cs.cart®

Multi-Vendor

v. 4.2.1

Reference Guide

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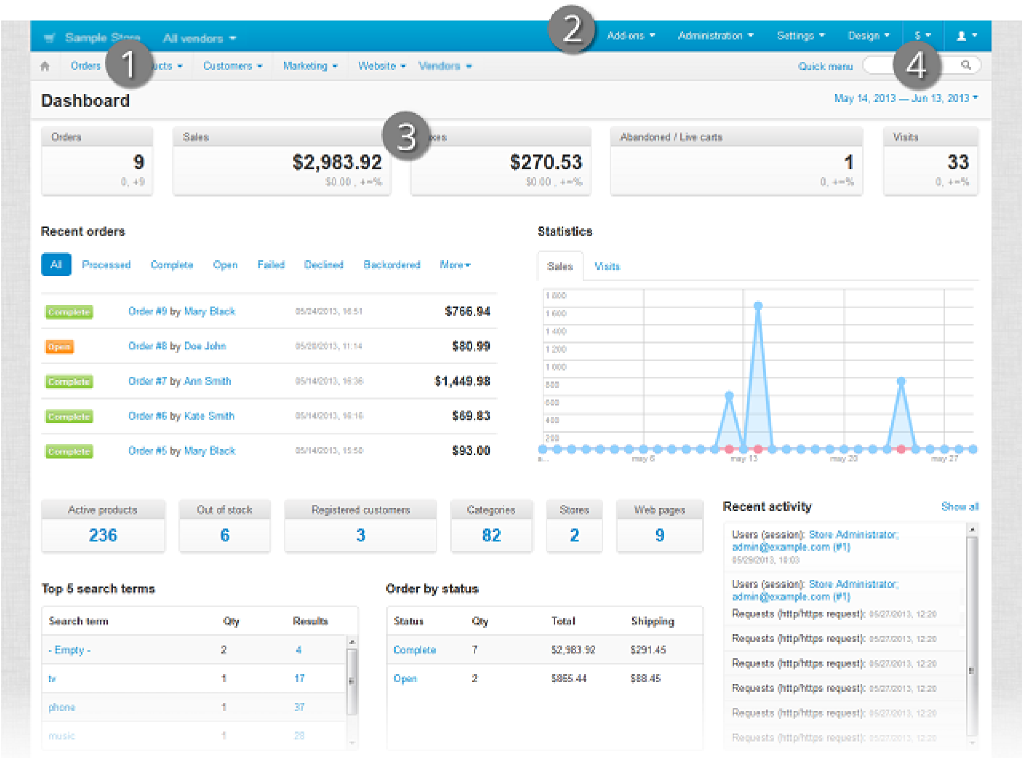
1. Administration Panel Environment

The user interface of Multi-Vendor administration panel is similar to many other web applications. It includes meaningful menus to ensure clear navigation and handy toolbars to provide quick access to the most frequently used parts of the administration panel. So, you are likely to feel at home with Multi-Vendor administration panel very soon even if didn't have experience in running a web store in the past.

Please have a look at the map below. It will help you familiarize yourself with the layout and navigation structure, which are common throughout the administration panel.

Map of the Multi-Vendor administration panel



[1] Top navigation menu

Menu bar with drop-down menus to access operational parts of the administration panel. Each item of the menu has a short description so that you can easily decide which section to use to perform certain tasks.
Use this icon to access the home page from any part of the administration panel:

[2] Administration header

Menu bar with drop down menus to access administrative parts of the administration panel. Use this menus to access store settings and perform maintenance routine.

[3] Operation area

This is the main element of administration panel interface. It includes all controls to manage and configure your web store. The collection of controls is specific to each section that you have opened by using the top navigation menu, administration header or other links.

[4] Search form

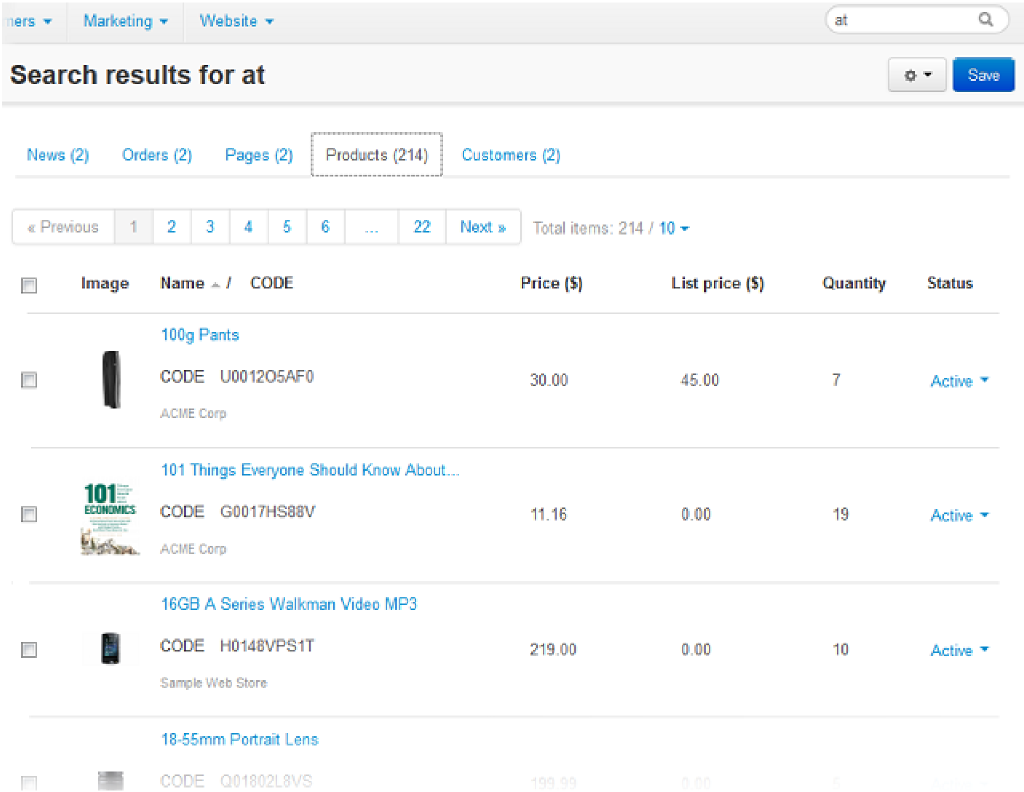
Enables quick search for products, orders, users, and content pages from anywhere in the administration panel without specifying the type of data being searched. Please learn more about quick search later in this topic.

Viewing the Storefront

When working with the administration panel, you may need to view the storefront. To quickly open the storefront, click the icon in the top left-hand corner (next to the store name.) The storefront will be opened in a new browser tab.

Using Quick Search

The **Quick Search** form allows conducting the search for items that belong to one of the following types of data: products, orders, users, content pages, and news. You do not need to specify the type of object being searched. Instead, search results will be divided into five separate groups.



Here is a list of fields which are searched through:

1. Products – Product ID, Product code, Name, Short description, Full description, Search words, Meta keywords, Meta description, SEO name.
2. Orders – First name, Last name, Email, Order ID.
3. Customers – First name, Last name, Username, Email.
4. Pages – Name, Description, SEO name.
5. News – Name, Description, SEO name.

Navigating Between Congeneric Items

Many pages of the administration panel are equipped with the navigation links **Previous**, **Next** and the button . These controls allow administrator to easily move around and go back to the search results.

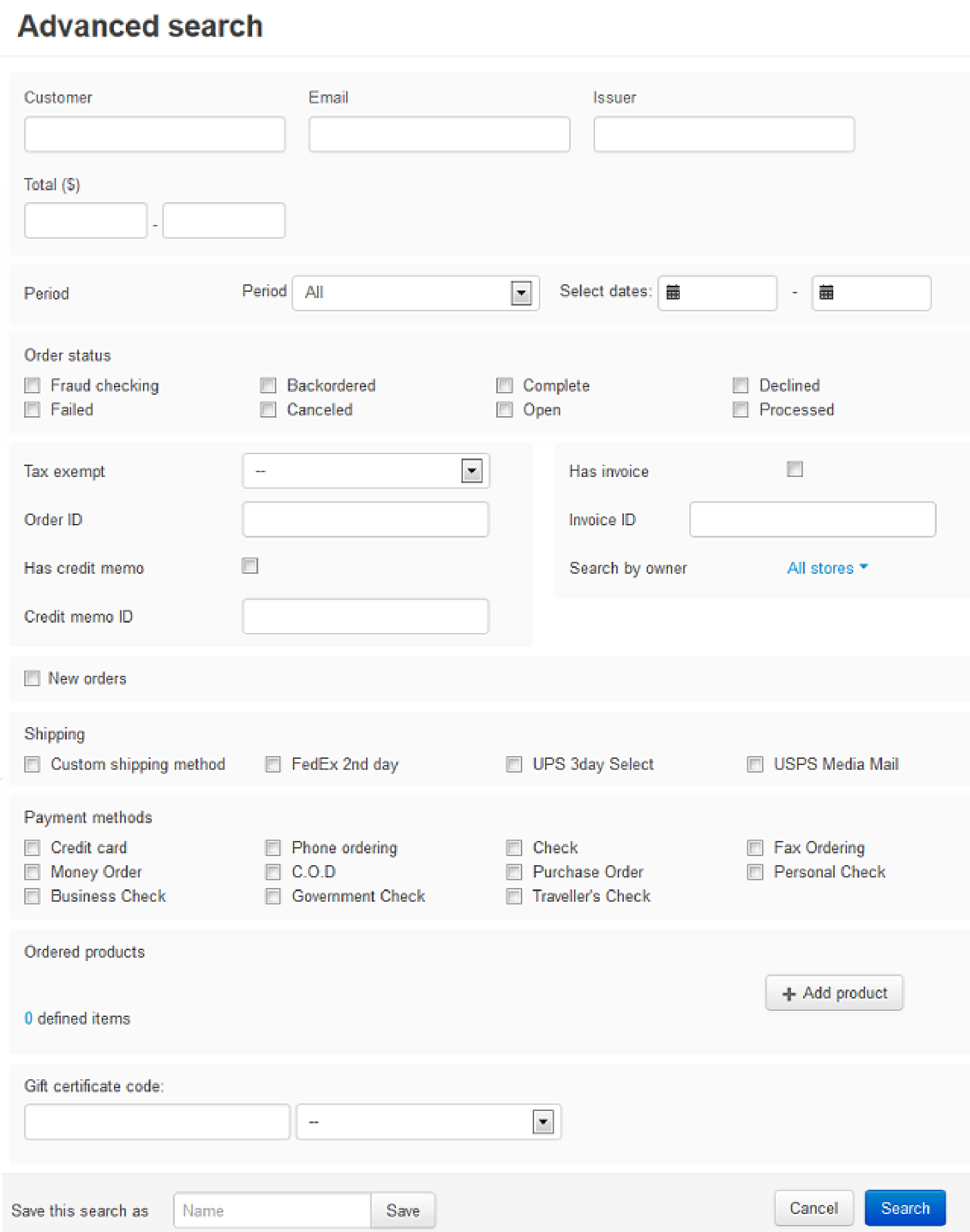
Advanced Search Options

Along with the regular search facility, most sections of the administration panel provide for the advanced search option. Advanced search is activated by using the **Advanced search** link and allows filtering search results by a larger number of parameters, thereby making the output more precise.

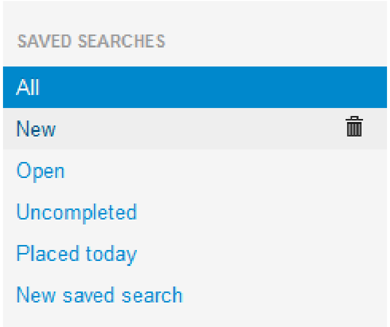
For example, in **Orders** → **View orders** you can search customer orders by the following parameters:

- Tax exempt – Orders placed by users having exemptions from taxes or vice versa.
- Order status – Orders with the selected statuses only.
- Period – Orders placed within a specific time period.
- Order ID – Order with a specific ID number.

- Invoice ID – Invoice with a specific ID number.
- Has invoice – Orders having invoices (paid orders.)
- Credit memo ID – Credit memo with a specific ID number.
- Has credit memo – Orders having credit memos (returned orders.)
- Shipping – Orders shipped with the selected shipping methods.
- New orders – Orders that have not been viewed yet.
- Gift certificate code – Orders containing gift certificates with a specific code.
- Ordered products – Orders containing specific products.



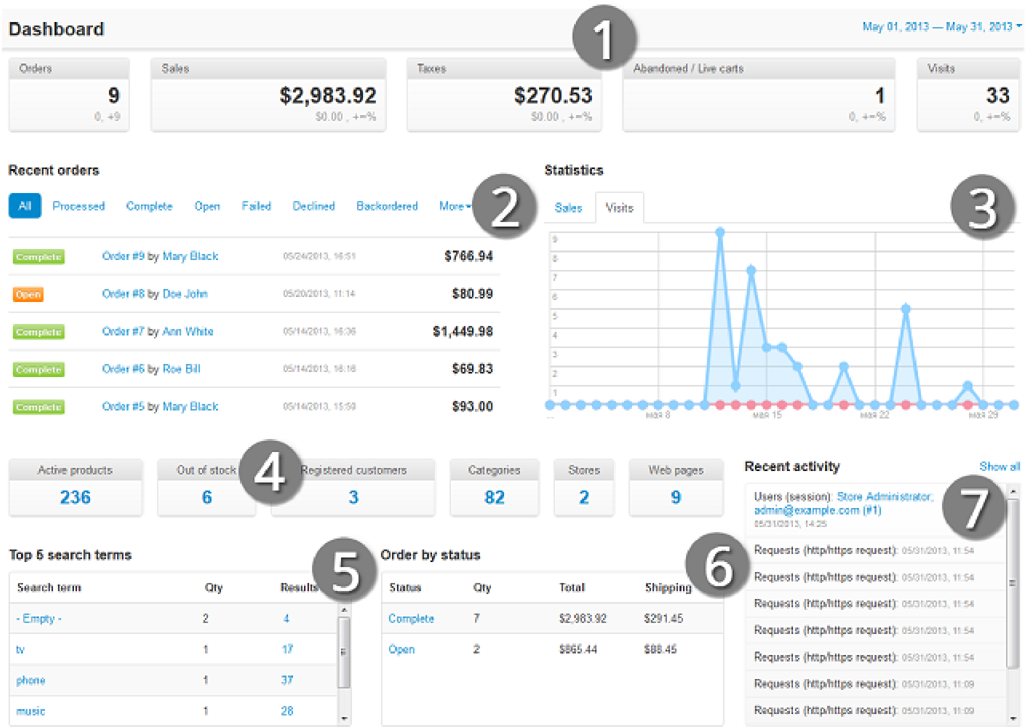
Besides, with the Advanced Search option you can create different search patterns and save them for future use. Just set the search options, type the name of the pattern in the **Save this search as** input box and click **Save**. Once the search pattern has been saved, it is displayed in the drop-down list box at the top.



After completing any of the search fields, click **Search** to display the search results.

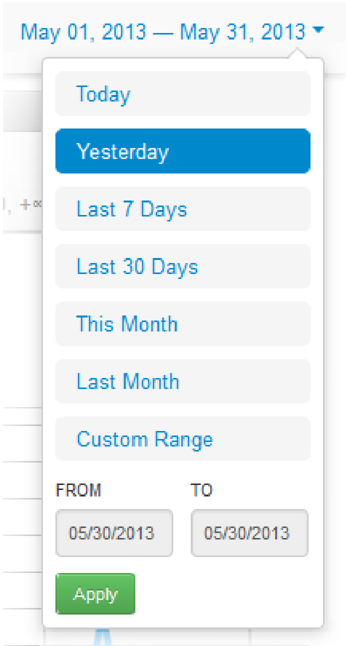
2. Dashboard

Dashboard is the first screen that you see after logging in to the administration panel. It contains a summary of the recent activity in your store - latest orders, search terms and sales - as well as the a synopsis of the store inventory and general user statistics.



[1] Total number of orders, visits and abandoned / live carts in you store, as well as your current income and taxes sums.
[2] Recent orders made in your store. Switch between the tabs to see orders with particular statuses.
[3] Monthly statistics of your store in the form of a diagram. Switch between the tabs to see statistics on visits of the store or sales.
[4] Brief statistics of the store: the number of products, customers, pages, etc. Click on the number of items to be redirected to the page with the detailed list of these items.
[5] The most popular user's search terms. *Search term* - the search word itself, *Qty* - the number of search requests of this type, *Results* - the number of items that was found during the search.
[6] The number of orders with the particular status and total income received by the orders of this type.
[7] Brief variant of information, represented in the Administration -> Logs section. Click the **Show all** link and you will be redirected to this section.

You can also choose the period of time, for which the information on the dashboard is displayed. Click on the period in the right upper corner of the page and choose the required period of time from the drop-down menu. Optionally, click **Custom Range** to define your own period and press **Apply**.


May 01, 2013 — May 31, 2013
Today
Yesterday
Last 7 Days
Last 30 Days
This Month
Last Month
Custom Range
FROM
TO
05/30/2013
05/30/2013
Apply

3. Orders

This section of the Administration panel is used to manage and control order procedures in your store. Here you can review and edit orders that have been placed in your store, place new orders on behalf of other users, handle return requests, create product subscriptions, etc.

For accounting purposes, orders have continuous ID numbers disregarding their current state and number. At that, Multi-Vendor keeps track of successful and returned orders assigning them separate IDs.

That is how it works. All orders can be one of the three conditions:

- Order - The order has been placed, but not paid out;
- Invoice - The order has been paid and processed successfully;
- Credit memo - The order has been paid and processed, but then returned.

So, invoice IDs and credit memo IDs are generated continuously for the appropriate orders only:

Order ID	Order Status	Invoice ID	Credit Memo ID
0005	Complete	0001	-
0006	Incomplete	-	-
0007	Canceled	-	0001
0008	Complete	0002	-

3.1. View orders

In the View orders section, you can carry out the following tasks:

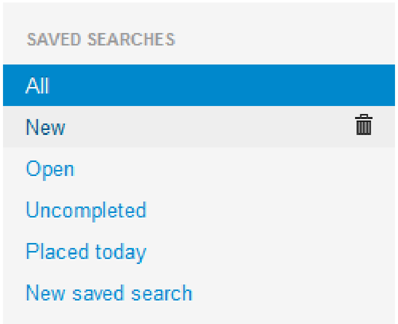
- Display a sorted list of all orders in the store or display a filtered list of orders that meets your search pattern only.
- View orders that were not completed (press the button and choose the **Incomplete orders** link). An order receives the status "incomplete" after a customer has placed the order until the order has been processed by a payment system. For example, during the period when a customer is entering credit card details on the payment system's website up until the customer is redirected back to your store.
- Change order statuses on the fly.
- View and edit order details.
- Add comments to the order which are visible to the customer who placed the order.
- Export order details in the CSV, Quickbooks and MYOB formats.
- Print invoices and package slips both separately for each order or in bulk.
- Remove credit card info (if any).
- Create orders.
- Delete existing orders.

Displaying orders

When you open the View Orders section, the system automatically lists all orders from the database, i.e. the orders that have ever been placed and not deleted. By default, the list is arranged according to the date the orders were placed with the most recent orders at the top. If necessary, you can rearrange the list according to the order IDs or statuses, names or email addresses of users who placed the orders, or order totals.

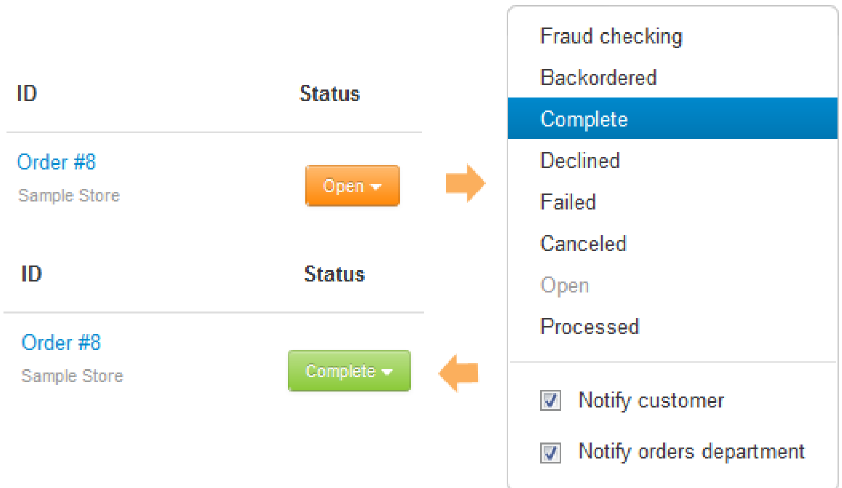
To display the orders that satisfy a certain criterion or a combination of multiple criteria only, use the form to the right of the order list. By default, the form allows you to filter orders against names and email addresses of users who placed the orders and the range of order totals. To access more filtering criteria, expand the form by clicking **Advanced search**.

If you filter orders against a particular search pattern regularly (e.g., to list all new orders that were paid with a gift certificate,) you will find it convenient to save the pattern and add it to the list of pre-defined patterns appearing in the top left corner of the View Orders section (see the picture below). For more information about using advanced search, please see section " Administration Panel Environment".



Changing order status

To change an order status quickly without opening the order for editing, click on the current order status to expand a list of all applicable statuses. Then simply click on the required status.

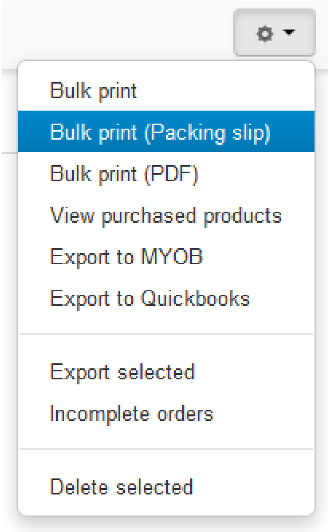


Quick order printing, exporting, and deleting

The View orders section allows you to carry out many routine tasks for multiple orders, including bulk order exporting and invoice printing, in one click.

1. In the list of orders, select the check boxes for the orders you want to take action on.

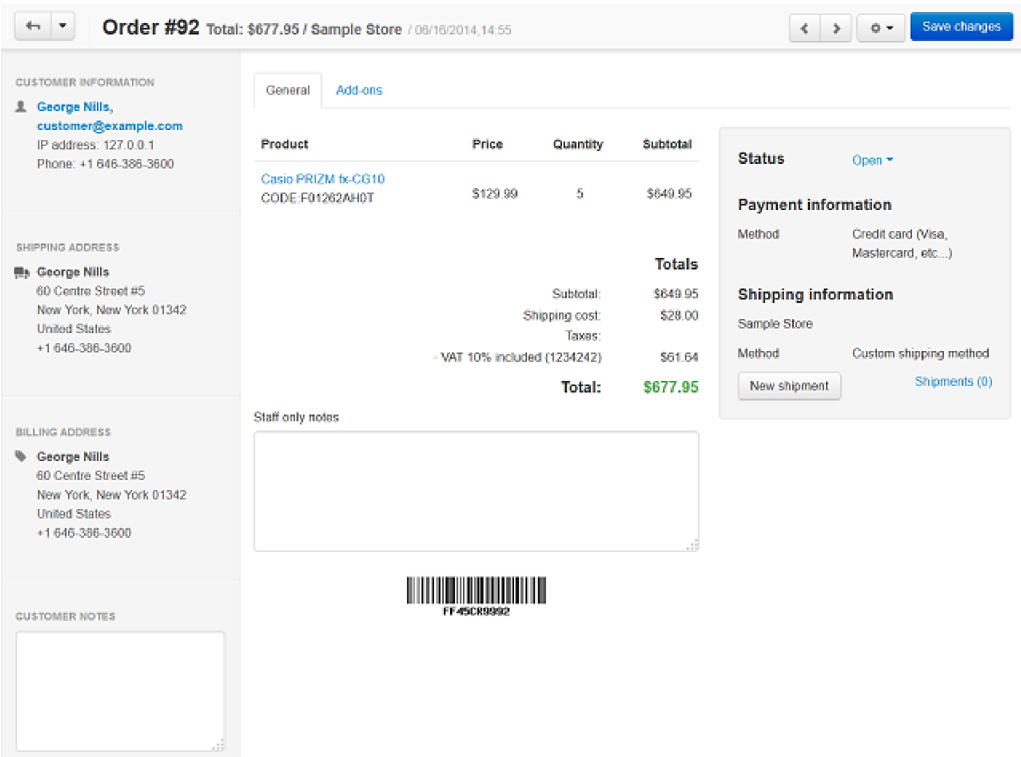
2. Click on the button  in the upper right part of the list. This displays a list of applicable actions.



3. Click on the required action in the list.

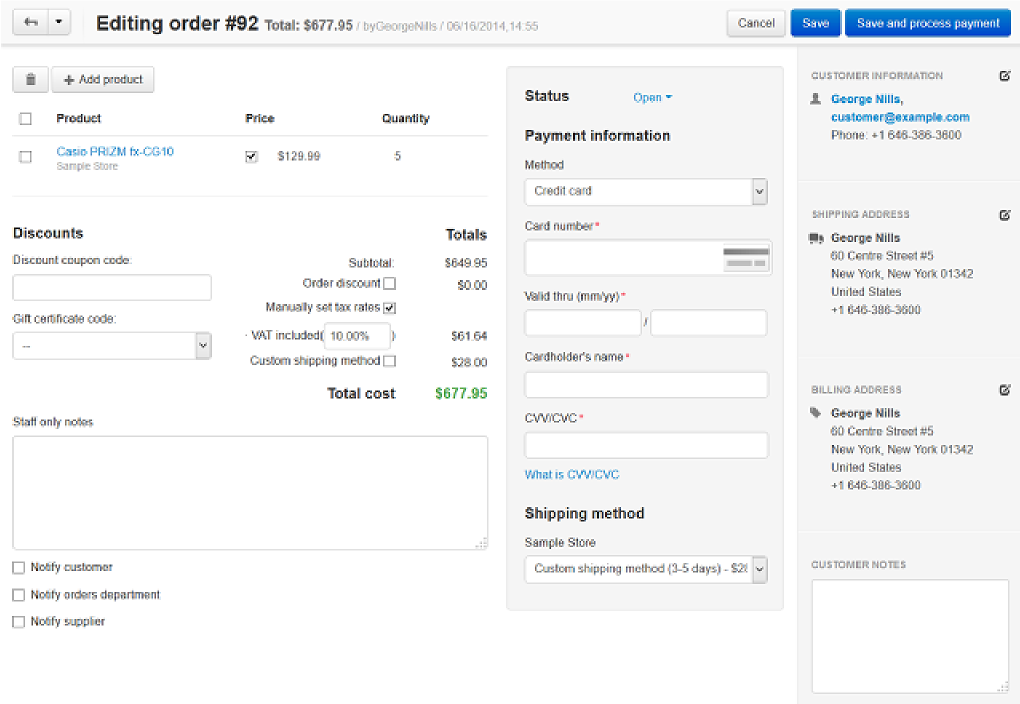
Viewing and editing order details

- To display order details, press the button  corresponding to the order that you want to review and choose the **View** tab. This opens the order details page.



Here you can add comments to the order and define shipment details.

- To edit the order details, press the button  and choose the **Edit** tab. This opens a page of editing order details.



Here you can edit the set of products in the order (remove products from the order with the icon or add new products with the **Add product** button) as well as change the product cost as it appears in the order (click on a checkbox near the product price first). This doesn't affect the product cost in the catalog. You can also edit the product clicking on a product name.

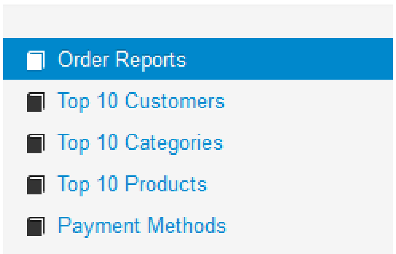
In the right sidebar, you can edit customer's contact info together with the billing and shipping address (the icon).

In the right smaller box, you can change the payment method and the shipping method choosing the desired method from the drop-down menu. You can also change the order status here. To change the status, click on it and choose another status from the drop-down menu.

In this section you can also edit the applied tax rate.

3.2. Sales reports

In this section, you can find a detailed statistics on the sales that have been made in your web store. Statistics may be represented in a form of graphical or tabular charts. For convenience, charts are grouped into separate reports. You are encouraged to use several pre-defined reports or create your own reports. To switch between the reports, use the toggle on the right.



Creating a report

To create a custom report:

1. In the Orders -> Sales reports section, press the button and choose **Manage reports** to display a list of all available reports.
2. Click the button .
   This will open a form with the report details.
3. Complete the form.
   - Name - Name of the report as it will appear in the list of reports.
   - Pos. - Position of the report relatively to the position of the reports in the list.
   - Status - Status of the report (active or disabled.)
4. Click the **Create** button.
   The new report will be listed among the other reports.

Now proceed to edit the report and add charts.

Creating a chart

Data charts must be assigned to a particular report.
To add a chart to a report:

1. In the Orders -> Sales reports section, click the button and choose **Manage reports** to display a list of all available reports.
2. Click on the button corresponding to the required report and choose **Edit** from the drop-down list.
   This will open a page with the report details. The Charts section contains a list of assigned reports (if any).
3. Click the button .
   This will open a form with the chart details.
4. Complete the form.
   Use the **General** tab to define the chart's scope.
   - Name - Name of the chart as it will appear in the reports.
   - Position - Position of the chart relatively to the position of the charts in the report.
   - Type - How the data should be represented: graphically or in a table.
   - Object to analyze - Type of data to be reported on (users, orders and order statuses, products, categories, etc.)
   - Value to display - Aspect to be analyzed.
   - Time interval - Analyzed periods (day, week, month, year.) Is not applicable to the chart type Graphic [Pie 3D].

   The tabs **Orders**, **Statuses of orders**, **Payment methods**, **Locations**, **Users**, **Categories,** and **Products** are used to filter or limit chart contents so that it covers specific items only.
   For example, in the **Order statuses** tab you can select to show statistics on orders with specific statuses only, and in the **Products** tab you can choose the products which statistics should be represented in the chart. Statistics on the unchosen products will not be included in the chart.
5. Click the **Create** button.
   The new chart will be listed among the other charts.

3.3. Shipments

In Multi-Vendor, shipments refer to situations when you ship items from a single order in multiple batches and/or at different periods of time. Such batches are treated as separate shipments of one order.

This functionality is very useful when you have to deal with back orders regularly.

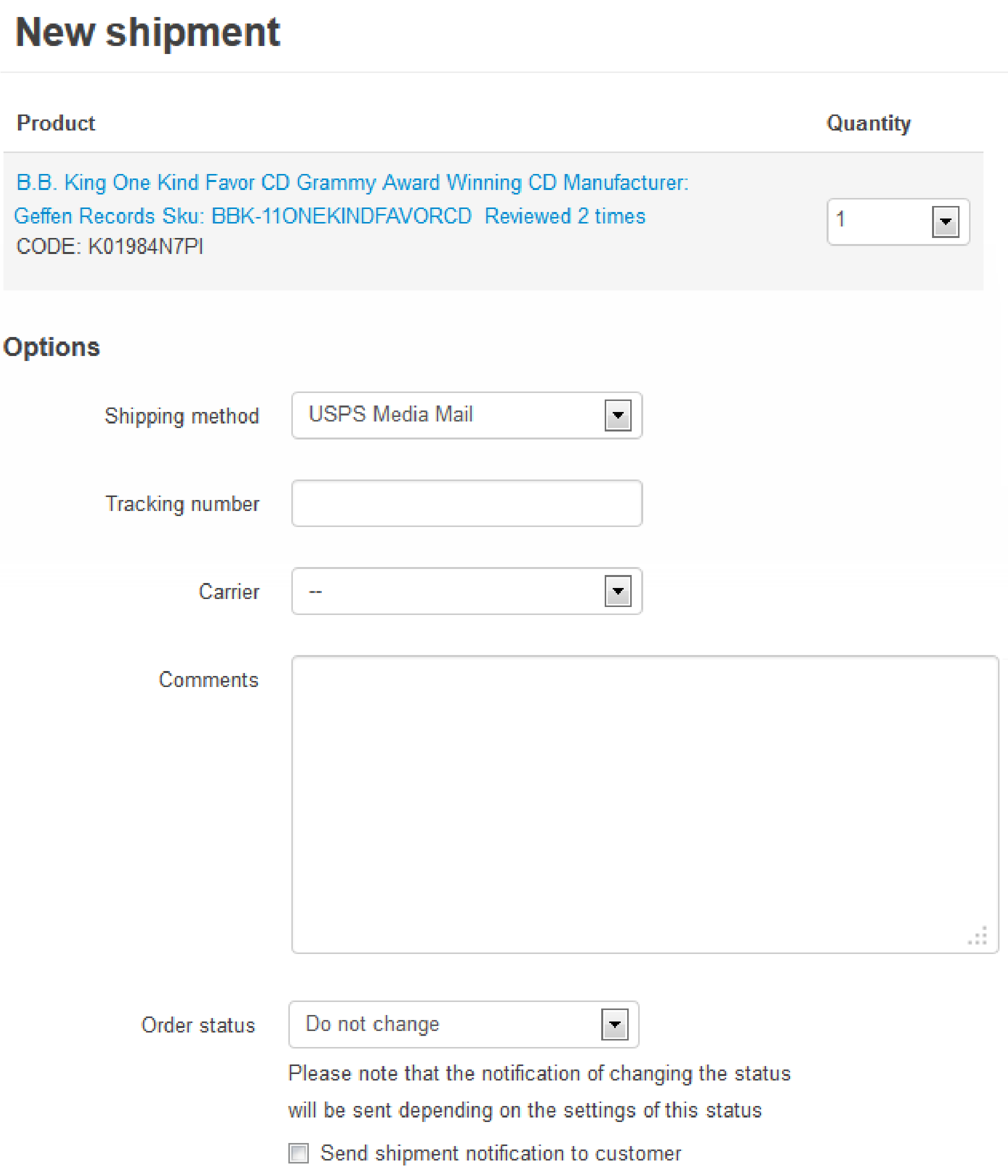
For example, if a customer orders several items that are out-of-stock, you can ship in-stock items immediately after the order has been placed, and then send the rest of the order at a later day as a separate shipment.

Creating a shipment

Shipments are created separately for each order on the order details page in the Shipping information section.

To create a shipment:

1. Click on the **New shipment** link. This will open a pop-up window.



2. For each product in the order, select the number of items that will be delivered in the current shipment.

If you're going to deliver a particular product in a different shipment, select 0 (zero) from the **Quantity** drop-down list.

3. Choose a shipping method.
4. Optionally, input a tracking number, choose a carrier, and add your comments.
5. If necessary, change the order status.
6. Click the **Create** button.

Printing package slips

To print a package slip for a particular shipment or several package slips for multiple shipments at a time:

1. In the administration panel, go to the Shipments section (Orders → Shipments).

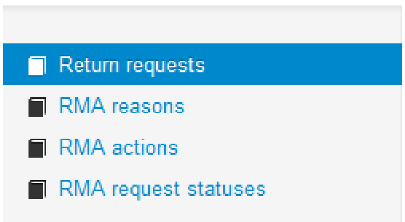
   You will see a list of all shipments in the store. If necessary, filter the list of displayed orders using the search panel above the list of shipments.
2. Select shipments for which you need to print package slips.
3. Click the button and choose **Bulk print**.

3.4. Return requests

Here you can handle product return requests that your customers have registered as well as configuring the general product return policy of your store. A few other parameters related to product returns are configured on the settings page for the RMA add-on module.

Tip: To allow for return requests in your store, activate the RMA add-on module in the Add-ons section of the administration panel (Add-ons → Manage Add-ons → RMA). There you can also configure some essential settings that relate to return requests.

The section consists of four subsections: Return requests, RMA reasons, RMA actions, and RMA request statuses. To switch between the subsections, use the toggle on the left.



3.4.1. Return requests

Managing return requests

The Return requests subsection contains a simple list of product return requests. You can sort or filter the list according to different parameters. To filter the requests, use the search panel to the left of the list.

To handle a particular request, click the button corresponding to the request and choose **Edit**. This will uncover the request details (separated into four tabs):

- Return products information - Contains a list of products from the request that are or will be approved for the return.
- Declined products information - Contains a list of products from the request that are or will be declined for the return.
- Comments - Contains user comments about the requested return.
- Actions - Contains controls to handle the return request.

Changing a request status

To change the status of a return request:

1. Open the request for editing and go to the **Actions** tab.
2. Select a new status from a drop-down list.
3. If necessary, choose to recalculate the original order.
4. If necessary, select to notify the customer and the order department.
5. Click the **Save** button to apply the changes.

Declining/approving individual products

If a request consists of multiple products but you are going to accept only few of them, you can decline the products by excluding them from the list of approved returns.

To *decline* a product or several products at a time:

1. Open the **Return products information** tab.
2. Select the check boxes for the products you want to decline.
3. Click the **Decline products** button above the list.

   The products will appear in the list of declined products.

To *approve* a declined product:

1. Open the **Declined products information** tab.
4. Select the check boxes for the products you want to approve.
5. Click the **Accept products** button above the list.

   The products will appear in the list of accepted products.

Printing a package slip

You can print a package slip for requested product returns.

To print a slip for an individual request, click the button  on the requests details page and choose **Print slip**. To print package slips for several requests at a time, on the return requests page select the check boxes corresponding to the request, click the button  in the right upper corner of the page and choose **Bulk print**.

Note: A package slip includes only those products that are approved for the return.

Issuing a credit/gift certificate

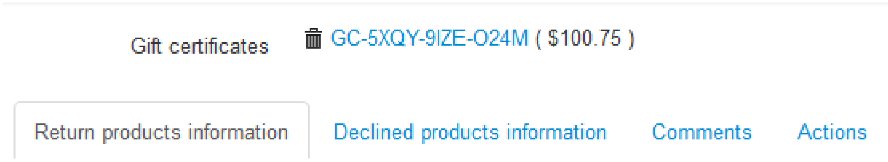
For each approved product from a return request, you can issue a gift certificate which worth completely agrees with the cost of the returned product. Alternatively, you can issue one gift certificate for all approved products from the request. In this case, the certificate's worth will be the same as the original subtotal of the returned products.

To issue a gift certificate:

1. In the **Return products information** tab, select the required products.

2. Click the **Create gift certificate** button above the list of approved products.
3. If prompted, confirm the action.

The code of the new certificate will appear above the tabs.



3.4.2. RMA reasons

When submitting a return request, customers are asked to specify a reason why they want to return a particular product. The store administrator can adjust the default set of reasons by adding (the button) or removing reasons. It is also possible to activate or disable a certain reason from the list, which is useful when you need to temporarily deactivate the reason, but plan to use it again later.

To activate or disable a reason, click on the *Active/Disabled* link, corresponding to the particular reason, and choose the required status from the drop-down menu.

You can also change the formulation of the reason and it's position on fly here.

Adding a reason

To add a product return reason:

1. Click the button .

   This will open a form with the new reason details.
2. Complete the fields in the form.
   - Reason - Return reason as it appears on the customer storefront.
   - Position - Ordinal number conveying the position of the new reason relative to other reasons from the list.
   - Status - Initial status of the new reason (active or disabled.)
3. Click the **Create** button.

3.4.3. RMA actions

RMA actions refer to the actions that a customer may expect to be taken towards his or her return requests: replace an item or make a refund. Customers are asked to choose a preferable action when they submit a return request. If a particular action is not applicable in your store, you can disable the action.

To activate or disable an action, click on the *Active/Disabled* field, corresponding to the particular action, and choose the required status from the drop-down menu.

3.4.4. RMA request statuses

By default, there are four possible statuses for return requests: Approved, Complete, Declined, Requested. The latter status is automatically assigned to all newly submitted requests, and then the store administrator can manually change the request status. If necessary, you can expand the default set of request statuses with custom statuses.
To add a custom request status:

1. Click the + button. This will open a pop-up window with a form for the new status details.
2. Fill out the form. Fields marked with an asterisk (*) are mandatory.
   - `Name` - Name of the status.
   - `E-mail subject` - Subject of an email message that is sent to customers automatically when the request status changes to this status.
   - `E-mail header` - Header of an email message that is sent to customers automatically when the request status changes to this status.
   - `Inventory` - Choose whether to decrease or increase the number of items in stock for products included in the return request.
3. Click the **Create** button.

You can also *Edit* or *Delete* statuses with the button choosing the required action from the drop-down menu. Default statuses can not be deleted.

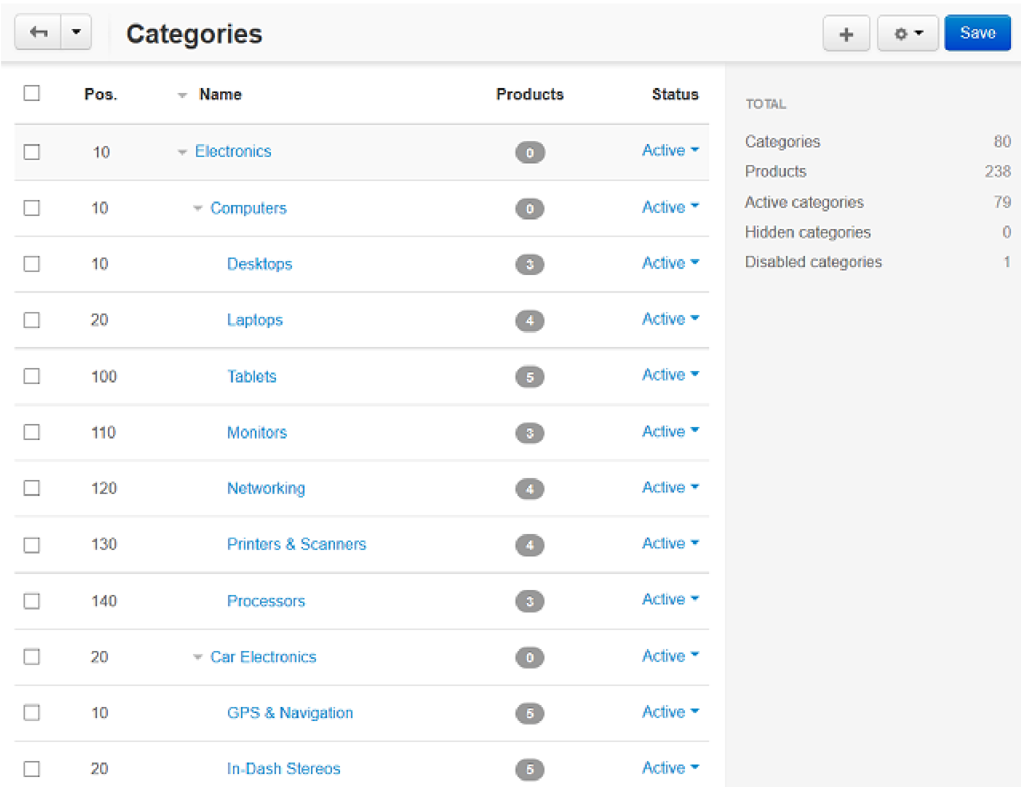
4. Products

This section of the Administration panel assembles control elements for managing the product catalog. The two key concepts to describe the cataloguing in Multi-Vendor are the *product* and the category of products, or simply the *category*.
Finding a right product in a web store becomes much easier if the products in the catalog are categorized, i.e. are sensibly arranged into groups of related products, or categories. Each product category can include an unlimited number of child categories which, in return, can include own child categories. Child categories are referred to as *sub-categories* while the categories that do not have parent categories, i.e. categories of the highest level, are called *root categories*. The system of categories enables you to build the catalog in the way of a tree with multiple branches, making the navigation structured, intuitive, and clear.
On the storefront, categories generally appear in a special side bar. Yet, you can show them as a horizontal menu or even differently depending on the skin that you use for the storefront.

Tip: Individual products cannot appear outside a product category, so every product that you have in your catalog must be assigned to at least one category.

4.1. Categories

Use this section to manage product categories. When you open the section, it displays a list of all categories and sub-categories in the store.



Actions on categories

The store administrator can carry out the following actions on the categories:

- Add individual categories (the + button) or several categories at a time (the **Bulk category addition** link under the ⚙ ▾ button).
- Change attributes per category or simultaneously for several categories (the **Edit selected** link under the ⚙ ▾ button).
- Delete categories (the **Delete selected** link under the ⚙ ▾ button).

Caution: Be careful when deleting a category! Child categories and the products under the category will be deleted automatically.

Category attributes

When you create or edit a category, your should specify a number of category attributes. For convenience, attributes are grouped under several tabs.

General tab:

Information

- Name - Name of the category as it appears on the storefront and in the Administration panel.
- Location - Position of the category in the category tree: a root category or a child category of a parent category.
- Description - Description of the category as it appears on the storefront.

  The description that you enter here follows the category name and helps visitors understand what kind of product they should expect to find under the category.

  Besides, an informative description is just another SEO-wise opportunity.

  The description can be either a plain text or a formatted HTML text. If you are not familiar with HTML, you are encouraged to add a formatted description using the built-in WYSIWYG HTML editor.
- Status - Status of the category (*Active* - category is available on the storefront, *Disabled* - category is not available on the storefront, or *Hidden* - category does not appear on the storefront, but customers can access it via a direct link.)

SEO / Meta data

- Page title - Title of the category page on the storefront, which is displayed in the web browser when somebody is viewing the page. Required for SEO purposes.
- META description - Contents of the HTML meta tag describing the category. Required for SEO purposes.
- META keywords - Contents of the HTML tag containing a list of search keywords for the category. Required for SEO purposes.

Availability

- User groups - User groups whose members can access the category.
- Position - Position of the category relatively to the other categories of the same level. If no category positions are defined, categories are sorted alphabetically.
- Creation date - Date when the category was added to the catalog.

Blocks tab (the category contents:)

This tab duplicates the global layout of the location to which this storefront page belongs (see **Design** → **Layouts**.)

By using this tab, you can disable blocks that are globally enabled, and, on the contrary, enable blocks that are globally disabled. This makes it possible to configure an individual layout for different storefront pages.

Any modification that you make under this tab will not affect other storefront pages.

Tip: For more information on blocks, see Design > Layouts.

This tab is displayed only when you edit the existing category, not when create new.

Add-ons tab (applicable category attributes that depend on the active add-on modules:

- Age verification - If selected, the access to the category is limited by the customer age.
- Age limit - Minimum age for accessing the category and the products under the category.
- Warning message - Message to be displayed if the customer does not qualify for the category contents.
- Reviews - Customer reviews or ratings, or both.

Note: The attributes require the Age Verification and Comments and Reviews modules to be enabled and configured.

Layout tab (appearance of the product under the category):

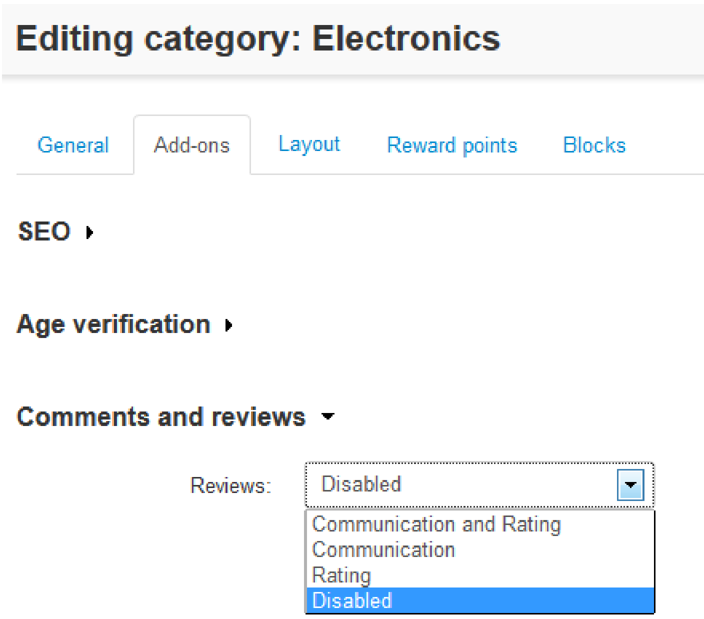
- Product details layout - Choose a template for all product details pages within the category.
- Use custom layout - If selected, you can choose a non-default layout.
- Product columns - Number of columns that the products under the category are displayed in. This option works for the Grid layout only, but you can still use it with a custom layout.
- Available layouts - Select the category layouts that customers should be able to select from when viewing the category.
- Default category layout - Select the default category layout.

Reward points tab (number of points that customers receive at their accounts when buying category products:

- Override global point value for all products in this category – If selected, the below values prevail over the global points that are defined in the Reward points section.
- User group - User group whose members are granted reward points for buying the category products.
- Amount - Number of reward points to be granted to a user group member who bought the category product.
- Amount type - Absolute number of points or percentage-based value calculated in the following manner: the product cost is divided into 100, and the result is multiplied by the value in the field.

Reviews tab:

List of customers' reviews of the category. Requires that the **Reviews** field in the **Add-ons** tab be set to Communication, Rating or both:



4.2. Products

Use this section to manage the products in your catalog. When you open the section, it displays a sorted list of all products in the store. To filter the list, use the search to the left of the list.

Each entry in the list has the following attributes:

- Image – Product thumbnail.
- Name – Name of the product and the internal product code (SKU number). This number must not necessarily be unique, or it can even be missing.
- Price – Product price.
- List price – Price suggested by the product manufacturer. Good practice is to show that your price is lower than the list price.
- Quantity – Number of products in the stock.
- Status – (*Active* – product is available on the storefront, *Disabled* – product is not available on the storefront, or *Hidden* – category does not appear on the storefront, but customers can access it via a direct link).

These attributes can be changed on the fly without opening the product for editing.

Actions on products

The store administrator can carry out the following actions on the products (the button):

- Add products individually (the button) or in bulk (the **Bulk product addition** link) and clone products (the **Clone selected** link).
- Change product attributes per product (the **Edit** link) or simultaneously for several products (the **Global update** link).
- Export products (the **Export selected** link). See topic Administration/Export data for more information about export procedures.

- Delete products.
- Look through the list of products with subscriptions with the help of **Product subscriptions** link.

Product attributes

When you create or edit a product, you should specify a number of product attributes. For convenience, attributes are grouped under several tabs.

General tab:

Information

- Name – Name of the product as it appears on the storefront and in the administration panel.
- Categories – Categories that the product will be assigned to. To define the product's main category, select the corresponding radio button.
- Price – Base product price in your store's main currency.
- Full description – Full product description appearing on the product details page of the storefront.

  The description can be either a plain text or a formatted HTML text. If you are not familiar with HTML, you are encouraged to add a formatted description using the built-in WYSIWYG HTML editor.

  An informative description not only helps your customers better understand whether they need this product, but it is also just another SEO-wise opportunity.
- Status – (*Active* – product is available on the storefront, *Disabled* – product is not available on the storefront, or *Hidden* – product does not appear on the storefront, but customers can access it via a direct link).
- Vendor - Name of the product vendor.
- Images – Pair of images to illustrate the product: a product thumbnail and a large product image.

Both images can be either uploaded from a local computer or the server file system, or linked to a remote location where the required image is physically located.

Images must be of one of the following formats only: JPEG, GIF, PNG. Maximum size of an uploaded image depends on your server configuration. As a rule, it should not exceed 2 MB.

An alternative text describes an image in words. Technically, the text that you enter appears inside the `alt=""` and `title=""` attributes of the `<img>` HTML tag. The text is shown when the image is missing or cannot be displayed. It is good practice to have an alternative text associated with the image as an additional SEO-wise opportunity.

Options settings

- Options type - Select a type of the product options, i.e. how this product's options and variants appear on the storefront: *Simultaneous* - all options and variants appear simultaneously and independently; *Sequential* - options and variants are chosen successively one after another, and customers will be able to chose only the allowed option combination, avoiding exceptions.
- Exceptions type - Select a type of the product options exceptions: *Forbidden* - all option exceptions are forbidden, and the customer cannot add the product with such option combination to the cart, all other option combinations become permissible; *Allowed* - all option exceptions are allowed, and the customer can add the product with such option combination to the cart, all other option combinations become impermissible. To specify product's options, use the controls under the **Options** tab.

Pricing / inventory

- CODE – Internal product code (SKU number).
- List price – Price suggested by the product manufacturer. Good practice is to show that your price is lower than the list price.

- In stock – Number of products in the stock. By default, products that are out of stock do not appear on the storefront until you enable the **Allow negative amount in inventory** option in Settings → General/Catalog.
- Zero price action – Allowed action on the product if the product has zero price. Allow or disallow users to add the products to the cart or ask users to enter a custom price.
- Inventory – Way of tracking the inventory of the current product: track with product options or without product options or do not track at all. If the product is selected to be tracked with options, the common product quantity becomes unavailable, and you are supposed to specify the number of in-stock items individually for each product option/variant.
- Minimum order quantity - Minimum number of product items that a customer must add to the cart to be able to order the product. The minimum amount always appears on a product details page of the storefront right after the product price.
- Maximum order quantity – Maximum number of product items that a customer can order at a time. 0 means no maximum limit.
- Quantity step – Number of product items between the two ing choices in the **Quantity** select box.
- List quantity count – Maximum of choices in the **Quantity** select box.
- Taxes – Select applicable taxes. To configure the set of available taxes, use the section Shipping/Taxes.

SEO / Meta data

- Page title – Title of the product page on the storefront, which is displayed in the web browser when somebody is viewing the page. Required for SEO purposes.
- META description – Contents of the HTML meta tag describing the product. Required for SEO purposes.
- META keywords – Contents of the HTML tag containing a list of search keywords for the product. Required for SEO purposes.

Availability

- User groups – User groups whose members can access the product.
- Creation date – Date when the product was added to the catalog.
- Avail since – Date when the product becomes available for sale.
- Out-of-stock actions – Select if customers should be able to buy the product in advance before it is not yet available for sale, or sign up to receive an email notification when the product is available. Note that the "Buy in advance" option requires that you have the product in stock, while the "Sign up for notification" option requires that you have it out-of-stock. Also, the "Sign up for notification" option cannot apply to products which are tracked with options.

Extra

- Product details layout - Choose a template for the page layout.
- Feature comparison – If selected, the product can be chosen for comparison. Availability of the feature comparison chart on the storefront is controlled by a separate block with the Feature Comparison content type (see section Design -> Layouts for details.)
- Downloadable – If selected, the product is labeled as downloadable, i.e. distributed by download.
- Time-unlimited download – If selected, the product's download period never expires. As a rule, download links expire after a certain period of time that is controlled by **Download key TTL** option in Settings → General
- Short description – Short product description appearing on a product list page of the storefront.

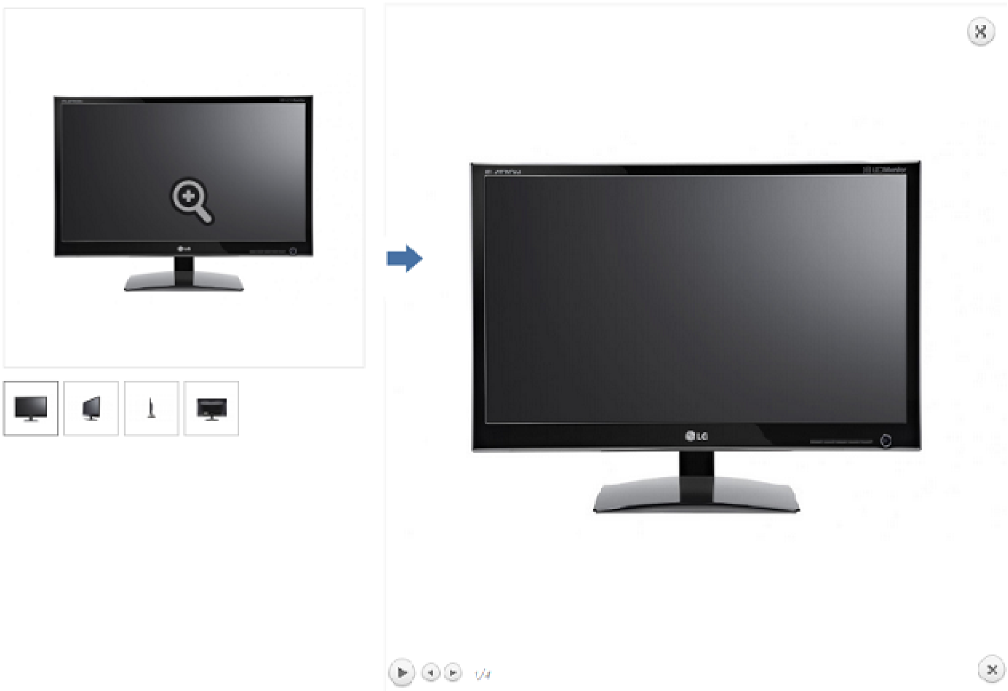
  The description can be either a plain text or a formatted HTML text. If you are not familiar with HTML, you are encouraged to add a formatted description using the built-in WYSIWYG HTML editor.

If you leave this field blank, the short description will be automatically taken from the full product description (first 300 characters).

- `Popularity` – Integer conveying the product popularity, which is calculated automatically. This rating depends on the number of product views as well as the number of times the product was added to the cart and purchased. If necessary, you can manually adjust this value. Product popularity influences the way the products are arranged on the storefront.
- `Search words` – List of words by which the product should be easily found in the built-in search facility.
- `Promo text` – Type some important information about the product here in the form of a short message.

Images tab (additional product images):

This tab contains additional images for the product. Each additional image is represented as a pair of images: a thumbnail and a large pop-up image. Additional thumbnails appear on the product details page of the storefront beneath the main image thumbnail. And when a customer chooses to enlarge the active thumbnail, it expands into the large pop-up window.



Both images can be either uploaded from a local computer or the server file system, or linked to a remote location where the required image is physically located.
Images must be of one of the following formats only: JPEG, GIF, PNG. Maximum size of an uploaded image depends on your server configuration. As a rule, it should not exceed 2 MB.
An alternative text describes an image in words. Technically, the text that you enter appears inside the `alt=""` and `title=""` attributes of the `<img>` HTML tag. The text is shown when the image is missing or cannot be displayed. It is good practice to have an alternative text associated with the image as an additional SEO-wise opportunity.
To add two or more image pairs, use these graphic controls: .

Options tab (product options and variants):

This tab allows you to manage the product options and option variants as well as controlling the option combinations and adding forbidden/allowed combinations.

Note: In this tab, you can also add a global option to the product. For instructions on how to use global options, please refer to the Global options section further in this guide.

Product options appear on the product details page on the storefront as selectable or input parameters to the product. Options can have the following attributes:

- Name – Name of the product option as it appears on the storefront.
- Position – Position of the product option relatively to the position of the other options in the list.
- Inventory – If selected, the option has a separate number of items in stock, which is tracked separately.
- Vendor - Name of the product vendor.
- Type – Type of the product option: *Select box*, *Radio group*, *Check box*, *Text*, *Text area* or *File*. For a specification of some of the option types, please refer to the knowledge base at http://kb2.cs-cart.com/settings-text-option .
- Description – Description of the product option as it appears on the storefront under the question sign (?) next to the option name.
- Comment – Comment to be displayed below the option on the storefront.
- Required – If selected, this option is mandatory for selection/completion.
- Missing variants handling - Select how impermissible/missing option combinations should be handled: *Display message* - the option will be marked as not available, if the option is mandatory (see the previous setting) customers will not be able to add the product to the cart; *Hide option completely* - the option will be hidden, if the option is mandatory (see the previous setting) customers will be able to add the product to the cart.

An *option variant* is an extension to the product option of type select box, radio group or check box, which may have a separate status, icon and amount of reward points as well as a weight modifier and a price modifier. Option variants have the following attributes:

- Position – Position of the variant relatively to the position of the other variants in the list.
- Name – Name of the product variant. For example, if the option is titled “Size”, the product variants to the option can be “small”, “medium”, “large”, etc.
- Modifier/Type – Positive or negative value that modifies the original product price. The modifier can be either an absolute value or a percentage.
- Weight modifier/Type – Positive or negative value that modifies the original product weight. The modifier can be either an absolute value or a percentage.
- Status – Status of the product option (*Active* or *Disabled*).
- Icon – Thumbnail to represent the option variant. The image can be either uploaded from a local computer or the server file system or linked to a remote location where the required image is physically located. An alternative text describes the image and is shown when the image is missing or cannot be displayed. It is good practice to have an alternative text associated with the image as an additional SEO-wise opportunity.
- Earned point modifier/Type – Positive or negative value that modifies the original number of reward points that customers receive at their accounts when they buy the product. The modifier can be either an absolute value or a percentage.

Shipping Properties tab:

This tab contains a number of product properties that are important for shipping this product to customers.

- Weight – Weight of a single product item in the store's default weight unit.
- Free shipping – If selected, the product is delivered to the customer free of charge, i.e. no shipping cost for the product is calculated.
- Shipping freight – Handling fee (insurance, packaging, etc.) added to the product cost.
- Items in a box – Minimum and maximum number of product items to be shipped in a separate box.

- Box length – Length of a separate box.
- Box width – Width of a separate box.
- Box height – Height of a separate box.

The last four options are required for a more accurate shipping cost estimation when a real-time shipping method with the support for multi-box shipping is used (UPS, FedEx and DHL). If you do not specify box dimensions, values will be taken from the global configuration settings of a particular shipping carrier. Also see topic Shipping & Taxes.

Quantity discounts tab (product wholesale prices):

This tab contains a list of the product wholesale prices that have the following attributes:

- Quantity – Minimum number of product items to qualify for the product wholesale price.
- Value – Product wholesale price (per item).
- Type – Type of the discount: *Absolute* - cost of 1 discounted item; *Percent* - percent discount off the base product item price. Percentage discount has certain natural limitations: the discount cannot be more than 100%, and the discount will not be saved as long as it applies to 1 product item and all user groups.
- User group – User group whose members can take advantage of the wholesale price.

Files tab (files for the downloadable product):

This tab contains a list of files that are associated with this downloadable product. Each file may have the following attributes:

- Name – Name of the file as you customers will see it on the product page. Note that it does not change the original file name.
- Position – Position of the file relatively to the position of the other files in the list.
- File – File to be downloaded. The file can be uploaded from a local computer or the server file system, or be linked to a remote location where the file is physically located.
- Preview – Preview file that can be freely downloaded from the product details page on the storefront.
- Activation mode – Mode of download link activation: *Immediately* = immediately after the order has been placed; *After full payment* = once the order status has changed to *Processed* or Complete; *Manually* = manually by the store administrator.
- Max downloads – Maximum number of allowed product downloads per customer.
- License agreement – Text of the file's license agreement.
- Agreement required – Option to persuade customers accept the license agreement at checkout.
- Readme – Text of the files's "read me" file (e.g., installation instructions, etc.)
- Folder - Choose a folder, to which the file belongs (if you created any).

Subscribers tab:

This tab contains a list of email addresses that visitors have left to receive a notification when the product is back in stock. To allow visitors to subscribe to an out-of-stock product, set the **Out of stock actions** option (see the **General** tab) to *Sign up for notifications*.

You can add the subscriber by his e-mail with the **Add Subscriber** button or you can choose subscribers among the customers of you store with the **Select customer** button.

Blocks tab (contents of the product details page):

This tab duplicates the global layout of the location to which this storefront page belongs (see **Design** → **Layouts**.)

By using this tab, you can disable blocks that are globally enabled, and, on the contrary, enable blocks that are globally disabled. This makes it possible to configure an individual layout for different storefront pages.
Any modification that you make under this tab will not affect other storefront pages.

Tip: For more information on blocks, see [Design > Layouts](#).

Add-ons tab (product attributes that depend on the active add-on modules):

- Configurable – If selected, the product is labeled as configurable, i.e. consisting of multiple components. Once you select this option and save the product, a new tab **Configuration** will be added to the product details. Use the controls under this new tab to define the product configuration.
- Returnable – If selected, the product is labeled as available for the return.
- Return period – Period of time following the day of purchase during which the product can be returned.
- Sales amount – Number of sold product items. This value is calculated automatically if the Bestsellers add-on is available (Administration → Add-Ons). Yet, you can change the current value manually.
- Age verification – If selected, the access to the product is limited by the customer age.
- Age limit – Minimum age for accessing the product.
- Warning message – Message to be displayed if the customer does not qualify for accessing the product.
- Reviews – Customer reviews or ratings, or both.
- Buy Now URL - URL under the **Buy Now** button that leads to the external website of the product vendor. This option appears when the [catalog mode](#) is enabled in Add-ons → Manage Add-Ons.

Features tab (extra fields):

This tab allows you to define the values of the extra fields that are valid for the product. The set of extra fields is controlled in Products → Features.

Product tabs tab:

In this tab, you can see the list of tabs, applied to the current product. Next to a tab name you can see its status — **Active** or **Disabled**. You can also see, how the product page looks like with the help of the  button (on behalf of a customer - **Preview**, on behalf of admin - **Preview as admin**). Editing and adding product tabs is done in the Design → Product tabs section.

Buy together tab (bound products):

In this tab, you can bind the product with other products from the catalog and offer a discount if the bound products are bought together. A set of the bound products is referred to as a product combination. The discount is promoted on the product details page on the storefront, and customers can decide whether they want to profit by the offer or not.
Along with the set of bound products and the offered discount, each combination has the following attributes:

- Name – Name of the product combination.
- Description – Description of the product combination as it appears on the storefront.
- Available from – Date when the product combination becomes available for customers.
- Available till – Date until the product combination is available.
- Display in promotions – If selected, the offered product combination appears in Products → Promotions.

- Status – Status of the product combination (*Active* or *Disabled*).

Tags tab:

This tab includes a list of tags associated with the product. Tags appear on the storefront in a special side box titled **Tag cloud**. For more information about the product tags, please refer to the section Website > Tags further in this guide.

- Popular tags – Tags that have been added to the product by all users.
- My tags – Tags that have been added to the product by you.

Configuration tab:

This tab appears if the **Configurable** check box is selected in the **Add-ons** tab. The configuration may include several product groups, i.e. components of the configurable products that customer can select on the storefront.

- Position – Position of the group relatively to the position of the other groups in the list.
- Step – Step at which the component appears.
- Group name – Name of the product group that the component belongs to.
- Default configuration products – Products selected in the configuration by default.
- Required – If selected, the customer must choose a product belonging to the group.

Attachments tab:

This tab contains product attachments, which are files associated with the products. Unlike the contents of the **Files** tab, the files that appear here are available for non-downloadable products as well. Each attachment can have the following attributes:

- Name – Name of the product attachment.
- Position – Position of the attachment relatively to the position of the other product attachments.
- File – File that is used as the product attachment. The file can be uploaded from a local computer or the server file system, or it can be a link to a remote location where the file is physically located.
- User groups – User group whose members the attachment is available for.

Required products tab:

This tab contains a list of required products, which must be bought together with this product. To add a new product click the **Add product** button.

To delete or edit required products use these graphic controls: .

Reward points tab:

Use this tab to set up the product price in reward points and specify the number of reward points to be earned for purchasing the product.

- Allow payment by points – If selected, the product can be paid for with reward points.
- Override global PER – If selected, the product has a fixed price in points that is independent of the point-to-money exchange rate.
- Price in points – Fixed product price in points.
- Override global/category point value for this product – If selected, the below values override the global reward points specified in Products → Reward points.
- User group – User group whose members are granted reward points for buying the product.

- Amount – Number of reward points to be granted to the user group member who bought the product.
- Amount type – Absolute number of points or percentage-based value calculated in the following manner: the product cost is divided into 100, and the result is multiplied by the value in the field.

Reviews tab:

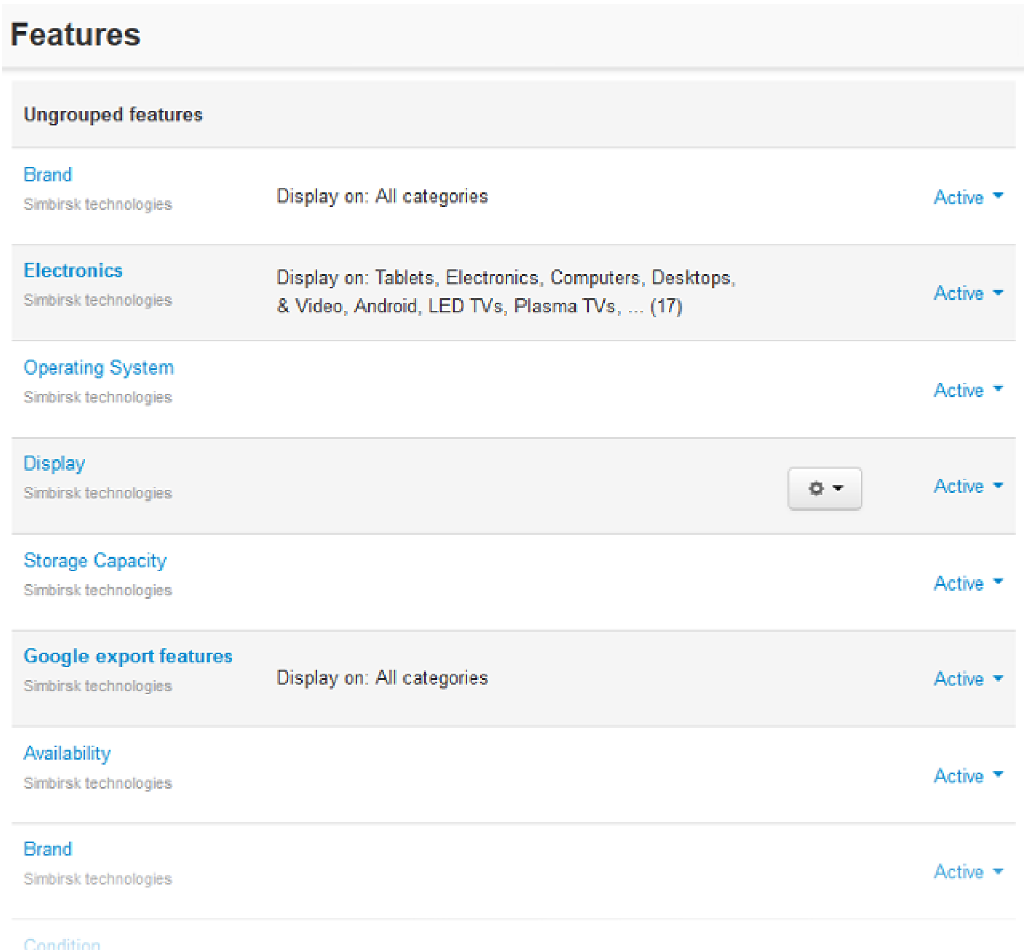
List of customers' reviews of the product. Requires that the **Reviews** field in the **Add-ons** tab be set to Communication, Rating, or both. In this tab, you can add own reviews and edit existing product reviews and ratings.

Also read in Multi-Vendor Knowledge Base:

- Wholesale Prices
- Downloadable Products
- Displaying Same Product under Several Categories
- Attaching Files to Products
- Feature Comparison
- Applying Same Value to All Products
- Product Options
- Exceptions/Forbidden Combinations
- Adding Images to Product Option Combinations

4.3. Features

Use this section to add and manage extra product fields. Later, these features may be used to supplement standard product information. For example, it can be a field for ISBN, if you sell printed books, a field for audio formats, if you sell music, etc. The section contains a list of all product features that are available in your store. Optionally, you can arrange features into groups and then edit the settings of the whole group instead of editing every single feature.



Product feature and feature group attributes

General tab:

- Name - Name of the feature as it appears on the storefront and in the Administration panel.
- Feature code - Individual code to identify the feature.
- Position - Position of the feature relatively to the position of the other features in the list.
- Description - Product feature description that appears on the storefront if the customer clicks the question sign (?) next to the feature name in the **Feature** tab.
- Type - Type of the field for the feature: *Check box (Single, Multiple)*, *Select box (Text, Number, Extended)* or *Others (Text, Number, Date)*. Selecting the Extended type enables you to extend feature values with several extra attributes like a separate image, description, page title, META description, and keywords.
- Group - Group that the product feature belongs to. If you assign the feature to a group, the next two attributes (*Product* and *Catalog pages*) will apply to the whole group, not just the feature.
- Show on the Features tab - If enabled, the product feature is displayed on the product details page as a separate tab.
- Show in product header - If enabled, the feature is shown under the product header.
- Show in product list - If enabled, the feature appears on the storefront on a product list page among the other product details.
- Prefix - Characters to come before the feature value.

- Suffix - Characters to come after the feature value.

Variants tab:

- Pos. - Position of the feature value relatively to the position of the other values in the list.
- Variant - Feature value.

Categories tab:

List of categories which products may utilize this feature. If no category is specified, the feature will apply to all categories.

Google export features

These product features were added automatically as part of the Google Export add-on functionality. They are critical for correct data feed export to Google Product Search.

Also read in Multi-Vendor Knowledge Base:

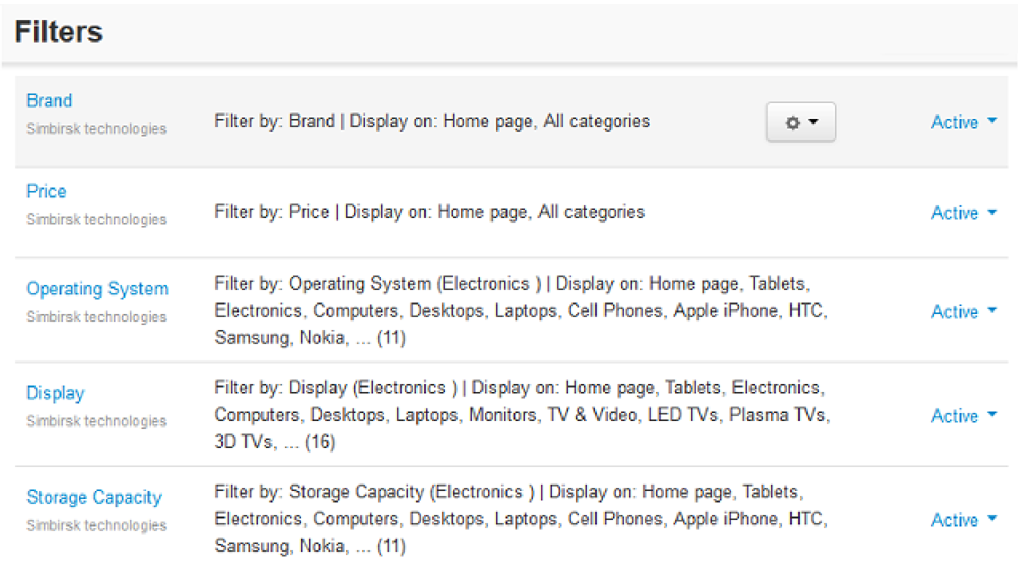
- Product Features

4.4. Filters

Product filters are displayed on the storefront and enable your customers to quickly find the products that meet specific parameters like the price range, manufacturer, etc. The parameters can be either the standard product fields or the extra fields defined in **Products** → **Features**.

You can make filters available in the entire store as well as in specific categories only.

Tip: If product filters do not appear on the storefront, please allocate a special block in **Design** → **Layouts**.



Filter attributes

Below are listed the attributes that can be assigned to a product filter.

General tab:

- Name – Name of the filter.

- Position – Position of the filter relatively to the position of the other filters in the list.
- Show on home page - If selected, the filter appears on the store's home page.
- Filter by – Parameter to filter the products by. This can be a default product field (price, free shipping, or the product vendor,) or an extra field (product feature) of one of the following types: select box and multiple check box.
- Display type - Choose the manner, in which filter will be displayed on the screen.
- Number of displayed filter variants before the "more" link - Choose the number of filter variants you want to be displayed on the screen. The other variants will be hidden behind the "more" link.

Categories tab:

A list of categories on which pages the filter is displayed. If no category is specified, the filter will appear in all store categories.

Also read in Multi-Vendor Knowledge Base:

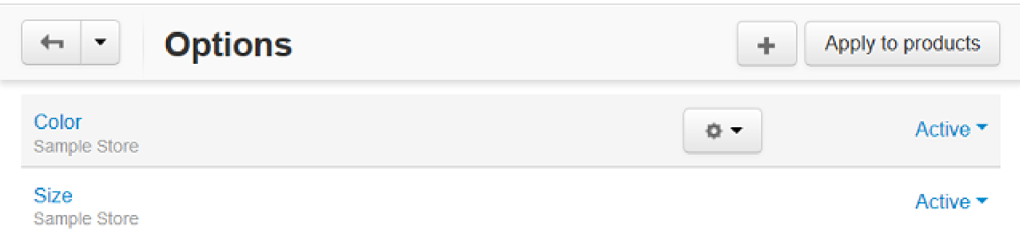
- [Filter products by free shipping]
- [Displaying Product filters as a drop-down selectbox menu]

4.5. Options

Use this section to manage global product options and option variants in your store. Global options work in the same manner as the product specific options, but they can apply to multiple products.

In this section you can add a new option with the + button or you can apply existing options to products with the **Apply to products** button.

To edit or delete an option, click the ⚙▾ button and choose the action from the drop-down list.
Sometimes it is useful to disable options instead of deleting them. To make an option *Active/Disabled* use the drop-down list to the left.



Option attributes

Product options appear on the product details page on the storefront as selectable or input parameters to the product. Options can have the following attributes:

- Name - Name of the product option as it appears on the storefront.
- Position – Position of the product option relatively to the position of the other options in the list.
- Inventory – If selected, the option has its own number of items in stock, which is tracked separately.
- Vendor - Name of the product vendor.
- Type – Type of the product option: *Select box, Radio group, Check box, Text, Text area* or *File*. For a specification of some of the option types, please refer to the knowledge base at http://kb2.cs-cart.com/settings-text-option .

- Description - Description of the product option as it appears on the storefront under the question sign (?) next to the option name.
- Comment – Comment to be displayed below the option on the storefront.
- Required - If selected, this option is mandatory for selection/completion.
- Missing variants handling - Select how impermissible/missing option combinations should be handled: *Display message* - the option will be marked as not available, if the option is mandatory (see the previous setting) customers will not be able to add the product to the cart; *Hide option completely* - the option will be hidden, if the option is mandatory (see the previous setting) customers will be able to add the product to the cart.

Variants attributes

An *option variant* is an extension to the product option of types Select box, Radio group or Check box, which may have its own status, icon and amount of reward points as well as a weight modifier and a price modifier.

To add or delete options, use these graphic controls: ✚ ▮ ✖

Option variants have the following attributes:

- Position – Position of the variant relatively to the position of the other variants in the list.
- Name – Name of the product variant. For example, if the option is titled “Size”, the product variants to the option can be “small”, “medium”, “large”, etc.
- Modifier/Type - Positive or negative value that modifies the original product price. The modifier can be either an absolute value or a percentage.
- Weight modifier/Type - Positive or negative value that modifies the original product weight. The modifier can be either an absolute value or a percentage.
- Status - Status of the product option (*Active* or *Disabled.*)
- Icon – Thumbnail to represent the option variant. The image can be either uploaded from a local computer or the server file system, or linked to a remote location where the required image is physically located. An alternative text describes the image and is shown when the image is missing or cannot be displayed. It is good practice to have an alternative text associated with the image as an additional SEO-wise opportunity.
- Earned point modifier/Type - Positive or negative value that modifies the original number of reward points that customers receive at their accounts when they buy the product. The modifier can be either an absolute value or a percentage.

Also read in Multi-Vendor Knowledge Base:

- Global Product Options

5. Customers

In this section of the Administration panel, you can manage user accounts that are registered at your store and configure related settings.

A user account is literally a record in the store database that identifies a *registered* user and associates the user with the related data, which includes order statistics, personal info, subscriptions, etc. Furthermore, user accounts are used to control the activity and privileges of the store users.

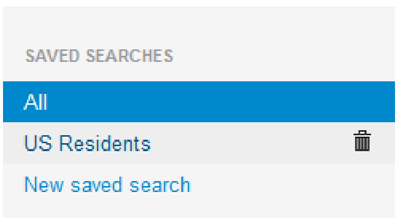
Multi-Vendor has the following types of user accounts:

- Administrator - Type of the user who can access both the storefront and the Administration panel and manage and/or view the store contents and configuration.
- Vendor's Administrator - Type of administrator associated with vendor account (an independent company with a separate back-office) who can populate the common store catalog with own products as well as managing own sales, orders, shipping method configurations, and controlling personal earnings and payout balance.
- Customer - Type of the user who can access the storefront and buy products in your store. Although the storefront is normally available to non-registered users as well, registered users are supposed to enjoy greater privileges. Besides, even registered users with a customer account may have different opportunities depending on the user group that they belong to.
- Supplier - Type of the user that is only mentioned in the database, but cannot access the storefront or the Administration panel. Supplier accounts are used to flag products that belong to third-party providers.

5.1. Users

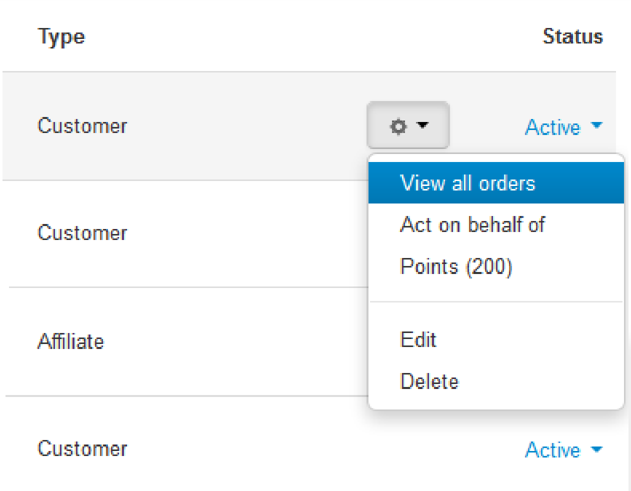
The Users subsection contains a sorted list of all registered users regardless of their account type. Records in the list can be arranged according to the users details (name, login, or email address), registration date, account type, and status.

To display the records that satisfy a certain criterion or a combination of multiple criteria only, use the form to the right of the list. To access more filtering criteria, expand the form by clicking the **Advanced search** link. If you filter accounts against a particular search pattern regularly (e.g., to list users from a certain country), you will find it convenient to save the pattern and add it to the list of predefined patterns appearing in the top left corner.



Quick actions

When you search through the list of users with your mouse pointer, the buttons appear near the user statuses. Under this button there is a drop-down list of quick actions, that can be done with the accounts. The set of applicable actions depends on the type of the account.



- View all orders - Takes you to the list of all orders placed by the user.
- Act on behalf of - Takes you to the storefront as if you are logged in as the current user.
- Points - Takes you to the customer's reward points log.
- Edit - Takes you to the page of editing the user account.
- Delete - Permanently deletes the user account.

Warning: This operation is irrevocable. It is recommended that you never delete user accounts, but disable them instead.

- View supplier products - Takes you to the list of products by this supplier.

Enabling and disabling user accounts

Availability of a user account is controlled through the account status. In order to enable or disable the account, you need to change its status to *Active* or *Disabled*, respectively. To change the status, click on the current status to expand a list of all applicable statuses and then simply click on the new status.

Adding a user

You can add user accounts of the following types:

- Vendor's Administrator;
- Administrator;
- Customer.

To add a new user, click the button  and choose the type of a user from the drop-down menu. This will open a form with the user account details.

The exact set of fields may vary depending on the account type and the profile configuration, which is managed in the Profile fields section.

Please pay attention that a user can have a shipping address that is different from this user's billing address.

After the new account is created, click on the **Edit** link to configure additional parameters.

- The **Add-ons** tab enables you to specify the customer's age.
- The **User groups** tab enables you to assign the account to one of the available user groups.

A user's membership in a user group is managed by the statuses, which are *Active* (user belongs to the group), *Pending* (user has applied for the groups and is waiting for approval), *Available* (group is available for application,) and *Declined* (user's application was declined).

- The **API access** tab (for Administrator accounts only) enables you to choose whether to allow the administrator to access the administration panel through the API or not.

5.2. Administrators

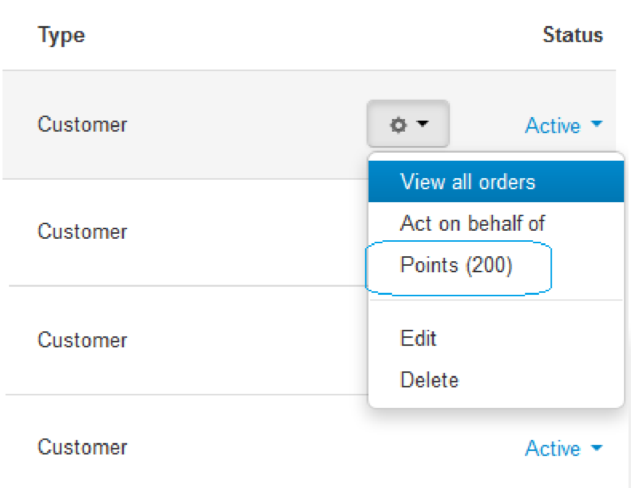
This section contains a sorted list of store administrators, registered users with an administrator account. The section functions similarly to the section Users.

5.3. Vendor's administrators

This section contains a sorted list of store vendor's administrators. A vendor is an independent company with a separate back-office which members (administrators associated with the company account) can populate the common store catalog with own products as well as managing own sales, orders, shipping method configurations, and controlling personal earnings and payout balance. The section functions similarly to the section Users.

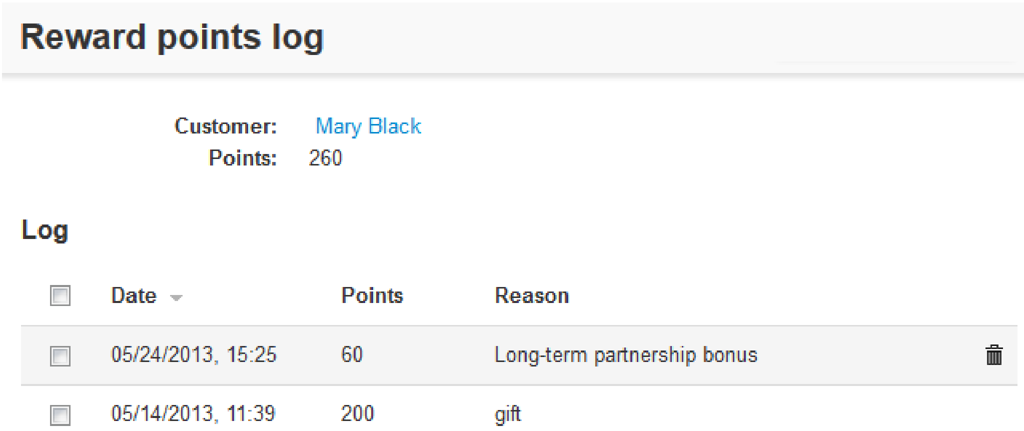
5.4. Customers

This section contains a sorted list of store customers, registered users with a customer account. The section functions in the same manner as the section Users. A noteworthy feature appearing in this section is the **Points** link that takes you to the customer's reward points log.



Customer's reward points log

This page shows the current reward point balance and the history of the balance changes. It enables the store administrator to manually credit or withdraw reward points (the button +).



5.5. Suppliers

This section contains a sorted list of store suppliers, registered user accounts that have the "Supplier" type.

Note: This section requires that you have the **Suppliers** add-on enabled in **Add-ons** → **Manage Add-ons**.

Adding a supplier account

To add a supplier account:

1. In **Customers** → **Suppliers**, click the + button.

   This will open a form with the account details.
2. Complete the form in the **General** tab.

   The exact set of fields may vary depending on the profile configuration, which is managed in the Profile fields section.
3. Switch to the **Products** tab.

   Click the **Add product** button to add supplier's products from the product catalog.
4. Switch to the **Shippings** tab.

   Choose shipping methods that will be available for a supplier.
5. Click the **Create** button.

   The new account will appear among the other supplier accounts.

Adding new supplier's products

A new supplier's product can added to the catalog in the same manner as you add regular products. The only difference is that you need to assign the product to one of the store suppliers. This is done on the product details page in the **General** tab.

Choosing shipping methods for a supplier

The are two ways to add shipping methods for a supplier:

- Choose shipping methods on the supplier account details page (Customers > Suppliers) in the **Shippings** tab.
- Go to Administration > Shipping and taxes > Shipping methods and choose the desired shipping method. Open the **Suppliers** tab and choose the checkbox of your supplier.

5.6. User groups

This section contains a list of user groups that exist in your store. Groups are used to control users' access to products and categories as well as shipping and payment methods. In this respect, groups can be regarded as different membership levels. Besides, groups enable you to introduce multiple pricing schemes into the store. Administrator user groups control the set of tasks that the group members are allowed to execute.

For instructions on how to assign a user to a group, please refer to the section Users earlier in this chapter.

Adding a user group

1. Click the button [+]. This will open a form with the group options.
2. Complete the form.

The **General** tab:

- User group - Name of the group;
- Type - Type of the group;
- Status - Initial status of the group.

3. Click the **Create** button.

   The new group will appear among the other user groups.

Approving membership requests

Customers can apply for a user group by clicking on the **Join** link on the storefront (Profile details -> User groups tab). And the store administrator is supposed to either approve or decline the request.

To process a request:

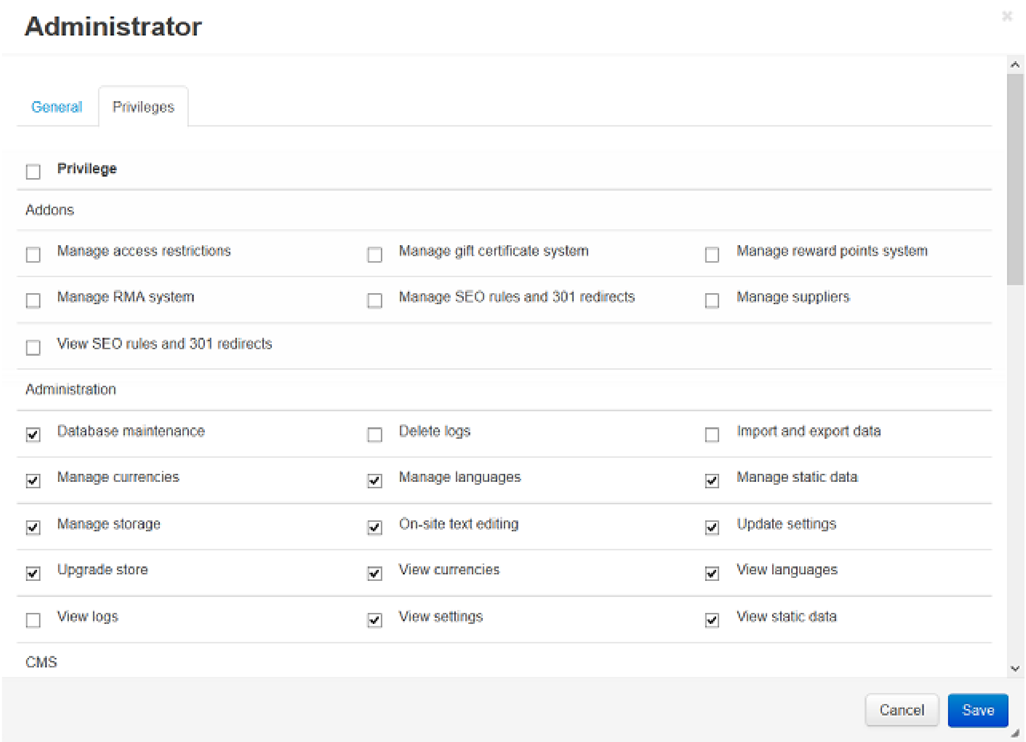
1. Click on the [⚙ ▾] button and choose the **User group requests** tab to open a list of pending requests.
2. Select the check boxes for the requests you want to process and click either the **Approve selected** or the [🗑] button. You can also change the status of a particular request with the help of the drop-down menu to the right. You must act from the root administrator account to do this actions.

Configuring administrator permissions

For each user group of the administrator type you can define the set of privileges and permissions, i.e. specify the tasks that the group members are allowed to execute.

To configure administrator permissions:

1. Click on the [⚙ ▾] corresponding to the required administrator group in the list and choose the **Edit** link, choose the **Privileges** tab. This will open a list of administrator tasks.



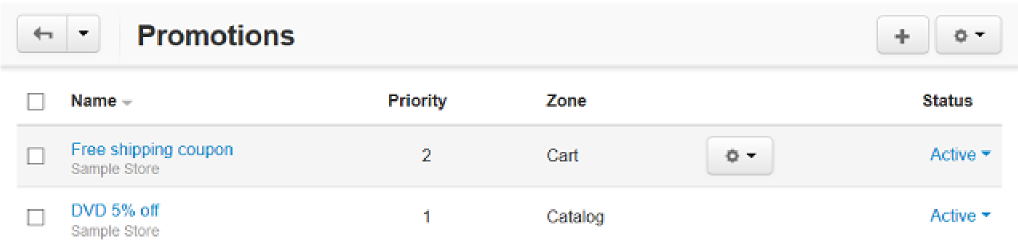
2. Select the task you want to allow.
3. Click the **Save** button to apply the changes.

6. Marketing

Under this section of the Administration panel there are combined various facilities to increase your website traffic and sales level.
Such systems as the Gift certificates, Reward points, and Promotions make you stores far more attractive for customers.

6.1. Promotions

This section introduces another tool to promote goods and offer bonuses basing on customers memberships. Here you can specify the conditions that must be met to qualify for a bonus and the available bonuses.
The page contains a list of all promotions in your store.



Multi-Vendor supports two types of promotions that differ in the type of the bonus:

- Cart promotions - Discounts on products and orders as well as discount coupons, free shipping, free products, membership level, etc.
- Catalog promotions - Discounts on products.

Attributes of promotions

General tab:

- Name – Name of the promotion.
- Detailed description – Description of the promotion. The description can be either a plain text or a formatted HTML text. If you are not familiar with HTML, you are encouraged to add a formatted description using the built-in WYSIWYG HTML editor.
- Short description – Description of the promotion as it appears on the storefront on the order info page (My account -> Orders -> Order info). The description can be either a plain text or a formatted HTML text. If you are not familiar with HTML, you are encouraged to add a formatted description using the built-in WYSIWYG HTML editor.
- Use available period - If selected, the promotion is available for the period of time specified below.
- Available from – Date when the promotion becomes available for customers.
- Available till – Date until the promotion is available.
- Priority – Order in which the promotion applies relatively to the order of the other promotions. If two promotions have the same priority, they are applied in the same order as they are retrieved from the database.
- Stop other rules – If selected, other promotions do not apply.
- Status – Status of the promotion (*Active*, *Hidden* or *Disabled.*)

Conditions tab:

Use this tab to state conditions that must be met in order that the customer could receive a bonus. Conditions that you set up here use different attributes and values connected with basic logical constants and comparison operations. To allow for more flexible rules, conditions can be arranged into groups.

Bonuses tab:

Use this tab to configure the bonuses that the customer receives if the conditions of the promotion are met. When creating a bonus, you are expected to choose the bonus type and then specify its value.

The following bonuses are available:

- Order discount – Give a discount on the whole order.

  Note: Discounts that apply to order total do not affect taxes.

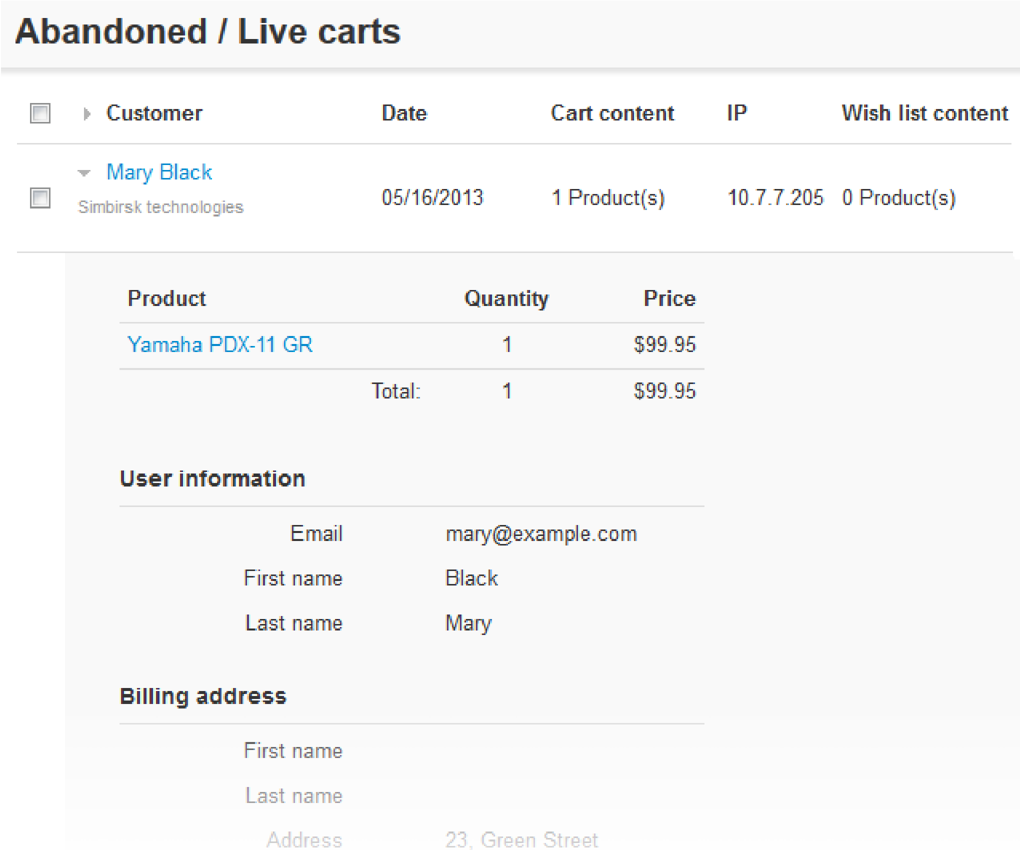
- Discount on products – Give a discount on the selected products.
- Discount on all products in categories – Give a discount on all products from the selected categories.
- Give user group – Assign the customer to the user group.
- Give coupon – Give a discount coupon.
- Free shipping – Deliver products for free.
- Free products – Give products for free.
- Gift certificate – Give the customer a gift certificate.
- Give points – Add reward points to the customer account.

Also read in Multi-Vendor Knowledge Base:

- Discount on Order If Order Total Exceeds Certain Value
- Applying Discount to Specific User Groups
- Discount on Products From Specific Categories
- Discount on Order if Total Number of Products Exceeds Certain Value

6.2. Abandoned / Live carts

This section keeps personal lists of products that your store visitors added to their carts and wishlist, but that have not been purchased for some reason or another. For registered customers, the products from the list are automatically added to the cart when they visit your store again.

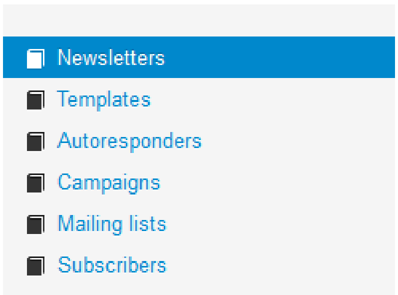


The section is equipped with a handy advanced search option allowing you to filter carts/wishlists against versatile parameters. Use the **Advanced search** link to expand the advanced search facility.

6.3. Newsletters

Use this section to create and send newsletters to your customer. In addition, this section enables you to create templates, autoresponders and campaigns.

Tip: In order to use this functionality, you need to enable and configure News & e-mails add-on in **Add-ons → Manage Add-ons**.



6.3.1. Newsletters

Newsletter is an information letter available to store users by subscription.

Newsletter attributes

When you create a newsletter, you need to specify the following details:

- Subject - Name of the newsletter.
- Random subjects (one per line) - List of subjects that will be randomly selected for the newsletter subject.
- Plain text body - Plain text body of the newsletter.
- HTML body - HTML formatted body of the newsletter. If you are not familiar with HTML, use the built-in HTML editor.

> **Note:** The HTML body can include the following variables that will be automatically replaced with true values:
> %UNSUBSCRIBE_LINK
> %SUBSCRIBER_EMAIL
> %COMPANY_NAME
> %COMPANY_ADDRESS
> %COMPANY_PHONE.

- Template - Choose to use one of the existing newsletter templates (if any) and press the **Load** button.
- Campaign - Choose a campaign that the newsletter is associated with.
- Status - Status of the newsletter.
- Mailing lists - Choose a mailing list for the newsletter. The mailing list can be created for each store separately and then, shared among other stores.
- Users - Adding individual users as opposed to assigning the newsletter to a mailing list.
- Send to test e-mail - Enter an email address to receive a test newsletter and press the **Send** button.
- Customers with abandoned ... which is ... days old - Select to sent the newsletter to all customers who abandoned their carts, whishlists or both a certain number of days ago.

You can send the newsletters for customers of each store separately.

Also read in Multi-Vendor Knowledge Base:

- How to send a newsletter

6.3.2. Templates

A *template* is a pattern that you can use for quick creation of future newsletter.

Template attributes

When creating or editing a template, you need to specify the following attributes:

- Subject - Name of of the template.
- HTML body - HTML formatted body of the newsletter. If you are not familiar with HTML, use the built-in HTML editor.

> **Note:** The HTML body can include the following variables that will be automatically replaced with true values:
> %UNSUBSCRIBE_LINK

%SUBSCRIBER_EMAIL
%COMPANY_NAME
%COMPANY_ADDRESS
%COMPANY_PHONE.

- Template - Choose to use one of the existing newsletter templates (if any.)
- Status - Status of the template.

Also read in Multi-Vendor Knowledge Base:

- How to create a newsletter template

6.3.3. Autoresponders

An *autoresponder* is a typical message that is automatically sent to customers in response to some action (e.g., to confirm a subscription or unsubscribe from newsletter, etc.) Autoresponders are usually associated with a mailing list.

Autoresponder attributes

When you create or edit an autoresponder, you need to specify the following details:

- Subject - Subject of the autoresponder.
- HTML body - HTML formatted body of the autoresponder. If you are not familiar with HTML, use the built-in HTML editor.

Note: The HTML body can include the following variables that will be automatically replaced with true values:
%UNSUBSCRIBE_LINK
%SUBSCRIBER_EMAIL
%COMPANY_NAME
%COMPANY_ADDRESS
%COMPANY_PHONE.

- Template - Choose to use one of the existing newsletter templates (if any.)
- Status - Status of the autoresponder.

- Send to test e-mail - Enter an email address to receive a test newsletter and press the **Send** button.

6.3.4. Campaigns

A *campaign* is an easy tool to track your newsletters and represent simple statistics (number of times customers followed the link in the associated newsletters.)
To launch a campaign:

1. Register a campaign by using the button + in **Website** → **Newsletters** → **Campaigns**.
2. Then you need to assign this campaign to a newsletter on the newsletter details page.

In this section you can add a new campaign with the button + or view the campaign statistics/delete the campaign with the following button: .

You can also change the campaign status with the help of the drop-down menu to the right.

6.3.5. Mailing lists

Use this section to manage your mailing lists. A mailing list is a simple register of users (their names and email addresses) who are subscribed to receive your newsletters that you create in **Website** → **Newsletters**. The set of subscribers to a mailing list is managed in **Website** → **Newsletters** → **Subscribers**.

Important: To enable customers to sign up for a newsletter, make sure a block with the contents type *Mailing list* is defined in the section Design -> Layouts.

Creating a mailing list

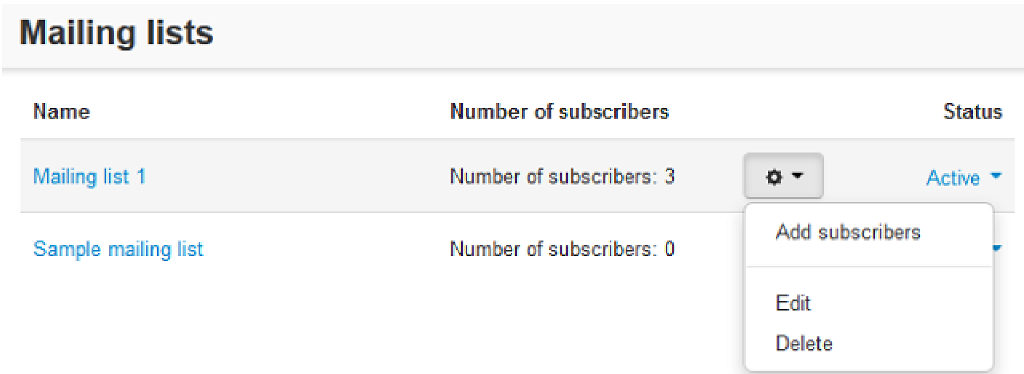
To create a mailing list:

1. In **Website** → **Newsletters** → **Mailing Lists**, click .
2. Complete the form in the pop-up window. The meaning of fields is described later in this topic.
3. Click **Create**. The new mailing list will appear among the other lists in the store.

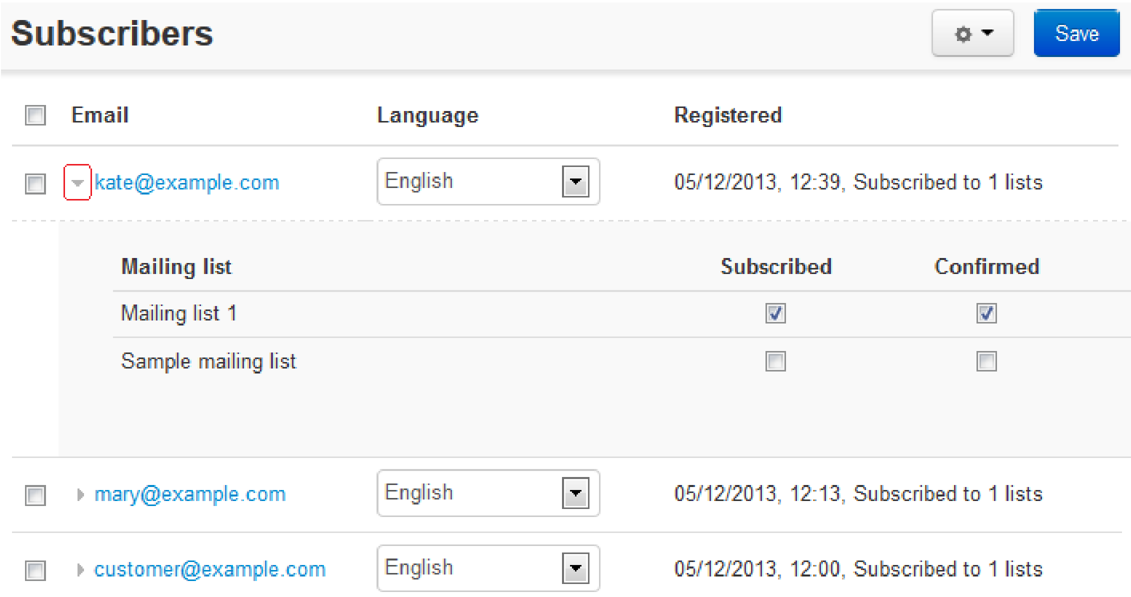
Adding subscribers to a mailing list

To adding subscribers to a mailing list:

1. Create a mailing list as described above, if you has not created it yet.
2. In **Website** → **Newsletters** → **Mailing Lists**, click the button corresponding to the required mailing list.



3. Click **Add subscribers**. You will be redirected to the list of subscribers.
4. Click to expand the details of a subscriber.



5. Select the **Subscribed** check box corresponding to the mailing list. Optionally, select the **Confirmed** check box to mark this user's subscription confirmed.

Please remember that good practice is to ask users to confirm their subscriptions themselves.

6. Repeat the previous step for all users who you want to add to the mailing list.
7. If necessary, register more users by choosing the **Add customer** tab or add a new subscriber by choosing **Add Subscriber** (use the following button: .)

Mailing list attributes

When creating or editing a mailing list, you need to specify the following attributes:

General tab:

- Name - Name of the mailing list.
- From name - Name of the sender (e.g., your company name.)
- From email - Email address of the sender.
- Reply to - Email address to appear in the reply-to field of newsletters.
- Confirmation e-mail - Autoresponder for this mailing list. Autoresponders are created in **Website** → **Newsletters** → **Autoresponders**.
- Show at checkout - If selected, customers are offered to subscribe to newsletters (i.e., join the mailing list) on the checkout page.
- Show on registration - If selected, customers are offered to subscribe to the newsletter (i.e., join the mailing list) on the registration page.
- Subscribers - Follow the **Add subscribers** link to add subscribers to the list. Or you can add subscribers later in the Content -> Subscribers section.
- Status - Status of the mailing list (*Active* = customer can subscribe to the mailing; *Hidden* = only the store administrator can subscribe customers to the mailing; *Disabled* = the mailing is not available for subscription.)

6.3.6. Subscribers

Use this section to manage customers' participation in a mailing list.
You can either pick up subscribers among the registered users by choosing the **Select customer** tab, or add new subscribers by choosing the **Add Subscriber** tab (use the following button: +).

Subscriber attributes

When you add a new subscriber, you need to specify the following attributes:

- E-mail - Email address of the subscriber.
- Mailing lists - Mailing lists to which the user will be subscribed.
- Language - Language in which the subscriber receives the newsletters.
- Confirmed - Check box to control that the user's subscription is confirmed.
- Notify user - If selected, the subscriber will receive an email notification saying that he or she has been subscribed to a mailing list.

In the Subscribers section you can click ▸ to expand the details of a subscriber. Here you can see mailing list to which the customer can be subscribed.
Select the **Subscribed** check box corresponding to the mailing list or, optionally, select the **Confirmed** check box to mark this user's subscription confirmed.
Please remember that good practice is to ask users to confirm their subscriptions themselves.

Multi-Vendor supports bulk subscriber attributes import and export by using the standard export/import feature in sections **Administration** → **Export Data** → **Subscribers** and **Administration** → **Import Data** → **Subscribers**.

6.4. Subscribers

Use this section to manage newsletter subscribers.

Note: This section is available only when the **Email marketing** add-on is activated in the Add-ons → Manage Add-ons section.

You can add new subscribers with the + button in the right upper part of the page. To remove a subscriber, click the gear button of the required one and choose **Delete**.
To export or delete several subscribers at once, select their checkboxes, click the gear button in the top right corner of the page and choose the required action. Choose **Export all** to export all subscribers in the list at once.
In the right part of the page you can see the following settings:

- Newsletter checkbox on checkout - Allow users to subscribe for newsletters on checkout.
- Send a welcome letter with the unsubscribe link - The user will receive a letter to the specified email that will contain the unsubscribe link. Using this link he/she will be be able to refuse receiving newsletters.
- Double opt-in - If enabled, when subscribing a user will receive a letter suggesting to confirm subscription.

Subscriber attributes

When you add a new subscriber, you need to specify the following attributes:

- E-mail - Email address of the subscriber.
- Name - Name of the subscriber as it appears in the newsletter.
- Language - Language in which the subscriber receives the newsletters.

Multi-Vendor supports bulk subscriber attributes import and export by using the standard export/import feature in sections **Administration** → **Export Data** → **Subscribers** and **Administration** → **Import Data** → **Subscribers**.

6.5. Banners

In this section, you can create graphic and text banners that can then be placed on the storefront. Banners can lead your store visitors to any of the store pages or to a third party resource. This section also allows you to see statistics of every single banner (the **Banner statistics** tab under the  button) and estimate its conversion rate: the number of views to the number of clicks.

Note: To display a banner on a page, you need to add a separate block with the content type Banner. For details see [Design > Layouts].

Banner attributes

Banners can have the following attributes:

The **General** tab:

- Name - Name of the banner.
- Type - Type of the banner (text or graphics.)
- Description (text banners only) - Text of the banner. This can be either a plain test or formatted HTML text. If you are not familiar with HTML, you are encouraged to add a formatted description using the built-in WYSIWYG HTML editor.

  Note: Banner description can be different for different languages. Simply switch to the required language when editing the banner description.

- Image (graphic banner only) - An image for the banner.

  The images can be either uploaded from a local computer or linked to a remote location where the required image is physically located. An alternative text describes the image and is shown when the image is missing or cannot be displayed. It is good practice to have an alternative text associated with the image as an additional SEO–wise opportunity.
  Images must be of one of the following formats only: JPEG, GIF, PNG. Or it can be an SWF file (flash multimedia).
  Maximum size of an uploaded image depends on your server configuration. As a rule, it should not exceed 2 MB.

Note: If you have several active languages in Administration -> Languages -> Manage languages section, you can specify different images for each language. To do it, choose a language from the drop-down list in the left part of the page, upload an image and click **Save**. Repeat this actions for each language.

- Open in new window (graphic banner only) - If selected, the URL under the banner is opened in a new window/tab.
- URL (graphic banner only) - URL to which the banner is linked.

- Creation date - Date, when the banner was created.
- Status - Status of the banner (*Active*, *Hidden* or *Disabled.*)

Also read in Multi-Vendor Knowledge Base:

- Displaying different banners for different category pages

6.6. Gift certificates

Gift certificate is the best solution for customers who don't know what to buy as a present. Customers just order a gift certificate with specific parameters (the name and address of the person who the certificate should be sent to, certificate's worth and a cover message), and the store administrator sends the certificate to the recipient via email or regular post. Customers are also encouraged to bundle a certificate with any number of products from the store catalog. These products are marked as *free products*.

Once a gift certificate is created, the customer adds it to the cart and orders it as a regular product. After the order containing the certificate is processed or completed, the certificate becomes active and gets sent to the recipient. The person who received the certificate can then visit your web store, choose products from your catalog and add them to the cart. At checkout, he or she will be offered to redeem the certificate, i.e. to enter a code specified in the certificate. The certificate's worth will be subtracted from the order total. If the certificate doesn't cover the order total completely, the rest of the sum can be paid off through any available payment method.

Certificates never expire and can be used to pay for orders at any time. It's also possible to use the same certificate for multiple orders if the certificate's worth hasn't been expended by previous orders.
The only limitation concerning gift certificates is that it is impossible to pay for an order with a gift certificate if the order contains nothing but another gift certificate.

Tip: To allow your customers to order gift certificates, activate the Gift certificates add-on in the Add-ons section of the Administration panel (**Add-ons** → **Manage Add-ons** → **Gift certificates**). There you can also configure some essential settings that relate to gift certificates.

6.6.1. Gift Certificates

Adding a gift certificate

Although gift certificates are supposed to be created by customers, store administrators are also allowed to create and modify gift certificates in the Administration panel.
To add a certificate:

1. In the administrator panel, go to the Gift certificates section (Marketing > Gift Certificates).
   You will see a list of all gift certificates that have been created in the store (both by customers and store administrators) and haven't been deleted.
2. Click the following button: +.

This will open a form for creating a gift certificate, which is quite similar to the form that customers use to create gift certificates.

3. Complete the form.
   - To - Name of the person who the certificate will be sent to.
   - From - Name of the person who sends the certificate.
   - Message - Cover message for the certificate (greeting, some wish, etc.)
   - Amount - Certificate's worth. Can be either specified as a custom amount or chosen from a fixed set of available amounts.

     The amount must lie within the minimum and maximum amounts that are defined by the settings of the Gift certificates add-on module (Add-ons > Manage Add-ons > Gift certificates).
   - Send via email/Send via postal mail - Choose to send the certificate via email or regular post and specify either an email or a regular address.
   - Free products - Products that will be bundled with the certificate and sent to the recipient. Click the **Add Product** button to bundle new products.
   - Notify customer - If selected, the customer receives an automatic email notification when a new gift certificate is created.
4. Click the **Create** button.

Editing gift certificates

Store administrators are allowed to edit details of existing gift certificates.

To edit a gift certificate:

1. In the administration panel, open the Gift certificates section (Marketing > Gift certificates).
2. Click on the code of the certificate you want to edit. This will open a form that is pretty the same as the one you use to create certificates.
3. Edit the fields in the form.
4. Click the **Save** button.

Viewing gift certificate history

Multi-Vendor registers all changes in the balance of a gift certificate.

To view the history of changes:

1. Display the list of certificates (Marketing > Gift certificates).
2. Click on the code of the certificate which history of changes you want to view.

   This will open the page with gift certificate details.
3. Switch to the **History** tab to open a tab with a list of changes.

Each entry in the list contains the following elements:

- Date – Date and time the change was made.
- Email – Email address of the user who changed the balance.
- Order ID – ID of the order.
- Name – Name of the user who changed the balance.
- Balance – Certificate's worth before the balance was changed.

- Debit balance – Certificate's worth after the balance was changed.

6.6.2. Gift Certificate Statuses

Managing gift certificate statuses

By default, there are four possible gift certificate statuses:

- Active – Certificate can be applied;
- Disabled – Order has been disabled by the store administrator;
- Pending – Certificate was created but not activated yet;
- Used – All work on the order has been completed.

To edit existing statuses, choose the button, corresponding to a particular status and click **Edit**.

If necessary, you can expand the default set of gift certificate statuses with custom statuses.

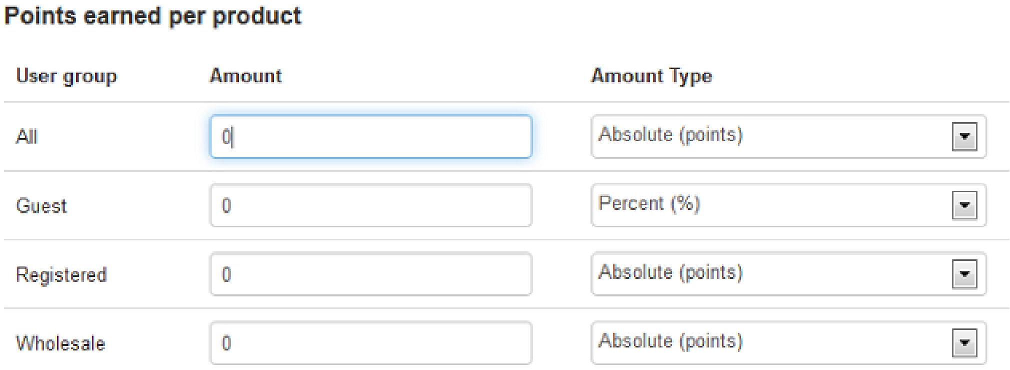
Adding gift certificate statuses

To add a custom gift certificate status:

1. Click the button and choose **Add Status** from the drop-down menu. This will open a pop-up window with a form for the new status details.
2. Fill out the form. Fields marked with an asterisk (*) are mandatory.
   - Name - Name of the status.
   - E-mail subject - Subject of an email message that is sent to customers automatically when the gift certificate status changes to this status.
   - E-mail header - Header of an email message that is sent to customers automatically when the gift certificate status changes to this status.
   - Color - Color to be used to visually distinguish certificates in this status from other orders in the order list in the administration panel. Click the sign to open a palette and pick the color.
   - Notify customer - If selected, the customer receives an automatic email notification when the gift certificate status changes to this status.
3. Click the **Create** button.

6.7. Reward points

Use this section to assign global reward points in your store. Reward points are the bonus that customers receive at their accounts for buying products in your store. The points can then be used to pay for other products or to reduce the original cost of a product.



Global reward points that you define here can be overridden by the reward points that are specific to particular products and categories (if any).

- `User group` – User group whose members are credited with the reward points.
- `Amount` – Number of points to be credited to the user account.
- `Amount type` – Type of the credit: *Absolute* - customers receive a fixed amount of points, or *Percent* - customers receive a percentage of original product cost.

7. Website

In a nutshell, this section of the Administration panel provides a sort of a built-in content management system (CMS) allowing you to create, edit, and publish supplementary content. Although such content is generally irrelative to the main content of the web store (the product catalog) and the ecommerce functionality of the website, it makes the store complete by providing additional information like the description of your company, your privacy policy, forms to contact the store administration, surveys and questionnaires, etc.
Besides, this section provides facilities to create and publish store news, including newsletters and bulletins, edit the language variables that constitute the interface of the storefront and the Administration panel.

7.1. Content

In this section, you can create and publish new contents of the following type:

- Page - Simple page that can contain formatted HTML description only. Good for various descriptions and policies.
- Form - Page that contains a contact form and optionally a formatted HTML description. Forms are built with a user-friendly form builder that requires no HTML skills and knowledge.

  Tip: To make it possible to create forms in your store, ensure that the Form Builder module is enabled and configured in Add-ons > Manage Add-ons section.

- Poll - Surveys and questionnaires.

  Important: To make it possible to create surveys in your store, ensure that the Polls module is enabled and configured in the Add-ons > Manage Add-ons section.

- Link - Reference to an external web resource or any page in your web site.

Page attributes

General tab:

- Parent page – Page that will contain a simple text link to this page. The parent page can belong to any type of content. If it is not intended that the page has a parent page, select the Root level option.
- Name – Name of the page as it appears on the storefront.
- Vendor – Name of the product vendor.
- Description – Plain text or formatted HTML description appearing on the page. If you are not familiar with HTML, you are encouraged to add a formatted description using the built-in WYSIWYG editor.
- Status – Status of the page (*Active* = page is available on the storefront; *Disabled* = page is not available on the storefront; *Hidden* = page is not displayed on the storefront, but is available via a direct link.)
- Page title – Title of the page, which is displayed in the title bar of the web browser. Required for SEO purposes.
- META description – Contents of the HTML meta tag describing the page. Required for SEO purposes.
- META keywords – Contents of the HTML tag containing a list of search keywords for the page. Required for SEO purposes.
- User groups – User groups whose members can access the page.
- Creation date – Date when the page was created.

- Use available period – If selected, the page is available for a certain period of time only.
- Available from: – Date when the page becomes available for visitors.
- Available till: – Date until the page is available for visitors.
- Show this page in a pop-up window – If selected, the page is shown as a modal dialog when accessed by a visitor.

Blocks tab:

This tab duplicates the global layout of the location to which this storefront page belongs (see **Design** → **Layouts**.)

By using this tab, you can disable blocks that are globally enabled, and, on the contrary, enable blocks that are globally disabled. This makes it possible to configure an individual layout for different storefront pages.

Any modification that you make under this tab will not affect other storefront pages.

Tip: For more information on blocks, see Design > Layouts.

Add-ons tab:

- SEO name – SEO-friendly name of the page.
- Comments – Select box to enable or disable user comments and ratings for the page.

Important: Make sure the Comments and Reviews and SEO add-ons are enabled and configured in **Add-ons** → **Manage Add-ons**.

Tags tab:

This tab includes a list of tags associated with the page. Tags appear on the storefront in a special side box titled **Tag cloud**. For more information about the tags, please refer to the section Website > Tags further in this guide.

- Popular tags – Tags that have been added to the product by all users.
- My tags – Tags that have been added to the product by you.

Note: Make sure the Tags add-on is enabled and has the **Tags for pages** option selected (Add-ons > Manage Add-ons section).

Comments tab:

List of user comments and ratings for the page. Requires that the **Comments** field in the **Add-ons** tab be set to Communication, Rating or both:

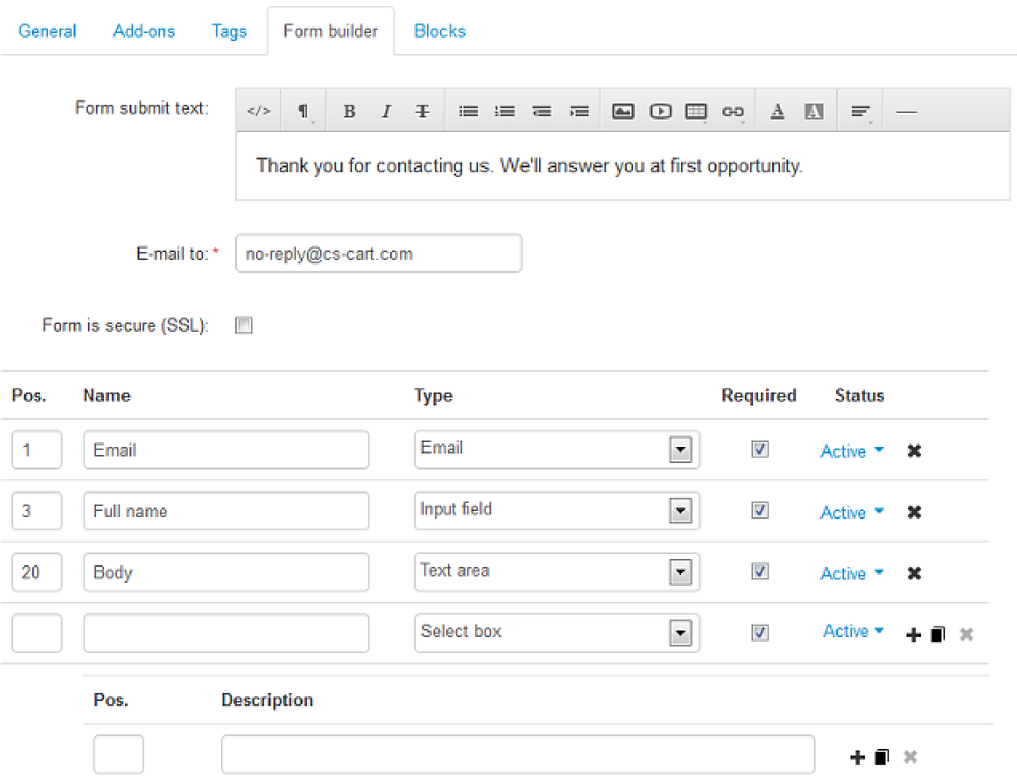
- Name - Name of the user who left the comment/rating
- Your rating - User's evaluation of the page.
- Your message - Text of the comment.

Form builder tab (if the page type is Form:)

- Form submit text – Text that is shown to the user after the form is submitted.
- E-mail to – Email address at which you want to receive the submitted data.
- Form is secure (SSL) – If selected, the form is submitted through the secure protocol.
- Position – Position of the form field relatively to the position of the other fields of the form.
- Name – Name of the field as it appears in the form.
- Type – Type of the field. If the field type involves a selection, you can specify as many choices and alternatives as you need.
- Required – If selected, the field is mandatory for completion.
- Status – Status of the field (*Active* or *Disabled.*)

If the field type is Select Box, Radio Group, Multiple Check boxes, or Multiple Select box, two extra fields appear on the screen:

- Position – Position of the item relative to the position of the other items of the form.
- Description – The content of the field.

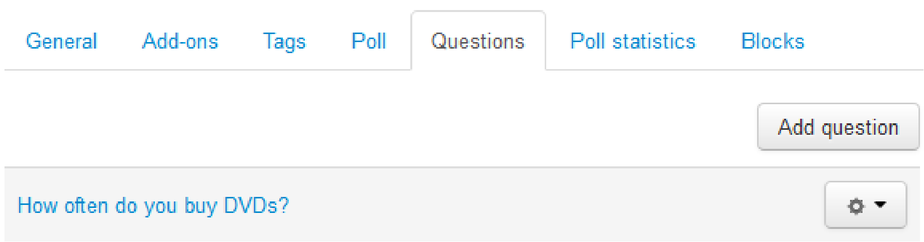


Poll tab (if the page type is Poll):

- Poll results visible to – Types of users, who can see the poll results.
- Poll header – Header of the poll.
- Poll footer – Footer of the poll.
- Poll message – Message to be displayed on the storefront after the poll is completed.

Questions tab (if the page type is Poll):

This tab lists the questions included in the poll.

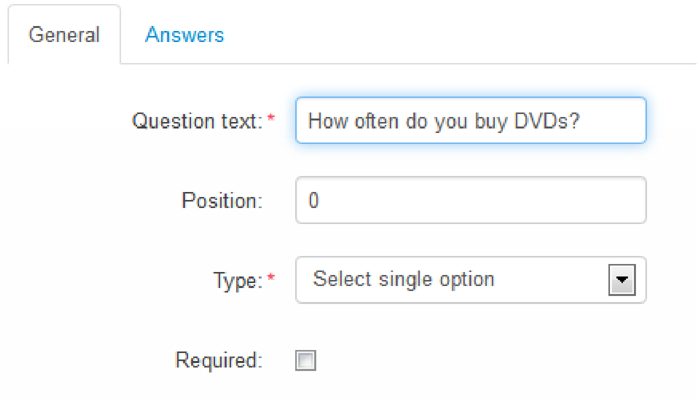


When you add or edit a question, you need to specify the following attributes:

General

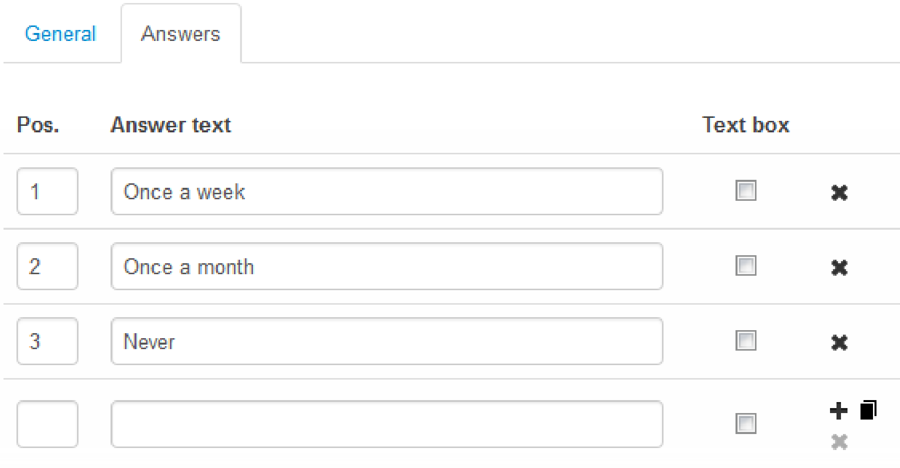
- Question text - Question itself.
- Position - Position of the question relatively to the position of the other questions in the list.

- Type - Type of the field for the answer.
- Required - If selected, the question is mandatory for answering.



Answers

- Position - Position of the answer relatively to the position of the other answers to the question.
- Answer text - Answer itself.
- Text box - If selected, the answer has a text box where the user can enter a custom answer.



Use these graphic controls to add or remove answers variants:

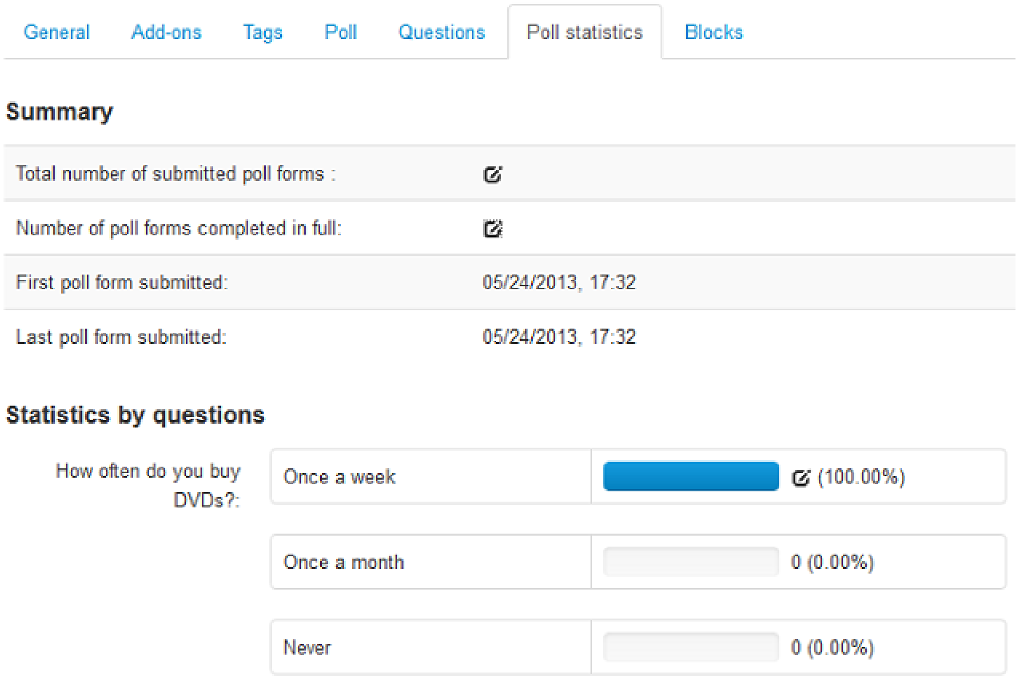
Poll statistics tab (if the page type is Poll):

This tab contains the statistics on the submitted/completed polls and questionnaires.

- Total number of poll forms submitted - Number of times polls were submitted by store users.
- Number of poll forms fully completed - Number of times polls were completed in full.

> The values of these two fields are links. Click on one of the links to see the following details: *Date* - date and time when the poll was submitted; *User* - name of the user who submitted the poll; IP - IP address of the user who submitted the poll (each user is allowed to complete a poll only once. This is controlled by the user's IP addresses); *Completed* - label to show whether the pall was completed in full.

- First poll form submitted - Date and time when the poll was submitted for the first time.
- Last poll form submitted - Date and time when the poll was submitted for the last time.
- Statistics by questions - Questions of the poll, all answers to these questions and the percentage of the answers.



Also read in Multi-Vendor Knowledge Base:

- Translating Fields From the 'Contact us' Form

7.2. Tags

Use this section to manage the tags that are added to different pages of your store. Tags can be considered as free-form keywords or labels associated with a page or product making it easier to find the page/product.

Tags created by the store customers and the store administrators appear on the storefront in the **Tag cloud** side box. Customers are also allowed to see their personal tags in the **My tag cloud** side box. To display side boxes on the storefront, use controls in **Design** → **Layouts**.

Tip: To use tags in your store, you must have the **Tags** add-on enabled and configured (**Add-ons** → **Manage Add-ons**).

Tag attributes

- Tag - Name of the tag as it appears on the storefront.
- Popularity - Number of items (products and pages) to which the tag is assigned.
- Users - Number of users who added this tag.
- Products - Number of products to which the tag is assigned. (To make this attribute appear in the list, select the **Tax for products** checkbox in the Add-ons > Manage Add-ons > Tags section).
- Pages - Number of pages to which the tag is assigned. (To make this attribute appear in the list, select the **Tax for pages** checkbox in the Add-ons > Manage Add-ons > Tags section).
- Status - Status of the tag (approved/disapproved/pending). Tags added by the administrator automatically get the

Approved status.

You can add the new tag with the + button, delete the tag choosing the ⚙ ▾ button, corresponding to the particular tag, or change the tag's status with the help of the drop-down list to the right.

If you want to approve, disapprove or delete several tags at a time, choose the check boxes and press the button ⚙ ▾ in the upper right part of the page. Then choose the action from the drop-down list.

Also read in Multi-Vendor Knowledge Base:

- Adding tag cloud
- To allow customers to add tags

7.3. News

Use this section to manage news that is published in News box on the storefront.

Tip: In order to use this functionality, you must have the News and e-mails module enabled and configured (**Add-ons** → **Manage Add-ons**).

News attributes

General tab:

- Name - The header of the news
- Vendor - Name of the product vendor.
- Description - Text of the news. It can be a plain text or a formatted HTML text. If you are not familiar with HTML, use the built-in WYSIWYG editor to create a formatted text.
- Date - Date the news was added.
- Show on a separate page - If selected, the news is published on a separate page of the website.
- Comments - Select box to set up whether the news should be available for user ratings and comments.
- Status - Status of the site news (Active or Disabled.)

Blocks tab:

This tab duplicates the global layout of the location to which this storefront page belongs (see **Design** → **Layouts**.)

By using this tab, you can disable blocks that are globally enabled, and, on the contrary, enable blocks that are globally disabled. This makes it possible to configure an individual layout for different storefront pages.

Any modification that you make under this tab will not affect other storefront pages.

Tip: For more information on blocks, see Design > Layouts.

Add-ons tab:

- SEO name - Search engine friendly name of the page containing the published news.

  Tip: To be able to define this attribute you must have the SEO module enabled and configured in **Add-ons** → **Manage Add-ons**.

Comments tab:

List of user comments and ratings for the news. Requires that the **Comments** field in the **Add-ons** tab be set to Communication, Rating or both:

- Name - Name of the user who left the comment/rating
- Your rating - User's evaluation of the news.
- Your message - Text of the comment.

7.4. SEO rules

Use this section to define global rules for URL rewriting in your store. This ensures that auxiliary URLs like `http://www.example.com/index.php?dispatch=auth.login_form` will be replaced with user-friendly and SE-optimized URLs (e.g., `http://www.example.com/login`.) Moreover, with the provided multi-language support, your shopping cart will be indexed by search engine crawlers in different languages.

Tip: In order to control URL names in your store, first you need to enable and configure SEO add-on in **Add-ons → Manage Add-ons**.

Here you need to specify the URLs that should be rewritten and their substitution names. You can use the following list as an example:

Dispatch value	SEO name
auth.login_form	login
categories.catalog	catalog
checkout.cart	cart
checkout.checkout	checkout
checkout.customer_info	checkout-customer-info

- Dispatch value - The value of the *dispatch* parameter from the standard URL that will indicate the replacement (e.g., *auth.login_form* for the URL `http://www.example.com/index.php?dispatch=auth.login_form`.)
- SEO Name - The value to which the standard URL will be changed (e.g. *login* for `auth.login_form`.) The value can be specified with `.html` extension if required.

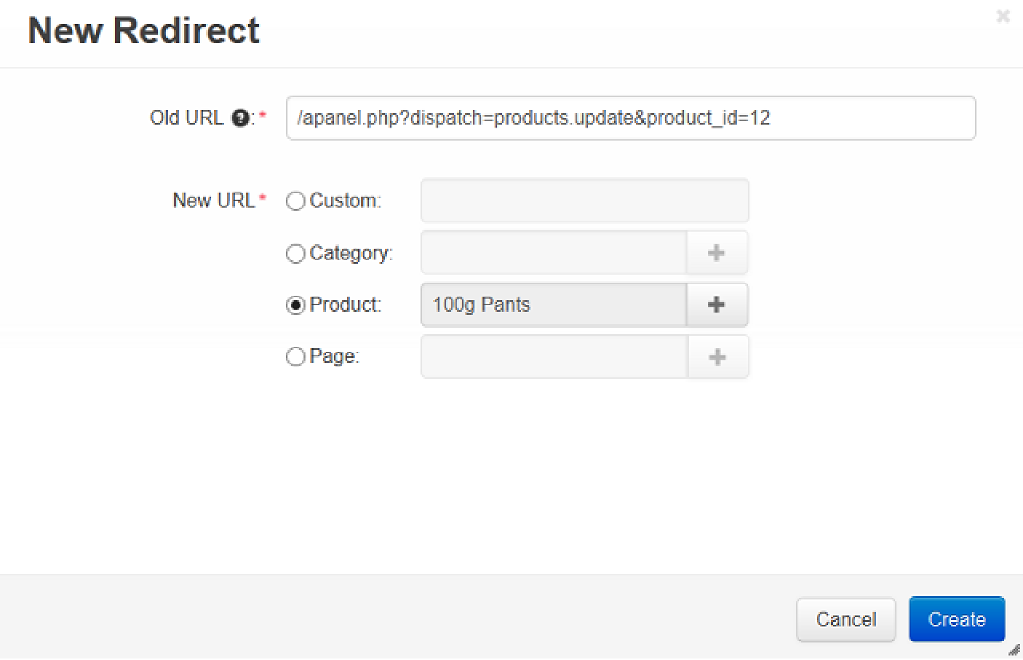
7.5. 301 redirects

This section helps you to redirect customers from old and no more actual pages to the new ones. This is how it works: all pages are indexed by search engines (when using the **SEO** add-on). If you have changed product page URL (for example) and want it to be re-indexed by search engines, use **301 redirect**.

Note: This section is available only when the **SEO** add-on is activated in the Add-ons → Manage Add-ons section.

Here you can create, manage and remove 301 redirects in your store. To add new redirect, click the + button and fill-in the following fields:

- Old URL - URL of an old page from that you want your visitors to be redirected.
- New URL - URL of a new page where visitors will be redirected when clicking an old page. *Custom* - define URL by yourself, *Category/Product/Page* - choose the desired item from the list.



To remove the desired redirect, click the gear button corresponding to it and choose **Delete**. To remove several redirects at a time, choose checkboxes of the desired redirects, click the gear button in the right upper corner of the page, and choose **Delete selected**. You can also edit **Old URL** and **New URL** of a redirect on the fly typing corresponding values in editable fields.

When you change some page SEO-name in the item (category, product, etc.) editing section, URL of that page is automatically added to this list of redirects.

Note: Redirect from an object will work only if this object was not found.

7.6. Comments and reviews

This section contains ratings, comments, reviews, and other customer communications. Here you can review all feedback and communications in your store.

In order to enable customer communications in your store, install and activate the Comments and reviews add-on in **Add-ons** → **Manage Add-ons**. Also make sure that comments and ratings are allowed on configuration page (**Add-ons** tab) of the respective object: product, category, page, etc.

The section is divided into the following subsections:

- Product reviews - Reviews that customers left on product details pages.
- Category reviews - Reviews that customers left on category details pages.
- Page comments - Comments that customers left on the store's web pages.
- Order communication - Comment that customers left on order details pages.
- Testimonials - Comments that customers left on the page with testimonials.
- Company reviews - Comment that customers left on a vendor details pages.
- News comments - Comments that customers left on the site news pages.

In this section you can change the comment or review title and body on the fly, as well as approve/disapprove or delete them with the following controls: Approved

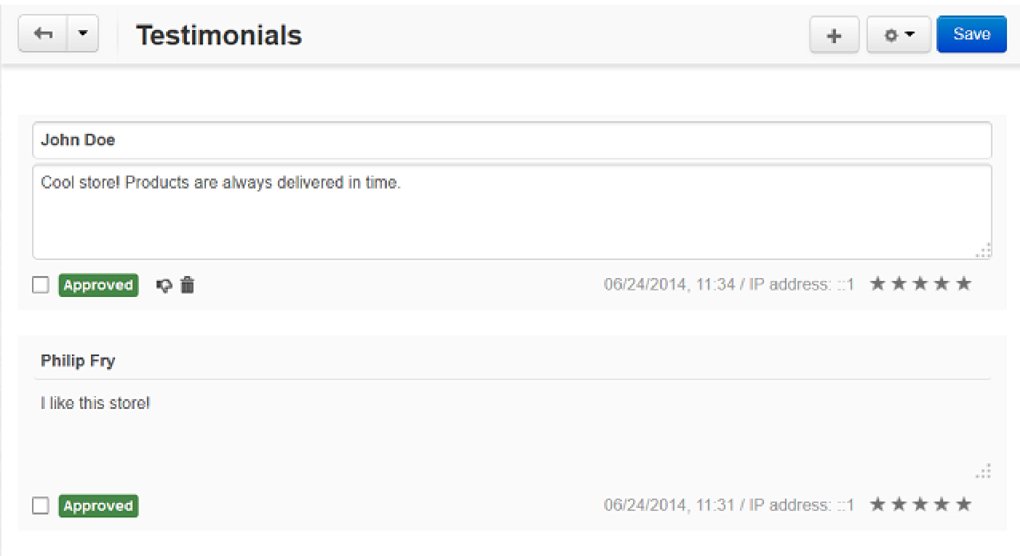
7.7. Testimonials

In this section, you can manage the testimonials from your store visitors: you can approve/disapprove or delete testimonials as well as edit them.

To add the new testimonial click the + button and fill in the following fields:

- Name - Name of the user who wrote the post.
- Your rating - User's evaluation.
- Your message - Text of the post.

Press the **Add** button.

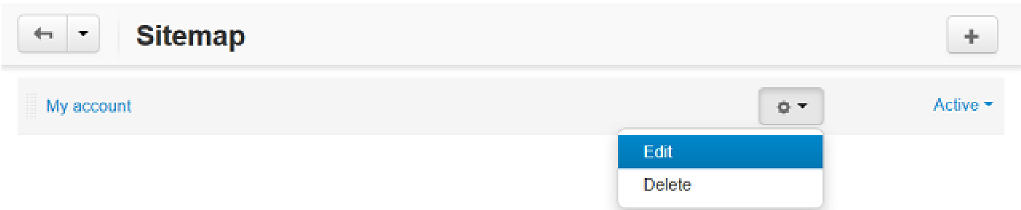


Tip: Make sure a block for testimonials is added to a necessary page in the **Design** → **Layouts** section.

7.8. Sitemap

Use this section to extend the store's site map that, by default, may include links to category and information pages only. Here you define a set of custom sections that should be included in the site map as well.
Each new section can nest additional references/links which are added under the section **Edit** link (use the following button: ).

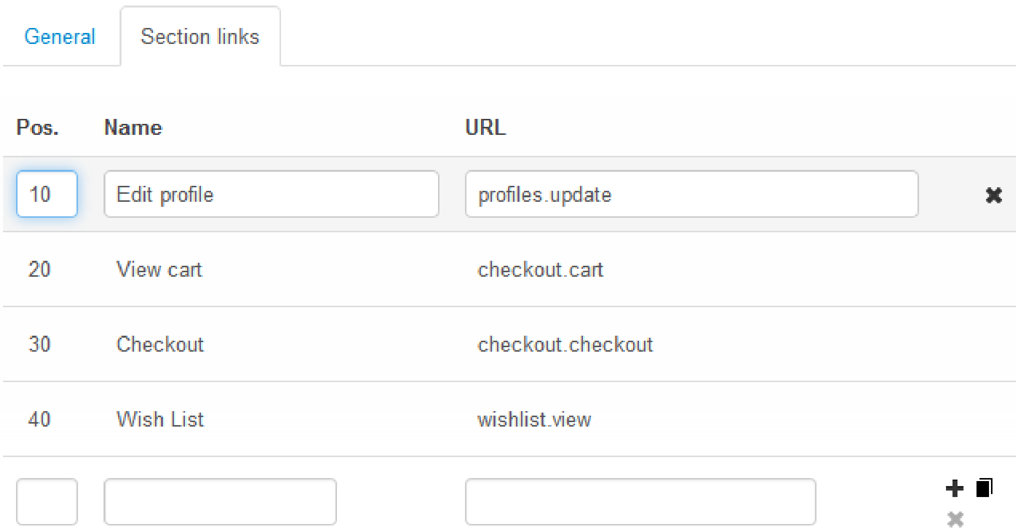
Section attributes



- Name - Name of the section as it appears in the map.
- Status - Status of the section (*Active* or *Disabled*.)

Link attributes

- Position - Position of the section link entry relatively to the position of the other section link entries in the map.
- Section name - Name of the shortcut for the link as it appears in the map.
- URL - URL of the page under the shortcut. It should not necessarily be an absolute URL consisting of the access protocol, the domain name and the path to the page. A relative link like `index.php?dispatch=profiles.update` would be enough.



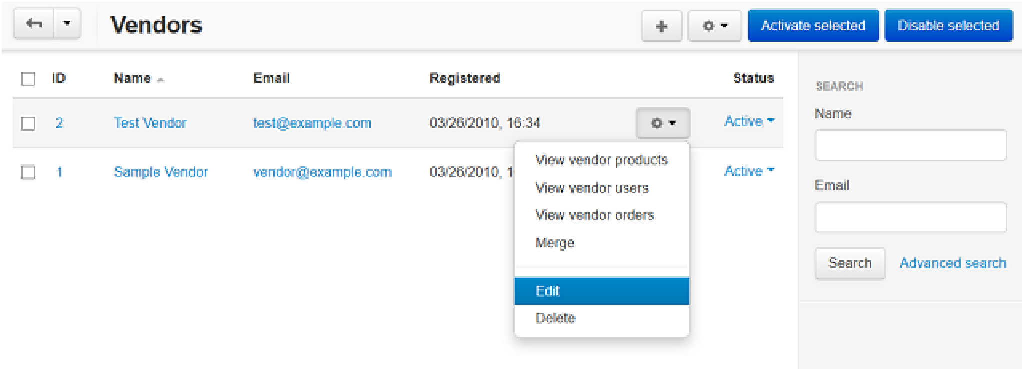
To add a new link, use the following graphic controls: 

8. Vendors

Use this section to manage vendor account in your store. A vendor is an independent company with a separate back-office which members (administrators associated with the company account) can populate the common store catalog with own products as well as managing own sales, orders, shipping method configurations, and controlling personal earnings and payout balance.

8.1. Vendors

This section contains a sorted list of vendor accounts registered in the store.



Important: To log in to the back-office as a vendor, there must be at least one administrator account associated with this vendor. To assign an administrator account to a vendor, use the **Vendor** select box on the administrator's profile page.

Actions on vendor accounts

The root administrator can carry out the following actions on vendor accounts:

- Add vendor accounts individually with the  button.
- Activate and disable vendor accounts individually and in bulk.
- Edit existing vendor accounts (the **Edit** link under the  button).
- Delete and merge vendor accounts, view vendor's products, users, and orders ().

8.1.1. Creating a vendor account

To create a vendor account:

1. In the **Vendors** section, click .
2. Complete the form and specify vendor profile attributes. Please find the meaning of the fields in the form in topic Vendor profile attributes.
3. Click **Create**. The new vendor account will appear among the other vendor accounts in the store.

8.1.2. Vendor profile attributes

When you create or edit a vendor account, you need to specify a number of vendor profile attributes. For convenience, attributes are grouped under several tabs.

General

- Vendor Name - Name of the company.
- Status - Status of the company (Active – vendor's products are available to shoppers, Disabled – vendor's products are not displayed on the storefront and are not available to shoppers.)
- Language - Language of email notifications.
- Create administrator account - If selected, a new user of the administrator type will be created together with the vendor account. Such user will be associated with this vendor account and will be able to log in to the administrator panel to manage this vendor's settings and products.
- Vendor commission - Amount of money (absolute or percentage-based) reserved by the root administrator as a commission for selling vendor's products.
- Email - Vendor's contact email address.
- Phone - Vendor's contact phone number.
- URL - URL of the vendor's website.
- Fax - Vendor's fax number.
- Address - Vendor's physical address.
- City - City where the vendor comes from.
- Country - Country where the vendor comes from.
- State/Province - State or province where the vendor comes from.
- Zip/postal code - Vendor's zip or postal code.

Add-ons

This tab accommodates attributes that depend on whether specific add-on modules are activated and configured in **Add-ons → Manage Add-ons → Vendor data premoderation** .

Vendor data premoderation

- Products require prior approval - If selected, all products added by the vendor will be unavailable to shoppers until approved by the root administrator.
- Approve product info updates - If selected, any changes to product information will require the root administrator's approval.
- Approve vendor profile updates - If selected, any changes to the vendor's profile will require the root administrator's approval.

Catalog Mode

- Enable Catalog Mode - If selected, vendor products are displayed in the catalog mode with a direct link to the external website of the product vendor. The link is specified on the product details page under the **Add-ons** tab. Such products cannot be purchased directly in the store.

  Tip: To be able to define this attribute you must have the Catalog mode module enabled and configured in **Add-ons →**

Manage Add-ons.

SEO

- SEO name - Search engine friendly name of the page.

Tip: To be able to define this attribute you must have the SEO module enabled and configured in **Add-ons** → **Manage Add-ons**.

Description

- Description - Description of the vendor as it appears on the storefront.

  The description can be either a plain text or a formatted HTML text. If you are not comfortable with HTML, you are encouraged to add a formatted description using the built-in WYSIWYG HTML editor.

Logos

Use this section to define the set of the logos that are shown on the customer area, in the store invoices and in the administration panel.
Logo images can be uploaded from a local computer of the server file system. Alternatively, you can specify the URL to a remote location where the image is physically located. An alternative text describes the image and is shown when the image is missing or cannot be displayed. It is good practice to have an alternative text associated with the image as an additional SEO-wise opportunity.

Categories

List of categories in the common product catalog in which the vendor is allowed to create his products. If no categories are selected, the vendor will be able to create his products in all categories.

Here you can add new categories with the **Add Categories** button or edit existing with the **Edit** link from under the button.

Shipping methods

List of shipping methods available for the vendor. You can enable/disable shipping methods or add new ones in **Administration** → **Shipping & Taxes** → **Shipping methods**.

Reviews

This tab lists reviews and ratings that have been submitted on the vendor's page on the storefront (Available only in the **Edit** mode).

8.1.3. Merging two vendor accounts

When you merge vendor account A into vendor account B, vendor account A is removed from the store database, and all its account data (products, orders, shipping methods, users, promotions, etc.) is automatically assigned to vendor account B.
To merge two vendor accounts:

1. In the list of vendors (the Vendors section), press the button corresponding to the vendor account that you want

to merge into another vendor account, then click **Merge**.

Note: Please double-check which account you are handling at this step, because it is the account that will be removed from database in the end.

2. Select the vendor account that will inherit all data associated with the account being disposed.
3. Click **Merge**.

8.2. Account balance

In this section, the root administrator can review the income and expenditure statistics (total, per vendor, per period) and register payouts to product vendors.

The section contains a sorted list of all vendors, incomes, and payouts. To filter the list, use the search form to the right of the list. You can also make the search results more precise using the **Advanced search** option.

Each entry in the list has the following attributes:

- Vendor - Name of the product vendor.
- Sales period - Period for which the income was earned or the expenditure was made.
- Payment amount - The amount paid.
- Date - Date when the order was placed.
- Vendor commission - Amount of money that has been subtracted from the vendor's income towards your commission for selling this vendor's products in your store. The amount of the commission is defined on the vendor's profile page.
- Payment - Payment method through which the vendor received the payment. If the entry represent the store income, you will see the ID of the customer order containing the vendor products.
- Comments - Administrator's comments on the payout (click ▸ to see the comments.)

Below the list you can see the detailed accounting information:

- Balance carried forward - Amount that the vendor(s) have been previously under- or overpaid.
- Sales period total - Cost of all vendor products bought over the given period.
- Total sales period payout - Amount already paid to the vendor(s).
- Total amount due - Amount to be paid to the vendor(s) in the given period.
- Total unpaid balance - Total amount to be paid to the vendor(s).

Registering a new payout

To register a new payout:

1. In **Vendors** → **Account Balance**, click **+**.

2. Complete the form:

- Vendor - Select the product vendor.
- Sales period - Period for which the payout is being made.
- Payment amount - Amount of the payout.
- Payment method - Information field to specify the payment method through which the vendor receives the payment.
- Comments - Administrator's comments on the current payment.

- Notify vendor - If selected, the vendor will receive an email notification that a new payout has been registered.

2. Click **Create**.

8.3. Product approval

This section contains a compact list of all products in the store. Here, the root administrator can allow/disallow individual products or group of products, supplied by the store vendors, to appear on the storefront and thus be available to the customers.

Important: This section requires the **Vendor data premoderation** add-on be activated and configured in **Add-ons** → **Manage Add-ons**.

Each product in the list can have one of the following statuses:

- Approved - Product has been approved by the root administrator.
- Disapproved - Product has been disapproved by the root administrator.
- Pending - Product is waiting for approval.

New products are added to the list with the *Pending* status if the **Products require prior approval** option is enabled in the profile of the vendor who adds the products. There is no need to review this section regularly because the root administrator gets notified of pending products when logging in to the administration panel.

Approving/disapproving products

To approve/disapprove a product:

1. Log in to the administration panel as the root administrator and go to **Vendors** → **Product approval**. This will display a list of all products in the store.
2. If necessary, use the search form to the right of the list to filter the products.
3. Click either the Approve (👍) or Disapprove (👎) icon corresponding to the required product. To approve/disapprove several products at once, select the check boxes for the required products and click the **Approve selected** or **Disapprove selected** button above the list.

This will open a pop-up form where you can specify a reason for the approval/disapproval and select to send an email notification to the vendor(s).

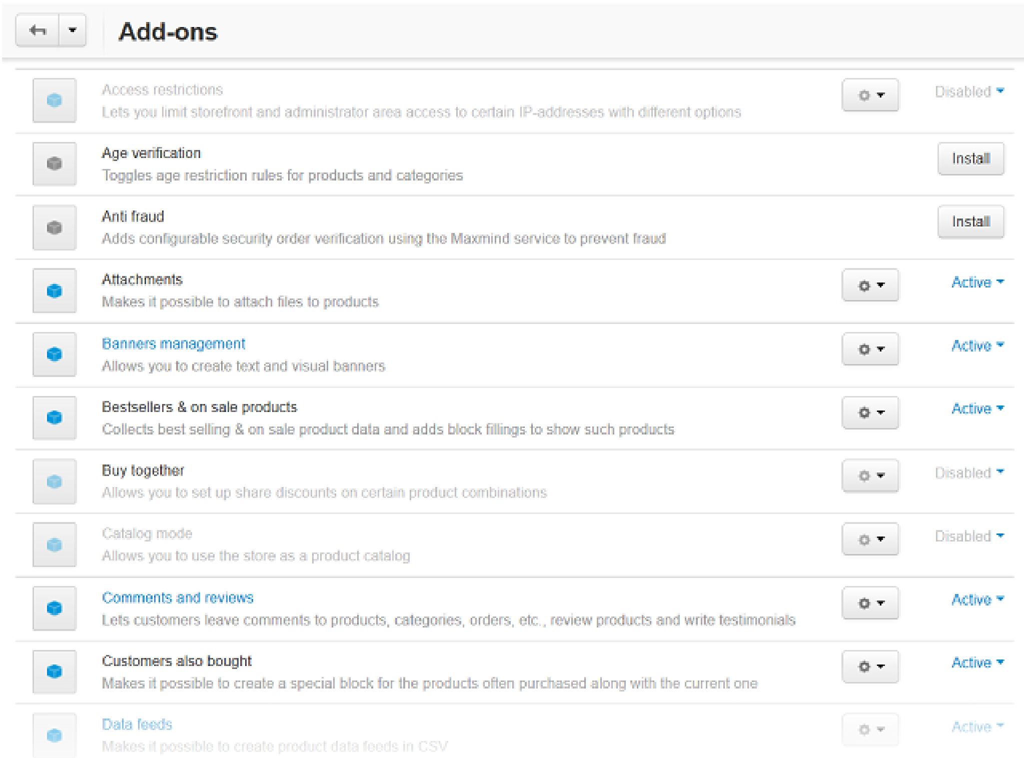
9. Add-ons

Multi-Vendor is a scalable solution, and its core capacity can be greatly enhanced through many add-on modules included in the regular distribution package. Each module introduces a particular functionality or feature that can be easily turned on or off without affecting other components.

For convenience, the administration panel has a special section to manage all add-on modules in one place (**Add-ons** → **Manage Add-ons**).

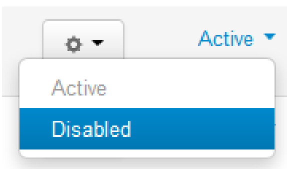
9.1. Manage Add-ons

This section contains a list of modules and a few control elements to manage the modules.



Enabling/disabling add-on modules

To turn a module on or off, click on the current module status to expand a list of applicable statuses and select the required status.



Configuring add-on modules

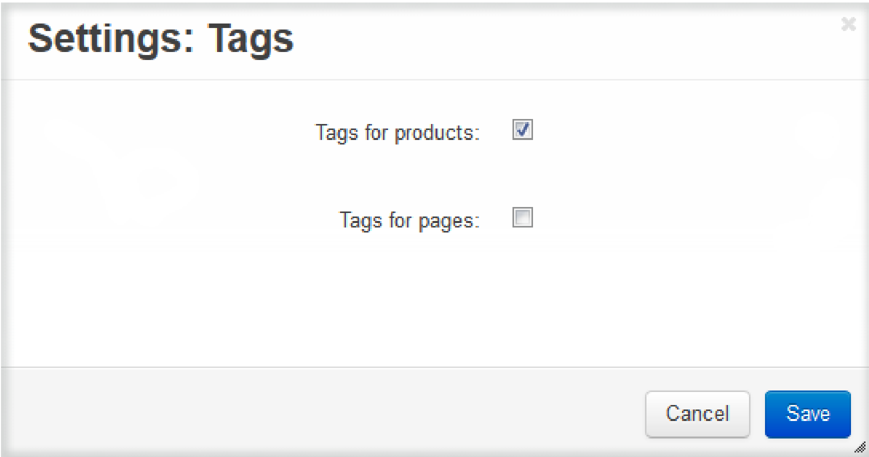
For some modules you can adjust module-specific options and preferences.

Note: Modules with not highlighted name do not have editable parameters and cannot be configured.

To configure a module:

1. Click on the following button near the add-on status: and choose the **Settings** tab.

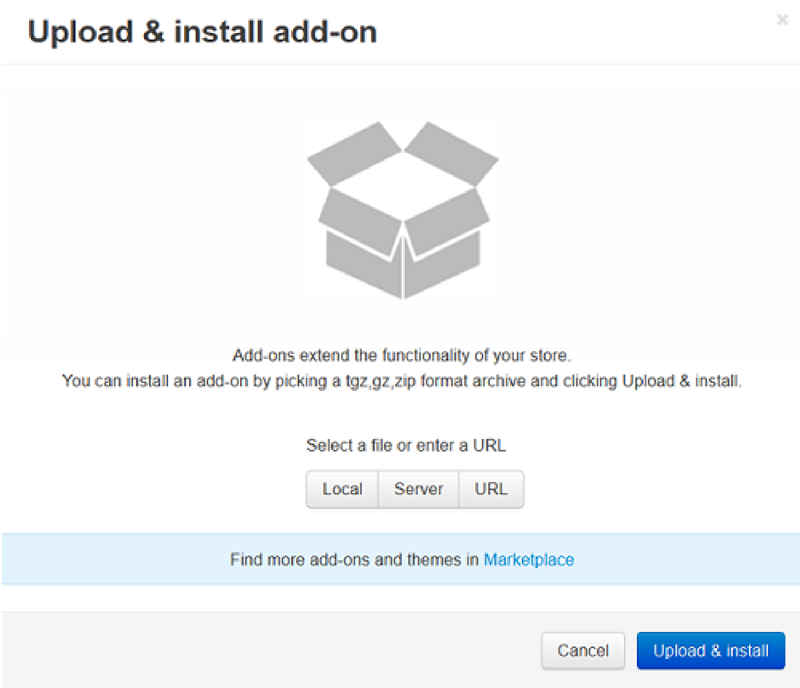
   This will open a form containing editable parameters.



2. Edit the values of the fields in the form.
3. Click **Save** to apply the changes.

Uploading add-on modules from archive

To upload a new add-on, click the button in the right upper corner of the page. In the opened pop-up window choose whether to upload a file from the local computer (**Local**) or the server file system (**Server**). You can also specify **URL** to a remote location, where the required archive is physically located. Pay attention, that the add-on archive must be in tgz, gz or zip format. When you are ready, click **Upload & install**.



9.1.1. Access restrictions

This module empowers you to limit access to the administration panel and customer storefront based on users' IP-addresses.

Administrator area settings

The following parameters define access rules to the administration panel.

- Login to the admin area from specified IPs only - If selected, the administration panel can be accessed from a limited range of IP-addresses defined in **Add-ons** → **Access restrictions**.

  Note: When you enable this option, your current IP-address is automatically added to the list of allowed IP-addresses.

- Block IP after a number of unsuccessful attempts - If selected, the system blocks the user IP-address after a series of failed login attempts made from this IP-address during a certain period of time. The number of attempts and the surveillance period are defined in the fields below.
- Number of unsuccessful attempts - Number of failed login attempts before the system blocks the IP-address.
- Time between unsuccessful login attempts - Number of seconds to include the series of failed login attempts after which the system blocks the IP-address.
- Time for which the IP should be blocked - Number of hours before the system unlocks a blocked IP-address.

Note: When an administrator's IP is blocked, it appears among banned IP addresses in **Add-ons** → **Access restrictions/ Administration panel** having the active status. Changing the status to "disabled" unlocks the IP-address after the locking period is over.

Customer area settings

- Block IP after a number of unsuccessful attempts - If selected, the system blocks the user IP-address after a series of failed login attempts made from this IP-address during a certain period of time. The number of attempts and the surveillance period are defined in the fields below.

- Number of unsuccessful attempts - Number of failed login attempts before the system blocks the IP-address.
- Time between unsuccessful login attempts - Number of seconds to include the series of failed login attempts after which the system blocks the IP-address.
- Time for which the IP should be blocked - Number of hours before the system unlocks a blocked IP-address.

Also read in Multi-Vendor Knowledge Base:

- Disabling Access to the Store for Customers From Certain IP Addresses

9.1.2. Age verification

The Age verification module enables you to restrict customers' access to certain products and categories on the basis of their age. This add-on does not have configurable settings. To specify the minimum age to access a product or category, use the **Add-ons** tab on the respective page of the product or category.

9.1.3. Anti fraud

Anti Fraud module is an integrated fraud screening facility supported by the MaxMind Anti-fraud service. The module offers advanced protection from fraudulent credit card transactions by estimating the risk factor according to multiple parameters, which include matching of the user's IP-address and user entered data, historic legitimate and suspicious activity, etc.
Since the module relies on the Maxmind Anti-fraud service, to start screening orders for frauds you need to have a valid account with MaxMind and subscribe to one of their fraud detection services.

- Maxmind license key - The license key that you received from MaxMind.
- Safe distance - Maximum number of kilometers between the billing address that the user provides and the physical location of his IP-address. If the detected distance fits into this value, the order will be considered non-fraudulent. According to the service, a large distance increases the risk factor.
- Max order total - Maximum order subtotal to qualify the order as a safe one. If exceeded, the order subtotal is considered to be too large, and thus suspicious. According to the service, a large order subtotal increases the risk factor.
- Maximum risk factor - Decimal fraction or an integer within 1 to 100 representing the maximum risk factor. The greater the value, the higher the possibility of a fraud. If the risk factor returned by the screening service exceeds the maximum value, the order is placed with the status "Open" even if the transaction has been successfully processed by a payment system. The store administrator is supposed to review such an order, and manually change its status to "Processed" or "Failed". The recommended maximum risk factor is 25.

9.1.4. Attachments

The Attachments module empowers you to attach files to regular products in your catalog. This add-on does not have configurable settings.

9.1.5. Banners management

The Banners management module enables you to have custom logos and banners on the storefront. This add-on does not have configurable settings.

Also read in Multi-Vendor Knowledge Base:

- Adding a logo or banner
- Text banner

9.1.6. Bestsellers & on sale products

The Bestsellers & on sale products module empowers you to have a list of bestsellers and products on sale on the storefront. This add-on does not have configurable settings.

9.1.7. Buy together

The Buy together module enables you to bind several products and offer a discount if the bound products are bought together. This add-on does not have configurable settings.

9.1.8. Catalog Mode

This module enables you to set products to be displayed only in the catalog mode with a direct link to an external website where the products are actually sold.

Important! If the store operates in the catalog mode, the following add-ons are automatically disabled as incompatible: Buy Together, Gift Certificates.

- Store operation mode - Store's default operating mode for products managed by the root administrator: *Store* - products are sold directly in the store and can be added to the cart; *Catalog* - products are linked to external websites.
- Allow purchasing products with empty Buy Now URL - If selected, products with no specific link to an external website are supposed to be sold directly in the store and can be added to the cart.

9.1.9. Comments and reviews

This module enables you to manage customer feedback and discussions appearing on some of the storefront pages:

- Product and category pages;
- Order details;
- News;
- Gift registry;
- Content pages;

- Testimonials;
- Vendors.

Products

- Posts per page - Maximum number of posts to appear on one page.
- Administrator must approve posts submitted by - Your moderation policy: require to approve posts submitted by all customers or non-registered customers only, or do not moderate posts at all.
- Only one post from one IP is allowed - If selected, customers are allowed to submit only one review or comment per product from one IP-address. This can help you avoid spam and flames.
- Send notifications to this E-mail - Email address at which you want to receive a notification of new posts.
- Send notifications to vendor - If selected, product vendors will receive automatic email notifications of new posts.

Categories

- Posts per page - Maximum number of posts to appear on one page.
- Administrator must approve posts submitted by - Your moderation policy: require to approve posts submitted by all customers or non-registered customers only, or do not moderate posts at all.
- Only one post from one IP is allowed - If selected, customers are allowed to submit only one review or comment per category from one IP-address. This can help you avoid spam and flames.
- Send notifications to this E-mail - Email address at which you want to receive a notification of new posts.

Orders

- Posts per page - Maximum number of posts to appear on one page.
- Allow customer to initiate discussion - If selected, customers can start discussion.
- Send notifications to vendor- If selected, vendors will receive automatic email notifications of new posts.

News

- Posts per page - Maximum number of posts to appear on one page.
- Administrator must approve posts submitted by - Your moderation policy: require to approve posts submitted by all customers or non-registered customers only, or do not moderate posts at all.
- Only one post from one IP is allowed - If selected, customers are allowed to submit only one review or comment per piece of news from one IP-address. This can help you avoid spam and flames.
- Send notifications to this E-mail - Email address at which you want to receive a notification of new posts.

Gift registry

- Posts per page - Maximum number of posts to appear on one page.
- Only one post from one IP is allowed - If selected, customers are allowed to submit only one review or comment per registry from one IP-address. This can help you avoid spam and flames.

Pages

- Posts per page - Maximum number of posts to appear on one page.
- Administrator must approve posts submitted by - Your moderation policy: require to approve posts submitted by all customers or non-registered customers only, or do not moderate posts at all.

- Only one post from one IP is allowed - If selected, customers are allowed to submit only one review or comment per page from one IP-address. This can help you avoid spam and flames.
- Send notifications to this E-mail - Email address at which you want to receive a notification of new posts.
- Send notifications to vendor - If selected, vendors will receive automatic email notifications of new posts.

Testimonials

- Posts per page - Maximum number of post to appear on one page.
- Administrator must approve posts submitted by - You moderation policy: require to approve posts submitted by all customers or non-registered customers only, or do not moderate posts at all.
- Only one post from one IP is allowed - If selected, customers are allowed to submit only one review or comment per testimonial from one IP-address. This can help you avoid spam and flames.
- Send notifications to this E-mail - Email address at which you want to receive a notification of new posts.
- Testimonials - Select how testimonials should be displayed on the storefront.

Vendors

- Reviews - Type of feedback that customer can give a vendor on the vendor's page on the storefront: ratings, reviews, both or nothing.
- Allow to post only for the customers who bought something from a vendor - If selected, only customers who bought from this particular vendor in your store can provide their feedback.
- Posts per page - Maximum number of posts to appear on a single page.
- Administrator must approve posts submitted by - You moderation policy: require to approve posts submitted by all customers or non-registered customers only, or do not moderate posts at all.
- Only one post from one IP is allowed - If selected, customers are allowed to submit only one review or comment per vendor from one IP-address. This can help you avoid spam, flames and other unpleasant.

9.1.10. Customers also bought

This module enables you to display a list of products that are usually bought together with the product that your customers are currently viewing. This add-on does not have configurable settings.

9.1.11. Email marketing

With this add-on you can manage newsletter subscribers in the Marketing -> Subscribers section.

General tab:

- Newsletter checkbox on checkout - Allow users to subscribe for newsletters on checkout
- Double opt-in - If enabled, when subscribing a user will receive a letter suggesting to confirm subscription.
- Send a welcome letter with the unsubscribe link - The user will receive a letter to the specified email that will contain the unsubscribe link. Using this link he/she will be be able to refuse receiving newsletters.
- Email integration provider - Choose what email integration provider to use: MailChimp or MadMimi.

MailChimp tab:

- API key - Key to access to your MailChimp account. Read more information here.
- List - Subscriber list at MailChimp. You can find out more about list in the MailChimp documentation.

MadMimi tab:

- Username - Your e-mail specified at MadMimi.
- API key - Secret API key at MadMimi. Here you can read information on how to find out your API key.
- List - Subscriber list at MadMimi.

9.1.12. Data feeds

This module enables store administrator to create and export any number of custom product feeds of different formats. This functionality is useful when working with shopping directories like Google Product Search, Shopzilla, Shopping.com, etc. as you can adjust the set of fields and their orders according to the required export format.
Feeds can be regularly generated and uploaded to an FTP server or a web directory automatically. This task is controlled by a cron script. Here you can define your password to access the cron script.
For instructions on how to create and manage data feed, please refer to the section Add-ons > Data feeds in this guide.

9.1.13. Form builder

The Form builder module enables you to create forms and add them to store page. This add-on does not have configurable settings.

9.1.14. Gift certificates

This module enables your customers to order and apply gift certificates in your store. For a detailed description of this feature and the instructions on how to use gift certificates, please refer to the section Marketing > Gift certificates in this guide.

- Minimal amount – Minimum worth of a new gift certificate.
- Maximal amount – Maximum worth of a gift certificate.
- GC Code prefix – Prefix to be put before codes of all certificates created in your store.
- Gift certificates per page – Number of gift certificates appearing on a single page.
- Allow to use free products – If selected, a certificate can be bundled with products that the recipient gets at no charge. The cost of the bundled products is defrayed by the customer who orders the certificate.
- Allow to redeem shipping cost with gift certificate – If selected, gift certificates can be used to redeem shipping costs, not merely the order subtotal.

9.1.15. Google Analytics

This module helps you integrate your store with Google Analytics, an advanced web analytics solution that generates detailed statistics about the visitors to your website and gives you rich insights into your website traffic and marketing effectiveness.

Information on Google Analytics is available on the official website at http://www.google.com/analytics/.

- Google Analytics account number – Your account number on Google Analytics.
- Track e-commerce transactions – If selected, Google Analytics tracks e-commerce activity in your store and generates appropriate reports.

9.1.16. Google Export

Tip: This add-on requires that the **Data Feeds** add-on has been installed and activated first (**Add-ons** → **Data Feeds**).

The Google Export add-on provides the facility for exporting store products to Google Product Search. In a nutshell, it introduces the following changes to Multi-Vendor:

- Adds a data feed template for creating and exporting data feeds to Google Product Search on a regular basis (**Add-ons** → **Data Feeds**).

  See more information about this template in Add-ons > Data feeds > Google base.
- Adds extra product fields required by Google as product features (see Products > Features).

9.1.17. Google Sitemap

This module generates an XML sitemap of your web store, which is adapted to be easily parsed and understood by web crawlers. This makes website indexing easier and more qualitative. This improves the standing of your web store among popular search engines, including Google, Yahoo, and MSN/Bing. Having an XML sitemap is highly recommended if you run a large store with a significant number of products and categories in the catalog.

The module allows you to configure options of each web store element that can be described in the sitemap: homepage, product pages, category pages, content pages, news, extended feature pages, and vendor description pages.

- Include in sitemap - If selected, the component is included in the sitemap.
- Update frequency - Time interval between two updates of an element.
- Priority - Priority of the element relatively to the other elements.

9.1.18. HiDPI displays support

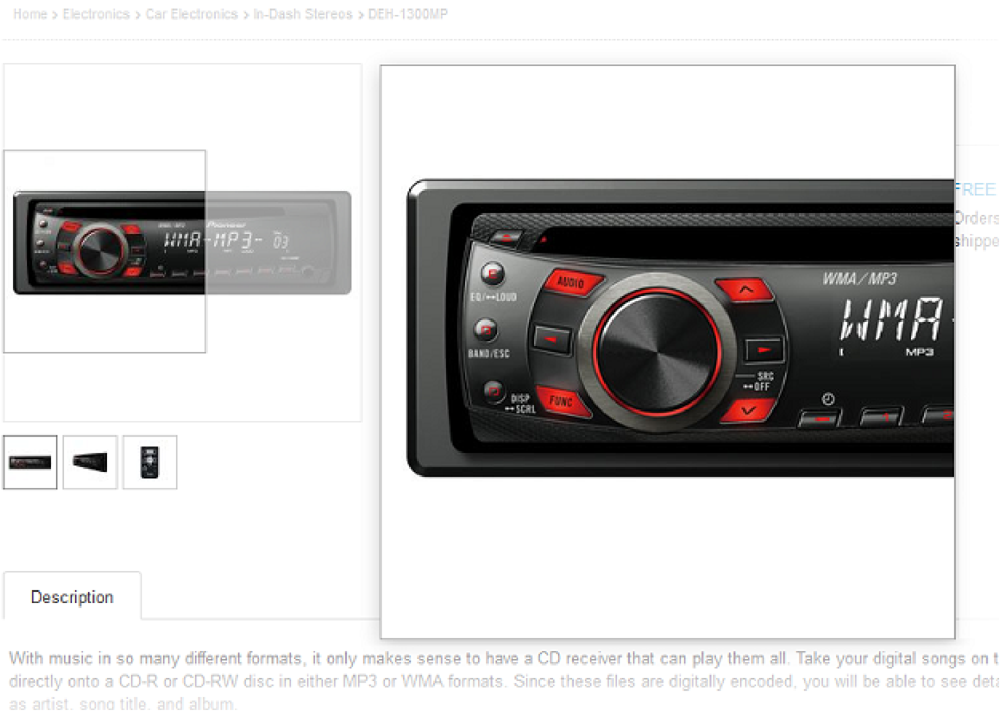
This add-on enables the high-resolution (Retina) displays support. HiDPI (dots per inch) are displays with significantly more pixels per inch than in ordinary displays.

For example, the Retina displays found on the iPhone, iPad, and MacBook are HiDPI.

Note: All newly uploaded images will be automatically shrinked (twice) to improve loading time on non-HiDPI devices. Existing images are not changed. It is recommended to upload high-definition images.

9.1.19. Image Zoom

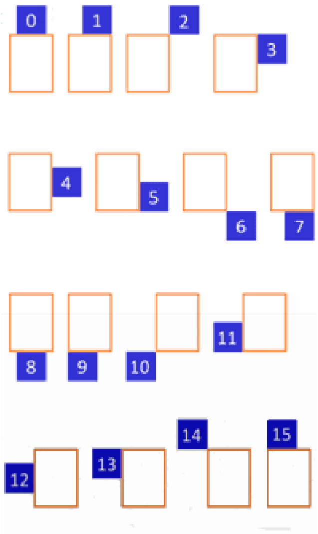
This add-on adds the possibility for customers to zoom product images by hovering a mouse pointer over the picture.



- Opacity - Opacity of tint for the product picture. Define any value between 0 and 1. If 0, no tint will be visible.
- Animation time - Duration of the animation effects in milliseconds. The more the value, the slower the zoom picture appears on the screen.
- Color - Color to use for the tint effect.

Important: Color must be defined as hexadecimal HTML color from #000000 for black to #FFFFFF for white.

- Zoom position list - Specifies position of zoom window. Numeric (0-15) positions are relative to page image as shown by the following key (blue squares represent zoom window:)



- Zoom size mode - Defines the rule for sizing the zoom window and lens: *Image* - Zoom window will match small image; *Lens* - CSS of lens (.cloudzoom-lens) has priority, zoom window will be adjusted; *Zoom* - CSS of zoom window (.cloudzoom-zoom) has priority, lens will be adjusted; *Full* - Zoom window will maximise to full size of zoom image.
- Caption position - Position of the image caption: *Top* or *Bottom*.
- Ease time - Number of milliseconds of mouse easing movement of zoom image. The bigger the number, the more easing. Zero means no easing.
- Zoom fly out - If selected, the *flying* zoom animation is enabled.

9.1.20. Janrain

This module enables the Social Login service in your store. This service is a part of the Janrain Engage solution. It encourages your visitors to use their existing accounts with social platforms like Facebook, Twitter, and PayPal for registration and login in your store. Please learn more details at www.janrain.com/products/engage/social-login.

Before using this add-on, you need to subscribe to a free or paid Janrain Engage account at www.janrain.com/products/engage/pricing website. Once you have subscribed to Janrain Engage, complete the following fields in the add-on configuration form:

- API Key - Value of API Key in your Janrain account;
- Application Domain - Value of Application Domain in your Janrain account.

9.1.21. My changes

This module enables Multi-Vendor to keep track of changes that you make in the code of the store. Changes are kept in the directory <multivendor_dir>\app\addons\my_changes, and the changes are applied as a separate add-on. This considerably simplifies the upgrade process. For instructions and recommendations on how to customize Multi-Vendor, please refer to the API documentation at docs.cs-cart.com.

The add-on does not have configurable settings.

9.1.22. MYOB

This module enables you to export orders in a file that can then be imported into the MYOB accounting system. Information on MYOB is available on the official website at myob.com.au.

- Default Sales Account - your MYOB account number.

Note: When you enable this add-on, the **Export to MYOB** option appears under the gear button in the Orders > View orders section.

9.1.23. News and emails

This module empowers you to publish news in your store and send newsletters to your customers. For instructions on how to manage news, newsletters and subscriptions, please refer to the section Website in this guide.

- Newsletters sent per step - Number of email messages that can be sent at a time.

Advanced mailing server options

- Method of sending e-mails - Method you prefer to send newsletters through (external SMTP server, PHP mail() function, or Sendmail).

SMTP server settings

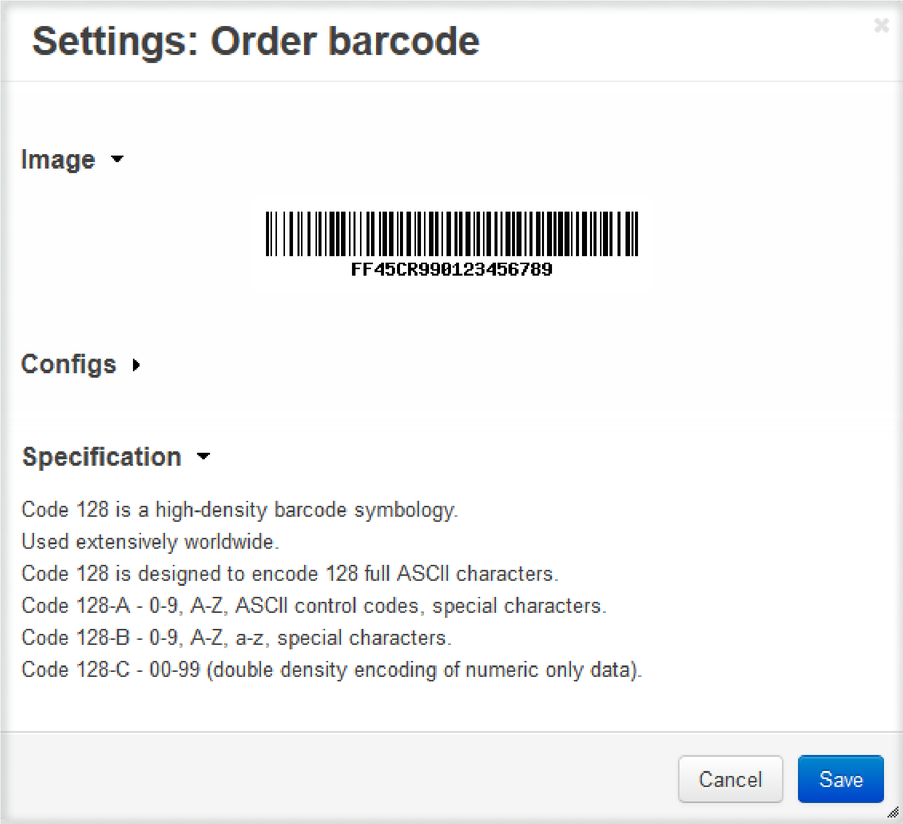
- SMTP host - Host name of the SMTP server.
- SMTP username - Username to connect to the SMTP server.
- SMTP password - Password to connect to the SMTP server.
- Use SMTP authentication - Select if your SMTP server requires authentication.

Sendmail settings

- Path to sendmail program - Absolute path to the executable file for Sendmail.

9.1.24. Order barcode

This module provides the ability to add barcodes to invoices. A barcode is a machine-readable representation of data in the form of parallel lines and spacings of different widths. Barcodes that are printed on the invoices contain information about the orders.



Configs:

- Type - Barcode type.
- Output - Format of the image for a barcode.
- Text - Enable or disable text under a barcode.
- Height - Barcode height in pixels.
- Width - Barcode width in pixels.
- Resolution - Barcode image resolution.
- Text Font - Size of the text included in the barcode.
- Barcode prefix - Prefix before the barcode number.

9.1.25. Polls

This module enables you to place custom surveys and polls on the storefront. For instructions on how to create surveys and polls, please refer to the section Website > Content in this guide.

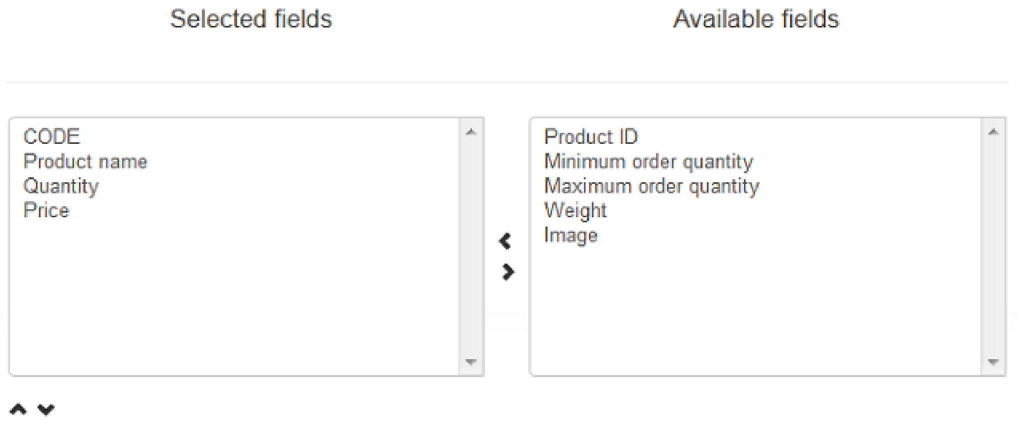
- Votes on page – Number of surveys and polls appearing on a single page.
- Answers on page – Number of answers appearing on a single page.

9.1.26. Price list

This module empowers you to generate and publish your product catalog in the PDF and XLS formats.

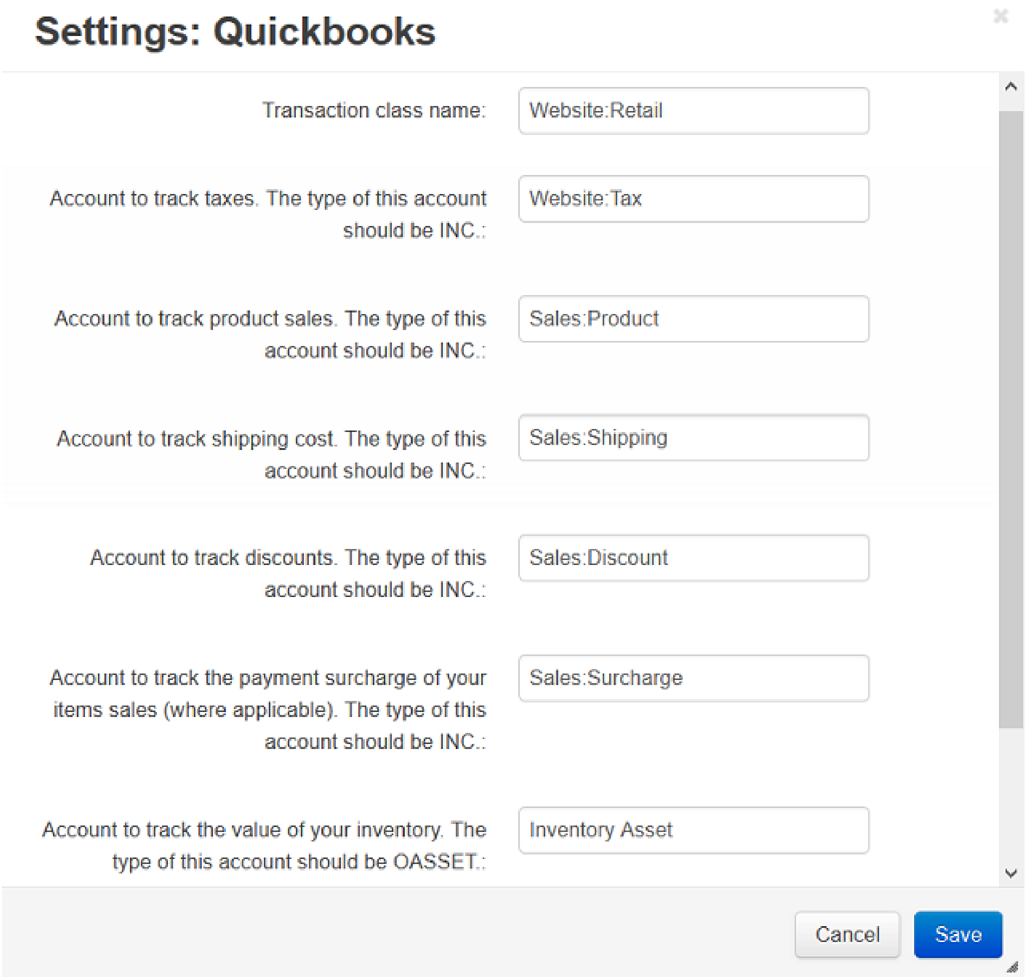
- Fields - Fields to be included in the price list:
  - Selected fields - Fields already included in the price list.
  - Available fields - Fields to be added to your price list.
- Sort by - Order in which products are arranged in the price list.
- Group by category - If selected, products in the price list are grouped according to categories that they belong to.
- Include product options - If selected, the price list contains product options.

With arrows you can move fields from available to selected (arrows to the right.) Besides, you can search through the list of fields with arrows below.



9.1.27. Quickbooks

This module enables you to export orders in IIF (Intuit Interchange Format) files that can then be imported into QuickBooks. Here you can adjust some parameters of exported IIF files.



For instructions on how to handle IIF files and their contents, please refer to the official QuickBooks documentation and support resources.

Note: When you enable this add-on, the **Export to Quickbooks** option appears under the gear button in the Orders > View orders section.

9.1.28. Required products

This module enables you to define a list of products that must be bought together with a particular product. This add-on does not have configurable settings.

9.1.29. Reward points

This module enables a point-based bonus program in your store. In such a program, customers are rewarded for a product with a certain amount of bonus points that they receive at their accounts. Later they can use these points to pay for other products or just reduce the original products cost if the existing amount of points does not cover it completely.

Points can be bound to a separate product or product category. In the latter case, a customer receives points for purchasing any product from the category. Alternatively, points can be given as a part of a membership level, i.e. points are assigned to a user group and all customers who belong to the user group receive points every time they buy a product.
The possibility to buy a product for points is defined individually for each product. The product worth in points may be calculated automatically depending on the global settings or be set up individually for each product. The amount of points earned with the product can be inherited from the category settings or be specific to that product only. All individual values are set up in the **Reward points** tab of the product details page.

- Points Exchange Rate (PER) - Global exchange rate to convert monetary product costs to points. The value you enter here is the number of points to cover one monetary unit (e.g., $1, €1 or £1), which is the default store currency. For example, with the exchange rate of 10 points and the product cost of $50, the product's worth in points is 500 points (50*10).
- "Price in points" is calculated automatically on PER basis - If selected, products' worth in points is calculated automatically based on the global exchange rate.
- "Price in points" is recalculated taking into account discounts - If selected, product's worth is recalculated after discounts are applied.
- "Points" is recalculated taking into account discounts - If selected, points are recalculated after discounts are applied.
- "Price in points" is recalculated taking into account order discounts - If selected, product's worth is recalculated after order discounts are applied.
- "Points" is recalculated taking into account order discounts - If selected, points are recalculated after order discounts are applied.
- If the product and the product category do not have defined reward points but the higher level category has such reward points, extract data from it - If selected, categories and products with no bundled points inherit the amount of reward points from a higher level category.
- If several reward points can be applied, set - The rule to handle multiple bonuses. Select whether to give a minimum or maximum bonus when multiple bonuses can be applied.
- Apply zero reward point values - If selected, members of a user group for which zero reward points are defined will not get reward points. Otherwise, one of the other rules will apply to this user group, and its members will receive reward points according to the rule.
- Log lines per page - Number of records from the log to be displayed on a single Reward points log page.

9.1.30. RMA

RMA stands for *return merchandise authorization*. This module is designed to simplify the process of managing product returns. When the module is enabled, customers can register product return requests specifying the reason for the return and providing other related information. Store administrators can then handle requested returns through a special section of the administration panel. For instructions on how to handle registered product returns, please refer to the section Orders/Return Requests. Return requests are allowed only for products that are marked as returnable. This option together with the return period is controlled separately for each product in the catalog at the product details page.

- Display product return period - If selected, product return period is displayed on the storefront.
- Do not take weekends into account when calculating product return period - If selected, Saturdays and Sundays are excluded from the return period.

9.1.31. RSS Feed

With this add-on, you add an RSS (Really Simple Syndication) feed generator to your store. This means that store visitors can subscribe to receive updates on the activity in your store in a friendly and habitual manner together with other news and notifications they daily receive.

To enable visitors to subscribe to an RSS feed, you need to add an RSS icon on the storefront. To add the icon and configure the RSS feed properties, use **Layouts** (**Design** → **Layouts**).

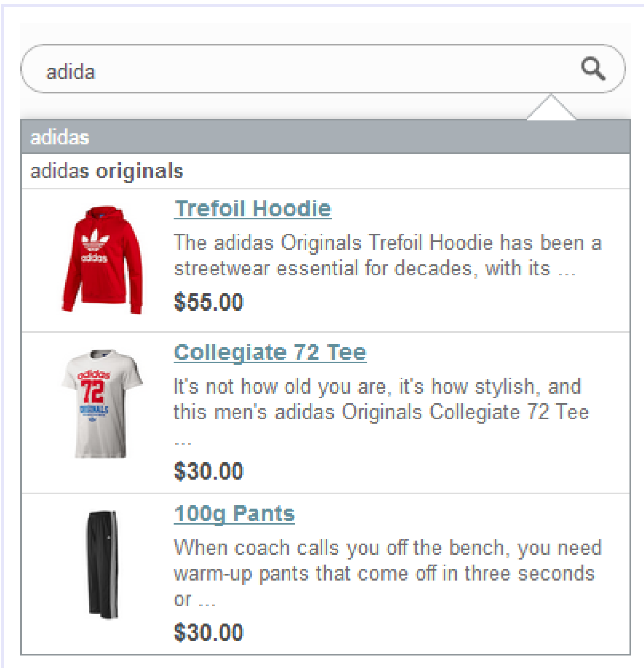
Additionally, the add-on has the following global properties:

- `Content editor` - Email address of the feed content's editor. It is highly recommended that you fill out an email address here. Otherwise, the RSS feed may fail to be validated.
- `Show RSS feed for each category` - If selected, the regular RSS icon is displayed next to a category name. This enables customers to subscribe to updates inside this category only.
- `Max product number per category` - Maximum number of products in a category-based RSS feed.

9.1.32. Searchanise

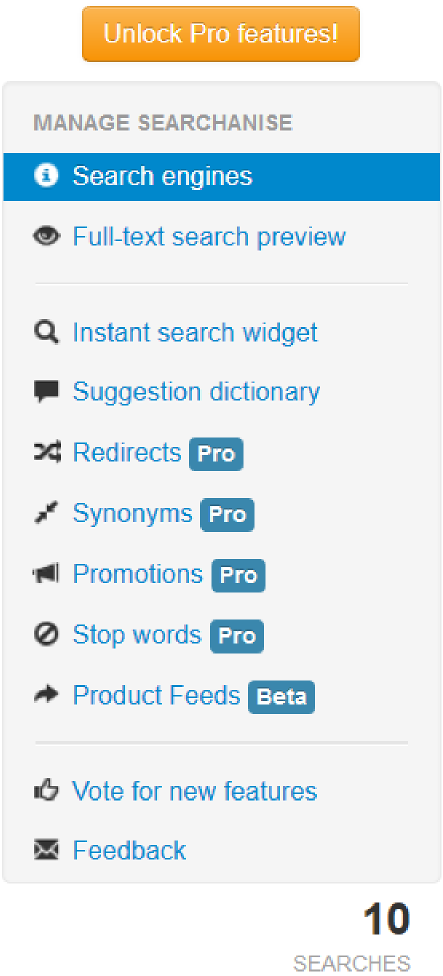
Note: The official Searchanise documentation is available at searchanise.com.

The Searchanise add-on integrates Multi-Vendor with the SaaS-solution of the same name. It adds enhanced instant product search to the storefront by replacing its regular search bar with a special search widget. Shoppers see search results as they type in the search bar, and can quickly review the found products. So, customers can get to the right product way much faster because they don't even have to finish typing while the preview box forms the first impression of the product.



Important! Searchanise is incompatible with the Age Verification add-on because this add-on controls access to products on the category level while Searchanise processes store data on the product level and takes no account of categories and their properties.

With the **Mange Searchanise** panel you can navigate through the Searchanise sections that are described separately further in this guide.
Above this panel there is the **Unlock Pro features** button with that you can see the features of Searchanise Pro and update to it.



Below this panel there is the searches counter and the Searchanise tweeter feed. You can follow Searchanise tweeter clicking the **Follow** button.

9.1.32.1. Search Engines

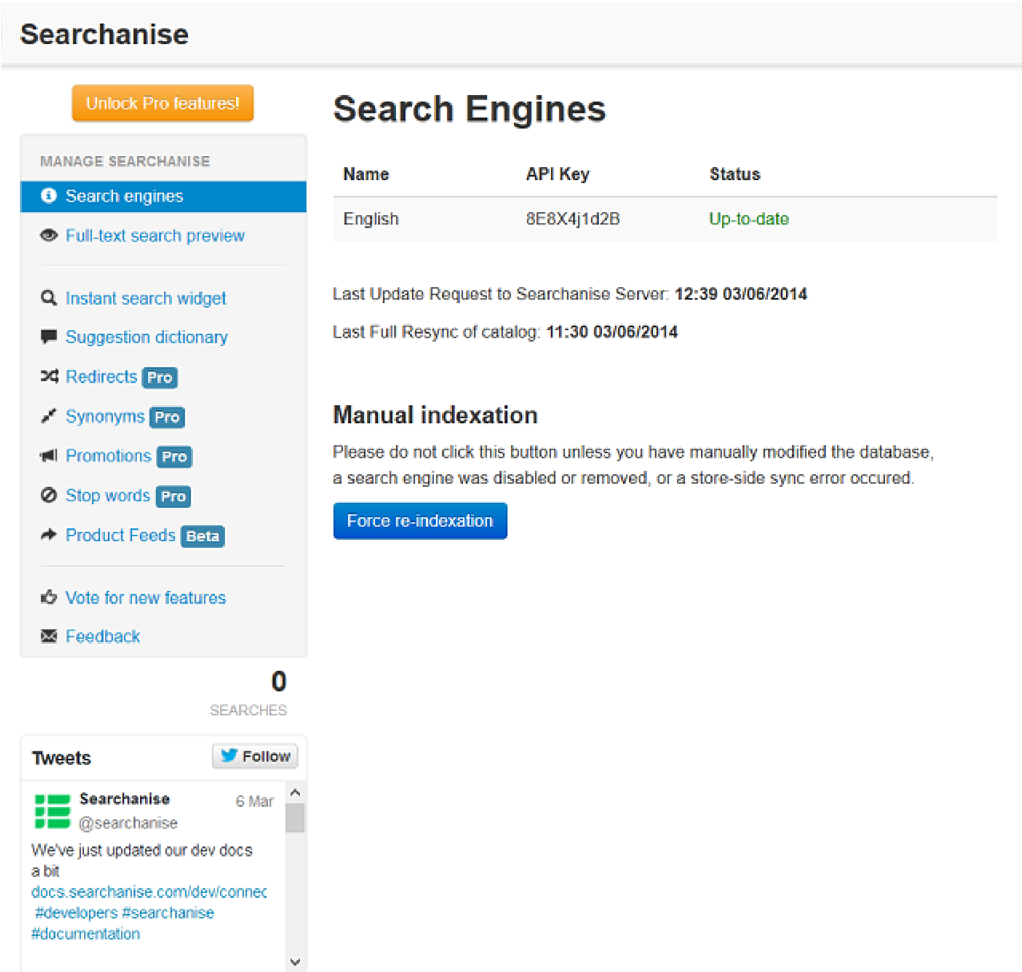
Here you can see some information about search engines: name, API key, and its status, as well as the date of last update and resync.

Manual indexation

Under the hood, search results are received from Searchanise in real-time. However, Searchanise does not retrieve data from your store database at the moment when the shoppers type in their requests as this would load the database server and significantly slow down the performance. Instead, Searchanise keeps a snapshot of the store products on its servers, and returns search results based on this snapshot. Such data includes the product description, price, features, and images/ thumbnails.

The add-on tracks any changes in the products catalog and automatically syncs then with Searchanise. Usually, it takes two or three minutes to complete.

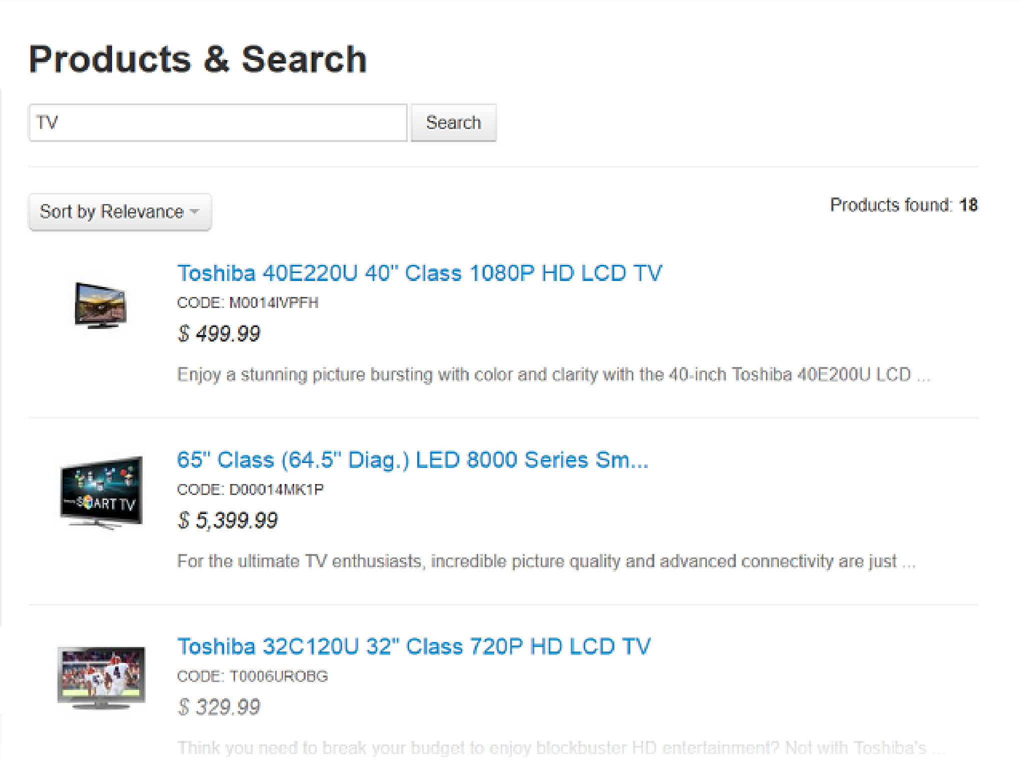
However, you can force to synchronize data by clicking the **Force re-indexation** button.



This is rather a time-consuming operation that is unnecessary in most cases. Manual syncing is required only when the product catalog has been updated in an unconventional manner. For example, directly in the MySQL database or as a result of custom programming.

9.1.32.2. Full-text search preview

In this section you can see the preview of the search results to be displayed in the storefront when the customer uses the search bar. Type any word in the bar and press **Search**. The results will be displayed below.



Use the **Sort by...** select box to choose the search results method of sorting.

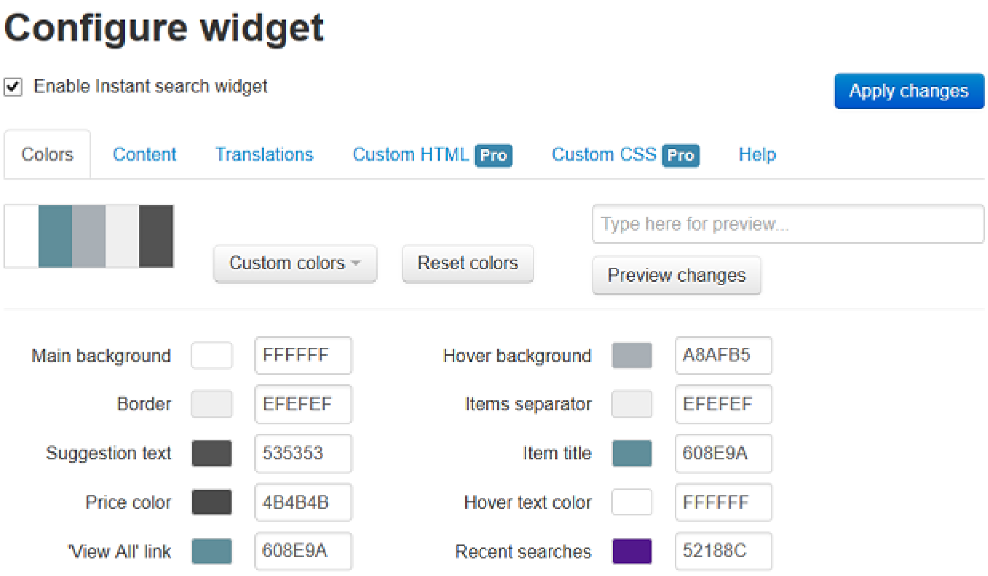
9.1.32.3. Instant Search Widget

Configure widget

The search bar gets seamlessly integrated with the current theme of the storefront. Still there is a room for fine-tuning the outwards appearance of the auto-complete form and the product preview box.
Before configuring the widget, make sure to activate it by selecting the **Enable instant search widget** checkbox.

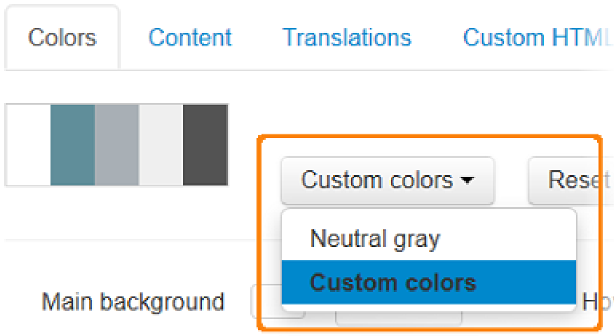
Colors

Under the **Colors** tab you can edit the color scheme of the widget to make it more aligned to the existing storefront design.

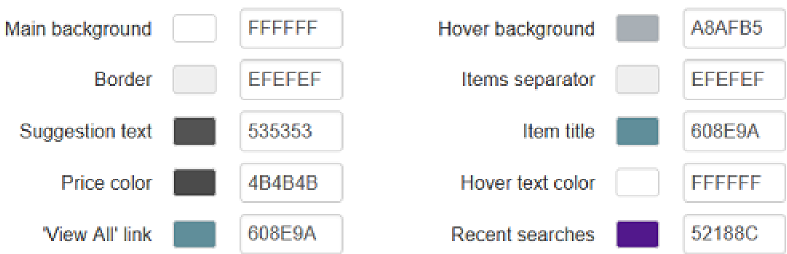


To edit the color scheme:

1. Switch the color scheme to **Custom colors.**



2. Enter new hexadecimal values (from #000000 for black to #FFFFFF for white) into corresponding text fields.



3. Type some text in the field above the **Preview changes** button and click this button to test your modifications before saving them. If you want to revert colors to the default, click the **Reset colors** button.
4. Click **Apply changes** to save the new color scheme.

Content

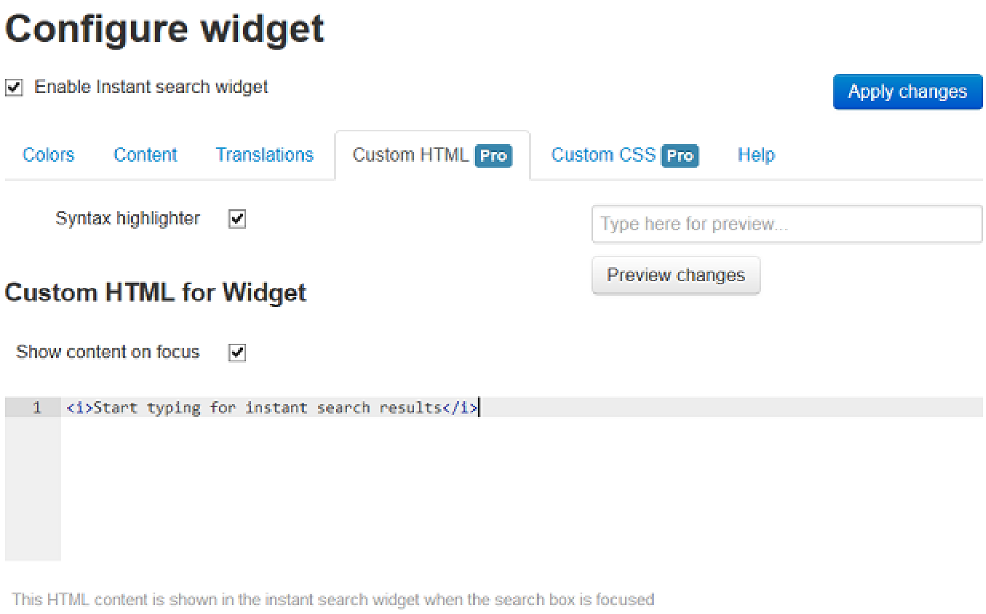
Under the **Content** tab you can configure the behavior of the widget. The description of the settings under the **General, Products, and Search Suggestions** sections can be found under the **Help** tab. Settings under the **Pro features** section are available only in Searchanise Pro.

Translations

This section provides facilities for translating the Searchanise search widget. To translate the text, write it's translation in an editable text box and save the changes.

Custom HTML (this section is available only in Searchanise Pro)

Here you can edit the HTML code of some instant search widget elements. Activate the checkbox above the HTML content to make it editable. Activate the **Syntax highlighter** checkbox to show the HTML structure.



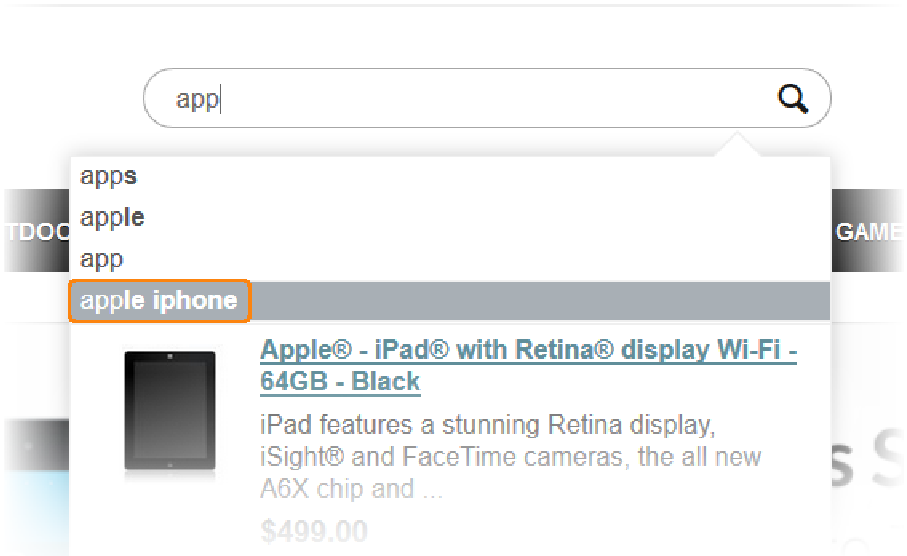
Do not forget to click the **Apply changes** button when you are ready.

Custom CSS (this section is available only in Searchanise Pro)

Use custom CSS styles to customize the look and feel of the instant search widget. Activate the **Syntax highlighter** checkbox to show the CSS structure.
Activate the checkbox above the CSS content to make it editable. Do not forget to click the **Apply changes** button when you are ready.

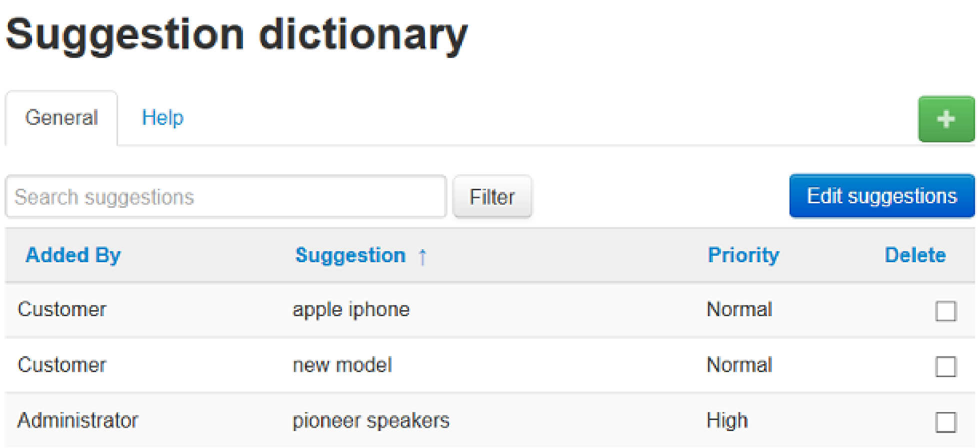
9.1.32.4. Suggestion dictionary

In this section you can see the list of phrases that will appear among the suggestions, when a customer starts to type the first word of the phrase in the search bar.



In the **General** tab there is the list of suggestions. The description of the fields you can find under the **Help** tab.

To search for a particular suggestion, type it in the **Search suggestions** field and click the **Filter** button.



To add a suggestion:

1. Click the **+** button to the right.
2. In the opened section type a suggestion in the editable field and choose its priority.
3. If you want to add more suggestions, click the **+** button below.
4. Click the **Save phrases** button when you are ready.

If you do not want to save any changes, click the **Cancel** button.

To edit a suggestion:

1. Click the **Edit suggestions** button.
2. Edit the **Suggestion** field of the desired phrase and change its priority, if needed.
3. Click the **Save changes** button.

If you do not want to save any changes, click the **Cancel** button.

To delete a suggestion:

1. Choose the checkboxes of the desired suggestions in the **Delete** row and click the **Delete selected** button.
2. In the opened window click **OK** to confirm the action.

9.1.32.5. Redirects

Note: This section is available only in Searchanise Pro.

Define custom redirects for particular search terms.
For example, you have a promo page for a tablet PC sale. You want your customer to be immediately redirected to this page as they enter "tablet", "tablet pc", or "ipad" in the search box.

Here is how you can do it:

1. On the **Redirects** tab, click the green **+** button.
2. Type "tablet, tablet pc, ipad" in the **Search Terms, Comma-separated** column.
3. Type your promo page URL in the **Redirect To** column, e.g.: tablet-sale (you can use both absolute and relative paths).
4. Click the **Save Items** button.

To search for a particular search redirects, type it in the **Search redirects** field and click the **Filter** button.

To delete a suggestion:

1. Choose the checkboxes of the desired redirects in the **Delete** row and click the **Delete selected** button.
2. In the opened window click **OK** to confirm the action.

9.1.32.6. Synonyms

Note: This section is available only in Searchanise Pro.

A search term synonym is another search term, which, when searched, is treated like the search term itself.
For example, declare a synonym for the word "ipad" to be "tablet". When the word "tablet" is searched in the storefront, the search results will be the same as if the word "ipad" was searched. In both cases, the result for "ipad" will be returned.

Note that this will work differently in reverse: if you set "ipad" to be a synonym for "tablet", then both searches will return the result for "tablet".

Here is how you can define a synonym for the search term "ipad":

1. On the **Synonyms** tab, click the green **+** button.
2. Check **Add to the suggestion list** if you want to guarantee that this search term is suggested.
3. In the **Synonyms, comma-separated column**, type "tablet".
4. Click the **Save items** button.

Note that the new synonym will become available in the storefront only after the indexation is complete.

To search for a particular search synonyms, type it in the **Search synonyms** field and click the **Filter** button.

To delete a synonym:

1. Choose the checkboxes of the desired synonyms in the **Delete** row and click the **Delete selected** button.
2. In the opened window click **OK** to confirm the action.

9.1.32.7. Promotions

Note: This section is available only in Searchanise Pro.

You can trigger a certain product to appear in the search results when particular keywords are typed in the search box.
For example, if you want to suggest iPhone 5S to your customer if they search for "phone", "apple", or "apple phone", this is what you should do:

1. Go to the **Promotions** tab.
2. Type the name of the product to promote in the search box at the top of the page (e.g. "iphone 5s") and click **Search.**
3. In the input box near the product entry enter the keywords to trigger this products, separated with commas: phone, apple, apple phone.
4. Click **Save changes**.

An indexation will launch immediately. After it is complete, the changes will become visible in your storefront.

Note that the **Promotions** tab may show misleading data during indexation, so its content is hidden until the indexation is complete.

9.1.32.8. Stop words

Note: This section is available only in Searchanise Pro.

Stop words are special words that are disregarded during search (learn more on [Wikipedia]).
By default, such words as "a", "the", and some prepositions are added to the stop word list. In this tab, you can add your own stop words.

To add a new stop word:

1. On the **Stop words** tab, click the green **+** button
2. Type the term in the **Stop word** column.
3. Click the **Save items** button.

Note that the new stop word will become available in the storefront only after the indexation is complete.

To delete a stop word:

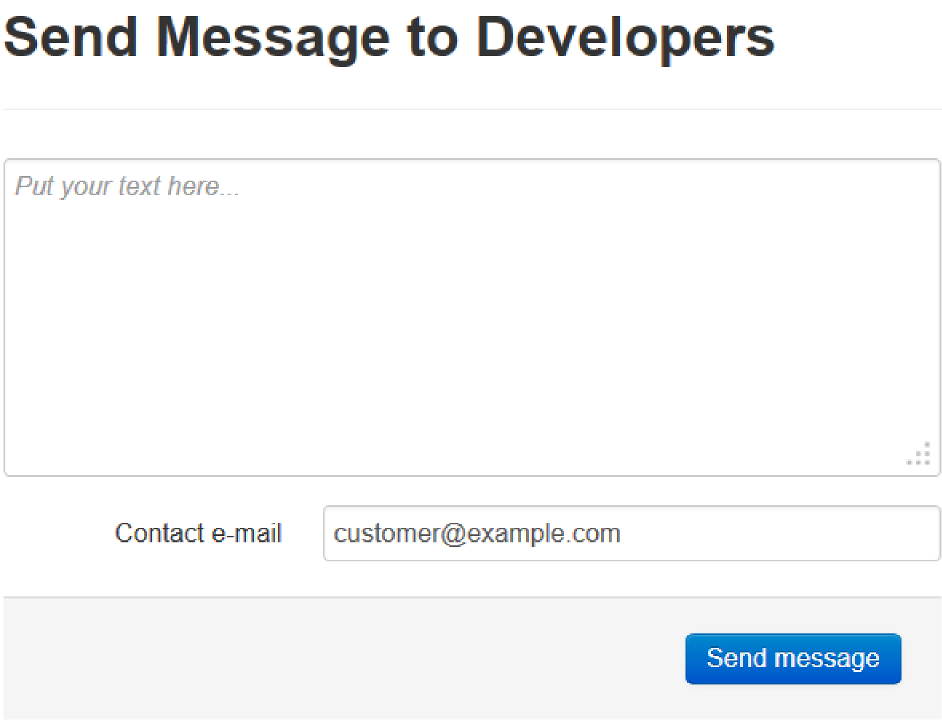
1. Choose the checkboxes of the desired words in the **Delete** row and click the **Delete selected** button.
2. In the opened window click **OK** to confirm the action.

9.1.32.9. Vote for new features

In this section you can vote for the feature you want to be added to the search widget next.
To send a message, choose the desired feature, type your ideas in the text area, and write your e-mail in the **Contact e-mail** field.
Click **Send vote** when you are ready.

9.1.32.10. Feedback

This section allows to send a message to Searchanise developers. Feel free to ask us any questions and suggest your solutions for improvement of our search widget.
To send a message, type your text in the text area, write your e-mail in the **Contact e-mail** field, and click **Send message**.



9.1.33. SEO

SEO is a common acronym for "search engine optimization". Obviously, the module aims at helping you optimize your web store for search engines and improve its ranking. Optimization consists in replacing unattractive dynamic URLs like `http://www.example.com/index.php?dispatch=products.view&product_id=1533` containing query strings and ancillary data with clean search engine friendly URLs like `http://www.example.com/true_product_name.html`. Such URLs not only help search engines to index store pages, but they also improve your customers' experience, as clean URLs are human-readable and thus are easy to perceive and remember.

- Product SEO URL format - Pattern for clean URLs for storefront product pages.
- Category SEO URL format - Pattern for clean URLs for storefront category pages.
- Page SEO URL format - Pattern for clean URLs for other store pages.
- Other SEO URL format - Pattern for clean URLs for other items.
- Show language in the URL - If selected, URLs include the code of the language in which the referred page is displayed. The code follows the host name and the directory name.
- Use single URL for all languages - If selected, the same URL is used to address a page disregarding the current page language. Otherwise, the page is referred to by several separate URLs according to the languages that the page can appear in.
- Allow non-latin symbols in URL- If selected, URLs can contain symbols from different languages.

Important: The module requires that your web server have a URL rewriter installed. For the Apache HTTP Server or any Apache interchangeable implementation it must be the mod_rewrite module. For Microsoft's Internet Information Server (IIS) it must be ISAPI_Rewrite.

9.1.34. SMS notifications

This module enables you to receive SMS notifications about some routine events that occur in your store and may require immediate response. The module utilizes the resources of Clickatell Gateway, a trustworthy mobile messaging platform. This implies that you have registered an account with Clickatell.

- Phone number – Phone number to receive notification at.

Clickatell settings

- Username – Your username with Clickatell.
- Password – Password to access your Clickatell account.
- API ID – Unique API ID that you received during the registration.
- Use Unicode – Select to send SMS in the Unicode format.
- Split long sms into several parts – Select whether to split long SMS into shorter parts to avoid possible loss of information.

Send SMS if

- New order has been placed – Select to receive notifications about new orders.
- New customer has been registered – Select to receive notifications about newly registered customers.

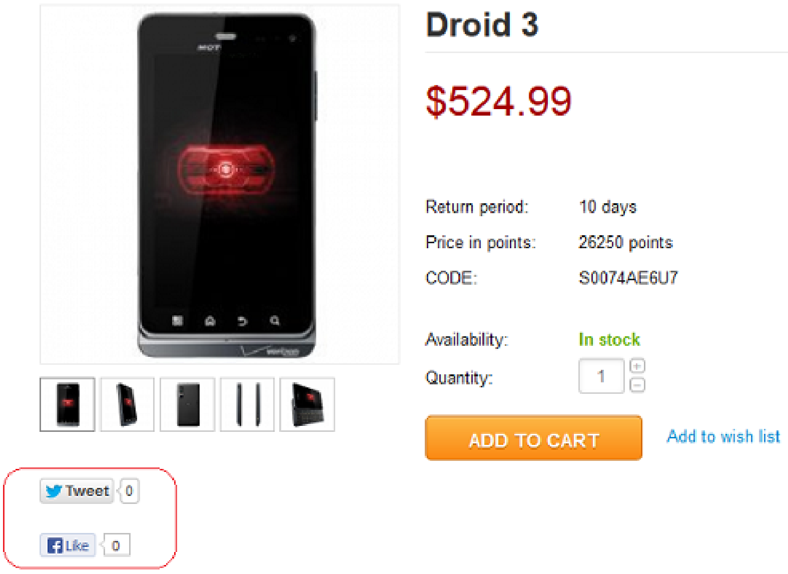
- Product quantity is less than zero – Select to receive notifications about out-of-stock products.
- Only send when order total amount is more than – Minimum order subtotal to notify of.
- Only send for these shipping methods – Select shipping methods that must be used in an order so that you receive a notification.

SMS content

- Add payment info – If selected, payment details are included in the notifications.
- Add customers e-mail – If selected, customers' email addresses are included in the notification.

9.1.35. Social Buttons

This module provides the ability to add social buttons to the storefront. With the help of the social button the user can express that he/she likes, enjoys or supports certain content.
It is possible to display the quantity of users who liked each content and show a list of them. This is an alternative to other methods of expressing reaction to content, like writing a reply text.



Twitter

- Show Twitter button - If selected, the Twitter social button is displayed on the pages of the storefront;
- Via - The user account to attribute the Tweet to;
- Button size - The size of the Twitter social button;
- Display count - The way to display the number of users, who liked certain content;
- Display on - Choose whether to display the social button on product details pages, on other pages, or on both.

Facebook

- Show Facebook button - If selected, the Facebook social button is displayed on the pages of the storefront;
- Facebook app ID - The numerical ID of your application on Facebook;
- The URL of the page to like - Type the URL with which you want to replace the current URL. Live empty if you want

to use current page;

- Include a Send button with the Like button - If selected, the Send button is displayed near the Like button;
- Width of the Like button (px) - Width of the social button;
- Button layout - Choose whether to display a standard social button, a button with count of users, who liked the content, or a button with count, larger than a standard one;
- Display profile photos - If selected, profile photos are displayed below the button;
- Button verb - Choose the verb to display on the button: 

- Language - Choose the language of the social button;
- Button font - Choose the text font to display on the button;
- Color scheme - Choose the color scheme for the social button: lite or dark;
- Display on - Choose whether to display the social button on product details pages, on other pages, or on both.

Vkontakte

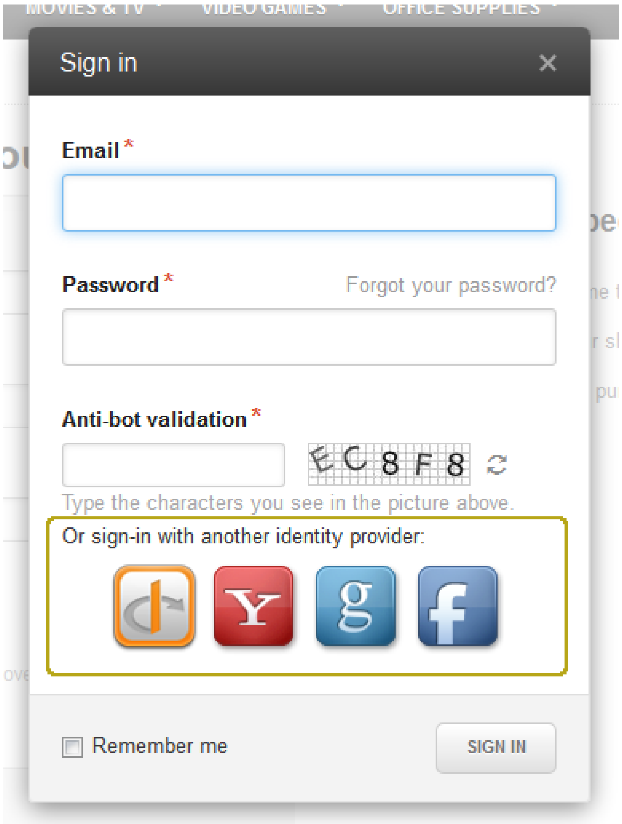
- Show Vkontakte button - If selected, the Vkontakte social button is displayed on the pages of the storefront
- Vkontakte app ID - The identifier of your application on Vkontakte (the *app* parameter.) If you have any.
- Button layout- Choose the appearance of the social button: it's size and whether to display the number of users, who liked certain content;
- Button height (px) - Height of the social button in pixels;
- Button width (px) - Width of the social button in pixels;
- Button Name - Choose the words to display on the button;
- Display on - Choose whether to display the social button on product details pages, on other pages, or on both.

E-Mail

- Show E-mail button - If selected, the social button to send e-mail is displayed on the pages of the storefront;
- Display on - Choose whether to display the social button on product details pages, on other pages, or on both.

9.1.36. Social login

This module integrates HybridAuth library into your store and allows users to log in and register using various social apis and identities providers such as Facebook, Twitter, MySpace, and Google.



OpenID

- Enable OpenID - If selected, the button for registration via OpenID will be added to the user's sign in form.

Yahoo

- Enable Yahoo - If selected, the button for registration via Yahoo will be added to the user's sign in form.
- Yahoo ID - Identificator given to you after creating an application at Yahoo.com.
- Yahoo Secret key - Secret key given to you after creating an application at Yahoo.com.

Further information see at HybridAuth.net.

Google

- Enable Google - If selected, the button for registration via Google will be added to the user's sign in form.
- Google ID - Identificator given to you after creating a project at Google.com.
- Google Secret key - Secret key given to you after creating a project at Google.com.
- Google callback URL - URL that Google will use for the callback in case of successful authorization.

Further information see at HybridAuth.net

Facebook

- Enable Facebook - If selected, the button for registration via Facebook will be added to the user's sign in form.
- Facebook ID - App ID given to you after the creating an application at Facebook.com.
- Facebook Secret key - Secret key given to you after creating an application at Facebook.com.

Further information see at HybridAuth.net

Twitter

- Enable Twitter - If selected, the button for registration via Twitter will be added to the user's sign in form.
- Twitter API key - Consumer key given to you after the creating an application at Twitter.com.
- Twitter Secret key - Secret key given to you after creating an application at Twitter.com.

Further information see at HybridAuth.net

MySpace

- Enable MySpace - If selected, the button for registration via MySpace will be added to the user's sign in form.
- MySpace API key - Key given to you after the creating an application at MySpace.

Further information see at HybridAuth.net.

LinkedIn

- Enable LinkedIn - If selected, the button for registration via LinkedIn will be added to the user's sign in form.
- LinkedIn API key - Consumer key given to you after the creating an application at LinkedIn.com.
- LinkedIn Secret key - Secret key given to you after creating an application at LinkedIn.com.

Further information see at HybridAuth.net.

9.1.37. Store Import

This tool allows importing the database from an existing store to the latest installation of Multi-Vendor. The add-on does not have configurable settings.

9.1.38. Store locator

This module allows you to locate your brick-n-mortar stores on Google Maps. Maps with marked locations can then appear on the storefront so that customers can find a nearest point of sale. Locations are managed in **Add-ons → Store locator**.

- Google key – Your Google Maps API key. For details, please refer to the Google's official help page http://code.google.com/apis/maps/signup.html.

9.1.39. Suppliers

This module adds the Suppliers tab to the Customers section.

- Display product supplier company - If selected, the name of the supplier company will be displayed on the product details page.
- Display shipping methods to each supplier separately - If selected, products are displayed for each supplier separately at the checkout. And it is possibly to choose shipping for each supplier.

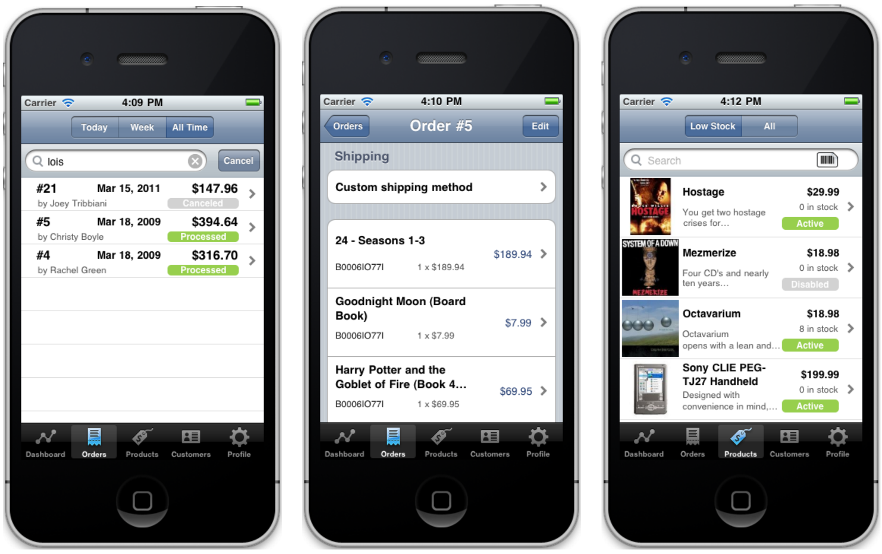
9.1.40. Tags

This module introduces support for tags assigned to product and content pages.

- Tags for products – If selected, customers are allowed to add tags to product pages.
- Tags for pages – If selected, customers are allowed to add tags to static content.

9.1.41. Twigmo

Use this module to connect your store to the Twigmo service. This service enables you to control your online store from your mobile phone. Once connected, the module will process requests sent from this service and return the requested information, and you will be able to review the sales statistics and recent orders as well as searching and editing the most important data - products, orders and customers - just looking at and touching the screen of your mobile phone.



Furthermore, this module equips your store with a special storefront designed for mobile devices. When this option is enabled, the store automatically detects the type of device from which a customer has opened the store in the web browser, and switches the storefront in accordance. This means that your customers will fill perfectly comfortable whether they browse your online store from a desktop/laptop computer or a cutting-edge mobile device.

To learn more about the Twigmo service features, please visit www.cs-cart.com/twigmo.html.

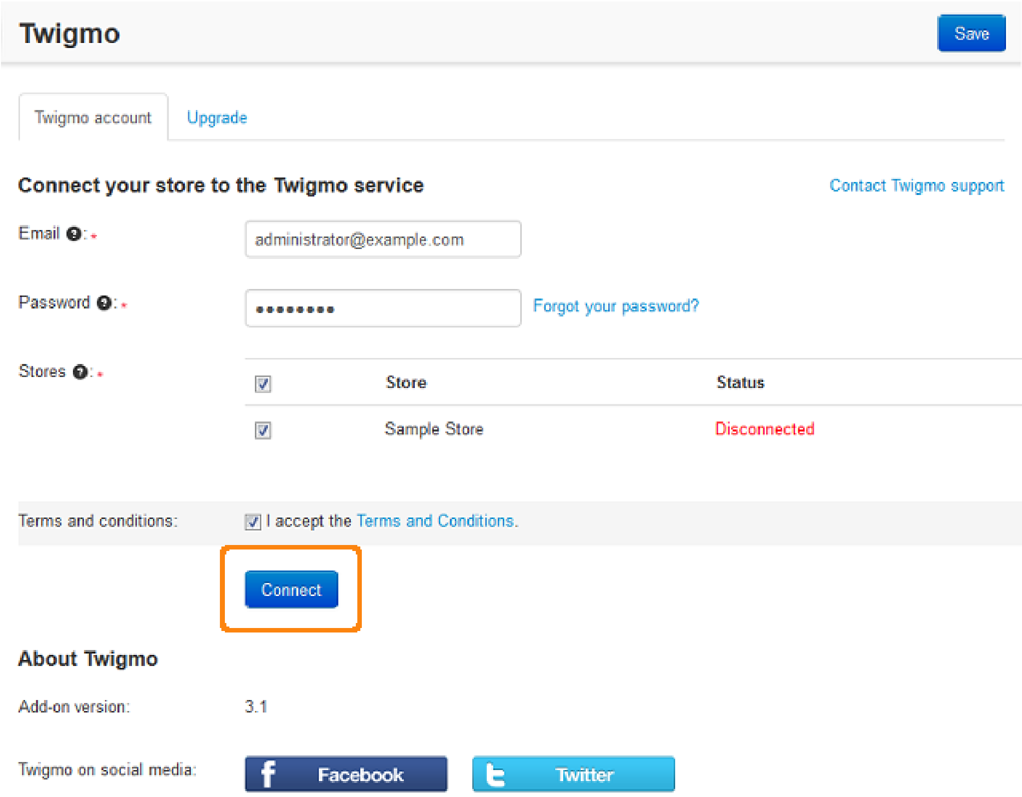
Connecting to Twigmo service

Once you have installed and activated the add-on, you need to connect your store to the Twigmo service.

To connect the store to the Twigmo service:

1. Go to Add-ons > Manage add-ons.
2. Find **Twigmo** in the list, click the gear button, and choose **Manage**.
3. Enter your twigmo account e-mail address to the **E-mail** input field, complete the **Password** field and choose stores to be connected to the Twigmo service. If you have no Twigmo account, it will be created automatically, and the confirmation letter from Twigmo service will be sent to the specified e-mail..
4. Confirm your agreement with the terms of usage.
5. Click **Connect**.

Now you can connect to the administration panel using Twigmo applications for iOS, Android or Windows Phone. And you customers will access your store from their mobile devices through a front-end that is specially adapted for mobile devices.



In this section you can also access Twigmo Helpdesk with the **Contact Twigmo support** link on the right and go to the Twigmo official pages on social media (the **Facebook** and **Twitter** buttons). After connecting the store you will also see the **Twigmo Control Panel** button in the Twigmo account tab. Use this button to access your mobile administration panel.

Configuring the mobile front-end

To configure the mobile front-end:

1. Go to Add-ons > Manage Add-ons.
2. Find **Twigmo** in the list and click **Manage**.
3. Switch to the Mobile Storefront tab.
4. Configure the mobile storefront:
   - Show mobile version for - Select checkboxes near the device types for which the mobile version of your store will be displayed.
   - Home page content - Choose the necessary content of the mobile Home page.
   - Design - Click the **Visual Editor** button to access Twigmo Visual Editor where you can customize your mobile storefront.
   - Mobile Storefront logo - Upload an image for the logo of the mobile storefront.
   - iOS device home screen icon - Use this setting, if you want to change Twigmo home screen icon for iOS device.
   - Enable geolocation - If enabled, shipping and billing address fields will be populated with the address determined by a geolocation service on the registration and checkout pages.
   - Show only user profile fields marked as required - If enabled, only required profile fields in the account

information will be shown on the Register page of the mobile version of your store.

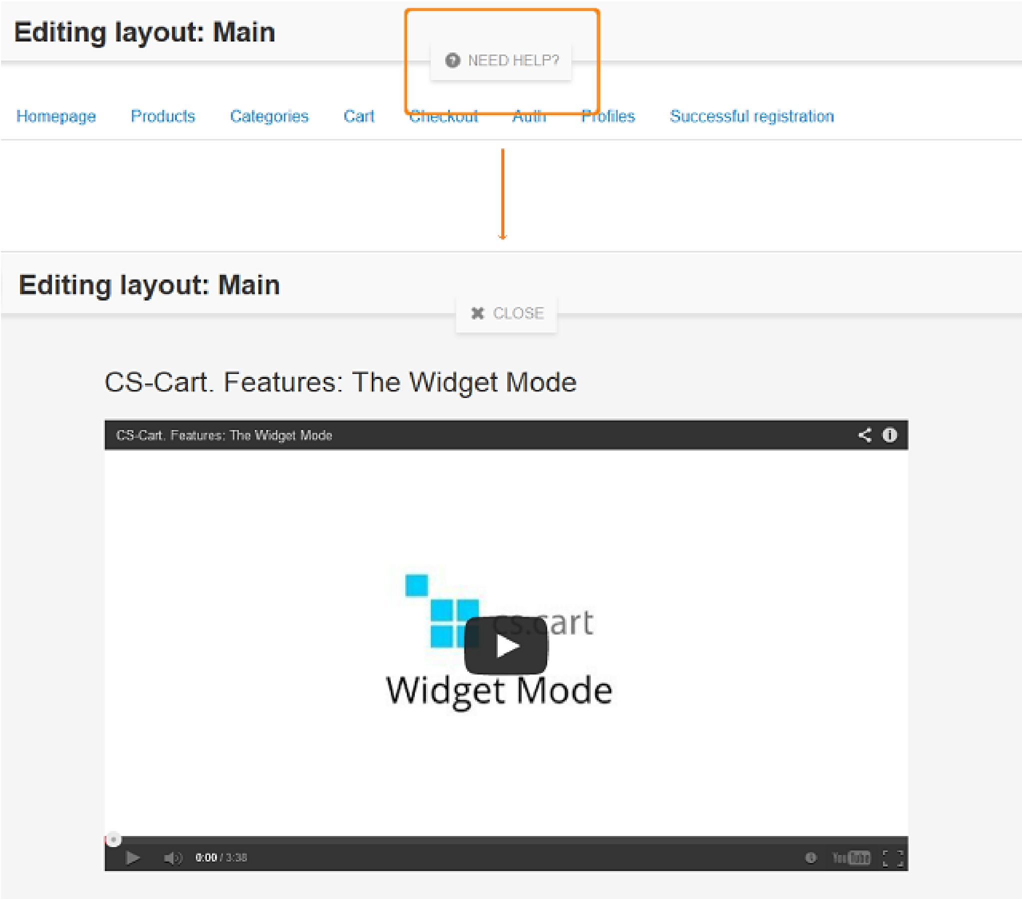
- URL of your Facebook page/Twitter page/app on iTunes App Store/app on Google Play - Enter URLs to connect your apps or pages on social networks to the mobile version of your store. Corresponding social network icons will appear on the mobile storefront.

5. Click **Save** to apply the settings.

In the Upgrade tab currently available upgrades are displayed. You can click **Check for upgrades** to refresh the list.

9.1.42. Video tutorials

This module enables detailed video tutorials is some parts of the administration panel (Design > Themes, Design > Layouts). They can help you to quickly customize and fine-tune your store. The add-on does not have configurable settings.



9.1.43. Vendor data premoderation

This add-on enables you to approve/disapprove vendor products and profiles before they are added to the product catalog and appear on the storefront. Products are approved in **Vendors** → **Product approval**.

- Products require prior approval - Choose if vendor products should be approved by the store administrator before they are added to the catalog: *None* - no approval is required, *Custom* - thy choice is made individually on a vendor's profile page, *All vendors* - all new vendor products require prior approval.

- Approve product info updates - Choose if vendor products should be approved by the store administrator before they are updated in the catalog: *None* - no approval is required, *Custom* - thy choice is made individually on a vendor's profile page, *All vendors* - all product updates require prior approval.
- Approve vendor profile updates - Choose if vendor profile updates should be approved by the store administrator: *None* - no approval is required, *Custom* - thy choice is made individually on a vendor's profile page, *All vendors* - all profile updates require prior approval.

Important! This add-on is incompatible with the Searchanise add-on.

9.1.44. Watermarks

Overview

A watermark is a text or graphic overlay (usually, a transparent one) that is added to images. For example, this can be a company name or a logo.

Watermarks not only add more identity to product and category images in your store, but they also protect images from unauthorized commercial use by other companies and private individuals.

By using this add-on, you can define a common watermark for your store images. Then, Multi-Vendor will automatically add the specified watermark to all necessary images and thumbnails in the product catalog.

Defining a watermark

To define a common watermark for the store:

1. In **Add-ons** → **Manage Add-ons**, open the add-on configuration by clicking next to the add-on name and choosing **Settings**.
2. Specify the watermark properties.
3. Click **Save** to apply your changes and close the form.
4. Optionally, open the add-on configuration form and follow the suggestions provided under the **Images access** heading.

Watermark properties

Watermark

- Watermark type - Select the watermark type: a text (Text watermark) or an image (Graphic watermark.)
- *For text watermarks only:*
  - Text - Text in the the watermark.
  - Font - Font of the watermark text.
  - Font color - Color of the text in the watermark.
  - Font size (thumbnail) - Size of the text in the watermark used for thumbnails.
  - Font size (large image) - Size of the text in the watermark used for large images.
- *For graphic watermarks only*
  - Thumbnail watermark - Specify the image that should be used as the watermark in thumbnails. You can either upload an image from a local file system or specify a URL of the image.

    - Large image watermark - Specify the image that should be used as the watermark in large images. You can either upload an image from a local file system or specify a URL of the image.
- Watermark position - Select the position of the watermark in the base product/category image.

Watermarks in product images

Select whether the watermark should be placed in the product thumbnails and large images.

Watermarks in category images

Select whether the watermarks should be placed in the category thumbnails and large images.

Caution When you disable or uninstall the add-on, make sure to manually remove these .htaccess directives. Otherwise, category and product pages will not be displayed on the storefront.

9.1.45. Wish List

This module enables customer wish lists on the storefront. The module does not have configurable settings.

9.2. Access restrictions

Use this section to manage registration and access restrictions in your store. Restrictions can be based on the IP addresses from which visitors try to access your store and email addresses that visitors may use to register at the store. In addition, here you can specify a set of credit card numbers that must never be accepted in your store.

Important: In order to add restrictions, you must first enable and configure the Access restrictions add-on (**Add-ons** → **Manage Add-ons**).

The section consists of five tabs: **IP**, **Domain**, **Email**, **Credit card,** and **Administration panel**. Different tabs are intended for different types of restriction.

- **IP** tab:

  List of IP addresses that cannot be used to access the store (both the storefront and the Administration panel.) You can define either specific IP address or a range of addresses. For example, `192.0.2.12` or `192.0.2.24` - `192.0.2.255`.
- **Domain** tab:

  List of domain names whose IP addresses cannot be used to access the store (both the storefront and the Administration panel.) For example, `example.com` or `site.example.org`.
- **Email** tab:

  List of specific email addresses or email servers that cannot be used to register at the store. For example, `johndoe@mail.example.com` or `mail.example.com`.
- **Credit card** tab

  List of 16-digit card numbers that will be rejected at checkout.
- **Administration panel** tab:

  List of IP addresses that cannot be used to access the Administration panel. You can define either specific IP address or a range of addresses.

For example, `192.0.2.12` or `192.0.2.24 - 192.0.2.255`.

Each tab contains a list of admitted values with the corresponding value attributes:

- Reason - Reason for the restriction that is displayed when someone is trying to access the store from a banned IP address or register with an unwanted email address or pay with disapproved credit card.
- Created – Date and time when the restriction was created.
- Status – Status of the restriction (*Active* or *Disabled.*)

9.3. Data Feeds

Note: This section requires that you have the Data feeds add-on enabled and configured in **Add-ons** → **Manage Add-ons**.

Use this section to create custom product feeds of any configuration. Feeds that you create here can be regularly uploaded to different shopping directories (e.g., Google Product Search, Shopzilla, Amazon, etc.) or any other remote location that can be accessed through FTP.

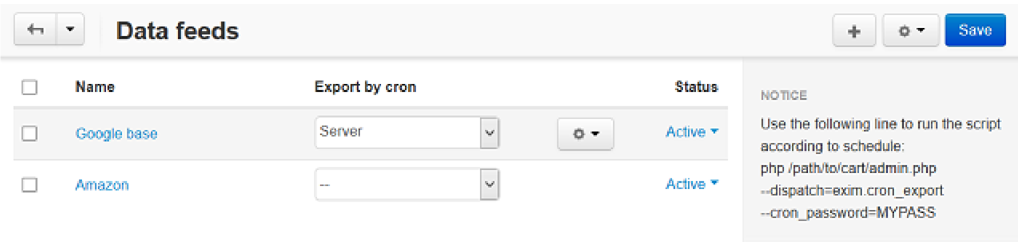
Creating/configuring a data feed

To create and configure a custom data feed:

1. In the Administration panel, go to **Add-ons** → **Data feeds**.

   The section contains a list of data feeds available in the store.

Here you can rename data feed, export it by Cron to Server or FTP, make it *Active or Disabled,* or export it to local computer, server or FTP server (tabs under the button).



2. Click the button to create the new data feed or click the button and choose **Edit** to configure the existing data feed.

   This will open a form for creating/configuring a data feed. The form includes three tabs:

   General tab:

- Data feed name - Name of the data feed.
- File name - Name of the exported file.
- Language - Language of the data in the feed.
- Category delimiter - Delimiter to separate child and parent categories.
- Features delimiter - Delimiter to separate product features.
- Images directory - Directory where product images are located. Used for images without a path specified.
- Files directory - Directory where files for downloadable products are located. Used for files without a path specified.
- Price decimal separator - Decimal separator for product prices.
- CSV delimiter - Delimiter to separate data in the feed.

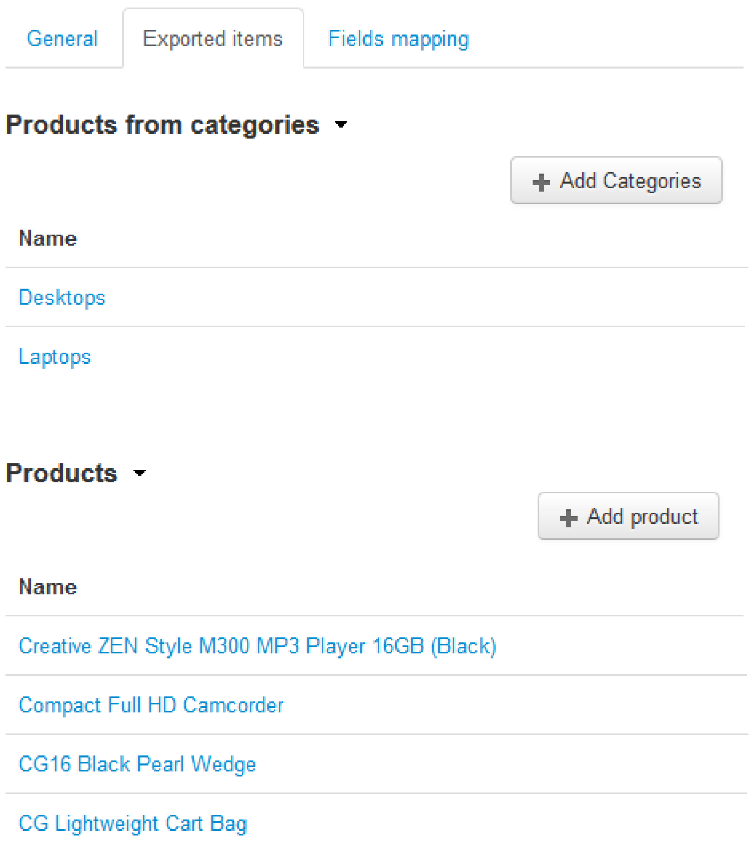
- Exclude disabled products - If selected, products that are disabled in the product catalog are not included in the data feed.
- Status - Status of the data feed (*Active* or *Disabled.*)
- Server directory - Directory on your server where the data feed will be exported to. Make sure the directory has writable permissions.
- FTP server - URL of the target directory on the FTP server to which the data feed must be uploaded.
- Enclosure - Delimiter to separate fields in the uploaded data table.

Important: Make sure the URL you enter here agrees with the following format: `host[:port]/directory`. For example, `ftp.example.com:21/home/johndoe/feeds`.

- FTP username - Your username to access the FTP server.
- FTP password - Your password to access the FTP server.
- Export by cron to - Option to choose where the data feed must be uploaded to: A directory on the current server or a third-part FTP server.

Exported items tab:

Use this tab to select which individual products and/or product categories from your catalog must be included in the data feed.



Fields mapping tab:

Use this tab to arrange a list of fields included in the data feed. Each field has the following attributes:

- Pos. - Position of the field relatively to the position of the other fields in the data feed.

- Field name - Name of the field.
- Field type - Meaning of the data in the field.
- Active - Checkbox to control the availability of the field.

3. Complete the form.
4. Click the **Create** button.

The new data feed will appear among the other data feeds in your store.

Google base

The Google Export add-on adds a pre-defined data feed template to the store. This template basically links Multi-Vendor product fields with those required by Google. You can customize the mapping rules by linking more fields or removing the existing fields.

This pre-defined template is suitable for regular products from a US supplier. If your products require more fields or you are from a different country, you need to create a new template.

A complete specification of product fields supported by Google is available at http://support.google.com/merchants/bin/answer.py?hl=en&answer=188494 .

If some necessary product fields are missing in Multi-Vendor, add them as product features (see Products > Features for more details).

9.4. Store Import

The **Store Import** add-on is developed for importing data from any version of CS-Cart from 2.2.4 (except the Community edition) to the current version.

Server Requirements

PHP version 5.3.x

Data migration from different versions of CS-Cart Multi-Vendor

Data imported to Multi-Vendor 4.2.x from your old store depends on the version of that store.

From CS-Cart Multi-Vendor 3.0.x:

In this case all data will be moved to the new Multi-Vendor 4.0.x installation. So, you will have your layout and settings data imported, and customizing the store before the actualization will be much easier.

From CS-Cart Multi-Vendor 2.2.4/2.2.5:

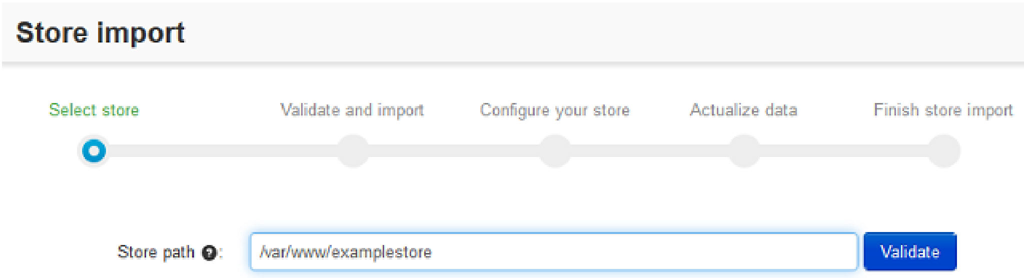
In this case all data will be imported, except the layout and some settings data. The core settings data will be replaced with the default (the Settings section of the administration panel). However, the add-ons settings data will be imported from your CS-Cart Multi-Vendor 2.2.4/2.2.5 installation. All the layout data (information about blocks and tabs) will be removed. The exception are some blocks under the Products location (Design -> Layouts ->Products). If these blocks are of the *Products* type with the *Manually* filling, they will be successfully imported to the new installation. By default, 3 product tabs will be imported from the old CS-Cart Multi-Vendor 2.2.4/2.2.5 installation: Description, Features and Files (you can find them in the Product tabs section). Also, in CS-Cart Multi-Vendor 2.2.4/2.2.5 there were product tabs, created automatically at the installation of certain add-ons. Such tabs data will be imported to the new installation by the **Store import** add-on too.

Note: In case that you used several languages in your old installation, it is recommended to choose the same languages for the newly installed Multi-Vendor 4.2.x. You can change the languages in the Administration -> Languages -> Manage Languages section of the administration panel.

Data import

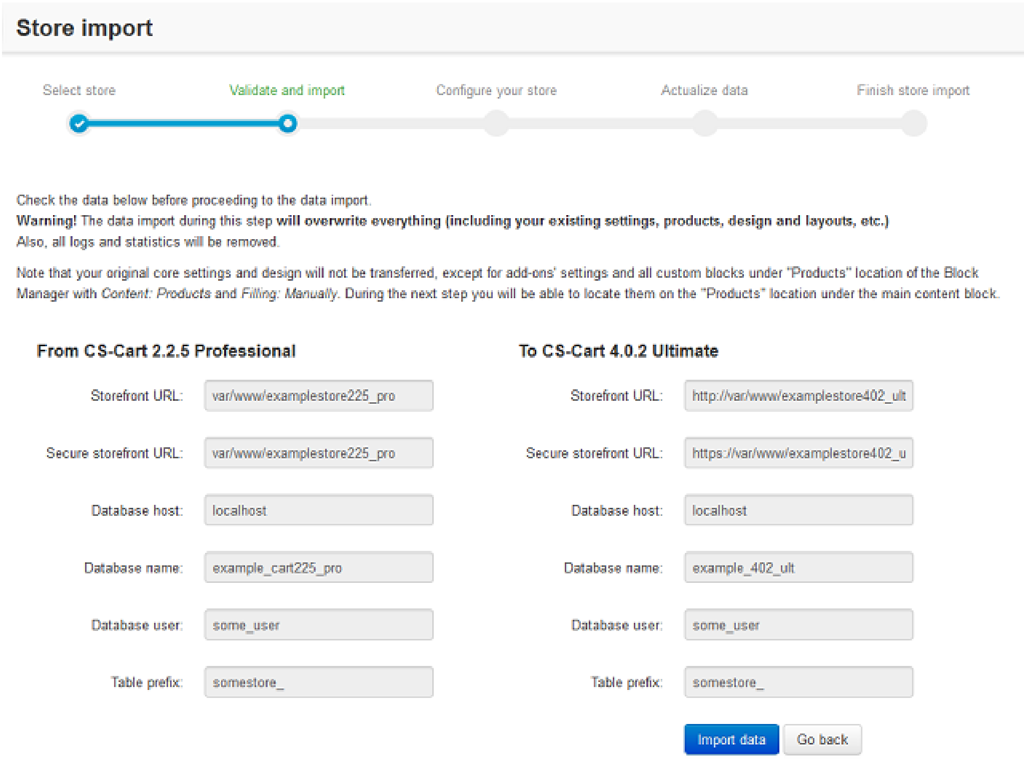
Important: Before you start import always make sure you have enough space on your server hard drive.

1. In the Add-Ons -> Store Import section enter the server path to the existing CS-Cart Multi-Vendor store. It is the path where your existing store is installed on the server. For example, on UNIX-based systems it should look something similar to '/var/www/examplestore', and something like 'C:/examplestore' on Windows.



Click the **Validate** button.

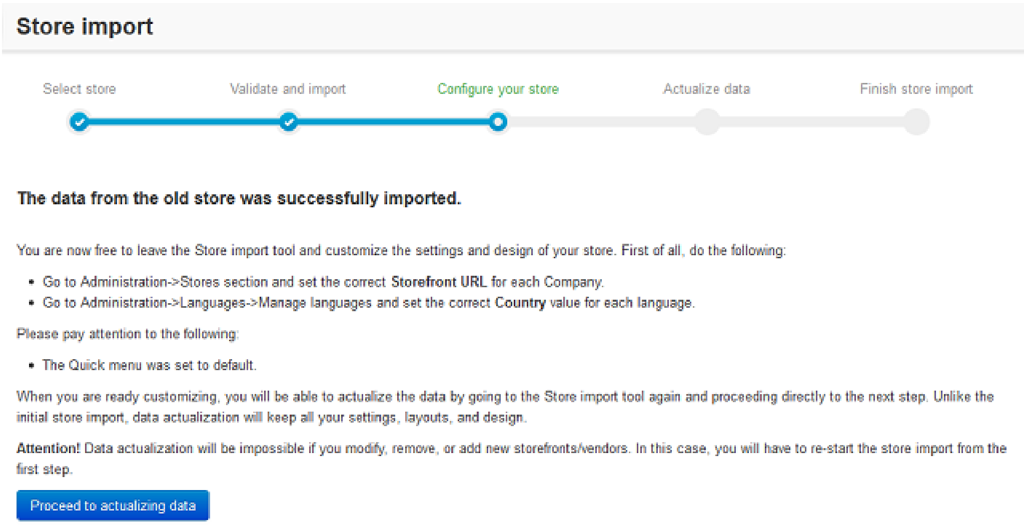
2. If the entered path was correct, you will be sent to the next step titled **Validate and import**. Here you will see two tables with the information about the imported store and the store where you want to import data:
   - Storefront URL - Base URL of the storefront;
   - Secure storefront URL - Secure URL of the storefront. (HTTP protocol protected by SSL);
   - Database host - Name of the hosting, where your database is kept;
   - Database name - Name of the database, that you want to import;
   - Database user - Name of the user, who has access to the database;
   - Table prefix - Prefix to be applied to all tables of the database.



Press the **Import data** button to start the importing process.

The launching of the import process will be indicated in real time. When the process is finished, the data from the old installation will be imported to the current store.

3. Now you will proceed to the **Configure your store** step. At this step you are free to leave the **Store Import** page and configure your store appearance. It can take you some time to modify the CSS styles, layouts, locations, etc. Meanwhile your old store continues to work as usual, taking orders and serving customers.



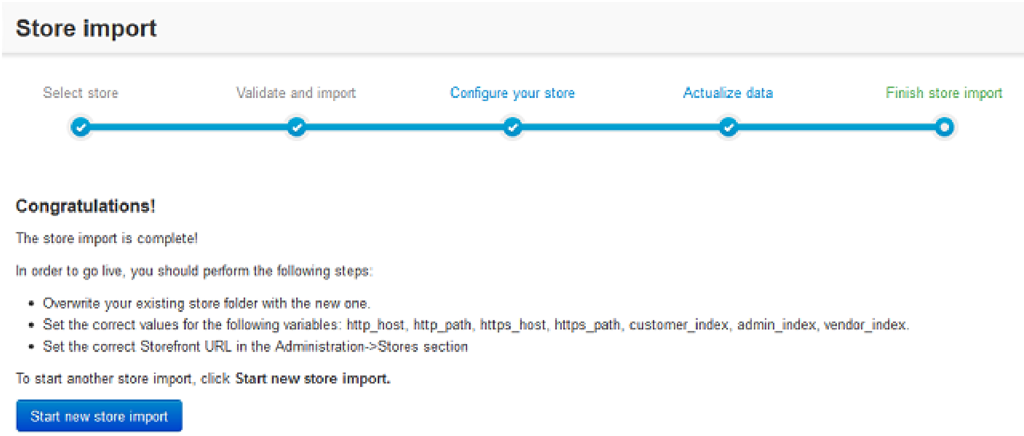
When you are ready, go to `Add-ons -> Store Import` again and press the **Proceed to actualizing data** button.

4. At the **Actualize data** step you will see the information about the latest store import. If you click the **Actualize data** button, the data import from the old store will be launched. This import will exclude settings and layouts in order to import the updated information of the active store, but keep the information about renewed layouts and settings in the new installation of Multi-Vendor.

If you do not want to actualize your data and wish to finish the store import, you are free to skip this step (the **Complete store import** button).

Note: All the information will be rewritten at this step, except the settings and layouts!

5. After the successful data import you proceed to the **Finish store import** step, and now you can use your new store live. Moreover, you can always return to the **Configure your store** and **Actualize data** steps by clicking the corresponding links.



If you want to launch the import process again, click the **Start new store import** button.

License requirements

You can use the **Store Import** add-on in case that you own the license with the valid subscription for the updates. It must be valid at the CS-Cart 4.0.1 release date (June 26, 2013). This license must be specified in your old CS-Cart Multi-Vendor installation.

Do not forget that it is illegal to use both CS-Cart Multi-Vendor 2.2.4/2.2.5, 3.0.x. 4.0.x, or 4.1.x and Multi-Vendor 4.2.x live having one license. So, during the customization, the Multi-Vendor 4.2.x store should be closed from the public access (the **Close storefront** option in the administration panel). The old store should be closed from the public access right after you go live with your Multi-Vendor 4.2.x version.

Also read in Multi-Vendor Knowledge Base:

- [How to upgrade your store using Store Import]

9.5. Store locator

Use this section to define the locations of your brick-n-mortar stores (if any) so that your customers can find the nearest point of sale. Each location is plotted on a map according to the coordinates that you specify when adding a location.

This functionality is based on the Google Maps service, and you need to provide your Google Maps API key in **Add-ons → Manage Add-Ons → Store locator** before you can start using the service in your store. If you do not have such a key, sign up for the key at http://code.google.com/apis/maps/signup.html.

Tip: To display the store locator on the storefront, remember to add a block with the content type Store locator (see Design -> Layouts for more details).

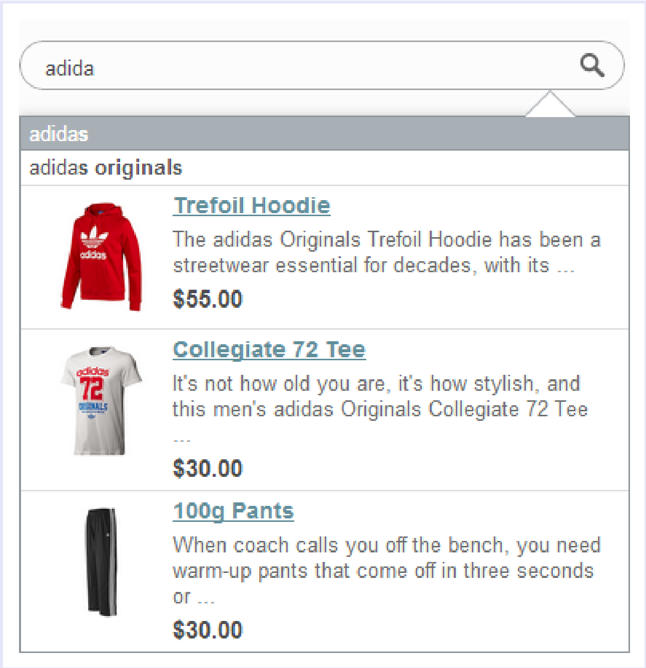
Location attributes

- Name - Name of the store location.
- Position - Position of the location relatively to the position of the other locations in the list.
- Description - Description of the location.
- Country - Country where the store is located.
- City - City in which the store is located.
- Coordinates - Coordinates of the store (latitude and longitude of the location).
- Status – Status of the location (Active or Disabled).

9.6. Searchanise

Note: The official Searchanise documentation is available at searchanise.com.

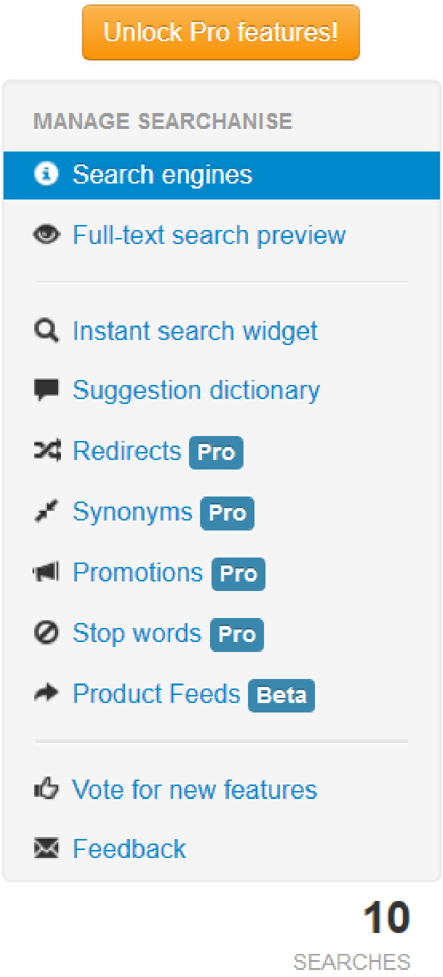
The Searchanise add-on integrates Multi-Vendor with the SaaS-solution of the same name. It adds enhanced instant product search to the storefront by replacing its regular search bar with a special search widget. Shoppers see search results as they type in the search bar, and can quickly review the found products. So, customers can get to the right product way much faster because they don't even have to finish typing while the preview box forms the first impression of the product.



Important! Searchanise is incompatible with the Age Verification add-on because this add-on controls access to products on the category level while Searchanise processes store data on the product level and takes no account of categories and their properties.

With the **Mange Searchanise** panel you can navigate through the Searchanise sections that are described separately further in this guide.

Above this panel there is the **Unlock Pro features** button with that you can see the features of Searchanise Pro and update to it.



Below this panel there is the searches counter and the Searchanise tweeter feed. You can follow Searchanise tweeter clicking the **Follow** button.

9.6.1. Search Engines

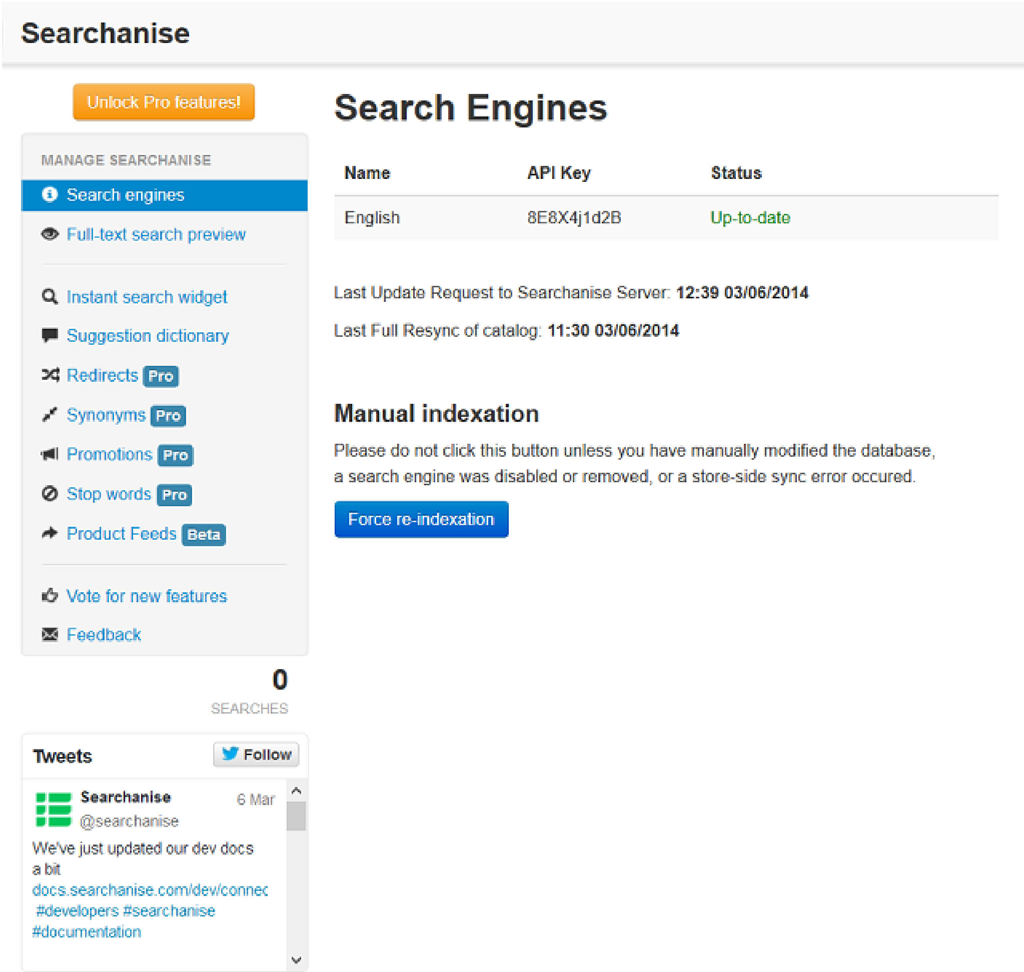
Here you can see some information about search engines: name, API key, and its status, as well as the date of last update and resync.

Manual indexation

Under the hood, search results are received from Searchanise in real-time. However, Searchanise does not retrieve data from your store database at the moment when the shoppers type in their requests as this would load the database server and significantly slow down the performance. Instead, Searchanise keeps a snapshot of the store products on its servers, and returns search results based on this snapshot. Such data includes the product description, price, features, and images/ thumbnails.

The add-on tracks any changes in the products catalog and automatically syncs then with Searchanise. Usually, it takes two or

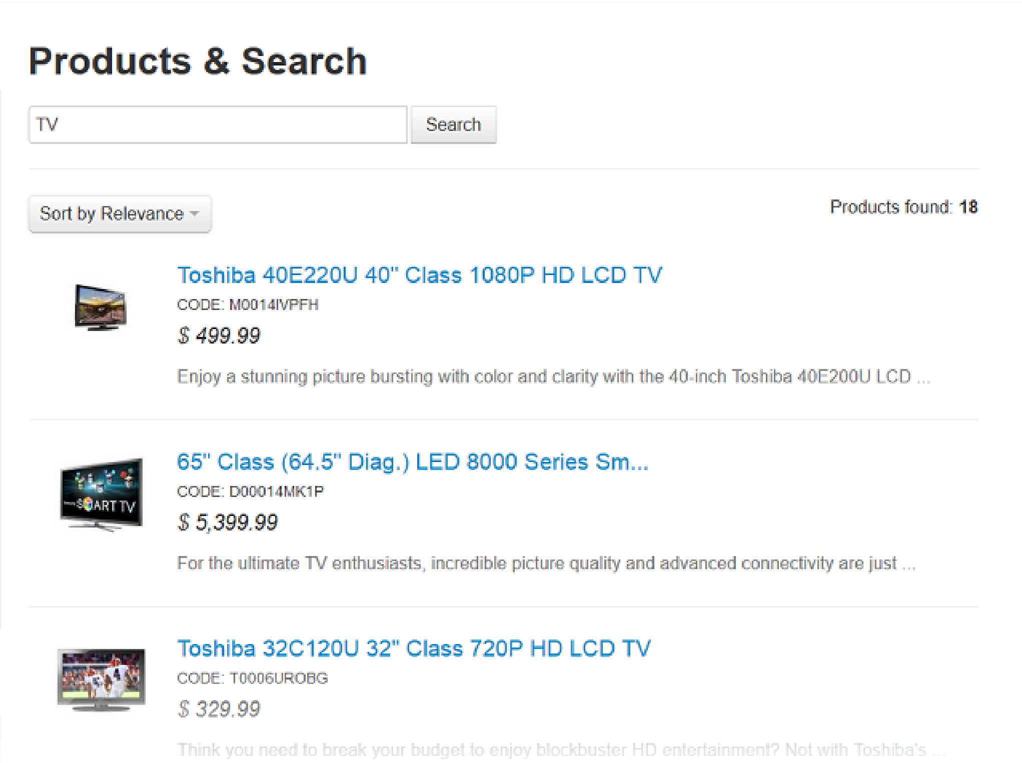
three minutes to complete.
However, you can force to synchronize data by clicking the **Force re-indexation** button.



This is rather a time-consuming operation that is unnecessary in most cases. Manual syncing is required only when the product catalog has been updated in an unconventional manner. For example, directly in the MySQL database or as a result of custom programming.

9.6.2. Full-text search preview

In this section you can see the preview of the search results to be displayed in the storefront when the customer uses the search bar. Type any word in the bar and press **Search**. The results will be displayed below.



Use the **Sort by...** select box to choose the search results method of sorting.

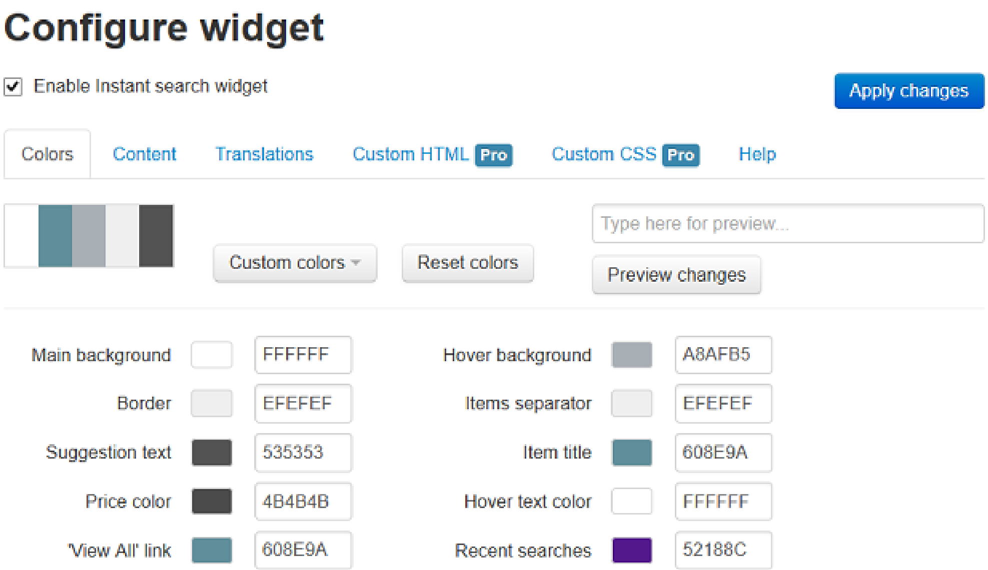
9.6.3. Instant Search Widget

Configure widget

The search bar gets seamlessly integrated with the current theme of the storefront. Still there is a room for fine-tuning the outwards appearance of the auto-complete form and the product preview box.
Before configuring the widget, make sure to activate it by selecting the **Enable instant search widget** checkbox.

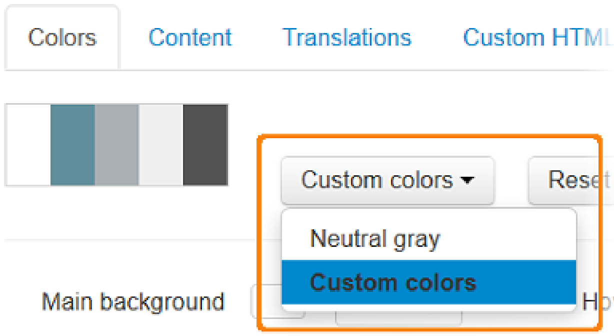
Colors

Under the **Colors** tab you can edit the color scheme of the widget to make it more aligned to the existing storefront design.

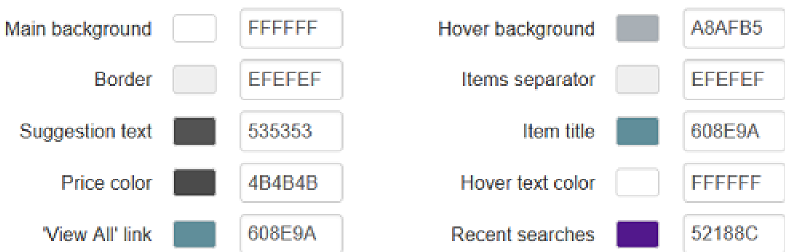


To edit the color scheme:

1. Switch the color scheme to **Custom colors.**



2. Enter new hexadecimal values (from #000000 for black to #FFFFFF for white) into corresponding text fields.



3. Type some text in the field above the **Preview changes** button and click this button to test your modifications before saving them. If you want to revert colors to the default, click the **Reset colors** button.
4. Click **Apply changes** to save the new color scheme.

Content

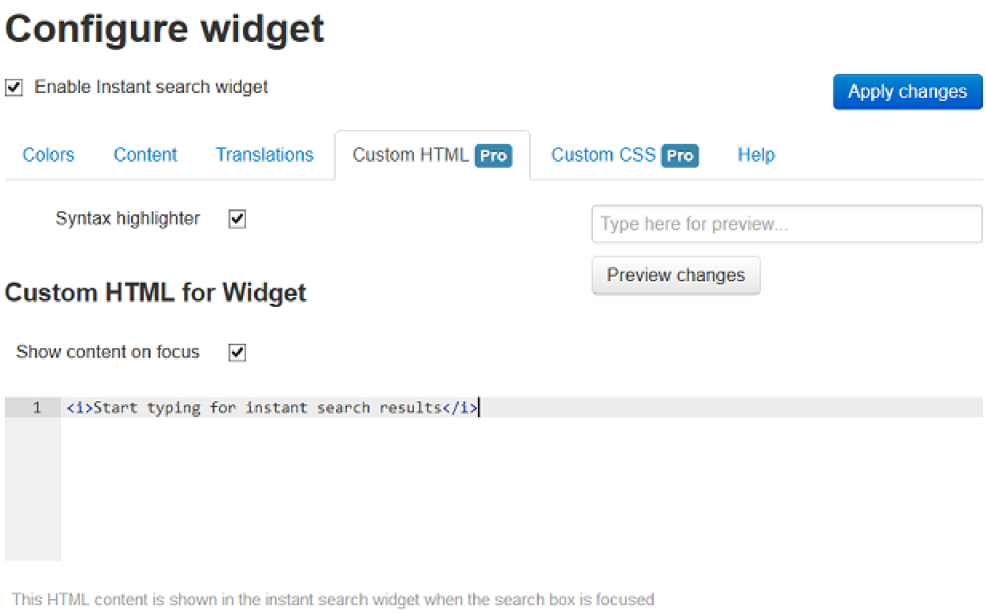
Under the **Content** tab you can configure the behavior of the widget. The description of the settings under the **General, Products, and Search Suggestions** sections can be found under the **Help** tab. Settings under the **Pro features** section are available only in Searchanise Pro.

Translations

This section provides facilities for translating the Searchanise search widget. To translate the text, write it's translation in an editable text box and save the changes.

Custom HTML (this section is available only in Searchanise Pro)

Here you can edit the HTML code of some instant search widget elements. Activate the checkbox above the HTML content to make it editable. Activate the **Syntax highlighter** checkbox to show the HTML structure.



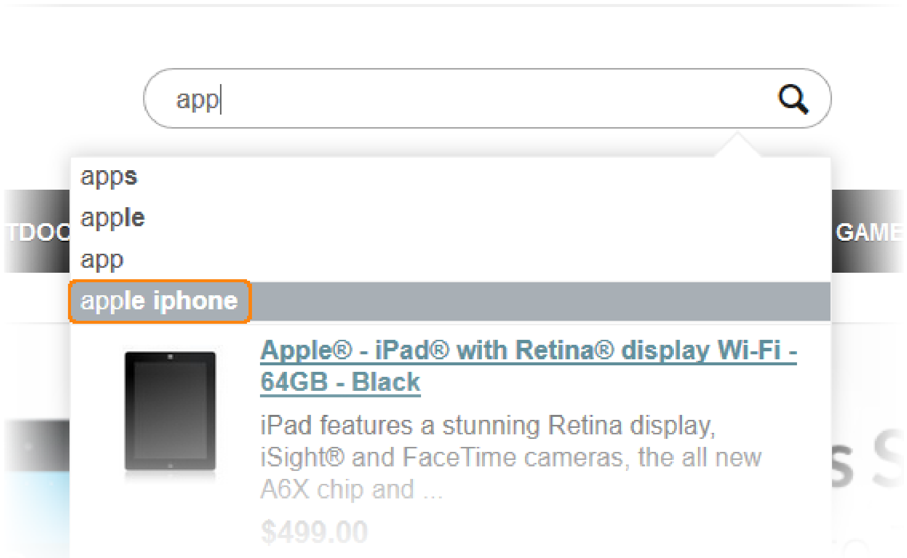
Do not forget to click the **Apply changes** button when you are ready.

Custom CSS (this section is available only in Searchanise Pro)

Use custom CSS styles to customize the look and feel of the instant search widget. Activate the **Syntax highlighter** checkbox to show the CSS structure.
Activate the checkbox above the CSS content to make it editable. Do not forget to click the **Apply changes** button when you are ready.

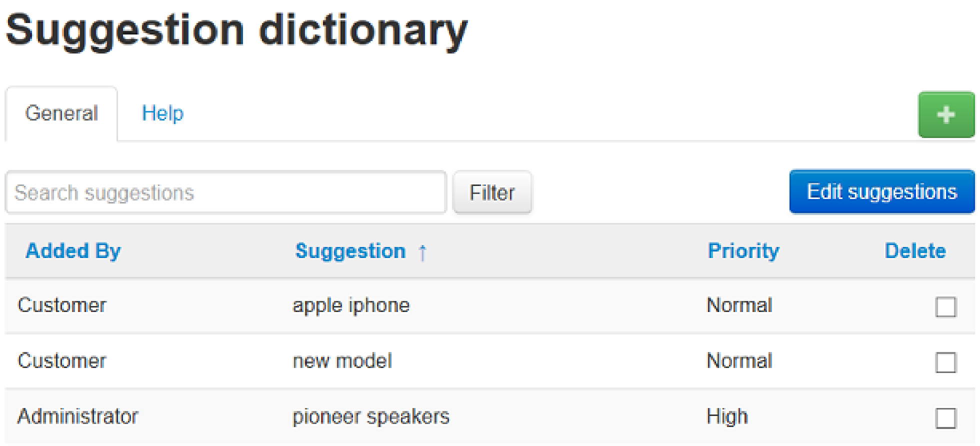
9.6.4. Suggestion dictionary

In this section you can see the list of phrases that will appear among the suggestions, when a customer starts to type the first word of the phrase in the search bar.



In the **General** tab there is the list of suggestions. The description of the fields you can find under the **Help** tab.

To search for a particular suggestion, type it in the **Search suggestions** field and click the **Filter** button.



To add a suggestion:

1. Click the **+** button to the right.
2. In the opened section type a suggestion in the editable field and choose its priority.
3. If you want to add more suggestions, click the **+** button below.
4. Click the **Save phrases** button when you are ready.

If you do not want to save any changes, click the **Cancel** button.

To edit a suggestion:

1. Click the **Edit suggestions** button.
2. Edit the **Suggestion** field of the desired phrase and change its priority, if needed.
3. Click the **Save changes** button.

If you do not want to save any changes, click the **Cancel** button.

To delete a suggestion:

1. Choose the checkboxes of the desired suggestions in the **Delete** row and click the **Delete selected** button.
2. In the opened window click **OK** to confirm the action.

9.6.5. Redirects

Note: This section is available only in Searchanise Pro.

Define custom redirects for particular search terms.
For example, you have a promo page for a tablet PC sale. You want your customer to be immediately redirected to this page as they enter "tablet", "tablet pc", or "ipad" in the search box.

Here is how you can do it:

1. On the **Redirects** tab, click the green **+** button.
2. Type "tablet, tablet pc, ipad" in the **Search Terms, Comma-separated** column.
3. Type your promo page URL in the **Redirect To** column, e.g.: tablet-sale (you can use both absolute and relative paths).
4. Click the **Save Items** button.

To search for a particular search redirects, type it in the **Search redirects** field and click the **Filter** button.

To delete a suggestion:

1. Choose the checkboxes of the desired redirects in the **Delete** row and click the **Delete selected** button.
2. In the opened window click **OK** to confirm the action.

9.6.6. Synonyms

Note: This section is available only in Searchanise Pro.

A search term synonym is another search term, which, when searched, is treated like the search term itself.
For example, declare a synonym for the word "ipad" to be "tablet". When the word "tablet" is searched in the storefront, the search results will be the same as if the word "ipad" was searched. In both cases, the result for "ipad" will be returned.

Note that this will work differently in reverse: if you set "ipad" to be a synonym for "tablet", then both searches will return the result for "tablet".

Here is how you can define a synonym for the search term "ipad":

1. On the **Synonyms** tab, click the green **+** button.
2. Check **Add to the suggestion list** if you want to guarantee that this search term is suggested.
3. In the **Synonyms, comma-separated column**, type "tablet".
4. Click the **Save items** button.

Note that the new synonym will become available in the storefront only after the indexation is complete.

To search for a particular search synonyms, type it in the **Search synonyms** field and click the **Filter** button.

To delete a synonym:

1. Choose the checkboxes of the desired synonyms in the **Delete** row and click the **Delete selected** button.
2. In the opened window click **OK** to confirm the action.

9.6.7. Promotions

Note: This section is available only in Searchanise Pro.

You can trigger a certain product to appear in the search results when particular keywords are typed in the search box.
For example, if you want to suggest iPhone 5S to your customer if they search for "phone", "apple", or "apple phone", this is what you should do:

1. Go to the **Promotions** tab.
2. Type the name of the product to promote in the search box at the top of the page (e.g. "iphone 5s") and click **Search.**
3. In the input box near the product entry enter the keywords to trigger this products, separated with commas: phone, apple, apple phone.
4. Click **Save changes**.

An indexation will launch immediately. After it is complete, the changes will become visible in your storefront.

Note that the **Promotions** tab may show misleading data during indexation, so its content is hidden until the indexation is complete.

9.6.8. Stop words

Note: This section is available only in Searchanise Pro.

Stop words are special words that are disregarded during search (learn more on Wikipedia).
By default, such words as "a", "the", and some prepositions are added to the stop word list. In this tab, you can add your own stop words.

To add a new stop word:

1. On the **Stop words** tab, click the green **+** button
2. Type the term in the **Stop word** column.
3. Click the **Save items** button.

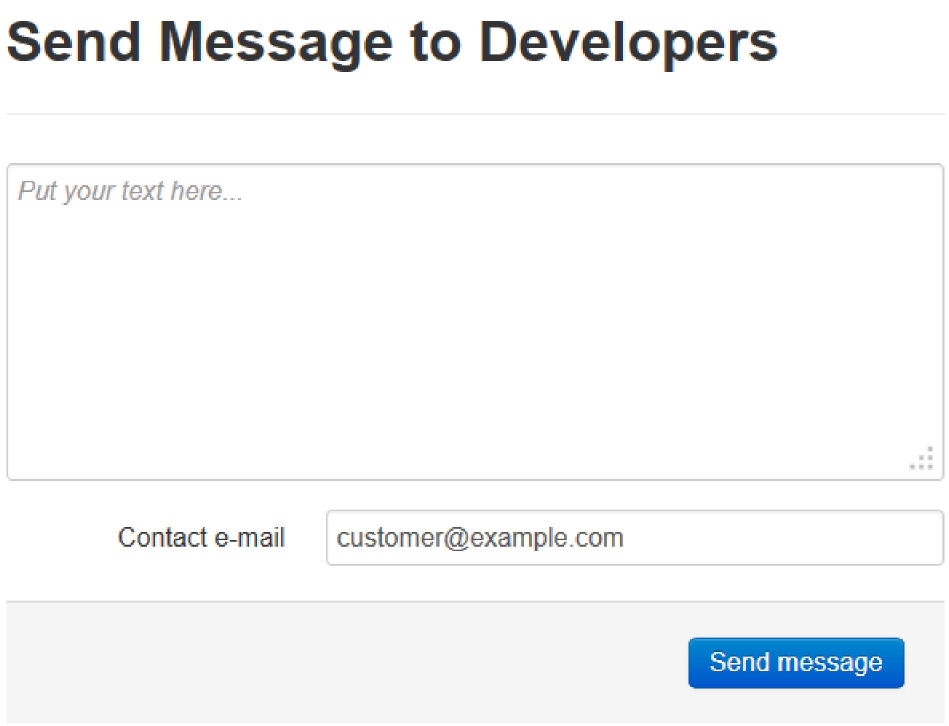
Note that the new stop word will become available in the storefront only after the indexation is complete.

To delete a stop word:

1. Choose the checkboxes of the desired words in the **Delete** row and click the **Delete selected** button.
2. In the opened window click **OK** to confirm the action.

9.6.9. Support

This section allows to send a message to Searchanise developers. Feel free to ask us any questions and suggest your solutions for improvement of our search widget.
To send a message, type your text in the text area, write your e-mail in the **Contact e-mail** field, and click **Send message**.



10. Administration

This area of the Administration panel is literally the main part of the administrator interface. It is used to configure and maintain the store. Here you can adjust global settings, import and export store data, make a back up copy of the store database, control the accessibility of the store, etc.

10.1. Payment methods

In this section, you can adjust the set of payment methods that your customers can use to pay for their orders. For convenience, all methods are arranged in a single list representing the name of the method, its current status (active or disabled) and a few control elements.

Adding a payment method

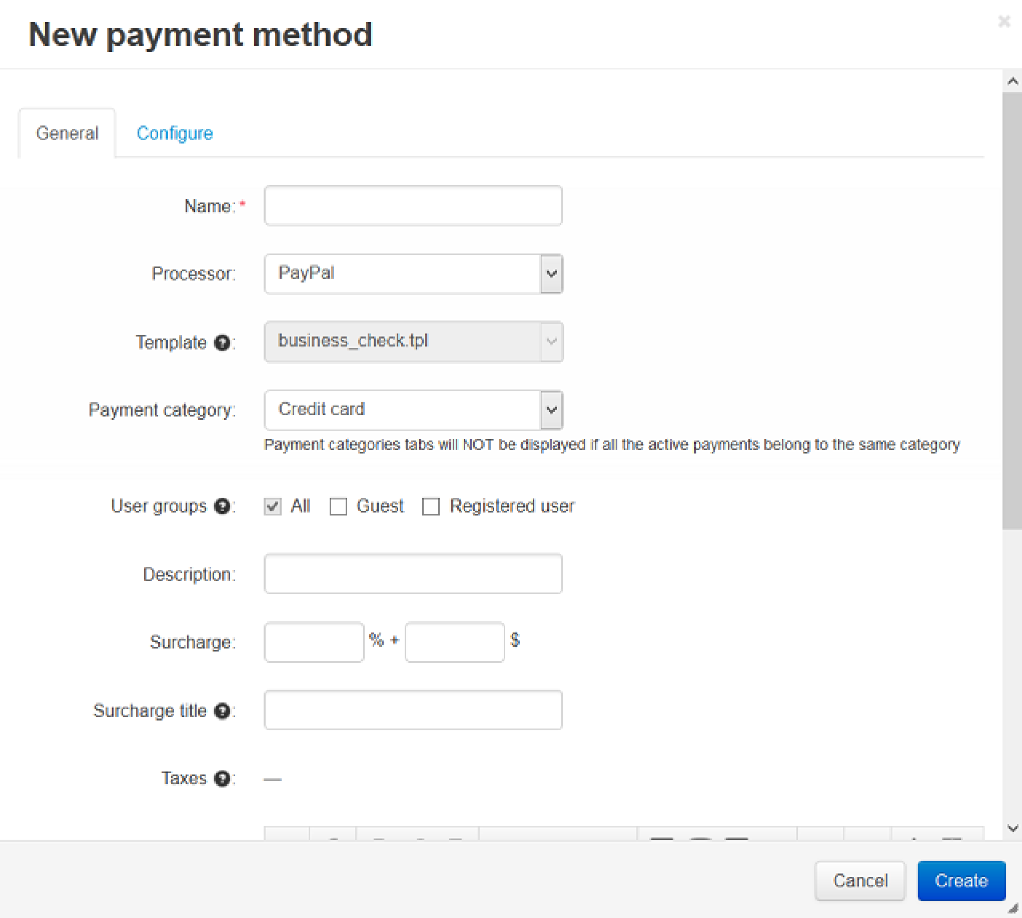
To add a payment method:

1. Go to **Administration** → **Payment Methods**.

   A list of the available payment methods is displayed.

2. Click .

   This opens a form for creating a payment method.



3. Complete the form. See details below.
4. Click the **Create** button below the form.

Configuring a payment method

To configure a payment method:

1. Go to **Administration** → **Payment methods**.

   This displays a list of the available payment methods.

2. Click on the  button, corresponding to the name of the method you need to configure and choose **Edit**.

   This opens a form for creating/editing a payment method.

3. Complete the form.

   The **General** tab contains basic parameters of the method:

   - Name - Name of the payment method as it appears at the checkout.
   - Processor - Online payment system that will process the payments, made through this payment method. Leave Offline if this method does not involve online processing.

   > **Tip:** To accept payments through an online payment system, first you need to register an account with this payment system.

   - Template - Template to display all necessary input fields on the customer storefront (It is active only if you have selected to use an offline payment system.)
   - Payment category - Select a category that the payment method will be attributed to. Payment categories appear on the checkout page if two or more payment methods are assigned to different categories. Categories basically group payment methods. This makes it easier for your customers to choose their preferable payment methods at checkout.
   - User groups - [User groups] whose members can use the method.
   - Description - Short description of the payment method that appears on the checkout page.
   - Surcharge - Extra amount of money to be added to the order totals. This can be a flat rate or a percentage. If you specify both a percentage and a flat rate, the percentage is added first.
   - Surcharge title - Title of the surcharge as it appears at the checkout.
   - Taxes - Select tax calculation rules that should apply to the surcharge defined above.

     To configure the available tax calculation rules in the store, use section **Administration** → **Shipping & Taxes** → **Taxes**.

   > **Note**: If the surcharge has been added by a product vendor, taxes are not calculated.

   - Payment instructions - Administrator's instructions to customers on the usage of the payment method.

     The instructions can be either a plain text or a formatted HTML text. If you are not familiar with HTML, you are encouraged to add a formatted description using the built-in WYSIWYG HTML editor.

   - Icon - Icon to depict the payment method on the storefront.

   > **Important:** Icons that you upload (or refer to) here are displayed in a special block having *Payment methods* specified as the block content. Remember to create such a block in **Design** → **Layouts**.

   The **Configure** tab appears only if you have selected to use an online payment system. It contains the settings that are specific to the payment system.

4. Click the **Save** button to apply the changes.

Also read in Multi-Vendor Knowledge Base:

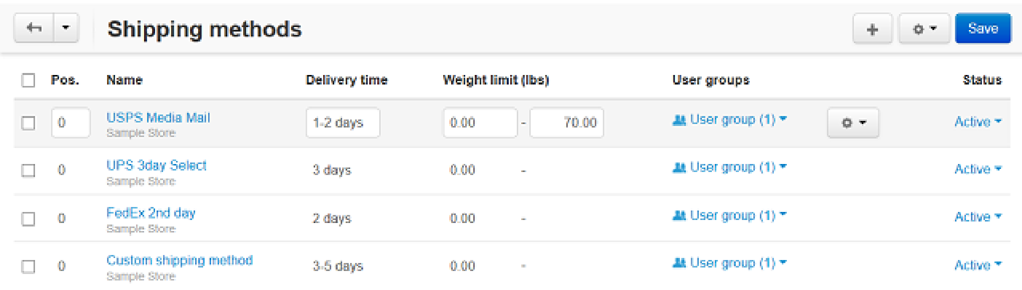
- Setting PayPal in Multi-Vendor

10.2. Shipping & Taxes

This section of the Administration panel assembles control elements to manage and customize shipping and tax settings in your store.

10.2.1. Shipping Methods

A shipping method is a set of rules and parameters to calculate the cost of shipping orders to buyers. This section contains an editable list of shipping methods present in the store.



In the list, you can quickly edit certain attributes of a shipping method. To access more attributes click on the method's name or on the  button, which corresponds to the required shipping and choose **Edit** from the drop-down list.

Shipping method attributes

General tab:

- Name - Name of the shipping method as it appears on the storefront.
- Vendor - Name of the product vendor.
- Icon - Graphics to represent the shipping method.

  The graphics can be either uploaded from a local computer or the server file system or linked to a remote location where the required image is physically located.

  An alternative text describes the image and is shown when the image is missing or cannot be displayed. It is good practice to have an alternative text associated with the image as an additional SEO-wise opportunity.

  Images must be of one of the following formats only: JPEG, GIF, PNG. Maximum size of an uploaded image depends on your server configuration. As a rule, it should not exceed 2 MB.

  > Remember that the icon appears on the storefront in a special block with the content type *Shipping methods*. Make sure to create such a block in **Design** → **Layouts**.

- Delivery time - Time until the order is delivered. This info is displayed on the storefront so that customers could decide if the delivery time meets their requirements.

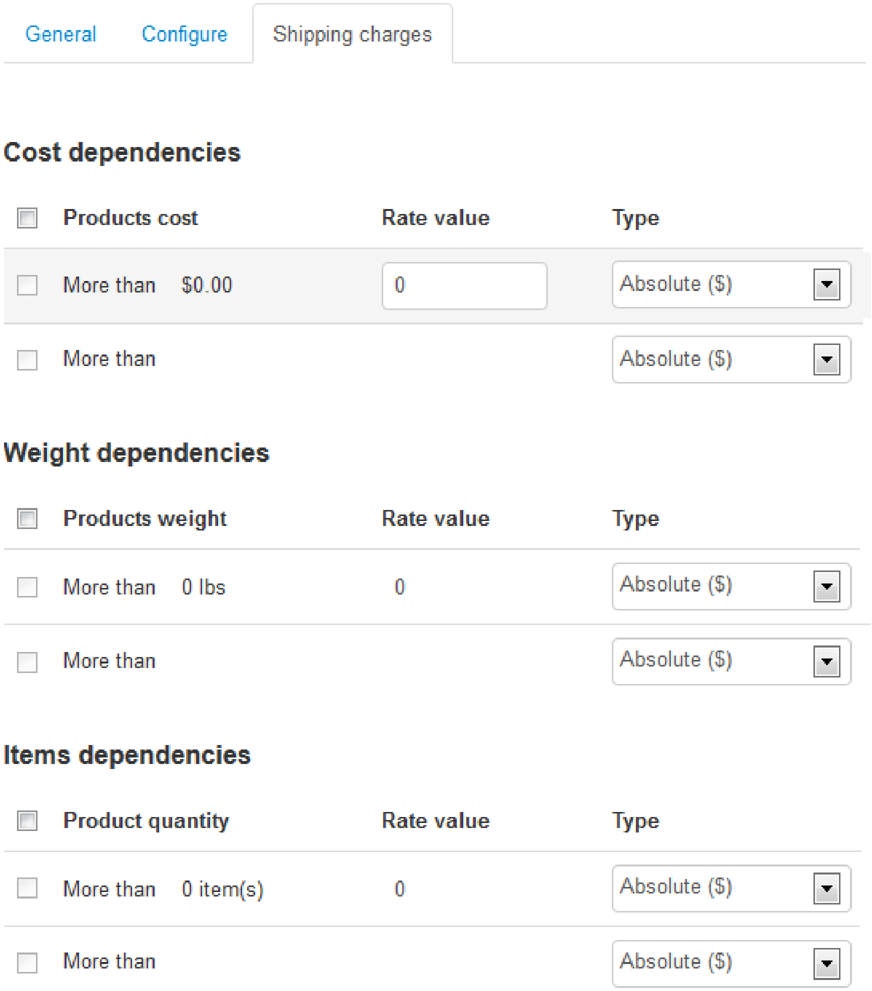
- Weight limit - Minimum and maximum weight of the order to be delivered through this method.
- Rate calculation - Mode in which the shipping cost must be calculated: manual (table-based) or real-time.
  Table-based, or manual, calculation is based on the custom charges and rates that you define in the **Shipping charges** tab.
  Real-time calculation is based on the rates that your store receives from the carrier who will deliver the order. The rates are received in the real-time mode at the moment the order is being placed. In order to use the carrier-dependent estimation, you need to enable the support for the particular service provider in **Administration** → **Shipping and taxes** → **Shipping methods**.
  Carrier-specific settings are defined in the **Configure** tab.
- Shipping service - Shipping service provider/carrier that will be in charge of delivering the order. This select box is available only if the rate calculation mode is set to *Realtime*.
- Test - A special form to test the selected real-time shipping rate estimation service. Test estimation considers the weight that you specify in the form as well as the company (**Settings** → **Company**) and the default customer address (**Settings** → **General/Default location**).
- Taxes - Tax rates that apply to the shipping method.
- User groups - User groups whose members can choose to deliver their orders through this shipping method.
- Status - Status of the shipping method (*Active* or *Disabled*).

Configure tab:

This tab appears only if you have selected real-time shipping rate calculation in the **General** tab of this section. Here you should configure the selected shipping service and specify its settings. Such settings vary depending on the shipping service provider. So, if you do not know what values/options should be entered or selected, please refer to the carrier's help pages and documentation.

Shipping charges tab:

The rates that you define here are used to calculate the shipping cost regardless of whether you use real-time shipping rate estimation or not. If you have chosen to receive rates from a carrier in the real-time mode, the charges from this section will be simply added to the carrier's charge. You can use this to add a shipping markup in order to compensate for your actual expenses if they exceed the values returned by the carrier (e.g., packing, insurance, etc.)
The rates can depend on the product cost, weight or quantity as well as being specific to the customer's location, when table-based rate calculation is used. To adjust the set of available locations, use section **Administration** → **Shipping & Taxes** → **Locations**.



- Product Cost/Weight/Quantity - Minimum value when the rate must apply.
- Rate Value - Shipping rate itself.
- Type - Type of the rate: absolute monetary value or a percentage of the product cost.

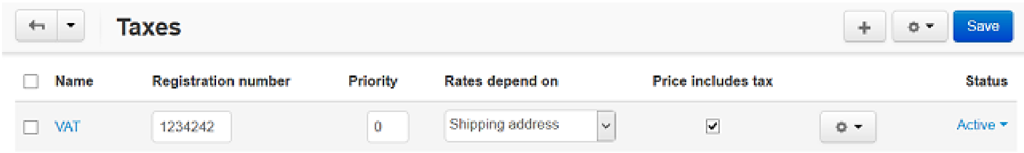
Suppliers tab:

Pick suppliers for which this shipping method will be available. Choose **None** to make shipping method unavailable for suppliers.

Note: This tab requires that you have the **Suppliers** add-on enabled in **Add-ons** → **Manage Add-ons**.

10.2.2. Taxes

This section contains an editable list of tax calculation rules available in your store. Use this section to add new rules and manage existing rules.



In the list, you can quickly edit certain attributes of tax calculation rules. To specify rates, click on the button, which corresponds to the required rule and choose **Edit** from the drop-down list. Then switch to the **Tax rates** tab.

Actions on taxes

The store administrator can carry out the following actions on the taxes:

- Add new tax calculation rules with the button.
- Edit existing tax calculation rules (The **Edit** tab of the button).
- Apply multiple tax calculation rules to all products in the catalog (The button above the list).
- Remove selected taxes from all products (The button above the list).
- Delete tax calculation rules (The **Delete** tab of the button).
- Make tax calculation rules active or disabled (*Active* or *Disabled* links in the **Status** field).

Tax attributes

General tab:

- Name – Name of the tax as it appears on the storefront.
- Registration number – Internal registration number of the tax calculation rule in the store.
- Priority – Position of this tax calculation rule in a sequence of multiple tax calculation rules being applied to a product or a shipping method. If two rules have the same priority, they are applied in the same order as they are retrieved from the database. In this situation, the correct sequence may be breached. So, it is highly recommended that you set priority of every tax calculation rule in the store.
- Rates depend on – Type of customers' addresses that the calculation rule depends on: shipping address or billing address.
- Status – Status of the tax calculation rule in the store: *Active* or *Disabled*.
- Price includes tax – If selected, the tax represented by this rule will be already included in the product price specified on the product details page. Otherwise, the calculated tax will be added to the order subtotal when a customer places the order.

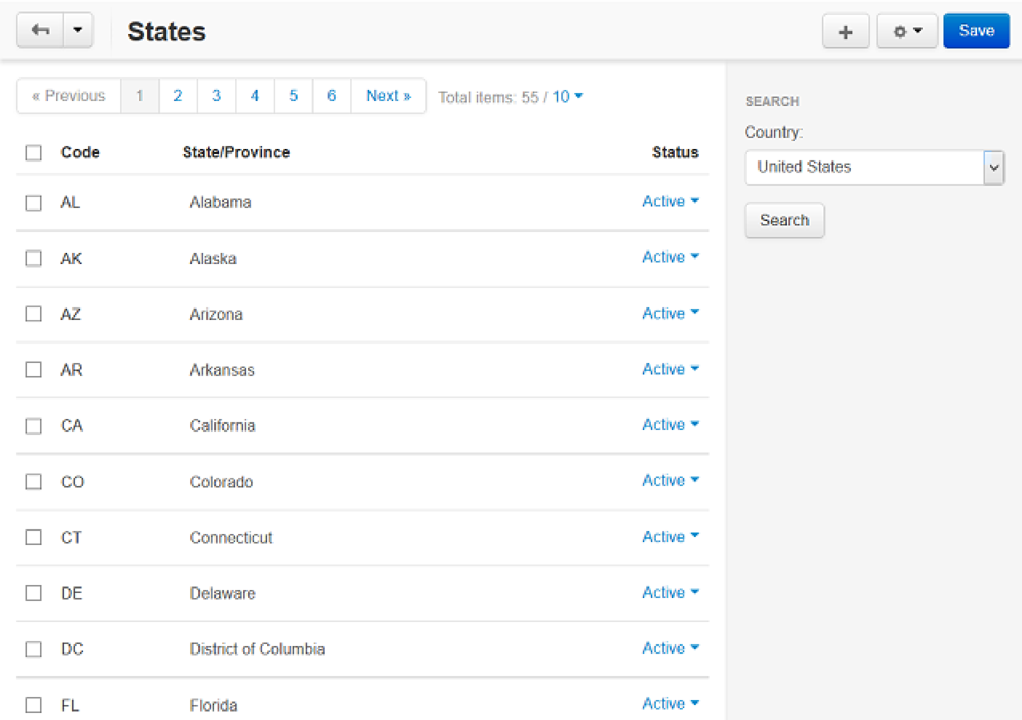
Tax rates tab:

- Location – Location of the customer who places the order. To adjust the available locations, use the controls in **Administration** → **Shipping & Taxes** → **Locations**.
- Rate value – Tax calculation rate that is specific to the given location. When the value is set to zero (0), the tax will not apply to the order if it has been placed by a customer whose address falls within the corresponding location. Please note that locations do not override each other. So, the value specified for the hard-coded default location (*all countries*) will apply only if a customer comes from a location which is not defined or activated in **Administration** → **Shipping & Taxes** → **Locations**, but will never apply to active locations, even those with zero values.

- Type – Type of the tax: absolute value in the primary currency (see Administration > Currencies) or a percentage of the product cost.

10.2.3. States

This section provides an editable list of states and provinces (per country) that are supported in your store. These states/ provinces are used to define users' location (see Administration > Shipping & Taxes > Locations.) Here you can add missing states/provinces, or delete and modify existing states/provinces for each country registered and activated in **Administration** → **Shipping & Taxes** → **Countries**.

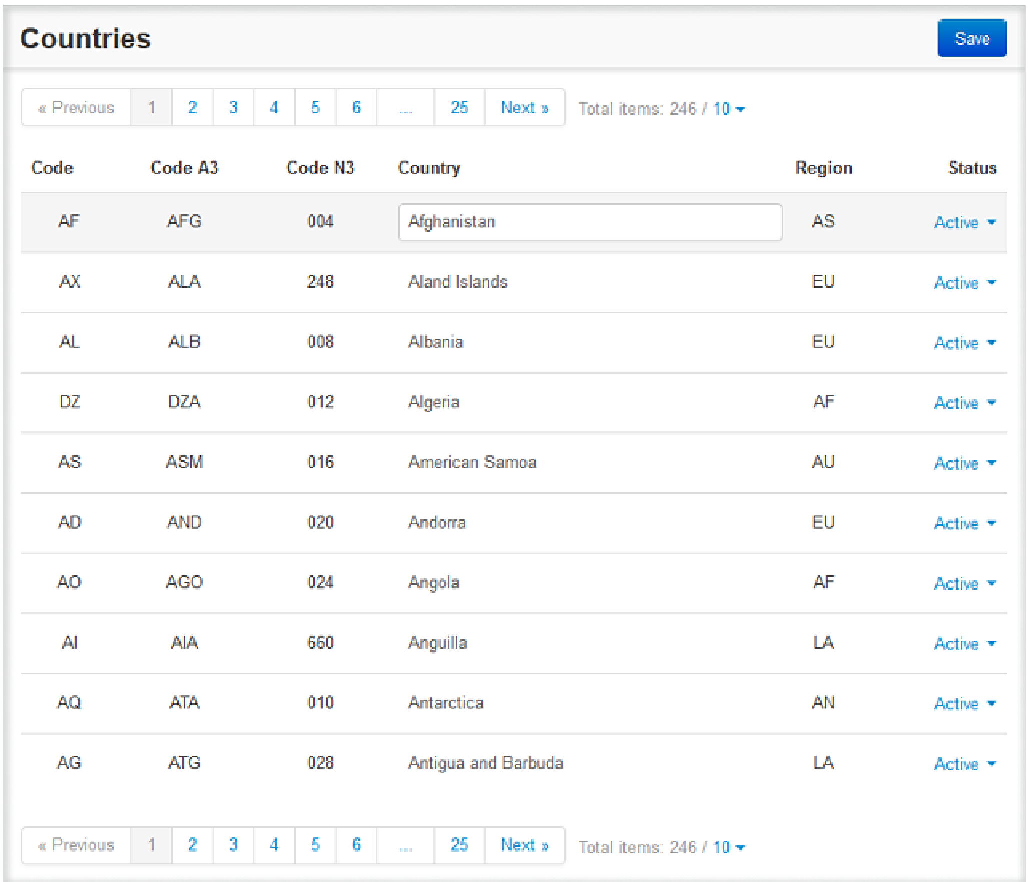


State attributes

- Code – Unique code to identify the state or province.
- State/Province – Name of the state or province.
- Status – Status of the state/province: *Active* (i.e. can be selected in a user profile) or *Disabled*.

10.2.4. Countries

Use this section to manage the set of countries that are supported in your store. Countries are used to define users' location.



Countries

Save

« Previous 1 2 3 4 5 6 ... 25 Next » Total items: 246 / 10

Code	Code A3	Code N3	Country	Region	Status
AF	AFG	004	Afghanistan	AS	Active
AX	ALA	248	Aland Islands	EU	Active
AL	ALB	008	Albania	EU	Active
DZ	DZA	012	Algeria	AF	Active
AS	ASM	016	American Samoa	AU	Active
AD	AND	020	Andorra	EU	Active
AO	AGO	024	Angola	AF	Active
AI	AIA	660	Anguilla	LA	Active
AQ	ATA	010	Antarctica	AN	Active
AG	ATG	028	Antigua and Barbuda	LA	Active

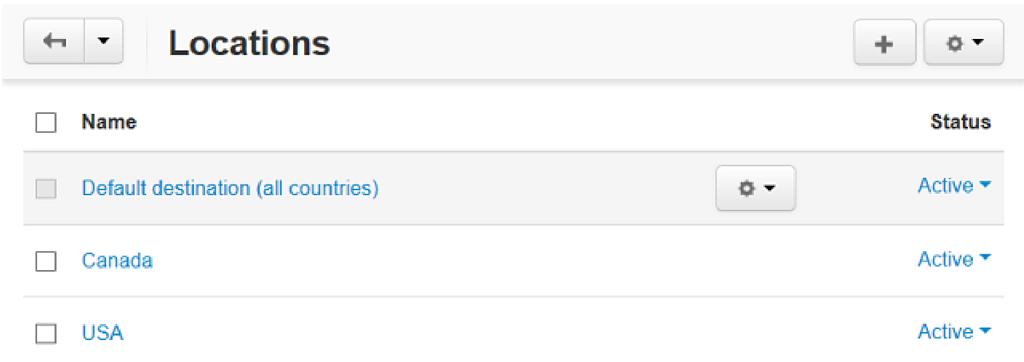
« Previous 1 2 3 4 5 6 ... 25 Next » Total items: 246 / 10

Country attributes

- Code - 2-digit code to identify the country.
- Code A3 - 3-digit official ISO code to identify the country.
- Code N3 - Numeric code to identify the country.
- Country - Name of the country.
- Region - Part of the world where the country is situated.
- Status - Status of the country: *Active* (i.e. can be selected in a user profile) or *Disabled*.

10.2.5. Locations

Use this section to manage the set of locations that are supported in your store. A location is a combination of parameters to represent a geographical area. Locations are used to calculate shipping rates and tax charges.

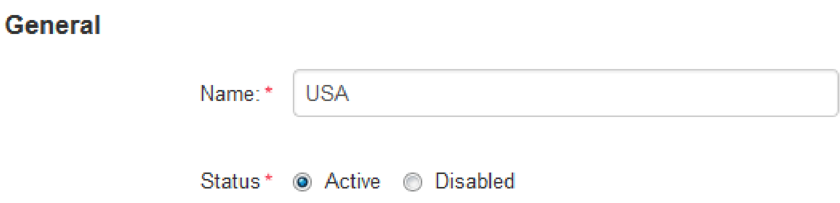


Here you can add new location with the button, edit or delete the existing location with the button, or make it *Active\Disabled*.

Location attributes

General section:

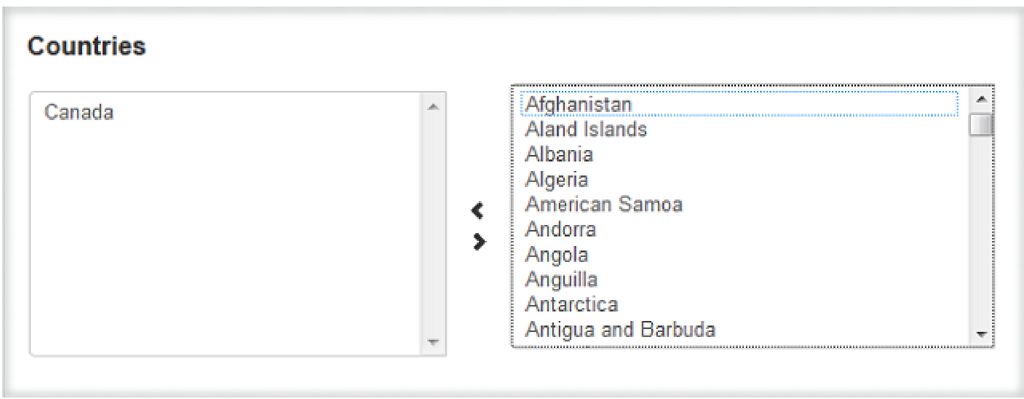
- Name - Name of the location.
- Status – Status of the location (*Active* or *Disabled.*)



Countries section (countries to be included in the location):

The list box on the right contains a list of all available countries, the list box on the left contains a list of countries included in the location. To adjust the list of countries supported in your store, go to **Administration** →**Shipping & Taxes** → **Countries**.

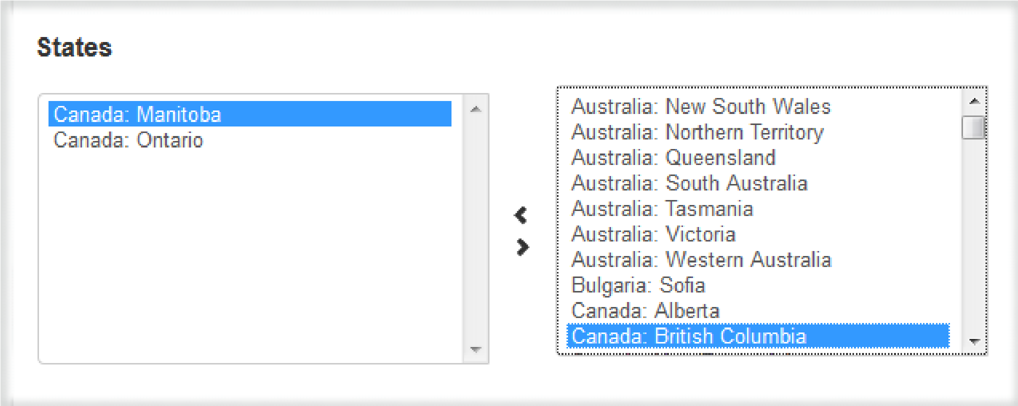
To move items from one list to the other one, use the twin horizontal arrows between the lists. To select multiple items, press and hold the Ctrl or Shift key.



States section (states to be included in the location):

The list box on the right contains a list of all available states, the list box on the left contains a list of states included in the location. To adjust the list of states supported in your store, go to **Administration** → **Shipping & Taxes** → **States**.

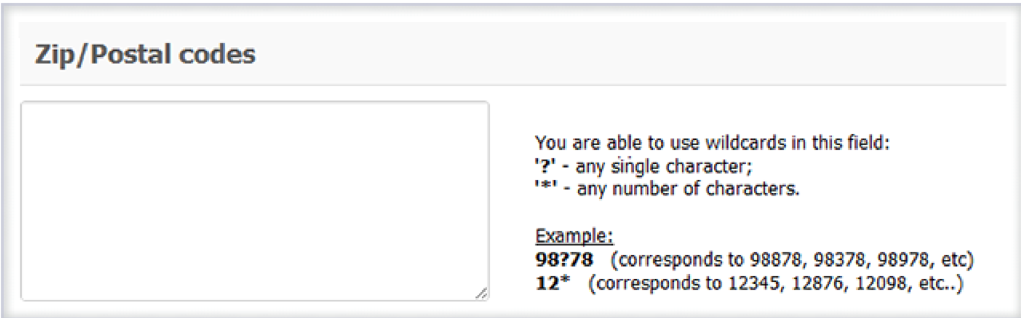
To move items from one list to the other one, use the twin horizontal arrows between the lists. To select multiple items, press and hold the Ctrl or Shift key.



Zip/Postal code section (zip/postal codes to be included in the location):

The text box contains the zip/postal codes included in the location. Entries must be separated by a paragraph break (appear in different lines.)

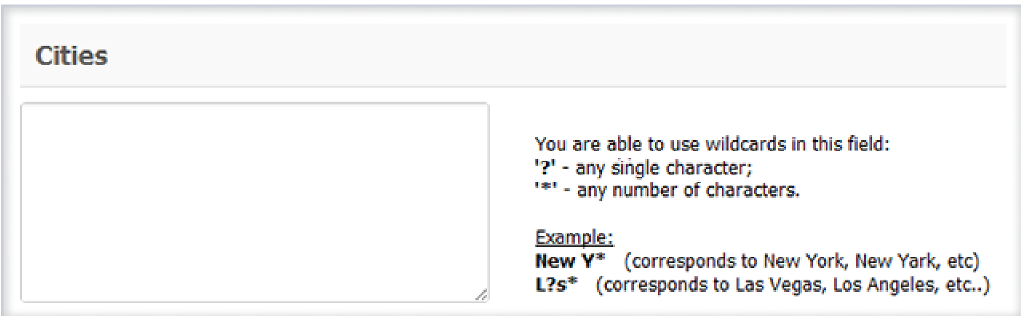
It is not necessary to specify the exact codes, you can use wildcards (? = any single character, * = any series of characters) instead. For example, **98?78** stands for 98178, 98278, 98378, 98478, 98578, 98678, 98778, 98878, 98978 and 98078; **12*** stands for 12345, 12876, 12098, etc.



Cities section (cities to be included in the location):

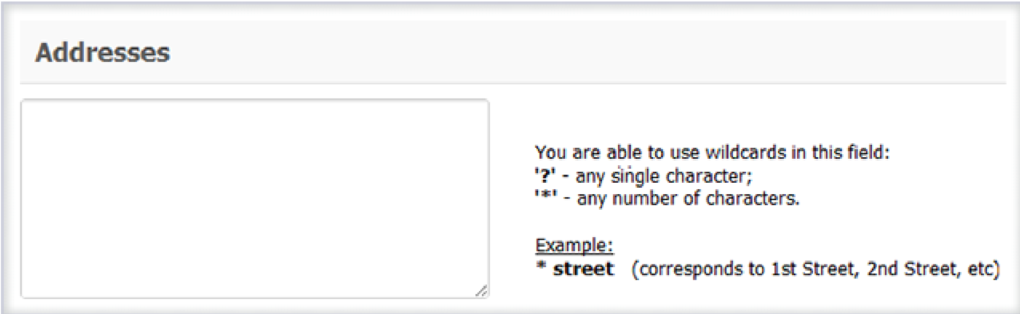
The text box contains the cities included in the location. Entries must be separated by a paragraph break (appear in different lines.)

It is not necessary to specify the exact names of the cities, you can use wildcards (? = any single character, * = any series of characters) instead. For example, **New Y*** would stand for **New York**, etc.; **L?s*** would stand for **Las Vegas**, **Los Angeles**, etc.



Addresses section (addresses to be included in the location):

The text box contains the addresses included in the location. Entries must be separated by a paragraph break (appear in different lines.)
It is not necessary to specify the exact addresses, you can use wildcards (? = any single character, * = any series of characters) instead. For example, *** street** would stand for **1st street**, **2nd street**, etc.



10.3. Order statuses

This section allows you to adjust the default set of order statuses. You can edit the details of the existing statuses ( ) as well as add custom statuses( ).
The following 7 statuses are available by default and cannot be deleted:

- Processed – Payment has been received.
- Complete – All work on the order has been completed.
- Open – Order has been placed and created in the store database, but it hasn't been processed yet.
- Failed – Payment transaction hasn't been completed.
- Declined – Order has been canceled by the store administrator.
- Backordered – Order hasn't been processed yet as it contains out-of-stock items.
- Canceled – Order was canceled by a customer.

There is also one hidden initial status – Incomplete. The order is created in the store database and the system waits for the response from a payment method. This status cannot be set by the user.

That is how order statuses are assigned:

1. A customer places an order, and the order is placed with the status "incomplete", which does not change the inventory.
2. If the customer uses an offline payment method, the order status changes to "open" until the store administrator assigns a different status to the order.
3. If the customer uses an online payment method, a positive response of the payment gateway changes the order status to "complete" while with a negative response the customer is suggested to replace the order. In the latter case, no new order is created.

Adding custom order statuses

To add a new order status:

1. In the administration panel, open the Order statuses section (Administration > Order statuses).

2. Click . This will open a pop-up window with a form for the new status details.
3. Fill out the form. Fields marked with an asterisk (*) are mandatory. Please find the meaning of every field in the form under the Order status heading further in this section.
4. Click the **Create** button.

Editing order status details

To edit the attributes of an existing order status:

1. In the administration panel, open the Order statuses section(Administration -> Order statuses).
2. Click on the button corresponding to the necessary order status and choose **Edit** from the drop-down list. This will open a pop-up form with the status details.
3. Edit the values of the fields in the form. Fields marked with an asterisk (*) are mandatory. Please find the meaning of every field in the form under the Order status attributes heading further in this section.
4. Click the **Save** button.

Order status attributes

Here is the list of order status attributes that you can change when adding a new order status or editing the details of an existing order status.

- Name - Name of the status.
- Status - Letter symbol to identify the status in the database.
- E-mail subject - Subject of an email message that is sent to customers automatically when the order status changes to this status.
- E-mail header - Header of an email message that is sent to customers automatically when the order status changes to this status.
- Color - Color to be used to visually distinguish orders in this status from other orders in the order list in the administration panel. Click the icon to open a palette and pick the color.
- Notify customer - Select to send customers an automatic email notification when the order status changes to this status.
- Notify orders department - Select to send the store administrator an automatic email notification when the order status changes to this status.

  Note: The email address of the order department to receive notification at is specified in the section Settings -> Company.

- Notify vendor - Select to send an automatic email notification to vendors whose products are in the order when the order status changes to this status.
- Inventory - Choose whether to decrease or increase the number of items in stock for products included in the order.
- Remove CC info - Select to remove sensitive credit card info from the database when the order status changes to this status.
- Pay order again - Select to allow customers to pay for the order again if the previous attempt failed.
- Invoice/Credit memo - Chose the condition of the order after receiving this status: *Invoice* - The order has been paid and processed successfully; *Order* - The order has been placed, but not paid out; *Credit memo* - The order has been paid and processed, but then returned.

- `Charge to vendor account` - If selected, the order with this status will be used to calculate the vendor account balance.
- `Notify supplier` - Select to send an automatic email notification to suppliers whose products are in the order when the order status changes to this status.

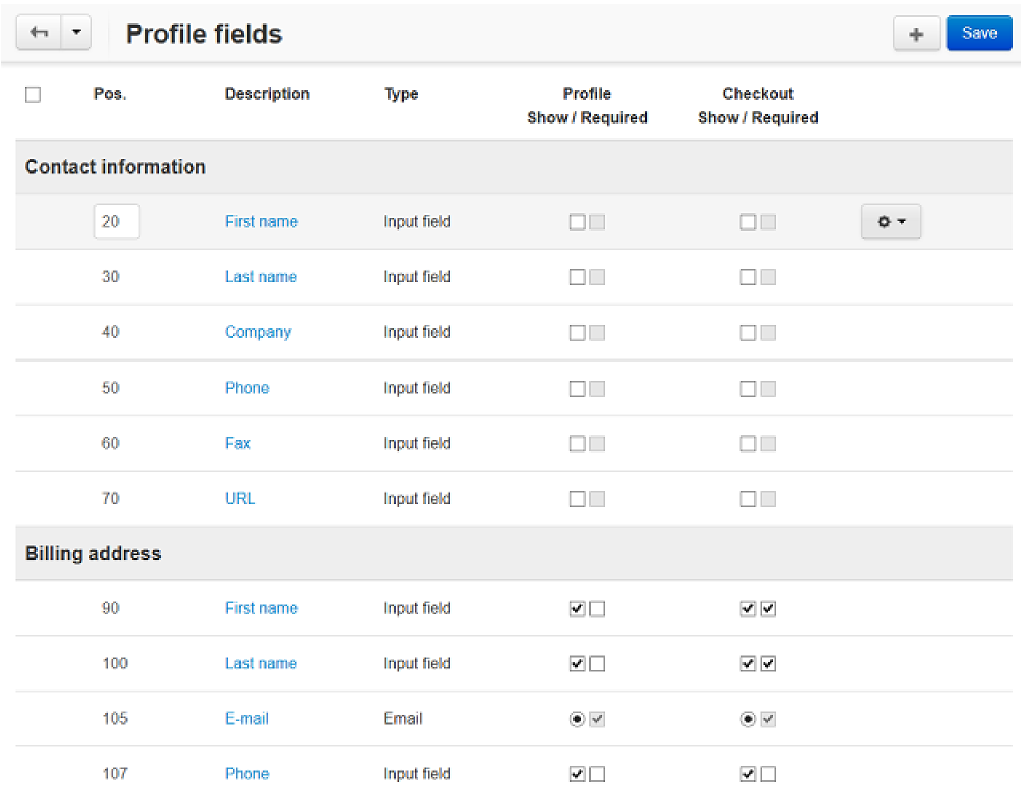
10.4. Profile fields

Use this section to configure the set of fields included in the profile forms of different types of user accounts.

Configuring existing fields

It is convenient to regard the section as a table where each row is a field and the columns control the availability of the field and its options (see the picture below). The PROFILE column controls administrator and customer profiles, the CHECKOUT column defines the set of fields to be completed if the customer prefers not to register and checkout anonymously.

To edit or create the existing field press the button and choose *Edit/Delete* from the drop-down menu. Some fields are mandatory and you cannot delete them from the list.



- `Pos.` - Position of the field relatively to the position of the other fields in the profile.
- `Description` - Field name as it appears in the profile.
- `Type` - Type of the field.
- `Show/required` - These two check boxes are used to define whether the field must be included in the profile (show) and whether it must be mandatory for completion (required.) Mandatory fields are marked in the form with an asterisk (*).

Important: If you deactivate shipping address fields for a particular type of users, shipping will not work for this type of users.

Adding custom fields

You are encouraged to extend the default set of fields so that user profiles could better suit your business requirements.

To add a new field:

1. Click +. This will open a form with the field options.
2. Complete the form.
   - Description - Field name as it should appear in a profile.
   - Position - Position of the field relatively to the position of the other fields in a profile.
   - Type - Type of the field.
   - Section - Section of the profile to which the field should be added.
   - User-defined CSS-class - Name of a custom CSS-class that you want to use for the field. The CSS-class itself is to be defined in the file `styles.css` located inside the skin directory
   - Show/required - Check boxes are used to define whether the field must be included in the particular type of the profile (show) and whether it must be mandatory for completion (required.) Mandatory fields are marked in the form with an asterisk (*). *Profile* stands for administrator and customer profiles, *Checkout* stands for the form to be completed by anonymous buyers at checkout.
3. Click the **Create** button.

   The new field will appear among the other fields in the list.

10.5. Currencies

This section contains a list of currencies that are in use in the store. As a rule, multiple currencies are used to display prices on the storefront while payments are usually accepted in the store primary currency only. However, if your payment gateway is configured to accept payments in different currencies, customers that use this gateway will be charged in an alternative (not primary) currency. And the order total will be calculated according to the store currency exchange rate that you define here.

Note: All prices that you enter in the Administration panel are assumed to be in the primary currency.

General tab:

- Name - Name of the currency as it appears on the storefront (USD, Euro, etc.)
- Code - Unique code of the currency.
- Primary currency - Store primary currency.
- Rate - The exchange rate to convert store prices and costs from the primary currency to this currency. In the example above, the primary currency is the American dollar, and the values in the Rate field define, how many dollars are in one euro and in one British pound.
- Sign - Currency symbol.
- After sum - If selected, the currency symbol appears after the price. Otherwise, it appears before the price.
- Ths sign - Symbol for the thousands separator.
- Dec sign - Symbol for the decimal separator.
- Decimals - Number of digits after the decimal sign.

- Status - Currency status: *Active* - the currency is available on the storefront, *Disabled* - the currency is not available on the storefront.

Also read in Multi-Vendor Knowledge Base:

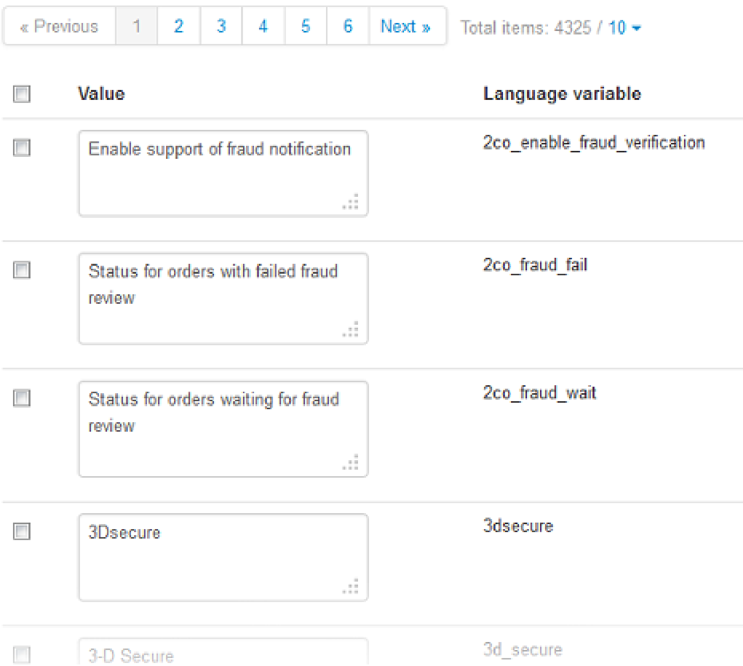
- How to display product prices only in the secondary currency in the storefront
- How to set the secondary currency to be selected by default in the storefront

10.6. Languages

This section provides the facilities to control the set of languages that are available in your store, as well as editing and translating the text of language variables appearing both on the storefront and in the Administration panel.

Translations (the list of language variables for the selected language)

- Language variable - Name of the language variable as it is used in template (*.tpl) files.
- Value - Value of the language variable as it appears on the storefront or in the Administration panel.



You can add new language variable using the + button.

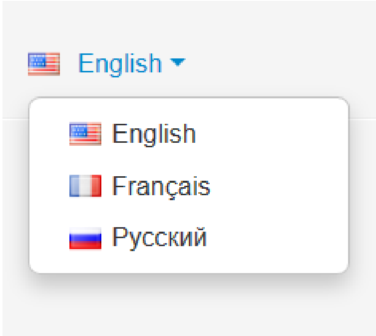
Manage Languages (the list of the store languages)

Under the **Installed** tab there is the list of languages available in the store, and under the **Available** tab there is the list of languages available for installation.

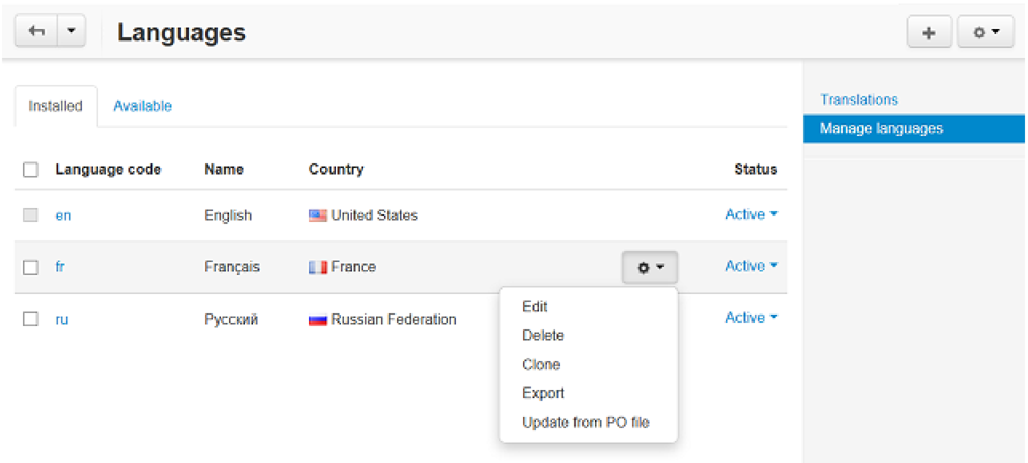
Use the + button to upload the language file in the PO format. Read here about using and adding languages in Multi-Vendor.

Note: The default language cannot be removed from the list.

- Language code - Two-letter code assigned to the language.
- Name - Name of the language.
- Country - Country, which flag will be used as language icon.



- Status - Status of the language: *Active* - The language is visible both in the storefront and admin panel; *Disabled* - The language is disabled both in the storefront and admin panel; *Hidden* - The language is hidden in the storefront, but available in the admin panel.



Use the gear button of the language to carry following actions:

- Edit - Edit language code, name, country, or status.
- Delete - Delete the language (you will be able to find it under the **Available** tab after it).
- Clone - Make a copy of the language (it is necessary when you want to create the absolutely new language in the store).
- Export - Save the language file in the PO format on your local computer.
- Update from PO file - Update the language using the file in the PO format. You can download such files from CS-Cart translation project. More information you can find here.

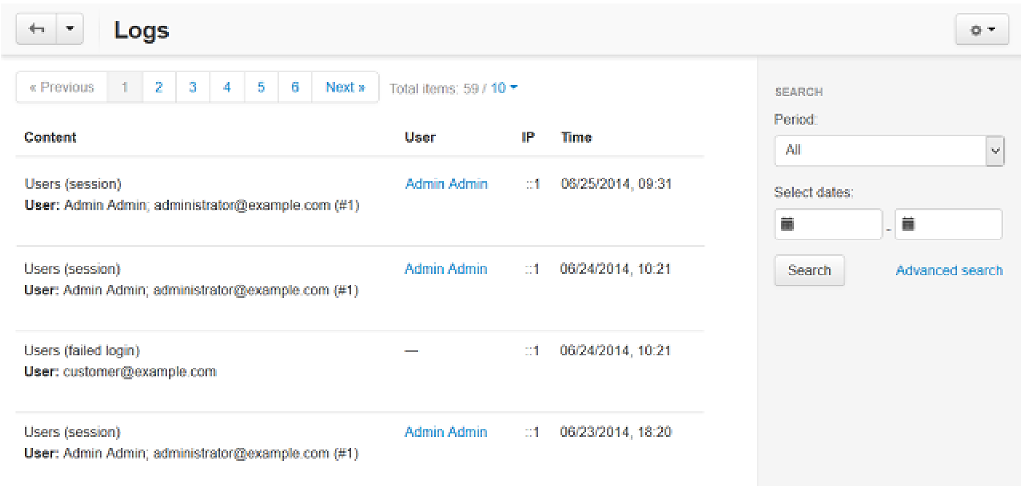
Important: If you do not need to use the default language, make sure there is at least one alternative language enabled before you disable the default language.

On-site text editing

Click the button and choose the **On-site text editing** tab for translating the storefront on-the fly.
Now you can see the storefront, and all the editable interface elements are highlighted in yellow. You can continue navigating through the interface just if you were using the regular mode.
To translate an element, which is literally to change the value of the corresponding language variable, hover the mouse pointer over the element and click the following icon: . Then change the text of the element that appears in an editable text box.
Press the **Update text** button to save the text.

10.7. Logs

This section contains all logs of the store. By default, you can filter logs against a period within which they were created. To access more filtering criteria, click the **Advanced search** link. If you filter logs against a particular search pattern regularly, you will find it convenient to save the pattern and add it to the list of predefined patterns. Just set the search options, type the name of the pattern in the **Save this search as** input box, and click the **Save** button. Once the search pattern is saved, it is displayed in the drop-down list box at the top.



You can perform some other actions with the help of the button:

- Settings - Go to the page with the logging settings;
- PHP information - See information about the current PHP version;
- DB Backup/Restore - Go to the page with the database settings;
- Clean logs - Delete all recordings in logs.

The following information is given in the list of logs:

- Time - Date and time the event was logged;
- User - User who performed the action registered in the log;
- Type - What action was performed and what it is related to (categories, database, news, orders, products, requests or users;)
- Content - Content of the log;

- IP - IP-address of the user, who performed the action.

10.8. Database

This section is designed to help you maintain your store database. In particular, you can back up the database and restore it from a backup copy. Another task that you can carry out here is to optimize the store database. Besides, the section contains a link to the database logs and a link to the information about the PHP environment on your server (function *phpinfo*).

Creating a database backup

Making a database backup consists in creating a database dump, an SQL file that contains a record of the table structure and the data from a database. The file is saved to the directory <multivendor_dir>/var/database/backup/. For security reasons, it is recommended that you move the dump from the default directory and keep it in a directory that cannot be accessed through the web.

To back up the database:

1. Go to **Administration** → **Database** → **Backup**.
2. Specify the parameters of the backup.
   - Select tables – List of the database tables to be included in the backup. The tables with the "`multivendor`" prefix are selected in the list by default.

     Note: To select multiple entries, press and hold the CTRL or SHIFT key.

   - Backup database schema – If selected, the backup includes the structure of the database tables. Normally, this option should be enabled unless you have reason to do otherwise.
   - Backup database data – If selected, the backup includes the database data proper. Normally, this option should be enabled unless you have a reason to do otherwise.
   - Compress backup file – If selected, the backup (SQL file containing the database dump) will be compressed into a TAR archive.
   - Backup file name – Name of the SQL file containing backup (database dump.)

     Important: If you have chosen to compress the backup file, the filename that you enter here will be expanded with the .tgz extension.

3. Click the **Backup** button.

   The system will create the database dump displaying the progress and finally save it to the SQL file .

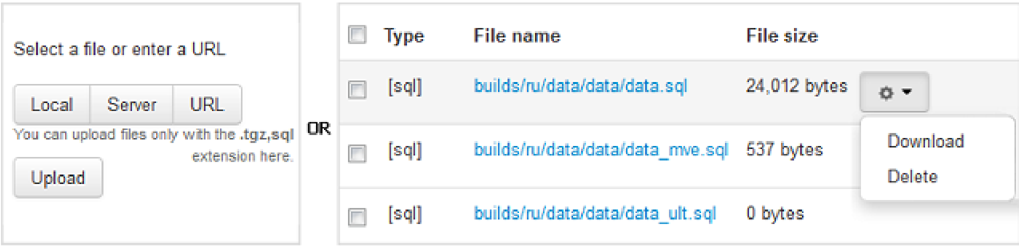
Restoring the database from a backup

Restoring the database consists in restoring the SQL dump that was created during the backup.

Important: When you restore the database from an SQL dump, the existing database tables get overwritten.

To restore the database:

1. Go to **Administration** → **Database** → **Restore**.
2. Locate the file containing the SQL dump (local computer, this server or a remote location) or select the appropriate dump if it is located in the default directory <multivendor_dir>/var/database/backup/.



3. Click the **Restore** button.

Optimizing the database

Database optimization that you carry out here consists in reclaiming the unused disk space and defragmenting the database files.

To optimize the database, go to **Administration** → **Database** → **Maintenance** and click **Optimize database**. The system will optimize the database files displaying the progress.

Important: We strongly recommend that you make a backup copy of the database before you start optimizing the database. In this case, you'll be able to restore the original database if something goes wrong during the optimization.

Also read in Multi-Vendor Knowledge Base:

- Making Backup of Store Database
- Restoring Backup of Store Database

10.9. Storage

This section is designed for the centralized work with the store data. You can use Amazon CloudFront for the content caching. Amazon CloudFront helps to deliver various website data, including dynamic, static and streaming content using a global network of edge locations.

You must have an account on aws.amazon.com to use this service.

10.9.1. CDN settings

In this section you can define the parameters for using CDN (Content Delivery Network). Amazon is used as the CDN provider (the Amazon CloudFront service).

- Key - Identification key given to you after the registration at aws.amazon.com.
- Secret key - Secure key given to you after the registration at aws.amazon.com.
- CNAME - Domain name that you want to use instead of the CloudFront domain name for the URLs for your files. You need to create a CNAME record with your DNS service to route queries to the CloudFront host (it will be displayed on this page after you enter the account information).

Please note that if the secure connection is used in your store (in the administration panel or storefront), you also should upload the SSL certificate for this domain name to Amazon Cloudfront. Please refer to this article for additional information.

10.9.2. Clear cache

Cache is the space in your computer hard drive and in RAM memory where your browser saves copies of previously visited web pages. You can clear your cache (that is, delete all the files in your cache / computer memory), when they begin to occupy too much hard drive space, or when the files in the memory / cache get out of date and no longer correspond to the files on a web server.

To clear cache on your computer, choose **Administration** → **Storage** → **Clear cache**.

10.9.3. Clean up generated thumbnails

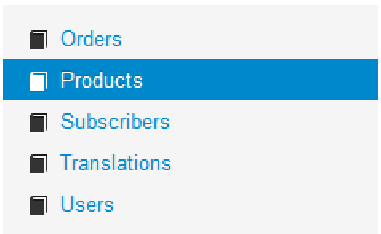
Commonly, for the objects with images (products, options, etc.) large pictures uploaded. To display such picture in the product list or on the product details page, the smaller picture is generated from this one.

These generated images are stored in the thumbnails cache. During the import or because of errors in products generating, this cache needs to be cleaned up sometimes for the regenerating of images. This tab allows you to clean up these generated thumbnails.

10.10. Import data

Use this section for bulk data import in the CSV (comma-separated values) format. An appropriate .csv file can be created or edited in a third-party application that supports this format. For example, it can be a spreadsheet editor or an accounting software.

For convenience, the section is divided into 4 subsections according to the data type. To switch between the subsections, use the toggle on the left.



- Orders - Use this subsection to import order details. Please keep it in mind that you can only update order details - adding new records is not supported.
- Products - Use this subsection to import product details, including wholesale prices (i.e., quantity-based discounts).
- Subscribers - Use this subsection to import mailing list subscribers.
- Translations - Use this subsection to import language variables and country states.
- Users - User this section to import user profiles.

Each subsection may consist of several tabs. Each tab includes two areas: The upper area contains a list of fields that the imported file can include. Mandatory fields are highlighted. The lower area contains import options that may vary depending on the type of the imported data.

Importable fields

Below are listed and described all fields that can be included in an import file. The list is arranged in alphabetical order.

Important: This list describes all fields that can be imported into Multi-Vendor. However, the imported data must reflect a certain type of information, and all these fields cannot be imported in a single CSV file therefore. To know which fields can be imported at a time, please refer to the list of applicable fields inside the tab for importing the particular data type.

- Activation key - Subscription activation key.
- Active – User's account status. *Y* = user is active, *N* = user is disabled.
- Amount – Number of items of a certain product combination.

--- User's billing info ---

- Billing: address.
- Billing: address (line 2.)
- Billing: city.
- Billing: country - Two-letter country code as it appears in the first column of the **Manage countries** page (e.g., US.)
- Billing: first name.
- Billing: last name.
- Billing: state.
- Billing: title.
- Billing: zipcode.

--- End of user's billing info ---

- Category – Path to the product category starting from the parent directory (e.g., Directory///Subdirectory1/// Subdirectory2.)
- Code - ISO code of the state (e.g., NY.)
- Combination - Description of the option combination. E.g., "Size: X-Large, Color: Black".
- Combination code - Code of the option combination.
- Company – Company name.
- Confirmed - Flag to denote that the subscription has been confirmed (*1* or *0*.)
- Country code - ISO code of the country (e.g., US.)
- Coupons – Discount coupon number.
- Date – Date when the order was placed. Must be in the MM/DD/YYYY format (e.g., 12/25/2013.)
- Date added – Date when the product was added. Must be in the MM/DD/YYYY format (e.g., 12/25/2013.)
- Description – Product description.
- Detailed image - Absolute path to the file with a detailed product image. If you specify the directory for images in import options, this field should contain the filename only.
- Details – Administrator notes.
- Discount – Order discount.
- Downloadable – Downloadable product. Y = yes, N = no.
- E-mail – User's/subscriber's email address.
- Extra - Additional information about the order item.
- Extra fields - Order's extra fields in the following format: `{Field1: value, Field2: value, Field3: value}` .
- Fax – Fax number.
- Feature comparison - Product can be added to the comparison list. Y = yes, N = no.

- Features - Product features. Please refer to the embedded help (the **?** link) for more details.
- Files - Absolute path to files assigned to the downloadable product. If you specify the file directory in import options, this field should contain the filename only. Several filenames must be separated by a comma (e.g., file1.pdf, file2.exe, file3. ogg, etc.)
- First name – User's first name.
- Format - Mailing list receipt format: *HTML* or *Plain text*.
- Free shipping - Product is shipped free of charge. Y = yes, N = now.
- Inventory tracking - Track the product inventory. D = disabled, B = track with product options, O - track without product options.)
- IP address – Customer's IP address (e.g., 192.0.2.12).
- Item ID – Unique ID that is assigned to every product in the order. Item IDs are required to avoid conflicts in situations when an order contains two identical products with different options.
- Language - Two-letter language code (e.g., EN.)
- Last name – User's last name.
- List price – Product's market price (in 0.00 format).
- Login - User's login.
- Lower limit - Minimum number of product items to qualify for the corresponding wholesale price. For example, with the regular price of $5 per item you can offer the product for only $3 per item if a customer orders 15 or more product items at a time. In this case the Price field must have the value "$3" and the Lower Limit field must have the value "15".
- Mailing list - Mailing list assigned to a subscriber. One subscriber can have multiple mailing lists assigned.
- Mailing list date - Date when the mailing list has been registered in the store.
- Meta description - Product's meta-description.
- Meta keywords - Product's meta-keywords.
- Min quantity - Minimum product quantity.
- Name - Name of the language variable.
- Notes – Customer's notes of the order.
- Options - Product options. Please refer to the embedded help (the **?** link) for more details.
- Order ID - Order identification number.
- Override exchange rate - Override global point exchange rate. Y = yes, N = no.
- Override points – Recalculate points that go together with the product. Y = yes, N = no.
- Page title - Title of the product page as it appears in a web browser.
- Pair type – Type of the product image. M = main, A = additional. The M image appears in the **Detailed Information** tab while the A image appears in the **Images** tab.
- Password - User's password encrypted through the MD5 cryptographic hash function.
- Pay by points – Product can be paid for with points. Y = yes, N = no.
- Payment ID – Numerical ID of the payment method.
- Payment information – Payment details (encrypted).
- Payment surcharge – Amount of the surcharge on the payment.
- Percentage discount - Flag to denote percentage discount (*1* or *0.*)
- Phone - Company's (the **Orders** tab) or user's (the **Users** tab) phone number.
- Price - Product price or the wholesale price (the **Qty discounts** tab.)

- Product code – Product's SKU (stock-keeping unit) code.
- Product ID – Numerical ID of the product.
- Product name – Name of the product.
- Quantity – Number of ordered items or the current number of product items in stock.
- Registration date - Date when the user registered. Must be in the format MM/DD/YYYY (e.g., 12/25/2013.)
- Search words - Product search words.
- Secondary categories – Additional categories to which the product is assigned. Categories are separated by a semicolon (e.g., b///c; d///e.)
- Ship downloadable – Calculate shipping cost for downloadable products. Y = yes, N = no.
- Shipping – Shipping details (in the native format.)
- Shipping cost – Shipping charge for the order.
- Shipping freight – Product's shipping cost.

--- User's shipping info ---

- Shipping: address.
- Shipping: address (line 2).
- Shipping: city.
- Shipping: country - Two-letter country code as it appears in the first column of the **Manage countries** page (e.g., US.)
- Shipping: first name.
- Shipping: last name.
- Shipping: state.
- Shipping: title.
- Shipping: zipcode.

--- End of user's shipping info ---

- Short description – Short product description.
- State - Name of the state (e.g. New York).
- Status - Product (A - active, D - disabled, H – hidden) or order (C - Completed, O - Open, etc.) status.
- Subscribers date - Date when the subscriber has been registered in the store.
- Subtotal – Order subtotal.
- Supplier - Name of the product supplier according to the "Company" field.
- Tax exempt – Taxes are exempt from the product cost. Y = yes, N = no.
- Taxes – List of taxes applicable to the product or the order's tax info (in the native format.)
- Thumbnail - Path to the file with the product thumbnail. If you specify the directory for images in import options, this field should contain the filename only.
- Title – User’s title (Mr, Ms, etc.)
- Total – Order total.
- Unsubscribe key - Subscription deactivation key.
- User group - User group that the discount is applied to.
- User group ID - Numerical ID of the user group that the user belongs to.
- User ID – Numerical ID of the user.
- User type – Type of the user's account (A = administrator, C = customer, S = supplier.)

- Value - Value/content of the language variable.
- Vendor - Name of the product vendor.
- Web site – Company or user's web site.
- Weight - Product weight in the store's default unit. The default weight unit is set up in the section Administration -> Settings -> General.
- Zero price action - Allowed action on the product if the product has zero price. R = Disallow users to add the product to the cart, P = Allow users to add the product to the cart, A = Ask users to enter a custom product price.

Import options

Below are listed all the available import options that may appear or not appear in a subsection.

- Category delimiter - Delimiter to separate child and parent categories.
- Images directory - Directory where images are located. Used for images without a path specified.
- Files directory - Directory where files for downloadable products are located. Used for files without a path specified.
- Delete all existing product files before import - If selected, the files assigned to the product are removed from the files directory before the product import.
- Reset inventory - If selected, the number of items in stock for each product is zeroed before the product import.
- CSV delimiter - Delimiter to separate the imported values.
- Select file - Location of the imported file. It can be either a local path or a URL to a remote resource.
- Features delimiter - Delimiter to separate multiple product features.
- Price decimal separator - Decimal separator for product prices.

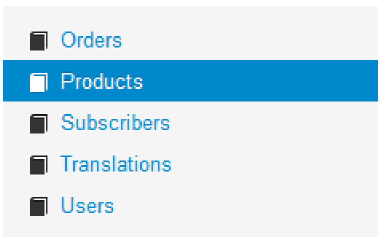
Also read in Multi-Vendor Knowledge Base:

- Product Import
- Imported Fields Format
- Example of Product Import

10.11. Export data

This section is capable of exporting data in the CSV (comma-separated values) format.

For convenience, the section is divided into 4 subsections according to the data type. To switch between the subsections, use the toggle on the right.



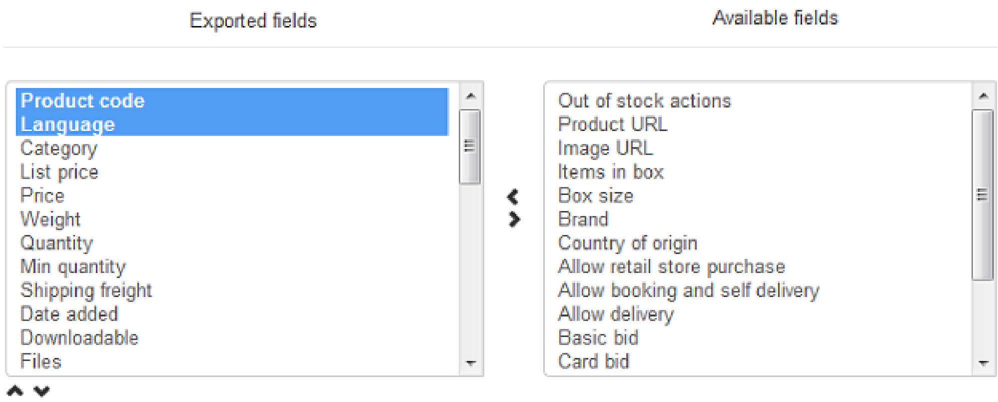
- Orders - Use this subsection to export order details.
- Products - Use this subsection to export product details, including wholesale prices (i.e., quantity-based discounts.)
- Subscribers - Use this subsection to export mailing list subscribers
- Translations - Use this subsection to export language variables and country states.

- Users - Use this section to export user profiles.

Each subsection may consist of several tabs. Each tab includes two areas: The *upper area* controls the content of the export file, and the *lower area* controls the export options that may vary depending on the type of the exported data.

Export file contents

The contents of an export file are controlled by two list boxes. The **Exported fields** list box contains a list of fields that will be included in the export file while the **Available fields** list box contains fields that can be added to the export file. Exportable fields and their meaning are listed below.



In order to move fields from one list to another, use the twin *horizontal* arrows between the lists. To re-arrange the items in the list of exported fields, use the twin *vertical* arrows below the list box. If necessary, you can save and then re-use a particular layout of the exported fields.

Note: Highlighted fields in the **Exported fields** list are mandatory and thus cannot be removed from the list.

Below are listed all fields that can be included in an export file. The list is arranged in alphabetical order.

Important: This list describes all fields that can be exported from Multi-Vendor in the CSV format. However, the exported data must reflect a certain of information, and all these fields cannot be exported in a single CSV file therefore. To know which fields that can be exported at a time, please refer to the list of applicable fields inside the tab for exporting the particular data type.

- Activation key - Subscription activation key.
- Amount - Number of items of a certain product combination.

--- User's billing info ---

- Billing: address.
- Billing: address (line 2.)
- Billing: city.
- Billing: country - Two-letter country code as it appears in the first column of the **Manage countries** page (e.g., US.)
- Billing: first name.
- Billing: last name.
- Billing: state.
- Billing: title.
- Billing: zipcode.

--- End of user's billing info ---

- Category – Path to the product category starting from the parent directory.
- Code - ISO code of the state.
- Combination - Description of the option combination. E.g., "Size: X-Large, Color: Black".
- Combination code - Code of the option combination.
- Company – Company name.
- Confirmed - Flag to denote that the subscription has been confirmed.
- Country code - ISO code of the country.
- Coupons – Discount coupon number.
- Date – Date when the order was placed.
- Date added – Date when the product was added to the catalog.
- Description – Product description.
- Detailed image - Path to the file with a detailed product image.
- Details – Administrator notes.
- Discount – Order discount.
- Downloadable – Flag to indicate a downloadable product.
- E-mail – User's/subscriber's email address.
- Extra - Additional information about the order item.
- Fax – Fax number.
- Feature comparison - Flag to indicate a product that can be added to the comparison list.
- Features - Product features.
- Files - Path to files assigned to the downloadable product.
- Format - Mailing list receipt format: *HTML* or *Plain text*.
- First name – User's first name.
- Free shipping - Flag to indicate that a product is shipped free of charge.
- Image URL - URL of the product image.
- Inventory tracking - Flag to indicate a product's inventory tracking options.
- IP address – Customer's IP address.
- Item ID – Unique ID that is assigned to each product in the order. Item IDs are required to avoid conflicts in situations when an order contains two identical products with different options.
- Language - Two-letter language code.
- Last name – User's last name.
- List price – Product's market price.
- Localizations - Localizations for which the product is available.
- Login - User's login.
- Lower limit - Minimum number of product items to qualify for the corresponding wholesale price.
- Meta description - Product's meta-description.
- Meta keywords - Product's meta-keywords.
- Min quantity - Minimum product quantity.
- Name - Name of the language variable.
- Notes – Customer's notes of the order.

- Options - Product options.
- Order ID - Order identification number.
- Override exchange rate - Flag to indicate that global point exchange rate is overridden.
- Override points – Flag to indicate that the points that go together with the product must be recalculated.
- Page title - Title of the product page as it appears in a web browser.
- Pair type – Type of the product image.
- Password - User's password encrypted through the MD5 cryptographic hash function.
- Pay by points – Flag to indicate that the product can be paid for with points.
- Payment ID – Numerical ID of the payment method.
- Payment information – Payment details (encrypted).
- Payment surcharge – Amount of the surcharge on the payment.
- Percentage discount - Flag to denote percentage discount (*1* or *0*.)
- Phone - Company's (the **Orders** tab) or user's (the **Users** tab) phone number.
- Price - Product price or the wholesale price (the **Qty discounts** tab.)
- Product code – Product's SKU (stock-keeping unit) code.
- Product ID – Numerical ID of the product.
- Product name – Name of the product.
- Product URL - The URL of the product details page.
- Quantity – Number of ordered items or the current number of product items in stock.
- Search words - Product search words.
- Secondary categories – Additional categories to which the product is assigned.
- Ship downloadable – Flag to indicate that a shipping cost must be calculated for the downloadable products.
- Shipping – Shipping details in the native format.
- Shipping cost – Shipping charge for the order.
- Shipping freight – Product's shipping cost.

--- User's shipping info ---

- Shipping: address.
- Shipping: address (line 2.)
- Shipping: city.
- Shipping: country - Two-letter country code as it appears in the first column of the **Manage countries** page.
- Shipping: first name.
- Shipping: last name.
- Shipping: state.
- Shipping: title.
- Shipping: zipcode.

--- End of user's shipping info ---

- Short description – Short product description.
- State - Name of the state.
- Status - Product status.
- Subtotal – Order subtotal.

- Supplier - Name of the product supplier according to the "Company" field.
- Tax exempt – Flag to indicate that taxes are exempt from the product cost.
- Taxes – List of taxes applicable to the product or the order's tax info in the native format.
- Thumbnail - Path to the file with the product thumbnail.
- Title – User's title.
- Total – Order total.
- Unsubscribe key - Subscription deactivation key.
- User group - User group that the discount is applied to.
- User ID – Numerical ID of the user.
- User type – Type of the user's account.
- Value - Value/content of the language variable.
- Vendor - Name of the product vendor.
- Web site – Company or user's web site.
- Weight - Product weight in the store's default unit.
- Zero price action - Flag to indicate the allowed action on the product if the product has zero price.

Export options

Below are listed all the available export options that may appear or not appear in a subsection.

- Category delimiter - Delimiter to separate child and parent categories.
- CSV delimiter - Delimiter to separate the exported values.
- Filename - Name of the exported file.
- Files directory - Directory where files for downloadable products are located. Used for files without a path specified.
- Images directory - Directory where images are located. Used for images without a path specified.
- Language - Language of the exported data (two-letter language code.)
- Output - Output type: *Direct download* - export file will be downloaded to you computer; *Screen* - file contents will be shown in the web browser; *Server* - file will be saved on the server where CS-Cart is installed. Whichever you choose, the export file will be available for further download from the list of exported files (**Administration** → **Export Data**, **Exported files** link.)
- Features delimiter - Delimiter to separate multiple product features.
- Price decimal separator - Decimal separator for product prices.

Also read in Multi-Vendor Knowledge Base:

- Product Export

10.12. Upgrade center

Use this section to upgrade your Multi-Vendor installation to the latest version directly from the web interface. The upgrade center automatically receives information about available updates from our server and lists the applicable upgrade packages. Original files that are replaced during the upgrade get saved to the directory <cscart_dir>var/upgrade/PACK_NAME.

If some files cannot be upgraded due to access permission issues, you will be prompted to provide FTP access details to your server. This information is not sent to our servers.

Important: Before using the upgrade center, make sure you have your Multi-Vendor license number specified in **Settings → Upgrade Center**.

To start applying a pack, click the **Install** button corresponding to the pack. Then simply follow the instruction on the screen. Finally you will see a notification that your store has been successfully upgraded. Click the **Upgrade center** button to return to upgrade center.

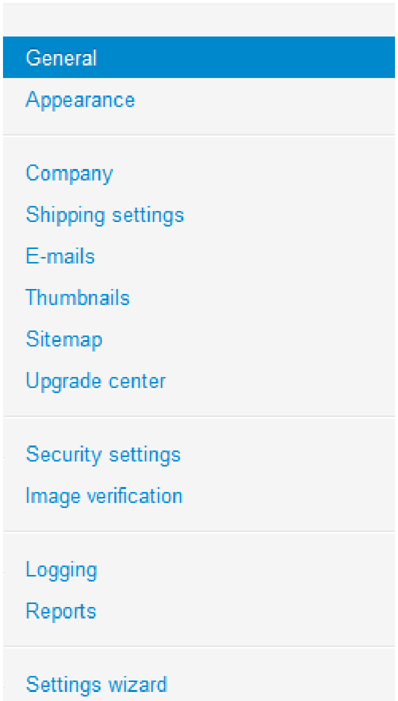
To see a list of changes, click on the **Installed Upgrades** link. If there are files containing custom code, click the **changes** link to see the difference between the files. For non-critical modifications you can just click on the **mark as resolved** link to apply the changes. Otherwise, edit the corresponding file(s) manually and apply your changes.

Also read in Multi-Vendor Knowledge Base:

- How to upgrade your store via the Upgrade Center

11. Settings

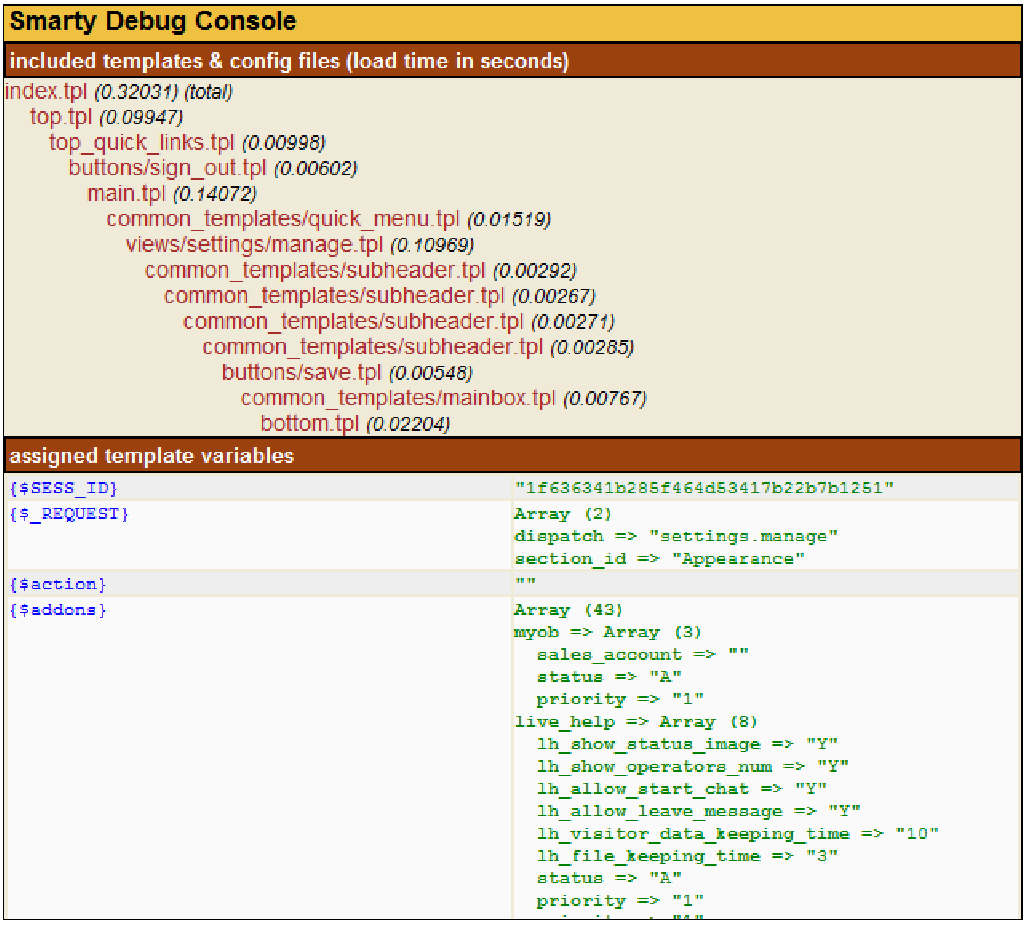
Use this section to configure the settings of your store. For convenience, settings are arranged into groups. To switch between the groups, use the toggle on the right.



11.1. General

Settings and preferences in this section control a great number of parameters that affect different aspects of your store.

- Template debugging console - If selected, the Smarty debug console, a JavaScript pop-up window, appears on the customer storefront and the Administration panel when you log in with your administrator account. The console shows the hierarchy of templates that were used to build the current page. It is helpful to use the console when you customize the look and feel of your store.



- Alternative currency display format - This option controls whether product prices are shown in one currency (selected by the customer) or two currencies (default store currency and the currency selected by the customer.)
- Weight symbol - Symbol of the unit of weight that you use in your store (e.g., lb, kg, etc.)
- Grams in the unit of weight defined by the weight symbol - Number of grams in the unit of weight that you use in your store.
- Close storefront - Make the storefront unavailable for customers.
- Access key to temporarily closed store - Key to access the storefront when the store is temporarily closed for maintenance. For example, with the key = 123456, the closed store can be accessed through the following URL only: `http://www.example.com/index.php?store_access_key=123456`.
- Initial order ID value - Integer number to open the order ID numbering. The value you enter here will be used as the ID of the next order placed in your store. With every new order, its ID will increase by 1. The value of this field cannot be less than any order ID number that is already in the database.
- Allow users to create shipments - If selected, products from one order can be shipped separately in different shipments.
- Tax calculation method based on - Select whether taxes should apply to individual products in the order (*Unit price*) or the order subtotal, which also considers all discounts (*Subtotal*.)

Here is a complex example of how taxes are calculated if the tax calculation method is based on the order subtotal. Provided the order contains three products:

Product A - $100 x 2 (tax1 = 10%)
Product B - $50 x 3 (tax2 = 5%)
Product C - $70 x 4 (tax1 + tax2 = 10% + 5%)

Order total = $630
Order discount = $60

Step 1: Calculating the discounted subtotal
630 - 60 = 570

Step 2: Allocating the discount by the tax group subtotal
$570 / $630 = $0.904762
tax1 subtotal = (($100 * 2) + ($70 * 4)) * $0.904762 = $434.29
tax2 subtotal = (($50 * 3) + ($70 * 4)) * $0.904762 = $389.05

Step 3: Calculating taxes
tax1 (10%) = $434.29 * 0.1 = $43.43
tax2 (5%) = $389.05 * 0.05 = $19.45

Step 4: Calculating the total (discounted subtotal + taxes)
570 + 43.43 + 19.45 = $632.88

- Help us improve Multi-Vendor - Select whether snapshots of your store should be sent to the development team automatically by Multi-Vendor or manually by the store administrator. Snapshots include no personal data, but they only reflect the current condition of the store: its settings and configuration, the modules that you use, etc. This information allows the development team to learn what Multi-Vendor features and options are used most intensively, and adjust the development processes accordingly.
- Check for updates automatically - Select to check for software updates automatically.

Default location

The values you enter here are automatically considered as the geographic location of all unregistered store visitors.
You can define the following details:

- Default address;
- Default zipcode;
- Default city;
- Default country;
- Default state;
- Default phone.

Catalog

- Enable inventory tracking - If enabled, the system automatically updates the product inventory every time products are ordered or returned.
- Allow negative amount in inventory - If enabled, customers can order products that are out of stock.

- Download key TTL - Number of hours after a download link for a downloadable product was sent to a customer, during which the customer can download the product. After that the link expires and becomes invalid.
- Low stock notification threshold - Minimum number of product items in stock that the order department must be warned about when this quantity is reached.
- Show products from subcategories of the selected category - If selected, products from subcategories are displayed on the parent category page.
- Display modifiers for product options - If selected, product option and variant selectors reveal how choosing a particular variant/option will change the original product price (if at all.)
- Exception style - The way the system must handle product option exceptions (illegal combination of options:) hide illegal combinations or just show a warning message saying that the chosen combination is illegal and cannot be ordered.
- Show out of stock products - If selected, products are displayed on the storefront even if they are out of stock.

Promotions

- Allow customers to use single discount coupon only - If selected, customers can apply only one discount coupon per order.

Users/cart

- Allow users to create multiple profiles for one account - If selected, users are allowed to specify multiple shipping and billing addresses for a single account. This may be useful when a user needs separate profiles for personal and business use, for example.
- Define minimum order amount by - Choose whether the minimum order amount should include the shipping cost (*Products with shipping*) or be a bare cost of products in the order (*Products*.)
- Minimum order amount - Minimum amount of order subtotal required to place an order.
- Allow shopping for unlogged customers - If selected, store visitors can add products to their carts even if they are not logged in.
- Disable anonymous checkout - When selected, only registered customers are allowed to place orders in your store.
- Redirect customer to the cart contents page if non-AJAX addition to a cart is used - If selected, customers are redirected to their carts after adding a product to the cart if dynamic AJAX-based adding is disabled.
- Redirect to the Cart content page first - If selected, a customer is redirected to the cart after clicking the Checkout button. Otherwise, the customer goes directly to the checkout page.
- Allow customer to sign up for user group - If selected, customers can sign up for user groups on the storefront.
- Administrator must activate new user accounts - If selected, newly created customer accounts are inactive until the store administrator activates them manually.
- Profile address section order - Choose which customer address should go first on the checkout page: billing address or shipping address.
- User e-mail is used as login - If selected, user email addresses can be used instead of regular usernames to log in to the storefront and Administration panel.
- Ask customers to agree with terms & conditions during checkout - If selected, customers are asked to accept your store's terms and conditions at checkout.
- Allow customers to pay order again if transaction was declined - If selected, customers are allowed to carry out the same transaction if it previously failed.

- Checkout style - Select the behavior of the checkout pages: *One-page checkout* - checkout is represented on a single page; *One-page checkout with cart contents* - checkout is represented a single page that also includes an editable list of products in the cart; *Multi-page checkout* - checkout is represented as a four-step wizard.
- Estimate shipping cost on cart page - If selected, a form for estimating shipping cost is displayed on the cart page.
- Allow guest to create an account after successful order - If selected, at guest checkout, the buyer is offered to register an account if the order was placed successfully.
- Quick Registration - Require only contact information for registration.

Proxy server for outgoing connections

If your store works under a proxy-server, specify your connection details here.

- Proxy host - Name of the proxy server (e.g., example.com.)
- Proxy port - Proxy server port number (e.g., 8080.)
- Proxy user - Username to connect to the proxy server.
- Proxy password - Password to connect to the proxy server.

Search options

- Search also in - If selected, the search is additionally conducted in Pages and/or Site News.

11.2. Appearance

In this section, you can adjust some parameters that affect general appearance and behavior of your store (both the administration panel and the customer area). These parameters are common for all storefront themes and themes.

Customer settings

Note: The following parameters apply to the appearance of the customer storefront only.

- Frontend default language - Language in which all text variables are displayed.
- Orders per page - Number of orders displayed per page.
- Products per page - Number of products displayed per page.
- Elements per page - Number of other items displayed per page.
- Vendors per page - Number of product vendor accounts displayed per page.
- Number of columns in the product list - Number of columns that is used to arrange products on a product list page. Note, this option applies to the Grid layout only.
- Estimate taxes using default address on cart/checkout pages - If selected, customers whose addresses are not registered in the database will see taxes calculated according to the default address.
- Display prices with taxes on category/product pages if the method of calculating taxes is based on a unit's price - If selected, product will be displayed on product and category pages having taxes included in the product price.
- Display prices with taxes on cart/checkout pages if the method of calculating taxes is based on a unit's price - If selected, product will be displayed on the cart and checkout pages having taxes included in the product price.
- Show number of available products - If selected, the number of products, available for customers, is displayed on

the storefront.

- Use "Value changer" for the Quantity field - If selected, the ordinary quantity field in the product list and on the product details page is supplemented with a widget to increase/decrease the product quantity.
- Display mini thumbnail images as a gallery - If selected, multiple product thumbnails are displayed as a small gallery.
- Display the "Pagination section" on the top of the listed object - If selected, the pagination bar appears both on the top and at the bottom of a product list.
- Product detailed page layout - Choose a template for the default product details page layout. If necessary, the layout can be set up separately for every product details page or a category of products.
- Display product details in tabs - If selected, product details (description, features and so on) are arranged in multiple tabs.

> **Tip:** To manage product tabs, use section **Design** → **Product tabs**.

Product list layouts settings

- Available product list layouts - Available templates to arrange products on a product list.
- Available product list sortings - Available orders in which products are sorted on a products list page: Alphabetical - by name in alphabetical order, Price - from lowest to highest product price (or from highest to lowest,) Popularity - by product rating, Bestsellers - by the number of sold items, Oldest - by the date of adding the product to the store (Older are higher), Newest - by the date of adding the product to the store (Newer are higher,) Position - by position, that the product takes in the list.
- Disable quick view - It selected, the *Quick view* button does not appear on the product picture when the customer hovers a cursor on it.
- Product list default layout - Default layout to display categories that have no specific layout defined.
- Product list default sorting - Default order in which products are sorted on a products list page.
- Use the selected layout for current category or search page only - If selected, customers are allowed to change the layout of the category or product list page that they are browsing at the moment. And moving to another category or product list page will restore the default layout. When this option is disabled, a customer can select to use a different layout, and the selected layout will apply to all category and product list pages that the customer visits during one session.

11.3. Company

Use this section to specify your company details and contact information.

- Company name - Name of your store. The value that you enter here is included in the copyright notes and invoices.

The following parameters are used to specify the geographical location of your business and your contact info. These details are also mentioned in invoices.

- Company address;
- Company city;
- Company country;
- Company state;
- Company zip code;

- Company phone;
- Company phone 2;
- Company fax;
- Company website.
- Year when the store started its operation - The year since your company has been in business. This value is used in copyright notes.
- User department e-mail address - Email address to receive notifications about newly created, modified and deleted user profiles.

  Tip: To receive notifications about newly registered customer accounts, make sure to enable **Administrator must activate new user accounts** in **Settings** → **General**.

- Site administrator e-mail address - Email address to receive notifications about any technical issues.
- Order department e-mail address - Email address to receive notifications about placed orders and changed order statuses.
- Help/Support department e-mail address - Email address to receive messages submitted through the Contact Us form.
- Reply-To newsletter e-mail address - Email address to include in newsletters as a reply-to address.

11.4. Shipping settings

Use this section to enable/disable automatic shipping rate calculation in your store as well as activating real-time shipping rate estimation for the integrated shipping services: Australia Post, Canada Post, DHL, FedEx, Swiss Post, UPS, USPS, EMS (Russian post), eDost, Temando.
When real-time shipping rate estimation is enabled, your store sends the necessary information (e.g., destination address, order weight, etc.) to the server of a particular shipping carrier and receives the relevant shipping cost at the moment when the buyer places an order. As a result, there is no need of manual setup and maintenance of rates and locations. Nevertheless, you are still able to add a surcharge when configuring a particular service to cover auxiliary costs like wrapping, insurance, etc.
Particular shipping services are configured in **Administration** → **Shipping & Taxes** → **Shipping Methods**.

Tip: In order to start using real-time shipping rate estimation, you need to register an account with the respective shipping carrier. For details, please refer to the website of a particular carrier.

11.5. E-mails

Settings in this section define the way Multi-Vendor will send email messages and notifications.
The three available options are:

- Via an external SMTP server;
- Via the PHP mail() function;
- Via Sendmail (a popular email routing facility).

If you want to use an external *SMTP server*, specify connection details. If you want to use Sendmail, specify the absolute path to the executable file. If you choose to use the PHP mail() function, emails will be sent directly from the script.

11.6. Thumbnails

Use this section to specify parameters and properties of automatic thumbnail creation.

- Thumbnail background color - Background color of a thumbnail in hexadecimal HTML color code.
- Thumbnail format - Format of a resized thumbnail. You can choose to keep the original format or convert it to GIF, JPEG or PNG.
- JPEG format quality - Quality of resized JPEG images starting from 100%, which is hard to distinguish from the uncompressed original but that takes most storage space, down to 10% showing serious image degradation. It is recommended that you not compress that aggressively and use the quality of no less than 60%. In most cases, the optimum quality level is 80%.
- Product list (category, search, etc.) thumbnail width - Width of a resized product thumbnail in the product list.
- Product list (category, search, etc.) thumbnail height - Height of a resized product thumbnail in the product list..
- Product details page thumbnail width - Width of a resized product thumbnail on the product details page.
- Product details page thumbnail height - Height of a resized product thumbnail on the product details page.
- Product quick view thumbnail width - Width of a resized product thumbnail on the product quick view page.
- Product quick view thumbnail height - Height of a resized product thumbnail on the product quick view page.
- Product cart page thumbnail width - Width of the resized product thumbnail on the cart contents page.
- Product cart page thumbnail height - Height of the resized product thumbnail on the cart contents page.
- Categories list thumbnail width - Width of a resized category thumbnail in the category list.
- Categories list thumbnail height - Height of a resized category thumbnail in the category list.
- Category details page thumbnail width - Width of a resized category thumbnail on the category details page.
- Category details page thumbnail height - Height of a resized category thumbnail on the category details page.
- Detailed category image width - Width of a detailed category image on the category details page.
- Detailed category image height - Height of a detailed category image on the category details page.

11.7. Sitemap

Use this section to adjust the details of the sitemap that is automatically generated for your web store.

- Show the ‘Categories’ section - If selected, the sitemap includes links to root categories and every subcategory.
- Show only root level categories links in the ‘Categories’ section - If selected, the sitemap includes links to root categories only.
- Show the ‘Site info’ section - If selected, the sitemap includes links to pages from the Information section.

11.8. Upgrade center

Use this section to adjust the settings of the Multi-Vendor upgrade center available in **Administration** → **Upgrade center**.

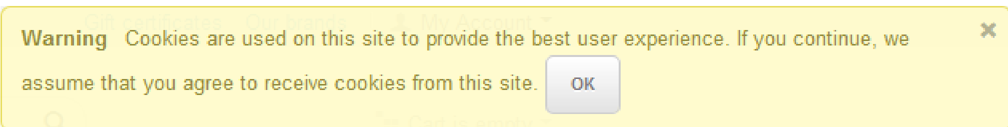
- License number - Your Multi-Vendor license number.
- Hostname - Name of your FTP server.
- Username - FTP account username.
- Password - Password for the FTP account username.
- Directory - Directory where Multi-Vendor files are located.

Note: FTP access details are required to adjust file permissions if there are access permission issues during the upgrade.

11.9. Security settings

Use this section to adjust security settings for accessing the backend.

- Enable secure connection at checkout - If enabled, checkout pages work through the HTTPS protocol. This option requires an SSL certificate to be installed on your server.
- Enable secure connection in the administration panel - If enabled, the Administration panel works through the HTTPS protocol. This option requires an SSL certificate to be installed on your server.
- Enable secure connection for authentication, profile and orders pages - If enabled, login and profile registration/ update pages on the customer storefront work through the HTTPS protocol. This option requires an SSL certificate to be installed on your server.
- Keep HTTPS connection once a secure page is visited - If selected, visitors continue browsing through the HTTPS protocol after they visit a secure page for the first time.
  - Minimum administrator password length - Minimum number of characters that in an administrator password.
  - Administrator password must contain both letters and numbers - If selected, the system demands that an administrator password contain both letters and numerals. This improves password strength and thus makes it more effective in resisting guessing and brute-force attacks.
  - Force administrators to change password on the first login - If selected, store administrators are demanded to change their passwords once they have logged in to the administration panel for the first time.
  - Password validity period in days - Days before an administrator password expires and the user is demanded to change the password. Set the value of this field to 0 (zero) so that passwords never expire.
  - Access key to cron script which sends e-mail notifications of password change - Key to access the cron script that reminds the store administrator to change the password. To activate the script, open in your web browser `http://www.example.com/admin.php?dispatch=profiles.password_reminder&cron_password=access_key` replacing the `access_key` part with the key you enter in this field.
  - Notify visitors about cookies use - If selected, visitors will see the following note when they enter the site:



The note will be visible till a visitor clicks **OK**.

11.10. Image verification

Image verification is used to ensure that forms in your store are completed by humans, not automated systems. This allows you to avoid lots of spam and fake user accounts. You can adjust parameters of verification images as well as specify when image verification is required.

- Image width – Width of a verification image.
- Image height – Height of a verification image.
- String length – Number of characters in an image.
- Number of grid lines - Number of grid lines in an image.
- Grid color – Color of grid lines in an image (hexadecimal code.)
- Minimum font size – Minimum font size of characters in an image.
- Maximum font size – Maximum font size of characters in an image.
- String type – Type of characters to appear in a string (digits, letters or both.)
- Character shadows – If selected, characters are displayed with shadows.
- Color – If selected, characters are displayed in color.
- Path to background image – Image that is used as a background for a verification image. This field must contain a relative path to the graphic file with the image.
- Do not use verification if user is logged in – If selected, customers who have logged in to the store are not asked to verify images.
- Do not use verification after first valid answer – If selected, store visitors are not asked to verify images after they have verified the first image.

Use for

Here you should specify forms for which image verification is required.

- Login form.
- Custom forms.
- Send to friend form.
- Comments and reviews forms.
- Checkout (user information) form.
- Polls.
- Track my order form.
- Apply for a vendor account form.
- Create and edit profile forms.

11.11. Logging

In this section, you can specify what kind of events must be registered in the system logs. Log files are kept in the directory <multivendor_dir>/var/log. Since log files can gradually grow larger, it is recommended that you clean the directory from time to time. Or you can view and clean up the logs in **Administration** → **Logs**.

- Requests – Select to track and record all HTTP and HTTPS requests.

- Users – Select to track and record events related to user activity.
- Products – Select to track and record events concerning products in the catalog.
- Orders – Select to track and record events concerning orders.
- Database – Select to track and record events concerning your store database.
- News – Select to track and record events concerning news that is published in your store.
- Categories – Select to track and record events concerning product categories.
- General - Select to track and record general events.

11.12. Reports

Use this section to specify the format of time intervals displayed in report charts. You can specify the formal of the following time intervals: day, week, month, year.

11.13. Settings wizard

Settings wizard is a convenient post installation tool. Here you can set up some general preferences of your store in several steps.

Security settings

- New administrator password - It is strongly recommended to change the administrator password, that was given you after registration. Be sure, that your password is secure enough.

You can get automatically generated password pressing the **Generate** button.

- SSL certificate - Click **Check SSL** button to check the secure connection.
- Enable secure connection at checkout - If enabled, checkout pages work through the HTTPS protocol. This option requires an SSL certificate to be installed on your server.
- Enable secure connection in the administration panel - If enabled, the Administration panel works through the HTTPS protocol. This option requires an SSL certificate to be installed on your server.
- Enable secure connection for authentication, profile and orders pages - If enabled, login and profile registration/ update pages on the customer storefront work through the HTTPS protocol.

This option requires an SSL certificate to be installed on your server.

- Minimum administrator password length - Minimum number of characters that in an administrator password.
- Administrator password must contain both letters and numbers - If selected, the system demands that an administrator password contain both letters and numerals. This improves password strength and thus makes it more effective in resisting guessing and brute-force attacks.
- Force administrators to change password on the first login - If selected, store administrators are demanded to change their passwords once they have logged in to the administration panel for the first time.

Appearance settings

- Default wysiwyg editor - Select one of the supported wysiwyg editors, or select not to use any at all.
- Default image previewer - Select one of the available tools for displaying images and image galleries.
- Primary currency - Select the stores's primary currency.
- Backend default language - Language in which all text variables are displayed (for the administration panel).
- Frontend default language - Language in which all text variables are displayed (for the customer's area).
- Estimate taxes using default address on cart/checkout pages - If selected, customers whose addresses are not registered in the database will see taxes calculated according to the default address.
- Display prices with taxes on category/product pages if the method of calculating taxes is based on a unit's price - If selected, product will be displayed on product and category pages having taxes included in the product price.
- Display prices with taxes on cart/checkout pages if the method of calculating taxes is based on a unit's price - If selected, product will be displayed on the cart and checkout pages having taxes included in the product price.
- Show number of available products - If selected, the number of products available for customers is displayed on the storefront.
- Display mini thumbnail images as a gallery - If selected, multiple product thumbnails are displayed as a small gallery.
- Use "Value changer" for the Quantity field - If selected, the ordinary quantity field in the product list and on the product details page is supplemented with a widget to increase/decrease the product quantity.
- Display product details in tabs - If selected, product details (description, features, and so on) are arranged in multiple tabs.
- Date format - Choose the format, in which a date will be displayed both in the administration panel and in the customer's area.
- Time format - Choose the format, in which time will be displayed both in the administration panel and in the customer's area .

Company settings

Use this section to specify your company details and contact information.

- Company name - Name of your store. The value that you enter here is included in the copyright notes and invoices.

The following parameters are used to specify the geographical location of your business and your contact info. These details are also mentioned in invoices.

  - Company address;
  - Company city;
  - Company country;
  - Company state;
  - Company zip code;
  - Company phone;
  - Company phone 2;
  - Company fax;
  - Company website.

- Site administrator e-mail address - Email address to receive notifications about any technical issues.
- Order department e-mail address - Email address to receive notifications about placed orders and changed order statuses.
- User department e-mail address - Email address to receive notifications about newly created, modified and deleted

user profiles.

User settings

- Administrator must activate new user accounts - If selected, newly created customer accounts are inactive until the store administrator activates them manually.
- User e-mail is used as login - If selected, user email addresses can be used instead of regular usernames to log in to the storefront and Administration panel.
- Allow guest to create an account after successful order - If selected, at guest checkout, the buyer is offered to register an account if the order was placed successfully.
- Quick Registration - Require only contact information for registration.
- Profile address section order - Choose which customer address should go first on the checkout page: billing address or shipping address.
- Allow users to create multiple profiles for one account - If selected, users are allowed to specify multiple shipping and billing addresses for a single account. This may be useful when a user needs separate profiles for personal and business use, for example.
- Share users among stores - If selected, the store uses a joint customer database where customer accounts are shared among all store units. Otherwise, each store unit has a separate customer base.

Upgrade center

- License number - Your Multi-Vendor license number.

FTP server options

- Hostname - Name of your FTP server.
- Username - FTP account username.
- Password - Password for the FTP account username.
- Directory - Directory where Multi-Vendor files are located.

Most popular add-ons

Here is the list of the most popular add-ons according to the user's preferences. Click the checkbox, corresponding to the name of add-on, that you want to choose, to install it.
You can choose as many add-ons, as you want.

Other add-ons

Here is the list of all available add-ons, except most popular. Click the checkbox, corresponding to the name of add-on that you want to choose, to install it.
You can choose as many add-ons, as you want.

Note: More information about add-ons see in Add-ons -> Manage Add-ons section.

11.14. Vendors

Use this section to adjust vendor settings for the administration panel and the storefront.

- Display product vendor - If selected, the name of the product vendor is displayed next to the product description.
- Allow users to apply for vendor account - If selected, the **Apply for a vendor account** link will appear in the **My account** block on the storefront. Using this link, customers will be able to send the root administrator a request for registration as a store vendor. It is not necessary to review the section with a list of vendor accounts regularly since the root administrator receives a pop-up notification of pending vendor accounts when signing in to the administration panel.
- Automatically create the administrator account for the new approved vendor. (If the "Allow users to apply for vendor account" setting is enabled) - If selected, the company administrator will be automatically created together with the company.
- Vendors per page - Number of vendors displayed on one page.
- Include shipping cost in vendor commission - If selected, the cost of shipping the order is considered at vendor commission calculation.
- Take payment surcharge from vendors - If selected, vendors get entrusted to pay payment surcharges (see Administration > Payment methods > Configuring a payment method for more details).

11.15. Licensing Mode

In this section you can choose one of two licensing modes: Full or Trial.

In the *Full* mode you get unrestricted access to the full functionality of Multi-Vendor. To enable this mode you must enter the licence number.

You are given this number, when you buy a full version of Multi-Vendor on the official website.

In the *Trial* mode there are no functionality limitations.

You will be able switch to the Full mode anytime by entering a valid license number on the Licensing mode page. You can download the Trial mode on the official site for free.

You can use the Trial version only once (for 30 days).

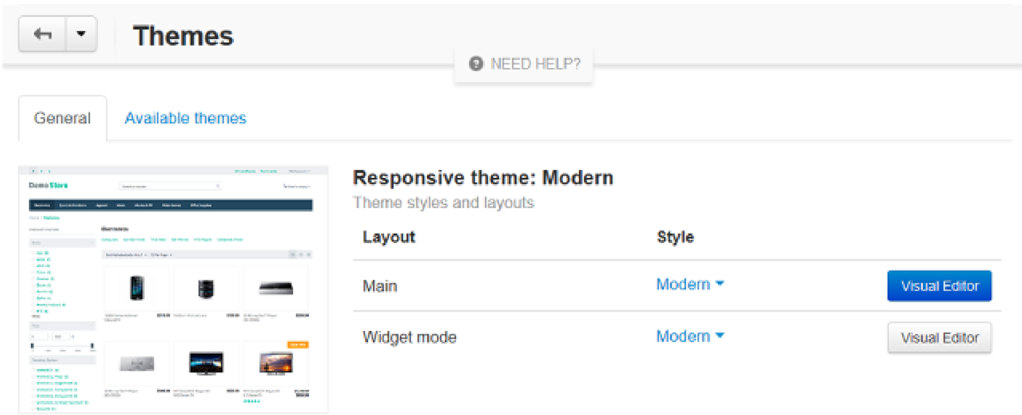
12. Design

This section of the administration panel assembles control elements and facilities to manage and customize the storefront appearance. Here you can arrange the layout of different types of pages, edit the templates that constitute the interface, easily change the store logos, apply a different theme, define product tabs, etc.

Note: Once you have made any changes to the storefront appearance, make sure that everything displays correctly. If it does not, try to adjust the components that you have edited, or revert to the original appearance.

12.1. Themes

In this section you can choose, install, upload, delete and customize themes for your store.

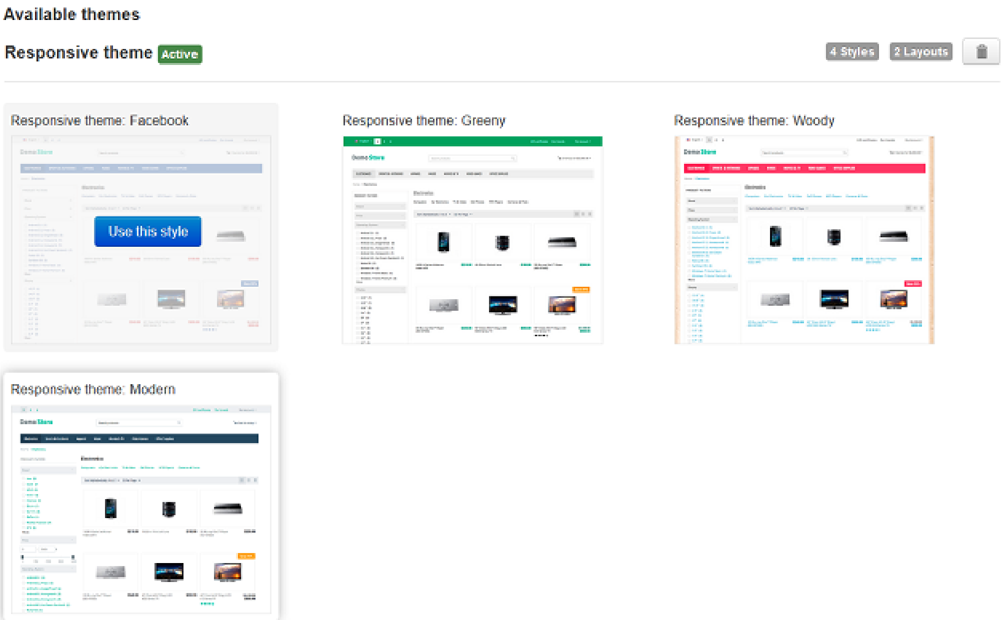


In this page you can see the current theme applied to your store and the list of available themes (with different styles for each theme).
Click **NEED HELP** to see the video tutorial on how to customize your storefront.

In the **General** tab you can:

- Open the Theme editor to customize your storefront in real time by pressing **Visual Editor**. You can customize separately the Main layout and the Widget mode layout styles.
- Choose the existing styles for layouts by using the drop-down lists near each layout name.

In the Available themes section, there is a list of themes with different styles, that you can use in your store. For example, there is the default **Responsive theme** and the list of styles (Facebook, Greeny,Woody and Modern) available for it. Hover the mouse pointer over the style preview and click **Use this style** to use the style.

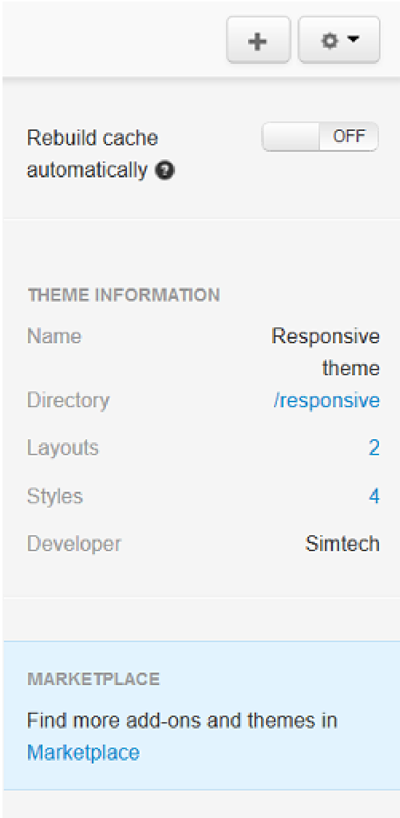


In the **Available themes** tab, there is a list of themes available for the installation. If you need to install the pristine default theme, you can find it here.

To the right of the page, you can see some theme information. There is the theme name, directory, where the theme is placed, the number of layouts and styles and the current theme developer.

Here you can:

- open the file editor by clicking on the directory name;
- go to the Layouts page by clicking on the number of layouts;
- see the list of styles for the current theme by clicking on the number of styles.



Click the gear button in the right upper corner of the page ( ) and choose **Clone theme** from the drop-down list to clone the current theme, if you wish to apply changes to it, customizing the theme to your own taste.

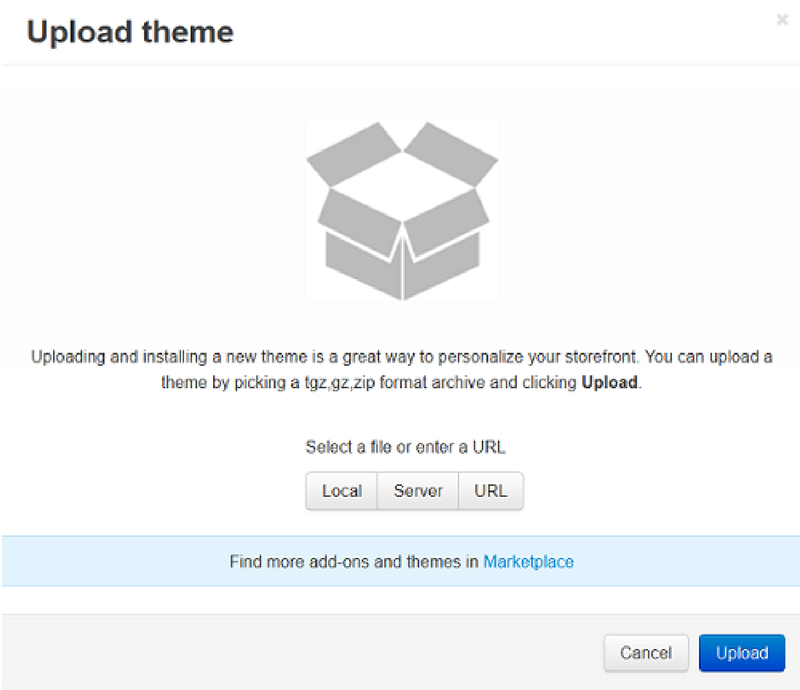
Here you can also see the **Rebuild cache automatically** selector. Click (On) if you want the modified files to be re-cached on the fly.

To **Remove** a cloned theme:

- Make sure that the theme you want to remove is not currently used (select another theme from the Available themes section);
- After that, find the theme you want to remove in the Available section, and click the button on the right.

Note: Before deleting a theme, make sure that the layout used by it is not set as default. Otherwise, you will not be able to delete a theme.

To **upload a new theme**, click the button in the right upper corner of the page. In the opened pop-up window choose whether to upload a file from the local computer (**Local**) or the server file system (**Server**). You can also specify **URL** to a remote location, where the required archive is physically located. Pay attention, that the theme archive must be in tgz, gz or zip format. When you are ready, click **Upload**.

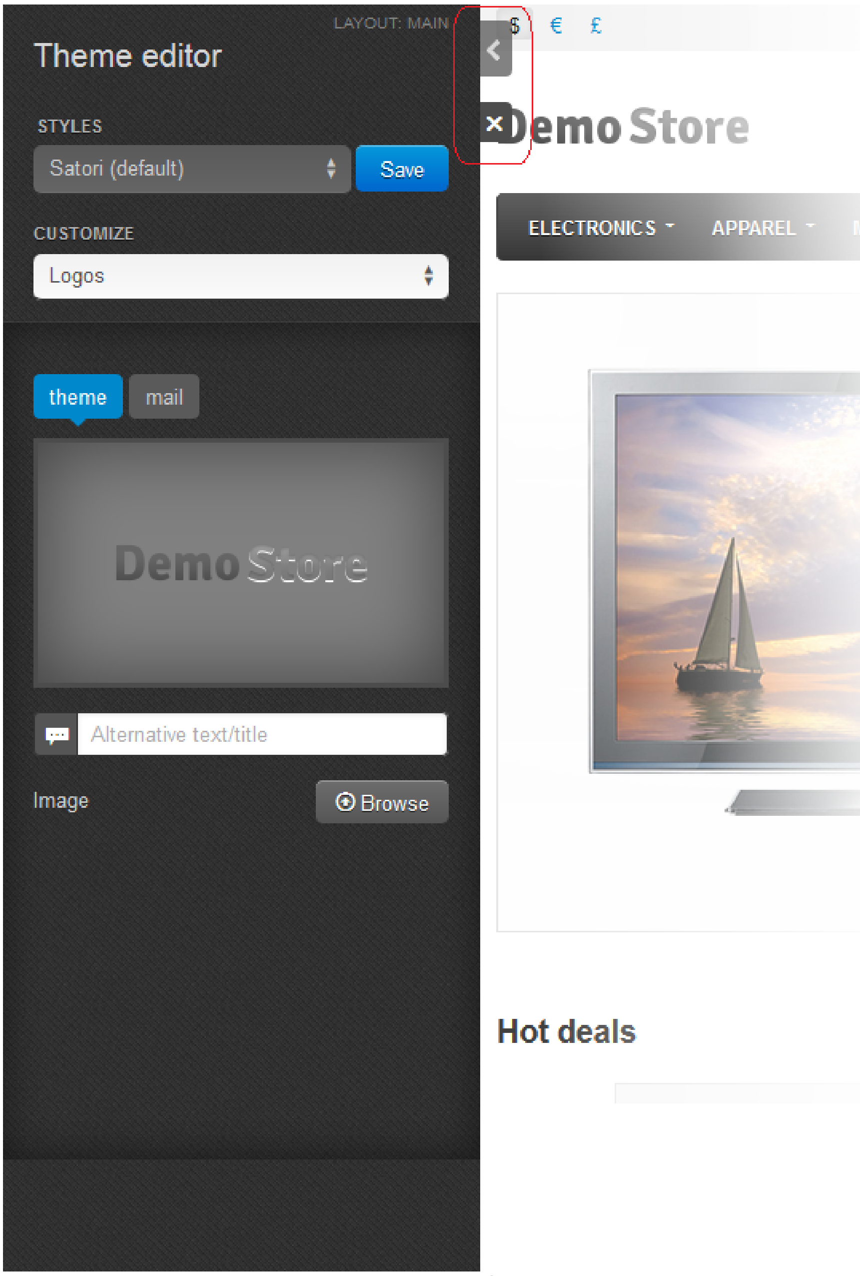


12.1.1. Theme editor

When you choose to customize theme, the storefront and the Theme editor panel (in the left part of the page) are displayed on your screen.

In the Theme editor you can easily change the default style to your individual company one: change logo, color scheme, fonts, background settings.

You can easily hide the editor panel and see your changes or close the Theme editor using the controls marked with red in the picture below.



With the help of the Theme editor you can create unlimited number of styles, clone and delete the existing styles (except the default one.)

To change the style, choose the desired one from the drop-down list or clone one of them, rename and customize it according to your preferences and press the **Save** button.

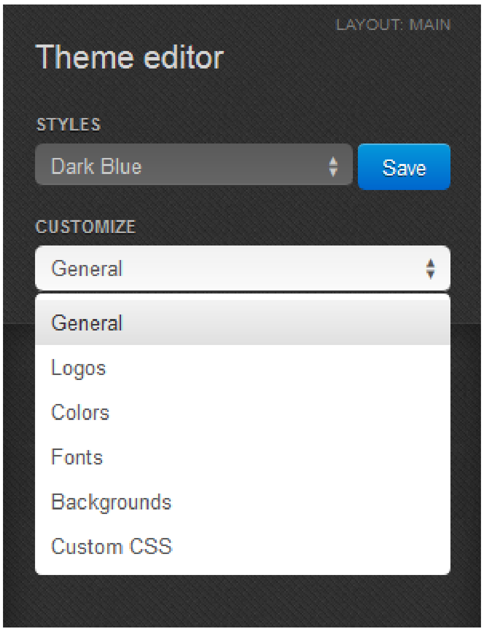
Your style will appear in the list of other available styles. Read how to customize a style further in this topic.

Customizing

There are 6 groups of the theme customization:

- General - Change the favicon and choose weather to round the corners or not;
- Logos - Change the mail, theme and gift certificate templates logos;
- Colors - Set the color scheme and change colors for different theme elements (buttons, menu, etc.);
- Fonts - Change the font style for different groups (headings, buttons, etc.);

- Backgrounds - Background settings (color, gradient, image, etc.);
- Custom CSS - Advanced style settings in CSS-format.



General

To change the favicon for the store, press **Browse** and choose a picture. Favicon size must be 16x16 px. The picture will appear near the button after the applying of changes. You can also click on the **On/Off** button to define, whether to round the corners in the store or not.

Logos

Use this section to define the set of the store logos that are shown in the customer area, in the store invoices, and in the gift certificates.

To upload the logo image from a local computer press the **Browse** button.

An alternative text describes the image and is shown when the image is missing or cannot be displayed. It is good practice to have an alternative text associated with the image as an additional SEO-wise opportunity.

Colors

In this section you can see the list of colors for different style elements. Click on the color corresponding to the particular element to change it.

Here you can either choose a color from the palette or enter new hexadecimal values (from #000000 for black to #FFFFFF for white) into corresponding text fields.

Press **Choose** in the same picker window when you are ready.

To reset changes press the **Reset colors** button.

Fonts

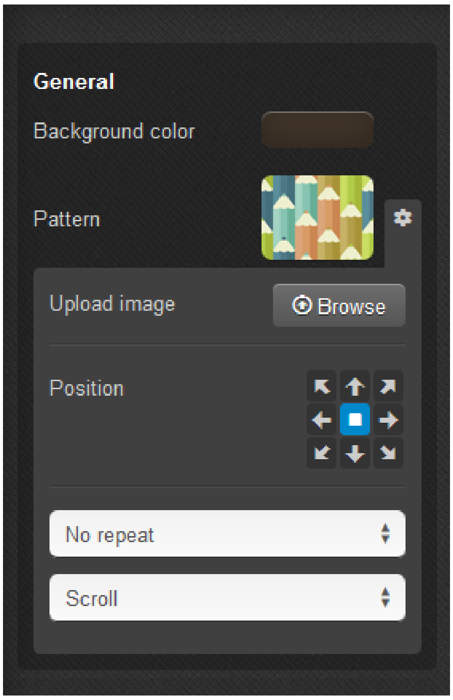
Here you can change the font style for different groups of elements: body, top panel, headings, links, buttons.

Use the drop-down lists to pick a font and it's size and the following buttons to set the text to: B - **bold**, I - *italic* , U - <u>underlined</u>.

To reset changes, press the **Reset fonts** button.

Backgrounds

Use this section to define the settings of different background elements: general, top panel, header, content, footer.
You can change the background color of each element and see the applied changes on the storefront instantly. Click on the color corresponding to the particular element to change it.
Here you can either choose a color from the palette or enter new hexadecimal values (from #000000 for black to #FFFFFF for white) into corresponding text fields. Press **Choose** when you are ready.
For the **General** subsection, you can also set pattern as the background. Click the pattern preview to choose one from the list of given patterns. You can also click the "gear" icon and choose **Browse** to upload an image from your computer. The picture must not be bigger than 200 kB.



Use the following button to expand the list of image settings:
With the help of arrows you can set the position of an image. Drop-down lists help you to define the picture display methods: whether to repeat it in different directions (to fill in the background) or not, and whether to scroll the image or leave it fixed while searching through the page.
For the header, top panel, footer and content you can define the following settings:

- Gradient (for the header and footer) - Click on the color, to define the gradient. Here you can either choose a color from the palette or enter new hexadecimal values (from #000000 for black to #FFFFFF for white) into corresponding text fields. Press **Choose** when you are ready. You can try to choose different colors to form the gradient and see the result on the storefront to the right.
- Full width - Click on the **On\Off** button to define, whether to spread the element to the full width of the page or not.
- Transparent - Choose, whether to make the background of an element transparent or not.

Custom CSS

If you are familiar with CSS, use this section to customize some style elements.

Do not forget to press the **Save** button when you are ready to save changes in the theme.

12.2. Layouts

Use this section to edit the existing or add new layouts. A layout is the combination of blocks and the method of their arrangement.

In this section you can add a new layout with the button + or edit the existing layout.

When editing or adding a layout, define the following attributes:

- `Name` - The name of the layout.
- `Copy data from layout` (when adding new layout) - Choose the layout from which you want to copy the content.
- `Default` - If selected, the layout is set as a default.
- `Grid columns` - Choose whether to use the 12- or 16-column grid in the layout.
- `Layout width` - Choose how the pages layout will be formed: *Fixed width* - pages will have a fixed width (1200px, for example); *Full width* - pages will have the full-width layout; *Fluid* - pages will have the responsive layout.

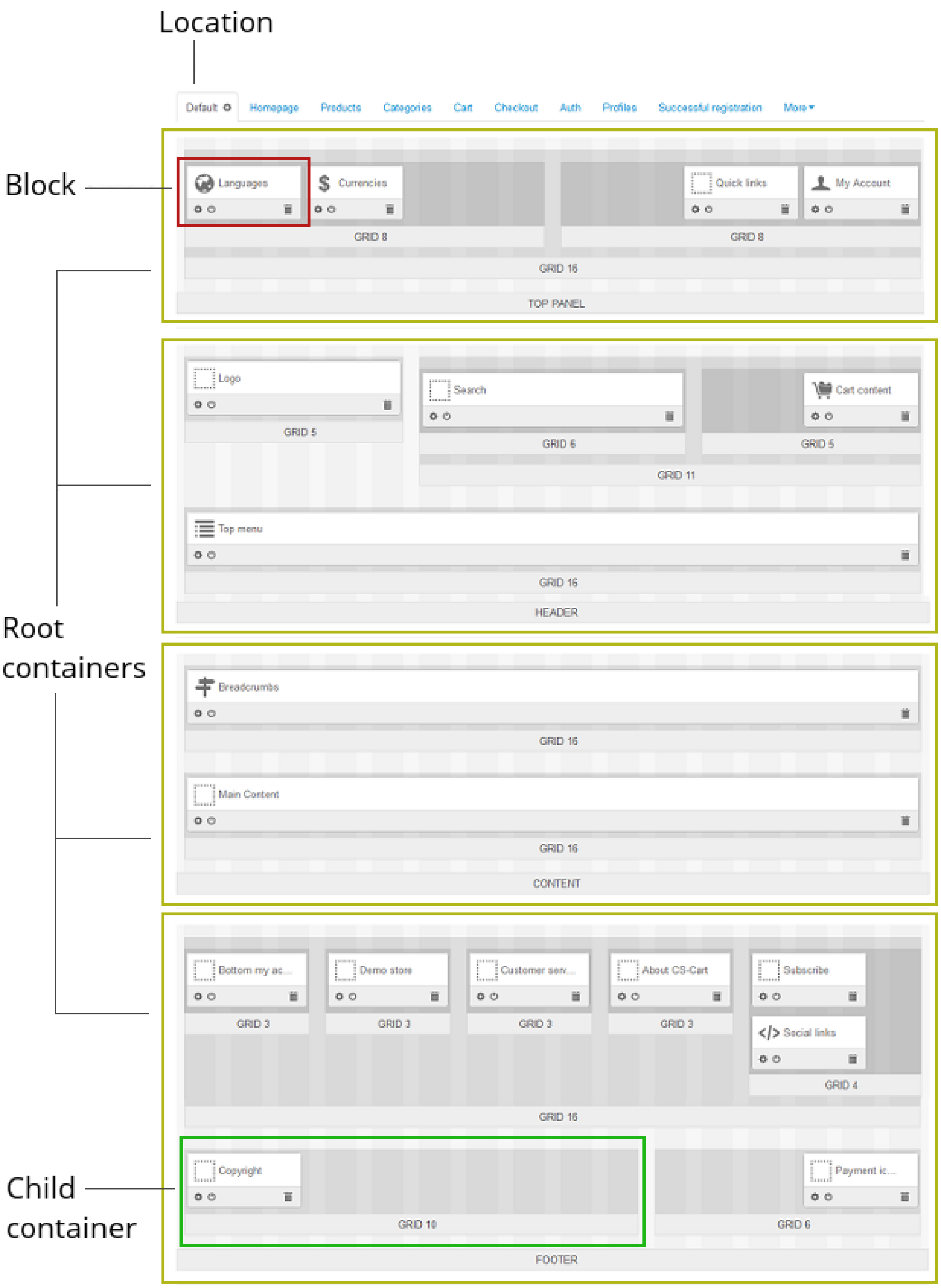
To the right of the page there is the `Switch layout` section. Here you can switch a layout by clicking on it or use the button with the gear icon to perform the following actions:

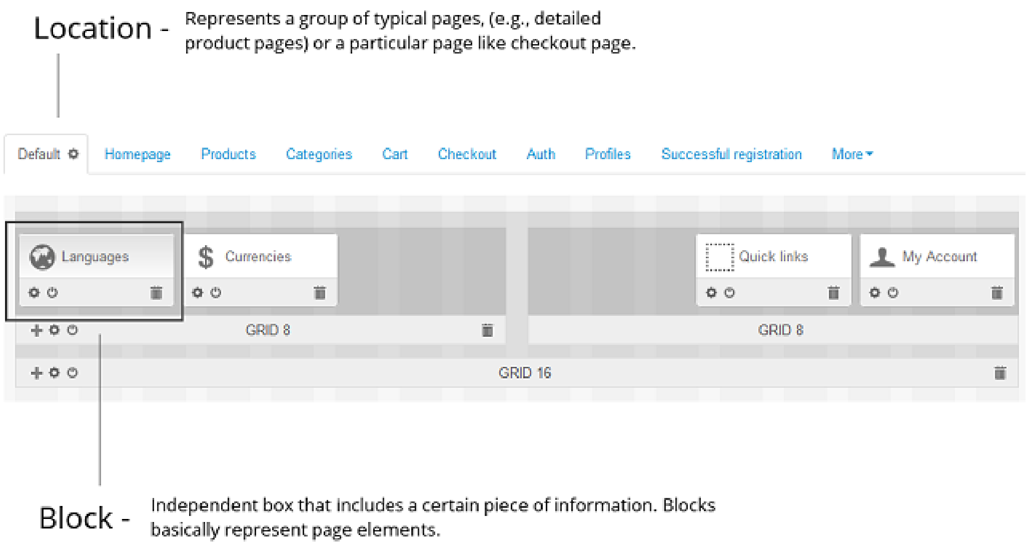
- `Preview` - Open the storefront in a separate page.
- `Make default` - Make a layout default for the theme.
- `Properties` - Open the `Edit layout` page.
- `Delete` - Delete a layout. Pay attention that you cannot delete the default layout.

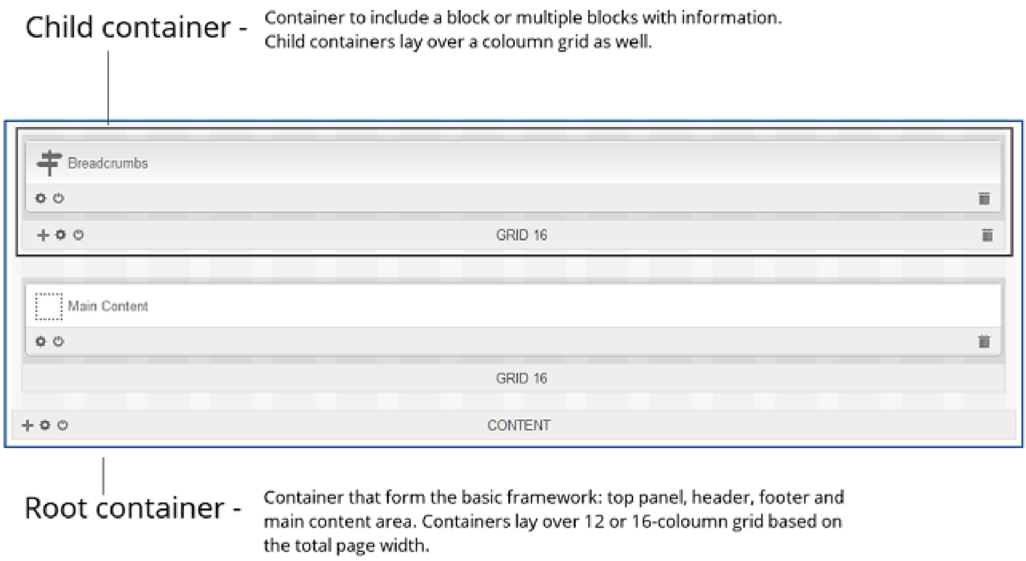
You can click the **NEED HELP** button at the top of a page to see the video describing the features of the Widget mode.

The `Layouts` section enables you to manage and customize the layout of storefront pages. The storefront is built by the use of the framework where pages are assembled out of blocks nested inside containers.

Such a block conveys a certain piece of information like a logo, mini cart, product details, breadcrumbs, search form, navigation menu, etc. You can add, edit, remove or simply move blocks around a page to organize the new look and feel. The following sketch presents the storefront structure and illustrates how a page may be composed.

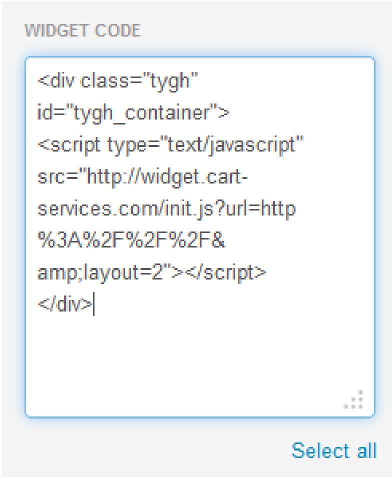

Location
Block
Root containers
Child container
Default
Homepage
Products
Categories
Cart
Checkout
Auth
Profiles
Successful registration
More
Languages
Currencies
Quick links
My Account
GRID 8
GRID 8
GRID 16
TOP PANEL
Logo
Search
Cart content
GRID 5
GRID 6
GRID 5
GRID 11
Top menu
GRID 16
HEADER
Breadcrumbs
GRID 16
Main Content
GRID 16
CONTENT
Bottom my ac...
Demo store
Customer serv...
About CS-Cart
Subscribe
Social links
GRID 3
GRID 3
GRID 3
GRID 3
GRID 4
GRID 16
Copyright
Payment ic...
GRID 10
GRID 6
FOOTER





12.2.1. Widget mode

This tool allows you to operate your store in the **Widget Mode**. In the rightt upper part of the Layouts section (Design -> Layouts) you can see the **Widget code**. Copy this code and use it to embed your store as a widget in any other web page. You can click the **NEED HELP** button at the top of a page to see the video describing the features of the **Widget mode**.



Note: Some websites don't allow external JavaScript files, so the Multi-Vendor widget will not work on such sites.

12.2.2. Framework

Root containers

As illustrated in Design > Layouts, the basic storefront framework consists of four horizontal containers referred to as *root containers*. This basic frame is the same for all locations.

Root containers cannot be added or removed.

Moreover, the top panel, header and footer containers of the default location are inherited by other locations. This means that the changes that you make to these two areas automatically apply to all locations.

Each root container is associate with a particular area of the storefront page - header, main content area or footer. However, root containers themselves do not generate the corresponding parts of the storefront pages. In fact, they only accommodate and form boundaries for multiple smaller containers referred to as *child containers*.

Note: Although a root container may consist of zero child containers, you are supposed to include at least one.

Child containers

Child containers ensure a more detailed and sophisticated layout of the storefront paged. Multiple child containers with certain sizes, positions, and styles can be nested inside a root container or inside other child containers. And each such container may include one or more blocks - boxes with information of certain type.

Both the root and child containers are fixed to the storefront grid system used in Multi-Vendor.

To create a child container:

1. Click on the container that will be the parent on the new container, then select **Add Grid**.

   The software opens a form with the new container's attributes.

2. Specify the new container's attributes.
3. Click **Create** when finished.

12.2.2.1. Grid system

Multi-Vendor uses the intuitive and powerful Bootstrap framework that can have the full-, custom-width, and responsive layout. The layout in Multi-Vendor has 12- or 16-column structure.
In the full-width layout the length of the columns is adapted to the width of the page. In custom-width layout the length of the columns is fixed and depends on the specified width of the page. And responsive layout is flexible and easily adapting for different screen sizes. It is very useful for displaying site content on the portable devices screens.
In Multi-Vendor, the root containers always occupy the full page length, i.e. all columns in the grid. The number of columns is defined through the container settings. It determines the possible dimensions of child containers. Their length cannot exceed the number of columns in the grid.

Also read in Multi-Vendor Knowledge Base:

- Full-, Custom-Width, and Responsive Layouting with Bootstrap

12.2.2.2. Container properties

When you create or edit containers, you can define the following attributes:

- Width - Number of columns used in the container. For child containers, this number cannot exceed the the length of the root container.
- Content alignment (child containers only) - Container's position inside the root (or parent) container: *Right*, *Left* or *Full Length*.
- Prefix - Number of non-occupied buffer columns left to the container.
- Suffix - Number of non-occupied buffer columns right to the container.
- User-defined CSS class - Custom CSS class used by the container.

12.2.3. Blocks

While containers form the storefront structure, blocks basically populate this structure with contents and function elements. It is convenient to regard blocks as separate boxes which represent a particular storefront component. This can be a search form, currency or language selector, top menu, product filter, banner, list of products, text, HTML insertion, etc. Just everything what can appear on the storefront is created by using blocks.
Blocks differ from each other in the type of data they represent. However, blocks with the same data type can have different filling, appearance and configuration. Moreover, certain blocks may be assigned to specific items/pages only. This makes blocks a highly powerful and flexible tool for building custom storefronts and creating individual pages out of a typical framework.
Multi-Vendor already offers a number of pre-defined blocks. Use them to quickly add the most popular and common storefront components. In addition, you can create custom blocks based on the available templates.

Actions on blocks

You can re-arrange blocks in the frame, add and remove blocks, edit block properties, activate and disable blocks, assign blocks to specific items/pages.

When you need to perform an action on the blocks, go to **Design** → **Layouts** and select the location where the necessary block appears or should appear.

Tip: For blocks that refer to the top panel, footer or header container, make sure to select the default location.

Moving blocks

To move a block to a different position inside the frame:

- Drag-n-drop the block to the required position.

Tip: Remember that blocks must be nested inside a child container.

Adding blocks

When adding a block, you can use one of the following options:

- Add a pre-defined block.
- Create and add a custom block with a specific configuration.

To add an existing block:

1. Click ✚ on the container where the block should be placed and select **Add Block**.
2. Select **Use Existing Block**.
3. Choose a block from the list and click its icon.

The block will appear among the other objects in the frame.

To create and add a new block:

1. Click ✚ on the container where the block should be placed and select **Add Block**.
2. Select **Create New Block**.
3. Choose a block type and click its icon. This opens a window with the new block configuration.
4. Set up the block parameters.
5. Click **Create** when finished.

The block will appear among the other objects in the frame. Also, it will be added to the list of the existing blocks.

Tip: Block types and properties are described in the "Block types and properties" topic later in this the guide.

Editing blocks

To edit a block:

1. Move the cursor over the block and click ⚙. This opens the block configuration form.
2. Edit the block's parameters.
3. Click **Save** to apply the changes.

Tip: Block types and properties are described in the "Block types and properties" topic later in this the guide.

Deleting blocks

To remove a block from the frame

- Move the cursor over the block and click 🗑.
- When prompted, confirm the action.

To add new blocks, edit and delete existing ones you can also press the ⚙ ▾ button and choose the **Manage blocks** tab from the drop-down list.

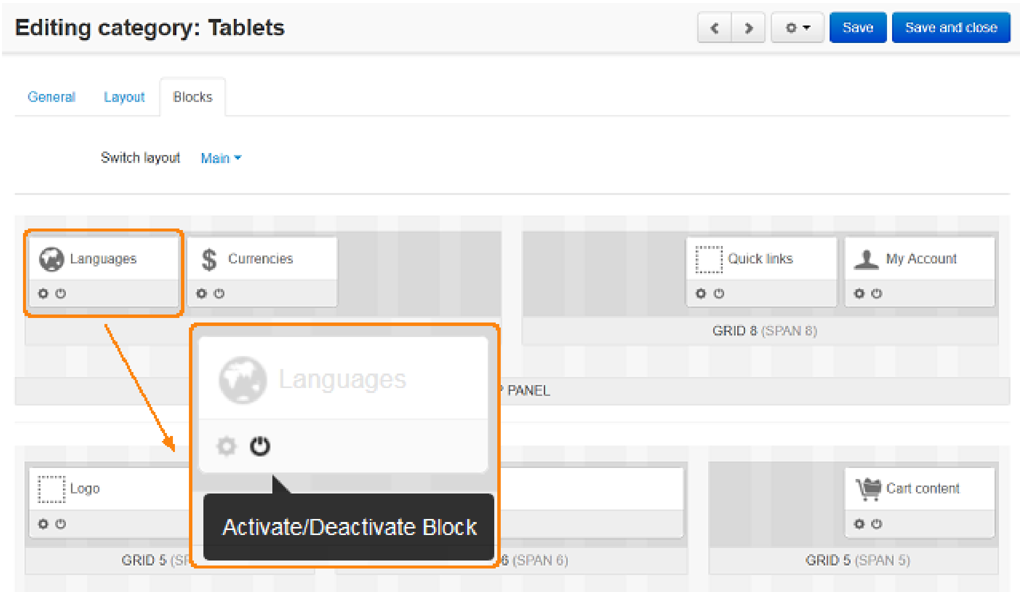
Assigning blocks

If a location represents a group of pages (for example, detailed product pages on the storefront), blocks are automatically assigned to all items in the group.

However, you can hide a block individually for an item (product, category, page, etc.), if you want to hide the block on the corresponding storefront page. Similarly, you can force a block to appear on a particular storefront page if the block is deactivated in the location's settings.

To hide/show a block on an item storefront page:

1. Open the item detailed page in the administration panel.
2. Shift to the **Blocks** tab.
3. Deactivate (hide) or activate (show) the block.



12.2.3.1. Block types and properties

When you create a block, you need to choose a block type and also specify the block's properties. The block type defines the type of information that the block will contain. Block properties enables you to fine-tune the block to meet you specific requirements. The set of available properties may vary depending on the block type.

After a block has been created, you can edit its properties at any time.

Common properties

Blocks have the following common properties regardless of their type:

- Name - Name/title of the block as it appears in the block manager and your block gallery.
- Wrapper - Template to border the block.
- User-defined CSS-class - Name of a custom CSS-class that you want to use for the block. The CSS-class itself is to be defined in the file `styles.css` located inside the skin directory.

Type-dependent properties

The following is the list of available block types and the applicable type-specific properties:

Banners

Description	One or more banners that were created in section **Marketing** → **Banners**.
Related add-ons	▪ Banners Management
Templates	▪ Original ▪ Carousel
Content	**Filling** ▪ Manually ▪ Newest
Block settings	None

Brands

Description	A list of brands represented in the store. A product brand can be defined as a feature with the Brand/ Manufacturer type.
Related add-ons	None
Templates	▪ Our Brands
Content	Automatic
Block settings	▪ Do not scroll automatically ▪ Scroll per page ▪ Speed ▪ Pause delay (in seconds) ▪ Item quantity ▪ Thumbnail width in scroller

Breadcrumbs

Description	Breadcrumbs, a navigation aid for visitors to keep track of their location on the storefront. Breadcrumbs provide links to the parent pages of the current one.
Related add-ons	None
Templates	▪ Breadcrumbs
Content	Automatic

Block settings	None

Cart content

Description	Mini-cart, a summary of the cart contents on a regular storefront page.
Related add-ons	None
Templates	▪ Cart content
Content	Automatic
Block settings	▪ Display bottom buttons ▪ Display delete icons ▪ Products links type

Categories

Description	Hierarchical hyperlinked list of product categories.
Related add-ons	None
Templates	▪ Dropdown horizontal ▪ Dropdown vertical ▪ Multi-column list ▪ Text links
Content	**Filling (depends on the template)** ▪ Manually ▪ Newest ▪ Dynamic tree ▪ Full tree ▪ Rating **Parent category** Root element of the hierarchy.
Block settings	None

Checkout

Description	Pieces of information and features that are related to the checkout page.
Related add-ons	None
Templates	▪ Order information

	▪ Products in cart ▪ Summary ▪ Gift certificate
Content	Automatic
Block settings	None

Currencies

Description	List (text or pictorial) of currencies supported in the store. To manage the list of currencies, use section **Administration** → **Currencies**.
Related add-ons	None
Templates	▪ Currencies
Content	Automatic
Block settings	▪ Text ▪ Format ▪ Minimal number if items to be placed in a dropdown list

Gift certificate verification

Description	Allows customer to validate or redeem a gift certificate.
Related add-ons	▪ Gift certificates
Templates	▪ Gift certificate verification
Content	Automatic
Block settings	None

HTML block

Description	Custom HTML content.
Related add-ons	None
Templates	▪ HTML block
Content	Box with custom HTML content.
Block settings	None

HTML block with Smarty support

Description	Custom HTML/Smarty content.
Related add-ons	None
Templates	▪ HTML block with Smarty support
Content	Box with custom HTML/Smarty content.
Block settings	None

Languages

Description	Language selector.
Related add-ons	None
Templates	▪ Languages
Content	Automatic
Block settings	▪ Text ▪ Format ▪ Minimal number if items to be placed in a dropdown list

Menu

Description	A custom menu created in **Design** → **Menus**.
Related add-ons	None
Templates	▪ Dropdown horizontal ▪ Dropdown vertical ▪ Text links
Content	A custom menu created in **Design** → **Menus**.
Block settings	None

My account

Description	Links to a page with the customer's account details.
Related add-ons	None

Templates	▪ My account
Content	Automatic
Block settings	None

News

Description	Links to the latest store news.
Related add-ons	▪ News & Emails
Templates	▪ Site news ▪ Text links
Content	**Filling** ▪ Manually ▪ Newest ▪ Plain
Block settings	None

Pages

Description	Hierarchical hyperlinked list of static pages.
Related add-ons	None
Templates	▪ Dropdown horizontal ▪ Dropdown vertical ▪ Text links
Content	**Filling** ▪ Manually ▪ Newest ▪ Dynamic tree ▪ Full tree ▪ Neighbours ▪ Vendor pages **Parent page** Root element of the hierarchy.
Block settings	None

Payment methods

Description	Icons that represent the available payment methods in the store.
Related add-ons	None
Templates	▪ Payments
Content	Automatic
Block settings	None

Polls

Description	One or several polls created in **Website** → **Content**.
Related add-ons	▪ Polls
Templates	▪ Central ▪ Side box
Content	**Filling** ▪ Manually
Block settings	None

Product filters

Description	Filters to find products against specific parameters.
Related add-ons	None
Templates	▪ Original
Content	**Filling** ▪ Manually
Block settings	None

Products

Description	One or more products from the product catalog.
Related add-ons	▪ Bestsellers ▪ Customers also bought
Templates	▪ Grid ▪ Grid 2 ▪ Links thumb

	▪ Multicolumns small ▪ Products ▪ Products2 ▪ Products grid ▪ Scroller ▪ Side box first item ▪ Short list ▪ Small items ▪ Text link ▪ Without image
Content	**Filling** ▪ Manually ▪ Newest ▪ Recently viewed ▪ Most popular ▪ Also bought ▪ Best sellers ▪ Rating ▪ On sale
Block settings	▪ Hide add to cart button

RSS feed

Description	Regular RSS feed icon - . A visitor clicks the icon and adds the store's RSS feed to his or her RSS reader.
Related add-ons	▪ RSS Feed
Templates	▪ Icon
Content	**Filling** ▪ Products ▪ Pages ▪ News **Sort by** (available for the Products filling type only) ▪ Created ▪ Updated **Other** (available for the Products filling type only) ▪ Display SKU ▪ Display image ▪ Display gross price ▪ Display net price

	▪ Display add to cart button
Block settings	▪ Number of items ▪ Feed title ▪ Feed description

Shipping methods

Description	Icons that represent the available shipping methods in the store.
Related add-ons	None
Templates	▪ Shippings
Content	Automatic
Block settings	None

Store locator

Description	Box showing the location of your store on Google's map.
Related add-ons	▪ Store Locator
Templates	▪ Store locator
Content	Automatic
Block settings	None

Tags

Description	List of product and category tags.
Related add-ons	▪ Tags
Templates	▪ Tag cloud ▪ My tag cloud
Content	**Filling** ▪ Tag cloud ▪ My tags **Limit** Maximum number of items in the list.
Block settings	None

Template

Description	A collection of versatile templates that represent different controls and pieces of information.
Related add-ons	None
Templates	▪ Authentication information ▪ Copyright information ▪ Feature comparison ▪ Store logo ▪ My account links ▪ Payment systems icons ▪ Profile information ▪ Quick links ▪ Search field ▪ Shipping estimation ▪ Newsletter subscription form ▪ The 404 Not Found error message
Content	Automatic
Block settings	None

Testimonials

Description	List of testimonials left by the store customers.
Related add-ons	▪ Comments & Reviews
Templates	▪ Testimonials
Content	Automatic
Block settings	▪ Limit ▪ Random

Vendors

Description	List of active product vendors.
Related add-ons	None
Templates	▪ Vendors
Content	▪ All ▪ Manually

Block settings	▪ Displayed vendors

12.2.3.1.1 Block filling types

Block filling type is defined under the **Content** tab of the block properties form.

All

With this filling type, the block contains all items of the selected type.

Also bought

With this filling type, the block contains links to product that are usually bought together with the product that the visitor scans at the moment.

This filling type is available when the **Customers also bought** add-on is installed and activated.

Bestsellers

With this filling type, the block contains links to products that are sold best in the store.

This filling type is available when the **Bestsellers** add-on is installed and activated.

Dynamic tree

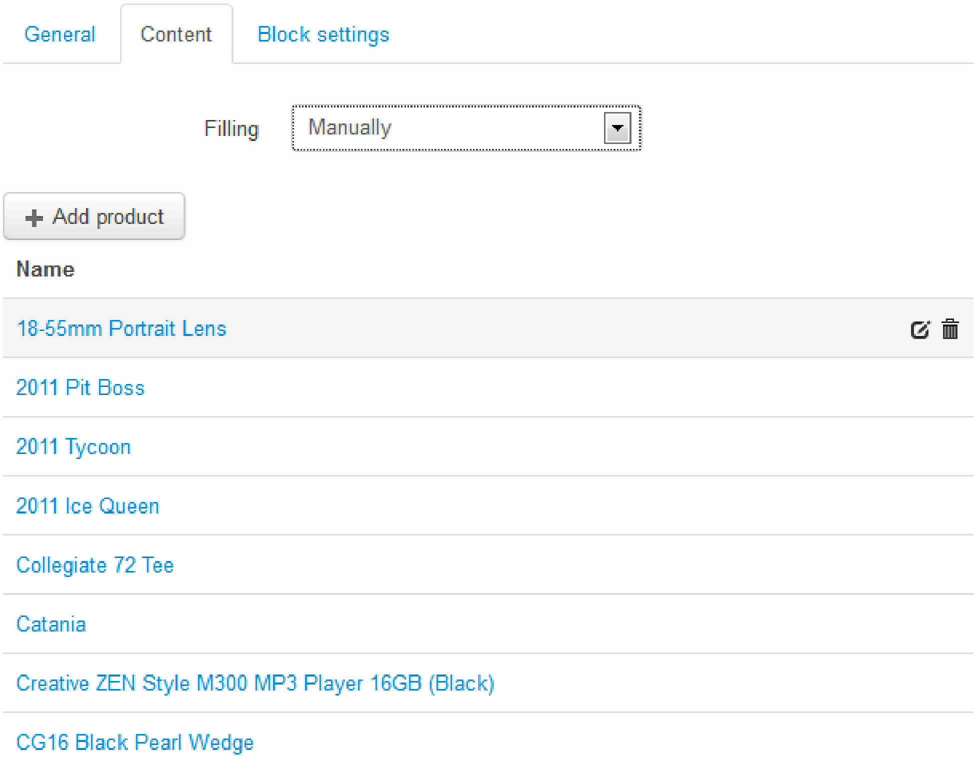
With this filling type, the block contains a hierarchical list of items down the specified root element.

Full tree

With this filling type, the block contains a hierarchical list of items down the hierarchy's root element.

Manually

With this filling type, you manually add items to the block (see instruction below.)



To add items:

1. Click **+Add <ItemType>**. The software opens a list of items.

   The <*ItemType*> part in the name of the control corresponds to the type of items to be added. For example, Add *Product*, *Add Banner*, and so on.

2. Select one or more items from the list.

   To facilitate the process, you can use the search form on the top of the list.

3. Click **Add products and close** to save the results and display the block properties form.

My tags

With this filling type, the block contains a list of tags added by the visitors.

This filling type is available when the **Tags** add-on is installed and activated.

Neighbours

With this filling type selected, the block contains a list of items, pages, that belong to the same echelon of the hierarchy as the item (page) being viewed at the moment.

Let's consider a simple example. Imagine you have static pages organized in the hierarchy demonstrated below. When a visitor studies the page named "Reviews & award" (highlighted in bold,) the block with the Neighbour filling type will contain only the pages named "About us", "Brick-n-mortar superstore", "Career opportunities", and "Contact".

Newest

With this filling type, items are added automatically according to the parameters that you specify. The following parameters are available:

Period

Period of time over which items were added to the store database. The following choices are available:

- Any date - The block will display the latest items. The output is not bound to any time period.
- Today - The block will display the items that have been added on the day when the visitor opens the storefront.
- Last days - The block will display the items that have been added over a certain time period before the moment the visitor opens the storefront. The time period is specified in the **Last days** field below.

Last days

Number of days over which items were added to the store database before the visitor has opened the storefront.

Limit

Maximum number of items that will be displayed in the block.

Plain

With this filling type, the block contains plain text with no links.

Products

With this filling type, RSS feed contains information about products.

Sort by:

- Created - Products in the list are sorted by the date of creation.
- Updated - Products in the list are sorted by the date of updating.

Other:

- Display SKU - If selected, stock keeping unit (SKU) is displayed in RSS feed.
- Display image - If selected, product image is displayed in RSS feed.
- Display gross price - If selected, product gross price is displayed in RSS feed.
- Display net price - If selected, product net price is displayed in RSS feed.
- Display add to cart button - If selected, **Add to cart** button is displayed in RSS feed.

On sale

With this filling type,the block contains links to products on sale.

Pages

With this filling type, RSS feed contains information about pages.

News

With this filling type, RSS feed contains information about news.

Most Popular

With this filling type, items are added automatically based on a greater number of views.

Rating

With this filling type, items are added automatically based on a greater ratings.

This filling type is available when the **Comments & Reviews** add-on add-on is installed and activated.

Recently viewed

Block contains the items that have been recently viewed by the customer.

Tag cloud

With this filling type, the block contains a list of tags added that you have defined in the store.

This filling type is available when the **Tags** add-on add-on is installed and activated.

Vendor pages

With this filling type selected, the block contains a list of all vendors.

12.2.3.1.2 Block templates

The following templates are used in blocks.

Authentication information

Standard use authentication form.

Breadcrumbs

Standard breadcrumbs navigation aid.

Carousel

Items appear in a carousel-like manner: a horizontally scrollable list with pagination where only one item at a time is displayed.

This template has the following settings:

- Navigation - Type of the item switcher in the list: dots, digits, or arrows. You can also disable manual switching between the items by selecting *None*. In this case, items will be switching automatically.
- Delay (in seconds) - Number of second to pass before items switch over.

Cart content

Standard mini-cart to be placed on the storefront pages.

Central

Layout intended for the content appearing in the center of the page.

Copyright information

Copyright information that you have specified in **Settings** → **Company**.

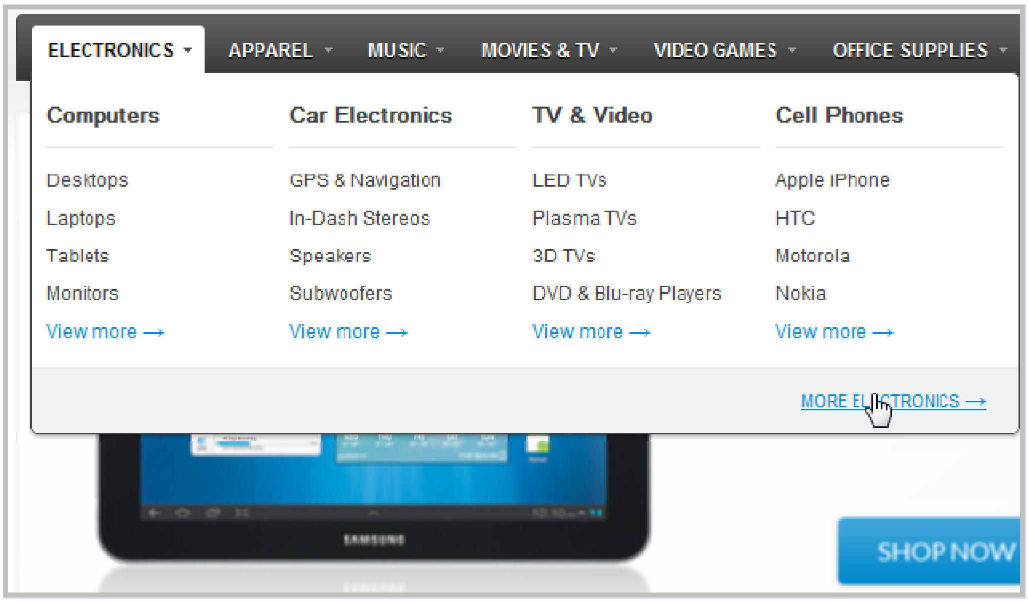
Currencies

A list of supported currencies defined in **Administration** → **Currencies**. Appearance options should be configured in the block settings.

Dropdown horizontal

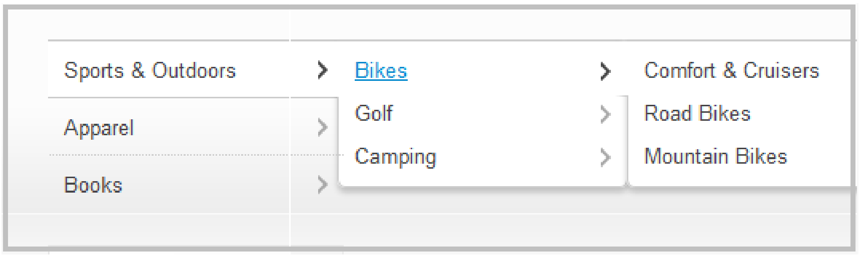
List of categories with drop-down lists that are displayed top-to-bottom. For hierarchical list, the following menu options are supported:

- Second level elements - Maximum number of second-level elements within a menu item.
- Third level elements - Maximum number of third-level elements within a second-level menu item.



Dropdown vertical

List of categories with drop-down lists that are displayed vertically left-to-right. To display lists right-to-left choose **Right to left orientation** checkbox.



Events

Box with the current events in the store.

Feature comparison

List of products selected for comparison.

Gift certificate

Form to apply a gift certificate to the order.

Gift certificate verification

Field to enter the number of a gift certificate.

Grid

Items (product thumbnail next to a text link) arranged in a grid.

Grid 2

Items (product thumbnail above a text link) arranged in a grid.

HTML block

Custom HTML content.

HTML block with Smarty support

Custom HTML\Smarty content.

Icon

Regular RSS feed icon ( ) to the store's RSS feed.

Languages

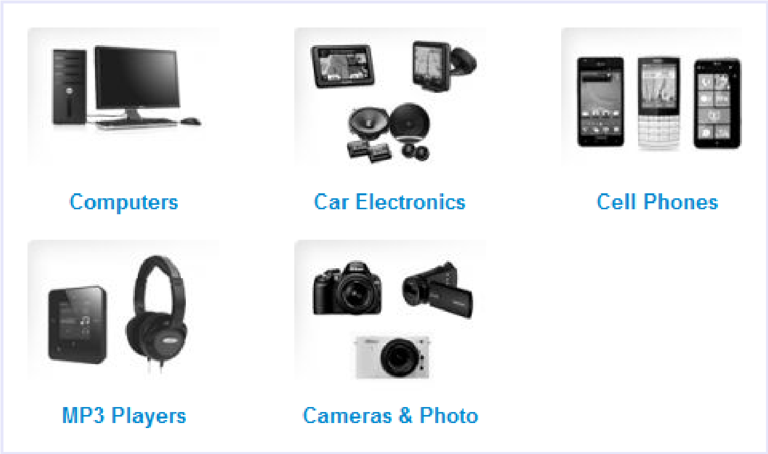
List of storefront languages defined in **Administration** → **Languages**.

Links thumb

Product thumbnail with a text link to the product page.

Multi-column list

List of items arranged in multiple columns. Number of columns is defined through the template option *Number of columns in the objects list*.



Multicolumns small

List of small items arranged in multiple columns.

My account

Links to the account details of the logged in customer.

My account links

Links to the account pages of the customer who has logged in.

My tag cloud

List of customer's tags.

Newsletter subscription form

Form to subscribe to newsletters.

Order information

Order details on the checkout page.

Original

Box with all available product filters and a price slider.

Our Brands

A list of product brands that are defined as features with the Brand/Manufacturer type.

Payment systems icons

Icons of the supported payment systems in the store.

Payments

Icons of all the available payment methods in the store.

Products

Products are displayed in the box just the same as they are displayed in a typical product list.

Products in cart

Cart contents displayed during the checkout process.

Products2

Products are displayed with thumbnails and price, and are arranged in multiple columns.

Products grid

Products are displayed with big thumbnails and price, and are ordered by grid.

Profile information

Profile details of a customer who has logged in. These include login credentials and personal data.

Quick links

Active quick links defined in **Design** → **Quick links**.

Scroller

Scrolled list of products.

Search field

Regular search form.

Shipping estimation

Box with estimated shipping rates

Shippings

Icons of all the available shipping methods in the store.

Short list

Products are displayed with small thumbnails, and are arranged in a table.

Side box

Template for a poll or questionnaire that is placed inside a side box.s

Side box first item

The first product is displayed with a thumbnail and a text link, and the rest of the products are represented as a link to the products page.

Site News

A list of links to recently added news according to the date.

Small items

Product thumbnail with a text link to the product page.

Store locator

Location of your store on Google's map as specified in **Administration** → **Store Locator**.

Store logo

Storefront logo as specified in **Design** → **Logos**.

Summary

Template to display the order summary on the checkout page.

Tag cloud

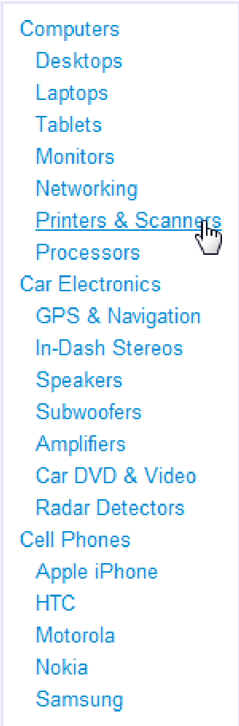
List of tags that the store administrator created in **Website** → **Tags**.

Testimonials

List of testimonials submitted by the customers. To manage testimonials, use section **Website** → **Testimonials**.

Text links

A simple list of text links.



The 404 Not Found Error Message

Textual notification for users, that the requested page cannot be found.

Vendors

List of active vendors accounts in the store.

Without image

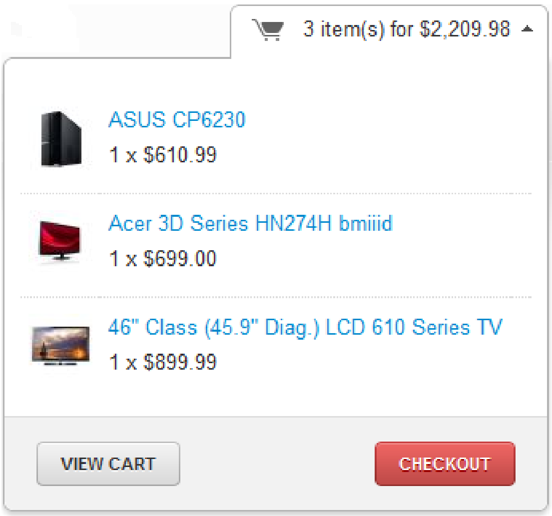
Simple text link together with the product price.

12.2.3.1.3 Block settings

Blocks can have the following specific settings:

Display bottom buttons

Select to display **View cart** and **Checkout** buttons in the mini-cart.



Display delete icons

Select to display the **Delete** icon in the mini-cart.

Displayed vendors

Number of vendors to be displayed in the block.

Feed description

Description of the RSS feed.

Feed title

Title of the RSS feed.

Format

Format to display items - text titles or icons.

Hide add to cart button

If selected, the **Add to cart** button does not appear in the block.

Limit

Maximum number of testimonials displayed in the block.

Minimal number if items to be placed in a dropdown list

If the number of available items is equal or exceeds the number that you enter here, the selector is displayed as a drop-down list.

Number of items

Number of items (products or pages) to be included in an RSS feed.

Products links type

Select whether to display (*Thumbnail*) or not (*Text*) a product thumbnail in the mini-cart.

Random

Select to display testimonials randomly. Otherwise, the latest testimonials will be displayed in the box.

Text

A short text to be displayed right to the selector. This can be something like *Select a language* or *Choose a currency*.

12.2.4. Locations

A location can represent either a certain type of the storefront pages (for example, detailed product pages, category pages, etc.) or a specific storefront page (for example, checkout page, cart page, etc.)
By changing the layout of a specific location, you automatically change all storefront pages that this location represents.
Although a location cannot represent a specific page that belongs to a particular page type, you can configure individual blocks to appear on specific pages only. This feature makes it possible to create a unique look and feel for individual storefront pages.
For more details, please refer to Design > Layouts > Blocks.

Tip: To associate a location with a specific page or page type, use the **Dispatch** option on the location attributes form (the ⚙ icon near the location name).

Default location

A storefront must have a default location assigned. This property is assigned to a location by selecting the **Default** check box on the location attributes form.
The default location defines the storefront top panel, header and footer that are inherited by the other pages. Also, the layout of the default location is used by the storefront pages that do not have a separate location defined.
The location with the default property cannot be removed until you re-assign a new default location.

12.2.4.1. Actions on locations

Locations are not hard-coded or anyhow limited. You can have as many locations as you need. However, the default set of locations is generally enough.
When you need to perform an action on the locations, go to the layout manager page (**Design** → **Layouts**).

General actions

Adding a location

To add a location, click on the **More** tab in the list of locations and choose **Add location**. A popup window with location properties opens. Specify the new location properties and save the changes.

Removing a location

To remove a location, select the location and click the button in the pop-up window. This irrevocably removes the location and its layout.

Editing location properties

To change a location properties, select the location and click the ⚙ icon on the tab. A special form with the location attributes opens. Edit the location properties, then click **Save** to apply the changes and close the form.

Exporting/importing locations

Storefront locations can be imported and exported in an XML file. This feature becomes useful when you need to clone the layout among several storefront. It is also recommended that you export location before making any changes to the storefront layout. In case of emergency, you will be able to restore the original layout by importing the locations.

Exporting locations

To export locations:

1. Click the button and choose **Export Layout**. This opens the export settings form.
2. Select the locations to be exported.
3. Choose the other export settings:
   - Output - Output type: *Direct download* - export file will be downloaded to you computer; *Server* - file will be saved on the server where Multi-Vendor is installed.
   - File name - Name of the export file. By default, it is `layouts_<TIMESTAMP>.xml`.
4. Click **Export**.

Importing locations

To import locations:

1. Click the button and choose **Import Layout**. This opens the form for selecting the import file.
2. Choose the import file or enter the file URL.
3. Choose the other export settings:
   - Clean up locations before import - If selected, all original locations will be deleted before the import operation.
   - Override locations by dispatch - If selected, original locations will be replaced with the locations in the export file during an import operation. Otherwise, location will be added to the original location upon an import operation.
4. Click **Import**.

12.2.4.2. Location properties

To edit location attributes, select a location in **Design** → **Layouts** and click the ⚙ icon on the tab. This opens a special form with the location attributes.

Once you have finished, click **Save** to apply the changes and close the form. A location has the following attributes:

General tab:

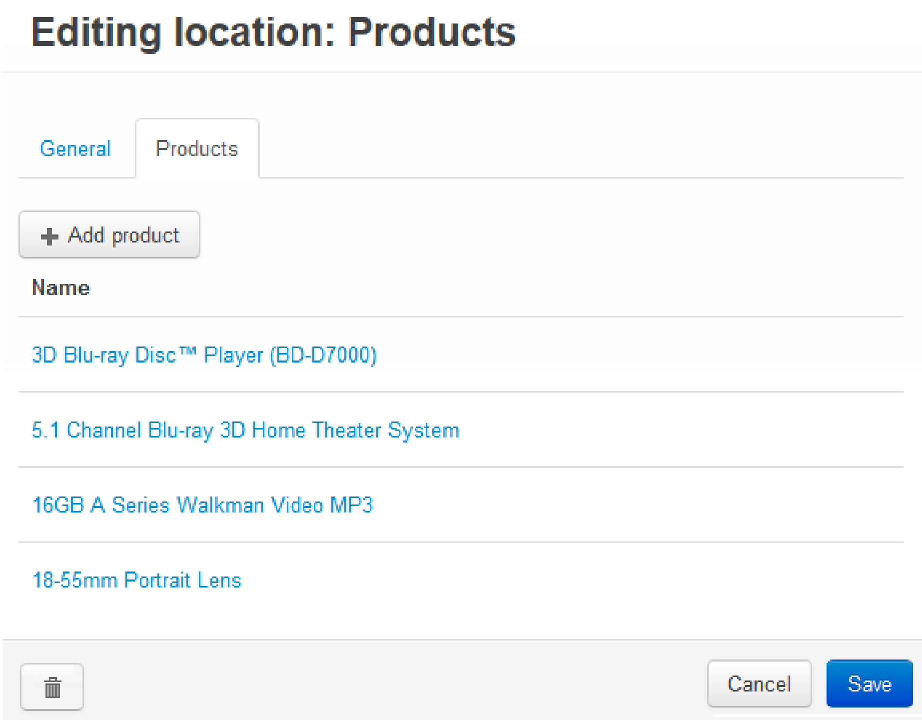
- Dispatch - Choose a specific page or page type that the location will be associated with. Or select "*Custom*" to define the parameter 's value manually. The "dispatch" parameter has the following format: `[controller_name].[mode_name]`, where `[controller_name]` – is the name of the controller, and `[mode_name]` – is the mode in which the controller works. This value is added to `index.php?dispatch=` part of the page and points to a specific location. For example, `index.php?dispatch=checkout.cart` points to the cart contents page while `index.php?dispatch=checkout.checkout` points to the checkout page.
- Name - Name of the location as it appears in the layout manager.
- Default - If chosen, location is picked as default. Its Top and Bottom containers are used in all locations.
- Position - Position of the location in the list of locations.

SEO attributes

Along to adjusting the layout, you can define SEO attributes of a particular location. These attributes will be automatically assigned to all pages of this type.

- Page title - Title of the page as it appears in the title bar of a browser.
- META description - Contents of the HTML meta tag describing the page.
- META keywords - Contents of the HTML tag containing a list of search keywords for the page.

Some locations (**Pages, Categories, Products**) have an additional tab in their attribute forms. In this tab you can add particular items to which these location properties apply.



12.3. File editor

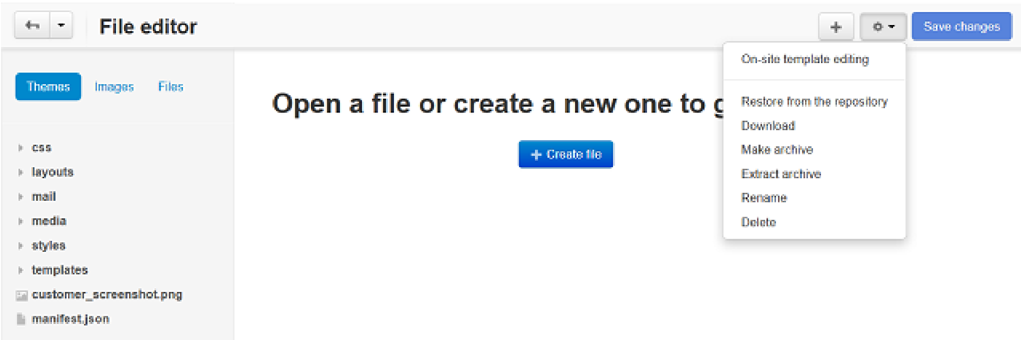
This section provides a facility to edit the source code of the theme files directly from a web browser.

Note: The file editor is based on Javascript. So, Javascript must be enabled in your web browser.

Controls

The editor includes a file explorer that is used to locate the elements inside the theme directory, and a number of controls to manage the files and folders.

In the left part of the page you can see three tabs: **Themes**, **Images**, and **Files**. Switch between them to access corresponding content.



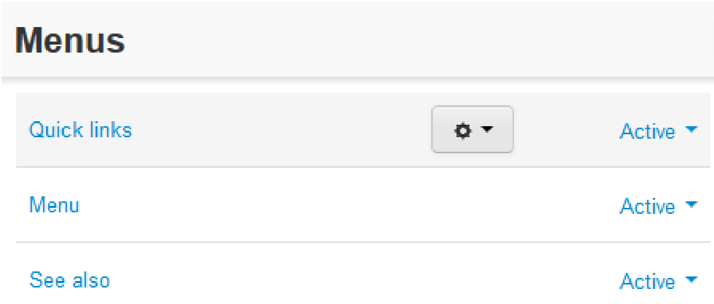
Controls grouped under the button and the button perform the following operations:

- On-site template editing - Editing the storefront templates on the fly. When you choose this tab, the storefront appears in the separate window. Editable templates have an edit icon () assigned to them. Hover the mouse point over the necessary icon, to highlight the corresponding template or group of related templates, then click the name of the template you want to edit. The template's source code will appear in the file editor. Edit the template and save your changes.
- Restore from the repository - Restoring the original file from the theme directory.
- Download - Saving the selected file on the computer.
- Make archive - Create an archive of the selected file in the current directory.
- Extract archive - Extract the selected archive to the current directory.
- Rename - Renaming the selected file or folder.
- Delete - Deleting the selected file or folder.
- Create file - Creating a new file.
- Create folder - Creating a new folder.
- Upload file - Uploading a file to the opened directory.

If you change something in this section, do not forget to press the **Save changes** button afterwards.

12.4. Menus

Use this section to create custom storefront menus. Each menu can be added to the storefront through a block of the *Menu* type (in **Design** → **Layouts**).

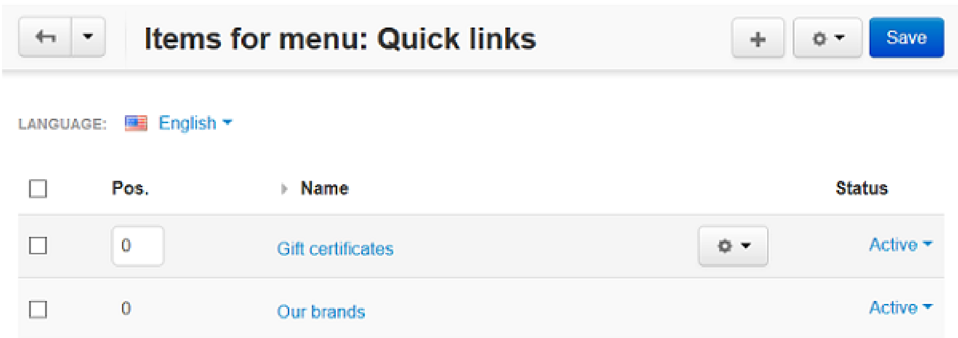


Use to add new menu, or click the button and choose the **Edit** link to edit existing menus.

To edit or add a menu, fill in two mandatory fields:

- Name - The name of the menu as it appears in the storefront.
- Status - Current status of the menu (*Active* or *Disabled*).

You can also manage the content of the menu with the **Manage Items** link (under the button).

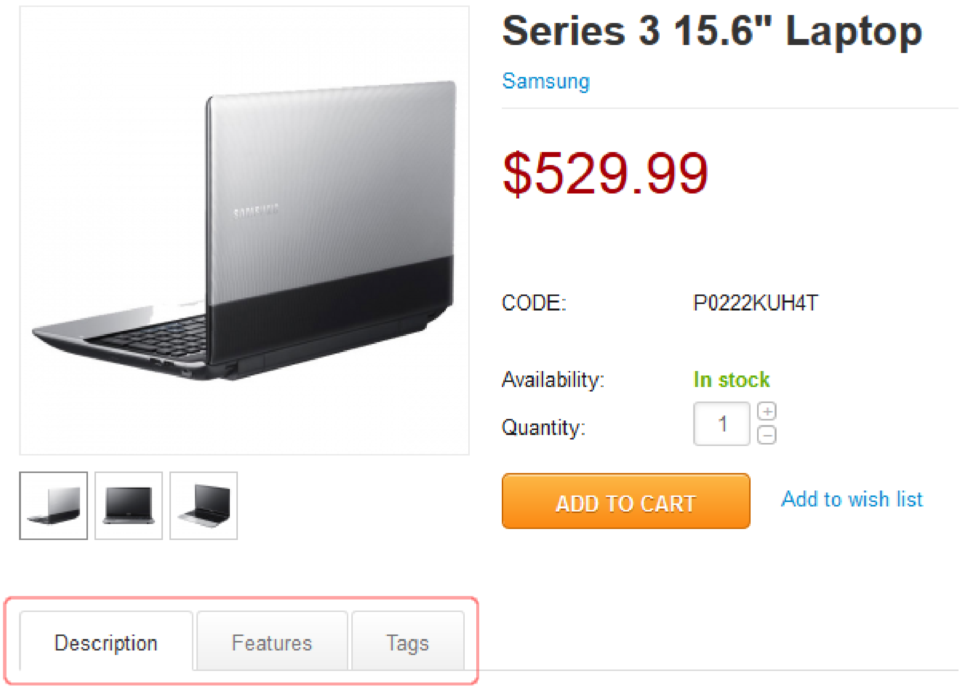


Here you can edit or delete each item (the button), or add new items to the list ( ). To edit or add the item, fill in the form with the following attributes:

- Parent item – Choose whether it is a tab or an item appearing in a drop-down submenu.
- Link text – Name of the item/tab as it appears on the storefront.
- Position – Position of the item relatively to the position of the other items of the same level.
- URL – URL of the linked page. It should not necessarily be an absolute URL consisting of the access protocol, the domain name, and the path to the page. A relative link like `index.php?dispatch=pages.view&page_id=3` would be enough.
- Activate menu tab for – Components pages of the storefront, where the items appear.
- Generate submenu – Select whether submenu containing child elements of the selected object (None = no submenu; Category = subcategories of the selected category; Page = child pages of the selected page) should be generated.

12.5. Product tabs

Use this section to manage the set of tabs that appear on detailed product pages on the storefront.



Tip: To display additional product information in tabs, make sure to select **Display product details in tabs** in **Settings → Appearance**.

Multi-Vendor already has several pre-defined product tabs that are suitable for most situation. However, you can add more tabs by clicking + and selecting a block to represent the contents.

In addition, you can perform the following actions on product tabs:

- Change product tab names.

  To change the name of a product tab, click the button corresponding to the tab and choose **Edit**. This opens the tab properties page. Enter the new name in the **Name** field and click **Save**.

- Enable and disable product tabs.

  To enable or disable a product tab, change the status of the tab.

  Active - Product tab is enabled.

  Disabled - Product tab is disabled.

- Change the position of the product tab.

  To change the position of a product tab relatively to other product tabs, drag and drop the tab.

- Disable product tab for specific products.

To disable a product tab for specific products, click the button, corresponding to the tab, and choose **Edit**. Go to the **Status** tab and click the **Add product** button in the *Disable for* line. This opens a form for adding products from the catalog. Add products which must not have the tab on their details pages. Other products will continue using this tab.