note that the preference setting you select may not be applicable to a particular customer. For example, you might select a default shipping method that is not available for a particular customer address. In this case, a system of precedence determines the preference used to calculate the estimated shipping cost.

To estimate shipping cost, the Shipping Estimator only requires customers to enter a postal code and select a country. Customers are required to enter a full shipping address later in the checkout process, and can choose a different shipping method prior to submitting the order.

Note: Shipping estimates for orders shipped by FedEx from a Canadian location do not include Canadian tax.

To enable the user interface for the Shipping Estimator, check the **Enable Shipping Estimator in Cart** box. In SCA you have full control of the elements displayed on your website. To show the Shipping Estimator, you must design your ecommerce website to display it in the shopping cart.

To use the shipping estimator:

1. Go to Setup > SuiteCommerce Advanced > Set Up Web Site.

   If you use the Multiple Web Sites feature, click **Edit** next to the web site you want to modify.
2. Click the **Setup** subtab.
3. Check the **Enable Shipping Estimator in Cart** box.
4. Click the **Shopping** subtab.
5. Make a selection from the **Shipping Estimator Preference** list. For more information, read Shipping Estimator Preference Options.
6. Click **Save**.

Shipping Estimator Preference Options

After you select a Shipping Estimator Preference, the shipping estimator uses your selection to calculate the estimated shipping cost for the website customer. You can select from the following options:

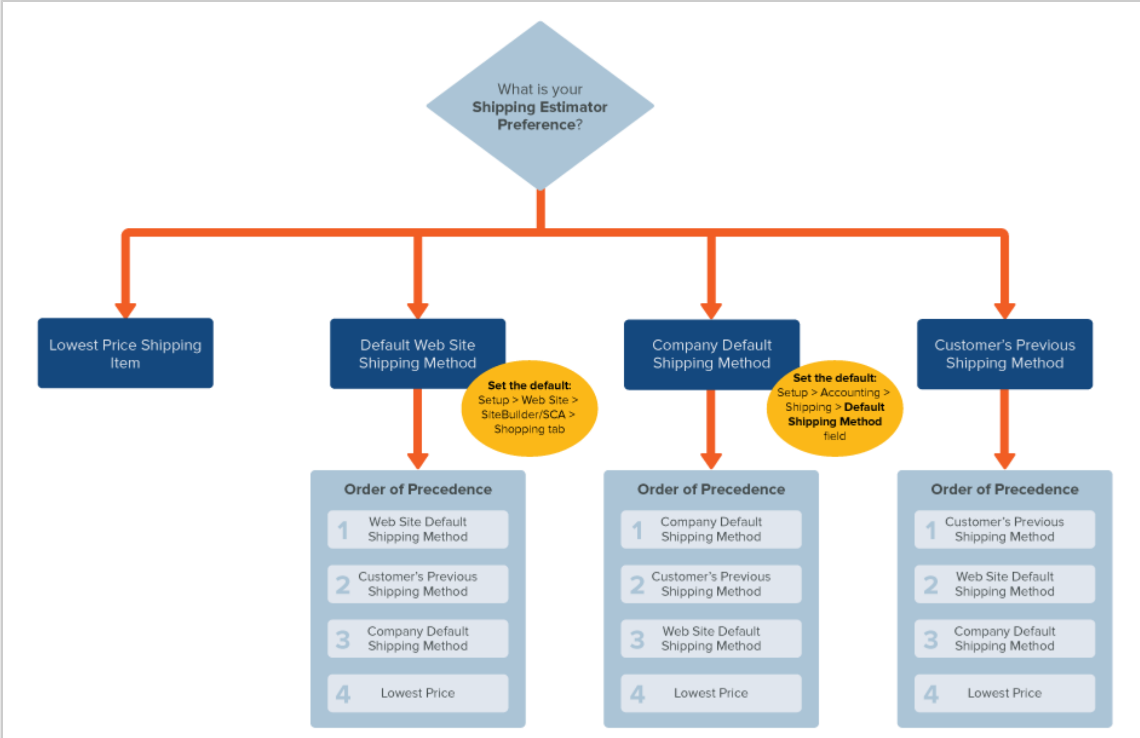
- **Lowest Price Shipping Item** – shows the lowest priced shipping method available for the shopper's address.
- **Default Web Store Shipping Item** – shows the default shipping method selected for the website. You can select the default setting on the Web Site Setup page.
- **Company Default Shipping Method** – shows the shipping method set as the default for the company. You can select the default setting at Setup > Accounting > Shipping.
- **Customer's Previous Shipping Method** – shows the shipping method that the shopper used on the previous order.

Shipping Estimator Order of Precedence

The order of precedence is based on your Shipping Estimator Preference selection. If you select a preference option that cannot be applied to a particular website order, the next option in the order of precedence is applied.

For example, you might select the default web site shipping method as your Shipping Estimator Preference. If that shipping method is not available for a particular customer address, then the shipping estimator will use the shipping method that the customer used on a previous order. If this is the first time the customer is ordering from your site, then the third item in the order of precedence is used, which is the company default method, and so on.

The shipping estimator relies on the following order of precedence to calculate the estimated shipping cost for web orders.



Restricting Ship To Countries in Your Web Store

If you only provide domestic shipping or cannot ship to certain countries, you can designate which countries you want customers to be able to select in your web store.

> **Note:** You can set up shipping and handling rules when you create a shipping item to specify the countries it can ship to or the web sites it is available on. See: Creating Shipping Items.

To designate countries you ship to:

1. Go to Setup > Site Builder > Set Up Web Site..
2. If you use the Multiple Web Sites feature, click **Edit** next to a web site.
3. On the **Shopping** subtab, in the Shipping Page section, clear the **Web Store Ships to all countries** box.
4. In the **Countries Web Store Ships To** field, select the countries your customers should be allowed to select at Checkout in the web store.
5. Click **Save**.

Your customers can only have orders shipped to the countries you have listed.

Shipping Items in your OneWorld SuiteCommerce Website

When customers place orders on a website associated with a OneWorld account, the only shipping items available are associated with the subsidiary displayed on the website. When you create each shipping item in NetSuite, you must select a Subsidiary on the shipping item record. Shoppers on your website only see shipping items based on the following criteria:

- the subsidiary they choose in a Site Builder website or the default subsidiary set on a SuiteCommerce Advanced (SCA) website,
- and the shipping preferences you define on the Shopping subtab of the Web Site Setup page.

If the shopper has not registered or logged in, the Shipping Estimator displays the lowest shipping rate from your list of shipping items. For instructions on how to display the shipping estimator in your site, read Shipping Estimator.

> **Note:** By default, new customers registering on the web store are assigned a customer role that you specify. If the subsidiary is not defined on the default customer role, then shipping options and other information may not be available to the customer. For more information, see the help topic Setting the Default Customer Role. See also, Working with OneWorld CRM

Multiple Ship To

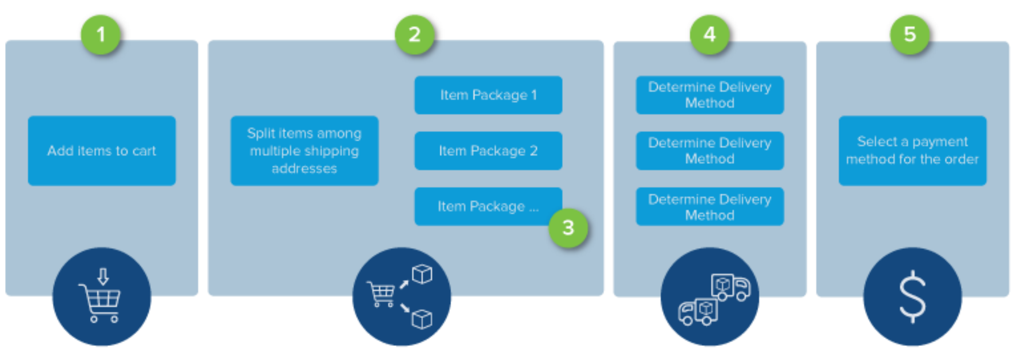
Applies to: SuiteCommerce Web Stores | Denali | Mont Blanc | Vinson | Elbrus | Kilimanjaro | Aconcagua

The Multiple Ship To (MST) feature lets shoppers send items or groups of items to separate shipping addresses. This feature is available with any of the three Checkout flows (Standard, One Page Checkout, and Billing First). See Checkout Steps for more information on configuring Checkout.

With MST enabled, shoppers can:

- Define different shipping methods for each shipping address.
- Specify a quantity of items for checkout and split that quantity to ship to multiple addresses as needed.

> **Note:** Although shoppers can define a different shipping method for each address, they cannot define multiple shipping methods for one address within the same order.



When using MST, shoppers typically proceed through the following flow:

1. A user adds items with specified quantities to the Cart and proceeds to checkout.
2. The shopper chooses an address and selects the items in the cart to ship to that address. If the shopper has more than one shippable item, they can choose to split their order to ship to multiple addresses at this time by defining the quantity to be sent to the selected addresses. Remaining quantities are available when an additional address is selected.

> **Note:** If no shipping addresses exists, the site prompts the shopper to enter one. Shoppers also have the option to create additional shipping addresses. If only single address is selected, shoppers can continue, but the site returns to the configured Checkout Flow.

3. The user creates additional shipments until all items have been allotted to a shipping address.
4. The shopper defines a delivery method for each shipment.
5. The shopper selects a payment method and completes the order.

Set Up NetSuite

Perform the following setup tasks in your NetSuite account to enable this feature:

To set up NetSuite for the Multiple Ship To feature:

1. Enable **Multiple Shipping Routes** for your account. See the help topic Multiple Shipping Routes for detailed information.
2. Configure your site record to use the Standard Sales Order type.
   a. In NetSuite, go to Setup > SuiteCommerce Advanced > Set Up Web Site.
   b. Click **Edit** for the website record you are configuring.
   c. Locate the **Preferences** section of the **Setup** subtab.
   d. Select the **Standard Sales Order** option in both the Scripting Template (Credit Card) and Scripting Template (Invoice) fields.

Configure Feature Properties

Follow the correct configuration procedures below, depending on the version of SuiteCommerce Advanced you are implementing. For information on configurable properties, regardless of your implementation, see the help topic Checkout Tab.

To enable multiple shipping:

1. Select the domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. In the SuiteCommerce Configuration record, navigate to the **Checkout** tab. This tab includes properties across various subtabs.
3. To enable MST, check the **Enable Multiple Shipping** checkbox.

To enable multiple shipping (pre-Vinson):

1. Create a custom module that includes the backend Configuration object as a dependency. See the help topic Configure Properties for details.

   > **Note:** Do not edit the original Configuration.js source file directly. See the help topic Customize and Extend Core SuiteCommerce Advanced Modules for information and best practices on customizing JavaScript.

2. Redefine the `isMultiShippingEnabled` property in the custom module to true. This property is set to false by default.
3. Save and deploy to your site.

Known Limitations

Known limitations regarding MST include the following:

- Promo codes are not supported in the MST flow. When a user attempts to enter a Promo code, the site returns an error. If a user has already entered a promo code while defining a single ship to order and switches to MST, the site also returns an error and removes the promo code automatically.
- MST is limited to defining one shipping method per shipping address. Shoppers cannot create multiple shipping methods for the same address. For example, a user cannot order one set of items to ship **Home** using the Standard shipping methods and another set of items shipping **Home** using a One Day shipping method.
- A performance impact exists during the Proceed to Checkout step if using a shipping method with real-time rates. This impact is more obvious for orders using MST. NetSuite recommends running performance tests before going live when using real-time rates.
- Customized Online Forms are not supported.
- Minimum quantity is set as a shipping minimum and not as an order minimum. You must comply with minimum quantity limitations on each of the lines/shipments of your order. MST does not take into account more items on another line.
- MST is not compatible with Scriptable Cart.
- MST is not compatible with Pickup In Store.

Overview

Applies to: SuiteCommerce Web Stores

When shoppers visit your SuiteCommerce website, you want them to quickly find the items that they are looking for with minimum navigation. The Item Search service speeds up this process by returning search results for the search query provided by the shopper. SuiteCommerce offers all the tools you need to enhance the item search capabilities for your website. You can:

- Configure your item search settings, which includes defining Search Fields, Facet Fields, Sort Fields, and Field Sets
- Understand the Search Index, which ensures that the search requests are more targeted and search times are reduced
- Use the Item Search API to retrieve data from the item records that have been indexed

> **Important:** The procedures in this topic assume that you have already set up Item Records for Web Stores. For more information, see Item Configuration for Web Stores.

Search Settings

The factors that impact your search results are your product catalogue, your item search settings, and the search query provided by the shopper. Although you cannot control the search query that your shoppers provide, you can make an educated guess of what they might search for and configure the search settings accordingly.

Search Index

When you configure and save your item search settings for the first time, the Search Index is built. The Search Index is defined by the fields that you configure in your search settings, and the indexing process prepares your item records for use with the Item Search API.

Item Search API

The Item Search API is an interface that helps you retrieve the indexed items. By specifying the input parameters with the Item Search API, you can retrieve a subset of indexed items in the JSON response. Web Developers can use this API to build facet filtering and keyword search on item data.

Search Settings

Applies to: SuiteCommerce Web Stores

On the Web Site Setup page, you can configure the item search settings for your site using the subtabs, **Search Index** and **Field Sets**. You can configure the item search settings by completing the following tasks:

Task	Before you begin	Goal
1. Search Fields	Identify the item record fields that contain key words shoppers will use when searching for products on your site.	Define relevance ranking of search results on your site.
2. Sort Fields for Search Results	Determine the item fields you want to use as sorting options on your site. For example, you may want to allow shoppers to sort their search results by brand or online price.	Influence the order in which products are listed in search results.
3. Facet Fields	Make sure you have set up your item records correctly. Determine the item attributes that shoppers can use to filter their searches for products on your site.	Enable a web developer to use the Item Search API for designing faceted navigation.
4. Field Sets	Determine different collections of fields that are appropriate for different product views. For example, you can create one field set that contains only the product name and description. Use this field set for the search results template. Create another field set that includes more data, such as price and brand. Use the second field set for an item detail view template.	Define the item record fields exposed to site templates. Enable a web developer to use the Item Search API to access field sets.

For information about search settings, such as details about fields exposed in field sets, field types supported by facets and sorting, as well as details about the search index process, see Field Set Reference.

Search Fields

Use the Search Fields subtab to select item attributes that shoppers use to search for products on your site. Here, you can also boost the relevance ranking of each field by organizing the list in order of relevance. The fields used for most relevant matches should appear at the top of the list.

Note: Avoid adding excessive search fields as it can have performance implications and result in less relevant search results.

The list on the Search Fields subtab defines the relevance ranking of search results. The top row shows the item field and the type of match that results in highest relevance ranking. Each subsequent row results in lesser relevance ranking. For example, put exact matches at the top of the list to get the highest relevance ranking for exact matches.

NetSuite provides default settings to get you started. However, you can drag and drop rows to rearrange the list. You can also add or remove fields to customize your Search. For more information, see Best Practice for Controlling the Order of Search Results.

Note: For items to be searchable on your website, item fields that you add under Search Fields should have values assigned to them in the item record.

Observe the following definitions for each type of match as it would be applied to the item attribute text "wifi router":

Type of Match	Description
Keyword	Appears anywhere in the text. For example, the shopper types “router” in the search box. The search matches “wifi **router**."
Exact	Matches the exact text of the item field contents. For example, the shopper types “wifi router” in the search box. The search matches “**wifi router**.”
Starts With Exact	Matches the exact text from the beginning of a field but only up to the first 20 characters. For example, the shopper types “wifi” or “wifi rou” in the search box. The search matches “**wifi router**.”
Fuzzy	Matches similar text or misspellings up to two characters different. For example, the shopper types “mifi” in the search box. The search matches “**wifi** router.”
Starts with	Behaves the same as Keyword search but only for the first 20 characters of every word in a field. For example, the shopper types "wifi" in the search box. The search matches "**wifi** router."

By default, the standard full-phrase search is enabled for your SuiteCommerce Advanced website. With the full-phrase search, the entire search query (consisting of multiple terms separated by spaces) is treated as a single phrase, and only exact matches are returned. For example, with the “mini wifi router” search query, items containing only the exact phrase “mini wifi router” are returned.

An alternative search mechanism is the multi-term search. With the multi-term search enabled, all items containing at least two of the specified terms ("mini", "wifi", or "router") are returned for the “mini wifi router” search query.

Important: If you wish to enable the multi-term search feature for your SuiteCommerce Advanced website, you should contact NetSuite Technical Support.

After you have selected the fields you want shoppers to be able to search on, and you have reorganized the list in your preferred order of relevance, go to the next step in configuring SuiteCommerce Advanced item search settings, Sort Fields for Search Results.

You can also refer the Field Set Reference topic, which includes a spreadsheet of all fields available for search, facets, sorting and field sets.

Search Results

The search returns results based on your search setup, item data, and search query. This section describes an example search setup, sample data set, and several use cases that illustrate expected results for a search based on this setup.

Example Search Setup

Following is an example search setup with detailed expected results.

Entry #	Field	Search
1	Online Name	Exact Match
2	Online Name	Keyword
3	Item Name/Number	Exact Match
4	Item Name/Number	Fuzzy

Entry #	Field	Search
5	Product Description	Keyword

> **Note:** On the **Search Fields** subtab, the Item Name/Number field is displayed as Name in the Search dropdown list.

The following table details the relative weights of searches based on all parameters.

Entry #	Search	Type of Match	Weight (Hidden)
1	Online Name	Exact Match	5
2	Online Name	Keyword	4
3	Item Name/Number	Exact Match	3
4	Item Name/Number	Fuzzy	2
5	Product Description	Keyword	1

Sample Searches

To clarify expected search results based on the search algorithm described above, consider the following product data set and example use cases.

> **Note:** Use cases assume that the information in the product data set is available in the item record and only these items are in the account and active on the website.

- Use Case 1 — Search Term: Jacket
- Use Case 2 — Search Term: Waterproof Pants
- Use Case 3 — Search Term: FMHJ-B-40

Product #	Item Name/Number	Online Name	Description
1	FMBT-B-40	Filament Miler Blue Tight	Blue is the trendy fall color. A perfect spark to your workout is found in these Filament Tights!
2	WCB-U-M	Way2Cool Bandana	Stylish bandana or neck and face gaiter.
3	FMS-S-40	Flannel Mojo Shirt	Trends come and go, but flannel is forever. And since all Mojo shirt patterns are uniquely Sports Gear, you won't ever bump into your twin.
4	CWP-B-30	Convertible Waterproof Pants	Light and quick to dry, this is great for hiking. Zip off the legs for shorts.
5	OWP-B-30	Outdoor Waterproof Pants	Light and quick to dry, these hiking waterproof pants deliver. The Mesa seems like an old favorite from the moment you put it on.
6	PSG-B-06	Power Stretch Glove	Snug fitting Polartec® Power Stretch® keeps hands warm and allows them to breathe. Can be worn alone or as a liner.
7	FB-OC-10	Fenite Beanie	Stylish outdoor cap that is warm and cozy.
8	BDB-AL-40	Barn Door Belt	40 mm cotton webbing belt with an extruded aluminum buckle. Buckle also functions as a bottle opener. Logo screenprinted on buckle for extra style points.

Product #	Item Name/Number	Online Name	Description
9	FMHJ-R-40	Flannel Miler Reversible Hooded Jacket	A stylish warm flannel look. These jackets give you the warmth you need from jackets ready for the wilderness.
10	FMHJ-B-40	Flannel Miler Bluff Hooded Jacket	Oh the places you will go in these hooded jackets!

Use Case 1 — Search Term: Jacket

Product #	Search	Type of Match	Products # that match	Matching term
1	Online Name	Exact Match	-	-
2	Online Name	Keyword	9, 10 (9 & 10 have equal weight)	9 - Flannel Miler Reversible Hooded **Jacket** 10 - Flannel Miler Bluff Hooded **Jacket**
3	Item Name/ Number	Exact Match	-	-
4	Item Name/ Number	Fuzzy	-	-
5	Product Description	Keyword	9, 10 (9 has higher weight since the search term appeared more frequently)	9 - A stylish warm flannel look. These **jackets** give you the warmth you need from **jackets** ready for the wilderness. 10 - Oh the places you will go in these hooded **jackets**!

Search Results are returned to the customer in the following order:

Product #	Item Name/Number	Online Name	Description
9	FMHJ-R-40	Flannel Miler Reversible Hooded Jacket	A stylish warm flannel look. These jackets give you the warmth you need from jackets ready for the wilderness.
10	FMHJ-B-40	Flannel Miler Bluff Hooded Jacket	Oh the places you will go in these hooded jackets!

Use Case 2 — Search Term: Waterproof Pants

Product #	Search	Type of Match	Products # that match	Matching term
1	Online Name	Exact Match	-	-
2	Online Name	Keyword	4, 5 (4 & 5 have equal weight)	4 - Convertible **Waterproof Pants** 5 - Outdoor **Waterproof Pants**
3	Item Name/Number	Exact Match	-	-
4	Item Name/Number	Fuzzy	-	-
5	Product Description	Keyword	5	5 - Light and quick to dry, these hiking **waterproof pants** deliver. The Mesa seems like an old favorite from the moment you put it on.

Search Results are returned to the customer in the following order:

Product #	Item Name/Number	Online Name	Description
5	OWP-B-30	Outdoor Waterproof Pants	Light and quick to dry, these hiking waterproof pants deliver. The Mesa seems like an old favorite from the moment you put it on.
4	CWP-B-30	Convertible Waterproof Pants	Light and quick to dry, this is great for hiking. Zip off the legs for shorts.

Use Case 3 — Search Term: FMHJ-B-40

Product #	Search	Type of Match	Products # that match	Matching term
1	Online Name	Exact Match	-	-
2	Online Name	Keyword	-	-
3	Item Name/Number	Exact Match	10	10 - **FMHJ-B-40**
4	Item Name/Number	Fuzzy	1, 9, 10 (all have equal weight)	1 - **FMBT-B-40** 9 - **FMHJ-R-40** 10 - **FMHJ-B-40**
5	Product Description	Keyword	-	-

Search Results are returned to the customer in the following order:

Product #	Item Name/Number	Online Name	Description
10	FMHJ-B-40	Flannel Miler Bluff Hooded Jacket	Oh the places you will go in these hooded jackets!
1	FMBT-B-40	Filament Miler Blue Tight	Blue is the trendy fall color. A perfect spark to your workout is found in these Filament Tights!
9	FMHJ-R-40	Flannel Miler Reversible Hooded Jacket	A stylish warm flannel look. These jackets give you the warmth you need from jackets ready for the wilderness.

Sort Fields for Search Results

You can influence the order in which products are listed in search results on your site. First, identify item record fields that contain keywords that customers may use to find products. Then select those fields on the Search Fields subtab. The default Relevance setting on the Sort Fields subtab is affected by your settings on the Search Fields subtab. You can mark Search Fields for exact match to improve the relevance score.

Note that the relevance score is based on how the search index scores query term matching, and the order of the fields on the Search Fields subtab. To have more control of the sort order of search results, select more sort fields in addition to using the default Relevance setting.

To define sort fields for search results:

1. Go to Setup > SuiteCommerce Advanced/Site Builder > Set Up Web Site.
2. Click **Edit** next to your SuiteCommerce Advanced site.
3. Click **Search Index**, and then **Sort Fields**.

Note that Relevance is selected by default. You cannot remove Relevance from the list. You can select other item fields to use as sorting options for your site. For more information, see Best Practice for Controlling the Order of Search Results.

- **Field Name** — (Required) Select an item record field. Select item attributes that you want shoppers to use for sorting search results.

  > **Note:** Only certain fields on item records are available as sorting options based on the field type. For more information, see Field Set Reference.

- **Field ID** — (View only field) Displays the field's internal ID.
- **Sort Order** — Choose ascending or descending order. This is the order in which products are sorted in search results.

> **Note:** If you have set up multiple price levels for items, ensure that you add all the price level fields as sort fields. However, you need not configure these additional price level fields as sort fields as described in the next step.

4. Configure the sort field.
   1. Select the domain to configure at Setup > SuiteCommerce Advanced > Configuration.
   2. In the SuiteCommerce Configuration record, navigate to the **Search** tab and the **Result Sorting** subtab.
   3. Define your sort options. For details, see the help topic Result Sorting Subtab.

      For example, if a custom field, `custitem41` has been configured as a sort field in the web site record, a line item for that field must be added to the Desktop, Phone, and Tablet sections before the selection is available on the web store in the applicable browser.

   Note that to configure sort fields for pre-Vinson implementations, the `sortOptions` array in the SC.Shopping.Configuration.js configuration file must be extended to include the new sort field. For guidance on extending your implementation, see the help topic Customize and Extend Core SuiteCommerce Advanced Modules. For example, if a custom field, `custitem41` has been configured as a sort field in the web site record, a line item for that field must be added to the `sortOptions` array before the selection is available on the web store.

```
sortOptions: [
   {id: 'relevance:asc', name: _('Sort by relevance').translate(), isDefault: true}
,  {id: 'onlinecustomerprice:asc', name: _('Sort by price, low to high').translate()}
,  {id: 'onlinecustomerprice:desc', name: _('Sort by price, high to low ').translate()}
,  {id: 'custitem41:desc', name: _('Sort by best seller, low to high ').translate()}
]
```

> **Note:** By default, the `onlinecustomerprice` field is added as a sort option. SuiteCommerce Advanced is pre-configured to display two pricing options: Sort by price, low to high and Sort by price, high to low. No additional configuration is needed to support price sorting.

After you have selected sort fields for search results, go to the next step in configuring SuiteCommerce Advanced item search settings, Facet Fields.

Combine Sort Fields Using Item Search API

Even if the default sort order is by the relevance score, you can manipulate the sort order by using a custom item field along with the relevance field. This is beneficial when two or more items in the search results have the same relevance score, and you want to use another parameter as a tie breaker to display the search results. For example, you could use Most Popular or Best Seller as another parameter.

Since API calls override default settings in NetSuite, you can use an Item Search API request to combine multiple sort fields and display the search results.

For example, suppose you add a custom field, Best Seller (`custitem_best_seller`), to your item record to record the best selling item. Enter a value in the custom field on item records, assigning numbers 1 – 10, with 10 being the best selling item. Then, use an Item Search API request to sort by Relevance and Best Seller.

```
/api/items?sort=relevance,custitem_best_seller:desc
```

For information on Item Search API, see the help topics Item Search API, and for the complete list of parameters supported by the Item Search API, see Item Search API Input Parameters.

Sort Options and Matrix Items

When working with Matrix items, ensure that sorting values are consistent between the child and parent records. For fields defined as sortable, define those fields in child items with the **same** values as defined for the parent items. If values differ, you will see inconsistent sorting results.

For example, suppose you have added a custom field, Best Seller, to your item record. If the value for Best Seller is set on the parent record but the same value is not set on the child records, sorting on Best Seller may not return the parent records in the expected order.

Note that parent items are assigned a sort value defined as the lowest sort field value from amongst their children. The parent items are then sorted according to those selected sort values.

Best Practice for Controlling the Order of Search Results

Use a combination of Search Fields and Sort Fields that are appropriate for your site. Your settings on the Search Fields tab influence the sort order of search results. The top row on the Search Fields list shows the item field and the type of match that result in highest relevance ranking. Ranking is based on the sequence of search terms. For best results, define exact matches at the top of the list.

For example, to rank keywords in the Online Name field on item records first, make sure the field is selected at the top of the list. Put fuzzy matches at the bottom of the list, or remove them. If your intention is to return accurate ordering of search results (for example, return all items that match **Shirt** at the top of list), then do not include fuzzy match fields at the top of the list of Search Fields. Because the list of search fields is ranked in order, top to bottom, fuzzy matches near the top of the list can return irrelevant items (short vs. shirt) at the top of the search results list. To further control the sequence of search results, use the Item Search API to specify values for the `sort` parameter.

To control sorting and sorting sequence:

1. Click the **Search Fields** subtab.
    a. Determine the item attribute fields whose relevance score you want to improve.
    b. Select these fields first on the **Search Fields** subtab.
    c. Set the type of match to **Exact**.

> **Note:** Select an appropriate type of match based on the type of field that you select. For example, for a product description field that has lot of text, Keyword might be a better type of match.

2. Click the **Sort Fields** subtab.
3. Select the fields you want to use for sorting search results on your site.
4. Click **Save**.
5. Make Item Search API calls to the same fields you defined on the **Sort Fields** subtab to further refine the sort order.

Note that API calls override default settings in NetSuite. For example, you can create a custom field called, **Most Popular**. Enter a value in the custom field on item records, assigning numbers 1 – 10. Then, use an Item Search API request to sort by Most Popular.

```
http://www.mystore.com/api/items?sort=mostpopular:asc
```

For the complete list of parameters supported by the Item Search API, see the help topic Item Search API Input Parameters

Additional Notes on Sorting

- Adding a related items group to an item does not affect ranking. The related items are loaded and included in the response but any sorting behavior applied to the top-level items is not applied to the list of related items.
- At a high level, ranking is related to the frequency with which a term appears on item records. For example, if the term **Shirt** appears in four fields on an item record, then this item will have a higher relevancy score than an item where the term only appears in one field.

Facet Fields

Select the facets, or item attributes, that shoppers can use to filter their searches for products on your site.

After you have selected Facet Fields, a web developer can use the Item Search API to query for products with a certain facet value.

For more information, see the help topic Item Search API Input Parameters.

Best Practice:

- Before selecting facets on the Web Site Setup page, make sure you have set up your item records correctly. For more information, see Item Configuration for Web Stores.
- Only certain fields on item records are supported for faceted navigation based on the field type. For more information, see Field Set Reference. This topic includes a spreadsheet of all fields available for search, facets, sorting and field sets.
- Avoid adding excessive Facets or Facet Values. For performance reasons, use 40 facets or less. For more information, see the help topic SEO Page Generator Best Practices.
- You must limit the length of facet field values to 200 characters. If the facet field value exceeds the maximum character length, the search index fails to rebuild.

To select facet fields for the search index:

1. Go to Setup > SuiteCommerce Advanced/Site Builder > Set Up Web Site.
2. Click **Edit** next to your SuiteCommerce Advanced site.
3. Click **Search Index**, and then **Facet Fields**.
    1. **Facet Field Name** — (Required) Select the fields that shoppers can use to filter product searches and browse products on your website. Typically, a variety of product attributes are used as facets, for example: Brand, color, or gender.
    2. **Field ID** — (View only field) Displays the field's internal ID. You can use this ID in calls to the Item Search API. The Field ID also appears in JSON response data.

After you have completed the task of selecting facet fields, go to the next step in configuring SuiteCommerce Advanced item search settings, Field Sets.

Facet Options and Matrix Items

When working with Matrix items, ensure that you have set values on all of the child matrix items along with the parent matrix item for the custom item fields used as facets. If the facet value is set on the parent matrix item but not on all the child matrix items, and you search for items with this facet value, the search results may not have strict ordering.

Note: The child matrix items need not have the same facet value as defined for the parent matrix item.

For example, suppose you have added a custom field, Color, to your item record, and its value is set to Red on the parent record but is not set on any of the child records. Now if you search for this item just by entering the facet value Red in the search query, the item will not be returned even if the parent record matches the search query.

Note: When you are using a CSV import for populating the facet field values, ensure that the facet field values are not missing for the child matrix items. If the facet field values are missing for the child matrix items, the facet filter might not work as expected. This issue is observed only when you use non-matrix options as facet fields.

Field Sets

Field sets define the item data exposed to site templates. Field sets include real-time data from item records in your NetSuite account. A web developer can use the Item Search API to access field values in the field sets you define here.

For example, you might create a field set that includes fields from the item record that contain product details. This field set might include fields that display matrix items and their options, product images, product descriptions, and price. You could also create a different field set for search results. In addition to the matrix item information and price, this field set might also include a thumbnail image and product availability.

Note: Field Sets are made public on the internet. Any field type can be selected for use in field sets, so consider which fields you choose to expose.

You can run a script to create field sets. For more information, see the help topic Import Field Sets. The Field Set to return item details is typically named **details**. If a different name is used, you must update the `searchApiMasterOptions` property. See the help topic Search Results Subtab for more details on configuring this property.

> **Important:** To support your default SuiteCommerce Advanced implementation, a minimum set of fields are required as described in Configure Minimum Setup Requirements. These are the same fields created when the setup script is executed. Once the minimum field set requirements are defined, you can add additional field sets but do not delete existing ones as this may have unexpected results.

Defining Your Own Field Sets

When extending SuiteCommerce Advanced, you can define your own field sets on the Web Site Setup page. To access a complete list of fields available to use in field sets, see Field Set Reference.

To define fields sets:

1. Go to Setup > SuiteCommerce Advanced > Set Up Web Site.

   If you use multiple websites, click Edit next to the site you are working with.
2. Click the **Field Sets** subtab.
3. Enter data in the fields described below:
   a. **Name** – (Required) Enter a name for the new Field Set. This name is only displayed internally on the Field Sets list page and in dropdown lists on the Web Site Setup page.

      Name each Field Set based on the product views you will create for your site. For example, a field set named **Multiple Item View** might consist of a few fields, such as name, online price, and rating. Another field set, **Item Detail View** might include the store description, shipping information, and price.

   b. **Field Set ID** – (Required) You create this ID for use with the Item Search API to specify the field set.

      The Field Set ID is displayed internally, on the Field Sets list page and in dropdown lists on the Web Site Setup page.

      > **Important:** Note the following requirements when creating a Field Set ID: It must be alphanumeric, lowercase, and contain no spaces or special characters.

   c. **Record Type** – (Required) Only item records are supported.

   d. **Description** – (Optional) Enter a description of this field set. The description only shows on Field Set records, the Field Set list page, and on the Web Site Setup page.

   e. Click the icon in the lower right of the field in the **Fields Included in Field Set** column.
      - **Field Name** – (Required) Select from a list of fields on item records in your NetSuite account.
      - **Field ID** – Shows the internal ID for each field you select in a Field Set.

        You can use this ID to refer to specific fields when writing SuiteScript. This is also the field ID returned in the JSON response when using the Item Search API.
      - **Field Type** – Shows the NetSuite field type. Field types provide information about the type of data web developers can expect in the JSON response to Item Search API queries.
4. Click **Save** after you have selected fields for this field set.
5. Click **Add**.

6. Click **Save** on the Web Site Setup page to Save your changes.

Defining field sets is the final task in configuring SuiteCommerce Advanced item search settings. When you click Save on the Web Site Setup page after defining field sets, the item search indexing process is triggered. For more information, see Search Index. See also, Checking Search Index Job Status.

Field Set Reference

This section includes reference information you can use as you complete the task of defining field sets. Defining field sets is how you expose information from item records in NetSuite to your website.

We have provided a Microsoft Excel worksheet listing all the fields available for field sets. You can use this list to find information such as, field IDs and field types. The list also identifies fields that are available for facets, sorting and keyword search. In addition to fields on item records, there are additional fields that include derived values. These fields are identified on the worksheet as Synthetic fields.

To access the worksheet, click this link: FieldSetsList.xls

Note: Depending on the features enabled in your account, some of the fields in the spreadsheet may or may not appear in your account.

You can also run a script to create field sets. This script contains all field set required to use functionality that ships by default with SuiteCommerce Advanced. For more information, see the help topic Import Field Sets.

Synthetic Fields for Field Sets

In addition to the fields on supported records, there are additional fields that include derived values. You can use these synthetic fields in field sets. The table below contains detailed descriptions of synthetic fields.

Synthetic Field Name	Field ID	Description
* Price (Formatted) and * Price Level (Formatted)	pricelevel*_formatted	Each price field has a formatted counterpart. For example, the field, Base Price has the field ID, pricelevel1. The synthetic field, Base Price (Formatted) has the field ID, pricelevel1_formatted. The plain field value returns a numeric value. The *_formatted variant returns the price formatted with a currency symbol and the appropriate number of decimal places based on regional rounding conventions.
Price for Current Customer (Detail)	onlinecustomerprice_detail	Returns a JSON object with all available information about the item's current price. If a customer is logged in, the price displayed on the website applies to the logged-in customer, including special pricing and quantity pricing. If the item has quantity pricing, the price schedule is returned. If the item is a donation item, information defining the donation parameters such as minimum and default amount are included.
Item Options (Detail)	itemoptions_detail	If the item has item options, this returns all the item options, their values (if list-type options) and their default values.

Synthetic Field Name	Field ID	Description
Matrix Child Items (Detail)	matrixchilditems_detail	Gives information on the matrix child items that exist for the matrix parent item, including which item option values define each child item. Specific fields for each child item can be retrieved by defining a field set called 'matrixchilditems'. **Note:** Even if you have defined the default field set matrixchilditems as described in Import Field Sets, you can overwrite the default field set with any other field set using the Item Search API parameter matrixchilditems_fieldset. For more information, see the help topic Item Search API Input Parameters.
Related Items (Detail)	relateditems_detail	Lists the related items of an item. Specific fields for each item can be retrieved by defining a field set called 'relateditems.' **Note:** Even if you have defined the default field set relateditems as described in Import Field Sets, you can overwrite the default field set with any other field set using the Item Search API parameter relateditems_fieldset. For more information, see the help topic Item Search API Input Parameters.
Correlated Items (Detail)	correlateditems_detail	Lists the correlated items of each item. Specific fields for each item can be retrieved by defining a field set called 'correlateditems.' **Note:** Even if you have defined the default field set correlateditems as described in Import Field Sets, you can overwrite the default field set with any other field set using the Item Search API parameter correlateditems_fieldset. For more information, see the help topic Item Search API Input Parameters.
Item Images (Detail)	itemimages_detail	Lists the images associated with an item. Provides the default URL for each image (not resized).
Default Category (Detail)	defaultcategory_detail	Returns the default category of each item. These are special, reserved field set names that can contribute sub-fields to the individual entries for field set field values that return item lists. - matrixchilditems - relateditems - correlateditems

Note: The price level field name appears in the **Field Name** select list, but the field's internal ID is displayed in the JSON response (for example, "pricelevel1" or "pricelevel5" will show in JSON response data). For information about creating a field set to expose item quantity by location, see the help topic Accessing Item Quantity Per Location with the Item Search API

Search Index

Applies to: SuiteCommerce Web Stores

When you use SuiteCommerce Advanced, NetSuite indexes your item record data on a search server. For information on setting up item records for search index, see Item Setup for Search Index.

The search index process prepares your item records for use with the Item Search API. The search index is first built when you click Save on the Web Site Setup page after selecting Search Index settings for the first time. Certain changes you make in NetSuite will cause the search index to rebuild.

For more information, see Events that Trigger Rebuilding the Search Index, Events that Trigger Search Index Update, and Manually Rebuilding the Search Index.

Use the Job Status page to check the status of the search index process. For more information, see Checking Search Index Job Status.

> **Note:** The search index fails to rebuild if you take your website offline for maintenance. For more information on taking your website offline, see the help topic Taking your Web Site Offline for Maintenance.

Events that Trigger Rebuilding the Search Index

Any of the following changes in your NetSuite account trigger a search index rebuild:

- Changing facets, search, and sort options (on the Search Index subtab of the Web Site Setup page).

  > **Note:** When you remove a search field and save your changes, the search index is rebuilt only if you have removed all types of matches for that particular search field.

- Adding or removing languages.
- Adding or removing Subsidiary accounts.
- Changing site currencies when the site has currency-based fields defined as facets or sort options (such as, price or cost).
- Changing the preference, **Include Out Of Stock Items in Web Store** (on the Web Site Setup Page).
- Deleting a SuiteCommerce Advanced Web Site deletes the index for the site.

> **Note:** Saving an item record triggers an index **update**, not an index rebuild. Also note that the indexer is always triggered when an item record is saved. This action occurs on saving any item record, apart from your setting for the **Show Uncategorized Items** preference on the Web Site Setup page.

Events that Trigger Search Index Update

Any of the following changes in your NetSuite account trigger a search index update:

- Item Availability
- Item Pricing
- Item record changes

> **Note:** This includes changes on item records as a result of using a CSV import.

- Currency Exchange Rates
- URL Components for Facets
- Web Site Tabs
- Site Categories
- Commerce Categories

Manually Rebuilding the Search Index

Even though certain changes that you make in your NetSuite account automatically trigger the search index to rebuild, you can manually rebuild the search index for your SuiteCommerce Advanced Site. For information on events that trigger the search index to rebuild, see Events that Trigger Rebuilding the Search Index.

Manual rebuild of the search index is typically done when you want to force a rebuild, and not wait for the changes that you made in your NetSuite account to automatically trigger the rebuild.

After you initiate the search index rebuild process, it may take up to 10 minutes to start rebuilding the search index. The time it takes to complete the process is relative to the number of items being indexed.

> **Note:** There is a limit to the number of times you can request a rebuild of the search index. In a 24-hour period, you are allowed only two requests.

To manually rebuild the search index for your SuiteCommerce Advanced Site:

1. Go to Setup > SuiteCommerce Advanced/Site Builder > Set Up Web Site. Click **Edit** next to your website.
2. On the Web Site Setup page, choose Actions > Rebuild Search Index.

   A popup message appears.
3. In the popup message dialog box, click **OK** to rebuild the search index for this website.
4. (Optional) Open the Job Status page to check the status of the rebuild process. For more information, see Checking Search Index Job Status.

> **Note:** The search index fails to rebuild if you take your website offline for maintenance. Therefore, you must not rebuild the search index when the **Take Web Site Offline for Maintenance** option is enabled.

Checking Search Index Job Status

You can check the status of the search index process, by going to Setup > SuiteCommerce Advanced > Set Up Web Site. Click View in the Search Index Status column.

The Job Status page shows elapsed time as the item search index is processing. Click Refresh to update information on the page. The search index process consists of the following tasks:

1. Dropping the search index

2. Updating search index (this step in the process includes, adding, updating, and deleting items)
3. Rebuilding the search index core

Note that changes to the item record trigger an index update. The Records Finished column on the Job Status page always indicates the total number of records being processed.

Overview

ⓘ **Applies to:** SuiteCommerce Web Stores

When users visit your SuiteCommerce web store, you want to make ordering online quicker and easier for users to track.

With SuiteCommerce, you can:

- Offer quantity discounts to web store users
- Speed up the ordering process with SKU/reference ordering
- Receive requests for quote directly through your website
- Provide users with the option to pick up in store
- Help users find your physical stores
- Allow users to save items to product lists (and Save For Later lists)

Quantity Pricing

Offer users price discounts according to the various quantities ordered and encourage upsell.

Quick Order

Let users add multiple items to their cart quickly. Speed up the order process for users who are familiar with your catalog and prefer to shop using a stock-keeping unit (SKU), part number, or other reference numbers.

Quotes

Give users the option to request a quote directly from your web store. Users can add the desired items and enter shipping information to be included in the quote.

Pickup In Store

Allow users to collect orders at physical retail stores. Configure locations to accept pickup in store and limit pickup to certain hours within the day.

Store Locator

Help users find their nearest physical store or show a specified store address on a map. Combine with the Pickup In Store feature to allow users to pick up their purchases instead of having them shipped.

Product Lists

Let users save items to either a predefined Product List (Wish List) or to a private list for later reordering. They can then add an entire list of products to the shopping cart in a single click.

Save For Later

Allow users to move items from the cart to a private list for later reference. Items can be moved from the Save for Later list directly to their cart as required.

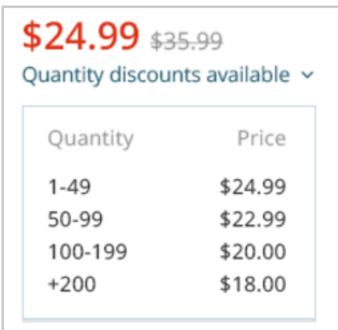
Quantity Pricing

Applies to: SuiteCommerce Web Stores | Elbrus | Kilimanjaro | Aconcagua

This feature is available in the **Elbrus** release of SuiteCommerce Advanced and later.

> **Note:** Quantity Pricing feature relies on the Search API and is not available with SiteBuilder Extensions.

SuiteCommerce Advanced provides a Quantity Pricing feature for customers who offer quantity-based price breaks. This feature uses the Search API to return an item's quantity pricing details from NetSuite (in JSON format) and display results in a chart describing the pricing discounts available by quantity ordered. This information is collapsed by default and available at the shopper's request by clicking or tapping on a link.



Quantity pricing information is available to shoppers in the following areas of your website:

- Product details page
- Quick View modal window
- Quick Order page (Quick Order must be enabled)
- Request for Quote page (Quotes must be enabled)
- Product List Details page in My Account
- Re-Order List Page in My Account

To enable this feature, you must perform the tasks detailed in Set Up Quantity Pricing in NetSuite.

To disable this feature, edit the distro.json file as described in Disable Quantity Pricing.

Set Up Quantity Pricing in NetSuite

The JavaScript module for this feature is available by default with the Elbrus release bundle, but you must configure NetSuite to enable quantity pricing capabilities. For instructions on how to enable this feature in NetSuite, see the help topic Using Quantity Pricing.

Disable Quantity Pricing

Disabling this feature within NetSuite prevents quantity pricing data from appearing on your website. However, NetSuite recommends disabling this feature by editing the distro.json file. This method enhances response time and customer experience in your web store.

To disable the Quantity Pricing feature:

1. Open the distro.json file in the root directory of the SuiteCommerce Advanced source code.
2. Delete the following line, or otherwise disable within comment tags (where `X.X.X` equals the revision):

```
"suitecommerce/QuantityPricing": "X.X.X",
```

3. Search for and remove or disable any other lines that include **QuantityPricing** from the distro.json file.
4. Deploy to NetSuite.

Quick Order

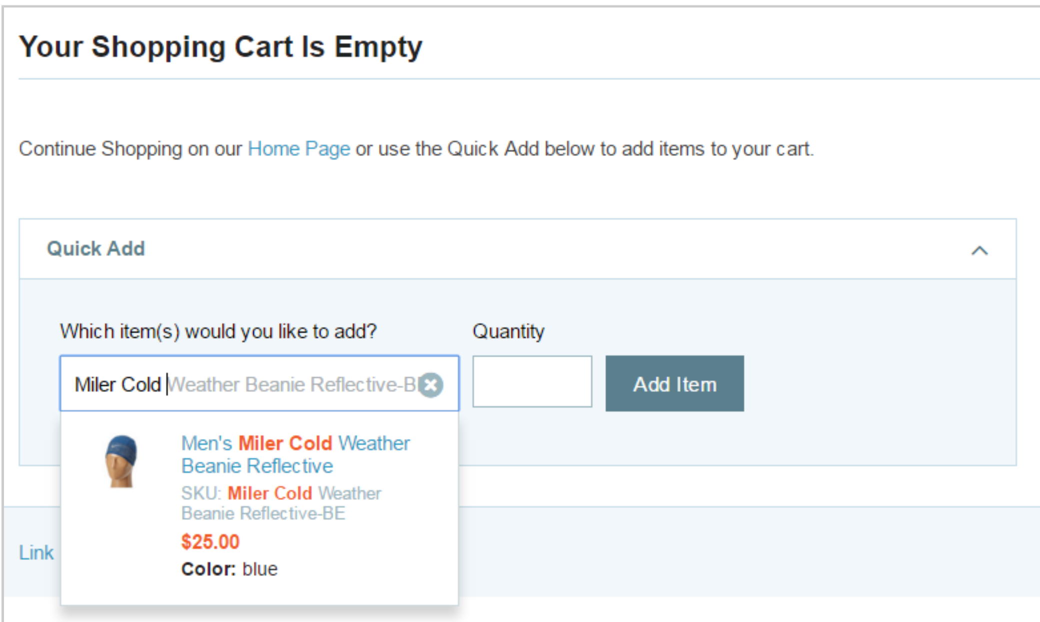
Applies to: SuiteCommerce Web Stores | Elbrus | Kilimanjaro | Aconcagua

This feature is available in the **Elbrus** release of SuiteCommerce Advanced and later.

Note: The Quick Order feature relies on the Search API and is not available with SiteBuilder Extensions.

SuiteCommerce Advanced provides a Quick Order feature for shoppers who prefer to quickly search for and add multiple items to their cart. This feature is designed for merchants who allow catalog ordering or provide wholesale products on their site. Quick Order assists shoppers who are familiar with a merchant's catalog and wish to shop for items by Stock Keeping Unit (SKU), Part Number, or other identifier.

Shoppers can access the feature by clicking a link in the header or by entering their Cart and expanding the Quick Add accordion. Here, shoppers can quickly search for, add, and remove items. Shoppers can also adjust quantities in a list format, as opposed to browsing through the web store.



This feature is enabled by default with the Elbrus release bundle of SuiteCommerce Advanced, but you must perform tasks detailed in Set up Quick Order in NetSuite to ensure proper operation.

To disable this feature, edit the distro.json file as described in Disable Quick Order.

More Information

Before setting up the Quick Order feature on your SuiteCommerce Advanced website, understand the following information:

- This feature does not support subsidiaries.
- Handling costs are not displayed in the summary total of the order, but they are added to the order total after the order becomes a purchase.

- Parent matrix items cannot be added to a quick order, only specific child items.

Set up Quick Order in NetSuite

Perform the following setup tasks in NetSuite:

- Set up Search Fields
- Ensure Field Sets are Defined

Set up Search Fields

To allow customers to search your site for items in a quick order, you must create specific Search Fields in NetSuite. This optimizes searches by Stock Keeping Unit (SKU).

To set up Search Fields for Quick Order:

1. Go to Setup > SuiteCommerce Advanced > Set Up Web Site.
2. Click **Edit** next to the website you are setting up.
3. Click the **Search Index** tab and **Search Fields** subtab.
4. Add the following Search Fields and search criteria in the order listed:

Search Field	Type of Match
Name	Starts With
Name	Exact
Name	Fuzzy

See Search Fields for detailed information on Search Fields.

Ensure Field Sets are Defined

Before the Quick Order feature can function properly on your site, you must expose specific field sets to your website.

To ensure Field Sets are defined:

1. Go to Setup > SuiteCommerce Advanced > Set Up Web Site.
2. Click **Edit** next to the website you are setting up.
3. Click the **Field Sets** tab.
4. Ensure that the Items Searcher: itemssearcher Field Set is in place as defined below.

Name	Field Set ID	Fields Included in Field Set
Items Searcher	itemssearcher	itemimages_detail: Item Images (Detail) displayname: Display Name itemid: Name storedisplayname2: Store Display Name 2 urlcomponent: URL Component custitem_ns_pr_count: Product Reviews Count (Custom)

Name	Field Set ID	Fields Included in Field Set
		custitem_ns_pr_rating: Product Reviews Rating (Custom) minimumquantity: Minimum Quantity itemoptions_detail: Item Options (Detail) matrixchilditems_detail : Matrix Child Items (Detail) isinstock: In Stock showoutofstockmessage: Display Out-of-Stock Message outofstockmessage: Out of Stock Message onlinecustomerprice_detail: Price for Current Customer (Detail) pricelevel1: Retail pricelevel1_ formatted : Retail (Formatted) itemtype: Type ispurchasable: Available for Purchase

See Field Sets for detailed information on Field Sets.

Disable Quick Order

Disabling this feature requires editing the distro.json file.

To disable the Quick Order feature:

1. Open the distro.json file in the root directory of the SuiteCommerce Advanced source code.
2. Delete the following lines, or otherwise disable within comment tags (where `X.X.X` equals the revision):

```
"suitecommerce/QuickOrder": "X.X.X",
"suitecommerce/QuickOrderAccessPoints": "X.X.X",
```

3. Search for and remove or disable any other lines that include **QuickOrder** or **QuickOrderAccessPoints** within the distro.json file.
4. Deploy to NetSuite.

Quotes

ⓘ **Applies to:** SuiteCommerce Web Stores | Mont Blanc | Vinson | Elbrus | Kilimanjaro | Aconcagua

This feature is available in the **Mont Blanc** release of SuiteCommerce Advanced and later.

SuiteCommerce Advanced offers a feature for customers to create quotes online. With this feature enabled, a **Request a Quote** link appears by default to all customers (logged in or not) in your site's Shopping and My Account header. These links direct customers to a page where they can search for and add items, enter shipping information, and add optional comments to build a quote request. After the customer submits the quote, SuiteCommerce Advanced automatically creates an Estimate record in NetSuite. Only customers with permissions to build quotes have this option. customers without permissions are prompted to contact the merchant. An **Add to Quote** button also appears on the PDP for any customers with request-a-quote permissions.

Customers can eventually make purchases from a quote, but only after the quote reaches a certain status in the corresponding Estimate record. You configure the status that triggers this functionality. You can also configure the time (in days) that all quotes expire after initial submittal.

More Information

Before setting up the Quotes feature on your SuiteCommerce Advanced website, understand the following information:

- This feature does not function in Site Builder Basic. Site Builder Premium supports making purchases from a quote, but only SuiteCommerce Advanced supports creating a quote.
- This feature does not support subsidiaries.
- Customers can add items to a quote, regardless of the item's out of stock behavior.
- Handling costs are not displayed in the summary total of the quote, but they are added to the order total after the quote becomes a purchase.
- Parent matrix items cannot be added to a quote, only specific child items.
- The Multiple Ship To feature is not available.
- The product details page displays an **Add to Quote** button. This is only visible by customers with permissions to create a quote.
- Gift Certificates cannot be added to quotes.
- When a customer submits a quote, SuiteCommerce Advanced does not automatically send an e-mail notification of the submission by default. This action can be set up in NetSuite as a Workflow Action (see the help topic Workflow Elements) or as a User Event Script (see the help topic User Event Scripts).

Set up Quotes in NetSuite

Perform the following setup tasks in NetSuite to enable Quotes on your site:

- Edit Customer Center Role Permissions
- Enable Features
- Set up Search Fields

- Ensure Field Sets are Defined
- Customize the Standard Quote Form

NetSuite also recommends installing the latest Reference Product List Records bundle. This bundle includes the custom records used to store and manage items in quotes for each logged in customer.

> **Note:** The Quotes feature functions without the Reference Product List Records bundle installed. However, items built in a product list will be non-persistent and will be lost if the customer leaves the site before submitting the quote. Installing the Reference Product List Records bundle ensures that product list items are persistent. Shipping information and comments are non-persistent, regardless of bundle installation.

See the help topic Install Your SuiteCommerce Application for details on installing bundles.

Edit Customer Center Role Permissions

To let shoppers create quotes and view their quote basket, you must edit the Customer Center role in NetSuite.

To edit the Customer Center role permissions for Quotes:

1. Navigate to Setup > Users/Roles > Manage Roles.
2. Click **Customize** next to the Customer Center role.
3. On the **Transactions** subtab, change the level of access for the **Estimate** permission to Create.
4. Click **OK** to accept the change.
5. Click **Save** to save your changes.
6. Provide customer access to the Customer Center role. See the help topic Giving Customers Access for detailed information.

   See the help topic Set Permissions for detailed information on setting the level of access for a permission.

> **Note:** Customers can add and remove items to the product list when they build a quote. However, after submitting the quote, customers cannot edit them.

Enable Features

To allow customers to convert quotes to an order, verify that the Online Ordering and Customer Access features are enabled.

To enable Online Ordering and Customer Access features:

1. Go to Setup > Company > Enable Features.
2. Click the **Web Presence** subtab.
3. Under **Access**, check the Online Ordering and Customer Access boxes.
4. Click **Save**.

Note: If these features are not enabled, the Review and Place Order button is not displayed in the web store.

Set up Search Fields

To allow customers to search your site for items, you must create specific Search Fields in NetSuite. This optimizes searches by Stock Keeping Unit (SKU). This step is required for a search to function, even if the customer chooses not to search by SKU.

To set Up Search Fields for Quotes:

1. Navigate to Setup > SuiteCommerce Advanced > Set Up Web Site.
2. Click **Edit** next to the website you are setting up.
3. Click the **Search Index** tab and **Search Fields** subtab.
4. Add the following Search Fields and search criteria in the order listed:

Search Field	Type of Match
Name	Starts With
Name	Exact
Name	Keyword

See Search Fields for detailed information on Search Fields.

Ensure Field Sets are Defined

Before the Quotes feature can function properly on your site, you must expose specific field sets to your website.

To ensure Field Sets are defined:

1. Navigate to Setup > SuiteCommerce Advanced > Set Up Web Site.
2. Click **Edit** next to the website you are setting up.
3. Click the **Field Sets** tab.
4. Ensure that the Items Searcher: itemssearcher Field Set is in place as defined below.

Name	Field Set ID	Fields Included in Field Set
Items Searcher	itemssearcher	itemimages_detail: Item Images (Detail) displayname: Display Name itemid: Name storedisplayname2: Store Display Name 2 urlcomponent: URL Component custitem_ns_pr_count: Product Reviews Count (Custom) custitem_ns_pr_rating: Product Reviews Rating (Custom) minimumquantity: Minimum Quantity itemoptions_detail: Item Options (Detail) matrixchilditems_detail : Matrix Child Items (Detail) isinstock: In Stock

Name	Field Set ID	Fields Included in Field Set
		showoutofstockmessage: Display Out-of-Stock Message outofstockmessage: Out of Stock Message onlinecustomerprice_detail: Price for Current Customer (Detail) pricelevel1: Retail pricelevel1_ formatted : Retail (Formatted) itemtype: Type ispurchasable: Available for Purchase

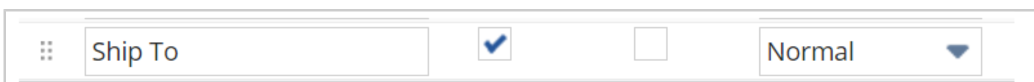
See Field Sets for detailed information on Field Sets.

Customize the Standard Quote Form

SuiteCommerce Advanced relies on NetSuite's Estimate record to manage each quote. The Estimate record uses the Standard Quote form, which does not display shipping information by default. You must customize the Standard Quote form to allow the customer to edit the shipping address. This is also required for the customer to make a purchase from a quote.

To customize the Standard Quote Form:

1. In NetSuite, go to Customization > Forms > Transaction Forms.
2. Click **Customize** next to the **Standard Quote** form (Form Type: Quote).
3. Click the **Screen Fields** tab and the **Shipping** subtab.
4. Check the box in the **Show** column next to the **Ship To** label to display the shipping address.



5. Save your changes.

Configure Feature Properties

Follow the correct configuration procedures, depending on the version of SuiteCommerce Advanced you are implementing. For information on configurable properties, regardless of your implementation, see the help topic Quotes Subtab.

Set the Customer Internal ID

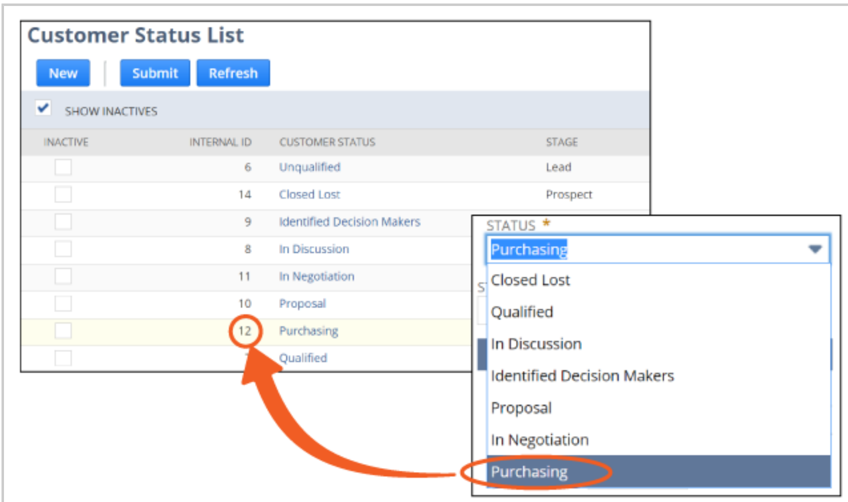
For a customer to make a purchase from a quote, configure the Internal ID of the Customer Status that will allow the quote to be purchased.

After a customer submits a quote request, any website links to Review or Purchasing pages are disabled. This prevents customers from making a purchase from that quote until the merchant allows it.

In NetSuite, the Estimate record's **Status** field lists all available Customer Statuses for the quote. When the merchant manually changes this field to the Customer Status whose Internal ID matches the `purchaseReadyStatusId` property, all website links to Review or Purchasing pages are enabled. The customer can then make a purchase.

Note: Additionally, the customer must have the correct Customer Center role permissions, a shipping address and method must be defined, the merchant must have a sales rep associated to the quote, and no gift certificates can be associated with the quote in NetSuite.

The Customer Status List (Setup > Sales > Customer Statuses) displays the Customer Statuses configured for your account and their associated Internal IDs. You declare the Internal ID of the Customer Status in your site configuration.



Example

You want your quotes to be available for purchase when they reach the **Qualified** status.

In NetSuite, you set up your account to include the **Qualified** Customer Status. You navigate to Setup > Sales > Customer Statuses and see that NetSuite has assigned an Internal ID of 7 for this status. You redefine the `purchase_ready_status_id` property to 7.

Later, a customer creates a quote on your site. Seven days later, your sales team changes the associated Estimate record's **Status** field to **Qualified**. The `purchase_ready_status_id` property now matches the Customer Status record's Internal ID, and the quote is available for purchase. The **Review and Place Order** button is now enabled, and the customer can continue with the purchase. After the customer places an order, the quote becomes a Sales Order record in NetSuite.

Note: For detailed information on working with sales orders and customizing sales order forms, see the help topic Sales Orders under Order Management.

Follow the correct configuration procedures, depending on the version of SuiteCommerce Advanced you are implementing. For information on configurable properties, regardless of your implementation, see the help topic Quotes Subtab.

To configure the Customer Status Internal ID:

1. Select the domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. In the SuiteCommerce Configuration record, navigate to the **My Account** tab and the **Quotes** subtab.
3. Enter the Customer Status Internal ID for the **Purchase Ready Status ID**.

To configure the Customer Status Internal ID (pre-Vinson):

1. In NetSuite, navigate to Setup > Sales > Customer Statuses.

2. Note the Internal ID of the Customer Status you want that will allow customers to make purchases. You will use this Internal ID to configure code later in this procedure.

> **Note:** The Customer Status List displays the Internal IDs for all Customer Statuses set up in your account. The Customer Status you choose cannot be a closed status. A closed status is one that indicates the customer either already purchased (100% probability) or will not purchase (0% probability). Open Estimate records can only be given open Customer Statuses. See the help topic Customer Statuses for information on adding a Customer Status.

3. Create a custom module that includes the backend Configuration object as a dependency. See the help topic Configure Properties for details.

> **Note:** Do not edit the original Configuration.js source file directly. See the help topic Customize and Extend Core SuiteCommerce Advanced Modules for information and best practices on customizing JavaScript.

4. Redefine the `purchase_ready_status_id` property in the custom module. Enter the value of the Customer Status record's Internal ID as noted above.

> **Important:** This value must match a valid Internal ID for Customer Status as defined in NetSuite. Leaving this value empty prevents any quote from becoming a purchase. This property has a default value of 12, which is associated with the **Purchasing** Customer Status.

5. Save and deploy to your site.

Set Quote Expiration

After a customer makes a purchase, the quote is considered closed and NetSuite creates a Sales Order record linked to the original Estimate Record. Quotes that have expired cannot become purchases, regardless of the quote's status. You specify a positive value equal to the number of days you want all quotes to remain valid.

Example

You want your quotes to remain valid for 14 days after the initial RFQ. You configure the `days_to_expire` property to 14. Any quote created on your site has 14 days to become a purchase after initial submittal. If the customer in this example waits 15 days to make a purchase, the customer will no longer be able to make a purchase from this quote.

Follow the correct configuration procedures, depending on the version of SuiteCommerce Advanced you are implementing. For information on configurable properties, regardless of your implementation, see the help topic Quotes Subtab.

To configure the quote's expiration:

1. Select the domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. In the SuiteCommerce Configuration record, navigate to the **My Account** tab and the **Quotes** subtab.
3. Enter the days until expiration in the **Days to Expiration** field.

To configure the quote's expiration (pre-Vinson):

All quotes use the same configurable expiration, in days. After this time expires, the quote can no longer become a purchase.

1. Create a custom module that includes the backend Configuration object as a dependency. See the help topic Configure Properties for details.

   > **Note:** Do not edit the original Configuration.js source file directly. See the help topic Customize and Extend Core SuiteCommerce Advanced Modules for information and best practices on customizing JavaScript.

2. Redefine the `days_to_expire` property in the custom module.

Define an Invoice Form

To let customers create a purchase from a quote, you must specify the transaction form used to create the purchase.

> **Important:** Without a transaction form, customers cannot create a purchase from a quote. See the help topic Sales Orders for detailed information.

Follow the correct configuration procedures, depending on the version of SuiteCommerce Advanced you are implementing. For information on configurable properties, regardless of your implementation, see the help topic Quotes Subtab.

To define the invoice form:

1. Select the domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. In the SuiteCommerce Configuration record, navigate to the **My Account** tab and the **Quotes** subtab.
3. Enter the invoice form ID in **Invoice Form ID**.

To define the invoice form (pre-Vinson):

1. In NetSuite, navigate to Customization > Forms > Transaction Forms.
2. Find the **Standard Sales Order - Invoice** form.

   > **Note:** As a best practice, NetSuite recommends using the **Standard Order - Invoice** form with this feature. NetSuite cannot guarantee the outcome when using customized forms of different types.

3. Note the Internal ID of the form in the Custom Transaction Forms list.
4. Create a custom module that includes the backend Configuration object as a dependency. See the help topic Configure Properties for details.

   > **Note:** Do not edit the original Configuration.js source file directly. See the help topic Customize and Extend Core SuiteCommerce Advanced Modules for information and best practices on customizing JavaScript.

5. Redefine the `invoice_form_id` property in the custom module to match the Internal ID of the form as noted above.

Customize Sales Representative Information

You can customize the sales representative information that appears on your site's Quote Details page. What displays on your site depends on the **SalesRep** field on the quote's Estimate record in NetSuite.

- If the **SalesRep** field for the quote lists a sales representative whose contact information (phone number and e-mail address) is set up in NetSuite, that information will appear on the Quote Details page.
- If the **SalesRep** field lists a sales representative whose contact information is not set up in NetSuite, your site will default to display customizable contact information found in the configuration.
- If the **SalesRep** field is blank, your site will display two disclaimer messages, one under the Order Summary and one at the bottom of the page. You can customize the text of these messages in the configuration, as shown below.

Follow the correct configuration procedures, depending on the version of SuiteCommerce Advanced you are implementing. For information on configurable properties, regardless of your implementation, see the help topic Quotes Subtab.

To customize the SalesRep information:

1. Select the domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. In the SuiteCommerce Configuration record, navigate to the **My Account** tab and the **Quotes** subtab.
3. Configure `defaultPhone`, `defaultEmail`, `disclaimer`, and `disclaimerSummary` properties as required.
4. Save the Configuration record.

To customize the SalesRep information (pre-Vinson):

1. Create a custom module that includes the SC.MyAccount.Configuration object as a dependency.

   > **Note:** Do not edit the SC.MyAccount.Configuration.js file directly. See the help topic Customize and Extend Core SuiteCommerce Advanced Modules for information and best practices on customizing JavaScript.

2. Redefine the `defaultPhone` and `defaultEmail` properties in the custom module to match the desired information. For example:
3. Configure `defaultPhone`, `defaultEmail`, `disclaimer`, and `disclaimerSummary` properties as required.
4. Save and deploy to your site.

Disable Quotes

After setting up the Quotes feature, a **Create a Quote** link appears by default to all customers (logged in or not) in the Shopping and My Account header, letting customers create their own quotes. You can configure SuiteCommerce Advanced to disable this functionality, allowing shoppers to view quotes and make purchases, without creating quotes directly using your site.

To disable the Create a Quote functionality:

1. Open the distribution file (distro.json).

   The distro.json file is located in the root directory of your SCA distribution (above the Modules directory).

2. Remove all lines within this file that contain either of the following references:

```
RequestQuoteAccessPoints
```

```
RequestQuoteWizard
```

3. Save the distro.json file and rebuild the distribution.

Store Locator

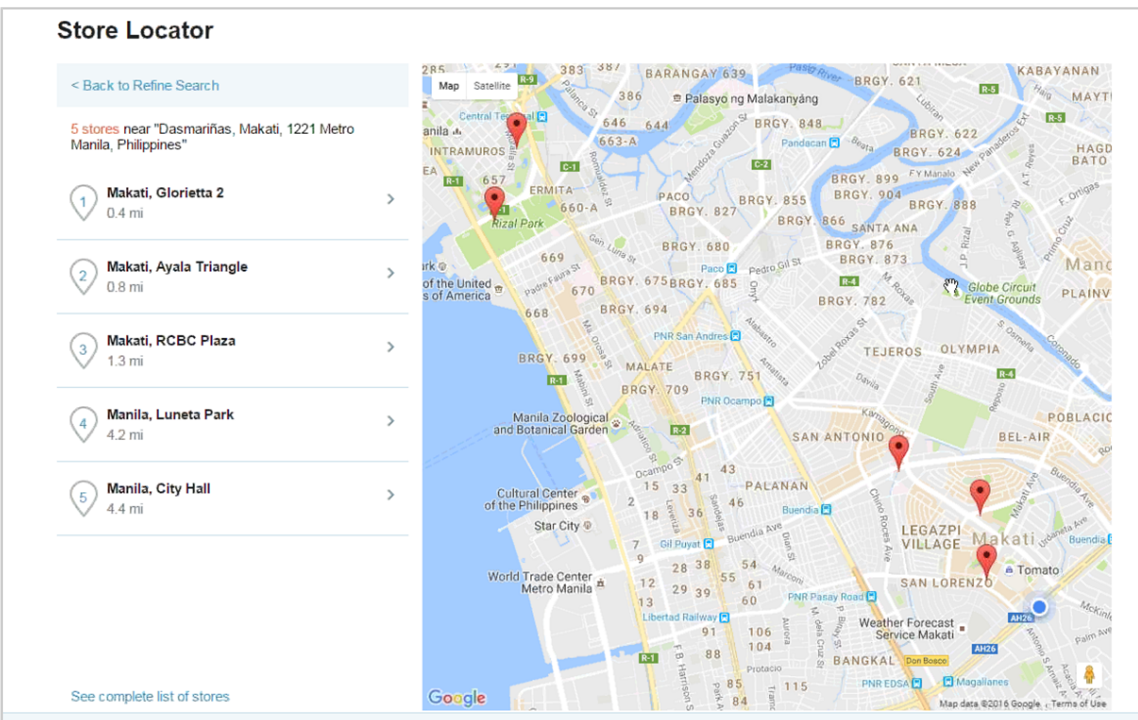
ⓘ **Applies to:** SuiteCommerce Web Stores | Vinson | Elbrus | Kilimanjaro | Aconcagua

The Store Locator feature lets customers find physical store locations by searching your NetSuite account's Location records and returning results within proximity of the customer's location or any specified address. Besides locating a physical store in which to shop, the Store Locator is helpful for orders where the customer will pick up their items instead of having them shipped.

> **Important:** The Store Locator feature uses the Google Maps JavaScript API. For this feature to work properly on your site, you must acquire an authentication API key from Google.

With this feature enabled, customers can:

- View store locations as a list and on an interactive map
- View stores near their current location
- Search for stores near a specific address, city, or zip code
- Choose from a list of results to view information about a location, including address and store hours
- View a complete list of all stores
- Get directions to a particular store



Customers access this feature by clicking the **Store Locator** link in the header. When the Store Locator page loads, customers have the option to enable geolocation. If enabled, SCA employs the customer's current location as the search origin point from which to find nearby stores. At any time, the shopper can enter a specific address as the search origin point.

The Store Locator feature relies on code within the Location module to perform search queries on NetSuite Location records. The StoreLocator Module extends these methods to return only specific locations based on settings you configure.

Example

You configure your site to return stores within 60 miles of the search origin point. The origin point can be an address entered by the customer or a point based on their location. You also set up your site to show the nearest three stores if no stores exist within the specified radius.

Later, a customer searches for stores on your site, using their current location as the search origin point. StoreLocator.Model.js extends methods in Location.Model.js in the backend. These models return only store locations based on your configuration settings (returning only stores within 60 miles of the customer's location). If no stores exist within this radius, StoreLocator.Model.js returns the nearest three stores, ordered in descending distance from the search origin point.

> **Note:** Currently, SuiteCommerce Advanced uses the secure domain associated with the Checkout application to display the Store Locator feature. This is largely transparent to the shopper, but the URL will reflect this.

Set up Store Locator in NetSuite

> **Important:** For Store Locator to function, you must first set up Location records for your account. See the help topic Locations Overview for details.

To enable Store Locator on your site, set up Elevated Permissions for the StoreLocator.Service.ss file in NetSuite. When you install SuiteCommerce Advanced, NetSuite creates a custom Advanced Customer Center Role. You will use this role when setting up Store Locator.

To set Elevated Permissions for the service file record:

1. In NetSuite, go to Documents > Files > File Cabinet.
2. Browse to Web Site Hosting Files > Live Hosting Files > SSP Applications > [Applicable Bundle Folder] > Development > services.
3. Click **Edit** next to the StoreLocator.Service.ss file.
4. In the File record, check the **Enable without login** option.
5. Click the **Permission** subtab.
6. Check the **Enabled** option.
7. In the **Execute as role** field, choose the custom Advanced Customer Center.
8. Check the **Run Script without login** option.
9. Save the record.

Configure Feature Properties

To configure Store Locator, use the SuiteCommerce Configuration record. Properties for the Google Maps API and general settings for the Store Locator feature are included in the **Store Locator** tab.

For more information on each configurable property, see the following sections:

- Store Locator Google Maps Subtab
- Store Locator Subtab

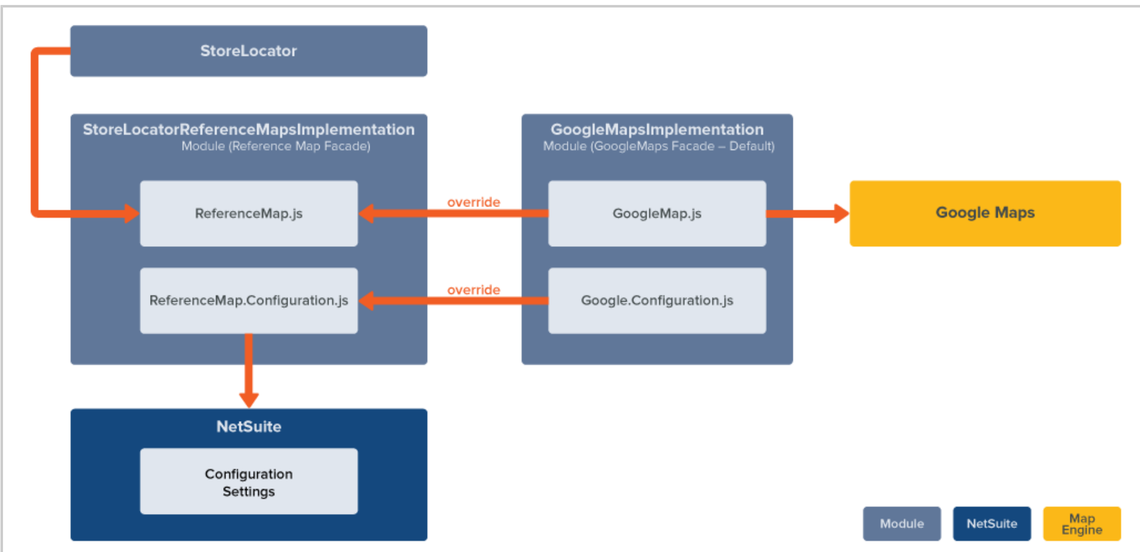
To configure properties for Store Locator:

1. Select the domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. In the SuiteCommerce Configuration record, navigate to the **Store Locator** tab.
3. Set feature properties as required.
4. Save the Configuration record.

Google Maps Implementation

SuiteCommerce Advanced uses Google Maps as the default map engine for Store Locator.

SCA uses a façade design pattern to implement Google Maps. This façade can be used as a guideline to integrate a new façade for a different maps engine.



SCA uses a JavaScript façade design pattern to implement Google Maps. This exists as the following modules and files:

- **StoreLocatorReferenceMapsImplementation.js**: contains the reference map façade to be used for any map implementation. It defines the properties to be configured and the methods used to implement the maps engine. The StoreLocator module’s Router and Views rely on this code, so do not make any customizations to this module.
  - **ReferenceMap.js**: contains signatures of operations that will override the logic specific to the maps implementation.
  - **ReferenceMap.Configuration.js**: serves as the façade for the Google Maps configuration. It declares the methods used to communicate with configuration options as defined in your NetSuite account.
- **GoogleMapsImplementation**: contains all the logic necessary to implement Google Maps as the base map for the Store Locator feature. The files within this module override each corresponding file in the StoreLocatorReferenceMapsImplementation module. If you want to implement a map engine other than Google Maps, you must create a new module to replace this one. Any new module must reference the StoreLocatorReferenceMapsImplementation façade.
  - **GoogleMap.js**: contains all the required implementation code to override the ReferenceMap.js file of the reference façade and allows the application to communicate with the Google Maps engine.

- **Google.Configuration.js**: serves as the façade to implement Google Maps as the base map when using the Store Locator feature. This file overrides the methods within the ReferenceMap.Configuration.js of the reference implementation.

Google Maps API Terms of Use and Usage Limits

To use the Google Maps API, you must agree to Google's license terms, obtain a Google Maps API key, and provide your API key to NetSuite.

> **Note:** The standard Store Locator configuration results in a site that complies with Google licensing terms. Ensure that your site policies and any customizations you make to this feature do not violate Google Maps API terms.

Key points in the Google Maps API terms include:

- Your site must provide Store locator as a free service and must not be behind a firewall.
- Your company's Terms and Conditions page must contain a link to Google Maps APIs Terms of Service and state that Store Locator customers are bound by these Google terms.
- Your company's Privacy Policy must contain a link to the Google Privacy Policy.
- Your site must not remove or obscure Google branding.

Refer to the Google Maps APIs Terms of Service for the complete list of Google terms of service.

> **Important:** Google Maps APIs are free for a wide variety of use cases; however, if you have a high-traffic website, be aware of Google Maps API usage limits. You can purchase a premium license from Google, or you can enable Google billing for high-traffic sites. See Google Map APIs Pricing and Plans for current Google pricing and plan details. To monitor daily map usage, use the Google API Console.

Implementing Alternate Maps Engines

Suite Commerce Advanced provides a way to implement alternative map engines.

To integrate a different maps engine:

> **Note:** The following procedure uses **XyzMap** as an example. You can use the existing GoogleMap.js and Google.Configuration.js as a template for creating a new implementation.

1. Create a new module to replace the StoreLocatorGoogleMapsImplementation module. This new module must define the specific map engine implementation. Such a module might be titled StoreLocatorXyzMapImplementation.
2. Within this new module, create a new implementation file titled XyzMap.js, where `Xyz` is the name of the map engine you are implementing. This file will contain all the required implementation logic for making the specific maps engine function with SCA. This file must define ReferenceMap as a dependency and also implement all the functions defined as required for the map engine.
3. In the same manner, create a new Xyz.Configuration.js file. This file serves as the façade for the map engine configuration options. Make sure this module defines ReferenceMap.Configuration as a dependency and implements all the functions defined as required for the map engine.

4. Edit the distro.json file to reference your new module. Store Locator supports only one map engine, so you must delete the following line, or otherwise disable it behind comment tags. For example: Your edited distro.json code might look like this:

```
"suitecommerce/StoreLocatorXyzMapImplementation": "1.0.1",
//"suitecommerce/StoreLocatorGoogleMapsImplementation": "1.0.1",
```

5. Deploy your code.

Disable Store Locator

This feature is enabled by default. To disable it, you must edit the distro.json file.

To disable the Store Locator feature:

1. Using code editor software, open the distro.json file in the root directory of the SuiteCommerce Advanced source code.
2. Delete (or disable within comment tags) any lines that include `StoreLocator`.

   For example:

```
"suitecommerce/StoreLocatorReferenceMapImplementation": "X.X.X",
"suitecommerce/Location.SCA": "X.X.X",
"suitecommerce/StoreLocatorAccessPoints": "X.X.X",
"suitecommerce/StoreLocator": "X.X.X",
"suitecommerce/StoreLocatorGoogleMapsImplementation": "X.X.X",

"StoreLocatorAccessPoints",
"StoreLocator"

   "StoreLocator.Model"

"StoreLocator.ServiceController"
```

3. Delete (or disable within comment tags) the following line:

```
Location.sca
```

4. Save and redeploy the distro.json file.

Pickup In Store

Applies to: SuiteCommerce Web Stores | Elbrus | Kilimanjaro | Aconcagua

This feature is available in the **Elbrus** release of SuiteCommerce Advanced and later.

Note: This feature is not supported in SiteBuilder Extensions. This feature does not support Multiple Ship To.

Pickup In Store offers a new order fulfillment choice for NetSuite customers. When you enable this feature, your customers have the option to pick up their orders at retail locations instead of paying to ship the items. This increases foot traffic and cross-selling opportunities at your retail locations.

SuiteCommerce Advanced works with Order Management in NetSuite to provide the complete Pickup In Store feature. There are multiple Order Management tasks to configure in NetSuite.

- Configure your retail locations to allow Pickup In Store.
- Specify hours for pickup and give customers a cutoff time for pickup on the same day.
- Optionally, add location specific information in a memo field to be displayed on the Product Details Page.
- Create or modify a customized sales order form to fit Pickup In Store.
- Enable the Store Locator feature to show the nearest location to the customer.
- Set up inventory items to indicate whether they are eligible for pickup at retail locations.
- Set a stock buffer so that an item only appears as available for pickup if you have a specific amount of items in stock at the given location.

Review the following Order Management topics for more information.

- Store Pickup
- Store Locator
- Order Fulfillment and Shipping

In addition to the Order Management tasks, there are specific tasks to complete for a SuiteCommerce Advanced web store.

- Update Field Sets.
- Add the customized sales order form ID to your SuiteCommerce Advanced website.

Prerequisites for Pickup In Store

Important: Before you set up the Pickup In Store feature on your SuiteCommerce Advanced website, the Advanced Order Management module must be provisioned on your NetSuite account.

To ensure your account is ready for Pickup In Store:

1. Verify that the required features are enabled at Setup > Company > Enable Features:
    a. Go to the **Company** subtab in the Classifications area and verify that **Locations** is enabled.
    b. Go to the **Transactions** subtab, scroll to the Shipping & Receiving area and verify that these features are enabled.

- Advanced Shipping
- Pick, Pack and Ship
- Fulfillment Request
- Store Pickup
- Multiple Shipping Routes

c. Go to the **Items & Inventory** subtab in the Inventory area and verify that **Multi-Location Inventory** is enabled.

2. Set up automation as needed for your company. Enabling Run Automation is optional but considered a best practice.

   a. Go to Setup > Order Management > Advanced Order Management and in the Automation subtab under Shipping Orders, enable **Run Automation** according to your company needs.

   Enabling this setting automates a business event workflow in the back end of NetSuite. When business events occur on a sales order, NetSuite runs the corresponding automation processes according to the advanced order management settings. See the help topic Automating Order Fulfillment. For complete information, review all related topics.

   b. Under the Automation Process area, select **Automatic Location Assignment** or **Both** as needed for your company.

   The Pickup In Store feature requires that you select **Automatic Location Assignment** or **Both** so that a latitude and longitude can be added to the location record. Automatic Location Assignment works with the Store Locator feature to provide a geolocation for nearby stores based on the customer's current location. See the help topic Assigning Fulfillment Locations Automatically for more information.

   Note: NetSuite allows 50 locations by default.

3. Verify that the Store Locator feature has been set up and configured according to the needs of your company.

   You must set up elevated permissions for the service file record. See Set up Store Locator in NetSuite for detailed instructions.

   You can also configure properties such as distance units, default location types, and Google Maps. See Configure Feature Properties and Google Maps Implementation for more information.

Set up Locations and Items

Complete these Order Management tasks in NetSuite to setup your locations and inventory items for Pickup In Store.

- Configure your retail locations to allow Pickup In Store.
- Set up inventory items to indicate whether they are eligible for pickup at retail locations.
- Create or update your customized sales order form for store pickup.

Important: When you customize a Sales Order Form for Pickup In Store, you add the Fulfillment Choice and Location fields as line item columns. Make note of the customized Sales Order Form ID so that you can assign the new form to your website.

For detailed instructions on setting up locations and items, see the help topic Setting Up Store Pickup.

Set up Pickup In Store in NetSuite

Important: For Pickup In Store to function, the Advanced Order Management module must be provisioned on your NetSuite account and you must enable specific features. See Prerequisites for Pickup In Store.

You must perform the following setup tasks in NetSuite to use Pickup In Store on your SuiteCommerce Advanced website:

- Ensure Field Sets are Defined
- Enable Pickup In Store for SuiteCommerce Advanced

Note: The Commerce API has been updated to accommodate the Pickup In Store feature. See the help topics updateItemFulfillmentPreferences(item) and updateItemsFulfillmentPreferences(items) for details.

Two new fields have also been added to accommodate Pickup In Store for the Item Search API. See the help topic Sample Search Query for Returning Items Available for Store Pickup for more information.

Ensure Field Sets are Defined

Before the Pickup In Store feature can function properly on your site, you must expose specific field sets to your website.

To ensure Field Sets are defined:

1. Go to Setup > SuiteCommerce Advanced > Set Up Web Site.
2. Click **Edit** next to the website you intend to modify.
3. Click the **Field Sets** tab.
4. Ensure that each Field Set is in place as defined below.

Important: These fields are specific to the Pickup In Store feature and are additions to Field Sets that are already established. Do not replace entire field sets with these fields. See Field Sets for detailed information.

Name	Field Set ID	Fields Added to Field Set
Details	details	isfulfillable: Can be Fulfilled/Received isstorepickupallowed: Store Pickup Allowed quantityavailableforstorepickup_detail: Available For Store Pickup (Detail)
Matrix Child Items	matrixchilditems	isfulfillable: Can be Fulfilled/Received isstorepickupallowed: Store Pickup Allowed quantityavailableforstorepickup_detail: Available For Store Pickup (Detail)
Search	search	isstorepickupallowed: Store Pickup Allowed
Order	order	isstorepickupallowed: Store Pickup Allowed quantityavailableforstorepickup_detail: Available For Store Pickup (Detail)

Enable Pickup In Store for SuiteCommerce Advanced

Store Pickup has been enabled as part of the Order Management tasks. Now you must enable Pickup In Store as part of the SuiteCommerce advanced tasks.

To enable Pickup In Store for SuiteCommerce Advanced

1. Select the website and domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. Click **Continue**.
3. Click on the **Checkout** tab.
4. Check Enable Pickup In Store.
5. Enter the Pickup In Store Sales Order Custom Form ID.

   See the help topic Customizing the Sales Order Form for Store Pickup for details if you have not already completed this Order Management task.
6. Click **Save**.

Disable Pickup In Store

To disable Pickup In Store, you must complete these two tasks:

- Disable the feature in SuiteCommerce Advanced configuration.
- Remove the Pickup In Store fields from the field sets.

To disable the Pickup In Store feature:

1. Select the website and domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. Click **Continue**.
3. Click on the **Checkout** tab.
4. Clear the **Enable Pickup In Store** box.
5. Click **Save**.

To remove the Pickup In Store fields:

1. Go to Setup > SuiteCommerce Advanced > Set Up Web Site.
2. Click **Edit** next to the web site.
3. Click the **Field Sets** subtab.
4. Remove the Fields related to Pickup In Store. See the table at Ensure Field Sets are Defined.
5. Click **Save**.

Product Lists

ⓘ **Applies to:** SuiteCommerce Web Stores

Product Lists (Wish Lists) provide the ability to group lists of items to be purchased from your web store. Using product lists, users in a business-to-business (B2B) or business-to-customer (B2C) environment can do the following:

- Flag Items to be added to a product list as they are browsing in your web store.
- Create new lists when flagging items.
- Edit Item order details from within the Product Lists pages.
- Move Items between Product Lists.
- Add an entire list of products to the shopping cart with a single click.
- Use Product Lists to Reorder lists of items.

> **Note:** Product Lists are supported for SuiteCommerce sites only.

With Product Lists, users can add items to either a predefined Product List (Wish List) or to their own private list:

- **Predefined Product Lists**: Predefined Lists are lists that are automatically available to your web store users. By default, a single predefined list, My List, is available. You can define multiple predefined lists for your store or configure your store with no predefined lists so that user must always create their own.
- **Private Product Lists**: By default, users can create their own private lists. They can add these lists on the Product Lists pages or create them when adding an item to a list. You can disable the ability for users to create their own private lists.

> For example, you could provide two predefined lists for your web store, such as Gifts and Favorites. A user could then add to either of these predefined lists or they could create a new list, such as Christmas, and add the item to that list.

> **Note:** Currently, both Predefined and Private product lists can only be viewed by the currently logged in user within a web store.

For more information on configuring a site for Predefined and Private lists, see Configuring Product Lists.

Product List Custom Records

When using the Product List feature, custom records are used to store and manage product lists for each Customer. These custom records are accessed from the custom **SuiteCommerce Extensions** tab of the Customer record at Lists > Relationships > Customers > [customer record]. The Custom record components are installed as a separate bundle, **Reference Product Lists Records**. For detailed information on installing this bundle, see the help topic Install Your SuiteCommerce Application.

> **Note:** The Reference Product Lists Records bundle is required for the **Elbrus** release of SuiteCommerce Advanced even if Product Lists records are not leveraged for your implementation.

The following custom record components are added on installation of the bundle:

- **Lists**:

    - **Product Lists Items Priority**: Defines the priority of each list. Currently this field is unsupported but in future releases this field will be used to enable the ability for sorting items within a list based on priority.
    - **Product Lists Scope**: Defines the scope for the list as private, public or shared. Currently, only private lists are supported and each list is set as private by default. Private lists can be viewed and managed by the currently logged in user only. Public and shared lists will be supported in future releases.
    - **Product Lists Type**: Defines the list as default, later, or predefined. All lists added by a user are automatically set to **default**. Lists set as **predefined** are available as a list for the user by default without them needing to create it. The **later** type is not currently implemented.

    > **Note:** We recommend defining **predefined** lists in the backend configuration file as described in Configure Properties. When predefined lists are defined in the configuration file, the list is automatically available to all users. The list is not defined on any customer record until that customer has added an item to that predefined list. When adding a predefined list to a customer record, it is available only for that customer.

- **Record Types**:
    - **Product Lists**: This record is used to manage product list data.
    - **Product Lists Items**: This record is used to manage item data associated with a product list record.
- **Subtabs**: A single SuiteCommerce Extensions subtab is used to display Product List data on the Customer record. This subtab is also used to display Product Review data on Item records.

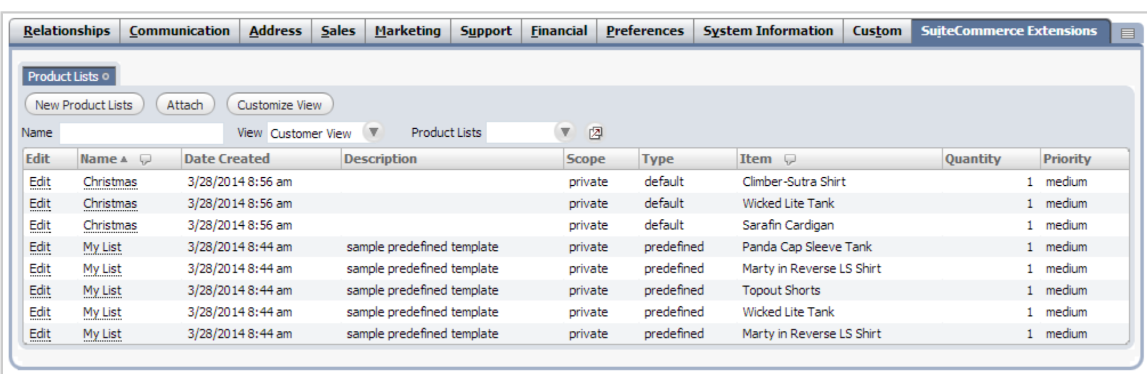
You can customize these records as needed. For detailed information on working with custom records, see the help topic SuiteBuilder (Customization).

> **Note:** If the Product List Custom Record bundle is not installed, Product Lists are not available in the Product Lists menu of My Account and errors are received when a user attempts to add an Item to a Product List within ShopFlow.

SuiteCommerce Extensions Subtab

From the SuiteCommerce Extensions > Product Lists Subtab on the Customer Record you can manage Product Lists. You can drill down into each List and modify list attributes or modify Item attributes as needed.

> **Important:** Generally, these records are intended to store and display data gathered from the web store frontend and in most cases should not be edited directly.



Edit	Name	Date Created	Description	Scope	Type	Item	Quantity	Priority
Edit	Christmas	3/28/2014 8:56 am		private	default	Climber-Sutra Shirt	1	medium
Edit	Christmas	3/28/2014 8:56 am		private	default	Wicked Lite Tank	1	medium
Edit	Christmas	3/28/2014 8:56 am		private	default	Sarafin Cardigan	1	medium
Edit	My List	3/28/2014 8:44 am	sample predefined template	private	predefined	Panda Cap Sleeve Tank	1	medium
Edit	My List	3/28/2014 8:44 am	sample predefined template	private	predefined	Marty in Reverse LS Shirt	1	medium
Edit	My List	3/28/2014 8:44 am	sample predefined template	private	predefined	Topout Shorts	1	medium
Edit	My List	3/28/2014 8:44 am	sample predefined template	private	predefined	Wicked Lite Tank	1	medium
Edit	My List	3/28/2014 8:44 am	sample predefined template	private	predefined	Marty in Reverse LS Shirt	1	medium

Note the following:

- Editing Product List attributes modifies that list for the current customer only, even if the List is a predefined template. The procedures to modify available predefined template attributes for all users depends on the version of SCA you are implementing. For details, see the help topic Wishlist Subtab.

  Also, after a predefined template is modified or an item is added to a predefined product list in a Customer record, the existing template attributes take precedence over the corresponding predefined template attributes in the configuration file.

  For example, to change the Christmas list name to Christmas 2014 for the Customer record in this example, drill down into the Christmas list field and change the name field to Christmas 2014. Similarly, to change the My List list predefined template name for the current Customer only, drill down into the My List record and change the name field as needed. To change the My List record name attribute for all users, edit the `name` parameter for that template in the configuration file.

  > **Note:** Predefined templates are not intended to be modified on a per customer basis. To modify predefined templates, you should always edit the attributes in the configuration file to ensure changes are available for all customers.

- The scope attribute for a Product List is not supported by default in the ShopFlow or My Account application frontend. Changing this setting has no impact.
- The Item Options field on the Product Lists Items record reflects selected item options by the user. It is not intended to be directly edited. For example, for gift certificates, the recipient email and address are stored in this field.

Configuring Product Lists

Follow the correct configuration procedures below, depending on the version of SuiteCommerce Advanced you are implementing. For information on configurable properties, regardless of your implementation, see the help topic Wishlist Subtab.

Configuring Predefined Templates

> **Note:** Only the default predefined list, My List, is automatically translated. When adding additional predefined lists, ensure that you edit the translation files as needed. Private lists created by users are not translated. For detailed information on translation see the help topic Localization.

To add predefined templates:

1. Select the domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. In the SuiteCommerce Configuration record, navigate to the **Shopping** tab and the **Wishlist** subtab.
3. Set feature properties as required.
4. Save the Configuration record.

To add predefined templates (pre-Vinson):

1. In the SC.Configuration.MyAccount.js file, duplicate the `list_templates` function and rename the list.

2. Add predefined templates.

```
,   product_lists: {

      additionEnabled: true
    ,   loginRequired: true
    ,   list_templates: [
      {
         'templateid': '1'
      ,   'name': 'My List'
      ,   'description': 'sample predefined template'
      ,   'scope': {
            'id':'2'
         ,   'name':'private'

      }

,   {
         'templateid': '1'
      ,   'name': 'New List'
      ,   'description': 'new sample predefined template'
      ,   'scope': {
            'id':'2'
         ,   'name':'private'
         }

      }
    ]
```

Configuring Item Display Options

To configure display options:

1. Select the domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. In the SuiteCommerce Configuration record, navigate to the **Shopping** tab and the **Wishlist** subtab.
3. Set feature properties as required.
4. Save the Configuration record.

To configure display options (pre-Vinson):

1. Create a custom module that includes SC.MyAccount.Configuration object as a dependency. See the help topic Configure Properties for details.

> **Note:** Do not edit the original SC.MyAccount.Configuration.js source file directly. See the help topic Customize and Extend Core SuiteCommerce Advanced Modules for information and best practices on customizing JavaScript.

2. Redefine the `product_lists_templates` array in the custom module. For details on these properties, see the help topic Display Modalities for Product List Items.

The following example shows a possible configuration.

```
   ,   product_lists_templates: [
         {id: 'list', name: 'List', columns: 1, icon: 'list-header-view-icon-list', isDefault: 
true}
      ,   {id: 'condensed', name: 'Condensed', columns: 1, icon: 'list-header-view-icon-condens
ed'}
      ]
```

Save For Later

ⓘ **Applies to:** SuiteCommerce Web Stores

Using Save For Later, users can move items from the Cart to a list for later reference and then add items from the Save for Later list directly to the Cart.

> **Note:** The Save for Later feature is built on the same architecture as Product Lists.

Save for Later provides the following functionality:

- Items in the Save for Later list are restored with each login session.
- By default, users can change the quantities in the Save for Later list.
- When an item in a Save for Later list goes out of stock, that item can no longer be added to the Cart and an out of stock message is displayed.
- When a shopper is not logged in they are redirected to the Login page when the Save for Later button for an item in the cart is clicked.

Prerequisites

The following are prerequisites for using Save for Later on your site:

- **Installed Reference Product Lists Records bundle**: By default the Save For Later module is enabled but you must have the Reference Product Lists Records bundle installed in your account for the feature to work correctly. This bundle installs the custom records used to store and manage items in Save for Later lists for each logged in user. Note that a Save for Later list is just a type of a Product List so we leverage the same custom records used for Product Lists. For details on using the Reference Product List Records, see Product List Custom Records.
- **Login**: Before shoppers can move an Item to the Save For Later list, they are prompted to login.

Configuration Options

The correct configuration procedure depends on the version of SuiteCommerce Advanced you are implementing.

To configure the a Product List as Save for Later:

1. Select the domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. In the SuiteCommerce Configuration record, navigate to the **Shopping** tab and the **Wishlist** subtab.
3. To create a list as Save for Later, enter 2 for the **Type ID**. Set the remaining fields as desired. For more information on, see the help topic List Templates.

To configure the a Product List as Save for Later (pre-Vinson):

By default, a **Save for Later** template is defined within the `product_lists` object in the backend configuration file.

1. Create a custom module that includes the backend Configuration object as a dependency.

> **Note:** Do not edit the original Configuration.js source file directly. See Customize and Extend Core SuiteCommerce Advanced Modules for information and best practices on customizing JavaScript.

2. Modify the `description` and `name` parameters as desired.

   The Type ID must be set to 2 for the list to function as a Save for Later list.

```
{
   templateid: '2'
,   name: 'Saved for Later'
,   description: 'This is for the cart saved for later items'
,   scope: {
      id: '2'
   ,   name: 'private'
   }
,   type: {
      id: '2'
   ,   name: 'later'
   }
}
```

3. Save and deploy to your site.

Overview

ⓘ **Applies to:** SuiteCommerce Web Stores

An attractive and functional design is only the start of making your web store effective. You also need to actively reach out and attract new customers and offer an interactive and engaging omnichannel experience for shoppers, guiding them through the shopping process. SuiteCommerce offers all the tools you need to manage your marketing efforts. You can:

- Offer various types of promotions and discounts
- Generate new sales opportunities with correlated and related items
- Personalize your website with merchandising zones to display complementary products based on search criteria or custom content delivery pages
- Communicate directly with customers by using personalized email templates and newsletter subscriptions
- Convert shoppers into your brand ambassadors with social sharing

Promotions

Attract shoppers to your web store by offering various types of promotions or discounts, including Item, Fixed Price Item, Order, Shipping, and Free Gift promotions and let them combine coupon codes with other promotions. With SuitePromotions, you can combine promotions on the same transaction and automatically apply eligible promotions.

Correlated and Related Items

Generate up-sell opportunities by displaying additional items to shoppers in an attractive format, personalizing the static items to be displayed in conjunction or automating the selection based on the shopper’s buying behavior.

Product Merchandising

Create personalized merchandising zones to display complementary, cross-sell or up-sell products, dynamically displaying items based on custom search rules.

SuiteCommerce Customer Management

Determine the registration process for your website, allowing users to sign in as new or existing customers or check out as guest shoppers.

Communications

Personalize how you address customers by customizing web store email templates, manage newsletter subscriptions and add social sharing capabilities.

Promotions

ⓘ **Applies to:** SuiteCommerce Advanced | Elbrus | Kilimanjaro | Aconcagua

SuitePromotions set up transactions that provide various types of discounts to users including:

- **Item:** A percentage or currency amount discount on items
- **Fixed Price Item:** A fixed discounted price on items
- **Order:** A discount applied at the order level
- **Shipping:** A discount providing free shipping on specific shipping methods
- **Free Gift:** A discount in the form of an item provided free to users meeting specific order criteria

To apply an item, fixed price item, order, or shipping promotion in the web store, users enter a coupon code associated with a NetSuite promotions record.

> **Note:** Although you must specify a coupon code when creating a Free Gift promotion, users do not need to enter the code to receive the free gift offer. Free Gift promotions are automatically applied in the web store.

Site users can:

- Apply or remove multiple promo codes in their shopping cart and when reviewing their order during checkout.
- View an error message if a promo code cannot be added to an order.
- View discount totals.
- View applied promotions on the Order Details page.
- Apply single-use and multi-use coupon codes.
- Remove a free gift from the shopping cart page.

Site administrators can:

- Configure the site to automatically apply eligible promotions to a transaction.
- Automatically apply the best promotion to transactions eligible for multiple promotions.
- Audit promotions activity to view and track promotions applied to a transaction.

> **Note:** NetSuite does not provide default policies for promotions. Use Site Management Tools (SMT) to create a landing page and add the details of the free gift Terms and Conditions and Returns policies to that page. Also using SMT, you can add a link to the landing page in your site footers.

Set Up NetSuite

To prepare your site to use SuitePromotions:

1. Enable SuitePromotions features.
2. Set up SuitePromotions records.
3. Configure SuiteCommerce Advanced to use SuitePromotions.

Step 1: Enable SuitePromotions Features

1. In NetSuite, go to Setup > Company > Enable Features.
2. On the Transaction tab, check the following boxes in the **Sales** section:
   - Promotion Codes
   - SuitePromotions
   - Auto-apply Promotions
3. Save the record.

Step 2: Set Up SuitePromotions Records

Follow these steps using the referenced help topic links:

1. Create SuitePromotions. See the help topic Creating SuitePromotions.
2. Apply promotions and view the status of applied promotions. See the help topic Applying Promotions and Discounts to a Transaction.
3. Get the most out of SuitePromotions. See the help topic SuitePromotions Best Practices.

Step 3: Configure SuiteCommerce Advanced to use SuitePromotions

1. In NetSuite, go to Setup > SuiteCommerce Advanced > Configuration.
2. Select the website and domain to configure then click **Continue**.
3. On the **Shopping Catalog** tab, check **Allow Adding More Than One Promocode**.
4. Click **Save**.
5. Go to Setup > SuiteCommerce Advanced > Set Up Web Site.
6. Click the **Edit** link for your website.
7. On the **Shopping** tab, under Promotions, check **Auto-Apply Promotions**.
8. Click **Save**.

Known Limitations

Be aware of the following known limitations of promotions when used in SuiteCommerce Advanced websites:

- Standard and Advanced Promotions are not supported.
- SuitePromotions are not supported on Site Builder extensions.
- SuitePromotions uses **Audience** to support the **Partners** types of promotions.

  See the help topic Setting Customer Eligibility on SuitePromotions for details.
- Users can view the aggregate discount, but they cannot view line-item discount amounts.
- Posting types can not be mixed. Any associated discount and mark-up items must be all posting discounts or all non-posting discounts. See the help topic Discount and Markup Items in Advanced Revenue Management for details.
- The **Apply Discount To** property can only be set to **All Sales**. Otherwise unexpected issues can arise with your site.
- Auto-Apply promotions have a limit of 30 promotions per transaction.
- Auto-Apply Promotions can not be removed manually or by using the Commerce API.

- Free Gift promotions do not work with the **Multi Ship To** feature.
- Best Offer logic does not apply to Free Gift promotions.
- Parent matrix items cannot be selected as a free gift.
- Items with options cannot be selected as a free gift.

Promotions Notifications

When properly configured to use Auto-Apply promotions, the application provides a list of applied promo codes based on rules defined in the promotions record. Notifications are displayed to help users understand which promotions are applied to their order as they shop.

Changes in the list of applied promotions can occur when users do the following:

- Add or remove items in the cart
- Increase or decrease the item quantity
- Add or remove a promo code
- Change the shipping address or method

The following notifications can be returned:

Condition	Notification
When the promo code is applied	Promotion PROMOCODE is now affecting your order
When the promo code is not applied because of best offer logic	We have chosen the best possible offer for you. Promotion PROMOCODE is not affecting your order
When the promo code is not applied because requirements are not met	Promotion PROMOCODE is not affecting your order. ERROR_MESSAGE.

Developer Reference

This section includes some technical details that may be useful for developers when troubleshooting or performing more advanced implementations.

- Auto-Apply Promotions API
- URL Parameters for Promotions

Auto-Apply Promotions API

When the Auto-Apply feature is enabled, the `applyPromotionCode(promocode)` order method behaves in the following manner:

- If the promotion code that you are applying delivers a better value to the shopper than the exclusive promotion, the promotion code is accepted and the exclusive promotion is removed.
- From both manually and automatically applied promotions, the best combination of promotions is computed and applied to a transaction.

When troubleshooting auto-apply promotions, the following fields in the `promocode` JSON object results can be useful:

- `is_auto_applied`: determines if the promotion code is applied manually or automatically.
- `applicability_status`: determines if the promotion code is actually applied to the sales order or not.
- `applicability_reason`: determines the reason a promotion code was not applied.

> **Note:** You can also determine the auto-apply statuses from NetSuite promotion records. See the help topic Viewing the Status of Applied Promotions.

URL Parameters for Promotions

Several URL parameters for promotions are available. These are query strings that can be passed through the URL to automatically add specific promotions to the user's shopping cart. URL parameters are useful for tracking marketing campaigns and during e-mail campaigns.

The following Promotions URL parameters are available:

URL Parameter	Description
`promocode`	To add multiple promotion codes, you can specify the promocode parameter in the URL multiple times. For example, `?promocode=FIFTYPERCENT&promocode=10OFF10`.
`promocodeaction=add`	Specifying `promocodeaction=add` mimics the default behavior and is not required. The default behavior is to add any promocodes specified in the URL to the order.
`promocodeaction=overwrite`	Setting `promocodeaction=overwrite` causes the promocodes passed to overwrite any existing promocodes previously set in that domain. Use the overwrite URL parameter to sync promocodes when bridging between domains. For example: Suppose a shopper has added items to the cart. The shopper then applies promocodes to that order in the checkout domain but then returns to the shopping domain and specifies new promocodes. Setting `promocodeaction=overwrite` causes the promocodes specified in the shopping domain to overwrite those specified in the checkout domain.

Correlated and Related Items

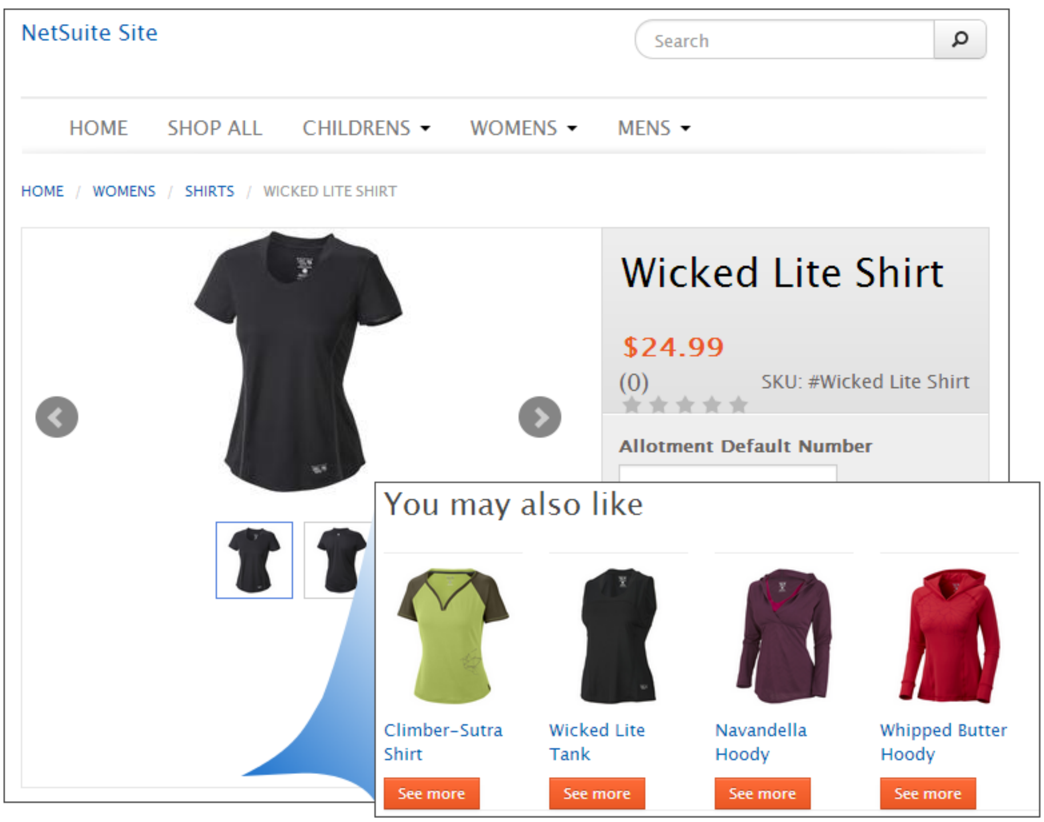
ⓘ **Applies to:** SuiteCommerce Web Stores

Correlated and related items create up-sell opportunities by displaying additional items to shoppers. Related items represent static item relationships that are defined on individual item records within NetSuite. These can be items that you want to promote or complementary items associated with the item in the shopping cart. For example, if you are selling a T-shirt, you may want to suggest a pair of pants or a sweatshirt.

Correlated items are dynamically created from the site statistics based on the shopper's buying behavior, such as the ratio of items added to the shopping cart versus those that were ultimately purchased.

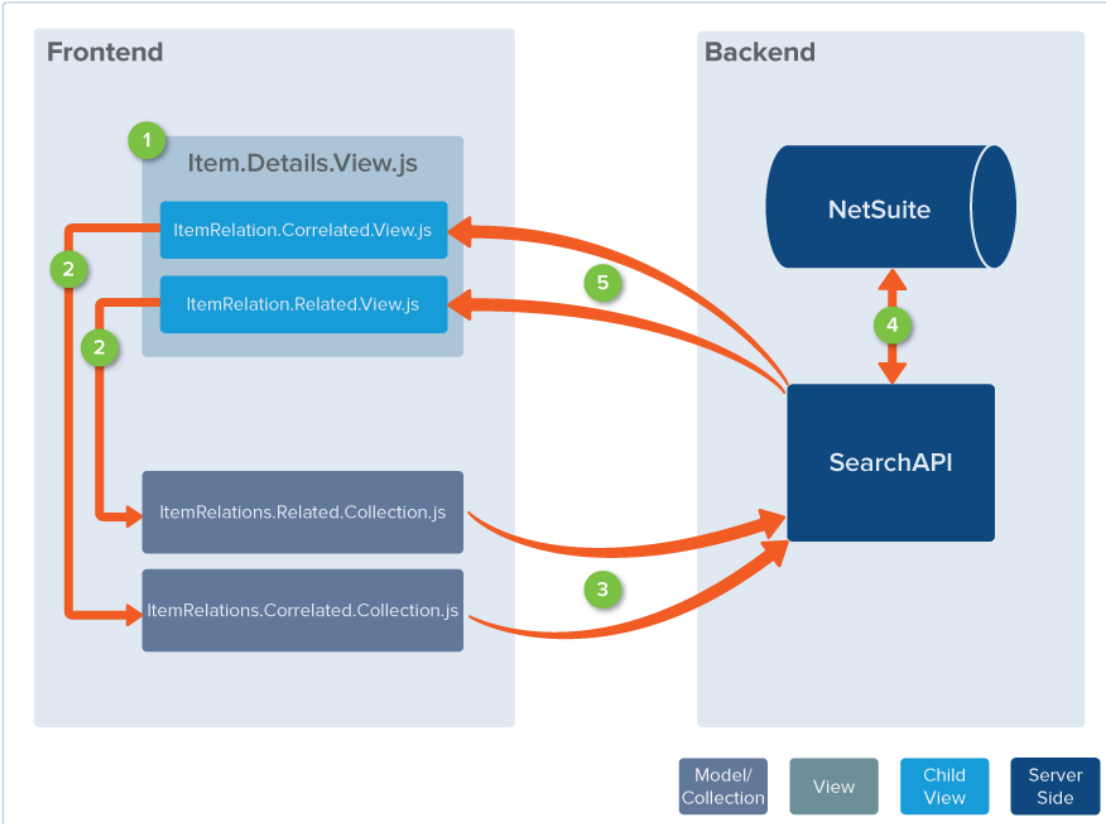
In SuiteCommerce, you can:

- Customize the related items to be displayed
- Display correlated and related items on the item's Product Details and View Cart pages of your website
- Define the correlation and lift thresholds to be used for calculating correlated items
- Specify how many correlated and related items are displayed on your website



Architecture Overview

The correlated and related items architecture functions in the following manner:



1. The Item.Details.View.js file contains two child views, one for correlated items and one for related items.
2. The ItemRelations.Correlated.View.js and ItemRelations.Related.View.js child views invoke a fetch requests to the corresponding collection.
3. The ItemRelations.Correlated.Collection.js and the ItemRelations.Related.Collection.js modules call the Search API for correlated and related items, respectively.
4. The Search API syncs with the data stored in NetSuite.
5. The ItemRelation.Correlated.View.js and ItemRelation.Related.View.js files receive the correlated or related items from the Search API.

Set Up NetSuite

To display correlated and related items on your web store, you need to perform the following steps:

- Add related items on item records
- Define required field sets

Step 1. Add Related Items on Item Records

Related item definitions must first be added to an item record to display in a web store. See Related Items for detailed information.

Note: For performance reasons, a maximum of 100 related items per item record is recommended.

Note: Correlated items are not customizable. These are determined by the purchasing history and are automatically stored on each Item Record as read-only information.

Step 2. Define Required Field Sets

Important: If you are using the Checkout Application within a Site Builder site (Site Builder Extensions edition), the required Fields Sets are defined in the configuration within the SspLibraries module. Normally, you do not need to do additional configuration for the related and correlated items to display.

ItemsKeyMapping

The `ItemsKeyMapping.js` file defines three Related Items properties, which map information returned from the Item Search API. The following snippet shows these mappings. This file is located within the `Item` module. However, for pre-Elbrus releases of SCA, this file is located within the `ItemsKeyMapping` module.

```
// @property _relatedItems Related items
   ,  _relatedItems: 'related_items'

      // @property _relatedItemsDetail _relatedItemsDetail Related items in the PDP.
   ,  _relatedItemsDetail: 'relateditems_detail'

      // @property _correlatedItemsDetail Correlated (Up-sell) items in the PDP.
   ,  _correlatedItemsDetail: 'correlateditems_detail'
```

To ensure that the necessary information from the Search API is available, you must define the following required Field Sets in your Web Site Setup page. For more information on defining Field Sets, see Field Sets.

Note: For detailed descriptions of these fields, see Synthetic Fields for Field Sets.

Name	Field Set ID	Fields Included in Field Set
Correlated Items	correlateditems	All the same fields as included for search
Correlated Items Details	correlateditems_details	correlateditems_detail: Correlated Items (Detail)
Related Items	relateditems	All the same fields as included for search
Related Items Details	relateditems_details	relateditems_detail: Related Items (Detail)

If you are using a setup script, these field sets are automatically defined. See the help topic Import Field Sets for detailed information.

For search fields required, see the help topic Configure Minimum Setup Requirements

Related Items

You can use related items in your web store to cross-sell products that complement each other.

For example, an electronics web store created a related items group containing cables, extension cords and surge protectors. When a customer views a monitor on the site, the list of related items displays, and she can navigate to the additional products she needs.

There are two ways you can use related items in NetSuite:

- **Related Item Groups** – You first create groups of related items. Then, you add these groups to items you sell in your website.
- **Related Items** – You can also associate individual items to items you sell on your website.

Create Related Item Groups

A related items group is a set of items you can choose to recommend with other items in your website.

For example, Wolfe Electronics creates a related items group that contains items like cables, extension cords and surge protectors. Wolfe chooses to includes this related item group with monitors it sells in its website. When customers view Wolfe's monitors, they can navigate to the other products they need.

To create a related item group:

1. Go to Setup > Suite Commerce Advanced > Related Items Categories > New.
2. In the **Category** field, enter a name for this related item group.

   You will select this Category name when adding related item groups to items later in Step 10.
3. (Optional) In the **Brief Description** field, enter a short message describing this group.
4. On the **Basic** subtab, select an item from the list. Each item's brief description appears in the **Item Description** field.
5. Click **Add**.
6. Repeat steps 4 and 5 to add other items to this group.
7. When you have finished, click **Save**.
8. Go to Web Site > Publishing > ItemsLists > Site Builder > Items.
9. Click **Edit** next to the item with which you want to associate the related items group.
   a. Click the **Related Items** subtab
   b. In the **Related Item** column, select the related item group from the list of categories.
   c. Click **Add**.
10. Click **Save**.

Your related items group now appears with the item you are selling in your website. To display the related items group in the shopping cart, you must edit the tab to select the related item groups that should display in the shopping cart.

> **Note:** If you use multiple websites, note that items only display on websites specified on the item record. For example, if you include item A and item B in the same related items group, then you must publish both items to the same websites, if you want the two items to always appear together.

Associate Individual Related Items

If you do not want to associate an entire group of items with an item, you can select individual related items on an item record.

To associate related items to an item you sell online:

1. Go to Go to Web Site > Publishing > ItemsLists > Web Site > Items.
2. Click **Edit** next to the item you want to add a related item to.
3. Click the **Web Store** subtab.
4. Find the **Related Items** sublist.
5. In the **Related Item** column, choose an item to associate with the item you are selling.
6. Click **Add**.

   Click **Add Multiple** to add several items quickly.
7. When you have finished, click **Save**.

Now your related items appear beneath the item you are selling in your website.

Configure Views

By default, the number of correlated and related items displayed is only limited by the number of correlated and related items set up in NetSuite. The view displays these items within one row. You can change the number of correlated or related items displayed and how they are displayed by customizing the associated view files.

To specify the number of correlated or related items to display:

1. Create a custom module that includes the following objects as dependencies, depending on the views you are customizing.
   - **ItemRelations.Correlated.View** – to set the behavior of Correlated Items displayed.
   - **ItemRelations.Related.View** – to set the behavior of Related Items displayed.

   > **Note:** Do not edit the original ItemRelations.Correlated.View.js or ItemRelations.Related.View.js source files directly. See the help topic Customize and Extend Core SuiteCommerce Advanced Modules for information and best practices on customizing JavaScript.
2. Customize either ItemRelations.Correlated.View or ItemRelations.Related.View, depending on the manner of your customization:
   - To edit the number of items displayed per row, customize the appropriate view and extend the `viewsPerRow` property of the initialize method. Replace `Infinity` with a number equal to the number of items you want to display.
   - To add rows displaying correlated or related items, customize the appropriate view to add the `rowsCount` property to the initialize method. Specify a number for the value equal to the number of rows you want to display. Without specifying a `rowsCount`, the default is one row.

Product Merchandising

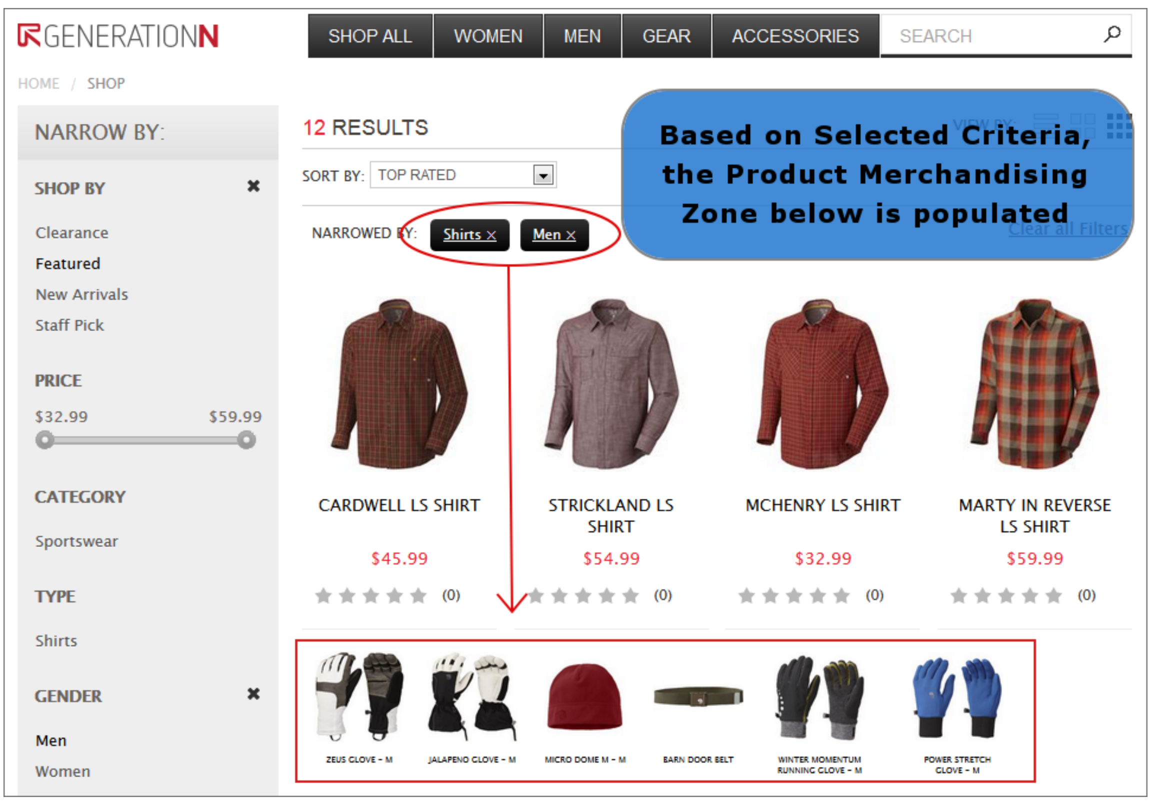
ⓘ **Applies to:** SuiteCommerce Web Stores

The Product Merchandising SuiteApp lets you define and display merchandising zones on your ecommerce site. Merchandising zones display complementary, cross-sell or up-sell products. The content for merchandising zones is generated from interactive elements that display dynamic groups of items based on search rules you define.

For example, on a sporting goods store website, a shopper has narrowed the search criteria on a page to display men's featured items. You want to market various accessories to this shopper too. You define a merchandising rule to search for accessories and display the results in a merchandising zone on the page whenever the search criteria are narrowed to display men's shirts.

With Product Merchandising, you can:

- Add merchandising zones within the site's template
- Easily incorporate custom content in merchandising zones
- Create merchandising rules to target content display based on specific selection criteria



⚠ **Important:** The Product Merchandising SuiteApp is currently only available with the SuiteCommerce Advanced feature.

Topics

Product Merchandising Overview

When using the Product Merchandising SuiteApp, a product merchandiser or marketing manager must work with a web developer to set up site templates with merchandising zones. After the initial setup is complete, these zones can be targeted with different content defined within merchandising rules without the need to rely on a developer for further customization.

> **Note:** Good initial planning in the types of merchandising zones required will simplify the maintenance of sites and reduce the need for development costs.

The workflow for how a merchandising zone is implemented is as follows:

- First, the product merchandiser works with a developer to define the selection criteria that would result in certain products to display. Selection criteria is based on available facets and sort options defined during the SuiteCommerce Advanced Web Site Setup.
- The developer adds merchandising zones to website template files or creates new templates as needed to accommodate the desired display. These templates call the merchandising rule that initiates a query to the item search API, which then returns item data as requested by the rule.

  > **Note:** If Content Delivery pages are used for the display of the Merchandising Rules, these pages must be defined after the Product Merchandising rules are defined. See the help topic Content Delivery Integration for details on using the Content Delivery SuiteApp.

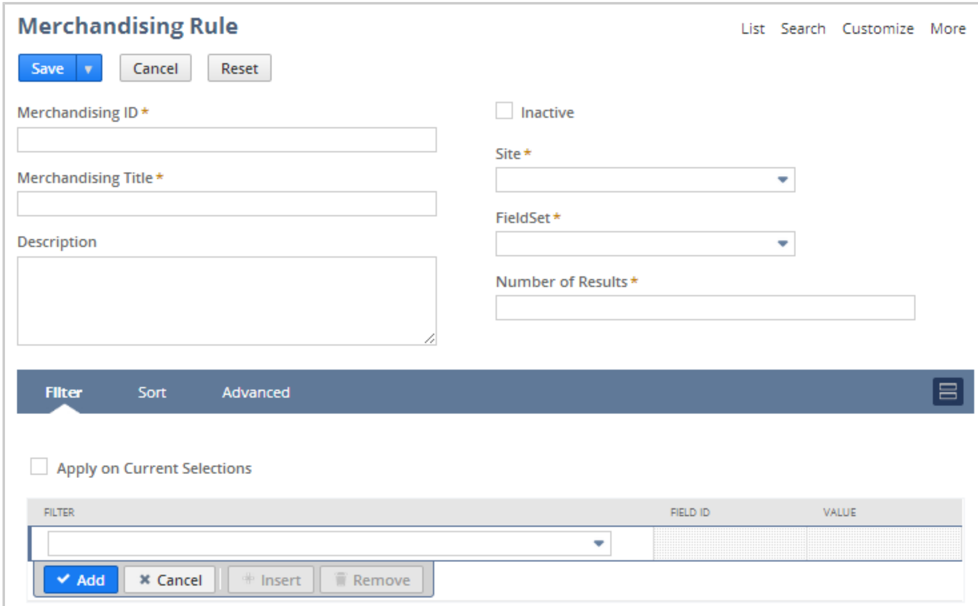
- The developer provides the product merchandiser with the Merchandising IDs to be used when setting up merchandising rules.
- The product merchandiser defines the Product Merchandising rules based on the information used from the developer.

Create a Product Merchandising Rule

Product Merchandising rules can be defined after you have coordinated with your developer to define the merchandising zones that will be available on your website. Refer to Product Merchandising Overview.

To create a merchandising rule:

1. Go to Setup > SuiteCommerce Advanced > Merchandising Rules > New.



2. Enter a **Merchandising ID** for this merchandising rule.

   This ID is used as a key by your website template to display the corresponding merchandising rule parameters. A list of available IDs should be provided by your website developer.

> **Note:** If desired, you could first define the Product Merchandising rules and then provide your developer with the appropriate Merchandising IDs. The Merchandising IDs must match EXACTLY to what the developer is using when defining the content templates. When Content Delivery pages are used for defining merchandising zones, active Product Merchandising IDs are automatically available for selection during the Enhance or Landing page setup.

3. Enter a **Title** for your merchandising rule.
4. In the **Description** field, enter a short description of this rule.
5. Enable **Inactive** if this rule should NOT be used in the website at this time.

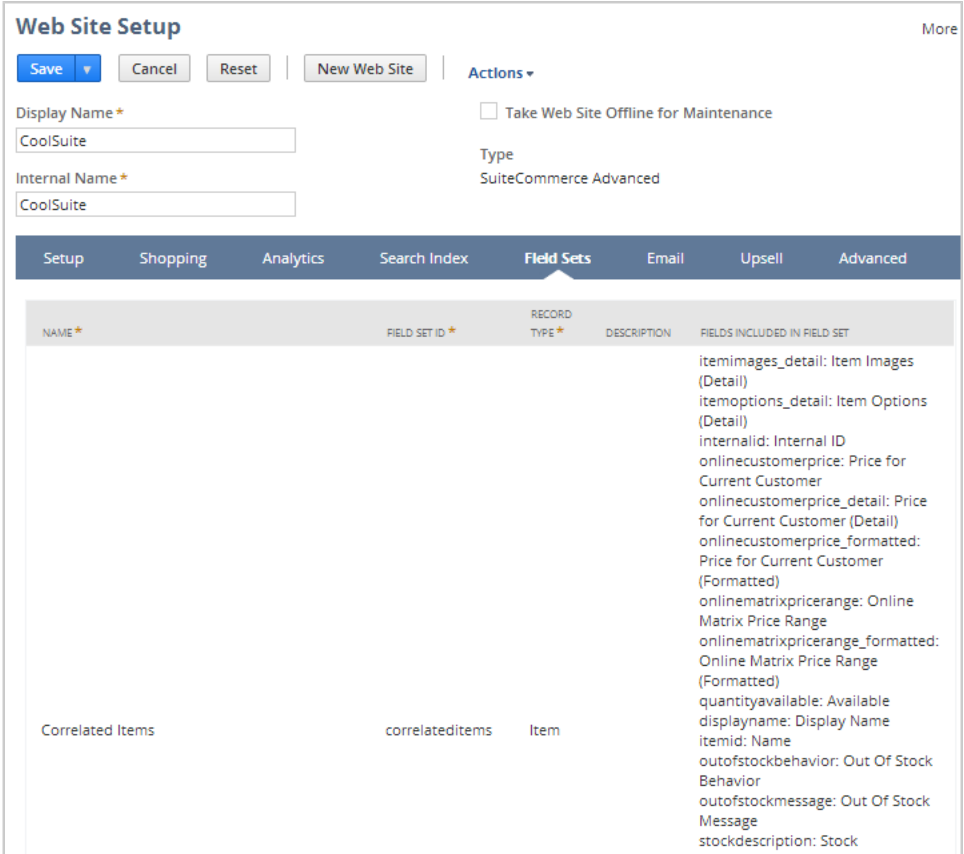
> **Important:** Merchandising rules that are defined as Inactive are NOT available in Content Delivery records.

6. Select the website this rule is displayed in.

   Merchandising rules are only available in SuiteCommerce Advanced websites.

7. Select a field set to define the information your website uses when displaying item results.

   Field sets are defined during the initial site setup at Setup > SuiteCommerce Advanced > Set Up Web Site > Field Sets. Only those field sets associated with the selected website are available.



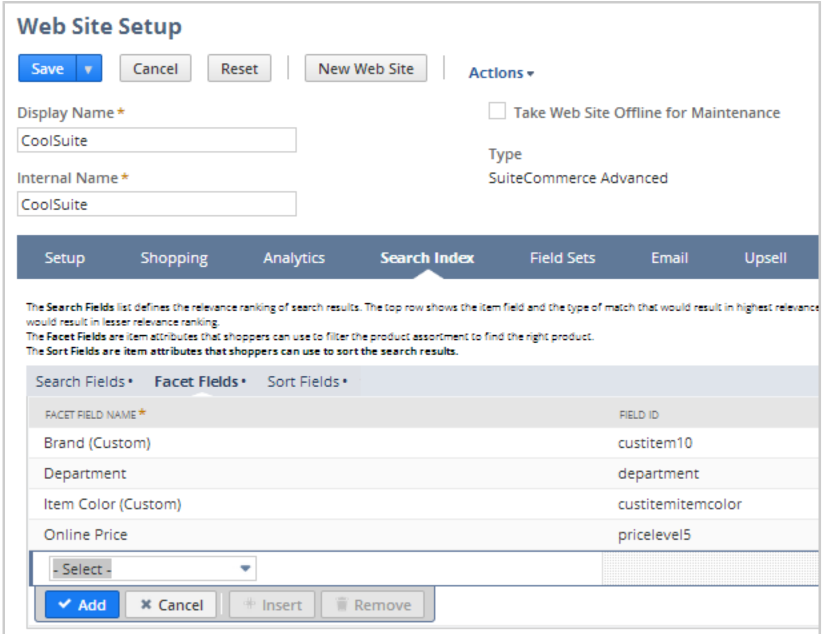
8. Enter the maximum **Number of Results** you want the rule to return.

   The number entered here should match the ideal number that can be accommodated by the page design for these items in your website.

   > **Note:** Use a value only between 0 and 100 for the **Number of Results**.

9. Enter your **Filter** criteria:

   You can filter items based on Search Index Facet Fields defined for your website at Setup > SuiteCommerce Advanced > Set Up Web Site > Search Index. Facet fields are defined during the initial Web Site Set Up and are used in the website to determine item filter criteria available on the website. For detailed information on defining Facet Fields, refer to Facet Fields.



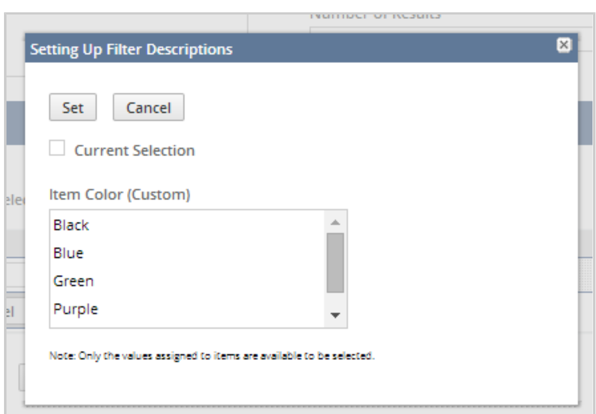
1. If desired, enable the **Apply on Current Selections** check box.

   When enabled, the current search criteria is included in the query to the item search API.

2. In the **Filter** column, select a field from the dropdown menu.

   The fields displayed are determined by the website chosen in Step 6. After a filter is selected, a popup for setting up values opens. Depending on the type of field selected the options available for your filter vary. Fill in the filter criteria you need for your rule.

   > **Note:** Depending on the type of field you can again select whether the item will only be displayed if it matches the search criteria of the current session as described in Step 9. If desired, enable the **Apply on Current Selections** check box. by enabling **Current Selection**.



> **Important:** When working with matrix items, you may get inconsistent results if values set for custom fields vary from the matrix parent compared to the matrix child. To avoid this, set the custom field for the desired result on the parent item and then use More Actions > Update Matrix to set the child items as needed.

3. Click **Set** to close the popup, and then **Add** to save the line.

10. Enter your **Sort** criteria:

    You can sort items based on Sort defined for your website at Setup > SuiteCommerce Advanced > Set Up Web Site > Sort Fields. Sort fields are defined during the initial Web Site Set Up and are used in the website to determine the sort order of search results. For detailed information on defining Sort Fields, refer to Sort Fields.

    1. In the **Sort** column, select which field you want results sorted by.

       Fields available are determined by the website chosen in Step 6. After a filter is selected, a popup for setting up values opens. Depending on the type of field selected the options available for your filter vary. Fill in the filter criteria you need for your rule.

    2. Select **Ascending** or **Descending** in the **Sort Option** column.
    3. Click **Add**.

       Sorting is applied in the order each field is entered.

11. Define **Advanced** options:

    In the **Advanced** tab you can specify Items to exclude and whether a custom template should be used for this rule. Check with your developer if a custom template needs to be specified. If left blank the default template is used.

12. Click **Save**.

Product Merchandising rules are now available for your website. If not already done, your developer will need to set up Product Merchandising zones that call these rules from your website template files. After rules are defined and called from a website you can modify the rule as needed without need for further development work.

If you use the Content Delivery SuiteApp, you can also use merchandising rules to define the search results to display in a content area. For more information, see the help topic Content Delivery Integration.

Prepare Pages for Product Merchandising Zones

This section describes how to prepare SuiteCommerce Advanced site pages for Product Merchandising zones. Preparing pages for Product Merchandising zones should be done by your web application developers as it involves editing code within the related page.

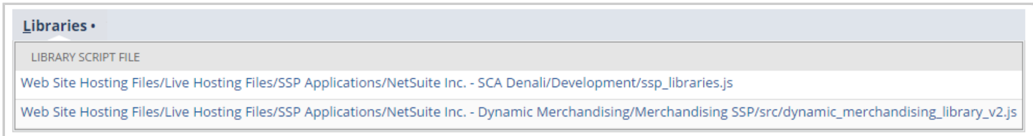
Configure the Reference Implementation

To call Merchandising Rules from your site pages, you must first configure the SuiteCommerce Advanced SSP to include the merchandising script.

To include the Product Merchandising script:

1. Go to Setup > SuiteCommerce Advanced > SSP Applications.
2. Click **Edit** next to the SuiteCommerce Advanced SSP application used for the web site where product merchandising is used. For example, SuiteCommerce Advanced — Dev [version].

3. In the **Libraries** subtab under **Scripts**, click **Add**.
4. Navigate to the path of the dynamic_merchandising_library_v2.js file in the Product Merchandising reference installation.



> **Important:** If you are using a custom ssp application, you will need to define this library for your custom ssp application.

5. Click **Save**.

SuiteCommerce Customer Management

Managing your customers and leads efficiently while making the sign-up process easier for customers is key to the success of your web store. SuiteCommerce lets you adapt your web store to your shoppers' registration preferences, avoiding cart abandonment. You can track customers ' movements and shopping behavior with specific records in NetSuite.

Web Store Registration

Your web store’s registration flow can be customized as required. By default, all new customers who register in your web store and have yet to complete an order are created as Lead records. Using Lead records, you can track potential customers and follow up with specific marketing actions such as email campaigns and promotions to encourage sales and conversion. When a new customer completes an order, the Lead record is converted into a Customer record.

Shoppers may decide not to create a web store account and can proceed as a guest shopper. You can still track their sales activity with a Lead record.

You may want only existing customers to access your web store and provide them with specific login credentials.

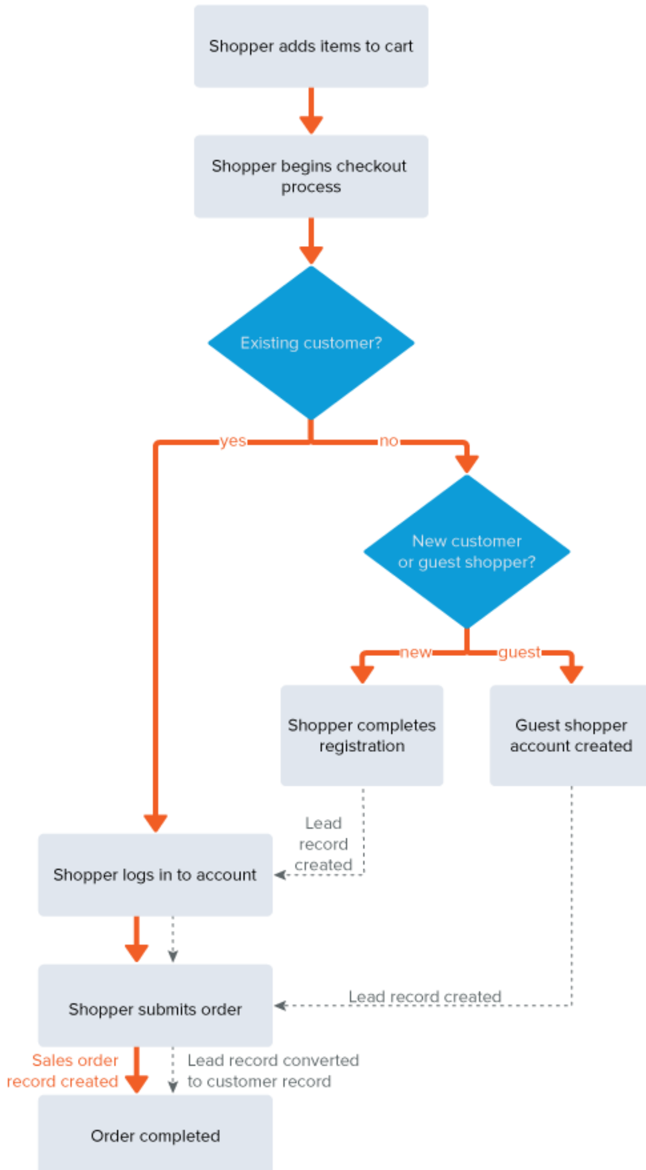
After customers register on your website, the information displayed in the My Account pages can also be customized to adapt to your business requirements. Customers can view their purchase history, request a return, update billing or shipping information, and even create or view an estimate.

Customer Registration Flow

There are 3 ways shoppers can proceed with an order in your web store:

- Guest Shopper
- New Customer
- Existing Customer

Different flows and actions are triggered depending on the type of customer.

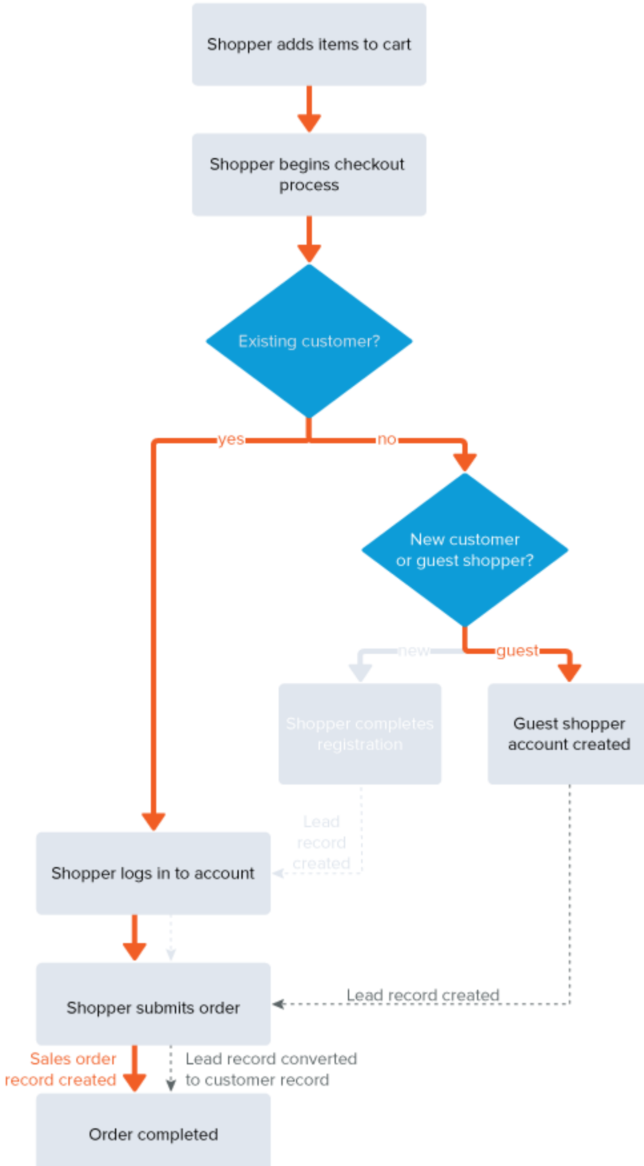


Guest Shopper

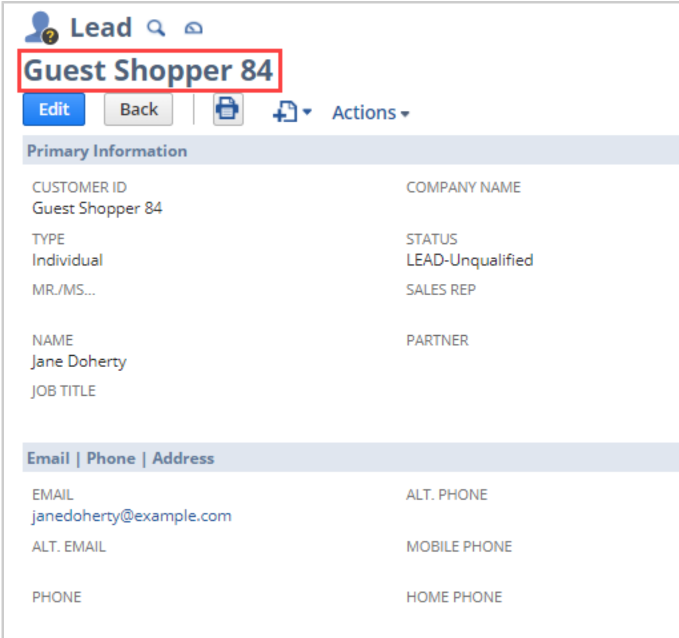
Shoppers can submit an order without having to create a login and password. However, even though the shopper is not logged in, you can track the shopper's movements to determine patterns in shopping behavior and identify sales trends.

To enable the Guest Shopper flow:

1. Go to Setup > SuiteCommerce Advanced > Set Up Web Site.
2. On the **Shopping** subtab, in the **Registration Page** section, set the **Customer Registration Is** field as either **disabled** (for Guest Checkout only) or **optional** (Existing Customer, New or Guest Shopper).
3. Click **Save**.



When shoppers choose to check out as a guest, they must enter a name and an email address in the form that appears so that an order confirmation message can be sent after the order has been completed. The information entered in this form is used to create a Lead record. If you do not use auto-generated numbers, the customer ID is automatically generated as Guest Shopper XY , where XY is a sequential number. This means that if you search for the customer or lead by name, it appears as Guest Shopper XY.



> **Note:** If Customer records in your account use Auto-Generated Numbers, the Customer ID of the Lead record is created using the company's set numbering sequence with New Customer, not as Guest Shopper XY. For more information, see the help topic Set Auto-Generated Numbers.

When the shopper places the order, the Lead record is converted into a Customer record. The sales order that the shopper has just completed appears in the **Sales** subtab of this guest shopper record, in **Transactions**.

If the shopper decides to create an account after completing the order, the existing Customer record is modified to add any additional information provided.

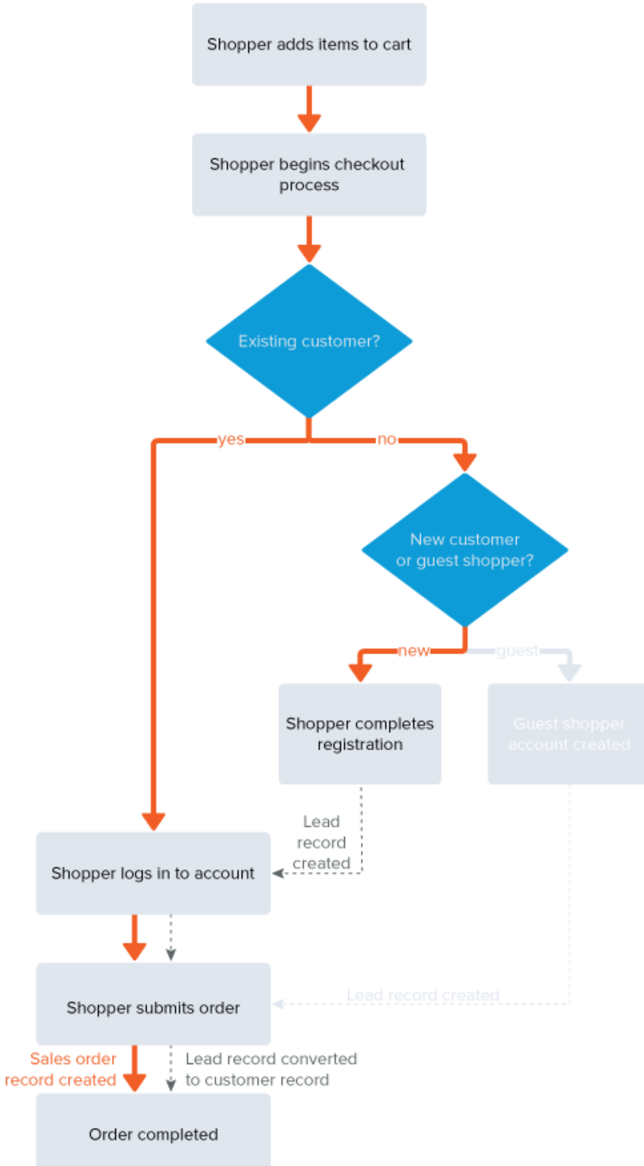
> **Note:** Since no customer-specific record is created, shoppers who choose the guest shopper option need to enter personal information every time they purchase from your web store.

New Customer

The New Customer flow enables shoppers to create an account in the web store. With an account, shoppers can view their purchase history, perform item returns, and configure default shipping and payment options to use when they purchase.

To enable the New Customer flow:

1. Go to Setup > SuiteCommerce Advanced > Set Up Web Site.
2. On the **Shopping** subtab, in the **Registration Page** section, set the **Customer Registration Is** field as either **optional** (for Existing Customer, New Customer or Guest Shopper) or **required** (Existing or New Customer).
3. Click **Save**.



When shoppers register as new customers, a standard registration form containing fields such as First and Last Name, Email Address and Password is displayed.

Using the registration form, customers can opt in or out of email marketing campaigns. For more information about how customer email subscriptions are managed in NetSuite, see the help topic Subscription Management.

When the shopper has submitted the required information, a number of actions are triggered. If **Web Site Duplicate Email Management** is enabled, a check is performed to ensure there is no existing Lead or Customer record with the same email address. If a duplicate Lead or Customer record with the same email address is found, the shopper is notified with an alert message. For more information, see Detect Duplicate Customer Email.

If email duplication detection is not enabled, a new Lead record is created.

Important: If Duplication Detection is disabled, a new Lead record is created every time a shopper registers as a new customer. You should review Lead and Customer records regularly using the Duplicate Detection & Merge feature to detect possible duplicates. For more information, see the help topic Duplicate Record Detection.

The shopper enters a shipping address and a contact phone number, selects the desired delivery method, and enters a payment method. Depending on the checkout flow enabled, the information entered is added to the Lead record either after each step or when the order is submitted. For more information on the checkout flow, see Configure the Checkout Flow.

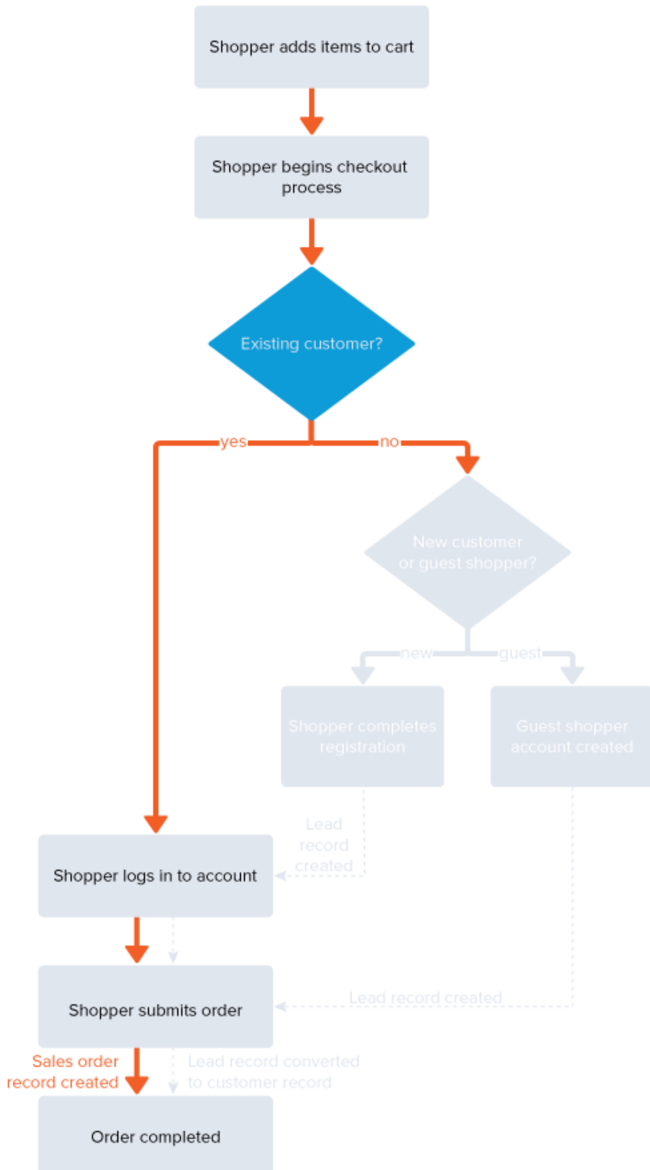
When the shopper places the order, the Lead record is converted into a Customer record. The sales order reference is added to the **Sales** subtab, in **Transactions**.

Existing Customer

In this flow, a Customer record has been created previously, either by the customer or by the Site Administrator. This flow is particularly useful in a B2B scenario where the organization wants to provide partners or customers with login credentials. Information such as shipping and payment information, as well as any special pricing conditions, for example, can be automatically taken from the Customer record.

To enable the Existing Customer flow:

1. Go to Setup > SuiteCommerce Advanced > Set Up Web Site.
2. On the Shopping subtab, in the Registration Page section, set the **Customer Registration Is** field as **optional** (Existing Customer, New or Guest Shopper), **required** (Existing Customer or New) or **existing customer only** (Existing Customer).
3. Click **Save**.



The customer enters the login credentials provided by the website administrator or the email address and password used originally to create the account in the existing customer form.

During checkout, the default shipping address, delivery method and payment method are taken from the Customer record. The customer can optionally edit these default options if required. If any changes are made to shipping, delivery or payment details, the information is updated in the Customer record either after each step (in multi-step checkout) or when the order is submitted.

Since the customer already has a Customer record, no conversion takes place, however the sales order is added to the **Sales** subtab, **Transactions**.

Configure Customer Website Settings

This section provides information on how to set up your web store for customers. It involves a number of steps:

Set up the customer registration flow	Configure Site Registration
Determine specific permissions for customers	Create the Website Customer Center Role
Prevent customers from signing up several times using the same email address	Detect Duplicate Customer Email

Configure Site Registration

To set up your website for customers, you need to determine the registration workflow for your web store. There are four possible site registration scenarios:

- Existing Customer, New Customer or Guest Shopper
- Existing Customer only
- Existing Customer or New Customer
- Guest Shopper only

Depending on the requirements of your business, you may choose one of the various options. For a more detailed description on the various registration flows and their operation, see Customer Registration Flow.

To configure site registration:

1. Go to Setup > SuiteCommerce Advanced > Set Up Web Site.
2. On your Web Site Setup record, click **Edit**.
3. On the **Shopping** subtab, **Registration Page** section, select the desired option in the **Customer Registration Is** field. The options are: disabled, optional, existing customer only, and required.
   - To enable all possible registration flows, select **optional**.
   - To only enable Existing Customer or New Customer registration flows, select **required**.
   - To enable Guest Shopper registration flow only, select **disabled**.
   - To enable Existing Customer registration flow only, select **existing customer only**.

   For more information on the different flows, see Customer Registration Flow.
4. Click **Save**.

> **Note:** If you have multiple websites, you may want to ensure that a customer only has access to a specific site. Customers are assigned to all sites by default. To change this behavior, see the help topic Assign Customers to Websites.

Create the Website Customer Center Role

You should create a specific Customer Center role for your website. The Customer Center role determines the information shown in the My Account section of your website, and the login access permissions given to customers. All new customers are automatically assigned this role when they register.

> **Note:** In the following scenario, the standard Customer Center role is used; however, it is recommended that you customize this role to suit your web store requirements.

To customize the Customer Center role:

1. Go to Setup > Users/Roles > Manage Roles.

2. Click **Customize** next to the Customer Center role.
3. In the **Name** field, enter a name for your custom Customer Center role.

   For example, Website Customer Center.
4. In the **Subsidiaries** field, select the subsidiary your website is associated with.
5. Click the **Permissions** subtab.
   1. On the **Transactions**, **Lists**, and **Setup** subtabs, click the name of the task for which you want to change access.
   2. In the **Level** column, adjust the permission level for the task.

      For example, to prevent customers from generating statements from their My Account page, change the value from **Create** to **None**.
   3. Click **OK**.
6. Click the **Forms** subtab. On Transaction and CRM, check the box in the Preferred column next to the form.
7. Click **Save** to create the custom role.

The table below gives some of the permissions available for the standard Customer Center and their impact on your website's My Account section. The default permission level for the standard Customer Center is given. For a full list of the standard role permissions defined for the Customer Center, read the help topic Standard Roles Permissions Table.

Transaction subtab

Permission	Standard Customer Center permission	Action in My Account
Estimate	View	Customers can view quotes created by their sales representative in My Account.
Generate Statements	Create	Customers can print a statement that lists all transactions, including invoices, credit memos and payments, for a given date range.
Invoice	View	Customers can view their invoice history.
Return Authorization	Create	Customers can request item return directly from My Account.
Sales Order	Edit	Customers can view their purchase history in My Account.

Lists subtab

Permission	Standard Customer Center Permission	Action in My Account
Issues	View	If you have set up Issue Management, customers can view issues and their status.
Cases	Edit	If you have set up Support Management, customers can view cases and their current status.

For more detailed information on configuring the Customer Center role to suit your requirements, see the help topic Customizing the Customer Center Role.

To set the default customer role for your website:

1. Go to Setup > Company > General Preferences.

2. In the **Default Role for New Customers** field, select the newly customized Website Customer Center role.
3. Click **Save**.

Detect Duplicate Customer Email

The Website Duplicate Email Detection feature prevents web store shoppers from creating duplicate customer accounts on your website. This feature detects duplicate email addresses when a customer chooses to register for an account. If a duplicate email address is detected, the customer is notified with an alert message, but the web store checkout workflow can proceed.

To set up duplicate email management for your website:

1. Enable the feature.
    a. Go to Setup > Company > Enable Features.
    b. On the Web Presence subtab, check the box next to **Web Site Duplicate Email Management**.
    c. Agree to the terms of service.

    > **Warning:** This feature potentially allows an attacker to enter numerous test email addresses to build up a list of registered site users. The NetSuite security recommendation is to mitigate this risk by installing a CAPTCHA control or another program that slows down the registration process on your website. To enable the feature, you must agree to a Terms of Service statement that you understand and accept this risk.

    d. Click **Save**.
2. Go to Setup > Company > General Preferences.
3. Under **Web Site Duplicate Email Management**, select **Enable Duplicate Detection**.
4. Click **Save**.

After you enable website duplicate email detection, shoppers cannot sign up for a customer account with an email address that belongs to an existing customer. If a duplicate email address is detected, the shopper can either register with a new email address or reset the password for their customer account. In OneWorld accounts, shoppers are not allowed to register with an email address that is already assigned to an existing customer in the same subsidiary.

Exceptions to Duplicate Website Email Detection

Duplicate customer email management only affects customer registration on your website. Note the following cases when the system does not block the customer from entering a duplicate email address.

Duplicate email addresses are allowed in the following cases:

- PayPal Express Checkout.
- Contacts with web store access using the same email address as the associated Customer.
- Customers in a OneWorld account who register in different subsidiaries. (They are only blocked from signing up with the same email address in the same subsidiary.)
- Customers and Leads without web store access, such as in guest checkout. (A new Anonymous or Default Customer record is created with each guest checkout. Duplicate email addresses are not blocked.)

Customize the Error Message Shown when a Duplicate Email Address is Detected

You can customize the error message that is displayed to the shopper when a duplicate email address is detected. Shoppers who try to register with an existing email address are shown an error message indicating that the email address is already in use. The error message that is displayed by default prompts the customer to log in with the original password or enter a different email address. You can customize the message that notifies the shopper of the duplicate email address.

To customize the alert message for duplicate website email detection:

1. Go to Setup > SuiteCommerce Advanced > Customize Text.

   > **Note:** Refer to Using Web Site Text Groups for general instructions on working with the **Customize Web Site Text** user interface.

2. Click on the Error Messages subtab.

   The **Default Text** column displays the default value for each block of text that appears in the web store. The blank fields in the **Customization** column are for your customized changes to the existing text. The **Description** column provides more information about some of the fields.

3. Use the browser search to find the following block of text on the page. You can modify the text of the alert message that customers see when they try to register on your website with an email address that already exists:

   ```
   You registered as a new customer, but a customer already exists with the email, {1}. Please log
    in with the original password, or enter a different email address.
   ```

   > **Note:** The variable in the message, {1}, is replaced with the duplicate email address.

4. Copy the HTML in the **Default Text** column, make your changes, and then paste your customized HTML in the **Customization** column.
5. Click **Save**.

Customize Customer Registration Communications

The registration process is a key point of contact in the shopping cycle. Reaching out to customers in a language they understand is important for encouraging lead conversion and increased sales. SuiteCommerce lets you customize the email templates used during the registration process so that you can personalize the shopping experience and process leads more efficiently.

Registration Confirmation Template

When a new customer has completed registration on the website, an email message is sent that confirms customer registration. The template used for this email message can be customized. For more information on customizing the default email template for registration confirmation, see Registration Confirmation Email Messages.

Communications

Applies to: SuiteCommerce Web Stores

Communications are a key part of your marketing strategy and aim to optimize customer engagement. SuiteCommerce lets you personalize your messages, so that your communications achieve the maximum effect and build brand awareness.

You can:

- Create custom templates to be used for email communications from your website
- Choose the default template to be used for different communication types, such as order status emails, password recovery emails, and checkout error alerts
- Determine the sender address for email communications
- Manage the shopper’s subscription status for newsletters
- Add social sharing capabilities to your website

Email Management

Applies to: SuiteCommerce Web Stores

There are a number of tasks you can perform to manage customer email communication. Refer to the following topics for detailed information.

- Web Site Email Preferences
- Templates for Web Store Email Messages
- Change Email Address

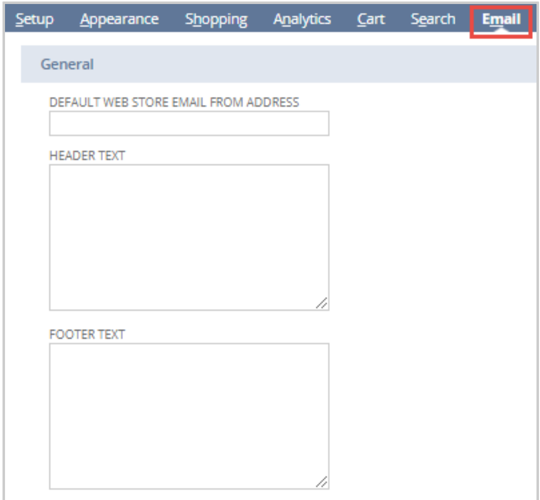
Web Site Email Preferences

On the Web Site Setup page, you can set preferences for sending email messages for SuiteCommerce sites. If you use the Multiple Web Sites feature, you can set preferences and select different email message templates for each site.

For more information about customizing email messages sent from the web store, see Templates for Web Store Email Messages.

To set preferences for email messages sent from your web site:

1. Go to Setup > SuiteCommerce Advanced > Set Up Web Site.
2. If you use the Multiple Web Sites feature, click **Edit** next to a web site.
3. Click the **Email** subtab.



4. (Optional) In the **Default Web Store Email From** field, enter the email address that you want to show in the From field when email notification messages are sent to web site customers.

> **Note:** This address is only used if you leave the **Email From Address** field blank on any of the email template settings.

5. (Optional) Enter the text you want to appear at the top and at the bottom of order received email messages in the **Header Text** and **Footer Text** fields.

> **Note:** This only applies if you use the Customize Web Site Text page to generate the content for web store email messages.

   If you create a web store email template, then you can control the content in the header and footer using the **<NLEMAILHEADER>** and **<NLEMAILFOOTER>** tags inside the template. For more information, see Templates for Web Store Email Messages.

6. You can set preferences and select web store email message templates on each of the subtabs displayed on the page. See Select Email Templates for your Web Site, for a complete list of the preferences and settings available.
7. After you have set your preferences, click **Save**.

Select Email Templates for your Web Site

On the Web Site Setup page, use the subtabs on the Email tab to set preferences and to choose templates for each type of web store email message:

- Order Emails
- Digital Delivery Emails
- Other Emails
- Customize Text Group Emails

Order Emails

Here you can set preferences for email messages generated at each stage of a web order: Order Received, Order Approved, Order Canceled, and Order Fulfilled.

Preference	Description
Send email	Check this box in the appropriate section to send an email message to customers when an order is received, approved, canceled or fulfilled.
Email From Address	Enter the email address that should show in the From field when email messages are sent to web store customers.
BCC Order Received Emails	Check this box to receive copies of the message sent to your customers when an order is successfully submitted on your website.
Email To	If you checked the BCC Received Email box, enter the email address where you want to send copies of the order received message. You can enter more than one address separated by a comma.
Select an Email Template	Select an email template in this section. If you use multiple languages in your site, you can choose an email template for each language. Click the plus icon to create a new template, or click the edit icon to change a template you select in this field.

Digital Delivery Emails

Here you can set preferences for email messages generated when a customer submits an order for a download item or gift certificate.

Preference	Description
Send email	Check this box in each section to send an email message to customers.
Email From Address	Enter the email address that should show in the From field on email messages.
BCC Gift Certificate Emails	Check this box to receive copies of the message sent to your customers when a gift certificate is purchased on your website. **Note:** On the digital delivery subtab, you only have the option to BCC gift certificate email messages.
Email To	If you checked the BCC Gift Certificate Emails box, enter the email address where you want to send copies of the gift certificate message. You can enter more than one address separated by a comma.
Select an Email Template	Select an email template in this section. If you use multiple languages in your site, you can choose an email template for each language. Click the plus icon to create a new template, or click the edit icon to change a template you select in this field.

Other Emails

You can use the Other Emails subtab to setup the email notifications below:

- Checkout Error Alerts
- Web Store Password Recovery Email Messages
- Registration Confirmation Email Messages
- Customize Text Group Emails

Checkout Error Alerts

You can receive alerts if an order is not submitted because of an error that occurred at checkout.

Email alerts sent to you, include a ticket number that refers to the error logged in NetSuite. If you are receiving several alerts, please contact NetSuite Customer Support with these ticket numbers to expedite a resolution.

Preference	Description
Send email	Check this box to accept email alerts if a customer is unable to submit an order because an error was logged from your web site.
Email From Address	Enter the email address that should show in the **From** field when error alert messages are sent to you from NetSuite. You can use this field to filter the alert messages you receive. For example, this can be useful if you choose to forward error alerts to your mobile phone.
Email To	Enter the email address where you want to receive web store alert messages. You can enter multiple email addresses separated by commas.
Select an Email Template	Select an email template in this section. If you use multiple languages in your site, you can choose an email template for each language. Click the plus icon to create a new template, or click the edit icon to change the template you selected in this field.

Web Store Password Recovery Email Messages

You can customize the password recovery email message delivered when web store customers want to reset the passwords they use to login on your web site. By creating a custom email template specifically for password recovery purposes, you can apply the same company branding that you apply to other messages customers receive from your site.

Note: The password recovery link expires in one hour.

To create an email message for password recovery:

1. Go to Documents > Templates > Web Site Email Templates.
2. Create a template for the email message you want to send to web store customers.
3. Include the tag, **<NLRECOVERYPASSWORDURL>**.
4. Click **Save**.
5. Go to Setup > SuiteCommerce Advanced /Site Builder > Set Up Web Site.
6. Click the **Other Emails** subtab.
7. Check the **Send Email** box in the Password Recovery section.
8. Select the web site email template you created in Step 2.
9. Click **Save**.

The table below describes each of the preferences available for your password recovery email message.

Preference	Description
Send email	Check this box to send an email message when a customer on your site makes a request to reset a password.
Email From Address	Enter the email address that should show in the **From** field when a password recovery email message is sent from your web store.
Select an Email Template	Select an email template in this section. If you use multiple languages in your site, you can choose an email template for each language.

Preference	Description
	Click the plus icon to create a new template, or click the edit icon to change the template you selected in this field.

Registration Confirmation Email Messages

To view or customize the default email template, go to Setup > Company > System Email Templates. By customizing the system email template, you can apply your company branding to the email message. The following table shows preferences that are available on the Web Site Setup Page.

Preference	Description
Send email	Check this box to send a registration confirmation email message to customers who sign up on your website.
Email From Address	Enter the email address you want to show in the From field when email messages are sent to web store customers. If you operate multiple sites, you can enter a different address for each site.
BCC Registration Confirmation Email	Check this box to send a blind copy of the registration confirmation email message to administrators or employees.
Email To	Enter an email address to receive a blind copy of the registration confirmation email message. You can enter more than one email address separated by commas.
Select a System Email Template	In this field, select the **Standard Web Site Registration Confirmation** or the email template you want to send. **Note:** To create or edit templates, go to Setup > Company > System Email Templates and create a template in the **Web Site Other Notifications** category.

Customize Text Group Emails

The preferences below are useful only when you create the content for web store order received email messages on the Customize Web Site Text page. For more information, see Templates for Web Store Email Messages.

Preference	Description
Display Order Tracking Link	Check this box to display the order tracking link in order received email messages sent to your customers. Customers can click this link to login to the Customer Center and check the status of their orders.
Display Billing Address	Check this box to display your customers' billing addresses in order received email messages.

Templates for Web Store Email Messages

You can create an email template to customize email messages sent from your web store. Create a different email template for each language supported on your web site. If you use the Multiple Web Sites feature, you can create different email templates for different sites.

You have the option to use the Text Editor to create your email template directly on the screen, or you can create an HTML file outside of NetSuite, and then attach it here. The email template editor supports Attribute tags and a set of web site tags specifically designed to include key information, such as customer name and order reference number, in your email templates.

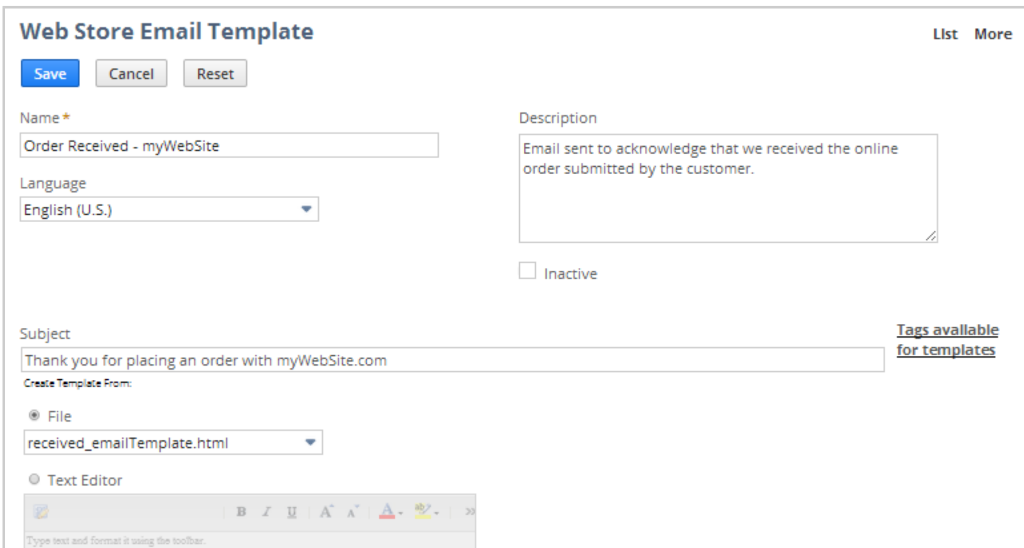
After creating a web store email template, you must go to the Web Site Setup page to set preferences and to associate the email template with the appropriate email message type. If you operate multiple web sites you can use the Web Site Setup page to associate email templates with different sites.

If you choose not to create email templates, all the content used in email messages comes from the Email subtab on the Customize Web Site Text page at Setup > SuiteCommerce Advanced > Customize Text. For more information, see the help topic Customizing Website Text.

To create email templates for messages sent from the web store:

1. Go to Documents > Templates > Web Store Email Templates
2. Click **New**.
3. Enter a name for the email template. In the Name field, include the email type and the language for which you plan to use the template.

   If you use multiple web sites, include the name of the site with which you plan to associate the email template. For example, **Order Received - English - MyWebSite**. This name is not visible to customers receiving email messages.

4. (Optional) Select a **Language** to associate with the template. Note that translation does not happen automatically. Use the language field to sort multiple email templates if you use multiple languages on your web store.
5. (Optional) Add a **Description** for the message.
6. In the **Subject** field, enter the text you want to display in the email subject line. Note that the email subject line only supports tags for: Customer name, your company name, the order number and the date and time. For more information, see Tags Available for Web Store Email Templates.

   > **Note:** Tags used in web store email templates are supported in both Site Builder and SuiteCommerce Advanced.

7. Create the email template. You can choose whether to upload a file that you have prepared outside of NetSuite, or create the template in the Text Editor.
   - Choose **File**, and then select the template file, if you have created the template outside of NetSuite. Select **New** if you have not already uploaded your template file to the file cabinet. For best results, use UTF-8 encoding for the characters in your email template.

- Choose **Text Editor** if you have not yet created your template. Compose your template in the rich text field, or click the icon in the left corner to use HTML.

  See Tags Available for Web Store Email Templates to view a list of web site tags designed to access commonly used fields.

8. After you finish creating the template, click **Save**.

Next, go to the Web Site Setup page to select an email template for your web store. For more information, see Web Site Email Preferences.

Tags Available for Web Store Email Templates

All the tags listed below are supported in the Text Editor field on the Web Store Email Templates page and in template files you create and attach there. In the table below, tags are listed under each email template type. For more information about each email message type, see Select Email Templates for your Web Site.

> **Important:** The email subject line only supports tags for: Customer name, your company name, the order number and the date and time. Tags used in web store email templates are supported in both Site Builder and SuiteCommerce Advanced.

Find the type of email message you are working with in the table below. Note that some tags can be used only for certain types of email templates. For example, Order Received Messages support tags for billing address and date and time.

Email Type/Tag Description	Tag Name
Order Received Messages	
Billing address	<NLBILLADDRESS>
Date and Time	<NLCURRENTDATE>
Customer center link	<NLCUSTCENTERLINK>
Customer name	<NLCUSTOMERNAME>
Customer email	<NLEMAIL>
Email footer	<NLEMAILFOOTER>
Email header	<NLEMAILHEADER>
Item list table	<NLITEMLIST>
Order confirmation number	<NLORDERCONFIRMATIONNUMBER>
Order tracking message	<NLORDERTRACKING>
Shipping address	<NLSHIPADDRESS>
Shipping method	<NLSHIPMETHOD>
Link to your store	<NLSTORELINK>
Your company name	<NLUSERCOMPANYNAME>
Order Approved, Fulfilled, and Canceled Messages	
Date and Time	<NLCURRENTDATE>
Customer center link	<NLCUSTCENTERLINK>
Customer name	<NLCUSTOMERNAME>

Email Type/Tag Description	Tag Name
Customer email	<NLEMAIL>
Email footer	<NLEMAILFOOTER>
Email header	<NLEMAILHEADER>
Item list table	<NLITEMLIST>
Order confirmation number	<NLORDERCONFIRMATIONNUMBER>
Order tracking message	<NLORDERTRACKING>
Link to your store	<NLSTORELINK>
Your company name	<NLUSERCOMPANYNAME>
File Download and Licence Code Messages	
Date and Time	<NLCURRENTDATE>
Customer name	<NLCUSTOMERNAME>
Customer download center link	<NLDOWNLOADLINK>
Email footer	<NLEMAILFOOTER>
Email header	<NLEMAILHEADER>
License code list	<NLDOWNLOADLICENSES>
Order confirmation number	<NLORDERCONFIRMATIONNUMBER>
Link to your store	<NLSTORELINK>
Your company name	<NLUSERCOMPANYNAME>
Gift Certificate Notification Messages	
Date and Time	<NLCURRENTDATE>
Customer name	<NLCUSTOMERNAME>
Customer email	<NLEMAIL>
Email footer	<NLEMAILFOOTER>
Email header	<NLEMAILHEADER>
Gift certificate amount	<NLGIFTCERTAMOUNT>
Gift certificate expiration date **Note:** If an expiration date does not exist on a particular gift certificate, the tag displays a message that the gift certificate does not expire.	<NLGIFTCERTEXPDATE>
Gift certificate message	<NLGIFTCERTMESSAGE>
Gift cert redemption number	<NLGIFTCERTREDEMPTIONNUM>
Gift certificate sender	<NLGIFTCERTSENDER>
Order confirmation number	<NLORDERCONFIRMATIONNUMBER>
Gift certificate recipient name	<NLRECIPIENTNAME>
Your company name	<NLUSERCOMPANYNAME>

Email Type/Tag Description	Tag Name
Checkout Error Messages	
Cart contents	<NLCARTCONTENTS>
Date and Time	<NLCURRENTDATE>
Customer name	<NLCUSTOMERNAME>
Customer email	<NLEMAIL>
Email footer	<NLEMAILFOOTER>
Email header	<NLEMAILHEADER>
Error ticket number	<NLERRORTICKET>
Your company name	<NLUSERCOMPANYNAME>
Password Recovery Messages	
Password recovery URL	<NLRECOVERYPASSWORDURL>

Change Email Address

Applies to: SuiteCommerce Advanced | Kilimanjaro | Aconcagua

With SuiteCommerce Advanced and Site Builder extensions, users can change their registered email address in the My Account application on the Profile Information page. Once a user submits the change request, they receive emails to confirm the change. When the user clicks the confirmation link, a confirmation message is displayed within the login/checkout screen.

Note the following default behavior:

- Once a user submits an email change request, two confirmation emails are generated as follows:
  - **Sent to original email**: this email informs the user that a new email address has been requested with instructions to contact the site if they believe the message is generated in error.
  - **Sent to new email**: this email contains a confirmation link. When the user clicks the confirmation link for the new email address, they must be logged in with their original email one last time before the email change is complete.
- Email changes can be audited on the Customer record at System Information > System Notes. The Change to the email field is recorded with the old and new values.
- The email communicaton generated for users when they request a change of email are security-sensitive. Therefore, these emails are not recorded in the communication tab of the Customer record. Only the owner of the email address is sent the communication.
- Expiration dates for the confirmation are displayed in the confirmation emails. A user can resubmit a request at any time to generate new confirmation emails.
- The confirmation emails are system generated emails and cannot be customized.
- Users can continue to login with their current email address and password until the new email address is verified.

> **Note:** This feature is available by default in the Kilimanjaro release of SuiteCommerce Advanced. For instructions on backporting the feature to previous releases of SuiteCommerce Advanced, see the help topic Change Email Address Patch.

Newsletter

Applies to: SuiteCommerce Advanced | Vinson | Elbrus | Kilimanjaro | Aconcagua

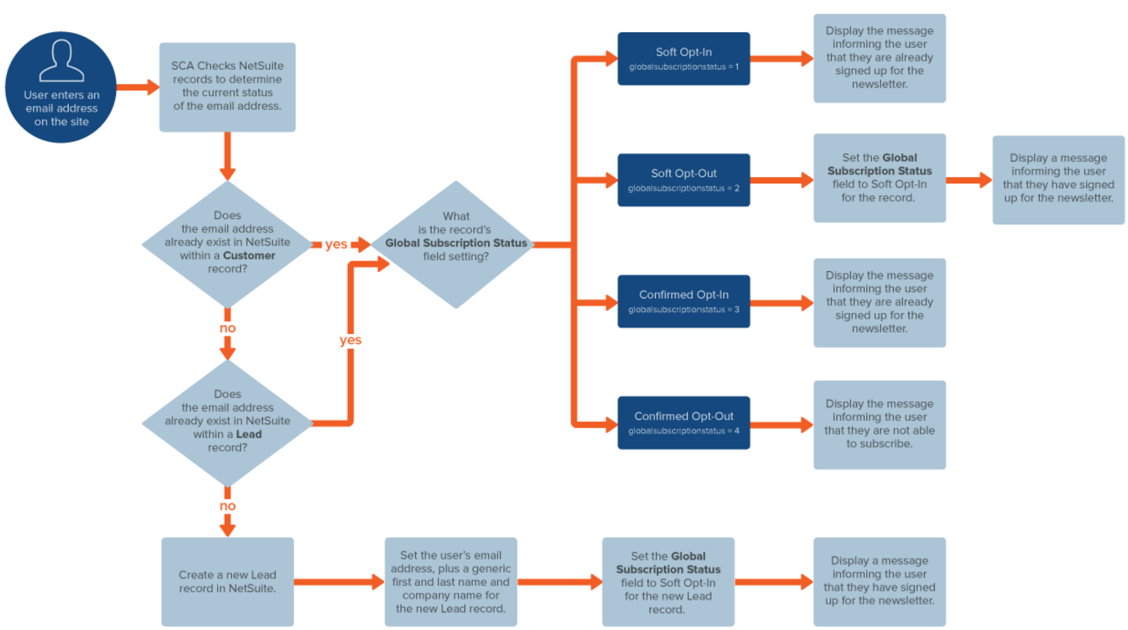
Newsletter lets you manage email subscription status to an established email marketing campaign. SuiteCommerce uses the SuiteScript API to validate the email address entered against any existing NetSuite Customer or Lead records with a matching address. For each newsletter subscriber, SuiteCommerce updates the NetSuite Customer record for users who are existing customers or creates a new Lead record for new users.

- Your site displays a newsletter sign up link in the site's footer.
- SCA sets new subscribers to a Soft Opt-In status.
- Your site displays a confirmation message after the user signs up.

> **Note:** This is an email subscription opt-in feature only. It is not a marketing campaign or content management tool. After users opt in, it is the merchant's responsibility to manage subscriptions for each Lead or Customer record.
>
> For detailed information on creating and managing an email marketing campaign using NetSuite, see the help topic Email Marketing Campaigns.

The Email Subscription Process

The following diagram describes the email subscription process:



When a user signs up for a newsletter and enters an email address, the backend model uses the SuiteScript API to return any existing Customer or Lead records from NetSuite that contain a matching address.

If the address already exists within a Customer or Lead record, SCA checks each returned record's **Global Subscription Status** field, which is set to one of the following statuses. This field's current status determines what happens next.

- **Soft Opt-In** (globalSubscriptionStatus = 1): This is the preferred status. No records get updated. The site displays a message informing the user that they are already subscribed.
- **Soft Opt-Out** (globalSubscriptionStatus = 2): The **Global Subscription Status** field updates to Soft Opt-In (globalSubscriptionStatus = 1). The site displays a message informing the user that they have signed up for the newsletter.
- **Confirmed Opt-In** (globalSubscriptionStatus = 3): No records get updated. The site displays a message informing the user that they are already subscribed.
- **Confirmed Opt-Out** (globalSubscriptionStatus = 4): No records get updated. The site displays a message informing the user that they cannot sign up for the newsletter.

> **Note:** These checks occur for all matching records. The preferred record is the Customer record, so if the SuiteScript API returns both matching Customer and Lead records, SCA only updates the Customer records. SCA only updates matching Lead records if no Customer records get returned. For a description of what these statuses mean, see the help topic Subscription Management.

If no Customer or Lead records exist with a matching address, SCA creates a new Lead record and sets the **Global Subscription Status** field to Soft Opt-In. SCA then uses a configurable generic lead name and company name defaults to populate the record's required **Name** or **Company Name** fields. The site then displays a message informing the user that they have signed up for the newsletter.

Set Up NetSuite

SuiteCommerce Advanced leverages NetSuite's elevated permissions feature to enable email subscriptions for your site. Perform the following tasks to set up this feature:

- Enable subscriptions
- Create a custom center
- Create a custom role
- Set up elevated permissions for the Newsletter.Service.ss file

To enable subscriptions:

1. In NetSuite, go to Setup > Company > Enable Features > CRM tab.
2. In the Basic Features section, check the **Marketing Automation** option. This enables the Global Subscription Status in Customer and Lead records.
3. In the Marketing section, check the **Subscription Categories** and **Sales Campaigns** options. This enable these campaigns.
4. Click **Save**.

To create a custom center:

1. In NetSuite, go to Customization > Centers and Tabs > Centers > New.

2. In the **Label** field, enter any string to label your new center.

   For example: Custom Employee Center.

3. Save the record.

To create a custom role:

1. In NetSuite, go to Setup > Users/Roles > Manage Roles > New.
2. In the **Name** field, enter a name for your new custom role.

   For example: Custom Newsletter.

   You select this name when assigning elevated permissions in the Service File record.

3. In the **Center Type** field, select the custom center you created earlier.

   For example: Custom Employee Center.

4. Click the **Permissions** and **Lists** subtabs.
5. Set the Level for the **Customers** permission to Edit.
6. Save the record.

To set Elevated Permissions for the service file record:

> **Note:** The elevated permission is linked to the Newsletter.Service.ss file. Therefore, you must set up the permissions for each deploy location (test site, production site, etc.) as necessary.

1. In NetSuite, go to Documents > Files > File Cabinet.
2. Browse to Web Site Hosting Files > Live Hosting Files > SSP Applications > [Applicable Bundle Folder] > Development > services.
3. Click **Edit** next to the Newsletter.Service.ss file.
4. In the File record, check the **Available without login** option.
5. Click the **Permission** subtab.
6. Check the **Enabled** option.
7. In the **Execute as role** field, choose the custom role you created earlier.

   For example: Custom Newsletter.

8. Check the **Run Script Without Login** option.
9. Save the record.

Configure Feature Properties

When a user submits an email address for a newsletter and the SuiteScript API fails to return any matching Customer or Lead records, SuiteCommerce Advanced creates a new Lead record in NetSuite. SuiteCommerce Advanced creates a new Lead record in NetSuite, using the Standard Customer Form as a default. SCA then sets this new record's **Global Subscription Status** field to Soft Opt-In. However, NetSuite requires populating a new record's **Name** and **Company** fields.

To meet this requirement, SCA adds a generic first name, last name, and company name each time it creates a new Lead record. You configure the default values for these fields using the SuiteCommerce Configuration record.

To configure properties for the Newsletter feature:

1. Select the domain to configure at Setup > SuiteCommerce Advanced > Configuration.
2. In the SuiteCommerce Configuration record, navigate to the **Shopping** tab and the **Newsletter** subtab. See the help topic Newsletter Subtab for details.
3. Set feature properties as required.
4. Save the Configuration record.

Disable Newsletter

To disable the Newsletter feature:

1. Open the distro.json file in the root directory of the SuiteCommerce Advanced source code.
2. Search for and remove or disable any lines that include **Newsletter** within the distro.json file, where `x.x.x` equals the version.

   For example:

   ```
   "suitecommerce/Newsletter": "x.x.x",

   "Newsletter.ServiceController",

   "Newsletter"
   ```

3. Save and redeploy the distro.json file.

Social Media

Applies to: SuiteCommerce Web Stores

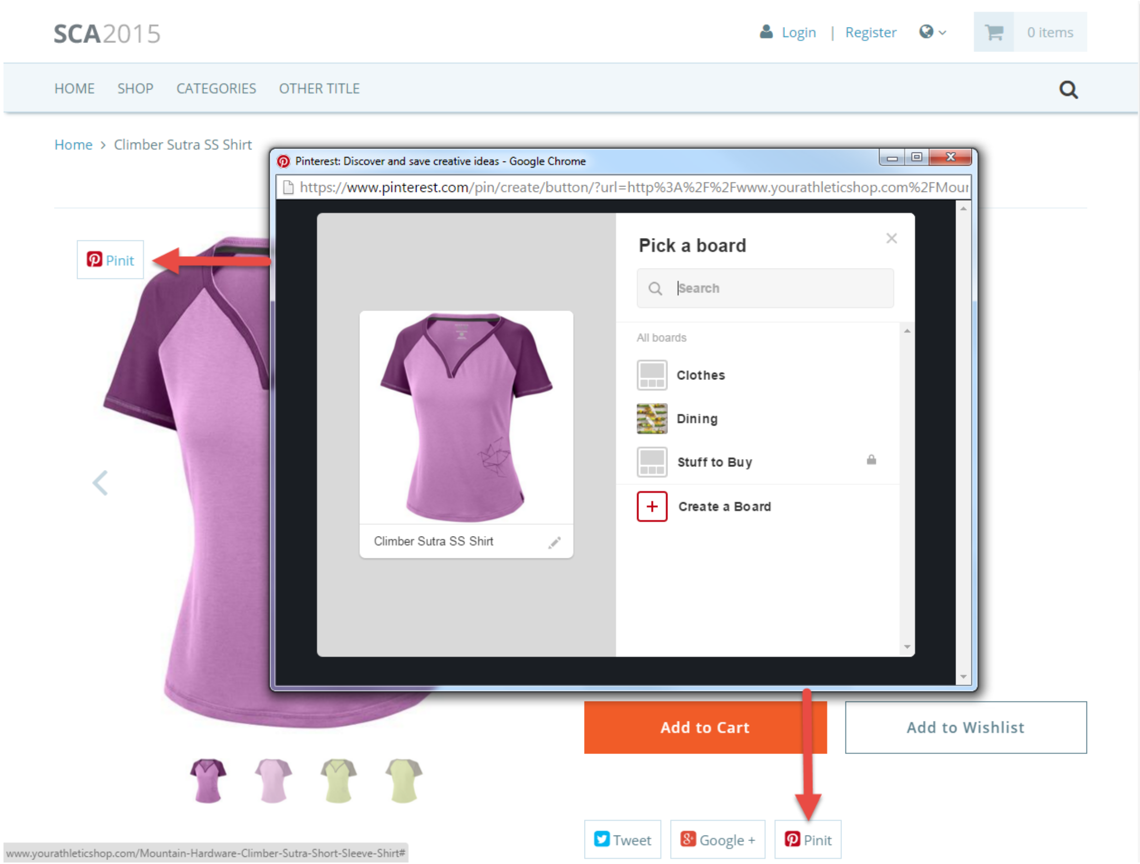
SuiteCommerce Advanced lets you add a social dimension to your website by incorporating social media share buttons on your product detail pages. Drive more traffic to your website and offer shoppers a richer experience by letting them share items with their favorite social networks.

You can add:

- Pinterest product rich pins that are automatically populated with key item details such as product image, pricing, and availability
- Twitter cards that enable consumers to attach rich photos, videos and media experiences of your products to Tweets
- Facebook Share buttons so that shoppers can share their favorite products with their friends on their timeline or via Facebook Message

Pinterest

SuiteCommerce Advanced supports Product Rich Pins from Pinterest in the product details page. By default, shoppers can point to an image and then click the Pinterest icon or click the Pinterest button in the cart details region. The Pinterest entry automatically populates with item details such as the product image, pricing, or availability.



The data collection method used for Pinterest is Open Graph semantic markup. With this method, product metadata is included in the HTML header of the product page. The following metadata tag mappings for Pinterest are defined in the `SC.Shopping.Configuration.js` file in the ShoppingApplication@x.x.x module:

```
metaTagMapping: {
         // [Open Graph](http://ogp.me/)
         'og:title': seo_title
      ,  'og:type': seo_type
      ,  'og:url': seo_url
      ,  'og:image': seo_image
      ,  'og:site_name': seo_site_name
      ,  'og:description': seo_description
      ,  'og:provider_name': seo_provider_name
      ,  'og:price:standard_amount': seo_price_standard_amount
      ,  'og:price:currency': seo_price_currency
      ,  'og:availability': seo_availability
```

For more information and details on supported fields, refer to the Pinterest developer documentation at Pinterest Rich Pins Overview.

The following screenshot shows Open Graph data collected in the HTML header output.

```
<meta property="og:title" content="Topout Shorts">
<meta property="og:type" content="product">
<meta property="og:url" content="http://coolsuite.com/product/426">
<meta property="og:image" content="http://coolsuite.com/Images/TopoutShorts_01.jpg?
resizeid=5&resizeh=150&resizew=150">
<meta property="og:site_name" content="CoolSuite">
<meta property="og:description" content="Our popular, classically-styled hiking short is better than ever.
The Canyon Short remains a favorite with its timeless combination of comfort, performance and attention to
detail. The seams at the hip have been rotated away so they'll never pinch under a pack. The integrated
webbing belt adjusts easily. UPF 50 fabric blocks out UV rays.">
<meta property="og:provider_name" content="CoolSuite">
<meta property="og:price:standard_amount" content="24.99">
<meta property="og:price:currency" content="USD">
<meta property="og:availability" content="InStock">
```

Configure Pinterest

You can edit Pinterest settings by creating a custom ShoppingApplication@x.x.x module and making your changes to the `SC.Shopping.Configuration.js` file. You can enable Pin It Hover or the Pin It button or both options. Other configuration options are available as shown in the following code snippet. For detailed instructions on creating a custom SuiteCommerce Advanced Module see the help topic Customize and Extend Core SuiteCommerce Advanced Modules in the SuiteCommerce Advanced Developer's Guide

```
    // hover_pin_it_buttons
,   hover_pin_it_button: {
      enable_pin_it_hover: true
    ,   enable_pin_it_button: true
    ,   image_size: 'main' // Select resize id to show on Pintrest
    ,   popupOptions: {
          status: 'no'
        ,   resizable: 'yes'
        ,   scrollbars: 'yes'
        ,   personalbar: 'no'
        ,   directories: 'no'
        ,   location: 'no'
        ,   toolbar: 'no'
        ,   menubar: 'no'
        ,   width: '680'
        ,   height: '300'
        ,   left: '0'
        ,   top: '0'
        }
    }
```

Important: Within the `SC.Shopping.Configuration.JS` file, there is also a Pinterest setting within the `addThis.servicesToShow` function. Enable Pinterest using the `hover_pin_it_button` function instead of the `addThis.servicesToShow` function. Due to the single page configuration of SuiteCommerceAdvanced, enabling Pinterest from the `addThis` function can result in incorrect product information displayed in the users Pinterest board.

Validate Rich Pins

You must validate your rich pins and apply to have Pinterest enable them. To validate your Pinterest Rich Pins, use the Rich Pins Validator tool on the Pinterest developer's site. To use this tool, enter the

URL for the product to test. The validator returns a success or error message. If the test is successful, the validator displays the item details that are used for pinning that product.

After the pin is validated, you must click the **Apply now** button to verify your domain. The domain field will be automatically populated with your domain. After your domain is verified, your pins will show on Pinterest within the hour.

> **Note:** You need to validate and click the apply button for only one link on your site. This validation applies to all pins on your site.

Twitter Product Cards

SuiteCommerce Advanced supports Twitter Product Cards which enable shoppers to attach media experiences to Tweets that link to product detail pages. Shoppers can Tweet your products by clicking the Twitter button on the product details page and a card visible to all of their followers is automatically added to their Tweet. This Card can show item details including an image, a description, and two other key item details such as price, availability, sizes or colors.

For more information on Twitter Product Cards see Product Cards.

Configure Twitter Product Cards

Follow the correct configuration procedures below, depending on the version of SuiteCommerce Advanced you are implementing. For information on configurable properties, regardless of your implementation, see the help topic Configuration Properties Reference.

Required Twitter Product Cards properties are automatically configured within the `SC.Shopping.Configuration.JS` file in the ShoppingApplication module. These include product details such as title, description, and image:

```
	// [Twitter Product Card](https://dev.twitter.com/docs/cards/types/product-card)
,	'twitter:card': seo_type
,	'twitter:site': seo_twitter_site
,	'twitter:creator': seo_twitter_creator
,	'twitter:title': seo_title
,	'twitter:description': seo_twitter_description
,	'twitter:image:src': seo_image
,	'twitter:domain': seo_domain
,	'twitter:data1': seo_twitter_price
,	'twitter:label1': seo_twitter_label_one
,	'twitter:data2': seo_availability
,	'twitter:label2': seo_twitter_label_two
```

The following screenshot shows the Twitter data collected in the HTML header output.

```
<meta property="twitter:card" content="product">
<meta property="twitter:site" content="@YourAthleticSho">
<meta property="twitter:creator" content="@fedmun">
<meta property="twitter:title" content="Trekkin Thermal Henley Shirt">
<meta property="twitter:description" content="A performance twist on a classic. We designed
this shirt to combine the look and comfort of a classic long underwear top....">
<meta property="twitter:image:src" content="http://coolsuite.com/Images/Trekkin-Thermal-
Henley-Shirt_01.jpg?resizeid=5&resizeh=150&resizew=150">
<meta property="twitter:domain" content="http://coolsuite.com">
<meta property="twitter:data1" content="$49.99 USD">
<meta property="twitter:label1" content="PRICE">
<meta property="twitter:data2" content="InStock">
<meta property="twitter:label2" content="AVAILABILITY">
```

In addition to the required card properties Twitter Product Cards support two custom data types. By default, these are configured to return the item price and item availability. It is recommended that you keep the default configuration for these properties.

To disable Twitter Product Cards create a custom ShoppingApplication module and edit `SC.Shopping.Configuration.JS`. Set the `enable` parameter to false in the `twitter` function. This removes the Twitter button from the product details page and disables Twitter functionality. For detailed instructions on creating a custom SuiteCommerce Advanced Module see the help topic Customize and Extend Core SuiteCommerce Advanced Modules in the SuiteCommerce Advanced Developer's Guide

The following code snippet lists the twitter configuration options in the SC.Shopping.Configuration.JS file:

```
    // @property {Object} twitter twitter Social Sharing Service
,   twitter: {
      enable: true
    ,   popupOptions: {
          status: 'no'
        ,   resizable: 'yes'
        ,   scrollbars: 'yes'
        ,   personalbar: 'no'
        ,   directories: 'no'
        ,   location: 'no'
        ,   toolbar: 'no'
        ,   menubar: 'no'
        ,   width: '632'
        ,   height: '250'
        ,   left: '0'
        ,   top: '0'
        }
```

Facebook Share

SuiteCommerce Advanced enables you to add a Facebook Share button on your item detail pages to make it easier for visitors to share items on your site. This button is enabled by default. For sharing to work, you must obtain an appId from Facebook and associate the appId with your shopping domain. See the following help topics for more information:

- Facebook Share
- Facebook Open Graph
- Configure Facebook Share
- Facebook appId and Domain Association

Facebook Share

The Facebook Share button lets visitors share an item from your site on Facebook. When a visitor clicks the Share button, the Share on Facebook window is displayed and lets the visitor enter comments about the page and choose how it is shared. Sharing options include:

- Own timeline

- Friend's timeline
- In a group
- On a page the visitor manages.
- Private

If the visitor is not logged in to Facebook, then the Facebook log in form is displayed first.

Facebook Open Graph

Facebook uses Open Graph markup for data collection. With this method product metadata is included in the HTML header of the product page. The following open graph metatag mappings are defined in the shopping configuration file.

```
metaTagMapping: {
         // [Open Graph](http://ogp.me/)
         'og:title': seo_title
      ,  'og:type': seo_type
      ,  'og:url': seo_url
      ,  'og:image': seo_image
      ,  'og:site_name': seo_site_name
      ,  'og:description': seo_description
      ,  'og:provider_name': seo_provider_name
      ,  'og:price:standard_amount': seo_price_standard_amount
      ,  'og:price:currency': seo_price_currency
      ,  'og:availability': seo_availability
      ,  'og:rating': seo_rating
      ,  'og:rating_scale': seo_rating_scale
      ,  'og:rating_count': seo_rating_count
      }
```

The following screen shot shows Open Graph data included in the HTML header output of an item detail page:

```
<meta name="og:title" content="Climber Sutra SS Shirt">
<meta name="og:type" content="product">
<meta name="og:url" content="http://my.webstore/product/7045?ck=QtIvsx0DAtdjPsXb&cktime=131869">
<meta name="og:image" content="http://my.webstore/images/OL5278.media.purple.01.jpg?
resizeid=11&resizeh=600&resizew=600">
<meta name="og:site_name" content="Generation N Sports">
<meta name="og:description" content="Great shirt for all types of activities! Features Wicking, fast
drying fabric. Antimicrobial finish controls odor. Flat-lock seam construction eliminates chafe. The
Basics Camping & Hiking Weight 2.6 oz. / 75 g. Center Back Length 24.5" / 62 cm Materials Body Wicked
Taper SD">
<meta name="og:provider_name" content="Generation N Sports">
<meta name="og:price:standard_amount" content="26.99">
<meta name="og:price:currency" content="USD">
<meta name="og:availability" content="InStock">
<meta name="og:rating" content="0">
<meta name="og:rating_scale" content="5">
<meta name="og:rating_count" content="0">
```

Configure Facebook Share

Follow the correct configuration procedures below, depending on the version of SuiteCommerce Advanced you are implementing. For information on configurable properties, regardless of your implementation, see the help topic Configuration Properties Reference.

See the Facebook developer documentation at https://developers.facebook.com/docs/plugins for more information on the Facebook Share plugin.

Pre-Vinson

Facebook Share options are set in the shopping configuration file. To change the configuration, you must create a custom ShoppingApplication module and set your configuration in the custom `SC.Shopping.Configuration.js`. You can find the file at modules/suitecommerce/ShoppingApplication@x.x.x/JavaScript in the local SuiteCommerce Advanced source files. For detailed instructions on creating a custom SuiteCommerce Advanced Module, see the help topic Customize and Extend Core SuiteCommerce Advanced Modules.

The following code sample from the `SC.Shopping.Configuration.js` file is used to enable and set options for Facebook Share. The Facebook share button is enabled by default, but you do need to set the appId for your site.

```
,   facebook: {
      enable: true
    ,   appId: '123456789012345'
    ,   popupOptions: {
          status: 'no'
        ,   resizable: 'yes'
        ,   scrollbars: 'yes'
        ,   personalbar: 'no'
        ,   directories: 'no'
        ,   location: 'no'
        ,   toolbar: 'no'
        ,   menubar: 'no'
        ,   width: '500'
        ,   height: '250'
        ,   left: '0'
        ,   top: '0'
```

```
        }
```

Vinson and Later

To configure properties in NetSuite (Vinson and later):

1. Access the SuiteCommerce Configuration Tool for your site.

   Note: See the help topic Configure Properties for more information.

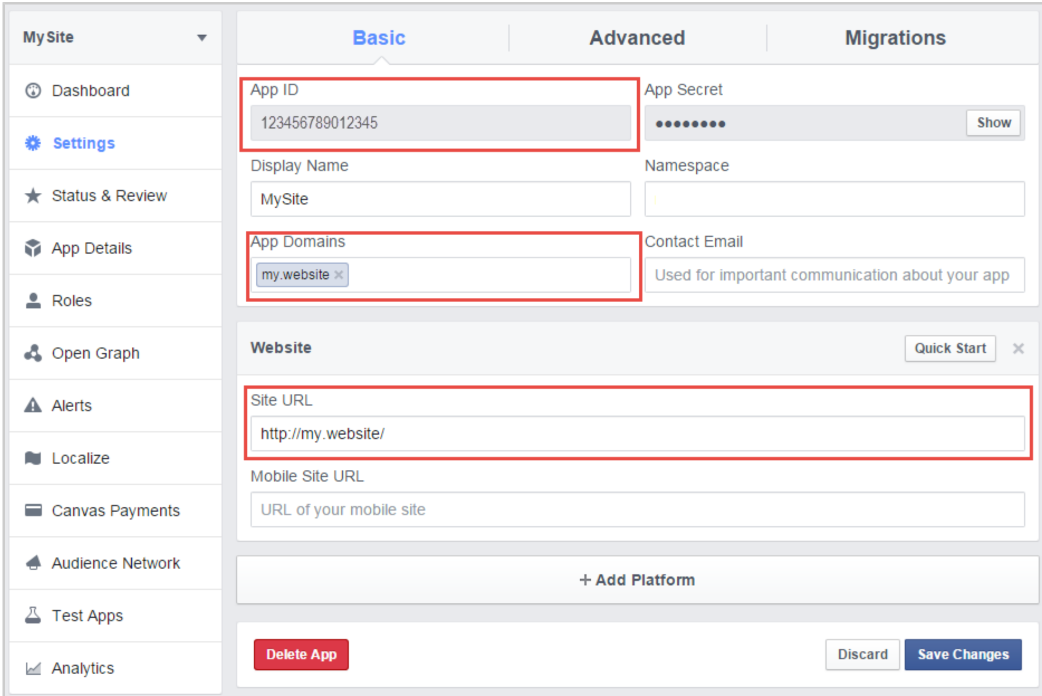
2. In the SuiteCommerce Configuration tool, navigate to the **Integrations** tab and the **Facebook** subtab.
3. Set feature-properties as required. For more information on each configurable property, see the help topic Facebook Subtab.

Facebook appId and Domain Association

As part of configuring the Facebook share button on your site, you must obtain an appId from Facebook and associate it with your shopping domain. To obtain the appId, register as a developer with Facebook at http://developers.facebook.com.

To obtain an appId and associate your domain:

1. Go to https://developers.facebook.com/apps/.
2. Click **Create a New App**.
3. In the **Display Name** field, enter the name of your web store or site.
4. The **Namespace** field is optional, but you can set it to a unique identifier for your app.
5. From the **Category** dropdown list, select the category that best describes your site.
6. Click the **Create App ID** button.
7. Complete the security check.
8. Click the **Settings** menu.
9. Click **Add Platform**.
10. Click **Website**.
11. In the **Site URL** field, enter the URL for your site.
12. In the **App Domains** field, enter your shopping domain.
13. Take note of the **App ID**. This is the value to enter as the **appId** in the shopping configuration file.



14. Click Save Changes.