

Welcome to the Administration

Login to the administration with the Username and Password provided.

Choose an action..

Management

<p>>> Helpwise Website Submit Support Ticket Phone: 8883 2600</p> <p>>> Orders Pending: 0 Processing: 0 Sent/Delivered: 0 Cancelled: 0 Processing (part): 0 Pending (part): 0 Returned: 0 Returned (part): 0 On Hold: 0</p> <p>>> Statistics Customers: 0 Products: 0</p> <p>>> Information</p>	<p>Catalog Categories/Products Attributes Attributes Sets Specials Reviews</p> <p>Custom Text (CMS) Custom Text Editor Help</p> <p>Supplier Orders View Orders New Order</p>	<p>Customers Customers Orders</p> <p>Email Templates Template Editor Help</p> <p>Reports Products Viewed Products Purchased Monthly Sales/Tax Orders-Total Customer Credits</p>	<p>Webpage Manager Edit Web Pages</p> <p>Article Manager Topics/Articles Authors Reviews Cross-Sell Articles</p> <p>Vouchers/Coupons Coupon Admin Gift Voucher Queue Mail GV Generic Mail GV New Member Gift Vouchers sent</p> <p>Tools Send Email Newsletter Manager Who's Online</p>
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Above: Administration Control Panel screenshot

INTRODUCTION TO VOUCHERS AND COUPONS

GIFT VOUCHERS

Gift Vouchers can either be bought from the shop as a product or it can be sent via the administrator via an email.

- If bought from the shop it will need to be 'released' by the administrator once payment has been received.
- If it has been sent via an email from the administrator, the customer will receive a link in the email which, once clicked, will give the customer the amount in "credits".
- Gift Vouchers are a virtual product - In this regard set the weight of the Gift Voucher to 0 when creating the product, otherwise a shipping fee will occur.

DISCOUNT COUPONS

Discount Coupons are codes either generated automatically or can be a specific code decided by the administrator (usually used for print media etc).

Coupons can be created in fixed or percentage amounts, for a single product, multiple products, a single category, multiple categories or the complete inventory.

Discount Coupon 'Codes' can either be random or specified by the administrator.

This type of coupon will not figure the percentages of shipping tax.

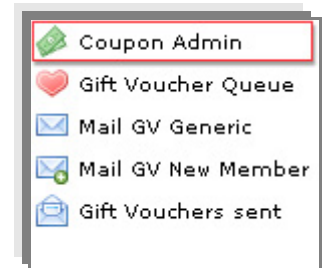
Though it will discount shipping, it isn't a true discount in that it doesn't try to determine the products value in shipping etc.

COUPON ADMIN

Choose **Coupon Admin** from the homepage Panel.

This section allows you to:

- Add, edit, delete and email Discount Coupons.



Above: Vouchers/Coupon admin panel screenshot

Discount Coupons

Status : Active Coupons ▼

Coupon Name	Coupon Amount	Coupon Code	Action
12 Dollar Voucher	AUD\$12.00	12DOFF	➡
Shipping	Free Shipping	shipping	ⓘ

Displaying 1 to 2 (of 2 coupons)

Page 1 of 1

[17] 12DOFF


Coupon Name : 12 Dollar Voucher
 Coupon Amount : AUD\$12.00
 Start Date : 20/06/2008
 End Date : 20/06/2009
 Uses per Coupon : 0
 Uses per Customer : 1
 Valid Product List :
 Valid Categories List :
 Date Created : 23/06/2008
 Date Modified : 23/06/2008


Above: Discount Coupon administration screenshot

INSERT A NEW COUPON

1. To insert a new coupon, click and the following screen will appear:

Discount Coupons

Coupon Name 

Coupon Description 

Coupon Amount

Coupon Minimum Order

Free Shipping

Coupon Code

Uses per Coupon

Uses per Customer

Valid Product List

Valid Categories List

Start Date

End Date



1. Enter the information and click to view your coupon and then to save the coupon and return to the coupon admin page or to make changes.
2. Click to exit and return to the coupon admin page.

Coupon name:	A short name for the coupon.
Coupon Description:	A description of the coupon for the customer.
Coupon Amount:	The value of the discount for the coupon either fixed or add a % on the end for a percentage discount.
Coupon Minimum Order:	The minimum order value before the coupon is valid.
Free Shipping:	The coupon gives free shipping on an order.
Coupon Code:	You can enter your own code here, or leave blank for an auto generated one.
Uses Per Coupon:	The maximum number of times the coupon can be used, leave blank if you want no limit.
Uses Per Customer:	Number of times a user can use the coupon, leave blank for no limit.
Valid Product List:	A comma separated list of product_ids that this coupon can be used with. Leave blank for no restrictions.
Valid Categories List:	A comma separated list of cpaths that this coupon can be used with, leave blank for no restrictions.
Start Date:	The date the coupon will be valid from.
End Date:	The date the coupon expires.

EDITING COUPONS

- Click on the coupon you would like to email, and click **edit** in the right hand side box. The following screen will appear...

Discount Coupons

Coupon Name	<input type="text" value="Test 1"/>	
Coupon Description	<input type="text"/>	
Coupon Amount	<input type="text" value="5.0000"/>	
Coupon Minimum Order	<input type="text" value="5.0000"/>	
Free Shipping	<input type="checkbox"/>	
Coupon Code	<input type="text" value="test_1"/>	
Uses per Coupon	<input type="text" value="1"/>	
Uses per Customer	<input type="text" value="1"/>	
Valid Product List	<input type="text"/>	View
Valid Categories List	<input type="text"/>	View
Start Date	<input type="text" value="18"/> <input type="text" value="September"/> <input type="text" value="2007"/>	
End Date	<input type="text" value="18"/> <input type="text" value="September"/> <input type="text" value="2008"/>	
	preview	cancel

- Once you have finished editing your coupon, click **preview** to view your coupon, or click **cancel** to not save changes and return to the coupon page.

DELETING COUPONS

- Click on the coupon you wish to have deleted, and then click on the **delete** icon in the right hand side box.
- A message will appear asking you if you wish to confirm or cancel deleting the coupon.
- If you wish to confirm, click the **confirm** button. Your coupon will be deleted by clicking this button.
- If you wish to cancel, click the **cancel** button.

EMAILING COUPONS

Click on the coupon you would like to email, and click in the right hand side box. The following screen will appear...

Discount Coupons

Coupon Name Test 1

Customer:

From:

Subject:

Message:

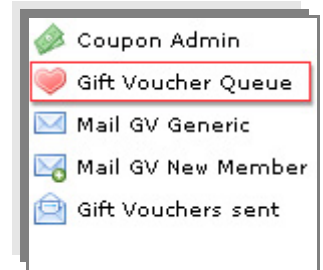
Customer:	Select the customer from the drop-down.
From:	Who this email is from.
Subject:	Give your email a title.
Message:	Insert your message here.

GIFT VOUCHER QUEUE

Choose **Gift Voucher Queue** from the homepage Panel.

This section allows you to:

- View a list of gift vouchers purchased through the online shop.
- Release a Voucher once the payment has been received.



Above: Vouchers/Coupon admin panel screenshot

ADD A GIFT VOUCHER AS A PRODUCT

To add a Gift Voucher as a Product to be purchased via your online store:

1. Create a new Product.
The **MODEL/CODE** needs to begin with GIFT_
IMPORTANT NOTE: anything that begins with GIFT_ will automatically be declared as a gift voucher.
2. If no other product is selected by your customer other than the gift voucher, no shipping costs will be applied to the order as it is a virtual product.
3. Once payment has been received, you must release the voucher from the QUEUE for the voucher to be redeemed by the customer.
4. Once a voucher has been redeemed, the amount of the voucher will be credited to the customer's account.

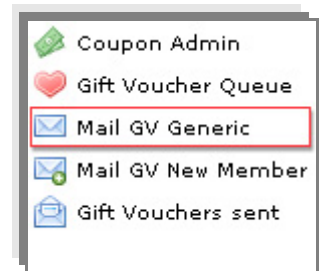
It is suggested if you are going to be mailing your vouchers to your customers to use the discount coupons instead and have a Gift Voucher product they can purchase without the model/code beginning with GIFT_.

MAIL GV GENERIC

Choose **Mail GV Generic** from the homepage Panel.

This section allows you to:

-



Above: Vouchers/Coupon admin panel screenshot

This section allows you to email a 'Generic Gift Voucher' to either a current customer (select from the dropdown list) or you may enter another email address in the text box provided.

NOTE: Make sure you do not enter the same address both areas, as it will send 2 vouchers to the same address.

To edit the text in the email permanently, go to:
CMS > Edit Pages > GiftVouchersGenericEmailText

NOTE: The following 'text' will be generated by the voucher system, so do not replace.

- [[redeem_value]]
- [[redeem_code]]
- [[redeem_link]]

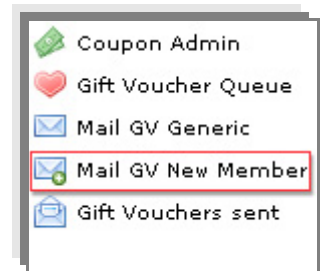
To edit the text in the email temporarily, just change the text in the editor.

MAIL GV NEW MEMBER

Choose **Mail GV New Member** from the homepage Panel.

This section allows you to:

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Above: Vouchers/Coupon admin panel screenshot

This is a manual process New Member Gift Voucher.

This section allows you to email a 'New Member Gift Voucher' to either a current customer (select from the dropdown list) or you may enter another email address in the text box provided.

To edit the text in the email permanently, go to:

CMS > Edit Pages > GiftVouchersMembershipEmailText

To edit the text in the email temporarily, just change the text in the editor.

NOTE: The following 'text' will be generated by the voucher system, so do not replace.

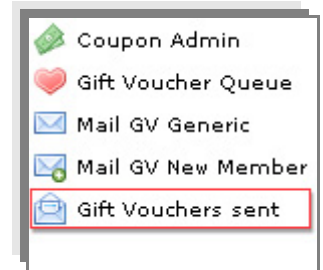
- [[redeem_value]]
- [[redeem_code]]
- [[redeem_link]]

GIFT VOUCHERS SENT

Choose **Gift Vouchers Sent** from the homepage Panel.

This section allows you to:

- View a list of Vouchers sent to customers, and all related data such as the date sent, date redeemed etc.



Above: Vouchers/Coupon admin panel screenshot

CUSTOMER CREDITS

This section allows you to view the total number of credits available to your customers.

NOTE: Customers who have never purchased a gift voucher or sent one by the admin will not show in this list. However, once a customer has redeemed their gift voucher, they are always going to be listed in this view (even if they have no credits available)

Example: Credit: AUD\$0.00

NOTE: You are not able to delete credits from a customer.