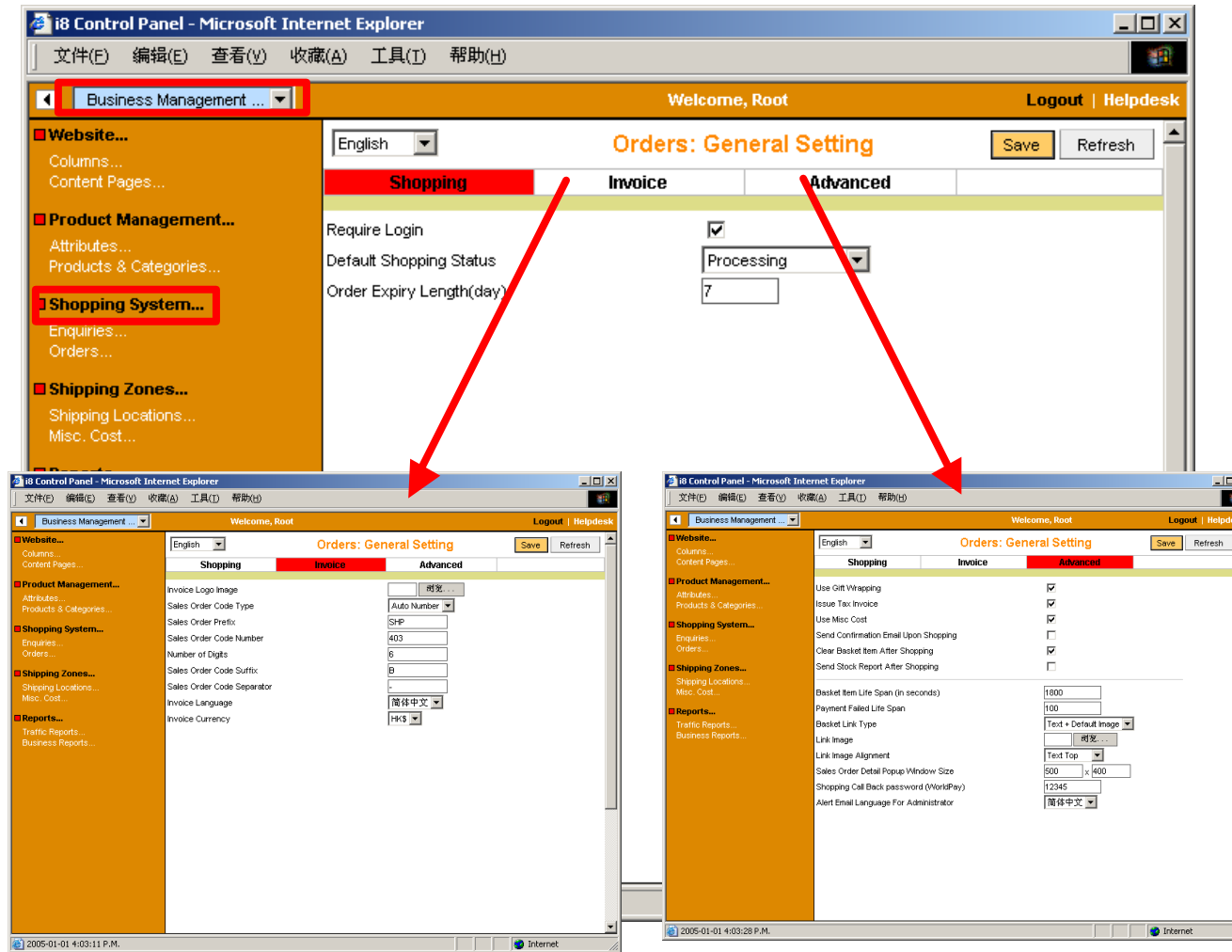


## 03. Orders & Enquiries (Shopping & Enquiry Systems)

<b>GENERAL SETTING .....</b>	<b>1</b>
<b>ORDER LIST .....</b>	<b>2</b>
<b>ORDER DETAIL .....</b>	<b>3</b>
<b>GENERAL SETTING (SHOPPING &amp; ENQUIRY SYSTEM CO-EXISTENCE) .....</b>	<b>4</b>
<b>ENQUIRY LIST.....</b>	<b>5</b>
<b>ENQUIRY DETAIL.....</b>	<b>6</b>
<b>ORDER RETURNS .....</b>	<b>7</b>

This document shows how to manage shopping and enquiry system which usually come with product system

## GENERAL SETTING



LOC : Business Mgt. > Shopping System

### Shopping Panel

- **Require Login:** Buyer must login before checkout
- **Default Shopping Status:** -
- **Order Expiry Length:** Offline payment not settled within the expiry period, the order will be cancelled

### Invoice Panel

- **Invoice logo:** Logo print on invoice
- **Code type:** Type of invoice number (Date time or auto-increasing number)
- **Order number prefix:** Characters appended before order number
- **Current code number:** Latest value of auto-increasing number
- **Number of digits:** Length of the code (0's will be appended to reach the length)
- **Order number suffix:** Characters appended after order number
- **Separator:** Separator for prefix, code and suffix
- **Invoice language:** Language used on invoice
- **Invoice currency:** Currency used on invoice (Currency rate automatically converted)

### Advance setting Panel

- **Use gift wrapping:** Enable gift wrapping
- **Issue tax invoice:** For mainland China users only
- **Use misc. cost:** Charge buyers for extra costs
- **Shopping confirmation:** Send confirm to buyer
- **Clear basket after shopping:** For testing purpose, please ignore it (Default status as checked)
- **Send stock report:** Inform user on stock statistics
- **Basket item life span:** Products in basket held for a time longer than the setting will be removed from cart
- **Payment failure span:** Online payment not completed within time will be cancelled
- **Basket link type:** Text or image link
- **Image:** Image for basket link
- **Image position:** Position of link image w.r.t. text
- **Order detail window size:** Width and height
- **Call back password:** Worldpay only
- **Alert email language:** Language used for alert administrators after shopping

## ORDER LIST

LOC: : Business Mgt. > Orders

Mouse over the magnifier to show order statistics of the page

Search order (By order number, type, shipping date, buyer, status, payment method, shipping method, etc)

Click to return to show latest orders

### Order properties:

- **N**: New order
- **Order number**: Unique order number (Click to view order details)
- **Type**: Type of order (Tangible products, virtual products or both)
- **Buyer**: Name of the buyer
- **Date**: Shopping date
- **Order sum**: Amount of products ordered
- **Payment sum**: Total amount paid, including shipping cost, extra cost, gift wrapping cost, etc.
- **Payment method**: Online or Offline payments
- **Shipping method**: Delivery method for shippable goods
- **Address**: Delivery address for shippable goods
- **Gift wrapping**: Wrapping for shippable products
- **Status**: Order status. Administrator should change the status after processing
- **Delete**: Delete order

The screenshot shows the 'i8 Control Panel - Microsoft Internet Explorer' interface. At the top, there's a navigation bar with 'Business Management ...' and 'Welcome, Root'. Below it, a search bar is visible with a magnifier icon. A table of orders is displayed with columns: Order Number, Order Type, Buyer, Date, Order Sum, Pay Sum, Total Number of Orders, Total Order Sum, Total Payment Sum, Method, Address, Gift Wrapping, Status, and Delete. Two orders are listed: 2005012850000402 and 2005012850000401. A red arrow points from the magnifier icon to the search bar. Another red arrow points from the search bar to the 'Newest Orders' link. A third red arrow points from the 'Newest Orders' link to the order details window. A fourth red arrow points from the order details window to the order list table.

**Order List Table:**

Order Number	Order Type	Buyer	Date	Order Sum	Pay Sum	Total Number of Orders	Total Order Sum	Total Payment Sum	Method	Address	Gift Wrapping	Status	Delete
2005012850000402	Products	Phentony Ching	2005-01-28	\$0.01	\$247.36	2	\$0.02	\$591.38	ess	China, Shanghai...	CC	Delivering	X
2005012850000401	Products	Phentony Ching	2005-01-28	\$0.01	\$344.02	2	\$0.02	\$591.38		China, Anhui Province...	No Wrapping	Incomplete	X

**Order Details (Order: 2005012850000401):**

Order Number: 2005012850000401  
 Order Type: 01  
 Date/Time: 2005-01-28 / 05:38:28  
 Buyer: Phentony Ching  
 Order Sum: HK\$0.01  
 Pay Sum: HK\$344.02  
 Payment Method: Bank In (2005012850000401)  
 Shipping Method: EMS  
 Gift Wrapping: No Wrapping  
 Status: Incomplete

**Ordered Items (Accounting Currency: HK\$):**

Name	SKU	Stock	Discount	Unit Price	Current Price	Order Price	Order Quantity	Subtotal
AP1720-E1	✓	0	100	0.01	0.01	0.01	1	0.01

**Invoice Table:**

名称	数量	价格	小计
AP1720-E1	1	\$0.01	\$0.01

**配送资料:**  
 收货人: Phentony Ching  
 收货人地址: 中国 安徽省 合肥市 长丰县 上海市区  
 邮政编码: 1111  
 联系人: Phentony Ching  
 电话: -- 86-21 6216 7287  
 移动电话: 200010

**配送方法:**  
 ems (10000.00 g)

**付款方式:**  
 银行转账

**礼物包装:**  
 无

**额外收费:**  
 默认: 增值税 (17%), 购物折扣 (九五折), 手续费 (10元, 500元可免), 箱头费用 (\$210.0012)  
 可选项: --- (\$0)

**您是否需要开具发票?**  
 不需要

**用户评论:**

## ORDER DETAIL

Order Number

Remember to save after making changes

Order: 2005012850000401

Order Detail

Order Number : 2005012850000401  
 Order Type : 01  
 Date/Time : 2005-01-28 / 05:38:28  
 Buyer : Phentony Ching

Order Sum : HK\$0.01  
 Pay Sum : HK\$344.02  
 Payment Method : Bank in (2005012850000401)  
 Shipping Method : EMS  
 Gift Wrapping : No Wrapping  
 Status : Incomplete

Ordered Items (Accounting Currency: HK\$)

Name	SKU	Stock	Discount	Unit Price	Current Price	Order Price	Order Quantity	Subtotal
AP1720-E1		0	100	0.01	0.01	0.01	1	0.01

Invoice

订单列表

名称	数量	价格	小计
AP1720-E1	1	\$0.01	\$0.01

配送资料

收货人: Phentony Ching  
 收货人地址: 中国 安徽省 合肥市 长丰县 上海市区  
 邮政编码: 1111  
 联系人: Phentony Ching  
 电话: -- 86-21 6216 7287  
 移动电话: 200010

配送方法

ems (10000.00 g)

付款方式

银行转账

礼物包装

无

额外收费

默认: 增值税 (17%), 购物折扣 (九五折), 手续费 (10元, 500元可免), 猪头费用 (\$210.0012)  
 可选项: --- (\$0)

您是否需要开具发票?  
 不需要

用户评论

Extra Info

IP : 222.64.185.226  
 Location : Unknown Area  
 Language : 简体中文  
 Currency : Ren Min Bi  
 Payment Extra Cost : HK\$0.01  
 Gift Wrapping Cost : HK\$0.00  
 Misc. Cost : HK\$210  
 Shipping Cost : HK\$134.00  
 Weight : 10000.00 g

Change order status, send alert email or in-site SMS to the buyer as the stated identity.

Check order message from buyer and response

Extra information of the order

Order list which you can compare current prices and order prices, stock, etc.

Click product name for product management

Order invoice. The language used is controlled in the general setting part

LOC : Business Mgt. > Orders

Click order number link

Changed order

Order: 2005012850000401

Order Detail

Order Number : 2005012850000401  
 Order Type : 01  
 Date/Time : 2005-01-28 / 05:38:28  
 Buyer : Phentony Ching

Order Sum : HK\$0.01  
 Pay Sum : HK\$344.02  
 Payment Method : Bank in (2005012850000401)  
 Shipping Method : EMS  
 Gift Wrapping : No Wrapping  
 Status : Delivering

Message

Send SMS as phentony  
 Send Email as info2@alpaq.com

Shipped

Order Invoice

名称: AP1720-E1

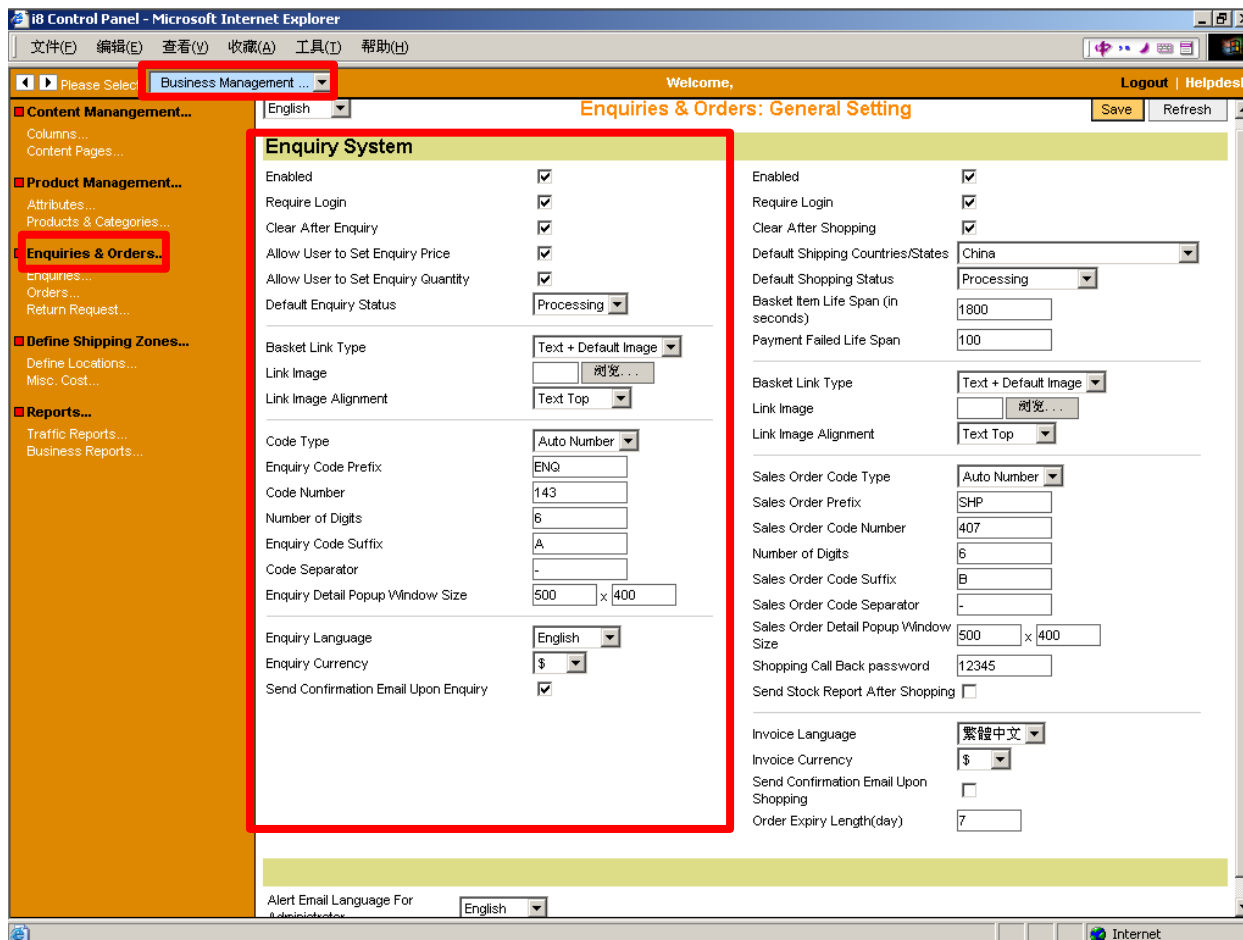
配送方法

付款方式

## GENERAL SETTING (SHOPPING & ENQUIRY SYSTEM CO-EXISTENCE)

LOC : Business Mgt. > Shopping & Enquiry System General Setting

The setting here is very similar to that of shopping system only



## ENQUIRY LIST

The screenshot displays the i8 Control Panel interface. At the top, there's a navigation bar with 'Business Management' selected. Below it is a table titled 'Enquiries (120)'. The table has columns for Enquiry Code, Member, Date/Time, Status, Bargain Message, Edit, and Delete. A search box is located to the right of the table. Below the table, there are three overlapping windows: 'Enquiry Detail' for ENQ-000142-A, a 'Message' dialog box with the text 'Your price is too low, please raise it for 50%', and an 'Edit Enquiry' window for ENQ-000137-A. The 'Edit Enquiry' window shows details for a BBO charcoal grill set and includes a 'Save' button.

Enquiry Code	Member	Date/Time	Status	Bargain Message	Edit	Delete
ENQ-000142-A	Alfred Chiu	2004-12-31 / 13:26:43	Processing			
ENQ-000141-A	Phentony Ching	2004-12-21 / 13:58:58	Processing			
ENQ-000140-A	Phentony Ching	2004-12-21 / 13:56:35	Processing			
ENQ-000139-A	Phentony Ching	2004-12-21 / 13:49:16	Processing			
ENQ-000138-A	Phentony Ching	2004-12-21 / 13:46:47	Processing			
ENQ-000137-A	Phentony Ching	2004-12-21 / 13:38:52	Processing			
ENQ-000136-A	Non-member	2004-12-14 / 15:33:43	Processing			
ENQ-000135-A	Non-member	2004-12-06 / 10:25:26	Processing			
ENQ-000134-A	Phentony Ching	2004-12-05 / 02:08:52	Processing			
ENQ-000133-A	Phentony Ching	2004-11-16 / 13:57:37	Processing			
ENQ-000132-A	Phentony		Processing			
ENQ-000131-A	Phentony		Processing			
ENQ-000130-A	Phentony		Processing			

LOC : Business Mgt. > Enquiry List

Total number of enquiries

Search box for enquiries (By enquiry code, date, name, status and bargain message)

### Enquiry Properties:

- **N**: New enquiry
- **Enquiry code**: Enquiry number
- **Member**: Identity of requester
- **Date/Time**: Enquiry date time
- **Status**: Enquiry status (Administrator should change the status after processing)
- **Bargain message**: Bargain message between requester and administrator (Enquiries with bargain message will be shown with a black tick image)
- **Edit**: Edit enquiry
- **Delete**: Remove the enquiry

## ENQUIRY DETAIL

**LOC: : Business Mgt. > Enquiry List**

Click the enquiry edit button

Enquiry Number

Bargain panel, if the item enquiry has already been confirmed, then no new bargain can be posted nor can anyone change the bargain detail

Enquiry details, status and message. Please save after making any changes.

Enquiry items, with product name, price, quantity and a button to show bargain history

ENQ-000137-A

Enquiry Code	Product Name	Quantity	Price	Barga
ENQ-000137-A	16 OZ plastic double wall frosted beer mug.	1	\$ 0.00	
	BBQ charcoal grill set	1	\$ 1.00	
	BBQ charcoal grill set	1	\$ 22.00	

Quantity	Price	M	
2005-02-12	1	\$ 22.00	✓
2005-02-12	1	\$ 22.00	✓

Product Name : BBQ charcoal grill set  
Stock Quantity :  
Original Price : \$ 1.00  
Confirm :

Product Name : BBQ charcoal grill set  
Bargain Quantity : 1  
Bargain Price : 22.00  
333

Your price is too low, please raise it for 50%

Save

Save Close

Save Close

In the case that the system supports the business flow of Enquiry to Shopping, then at any moment, the requester can put order according to the prices as stated in the enquiry. For any item that is not confirmed, the price is the product's original price

## ORDER RETURNS

LOC: : Business Mgt. > Order Returns

This is a function comes with the shopping system.

- **Order number:** In which order the item is bought (Click the order number to show order details)
- **Type:** 退货的类比
- **Name:** Name of the returned item
- **User name:** Name of the buyer who raise the return process
- **Date:** Date of return
- **Status:** Status of the return
- **Message:** Message from the buyer
- **Confirm:** Confirm that the order is returned
- **Cancel:** The item return request has been cancelled

The screenshot shows the 'Return Request' interface in a Microsoft Internet Explorer browser. The browser title is 'i8 Control Panel - Microsoft Internet Explorer'. The page header includes 'Please Select: Business Management ...', 'Welcome,', 'Logout', and 'Helpdesk'. Below the header, there are filters for 'English', 'Page Size: 20', and 'Page Number: 1'. The main content is a table with the following data:

#	Order Number	Return Type	Product Name	User Name	Date	Status	Message	Confirm	Cancel
	2004081902000382	return_to_bank	Set of 24 pcs hair accessories set in plastic carry case.		2004-09-13 11:35:55	processing	M	<input checked="" type="checkbox"/>	<input type="checkbox"/>

A red box highlights the 'Business Management ...' dropdown menu. A red arrow points from the 'Confirm' checkbox of the first row to a small browser window showing a URL and Chinese text.