

Net.Commerce for NT, AIX and Solaris



Net.Commerce Administrator

Version 3.2

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Note!

Before using this information and the product it supports, be sure to read the general information in the Notices section.

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Chapter 1. Introduction

Net.Commerce Administrator

Net.Commerce Administrator allows you to create and maintain virtual stores for selling products and services over the World Wide Web. It consists of the following components:

- Site Manager to manage mall level tasks
- Store Manager to manage store level tasks.
- Store Creator to create a basic store.
- Samples that you can use as starting points for creating stores or malls

From the Site Manager and the Store Manager, you have access to the following:

- Template Designer, a graphical editing tool for designing mall and store pages created with the Store Creator or the Store Manager
-  Product Advisor, which you can use to create an interactive catalog to assist shoppers in finding and comparing products

Open Net.Commerce Administrator

To open Net.Commerce Administrator, do the following:

1. Ensure that the Net.Commerce instance is started.
You can start the instance from Configuration Manager.
2. Make the following changes to the settings in Netscape:
 - a. Ensure that the **Memory Cache** and **Disk Cache** settings are greater than zero.
 - b. Enable the **Java** and **JavaScript** languages.
 - c. For variable width fonts, select **Times New Roman 12** point.
 - d. For fixed fonts, select **Courier 10** point. (Other fonts and font sizes may affect the layout of the Net.Commerce Administrator forms on your screen.
If you want to use other fonts or other font sizes, you should experiment to see which combination gives the best results.)
 - e. Enable **Once per Session** for **Verify Documents**.
3. For optimal results, make the following computer setting adjustments. In Windows NT, these settings are found in the Display Settings tab of the **Control Panel**, from the **Start** menu.
 - Screen resolution: 1024 x 768 pixels or higher.
 - Number of colors: 256.
 - Small fonts.
4. Maximize your browser window.
5. Start Net.Commerce Administrator by accessing the following URL in your browser:
`http://<host_name>/ncadmin/`
or, for the Domino Webserver, access the URL:
`http://<host_name>/ncadmin/login`
where <host_name> is the fully qualified TCP/IP name of your Net.Commerce system.
6. When the Net.Commerce Administrator Logon screen appears, enter the user name and password that were created during installation and then click **Logon**.
Initially, the user name and password are both set to: ncadmin. The Net.Commerce Administrator home page then appears.

Notes:

- Because the password at setup is the same as the supplied user name, you should change the password if you have not already done so.
- Do not hit the **Reload** button in the Netscape browser while using the Net.Commerce Administrator. If you reload the window after you have entered some data, data will be lost.

Site Administrators and Store Administrators

There are two types of administrators in the Net.Commerce system: *site administrators* and *store administrators*. Site administrators are responsible for all mall level duties while store administrators perform all store level tasks. Site administrators have access to manage all the functions that store administrators have.

In a single-store site, the site administrator and the store administrator will likely be the same person.

Site Administrators

Once stores have been created and set up for the mall, site administrators manage them at the mall level. Use the Site Manager to perform the following tasks:

- Create and manage the mall's home page
- Assign site and store access by creating access control groups and assigning users to them to ensure that only authorized individuals are given access to the database
- Assign security levels to commands for the stores
- Add and delete stores from the site
- Maintain a list of shipping providers
- Assign scope to tasks, which dictates whether some aspects of the shopping process, such as ordering, can be customized by stores
- Manage site-based data, including any customized store overridable functions or macros
- Change shopper information in the database

Store Administrators

For stores created with the Store Creator or the Store Manager, store administrators use the functions contained in the Store Manager to manage them. Store administrators can perform the following tasks:

- Create and maintain store pages, product categories, and shopper groups
- Enter and update information about the store and its products or services
- View information about shoppers, add shoppers to shopper groups, and assign numbers to shoppers if desired for record-keeping purposes
- Delete stock from the store

Store administrators need to inform site administrators of any macros overridable functions that they customize, so that this information can be updated using the Site Manager.

Chapter 2. Site Manager

The Net.Commerce Site Manager, referred to as the *Site Manager*, is a collection of online forms that you use to manage some high-level functions for electronic commerce.

Use the Site Manager to establish a site, regardless of whether it is a single store or a mall. The person who manages these functions is called the *site administrator*. Use the Site Manager to do the following:

- Assign a mall header, footer, and home page
- Assign site and store access by creating access control groups and assigning users to them to ensure that only authorized individuals are given access to the database
- Maintain user IDs and passwords for site administrators and store administrators
- Configure the site to support different currencies
- Open or close a store
- Define categories for the stores in the site, if the site has multiple stores
- Assign scope to shopping tasks, such as shipping or ordering, to specify whether they will function similarly for all the stores in the mall, or vary from one store to the next
- Assign Net.Data macros or overridable functions to tasks to customize certain shopping processes
- Define tax rates for stores
- Manage information about shoppers
- Maintain a list of shipping providers that are available to the stores
- Assign security levels to commands
- Create site-wide Web pages using the Template Designer. For instance, you would use the Template Designer from the Site Manager to create a mall home page, if you are building an online mall.

Mall Information

Net.Commerce contains the Mall Information function, which allows you to create a customized Web site for an online mall. Use the Mall Information form to specify the location of a home page and header and footer for the mall, and set tax rates. You can also create a directory for the stores in the mall, similar to the directories that are located in physical mall entrances.

If you are creating a store that is not part of an online mall, enter the locations of the store's home page, header, and footer in fields on this form, in addition to the fields on the Store and Merchant Information form.

Mall Information Form

This form allows you to specify the path and file name of the mall home page, header, and footer. You can also specify the taxation rate used by the stores in the mall from this form.

Mall Front

Home Page

Path and file name of the mall home page.

Header

Path and file name of the mall header.

Footer Path and file name of the mall footer.

Tax Rates

Mall Front

Tax Rate 1 to 6

Expressed in a percentage, for example, 8 means 8 percent. Default is 0.

Custom

Custom Field 1

For merchant customization use. Accepts up to 256 characters.

Create the Mall Front

To create the mall front, do the following:

1. Create a home page for the mall
2. Enter the home page in the database
3. Create a header and footer to display on mall pages
4. Enter the header and footer in the database
5. Set tax rates
6. Create a mall directory (optional)

Assign a Home Page

To assign a home page, do the following:

Assign to a mall or single-store Web site:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**.
3. Click **Mall Information** to display the Mall Information form.
4. In the **Home Page** field, enter the file name of the home page.
Ensure that you follow the correct file naming conventions.
5. Click **Save**. Make sure that a confirmation message appears in the display area.

Assign to a store within a mall:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**.
3. Click **Store Information** to display the Store and Merchant Information form.
4. From the **Select Store** list, select the store for which you want to assign a home page.
5. Under **Store Front**, enter the file name in the **Store Home Page** field.
Ensure that you follow the correct file naming conventions.
6. Click **Save**. Make sure that a confirmation message appears in the display area.

Assign Headers and Footers to the Database

To assign a header or footer as the default in the database, do the following:

To pages of a mall or single-store Web site:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**.
3. Click **Mall Information** to display the Mall Information form.
4. In the **Header** field, enter the file name of the header.

5. In the **Footer** field, enter the file name of the footer. Ensure that you follow the correct file naming conventions.
Note: Any headers or footers that have been assigned to specific templates using the Template Designer will take precedence over the files you enter here.
6. Click **Save** to save the header and footer in the database.
7. Follow the steps in the next section.
This is necessary because the Net.Commerce database retrieves the header and footer files from the Mall Information form for certain site-wide pages such as the shopping cart and registration forms.

To pages for a store in a mall:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**.
3. Click **Store Information** to display the Store and Merchant Information form.
4. From the **Select Store** list, select the store for which you want to assign a home page.
5. Under **Store Front**, enter the file names in the **Store Header** and **Store Footer** fields.
Ensure that you follow the correct file naming conventions.
Note: Any headers or footers that have been assigned to specific templates using the Template Designer will take precedence over the files you enter here.
6. Click **Save** to save the header and footer in the database.

Set Tax Rates for the Site

To define a taxation rate that will be applied to the products in the mall's stores, do the following:

1. Open Net.Commerce Administrator.
2. Click **Site Manager**, then **Mall Information**. The Mall Information form appears.
3. In the **Tax Rate 1** field, enter the percentage of sales taxes that will be applied to product prices.
If more than one tax applies, enter the rates in the other tax fields.
4. Click **Save** to save the information in the database. Make sure a confirmation messages appears in the display area.
To alter the way the `OrderDisplay` command calculates tax on all the items in a suborder (the part of an order that is shipped to a specific address), use the `GET_SUB_ORD_PROD_TAX_TOT` process task.
Note: Any tax rates that have been defined by specific stores will take precedence over mall tax rates.

Mall Directory Form

Use this form to create a directory of stores for the mall and to distinguish different areas of interest to shoppers. For example, create the category "Women's Apparel" and include links to all stores that sell women's clothing. This way, shoppers can easily navigate through the mall.

New Category

Name of the category to be added. A list box displays existing store categories.

Create

Creates the new category for the mall directory.

Categories

Lists all existing categories in the mall.

Remove

Removes the selected category from the **Categories** drop-down list.

Create a Mall Directory

Perform the following steps to create store categories for a mall directory:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**.
3. Click **Mall Information** to display the Mall Information form.
4. Click **Mall Directory**. The Mall Directory form appears.
5. In the **New Category** field, enter the name of the first store category.
6. Click **Create**. The category appears in the **Categories** list box.
7. Repeat these steps until you have created all mall categories.
If you make an error, you can delete unwanted categories by highlighting them in the list and clicking **Remove**.

Currency Mapping

Use the Currency Mapping function to add new national currencies and ISO 4127 codes that are not pre-installed. A currency must be on this list for it to be recognized by Payment Server and the SET support function in Net.Commerce. This function only maps currencies into the system, and does not perform any conversions between different currencies.

Currency Mapping Form

This form allows you to add a new national currency to those which can be recognized by the Net.Commerce Payment Module.

ISO Currency Codes

Lists the currently mapped currencies. The list also contains an **Add New Currency** selection, used to add a new currency to the list.

ISO Alpha Code

Alphabetic code for the currency being viewed or added, in accordance with ISO 4217 international standard. Codes are three letters long.

ISO Numeric Code

Numeric code for the currency being viewed or added, in accordance with ISO 4217 international standard. Codes can be up to three digits long.

Exp. Factor

The relationship between the country's main currency and its lesser currency (such as dollars and cents), expressed as an exponential value. For countries with a main currency equal to 100 units of its lesser currency, the exponential factor is -2. For countries with only a single currency unit, the value of this field is zero.

Notes A text entry field, not functionally used by the system. This field is typically used to enter the country and currency names.

Specify Currency Support

To install support for a currency that is not pre-installed, open the Site Manager and click **Currency Mapping** in the navigation frame. This opens the Currency Mapping form.

Many world currencies are pre-installed. If you need to add another currency, click **Add New Currency** and do the following:

1. Fill in the currency's alphabetic and numeric codes from the ISO 4217 list.

2. Enter the currency's exponent factor (the factor of 10 that converts the secondary currency, such as the cent, to the main currency, such as the dollar; this factor would be -2, since one dollar is equal to 100 cents.)
3. Enter the country name and name of the currency (for example, Swiss Franc) in the optional **Note** field.
4. Click the **Update** button in the bottom frame. You will see a message confirming that you have successfully updated the system's currencies list, and the new currency will appear in the Currency Name list.

Note: A currency must be on this list for it to be recognized by the Payment Server and the SET support function in Net.Commerce. This window adds information to the database at the mall level; only the site administrator can make changes to this list, and all stores within the mall can use any currencies whose codes have been registered. This function only maps currencies into the system, and does not perform conversions between different currencies.

Access Control

To facilitate database management and ensure security, access to the Net.Commerce database must be restricted to specific individuals. The Access Control form is provided for this purpose.

If you are a site administrator, you can designate both site administrators and store administrators, as well as the stores to which the store administrators have access. (Store administrators should not have access to the data of stores that they do not manage.) You can assign a password to each administrator to ensure that only authorized parties access confidential information. This provides a way to control key responsibilities, such as updating product information.

In the case of a mall, usually site administrators manage the mall and perform other site operations, and store administrators manage each store. However, site administrators also have automatic access to the database for every store in the site.

If you are creating a single-store site, you can designate yourself or another person as both the site administrator and the store administrator.

Access Control Form

This form allows you to enter information about the different administrators.

Administrator's ID

Administrator's login ID. Accepts up to 31 characters.

Password

Administrator's login password. Accepts up to 16 characters.

Password Confirmation

Retype the administrator's login password for confirmation.

Title Lists possible titles for the administrator. Select **Mr.**, **Mrs.**, **Ms.**, or **Dr.**

Last Name, First Name, Middle Name/Initial

Administrator's full name.

Challenge Question

Administrator's question to confirm a user's identity.

Answer

Answer to the challenge question.

Last Visit

Date of Administrator's last visit.

Registration

Date of Administrator's registration.

Last Updated

Date that Administrator's registration record was last updated.

Cancellation

Date of Administrator's registration cancellation.

Display Administrator Information

To display information about an administrator, do the following:

1. Open Net.Commerce Administrator.
2. Click **Site Manager**, then **Access Control**. The Access Control form appears.
3. Ensure that all the fields on the Access Control form are blank. To clear them, click **Clear**.
4. Click **Search**. A list of administrators appears in the bottom frame.
5. Click the name you want. The fields fill with information about that administrator.

Change an Administrator's Password

To change an administrator's password using the Site Manager, do the following:

1. Click **Site Manager**, then **Access Control**.
The Access Control form appears.
2. Click **Clear** to clear all the fields in the form.
3. Click **Search**.
A list of all administrators for the site appears in the display area at the bottom of the form.
4. In the display area, click the name of the administrator whose password you want to change.
If you are changing the default site password set up during installation, select **ncadmin**. The fields fill with information about that administrator.
5. In the **Password** field, enter a new password.
Only letters, numbers, and the following special characters can be used: the "at" symbol (@), the comma (,), the period (.) the forward slash (/), the dash (-), and the underscore (_).
6. In the **Password Confirmation** field, re-enter the new password.
7. In the appropriate fields, enter the administrator's last name and first name. You can also fill in other fields.
8. Click **Save**.
9. Click **OK** in the confirmation window.

Store administrators can change their own passwords by using the Registration Form for their store. See "Change a store administrator's password" for details.

Administrator - Access Group Assignment Form

This form enables you to assign administrators to access groups.

Administrator's Login ID

Administrator's registration login name.

Commands

Groups Assigned to Administrator

Lists the access groups to which the administrator is assigned.

Add Groups

Adds the groups that are highlighted in the **All Groups** list to the **Groups Assigned to Administrator** list.

Remove Groups

Deletes the highlighted groups from the **Groups Assigned to Administrator** list.

All Groups

Lists all the groups available.

Assign Administrators to Access Groups

To assign administrators to access groups, do the following:

1. Ensure that you have already created access groups.
2. Open Net.Commerce Administrator.
3. Click **Site Manager**, then **Access Control**. The Access Control Form appears.
4. If the administrator you want to assign to a group is already registered in the database, display the information for that person. Otherwise, enter the information about this person in the appropriate fields, and click **Save**.
5. Click **Access Assignment**. The Administrator - Access Group Assignment Form appears.
6. In the **All Groups** list, select the groups to which you want the administrator to be assigned, and then click **Add Groups**.
7. Click **Save**.

Notes:

- You can assign all commands in the drop-down list to store or mall level. However, some commands are only valid at mall level. Therefore, even though a store administrator may be assigned to a particular command, if the command applies only at the mall level, it cannot be executed.
- Store managers can only view access groups that are assigned to their own stores or to the mall. They cannot view access groups that are assigned to other stores.

Cancel Administrator Access

If you have site authority, you can remove a site administrator's or store administrator's access. Do the following:

1. Open Net.Commerce Administrator.
2. Click **Site Manager**, then **Access Control**. The Access Control form appears.
3. Display the information for the administrator you want to remove.
4. Click **Access Assignment**. The Administrator - Access Group Assignment Form appears.
5. From the **Groups Assigned to User** list, select each group and click **Remove Groups**.
This removes the administrator's access to the Access Groups.
6. Click **Save**.

Note: This action converts this person's record from administrator status to registered shopper status.

Store Records

Like the administrator of a conventional mall, you must keep a record of information for each store located within an electronic mall. For stores created with the Store Creator or the functions within the Store Manager, use the Store Records function to maintain general information about each store, including the store name, company information, and contact information. Even if you are creating a store that is not part of a mall, you still need to use the Store Records function to “open” or define the store.

Once you create a store record, the Store Information function is used to make any changes to this information. This updating task is typically done by the person who manages the online store. The Store Records function and the Store Information function are linked, so that when the person managing the store changes any information, the Store Records form is automatically updated.

Store Records Form

Use this form to define a new store record and to maintain general information for each store. You can also use this form to search for stores within a mall, or delete stores that are no longer available.

Store Name

The name of the store. This field accepts up to 80 characters.

Company Information

Company Name

Name of the company that owns the store. This field accepts up to 80 characters.

Company Phone Number

Company phone number. This field accepts up to 30 characters.

Contact Information

Last Name, First Name, Middle Name/Initial

The contact person's full name. Each field accepts up to 30 characters.

Contact's Phone Number

The contact person's phone number. This field accepts up to 30 characters.

Contact's Job Title

The contact person's title. This field accepts up to 30 characters.

Define a Store

To define a store by creating record for a store created with the Store Creator or Store Manager:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**, and then click **Store Records**.
3. In the fields of the Store Records form, enter the appropriate information. Only bold fields are mandatory.
4. Click **Save** to save the new store record in the database. Make sure that a confirmation message appears in the display area.

Remove a Store

The site administrator is the only person who can remove a store from the mall. Store administrators can delete stock, and make other changes to the store's database, but cannot remove the store. Removing a store will delete the entire contents of the store from the database.

To remove a store created with the Store Creator or Store Manager, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**.
3. Click **Store Records** to display the Store Records form.
4. Execute a search to fill the fields with store information.
5. Click **Delete**. A confirmation message appears.
6. Click **OK** to complete the deletion.

Search for Stores

To search the database for existing stores created with the Store Creator or Store Manager, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**, and then **Store Records**.
3. Ensure that all the fields on the Store Records form are blank. To clear them, click **Clear**.
4. Click **Search**. A list of stores appears in the bottom frame. To fill the fields with information about a store, click the store's name in the list.

This task is useful for displaying store information, and filling the fields of the form to delete a store.

Task Management

The Task Management function allows you to implement any changes you make to store pages and other customizable elements of the Net.Commerce system. If you do not customize stores or malls, you do not need to use this function. Customization is a more involved process requiring technical ability above the novice level.

The Task Management function creates a link between a *task* and the overridable function that implements the task. The Net.Commerce system includes default overridable functions for all tasks. For example, there are two tasks that are associated with the shopping cart: the SHOPCART_DSP view task calls an overridable function that executes a macro to display the shopping cart page, and the GET_BASE_UNIT_PRC process task calls an overridable function to determine the price of each item before the shopping cart is displayed. The latter task is also called when a shopper adds a product or item to the shopping cart. The overridable function associated with this task selects the current price of the product or item from the database (for the shopper's shopper group, if applicable). There is also an exception task that is called to execute a macro to display error or informational messages when the overridable function associated with the SHOPCART_DSP view task cannot be completed successfully. The Net.Commerce system comes with default macros for all the overridable functions assigned to the view and exception tasks.

If you want to change the look of the shopping cart, you create a new macro to display the shopping cart. If you want to change the way prices are determined, you create a new overridable function to determine prices. Then, to tell the Net.Commerce system to use the macro and overridable function, you assign them to their corresponding tasks, using the Task Management function. You should also write an error handling macro to display an appropriate error message or other information.

You can also assign mall or store scope to some tasks (provided you have site administrator authority). A task with mall scope can be customized by the site administrator, but the task applies to all the stores in the mall or site; there are no different versions between stores. A task with store scope can be customized by store administrators for their stores, resulting in more variety in the shopping experience between stores. If a task has store scope but a store administrator decides not to customize it for a store, then the task assignment for the mall will apply to that store.

You may have to define the scope of customizable tasks. Other administrative staff might also ask you to enter the file names of the macros or overridable functions they have created to customize their store into the Net.Commerce database. The Task Management form is where you will do this.

Task Assignment

To tell the Net.Commerce system to start using customized macros or overridable functions, you must assign them to their corresponding tasks by using the Task Management function of Net.Commerce Administrator, or by asking the site administrator to make the assignment. Any time you replace a macro file or overridable function that implements a task, you need to assign the name of the new file to the task.

To make the assignment, you need to know which task name to use. For information on all the tasks refer to the task reference. For example, the name of the view task that displays the shopping cart page is SHOPCART_DSP. To assign a new macro to this task, you select the VIEW task type, select the SHOPCART_DSP view task, and then specify the name of the new macro. The next shopper who displays the shopping cart will see the page you created. To replace an overridable function, you select from the ERROR, VIEW, or PROCESS task types, depending on the task the overridable function is designed to implement, and then you select the appropriate task name.

Tasks and Scope

The site administrator determines what can be customized in a store by setting a *scope* for each *task* through the Task Management form. A task is any process in the Net.Commerce system that you can customize, with the following exceptions:

- Processes that display product and category pages. These are customized for each store, but you can perform additional customization by changing their macros.
- Processes that display system error messages. These are customizable only at the mall level.

The scope of a task is either *store*, which means that each store can customize it, or *mall*, which means that only the site administrator can customize it. If a task has mall scope, any customization of that task affects every store in the mall. If you want certain shopping tasks to be the same for all stores within the mall, such as registration, set the scope of the task to *mall*.

Each task also has a default function that is performed if it is not customized. Any task that can be customized at the store level can also be customized at the mall level. If a task is customized at both levels and a merchant reference number is passed into the task, the store level customization takes precedence.

To summarize, the way the Net.Commerce system performs each task is determined as follows:

1. If the scope of the task is store, and if the store has customized it, the Net.Commerce system performs the store's version of the task.
2. Otherwise, if the mall has customized the task, the Net.Commerce system performs the mall's version.
3. Otherwise, the Net.Commerce system performs the default version. You can assign new macros or overridable functions to implement the task.

The Task Management function creates a link between the task and the macro or overridable function that implements the task.

Task Management Form

Use this form to assign customized macros or overridable functions to a task for a specific store or mall.

Select Task Type

Lists the types of tasks that can be customized.

Task Name

Name of the task to which you want assign a macro or overridable function. Task name is internally generated.

Scope Defines whether the task has **Mall** or **Store** scope. A task with mall scope is controlled at the site level, and is the same for all stores in the mall. A task with store scope is controlled at the store level, and can be different for stores in the mall.

Comment

Brief description of the task. Accepts up to 254 characters.

Set Task Scope

If you have site authority, you can assign mall or store scope to shopping tasks using the Task Management function in Net.Commerce Administrator.

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**.
3. Click **Task Management** to display the Task Management form.
4. From the **Select Task Type** drop-down list, select a kind of task. Note that the **Task Name** field indicates the appropriate task for the macro or overridable function.
5. From the **Scope** drop-down list, select **Mall** if you want the task to be controlled at the site level and be the same for all stores in the mall. Select **Store** if you want the task to be controlled at the store level and be customized differently for each store.
6. In the **Comment** field, enter a description of the task, if desired.
7. Click **Save**. Make sure that a confirmation message appears in the display area.

Macro Assignment Form

Use this form to assign macros to malls or stores.

Select Mall/Store

Lists the stores or mall for which the macro is being assigned to the task.

Task Name

The name of the task that the macro implements. Takes the task type specified on the Task Management form.

Macro Filename

Name of the macro file to be assigned. Accepts up to 254 characters.

Activate Customized Macros

To replace an existing macro in the system with customized macros, follow the steps below.

Notes:

- If you are changing any of the macros that are executed by the ExecMacro command, you do not need to activate them. The change will take effect as soon as you save the new macro under the default name.
- To activate macros that create category or product pages, use the Category Template Assignment form or the Product Template Assignment form in Net.Commerce Administrator.
 1. Ensure that you are authorized to replace the macro.
 2. Determine the view task or the exception task that the new macro is designed to implement. (Consult the programmer who wrote the macro.)
 3. Open Net.Commerce Administrator.
 4. On the task bar, click **Site Manager** and then **Task Management**. The Task Management form appears.
 5. From the **Select Task Type** drop-down list, select one of the following task types:
 - EXCEPTION
For displaying error pages.
 - VIEW
For displaying the pages that shoppers normally see during the shopping process.
Note: Do not select the PROCESS task type; this task is reserved for activating overridable functions that process information.
A list of the tasks that are available for the selected task type appears in the bottom frame.
 6. Select the desired task name from the list. The fields automatically fill with task information.
 7. From the **Scope** drop-down list, change the task scope, if desired.
If you are creating a single-store site, you do not have to change the scope. Both mall and store scope function will properly in this case.
 8. If you changed the scope, click **Save** before proceeding.
 9. On the task bar, click **Task Assignment**.
 10. Click the **Macro** button at the bottom of the frame. The Macro Assignment form appears.
 11. If the scope of the task has been assigned to *store*, select the store for which you want to assign the macro from the **Select Mall/Store** drop-down list.
 12. In the **Macro Filename** field, replace the existing macro with the name of the new macro.
 13. Click **Save**. A confirmation message appears, indicating that you have successfully assigned the new macro to the selected task.

Overridable Function Assignment form

Use this form to assign overridable functions to the selected task for malls or stores.

Task Type

Type of the task selected on the Task Management form.

Task Name

Name of the task that the overridable function implements.

Store - Overridable Function (Product)(Vendor)(Version) Assignment

Lists stores and their current overridable function assignment.

Overridable Functions

Lists all overridable functions that are available to assign to the task for a store.

Activate Customized Overridable Functions

To activate new or customized overridable functions, do the following:

1. Ensure that you are authorized to replace the overridable function.
2. Determine the view task, exception task, or process task that the new overridable function is designed to implement. (Consult the programmer who wrote the overridable function.)
3. Ensure that you have already registered the overridable function in the database.
4. Open Net.Commerce Administrator.
5. On the task bar, click **Site Manager** and then **Task Management**. The Task Management form appears.
6. From the **Select Task Type** drop-down list, select the appropriate task type. A list of all the tasks that are available for the selected task type appears in the bottom frame:
 - **EXCEPTION**
For overridable functions that handle exception conditions.
 - **PROCESS**
For overridable functions that process information.
 - **VIEW**
For overridable functions that display the pages that shoppers normally see during the shopping process.
7. Select the desired task name from the list. The fields automatically fill with task information.
8. From the **Scope** drop-down list, change the task scope, if desired. If you are creating a single-store site, you do not have to change the scope: both mall and store scope will function properly in this case.
9. If you changed the scope, click **Save** before proceeding.
10. On the task bar, click **Task Assignment**. If you selected a process task, the Overridable Function Assignment form appears.
11. If you selected an exception or view task, click the **Overridable Function** button at the bottom of the frame. The Overridable Function Assignment form appears.
12. From the **Store — Overridable Function(Product)(Vendor)(Version) Assignment** list, select the store or mall for which you want to assign the overridable function.
13. From the **Overridable Functions** list, select the overridable function that you want to assign to the selected task.
14. Click **Update**. A confirmation message appears, indicating that you have successfully assigned the new overridable function to the task, for the selected store.
15. Go to the **Control Panel** and restart the Net.Commerce server.

Remove an Overridable Function Task Assignment

To remove an overridable function that is assigned to a task if it is no longer required by a store or mall, do the following:

1. Ensure that you are authorized to remove the overridable function.
2. Determine the view task, exception task, or process task is currently assigned to the overridable function that you want to remove.

3. Open Net.Commerce Administrator.
4. On the task bar, click **Site Manager** and then **Task Management**. The Task Management form appears.
5. From the **Select Task Type** drop-down list, select the appropriate task type:
 - **EXCEPTION**
For overridable functions that handle exception conditions.
 - **PROCESS**
For overridable functions that process information.
 - **VIEW**
For overridable functions that display the pages that shoppers normally see during the shopping process.
A list of all the tasks that are available for the selected task type appears in the bottom frame.
6. Select the desired task name from the list. The fields automatically fill with task information.
7. On the task bar, click **Task Assignment**. If you selected a process task, the Overridable Function Assignment form appears.
8. If you selected an exception or view task, click the **Overridable Function** button at the bottom of the frame. The Overridable Function Assignment form appears.
9. From the **Store — Overridable Function(Product)(Vender)(Version) Assignment** list, select the store or mall for which you want to remove the overridable function. The overridable function currently assigned for that store is highlighted in the **Overridable Functions** list.
10. Click **Delete**. A confirmation message appears, indicating that you have successfully disassociated the overridable function from the specified task for the selected store.

Shopper Information

The ability to view shopper information is a desirable feature for managing shopper transactions and refining marketing plans.

When shoppers first visit stores, they can browse and place an order without registering. However, they must be registered to be able to check the contents of their shopping cart, or the status of their orders, on subsequent visits. To register, shoppers enter information about themselves on a form that appears on their screen. This information is stored in the Net.Commerce database. Use the Shopper Information form to view this information and, if you have site access, also modify it. Because shoppers register with the site, not with individual stores, only Site Administrators can make changes to shopper information.

The information collected on the form includes contact information such as name, address, telephone number, and e-mail address. The registration form also contains fields for demographic information. Supplying demographic information is optional for shoppers.

Shopper Information Form

This form allows site administrators to record information about shoppers, such as shopper profiles, contact information, and demographic details.

Profile

Shopper's Login ID

Shopper's registration login name. Accepts up to 31 characters. This field is case-sensitive with respect to searches. Accepts only alphanumeric characters and the following symbols: the "at" symbol (@), the comma (,), the period (.) and the forward slash (/).

Shopper Type

Select **Registered** for shoppers with purchasing status or **Administrator** for site or store administrators.

Password

Shopper's registration password. Accepts up to 16 characters.

Password Confirmation

Retype the shopper's password for confirmation.

Title Select **Not Available**, **Mr.**, **Mrs.**, **Ms.**, or **Dr.** for the shopper's title.

Last Name, First Name, Middle Name/Initial

Shopper's full name. Fields accept up to 30 characters.

Company Name

Shopper's company name, if applicable. Accepts up to 80 characters.

Challenge Question

Administrator's question to confirm a shopper's identity. Accepts up to 254 alphanumeric characters.

Answer

Answer to the challenge question.

Custom Field 1

For merchant customization use. Accepts up to 254 characters.

Custom Field 2

For merchant customization use. Accepts up to 254 characters.

Last Visit

Date of shopper's last visit.

Last Order

Date of shopper's most currently placed order.

Registration

Date of shopper's registration.

Registration Last Updated

Date of the last registration record update.

Cancellation

Date of shopper's registration cancellation.

Contact Information

Custom Fields 1 and 2

Profile

Address

Shopper's address. Fields accept up to 50 characters.

City, State/Province

Each field accepts up to 30 characters.

Country, ZIP/Postal Code

Accepts up to 30 characters for country and 20 characters for zip/postal code.

Include Package Inserts?

Select **Yes** to include promotional package inserts with shipments. Otherwise, select **No**.

Phone Number (1) and (2)

Shopper's phone numbers.

Phone Type (1) and (2)

Indicates telephone type, such as TTY for hearing impaired shoppers.

Unlisted?

Select **Yes** if shopper's number is not listed. Otherwise, select **No**.

Fax Number

Shopper's fax number.

Best Time to Call

Select **Daytime** or **Evening** to indicate the best time to call shoppers.

Email or URL (1) and (2)

Shopper's e-mail address or URL.

Preferred Method of Communication

Lists the shopper's chosen means of communication (a phone number or email/URL).

Custom Field 1

For merchant customization use. Accepts 3 characters.

Custom Field 2

For merchant customization use. Accepts 1 character.

Demographics

Profile

Previously Ordered?

Select **Yes** if the shopper has previously purchased from your business. Otherwise, select **No**.

Age Select the shopper's age group, or select **Not Available**.

Gender

Select **Not Available**, **Male**, or **Female**.

Marital Status

Select the shopper's marital status, or select **Not Available**.

Number of Household Members

Number of people in the shopper's household, if applicable. Default is 1.

Number of Children

Number of children in the shopper's household, if applicable.

Annual Household Income

Select the range in which the total annual income of the household members falls, or select **Not Available**.

Employer

Shopper's employer. Accepts up to 30 characters.

Interests/Hobbies

Description of shopper's interests and hobbies. Accepts up to 254 characters.

Custom Fields 1 - 4

For merchant customization use. Fields accept 1 character.

Custom Field 5

For merchant customization use. Accepts up to 254 characters.

Custom Field 6

For merchant customization use. Accepts integers.

Display Shopper Information

To display shopper information, do the following:

1. Open Net.Commerce Administrator.
2. Click **Site Manager**, then **Shopper Information**. The Shopper Information form appears.
3. Ensure that all the fields on the form are blank. To clear the fields, click **Clear**.
4. Enter information in the search fields.
To limit the number of records found, use the most specific field possible, such as the person's name, phone number, or employer. You also search more than one field, reducing even further the number of records found. For example, if you know the last name, and the city where the shopper lives, you can search both fields simultaneously to generate a list of shoppers with that name who also live in the specified city. You can also generate customized lists, such as all the shoppers living in a particular city, or the employees of a specific company, or all shoppers in a particular income bracket.
5. Click **Search**. The search results appear in the bottom frame.
6. Click a name in the frame to display information about this shopper in the fields of the form. The fields are automatically filled. If you want to conduct another search, click **Clear** before beginning.

Add Shoppers

You would not normally be required to enter information about new shoppers into the database, as this task is performed by the shoppers themselves. However, you can do so, if you are a site administrator, as follows:

1. Open Net.Commerce Administrator.
2. Click **Site Manager**, then **Shopper Information**. The Shopper Information form appears.
3. On the **Shopper Type** drop-down list select **Registered** to create a registered shopper.
4. Click (or tab to) the other fields of the form, and enter the shopper's information.
You can assign a login ID, password, and other information for each shopper. The next time the shoppers access the store, they can change the information.
5. Click **Save**. If you have forgotten to enter information in one of the mandatory fields, a message will appear, and then the form will reappear with the cursor positioned on the field. Enter information in that field and click **Save** again.

Change Shopper Information

If you are the site administrator, perform the following steps to change shopper information (such as resetting the shopper's password):

1. Open Net.Commerce Administrator.
2. Click **Site Manager**, then **Shopper Information**. The Shopper Information form appears.
3. Display the shopper information you want to modify.
4. Click (or tab to) the fields in the form, and enter the new information. If you make a mistake, you can type over the fields, or click **Clear** to clear the fields and start over.
5. Click **Save** to make the changes in the database. If you realize you made a mistake after clicking **Save**, you will need to modify the record again.

Shopper's Address Book Form

Shoppers can indicate order specifications about the receivers of their purchases. Note that a shopper is not necessarily the recipient of the ordered goods. For instance, a shopper can purchase a gift for a friend or relative, and have it shipped to the appropriate address. If you have Site Manager authority, you can search for, modify, add, or delete information about receivers from this form.

Address Type

Indicates whether address is permanent or temporary. Permanent addresses are those that shopper have entered into their address book. Temporary addresses are those that the shopper enters when placing a specific order, or addresses from previous orders retained in the database.

Nick Name

A nickname that the shopper uses for a person (receiver) in the address book, such as "Mom." Accepts up to 31 characters. Does not accept special characters, such as symbols.

Update Time

Time that the address was last updated.

Title Receiver's title. Select **Not Available**, **Mr.**, **Mrs.**, **Ms.**, or **Dr.**.

Last Name, First Name, Middle Name/Initial

Receiver's full name. Fields accept up to 30 characters.

Address

Receiver's street address. Fields accept up to 50 characters.

City, State/Province

Additional address information. Accepts 20 characters for each field.

Country, ZIP/Postal Code

Additional address information. Accepts up to 30 characters for the country and up to 20 characters for the zip/postal code.

Include Package Inserts?

Indicates whether the shopper wants promotional inserts to be included in shipments.

Phone Number (1) and (2)

Receiver's phone number.

Phone Type (1) and (2)

Information about the type of telephone, such as TTY for hearing impaired shoppers.

Unlisted?

Select **Yes** if shopper's number is not listed. Otherwise, select **No**.

Fax Number

Receiver's fax number.

Best Time to Call

Select **Daytime** or **Evening** to indicate the best time to call the person.

E-mail or URL (1) and (2)

Receiver's e-mail address or URL. Accepts up to 254 characters.

Custom Field 1

Field for merchant customization use. Accepts 3 characters.

Custom Field 2

Field for merchant customization use. Accepts 1 character.

Shipping Providers

A key part of an online shopping trip is arranging shipping of purchased products, since shoppers cannot carry purchases home with them. Use the Shipping Providers function to create and maintain a list of shipping companies and types of services. Store administrators can then select the company and service they desire for their shipping codes, using the Shipping Services function. By entering a code for each product on the Product Information form, store administrators can control how each product they sell will be shipped.

Shipping Service Providers Form

Use this form to indicate the shipping company and type of service that you want to use to deliver shoppers' orders.

Select Lists available shipping companies and their modes. Also includes an **Add New Carrier/Shipping Mode** selection to add a new company and mode.

Carrier Name of the shipping company to be added or modified. Accepts up to 30 characters.

Shipping Mode

Category of service, such as overnight delivery or priority. Accepts up to 30 characters.

Description

Description of the shipping company. Accepts up to 254 characters.

Custom

Custom Field 1

For merchant customization use. Accepts up to 254 alphanumeric characters.

Custom Field 2

For merchant customization use. Accepts only integers.

Specify Shipping Providers

If you are creating a mall or single-store Web site and you have site authority, perform the following steps to create a master list of all the shipping companies and types of shipping services that will be offered to shoppers. If you are creating a store for a mall, skip these steps; the site administrator will define the shipping providers from which you will later select for the store.

1. From the **Site Manager**, click **Shipping Providers**.
2. From the **Select** list, select **Add New Carrier/Shipping Mode**.
If the fields contain information about another carrier, you can clear the fields by clicking **Clear**.
3. In the **Carrier** field, enter the name of the shipping company.
4. In the **Shipping Mode** field, enter the type of shipping service.
For example, "overnight delivery" or "priority" are common modes of shipping.
5. In the **Description** field, enter a brief description of the shipping company, if desired.
6. In **Custom Field 1** and **Custom Field 2**, enter additional information if desired.
7. Click **Save**. Make sure that a confirmation message appears in the display area. The new carrier should now appear in the **Select** drop-down list.

Remove Shipping Providers

If you are a site administrator, perform the following steps to remove a shipping provider from the list of shipping companies that the stores in the site can use.

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**, then **Shipping Providers**. The Shipping Service Providers form appears.
3. From the **Select** drop-down list, select the carrier you want to remove.
4. Click **Delete**. A confirmation message appears.
5. Click **OK** if you want to delete the company from the list, or **Cancel** if you want to cancel the deletion.

Note: If you remove a shipping company from this list, it will automatically be removed from the stores' lists, if they had selected it, and any store's shipping details record that was created using this shipping company.

Access Groups

Access control groups give users authority to use specific commands and access the database with respect to specific stores. A site administrator is authorized to use all commands and database features within all stores, but store administrators can be authorized to use only some commands within a specific store. If a user attempts to use a command, and an access group (containing that combination of user, command, and store) does not exist, the command cannot be executed. Use the Access Group Assignment form to add and modify access groups.

Access Group Assignment Form

This form allows you to create and modify access groups.

Access Group Name (Store)

Lists the existing access groups and their associated stores. You can select **Add New Group** selection, if you want to add a new access group to the list.

Access Group Name

Name of the access group to be added or modified. Accepts up to 32 characters.

Store Lists the stores that are available to be assigned to access groups. Select **Mall** if you want all the stores to be assigned to a group.

Description

Description of the access group. Accepts up to 128 characters.

Commands

Commands Assigned to Group

Lists the commands associated with the access group.

Add Commands

Adds the commands that are highlighted in the **All Commands** list to the **Commands Assigned to Group** list.

Remove Commands

Deletes the highlighted commands from the **Commands Assigned to Group** list.

All Commands

Lists all the commands available.

Create a New Access Group

To create a new access group, do the following:

1. Open Net.Commerce Administrator.
2. From the **Site Manager**, click **Access Groups**. The Access Group Assignment form appears.
3. From the list of access group names, click **Add New Access Group**.
4. In the **Access Group Name** field, enter a name for the new access group.
5. In the **Store** drop-down list, select the store you want to associate the group with, or select **Mall** to have the group apply to all stores in the mall.
6. In the **Description** field, enter a description of the new access control group.
7. From the **Commands** list, select the commands you want to include in this group.
You can use the keyboard's Shift and Control keys to select multiple commands.
8. Click the **Add Commands** button. The commands you selected appear in the **Commands Assigned to Group** list.

9. Click **Update**. A confirmation message appears, stating that you have successfully updated the access group in the database.

Notes:

- You can assign all commands in the drop-down list to store or mall level. However, some commands are only valid at mall level. Therefore, even though a store administrator may be assigned to a particular command, if the command applies only at the mall level, it cannot be executed.
- You should not assign the predefined Store Admin (MALL) role to a user. This role should only be used as a template to create a store admin role for a particular store.

Create a New Access Group from an Existing Group

To create a new access group from an existing group, do the following:

1. Open Net.Commerce Administrator.
2. Click **Site Manager**, then **Access Groups**. The Access Group Assignment form appears.
3. From the list of access group names, click the one you want. The fields fill with information about that group.
4. From the list of access group names, click **Add New Access Group**.
5. In the **Access Group Name** field, delete the name of the existing access group and enter a name for the new one.
6. From the **Store** drop-down list, select the store you want to associate the group with, or select **Mall** to have the group apply to all stores in the mall.
7. In the **Description** field, enter a description of the new access group.
8. Click **Update**. A confirmation message appears, stating that you have successfully updated the access group in the database.
The new group has the same commands as the original.

Notes:

- You can assign all commands in the drop-down list to store or mall level. However, some commands are only valid at mall level. Therefore, even though a store administrator may be assigned to a particular command, if the command applies only at the mall level, it cannot be executed.
- Store managers can only view access groups that are assigned to their own stores or to the mall. They cannot view access groups that are assigned to other stores.

Access Control Predefined Roles

The Net.Commerce Administrator provides the following four predefined access groups each of which contains commands that give the authority associated with a particular role:

- **Site Administrator Role**
This role gives a user authority over the entire site and access to all Net.Commerce administrator commands.
- **Store Administrator Role**
This role gives a user access to the commands required to manage a store, created using the Store Creator or Net.Commerce Administrator.
- **Store Creator Role**
This role enables a user to create a store using the Store Creator.
- **Payment Administrator Role**
This role authorizes a user to perform commands dealing with payment activities for a specific store or for the entire mall.

- **Shopper Group**

This role is the default role. All users who do not belong to any other role will be automatically assigned to the shopper group.

Just as with the groups you create yourself, you can assign these predefined groups to stores or to a mall, modify them, assign them to users, and assign a user to more than one group in order to give him or her more authority.

Use Predefined Roles

To create a new access group based on a predefined access control role, do the following:

1. Open Net.Commerce Administrator.
2. From the Site Manager, click **Access Groups**. The Access Group Assignment form appears.
3. From the list of access group names, click the predefined role you want. The fields fill with information about that group.
4. If you want to give the new access group a different name, click **Add New Access Group**. In the **Access Group Name** field, delete the name of the predefined role and enter a new name.
5. From the **Store** drop-down list, select the store to which you want the role to apply, or select **Mall** to have the role apply to all stores in the mall.
6. In the **Description** field, enter a description of the new access group.
7. Click **Update**. A confirmation message appears, stating that you have successfully updated the access group in the database.
The new group has the same commands as the predefined role, but you can modify it by adding or deleting commands.
8. Assign an administrator to the new access group.

You can reuse the same predefined role multiple times to create new access groups for different stores.

Note: Be careful not to delete the predefined roles. To re-create the predefined roles installed by Net.Commerce run the following SQL script in the database to reload them:

```
WIN \IBM\NetCommerce3\nc_schema\common\nc_access.sql
```

```
AIX /usr/lpp/NetCommerce3/nc_schema/common/nc_access.sql
```

```
SUN /opt/IBMnetc/NetCommerce3/nc_schema/common/nc_access.sql
```

Change Access Groups

To change access groups, do the following:

1. Open Net.Commerce Administrator.
2. Click **Site Manager**, then **Access Groups**. The Access Group Assignment form appears.
3. From the **Access Group Name (Store)** list, click the access group you want to modify.
4. Click (or tab to) the fields in the form and make the desired changes.
5. Click **Update**. A confirmation message appears, stating that you have successfully updated the access group in the database.

Notes:

- You can assign all commands in the drop-down list to store or mall level. However, some commands are only valid at mall level. Therefore, even though a store administrator may be assigned to a particular command, if the command applies only at the mall level, it cannot be executed.

- Store managers can only view access groups that are assigned to their own stores or to the mall. They cannot view access groups that are assigned to other stores.

Delete Access Groups

To delete access groups, do the following:

1. Open Net.Commerce Administrator.
2. Click **Site Manager**, then **Access Groups**. The Access Group Assignment form appears.
3. From the list of access groups, click the group you want to delete.
4. Click **Delete**. A confirmation message appears, stating that you have successfully deleted the access group from the database.

Command Security

Most commands have a default assignment for the site, but you may wish to override the default for a store. For example, a merchant who uses the ExecMacro command to run a security-sensitive macro should assign SSL security to the ExecMacro command. You could assign login authentication to AddressItem and InterestItemDisplay commands, so that the address book or shopping cart functions are available only to logged in shoppers.

A site administrator can secure commands in two ways:

- Enable SSL security
- Enable login authentication

You use the Command Security form to enable SSL security and login authentication.

Command Security Form

Use this form to assign security levels to commands for a store.

Store Lists the names of stores for which security assignment of commands can be assigned. Also includes -Default Assignment- selection to define the default security assignment when a store assignment has not been specified.

SSL Select to enable SSL for the command. This will encrypt any sensitive data that is used in the command's parameters.

Authentication

Select to enable commands for authentication. This requires shoppers to be registered or logged on before the command can proceed. If they are not, then they are prompted to do so.

Commands

Assigned Commands (SSL)(Authentication)

Lists commands that have been enabled for SSL and/or authentication or both, for the selected store. If -Default Assignment- is selected in the Store drop-down list, this list displays defined default security assignments. If default security is not defined for a command, the system will automatically enable the command for both SSL and authentication.

Add to List

Adds commands selected in **Commands** list to the **Assigned Commands List (SSL)(Authentication)** list.

Remove from List

Removes commands from **Assigned Commands (SSL)(Authentication)**. This does not remove security from the command; it removes the command from the store.

Commands

Lists all commands available to enable for SSL or authentication. Commands that have already been assigned to a store or the default do not appear in this list.

Assign Security Levels to Commands

To assign a level of security for a command, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager** and then **Command Security**.
The Command Security Assignment form appears.
3. From the **Store** drop-down list, select either of the following:
 - **Default Assignment** to specify a security level for commands that have not been assigned to a store.
A list of all commands that have not been previously assigned to the store appears in the **Commands** list.
 - The name of the store for which you want to assign the command.
4. From the **Commands** list, select the command to which you want to assign a level of security.
5. Click the **Add To List** button to add the commands to the **Assigned Commands (SSL)(Authentication)** list.
6. To assign SSL, authentication, or both to the command, select the **Enable SSL** check box, the **Enable Authentication** check box, or both.
To assign neither, leave both boxes unchecked.
7. Click **Update**.
A confirmation message appears, indicating that the commands have been successfully updated.
All commands that were added to the **Assigned Commands (SSL)(Authentication)** list are affected.
To change the assignment of any command, simply select it and enable or disable the appropriate check box.

Change the Security Assignment of a Command

To change the security level that is currently assign to a command, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager** and then **Command Security**.
The Command Security Assignment form appears.
3. From the **Store** drop-down list, select either of the following:
 - The name of the store for which you want to change the command.
 - **Default Assignment** to change a security level for commands that have not been assigned to a store.
A list of all commands that have been previously assigned security levels appears in the **Assigned Commands (SSL)(Authentication)** list.

4. From the **Assigned Commands (SSL)(Authentication)** list, select the command for which you want to change the security assignment.
5. Enable or disable the **Enable SSL** check box, the **Enable Authentication** check box, or both.
6. Click **Update**.
A confirmation message appears, indicating that the selected commands have been successfully updated.

Remove a Security Assignment from a Command

To remove a security assignment from a command for a store or mall, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager** and then **Command Security**.
The Command Security Assignment form appears.
3. From the **Store** drop-down list, select either of the following:
 - The name of the store for which you want to remove a command assignment.
 - **Default Assignment** to remove a security level for commands that have not been assigned to a store.
A list of all commands that been previously assigned security levels appears in the **Assigned Commands (SSL)(Authentication)** list.
4. From the **Assigned Commands (SSL)(Authentication)** list, select the command from which you want to remove security. To select multiple commands, hold down the Shift key while you select each command.
5. Click the **Remove from List** button.
6. Click **Update**.
A confirmation message appears, indicating that the selected commands have been successfully removed from the selected store.
If a default assignment has already been assigned to the commands that you have removed, this assignment will be applied when the commands are invoked; otherwise, the system will automatically assign both SSL and authentication to the commands.

Messaging System

The Messaging System allows you to set up and manage the delivery of all messages for your site and stores. The messaging system comprises the default message delivery method, e-mail, with which system errors and order delivery messages can be sent. The plain file delivery method is included as an integration point which allows you to provide an additional delivery method for order delivery. Assign the selected delivery methods to message types to make that delivery method available in all related setup forms. Additionally, you may deactivate your delivery method temporarily for maintenance purposes.

You may set up and manage the messaging system in the Messaging System Setup form. You may set up the e-mail delivery method for your Simple Mail Transfer Protocol (SMTP) server in the Set Up E-mail form. You must specify recipients for delivery of system errors in the Error Delivery Setup form.

Plain file delivery allows you to provide order delivery messages to merchants in plain file format via the method of your choice. You could parse the message files and, integrate them with a fax server, encrypt them before sending via e-mail, place them in an FTP site from which merchants may download their messages, or create a new interface from which merchants can download their message files using HTTP securely. If you provide an additional delivery method using plain file delivery, you must provide a way for merchants to access or download their order delivery messages. Set up plain file delivery in the Set Up File Delivery form.

Set Up a Store to Receive E-mail Order Delivery Notifications

To set up a store to receive e-mail order delivery notification messages, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**.
3. Click **Task Management** to display the Task Management form.
4. From the **Select Task Type** drop-down list, select **PROCESS**.
5. Select the **EXT_ORD_PROC** task.
6. From the **Scope** drop-down list, select **Store**.
7. Click **Save**. Make sure that a confirmation message appears in the display area.
8. Click **Task Assignment** to display the Overridable Function Assignment form.
9. Select the store.
10. Assign the overridable function **OrderNotify(NC)(IBM)(1.00)** to the store.
11. Click **Save**.
12. Stop, then re-start Net.Commerce.

Set Up Messaging

To set up messaging, do the following:

1. Set up a store to send e-mail order delivery notifications
2. Set up the messaging system
3. Set up error delivery.

Messaging System Setup Form

The Messaging System Setup form allows you to set up and manage delivery methods for the site and for all store messages. You may also use this form to assign delivery preferences to message types.

Available Delivery Methods

Installed

Select the checkbox for the corresponding method if it is supported. It is recommended that you ensure that at least one message method is available for all message types.

Active Select the checkbox to allow transmission from the messaging queue. A method is active if it is supported and set up. Deselect the checkbox to hold messages in the messaging queue. By default the messaging methods are not activated because they must be set up before they can be used.

E-mail Use this method to send all message types via plaintext e-mail. To set up e-mail message delivery, click the corresponding **Set Up** button.

Plain File

Use this method to provide merchants with an additional order delivery message method with plain file format. To set up plain file message delivery, click the corresponding **Set Up** button. If you activate this method, the messaging system stores order messages in files, and you provide a way for merchants to access or download their message files from your local file system.

Delivery Preferences by Message Type

Set Up the Messaging System

To set up the site and store delivery methods and message types, do the following:

1. Open Net.Commerce Administrator.

2. Click **Site Manager**, and then click **Messaging System**.
3. For each of the delivery methods you intend to use, click **Set Up**.
 - E-mail
 - Plain file

The desired setup form appears. Complete the setup steps, and click **Return** to return to the Messaging System Setup form.
4. In the **Available Delivery Methods** section, make sure the **Installed** checkbox is selected for each of the desired delivery methods. A method is installed if you can support it. For example, if you have an SMTP server installed, you can support e-mail message delivery.
5. For each of the installed delivery methods, select the **Active** checkbox. This allows the messaging system to transmit messages from the queue.
6. In the **Delivery Preferences by Message Type** section, select the corresponding **E-mail** checkbox for each of the message types listed. If you have enabled plain file delivery, for the order delivery message type, select the **Plain File** checkbox, as well.
7. Click **Save**. To restore the previous settings, click **Reset** before you click **Save**.

Set Up Messaging System Delivery Methods

[\$FILE props='nt or aix or solaris']To set up specific delivery methods for messages, select from the following:

- Set up e-mail delivery
- Set up plain file delivery

Change Messaging System Setup

To change Messaging System setup, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**, and then click **Messaging System**.
3. On the task bar, click the desired form. The form appears.
4. Make the desired changes.
5. Click **Save**. A confirmation message appears.

De-activate a Message Delivery Method

To de-activate a message delivery method, for example for SMTP server maintenance purposes, do the following:

1. Open Net.Commerce Administrator.
2. Click **Site Manager**, then **Messaging System**.
3. In the **Methods to Make Available** section, deselect the **Active** checkbox for each method you wish to de-activate. The messaging system continues to accept messages using this delivery method, but does not attempt to deliver those messages until you reselect **Active** to release the hold.
4. Click **Save**. To restore the previous settings, click **Reset** before you click **Save**.

Re-activate a Message Delivery Method

To re-activate a message delivery method, do the following:

1. Open Net.Commerce Administrator.
2. Click **Site Manager**, then **Messaging System**.

3. In the **Methods to Make Available** section, reselect the **Active** checkbox for each method you wish to re-activate. This releases all messages from the activated queue the next time they are processed.
4. Click **Save**. To restore the previous settings, click **Reset** before you click **Save**.

Set Up E-mail Form

The Set Up E-mail form allows you to set up e-mail message delivery for your site and for all stores.

SMTP Server Information

Server Name

Type the name of your SMTP server.

Port Type the port number of your SMTP server. The default is 25. It is recommended that you do not change this default.

Timeout

Type the desired timeout period, in seconds, for the SMTP socket connection. This is the number of seconds the messaging system waits for the server to respond, and should be between 10 and 60 seconds. If the server does not respond, the connection terminates and the system attempts to resend the message later. The default is 10 seconds.

Messaging System Information

Site Administrator's E-mail Address

Type the e-mail address which should appear as the return address on outgoing messages.

Length of Message Queue

Type the desired maximum number of messages to accumulate in the e-mail queue before the messaging system sends them. The default is five messages. If the maximum flush interval occurs before the maximum queue length occurs, all messages are processed. For example, in the default setup, five messages accumulate before being sent, unless the flush interval occurs before the fifth message is queued. A short queue length sends messages sooner, but at the expense of CPU resources. System error messages are treated as high priority by the messaging system and are sent immediately regardless of the number of messages in the queue.

Queue Flush Interval (In Minutes)

Type the desired number of minutes the messaging system waits before automatically sending all messages. The default is 10 minutes. System error messages are treated as high priority by the messaging system and are sent immediately regardless of the flush interval period.

Number of Retries

Type the number of times the system attempts to resend messages. The default is seven. When the number of retries reaches the maximum, the message is placed in the error queue.

Set Up E-mail Delivery

[\$FILE props='nt or aix or solaris']To set up the e-mail delivery method for messages, do the following:

1. In the **Server Name** field, type the name of your SMTP server.
2. In the **Port** field, type the number of your SMTP server's port.
3. In the **Timeout** field, type the timeout period, in seconds, for the SMTP socket connection. This is the number of seconds the messaging system waits for the server to respond. If the server does not respond, the connection terminates and the system attempts to resend the message later.
4. In the **Site Administrator's E-mail Address** field, type the address which should appear as the default sender's address on outgoing e-mail messages.
5. In the **Length of Message Queue** field, type the maximum number of messages to accumulate in the e-mail message queue before the messaging system sends them. For example, if you type 10, the message queue accumulates 10 messages before sending them, unless the flush interval occurs

before the tenth message is queued. System error messages are treated as high priority messages and are sent immediately regardless of the setting in this field. A short queue length sends messages sooner, but at the expense of CPU resources.

6. In the **Queue Flush Interval (In Minutes)** field, type the number of minutes for the messaging system to wait before automatically sending messages, regardless of the number of messages in the queue.
7. In the **Number of Retries** field, type the number of times the messaging system tries to resend messages before placing them in the error queue.
8. Click **Save**. To restore the previous settings, click **Reset** before you click **Save**.
9. Click **Return** to return to the Messaging System Setup form.

Set Up File Delivery Form

The Set Up File Delivery form allows you to set up the plain file delivery method for messages.

File Delivery Settings

Length of Message Queue

Type the number of messages to accumulate in the file queue before the messaging system sends them. The default is five messages. If the maximum flush interval occurs before the maximum queue length occurs, all messages are processed. For example, in the default setup, five messages accumulate before being processed, unless the flush interval occurs before the fifth message is queued. System error messages are treated as high priority messages and are processed immediately regardless of this field setting.

Queue Flush Interval (In Minutes)

Type the desired number of minutes the messaging system waits before automatically processing all messages. If the number of messages reaches the maximum queue length before the flush interval occurs, all the messages are processed. The default is 10.

Number of Retries

Type the desired number of times the messaging system attempts to reprocess messages. The default is seven. When the maximum number of retries is reached, the message is placed in the error queue.

Set Up Plain File Delivery

[\$FILE props='nt or aix or solaris']To set up the plain file delivery method for messages, do the following:

1. In the **Length of Message Queue** field, type the maximum number of messages to accumulate in the file queue before the system processes them. For example, if you type 10, the message queue accumulates 10 messages before processing them, unless the queue flush interval occurs before the tenth message is accumulated.
2. In the **Queue Flush Interval (In Minutes)** field, type the desired number of minutes for the queue to wait before processing messages, regardless of the number of messages in the queue.
3. In the **Number of Retries** field, type the number of times the system tries to resend messages before placing them in the error queue.
4. Click **Save**. To restore the previous settings, click **Reset** before you click **Save**.
5. Click **Return** to return to the Messaging System Setup form.

Error Delivery Setup Form

The Error Delivery Setup form allows you to specify recipients of system error messages.

Delivery Method

This lists e-mail as the default system error message delivery method.

Recipients

Type the e-mail addresses, separated by a comma, of those who should receive system error messages.

Set Up Error Delivery

To set up recipients of system error deliveries for the site, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**, and then click **Messaging System**.
3. On the task bar, click **Errors**. The Error Delivery Setup form appears.
4. In the **Recipients** field, type the e-mail addresses, separated by a comma, of those who should receive system error messages.
5. Click **Save**. To restore the previous settings, click **Reset** before you click **Save**.

Order Delivery

The Order Delivery feature allows you to set up and manage the methods by which merchants receive order messages. The default method is e-mail, however you may choose to make plain file order messages available to merchants. You can specify order templates, and maximum batch sizes for each method you activate. Use the Messaging System Setup form to create and activate the list of order delivery methods from which merchants can choose. Use the Order Delivery Setup form to set up and maintain information specific to each method you activate.

Use the View Order Delivery Notices form to view a list of order messages, locate missing order messages, and resend order messages that were not received.

For each order delivery method you make available to merchants and for your order message summaries, you may manually customize a template. For example, you may wish to include specific header text, such as salutation, in your orders and order summaries. However, minimal customization is recommended to simplify future migration efforts.

Note: You must set up and activate messaging system delivery methods before you can work with your order delivery forms.

View Order Delivery Notices Form

The View Order Delivery Notices form contains order information and allows you to resend orders to merchants who did not receive them on the first submission. Merchants may also access this form and resend orders to themselves for the stores to which they have access.

Select Store

Lists the available store names to which you have administrative access.

Order Number

This is the unique order number. This number will reappear in a new row if the order is re-sent to the merchant. The order number is generated internally by the system.

Delivery Method

This is the delivery method, such as e-mail, of the given order message. The delivery method is the merchant's chosen method at the time the order message was sent.

Date/Time

This is the date and time that the order was sent to the merchant.

Action This column allows you to resend order messages to a merchant who requests it.

Maximum number of rows to display

This field allows you to change the number of order messages you view on screen simultaneously. The default is 20.

View Order Delivery Notices — Site Administrator

To view a list of order messages for a store, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**, and then click **Order Delivery**. The View Order Delivery Notices form appears.
3. From the **Select Store** drop-down list, select the store for which you wish to view order messages. The list of order messages for that store appears.
4. If there are more than 20 order messages, the **Maximum number of rows to display** field appears. In the **Maximum number of rows to display** field, type the number of order messages you wish to view on screen simultaneously.

Resend Orders to Merchants

[\$FILE props='nt or aix or solaris']To resend an order message to a merchant, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**, and then click **Order Delivery**. The View Order Delivery Notices form appears.
3. From the **Select Store** drop-down list, select the store for which you wish to view order messages. The list of order messages for that store appears.
4. If there are more than 20 order messages, the **Maximum number of rows to display** field appears. In the **Maximum number of rows to display** field, type the number of order messages you wish to view on screen simultaneously.
5. When you have found the order you wish to resend, click **Resend** in the **Action** column for that order. An acknowledgment appears. Repeat steps 3 - 5 for each order message you wish to resend.

Order Delivery Setup Form

Use the Order Delivery Setup form to set up delivery methods of order messages for all merchants.

Delivery Method

Lists the available order delivery methods. Select a delivery method to work with the corresponding setup form.

Message Settings

File Name of Default Template

This is the file name of the order message template used by all merchants for the selected delivery method. If you create a customized template, you must type the new template file name in this field. The default template for e-mail order delivery is `eorder.tpl`. The default template for plain file order delivery is `porder.tpl`.

Contents of Subject Field

This field only appears when you select e-mail order delivery. Type a brief description which appears in merchants' inboxes for delivered order messages.

Path to the Directory

This field appears only when you select the plain file order delivery method. Type the fully-qualified directory path, where order messages will reside for this method, in this field. In a multi-machine configuration, it is recommended that you use a shared directory so that the directory is available on all your machines.

Maximum Number of Orders per Message

Use this field to set the maximum number of orders that are held in the messaging queue for merchants before they are sent or placed in the plain file order directory. This field accepts four integers. This will be the maximum limit configurable by individual merchants in the merchant tool version of this form. Order messages will be sent to merchants nightly if they do not reach the maximum batch limit.

Note: To send batches of orders more than once nightly, edit the Job Scheduler configuration file.

Set Up Order Delivery Methods

To set up order delivery methods for all merchants, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**, and then click **Order Delivery**.
3. Click **Orders**. The Order Delivery Setup form appears and displays default settings. The first time you use this form, you must click **Save**, even if the default settings are correct, to save the defaults in the database.
4. From the **Delivery Method** drop-down list, select the method you wish to set up.
5. To use a customized order delivery template, in the **File Name of Default Template** field, type the file name of the customized template.
6. If you selected e-mail order delivery, the **Contents of Subject Field** appears. In the **Contents of Subject Field** field, type a brief description of the order. This appears as the subject of the merchant's order in merchants' inboxes.
7. If you selected plain file order delivery, the **Path to Directory** field appears. In the **Path to Directory** field, type the desired, fully-qualified directory path where order messages will reside for plain file order delivery. In a multi-machine configuration, it is recommended that you use a shared directory so that the path to the directory is available on all your machines.
8. In the **Maximum Number of Orders per Message** field, type the maximum number of order messages to be sent to a merchant in a batch. This becomes the maximum selectable limit for merchants. By default, order messages are automatically sent to merchants each night, whether or not they reach the maximum limit set in the merchant version of this form.
9. Click **Save**. To restore the previous settings, click **Reset** before you click **Save**. Repeat steps 4 - 8 as necessary to set up additional order delivery methods.

Note: To send batches of orders more than once nightly, edit the Job Scheduler configuration file.

Change Order Delivery Methods

To change your order delivery method settings, do the following:

1. Open Net.Commerce Administrator.

2. On the task bar, click **Site Manager**, and then click **Order Delivery**.
3. Click **Orders**. The Order Delivery Setup form appears.
4. From the **Delivery Method** drop-down list, select the method you wish to change. The setup form for the desired method appears.
5. Make the desired changes.
6. Click **Save**. You may click **Reset** to undo your changes if you have not saved them yet. Repeat steps 4 to 6 as necessary to change additional order delivery method settings.

Customize Order Delivery Templates

[\$FILE props='nt or aix or solaris']To customize the order message delivery template for all stores, do the following:

1. Using a text editor, go to the following directory:
 - WIN** \IBM\NetCommerce3\templates\<locale>
 - AIX** /usr/lpp/NetCommerce3/templates/<locale>
 - SUN** /opt/IBMnetc/NetCommerce3/templates/<locale>
2. Select from the following template files:
 - To customize the e-mail order delivery template, open the file eorder.tpl.
 - To customize the plain file order delivery template, open the file porder.tpl.
3. Save the file immediately under a different name. This allows you to restore the original version if required.
4. When you have opened the template, choose from the following:
 - To delete a field, go to that field and delete both the token and its plaintext label. For example, to improve the security of shopper transactions, you can delete the \$\$PAYMENT_ID\$ token field, which displays a shopper's credit card number, and the corresponding Payment id: plaintext label.
 - To move a field, go to that field and copy both the token and its plaintext label. Paste the token and its label in the new location.
 - To change text not associated with tokens, go to the text you wish to change, and delete or type over the existing information. You may also insert text or characters not associated with tokens directly in the template.
5. Save the file.
6. Go to the Order Delivery Setup form. From the drop-down list select the order delivery method for your updated template, **E-mail** or **Plain File**, and in the **File Name of Default Template** field, type the new file name. Click **Save**.
7. Test order delivery with your new template.

Notes:

- When changing these templates be careful not to delete tokens that collect relevant order information, such as the shopper's name and address, billing address, SKU numbers, and prices.
- If you insert tokens that are not present in the default template, an error message will appear in the generated orders received by shoppers.

Chapter 3. Store Manager

The Net.Commerce Store Manager, referred to as the *Store Manager*, is a collection of online forms that allow you to create and manage an online store. The person who manages these functions is called the *store administrator*.

Using the Store Manager, you can do the following:

- Enter information about the store
- Assign headers and footers to store pages
- Create product categories
- Enter product information
- Implement discounts
- Select shipping services
- Configure the payment module
- Manage payment transactions
- Open a new batch
- Create shopper groups
- Create customized pages to display products and categories to shopper groups
- Search for and view information about shoppers
- Locate information about orders
- Create Web pages for the store using the Template Designer
- **PRO** Prepare an interactive catalog and shopping metaphors to help guide shoppers to product that best fits their needs

Store Information

Both the site administrator and the store administrator can view information about the store that is in the Net.Commerce database, using the Store Records and Store Information functions respectively. They can enter information about the store, company, and contact person for shopper inquiries, as well as tax and currency information. They can include some of this information on the store's home page by using the Store and Merchant Information form. They can also enter the location of the files for the store's logo (if used), home page, and header and footer.

Note: You cannot use this form to delete a store. You can, however, *close* a store by deleting its store record through the Store Records form.

You should keep store information up-to-date on this form, since it appears on the Store Records form as well.

Store and Merchant Information Form

Use this form to record details about individual stores or the merchants who own the stores.

Select Store

Lists the available store names to which you have administrative access.

Store Information

Store Name

Name of the selected store.

Store Description

Description of the store and its contents. Accepts up to 1000 alphanumeric characters.

Logo Thumbnail Image

Path and file name of the store's logo thumbnail image.

Store Category

Lists available store categories for the business.

Currency

Currency used for store prices. Accepts up to 10 characters.

Store Front**Store Home Page**

Path and file name of the store's home page.

Store Header File

Path and file name of the storefront's header.

Store Footer File

Path and file name of the storefront's footer.

Merchant Company Information**Company Name**

Store's company name. Accepts up to 80 characters.

Phone Number

Company's phone number.

Address

Company's address. Fields accept up to 50 characters.

City, State/Province

Each field accepts up to 20 characters.

Country, ZIP/Postal Code

Accepts up to 30 characters for the country and up to 20 characters for the zip/postal code.

Merchant Contact Information**Last Name, First Name, Middle Name/Initial**

Contact person's full name. Fields accept up to 30 characters.

Contact's Job Title

Contact person's job title, such as "Owner" or "Sales Manager."

Phone Number (1) and (2)

Contact person's telephone numbers.

Fax Number

Contact person's fax number.

E-Mail or URL (1) and (2)

Contact person's e-mail address or URL.

Custom Fields**Custom Field 1**

For merchant customization use. Accepts up to 254 characters.

Custom Field 2

For merchant customization use. Accepts up to 254 characters.

Tax Rates

Tax Name 1 to 6

Name of corresponding tax rates.

Tax Rate 1 to 6

Expressed in a percentage, for example, 8 means 8 percent. Default is 0.

Use Mall Tax Rates

Select if you want to use the rates defined at the mall level. By selecting this check box, you will lose any previously defined store tax rates. By default this box is selected.

Enter Store Contact, Tax, and Currency Information

If you are a store administrator (or the site administrator in the case of a single-store Web site), perform the following steps to enter or modify details about a store, such as the currency code and store contact information:

Note: If you created stores using the Store Creator, an ISO 4217 code based upon your locale will automatically be created in the database. The locale is defined by the language version of Net.Commerce. For example, if you have installed the English version, the default ISO 4217 code would be USD. You can customize this using the **Currency** field outlined below.

1. Open Net.Commerce Administrator.
2. Click **Store Manager**, then **Store Information**.
The Store and Merchant Information form appears.
3. From the **Select Store** drop-down list, select the store with which you want to work.
The fields fill with any store information that is in the database.
4. To change the store name, type over the name that appears in the **Store Name** field.
5. In the **Currency** field, enter the currency for the product prices.

PRO Note: If you use a currency that is not in table ICCURRENCYREG, Product Advisor will not allow you to use the prices in any metaphors. If you wish to use a currency other than those supported by default, you must use DB2 commands to insert additional rows into the ICCURRENCYREG table. The format of the table is as follows:

PPCUR	the 3 character currency code
LANGUAGE	the language of the Java Locale to use
COUNTRY	the country of the Java Locale to use

These columns are case sensitive. In addition, when you add a new currency, you must update the table SETCURR.

6. In the appropriate fields in the **Merchant Company Information** section, enter a street address, city, state or province, and country for the company.
7. If you want to define store level tax rates, do the following:
 - a. Deselect the **Use Mall Tax Rates** check box. By default this box is selected.
 - b. In the **Tax Rate 1** field, enter the percentage of sales taxes that will be applied to product prices. In the corresponding **Tax Name** field enter the name of the tax.
 - c. If more than one tax applies, enter the rates and names in the other fields. If later you decide to use the rates defined at the mall level, you can select the **Use Mall Tax Rates** check box; however, you will lose the store level rates you have defined.
If you have a single-site store, you can set either the mall rates or the store rates.
8. Fill in any other fields, if desired. If you make an error, simply type over the incorrect information, or click **Clear** to clear the fields and start over.

9. Click **Save** to add the information to the database. Make sure that a confirmation message appears in the display area. If you have missed a mandatory field, a message will appear. Click **OK**. The cursor will reposition on the field that requires information. Enter the appropriate information in the field, and click **Save** again.
10. If, after saving the store information, you realize that you made a mistake, you can easily correct the information by repeating these steps.

Note: If you created stores using the Store Creator, you cannot return to the Store Creator to make other changes; otherwise, the modifications you made here may be overwritten by the Store Creator.

Assign a Home Page

To assign a home page, do the following:

Assign to a mall or single-store Web site:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**.
3. Click **Mall Information** to display the Mall Information form.
4. In the **Home Page** field, enter the file name of the home page. Ensure that you follow the correct file naming conventions.
5. Click **Save**. Make sure that a confirmation message appears in the display area.

Assign to a store within a mall:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**.
3. Click **Store Information** to display the Store and Merchant Information form.
4. From the **Select Store** list, select the store for which you want to assign a home page.
5. Under **Store Front**, enter the file name in the **Store Home Page** field. Ensure that you follow the correct file naming conventions.
6. Click **Save**. Make sure that a confirmation message appears in the display area.

Assign Headers and Footers to the Database

To assign a header or footer as the default in the database, do the following:

To pages of a mall or single-store Web site:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Site Manager**.
3. Click **Mall Information** to display the Mall Information form.
4. In the **Header** field, enter the file name of the header.
5. In the **Footer** field, enter the file name of the footer. Ensure that you follow the correct file naming conventions.

Note: Any headers or footers that have been assigned to specific templates using the Template Designer will take precedence over the files you enter here.

6. Click **Save** to save the header and footer in the database.
7. Follow the steps in the next section.
This is necessary because the Net.Commerce database retrieves the header and footer files from the Mall Information form for certain site-wide pages such as the shopping cart and registration forms.

To pages for a store in a mall:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**.
3. Click **Store Information** to display the Store and Merchant Information form.
4. From the **Select Store** list, select the store for which you want to assign a home page.
5. Under **Store Front**, enter the file names in the **Store Header** and **Store Footer** fields.
Ensure that you follow the correct file naming conventions.
Note: Any headers or footers that have been assigned to specific templates using the Template Designer will take precedence over the files you enter here.
6. Click **Save** to save the header and footer in the database.

Change Tax Rates for a Store

To define a taxation rate that will be applied to products in a store, do the following:

1. Open Net.Commerce Administrator.
2. Click **Store Manager**, then **Store Information**. The Store and Merchant Information form appears.
3. From the **Select Store** drop-down list, select the store for which you want to set tax rates. The store information appears in the fields.
4. In the Tax Rates section of the form, deselect the **Use Mall Tax Rates** check box. By default this box is selected.
5. Make the desired changes to the **Tax Rate** and **Tax Name** fields. If later you decide to use the rates defined at the mall level, you can select the **Use Mall Tax Rates** check box; however, you will lose the store level rates you have defined.
6. Click **Save** to save the information in the database. Make sure a confirmation messages appears in the display area.
To alter the way the OrderDisplay command calculates tax on all the items in a suborder (part of an order to be shipped to a specific address), use the GET_SUB_ORD_PROD_TAX_TOT process task.

Note: If you used the Store Creator to create the store, you cannot return to the Store Creator to make other changes; otherwise, the modifications you made here may be overwritten by the Store Creator.

Product Categories

Online product categories correspond to departments in an actual store. They make navigating through an online store intuitive for shoppers, as they simulate a real shopping trip. With properly structured categories, shoppers can easily browse through an electronic store, and find the product or department they are looking for within a few clicks of the mouse. Product categories provide an effective structure for a product line, and lay out pathways for shoppers to surf through the store, starting at the home page, and ending at a product page.

The product categories that you define are read by the **PRO** Product Advisor and used as a base structure for creating interactive catalogs. Thus, when creating categories, you may want to consider the types of shopping metaphors you intend to create.

To create product categories, you must first arrange products in a hierarchy, or inverted *tree*. The tree begins at a general category (called the *root*), and branches out into increasingly specific subcategories until it cannot be further divided into categories. Each lowest level category, which contains only products, is a *leaf*. A category is the *parent* to the categories immediately below it, and a *child* of the one above.

With certain product lines, you can place a product in a level of the tree that also contains some categories. For example, the hardware store may offer a brand of hand-powered drill, which does not fall into any of the existing categories under WOODWORKING tools. To accommodate this product, we could create another leaf category, DRILLS, under WOODWORKING tools. But if this is the only hand-powered

drill available, then the new category would contain only one product. If you would rather not have a category containing only one product, you can just insert the drill into the tree directly below WOODWORKING tools. The parent category WOODWORKING would then lead directly to three leaf categories and one product. The resulting Web page you create would contain information about the drill, and descriptions of the three categories (CHISELS, PLANES and SAWS) with links to their products.

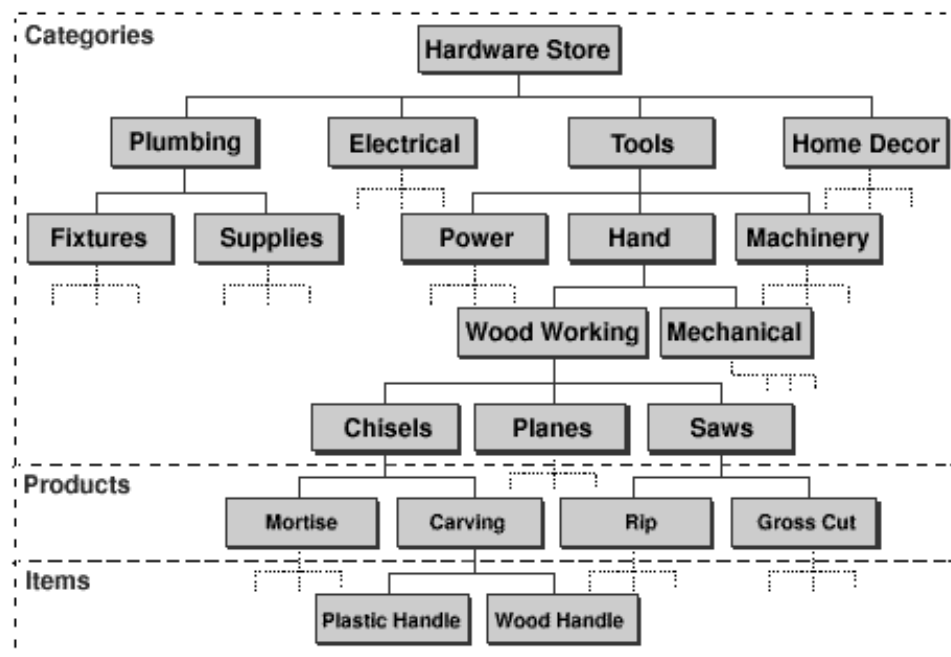
It is also possible for a product to fall into more than one category. For example, some shoppers might consider a power drill as a power tool, while others would view it as a piece of machinery. To ensure that shoppers see this tool when they click either category, you can place it beneath both in the tree.

It is advisable to sketch a tree diagram on a sheet of paper before you begin creating product categories. See the example provided.

Note: You do not include items and their attributes in the category tree. Along with other product information, you will define them later on the Product/Item Information form.

Rather than use the Net.Commerce Administrator forms to define categories, you can type the information in a text file, and then import it into the database with the Mass Import Utility. This method is faster for entering large amounts of category data, or importing the data from another database.

Example of a Category Tree



Product Categories Form

This form allows you to create a category tree in order to lay out a structure for a product line, and customize store navigation. Use this form to select the store to wish you wish to add or edit categories. You can also create and view a complete category tree, delete unwanted categories, copy and move categories within the tree, and list the products contained within specific categories. After you select the store name, click the **Add** or **Edit** buttons on the Action Bar in the bottom frame to access other product category forms.

Note: Do not use the reload button on the browser while working on this form.

Select Store

List the available stores to which you have administrative access. Categories appear below the store name.

View Product Categories

To view category structures, do the following:

1. Open Net.Commerce Administrator.
2. Click **Store Manager**, then **Product Categories**. The Product Categories form appears.
3. From the **Store Name** drop-down list, select the store for which you want to view categories.
4. Click the triangle beside the root category. A list of the store's main (first) categories appears. Note that they are in collapsed form, preceded by triangles that point to the right, and that the triangle beside the root category now points downward. The triangle represents non-leaf categories, which have child categories. When it points to the right, the category is collapsed, meaning that its child categories are not displayed. Collapsing categories "hides" parts of the tree, enabling you to see only the branches that you want. To see the full tree again, you expand it. When a triangle points downward, the category is expanded, meaning that all its child categories are displayed.
5. Continue clicking the triangles that point right, until you have fully expanded the category tree. A diamond precedes leaf categories.
6. To collapse a category, click the downward-pointing triangle. The child categories disappear, and the triangle now points to the right.

Copy and Move Categories

Perform the following steps to copy or move categories in the category tree of Net.Commerce Administrator:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**.
3. Click **Product Categories** to display the Product Categories form.
4. On the tree, select the category that you want to copy or move. The category appears in italics to indicate that you have selected it.
5. Click **Mark**. The category now flashes to indicate that it is marked. If you make a mistake and want to mark another category, click **Unmark** and repeat the steps above.
6. Click the parent category under which you want to copy or move the marked category. The parent category appears in italics to indicate that you have selected it.
7. Click **Move** or **Copy** as desired. The category appears underneath the selected parent.

PRO If you copy or move categories, you will have to run the **Resynchronize** function in the Product Advisor to include your changes in the Product Advisor database.

Delete Categories

To remove a product category that you no longer require, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, and then **Product Categories**. The Product Categories form appears.
3. From the **Store Name** drop-down list, select the store for which you want to delete a category.
4. Click the triangle beside the store's name in the display area.

5. Expand the tree until you find the category that you want to delete.
6. Click the category that you want to delete. The selected category appears in italics.
7. Click **Delete** in the lower frame. If the selected category has more than one parent, a message appears asking you if you want to delete the category from the selected parent or from all its parents. A message appears to confirm that you want to delete the category.
8. Click **OK** to complete the task or **Cancel** to cancel the deletion.

Notes:

- You should only delete a category when all its child categories and products will no longer be available in the store. If this is not the case, then consider modifying or moving the category to achieve the desired results, rather than deleting it. For example, you can change the category name, or make other modifications. If you just want to place it under a different parent, you can copy and move categories.
- Only leaf categories can be deleted. If you want to remove a non-leaf category, you must first delete all of its child categories.
- **PRO** If you delete categories that belong to a parent category for which you have created an interactive catalog using the Product Advisor, you will have to run the **Resynchronize** function in the Product Advisor to remove the category from the interactive catalog.

Add New Category Form

From the Product Categories form, you can access this form by clicking the **Add** button in the action bar. Use this form to add product categories, much like specifying departments in a traditional mall.

Name Name of the new category. Accepts up to 200 characters.

Category Identifier

Enter a value up to 245 characters in length that uniquely identifies the category.

Publish

Select **Yes** to display store category information. Select **No** to reserve the information until later.

Sequence Number (presentation order)

Category position, in relation to other categories of the same parent, on the page (1 = first, 2 = second, etc.). Accepts decimal places.

Description

Brief category description. Accepts up to 254 characters.

Thumbnail Image

Path and file name of a category thumbnail image.

Full-sized Image

Path and file name of a full-sized category image.

Custom

Custom Fields 1 and 2

For merchant customization use.

Create Product Categories Using Net.Commerce Administrator

To create product categories using Net.Commerce Administrator, do the following:

1. Enable the caching feature on your browser.
If you encounter an error when you create product categories, check your browser's cache.
2. Open Net.Commerce Administrator.
3. On the task bar, click **Store Manager** and then **Product Categories**.
4. From the **Select Store** drop-down list, select a store name.
Any existing categories that have been created for the store will appear below the store name. As you create categories, the category reference number appears in brackets beside the category name on the tree.
You will use this number to later assign products to categories. You do not need to write the numbers down since you can display them again when you enter product information.
5. Choose one of the following:
 - To add the first categories beneath the root, click the store's name. The selection will appear in italics.
 - To add a child category, click the parent category under which it should appear. The selection will appear in italics.
6. From the action bar on the bottom, click **Add**.
The Add New Category form appears.
7. In the **Name** field, enter the name of the category you want to add.
8. In the **Category Identifier** field enter a value up to 245 characters in length that uniquely identifies the category.
9. From the **Publish** drop-down list, select either **Yes** to display the category when the store opens or **No** to delay its inclusion.
10. In the **Sequence Number** field, enter a number to indicate this category's position on the page (in relation to the other categories of the same level in the tree).
For example, enter "1" to position this category first on the page, enter "2" to position it second, and so forth.
11. Enter descriptions in the fields provided.
12. To include thumbnail and full-sized images for this category, enter the file names in the **Thumbnail Image** and **Full-sized Image** fields. If the image is stored on the Web server, enter its path and file name. (Make sure image files are stored in an appropriate directory that the Web server has been configured to access). Otherwise, enter its URL.
13. If you make an error, you can type directly over the field, or click **Clear** to clear the fields and start over. When you are done, click **Save**. The category appears in the display area, in the specified location.
14. Repeat these steps to add all the categories in the category tree.
15. **PRO** If you add new categories to a parent category for which you have created an interactive catalog using the Product Advisor, you will have to run **File/Resynchronize** to include the new categories in the interactive catalog.

Note:

- You cannot add items or products to the category tree. Products are linked to categories, and items are linked to products, in the Product/Item Information form.

Edit Category Form

From the Product Categories form, you can access this form by clicking the **Edit** button in the Action Bar. Use this form to modify existing product categories.

Name Name of the category you want to edit. Accepts up to 200 characters.

Category Identifier

Enter a value up to 245 characters in length that uniquely identifies the category.

Publish

Select **Yes** to display store category information. Select **No** to reserve the information until later.

Sequence Number (presentation order)

Category position, in relation to other categories of the same parent, on the page (1 = first, 2 = second, etc.). Accepts decimal places.

Description

Brief category description. Accepts up to 254 characters.

Thumbnail Image

Path and file name of a category thumbnail image.

Full-sized Image

Path and file name of a full-sized category image.

Custom**Custom Fields 1 and 2**

For merchant customization use.

Change Categories

To change category properties, such as names, descriptions, or images, or inventory levels, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**.
3. Click **Product Categories** to display the Product Categories form.
4. From the **Store Name** drop-down list, select the store for which you want to modify a category.
5. Click the triangle beside the store's name in the display area. The store's top categories appear in this area.
6. Expand the tree until you find the category that you want to modify.
7. Click the category that you want to modify. The category you selected appears in italics.
8. From the Action Bar at the bottom, click **Edit**. The Edit Category form appears.
9. Click the fields and make the desired changes. If you make an error, simply type over the field, or click **Clear** to clear the fields, and start over.
10. Click **Save** to incorporate the changes in the database.

When you change category information, the corresponding category pages are updated automatically.

PRO Notes:

- If you modify category information, and you created an interactive catalog for categories using the Product Advisor, you will have to resynchronize the catalog for the category that contains the changes, using the **File/Resynchronize** menu option in the Product Advisor.
- If you added new products or subcategories to the category, you will have to run the **File/Check for new data** menu option in the Product Advisor *and then* **File/Resynchronize** to include the new products or categories in the interactive catalog.

Category Template Assignment Form

Use categories to indicate departments or groups of products. You can target shoppers by assigning different category templates to specific shopper groups, using this form.

Product Category

Name of the category to which the template will be assigned.

Shopper Group

Select the shopper group for the specified template, or select **None** to assign the same template to all shoppers.

Template

File name or the HTML path and name of the desired category template.

View Template

Displays the specified category template.

Description

Description of the category template.

Custom

Custom Fields 1 and 2

For merchant customization use. Accepts up to 254 characters.

Search for Category Template Assignments

Perform the following steps to list category templates that have been assigned to all shoppers, or only those assigned to a specific shopper group:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Product Categories**. The Product Categories form appears.
3. From the **Select Store** drop-down list, select a store name. Categories appear below the store name. Click a category.
4. On the action bar below, click **Template** to display the Category Template Assignment form.
5. From the **Shopper Group** drop-down list, select a shopper group or highlight the blank space at the bottom of the list. The latter indicates that you want to view all category template assignments, regardless of the shopper group.
6. Click **Search**. A list of category template-shopper group assignments displays in the bottom frame.
7. Click the assignment that you want to view. The fields automatically fill with corresponding information.
8. To go back to the Product Categories form, click **Return**.

Assign Templates to Categories

You can assign templates to categories using the Net.Commerce Administrator or the Mass Import utility. To assign templates using the Net.Commerce Administrator, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Product Categories**. The Product Categories form appears.
3. From the **Select Store** drop-down list, choose a store name. Categories appear below the store name.

4. On the tree, select the category to which you want to assign a template. The selected category appears in red italics.
5. On the action bar below, click **Template** to display the Category Template Assignment form.
6. Ensure that the category information is displayed.
7. To assign the same category template to all shoppers who do not belong to a specific shopper group, select **None** from the **Shopper Group** drop-down list. To assign a category template to a specific shopper group, select the group you want.

PRO Note: Product Advisor does not currently recognize categories and products that have not been assigned a template. If you are working with a store in which you are not assigning templates to categories (by creating your own Net.Data macros instead), Product Advisor will not work with your store. You must therefore assign a template to all of your categories and products.

Also, Product Advisor only recognizes “published” categories and products. Product Advisor processes categories and products in a hierarchical manner. It starts at the top category and goes down into each lower level category. When Product Advisor finds an “unpublished” category, it does not look at any subordinate categories. You should verify that all the categories and products that you want to use with Product Advisor are “published”.

8. In the **Template** field, enter the path and file name of the category template you want to use. Ensure that you use the correct file naming convention.
9. In the **Description** field, enter a brief description of the template, if desired.
10. Click **View Template** if you want to see the template.
11. Click **Save** to save the template assignment in the database.
12. Click **Return** to return to the Product Categories form.
13. Repeat steps 4 to 12 to assign templates to other categories in the store.

PRO Note: If you assign new templates to categories for which you have created an interactive catalog using the Product Advisor, you will have to run the **Resynchronize** function to update the interactive catalog.

Products and Items

In order for merchandise to be properly classified, there are two merchandise divisions in the Net.Commerce database: products and items. As an administrator of an online store, you need to understand how these terms are defined in the database.

A product is a tangible unit of merchandise or a service that has a specific name and manufacturer. An example would be a style and make of hammer, denim jeans, automobile, or a service such as a particular wilderness tour or engine tune-up. Products are identified by product numbers. If a product is available in only one form (no variation in size, color, and so forth), such as a magazine, then it is identified by a SKU. Products have a parent category, but cannot be further divided into child categories. If, however, they are available in more than one format (different color, material, and so forth), then they are divided into these formats, called items.

An item is a product with specific set of attributes. For example, if a framer’s hammer is available with either a wood or a plastic handle, then both these formats are items of the framer’s hammer. Similarly, a particular size and color of a label of denim jeans is an item of that label. And a particular model of automobile in red, with an automatic transmission and air conditioning, is an item of that model. Each item has a unique SKU for stockkeeping purposes.

Product Information

You can populate the Net.Commerce database with product information. Depending on the product line, it can be a lengthy process when you first create a store. But, when you create product page templates, you will see the benefits as many product pages are dynamically created and updated. You can also search for and modify information about products, and delete products that will no longer be available.

Information about products is recorded and managed on the Product/Item Information form. For each product, you must specify a name and number, parent category, items (if the product has variations), attributes, a shipping code, a price, and the template that will display the product. If the shipping code assigned to the product calculates shipping prices based upon weight, you need to supply the weight, using the same unit (kilograms, pounds, and so forth) that is used in the shipping code. If you do not supply the weight, and the shipping code assigned to the product uses a weight calculation, then no shipping cost will be charged to the customer. The same will occur if you do not specify a shipping code. You may also include image files, sale and shopper group prices, detailed descriptions, and a different template for shopper groups.

The Product Information function also contains the following sub-forms:

- Price Information form
- Product Attributes form
- Item Attributes Form
- Product Template Assignment form
- Parent Categories form

Rather than using the forms to populate the database, you can type the information in a text file, and then import it into the database with the Mass Import Utility. This method is faster for entering large amounts of product data, or importing the data from another database.

Before using this function, make sure you clearly understand the difference between “products” and “items.”

Product Information Requirements

To enter information in the Product/Item Information form, you should gather product information, such as names, shipping codes, SKU numbers and prices. In addition, you should have created the following:

- Categories for products, in the Product Categories function.
- Shipping codes, in the Shipping Services function. You can do this later, but you will need to return to the Product Information form and enter the code in the required field.
- Product templates, in the Template Designer. You can also do this later, but you will need to return to the Product Information form to complete the field.
- Shopper groups, if you intend to offer special product prices to members of shopper groups.

Product/Item Information Form

Use this form to indicate specific details about products or items. Such information includes the store(s) that sell the product or item, unique reference numbers for identification, dimensions and descriptions, and more.

Select Store

Lists the store names to which you have administrative access.

Input For

Select whether the merchandise is either a **Product** or an **Item**.

Product Number or Item SKU

Merchant-defined number that uniquely identifies the product or item. Accepts up to 64 characters. This field is case-sensitive with respect to searches.

Product/Item Reference Number

System-generated unique reference number for the product or item.

Update Form

Fills the fields with information from the database for the specified product or item you specified with a product number or item SKU.

Parent Reference Number

Reference number of the parent category (for products) or parent product (for items).

Select Parent...

Displays the store's category tree, from which the parent reference number can be obtained for the item or product. The tree is displayed in a separate window which must be closed when no longer needed.

Publish

Select **Yes** to display the product information in the on-line store, **No** to reserve until later, or **Mark For Deletion** to identify the product as ready for deletion by the Database Cleanup utility.

Last Updated

Date that the product information was last updated.

Name/Short Description

Product name, or a few words to describe it. Accepts up to 254 characters.

Description Field (1), (2) and (3)

Detailed product descriptions. These fields are case-sensitive with respect to searches. For DB2 the maximum size of this field is 4 KB. For Oracle it is 2 KB.

Thumbnail Image

Path and file name of the product thumbnail image.

Full-sized Image

Path and file name of a full-sized product image.

Soft Goods URL

URL where a software product can be downloaded.

Product Shipping Code

Lists shipping codes from which a code is selected for calculation of shipping charges.

Special Information

Lists categories of special product information, such as a sale.

Tax Code

This field is currently unavailable.

Tax Code List

This field is currently unavailable.

Inventory

Number of items in stock. This field only applies to items that have a SKU. Note that this field is read-only. Entering values in the **Change Inventory (+/-)** field, rather than directly changing this field, ensures that the resulting inventory is accurate.

Change Inventory (+/-)

Specifies any inventory change. Use this field to add or subtract from the selected product's inventory. If you enter an inventory value for a product that has items, the items will not inherit that inventory value. Also, the inventory for that product will not be automatically updated, since products that have items cannot be added to the shopping cart. The database only tracks inventory for items or leaf products. Therefore, to maintain an accurate inventory count, you should only update the inventory value for items that have a SKU or for leaf products.

Availability Date

Date that the product becomes available. If the item is out of stock or not yet stocked, the merchant can specify the availability date.

Shipping Dimensions**Unit of Measure**

Unit of measurement for the dimensions. Accepts up to 20 characters. To express inches, type in. Do not use double quotes ("");

Length Length of the product. Default is 0. Accepts a maximum of 15 digits, with 4 decimal places.

Width Width of the product. Default is 0. Accepts a maximum of 15 digits, with 4 decimal places.

Height Height of the product. Default is 0. Accepts a maximum of 15 digits, with 4 decimal places.

Unit of Weight

Accepts up to 20 characters. Weight units are important for shipping codes. The units used must be the same for all products that use the same shipping code, for shipping codes that calculate shipping charges by weight.

Weight Weight of the product. Default is 0. Accepts a maximum of 15 digits, with 4 decimal places.

Custom**Custom Field 1 and 2**

For merchant customization use. Accepts only integers.

Custom Field 3

For merchant customization use. Accepts a maximum of 15 digits, with 2 decimal places.

Custom Field 4 and 5

For merchant customization use. Accepts up to 254 characters.

Enter Basic Product Information

For all products, follow these steps to enter high-level information about the product including a name and number, parent category, a shipping code, and also the weight, if the shipping code assigned to the product calculates shipping prices based upon weight.

1. Open Net.Commerce Administrator.
2. Click **Store Manager**, then **Product Information**. The Product/Item Information form appears.
3. From the **Select Store** drop-down list, select the store for which you want to add products.
4. From the **Input For** drop-down list, select **Product**.
5. In the **Product Number or Item SKU** field, enter the product number.
Note: Product numbers and item SKUs are case-sensitive in Net.Commerce. For example, product number, BR-77-T is not the same as product number, BR-77-t.
6. Leave the **Product/Item Reference Number** field blank. Once you create and save the product in the database, the system will assign a number to the product and fill this field.
7. Click **Select Parent....** The Product Categories window appears. Note the number that is assigned to the parent category for this product from the category tree. Close the window.
8. In the **Parent Reference Number** field, enter the reference number of the parent category.
9. From the **Publish** drop-down list, select either **Yes** to display this product in the store as soon as the information is entered or **No** to wait until later.

PRO Note: Product Advisor does not recognize categories and products that are not published (Publish = "No"). In addition, because Product Advisor maintains a hierarchical model, categories and products below a category that is not published will also not appear in the Product Advisor.

10. In the **Thumbnail Image** and **Full-sized Image** fields, enter the path and file name of thumbnail and full-sized image files (if available). If the image is stored on your Web server, enter its path and file name. (Make sure you have stored the image files in an appropriate directory that your Web server has been configured to access.) Otherwise, enter its URL.
11. From the **Product Shipping Code** drop-down list, select the shipping code.
12. If you are using Taxware International to calculate taxes, enter the number of the tax code that calculates the tax for this product in the **Tax Code** field. To see a list of available tax codes, click the **Tax Code List** button. A list will appear at the bottom frame. Click a code in this list to place the code number in the **Tax Code** field.
13. Enter information in the other fields, if appropriate. If you want to express inches in the **Unit of Measure** field, type in. Do not use double quotes ("").
14. If you make a mistake, you can type directly over the incorrect information, or click **Clear** to clear the fields and start over. When you are satisfied that the product information is accurate and complete, click **Save** to save the information before continuing to the next form.

PRO Note: If you add new products to a category, you will have to run the **Resynchronize** function in the Product Advisor to include the new products in the Product Advisor database.

Display Product and Item Information

To display information about a product or an item, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Product Information**. The Product/Item Information form appears.
3. From the **Select Store** drop-down list, select the store for which you want to display product information.
4. Choose one of the following:
 - If you know the product number or item SKU:

- Enter it in the **Product Number or Item SKU** field.
 - Click **Update Form**. The form fills with information about the product.
 - If you do not know the product number or item SKU:
 - Search for the product.
5. To view price information, product attributes, the parent category, or the shopper group template assignment, click the appropriate button.

Search for Products or Items

To search for one or more products or items, do the following:

1. Open Net.Commerce Administrator.
 2. On the task bar, click **Store Manager**, then **Product Information**. The Product/Item Information form appears.
 3. Enter product or item information in one or more of the fields.
 4. From the **Input For** drop-down list, select **Product** to search for a product or **Item** to search for an item.
 5. Click **Search**. A list of all the products or items that satisfy the search criteria will appear at the bottom of the screen.
- To fill the fields of the form with information about one of the products or items, click that product or item in the list.

For example, if you select **Product** from the **Input For** drop-down list and enter a store name, a search will generate a list of all the products or items available for that store. If you select **Item** from the **Input For** drop-down list and enter a product reference number in the **Parent Reference Number** field, a search will display all the items that fall under that product.

Note: Some searchable fields in Net.Commerce are case-sensitive. To generate reliable search results, you should ensure that the product number or item SKU is accurate.

Update the Inventory of Products

To increase or reduce the inventory of any given product, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Product Information**. The Product/Item Information form appears.
3. Display the information for a product or item that you want to work with.
4. Enter the number that you want to add or subtract, in the **Change Inventory (+/-)** field.
If you are increasing the inventory, enter this number with or without a plus sign (+); for example, “100” or “100+” increases stock by 100 units. If you are reducing inventory, ensure that there is a minus sign (-) in front of this number; for example, “-50” decreases stock by 50 units.
5. Click **Save**.
The new value appears in the **Inventory** field on the form.
Note that this field is read-only (represented by the field name in italics). It displays the number of in-stock products at the time you access the form. Entering values in the **Change Inventory (+/-)** field, rather than directly changing the **Inventory** field, ensures that the resulting inventory is accurate.

Note: While you update inventory, shoppers can still make purchases.

Delete Products or Items Using Net.Commerce Administrator

To delete a product or item from the database, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Product Information**. The Product/Item Information form appears.
3. Display the information for the product or item that you want to delete.
4. Click **Delete**. A confirmation message appears.
5. Click **OK** to delete the selected product or **Cancel** to cancel the deletion.

Notes:

- Deleting products also removes the attributes, template, and price information as well as all the items that are associated with this product.
- You cannot delete a product that has a pending customer order associated with it.
- You can also delete individual items from the database. This will not affect other items of the same parent product.
- **PRO** If you delete products that belong to a category for which you have created an interactive catalog using the Product Advisor, you will have to run the **File/Check for new data** menu option in the Product Advisor and then **File/Resynchronize** to remove the product from the interactive catalog.

Change Product or Item Information

To change information about a product or item in the database, do the following:

1. From the **Store Manager**, click **Product Information**.
2. Display the information for a product or item that you want to work with.
3. Click (or tab to) the fields in the form and make the desired changes. If you make a mistake, you can type directly over the incorrect information, or click **Clear** to clear the fields and start over.
4. Click **Save** to add the new information to the database.

PRO Notes:

- If you modify product information, and you created interactive catalogs for your products, you will have to resynchronize the catalog for the category that contains the changed product information, using the **File/Resynchronize** menu option in the Product Advisor.
- If you added new products, or new attributes to existing products, you will have to run the **File/Check for new data** menu option in the Product Advisor *and then* **File/Resynchronize** to include the new products or attributes in the interactive catalog.

Product and Item Attributes

Do not confuse product attributes with item attributes. Product attributes are attribute types assigned at the product level. For example, a product such as a particular brand of pants can have an attribute type of size, color, fabric, and so forth. To describe products, you can use key words or long descriptions.

You can also use the Product Attributes form to assign key descriptive terms that can be used in product searches and for other data management purposes. Key words can reflect inventory classifications or suppliers requirements, and be used for data management purposes. For example, a clothing distributor may find it useful to create an attribute type of "fabric," and then assign values such as "denim," "wool," and so forth to the various products in inventory. The merchant can then search the database for all products made of denim (on the Product Attributes form), to determine the inventory levels of this line of

merchandise. This task involves assigning attribute values at the product level. For this application, product attributes can be considered an enhanced method of describing products that allow for more sophisticated data management.

Item attributes are the corresponding attribute values assigned to the product's items. The item attributes for the pants could be blue, waist 36, length 38, and so forth. Shoppers select specific item attributes when they make online purchases. You must therefore create item attributes to allow them to make these selections. To create item attributes, you first have to define the attribute type at the product level.

Product Attributes Form

This form allows you to create attributes types for each product, such as color or size. To assign attribute values for items (such as specific colors or sizes) which shoppers can select when ordering products, use the Item Attributes form.

Product Number

Merchant-defined number for the product.

Update Form

Fills the fields with information from the database for the specified product.

Define Attribute

Attribute Name

Lists available attributes. For example, "material" or "waist size."

Attribute Value

Value of the attribute. For example, "wood" or "plastic." Accepts up to 254 characters.

Update Saves the attribute value into the database.

Custom Field 1

For merchant customization use.

Create/Remove Attribute

Attribute Name

Name of the attribute, such as "material." Accepts up to 200 characters. A list of available attribute values appears below this field.

Create Creates the new attribute and stores it in the database.

Remove

Removes the selected attribute from the database.

Enter Product Attributes

To define attributes for products, do the following:

1. Open Net.Commerce Administrator.
2. Click **Store Manager**, then **Product Information**. The Product/Item Information form appears.
3. Display the product that you want to work with.
4. Click **Attributes** to display the Product Attributes Form.
5. Enter the name of the first attribute type in the field provided (such as size) under **Create/Remove Attribute**.
6. Click **Create**.
7. Repeat steps 4 and 5 for all the attribute types for this product.
8. To assign an attribute value, under **Define Attribute** select the first attribute type from the drop-down list (such as material).

Note: Be sure to select only the attribute for which you want to specify a value at the product level. Attribute values for items must be selected on the Item Attributes form.

9. Enter the attribute value for the product (such as denim or wool) in the **Attribute Value** field.
10. Click **Update**.
11. Repeat steps 7 to 9 for each attribute type of this product.
12. To define the attributes of all the other products under the same parent product without exiting the form, enter the product number in the field provided, click **Update Form**, and repeat these steps. Attribute types are retained in the drop-down list until you exit this form and select a new parent product.

You have now created a product attribute. Now you can enter items and item attributes.

PRO Note: If you add new attributes to a product, you will have to run the **Resynchronize** function in the Product Advisor to include the new attributes in the Product Advisor database.

Item Attributes Form

This form allows you to define specific attribute values for each item that you offer to shoppers. The attribute values you define here are the ones that shoppers select (such as a particular size or color), when adding products to their shopping cart. Before you use this form, you need to have created the respective attribute types (such as size or color) on the Product Attributes form. (It is not recommended to create and remove attribute types on the Item Attributes form.)

For unique situations where you need to define an attribute type at the item level, you can use the **Create/Remove Attribute** section on this form.

Item SKU

Merchant-defined SKU number of the item.

Update Form

Fills the fields with information from the database for the specified item.

Define Attribute

Attribute Name

Lists available attributes. For example, "size" or "color."

Attribute Value

Value of the attribute. For example, "34" or "white."

Update Saves the attribute value into the database.

Custom Field 1

For merchant customization use.

Create/Remove Attribute

Attribute Value

Name of the attribute, such as "size." Accepts up to 254 characters. A list of previously created attributes appears below this field.

Create Creates the new attribute and stores it in the database.

Remove

Removes the selected attribute from the database.

Define Presentation Order/Description

Attribute Name

Name of the attribute, such as "waist size." Accepts up to 254 characters.

Sequence Number (presentation order)

Presentation sequence of this item attribute on the product template, relative to other attributes. Decimal places are possible, enabling an attribute to be placed between any two other attributes at any time, without reassigning sequence numbers.

Update Saves the presentation sequence of the attribute.

Description 1

Description of the item attribute. For DB2 the maximum size of this field is 4 KB. For Oracle it is 2 KB.

Description 2

Description of the item attribute. For DB2 the maximum size of this field is 4 KB. For Oracle it is 2 KB.

Enter Items and Attributes

To define the items and their attributes for each product, do the following:

1. Ensure that you have previously entered product attributes.
2. Open Net.Commerce Administrator.
3. Click **Store Manager**, then **Product Information**. The Product/Item Information form appears.
4. Display the product for which you want to enter items and attributes.
5. Check the fields and make any required changes for the item.
6. From the **Input For** drop-down list, select **Item**.
7. In the **Product Number or Item SKU** field, change the product number to the item SKU.
Note: Item SKUs are case-sensitive in Net.Commerce. For example, BR-77-T-01 is not the same as product number, BR-77-t-01.
8. Clear the **Product/Item Reference Number** field. A new number will automatically be generated for this field after you create the item.
9. Click **Select Parent...** In the window that is displayed, note the number of the product that is the parent to the item. Close the window.
10. Enter the number in the **Parent Reference Number** field.
11. Click **Save** to save the information.
12. Click **Attributes** to display the Item Attributes Form.
13. Under Define Attribute, select the first attribute type from the drop-down list (such as size.) These are the attribute types you created on the Product Attributes form.
14. Enter the attribute value for the item (such as blue, for color, or small, for size) in the **Attribute Value** field.
15. Click **Update**.
16. Repeat steps 11 to 13 for each attribute type for this item.
17. To define the attribute values of all the other items of this product without exiting the form, enter the SKU for each item in the field provided, click **Update Form**, and repeat steps 11 to 14. Attribute types are retained in the drop-down list until you exit this form and select a new parent product.

Change Attributes

To change the attributes of a product or item, do the following:

1. From the **Store Manager**, click **Product Information**.
2. Display the information for a product or item that you want to work with.
3. Click **Attributes**.

4. Select the attribute type from the drop-down list in the Define Attribute section.
5. In the **Attribute Value** field, modify the attribute value.
Leaving the attribute value blank signifies that the attribute does not apply to this product or item.
6. Click **Update** to save the new value.

PRO **Notes:**

- If you modify product information, including attributes, and you created interactive catalogs for products, you will have to resynchronize the catalog for the category that contains the changed information, using the **File/Resynchronize** menu option in the Product Advisor.
- If you added new products, or new attributes to existing products, you will have to run the **File/Check for new data** menu option in the Product Advisor *and then* **File/Resynchronize** to include the new products or attributes in the interactive catalog.

Delete Attributes

To remove attributes from a product or item, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Product Information**. The Product/Item Information form appears.
3. Display the information for a product or item that you want to work with.
4. Click **Attributes** to display the Product Attributes form or the Item Attributes Form.
5. In the Create/Remove Attribute section, select the attribute that you want to delete from the drop-down list.
6. Click **Remove**.

Notes:

- Removing the attributes from a product will also remove all the corresponding attribute values from items of that product.
- **PRO** If you delete attributes from products, you will have to run the **Resynchronize** function in the Product Advisor to remove the attribute from the Product Advisor database.

Prices

Once you have saved the information entered on the Product/Item Information form, you can specify price information using the Price Information form. You can enter and manage multiple prices for the same product. These may include a regular price, sale prices, and reduced prices for shopper groups. In such instances, the Net.Commerce server must have a way to decide which price to display to shoppers when they view the product. The **Precedence** field performs this function.

To determine the correct price of an item, the Net.Commerce server collects all the prices for that item that are valid for the shopper group (or for everybody if no shopper group has been specified) at the current date and time. It then selects the one with the highest precedence value. Note that higher numbers represent higher precedence values. Suppose, for example, on a particular day, the valid prices are a regular price with precedence 0, a sale price with precedence 1, and a shopper group price with precedence 2. A member of the shopper group accessing the product page would see the shopper group price, while another shopper would see the sale price.

Price Information Form

This form allows you to indicate details about the price of products or items.

Product Number or Item SKU

Number or SKU that identifies the product or item. This field is case-sensitive with respect to searches.

Price Every item must be tagged with a fixed regular price. Accepts a maximum of 15 digits, with 2 decimal places. If you enter a price for a product that has items, the items will inherit that price. If you enter a price for an item for which the parent product already has a price set in the database, then the price of the item will override the price of the parent product.

Precedence

Priority of the price over other prices available for the item. Default is 0. Higher numbers represent higher precedence values. For example, to assign precedence of a sale price over the regular price, enter values of 0 for the regular price and 1 for the sale price.

Currency

Currency of the price, as selected on the Store and Merchant Information form.

Shopper Group

Lists the available shopper groups to which the price applies, selected from a drop-down list. Select **None** to apply the price to all shoppers.

Effective Date, Effective Time

Date and time the price becomes effective. Default is the current date and time 0:00:00.

Expiry Date, Expiry Time

Date and time that the price expires. Default is 9999-12-31 at 23:59:59.

Custom

Custom Field 1

For merchant customization use. Accepts up to 30 characters.

Custom Field 2

For merchant customization use. Accepts one character.

Enter Prices

To specify prices for products and items, do the following:

1. Open Net.Commerce Administrator.
2. Click **Store Manager**, then **Product Information**. The Product/Item Information form appears.
3. Display the product that you want to work with.
4. On the task bar, click **Prices** to display the Price Information form.
 - To enter the regular price:
 - a. Enter the regular price and currency of the item in the appropriate fields.
 - b. In the **Precedence** field, enter a low number (such as 1).
 - c. To offer this price to all shoppers, select **None** from the **Shopper Group** drop-down list. You may leave the other fields blank.
 - d. Click **Save**.
 - To enter a sale price for all shoppers:
 - a. Enter the price and currency in the appropriate fields.
 - b. In the **Precedence** field, enter a number that is higher than the one you entered for the regular price (such as 2). A higher number indicates that this price takes precedence over the regular price during the period that you will specify. Note that you can use floating decimal points, so

that you can define the precedence of a new price in any position relative to existing prices. For example, you can enter 1.5 to give a price higher precedence than a price with a value of 1 and lower precedence than a price with a value of 2.

- c. From the **Shopper Group** drop-down list, select **None**.
 - d. Enter the start and end dates that the sale price will be in effect.
 - e. Click **Save**.
- To enter a reduced price for a shopper group: (Note that before you can assign shopper group prices, you must create shopper groups. You can define shopper groups in the Net.Commerce database.)
 - a. Enter the price and currency in the appropriate fields.
 - b. In the **Precedence** field, enter a number that is higher than the previous values (such as 3) to give this price precedence over both the regular price and the sale price. If you want the sale price to take precedence over the shopper group price, enter a number between the values for those two prices (such as 1.5).
 - c. Select the shopper group to which this price applies, from the drop-down list.
 - d. Enter the start and end dates that the shopper group price will be in effect.
 - e. Click **Save**.

PRO Notes:

- If you add new prices to a product, you will have to run the **File/Resynchronize** function in the Product Advisor to include the new prices in the Product Advisor database.
- If you specify an effective date or an expiry date for a price, when this date occurs, you must run the **File/Refresh Prices** function to update the Product Advisor catalog with the price change.

List Prices

To list price information for a specific product or item, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Product Information**. The Product/Item Information form appears.
3. Display the information for a product or item that you want to work with.
4. On the task bar, click **Prices** to display the Price Information form.
5. Click **Search**. A price list appears in at the bottom of the form.
6. Click the price you wish to view.

Change Product or Item Prices

To change the prices of a product or item, do the following:

1. From the **Store Manager** in Net.Commerce Administrator, click **Product Information**.
2. Display the information for a product or item that you want to work with.
3. On the task bar, click **Prices** to display the Price Information form.
4. Click **Search** to display a list of all available prices for this product or item in the database.
5. Click the price you want to modify in the list. The fields fill with information about this price.
6. Click the fields and make the desired changes.
7. Click **Save**.

PRO Notes:

- If you modify price information, and you created interactive catalogs for products, you will have to resynchronize the catalog for the category that contains the changed price, using the **File/Resynchronize** menu option in the Product Advisor.
- If you specify an effective date or an expiry date for a price, when this date occurs, you must run the **File/Refresh Prices** function to update the Product Advisor catalog with the price change.

Delete Prices

To delete a price from the database, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Product Information**. The Product/Item Information form appears.
3. Display the information for a product or item that you want to work with.
4. Click **Prices** to display the Price Information form.
5. Click **Search** to display a list of all available prices for this product or item in the database.
6. Click the price that you want to delete in the list.
7. Click **Delete**. A message appears to confirm that you want to delete the price.
8. Click **OK** to complete the task.

PRO Note: If you delete prices from products that belong to a parent category for which you have created an interactive catalog using the Product Advisor, you will have to run the **Resynchronize** function in the Product Advisor to remove the prices from the interactive catalog.

Product Template Assignment Form

Use this form to specify different product templates for different shopper groups. For instance, you can assign a template that features the most recent computer software and hardware to a shopper group interested in computers and technology.

Product Number or Item SKU

Product number or item SKU to which the template will be assigned. This field is case-sensitive with respect to searches.

Shopper Group

Lists the available shopper groups for the specified template, or select **None** to assign the same product template to all shoppers.

Template

File name or the HTML path and name of the desired product template.

View Template

Displays the specified product template.

Description

Description of the product template.

Custom

Custom Fields 1 and 2

For merchant customization use. Accepts up to 254 characters.

Note: All product description fields in the Net.Commerce Store Manager are limited to 4000 bytes.

Search for Product and Item Template Assignments

To list product or item templates that have been assigned to all shoppers, or only those templates assigned to a specific shopper group, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**.
3. Click **Product Information** to display the Product/Item Information form.
4. Display a product or item that you want to work with.
5. On the task bar, click **Templates** to display the Product Template Assignment form.
6. From the **Shopper Group** drop-down list, select a shopper group or select the blank space at the bottom of the list.
The latter indicates that you want to view all product template assignments, regardless of the shopper group.
7. Click **Search**. A list of product template-shopper group assignments displays in the bottom frame.
8. Click the assignment that you want to view. The fields automatically fill with corresponding information.

Assign Templates to Products or Items

You can assign templates to products or items using the Net.Commerce Administrator or the Mass Import utility. To assign templates using the Net.Commerce Administrator, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Product Information**.
3. Display the information for a product or item that you want to work with.
4. On the task bar, click **Templates** to display the Product Template Assignment form and ensure that the Product Number or Item SKU is displayed.
5. To assign the same product template to all shoppers who do not belong to a specific shopper group, select **None** from the **Shopper Group** drop-down list. To assign a product template to a specific shopper group, select the group you want.

PRO Note: Product Advisor does not currently recognize categories and products that have not been assigned a template. If you are working with a store in which you are not assigning templates to categories (by creating your own Net.Data macros instead), Product Advisor will not work with your store. You must therefore assign a template to all of your categories and products.
6. In the **Template** field, enter the path and file name of the product template you want to use. Ensure that you use the correct file naming convention.
7. In the **Description** field, enter a brief description of the template, if desired.
8. Click **View Template** if you want to see the template.
9. Click **Save** to save the template assignment in the database.
10. Repeat steps 2 to 8 to assign templates to other products.

PRO Note: If you assign new templates to products or items that belong to a category for which you have created an interactive catalog using the Product Advisor, you will have to run the **Resynchronize** function in the Product Advisor to update the interactive catalog.

Products in Multiple Categories

You can include a product in more than one product category. Storing the product in multiple categories, or departments, gives it increased exposure to customers, who can then see it in more than one location in the store. Also, it allows you to position products strategically so that customers who traditionally view certain categories will see the products. Finally, to reduce the need for shoppers to search the store, you can ensure that all the categories that shoppers might associate with that product actually contain that product.

Manage Parent Categories Form

Use this form to assign a product to a category in addition to the one specified in the **Parent Reference Number** field on the Product/Item Information form. This form cannot be used for items, since items cannot have more than one parent product.

Product Number

Number of the product which you wish to place underneath an additional parent category. This form cannot be used for items, since items can only have one parent product. This field is case-sensitive with respect to searches.

Update Form

Fills the fields with information from the database for the specified product you specified with a product number.

Add/Remove Parent

Parent Category Reference Number

Reference number of the parent category. The drop-down list below this field lists the parent categories to which the product currently belongs.

Select Parent...

Displays the store's category tree, from which a parent can be selected for the item or product. The tree is displayed in a separate window which must be closed when no longer needed.

Add Adds a parent category to the list.

Remove

Removes a parent category from the list.

Define Presentation Order

Select Parent Category

Lists the available parent categories for the product.

Sequence Number (presentation order)

Presentation sequence of this product on the parent category template, relative to other products displayed on the template. Decimal places are possible, enabling a product to be placed between any two other products at any time, without reassigning sequence numbers.

Update Saves the presentation sequence.

Manage Products in Multiple Categories

To include a product in more than one parent category, or to remove a product from a parent category, do the following:

Note: Because the Product/Item Information form can contain only one field for the parent category, you must create additional product categories on another form.

1. Open Net.Commerce Administrator.

2. On the task bar, click **Store Manager**, then **Product Information**. The Product/Item Information form appears.
3. Display the information for a product or item that you want to work with.
4. Click **Parent Categories** to display the Manage Parent Categories form and do the following:
 - a. To add a parent, enter the parent reference number in the field in the Add/Remove section, and click **Add**. If you do not know the parent reference number, click **Select Parent** and the category tree will appear in a separate window. After you have taken note of the number, close the window.
 - b. To remove a parent, click the parent in the drop-down list in the Add/Remove section, and click **Remove**.
5. From the Define Sequence section, select the name of the category from the drop-down list.
6. Enter a number that indicates the position this product will have on the category template, in relation to other products in the category (1=first, 2=second).
Any decimal value is accepted, enabling you to position a product between any two other products at any time, without reassigning sequence numbers.
7. Click **Update**.

Discounts

Discounts allow you to offer shoppers incentives to purchase. You can offer percentage discounts (such as 10% off), or fixed-amount discounts (such as \$15 off). Discounts can apply to specific products or to entire orders. For example, you can offer a 20% reduction to senior citizens; or if you have many red baseball caps in stock, you can offer a 25% discount on the caps for a limited time. You can implement discounts using Net.Commerce Administrator or directly in the database. If you have customized the database tables, implement discounts directly in the database.

To offer discounts, consider the following questions:

What will be discounted?

- Individual items
- All products with the same product code
- Complete orders

Who will the discount be offered to?

- All shoppers
- Members of a shopper group

When is the discount valid?

- Between a specified start and end date

What is the scale determined by?

- Quantity
- Weight
- Price

How is the discount value applied?

- To the total
- By unit
- By percentage

When should the discount be calculated?

- Before tax and shipping charges
- After tax and shipping charges

The answers to these questions determine which overridable function you will assign to discounts.

Discount Codes

A discount code specifies the following details of a discount:

- A name and a description for the code
- Whether the discount applies to all shoppers, or just to particular shopper groups. For instance, you can offer 15% off all orders placed by senior citizens, or reward frequent shoppers with a \$10 savings for every \$100 order
- The start and end dates that the discount is in effect (a “limited time offer”). Specifying distinct promotion dates is an efficient way to reduce inventory that you want to move quickly, such as seasonal products or overstocked items. For instance, you can offer 50% off all calendars between January 15th and February 15th
- The units on which the discount is based; that is, quantity, weight, or dollar value. For example, to encourage the purchase of large quantities, you can offer a 15% discount to shoppers who place orders for ten items at one time, rather than five items now and five later
- The scale code that determines the level of savings for different quantities of purchases

To create discount codes, use the Define Discount Codes form in Net.Commerce Administrator. You then assign them to specific products or items.

Define Discount Codes Form

Discount codes define the details about specific discounts. Use this form to create, modify, or remove discount codes.

Select Lists the available merchant-defined discount codes that can be modified or removed. The list also contains an **Add New Code** selection, used to add a new discount code to the store’s list.

Remove

Deletes the highlighted discount code from the **Select** list and from the database.

Discount Code Name

Name of the discount code to be added or modified. Accepts up to 15 characters.

Discount Code Description

Brief description of the new or changed discount code. Accepts up to 254 characters.

Custom Field 1

For merchant customization use. Accepts up to 254 characters.

Shopper Group

Lists the available shopper groups that are eligible for the discount. Select **None** if you want to offer the discount to all shoppers.

Start Date

Date that the discount becomes effective, in the form year-month-day. The exact format can vary, depending on how you configure the format of dates and time. For example, 97-11-4, 97-11-04, 1997-11-4, and 1997-11-04 are all acceptable.

End Date

Date that the discount is no longer valid, in the form year-month-day. For example, 97-12-4, 97-12-04, 1997-12-4, and 1997-12-04 are all acceptable.

Discount by

Select either **Quantity**, **Weight**, or **Dollar Value** to indicate the appropriate unit for defining the range within a discount.

Scale Code

Lists the available scale codes for the discount, which defines details of the discount.

Create Discount Codes

Note: If you have set up discounts using the `GetSubOrderProductTotalWithDiscountPerOrder` or `GetOrderProductTotalWithDiscountPerOrder` overridable functions, you do not need to create discount codes.

To create discount codes, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar click **Store Manager**, then **Discounts** and then **Define Codes**. The Define Discount Codes form appears.
3. From the **Select** drop-down list, select **Add New Code**.
4. In the **Discount Code Name** field, enter a name that uniquely defines the discount code.
5. In the **Discount Code Description** field, enter a brief description of the discount code.
6. Enter additional information in **Custom Field 1**, if applicable.
7. If you want a specific shopper group to be eligible for the discount, select that group from the **Shopper Group** drop-down list.
If you want to offer the discount to all shoppers, select **None**.
8. In the **Start Date** and **End Date** fields, specify the first and last days of the discount.
9. In the **Discount by** field, specify a unit that for which the discount will be applied:
 - **Quantity** — number of items ordered
 - **Weight** — the total weight of the order
 - **Dollar Value** — the total price of the order
10. From the **Scale Code** drop-down list, select the scale code that you want to apply to the discount.
11. Click **Save**.
The new discount code is stored in the database and added to the **Discount Code** drop-down list.
12. Repeat steps 3 to 11 to create additional discount codes.

Delete and Modify Discount Codes

To remove discount codes from the database or modify existing discount codes, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar click **Store Manager**, then **Discounts**. The Discount Code Assignment form appears.

3. From the **Select Store** drop-down list, select the store name.
4. Click **Define Codes** to display the Define Discount Codes form.
5. Choose one of the following:
 - To delete a discount code:
 - a. Select the code from the **Select** drop-down list
 - b. Click **Remove**, which is to the right of the list
 - To modify the discount code name or description:
 - a. Select the code from the **Select** drop-down list. The discount code name and description appears in the appropriate fields.
 - b. Enter the new name and description in the **Discount Code Name** and **Discount Code Description** fields.
 - c. Click **Save** to update the discount code.

To delete or modify the specific details within discount codes, refer to the related topic below.

Delete and Modify Discount Code Details

To delete the details of a discount (such as the start and end dates, the shopper group for the discount), or to modify the details within existing codes (such as the start and end dates or making a different shopper group eligible for the discount), do the following:

1. Open Net.Commerce Administrator.
2. On the task bar click **Store Manager**, then **Discounts**.
The Discount Code Assignment form appears.
3. From the **Select Store** drop-down list, select the store name.
4. Click **Define Codes** to display the Define Discount Codes form.
5. Choose one of the following:
 - To search for a specific discount code:
 - a. Enter information in the search fields provided.
 - b. Click **Search**. A list of search results appear in the bottom frame.
 - c. From the list, click an appropriate selection to fill the fields with information.
Note: To work with only the name or description of the code, select the code from the drop-down list.
 - To display a list of all discount codes:
 - a. Leave the fields empty and click **Search**.
 - b. From the search results in the bottom frame, click an appropriate selection to fill the fields with information.
6. Choose one of the following:
 - To delete the discount code details:
 - a. On the action bar at the bottom, click **Delete**.
 - To modify details about the discount code:
 - a. Enter the changes into the appropriate fields.
 - b. Click **Save** to update the discount code details.

Note: To delete or modify discount codes, refer to the related topic below.

Scale Codes

The scale code is part of a discount code and can contain the following information about a discount:

- The numerical value of the discount.
- Whether the discount is calculated as a percentage or as a fixed amount.
- The discount *ranges* (the quantity, weight, or dollar value that the shopper must purchase in order to be eligible for the discount, and whether different discounts will apply to different sizes of orders). Each range indicates a minimum and maximum size of an order. Offering greater discounts on larger orders encourages customers to order in bulk.

When defining ranges, consider the following:

- For each scale code, specify at least one range (minimum and maximum values) within which the discount applies. The units of the range will depend on whether you have defined the discount to apply to quantity, weight, or dollar value. For example, the range “20 to 30” could mean that the discount applies to 20 to 30 individual items, 20 to 30 kilograms, or 20 to 30 dollars.
- If you want the same discount to apply in all cases, create one large range with a maximum value that is high enough to cover all possibilities. The default start range is a value of zero.
- For each range, indicate the desired computation method. Possible methods are a fixed-amount discount applied to the total price (such as \$5 off the total), or to each product or item (such as \$5 off each baseball cap), or a percentage discount applied to the total price (such as 15% off the total). Also specify a value of the discount. The meaning of this value depends on what you specify as the computation method. For example, a value of “5” could mean \$5 off the entire order, \$5 off each item, or 5% off the total price.
- You can specify a *scale* (set of ranges), whereby different discounts apply to different ranges. For example, you can offer shoppers a 10% discount if they buy one to five items, a 15% discount if they buy six to ten items, and a 20% discount if they buy more than ten items.

Define Scale/Ranges Form

This form allows you to specify details about discounts. You can indicate discount ranges, define the actual value for the discount, and specify the desired computation method. You can also add, remove, or create new scale codes using this form.

Select Lists the available merchant-defined scale codes that can be modified or removed. The list also contains an **Add New Scale** selection, used to add a new scale code to the store's list.

Remove

Deletes the highlighted scale code from the **Select** list, and the ranges associated with it.

Scale Code Name

Name of the scale code name to be added or modified. Accepts up to 15 characters.

Scale Code Description

Brief description of the new or changed scale code. Accepts up to 254 characters.

Custom Field 1

For merchant customization use. Accepts up to 254 characters.

Current Ranges

Lists the ranges specified in the **Range End** field. Whether the values represent quantities, weights, or dollar values is specified in the **Discount by** field on the Define Discount Code form. Each scale code for a discount must contain at least one range. Also contains an **Add Range** selection, used to add a new range to the scale code.

Range End

Maximum value of a new or modified range. The minimum is predetermined. (For the first range, the minimum is zero, and for any other range, it is one unit higher than the maximum of the previous range). For just one range, enter a maximum value that is high enough to cover all possibilities. Accepts a maximum of 15 digits, with 4 decimal places.

Computation Method

For each range, select either **on Total** to have a fixed-amount discount applied to the total price, **per Unit** to have a fixed-amount discount applied to the price of each product or item, or **Percentage** to have a percentage discount applied to the total price.

Computation Value/Rate

Values of the discount for each range. The meaning of this value depends on the **Computation Method**. For example, a value of "10" could mean \$10 off the entire order, \$10 off each item, off 10% off the total price.

Custom Value/Rate 1

For merchant customization use. Use this field if you write an API for a customized computation method or use a method that requires more than one computation value or rate.

Custom Value/Rate 2

For merchant customization use. Use this field if you write an API for a customized computation method or use a method that requires more than one computation value or rate.

Custom Field 3

For merchant customization use. Use this field if you write an API for a customized computation method or use a method that requires more than one computation value or rate.

Add Scale Codes

To define scale codes, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Discounts**.
Ensure that the correct store is selected.
3. From the task bar select **Scale/Ranges**.
The Define Scale/Ranges form appears.
4. From the **Select** drop-down list, select **Add New Scale**.
5. In the **Scale Code Name** field, enter a name that uniquely defines the scale code.
6. In the **Scale Code Description** field, enter a brief description of the scale code.
7. Enter additional information in the **Custom Field 1** field, if applicable.
8. From the **Current Ranges** drop-down list, select **Add Range** to specify a new range for the scale code.
9. In the **Range End** field, enter a maximum value for the first range.
If you want only one range (that is, you want the same discount to apply), enter a high value in the **Range End** field. You must enter at least one range when you create a scale code. (You will specify the unit of the range on the Define Discount Codes form in a later step.)
10. Repeat steps 7 and 8 to create additional ranges, if you want.
11. From the **Computation Method** drop-down list, specify how you want the discount to be calculated for each range:
 - **On Total** to have a fixed-amount discount applied to the total price
 - **Per Unit** to have a fixed-amount discount applied to the price of each item

- **Percentage** to have a percentage discount applied to the total price
12. In the **Computation Value/Rate** field, enter the value of the discount.
If you use a customized computation method, or any other computation method that requires more than one value or rate, enter any additional values in the **Custom Value/Rate 1**, **Custom Value/Rate 2**, and **Custom Field 3** fields.
 13. Click **Save**.
The new scale code is saved in the database, and added to the **Scale Code** drop-down list.

Delete and Modify Scale Codes

To permanently delete scale codes or to update or change details, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Discounts**. The Discount Code Assignment form appears.
3. From the **Select Store** drop-down list, select the store name.
4. Click **Scale/Ranges**. The Define Scale/Ranges form appears.
5. Select the scale code from the **Select** drop-down list. The fields are automatically filled with information.
6. To delete the code from the **Select** list and the Net.Commerce database, click **Remove**. To modify the code, make the changes in the appropriate fields and click **Save**.

Delete and Modify Ranges

To remove ranges or to change existing ranges within a scale code, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Discounts**, the Discount Code Assignment form appears.
3. From the **Select Store** drop-down list, select the store name.
4. Click **Scale/Ranges** to display the Define Scale/Ranges form.
5. From the **Select** drop-down list, select the scale code that contains the range you want to delete or modify.
The fields are automatically filled with scale and range information.
6. To delete the range from the **Current Ranges** list and the Net.Commerce database, select it from the list and click **Delete**.
7. To modify a range, enter a new maximum value for the range in the **Range End** field.
8. If you want to modify the other fields on this form, you can do so now. Otherwise, click **Save**.

Discount Code Assignment Form

Use this form to identify which products or items you want to discount, and to assign a code that specifies the details of the discount. You can also search for products or items in the database. Note that if you want to create a discount for an entire order, regardless of products or items, go directly to the Define Discount Codes form.

Select Store

Lists the stores to which you have administrative access.

Search Fields

Product # or Item SKU

Merchant-defined number for the specified product or item you want to discount. Accepts up to 64 characters. Do not fill in this field if you want a discount to apply to an entire order. This field is case-sensitive with respect to searches.

Product Name/Short Description

Name or brief description of the product or item. Accepts up to 254 characters. Do not fill in this field if you want a discount to apply to an entire order.

Selected Products/Items

Lists the products and/or items that will apply to a specific discount.

Discount Code

Lists the discount codes that you have already defined.

Remove

Deletes the product or item from the **Selected Products/Items** list.

Empty Deletes all products or items from the **Selected Products/Items** list.

Assign Discount Codes

To assign discount codes to products, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar click **Store Manager**, then **Discounts**.
The Discount Code Assignment form appears.
3. Conduct a search for the products or items, to which you want to assign codes.
4. Click the search results you want, to add them to the **Selected Products/Items** list.
5. From the **Discount Code** drop-down list, select a discount code.
This code will be applied to all the products and items listed in the **Selected Products/Items** drop-down list.
 - To undo a previous discount code assignment, but keep the product or item in the **Select Products/Items** list, select the product or item, then select **None** from the **Discount Code** drop-down list.
 - To delete a product or item from the **Select Products/Items** list, select it and click **Remove**.
 - To delete all the products and items from the list, click **Empty**.
6. Click **Save**.
The discount code assignment is saved to the database.
7. **PRO** From Product Advisor, run the **Resynchronize** function to include the new discount codes.

Shipping

Shipping services which shipping carriers are used by the mall. The store administrator can then define the supported shipping providers. Shoppers can then choose from the shipping modes made available to them for the products they purchase.

Use the Shipping Services form to create a list of shipping carriers and modes. Use the other shipping forms, to create shipping codes for specific carriers and modes, select calculation methods, and assign a shipping code to each product.

Shipping services can be customized. You can also integrate an existing automated shipping application instead of using the one that is supplied.

Shipping Services Form

Use this form to create a list of shipping carriers and modes.

Select Store

Lists the stores to which you have administrative access.

Supported Shipping Mode

Lists the available shipping modes. The list also contains an **Add New Supported Shipping Mode** selection used to add a new mode to the store's list.

Shipping Carrier and Mode

Lists the available shipping carriers and modes created by the Site Administrator. Only selections from this list can be added to the store's list.

Start Date

Earliest date that the shipping carrier and mode is supported by the store. Default is the current date.

End Date

Last date that the shipping carrier and mode is supported by the store. Default is 9999-12-31.

Custom

Custom Field 1

For merchant use. Accepts up to 254 alphanumeric characters.

Custom Field 2

For merchant use. Accepts only integers.

Add Shipping Carriers and Modes

To add shipping carriers and modes, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Shipping Services**.
The Shipping Services form appears.
3. From the **Select Store** drop-down list, select the appropriate store.
4. From the **Supported Shipping Mode** drop-down list, select **Add New Supported Shipping Mode**.
5. From the **Shipping Carrier and Mode** drop-down list, select the shipping carrier and mode you want.
6. In the **Start Date** and **End Date** fields type a start and end date, if applicable.
7. Click **Save**.
The new carrier appears in the **Select Mode** drop-down list.

Change Shipping Modes

To change information about the shipping modes you have selected, such as start and end dates, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Shipping Services**.
The Shipping Services form appears.
3. From the **Select Store** drop-down list, select the store name.
4. From the **Supported Shipping Mode** drop-down list, select the shipping mode you want to modify.
Your selection displays in the **Shipping Carrier & Mode** field.
5. Make the changes and click **Save**.

Delete Shipping Modes from the Store List

To remove shipping modes from a store's list, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Shipping Services**. The Shipping Services form appears.
3. From the **Select Store** drop-down list, select the store name.
4. From the **Supported Shipping Mode** drop-down list, select the shipping mode you want to delete or modify. Your selection displays in the **Shipping Carrier & Mode** field.
5. Click **Delete**. To proceed with the deletion, click **OK** when the confirmation message appears.

Note: If you remove a shipping mode, any shipping details record that contains that mode will also be automatically deleted from the database.

Product Shipping Codes

This form is used to define shipping codes and methods for calculating shipping charges.

Supported Product Shipping Code

Lists the product shipping codes in the database. Also contains an **Add New Code** selection used for adding a new shipping code.

Product Shipping Code

Name of the shipping code.

Calculation Method

Drop-down list of calculation methods.

Shipping Code Description

Brief description of the shipping code. Accepts up to 254 characters.

Custom

Custom Field 1

For merchant customization use. Accepts up to 254 characters.

Shipping Charge Calculation Methods

The following table outlines the calculation methods for shipping charges:

Q1 Quantity/Range/Total	Cost for total quantity of items, falling within a specified range.	\$1.00 for 1 to 5 books, and \$2.00 for 6 to 10 books. 7 books will cost \$2.00.
Q2 Quantity/Range/Unit	Cost for each item, based on total quantity falling within a specified range.	\$1.00 for 1 to 5 books, and \$2.00 for 6 to 10 books. 7 books will cost \$14.00
Q3 Quantity/Cumulative/Total	Cost calculated for total quantity of items within each specified range.	\$1.00 for 1 to 5 books, \$2.00 for 6 to 10 books. 7 books will cost \$3.00
Q4 Quantity/Cumulative/Unit	Cost for each item, calculated for each specified range.	\$1.00 per book for 1 to 5 books, and \$2.00 per book for 6 to 10 books. 7 books will cost \$9.00
W1 Weight/Range/Total	Cost for total weight of shipment, falling within a specified range.	\$1.00 for 1 to 5 kg, and \$2.00 for 6 to 10 kg. 7 kg will cost \$2.00.

W2 Weight/Range/Unit	Cost for each unit of weight, based on total weight within a specified range.	\$1.00 for 1 to 5 kg, and \$2.00 for 6 to 10 kg. 7 kg will cost \$14.00
W3 Weight/Cumulative/Total	Cost for total weight of shipment, calculated for each specified range.	\$1.00 for 1 to 5 kg, \$2.00 for 6 to 10 kg. 7 kg will cost \$3.00
W4 Weight/Cumulative/Unit	Cost for each unit of weight, calculated for each specified range.	\$1.00 per kg for 1 to 5 kg, and \$2.00 per kg for 6 to 10 kg. 7 kg will cost \$9.00

Add Shipping Codes

Shipping codes are associated with products, and determine how they can be shipped. To add shipping codes, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Shipping Services** and then **Product Codes**. The Product Shipping Codes form appears.
3. From the **Supported Product Shipping Code** drop-down list, select **Add New Code**.
4. In the **Product Shipping Code** field, enter a name for the code.
5. Select a calculation method from the drop-down list.
 - Quantity
 - Weight - The weight specified for the product must be pre-defined on the Product/Item Information form, otherwise no shipping charge applies.
Weight must be expressed in the same units for all products that use the same shipping codes.
6. In the **Shipping Code Description** field, enter a brief description, if desired.
7. Click **Save** when complete.
The code appears in the **Supported Product Shipping Code** drop-down list.

Delete Shipping Codes

To delete shipping codes from the database, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Shipping Services** and then **Product Codes**. The Product Shipping Codes form appears.
3. From the **Supported Product Shipping Code** drop-down list, select the shipping code that you want to delete or modify. Your selection displays in the **Product Shipping Code** field.
4. Click **Delete**. To proceed with the deletion, click **OK** when the confirmation message appears.

Note: If you delete a shipping code, you will have to select a new code for each product linked to this code, on the Product/Item Information form.

Change Shipping Codes

To change information about existing codes, such as the calculation method, or the name, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Shipping Services** and then **Product Codes**. The Product Shipping Codes form appears.
3. From the **Supported Product Shipping Code** drop-down list, select the shipping code that you want to modify. Your selection displays in the **Product Shipping Code** field.

4. Make the changes in the fields, and click **Save**. A confirmation message appears.

Note: If you change the name of a shipping code, the name will be automatically updated, on the Product/Item Information form, for each product linked to that shipping code.

Shipping Details Form

Use this form to associate shipping codes with shipping modes. You can also specify ranges for shipping charge calculations.

Product Shipping Code

Lists the product shipping codes in the database. Calculation methods for the code are indicated beside the name.

Shipping Mode

Lists the supported shipping modes for the shipping code.

Range: minimum

Lowest shipping calculation number in the range. Accepts a maximum of 15 digits, with 2 decimal places.

Range: maximum

Highest shipping calculation number in the range. Accepts a maximum of 15 digits, with 2 decimal places. Shipping charges are calculated for all numbers in the range up to but not including this number.

Charge (Total Cost)

Shipping cost, if calculated by applying a charge for the total number in the range. Accepts a maximum of 15 digits, with 2 decimal places.

Rate (Unit Cost)

Shipping cost, if calculated by applying a charge for each unit the range. Accepts a maximum of 8 digits, with 2 decimal places.

Start Date

Date the shipping mode becomes effective. Default is the current date.

End Date

Date the shipping mode is no longer valid. Default is 9999-12-31. If you wish the shipping mode to be effective up to and including a specific date, enter the date of the following day as its end date. For example, enter 1997-01-01 if you wish the calculation to be valid until December 31, 1996.

Country

Country in which the shipping calculation applies. Accepts up to 30 characters.

Jurisdiction

Region in which the shipping calculation applies. Accepts up to 20 characters.

Custom

Custom Field 1

For merchant use. Accepts up to 254 alphanumeric characters.

Custom Field 2

For merchant use. Accepts a maximum of 15 digits, with 2 decimal places.

List Shipping Modes

Because you can include a number of shipping modes for each shipping code, it is useful to be able to display a list of all the shipping modes associated with a shipping code in the database. Using the **Search** button, you can generate such a list, which also includes other useful information such as ranges and shipping charges. You can then check the list, and change or delete shipping modes as desired.

1. Open Net.Commerce Administrator.

2. On the task bar, click **Store Manager**, then **Shipping Services** and then **Shipping Details**. The Shipping Details form appears.
3. Select a code from the **Product Shipping Code** drop-down list.
4. Click **Search**. A list of all the shipping modes associated with this shipping code is displayed in the bottom frame.
You can limit searches to retrieve only the records associated with a specified shipping mode as well, by selecting the shipping mode from the drop-down list before you click **Search**.
5. Click the item in the list to display a particular shipping mode and range in the fields of the form.

Define Shipping Code Details

After you have assigned a name and calculation method to shipping codes, complete the following steps to specify which shipping mode will be used to ship all products linked to that code, and ranges for the calculation method. You can enter more than one shipping mode for a shipping code.

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Shipping Services** and then **Shipping Details**. The Shipping Details form appears.
3. From the **Product Shipping Code** drop-down list, select the shipping code.
4. From the **Shipping Mode** drop-down list, select the carrier and mode.
5. In the **Range: minimum** and **Range: maximum** fields, enter minimum and maximum ranges (of units or weight) for the shipping calculation.
For example, if you want the cost to be applied for shipments of 0 to 5 items, enter 0 and 6 in these fields. The higher number in a range is not included in the range (the lower number is included). For example, a range of "1 to 5 items" includes 1, 2, 3, and 4, and a range of "5 to 10 items" includes 5, 6, 7, 8, and 9. This is particularly useful when specifying weight ranges. For example, weight ranges of "0 to 5 kg", and "5 to 10 kg", would place a shipment weighing 4.999 kg in the first range, and one weighing 5.0 kg in the second range.
6. In the **Charge (Total Cost)** field, enter the shipping charge for either the total cost or the unit cost, whichever applies.
Be sure to enter information in the field for the same shipping calculation method, either total cost or unit cost, that you selected for this code on the Product Shipping Code form. The calculation method appears beside the code name.
7. In the **Start Date** and **End Date** fields, enter start and end dates for the specified link to be valid, if desired.
8. In the **Country** field, enter the country that the carrier services.
9. In the **Jurisdiction** field, specify the jurisdiction (if applicable) for the shipping service.
10. Click **Create** when complete. The shipping details record is now added to the database.

Delete Shipping Modes from Shipping Codes

To remove shipping modes that you have previously selected for a shipping code, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Shipping Services** and then **Shipping Details**. The Shipping Details form appears.
3. From the **Product Shipping Code** drop-down list, select the shipping code associated with the shipping mode you want to delete.
4. Invoke a search to display information about the shipping mode you want to delete in the fields of the form.
5. Click the shipping mode that you want to delete in the list.
6. Click **Delete**. A message appears to confirm that you want to delete the shipping mode.

7. Click **OK** if to proceed with the deletion.

Change Shipping Code Details

To change the shipping mode assigned to a shipping code, and modify other information such as ranges and effective dates, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Shipping Services** and then **Shipping Details**. The Shipping Details form appears.
3. Select the shipping code from the **Product Shipping Code** drop-down list.
4. Invoke a search to display information about the shipping mode you want to modify in the fields of the form.
If you do not know how to list shipping modes, click the appropriate topic.
5. Make the required changes to the information in the fields. Note that you can type directly over the fields.
6. When you are satisfied that the information is correct, click **Update**. A message appears to confirm that the shipping code was successfully updated.

Note: Any changes you make will be applied to all the products associated with that shipping code, when they are shipped.

Payment Configuration

The Acquirer Configuration and Brand Configuration forms are used to configure the Net.Commerce Payment module to interact with your acquirer institution or institutions, and to configure the various payment card brands each acquirer licenses you to accept. You may set up as many acquirers as you like, and each acquirer may license you to accept more than one payment card brand.

Setting up an acquirer involves selecting your store and entering information about the acquirer, its Payment Gateway, the ports it uses to communicate and its off-days.

Setting up a brand involves selecting your store and the acquirer and entering information about the brand, including whether you have the certificate for that brand.

Acquirers and Brands in the IBM Payment Server

To accept payment cards, a merchant must establish a relationship with an Acquirer. The Acquirer authorizes merchants to accept credit or payment cards. It is often a bank or financial institution.

Acquirers and brands are configured at the store level. Each database entry in the Acquirer tables contains information about a single merchant-Acquirer relationship, and each brand entry contains information about a single merchant-Acquirer-brand relationship. Each merchant can deal with multiple Acquirers, and each Acquirer can provide more than one brand to a given merchant.

Therefore, as a merchant, you must first configure each of the Acquirers that provides you with authority to accept payment card brands, and then, for each Acquirer, you must configure each of the brands that that Acquirer authorizes you to accept.

Acquirer Configuration Form

This form allows you to configure an acquirer. This function is performed at the store level by the merchant, and can be performed whenever the merchant needs to add, delete or change configuration information about an acquirer.

Select Store

A drop-down list for selection of the appropriate store from a multiple store site.

Acquirer Name (Account Number)

The selection window showing information about all configured acquirers for the selected store. The **Add New Acquirer** option is used to configure a new Acquirer to the selected store.

Acquirer Name

The text field in which to enter the name of the acquirer.

Account Number

The text field in which to enter the account number to be used. This number is assigned by the merchant.

Signing Brand ID

The text field in which to enter the Acquirer's Signing Brand ID. This information is supplied by the acquirer. The acquirer may support multiple brands but only one Signing Brand ID.

Profile Number

The text field in which to enter the number of the Profile. This number depends on the processing option supported by the acquirer. For information check the Technical Updates section of the Payment Server README file (REFRESH_1.2.20.0_README.HTML) in the Payment Server install directory.

Auth and Capture Options

A drop-down menu used to select the way in which Net.Commerce will process payment messages with the Acquirer's Payment Gateway. Once this option is specified, it applies to the store regardless of the acquirer selected.

Communications**Gateway Host Name**

The Internet host name of the Acquirer's Payment Gateway. This information is supplied by the acquirer.

Gateway Host Port

The Payment Gateway's port number. This information is supplied by the acquirer.

Business Hours**Start time (24 hour clock)**

The time of day, by local time, that the Acquirer's Payment Gateway opens. 0:0 is Midnight. Use 0:0 for both fields if the Payment Gateway is always open.

Stop time (24 hour clock)

The time of day, by local time, that the Acquirer's Payment Gateway closes.

Acquirer Days off

Year A data field to enter the year of a once-only Acquirer day off.

Month A drop-down menu to select the month of a once-only or yearly acquirer day off.

Day A data field to enter the day of the month of a once-only or yearly acquirer day off.

Day of Week

A drop-down menu to select the day of a weekly acquirer day off.

Period A drop-down menu to select whether the day off is once-only, weekly, or yearly.

Days Off list

A selection list containing all configured days off for the selected acquirer. An entry in this list can be selected and deleted.

Special Parameters for Debit Application

Auth Confirm Code

The numeric value of the Payment Gateway's Authorization and Authorization Reversal Confirm code. This field is almost never used, and should only contain a value if the acquirer has sent information.

Auth Confirm Interval

The number of minutes to wait before sending an Authorization or Authorization Reversal confirmation. This field is almost never used, and should only contain a value if the acquirer has sent information.

Auth Pending Code

The numeric value of the Payment Gateway's Authorization and Authorization Reversal Pending code. This field is almost never used, and should only contain a value if the acquirer has sent information.

Auth Pending Interval

The number of minutes to wait before sending an Authorization or Authorization Reversal Pending message. This field is almost never used, and should only contain a value if the acquirer has sent information.

Add a New Acquirer

To add a new Acquirer, do the following:

1. Open Net.Commerce Administrator.
2. The Payment Configuration form appears. This form allows you to select the store you want to work with, select the authorization and capture options for that store, and update the store's Acquirer information.
3. Click the **Acquirer** button.
The Acquirer Configuration form appears in the main frame. This form contains five separate forms, the first of which is the Acquirer Configuration form.
4. Select the store from the **Select Store** drop-down list.
This updates all the forms to include any Acquirer information contained within the system.
5. Fill in the **Acquirer Name**, **Account Number**, **Signing BrandID** and **Profile** fields.
6. Select the desired authorization and capture options in the Auth and Capture Options menu. The option selected from this menu applies to the whole store independent of the Acquirer used. The options are as follows:
 - **Auto Auth and Manual Capture** (the default): When the cardholder places the order, the system automatically seeks authorization for the purchase, but you must initiate capture manually (for example, after the order has been fulfilled).
 - **Auto Auth and Auto Capture**: When the cardholder places the order, the system automatically seeks authorization. Upon receiving confirmed authorization, the system then automatically initiates capture. (Whether the authorization and capture requests are sent as one message or as two separate messages is determined by the profile used by the Acquirer.)
 - **Manual Auth and Manual Capture**: Authorization and Capture are each initiated separately. Capture can be initiated only after authorization has been achieved, at which time the transaction status becomes Capture Ready.
 - **Manual Auth and Auto Capture**: Authorization is initiated manually. Upon receiving confirmed authorization, the system then automatically initiates capture. (Whether the authorization and capture requests are sent as one message, or as two separate messages, is determined by the profile used by the acquirer.)
7. Continue to the Communications form.

Configure Communications with the Acquirer

After you have added basic Acquirer information, fill in the fields in the Communication window. This form contains information about how the system communicates with the Acquirer's Payment Gateway system.

1. Ensure that the following fields are correctly filled in with information from the Acquirer:

Gateway Host Name

The domain qualified host name of the Acquirer's Payment Gateway machine

Gateway Port

The number of the port on the Acquirer's system through which the Payment Gateway receives messages (not the port number)

2. Continue to the Acquirer Business Hours form.

Configure Acquirer Hours

After you have entered the Payment Gateway's communications information, use the Business Hours form to enter information about the Acquirer's normal business hours. This information is used by the payment server to determine whether information can be sent to the Payment Gateway.

1. Ensure that the following fields are correctly filled in:

Start time

The time of day the Acquirer opens for business. Fill in the hour and minute, according to the 24-hour clock and using local time.

Stop time

The time of day the Acquirer closes for business. Fill in the hour and minute, according to the 24-hour clock and using local time. (For example, 5:00 PM would be 17:00.)

Note: If the Payment Gateway is open all the time, leave the defaults of 0:00 in each of the fields.

2. Continue to the Acquirer Special Parameters form.

Note: Do not configure Acquirer Days Off until you have completed the rest of the forms and updated the information.

Configure Acquirer Days Off

After completing the rest of the forms, and updating the information, enter information about the Acquirer's days off. This form contains information about the days that the Acquirer's Payment Gateway is unavailable for business. You can include specific days that are one-time days off; days of the week (such as Sundays) that are regular days off; and days of the year (such as Christmas Day and New Year's Day) that are days off for the Acquirer every year. The system will automatically change some of the fields to prevent inconsistencies in the data. For example, if you select a day of the week, the **Period** field will automatically change to "Weekly".

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Payment Configuration**.
3. Ensure that the following fields are correctly filled out. You can add as many days off as needed for each Acquirer.

Year Enter the year to which the day off pertains. Leave this field blank if the entry is valid every year.

Month Select the month to which the day off pertains. Leave this field blank if the entry pertains to a day of the week.

Day If you have selected a month, use this field to enter the date of the day off. If you have not selected a month, leave this field blank.

Day of Week

If you are selecting a day of the week (such as Sunday) as a regular day off, then select that day from the drop-down menu and ensure that the **Day** field has been left blank.

Period

Select the period to which the entry pertains. Options are Yearly, Weekly and Once.

Days Off List

This window lists all the days off you have selected for this particular Acquirer. If you want to delete any entries, click the entry to select it and then click **Delete**.

Add After entering information about a day off, click **Add** to save the day off. The new date appears in the Days Off List.

Note: Because this form writes to a different database table than the other forms on the page, you must update the other Acquirer information before completing this form.

Configure Acquirer Special Parameters for Debit Application

The last form on the page contains special parameters for debit application. Most Payment Gateways do not require this information, so these fields are usually left blank. Your Acquirer will send you these values if the Payment Gateway needs them. If this happens, enter the values in the fields.

- The fields are:
- - Authorization Confirmation Code
 - Authorization Confirmation Interval
 - Authorization Pending Code
 - Authorization Pending Interval

Update New Acquirer Information

When you have completed all the forms on the Configure Acquirers page, click the **Update** button in the bottom frame to save the information to the database. You will see a message confirming that you have successfully updated the database, and the information you entered will appear in each of the forms whenever you select the new Acquirer using the drop-down window at the top of the page.

You must stop and start Payment Server for the information to take effect. For information about how to start and stop Payment Server refer to the *IBM Net.Commerce Installing and Getting Started Guide*.

- Other button options include:

Refresh

Restores the information about this Acquirer in all the forms on this page to their last saved values.

Default

Sets all the fields in all the forms to their default values.

Clear Clears all configurable information in all the fields in all the forms.

Delete Deletes this Acquirer and all information about it from the database.

The buttons in the bottom frame update or change the information in all the forms on the page.

Brand Configuration Form

This form allows you to configure the payment card brands that an acquirer supports. This function is performed at the store level whenever the merchant needs to add, delete, or change configuration information about a payment brand.

Select Store

A drop-down menu for selection of the appropriate store from a multiple store site.

Acquirer Name (Account Number)

A selection window showing information about all of the configured acquirers for the selected store. A payment card brand can only be configured to a selected Acquirer.

Brand Name

A selection window showing all brands currently configured to the selected Acquirer. The Add New Brand option is used to configure a new brand to the selected Acquirer. Obtain this value from your acquirer.

Acquirer BusinessID

A text field in which to enter the Acquirer's Business ID. This information is supplied by the Acquirer.

Acquirer BIN

A text field in which to enter the Acquirer's Bank Identification Number. This information is provided by the Acquirer.

Brand ID

The payment card brand name. It must match the exact string specified in the merchant certificate for this brand. Obtain this value from your acquirer.

Merchant ID

The Merchant ID from the certificate, assigned by a particular acquirer to a particular merchant. Obtain this value from your acquirer. The Merchant ID and the Signing Brand ID from the Acquirer Configuration Form go together, and are the IDs that appear in the merchant's certificate.

Brand URL

The URL of the brand's image, as supplied by the Acquirer. This image is used by the cardholder's wallet software.

Have Certificate

A checkbox to indicate whether you have the Acquirer's certificate. If in doubt, leave the checkbox blank, and the system will automatically retrieve the certificate and change the value in the database.

Additional Merchant Terminal Identifiers**Terminal ID**

This is the Terminal ID of the Acquirer's Payment Gateway and is rarely required. If the Acquirer sends a Terminal ID, enter it in this field.

Agent Number

This is an agent number that may be sent by some Acquirers. If the Acquirer sends an Agent Number, enter it in this field.

Chain Number

This is a chain number that may be sent by some Acquirers. If the Acquirer sends one, enter it in this field.

Store Number

This is a store number that may be sent by some Acquirers. If the Acquirer sends one, enter it in this field.

Configure Payment Card Brands

Each Acquirer with which a store does business may authorize more than one brand of card. You must configure each of the brands that each Acquirer offers you.

To configure a brand, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Payment Configuration**.
3. Click the **Brand** button. The Brand Configuration form appears in the main window. It contains two forms.
4. In the Select Store window, select a store name from the drop-down menu.
5. In the Acquirer Name window, select the Acquirer whose brand you want to configure.
6. In the Brand Name field, select **Add New Brand**. This clears the remaining fields in the form.

7. In the Acquirer Business ID field, enter the Acquirer's Business ID. This information is supplied by the Acquirer.
8. In the Acquirer BIN field, enter the Acquirer's Bank Identification Number. This information is provided by the Acquirer.
9. In the Brand ID field, enter the payment card brand name.
10. In the Merchant ID field, enter the ID your Acquirer assigned you for this particular brand.
11. In the Brand URL field, enter the URL of the logo GIF for this brand. The Payment Server inserts this value into the wake up message to the cardholder's wallet, enabling the wallet to find the image for the brand.
Note: Credit card images, trade marks and trade names provided in this product should be used only by merchants authorized to accept payment via that credit card.
12. In the Have Certificate field, select whether or not you have the Acquirer's certificate.
Note: If you are in doubt, select **No**. Upon startup, the Payment Server will automatically request the certificate from the Acquirer, receive it, and re-set this field to **Yes**.
13. The second form on the page contains fields in which to enter optional information that may be required by the Payment Gateway. If the Acquirer sends you this information, enter it. Otherwise, leave these fields blank. The Payment Gateway may require the system to use information about its terminal. If the Acquirer has given you this information, enter it in the Terminal ID field. If not, leave this field blank.
14. The Acquirer may provide you with a Chain Number, a Store Number and an Agent Number. If so, enter them in the fields of the same names.
15. Click the **Update** button in the bottom frame to save the information to the database. You will see a confirming message and the new brand will be added to the Brand Name list in the form.

Note: You must stop and start Payment Server for the information to take effect. For information about how to start and stop Payment Server refer to Appendix C of the *IBM Net.Commerce Installing and Getting Started Guide*.

Payment Processing

To enable manual capture, authorization and credit transactions and reversals of payments, you can use the Store Manager. The Store Manager lets you mark the orders you wish to process.

Capture is the process by which your Acquirer receives the payment from the customer's financial institution and remits the payment to you. Orders that are awaiting capture are in the "Capture Ready" state, and you can use the Store Manager to change their state to "Capture Requested." The Net.Commerce Background server wakes up periodically, finds the orders that are marked for processing, sends the requests to the Acquirer, waits for the responses, and changes the states according to the responses.

SET Transactions Form

This form allows you to manually process payment transactions, including authorization, authorization reversal, capture, capture reversal, credit, and credit reversal. This function is performed at the store level by the merchant, and can be performed whenever there are transactions ready for further processing for which the system is not configured to do the processing automatically.

Note: Normally, this page is used to search for transactions that are ready for processing. The fields in the main frame forms are not usually altered by the user, but any fields whose names are not in italics can be used to modify the search. After searching, you can click the order number of an order from the List Payment Orders table that is created by the search, and the information about the order will be shown in the forms in the main frame.

Select Store

Select the appropriate store.

Order Information**Order Name**

Name of the order from the database. This can be numerical.

Date The date that the order was initially created.

Match Date?

Enables you to search for orders placed on a specific date, or for all orders created before or after a specific date.

Order Status

Enter **P** for pending state (non-processed order), **C** for completed state (finalized order), **X** for canceled state (deleted order) **I** for inventory update pending (order no longer pending), or **M** for ready for authorization (order passed inventory update). Note that this field is updateable only by an authorized administrator.

Order Last Updated

The date that information about the selected order was last updated.

Match Date?

Enables you to search for orders that were last updated on a specific date, or for all orders updated before or after a specific date.

Transaction Status

Enables you to search for all orders that have a particular status. This field can be used to find all orders that are ready for manual authorization or capture, and all orders ready for the same action can then be processed together.

Subtotal

The subtotal of the selected order, before tax and shipping costs have been added.

Tax The total of the tax on the selected order.

Shipping Charges

The shipping charges on the selected order, not including taxes on the shipping.

Shipping Tax

The shipping taxes on the selected order.

Grand Total

The total cost of the order, including all taxes and shipping charges. This field is not modifiable for search purposes.

Shopper Information

Login ID

The login ID of the cardholder who placed the selected order.

Title Select the cardholder's title.

First Name

The cardholder's first name.

Last Name

The cardholder's last name.

Address

Three text entry lines containing the cardholder's address.

City The cardholder's city.

State/Province

The cardholder's state or province.

Country

The cardholder's country.

Sub-Order Information (by Shipping Address)**Select Sub-Order**

Select a sub-order from the selected order for separate viewing. Sub-orders occur automatically when the purchaser sends different parts of the order to different shipping addresses.

Nickname

Nickname of the recipient of the sub-order.

Title Drop-down list containing, or for selecting, the recipient's title.

First Name

The recipient's first name.

Last Name

The recipient's last name.

Address

Three text entry lines containing the recipient's address.

City The recipient's city.

State/Province

The recipient's state or province.

Country

The recipient's country.

Sub-Order Total Price

The total cost of the sub-order, including all taxes and shipping charges on that portion of the order.

Item Information

Select Item

Select an item from the order.

Product # or Item SKU

The product number or Stock Keeping Unit (SKU) of the selected item.

Item Name or Short Description

The name of the item, or its short description, from the database.

Quantity

The quantity of the selected item ordered.

Unit Price

The price of each unit of the selected item.

Status The status of the Net.Commerce order (not the payment transaction status).

Shipping Provider

The name of the shipper of the selected item.

Shipping Mode

The shipping mode of the selected item.

SET Information

Brand The brand name for the highlighted transaction.

Account The payment card account number for the highlighted transaction.

Expiry The expiry date of the payment card.

Log RefID

Login Reference ID, an alphanumeric value assigned by the Acquirer to the authorization transaction. This value is used for matching to order reversals.

Authorized Amount The amount authorized toward the order.

Approval Code The approval code assigned to the transaction by the issuer.

Returned Number The Auth Return Number returned by the Payment Gateway. This number is used for identification of the authorization request used within the financial network.

Captured Amount The amount captured on the highlighted transaction.

Credit Amount The amount credited to the highlighted transaction.

Error Information

Fail Type

The type of failure of a transaction. This field only contains a value when there has been a failure during the attempt to process the transaction.

Fail Code

The basic reason for the failure of a transaction. This field only contains a value when there has been a failure during the attempt to process the transaction.

Fail Code 2

A detailed explanation of the error code.

Auth Code

The specific reason for the failure of an Authorization transaction.

Auth Rev Code

The specific reason for the failure of an Authorization Reversal transaction.

Cap Code

The specific reason for the failure of a Capture transaction.

Cap Rev Code

The specific reason for the failure of a Capture Reversal transaction.

Cred Code

The specific reason for the failure of a Credit transaction.

Cred Rev Code

Further details (if any) about the error that has occurred.

List Payment Orders

(this table appears after as a result of a search)

Select Checkbox for each item to select that item for processing. Clicking **Select All** will mark all the items in the table for processing.

Order #

The number of the listed order, from the database. This field is also a hyperlink. Clicking it will update all the forms in the main frame with information about the selected order.

Order Name

The name of the order, which can be the same as its number.

Amount

The total amount of the order, including all taxes and shipping costs.

Order Date

The date that the order was originally placed.

Payment Date

The date that the last payment transaction for this order took place.

Status The current payment transaction status of the order.

Shopper

The name of the shopper who placed the order.

Search the Payment Transactions in the Database

To find the Payment transactions you wish to process, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Payment Processing**.
You can search the database for information contained in any of the non-italicized fields on the form that appears.

3. Click **Search**.

A list of payment transactions in the database appears in the bottom frame.

Request Authorization on a Payment Transaction

After a customer decides to make a purchase, the first step in the payment cycle is to have the transaction authorized. To do this, the Payment Server must send the purchase information to an Acquirer's Payment Gateway. The Acquirer then communicates with the customer's financial institution over legacy networks. If the purchase is acceptable to the customer's institution, the Acquirer sends you an authorization message. If the purchase is not acceptable, a failed authorization message is sent.

Normally, you wait until you receive authorization, then fulfill the order, and then initiate capture. It is possible, however, to handle these steps automatically (if, for example, you are selling information or software that can be fulfilled directly from the store). Whether the system manages capture automatically or manually is determined during the Acquirer configuration.

To request authorization for a transaction, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Payment Processing**.
3. From the **Select Store** drop-down list, select the appropriate store name.
4. From the Transaction Status window, select **Auth Ready**.
5. Click **Search**.
The information about transactions with Auth Ready status appears in the bottom frame.
6. Select the orders for which you wish to request authorization by clicking their **Select** checkboxes. To process all the orders, click the **Select All** button.
7. Click **Perform selected action on checked transactions** to open a popup window, and select **Request Auth**.
8. Click **Perform**.
A new table appears, showing further details about the selected orders.
9. After checking the **Amount to be Authorized** column to ensure that the order amounts are accurate, and changing them if necessary, click **OK**.
A confirmation message appears. The transactions' status changes to **Authorization Requested**.

Request Authorization Reversal on a Payment Transaction

After a transaction has been authorized, and before capture has been initiated, it is possible to reverse the authorization.

To mark a transaction for Authorization Reversal, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Payment Processing**.
3. From the **Select Store** drop-down list, select a store.
4. From the SET Transaction window, select **Capture Ready**.
5. Click **Search**.
Information about transactions in Capture Ready status appear in the bottom frame.
6. Click **Select** beside each order for which you want to request Authorization Reversal. To process all orders, click the **Select All** button.
7. Click **Perform selected action on checked transactions** to open the popup window, and select **Request Auth Rev**.
8. Click **Perform**.
A new table appears, showing further details about the selected orders.

9. In the **New Amount** fields for each of the selected transactions, fill the fields with appropriate information.
You can change the authorization to a lesser amount, or to zero, which completely closes the transaction.
10. Click **OK**.
A confirmation message appears. The transactions' status changes to **Auth Reversal Requested** or, if the new amount is zero, to **Auth Ready**.

Request Capture on a Payment Transaction

Once the transaction has been authorized and the order has been fulfilled, you can request capture. Capture is the process by which your Acquirer receives the payment from the customer's financial institution and remits the payment to you.

Note: If you are using explicit batch processing (i.e. merchant controlled batch) you must have a batch in the open state for the currency before requesting capture.

To request capture, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Payment Processing**.
3. From the **Select Store** drop-down list, select the appropriate store.
4. From the SET Transaction Status window, select **Capture Ready**.
5. Click **Search**.
The information about transactions whose status is Capture Ready appears in the bottom frame.
6. Select the order or orders for which you wish to request capture, by clicking their **Select** checkboxes. To process all the orders, click the **Select All** button.
7. Click **Perform selected action on checked transactions** to open the popup window, and select **Request Capture**.
8. Click **Perform**.
A new table appears, showing further details about the selected orders.
9. After checking the **Amount to be Captured** column to ensure that the order amounts are accurate, and changing them if necessary, click **OK**.
A confirmation message appears. The transaction status changes to **Capture Requested**.

Request Capture Reversal on a Payment Transaction

When you request a capture, the Payment Server automatically initiates the capture process with the Acquirer's Payment Gateway. If you need to cancel the capture after the success message has been sent from the Payment Gateway but before the payment has been received, you can reverse the capture.

You can only request a capture reversal of a completed capture before the batch containing the capture transaction is closed. This is true for both implicit and explicit batch processing. If you are using implicit batch processing, the Payment Gateway will reject the request. If you are using explicit batch processing, the Payment Server will reject the request.

To request capture reversal on a transaction, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Payment Processing**.
3. From the **Select Store** drop-down list, select the appropriate store.
4. From the SET Transaction Status window, select **Capture Completed**.
5. Click **Search**.
The information about transactions whose status is Capture Completed appears in the bottom frame.

6. Select the orders for which you wish to request Capture Reversal, by clicking their **Select** checkboxes. To process all the orders, click the **Select All** button.
7. Click **Perform selected action on checked transactions** to open the popup window and select **Request Capture Rev.**
8. Click **Perform**.
A new table appears, showing further details about the selected orders.
9. Click **OK**.
A confirmation message appears The transaction status changes to **Capture Reversal Requested**.

Request Credit on a Payment Transaction

You can only request a credit on a completed capture after the batch containing the capture transaction is closed. This is true for both implicit and explicit batch processing.

To request credit on a transaction, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Payment Processing**.
3. From the **Select Store** drop-down list, select the appropriate store.
4. From the SET Transaction Status window, select **Capture Completed**.
You can only process a single credit on an order. If you wish to credit an additional amount, and the original credit has not yet been processed, you must process a credit reversal and then request a credit in the higher amount.
5. Click **Search**.
The information about transactions whose status is Capture Completed appears in the bottom frame.
6. Select the orders for which you wish to request Credit, by clicking their **Select** checkboxes. To process all the orders, click the **Select All** button.
7. Click **Perform selected action on checked transactions** to open the popup window, and select **Request Credit**.
8. Click **Perform**.
A new table appears, showing further details about the selected orders.
9. Verify that the value in the **Amount to be Credited** column is correct, then click **OK**.
A confirmation message appears, and the transaction status changes to **Credit Requested**.

Request Credit Reversal on a Payment Transaction

If you requested credit for a customer in error, you can request a Credit Reversal provided that the customer has not already received the credit.

You can only request a credit reversal of a completed credit before the batch containing the **Credit Transaction** is closed. This is true for both implicit and explicit batch processing. If you are using implicit batch processing, the Payment Gateway will reject the request. If you are using explicit batch processing, the Payment Server will reject the request.

To request Credit Reversal on a transaction, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Payment Processing**.
3. From the **Select Store** drop-down list, select the appropriate store.
4. From the SET Payment Transaction Status window, select **Credit Completed**.
5. Click **Search**.
The information about transactions whose status is Credit Completed appears in the bottom frame.

6. Select the orders for which you wish to request Credit Reversal by clicking their **Select** checkboxes. To process all the orders, click the **Select All** button.
7. Click **Perform selected action on checked transactions** to open the popup window, and select **Request Credit Reversal**.
8. Click **Perform**.
A new table appears, showing further details about the selected orders.
9. A confirmation message appears. The transactions' status changes to **Credit Reversal Requested**.

Batch Information

A *batch* is a collection of payment transactions, such as captures, credits, capture reversals, and credit reversals, processed as a group. The Batch Information function allows you to view details about batches, including the store, Acquirer, currency, and status. Use the Batch Information form to search for and view batch details. You can also perform simple functions upon the batches including opening new batches and closing existing batches.

The Net.Commerce Store Manager Batch Information form displays acquirers with profiles that indicate merchant controlled batch. You cannot use this form if no acquirers are listed in the **Acquirer Using Merchant Controlled Batch** field.

The batch form includes one section: Batch Information. When information is inserted in the various fields in this section and the search button is clicked, a second section is generated which contains a table displaying information on the batches which fit the criteria that has been specified. The table includes information for each batch in the following categories: Batch ID, Date Created, Batch State, Batch Status, Currency, and Close Allowed. When one of the listed batches is selected, the View and Close functions can be performed.

When you specify search criteria, Net.Commerce displays information about your selection. For example, if you want to access a batch for a particular Acquirer, execute a search in which the criteria includes the name of the Acquirer. After you perform the search operation, information about all of the batches for the specified Acquirer appears. Clicking on the Batch ID of a batch in this list selects the batch as the target for further actions that can be performed by clicking the **Perform** button.

Batch Processing of Payment Transactions

A *batch* is a collection of payment transactions, such as captures, credits, capture reversals, and credit reversals, processed as a group. The batch is submitted as a single unit to the Acquirer's financial system. Business guidelines regarding the use of batch processing are developed by credit acquiring institutions. Merchants also establish policies that align with these guidelines.

The Payment Server distinguishes the batch payment process according to how the batch is handled. The batch can either be processed implicitly or explicitly. This means that either the Acquirer or the merchant creates and administers the batch. The Acquirer Profile specifies whether an acquirer uses acquirer controlled batches or merchant controlled batches. If the batch processing is implicit, it takes place without any input from the merchant. Usually, this occurs when an Acquirer wants to control the opening and closing of a batch. For instance, an Acquirer may want to specify a maximum number of transactions, or that a new batch is created each day at the start of business, and that the batch is subsequently closed at the end of each business day. An explicitly processed batch means that the merchant controls the opening and closing of the batch, and can therefore specify the duration that the batch is opened. If a store administrator finds that a store is generating a large number of transactions for a particular brand of credit card, then that batch can be opened and closed more frequently to reduce administration time.

Authorization transactions do not directly require batch processing. Each individual authorization request is sent to the Acquirer, and the subsequent approval or rejection is returned to the merchant. An open batch

is required to collect pending captures. An individual batch must exist for each Acquirer and each currency supported. For instance, if you support credit card transactions in both Canadian and US Dollars, you would require two separate batches to collect pending captures.

See the topic “Batch Processing Concerns” for precautions you should take if you use an Acquirer that uses explicit batch processing.

Batch Information Form

This form allows you to view details about batches. Only acquirers with profiles that indicate merchant controlled batch will be listed in this form. The form contains batch query, and batch information sections. Note that you cannot update or modify fields in the query results section of the form. All other fields are optional and can be used for search purposes only.

Select Store

Lists available stores to which you have administrative access.

Acquirer Using Merchant-controlled Batch - Acquirer name (Account Number)

Lists the configured Acquirers which use merchant-controlled batches for the selected store.

Batch ID

This is the merchant defined identification number of the batch. This is a numeric field. The maximum value that can be used is defined by the Acquirer. Most Acquirers would support values from 1 to 999. Please contact your Acquirer as to the valid range that could be used as a Batch ID. Zero is not a valid Batch ID, and will be rejected by the Payment Server.

Unique Key

This is the system generated identification number of the batch. This is a numeric field.

Merchant Currencies

Lists currencies that the store accepts. This list is found in the Net.Commerce CURRFCACHE table. This field is optional when searching.

Date Created

Date the batch was created. This field is optional when searching.

Match Date?

Select **Exactly** to search for batches created on the specified date, **Before** to search for batches created before the specified date, or **After** to search for batches created after the specified date if you search for batches by date. If the Date Created field is left blank, this search criteria is not applicable.

Batch State

Select the appropriate status that you would like to search for. The acceptable values are: Opening, Open, Pending, Closing, and Closed. This field is optional when searching.

Batch Status

Select the status of the batch. The acceptable values are: Not Yet Balanced, Balanced, and Balancing Failed. This field is optional when searching.

Batch Information Query Results

Batch ID

This is the merchant defined identification number of the batch.

Date Created

This is the date that the batch was created.

Batch State

This is the current state of the batch.

Batch Status

This is the current status of the batch.

Currency

This is the currency that the batch has been configured for. Only one currency can be used for each batch.

Close Allowed

This field indicates whether the merchant is allowed to close the batch. This value is always **Yes** for merchant-controlled batches.

Open a New Batch

To open a new batch to collect pending captures, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager** and then **Batch Information**.
The Batch Information form appears.
3. Select a store and Acquirer from the **List of Acquirers** (if not already selected).
4. Enter a numeric sequence to identify the new batch in the Batch ID field. The ID specified must be a new ID or the ID of a batch that has already been closed. Some Acquirers have a limit on the size of the ID that can be used. Contact your Acquirer for more information.
5. Select a currency from the **Currency List**
6. Click the **Open New** button.
A new batch is created with the Batch ID that you specified.

Locate an Existing Batch

To locate an existing batch, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager** and then **Batch Information**.
The Batch Information form appears.
3. Enter some information into the search parameter fields which will identify the batch that you are looking for. You must select the store and Acquirer (if not already selected). Optional fields are the Batch ID, the Unique Key, or a date which signifies the batch creation date.
4. Click **Search**.
A list of the batches that meet your specified search criteria is displayed. If more than one batch is displayed, you can narrow your search by defining more criteria and then clicking on search again.

Display the Contents of an Existing Batch

To view an existing batch to check transactions, do the following:

1. Follow the instructions in locate an existing batch.
2. Click on the desired batch from the generated list.
3. Select the **Display Batch Content** option from the action list box.

4. Click **Perform**.

A list of the transactions included in the batch is displayed. This list contains the following information for each transaction in the batch: Order Number, Message Type, Amount, Currency, and Reference Number. The Reference Number is a unique number provided by the Payment Gateway, and is required if you need to talk to the acquirer about a transaction dispute.

Display the Current Batch Totals

To view the current batch totals, do the following:

1. Follow the instructions in locate an existing batch.
2. Click on the desired batch from the generated list.
3. Select the **Display Current Batch Total** option from the action list box.
4. Click **Perform**.

A table is generated for the batch, displaying the following information: Batch ID, Number of Captures/Credits, Message Type, Total Amount, and Currency.

Note: If the batch is empty, or all of the transactions have been reversed, the displayed table will be empty.

Close an Existing Batch

To close an existing batch to process pending captures, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager** and then **Batch Information**.
The Batch Information form appears.
3. Select a store and an Acquirer from the **List of Acquirers** (if not already selected).
4. Select **Open** from the **Batch State** list box, and click **Search**.
A list of all the currently open batches appears.
5. Select the batch that you want to close by clicking on the **Batch ID** of the batch in the output frame window.
6. Select the **Close** action from the drop-down list at the bottom of the window, next to the **Perform** button.
7. Click **Perform**.
The batch that you selected will now be closed and submitted to the Acquirer for processing.

Notes:

- It is highly recommended that you always open a new batch prior to closing an existing one. This will ensure that there is always an open batch for any capture that requires one.
- If a batch close fails, contact your Acquirer.

Shopper Groups

A shopper group is a collection of shoppers, as defined by the merchant, who share a common interest. Shopper groups are similar to clubs that are offered by large stores for their frequent or preferred customers. Being part of a shopper group can entitle shoppers to discounts or other bonuses for purchasing products. For example, if market research has shown that certain shoppers repeatedly purchase certain products, you could assign these shoppers to the same shopper group. Or, you can create a shopper group to reward frequent shoppers for their business. You could also create shopper groups that are based on demographic characteristics, such as a shopper group for seniors.

You assign different prices to products for different groups of shoppers. You can also customize the way products and categories appear to members of shopper groups, by creating a separate template with the Template Designer. The customized product template is assigned to the shopper group on the Product/Item Information form.

You create, search for, list, modify, or delete shopper groups using the Shopper Groups form.

Notes:

- Shoppers can belong to only one group per store.
- To enroll a shopper in a shopper group after it is created, you must select the group from the Customer Information form.

Shopper Groups Form

Use this form to create shopper groups for specific shoppers. For instance, create a frequent shoppers' group for customers that make regular purchases.

Select Store

Lists the stores to which you have administrative access.

Shopper Group

Lists all the shopper groups previously created for the store. Also contains an **Add New Shopper Group** selection to add a new group to the list.

Shopper Group Name

Accepts up to 50 alphanumeric characters.

Description

Shopper group description. For example, qualification, policy, terms, etc. Accepts up to 1000 alphanumeric characters.

Custom

Custom Fields 1 and 2

For merchant use. Accepts up to 254 alphanumeric characters.

Create Shopper Groups

Perform the following steps to create shopper groups:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**.
3. Click **Shopper Groups** to display the Shopper Groups form.
4. From the **Select Store** drop-down list, select the store for which you want to create a shopper group.
5. From the **Shopper Group** drop-down list, select **Add New Shopper Group**.
6. In the **Shopper Group Name** field, enter the name you want to call the shopper group.
7. In the **Description** field, enter a few sentences that describe the shopper group (targeted customers, eligibility, policies, incentives).
8. If you make a mistake, you can type over the incorrect information in the fields, or click **Clear** and start over.
9. Click **Save** to add the new shopper group to the database.

If after saving the shopper group you realize that you have made an error, delete the shopper group and start over.

Change Shopper Groups

Perform the following steps to change information about shopper groups for a particular store:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**.
3. Click **Shopper Groups** to display the Shopper Group form.
4. From the **Select Store** drop-down list, select the store for which you want to modify a shopper group.
5. From the **Shopper Group** drop-down list, select the shopper group that you want to modify.
6. Click the fields that you want to modify and enter the changes. If you make an error, you can type over the incorrect information, or click **Clear** to clear the fields, and start over.
7. Click **Save**. A message appears to notify that you have successfully updated the shopper group record. If you realize that you made an error after saving the record, you can repeat these steps.

Delete Shopper Groups

Perform the following steps to delete shopper groups from a store:

Note: Deleting shopper groups deletes only the shopper group record; not the records of all the shoppers who are members of the group.

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**.
3. Click **Shopper Groups** to display the Shopper Group form.
4. From the **Select Store** drop-down list, select the store from which you want to delete a shopper group.
5. From the **Shopper Group** drop-down list, select the shopper group that you want to delete.
6. Click **Delete**. A message appears to verify that you want to delete the shopper group.
7. Click **OK** to complete the task.

Customer Information

The ability to view information about shoppers can be useful in planning marketing strategies and verifying the accuracy of shopper information, such as shipping addresses.

When shoppers visit a store for the first time on the World Wide Web, they may browse freely as visitors. To place an order, however, they must be registered shoppers (or they can add an entry to the address book and then select this address when they place the order). To register, shoppers enter information about themselves on a registration form that appears on their screen. This information is stored in the Net.Commerce database. You can view it at any time, using the Customer Information form. You also use this form to assign shoppers to shopper groups. Additional fields are available for customer numbers, and other store-specific customer information.

Because shoppers register with the site, not with individual stores, only site administrators can make changes to shopper information. Store administrators can view the information, but not change it.

The information collected on the form includes contact information such as name, address, telephone number and email address. The registration form also contains fields for demographic information. Supplying demographic information is optional for shoppers.

Customer Information Form

The Customer Information Form contains the same fields that are used by shoppers when registering with the site. On this form, however, *store* administrators can view the information and use the fields for

searches, but they cannot update the form. Only *site* administrators can update this information (from the Shopper Information form).

Profile

Shopper's Login ID

Shopper's registration login name. Accepts up to 16 characters. This field is case-sensitive with respect to searches. Accepts only alphanumeric characters and the following symbols: the "at" symbol (@), the comma (,), the period (.) and the forward slash (/).

Shopper Type

Select **Registered** for shoppers with purchasing status or **Administrator** for site administrators.

Password

Shopper's registration password. Accepts up to 30 characters.

Password Confirmation

Retype the shopper's password for confirmation.

Title Select **Not Available**, **Mr.**, **Mrs.**, **Ms.**, or **Dr.** for the shopper's title.

Last Name, First Name, Middle Name/Initial

Shopper's full name. Fields accept up to 30 characters.

Company Name

Shopper's company name, if applicable. Accepts up to 80 characters.

Challenge Question

Administrator's question to confirm a shopper's identity. Accepts up to 254 alphanumeric characters.

Answer

Answer to the challenge question.

Custom Field 1

For merchant customization use. Accepts up to 256 characters.

Custom Field 2

For merchant customization use. Accepts up to 256 characters.

Last Visit

Date of shopper's last visit.

Last Order

Date of shopper's most currently placed order.

Registration

Date of shopper's registration.

Registration Last Updated

Date of the last registration record update.

Cancellation

Date of shopper's registration cancellation.

Contact Information

Custom Fields 1 and 2

Profile

Address

Shopper's address. Fields accept up to 50 characters.

City, State/Province

Each field accepts up to 20 characters.

Country, ZIP/Postal Code

Accepts up to 30 characters for country and 20 characters for zip/postal code.

Include Package Inserts?

Select **Yes** to include promotional package inserts with shipments. Otherwise, select **No**.

Phone Number (1) and (2)

Shopper's phone numbers.

Phone Type (1) and (2)

Indicates telephone type, such as TTY for hearing impaired shoppers.

Unlisted?

Select **Yes** if shopper's number is not listed. Otherwise, select **No**.

Fax Number

Shopper's fax number.

Best Time to Call

Select **Daytime** or **Evening** to indicate the best time to call shoppers.

E-mail or URL (1) and (2)

Shopper's e-mail address or URL.

Preferred Method of Communication

Shopper's chosen means of communication (a phone number or e-mail/URL).

Custom Field 1

For merchant customization use. Accepts 3 characters.

Custom Field 2

For merchant customization use. Accepts 1 character.

Demographics

Profile

Previously Ordered?

Select **Yes** if the shopper has previously purchased from your business. Otherwise, select **No**.

Age Select the shopper's age, or select **Not Available**.

Gender

Select **Not Available**, **Male**, or **Female**.

Marital Status

Select the shopper's marital status, or select **Not Available**.

Number of Household Members

Number of people in the shopper's household, if applicable. Default is 1.

Number of Children

Number of children in the shopper's household, if applicable.

Annual Household Income

Select the range in which the total annual income of the household members falls, or select **Not Available**.

Employer

Shopper's employer. Accepts up to 30 characters.

Interests/Hobbies

Description of shopper's interests and hobbies. Accepts up to 254 characters.

Custom Fields 1 - 4

For merchant customization use. Fields accept 1 character.

Custom Field 5

For merchant customization use. Accepts up to 254 characters.

Custom Field 6

For merchant customization use. Accepts integers.

Search for and List Customers

When invoking a search, use the most specific field possible, such as the person's name, phone number, or company name, to limit the number of records found. You can search virtually any field, however, certain fields, such as **City**, could retrieve too many records to easily locate the customer.

You can also use more than one field for searches. This way, you further reduce the number of returned records. For example, you can search both **Name** and **City** simultaneously to generate a list of shoppers with that name who live in the specified city.

The search function retrieves records from the site, so shoppers who have visited any store in the site will be listed. You cannot currently create a list of customers of a specific store.

You can also generate customized lists, such as the shoppers who are employees of a specific company, by using the appropriate search fields. This is useful for keeping track of shoppers in the store, and for verifying information.

You can even generate lists of shoppers with defined demographic characteristics, such as all the senior women, or the shoppers in a particular income bracket, by selecting the appropriate search fields. This feature can be useful planning marketing strategies.

To search the Net.Commerce database for customers, do the following:

1. Open Net.Commerce Administrator.

2. On the task bar, click **Store Manager**.
3. Click **Customer Information** to display the Customer Information form.
4. Ensure that all the fields on the form are blank. To clear the fields, click **Clear**.
5. Enter information in one or more search fields.
6. Click **Search**. A list of search results appear in the bottom frame. Click a name in the list if you want to display information about this customer in the fields of the form. After the fields have filled, if you want to conduct another search, click **Clear** before beginning.

Enroll Shoppers in Shopper Groups

To enroll a shopper in a shopper group, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Customer Information**. The Customer Information form appears.
3. Ensure that all the fields on the form are blank. To clear the fields, click **Clear**.
4. Execute a search to fill the fields with information about the shopper.
If you do not know how to do this, see the related topic below.
5. Click **Customer Details** to display the Customer Details form.
6. From the **Select Store** drop-down list, select the store you want. The shopper group in which the shopper is currently enrolled appears in the **Shopper Group** field.
7. From the **Shopper Group(s)** drop-down list, click the group, to which you want to add the shopper. Selecting a new shopper group will automatically remove the shopper from any previously-selected shopper group. You do not need to delete the shopper from the previous group.
8. Click **Save**.

Notes:

- A shopper can belong to only one shopper group per store.

Customer Details Form

Use this form to assign shoppers to shopper groups.

Select Store

Lists the stores to which you have administrative access.

Shopper's Login ID

Shopper's login name. This field is case-sensitive with respect to searches.

Customer Number

Merchant-assigned number for the customer. Accepts up to 30 characters.

Shopper Group(s)

Select a shopper group.

Custom

Custom Field 1

For merchant use. Accepts up to 254 characters.

Remove Shoppers From Shopper Groups

Perform the following steps to remove a shopper from a shopper group:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**.
3. Click **Customer Information** to display the Customer Information form.
4. Ensure that all the fields on the form are blank. To clear the fields, click **Clear**.
5. Execute a search to fill the fields with information about the shopper.
6. Click **Customer Details** to display the Customer Details form.
7. From the **Select Store** drop-down list, select the store you want. The shopper group in which the shopper is currently enrolled appears in the **Shopper Group** field.
8. From the **Shopper Group(s)** drop-down list, select **None**.
9. Click **Save**. A message appears to confirm that you want to save the changes.
10. Click **OK** if you want to save the changes in the database.

Customer's Address Book Form

Shoppers can record information about the receivers of their purchases. Note that a shopper is not necessarily the recipient of the ordered goods. For instance, a shopper can purchase a gift for a friend or relative, and have it shipped to the appropriate address. If you have Store Manager authority, you can search for and view information about receivers of orders, using this form.

Address Type

Indicates whether address is permanent or temporary. Permanent addresses are those that shopper have entered into their address books. Temporary addresses are those that the shopper enters when placing a specific order, or addresses from previous orders retained in the database.

Nick Name

A nickname that the shopper uses for a person (receiver) in the address book, such as "Mom." Accepts up to 31 characters.

Update Time

Time that the address was last updated.

Title Receiver's title. Select **Not Available**, **Mr.**, **Mrs.**, **Ms.**, or **Dr.**

Last Name, First Name, Middle Name/Initial

Receiver's full name. Fields accept up to 30 characters.

Address

Receiver's street address. Fields accept up to 50 characters.

City, State/Province

Additional address information. Each field accepts 20 characters.

Country, ZIP/Postal Code

Additional address information. Accepts 30 characters for country and 20 characters for zip/postal code.

Include Package Inserts?

Indicates whether the shopper wants promotional inserts to be included in shipments.

Phone Number (1) and (2)

Receiver's phone number.

Phone Type (1) and (2)

Information about the type of telephone, such as TTY for hearing impaired shoppers.

Unlisted?

Select **Yes** if shopper's number is not listed. Otherwise, select **No**.

Fax Number

Receiver's fax number.

Best Time to Call

Select **Daytime** or **Evening** to indicate the best time to call the person.

E-mail or URL (1) and (2)

Receiver's e-mail address or URL. Accepts up to 254 characters.

Custom Field 1

Field for merchant use. Accepts 3 characters.

Custom Field 2

Field for merchant use. Accepts 1 character.

Order Information

The Order Information function in Net.Commerce Administrator allows you to track and manage details about orders, including the purchaser, recipient, item type and quantity, status, costs, and shipping specifications. Use Order Information to search for and view order details. If you want, you can also update the status of orders and items, and change the order number for identification purposes.

The order form includes four sections: Order Information, Shopper Information, Sub-Order Information, and Item Information. A sub-order consists of all items on an order that are sent to one shipping address. An order can include many sub-orders, and a sub-order can contain many items.

When you select an individual order, sub-order, or item from the drop-down lists on the Orders form, Net.Commerce displays information about the selection. For example, if you want to access two different sub-order forms for a particular shopper's order, execute a search in the Sub-Order Information section. Information about the specified sub-order appears. Search for a second sub-order from the same section and Net.Commerce refreshes the fields with information about the second sub-order.

Orders Form

This form allows you to view details about orders. The form contains order, shopper, sub-order, and item information sections.

Select Store

Lists available stores to which you have administrative access.

Order Information

Order Name

Merchant-generated order number unique within a store. Accepts up to 30 characters. Note that this field is updateable only by an authorized administrator.

Date Date the shopper placed the order.

Match Date?

Select **Exactly** (orders placed on the specified date), **Before** (orders before the date), or **After** (orders after the date) when you search for orders by date.

Order Status

Enter P for pending state (non-processed order), C for completed state (finalized order), X for canceled state (deleted order) I for inventory update pending (order no longer pending), or M for ready for authorization (order passed inventory update). Note that this field is updateable only by an authorized administrator.

Order Last Updated

Date that an authorized administrator last updated the order.

Match Date?

Select **Exactly** (orders placed on the specified date), **Before** (orders before the date), or **After** (orders after the date) when you search for orders by last updated date.

Payment Method

Shopper's method of payment, such as credit card type, coupon, or gift certificate. Accepts up to 5 characters.

Subtotal

Subtotal for the order before taxes and shipping charges. Accepts a maximum of 15 digits, with 2 decimal places.

Tax Total sales tax for the order. Accepts a maximum of 15 digits, with 2 decimal places.

Shipping Charges

Total shipping service charges for the order. Accepts a maximum of 15 digits, with 2 decimal places.

Shipping Tax

Total tax on the shipping charges for the order. Accepts a maximum of 15 digits, with 2 decimal places.

Grand Total

Total amount that the shopper owes for the order, including product price, sales tax, shipping charge, and shipping tax. Accepts a maximum of 15 digits, with 2 decimal places.

Shopper Information**Login ID**

Shopper's login ID for the store.

Title Shopper's title. Select **Dr.**, **Mr.**, **Ms.**, **Mrs.**, **Ms.**, or **None**, if the title is not available.

First Name

Shopper's first name. Accepts up to 30 characters.

Last Name

Shopper's surname. Accepts up to 30 characters.

Address lines 1- 3

Shopper's street address. Each field accept up to 50 characters.

City City in which the shopper lives. Accepts up to 30 characters.

State/Province

State or province in which the shopper lives. Accepts up to 30 characters.

Country

Country in which the shopper lives. Accepts up to 30 characters.

Sub-Order Information (by Shipping Address)

Select Sub-Order

Lists available receivers. Orders are shipped to the receiver's shipping address, as specified in the shopper's address book.

Nickname

Shopper-defined nickname for a receiver in the shopper's electronic address book, such as "Mom." Accepts up to 31 characters.

Title Receiver's title. Select **Dr.**, **Mr.**, **Ms.**, **Mrs.**, **Ms.**, or **None**, if the title is not available.

First Name

Receiver's first name. Accepts up to 30 characters.

Last Name

Receiver's surname. Accepts up to 30 characters.

Address lines 1-3

Receiver's street address. Each field accepts up to 50 characters.

City City in which the receiver lives. Accepts up to 30 characters.

State/Province

State or province in which the receiver lives. Accepts up to 30 characters.

Country

Country in which the receiver lives. Accepts up to 30 characters.

Sub-Order Total Price

Total amount that the shopper owes for the sub-order, including product price, sales tax, shipping charge, and shipping tax. Accepts a maximum of 15 digits, with 2 decimal places.

Item Information**Select Item**

Lists ordered items included in the sub-order.

Product Number or Item SKU

Merchant-defined number that uniquely identifies the product or item. Accepts up to 64 characters.

Item Name or Short Description

Name or description of the product or item. Accepts up to 254 characters.

Quantity

Total quantity of the ordered item.

Unit Price

Price for one item. Accepts a maximum of 15 digits, with 2 decimal places.

Status Status of the ordered item. Select **P** for pending state (selected item), **C** for completed state (ordered item), **X** for canceled state (deleted ordered item), **I** for inventory update pending (order no longer pending), or **M** for ready for authorization (order passed inventory update). Note that this field is updateable only by an authorized administrator.

Shipping Provider

Name of the shipping provider or carrier, such as Federal Express. Accepts up to 30 characters.

Shipping Mode

Category of the shipping service, such as overnight delivery or priority. Accepts up to 30 characters.

Contents of the Orders Form

The Orders form contains the Order Information, Shopper Information, Sub-Order Information, and Item Information sections. You can view order details from each section, and also update the **Order Name**, **Order Status**, and **Item Status** fields.

Order Information

This section contains the store name, order name, order date, the last time the order was updated, order status, payment method, sales tax, shipping charges, shipping tax, and total price. The order status can be either *pending*, *completed*, or *cancelled*. When you change the status of orders, Net.Commerce automatically updates the new information in the database. Note that when you change the status of an order, the item status also changes. However, when you change the status of an item, the status of the order is not affected.

An order is “pending” while it is being prepared. During this state, shoppers are still deciding what items to purchase or remove from their electric shopping carts, and specifying order preferences, such as to whom and where orders should be sent, shipping methods, and quantity of items.

The exact criteria for a “completed” order can be customized; that is, the complete order state can mean different conditions for different merchants. For example, customize the order form to contain a button, that you can label “Pay,” “Close,” “Process,” “Purchase,” “Submit,” or something equivalent, so that you can define an order as completed once the shopper clicks this button. If you prefer, you can define orders as completed only after items are either physically shipped, received, or paid for (in the case of cash on delivery (COD) shipments).

An order is put in the “cancelled” state if shoppers terminate orders after submitting them. Often, you may cancel orders if items are out of stock and shoppers do not want to wait until new inventory is available. Note that when shoppers attempt to place orders for items that are out of stock, Net.Commerce immediately notifies them of the insufficient stock. To avoid cancelled orders, however, verify inventory on a regular basis, and replenish low stock. You may need to customize the system to validate inventory.

You can change the status of orders upon customers’ requests. You can also change the **Order Name** field to easily identify or search for orders for a particular shopper. If you do not enter information in this field, it assumes the same value as the order’s reference number. Note that with the exception of the **Grand Total** field, the other fields in the Order Information section are optional fields. You can however, use these fields for searches.

Shopper Information

This section contains the shopper’s name and address. Shopper information is helpful if you wish to search for the order placed by a specific shopper. You can use these fields to search for shoppers’ orders.

Sub-Order Information

This section contains the name and address of the person to whom the order will be sent, as well as the total price of sub-orders. Note that the recipient is not necessarily the same person as the shopper; for example, a shopper may arrange to have a gift shipped to a friend. Shoppers populate their electronic address books with the names and addresses of the people to whom they wish to ship orders. For convenience, shoppers provide each receiver with a nickname; for instance, a friend’s first name, or even a title, such as “Mom.” Shoppers can specify more than one nickname for each order, so there may be multiple pages of sub-orders for one order. If you know the details of a particular sub-order, enter information into these fields to execute a search for the entire order.

Item Information

This section contains details about each item in an order, including product number or item SKU (whichever is applicable), quantity, unit price, status, shipping provider, and shipping mode. As with an entire order, the status of an item is “pending” when it has been placed in the shopping cart; “completed” when the item has been either submitted, shipped, received, paid for, or equivalent; and “cancelled” when shoppers later remove items from their orders.

You can change the status of an item upon a customer’s request. (Note that the other fields in the Item Information section are optional field, which you can use to conduct searches.) For instance, a shopper may wish to order many units of a specific item, but there is a shortage in the inventory. You can suggest shipping a smaller quantity now and more at a future date. This way, shoppers can receive part of their

order while inventory replenishes, and you do not lose business. As a result the Orders form may indicate the order as “pending,” and you will have to manually update the status to “completed” once the order is fulfilled.

Locate Orders

To search the database for information about orders, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Order Information**. The Orders form appears.
3. Ensure that all the fields on the form are blank. To clear the fields, click **Clear**.
4. From the **Select Store** drop-down list, select the store that you want to work with.
5. Enter information into one or more search fields on the form to specify search criteria. The fields must be empty before you begin; if they are not, click **Clear**. The more criteria you specify, the more precise our query will be. For example, entering a shopper’s full name, address, and order date will obviously yield more precise results than entering vague information, such as simply first name or country.
6. Click **Search**. A list of orders that match the specifications you entered appears in bottom frame. Click the one you want to view from the list. The fields in the form are automatically filled. To move forward in the list of search results, click **More** in the search display area, if applicable.
7. If you want to conduct another search, click **Clear** before you begin.

Locate Orders by Date

To search for orders by the date that they were placed, or by the date that they were last updated, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Order Information**. The Orders form appears.
3. Ensure that all the fields on the form are blank. To clear the fields, click **Clear**.
4. Select the store from the **Select Store** drop-down list.
5. To locate orders by the date that they were placed:
 - In the **Order Date** field, enter a date that either matches or approximates the date the order was placed.
 - From the **Match Date?** drop-down list, select **Exactly** to see all orders on the specified date; select **Before** to see all orders before, but not including, this date; or select **After** to see all orders after, but not including, this date.
6. To locate orders by the date that they were last updated:
 - In the **Order Last Updated** field, enter a date that either matches or approximates the date the order was last modified.
 - Select **Exactly**, from the **Match Date?** drop-down list, to see all orders on the specified date. Select **Before** to see all orders before, but not including, this date. Select **After** to see all orders after, but not including, this date.
7. To view only those orders with a specific status, enter the order status in the **Status** field. Enter P (pending), C (completed), or X (cancelled).
8. Click **Search**. A list of orders that match the specifications you entered appears in the bottom frame. If you want to view details about a particular shopper’s order, click the order from the list. To move forward in the list of search results, click **More** in the search Display Area, if applicable. The fields in the form are automatically filled for perusal.
9. If you want to conduct another search, click **Clear** before you begin.

You can also use more advanced methods to track the number of orders received in a day. Net.Commerce supplies several overridable functions that let you customize stores and trigger legacy systems to perform additional processing. In particular, there are three process tasks that are useful for working with orders for a given day. The EXT_ORD_PROC process task allows you to keep track of the total number of orders for each shopper. The EXT_SHIPTO_PROC process task allows you to track the total number of items for a particular shopper and shipping address. The EXT_SHIPTO_UPD process task allows you to create a log of other shipment statistics.

Update the Status of Orders and Ordered Items

To update the status of orders and ordered items, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then **Order Information**. The Orders form appears.
3. Display the information for the order you want to update.
4. Place your cursor in (or tab to) the **Status** field under either the Order Information or Item Information sections.
5. Change the field to display the appropriate status, either X or C, according to the following table. Note that you cannot update the status of a cancelled order (X).

Current order status	Can be changed to	Cannot be changed to
C (complete)		P , X
P (pending)	C , X	
X (cancelled)		C , P

6. Click **Update**. The changes are entered and saved in the Net.Commerce database. Note that the **Order Last Updated** field reflects the date of the status change.

Assign and Modify Order Names

To assign and modify order names, do the following:

1. Open Net.Commerce Administrator.
2. Click **Store Manager**, then **Order Information**. The Orders form appears.
3. Display the information for the order you want to work with.
4. Place the cursor in (or tab to) the **Order Name** field.
5. To assign a value to the **Order Name** field, enter a code (such as "JONES55"), a word or name (such as "JONES"), or a number (such as "123123"). To modify an existing value, enter the change in the field. The field accepts up to 30 alphanumeric characters.
6. Click **Update**. The changes are entered and saved in the Net.Commerce database.

View Order Delivery Notices — Store Administrator

To view a list of order messages for a store, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, and then click **Order Delivery**. The View Order Delivery Notices form appears.
3. From the **Select Store** drop-down list, select the store for which you wish to view order messages. The list of order messages for that store appears.
4. If there are more than 20 order messages, the **Maximum number of rows to display** field appears. In the **Maximum number of rows to display** field, type the number of order messages you wish to view on screen simultaneously.

Set Up Store Order Delivery Methods

To set up order delivery methods for a store, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Manager**, then click **Order Delivery** the **Orders**.
3. From the Select Store drop-down list, select the store.
4. From the **Available Delivery Method** drop-down list, select the method you wish to set up.
5. In the **Recipient e-mail address** field type the e-mail addresses of those to whom you wish to send your store's order messages, for example, an order administrator. If you have multiple recipients, type the e-mail addresses separated by a comma.
6. In the **Number of order per batch** field type the maximum number of order messages you wish to have accumulated before they are sent. You cannot type a number which exceeds the displayed maximum.
7. Click **Save**.

Order Delivery Form

Use this form to select and set up an order delivery method for your order messages.

Current method

Displays the delivery method currently in use.

Delivery methods

Lists the available delivery method, or methods. If more than one order delivery method is available, the **Delivery methods** drop-down list appears. Select an order message delivery method. The default delivery method is e-mail.

Recipients' e-mail addresses

This field only appears if you select e-mail order delivery. Type the e-mail addresses of those to whom you wish to send your store's order messages, for example, an order administrator. If you have multiple recipients, type the e-mail addresses separated by a comma.

Number of orders per batch (maximum):

Type the maximum number of order messages you wish to have accumulated before they are sent to your recipients. You cannot type a number which exceeds the displayed maximum. Your order messages from the previous day are sent to you periodically, whether or not they reach the maximum limit you set in this field. The default period is one day.

Chapter 4. Store Creator

The Store Creator is designed to give a site administrator a head start in creating a store. It consists of a series of easy-to-use pages that guide you through nine steps to create a basic store. You select from a choice of pre-designed shopping models upon which to base the store, and then specify the store's appearance and page layout, currency, tax rates, payment methods, and shipping providers. When you are finished, you can view the results, as a shopper would, using a choice of sample data; make as many modifications as needed; and then add a product catalog.

The Store Creator creates a simple store including the necessary macros, HTML files, commands and overridable functions. The store has the following features:

- A choice of three store models
- A single currency
- Payment by credit card through SSL
- Up to three shipping providers charging a flat rate shipping charge
- A choice of store styles
- A choice of list or image layout of category pages
- A search page where customers can search the catalog

The Store Creator allows you to easily create a Net.Commerce store; however, stores created using the Store Creator have the following limitations:

- The search page is case sensitive
- Store Creator stores reload when a shopper resizes the window
- You cannot edit a store with Net.Commerce Administrator and then reuse Store Creator
- You cannot edit the macros created by the Store Creator using Template Designer, you must edit them using a text editor
- Some of the fonts used on store pages are not supported on all languages and platforms

After you have created a store using the Store Creator you can use the Net.Commerce Administrator to:

- Change contact information
- Change the store currency
- Change tax rates

You can also use Net.Commerce Administrator, then modify Net.Data macros to:

- Change how shipping charges are calculated
- Implement discounts

To change the appearance of a Store Creator store edit the include file. You can:

- Replace the navigation buttons or the store banner with other images
- Replace the background colors with custom colors
- Change the color of text or links on store pages
- Change the store name displayed on each page
- Change the category page to which the home page links
- Enable or disable credit card images to be displayed on the order page

Note: If you used the Store Creator to create the store, and then you modified parts of the store manually or with other tools such as those provided in the Store Manager, you cannot return to it to make other changes. If you do, its output may overwrite the changes you made outside of the Store Creator.

You must be a site administrator to use the Store Creator. Once you have created the store, you can designate store administrators to manage the store using the Store Manager.

Store Creator Models

Using the Store Creator, you can create a store that is based on one of the following models:

- One Stop Shop
- Personal Delivery
- Business-to-Business

One Stop Shop Store Model

The One-Stop Shop store model is very simple in structure and navigation, allowing shoppers to quickly find the products they want and place their orders. It does not have a registration process or offer shoppers the option of using an address book. This means that shoppers can make their purchases without having to provide any information, other than a shipping address at order time. Any items that the shopper selects but does not order will be removed from the order list when the shopper closes the browser.

This model is appropriate for stores that meet the following criteria:

- The merchant is targeting consumers
- The shoppers are usually one-time or occasional buyers
- The shipping charge is fixed, and does not change depending on the destination or weight.
- All items that a shopper orders will be delivered to one address
- The merchant does not want registration as part of the purchasing process

Personal Delivery Store Model

The Personal Delivery store model has a simple navigation structure, with some added features to help personalize the shopping experience. It requires shoppers to register before they can place an order, and to log on to the store at return visits. This allows the merchant to track their buying habits and better serve them. Shoppers place items in an Order List. These items are kept there until the shopper orders them or removes them. If the shopper has done neither, the items remain in the Order List for future visits. An address book is available to shoppers so that they can maintain a personal log of the addresses of people to whom they frequently want to send goods.

This model is appropriate for stores that meet the following criteria:

- The merchant is targeting consumers
- The shipping charge is fixed, and does not change depending on the destination or weight.
- The shopper frequently purchases items at this store.
- Each item in an order can be shipped to a different address

Business-to-Business Store Model

The Business-to-Business store model has a corporate purchasing structure, allowing merchants to group their business clients into different shopper groups, called office groups, which can be used to target the groups with different product offerings and prices. The store manager is responsible for approving office groups and defining the product prices and product pages that will be available to each group. Before making a purchase, each shopper must register with an office group and receive approval from the office group manager.

This model is appropriate for stores that meet the following criteria:

- The merchant is targeting other businesses or groups of shoppers
- The merchant wants to be able to offer unique products or other incentives, such as discounts, to each business or group of shoppers
- The businesses or groups of shoppers tend to repeat their purchases

Create a Store Starting With the Store Creator

If you are a site administrator, do the following to create a store using the Store Creator:

1. Open the Store Creator
2. Use the Store Creator
3. Change store options
4. Delete the sample data

Use Net.Commerce Administrator to customize the store

1. Create product categories
2. Enter product information
3. Create a Store Administrator (optional)
4. Change tax rates
5. Change contact information
6. Change the store's currency

Edit the Store Creator include file to change the appearance of the store:

- Replace the navigation buttons or the store banner with other images
- Replace the background colors with custom colors
- Change the color of text or links on store pages
- Change the store name displayed on each page
- Change the category page to which the home page links
- Enable or disable credit card images to be displayed on the order page

Use Net.Commerce Administrator and edit Net.Data macros to

- Change the default implementation of shipping
- Implement discounts

Notes:

- When the store is created by the Store Creator, an ISO 4217 currency code based upon your locale will automatically be created in the database. The locale is defined by the language version of Net.Commerce. For example, if you have installed the English version, the default ISO 4217 code would be USD. You can customize this using the **Store and Merchant Information** form in the Net.Commerce Administrator.
- The East West Food Mart sample, the Office Window sample, and the East West Food Mart tutorial sample were designed specifically to illustrate a single merchant site. If you create stores with the Store Creator, do not use the databases from these samples.

Open the Store Creator

To open the Store Creator, do the following:

1. Open Net.Commerce Administrator.
2. On the task bar, click **Store Creator**.

3. On the resulting page, click **Load** to load the Store Creator.

Use the Store Creator

To create a store using the Store Creator, do the following:

1. From the Net.Commerce Administrator, click **Samples and Tutorials**. Ensure that you are not using DEMOMALL or TUTORIAL database.
2. Click the **Store Creator** button to launch the Store Creator and create the store.
3. Follow the instructions on each window of the Store Creator.
4. After verifying the changes, click the **Create Store** button on the Review Your Selections panel. The Where To Go From Here panel appears.
5. If you need to make further changes:
 - a. Click on the **Back** button in the Store Creator to return to a panel to make changes.
 - b. When you have finished making the changes, click the **Update Store** button. The Where To Go From Here panel appears.
6. If you have no further changes to make, click the **Close** button.
7. When you have finished, view the new store at the URL that is indicated on the last panel.

Note: If the text in a **Store Creator** window does not appear correctly, minimize the window and then maximize it again. All text, images, and labels should now display correctly.

Change the Store in the Same Session

After you have viewed a store at the specified URL, while in the same Store Creator session, do the following to make changes to the appearance or content of store pages:

1. Click the **Back** button on the last window of the Store Creator.
2. Go to the appropriate windows and make the changes.
3. Go to the last window and review the selections.
4. When you are satisfied with the changes, click **Update Store** on the last window. The store is updated to reflect the changes.
5. View the store at the URL provided.
6. Repeat steps 1 to 5, as necessary.

Note: If you create a store and later modify it using the Store Creator, you must restart your browser if you switch to a different set of sample products.

Delete the Sample Products

Before you can add products and categories to the store, delete the sample products that are currently being displayed in the store, as follows:

1. Perform the appropriate step:
 - If the Store Creator is currently open, use the **Back** button to go to **Step 3. Add Sample Products and Store Description**.
 - If you are returning to the Store Creator in a new session, do the following:
 - a. Open the Store Creator.
 - b. On the first window displayed, select the **Modify a previously created store** radio button.
 - c. From the drop-down list, select the name of the store that you want to modify. All stores that have been previously created under the current user ID are listed.
 - d. Go to **Step 3. Add Sample Products and Store Description**.

2. From the **Sample Products** drop-down list, select **No Sample Products**.
3. Go to the last window and click **Update Store**. The sample products are deleted from the database and will not appear in the store.

Notes:

- Once you delete and replace the sample products, you cannot return to the Store Creator to make other changes; otherwise the products will be overwritten with the type of sample selected in the Store Creator.
- Once you have added products and categories, you can individually delete those that become obsolete by using the product and categories forms in the Store Manager.

Create Product Categories

Select how you want to create product categories from the options below:

- Use the forms provided in Net.Commerce Administrator to create categories one at a time.
- Use the Mass Import utility to enter large amounts of category data in a single session, or to import data from another database.

Enter Product Information

There are two ways to enter information about a store's products:

- Use the forms provided in Net.Commerce Administrator to define products one at a time
- Use the Mass Import utility to enter large amounts of product data in a single session, or to import data from another database

Create a Store Administrator

To create a store administrator using the Site Manager, do the following:

1. Click **Site Manager**, then **Access Control**.
The Access Control form appears.
2. Click **Clear** to clear all the fields in the form.
3. In the **Administrator's ID** field, enter an ID.
4. In the **Password** field, enter a new password.
Only letters, numbers, and the following special characters can be used: the "at" symbol (@), the comma (,), the period (.) the forward slash (/), the dash (-), and the underscore (_).
5. In the **Password Confirmation** field, re-enter the new password.
6. In the appropriate fields, enter the administrator's last name and first name. You can also fill in other fields.
7. Click **Save**.
8. Click **OK** in the confirmation window.

Store administrators can change their own passwords by using the Registration Form for their store. See "Change a store administrator's password" for details.

Change Tax Rates

To change the tax rates for a store created with the Store Creator, do the following:

1. Open Net.Commerce Administrator.
2. Click **Store Manager**, then **Store Information**.
The Store and Merchant Information form appears.

3. From the **Select Store** drop-down list, select the store with which you want to work.
The fields fill with any store information that is in the database.
4. To change the store name, type over the name that appears in the **Store Name** field.
5. In the **Tax Rate 1** field, enter the percentage of sales taxes that will be applied to product prices.
6. In the **Tax Name** field enter the name of the tax.
7. If more than one tax applies, enter the rates and names in the other fields.
8. Fill in any other fields, if desired.
If you make an error, simply type over the incorrect information, or click **Clear** to clear the fields and start over.
9. Click **Save** to add the information to the database.
Make sure that a confirmation message appears in the display area. If you have missed a mandatory field, a message will appear. Click **OK**. The cursor will reposition on the field that requires information. Enter the appropriate information in the field, and click **Save** again.
10. If, after saving the store information, you realize that you made a mistake, you can easily correct the information by repeating these steps.

Change Contact Information

To change contact information for a store created with the Store Creator, do the following:

1. Open Net.Commerce Administrator.
2. Click **Store Manager**, then **Store Information**.
The Store and Merchant Information form appears.
3. From the **Select Store** drop-down list, select the store with which you want to work.
The fields fill with any store information that is in the database.
4. To change the store name, type over the name that appears in the **Store Name** field.
5. In the appropriate fields in the **Merchant Company Information** section, enter a street address, city, state or province, and country for the company.
6. Fill in any other fields, if desired. If you make an error, simply type over the incorrect information, or click **Clear** to clear the fields and start over.
7. Click **Save** to add the information to the database. Make sure that a confirmation message appears in the display area. If you have missed a mandatory field, a message will appear. Click **OK**. The cursor will reposition on the field that requires information. Enter the appropriate information in the field, and click **Save** again.
8. If, after saving the store information, you realize that you made a mistake, you can easily correct the information by repeating these steps.

Note: Contact information is displayed on the xx. page in your store. The information you change on the Store and Merchant Information form will be updated on this page; however, if you would like to change how the xx page appears to shoppers, or the information that it displays you must edit the `/macro/<locale>/<store-name>/contact.d2w` file.

Change the Store's Currency

To change the currency used in a store created by the Store Creator, do the following:

1. Open Net.Commerce Administrator.
2. Click **Store Manager**, then **Store Information**.
The Store and Merchant Information form appears.
3. From the **Select Store** drop-down list, select the store with which you want to work.
The fields fill with any store information that is in the database.
4. To change the store name, type over the name that appears in the **Store Name** field.

5. In the **Currency** field, enter the currency for the product prices.
6. Click **Save** to add the information to the database. Make sure that a confirmation message appears in the display area. If you have missed a mandatory field, a message will appear. Click **OK**. The cursor will reposition on the field that requires information. Enter the appropriate information in the field, and click **Save** again.
7. If, after saving the store information, you realize that you made a mistake, you can easily correct the information by repeating these steps.

Change the Appearance of Store Pages Using Custom Data

To replace page elements such as buttons and backgrounds with custom images or colors, update the store name, or enable or disable credit cards that shoppers can use, do the following:

1. Open the Store Creator include file:

```
WIN \macro\<locale>\<store_name>\<store_name>.inc
```

```
AIX SUN /macro/<locale>/<store_name>/<store_name>.inc
```

where <store_name> is the name that you assigned to the store.

2. Replace the values of any of the following Net.Data variables with store data:

- AddButton
The path of the image for the add to Order List button.
- ALinkCol
The color of all active links on the store pages (excluding the navigation bar).
- BannerAlign
The alignment of the banner. Valid values are left, center and right. To change the alignment of text in the banner bar you will also need to edit the banner.d2w file.
- BannerImage
The file name of the GIF image used as the store banner.
- BannerLeftSpc
Together with BannerRightSpc, controls the position of the Store name in the Banner image.
- BannerRightSpc
Together with BannerLeftSpc, controls the position of the Store name in the Banner image.
- BannerTxtCol
The text color of the store name on the banner.
- BckImageNavBar
The image used as the background for the navigation bar.
- BodyColor1
The color used as the main background color.
- BodyColor2
The color used as the highlight color.
- BodyColor3
The color used as a secondary highlight color. BodyColor3 is seldom used.
- BodyImage1
The image used as the background for a frame.
- Button1 to Button8
The file names of the GIF images used as buttons on the navigation bar. Button 1 to 8 correspond to the position of the buttons from left to right, or from top to bottom.
- ButtonHeight
The height, in pixels, of all the buttons on the navigation bar. This value is used to align the buttons in the banner.

- ButtonWidth
The width, in pixels, of all the buttons on the navigation bar. This value is used to align the buttons in the banner.
 - CC_amex
An indicator as to whether or not the American Express credit card is to be displayed as a payment method in the store. Use the value **Yes** to display the image in the store; otherwise use the value **No**.
 - CC_discover
An indicator as to whether or not the Discovery credit card is to be displayed as a payment method in the store. Use the value **Yes** to display the image in the store; otherwise use the value **No**.
 - CC_master
An indicator as to whether or not the Master Card credit card is to be displayed as a payment method in the store. Use the value **Yes** to display the image in the store; otherwise use the value **No**.
 - CC_phone
This value is not used.
 - CC_visa
An indicator as to whether or not the Visa credit card is to be displayed as a payment method in the store. Use the value **Yes** to display the image in the store; otherwise use the value **No**.
 - HomeCategory
The category reference number of the top-most category in the store, to which the home page links. Change this value after you import data to your store.
 - LinkCol
The color of all hypertext links on the store pages (excluding the navigation bar).
 - LongStoreName
The text for the store name that is displayed on the store banner.
 - MerchantRefNum
The reference number of the merchant. This value should not be changed unless you create a new store record.
 - NavLinkCol
The color of all the hypertext links on the navigation bar.
 - StoreDescription
This value is not used.
 - TextCol
The color of all text that is not hyperlinked.
 - TitleTxtCol
The color of all page titles.
 - VLink
The color of all visited hypertext links on the store pages (excluding the navigation bar).
3. Save the file under the same name. The values that you replaced will dynamically appear on the store pages that reference the corresponding variable names.

Notes:

- The following variables are used for internal use only and should not be changed:
gif
NavBarAlign
navigation
title
Storename
- You can add other credit cards that are not available in the include file by editing the macro that will display the credit card image.

- After you have edited the file, you cannot return to the Store Creator to make other changes; otherwise, the modifications you made here may be overwritten by the Store Creator's output.
- To perform other modifications, modify the corresponding Net.Data macro.

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