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# ZNODEMULTIFRONT CUSTOMER BASED PRICING USER GUIDE

April 2016

## 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**.



Welcome admin12345

The main content area of the dashboard is divided into several sections. At the top, there are five large, light gray tiles with icons and text: 'Setup' (gear icon, 'Create new stores, and configure shipping, payments and taxes'), 'Inventory' (clipboard icon, 'Manage your products and inventory'), 'Marketing' (document icon, 'Manage promotions and optimize your store's search engine'), 'Orders' (megaphone icon, 'Manage your orders, RMA, service requests, and reviews'), and 'Reports' (pie chart icon, 'Generate reports on sales, customers, and other metrics'). Below these are three smaller sections: 'Alerts' (listing '9 products have low inventory for Fine Foods' and '0 failed login attempts'), 'Quick Statistics' (showing '\$133588.90 | Total Sales YTD', '159 | Orders YTD', and '64 | Accounts Created YTD' with a 'RUN REPORTS' button), and 'Customer Support' (with the text 'WE ARE HERE TO HELP' 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

Advanced 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**

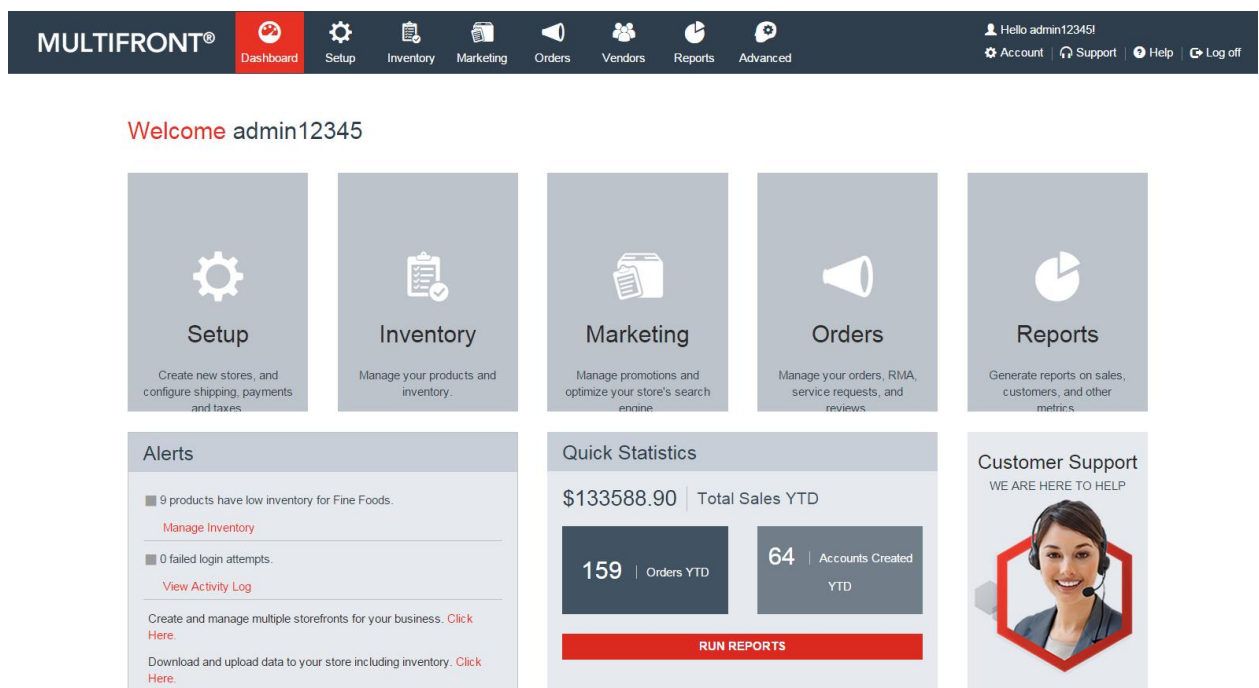
Default Product Review Status PENDING APPROVAL ▼

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.

**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	<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.

**Edit Customer Information**

**SUBMIT** **CANCEL**

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

**General Information**

External Id   
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 \*

Reset Password **SUBMIT**

Email Address \*

Send me periodic emails and special offers

**Custom Information**

Company Name

Website

Source

Custom1

Custom2

Custom3

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:

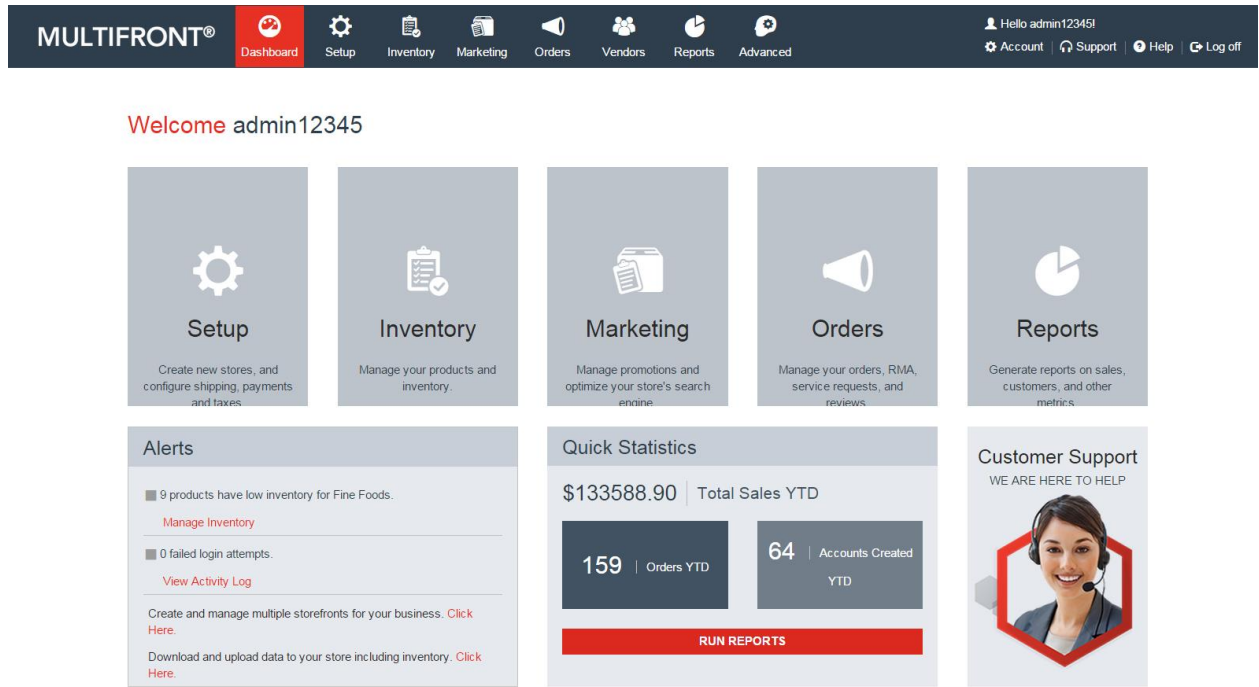
1. Validate the customer has an external account ID. This ID will be populated for the customer in Site Admin and allow Multifront to pull prices from the new Customer Based pricing table

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

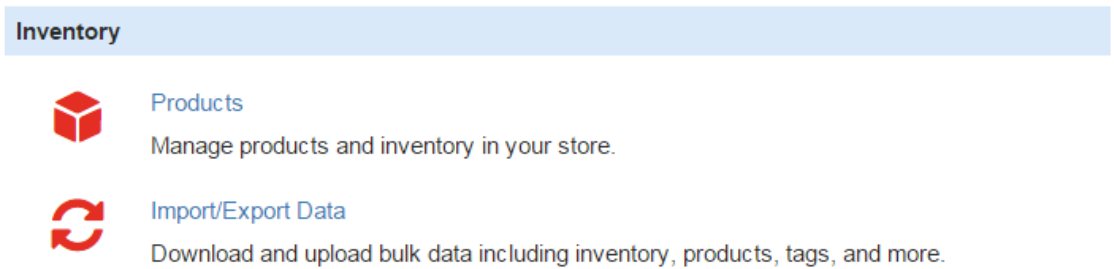
The screenshot shows the Multifront Site Admin interface for a customer named 'William2 Nicholas2'. The 'Account Information' section is expanded, showing the following details:

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
Account Information		Update Date	13-May-2015
Account Id	11522	Update User	admin12345
External Id	100001	Custom1	
Customer Based Pricing Enabled	✓	Custom2	
Login Name	william12345	Custom3	

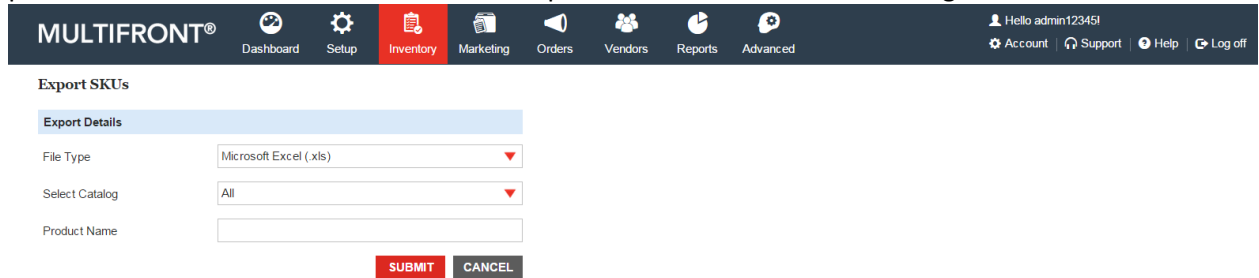
2. Log into Multifront and select the **Inventory icon/link**.



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



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.

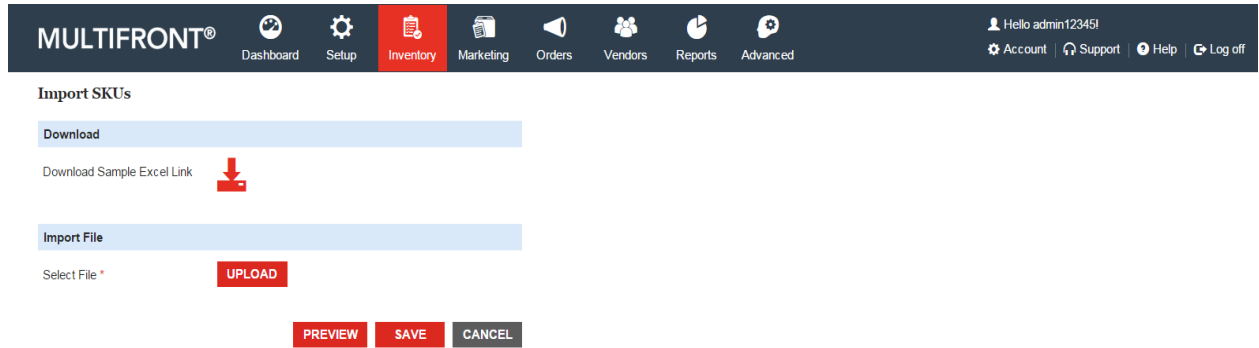


For the products that have a negotiated price, the admin can enter an ExternalID in the last column of the SKU file. Here the account SKU External ID is added to 3 products on the SKU table:

The screenshot shows an Excel spreadsheet with the following data:

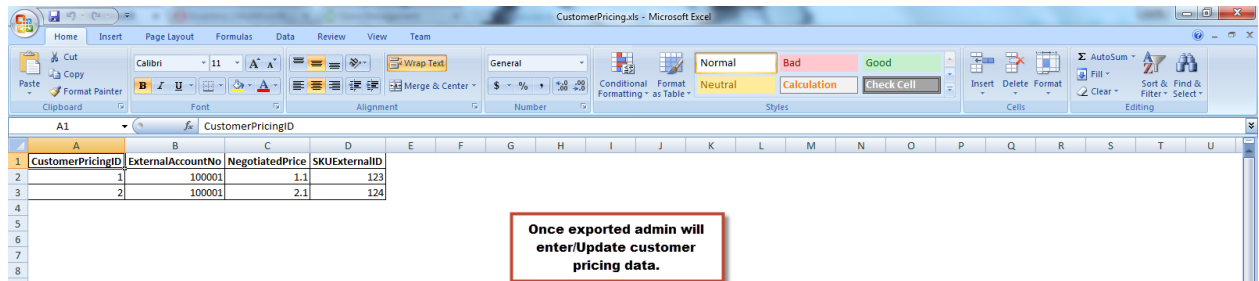
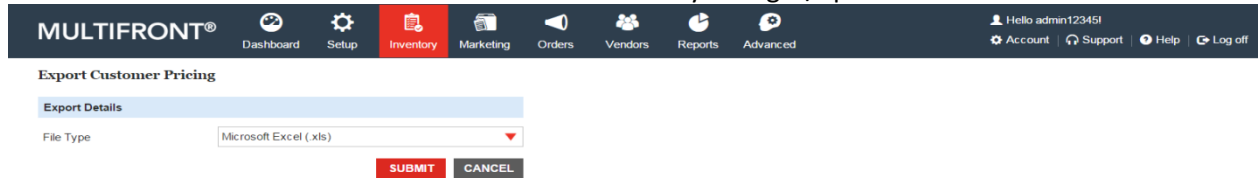
1	SKUID	ProductID	SKU	QuantityOnHand	ReorderLevel	SKUPicturePath	DisplayOrder	RetailPriceOverride	SalePriceOverride	WholesalePriceOverride	ActiveInd	WeightAdditional	ImageAltTag	Note	ExternalID
2	1	302	apr234	899	0										12345
3															
4															
5															
6															
7															
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:

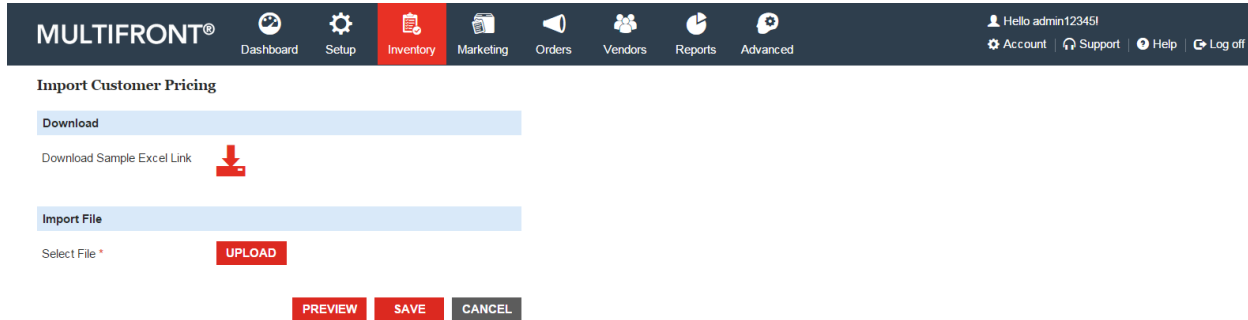


- Now that External ID's have been associated to certain products, the admin can export and then import the customer pricing file.

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



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.



**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:

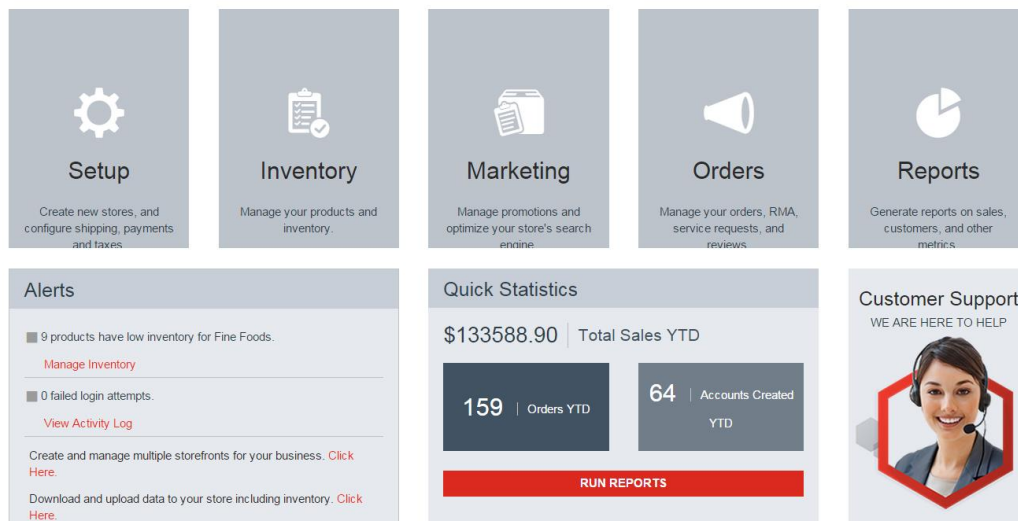
- On the customer page, in the CBP tab.
- On the product page, in the CBP tab.

**Confirm customer based pricing by customer:**

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



Welcome admin12345





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

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

Show 10 Per Page Page 1 / 1

Confirm customer based pricing by product:

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

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

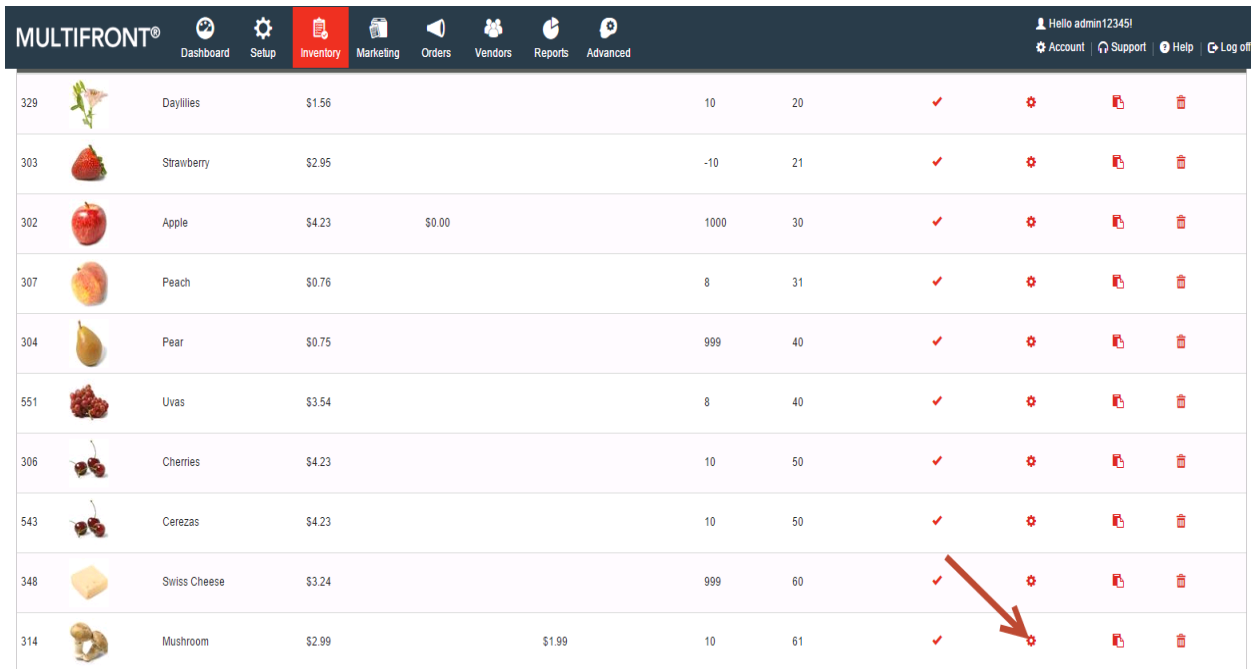
159 | Orders YTD











64 | Accounts Created YTD

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.



ID	Image	Name	Price	Other Price	Stock	Order Qty	Status	Manage	Print	Delete
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:

The screenshot shows the MULTIFRONT dashboard with the 'Inventory' tab selected. The breadcrumb trail is 'Product Details - Mushroom'. The 'Customer Based Pricing' sub-tab is active. A search for 'Customer' has been performed, resulting in a table with one entry for External Account Id 12345. The table shows a Base Price of \$2.99 and a Customer Negotiated Price of \$1.00, with a discount of \$1.99.

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