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# ZNODE MULTIFRONT CUSTOMER BASED PRICING USER GUIDE

September 2015

## Site Admin Customer Based Pricing User Guide

The changes below have been made in Site Admin to account for the following feature:

- Customer Based Pricing (CBP)

### Customer Based Pricing

Customer based pricing allows merchants to display different prices for different customers when viewing the same product(s).

Say customer 1 has negotiated a price of \$6.00 for a pound of Swiss Cheese and customer 2 has negotiated \$7.00. When customer based pricing is enabled, the corresponding prices will be displayed depending on which customer is on the storefront.

Customer based pricing can be enabled/disabled at the store level as well as the customer level.

Merchants can display CBP products in Multifront by the following methods:

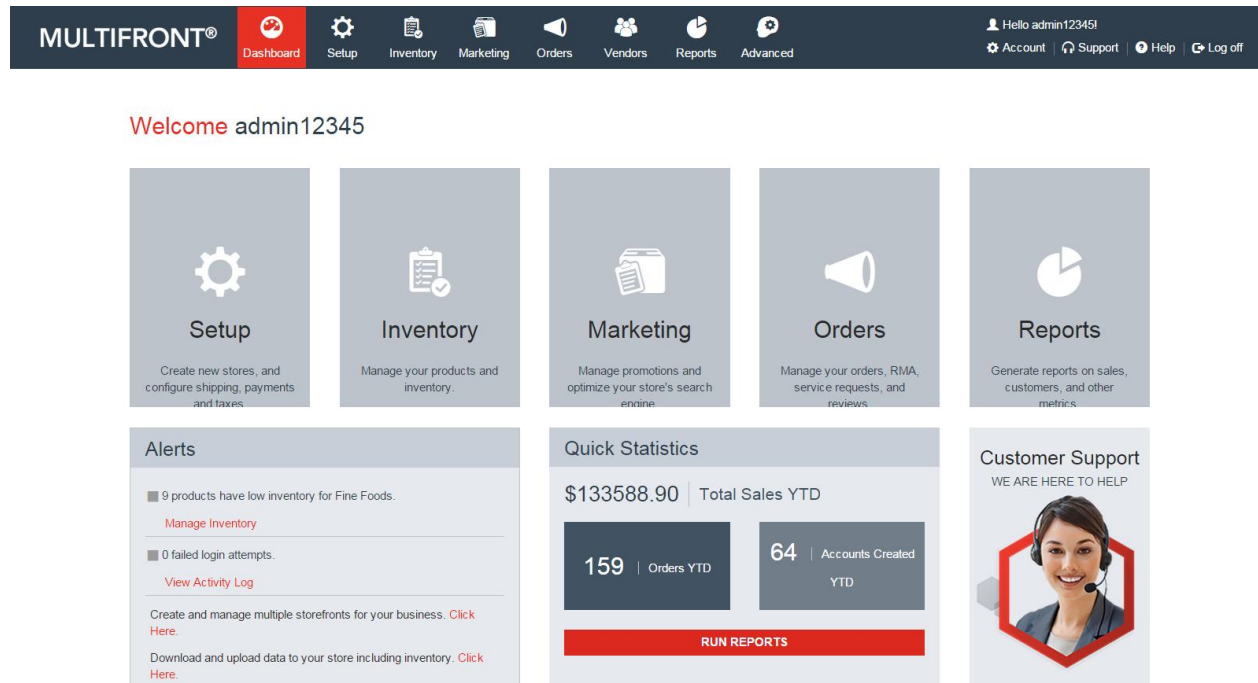
- New customer based pricing links in the import/export section.
- Batch feed from an ERP system using WebApi and/or Scribe connector.

**Please Note:** The second bullet would require an initial product data feed from the ERP to insert required Multifront product data.

### Enable/disable customer based pricing at the store level:

Say a lower price for a product is being implemented due to low sales. The CBP price could be higher for some accounts. The admin can disable CBP at the store level. By doing this, the admin does not have to disable CBP for each customer that might have a negotiated price.

1. Log into Multifront and select the **Setup** icon/link.



The screenshot shows the Multifront dashboard interface. At the top, there is a dark navigation bar with the Multifront logo and several icons: Dashboard (highlighted in red), Setup, Inventory, Marketing, Orders, Vendors, Reports, and Advanced. On the right side of the navigation bar, it says "Hello admin12345!" and provides links for Account, Support, Help, and Log off.

Below the navigation bar, the main content area displays a welcome message "Welcome admin12345" followed by five large, light gray tiles with icons and labels: Setup (gear icon), Inventory (clipboard icon), Marketing (document icon), Orders (megaphone icon), and Reports (pie chart icon). Each tile has a brief description of its function.

Below these tiles, there are three sections: Alerts, Quick Statistics, and Customer Support. The Alerts section shows two alerts: "9 products have low inventory for Fine Foods." with a "Manage Inventory" link, and "0 failed login attempts." with a "View Activity Log" link. The Quick Statistics section displays "Total Sales YTD" as \$133588.90, "Orders YTD" as 159, and "Accounts Created YTD" as 64, with a red "RUN REPORTS" button at the bottom. The Customer Support section features a "WE ARE HERE TO HELP" message and a photo of a smiling woman wearing a headset.

2. Select the **Stores** link and then the **Manage** link for the store that CBP needs enabled/disabled.

## Storefront



### Stores

Set up stores, associate a catalog, and create URLs to access the store.



### Catalogs

Catalogs are groupings of selected categories that you want to display in your store (example: Summer Catalog).



### Categories

Categories are hierarchical groupings of products in your catalog (example: Apparel, Electronics, etc).

MULTIFRONT®

Dashboard
Setup
Inventory
Marketing
Orders
Vendors
Reports
Advanced

Hello admin123451
Account
Support
Help
Log off

**Manage Stores**
+ ADD

Set up stores, associate a catalog, and create URLs to access the store.

Search
Store Name
SEARCH
CLEAR

ID	Store Name	Brand	Preview	Manage	Copy	Delete
1	Fine Foods	Maxwell's FF				
5	Wine & Cheese	Maxwell's				
6	Nut Wholesaler	Maxwell's				

- From the **General** tab, select the **Edit Store Settings** button and scroll to the **Enable Customer Based Pricing** checkbox as seen below.

**MULTIFRONT®**
Dashboard
Setup
Inventory
Marketing
Orders
Vendors
Reports
Advanced
Hello admin12345!
Account
Support
Help
Log off

**Manage Store - "Fine Foods"**
SUBMIT
CANCEL

**Store Identity**
Brand Name \*
Maxwell's FF
Store Name \*
Fine Foods
Select an option
☒ Keep Current Image
☐ Upload New Image

No Image Available

**Security**
☒ Enable Secure Socket Layer (SSL) for this store

**Store Contact Information**
The emails you specify will be used to send orders, alerts and other notifications. Use a comma to separate multiple emails.
Administrator's Email \*
test@znode.com
Sales Department Email \*
test@znode.com

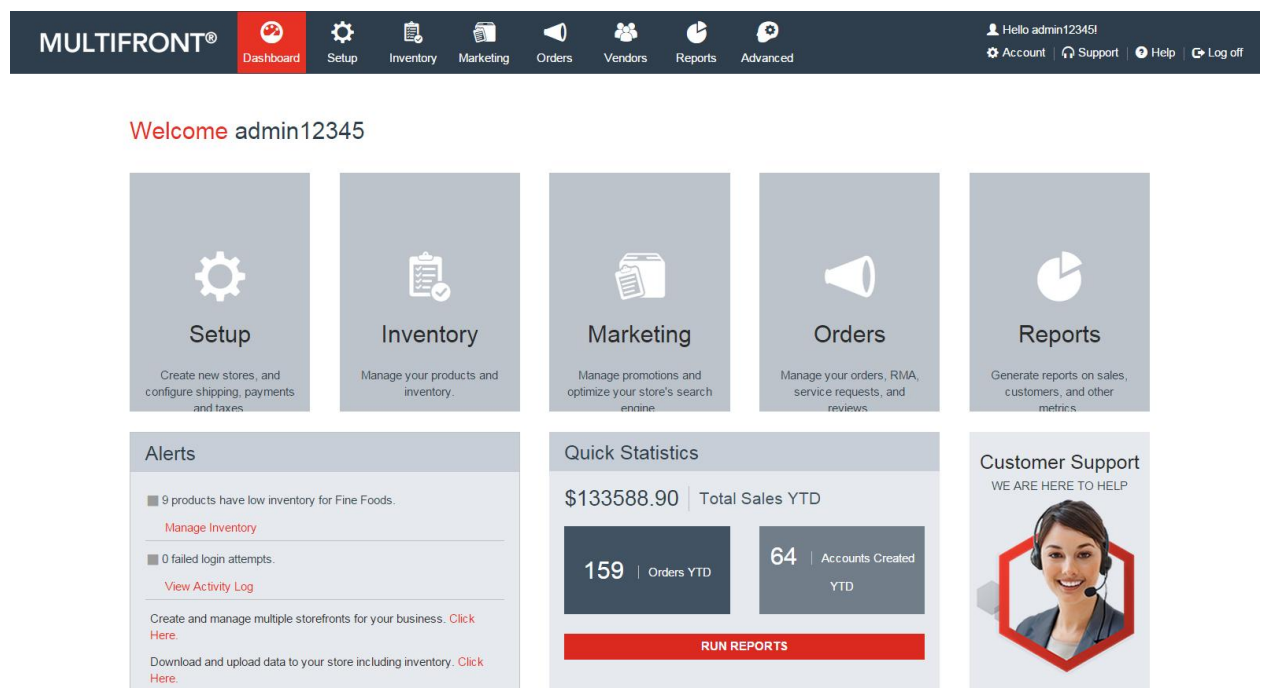
Customer Service Email \*
test@znode.com
Sales Department Phone Number \*
1-888-MY-STORE
Customer Service Phone Number \*
1-888-MY-STORE

**Default Settings**
Default Customer Review Status
Do Not Publish. Require Moderator Approval
Default Order Status
SUBMITTED
When a new order is placed, it will be automatically set to this status.
☐ Require manual approval of every order
Include Taxes In Product Price
☐
Enable Persistent Cart
☒
Enable Address Validation
☐
Require Validated Address
☐
**Enable Customer Based Pricing**
☒
Default Product Review Status
PENDING APPROVAL
The status selected will appear when a product is added by a franchise or mall admin.

## Enable/disable customer based pricing at the customer level:

Say a negotiated price is no longer valid for a specific customer. The site admin can disable CBP for that customer only.

1. Log into Multifront and select the **Setup icon/link**.  
Select the **Customers** and **Manage** links for the customer that needs CBP enabled/disabled.



2. Select the **Customers** and **Manage** links for the customer that needs CBP enabled/disabled. Screenshots below:

## Customer Management



### Profiles

Create customer groups using profiles. You can then apply special promotions, pricing, taxes, shipping, and display options to these profiles.



### Customers

Search customer, partner, and vendor accounts, view order history, and access service notes.



### Service Requests

Respond to service requests submitted by your customers using the Contact-Us form on your website.

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Hello admin12345!
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Customers

Search customer, partner, and vendor accounts, view order history, and access service notes.

Search

Account ID

First Name

Last Name

Company Name

Phone Number

Login Name

Account Number

Start Date

End Date

Email ID

Store Name

Profile

Affiliate Approval Status

SEARCH

CLEAR

[Advanced Search](#) | [Clear](#)

Account ID	Customer Based Pricing	Full Name	Phone Number	Email ID	Manage	Delete
11522	<input checked="" type="checkbox"/>	William2 Nicholas2	123654789	williamtyler1991@gmail.com		

**Please Note:** The Customer Based pricing column will dynamically display/ hide based off the store CBP setting.

- From the **General** tab, select the **Edit Store** button and check the Enable/Customer Based Pricing checkbox.

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### Edit Customer Information

Note: Upon successful creation of a Customer, a temporary password will be emailed to the new user.

#### General Information

External Id

100001

Your external account number(ERP).  
Leave blank if not applicable.

Customer Based Pricing Enabled

☒ Enable Customer Based Pricing

If enabled, data in the new pricing table  
needs to be populated or anonymous  
pricing will be displayed.

#### Login Information

User ID \*

william12345

Reset Password

SUBMIT

Email Address \*

williamtyler1991@gmail.com

☐ Send me periodic emails and special offers

#### Custom Information

Company Name

Website

Source

Custom1

Custom2

Custom3

Description

SUBMIT
CANCEL



## Import/export customer based pricing process

Using the new customer based pricing import/export process; a merchant can export and then import the CBP products into Multifront 8.1.0. The following steps need to be followed to ensure the negotiated prices appear for CBP enabled accounts:

### Import customer based prices for products:

1. Validate the customer has an external account ID. This ID will be populated for the customer in Site Admin and allow Multifront to pull prices from the new Customer Based pricing table

Below is a screenshot of a customer with an External ID populated in Site Admin for william12345:

The screenshot shows the Multifront Site Admin interface. The top navigation bar includes links for Dashboard, Setup, Inventory, Marketing, Orders (highlighted), Vendors, Reports, and Advanced. The user is logged in as admin12345. The main content area displays the details for Customer: 11522 - William2 Nicholas2. The 'Customer Based Pricing' tab is selected, showing the following information:

Contact Information		Additional Information	
Name (Billing)	William2 Nicholas2	Website	
Company Name		Description	
Phone (Billing)	123654789	Source	
Email	williamtyler1991@gmail.com	Create Date	05-May-2015
Email Opt In	✗	Create User	admin12345
		Update Date	13-May-2015
		Update User	admin12345
		Custom1	
		Custom2	
		Custom3	

Below the contact information, the 'Account Information' section is displayed:

Account Id	11522
External Id	100001
Customer Based Pricing Enabled	✓
Login Name	william12345

2. Log into Multifront and select the **Inventory icon/link**.

**MULTIFRONT®** | Dashboard | Setup | Inventory | Marketing | Orders | Vendors | Reports | Advanced | Hello admin12345! | Account | Support | Help | Log off

Welcome admin12345

**Setup**  
Create new stores, and configure shipping, payments and taxes.

**Inventory**  
Manage your products and inventory.

**Marketing**  
Manage promotions and optimize your store's search engine.

**Orders**  
Manage your orders, RMA, service requests, and reviews.

**Reports**  
Generate reports on sales, customers, and other metrics.

**Alerts**

- 9 products have low inventory for Fine Foods.  
[Manage Inventory](#)
- 0 failed login attempts.  
[View Activity Log](#)

Create and manage multiple storefronts for your business. [Click Here.](#)

Download and upload data to your store including inventory. [Click Here.](#)

**Quick Statistics**

\$133588.90 | Total Sales YTD

159 | Orders YTD

64 | Accounts Created YTD

[RUN REPORTS](#)

**Customer Support**  
WE ARE HERE TO HELP

3. Select **Import/Export Data** link.

**Inventory**

**Products**  
Manage products and inventory in your store.

**Import/Export Data**  
Download and upload bulk data including inventory, products, tags, and more.

4. From the Import/Export page select the **Download SKUs** link. By doing this, the admin can select a product to download or in the case below all products in the Fine Foods catalog.

**MULTIFRONT®** | Dashboard | Setup | Inventory | Marketing | Orders | Vendors | Reports | Advanced | Hello admin12345! | Account | Support | Help | Log off

**Export SKUs**

**Export Details**

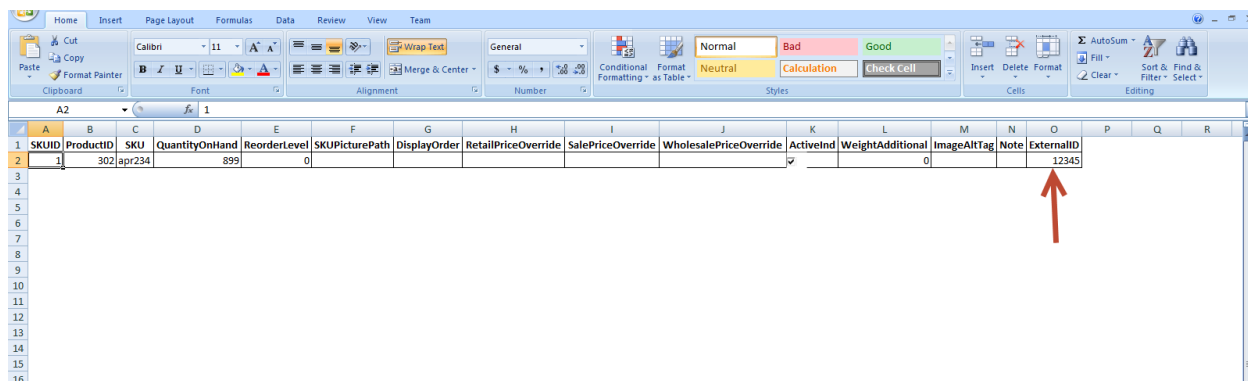
File Type: Microsoft Excel (.xls)

Select Catalog: All

Product Name:

[SUBMIT](#) [CANCEL](#)

For the products that have a negotiated price, the admin can enter an ExternalID in the last column of the SKU file. Here the account SKU External ID is added to 3 products on the SKU table:



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	SKUID	ProductID	SKU	QuantityOnHand	ReorderLevel	SKUPicturePath	DisplayOrder	RetailPriceOverride	SalePriceOverride	WholesalePriceOverride	ActiveInd	WeightAdditional	ImageAltTag	Note	ExternalID			
2	1	302	apr234	899	0							0			12345			
3																		
4																		
5																		
6																		
7																		
8																		
9																		
10																		
11																		
12																		
13																		
14																		
15																		
16																		

- Once the admin is finished with the updates to the SKU file, they now will import the file back into Multifront as seen below:

**MULTIFRONT®** Dashboard Setup **Inventory** Marketing Orders Vendors Reports Advanced Hello admin12345! Account Support Help Log off

**Import SKUs**

**Download**

Download Sample Excel Link

**Import File**

Select File \* **UPLOAD**

**PREVIEW** **SAVE** **CANCEL**

- Now that External ID's have been associated to certain products, the admin can export and then import the customer pricing file.

Below the site admin downloads and makes the necessary changes/updates to the CBP file.

**MULTIFRONT®** Dashboard Setup **Inventory** Marketing Orders Vendors Reports Advanced Hello admin12345! Account Support Help Log off

**Export Customer Pricing**

**Export Details**

File Type: Microsoft Excel (.xls)

**SUBMIT** **CANCEL**

CustomerPricingID	ExternalAccountNo	NegotiatedPrice	SKUExternalID
1	100001	1.1	123
2	100001	2.1	124


Once exported admin will enter/Update customer pricing data.

7. Last step is to import the customer pricing file back into Multifront as seen below. Now that the changes have been imported, the prices will reflect the changes made in the customer pricing file for william12345.

**MULTIFRONT®** Dashboard Setup **Inventory** Marketing Orders Vendors Reports Advanced Hello admin12345! Account Support Help Log off

**Import Customer Pricing**

Download

Download Sample Excel Link 

Import File

Select File \* **UPLOAD**

**PREVIEW** **SAVE** **CANCEL**

### Confirm updates to the customer pricing file have been accepted:

Once the export/import process is complete for customer based pricing, the admin can confirm the changes have been accepted in site admin by the following methods:


- On the customer page, in the CBP tab.
- On the product page, in the CBP tab.

### Confirm customer based pricing by customer:

1. Log into Multifront and select the **Orders icon/link**.


**MULTIFRONT®** Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced Hello admin12345! Account Support Help Log off

**Welcome admin12345**




**Setup**

Create new stores, and configure shipping, payments and taxes.




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Manage your products and inventory.




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Manage promotions and optimize your store's search engine.



**Orders**

Manage your orders, RMA, service requests, and reviews.



**Reports**

Generate reports on sales, customers, and other metrics.

**Alerts**

- 9 products have low inventory for Fine Foods. [Manage Inventory](#)
- 0 failed login attempts. [View Activity Log](#)

Create and manage multiple storefronts for your business. [Click Here.](#)

Download and upload data to your store including inventory. [Click Here.](#)

**Quick Statistics**

**\$133588.90** | Total Sales YTD


**159** | Orders YTD

**64** | Accounts Created YTD

**RUN REPORTS**

**Customer Support**

WE ARE HERE TO HELP



From orders, select the customer link and then select the manage link for the customer being confirmed that customer based pricing has been imported successfully.

**MULTIFRONT®** Dashboard Setup Inventory Marketing **Orders** Vendors Reports Advanced Hello admin12345! Account Support Help Log off

**Customers** + ADD

Search customer, partner, and vendor accounts, view order history, and access service notes.

**Search**

Account ID First Name Last Name Company Name



Phone Number Login Name Account Number Start Date

End Date Email ID Store Name Profile

Affiliate Approval Status

SEARCH CLEAR

Advanced Search | Clear

Account ID	Customer Based Pricing	Full Name	Phone Number	Email ID	Manage	Delete
11522	✓	William2 Nicholas2	123654789	williamtyler1991@gmail.com		

2. Select the customer based pricing tab and confirm the products have negotiated prices as seen below.

Customer: 11524 - [BACK](#)

General Orders Notes Profiles Affiliate **Customer Based Pricing**

Search

External Product Code  SKU Or Part#  Product Name  Store Name

Brand  Product Category

[SEARCH](#) [CLEAR](#)

[DOWNLOAD TO EXCEL](#)

[Advanced Search](#) [Clear](#)

External Product Code	SKU Or Part#	Product Name	Base Price	Customer Negotiated Price	Discount
11111	ki57109	Mushroom	\$2.99	\$1.00	\$1.99

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Confirm customer based pricing by product:

1. Log into Multifront and select the **Inventory** icon/link.

Setup Inventory Marketing Orders Reports

Alerts

9 products have low inventory for Fine Foods. [Manage Inventory](#)

0 failed login attempts. [View Activity Log](#)

Create and manage multiple storefronts for your business. [Click Here.](#)

Download and upload data to your store including inventory. [Click Here.](#)

Quick Statistics

\$133588.90 | Total Sales YTD

159 | Orders YTD

64 | Accounts Created YTD











[RUN REPORTS](#)

Customer Support

WE ARE HERE TO HELP



From inventory, select the products link and then select the manage link for the product being confirmed that customer based pricing has been imported successfully.

MULTIFRONT®										
<a href="#">Dashboard</a> <a href="#">Setup</a> <a href="#">Inventory</a> <a href="#">Marketing</a> <a href="#">Orders</a> <a href="#">Vendors</a> <a href="#">Reports</a> <a href="#">Advanced</a>										
Hello admin12345! <a href="#">Account</a> <a href="#">Support</a> <a href="#">Help</a> <a href="#">Log off</a>										
329		Daylilies	\$1.56		10	20	✓	⚙️	📄	🗑️
303		Strawberry	\$2.95		-10	21	✓	⚙️	📄	🗑️
302		Apple	\$4.23	\$0.00	1000	30	✓	⚙️	📄	🗑️
307		Peach	\$0.76		8	31	✓	⚙️	📄	🗑️
304		Pear	\$0.75		999	40	✓	⚙️	📄	🗑️
551		Uvas	\$3.54		8	40	✓	⚙️	📄	🗑️
306		Cherries	\$4.23		10	50	✓	⚙️	📄	🗑️
543		Cerezas	\$4.23		10	50	✓	⚙️	📄	🗑️
348		Swiss Cheese	\$3.24		999	60	✓	⚙️	📄	🗑️
314		Mushroom	\$2.99	\$1.99	10	61	✓	⚙️	📄	🗑️

2. Select the customer based pricing tab and confirm the product has a negotiated price as seen below:

Dashboard
 Setup
 **Inventory**
 Marketing
 Orders
 Vendors
 Reports
 Advanced

Hello admin12345!
 

Account
 Support
 Help
 Log off

Product Details - Mushroom ← BACK

Product Info
 Settings
 Categories
 SKUs
 Bundles
 Facets
 Tags
 **Customer Based Pricing**
 Images
 Add-Ons
 Tiered Pricing
 Highlights
 Digital Assets

Search Customer

Search

External Account Id

Full Name

Company Name

Store Name

All

SEARCH

CLEAR

DOWNLOAD TO EXCEL

[Advanced Search](#) | [Clear](#)

External Account Id	Full Name	Company Name	Base Price	Customer Negotiated Price	Discount
12345			\$2.99	\$1.00	\$1.99

Show 

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