nopCommerce User Guide

Open source ecommerce solution

Version 2.40

Table of Contents

1 Introducing nopCommerce

This chapter introduces nopCommerce. It includes the following:

What is nopCommerce?

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

nopCommerce is an open source e-commerce solution that is **ASP.NET 4.0** based with a **MS SQL 2005** (or higher) backend database. Our easy-to-use shopping cart solution is uniquely suited for merchants that have outgrown existing systems, and may be hosted with your current web host or our hosting partners. It has everything you need to get started in selling physical and digital goods over the internet.

nopCommerce License

nopCommerce open source edition is licensed under nopCommerce Public License V2. It is basically a GPLv2 License plus the *powered by nopCommerce* text requirement on every single page.

The original nopCommerce Public License V2 can be found at: http://www.nopcommerce.com/LicenseV2.aspx

Frontend - Public Store

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

Backend – Administration Area

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

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

2 Getting Started

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

Technology and System Requirements

This section describes the system requirements of nopCommerce.

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

- Supported Operation Systems:
  - Windows 7
  - Windows Vista
  - Windows XP
  - Windows Server 2003
  - Windows Server 2008
- Supported Web Servers:
  - Internet Information Service (IIS) 6.0 or above.
- ASP.NET 4.0 (MVC 3.0)
- Supported Databases:
  - MS SQL Server 2005 or above.
  - MS SQL Server Compact 4.0 or above.
- Supported Browsers:
  - Microsoft Internet Explorer 6 and above
  - Mozilla Firefox 2.0 and above
  - Google Chrome 1.x and above
  - Apple Safari 2.x
- Adobe Flash (required for picture and file uploading in admin area)

- **nopCommerce runs in medium trust:** Medium trust is the recommended trust level for an ASP.NET application. In medium trust, there are restrictions on an application, including limiting an application's file access to within the virtual directory where the application resides. In nopCommerce the following options do not run in medium trust:
    - Configuring the Google checkout payment method
    - Managing SSL settings in admin area
- MS Visual Studio 2010 (with MVC 3.0 installed) or above. Required for editing source code.

Step 1: Downloading nopCommerce

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

Step 2: Launching/Uploading

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

It includes the following:

- **Launching a site in Visual Studio**, below
- **Deploying a Package with Source Code to your Web Server,** page 6
- **Deploying a Package without Source Code to your Web Server**, page 9

Launching a Site in Visual Studio

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

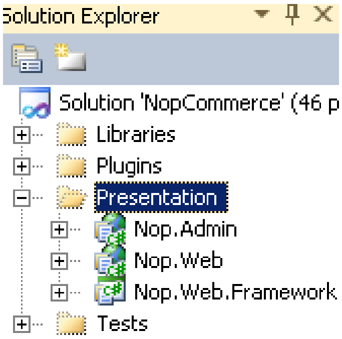
To launch a site in Visual Studio:

1. In Visual Studio 2010, open the *nopCommerce.sln* file. The entire solution will be loaded.

> ***Note***: *Ensure Visual Studio 2010 is installed*
>
> ***Note***: *Ensure MVC 3.0 installed*

> ***Note***: *Visual Studio Express users will see the following message when opening the Visual Studio solution (.sln) file for each of these samples:"**Solution Folders are not supported in this version of Visual Studio. Solution Folder 'Solution Items' will be displayed as unavailable."***
>
> *Although this folder is not available in Visual C# Express, you can still build and run the projects.*

2. In Visual Studio 2010, from the **Solution Explorer**, right-click **Nop.Web** project. A popup menu is displayed.



3. Select **Set** as **StartUp** Project.
4. Press **F5** to compile and run the site. The first step of the nopCommerce installation wizard is displayed, as shown on page 13.

Deploying a Package with Source Code to your Web Server

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

To deploy a package with source code:

1. Extract the downloaded version *with* source code to your desktop.
2. Publish the **Nop.Web** and **Nop.Admin** web applications to the same directory, as follows:
   - Publish **Nop.Web** to the **Published\Web** directory.
   - Publish **Nop.Admin** to the **Published\Web\Administration** directory.
   - Publish plugins to the **Published\Web\Plugins** directory (you can compile the solution and copy **\src\Presentation\Nop.Web** into **Published\Web\Plugins** directory).
   - Select all the files in **Published\Web** directory and upload them to your web server.

> ***Note**: Make sure the .dlls from Nop.Admin (Published\Web\Administration\bin\) are moved and exist in Published\Web\bin\.*

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3 (Optional) You can skip **Step 2** and follow the following procedure to deploy your nopCommerce package with the source code containing two *.**bat** files to a **\Deployable**\ folder, as follows:

- Run the **src\Prepare.bat** file to build the project in release mode and move the plugins to the correct directory.
- Run the **src\Deploy.bat** file to perform the same procedure as the **Prepare.bat** file, but also move all the websites and files to the **src\Deployable\Nop_2.X** directory.

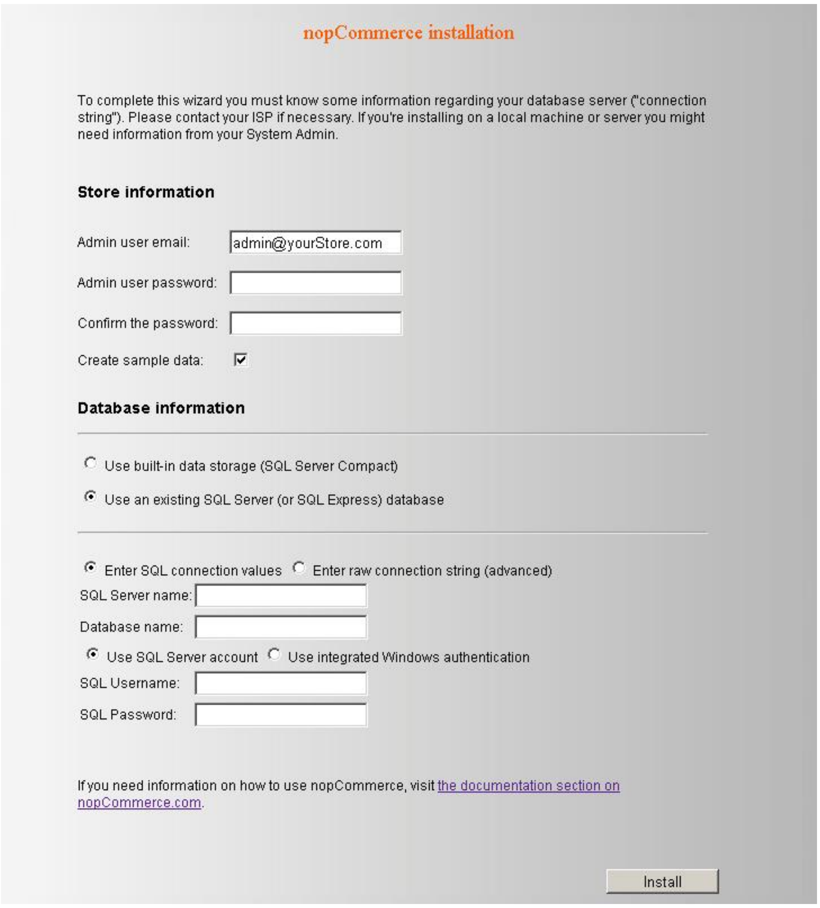
- Select all the files in **src\Deployable\Nop_2.X** directory and upload them to your web server.

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

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

www.yourstore.com/install/

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



6 Follow the steps in the installation process, as described in **Step 4: Installation,** on page 12, to install the web application using the database you created in **Step 3** of this procedure.

Deploying a Package without Source Code to your Web Server

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

To deploy a package without source code:

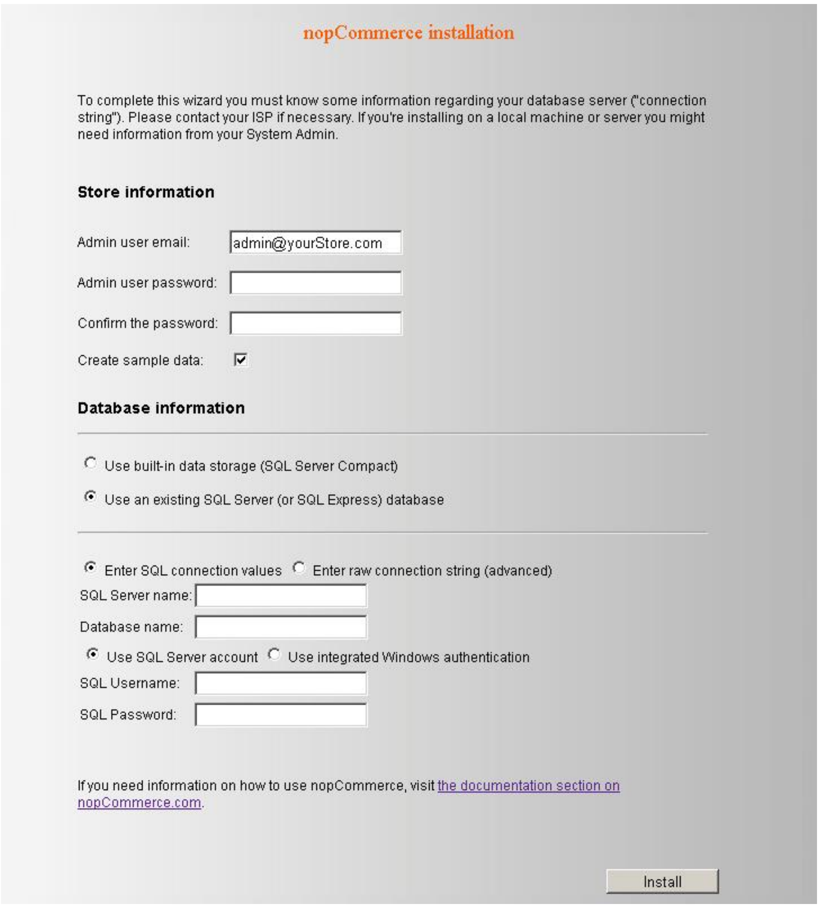
1. Extract the downloaded version *without* source code to your desktop.
2. Select all the files in the extracted directory and upload them to your web server.

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

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

www.yourstore.com/install/

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



5 Follow the steps in the installation process, as described in **Step 4: Installation,** on page 12, to install the web application using the database you created in **Step 3** of this procedure.

Step 3: File Permissions

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

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

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

Step 4: Installationnstallation

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

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

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

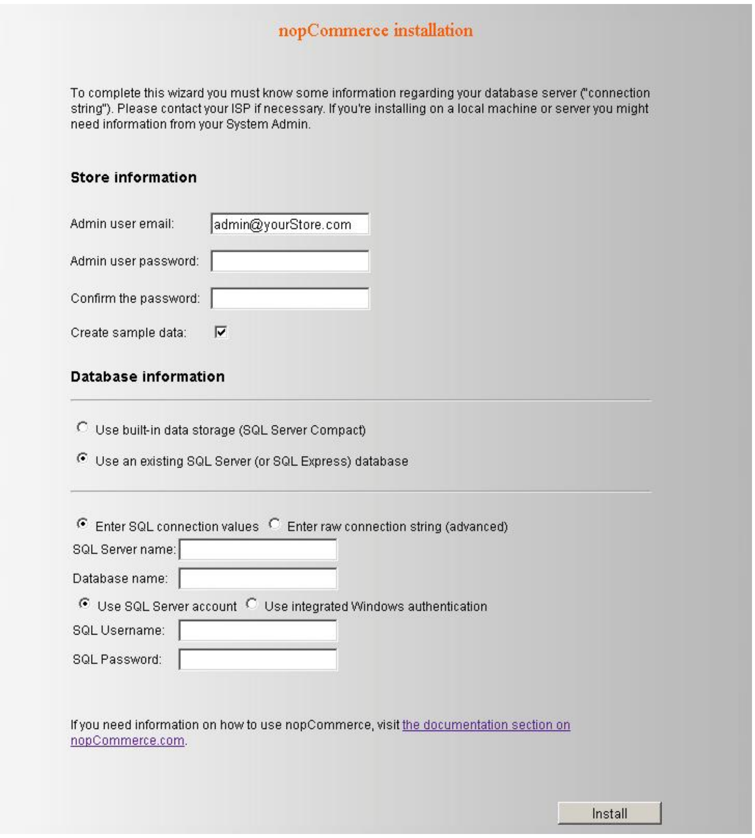
- **SQL Server Account**: When connecting using this method, logins are created in the SQL Server that is not based on the Windows user accounts. Both the user name and the password are created using the SQL Server and are stored in SQL Server. When using this method you must enter your login and password.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

To install the software:

1 Activate the installation using one of the following options ,as described below:

- For users using the *no source* version and an FTP client:
  - From your web server domain, enter the following: www.yourstore*.com/install/*
- For users using Visual Studio 2010 and the full source version:
  - Open the *nopCommerce.sln* file in Visual Studio 2010.
  - Run a site.

2 The nopCommerce Installation wizard is displayed, as follows:



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

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

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

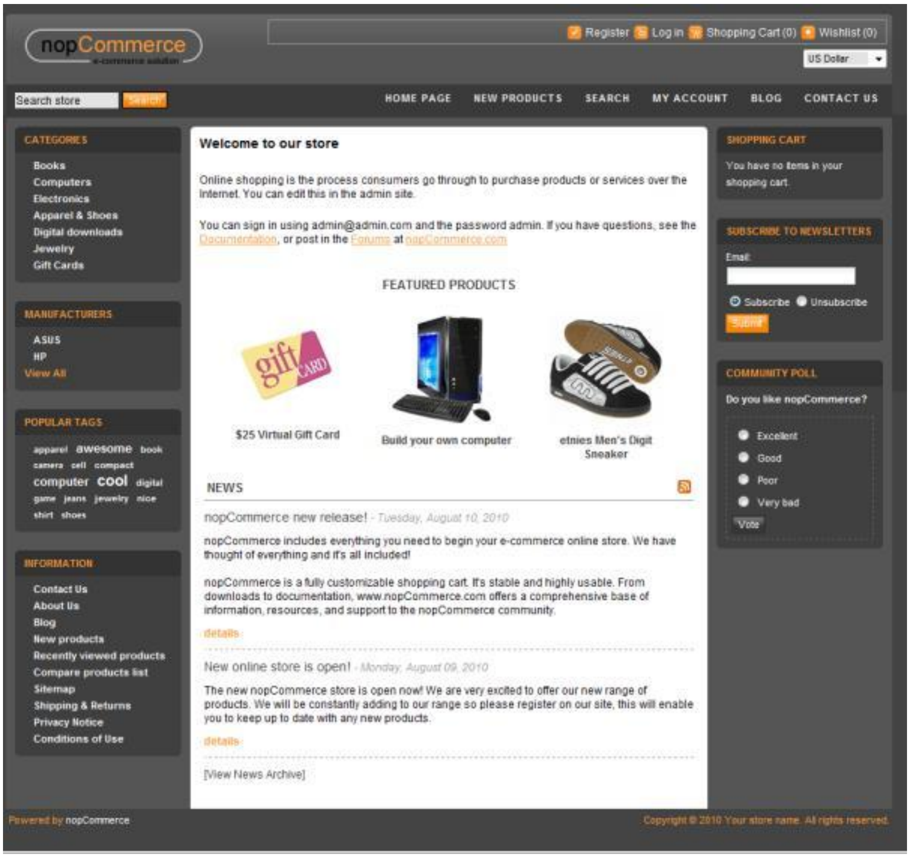
4 In the **Database information** area, define the following:

- SQL Compact 4.0 or above: Select the Use built-in data storage (SQL Server Compact) checkbox.
- SQL Standard 2005 or above: Select the Use an existing SQL Server (or SQL Express) database checkbox and define your SQL server information as follows:
  - Select the **Create database if it does not exist** option, if you want to automatically create a database if it doesn't exist.
  - In the **SQL Server name or IP address** field, enter the required server name or IP address.
  - Select the required option, as follows:
  - **Use SQL Server account**: Select this option when your SQL Server uses SQL Server Authentication. When using this option, you must enter your login and password in the relevant fields.
  - **Use Integrated Windows authentication**: Select this option when your SQL Server uses Integrated Windows Authentication.

5 Click **Install** to order to start installation process.

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

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



3 Introducing the Frontend

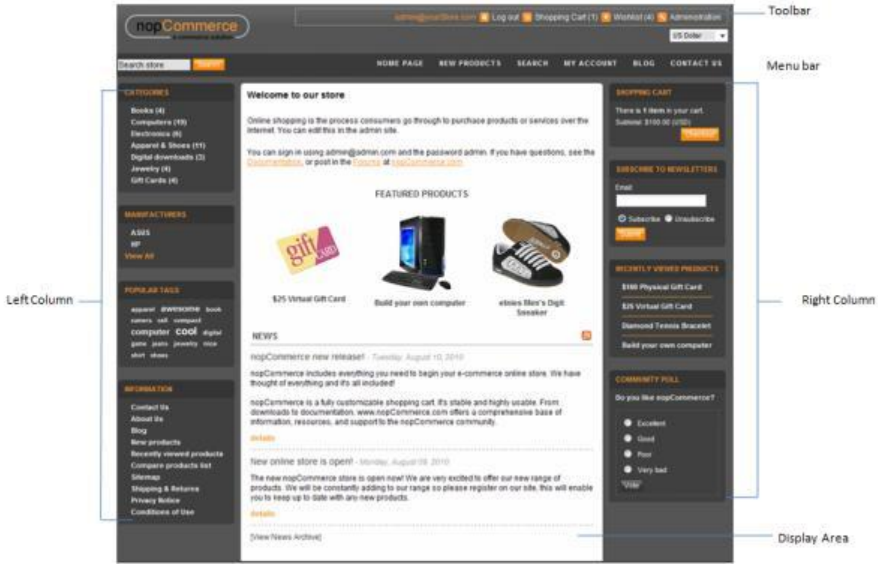
This chapter describes how to use the nopCommerce front end. This includes familiarizing yourself with the categories, manufacturers, and products, filtering the product display, searching for products, comparing products and more.

Overview

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

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

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

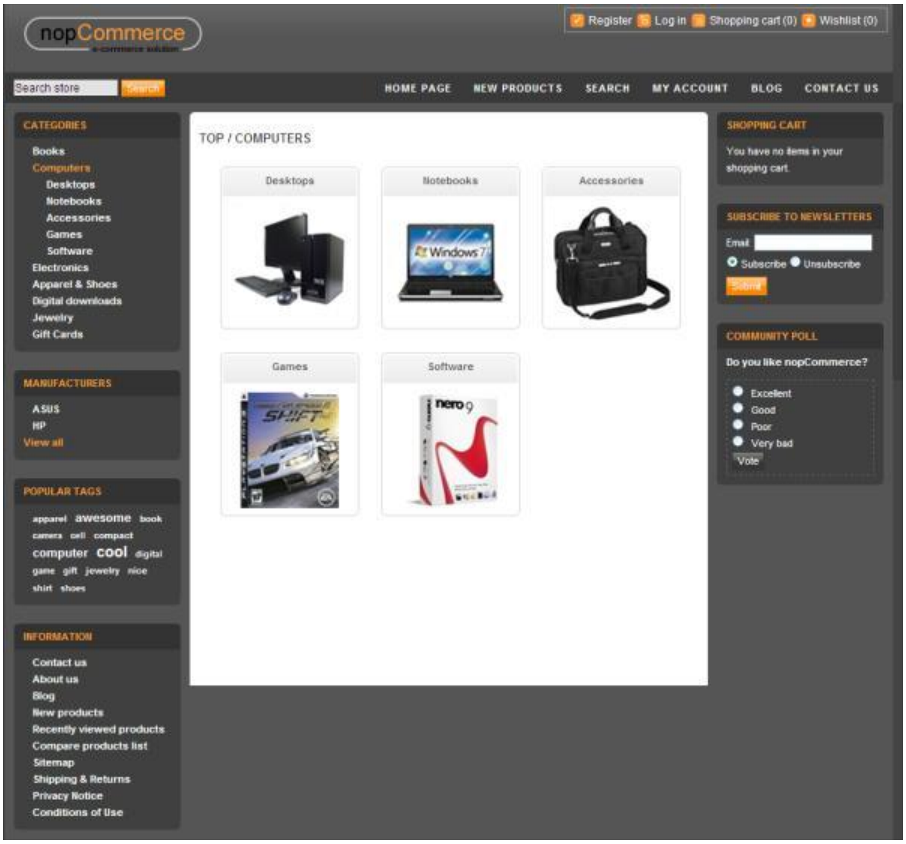


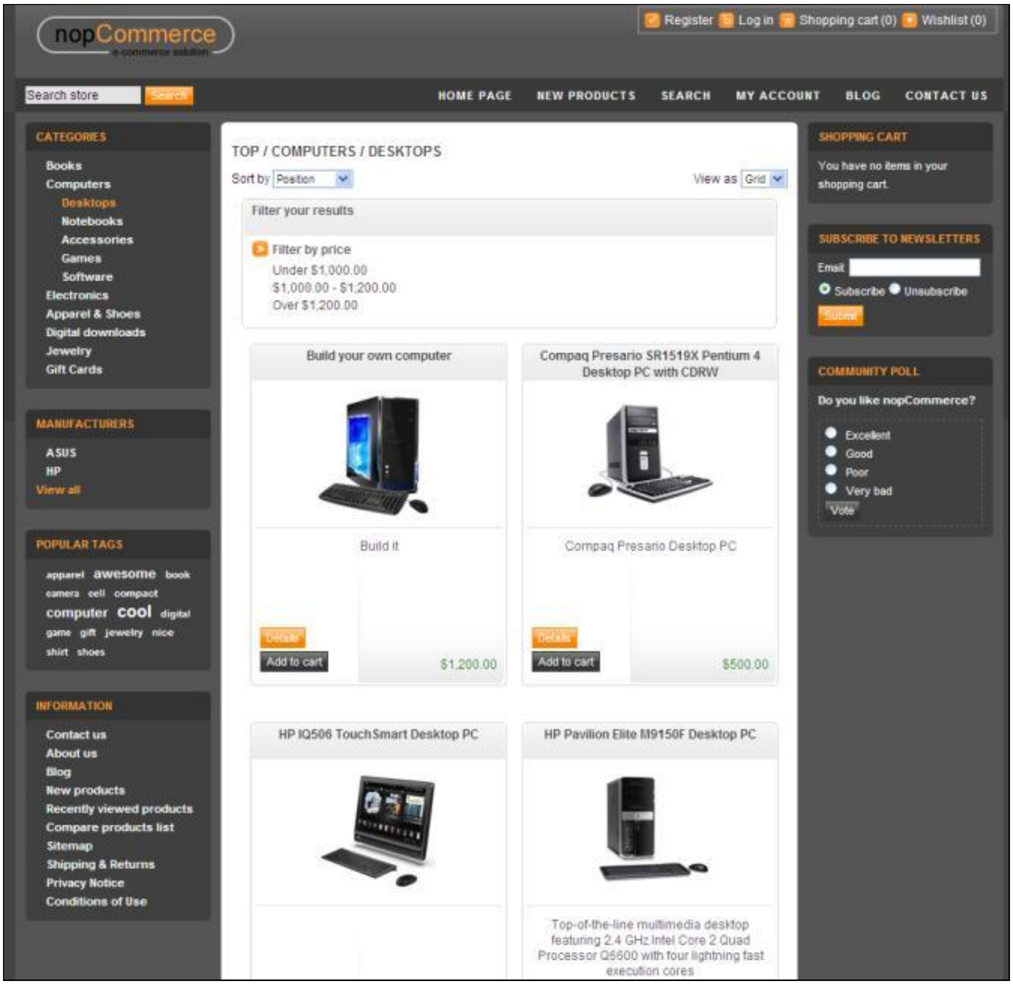
The main window includes the following components:

- Toolbar
- Menubar
- Left Column
- Right Column
- Display Area

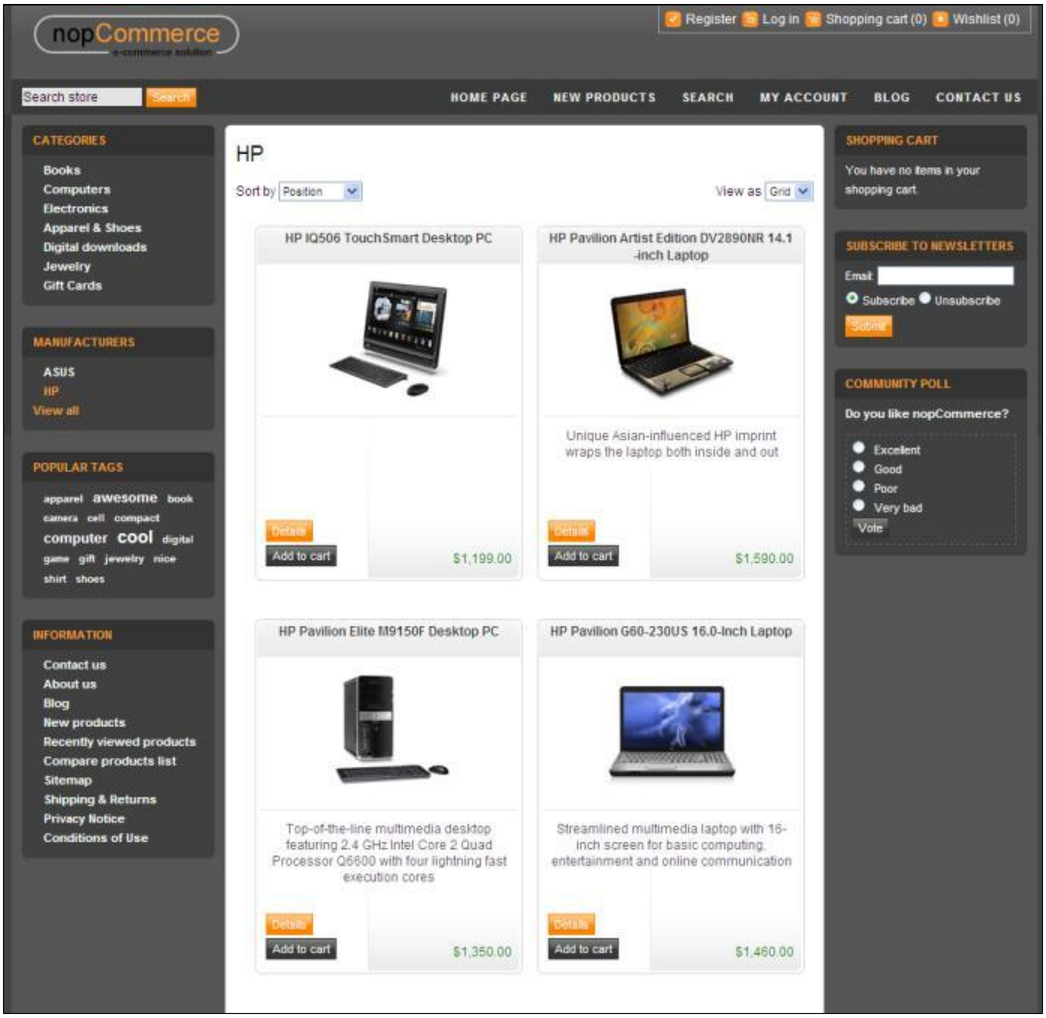
Categories and Manufacturers

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




nopCommerce
Register Log in Shopping cart (0) Wishlist (0)
Search store
Search
HOME PAGE
NEW PRODUCTS
SEARCH
MY ACCOUNT
BLOG
CONTACT US
CATEGORIES
Books
Computers
Desktops
Notebooks
Accessories
Games
Software
Electronics
Apparel & Shoes
Digital downloads
Jewelry
Gift Cards
MANUFACTURERS
ASUS
HP
View all
POPULAR TAGS
apparel awesome book
camera cell compact
computer cool digital
game gift jewelry nice
shirt shoes
INFORMATION
Contact us
About us
Blog
New products
Recently viewed products
Compare products list
Sitemap
Shipping & Returns
Privacy Notice
Conditions of Use
TOP / COMPUTERS / DESKTOPS
Sort by Position
View as Grid
Filter your results
Filter by price
Under $1,000.00
$1,000.00 - $1,200.00
Over $1,200.00
Build your own computer
Build it
Details
Add to cart
$1,200.00
Compaq Presario SR1519X Pentium 4 Desktop PC with CDRW
Compaq Presario Desktop PC
Details
Add to cart
$500.00
HP IQ506 TouchSmart Desktop PC
HP Pavilion Elite M9150F Desktop PC
Top-of-the-line multimedia desktop featuring 2.4 GHz Intel Core 2 Quad Processor Q6600 with four lightning fast execution cores
SHOPPING CART
You have no items in your shopping cart.
SUBSCRIBE TO NEWSLETTERS
Email
Subscribe Unsubscribe
Submit
COMMUNITY POLL
Do you like nopCommerce?
Excellent
Good
Poor
Very bad
Vote

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

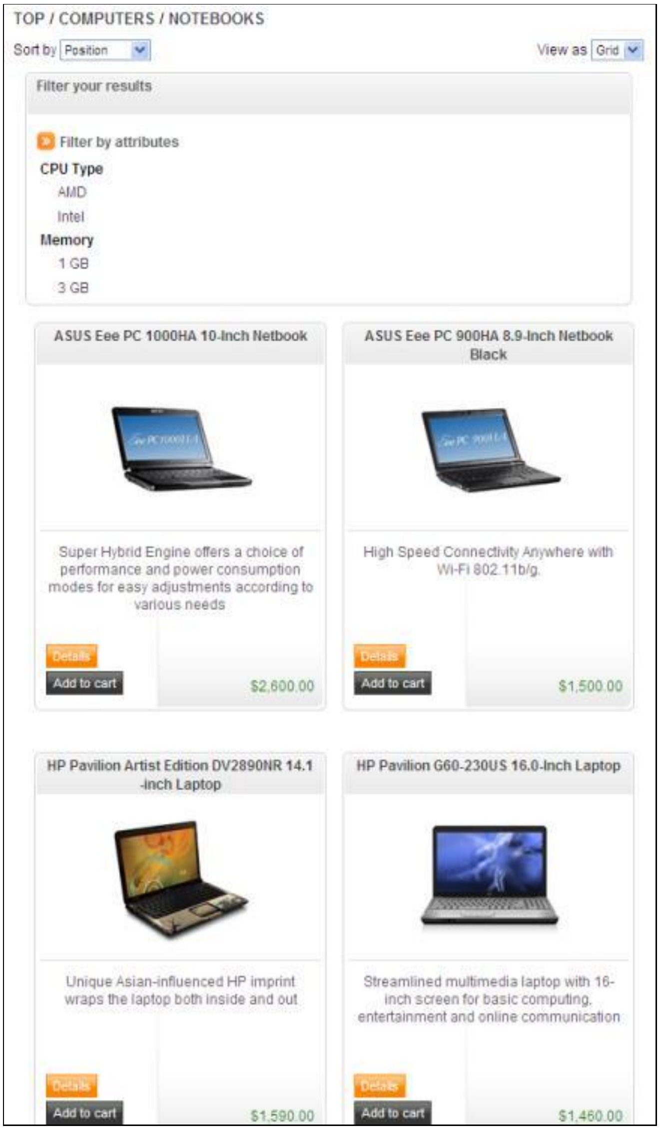


Filtering the Display

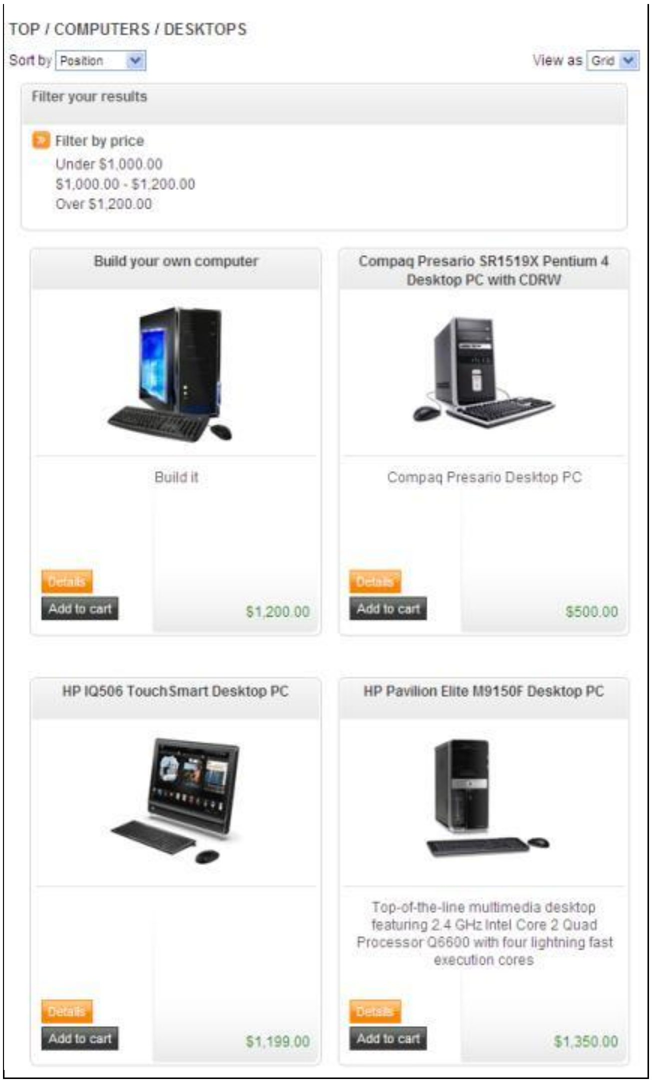
nopCommerce enables you to filter the display by price or by specification. This is performed when you create categories and add products and attributes in the backend. Refer to **Managing Categories** in **Introducing the Backend** chapter for further details.

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

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

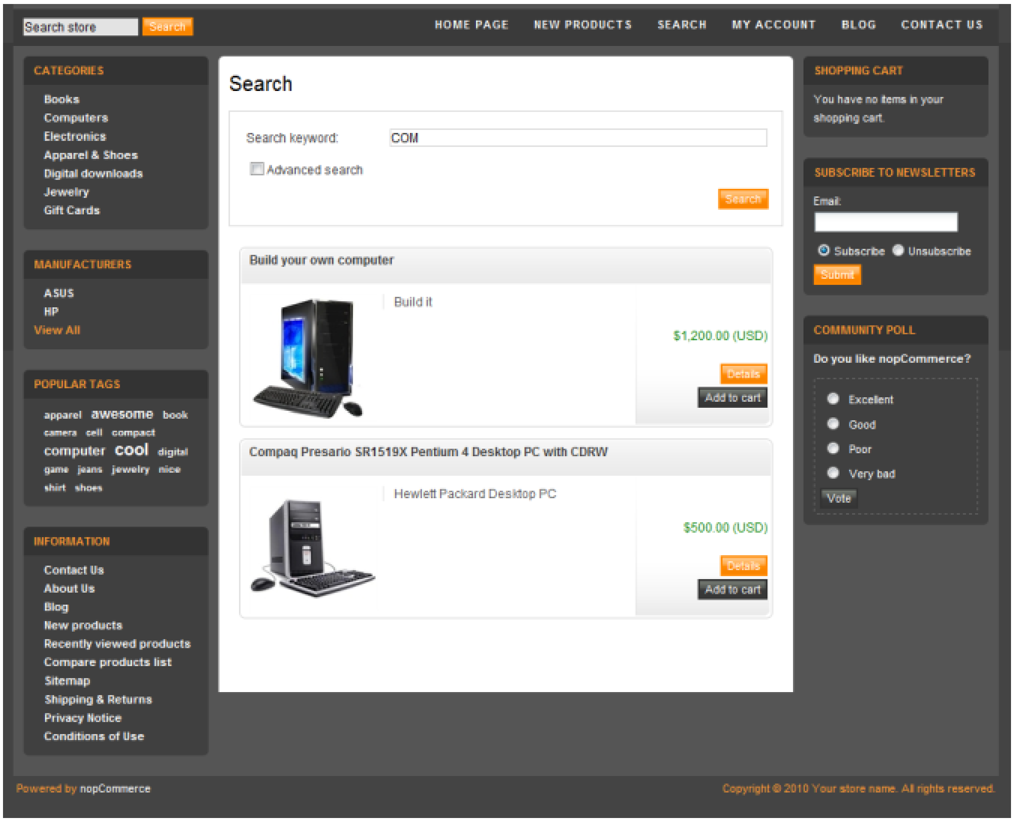


An example of filtering the display by prices is displayed below:



Searching

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



To search for a product:

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

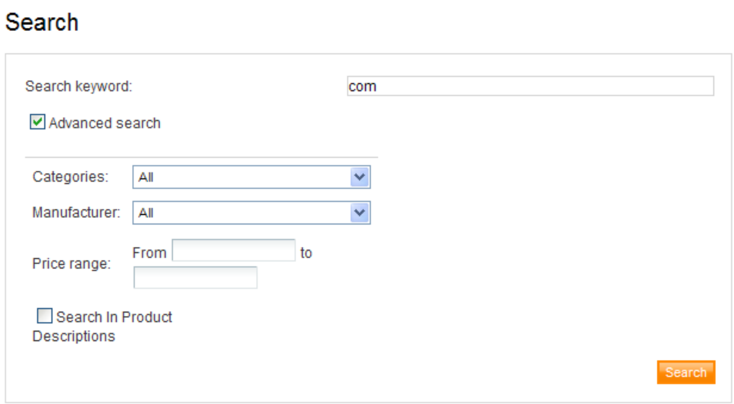
2 Click 

.

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

To search using advance search:

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



2 From the **Categories** dropdown list, select the category of the product to search for.

3 From the **Manufacturer** dropdown list, select the manufacturer of the product to search for.

4 In the **Price range** fields, enter the price range of the product to search for.

5 Select the **Search in Product Descriptions** checkbox to expand the search to the product description.

6 Click 

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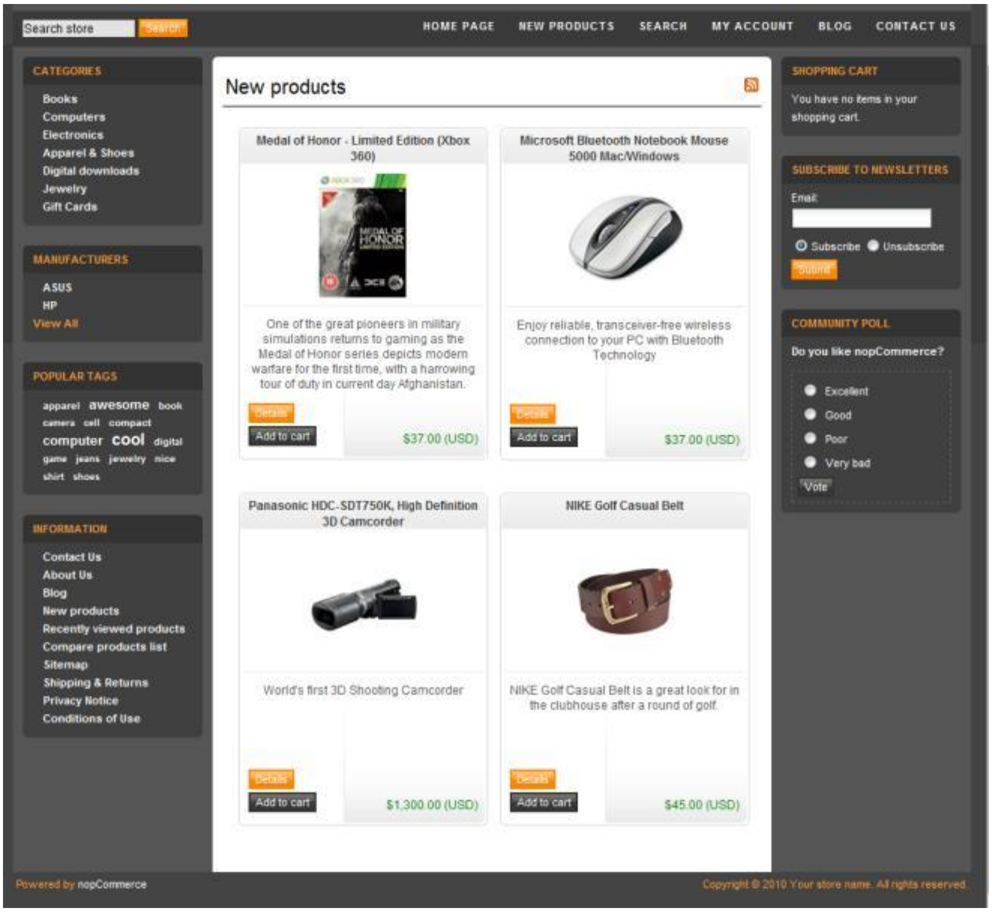
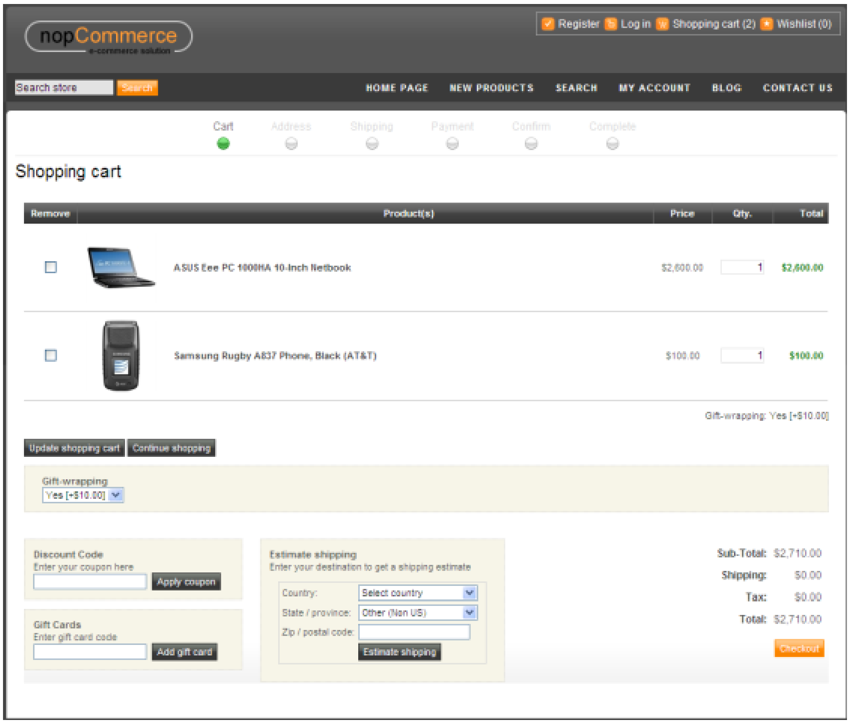
New Product Pages

The **New Products** page is displayed by clicking **NEW PRODUCTS** on the toolbar. The new available products are displayed.



To add a product to your shopping cart:

1 Click **Add to cart**.The **Shopping Cart** window is displayed, containing the product you added.



2 Click **Checkout** to continue the process and purchase the product.

> ***Note**: You can click **Continue** to return to the main window. Click **Update Cart** to update your shopping cart after selecting the **Remove** check box to remove an item from the cart.*

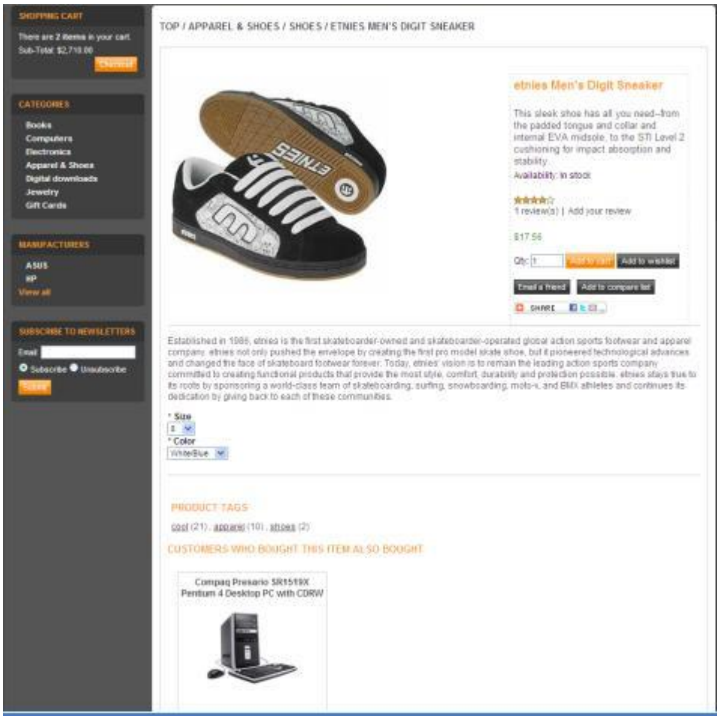
Ratings and Reviews

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

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

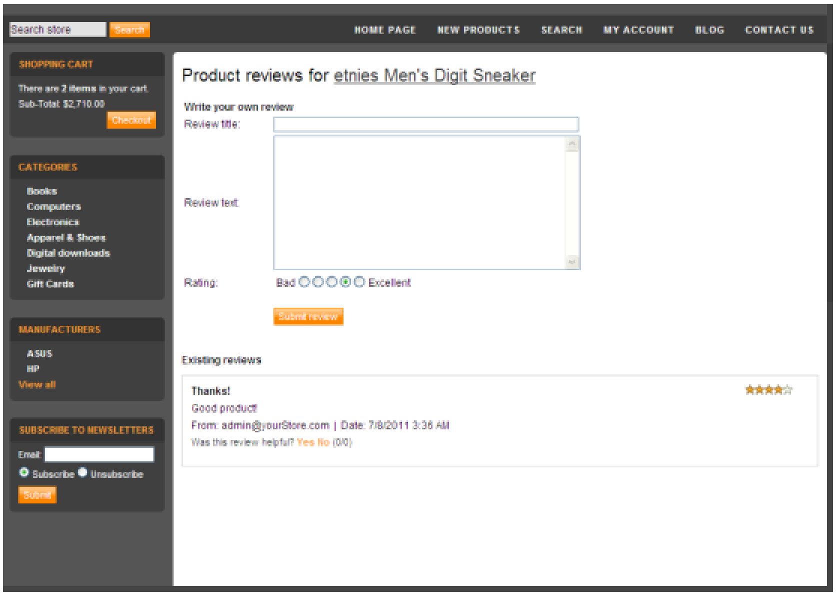
To add a review:

1. Go to product details page.
2. Click **Details**. The product details page is displayed.



3 In the **Product Reviews** area, click **Add your review**. The review page is displayed, as shown below.

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



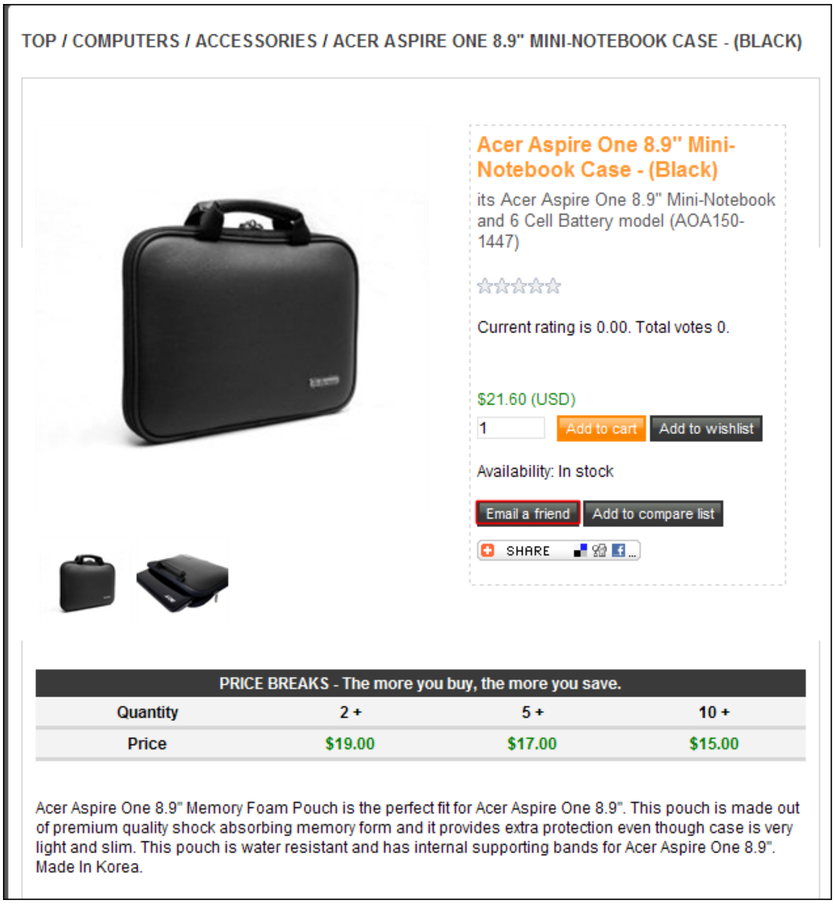
4 Enter the following review information:

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

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

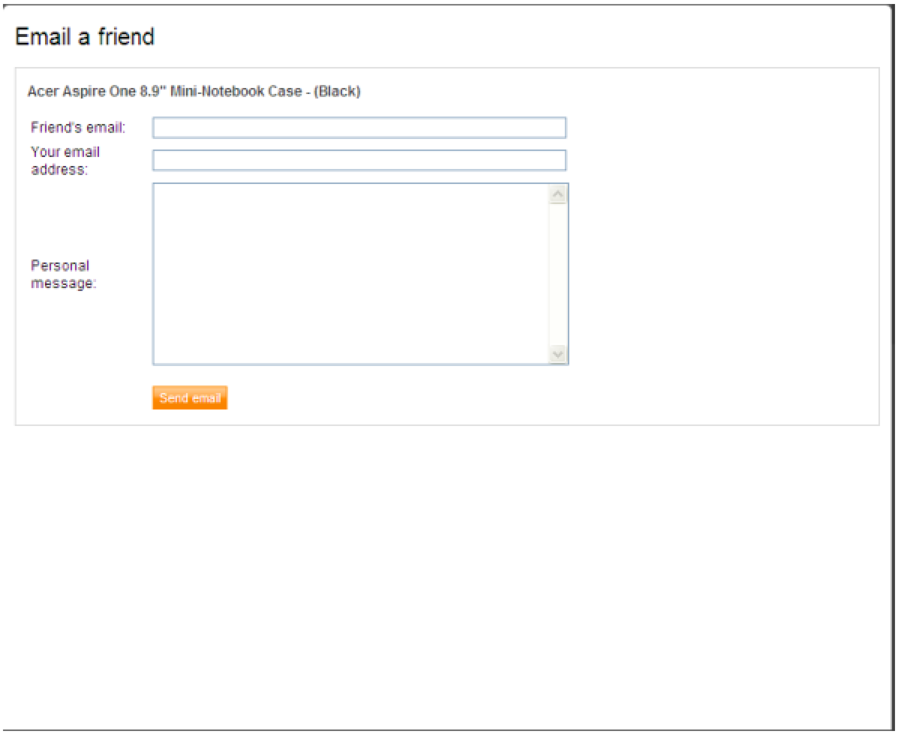
Emailing a Friend

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



To email a friend:

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



2 Enter your friend’s email in the **Friend’s Email** field.

3 Enter your email address in **Your email address** field.

4 Enter a message in the **Personal Message** box.

5 Click **Send Email**.

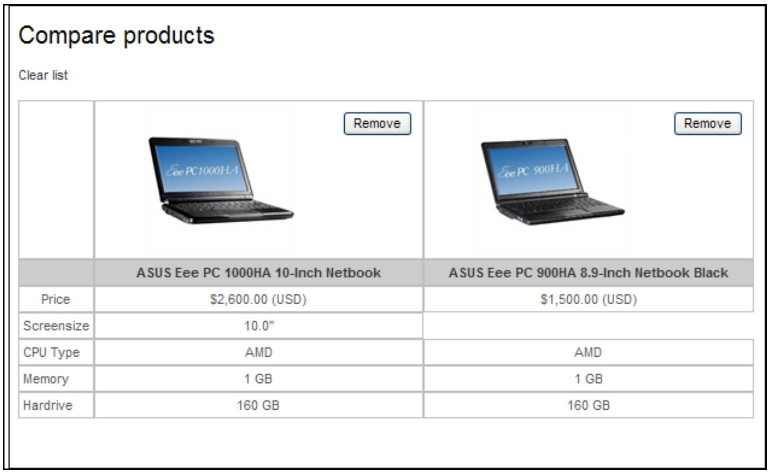
Comparing Products

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

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

To compare products:

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



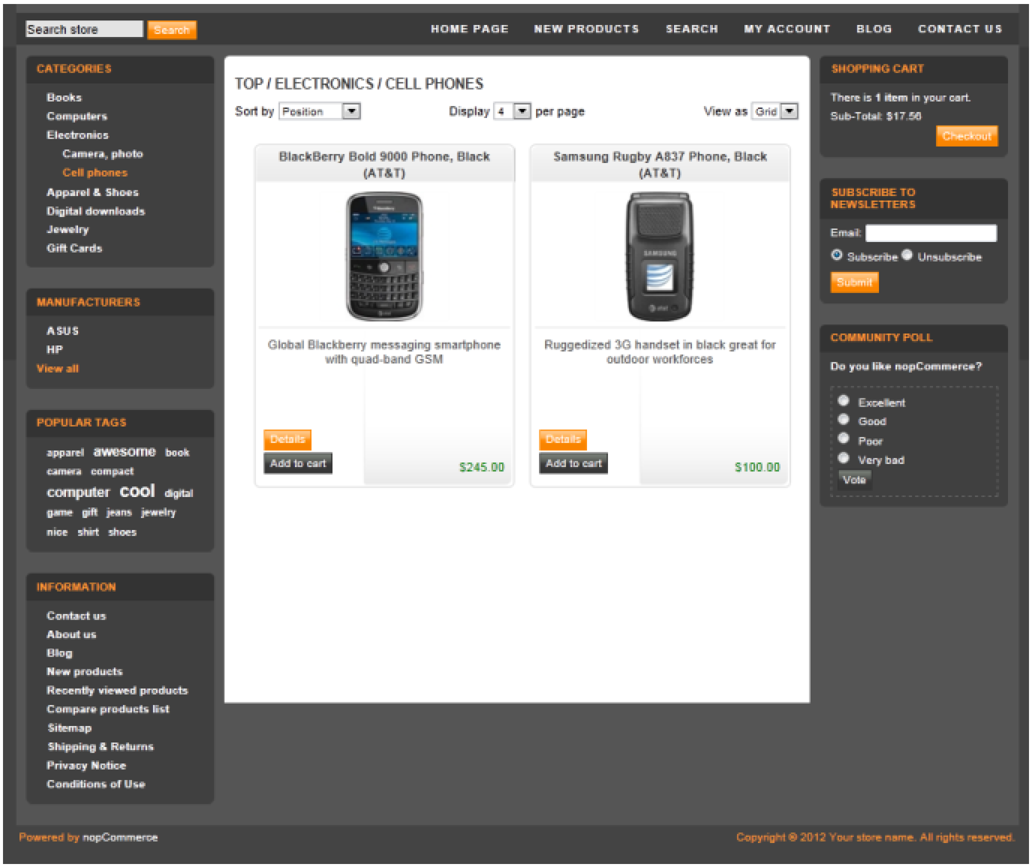
> ***Note**: You can click **Remove** to remove a product from the **Compare Products** page.*

Recently Viewed Products

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

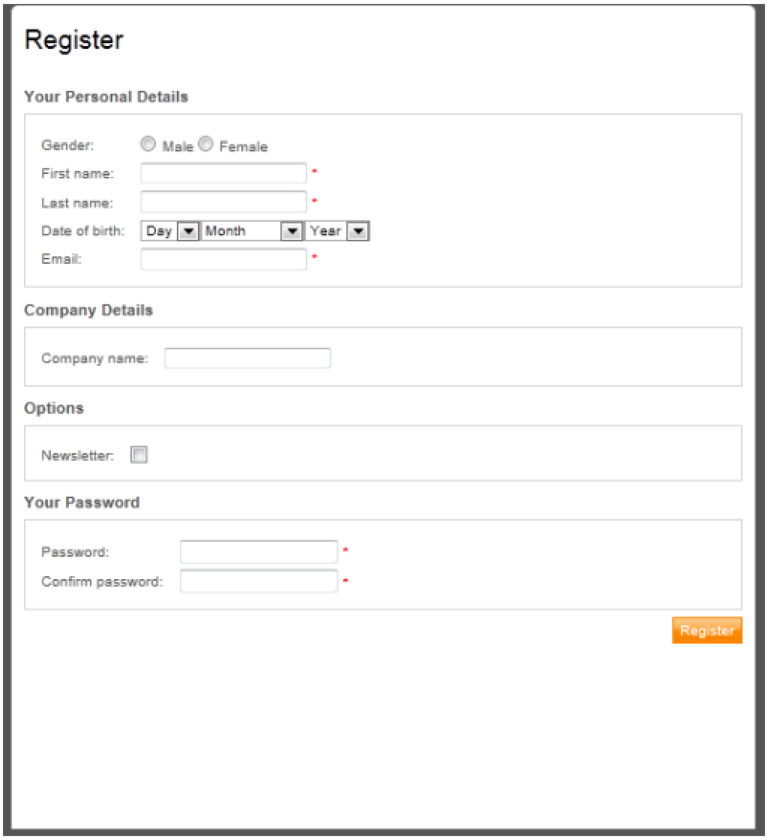
> ***Note**: This feature is disabled by default. You can enable it in the* ***Administration Area*** *by selecting* ***Configuration>Global Settings****.*

Click on the required product to view the product details.



Registration

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



__Note__: The fields in this window can be configured by the store owner in the backend in the __Administration area__. From the __Configuration menu__ select __Settings__ and then select the __Customer Settings__ and configure the required form fields.

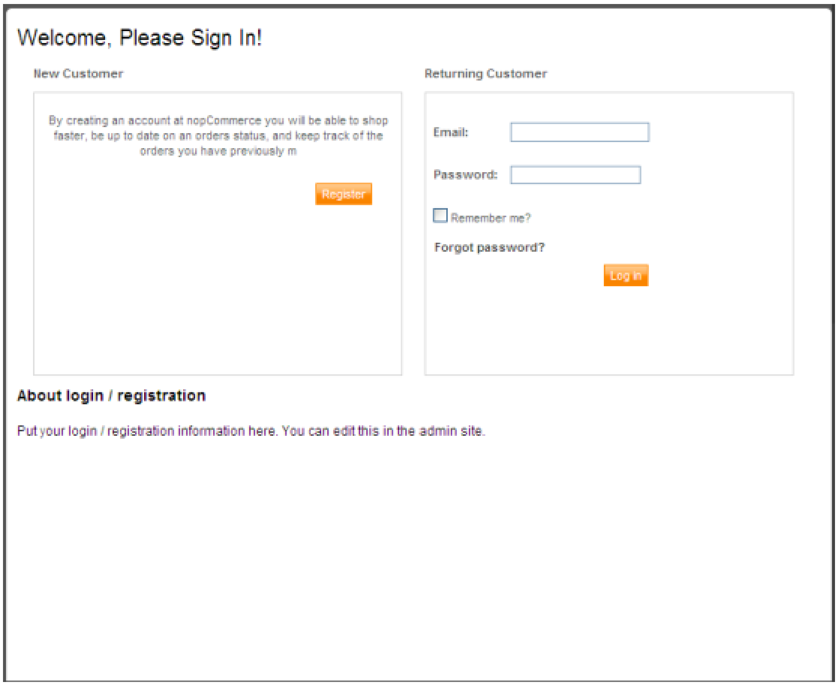
To register as a user:

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

Login

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

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



To login to nopCommerce:

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

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

Customer Account Pages

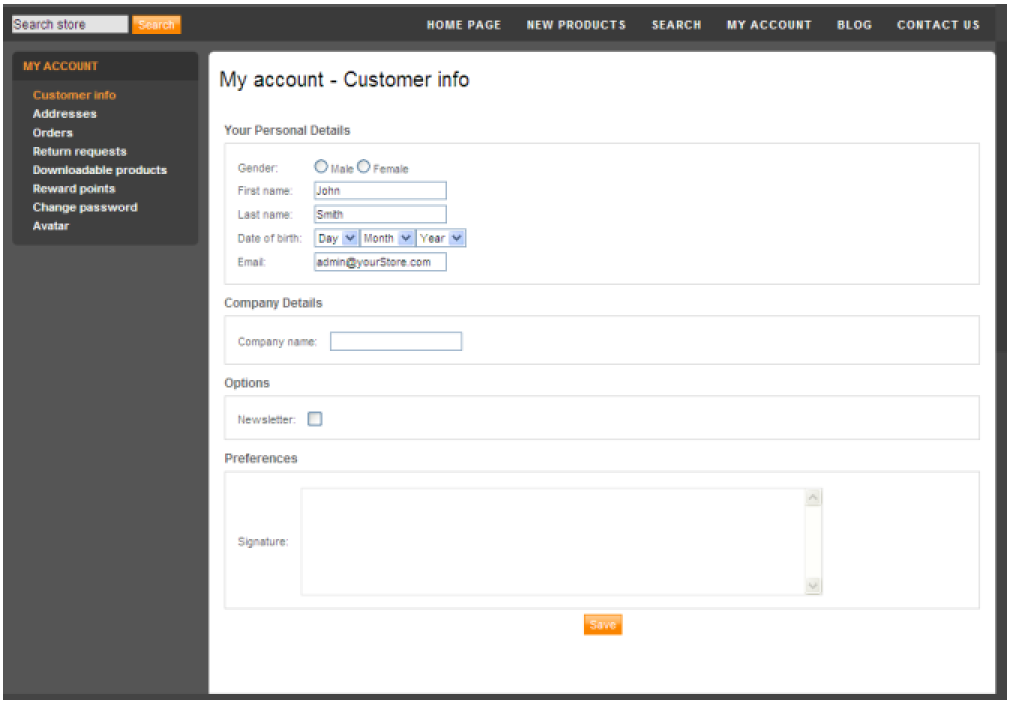
The customer account pages are displayed after logging in to the system.

They include the following tabs:

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

Customer Info

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



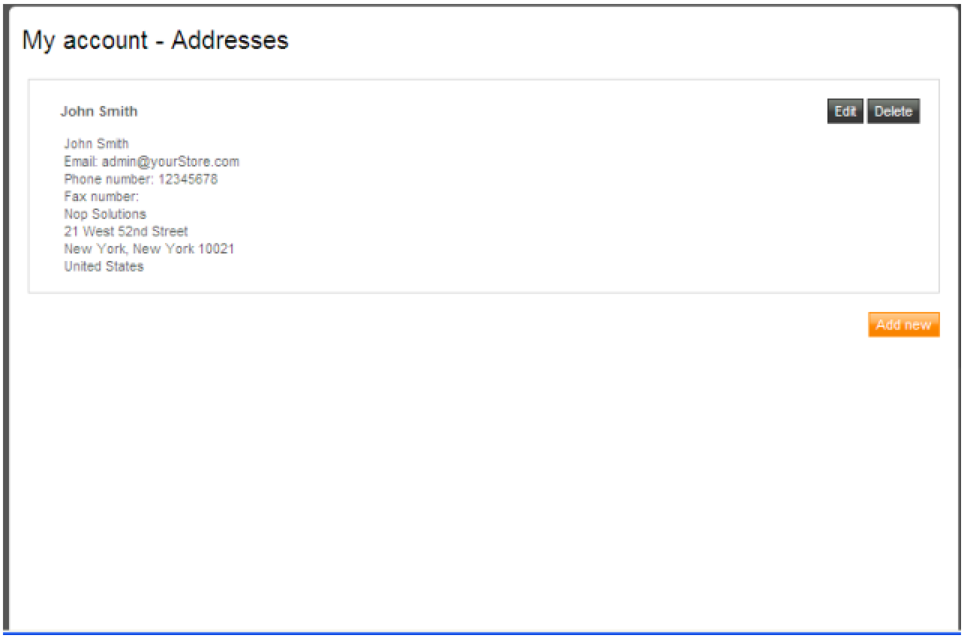
To define the customer info details:

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

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

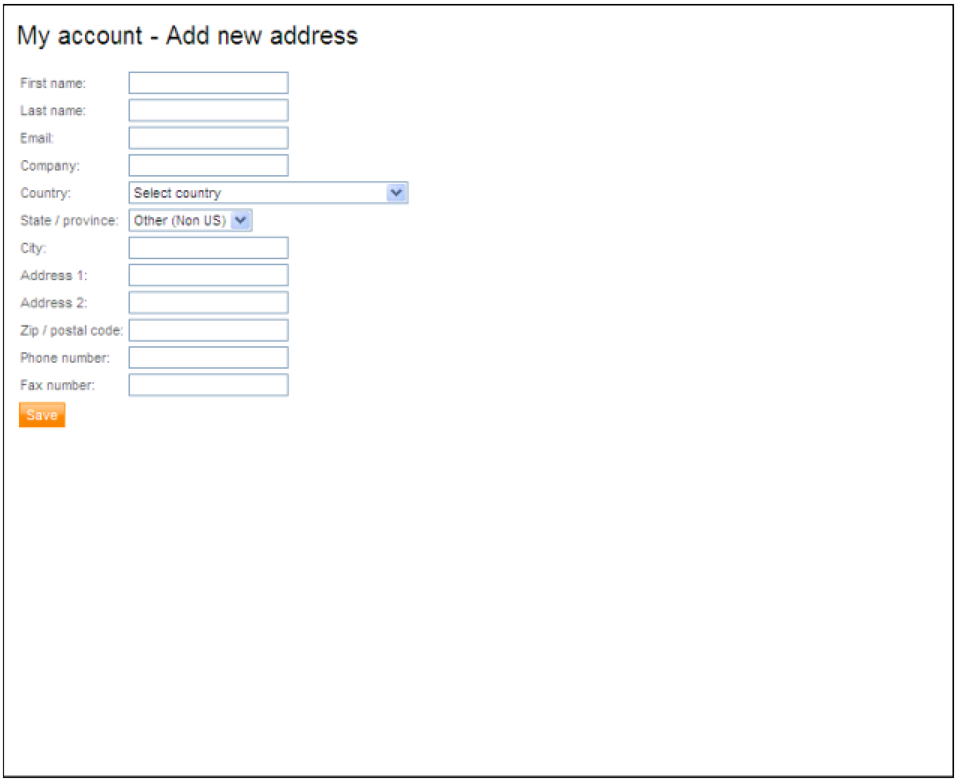
Customer Addresses

This section describes the addresses used to process the order.



To add a customer address information:

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



3. Enter the required address information in the relevant fields.
4. Click the **Save** button. The new address is displayed on the **Addresses** page of the **Customers Addresses** page, shown on page 38.

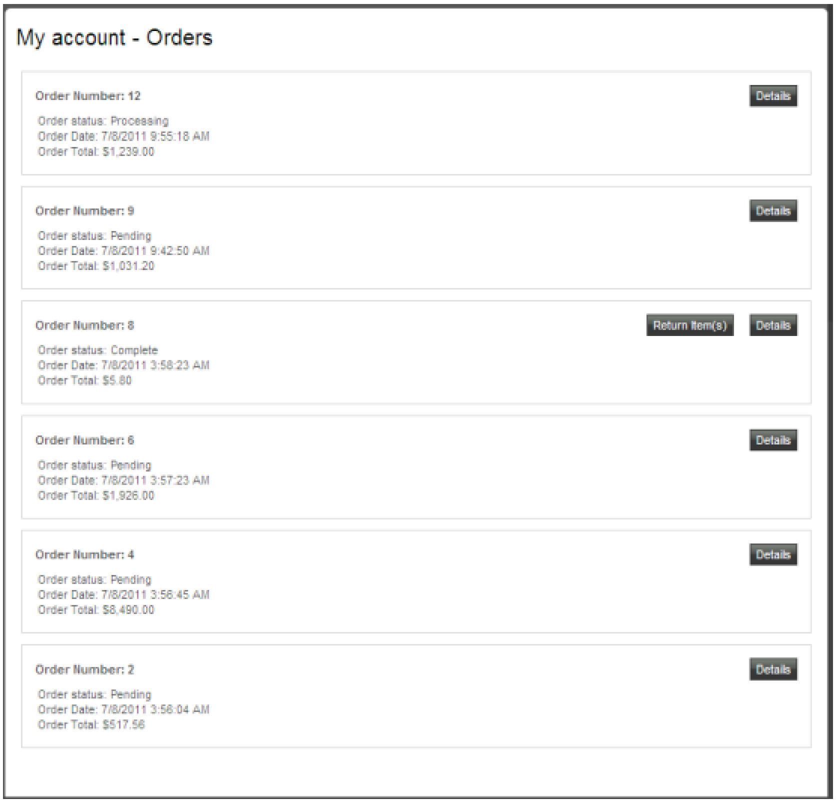
> ***Note**: You can edit an existing address by clicking **Edit.** You can remove an address by clicking **Delete**.*

Customer Orders

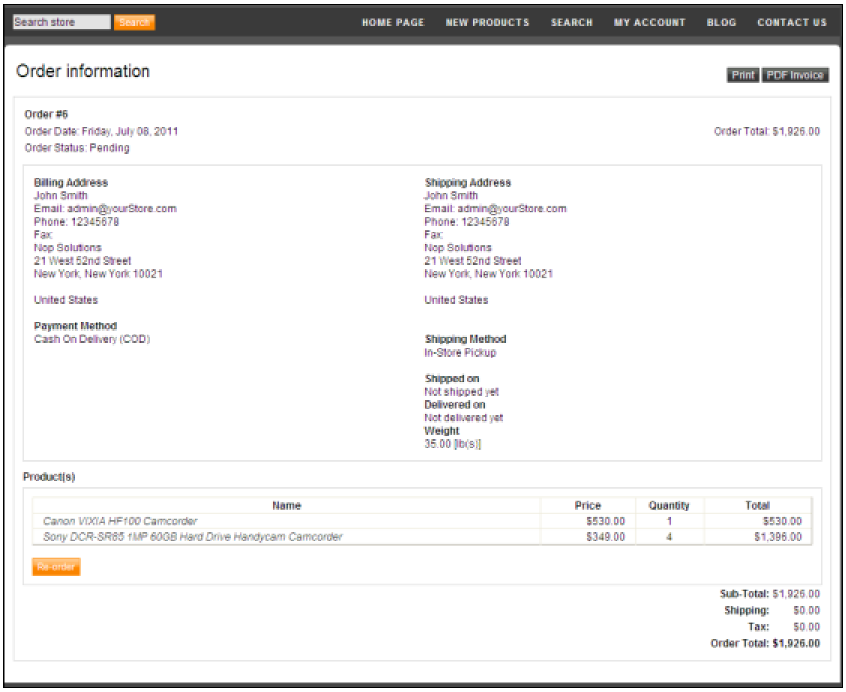
This section describes the order details. Once an order has been processed, the details of the order appear in this tab.

To view customer order information:

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



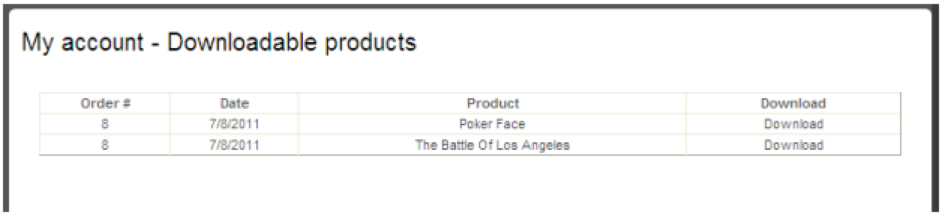
2 Click **Details** beside the order to view. The **Order Information** page is displayed, including the order details, shipping and billing address, products orders and more, as shown below.



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

My Downloadable Products

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


My account - Downloadable products

Order #	Date	Product	Download
8	7/8/2011	Poker Face	Download
8	7/8/2011	The Battle Of Los Angeles	Download

To download a product:

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

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

Reward Points

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

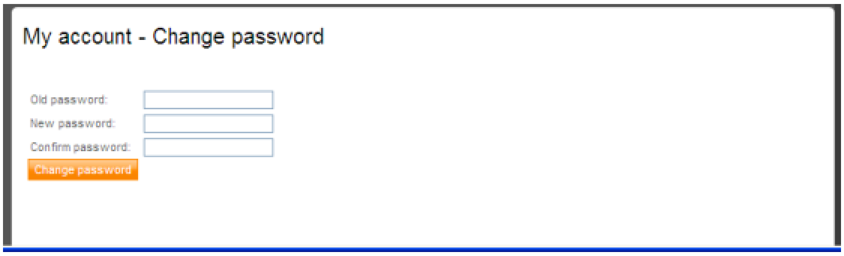
You can cash in your reward points during checkout. If you have accumulated enough points, you can use these points as one of the payment methods. The option to use reward points, as well as your balance and the financial equivalent of this balance, is displayed in the **Payment Method** area of the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

Notes:

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

Change Password

This section describes how to change your password information.



To change your password:

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

Avatar

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

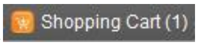
To upload your avatar

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

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

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

Shopping Cart

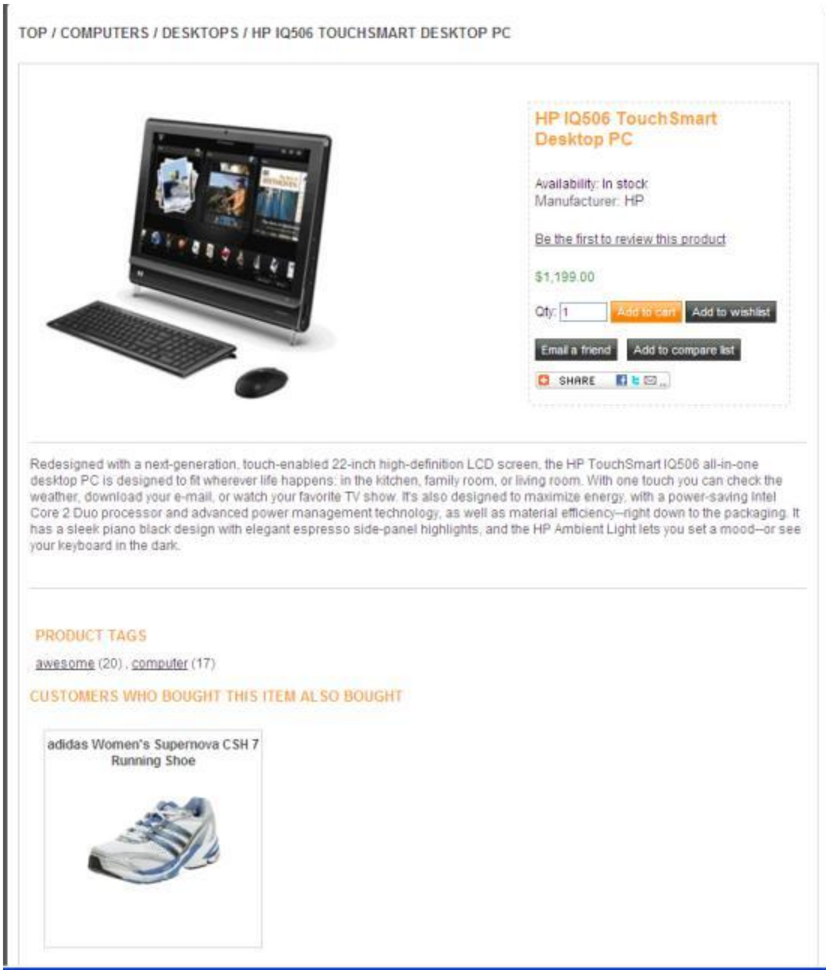
This section describes how to add an item to the shopping cart. Once items are added to the shopping cart, the **Shopping Cart** 

icon is updated on the toolbar. You can view the items in your shopping cart by clicking this icon.

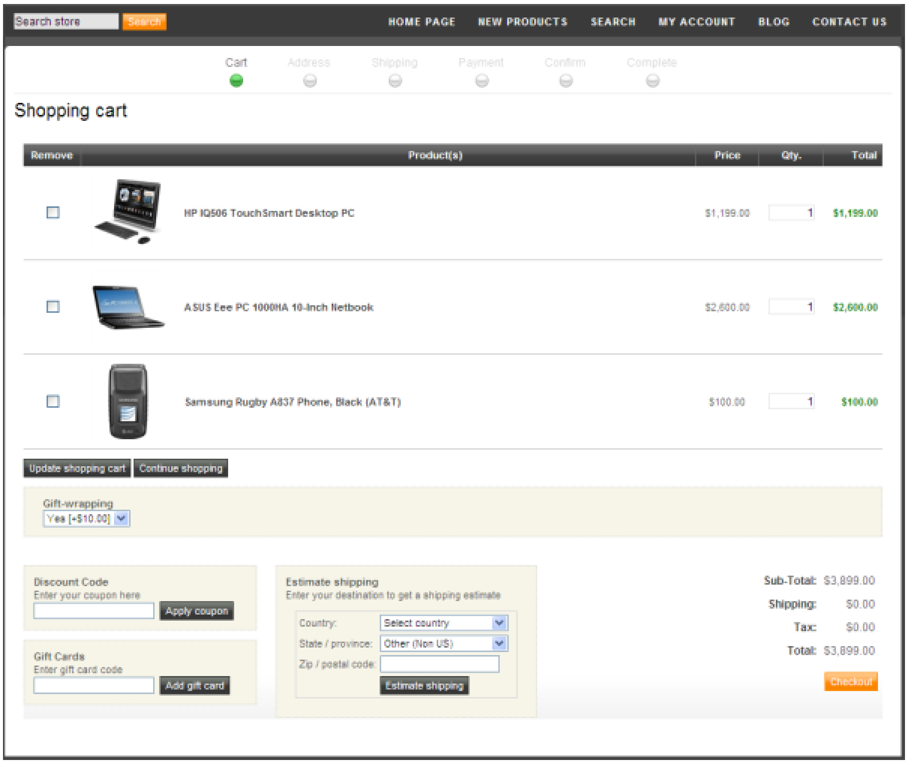
To add products to your shopping cart:

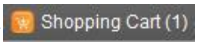
1. From the Left Column, navigate to a product to add to your shopping cart.

2. Click **Details**. The details page is displayed.



3 Enter the number of items to add and click **Add to cart**. The shopping cart is displayed with the items displayed.



__Note__: You can remove an item from the cart by checking the __Remove__ column and clicking __Update shopping cart__. Click __Continue shopping__ to go back to the category/manufacturer details page. The __Shopping Cart__ 

icon will be updated on the toolbar. Click __Checkout__ to continue with the ordering process.

Wishlist

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

Once items are added to the wishlist, the **Wishlist** 

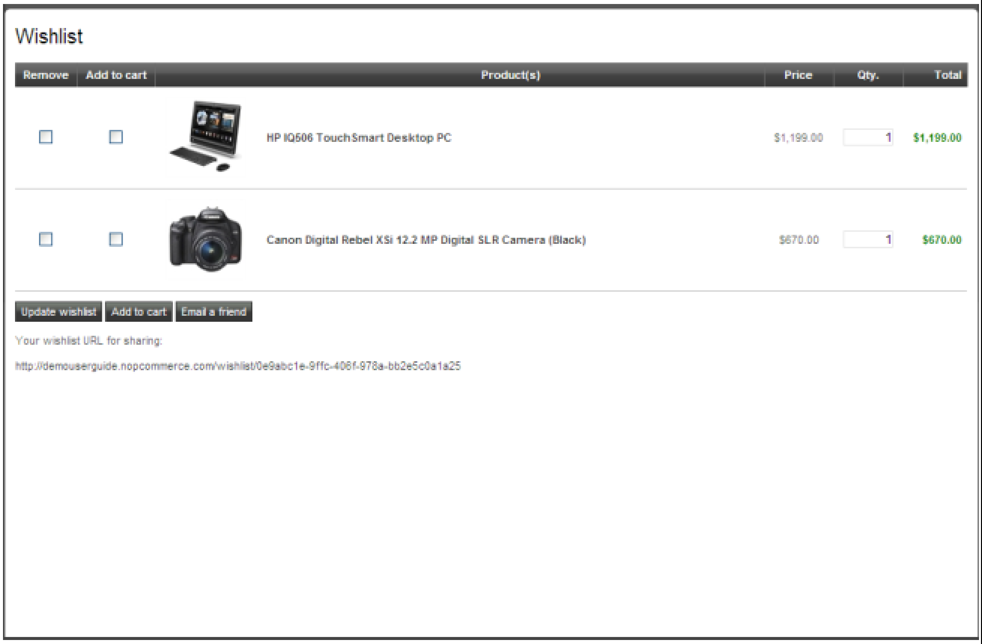
icon is updated on the toolbar. You can view the items in your wishlist by clicking this icon.

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

▸ **To add products to your wishlist:**

1. From the Left Column, navigate to a product to add to your wishlist.
2. Click **Details**. The details page is displayed.

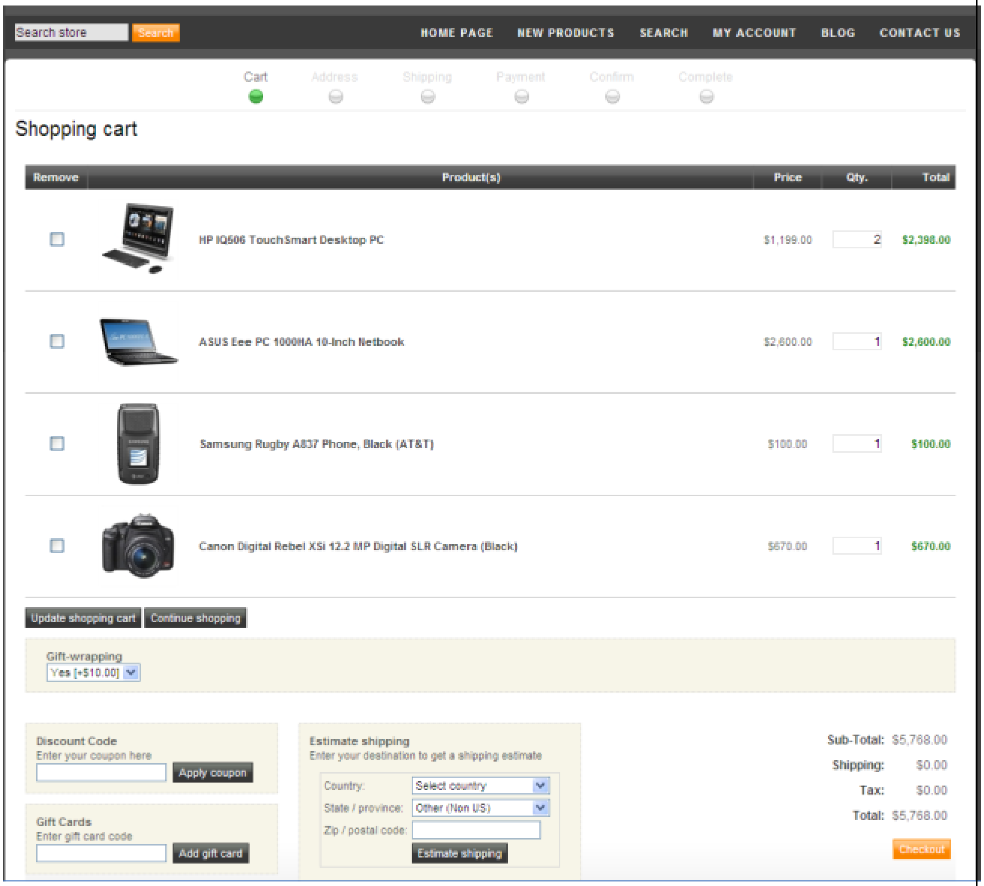
3 Enter the number of items to add click **Add to wishlist**. The Wishlist is displayed with the items displayed.



Note**: You can remove an item from the wishlist by checking the **Remove** column and clicking **Update wishlist**. The **Wishlist 

icon will be updated on the toolbar. A wishlist URL is displayed for sharing.

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

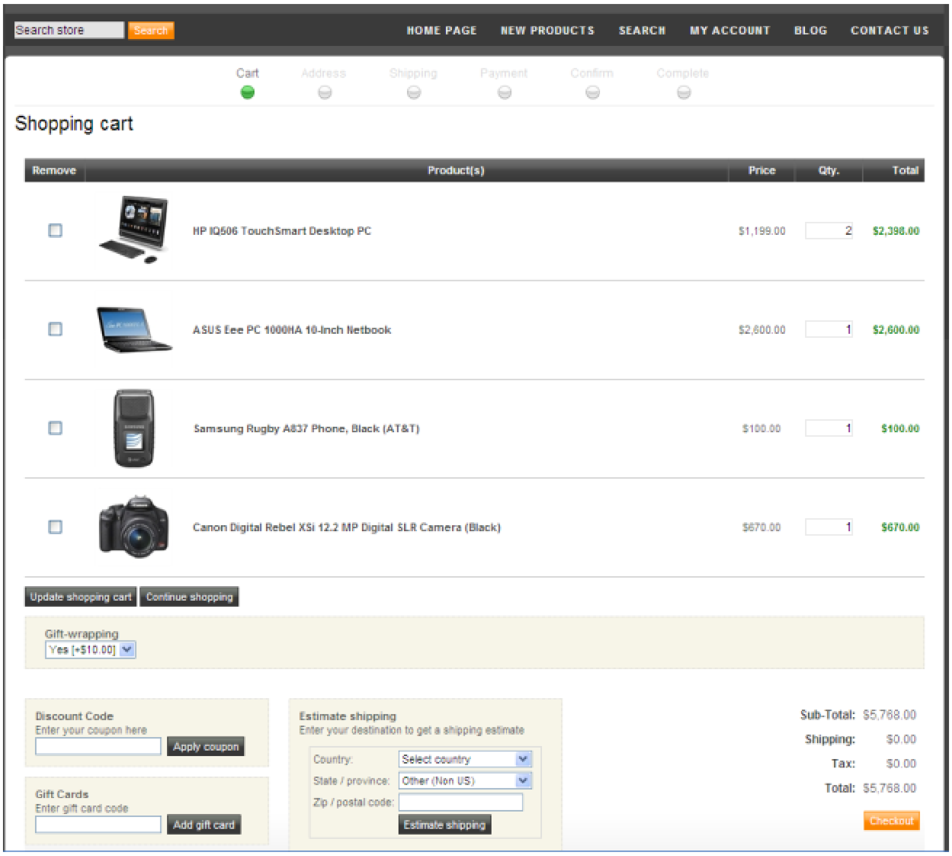


Purchasing Process

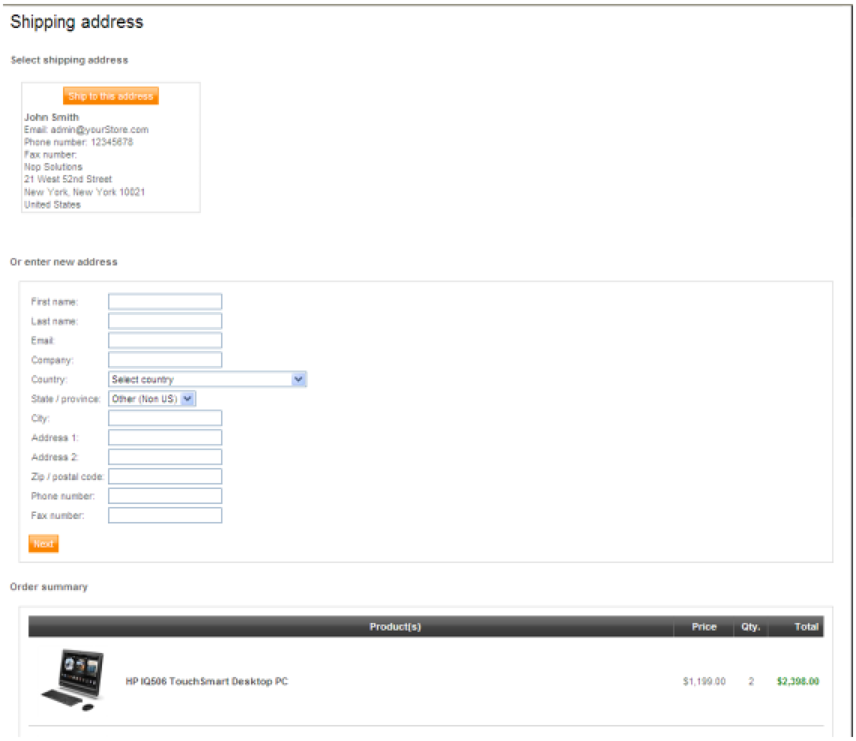
The following procedure describes the ordering process. This includes adding items to your cart, defining the address, shipping and payment information, confirming the order.

To place an order:

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



2 From the **Shopping Cart** window, shown on the previous page, click **Checkout**. The **Shipping Address** window is displayed. This page is displayed by default, which includes the shipping information of the order as well as the order summary, as follows:



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

3 Enter your shipping and billing options, as follows:

- In the **Select shipping address** area, perform one of the following:
- Click 

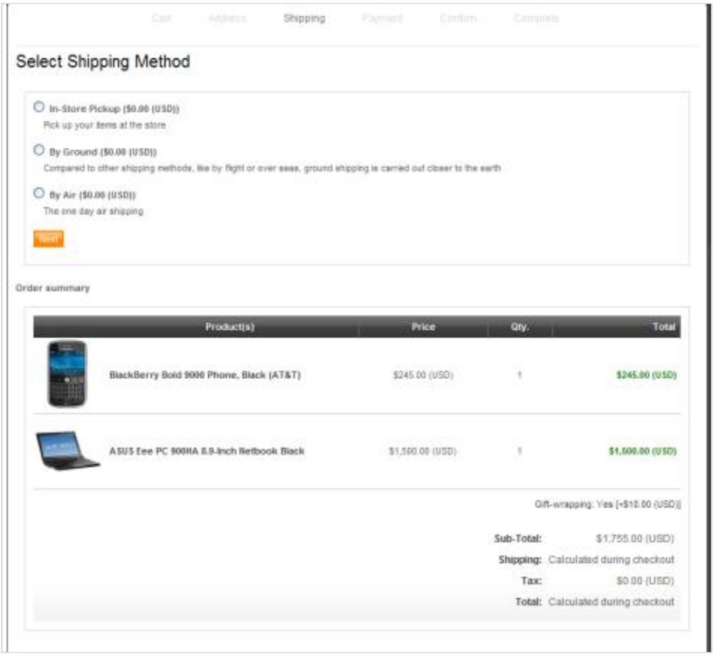
to ship to the address detailed below.
- Enter the new shipping address details in the relevant fields, to ship the product to a different address.

> ***Note****: If these fields are entered, click* ***Next*** *to proceed to the next step otherwise the process proceeds automatically to the next step where you select the shipping method.*

- In the **Select billing address** area, perform one of the following:
- Click 

to bill to the address detailed below.

4 The **Select Shipping Method** window is displayed.



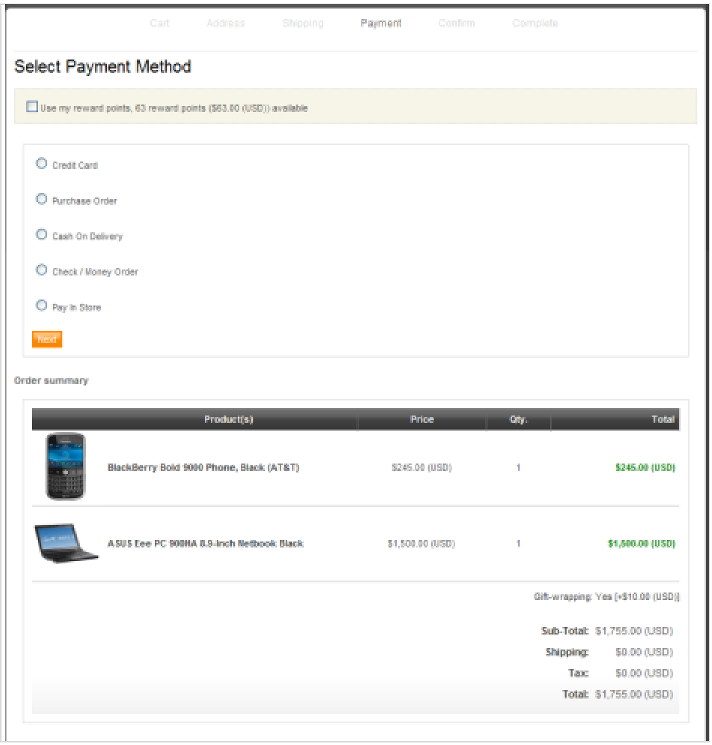
> ***Note**: This page is displayed only when a customer has shippable products.*

5 Select the required shipping method, as follows:

- **In-Store Pickup:** Select this option to pick your items up in the store.
- **By Ground:** Select this option to ship the products by air.
- **By Air:** Select this option to ship the products by ground.

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

6 Click **Next**. The **Select Payment Method** window is displayed.



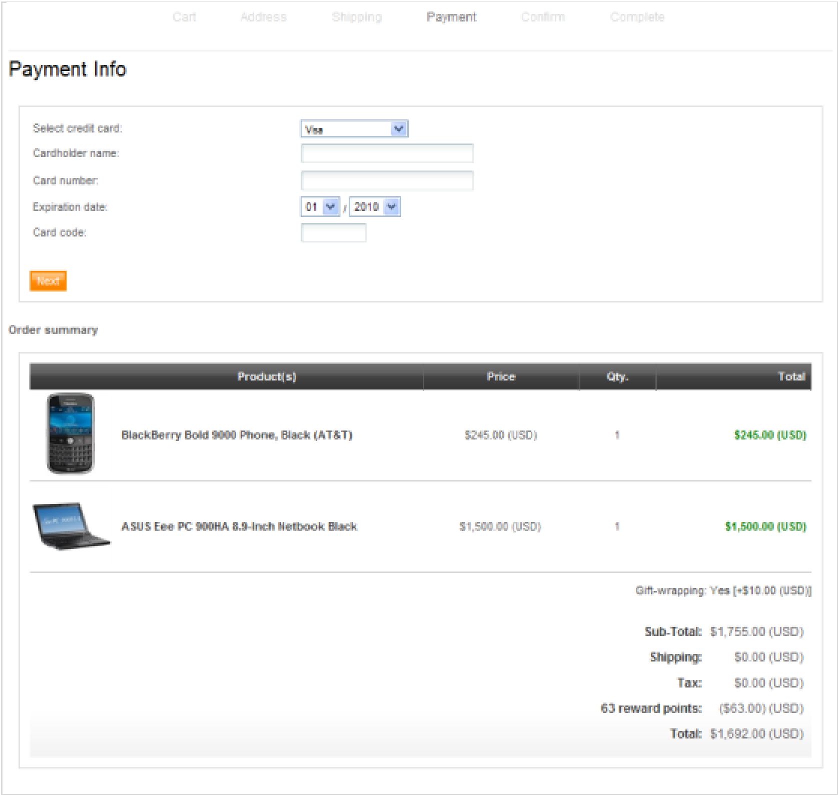
7 Select the **Use my reward points** checkbox to enable the customer to cash in the reward points that are available. This checkbox is displayed only when the reward points program is active and a customer has reward points to be redeemed.

8 Select the required payment method, as follows:

- Credit Card
- Purchase Order
- Cash on Delivery
- Check/Money Order
- Pay in Store

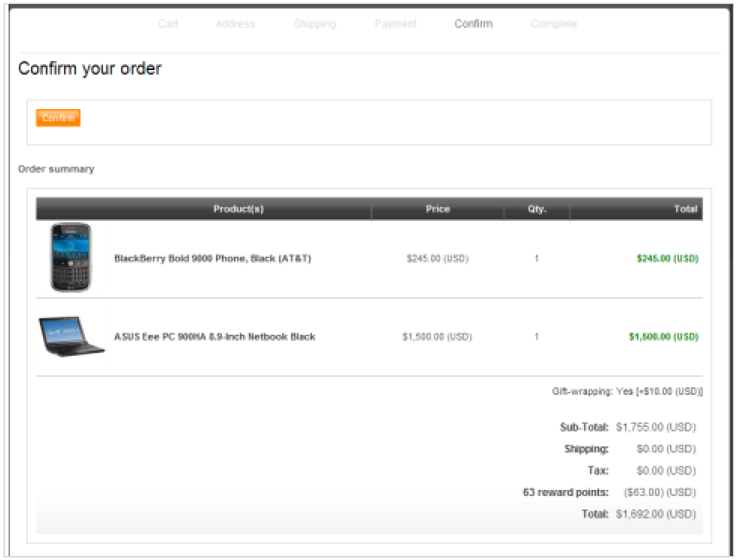
> ***Note***: *These options are not hardcoded and can be configured by store owner in the Administration area, by selecting **Payment Methods** from the **Configuration** menu.*

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

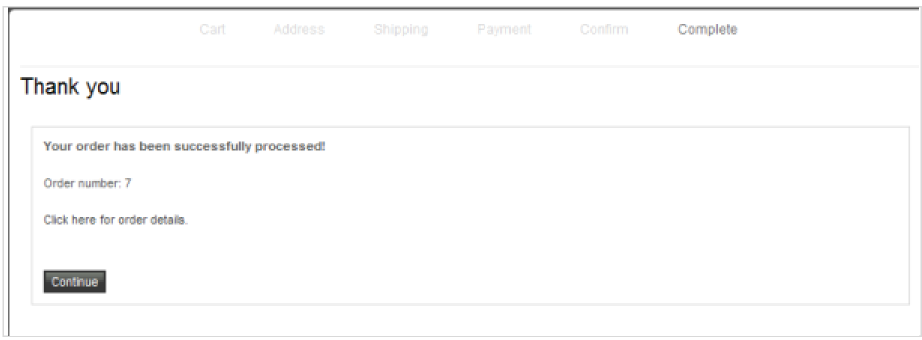


10 Enter the required payment information in the relevant fields.

11 Click **Next**. A confirmation window is displayed.



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



13 Click **Continue** to return to the homepage of the store.

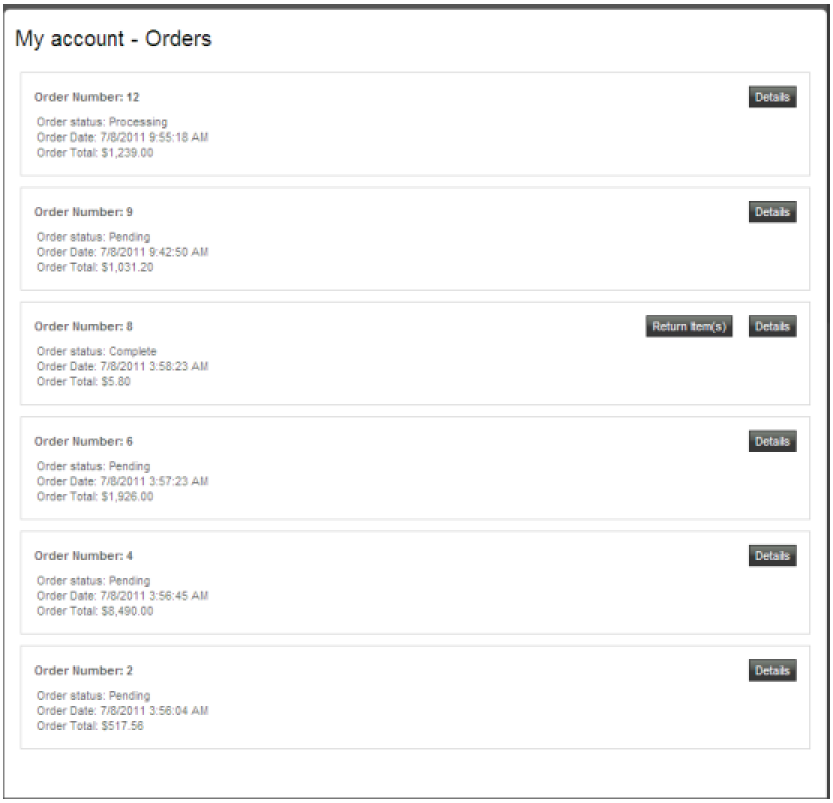
> ***Note***: *Alternatively, the store owner can configure the store to use a one page checkout. This is defined in* ***Administration*** *area, by selecting* ***Settings*** *>* ***Order Settings*** *from the* ***Configuration*** *menu and then selecting the* ***Use one page checkout*** *checkbox.*

Order Details Page

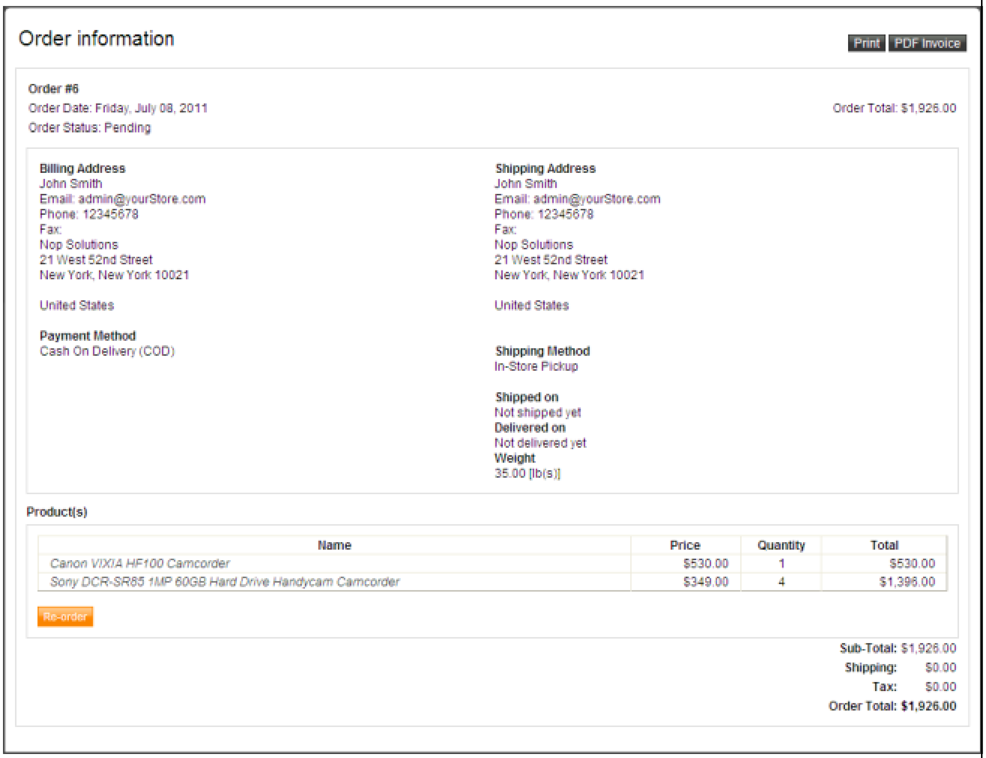
The order details page contains shipping and billing information, the status of the order as well the list of products purchased in addition to the payment method and more.

To view the order details

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



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



Order information

Print PDF Invoice

Order #6
Order Date: Friday, July 08, 2011
Order Status: Pending

Order Total: $1,926.00

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

United States

Payment Method
Cash On Delivery (COD)

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

United States

Shipping Method
In-Store Pickup

Shipped on
Not shipped yet
Delivered on
Not delivered yet
Weight
35.00 [lb(s)]

Product(s)

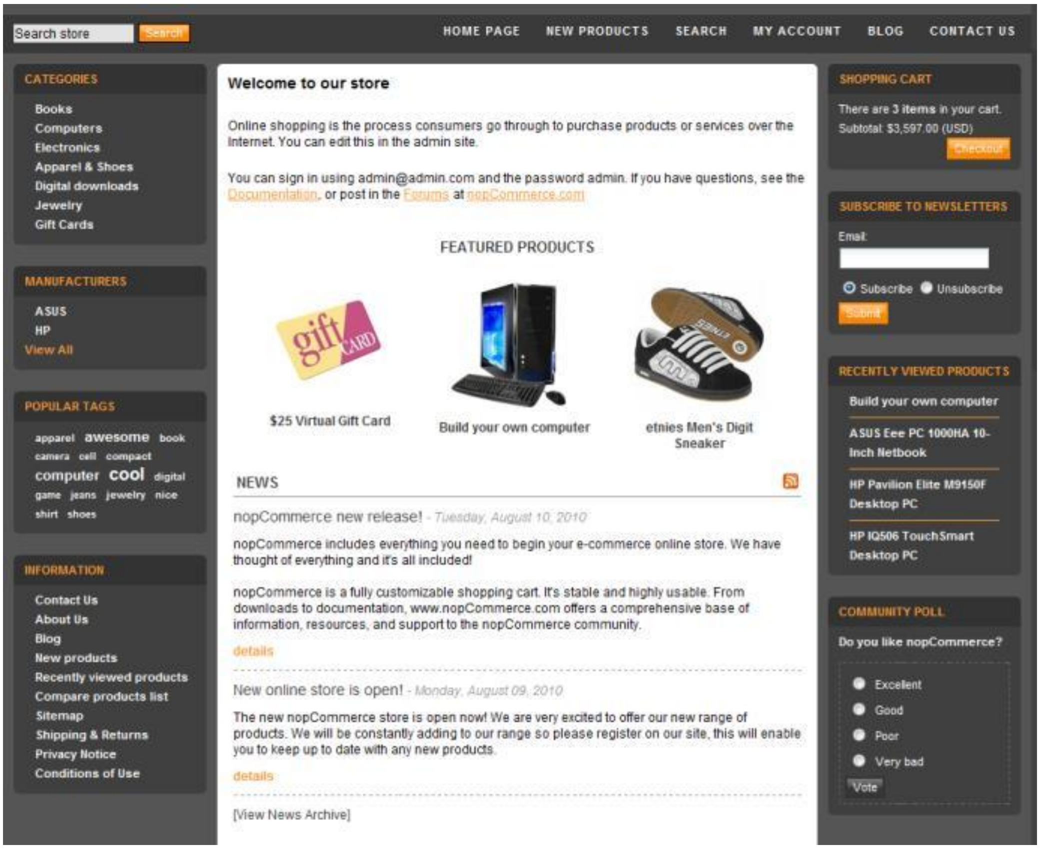
Name	Price	Quantity	Total
Canon VIXIA HF100 Camcorder	$530.00	1	$530.00
Sony DCR-SR85 1MP 60GB Hard Drive Handycam Camcorder	$349.00	4	$1,396.00

Re-order

Sub-Total: $1,926.00
Shipping: $0.00
Tax: $0.00
Order Total: $1,926.00

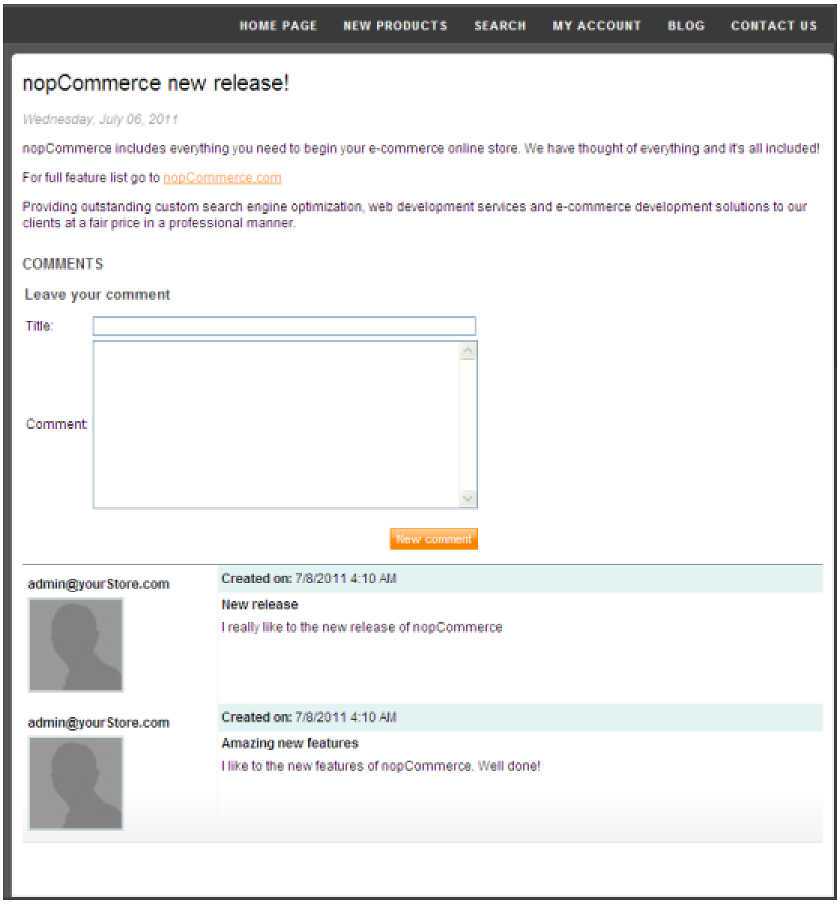
News

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



To add a news comment:

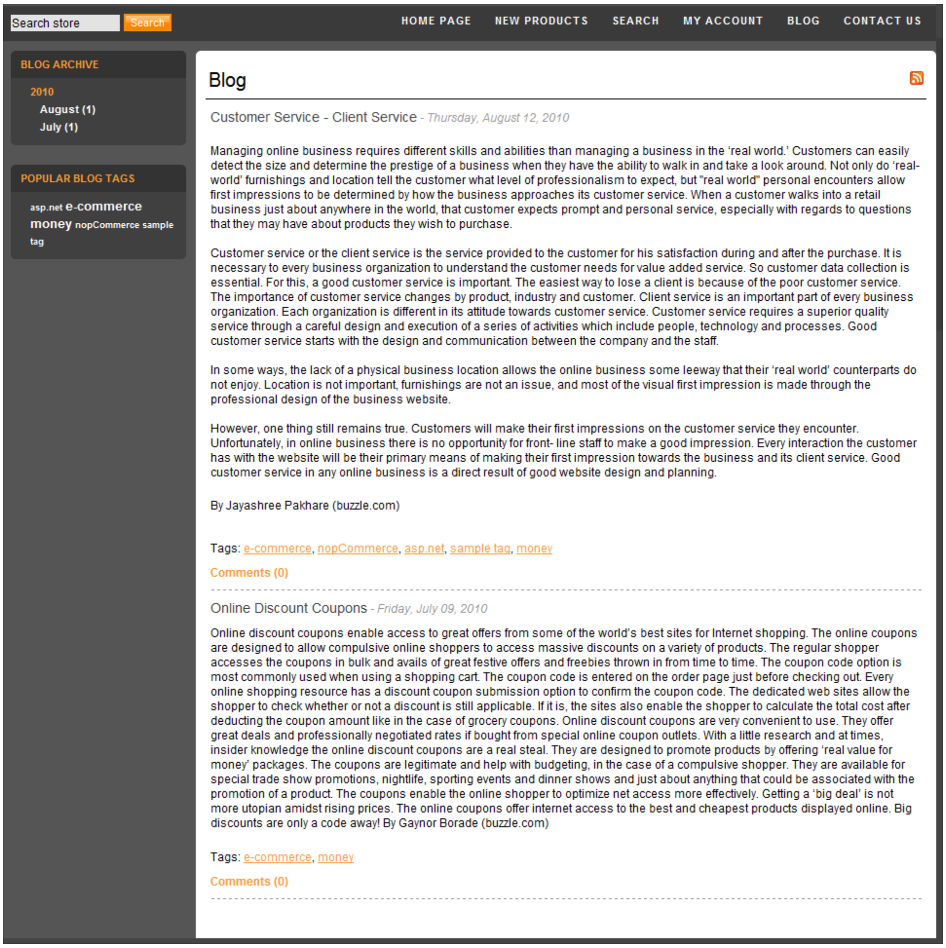
1. Click the **Details** button below the News section at the bottom of the homepage. The following window is displayed:



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

Blog

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



Polls

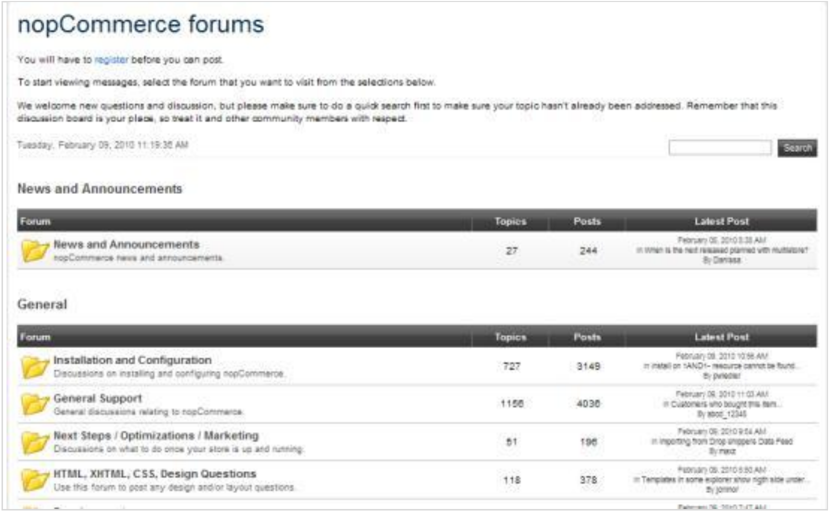
Pools can be managed by store owner. From the Administration area, select **Polls** from the **Content Management** menu and ensure that the **Show on home page** is checked**.**

Forums

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

To define forums:

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



Private Messaging

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

After they are enabled, other customers will see the 

button in forums.

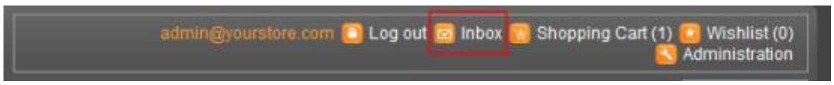
The 

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

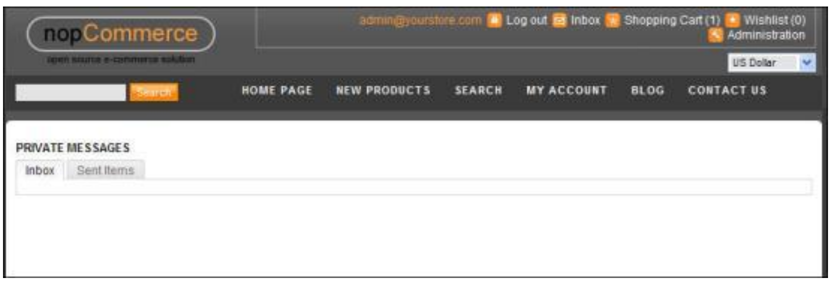
To view an example, go to
http://www.nopcommerce.com/Boards/Topic.aspx?TopicID=2000

To use private messaging

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

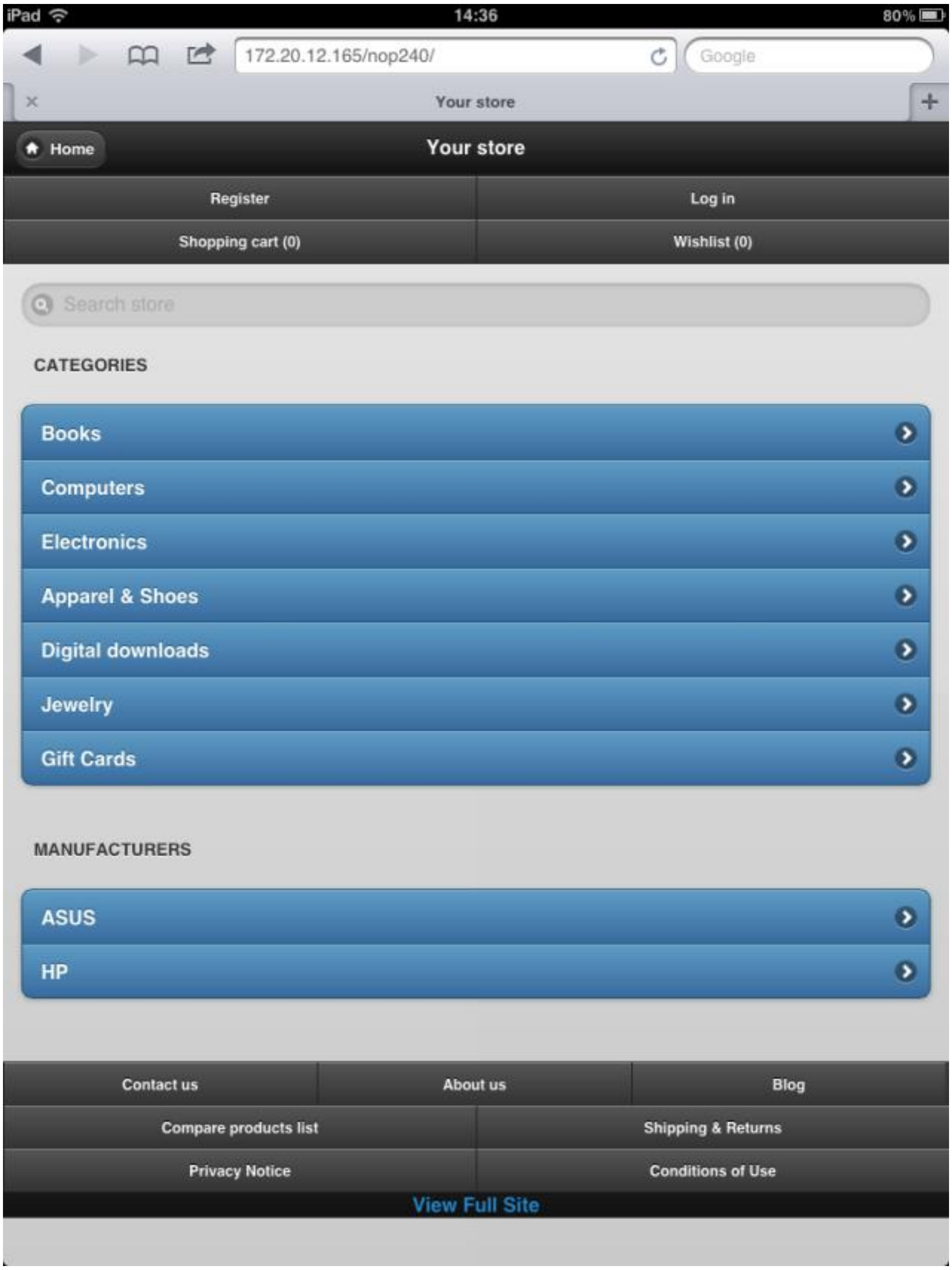


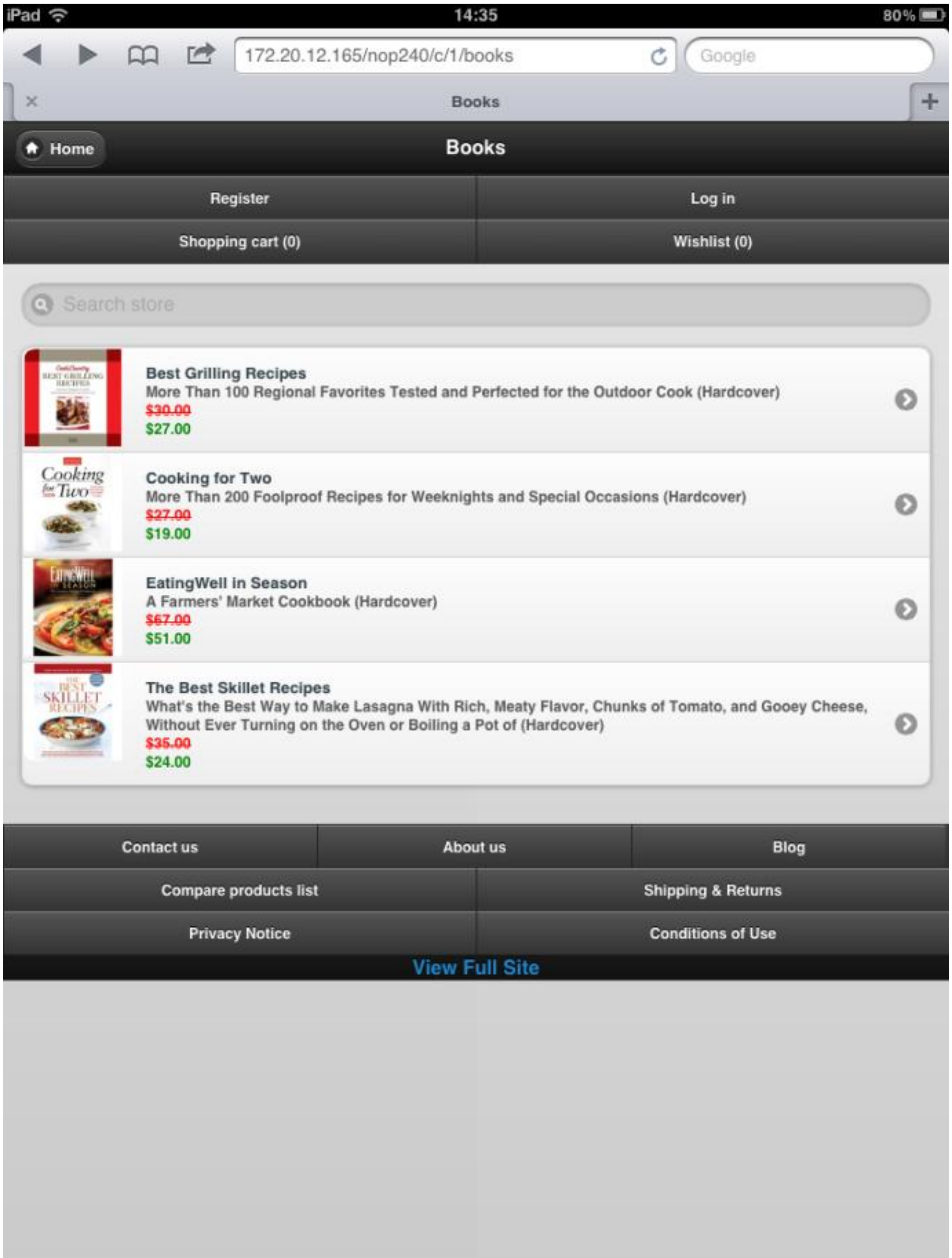
3. Click the **Inbox** link. The private message window is displayed.

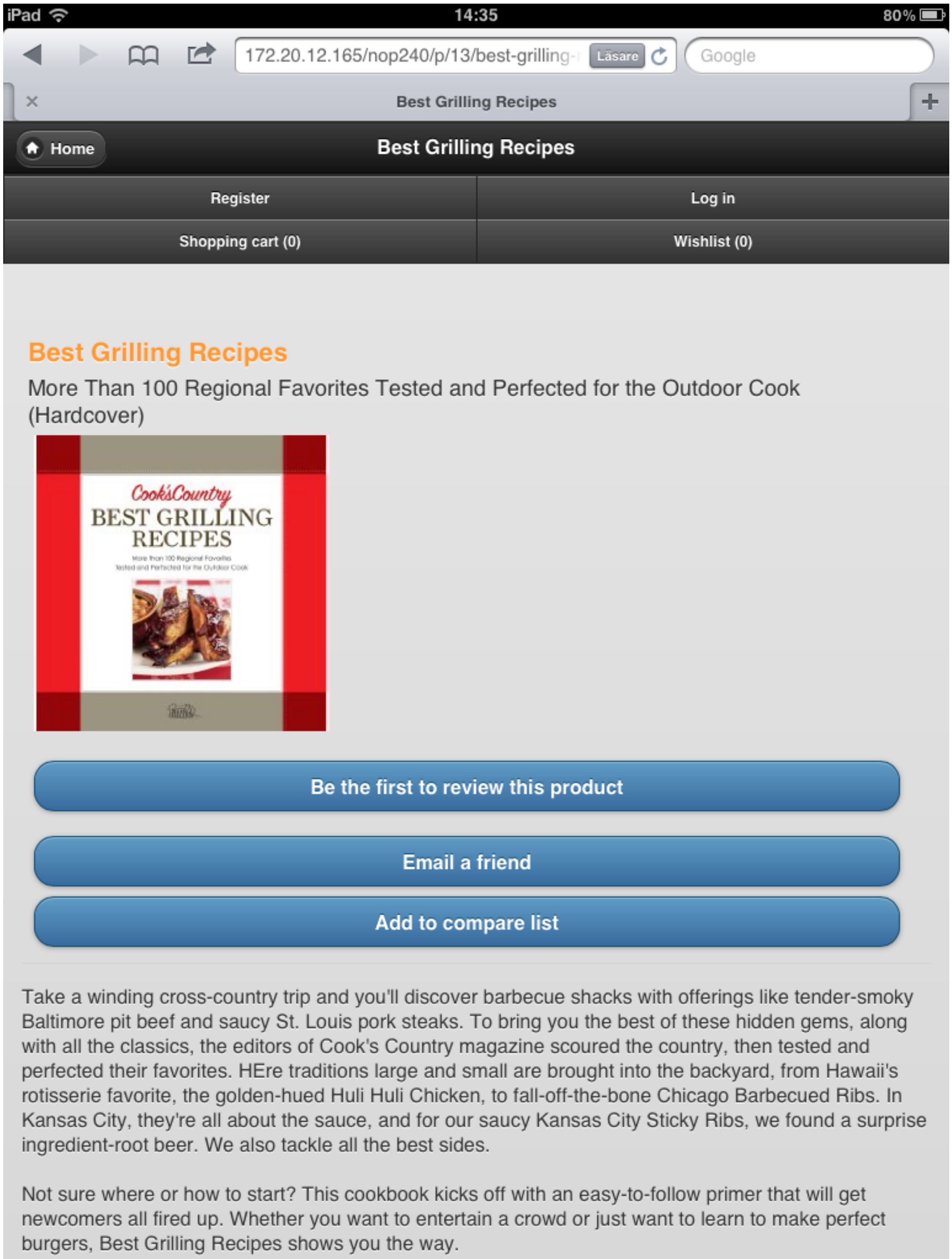


Mobile Device Support

When mobile device support is enabled, as described in **General and Miscellaneous settings** on page 129, customers will be able to view a version of the site optimized for mobile devices, as shown in the examples below which displays the mobile version of nopCommerce on iPad.




iPad
14:35
80%
172.20.12.165/nop240/c/1/books
Google
Books
Home
Books
Register
Log in
Shopping cart (0)
Wishlist (0)
Search store
Best Grilling Recipes
More Than 100 Regional Favorites Tested and Perfected for the Outdoor Cook (Hardcover)
$30.00
$27.00
Cooking for Two
More Than 200 Foolproof Recipes for Weeknights and Special Occasions (Hardcover)
$27.00
$19.00
EatingWell in Season
A Farmers' Market Cookbook (Hardcover)
$67.00
$51.00
The Best Skillet Recipes
What's the Best Way to Make Lasagna With Rich, Meaty Flavor, Chunks of Tomato, and Gooey Cheese, Without Ever Turning on the Oven or Boiling a Pot of (Hardcover)
$35.00
$24.00
Contact us
About us
Blog
Compare products list
Shipping & Returns
Privacy Notice
Conditions of Use
View Full Site



***Note**: Mobile customers can click on the **View Full Site** link at the bottom of the pages to go to the full desktop version of the site.*

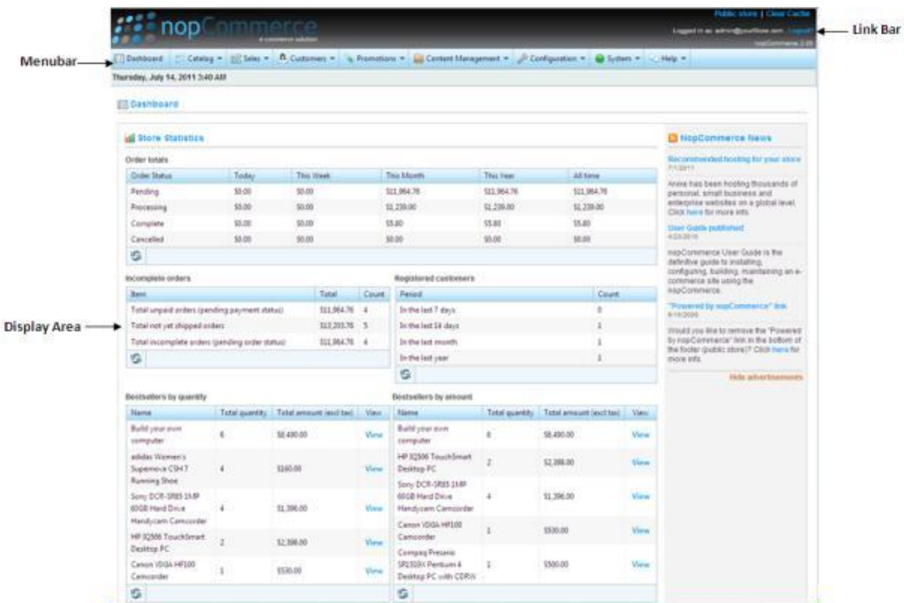
4 Introducing the Backend – Setting up the Store

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

Overview

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

The backend main window is displayed as follows:



The nopCommerce backend main window includes the following components

- Menubar
- Display Area
- Link Bar

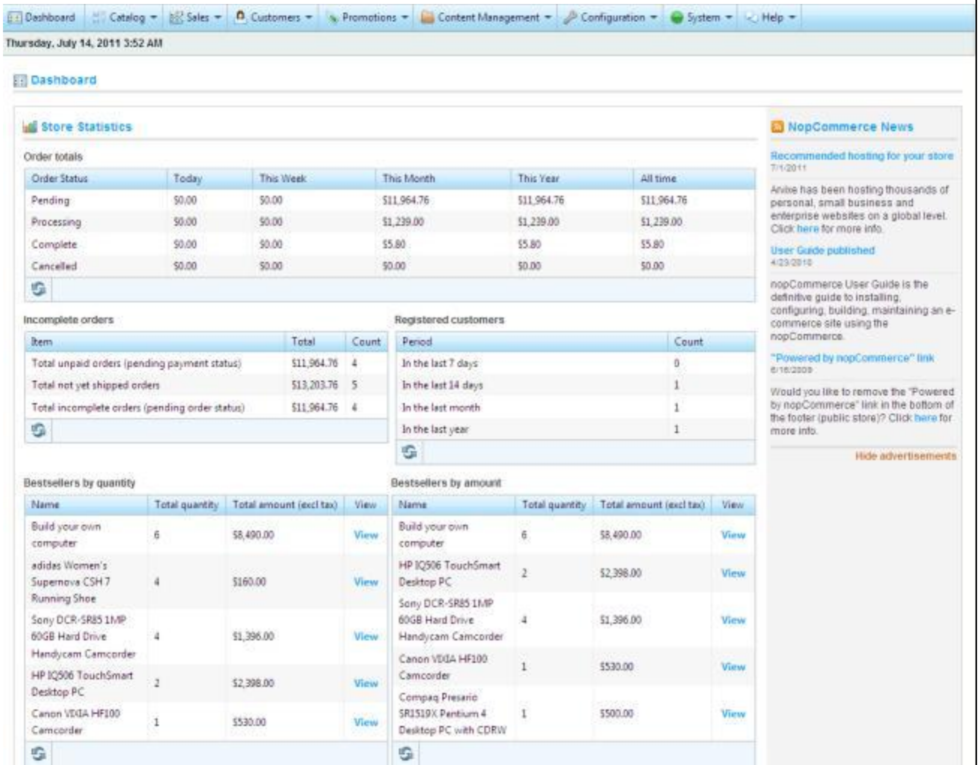
Accessing the Backend

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

To access the backend:

1. Login to your store as an administrator.
2. From the front-end toolbar, click Administration (

). This link is visible for users that have administrator access right only. The nopCommerce backend main window is displayed, as shown below.



Managing Categories

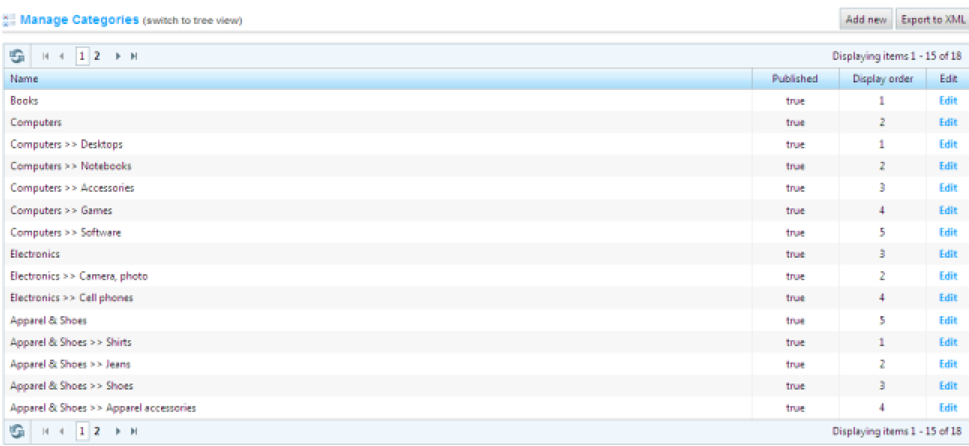
This section describes how to manage categories. It includes the following:

Adding Categories

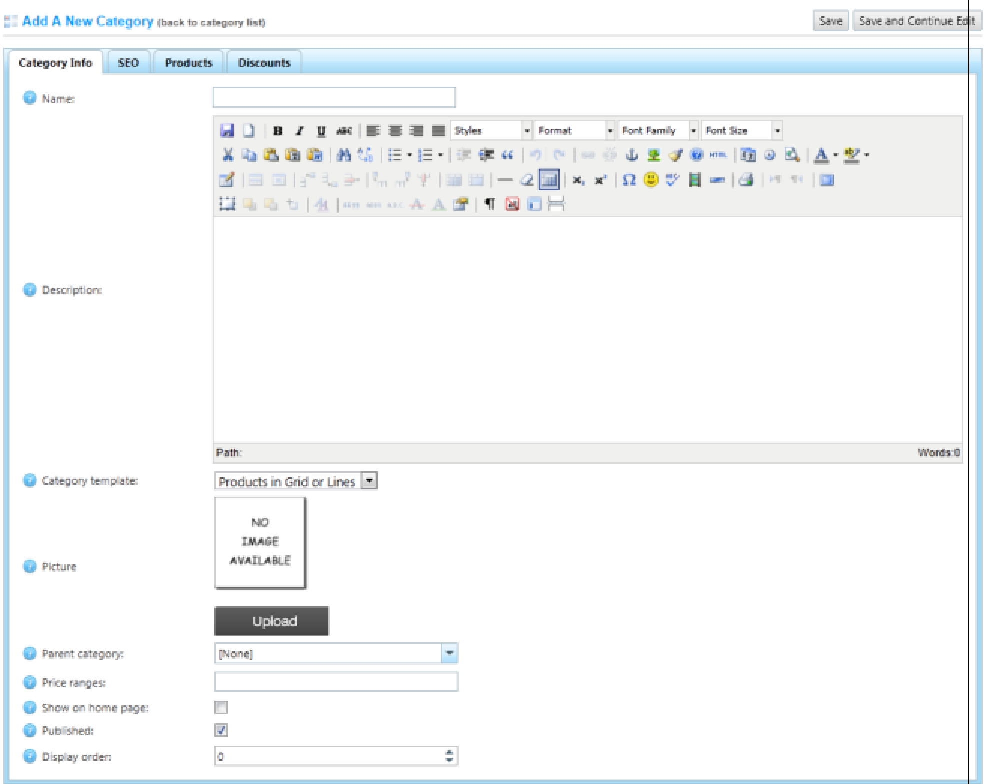
This section describes how to add and edit categories that are displayed in the public store as shown on page 17. You can export the categories setting to an external file for backup purposes, by clicking the **Export to XML** button.

To add a category:

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



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

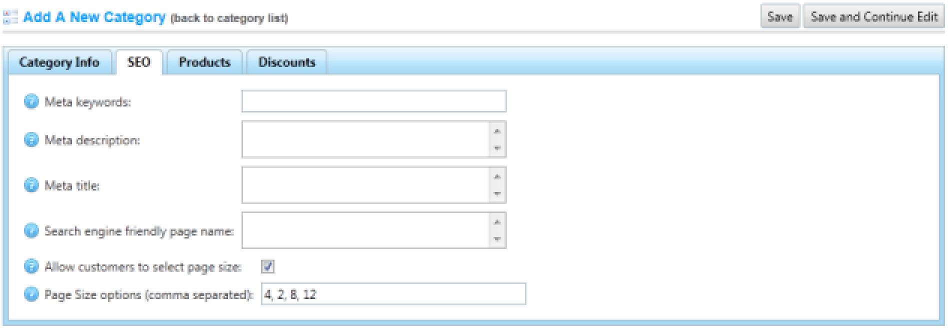


3 In the **Category Info** tab, define category information, as follows:

- In the **Name** field, enter the name of the category.
- In the **Description** field, enter a description for the new category. Use the editor for layout and fonts.
- From the **Category template** dropdown list, select a category template. This template defines how this category will be displayed.
- In the **Picture** field, browse to select an image representing the category.
- From the **Parent Category** dropdown list, select the required category of the parent. The new category will be placed under this category in the public store.
- In the **Price ranges** field, enter a price range in the currency that you defined in the **Currencies** window. This allows customers to filter products by price ranges. Format: **0-1000; 1000-1200; 1200-**(**1200** means **1200** and over).

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

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



5 Define the following SEO parameters:

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

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

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

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

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

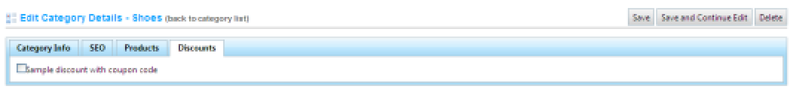
  <head>
  <title> Creating Title Tags for Search Engine Optimization & Web Usability </title>
  </head>

- In the **Search engine friendly page name** field, enter the name of the page used by search engines. If you enter nothing then the category page URL is formed using the category name. If you enter **custom SEO Page Name**, then the following custom the URL will be used: http://www.yourStore.com/c/1-customSEOPageName

6 Select the **Allow customers to select page size** checkbox to enable customers to select a page size on the Category Details page from the page sizes list entered by the store owner. In this case, the **Page size options** field becomes visible in the Administration area. When this option is disabled, customers will *not* be able to select a page size on the Category Details page and the store owner can enter a certain page size. In this case, the **Page size** field becomes visible in this case in Administration area, as described below.

- In the **Page size** field, enter the number of products to display on the category details page per page. For example, when you add seven products to a category and you set its page size to three. Three products per page will be displayed on this category details page in the public store.

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



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

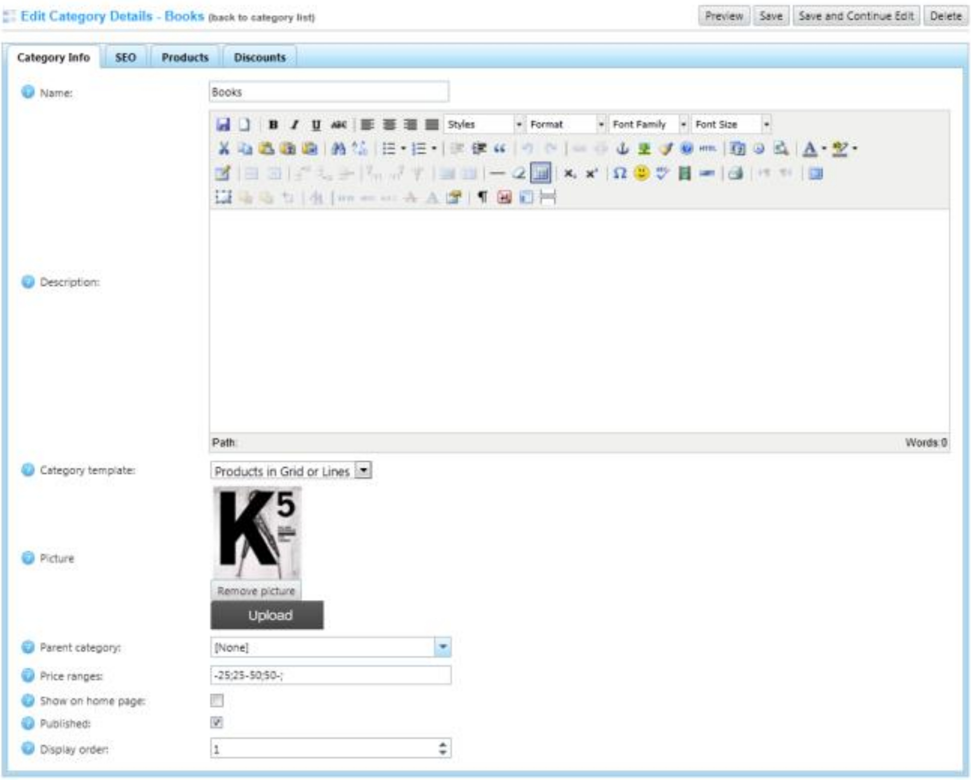
9 Click **Save**. The new category will be displayed in the public store under the parent category that was selected.

Editing Categories

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

To edit a category

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

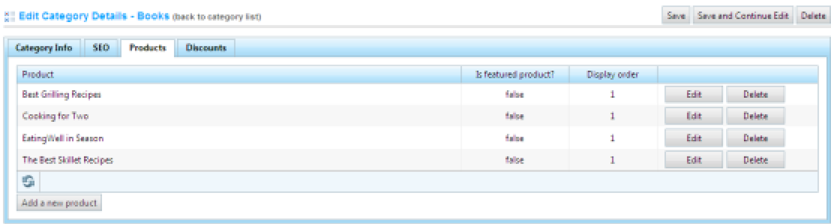


> *Note: Click the **Preview** button to go to the Category Details page in the public store.*

2 Edit the category details, as described in **Adding Categories**, on page 69.

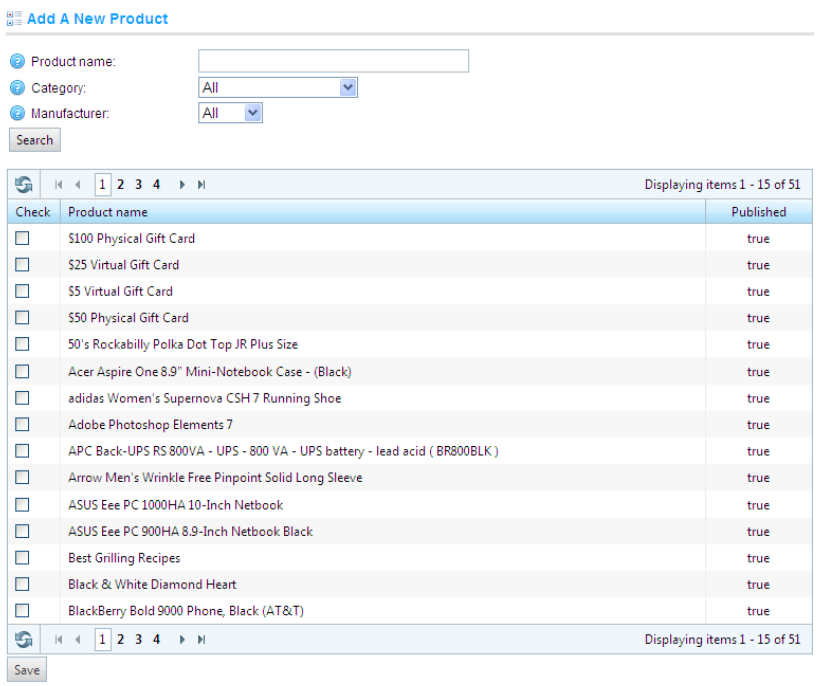
3 Select the **SEO** tab and define the SEO parameters, as described on page 71 in the **Adding Categories** section.

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



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

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



6. Define the new product details, as follows:
   - In the **Product** name field, enter the product name.
   - From the **Category** drop down list, select the category under which to display the product.
   - From the **Manufacturer** drop down list, select the manufacturer under which to display the product.
   - Check the required product you would like to add to the category and click the **Save** button. The selected product will be displayed under the selected category.
7. Select the **Discounts** tab and add discounts, as described on page 73 in **Adding a Category**
8. Click **Save** to save the category changes.
9. You can click **Delete** to remove the category.

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

Managing Manufacturers

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

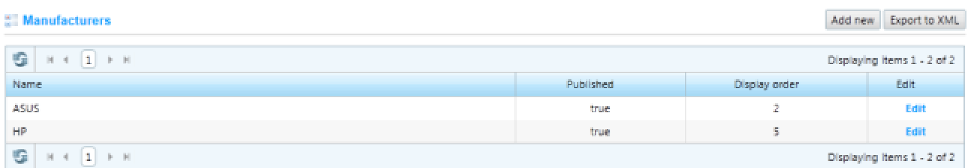
- **Adding Manufacturers**, below
- **Editing Manufacturers**, page 80

Adding Manufacturers

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

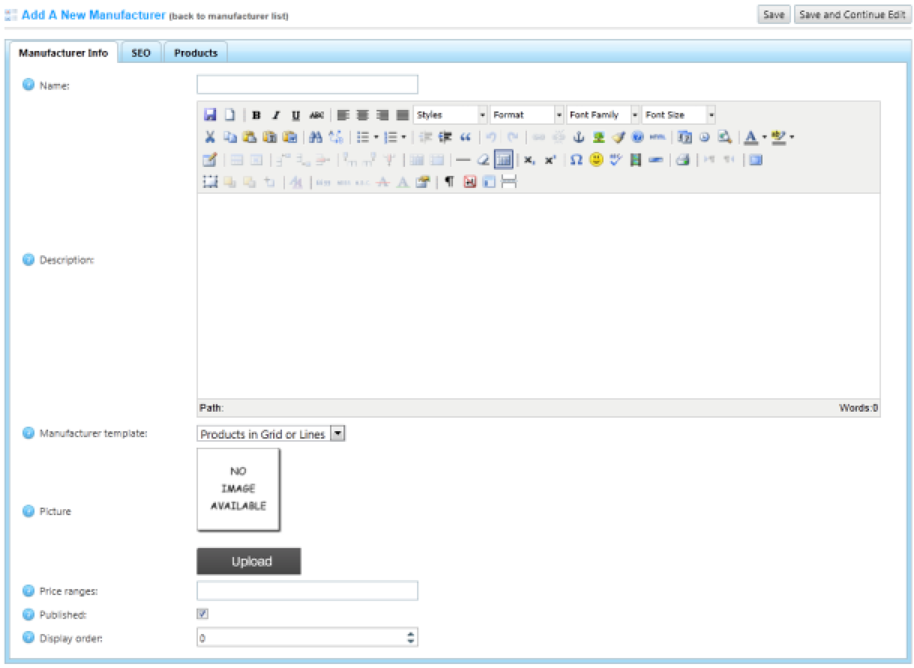
To add a manufacturer:

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



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

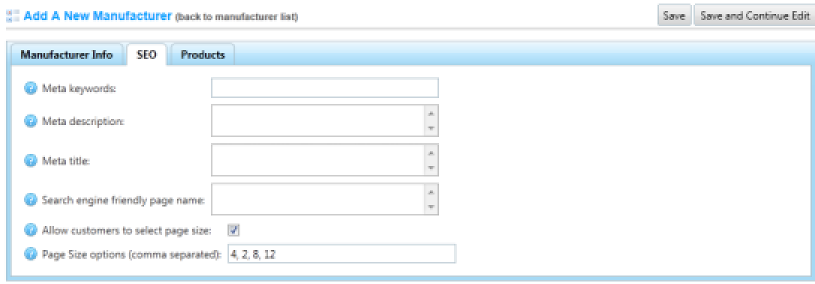
2 Click **Add New**. The **Add a New Manufacturer** window is displayed.



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

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

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



5 Define the following SEO parameters:

- In the **Meta keywords** field, enter the required category meta keywords. These are a brief and concise list of the most important themes of your page. The meta keywords tag takes the following form:
- <meta name="keywords" content="keywords, keyword, keyword phrase, etc.">
- In the **Meta description** field, enter a description of the category. The meta description tag is a brief and concise summary of your page's content. The meta description tag is in the following format:
- <meta name="description" content="Brief description of the contents of your page.">
- In the **Meta title** field, enter the required title. The title tag specifies the title of your Web page. It is code which is inserted into the header of your web page and is in the following format:
- <head>
  <title> Creating Title Tags for Search Engine Optimization & Web Usability </title>
  </head>
- In the **Search engine friendly page name** field, enter the name of the page used by search engines. If you enter nothing then the category page URL is formed using the category name. If you enter **custom SEO Page Name**, then the following custom the URL will be used: ***http://www.yourStore.com/m/1-customSEOPageName***
- Select the **Allow customers to select page size** checkbox, to enable customers to select a page size on the Manufacturer Details page from the page sizes list entered by the store owner. In this case the, **Page size options'** field becomes visible in the Administration area. When this option is disabled, customers will not be able to select a page size on the Manufacturer Details page and the store owner can enter a certain page size. The **Page size** field becomes visible in this case in the Administration area, as described below.

- In the **Page size** field, enter the number of products to display on the manufacturer details page per page. For example, when you add seven products to a category and you set its page size to three. Three products per page will be displayed on this manufacturer details page in the public store.

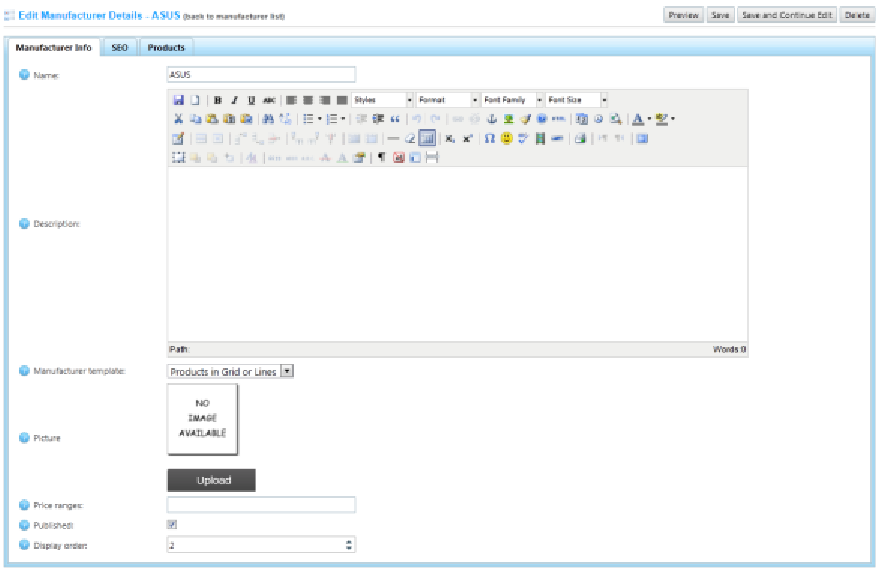
6 Click **Save**.

Editing Manufacturers

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

To edit a manufacturer:

1 From the **Manage Manufacturers** window, shown on page 77, click **Edit** beside the manufacturer to edit. The **Edit Manufacturers Details** window is displayed showing the **Manufacturers Info** tab.



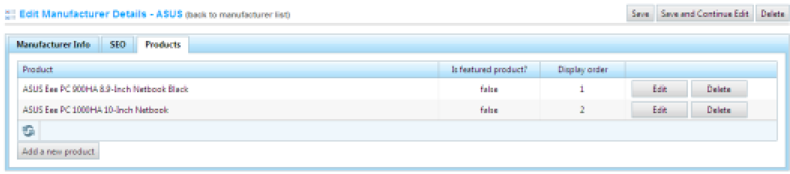
__Note__: Click the __Preview__ button to go to the Manufacturer Details page in the public store.

2 Edit the category details, as described in **Adding Categories**, on page

3 Edit the manufacturer's details, as described in **Adding Manufacturers**, on page 77.

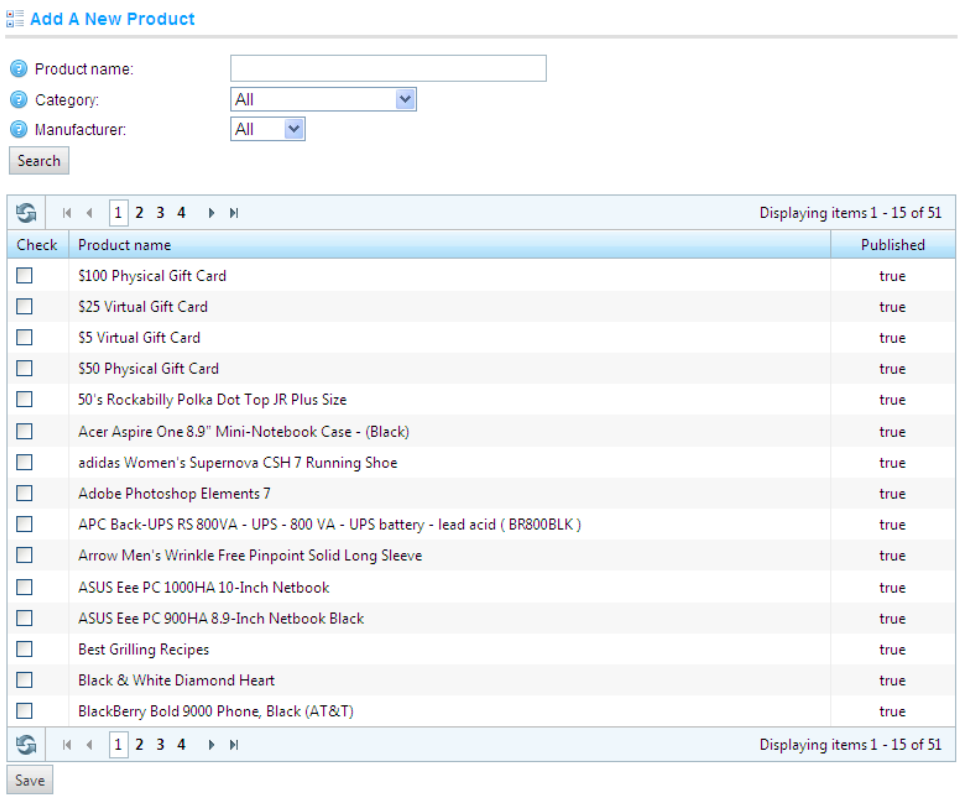
4 Select the **SEO** tab and define the SEO parameters, as described on page 78 in **Adding a Manufacturer**.

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



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

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



7. Define the new product details, as follows:
    - In the **Product** name field, enter the product name.
    - From the **Category** drop down list, select the category under which to display the product.
    - From the **Manufacturer** drop down list, select the manufacturer under which to display the product.
    - Select the required product to add and click **Save**. The selected product will be displayed under the selected category.
8. Click **Save** to save the manufacturer changes.
9. You can click **Delete** to remove the manufacturer.

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

Managing Attributes

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

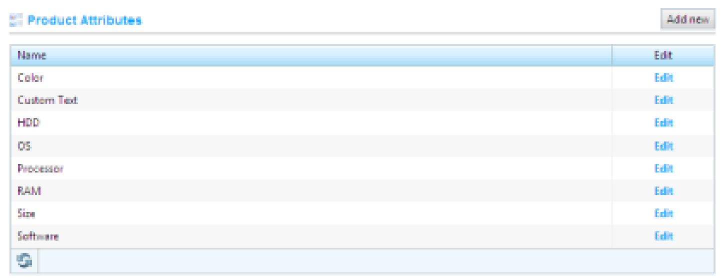
- **Product Attributes**, below
- **Specification Attributes**, page 84
- **Checkout Attributes**, page 86

Product Attributes

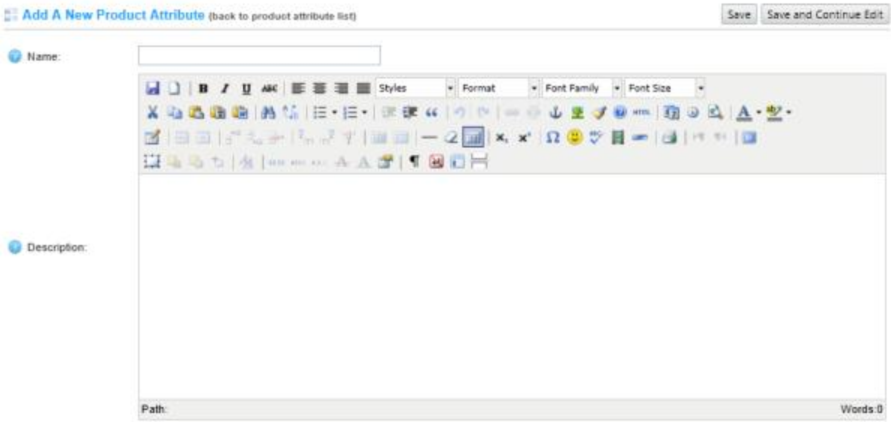
In nopCommerce, the product attributes are quantifiable or descriptive aspects of a product (such as, color). For example, if you were to create an attribute for color, with the values of blue, green, yellow, and so on, you may want to apply this attribute to shirts, which you sell in various colors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

To define product attributes:

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



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



3 In the **Name** field, enter the name of the attribute.

4 In the **Description** field, enter a description of the attribute.

5 Click **Save**. The new attribute is added to the **Product Attributes** window.

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

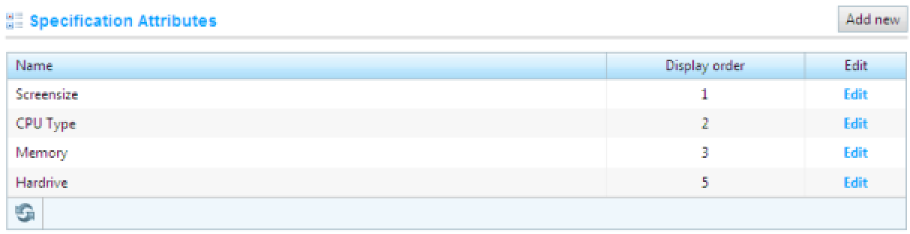
Specification Attributes

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

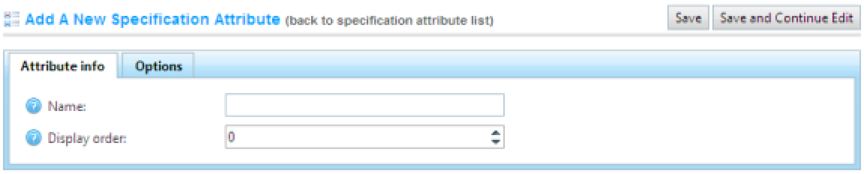
Unlike product attributes, specification attributes are used for information purposes only (visible on product details page) and can be used for filtering products on the category details page. They are mapped to *products* and *not* to *product variants*. (Product attributes are mapped to product variants, as described in the section above.)

To add specification attributes:

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



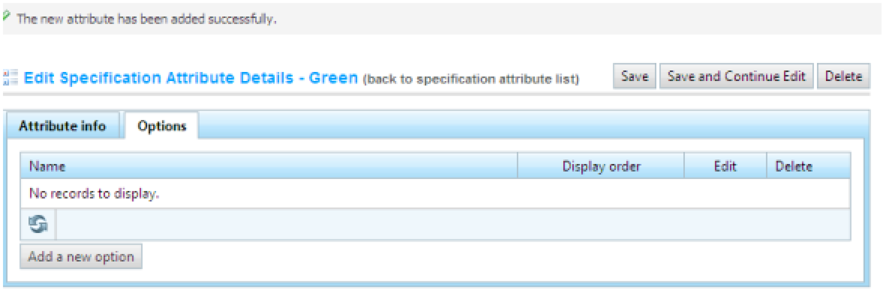
2. Click **Add new**. The **Add a New Specification Attribute** window is displayed showing the **Attribute info** tab.



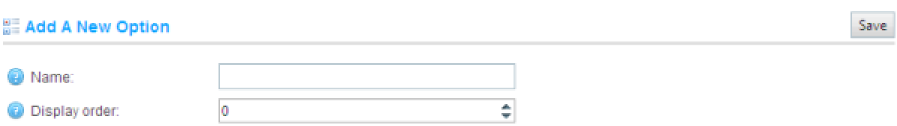
3. In the **Name** field, enter the name of the specification attribute.

4. In the **Display order** field, enter the display order number of the specification attribute.

5. Click **Save and Continue Edit**. The new specification attribute is added to the **Specification Attributes** window and the window changes to display the **Edit Specification Attributes Details** window, as follows:



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

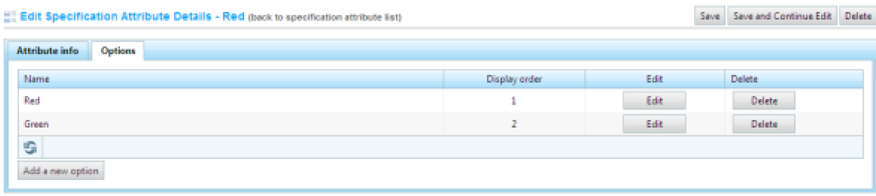


7. In the **Name** field, enter the attribute option. **Red**, for example, if the

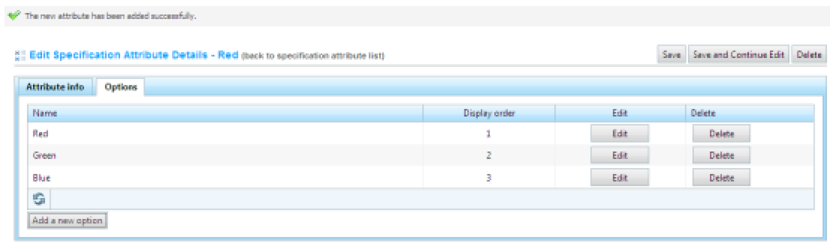
attribute is a color.

8 In the **Display order field**, enter the required display order for the selected option. Entering **1** will display it at the top of the list.

9 Click **Save.** The attribute option is added, as follows:



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



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

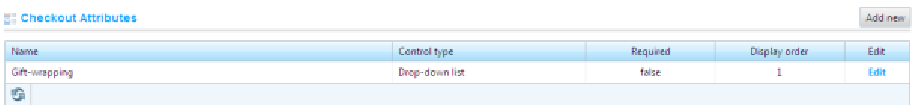
> ***Note***: *To edit an existing specification attribute click **Edit** beside the specification attribute in the **Specification Attributes** window. The **Edit specifications attributes window** is displayed. Edit the relevant fields, as required.*

Checkout Attributes

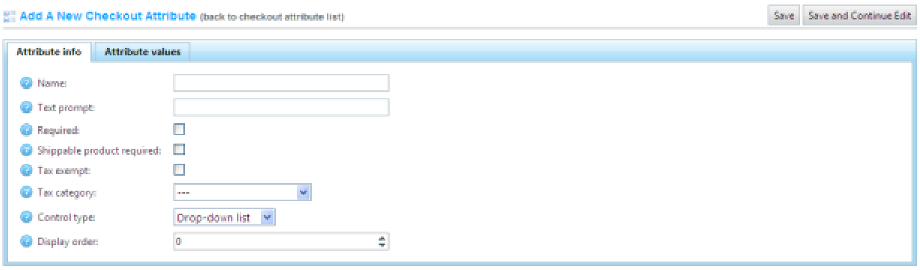
This section describes how to add a new checkout attributes which are displayed on the **Shopping Cart** page and enables the user to select them, if required, before checkout. The store owner can define these **Checkout Attributes** from the **Add A New Checkout Attribute** window. Using this option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

To add checkout attributes:

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



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



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

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

- Dropdown List
- Radio List
- Checkboxes
- Textbox
- Multiline Textbox
- Date picker

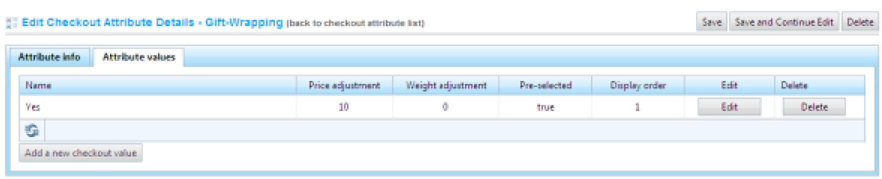
***Note**: Dropdown lists, radio lists and checkboxes require the store owner to define values (such as, Green, Blue, Red and so on). The Textbox and Date picker control types do not require the store owner to define values, since the customers will be required to enter text in these textbox fields.*

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

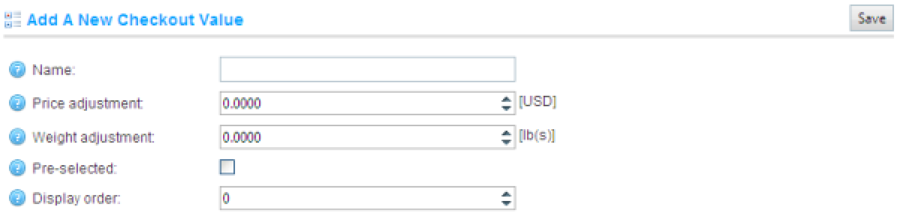
11 Click **Save**.

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

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



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



14 In the **Name** field, enter the attribute value name to add. For example, **Yes** or **No**, for questions such as, **Do you require fragile care handling?**

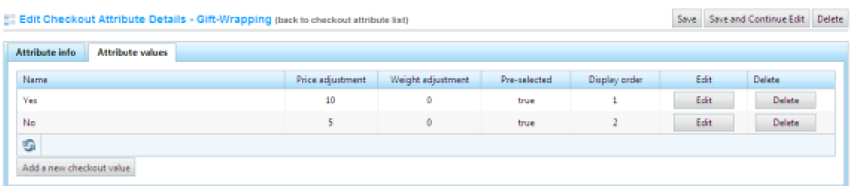
15 In the **Price adjustment** field, enter the price adjustment to apply why selecting this attribute value. For example, enter **10** to add **10** dollars.

16 In the **Weight adjustment** field, enter the weight adjustment to apply why selecting this attribute value.

17 Select the **Pre-selected** checkbox to indicate this attribute value is pre-selected for the customer.

18 In the **Display order** field, enter the display order number of the attribute value.

19 Click **Save.** The new attribute is saved and is displayed in the window, as follows:



20 Repeat steps **13** through **19** to add additional attribute values.

21 Click **Save**.

Managing Products

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

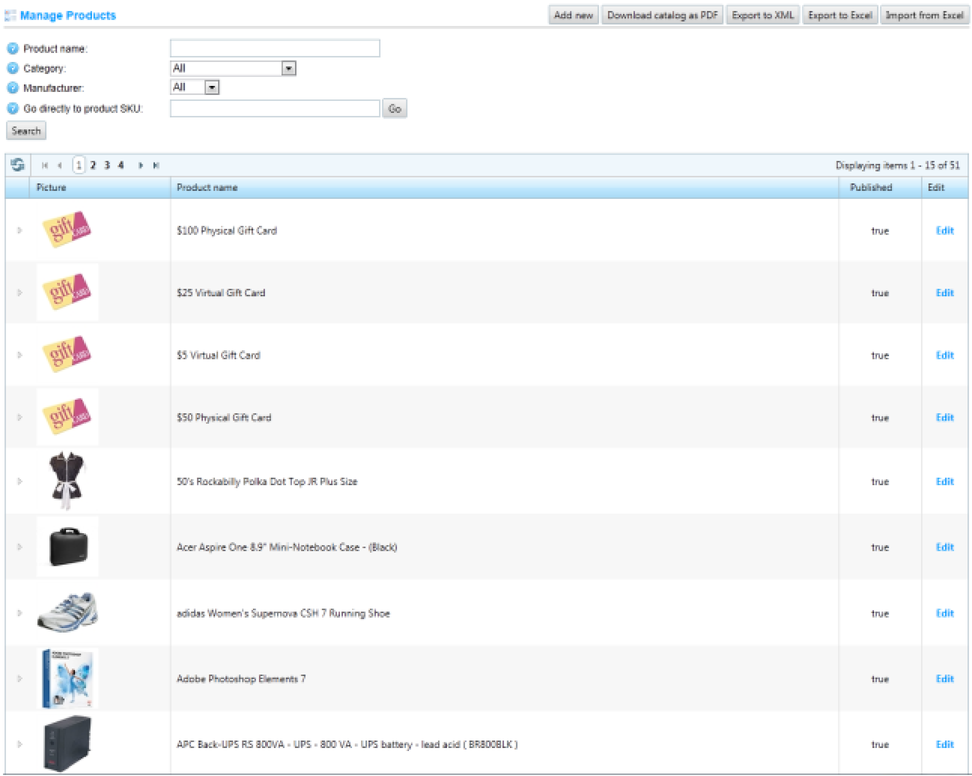
Adding Products

Products are not directly orderable. However, Product Variants (SKUs) are. For example, a customer cannot order the **Creative Sound Card** product directly; they must order an OEM or Retail version of the **Creative Sound Card**. Therefore, in our case, the Product is **Creative Sound Card**, and there are two variants for this product: **OEM** and **Retail**, each with potentially different prices.

When you add a product, then systems adds one product and one product variant. Later you can add new product variants to these products. Some of the options and values are applied to product variants (not products).

To add products:

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

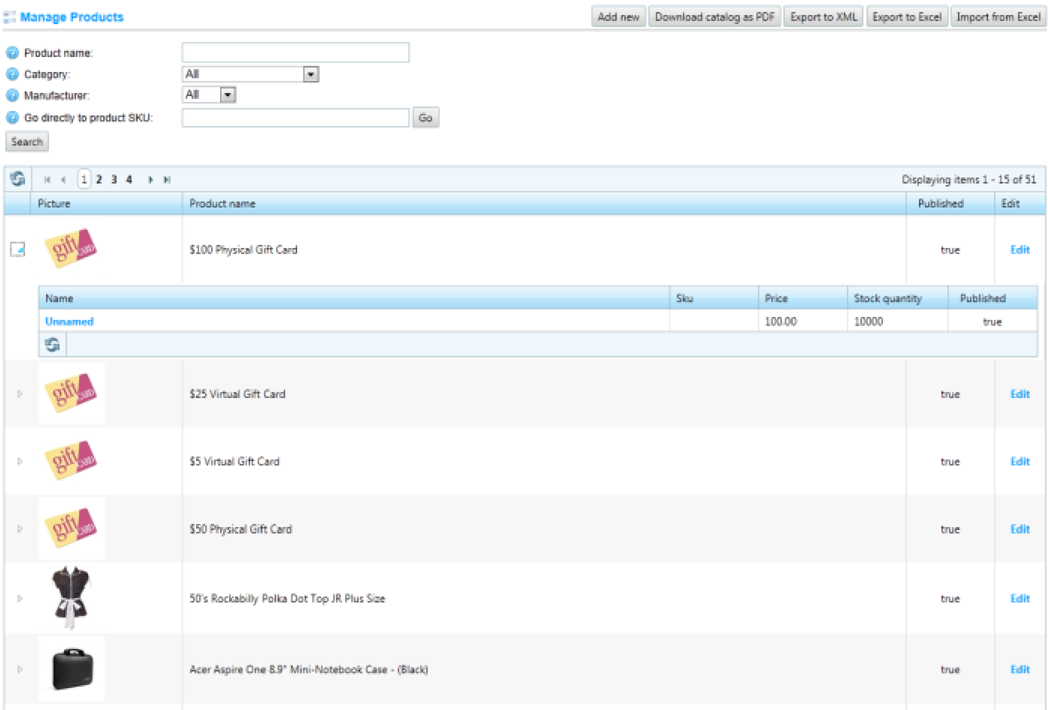


*Note: You can export the product list to an external file for backup purposes, by clicking **Export to XML** or **Export to Excel**.*

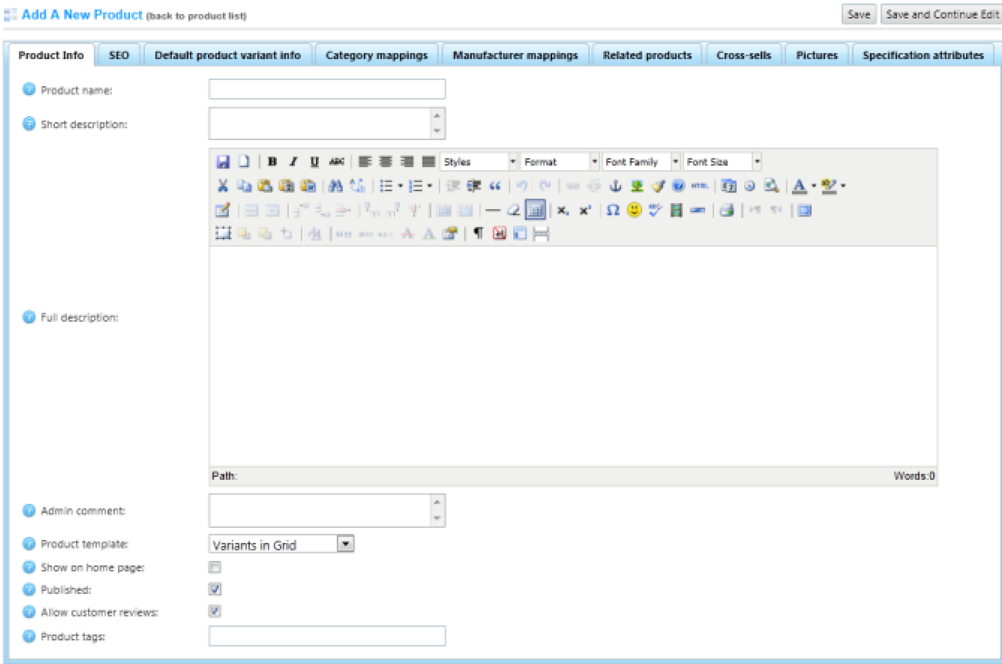
*Alternatively, you can import a product from an external file by clicking **Import from Excel** and you can click **Download catalog as PDF** to print the selected products to a PDF file.*

*In addition, you can delete multiple products at once, by selecting the checkbox beside the products to delete and then click the **Delete Selected** button.*

The store owner can view all product variants of a product, by clicking ▷ in the first column of the selected product. The product variants are displayed, as follows:



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



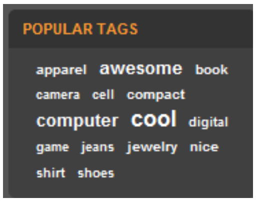
3 Define the product's general information, as follows:

- In the **Products name** field, enter the name of the new product.
- In the **Short description** field, enter a short description of the product.
- In the **Full description** field, enter a long description of the product.
- In the **Admin comment** field, enter a comment for information purposes.
- From the **Product template** dropdown list, select a product template. This template defines how this product and its variants will be displayed.
- Select the **Show on home page** checkbox to display the product on the homepage of the store.
- Select the **Published** checkbox to publish the product and make it available in the store.

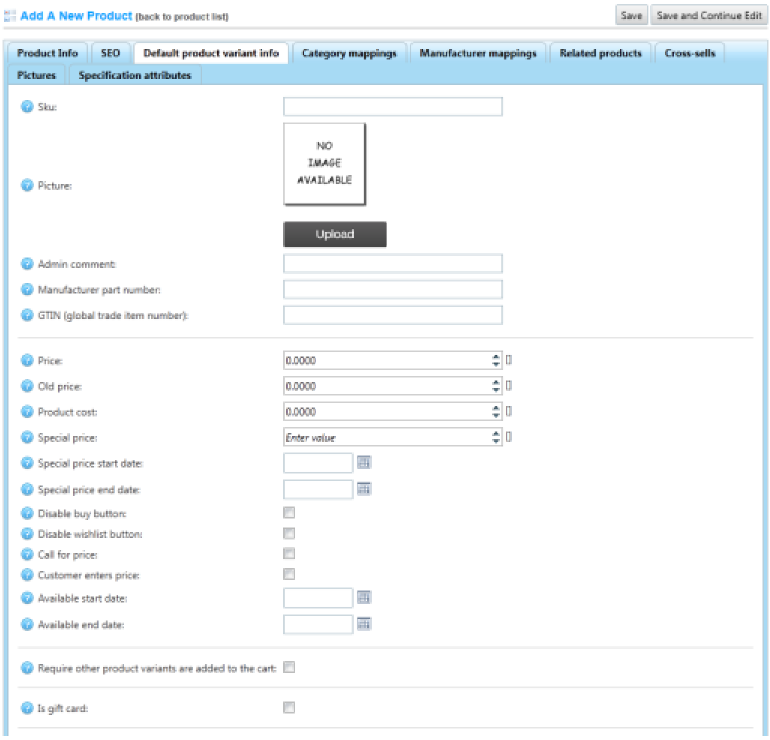
4 Select the **Allow customer reviews** checkbox to enable customers to provide reviews of the product.

5 In the **Products Tags** field, enter the keyword that this product can be identified by. This is performed by entering a comma separated list of the tags to be associated with this product.

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



6 Select the **Default product variant info** tab to configure variant details, as follows:



7 In the **SKU** field, enter the product stock keeping unit, used internally for tracking the product. This is your internal unique ID used to track this variant.

8 In the **Picture** field, upload the product variant image. This is useful when having more than one variant.

9 In **Admin comment** field, enter an administrator's comment for internal purposes.

10 In the **Manufacturer part number** field, enter the part number provided by the manufacturer for the product.

11 In the **GTIN (global trade item number)** field, enter the global trade item number (GTIN). These identifiers include, UPC (in North America), EAN (in Europe), JAN (in Japan), and ISBN (for Books).

12 Define the price and availability details of the product, as follows:

- In the **Price** field, enter the product price in the currency defined in the backend. You can manage primary store currency in the **Administration** area by selecting select **Location > Currencies** from the **Configuration** menu, as described on page 211.
- (optional) In the **Old price** field, enter an old price. If the old price is larger than *zero*, it will visible in public store and displayed beside the new price for comparison purposes.
- (optional) In the **Product cost** field, enter the sum of all the costs associated with the production of a specific quantity of a product or service. This cost is not displayed to customers.
- (Optional) In the **Special price** field, the store owner can enter a special price for the product variant. The new price will be valid between the start and end dates. Leave this field empty to ignore the field.
- (Optional) In the **Special price start date** field, click on the calendar to select the special price start date in Coordinated Universal Time. Leave this field empty to ignore the field.
- (Optional) In the **Special price end date** field, click on the calendar to select the special price end date in Coordinated Universal Time. Leave this field empty to ignore the field.
- Select the **Disable buy button** checkbox to disable the customer from buying the product.
- Select the **Disable wishlist button** checkbox to disable the customer from adding the product to the wishlist.
- Select the **Call for Price** checkbox to show **Call for Pricing** or **Call for Quote** instead of price.
- Select the **Customer enters price** checkbox to indicate the customer must enter the price. When selected, the following fields are displayed:
  - In the **Minimum amount field**, enter the minimum amount for the price.
  - In the **Maximum amount,** enter the maximum amount for the price.
- From the **Available start** date calendar, select the date from when the product will be available.
- From the **Available end** date calendar, select the date until when the product will be available.

13 Select the **Require other product variants are added to the cart** checkbox if this product variant requires that other product variants are added to the cart. When selected, the following fields are displayed:

- In the **Required product variant IDs**, enter a comma separated list of the required product variant IDs.

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

- Select the **Automatically add these product variants to the cart** checkbox to automatically add these product variants to the cart.

14 Select the **Is Gift Card** checkbox to state that the product is a gift card product. Gift card must be used through the nopCommerce Web site towards purchasing products. Purchases are deducted from the Gift Card balance. Any unused balance will be placed in the recipient's Gift Card account. If an order exceeds the amount of the gift card, the balance must be paid with a credit card or any other available payment method. When this option is selected the following options are displayed:

- **Virtual**: Select this option to define the gift card as virtual. Customers are requested to enter sender and recipient emails.
- **Physical**: Select this option to define the gift card as physical. Customers are **not** requested to enter sender and recipient emails.

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

15 Select the **Downloadable product** checkbox to enable the product to be downloaded from the website. The following options, are displayed related to downloadable products:

- **Use download URL**: Select this checkbox to use a file URL to download the file.
- **Download file/Download URL**: Enter the path of the file or URL to download.
- **Unlimited downloads**: Select this checkbox to enable unlimited downloads. When this option is unchecked, an additional field **Max. downloads** appears below it. Enter the maximum number of downloads, that are enabled for the customer, after purchasing the product

- **Number of Days**: The number of days during which customers keep access to the file, such as 14 days. Leave this fields empty if you want to enable continuous downloads.
- **Download activation type**: Select the required option from the dropdown list:
  - **When order is paid**: Select this option to enable the download only when the order payment status is **Paid**.
  - **Manually**: Select this option to give the store owner control. When this is selected, the store owner must manually activate the download, as required. This is performed in the **Administration Area**, from the order **Details Page** in the **Products** tab.
- **Has user agreement**: Select this checkbox if the customer has a user agreement. The **User agreement text** editor is then displayed enabling you to enter/edit the user agreement text.

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

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

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

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

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

- **Total cycles:** Enter the total number of the recurring product cycles.

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

17 Define the shipping details, as follows:

- Select the **Shipping enabled** checkbox to enable the product to be shipped to a location defined by the customer.
- Select the **Free shipping** checkbox to enable the product to be shipped without charge to a location defined by the customer.
- In the **Additional shipping charge** field, enter the additional amount to charge for shipping in the primary store currency. You can manage primary store currency in the **Administration** area by selecting select **Currencies** from the **Configuration** menu, as described on page 211.
- In the **Weight** field, enter the weight of the product. Can be used for shipping calculation purposes. This field is in the primary store measure unit. You can set it in the **Administration** area. From the **Configuration** menu select the **Measures** > **Weights**, as described on page 216.
- In the **Length (inches)** field, enter the product length.
- In the **Width (inches)** field, enter the product width.
- In the **Height (inches)** field, enter the product height.

> ***Note**: Inches are not hard-coded. You can change the primary store measure dimensions. From the **Configuration** menu select the **Measures**>**Dimensions**, as described on page 216.*

18 Define the tax details, as follows:

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

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

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

- From the **Manage Inventory Method** dropdown list select the required option, as follows:
    - **Don't track inventory**
    - **Track inventory by product attributes**: In this case, inventory is managed for product attributes of this product variant. The customer can manage product variants after a product is saved. For example, if you have product attributes, you can create a combination of these attributes and then manage inventory for this combination (such as color and size).

    Track inventory: The window expands to display the following fields:

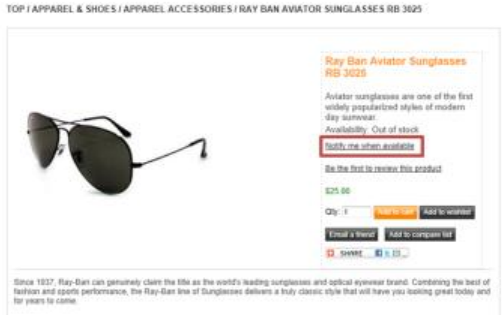
    - In the **Stock Quantity** field, enter the number of items that are currently in stock

    > ***Note**: Stock quantities are automatically adjusted when customers make a purchase.*

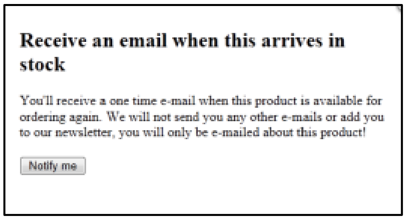
    - Select the **Display Stock availability** checkbox to enable displaying stock availability in the public store (on the product details page). When this checkbox is selected, the **Display Stock Quantity** checkbox is displayed.
    - Select the **Display Stock Quantity** checkbox to enable customers to see a particular quantity of stock on the product details page (this checkbox is displayed only when the **Display Stock Availability** checkbox is selected).

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

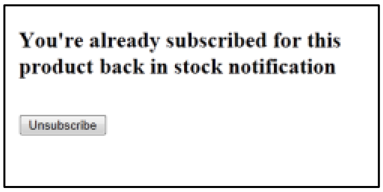
- Select the **Allow back in stock subscriptions** checkbox to enable customers to subscribe to a notification list for a product that has gone out of stock. When a product is out of stock and this option is enabled, customers can subscribe to a notification list to be informed when this product is in stock again, as shown in the screen shots of the public store below:



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



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

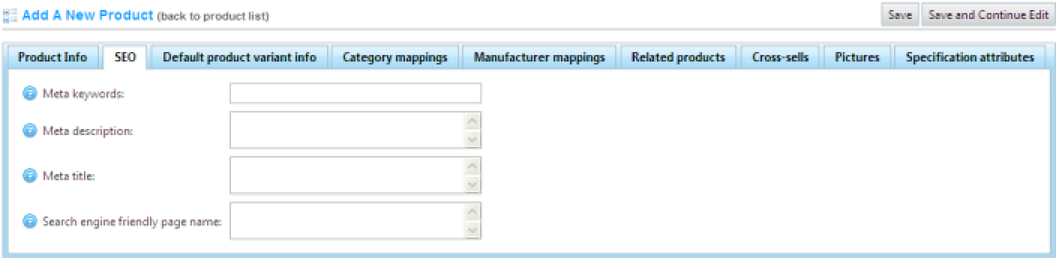


  - Click **Unsubscribe** to unsubscribe from the notification list.

20 In the **Minimum cart quantity** field, enter the minimum value. A customer cannot place an order for a quantity under this value.

21 In the **Maximum cart quantity** field, enter the maximum value. A customer cannot place an order for a quantity over this value.

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



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

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

23 Define the following SEO parameters:

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

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

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

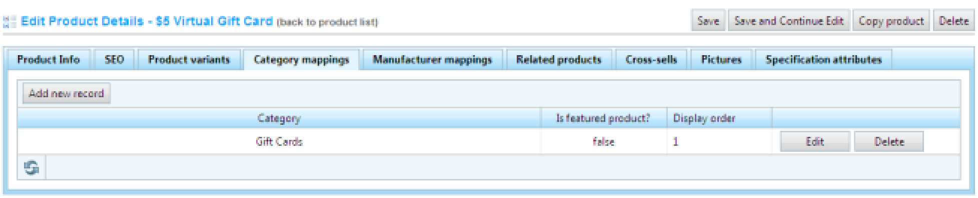
  <meta name="description" content="Brief description of the contents of your page.">

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

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

- In the **Search engine friendly page name** field, enter the name of the page used by search engines. If you enter nothing then the category page URL is formed using the category name. If you enter **custom SEO Page Name**, then the following custom the URL will be used: ***http://www.yourStore.com/p/1-customSEOPageName***

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

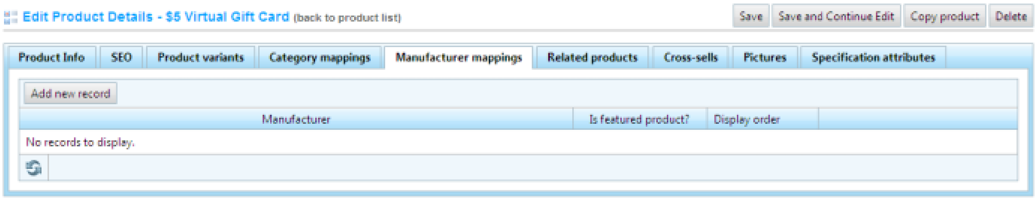


The category mappings window enables store owners to map products to categories in order to group them, as required. You can assign a product to as many categories as you want in nopCommerce.

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

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

26 Select the **Manufacturer Mappings** tab, as follows:



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

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

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

28 Click **Save**.

Editing Product Details

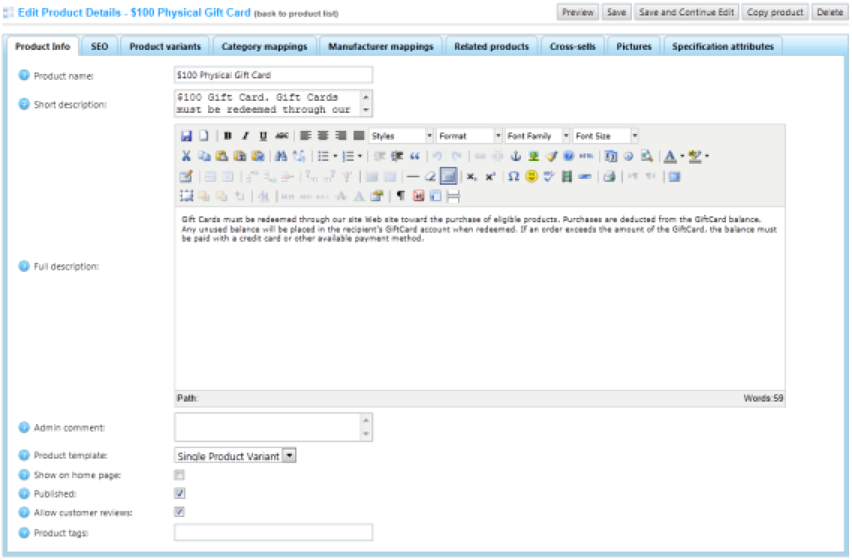
You can edit the product details at any time by clicking the **Edit** button. To remove the product from the system, click the **Delete** button. A confirmation button will be displayed.

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

To edit product details:

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

2 Click **Edit** beside the product to edit. The **Edit product details** window is displayed, showing the **Product Info** tab.



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

3 In the **Product Info** tab, edit the product information, as described on page 91, in **Adding Products**.

4 Select the **SEO** tab, and define the SEO parameters as described on page 103in **Adding Products**.

5 Select the **Product Variants** tab, and define the product variant parameters as described on page 115 in **Adding Product Variants**.

6 Select the **Category Mappings** tab, and define the category mappings, as described on page 104 in **Adding Products**.

7 Select the **Manufacturer Mappings** tab, and define the manufacturer mappings, as described on page 104 in **Adding Products**.

8 Select the **Related Products** tab, and define the related product definitions, as described on page 107 in **Defining Related Products**.

9 Select the **Pictures** tab, and define the picture definitions, as described on page 108, in **Adding Pictures**.

10 Select the **Product Specifications** tab, and define the product specifications, as described on page 113 in **Defining Product Specifications**.

11 Click **Save**.

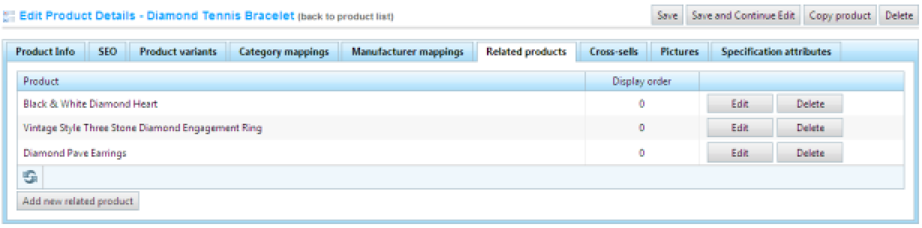
Defining Related Products

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

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

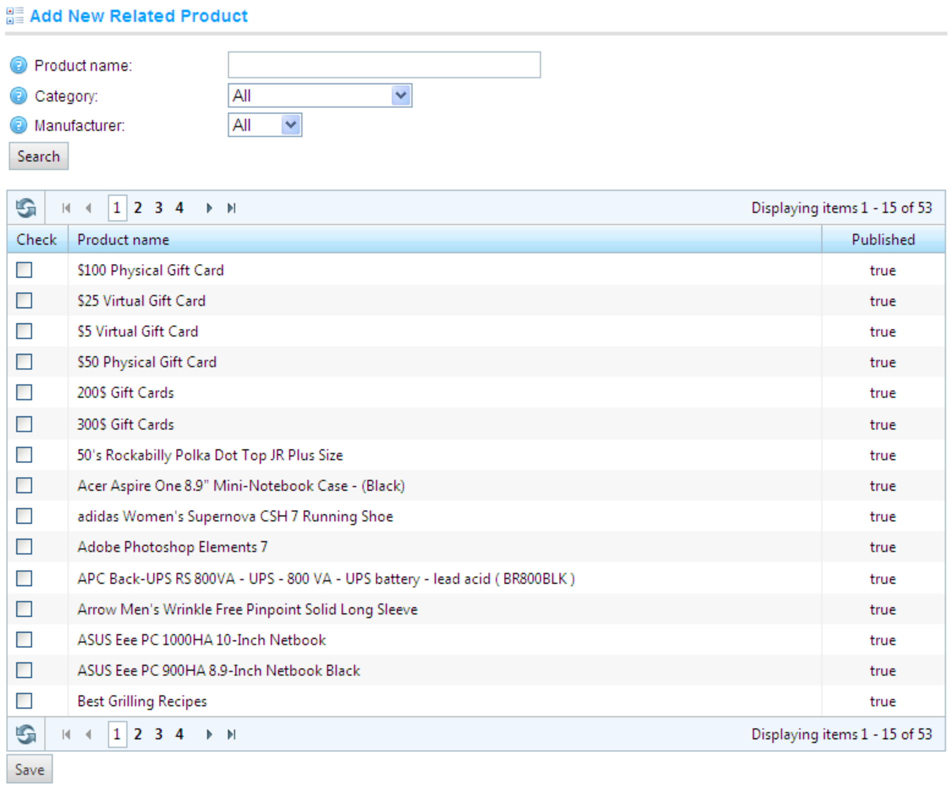
To define related products:

1. From the **Catalog** menu, select **Products> Manage Products**. The **Manage Products** window is displayed.
2. Click **Edit** beside the product to edit. The **Edit product details** window is displayed, showing the **Product Info** tab, shown on page 106.
3. Select the **Related Products** tab, as follows:



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

6 Click **Add new related product** to add a new related product.



7 Enter the search criteria for the related product:

- In the **Product name** field, enter the name of the product
- From the **Category** field, select the category to search by.
- From the **Manufacturer** field, select the Manufacturer to search by.

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

9 Click **Save**.

Adding Cross-sell Products

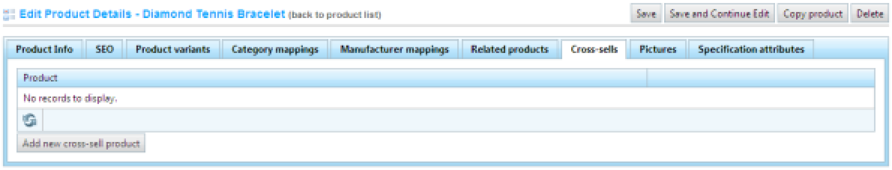
The customer has now added items to their basket. They are on the shopping cart page about to buy their products. Great! However, you could also convince them that they need more items to go with their purchase. In a box on the shopping cart page, cross-sells have the same mission as the related products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

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

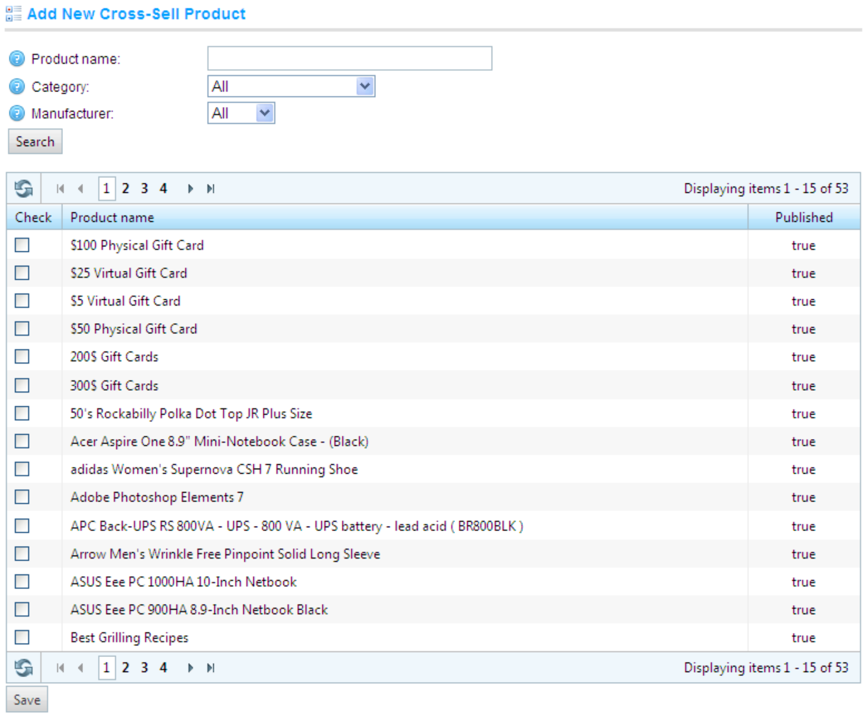
You can add an unlimited number of cross-sell products to a product, although consideration should be made for the look and feel for the visitor.

To cross-sell products:

1. From the **Catalog** menu, select **Products> Manage Products**. The **Manage Products** window is displayed.
2. Click **Edit** beside the product to edit. The **Edit product details** window is displayed, showing the **Product Info** tab, shown on page 106.
3. Select the **Cross-sells** tab, as follows:



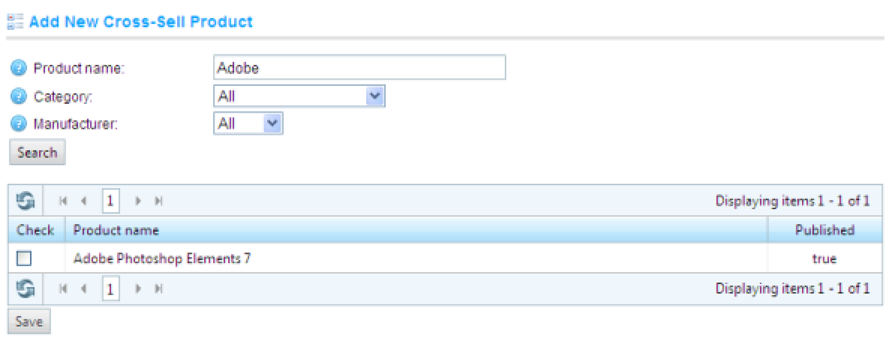
4 Click **Add new cross-sell product**. The **Add cross-sell Product** window is displayed.



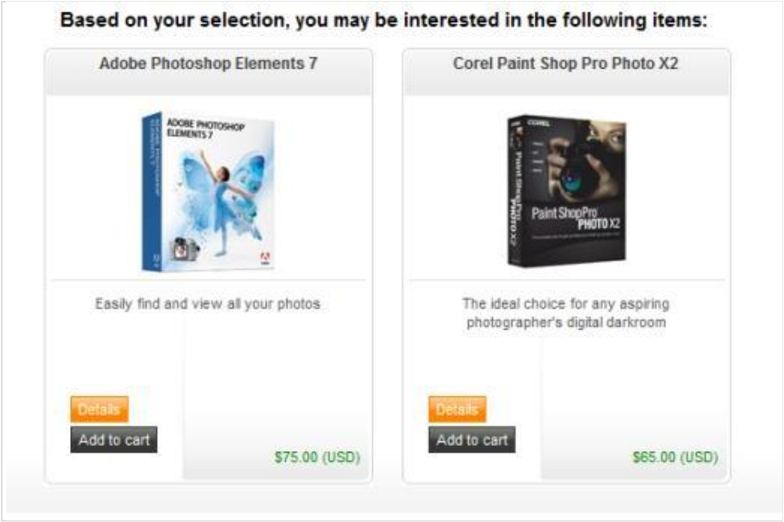
5 Enter the search criteria for the cross-sell product:

- In the **Product name** field, enter the name of the product
- From the **Category** field, select the category to search by.
- From the **Manufacturer** field, select the Manufacturer to search by.

6 Click **Search.** The cross-sells that were found based on the search criteria will be added to the cross-sell products list, as shown in the example below.



7 Click **Save.** These cross-sell products can are displayed on the checkout page of the shopping cart of the product that these items were added to, as shown below:



Adding Pictures

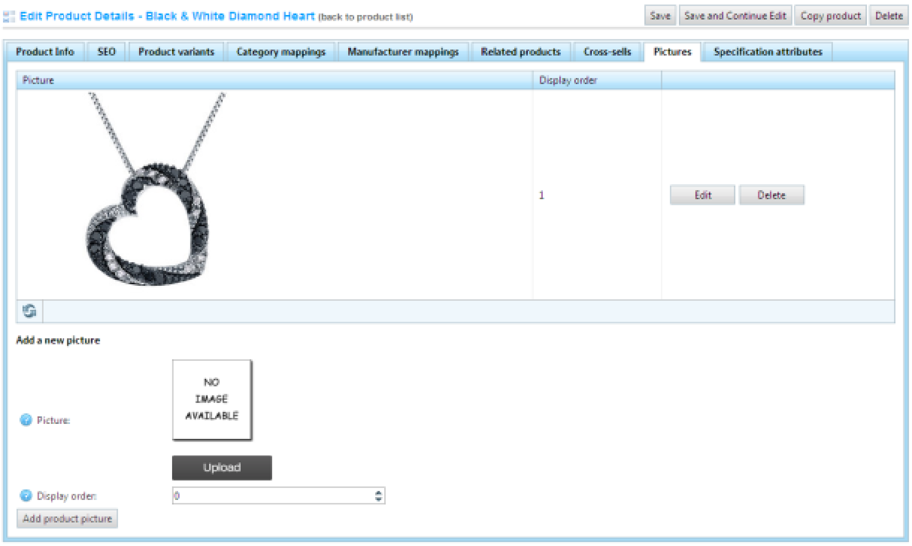
The **Pictures** tab in the **Edit Product Details** page enables you to upload product images. After adding a new product, nopCommerce assumes you will want to upload some images for the product, and displays the **Pictures** tab after the product has been successfully added.

To add pictures:

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

2 Click **Edit** beside the product to edit. The **Edit product details** window is displayed, showing the **Product Info** tab, shown on page 106

3 Select the **Pictures** tab, as follows:



4 From the **Add a new picture** area, in the P**icture** field, click the **Upload** button, and navigate and select the new picture you want to upload to your product page.

5 In the Display order field, enter a value for the display order. Entering a value of 1 will display the uploaded image first.

6 Click **Add product picture**. The picture is displayed in the image list.

7 You can change the order of the images at any time and then click **Edit** to update the site with the new picture.

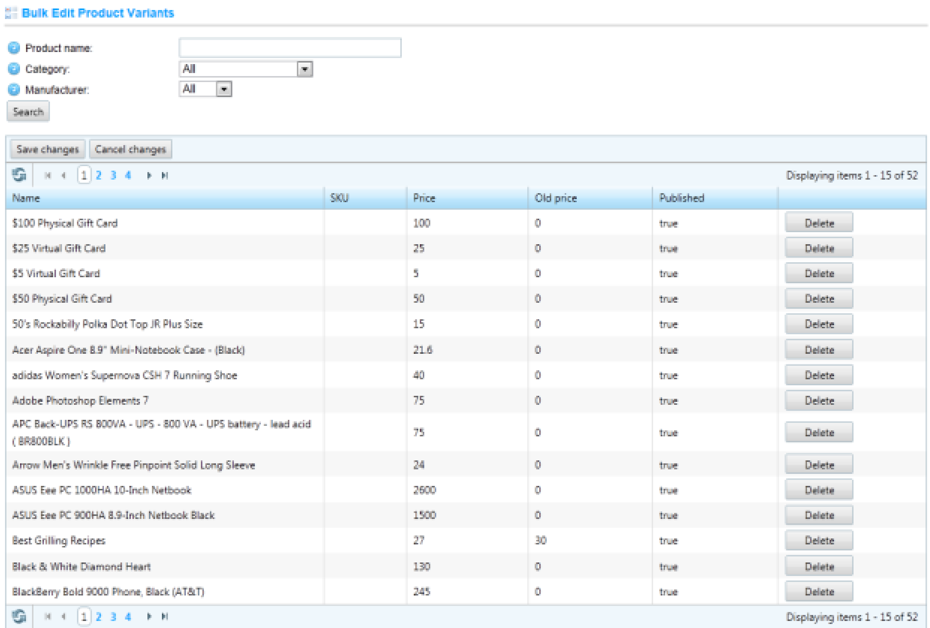
***Note**: Click **Delete** beside the required image to remove it from the list and from the details page and click **Edit** to update the site.*

Bulk Edit Product Variants

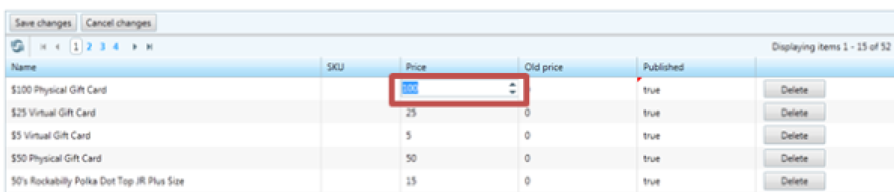
This page enables you to bulk edit product variants, this includes product variant prices, whether the product variant is published and more.

To bulk edit product variants:

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



2. Click in the item to edit in the grid, as shown in the example below.



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

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

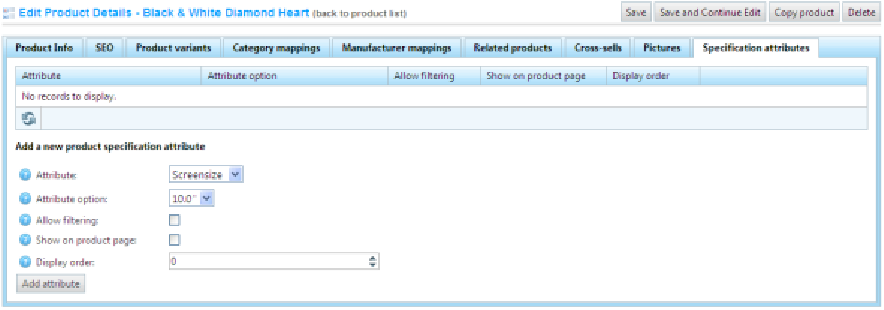
Defining Product Specifications

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

To define product specifications:

1. From the **Manage Products** window on page 92, click **Edit** beside the product for which you want to define the product specifications. The **Edit product details** window is displayed.

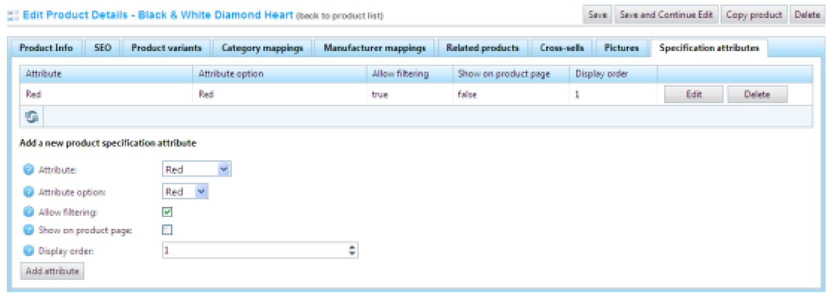
2. Select the **Specifications attributes** tab.



3. Add a new specification attribute, as follows:

- From the **Attribute** dropdown list, select the required specification attribute. These were defined the **Specification Attributes** section, on page 84.
- From the **Attribute option** dropdown list, select the value of the specification attribute.
- Select the **Allow filtering** checkbox to enable product filtering by the selected attribute. For further details on filtering, refer to **Filtering the Display** on page21.
- Select the **Show on product page attribute** checkbox to show the value of the specification attribute on the product page and on the compare products page.
- In the **Display Order** field, enter the order display value of the specification. A value of **1** represents the top of the list.

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



5 Edit the specification attribute as required and then click **Update** to update the store.

6 If required, you can click **Delete** to remove the specification attribute.

7 Click **Save**.

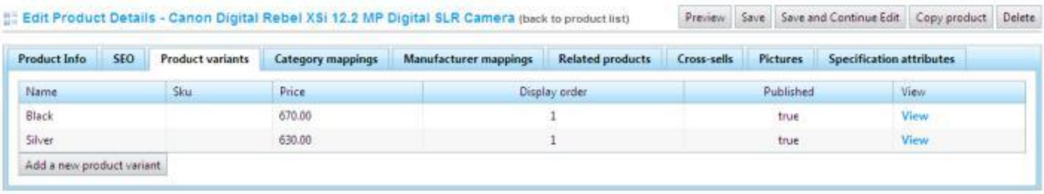
Adding Product Variants

Product variants are added in the **Product Variants (SKUs)** tab. It is used to a variation of the product. For example, the same Nokia cell phone model that appears in three different colors will be added as product variant.

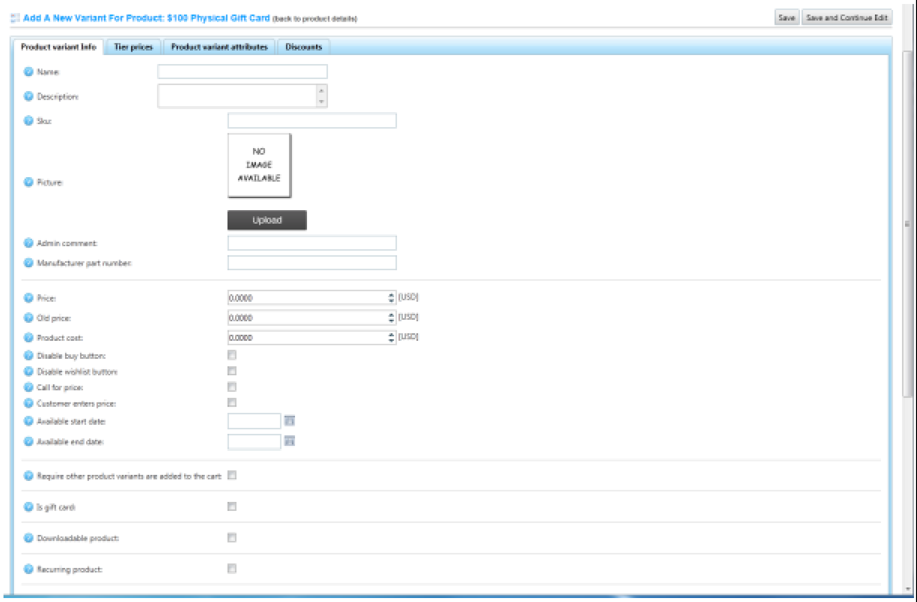
To add product variants:

1 From the **Manage Products** window on page 92, click **Edit** beside the product to which you want to add a product variant. The **Edit product details** window is displayed.

2 Select the **Product Variants** tab.



3 Click **Add a new product variant**. The **Add a new product variant** window is displayed.



4 Define the general parameters for the product variant, as follows:

- In the **Name** field, enter the name of the new product variant.
- In the **Description** field, enter a description of the product variant.

> ***Note**: These fields are useful when you have more than one product variant.*

5 Define the remaining product variant fields, as described in steps **4** through **21** in **Adding Products** on page 91.

6 Click **Save**.

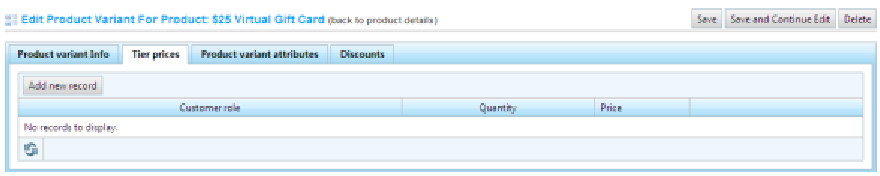
Tier Prices

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

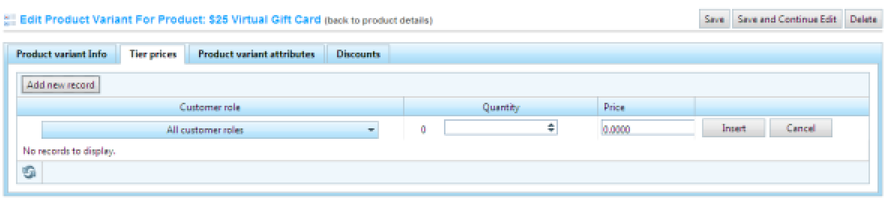
To add tier prices:

1. From the **Manage Products** window on page 92, click **Edit** beside the product to which you want to add a product variant. The **Edit product details** window is displayed.
2. Select the **Product Variants (SKUs)** tab.

3. Click the **View** button besides the product variant for which to define tier prices. The **Edit product variant** window is displayed, showing the **Product Variant Info** tab.
4. Select the **Tier Prices** tab, as follows:



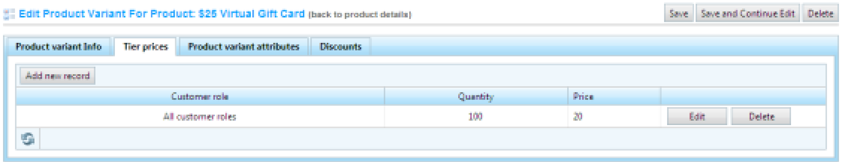
5. Click **Add new record.** The window expands, as follows:



6 Add the tier price, as follows:

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

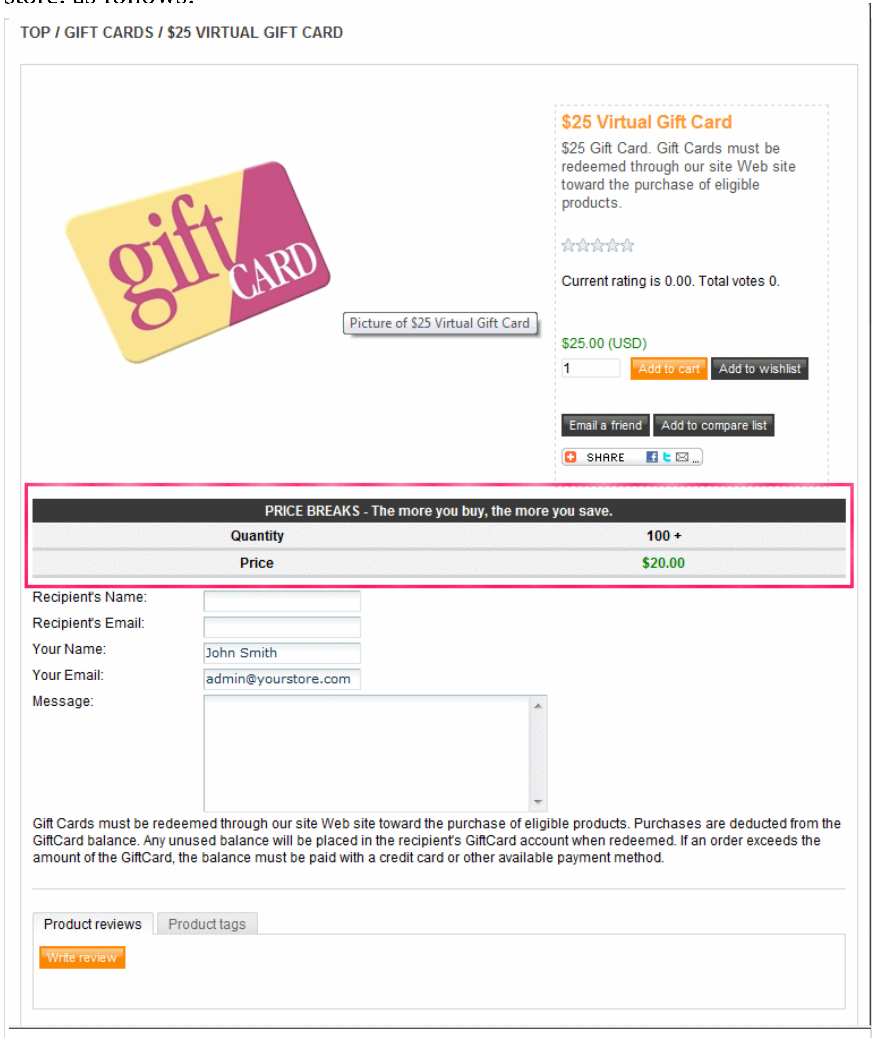
7 Click **Insert**. The **Tier Prices** tab is updated with the new data, as shown below.



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

9 Click **Save**.

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



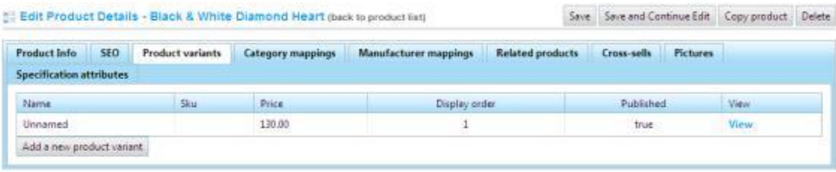
Product Variant Attributes

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

To define product variant attributes

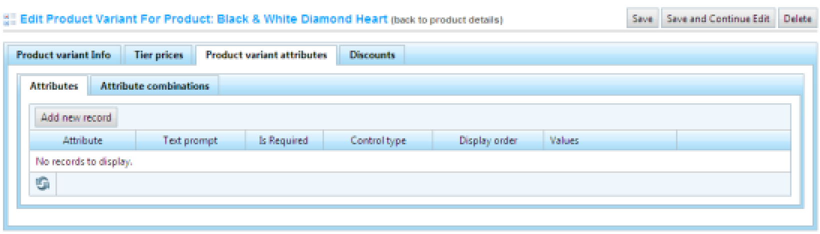
1. From the **Manage Products** window on page 92, click **Edit** beside the product to which you want to add a product variant. The **Edit product details** window is displayed.

2. Select the **Product Variants** tab.



3. Click the **View** button besides the product variant for which to define tier prices. The **Edit product variant** window is displayed, showing the **Product Variant Info** tab.

4. Select the **Product Variant Attributes** tab. The **Attributes** sub-tab is displayed, that is used to map product attributes to a product variant, as follows:



5. Click the **Add new record** to map a product attribute to a product variant, as follows:

   - From the **Attribute** column, select the attribute from the drop down list to add to the product variant.

> ***Note****: These attributes are defined in the* ***Product Attributes*** *window shown on page 83, that is displayed in* ***Administration*** *area by selecting* ***Attributes*** *>* ***Product Attributes*** *from the* ***Catalog*** *menu.*

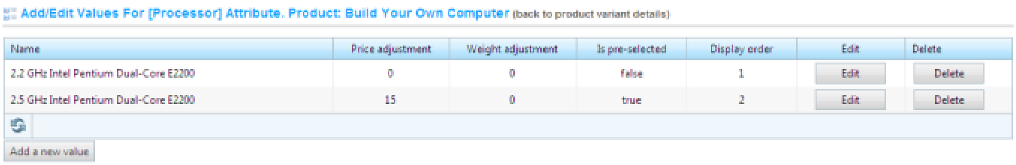
   - In the **Text Prompt** field, enter the text that will be shown in front of this product attribute in the public store. For example, for a **Color** product attribute that is attached to your product variant, you can enter text such as "**Select the preferred color".** This text will be followed by the product attribute values, such as **Green**, **Blue** and **Red**.

- Select the **Is Required** checkbox to define this option as required for customers.
- From the **Control Type** dropdown list, select the required pre-defined control type, as follows:
  - Dropdown list
  - Radio list
  - Checkboxes
  - Textbox
  - Multiline textbox
  - Date picker

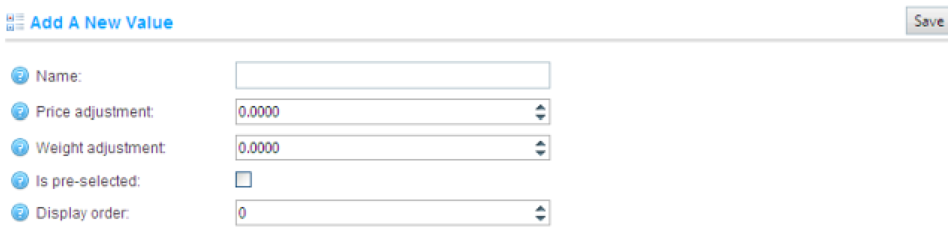
***Note**: Dropdown lists, radio lists and checkboxes require store owner to define values (such as, Green, Blue, Red). The Textbox and Date picker control types do not require this, since customers will be required to enter text into this textbox field.*

- In the **Display Order** field, enter the order display value of the specification. **1** represents the top of the list.

6 In the Values column, click the **View/Edit value** link. The **Add/Edit Values** window is displayed, as follows:



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

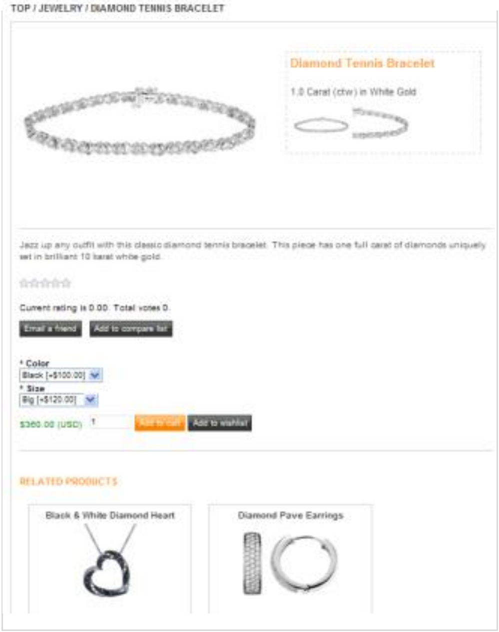


8 Define the new attribute value, as follows:

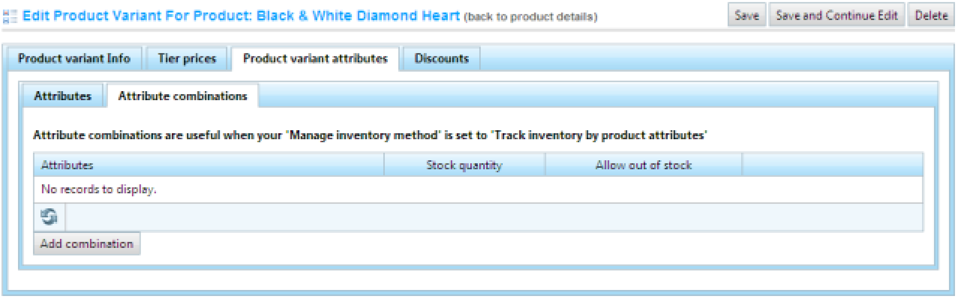
- In the **Name** field, enter the name for the value (such as, Red, Green, Yellow, for a color attribute for example).
- In the **Price adjustment** field, enter the price adjustment that is applied when selecting this attribute value. Negative price adjustment can also be entered.
- In the **Weight adjustment** field, enter the weight adjustment that is applied when selecting this attribute value.
- Select the **Pre-selected** checkbox to indicate this attribute value is pre-selected for the customer.
- In the **Display Order** field, enter the display order of the attribute value. A value of 1 represents the top of the list.

9 Click **Save**. The new attribute value is added to the **Add/Edit Values** window.

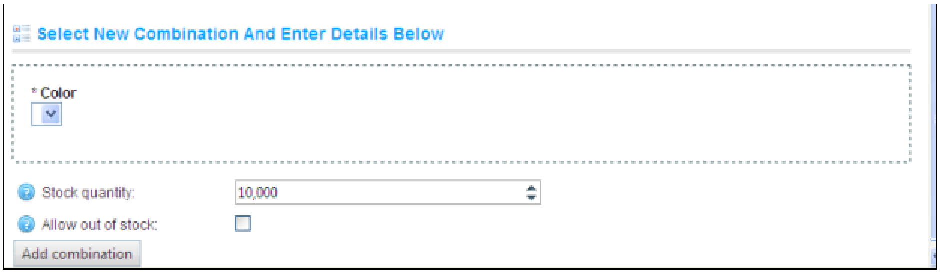
You can now view the updated product details page in the public store, as follows:



10 Select the **Attribute Combinations** sub-tab, as follows:



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



12 Define the new combination, as follows:

- Select required attribute combinations from the dropdown list (in this case from the **Color** dropdown list).
- In the **Stock quantity** field, enter the available stock quantity of the combination.
- Select the **Allow out of stock orders** checkbox to enable orders to be approved even when the product is out of stock.
- Click **Add combination** to update the site with the new combinations.

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

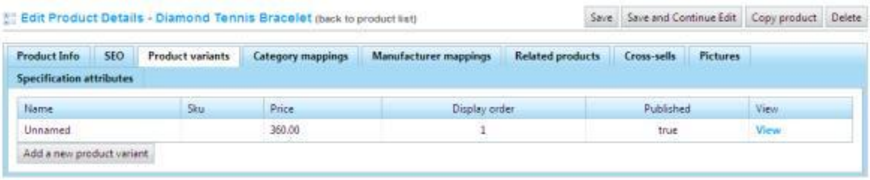
Discounts

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

▶ To add discounts:

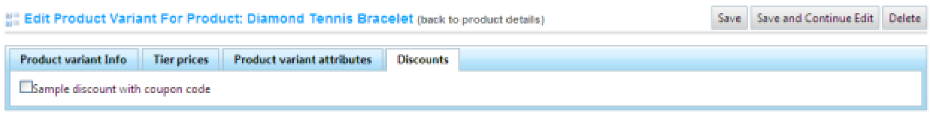
1. From the **Manage Products** window on page 92, click **Edit** beside the product to which you want to add a product variant. The **Edit product details** window is displayed.

2. Select the **Product Variants** tab.



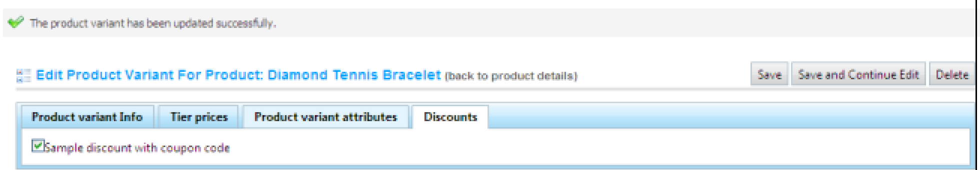
3. Click the **View** button besides the product variant for which to define discounts. The **Edit Product variant** window is displayed, showing the **Product Variant Info** tab.

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

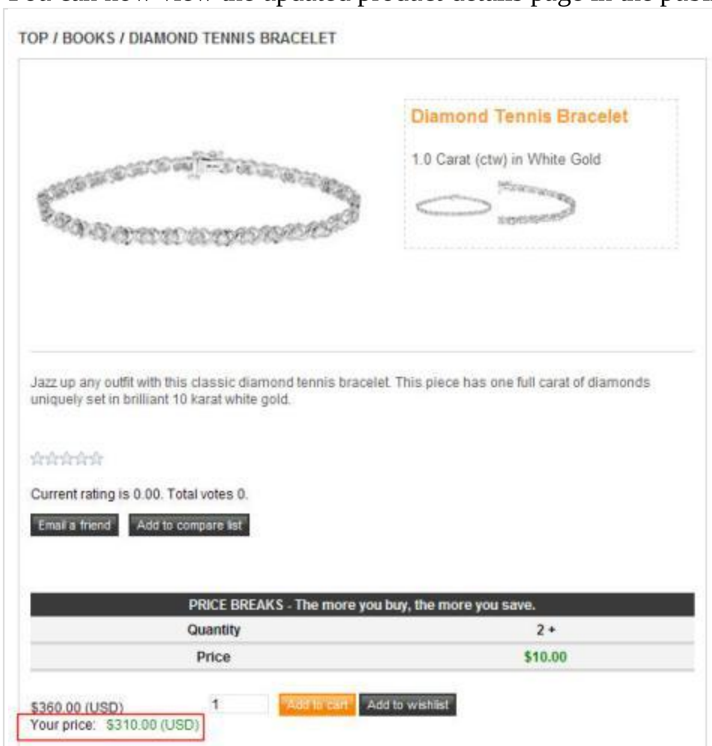


5 Select the discount checkbox to apply the discount to the product variant. Discounts with **Assigned to product variants** type are visible here.

6 Click **Save**. The **Discounts** tab is displayed, as follows:



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



5 Preparing for Selling

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

Settings

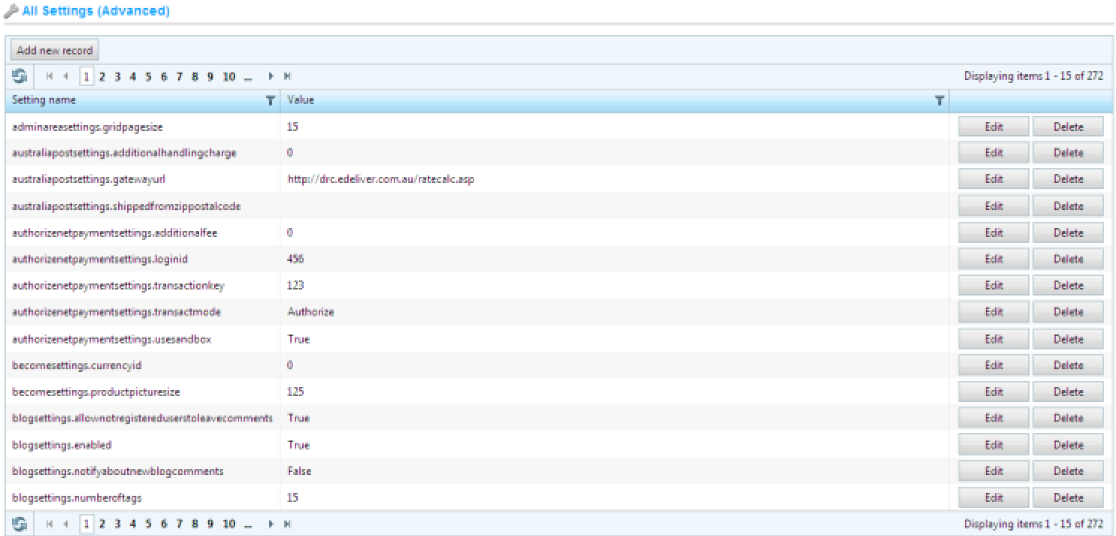
This section describes the general and global settings for your public store, for example closing the store, or enabling unregistered users to purchase products in your store. This section includes:

All Settings

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

To define settings:

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



All Settings (Advanced)

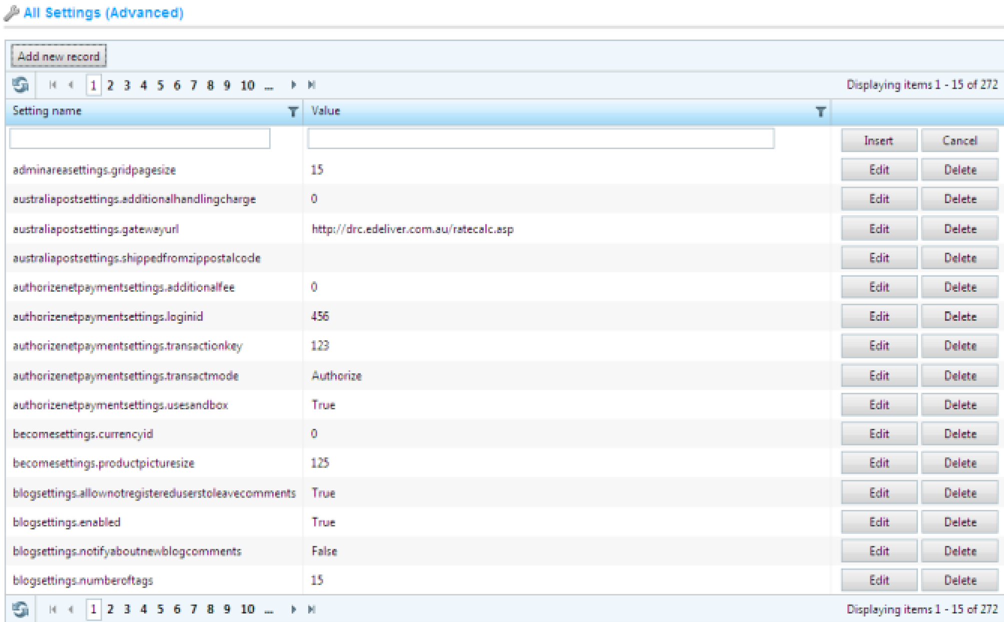
Add new record

1 2 3 4 5 6 7 8 9 10 ... Displaying items 1 - 15 of 272

Setting name	Value		
adminareasettings.gridpagesize	15	Edit	Delete
australiapostsettings.additionalhandlingcharge	0	Edit	Delete
australiapostsettings.gatewayurl	http://drc.edeliver.com.au/ratecalc.asp	Edit	Delete
australiapostsettings.shippedfromzippostalcode		Edit	Delete
authorizenetpaymentsettings.additionalfee	0	Edit	Delete
authorizenetpaymentsettings.loginid	456	Edit	Delete
authorizenetpaymentsettings.transactionkey	123	Edit	Delete
authorizenetpaymentsettings.transactmode	Authorize	Edit	Delete
authorizenetpaymentsettings.usesandbox	True	Edit	Delete
becomesettings.currencyid	0	Edit	Delete
becomesettings.productpicturesize	125	Edit	Delete
blogsettings.allownotregistereduserstoleavecomments	True	Edit	Delete
blogsettings.enabled	True	Edit	Delete
blogsettings.notifyaboutnewblogcomments	False	Edit	Delete
blogsettings.numberoftags	15	Edit	Delete

1 2 3 4 5 6 7 8 9 10 ... Displaying items 1 - 15 of 272

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



3 Enter a new setting , as follows:

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

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

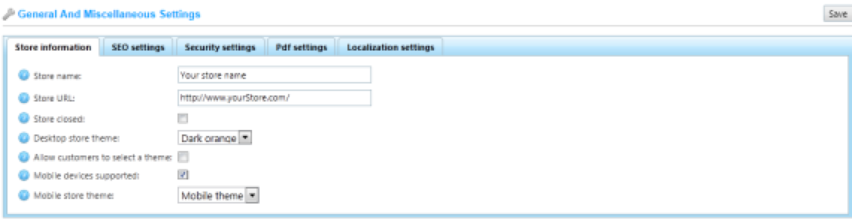
> ***Note**: You can click the **Edit** button beside each parameter to edit the parameter value, as described above.*

General and Miscellaneous Settings

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

To define general and miscellaneous settings:

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

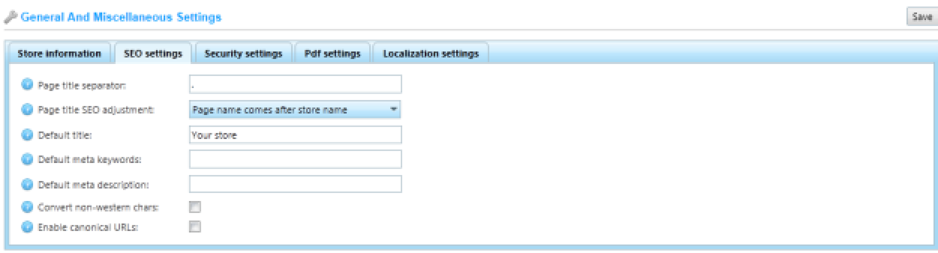


2. Define the store information settings, as follows:

- In the **Store name** field, enter the name of your store.
- In the **Store URL** field, enter the URL of your store. For example, **http://www.yourstore.com**.
- Select the **Store closed** checkbox to close the store, indicating that customers will not be able to visit the store. Uncheck to re-open the store. When this is selected, the **Allow admin to view the closed store** checkbox appears.
    - Select the **Allow admin to view the closed store** checkbox to enable a user with administrator rights to access the store while it is set to closed.
- From the **Store theme** dropdown list, select the public store theme for the appearance of your public store. You can download new themes from the **Extensions** page at www.nopcommerce.com. You can also develop your own themes if you have a designer.
- Select the **Allow customers to select a theme** checkbox to enable customers to select a store theme (in the public store)
- Select the **Mobile Devices Supported** checkbox to enable mobile device support. When this is selected, the **Mobile Store theme** field appears.
    - From the **Mobile store theme** dropdown list, select the public store theme for mobile devices. You can down load themes from the extensions page at www.nopcommerce.com.

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

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

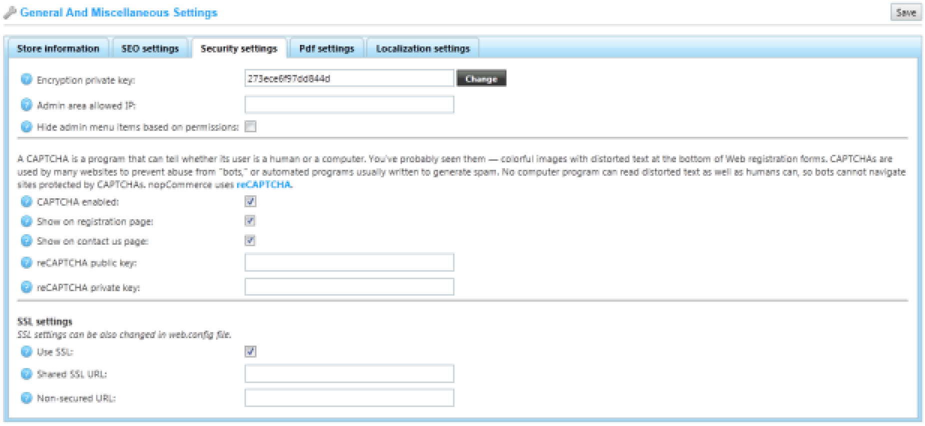


4 Define the SEO settings, as follows:

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

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

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



6 Define the Security Settings, as follows:

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

Notes:

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

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

- In the **Admin area allowed IP** field, enter the IP addresses that are allowed to access the backend. Leave this field empty if you do not want to restrict access to the backend. Use commas between the IP addresses (for example, 127.0.0.10, 232.18.204.16).
- Select the **Hide admin menu items based on permissions** checkbox to hide administration menu items when access to them is denied according to the access control list (permissions).

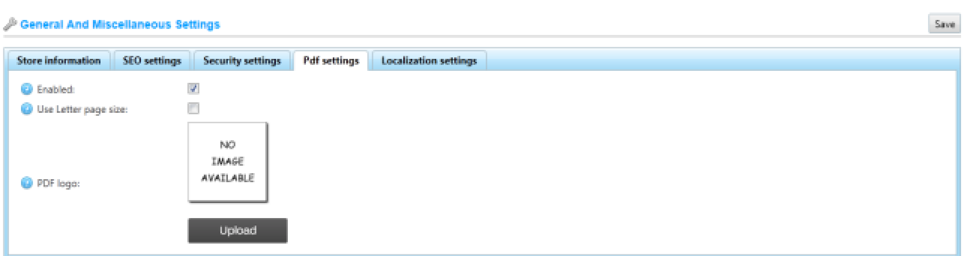
- Select the **CAPTCHA** checkbox, to enable CAPCHA. The following checkboxes are displayed:
  - Select the **Show on registration page** checkbox, to show CAPTCHA on the registration page.
  - Select the **Show on contact us page** checkbox, to show CAPTCHA on the contact us page**.**
  - In the **reCAPTCHA public key** field, enter the **reCAPTCHA** public key if enabled.
  - In the **reCAPTCHA private key** field, enter the **reCAPTCHA** private key if enabled.

> ***Note***:
>
> *These checkboxes displayed only when the CAPTCHA checkbox is selected.*

7 Select the **Use SSL** checkbox if your site is secured using SSL. Do not select this option if the SSL certificate is not installed. When selected the following fields are displayed:

- **Shared SSL URL**: Enter your shared SSL URL. This is used when you have a shared SSL certificate installed. For example: https://secure123.yourHosting.com/.
- **Non-secured URL**: Enter your non secured URL. This is used when you have a shared SSL certificate installed. This is your site URL, for example, http://www.example.com/.

8 Select the **PDF settings** tab, as follows:

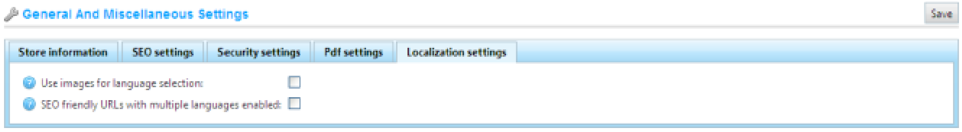


9 Select the **Enabled** checkbox to enable the pdf settings in the system.

10 Select the **Use Letter page** size checkbox, to use Letter page size for PDF documents. When this checkbox is unchecked, the A4 page size is used.

11 Click **Upload** beside the **PDF logo** to select the logo to upload.

12 Select the **Localization Settings** tab, as follows:



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

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

14 Select the **SEO friendly URLs with multiple languages enabled** checkbox to enable your URLs to be SEO friendly: http://www.yourStore.com/en/ or http://www.yourStore.com/ru/

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

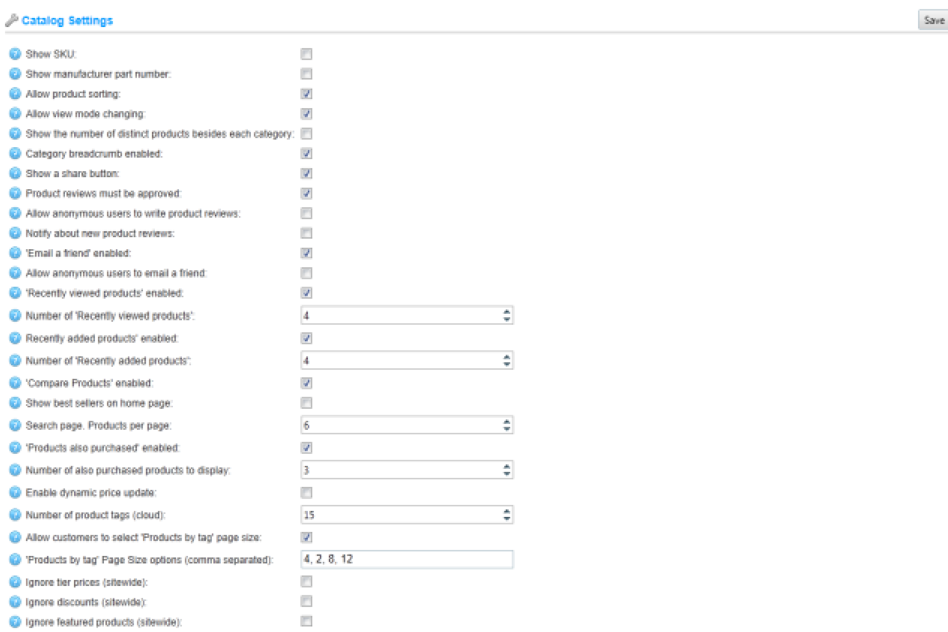
15 Click **Save**.

Catalog Settings

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

▶ To define catalog settings:

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



2. Define the catalog settings, as follows:

- Select the **Show SKU** checkbox, to display the product SKU in the public store.
- Select the **Show manufacturer part number** checkbox, to display the manufacturer part numbers in the public store.
- Select the **Allow product sorting** checkbox, to enable the product sorting option on the category and manufacturer details page.
- Select the **Allow view mode changing** checkbox, to enable changing the view mode in the Category and **Manufacturers** details pages.
- Select the **Show number of distinct products beside each category** checkbox, to display the number of products besides each category in the category navigation area located in the left column in the public store.
- Select the **Category breadcrumb enabled** checkbox, to display the category breadcrumb.

- Select the **Show a share** button, to display a ***share*** button on the product details page.
- Select the **Product reviews must be approved** checkbox to enforce product reviews to be approved by the administrator.
- Select the **Allow anonymous users to write product reviews** checkbox to enable anonymous users to write reviews for products.
- Select the **Notify about new product reviews** checkbox to notify the store owner about new public reviews.
- Select the **'Email a friend' enabled** checkbox to enable customers to use the **Email a friend** option in your public store.
- Select the **Allow anonymous users to email a friend** checkbox to enable anonymous users to email a friend
- Select the **'Recently viewed products' enabled** checkbox to enable customers to use the **Recently viewed products** option in your public store.
- In the **Number of 'Recently viewed products'** field, enter the number of recently viewed products to display when the recently viewed products checkbox is enabled.
- Select the **'Recently added products' enabled** checkbox to enable customers to use the **Recently added products** option in your public store.
- In the **Number of' Recently added products'** field, enter the number of recently added products to display when the recently added products checkbox is enabled.
- Select the **'Compare Products' enabled** checkbox to enable customer to use the **Compare Products** option in your public store.
- Select the **Show best sellers on home page** checkbox to display the best sellers on the home page.
- In the **Search page. Products per page** field enter the number of products that you want to display on the search page.
- Select the **'Products also purchased' enabled** checkbox to enable customers to view a list of products purchased by other customers who also purchased the above.
- In the **Number of also purchased products to display** field, enter the number of products also purchased by other customers. This field is displayed when the **Products also purchased** option is enabled.
- Select the **Enable dynamic price update** checkbox, to enable a dynamic price update on the product details page for cases that a product contains product attributes with price adjustments.

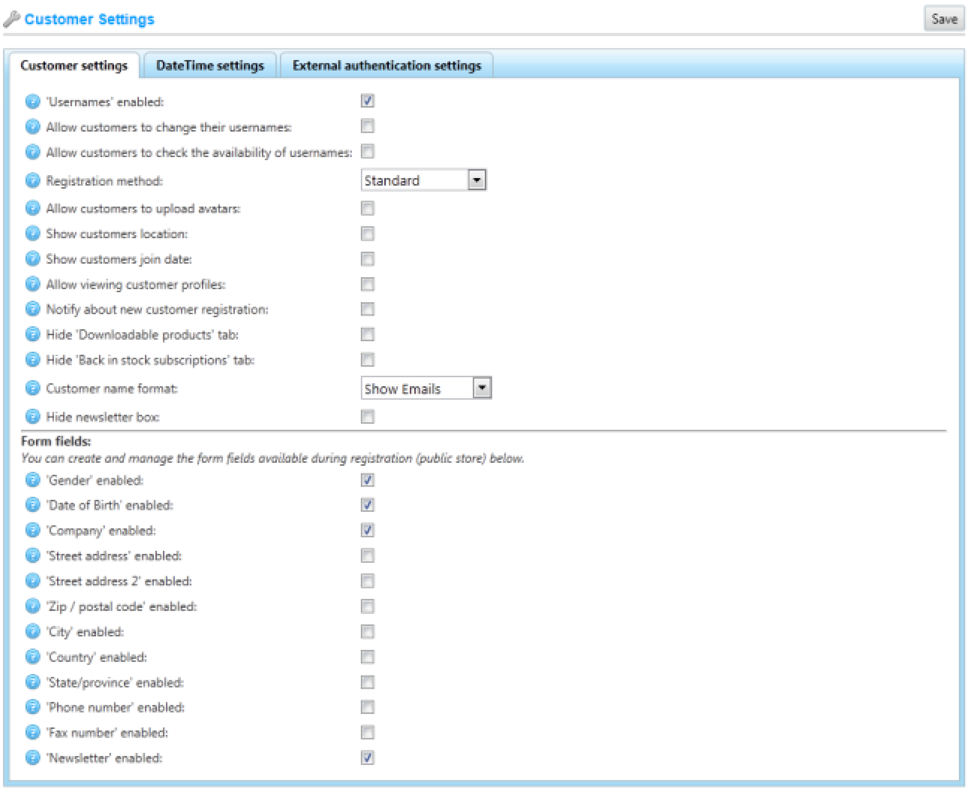
- In **Number of product tags (cloud)** field, enter the number of product fields that appear in the tag cloud.
- Select the **Allow customers to select 'Products by tag' page size** to enable customers to select the **Products by tag** page size on the product tag page from a predefined list of options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

Customer Settings

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

To define customer settings:

1 From the **Configuration** menu, select **Settings>Customer Settings**. The **Customer Settings** window is displayed, showing the **Customer Settings** tab, as follows:



2 Define the customer settings, as follows:

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

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

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

- From the **Customer name format** dropdown list, select the required customer name format, as follows:
  - Show Emails
  - Show Usernames
  - Show Full Names

  The customer name will be shown in the store under, news and blog comments, forums and more.
- Select the **Hide newsletter box** checkbox, to hide the newsletter subscription box.

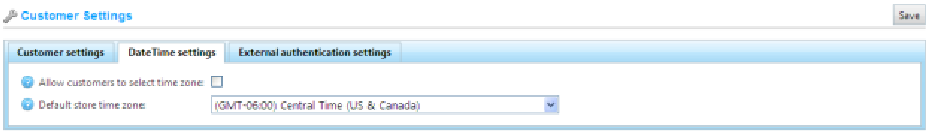
3 Define the whether the following form fields are enabled in the system:

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

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

  - Select the **'Phone number' enabled** checkbox if the phone number is enabled.
  - Select the **'Fax number' enabled** checkbox if the fax number is enabled.
  - Select the **'Newsletter' enabled** checkbox if the newsletter is enabled.

4 Select the **Date Time settings** tab, as follows:



5 Define the date and time settings, as follows:

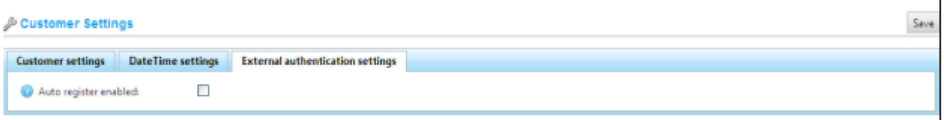
- Select the **Allow customers to select time zone** checkbox to enable customers to select the time zone in the public store on the accounts page. Otherwise, the default time zone is used

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

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

> ***Note***: *The* ***current time zone*** *is displayed automatically.*

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



7 Select the **Auto register enabled** checkbox to enable auto registration when using external authentication methods. Refer to the **External Authentication Methods** section, for further details, as described on page 223.

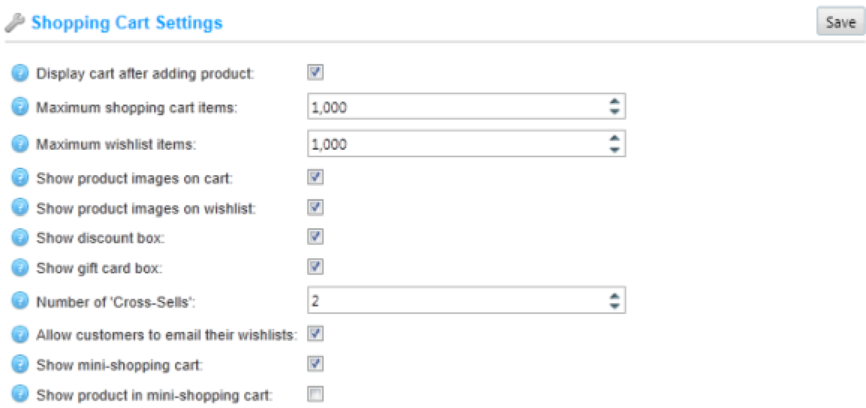
8 Click **Save**.

Shopping Cart Settings

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

To define shopping cart settings:

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



2. Define the shopping cart settings, as follows:

   - Select the **Display cart after adding product** checkbox to the display the **Shopping Cart** page immediately after a product has been added to the cart. When this checkbox is unchecked, the customer will remain on the page where the product is added to the cart.
   - In the **Maximum shopping cart items** field, enter the maximum number of different products allowed to add to the shopping cart.
   - In the **Maximum wishlist items** field, enter the maximum number of different products allowed to add to the wishlist.
   - Select the **Show product images on cart** checkbox to display product images in your store shopping cart.
   - Select the **Show product images on wishlist** checkbox to display product images on customer wishlists.
   - Select the **Show discount box** checkbox, to display the discount coupon box, on the shopping cart page.
   - Select the **Show gift card** checkbox, to display the gift card coupon box, on the shopping cart page.

- In the **Number of Cross-Sells** field, enter the number of cross-sell products that you want to display on the checkout page of the shopping cart in the public store. Enter a value of **0**, if you do not want to display cross-sells.
- Select the **'Wishlist' enabled** checkbox to enable customer to use the customer wishlists in your public store. When this option is selected, the **Allow customers to email their wishlist** checkbox is selected.
- Select the **Allow customers to email their wishlist** checkbox, to enable customers to email their wishlist to friends. Available for registered customers only.
- Select the **'Show mini-shopping cart'** checkbox to display a mini-shopping cart in your store. The following mini shopping cart appears at the top left hand corner of the main window.

- Select the **'Show product in mini-shopping cart'** checkbox to display products in the mini-shopping cart in your store.

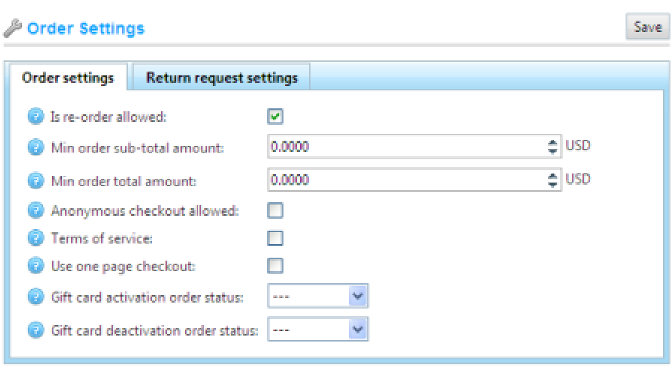
3 Click **Save**.

Order Settings

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

To define the order settings:

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



2. Define the order settings as follows:

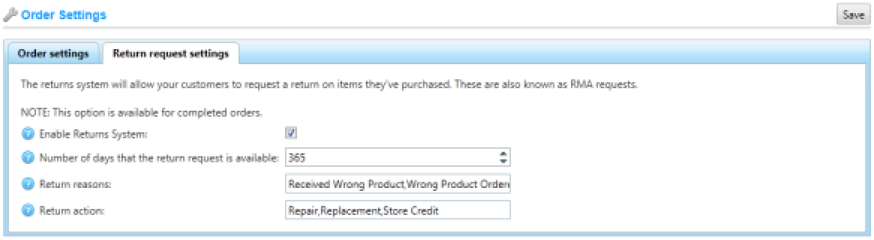
   - Select the **'Is re-Order' allowed** checkbox to enable customers to re-order. The re-order mechanism causes all items that were in a previous order to be automatically added to the shopping cart.
   - In the **Min order sub-total amount** field, enter the minimum order sub-total amount. Orders under this amount will not be issued.
   - In the **Min order total amount** field, enter the minimum order total amount. Orders under this amount will not be issued.
   - Select the **Anonymous checkout allowed** checkbox to enable anonymous checkout. Meaning, customers are not required to enter a login when purchasing products.
   - Select the **Terms of service** checkbox to force the customer to accept or decline the terms of service before processing the order.
   - Select the **Use one page checkout** checkbox to enable using one page checkout, which is a single web page your customers can use to buy a product or service from you.
   - From the **Gift card activation order status** drop down list, select the status that the gift cards are activated for, as follows:
     - Pending
     - Processing
     - Complete
     - Cancelled

> ***Note**: Selecting --- enables manual activation.*

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

> ***Note**: Selecting --- enables manual deactivation.*

3 Select the **Return request settings** tab, as follows:



4 Define the Return request settings, as follows:

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

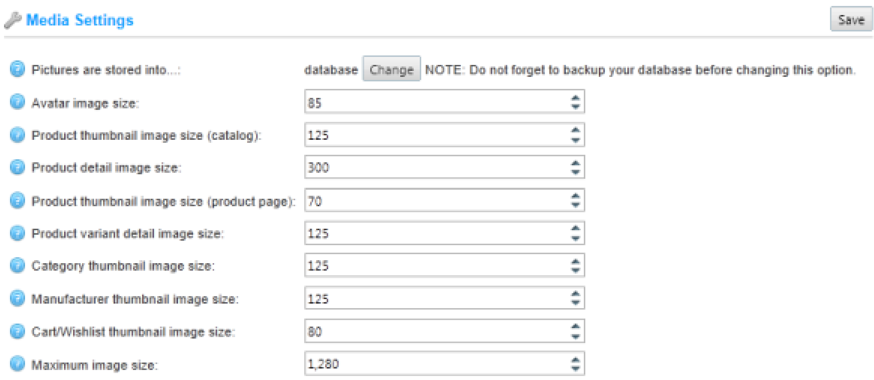
***Note**: For further information, refer to **Return Requests** on page 271.*

Media Settings

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

▸ To define the media settings:

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



2. Define the media settings, as follows:

   - Click the **Change** button besides the **Pictures are stored into...** option to toggle between **database** or **file system**.

   > ***Note***: *It is recommended to make a backup of the database before clicking the* ***Change*** *button.*

   - In the **Avatar image size** field, enter the default size for avatar images.
   - In the **Product thumbnail image (catalog)** field, enter the default size for the product thumbnail images displayed on category or manufacturer pages (pixels).
   - In the **Product detail image size** field, enter the default size for the product detail images (pixels).
   - In the **Product thumbnail image size (product pages)** field, enter the default size for the product thumbnail images (pixels) displayed on the product details page (used when you have more than one product image).
   - In the **Product variant detail image** field, enter the default size for the product variant images (pixels).
   - In the **Category thumbnail image** field, enter the default size for the product thumbnail images on the category pages (pixels).
   - In the **Manufacturer thumbnail image size** field, enter the default size for the product thumbnail images on the manufacturer pages (pixels).

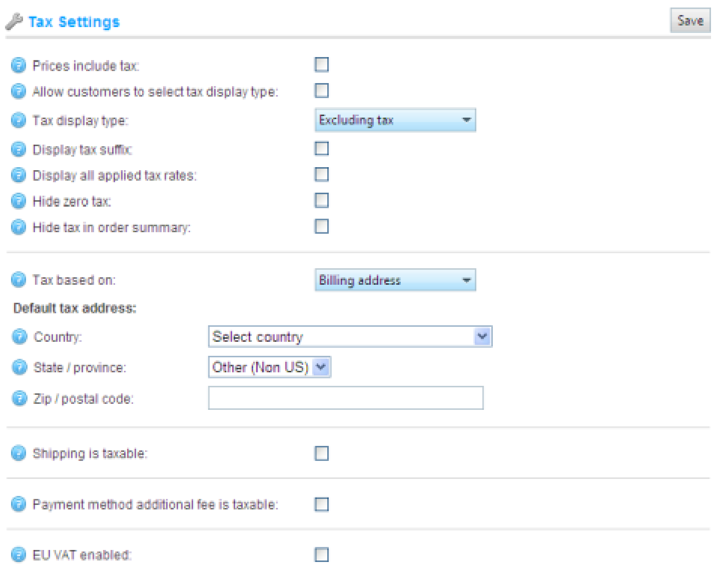
- In the **Cart/Wishlist thumbnail image size** field, enter the default size for product thumbnail images on the shopping cart and wishlist (pixels).
- In the **Maximum image size** field, enter the maximum image size (meaning, the longest side) allowed for image upload (pixels).

Tax Settings

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

To define the media settings:

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



2 Define the tax settings, as follows:

- Select the **Prices include tax** checkbox to indicate entered prices include tax.
- Select the **Allow customers to select tax display type** checkbox to indicate whether customers are allowed to selected the tax display type. When unchecked the following dropdown list is displayed:
  - **Excluding tax:** Select to enforce excluding tax**.**
  - **Including tax:** Select to enforce including tax**.**
- Select the **Display tax suffix** checkbox to display the tax suffix (incl. tax\excl. tax).
- Select the **Display all applied tax rates** checkbox to display all applied tax rates on a separate line in the shopping cart page.
- Select the **Hide zero tax** checkbox, to hide the zero tax value in the order summary.
- Select the **Hide tax in order summary** checkbox, to hide the tax value in the order summary when prices are shown as tax inclusive.

- From the **Tax based on** dropdown list, select the required option on which the tax is based on, as follows:
  - **Billing Address**. When this option is selected, tax is based on the customer billing address. If the billing address is unknown, the default address is used (entered below)
  - **Shipping Address**. When this option is selected, tax is based on customer shipping address. If the shipping address is unknown, the default address is used (entered below)
  - **Default Address**. When this option is selected, tax is based on the default address that is entered below
- Define the default tax address, as follows:
  - From the **Country** dropdown list, select the country.
  - From the **State/Province** dropdown list, select the state or province.
  - In the **Zip / Postal code** field, enter the required zip or postal code.
- Select the **Shipping is taxable** checkbox to indicate the shipping is taxable. The following fields are then displayed:
  - **Shipping price includes tax:** Select to indicate the shipping price includes tax.
  - **Shipping tax class:** Select the required tax class used for the shipping tax calculation.
- Select the **Payment method additional fee** is taxable checkbox to indicate the payment method additional fee is taxable. The following options are then displayed
  - **Payment method additional fee includes tax**: Select to indicate the Payment method additional fee is taxable.
  - **Payment method additional fee tax class**: From the dropdown list, select the required tax class used for the Payment method additional fee tax calculation.
- Select the **EU VAT enabled** checkbox to indicate European Union Value Added Tax is enabled. When this option is selected, customers will be requested for the **Company VAT number** during registration or on the customer account details page. This VAT number could be automatically validated through a web service, if the **Use web service** checkbox is checked, or manually on the customer details page in the administration area by the store owner.
  - **Your shop country**: From the dropdown list, select the country where your store is located.
  - **Allow VAT exemption**: Select this checkbox to exempt eligible VAT

registered customers from VAT.

- **Use web service**: Select this checkbox to use the WEB service to validate VAT numbers.
- **Notify admin when a new VAT number is submitted:** Select this checkbox to receive a notification by email, when a new VAT number is submitted.

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

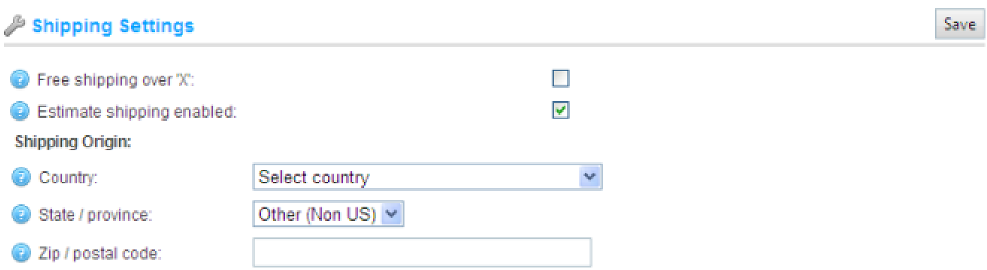
3 Click **Save**.

Shipping Settings

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

To define the shipping settings:

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



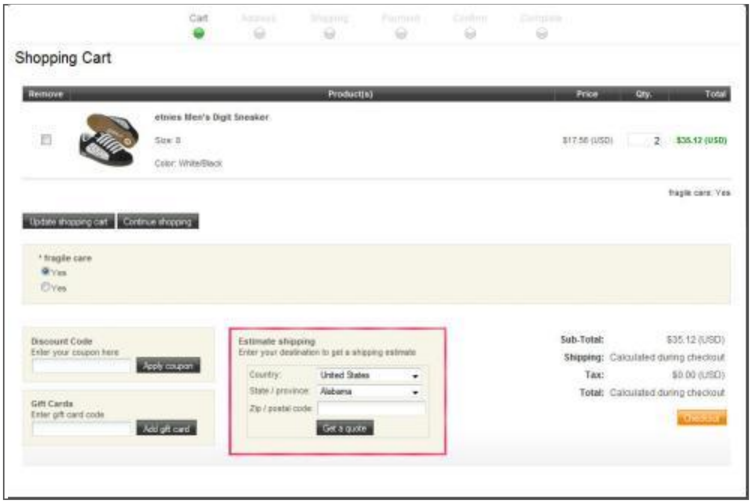
2 Define the shipping settings, as follows:

- Select the **Free shipping over 'x'** checkbox to enable free shipping for all orders over X. The following field is then displayed, enabling you to define the value of X:
    - In the **Value of X** field, enter the value over which all orders with a total greater than this value will qualify for free shipping.
    - Check **Calculate 'X' including tax** if you want to calculate **Value of X** including tax. If it's not checked, then the value will be calculated excluding tax.

3 Select the **Estimate Shipping enabled** checkbox to enable customers to get a shipping estimate from the shopping cart page.

Perform the following to view the **Estimate shipping** box in the public store:

- Access the public store
- Add a product to your cart
- Select **Shopping Cart**. The **Estimate shipping** box is displayed, as shown below:



- Define the shipping origin details, as follows:
  - From the **Country** dropdown list, select the country.
  - From the **State/Province** dropdown list, select the state or province.
  - In the **Zip / Postal code** field, enter the required zip or postal code.

4 Click **Save**.

Reward Points

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

To define the reward points settings:

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

2. Define the reward point settings, as follows:

   - Select the **Enabled** checkbox to enable the reward points program.
   - In the **Exchange rate** field, specify the reward points exchange rate.
   - In the **Points for registration** field, specify the number of points rewarded for customer registration.
   - In the **Points for purchases** field, specify the number of points awarded for purchases.
   - From the **Awarded order status** drop down list, select the status that the points are awarded for, as follows:
     - Pending
     - Processing
     - Complete
     - Cancelled
   - From the **Canceled order status** drop down list, select the status for which the points are cancelled, as follows:
     - Pending
     - Processing
     - Complete
     - Cancelled

Note: for additional information, about the reward points program, refer to the ***Reward Points*** *section described on page 43*

3. Click **Save**.

Blog Settings

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

To define the blog settings:

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

2 Define the blog settings, as follows:

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

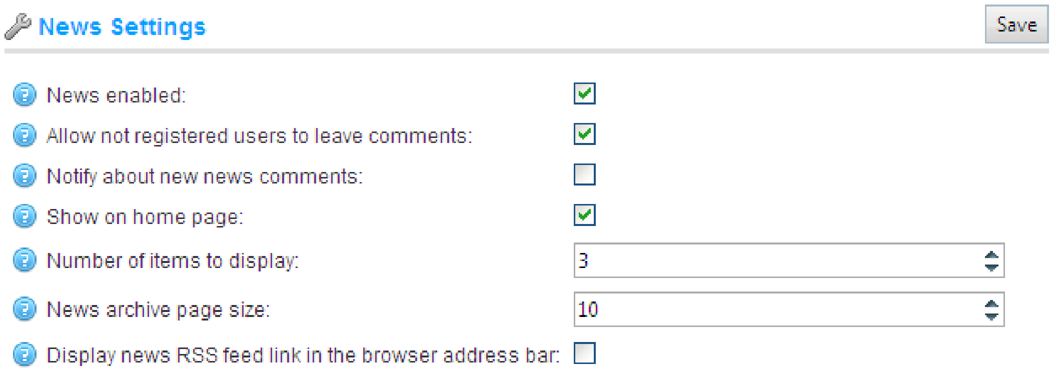
3 Click **Save**.

News Settings

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

To define the blog settings:

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



2 Define the news settings, as follows:

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

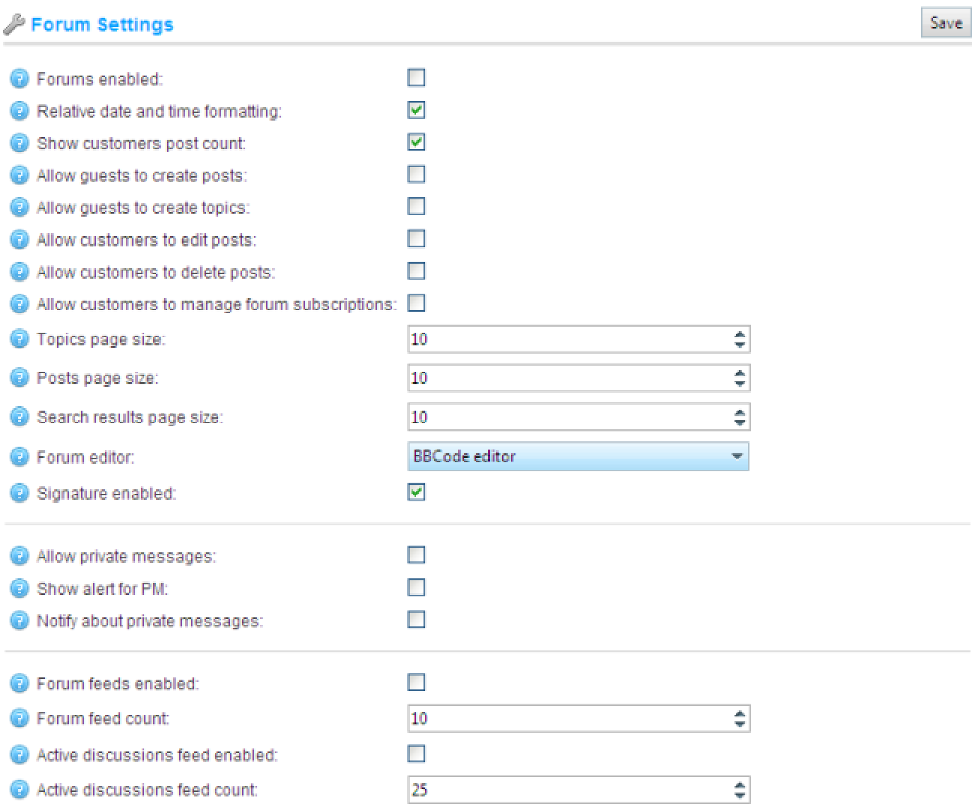
3 Click **Save**.

Forum Settings

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

- **To define the forum settings:**

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



2. Define the forum settings, as follows:

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

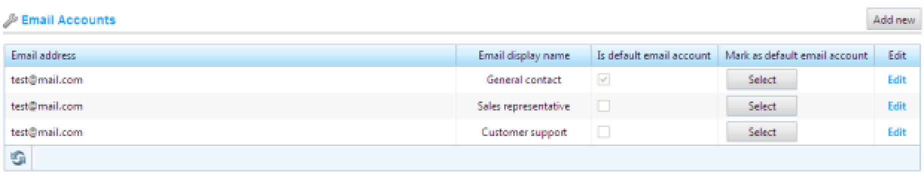
- Select the **Allows guests to create topics** checkbox, to enable your guests to create topics.
- Select the **Allows customers to edit posts** checkbox, to enable your customers to edit posts.
- Select the **Allows customers to delete posts** checkbox, to enable your customers to delete posts.
- Select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

Email Accounts

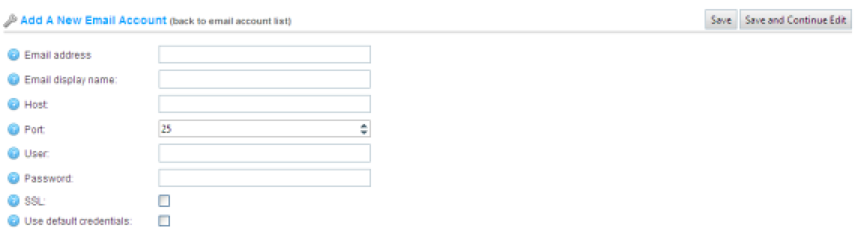
The **Email Accounts** window, accessed by selecting **Email Accounts** from the **Configuration** menu in the **Administration Area** displays the email accounts of the store owner. These can include a general contact email, a sales representative email, a customer support email and more. After the email accounts are configured, the store owner can then select the required email account on the message template details page, as described on page 204

To add a new email account:

1. From the **Configuration** menu, select **Email Accounts**. The **Email Accounts** window is displayed.



2. Click **Add new**. The **Add Email Account** window is displayed**.**



3. Define the email account information, as follows:

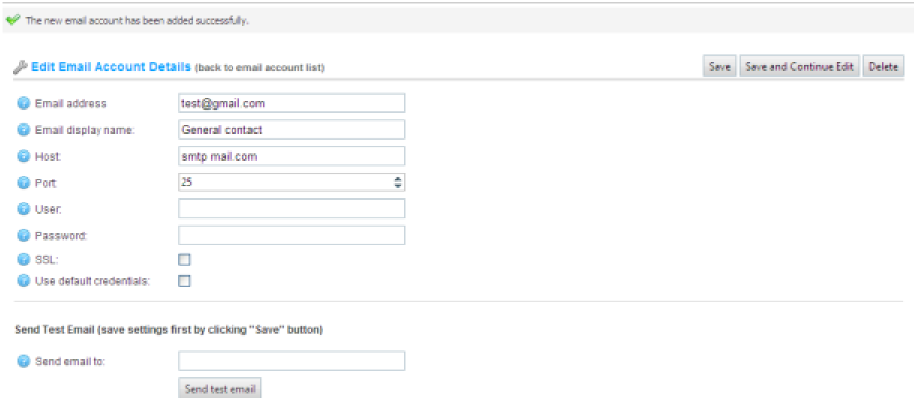
- In the **Email Address** field, enter the displayed *from* email address for all outgoing emails from your store. Example, *sales@yourstore.com*.
- In the **Email Display Name** field, enter the display name for outgoing emails from your store. Example, *Your Store Sales Department*.
- In the **Host** field, enter the host name of IP address of your email server.
- In the **Port** field, enter the SMTP port of your email server.

> ***Note**: You cannot change a port in a medium trust environment.*

- In the **User** field, enter the user name of your email server.

- In the **Password** field, enter the password of your email server.
- Select the **Enable SLL** checkbox to use Security Sockets Layer to encrypt the SMTP connection.
- Select the **Use default credentials** checkbox to use default credentials for the connection.

4 Click **Save**. The window is expanded, as follows:



5 In the **Send email to** field, enter the email address for the test email and click **Send Test Email**.

Taxes

This section describes how to define the tax settings in nopCommerce.

It includes the following:

- **Overview**, below
- **Tax Categories**, page 158
- **Tax Rate Providers**, page 159

Overview

In nopCommerce, the following can be taxable: products, shipping fees and payments methods.

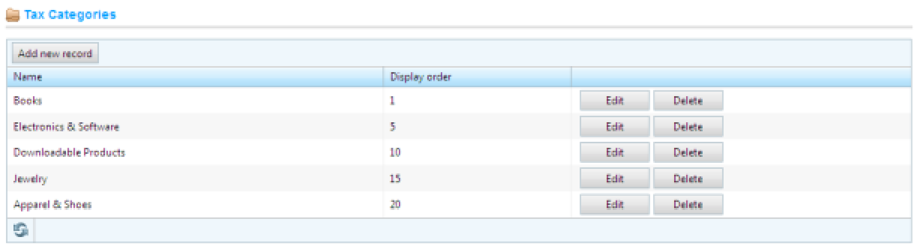
Depending on where your store is located, you may be required to collect tax. nopCommerce enables you to configure taxes for specific areas (Florida Tax) and specific products (Electronics Tax). New tax rates can be added to existing tax categories or to a new tax category, and are based on a country or a state. This allows products to be taxed accordingly to location, and achieves a final tax rate value by adding or compounding the tax rates defined in the assigned products tax class.

Tax Categories

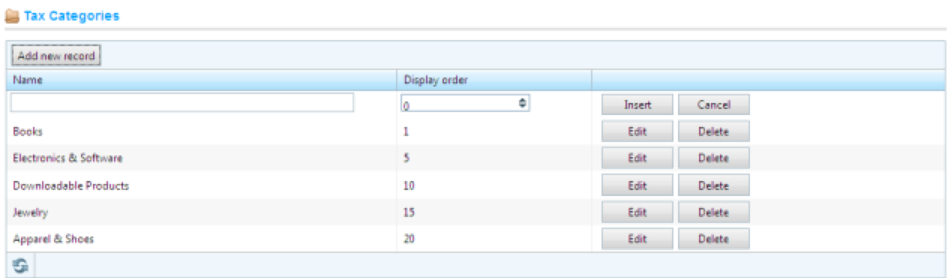
Tax classes are assigned to products, shipping fees and payment method additional fees.

To define tax classes:

1. From the **Configuration** menu, select **Tax > Tax Categories**. The **Tax Categories** window is displayed.



2. Click **Add new record**. The **Tax categories** window is expanded, as follows:



3. In the **Name** field, enter the name of the tax classification (category).
4. In the **Display order** field, enter the display order of the tax classification. A value of **1** represents the top of the list.
5. Click **Save.**

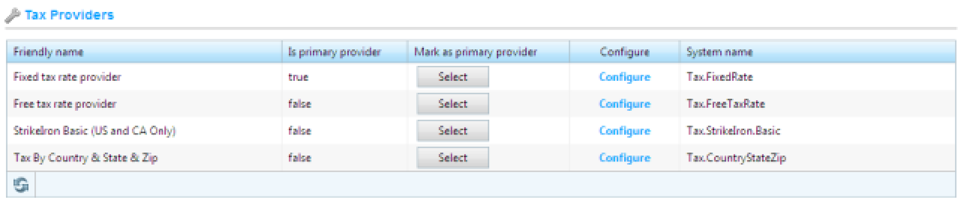
> ***Note**: You can click **Edit** in the **Tax Categories** window to edit the tax categories, as described above.*

Tax Rate Providers

Only one tax rate provider can be used for tax calculation. These are the radio button options, which are displayed besides each tax provider in the list enabling you to select the default tax provider to be used. Adding new tax providers is recommended only for advanced users.

- **To define tax rate providers**:

1. From the **Configuration** menu, select **Tax > Tax Providers**. The **Tax Providers** window is displayed.



Tax Providers

Friendly name	Is primary provider	Mark as primary provider	Configure	System name
Fixed tax rate provider	true	Select	Configure	Tax.FixedRate
Free tax rate provider	false	Select	Configure	Tax.FreeTaxRate
StrikeIron Basic (US and CA Only)	false	Select	Configure	Tax.StrikeIron.Basic
Tax By Country & State & Zip	false	Select	Configure	Tax.CountryStateZip

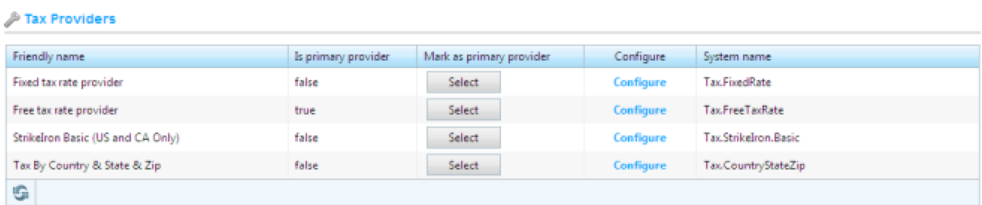
2. In the **Mark as primary provider** column, click the **Select** button to select the default tax provider to use. In the **Is primary provider** column, **false** option becomes **true**.

Free Tax Rate Provider

When this option is selected, no taxes are applied to products and shipping fees.

- **To define no taxes:**

1. From the **Configuration** menu, select **Tax>Tax Providers**. The **Tax Providers** window is displayed.



Tax Providers

Friendly name	Is primary provider	Mark as primary provider	Configure	System name
Fixed tax rate provider	false	Select	Configure	Tax.FixedRate
Free tax rate provider	true	Select	Configure	Tax.FreeTaxRate
StrikeIron Basic (US and CA Only)	false	Select	Configure	Tax.StrikeIron.Basic
Tax By Country & State & Zip	false	Select	Configure	Tax.CountryStateZip

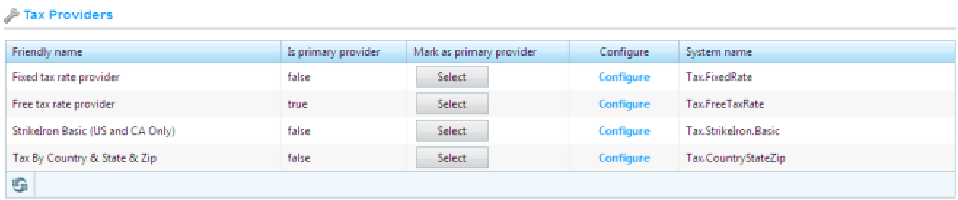
2. In the **Mark as primary provider column,** click the **Select** button in the relevant row to define the tax provider as the **Default**. The **false** option in the **Is primary provider** column becomes **true**.

Tax by Country& State& Zip

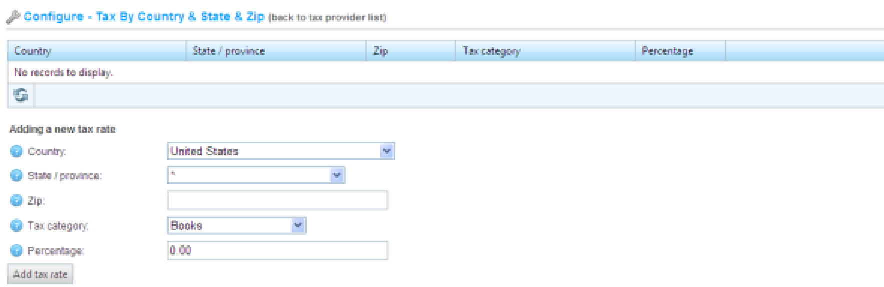
When this option is selected, tax is calculated according to country, state and zip code. This is the only provider that uses tax classes. If another tax provider is used, then store owner does not have to specify tax classes for each product.

To configure tax by country, state and zip:

1. From the **Configuration** menu, select **Tax > Tax Providers**. The **Tax Providers** window is displayed.



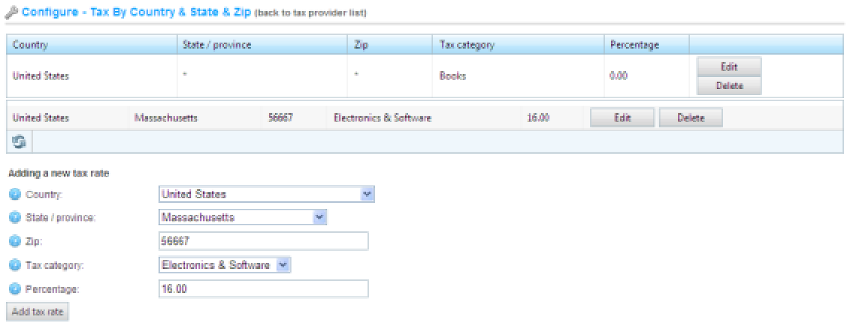
2. Click **Configure** beside the **Tax by country & state & zip** option in the list. The **Configure** – **Tax By Country & State & Zip** window is displayed, as follows:



3. Define the new tax rate, as follows:

- From the **Country** dropdown list, select the country for which the tax rate is defined.
- From the **State/province** dropdown list, select the state or province for which the tax rate is defined. If an asterix (*****) is selected, this tax rate will apply to all customers from the selected country regardless of the state.
- In the **Zip** field, enter the Zip/postal code country for which the tax rate is defined. If this field is empty, then this tax rate will apply to all customers from the selected country or state regardless of the zip code.
- From the **Tax category** dropdown list, select the required class for which to apply the tax rate.
- In the **Percentage** field, enter the required percentage.

4 Click **Add tax rate**. The new tax rate is displayed, as follows:



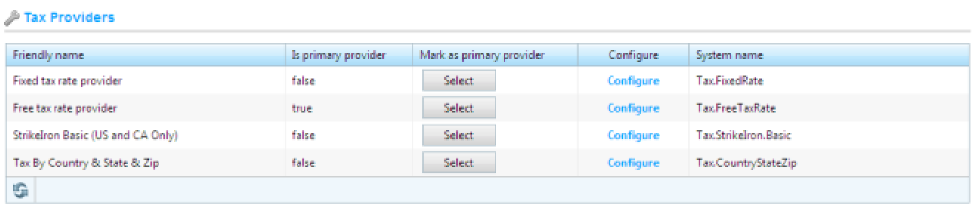
> ***Note**: You can click **Edit** beside the tax rate to edit the tax rate details, as described above. You can click **Delete** to remove the tax rate.*

Strike Iron Basic

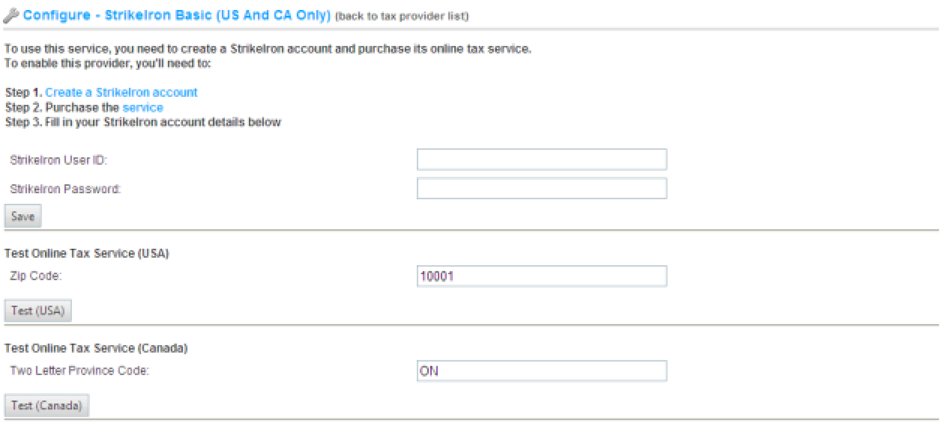
This is an external tax provider, which uses an internet service to get tax rates. It can be used in USA and Canada only.

To configure tax according to strike iron basic:

1 From the **Configuration** menu, select **Tax>Tax Providers**. The **Tax Providers** window is displayed.



2 Click **Configure** beside the **Strike Iron Basic (US and CA Only)** option in the list. The **tax provider configuration** window is displayed, as follows:



To enable this provider:

1 Create a **Strike Iron** account, at the following website http://www.strikeiron.com/Home.aspx

2 Purchase the online tax service for this account at the following link: http://www.strikeiron.com/Catalog/ProductDetail.aspx?pv=5.0.0&pn=Sales+and+Use+Tax+Basic

3 Enter your **Strike Iron** account details in the following fields:

- In the **Strike Iron user ID** field, enter your user ID.
- In the **Strike Iron Password** field, enter your user password.

4 Click **Save**.

5 Test the online tax service for USA or Canadian users, as required:

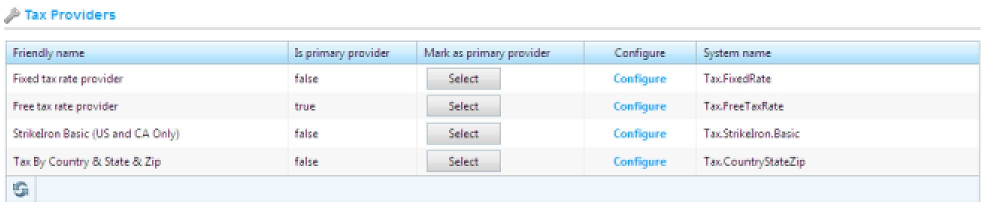
- For USA users, in the **Zip code** field, enter the required zip code and click the **Test (USA)** button
- For Canadian users, in the **Two Letter Province Code** field, enter the required province code and click the **Test (Canada)** button.

Fixed Rate Tax

When this option is selected, tax is calculated according a fixed rate.

To configure fixed rate tax:

1. From the **Configuration** menu, select **Tax>Tax Providers**. The **Tax Providers** window is displayed.



Tax Providers

Friendly name	Is primary provider	Mark as primary provider	Configure	System name
Fixed tax rate provider	false	Select	Configure	Tax.FixedRate
Free tax rate provider	true	Select	Configure	Tax.FreeTaxRate
StrikeIron Basic (US and CA Only)	false	Select	Configure	Tax.StrikeIron.Basic
Tax By Country & State & Zip	false	Select	Configure	Tax.CountryStateZip

2. Click **Configure** beside the **Fixed Rate Tax** option in the list. The **Configure – Fixed Tax Rate Provider** window is displayed, as follows:

Configure - Fixed Tax Rate Provider (back to tax provider list)

Tax category	Rate	
Books	0.00	Edit
Electronics & Software	0.00	Edit
Downloadable Products	0.00	Edit
Jewelry	0.00	Edit
Apparel & Shoes	0.00	Edit

3. Click the **Edit** button, beside the tax category for which to define a fixed rate.
4. Enter the required rate under the **Rate** column.
5. Click **Update**.

Shipping

This section describes how to define the shipping settings in nopCommerce. It includes the following:

Overview

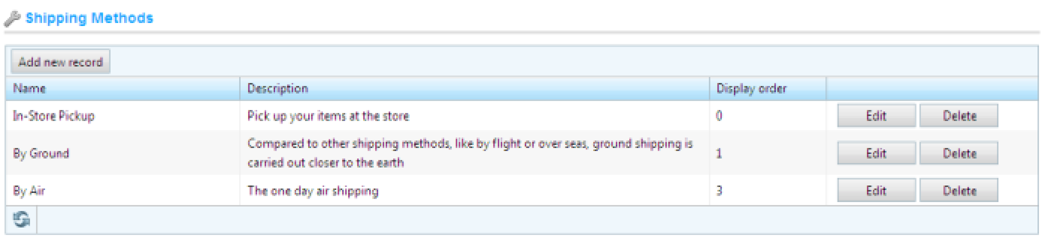
The shipping settings defined in this section are used for shippable products only. In addition, you can also define the shipping methods, the shipping rate computation provider and more.

Shipping Methods

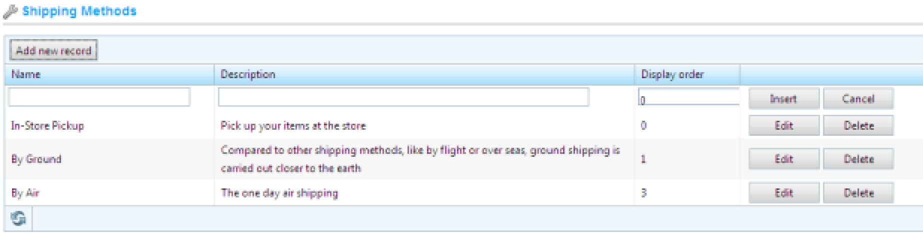
If you have shippable products, you will need to set up the shipping methods that your store will use to deliver orders to customers. You can either define your own shipping methods or use the pre-defined shipping methods provided by popular carriers, such as USPS, UPS and FedEx. If you decide to define and use your own shipping methods, the shipping rates for these methods will need to be entered into nopCommerce manually. If you decide to use the shipping methods provided by the carrier companies like USPS, UPS or FedEx, the shipping rates for these methods will need to be obtained from the respective carrier companies.

To add new shipping methods:

1 From the **Configuration** menu, select **Shipping**> **Shipping Methods**. The **Shipping Methods** window is displayed.



2 Click the **Add new record** button. The window is expanded, as follows:



3 Define the following fields for the new record:

- In the **Name** field, enter the name of the shipping method viewed by the customer.
- In the **Description** field, enter a description for the shipping method viewed by the customer.
- In the **Display order** field, enter the display order of the shipping method. A value of 1 represents the top of the list.

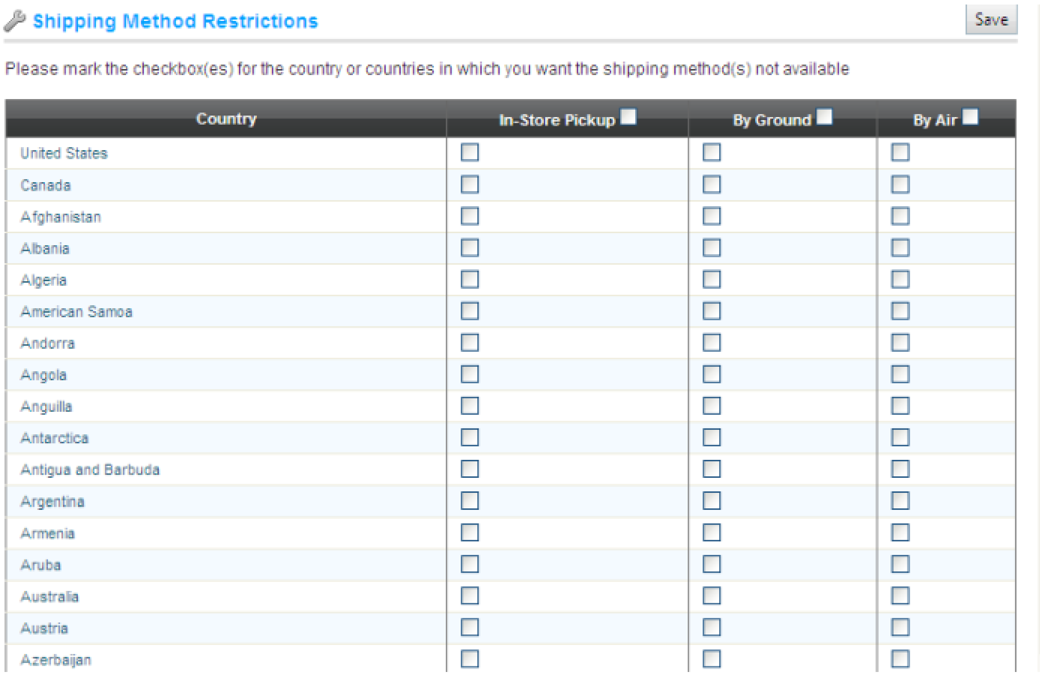
4 Click **Save**.

***Note**: You can click **Edit** in the **Shipping methods** window to edit the shipping methods, as described above.*

Shipping Method Restrictions

To restrict shipping methods:

1. From the **Configuration** menu, select **Shipping**> **Shipping Method Restrictions**>. The **Shipping Method Restrictions** window is displayed.



2. Select one or more of the following restriction checkboxes beside the relevant country, as follows:

   - In Store Pickup
   - By Ground
   - By Air

3. Click **Save**.

***Note**: If required, you can select the entire restriction column for the all countries*

Offline Shipping Rate Computation Methods

The shipping rate computation providers are displayed in the **Shipping Rate Computation** window. These are defined in the *Administration* area, by selecting **Shipping> Shipping Rate Computation Methods** from the **Configuration** menu.

nopCommerce recommends having only one active offline shipping rate computation method. Ensure than the others are not active.
The shipping rate computation method and their configuration settings include the following offline shipping methods:

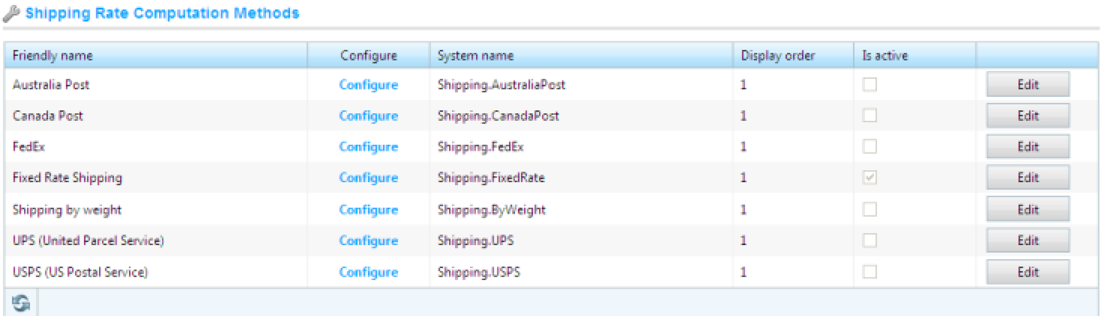
- **Shipping by Weight**, below
- **Fixed Rate Shipping**, page 170

Shipping By Weight:

This option calculates a shipping fee based on how much the shipment weighs. This is the recommended shipping calculation for companies that have products that vary in weight. The ability to charge different costs depending on the weight of the shipment helps to keep the company's shipping costs down when heavy items are shipped, yet keep the cost reasonable for customers who purchase products that are light in weight. If you decide to use matrix by weight, set up the weight brackets and see how much shipping will cost if the shipment falls within that bracket. For example: 1 pound up to 5 pounds will cost $3.00 per kg, 6 pounds up to 12 pounds will cost $8.00 per kg. You can set up multiple shipping fees depending on the shipping methods. Using the first weight bracket above, 1 pound up to 5 pounds will cost $3.00 per kg using Ground and 1 pound up to 5 pounds will cost $18.00 per kg using Next Day.

To define shipping by weight:

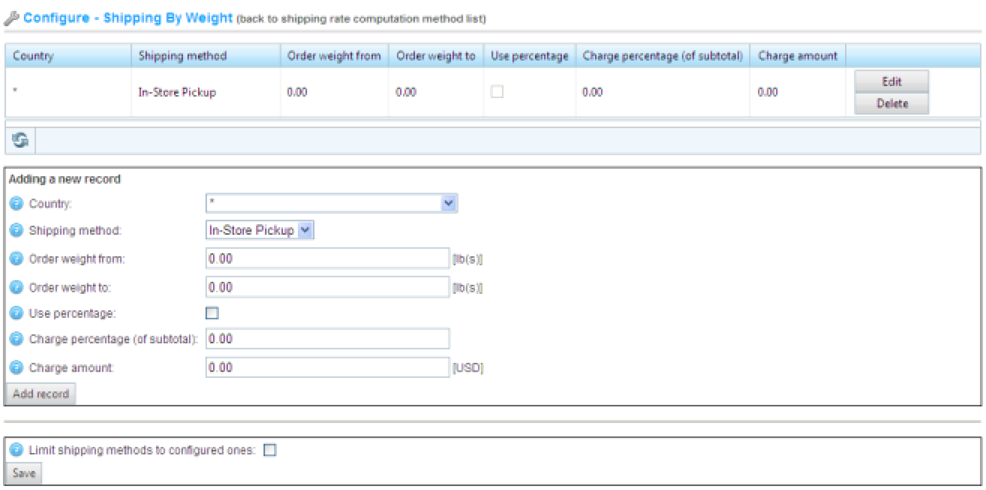
1. From the **Configuration** menu, select **Shipping> Shipping Rate Computation**. The **Shipping Rate Computation Methods** window is displayed.



2. Enable this method, as follows:

   - In the **Shipping by Weight** row, click the **Edit** button
   - In the **Is active** column, check the checkmark
   - Click **Update**. The **false** option becomes **true**.

3. Click **Configure** besides the **Shipping By Weight** option in the list. The **Configure - Shipping by Weight** window is displayed, as follows:



__Note__: Select the __Limit shipping methods to configured ones__ checkbox to limit your customers to the shipping methods configured here. When this checkbox is __not__ selected, the customers can select any existing shipping options even if they are not configured here. For example, zero shipping fees and so on.

4 In the **Add new values** area, define the new values, as follows:

- From the **Select Country** dropdown list, select the country to ship the product to.

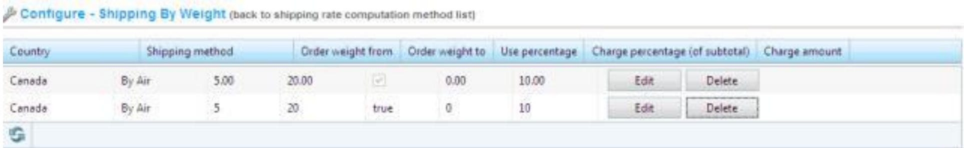
> ***Note***: *When selecting "*" as country, the rate will be applied to all countries*

- From the **Select shipping method** dropdown list, select the required option, as follows:
  - **In-Store Pickup:** The order is picked up in the store.
  - **By Ground:** The order is shipped by ground
  - **By Air:** The order is shipped by air**.**

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

- In the **Order weight from** field, enter the minimum order weight (lbs).
- In the **Order weight to** field, enter the maximum order weight (lbs).
- Select the **Use percentage** checkbox to charge a percentage value.
- Enter a value in the **Charge Percentage (of subtotal**) field, when the **Use percentage** checkbox is checked**.** This value entered is the percentage of the order subtotal. For example, if your order subtotal is **$1000** and the **Use percentage** checkbox is checked and the **Charge percentage** is set to **%15**, the shipping rate will be **$1000*%15=$150** for the selected shipping method.
- Enter a value in the **Charge amount** field, when the **Use percentage** checkbox is unchecked. This is a fixed value charged per lb or per kg (depending on the primary store weight measure selected). For example, if your order total weight is 3lb and the **Use percentage** checkbox is unchecked and the **Charge amount** value is set to $10, then shipping rate will be **$10*3lb=$30** for the selected shipping method.

- Click **Add Record**. The **Configure shipping by weight** window is updated, as follows:



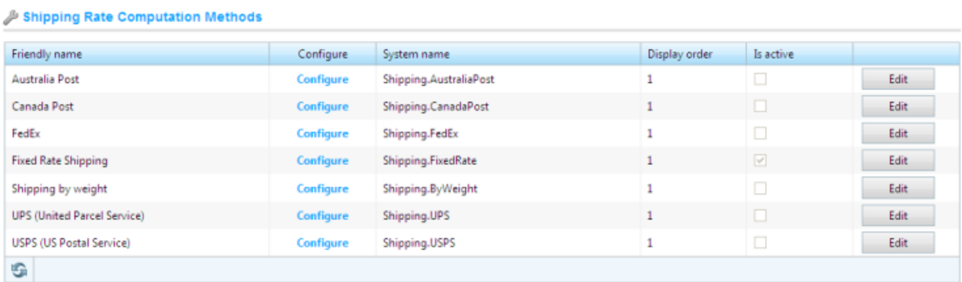
You can click **Edit** to update the system with the new shipping rate computation rate method. You can click **Delete** to remove it from the system.

Fixed Rate Shipping

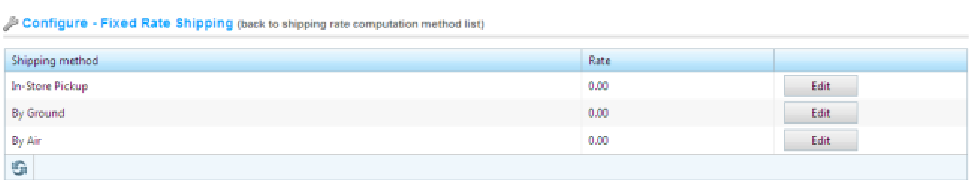
This section describes how to define the fixed shipping rate.

To define fixed rate shipping:

1. From the **Configuration** menu, select **Shipping> Shipping Rate Computation**. The **Shipping Rate Computation** window is displayed.



2. Enable this method, as follows:
   - In the **Fixed Rate Shipping** row, click the **Edit** button
   - In the **Is active** column, check the checkmark
   - Click **Update**. The **false** option becomes **true**.
3. Click **Configure** beside the **Fixed Rate Shipping** option in the list. The **Edit Shipping Rate Computation Rate Method** window is displayed, as follows:



4 Click **Edit** and enter a fixed rate for each of the existing shipping methods as follows:

- In-Store Pickup
- By Ground
- By Air

__Note__: These options are not hard-coded and can be configured by the store owner in the Administration area, by selecting __Shipping >Shipping Methods__ from the __Configuration__ menu.

5 Click **Update**.

Real Time Shipping Rate Computation Providers

This section displays the real-time (on line) shipping methods, as follows:

- USPS
- UPS
- FedEx
- Canada Post
- Australia Post

United States Postal Service Real Time Shipping Calculations

In order to use this service you must first go to **http://www.usps.com/** to receive a user ID that is required to test and integrate USPS Web Tools APIs. With this ID, you may begin sending calls to the test server.

To define the USPS Real Time Shipping Calculations:

1 Create a **USPS** account by going to **http://www.usps.com/** to receive a user ID.

2 Depending on the API, go to one of the test servers, as follows:

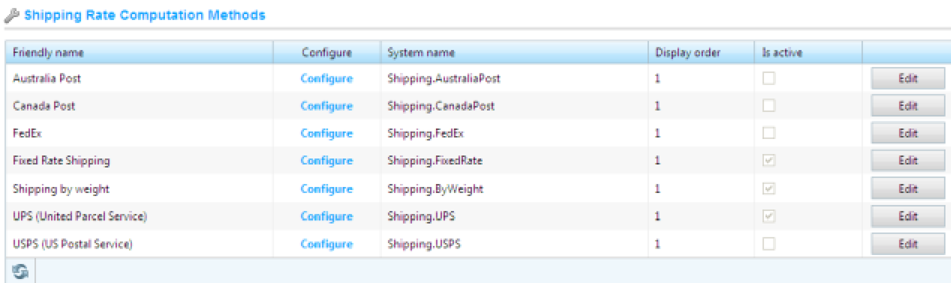
- http://testing.shippingapis.com/ShippingAPITest.dll
- https://secure.shippingapis.com/ShippingAPITest.dll.

3 Using the ID provided send calls to the test server.

4 After completing your testing, email the USPS Internet Customer Care Center (ICCC).They will switch your profile to allow you access to the production server and will provide you with the

production URLs.

5 From the **Configuration** menu, select **Shipping > Shipping Rate Computation Methods.** The **Shipping Rate Computation** window is displayed.



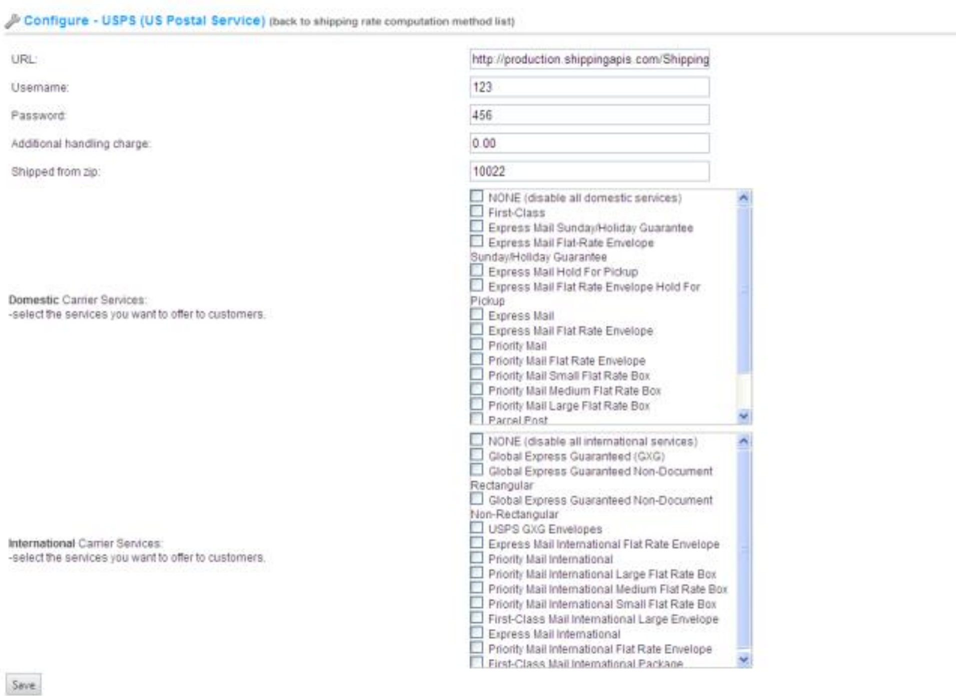
Shipping Rate Computation Methods

Friendly name	Configure	System name	Display order	Is active	
Australia Post	Configure	Shipping.AustraliaPost	1	☐	Edit
Canada Post	Configure	Shipping.CanadaPost	1	☐	Edit
FedEx	Configure	Shipping.FedEx	1	☐	Edit
Fixed Rate Shipping	Configure	Shipping.FixedRate	1	☑	Edit
Shipping by weight	Configure	Shipping.ByWeight	1	☑	Edit
UPS (United Parcel Service)	Configure	Shipping.UPS	1	☑	Edit
USPS (US Postal Service)	Configure	Shipping.USPS	1	☐	Edit

6 Enable this method, as follows:

- In the **USPS (US Postal Service)** row, click the **Edit** button
- In the **Is active** column, check the checkmark
- Click **Update**. The **false** option becomes **true**.

7 Click **Configure** beside the **USPS (US Postal Service)** option in the list. The **Configure – USPS (US Postal Service)** window is displayed, as follows:



8 Enter the information obtained from the USPS provider, as follows:

- In the **URL** field, enter the URL of the USPS provider.
- In the **Username** field, enter your username obtained from the provider.
- In the **Password** field, enter your password obtained from the provider.
- In the **Additional Handling Charge** field, enter the additional handling charge.
- In the **Shipped from zip** field, enter the zip code from where the order was shipped from.
- In the **Domestic Carrier Services** area, select the services you want to offer to your customers.
- In the **Domestic Carrier Services** area, select the required domestic carrier services that you want to offer to your customers.
- In the **International Carrier Services** area, select the international carrier services that you want to offer to your customers.

9 Click **Save**.

UPS Real Time shipping calculations

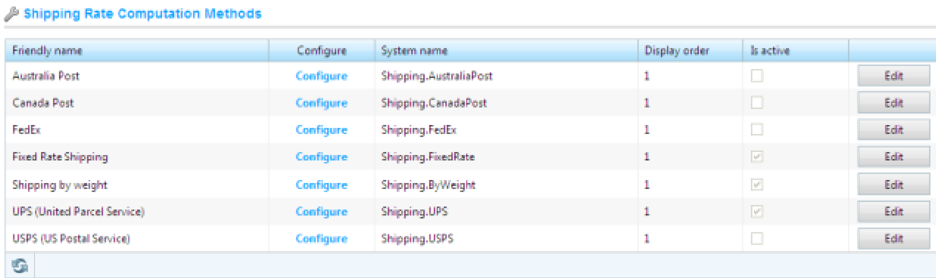
To access you your account at UPS you will be provided with a user name password and an XML license number, which will be given during registration process.

To define the UPS Real Time Shipping Calculations:

1 Create a **UPS** account by going to https://www.ups.com/upsdeveloperkit?loc=en_USto receive the following:

- Username ID
- Password
- XML access license number

2 From the **Configuration** menu, select **Shipping > Shipping Rate Computation Methods.** The **Shipping Rate Computation Methods** window is displayed.

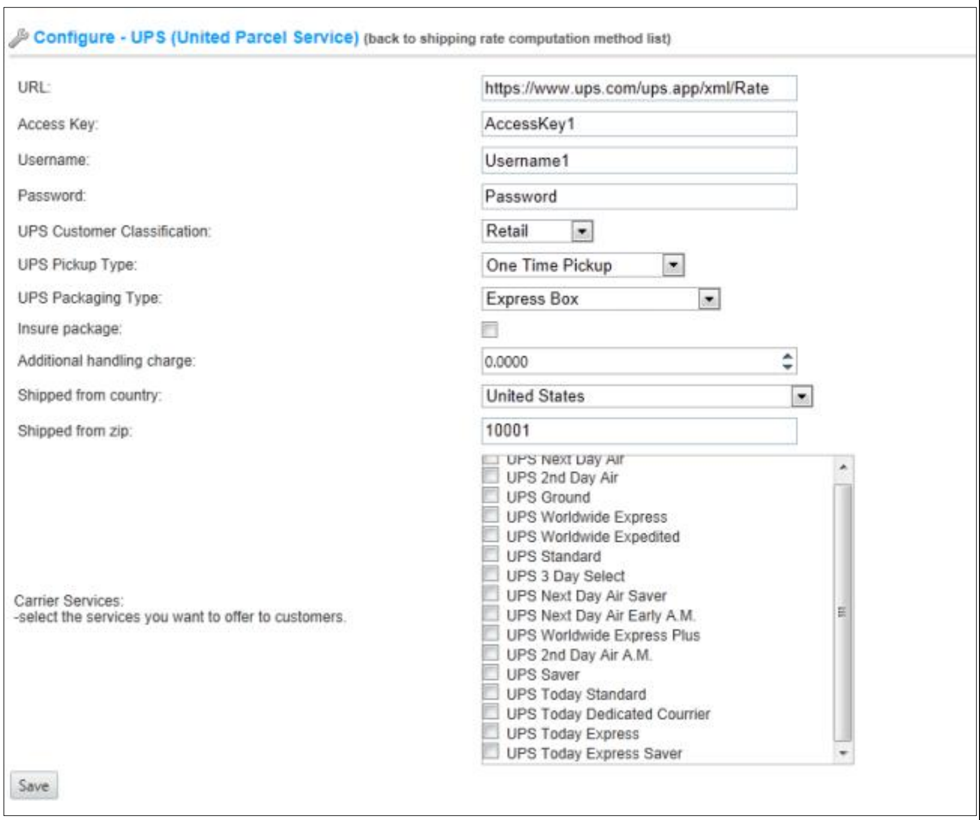

Shipping Rate Computation Methods

Friendly name	Configure	System name	Display order	Is active	
Australia Post	Configure	Shipping.AustraliaPost	1	☐	Edit
Canada Post	Configure	Shipping.CanadaPost	1	☐	Edit
FedEx	Configure	Shipping.FedEx	1	☐	Edit
Fixed Rate Shipping	Configure	Shipping.FixedRate	1	☑	Edit
Shipping by weight	Configure	Shipping.ByWeight	1	☑	Edit
UPS (United Parcel Service)	Configure	Shipping.UPS	1	☑	Edit
USPS (US Postal Service)	Configure	Shipping.USPS	1	☐	Edit

3 Enable this method, as follows:

- In the UPS (United Postal Service) row, click the Edit button
- In the **Is active** column, check the checkmark
- Click **Update**. The **false** option becomes **true**.

4 Click **Configure** beside the **UPS (United Parcel Service)** option in the list. The **Configure – UPS (United Parcel Service)** window is displayed, as follows:



5 Enter the information obtained from the UPS provider, as follows:

- In the **URL** field, enter the URL of the UPS provider.
- In the **Access Key** field, enter the access key obtained from the provider.
- In the **Username** field, enter your username obtained from the provider.
- In the **Password** field, enter your password obtained from the provider.
- From the **UPS Customer Classification** dropdown list, select your required customer classification, as follows:
  - Retail
  - Wholesale
  - Occasional
- From the **UPS Pickup Type** dropdown list, select the required UPS pickup type, as follows:
  - Daily Pickup
  - Customer Counter
  - One Time Pickup
  - On Call Air
  - Suggested Retails Rates
  - Letter Center
  - Air Service Center
- In the **UPS Packaging Type** field , dropdown list, select the required UPS package type, as follows:
  - Customer Supplied Package
  - Letter
  - Tube
  - P A K
  - Express Box
  - 10 kg Box
  - 25 kg Box

- Select the **Insure package** checkbox to indicate the package will be insured.
- In the **Additional Handling Charge** field, enter the additional handling charge.
- From the **Shipped from country** dropdown list, select the country where the order was shipped from.
- In the **Shipped from zip** field, enter the zip code where the order was shipped from.
- In the **Carrier Services** area, select the required carrier services you want to offer to your customers.

6 Enter your credentials, as follows:

- **Access key:** Enter the XML access key for your account.
- **UPS User ID:** Enter the UPS user ID assigned to your account.
- **UPS password:** Enter the password for your account.
- **UPS Customer classification:** Retail, Wholesale, Occasional.
- **UPS Pickup type:** Determines the type of pickup desired.
- **UPS Packaging type:** Determines the type of package desired.
- **Additional shipping charge:** Additional shipping charge. This value will be added to shipping rate(for example, it can be handling)
- **Shipped from country:** Enter your country from which package will be sent
- **Shipped from zip:** Enter your zip from which package will be sent.

FedEx Real Time Shipping Calculations

To access you your account at FedEx you will be provided with a FedEx *meter*, which will be provided after opening a FedEx account, at http://www.fedex.com . This FedEx meter will enable you to start tuning Web Tools.

▸ **To define the FedEx Real Time Shipping Calculations:**

1 Sign up at the **FedEx Developer Resource Centerhttp://www.fedex.com/us/developer/**and request a developer test key.

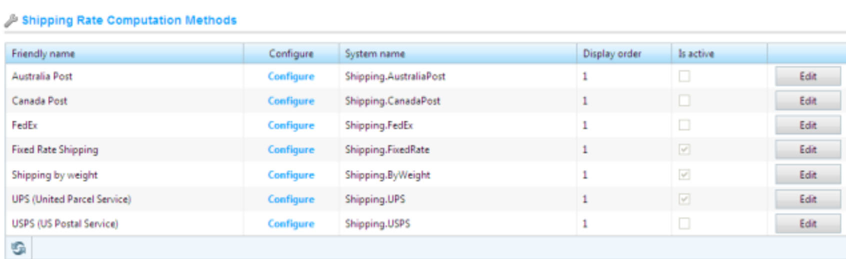
2 Fill out the required form, the following credentials will be mailed to you:

- test Key
- test Account
- test Meter Number
- test Password

3 After testing, click here to apply for a production key,

- In the Intend to resell software option, click No.
- Select the FedEx Web Services for Shipping option.
- Select the **Corporate Developer** to enable you to self-certify**.**

4 From the **Configuration** menu, select **Shipping> Shipping Rate Computation**. The **Shipping Rate Computation Methods** window is displayed.



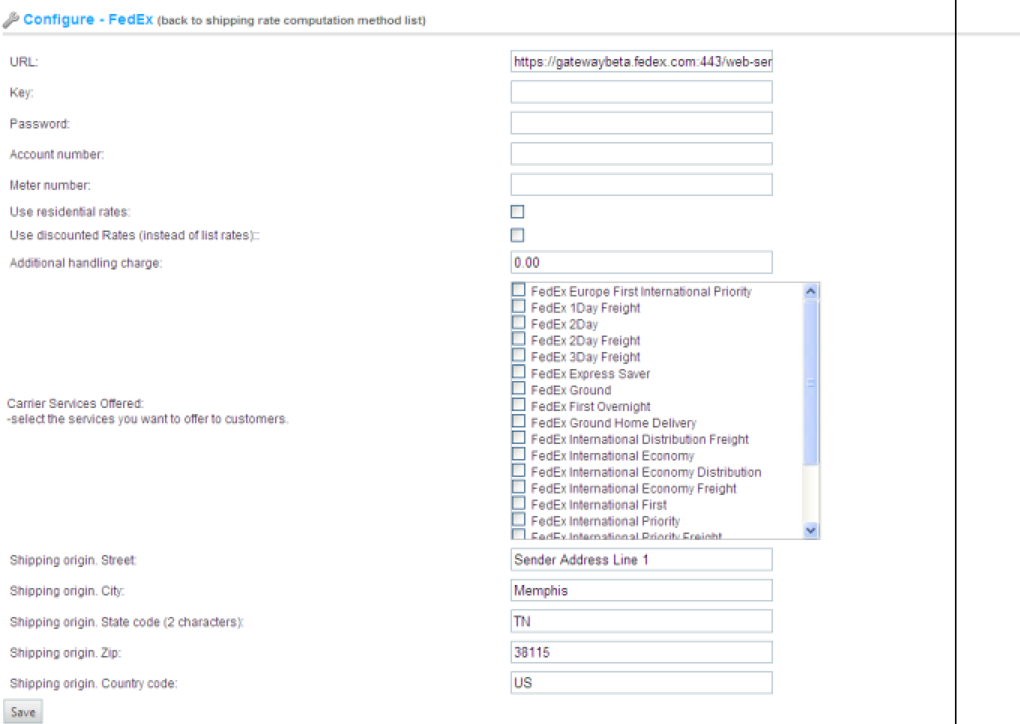
Shipping Rate Computation Methods

Friendly name	Configure	System name	Display order	Is active	
Australia Post	Configure	Shipping.AustraliaPost	1		Edit
Canada Post	Configure	Shipping.CanadaPost	1		Edit
FedEx	Configure	Shipping.FedEx	1		Edit
Fixed Rate Shipping	Configure	Shipping.FixedRate	1		Edit
Shipping by weight	Configure	Shipping.ByWeight	1		Edit
UPS (United Parcel Service)	Configure	Shipping.UPS	1		Edit
USPS (US Postal Service)	Configure	Shipping.USPS	1		Edit

5 Enable this method, as follows:

- In the **FedEx** row, click the **Edit** button
- In the **Is active** column, check the checkmark
- Click **Update**. The **false** option becomes **true**.

6 Click **Configure** beside the **FedEx** option in the list. The **Edit shipping rate computation rate method** window is displayed, as follows:



7 Enter the information obtained from the FedEx provider, as follows:

- **URL**: Enter the FedEx URL.
- **Key:** Enter your key obtained from FedEx.
- **Password:** Enter your FedEx password
- **Account number:** Enter your FedEx account number
- **Meter Number:** FedEx meter number.
- **Use Residential Rates**: Select this option to use residential rates.
- **Use Discounted Rates (instead of List rates:** Select this option to use discounted FedEx rates.
- **Additional Fee [USD]:** Enter the additional fee to charge your customers.

- In the **Carrier Services** area, select the required carrier services you want to offer to your customers.
- **Shipping origin:** Enter your street, city, state code, zip, and country code from which package will be sent.
- Check **Pass dimensions** if you want to pass package dimensions when requesting FedEx rates.

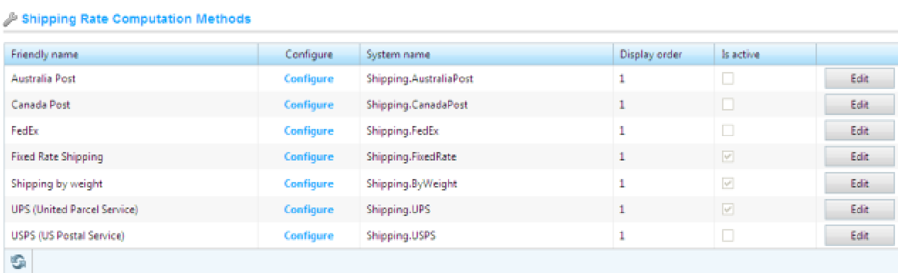
> ***Note***: *Use your own FedEx account information provided to you by email. When moving to production, make sure you enter the address that is used for your FedEx account; otherwise, you will be unable to get a production key. Contact FedEx to resolve account issues.*

Canada Post

To access you your account at Canada Post you will be provided with a Canada Post Customer ID.

To define the Canada Post Shipping Calculations:

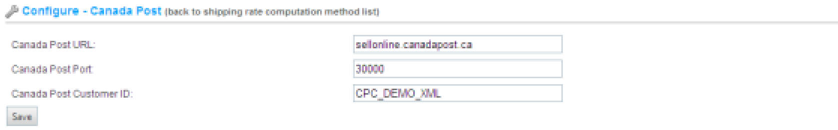
1. Sign up at **Canada Post**.
2. From the **Configuration** menu, select **Shipping > Shipping Rate Computation**. The **Shipping Rate Computation Methods** window is displayed.



Shipping Rate Computation Methods

Friendly name	Configure	System name	Display order	Is active	
Australia Post	Configure	Shipping.AustraliaPost	1		Edit
Canada Post	Configure	Shipping.CanadaPost	1		Edit
FedEx	Configure	Shipping.FedEx	1		Edit
Fixed Rate Shipping	Configure	Shipping.FixedRate	1	✓	Edit
Shipping by weight	Configure	Shipping.ByWeight	1	✓	Edit
UPS (United Parcel Service)	Configure	Shipping.UPS	1	✓	Edit
USPS (US Postal Service)	Configure	Shipping.USPS	1		Edit

3. Enable this method, as follows:
   - In the **Canada Post** row, click the **Edit** button
   - In the **Is active** column, check the checkmark
   - Click **Update**. The **false** option becomes **true**.
4. Click **Configure** beside the **Canada Post** option in the list. The **Edit Shipping Rate Computation Rate Method** window is displayed, as follows:


Configure - Canada Post (back to shipping rate computation method list)
Canada Post URL:
sellonline.canadapost.ca
Canada Post Port:
30000
Canada Post Customer ID:
CPC_DEMO_XML
Save

5 Enter the information obtained from the Canada Post provider, as follows:

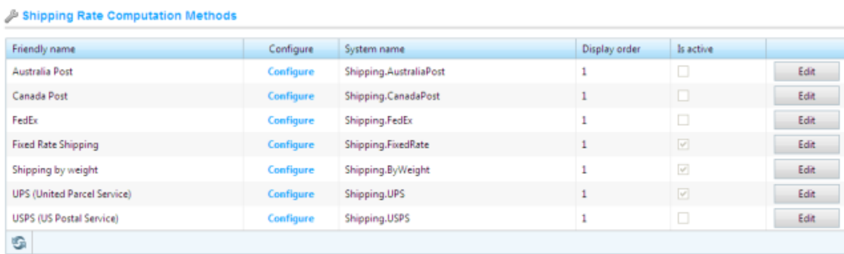
- **Canada Post URL**: Enter the Canada Post URL.
- **Canada Post Port:** Enter the Canada Post port.
- **Canada post Customer ID:** Enter your Canada Post Customer ID.

6 Click **Save**.

Australia Post

To define the Australia Post Shipping Calculations:

1 From the **Configuration** menu, select **Shipping > Shipping Rate Computation**. The **Shipping Rate Computation Methods** window is displayed.


Shipping Rate Computation Methods

Friendly name	Configure	System name	Display order	Is active	
Australia Post	Configure	Shipping.AustraliaPost	1	☐	Edit
Canada Post	Configure	Shipping.CanadaPost	1	☐	Edit
FedEx	Configure	Shipping.FedEx	1	☐	Edit
Fixed Rate Shipping	Configure	Shipping.FixedRate	1	☑	Edit
Shipping by weight	Configure	Shipping.ByWeight	1	☑	Edit
UPS (United Parcel Service)	Configure	Shipping.UPS	1	☑	Edit
USPS (US Postal Service)	Configure	Shipping.USPS	1	☐	Edit

2 Enable this method, as follows:

- In the **Australia Post** row, click the **Edit** button
- In the **Is active** column, check the checkmark
- Click **Update**. The **false** option becomes **true**.

3 Click **Configure** beside the **Australia Post** option in the list. The **Edit shipping rate computation rate method** window is displayed, as follows:

4 Enter the information obtained from the Australian Post provider, as follows:

- **Gateway URL**: Enter the Australia Post Gateway URL.
- **Additional Handling Charge:** Enter the additional handling charge required.
- **Shipped from zip:** Enter the zip code where from products are shipped from.

5 Click **Save**.

Payment Methods

Before going live with your store, you need to define the ways in which you will accept payments from your customers. nopCommerce provides a number of payment methods that you can use. These include, Manual Processing, purchase order, cash on delivery, check or money transfer, PayPal and much more.

Payments Methods

A payment method is how a customer pays for the order. nopCommerce allows for both online and offline transactions. For the online methods, nopCommerce supports integration with several third party payment gateways, so that customer credit card information will automatically sent through the gateway (as either an authorization, or an authorization and charge) upon completion of an order. You can have multiple payment methods active at one time. The user can select how he wants to pay at checkout

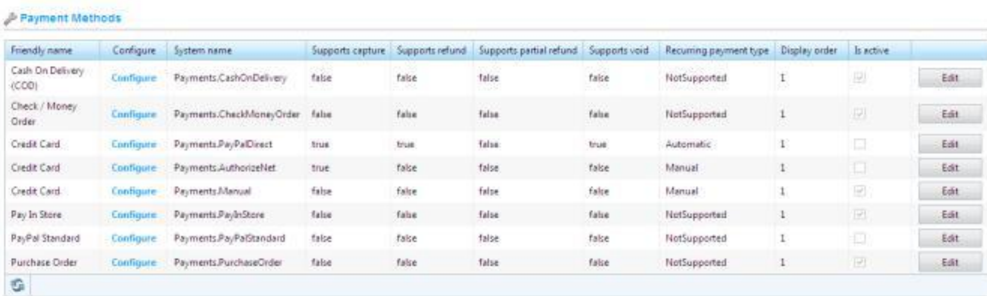
The following transaction modes are supported by the payment methods:

- **Pending**: The transaction is pending.
- **Authorize**: Authorizes the charge, but does not capture or transfer funds. Just verifies the card.
- **Authorize and capture**: Authorizes and captures the transaction.
- **Void**: An order can be voided only when its payment status is **Authorized.**
- **Refunded:** An order can be refunded only when its payment status is **Paid** (meaning, captured).
- **Partially refunded**: An order can be partially refunded only when its payment status is **Paid** (meaning, captured).
- **Capture:** Means the payment status is **Paid.**

If you do not want to charge the customer until you ship, then use **Authorize**. For charges that come in as **Authorized** only, you can later capture them via the **Administration** area using the **Capture** button on the order page.

To define payment methods:

1. From the **Configuration** menu, select **Payment Methods**. The **Payment Methods** window is displayed.



Payment Methods

Friendly name	Configure	System name	Supports capture	Supports refund	Supports partial refund	Supports void	Recurring payment type	Display order	Is active	
Cash On Delivery (COD)	Configure	Payments.CashOnDelivery	false	false	false	false	NotSupported	1		Edit
Check / Money Order	Configure	Payments.CheckMoneyOrder	false	false	false	false	NotSupported	1		Edit
Credit Card	Configure	Payments.PayPalDirect	true	true	false	true	Automatic	1		Edit
Credit Card	Configure	Payments.AuthorizeNet	true	false	false	false	Manual	1		Edit
Credit Card	Configure	Payments.Manual	false	false	false	false	Manual	1		Edit
Pay In Store	Configure	Payments.PayInStore	false	false	false	false	NotSupported	1		Edit
PayPal Standard	Configure	Payments.PayPalStandard	false	false	false	false	NotSupported	1		Edit
Purchase Order	Configure	Payments.PurchaseOrder	false	false	false	false	NotSupported	1		Edit

__Note__: Any new payment modules can implemented and installed as a plugin. For further details, developer can click the following. http://www.nopcommerce.com/ .

The payment methods and their configuration setting that you can use in nopCommerce are described below:

- **Manual Processing (Credit Card**), below
- **Authorize.Net**, below
- **PayPal Standard**, page 185
- **Pay Pal Direct**, page 186
- **Cash On Delivery**, page 187
- **Purchase Order**, page 187
- **Google Checkout,** page 188

> ***Note***: *To activate a payment method, Click the* ***Edit*** *button beside the required method, and check the* ***Is active checkbox*** *and click* ***Update****. The* ***Is active*** *option changes from* ***false*** *to true***.**

Manual Processing (Credit Card).

This is a special gateway that allows all orders to be successfully entered on the site, but it does NOT charge the customer or make any calls to any live gateway. Use this payment method if you want to perform one of the following:

- Process all orders offline
- Process them manually via another back-office system
- Test the site end-to-end before going live

Authorize.Net

You can configure **Authorize.Net**, in the **Authorize.net** payments window, as described below.

▶ **To configure Authorize.Net:**

1. **Use Sandbox: Enable** or **disable** the test transactions.
2. **Transaction mode:** Select the required transaction mode, as follows:
   - Authorize
   - Capture
3. **Transaction Key:** Enter the transaction key defined in your Authorize.Net Account area.
4. **Merchant ID:** Enter your Authorize.Net Merchant ID.

PayPal Standard

In order to use PDT, you must activate PDT and Auto Return in your PayPal account profile. You must also acquire a PDT identity token, which is used in all PDT communication you send to PayPal.

▶ **To configure your account for PDT:**

1. Log in to your PayPal account.
2. Click the **Profile** tab.
3. Click Website Payment Preferences in the Seller Preferences column.
4. Under Auto Return for Website Payments, select the On radio button.
5. For the **Return URL**, enter the **URL** on your site that will receive the transaction ID posted by PayPal after a customer payment.
6. Under **Payment Data Transfer**, select the **On** radio button.
7. Click **Save**.
8. Click Website Payment Preferences in the Seller Preferences column.
9. Scroll down to the **Payment Data Transfer** section of the page to view your PDT identity token.

In order to receive IPN messages (optional), you must activate this service, as described below.

To activate the IPN:

1. Log in to your Premier or Business account.
2. Click the **Profile** tab.
3. Click Instant Payment Notification in the Selling Preferences column.
4. Click the **Edit IPN Settings** button to update your settings.
5. Select **Receive IPN messages** (Enabled) and enter the **URL** of your IPN handler.
6. Click Save. You should get a message that you have successfully activated IPN.

PayPal Direct

In order to use PayPal Direct as a payment method you must sign up to a PayPal business account and then add a bank account to the business account and obtain a digital signature which you will use when contacting PayPal Payments Pro API.

To configure Pay Pal Direct

1. Sign Up to a PayPal Business account, as follows:
   - Go to https://www.paypal.com and click **Sign Up**. Be sure to choose a business account when signing up. After you sign up, you will receive an email with confirmation instructions.
   - Confirm your account, and then continue below.
2. Apply for Website Payments Pro, as follows:
   - Navigate to Merchant Tools and select PayPal Website Payments Pro.
   - Enter the required information about you and your business. You will be notified by email when your application review is complete.
3. After you receive the approval email from PayPal, you must accept their billing agreement, as follows:
   - Log in to https://www.paypal.com
   - In the top left corner, click **Accept Billing Agreement**
   - Stay logged into PayPal for the next steps.

4. You must have a bank account added to your PayPal Business Account. If you do not have one you can add one as follows:

   - Click Profile
   - Under Financial Information, select Bank Accounts
   - Enter your bank account information
   - Obtain a Digital Signature.

5. Login to your account, as follows:

   - Login to your PayPal account and go to **My Account >Profile >API Access**.
   - Click API Access.
   - If you already have a certificate, then you must remove the current access. Otherwise, click on the **Request API Credentials** link.
   - Make sure the API Signature radio button is selected and agree to the **Terms of Use** and click the **Submit** button. PayPal will provide you with an API Username, API Password, and Signature.
   - Save or copy the signature and use the signature information in contacting the PayPal Payments Pro API.

Cash On Delivery

With Cash on Delivery orders, products and services are paid for in full in cash or using a certified check, immediately at the time of delivery, or when they are received by the buyer.

Purchase Order

Purchase orders are often used for government agencies or for large businesses. Rather than paying directly through your site, they will request that you send them a Purchase order (PO), and they will send the payment back however you work out. Most of the order processing is handled outside of the software.

Google Checkout

Go to http://sandbox.google.com/checkout/sell/ to set up test accounts in the Google Checkout Sandbox service. The Sandbox is a development environment that is designed to help you test your Google Checkout implementation. The Sandbox offers the same functionality as the production Google Checkout system with the following exceptions:

- The Sandbox requires you to use test credit card numbers.
- The Sandbox does not actually execute debits and credits.
- The Sandbox user interface displays an overlay that indicates you are working in the Sandbox environment.

To configure google checkout:

1. Create two test accounts in the Sandbox, as follows.
   - **Buyer Account** : Create your buyer account at http://sandbox.google.com/checkout
   - **Merchant Account**. : Create your merchant account at http://sandbox.google.com/checkout/sell/

> ***Note**: **Google Checkout** will not let you use your merchant account to complete an order at your own store. (In other words, the same account cannot function as both the customer and the merchant for the same transaction.) In addition, you need to provide different information to create these two accounts*

2. Set up your test accounts, as follows:
   - Skip any sections that ask for your bank account information. Since the Sandbox system does not process billing or payments, this information is not necessary when you are testing your implementation.
   - Enter any name and address as long as the State field contains a valid two-letter abbreviation for a U.S. state and the Zip Code field contains a five-digit or nine-digit zip code. (You do not need to enter the correct zip code for the address.)
   - Enter any 10-digit phone number for the Phone Number field.
   - Enter any value in either the Federal tax ID or Social Security number fields.
   - Use one of the credit card numbers in the shown in the **Configure – Google Checkout** window.
3. Go to http://checkout.google.com/sell/signup to sign up for a Google Checkout merchant account.
4. Complete the sign-up process and provide valid values for all fields.

You will need the federal tax ID number for your business or a credit card and your Social Security number.

> ***Note**: Please note that you will use this account for your production service whereas the accounts you created in the previous step are for testing your Checkout integration.* http://sandbox.google.com/checkout/sell/

5 Sign in to the accounts that you created in **Step 1** to locate the **Merchant ID** and **Merchant Key** for each account. You will need these values to create Google Checkout buttons and to send API requests to Google Checkout.

6 Click on the **Settings** tab.

7 Click on the **Integration** link on the left side of the page. Your 10- or 15-digit Merchant ID and your Merchant Key will both be listed under the **Account information** header.

> ***Note**:You should never share your Merchant Key with anyone. Google uses your Merchant Key to authenticate your API requests, and no Google representative will ever ask you for your Merchant Key.*
> *The callback method needs to be XML, and make sure that Shopping cart post security is checked. The API callback URL needs to be http://YourStoreURL/Plugins/PaymentGoogleCheckout/NotificationHandler*

8 Define the following:

- Select the **Use Sandbox** checkbox to enable using Sandbox.
- In the **Google Vendor ID** field, enter the google vendor ID.
- In the **Google Merchant key field**, enter the google merchant ID.
- Select the **Authenticate callback** checkbox to enable callback authentication.

9 Click **Save**.

Content Management

This section describes how to manage the content on your site. This includes:

- **News**, below
- **Blog**, page 192
- **Polls**, page 193
- **Forums**, page 194
- **Topics**, page 196
- **Message Templates**, page 198
- **Widgets**, page 198

News

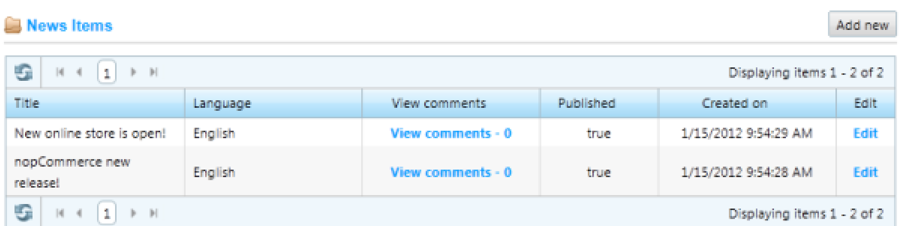
The news displayed in the store is any news managed by the store owner. For example, the nopCommerce latest release information. This section describes how to define the news setting in the store. This includes whether or not to enable news and whether to enable customers to add news comments and how many news items to display on a page and more.

Manage News

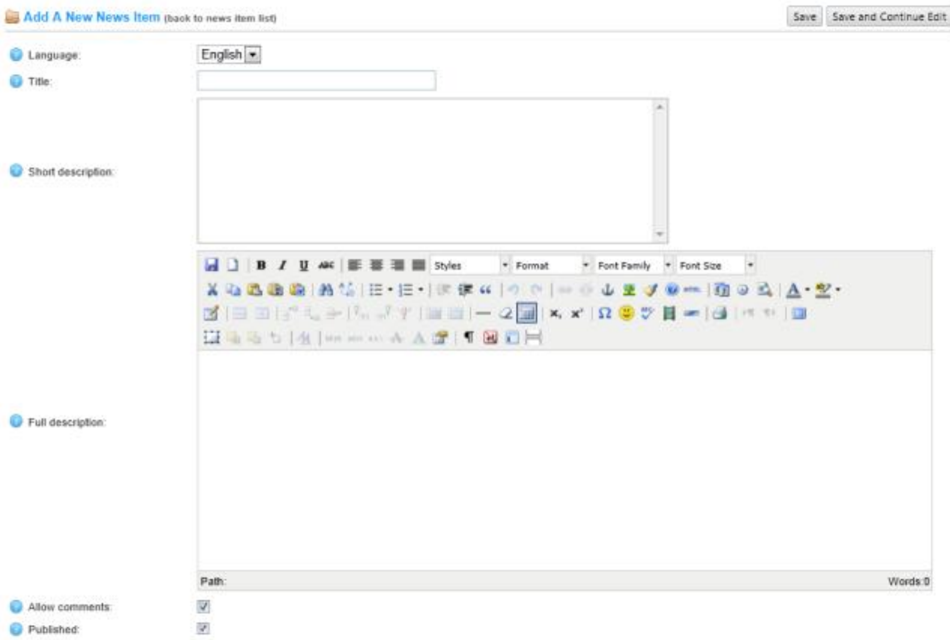
This section describes how to add a news items in nopCommerce.

To add news Items:

1. From the **Content Management** menu, select **News>News Items**. The **News Items** window is displayed.



2 Click **Add new**. The **Add a New News Item** window is displayed



3 From the **Language** dropdown list, select the language of this news item. Customer will only see news items for their selected language.

4 In the **Title** field, enter the title of this news item. For example: *The Launching of our new nopCommerce Store*.

5 In the **Short Description** field, enter an abstract of this news item. This is the text your visitors will see on news item list.

6 In the **Full Description** field, enter the body text of this news item.

7 Select the **Published** checkbox to publish this news item in your store.

8 Select the **Allow comments** checkbox to enable customers to add comments to news items.

9 Click **Save**.

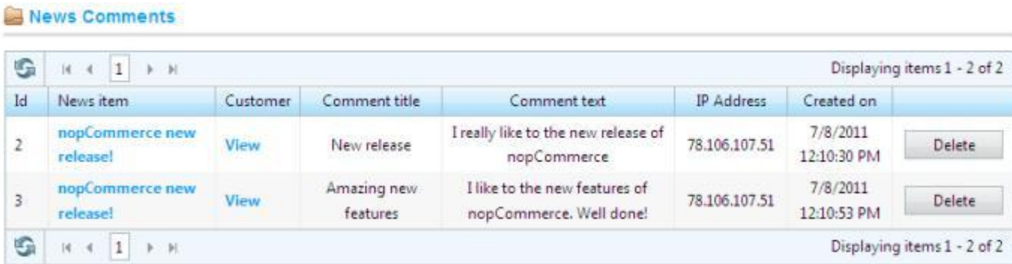
***Note**: You can click **Edit** in the **Title** window to display the **Edit News item** window and then edit the news item, as described above.*

News Comments

This section describes how to add a news comments in nopCommerce.

To manage news comments:

1 From the **Content Management** menu, select **News>News Comments**. The **News Comments** window is displayed.



Id	News item	Customer	Comment title	Comment text	IP Address	Created on	
2	nopCommerce new release!	View	New release	I really like to the new release of nopCommerce	78.106.107.51	7/8/2011 12:10:30 PM	Delete
3	nopCommerce new release!	View	Amazing new features	I like to the new features of nopCommerce. Well done!	78.106.107.51	7/8/2011 12:10:53 PM	Delete

2 You can click **Delete** beside the news comment to delete. The news comment will be removed from the system.

Blog

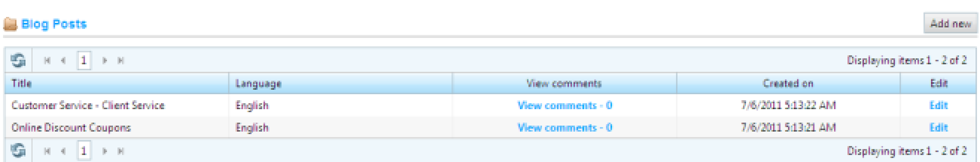
A **blog** is usually maintained by an individual with regular entries of commentary, descriptions of events, or other material such as graphics or video. Blogging enables readers to leave comments in an interactive format. This section describes how to define blog settings, such as whether or not to enable blogs and edit them, notify about new Blog comments and more.

Manage Blog

This section describes how to manage blog entries in nopCommerce.

To manage blog entries:

1 From the **Content Management** menu, select **Blog > Blog Posts**. The **Blog Posts** window is displayed



Title	Language	View comments	Created on	Edit
Customer Service - Client Service	English	View comments - 0	7/6/2011 5:13:22 AM	Edit
Online Discount Coupons	English	View comments - 0	7/6/2011 5:13:21 AM	Edit

2 Click **Add new**. The **Add a blog post** window is displayed.

3 From the **Language** dropdown list, select the language of this blog post. The Customer will only see blog posts for their selected language.

4 In the **Title** field, enter the title of this blog post.

5 In the **Body** field, enter the body text of this blog post.

6 Select the **Allow comments** checkbox to enable customers to add comments about your blog post.

7 In the **Tags** field, enter a tag to be displayed on the **Blog** page in the public store. The more blog posts associated with a particular tag, the larger it will show in the **Popular Tags** area, displayed in the side bar on the **Blog** page, as follows:

8 Click **Save**.

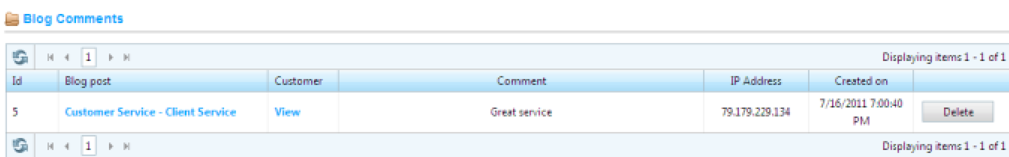
> ***Note**: You can click **Edit** in the **Blog posts** window to display the **Edit Blog Post Details** window and then edit the blog post, as described above.*

Blog Comments

This section describes how to add a blog comment in nopCommerce.

▸ **To manage blog comments:**

1 From the **Content Management** menu, select **Blog > Blog Comments**. The **Blog Comments** window is displayed.



Blog Comments

Displaying items 1 - 1 of 1

Id	Blog post	Customer	Comment	IP Address	Created on	
5	Customer Service - Client Service	View	Great service	79.179.229.134	7/16/2011 7:00:40 PM	Delete

Displaying items 1 - 1 of 1

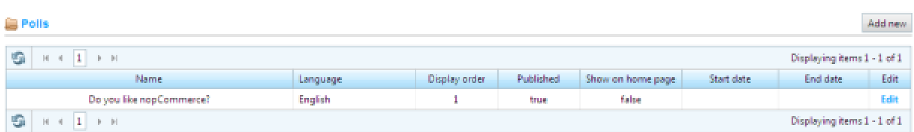
2 You can click **Delete** beside the blog comment to delete. The blog comment will be removed from the system.

Polls

This section describes how to add polls, define their names language and keywords and define whether to display them in the store.

▸ **Adding polls:**

1 From the **Content Management** menu, select **Polls**. The **Polls** window is displayed, as shown below.



Polls

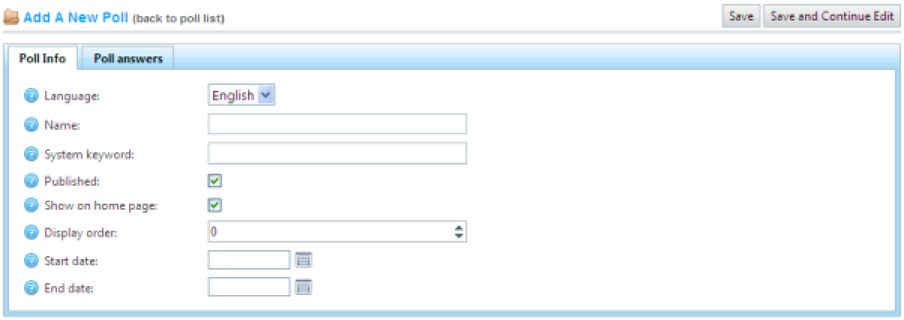
Add new

Displaying items 1 - 1 of 1

Name	Language	Display order	Published	Show on home page	Start date	End date	Edit
Do you like nopCommerce?	English	1	true	false			Edit

Displaying items 1 - 1 of 1

2 Click **Add new**. The **Add a New Poll** window is displayed.



3 From the **Language** dropdown list, select the language of the poll. Customers will only see polls for their selected language.

4 In the **Name** field, enter the descriptive name of this poll. This is the text the customers will see. For example, *What do you think of our store?*

5 In the **System keyword** field, enter a system keyword for this poll.

6 Select the **Published** checkbox to publish this poll in your store.

7 Select the **Show on home page** checkbox to display this poll on your home page.

8 In the **Display order** field, enter the display order of the poll. A value of **1** represents the top of the list.

9 In the **Start date** calendar field, select the poll start date.

> ***Note**: You can leave this field empty if you do not want to define a poll start date.*

10 In the **End date** calendar field, select the poll end date.

> ***Note**: You can leave this field empty if you do not want to define a poll end date.*

11 Click **Save**.

12 You can click **Edit** in the **Manage polls** window to display the **Edit poll Details** window and then edit the poll, as described above. You can also edit the poll answers and click **Update**. You can remove a poll answer by clicking **Delete**.

Forums

The nopCommerce forums page contains new questions and discussions.

Customers need to register before posting a message to the forum. This section defines the access rights you want to provide to your customers, the editing and deleting rights, the number of posts to display on a page and more, from the **Forums Settings** window, shown below.

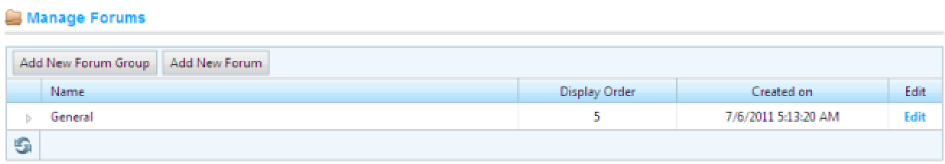
Managing Forums

To enable customers to create forum topics and posts, store owner have to first enable forums on the **Forums Settings** page, described above then create a forum group and then create at least one forum. After all these steps are completed, the customer can start using forums, as described on page 280.

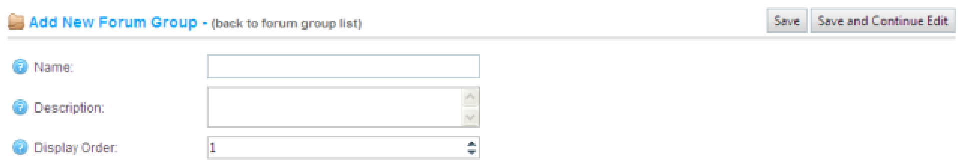
> ***Note:*** *From the Forum Settings window, displayed by selecting **Settings>Forum Settings** from the **Configuration** menu. You must ensure the **Forums Enabled** checkbox is checked to enable the store owner to create forums*

To create forums groups:

1 From the **Content Management** menu, select **Forums**. The **Manage Forums** window is displayed.



2 Click the **Add New Forum Group** button. The **Add A New Forum Group** window is displayed.



3 Define the new forum group details, as follows:

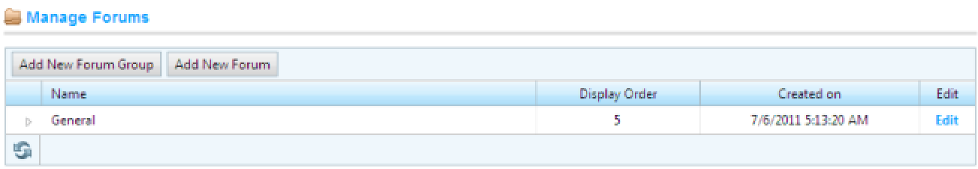
- In the **Name** field, enter the name of this new forum group that the customer will see.
- In the **Description** field, enter the description of this new forum group that the customer will see.
- In the **Display order** field, enter the display order of the forum group. A value of **1** represents the top of the list.

4 Click **Save**.

5 You can click **Edit** in the **Manage forums** window to display the **Edit forum group details** window and then edit the forum group, as described above.

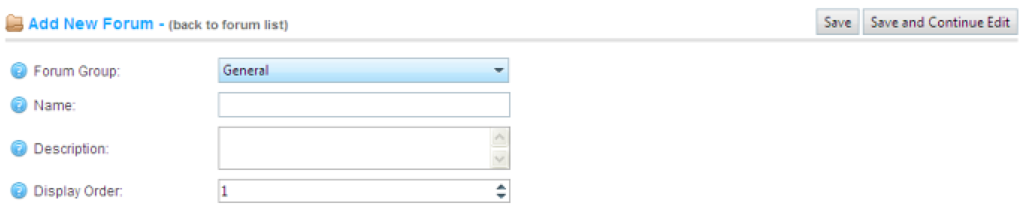
To create forums:

1. From the **Content Management** menu, select **Forums**. The **Manage Forums** window is displayed.



Note: *Forums can be added only if you have at least one forum group.*

2. Click the **Add New Forum** button. The **Add New Forum** window is displayed.



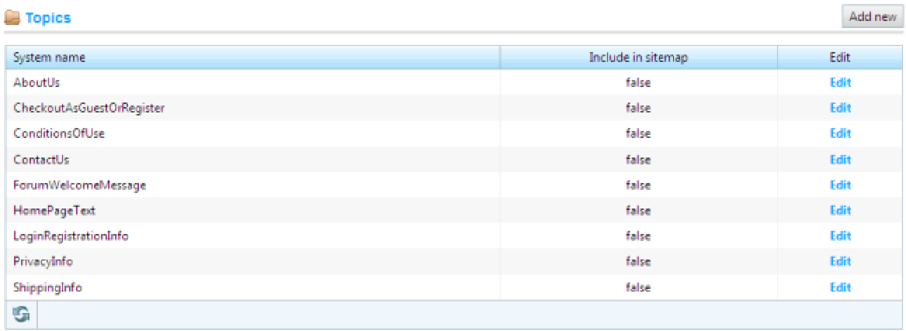
3. Define the new forum details, as follows:
   - From the **Forum group** dropdown list, select the required forum group.
   - In the **Name** field, enter the name of the new forum.
   - In the **Description** field, enter a description for the new forum.
   - In the **Display Order** field, enter the display order of the product template
4. Click **Save**.
5. You can click **Edit** in the **Manage Forums** window to display the **Edit forum details** window and then edit the forum, as described above.

Topics

Topics are free form content blocks that can be displayed on your site, either embedded within other pages, or on a page of their own. These are often used for FAQ pages, policy pages, special instructions, and so on. To create custom pages, you, as the store owner, must create new topics, which you will see in the grid, and you can then enter content for your custom page, which can be written for each language separately. Click Edit topic content and save the content.

To manage topics:

1 From the **Content Management** menu, select **Topics**. The **Manage Topics** window is displayed.

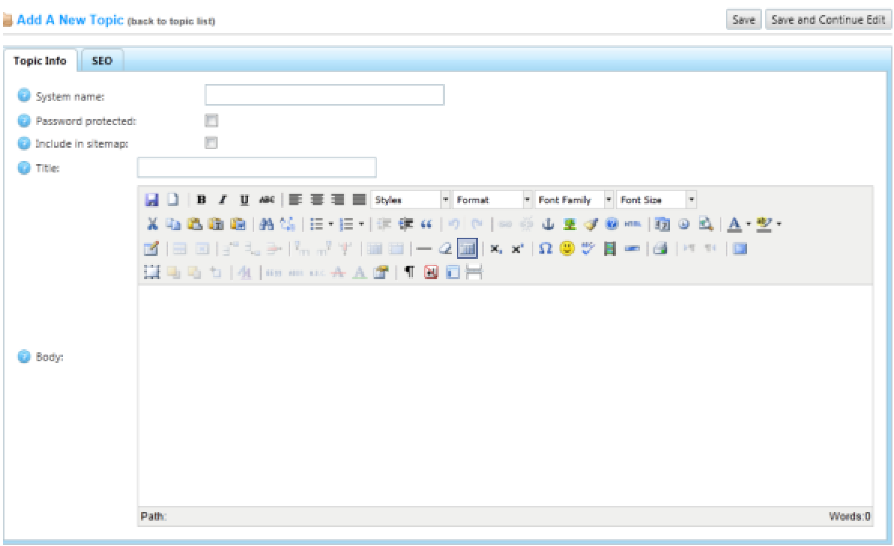


Topics

Add new

System name	Include in sitemap	Edit
AboutUs	false	Edit
CheckoutAsGuestOrRegister	false	Edit
ConditionsOfUse	false	Edit
ContactUs	false	Edit
ForumWelcomeMessage	false	Edit
HomePageText	false	Edit
LoginRegistrationInfo	false	Edit
PrivacyInfo	false	Edit
ShippingInfo	false	Edit

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



3 In the **System name** field, enter the system name of this topic.

4 Select the **Is password protected** checkbox, if this topic is password protected. The **Password** field is displayed.

5 In the **Password** field, enter the password to access the content of this topic.

6 Select the **Include in sitemap** checkbox, to include this topic in the sitemap.

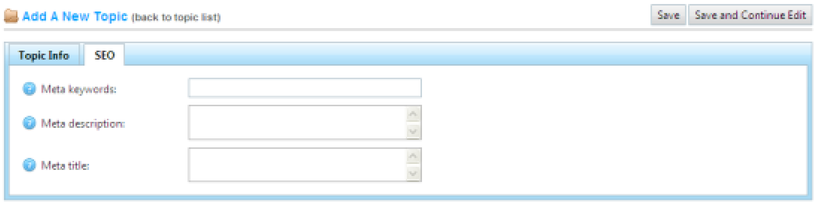
> ***Note:*** *When in Edit mode, the **URL** property is displayed here, enabling you to click on the URLof the topic.*

7 Select the required language tab. By default, only the **English** language exists.

8 Edit the topic information, as follows:

- In the **Title** field, enter a title for the topic as required.
- In the **Body** field, edit the topic content using the editor provided.

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



10 Define the following SEO parameters:

- In the **Meta keywords** field, enter the required category meta keywords, which are a brief and concise list of the most important themes of your page. The meta keywords tag takes the following format:
    - <meta name="keywords" content="keywords, keyword, keyword phrase, etc." >
- In the **Meta description** field, enter a description of the category. The meta description tag is a brief and concise summary of your page's content. The meta description tag is in the following format:
    - <meta name="description" content="Brief description of the contents of your page." >
- In the **Meta title** field, enter the required title. The title tag specifies the title of your Web page. It is code which is inserted into the header of your web page and is in the following format :

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

11 Click **Save**.

> ***Note**: You can click **Edit** in the **Manage Topics** window to display the **Edit Topic** window and then edit the topic, as described above. In the **Topic Info** tab, you can click on the URL link at the bottom of the page to view the URL of the topic in the public store.*

Widgets

A widget (or control) is an element of a graphical user interface (GUI) that displays information that can be changed by the user. nopCommerce has several built-in widget plugins (**Google Analytics** or **Live person chat**). A list of available widget plugins are displayed on the right grid. When adding a widget you should select a widget zone. The widget zone is a part of UI (user-interface) in the public store where this widget will be displayed or rendered. For example, you can place Live Person chat widget on the left column or on the right column.

This section includes the following:

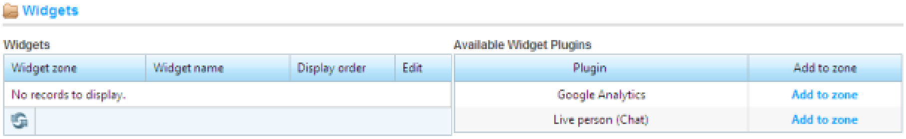
- **Google Analytics Widget Plugin**, below
- **Live Person Widget Plugin**, page 201

Google Analytics Widget Plugin

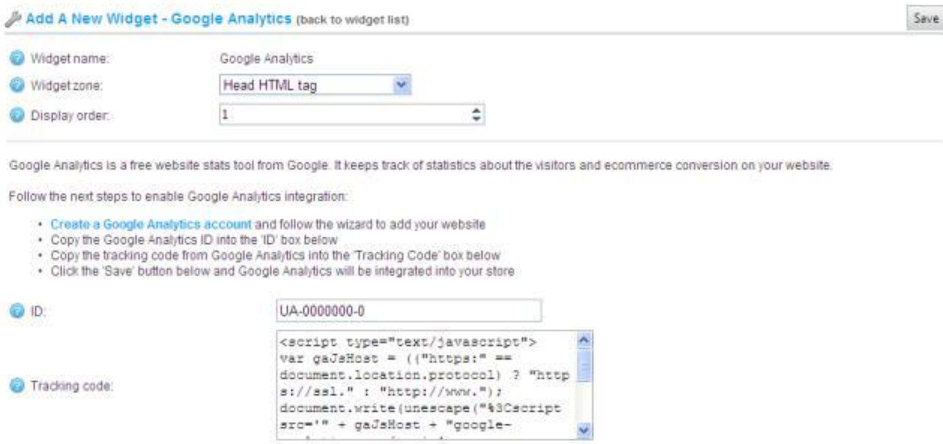
This section describes how to add and integrate the Google Analytics widget plugin in your store.

To add the Google Analytics widget plugin:

1. From the **Content Management** menu, select **Widgets**. The **Widgets** window is displayed.



2 Besides the Live Person (Chat) built in widget plugin, click **Add to zone** to add the plugin. The **Add A New Widget - Google Analytics** window is displayed, as follows:



3 From the **Widget zone** dropdown list, select the widget zone. Widget zone is a part of UI (user-interface) in the public store where this widget will be displayed or rendered.

4 From the **Display order** dropdown list, select the widget display order.

5 Perform the following steps to enable Google Analytics integration:

- Create a Google Analytics account at the following link http://www.google.com/analytics/ and follow the wizard to add your website.
- Copy the Google Analytics ID into the **ID** box below
- Copy the tracking code from Google Analytics into the **Tracking Code** box below
- Click the **Save** button below and Google Analytics will be integrated in your store.

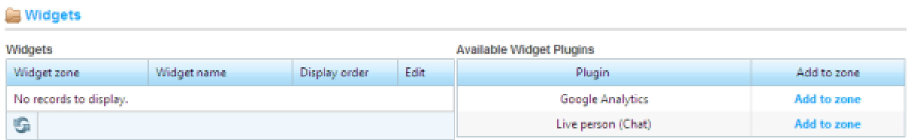
***Note**: After a widget has been added, you can click **Edit** in the **Widgets** window, beside the required widget to display the **Edit Widget Details** window and then edit the widget details, as described above.*

Live Person (Chat) Widget Plugin

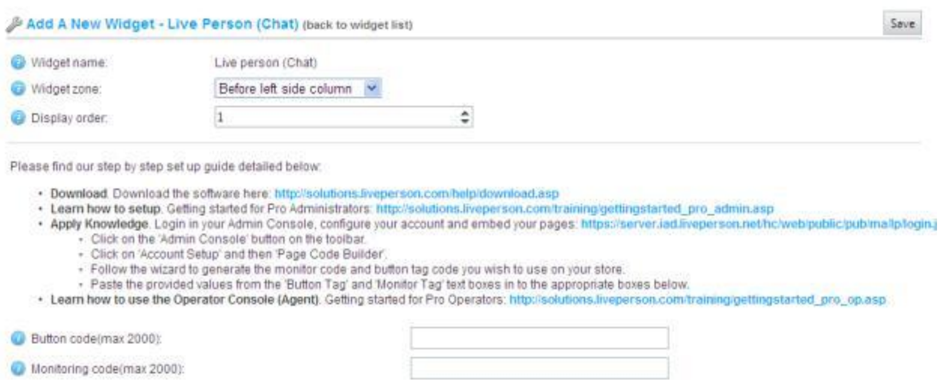
This section describes how to add and integrate the Live Person (Chat) widget plugin in your store.

To add the Live Person widget plugin:

1. From the **Content Management** menu, select **Widgets**. The **Widgets** window is displayed.



2. Besides the Live Person built in widget plugin, click **Add to zone** to add the plugin. The **Add A New Widget - Live Person (Chat)** window is displayed, as follows:



3. From the **Widget zone** dropdown list, select the widget zone. Widget zone is a part of UI (user-interface) in the public store where this widget will be displayed or rendered.

4. From the **Display order** dropdown list, select the widget display order.

5 Perform the following steps:

- **Download**. Download the software here: http://solutions.liveperson.com/help/download.asp
- **Learn how to setup**. Getting started for Pro Administrators: http://solutions.liveperson.com/training/gettingstarted_pro_admin.asp
- **Apply Knowledge**. Login in your Admin Console, configure your account and embed your pages: https://server.iad.liveperson.net/hc/web/public/pub/ma/lp/login.jsp
  - Click on the **Admin Console** button on the toolbar.
  - Click on **Account Setup** and then **Page Code Builder**.
  - Follow the wizard to generate the monitor code and button tag code you wish to use on your store.
  - Paste the provided values from the **Button Tag** and **Monitor Tag** text boxes in to the appropriate fields below.
- **Learn how to use the Operator Console (Agent)**. Getting started for Pro Operators: http://solutions.liveperson.com/training/gettingstarted_pro_op.asp
- Click the **Save** button below and **Live Person (Chat)** will be integrated in your store.

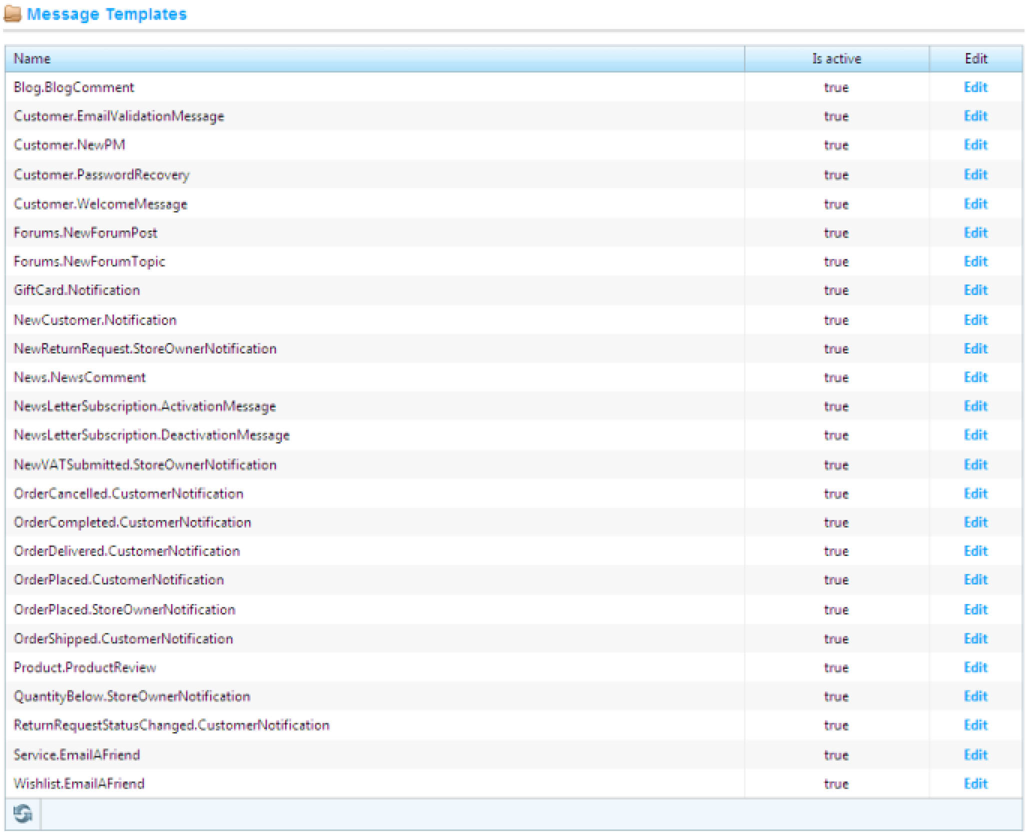
***Note**: After a widget has been added, you can click **Edit** in the **Widgets** window, beside the required widget to display the **Edit Widget Details** window and then edit the widget details, as described above.*

Message Templates

When editing a message template, you must first select the required language of the template since each template is localized for each language and only those users with the selected language will be able to see it.

To edit message templates

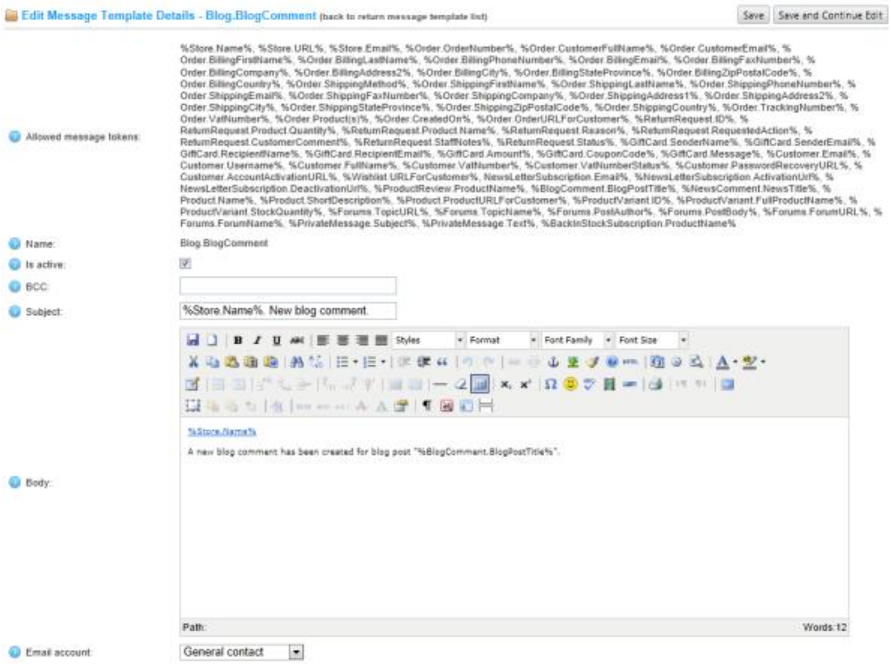
1 From the **Content Management** menu, select **Message Templates**. The **Message Templates** window is displayed.



Message Templates

Name	Is active	Edit
Blog.BlogComment	true	Edit
Customer.EmailValidationMessage	true	Edit
Customer.NewPM	true	Edit
Customer.PasswordRecovery	true	Edit
Customer.WelcomeMessage	true	Edit
Forums.NewForumPost	true	Edit
Forums.NewForumTopic	true	Edit
GiftCard.Notification	true	Edit
NewCustomer.Notification	true	Edit
NewReturnRequest.StoreOwnerNotification	true	Edit
News.NewsComment	true	Edit
NewsLetterSubscription.ActivationMessage	true	Edit
NewsLetterSubscription.DeactivationMessage	true	Edit
NewVATSubmitted.StoreOwnerNotification	true	Edit
OrderCancelled.CustomerNotification	true	Edit
OrderCompleted.CustomerNotification	true	Edit
OrderDelivered.CustomerNotification	true	Edit
OrderPlaced.CustomerNotification	true	Edit
OrderPlaced.StoreOwnerNotification	true	Edit
OrderShipped.CustomerNotification	true	Edit
Product.ProductReview	true	Edit
QuantityBelow.StoreOwnerNotification	true	Edit
ReturnRequestStatusChanged.CustomerNotification	true	Edit
Service.EmailAFriend	true	Edit
Wishlist.EmailAFriend	true	Edit

2 Click **Edit** beside the message template to edit. The **Edit Message Template Details** window is displayed.



3 Select the required language tab. By default, only the **English** language exists.

4 Edit the following message details:

- Select the **Is Active** option to indicate this message template is active and should be sent.
- In the **BCC** field, enter the blind copy recipients of this e-mail message.
- In the **Subject** field, edit the subject of the message. You can include tokens in the subject.
- In the **Body** field, edit the body of the message.
- From the **Email account** dropdown list, select the email account used to send this message template.
  Emails accounts are configured in the **Administration Area**, by selecting **Email Accounts** from the **Configuration** menu, as described in **Email Accounts** on page 156.

5 Click **Save**.

Location

This section describes the configuration menu settings. It includes the following:

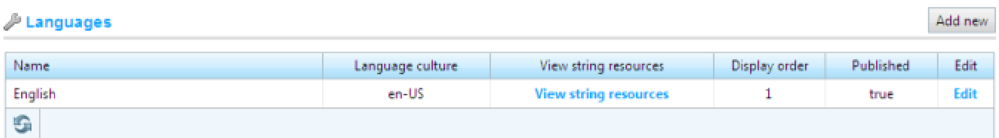
- **Localization**, below
- **Countries and States**, page 207
- **Languages**, page 210
- **Currencies**, page 211

Localization

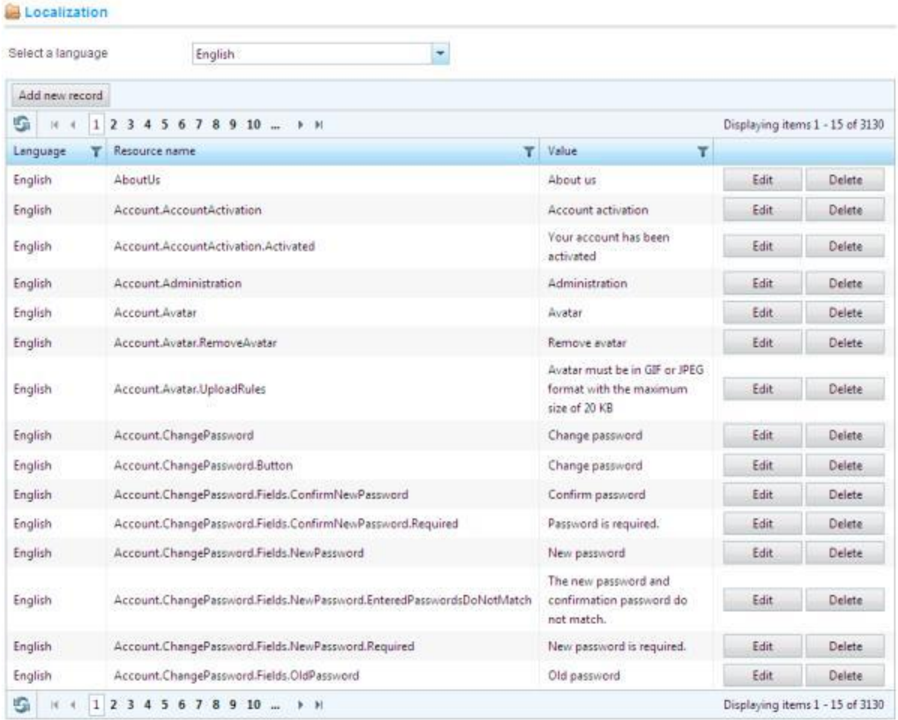
This section describes how to manage locale string resources of each store for any published language.

To manage string resources:

1. From the **Configuration** menu select, **Languages.** The **Languages** window is displayed.

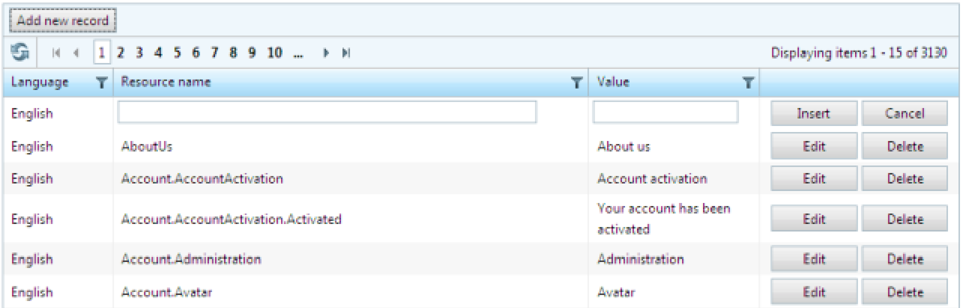


2 From the required language row (**English,** in this case), click the **View string resources** link. The **Localization** window is displayed.



3 From the **Select language** dropdown list, filter your results by language.

4 Click the **Add new record** button. The window is expanded enabling you to add a new record to the grid, as follows: .



5 In the **Resource name** field, enter the resource string identifier.

6 In the **Resource value** field, enter a value for this resource string identifier.

7 Click **Save**.

Countries and States

This section describes how to define the settings for the country where your customers are located. These settings are used in the registration information window, the billing and shipping address information window and more.

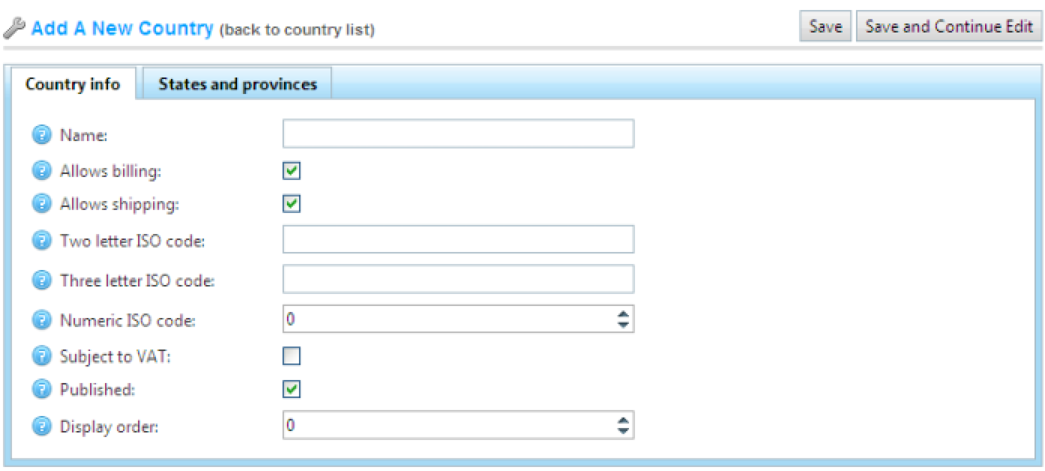
To define the country settings:

1 From the **Configuration** menu, select **Countries**. The **Countries** window is displayed.

Countries   Add new

Name	Allows billing	Allows shipping	Two letter ISO code	Three letter ISO code	Numeric ISO code	Subject to VAT	Number of states	Display order	Published	Edit
United States	true	true	US	USA	840	false	62	1	true	Edit
Canada	true	true	CA	CAN	124	false	13	2	true	Edit
Afghanistan	true	true	AF	AFG	4	false	0	100	true	Edit
Albania	true	true	AL	ALB	8	false	0	100	true	Edit
Algeria	true	true	DZ	DZA	12	false	0	100	true	Edit
American Samoa	true	true	AS	ASM	16	false	0	100	true	Edit
Andorra	true	true	AD	AND	20	false	0	100	true	Edit
Angola	true	true	AO	AGO	24	false	0	100	true	Edit
Anguilla	true	true	AI	AIA	660	false	0	100	true	Edit
Antarctica	true	true	AQ	ATA	10	false	0	100	true	Edit
Antigua and Barbuda	true	true	AG	ATG	28	false	0	100	true	Edit
Argentina	true	true	AR	ARG	32	false	0	100	true	Edit
Armenia	true	true	AM	ARM	51	false	0	100	true	Edit
Aruba	true	true	AW	ABW	533	false	0	100	true	Edit
Australia	true	true	AU	AUS	36	false	0	100	true	Edit

2 Click **Add new**. The **Add a New Country** window is displayed showing the **Country Info** tab.



3 Define the country settings, as follows:

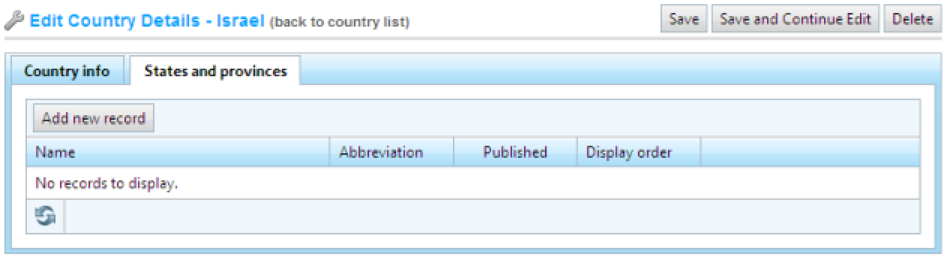
- In the **Name** field, enter the name of the country.
- Select the **Allows registration** checkbox to enable customers located in this country to register for a store account. By default, all the countries are active. If you need to limit the number of countries from which profile registrations will be welcome, deactivate all the countries that you do not want to be included,
- Select the **Allows billing** checkbox to enable billing to customers located in this country.
- Select the **Allows shipping** checkbox to enable shipping to customers located in this country.
- In the **Two letter ISO code** field, enter the two letter ISO code for this country.
- In the **Three letter ISO code** field, enter the two letter ISO code for this country.
- In the **Numeric letter ISO code** field, enter the numeric ISO code for this country.
- Select the **Subject to VAT** checkbox, to indicate customers in this country are charged EU VAT (the European Union Value Added Tax.

> ***Note**: This field is used only when the **EU VAT** option is enabled on the **Tax Settings** page, that is accessed in the **Administration Area** by selecting **Tax>Tax Settings** from the **Configuration** menu.*

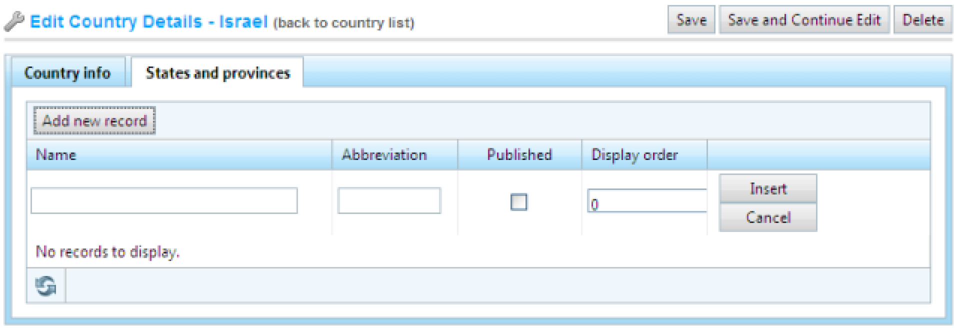
- Select the **Published** checkbox to enable this country to be visible for new account registrations and for the creation of shipping and billing addresses.
- In the **Display order** field, enter the display order of this country. A value of **1** represents the top of the list.

4 Click **Save.**

5 Select the **State and Provinces** tab, as follows:



6 Click the **Add new record** button to add a new state or province. The window is expanded, as follows:



7 Define the state/province details, as follows:

- In the **Name** field, enter then name of the state or province.
- In the **Abbreviation** field, enter an abbreviation for the province or state.
- Select the Published checkbox to publish the state or province on the website.
- In the **Display order** field, enter the display order of this province or state. A value of **1** represents the top of the list.

8 Click **Save**

***Note**: You can click **Edit** in the **Countries** window to display the **Edit country details** window and then edit the country details, as described above.*

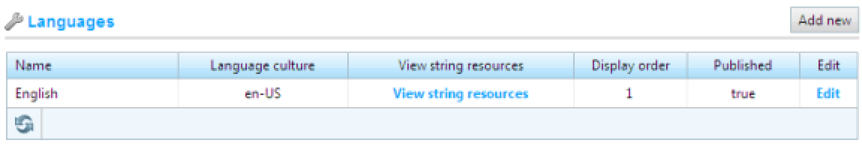
Languages

In nopCommerce, your store can have several languages installed. However, the customers will only see the data that has been defined in their selected language. After adding a new language, the **Import resources from XML** button appears enabling you to import all resources for new language. After adding a new language, the **Export to XML** button appears enabling you to export all resources (including message templates).

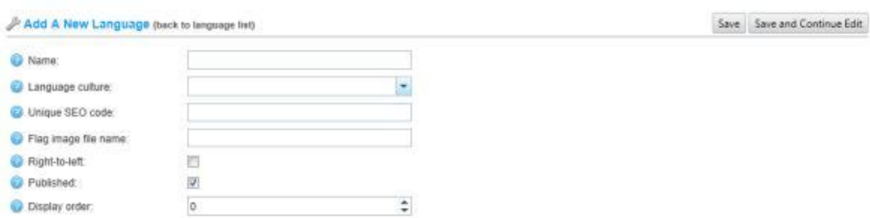
> ***Note***: *You can download new language packs on* www.nopCommerce.com *from the Extensions section*

To add a new language:

1 From the **Configuration** menu, select **Languages**. The **Languages** window is displayed:



2 Click **Add new**. The **Add A New Language** window is displayed.



3 Define the language settings, as follows:

- In the **Name** field, enter the language name.
- From the **Language culture** dropdown list, select the language specific culture code.
- In the **Unique SEO code** field, enter the unique two letter SEO code. This code used to generate URLs such as: http://www.yourStore.com/en/ when you have more than one published language.

> ***Note***: *You should also enable the **SEO friendly URLs with multiple languages** option by selecting **Configuration > Settings > General And Miscellaneous Settings** and then select the **Localization settings*** tab

- In the **Flag image file name** field, enter the flag image file name. The image should be saved under the …/images/flags directory.

- Select the **Right-to-left** checkbox to enable right to left support for this language, where writing starts from the right of the page, and continues to the left (for example, Arabic, Hebrew, etc). The active theme should support RTL (have the appropriate CSS style file). This option affects the public store only.
- Select the **Published** checkbox to enable this language to be visible and selected by visitors in your store.
- In the **Display order** field, enter the display order of this language. A value of **1** represents the top of the list.

Currencies

In nopCommerce, only primary store currency is used, which is the currency against which all other allowed currencies will be configured. Although nopCommerce allows having multiple currencies for displaying your product prices, the primary currency is used for payment transactions with online payment gateways.

If you are using an online payment gateway (such as, PayPal, Google Checkout) the amount is sent to the payment gateway and will be the price you entered in primary store currency.

Primary store currency is used by the store administrators only. It is used for setting product prices and does not have to be the same as the published currencies.

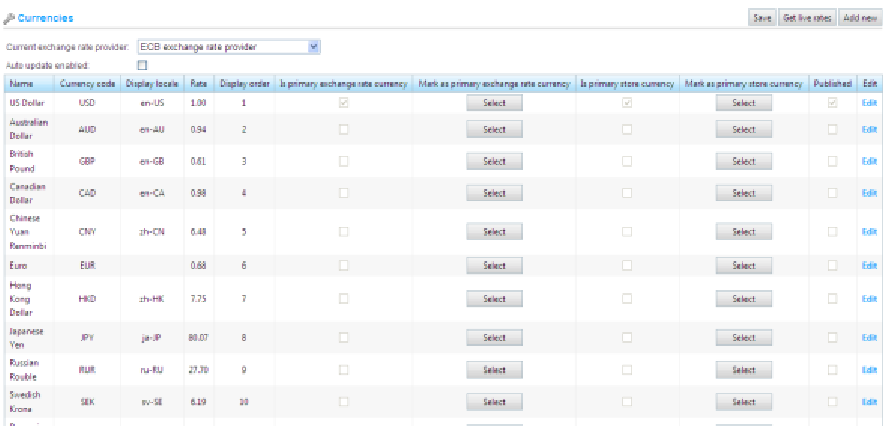
If you have only one published currency, the store will not display a currency selector, or any currency symbol with prices. If more than one currency is published, all prices are marked with the currently selected currency. nopCommerce recommends removing any currency that is not required.

nopCommerce uses an exchange rate to calculate the amounts for published currencies. The exchange rate is entered when a currency is added or edited. Or you can use a real-time exchange rate service (ECB: European Central Bank or themoneyconverter.com) to calculate the amount, and the price of the product is multiplied by the exchange rate provided.

Exchange rates fluctuate on a daily basis. Therefore, you can edit the exchange rate as often as you need in order to stay current. Actual transactions are only handled in your store's primary currency. On credit card transactions, banks will usually make exchanges automatically based on the most current currency values.

To define currency settings:

1 From the **Configuration** menu, select **Currencies**. The **Currencies** window is displayed.



2 From the **Current exchange rate provider** dropdown list, select the exchange rate provider that will be used to get live rates, as follows:

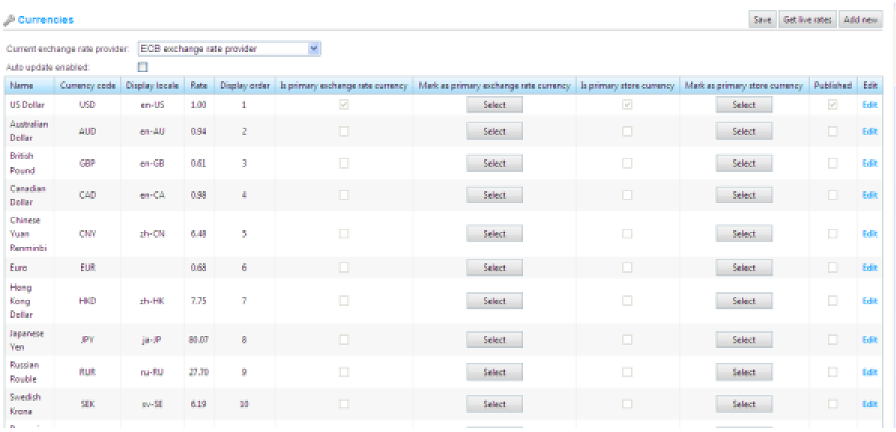
- ECB exchange rate provider
- Money converter exchange rate provider

3 Select the **Auto update enabled** checkbox, to enable receiving an automatic update of currency rates every hour.

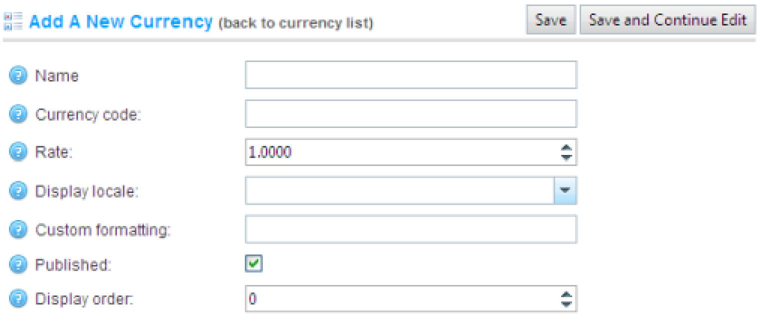
4 Click **Save**.

▸ To add a new currency:

1 From the **Configuration** menu, select **Currencies**. The **Currencies** window is displayed.



2 Click **Add new**. The **Add A New Currency** window is displayed.



3 Define the currency settings, as follows:

- In the **Name** field, enter the name of the currency.
- In the **Currency code** field, enter the currency code.
- In the **Rate** field, enter the exchange rate against the primary exchange rate of the currency.
- From the **Display locale** dropdown list, select the display locale for currency values.
- In the **Custom Formatting** field, enter the custom formatting to be applied to the currency values.

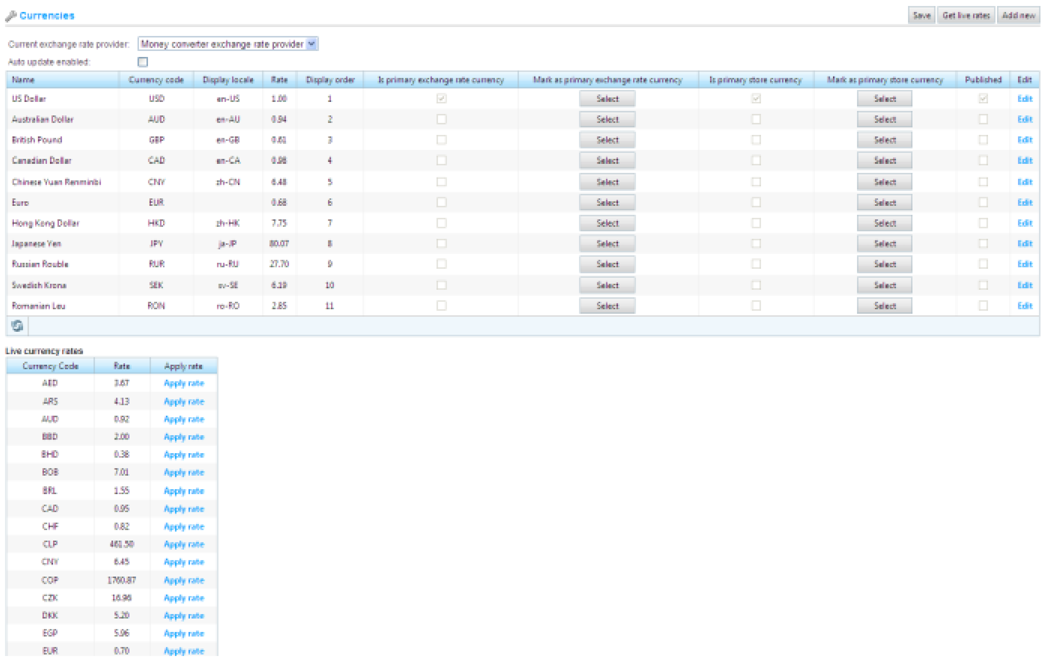
- Select the **Published** checkbox to enable this currency to be visible and selected by visitors in your store. nopCommerce supports a multi-currency pricing display. If you have several published currencies, customers will be able select the currency they want.
- In the **Display order** field, enter the display order of this currency. A value of **1** represents the top of the list.

4 Click **Save**.

> ***Note**: You can click **Edit** in the **Currencies** window to display the **Edit currency details** window and then edit the currency details, as described above.*

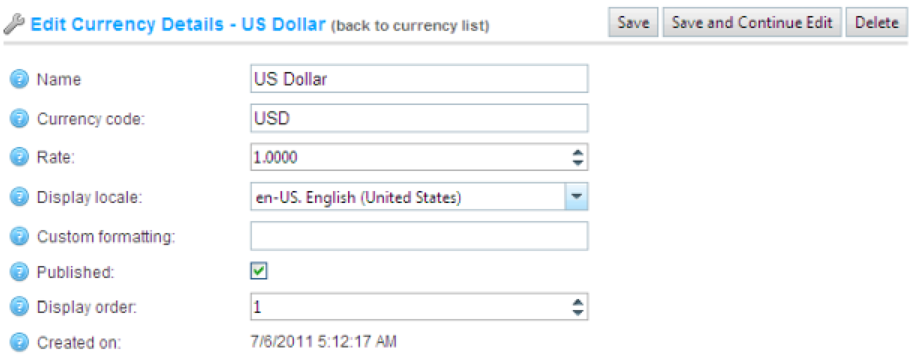
To get live rates:

1 From the **Currencies** window, shown on page 213. Click **Get live rates**. The window is expanded as follows:



2 Click **Apply rate** beside the required currency to apply.

3 Click **Edit** beside the required currency to edit. The **Edit Currency Details** window is displayed:



4 Edit the currency details, as follows:

- In the **Name** field, enter the name of the currency.
- In the **Currency code** field, enter the currency code.
- In the **Rate** field, enter the exchange rate against the primary exchange rate of the currency.
- From the **Display locale** dropdown list, select the display locale for currency values.
- In the **Custom Formatting** field, enter the custom formatting to be applied to the currency values.
- Select the **Published** checkbox to enable this currency to be visible and selected by visitors in your store. nopCommerce supports a multi-currency pricing display. If you have several published currencies, customers will be able select the currency they want.
- In the **Display order** field, enter the display order of this currency. A value of **1** represents the top of the list.

5 Click **Save**.

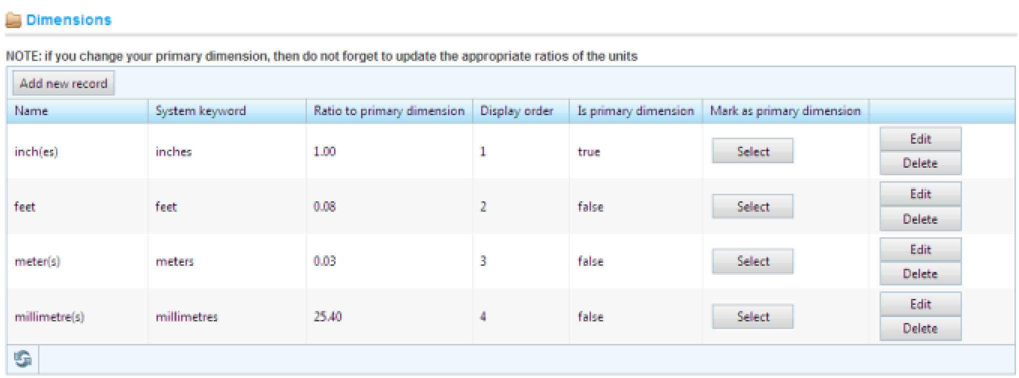
Measures

This section describes how to add and edit the weights and dimensions in the system as well as setting the primary weight and dimension used in nopCommerce.

This section describes how to add weights and dimensions as described in the procedures below.

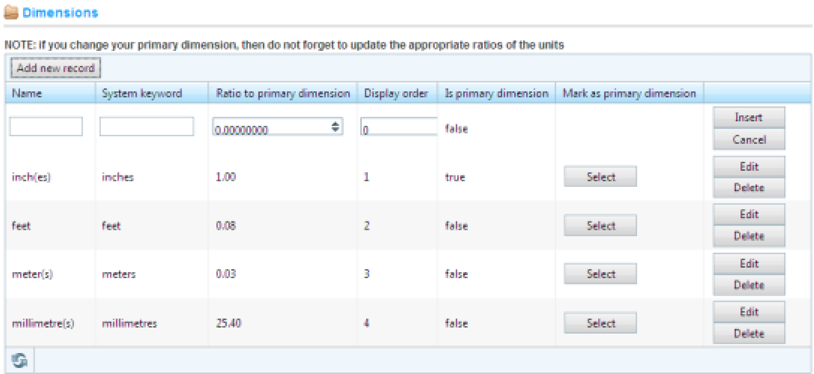
- **To add dimensions:**

1 From the **Configuration** menu, select **Measures> Dimensions**. The **Dimensions** window is displayed, as follows:



***Note**: You can set the primary dimension by clicking **Select** in the **Mark as primary dimension** column, of the required dimension.*

2 Click **Add new record**. The window is expanded, as follows:



3 Define the new dimension details, as follows:

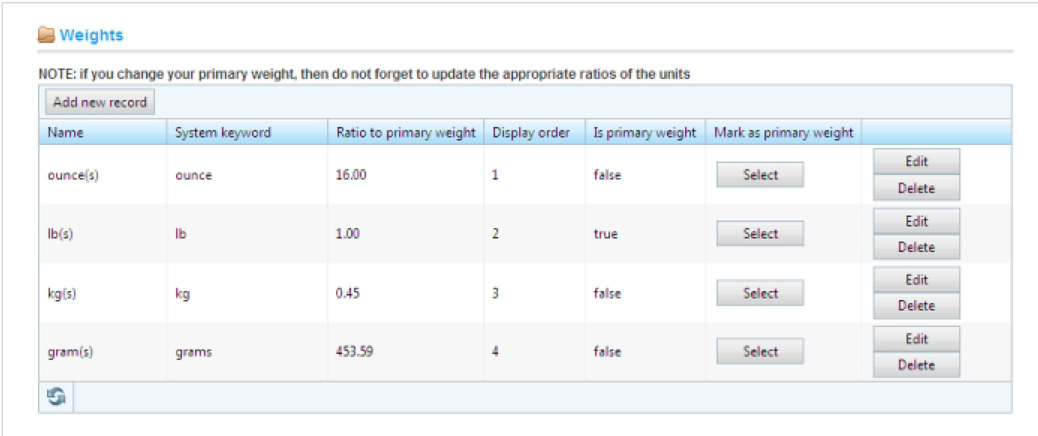
- In the **Name** field, enter the name of the new dimension.
- In the **System keyword** field, enter a system keyword for this dimension.
- In the **Ratio to primary dimension** field, enter the ratio against the primary dimension.
- In the **Display order** field, enter the display order of the dimension in the list. A value of **1** represents the top of the list.

4 Click **Save.** The new dimension is added to the **Dimensions** tab.

***Note**: You can click **Edit** in the **Dimensions** window, beside the dimension to edit and then edit the dimension details, as described above.*

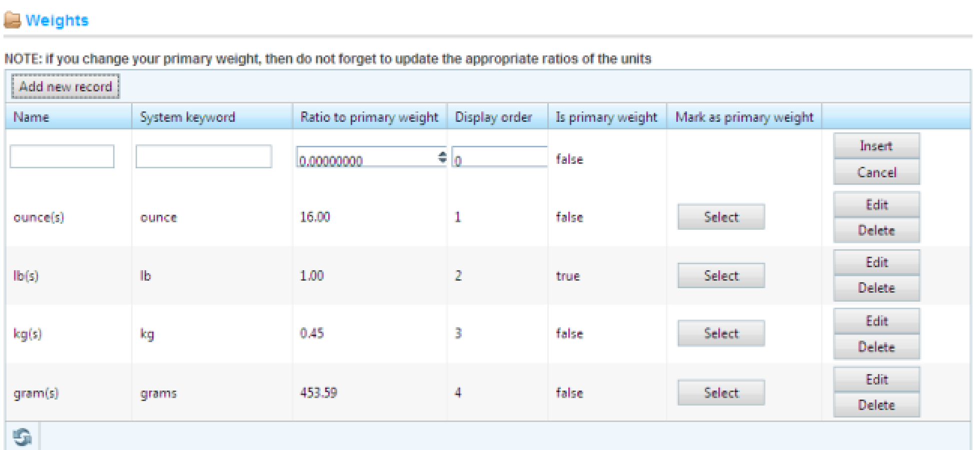
To add weights:

1 From the **Configuration** menu, select **Measures>Weights**. The **Weights** window is displayed, as follows:



*Note: You can set the primary weight by clicking **Select** in the **Mark as primary weight** column, of the required weight.*

2 Click **Add new record**. The window is expanded, as follows:



3 Define the new weight details, as follows:

- In the **Name** field, enter the name of the new dimension.
- In the **System keyword** field, enter a system keyword for this weight.
- In the **Ratio to primary weight** field, enter the ratio against the primary weight.
- In the **Display order** field, enter the display order of the weight in the list. A value of **1** represents the top of the list.

4 Click **Save.** The new dimension is added to the **Weight** tab.

> ***Note**: You can click **Edit** in the **Weights** window, beside the weight to edit and then edit the weight details, as described above*

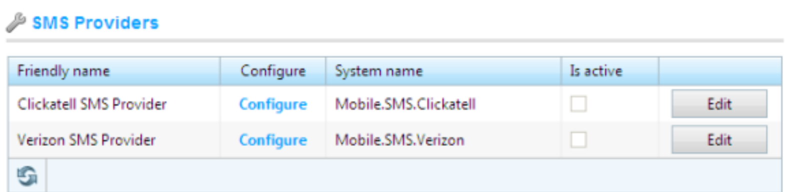
SMS Providers

The **SMS Providers** window, accessed by selecting **SMS Providers** from the **Configuration** menu in the **Administration Area**, enables the store owner to configure several SMS providers.

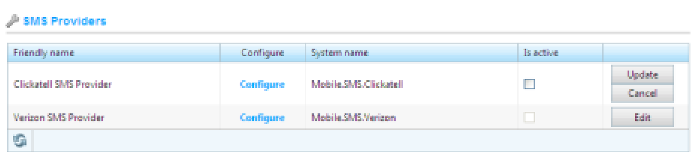
> *Note. The store owner can activate several SMS providers simultaneously.*

To configure the Clickatell SMS Providers:

1 From the **Configuration** menu, select **SMS Providers**. The **SMS Providers** window is displayed enabling you to configure the **Clickatell** SMS provider.

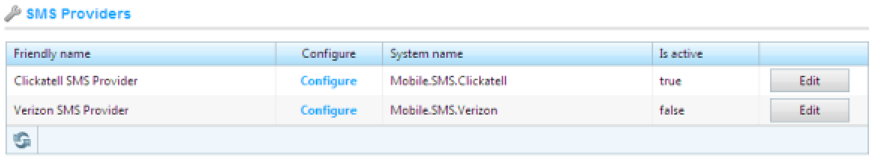


2 Click **Edit** beside the **Clickatell SMS Provider.** The window changes to enable editing:

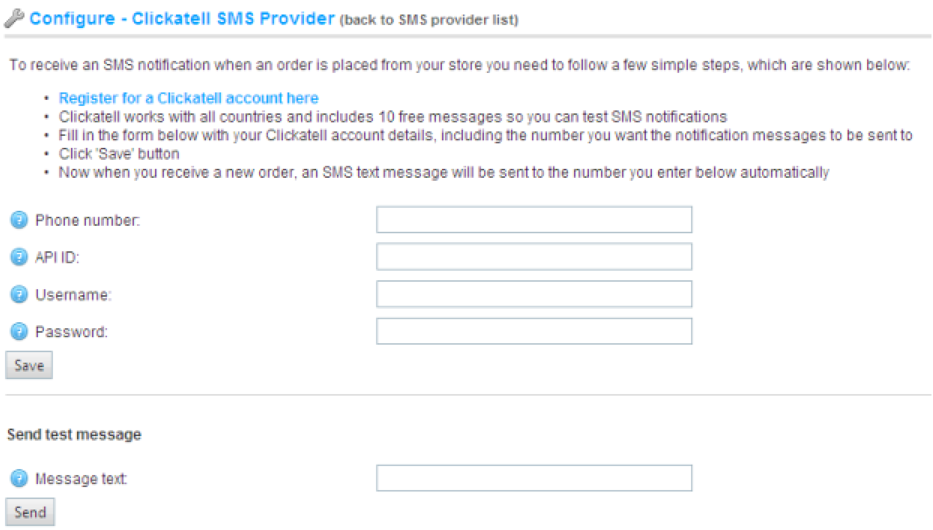


3 Select the **Is Active** checkbox to activate the **Clickatell SMS Provider**.

4 Click **Update**. The **Is Active** column changes to **true** for the **Clickatell SMS Provider**.



5 Click the Configure link beside the Clickatell SMS Provider. The **Configure – Clickatell SMS Provider** window is displayed, as follows:



6 Define the following to enable, receiving and SMS notification when an order is placed from your store:

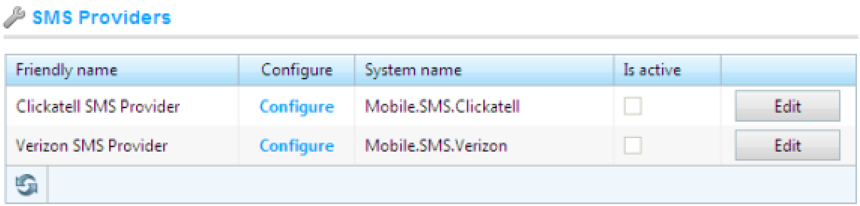
- Go to http://www.clickatell.com/ or click the **Register for a Clickatell account here** link and register for a **Clickatell** account.
- Test the free SMS notifications provided by Clickatell. Clickatel provides 10 free SMS messages, which you can use to test SMS notifications.
- In the **Phone number** field, enter your mobile phone number.
- In the **API ID**, enter the Clickatell API ID string.
- In the **Username** field, enter your Clickatell account username.
- In the **Password** field, enter your Clickatell account password.

- Click **Save**. When you receive a new order, an SMS text message will be sent to the mobile phone number you entered in the Phone number field.
- In the **Send test Message** area, enter the message text in the **Message text** field and click **Send**.

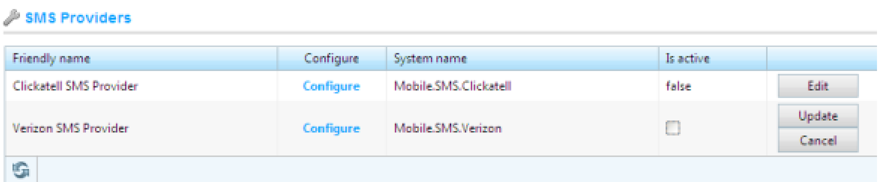
> ***Note***: *Ensure you save your settings before entering this field, by clicking* ***Save****.*

To configure the Verizon SMS Provider:

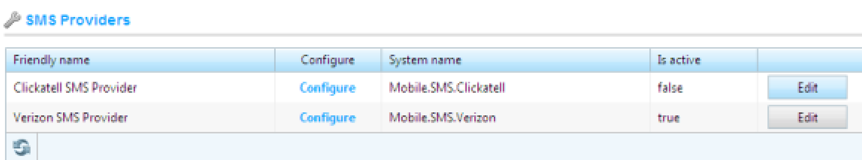
1. From the **Configuration** menu, select **SMS Providers**. The **SMS Providers** window is displayed enabling you to configure the **Verizon SMS provider**.



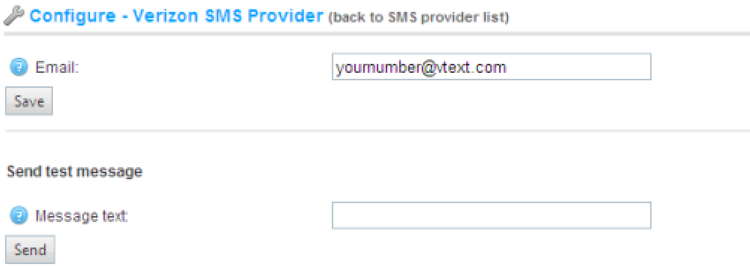
2. Click **Edit** beside the **Verizon SMS Provider.** The window changes to enable editing:



3. Select the **Is Active** checkbox to activate the **Verizon SMS Provider**.
4. Click **Update**. The **Is Active** column changes to **true** for the **Verizon SMS Provider**.



5 Click the **Configure** link beside the **Verizon SMS Provider**. The **Configure – Verizon SMS Provider** window is displayed, as follows:



6 In the **Email** field, enter the Verizon email address, for example, phonenumber@vtext.com.

This service is used to remind you by SMS not only by email. Meaning, you can also send these messages to your cellular phone. The most popular email carriers are displayed below for your information:

- **T-Mobile**: phonenumber@tmomail.net
- **Virgin Mobile**: phonenumber@vmobl.com
- **Cingular**: phonenumber@cingularme.com
- **Sprint**: phonenumber@messaging.sprintpcs.com
- **Verizon**: phonenumber@vtext.com
- **Nextel**: phonenumber@messaging.nextel.com

Note*: *phone number* *is your 10 digit phone number.

7 Click **Save**. When you receive a new order, an SMS text message will be sent to the mobile phone number you entered in the Phone number field.

8 In the **Send test message** area, enter the message text in the **Message text** field and click **Send**.

External Authentication Methods

These methods allow users to login to nopCommerce site without entering their credentials (email and password). Users can be authenticated using an external site (such as, Facebook, Twitter, Google, and so on). nopCommerce has three built-in external authentication methods.

After an external authentication method is configured and marked as active, users will have new authentication options on the login page.

You can enable logged-in users using external methods to be registered automatically by selecting **Configuration>Settings>Customer Settings** to display the **Customer Settings** page, and then select the **External authentication settings** tab and select the **Auto register enabled** checkbox. For further details refer to page 140.

To display the External Authentication Methods window:

- From the **Configuration** menu, select **External Authentication Methods**. The **External Authentication Methods** window is displayed.

External Authentication Methods

Friendly name	Configure	System name	Display order	Is active	
OpenID	Configure	ExternalAuth.OpenId	1	false	Edit
Facebook	Configure	ExternalAuth.Facebook	5	false	Edit
Twitter	Configure	ExternalAuth.Twitter	10	false	Edit

The external authentication methods and their configuration settings that you can use in nopCommerce are described below:

- **OpenId**, below
- **Facebook**, page 224
- **Twitter**, page 224

Note**: To activate an external authentication method, Click the **Edit** button beside the required external authentication method, and check the **Is active checkbox** and click **Update**. The **Is active** option changes from **false** to **true.

OpenId

Configuration is not required for OpenId. The store owner is only required to mark this method as active in order in enabled it. OpenID is an open standard that describes how users can be authenticated in a decentralized manner, removing the need for services to provide their own Ad Hoc systems and allowing users to consolidate their digital identities. After it is enabled users will be able to login using the following providers: Google, Yahoo, AOL, myOpenID, OpenID, LiveJournal, WordPress, Blogger, and more.

To activate OpenId:

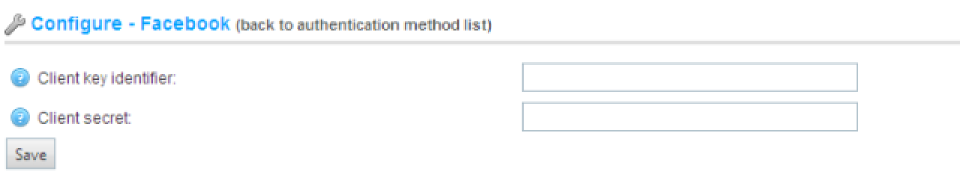
- Activate OpenId by clicking the **Edit** button beside the **OpenId** external authentication method, and check the **Is active** checkbox and click **Update**. The **Is active** option changes from false to true.

Facebook

You can configure **Facebook**, in the **Configure Facebook** window, as described below.

To configure facebook:

1. Activate **Facebook** by clicking the **Edit** button beside the **Facebook** external authentication method, and check the **Is active** checkbox and click **Update**. The **Is active** option changes from false to true.
2. Click **Configure. The Configure - Facebook** window is displayed.



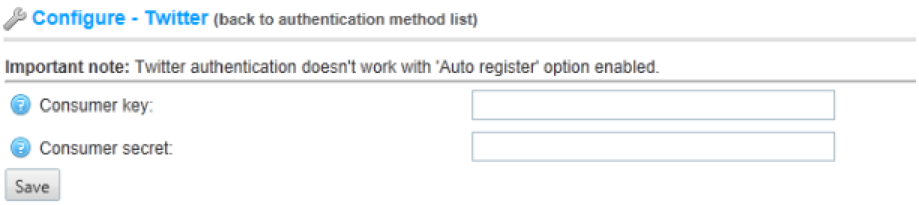
3. In the **Client key identifier** field, enter your Facebook client key identifier.
4. In the **Client secret** field, enter your Facebook client secret.
5. Click **Save**.

Twitter

You can configure **Twitter**, in the **Configure - Twitter** window, as described below.

To configure Twitter:

1. Activate **Twitter** by clicking the **Edit** button beside the **Twitter** external authentication method, and check the **Is active** checkbox and click **Update**. The **Is active** option changes from **false** to **true**.
2. Click **Configure**. **The Configure - Twitter** window is displayed.



3. In the **Consumer key** field, enter your Twitter consumer key.
4. In the **Consumer secret** field, enter your Twitter consumer secret.
5. Click **Save**.

> *Note: The Twitter authentication does not work when the **Auto register** option is enabled.*

Plugins

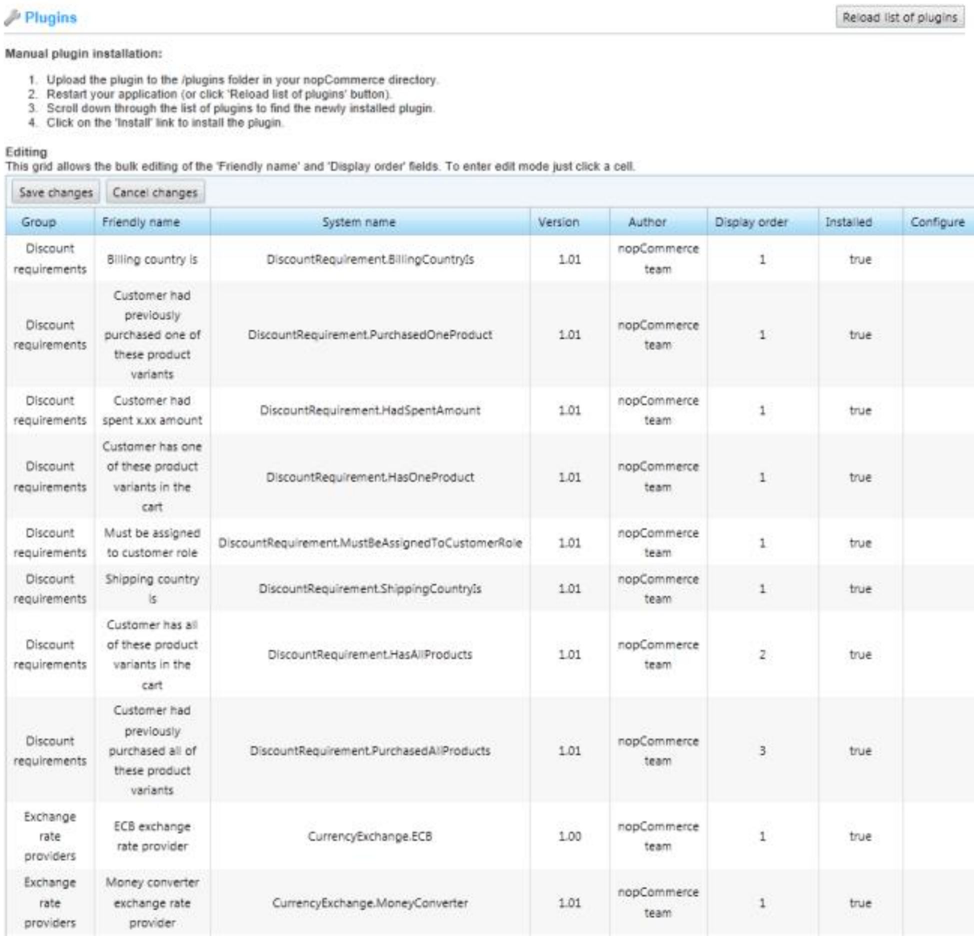
The **Plugins** window is accessed by selecting **Plugins** from the **Configuration** menu in the **Administration Area**. Plugins are a set of components adding specific capabilities to nopCommerce. Examples of plugins are Payment modules, Shipping Rate Computation Methods and so on. Additional plugins can be downloaded from www.nopCommerce.com. This section describes how to install plugins manually.

To install plugins:

1. Upload the plugin to the /plugins folder in your nopCommerce directory.
2. Restart your application (or click 'Reload list of plugins' button).
3. Scroll down through the list of plugins to find the newly installed plugin.
4. Click on the **Install** link to install the plugin.
5. The plugins is displayed in the Plugins windows. This can be accessed from the **Configuration** menu by selecting **Plugins**.

To uninstall plugins:

1. Select **Plugins** from the **Configuration** menu in the **Administration Area.** The **Plugins** window is displayed:



Plugins

Reload list of plugins

Manual plugin installation:

1. Upload the plugin to the /plugins folder in your nopCommerce directory.
2. Restart your application (or click 'Reload list of plugins' button).
3. Scroll down through the list of plugins to find the newly installed plugin.
4. Click on the 'Install' link to install the plugin.

Editing

This grid allows the bulk editing of the 'Friendly name' and 'Display order' fields. To enter edit mode just click a cell.

Save changes Cancel changes

Group	Friendly name	System name	Version	Author	Display order	Installed	Configure
Discount requirements	Billing country is	DiscountRequirement.BillingCountryIs	1.01	nopCommerce team	1	true	
Discount requirements	Customer had previously purchased one of these product variants	DiscountRequirement.PurchasedOneProduct	1.01	nopCommerce team	1	true	
Discount requirements	Customer had spent x.xx amount	DiscountRequirement.HadSpentAmount	1.01	nopCommerce team	1	true	
Discount requirements	Customer has one of these product variants in the cart	DiscountRequirement.HasOneProduct	1.01	nopCommerce team	1	true	
Discount requirements	Must be assigned to customer role	DiscountRequirement.MustBeAssignedToCustomerRole	1.01	nopCommerce team	1	true	
Discount requirements	Shipping country is	DiscountRequirement.ShippingCountryIs	1.01	nopCommerce team	1	true	
Discount requirements	Customer has all of these product variants in the cart	DiscountRequirement.HasAllProducts	1.01	nopCommerce team	2	true	
Discount requirements	Customer had previously purchased all of these product variants	DiscountRequirement.PurchasedAllProducts	1.01	nopCommerce team	3	true	
Exchange rate providers	ECB exchange rate provider	CurrencyExchange.ECB	1.00	nopCommerce team	1	true	
Exchange rate providers	Money converter exchange rate provider	CurrencyExchange.MoneyConverter	1.01	nopCommerce team	1	true	

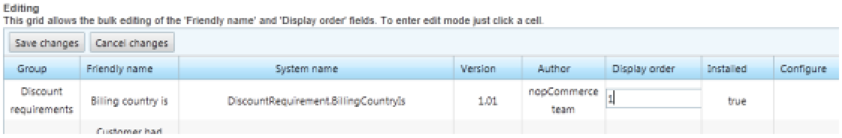
2. Click the **Configure** link besides the plugin to go to the plugin configuration page. If the **Configure** link does not exist beside a plugin, this indicates the plugin does not require any configuration.

3. Click the **Uninstall** link beside the plugin to uninstall. The plugin is uninstalled. The link in the **Installation column** changes to **Install** enabling you to reinstall the plugin at any time.

*Note: you can click the **Reload list of plugins** button to reload the plugins to the system.*

To change plugin friendly name and display order:

1. Select **Plugins** from the **Configuration** menu in the **Administration Area.** The **Plugins** window is displayed, as shown on the previous page.
2. Click in the required **Friendly Name** or **Display Order** field to enter the edit mode., as follows:



3. Edit the required fields and click the **Save changes** button located at the top of the grid.

6 Promotions

This section describes how to define additional options for site promotion and how to use them in nopCommerce. This includes:

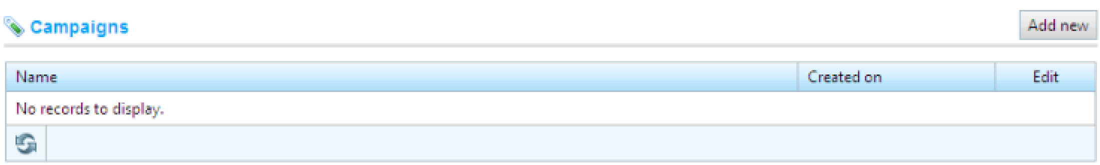
- **Campaigns**, below
- **Newsletter Subscribers**, page 232
- **Discounts**, page 233
- **Promotion Feeds**, page 238
- **Affiliates**, page 243

Campaigns

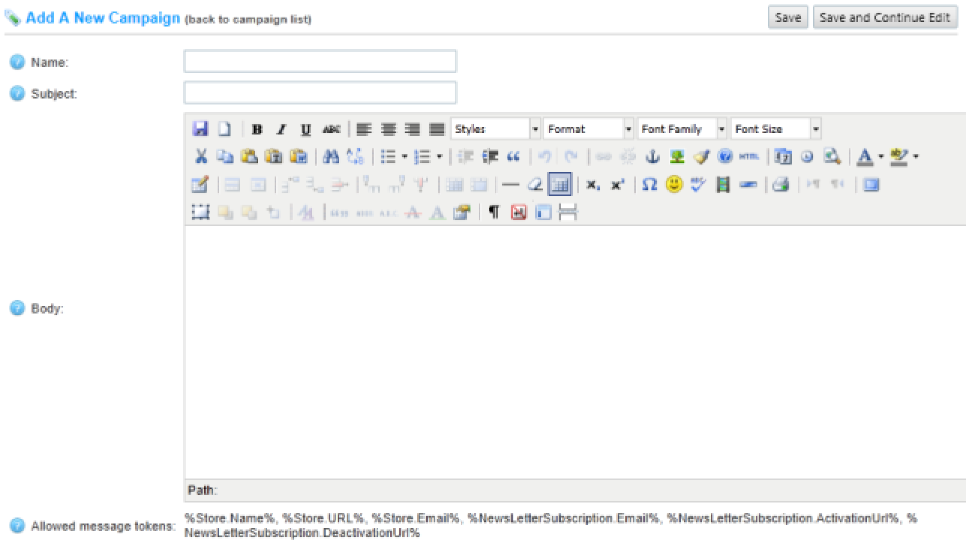
During customer registration a customer can select the **Newsletters** option to receive nopCommerce newsletters. The store owner can send emails to customers subscribed to newsletters.

To add campaigns:

1. From the **Promotions** menu, select **Campaigns**. The **Campaigns** window is displayed.



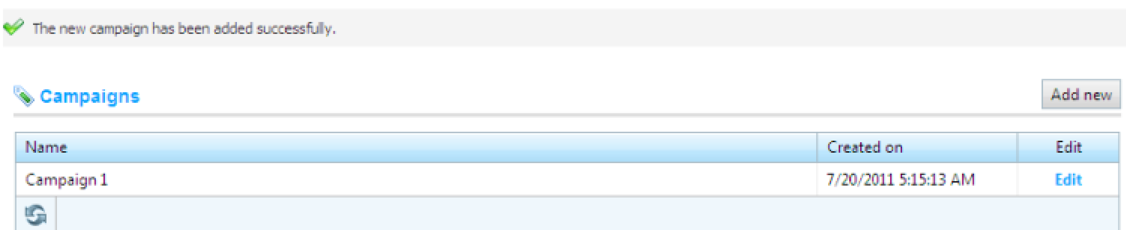
2 Click **Add new**. The **Add a new campaign** window is displayed.



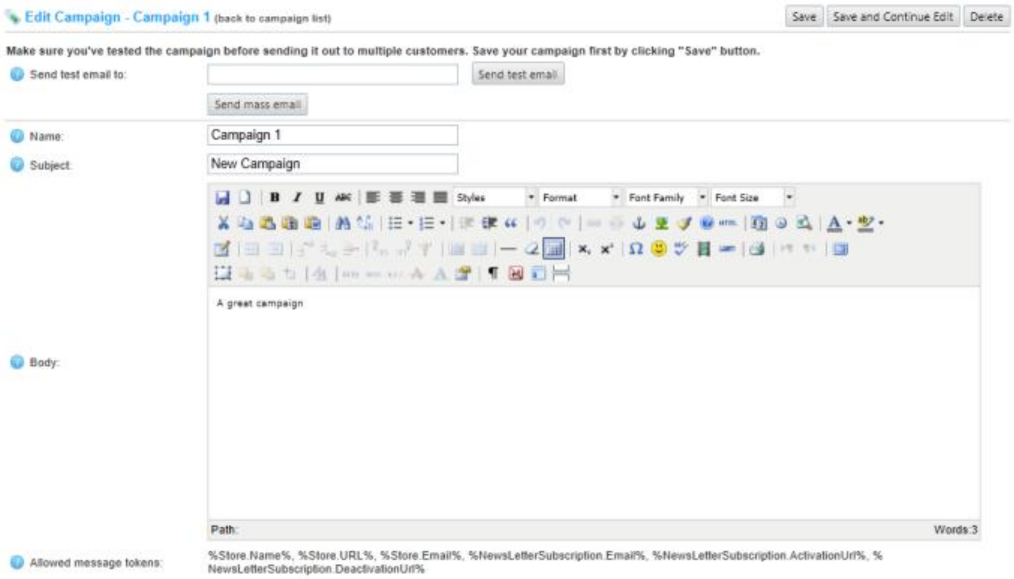
3 Define the campaign details, as follows:

- In the **Name** field, enter the campaign name.
- In the **Subject** field, enter the subject of the campaign.
- In the **Body** field, enter the body text of the campaign.

4 Click **Save**. The **Campaigns** window is displayed, as follows:



5 Click **Edit** besides the campaign to edit. The **Edit Campaign** window is displayed.



6 In the **Sent test email to** field, enter the required test email to send and click the **Send test email** button. The test email is sent for testing purposes.

7 Click the **Send mass email,** to send this campaign email to ALL customers subscribed to newsletters.

8 Edit the campaign details as described in **Adding a New Campaign**, on the previous page.

9 In the **Allowed message tokens** field, enter the allowed list of message tokens you can use in your campaign email.

10 Click **Save**.

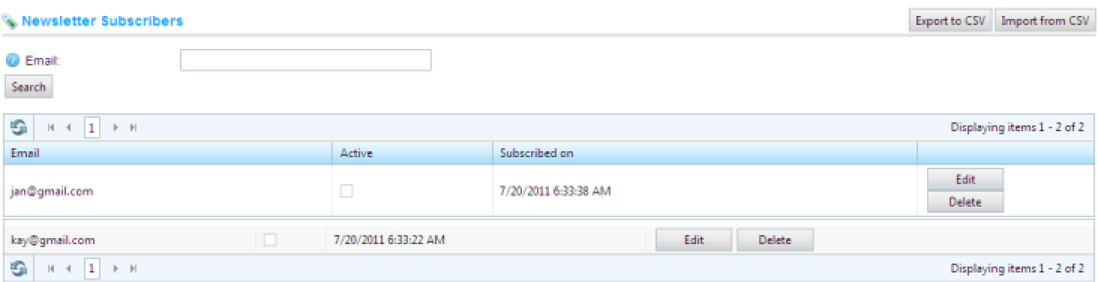
Newsletter Subscribers

NopCommerce enables shop owner to manage and display the users that are subscribed to the newsletter. In addition, you can export the list of subscribers to an external CSV file as well import list of subscribers from an external CSV file into nopCommerce.

> ***Note**: . nopCommerce is provided with a built-in MailChimp plugin. MailChimp is an email marketing service. MailChimp can be configured by selecting **Configuration > Plugins** and clicking **Configure** in the MailChimp plugin row*

To load Newsletter subscribers:

1. From the **Promotions** menu, select **Newsletter Subscribers.** The **Newsletter Subscribers** window is displayed.



2. In the **Email** enter the email of the subscriber to find, or leave this field empty and click **Search** to load the all the newsletter subscribers in the system.

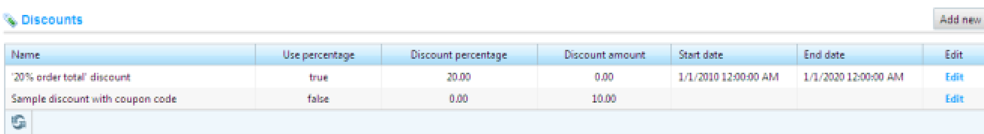
> ***Note**: You can click* Import from CSV *to import subscriber lists in CSV format. Ensure that each line of the CSV file is in the following format: email_address<tab>is_active. For example, test@test.com<tab>true. In addition you can click* Export to CSV *to export subscriber lists.*

Discounts

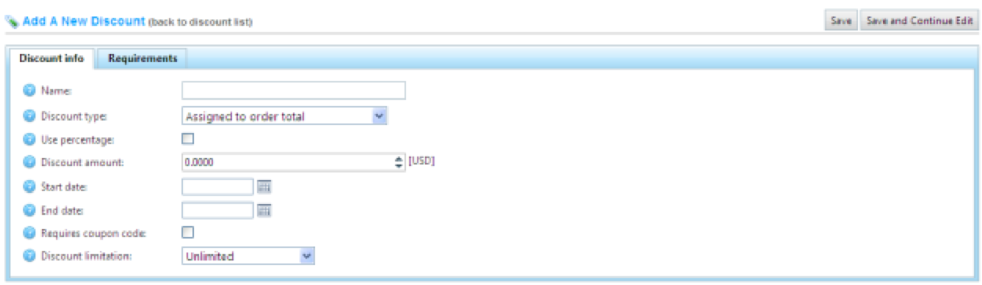
In nopCommerce you can use discounts to enable access to great offers. The online coupons allow access to massive discounts on a variety of products. The coupon code option is most commonly used when using a shopping cart. The coupon code is entered on the order page just before checking out. Every online shopping resource has a discount coupon submission option to confirm the coupon code. Products in nopCommerce can have any number of discounts attached. In these situations, nopCommerce will automatically calculate the best possible price for the customer based on all the available discounts and group memberships.

To add discounts:

1 From the **Promotions** menu, select **Discounts**. The **Discounts** window is displayed.



2 Click **Add new**. The **Add A New Discount** window is displayed, showing the **Discount Info** tab.



3 Define the discount details, as follows:

- In the **Name** field, enter the name of the discount.
- From the **Discount type** dropdown list, assign the discount to the required option, as follows:
  - **Assigned to order total**: These discounts are applied to the entire customer order (order total).
  - **Assigned to product variants (SKUs)**: After this discount is created, the store owner has to assign this discount to a product variant (product variant details page).

- **Assigned to categories**: After this discount is created, the store owner has to assign this discount to a category appearing in the **Discount applied to the category** tab (category details page).This enables the discount to be applied to all products in this category.
- **Assigned to shipping:** These discounts are applied to the shipping fee.
- **Assigned to order total:** These discounts are applied to the order sub-total value.

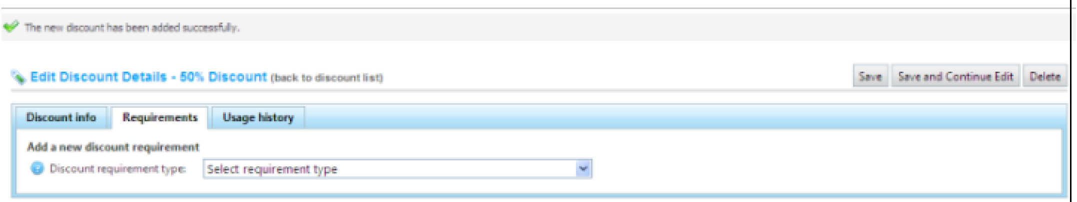
- Select the **Use percentage** checkbox to apply a percentage discount to the order or SKU. Otherwise, a set value is discounted.
- In the **Discount amount** field, enter the discount amount to apply to the order or SKU.
- In the **Start date** calendar field, select the beginning of the discount period.
- In the **End date** calendar field, select the end of the discount period.
- Select the **Requires coupon code** checkbox to enable a customer to supply a coupon code for the discount to be applied.

The **Coupon code** option appears. The store owner enters the required coupon code in this field. This enables customers to enter this provided coupon code provided during checkout to apply the discount.

- From the **Discount limitation** dropdown list, select the required limitation regarding the discount, as follows:
  - **Unlimited**: Select this option to enable the discount to be used for an unlimited number of times.
  - **N Times only**: Select this option to enable the discount to be used N times only (no matter by whom). The **N Times** field is displayed.
  - **N Times per Customer:** Select this option to enable the discount to be used Ntimes per customer. The **N Times** field is displayed.

4 Click **Save**.

5 Select the **Requirements** tab, as follows:



6 From the **Discount requirement type** dropdown list, select the requirements for the discount to be applied, as follows:

- None
- **Must be assigned to customer role**: when this option is selected, a new tab named Customer Roles will appear. The store owner must then define the customer roles enabling the customer to be in one of selected customer roles, if a discount should be applied
- **Customer must be registered**: This discount is applied only for registered customers.
- **Customer has all of these product variants in the cart**: This requirement is identical to the Had purchased all of these product variants requirement described below with the difference that the entered product variant(s) are in the current cart.
- **Customer has one of these product variants in the cart**: This requirement is identical to the Had purchased one of these product variants requirement described below with the difference that the entered product variant(s) are in the current cart
- **Had purchased all of these product variants**: When this option is selected the Restricted product variants field will appear, enabling the store owner to enter the comma-separated list of product variant identifiers (for example, 77, 123, 156) into this textbox. To get product variant identifier go to the Product Variant Details page. Had purchased means that a product variant has been bought and an order status is completed.

- **Had purchased one of these product variants**: As the above field, when this is selected the Restricted product variants field will appear, enabling the store owner to enter the comma-separated list of product variant identifiers (for example, 77, 123, 156) into this textbox. To get product variant identifier go to the Product Variant Details page. Had purchased means that a product variant has been bought and an order status is completed.
- **Had spent x.xx amount**: This discount is applied if a customer has previously spent a certain amount. The window is expanded to display the **Required spent amount** field. The store owner must then enter a required **x.xx** amount.
- **Billing country is**: When this option is selected, the window is expanded to display the **Required billing country** dropdown list. The store owner must then select the required billing country.
- **Shipping country is**: When this option is selected, the window is expanded to display the **Required shipping country** dropdown list. The store owner must then select the required shipping country.

> ***Note**: You can click **Edit** in the **Manage discounts** window to display the **Edit discount details** window and then edit the discount details, as described above.*

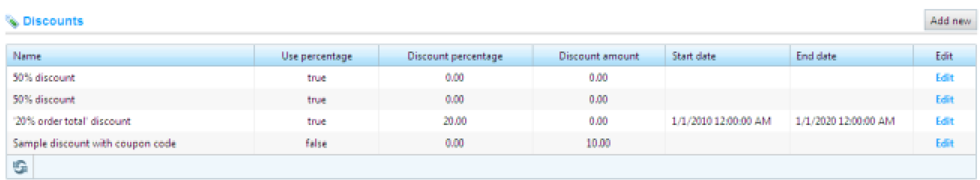
7. Select the **Usage History** tab, as follows:

Discount Usage History

This tab enables you to view the discount history, meaning which customer used it, with which order and the date it was used.

▸ To view discount usage history:

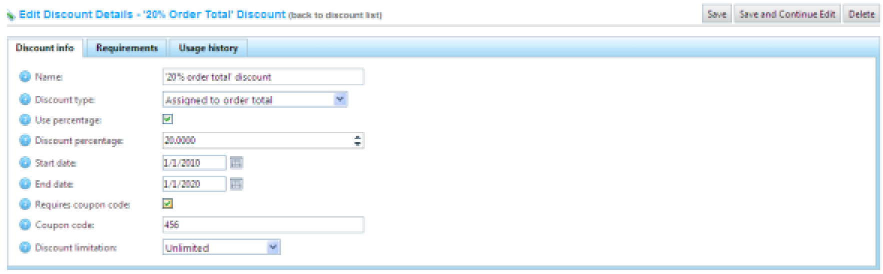
1. From the **Promotions** menu, select **Discounts**. The **Discounts** window is displayed.


Discounts

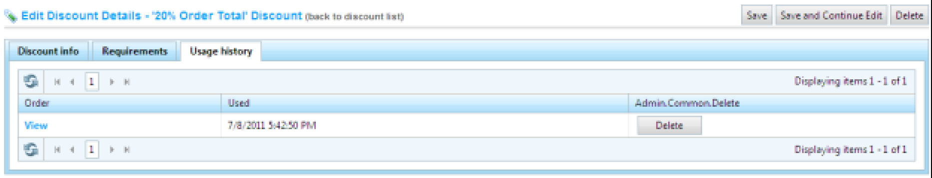
Add new

Name	Use percentage	Discount percentage	Discount amount	Start date	End date	Edit
50% discount	true	0.00	0.00			Edit
50% discount	true	0.00	0.00			Edit
'20% order total' discount	true	20.00	0.00	1/1/2010 12:00:00 AM	1/1/2020 12:00:00 AM	Edit
Sample discount with coupon code	false	0.00	10.00			Edit

2 Click **Edit** in the required discount. The **Edit Discount Details** window is displayed showing the **Discount Info** tab, as follows:



3 Select the **Usage History** tab, as follows:



4 In the **Order** column, click **View** to display the **Order Details** page for the order the discount was used for.

5 You can click **Delete** to remove this entry from the list.

Promotion Feeds

This section describes the promotion providers that nopCommerce supports. These include:

- **Froogle**, below
- **Price Grabber/Yahoo Shopping**, page 240
- **Become.com**, page 241

Froogle

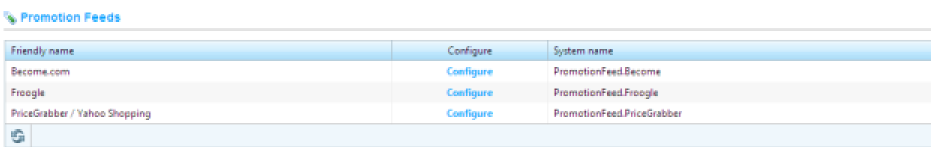
The first promotion provider is the *Google product search* also known as *Froogle*. nopCommerce supports exporting products to the Froogle XML format. This enables you to promote your products and services and get more visibility

You can increase traffic to your store using *Google Product Search (Froogle)*, which helps shoppers find and buy products across the web. As a seller, you can submit your products to Google Product Search, allowing shoppers to quickly and easily find your site.

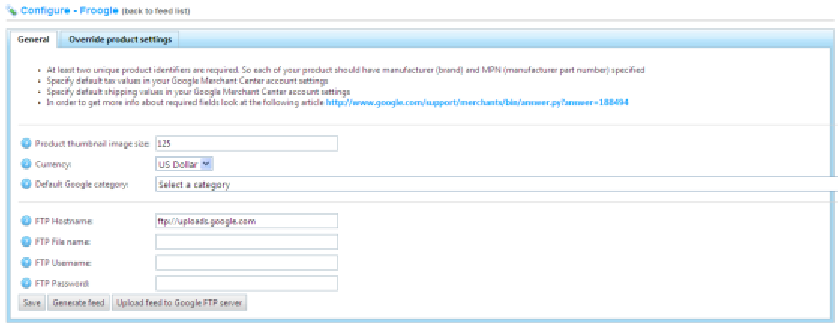
To learn more about Froogle, refer to the following:
http://www.google.com/products
http://www.google.com/products/intl/en_us/about.html
http://www.google.com/intl/en_us/products/submit.html

To generate froogle feed:

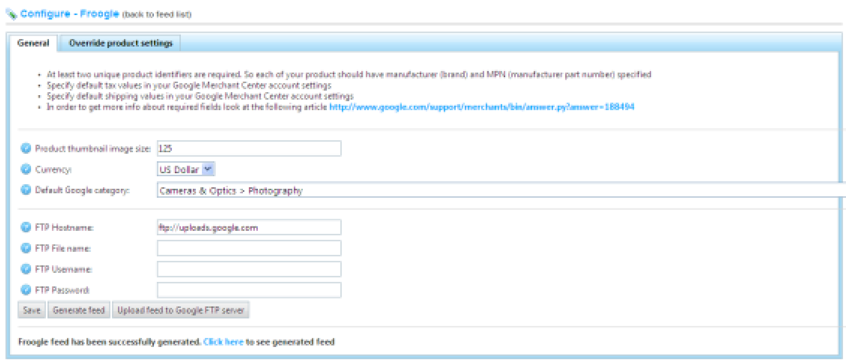
1. From the **Promotions** menu, select **Promotion Feeds**. The **Promotion Feeds** window is displayed.



2 Click **Configure** beside the **Froggle** feed, The **Configure – Froogle** window is displayed.



3 Click the **Generate feed** button. The **Froogle** window is expanded, as follows:



4 Click on the **Click here** link to download generated product feed.

5 Upload your product data to Google and make it available to Google Product Search and other Google services.

Upload Froogle Feed to Google FTP Server

You can submit your products to Froogle, using one of the following options:

1 Upload your data feed directly through your Google Merchant Center account. In this case, the store owner uploads a generated file after clicking the Generate feed button, as described on the previous page.

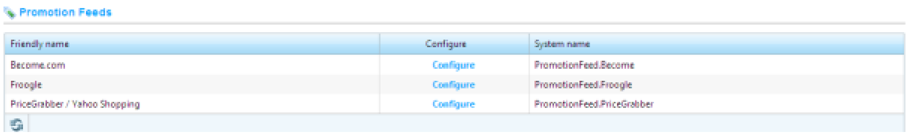
2 Use the **Upload feed to Google FTP server** option, as described in the following procedure:

- Login to your Google Merchant Center.
- Click the **Settings** link, and then click **FTP**.
- Enter a username and password for your FTP account and click **Save Changes**.

- Copy the username and password to the appropriate nopCommerce **Upload feed to Google FTP server** fields, described in the procedure below.
- Click **Upload**.

To upload feed:

1 From the **Promotions** menu, select **Promotion Feeds**. The **Promotion Feeds** window is displayed.



2 In the upload feed to Google FTP server area, define the following fields:

- In the **FTP Hostname** field, enter the Google FTP server hostname.
- In the **FTP File name** field, enter the Feed file name.
- In the **FTP Username** field, enter the Google FTP account username.
- In the **FTP Password** field, enter the Google FTP account password.
- Click **Save**.

3 Click **Upload** feed to **Google FTP Server** to upload the feed.

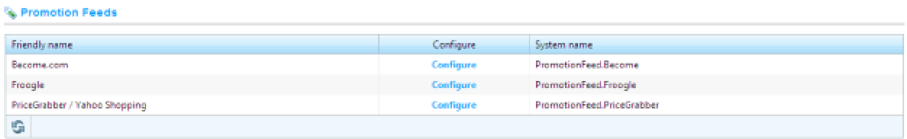
Price Grabber/Yahoo Shopping

PriceGrabber.com is a price comparison service that is a strategic partner with Yahoo Shopping.

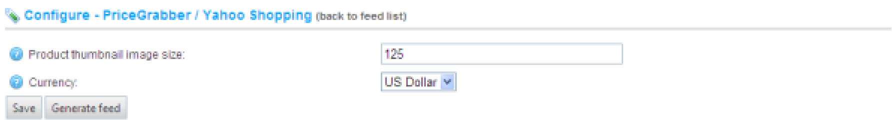
The company also serves as the data source for numerous other shopping Web sites, including AOL Shopping, Bing, About.com, iVillage, Comcast and CNET.

To generate Price Grabber/Yahoo Shopping feed:

1 From the **Promotions** menu, select **Promotion Feeds**. The **Promotion Feeds** window is displayed.



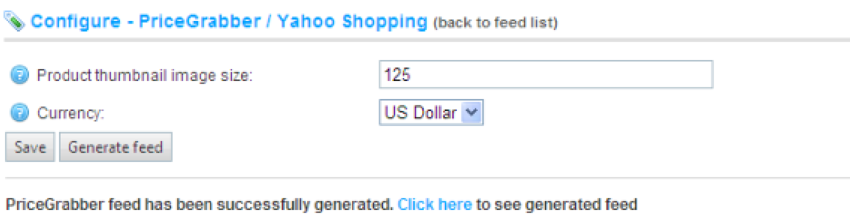
2 Click **Configure** beside the **PriceGrabber/Yahoo Shopping** feed, The **Configure – PriceGrabber/Yahoo Shopping** window is displayed.



3 In the **Product thumbnail image size** field, enter the default size of the product thumbnail images.

4 From the **Currency** dropdown list, select the default currency that will be used to generate the feed

5 Click **Generate feed**. The **Price Grabber** window is expanded, as follows:



6 Click on the **Click here** to download generated product feed.

7 Upload your product data to PriceGrabber.

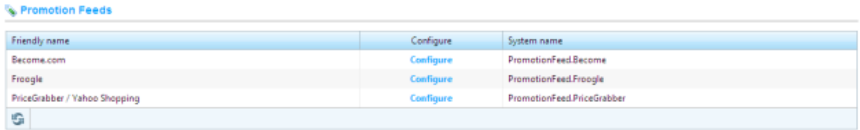
Become.com

Become.com is a **product price comparison service** (also known as **shopping comparison** or **price engine**) and **discovery shopping** (also known as **discovery shopping search**) search engine that helps shoppers make the best buying decisions.

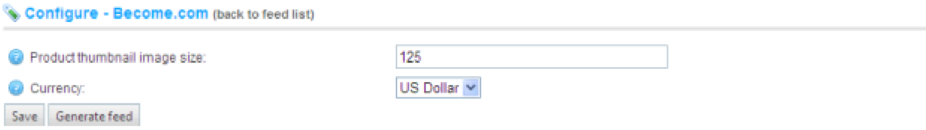
Become.com targets popular products such as electronics, home, garden, computers, cameras, clothing, health, beauty and more. For further details, see http://www.become.com

To generate Become.com feed

1 From the **Promotions** menu, select **Promotion Feeds**. The **Promotion Feeds** window is displayed.



2 Click **Configure** beside the **Become.com** feed, The **Configure – Become.com** window is displayed.



3 In the **Product thumbnail image size** field, enter the default size of the product thumbnail images.

4 From the **Currency** dropdown list, select the default currency that will be used to generate the feed

5 Click **Generate feed**.

6 Click on the **Click here** to download generated product feed.

7 Upload your product data to Become.com.

Affiliates

Affiliate Marketing is an Internet-based marketing practice in which a business rewards one or more affiliates for each visitor or customer. It is basically a web-based pay-for-performance program designed to compensate affiliate partner web sites for driving qualified leads or sales to a merchant web site.

Affiliates are third parties who refer customers to your site. The nopCommerce software can track those referrals so that the store administrator can determine what commission to pay them. Once a customer is assigned an affiliate ID, every order they place is also tagged with that ID.

In nopCommerce, an affiliate partner URL is as follows (**http://www.yourstore.com/?AffiliateID=N** (where N is an affiliate ID).

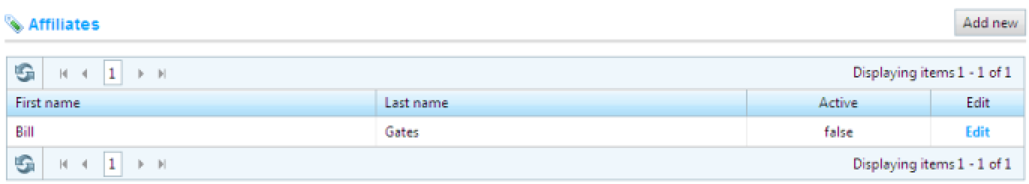
This URL is displayed when you visit the affiliate details page, after it has been added:

When this hyperlink is clicked from the affiliate site, the default.aspx looks for an **Affiliate ID** query string parameter. If one exists, the customer is tagged with that affiliate. The store owner can see a list of all affiliated customers on the affiliate details page, which is the **Affiliated Customers** in nopCommerce.

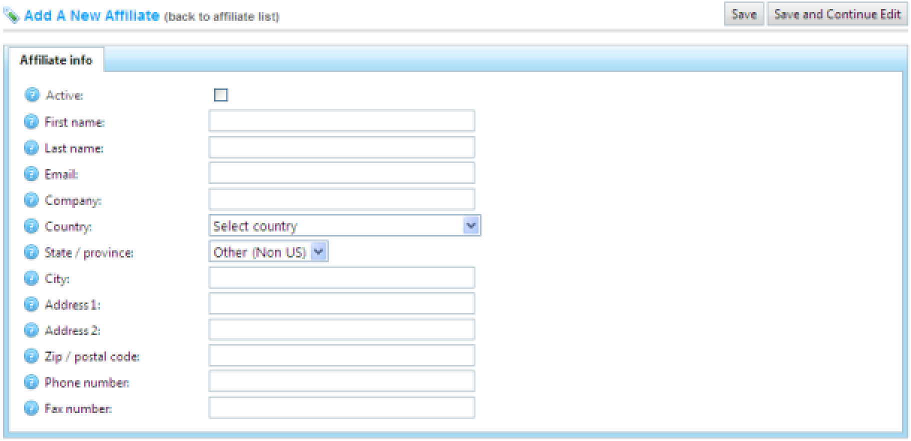
When an affiliated customer places an order, you can see this order on the affiliate details page under the **Affiliate orders** tab.

To add an affiliate

1 From the **Promotions** menu, select **Affiliates**. The **Manage Affiliates** window is displayed.



2 Click **Add new**. The **Add A New Affiliate** window is displayed.



3 Define the affiliate details, as follows:

- Select the **Active** checkbox to activate the affiliate.
- In the **First Name** field, enter the affiliate's first name.
- In the **Last Name** field, enter the affiliate's last name.
- In the **Email** field, enter the affiliate's email
- In the **Company** field, enter the company name.
- From the **Country** dropdown list, select the country where the affiliate is located.
- In the **State/province** field, enter the state/province where the affiliate is located.
- In the **City** field, enter the city where the affiliate is located.
- In the **Address 1 and Address 2** fields, enter the address(es) of the affiliate.
- In the Z**ip/ Postal code** field, enter the zip/postal code of the affiliate
- In the **Phone number** field, enter the affiliate's phone number.
- In the **Fax number** field, enter the affiliate's fax number.

4 Click **Save**. The affiliate is added to the system.

***Note**: You can click **Edit** in the **Affiliates** window to display the **Edit Affiliate Details** window and then edit the affiliate details, as described above.*

7 Managing Orders and Customers

This section describes how to manage your orders and customers. It includes the following:

Managing Customers

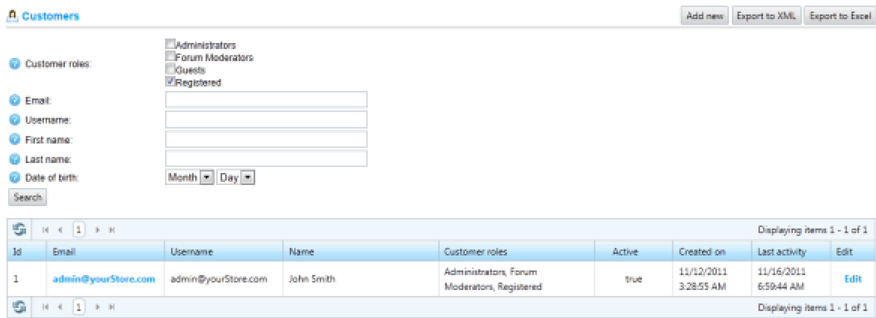
This section describes the how to search for existing customers, add new customers and edit customers details, each of which is described below.

Searching for Customers

This section describes how to define the search criteria required to search for customers, by email, by registration date and more.

To search for customers:

1. From the **Customers** menu, select **Customers**. The **Customers** window is displayed.



2. Enter one or more of the following information to search for a customer:

   - From the **Customer roles** checkboxes, select one or more of the following customer roles to display:
     - Administrators
     - Forum Moderators
     - Guests
     - Registered
   - In the **Email** field, enter the customer's email to search according to the customer's email.
   - In the **First name** field, enter the customer's first name to search according to the customer's first name.
   - In the **Last name** field, enter the customer's last name to search according to the customer's last name.
   - From the **Date of Birth** fields, Select the customer's date of birth from the **Month** and **Day** dropdown lists. This option is visible when the **Date of Birth** form field is enabled in the **Customer Settings** tab that is accessed by selecting the **Customer Settings** from the **Configuration** menu in the Administration area.

3 Click **Search.** The customers matching the criteria will be displayed in a list. You can click **Edit** beside the customer to display the **Edit customer details** window, as described in **Editing customer details**, on page 249.

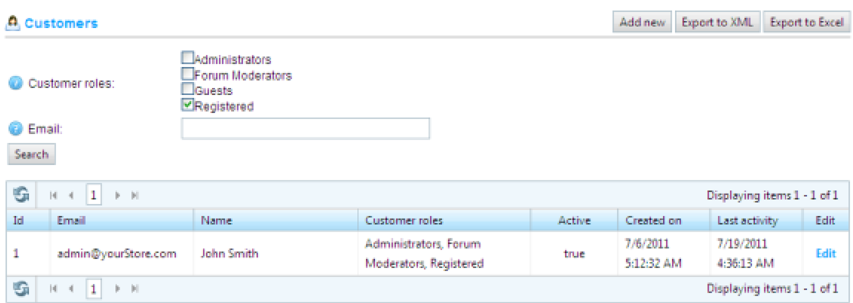
> ***Note:*** *You can export the customer data to an external file by clicking* ***Export to XML*** *or* ***Export to Excel.***

Adding Customers

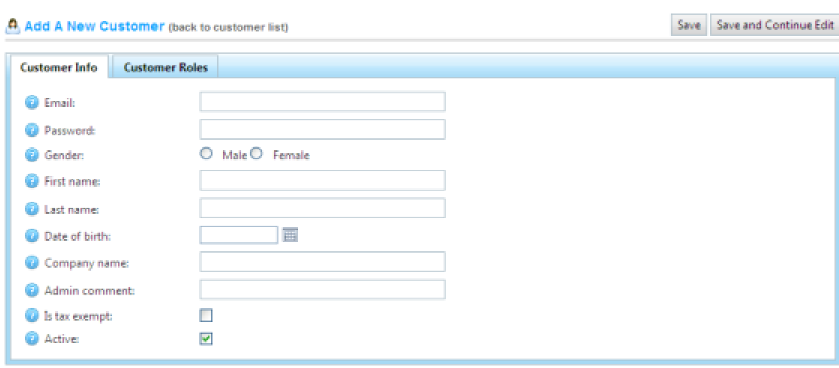
This section describes how to add new customers and define their customer details such as email, phone, and address and so on. When indicating the customer has an administrator account, will allow access to the administration section of your store.

To add customers:

1 From the **Customers** menu, select **Customers**. The **Customers** window is displayed.



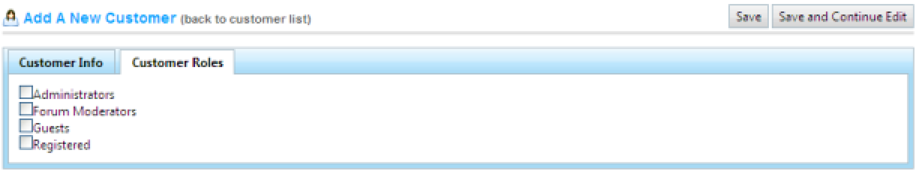
2 Click **Add New**. The **Add A New Customer** window, showing the **Customer Info** tab, as follows:



3 Define the customer details, as follows:

- In the **Email** address field, enter the customers email address.
- In the **Password field**, enter the customer's login password**.**
- In the **Gender** checkbox, select the required gender.
- In the **First Name** field, enter the customer's first name.
- In the **Last Name** field, enter the customer's last name.
- From the **Date of birth** selection calendar field, select the customer's date of birth.
- In the **Company name** field, enter the name of the customer's company.
- In the **Admin comment** field, enter administrator comments, if required, for internal information use.
- Select the **Is tax exempt** checkbox, to indicate the customer is exempted from tax.
- Select the **Active** checkbox to activate the customer.

4 Select the **Customer Roles** tab, as follows:



5 Define the customer roles by selecting the required role type checkbox, as follows:

- Administrators
- Forum Moderators
- Guests
- Registered

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

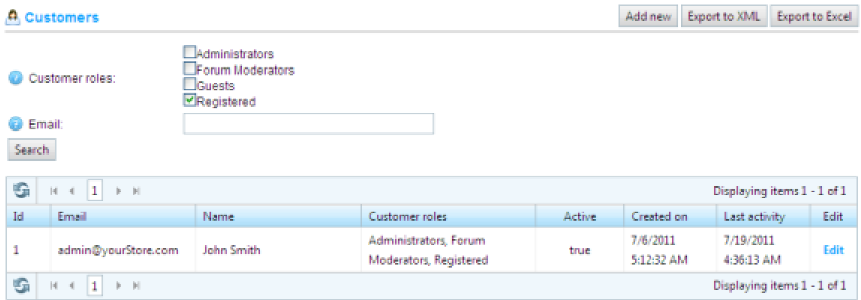
6 Click **Save**.

Editing Customer Details

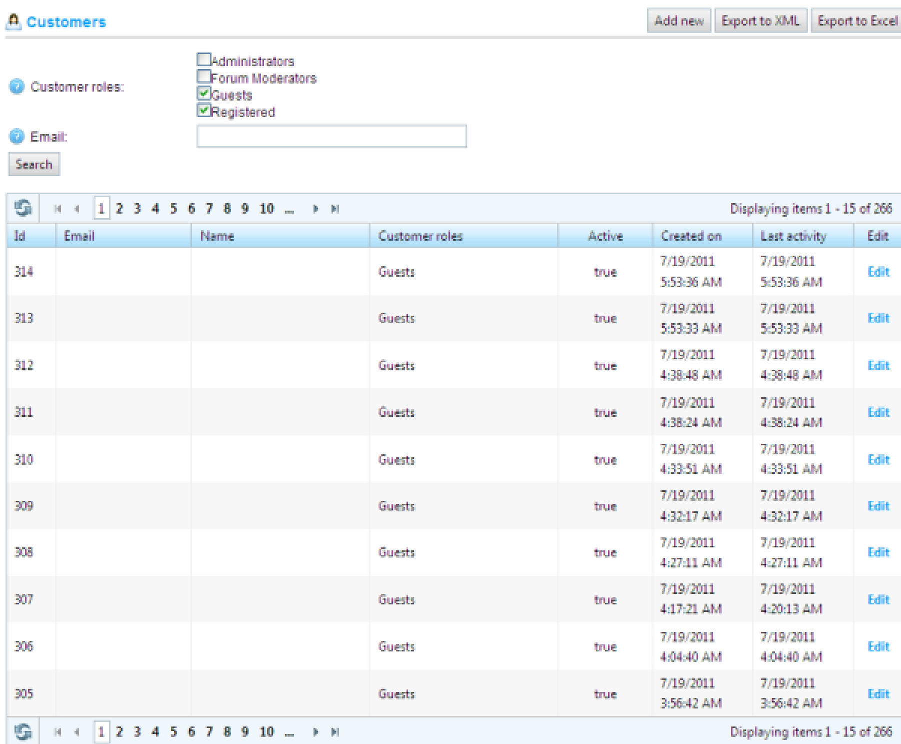
This section describes how to edit the customer's billing and shipping address details and more.

To edit customer details

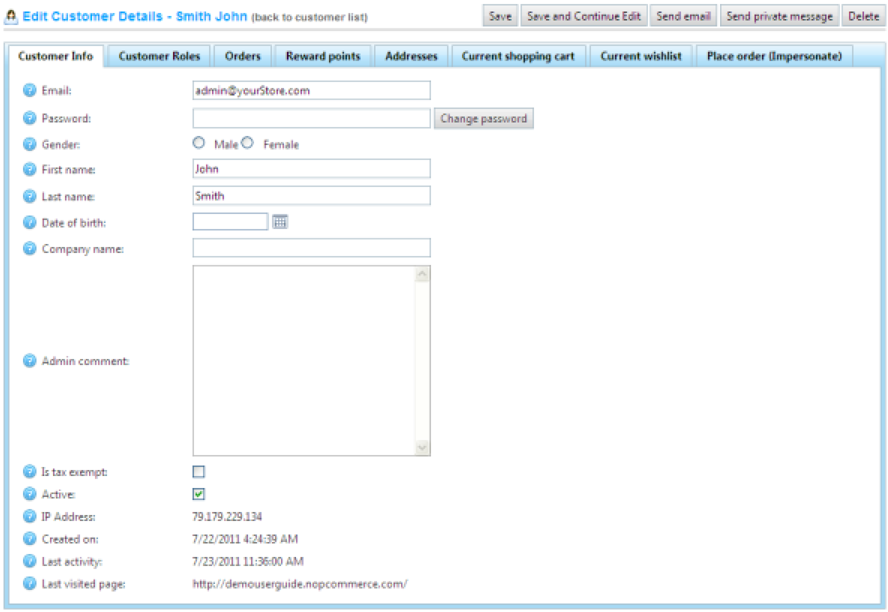
1. From the **Customers** menu, select **Manage Customers**. The **Manage Customers** window is displayed.



2. Enter the required search criteria and click **Search**. The **Manage Customers** window is expanded, as follows:



3 Click **Edit** beside the customer to edit. The **Edit Customer Details** window is displayed, showing the **Customer Info** tab, follows:



4 Select the **Customer Roles** tab to view and edit the customer roles details, as described in the next section.

5 Select the **Orders** tab to view the customer order details, as described in **Customer Account Pages**, **Customer orders**, in **Introducing the Frond End**, on page 16.

6 Select the **Reward Points** tab to enable store owners to add reward points to a customer or to view the reward points usage history.

> ***Note:*** *This tab is enabled when reward points program is enabled, in the* ***Administration*** *area, by selecting the* ***Configuration*** *menu, then* ***Settings*** *and then the* ***Reward Points****.*

7 Select the **Addresses** tab and click **Add new address**. In the **Add new address** window, enter the details of the customer's new address, as described in **Customer Account Pages**, **Customer Addresses**, in **Introducing the Frond End** chapter.

8 Select the **Current Shopping Cart** tab to view the customer shopping cart, which is described in the **Introducing the Frond End**,
on page 16.

9 Select the **Current Wishlist** tab to view the customer wish list, which is described in the **Introducing the Frond End**, on page 16

10 Select the **Place Order (Impersonate)** tab to enable store owners to create orders for their customers without having to have password information. This is useful for customers who do not want to register, or for large sites using CSRs to place orders over the phone. The tab contains one **Place order** button. When selecting **Place order**, the public store is displayed with the following text in the header:

The store owner can navigate to the products the customer wants, add them to the cart exactly as the customer would, then use the **Checkout** button to proceed through the usual checkout process and then click the **Finish session** link in the header to finish this session.

11 Click **Save**.

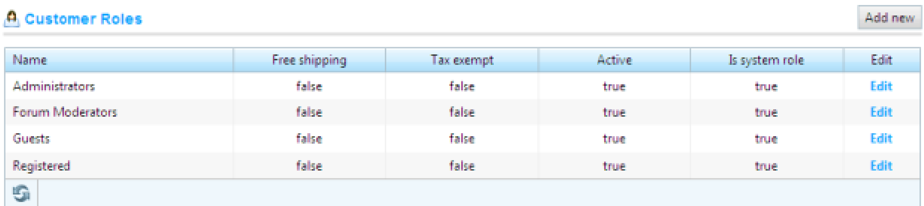
> ***Note****: Clicking the .****Send email*** *button displays the Send email window enabling you to send an email to the customer. Clicking the* ***Send private message*** *button displays the Send private message window enabling you to send a message to the customer.*

Customer Roles

The customer roles option in nopCommerce, enables you to place your customers in groups for granting them discounted pricing or other special statuses (such as, tax exemption free, free shipping, and more).

To add customer roles:

1. From the **Customers** menu, select **Customer Roles**. The **Customer Roles** window is displayed.



Name	Free shipping	Tax exempt	Active	Is system role	Edit
Administrators	false	false	true	true	Edit
Forum Moderators	false	false	true	true	Edit
Guests	false	false	true	true	Edit
Registered	false	false	true	true	Edit

2. Click **Add new**. The **Add A New Customer Role** window is displayed.

3. In the **Name** field, enter the name of the customer role.
4. In the **System Name** field, enter the system name of the customer role
5. Select the **Free shipping** checkbox to enable customers with this role to get free shipping on their orders.
6. Select the **Tax exempt** checkbox to enable customers with this role to make tax-free purchases.
7. Select the **Active** checkbox to make this role active.
8. Click **Save**.

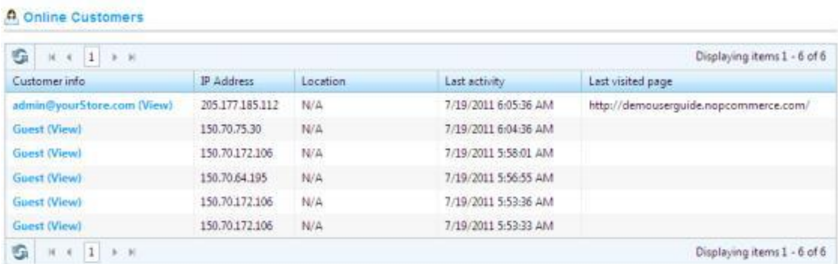
> ***Note***: *You can click* ***Edit*** *in the C****ustomer Roles*** *window to display the* ***Edit CustomerRole*** *window and then edit the customer roles, as described above.*

Online Customers

The **Online Customers** window enables store owners to view all online line customers from the last 20 minutes. This window is accessed in the **Administration Area** and is displayed by selecting **Online Customers** from the **Customers** menu.

- **To view online customers:**

1. From the **Customers** menu, select **Online Customers**. The **Online Customers** window is displayed, as follows:



The **Online Customers** window includes the following columns:

- **Customer Info:** Includes one of the customer types described above. You can click on the link to view and edit the online customer's information.
- **IP Address**: The IP address of the online customer.
- **Location:** The online customer's location**.**
- **Last Activity:** The date and time the online customer last logged in.
- **Last Visited Page:** The last visited page of the online customer.

Managing Orders

Orders are controlled in the Administration area from the **Orders** details window. The Order Details page displays all information necessary to fulfill the customer's order (the billing address, shipping address, product list and more).

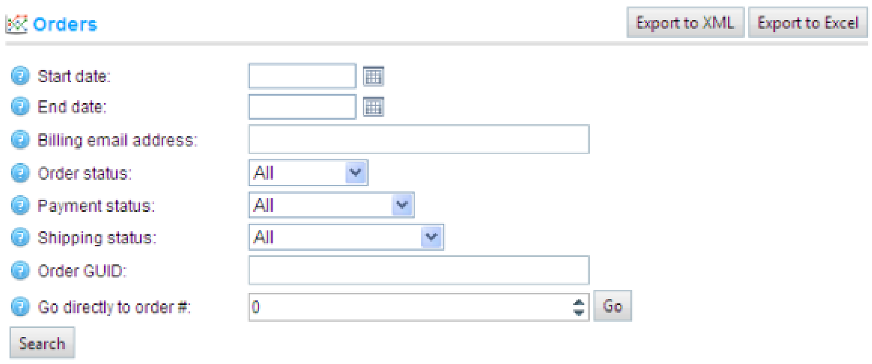
Searching for Orders

Orders are controlled in the Administration area from the **Orders** window. The top area of the page enables you to search for your orders. You can enter specific search criteria and use a variety of filters to find any order placed in your store. When any search is performed, the results of the search are displayed on the lower half of the screen. After a customer completes transaction, a new order appears in the orders page. You can click **View** to view the order details.

After an order is placed, it is saved into the database. The order details can then be viewed by the store owner.

▶ **To search for orders:**

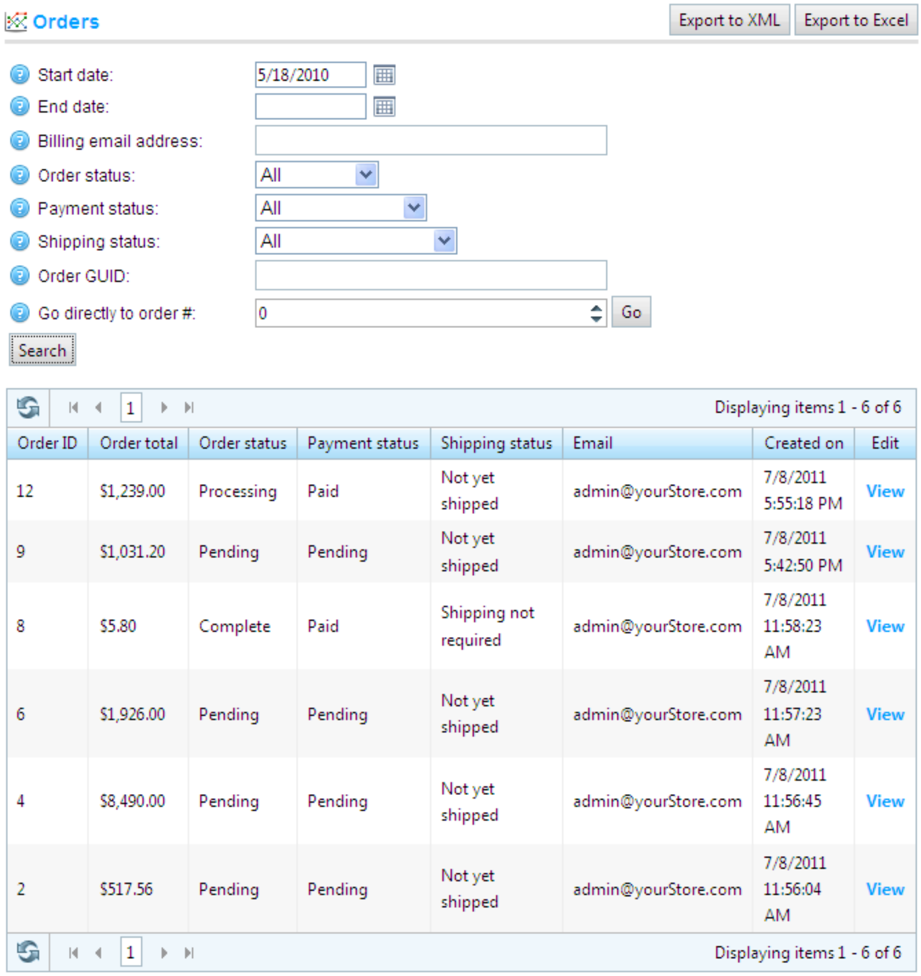
1. From the **Sales** menu, select **Orders**. The **Orders** window is displayed.



2 Enter one or more of the following information to search for an order:

- From the **Start date** field select the start date for the order search.
- From the **End date** field select the end date for the order search.
- In the **Billing email address** field, enter the customer's email address.
- From the **Order status** dropdown list, select the specific order status to search by, as follows:
  - All
  - Pending
  - Processing
  - Complete
  - Cancelled
- From the **Payment status** dropdown list, select the specific payment status to search by, as follows:
  - All
  - Pending
  - Authorized
  - Paid
  - Refunded
  - Partially Refunded
  - Voided
- From the **Shipping status** dropdown list, select the specific shipping status to search by, as follows:
  - All
  - Shipping not required
  - Not yet shipped
  - Shipped
  - Delivered
- In the **Order GUID** field, enter the required GUID (Global Unique Identifier) or part of the GUID to search by this ID. Alternatively, you can leave this field empty to load all orders in the system.

3 Click **Search**. The list of order matching the entered criteria will be displayed.



Note: *You can export the order data to an external file by clicking Export to XML or Export to Excel.*

4 In the **Go directly to order number** field, enter the order number and click **Go** to display the required order. This enables you to go directly to the order by entering its ID.

Viewing Order Details

The order details page enables the store owner to view the order details, including the order ID, order GUID, customer name , shipping, tax, order total purchase order number, payment method, status and the order date and more. The owner can cancel orders and mark them as paid once payment is completed.

The **Orders details** page contains the following tabs:

- **Order Info**, page 257
- **Billing Info**, page 259
- **Shipping Info**, page 260
- **Products**, page 261
- **Order Notes,** page 262

Order Info Tab

This tab displays the order details information such as, order ID, Customer email, payment method, payment status and more.

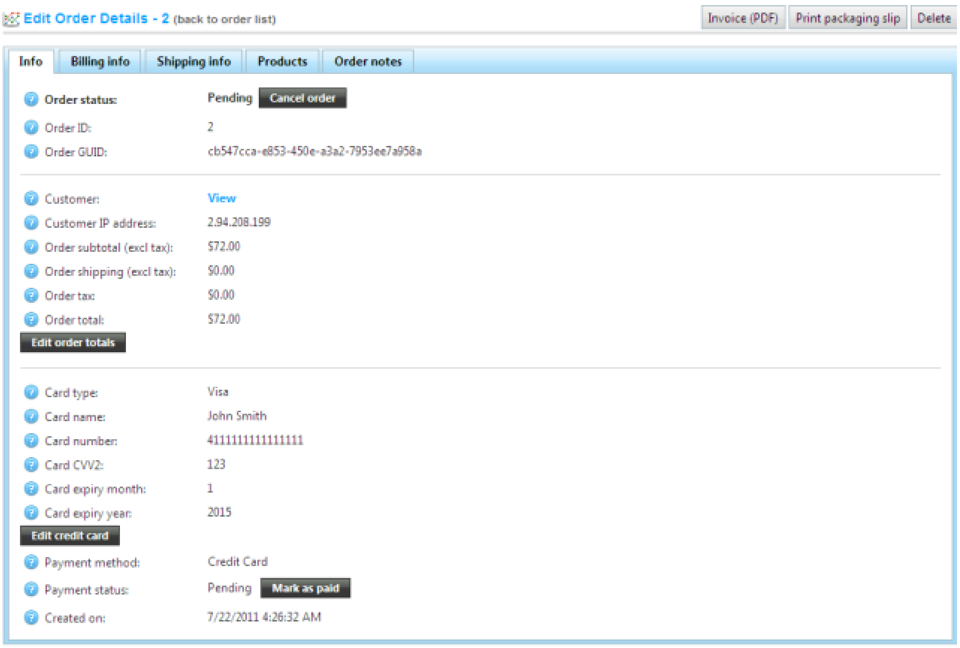
There are six payment statuses available, as follows:

- Pending
- Authorized
- Paid (Captured)
- Refunded
- Partially Refunded
- Voided

Orders can be authorized, captured, voided, or refunded depending on their current payment status. However, not all gateways support them all. If the payment status is **Authorized** the relevant buttons will be available to **Void** and **Capture** the order. **Capture** is used to collect the funds from the customer. **Void** cancels an order that has not been captured. If the payment status is **Paid** a **Refund** button will be available.

To view the order information:

1. From the **Orders** page displayed above, click **View** beside the order to view. The **Order Details** page is displayed showing the **Order Info** tab, as follows:



> ***Note:*** *Click* Edit order totals *to edit the order totals information. Click* Edit credit card *to edit credit card information. This button is visible only when a customer used the **Manual Credit Card** payment method, which enables storing credit card information in the database. If a different payment method is used, this button will not be visible.*

2. View the order information that was entered when the customer created an order in the order details page on page 56, as described in the **Purchasing Process** on page 49.

3. In the **Order Status** field, the owner can click **Cancel order** to cancel an order. A confirmation message is displayed.

4. Click **OK** to remove the order from the system.

5. (Optional) In the **Customer IP address** field, the owner can add the displayed IP to the blacklist.

6 In the **Payment status** field, the owner can click **Mark as paid** to indicate a payment has been issued for the order.

Note: *Other payment buttons, such as* ***Refund****,* ***Capture*** *and* ***Void****, will be displayed if they are supported by the payment method used during checkout. For example, for the* ***Paid*** *payment method the* ***Partial Refund*** *button is displayed. Clicking this button displays the* ***Partial Refund*** *window, enabling owner to refund part of the total order, as follows:*

7 Click the **Invoice (PDF)** button to generate an invoice of the order in PDF form.

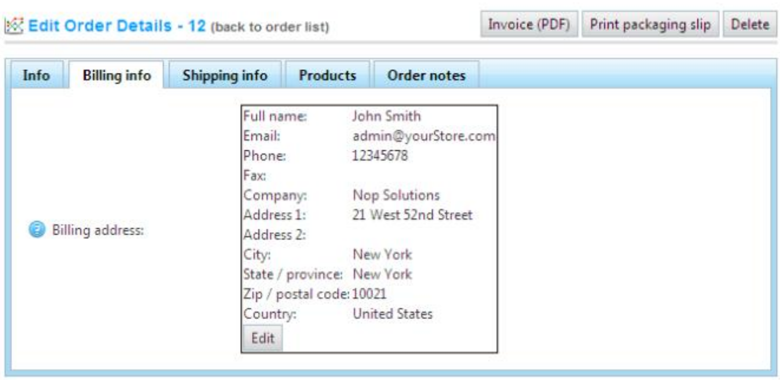
8 Click the **Print Packaging Slip** button to print a packaging slip for the selected order.

Billing Info Tab

This tab displays the billing address of the order.

▸ **To view the billing information:**

1 From the **Order Details** page, select the billing info tab, as follows:



2 View the billing address that was entered when the customer created an order in the order details page on page 56, as described in the **Purchasing Process** on page 49.

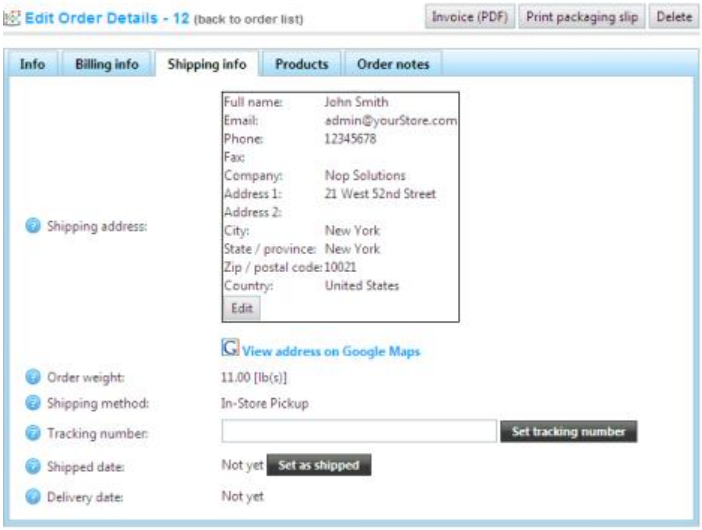
Note: *Click* Edit *to edit the billing address.*

Shipping Info Tab

This tab displays the shipping address of the order. When the order is shipped, the store owner indicates it has been shipped from this tab

To view the shipping information:

1 From the **Order Details** page, select the **Shipping Info** tab, as follows



2 View the shipping address, order weight, shipping method, and shipped date that was entered when the customer created an order in the order details page on page 56, as described in the **Purchasing Process** on page 49.

Note: *Click* Edit *to edit the shipping address.*

3 (Optional) You can click the **View address on Google maps** link to locate the required shipping address.

4 In the **Shipped date** field, owner can click the **Set as shipped** button to indicate the order has been shipped.

5 In the **Tracking number** field, enter the tracking number of the current order and click the **Set tracking number** button.

Tracking numbers enables your customers and you to check up on the progress of a shipment via a telephone or online system, operated by your shipping agent (the Post Office, or a private courier service such as FedEx or UPS). When a shipment passes certain points along its route, it is identified by the shipping agents system, and the tracking database is updated with the new location and time information.

6 In the **Shipped date** field click Set as shipped to set the shipping date.

7 In the **Delivery date** field, click Set as delivered to set the delivery date.

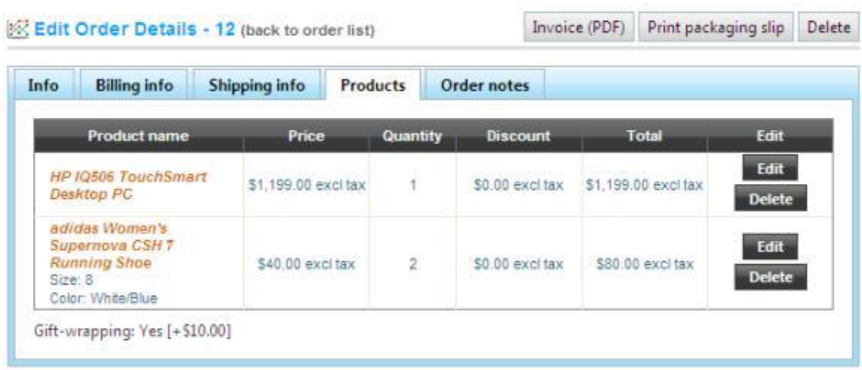
> ***Note:*** *This button is only visible when a shipment has been shipped. Meaning, when the* Set as shipped *button has been selected in the previous step.*

Products Tab

This tab displays the product information. The store owner can view the details of the total order and price from this tab.

To view the product information:

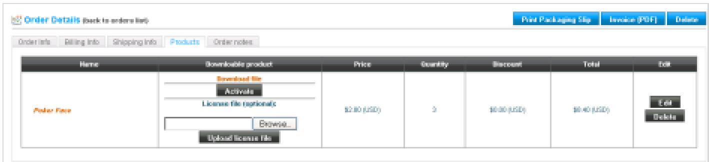
1 From the **Order Details** page, select the **Product**s tab, as follows:



2 View the product information, including the price, quantity and total price that was entered when the customer created an order in the order details page on page 56, as described in the **Purchasing Process** on page 49.

3 The owner can click the **Product name** link to view the product detail page or the **Download link** to download a product if it is downloadable alternatively the user can upload a license file to a downloadable product.

4 In addition, when the **Download activation type** of a product variant is set to **Manually** the administrator has the option to click **Activate** to enable downloading the product from the site or **Deactivate** to disable downloading the product from the site, as shown in the example, below:



5 Using **(optional) License file**, the store administrator can upload a license file to a downloadable product by searching for the file to upload and clicking upload license file.

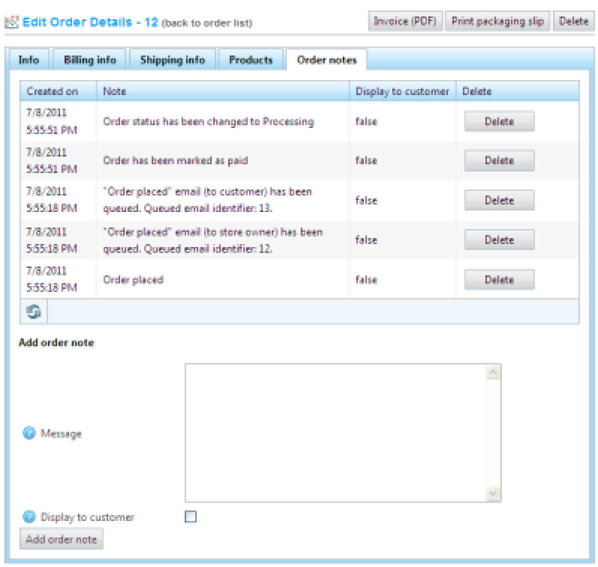
> ***Note:*** *You can click* **Edit** *to edit the product price, quantity and total and click* **Delete** *to remove a product from the system.*

Order Notes Tab

This tab enables the store owner to view notes that were added to each order for information purposes. The store owner can also add new notes or remove notes, as required.

To view and add order notes:

1 From the **Order Details** page, select the **Order Notes** tab, as follows:



2 View the comments and notes regarding each order.

3 In the **New order note** field, the store owner can enter a comment regarding the order for information purposes, whether it has be completed or cancelled and so on

4 Select the **Display To customer** checkbox to display the order on the customer's order details page in the public store. It this option is unchecked it will not be displayed.

5 Click **Add order note** to update the order to include the order note.

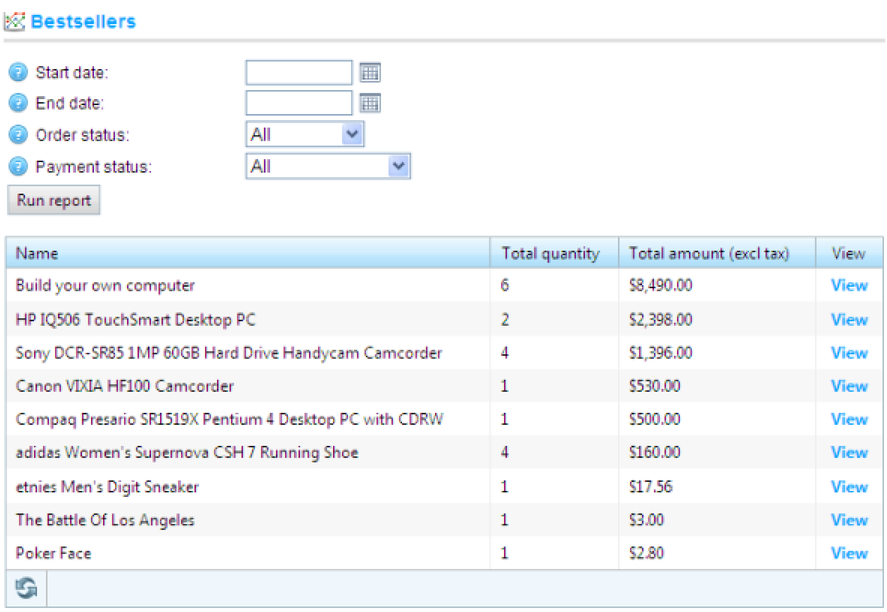
> ***Note:*** *The store owner can click* Delete *to remove a note regarding an order from the system.*

Viewing Sales Reports

This section describes how to search for and run specific sales reports contain specific information such as the pending orders, the order in process, the complete order and orders that have been canceled and more.

To view bestsellers:

1 From the **Sales** menu, select **Bestsellers**. The **Bestsellers** window is displayed.



Name	Total quantity	Total amount (excl tax)	View
Build your own computer	6	$8,490.00	View
HP IQ506 TouchSmart Desktop PC	2	$2,398.00	View
Sony DCR-SR85 1MP 60GB Hard Drive Handycam Camcorder	4	$1,396.00	View
Canon VIXIA HF100 Camcorder	1	$530.00	View
Compaq Presario SR1519X Pentium 4 Desktop PC with CDRW	1	$500.00	View
adidas Women's Supernova CSH 7 Running Shoe	4	$160.00	View
etnies Men's Digit Sneaker	1	$17.56	View
The Battle Of Los Angeles	1	$3.00	View
Poker Face	1	$2.80	View

2. Enter one or more of the following information to search for the report:

    - From the **Start date** field select the start date for the report search.
    - From the **End date** field select the end date for the report search.
    - From the **Order status** dropdown list, select the specific order status to search by, as follows:
        - All
        - Pending
        - Processing
        - Complete
        - Cancelled
    - From the **Payment status** dropdown list, select the specific payment status to search by, as follows:
        - All
        - Pending
        - Authorized
        - Paid
        - Refunded
        - Partially Refunded
        - Voided

3. Click **Run Report**. The reports matching the criteria will be displayed.

> ***Note:*** *Some other order reports are displayed on the dashboard page of the Administration area*

Recurring Orders

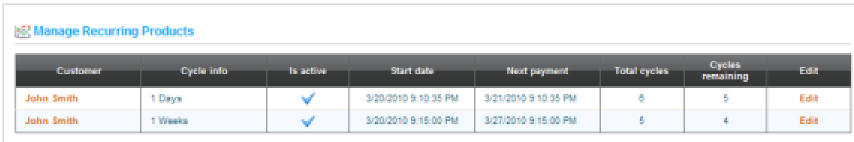
Enabling recurring payment processing offers benefits to both merchants and consumers. By enabling customers to use the recurring shipment option, they can rely on an automatic renewal of consumable merchandise or subscription services. Merchants can increase customer satisfaction by offering the convenience of automatic delivery, without the need for customers to place additional orders. In this way, merchants can also take advantage of a guaranteed steady source of revenue with subscription and recurring payments.

nopCommerce enables you to create recurring products using the **Recurring product** checkbox in **Adding Products** on page 91.

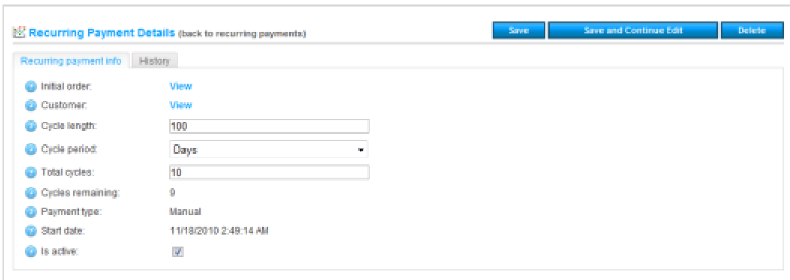
However, not all payment methods support recurring products. Currently, only the Authorize.NET, manual credit card and PayPal Direct support it.

To view recurring payments:

1. From the **Sales** menu, select **Recurring Payments**. The **Manage Recurring Products** window is displayed.

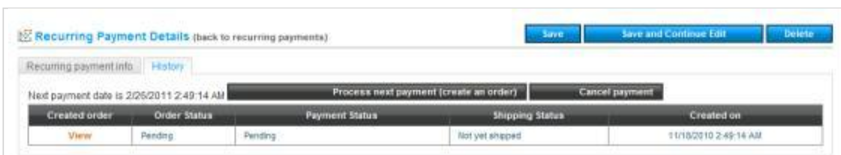


2. Click **Edit** beside the required recurring payment to view. The **Recurring Payment Details** window is displayed showing the **Recurring Payment Info** tab, as follows:



3. View and edit (if required) the details of the recurring payment.

4. Select the **History** tab, as follows:



By default, only one initial payment exists in this window. The number of total payment that will occur in total is the number of **Total Cycles** that was set in the relevant **Recurring Product** fields, in **Adding Products** on page 91.

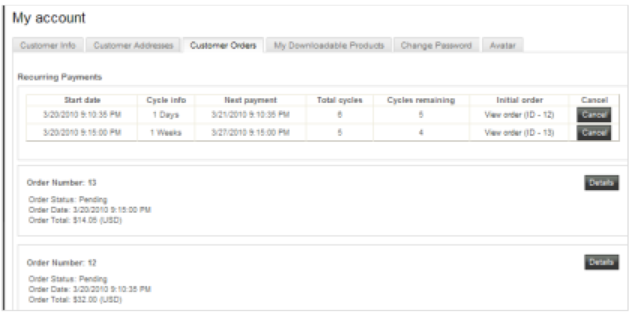
5 (Optional) You can click the **Process next payment (create an order)** to process the next payment and place a new order.

*Note: The **Payment type field** displayed in the **Recurring payment details** tab on the previous page can be set to **Manual** or **Automatic***

*When it set to Manual, the store owner has to manually click this **Process next payment (create an order**) button to process the new payment, when the **Payment type field** it is set to **Automatic** new payments will be processed automatically.*

6 You can click the **Cancel payment** button at any time to cancel the payment.

To view the recurring payments in the public store go to **My account>Customer Order** tab and view the Recurring payments table at the top, as follows:



Gift Cards

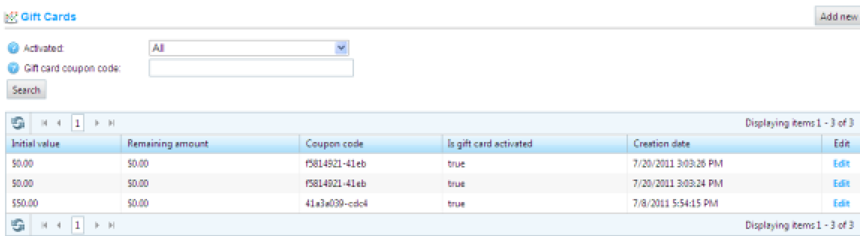
In nopCommerce, you can create gift card products, defining the product as a gift card by checking the **Is Gift Card** check box, as described in **Adding Products** on page 91. After adding gift card products to the shopping cart in the public store and completing the purchases, you can then search and view the list of all the purchased gift cards in the **Administration Area** by selecting **Gift Cards** from the **Sales** menu. Gift cards have automatically generated gift card codes, but all of them are disabled by default. The **Is gift card activated** field must be checked in order to use this feature, as described in the procedure below.

> ***Note:** The store owner can also configure the gift card auto activation settings in the **Gift Cards** tab that is displayed by selecting **Settings>Order Settings** from the **Configuration** menu.*

After the gift card is activated and the sender receives a coupon code, he can use it during checkout by entering the serial number. Once applying the serial number a discount is immediately reduced from the total price.

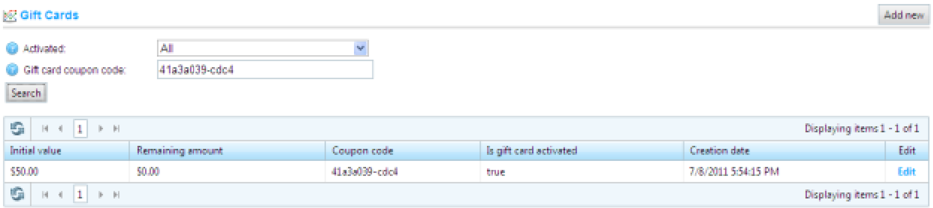
To view purchased gift cards:

1. From the **Sales** menu, select **Gift Cards.** The **Gift Cards** window is displayed.

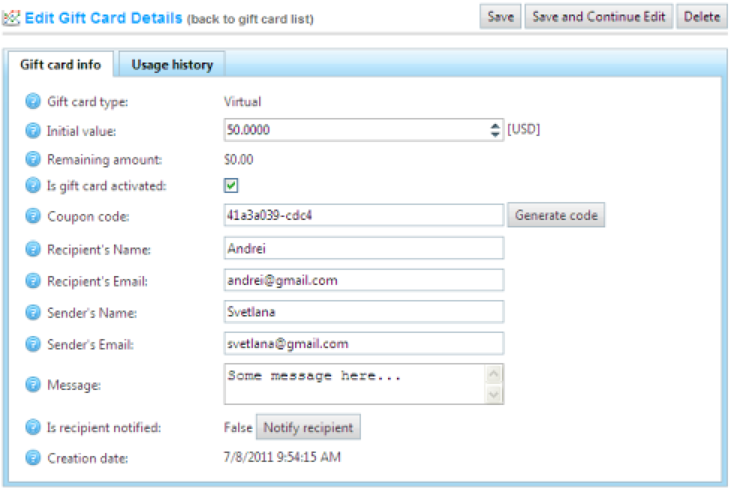


2. Enter the required search criteria, as follows:
   - From the **Activated** dropdown list, select the required activity type to search by, as follows:
     - **All**: Displays all gift cards no matter whether the **Activated** property value is selected
     - Activated
     - Deactivated
   - In the **Gift card coupon code** field, enter the required coupon code to search by.

3 Click **Search**. The **Gift Cards** type window displays a list of the gift cards that were purchased according to the search criteria, as follows:



4 Click **Edit** beside the required gift card. The **Edit Gift Card Details** window is displayed, showing the **Gift Card Info** tab.



5 View and edit the gift card information, as follows:

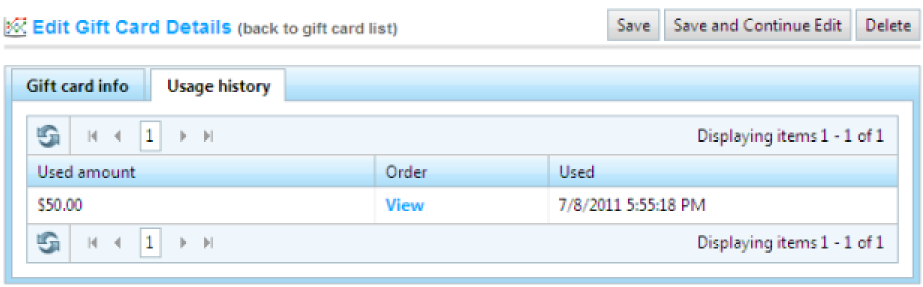
- In the **Initial value** field, edit the initial value of the card.
- Select the **Is Gift card activated** checkbox. This checkbox is disabled by default.
- In the **Coupon code** field, click **Generate code** to create a coupon code to use during checkout.
- If required, edit the recipients and senders name and email in the relevant fields.

Note: *The sender and recipient emails will not be visible for physical gift cards. These mails are visible only for virtual gift cards*

- Enter an optional message in the **Message** area.
- Click **Notify Recipient**. An email containing the gift card details will be sent to the recipient's email.

Note: *The* ***Notify Recipient*** *button is relevant only for virtual gifts card and not physical gift cards.*

6 Select the **Usage History** tab, as follows:



7 In the **Order** column, click **View** to display the **Order Details** page for the gift card coupon used for.

After the gift card is activated and the sender received a coupon code, he can use it during checkout.

This is performed in the public store by entering the serial number in the box on the shopping cart page, as shown below:

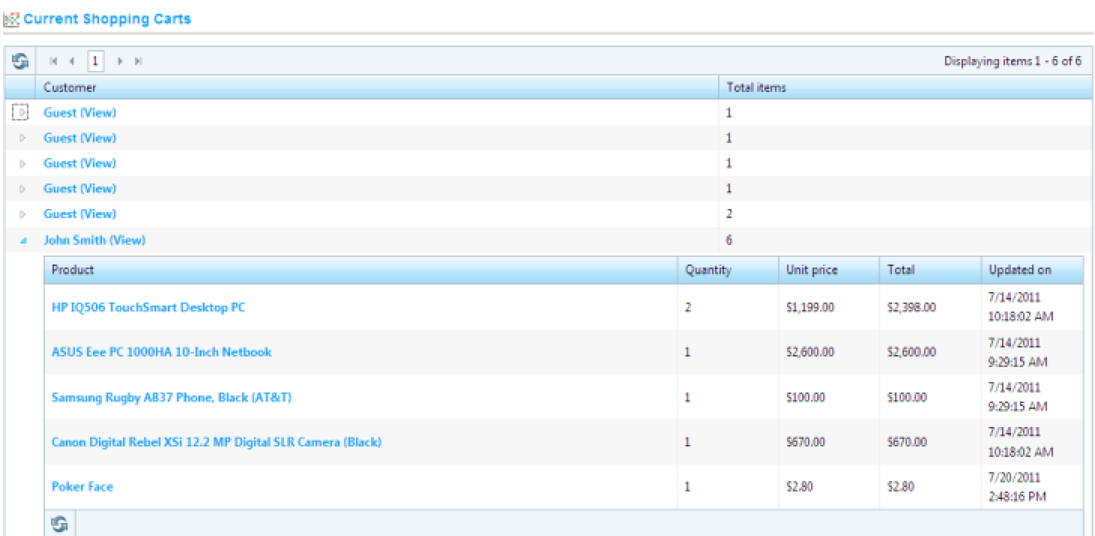
Click **Add gift card** to see the discount amount at the bottom of the page (total), as follows:

Current Shopping Cart

The **Current Shopping Carts** window enables the store owner view all the existing shopping carts of all the customers on one page. This window is accessed in the **Administration Area** and is displayed by selecting **Current Shopping Carts** from the **Sales** menu.

▶ **To view all current shopping carts:**

1 From the **Administration Area**, select **Current Shopping Carts** from the **Sales** menu**.** The **Current Shopping Carts** window is displayed, as follows:



2 (Optional) Click on the required product to display the **Edit Product Variant** window, and edit the product variant.

3 (Optional) From the **Current Shopping Carts** window, click on the customer link to display the **Edit Customer Details** window and edit the customer information.

Current Wishlists

The **Current Wishlists** window enables the store owner view all the existing wishlists of all the customers on one page. This window is accessed in the **Administration Area** and is displayed by selecting **Current Wishlists** from the **Sales** menu.

To view all current wishlists:

1 From the **Administration Area**, select **Current Wishlists** from the **Sales** menu**.** The **Current Wishlists** window is displayed, as follows:

2 (Optional) Click on the required product to display the **Edit Product Variant** window, and edit the product variant.

3 (Optional) From the **Current Wishlists** window, click on the customer link to display the **Edit Customer Details** window and edit the customer information.

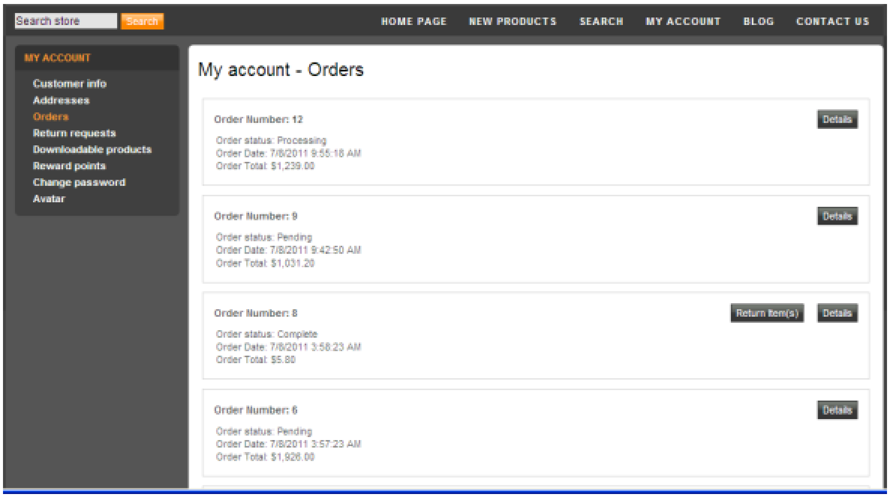
Return Requests

The **Return Request** feature in nopCommerce enables your customers to request a return on items previously purchased. These requests are also known as RMA requests. Return requests are configured in the **Administration Area** by selecting **Settings>Order Settings** to display the **Order Settings** page and then selecting the **Return Request** tab, as described on page 144.

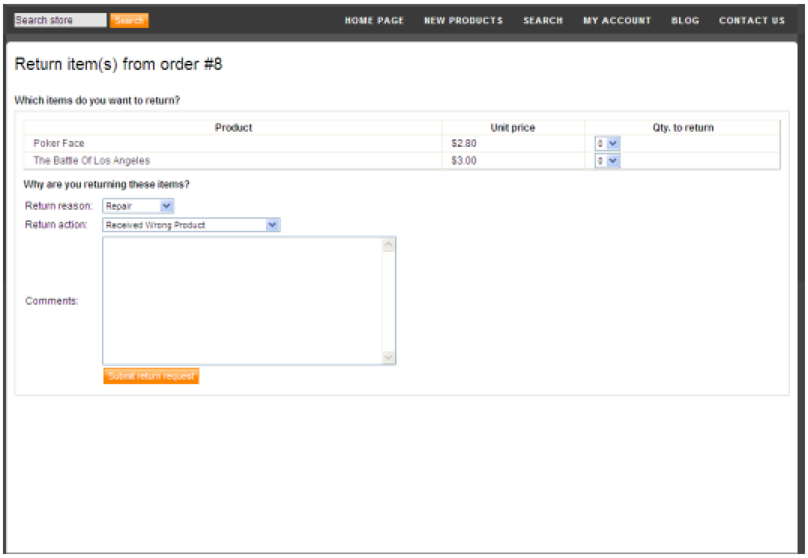
This option is only available for completed orders. When this option is enabled, a **Return item(s)** button is displayed on the order details page in the public store for completed orders only, as shown in the procedure below.

To request a return on an item:

1. In the public store, select **My Account** and then select the **Orders option,** as follows:



2 Click the **Return Item(s)** button beside the complete order that you want to receive a return for. The **Return Item from Order #** is displayed, as shown in the following example:



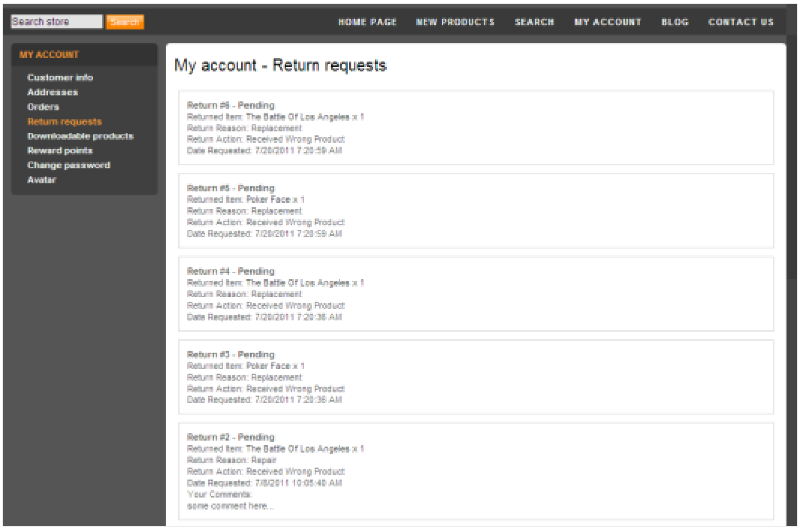
3 From the list of products **Qty. to return** dropdown list select the number of items of the product you want to return.

4 From the **Return Reason** dropdown list, select the reason for requesting a return. For example, wrong product ordered, wrong product received and more. These reasons, are defined by the store owner in the **Administration Area** by selecting **Settings>Order Settings** to display the **Order Settings** page and then selecting the **Return Request Settings** tab, as described on page 144.

5 From the **Return Action** dropdown list, select the required return action to take. For example, repair product, replace product, issue credit and so on. These actions are defined by the store owner in the **Administration Area** by selecting **Settings>Order Settings** to display the **Order Settings** page and then selecting the **Return Request Settings** tab, as described on page 144.

6 In the **Comment** field, enter an optional comment for information purposes.

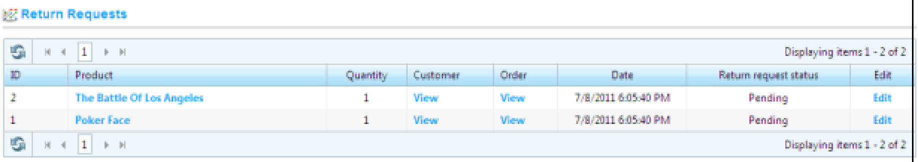
7 Click **Submit return request**. A confirmation message is displayed informing you the request has been submitted successfully. After using the Return Request feature, the customer can manage his requests from **My Account** page in the public store. You can then click the **Return Requests** enabling the customer to view requests and statuses, as shown in the example below:



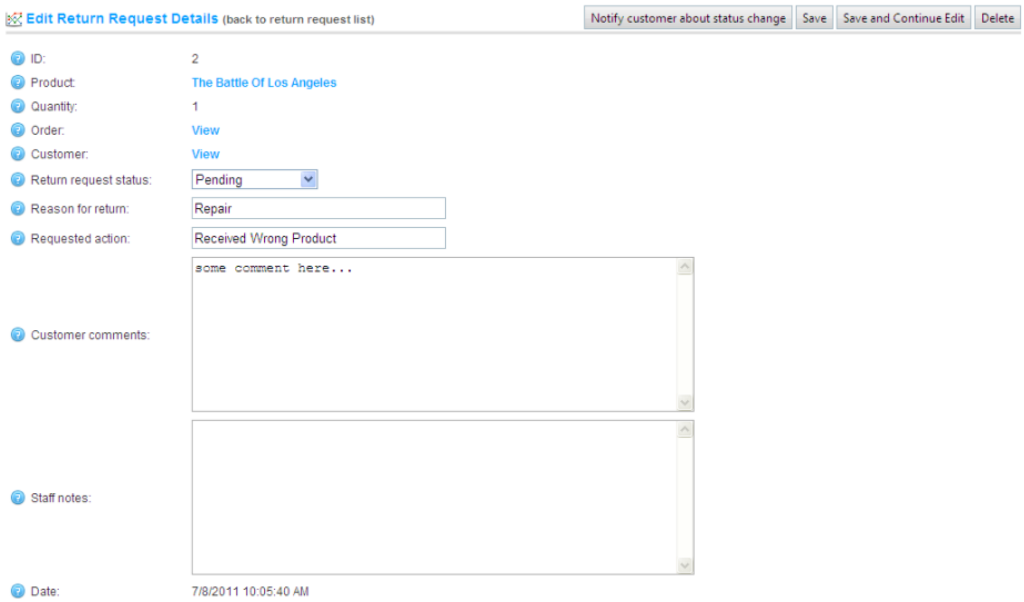
The store owner can now view this return request in the **Administration Area**, as described in the following procedure.

To view and edit return requests

1 From the **Administration Area**, select **Return Requests** from the **Sales** menu. The **Return Requests** window is displayed, as follows:



2 Click **Edit** beside the return request to edit. The **Edit Return Request** window is displayed.



***Note:** Click* Notify customer about status change *to send an email to the customer informing him of the return request change in status.*

3 Click on the **Order** link in order to view the associated order details page.

4 Click on the email link beside the **Customer** field in order view the customer details page.

5 From the **Status** dropdown list, select the required request status:

- Pending
- Received
- Return Authorized
- Item(s) Repaired
- Item(s) Refunded
- Request rejected
- Cancelled

6. In the **Reason for Return** field, edit the reason for return, as required.
7. In the **Requested Action** field, edit the requested action, as required.
8. In the **Customer Comments** field, edit the comment entered by the customer, as required.
9. In the **Staff Notes** field, enter an optional note for information purposes.
10. Click **Save**.

Note: *The* ***Request ID****,* ***Product*** *and* ***Date*** *fields are read-only and cannot be edited.*

8 Managing Customer Generated Content

This section describes how to manage the nopCommerce content generated from the customers. It includes the following:

- **Product Reviews**, below
- **News Comments**, page 280
- **Blog Comments**, page 280
- **Forums**, page 280

Product Reviews

Reviews are displayed on the product details page. Customers can write reviews for different products, as described in **Ratings and Reviews** on page 27. After a review has been written and approved by store owner, other customers can define whether they were helpful or not by clicking **Yes** or **No** in the public store.

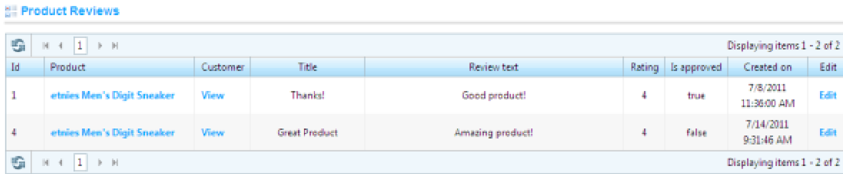
By default, reviews must be approved by the store administrator before it appears in the public store.

> ***Note:*** *However, this behavior can be overridden, meaning the store owner can decide that reviews do not have to be approved by the administrator if required. From the* ***Administration Area*** *select* ***Settings > Catalog Settings*** *from the* ***Configuration*** *menu, and then uncheck the* ***Product reviews must be approved*** *option.*

For further details on creating reviews, refer to page 27.

To manage product reviews:

1 From the **Catalog** menu, select **Products** > **Manage Reviews**. The **Product Reviews** window is displayed.


Product Reviews

Displaying items 1 - 2 of 2

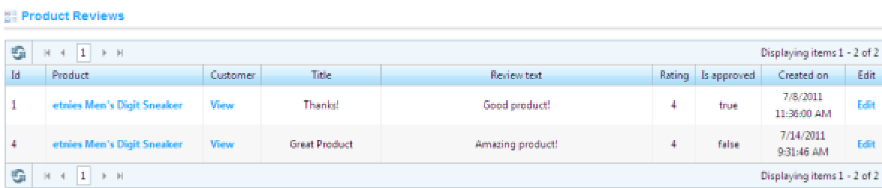
Id	Product	Customer	Title	Review text	Rating	Is approved	Created on	Edit
1	etnies Men's Digit Sneaker	View	Thanks!	Good product!	4	true	7/8/2011 11:36:00 AM	Edit
4	etnies Men's Digit Sneaker	View	Great Product	Amazing product!	4	false	7/14/2011 9:31:46 AM	Edit

Displaying items 1 - 2 of 2

*Note: . The approval or disapproval of a review is performed from the **Edit Product Review Details** page, as described below. Select the **Is approved** checkbox to approve the review and enable it to be visible for your users. Uncheck this checkbox to disapprove a review that has been approved. It will not be shown in the public store. It stays in the system and can be approved at any time*

To edit the product review:

1 From the **Catalog** menu, select **Products** > **Manage Reviews**. The **Product Reviews** window is displayed.

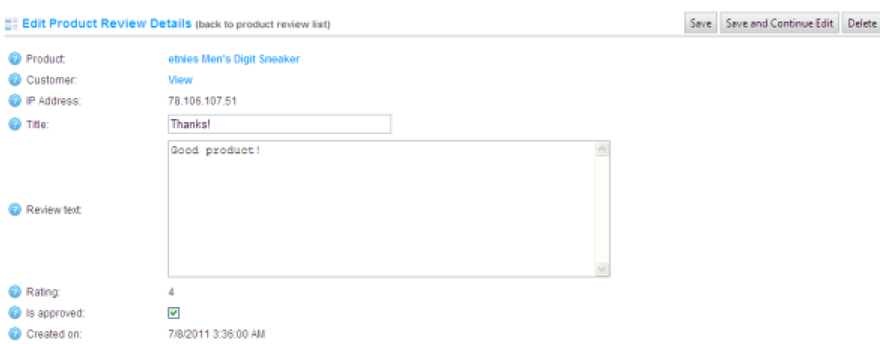

Product Reviews

Displaying items 1 - 2 of 2

Id	Product	Customer	Title	Review text	Rating	Is approved	Created on	Edit
1	etnies Men's Digit Sneaker	View	Thanks!	Good product!	4	true	7/8/2011 11:36:00 AM	Edit
4	etnies Men's Digit Sneaker	View	Great Product	Amazing product!	4	false	7/14/2011 9:31:46 AM	Edit

Displaying items 1 - 2 of 2

2 Click **Edit**. The **Edit product review** window is displayed, as follows:



3. In the **Product** field, click the email link to display the **Edit Product details** window and edit the details, as described on page 91.
4. In the **Customer** field, click the **Edit** link to display the **Edit customer details** window and edit the details, as described on page 249.
5. The **IP Address** field displays the IP address of the customer that added the review.
6. In the **Title** field, edit the title text.
7. In the **Review Text** field, edit the review text entered.
8. In the **Rating** field, view the customers rating displayed (cannot be edited).
9. Check the **Is approved** checkbox to approve the review.
10. In the **Create On** field, view the date and time the review was created.
11. Click **Save**.

News Comments

The News Comments feature is used by the customers that want to comment on certain news items in the nopCommerce store. For example, regarding the features of the new release, and so on. For further details on how to add these comments, refer to page 191.

Blog Comments

The News Comments feature is used by the customers that want to comment on certain blog items in the nopCommerce store. For example, provide feedback on a certain problem in or feature in nopCommerce and more. For further details on how to add these blog comments, refer to page 193.

Forums

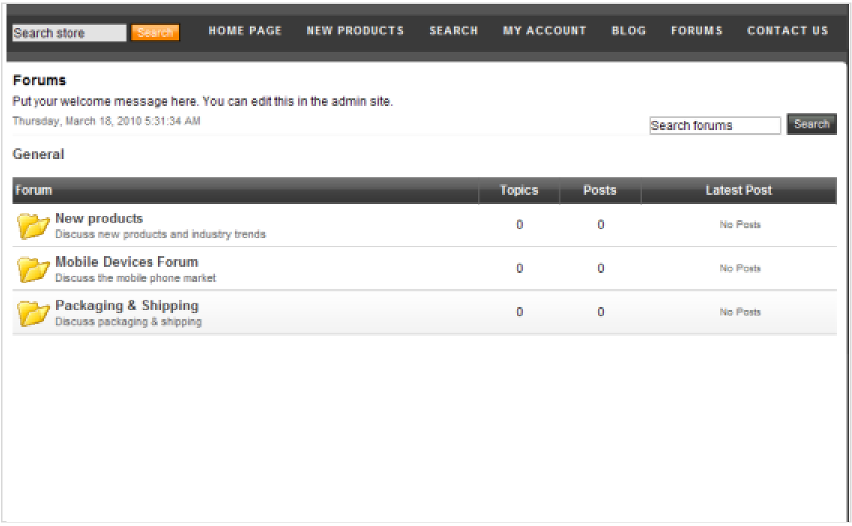
Forum content is managed from the pubic store by users who are forum moderators. For further details on forums, forums settings and how to manage them, refer to page, refer to page 194. Customers can only create posts and reply to them after forums have been enabled by the store owner.

The store owner must enable the use of forums in the Administration area, from the **Configuration** menu, by selecting **Settings>Forum settings**. After selecting the **Forums enabled** checkbox in the **Forums settings** window. The store must then create at least one forum group and one forum under the forum group. After this is set the customer can then view and add new posts in the forums window by clicking **Forums** menu in the public store. These posts and topics that were added by the customers can be edited, moved and deleted only by the store moderators, as described below.

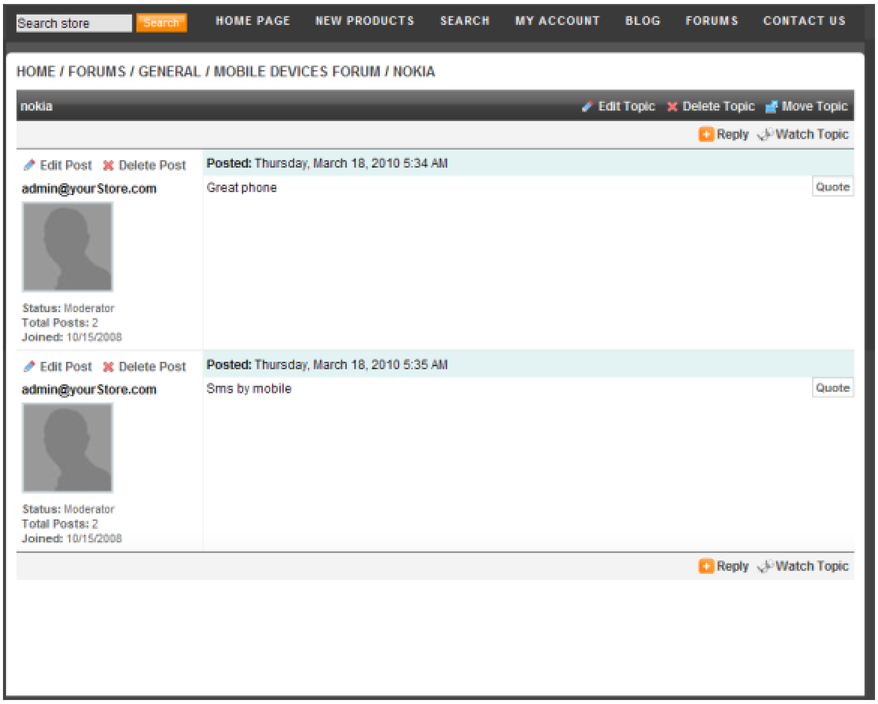
> ***Note:*** *Only customers with the* ***Forum moderators*** *role can manage forum topics and posts.*

To edit forum topic and posts (moderators):

1. From the public store, click the **Forums** menu item.
2. The **Forums** window is displayed, as follows:



3. From the **General** area, double click on a forum group and then click on the required topic to edit. The edit topic window is displayed, as follows:



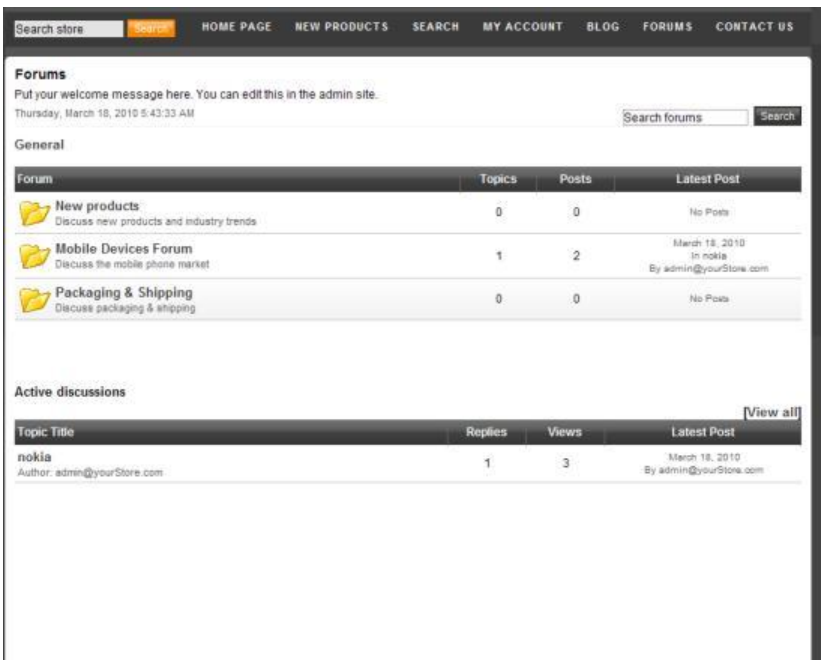
4 Edit the topic by selecting the required option, as follows (for store moderator use only):

- **Edit Post:** Click to display the **Edit post** window, enabling the store moderator to edit the text of the selected post, as required.
- **Delete Post:** Click to remove the post from the forum
- **Edit Topic:** Click to display the **Edit topic** window, enabling the store moderator to edit the text of the selected topic, as required.
  - **Priority:** From the **Priority** dropdown list, select the **Normal**, **Announcement** or **Sticky** priority.
  - **Options**: Check the Watch topic checkbox to enable the customer to track topic posts.
- **Delete Topic:** Click to remove the topic from the forum**.**
- **Move Topic:** Click to move the topic to another forum. From the dropdown list, select the forum that you want to move the topic to.

Using forums (customers):

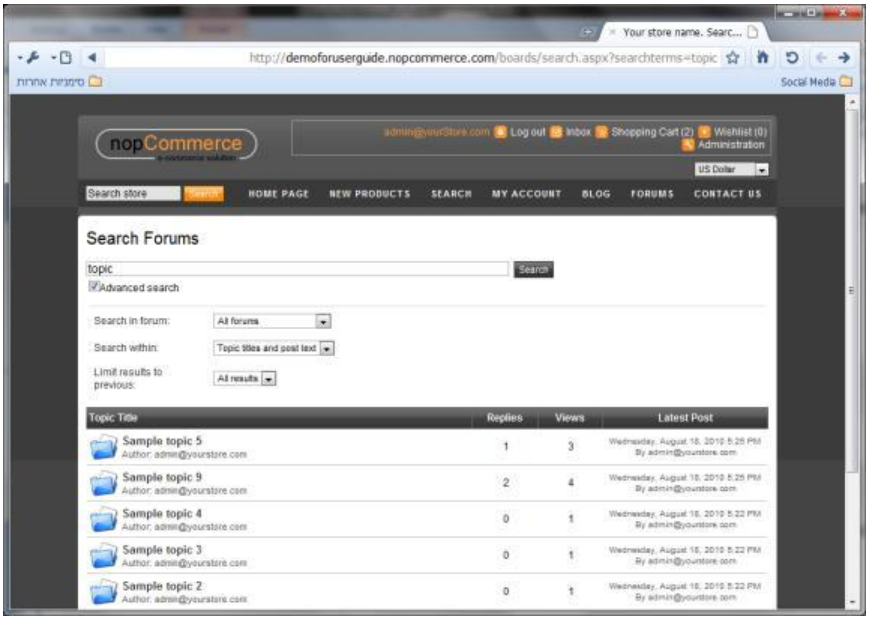
1 From the public store, click the **Forums** menu item.

2 The **Forums** window is displayed, as follows:



3 (Optional) From the **Search** area, you can enter a keyword to search for. The topics found will be displayed, as follows:

4 Check the **Advanced search** checkbox. The window is expanded, as follows:

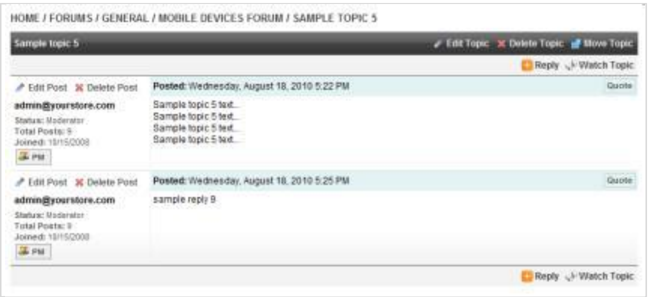


Define the search criteria using one or more of the following:

- From the **Search in forum** dropdown list, select the required forum to search by.
- From the **Search within** dropdown list, select the required option, as follows:
  - Topic titles and post text
  - Topic title only
  - Post Text only
- From the **limit results to previous** dropdown list, select the required option.

5 Click **Search** to display the products matching the search criteria.

6 Click on the topic to view it, as follows:



7 Reply to a post by clicking the **Reply** button. The **New post** window is displayed, enabling you to create a new post.

8 Enter the required text and click **Submit.** The new post is displayed in the forum.

9 (Optional) Customers can toggle the **WatchTopic/Unwatch Topic** button to track posts.

9 Security

The section describes the security mechanism that nopCommerce uses to protect their customer transactions. These mechanisms include:

- **SSL (Secure Sockets Layer)**, below
- **Access Control Lists**, below
- **Activity Log**, page 287
- **Maintenance**, page 289

SSL

SSL (Secure Sockets Layer) is the standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral. SSL is an industry standard and is used by millions of websites in the protection of their online transactions with their customers.

SSL settings can be managed in the **Administration Area** by selecting **Settings >General and Miscellaneous Settings > Security settings**. You can also manually enable SSL.

To manually enable SSL in nopCommerce:

1. Purchase and install **SSL** on your server.
2. Open the **web.config** file.
3. Search for the **Use SSL** attribute and set its value to **true**.
4. If you are using shared SSL, enter its URL in the **Shared SSL Url** attribute value and enter a non-secured site URL in the **Non Shared SSL Url** the attribute value.

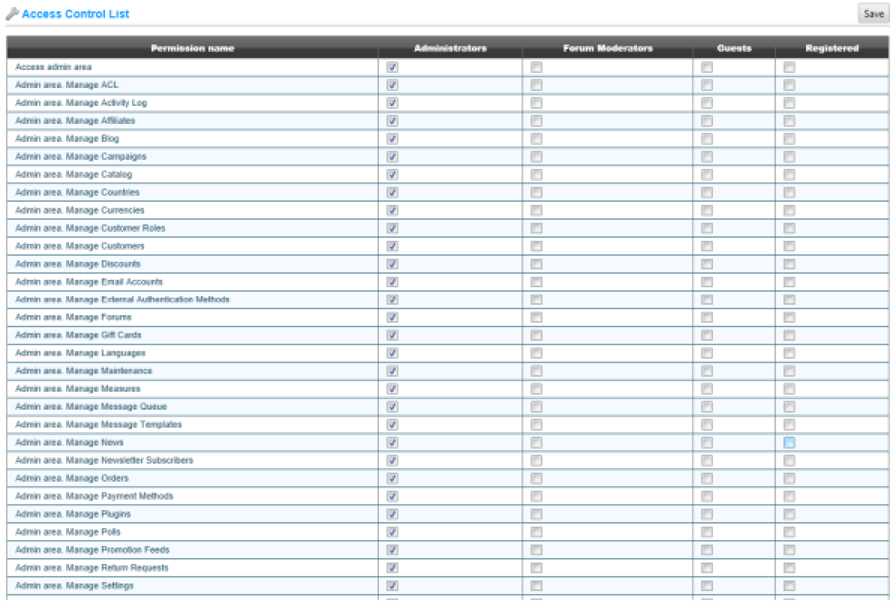
Access Control Lists

This section describes how to add an access control list (ACL) which is a list of permissions attached to an object. This list specifies the access rights of users to objects. This list is managed by administrators. Therefore, the user must have administrator rights to access it. The access list contains the following characteristics:

- Access control lists are role-based (such as, Content Managers, Global Administrators and more). This list can be managed in the **Administration Area** in the **Customers Roles** window by selecting **Customers >Customer Roles**.
- Access control lists appear in the Administration area. Ensure the user is an administrator in order to access it.
- Predefined administrator actions exist. These include Manage Orders or Manage Customers and much more.

To manage an access control list:

1. From the **Configuration** menu, select **Access Control List**. The Access control list window is displayed, as follows:



2. Select the required role beside the **Customer action** item.

   - Administrators
   - Forum Moderators
   - Guests
   - Registered

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

3. Click **Save**.

> ***Note:*** *The selected roles will have access to the selected actions accordingly*

Activity Log

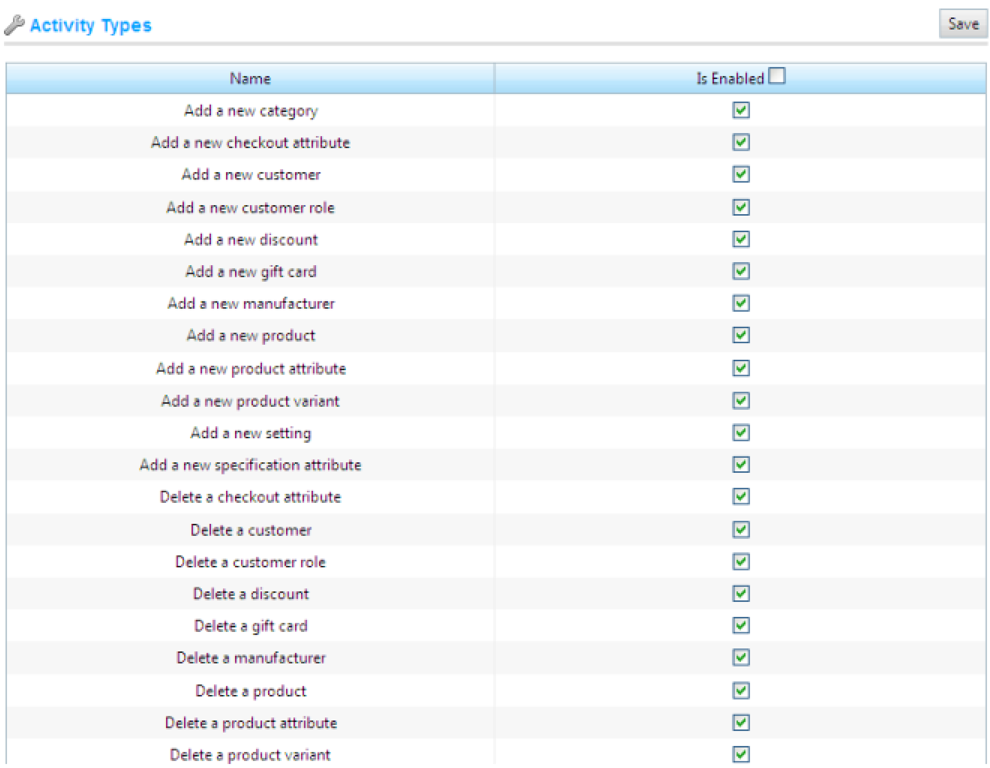
This section describes how to enable or disable the activity types in nopCommerce. In addition, it describes how to define the search criteria to display the log of activities performed.

Enabling/Disabling Activity Types

By default, all the Activity Types are enabled in nopCommerce. You can disable them by un-checking the relevant checkbox. Most of the activity types described here are for the administrator only, used in the Administration Area. However, some are for the user (such as, add to cart, add to wishlist, place order and more).

To enable/disable activity types:

1. From the **Configuration** menu, select **Activity Log > Activity Types**. The **Activity Types** window is displayed.


Activity Types

Save

Name	Is Enabled ☐
Add a new category	☑
Add a new checkout attribute	☑
Add a new customer	☑
Add a new customer role	☑
Add a new discount	☑
Add a new gift card	☑
Add a new manufacturer	☑
Add a new product	☑
Add a new product attribute	☑
Add a new product variant	☑
Add a new setting	☑
Add a new specification attribute	☑
Delete a checkout attribute	☑
Delete a customer	☑
Delete a customer role	☑
Delete a discount	☑
Delete a gift card	☑
Delete a manufacturer	☑
Delete a product	☑
Delete a product attribute	☑
Delete a product variant	☑

2 Check the **Is Enabled** column beside the activity that you want to be *enabled*.

3 Uncheck the **Is Enabled** column beside the activity that you want to be *disabled*.

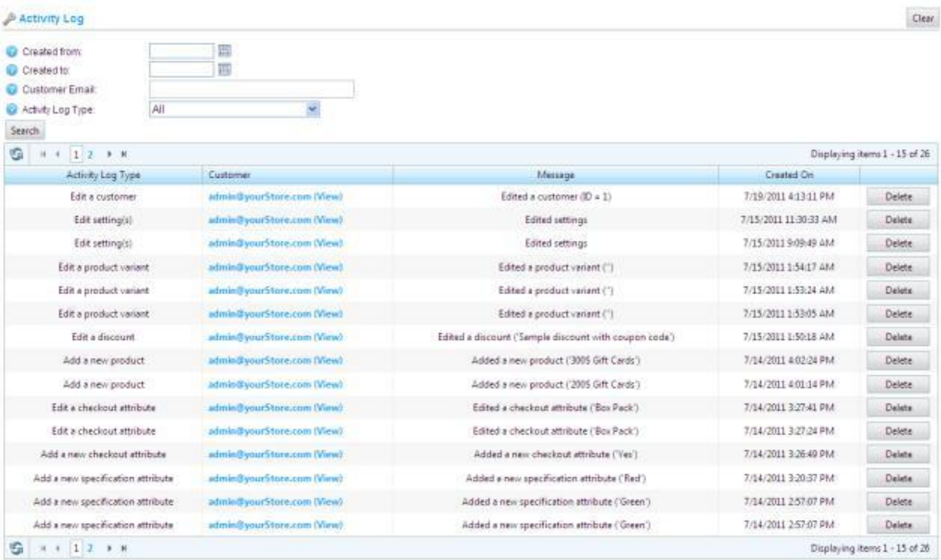
4 Click **Save**.

Searching for Activity Types

This section describes how to search for activity types based on the search criteria entered. A log of activities is then displayed. You can clear this log of activities at any time by clicking the **Clear All** button.

To display a log of activities:

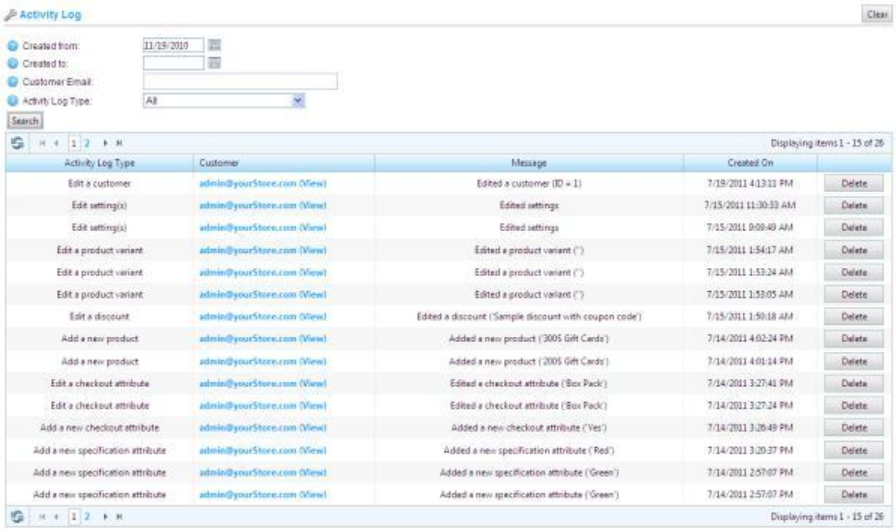
1 From the **Configuration** menu, select **Activity Log > Activity Log**. The **Activity Log** window is displayed.



2 Define the search criteria, using one or more of the following:

- In the **Created From** and **Created to** fields, enter the date range for your search. Alternatively, you can click on the dropdown calendar and select the required date ranges. Use this option to search by date range.
- In the **Customer Email** field, enter the required customer email to search by.
- From the **Activity Log Type** dropdown list, select the required activity type to search by.

- Click **Search**. The **View Activity Log** type window is expanded to include a log of the relevant data, as shown in the example below.



Maintenance

This section includes following maintenance procedures:

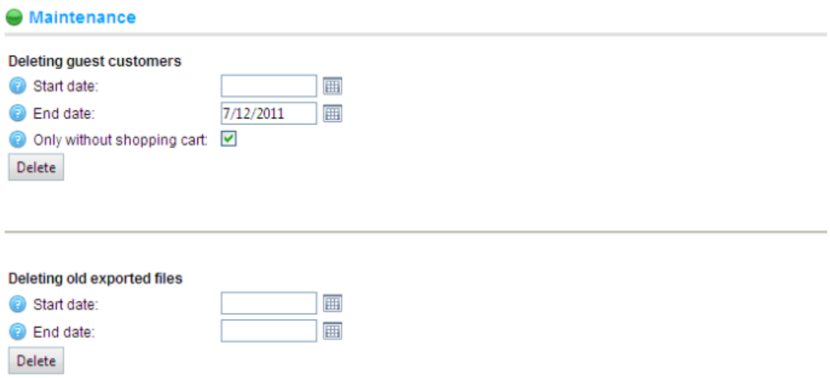
- **Deleting Old Exported Files**, page290
- **Deleting Guests**, page 290
- **Viewing Store Warnings**, page 291
- **Viewing System Information**, page 292

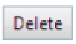
Deleting Old Exported Files

The following procedure describes how to delete old exported files.

▶ To delete old exported files:

1. From the **System** menu, select **Maintenance**. The **Maintenance** window is displayed, as follows:



2. From the **Deleting old exported files** area, click the 

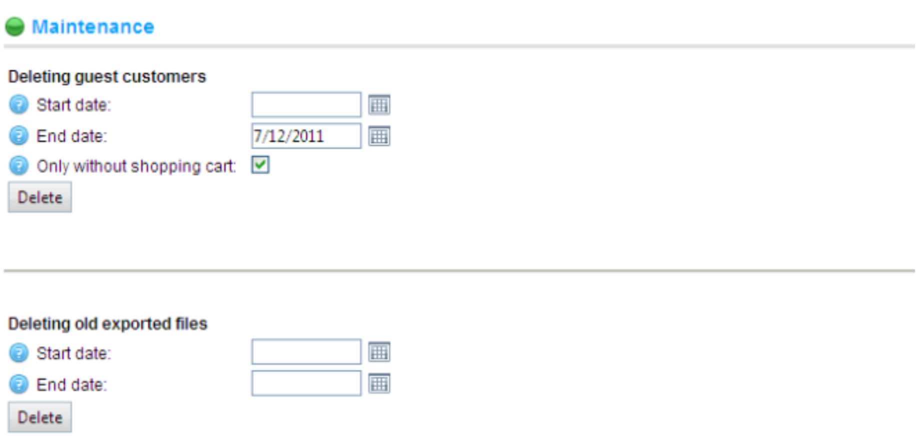
button. All the exported and generated files (such as, PDF and Excel files for example) will be deleted and removed from the database.

Deleting Guests

The following procedure describes how to enable store owner to easily delete guest customer records.

▶ To delete guest customer records:

1. From the **System** menu, select **Maintenance**. The **Maintenance** window is displayed, as follows:



2 From the **Deleting guest customers**, click the Delete button. This option enables you to delete customer records created for guest visitors.

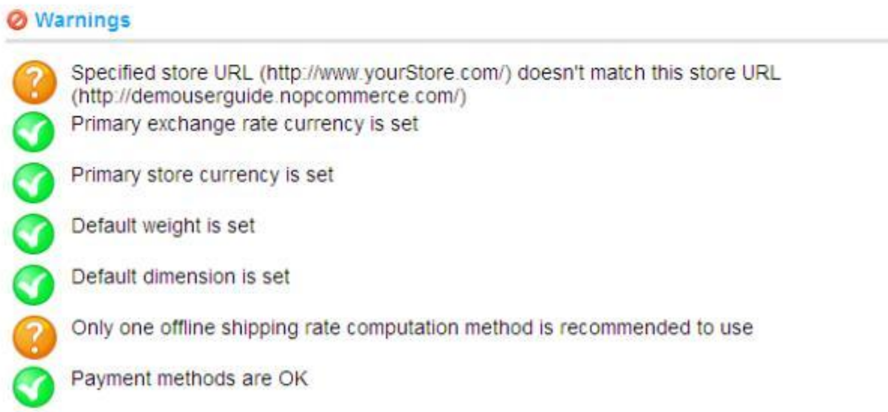
> ***Note:*** *Only guests without orders or written customer content (such as product reviews or news comments) will be deleted*

Viewing Store Warnings

The following procedure describes how to view any current warnings that current exist in the public store.

To view store warnings:

- From the **System** menu, select **Warnings**. The **Warnings** window is displayed, as follows:

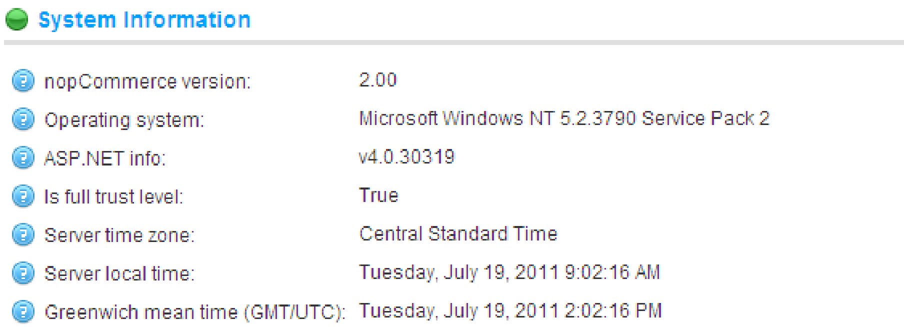


Viewing System Information

The following procedure describes how to view the system information of the store and system server.

To system information:

- From the **System** menu, select **System Information**. The **System Information** window is displayed, as follows:



10 Improving your Store

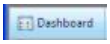
nopCommerce enables you to view various reports to enable you to improve your store and service. These include:

- **Dashboards reports**, below
- **Low Stock Reports**, page 294
- **Customer Statistics**, page 294
- **Logs**, page 298
- **Message Queue**, page 301

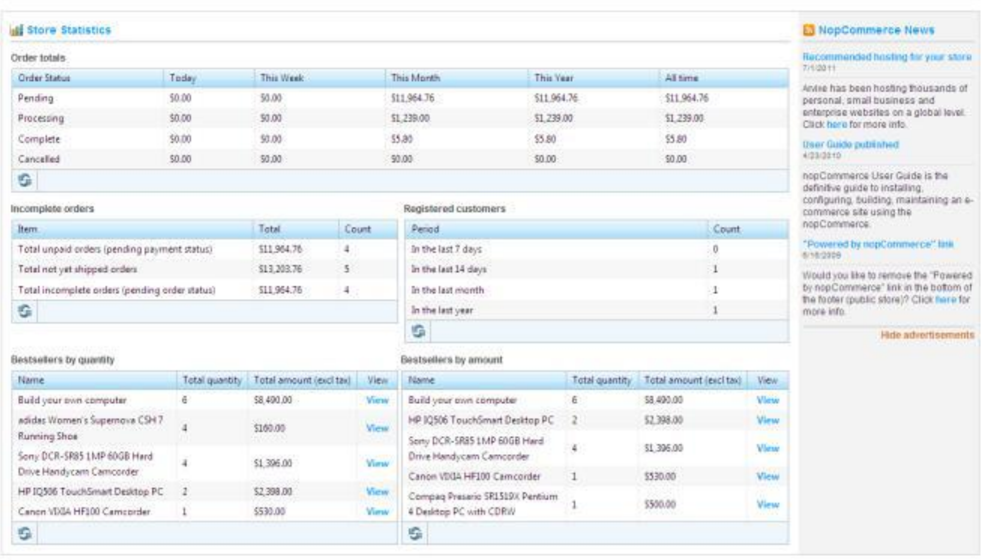
Dashboard Reports

The dashboard enables you to view your store statistics, this includes, the total number of orders that were processes over the last, year, month, week and more. This includes the number of incomplete orders that are still pending as well as the number of customers that have signed up in the last year, week, or month. On the dashboard, you can also view the most popular products in your store.

To view the dashboard reports:

1 Click the **Dashboard** 

icon on the **Toolbar**. The store statistics are displayed, as follows.



The store statistics includes the following:

- **Order totals**: It enables you to know the number of order that were processed in the last day, week, month, year and the order total.

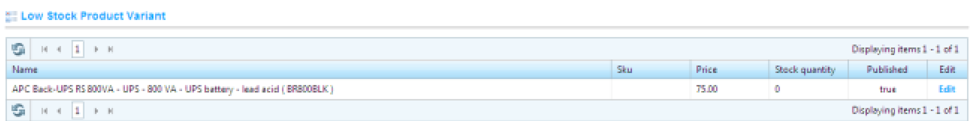
- **Incomplete orders**: Enables you to know the number of orders that are currently pending.
- **Registered customers**: Enables you to know how many customers registered in the last, 7 days, 14 days, month and year.
- **Best Sellers**: Enables you to know the best product sellers.

Low Stock Reports

The low stock report contains a list of products that are currently under stock. In the example shown below, the min stock quantity was set to **20** and the stock quantity is **0**, therefore a low stock report is generated for this product. For further info on defining these settings refer to, **Adding Product Variants** as described on page 115.

To view low stock reports:

1. From the **Catalog** menu, select **Products**>**Low Stock Report**. The **Product Variant Low Stock** report window is displayed.



2. Click **Edit** to view the Product variant info tab, where these settings stock can settings can be changed.

Customer Statistics

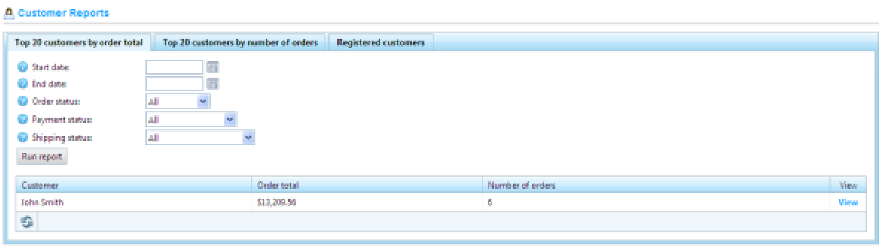
This section describes how to generate and view reports describing information regarding customer language, location gender and more.

Customers by Order Total

This section describes how to generate a report displaying the top 20 customers based on the total amount spent.

To generate the customer by order total report:

1. From the Customers, select **Customer Reports**. The **Customer Reports** window is displayed, showing the **Top 20 customer by order total** tab, as follows:



2. Enter one or more of the following information to search for the customer by order total report:

   - From the **Start date** field select the start date for the search.
   - From the **End date** field select the end date for the search.
   - From the **Order Status** dropdown list, select the order status to search by, as follows:
     - All
     - Pending
     - Processing
     - Complete
     - Cancelled
   - From the **Payment Status** dropdown list, select the payment status to search by, as follows:
     - All
     - Pending
     - Authorized
     - Paid
     - Refunded
     - Partially Refunded
     - Voided

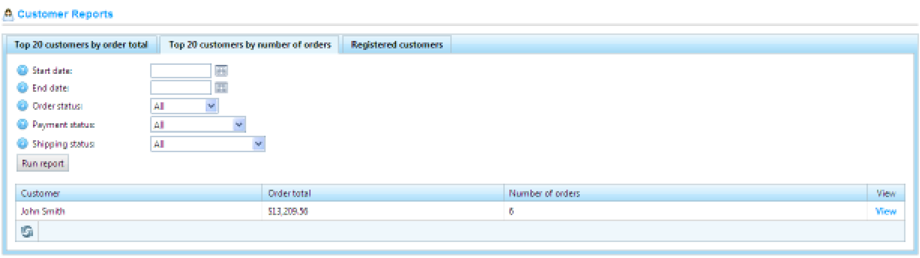
- From the **Shipping Status** dropdown list, select the shipping status to search by, as follows:
  - All
  - Shipping not Required
  - Not Yet Shipped
  - Shipped
  - Delivered

Customers by Number of Orders

This section describes how to generate a report displaying the top 20 customers based on the total number of orders issued.

To generate the customer by number of orders report:

1. From the **Customers**, select **Customer Statistics**. The **Customer Statistics** window is displayed, showing the **Top 20 customer by order total** tab, as shown on page 295.
2. Select the **Top 20 customers by number of orders** tab, as follows:



3. Enter one or more of the following information to search for the customer by order total report:
   - From the **Start date** field select the start date for the search.
   - From the **End date** field select the end date for the search.
   - From the **Order Status** dropdown list, select the order status to search by, as follows:
     - All
     - Pending
     - Processing
     - Complete
     - Cancelled

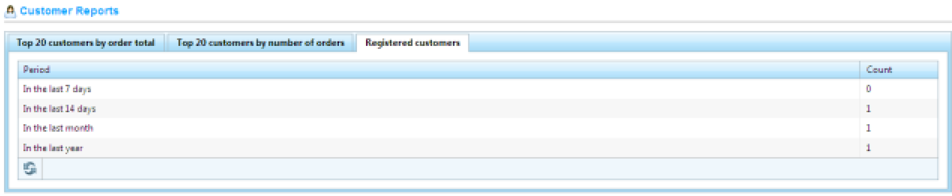
- From the **Payment Status** dropdown list, select the payment status to search by, as follows:
    - All
    - Pending
    - Authorized
    - Paid
    - Refunded
    - Partially Refunded
    - Voided
- From the **Shipping Status** dropdown list, select the shipping status to search by, as follows:
    - All
    - Shipping not Required
    - Not Yet Shipped
    - Shipped
    - Delivered

Registered Customers

This report shows the number of registered customers for a certain period. You can generate a report displaying the number of registered users from the last, week, two weeks, month and year. If required you can also view the full list of the registered users from the selected time period by clicking the **View** button and reverting back to the **Manage Customers** window.

To generate the registered customers report:

1. From the **Customers**, select **Customer Reports**. The **Customer Reports** window is displayed, showing the **Top 20 customer by order total** tab, as shown on page 295.
2. Select the **Registered customers** tab, as follows:



The period of time for which to display the number of registered customers is displayed, as follows:

- 7 days
- 14 days
- Month
- Year

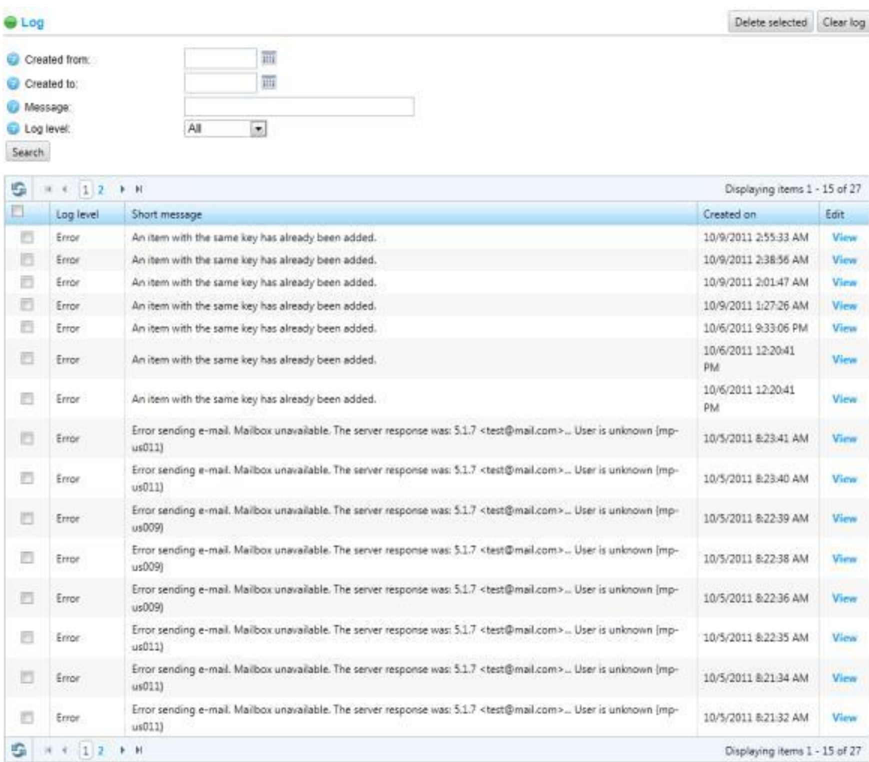
The number of register customers for the selected period is displayed in the **Count** column.

Logs

The system log report displays a list of all the errors that were created in the system. This information includes, the log type the customer that created the error, the date, and the description of the error. Clicking **View**, displays additional details of the error that occurred. You can click **Delete** to remove a log from the system if required.

To view system log information:

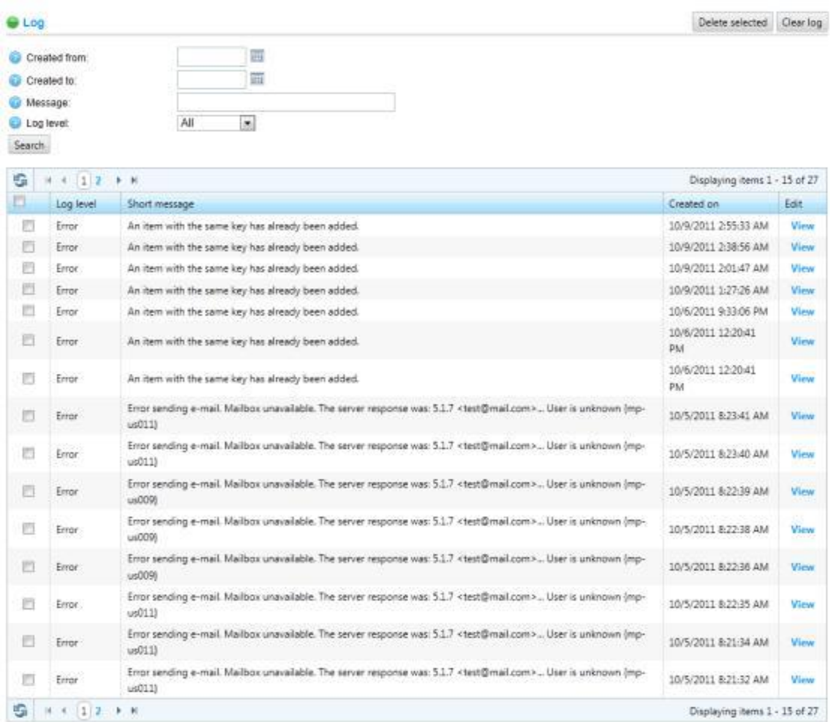
1. From the **System** menu, select **Log**. The **System Log** window is displayed.



2 Enter one or more of the following information to search for the system log information:

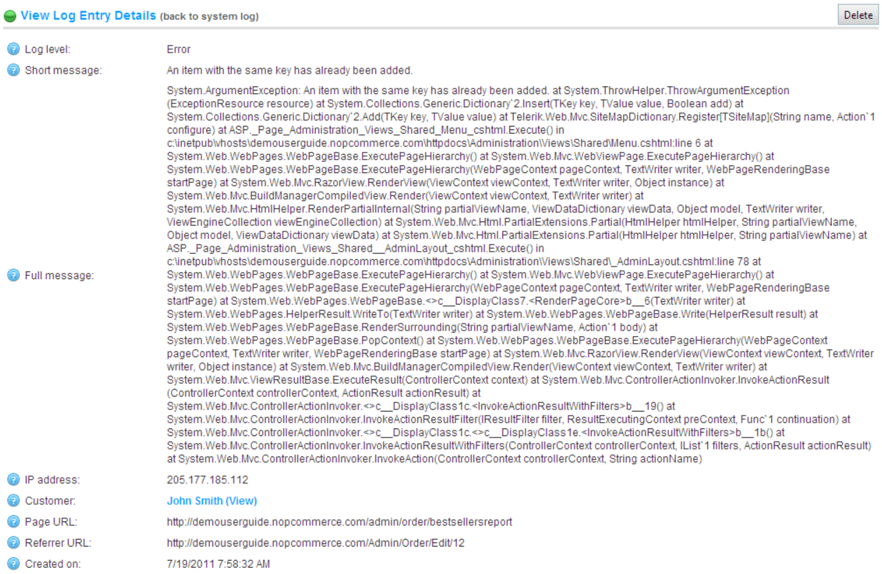
- From the **Created from** field, select the start date for the search.
- From the **Created to** field, select the end date for the search.
- In the **Message** field, select the message or part of the message to search by.
- From the **Log level** dropdown list, select the type of log information to display, as follows:
  - All
  - Debug
  - Information
  - Warning
  - Error
  - Fatal

3 Click **Search**. The log system window is displayed based on the search criteria, as follows:



__Note:__ You can click the Clear log *button at any time to remove all log entries from the system.*

4 Click **View** to view additional details of the specific log, as follows:

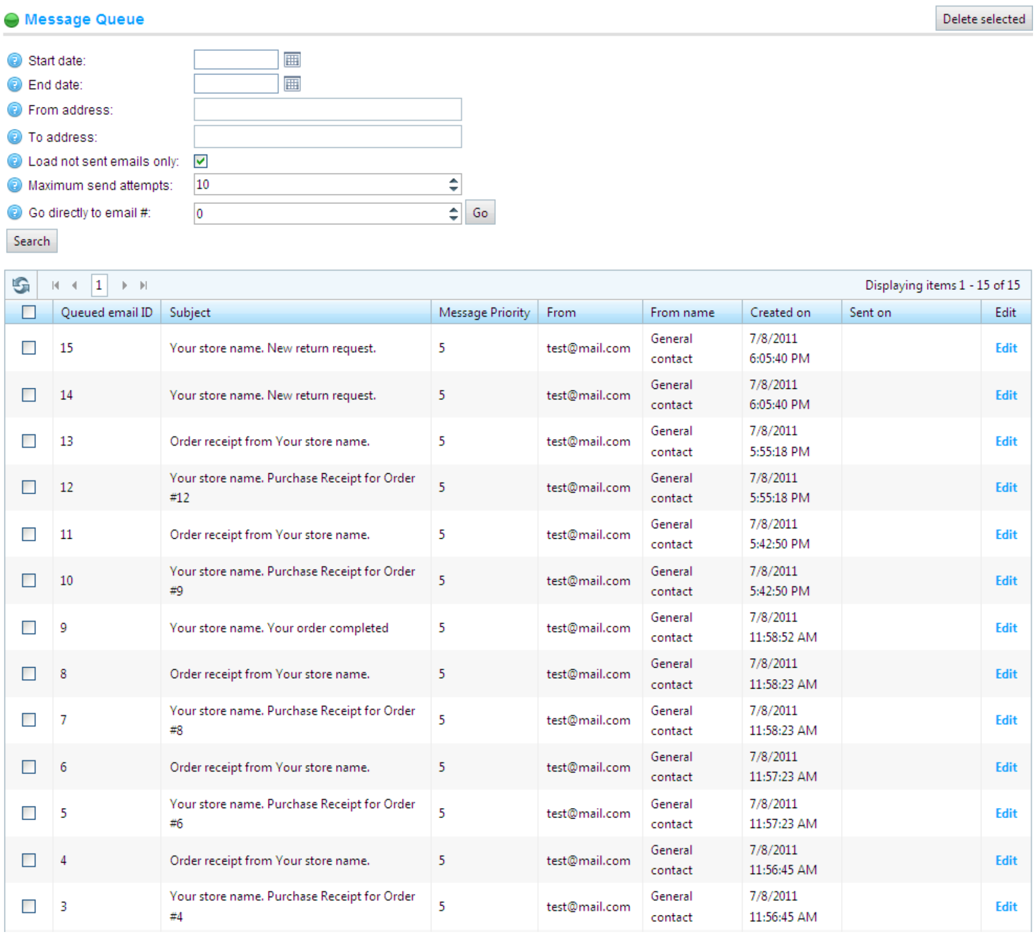


Message Queue

Emails are not sent immediately in nopCommerce. They are queued. Message queue contains all emails that are already sent or not yet sent.

- **To load message queues:**

  1 From the **System** menu, select **Message queue**. The **Message Queue** window is displayed.



	Queued email ID	Subject	Message Priority	From	From name	Created on	Sent on	Edit
	15	Your store name. New return request.	5	test@mail.com	General contact	7/8/2011 6:05:40 PM		Edit
	14	Your store name. New return request.	5	test@mail.com	General contact	7/8/2011 6:05:40 PM		Edit
	13	Order receipt from Your store name.	5	test@mail.com	General contact	7/8/2011 5:55:18 PM		Edit
	12	Your store name. Purchase Receipt for Order #12	5	test@mail.com	General contact	7/8/2011 5:55:18 PM		Edit
	11	Order receipt from Your store name.	5	test@mail.com	General contact	7/8/2011 5:42:50 PM		Edit
	10	Your store name. Purchase Receipt for Order #9	5	test@mail.com	General contact	7/8/2011 5:42:50 PM		Edit
	9	Your store name. Your order completed	5	test@mail.com	General contact	7/8/2011 11:58:52 AM		Edit
	8	Order receipt from Your store name.	5	test@mail.com	General contact	7/8/2011 11:58:23 AM		Edit
	7	Your store name. Purchase Receipt for Order #8	5	test@mail.com	General contact	7/8/2011 11:58:23 AM		Edit
	6	Order receipt from Your store name.	5	test@mail.com	General contact	7/8/2011 11:57:23 AM		Edit
	5	Your store name. Purchase Receipt for Order #6	5	test@mail.com	General contact	7/8/2011 11:57:23 AM		Edit
	4	Order receipt from Your store name.	5	test@mail.com	General contact	7/8/2011 11:56:45 AM		Edit
	3	Your store name. Purchase Receipt for Order #4	5	test@mail.com	General contact	7/8/2011 11:56:45 AM		Edit

2. Enter one or more of the following information to search for the message queue:

   - From the **Start date** field select the start date for the message queue.
   - From the **End date** field select the end date for the message queue.
   - In the **From address** field enter the source address of the message queue.
   - In the **To address** field enter the target address of the message queue.
   - Select the **Load not sent emails only** checkbox to only load emails into the queue that have not yet been sent.
   - In the **Maximum send attempts** field, enter the maximum number of attempts to send a message.
   - In the **Go directly to email** field, enter the email and click **Go** to display the required email.

3. Click **Load** to load the message queues matching the criteria.

> ***Note**: You can click the **Delete selected** button to delete selected message queues from the grid.*

11 Getting Help

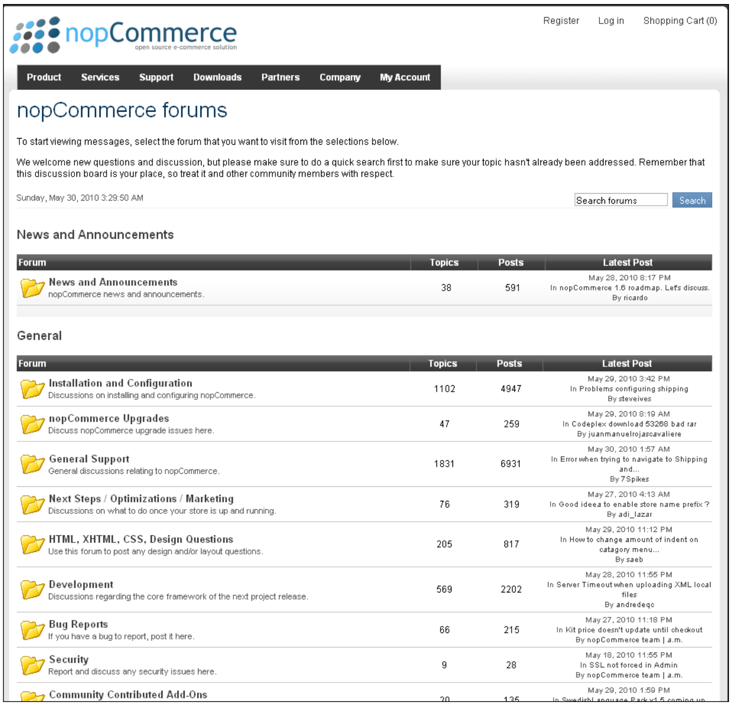
The nopCommerce forums provide you with an opportunity to discuss nopCommerce related issues with other community members. The forums are available at http://www.nopCommerce.com/boards/

To display the nopCommerce site:

- From the **Help menu**, select **Help topics.** The nopCommerce site is displayed.

To visit the nopCommerce forums:

1 From the **Help menu**, select **Community Forums.** The nopCommerce forums window is displayed.



2 Navigate through the forums as required.

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