Sitecore E-Commerce Services 2.2 for CMS 7.0 or Later

E-Commerce Configuration Guide

A developer's guide to configuring Sitecore E-Commerce Services

Table of Contents

Chapter 1

Introduction

The Sitecore E-Commerce is a framework for implementing e-commerce solutions on the Sitecore platform.

This document describes the configuration tasks that you need to carry out in the Content Editor when you implement an e-commerce solution. The Sitecore E-Commerce solution comes with example webshop pages. This cookbook demonstrates the functionality of Sitecore E-Commerce Services solution and how you implement it in the sample site.

This document contains the following chapters:

- **Chapter 1 — Introduction**
  This is an introduction to the document.
- **Chapter 2 — Configuring a Webshop**
  This chapter describes how to configure product items.
- **Chapter 3 — Configuring Sitecore E-Commerce Services**
  This chapter describes all the elements that you can configure in Sitecore E-Commerce Services.
- **Chapter 4 — Editing the Webshop**
  This chapter describes some of the ways in which you can edit the information displayed on the webshop.
- **Chapter 5 — Appendix**
  The Appendix contains deprecated information.Editing the Webshop

Chapter 2

Configuring a Webshop

You must configure you webshop correctly to make full use of the functionality contained in the Sitecore E-Commerce Services. This chapter lists the major items that you must configure.

Before you can launch your e-commerce solution, you must decide how your products are going to be displayed and configure the information that you want to display with each product.

This chapter describes how products are displayed on the demo website and how to configure the information for each product.

This chapter contains the following sections:

- Configuring a Webshop
- Configuring a Product
- Product Presentation

2.1 Configuring a Webshop

When you design a new webshop there are a number of items that you must create and configure.

Here is a list the elements that you must configure when you create a webshop. You do not have to configure them in any particular order.

Webshop Settings

The *Webshop Business Settings* item contains some essential webshop items that you must configure.

- VAT Regions — `/sitecore/content/E-Commerce Examples/Home/Business Catalog/VAT Regions` — different regions can have different rates of VAT.

  For more information about configuring the VAT regions, see the section *VAT Regions*.

- VAT — `/sitecore/content/E-Commerce Examples/Home/Business Catalog/VAT` — the different kinds of VAT that you want to support.

  For more information about configuring VAT, see the section *VAT*.

- Currencies — `/sitecore/content/E-Commerce Examples/Home/Business Catalog/Currencies` — the currencies that you want to support.

  For more information about configuring currencies, see the section *Currencies*

- Currency Conversion — `/sitecore/content/E-Commerce Examples/Home/Business Catalog/Currency Matrix`

  If you use the default price matrix to calculate prices, product prices are stored and displayed in one currency. If you need to display product prices in a different currency, you must configure the currency conversion items to enable automatic price conversion based on the appropriate exchange rates.

  For more information about configuring currency conversion, see the section *Currency Conversion.*

- Shipping Options — `/sitecore/content/E-Commerce Examples/Home/Business Catalog/Shipping Providers`

  If you are going to ship products to your customers, you must configure the shipping options.

  For more information about configuring shipping options, see the section *Shipping Options*.

- Payment Options — `/sitecore/content/E-Commerce Examples/Home/Business Catalog/Payments`

  If you are going to allow your customers to use payment providers you must configure the payment options.

  For more information about configuring the payment options, see the section *Payment Options* and the *Payment Method Reference Guide*.

- Company Master Data — `/sitecore/content/E-Commerce Examples/Home/Business Catalog/Company Master Data`

  If you want the sales department to receive e-mail notifications whenever a customer places an order, you must configure the *Company Master Data* item.

  The E-Commerce module only sends out e-mails when the MailServer setting in the *web.config* file is set correctly.

  For more information about configuring the *Company Master Data* item, see the section *Company Master Data.*

- Business Catalog — `/sitecore/content/E-Commerce Examples/Home/Site Settings/Business Catalog`

  For more information about configuring the business catalog, see the section *Business Catalog*.

- General Settings — `Site Settings /sitecore/content/E-Commerce Examples/Home/Site Settings/General`

  For more information about configuring the general settings, see the section *General.*

Product Settings

- Product Repositories

  For more information about configuring the product repositories, see the section *Configuring a Product.*

- Product detail presentation items.

  For more information about configuring the product detail presentation items, see the section *Product Presentation*

- Create and configure the inherited product templates. The product related templates that come with the product are:
  - Product Base. The most basic template that all products *must* inherit from.

    This template is a base template (root) and contains no fields.
  - Product Base Data. The base data that should apply to all the products and contains the Product Code), EAN, SKU, and the Title.
  - Product Base Presentation. This template contains additional base data for product presentation (not Sitecore presentation) such as: short description, long description, product images, and brand.
  - Product Meta Info.
  - Product Presentation Storage

    For more information about configuring product presentation storage, see the section *Product Presentation*.
  - Product — the default implementation (in the core package).

    For more information about product templates, see the section *Configuring the Fields in a Product Item*.

- Consider the product variants that you are going to sell and how to configure the product data.

  For more information about configuring product data, see the section *Product Variants*.

General Settings

- Configure the customer profile template in the Core database. The E-Commerce module comes with a default profile template that extends the user profile by adding invoice information and a shipping address along with other webshop related information.
- Configure the order and the order line templates to ensure that they suit your business.
- Configure the product catalog search form.

  For more information about configuring the product catalog search form, see the section *Catalogs*.

- Configure the order catalog search form.

  For more information about the order catalog search form, see the section *Catalogs*.

- Configure the order detail confirmation page. Set up the information that you want to appear on the order confirmation page and in the confirmation e-mail that you want to send to the customer.

  For more information about configuring the order detail confirmation page, see the section *Confirmation.*

- Configure the e-mail templates for the mails that the webshop will send — `/sitecore/content/E-Commerce Examples/Home/Site Settings/MailTemplates`

  For more information about configuring the e-mail templates, see the section *MailTemplates*.

2.2 Configuring a Product

You use the Content Editor to access and configure all of the items in the Sitecore E-Commerce Services module.

The Sitecore E-Commerce Services module comes with some sample pages that demonstrate the functionality contained in this module. They also illustrate some of the different ways in which you can implement an e-commerce solution. The sample pages are from a webshop that sells photographic equipment.

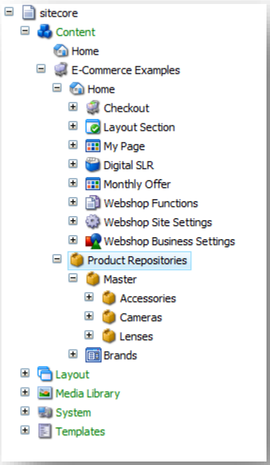
This document explains the setting in the E-Commerce Services module and uses the sample pages to demonstrate the functionality contained in the Sitecore E-Commerce Services module. However, the sample pages have only been designed for demonstration purposes and do not represent any recommended methodology for implementing an e-commerce solution.

For example, the checkout pages in the website examples are just one way in which you can implement this important feature in your webshop — some webshops could contain more pages, or fewer pages, or have separate check out processes for members and non-members. Similarly, all of the product pages are not displayed in the same way.

Sometimes the same features have been implemented in several different ways to illustrate the flexibility of Sitecore. For example, some of the forms have been implemented in different ways.

2.2.1 The Product Items

The E-Commerce webshop product pages display the products that you want to sell on your webshop. These product items should not be stored with the website pages. They should be stored in the *Product Repositories* item.



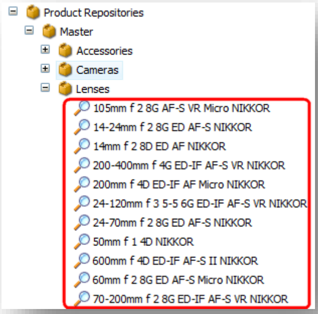
The *Product Repositories* item contains repositories based on the *Product Repository* template. Each repository can contain products and product categories. You can create a structure that suits the needs of your product range.

You can add products manually or you can integrate the E-Commerce module with a back-end ERP system or data warehouse.

If you use a back-end system to manage your products, the way in which you add products depends largely on which back-end system you use. Explaining this integration is beyond the scope of this manual. You must create a Sitecore item in the product repository for each product that you want to sell on your webshop.

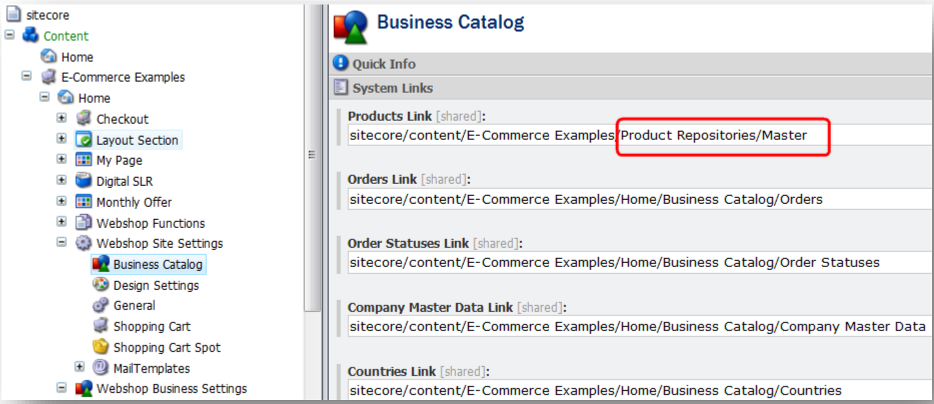
For more information about how to integrate Sitecore E-Commerce Services with your ERP system or data warehouse, consult you Sitecore partner.

Each product category contains the products that belong to this category:



Note
When you add custom product templates to the webshop, you must update the Insert Options of the product category template to include the additional templates. You can also create custom product category templates.

You can create multiple product repositories. In the *webshop Site Settings/ Business Catalog* item, the webshop is linked to the product repository that it uses.



2.2.2 Product Variants

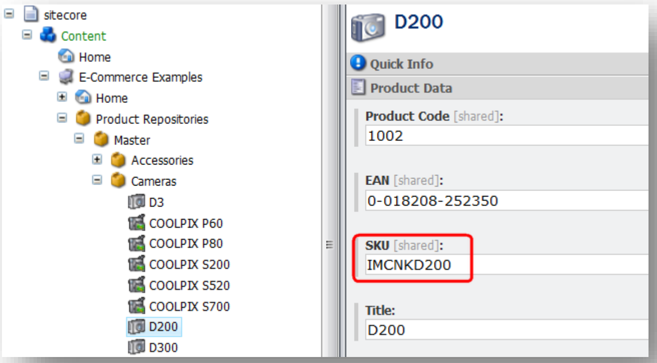
Your webshop may need to sell different variations of the same product, for example, a shoe can come in different colors and sizes.

Sitecore E-Commerce treats product variants like any other product items because product variants are often created according to different requirements. The example pages do not contain any product variants.

When you implement Sitecore E-Commerce product templates for product variants, you should consider the following:

- Product variants can be based either on standard product templates or on special product templates.

- Some product variants may contain unique SKU's.



  Other product variants may not have SKU's.

- You can indicate that the items are product variants either by storing them under the main product item or by marking them in a special way.
- Product variants can contain custom fields, or they can be identified by selecting an option from a dropdown list.
- You can use inheritance to customize the product variant implementation by basing the product variant on the product template for which it is a variant.
- If you don't store the product variants like ordinary products you must replace the default I*ProductRepository* and I*ProductRepositoryItem* implementations, see developer guide. You must also do this if the products are stored outside of Sitecore and are not stored as items in Sitecore.
- Your implementation can affect whether the product variants are displayed in the product catalogs when you configure the product pages. You may or may not want them to be displayed. If you don't want them to be displayed, do not base them on the *Product Base* template.

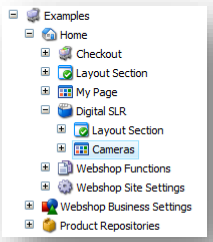
We can recommend that:

- You should use inheritance to define the product variant templates or use ordinary product templates.
- Product variants should only vary in the values that are stored in dropdown lists that contain pre-defined options, such as color, size — for example, shoe size, TV screen size, and so on.
- You do not use additional free-text fields in product variant templates.

Adding a Product to a Webshop Page

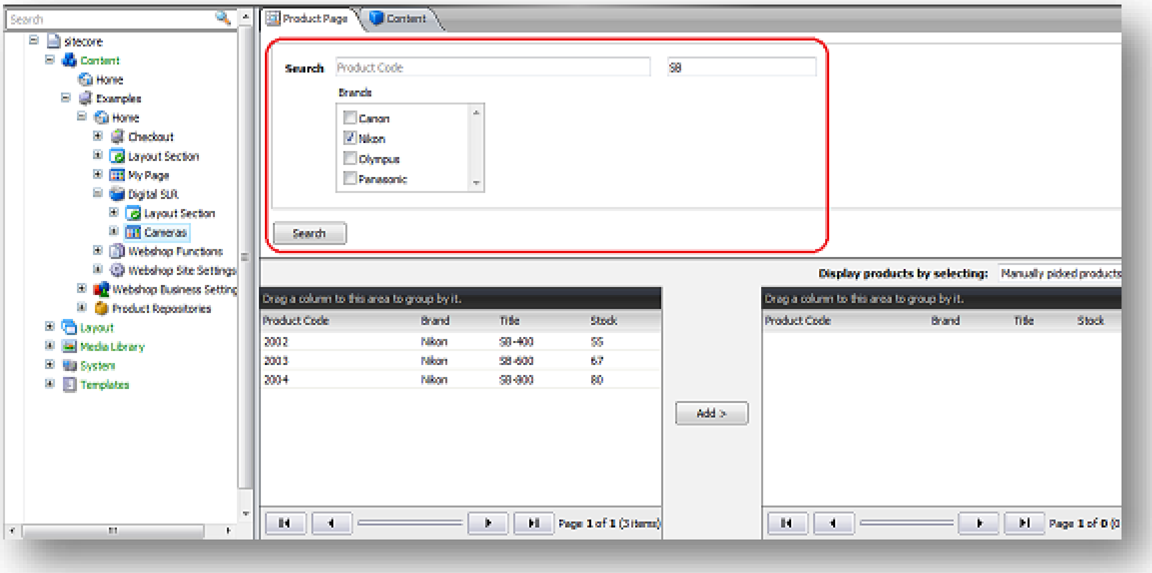
To add products to a webshop page:

1. In the content tree, select the page that you want to add products to.



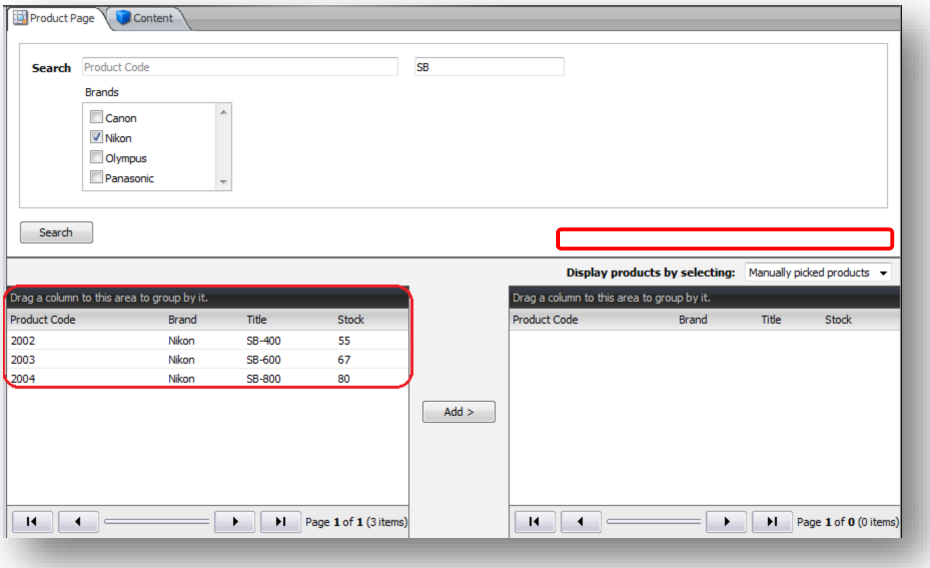
Note
The webshop page must be inherited from the *Product Search Group* template.

2. Click the **Product Page** tab.



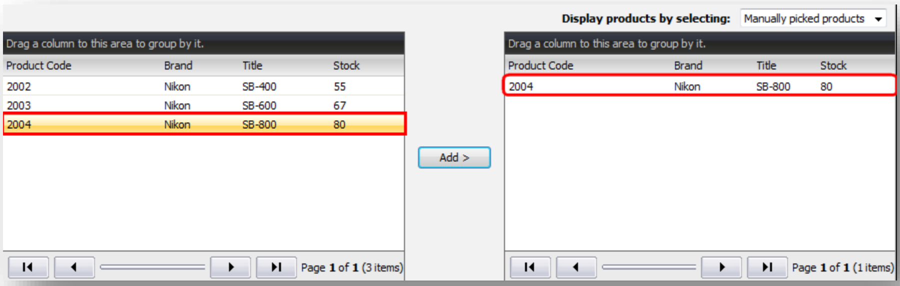
You use the fields in this search form to search for the products that you want to add. You can either search by the Product Code, ID, or the Brand names or a combination of these.

3. The products that match your search criteria are listed in the left-hand panel.



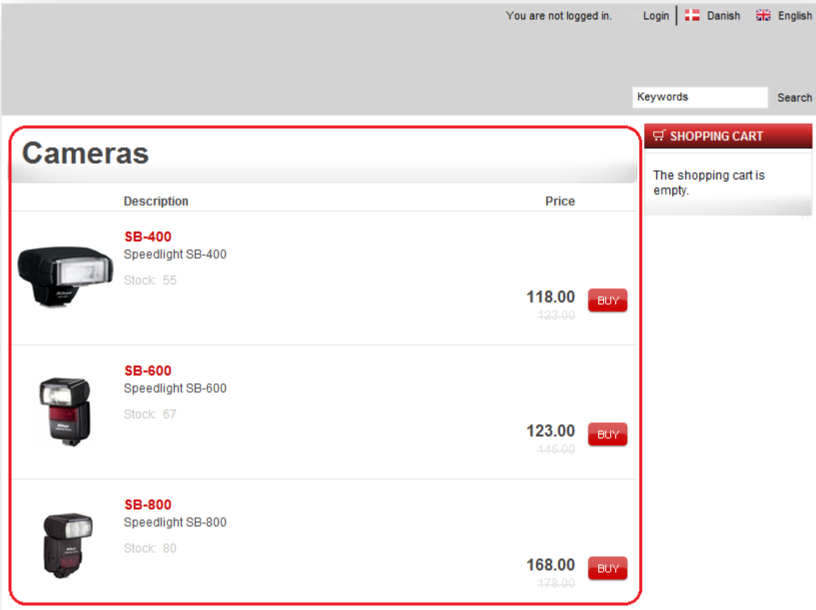
4. In the **Display products by selecting** field, you can decide whether you want to display the products that are listed as a result of the search on the web page or you want to manually select some of these products and display them on the web page.

5. If you want to manually select some of the products, select a product and click *Add*.



The product is added to the right-hand panel.

The webshop will display all the items in the right-hand panel in the order that they are listed in the right-hand panel of the search form.

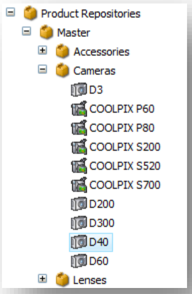


Configuring the Fields in a Product Item

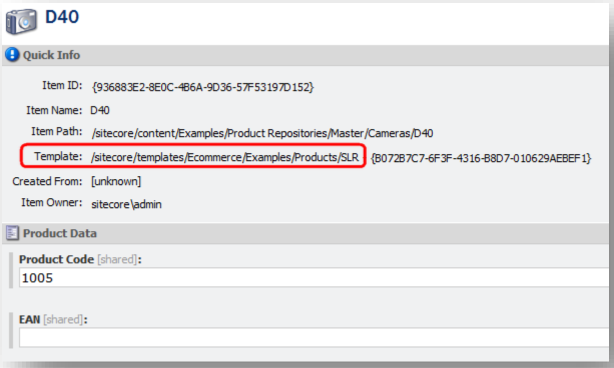
In the Sitecore E-Commerce module, you can configure all the fields in every product item. You can use the templates that a product item is based on to add, change, or delete the fields in a product item.

To configure the fields in a product item:

1. In the content tree, locate the product item whose fields you want to configure.

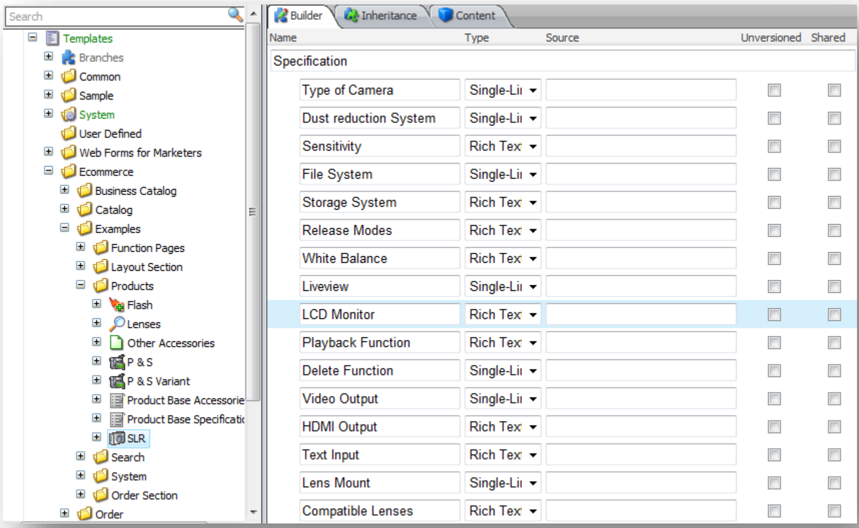


2. In the right-hand pane, you see all the fields in this product item.

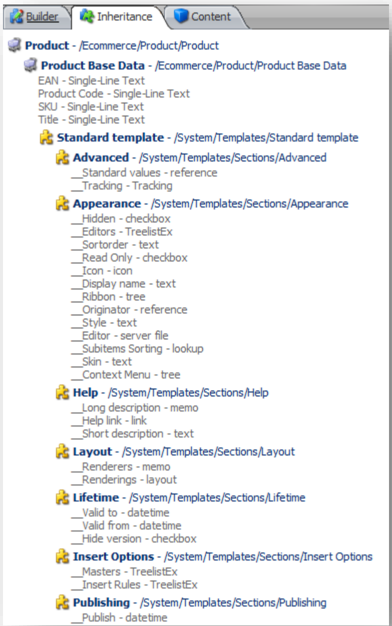


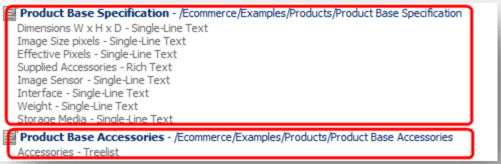
3. In the **Quick Info** section, in the **Template** field, click the link to open the **Template Manager**.

4. In the **Template Manager**, you can see all of the fields that this template contains.



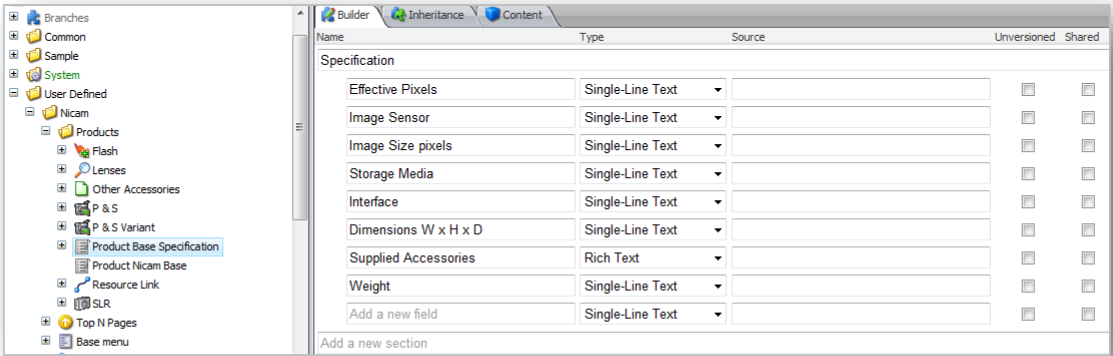
5. In the right-hand pane, click the **Inheritance** tab.





The **Inheritance** tab lists all the templates that the product item is based on.

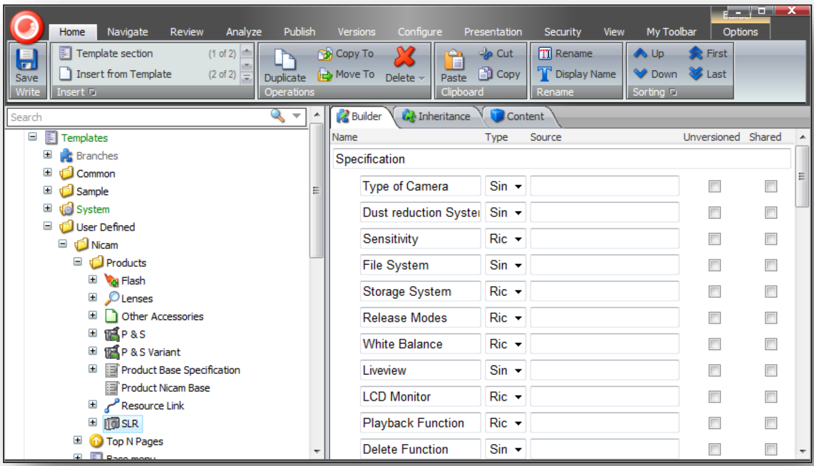
6. Click the template whose fields you want to edit.



Now you can modify the contents of the fields.

Important
If you modify any of the fields in the template, remember that these changes will affect all of the items that are based on this template.

To make sure that the changes only affect the current product item and its immediate product category, only edit the *Specifications* part that is displayed on the **Builder** tab.



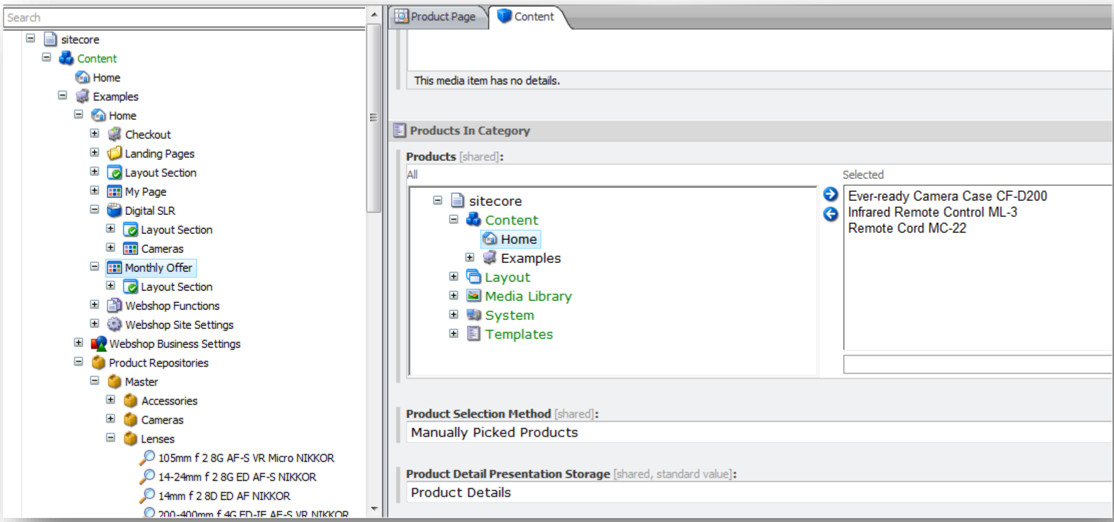
2.3 Product Presentation

When you use a search form to select the products that should be displayed on a particular page, the product items are still stored in the product repository and are not copied to the page that they are displayed on. This page lists all the products that you have selected and has a layout associated with it that determines how the list is presented on the page. When you click a product in the list, the product is displayed on a page of its own.

However, the list page can only contain one layout and therefore does not contain a layout that determines how the individual products are presented when you click them.

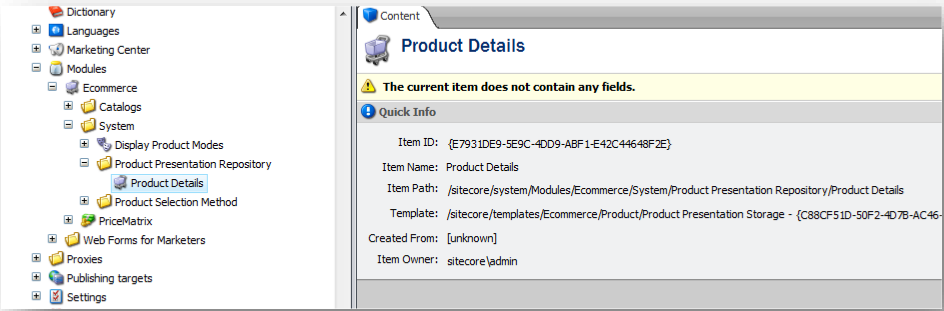
To specify how the individual products should be displayed:

1. In the **Content Editor**, select the page that lists the products.
2. In the right-hand pane, select the **Content** tab and scroll down to the **Product in Category** section.



3. In the **Product Detail Presentation Storage** field, select the product presentation that you want to use for the individual products contained on this page.

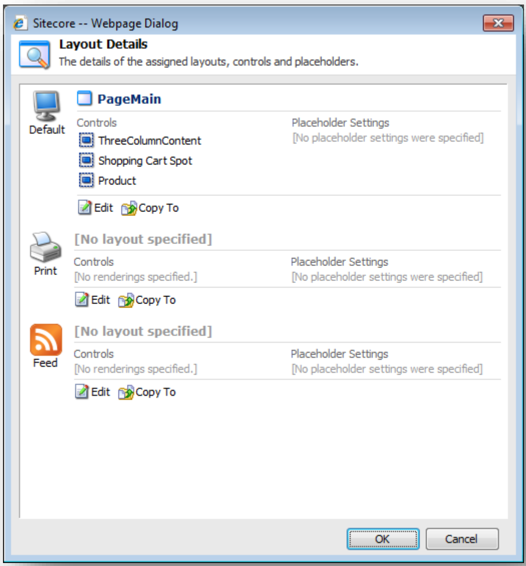
   The **Product Detail Presentation Storage** field lists all the product presentations that have been defined for this site. The product presentations are stored in the `/sitecore/system/Modules/Ecommerce/System/Product Presentation Repository` item.



A product presentation item does not contain any data fields because it is used to configure layout information. Each product presentations item has a layout assigned to it.

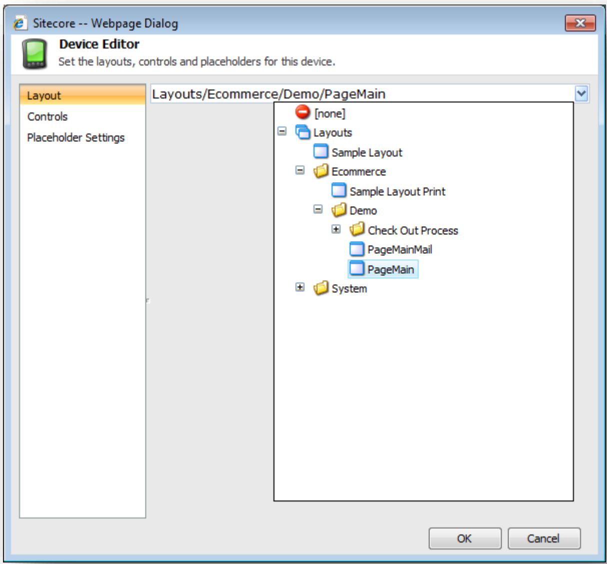
To configure the layout for a product presentation:

1. In the **Content Editor**, select the product presentation item and then on the **Presentation** tab, in the **Layout** group, click **Details**.



In the **Layout Details** dialog box, you can see that the *PageMain* layout has been assigned to this item.

2. In the **Layout Details** dialog box, click the *PageMain* layout.



3. In the **Device Editor** dialog box, select the layout that you want to assign to the product presentation item.

Chapter 3

Configuring Sitecore E-Commerce Services

This chapter describes the various items that you can configure in Sitecore E-Commerce Services. It lists the important items that you can configure in the Sitecore E-Commerce Services and how they are linked together.

It describes how to edit the texts that appear on various pages, such as, *My Page* and *Create an Account*. It explains how to identify the forms that appear on the different pages in the demo website solution. There is also a brief description of how to edit and redesign a form.

This chapter contains the following sections:

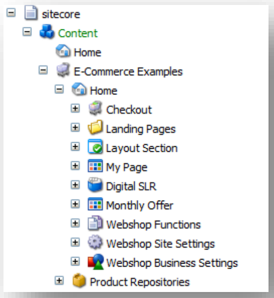
- Sitecore E-Commerce
- Webshop Functions
- Webshop Site Settings
- Webshop Business
- System/Modules/Ecommerce
- My Page

3.1 Sitecore E-Commerce Services

You use the Content Editor to access and configure all of the items in Sitecore E-Commerce Services.

Sitecore E-Commerce Services comes with some examples of web pages that demonstrate the functionality contained in this application. They also illustrate some of the different ways in which you can implement an e-commerce solution.

When you open Sitecore E-Commerce Services in the Content Editor, you can see that most of its content is stored under the *Examples* item in the `sitecore/Content/E-Commerce Examples/Home` folder:



The *Home* item includes the following elements:

- *Checkout* — an exemplary checkout.
- *Layout Section* — layouts that are used for the examples pages.
- *My Page* — the *My page* example page and its functions.
- *Webshop Functions* — they are used to link the web pages that are used for one particular purpose.
- *Webshop Site Settings* — E-Commerce specific settings.
- *Webshop Business Catalog* — important elements for the Sitecore E-Commerce solution are stored here.

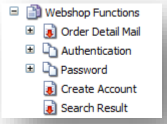
The Sitecore E-Commerce Services also includes:

- *Product Repositories* — this is where you store all of the product items.

3.2 Webshop Functions

This section describes the items in the *Webshop Functions* node.

The *Webshop Functions* node contains some of the basic functionality and pages that you need in a webshop.



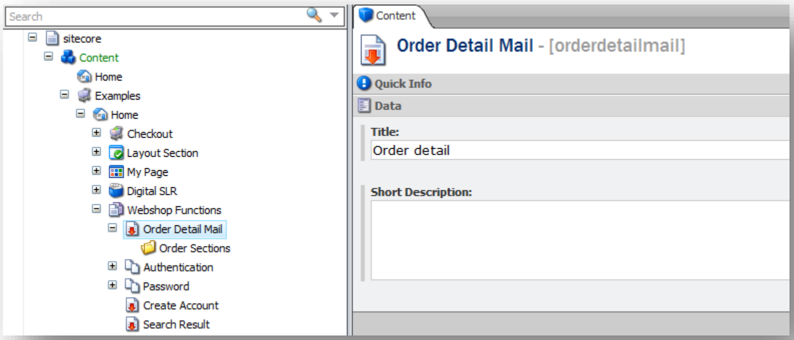
The functionality it contains includes:

- Pages for managing the checkout process.
- Pages for managing the shopping cart.
- Pages for authenticating users.
- Pages for creating and resetting passwords.

There is an example of how you can use these functions to create a checkout process for a webshop in the *Checkout* section.

3.2.1 Order Detail Mail

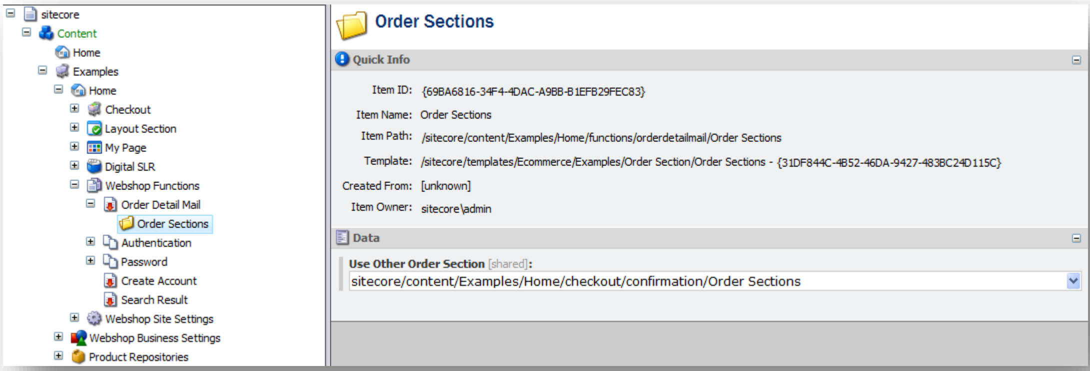
You use the *Order Detail Mail* item to specify the information that should be displayed in the order confirmation e-mail that is sent to a customer after they have placed an order.



The *Order Detail Mail* item contains the following fields:

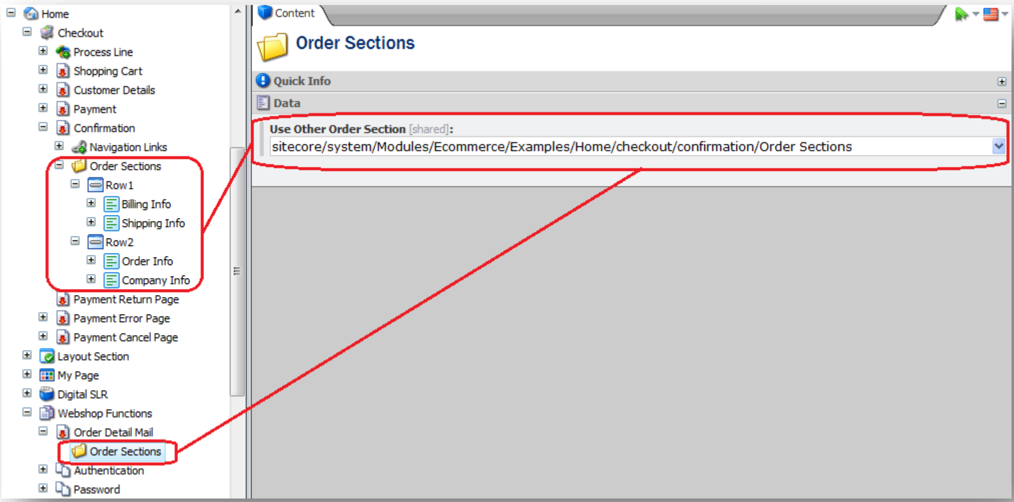
Field Name	Field Type	Description
Title	Single-Line Text	The text in this field is the title of the item.
Short Description	Multi-line text	The text written in this field is displayed as an introduction under the Title.

The *Order Detail Mail* item itself doesn't contain very much information. However, it does have a sub item — *Order Sections*:

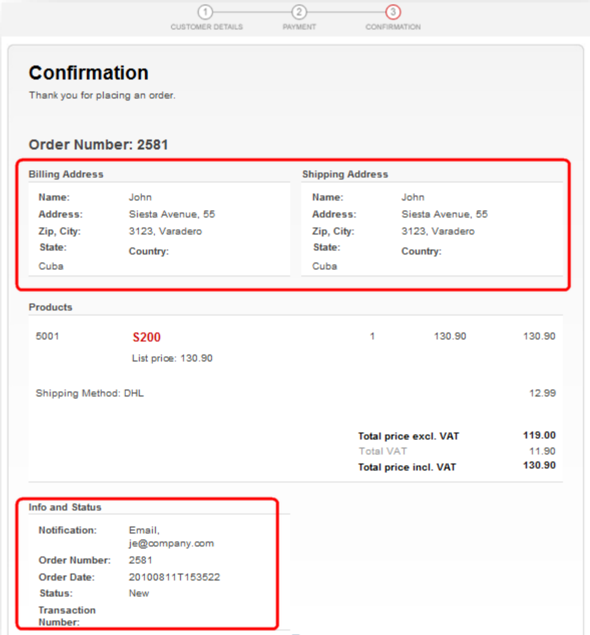


The *Order Sections* item only contains one field, **Use Other Order Sections**.

The **Use Other Order Sections** field links to the `sitecore/content/Examples/Home/Checkout/Confirmation/Order Sections` folder and this is where the order confirmation e-mail draws its content from.



In the example pages, the *Confirmation* page contains the details of the order:

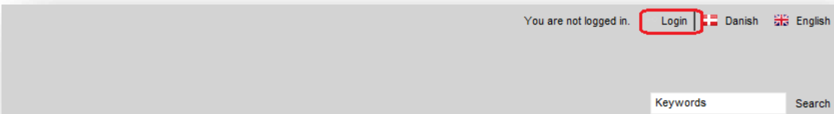


Linking the items in this way ensures that the confirmation e-mail contains the same information as the order confirmation page that the user sees after they have placed their order.

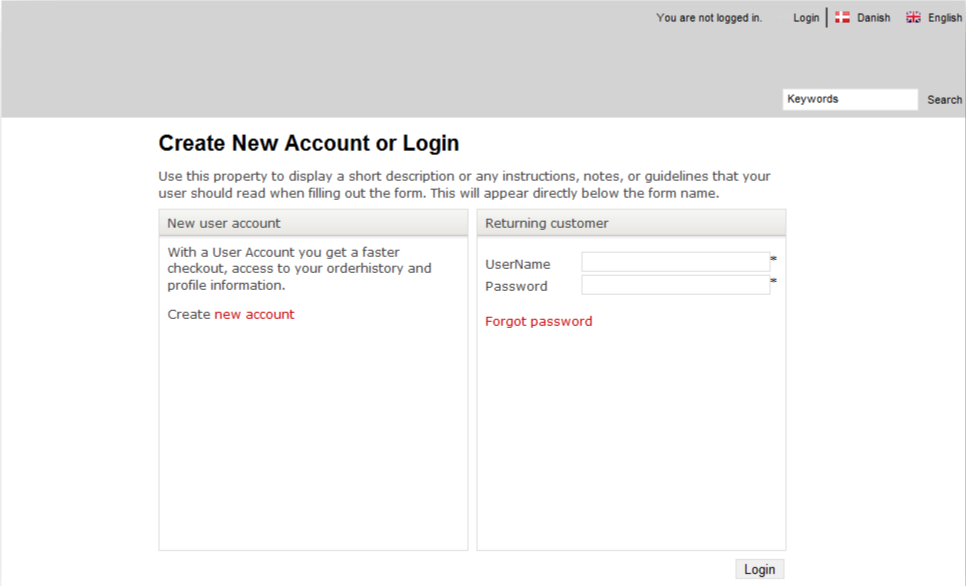
3.2.2 Authentication

The *Authentication* function contains one item — the *Login* page. This is where a visitor to your website who has already created a customer account, can log in to your webshop, view their order history, and so on.

For example, to log in to the demo webshop with your customer account, click **Login** at the top of the page.

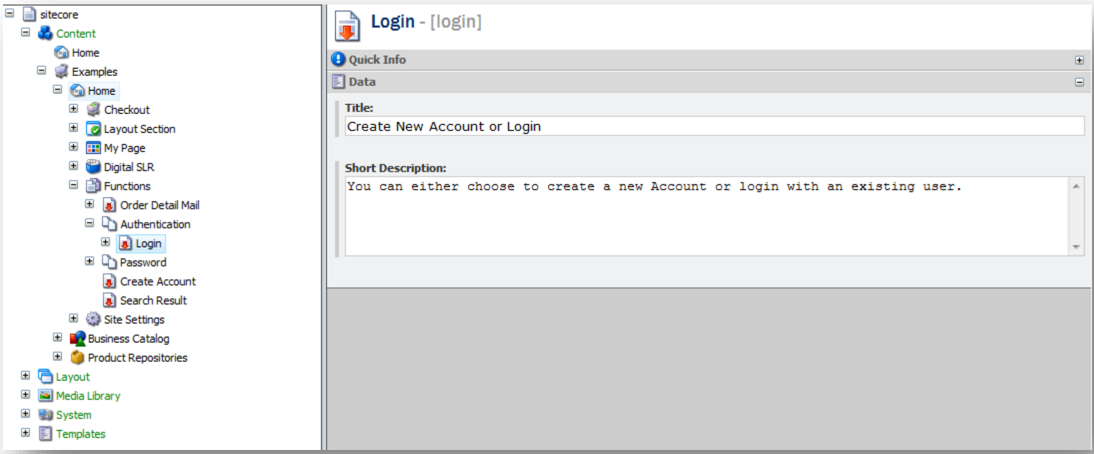


The *Login* page is displayed.



On the *Login* page you can either log in with your existing customer account or click a link and create a new customer account. If you have a customer account, but do not remember the credentials, you can click the *Forgot password* link to *Reset Password* page.

In the Content Editor, the *Authentication* item itself doesn't contain any information but it does have a sub item called *Login*:



The *Login* item contains the following fields:

Field Name	Field Type	Description
Title	Single-Line Text	The text in this field is the title of the item.
Short Description	Multi-line text	The text written in this field is displayed as an introduction under the Title.

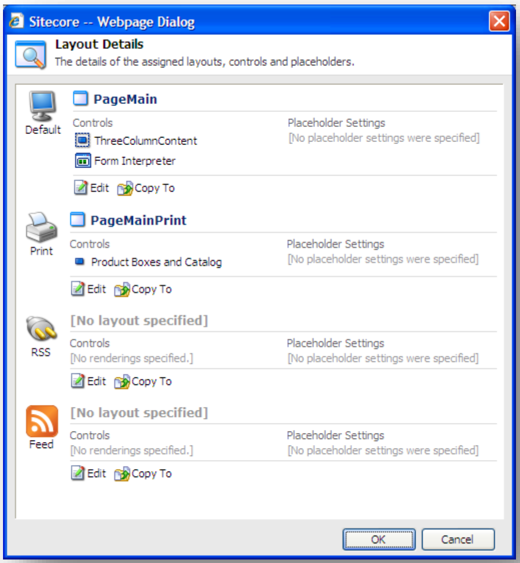
The **Title** and **Short Description** fields are not displayed on the *Login* page of the demo website.

The *Login* page contains a form and all of the information displayed on this page is drawn from this form.

Identifying the Form on a Page

To see which form an item contains:

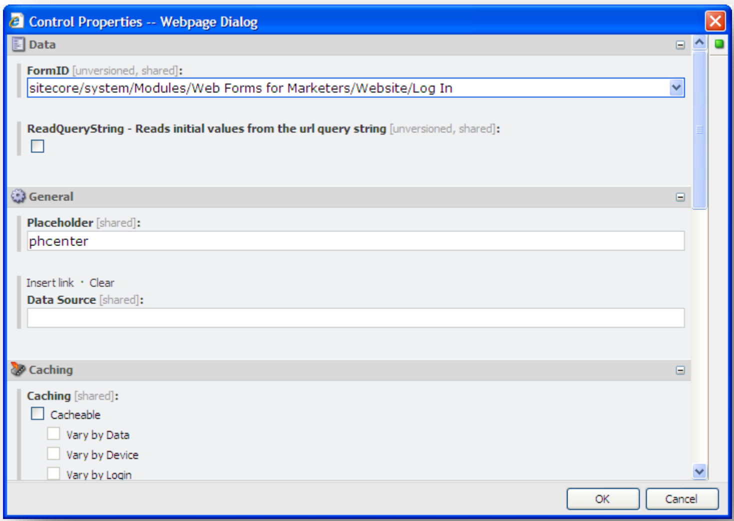
1. In the **Content Editor**, click the **Presentation** tab, and then in the **Layout** group, click **Details**.



If the item contains a form, the **Layout Details** dialog box lists a *Form Interpreter* in the **PageMain** section.

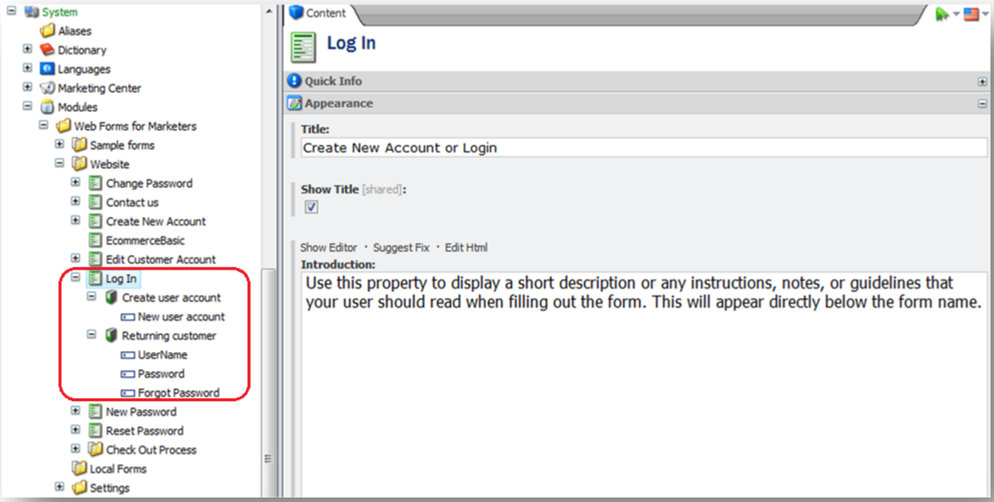
If the item contains more than one form, the **Layout Details** dialog box lists a different form interpreter for each from.

2. In the **Layout Details** dialog box, in the **PageMain** section, click **Form Interpreter**.



3. In the **Control Properties** dialog box, in the **Data** section, in the **FormID** field, you can see the name of the form, and where it is stored.

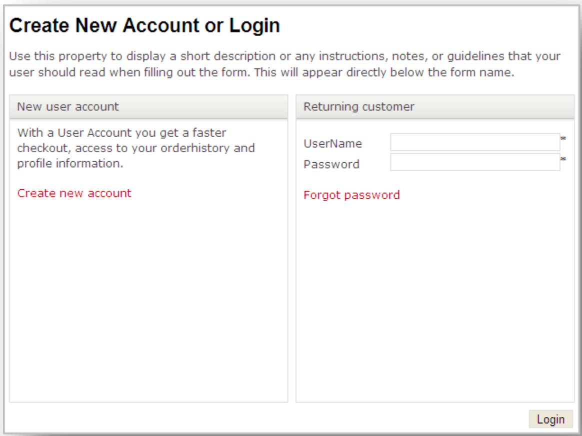
This form is stored in `System/Modules/Web Forms for Marketers/Website/Log In`.



The **Title** and **Introduction** fields in the *Login* form item contain the texts that are displayed on the *Login* page.

The form is also divided into two sections — one for creating a new account and one for logging in with an existing customer account.

The form looks like this on the page:



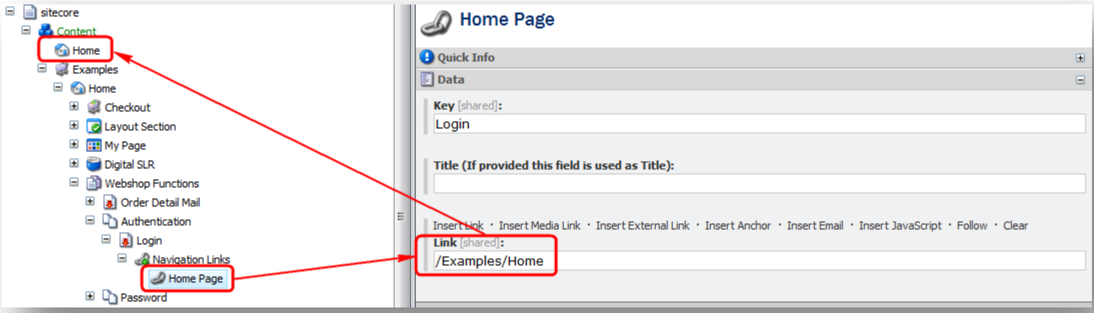
For more information about editing a form, see the section 4.2 *Redesigning a Form*.

Navigation Links

The *Login* item contains a sub item called *Navigation Links*. Navigation links are designed to contain the buttons on the item that allow you to move on to another item.

The *Login* item contains a navigation link — *Login.*

The *Login* navigation link corresponds to the **Log in** button that appears on the *Login* page and this redirects you to the *My Page* page after you enter your user name and password.



A navigation link contains the following fields:

Field Name	Field Type	Description
Key	Single-Line Text	The name of this item.
Title	Single-Line Text	The text in this field is the name of the button on the *Login* page.
Link	General Link	The path to another item in the content tree.

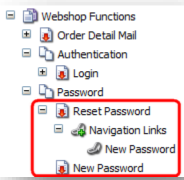
Note
The Navigation Links are not standard Sitecore functionality and have been created specifically for the demo website solution.

3.2.3 Password

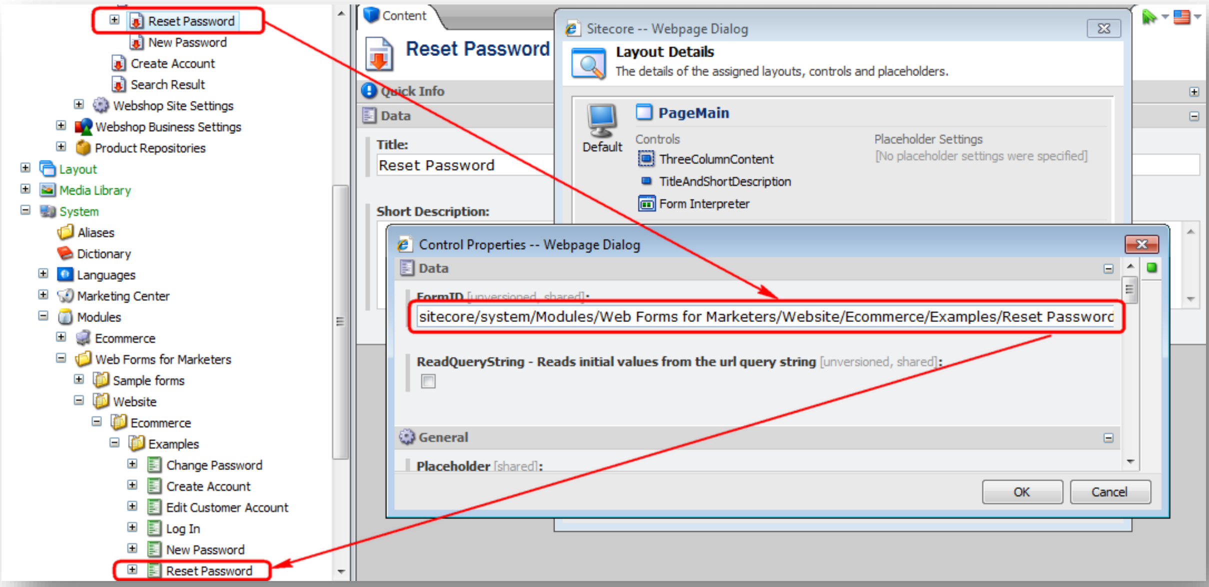
The *Password* function contains the items that customers, who have already created a customer account, use to change their password. They may have forgotten their password or might just want to change it.

The *Password* function contains two sub items:

- ResetPasswordForm
- NewPasswordForm



Each of these items contains a form and these forms are stored in `System/Modules/Web Forms for Marketers/Website/`.



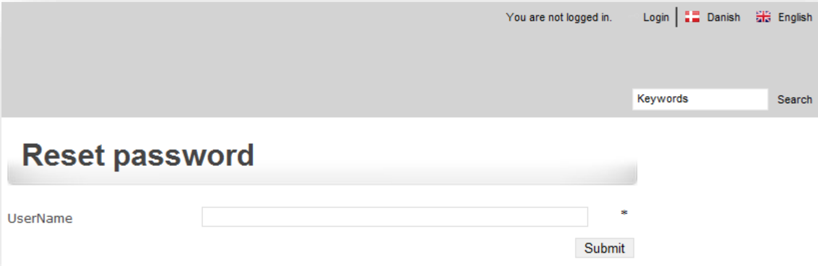
The forms are called *Reset Password* and *New Password* respectively.

You use the *Reset Password* form if you have forgotten your password.

You use the *New Password* form to change your password.

Reset Password

In the demo website, the *Reset password* page looks like this:



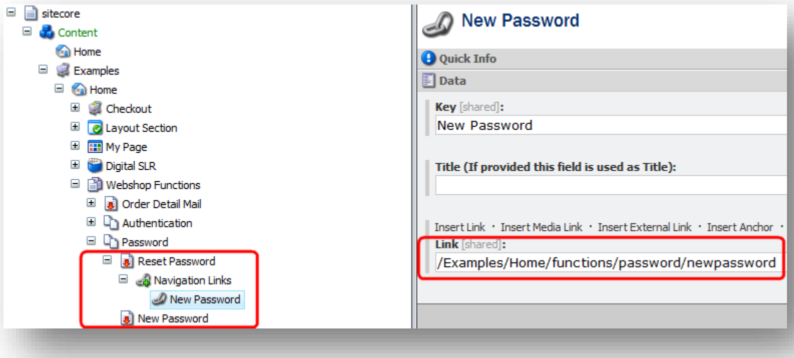
This page contains the form that you use to reset your password when you have forgotten your current password.

To reset your password, enter your user name and an e-mail is sent to your e-mail address. This e-mail contains a link that you should follow to change your password.

Navigation Links

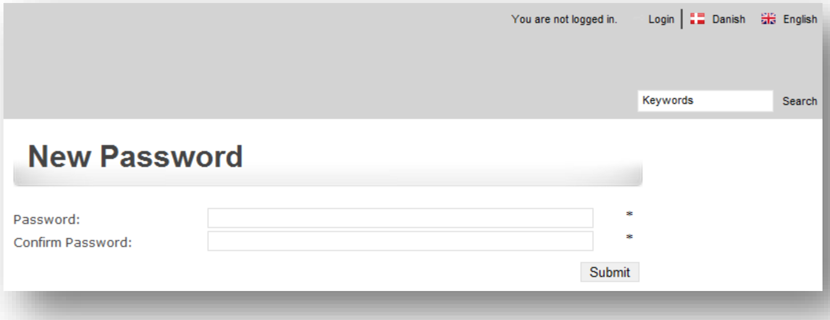
The *Reset Password* item contains a *New Password* navigation link.

The *New Password* navigation link points to the **New Password** page.



New Password

The link in the reset password e-mail takes you to the *New Password* page.

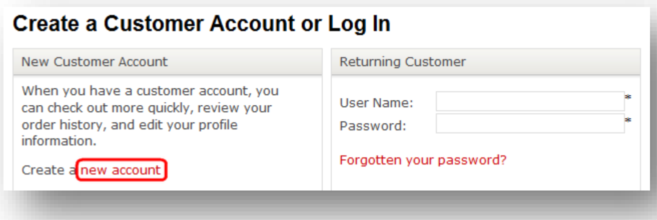


After you enter and confirm your new password, another e-mail is sent to you confirming that the password has been changed.

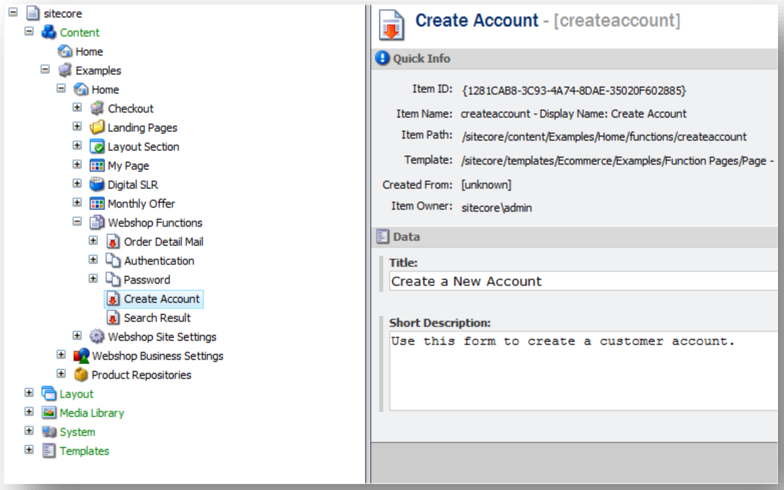
3.2.4 Create New Account

Most visitors to your webshop who want to become customers will create a customer account so that they can check on the progress of their order and hear about special offers or promotions that you run on your website.

You use the *Create New Account* function to create a new customer account. The link to this function is displayed on the *Log In* page.



In the Content Editor, you can edit the fields of the *Create Account* function to change the appearance of the *Create New Account or Log in* page.



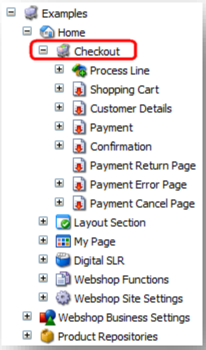
The *Create Account* item contains the following fields:

Field Name	Field Type	Description
Title	Single-Line Text	Displays the text written in this field in the menu.
Short Description	Multi-line text	Displays the text written in this field under the Title as a page introduction.

For more information about editing forms, see the section *Redesigning a Form* on page 101.

3.3 Checkout

The *Checkout* consists of a chain of pages that are all part to the checkout procedure.



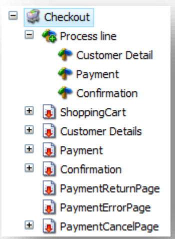
The *Checkout* contains the following sub items:

- Process Line
- Shopping Cart
- Customer Details
- Payment
- Confirmation
- PaymentReturnPage
- PaymentErrorPage
- PaymentCancelPage

Each page in the checkout process contains a number of navigation links. These links help the customer navigate forwards and backwards through the checkout process. These links are generally *Previous* and *Next*.

3.3.1 Process Line

The Checkout includes a **Process line** item that contains some sub items.



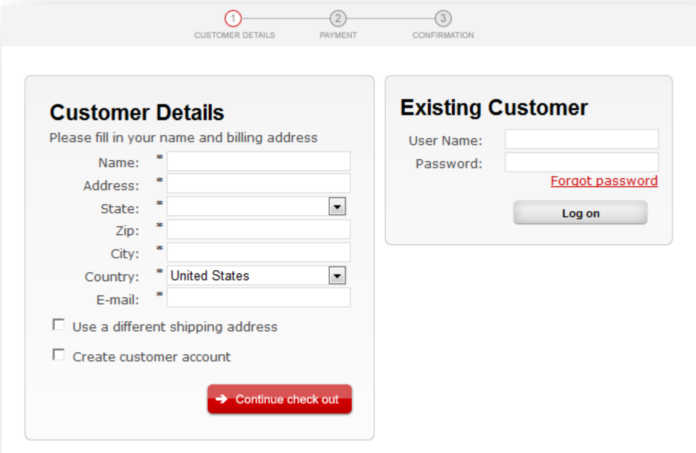
These sub items correspond to the overall steps in the checkout process and are displayed as steps in the checkout.

In the demo website, the checkout process contains the following steps:

- Customer Details

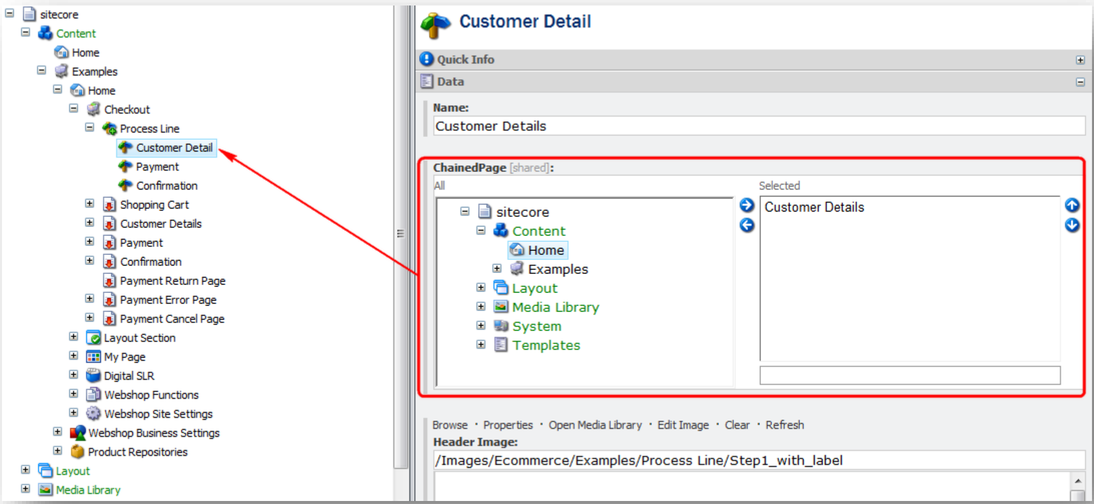
- Payment
- Confirmation

These steps are listed at the top of the page.

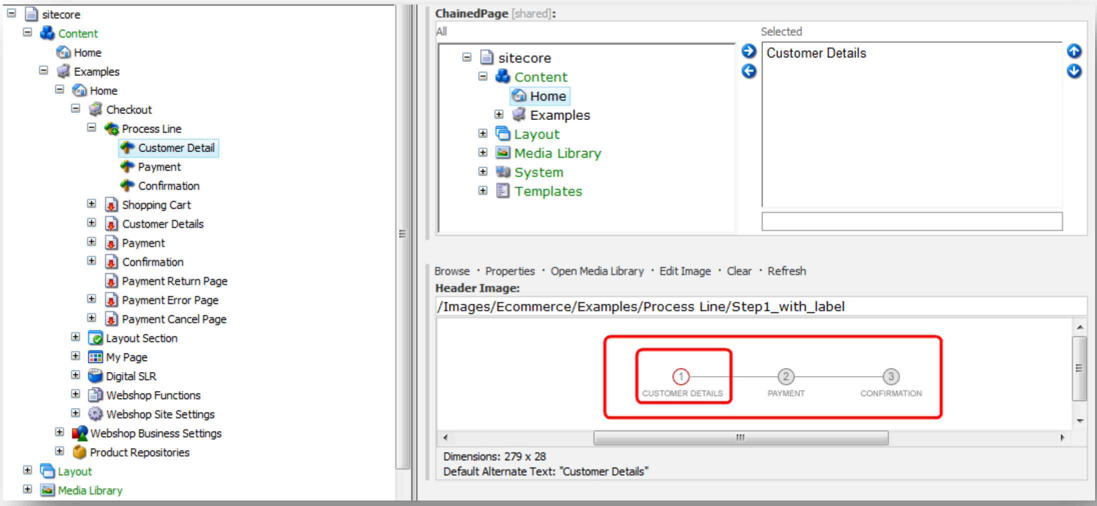


Each *Process Line* item contains the following fields:

- **Name** — the name that appears in the tab in the checkout.
- **ChainedPage** — a link to the items that are tied to this step in the checkout.



- **Header Image** — the image that is associated with this step in the checkout process.



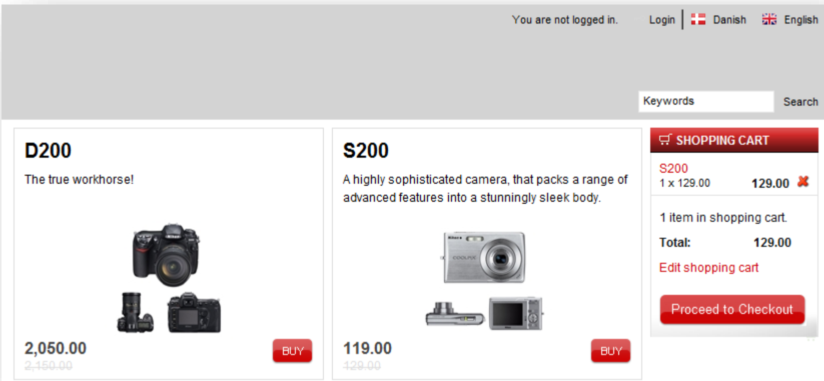
3.3.2 Shopping Cart

Every e-commerce site needs a shopping cart to store the items that the customer selects on their way to the check out.

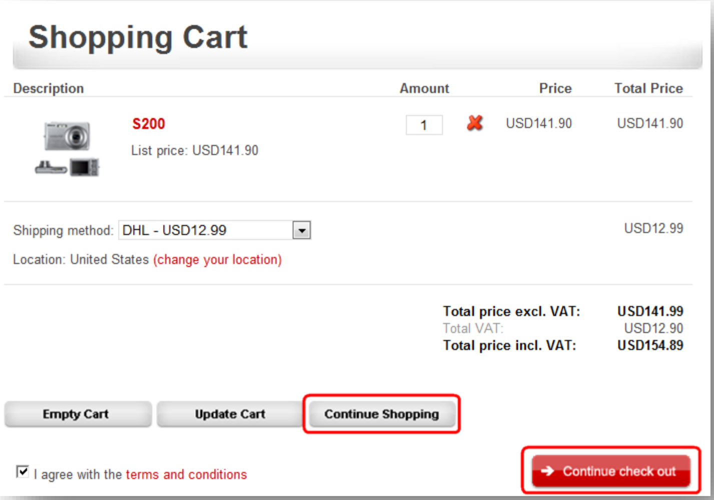
The *Shopping Cart* item contains the following fields:

Field Name	Field Type	Description
Title	Single-Line Text	The text in this field is the title of the item.
Short Description	Multi-line text	The text written in this field is displayed as an introduction under the Title.

In the sample pages, you can only access the shopping cart after you have added an item to it.



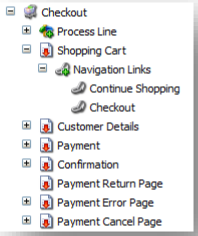
To access the *Shopping Cart*, click the **Proceed to Checkout** button or the **Edit shopping cart** link in the **Shopping Cart** on the right.



In the shopping cart, the **Empty Cart** button is used to empty the shopping cart of all its items. The **Update Cart** button is used to update the changes to the shopping items' details if you left shopping items in the shopping cart for some time.

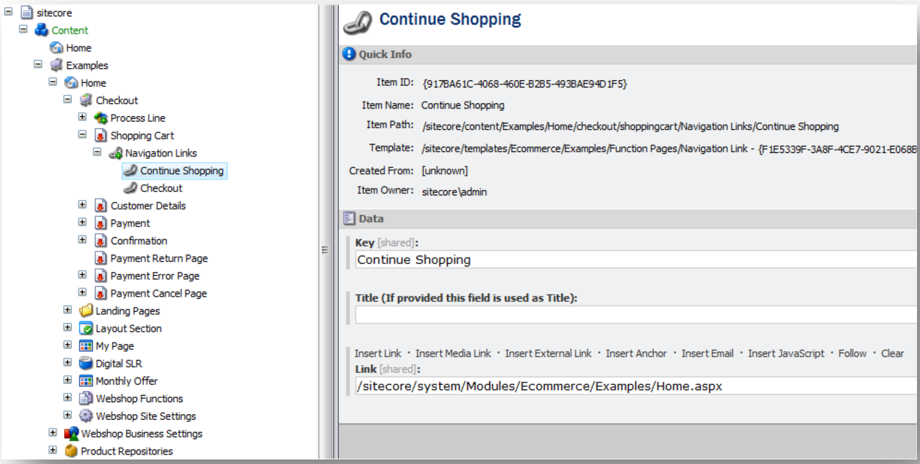
In the Content Editor, the *Shopping Cart* item contains two navigation links which correspond to the other links in the shopping cart:

- Continue Shopping — the **Continue Shopping** button
- Checkout — the **Continue check out** button



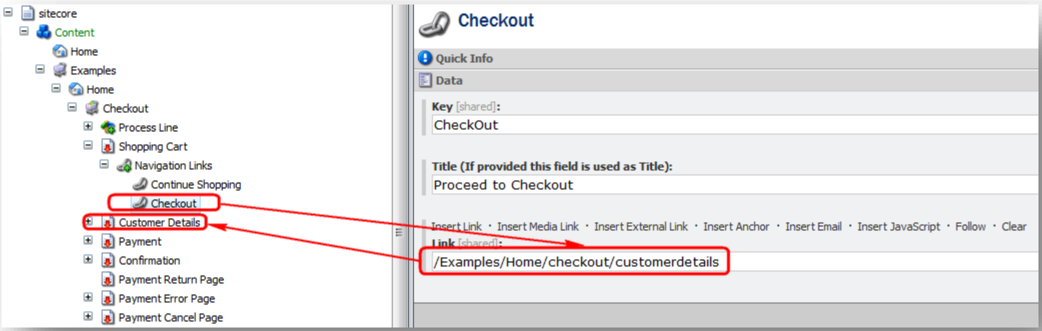
Continue Shopping

The *Continue Shopping* navigation link points to the `Home.aspx` page — the *Home* page of the demo website and you can continue shopping from there.



Checkout

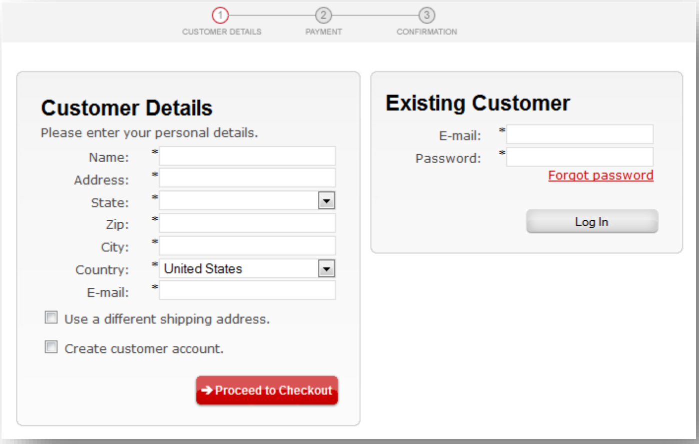
The *Checkout* navigation link points to the *Customer Details* page which is the first page in the checkout process.



For more information on how to edit the shopping cart, see *Shopping Cart* and *Shopping Cart Spot* sections.

3.3.3 Customer Details

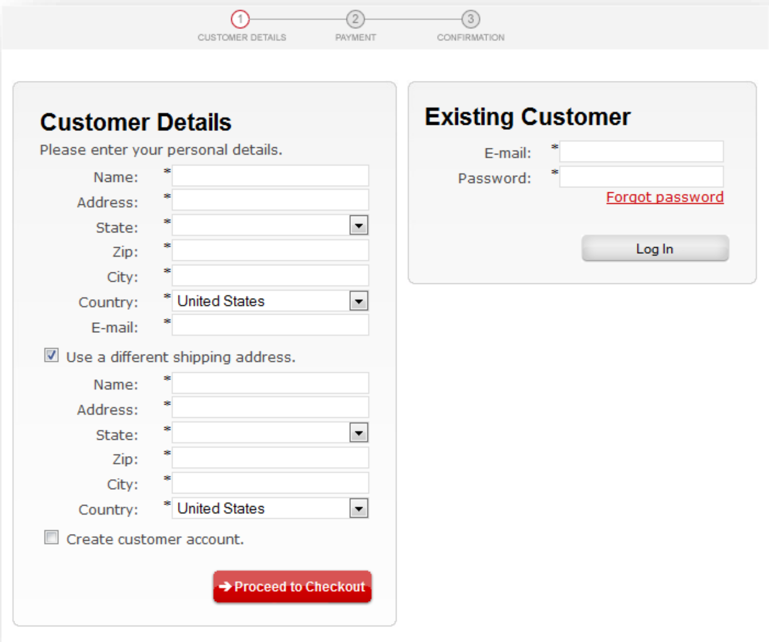
Customer Details is the first page in the *Checkout* process.



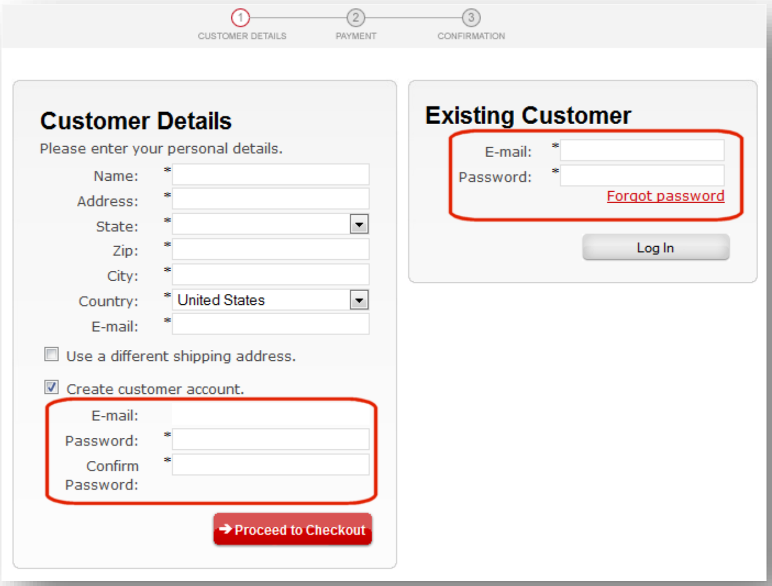
As you can see, the *Customer Details* page contains 2 forms.

- Customer Details
- Existing Customer

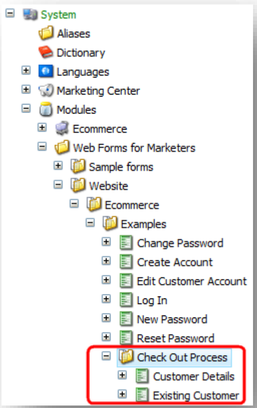
If you select the *Use a different shipping address* check box, the *Customer Details* form is reused for entering the shipping address.



If you select the *Create a customer account* check box, the *Existing Customer* form is reused.



These forms are stored in `System/Modules/Web Forms for Marketers/Website/Check Out Process`.



For more information about editing forms, see the section *Redesigning a Form* on page 101.

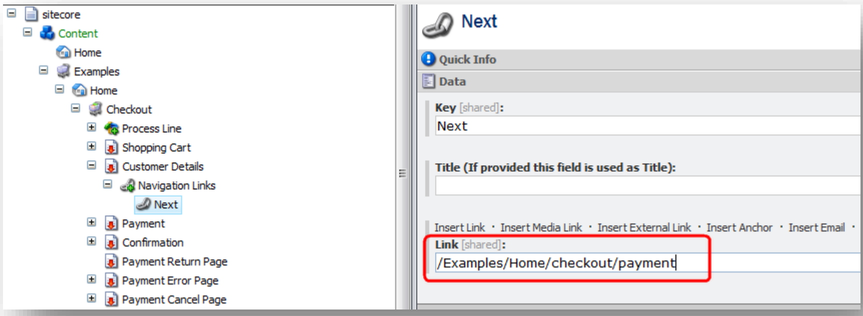
For more information about the Web Forms module visit the Sitecore Developer Network.

Navigation Links

The *Customer Details* function contains one navigation link:

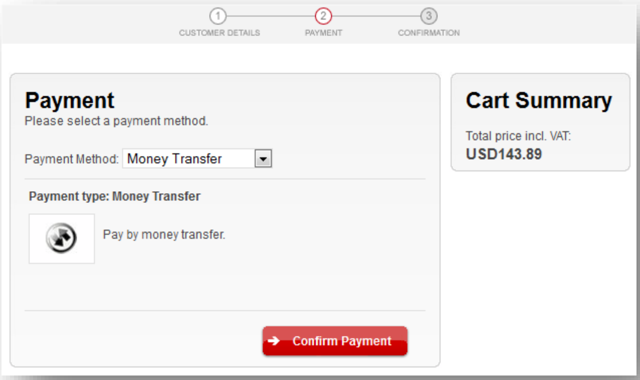
- Next — the **Proceed to Checkout** button.

The *Next* navigation link points to the *Payment* page of the checkout process.



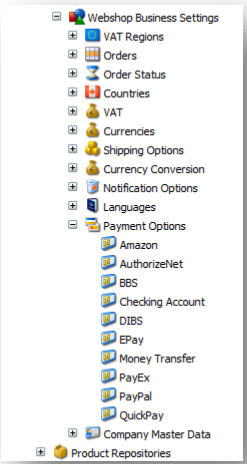
3.3.4 Payment

Payment is the second page in the checkout process. When you click **Proceed to Checkout** on the *Customer Details* page, the *Payment* page appears.



This is where you select a payment provider for the products you are buying.

The payment methods that are displayed on this page are stored in the *Webshop Business Settings*.



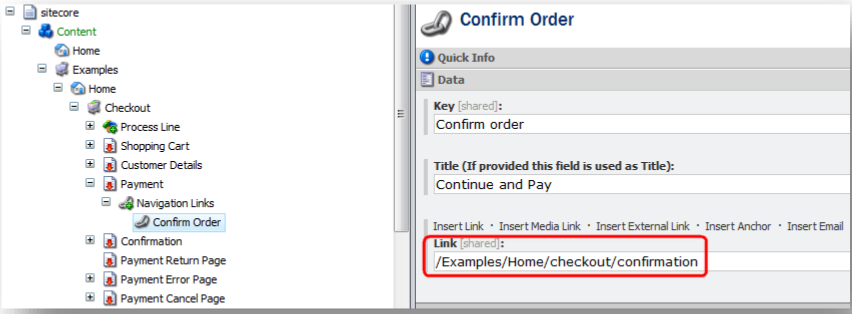
For more information about configuring the *Webshop Business Settings*, see *Webshop Business Settings* section.

Navigation Links

The *Payment* function contains one navigation link:

- Confirm Order

The *Confirm Order* link points to the *Confirmation* page of the checkout process.



On the *Payment* page, the *Confirm Order* link is displayed as the **Confirm Payment** button.

3.3.5 Payment Cancel Page

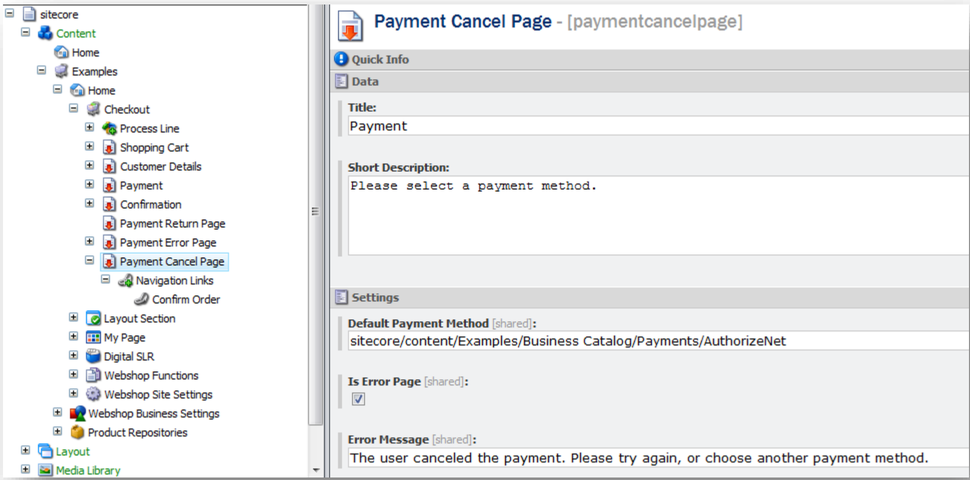
In a webshop, you must ensure that appropriate messages are displayed to customers. The checkout process is the heart of every webshop and you must ensure that customers receive meaningful messages if they cancel their purchase or if anything goes wrong during the payment process.

In Sitecore E-Commerce Services, you create these message pages as part of the checkout process.

Some of the online payment providers allow customers to cancel the payment before they complete the payment process and the *Payment Cancel Page* is the page that customers are directed to when they cancel the payment.

For more information about configuring the website so that the user is directed to this page, see the *Payment* section on page 65.

The *Payment Cancel Page* item contains the following fields:



Field Name	Field Type	Description
Title	Single-Line Text	Displays the text written in this field in the menu.
Short Description	Multi-line text	Displays the text written in this field under the *Title* as a page introduction.
Default Payment Method	Droplink	Displays the default payment method.
Is Error Page	Checkbox	The *Payment Cancel* page is an error page if the check box is selected
Error Message	Single-Line Text	The message that is displayed on the *Payment Cancel* page.

Navigation Links

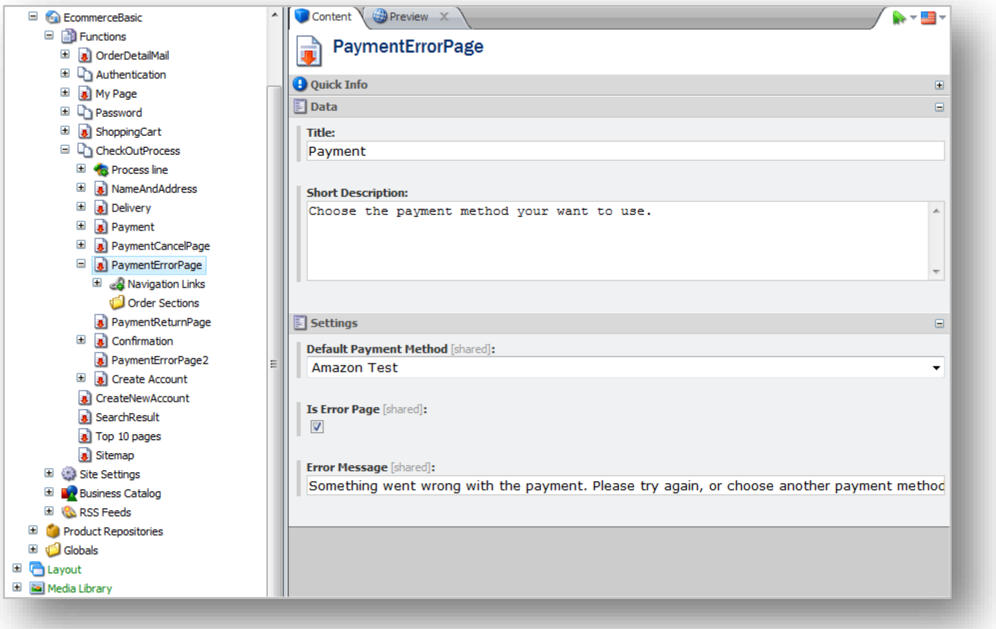
The *Payment Cancel Page* function contains one navigation link:

- Confirm Order

This link corresponds to the button at the bottom of the *Payment Cancel* page.

3.3.6 Payment Error Page

The *Payment Error Page* is displayed when an error occurs in the payment process.



The *Payment Error Page* function is the same type of item as the *Payment Cancel Page* function and contains the same fields.

For information about configuring the website so that the user is directed to this page, see the *Payment* section on page 65.

Navigation Links

The *Payment Error Page* function contains one navigation link:

- Confirm Order

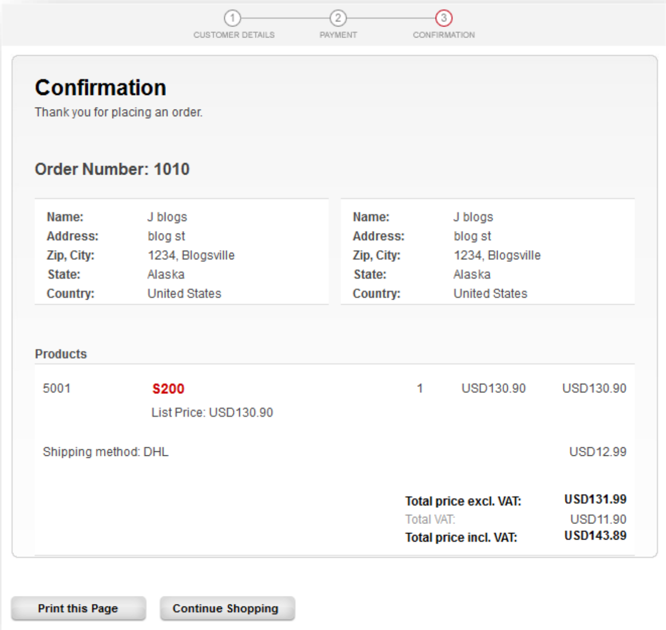
This link corresponds to the navigation button at the bottom of the *Payment Error* page.

3.3.7 Payment Return

When a customer selects an online payment provider (for example, Amazon), the *Payment Return Page* function is used to return them to the *Payment* page.

3.3.8 Confirmation

After a customer has successfully completed the payment process and clicked *Return to Shop* on the *Provider's* page, the *Confirmation* page is displayed.



The *Confirmation* item contains the following fields:

Field Name	Field Type	Description
Title	Single-Line Text	Displays the text on the top of the page, the title of the page.
Short Description	Multi-line text	Displays the text written in this field under the *Title* as a page introduction.

Navigation Links

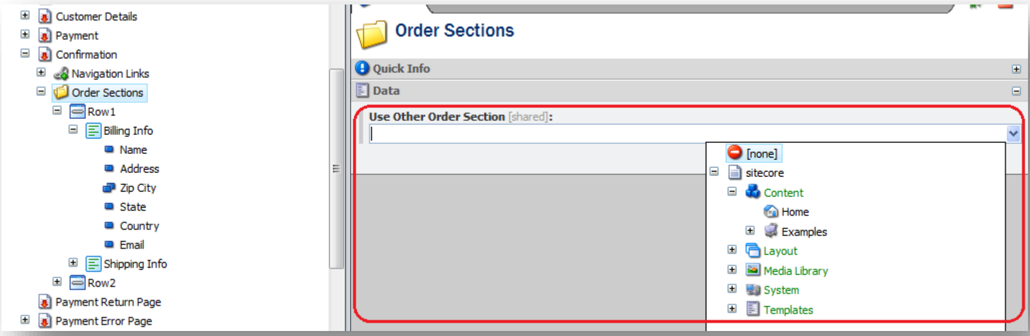
The *Confirmation* function contains a navigation link:

- Go to Shop

This link corresponds to the **Continue Shopping** button at the bottom of the *Confirmation* page.

Order Sections

The *Confirmation* function also contains an *Order Sections* item.



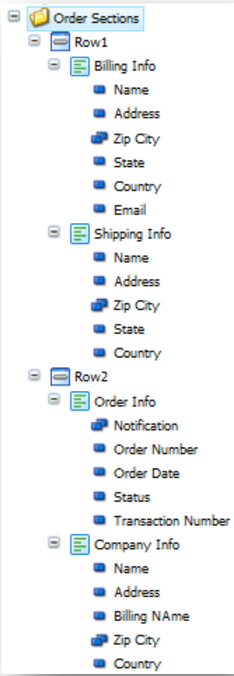
This item is used to specify how the details of your order are displayed on the *Confirmation* page.

The *Order Sections* item contains one field:

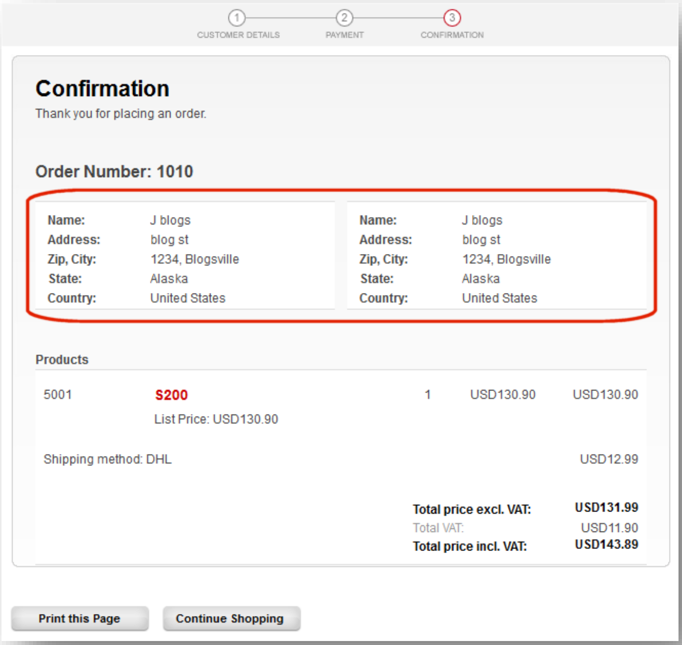
Field Name	Field Type	Description
Use Other Order Section	Droplink	Links to the order sections that have been defined for another item and displays those order sections on this page.

In the *Confirmation* item, the **Use Other Order Section** field is not used. The order sections that you want to display on this page have been defined specifically for this item. You cannot reuse the order sections from another item on this page because the status of your order is changed when you confirm payment.

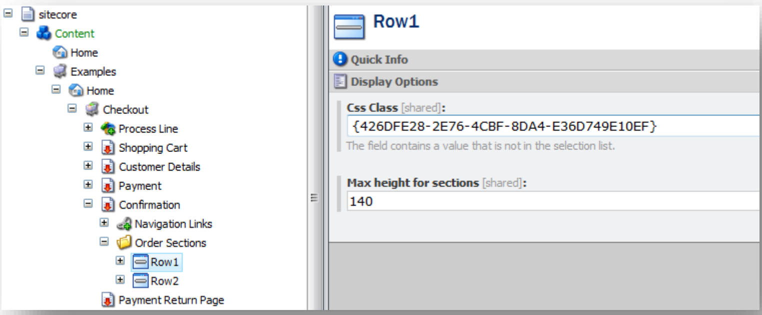
The *Order Sections* item contains the following sub items:



The *Row 1* item corresponds to the following section on the *Confirmation* page.

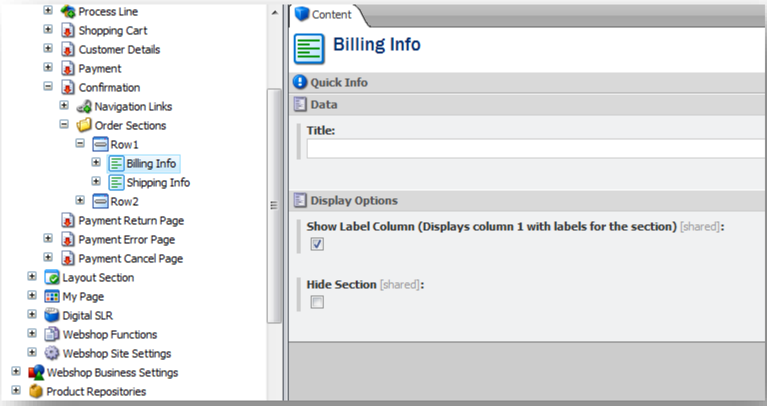


The *Row* item contains the following fields:



Field Name	Field Type	Description
CSS Class	Droplink	The number of columns displayed in the row.
Max height for sections	Single-Line Text	The maximum height of the sections in pixels.

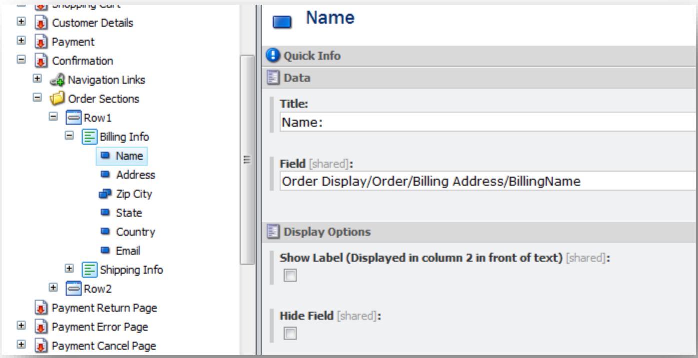
The *Billing Info* item contains the following fields:



Field Name	Field Type	Description
Title	Single-Line Text	Displays the text written in this field in the title.
Show Label Column	Checkbox	Displays the names of all the fields in this section.
Hide Section	Checkbox	Hides the section if selected.

If you select the **Show Label Column** checkbox, the names of the fields are displayed on the web page.

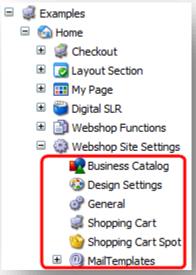
Each order section field item contains the following fields:



Field Name	Field Type	Description
Title	Single-Line Text	Displays the text written in this field in the title.
Field	Droptree	The path to the information that is displayed in this field.
Show Label	Checkbox	Displays the name of the field name if selected.
Hide Field	Checkbox	Hides the field if selected.

3.4 Webshop Site Settings

The Sitecore E-Commerce Services also contains a number of settings that you use to specify how the various elements in your website appear on the page and to determine some of the information that they display. Some of the settings determine how the different elements of your webshop interact with one another.

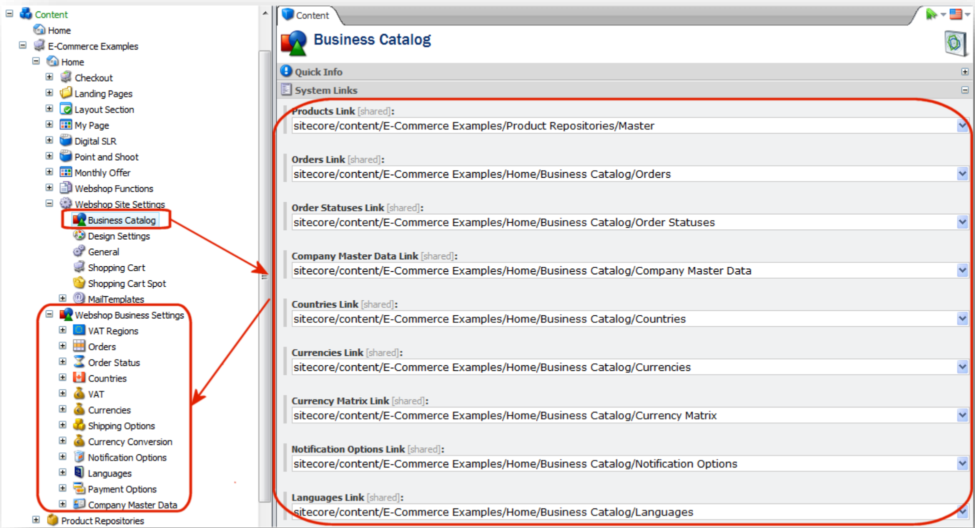


The Sitecore E-Commerce Services contains the following site settings:

- Business Catalog
- Design Settings
- General
- Shopping Cart
- Shopping Cart Spot
- Mail Templates

3.4.1 Business Catalog

The *Business Catalog* item contains the settings that define the path to the *Webshop Business Settings* folders.



Each field in the Business Catalog item contains a link to the corresponding item in the Webshop Business Settings. In the default configuration, all of these items are stored in the

Webshop Business Settings node. However, the various items can be stored in different locations in which case you use the drop down lists in the fields to select the alternative location.

The Business Catalog folder can also contain a subfolder with order states and links between them. If you create the order states based on the branch templates, the links are not updated and point to the items of the branch templates. Instead of using branch templates, use the command templates with the following paths:

- `sitecore/templates/Branches/Ecommerce/States With Adjusted Links`
- `sitecore/templates/Branches/Ecommerce/Webshop Business Settings With Adjusted Links For States`

Each of these templates contains the definition of the `ses:updateBranchLinks` command:

```
ses:updateBranchLinks(itemId=$ParentID,branchId={34D926FF-D5BF-49F0-A3BF-E5F9AE2B06BE},name=States)

ses:updateBranchLinks(itemId=$ParentID,branchId={F1603625-8AA3-4270-9F3F-9F8E31C7ABE0},name=Webshop Business Settings)
```

The command has the following format:

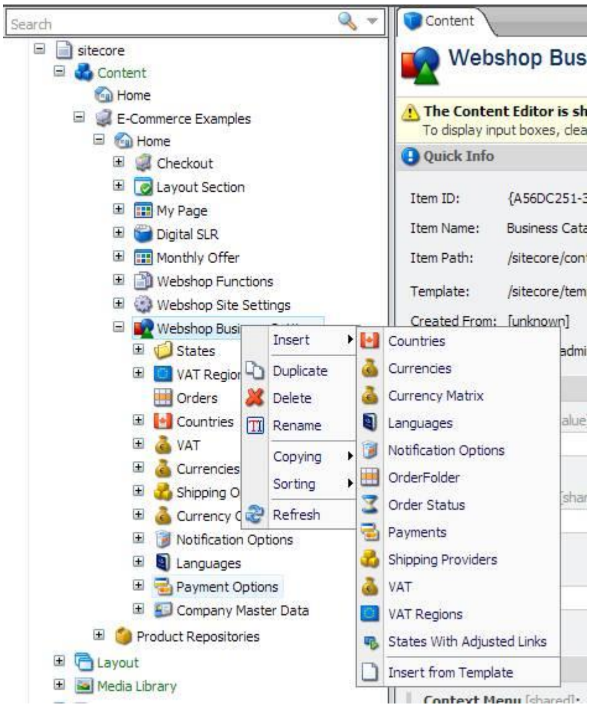
`ses:updateBranchLinks(itemId=$ParentID,branchId={id_of_the_branch_to_create_tree_from},name=name_of_the_newly_created_item)`

The command is registered in the `/App_Config/Sitecore.Ecommerce.config` file as follows:

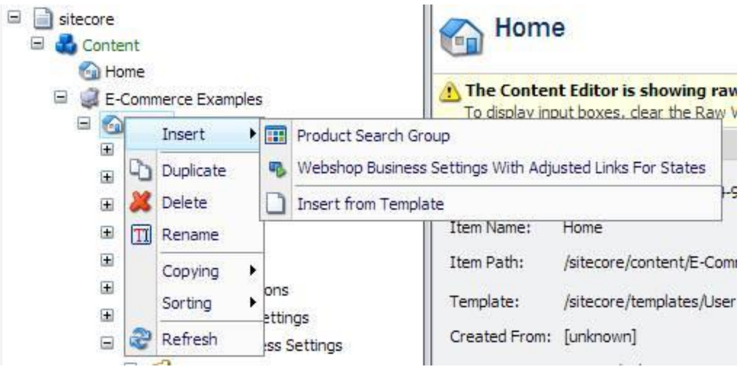
```
<command name="ses:updateBranchLinks" type="Sitecore.Ecommerce.CommandTemplates.UpdateBranchLinksCommand, Sitecore.Ecommerce.Core"/>
```

To use the command templates, you must assign them to the insert options. For example:

- The `States With Adjusted Links` command is assigned to the insert options of the standard values of the Business Catalog.

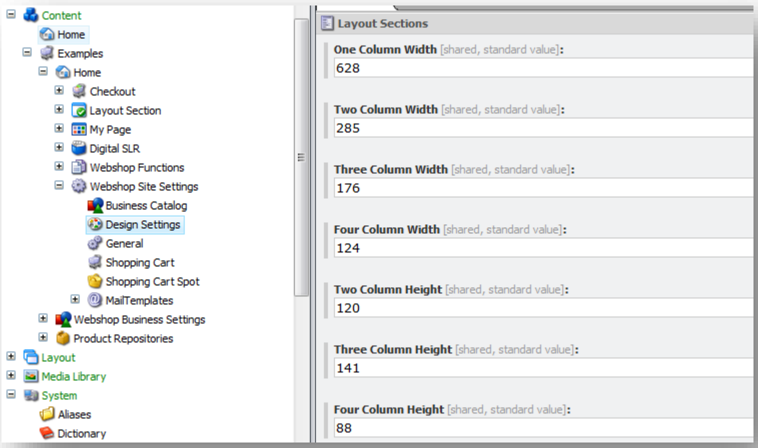


- The `Webshop Business Settings With Adjusted Links For States` template is assigned to the insert options of the standard values of the Product Search Folder Group template.



3.4.2 Design Settings

You use the *Design Settings* item to define some of the basic layout specifications of your webshop.



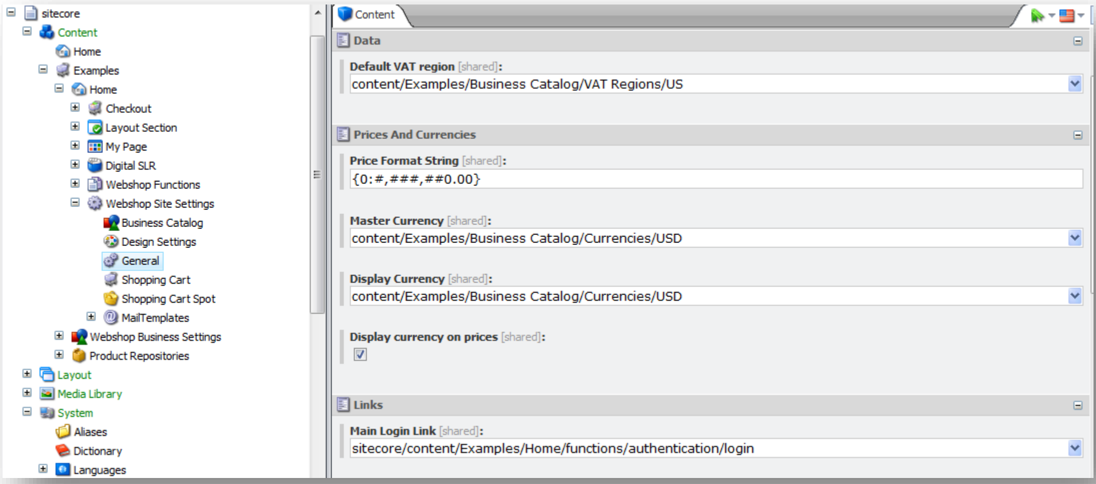
In the **Layout Sections**, you specify the width and height of the columns used in the various layouts on the website.

In the **Product Image** section, you specify the size of the images displayed in the product pages on the website as well as the background color used for the images.

In the **Product Info** section, you specify the size of the image displayed on the product information page for each product.

3.4.3 General

You use the *General* item to specify more settings for your webshop.



These settings include the default VAT region that your webshop is in, the currency used on the webshop, and the role assigned to customers on your webshop.

The *General* item contains the following fields:

Field Name	Field Type	Description
Default VAT Region	Droptree	The VAT region that the webshop is in.
Price Format String	Single-Line Text	The format in which prices are displayed (except for the Shopping Cart page and the Shopping Cart spot, see more details in sections*Shopping Cart Spot, Shopping Cart Spot*). For more information about editing the Price Format String, see the following web links: http://msdn.microsoft.com/en-us/library/txafckwd(v=VS.90).aspx http://www.csharp-examples.net/string-format-double/
Master Currency	Droplink	The currency in which a product is priced in the shop.
Display Currency	Droplink	The currency in which the price of a product is displayed on the webshop pages.
Display Currency on Prices	Check box	If you select this check box, the currency will be displayed along with the price.
Main Login Link	Droptree	The link to the *Login* page.
Password Reminder Link	Droptree	The link to the *Reset Password* page.
New User Account Link	Droptree	The link to the *Create New Account* page.
My Page Link	Droptree	The link to the *My Page* page.
Search Page Link	Droptree	The link to the *Search Results* page.
Mail Templates Link	Droptree	The link to the mail templates folder that contains the templates for all the e-mails used on the webshop.
Default Customer Roles	Single-Line Text	In this field, you enter the names of the default security roles that are assigned to visitors to your webshop who have created a customer account. If there is more than one role, enter them in a pipe (‘|’) separated list.

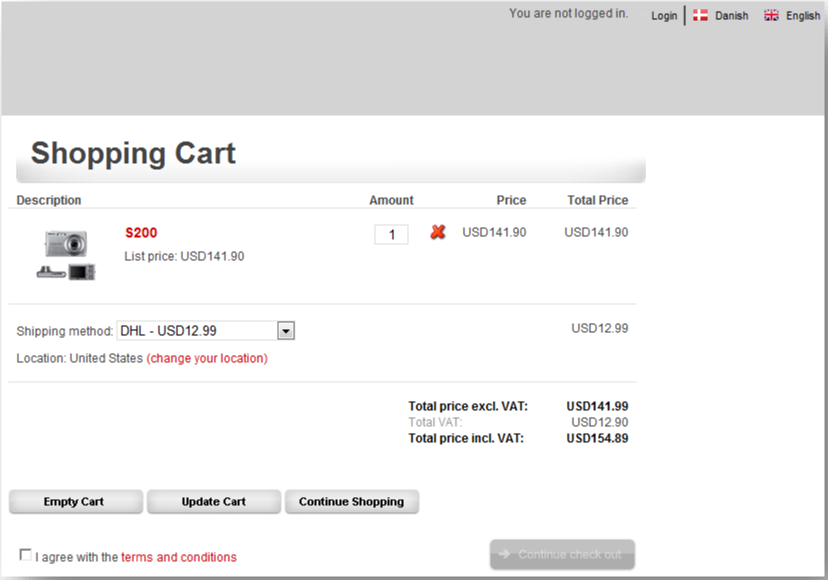
Note
If you change the *Price Format String* setting for the General item, it will only affect the way the prices are displayed on all pages of your webshop except for the *Shopping Cart* page and the shopping cart spot.

Changing the Decimal Separator

If you want that the prices in your webshop are displayed with comma between the numerals and decimals, see the *SES Developer’s Cookbook*.

3.4.4 Shopping Cart

You use the *Shopping Cart* item to specify the kind of information that is displayed in the shopping cart on the website.



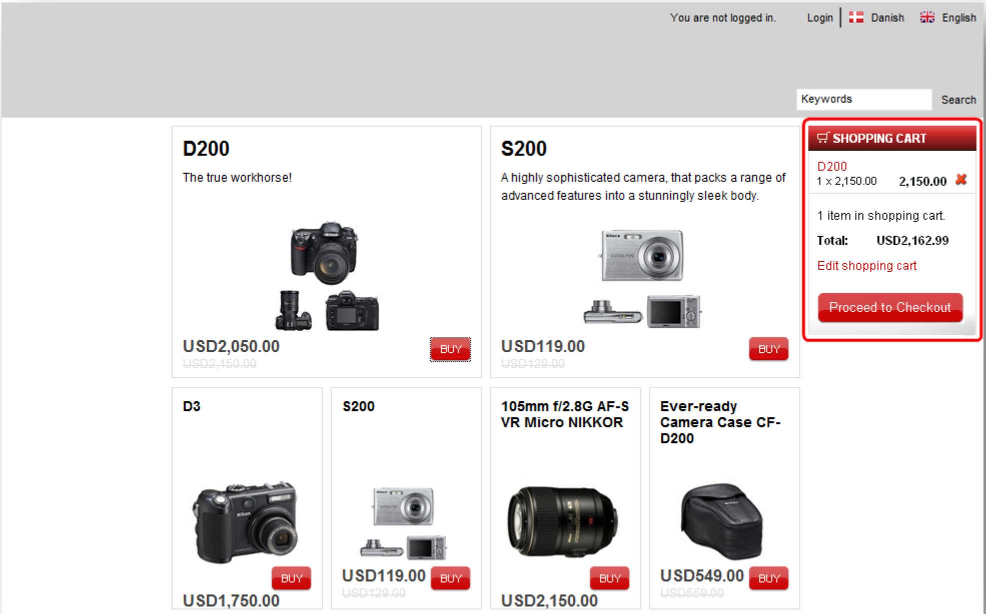
The *Shopping Cart* item contains the following fields:

Field Name	Field Type	Description
Price Format String	Single-Line Text	The way that prices are displayed in the shopping cart. For more information about editing the Price Format String, see the following web links: http://msdn.microsoft.com/en-us/library/txafckwd(v=VS.90).aspx http://www.csharp-examples.net/string-format-double/
Show Image	Checkbox	Whether or not product images are displayed in the shopping cart.
Show Price Incl. VAT	Checkbox	Whether or not the prices shown should include VAT.

Note
If you change the *Price Format String* setting for the *Shopping Cart* item, it will only affect the way the prices are displayed on this page of your webshop.

3.4.5 Shopping Cart Spot

You use the *Shopping Cart Spot* item to configure the information that is displayed in the small shopping cart.



The *Shopping Cart Spot* item contains the following fields:

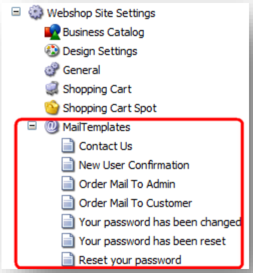
Field Name	Field Type	Description
Show Shopping Cart Item Lines	Checkbox	Whether or not the spot should display a line for each item in the shopping cart.
Show Total	Checkbox	Whether or not a total is displayed in the shopping cart spot.
Show Price Info	Checkbox	Whether or not the **Price Info** field is displayed.
Price Info	Single-Line Text	A description of the price — for example, whether it includes VAT or not.
Show Total Incl. VAT	Checkbox	Whether or not the total price displayed should include VAT.
Show Amount in Shopping Cart Status Line	Checkbox	Whether or not the number of items that are currently in the shopping cart is displayed.
Always Show Shopping Cart	Checkbox	Whether or not the shopping cart should be displayed on every page.
Price Format String	Single-Line Text	The way that prices are displayed in the shopping cart spot. For more information about editing the Price Format String, see the following web links: http://msdn.microsoft.com/en-us/library/txafckwd(v=VS.90).aspx http://www.csharp-examples.net/string-format-double/

Field Name	Field Type	Description
Show Delete Option	Checkbox	Whether or not the delete item button is displayed beside each item in the shopping cart spot.
Show Image	Checkbox	Whether or not an image of each item is displayed in the shopping cart spot.
Show Price Incl. VAT	Checkbox	Whether or not the price of each item that is displayed should include VAT.
CheckOut Link	Droptree	The link to the first page in the checkout process. This is the link that is contained in the **Check out** button.
Edit Shopping Cart Link	Droptree	The link to the shopping cart. This is the link that is contained in the **Shopping Cart** button.

Note
If you change the *Price Format String* setting for the *Shopping Cart Spot* item, it will only affect the way the prices are displayed on the shopping cart spot all over the website.

3.4.6 MailTemplates

The *MailTemplates* folder contains e-mail templates that are used in Sitecore E-Commerce Services.



The *MailTemplates* folder contains the following e-mail templates:

- Contact Us
- New User Confirmation
- Order Mail To Admin
- Order Mail To Customer
- Your password has been changed
- Your password has been reset
- Reset your password

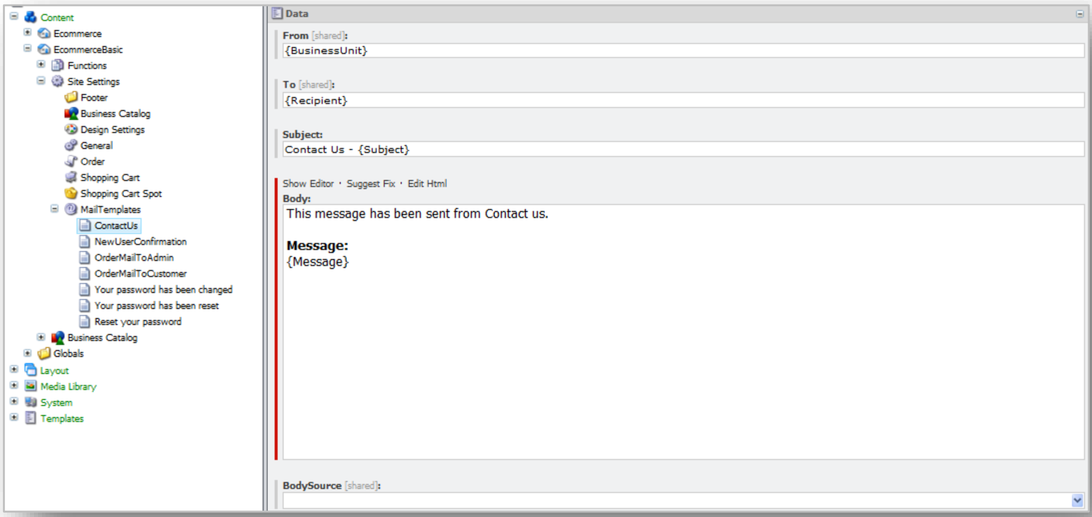
The e-mail templates contain the following fields:

Field Name	Field Type	Description
From	Single-Line Text	The e-mail address of the sender.
To	Single-Line Text	The e-mail address of the recipient.
Subject	Single-Line Text	The subject of the e-mail.

Field Name	Field Type	Description
Body	Rich text	The body text of the e-mail.
BodySource	Droptree	The field contains a link to the item that is the source of the information contained in the **Body** field.

Editing a Sample E-Mail Template

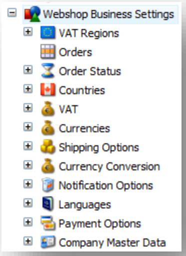
You can edit all the fields in an e-mail template:



Some of the fields in the e-mail templates can contain variables. For example, the **To** field can contain `{Recipient}`.

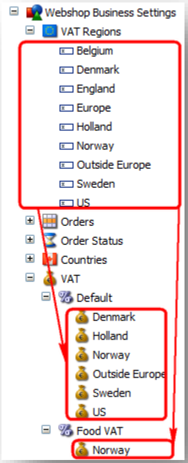
3.5 Webshop Business Settings

The *Webshop Business Settings* item contains all of the items that affect the business aspects of your webshop, such as, the list of currencies that the webshop supports, what delivery alternatives are available, and so on.

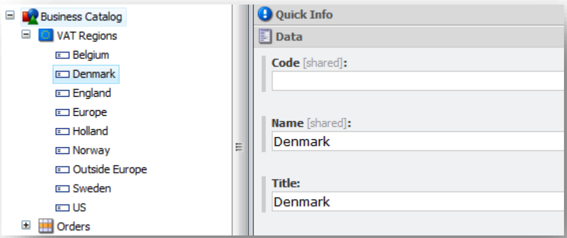


3.5.1 VAT Regions

The *VAT Regions* item lists the different VAT regions that are used in the *VAT* item of the *Business Catalog.* For more information about VAT, see the section *VAT*.



Under the *VAT Regions* item, you can add new VAT regions, but also edit or delete them.



3.5.2 Orders

Sitecore E-Commerce Services Order Manager stores all customer orders in a Microsoft SQL Server database.

It is beyond the scope of this guide to explain how SQL Server handles customer orders.

Note
In SES 2.0.0 and later orders are no longer stored in the Sitecore content tree under Webshop Business Settings. If you need to refer to the documentation that describes this deprecated functionality, see the Orders section in the Appendix or refer to an earlier version of this documentation.

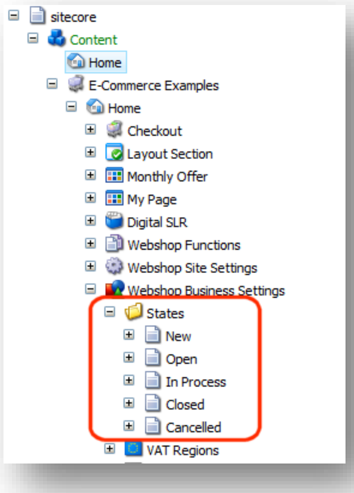
3.5.3 Order State

In Order Manager, order states and sub states indicate to end users the current progress or 'state' of an order. For example, it can show an order processor how far an order has progressed through the order fulfillment process or can indicate if an order is closed or cancelled. States and sub states can also trigger actions, such as money capture.

In Order Manager, there are five default states and six sub states. You can use or re-configure default states or create your own states or sub states.

Note
In SES 2.0.0 and later order status is deprecated and has been replaced with order state. If you need more information on how to use order status, see the *Order Status* section in the Appendix.

In the Sitecore Content Editor, content tree, the *States* folder appears under the *Webshop Business Settings.*node*.*



Use the States folder to configure and create new states.

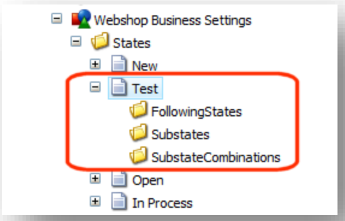
Creating States and Sub States

In the Content Editor, you can create new states and sub states by using the insert options available on the Sitecore ribbon.

To create a state:

1. In the Content Editor, content tree, select the **States** folder.
2. On the ribbon, **Insert** group, click *State.*

3. Name the new state '*Test*'.
4. Select and expand the '*Test*' state item and you see that by default it has three sub folders called *FollowingStates*, *SubStates* and *SubstateCombinations*.



The next section explains how you can use these folders to configure your own states and sub states.

Configuring States

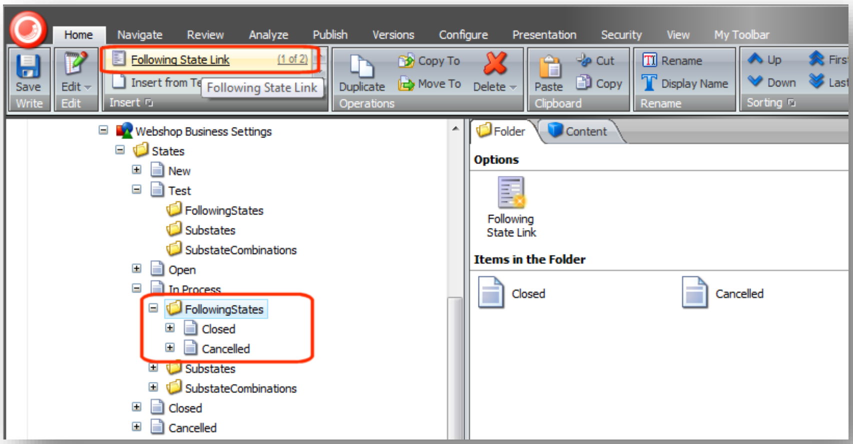
Using the *In process* state as an example, the following section describes how you can use state folders to configure your own states and sub states.

FollowingStates and Conditions

Use the *FollowingStates* folder to define which state must logically follow on from another state and then create conditions that must be met before moving on to the next state.

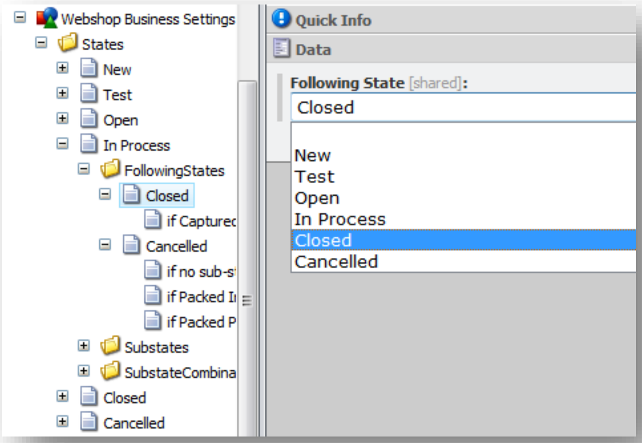
To create a new following state:

1. Select the *FollowingStates* folder
2. In Insert Options, click *Following State Link.*



3. Give your following state a name. In this example, the *In process* state is followed by two states:
   - *Closed*
   - *Cancelled*

4. Select a following state from the drop-down list:



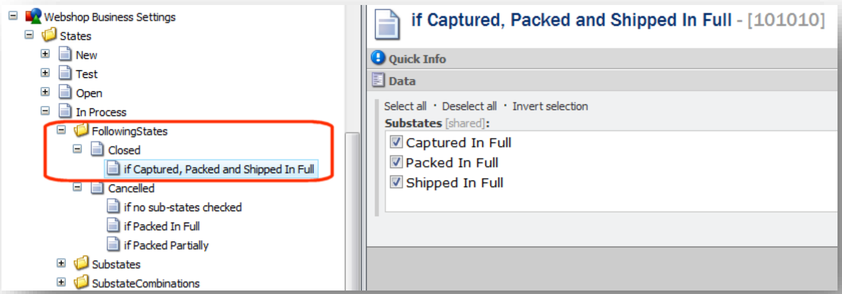
5. In the Sitecore ribbon, click **Save**.

Create conditions as sub items below *FollowingStates* that must be met before you can move to the next state.

To create a following state condition:

1. Select the following state item you just created.
2. In Insert Options, click *Substate set.*
3. Specify a name for the new condition; *if Captured, Packed and Shipped In Full.*
4. With this condition selected, configure the checkboxes in the *Substates* field. Select the sub state check boxes that you want to include in this condition.

In this example, the *if Captured, Packed and Shipped In Full* condition defines all the possible sub states that must be completed before an order can move to the *Closed* or *Cancelled* state:

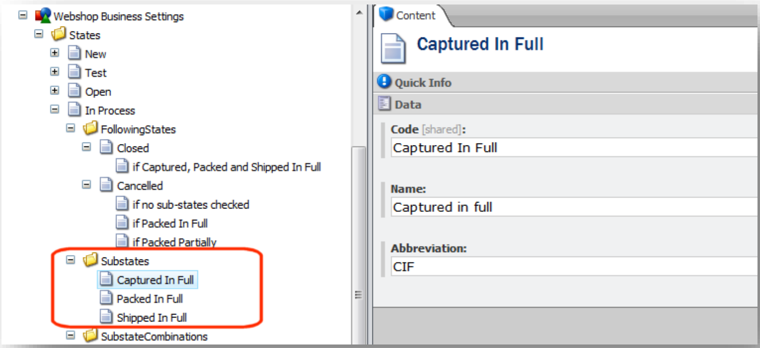


5. In the Sitecore ribbon, click **Save**.

Note
You can create conditions that only allow the selection of a single sub state or you can create others that allow multiple selections.

Substates

You create sub states as insert options below the *Substates* folder.



Create a separate content item for each sub state. In this example, the *In process* state, has the following three sub states:

- Captured in full
- Packed in full
- Shipped in full

To create a sub state:

1. Select the **SubStates** folder.
2. In Insert Options, click *Substate.*
3. Enter a name for your sub state. For example, *Captured in full*.
4. Complete the **Code**, **Name** and **Abbreviations** fields.

   The following table describes how the data in these fields is used:

Field Name	Description
Code	Values stored in the Orders database. This is the primary key that connects the data in the Order Manager database with the content in the CMS database, so that orders appear in the UI.
Name	Full state or sub state display name used in the Smart panel and the Order Details page.
Abbreviations	Used in some lists displayed as tables. For example, the tables displayed in the dashboard and order list pages.

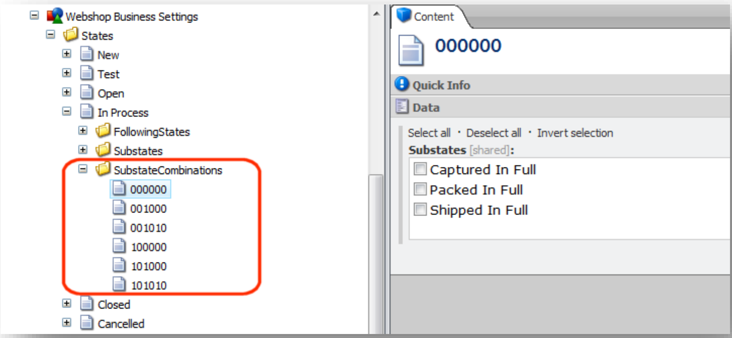
5. On the Sitecore ribbon, click **Save**.

Your *SubstateCombinations* depend on the sub states that you define here.

SubstateCombinations

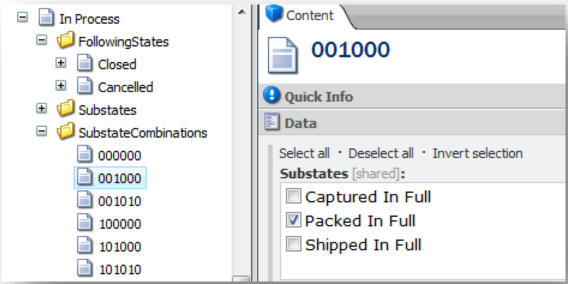
You create sub state combinations as insert options below the *SubstateCombinations* folder.

When you create a new *SubstateCombinations* item, the options that appear in the *Substates* field are determined by what you have defined in the *Substates* folder.

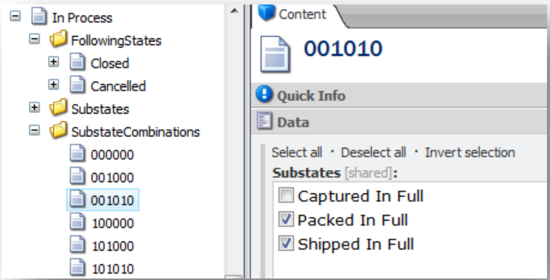


Below the *SubstateCombinations* folder create a content item for every possible sub state combination for the selected state. In the *Substates* field, select or clear the appropriate check boxes to configure sub states. In this example, you can see all the possible check box combinations for the *In process* state.

For example, where the *Packed in full* check box is selected:



For example, where the *Packed in full* and *Shipped in full* check boxes are selected



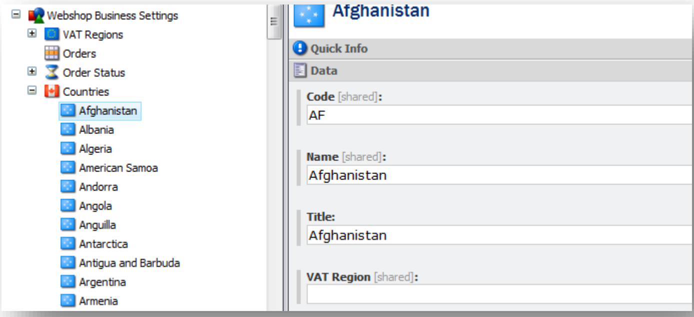
You can change the configuration of the default states and sub states or create your own.

Note
As a precaution, it is good practice to back up any default states that you re-configure so you have the option to restore these states later.

For more information about using states and sub states, see the *Order Management Cookbook*.

3.5.4 Countries

The *Countries* item contains a list of the countries to which your webshop ships orders.



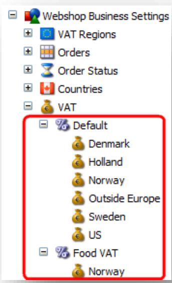
The *Country* items contain the following fields:

Field Name	Type of Field	Field Purpose
Code	Single-Line Text	The code of the country as it appears in the provider.
Name	Single-Line Text	The name of the country as it appears in the provider.
Title	Single-Line Text	The title of the country.
VAT Region	Droplink	Displays the VAT region value as it appears for example in the VAT item.

3.5.5 VAT

Some countries have multiple rates of VAT, for example, one rate for food and another for luxury goods. In the *Webshop Business Settings*, in the *VAT* item, you create items for the different kinds of VAT that your webshop supports.

You can specify which rate of VAT is used by each country. In this example, Norway has a special VAT rate for food.



The different VAT options, such as *Default* and *Food VAT*, are based on the *VAT OptionValue* template and contain the following fields:

Field Name	Field Type	Description
Code	Single-Line Text	The code of the kind of VAT.
Name	Single-Line Text	The name of the kind of VAT.

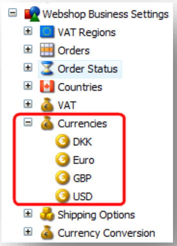
Field Name	Field Type	Description
Title	Single-Line Text	The title of the kind of VAT.

The different VAT items that are stored under VAT options, such as *Denmark* and *US*, are based on the *VAT Region Value* template and contain the following fields:

Field Name	Field Type	Description
VAT Region	Droptree	This field maps a VAT region to the corresponding *VAT Regions* item
VAT Value	Number	The rate of VAT used in this region.

3.5.6 Currencies

In the *Currencies* item, you create an item for each currency that your webshop supports.



A currency item contains the following fields:

Field Name	Field Type	Description
Code	Single-Line Text	This feature is disabled in this version of the Sitecore E-commerce.
Name	Single-Line Text	The name of the currency.
Title	Single-Line Text	The symbol of the currency.

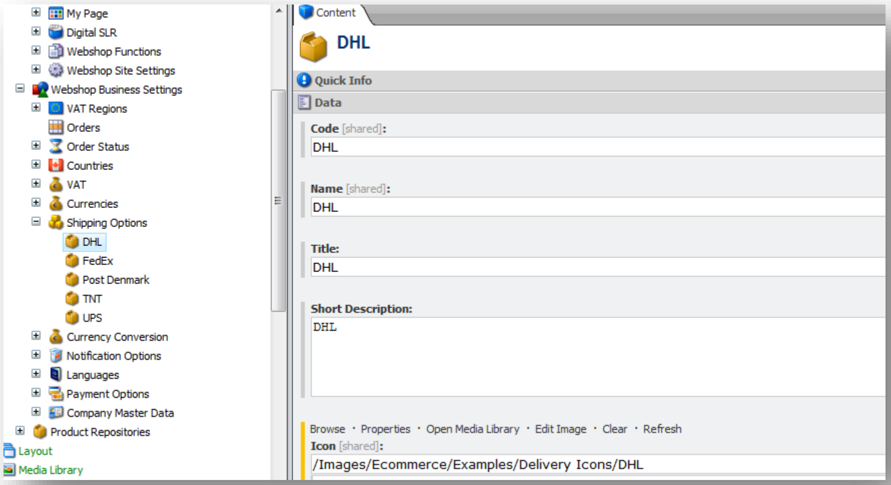
Sitecore E-Commerce Services only supports one currency per shop. However, you can store product prices in one currency and display the prices in another currency on the webshop.

3.5.7 Shipping Options

Your webshop must support a number of options for delivering products to your customers. The shipping options that your webshop supports can be displayed on the *Payment* page during the checkout and the customer can then select the shipping option that they prefer.

Note
The shipping options in the E-Commerce webshop have not been implemented and are just for demonstration purposes.

You can create new shipping options in the *Shipping Options* item.



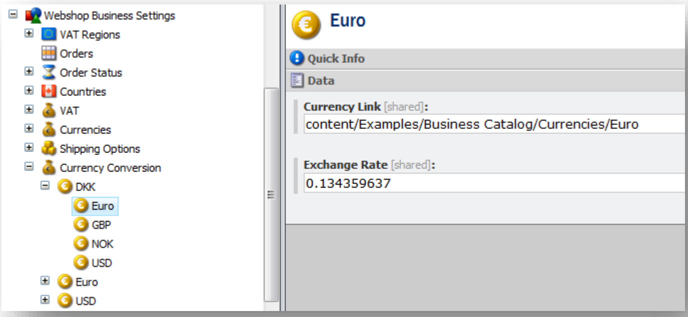
A shipping option contains the following fields:

Field Name	Field Type	Description
Code	Droplist	The code of the shipping option.
Name	Single-Line Text	The name of the shipping option as it appears in the option.
Title	Single-Line Text	The title of the shipping option.
Short Description	Single-Line Text	A short description of the shipping option. This description is displayed under the name of the delivery option.
Icon	Image	The logo or icon of the shipping option.
Available Notification Options	Multilist	Displays the list of notification options that are available. You select the notification options that apply for each shipping option.
Price	Single-Line Text	Fill in this field to enter the cost of delivery if a customer chooses the selected shipping option.
Delivery Time	Single-Line Text	In this field, you can specify when the products can be delivered using the selected shipping option.

For more information about configuring the *Payment* page, see the *Payment* section.

3.5.8 Currency Conversion

In the *Currency Conversion* item, you specify the exchange rate for a currency.



A currency item contains the following fields:

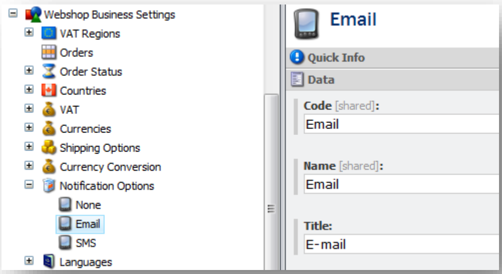
Field Name	Field Type	Description
Currency Link	Droplink	The link to the corresponding currency in the currency item.
Exchange Rate	Single-Line Text	Here you can specify the exchange rate of the selected currency to the first currency in the list.

Sitecore E-Commerce Services only supports one currency per shop. However, you can store product prices in one currency and display the prices in another currency on the webshop.

3.5.9 Notification Options

A notification option describes the way a customer is notified when the products they have ordered are shipped from your warehouse.

You can create new notification options in the *Notification Options* item.



The notification options that you create here are the ones that you can specify for the different delivery methods.

A notification option contains the following fields:

Field Name	Field Type	Description
Code	Single-Line Text	The notification option code.
Name	Single-Line Text	The name of the notification option.
Title	Single-Line Text	The title of the notification option.

3.5.10 Languages

In the *Business Catalog*, the *Languages* item contains the language items that have been defined for mapping the languages to external ERP systems.

You can create new language items when you need them.

A language item contains the following fields:

Field Name	Field Type	Description
Code	Single-Line Text	The language code.
Name	Single-Line Text	The name of the language.
Title	Single-Line Text	The title of the language.
Sitecore Language	Droplist	Associates the E-commerce language with the language abbreviation that corresponds to it in Sitecore.

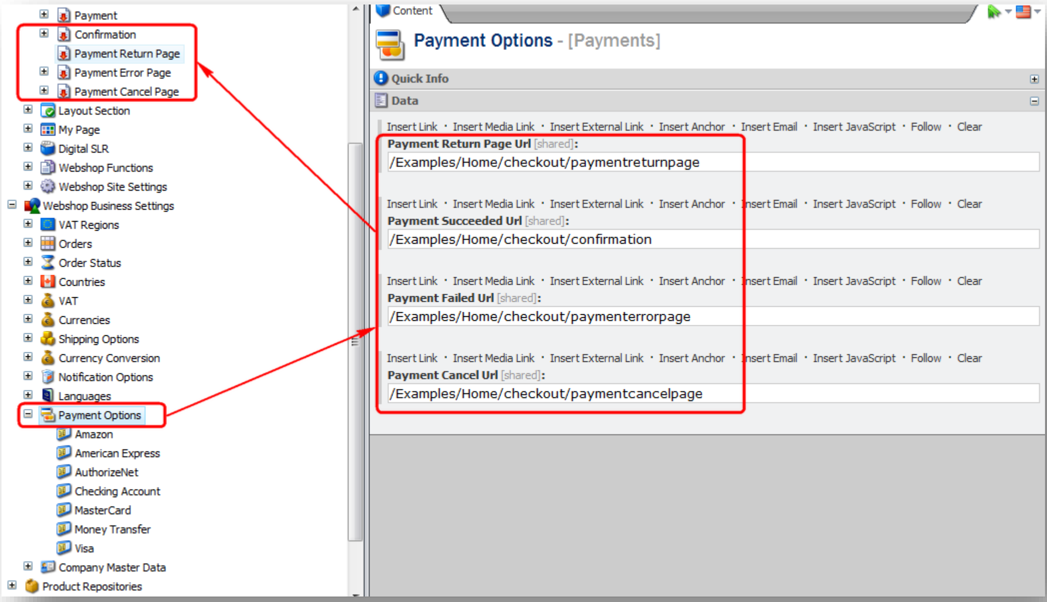
When you import products from an external ERP system, the products can contain values in different languages. These values in the ERP system are exported in an XML file and you can map them to the language items in the Business Catalog. There is no import module to help you import this data so you must do this manually.

3.5.11 Payment Options

Your webshop must support different payment options so that customers can select the payment option that they want to use when paying for the goods that they order. You must create a payment option for each kind of payment that your website supports. You must also configure the pages that are displayed to the user after they have successfully posted their order, if an error occurs, or if they cancel the payment.

Most webshops, even very big ones, use one or more online payment services to manage this important feature of their site. Creating your own secure payment system is both extremely costly and very time consuming. You can even integrate the online payment service functionality into your own website so that it looks like an integral part of your website.

The *Payment Options* item contains the following fields:



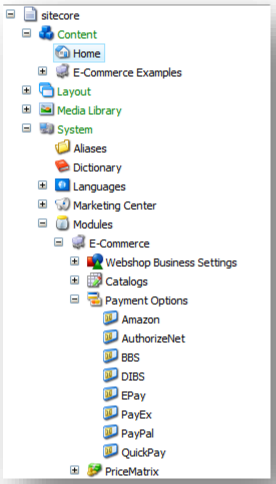
Field Name	Field Type	Description
Payment Return Page URL	General Link	The URL of the payment return page. For more information, see the *Payment Return* section.
Payment Succeeded URL	General Link	The URL of the page that you are directed to after successfully paying for a purchase.
Payment Failed URL	General Link	The URL of the page that you are directed to if the payment process fails for some reason.
Payment Cancel URL	General Link	Some of the online payment providers allow you to cancel payment and this is the URL of the page you are directed to if you decide to cancel the payment for some reason.

For more information about these message pages, see the *Checkout* section on page 32.

Sitecore distributes a number of packages that contain payment providers for other payment options. These packages contain the code and the necessary Sitecore items. These payment provider packages are available on the SDN.

You can install as many of these packages as you need in your E-Commerce Services solution.

When you install a payment provider package, an item is created in the `/sitecore/system/Modules/Ecommerce/Payment Options` folder.

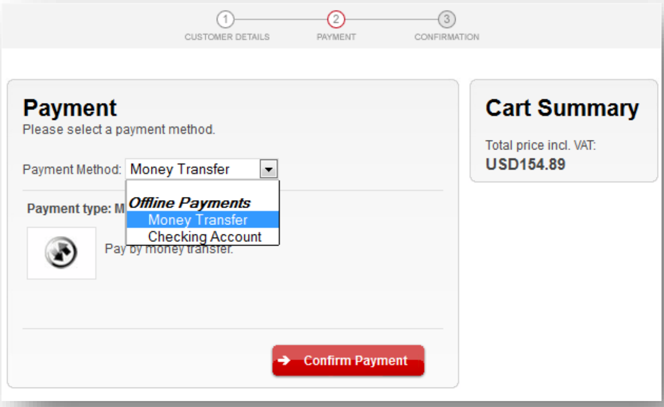


To configure a payment provider, you must copy the corresponding new payment option item from here and place it in the *Webshop Business Settings/Payments Options* folder of your webshop, for example, `E-Commerce Examples/Home/Webshop Business settings/Payment Options`.

The payment options contain the following fields:

Field Name	Field Type	Description
Code	Droplist	The payment method code.
Name	Single-Line Text	The name of the payment method.
Title	Single-Line Text	The title of the payment method.
Short Description	Single-Line Text	A short description of the payment method. This description is displayed under the name of the payment method.
Icon	Image	The logo of the payment method.
Online Payment	Checkbox	Indicates whether or not the payment method is an online one.
Username	Single-Line Text	The user name that the webshop uses to log in to the payment provider.
Password	Single-Line Text	The password that the webshop uses to log in to the payment provider.
Payment Provider URL	General Link	The URL of the payment provider.
Payment Provider Secondary URL	General Link	Some payment providers have an alternative URL to send a call to another resource. It can be inserted in this field.
Settings	Multi-Line Text	The settings that the webshop uses when it logs into the payment provider.

The payment options are displayed on the *Payment* page during the checkout process.



Before you can use an online payment service in your webshop, you must enter into an agreement with them.

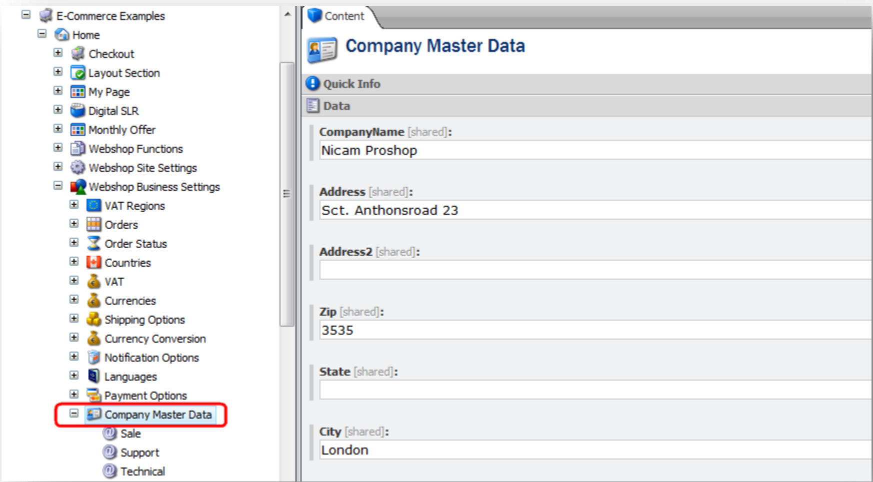
For more information about installing and configuring the SES payment providers, see the *SES Payment Provider Guide*.

3.5.12 Company Master Data

The Company Master Data item is used to store the name, address, e-mail address, and so on of the company. This and other information about the company can then be displayed on multiple pages without you having to create items or fill out forms all over the website.

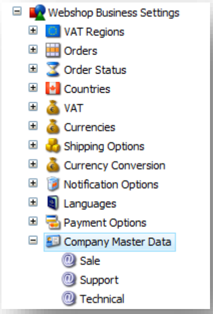
For example, the Company Master Data can be displayed in the footer of every page.

In the *Webshop Business Settings*, in the *Company Master Data* item, you can edit your company information.



All of the fields in the *Company Master Data* item are Single-Line Text fields.

The *Company Master Data* item contains some business unit sub items — *Sales, Support*, and *Technical* — that can contain details about some departments or offices in the company.

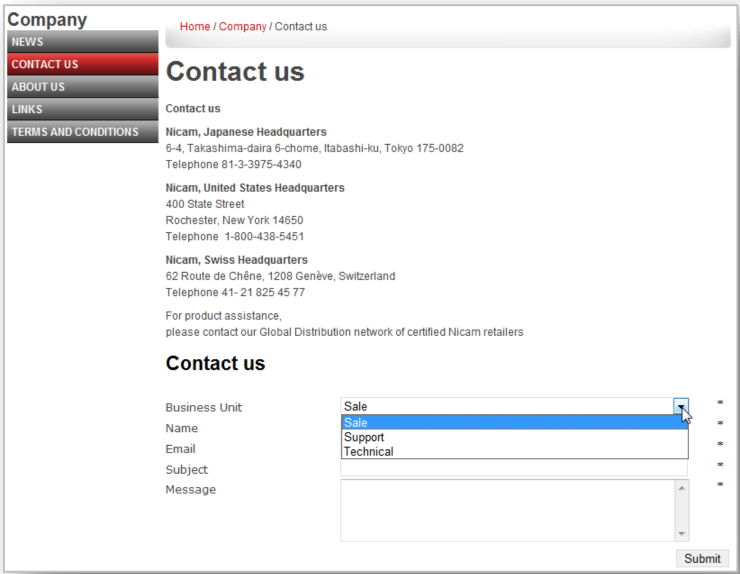


You can create as many of these business unit items as you need.

The business unit sub items contain only one field — **Email**, a *Single-Line Text* field.

You enter the e-mail address of the business unit in this field.

In your webshop, on the *Contact Us* page, you can select the business unit that you want to contact and your message is sent to the e-mail address of that business unit.



Important
When a customer places an order in your webshop, Sitecore E-Commerce Services sends an e-mail to the customer confirming their order. Sitecore E-Commerce Services also sends an e-mail to the sales department informing them that an order has been placed and that they need to process it. This e-mail is sent to the e-mail address contained in the Sale item.

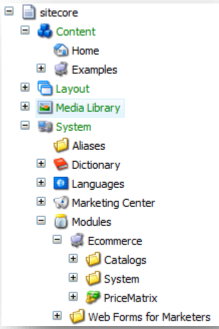
This means that you cannot delete the *Sale* item from the Company Master Data.

If you don't want to send an e-mail to your Sales Department and want to ensure that you do not receive an exception, remove the following line from the `Sitecore.Ecommerce.config` file, in the `/configuration/sitecore/pipelines/ordercreated` element:

```
<processor type="Sitecore.Ecommerce.Pipelines.OrderCreated.SendMailToAdmin,
Sitecore.Ecommerce.Kernel"/>
```

3.6 System/Modules/Ecommerce

The Sitecore E-commerce Services contains some more items that you can configure. These are stored in the `Sitecore/System/Modules/Ecommerce` folder.



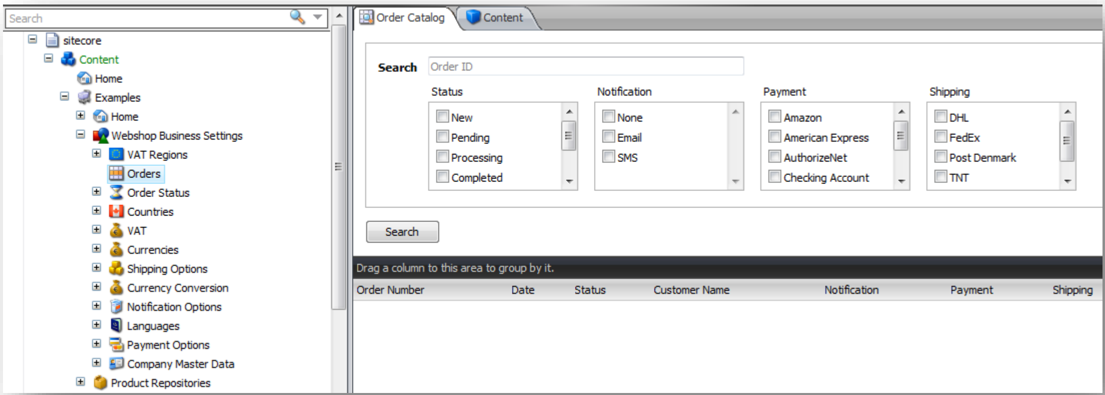
3.6.1 Catalogs

The *Catalogs* folder contains two sub items:

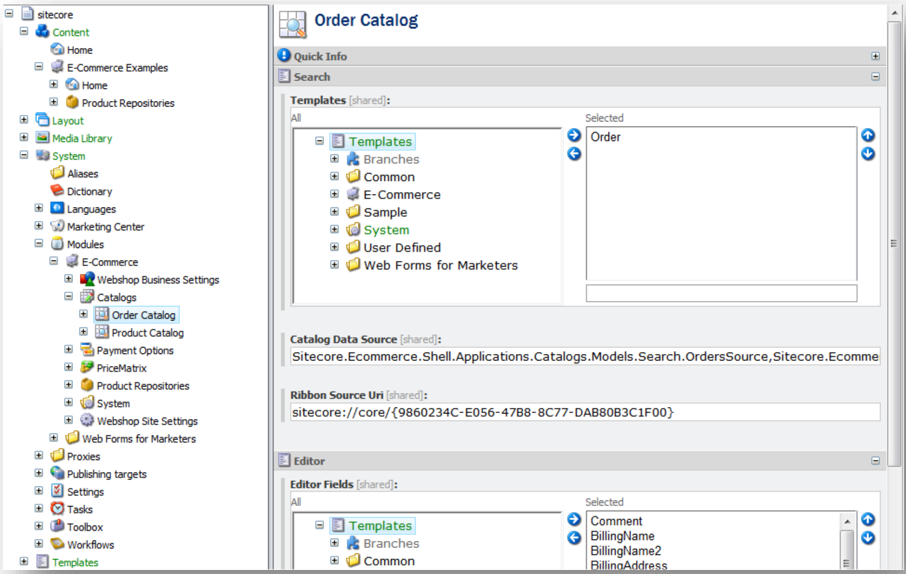
- Order Catalog
- Product Catalog

Order Catalog

You use the *Order Catalog* item to control the appearance of the `Webshop Business Settings/Orders` search form when you view it in the **Custom Editor**.



The *Order Catalog* item includes the following fields:



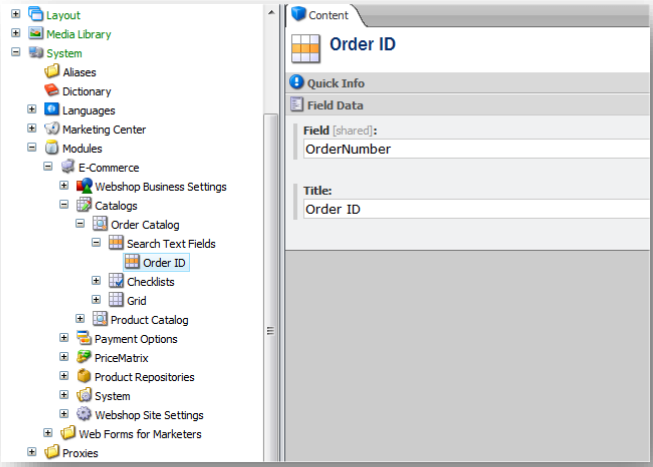
Field Name	Field Type	Description
Templates	Multi-list	Using the mutli-list field, you can select the template for the *Order Catalog* item.
Provider	Single-Line Text	This field defines the search provider for the Order Catalog item.
Ribbon Source URI	Single-Line Text	This field contains the ribbon item URI. The catalog reads the ribbon item and displays it as a contextual ribbon.
Editor Fields	Multi-list	The catalog grid opens the Field Editor application on double click and allows you to edit the selected row.

The *Order Catalog* folder contains the following subfolders:

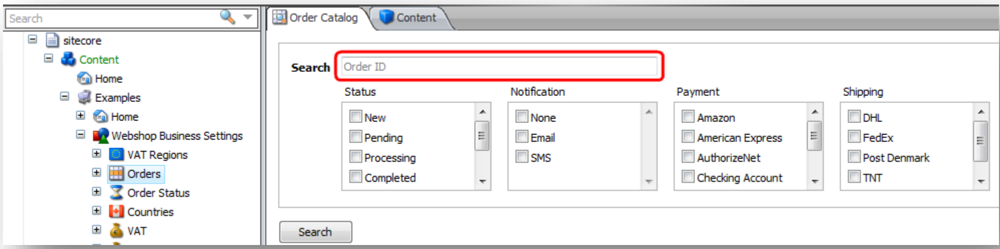
- Search Fields
- Checklists
- Grid

Search Fields

The *Search Fields* subfolder contains the following item:



The *Order ID* item is the uppermost search field on the *Orders* search form.

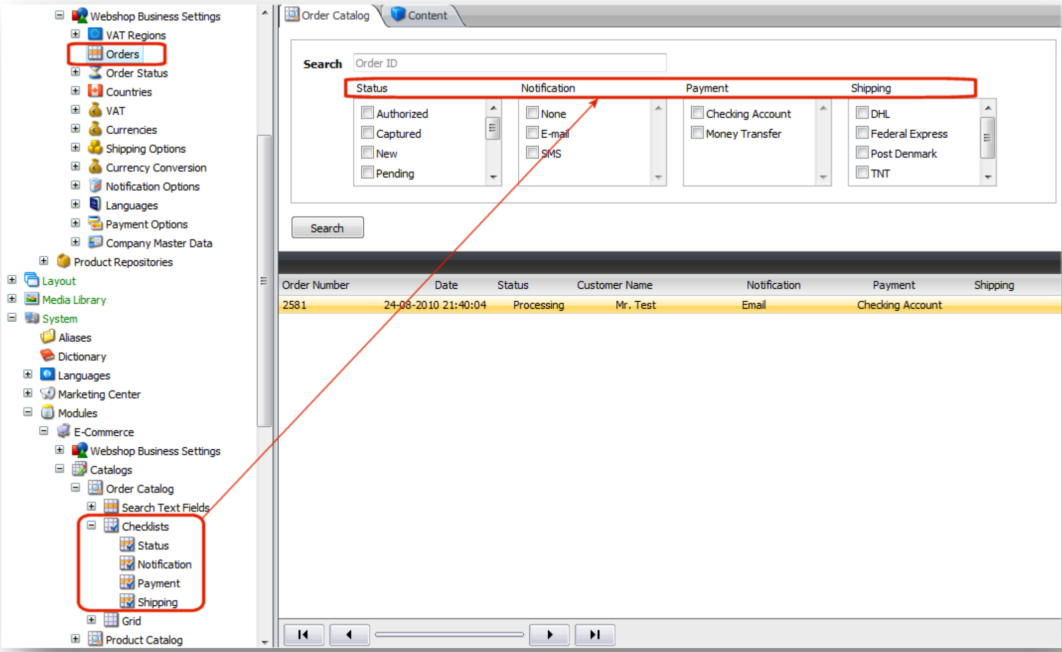


The *Order ID* item contains the following fields:

Field Name	Field Type	Description
Field	Single-Line Text	The name of the field that should be entered to search for a particular order.
Title	Single-Line Text	Change this field to modify the title of the item in the form.

Checklists

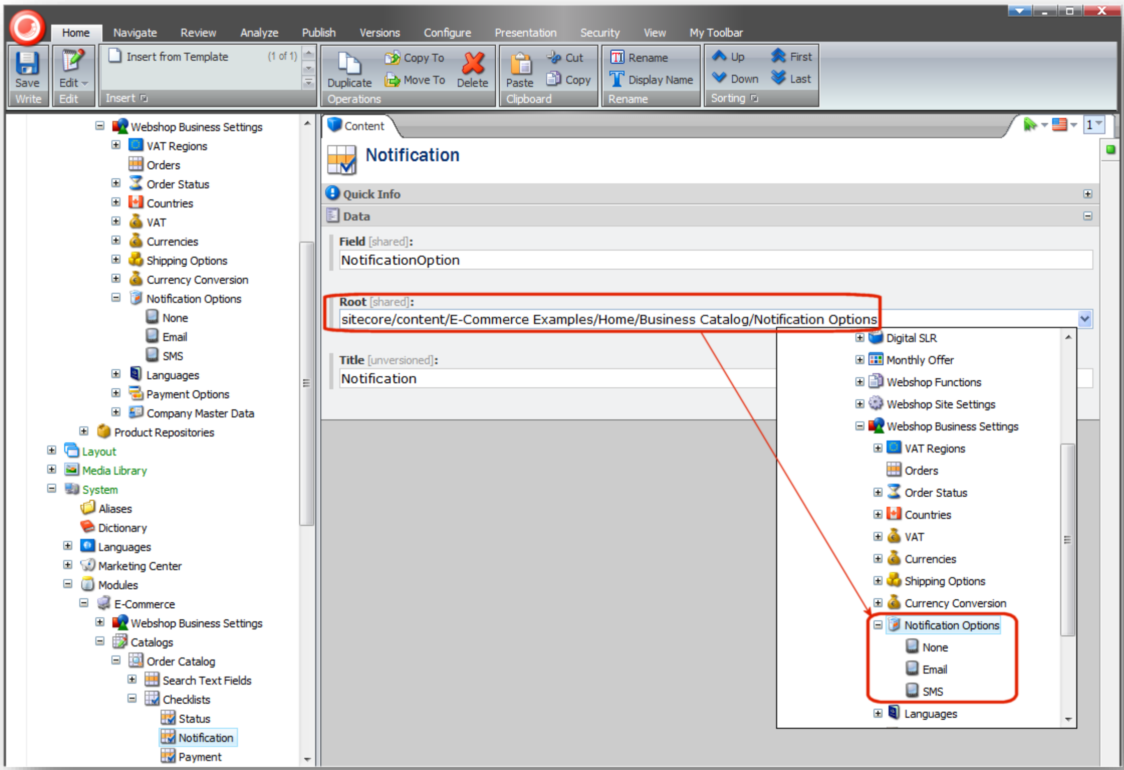
The *Checklists* subfolder contains a number of *Column* sub items that control the appearance and the number of columns displayed in the **Search Results** pane of the *Orders* search form.



Each *Column* item contains the following fields:

Field Name	Field Type	Description
Field	Single-Line Text	The name of the field for the program or script to refer to.
Root	Droplist	The link to the relevant folder options in the Business Catalog.

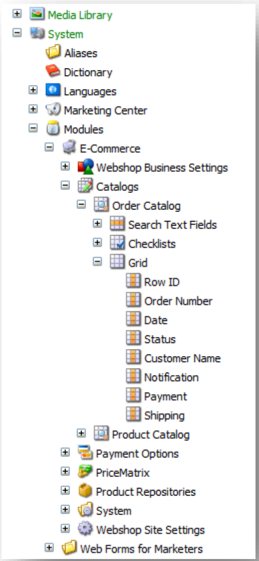
The root field in the *Notification* item establishes a reference to the *Notification Options* folder options in the *Business Catalog*.



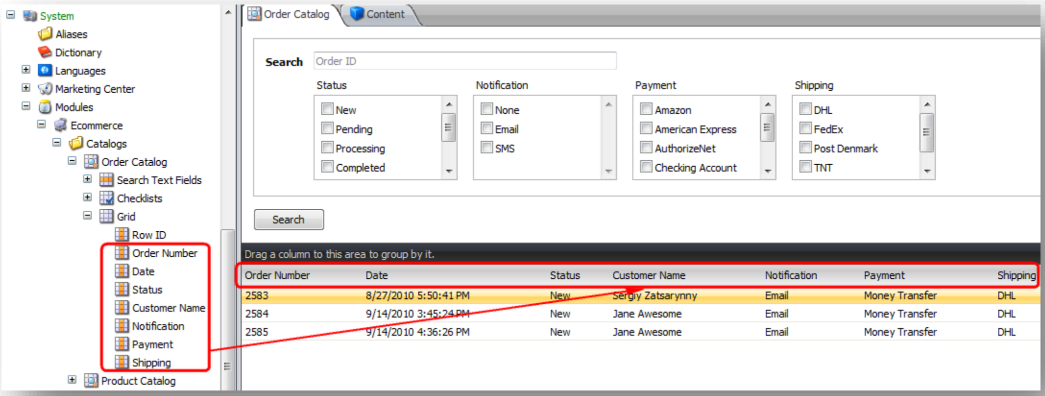
For more information on how to add a new checklist for the *Order Catalog* form, see section *Creating a Check* Box List.

Grid

The *Grid* subfolder contains a number of column heading items in the *Orders* form.



The *Order Catalog/Grid* items are the column headings in the *Search Results* form.

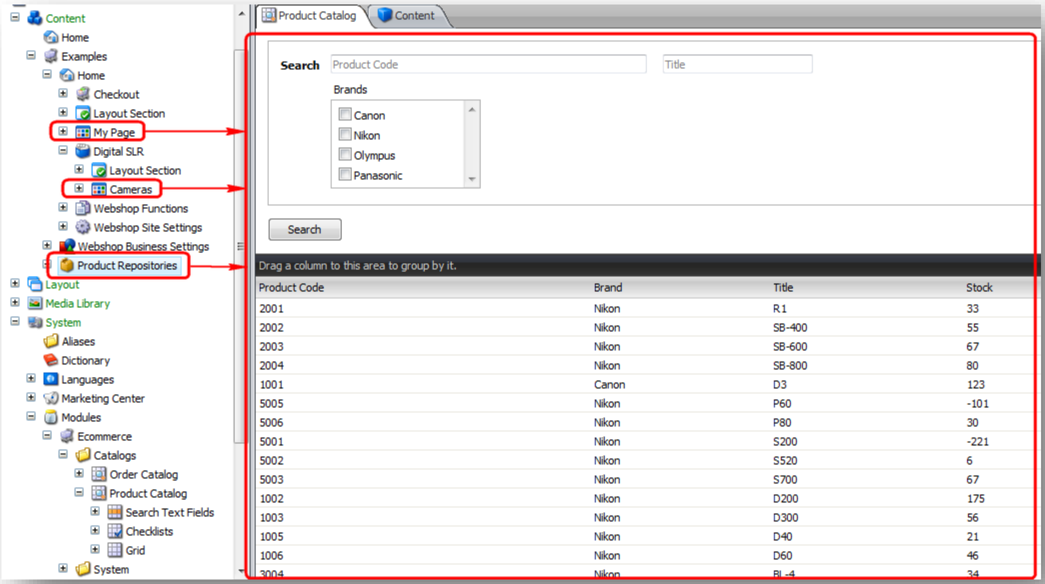


Each *Column* item contains the following fields:

Field Name	Field Type	Description
Header	Single-Line Text	The title of the field on the *Orders* search form.
Field Name	Single-Line Text	The name of the field for the program or script to refer to.
Format String	Single-Line Text	The field where you can enter the format of the item.
Hidden	Check Box	Select this check box if you want to make the column hidden in the search form.
Row ID	Check Box	Select this check box if you want to make the current item the row ID. If you save and publish the changes, the search form will search for the item ID processing these items.

Product Catalog

The *Product Catalog* item defines the appearance and the number of columns on the **Search** page of an item that lists products. In the list of you can see what items contain product catalogs.



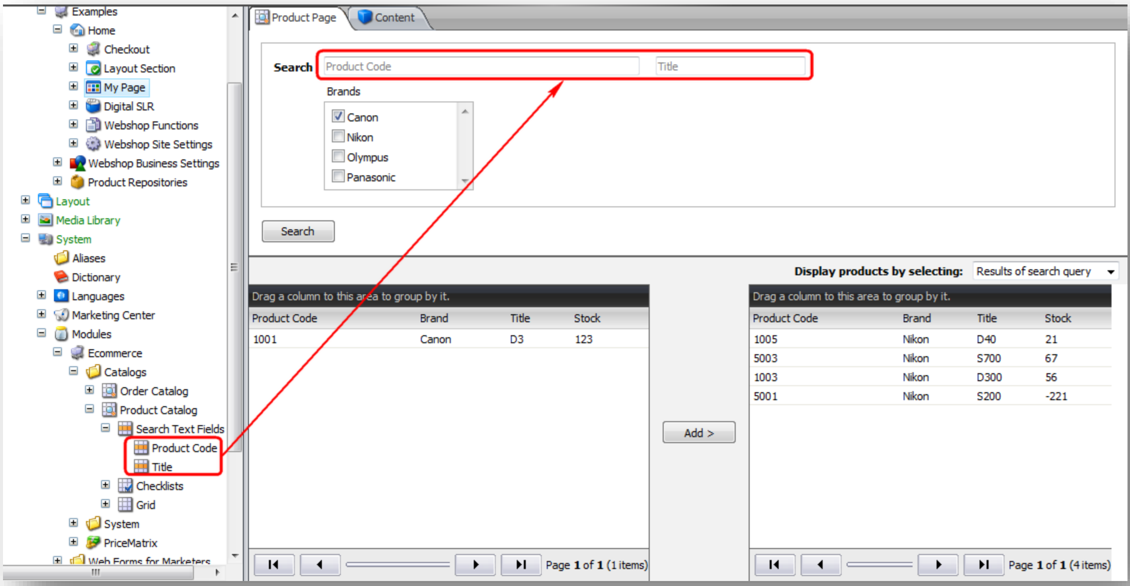
For information about the fields in the *Product Catalog* item, see section *Order Catalog*.

In the *Product Catalog* folder, you can edit the following sub items:

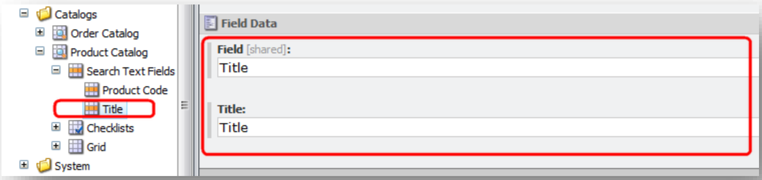
- Search Test Fields
- CheckLists
- Grid

Search Test Fields

The *Search Test Fields* folder includes the items that describe the following fields on a Product Catalog search form page of an item:



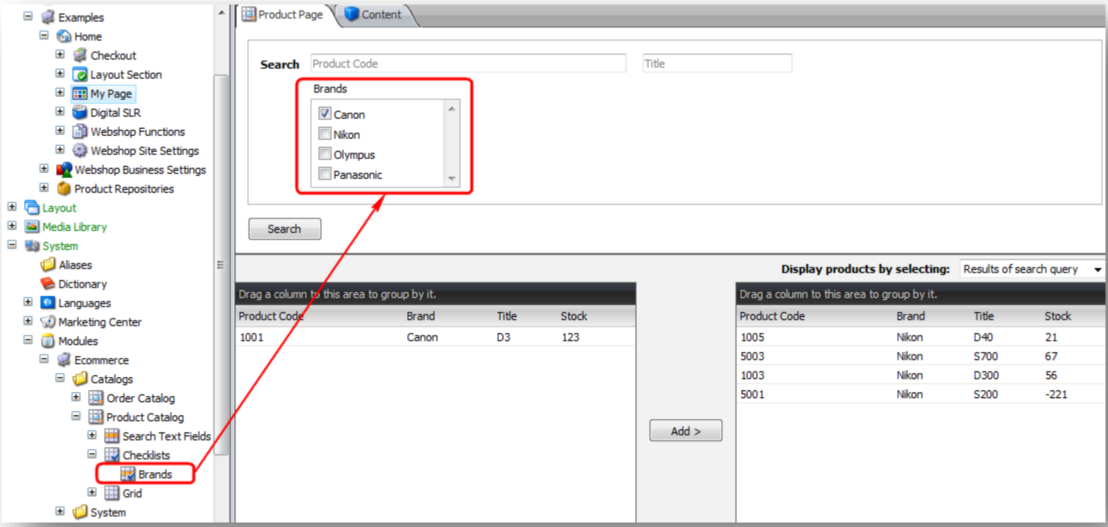
While managing a *Search Text Folder* item, you can edit the following fields:



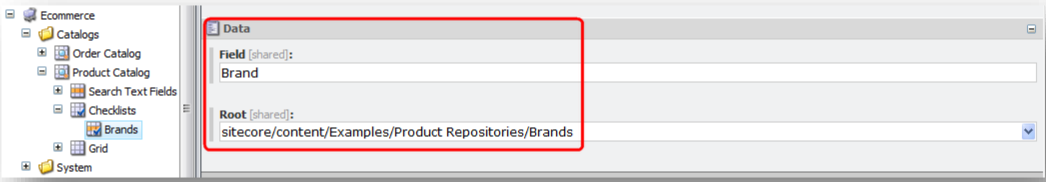
Field Name	Field Type	Description
Field	Single-Line Text	The name of the field for the program or script to refer to.
Title	Single-Line Text	Displays the title of the column, as it appears in the search form.

Check Box Lists

The *CheckLists* folder includes the item that describes the following fields on a Product Catalog search form page of an item:

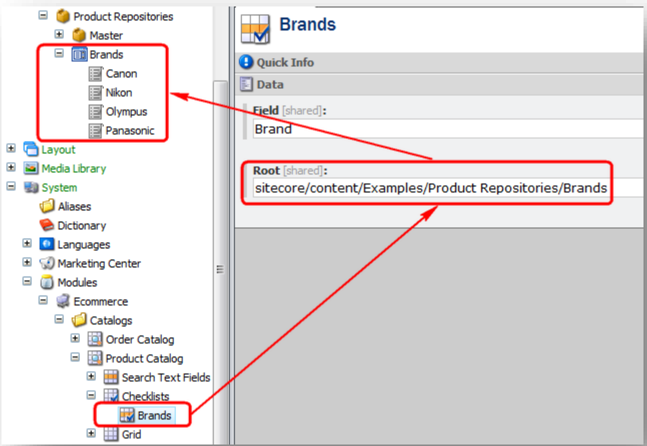


While managing the *CheckLists* item, you can edit the following fields:



Field Name	Field Type	Description
Field	Single-Line Text	The name of the field for the program or script to refer to.
Root	Droplist	The link to the relevant folder options in the Product Repositories.

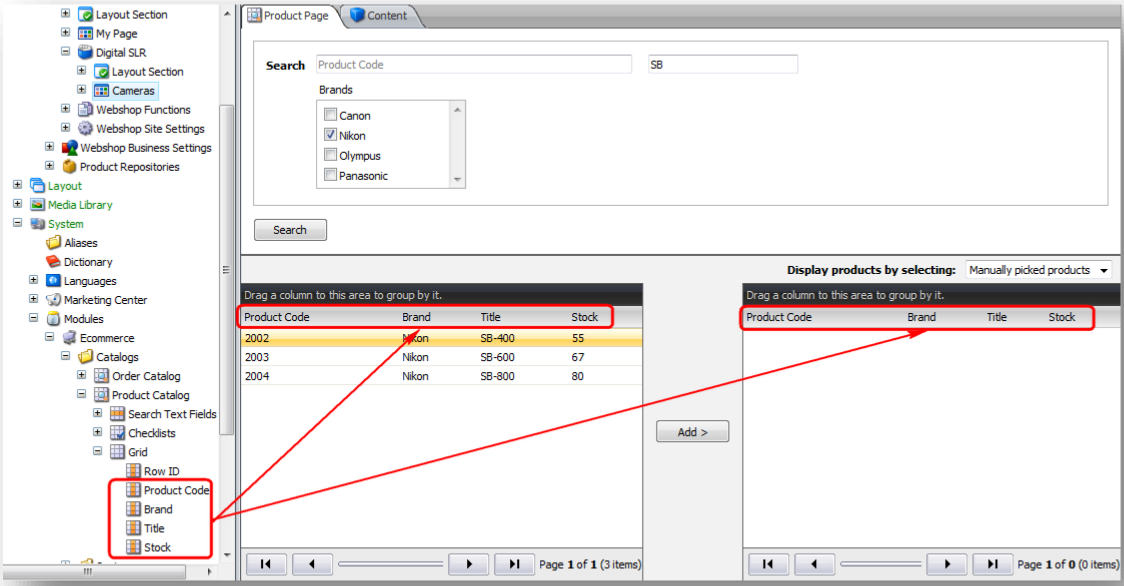
The link in the **Root** field points to the *Brands* item under *Product Repositories*.



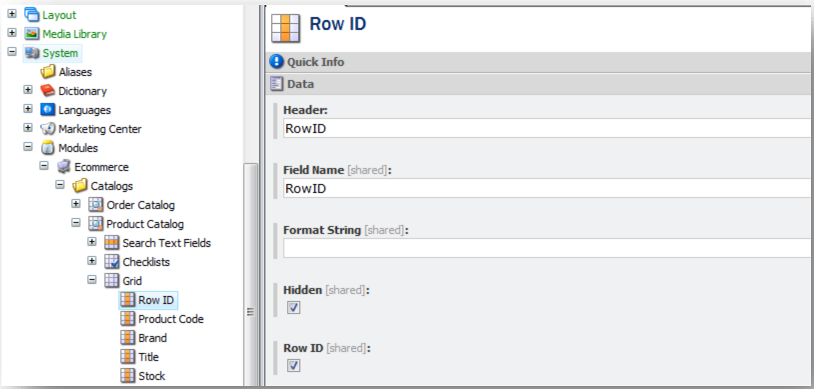
For more information on how to add a new checklist for the *Product Catalog* form, see section *Creating a Check* Box List.

Grid

The *Grid* folder contains the items that represent the following fields on a Product Catalog search page:



While managing a *Grid* item, you can edit the following fields:



Field Name	Field Type	Description
Header	Single-Line Text	The field displays the name of the header of the column in the search form.
Field Name	Single-Line Text	The name of the field for the program or script to refer to.
Format String	Single-Line Text	The field where you can enter the format of the item.
Hidden	Check Box	If you select this check box, the header of the column will not be seen on the search form (see the first screenshot in the Grid section as an example).

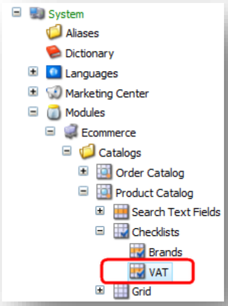
Field Name	Field Type	Description
Row ID	Check Box	Select this check box if you want to make the current item the row ID. If you save and publish the changes, the search form will search for the item ID processing these items.

Creating a Check Box List

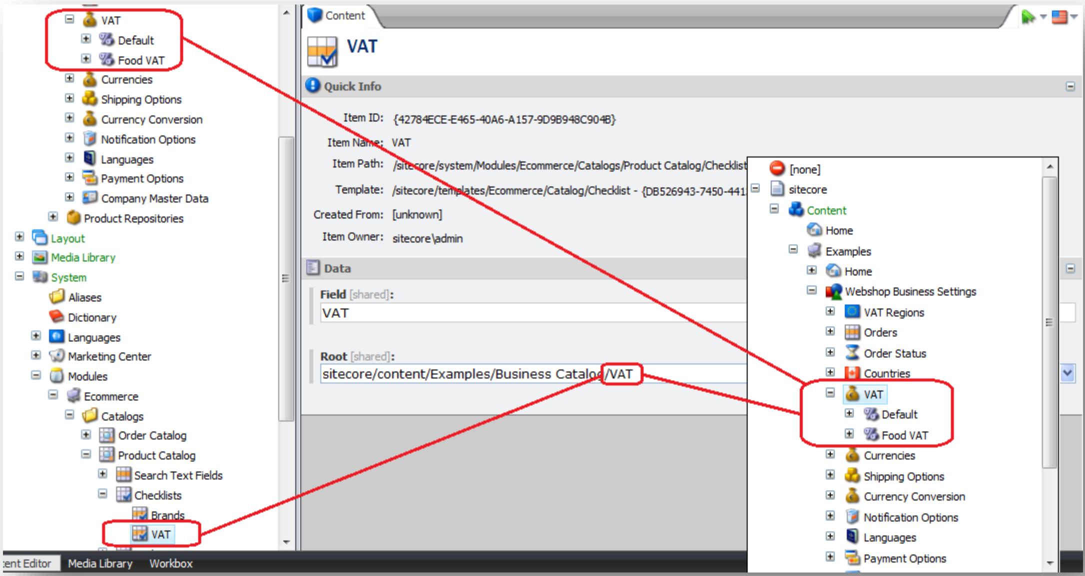
You can easily create a check box list.

To create a check box list:

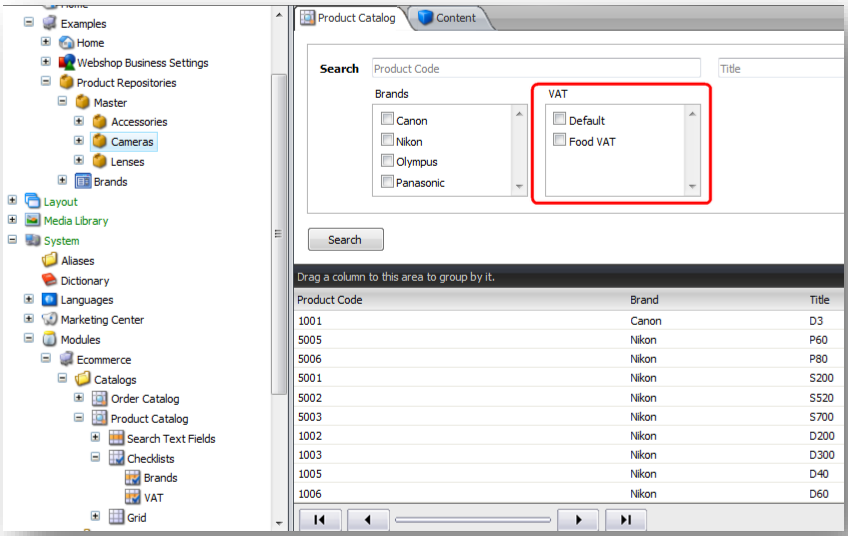
1. In the **Page Editor**, in the `System/Modules/E-Commerce/Catalogs/Product Catalog/Checklists` folder, right-click the *Brands* item and duplicate the *Brands* item to create a *VAT* checklist item.



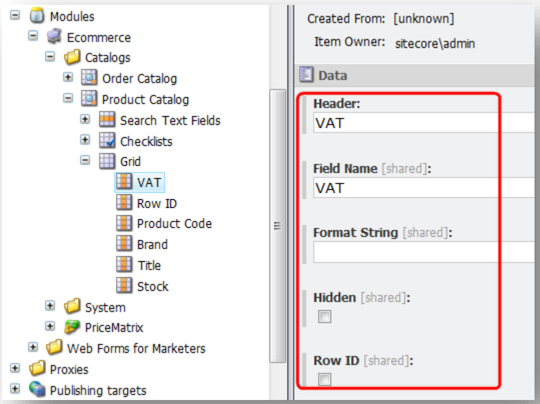
2. In the **Field** field, enter the name of the item and in the **Root** field click the drop down arrow and select the `/sitecore/content/E-Commerce Examples/Home/Business Catalog/VAT` item.



3. Click any product category item and you can see that the new check box list has been added to the search page.

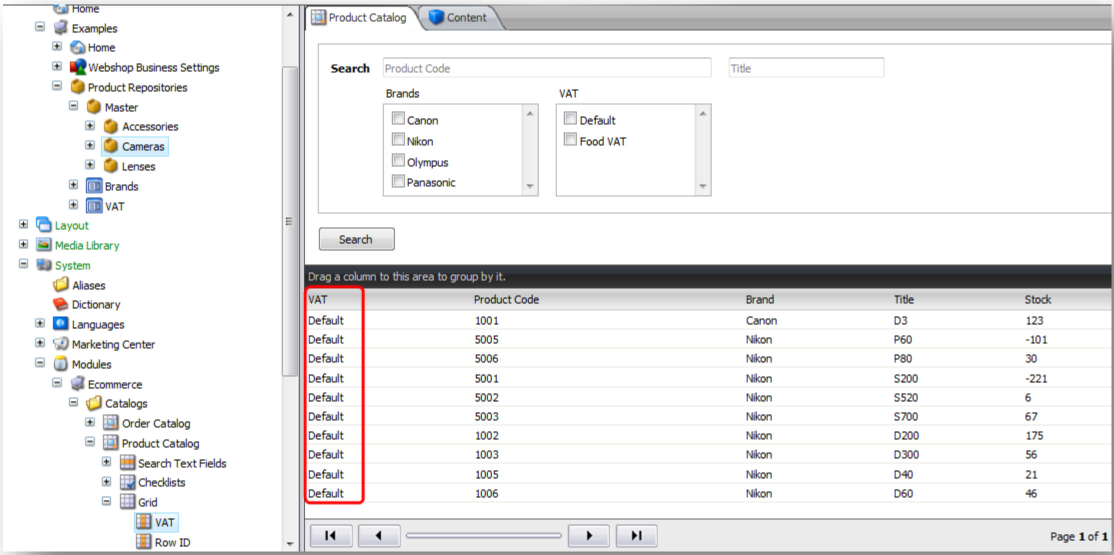


4. After you have added a check box list to the *Product Catalog*, you need to ensure that the name of the field is displayed in the search results list. The *VAT* column in the search results list will display the VAT option after which you will be searching for.
5. Create a *VAT* item in the `sitecore/system/Modules/Ecommerce/Catalogs/Product Catalog/Grid` folder.
6. Ensure that the fields in the *VAT* sub item contain the following information:



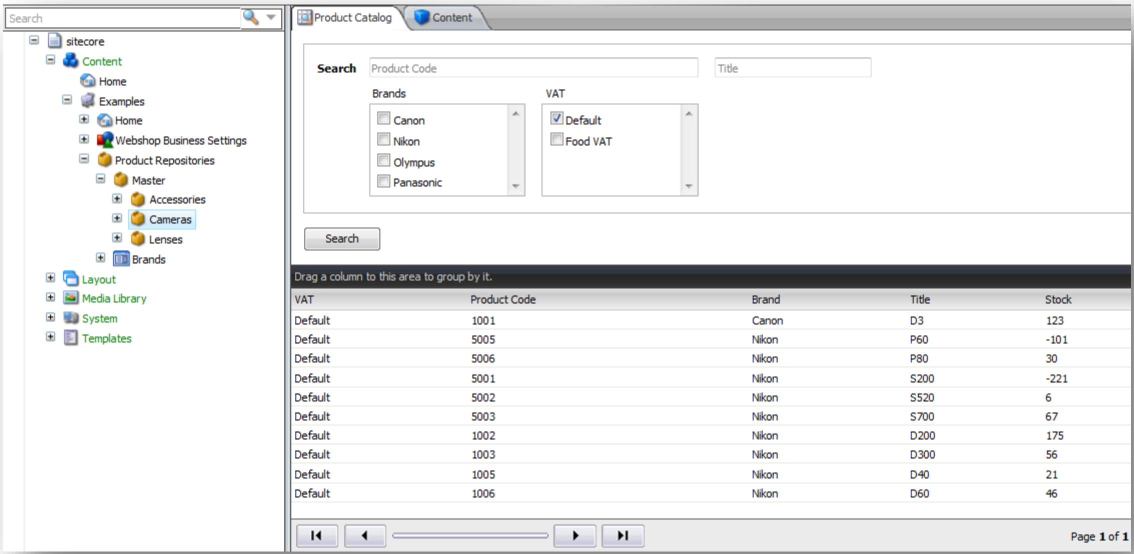
For more information about filling in the *VAT* item fields, see the section *Catalogs*.

7. If you now go back to the product category, the search results list on the *Product Catalog* page will display the **VAT** column.



All of the search results in the **VAT** column have the *Default* value, because there is no Food VAT for a camera.

8. The check box list is now fully functional. If you want to find only the products that have the default VAT, select the **Default** check box in the **VAT** check box list and then click **Search**.

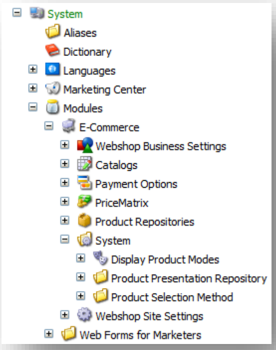


The search results display all the products with the default VAT.

3.6.2 System

The *System* folder contains a number of items that determine how products, search results, and some other items are displayed on the website.

The *System* folder contains the following sub items:



- Display Product Modes
- Product Presentation
- Product Selection Method

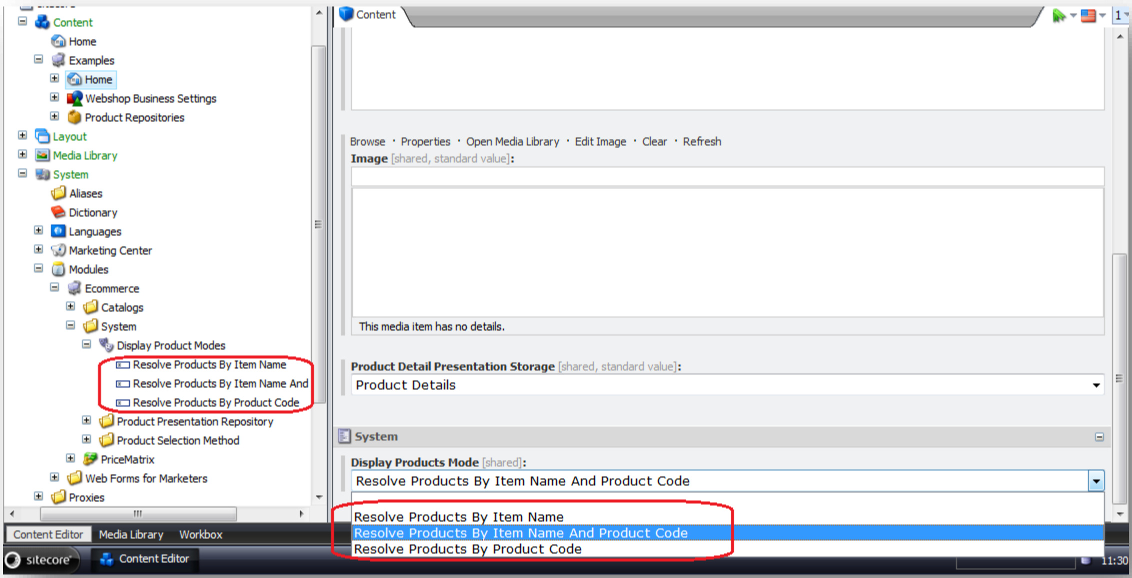
Display Product Modes

Use this item to specify the information that is displayed in the URL for your product items.

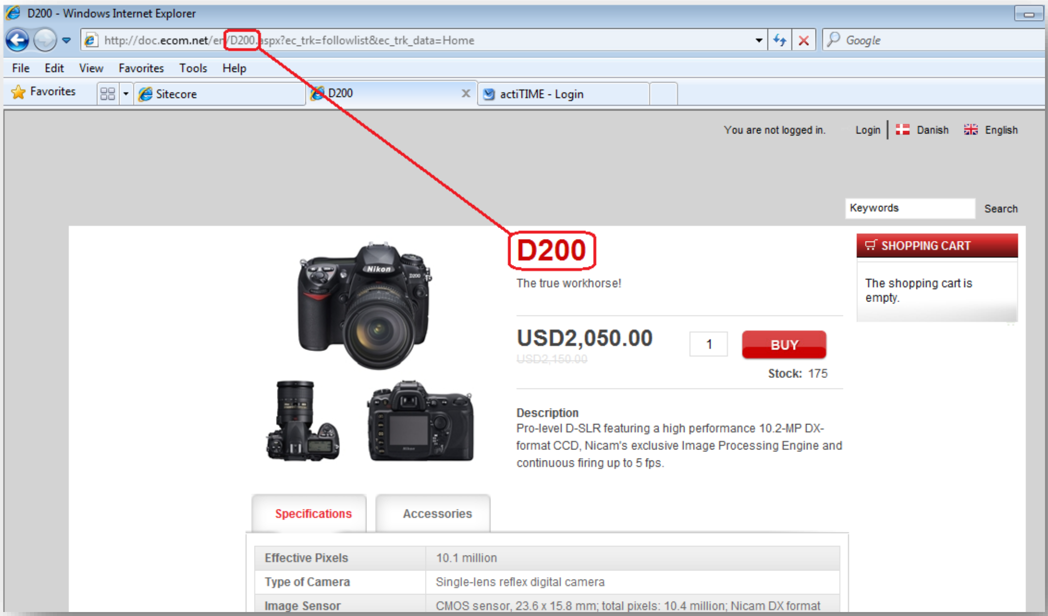
Sitecore E-Commerce Services supports the following URL display options:

- Resolve Products By Item Name
- Resolve Products by Item Name and Product Code
- Resolve Products by Product Code

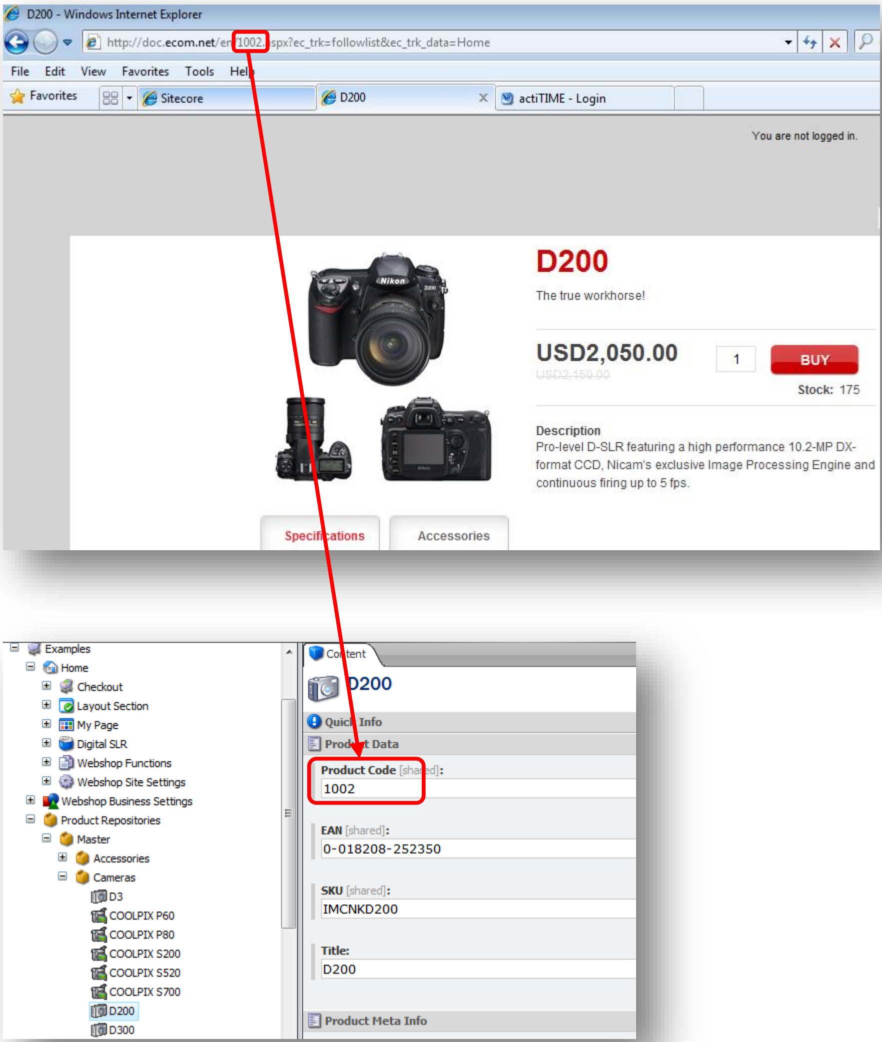
You specify which option is used on your webshop in the **Display Products Mode** field.



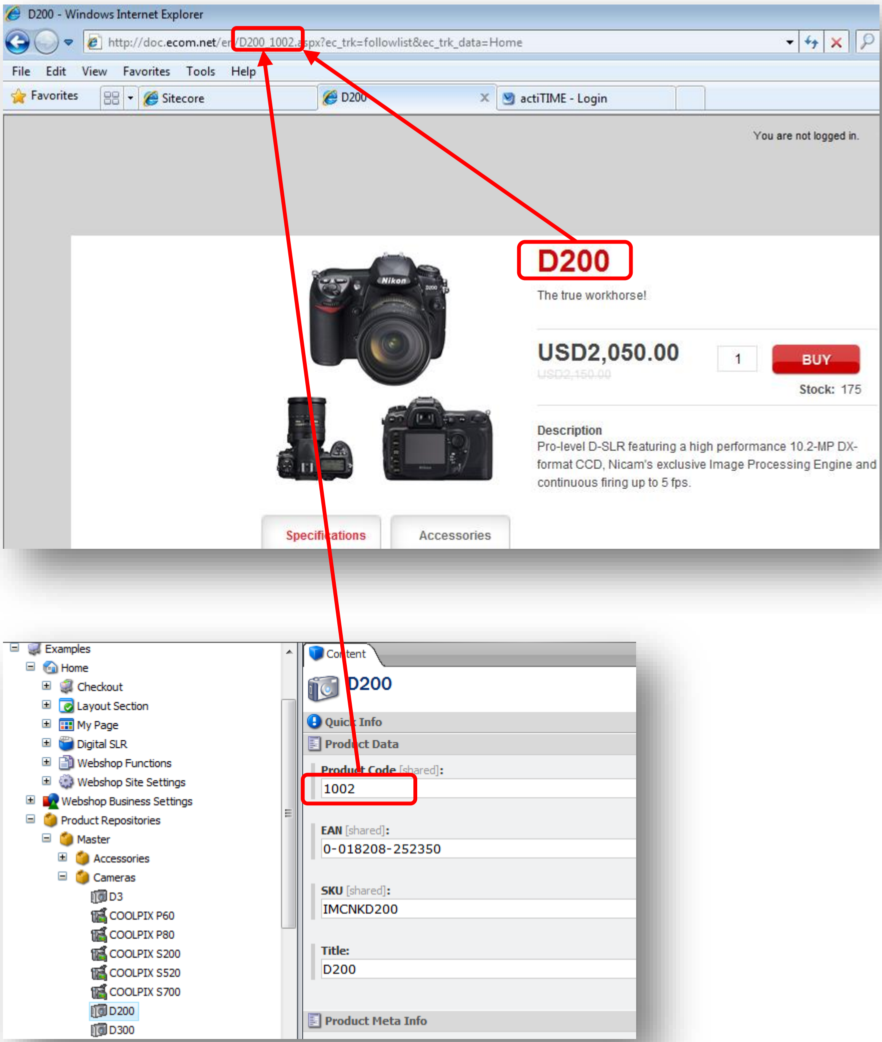
If you select *Resolve Products by Item Name*, the product item will resolve the product by the item name.



If you select *Resolve Products by Product Code*, the product item will resolve the product by the product code.

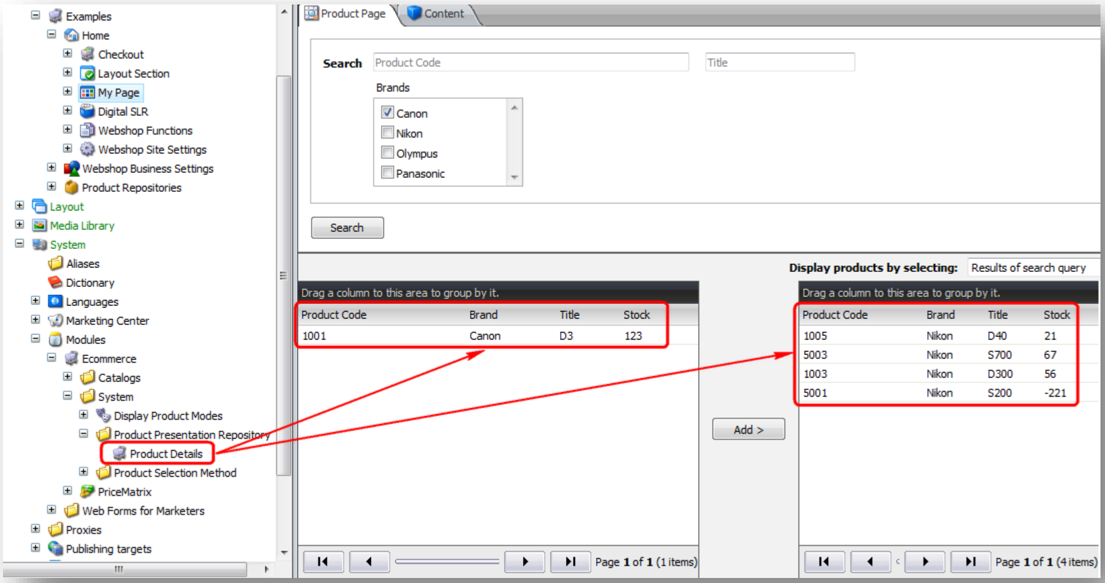


If you select *Resolve Products by item Name and Product Code*, the product item will resolve the product by the item name and the product code.

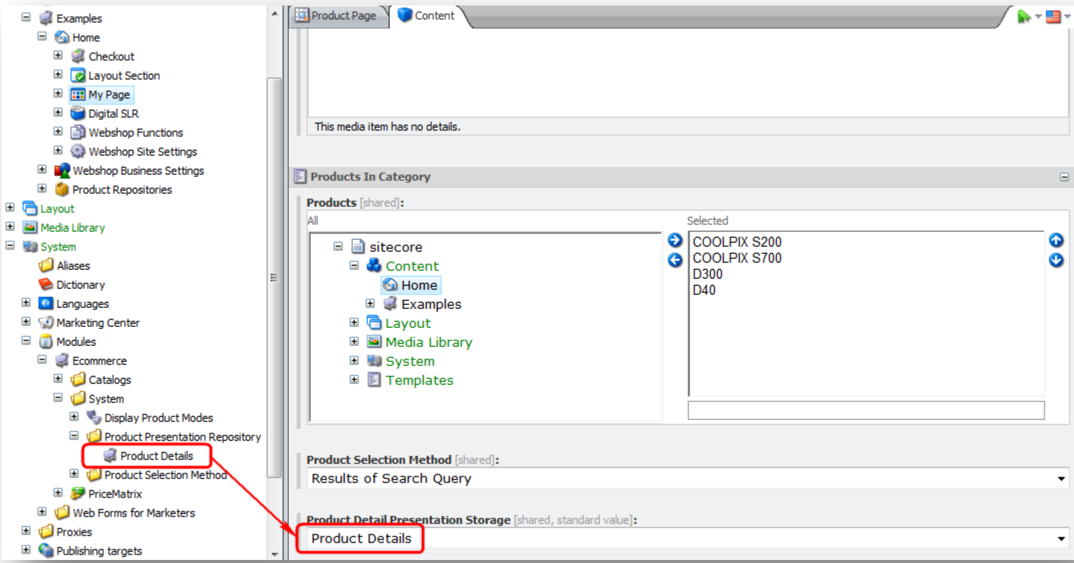


Product Presentation Repository

The *Product Details* item in this folder specifies where the template that defines the appearance or presentation of a product is stored. In other words, it defines from where the product data for the search forms on the **Product Page** tab are drawn.



The folder contains one item that can also be found as an only option on the **Content** tab:



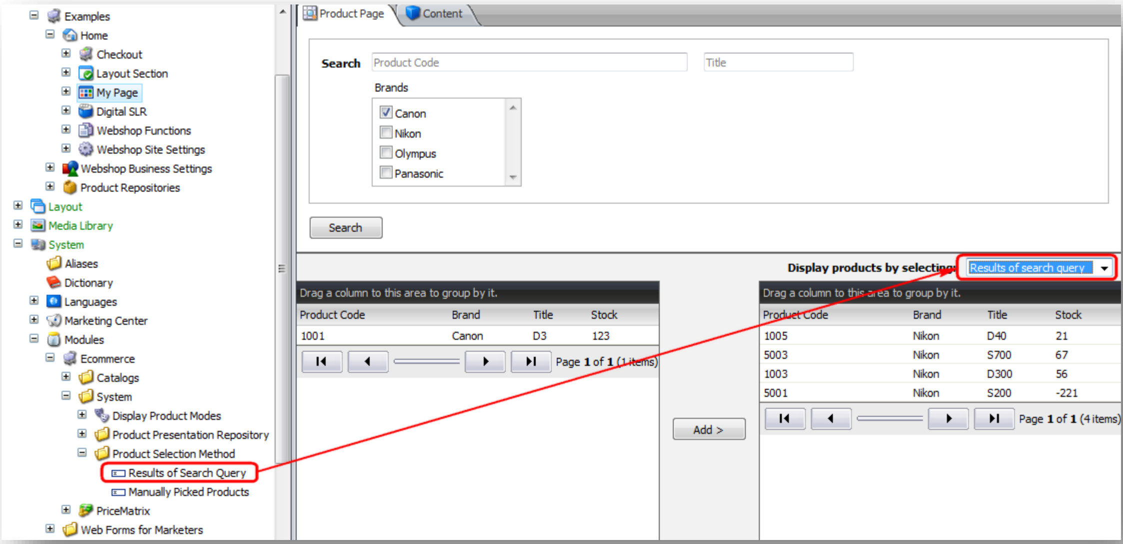
Warning
If you delete the *Product Details* item, the search forms on the **Product Page** tab of an item will not function properly.

Product Selection Method

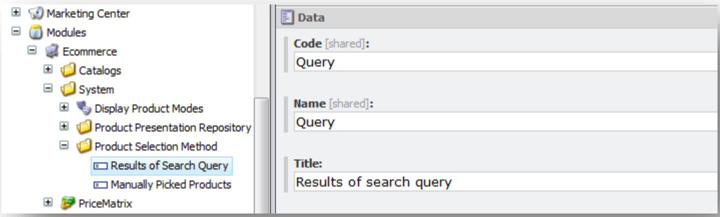
The *Product Selection Method* folder contains the following items:

- Results of Search Query
- Manually Picked Products

These two items specify the way that products are displayed on a product page.

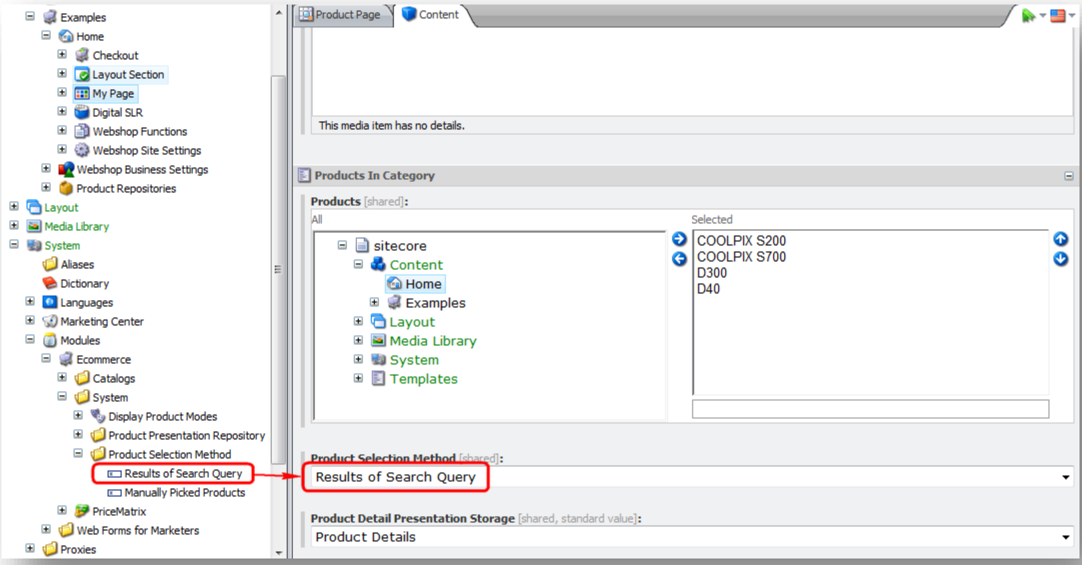


A *Product Selection Method* item contains the following fields:



Field Name	**Field Type**	**Description**
Code	Single-Line Text	In this field, you can edit the name of the item in the code.
Name	Single-Line Text	In this field you can edit the name of the item.
Title	Single-Line Text	The name of the option as displayed on a product page.

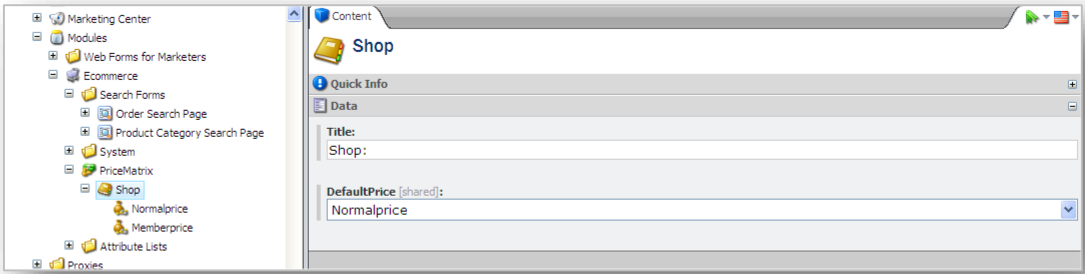
On the **Content** tab of the item, in the **Product Selection Method** field, you can select the default product selection method.



3.6.3 Price Matrix

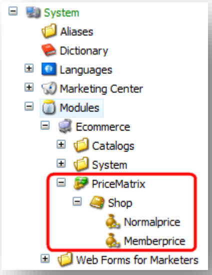
You use the *Price Matrix* section to define the different price structures that are available on your webshop. The *Price Matrix* item contains *PriceMatix Site* sub items. Each *PriceMatix Site* sub item represents a webshop.

The *PriceMatrix Site* item contains the following fields:

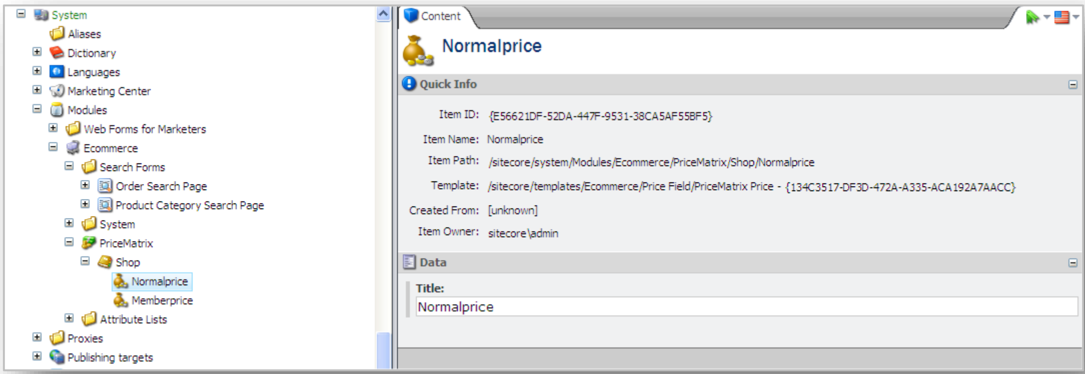


Field Name	Field Type	Description
Title	Single-Line Text	The name of the webshop.
Default Price	Droplink	The default price used on the webshop

Each *PriceMatrix Site* item contains sub items that define the price structure that is used on that site.



A *Price Matrix Price* item only contains one field — **Title**, the name of the price.

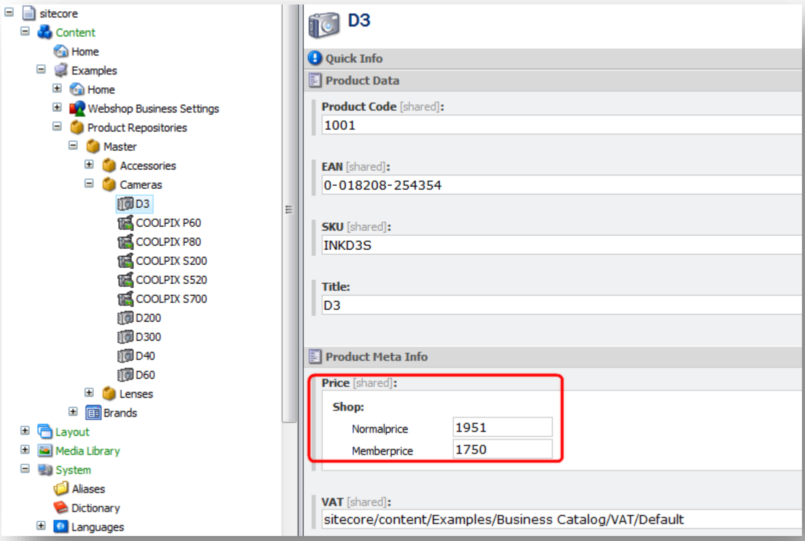


In the sample pages, the *Shop* item contains two *Price Matrix Price* items:

- Normal Price
- Member Price

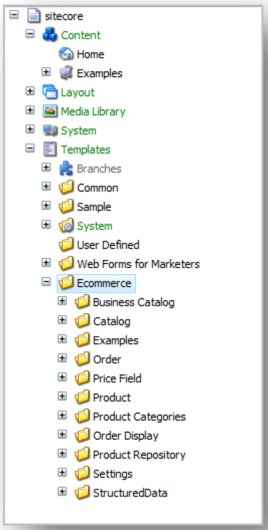
Normal Price the price that ordinary customers pay for items on this webshop and *Member Price* is the price that members for the same items.

You specify the price of each product on the product item, in the **Product Meta Info** section.



3.7 Templates/Ecommerce

All of the templates that Sitecore E-Commerce Services uses are stored in the `Sitecore/Templates/Ecommerce` folder.



You can edit these templates just like any other template in Sitecore.

3.8 My Page

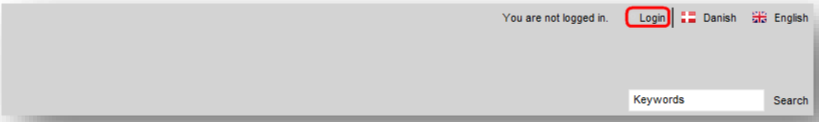
When a visitor to your website creates a customer account, they are given access to a *My Page* section.

In their *My Page* section, a customer is able to:

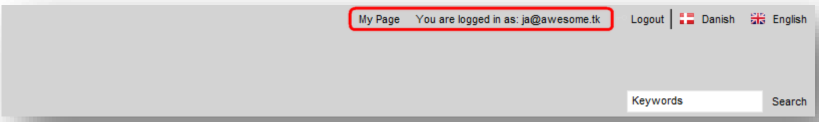
- Edit the information in their customer account — their address, phone number, and so on.
- Change their password.
- View their order history.

The webshop can also use the *My Page* section to push targeted information and products to the customer.

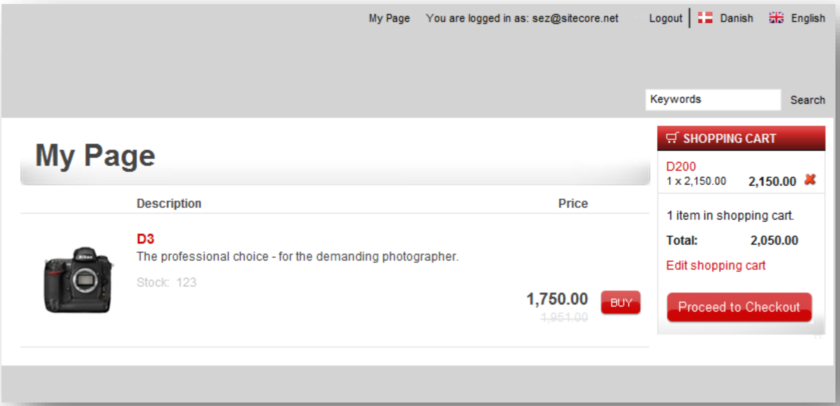
When you have created a customer account, you can click the *Login* link at the top of the screen and log in to the webshop:



After you log in, a *My Page* link appears at the top of the screen:



Click the *My Page* link and your personal page is displayed.

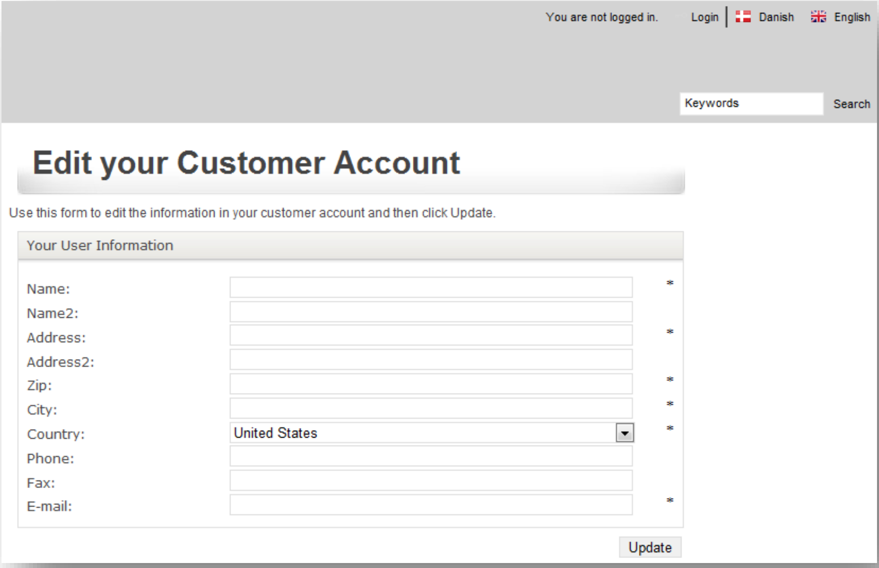


As you can see, *My Page* displays a list of products.

Edit Customer Account

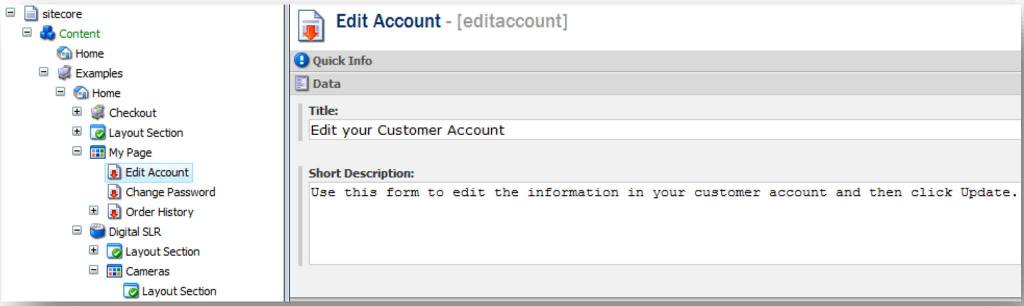
The webshop customers can edit their customer account, using the *Edit your Customer Account* page. To open the *Edit your Customer Account* page, type `/My%20Page/Edit%20Account.aspx` after the URL of your website in the URL field of your browser and press ENTER.

The *Edit your Customer Account* page is displayed.



You can now edit any of the information in your account and then click **Update** to save the changes.

In the Content Editor, the *Edit Account* item is stored in the *My_page* section of the website.



The *EditCustomerAccount* item contains the following fields.

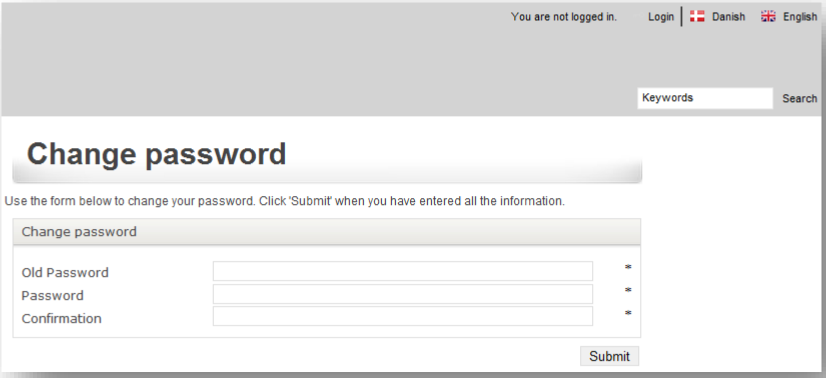
Field Name	Field Type	Description
Title	Single-Line Text	The title that is displayed on the page.
Short Description	Multi-line text	The text that is displayed on a page under the title.

The *Edit Customer Account* item also contains a form — the *Edit Customer Account* form.

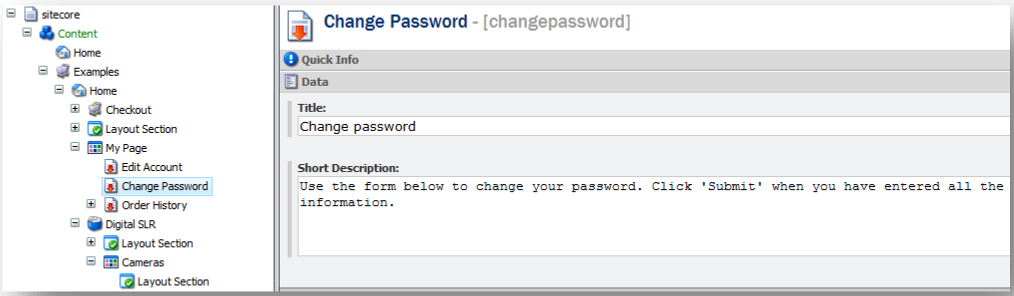
Change Password

The webshop customers can change their password, on the *Change password* page. To open the *Change Password* page, type `/My%20Page/Change%20Password.aspx` after the URL of your website in the URL field of your browser and press the Enter button.

The *Change password* page is displayed.



In the Content Editor, the *Change Password* item contains the following fields.

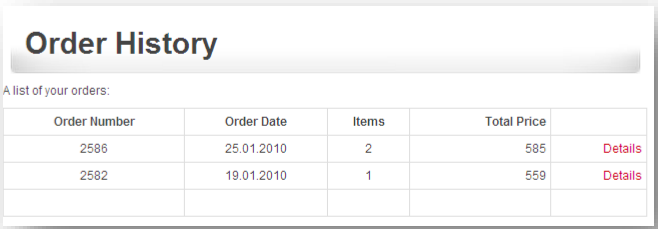


Field Name	Field Type	Description
Title	Single-Line Text	The title that is displayed on the page.
Short Description	Multi-line text	The text that is displayed on a page under the title.

The *ChangePassword* item also contains a form — the *Change Password* form.

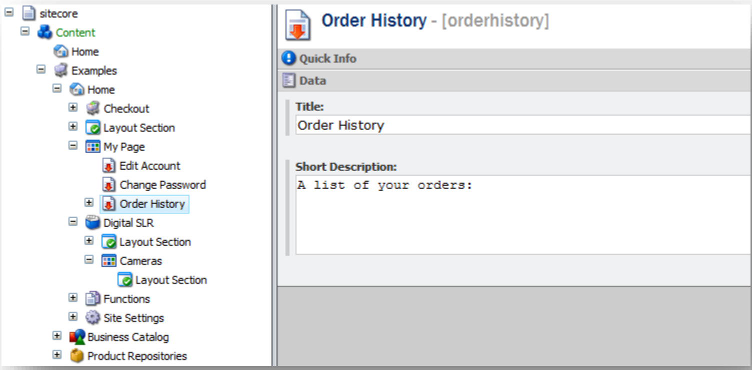
Order History

To see a list of all of the orders that you have placed in the webshop, type `/My%20Page/Order%20History.aspx` after the URL of your website in the URL field of your browser and press **Enter**. The *Order History* page is displayed.



The *Order History* page displays a list of the orders that you have made. Click *Details* to see a more detailed description of an order.

In the Content Editor, the *Order History* item contains the following fields.



Field Name	Field Type	Description
Title	Single-Line Text	The title that is displayed on the page.
Short Description	Multi-line text	The text that is displayed on a page under the title.

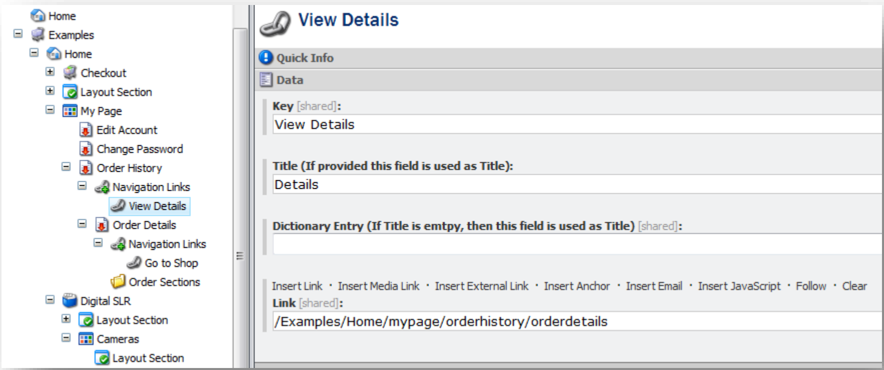
The *Order History* item contains the following sub items:

- Navigation Links
- Order Details

The *Navigation Links* item contains the link to the *Order Details* item. This link lets you navigate from the *Order History* page to the *Order Details* page.

Navigation Links/View Details

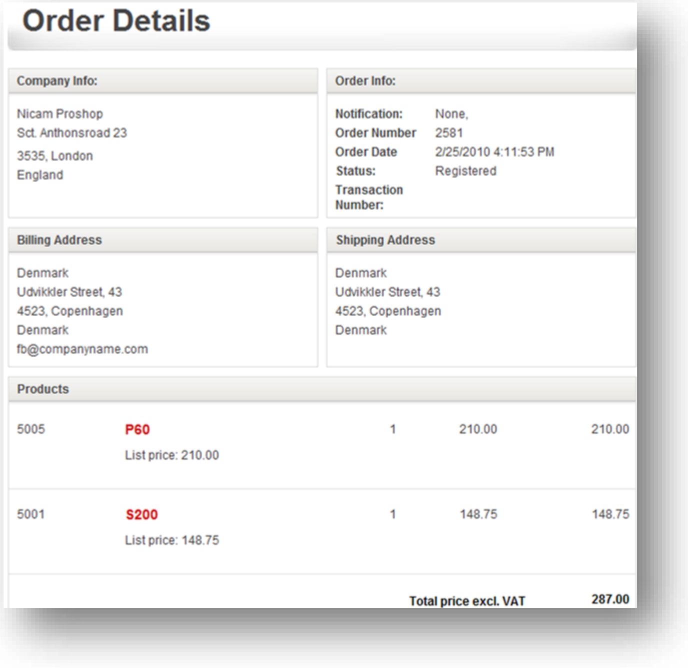
The *View Details* navigation link contains the following fields:



Field Name	Field Type	Description
Key	Single-Line Text	The name of the navigation link.
Title	Single-Line Text	The text in this field is displayed on the *Order History* page as the link to the *Order Details* page.
Dictionary Entry	Grouped Droplist	If the **Title** field is empty, the value in this field is used.
Link	General Link	The path to the *Order Details* page.

OrderDetails Page

The *Order Details* page looks like this.



The *Order Details* item contains the following fields:

Field Name	Field Type	Description
Title	Single-Line Text	The title that is displayed on the page.
Short Description	Multi-line text	The text that is displayed on a page under the title.

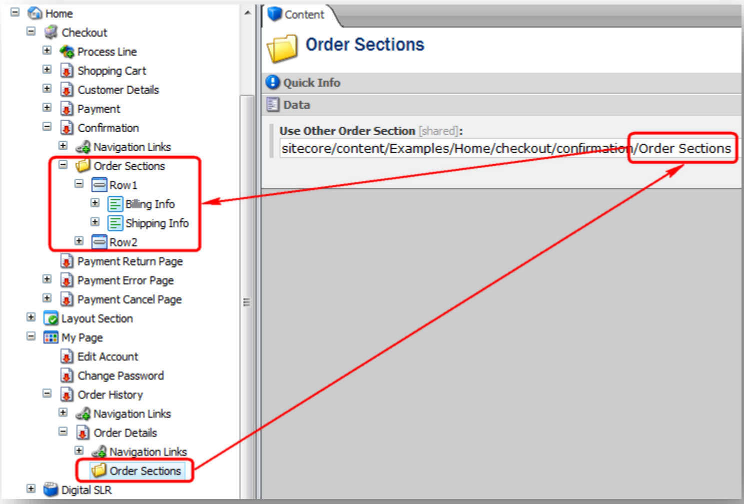
The *Order Details* item also contains a navigation link that takes you back to the Home page of the shop.

Order Sections

The *Order Sections* item only contains one field:

Field Name	Field Type	Description
Use Other Order Section	Droptree	Links to the details of the order.

The link in the **Use Other Order Section** field points to the *Order Sections* item that is generated for the confirmation page of the checkout process: And this is where the information it displays is drawn from.



Chapter 4

Editing the Webshop

This chapter describes how to edit some of the basic pages and functionality in the demo website.

This chapter contains the following sections:

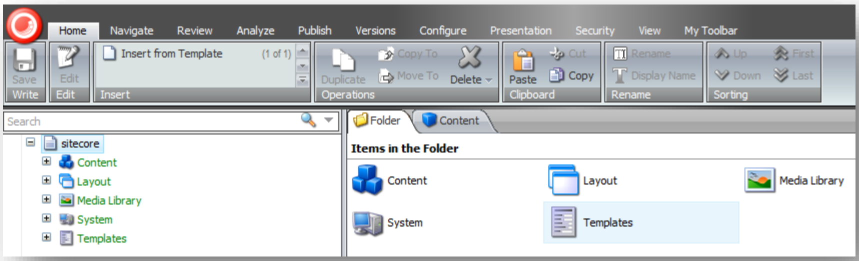
4.1 Viewing User Information

When a visitor to your webshop creates a customer account, their account is stored in the User Manager in Sitecore. Webshop administrators may need to access this information from time to time.

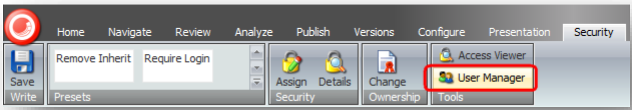
Note
The information that customers enter when they purchase goods in a webshop, is also stored in the User Manager.

To view the information in a customer account:

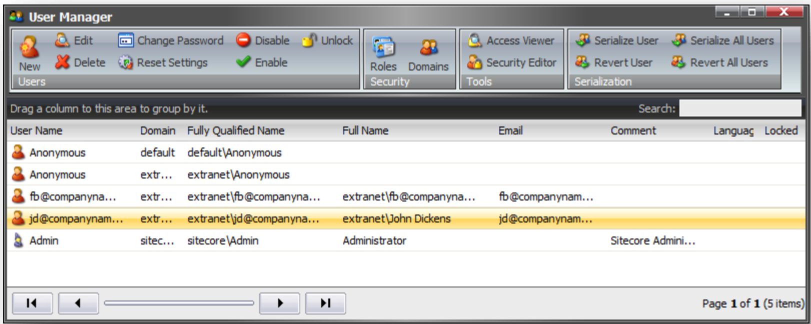
1. Log in to your website. Open the **Content Editor**.



2. On the **Security** tab, in the **Tools** group, click the **User Manager**.



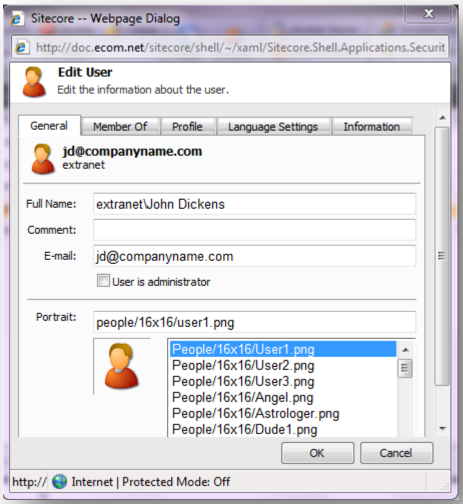
3. The **User Manager** is displayed.



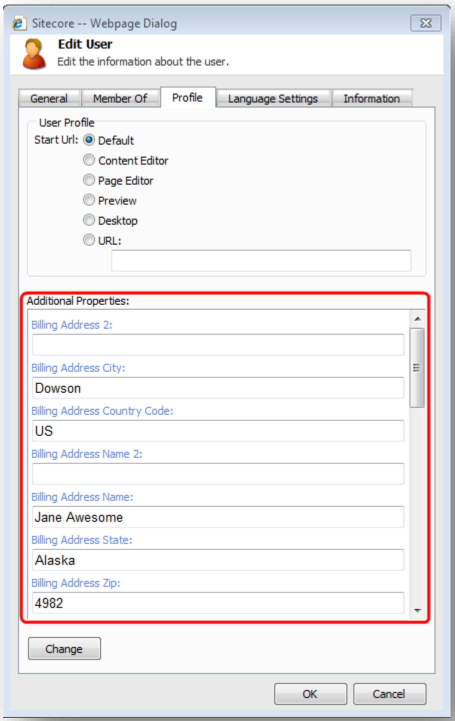
The **User Manager** lists all the accounts of the users and customers who have access to the webshop.

4. Click the user whose information you want to view or edit.

5. In the **User Manager**, click **Edit** and the **Edit User** window is displayed.



6. To view the fields that a new user of your webshop fills in on the **Customer Details** form (for more information, see the *Customer Details* section, on page 37), in the **Edit User** window, click the **Profile** tab. You can find the fields in the **Additional Properties** field.

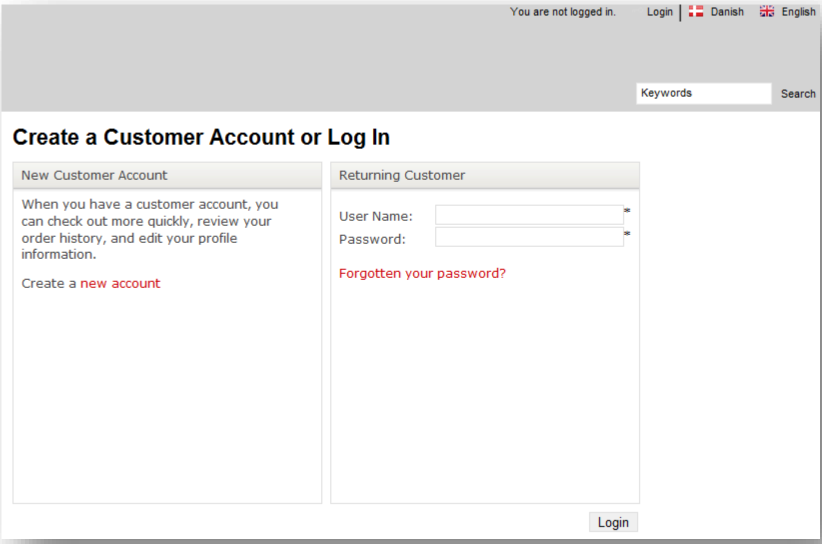


Note
For more information on how to edit a user, see the *Security Administrator's Cookbook*.

4.2 Redesigning a Form

You can edit any of the examples pages.

Let's have a closer look at the design of the *Login* page and see if it can be improved.

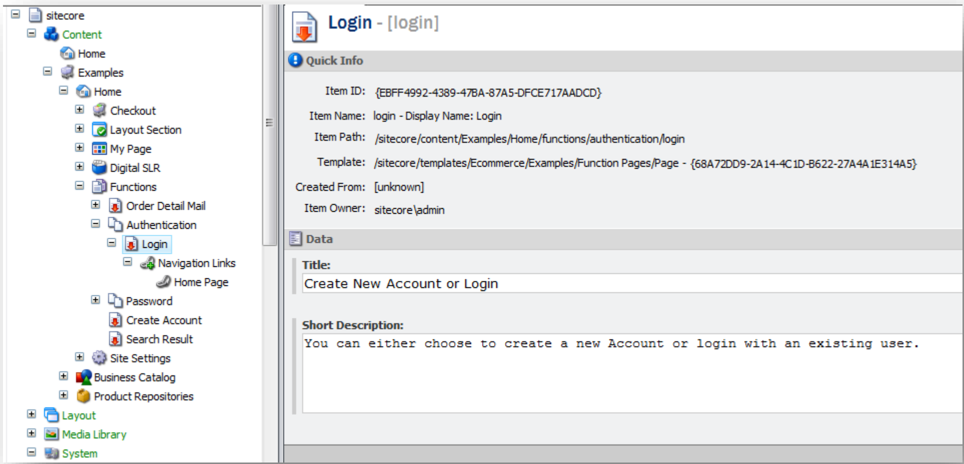


There are number of things on this page that could easily be improved, for example, this is the *Login* page that you use to login to your website. However, the title of the page seems a bit confusing, the page contains some spelling mistakes, and the design of the links on the page is inconsistent, and so on.

Furthermore, the form is designed to let users who have already created a customer account log in and view their account details, order details, and so on. It therefore also seems appropriate to rename the form and to rearrange the two sections in the form.

To edit this page:

1. In the **Content Editor**, open the `Sitecore/Content/Examples/Home/Webshop Functions/Authentication/Login` item.



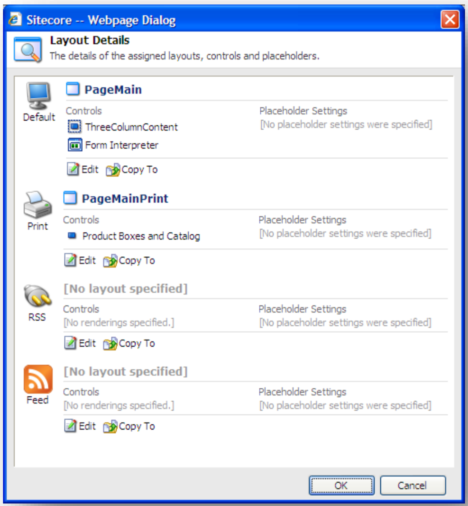
2. In the **Title** field, change the name of the page to *Log in or Create a Customer Account*.

3. In the **Short Description** field, change the text to *You can either log in as an existing user or create a customer account*.
4. Click Save to save your changes.
5. Open another browser window and navigate to the Login page.

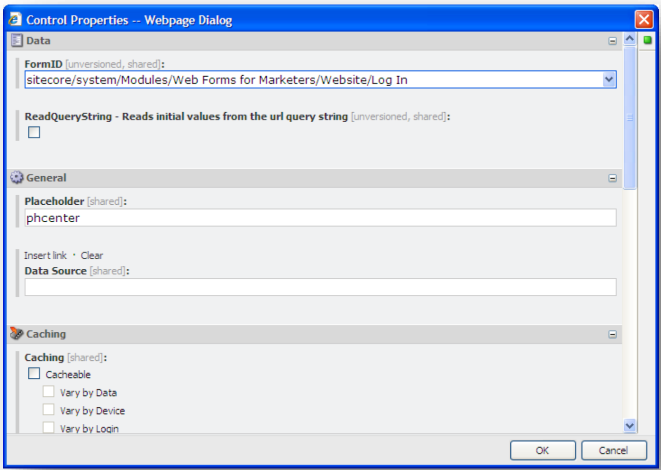
   The *Login* page still looks the same. This is because all of the information displayed on the page is contained in a form. You must therefore edit the form.

To identify the form that the *Login* page contains:

1. In the **Content Editor**, open the *Login* item, and click the **Presentation** tab, and then in the **Layout** group, click **Details**.



2. In the **Layout Details** dialog box, in the **PageMain** section, click **Form Interpreter**.

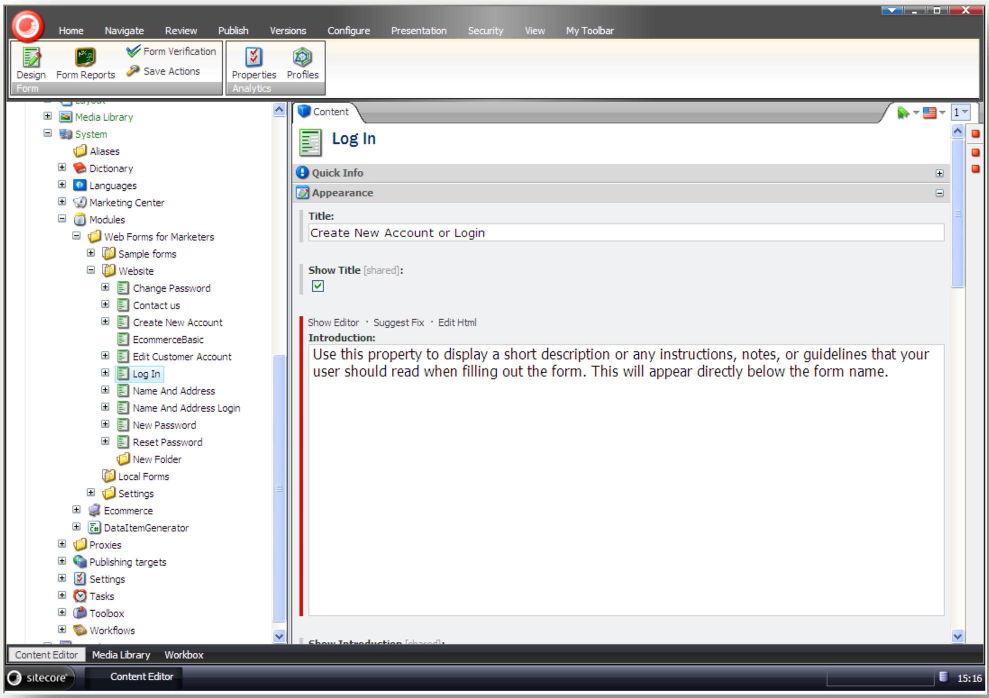


3. In the **Control Properties** dialog box, in the **Data** section, in the **FormID** field, you can see the name of the form that is displayed on the *Login* page and where it is stored.

This form is stored in `sitecore/system/Modules/Web Forms for Marketers/Website/Ecommerce/Examples/Log In`.

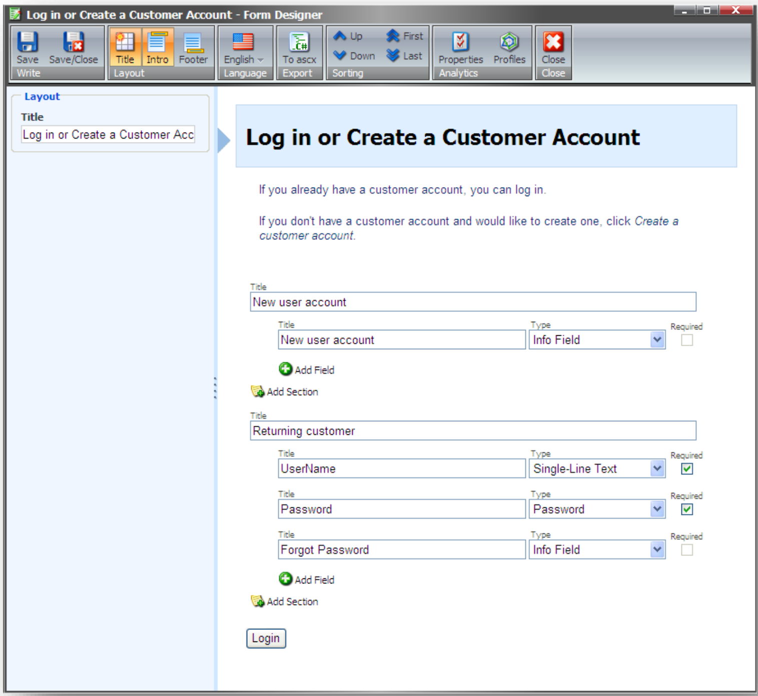
To edit the form:

1. In the **Content Editor**, navigate to the *Log In* form and open it.



2. In the **Title** field, change the name of the form to *Log in or Create a Customer Account*.
3. In the **Introduction** field, enter some meaningful text that describes the form — for example, *If you already have a customer account, you can log in. If you don't have a customer account and would like to create one, click Create a customer account.*

4. Click the **Forms** tab, and in the **Forms** group, click **Design** to open the form in the **Form Designer**.

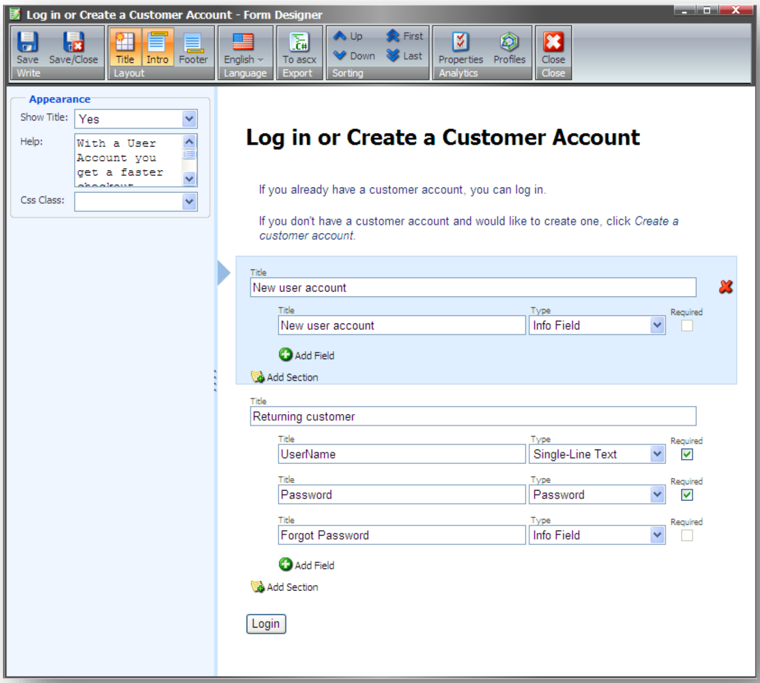


As you can see, the name of the form and the information contained in the form has changed.

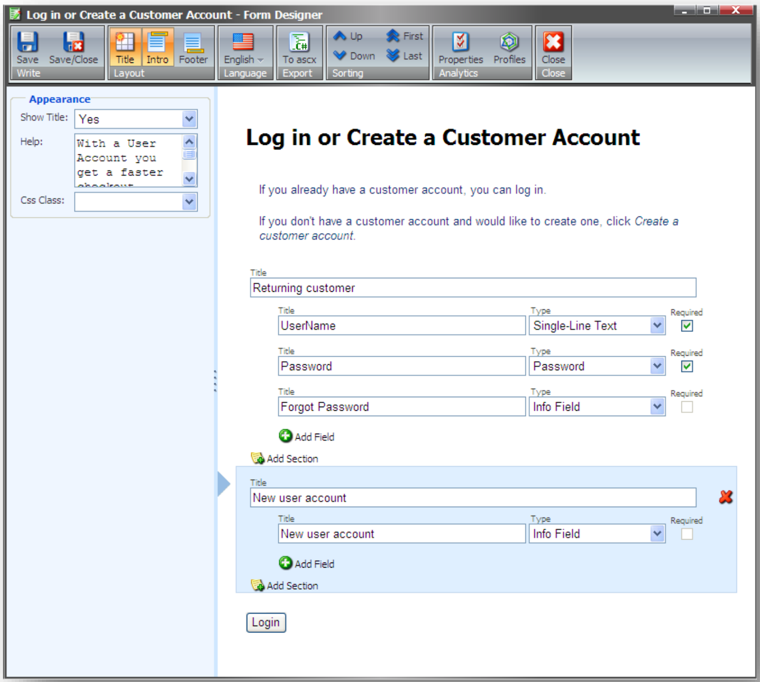
The Form Designer displays all of the sections and fields that have been created for this form. You can use the From Designer to add or remove sections and fields in the form. You can edit all of the information in the form either here in the Form Designer or in the Content Editor.

To rearrange the sections on the form:

1. In the **Form Designer**, select the *New user account* section of the form.

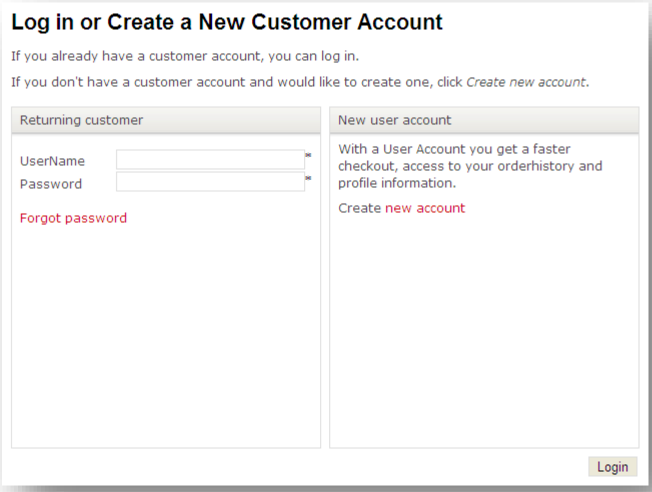


2. Drag this section and place it under the *Returning customer* section of the form.



3. Save your changes.
4. Open a new browser window and click *Login* to see the changes that you have made to the form.

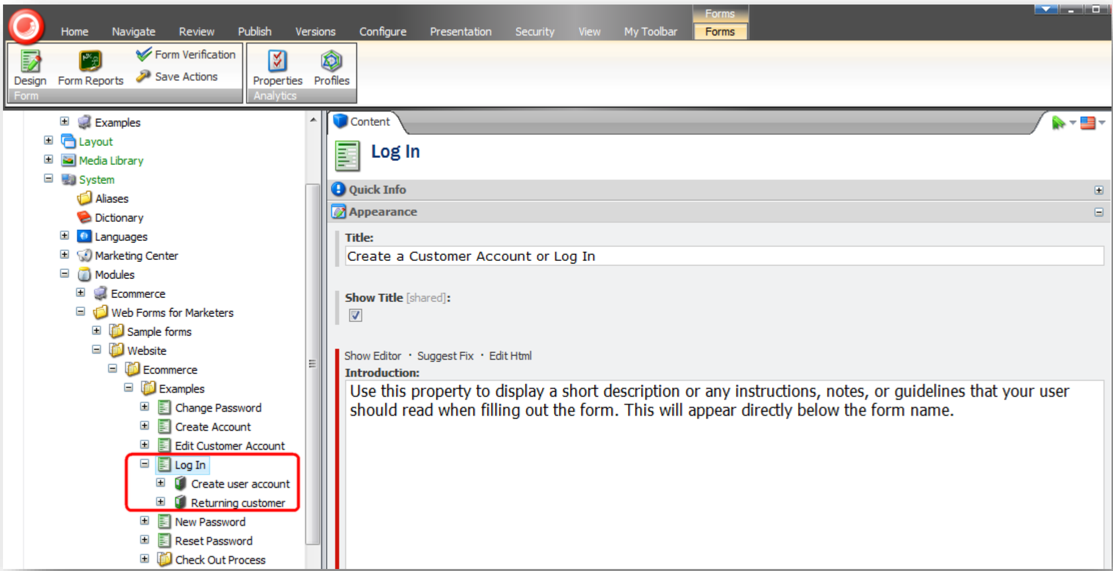
The *Login* page should look something like this:



Note
It is the style sheet that specifies that the form sections should be displayed beside each other. The default behavior is for form sections to be placed under each other.

You can also rearrange the order of the form sections in the Content Editor.

In the Content Editor, you can see that the form sections have been rearranged.



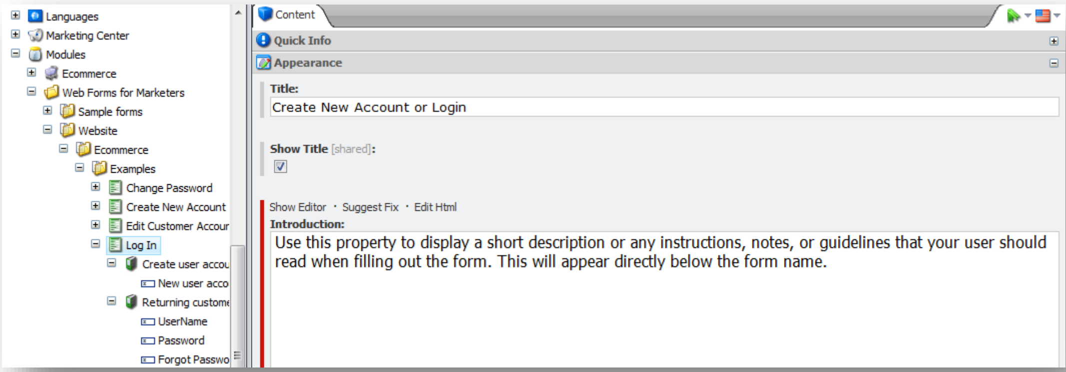
To move a form section, select the section and in the **Home** tab, in the **Sorting** group, click **Up** or **Down**.

The links on the *Login* page have not been implemented consistently and the text displayed on the page could be improved.

Let's have a look at the way the links have been implemented in each section of the form.

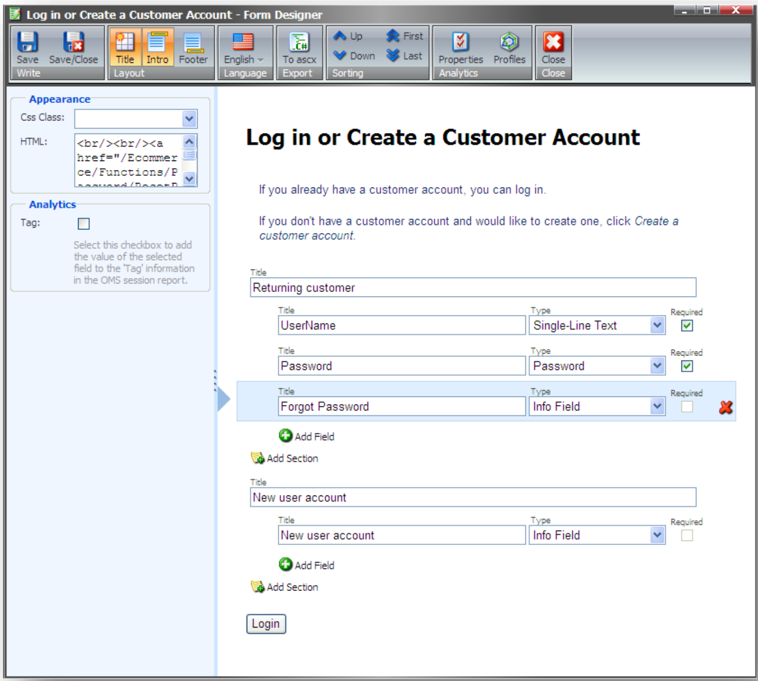
1. In the **Content Editor**, navigate to `sitecore/system/Modules/Web Forms for Marketers/Website/ Ecommerce/Examples/Log In`.

2. Expand both form sections to get an overview of all the fields in the form.



Each of the section sub items corresponds to a field on the form.

3. In the **Content Editor**, select the *Log In* item.
4. In the **Forms** tab, in the **Forms** group, click **Design**.



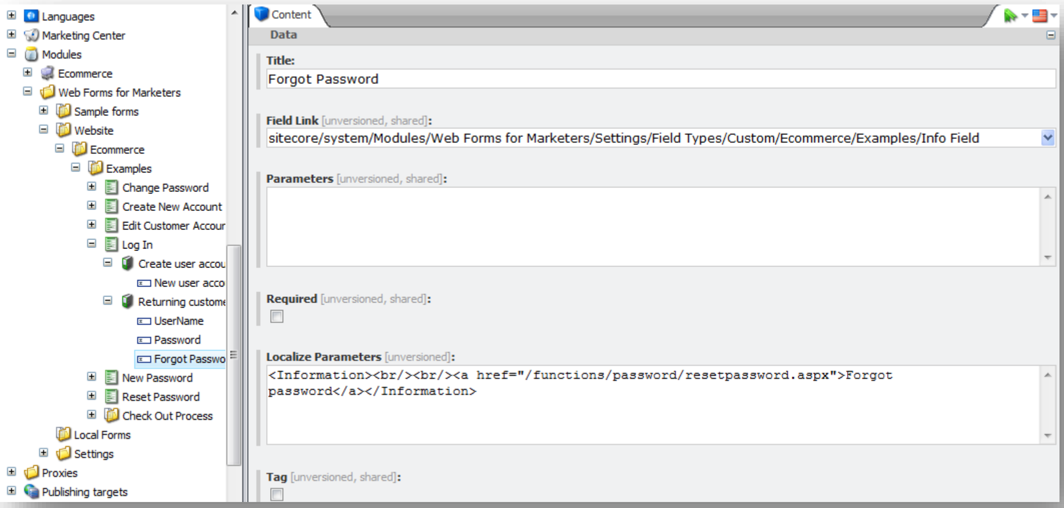
5. In the **Returning Customer** section, select the **Forgot Password** field.

   This field contains the *Forgot Password* link that is displayed on the form.

   This field is of the *Info Field* field type. This is a custom field type that has been created for the demo website site so that is can display text or information on the form without it being displayed in a frame like the other fields.

   You can edit this field in the left-hand pane of the **Form Designer**, in the **Appearance** section, in the **HTML** field, but this is very cramped even though you can resize the left-hand pane.

6. In the **Content Editor**, select the *Forgot Password* item.



7. In the **Localize Parameters** field, change the text in the link to *Forgot your Password!*

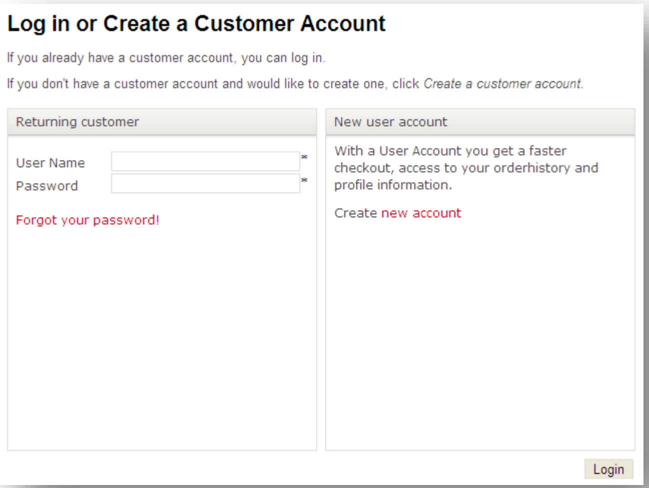
   The **Localize Parameters** field contains the HTML code that defines the link — se be careful not to change any of the HTML tags.

```
<Information><br/><br/><a
href="/Ecommerce/Functions/Password/ResetPasswordForm.aspx">Forgot your
password!</a></Information>
```

   This link points to the *ResetPasswordForm* function that contains the *Reset Password* form that visitors use to change their password.

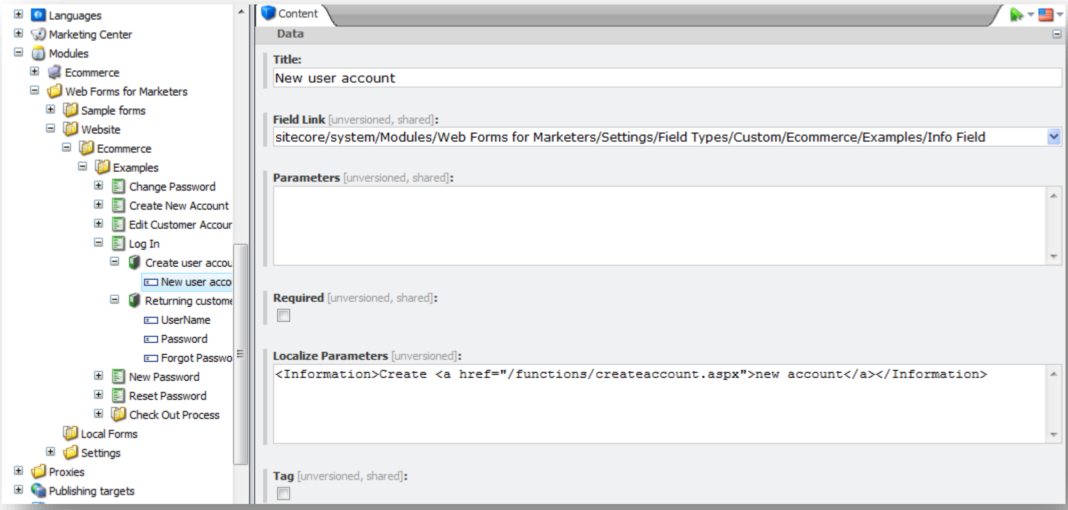
8. In the **Content Editor**, save your changes.
9. In the **Form Designer**, select the *UserName* item.
10. In the **Title** field, enter a space between *User* and *Name*.
11. Save your changes and close the **Form Designer**.
12. Switch to your other browser instance and refresh the Login page.

    It should look something like this:



Let's have a look at the other half of the form.

1. In the **Content Editor**, in the *Create user account* section of the *Log In* form, select the *New user account* item.



   This field is also an Info Field and it contains the *Create new account* link.

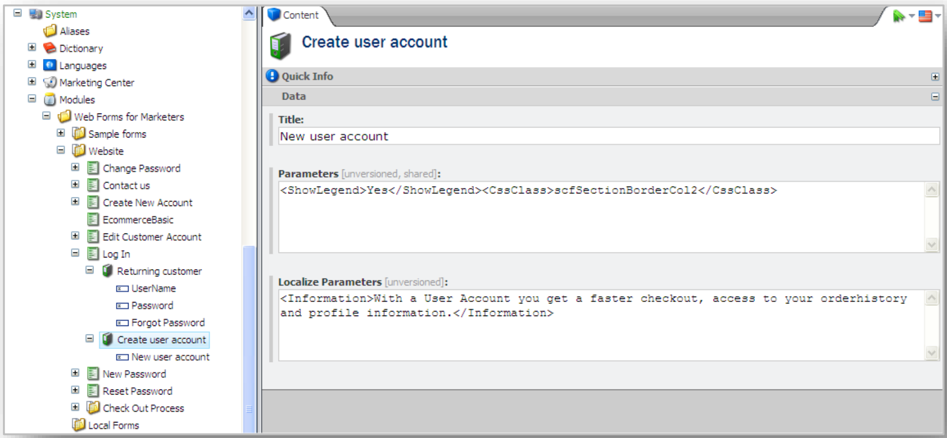
2. In the **Localize Parameters** field, edit the link:

   `<Information><a href="/en/Functions/CreateNewAccount.aspx">Create a customer account</a></Information>`

   This link points to the *CreateNewAccount* function on the website. This page contains the *Create New Account* form that visitors use to create a customer account.

3. Save your changes.

4. Select the *Create user account* section item.



5. In the **Title** field, enter *New customer account*.

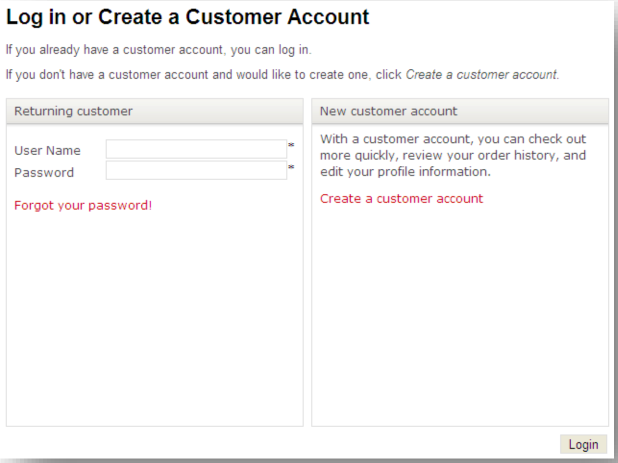
   In the **Localize Parameters** field, you can see the description that is displayed in the *Create user account* section of the form.

6. In the **Localize Parameters** field, edit the text.

With a customer account, you can check out more quickly, review your order history, and edit your profile information.

Be careful of the HTML code.

7. Save your changes.
8. Switch to your other browser instance, refresh the Login page, and it should look something like this:



For more information about working with Web forms, see the *Web Forms for Marketers Users Guide* or visit http://sdn.sitecore.net/Products/Web%20Forms%20for%20Marketers/Web%20Forms%20for%20Marketers%202,-d-,0/Documentation.aspx and download the documentation for the Web Forms module.

Chapter 5

Appendix

In Sitecore E-Commerce Services, the following sections have been deprecated. In Sitecore E-Commerce Services 2.0.0 and later, storing orders in the content tree is no longer possible and Order Status has been replaced by Order State. However, you can still use the order status template to store and convert the orders that were created in previous versions of Sitecore E-Commerce Services:

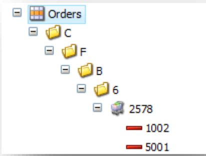
- Orders
- Order Status
- Configuring Sitecore E-Commerce Services to Be Backward Compatible with Orders in the Content Tree

5.1 Orders

Every time a customer places an order in the webshop, Sitecore E-Commerce Services creates two items — an *Order* item and an *Orderline* item. These items contain all of the information that about each individual order. These items are stored in the `Webshop Business Settings/Orders` folder.

Every time an order is placed, Sitecore creates a folder system to store that order and this system ensures that every order is given a unique ID.

This structured data folder system is generated dynamically and does not need to be configured.

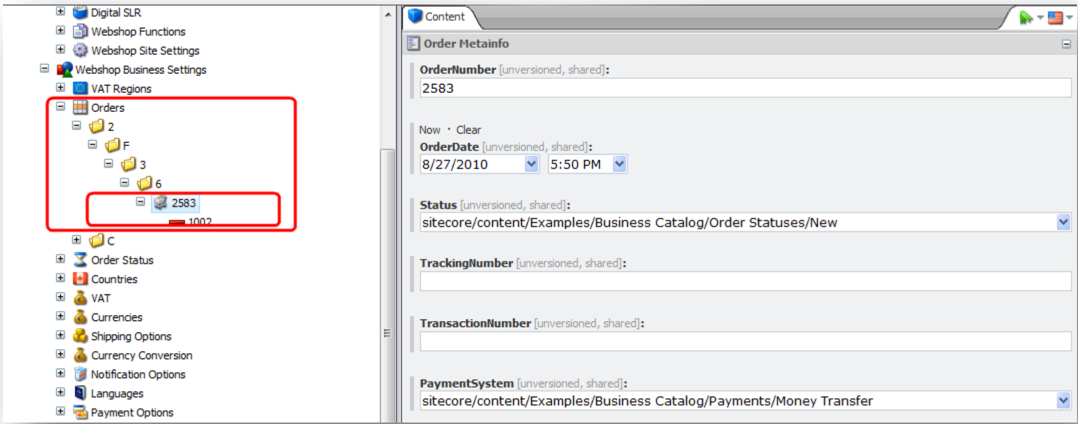


The *Orders* item contains the following fields:

Field Name	Field Type	Description
LatestOrderID	Single-Line Text	The ID of the last order created on the website.
StructuredDataFolderLevels		The number of levels created for the structured data folders.

The *Order* item contains all of the information about the order while the *Orderline* item contains the information about each item in that order. For example, in the following screenshot, you can see that there is one order — 2586, that contains two order lines — a Nikkor lens and a camera case.

If a customer orders two copies of the same item, there is only one order line for that item but the quantity is set to two.



The *Order* and *Orderline* items contain information about the products that the customer ordered and the order itself. The product information is extracted from the product items.

An *Order* item contains the following sections:

- Order Metainfo
- Customer Details

- Billing Address
- Shipping Address
- Totals

The **Order Metainfo** section contains the following fields:

Field Name	Field Type	Description
OrderNumber	Single-Line Text	The number of the order.
OrderDate	Datetime	The date and time when the order was placed.
Status	Droplink	Displays the state of the order. You can change the status of the order.
TrackingNumber	Single-Line Text	This field is disabled in the current build and will be available in later E-Commerce versions.
TransactionNumber	Single-Line Text	When a payment has been made, the payment provider creates a transaction number for the current order.
PaymentSystem	Droplink	The payment system that the customer selected when they placed the order.
Currency	Single-Line Text	The currency that the order was placed in.
DiscountCode	Single-Line Text	The discount code that the customer entered when they placed the order.
Comment	Single-Line Text	In this field a comment to the order meta-info can be entered.
ShippingProvider	Droplink	The delivery option that the customer selected when they placed the order.
NotificationOption	Droplink	The notification option that the customer selected when they placed the order.
NotificationOptionValue	Single-Line Text	In this field, the value or the e-mail address, a telephone number for the SMS notification and the like are displayed.

The **Totals** section contains the following fields:

Field Name	Field Type	Description
ItemsInShoppingCart	Single-Line Text	The total number of items in the shopping cart.
Vat	Single-Line Text	The total VAT on the order.
PriceExVat	Single-Line Text	The total price excluding VAT.
PriceIncVat	Single-Line Text	The total price including VAT.
DiscountExVat	Single-Line Text	The total discount excluding VAT.
DiscountIncVat	Single-Line Text	The total discount including VAT.
PossibleDiscountExVat	Single-Line Text	The total possible discount excluding VAT.
PossibleDiscountIncVat	Single-Line Text	The total possible discount including VAT.

The other sections and the fields that they contain are self-explanatory.

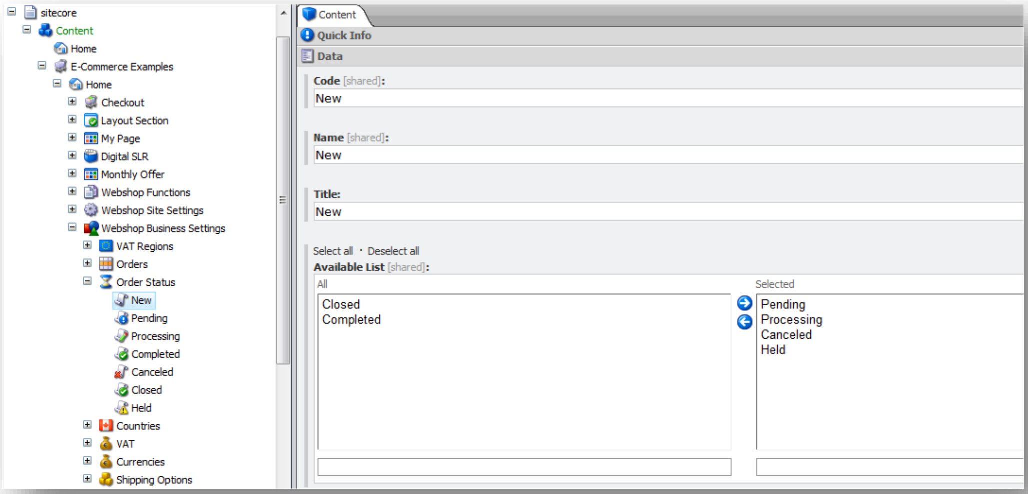
The *Orderline* item contains the following fields:

Field Name	Field Type	Description
Type	Single-Line Text	The type of the product.
Id	Single-Line Text	The ID of the item.
Description	Single-Line Text	The description of the item.
Vat	Single-Line Text	The total VAT on the order.
TotalPriceExVat	Single-Line Text	The total price excluding VAT.
TotalPriceIncVat	Single-Line Text	The total price including VAT.
DiscountExVat	Single-Line Text	The total discount excluding VAT.
DiscountIncVat	Single-Line Text	The total discount including VAT.
PriceExVat	Single-Line Text	The price of this item excluding VAT.
PriceIncVat	Single-Line Text	The price of this item including VAT.
TotalVat	Single-Line Text	The total VAT.
PossibleDiscountExVat	Single-Line Text	The possible discount excluding VAT.
PossibleDiscountIncVat	Single-Line Text	The possible discount including VAT.
Quantity	Single-Line Text	The number of this item that the customer ordered.

5.2 Order Status

The order status specifies the current status of the order.

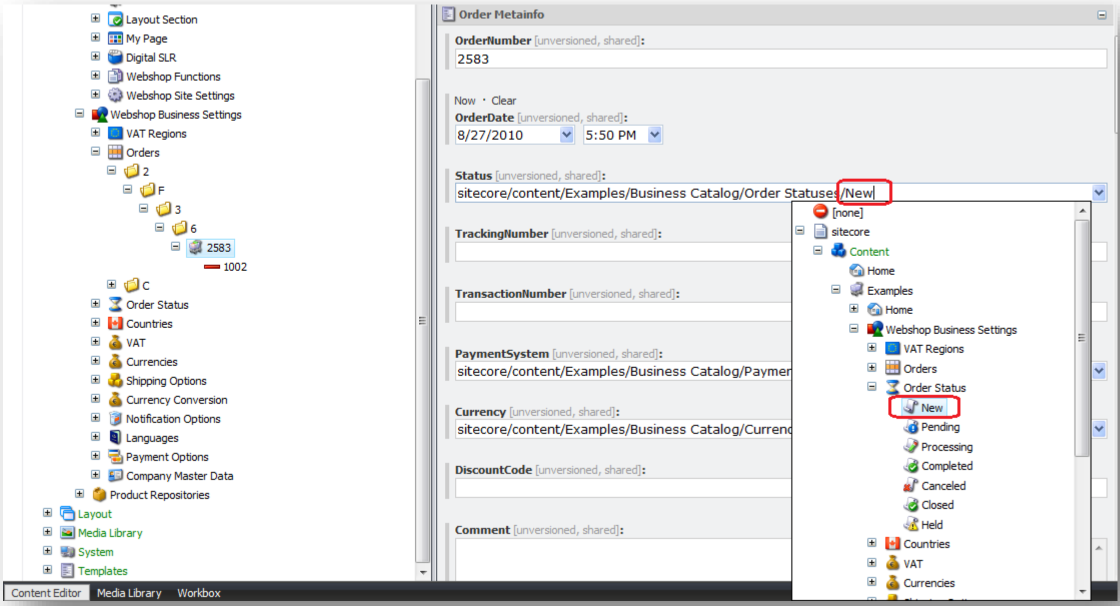
In the *Business Catalog*, in the *Order Status* item, you can create new order status options and edit the existing ones.



An *Order Status* item contains the following fields:

Field Name	Type of Field	Description
Code	Single-Line Text	Displays the code of the order status as it appears in the provider.
Name	Single-Line Text	Displays the name of the order status as it appears in the provider.
Title	Single-Line Text	Displays the title of the order status.
Available List	Multilist	Use this field to select the statuses that you are going to use by placing them in the right-hand column. In the **Available List** field, you can select the status options that are available for this webshop.

When a customer orders a product in the webshop, the order status of the product is automatically set to *New*.



In the **Status** field of the current order item, you can manually change the status of the order.

5.3 Configuring Sitecore E-Commerce Services to Be Backward Compatible with Orders in the Content Tree

Note
You cannot use the new Order Manager application with SES configured to use old order storage where orders are stored in *Content*.

Sitecore E-Commerce Services store orders in the SQL database using the Entity Framework for object-relational mapping.

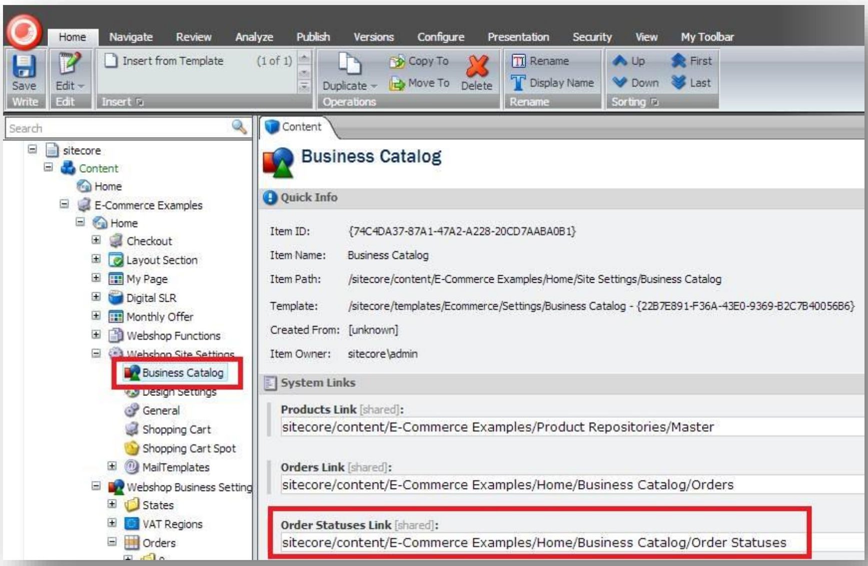
You may want to view the orders that you created earlier. The older orders are also stored in the `/sitecore/Content/E-Commerce Examples/Home/Webshop Business Settings/Orders` folder.

To display the orders that you created earlier:

1. Make a backup copy of the `/App_Config/Unity.config` file.
2. In the `unity.config` file, map the `IOrderManager<T>` contract to the obsolete `Sitecore.Ecommerce.Orders.OrderManager<T>`, `Sitecore.Ecommerce.Kernel` implementation:

```
<register type="IOrderManager" mapTo="OrderManager">
  <lifetime type="hierarchical" />
</register>
```

3. In the `/sitecore/Content/E-Commerce Examples/Home/Webshop Site Settings/Business Catalog` item, point the *Order Statuses Link* setting to the root of the earlier order states: `/sitecore/content/E-Commerce Examples/Home/Business Catalog/Order Statuses`:



4. Publish the `Webshop Business Settings` item.

Important
After you change the *Order Statuses Link*, the orders are no longer stored in the database. Therefore, after you view the earlier orders, you must return to the previous *Order Statuses Link* value.

5. To return to the previous *Order Statuses Link* value, in the `/sitecore/Content/E-Commerce Examples/Home/Webshop Site Settings/Business Catalog` item, in the *Order Statuses Link* setting, select `/sitecore/Content/E-Commerce Examples/Home/Business Catalog/States`.