Store Manager’s Guide to eFollett.com Website Maintenance

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Notes:

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About This Document

This manual explains the procedures you use to manage your store's eFollett.com website.

The manual includes the step-by-step procedures you will need to maintain:

- Store information
- Term information
- Orders and customer information
- *e*doptions
- Merchandise

The manual also includes instructions for running reports and an appendix containing a Guide to Using HTML Tags.

Getting Help

For assistance with technical issues related to your store's eFollett website, contact the Follett Product Support Center. Product Support Specialists are available Monday through Friday from 7:00 A.M. to 6:00 P.M. Central Time. The toll-free number is 1-800-872-9243. Select Option 2.

You can email the Follett Product Support Center at the following email address:

supportcenter@fheg.follett.com

Please indicate your store & school name (if store number not known) and specific request in the subject line of the email

For questions about marketing or featured product changes, contact your eFollett Specialist or send email to:

eFollettsupport@fheg.follett.com

For more information on who to contact for help:

https://images.efollett.com/htmlroot/images/templates/library/IMS_Contact_Sheet.pdf

Getting Started

You will perform all store administrative tasks in an area of the administrative site called *Commerce Accelerator*. The information in this chapter will help you access *Commerce Accelerator* and familiarize you with navigating the administrative site pages. The topics in this chapter include:

- Logging on to *Commerce Accelerator*
- Logging out of *Commerce Accelerator*
- Navigating in *Commerce Accelerator*

Logging On to Commerce Accelerator

Before you can perform any administrative tasks using *Commerce Accelerator*, you must have a user ID and password. Your user ID and password will be assigned to you. If you have questions about your user ID and/or password, contact your eFollett coordinator.

Note: If you manage more than one store, you will need to type the store number in the *Store Number* field or select it from the list box. If your website appears in both English and French, accept the default USA English or select French from the drop-down menu.

To log on to *Commerce Accelerator* the first time:

1. Open *Internet Explorer*.
2. In the *Address* field, type the website address you have been given.

   The *Login* page appears.
3. In the *User Name* field, type your assigned login ID.
4. In the *Password* field, type your password.
5. Click **Log On**.

   Note: To save the login address in your Favorites section, click **Favorites** in the menu bar; then click **Add to Favorites**. Click **OK**.

   The *Website Administration* home page appears.

If you saved the address as a Favorite, in the future, you can select the address from your Favorites menu.

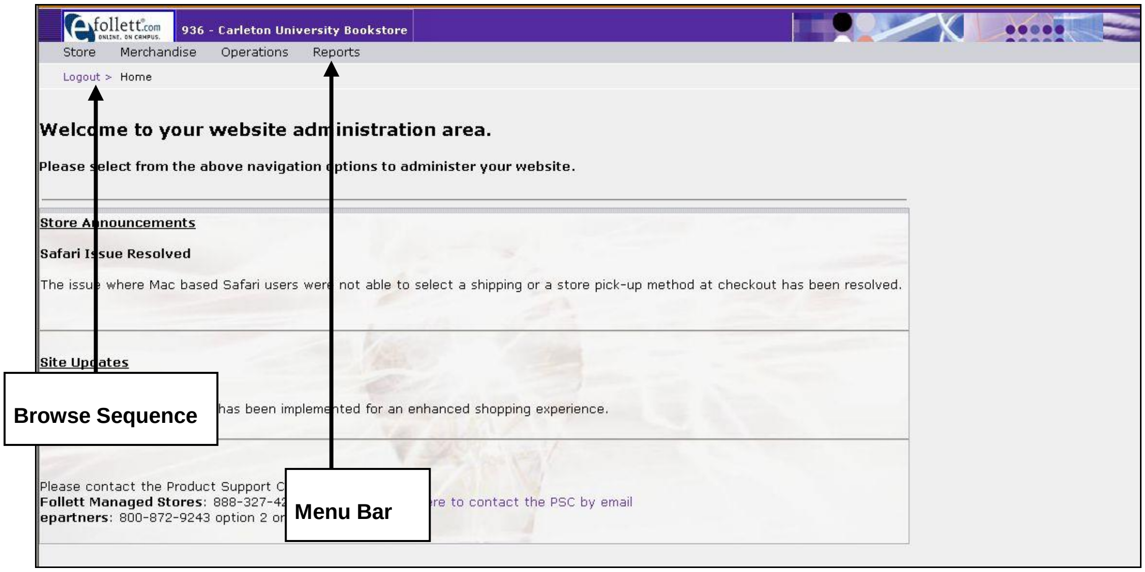
Logging Out of Commerce Accelerator

To log out of *Commerce Accelerator* from any page, click **Logout** in the browse sequence on any page.

Navigating in Commerce Accelerator

The information in this section will help you use *Commerce Accelerator* effectively.

Home Page of the Administration Main Menu



The Home page is the starting point for moving from one page to another. It includes a menu bar providing the following options:

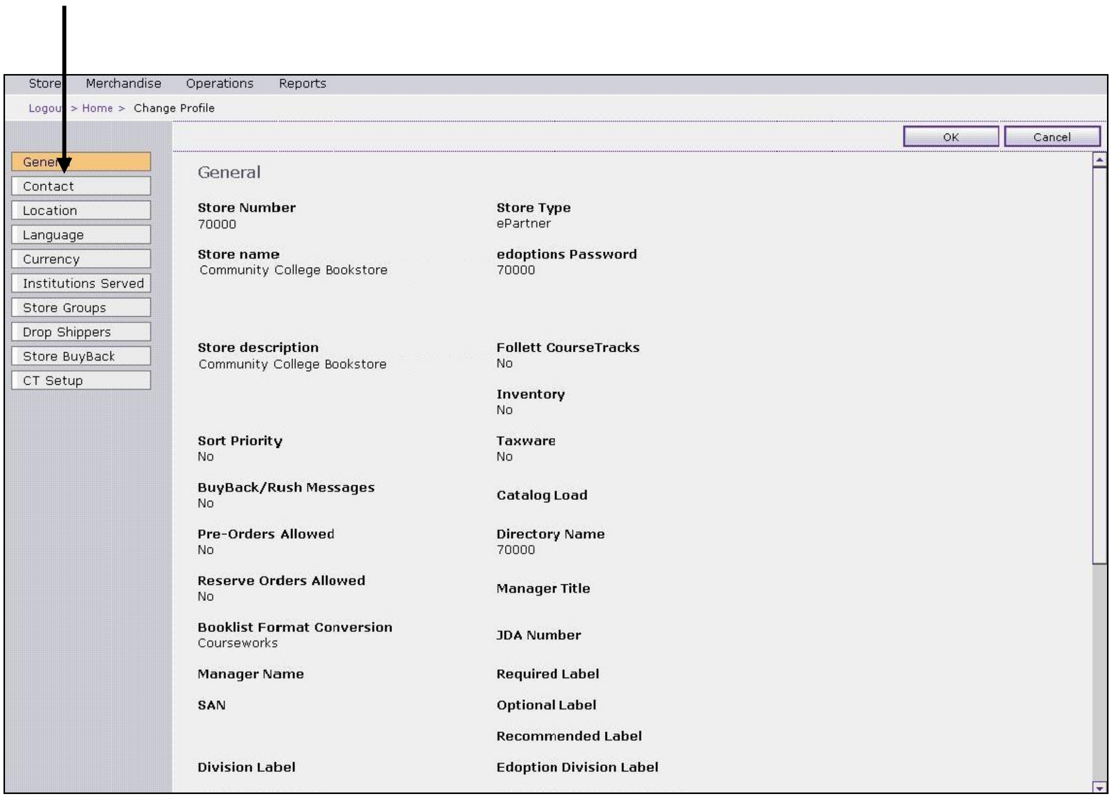
Option	Definition
Store	Provides access to pages for viewing and maintaining store and term information that appears on the store website.
Merchandise	Provides access to pages for viewing and maintaining products that appear on the store website.
Operations	Provides access to order and customer information.
Reports	Provides access to order management reports.

The browse sequence appears on every page and helps you easily navigate back to a previous page or log out easily from anywhere in the application.

Menu Panels

Within *Commerce Accelerator* you will see pages that include a menu panel on the left side of the page. Selecting an option on the menu panel provides access to additional pages. The name of the page you select will be highlighted.

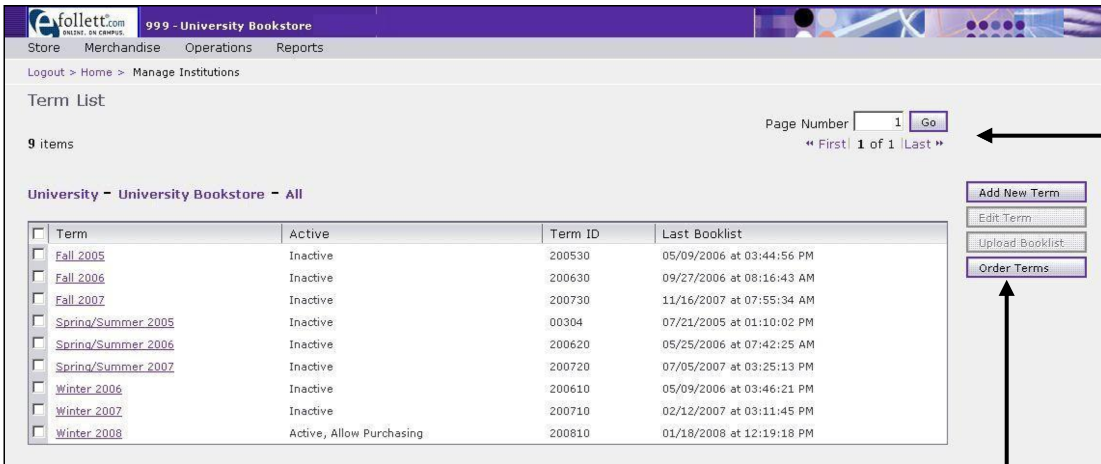
Menu Panel



List Pages and Data Entry Pages

Pages such as the example shown below are referred to as list pages. On these pages you can perform actions that will change the information that appears on the store's website.

Action buttons appear on the right side of the page. If an action is not available, the button is grayed out. If you want to apply an action to a particular item in the list, click the box to the left of the item and then click the action button on the right side of the page. Another page may appear where you enter or change information or select more options. See the example on the next page.



Navigational Aids

Action Buttons

The action you can perform is stated on the button. Examples of typical actions you might select include:

Option	Action
View	View the information for the item selected.
Edit	Modify the information for the item selected
Add	Add a new item to the list.
Delete	Delete an item from the list.
Activate	Activate the option selected.
Deactivate	Deactivate the option selected.

Note: While the system is processing your request, you will see the "loading" bar shown below.

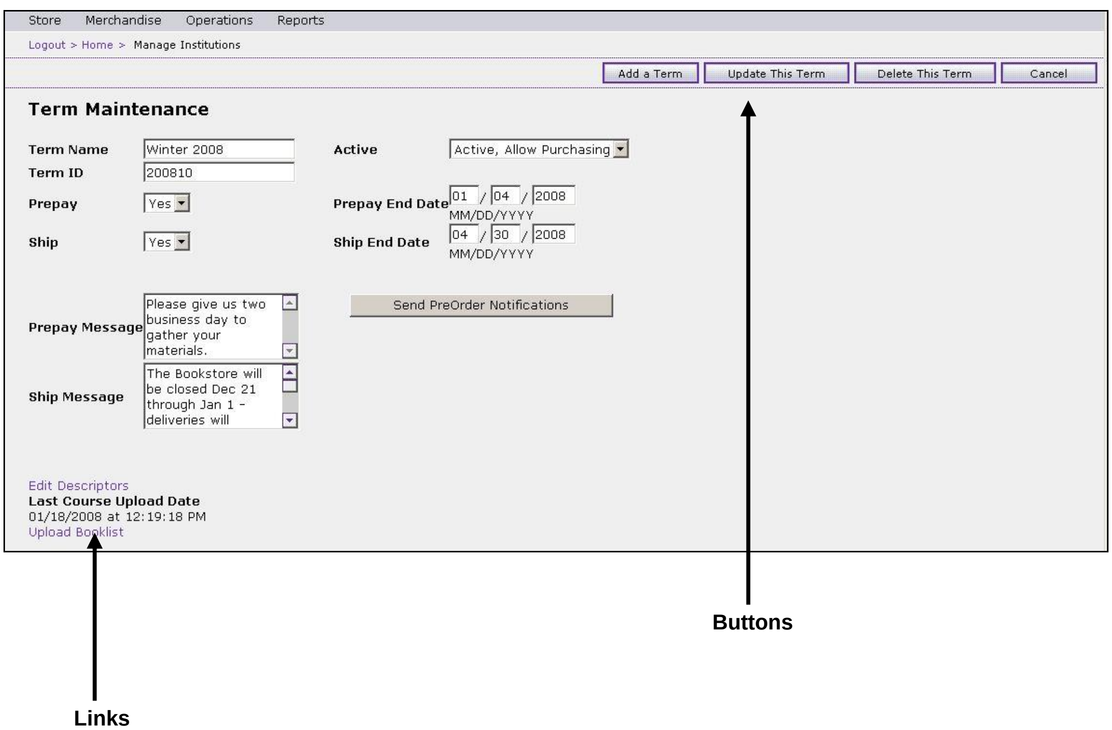
The navigational aids in the upper right corner of the page let you find the information in a list faster.

To…	Do this…
Move to the first page in a list	Click First
Move to the last page in a list	Click Last
Move to the next page in a list	Click Next
Move to the previous page in a list	Click Previous
Move to a specific page in a list	Type the page number in the *Page Number* field and click **Go**.

Many data entry pages have buttons at the bottom of the page or within the page. The action of these buttons is stated on the button. In the example below:

If you…	Click…
Entered information for a new term	**Add a Term**
Changed existing term information	**Update This Term**
Wanted to delete the term	**Delete This Term**
Wanted to return to the previous page without saving changes	**Cancel**

Note that this page also contains links that will take you to other pages.



Maintain Store Information

The information in this chapter will help you maintain the store information that appears on your store's website.

Tasks associated with maintaining store information include:

- Viewing store information
- Maintaining return policies
- Maintaining store messages
- Maintaining hours of operation
- Maintaining calendar of events

View Store Information

Store information appears on the store's website and displays the settings and parameters that control how the website functions. Store information includes:

- General information including store name and description, manager's name and title, *e*doptions password, and a number of options and parameters that control how the website works.
- Contact information including phone numbers, fax numbers, and email address.
- Location including store address.
- Language for the website
- Currency or currencies used in store transactions
- Institutions served by the store
- Drop shippers

You can only view store information; you cannot change it. If you need to change the existing information, communicate the changes to an eFollett coordinator.

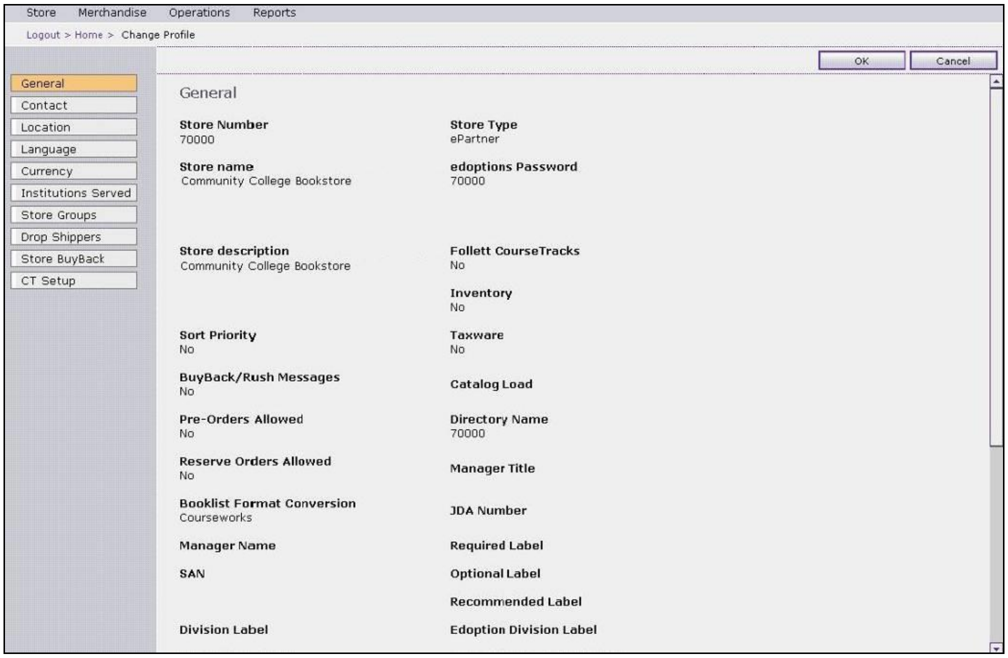
Viewing Store Information

To view store information:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.
2. From the menu bar, select **Store ► Change Profile**.

The *General* store information page appears. For more information, refer to the field definitions below.



3. Select an option from the menu panel on the left side of the page to view additional store information.

4. When you are finished viewing information, click **OK**.

5. Select another option from the menu bar at the top of the page.

-or-

Log out of *Commerce Accelerator*.

Field Definitions for the Store Profile—General Page

Displays the general store information that was entered when the store's website was created.

Field Name	**Field Definition**
Store number	Identifying number for the store.
Store Type	Description of type of store, such as Follett-managed, *e*Partner, Drop Shipper, etc.
Store name	Name of the store as it should appear on the store's website.
*e*doptions Password	Password faculty must use to enter *e*doptions on the store's website.
Follett CourseTracks	Not applicable. (Default is No)
Store description	Descriptive information about the store. This information is not posted on the store's website.

Field Name	Field Definition
Sort Priority	Option established at store site setup that allows certain items to be displayed first instead of in the default order. (Default is alphabetical)
Inventory	Option established at store site setup defining whether the store maintains real-time inventory. (Default is No)
BuyBack/Rush Messages	Option established at store setup to enable or disable buyback/rush messages. (Default is No)
Taxware	Option established at store site setup indicating whether the store is using Taxware (Yes) or tax tables (No). (Default is Yes for Follett-managed stores, No for independently managed stores)
Pre-Orders Allowed	Option established at store site setup indicating whether or not the store accepts pre-orders. (Default is No)
Rental Orders Allowed	Option established at store site setup indicating whether or not the store accepts rentals. (Default is No)
Reserve Orders Allowed	Option established at store site is setup indicating whether or not the store accepts reserve orders. (Default is No)
Catalog Load	Option established at store site setup defining how catalog information is loaded to the website. (MMS or Manual)
Booklist Format Conversion	Text management software the store uses.
Directory Name	Defines where store-specific images are assigned to this store.
Manager Name	Name of the store manager.
Manager Title	Store manager’s official position title.
SAN	Store’s Standard Address Number.
JDA Number	Indicates which JDA system the eFollett system should feed into. (Blank for independently-managed stores.)
Division Label	Word or abbreviation the school uses to describe divisions.
Required Label	Word or abbreviation the school uses to describe required course materials.
Course Label	Word or abbreviation the school uses to describe courses.
Optional Label	word or abbreviation the school uses to describe optional course materials.
Section Label	Word or abbreviation the institution uses to describe course sections.
Recommended Label	Word or abbreviation the school uses to describe recommended course materials.
Instructor Label	Word or abbreviation the school uses to describe this position. For example some schools use “Professor”.

Field Name	Field Definition
Department Label	Word or abbreviation the school uses to describe departments.
Bookstore URL	Store's web address.
Download Orders	Indicates whether or not the store is allowed to download orders.
Send Email Update	Option established at store site setup indicating whether an email will be automatically sent to a customer whenever the order status changes.

Field Definitions for the Store Profile—Contact Page

Displays the contact information entered when the store's website was created.

Field Name	Field Definition
Phone # 1	Store's primary phone number.
Phone # 1 Label	Descriptor for phone, e.g., main phone.
Phone # 2	Additional phone number.
Phone # 2 Label	Descriptor for additional phone, e.g., text department.
Phone # 3	Additional phone number.
Phone # 3 Label	Descriptor for additional phone, e.g., software department.
Phone # 4	Additional phone number.
Phone # 4 Label	Descriptor for additional phone, e.g., merchandise department.
Phone # 5	Additional phone number.
Phone # 5 Label	Descriptor for additional phone.
Fax number	Store's fax number.
E-mail address	Store's actual email address, e.g., mollymanager@bookstore.com. Customer email will be redirected to this address.
E-mail address alias	Email address that appears on the website, e.g., university@bkstr.com. The email will be redirected to the email address store's actual email address.

Field Definitions for the Store Profile—Location Page

Displays the address information entered when the store's website was created.

Field Name	Field Definition
Address 1	Store's street number, street name.
Address 2	Additional address information.
Address 3	Additional address information.
City	City associated with the store's street address.
State/Province	State associated with the store's address.
ZIP/Postal code	Zip code or postal code associated with the store's address.
Country/Region	Country associated with the store's address.
Allow In-store Pick-up?	Indicates whether this store allows customers to order online and pick up their orders at the store. If you click **Manage Pick-Up Locations**, you can view the pick-up locations set up for your store, but you cannot edit them. Click **Cancel** to go back to the *General* page.

Field Definitions for the Store Profile—Language Page

Displays the language information entered when the store's website was created.

Field Name	Field Definition
Selected languages	Language selected when this store was created appears on this page. If more than one language is selected, the website will appear in the default language, but the customer may select an alternative language.
Available languages	Additional languages you can select for the store's website.

Field Definitions for the Store Profile—Currency Page

Displays the currency information entered when the store's website was created.

Field Name	Field Definition
Selected currencies	Currencies selected when this store was created appear on this page as the default. If more than one currency is selected, the website will show monetary information in the default currency.
Available currencies	Additional currencies you can select for the store's website.

Field Definitions for the Store Profile—Institutions Served Page

Displays the institution information associated with the store.

Field Name	Field Definition
State	State where the institution is located.
Institution	Institution associated with this store.
Campus	Campus of the institution served by this store. For example, a large university might have different stores serving geographically distant campuses.
Program	Education program, such as Undergraduate or Graduate.

Store Groups Page

The eFollett staff uses this page to indicate whether or not a store uses certain features like showing ISBNs in the course results area and so on.

Field Definitions for the Store Profile—Drop Shippers Page

Displays the drop shipper information associated with the store.

Field Name	Field Definition
Selected Drop Shippers	Book vendors such as WMS (2000), Ingram (2001) or Rittenhouse (2002) who service the general books section of the website.
Available Drop Shippers	Additional drop shippers you can select for the store’s website.

Store Buyback Page

Indicates the address where customers should mail their buyback orders.

Course Tracks Setup

Not applicable.

Maintain Store Messages

Store messages appear on various pages of the store's website. The *Store Messages* page contains three major categories of messages with various subcategories.

You can create or change messages in these categories:

- General Message
  - Academic
  - Apparel and gifts
  - Buyback/Rush remote locations and times
  - Buyback most wanted titles
  - Buyback store events
  - Email message for orders submitted
  - *e*doptions
- Payment Methods
  - Multi-tendering help
  - Payment Method – Check
  - Payment Method – Money Order
- Return Policies
  - Computers and Software
  - General Goods
  - Apparel and Gifts
  - Non Textbooks
  - Textbooks

Creating or Editing a Store Message

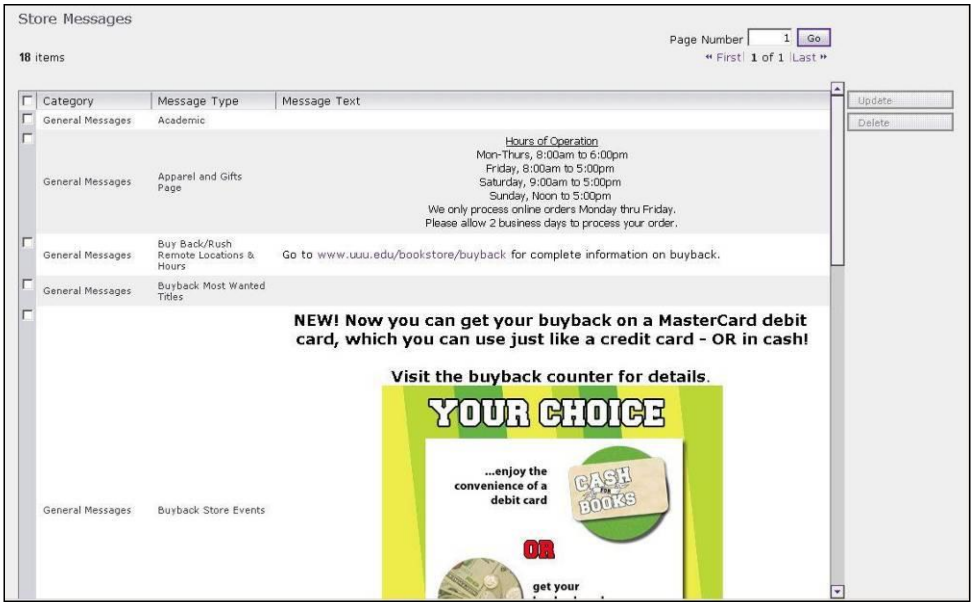
For help with formatting store messages, refer to Appendix A: *Guide to Using HTML Tags*, on page 100.

To create or edit a store message:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.
2. From the menu bar, select **Store ► Store Messages**.

The *Store Messages* page appears.



3. Click the box to the left of the appropriate *Category* and *Message Type* and click **Update**.

   The *Store Messages* text box appears.

4. In the *Message* field, type a new message or edit the text of an existing message.
5. To review the message, click **Preview Message**. Click **Close Window** when you are finished viewing the message.

   Note: If you have used HTML tags to format your message, view the message on the store's website to see how the message will actually look to customers.
6. If you do not want to save your work, click **Cancel**.

   -or-

   Click **OK**.

The *Store Messages* page reappears.

7. Repeat steps 3-6 until you are finished creating or editing messages.
8. Select another option from the menu bar at the top of the page.

   -or-

   Log out of *Commerce Accelerator*.

Deleting a Store Message

To delete a store message;

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.
2. From the menu bar, select **Store ► Store Messages**.

   The *Store Messages* page appears.
3. Click the box to the left of the message and click **Delete**.
4. At the prompt, click, **Cancel** to avoid deleting the message.

   -or-

   Click **OK** to delete the message.
5. Select another option from the menu bar at the top of the page.

   -or-

   Log out of *Commerce Accelerator*.

Maintain Store Hours

Store hours are posted in the S*tore Information* section of the *Help* page. You can set up to 10 sets of hours to address various times of the year such as rush, buyback or various academic terms. Tasks associated with maintaining store hours include:

- Adding a new set of store hours
- Activating or deactivating store hours
- Changing store hours
- Deleting store hours

Adding a New Set of Store Hours

To add a set of store hours:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.
2. From the menu bar, select **Store ► Hours of Operation**.

The *Hours of Operation* list page appears.

3. Click **New**.

   The *Add Hours of Operations* page appears.

4. In the *Sequence* field, type a number if you have multiple sets of store hours. Entering the number 1 will make that particular set of hours display at the very top.
5. In the *Note* field, type any special information related to hours. Example: Closed on Christmas and New Year's Day.
6. In the *Name* field, type a description for the set of hours. Example: Regular, Rush, or Buyback.

   Note: Once you click OK, you cannot change the name for the set of hours.
7. Type the hours of store operation in the fields for Monday through Sunday.
8. Click **OK**.

   A confirmation message appears.
9. Click **OK**.

   The *Hours of Operation list* page reappears with the hours you have entered.
10. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on	Select another option on the list page.

To…	Do this…
the list page	
Perform another task on the administrative site	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Important: The hours do not appear on the store's website until you activate them. Go on to the next procedure.

Activating or Deactivating Store Hours

To activate or deactivate store hours:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.
2. From the menu bar, select **Store ► Hours of Operation**.

   The *Hours of Operation* list page appears.
3. Click the box to the left of the set of hours you want to activate or deactivate.
4. Click **Activate** to ensure that the hours appear on the store's website.

   -or-

   Click **Deactivate** to remove the hours from the store's website.

   A confirmation message appears.
5. Click **OK**.

   The status in the *Status* field changes depending on your selection.
6. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on the list page	Select another option on the list page.
Perform another task on the administrative site	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Changing Store Hours

To change store hours:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.
2. From the menu bar, select **Store ► Hours of Operation**.

The *Hours of Operation* list page appears.

3. Click the box to the left of the set of hours you want to change.
4. Click **Change**.

   The *Change Hours of Operations* page appears.
5. Edit the store hours as needed. You cannot change the *Name* field.
6. Click **OK**.

   A confirmation message appears
7. Click **OK**.

   The *Hours of Operation* list page reappears showing the changes you have made.
8. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on the list page	Select another option on the list page.
Perform another task on the administrative site	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Deleting Store Hours

To delete store hours:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.
2. From the menu bar, select **Store ► Hours of Operation**.

   The *Hours of Operation* list page appears.
3. Click the box to the left of the set of hours you want to delete.
4. Click **Delete**.
5. At the prompt, click **Cancel** to avoid deleting the store hours.

   -or-

   Click **OK** to complete the deletion.

   A confirmation message appears.
6. Click **OK**.

   The *Hours of Operation* list page reappears. The set of store hours you deleted is no longer in the list.

7. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on the list page	Select another option on the list page.
Perform another task on the administrative site	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Maintain Store Events

Store events are posted on the store's home page and throughout the site. Tasks associated with maintaining store events include:

- Adding a store event
- Changing a store event
- Deleting a store event

Adding a Store Event

Important: The information about the event will not appear on the website until the event is activated. The information remains on the website until the event is deactivated.

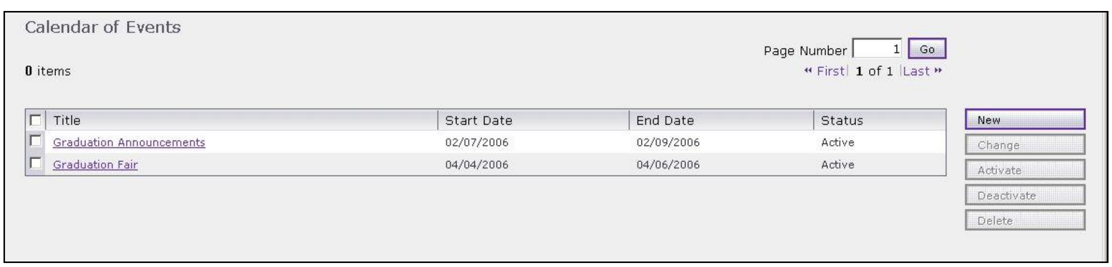
To add a store event:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

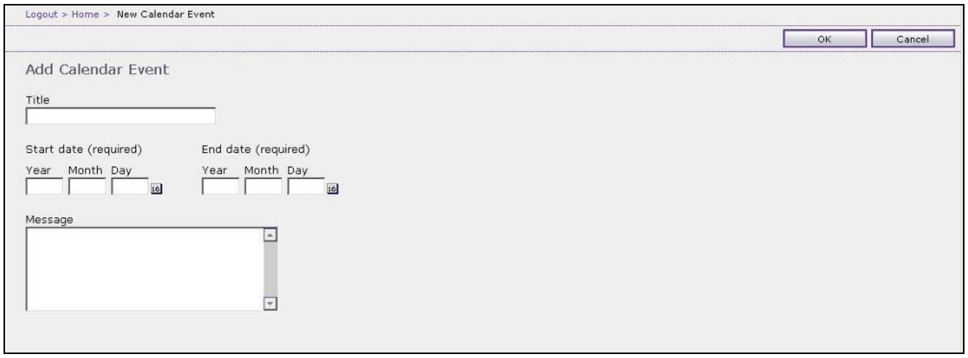
2. From the menu bar, select **Store ► Calendar of Events**.

   The *Calendar of Events* list page appears.



3. Click **New**.

The *Add Calendar Event* page appears.



4. In the *Title* field, type the name of the event.

5. In the *Start Date* field, type the starting date for the event (YYYY/MM/DD format), or click the calendar icon and select the date.

6. In the *End Date* field, type the last date for the event (YYYY/MM/DD format), or click the calendar icon and select the date.

7. In the *Message* field, type the information that you want to appear on the store's website.

8. Click **OK**.

The *Calendar of Events* list page reappears with the new event listed, but **not** activated.

9. To post the event on the website, click the box to the left of the event.

10. Click **Activate**.

The *Status* field changes from "Deactive" to "Active". The information remains on the website until the event is deactivated. To deactivate an event posting, click the box to the left of the event and click **Deactivate**.

11. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on the list page	Select another option on the list page.
Perform another task on the administrative site	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Changing a Store Event

Start and end dates are the dates an event begins and ends. An event **must** be activated before it will appear on the website. The event will continue to appear on the website until it is deactivated or deleted.

To change a store event:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.
2. From the menu bar, select **Store ► Calendar of Event**.

   The *Calendar of Events* list page appears.
3. Click the box to the left of the event you want to change.
4. Click **Change**.

   The *Change Calendar Event* page appears.
5. Edit the fields as needed.
6. Click **OK**.

   The *Calendar of Events* list page reappears.
7. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on the list page	Select another option on the list page.
Perform another task on the administrative site	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Deleting a Store Event

To delete a store event:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.
2. From the menu bar, select **Store ► Calendar of Events**.

   The *Calendar of Events* list page appears.
3. Click the box to the left of the event you want to delete.
4. Click **Delete**.
5. At the prompt, click **Cancel** to avoid deleting the event.

   -or-

   Click **OK** to complete the deletion.

The *Calendar of Events* list page reappears. The event is no longer in the list.

6. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on the list page	Select another option on the list page.
Perform another task on the administrative site	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Maintain Terms

Terms are associated with the campuses and programs established for your institution. Tasks associated with maintaining terms include:

- Viewing an institution
- Viewing a program
- Viewing terms
- Adding a term
- Editing a term
- Deleting a term
- Adding a term descriptor
- Editing a term descriptor
- Deleting a term descriptor
- Selecting the sort order for terms
- Uploading a booklist for a term
- Viewing term upload dates
- Sending pre-order notifications to customers

Viewing an Institution

To view an institution:

1. Log on to *Commerce Accelerator*.

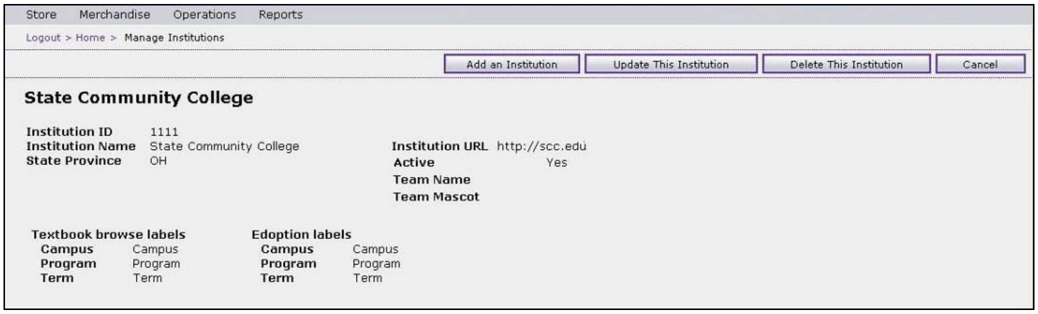
   The *Website Administration* home page appears.

2. From the menu bar, select **Store ► Manage Institutions**.

   The *Campus List* page appears.

3. Click **View Institution**.

The page containing institution information appears.



4. Refer to the table below to determine your next step.

To…	Do this…
Return to the *Campus List* page	Click **Cancel**.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Viewing a Program

To view a program:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

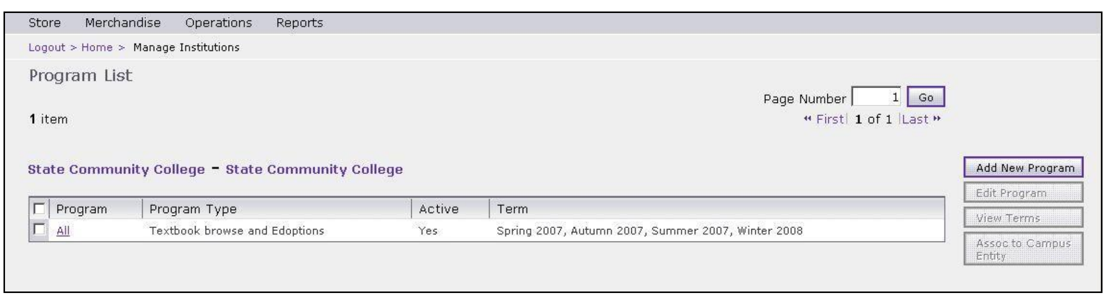
2. From the menu bar, select **Store ► Manage Institutions**.

   The *Campus List* page appears.

3. Click the box to the left of the campus associated with the program you want to view.

4. Click **View Programs**.

   The *Program List* page appears.



5. Refer to the table below to determine your next step.

To…	Do this…
Return to the *Campus List* page	Click the campus name link above the list of programs.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Viewing a Term

If you are already on the *Campus List* page, start at step 3.

To view a term:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar, select **Store ► Manage Institutions**.

   The *Campus List* page appears.

3. Click the box to the left of the campus associated with the terms you want to view.

4. Click **View Terms**.

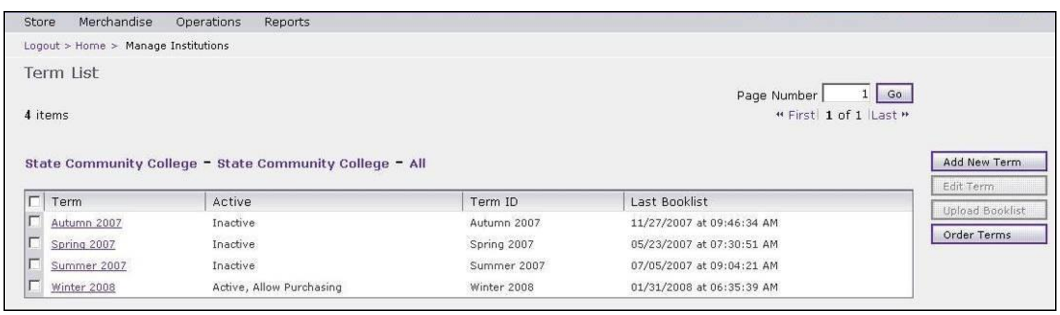
   The *Program List* page appears.

   Note: If a campus has only one program, clicking **View Terms** will take you directly to the *Term List* page. Continue with step 7.

5. Click the box to the left of the program associated with the terms you want to view.

6. Click **View Terms**.

   The *Term List* page appears.



7. Refer to the table below to determine your next step.

To…	Do this…
Perform a task on the *Term List* page	Select an option on the list page.
Return to the *Program List* page	Click the program name link above the list of terms.
Return to the *Campus List* page	Click the campus name link above the list of programs.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Adding a Term

If you are already on the *Campus List* page, start at step 3. If you are on the *Program List* page, start at step 5.

To add a new term:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar, select **Store ► Manage Institutions**.

   The *Campus List* page appears.

3. Click the box to the left of the campus you want to work with.
4. Click **View Terms**.

   The *Program List* page appears.

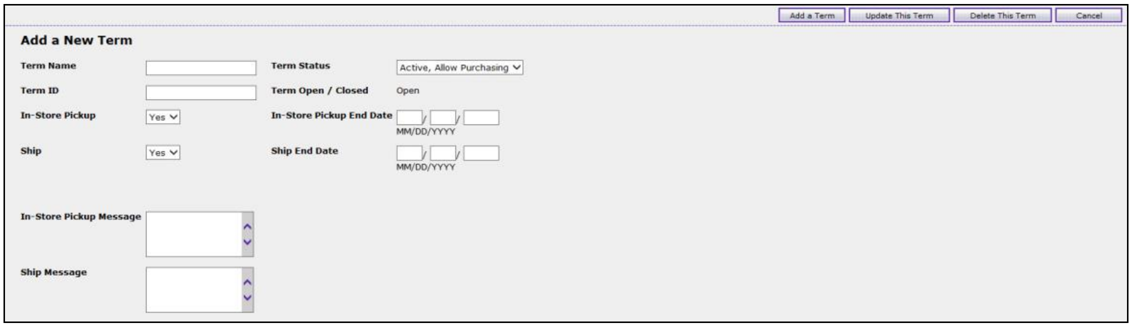
   Note: If a campus has only one program, clicking **View Terms** will take you directly to the Term List page. Continue with step 7.

5. Click the box to the left of the program you want to add a term to.
6. Click **View Terms**.

   The *Term List* page appears.

7. Click **Add New Term**.

The *Add a New Term* page appears.



8. Complete the fields on the page. Refer to the field definitions on page 34.

9. Click **Add a Term**.

The *Term List* page reappears.

10. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on the *Term List* page	Select another option on the list page.
Return to the *Program List* page	Click the program name link above the list of terms.
Return to the *Campus List* page	Click the campus name link above the list of programs.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Editing a Term

If you are already on the *Campus List* page, start at step 3. If you are on the *Program List* page, start at step 5.

To edit a term:

1. Log on to *Commerce Accelerator*.

The *Website Administration* home page appears.

2. From the menu bar on the top of the page, select **Store ► Manage Institutions**.

The *Campus List* page appears.

3. Click the box to the left of the campus you want to work with.

4. Click **View Terms**.

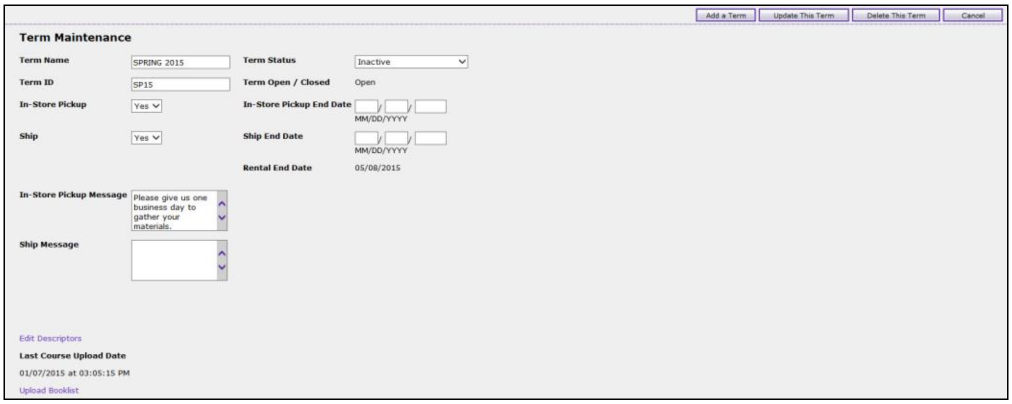
The *Program List* page appears.

Note: If a campus has only one program, clicking **View Terms** will take you directly to the *Term List* page. Continue with step 7.

5. Click the box to the left of the program you want to work with.
6. Click **View Terms**.

   The *Term List* page appears.
7. Click the box to the left of the term you want to edit.
8. Click **Edit Term**.

   The *Term Maintenance* page appears.



9. Edit the fields on the page. Refer to the field definitions on page 34.
10. Click **Update This Term**.

    The *Term List* page reappears.
11. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on the *Term List* page	Select another option on the list page.
Return to the *Program List* page	Click the program name link above the list of terms.
Return to the *Campus List* page	Click the campus name link above the list of programs.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Deleting a Term

If you are already on the *Campus List* page, start at step 3.If you are on the *Program List* page, start at step 5.

To delete a term:

1. Log on to *Commerce Accelerator*.

The *Website Administration* home page appears.

2. From the menu bar, select **Store ► Manage Institutions**.

   The *Campus List* page appears.

3. Click the box to the left of the campus you want to work with.

4. Click **View Terms**.

   The *Program List* page appears.

   Note: If a campus has only one program, clicking **View Terms** will take you directly to the *Term List* page. Continue with step 7.

5. Click the box to the left of the program you want to work with.

6. Click **View Terms**.

   The *Term List* page appears.

7. Click the box to the left of the term you want to delete.

8. Click **Edit Term**.

   The *Term Maintenance* page appears.

9. Click **Delete This Term**.

10. At the prompt, click **Cancel** to avoid canceling the term.

    -or-

    Click **OK** to complete the deletion.

    The *Term List* page reappears. The term you deleted is no longer on the list.

11. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on the *Term List* page	Select another option on the list page.
Return to the *Program List* page	Click the program name link above the list of terms.
Return to the *Campus List* page	Click the campus name link above the list of programs.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Field Definitions for the Add a New Term and Term Maintenance Pages

Note: If you do not see fields related to Reserve and/or Rental, it is because they were not turned on when your store's profile was created. To have these options made available, please contact eFollett support.

Field Name	Field Definition
Term Name	Name for the Term, for example, Fall #### (where #### is the year).
Term Status	Designation of whether or not the term is active. If a term is active, the booklist for the term will be displayed on the store's website. The options are: - Active, Allow purchasing - Active Pre-Order (only available if Pre-order is marked "Yes" in store profile) - Inactive, Pre-Order (only available if Pre-order is marked "Yes" in store profile) - Inactive
Term ID	Unique identifier that can be used for registration integration. Use whatever designation the school uses. A term ID is required before you can activate a term.
Term Open/Closed	Identifies whether the term is opened or closed for activity.
In-Store Pickup	Identifies whether your store provides in-store pickup for purchases. Options are Yes or No.
In-Store Pickup	If the store provides in-store pickup, the field identifies that last day for pickup in the store.
Ship	Determines whether or not the option to ship orders will appear on the store's website. The options are Yes or No.
Ship End Date	Date when orders will no longer be shipped for this term. The option to ship orders will disappear from the website after the end date.
Rental	Determines whether or not the In Store Pick-Up, Pay Later options will appear on the store's website. The options are Yes or No. (If available to your store.)
Rental End Date	Date when rental orders will no longer be accepted for this term. The In Store Pick-Up, Pay Later options will disappear from the website after the end date. (If available to your store.)
Prepay Message	Message customers see when they select the Prepay option. You can accept the default message or type your own message. If you select "No" in the *Prepay* field, this field disappears.

Field Name	Field Definition
In-Store Pickup Message	Message the customers see when they select the In-Store Pickup option. Use the space to enter the message as you want it to appear for customers.
Ship Message	Message customers see when they select the Ship option. You can accept the default message or type your own message. If you select "No" in the *Ship* field, this field disappears.
Reservation Message	Message customers see when they select the Reserve option. You can accept the default message or type your own message. If you select "No" in the *Reserve* field, this field disappears.
Rental Message	Message customers see when they select the Rental option. You can accept the default message or type your own message. If you select "No" in the *Rental* field, this field disappears.

Adding a Term Descriptor

Term descriptors are names or abbreviations describing divisions, departments, courses or sections that will be meaningful to customers. Descriptors are specific to the term you select.

Note: If you are already on the *Campus List* page, start at step 3. If you are on the *Program List* page, start at step 5. If you are on the *Term List* page, start at step 7.

To add a new term descriptor:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar, select **Store ► Manage Institutions**.

   The *Campus List* page appears.

3. Click the box to the left of the campus you want to work with.
4. Click **View Terms**.

   The *Program List* page appears.

   Note: If a campus has only one program, clicking **View Terms** will take you directly to the *Term List* page. Continue with step 7.

5. Click the box to the left of the program you want to work with.
6. Click **View Terms**.

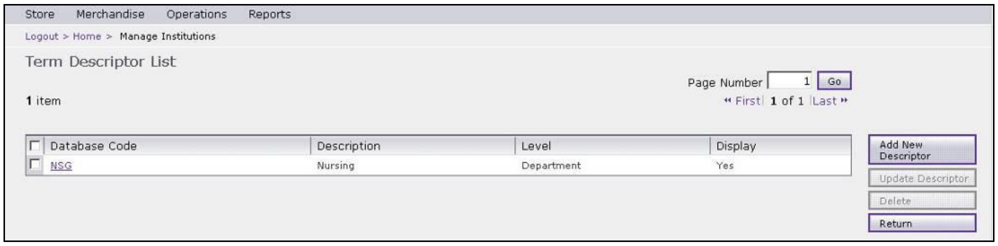
   The *Term List* page appears.

7. Click the box to the left of the term you want to work with.
8. Click **Edit Term**.

   The *Term Maintenance* page appears.

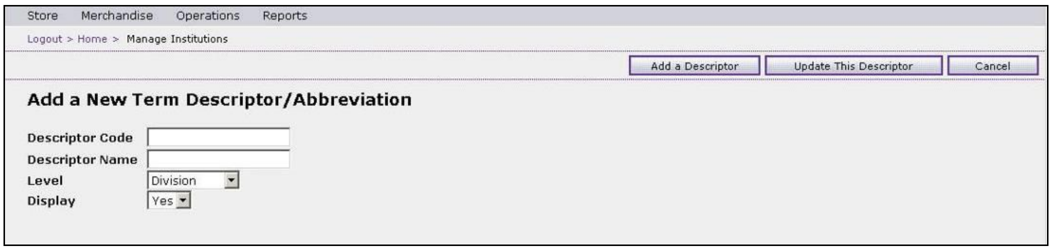
9. Click the **Edit Descriptors** link at the bottom left of the page.

The *Term Descriptor List* page appears.



10. Click **Add New Descriptor**.

    The *Add a New Term Descriptor/Abbreviation* page appears.



11. In the *Descriptor Code* field, type the code for the division, department, course or section.
12. In the *Descriptor Name* field, type a name for the descriptor code.
13. In the *Level* field, select Division, Department, Course or Section from the drop-down list.
14. In the *Display* field, select “Yes” or “No” to indicate whether the descriptor should appear on the store’s website.
15. Click **Add a Descriptor**.

    The *Term Descriptor List* page reappears.

16. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on the *Term Descriptor List* page	Select another option on the list page.
Return to the *Term Maintenance* page	Click **Return** in the lower right corner of the page.
Return to the *Term List* page	Click **Cancel** in the lower right corner of the *Term Maintenance* page.
Return to the *Program List* page	Click the program name link above the list of terms on the *Term List* page.
Return to the *Campus List* page	Click the campus name link above the list of programs on the *Program List* page.

To…	Do this…
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Editing a Term Descriptor

Note: If you are already on the *Campus List* page, start at step 3. If you are on the *Program List* page, start at step 5. If you are on the *Term List* page, start at step 7.

To edit a term descriptor:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar, select **Store ► Manage Institutions**.

   The *Campus List* page appears.

3. Click the box to the left of the campus you want to work with.
4. Click **View Terms**.

   The *Program List* page appears.

5. Click the box to the left of the program you want to work with.
6. Click **View Terms**.

   The *Term List* page appears.

   Note: If a campus has only one program, clicking **View Terms** will take you directly to the Term List page. Continue with step 7.

7. Click the box to the left of the term you want to work with.
8. Click **Edit Term**.

   The *Term Maintenance* page appears.

9. Click the **Edit Descriptors** link at the bottom left of the page.

   The *Term Descriptor List* page appears.

10. Click the box to the left of the term descriptor you want to edit
11. Click **Update Descriptor**.

    The *Term Descriptor/Abbreviation Maintenance* page appears.

12. Edit the descriptor information as needed.
13. Click **Update This Descriptor**.

    The *Term Descriptor List* page reappears.

14. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on the *Term Descriptor List* page	Select another option on the list page.
Return to the *Term Maintenance* page	Click **Return** in the lower right corner of the page.
Return to the *Term List* page	Click **Cancel** in the lower right corner of the *Term Maintenance* page.
Return to the *Program List* page	Click the program name link above the list of terms on the *Term List* page.
Return to the *Campus List* page	Click the campus name link above the list of programs on the *Program List* page.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Deleting a Term Descriptor

Note: If you are already on the *Campus List* page, start at step 3. If you are on the *Program List* page, start at step 5. If you are on the *Term List* page, start at step 7.

To delete a term descriptor:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar, select **Store ► Manage Institutions**.

   The *Campus List* page appears.

3. Click the box to the left of the campus you want to work with.
4. Click **View Terms**.

   The *Program List* page appears.

5. Click the box to the left of the program you want to work with.
6. Click **View Terms**.

   The *Term List* page appears.

   Note: If a campus has only one program, clicking **View Terms** will take you directly to the *Term List* page. Continue with step 7.

7. Click the box to the left of the term you want to work with.
8. Click **Edit Term**.

   The *Term Maintenance* page appears.

9. Click the **Edit Descriptors** link at the bottom left of the page.

   The *Term Descriptor List* page appears.

10. Click the box to the left of the term descriptor you want to delete.

11. At the prompt, click **Cancel** to avoid deleting the descriptor.

    -or-

    Click **Delete** to complete the deletion.

    The *Term Descriptor List* page reappears. The term descriptor you deleted is no longer on the list.

12. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on the *Term Descriptor List* page	Select another option on the list page.
Return to the *Term Maintenance* page	Click **Return** in the lower right corner of the page.
Return to the *Term List* page	Click **Cancel** in the lower right corner of the *Term Maintenance* page.
Return to the *Program List* page	Click the program name link above the list of terms on the *Term List* page.
Return to the *Campus List* page	Click the campus name link above the list of programs on the *Program List* page.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Selecting the Sort Order for Terms

The sort order option allows you to arrange the order in which you want terms appear to on the website. Inactive terms do not appear on the store's website.

If you are already on the *Campus List* page, start at step 3. If you are on the *Program List* page, start at step 5. If you are on the *Term List* page, start at step 7.

To select a term's sort order:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar, select **Store ► Manage Institutions**.

   The *Campus List* page appears.

3. Click the box to the left of the campus you want to work with.
4. Click **View Terms**.

   The *Program List* page appears.
5. Click the box to the left of the program you want to work with.
6. Click **View Terms**.

   The *Term List* page appears.
7. Click the box to the left of the term you want to establish a sort order for.
8. Click **Order Terms**.

   The *Term's Sort Order* page appears.

9. In the *Sort Order* field for each term, accept the default 9999.

   -or-

   Type the order in which the terms should appear, for example, 1 for Summer, 2008; 2 for Fall, 2008; 3 for Winter, 2009 and 4 for Spring 2009.
10. Refer to the table below to determine your next step:

To…	Do this…
Apply the sort orders and remain on this page	Click **Apply**.
Apply the sort orders and return to the *Term List* page	Click **Apply and Return**.
Return to the *Term List* page without saving any changes	Click **Cancel**.

11. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on the *Term List* page	Select another option on the list page.
Return to the *Program List* page	Click the program name link above the list of terms on the *Term List* page.

To…	Do this…
Return to the *Campus List* page	Click the campus name link above the list of programs on the *Program List* page.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Uploading a Booklist for a Term

If you are already on the *Campus List* page, start at step 3. If you are on the *Program List* page, start at step 5. If you are on the *Term List* page, start at step 7. If you are on the *Term Maintenance* page, click the **Upload Booklist** link to reach the *Booklist Upload* window. Start at step 9.

To upload a booklist for a term:

1. Log on to *Commerce Accelerator*.

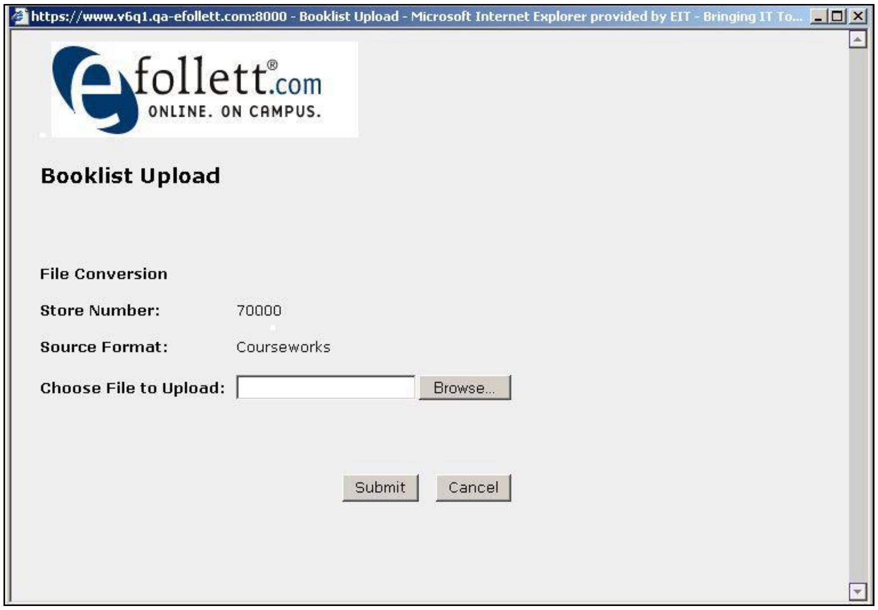
   The *Website Administration* home page appears.
2. From the menu bar, select **Store ► Manage Institutions**.

   The *Campus List* page appears.
3. Click the box to the left of the campus you want to work with.
4. Click **View Terms**.

   The *Program List* page appears.
5. Click the box to the left of the program you want to work with.
6. Click **View Terms**.

   The *Term List* page appears.
7. Click the box to the left of the term you want to upload a booklist for.
8. Click **Upload Booklist**.

The *Booklist Upload* window appears.



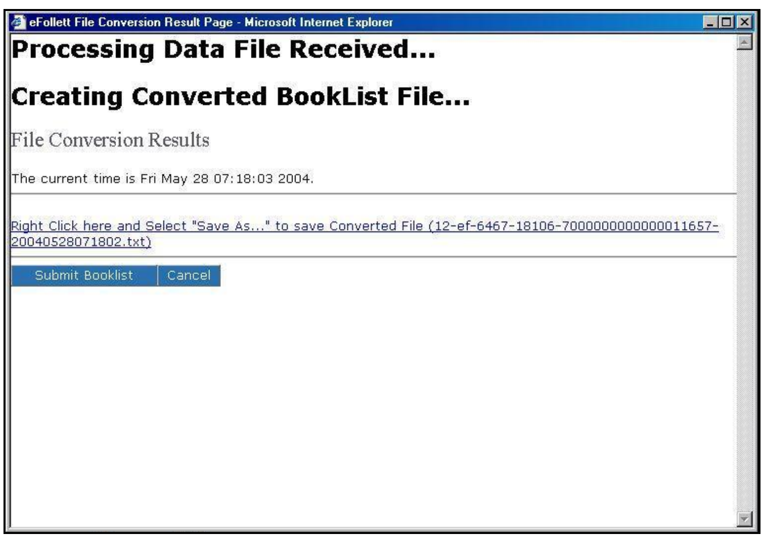
9. In the *Choose File to Upload* field, type the path and file name.

-or-

Click **Browse** to search for the file. Highlight the file name and click **Open**.

10. Click **Submit** to convert the booklist file to the website format.

The *Processing Data File Received…* window appears.



11. Refer to the table below to determine your next step.

To…	Do this…
Save the booklist file as a text file **before** you upload it	a. Right-click the link in the window. b. Select **Save Target As** in the drop-down menu. c. Select the directory where you want to save the text file. d. Rename the file so you recognize it (Optional). e. Click **Save**. f. Click **Close**. g. Click **Submit Booklist**. A confirmation message appears. h. Click **Close** this window.
Upload the booklist without saving a text file.	a. Right-click the link in the window. b. Click **Submit Booklist**. A confirmation message appears. c. Click **Close** this window.
Cancel the process without uploading the booklist	Click **Cancel**.

12. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on the *Term List* page	Select another option on the list page.
Return to the *Program List* page	Click the program name link above the list of terms on the *Term List* page.
Return to the *Campus List* page	Click the campus name link above the list of programs on the *Program List* page.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Viewing Booklist Upload Dates

To view booklist upload dates:

1. Log on to *Commerce Accelerator*.

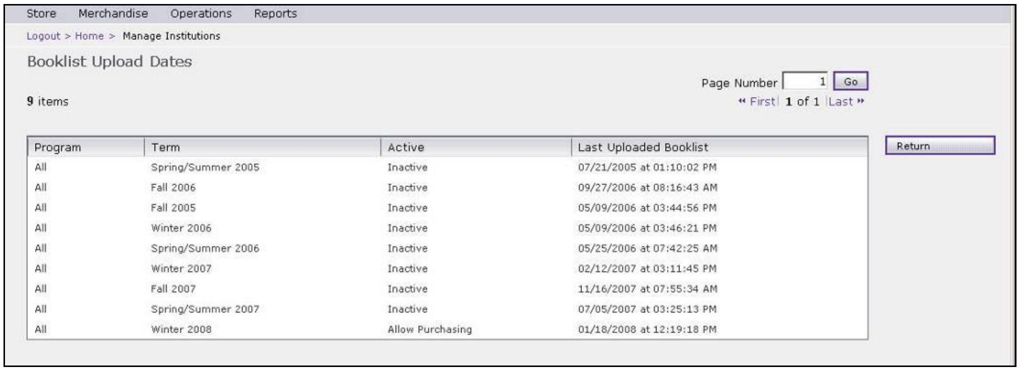
The *Website Administration* home page appears.

2. From the menu bar, select **Store ► Manage Institutions**.

The *Campus List* page appears.

3. Click the box to the left of the campus you want to view.
4. Click **View Term Upload Dates**.

   The *Booklist Upload Dates* list page appears.



5. Click **Return**.
6. Refer to the table below to determine your next step.

To…	Do this…
Perform another task on the *Campus List* page	Select another option on the list page.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Maintain Orders and Customer Information

The information in this chapter describes the processes involved in maintaining orders and customer information for your store.

Maintain Orders

Tasks associated with maintaining orders include:

- Finding and viewing orders
- Editing orders
- Changing order status
- Printing order information

Finding and Viewing an Order

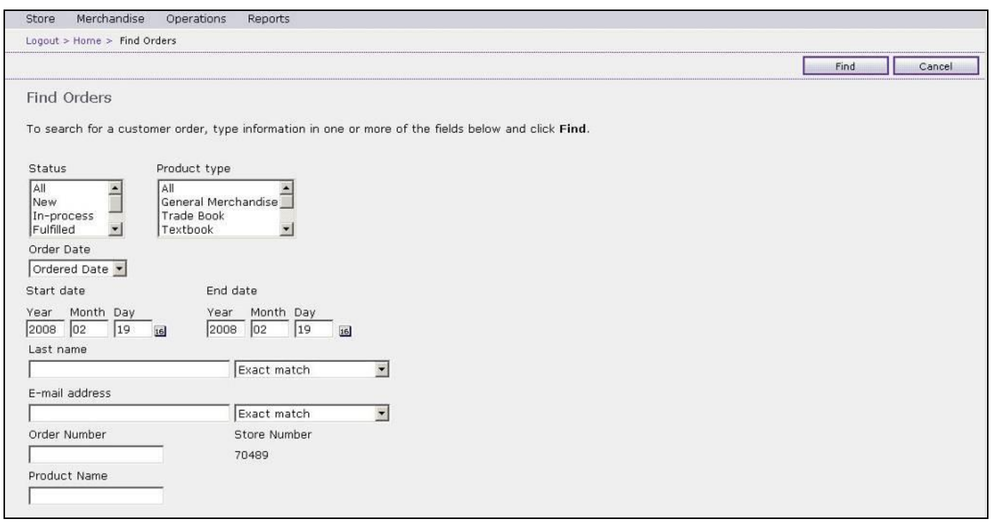
To find and view an order:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

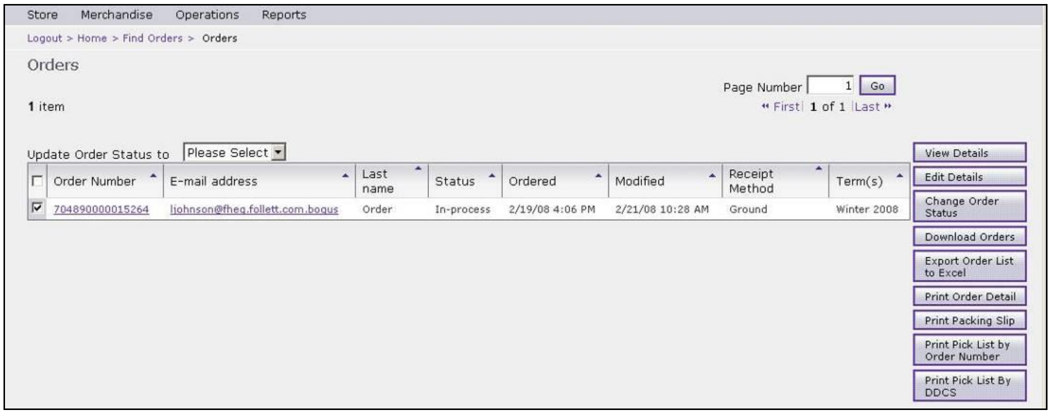
2. From the menu bar, select **Operations ► Find Orders**.

   The *Find Orders* page appears.



3. Complete one or more of the fields on the page. Refer to the field definitions table on page 48.
4. Click **Find**.

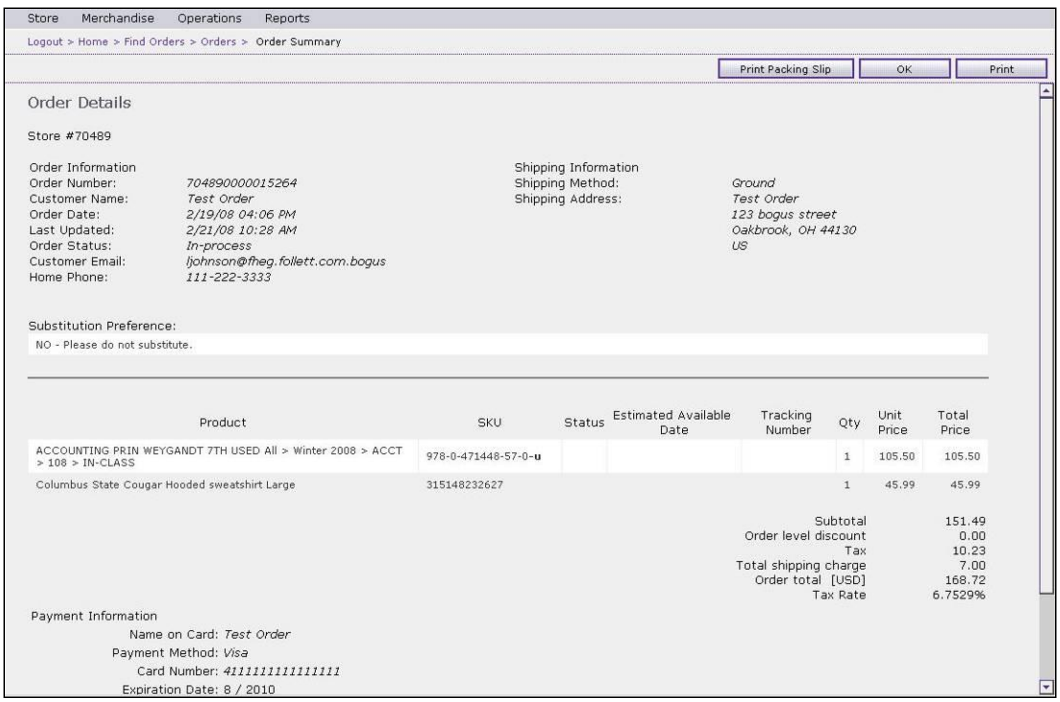
The *Orders* list page appears with a scroll-down list of the orders matching the search criteria you entered. (Up to 25 orders per page.)



5. Click the box to the left of the order you want to view.

6. Click **View Details**.

The *Order Details* page appears. Scroll down to see information on the bottom of the page.



7. Refer to the table below to determine your next step.

To…	Do this…
Print the Order Summary	a. Click **Print**. b. In the *Print* window, click **Print**. c. Click **OK** to return to the *Orders* list page.
Print a packing slip (also prints shipping label, return instructions and return label)	a. Click **Print Packing Slip**. b. In the *Print* window, click **Print**. c. Click **OK** to return to the *Orders* list page.
Return to the *Orders* list page without printing	Click **OK**.

Note: Any action taken on a new order including viewing it, places the order in the "In-process" status. An email is automatically sent to the customer to inform him/her that the order is in process.

8. Select another option from the *Orders* list page or the menu bar.

-or-

Log out of *Commerce Accelerator*.

Field Definitions for the Find Orders Page

Field Name	Field Definition
Status	Stage of processing the order is in. The options are: All, New, In-process, Fulfilled, Canceled, and Back Ordered. Orders with back ordered items remain "in-process" until the order is completely filled or the items are canceled.
Product type	Major category of a product. The options are: All, General Merchandise, Trade Book, Text Book, Gift Card, Software, and Custom Gift.
Order Date	Date the order was placed or the date it was modified.
Start Date	First date in the date range for orders you want to view. For example, if you enter 2007/05/20 and 2007//05/22 as the start and end dates, the system will find orders placed on 5/20, 2/21, and 5/22.
End Date	Last date in the date range for orders you want to view. See example above.
Last name	Customer's last name. The search can ignore the case, look for names containing selected letters, or match exactly.
E-mail address	Customer's email address. The search can ignore the case, look for addresses containing selected characters, or match exactly.
Order Number	Order number, if known.
Store Number	Default is the number used at logon. You can change to another number if you have proper authorization.

Editing an Order

To edit an order:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar, select **Operations** ► **Find Orders**.

   The *Find Orders* page appears.

3. Complete one or more of the fields on the page. Refer to the field definitions on page 48.

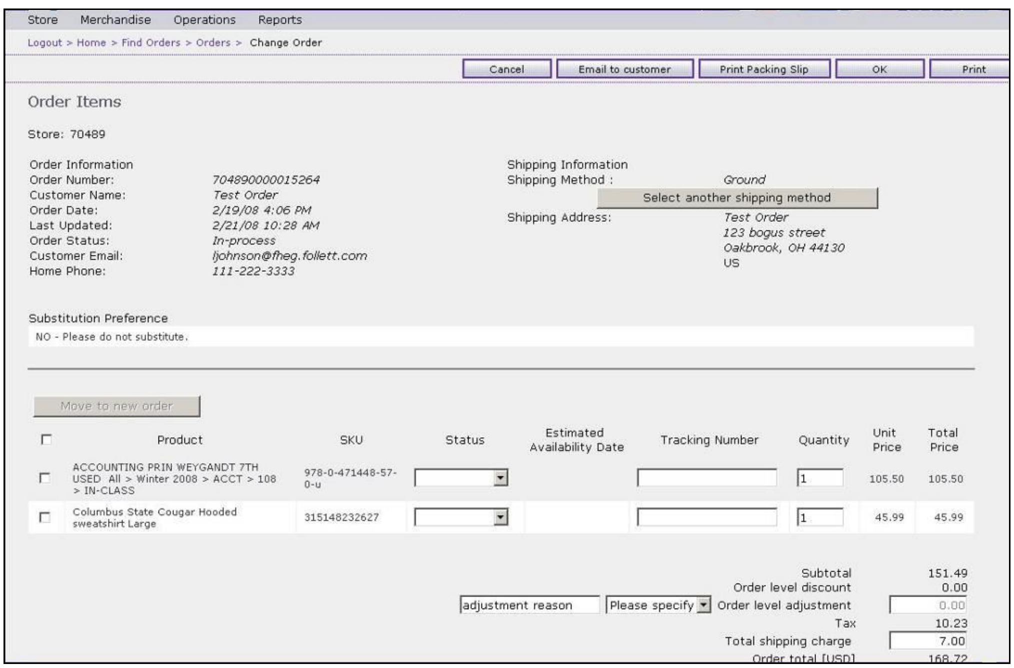
4. Click **Find**.

   The *Orders* list page appears with a scroll-down list of all orders matching the search criteria you entered. (Up to 25 orders per page.)

5. Click the box to the left of the order you want to edit.

   Click **Edit Details**.

   The *Order Items* page appears. Scroll down to view information at the bottom of the page.



6. Refer to the following table to determine your next step.

   Note: If you want to make multiple changes to one item, click the box to the left of the item, make all your changes and then click the **Update** button below the *Order Total* field.

To…	Do this…
Change the pickup location (This option is available only if your store has more than one pickup location.)	a. Click **Change Pickup Location**. The *Change Pickup Location* page appears. b. Click the box to the left of the appropriate location. c. Click **OK** to save the setting d. Click **OK** to continue.
Change the shipping method (This option is available only if your store has more than one shipping method.)	a. Click **Select another shipping method**. The *Shipping Method* page appears. b. Click on the appropriate shipping method. c. Click **OK** to save the setting. d. Click **OK** to continue.
Move item information to a new order Note: The most common use for this option is to move back-ordered items to a new order and complete the order process for the remaining items in the original order.	a. Click the box to the left of the item. b. Click **Move to new order**. A message dialog box appears asking if payment method needs to be changed. c. If the payment method does not need to be changed, click **Cancel**. -or- Click **OK** to change the payment method. A *Web Page Dialog* appears for entering new information. d. Enter the new payment information and click **Submit**. A new order is created.
Change the status of an item	a. Click the box to the left of the item. b. In the *Status* field, select the appropriate status. The options are: Fulfilled, Cancelled or Backordered. c. Click **Update**. d. Click **OK** to continue. **Note:** Once an order status is changed to Fulfilled or Canceled, you can view the order summary, but you can no longer make changes to the order.
Edit or add a tracking number	a. Click the box to the left of the item. b. Type a tracking number or edit an existing number. c. Click **Update**. d. Click **OK** to continue.

To…	Do this…
Change the quantity	a. Click the box to the left of the item. b. Type the correct number in the *Quantity* field. c. Click **Update**. d. Click **OK** to continue. The order total is updated.
Make an adjustment to the order	a. Type the reason for adjustment in the *Adjustment reason* field. (Required) b. In the *Please specify* field, select the type of adjustment (Add or Subtract). c. In the *Order level adjustment* field, type the adjustment amount. d. Click **Update**. The dollar amounts are updated.
Adjust a shipping charge	Type the appropriate charge in the *Total Shipping* field. **Note:** When you make adjustments to an item or order total, the shipping charges are automatically recalculated if the new total changes the range for shipping costs. However, if you elect to type an amount in the *Total Shipping* field, the system will use this amount for the shipping charge and will no longer recalculate for any item or subtotal changes you make.
Add comments	Type comments about the order in one or both of the *Add New Comments* fields, such as what prompted editing or making an adjustment in the order. Comments typed in the *Internal Comments* field are viewable only by store associates. Comments typed in the *Comments to Customer* field appear on the packing slip and in the order history section of the customer's account page on eFollett. **Note:** You can also use this field to communicate with the customer. For example, if you need to ask approval for a substitution or you want the customer to call the store, you can type your question or request in the field and click **Email to customer**.

7. When you are finished editing the order, refer to the table below to determine your next step.

To…	Do this…
Return to the *Orders* list page	Click **OK**.
To return to the *Orders* list page without saving changes (If you have previously clicked the **Update** button those changes are already saved.)	a. Click **Cancel**. b. Click **OK** to continue.
Print the order detail and save changes.	a. Click **Print**. b. Click **OK** to save the changes. The *Print* window appears. c. Accept the printer defaults or change them as needed. d. Click **Print**. e. Click the **X** in the upper right corner of the *Print* window to return to the *Order Items* page.
Send an email to the customer	Click **Email to customer**. A blank window appears and disappears. The email is sent to the customer's email address.

The *Orders* list page appears.

8. Select another option from the list page or from the menu bar.

   -or-

   Log out of *Commerce Accelerator*.

Changing an Order's Status

To change an order's status:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar, select **Operations ► Find Orders.**

   The *Find Orders* page appears.

3. Complete one or more of the fields on the page. Refer to the field definitions on page 48.

4. Click **Find**.

   The *Orders* list page appears with a scroll-down list of the orders matching the search criteria you entered. (Up to 25 orders per page.)

5. Click the box to the left of the order whose status you want to change.

   Note: You can select more than one order if you are changing them all to the same status.

6. In the *Update Order Status to* field, select the status from the drop-down list.
7. Click **Change Order Status**.

   The *Orders* list page refreshes itself reflecting the new order status.

8. Select another option from the list page or from the menu bar.

   -or-

   Log out of *Commerce Accelerator*.

Printing Order Information

To print order information from the *Orders* list page:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar, select **Operations ► Find Orders.**

   The *Find Orders* page appears.

3. Complete one or more of the fields on the page. Refer to the field definitions on page 48.
4. Click **Find**.

   The *Orders* list page appears with a scroll-down list of the orders matching the search criteria you entered. (Up to 25 orders per page.)

5. Click the box to the left of the order you want to print.
6. Refer to the table below to determine your next step.

To…	Do this…
Print Order Detail	a. Click **Print Order Detail**. The *Order Details* page appears. b. Click **Print**. The *Print* dialog window appears. c. Click **Print**. The *Order Detail* page remains visible while the information is printed. d. Click **OK** to return to the *Orders* list page.

To…	Do this…
Print Packing Slip	a. Click **Print Packing Slip**. The *Packing Slip* page appears. The upper portion may be a message from the store to the customer. b. Click **Print**. The *Print* dialog window appears. c. Click **Print**. The *Packing Slip* page remains visible while the information is printed. d. Click **OK** to return to the *Orders* list page.
Print Pick List by Order Number	a. Click **Print Pick List By Order Number**. The *Pick List* page appears. b. Click **Print**. The *Print* dialog window appears. c. Click **Print**. The *Pick List* page remains visible while the information is printed. d. Click **OK** to return to the *Orders* list page.
Print Pick List by DDCS	a. Click **Print Pick List By DDCS**. The *Pick List* page appears. b. Click **Print**. The *Print* dialog window appears. c. Click **Print**. The *Pick List* page remains visible while the information is printed. d. Click **OK** to return to the *Orders* list page.

7. Select an option from the list page or from the menu bar.

-or-

Log out of *Commerce Accelerator*.

Maintain Customer Information

Tasks associated with maintaining customer information include:

- Finding a customer
- Resetting a customer's password

Finding a Customer

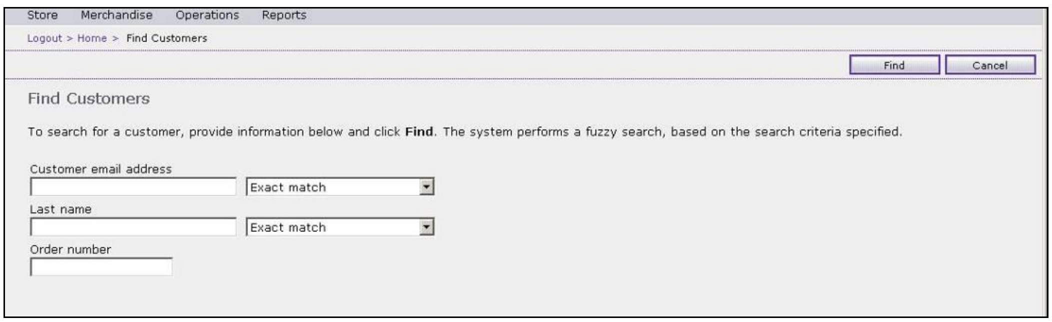
To find a customer:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar, select **Operations ► Find Customers**.

   The *Find Customers* page appears.



3. Enter information into one or more of the fields.
4. Use the drop-down selection fields to refine your search. The choices are: "Exact match" or "Ignore case, beginning with".
5. Click **Find**.

   The *Find Customers – Search Results* page appears. The page lists the customers matching the search criteria you entered. Customers are listed by their email addresses.

6. View the customer information.

7. Select another option from the list page or the menu bar.

   -or-

   Log out of *Commerce Accelerator*.

Resetting a Customer's Password

To reset a customer's password:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.
2. From the menu, select **Operations ► Find Customers**.

   The *Find Customers* page appears.
3. Enter information into one or more of the fields.
4. Use the drop-down selection fields to refine your search. The choices are: "Exact match" or "Ignore case, beginning with".
5. Click **Find**.

   The *Find Customers – Search Results* page appears. The page lists the customers matching the search criteria you entered.
6. Click the box to the left of the email address for the customer whose password you want reset.
7. Click **Reset Password**.

   A *Web Page Dialog* box appears with an entry field for the Administrator's password.

8. Enter the password you used to log on to *Commerce Accelerator*.
9. Click **OK**.

   A temporary password is emailed to the customer. The *Web Page Dialog* appears indicating that the password has been reset and that a notification email has been sent to the customer.
10. Click **OK**.

    The *Find Customers – Search Results* page reappears.
11. Select another option from the list page or the menu bar.

    -or-

    Log out of *Commerce Accelerator*.

Maintain *e*doptions

Faculty or other school personnel can enter course material adoptions through the store's website. These adoptions are referred to as "*e*doptions" in the system. You are responsible for processing the *e*doptions and, if necessary, updating the general *e*doption information (e.g., course number or section number) or information about the course materials.

The person who submits the *e*doption always receives email notification when:

- An *e*doption is submitted or renewed
- The status is changed.
- Information on the *e*doption is changed (e.g., section number changed, title added or deleted)

If the *Send additional copies* field on the *edoption Details* page contains valid email addresses, copies of all the above communications will be sent to those addresses. If the instructor and the submitter are not the same person, the instructor will receive copies of the email notifications if the *Send email notification* flag has been turned to "Yes" on the *edoption Details* page.

Maintain *e*doption Information

The tasks associated with maintaining *e*doption information include:

- Searching for *e*doptions
- Printing *e*doption detail
- Editing *e*doption information

Searching for *e*doptions

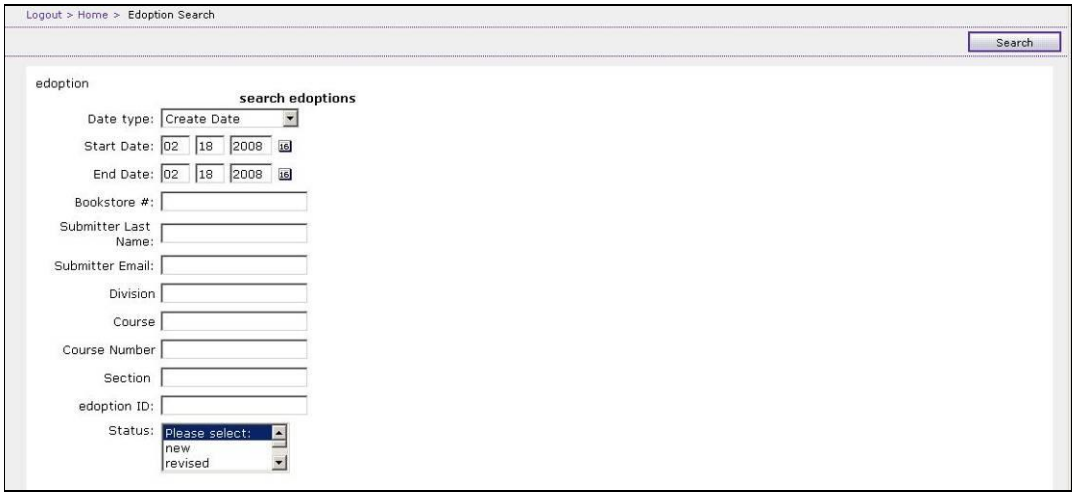
To search for *e*doptions:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

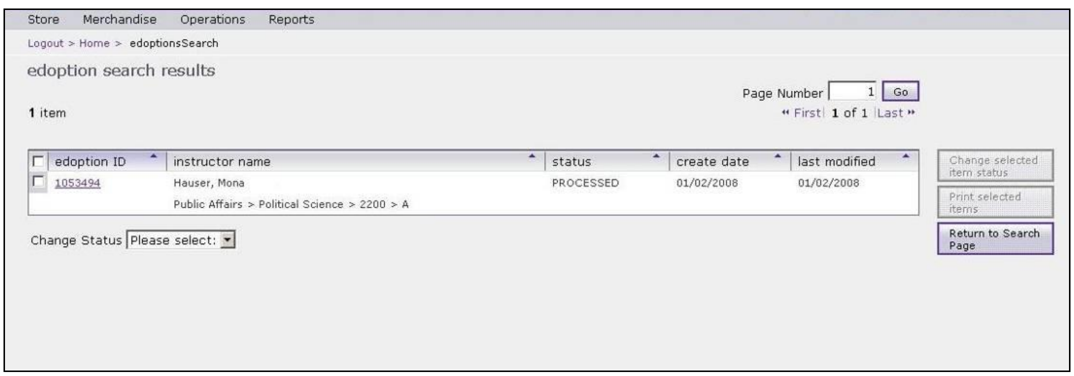
2. From the menu bar, select **Store ► Edoption Search**.

The *search edoptions* page appears.



3. Complete one or more of the fields on the page. Refer to the field definitions table on page 59.
4. Click **Search**.

The *edoption search results* list page appears with a scroll-down list of the *e*doptions matching the search criteria you entered. (Up to100 *e*doptions; 25 per page) You can resort columns by clicking the ▼ symbol to the right of the column name.



5. Refer to the table below to determine your next step.

To…	Do this…
View *e*doption detail	a. Click the ***e*doption ID** number. b. Refer to the procedure on page 61 for more information on editing edoption information.
Print *e*doption details	a. Click **Print selected items**. b. Refer to the procedure on page 60.
Change the status of an *e*doption	a. Click the box to the left of the *e*doption whose status you want to change. **Note:** You can change the status of multiple *e*doptions if you are changing them to the same status. b. In the *Change Status* field at the bottom of the page, select the status from the drop-down list. c. Click **Change selected item status**. The list page refreshes itself. Depending on your original search criteria, edoptions may disappear from the list once their status has been changed.
Perform another search for *e*doptions	Click **Return to Search Page**.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Field Definitions for the Search edoptions Page

Field Name	Field Definition
Date Type	Date the *e*doption was placed (Create Date) or the date it was modified (Last Modified Date). The default is "Create Date".
Start Date	First date in the date range for *e*doptions you want to view. For example, if you enter 01/01/2008 and 01/03/2008 as the start and end dates, the system will find edoptions for 1/1, 1/2, and 1/3. Your selection of *Date Type* also influences the search results. **Note:** If you don't include a start and end date, the system searches for all *e*doptions within the last three months that meet the other criteria you enter.
End Date	Last date in the date range for *e*doptions you want to view. See example above.

Field Name	Field Definition
Bookstore #	Identification number of the bookstore you want to search *e*doptions for. If you leave the field blank, the system will search all stores you have access to.
Submitter Name	Last name of the person who submitted the *e*doption. Enter the first few as letters of the last name.
Submitter Email	Email address of the person who submitted the *e*doption. Enter the first few characters of the email address.
Division	Division the *e*doption was submitted for.
Department	Department the *e*doption was submitted for.
Course	Course the *e*doption was submitted for.
Section	Section the *e*doption was submitted for.
edoption ID	System-assigned identification number for the *e*doption. This field is especially useful when you want to look up a particular *e*doption and you know the ID number.
Status	Stage of processing the *e*doption is in. The options are: new, revised, canceled, processed, pending approval and approved.

Printing *e*doption Detail

If you are already on the *edoption search results* list page, start at step 5.

To print *e*doption details:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.
2. From the menu bar, select **Store ► Edoption Search**.

   The *search edoptions* page appears.
3. Complete one or more of the fields on the page. Refer to the field definitions table on page 59.
4. Click **Search**.

   The *edoption search results* list page appears with a scroll-down list of the *e*doptions matching the search criteria you entered. (Up to100 *e*doptions; 25 per page)
5. Click the box to the left of the *e*doption you want to print. (You can click more than one box.)
6. Click **Print** s**elected** i**tems**.

   An *Internet Explorer* window opens.
7. From the menu bar, select **File ► Print**.

The *Print* window opens.

8. Accept the default printer options or change them as needed.
9. Click **Print**.

   The *e*doption prints (landscape mode). If you print more than one *e*doption, each *e*doption is printed on a separate page.

10. Click in the upper right corner of the window to close the window.
11. Refer to the table below to determine your next step.

To…	Do this…
View *e*doption detail	a. Click the **edoption ID** number. b. Refer to the procedure *Editing edoption Information* on this page.
Change the status of an *e*doption	a. Click the box to the left of the *e*doption whose status you want to change. **Note:** You can change the status of multiple *e*doptions if you are changing them to the same status. b. In the *Status* field at the bottom of the page, select the status from the drop-down list. c. Click **Change selected item status**. The list page refreshes itself. Depending on your original search criteria, *e*doptions may disappear from the list once their status has been changed.
Perform another search for *e*doptions	Click **Return to Search Page**.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Editing *e*doption Information

You can change certain information on *e*doptions, if necessary. You **cannot** change the instructor's or the submitter's name or email address or the bookstore.

If you need permission for changes from the faculty person and/or the submitter, you have the option to send email requesting approval for the changes. Email notifications of updates, change in status or cancellations are:

- Always sent to the submitter.
- Sent to the instructor if the *Send email notification* field is marked "Yes" on the *e*doption *Details* page.

- Sent to any valid email addresses in the *Send additional copies to* field on the *e*doption *Details* page.

If you are already on the *edoption Details* page, start at step 6.

To edit *e*doption information:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar, select **Store ►Edoption Search**.

   The *search edoptions* page appears. The *e*doption number, status, creation date and date the *e*doption was last updated appear at the top of the page.

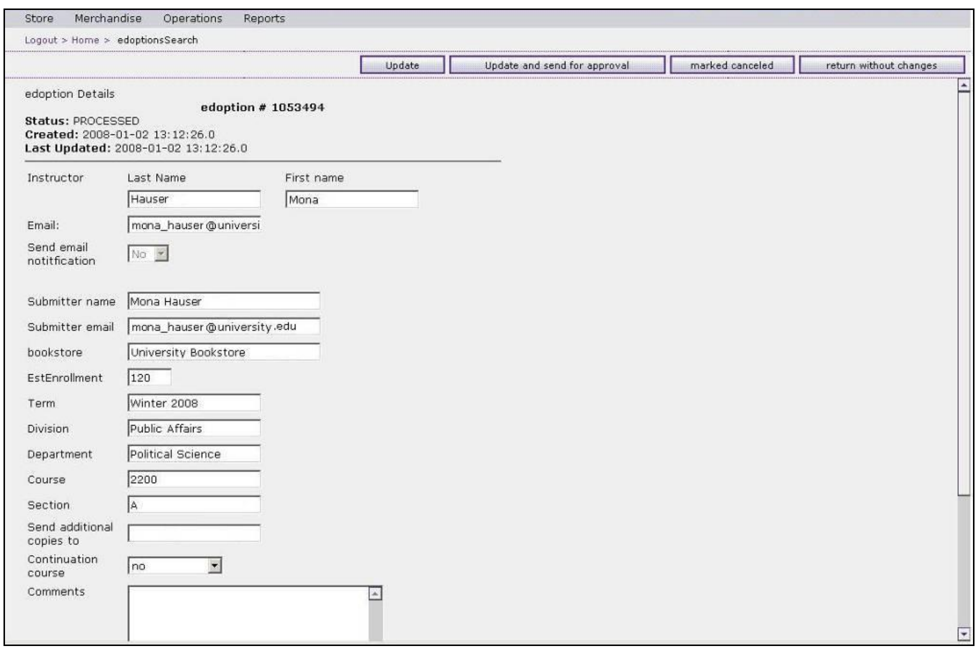
3. Complete one or more of the fields on the page. Refer to the field definitions table on page 59.

4. Click **Search**.

   The *edoption search results* list page appears with a scroll-down list of the *e*doptions matching the search criteria you entered. (Up to100 *e*doptions; 25 per page)

5. Click the ***e*doption ID** number of the *e*doption you want to edit.

   The *edoption Details* page appears.



6. Edit the information in the fields as needed. (Not all fields can be edited.) Refer to the field definitions on page 64.

7. Refer to the table below to determine your next step.

To…	Do this…
Save the updates	Click **Update**. The *edoption search results* list page reappears. The current date appears in the "last modified" column.
Save the updates and send email request for approval	Click **Update and send for approval**. The *edoption search results* list page reappears. The current date appears in the "last modified" column. The *e*doption status changes to "Pending Approval."
Add or edit course materials	Refer to the information beginning on page 65.
Return to the *edoption search results* list page without saving changes	Click **return without changes**.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Important: Updating information on an *e*doption does **not** change its status. You must change the status on the list page.

Canceling an edoption

If you are already on the *edoption Details* page, start at step 6.

To cancel an *e*doption:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar, select **Store ► Edoption Search**.

   The *search edoptions* page appears. The *e*doption number, status, creation date and date the *e*doption was last updated appear at the top of the page.

3. Complete one or more of the fields on the page. Refer to the field definitions table on page 59.

4. Click **Search**.

   The *edoption search results* list page appears with a scroll-down list of the *e*doptions matching the search criteria you entered. (Up to100 *e*doptions; 25 per page)

5. Click the ***edoption* ID** number of the *e*doption you want to delete.

   The *edoption Details* page appears.

6. Click **marked canceled**.

The *edoption search results* list page reappears. The current date appears in the "last modified" column. The *e*doption status changes to "Cancelled".

7. Refer to the table below to determine your next step.

To…	Do this…
Work with another *e*doption	Select another *e*doption on the *edoption search results* list page or click **Return to Search Page** to search for another *e*doption.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Field Definitions for the edoption Details Page

Display-only information at the top of the *edoption Details* page includes: *e*doption number, status, date the *e*doption was created, and date the *e*doption was last updated.

Field Name	Field Definition
Instructor (Last name, First name)	(Display only) Name of the instructor who is teaching the course the *e*doption is being requested for.
Email	(Display only) Instructor's email address.
Send email notification	(Display only) Indicator (Yes or No) of whether email notification of submission, updates, changes in status, or renewals will be sent to the instructor.
Submitter Name	(Display only) First and last name of the person who submitted the *e*doption. The name may or may not be the same as the instructor's name. For example, the English Dept. secretary might submit all the adoptions for that department.
Submitter Email	(Display only) Email address of the person who submitted the *e*doption.
bookstore	(Display only) Name of the bookstore the *e*doption was submitted to.
EstEnrollment	Number of students the instructor (or submitter) estimated will enroll in the course section the *e*doption was requested for.
Term	Academic term the *e*doption was requested for.
Division	Division the *e*doption was submitted for.
Department	Department the *e*doption was submitted for.
Course	Course the *e*doption was submitted for.
Section	Section the *e*doption was submitted for.

Field Name	Field Definition
Send additional copies to	Email addresses of people who should receive copies of email notifications when an *e*doption is submitted, updated, renewed or the status is changed.
Continuation course	Indicates whether the course this *e*doption is for is a continuation of a course given the preceding term.
Comments	Optional comments about the *e*doption. These comments print out on the *e*doption details and are also included in the notification emails.
Add or Manage Materials	Link to the *edoptionMaterials* page where you can add or edit course materials as needed. Refer to the next section, *Maintain Course Materials in an* edoption, for more information.
no material required	Checkbox indicating that no materials are required for this course. If you are planning to add materials to a course where this box is checked, uncheck the box.

Maintain Course Materials in an *e*doption

The person who submits the *e*doption provides the initial information about the materials that will be used in the course, but you can add items, edit item details or delete items from an *e*doption as needed.

Tasks associated with maintaining the materials in an *e*doption include:

- Adding course materials using the search function
- Adding course materials manually
- Editing course material details in an *e*doption
- Deleting an item from an *e*doption

Adding Course Materials Using the Search Function

Note: You cannot edit course materials added via the search method.

If you are already on the *edoption Details* page, start at step 6.

To add course materials using the search function:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar on the top of the page, select **Store ► Edoption Search**.

   The *search edoptions* page appears.

3. Complete one or more of the fields on the page. Refer to the field definitions table on page 59.

4. Click **Search**.

   The *edoption search results* list page appears with a scroll-down list of the *e*doptions matching the search criteria you entered. (Up to100 *e*doptions; 25 per page)

5. Click the ***e*doption ID** number of the *e*doption you want.

   The *edoption Details* page appears.

6. Scroll to the bottom of the page.

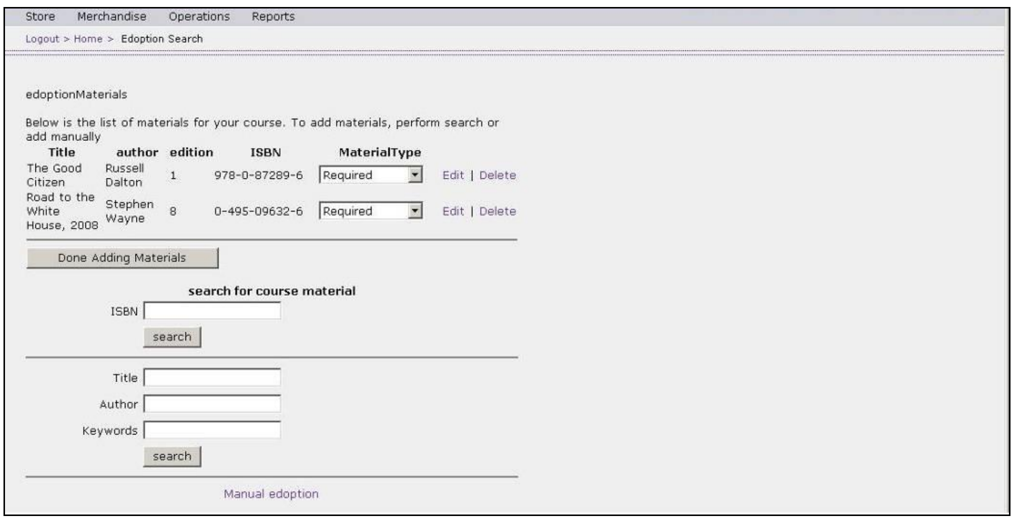
7. If the *no material required* checkbox is not checked, go to step 8.

   -or-

   If the *no material required* checkbox is checked, uncheck it.

8. Click the **Add or Manage Materials** link.

   The *edoptionMaterials* page appears.

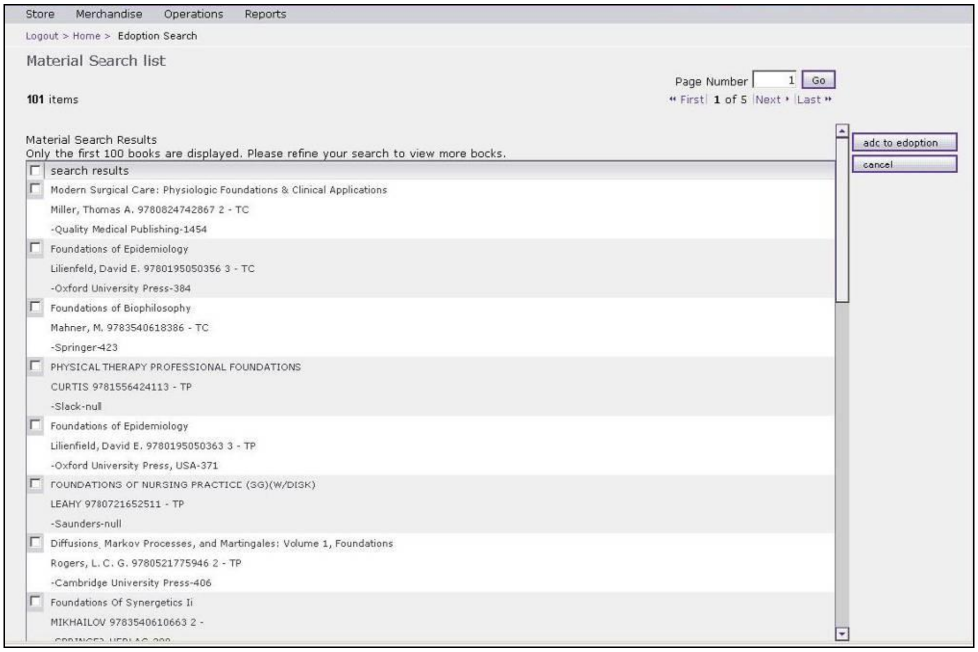


9. Type an ISBN number in the *ISBN* field and click the **search** button below the field.

   -or-

   Type all or part of a title, author’s last name or keyword in the corresponding fields, and click the **search** button below the *Keywords* field.

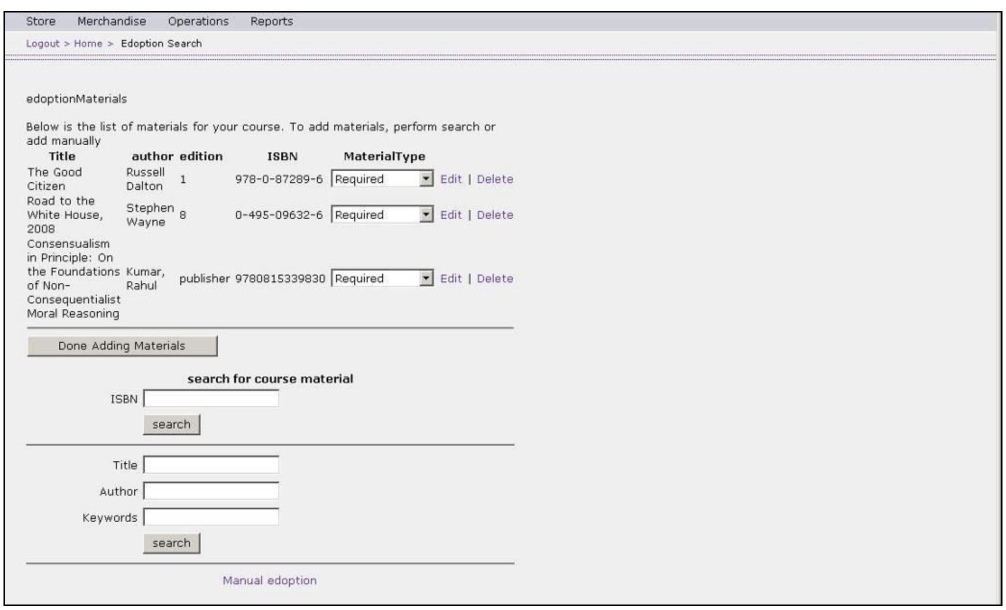
The *Material Search list* page appears with a scroll-down list of the titles matching the search criteria you entered (up to 100 titles).



10. Click the box to the left of the item you want to add to the *e*doption. (You can select more than one item.)

11. Click **add to edoption**.

The *edoptionMaterials* page reappears. The item(s) you added is listed at the top of the page.



12. In the *MaterialType* field, accept the default “Required” or select “Recommended” from the drop-down list.
13. Repeat steps 9-12 to search for additional items.

    -or-

    If you are finished adding materials, click **Done Adding Materials**.

    The *edoption Details* page reappears. The materials you added appear at the bottom of the page below the *Comments* field.
14. Refer to the table below to determine your next step.

To…	Do this…
Save the updates	Click **Update**. The *edoption search results* list page reappears. The current date appears in the “last modified” column.
Save the updates and send email request for approval	Click **Update and send for approval**. The *edoption search results* list page reappears. The current date appears in the “last modified” column. The *e*doption status changes to “Pending Approval.”
Cancel the *e*doption	Refer to the procedure on page 63.
Return to the *edoptions search results* list page without saving changes	Click **return without changes**.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Adding Materials Manually

If you are already on the *edoption Details* page, start at step 6.

To manually add materials to an *e*doption:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.
2. From the menu bar, select **Store ► Edoption Search**.

   The *search edoptions* page appears.
3. Complete one or more of the fields on the page. Refer to the field definitions table on page 59.
4. Click **Search**.

   The *e*doption search results list page appears with a scroll-down list of the edoptions matching the search criteria you entered. (Up to100 edoptions; 25 per page)

5. Click the **edoption ID** number of the edoption you want.

   The *edoption Details* page appears.

6. Scroll to the bottom of the page.

7. If the *no material required* checkbox is not checked, go to step 8.

   -or-

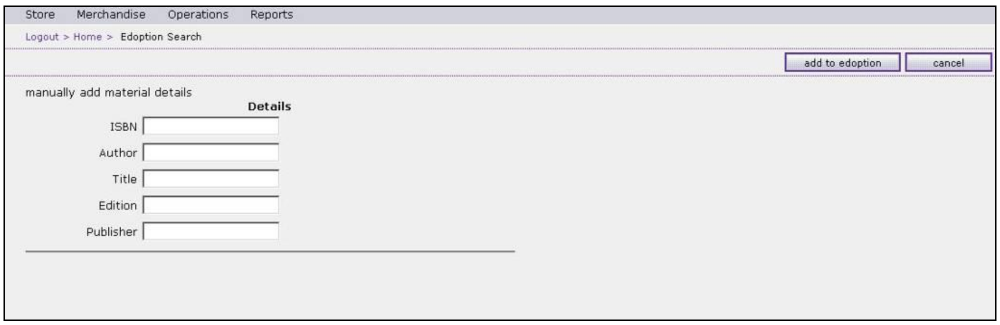
   If the *no material required* checkbox is checked, uncheck it.

8. Click the **Add or Manage Materials** link.

   The *edoptionMaterials* page appears.

9. Click the **Manual edoption** link.

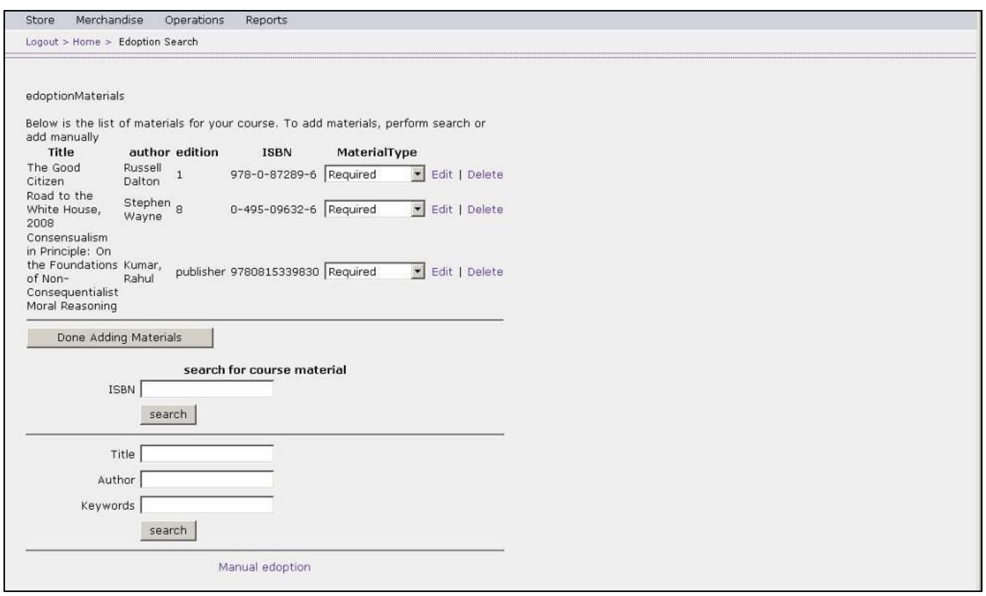
   The manually add material details page appears.



10. Complete the fields on the page.

11. Click **add to edoption**.

    The e*doptionMaterials* page reappears. The item you added is listed at the top of the page.



12. In the *MaterialType* field, accept the default “Required” or select “Recommended” from the drop-down list.
13. Repeat steps 9-12 to manually add another item.

    -or-

    If you are finished adding materials, click **Done Adding Materials**.

    The *edoption Details* page reappears. The materials you added appear at the bottom of the page below the *Comments* field.
14. Refer to the table below to determine your next step.

To…	Do this…
Save the updates	Click **Update**. The *edoption search results* list page reappears. The current date appears in the “last modified” column.
Save the updates and send email request for approval	Click **Update and send for approval**. The *edoption search results* list page reappears. The current date appears in the “last modified” column. The *e*doption status changes to “Pending Approval.”
Cancel the *e*doption	Refer to the procedure on page 63.
Return to the *edoptions search results* list page without saving changes	Click **return without changes**.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Editing Course Materials in an *e*doption

Note: You can only edit course materials you added manually.

If you are already on the *edoption Details* page, start at step 6.

To edit course materials in an *e*doption:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.
2. From the menu bar, select **Store ► Edoption Search**.

   The *search edoptions* page appears.
3. Complete one or more of the fields on the page. Refer to the field definitions table on page 59.
4. Click **Search**.

The *edoption search results* list page appears with a scroll-down list of the *e*doptions matching the search criteria you entered. (Up to100 *e*doptions; 25 per page)

5. Click the ***e*doption ID** number of the *e*doption you want.

The *edoption Details* page appears.

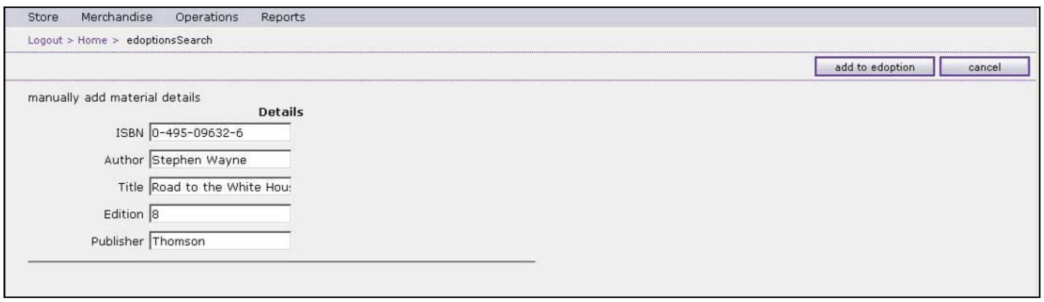
6. Scroll to the bottom of the page.

7. Click the **Add or Manage Materials** link.

The e*doptionMaterials* page appears.

8. Click the **Edit** link to the right of the item you want to edit.

The manually add material details page appears.



9. Edit the information in the fields as needed.

10. Click **add to edoption**.

The e*doptionMaterials* page reappears.

11. Repeat steps 8-10 to edit another item.

-or-

If you are finished adding materials, click **Done Adding Materials**.

The *edoption Details* page reappears.

12. Refer to the table below to determine your next step.

To…	Do this…
Save the updates	Click **Update**. The *edoption search results* list page reappears. The current date appears in the "last modified" column.
Save the updates and send email request for approval	Click **Update and send for approval**. The *edoption search results* list page reappears. The current date appears in the "last modified" column. The *e*doption status changes to "Pending Approval."
Cancel the *e*doption	Refer to the procedure on page 63.

To…	Do this…
Return to the *e*doptions list page without saving changes	Click **return without changes**.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Deleting Course Material from an *e*doption

If you are already on the *edoption Details* page, start at step 6.

To delete course material from an *e*doption:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.
2. From the menu bar, select **Store ► Edoption Search**.

   The *search edoptions* page appears.
3. Complete one or more of the fields on the page. Refer to the field definitions table on page 59.
4. Click **Search**.

   The *edoption search results* list page appears with a scroll-down list of the *e*doptions matching the search criteria you entered. (Up to100 *e*doptions; 25 per page)
5. Click the ***e*doption ID** number of the *e*doption you want.

   The *edoption Details* page appears.
6. Scroll to the bottom of the page.
7. Click the **Add or Manage Materials** link.

   The e*doptionMaterials* page appears.
8. Click the **Delete** link to the right of the item you want to delete.

   The e*doptionMaterials* page refreshes itself. The item you deleted is no longer on the list.
9. Repeat step 8 to delete another item.

   -or-

   If you are finished deleting materials, click **Done Adding Materials** in the center left area of the page.

   The *edoption Details* page reappears. The item you deleted no longer appears in the list at the bottom of the page.

10. Refer to the table below to determine your next step.

To…	Do this…
Save the updates	Click **Update**. The edoption search results list page reappears. The current date appears in the “last modified” column.
Save the updates and send email request for approval	Click **Update and send for approval**. The *edoption search results* list page reappears. The current date appears in the “last modified” column. The *e*doption status changes to “Pending Approval.”
Cancel the *e*doption	Refer to the procedure on page 63.
Return to the *edoptions search results* list page without saving changes	Click **return without changes**.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar at the top of the page.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Maintain Merchandise

The information in this chapter will help you maintain the merchandise sold through the store's website. The topics in this chapter include:

- Maintain merchandise subcategories
- Maintain products
- Maintain merchandising associations

You should be familiar with these terms related to merchandise management:

Term	Definition
Catalog	The entity that contains the category structure for products.
Category	The entity that contains multiple subcategories, for example Apparel and Gifts.
Subcategory	A subdivision of a category. For example, the category Apparel and Gifts contains a subcategory for Apparel and a subcategory for Gifts & Accessories. Subcategories are further subdivided into more specific groupings. For example, the subcategory Apparel is further divided into Sweatshirts, T-Shirts, Hats, etc.
Product	A specific unit of merchandise, for example a women's logo sweatshirt. Each product has a product code. Customers view products on the details page of the website.
Item	A subunit of a product that has specific defining attributes attached to it like size and color. For example, a small red women's sweatshirt is a separate item from a medium red women's sweatshirt. Each item has a unique SKU that identifies it in the system. Customers add items to their shopping carts on the website.

Maintain Merchandise Subcategories

General merchandise, that is, the categories of Apparel and Gifts, Computer Products, and Tradebooks, is maintained within catalogs. All stores use the Follett Default Catalog. When the catalog is loaded into the store's website, it already includes major categories and all the products associated with the categories.

You can add subcategories to the catalog for your own store, and change or delete the subcategories you have added. You can also add existing products to various subcategories. To have **new** products added to subcategories, send your new product images and spreadsheet to onlinecatalogsupport@fheg.follett.com

Tasks associated with category maintenance include:

- Adding a new subcategory
- Changing a subcategory
- Deleting a subcategory
- Viewing a list of products associated with a category or subcategory
- Adding a product to a subcategory

Adding a New Subcategory to the Store's Catalog

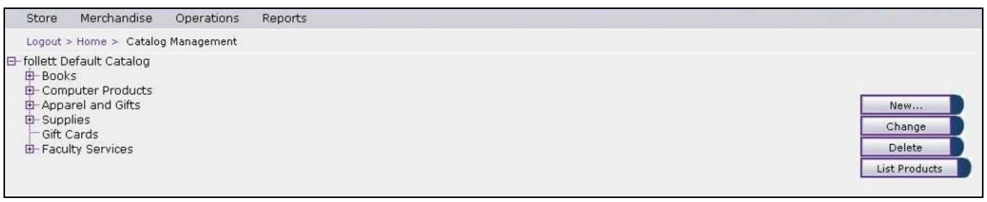
To add a new subcategory to the store's catalog:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar, select **Merchandise ►Catalog Management**.

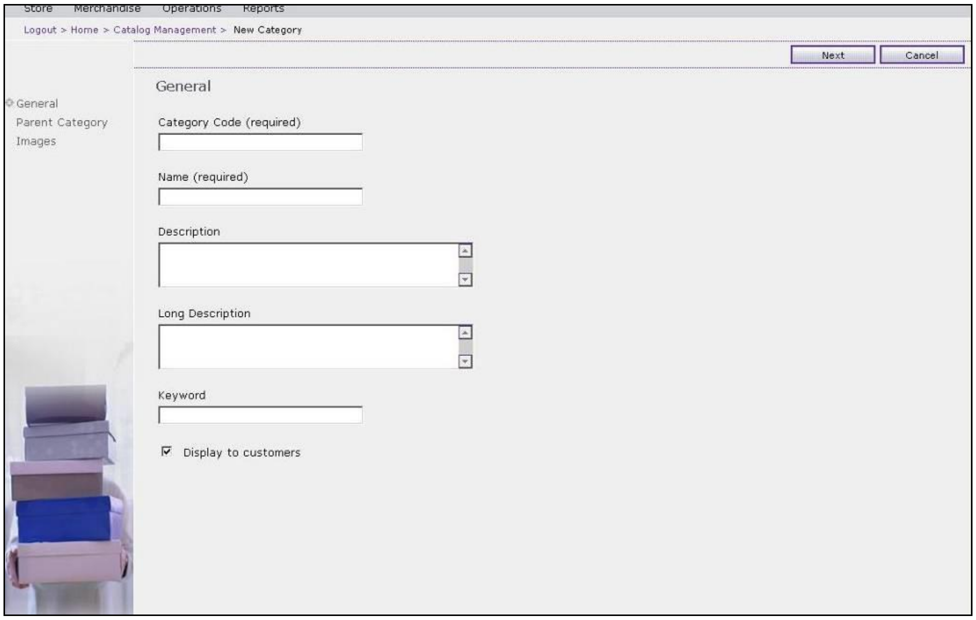
   The category tree page appears showing the main categories in the catalog.



3. Click the + symbol to the left of the category you want to add a subcategory to. Continue to click down through the category levels until you reach the level you want.

4. Click **New**.

The *General* page appears.



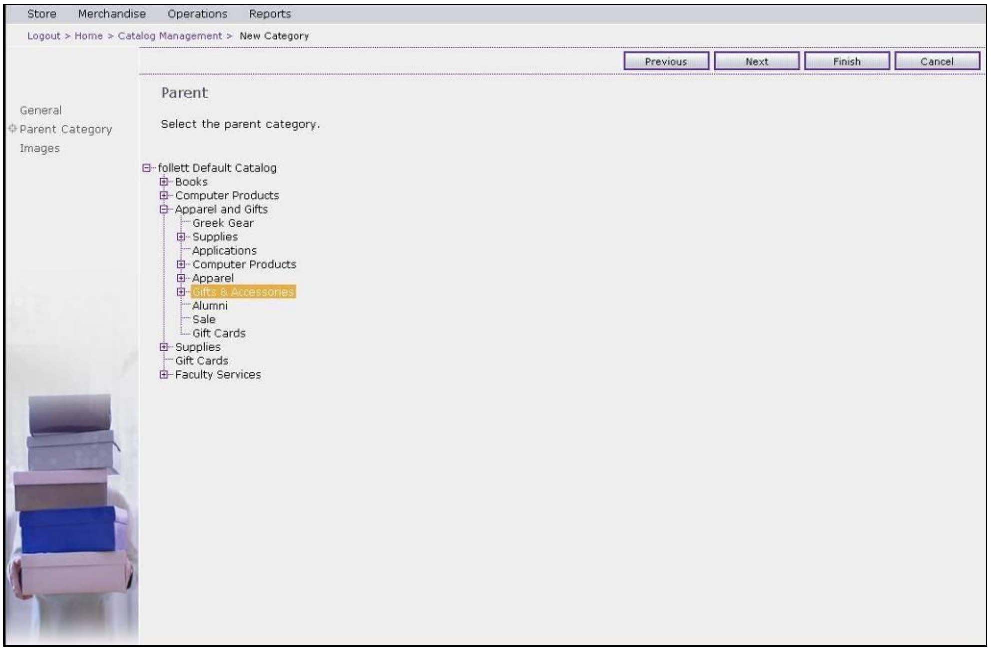
5. Complete the fields on the page.

Note: The *Category Code* and *Name* fields are required. Use words or numbers that make sense for your store.

6. To make this subcategory visible to customers using the store's website, verify that the *Display to customers* checkbox is checked (checked by default).

7. Click **Next**.

The *Parent* page appears.



8. Select the appropriate "parent" category for the new subcategory. The default is the category level you selected on the category tree.
9. Click **Finish**.

   A confirmation message appears.
10. Click **OK**.

    This category tree page reappears.
11. Select another option on the category tree page or from the menu bar.

    -or-

    Log out of *Commerce Accelerator*.

Changing Subcategory Information

You can change only those subcategories you have created for your own store.

To change subcategory information:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.
2. From the menu bar, select **Merchandise ► Catalog Management**.

   The category tree page appears.
3. Click the + symbol to the left of the categories and subcategories until you reach the subcategory you want to change.

4. Click **Change**.

   The *General* page appears.

5. Edit the information in the fields as needed.

   -or-

   To edit another page, select the appropriate option from the menu on the left side of the page.

6. Click **OK** to save your changes.

   A confirmation message appears.

7. Click **OK**.

   The category tree page reappears showing the change.

8. Select another option on the category tree page or from the menu bar.

   -or-

   Log out of *Commerce Accelerator*.

Deleting a Subcategory from the Store's Catalog

You can delete only those subcategories you have created for your own store.

To delete a subcategory from the store's catalog:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar on the top of the page, select **Merchandise ► Catalog Management**.

   The category tree page appears.

3. Click the + symbol to the left of the categories and subcategories until you reach the subcategory you want to delete.

4. Click **Delete**.

   A confirmation message appears.

5. Click **OK** to delete the category or subcategory.

   A confirmation message appears.

6. Click **OK**.

   This category tree page reappears. The category or subcategory is no longer in the category tree.

7. Select another option on the category tree page or from the menu bar.

   -or-

   Log out of *Commerce Accelerator*.

Viewing a List of Products Associated with a Category or Subcategory

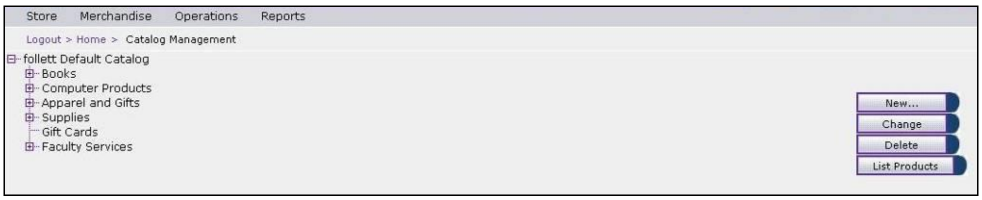
To view a list of products in the Apparel and Gifts, Computer Products, and Tradebooks categories or their associated subcategories:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar, select **Merchandise ► Catalog Management**.

   The category tree page appears.

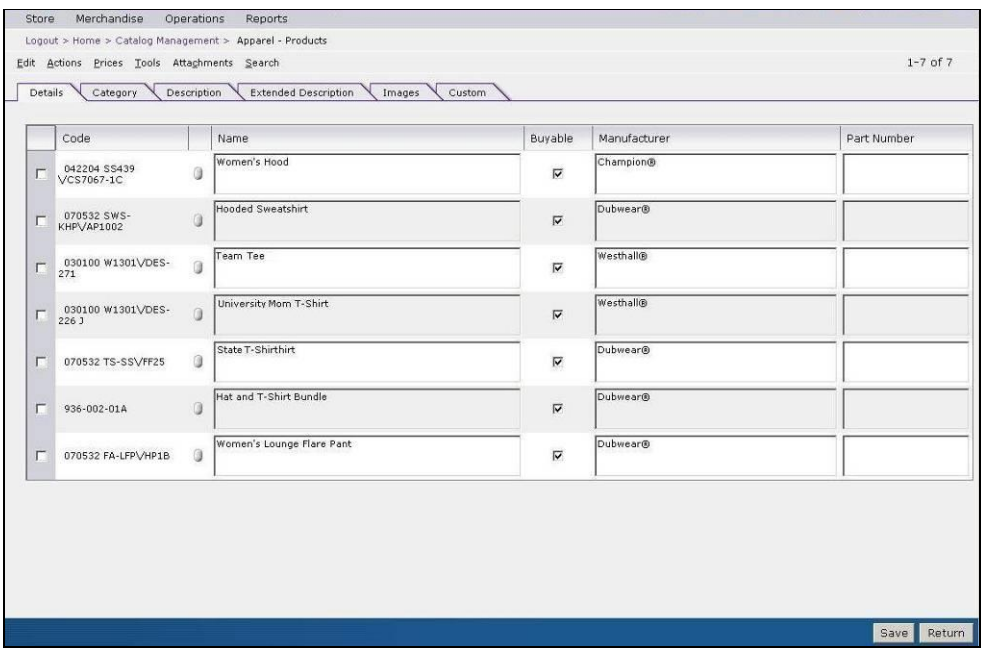


3. Click the + symbol to the left of the categories and subcategories until you reach the category or subcategory you want to view.

4. Click the category or subcategory.

5. Click **List Products**.

   The product management list page appears.



6. Edit product information as needed. Refer to the instructions on page 83.

   -or-

   Click **Return** to go back to the category tree.

7. Select another option on the category tree page or from the menu bar.

-or-

Log out of *Commerce Accelerator*.

Adding a Product to a Subcategory

You can add an existing product to a subcategory you have created or to an existing subcategory. When you add a product to a subcategory, all the items (“child” items) associated with the product (“parent” item) are also added.

To add a product to a subcategory:

1. Log on to *Commerce Accelerator*.

The *Website Administration* home page appears.

2. From the menu bar, select **Merchandise ► Catalog Management**.

The category tree page appears.

3. Click the **+** symbol to the left of the categories and subcategories until you reach the category or subcategory you want to view.

4. Click the category or subcategory.

5. Click **List Products**.

The product management list page appears.

6. Click the box to the left of the product you want to copy.

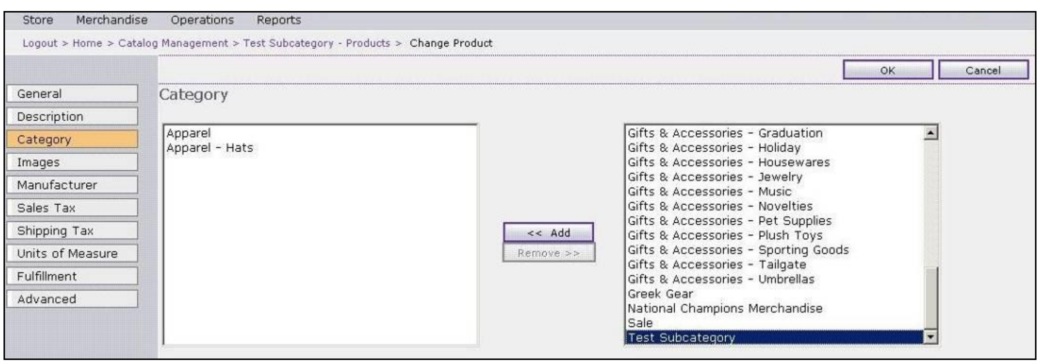
7. From the menu bar above the tabs, select **Actions ► Change**.

The *General* page appears.

8. From the menu on the left side of the page, select Category.

The *Category* page appears.

11. In the field on the right side of the page, highlight to the subcategory you want to add the product to. See example below.



9. Click **Add**.

The subcategory you selected appears in the field on the left side of the page.

Note: You can remove a product from a subcategory by highlighting the subcategory on the right side of the page and clicking on **Remove**.

10. Click **OK**.

    A confirmation message appears.

11. Click **OK**.

    The product management list page reappears.

12. .Select another option on this page.

    -or-

    Click **Return** to go back to the category tree.

13. Select another option on the category tree page or from the menu bar

    -or-

    Log out of *Commerce Accelerator*.

Maintain Products

You are responsible for maintaining the products in your store's catalog. Tasks associated with product maintenance include:

- Searching for catalog entries
- Editing product information
- Deleting a product
- Setting prices and adding price ranges
- Modifying a price range
- Deleting a price range
- Viewing and editing item SKU information
- Deleting an item

Related tasks include maintaining merchandising associations (see page 91).

Searching for Catalog Entries

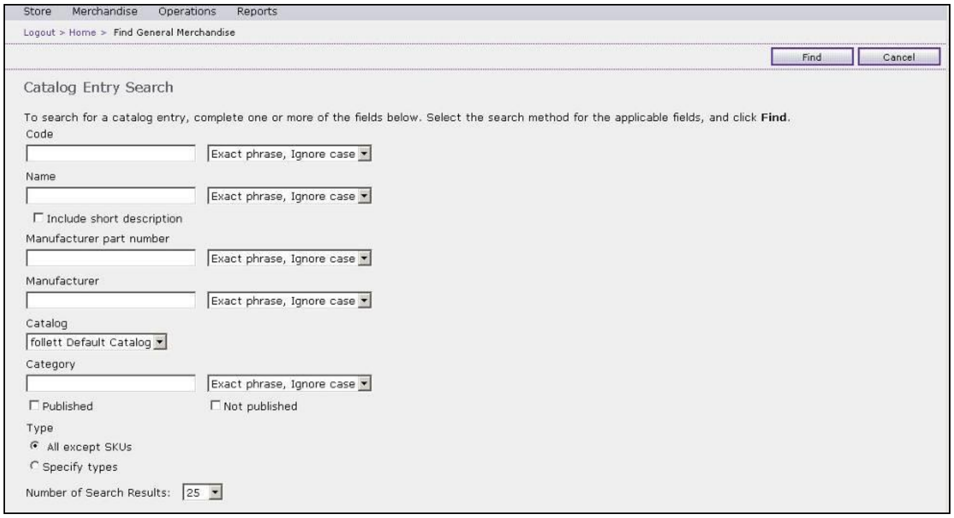
To search for catalog entries:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

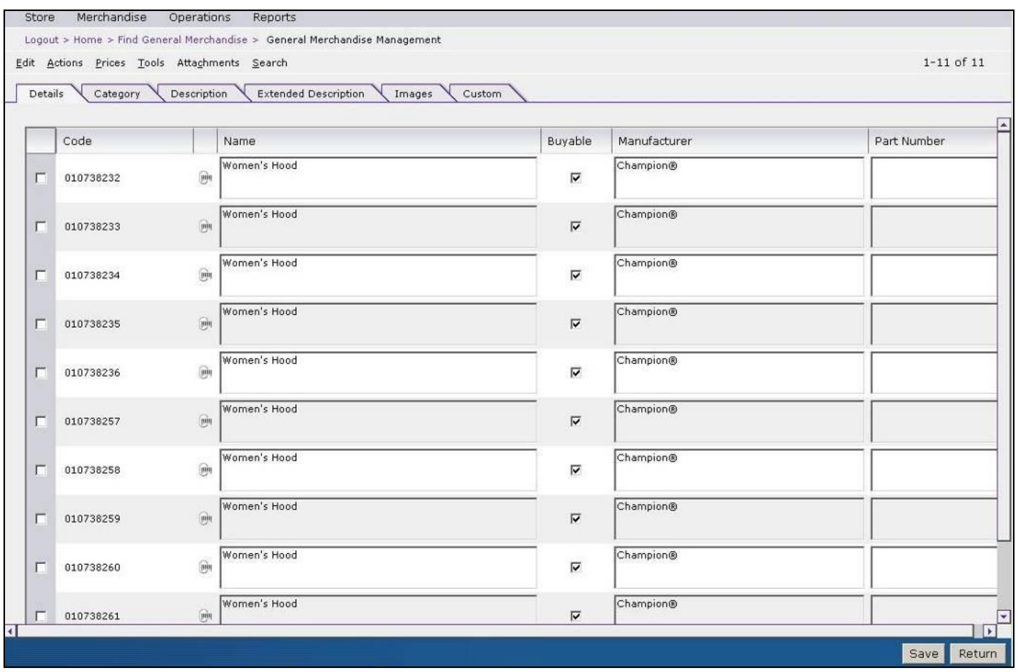
2. From the menu bar, select **Merchandise ► Find Catalog Entries**.

The *Catalog Entry Search* page appears.



3. Complete one or more of the fields on the page. If you click **Specify Types**, more boxes appear, and you can narrow the list further by clicking **Product**, **SKU**, **Prebuilt Kit**, **Bundle**, and **Dynamic Kit**.
4. Click **Find**.

   The *Details* tab of product management list page appears containing a list of products that matched the criteria you entered.



5. To view product information, click in the box to the left of the product you want to view.

   The product is highlighted.

6. Click on other tabs to view other types of product information.
7. Select another option on the product management list page.

   -or-

   Click **Return** to return to the *Catalog Entry Search* page.

Editing Product Information

There are two methods of editing product information. You can edit information on the:

- Product management list page
- Product information pages

Editing Information on the Product Management List Page

Note: This procedure assumes a product list is already displayed on the product management list page. If you need instructions for finding products, refer to page 81.

To edit information on the product management list page:

1. Click the box to the left of the product you want to edit.

   The product row is highlighted.
2. Click the tab for the information you want to edit.
3. Click the cursor in the fields you want to edit and type the new information. Refer to the table below for information on which fields you can edit.

Tab	Fields you can edit…
Details	Name Manufacturer Part number
Category	On special On auction
Description	Short description Long description
Extended Description	Description 3 Description 4 URL
Images	Thumbnail Full Image Keyword

Tab	Fields you can edit…
Custom	Inventory status Visible Global Availability Date

4. When you are finished, click **Save**.

   A confirmation message appears.

5. Click **OK**.

6. Select another option on the product management list page or from the menu bar.

   -or-

   Log out of *Commerce Accelerator*.

Editing Product Information on Product Information Pages

You can change a variety of product information on the 10 product information pages.

Note: This procedure assumes a product list is already displayed on the product management list page. If you need instructions for finding products, refer to page 81. To add products to selected subcategories, refer to the instructions on page 80.

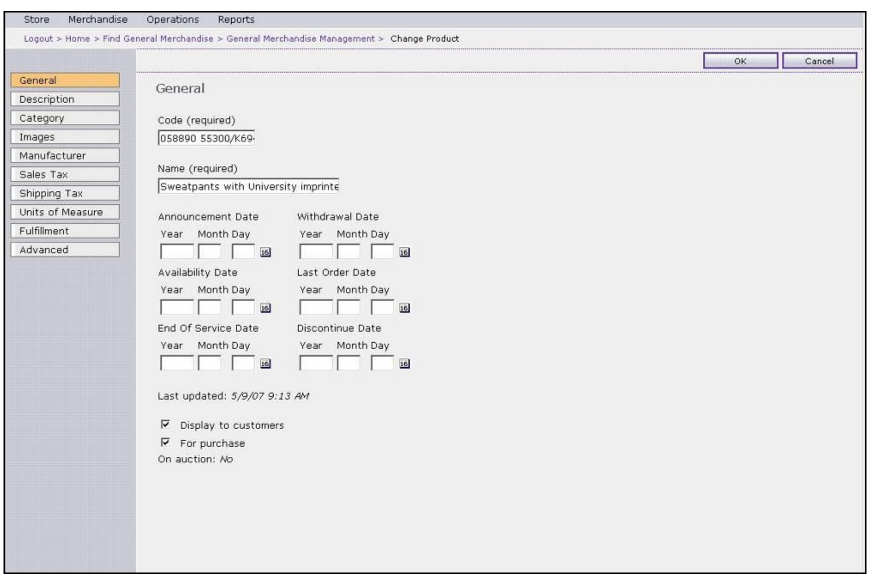
To change information on one or more of the product information pages:

1. Click the box to the left of the product you want to edit.

   The product row is highlighted.

2. From the menu bar above the tabs, select **Actions ► Change**.

   The *General* page appears for the product you selected.



3. Edit the information in the fields on this page.

   -or-

   Select another information page from the menu on the left side of the page.

4. When you are finished, click **OK**.

   This message appears: *The changes made to this product have been completed successfully. These changes will not be made to the product's SKUs. You may want to update the SKU separately.*

5. Click **OK**.

   The product management list page reappears.

6. Select another option on the product management list page or from the menu bar.

   -or-

   Log out of *Commerce Accelerator*.

For instructions on changing item information (updating SKUs) refer to page 89.

Deleting a Product

You can use this procedure to delete a product that is no longer in your inventory and you know you won't be receiving any more of it

Note: This procedure assumes a product list is already displayed on the product management list page. If you need instructions for finding products, refer to page 81.

To delete a product:

1. Click the box to the left of the product you want to delete.

   The product row is highlighted.

2. From the menu bar above the tabs, select **Actions ► Delete**.

3. At the prompt, click **Cancel** to avoid deleting the product.

   -or-

   Click **OK** to complete the deletion.

   The product disappears from the product management list page.

4. Click **Save**.

   A confirmation message appears.

5. Select another option on the product management list page or from the menu bar.

   -or-

   Log out of *Commerce Accelerator*.

Setting Prices and Adding Price Ranges

You can set the list price and offering price for a product and add separate pricing ranges. For example you can set one price for quantities of 1-9, another price for quantities of 10-25 and another price for quantities of 26-and up.

Note: This procedure assumes a product list is already displayed on the product management list page. If you need instructions for finding products, refer to page 81.

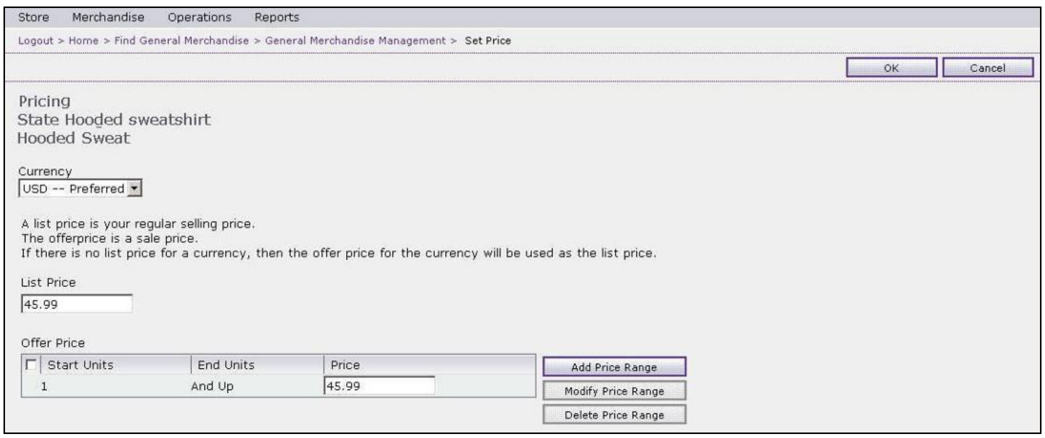
To set prices and add price ranges:

1. Click the box to the left of the product you want to set prices for.

   The product row is highlighted.

2. From the menu bar above the tabs, select **Prices ► Set Prices**.

   The *Pricing* page appears.



3. In the *Currency* field, accept the default (USD - Preferred)

   -or-

   Select the preferred currency.

4. In the *List Price* field, type the regular selling price for the product. (Optional)

   Note: Complete this field to show a product on sale. For example, if the List Price is 10.00 and the Offer Price is 8.00, both prices will appear on the website, but the $8.00 price will appear in red indicating that it is a sale price.

5. In the *Price* field (under *Offer Price*), type the price the product will be sold for.

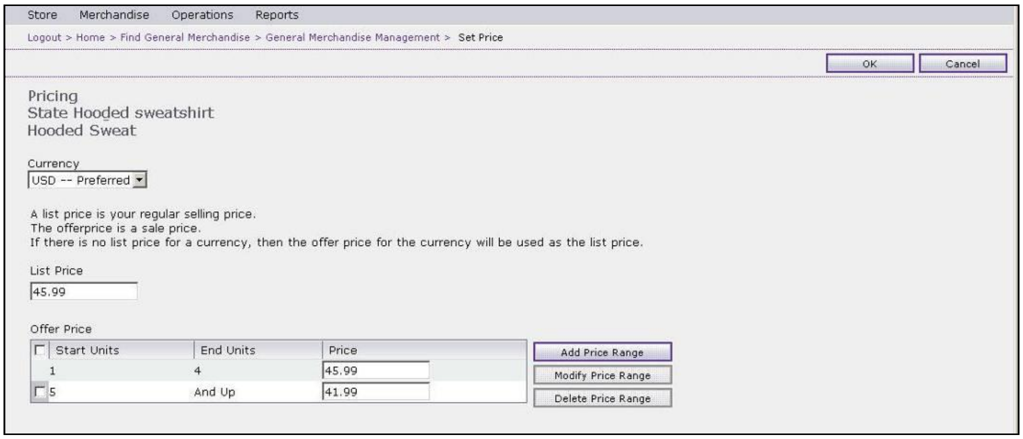
6. If you are finished, go to step 11.

   -or-

   To set a range for selling quantity levels at different prices, click **Add Price Range** to the right of the offer price list.

   The *Range Starts at* field appears.

7. Type the starting number for the range. For example, if you give a discount for quantities of 5 or more, type 5.
8. Click **OK** to the right of the range field.
9. In the *Price* field, type the price for the range. See example below.



10. Repeat steps 6-9 to add more ranges.

    -or-

    If you are finished, click **OK**.

    A confirmation message appears.
11. Click **OK**.

    The product management list page reappears.
12. Select another option from the product management list page or from the menu bar.

    -or-

    Log out of *Commerce Accelerator*.

Note: To view the list price and offer price ranges you have set, select **Prices ► Pricing Summary** from the menu bar above the tabs on the product management list page. Be sure the box to the left of product is checked. When you are finished viewing the summary, click **OK** to return to product management list page.

Modifying a Price Range

Note: This procedure assumes a product list is already displayed on the product management list page and that you select a product with price ranges. If you need instructions for finding products, refer to page 81.

To modify a price range:

1. Click the box to the left of the product you want to modify.

   The product row is highlighted.

2. From the menu bar above the tabs, select **Prices ► Set Prices**.

   The *Pricing* page appears.

3. Click the box to the left of the range you want to modify.
4. Click **Modify Price Range**.
5. Change the information in the fields as needed.
6. Click **OK**.

   A confirmation message appears.

7. Click **OK**.

   The product management list page reappears.

8. Select another option from the product management list page or from the menu bar.

   -or-

   Log out of *Commerce Accelerator*.

Deleting a Price Range

Note: This procedure assumes a product list is already displayed on the product management list page and that you select a product with price ranges. If you need instructions for finding products, refer to page 81.

To delete a price range:

1. Click the box to the left of the product you want to delete a price range for.

   The product row is highlighted.

2. From the menu bar above the tabs, select **Prices ► Set Prices**.

   The *Pricing* page appears.

3. Click the box to the left of the range you want to delete.
4. Click **Delete Price Range**.
5. At the prompt, click **Cancel** to avoid deleting the price range

   -or

   Click **OK** to complete the deletion.

   The range no longer appears in the *Offer Price* list.

6. Click **OK**.

   A confirmation message appears.

7. Click **OK**.

   The product management list page reappears.

8. Select another option from the product management list page or from the menu bar.

   -or-

   Log out of *Commerce Accelerator*.

Viewing and Editing Item SKU Information

Note: This procedure assumes a product list is already displayed on the product management list page. If you need instructions for finding products, refer to page 81.

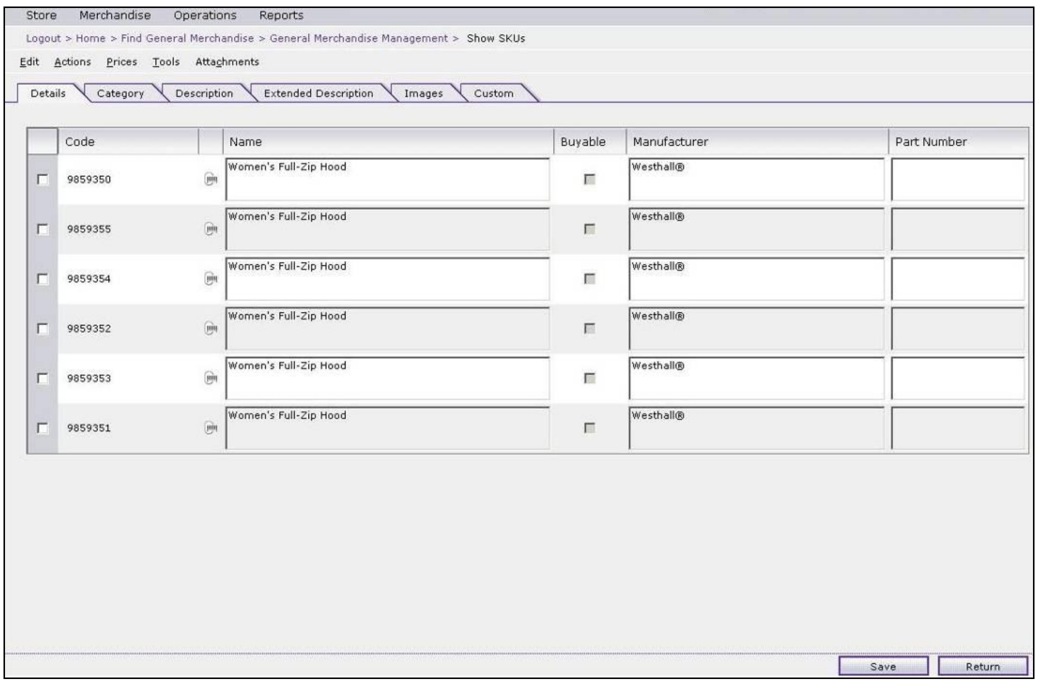
To view and edit item SKU information:

1. Click the box to the left of the product you want to view or edit.

   The product row is highlighted.

2. From the menu bar above the tabs, select **Actions ► Show SKUs**.

   The product management list reappears. The SKUs are listed in the *Code* field.



3. Click the box to the left of the item you want to edit.

4. Click the cursor in the fields you want to edit and type the new information. Refer to the table below to see which fields you can edit.

Tab	Fields you can edit…
Details	Name Manufacturer Part number

Tab	Fields you can edit…
Category	On special On auction
Description	Short description Long description
Extended Description	Description 3 Description 4 URL
Images	Thumbnail Full Image Keyword
Custom	Inventory status Visible Availability Date

5. When you are finished making changes, click **Save**.

   A confirmation message appears:

6. Click **OK**.
7. Select another option on the product management list page or from the menu bar.
   -or-
   Log out of *Commerce Accelerator*.

Deleting an Item

Note: This procedure assumes an item list is already displayed on the product management/show SKUs list page. If you need instructions for finding products, refer to page 81.

To delete an item:

1. Click the box to the left of the item you want to delete.

   The item row is highlighted.

2. From the menu bar above the tabs, select **Actions ► Delete**.
3. At the prompt, click **Cancel** to avoid deleting the item.

   -or-

   Click **OK** to complete the deletion.

   The item is deleted from the list.

4. Click **Save**.

5. Select another option on the product management list page or from the menu bar.

   -or-

   Log out of *Commerce Accelerator*.

Maintain Merchandising Associations

Merchandising associations establish a connection between products that might logically be sold together, for example sweatpants that match a sweatshirt. You can also use merchandise associations to suggest products that a customer might like in association with the product they are looking at. For example, customers who purchased [product] often like [product A], [product B] and [product C].

Tasks associated with maintaining merchandising associations include:

- Finding merchandising associations
- Adding merchandising associations
- Editing merchandising associations

Finding Merchandising Associations

To find merchandising associations:

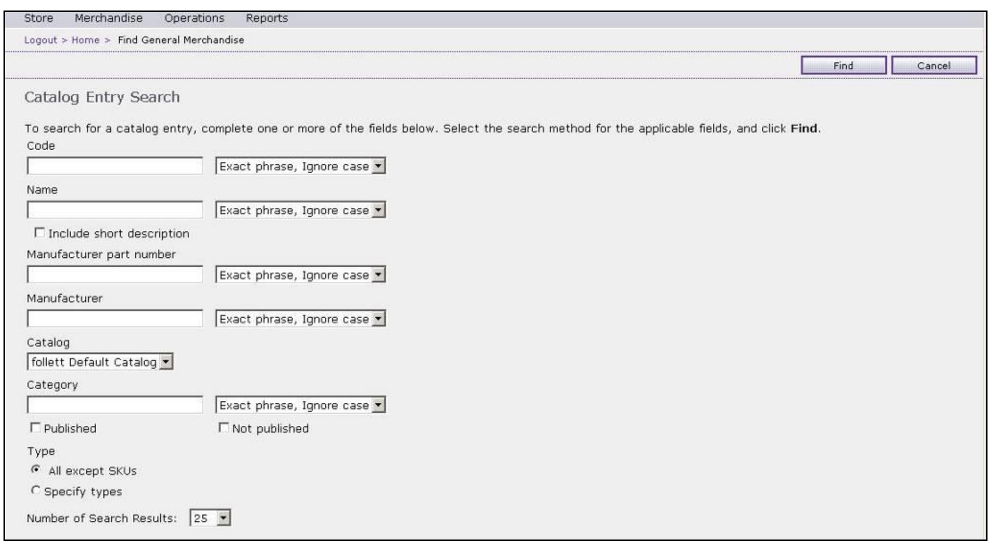
1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

2. From the menu bar, select **Merchandise ► Find Merchandising Associations**.

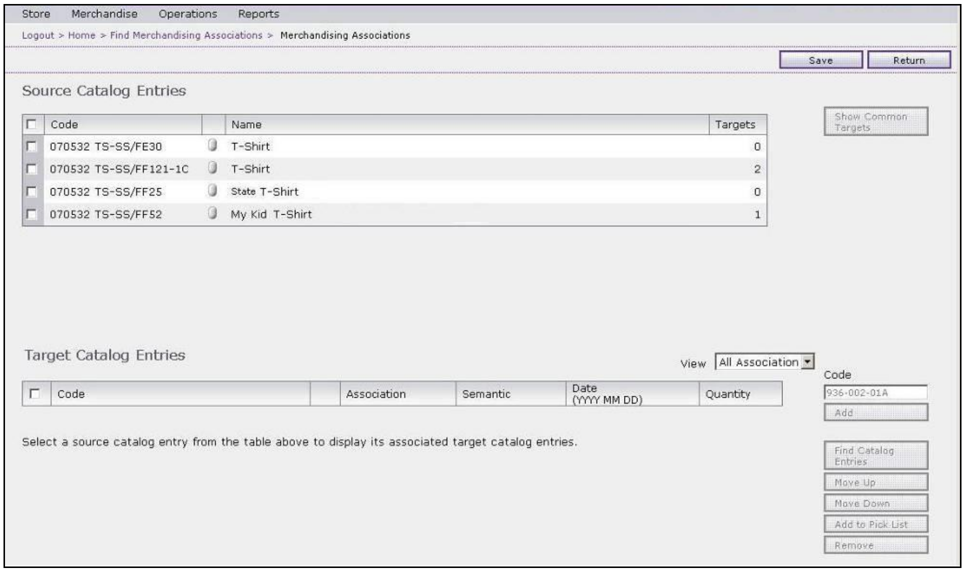
   Note: If you are already on the product management list page, click the box to the left of a product and select **Tools ► Merchandising Associations** from the menu bar above the tabs.

   The *Catalog Entry Search* page appears.



3. Complete one or more of the fields and click **Find**. If you need instructions for finding products, refer to page 81.

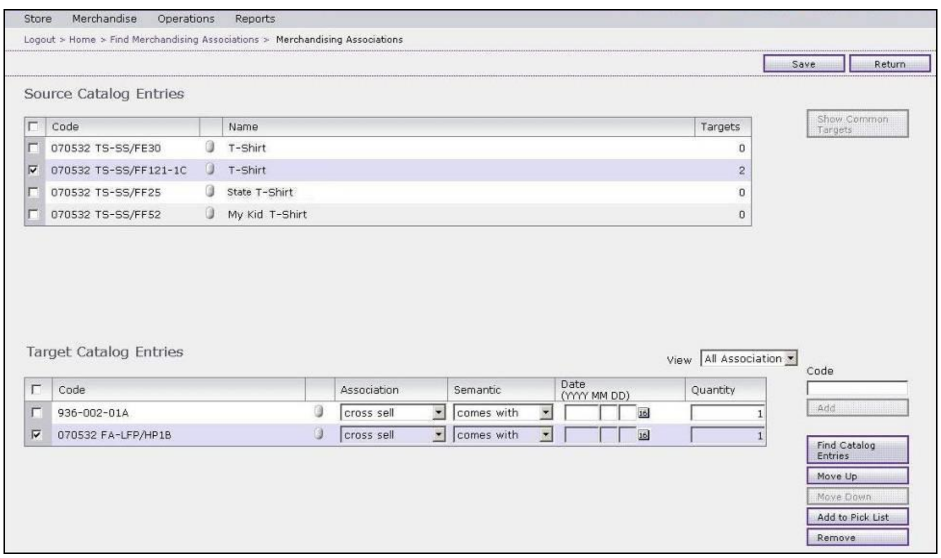
The *Source Catalog Entries/Target Catalog Entries* page appears.



4. Click the box to the left of the product you want to view associations for.

If there are any products associated with the one you selected, they are listed in the *Common Target Catalog Entries* section of the page.

Products are shown with this symbol ; items are shown with this symbol:



Note: To see whether there are associations between two or more products, click the boxes to the left of the products and click **Show Common Targets**.

5. Refer to the table below to determine your next step:

To…	Do this…
Add associations	Refer to the next procedure, *Adding Merchandising Associations*, on page 93.
Edit associations	Refer to the procedure, *Editing Merchandising Associations*, on page 96.
Find another association	Click **Return** to go back to the *Catalog Entry Search* page.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Adding Merchandising Associations

Note: This procedure assumes you are already on the *Source Catalog Entries/Target Catalog Entries* page. If you need instructions, see page 91.

To add merchandising associations:

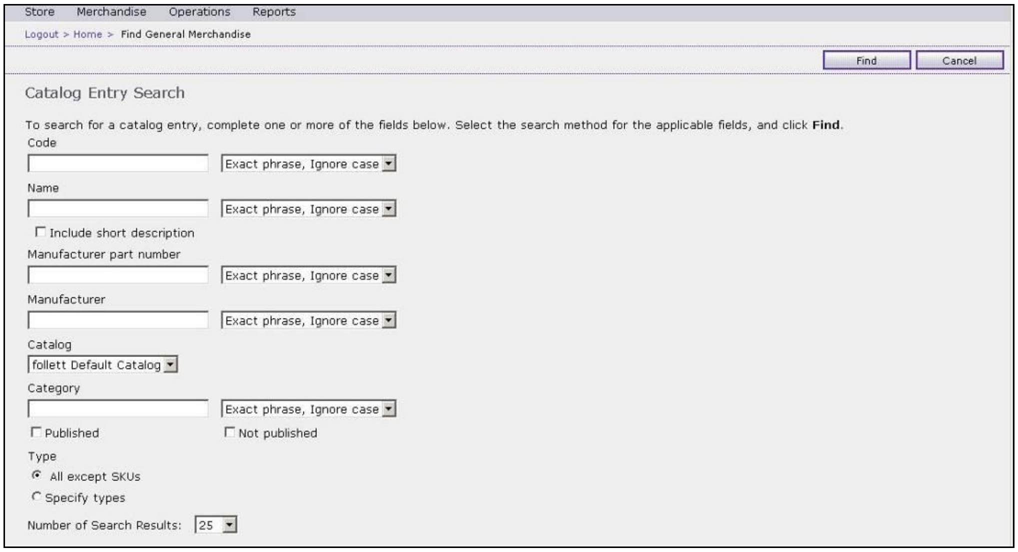
1. In the *Source Catalog Entries* section of the page, click the box to the left of the product you want add an association to.

2. In the *Target Catalog Entries* section, click **Find Catalog Entries**.

The *Pick List* page appears.

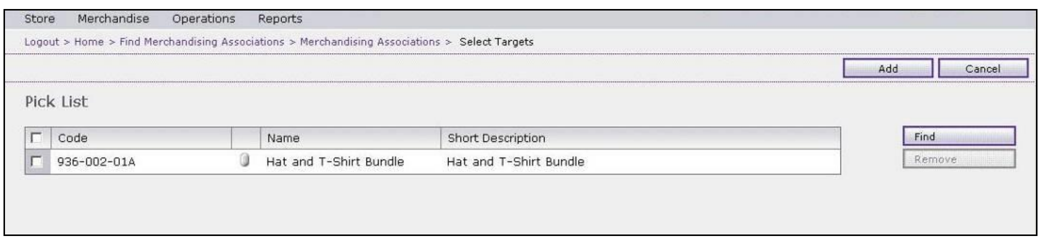
3. Click **Find**.

The *Catalog Entry Search* page appears.



4. Complete one or more of the fields for a product you want to associate with the previously selected product and click **Find**. If you need instructions for finding products, refer to page 81.

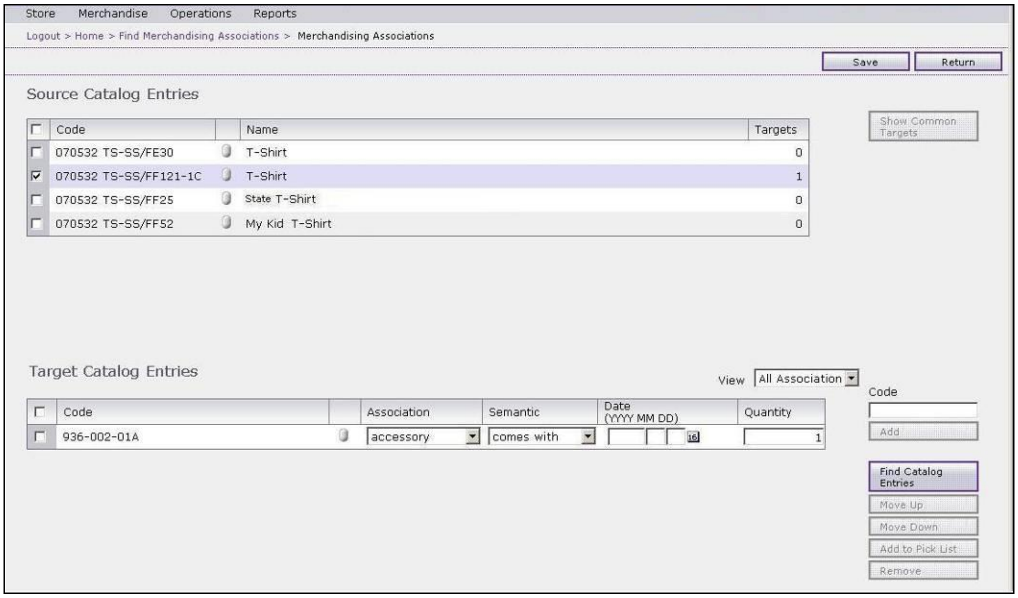
   The Pick List page reappears with items matching your search criteria.



5. Click the box to the left of one or more products in the pick list that you want to associate with the previously selected product.

6. Click **Add**.

The *Catalog Entries/Target Catalog Entries* page reappears. The products you selected are listed in the *Target Catalog Entries* section of the page.



7. If you want the association to be a cross-sell, in the *Association* field, you may select “cross sell” from the drop-down list.

   Cross sell: The product appears on the customer’s product detail page for the associated product with a message suggesting that the customer might also like this product. Associate products with other products; do **not** associate products with items or items with other items. Do **not** edit the other fields.

   Products are shown with this symbol ; items are shown with this symbol:

8. Click **Save**.

   A confirmation message appears.

9. Click **OK**.

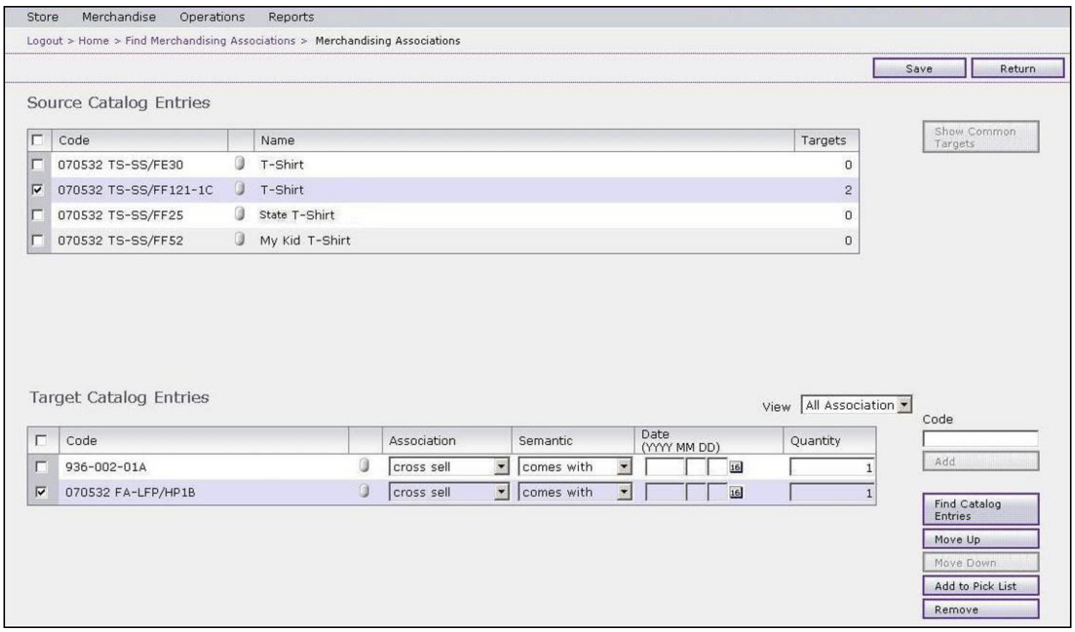
10. Refer to the table below to determine your next step:

To…	Do this…
Add more merchandise associations	Repeat steps 2-9.
Find another product to make associations to	Click **Return** to go back to the *Catalog Entry Search* page.

To…	Do this…
Perform another task in *Commerce Accelerator*	Select another option from the menu bar
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Editing Merchandising Associations

Note: This procedure assumes you are already on the *Source Catalog Entries/Target Catalog Entries* page. The page should resemble the sample shown below. If you need instructions, see page 91.



To edit merchandising associations:

1. In the *Source Catalog Entries* section of the page, click the box to the left of the product you want to work with.
2. In the *Target Catalog Entries* section of the page, click the box to the left of the product whose associations you want to edit.
3. Edit the fields as needed. Refer to table below to determine your options.

To…	Do this…
Move the item up in sequence on the customer's product detail page.	a. Click the box to the left of the target catalog entry. b. Click **Move Up**. The association moves up one row in the list. c. Repeat step b until the association is in the position you want

To…	Do this…
Move the item down in sequence on the customer's product detail page.	a. Click the box to the left of the target catalog entry. b. Click **Move Down**. The association moves down one row in the list. c. Repeat step b until the association is in the position you want.
Add an item to the session pick list You can use this option to avoid having to search for the item each time you want to associate it with a product.	a. Click the box to the left of the target catalog entry. b. Click **Add to Pick List**. A confirmation message appears. c. Click **OK**. **Note:** The pick list is automatically deleted when you log out of *Commerce Accelerator*.
Remove an association	a. Click the box to the left of the target catalog entry. b. Click **Remove**. The association is removed from the *Target Catalog Entries* list.

4. Click **Save**.

   A confirmation message appears.

5. Click **OK**.
6. Refer to the table below to determine your next step:

To…	Do this…
Edit more associations	Repeat steps 1-5.
Find another product to edit associations for	Click **Return** to return to the *Catalog Entry Search* page.
Perform another task in *Commerce Accelerator*	Select another option from the menu bar.
Log out of *Commerce Accelerator*	Click **Logout** in the browse sequence.

Reports

You can access the *Order Summary Report* through the eFollett.com administrative site. This report provides a summary of order information such as order totals and average sales per order.

The information on the report is only for the store you are signed into.

Order Management Reports

The *Order Summary Report* is the only Order Management report available at this time.

Running an Order Summary Report

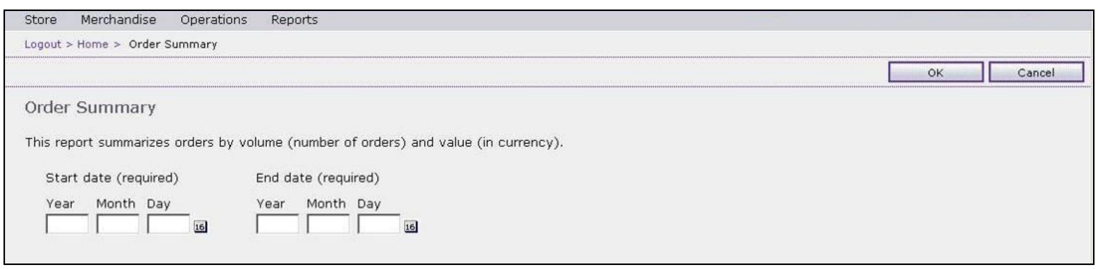
To run an *Order Summary* report:

1. Log on to *Commerce Accelerator*.

   The *Website Administration* home page appears.

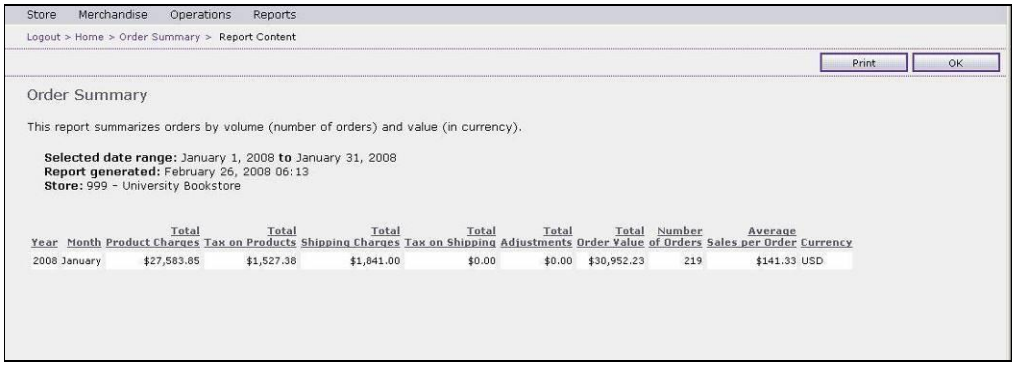
2. From the menu bar on the top of the page, select **Reports ► Order Management Reports**.

   The *Order Summary* parameter page appears.



3. In the *Start Date* fields, type the first date to include in the report (YYYY/MM/DD format) or click the calendar icon and select a date.
4. In the *End Date* fields, type the last date to include in the report (YYYY/MM/DD) format, or click the calendar icon and select a date.
5. Click **OK**.

The report request is processed and the report data appears on the page.



6. If you are finished, go to step 9.

-or-

To print the report, click **Print**.

The *Printer* window appears.

7. Accept the default parameters or change them as needed.

8. Click **Print** to continue.

9. To return to the *Order Summary* parameter page, click **OK**.

-or-

Select another option from the menu bar.

Appendix A: Guide to Using HTML Tags

The following information will help you use HTML in the administration of your store website.

Q. What are HTML tags and what do they do?

R. Tags are companions to the text you type and they help you achieve a desired look or effect to enhance the look of your text. Typing HTML tags in CAPITAL letters makes it easier to keep track of what you've done.

Q. What do HTML tags look like?

R. There are two kinds of HTML tags: start tags and end tags. Both are put inside of angle brackets, e.g., <P>.

End tags look very similar to start tags but they are preceded by a forward slash, e.g. </P>. Think of these tags as on/off switches. Start tags turn the feature on; end tags turn the feature off.

Q. What HTML tags are important for me to know when administering my site?

R. Here's a list of tags you will use most often and a brief description of them.

<P>	Defines the start of a paragraph	
</P>	Defines the end of a paragraph	

When coding leave an open space between the closing of paragraph and the start of the next. It's easier on your eyes and makes it easier to keep track of what you do.

<HR>	Defines a horizontal line (does not have an end tag)	
 	Defines a line break (does not have an end tag)	
<B>	**Sets text in bold**	</B> Turns off bold text
<I>	*Sets text in italics*	</I> Turns off italicized text
<U>	Underlines text	</U> Turns off text underlining
<CENTER>	Centers the text inside the tags	</CENTER> Turns off centering
<TT>	Typewriter style font	</TT> Turns off typewriter style font
<A HREF="url">	Allows you to link your page to another website	
</A>	Closes link tag.	

e.g., <A HREF="http://www.eFollett.com"><I>e</I>follett.com</A> this will create a link to eFollett.com

<FONT>	Changes the font of your text	</FONT> Turns off the font in use

<FONT SIZE=3> Makes text larger or smaller. The general font range is from **1 to 7** with **3** being the size of standard font. Anything below 3 gives you a smaller font, anything above, a larger font.

<FONT COLOR=(insert hexadecimal # here)> Makes text color that corresponds to hex. #
</FONT>

e.g. <FONT COLOR=0000FF>The font will be blue with this #</FONT>

Within text, if you want a ®mark, it's ® for example, type Jansport® and it will show up as Jansport®

Within text, if you want a ™mark, it's ALT0153 for example, type Jansport hold down ALT key and type 0153, it will show up as Jansport™

Below is a partial list of colors and their hexadecimal numbers that can be used when writing in HTML. Feel free to experiment with the colors and find the ones that best suit your needs.

White #FFFFFF/ Black #000000/ Slate Grey #708090/ Grey #BEBEBE/

Royal Blue #4169E1/ Blue #0000FF/ Dark Green #006400/ Green #00FF00/

Forest Green #228B22/ Yellow #FFFF00/ Gold #FFD700/ Brown #A52A2A/

Orange #FFA500/ Red #FF0000/ Pink #FFC0CB/ Maroon #B03060/

Blue #0000FF/ Green 1 #00FF00/ Brown 1 #FF4040/ Navy Blue #00080/

Note: These are not the only colors available. For a larger list of HTML colors try:

http://www.w3schools.com/html/html_colornames.asp

If you have any questions about HTML and your store site, feel free to contact Follett Product Support at productsupport@fheg.follett.com or 1-800-872-9243.

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