REPLY
PORTALTECH

# Webshop backend training

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| **Date/Time:** | 20.11.2018, 3:00 PM |
| **Form:** | Skype |
| **Subject:** | How to use the new backend |

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## Agenda

**Webshop**

1. How do I register/Get my account activated for the new WebShop?
2. For Admins: How do I release, generate new users/purchaser in the WebShop?
3. How do I place an Order?
4. Order Process – Order submission, CS, Order Confirmation, Order Release
5. How do I generate an order list and how can I modify & use them?
6. How can I see my past orders and re-order them?
7. Price list download (not done yet)

## General informations:

There are 2 different systems. Staging is an internal system and not public. It is used for testing and approving changes before rolling them out to the production system.

Shopware has a frontend which is the public shop system and a backend which is used for administration.

**Urls Frontend**

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|---|---|
| Staging | http://shop-staging.vanderbiltindustries.com/ |
| Production | http://shop.vanderbiltindustries.com/ |

**Urls Backend**

| | |
|---|---|
| Staging | http://shop-staging.vanderbiltindustries.com/backend/ |
| Production | http://shop.vanderbiltindustries.com/backend/ |

Currently both systems are protected by a HTTP Auth.

| | | |
|---|---|---|
| **Username** | vanderbilt | (all lowercase) |
| **Password** | Vanderbilt | (capital V) |

## How do I register/Get my account activated for the new WebShop?

Ask James McAlister to setup a new admin account for you.

**Setting up a new account**

1) Log into the backend.
2) Open menu **Configuration**
3) Click **User Administration**
4) A list with all backend users opens
5) Click on **Add User**
6) fill out the form and save

## For Admins: How do I release, generate new users/purchaser in the WebShop?

User are created in SAP and then automatically imported into Shopware. There is no need to manually create a customer in Shopware because:

- customer number will be missing
- prices will be missing

If a customer wants you to create an employee account:

1) Log into the backend
2) Open menu **Customers**
3) Click **Customers**
4) Search for matching customer
5) Click the pen icon of the matching customer
6) Click **Perform order** on the right side
7) The frontend opens in a new window and you should be logged in as the customer
8) Click **My Account** in the top menu to access the users account
9) Click **Company**
10) Create a new **contact**

## How do I place an Order?

1) Log into the backend
2) Open menu **Customers**
3) Click **Customers**
4) Search for matching customer
5) Click the pen icon of the matching customer
6) Click **Perform order** on the right side
7) Perform the order

## Order Process – Order submission, CS, Order Confirmation, Order Release

The order is automatically transferred to the SAP after 5 minutes.
You can see if an order was exported to the SAP.

See all orders

1) Open menu **Customers**
2) Click on **Orders**
3) If an order was exported successful, you can see the status **In process**
4) If an order was exported, but an error occurred on SAP side, the status remains **Open**

See a specific order

1) Open menu **Customers**
2) Click on **Orders**
3) Select an order and click the **pen icon** to open the detail view

## How do I generate an order list and how can I modify & use them?

View/download/modify an order list

1) Login as a customer
2) Open **My Account**
3) Select **Order lists**
4) View/download or modify the specific order list

## How can I see my past orders and re-order them?

1) Login as a customer
2) Open **My Account**
3) Select **Orders** and see the orders

## Price list download

In progress. Probably available with release 1