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ZNODE MARKETPLACE 8.1.2 USER MANUAL

April 2016



Znode 8.1.2 Orders Manual

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2 LOGIN TO THE MARKETPLACE ADMIN SITE

Users with Administrator access can login to the Marketplace administration website to manage every aspect of the Marketplace:

- Access the following web address in your browser:

Go to the URL <http://www.yourdomain.com/siteadmin> where **www.yourdomain.com** should be replaced with your storefront's domain name. Note that if the website is installed in your local machine the domain name will be "localhost"

- The **Marketplace Management Login** page is displayed.

MULTIFRONT®

Merchant Login
Log in to setup and manage your store.

LOGIN






Remember Me [Forgot your password?](#)

Znode® relevant ecommerce

- Type your administrator user name and password. When the Marketplace is first installed the default user name is "admin" and the password is "admin".
- Click **Login**.
- Upon successful login, the **Dashboard** page is displayed.

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

Welcome

 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

- 5 products have low inventory.
[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

\$100002364.80 | Total Sales YTD

85 Orders YTD	107 Accounts Created YTD
------------------------	-----------------------------------

RUN REPORTS



3 ORDER MANAGEMENT

From the **Order** section, the site administrator can manage Orders, Service Requests, RMA, Customers, Suppliers and place orders on behalf of the customers using the Create an Order.

3.1 View Orders

View orders page allows you to manage orders. You can search for orders using various criteria, view details of each order, change the order status and download order information.

3.1.1 Search and View Orders

To search for and view orders:

1. Login to the Marketplace administration website. The **Dashboard** page is displayed.
2. On the top menu, click **View Orders** under **Orders**. The **View Orders** page is displayed listing all orders in the database.
3. To search for an order, under the **Search Orders** section, enter any or all of the following:
 - **Store Name**: Select a store name from the drop-down list.
 - **Order ID**: Enter the order ID.
 - **First Name**: Enter the first name.
 - **Last Name**: Enter the last name.
 - **Company Name**: Enter the company name.
 - **Account ID**: Enter the account number.
 - **Order Status**: Select the order status from the drop-down list.
 - **Begin Date**: Enter the begin date in MM/DD/YYYY format OR click the calendar button beside the date box to set the date.
 - **End Date**: Enter the end date in MM/DD/YYYY format OR click the calendar button beside the date box to set the date.
 - Click **Search**. All orders meeting the search criteria will be displayed under **Order List**.
4. Click **View** on the order to view its details. The **Order #** page is displayed listing the order information, customer information and order items.

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

View Orders

Search and download orders and update order status.

Search

ID First Name Last Name Company Name

Account Id Begin Date End Date Store Name

Order Status

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

ID	Store Name	Order Status	Payment Status	Name	Date	Amount	Payment Type	Manage	RMA	Capture
149	Fine Foods	PENDING APPROVAL	COD_PENDING	Danny Dsouza	04-May-2015 14:26:39 PM	\$44.00	COD			
148	Fine Foods	PENDING APPROVAL	COD_PENDING	Danny Dsouza	03-May-2015 23:54:13 PM	\$15.00	COD			
147	Fine Foods	PENDING APPROVAL	COD_PENDING	Danny Dsouza	04-May-2015 12:09:18 PM	\$24.00	COD			
146	Fine Foods	PENDING APPROVAL	COD_PENDING	Danny Dsouza	04-May-2015 12:07:09 PM	\$25.38	COD			
145	Fine Foods	PENDING APPROVAL	COD_PENDING	Danny Dsouza	03-May-2015 23:20:40 PM	\$13.00	COD			
144	Fine Foods	PENDING APPROVAL	COD_PENDING	Danny Dsouza	04-May-2015 11:49:58 AM	\$24.00	COD			
143	Fine Foods	PENDING APPROVAL	COD_PENDING	Danny Dsouza	04-May-2015 11:47:52 AM	\$17.00	COD			
131	Fine Foods	PENDING APPROVAL	COD_PENDING	jon jon	03-May-2015 21:35:25 PM	\$42.99	COD			
130	Fine Foods	PENDING APPROVAL	CC_CAPTURED	Shane Bond	30-Apr-2015 23:27:43 PM	\$6.79	Credit Card			
129	Fine Foods	PENDING APPROVAL	COD_PENDING	Danny Dsouza	30-Apr-2015 10:56:22 AM	\$7.50	COD			

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Download Orders

Starting Order ID

Orders higher than the Starting Order ID will be downloaded.

3.1.2 Changing an Order Status

Order Status shows in which stage of processing the orders are in. Changing the status can trigger other actions (such as email alerts) based on your store configuration.

There are four stages:

- Submitted
- Shipped
- Returned
- Canceled

As the order moves through each stage, its status must be updated.

To change the order status:

1. Login to the Marketplace administration website. The **Dashboard** page is displayed.
2. On the top menu, click **View Orders** under **Orders**. The **View Orders** page is displayed listing all orders in the database.
3. Use [Search](#) to list only those orders for which you want to modify the status. Skip this step to view all orders.
4. Click **MANAGE ORDER** on the order to change its status. The **Order #** page is

displayed.

5. Click on Update Order Status
6. Select the current status from the drop-down list.
7. Click **Update**. The Orders page is displayed with the status updated in the **Order list**.

Note: Changing the status will not Void or Refund credit card transactions. Please use the [Refund](#) feature for this.

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

Order ID : 149 VOID OR REFUND + BACK

Order Information

Order Status	PENDING APPROVAL	UPDATE ORDER STATUS	Gift Card Amount	\$0.00
Payment Status	COD Payment Pending		Payment Method	COD
Order Date	04-May-2015 14:26:39 PM		Transaction ID	
Order Amount	\$44.00		Purchase Order	
Shipping Amount	\$10.00		Shipping Method	Custom Flat Rate
Tax Amount	\$0.00		Tracking Number	
Discount Amount	\$0.00		Promotion Codes	

Customer Information

Shipping Address	Danny Dsouza ThomsonStreet Portland, OR 97213 Tel: 123456789 Email: danny@gmail.com	Billing Address	Danny Dsouza Portland, OR 97213 Tel: 123456789 Email: danny@gmail.com
------------------	---	-----------------	--

Order Items Advanced Search | Clear

ID	Product Name	Product Code	Description	SKU	Quantity	Price	Ship Date	Ship Address	Tracking Number	Transaction Number
288	Apple	ap231	Color - Blush Yellow Packaging - Gift Basket	769544	2	\$2.00		Default Address		
289	Packaging	Packaging	Gift Basket	gb441	2	\$5.00		Default Address		
290	Allum	al8907	packing 1 - packing 1	frd987	2	\$10.00		Default Address		
291	packing 1	packing 1	packing 1	89	2	\$0.00		Default Address		

Additional Instructions

Please enter any comments or special instructions for your order

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

Update Order Status

Update your order status after shipment, cancellation or returns. Customer may get notifications on status changes.

Order Status Details

Order ID	149
Customer Name	Danny Dsouza
Order Total	\$44.00
Payment Status	COD Payment Pending
Order Status	SUBMITTED

Note: Changing the status will not Void or Refund credit card transactions. Please use the "Refund" feature for this.

UPDATE **CANCEL**

3.1.3 Capture

Use **Capture** to transfer the amount from customer credit card account to your merchant account.

Note: This function works only with **Authorize.Net** and **PayFlow Pro Gateways**.

To capture a previously authorized payment:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **View Orders** under **Orders**. The **View Orders** page is displayed listing all orders in the database.
3. Click **Capture** on the order to transfer funds. The **Capture Credit Card Payment** page is displayed.
4. Click **Capture**. The **Capture Credit Card Payment** page is displayed confirming that transaction was successfully captured.
5. Click **Back to order list**. The Orders page is displayed listing all the orders.

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

View Orders
Search and download orders and update order status.

Search

ID: 111
 First Name:
 Last Name:
 Company Name:
 Account Id:
 Begin Date: 27-Apr-2015
 End Date: 30-Apr-2015
 Store Name: All
 Order Status: All

SEARCH CLEAR

Advanced Search | Clear

ID	Store Name	Order Status	Payment Status	Name	Date	Amount	Payment Type	Manage	RMA	Capture
111	Fine Foods	PENDING APPROVAL	CC_AUTHORIZED	Danny Dsouza	30-Apr-2015 8:41:56 AM	\$15.99	Credit Card			

Show 10 Per Page Page 1 / 1

Download Orders

Starting Order ID:
 Orders higher than the Starting Order ID will be downloaded.

DOWNLOAD ORDERS TO CSV DOWNLOAD ORDER LINE ITEMS

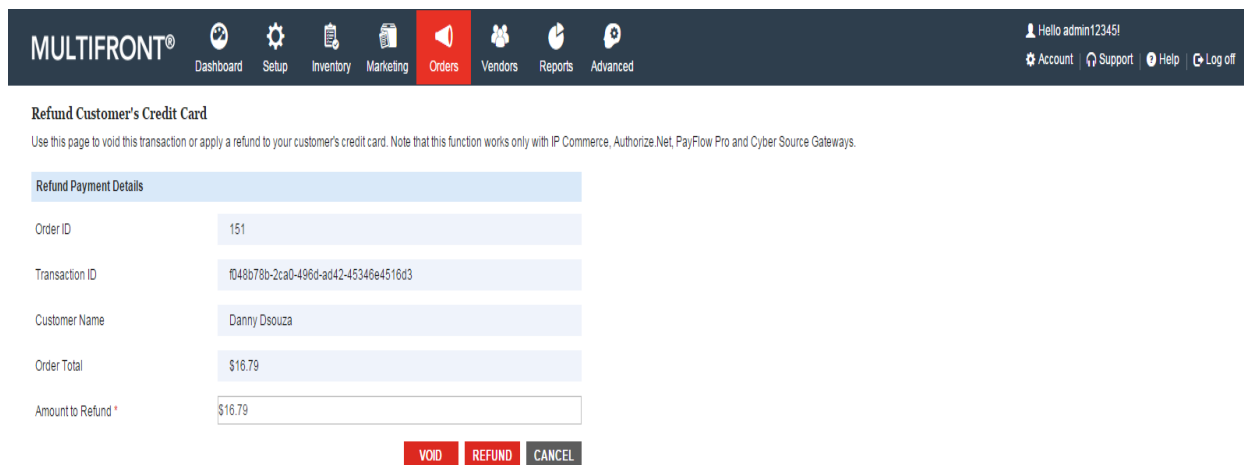
3.1.4 Refund

Use **Refund** to refund the amount to the customer's credit card account in case of a canceled or returned order.

Note: This function works only with **Authorize.Net** and **PayFlow Pro Gateways**.

To refund a previously authorized payment:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **View Orders** under **Orders**. The **View Orders** page is displayed listing all orders in the database.
3. Click **MANAGE ORDER**
4. Click **VOID OR REFUND** on the order to refund amount to the customer's credit card. The **Refund Customer's Credit Card** page is displayed.
5. Enter the following:
 - **Credit Card Number (last 4 digits):** Enter the last four digits of the customer's credit card.
 - **Amount to Refund (does not apply to Voids):** Enter the refund amount for captured orders. Leave blank for Voids.
6. Click **Refund** to refund amount for captured orders which were returned. Alternatively click **Void** to refund amount for canceled orders which were not captured. The **Orders** page is displayed and the customer credit card is credited with the refund amount.



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

Refund Customer's Credit Card
 Use this page to void this transaction or apply a refund to your customer's credit card. Note that this function works only with IP Commerce, Authorize.Net, PayFlow Pro and Cyber Source Gateways.

Refund Payment Details	
Order ID	151
Transaction ID	f048b78b-2ca0-496d-ad42-45346e4516d3
Customer Name	Danny Dsouza
Order Total	\$16.79
Amount to Refund *	\$16.79

VOID
REFUND
CANCEL

3.1.5 Download Order Information To Excel

Orders are stored in two separate files. The first file is for Orders. This file contains customer information and the total amount for each order. The second file is for Order Line Items. This file contains a detailed listing of all products in each order. Order line items can be matched up with their corresponding order in the Orders file by the Order ID column.

To download order information to Excel:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **View Orders** under **Orders**. The **View Orders** page is displayed listing all orders in the database.
3. Use [Search](#) to list only those orders you want to download. Skip this step to download all order information.

OR

Enter the **Beginning Order ID**: Enter the order ID from which you want to download. All orders after this order ID will be downloaded.

4. Click **Download Orders to Excel** to download all listed orders in the **Order List**.

OR

Click **Download Order line items to Excel** to download all listed orders details including the order line items in the **Order List**.

The **File Download** dialog box opens.

5. Click **Save**, to save the file, else skip to step 8 to open the file. The **Save As** Dialog box opens.
6. In the **Save As** dialog box:
 - **Save in**: Select a location where you want to save the downloaded file.
 - **File Name**: Enter a file name. Else leave at default.
7. Click **Save**. The **Download complete** dialog box is displayed. You can view the downloaded file by opening it in Excel from the saved location.
8. Click **Open**. The order information file is opened in Excel, listing all the customers and their account details.

3.2 Create an Order

The Create an Order allows you to display multiple products on one page for faster purchases. The Customer Service Representative can quickly and efficiently place and complete orders for your customers, without navigating to multiple pages. This section deals with placing orders using the Order Desk.

To place orders using create an order:

- Login to the Admin site. The Dashboard page is displayed.
- On the top menu, click Create an Order under Orders. The Create an Order page is displayed.



Create an Order

Order Details

Select Store ▼

- Select a store from the drop-down list to order its products. The Select Catalog drop-down is displayed.



Create an Order

Order Details

Fine Foods ▼ Select Catalog ▼

- Select a catalog from the Select Catalog drop-down list. The Customer and Shopping Cart sections for this store and catalog are displayed.

MULTIFRONT®         Hello admin123...!  Account  Help  Log off

Create an Order

Order Details

Fine Foods Fine Foods Catalog

Customer

[Search Existing Customer](#)
[Add New Customer](#)

Shopping Cart

[Search Products](#)

- To enter customer information you can either search for an existing customer or create a new customer.
- To search for an existing customer:
 - Click Search for a Customer. The Customer Search window is displayed.
 - Enter any or all of the following keywords: First Name, Last Name, Company Name, Zip, User ID or Order ID.
 - Click Search. All customers meeting the above search criteria will be displayed under Select Users.
 - Click on Browse link: The Marketplace will get display in new window.

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

Create an Order

Customer Search

Account ID:

First Name:

Last Name:

Company Name:

Phone Number:

Zip:

User ID:

SEARCH **CLEAR**

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

Account ID	First Name	Last Name	Company Name	Phone Number	City	State	Zip	User ID
11747	Benny	Dayal		123456789	Jena	LA	71342	Danial

Show Per Page Page / 1

- Click Select on the customer you were searching for. The Create an Order is displayed with the customer's billing and shipping details.
- Click Edit Billing and Shipping Address to change the customer information. Else, proceed to step 4 to start ordering.

MULTIFRONT® Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced Hello admin123...! Account Help Log off

Create an Order

Order Details

Fine Foods

Shipping **Billing**

Benny Dayal
Pleasant Road
Jena 71342
US
123456789

Benny Dayal
Pleasant Road
Jena 71342
US
123456789

Customer

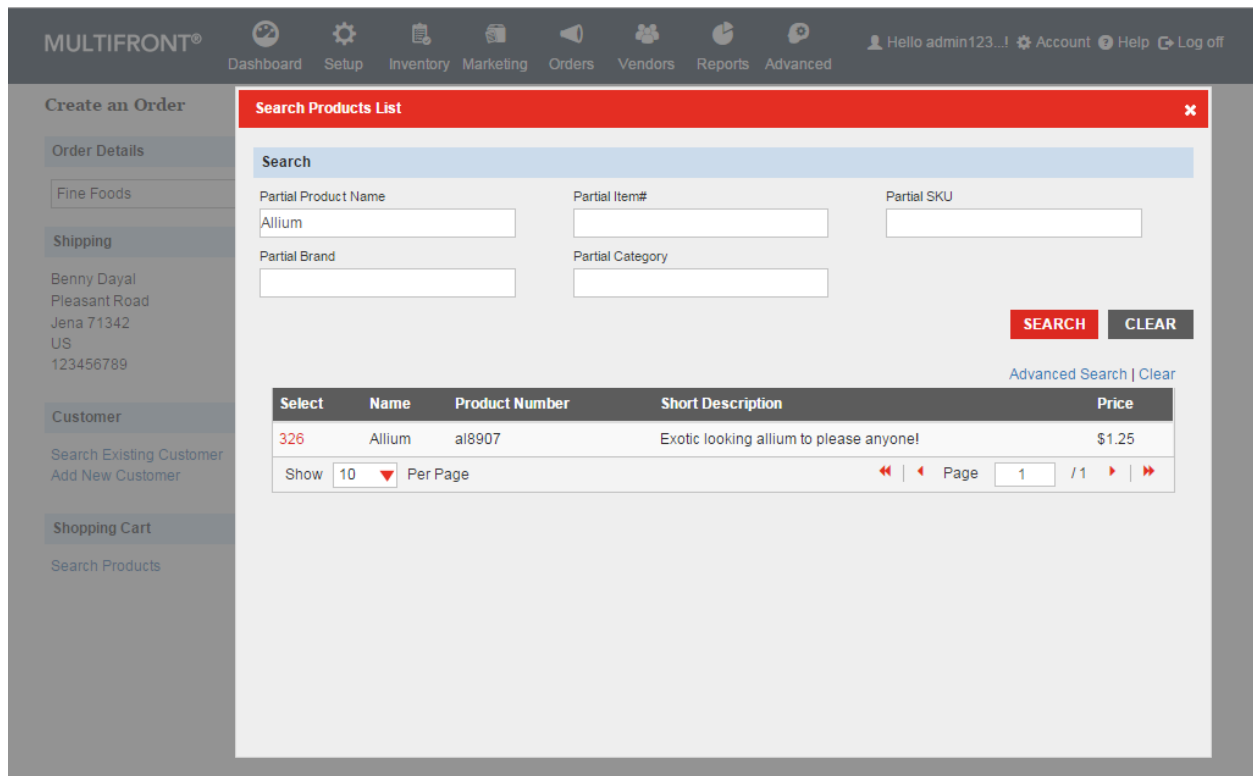
[Search Existing Customer](#)
[Add New Customer](#)

Shopping Cart

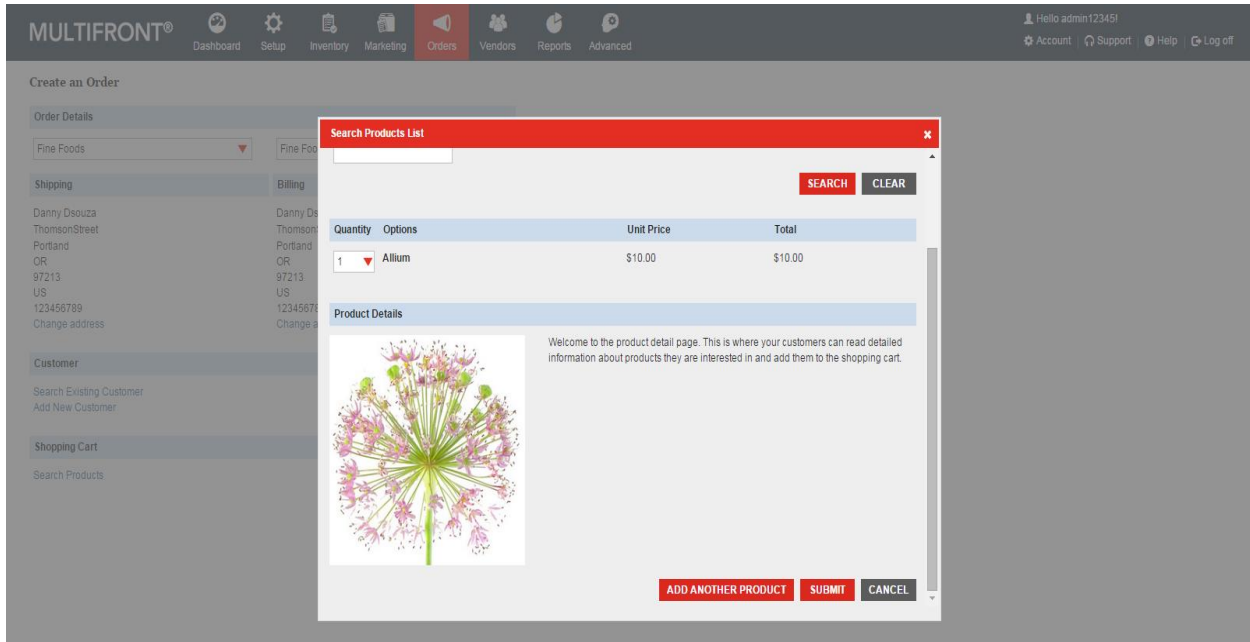
[Search Products](#)

OR

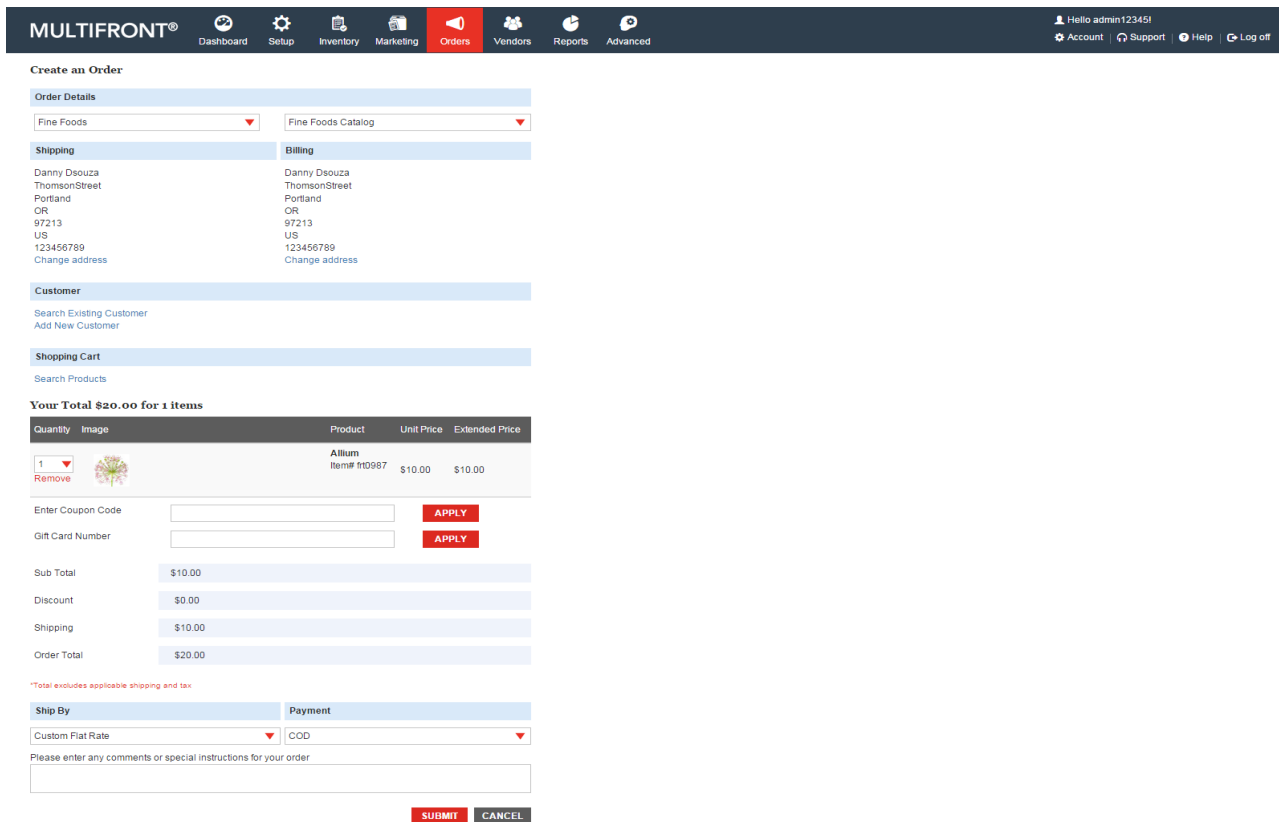
- To create a new customer:
 - Click Create a new customer. The Customer Account window is displayed.
 - Enter the billing and shipping address details for this customer.
 - Click Create an Account. The Create an Order is displayed with the new customer's billing and shipping details.
- To add products to the shopping cart:
 - Click Select products in the shopping cart. The Select Product window is displayed.
 - Enter any or all of the following keywords: Partial Product Name, Partial Item #, Partial SKU or Partial Category.



- Click Search. All products meeting the above search criteria will be displayed.
- Click Select on the product you want to order. The products options, price and description is displayed.




- Select the Quantity required and the Options from the drop-down list and click Submit. The Create an Order is displayed with the product added to the shopping cart.
- Repeat the above steps till all products required by the customer are added to the shopping cart.



- Shipping Option: Select shipping option from the drop-down list.
- Payment Option: Select payment option from the drop-down list.
- For payment through Credit Card option, enter the following details:
 - Card Number
 - Expiration Date
 - Security Code
- For payment through Purchase Order option, enter the following details:
 - Purchase Order Number
 - Enter any comments or special instructions related to this order in the text box.
- Click Submit Order. The Customer Receipt page is displayed listing all the order details.

Receipt

[+ CREATE A NEW ORDER](#)

Fine Foods Customer Receipt
Print 

Thank you for your order. Please print this receipt for your reference.

Order Information

Order Number: 22
Order Date: 9/12/2015 10:49:54 AM
Account Number:11532
Promotion Code:
Payment Method:COD

Customer Service

E-Mail:test@znode.com
Phone:1-888-MY-STORE

Billing Address

Benny Dayal
 Znode
 527 Pleasant hill road
 Jena, LA 71342
 US
 Ph: 1236456789

Shipping Address

Benny Dayal
 Znode
 527 Pleasant hill road
 Jena, LA 71342
 US
 Ph: 1236456789

Qty	SKU	Item	Description	Price	Ext.
1	frt0987	Allium	Vase - No Vase Packaging - Gift Basket	£6.25 (GBP)	£6.25 (GBP)
ShippingCost(Custom Flat Rate)					£2.00
Sub Total					£6.25 (GBP)
Total Shipping Cost					£2.00 (GBP)
Total					£8.25 (GBP)

3.3 Profiles

The **Profiles** page allows the site administrator to add and manage the list of profiles in the storefront. Profiles can be associated with an Account, Pricing, Shipping, and Payment Options. This allows you to customize the storefront experience for each type of user that logs in.

3.3.1 View Profiles

To view the profiles in the storefront:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **Profiles** under **Orders**. The **Profiles** page is displayed listing all the profiles in the storefront.

ID	Profile Name	Show Price	Wholesale Pricing	Tax Exempt	Affiliate Sign-Up	Action	Delete
1	Anonymous	✓	✗	✗	✗		
2	Retail Customer	✓	✗	✗	✗		
3	Affiliate	✓	✗	✗	✓		

3.3.2 Add New Profile

To add a new profile:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **Profiles** under **Orders**. The **Profiles** page is displayed listing all the profiles in the storefront.
3. Click **Add a New Profile**. The **Add a New Profile** page is displayed.
4. Enter the following details:
 - **Profile Name:** Enter a friendly name for the profile. You can then associate this profile with an account or a promotional campaign.
 - **Profile Code:** Enter a Profile Code. Internal profile code used by your ERP system.
 - **Weighting:** Enter a numeric weight for this profile. If an account has multiple profiles, then the profile with the higher weight will take precedence.
 - **Display product price for this profile:** Select to show catalog pricing for this profile. Orders can't be placed if unchecked. If you wish to hide pricing for this profile, you must also disable pricing for the Anonymous Profile for obvious reasons.
 - **Enable wholesale price for this profile:** Select to use wholesale price for this profile.

- **Enable affiliate sign-up option for this profile:** Select to display this profile as an option on the Partner Sign-Up page.
- **This profile has Tax Exempt status:** Select to not add taxes to this profiles purchases.

5. Click **Submit**. The **Profiles** page is displayed listing the newly added profile.

MULTIFRONT® Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced Hello admin123...! Account Help Log off

Add New Profile

General Information

Profile Name *

Profile Code
Internal profile code used by your ERP system.

Weighting *
Profiles with higher weighting will get precedence.

Settings

- Display product price for this profile
- Enable wholesale price for this profile
- Enable affiliate sign-up option for this profile
- This profile has Tax Exempt status

SUBMIT **CANCEL**

3.3.3 Edit Profile

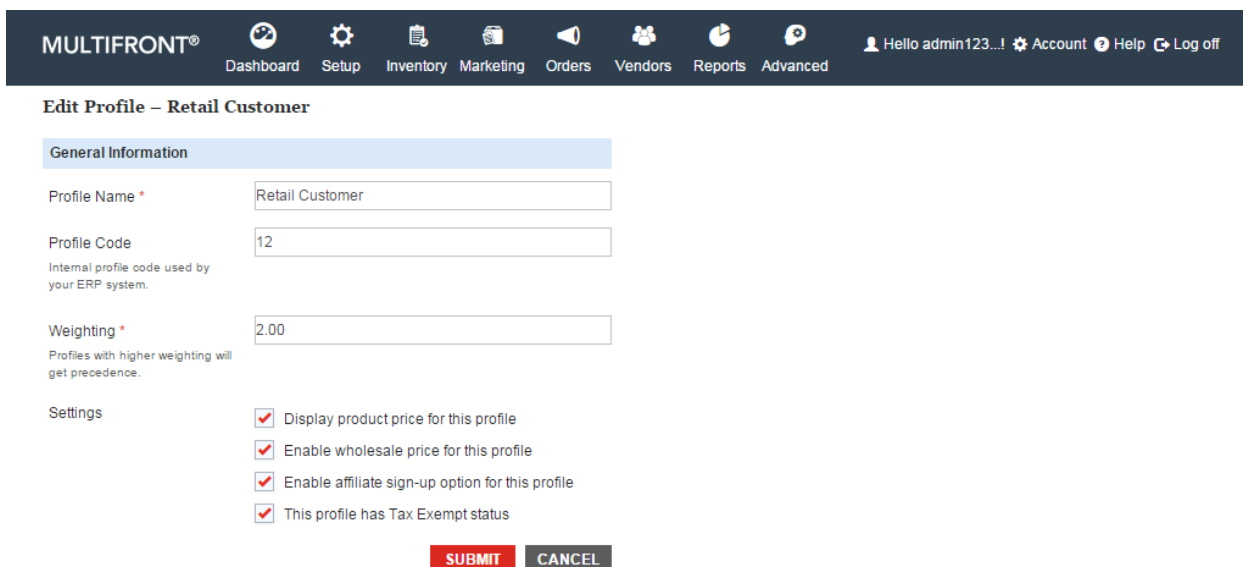
To edit a profile:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **Profiles** under **Orders**. The **Profiles** page is displayed listing all the profiles in the storefront.
3. Click **Edit** on the profile that you want to edit. The **Edit Profile** page is displayed.
4. Edit the following details:
 - **Profile Name:** Edit the name for the profile.
 - **Profile Code:** Enter a Profile Code. Internal profile code used by your ERP system.
 - **Weighting:** Enter a numeric weight for this profile. If an account has multiple profiles, then the profile with the higher weight will take precedence.
 - **Display product price for this profile:** Select to show catalog pricing for this profile.

Orders can't be placed if unchecked. If you wish to hide pricing for this profile, you must also disable pricing for the Anonymous Profile for obvious reasons.

- **Enable wholesale price for this profile:** Select to use wholesale price for this profile.
- **Enable affiliate sign-up option for this profile:** Select to display this profile as an option on the Partner Sign-Up page.
- **This profile has Tax Exempt status:** Select to not add taxes to this profiles purchases.

5. Click **Submit**. The **Profiles** page is displayed listing all the profiles.



MULTIFRONT® Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced Hello admin123...! Account Help Log off

Edit Profile – Retail Customer

General Information

Profile Name *

Profile Code
Internal profile code used by your ERP system.

Weighting *
Profiles with higher weighting will get precedence.

Settings

- Display product price for this profile
- Enable wholesale price for this profile
- Enable affiliate sign-up option for this profile
- This profile has Tax Exempt status

SUBMIT **CANCEL**

3.3.4 Delete Profile

To delete a profile:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **Profiles** under **Orders**. The **Profiles** page is displayed listing all the profiles in the storefront.
3. Click **Delete** on the profile that you want to delete. **Please Confirm** page is displayed.
4. Click **Delete** to confirm. The **Profiles** page is displayed with the deleted profile removed from the list.

ID	Profile Name	Show Price	Wholesale Pricing	Tax Exempt	Affiliate Sign-Up	Action	Delete
1	Anonymous	✓	✗	✗	✗	✍	🗑
2	Retail Customer	✓	✗	✗	✗	✍	🗑
3	Affiliate	✓	✗	✗	✓	✍	🗑

3.4 Customers

Customers page allows you to manage the customer's account information.

3.4.1 Search and View Customer

To search for and view customer accounts:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **Customers** under **Orders**. The **Customers** page is displayed listing all registered customers in the database.
3. To search for a customer account:
 - **Store Name:** Select a store name from the drop-down list.
 - **Search Account:** Enter a keyword. This can be a partial First Name, Last Name, Company Name, Login Name, Account Number, Contact ID, Phone Number and Email ID.
 - **Select a Profile:** Select the profile from the drop-down list.
 - **Start Date:** Enter the start date in MM/DD/YYYY format OR click the calendar button beside the date box to set the date.
 - **End Date:** Enter the end date in MM/DD/YYYY format OR click the calendar button beside the date box to set the date.
 - **Affiliate Approval Status:** Select the affiliate approval status from the drop-down list.
 - Click **Search**. All accounts matching the search criteria will be displayed under **Customer List**.
4. Click **Manage** on the account to view its details. The **Customer Details** page is displayed listing the customer details.

MULTIFRONT® Hello admin123...! Account Help Log off

Customers

[+ ADD](#)

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

Search

Account ID <input type="text"/>	First Name <input type="text"/>	Last Name <input type="text"/>
Company Name <input type="text"/>	Phone Number <input type="text"/>	Login Name <input type="text"/>
Account Number <input type="text"/>	Start Date <input type="text"/>	End Date <input type="text"/>
Email ID <input type="text"/>	Store Name All	Profile All
Affiliate Approval Status All		

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

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

Account ID	Customer Based Pricing	Full Name	Phone Number	Email ID	Manage	Delete
11522	✓	Benny Dayal	123456789	benny@yahoo.com		
11525	✗	Danny Dsouza	123456789	danny@gmail.com		

Show Per Page Page / 1

[DOWNLOAD TO EXCEL](#)

3.4.2 Add Customer

To add the customer account:

1. Login to the Marketplace administration website. The **Dashboard** page is displayed.
2. On the top menu, click **Customers** under **Orders**. The **Customers** page is displayed listing all registered customers in the database.
3. To add the customer account following details must be necessary:
 - **External ID:** Enter the external id and you can leave blank if it is not applicable.
 - **Customer Based Pricing Enable:** If this is **Enable** anonymous price will be display
 - **User ID:** Enter Number/character or anything in the User ID fields. when you want to login the website this user id is useful for that time.
 - **Email Address:** Enter the valid Email Address. Temporary password is coming to the entered email id.
 - **Company Name:** Enter company name. Leave blank if it is not necessary.
 - **Website:** Enter a website. Leave blank if it is not necessary.
 - **Source:** Leave blank if it is not necessary.
 - **Cusom1:** Leave blank if it is not necessary.
 - **Custom2:** Leave blank if it is not necessary.
 - **Custom3:** Leave blank if it is not necessary.
 - **Description:** Leave blank if it is not necessary.
4. Click on the **submit** button, New customer account is created and it is display in the Customer list.

MULTIFRONT®
Hello admin123...! Account Help Log off

Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced

Add Customer Information

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

SUBMIT
CANCEL

<div style="background-color: #e6f2ff; padding: 2px; margin-bottom: 5px;">General Information</div> <p style="font-size: 0.8em; margin-bottom: 5px;">External Id <input style="width: 100%;" type="text"/> <small>Your external account number(ERP). Leave blank if not applicable.</small></p> <p style="font-size: 0.8em; margin-bottom: 5px;">Customer Based Pricing <input type="checkbox"/> Enable Customer Based Pricing <small>Enabled If enabled, data in the new pricing table needs to be populated or anonymous pricing will be displayed.</small></p> <div style="background-color: #e6f2ff; padding: 2px; margin-bottom: 5px;">Login Information</div> <p style="font-size: 0.8em; margin-bottom: 5px;">User ID * <input style="width: 100%;" type="text"/></p> <p style="font-size: 0.8em; margin-bottom: 5px;">Email Address * <input style="width: 100%;" type="text"/></p> <p style="font-size: 0.8em; margin-bottom: 5px;"><input type="checkbox"/> Send me periodic emails and special offers</p>	<div style="background-color: #e6f2ff; padding: 2px; margin-bottom: 5px;">Custom Information</div> <p style="font-size: 0.8em; margin-bottom: 5px;">Company Name <input style="width: 100%;" type="text"/></p> <p style="font-size: 0.8em; margin-bottom: 5px;">Website <input style="width: 100%;" type="text"/></p> <p style="font-size: 0.8em; margin-bottom: 5px;">Source <input style="width: 100%;" type="text"/></p> <p style="font-size: 0.8em; margin-bottom: 5px;">Custom1 <input style="width: 100%;" type="text"/></p> <p style="font-size: 0.8em; margin-bottom: 5px;">Custom2 <input style="width: 100%;" type="text"/></p> <p style="font-size: 0.8em; margin-bottom: 5px;">Custom3 <input style="width: 100%;" type="text"/></p> <p style="font-size: 0.8em; margin-bottom: 5px;">Description <input style="width: 100%;" type="text"/></p>
--	--

SUBMIT
CANCEL

3.4.3 Edit Customer

To Edit Customer Information:

1. Login to the Marketplace administration website. The **Dashboard** page is displayed.
2. On the top menu, click **Customers** under **Orders**. The **Customers** page is displayed listing all registered customers in the database.
3. Click on the Manage link of any customer
4. Edit customer page is display with General, Order, Notes, Profiles, Affiliate and customer based pricing tab
5. To Edit the Customer information click on the Edit Account button.
6. Edit below details from Edit Customer page:

- **External ID:** Edit the external id and you can leave blank if it is not applicable.
- **Customer Based Pricing Enable:** Edit the Customer Based Pricing Enable checkbox, If this is **Enable** anonymous price will be display
- **User ID:** This fields is in disable mode. You can not edit the User ID field
- **Reset Password:** while Clicking on the submit button temporary password will be send to the Customer Email ID.
- **Email Address:** Edit the valid Email Address. Temporary password is coming to the entered email id.
- **Company Name:** Edit company name. Leave blank if it is not necessary.
- **Website:** Edit a website. Leave blank if it is not necessary.

- **Source:** Leave blank if it is not necessary.
- **Cusom1:** Leave blank if it is not necessary.
- **Custom2:** Leave blank if it is not necessary.
- **Custom3:** Leave blank if it is not necessary.
- **Description:** Leave blank if it is not necessary.

7. Click on the submit button. All the details is save and updated details is display in the General tab page

MULTIFRONT® Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced Hello admin123...! Account Help Log off

Edit Customer Information SUBMIT CANCEL

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

General Information	Custom Information
<p>External Id <input type="text" value="11521"/></p> <p><small>Your external account number(ERP). Leave blank if not applicable.</small></p> <p>Customer Based Pricing <input checked="" type="checkbox"/> Enable Customer Based Pricing</p> <p>Enabled</p> <p><small>If enabled, data in the new pricing table needs to be populated or anonymous pricing will be displayed.</small></p>	<p>Company Name <input type="text"/></p> <p>Website <input type="text"/></p> <p>Source <input type="text"/></p> <p>Custom1 <input type="text"/></p> <p>Custom2 <input type="text"/></p> <p>Custom3 <input type="text"/></p> <p>Description <input type="text"/></p>
<p>Login Information</p> <p>User ID * <input type="text" value="11521"/></p> <p>Reset Password SUBMIT</p> <p>Email Address * <input type="text" value="benny@yahoo.com"/></p> <p><input checked="" type="checkbox"/> Send me periodic emails and special offers</p>	

SUBMIT **CANCEL**

8. Click on the Add New Address button from the Edit Account page. Add a Address page is display

MULTIFRONT® Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced Hello admin123...! Account Help Log off

Customer: 11522 - Benny Dayal ← BACK

General Orders Notes Profiles Affiliate Customer Based Pricing EDIT

Contact Information

Name (Billing)

CompanyName

Phone (Billing)

Email

Email Opt In

Account Information

Account Id

Customer Based Pricing Enabled

Login Name

Addresses

Additional Information

Website

Description

Source

Create Date

Create User

Update Date

Update User

Custom1

Custom3

+ ADD

Name	Default Shipping	Default Billing	Address	Edit	Delete
Default Address	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Pleasant RoadJena,71342,71342,US,PH :123456789,		

Show Per Page Page 1 / 1

9. To Add the New address following fields need to enter:

- **Address Name:** Enter the Address name
- **First Name:** Enter the First Name.
- **Last Name:** Enter the Last Name
- **Company Name:** Enter the Company Name. Leave blank if it is not necessary.
- **Street Name1:** Enter your full valid Address
- **Street Name2:** Enter your full valid Address
- **City:** Enter the city name
- **State:** Enter the State.
- **Postal Code:** Enter your valid postal name.
- **Country:** Select any country from the drop down.
- **Phone Number:** Enter the Mobile/Landline Number.

- **Checkboxes:** If both the check boxes are in Enable mode so your present address will be both Billing and Shipping address

10. Click on the Save button. New Address is display in the address grid.

MULTIFRONT® Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced Hello admin123...! Account Help Log off

Create Address

Address Details

Address Name *
Example: "Home Address".

First Name *

Last Name *

Company Name

Street 1

Street 2

City

State/Province/Region

Postal Code

Country

Phone Number

This address is my billing address

This address is my shipping address

SUBMIT **CANCEL**

11. Click on the Edit link of any address. Edit page is display

12. Update below details:

- **First Name:** Update the First Name.
- **Last Name:** Update the Last Name
- **Company Name:** Update the Company Name. Leave blank if it is not necessary.
- **Street Name1:** Update your full valid Address
- **Street Name2:** Update your full valid Address
- **City:** Update the city name.
- **State:** Update the State.
- **Postal Code:** Enter your valid postal name.
- **Country:** Select any country from the drop down.
- **Phone Number:** Update the Mobile/Landline Number.
- **Checkboxes:** If both the check boxes are in Enable mode so your present address will be both Billing and Shipping address

13. Click on the submit button, Updated address is display in the address grid.

MULTIFRONT®

Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced
Hello admin123...!
Account
Help
Log off

Edit Address

Address Details

Address Name *
Example: "Home Address".

First Name *

Last Name *

Company Name

Street 1

Street 2

City

State/Province/Region

Postal Code

Country

Phone Number

This address is my billing address

This address is my shipping address

SUBMIT
CANCEL

3.4.3.1 Order tab

1. Login to the Marketplace administration website. The **Dashboard** page is displayed.
2. On the top menu, click **Customers** under **Orders**. The **Customers** page is displayed listing all registered customers in the database.
3. Click on the Manage link of any customer
4. Edit customer page is display with General, Order, Notes, Profiles, Affiliate and customer based pricing tab
5. Select Order tab from the top
6. All the order history with status is display in this section.

MULTIFRONT®

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

Customer: 11635 - Benny Dayal ← BACK

General
Orders
Notes
Profiles
Affiliate
Customer Based Pricing

No Record Found

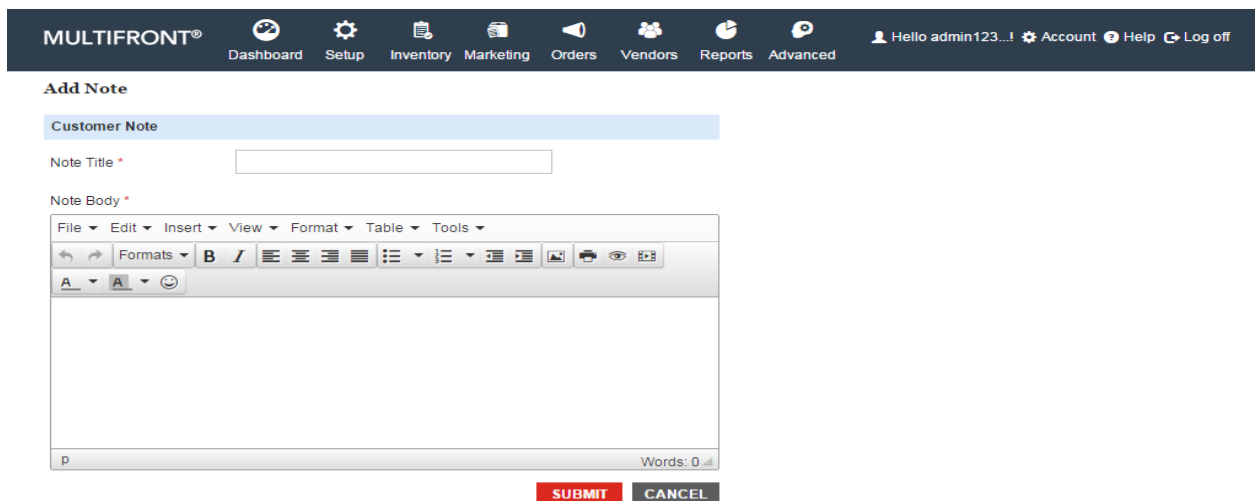
Advanced Search | Clear

3.4.3.2 Notes tab

1. Login to the Marketplace administration website. The **Dashboard** page is displayed.
2. On the top menu, click **Customers** under **Orders**. The **Customers** page is displayed listing all registered customers in the database.
3. Click on the Manage link of any customer
4. Edit customer page is display with General, Order, Notes, Profiles, Affiliate and customer based pricing tab
5. Select Notes tab and click on the Add Note button.
6. To add the any notes below details is necessary:

- **Note Title:** Enter title for your note.
- **Note Body:** Enter the description for the notes

7. Click on the Submit button. New note is display in the Note tab



3.4.3.3 Profiles Tab

1. Login to the Marketplace administration website. The **Dashboard** page is displayed.
2. On the top menu, click **Customers** under **Orders**. The **Customers** page is displayed listing all registered customers in the database.
3. Click on the Manage link of any customer
4. Edit customer page is display with General, Order, Notes, Profiles, Affiliate and customer based pricing tab
5. Click on the Profiles tab. Profile page is display with Associate Profile button.

- Click on the Associate Profile button, Associate Profile to <Customer Name> page is display.

MULTIFRONT® Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced Hello admin123...! Account Help Log off

Customer: 11522 - Benny Dayal ← BACK

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

Profile Details + ADD

Advanced Search | Clear

Id	Name	Use Wholesale Pricing	Show Pricing	Delete
1	Anonymous	✗	✓	🗑️

Show 10 Per Page Page 1 / 1

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

Associate Profile to: Benny Dayal

Advanced Search | Clear

Select	Id #	Name	Use Wholesale Pricing	Show Pricing	Weighting
<input type="checkbox"/>	2	Retail Customer	✗	✓	2.00
<input type="checkbox"/>	3	Affiliate	✗	✓	

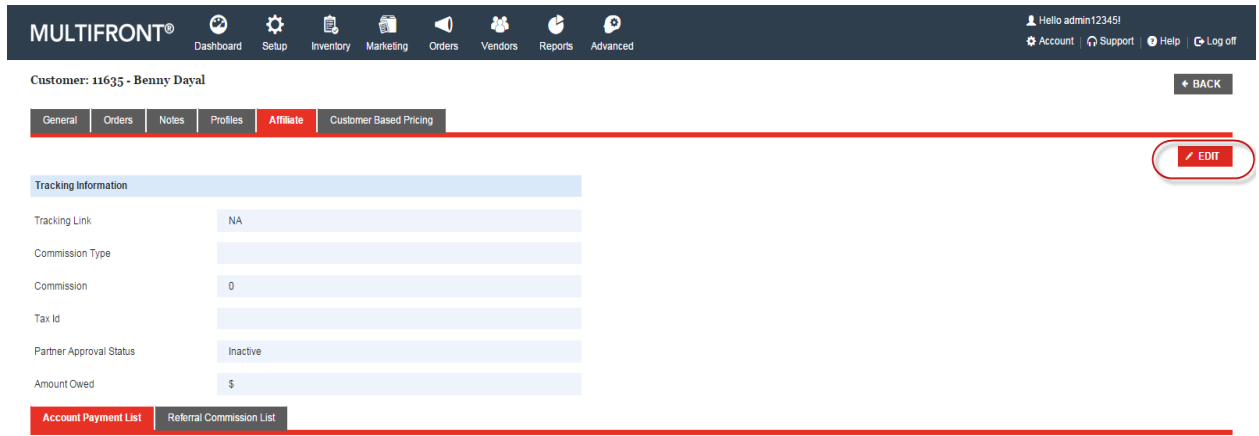
- Select the Profile checkbox and click on the Submit button.
- Associate Profile is display in the Grid.
- Click on the Remove link. Selected profile is removed from the grid.

3.4.3.4 Affiliate Tab

Affiliate marketing is a type of performance-based marketing in which a business rewards one or more affiliates for each visitor or customer brought by the affiliate's own marketing efforts.

- Login to the Marketplace administration website. The **Dashboard** page is displayed.
- On the top menu, click **Customers** under **Orders**. The **Customers** page is displayed listing all registered customers in the database.
- Click on the Manage link of any customer

4. Edit customer page is display with General, Order, Notes, Profiles, Affiliate and customer based pricing tab.
5. Click on the Affiliate tab.



6. Click on the Edit Tracking button. Edit Tracking page is display.
7. Enter the Below details.
 - **Commission Type:** Select commission type from the drop down and enter the Percent/Amount in the fields
 - **Tax ID:** Enter the Tax ID. Leave blank if it is not necessary
 - **Payment Approval Status:** Select approval status as approve.URL is generated in the Tracking link fields.
8. Click on the save button. All the information is display in the Affiliate tab page.
9. If the generated link is use by the other customer then the commission is save in the Referral Commission section

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

Edit Affiliate Setting

Tracking Information

Use this section to set up tracking codes for this account. These tracking codes will attribute purchases made by other customers that have been referred by this account.

Tracking Link (URL)
Customers who visit your site using this link will automatically be logged as being referred by this account when they purchase.

Commission Type
Enter how much you will pay this account for referred sales. Leave blank if not applicable.

Commission

Tax Id

Partner Approval Status
Set the Partner Approval Status to ACTIVE to start attributing visitors to this account.

Amount Owed

3.4.3.5 Customer Based Pricing Tab

To Search the Product List, following details is required:

- **All Store:** Select any store name from the drop down.
- **SKU:** Enter the SKU of any product. Keep all other blank and if it is not in use
- **External Product Code:** Enter the External product code. Keep all other blank and if it is not in use
- **Product Name:** Enter the Product Name. Keep all other blank and if it is not in use
- **Product Category:** Enter the Product Category. Keep all other blank and if it is not in use.
- **Product Brands:** Select any brands from the drop dow
 1. Click on the Search button, All the Product list is display in the customer based pricing product list.
 2. Click on the Down to Excel button. Excel sheet is open with all the product list.

MULTIFRONT® Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced Hello admin123...! Account Help Log off

Customer: 11522 - Benny Dayal

← BACK

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

Search

External Product Code <input type="text"/>	SKU Or Part# <input type="text"/>	Product Name <input type="text"/>
Store Name All ▼	Brand All ▼	Product Category All ▼

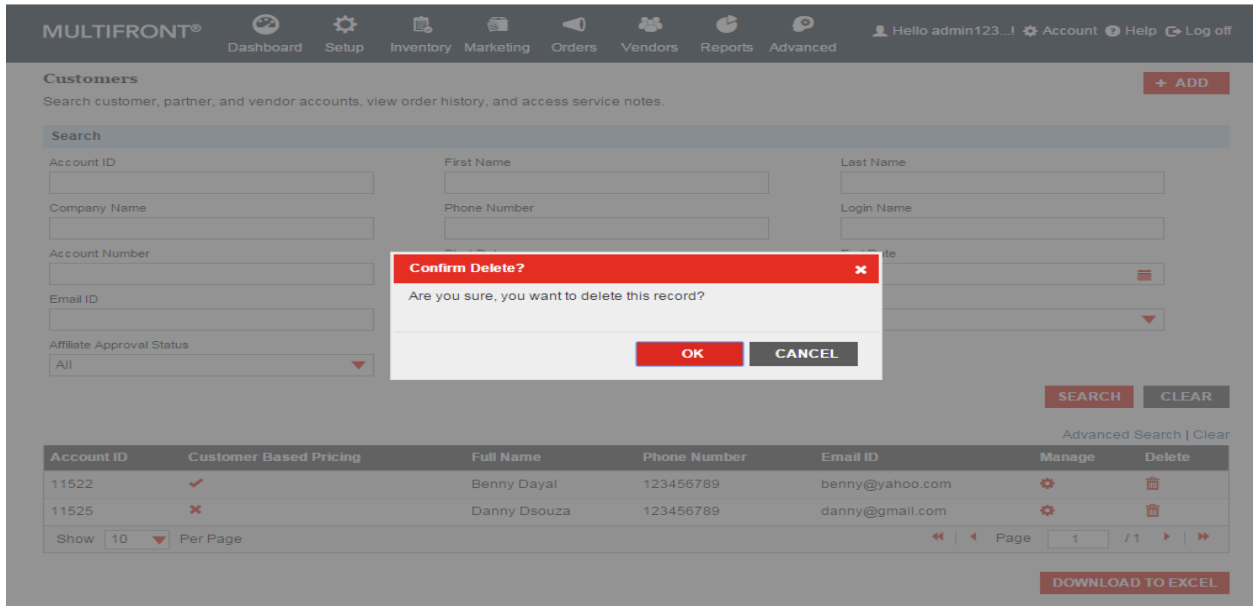
SEARCH CLEAR
DOWNLOAD TO EXCEL

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

No Record Found !!!

3.4.4 Delete Customer

1. Login to the Marketplace administration website. The **Dashboard** page is displayed.
2. On the top menu, click **Customers** under **Orders**. The **Customers** page is displayed listing all registered customers in the database.
3. Click on the Delete link of ant Customer.
4. Confirmation message is display
5. Click on the Delete link, selected customer is removed from the customer list



3.4.5 Download customer information to Excel

1. Login to the Marketplace administration website. The **Dashboard** page is displayed.
2. On the top menu, click **Customers** under **Orders**. The **Customers** page is displayed listing all registered customers in the database.
3. Click on the Download to Excel button. All the Customer list is display in the excel format.

3.5 Service Requests

Service Requests page allows you to manage customer service requests submitted using the Contact-Us form, respond to them via email as well as take notes. You can also create service requests manually. A running history of your contact with customers is kept.

Service requests can either be created by the customer submitting a Contact-Us form or by a customer service representative, manually entering the request using the Create a New Service Request page.

3.5.1 Search and View Service Request

To search and view service requests:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **Service Requests** under **Orders**. The **Service Requests** page is displayed listing all cases in the database.
3. To search for service requests, under the **Search Service Requests** section, enter any or all of the following:
 - **Store Name**: Select a store name from the drop-down list.
 - **Search Keyword**: Enter a keyword. This can be a partial Case ID, Title, First Name, Last Name or Company name.
 - **Case Status**: Select a status for this case. Leave at **All**, if unsure.
 - Click **Search**. All cases meeting the above search criteria will be displayed under **Service Request List**.
4. Click **Manage** on the service request to view its details. The **Case** page is displayed listing the case information, customer information and notes.

MULTIFRONT® Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced Hello admin123...! Account Help Log off

Service Requests

[+ ADD](#)

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

Search

Title First Name Last Name

Company Name Store Name Case Status

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

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

Id	Title	Store Name	Case Status	Case Priority	Created Date	Manage
2	221424	Fine Foods	Pending	Low	19-Apr-2015	

Show Per Page « | < Page / 1 > | »

3.5.2 Create Service Request

Service Requests can be entered into the system in two ways. The first is for a customer to

submit a Contact Us form. The second is for you to manually enter a service request using the admin page. This option is useful to log contacts with customers that call in to your company for help.

To add a new service request:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **Service Requests** under **Orders**. The **Service Requests** page is displayed.
3. Click **Create Service Request** to add a new service request. **Create a New Service Request** page is displayed.
4. Enter the following details:
 - **First Name:** Enter the customer's first name.
 - **Last Name:** Enter the customer's last name.
 - **Company Name:** Enter the company name. This is optional.

 - **Email ID:** Enter the email address.
 - **Phone Number:** Enter the customer's phone number.
 - **Stores:** Select a store name from the drop-down list.
 - **Status:** Select the status of this case from the drop-down box.
 - **Priority:** Select the priority of this case from the drop-down box.
 - **Title:** Enter a title for this case.
 - **Message:** Enter a description for this case.
5. Click **Submit**. The **Service Requests** page is displayed listing the newly created service request.

MULTIFRONT® Hello admin123...!

Create a New Service Request

Contact Information

First Name *

Last Name *

Company Name

Email ID *

Phone Number

Service Request Information

Create Date 4/24/2015

Origin Admin

Select Store ▼

Status ▼

Priority ▼

Title *

Message *

3.5.3 Edit Service Request

To edit a service request:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **Service Requests** under **Orders**. The **Service Requests** page is displayed listing all service requests in the database.
3. Click **Edit** on the service request you want to edit. **Edit Service Request** page is displayed.
4. Enter the following details:
 - **First Name:** Edit the customer's first name.
 - **Last Name:** Edit the customer's last name.
 - **Company Name:** Edit the company name. This is optional.
 - **Email ID:** Edit the email address.
 - **Phone Number:** Edit the customer's phone number.
 - **Stores:** Select a store name from the drop-down list.
 - **Status:** Change the status of this case.
 - **Priority:** Change the priority of this case.
 - **Title:** Edit the title for this case.
 - **Description:** Edit the description for this case.
5. Click **Submit**. The **Service Requests** page is displayed after updating the edited details.

MULTIFRONT® Hello admin123...! Account Help Log off

Edit Service Request

Contact Information

First Name *	<input type="text" value="Benny"/>
Last Name *	<input type="text" value="Dayal"/>
Company Name	<input type="text"/>
Email ID *	<input type="text" value="benny@yahoo.com"/>
Phone Number	<input type="text" value="123124321432141"/>

Service Request Information

Create Date	4/24/2015
Origin	Admin
Select Store	<input type="text" value="Fine Foods"/>
Status	<input type="text" value="Pending"/>
Priority	<input type="text" value="Low"/>
Title *	<input type="text" value="Need 100 Product for food stores"/>
Message *	<input type="text" value="I need more than 100 food product. Can you please let me know what are the discounts are going on now."/>

SUBMIT **CANCEL**

3.5.4 Add Note to a Service Request

You can record any number of notes for a service request. Each note is annotated with a time stamp and the user who entered the note. This allows you to keep a full history of customer interaction.

To add a note to a case:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **Service Requests** under **Orders**. The **Service Requests** page is displayed.
3. Click **Add Note** on the service request to add a note to it. **Add Note** page is displayed.
4. Enter the following fields:
 - **Note Title:** Enter a title for this note.
 - **Note Body:** Enter a description for this note.
5. Click **Submit**. The **Service Requests** page is displayed.

The screenshot shows the 'Service Requests' page in the Znode administration interface. At the top, there is a navigation bar with icons for Dashboard, Setup, Inventory, Marketing, Orders, Vendors, Reports, and Advanced. The user is logged in as 'admin123...'. The main content area displays a service request titled 'Need 100 Product for food stores' with a status of 'Pending' and a priority of 'Low'. The message field contains the text: 'Hi, I need more than 100 food product. Can you please let me know what are the discounts are going on now.' The create date is '4/19/2015'. Below the message, there is a 'Customer Information' section with fields for First Name (Benny), Last Name (Dayal), Company Name, Email ID (benny@yahoo.com), and Phone Number (123124321432141). At the bottom, there is a 'Notes' section with a red 'ADD NOTE' button circled in red. A status change log entry is visible: 'Status Changed - admin12345 on 4/19/2015 11:02:00 PM'.



Add Note to Service Request -

Add Note

Title *

Note *

File Edit Insert View Format Table Tools

← → Formats **B** *I* [List icons] [Image icon] [Link icon] [Table icon]

A [Color picker] [Font size]

Words: 0

3.5.5 Send an Email Reply to Service Request

You can email a reply directly to a customer from an open service request. The content of each reply email is annotated with a time stamp and the user who entered the reply and is added to the service request. This allows you to keep a full history of customer interaction.

To send an email to the customer regarding a case:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **Service Requests** under **Orders**. The **Service Requests** page is displayed.
3. Click **Email Reply** on the service request to send an email to the customer regarding the case. **Reply to Customer** page is displayed.
4. Enter the following fields under **Email Reply**:
 - **Email Subject**: Enter a subject for this email.
 - **Email Message**: Enter the message to the customer.
 - **Attachments**: Click **Browse**. The **Choose file** dialog box opens. Choose a location and enter the filename of the attachment to upload. Click **Open**. The location of the attachment is now displayed next to the **Browse** button.
5. Click **Submit**. The **Service Requests** page is displayed and the email is sent to the email address specified in the customer information. The email will be logged as part of the service request.

MULTIFRONT® Hello admin123...!

Service Requests - Need 100 Product for food stores

[REPLY TO CUSTOMER](#) [EDIT](#) [← BACK](#)

Contact Information

Title: Need 100 Product for food stores
Status: Pending
Priority: Low
Message: Hi, I need more than 100 food product. Can you please let me know what are the discounts are going on now.
Create Date: 4/19/2015

Customer Information

First Name: Benny
Last Name: Dayal
Company Name:
Email ID: benny@yahoo.com
Phone Number: 123124321432141

Notes

[ADD NOTE](#)

Status Changed - admin12345 on 4/19/2015 11:02:00 PM
Status Changed To by

MULTIFRONT® Hello admin123...! Account Help Log off

Reply to Customer

Customer Information

Full Name	Benny Dayal
Company Name	
Email ID	benny@yahoo.com
Phone Number	123124321432141

Service Request Information

Title	Need 100 Product for food stores
Status	Pending
Priority	Low
Message	Hi, I need more than 100 food product. Can you please let me know what are the discounts are going on now.

Compose Email

Email Subject *

Email Message *

File Edit Insert View Format

Table Tools

Formats **B** /

Words: 0 / 500

Attachments

3.6 RMA Configuration

Here can manage configure RMA rules that determines how returns request are managed in the store. Following fields is necessary:

- **Maximum number of days RMA:** In this fields can manage the maximum number of days user can requested after his order completion.
- **Enable Email Notification:** Select option from the drop down. If it is Yes Notification is going with the help of Email ID.
- **Return Department Title:** Enter the Title, This title will be display on the RMA form
- **Customer Service Email ID:** Enter the valid Customer Email ID.
- **Mailing Address for Returns:** Enter the mailing address where the customer must ship their product with the RMA form.
- **Shipping Instruction:** Enter instructions for your customer such as packing, shipping, etc

Click on the **Save** button, All the details is save under the General tab.

3.6.1 Reason for Returns

In this section can create the Reason:

1. Click on the Create Returns Reason button Pop is display. Enter the following details:

- **Name:** Enter the Name for the reason
- **Enable:** Select Yes/No from the drop down.

2. Click on the save button. New reason is created and it is display in the Return Reason grid

3.6.2 Request Statuses

In this section can Manage status for the Reason:

1. Click on the Edit link for any status, Pop up is display on the page

2. Following Details need to enter:

- **Notification message to Customer:** Enter the details in the Notification message to Customer fields
- **Notification message to Administrator:** Enter the details in the Notification message to Administrator fields

MULTIFRONT® Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced Hello admin123... Account Help Log off

RMA Configuration

Configure RMA rules that determine how return requests are managed in your store.

General Reason For Return **Request Statuses** Issue Gift Card

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

Request Status	Edit	Delete
Authorized		
Returned/Refunded		
Void		

Show Per Page Page 1 / 1

MULTIFRONT® Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced Hello admin123... Account Help Log off

RMA Configuration

Configure RMA rules that determine how return requests are managed in your store.

General Reason For Return **Request Statuses** Issue Gift Card

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

Request Status	Edit	Delete
Authorized		
Returned/Refunded		
Void		

Show Per Page Page 1 / 1

Edit Status
✕

Status Details

Name

Notification Message To Customer

Notification Message To Administrator

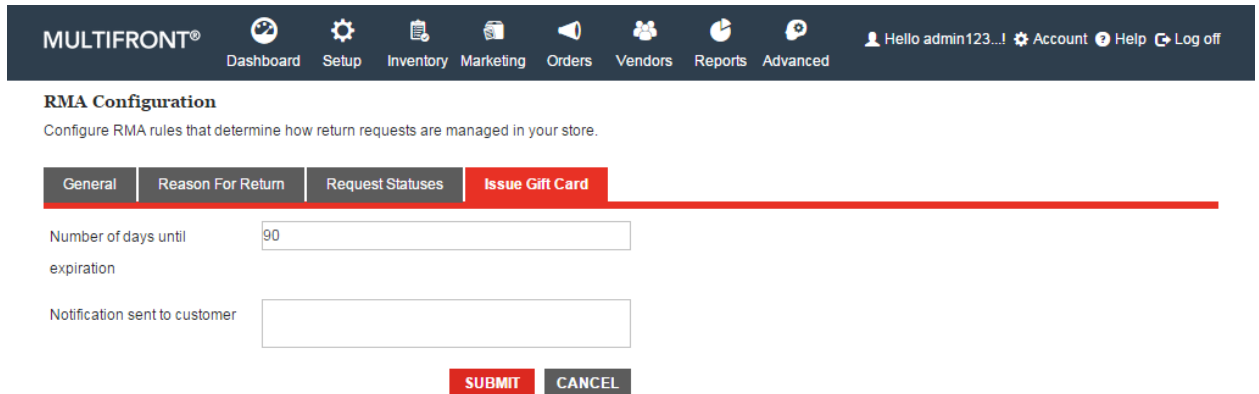
3. Click on the Save button, Updated details is saved in the status.

3.6.3 Issues Gift Card

Here we can manage the Expiration period for the gift card, following fields need to enter:

- **Number of days until Expiration:** Enter the Number of days for the gift card expiration
- **Notification Send to customer:** Enter the notification message which is use when notification is send to the customer.

1. Click on the Save button, all the details is saved in the Issues gift card tab.



The screenshot shows the MULTIFRONT® dashboard with a navigation bar containing icons for Dashboard, Setup, Inventory, Marketing, Orders, Vendors, Reports, and Advanced. The user is logged in as 'Hello admin123...!'. The main content area is titled 'RMA Configuration' and includes a sub-header 'Configure RMA rules that determine how return requests are managed in your store.' Below this is a tabbed interface with four tabs: 'General', 'Reason For Return', 'Request Statuses', and 'Issue Gift Card'. The 'Issue Gift Card' tab is active. It contains two input fields: 'Number of days until expiration' with the value '90' and 'Notification sent to customer' which is empty. At the bottom of the form are two buttons: 'SUBMIT' and 'CANCEL'.

3.7 RMA Manager

Here can manage the pending request of the store

3.7.1 View RMA List

1. Login the Site Admin. Dashboard is display
2. On the top menu click on the RMA manage link from the Order tab
3. RMA manage page is display.

4. To search Pending order, enter any of the following:
 - **Store Name:** Select any store name from the drop down
 - **RMA ID:** Enter the RMA ID
 - **Order ID:** Enter the Order ID.
 - **First Name:** Enter the First Name
 - **Last Name:** Enter the Last Name
 - **Begin Date:** Select the Begin date from the calendar.
 - **End Date:** Select the End date from the calendar.
 - **Status:** Select status from the drop down
5. Click on the **search** button, All the cases meeting with above criteria will be display in the RMA list

3.7.2 Edit RMA List

Here admin can Void the order and can Refund the customer amount by using the gift card.

To void / Issues gift card the order do the following steps:

1. Click on the Check box and hit void button.
2. Email is going to the customer.
3. Status is changed from the RMA list i.e. Authorize to Void
4. Again select any other RMA ID and click Issue gift card button.
5. It is redirect to the Add a gift card page.
6. Enter the gift card name and expiration date.
7. Click on the submit button.
8. Email is going to the customer along with the gift card number.
9. Status is changed to the Refund/Returned from the RMA list.

MULTIFRONT®
Hello admin123451
Account Support Help Log off

Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced

RMA Request: 1-15-4Y9-0JZ4X
 Order ID: 152
 Date: 04-May-2015

No	<input type="checkbox"/>	Line Item ID	Product Name	Description	SKU	Quantity	Reason For Return	Price	Total
1	<input type="checkbox"/>	294	Allium		110987	1	Changed Mind 12	\$10.00	\$10.00
Sub Total			Tax				Total		
\$0.00			\$0.00				\$0.00		
Comments <input style="width: 100%; height: 20px;" type="text"/>									

VOID
ISSUE GIFT CARD
CANCEL

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

RMA Request: 1-15-4Y9-0JZ4X
Order ID: 152
Date: 04-May-2015

No	Line Item ID	Product Name	Description	SKU	Quantity	Reason For Return	Price	Total	
1	294	Allium		fr0987	1	Changed Mind 12	\$10.00	\$10.00	
Sub Total		Tax					Total		
\$0.00		\$0.00					\$0.00		

Comments

VOID ISSUE GIFT CARD CANCEL

Here Admin can view the RMA Request only for all the status. i.e. for the Void as well as for the Refund / Returns.

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

RMA Request: 1-15-4Y9-0JZ4X
Order ID: 152
Date: 04-May-2015

ID	Product Name	Description	SKU	Quantity	Reason For Return	Price	Total		
294	Allium		fr0987	1	Changed Mind 12	\$10.00	\$10.00		
Sub Total		Tax					Total		
\$10.00		\$0.00					\$10.00		

Comments

OK PRINT

3.8 Suppliers

Each product in the storefront can have a supplier associated with it. If a supplier is associated with a product, the name of the supplier will be displayed on the product page. Setting a supplier is optional.

What to do:

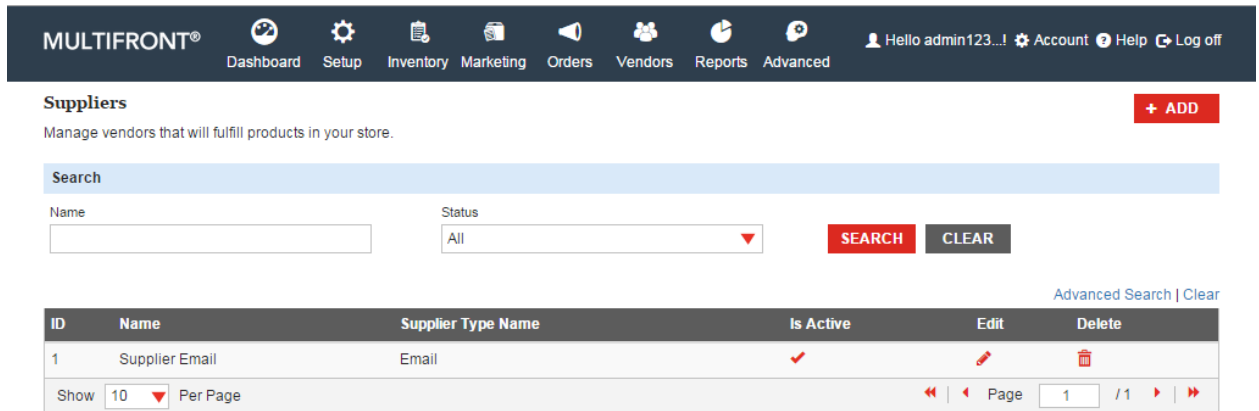
1. First add all the supplier whose products you want to sell in the storefront - see [Adding a supplier](#).
2. Then while adding the products to the storefront, choose the respective supplier from the drop down list - see [Adding a product](#)

3.8.1 View Suppliers

To view the available suppliers in the storefront:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **Suppliers** under **Orders**. The **Suppliers** page is displayed listing

all the available suppliers in the storefront.



MULTIFRONT® Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced Hello admin123...! Account Help Log off

Suppliers + ADD
Manage vendors that will fulfill products in your store.

Search

Name Status **SEARCH** **CLEAR**

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

ID	Name	Supplier Type Name	Is Active	Edit	Delete
1	Supplier Email	Email	✓		

Show Per Page Page / 1

3.8.2 Add Supplier

To add a supplier:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **Suppliers** under **Orders**. The **Suppliers** page is displayed listing all the available suppliers in the storefront.
3. Click **Add New Supplier**. The **Add New Supplier** page is displayed
4. Enter the following details:
 - **Supplier Name:** Enter the supplier's name.
 - **Supplier Code.:** Enter the supplier code.
 - **Description:** Enter a description for the supplier. This field is optional.
 - **Contact First Name:** Enter the first name of the contact for the supplier.

- **Contact Last Name:** Enter the last name of the contact for the supplier.
- **Contact Phone:** Enter the phone number of the contact for the supplier.
- **Contact Email:** Enter the email address of the contact for the supplier.
- **Supplier Method:** Select the supplier notification method from the drop-down list.

- **Notification Email:** Enter multiple email address separated by comma. This email address can be used to send order notifications directly to this supplier when customers buy on your site.
- **Email Notification Template:** Enter the XSL email template to use when sending an order to this supplier. An example template can be found at [Data/Default/Config/Receipt.xsl](#)
- **Display Order:** Enter a numeric value. This determines the order in which this supplier is displayed. A supplier with the lower display order will be displayed first.
- Enter Custom Information in the following fields:
 - **Custom1**
 - **Custom2**
 - **Custom3**
 - **Custom4**
 - **Custom5**

5. Click **Submit**. The **Supplier** page is displayed. The newly added supplier is displayed in the list.

MULTIFRONT®
Hello admin123...! Account Help Log off

Dashboard Setup Inventory Marketing Orders Vendors Reports Advanced

Add New Supplier SUBMIT CANCEL

<div style="background-color: #e6f2ff; padding: 2px; margin-bottom: 5px;">General Information</div> <p>Supplier Name * <input style="width: 90%;" type="text"/></p> <p>Supplier Code <input style="width: 90%;" type="text"/></p> <p>Description <input style="width: 90%;" type="text"/></p> <p><input checked="" type="checkbox"/> Enable this supplier</p> <div style="background-color: #e6f2ff; padding: 2px; margin-bottom: 5px;">Supplier Contact</div> <p>Contact First Name <input style="width: 90%;" type="text"/></p> <p>Contact Last Name <input style="width: 90%;" type="text"/></p> <p>Contact Phone <input style="width: 90%;" type="text"/></p> <p>Contact Email <input style="width: 90%;" type="text"/></p> <div style="background-color: #e6f2ff; padding: 2px; margin-bottom: 5px;">Supplier Notification</div> <p>Notification Method <input style="width: 90%;" type="text" value="Email"/></p> <p>Notification Email <input style="width: 90%;" type="text"/> <small>Send order notifications to this email. Separate multiple emails with commas.</small></p> <p>Email Notification Template <input style="width: 90%;" type="text"/> <small>Enter the XSL email template to use when sending an order to this supplier. An example template can be found at Data/Default/Config/Receipt.xsl.</small></p> <p>Display Order * <input style="width: 90%;" type="text" value="500"/></p>	<div style="background-color: #e6f2ff; padding: 2px; margin-bottom: 5px;">Custom Information</div> <p>Custom 1 <input style="width: 90%;" type="text"/></p> <p>Custom 2 <input style="width: 90%;" type="text"/></p> <p>Custom 3 <input style="width: 90%;" type="text"/></p> <p>Custom 4 <input style="width: 90%;" type="text"/></p> <p>Custom 5 <input style="width: 90%;" type="text"/></p> <div style="text-align: right; margin-top: 20px;"> SUBMIT CANCEL </div>
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3.8.3 Edit Supplier

To edit a supplier:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **Suppliers** under **Orders**. The **Suppliers** page is displayed listing all the available suppliers in the storefront.
3. Click **Edit** on the supplier to edit its details. The **Edit Supplier** page is displayed.
4. Enter the following details:
 - **Supplier Name:** Edit the supplier's name.
 - **External Supplier No.:** Edit the external supplier number.
 - **Enter a description:** Edit a description for the supplier. This field is optional.
 - **Contact First Name:** Edit the first name of the contact for the supplier.
 - **Contact Last Name:** Edit the last name of the contact for the supplier.
 - **Contact Phone:** Edit the phone number of the contact for the supplier.
 - **Contact Email:** Edit the email address of the contact for the supplier.
 - **Supplier Notification Method:** Select the supplier notification method from the drop-down list.

- **Notification Email:** Edit multiple email address separated by comma. This email address can be used to send order notifications directly to this supplier when customers buy on your site.
- **Email Notification Template:** Edit the XSL email template to use when sending an order to this supplier. An example template can be found at Data/Default/Config/Receipt.xml
- **Display Order:** Edit the numeric value. This determines the order in which this supplier is displayed. A supplier with the lower display order will be displayed first.
- **Enable this Supplier:** Select to display the supplier name on the product page, in the storefront.
- Edit Custom Information in the following fields:
 - Custom1
 - Custom2
 - Custom3
 - Custom4
 - Custom5

5. Click **Submit**. The **Supplier** page is displayed.

3.8.4 Delete Supplier

To delete a supplier:

1. [Login to the Marketplace administration website](#). The **Dashboard** page is displayed.
2. On the top menu, click **Suppliers** under **Orders**. The **Suppliers** page is displayed listing all the available suppliers in the storefront.
3. Click **Delete** on the supplier you want to delete. The **Suppliers** page is displayed with the deleted supplier removed from the list.

Note: You would not be allowed to delete a supplier if it is associated to a product. Remove this association and then delete the supplier.

The screenshot shows the MULTIFRONT administration interface. At the top is a navigation bar with icons for Dashboard, Setup, Inventory, Marketing, Orders, Vendors, Reports, and Advanced. Below this is the 'Suppliers' section with a '+ ADD' button. A search bar is present with 'Name' and 'Status' dropdowns. Below the search bar is a table of suppliers. The first row has ID '1', Name 'Supplier Email', Supplier Type Name 'Email', and Is Active 'checked'. The 'Delete' button for this row is circled in red. At the bottom of the table, there is a 'Show 10 Per Page' dropdown and pagination controls.

ID	Name	Supplier Type Name	Is Active	Edit	Delete
1	Supplier Email	Email	✓		