



VP-ASP Shopping Cart

User Manual

Version 6.50

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1 Introduction to VP-ASP

Welcome to the VP-ASP Shopping Cart! VP-ASP is an advanced shopping cart and e-commerce application that is the culmination of over seven years of comprehensive research and development.

With tens of thousands of merchants all over the world using VP-ASP to run their online ventures, we are confident that VP-ASP will help you get your store up and running just how you need it!

VP-ASP has been developed using Active Server Pages (ASP), which is a Microsoft technology that combines HTML code with programming logic. The ASP files run off a database, with support for Microsoft Access, Microsoft SQL Server and MySQL databases included.

1.1 What's new in VP-ASP 6.50?

VP-ASP 6.50 builds on the advanced features added to the package in the 6.00 release with hundreds of enhancements to make designing, administering and browsing your shop much easier.

- **Return Merchandise Authorization (RMA)** module that allows you to handle customer requests to request to return an item through the administration.
- **Product comparison chart** that customers can use to compare the features of different products on one screen.
- New "**Featured Products**" display (like Top Sellers) that shows products with the featuredflag set to TRUE allowing you to showcase ranges of products.
- **Breadcrumbs** extended throughout site and they can be turned on or off in the configuration.
- Ability to **complete PayPal orders** where the customer hasn't returned to your site after making their payment, including sending the invoice email.
- Ability to allow **customers to upload images** to an order for certain products.
- When a customer registers on your site you can have a **welcome email** sent to them with their login details.
- Greater flexibility in **formatting child products** and **top sellers**.
- **States and countries** are now in tables in the database, so you can change what's available in the state and country dropdowns and also **set tax rates** for individual states and countries.
- **Greater security** included parsing all input, moving several key configuration options out of the database and into shop\$config.asp and adding CAPTCHA verification to all email forms.
- **Product Matching** now allows products to belong to multiple stores.
- **Extra image fields** in product record and **spare fields in category** record so you can provide more information to your customers.
- Customers are **automatically logged in** when they register.
- **Personalized shortcuts** in administration and administration menus now hide completely when no options are available.
- **Plus many more!**

1.2 VP-ASP Products

There are four main VP-ASP packages available.

VP-ASP Free - This is the free trial version of VP-ASP which allows you to test the basic features of VP-ASP and ensure it runs correctly on your server. It is not intended to be used in a live shop, but gives a good idea of the basic structure of VP-ASP and can be run with minimal setup or configuration.

VP-ASP Value - The VP-ASP Value package is our base package which contains the core features required to set up an online store.

VP-ASP Plus - VP-ASP Plus combines the Value package with all of the great functionality of the Option Package. It contains many powerful features that will enhance the offerings you can make to your customers.

VP-ASP Deluxe - VP-ASP Deluxe is our most powerful version, with all of the features from the Plus package and all of our add-ons built in. These add-ons provide you with the ability to set up a gift registry system, offer points and rewards to your customers for shopping in your store, a subscription/recurring billing module, a pin number system and much, much more!

Note: This manual is written to cover all packages. Some features that are described are not available in all packages – for a comparison chart of what is included in each package, please see <http://www.vpasp.com/virtprog/vpaspcompareversions.htm>.

1.3 VP-ASP Add-On Packages

We have many add-on packages available – some which are provided free with your license and some which require you to purchase separately.

Free add-ons include gateways and small utilities which you may find useful in setting up your site. These can be access via our website.

Gateways – <http://www.vpasp.com/sales/epdownload650.asp>

Add-ons – <http://www.vpasp.com/sales/addons650.asp>

Languages – <http://www.vpasp.com/sales/languages650.asp>

Our paid add-ons provide advanced features which you may want to add to your store.

VP-ASP Option Package - If you have the VP-ASP Value package and want to upgrade to the Plus! Package, you can do so by purchasing the Option Package.

Gift Registry - This add-on allows you to offer your customers the option to set up gift registries on your site (requires VP-ASP Option package or VP-ASP Plus. Built into VP-ASP Deluxe).

Recurring Billing - This add-on allows you to set up products that will send the customer a bill on a recurring basis – such as for rental or subscription products (requires VP-ASP Option package or VP-ASP Plus. Built into VP-ASP Deluxe).

Pin Numbers - This add-on allows you to have a pin number sent out to your customer at the completion of their purchase – this is handy for phone cards or software products (requires VP-ASP Option package or VP-ASP Plus. Built into VP-ASP Deluxe).

Rewards - This add-on allows your customers to receive points for purchases on your site and then redeem them for a coupon or gift certificate (requires VP-ASP Option package or VP-ASP Plus. Built into VP-ASP Deluxe).

FedEx Real Time Add-On - This add-on allows you to offer FedEx shipping with the rates calculated in real-time via a direct link from your cart to FedEx. VP-ASP calculates the weight of all products, connects to FedEx, and then presents the customer with a list of shipping methods and prices.

1.4 System Requirements

VP-ASP is developed in Microsoft's ASP scripting language and, as such, requires a Windows operating system to run. Not all versions of Windows can run ASP pages – you will need one of the following –

- Windows 95/98 (Personal Web Server)
- Windows NT/2000/XP/2003 (IIS)

VP-ASP also run off a database, so you need to have support for one of the following-

- Microsoft Access (you do not need to install Microsoft Access or Microsoft Office)
- Microsoft SQL Server
- MySQL

For some of the more advanced features of VP-ASP your server may require some additional components including –

- An email component so you can send email from your site. Supported components include CDONTS, CDOSYS, ASPMail, ASP Email, Jmail and more.
- Some payment gateways and shipping calculators require XMLHTTP

To run the VP-ASP administration, you just need a web browser (preferably Firefox or Microsoft Internet Explorer 6 and above) and an internet connection!

1.5 Installation

We have comprehensive installation guides available for download from our website –

- Free trial – http://www.vpasp.com/virtprog/quickstart_free.pdf
- Paid versions – <http://www.vpasp.com/virtprog/quickstart.pdf>

1.6 Upgrading to VP-ASP 6.50

We have a comprehensive upgrade guide available for download from our website -

<http://www.vpasp.com/virtprog/upgrade.pdf>

1.7 VP-ASP Basics

VP-ASP is supplied with the default settings that should cover most basic stores – however, if you want to set VP-ASP up to match your exact requirements this can be done using our supplied configuration options. The following is a basic summary of configuration facilities VP-ASP offers.

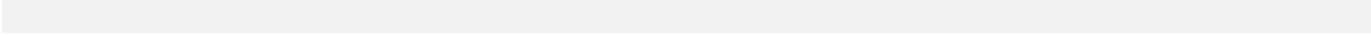
Shoppage_header.htm	This is a plain HTML file. It is used so that you can totally replace it. It can be edited with your favorite editor such as FrontPage or Dreamweaver. It controls your logo, top and left navigation values
Shoppage_trailer.htm	This is a plain HTML file. It is designed to be totally replaced. It can be edited with your favorite editor. It controls bottom and right navigation
Shop\$colors.asp	This is a file you can edit with a plain text editor. It has most of the HTML that VP-ASP uses. Here you can change the colors, fonts and table definitions.
Shop\$config.asp	This file tells VP-ASP where your database resides and what type of database it is. Normally you will only change this once when you install VP-ASP for the first time.
Shop Configuration	This is not a file, but a browser based facility that you change using the VP-ASP Administration facility. There are hundreds of different options that you can select to completely customize your store. It controls things such as how products are sorted, what payment options you wish to accept and many, many more.
Templates	Templates are plain HTML files that allow you to control product and category formatting.

By changing values in those files or Shop Configuration you can make your shop look and feel just about any way you choose.

1.7.1 What is xmysite and what does it do?

Xmysite is a configuration option in shop\$config.asp and it is where you add your URL – for example, <http://www.vpasp.com/shopping>.

It is very important to add your URL to this variable for many reasons, a few of which are –

- If your customers come to your site from different URLs – such as <http://www.vpasp.com/shopping> and <http://vpasp.com/shopping> - they may find they lose their shopping cart if they happen to switch between the two at some point. Xmysite ensures the customer only ever adds their items to the cart on one site so their sessions don't get mixed up.
 - It is used when customers use the "Tell A Friend" feature to email a link to your site to a friend.
- 

2 Support

We strive to provide you with all of the tools you need to get your VP-ASP store up and running – this manual is the core of our documentation, but we also have a lot of information – including comprehensive troubleshooting and error message definitions – on our website.

See <http://www.vpasp.com/helpnotes> for more information.

We also have an active forum where you can post your problems and discuss them with other VP-ASP customers –

<http://www.vpasp.com/virtprog/vpaspforum>

If your problem can't be solved by our manual, help notes or forum, we have a Helpdesk available where our support staff can assist with getting you back on the right track.

<http://www.vpasp.com/virtprog/helpdesk>

For more information about our support system, please see –

<http://www.vpasp.com/virtprog/vpaspsupport.htm>

3 Design

VP-ASP has been designed so that it is as easy as possible to change the look and feel of the cart – so that you can get it to fit into your design with a minimum of fuss.

3.1 Homepage

VP-ASP comes with two sample home pages, **default.htm** and **default.asp**.

Default.htm is plain HTML – if you don't want to have any dynamic content on your homepage, you would use default.htm.

Default.asp is a dynamic page, meaning it can display information from your database, including random product displays, category listings, headers and more.

When you decide which file you wish to use, we recommend you delete the other file –

For example: If you are going to use **default.asp** then delete **default.htm**

3.2 Default.htm

This is the first page you will see when you open your shop in a browser and has some useful links down the left side that allow you to access important areas of your shop quickly.

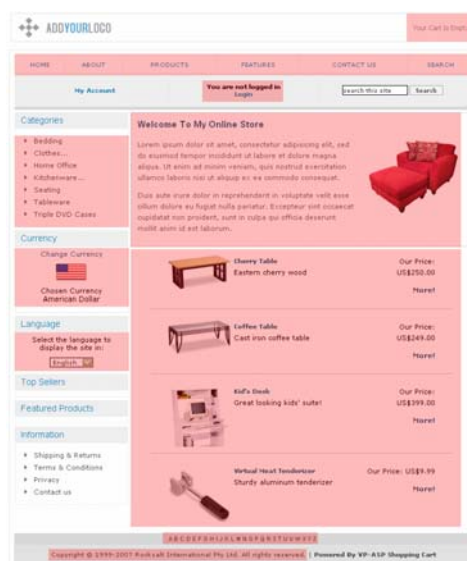
If you wanted to use this file for your actual shop, you would remove all of the provided content and start from scratch.

3.2.1 Security Note

We recommend you never have links to your administration page, diagnostic page or template testing. They are provided as samples only. Leaving these links will open your site to potential hackers.

3.3 Default.asp

When you click the *Enter your VP-ASP Shopping Cart* link on **default.htm** you will be taken to **default.asp**. This page includes dynamic features such as language displays, random products and a category list. The hyperlinks to the administration are not present and you can use this as your home page if you wish.



The dynamic portions are shaded in red above and are done by adding ASP calls to your HTML. You can view a complete list of these in the Webpage Elements (page 42) section of this document.

Example - Add category list into table

```
<table>
  <tr>
    <td><%navigateshowallcategories%></td>
  </tr>
</table>
```

3.3.1 Changing the text on the homepage

The text on the homepage is generated from the Content table. To change the text on the homepage, you need to login to your shop administration and edit the Content record that has the flag "Use as homepage" set to True.

By default, this will be the content record with the `messagetype = home`.

We recommend you set the template of the record you are going to use as the homepage to be "tmp_default.htm".

See page 94 for more information on editing content.

Note: If you set the "Use As Homepage" flag to Yes, it will reset all other records with this flag set to be "No". You can only have one content record set to be the homepage at a time.

3.3.2 Front Page Product displays

The products being displayed on the front page can be controlled by settings in Shop Configuration (page 56). The products displayed can be chosen specifically or they can be randomly chosen from your entire catalogue.

Xfrontpagefield	This is the fielding the product record where VP-ASP should look for the value to tell it to display this product on the front page. By default, it is set to frontpage and you won't generally need to change this.
Xfrontpagevalue	You have two options of what to enter here. <ol style="list-style-type: none">1. Random – this tells VP-ASP to show a random selection of products on your homepage2. Your Keyword – this can be any keyword you choose, to define the group of products you want to display on the homepage. For example, if you want to have sale items displayed put "sale" (without quotes) in this field. Then in the actual product records of the products you want to display, put the word "sale" in the <i>frontpage</i> field.
Xfrontpagemaxcolumns	This is how many columns of products to show on the front page. The default is 3 .
Xfrontpagemaxrecords	This is the number of products to show on the front page. The default is 6 .
XfrontpagerandomField	If you want to use random products, but you don't want all of your products to show up, you can specify a field in the products table to use as a flag field to define the products you do want included. For example, you could set this to <i>pother1</i> .
Xfrontpagerandomvalue	This is the value VP-ASP should look for in the field defined above when selecting the random products. For example, if you have the field above set to <i>pother1</i> and you have the keyword <i>showrandom</i> in this field, then you need to update the products you want to display to have <i>showrandom</i> in their <i>pother1</i> field.

3.3.3 Formatting products on the front page

A template called **tmp_frontpage.htm** controls the format of the products being displayed on your front page. Templates are HTML files that represent one cell in the table and you can include images, hyperlinks, prices or any other normal HTML to define how you want your products to appear.

For more information about templates, please see page 17.

3.4 Changing the logo

The logo can be replaced by simply replacing the file **logo.jpg** with your logo in the VP-ASP **images/header/** directory. This will change the logo throughout the shop.

3.5 Colours

VP-ASP is quite unique in the way it handles the formatting of the cart, which makes it very easy to change the entire look of the cart quickly.

Almost all of the formatting HTML has been removed from the ASP pages themselves and placed into one file called **shop\$colors.asp**. So, when you need to make a change, you only have to update it in one place, rather than in every ASP page in the site.

There is also a style sheet **shop.css** that will affect the default fonts, and how submit buttons and dropdown lists appear. With these two files, shop\$colors.asp and shop.css you can:

- Alter the color scheme for all data entry forms
- Change the product fields that are being displayed
- Change the font and color for other customer related pages (except administration pages)
- Change the sort order for categories, subcategories and products

3.6 Changing Colors and Fonts for forms

Most of the data entry forms in VP-ASP use the following lines in shop\$colors.asp.

```
const TableDef="<table border=0 cellpadding=3 cellspacing=3>"
Const TableDefEnd="</table>"
Const TableRow="<tr>"
const TableRowEnd="</tr>"
const TableColumn="<td class=""al vt"" width=""150"">"
const tableColumnEnd="</td>"
Const xTableRowFont=" "
Const xTableRowFontEnd=" "
Const xTableRowColor="#FCFCFC"
```

3.7 Change Colors Fonts for Common Messages

Table headers and error messages are commonly used in VP-ASP. These are controlled by two lines in shop\$colors.asp.

Please select a shipping method

Previous customers can just login

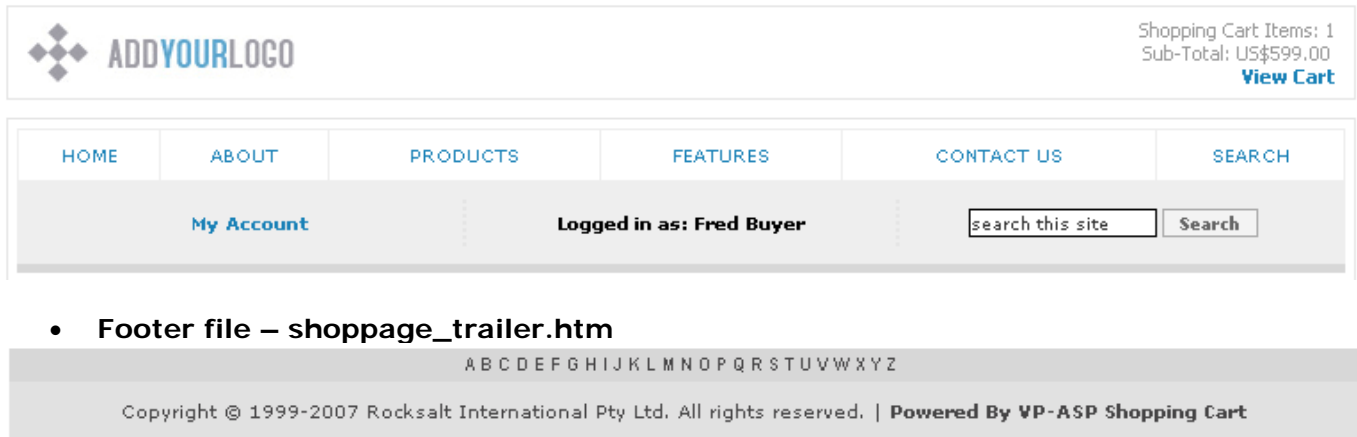
The top message is the default error font (errorfontstart) and the bottom message is the default information font (largeinfofont). While they are the same in a default copy of VP-ASP, you can easily change them to be different by editing the following lines in shop\$colors.asp.

```
const ErrorFontStart="<span style=""color: #666666""><strong>"
Const LargeinfoFont="<span style=""color: #666666""><strong>"
```

3.8 Header & Footer

With VP-ASP it is easy to change the entire look of your site by simply changing two files –

- Header file – **shoppage_header.htm**



- **Footer file – shoppage_trailer.htm**

File **shoppage_header.htm** generates the top navigation, logo and background for all shopping pages. You can edit it as you would a normal HTML page using your favourite HTML editor – for example, if you want a background image, the standard HTML BODY tag is in this file.

File **shoppage_trailer.htm** generates the bottom navigation, copyright for all shopping pages.

Note: If you are using tables for your layout, editing these files separately may cause your table structure to be corrupted. To stop this, we recommend the following –

1. Copy the HTML from shoppage_header.htm into a new HTML document in your favourite HTML editor.
2. At the bottom of this HTML, add a comment as follows –

```
<!-- END HEADER -->
```
3. Copy the HTML from shoppage_trailer.htm to the bottom of the HTML document you created in step 1.
4. Make your changes.
5. Copy all HTML before the comment added in step 2 into the shoppage_header.htm file and save.
6. Copy all HTML after the comment added in step 2 into the shoppage_trailer.htm file and save.

3.9 Dynamic Titles

VP-ASP can dynamically change the title of the categories display, product display and automated extended description display using information from the database.

In file **shoppage_header.htm** change the **<title>** value in the HTML to the following:

```
<title><%shopdynamictitle "title"%></title>
```

VP-ASP can also generate dynamic META tags based on your product and category records. To enable this, add the following to your shoppage_header.htm file, between the **<head>** and **</head>** tags.

```
<meta name="description" content="<%shopdynamictitle "description"%>" />
<meta name="keywords" content="<%shopdynamictitle "keywords"%>" />
```

In the Shop Configuration set the following two values.

Xtitle	Change this to be the title you wish to display when there
---------------	--

	is no dynamic title available. The default is VP-ASP Shopping Cart
Xdynamictitle	Set this to Yes to turn on dynamic titles. If No all pages will display the title in xtitle .

The following table describes where the information for the title and META tags is retrieved from.

Product Display Pages

Tag	Database Field	Description
<title>	Cname	Product Name
<meta> description	Cdescription	Product Short Description
<meta> keywords	Keywords	Product keywords

Category Display Pages

Tag	Database Field	Description
<title>	Catdescription	Category Name
<meta> description	Catmemo	Category Short Description
<meta> keywords	Catdescription	Category Name

3.10 Buttons

By default, VP-ASP uses CSS to style the buttons throughout your cart, but if you wish to use a GIF or JPEG image for any or all of your buttons it can be achieved easily by editing your configuration.

Simply locate the following items in your shop configuration (page 56) and enter the folder and name of the image you wish to use – sample buttons are included with your copy of VP-ASP and are located in the **images** folder.

xbuttonaddressadd	Images/vpnav_addressadd.gif
xbuttonaddresschange	Images/vpnav_addresschange.gif
Xbuttoncancel	Images/vpnav_cancelorder.gif
xbuttoncheckout	Images/vpnav_checkout.gif
xbuttoncontinue	Images/vpnav_continue.gif
xbuttoncontinueshopping	Images/vpnav_continueshopping.gif
Xbuttonlogin	Images/vpnav_login.gif
Xbuttonmoreinfo	Images/vpnav_moreinfo.gif
Xbuttonnextpage	Images/vpnav_nextpage.gif
Xbuttonorderproduct	Images/vpnav_order.gif
Xbuttonpreviouspage	Images/vpnav_previouspage.gif
Xbuttonreadreview	Images/vpnav_readreview.gif
xbuttonrecalculate	Images/vpnav_recalculate.gif
xbuttonremove	Images/vpnav_remove.gif
Xbuttonreset	Images/vpnav_reset.gif
Xbuttonsearch	Images/vpnav_search.gif
Xbuttontellafriend	Images/vpnav_tellafriend.gif
xbuttonwritereview	Images/vpnav_writereview.gif

3.11 Templates

VP-ASP includes a very powerful feature that allows you to specify how things are to be displayed by using HTML templates.

Formatting with templates gives you more control over how products, categories and emails appear from your store.

Some of the things you can achieve with templates are:

- Products are formatted with HTML that you create
- Products in different categories can use different templates

- Specific hyperlinks from your own pages can specify unique templates (for example, sale items can have their own template)
- Multiple products per row can be displayed
- Thumbnail displays linking to more extended descriptions
- Full control of which fields are displayed per product

3.11.1 Where are templates?

Templates are comprised of plain text HTML and can be stored in two locations –

1. In the same folder as your VP-ASP shop (files are named in the format tmp_example.htm)
2. In the database table **templates**.

You can mix and match where your templates reside - some can be stored in the database and some in the VP-ASP folder.

The advantage of having templates in the database is that they can be easily edited, added or changed from your browser.

You can tell VP-ASP where to locate a particular template in the Shop Configuration.

For example to find the product formatting template the file name would be either -

If in the VP-ASP folder – tmp_productformat.htm

If in the database - db=tmp_productformat.htm

The **db=** is a keyword telling VP-ASP to look in the database to find the template.

3.11.2 Product Display

Xproductwithhtml	Setting this to Yes means VP-ASP should format your Products using templates. No will use VP-ASP's standard product layout method.
Xproductcolumns	This defines how many products to display across the screen. Note: If set to more than one, VP-ASP automatically switches from normal product display to templates.
Xproducttemplate	The name of the template to use for displaying products in the shopdisplayproducts.asp page. Default is tmp_productformat.htm .
Xcategoryproducttemplate	Settings this to Yes means that VP-ASP will use the template specified with the category to display these products. This allows you to have different templates for products in different categories.

VP-ASP is very flexible in how it allows you to define which template to use. The template being used can be constant, can change by category or it can change on an individual product.

By default the template **tmp_productformat.htm** is used for displaying products on shopdisplayproducts.asp.

In the categories table, you can specify a value in the "catemplate" field. Each time the products in that category are displayed, that template file is used instead of the default.

You can also change the template being used by passing the template name in the URL, as shown below.

```
<a href="shopdisplayproducts.asp?id=55&template=myspecialtemplate.htm">View  
Products</a>
```

3.11.3 Translating text in templates

If your site is available in multiple languages, you can have the text you add to your templates set to translate as shown in the following example.

Instead of –

```
<h1>Welcome to my shop</h1>
```

Use the following –

```
<h1>[getlang langwelcomemsg]</h1>
```

Where *langwelcomemsg* is a variable in the Languages table (see 123).

Using this syntax, VP-ASP will look up the value in the Languages table with the keyword *langwelcomemsg* in the language the customer is currently viewing the site in.

3.11.4 Translating categories, products and content in templates

If your site is available in multiple languages and you have your content, categories and products set up with translations (see 124), you can set your templates show the appropriate language version by using the following syntax.

Instead of –

```
<strong>[cname]</strong>
```

Use the following –

```
<strong>[translate cname]</strong>
```

This will show the appropriate translation of the product name depending on which language your customer is viewing the site in.

Note: Once an item is added to the cart in a specific language, it will remain in that language throughout the ordering process. This includes emails to both customers and merchants.

Only specific fields are dynamically translated.

Products	CNAME, CDESCRIPTION, EXTENDEDDESC
Categories	CATDESCRIPTION
Product Features	FEATURENAME AND FEATURECAPTION
Content	MESSAGE, MESSAGE2

3.11.5 Template Functions

You can add the following functions to your templates to enhance the data that is displayed from the database.

[formatcurrency cprice]	Show the price as currency
[formatnumber cprice]	Format it as a number with decimal points
[Dualprice cprice]	Display dual price for this price
[formatcustomerprice cprice]	Display customer based price
[formatsaving cprice]	Displays savings between current price and retail price
[urlendcode cname]	When using names on hyperlinks they need to be in a special format called URL encoded
[dualcustomerprice cprice]	Dual customer based pricing
[dualsaving cprice]	Displays saving using dual price
[formatimage cimageurl]	If the field is not empty it is formatted as an image

[formatdate cdate]	Formats the date in the default format specified in your configuration (xdateformat)
[formattime cdate]	Formats the date in the default Microsoft format.
[formatcurrencyconversion cprice]	If using currency switching, adding this tag to your cprice will convert the price to the currently selected conversion rate.
[translate cname]	Translates the field based on translations you have added in the administration (fields that can be translated are those that appear in the Add Translation form in the administration.)
[cleansehtml cname]	If you want to use product fields in the meta tags in the header, you can add this tag to remove any HTML you have added into the field before adding it to the page.
[getlang langcommonsearch]	If you want to add a term from the languages table to your template, you can use the getlang call to do so.

The following functions add extra features to your templates. Some of these items can only be used in specific locations – most are for use on the Product Extended Description page.

[ADD_INVENTORYPRODUCTS]	Displays associated products
[ADD_RATINGSUMMARY]	Display star rating for products
[ADD_OITEMS]	For use in order email templates – this will add a list of items ordered
[ADD_RANDOMPRODUCTS]	This will display a selection of random products.
[ADD_PAGEHEADER]	Displays the shoppage_header.htm file
[ADD_PAGETRAILER]	Displays the shoppage_trailer.htm file
[SPECIAL_ORDERBUTTON]	Generates an order button, quantity and special features for a product.
[SPECIAL_CHECKBOX]	Generates a check box, quantity and special features for a product.
[ADD_PRODUCTFEATURES]	Adds a display of the features that can be selected for this product.
[ADD_QUANTITY]	Adds a quantity box so the user can choose how many of the item they wish to order.
[ADD_ORDERBUTTON]	Adds a button so the customer can order the product
[ADD_CHECKBOX]	Adds a checkbox so the user can select the product for purchase (if xproductselect is set to Yes – meaning the customer can select multiple items to add to the cart at once).
[ADD_CROSSSELLING]	Adds a list of items listed in the cross-selling field of the product field.
[ADD_REVIEWLINKS]	If you have Xallowratingproducts set to Yes, VP-ASP will display links to read and write reviews.
[ADD_COMPARELINKS]	If you have xcompareproducts set to Yes, this will generate a link to add the product to your comparison list.
[ADD_ALSOBOUGHT]	If you have xalsobought set to Yes, VP-ASP will display a list of products that customers have bought that also bought this product.
[FORMATBREADCRUMB]	Displays a breadcrumb trail of Home > Category Name > Product Name.

3.11.6 Mailing using templates

For the majority of emails, you can choose to use templates to customize the messages to suit the nature of your store.

To turn this on, you simply need to set the following in your shop configuration.

Xemailwithtemplates

Setting this to **Yes** sends these emails using templates

If you want to send emails using HTML templates instead of text templates, you need to also set the following.

Xemailformat

Setting this to **html** allows you to use HTML templates instead of just **text** based templates.

3.11.6.1 Setting Templates being used

You can Shop Configuration is used to determine which templates are being used.

You can either use the default templates and modify them to suit your needs, or you can make your own and set their names in the shop configuration option.

The following table shows which email templates are used for each situation, which configuration option can be used to change the template used and the table from which the template can draw information.

	Configuration Option	Default Template	Table Fields
Email to affiliate when an order is made from their affiliate link.	affmailordername affmailorderdetails	tmp_affordername.txt tmp_afforderdetails.txt	Affiliates Orders
Email to customer when they have made an order on your site.	Xcustomeremail	Tmp_customeremail.txt	Orders
Email to customer when you have processed an order they made on your site.	Xmailprocessedtemplate	tmp_customerprocessed.txt	Orders
Email to merchant when an order is made on their site.	Xmerchantemail	tmp_merchantemail.txt	Orders
Email to supplier when a customer orders a product they supply from your website.	Xsupplieremail	tmp_supplieremail.txt	Orders
Welcome email sent to customer when they register on your site.	Xwelcomeemailtemplate	tmp_welcomeemail.txt	Customer
Welcome email sent to affiliate when they register on your site.	Afftemplateaffiliate	tmp_affiliate.txt	Affiliates
Email sent to merchant when affiliate registers on their site.	afftemplateMerchant	tmp_affmerchant.txt	Affiliates
Email sent to customer when one of their recurring billing payments is due.	Xbilltemplate	tmp_billemail.txt	Projects
Email sent to recipient of a gift certificate.	Xgifttemplate	tmp_gift.txt	Gifts
Email sent to customer to confirm receipt of their order of a pin number enabled product.	Xpincustomertemplate	tmp_pincustomer.txt	Orders
Email sent to customer containing their pin number once it has been authorized.	Xpinproducttemplate	tmp_pinproduct.txt	Pinnumbers
Email sent to customer alerting them that their pin number purchase has failed.	Xpinorderfailtemplate	tmp_pinorderfail.txt	Orders
Email sent to customer if they redeem their rewards points for a coupon.	Xpointsredeemtemplatecoupon	tmp_pointsredeemcoupon.txt	Coupons
Email sent to customer if they redeem their rewards points for a gift certificate.	Xpointsredeemtemplategift	tmp_pointsredeemgift.txt	Gifts
Email sent to merchant when a customer submits a rating about one of their products	xratingtemplate	tmp_rating.txt	Reviews
Email sent to customer when	Xrmacustomertemplate	tmp_rmacustomer.txt	RMA

they submit an RMA			
Email sent to merchant when a customer submits an RMA	XrmamERCHANTtemplate	tmp_rmamERCHANT.txt	RMA
Email sent to customer when a merchant responds to their RMA	XrmacustomerfromMERCHANTtemplate	tmp_rmacustomerfromMERCHANT.txt	RMA
Email sent to customer if their RMA is approved and refunded as a gift certificate	Xrmagifttemplate	tmp_rmagift.txt	Gifts
Email sent to supplier when they register on your site	Xsupplierregistertemplate	tmp_supplierregister.txt	Suppliers
Email sent to customer when they submit an order tracking request	Xtrackingcustomertemplate	tmp_trackingcustomer.txt	OrderTracking
Email sent to merchant when a customer submits a tracking request on their site	XtrackingMERCHANTtemplate	tmp_trackingMERCHANT.txt	OrderTracking

3.11.6.2 Previewing templates

If you want to see how a particular product, category or content record would look if you were using a different template, such as when you have made a new template and want to preview it before making it live, you can do so by using a file called shopmerge.asp

Shopmerge.asp takes a product, category or content record and formats it using whichever template you tell it to use.

To use shopmerge.asp, all you need to do is open a browser window, type the address to your site, then shopmerge.asp followed by parameters telling it which record, table and template to use.

Parameter	Value
Table	This is the name of the table to retrieve the data from. Generally this would be content, categories or products.
ID	This is the ID of the record to display.
Idfield	This is the name of the ID field in the table (eg. contentid, categoryid or catalogid).
Template	This is the name of the template you want to use to display the record – for example, tmp_product.htm

Some examples of how to use shopmerge.asp are –

Shopmerge.asp?table=products&id=1&idfield=catalogid&template=tmp_product.htm
Shopmerge.asp?table=content&id=12&idfield=contentid&template=tmp_content.htm
Shopmerge.asp?table=categories&id=4&idfield=categoryid&template=tmp_category.htm

3.11.6.2.1 Print Friendly pages using shopmerge.asp

You can also use shopmerge.asp to make printer friendly versions of your pages.

You could create your own printable page quite easily by using a link like the one below -

shopmerge.asp?id=[contentid]&idfield=contentid&table=content&template=tmp_print.htm

Then just create a template called tmp_print.htm and add a link to the above page in the page that you want to add the print friendly link to. You could even insert the link so it acts as a pop up if you wish.

3.12 Shopping Cart Display

The shopping cart display is relatively static. It is not template based but is controlled by Shop Configuration values and shop\$colors.asp.

A number of things can be configured including:

- Which product fields to display in the cart
- Colors and fonts

- Whether to allow quantity changes
- Use a hyperlink instead of a checkbox to remove items
- Add a delivery address per product
- Allow customer to save the cart on their own PC – Cookie Wish List
- Allow customer to save cart on server – Permanent Wish List
- Images displayed for the product
- Allow customer to upload an image to the product being ordered

3.12.1 Cart Description

You can choose which items from the product record are to be included in the **Description** field of the cart. Whatever is in the cart description will also appear on the order invoice, confirmation e-mails to the merchant and customer. It is possible to include any field in the cart description by altering the following Shop Configuration value.

Xcartfields	Examples: <ul style="list-style-type: none"> • Cname,cdescription • Ccode,cname,cdescription
--------------------	--

3.12.2 Fields in the Cart

The following Shop Configuration options allow you to define what the customer sees when they view their cart.

Xdeliveryaddress	Setting this to Yes allows the customer to specify a delivery address and time on a product by product basis.
Xdeliveryrequired	Setting this to Yes means customer must provide a delivery address
Xdeliveryshipping	Setting this to Yes means VP-ASP will calculate shipping on a product by product basis (if xdeliveryaddress is set to Yes as well).
Xproductstayonpage	Setting this to Yes means the customer will remain on the product page when they click the Order button, rather than being sent to the cart display page.
Xcartstaticquantity	Setting this to Yes means that the customer cannot alter the quantity after the item is added to the cart.
Xbuttonremove	If you want a button to appear, rather than the standard checkbox, enter the URL of the image to use as the button. For example: Images/vpnav_remove.gif
Xwishlist	Setting this to Yes will generates a hyperlink that allows the customer to save the products currently in the cart into a wish list.
Xcontinueshopping	If you want the customer to be sent to a particular page after adding an item to the cart, enter the filename or URL here.
Xcontinueshoppingdynamic	If this is set to Yes , VP-ASP will try to determine the exact page where the customer came from and return to that page.
Xcartimage	Setting this to Yes will display the image of the product in the cart.
Xcustomerimages	Setting this to Yes will mean customers are able to upload images to go along with the product they have ordered, if that product has the "Customer Images" flag enabled.
Xdisplayoriginalprices	Setting this to Yes when you have quantity discounts enabled will show the original price of the item in the cart below the actual price.

3.12.3 Delivery Address

As described above, it is possible to associate an address with each product ordered. By specifying a delivery address, the shopping cart is altered to have an additional column.

Remove	Gift Address	Description	Quantity	Unit Price	Total
<input type="checkbox"/>	Add Address	Chrome Bed Delicate chrome finishes and smooth lines	<input type="text" value="1"/>	US\$599.00	US\$599.00
		Men's Jeans Great sturdy jeans for work or play. 3/4 length makes them perfect for summer days.	<input type="text" value="1"/>	US\$50.00	US\$50.00
Product Cost					US\$649.00
<div>Continue ShoppingRecalculateProceed to Checkout</div>					

The customer can enter the delivery address by clicking on the "Add Address" link.

3.12.4 Deliver Address Form

This routine is used to allow the customer to select a delivery address and put a personal note with the product. Alternatively, they can opt to have the product sent to themselves.

Gift from

ContinueReset

3.12.5 Delivery Display in Shopping Cart

Once the customer enters the details, they are displayed in the cart as shown below.

Shopping Cart Items: 1

Remove	Gift Address	Description	Quantity	Unit Price	Total
		Chrome Bed Delicate chrome finishes and smooth lines Deliver to address below Michael Buyer 33 Forest Place Los Angeles CA 56742 US Phone 98765432 Email michaeldonald@forest.com Deliver on or before ASAP Order Comments and Special Requests Happy Birthday Gift from Dad	<input type="text" value="1"/>	US\$599.00	US\$599.00
Product Cost					US\$599.00
<div>Continue ShoppingRecalculateProceed to Checkout</div>					

3.13 Review Order

This page gives your customer an opportunity to review their order before continuing with the purchase, or even to print it for manual mailing or faxing.

This page is also their final chance to cancel their order before it is written to the database – prior to this, all of the data is stored in temporary session variables.

The Continue button takes the customer to the payment page.

This form is the first time the customer can see the full payment that includes: shipping, taxes, handling discounts and gift certificates.

Order Details

You will now be directed to enter your payment details.
Payment may be made by credit card or check.

					Order now!
Edit	Description	Quantity	Unit Price	Total	
	Men's t-shirt Basic men's t-shirt in a variety of colors and sizes.				
Edit	Base price US\$10.00	1	US\$10.00	US\$10.00	
	Features/Options: Colors Blue				
			Product Cost	US\$10.00	
			Shipping Cost	US\$5.00	
			Total	US\$15.00	

If the customer decides not to pay after continuing past this page, the order will remain in the database with no payment details. This is done to allow flexibility in replacing standard the VP-ASP shopcheckout.asp with numerous electronic gateways. It is also a very useful marketing tool, so that you can follow-up customers to determine why they left without completing the order.

3.13.1 Bypassing this screen

If you do not want to display this page it can be bypassed by setting the following Configuration Option to **Yes**.

Xbypasscreateorder	Setting this to Yes bypasses the shopcreateorder.asp page and sends the customer directly to the payment page.
---------------------------	---

3.14 Order Invoice

The last page of the order process is shophanks.asp, which gives the customer a complete overview of their order. It also sends an e-mail to the merchant and customer and many other important functions, including:

- Mailing to merchant and customer
- Displaying printable invoice
- Updating stock
- Generating download links and attachments
- Mailing affiliates
- Mailing suppliers
- Allowing merchants to add their own special handling in file shophanksmerchant.asp

Thank you for your order.
You can print this form as your confirmation

Order Number 1 - Wednesday 24 January 2007 10:02:46 AM

Products	Quantity	Unit Price	Total
Men's t-shirt Basic men's t-shirt in a variety of colors and sizes. Base price US\$10.00 Features/Options: Colors Blue	1	US\$10.00	US\$10.00
Men's Jeans Great sturdy jeans for work or play. 3/4 length makes them perfect for summer days.	1	US\$50.00	US\$50.00
Product Cost			US\$60.00
Shipping Cost			US\$10.00
Total			US\$70.00

Customer Information	
First Name	Fred
Last Name	Buyer
Address	45 Demo Place
City	Demo City
State	CA
Post Code	90001
Country	US
Email	fred@abc.com
Phone	555 6666
Company	Demo Co
Payment Information	
Payment Type	Visa
Shipping Information	
Shipping Method	Airmail
Ship to Name	Fred Buyer
Ship to Address	45 Demo Place
Ship City	Demo City
Ship State	CA
Ship Post Code	90001
Ship Company	Demo Co
Ship Country	US

3.14.1 Configuration Options

Xemailmerchant	Setting this to Yes sends an email confirmation to merchant
Xemailcustomer	Setting this to Yes sends an email confirmation to customer
Xemailwithtemplates	Setting this to Yes sends these emails using templates
Xmailtosuppliers	Setting this to Yes sends confirmation emails to the suppliers of the products that have been ordered (VP-ASP Plus and above)
Affmailorder	Setting this to Yes sends a confirmation email to the affiliate the customer ordered through (VP-ASP Plus and above)

3.14.2 Adding Your Own Messages

If you want to add a special message for your customers on this page, you can do this by editing the file **shopthanksmerchant.asp**. This routine has the ability to read anything in the order and to look at all products ordered.

For example, you could add your own HTML that writes out the customer's name.

```
Sub ShopThanksMerchant (conn,OrderID)
    dim thanksrs
    set thanksrs = conn.execute("select ofirstname from orders where orderid = " &
orderID)

    if not thanksrs.eof then
        response.write "<strong><em>"
        response.write "<Thank you for your order " & thanksrs("ofirstname") & "!"
        response.write "</em></strong><br /><br />"
    end if

    closerecordset thanksrs
end sub
```

3.15 Categories

Categories are a method for grouping your products so your customers can easily locate them. VP-ASP puts no limits on the number of categories you have, the depth of the categories or sub-categories, although it does require that you have at least one category, as all products must belong to a category.

There are two methods of displaying categories in VP-ASP – using the standard layout or using templates. Using the standard method, you can change the colors and fonts of the category layout using shop\$colors.asp. Using templates, you have complete control.

3.15.1 Standard Category Display

VP-ASP will automatically display all of the categories in the shopping database on the page shopdisplaycategories.asp. This page will:

1. Display the categories in a table structure
2. You don't need to know any HTML to modify this layout
3. Automatically display images from the catimage field in your Category record
4. Automatically links to any subcategories that are assigned to this category
5. Automatically link to any products that are assigned to this category

You can easily change the following aspects of this page:

- Number of columns of categories displayed
- Color and size of the table
- Header at the top of the page
- Whether text is displayed under the category name and image

3.15.1.1 Changing Colors and Fonts and Sort

The following values in shop\$colors.asp can be used to alter the display of categories on shopdisplaycategories.asp. These lines define the table and columns used to create the category display.

```
const CatHeader="<strong><p class=""txthead ac"">"
const CatRow="<tr style=""background-color:#FFFFFF"">"
Const CatColumn="<td class=""ac vt""><p><strong>"
Const CatTable="<table border=""0"" cellpadding=""0"" width=""100%""
cellspacing=""1"">"
Const CatColumnEnd="</strong></p></td>"
```

3.15.1.2 Changing Column and Sort

The VP-ASP Shop Configuration allows you to change the sort order, what is displayed and the number of columns displayed on shopdisplaycategories.asp.

Xsortcategories	Which field in the category table to sort the records on. Default is catdescription (category name).
Xcatmaxcolumns	The number of categories to display across the page.
Xcategorydisplaytext*	Setting this to Yes tells VP-ASP to display the text from the catmemo under the category image.
Xcategoryproductsonly*	Setting this to Yes stops the display of the links to <i>products</i> and <i>subcategories</i> under the category image.
Xdisplaycategoryfiles	Setting this to Yes means that any filename entered into the <i>catextra</i> field will be displayed at the top of the category listing.

Note: Items marked with an asterisk are only relevant if you have xcategoryusetemplate set to No.

3.15.1.3 Products & Subcategories Links

VP-ASP determines that a category has subcategories if the field **hassubcategory** is filled in with ANYTHING. If you see a link to *Subcategories* under a category and it doesn't have any subcategories, edit the category record and remove anything in the **hassubcategory** field.

If a category has subcategories, click on the *Products* link to see all the products in this category and click on *Subcategories* to see the subcategories.

A subcategory in VP-ASP is simply a category that has a value in the *highercategoryid* field of the category record. A top-level category has 0 in that field, meaning it is the highest level.

3.15.2 Category Display with Templates

If you want more control over how your categories are displayed, it is possible to replace the default formatting of categories with your own unique HTML using templates. A template can be created using your favorite editor and is simply plain HTML with the addition of some special syntax that tells VP-ASP where it needs to fill in information from the database.

To use templates, you need to change the first Shop Configuration value.

Xcategoryusetemplate	Setting this to Yes switches to template mode
xcategorydisplaytemplate	This is the folder and name of the template to use. The default is <i>tmp_categorytemplate.htm</i>

Any field in the categories table can be placed into your template. The field must be surrounded by square brackets, as shown in the following example.

```
<table border="0" cellpadding="2" width="100%">
<tr>
  <td valign=top align=center>
    <a href="shopdisplayproducts.asp?id=[categoryid]&cat=[urlencode catdescription]">
      
    </a>
  </td>
</tr>
<tr>
  <td align=center valign=top>
    <a href="shopdisplayproducts.asp?id=[categoryid]&cat=[urlencode catdescription]">
      [catdescription]
    </a>
  </td>
</tr>
<tr>
  <td valign=top align=center>
    $ [catmemo]
  </td>
</tr>
</table>
```

Note: Adding a \$ symbol at the very start of the line in a template tells VP-ASP not to display anything on that line if there is nothing in that field.

You can call any field from the Categories table in the database in your category template. For a full list of these fields, see page 71.

3.15.2.1 *Special template functions*

Templates are treated as plain text and cannot have logic in them – you can't add ASP to your templates.

You can, however, add calls to special VP-ASP functions as shown in the example below.

```
<table border="0" cellpadding="2" width="100%">
<tr>
  <td valign=top align=center>
    [FORMATIMAGE SUB]
  </td>
</tr>
<tr>
  <td align=center valign=top>
    [FORMATHYPERLINKS SUB]
  </td>
</tr>
<tr>
  <td valign=top align=center>
    $ [catmemo]
  </td>
</tr>
</table>
```

FORMATIMAGE tells VP-ASP to use some logic to determine if the image is to be displayed.
FORMATHYPERLINKS tells VP-ASP to generate product/subcategory links.

3.15.3 Category Tree

VP-ASP includes a file called shopcategorylist.asp, which displays all of your categories and subcategories in a tree structure.

There are no direct links to this file from within VP-ASP, but if you wish to use it, you could include links to it throughout your site or include the file itself in your templates.

Clothes
Computers and Electrical
Furniture
 Classic
 Modern
Groceries
Services
Travel Packages

3.16 Products

Product displays are probably the most important aspect of your web site and VP-ASP provides great flexibility in how it can display products. As with categories, there are two methods of displaying products - the standard method and templates. These are both described in more detail below.

3.16.1 Multi-product select

VP-ASP allows you to choose two methods for your customers to add products to their cart –

- One at a time – there is an order button next to each individual product
- Many at a time – there is a checkbox next to each product and an order button at the bottom of the page that adds all checked items to the cart

In your Shop Configuration you need to change the following variable to determine how your customers can order.

Xproductselect	Yes = many at a time No = one at a time
xbuttonimage	Your order button image. If left empty a plain button is created
xbuttontext	The text to appear in the plain button

If you have xproductselect set to No, each product can have its own special Order Button. If you want a particular product to have its own order button, simply enter the folder and image name into Order Button image field of the product record.

3.16.2 Product Sort Order

The order that products are displayed is controlled by your Shop Configuration.

Xsortproducts	Sorting for products. Default is cname which sorts the products by their Names.
----------------------	--

3.16.3 Price Displays

VP-ASP has a couple of different methods of handling price displays in your store:

- Catalog only
- Hide prices
- Hide prices unless logged in

xproductcatalogonly	Setting this to Yes stops anyone from ordering from your site, but they can still view products. This is useful if you want to use VP-ASP to generate a catalog.
----------------------------	---

xdisplayprices	Setting this to No means that all products are displayed and can be ordered, but no prices are displayed.
Xpriceloggedinonly	If this is set to Yes , only customers who are logged into your site will be able to see the product prices and be able order them.

3.16.4 Standard Display

The standard product display in VP-ASP displays products one row at a time. You can use Shop Configuration and alter shop\$colors to achieve the following:

- Change the number of columns and their order
- Change how products are sorted
- Change colors and fonts
- Change captions of each column
- Change whether one product can be ordered or multiple products from the same page
- Stay on page or automatically start the checkout process
- Add hyperlinks for product reviews, tell a friend and cross selling
- Stop products from being displayed based on stock level
- Show out of stock messages
- Stop the customer from buying anything

3.16.4.1 Changing colors & fonts

The following values in shop\$colors.asp can be used to alter the display of products on shopdisplayproducts.asp. These lines define the table and columns used to create the product display.

```
Const Prodheaderfont="<strong>"
Const ProdTable="<table border=""0"" cellpadding=""4"" cellspacing=""1""
width=""90%"" align=""center"" class=""vt"">"
Const ProdHeaderRow="<tr>"
Const ProdHeaderColumn="<td class=""menuhdr""><p class=""ac""><span
style=""color:#FFFFFF"">"
Const ProdRow="<tr>"
const ProdColumn="<td class=""vm"" style=""background-color:#FCFCFC"">"
const ProdColumnEnd="</span></td>"
const ProdNameColumn="<td class=""ac vt"" style=""background-color:#FFFFFF"">"
const ProdNameFont="<strong>"
const ProdNameEnd="</strong></td>"
const ProdDescriptionColumn="<td class=""vm"" style=""background-color:#FFFFFF"">"
const ProdDescriptionFont=""
const ProdDescriptionEnd=""
const ProdQuantityColumn="<td class=""ac"" style=""background-color:#FFFFFF"">"
const ProdQuantityEnd="</td>"
Const ProdColumnFont=""
Const ProdColumnPrice="<td class=""ac"" style=""background-color:#FCFCFC"">"
const ProdPriceEnd="</td>"
const ProdSelectColor="#FCFCFC"
const ProdButtonColumn="<td width=""15%"" class=""vm"" style=""background-
color:#FCFCFC"">"
```

3.16.4.2 Changing fields that are displayed

It is possible to alter the fields that are displayed and the order of the display in the Shop Configuration.

Xproductfields	This is the listing of fields from the products table to display (see 73 for a listing of fields in the products table). Enter them in the order you want them to display. Default is <i>cname,cdescription,Quantity,cprice</i> .
-----------------------	---

	<p>Note: Quantity is a special word and it is the only field not in the database. It tells VP-ASP to provide a quantity field for the customer to enter the quantity of items they wish to purchase.</p> <p>Note: The database field names should all be entered in lower case characters.</p>
Xproductcaptions	This is a list of captions to use for the columns specified in the variable above (it should have the same number of entries as the list above). These can be references to variables from the languages table or actual words. Default is <i>LangProductName</i> , <i>LangProductDescription</i> , <i>LangProductQuantity</i> , <i>LangProductPrice</i>

3.16.5 Template Display

If you want more control over how your products are displayed in shopdisplayproducts.asp, it is possible to replace the default formatting of products with your own unique HTML using templates. A template can be created using your favorite editor and is simply plain HTML with the addition of some special syntax that tells VP-ASP where it needs to fill in information from the database.

To use templates, you need to change the first Shop Configuration value.

xproductwithHTML	Setting this to Yes switches to template mode
xproductdisplaytemplate	This is the folder and name of the template to use. The default is <i>tmp_productformat.htm</i>

Any field in the products table can be placed into your template. The field must be surrounded by square brackets, as shown in the following example.

Note: Adding a \$ symbol at the very start of the line in a template tells VP-ASP not to display anything on that line if there is nothing in that field.

For example:

```
<p align=center>
  <a href="shopexd.asp?id=[catalogid]">
$   </a>
  <br /><a href="shopexd.asp?id=[catalogid]">Click here</a>
</p>
```

You can call any field from the Products table in the database in your product template. For a full list of these fields, see page 73.

3.16.5.1 Special template functions

Templates are treated as plain text and cannot have logic in them - you can't add ASP to your templates.

You can, however, add calls to special VP-ASP functions as shown in the example below.

[FORMATIMAGE SUB]

These functions tell VP-ASP to add additional information to your page and allow you to add pre-coded complex logic to your pages instead of just displaying a field from the database.

[FORMATIMAGE SUB]	Generates image.
[FORMAT BUTTON SUB]	Generates a check box or order button.
[FORMATHYPERLINKS SUB]	Generates reviews and tell a friend hyperlinks
[FORMATPRODUCTOPTIONS SUB]	Displays product features
[FORMAT QUANTITY SUB]	Displays quantity form field
[FORMATOVERALLRATING SUB]	Displays review summary

The functions above can only be used in the template displayed on **shopdisplayproducts.asp**.

3.16.5.2 Multiple images per product

To display multiple images for a product, you can use the extra image fields in the product record to hold the references to the extra images.

You just need to add the extra field to your template, wherever you want it to display (put a \$ symbol at the front of each line to stop that html line from showing up if you haven't uploaded an extra image to the new image field).

For example –

```
<table border=0 cellpadding=0 cellspacing=0>
<tr>
$<td></td>
$<td></td>
</tr>
</table>
```

3.16.5.3 Changing template by category

If you want all products in a particular category to use a special template, you can do so by adding a template name to the category record in the **cattemplate** field.

Every time the product listing for this category is displayed, it will use this template instead of the default product template.

You can also achieve this by adding a link to your product listing page with a template specified in the URL.

For example –

```
<a href="shopdisplayproducts.asp?id=55&template=mytemplate.htm">Products</a>
```

In this example, the products in category **55** are displayed using template file **mytemplate.htm**.

3.16.5.4 Product Thumbnail

If you want to use a thumbnail display that link to the detailed description of your product, a sample template is included – `tmp_productthumbnail.htm`

To make it the default template for displaying products in your site, you need to change the following shop configuration option.

Xproductdisplaytemplate	Folder and filename of the template you wish to use. To use thumbnail display set to <i>tmp_productthumbnail.htm</i> .
--------------------------------	--

3.16.5.5 Different templates for different products

If you want a particular product to use a different template to all of the other products in the listing page, you can do so by specifying a template in the product's record in the **Template Listing** field.

3.16.6 Advanced Product Display Options


You can control many aspects of this display in your Shop Configuration by changing the following variables.

xdisplaycategoryimages	Setting this to Yes means that the image for the category or subcategory that the products belong to is displayed at the top of the page.
Xdisplaycategoryfiles	Setting this to Yes means that any filename entered into the

catextra field of the category record will be displayed that file at the top of the product listing



Page 1 of 1



Cabinet & Coffee Table
A solid storage cabinet and coffee table

Price : US\$249.00
Retail Price :
~~US\$315.00~~

The image above the product display comes from the category record of the category of products being displayed. The text below the image comes from a file that is referenced in the *catextra* field of the category record.

There are many more features that you can add to enhance your product display. Many of these are described elsewhere in this manual, but the table below provides a quick reference to some that you may find useful.

Xallowratingproducts	Setting this to Yes allows your customers to add their reviews of products.
Xallowratingssummary	Setting this to Yes displays a summary of current reviews in the product name column.
Xcrossselling	Setting this to Yes automatically displays any cross selling products defined in the product record. This is useful if you have related products that you want to refer interested customers to.
Xcrosssellingimage	Setting this to Yes displays an image when generating crossselling the links.
Xextendedpopup	Setting this to Yes generates a pop-up link to the extended description pages, rather than a standard link.
Xgenerateshopexdlink	Setting this to Yes means VP-ASP will generate a link to the extended description page for all products.
Xgeneratesku	Setting this to Yes generates an SKU based on the product code and any codes defined in the featureother field. This SKU is displayed along with the product name when added to the cart.
Xproductdisplaysaving	Setting this to Yes displays the difference between the Price field and the Retail Price field in your product record as a saving that your customer is receiving.
xratingproducthyperlink	Setting this to Yes automatically generates a hyperlink to add and list customer submitted reviews.
Xproductlinktellafriend	Setting this to Yes automatically adds a hyperlink to a Tell a Friend page.
xproductpagingnextprevious	Setting this to Yes replaces the page numbers at the bottom of the page with Next and Previous buttons or text.
Xproductsperpage	The number of products displayed per page. Default is 10.
Xproductquestion	Setting this to Yes generates a link so the customer can send a product specific question to you.
Xproductmakeanoffer	Setting this to Yes generates a link for the customer to make an offer on a product.
xproductwishlist	Setting this to Yes generates a link to add the product to the customer's wish list.

3.16.7 Automatic Extended Descriptions

VP-ASP can automatically generate an extended description page for products, rather than you having to create it by hand. This page is generated based on a template, which you can edit easily using any HTML editor.

There are two ways you can enable an extended description for your products –

1. Extended descriptions for all products

To have an extended description link show for all products, set the following in your shop configuration.

Xgenerateshopexdlink	Setting this to Yes means VP-ASP will generate a link to the extended description page for all products.
-----------------------------	---

2. Extended descriptions for some products

If you only want certain products to have an extended description, you can specify a URL to use as the extended description in the Extended Description Page field of the product record. This will generally be **shopexd.asp**.

VP-ASP comes with a sample extended page template – `tmp_product.htm` – which you can modify to match your desired page layout.

Any field in the products table can be placed into your template. The field must be surrounded by square brackets, as shown in the following example.

Note: Adding a \$ symbol at the very start of the line in a template tells VP-ASP not to display anything on that line if there is nothing in that field.

For example:

```
<a href="shopexd.asp?id=[catalogid]">  
$ </a>  
<br /><a href="shopexd.asp?id=[catalogid]">Click here</a>
```

You can call any field from the Products table in the database in your product template. For a full list of these fields, see page 73.

You can also add different special function calls to your template to add various features, such as breadcrumbs and rating links to your pages. See page 19 for a complete list of these functions.

If you want to use a template other than `tmp_product.htm`, you need to change the following Shop Configuration value.

Xproducttemplate	Folder and filename of the template you wish to use. Default <i>tmp_product.htm</i> .
-------------------------	--

3.16.7.1 Display thumbnail link to Extended Description

If you want to use a thumbnail of the product image to link to the extended description page instead of a text link, you can change this in your template.

```
<a href="shopexd.asp?id=[catalogid]"></a>  
<br /><a href="shopexd.asp?id=[catalogid]">Click here</a>
```

VP-ASP comes with a sample template that shows how to do this. If you want to use this template instead of the standard one, you can change it in the Shop Configuration.

Xproductdisplaytemplate	Folder and filename of the template you wish to use.
--------------------------------	--

3.16.7.2 Linking to Extended Description page

If you want to add a link to the extended description page in your own HTML pages, you can do this by adding a hyperlink as follows.

```
<a href="shopexd.asp?id=3&template=mytemplate.htm">Display this product</a>
```

- **ID=3** – *REQUIRED* – this is the ID of the product you want to link to. You can get the ID from the VP-ASP Administration by going to Everyday Tasks > Products > View/Edit Products and locating the product you wish to link to.
- **TEMPLATE=mytemplate.htm** – *OPTIONAL* – if you want to use a specific template to display the page, you can enter the name of the template in the URL. If you don't specify a template, it will use the default.

3.16.8 Difference between Features and Inventory Products

The sections below outline the core differences between features and inventory products.

3.16.8.1 What are Product Features?

Features allow you to add items such as color, size, packaging or other "features" to a specific product or group of products. Features can be:

- Drop Down Lists
- Check Boxes
- Radio buttons
- User Supplied Text
- User Supplied Prices
- Quantities per feature

Other feature attributes are:

- Features can all be required
- Features can be required on an individual basis
- Features can have a fixed price
- Features can have a percentage price of the main product
- Features can have an image

For more information about inventory products, see page 34.

3.16.8.2 What are Inventory/Sub-Products?

Inventory/Sub Products are products associated with a main product, for example, 10-pack DVD-Rs, 50-pack DVD-Rs are associated with the main product- DVD-Rs. These products are created in the standard products edit page.

For more information about inventory products, see page 40.

3.16.8.3 What are the differences?

Inventory Products allow you to assign a unique ccode to the product, as well as individual stock control. Whereas, when using Product Features, the number of products stock is global across all the different types of products.

However, Product Features are useful if the same type of features are used across various products. For example, if you are selling different t-shirts, but they all have the same variances of colours available, it will be easier to use product features as oppose to inventory products, where you will have to create separate product entries.

3.16.9 Product Features

VP-ASP Product Features allow you to add items such as color, size, packaging or other "features" to a specific product or group of products. Features can be:

- Drop Down Lists
- Check Boxes
- Radio buttons
- User Supplied Text
- User Supplied Prices
- Quantities per feature

Other feature attributes are:

- Features can all be required
- Features can be required on an individual basis
- Features can have a fixed price
- Features can have a percentage price of the main product
- Features can have an image

3.16.9.1 Adding product features

Features are defined in the prodfeatures table. You can add new and edit existing features using the VP-ASP Administration by going to Everyday Tasks > Products > Product Features.

Basic Information

Feature Number

Feature Caption

Feature Name

Feature Price

Feature Type

Dropdown ▾

Multiple

No ▾

Required

No ▾

Default

No ▾

Feature %

Feature Image

Upload image

Feature Weight

Other Fields

Other Fields 1

Add a Record

Feature number (featurenum)	This is your feature group identifier. Every feature needs to have a feature number. For example, if you have three colors, they will all have the same feature number
Feature Caption (featurecaption)	This is the caption to appear with the feature.
Feature Name (featurename)	The unique name of this feature. For example, it could be the color. If you have two other colors available, you will have two other records with different colors.
Feature Price (featureprice)	A feature can be free or have a price.
Feature Type (featuretype)	One of the allowed feature types: radio, dropdown, selectlist, checkbox, usertext, quantity. These are described in the next section.
Multiple (featuremulti)	If the customer is allowed to choose multiple different

	features from this one group, set to Yes.
Required (featurerequired)	If set to Yes it means that selecting from this collection of features is required.
Default (featuredefault)	If set to Yes, then this is the default selected feature.
Feature %	A percentage of the cost of the main product that should be used as the price for the feature. eg. If featurepercent is set to 10, then the cost of the feature when added to a \$10 product will be \$1.
Feature image	An image to be displayed when the feature is displayed
Feature weight	Weight used in shipping calculations

3.16.9.2 Feature Types

The sections below describe the different feature types you can choose from.

3.16.9.2.1 Multiple Selections

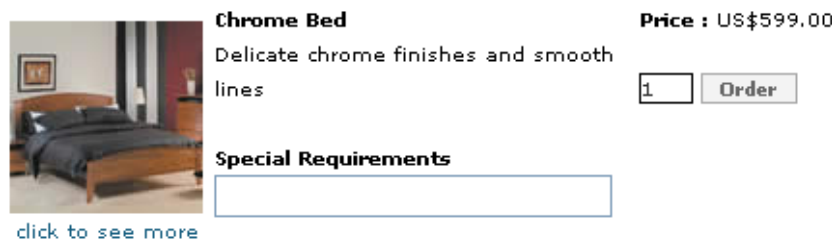
By default, all features allow the customer to select one option. If you want to allow the customer to select multiple options, enter the word "Yes" (without quotes) into the FeatureMulti field of the prodfeature record (described above).

Radio Buttons cannot have multiple selections so they are automatically converted to checkboxes.

Selectlist features are incompatible with multi-selection.

3.16.9.2.2 User Supplied Text (UserText)

It is possible to allow the customer to enter his or her own details by setting Feature Type = UserText. The caption for the feature is from the FeatureCaption field and the featurename field is unused.



Chrome Bed
Delicate chrome finishes and smooth lines
Price : US\$599.00
1 Order
Special Requirements

[click to see more](#)

3.16.9.2.3 Radio Button (Radio)

If you want to have your feature selections as radio buttons, you need to set the following in your prodfeatures record.

FeatureType = Radio

FeatureCaption should be the same for all items with same featurenum (for example: color)

FeatureName should be the individual different buttons (for example: grey, orange, striped, white)

Featureprice is an optional price associated with feature (for example: 1, 0, 2, 0)



Men's t-shirt
Basic men's t-shirt in a variety of colors and sizes.
Price : US\$10.00
1 Order
Colors
☐ Blue
☐ Green + US\$2.00
☐ Orange + US\$1.00
Blue Green Orange

3.16.9.2.4 CheckBox (Checkbox)

If you want to have your feature selections as checkboxes, you need to set the following in your prodfeatures record.

FeatureType = Checkbox

FeatureCaption should be the same for all items with same featurenum (for example: color)

FeatureName should be the individual different buttons (for example: red, green, blue)

Featureprice is an optional price associated with feature (for example: 1, .5, 0)

FeatureMulti is optional – set to Yes to allow multiple selections.



3.16.9.2.5 DropDown List (Dropdown)

If you want to have your feature selections as a dropdown list, you need to set the following in your prodfeatures record.

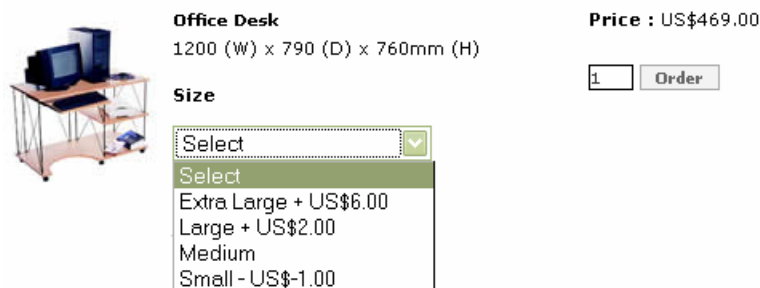
FeatureType = DropDown

FeatureCaption should be the same for all items with same featurenum (for example: color)

FeatureName should be the individual different buttons (for example: red, green, blue)

Featureprice is an optional price associated with feature (for example: 1, .5, 0)

FeatureMulti is optional – set to Yes to allow multiple selections



3.16.9.2.6 Inline Selection List (SelectList)

This is an advanced feature that appears the same as the previous dropdown list, but is generated differently.

Featuretype = SelectList

FeatureCaption should be the value to be placed above the text box (eg. Color)

Sometimes handling features using the prodfeatures table becomes too complex - this happens when a range of products has almost the same set of features but not exactly.

For example if you are selling shirts but the colours are unique to each shirt.

To handle this VP-ASP, has the concept of a SelectList. SelectList is a field in the products table where you simply enter the colors (or whatever feature) into that field.

For example - grey,red,blue

If any of your features need to have a price associate with them, enter this here as shown below.

For example - grey [2.00],red,blue [3.00]

VP-ASP will then generate a drop down list with grey, red and blue.

To use SelectList as a feature, you must create one feature in the ProdFeatures table and assign this feature to the product(s). The FeatureCaption field of this record will be used as the header for the dropdown list.

If you need additional fields in the products table to be used to generate select lists, use the **featureother** field in the prodfeatures table. For example create an additional select list using the pother3 field in the products table, set the following in the prodfeatures table.

Featuretype = SelectList
Featurecaption = "Caption for this feature"
Featureother = "pother3"

VP-ASP will now look in field **pother3** and generate dropdown lists for anything in that field. It will have the same format described above. There are no limits to the number of select fields you can have. Select list cannot be multi selection. They generate a drop down list only and not radio buttons.

3.16.9.2.7 User Entered Price (UserPrice)

If you want to allow your customers to enter their own price for a product (such as a donation) you can use the UserPrice field.

FeatureType = UserPrice
FeatureCaption should be the value to be placed above the text box


Please give generously to this wonderful charity

Donation

3.16.9.2.8 Quantity


A quantity type feature allows a customer to select x of one type and y of another.


FeatureType = Quantity
FeatureCaption should be the same for all items with same featurenum (for example: color)
FeatureName should be the individual different buttons (for example: red, green, blue)
Featureprice is an optional price associated with feature (for example: 1, .5, 0)




Men's t-shirt
Basic men's t-shirt in a variety of colors and sizes.

Colors

Blue 

Green + US\$2.00 

Orange + US\$1.00 

Price : US\$10.00

3.16.9.2.9 Provide more information about a feature

If you want to provide your customers with more information about a feature, you can add a link to a HTML file into the featureother1 field and VP-ASP will generate a link to that URL next to the feature listing.

3.16.9.3 Product Configurator

If you have a product with a lot of features, VP-ASP has a feature called the Kit Configurator. This is designed to allow a customer to choose from many different features for a product with the price being dynamically updated on the page before the customer adds the product to the cart.

There is no link to the configurator directly built into VP-ASP - if you wish to use this facility you must create your own hyperlink as shown below.

```
<a href="shopkitconfig.asp?catalogid=6">Configure this product</a>
```

The catalogid is the product catalogid for the product that you want to allow the customer to configure (6 above is just an example).

The configurator only supports drop down lists - you set up product features as per normal in the prodfeatures table.

If you have a feature set to required, it must also have a default value.

Office Desk

1200 (W) x 790 (D) x 760mm (H)

Product code: desk1



Price \$469.00

Colors
☐ Blue
 ☒ Green + \$1.00
 ☐ Orange + \$2.00

Size

Price \$469.00

3.16.9.4 Assigning features to a product

Products may or may not have features and many products can have the same features.

Feature assignments are handled by the field "Features" in the Products table. If a product has features then the Features field has a list of numbers such as "1,4".

The numbers in the comma-delimited list represent groups of features on the ProdFeatures Table.

For example - if there are four records in the ProdFeatures table with Featurenum = 1 then the four are displayed in a drop down list.

If there are seven features within Featurenum=4 then the seven items are displayed in another drop down list.

VP-ASP defaults to allowing four features to be assigned to one product at a time. If you want to have more features, you will need to change the following value in your Shop Configuration.

Xmaxfeatures	20
---------------------	----

3.16.9.5 Making features required

If you want your customers to have to make a feature selection for all products in your shop, you can force this in your Shop Configuration.

Xfeaturesrequired	Setting this to Yes means that your customers must select a feature for a product that has features defined.
--------------------------	---

If you don't want all feature groups to be required, but want to make a particular feature group required, then there is a field in the ProdFeatures table called *FeatureRequired*, which you can set to TRUE.

For example, if you have a t-shirt with two sets of features – color and size

If you want your customers to have to select a color, but not necessarily a size, then you would set xfeaturesrequired to NO and the *FeatureRequired* flag in the color feature to True.

3.16.10 Inventory Products

VP-ASP does not control stock by product features so if you have, for example, large blue shirts and small green shirts, VP-ASP will only keep track of the stock of the main product - shirts.

If you need complete inventory control, then you can use the inventory products feature.

Xinventoryproducts	Setting this to Yes turns on inventory products function with parent/child product relationships.
---------------------------	---

With inventory products, you set up a product record for the main product (parent product) – in this example, "Shirt".

You can then set up a list of sub-products (child) that are associated with the main product – in this example, "Blue Shirt" and "Green Shirt".

These sub-products are never shown directly when displaying products or searching, they are only seen when the main product is shown – they appear in much the same way as features.

3.16.11 Inventory product layout options

The inventory products feature is extremely flexible in the way it shows the sub-products – they can appear as a dropdown list, radio buttons, check boxes, quantity selection boxes or as a table.

3.16.11.1 Inventory Product table

When sub-products are displayed as a table, they cannot be ordered directly on the page of the main product. The customer needs to click the view hyperlink where the full sub product details are displayed.

In the parent record, you need to set **Display type=Table**.



Bundles Of 20 DVD Cases With Inner Flap For DVD Packaging

Buy in bulk for greater savings!

 <p>Buy in bulk for greater savings! Name : 100 Product Code: : TDC-0025 Price : US\$49.98 View</p>	 <p>Buy in bulk for greater savings! Name : 25 Product Code: : TDC-0025 Price : US\$18.75 View</p>	 <p>Buy in bulk for greater savings! Name : 50 Product Code: : TDC-0025 Price : US\$31.49 View</p>
---	--	--

SKU: TDC-0025

For even greater control over how this layout is displayed, you can define how the sub-products display using a template.

To turn this option on, set the following shop configuration options.

Xsubproducttemplate	Setting this to Yes means child products using the table layout are displayed using a template.
Xsubproductcolumns	The number of items that should be displayed across the page. For example 4 would show four products across before starting a new row.

To alter the way your child products display, you need to edit the file **tmp_subproductformat.htm** using a text editor.

Note: Due to the extensive number of template options and because this product could be displayed using various methods, only product fields are supported. Items such as buttons and features cannot be supported since they may interfere with the outside form's definitions.

3.16.11.2 Inventory Product drop down list

If you want the sub-products to appear as a drop down list you need to set the following in your parent product record - **Display type=Dropdown**.



Bundles Of 10 DVD Cases With Inner Flap For DVD Packaging

Buy in bulk for greater savings!

SKU: TDC-0025

Inventory

Select
Select
100 - US\$49.98
25 - US\$18.75
50 - US\$31.49

3.16.12 Inventory Product radio buttons

If you want the sub-products to appear as a radio button list you need to set the following in your parent product record - **Display type=Radio**.



Bundles Of 100 DVD Cases With Inner Flap For DVD Packaging

Buy in bulk for greater savings!

SKU: TDC-0025

Inventory

☐ 100 - US\$49.98

☐ 25 - US\$18.75

☐ 50 - US\$31.49

3.16.13 Inventory Product checkbox

With checkbox display type, each sub-product has a checkbox next to it, so that multiple products can be added to the cart all with the same quantity.

To enable this, set the following in your parent product record - **Display type=Checkbox**.



Triple DVD Cases With Inner Flap For DVD Packaging

DVD cases that hold 3 DVD discs

SKU: TDC-0025

Inventory

☐ 100 - US\$49.98

☐ 25 - US\$18.75

☐ 50 - US\$31.49

3.16.14 Inventory Product quantity boxes

With quantity display type, multiple products can be ordered each with a different quantity.

To enable this, set the following in your parent product record - **Display type=Quantity**.



Bundles Of 50 DVD Cases With Inner Flap For DVD Packaging

Buy in bulk for greater savings!

SKU: TDC-0025

Inventory

<input type="text"/>	100 - US\$49.98
<input type="text"/>	25 - US\$18.75
<input type="text"/>	50 - US\$31.49

3.16.15 Child product price display

If your sub-products are all the same price, you may want to only display the price with the parent product and not display it next to each individual child product. You can do this by setting the following option in your shop configuration.

Xshowchildprice	Setting this to Yes means the price of child products will be displayed.
------------------------	---

You will also need to edit your template to add the parent price to the display.

If you are using extended descriptions you will also have to add `[formatcurrency cprice]` in your `tmp_productinvent.htm` template wherever you wish to display the price.

If you are using the `tmp_productformatinvent.htm` template to display your inventory products in `shopdisplayproducts.asp` you will also have to add `[formatcurrency cprice]` in this template.

3.17 Webpage Elements

The following functions can be added to your header and footer templates to add dynamic elements to your website display.

3.17.1 Top Sellers



The Top Sellers routine is a great little function that displays the most frequently purchased items from your store.

`<%NavigateTopTen%>`

If you have child products that are among your top sellers, they are displayed in the Top Sellers list preceded by their parent's name.

For example: *Parent Product - Child Product* or *Triple DVD Cases – 100*.

When a customer clicks the name of this product, they will be taken to the full description of the parent product.

If there are products that you think should be showing in the Top Sellers but aren't, there are several possible reasons for this.

1. You have **xtopsellersprocessedonly** set to **Yes** and all of the orders for the product are not yet processed. You need to either set **xtopsellersprocessedonly** = No, or process your Orders

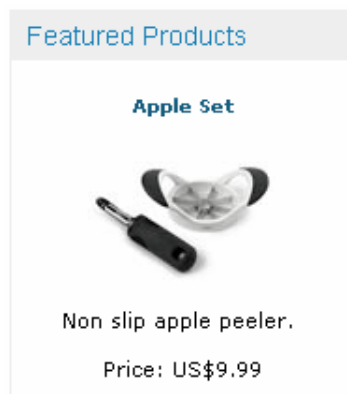
2. You have the product set to Hide.
3. The product's stock level is below the level specified in **xstocklow**.

You can set the Top Sellers to show all orders or only show orders that have been processed by changing the following shop configuration option.

Xtopsellersprocessedonly	Setting this to Yes means that only orders that have been marked processed will count towards the Top Seller display.
---------------------------------	---

The display of the Top Sellers is handled by the template **tmp_topsellers.htm**.

3.17.2 Featured Products



The Featured Products routine allows you to display a collection of products that you specify in your administration. This is handy if you want to showcase a selection of products.

`<%NavigateFeaturedProducts%>`

The display of the Featured Products is handled by the template **tmp_topsellers.htm**.

To add a product to the Featured Products listing, login to your administration and edit the product you want to display. Set the Include in Featured Products flag to Yes and click the Update button at the bottom of the page.

3.17.3 Search

To add a mini search form in your header or trailer, see page 49.

3.17.4 Currency Switcher

If you are using multi-currency, adding a currency switcher to your site so that your customers can quickly change the currency displayed is easy.

You simply need to add the following to your shoppage_header.htm or shoppage_trailer.htm wherever you want a dropdown list of currencies to appear.

`<%Navigateshowcurrencies%>`

3.17.5 Language Switcher

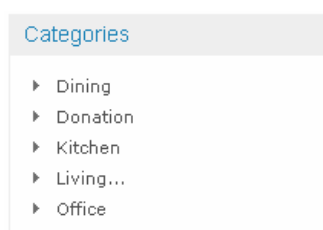
If you have multiple languages installed on your site, you can add a language switcher to your site so that your customers can quickly change the language they are viewing the site in.

You simply need to add the following to your shoppage_header.htm or shoppage_trailer.htm wherever you want a dropdown list of languages to appear.

`<%Navigateshowlanguages%>`

3.17.6 Category navigation

If you want to add a list of your categories to your pages so that your customers can browse through them, you have several options depending on how you want them displayed.



`<%NavigateShowCategoriesStyled%>`

Adding this to your shoppage_header.htm or shoppage_trailer.htm file will display the top level categories as a formatted list.

Categories
Dining
Donation
Kitchen
Living...
Office

<%NavigateShowCategories%>

Adding this to your shoppage_header.htm or shoppage_trailer.htm file will display the top level categories in a table. You can format this table in shop\$colors.asp by editing the variables that start with "NavCat" (eg. NavCatTable and NavCatRow).

Categories
Dining
Donation
Kitchen
Living
Coffee tables
Seating
Office

<%NavigateShowCategoryList%>

Adding this to your shoppage_header.htm or shoppage_trailer.htm file will display your categories in a simple list.

3.17.7 Mini Cart

The Mini Cart is a short version of the customer's shopping cart that is available on every page.

VP-ASP provides you with three different layout options for the Mini Cart, which are all explained below.

If you want to turn off the Mini Cart quickly, you can do so by making this Configuration change.

xnavigateminicart	Setting this to No stops minicart from displaying.
--------------------------	---

3.17.7.1 Long Layout

To have the following mini-cart layout appear on every each page, you can add the following line to your shoppage_trailer.htm or shoppage_header.htm file -

<%Navigateshowminicart ""%>

Description	Quantity	Price	Total
Men's t-shirt	1	US\$10.00	US\$10.00
Excludes shipping, taxes and handling			US\$10.00

3.17.7.2 Short layout

To have the following mini-cart layout appear on every each page, you can add the following line to your shoppage_trailer.htm or shoppage_header.htm file -

<%Navigateshowminicart "short"%>

Quantity	Price
2	US\$20.00

3.17.7.3 Mini-cart in left or right column

To have the following mini-cart layout appear on every each page, you can add the following line to your shoppage_trailer.htm or shoppage_header.htm file -

```
<%NavigateshowminicartRight ""%>
```



3.17.8 Custom Mini-Cart

If you want to create your own custom Mini Cart with just the number of products and the order total, you can do so by calling the following two routines (shown in a sample table – you can add them into whatever HTML you like).

Shopping Cart Items: 3
Sub-Total: US\$30.00
[View Cart](#)

```
<table border="0" cellSpacing="0" cellPadding="1"
width="140" class="NAVBOX">
<tr><td></td></tr>
<tr><td width="100%" class="small-white-text"
align="center" colspan="2" bgcolor="#3186B5">Shopping
cart</td></tr>
<tr>
<td nowrap class="small-black-text">Qty</td>
<td nowrap class="small-black-
text"><%=navigateproductquantity()%></td>
</tr>
<tr>
<td nowrap class="small-black-text">Total</td>
<td nowrap class="small-black-
text"><%=navigateproductTotal()%></td>
</tr>
</table>
```

3.17.9 Alphabet navigation

To generate a set of alphabetic letters that are links to a list of products with product names starting with these letters, you can add the following to the shoppage_header.htm or shoppage_trailer.htm files.

```
<%navigateshowalphabet%>
```

The following Configuration options allow you to control this display.

Xalphabetdisplay	Setting this to Yes turns on alphabet displays
Xalphabet	This is the set of letters being displayed – default is A,B,C,D,E,F,G,H,I,J,K,L,M,N,O,P,Q,R,S,T,U,V,W,X,Y,Z



3.17.10 Random Product display

If you want to display a random selection of products, you can add the following to your home page template (tmp_default.htm).

```
[Add_randomproducts]
```

This will generate a display of randomly selected products. For more information on how you can control which products are displayed, see page 14.

3.18 Navigation

The top navigation bar is created via a hybrid of a table and lists, where the top level navigation is generated into table cells and second level navigation is created as unordered lists. You can modify how the menu looks in the file shop.css in the stylesheets folder.

The first and outermost declaration is "nav" which encloses all the elements in the navigation bar.

The default design assigns a background color of white, and a light grey border. If you wish to, for example, change the background color to green, you would change "background:white" to "background:green".

```
#nav {  
    background:white;  
    border:1px solid #EEEEEE;  
    border-right:0px;  
}
```

The bulk of the design elements are declared below, the styles applied for these dictate the look of the top level links. The "border-collapse" used here is acting as a replacement for cellspacing="0".

A couple of things to note is that each link (table#horiz_nav td a) has been set to have a grey border on the right. However, because the overall navigation bar has already been set a border (see above), the last link needs to have its border set to 0 (otherwise the border will double up; creating a 2 pixel border on the right). To do this, the last cell has been assigned a class name of "last" and a specific style has been applied to it (see "table#horiz_nav td.last a" below).

```
table#horiz_nav {  
    padding:0px;  
    width:100%;  
    border-collapse:collapse;  
}  
  
table#horiz_nav td {  
    text-align:left;  
    font-family:Verdana, Arial, Helvetica, sans-serif;  
    padding:0px;  
}  
  
table#horiz_nav td a {  
    display:block;  
    text-align:center;  
    padding:8px 0px;  
    color:#1981b7;  
    text-decoration:none;  
    font-size:80%;  
    text-transform:uppercase;  
    border-right:1px solid #EEEEEE;  
}  
table#horiz_nav td.last a { border-right:0px; }  
table#horiz_nav td a:hover { color:#000; }
```

As explained above, the second level navigation is created as lists, and its styles are shown below. In the CSS file, styles that are declared under "Do not change" should not be modified or removed.

The way the menu works is by positioning the overall menu right outside of the screen (left: -999em) and then when the mouse cursor hovers over the top level cell, it will move the drop down list position back (left: auto).

However, Internet Explorer 6 and earlier do not have the ability of setting the "hover" attribute to any elements other than links. Through the use of Javascript, a similar effect can be created by giving the table cell a class name when the mouse moves over it. Therefore, it is also important to keep the reference to the "dropdown.js" file in "shoppage_header.htm".

```
table#horiz_nav ul {
    /* Do not change */
    position: absolute;
    left: -999em;
    padding: 0px;
    margin: 0px;
    list-style-type: none;

    /* Styles */
    background: white;
    border-right: 1px solid #eee;
    text-align: left;
    width: 150px;
}

/* Do not change */
#horiz_nav td:hover ul { left: auto; }
#horiz_nav td.sfhover ul { left: auto; }

#horiz_nav ul li { /* submenu */
    /* Do not change */
    display: block;
    width: 100%;
    margin: 0px;

    /* Styles */
    line-height: 22px;
    text-transform: capitalize;
}

table#horiz_nav ul li a { /* submenu links */
    /* Do not change */
    display: block;

    /* Styles */
    padding: 0px 10px !important;
    border-bottom: 1px solid #EEEEEE;
    border-right: 0px;
    text-align: left;
}
```

3.19 Breadcrumbs

The breadcrumb navigation that appears at the top of your pages allows your customers to see the path they have taken to get to the current page.

It can be turned on or off with the following shop configuration option.

xbreadcrumbs	Setting this to Yes will display breadcrumb navigation at the top of your pages.
---------------------	---

Breadcrumbs on category and product pages are “built” as the customer browses your site.

For example, if they go from the *Homepage* to *Category 1* then to *Product 1*, the breadcrumb will look like –

Home --> Categories --> Category 1 --> Product 1

However, if they click a direct link from the homepage to a product, there will be no breadcrumb as VP-ASP does not generate one if they haven’t been through a category. As products can be in multiple categories, it is impossible for VP-ASP to determine which one should be used to make up the breadcrumb.

At the end of some links throughout your site, such as ones from the Top Sellers, you will notice the parameter “bc=no” being passed. This tells the display not to try and generate a breadcrumb, as the category is unknown (as described in the paragraph above).

You can change the style of your breadcrumbs in the shop.css file in the stylesheets folder.

The following classes apply to the breadcrumbs.

```
div.breadcrumb {
    text-align:left;
    color:#000;
    font-size:90%;
    margin-bottom:10px;
}

div.breadcrumb a {
    color:#1981B7;
    text-decoration:none;
}

div.breadcrumb a:hover {
    color:#175D7F;
    text-decoration:underline;
}
```

3.20 Search

The search page allows your customers to enter key terms that describe the products that are looking for.

VP-ASP allows you to customize this page to specify what fields the customer can search on, whether category searches are allowed and whether the customer can search by price.

Programming Note: If you want to write your own search facility, all you need to do is create a HTML form, then have it generate SQL based on the customer’s selections. Assign this SQL to the session variable SQL (use VP-ASP notation – `setsess "SQL", mysqlquery`) and redirect the page to `shopdisplayproducts.asp` which will generate a list based on your criteria.

Search For Products By Keyword, Category Or Subcategory.
Check One Or More Categories
Or Enter Up To 10 Keywords Separated By Commas.

With all of the words	<input type="text"/>	Search Product Fields
With the exact phrase	<input type="text"/>	<input checked="" type="checkbox"/> Name
With at least one of the words	<input type="text"/>	<input checked="" type="checkbox"/> Description
Without the words	<input type="text"/>	<input checked="" type="checkbox"/> Code

Results per page	Product Categories
10 Items <input type="button" value="v"/>	All <input type="button" value="v"/>
Low Price	High Price
<input type="text"/>	<input type="text"/>

3.20.1 Customizing Search Form

If you wish to remove the categories and/or subcategories from the search form, you can do so by changing the following values in your shop configuration.

In Shop\$colors.asp change these values to "No" to remove categories and/or subcategories (removing categories automatically removes subcategories).

xsearchdisplaycategories	Setting this to Yes displays the highest level categories on the search form.
---------------------------------	--

By default, the search only looks in the cname, cdescription and ccode fields of the product record for the customer's keywords. You can change this in the shop configuration.

xsearchfields	A comma-delimited list of fields in the product record that should be searched. Default is <i>cname,cdescription,ccode</i> .
----------------------	--

If you want to allow customers to search for items by price, setting the following option in your shop configuration will display fields to allow this.

Xsearchbyprice	Setting this to Yes adds low and high price search fields to the search form.
-----------------------	--

To allow your customers to sort their search results, set the following Shop Configuration Options.

Xsearchsortfields	A comma-delimited list of fields from the products table that you want to allow customers to sort by. For example - <i>name,cprice,ccode</i> .
xsearchsortcaptions	A comma-delimited list of captions for the sort fields specified above. For example - <i>Name, Price, Product code</i> .

Note: The two variables above must both have the same number of items in the list – you must enter a caption for each field or you may get errors on your search page.

Note: Access and SQL Server do not allow sorting by memo/text fields, so sort by cdescription or extendedesc is not allowed.

3.20.2 View Search Reports

VP-ASP can track keywords, categories and sub categories that you customers are searching for so that you can see what people are looking for in your store.

In your shop configuration, you need to set the following.

Xsearchcapture	Setting this to Yes enables search term recording, which will record what keywords and categories your customers are searching for.
-----------------------	--

You can view a report of what is being searched for in your administration by going to Everyday Tasks > Products > Search Report.

Report for 1/1/2007 to 12/31/2007

Print Report

Report for 1/1/2007 to 12/31/2007

ID	Date	Time	Category	Keywords	Last Name
2	2/1/2007	2/1/2007 12:28:00 PM	ALL	ALL : apple	
3	2/1/2007	2/1/2007 12:28:00 PM	ALL	ALL : couch	
4	2/1/2007	2/1/2007 12:28:00 PM	ALL	ALL : desk	

[1]

Number of Searches 3

3.20.3 Adding links to searches and mini-search forms to your site

If you want to add a link to your site that will show all products that meet certain criteria, there are two methods of doing this.

Method one uses the shopsearch.asp page and is limited to only searching the keywords field of the product record.

Your link or form needs to go to the shopsearch.asp page and two pieces of information are required to be passed along with this link:

1. **Search = Yes** – this tells VP-ASP that you want to run a search.
2. **Keyword** – this is a comma-delimited list of keywords to search for.

Hyperlink example –

```
<a href="shopsearch.asp?search=Yes&keyword=abc,def,jkl">Search for keywords</a>
```

Form Example –

```
<form method="post" action="shopsearch.asp?search=Yes">
  <input type="text" name="keyword" value="" />
  <input type="submit" value="Search" />
</form>
```

Method two uses shopquery.asp which is much more powerful, as it allows you to specify searches on any field in the products table.

Your link or form needs to go to shopquery.asp and you need to pass pairs of name/value strings to the link to tell VP-ASP what to search on.

You can also pass a template to display the results with by adding template=templatename.htm to the link (where templatename.htm is the actual name of your template file).

Hyperlink examples –

```
<a href="shopquery.asp?cprice=50&cname=shirt">Display Shirts</a>
<a href="shopquery.asp?cprice=50&cname=shirt&template=shirttemplate.htm">Display
  Shirts</a>
```

Form example -

```
<form method="POST" action="shopquery.asp">
  Name: <input type="text" name="cname" size="30" />
  <br />Manufacturer <input type="text" name="mfg" size="30" />
  <br />Price<input type="text" name="cprice" size="30" />
  <br /><input type="submit" value="Display" name="Shopquery" />
</form>
```

By default shopquery.asp will try to find the information, such as shirt in the example above, anywhere in the specified field. If you want to find only products where the keyword is the first few characters of the field you need to add queryprefix=No to your link or form.

Hyperlink example -

```
<a href="shopquery.asp?cname=shirt&queryprefix=No">Display Shirts</a>
```

Form example -

```
<form method="POST" action="shopquery.asp">
  Name: <input type="text" name="cname" size="30" />
  <input type="hidden" name="queryprefix" value="No" />
  <br /><input type="submit" value="Display" name="Shopquery" />
</form>
```

If you want to use shopquery.asp to search for products in a specific price range, you can do so by adding lowprice=value to your querystring or form.

Hyperlink example -

```
<a href="shopquery.asp?cname=shirt&lowprice=10&cprice=50">Display Shirts</a>
```

Form example -

```
<form method="POST" action="shopquery.asp">
  Name: <input type="text" name="cname" size="30" />
  <input type="text" name="lowprice" value="10" />
  <input type="text" name="cprice" value="50" />
  <br /><input type="submit" value="Display" name="Shopquery" />
</form>
```

The examples above will return shirts between \$10 and \$50.

3.21 Product Filtering

Product filtering generates a form at the bottom of shopdisplayproducts.asp that allows your customers to sort and filter the products displayed.

xproductfiltering	Setting this to Yes allows customers to sort and filter the products displayed.
--------------------------	--

Sort	Sort 2	Display
<div>Select ▼</div> <div>Ascending ▼</div>	<div>Select ▼</div> <div>Ascending ▼</div>	<div>Select ▼</div> <div></div>
	<div>Reset</div>	<div>Continue</div>

3.21.1.1 *Changing Colors and Fonts*

You can change the way the filtering table appears by editing the following section of shop\$colors.asp.

```
const productfilteringtable="<table border=""0"" cellspacing=""1"" cellpadding=""3""
width=""90%"">"
const ProductFilteringRow="<tr style=""background-color:#E5E5E5"">"
const productfilteringcolumn="<td width=""33%"" class=""ac""><p><strong>"
const productfilteringcolumnend="</strong></td>"
```

4 Integrating VP-ASP into your existing site

If you already have a website set up, you can easily interface with VP-ASP. VP-ASP is designed not only as a shopping cart but also as an extremely powerful web site generator.

What can VP-ASP do automatically?

- Display your products and categories with images and descriptions
- Product searches
- Take customer details using a form
- Take payment details
- Create end of order invoice
- Send emails to both the customer and merchant
- Hundreds of other merchant related facilities, including reports.
- Direct links to VP-ASP facilities and links back to your handmade pages.

4.1 Displaying Categories

By just including a simple link anywhere in your existing website to the VP-ASP page *shopdisplaycategories.asp* your customers are taken to a page where they can access all of the shopping facilities with automatic product displays.

```
<a href="shopdisplaycategories.asp">Go to my shop!</a>
```

4.2 Add To Cart

The second method of integrating VP-ASP into your existing web site is slightly more complex, but very powerful.

You can add a specific hyperlink anywhere in your existing web site to the VP-ASP page *shopaddtocart.asp*.

This will add one specific product to the cart from anywhere in your existing website.

Two pieces of information are required to be passed along with this link, as shown below.

1. **Catalogid** – The ID of the product in your VP-ASP database. You can find out what this is by locating the product in your VP-ASP administration and noting down the ID.
2. **Quantity** – This just needs to be the quantity of this particular item you want to have added to the cart when the customer clicks this link.

An example of a link in this format that you can include in your website is shown below.

```
<a href="shopaddtocart.asp?catalogid=1&quantity=1">Order this product</a>
```

4.3 Displaying Products for a category

To include a link to a page that will display all of the products in a particular category or sub-category, you can use a hyperlink as below. You just need to include the ID of the category from your VP-ASP database.

```
<a href="shopdisplayproducts.asp?id=2">Display Travel Products</a>
```

4.4 Displaying Products

To display a specific product use a hyperlink as below. You just need to include the ID of the product from the VP-ASP database.

```
<a href="shopquery.asp?catalogid=1">View Product #1</a>
```

If you have a paid version of VP-ASP, you can include a URL such as the following to go directly to the extended product display.

```
<a href="shopexd.asp?id=1">View Product #1</a>
```

4.5 Add a Product to the cart without it being in the VP-ASP database

Using the file shopaddtocartnodb.asp, it is possible to add an item to the cart without it being in the VP-ASP database.

You just need to pass some information along with the link – this information can be passed as part of the URL or as a form.

Required Fields

Productname	Product name to appear in the cart
Price	Price

Optional fields

Quantity	Quantity of item that should be added to cart
Catalogid	An ID of the Product from the VP-ASP database
Category	An ID of the Category that this product belongs to from the VP-ASP database
Returnurl	A URL that you want the customer returned to once the item has been added to their cart. If this is not specified, the cart is displayed.
Weight	Weight of product

Hyperlink Examples

```
<a href="shopaddtocartnodb.asp?Productname=Book&price=10.00">Add to cart</a>
```

```
<a href="shopaddtocartnodb.asp?Productname=DVD&price=3.95&quantity=2&returnurl=mypage.html">Add to cart</a>
```

Form Example

```
<form method="POST" action="shopaddtocartnodb.asp">
  <input type="hidden" name="Productname" value="Book" />
  <input type="hidden" name="price" value="10.00" />
  <input type="submit" value="Add to cart" />
</form>
```

4.6 Sample Login Form

The HTML below allows you to add a login from any of your own pages. The "returnurl" is designed to tell VP-ASP which page to go to after a successful login. If unsuccessful the default login page **shopcustadminlogin.asp** is displayed.

```
<form action="shoplogin.asp" method="post">
  <input type="hidden" name="returnurl" value="shopdisplaycategories.asp" />
  <input type="text" name="strlastname" />
  <input type="text" name="stremail" />
  <input type="submit" value="Login" />
</form>
```

5 Administration

The VP-ASP administration allows you to view orders, change the way things appear on your site, update and add product information and categories, add and delete users and much more!

Some of the things you can do in the administration are:

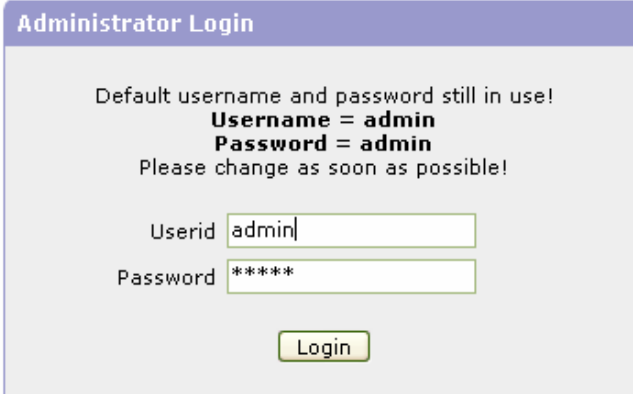
- Add, delete and modify products
- Add, delete and modify any other VP-ASP table
- Define administrator userids
- Define menus and tasks for each administrator
- Restrict administrators to viewing or updating specific tables
- Display sales reports
- Display stock low reports
- Perform searches of the database
- Export data from tables
- Mail to selected customers
- Configure most of VP-ASP options
- Send messages to customers via order tracking
- Create Projects for special payments
- Display affiliate reports
- Display customer reports and details

5.1 Accessing the administration

You can login to your administration by opening a browser and entering the location where you have installed VP-ASP followed by shopadmin.asp – eg. <http://www.vpassp.com/vpassp/shopadmin.asp> or <http://localhost/vpassp/shopadmin.asp>

Security Note: One of the first things you should do is rename shopadmin.asp to something else. See page 22 for more information on VP-ASP security.

You are not using a second password. Please add a password into *const secondpassword* at the top of this file.



Your IP Address has been logged: **127.0.0.1**

By default, VP-ASP comes with one or two users already in the database. These are:


Username	Password	Access
vpassp	vpassp	Restricted administrator
Admin	admin	Full administrator

You can add new users to the database and set their privileges in the administration.

Security Note: The two users above should be deleted ASAP to ensure no unauthorized persons access your administration. See page 22 for more information on VP-ASP security.

5.2 Adding administration users

You can add and edit administration users through the administration section Occasional Tasks > Admin > Admin Users.

VP-ASP Shopping Cart 6.50 Administrators			
Userid	User Type	Edit	Delete
admin	SUPER		<input type="checkbox"/> <input type="button" value="Delete"/>

If you want to edit an existing user, you need to click on the Edit button next to their name in the top panel of the page. You can also delete them by clicking the delete checkbox, then the Delete button.

To add a new user, you can use the form at the bottom of the page.

Add New Administrator

Userid

Password

☐ SELECT ALL

Menu Access:

☐ View/Edit Affiliates
☐ Orders For Affiliate
☐ Affiliate Links
☐ View Links
☐ Email Affiliates
☐ Export Affiliates
☐ Bulk Affiliate Update
☐ Import Affiliates
☐ Add Affiliate
☐ Order Report
☐ View/Edit Customers
☐ Email Customers

Table Access:

☐ affiliatelog
☐ affiliates
☐ billing
☐ categories
☐ configuration
☐ configuration1
☐ content
☐ coupons
☐ currencyvalues
☐ customerprices
☐ customers
☐ downloads

Type of Administrator

☒ Normal Administrator
☐ Restricted Administrator

You need to enter a username and password in the two boxes provided, then you can select which menu items and tables the administrator is allowed to see.

If you want the user to only be able to edit records that they have created themselves, then set them to be a RESTRICTED user.

5.3 Adding/Editing Shortcuts for Administration Users

Short Cuts :

- View/Edit Affiliates
- Bulk Affiliate Update
- Points

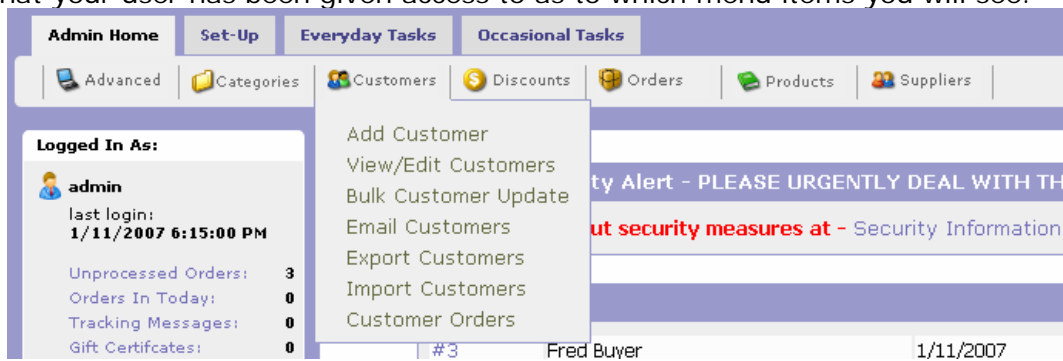
Add Shortcuts

You can edit the shortcuts that appear in the left hand column of the administration on a user-by-user basis by going to Occasional Tasks > Admin > Shortcuts.

To edit the shortcuts for a user, click the Edit button next to their name. This will bring up a list of the available menu items, from which you can select which ones they should see as shortcuts. When you are done choosing which items they should see, click the Continue button at the bottom of the page.

5.4 Administration Menus

When you login to the administration, you will see a series of menus across the top of the page. It depends what your user has been given access to as to which menu items you will see.



If you want to add or delete menu items from the administration, you can do so by going to Occasional Tasks > Navigation > Admin Menus.

From this page you can delete, edit and add new menu items.

To add a new menu, scroll down to the bottom where you will find the Add New Menu form which looks like:

A screenshot of the 'Add New Menu' form. It has a title bar that says 'Add New Menu'. Below the title bar, there are several input fields: 'Menu Name', 'File Name', 'Comment', 'Section' (a dropdown menu currently set to 'everyday'), 'Menu', and 'Order'. At the bottom right of the form is a button labeled 'Add New Menu'.

Menu Name: This is the display name for the menu item.

Filename: This is the file the menu item will link to.

Comment: This is not currently used by VP-ASP.

Section: This is the top level section this menu item will appear in (everyday or occasional).

Menu: This is the dropdown menu the item will appear in. The standard menus are:

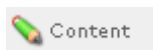
Everyday	Occasional
Advanced	Affiliates
Categories	Content
Customers	International
Discounts	Navigation
Orders	Add-ons
Products	Shipping
Suppliers	Admin

If you wish to add a new dropdown menu, instead of typing in one of the names above, type in your new name (eg. "mymenu" - without quotes) and it will automatically be added to the menu at the top.

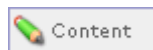
To add an image for your new menu, you need to make two versions of the button - one with a border and one without (as shown below). Then name those images as shown in the diagram below and upload them to the folder images/admin/hornav/everyday or images/admin/hornav/occasional depending on where you want your menu to appear.

Also, make a "big" version of the icon to appear on the admin landing page for that section (as shown below).

The examples below show how the images are named for the menu with the Menu name "content". Please follow these naming conventions, changing "content" to be your menu's name (eg. "mymenu" without quotes).



content.gif



content_over.gif

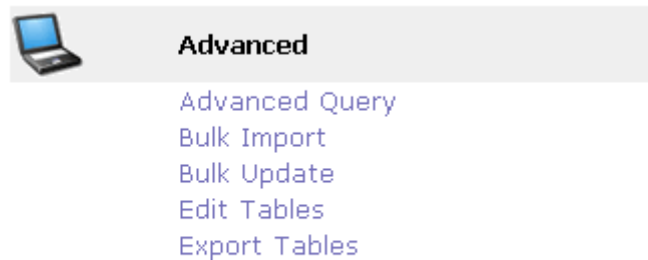


big_content.gif

Order: This is the order this menu item will appear in the sub section.

Note: If you are upgrading to VPASP 6.50 from a previous version, any menu item that doesn't have a home in 6.50 gets put in the "Advanced" menu (see below).

It is up to you to reassign these "orphaned" menus to their correct locations or to remove them all together using the methods described above.



Once you have added your menu, you need to add it to your user's logins so that they are authorized to see it (see page 55 for more information).

5.5 Configuration

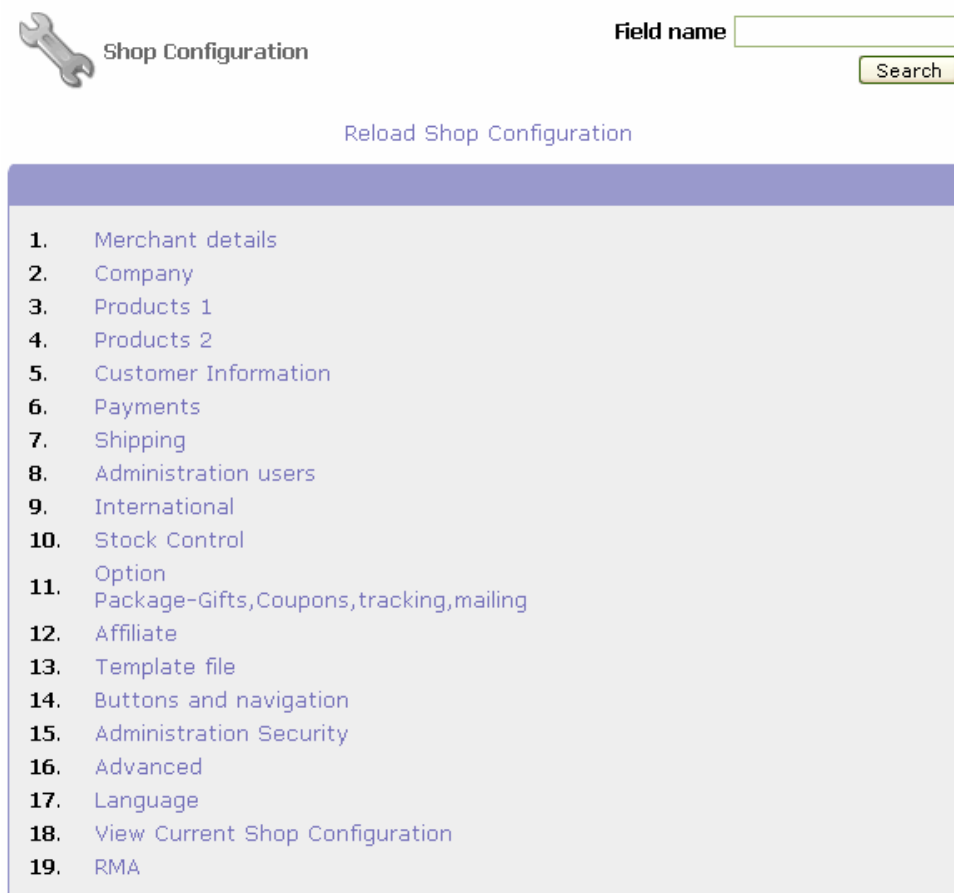
One of the most important parts of VP-ASP is the Shop Configuration. You can think of the shop configuration as a set of switches that turn on or off various aspects of your store such as taxes, discounts, shipping.

There are literally hundreds of Shop Configuration settings, which makes VP-ASP very flexible. A setting can be either a Yes/No option, a text value such as the merchant email address or it can be a selection such as the credit card types that you allow customers to pay with.

Using the Merchant login, the Shop Configuration is controlled by you using your browser.

Each of the settings has a name like **xincludestates** or **xshippingform**. While these may sound cryptic, throughout this manual you will find information on what many of these settings do – there is also help within the Configuration to explain the function of each setting.

The quickest way to locate a specific Shop Configuration option is to use the search box at the top right of the Shop Configuration page. In the search box, you can simply type in the whole name such as **xnavigateminicart** or a partial name - **mini**.



The screenshot shows the 'Shop Configuration' page. At the top left is a wrench icon. To its right is the text 'Shop Configuration'. Further right is a search box labeled 'Field name' with a 'Search' button. Below the search box is a link 'Reload Shop Configuration'. The main content area is a list of 19 configuration options, each with a number and a name:

1. Merchant details
2. Company
3. Products 1
4. Products 2
5. Customer Information
6. Payments
7. Shipping
8. Administration users
9. International
10. Stock Control
11. Option Package-Gifts,Coupons,tracking,mailing
12. Affiliate
13. Template file
14. Buttons and navigation
15. Administration Security
16. Advanced
17. Language
18. View Current Shop Configuration
19. RMA

When you have found the configuration option you want to change, you simply change the value and click Continue at the bottom of the page.

The Reload Shop Configuration link at the top of the configuration page loads any changes you have made into your server's memory. If you don't want to have to click this link every time you change something, you can set the following configuration option.

xautoloadconfiguration	Setting this to Yes eliminates the need to "Reload Shop Configuration" after each change. It is done automatically for you.
-------------------------------	--

Note: If you have more than one copy of VP-ASP installed on your computer, you need to ensure they all have a different value in the *xshopid* field of the *shop\$config.asp* file. This ensures that the configuration settings for each installation remain separate.

5.6 Mailing

Email is an important feature of the VP-ASP Shopping Cart. Mailing occurs in all of the places below but can be configured on/off for each one:

- Mail to merchant on order completion
- Mail to customer on order completion
- Mail to others (mailing list) on order completion
- Mail to suppliers on order completion
- Mail on customer buying a gift certificate
- Mail to Tell a friend
- Mail on order tracking message to merchant
- Mail to merchant on RMA request
- Bulk mailing by merchant

- Mail to merchant on new customer registration
- Mail to merchant on new product review
- Mail to customer on order tracking message by merchant
- Mail to merchant on new gift registry creation
- Mail to merchant on affiliate registration
- Mail to affiliate on registration
- When a gift certificate is purchased
- When a customer reviews a product

5.6.1 *Configuring Email*

VP-ASP does not write directly to your mail server, it needs an interface. The most common mailing components are all supported by VP-ASP - CDOSYS, CDONTS, ASPMAIL, ASPEMAIL and JMAIL.

ASPMAIL, JMAIL and ASPEMAIL are all third party products.

CDONTS is a free Microsoft add-on for Windows NT/2000

CDOSYS is a free Microsoft add-on for Windows XP/2003

In order for VP-ASP to be able to send e-mail one of those software components must be installed on your server.

You also need to tell VP-ASP a few basic things about your email setup for it to be able to send email. You can do this in the Shop Configuration.

xemail	Enter your main email address here – this is the address that all mail to the merchant will be sent to and all customer emails will be sent from.
xemailname	This is the name that the email is sent from. In email clients, your emails will appear from, for example, "Merchant Name merchant@vpasp.com", which is equivalent to "xemailname <xemail>".
Xemailsubject	This is the subject line of your end of order invoices.
Xemailsystem	This is the name of the mail service on your ISP – you will need to ask your ISP or web host what this is.
xemailtype	It normally will start with "mail." or "smtp." The email component to use, as described above. You will need to ask your host which component you have installed.

5.6.2 *Testing Email*

VP-ASP included a diagnostic tool to help you determine whether your email setup is correct and which components are installed on your system. It will send a one-line message to the email address in xemail if it works.

You simply need to open your web browser and go to your site then add "diag_dbtest.asp" to the end of the address.

For example: http://www.vpasp.com/vpasp/diag_dbtest.asp or
http://localhost/vpasp/diag_dbtest.asp.

5.6.3 *Email Problems*

If you are not receiving email from your VP-ASP store, the most common problems are related to incorrect settings in the shop configuration.

1. Test your email settings using our diagnostic tool, which is described in the section above ("Testing Email"). If it says that the email has been sent, but you still don't receive it, it means that VP-ASP has sent the email to the server without an error but it is getting lost after that. You will need to ask your host why you wouldn't be receiving this email.
2. You have the wrong xemailsystem set in your shop configuration. Double check with your ISP what this should be set to

3. You have the wrong `xemailtype` set in your shop configuration. Double check with your host what this should be set to.

Some hosts block emails that they think do not originate in their domain. In some cases, VP-ASP sends email where the sender is set to be the customer rather than you – such as in the Tell A Friend page. To force all emails to come from your merchant email address, set the following option in your shop configuration.

Xmailfrommerchant Setting this to **Yes** forces all emails to have a return address of the merchant.

5.6.3.1 Configuring CDOSYS to use SMTP Authentication

If you are using the CDOSYS mailing component and your host requires authentication to send email from your site, you can set this up easily by adding your username and password into the following variables in your `shop$config.asp` file.

Xmailusername Your CDOSYS username.
(`shop$config.asp`)
Xmailpassword Your CDOSYS password.
(`shop$config.asp`)

5.6.4 Order Completion Emails

By default VP-ASP will automatically e-mail both the merchant and the customer when an order has been completed. These emails contain extensive details about the order including prices, name and address and products ordered (VP-ASP does not include credit card information in these emails for security reasons).

You can turn one or both of these emails off using the shop configuration.

Xemailcustomer Setting this to **Yes** means VP-ASP will send your customer a confirmation email when they submit an order.
Xemailmerchant Setting this to **Yes** means VP-ASP will send the merchant a confirmation email when a customer submits an order.

VP-ASP can send both HTML formatted email and plain text email.

To specify whether to send HTML or text emails from your site, you need to set the following option in your shop configuration.

Xemailformat Setting this to **HTML** means VP-ASP will HTML emails. Setting this to **Text** means VP-ASP will send text emails.

If you want to send your emails using templates that you have customized, you need to set the following in your shop configuration.

Xemailwithtemplates	Setting this to Yes tells VP-ASP to send emails using templates, which you can customize. Setting this to No means VP-ASP will send emails using the default code.
Xmerchantemail	The filename of the template to use as the merchant email. Default is <i>tmp_merchantemail.txt</i> .
Xcustomeremail	The filename of the template to use as the customer email. Default is <i>tmp_customeremail.txt</i> .

5.6.4.1 Send email to multiple people

If you want to have the order confirmation email sent to people other than yourself and the customer, you can do so by using VP-ASP's mail list feature, which is described on page 182.

5.6.4.2 Bulk Mailing Using Templates

Bulk mailing can be done based on the customers, orders, affiliates and projects tables. After logging into your VP-ASP administration, you need to go to the table view for the table you want to send email from and click the Mail Setup link.



The form below will appear to allow you to specify how and what you are mailing.

Email	The email address you want the email to come from. Generally this will be your email address.
Name	This is from name to appear in the email.
Subject	This is the subject for your email.
Type	This is the e-mail interface to use. It is defaulted to the one defined in your shopping configuration and is not normally changed.
Email format	If you are sending a file that is in HTML format, change this to HTML, otherwise leave as text.
Table name	E-mail can only be done from selected VP-ASP tables: customers, orders, affiliates and projects.
File name	If you leave this blank, you must type in or paste the message in the box below. If it is filled in, then this file is read as the message to be sent.
Merge with database	If this is set to Yes , then the email will be sent using a template, which should be specified in the filename field. Database fields are merged with the template to create a customer specific message.
Attachment	A file to be attached to the email. This cannot be a URL – it must be a disk address such as e:\mystuff\abc.txt.

When you have entered all of your details into this form click Continue. You can then tick the boxes next to the records you wish to email, then click the Mail Selected Records button at the bottom of the page.

If you want to email all records in the table, click the Mail All Records button.

5.7 About your company

You can add information about your company, such as the name, address and contact details in the shop configuration by going to Merchant Details then clicking the **Edit Table Name = mycompany** link at the bottom of the page.

Company Information	
Company	My Company
Address	PO Box 500
City	Somewhere
State	NY
Post Code	11720
Country	US
Phone	Some Phone
Fax	55512121
Email	abc@def.com
Other Fields 1	
Other Fields 2	
Other Fields 3	
Other Fields 4	
<input type="button" value="Update record"/> <input type="button" value="Delete"/>	

The information on this page will appear in your order confirmation and contact pages.

5.8 Adding/Editing Records

If your user has the correct access to a table, then it can be edited in the VP-ASP administration by going to Everyday Tasks > Advanced > Edit Tables. This page will display a list of tables that you are permitted to view and edit.

5.8.1 Listing all records in a table

The following is the standard page that lists the records in the table you have selected to view. From this menu you can:

- Sort records
- Select fields to display
- Locate a specific record
- Send email
- Export records
- Delete records
- Edit records
- Add a record

5.8.1.1 Simple Searching & Filtering

Content Search		Switch to Advanced
		Results Per Page 10
Selection criteria:	contentid	equals
<input type="button" value="Reset"/>	<input type="button" value="Display"/>	

This simple search allows you to enter one search term and look for it in one database field.

1. Select which field you want to search from the first dropdown
2. Select how you want the search to be done –
 - a. **Equals** means the database field must match your text exactly

- b. **Contains** means the database field must contain your text anywhere
- c. **Starts with** means the database field must begin with your text
3. Enter your search term
4. Click Display

You can also select how many results you want to display on the page.

Note: Selecting 100 records will slow down the display of this page.

5.8.1.2 Advanced Searching & Filtering

The screenshot shows the 'Content Search' interface. At the top right, there is a 'Switch to Simple' link. Below it, a 'Results Per Page' dropdown is set to '10'. The main area contains four criteria sections labeled 'Select 1' through 'Select 4'. Each section has a dropdown menu (all set to 'contentid'), an empty text input field, and three radio buttons for 'And', 'Or' (selected), and 'Not'. Below these is a 'Display' box with a list of fields: 'All', 'contentid', 'messagetype', 'message', and 'message2'. To the right of the criteria sections is a 'Query Statement' box containing the text 'SELECT * from content order by contentid ASC'. At the bottom are 'Reset' and 'Display' buttons.

There are several key elements to the Advanced Search.

First of all, you can select fields to search, in much the same way as the simple search, but you can specify how several of these searches link together by using the AND, OR and NOT buttons below each criteria section.

The Display box allows you to select which fields from the database you want to display in the list. To select multiple items from the list, hold down the Ctrl button on your keyboard and use your mouse to select each value.

The Query box allows you to type in your own SQL query to select data from the table.

Once you have entered in your search terms, click the Display button to see your results.

Again, you can also select how many results you want to display on the page.

Note: Selecting 100 records will slow down the display of this page.

5.8.1.3 Control Bar



The control bar allows you to select advanced functions to run on the records in the table you have selected.

Mail Setup loads the mailing function (see page 61).

Export Setup loads the exporting function (see page 68).

Delete Mode allows you to delete records from the table.

Depending on the mode you have selected, you will have a different special function available to you, but they all work in the same manner.

Select all of the records that you wish to complete the special function on using the checkboxes at the right of the records and then click the Selected Records button at the top or bottom of the screen. This button will change its title depending on the mode you are in (eg. if you are in Export mode, it will say "Export Selected Records").

If you want to perform the function on all of the records currently shown on the screen, click the checkbox in the header column of the table. This will select all of the records on the screen. Then click the Selected Records button (this button also changes labels based on the function available to you).

If you wish to perform the function on all records in the table (even if they aren't shown on this page), click the All Records button (again, this button will change its label based on the function available to you).

5.8.1.4 *Sorting*

To sort the data on the screen, simply click the column heading of the field you wish to sort by. If you want to reverse the sort order, click on the heading a second time.

5.8.1.5 *Adding Records*

To add a record, simply click the Add A Record link at the top left of the screen and you will be taken to the add record page.

5.8.1.6 *Editing Records*

To edit a record, click the Edit icon to the right of the records row and you will be taken to the edit record page.

5.9 *Reports*

The VP-ASP administration offers many reports that allow you to quickly review how certain areas of your store are running.

Customer Orders (Everyday Tasks > Customers > Customer Orders)

This report provides you with information on the number of orders and the total spent for each of your customers. See page 119 for more information.

Sales Reports (Everyday Tasks > Orders > Sales Reports)

The sales report provides you with the total number of orders and the amount ordered in your shop over a specified time period. See page 99 for more information.

Search Report (Everyday Tasks > Products > Search Report)

This report provides you with a list of terms customers have searched for in your store. See page 49 for more information.

Stock Report (Everyday Tasks > Products > Stock Report)

This report provides you with a list of all products that have a stock level less than the level specified. See page **Error! Bookmark not defined.** for more information.

Product Report (Everyday Tasks > Products > Product Report)

This report shows you which products have been sold in your shop and how times, and the total amount paid for the product. This report also doubles as a supplier report. See page **Error! Bookmark not defined.** for more information.

Affiliate Links (Occasional Tasks > Affiliates > Affiliate Links)

This report shows you how many people have visited your site via each affiliate over a specified time period. See page 154 for more information.

Order Report (Occasional Tasks > Affiliates > Order Report)

This report provides you with a complete list of all affiliates. From there you can get individual order or link reports. See page 154 for more information.

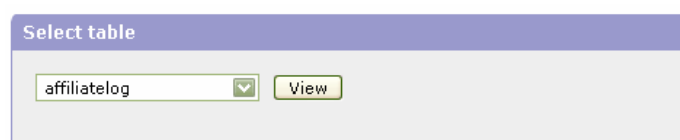
Orders for Affiliate (Occasional Tasks > Affiliates > Orders for Affiliate)

This report shows you the orders made to an affiliate over a specific time period. See page 154 for more information.

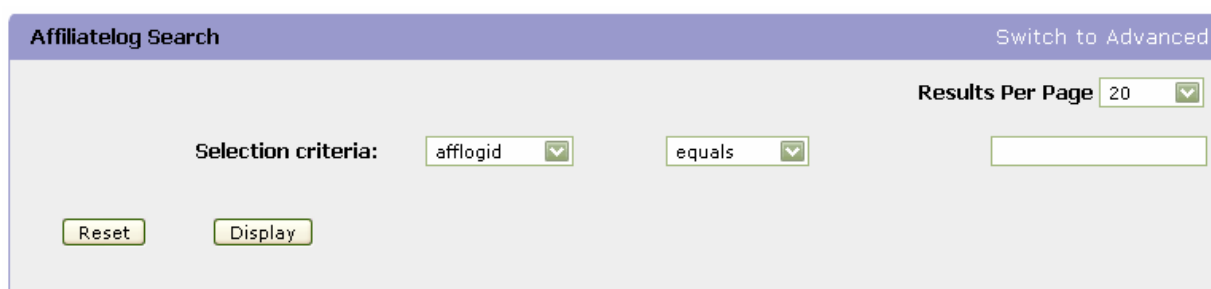
5.10 Bulk Update

If you need to make changes to a lot of records, the bulk updater will help you save time, as you can update multiple records from the one screen rather than having to go into each one separately.

You can access the Bulk Updater via Everyday Tasks > Advanced > Bulk Update. You then need to select the table you wish to update and click the View button.



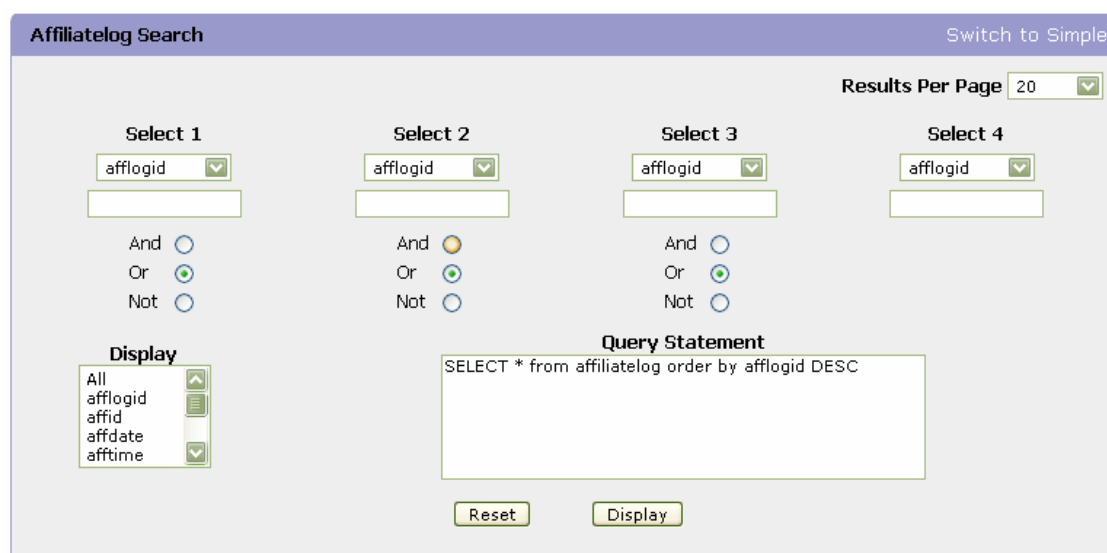
By default, the first six fields in the record will be displayed, but if you want to edit a specific field, you can do so by switching into Advanced mode (the link at the top right of the page).



In advanced mode, there is a list box called Display, which allows you to select the fields you want shown on the page. Hold down the CTRL key and multi select field names using your mouse.

You can also filter your records using our advanced search filter system by inserting in the search fields what criteria you wish to have returned.

Once you have selected the fields you wish to update click Display.



NOTE: By default you can only select 6 fields at a time. By changing the following shop configuration option, you can extend this to whatever number you need.

Xbulkupdatefields The number of fields allowed to be displayed on the bulk update page at one time. Default is **6**.

Page 1 of 1
Update record
[1]

catalogid	ccode	cname	cdescription	cprice	ccategory	Edit
15	Test	Test	Test	10	3	
14	DONATION	Donation	Please donate to this w	0	5	
13	ICECRM	Ice Cream Scoop	Durable, chrome-plated	11.99	4	
12	APPLE	Apple Set	Non slip apple peeler.	9.99	4	
11	NUTCCK	Nutcracker	Durable nut/seafood cr	11.99	4	
10	DIN-ROUND	Round Table	A great casual table.	180	3	
9	DIN-GLASS	Glass Table	This glass table will cor	200	3	
8	COFFEETBL	Coffee Table	This coffee table is han	99		
7	LTHCOUCH	Leather couch	Our leather couch is de	1299		
6	REDCOUCH	Red Couch	This funky red couch w	350		
5	OS-RETURN	2-Drawer Return	This two-drawer desk a	129	2,1	
4	OS-HUTCH	Hutch	This desk has a handy	159	2,1	
3	OS-DESK	Desk	This desk will suit all yo	299	1	
2	OFFICASET	Office Set	A desk for all office typ	0	1	
1	COMPDESK	Computer Desk	A great desk for your f	100	1	

Page 1 of 1
Update record
[1]

Update your data and click Update Record.

5.11 Importing Data

VP-ASP can import data into any table from a flat text file with almost any delimiter. This feature is generally used for importing products.

Note: Records can be added or updated but they cannot be deleted with this import facility.

Before you can import a file to your VP-ASP database you must upload it to your server. You can either do this with FTP, or you can use the upload form at the top of the Bulk Import page in VP-ASP.

Bulk Import - Upload

To import a file select below and the file will be uploaded to your server and the fields below will be automatically populated.

File Name
Browse...

Directory

Upload

To upload your file, simply click the Browse button and locate it on your computer. Then enter the name of a write-enabled directory on your server to upload it to (you may need to contact your host and ask which directory you can upload to, or to have them set write permissions on the **import** folder). When you have done this, click the Upload button.

Bulk Import

File Name

Table name

products

match field

affid

Delimiter

,

(eg. ; or , or TAB)

Display

Select

Continue

The bottom form on the Bulk Import page is where you specify the details of the import. If you have used the Upload facility above, some of these fields will be automatically filled out.

filename	The name of the file to be imported. It can be a full disk address or relative address. For example - <i>products.txt</i> or <i>c:\imports\mydata.txt</i>
Table	The table you want to import the data into.
Match Field	The field to match the data from the import file to the database to determine whether a record should be added or updated
Delimiter	This is the character that separates each field. Normally it is a comma (,), a semicolon (;) or a tab.
Display	Setting this to Yes displays a message on screen as each record is imported. Setting this to No displays only a summary after the import has been done

5.11.1.1 Import file structure and delimiters

The following is a sample of category import data

```
"categoryid";"catdescription";"highercategoryid";"hassubcategory";"cathide";
1;"Toys";"vpdemo_ travel.jpg";0;"Yes";0
1;" Travel Packages ";"vpdemo_toys.jpg";0;"Yes";0
1;" Stationery";"vpdemo_stationery.jpg";0;"Yes";0
```

The first line contains the field names (you need to ensure these match the names of the fields in the VP-ASP database). The remaining lines are the data - character strings are enclosed in double quotes and fields are separated by semi-colon(;).

You can use virtually any delimiter you like, such as a comma (,), tilde (~) or a tab.

If using a tab, you need to specify the delimiter as "TAB" (no quotes) in the delimiter field of the bulk import setup form.

5.11.1.2 Convertproducts.asp

After you import products, the convertproducts.asp script reads through the products table and synchronizes the links between categories and products in the prodcategories table.

To overcome time limitations on very large databases, you can specify ranges of product catalogids, and convert chunks of the database at a time.

VP-ASP Version 6.50 Category Conversion

Starting catalogid

0

Ending catalogid

20000

Update DataBase

The normal VP-ASP product record only holds a categoryid and possibly a subcategory id. If you have products in multiple subcategories, you can create a list of these in the level3 field – for example 5,6,99,5.

Convertproducts.asp will then use this to update the prodcategories table and link that product to the categories listed in the level3 field.

Note: If you are using the level3 field for something else, you can change the field being used by editing convertproducts.asp and changing the following line to have a different field name.

```
const subcatfield="level3"
```

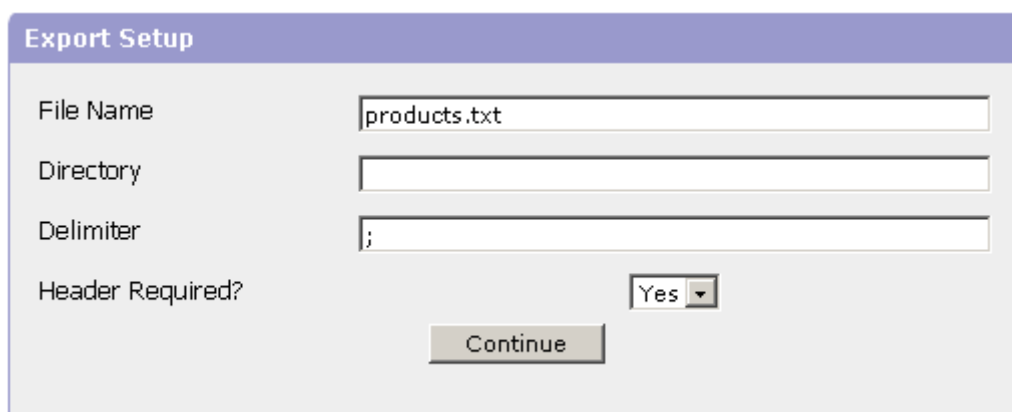
5.12 Exporting Data

You can export the entire contents of any table, or only a select number of fields, with the Export Data function. VP-ASP will create a text or CSV file on your server that you can then download and use with accounting applications, Microsoft Excel and others.

You can access the export feature via Everyday Tasks > Advanced > Bulk Export. You then need to select the table you wish to update and click the View button.

A dialog box titled "Select table" with a light blue header. Inside, there is a text input field containing "affiliatelog" and a small downward arrow icon to its right. To the right of the input field is a green button labeled "View".

Then you need to set up the export.

A dialog box titled "Export Setup" with a light blue header. It contains four labeled input fields: "File Name" with "products.txt", "Directory" (empty), "Delimiter" with ";", and "Header Required?" with a dropdown menu set to "Yes". At the bottom center is a grey button labeled "Continue".

Filename	The name of the file to be exported. For example - <i>products.txt</i>
Directory	The name of the directory to save the exported file into. This directory must have WRITE permissions enabled.
Delimiter	This is the character that separates each field. Normally it is a comma (,), a semicolon (;) or a tab.
Header Required	Setting this to Yes means VP-ASP will write a row at the start of the file with the fieldnames in it.

Click the Continue button and you will be taken to the standard record display page.

If you want to only export selected fields, switch to Advanced mode using the link at the top right of the page and select the fields from the **Display** list. To select multiple fields, hold down the CTRL key and use your mouse to select the fields.

You can also filter your records using our advanced search filter system by inserting in the search fields what criteria you wish to have returned.

Once you have selected the fields you wish to export click Display.

You can now either click the Export All Records button, which will export all records in the table to a text file, or select each product to be exported individually and click the Export Selected Records button.

A confirmation page will provide a link to the file created.

5.13 Shop Statistics

In your shop administration, there is a small panel in the left hand menu that displays basic shop statistics. This allows you to see your sales totals at a glance.

Shop Statistics:	
Today's Sales:	\$30.90
Month's Sales:	\$379.90
Year's Sales	\$379.90
Customers:	1633

The Shop Statistics are viewable to administrators with SUPER privileges and can be switched on or off by changing the following shop configuration value.

Xshowstatistics Setting this to **Yes** will show store sales statistics to SUPER users in the left admin column.

By default, the shop statistics display details for all "Processed" orders that have matched the "xendofordervvalidpayments" setting

To remove these restrictions, you will need to edit the shopheaders.asp file.

There are three functions in this file that need to be modified:

- Sub GetTodaysTotal
- Sub GetMonthsTotal
- Sub GetYearsTotal

To remove the restriction that only statistics for processed orders are displayed, comment out (by adding the single quote in front of each line) the following lines from each of the three sub routines:

```
'---ONLY SHOW PROCESSED ORDERS-----  
' Comment out these line to show all orders  
'if (ucase(xdatabasetype)="SQLSERVER") or (getconfig("xmysql")="Yes") OR  
(instr(ucase(xdatabasetype), "MYSQL") > 0) then  
' sql = sql & " AND oprocessed = 1"  
'else  
' sql = sql & " AND oprocessed = TRUE"  
'end if  
'  
'---END SHOW PROCESSED ORDERS-----
```

To remove the restriction that only statistics for orders that have matched the xendofordervvalidpayments setting are displayed, comment out (by adding the single quotes in front of each line) the following lines from each of the three sub routines:

```
'---ONLY SHOW ORDERS MATCHING END OF ORDER VALID PAYMENTS-----  
'Comment out the lines below to show all orders  
'dim validpayments, types  
'if instr(Getconfig("xendofordervvalidpayments"), ",") > 0 then  
' validpayments = split(Getconfig("xendofordervvalidpayments"), ",")  
' sql = sql & " AND ("  
' for each types in validpayments  
' sql = sql & " ocardtype = '" & types & "' OR"
```

```
' next
' sql = left(sql, len(sql) - 2)
' sql = sql & ")"
'else
' sql = sql & " AND ocardtype = '" & Getconfig("xendofordervalidpayments") & "'"
'end if
'COMMENT ABOVE THIS LINE-----
```

6 Inventory


VP-ASP has two main tables related to products - categories and products. This section tells you how to update the inventory listings in VP-ASP.

6.1 Categories

You can have as many categories and sub-categories as you want, but you must have at least one category.

6.1.1 View all categories

When you login to your administration, you can add, edit and delete categories by going to Everyday Tasks > Categories > View/Edit Categories.

Add a Record

Categories


Categories Search

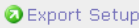
Switch to Advanced


Results Per Page 10

Selection criteria: categoryid equals

Reset Display











Mail Setup

Export Setup

Delete Mode

Page 1 of 2 [1 2]

Delete Selected Records

categoryid	catdescription	highercategoryid	catimage	hassubcategory	cathide	Edit	
1	Bedding	0	images/thumbs/vpaspdemo_pr...				<input type="checkbox"/>
2	Home Office	0	images/thumbs/vpaspdemo_ma...				<input type="checkbox"/>
3	Kitchenware	0	images/thumbs/vpaspdemo_ic...	Yes			<input type="checkbox"/>
4	Seating	0	images/thumbs/vpaspdemo_un...				<input type="checkbox"/>
5	Tableware	0	images/thumbs/vpaspdemo_am...				<input type="checkbox"/>
6	Clothes	0	images/thumbs/vpaspdemo_ts...	Yes			<input type="checkbox"/>
7	Funky Stuff	3	images/thumbs/vpaspdemo_ap...	Yes			<input type="checkbox"/>
8	Men's Clothes	6	images/thumbs/vpaspdemo_ts...				<input type="checkbox"/>
9	Women's clothes	6	images/thumbs/vpaspdemo_wo...				<input type="checkbox"/>
10	Gadgets	7	images/thumbs/vpaspdemo_ap...				<input type="checkbox"/>

Delete Selected Records

Page 1 of 2 [1 2]

To add a category, click the Add Record button at the top of the page.

To edit a category, click the Edit button next to the category you wish to change.

To delete a category, tick the box next to the category and click the Delete Selected Records button.

6.1.2 Adding a category

When you go to add a category, you will see the following form. The only required form is Description – all of the others are optional.

Basic Information

Add a Record

Description

Image

Upload image

Higher Category

Select

Sort

Subcategories

No

Hide

No

Match product

Match customer

catmemo

Paragraph

Font Name

Size

B

I

U

<BODY>

Cat Extra

Language

Template file

Add a Record


Description (catdescription)	This is the category name and it is a required field.
Image (catimage)	<p>If you want to display an image for this category, you can enter a filename or URL here (for example books.gif or http://www.vpasp.com/vpasp/images/books.gif).</p> <p>You can also upload an image from your local computer, which will be uploaded to your server and automatically entered into this box.</p>
Higher Category (highercategoryid)	If this category is to be a sub-category, you need to select its parent category from this dropdown.
Subcategories (hassubcategory)	If this category has subcategories, select Yes.
Hide (cathide)	If you do not want this category to display select Yes .
Match Product (matchproduct)	If you are using product matching – this needs to be same as the xproductmatch value in the shop\$config.asp file (see page 197 for more information on why you would use this).
Match Customer (matchcustomer)	If you want to limit this category so that it can only be viewed by certain customers, enter a value in here. This value must match the value in the customermatch field of the customer record for those that you want to be able to see this category.
Catmemo	You can enter a detailed description of your category here using HTML or plain text.
Catextra	If xdisplaycategoryfiles = Yes in your shop configuration, you can enter the name of a HTML or text file here that includes a detailed category description that is to be included at the top of product and sub-category pages.
Language	This field is included for compatibility with older versions of VP-ASP. You can add translations of the category after you have added the initial record by clicking the "Add Translation" button.
Template	If you want this category to display using a specific template, you can do this by adding the name of the template file here.

6.2 Products

Product records are the core items in your VP-ASP database.

6.2.1 View all products

When you login to your administration, you can add, edit and delete categories by going to Everyday Tasks > Products > View/Edit Products.

Add a RecordProducts

Products Search

Switch to Advanced

Selection criteria:


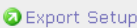

catalogid

equals

Results Per Page10

CategoriesSelect











ResetDisplay

Mail SetupExport SetupDelete Mode

Page 1 of 6

[1 2 3 4 5 6]

Delete Selected Records

catalogid	cocode	cname	cdescription	cprice	ccategory	Edit	<input type="checkbox"/>
1	desk1	Office Desk	1200 (W) x 790 (D) x 760mm...	469	2		<input type="checkbox"/>
2	desk2	Bookcase	Bookcase 800 (W) x 400 (D)...	164	2		<input type="checkbox"/>
3	desk3	Corner Workstation	1800 x 1800 (W) x 600 (D) ...	529	2		<input type="checkbox"/>
4	desk4	Student Desk	Ideal students desk.	249	2		<input type="checkbox"/>
5	table1	Cherry Table	Eastern cherry wood	250	5		<input type="checkbox"/>
6	table2	Glass Table	Modern glass table dining ...	795	5		<input type="checkbox"/>
7	chair1	Wheeled Chair	Changing the way people sit.	399	4		<input type="checkbox"/>
8	chair2	Desk Chair	Designed to suit the way p...	255	4		<input type="checkbox"/>
9	chair3	Manager's Chair	The managerial task chair	259	4		<input type="checkbox"/>
10	chair4	Elegant Chair	Elegance and simplicity	350	4		<input type="checkbox"/>

Delete Selected Records

Page 1 of 6

[1 2 3 4 5 6]

To add a product, click the Add Record button at the top of the page.

To edit a product, click the Edit button next to the product you wish to change.

To delete a product, tick the box next to the product and click the Delete Selected Records button.

6.2.2 Adding a product

The add product form is quite long, but allows you to select many advanced features for your product listings.

6.2.2.2 Pricing & Stock Control

Pricing and Stock Control

Price

Price 2

Price 3

Retail Price

Stock

Weight

Tax free

No

Free shipping

No

Hide

No

Supplier #

Select

Date available:

Price (cprice)	The price you are charging for this product (required).
Price 2 & 3 (price2 & price 3)	Extra fields – unused by default.
Retail Price (retailprice)	If you want VP-ASP to automatically display a price below the normal price, put a value here. Used to display the “saving” the customer by buying from you compared to the recommended retail price.
Stock (cstock)	How many units of this item you have in stock (numeric). Only used if xstockcontrol = Yes in your Configuration.
Weight (weight)	This is how much the product weighs (numeric). Only used if you have selected a shipping calculation based on weight.
Tax Free (taxfree)	Setting this to Yes means the product is excluded from tax calculations.
Free Shipping (freeshipping)	Setting this to Yes means the product is excluded from shipping calculations.
Hide (hide)	Setting this to Yes hides the product from display.
Supplier # (supplierid)	If you are using VP-ASP supplier reports, select the supplier this product comes from the dropdown list.
Date Available (cdateavailable)	Enter the date this product id available. This field is for your reference only and is unused by VP-ASP.

6.2.2.3 Categories, Features and Cross-Selling

Categories

Categories

Select

Sort

Add Category

Categories

Home Office (2)

Delete

Product Features

Feature Numbers:

1

Features

- Select -

Choose features from the box above to add them to the list of features displayed

Selection List

Cross Selling

Cross Selling Products

None

Office Desk [1]

Bookcase [2]

Corner Workstation [3]

Student Desk [4]

- Categories

To add a product to a category, simply select the desired category from the dropdown list and click Add. If you don't want a product to appear in a category that you have previously added it to, click the Delete link next to the category that you want to remove the product from.
- Feature Numbers

To select multiple features for this product, select each feature, in the order you want them to display on your site, from the select list.
- Selection List
(selectlist)

This is used for the selectlist feature display method. Enter each item for the select list, separated by a comma.
- Cross-Selling
Products
(crossselling)

To select multiple cross-selling items for this product, hold down the Ctrl key on your keyboard and click the features in the list.
- Note: Display for this item is different if you are adding or updating a product.

6.2.2.4 Other Fields

Other Fields

Order Button image:

Upload image

Manufacturer :

Front page

Minimum Quantity

Maximum quantity

Other1

Other2

Other3

Other4:

Other5:

Other Fields 3

Other Fields 4

Other Fields 5

Special Offer

Allow User Text

Include in Featured Products

No

Customer Upload Image

No

RMA allowed days

- Order Button Image

(buttonimage)

Manufacturer

(mfg)
- Front Page

(frontpage)

Minimum Quantity

(minimumquantity)
- Maximum Quantity

(maximumquantity)

Other1-5

(pother1-5)
- Other Fields 3-5

(level3-5)

Special Offer

(specialoffer)

Allow User Text

(allowusertext)

Include In Featured Products

(featuredflag)

Customer Image

(customerimage)

RMA Days

(rmadays)
- If you are using individual order buttons, you can replace the normal default button on a product by product basis. This is the name of an image file. May include full URL or folder such as ..\images\button.gif

This is the name of the company who manufactures this product. Not used by VP-ASP, but you can add it to your templates, if desired.

If you want this product to appear on the front page of your site, enter the same value that is in **xfrontpagevalue** in your configuration in this field.

A number in this field means that VP-ASP will either generate a drop down list for quantity using this number as a base or it will not allow customers to order a quantity less than this number, depending on your Configuration settings. If it is the first option, if you put 10 here, then the customer can only buy in multiples of 10. 10,20,30, etc.

Customers can only order up to this amount of this product, if you enter a value in this field.

Unused by VP-ASP but you can add information into these fields to reference from your templates. Some of these fields are referenced by advanced functions described throughout this manual.

Unused by VP-ASP but you can add information into these fields to reference from your templates. Some of these fields are referenced by advanced functions described throughout this manual.

If something is in this field, VP-ASP sort displays these products first with the information supplied. Otherwise it is unused.

This is included for compatibility with older versions of VP-ASP and is now unused.

If this is set to Yes, the product will be included in the featured product display.

If this is set to Yes, any customer ordering this product can upload an image to their order (useful for items where the customer can customize it, such as a t-shirt).

If you have RMA enabled, this is the number of days this product can be returned – after this number of days, the customer will not be able to submit an RMA request.

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6.2.2.5 Advanced Fields

Installments

Billing

Installments

Installment type

Installment interval

Inventory

Inventory display type

Has Sub-Products?

Installments

Billing

Installments

Installment type

Installment interval

Inventory

Inventory display type

Has Sub-Products?

Attachment (orderattachment)	If you have xendoforderattachments set to Yes in your Configuration, you can automatically add attachments at the completion of the order. This is the location of the file. It cannot be a URL. It must be a full disk address in form c:\mydirectory\myfile.xxx.
Download (orderdownload)	If you have xendoforderhyperlinkemail set to Yes in your Configuration, you an automatically generate download hyperlinks at the end of the order. This is the location of the file. It can be any valid filename or URL. If using Secure Downloads feature, a URL will not work - you need to enter a path to the file.
Extended Description Page (cdescurl)	Filename or ASP page. VP-ASP will automatically generate a hyperlink back to this page when the product is displayed. It can be a full URL (http://www...)
Template File (template)	You can enter a filename for a unique template to be used for the extended description page for this product. The default is tmp_product.htm.
Template Listing (templatelisting)	You can enter a filename for a unique template to be used in the shopdisplayproducts.asp listing for this product.
Discount Group (groupfordiscount)	If you have xproductgroupdiscount set to Yes in your Configuration, you can group products together to form a group where quantity discount will apply. The group name must match a group in the quantity prices table. When a customer purchases products in the same group, then the discount is applied to all the products based on the rules you have created.
Match Customer (customermatch)	If you have xproductmatchcustomer set to Yes in your Configuration, you can enter a keyword in here so that only customers with the same keyword in their Match Product field will see it.
Match Product (productmatch)	If you have xproductmatch set to Yes in your Configuration, you can enter a keyword in here so that customers who are visiting your store through a site with the same keyword in their shop\$config.asp file. will see it. This is so that you can have different sites set up in sub-directories and they can all share the same database but have different products.
Points (points)	If you have the points systems is enabled, you can specify the number of points customer receives if they purchase the product
Redeem Points (pointsredeem)	Currently unused by VP-ASP.
UserID (userid)	The administrative user assigned to the product. If you leave this blank, VP-ASP will automatically add the current logged in administrator.

6.2.3 Instalments & Inventory

Installments	
Billing	<input type="text"/>
Installments	<input type="text"/>
Installment type	<input type="text"/>
Installment interval	<input type="text"/>

Inventory	
Inventory display type	<input type="text" value="Select"/>
Has Sub-Products?	<input type="radio"/> Yes <input checked="" type="radio"/> No

Billing (Billprice)	If you have xbilling set to Yes in your Configuration, this is how much should be billed on each interval for this product.
Installments (Billinstallments)	If you have xbilling set to Yes in your Configuration, this is the number of times a person should be billed for this product.
Installment Type (Billinstallmenttype)	If you have xbilling set to Yes in your Configuration, this is the instalment period (Weekly, Monthly, Yearly, Daily).
Installment Interval (Billinterval)	If you have xbilling set to Yes in your Configuration, this is a number that says how often to bill. For example if this is "1" and the Installment Type is monthly, then a bill is sent once per month.
Inventory Display Type (Spdisplaytype)	You can change the way that sub-products are shown in the store by selecting an option from this list.
Has Sub-Products? (Hassubproduct)	If this is set to No, no sub-products will display even if you have added them in.

6.2.4 Custom product fields

If you have added your own custom fields to the products table, you can have them display on this page by modifying the following shop configuration options.

Xproductotherfields	A comma-delimited list of the field names in the database. These names cannot contain any spaces. For example - <i>yourfield2,yourfield2</i>
xproductothercaptions	This is the captions to display next to your database fields. These can contain spaces. For example – <i>My Caption 1, My Caption for yourfield2</i>

6.2.5 Uploading images

VP-ASP has a facility to allow you to upload images from your computer to your server and automatically updates the VP-ASP product or category field with the location of the image.

You need to set the following options in your shop configuration before you can upload images.

Xupload	Setting this to Yes turns the image upload facility on.
xuploaddirectory	This is the name of the default directory where images are to be stored. It should normally be in Windows relative addressing format such as <i>.. \images</i> or <i>images</i> .

6.2.5.1 Uploading an image

When this facility is turned on, additional hyperlinks are generated to the Upload Image page when you edit a product or category. If there is already an image listed, there is also a link to allow you to View the image.

Image	<input type="text" value="images/thumbs/vpaspdemo_atlantis.jpg"/>	Upload image View
Large image	<input type="text" value="images/full/atlantis_work.jpg"/>	Upload image View
Additional Image 1:	<input type="text"/>	Upload image
Additional Image 2:	<input type="text"/>	Upload image
Additional Image 3:	<input type="text"/>	Upload image
Additional Image 4:	<input type="text"/>	Upload image
Additional Image 5:	<input type="text"/>	Upload image

When you click the Upload Image link, a pop-up window will appear allowing you to upload your file.

Upload image

File

Name

Directory

Continue

The Browse button will bring up a window that will allow you to locate the file you want to upload.

You need to enter the folder name on the server that you want the image uploaded to in the Directory box. This folder must have write permissions set or you won't be able to upload.

When you are done, click Continue. If your upload has been successful, VP-ASP will display a message telling you the upload was successful and a link to view the image.

6.2.5.2 Errors

The two most common errors that are encountered when uploading images are:

1. The folder name on the server where the image is to be uploaded to does not exist. A message like this will appear:

Errors occurred trying to create D:\webs\yousite\shopping\images\aaa.gif
Path not found

You need to check that the folder name you entered in the Directory box actually exists.

2. The directory cannot be written to.

Errors occurred trying to create D:\webs\yousite\shopping\iaaa.gif
Permission denied

This means that Write permissions haven't been enabled on the directory you are trying to upload to. You need to speak to your host about setting Write permissions on this directory before you can try uploading again.

6.2.5.3 Restrictions

Most web hosting companies make their directories read-only, which prevents unauthorised persons from uploading content your site, but it also prevents you from uploading images to your server from the browser.

You will need to ask your web host to enable write permissions on a folder on your server, such as the *images* folder, before you will be able to upload any images using VP-ASP.

6.2.6 Inventory Products

If you want to set up a product as a “parent” product with multiple “child” products, you can do so by using the Inventory section of the product form (see page 40 for more information about inventory products).

Inventory 1 Add a Sub Product

Inventory display type Checkbox

Has Sub-Products? ☒ Yes ☐ No

Name	Description	
25	25 Triple DVD Cases with Inner Flap for DVD Packaging	Edit
50	50 Triple DVD Cases with Inner Flap for DVD Packaging	Edit
100	100 Triple DVD Cases with Inner Flap for DVD Packaging	Edit

To add a new sub-product, enter the number of sub-products you want to add into the text box at the top of the section and click Add a Sub Product.

This will make as many copies of the main product as you have entered and bring up a screen that allows you to edit them.

Here you can also choose the display type – as described on page 40. You need to also tick the box Yes if you are adding child products, to tell VP-ASP that it needs to look for them.

You can also see a list of each child product associated with this product and click the edit link to quickly access them.

6.2.7 Product Features

If you want to add features to your products that don't need to affect stock control on an individual basis, you can do so by selecting available features from the dropdown list. The item will be added to the box above the dropdown.

Product Features

Feature Numbers: 1

Features Colors [1]

Selection List Choose features from the box above to add them to the list of features displayed

For more information about features see page 34.

6.2.8 Stock Control

VP-ASP has a number of facilities related to stock control.

- Products can be hidden
- Out of Stock message can be displayed
- VP-ASP can limit quantity ordered to the amount in stock
- Decrement the stock level at the end of the order
- Display stock low reports
- Dependent Products - If your purchase x you must also buy y
- Associated Products - Where full stock control by features is required
- Restore stock on incomplete or cancelled orders

6.2.8.1 Decrementing Stock Level

VP-ASP can decrement the stock level at the end of the order – you need to set the following options in your shop configuration to control this.

Xstockcontrol	Setting this to Yes tells VP-ASP to adjust the stock level at end of order.
xupdatestockonprocessed	Setting this to Yes tells VP-ASP to hold off adjusting the stock level until the order is marked processed in the administration.

Note: VP-ASP cannot stop two separate customers ordering the same item at the same time. VP-ASP has no way of locking out one customer - the stock level is decremented only at the completion of the order or when it is marked processed, as defined above.

6.2.8.2 Hiding Low or Out of Stock Products

If you want to hide products that are low in stock or out of stock, you need to set the following option in your shop configuration.

Xstocklow	This is the stock level below which products will be hidden. For example – 1.
------------------	---

In the example above, only products with a stock level greater than 1 will be displayed.

6.2.8.3 Showing an Out of Stock Message

If you want to display an out of stock, or a low stock, message when the stock level reaches a certain number, set the following in Shop Configuration

Xoutofstocklimit	This is the stock level at which an out of stock, or low stock, message will be displayed. For example – 5.
-------------------------	---

In the example above, if the stock is five or less, then a message will be displayed.

6.2.8.4 Limiting quantity ordered

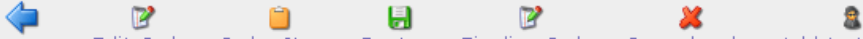
If you want to limit the number of products that can be ordered so that more than the level in stock can be ordered, you need to set the following in your shop configuration.

Xcheckstocklevel	Setting this to Yes limits amount ordered to the current stock level.
-------------------------	--

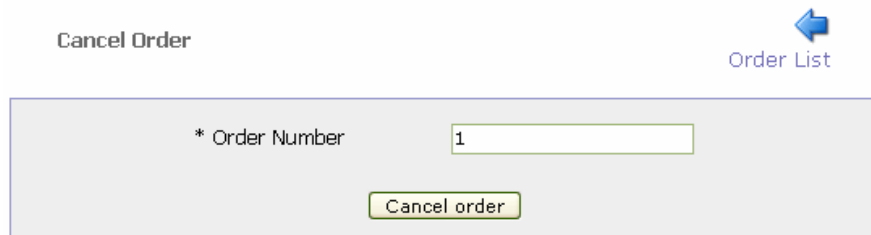
VP-ASP will display a warning message and/or reset the quantity to the stock level when the customer tries to add more than the number of products in stock to their cart.

6.2.8.5 Restore Stock on incomplete or cancelled orders

When you view an order, there is a button that allows you to cancel that order. When an order is cancelled, the order is marked as processed, cancelled and the stock is restored for each product that was ordered.

			
Order List Edit Order Order Items Restore Finalize Order Cancel order Add to Hacker			
Order Number 1 - Tuesday 16 January 2007 3:07:26 PM			
Products	Quantity	Unit Price	Total
Chrome Bed Delicate chrome finishes and smooth lines	1	US\$599.00	US\$599.00
Product Cost			US\$599.00
Total			US\$599.00

Clicking on Cancel Order brings up the next form



The form is titled "Cancel Order" and has a blue arrow icon pointing left with the text "Order List" next to it. Inside the form, there is a label "* Order Number" followed by a text input field containing the number "1". Below the input field is a green button labeled "Cancel order".

This is just to confirm that you want to cancel the order. If you are sure, click the Cancel Order button and the items ordered will be restored to the stock.

6.2.9 User uploaded images

For some products, you may want to allow your customers to upload an image to submit with their order – for example, for customizable products like t-shirts or coffee mugs.

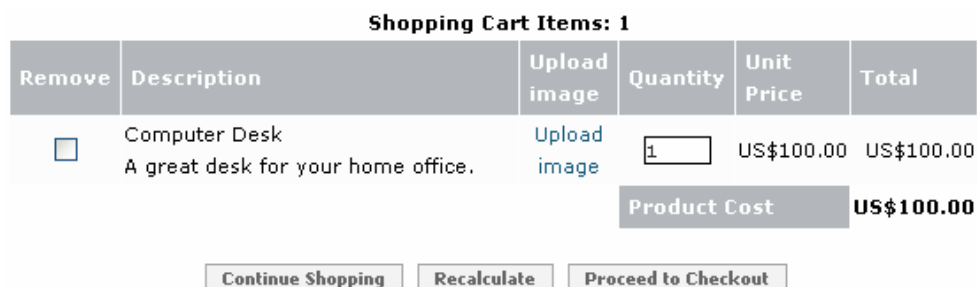
To do this, you need to set the following in your shop configuration.

xcustomerimages	Setting this to Yes will mean customers are able to upload images to go along with the product they have ordered, if that product has the "Customer Images" flag enabled.
------------------------	--

Then you need to edit each product you want to allow uploads for and set the Customer Images flag to true.

You also need to ensure you have a folder called **upload** on your server and that it has WRITE permissions enabled.

When the customer adds a product to their cart that allows image upload, there will be a link provided so they can upload their image.



The form shows a shopping cart with one item. The title is "Shopping Cart Items: 1". The table has columns: Remove, Description, Upload image, Quantity, Unit Price, and Total. The first row shows a checkbox, "Computer Desk", "A great desk for your home office.", "Upload image", "1", "US\$100.00", and "US\$100.00". Below the table, there is a "Product Cost" label and "US\$100.00". At the bottom, there are three buttons: "Continue Shopping", "Recalculate", and "Proceed to Checkout".

When they click the Upload Image link, they will be presented with a form that allows them to upload an image.

Please select your image using the form below and click Continue

Computer Desk A great desk for your home office.



The form has a label "File Name" followed by a text input field, a green button labeled "Browse...", and a button labeled "Upload". Below the form is a button labeled "Continue".

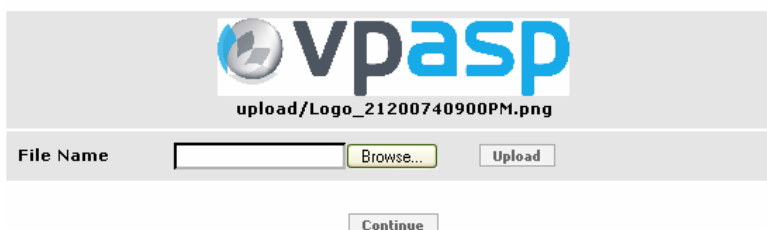
They click the Browse button to locate an image on their computer, then the upload button to upload it to your server.

When the image is uploaded, they will see a preview of the image.

Please select your image using the form below and click Continue


Computer Desk

A great desk for your home office.



Clicking Continue will return them to the cart.

When they complete their order, you can view the image they have uploaded in the administration when viewing their order.

Order List	Edit Order	Order Items	Restore	Finalize Order	Cancel order	Add to Hacker
Order Number 6 - Thursday 1 February 2007 4:18:00 PM						
Products	Image	Quantity	Unit Price	Total		
Computer Desk A great desk for your home office.	 View	1	US\$100.00	US\$100.00		
				Product Cost	US\$100.00	
				Total	US\$100.00	

Note: VP-ASP does not limit the size of the images your customers can upload, although most hosts will have the limit set to 200kb.

6.2.10 Minimum and Maximum Quantity

VP-ASP can handle minimum quantity requirements in two ways.

1. A dropdown list of quantities starting from the amount set in the minimum quantity field of the products table
2. Or VP-ASP can simply prevent the customer from ordering less than the minimum

The following configuration options allow you to control how quantity requirements are handled.

Xproductminimumquantity	Setting this to Yes tells VP-ASP to prevent a customer from ordering less than what is in the minimumquantity field of the products table. No tells VP-ASP to generate a drop down list of quantities based on the minimum quantity field.
Xproductminimumlist	If No is specified above, this is the number of entries in the drop down list. Default is 6.
xproductmaximumquantity	Yes says VP-ASP should enforce the maximum quantity for the product as specified in the product record

6.2.11 One-Off Products

If your products are unique and there is only one available, the following set of configuration options can be used.

The first removes the quantity from the product display and the second forces the shopping cart to have a static quantity.

xcartstaticquantity	Setting this to Yes stops the customer from being able to alter the quantity in the cart.
Xproductcaptions	LangProductName,LangProductDescription,LangProductPrice

xproductfields	cname,cdescription,cprice
-----------------------	---------------------------

Note: with the second two options above, you just need to remove the QUANTITY entry from the list.

6.2.12 Ask a Question

In order to easily allow your customers to send you a question about a specific product, you can set the following configuration option.

If you are using templates, you will need to add the following to the product display template file. If not, it will display automatically.

```
<a href="shopquestion.asp?id=[catalogid]">Ask a question about this product</a>
```

Xproductquestion	Setting this to Yes tells VP-ASP to generate a link so the customer can send a product specific question.
Xproductquestiontemplate	This is the folder and name of the template file used to display the question page. Default is <i>tmp_productquestion.htm</i> .

You are asking a question about.



Product Code: ice

Name: Virtual Black Ice Cream Scoop

Current Price: US\$11.99

Your Name

Your Email

Phone

Question about the product

Question about the product

6.2.13 Make an Offer

If you want to allow your customers the opportunity to make an offer on your products, you can do so by setting the following configuration options.

If you are using templates, you will need to manually add the following to your template file – if not, it will automatically appear.

```
<a href="shopmakeanoffer.asp?id=[catalogid]">Make an offer</a>
```

Xproductmakeanoffer	Setting this to Yes generates a link in your product display so that the customer can send you an email with their offer on a product.
Xproductoffertemplate	This is the template used to display the make an offer page. Default is <i>tmp_productoffer.txt</i> .

You are making an offer on.



Product Code: chair3

Name: Manager's Chair

Current Price: US\$259.00

Customer Information

Your Name

Your Email

Phone

Make an offer

Quantity

Offer (each)

Make an offer

6.2.14 Dependent Products

VP-ASP allows you to set up a structure of dependent products – for example, if a customer adds a specific product to their cart, they cannot checkout without also purchasing one or more dependent products.

Xproductdependentfield	This is the name of field in the products table that will hold a list of catalogids that must also be purchased when ordering the current product (eg. 1,5,7). Example field <i>pother5</i> .
-------------------------------	---

When a customer attempts to checkout, if there are any dependent products, a message appears on the top of the customer information page telling them that they need to purchase dependent products along with a hyperlink. The hyperlink takes them to a list of dependent products that need to be ordered and the customer can then add them to their cart.

6.2.15 Special Offers

The default templates that come with VP-ASP don't include the Special Offer field - if you want to use the Special Offer functionality and aren't using templates, then it will display with no changes.

If you are using templates, however, you will need to add the following to your template.

1. Make sure the first item in **xsortproducts** in your Configuration is "specialoffer desc".

```
xsortproducts = specialoffer desc, cname
```

2. Open tmp_product.htm and tmp_productformat.htm and add the following code where you want the special offer to appear:

```
[$SpecialOffer]
```

Note: The "\$" symbol will hide the line from displaying if there is nothing in the specialoffer field for that particular product. It must be the first character on the line.

6.3 Customer Reviews

If you want to allow your customers to add product reviews to your site, you can set this up in the Shop Configuration.

Xallowratingproducts	Setting this to Yes allows customers to submit reviews for your products.
Xratingproducthyperlink	Setting this to Yes tells VP-ASP to generate a hyperlink to "write a review" or "read reviews".
Xallowratingssummary	Setting this to Yes puts a summary of the ratings with the product display.
Xratingauthorize	Setting this to Yes means that you must manually authorize reviews before they are included on your site.
xratingmailtomerchant	Setting this to Yes means you will receive an email whenever someone submits a review on your website.

6.4 Gift Certificates

This feature enables customers to buy and redeem gift certificates in your store. A gift certificate is paid for like any other product in your shop and the person receiving the gift certificate can then use it to purchase any item in your shop. The certificate essentially acts as a discount up to the value remaining on the certificate.

6.4.1 Enabling gift certificates

In your shop configuration you need to set the following options to turn on the gift certificate feature.

xgiftcertificates	Setting this to Yes enables gift certificates on your site.
xgiftautoenable	Setting this to No means that you must manually edit the gift certificate and put something in the GiftAuthorized field before a customer can use it. This prevents hackers from trying to buy a gift certificate and then using it without first paying for it.
xgiftexpirydays	The number of days that a gift certificate is valid for.
xgiftlimit	This limits the amount of an individual gift certificate
xgiftprefix	This is a prefix used to generate the gift certificate number. For example, if you set this to "GIFT-" the gift certificate number will be "GIFT-nnnnn-yyy"
xgiftproductid	This is an internal number that is used to denote the item is as a gift certificate. Default is 9999. This shouldn't need to be changed unless you have over 9999 products in your database.
xGiftTemplate	This is the template that is used as the message to the gift recipient.

6.4.2 Buying a gift certificate

Multiple gift certificates can be bought at one time, as long as they are all of the same value and will have the same message associated with them (up to 255 characters).

The checkout process looks similar to normal shopping, except that it is specially written to handle gift certificates. For this reason, gift certificates cannot be purchased alongside regular products.

If a customer tries to do this, they will be prompted to either continue with the gift certificate purchase or with the regular purchase.

Buy A Gift Certificate

Follow these easy steps to order your gift certificate
Who are you sending gift certificate. Enter the name below.

Name	<input type="text"/>
* Email	<input type="text"/>

Who are you? Enter your name and e-mail address.

Your Name	<input type="text"/>
* Your Email	<input type="text"/>

Enter the amount of the gift.

Amount	<input type="text"/>
--------	----------------------

Add a message

Enter e-mail addresses separated by commas.
(if sending to more than one person)

Continue

If more than one gift certificate is to be purchased, your customer needs to enter the first person's details into the To Name and Email fields, then the additional recipients into the box at the bottom of the page. The additional recipients can only be specified by their e-mail addresses, not their name as well.

6.4.3 Using a gift certificate

During the normal shopping process on your site, a customer with a gift certificate can enter it on the same page as their other customer details.

The certificate is checked at this time to ensure it has value remaining, is authorized and that is hasn't exceeded its expiration date.

 Enter Your Gift Certificate Here

Gift Certificate	<input type="text" value="Gift-2121330-8"/>
------------------	---

Continue

6.4.4 How a gift certificate appears at the checkout

The gift certificate amount is deducted from the purchase price.

In the example below, the gift certificate had enough value to cover the full purchase.

Edit	Description	Quantity	Unit Price	Total
	Men's t-shirt			
Edit	Basic men's t-shirt in a variety of colors and sizes.	1	US\$10.00	US\$10.00
Product Cost				US\$10.00
Shipping Cost				US\$10.00
Gift Certificate				US\$-20.00
Total				\$0.00

6.4.5 FAQ on Gift Certificates

Can a customer use only a portion of the gift certificate?

Yes, the portion used is deducted from the remaining amount left on the certificate. The customer can then use the remaining amount for a purchase at a later time.

What happens if the amount on the gift certificate exceeds the purchase?

VP-ASP will bypass the normal payment processing and mark that payment was made by a specific gift certificate.

What happens if the gift certificate is less than the amount ordered?

The customer will be required to pay the difference between the amount purchased and the value of the gift certificate using your regular payment method.

How do I know who used a gift certificate?

VP-ASP records payment with a gift certificate in the orders table and it also puts trace information in the gifts table. You can see how many times a gift certificate was used, which orders they were used for and how much in each order.

Are Gift Certificates Hacker Proof?

There is no guarantee that hackers cannot compromise gift certificate processing.

What about Server Failures?

If the database fails to get updated properly because of a web server failure, it is possible that an order may not have been fully completed, yet the gift certificate usage details may have been updated. If this occurs you may need to restore the amount remaining based on the internal trace record. This is a simple edit of the gifts table.


6.5 Also Bought

When displaying your products, you can choose to have a list of products that 'others have also bought' displayed.

To activate this feature you need to set the following option in your shop configuration.

Xalsobought	Set this to Yes to have a list of products also purchased by others when they have bough this product.
--------------------	---

The example below shows the Desk Chair display, and below the Corner Workstation as a product that other customers who have bought the Desk Chair have also bought.



Desk Chair

Designed to suit the way people work

Product Code: chair2

Stock 25

US\$255.00

Was ~~US\$310.00~~

Saving: US\$55.00

[Tell a friend about this site or product](#)

Designed to suit the way people work

Customers who bought this item also bought



Corner Workstation

1800 x 1800 (W) x 600 (D) x 720mm (H).

Our Price: US\$529.00

[click to see more](#)

Note: This feature will not work with split databases turned on.

6.6 Digital Downloads

At the end of an order VP-ASP can handle electronic delivery of goods in four ways:

- A hyperlink to the file
- A secure hyperlink to the file (where the path of the file is masked)
- An attachment to the invoice email
- A hyperlink in the invoice email
- A secure hyperlink in the invoice email (where the path of the file is masked)

6.6.1 End of Order Valid Payments

At the end of any order that involves digital delivery, VP-ASP checks the type of payment being made against a list that is supplied in the Shop Configuration.

If the payment does not match, then no hyperlink or attachment is added.

This helps against hackers trying to steal your goods.

xendofordervalidpayments	This is a comma-delimited list of payments that allow digital goods to be delivered automatically. If the customer's payment type does not match an item in this list they will not receive the file automatically. Default is <i>Visa,Mastercard</i> .
---------------------------------	---

If the customer's payment type isn't in the xendofordervalidpayments, once you have approved their order, you should change the ocardtype of the order record to one of the xendofordervalidpayments and the customer can download the file from the customer service center.

You can also use VP-ASP's remail facility (see page 102) to send the files to the customer's email address.

6.6.2 Hyperlink

For each product you have that you want to provide a hyperlink at the end of an order, you need to fill in the Download field in the product record.

The following Shop Configuration options are also required.

xendoforderhyperlinks	Setting this to Yes tells VP-ASP to generate hyperlinks for products at the end of an order.
xendoforderhyperlinkfield	The name of the field in the products table of the database to look for hyperlink information. Default is <i>orderdownload</i> .

6.6.3 Secure hyperlink

If you want to mask the URL of your files, you can do so by using the secure hyperlinks function.

You need to enter the physical location of the file in the download field of the product record. The files can be in a folder not directly viewable on the web but must be in a folder that can be read by VP-ASP.

The following shop configuration options control this feature.

Xdownloads	Setting this to Yes turns on the secure download facility.
Xdownloadlimitcount	This is the number of times a specific product can be downloaded.
Xdownloadlimitdays	This is the number of days from the original purchase date a product can be downloaded.
Xdownloadblock	Setting this to Yes blocks all downloads until changed to No.
Xdownloadfeature	<p>Setting this to Yes tells VP-ASP that a different download should be used when that feature is selected.</p> <p>In the featureother1 field you place a field name in the products table where the alternate file is located. You do NOT place the file name itself.</p> <p>So featureother1 may have pother4 for example. Then in the actual product record, you place the real file name in the pother4 field.</p>

6.6.4 Order Attachment

If you want your files to be attached to the invoice email received by the customer, you can do so by using the following settings.

First, you need to add the physical address of the file to your product record in the attachment field.

Then you need to enable the following settings in your shop configuration.

xendoforderattachments	Setting this to Yes tells VP-ASP to add attachments to the customer e-mail at the end of the order.
xendoforderattachmentfield	This is the name of the field in the products record to look for the attachment. Attachments must be real disk address such as c:\mydirectory\data\abc.zip. Default is <i>orderattachment</i> .

6.6.5 Hyperlink in invoice email

To send a hyperlink to the file to your customers in their invoice email, you need to add the full URL to the file into the download field of the product record.

Then you need to enable the following settings in your shop configuration.

Xendoforderhyperlinkemail	Setting this to Yes tells VP-ASP to add a hyperlink to the download file in the customer invoice email.
Xendoforderhyperlinkfield	This is the name of the field in the products record to look for the hyperlink. Hyperlinks must be the full URL, not a relative URL – for example http://www.vpasp.com/vpasp/file.jpg . Default is <i>orderdownload</i> .

6.6.6 Secure hyperlink in invoice email

For each product you have that you want to provide a hyperlink at the end of an order, you need to fill in the Download field in the product record.

The following Shop Configuration options are also required.

Xdownloadsemail	Setting this to Yes tells VP-ASP to include secure hyperlinks in the end of an order email to the customer.
xendoforderhyperlinkfield	The name of the field in the products table of the database to look for hyperlink information. Default is <i>orderdownload</i> .
Xdownloadswithoutlogin	Setting this to Yes allows the customer to download files from their emails without logging in. Recommended set to No to ensure your files are only downloaded by authorized customers.

6.6.7 Benefits of using secure methods

Using the secure download methods provides a way of delivering downloadable products and protects against hackers or unauthorized customers from downloading these products.

VP-ASP Secure Download has the following facilities:

- Your products are off the web and cannot be downloaded directly by anyone.
- No direct download link is generated and therefore cannot be bookmarked.
- The customer is permitted to download the product only if paid for by a payment method you nominate.
- Customers can download the product a limited number of times. They must be the original purchaser.
- Customers can download a product until a specific date.
- The file to be protected must reside on the same physical server as VP-ASP.

7 Content Management

VP-ASP has a built in content management system that allows you to dynamically create and update special pages within your shop. For example you can create an about us page, a privacy policy or a shipping instructions page - there is no limit to what you can create!

There are two steps involved in creating dynamic content in VP-ASP:

1. Add your information to the *content* table
2. Add hyperlinks to your content using the file *shopcontent.asp*

7.1 Adding and Updating Content

You can add and edit your pages through the VP-ASP administration section Occasional Tasks > Content > View/Edit Content. Below is a summary of the fields in the Content record.

The screenshot shows a web form titled "Basic Information" for managing content. It includes the following fields and controls:

- Type**: A text input field.
- Content Header**: A text input field.
- Content Body**: A rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, list, and other formatting options.
- Image**: A text input field with an "Upload image" link next to it.
- Hide**: A dropdown menu with "No" selected.
- Template file**: A text input field.
- Language**: A text input field.
- Other Fields 1**: A text input field.
- Other Fields 2**: A text input field.
- Only available to registered users**: A dropdown menu with "No" selected.
- Add a Record**: Two buttons, one at the top right and one at the bottom right.

Type (messagetype)	This is a name to reference the page by – it should be a one word description of the page.
Content Header (message)	This is the title for the page.
Content Body (message2)	This is the main body of information for the page.
Image (contentimage)	This is the URL of an image to be displayed on this page.
Hide (hide)	Setting this to Yes will hide the page from displaying.
Template (template)	If you want to use a custom template to display this information, enter the folder and name of the template here. This defaults to tmp_content.htm .
Language (contentlanguage)	If you are using the old method of adding translations (xselectproductsbylanguage=Yes) then enter the language that this content entry belongs to here.
Only available to registered users (loggedin)	Setting this to Yes means that only customers who are logged into your site can view this content.

If you create two content records with the same Type, VP-ASP will always show the most recently added version. This is useful if you want to keep an archive of past content records.

7.2 Linking to Content

To add a link to your newly added content, you can simply add a snippet of code as shown below anywhere in your site.

```
<a href="shopcontent.asp?type=aboutus">About us</a>
```

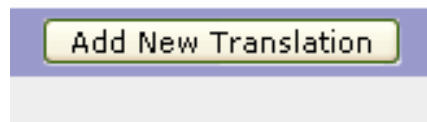
If you want to add a dropdown list of your content pages to your site, you can do this by adding the following code.

```
<%navigateshowcontent%>
```

7.3 Content Translations

If your site is set up to handle multiple languages, you can enter several different versions of the same content record for each language you have available.

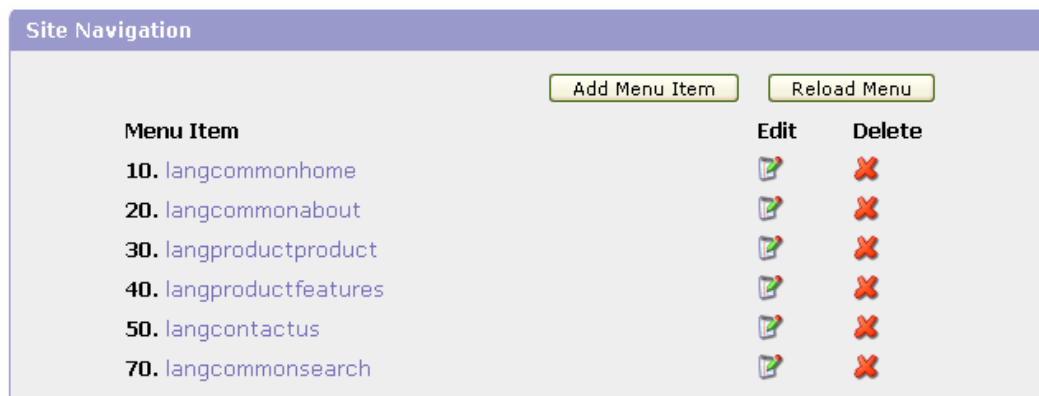
To do this, simply go the edit page for the Content record you want to create a translation for and then click the Add New Translation button below the main content information.



This will take you to a page that will allow you to enter translated versions of the Title and Body of your content record.

7.4 Setting up Site Navigation

You can change the top navigation on your site through the administration by going to Occasional Tasks > Navigation > Site Menu Setup.



This screen shows you a list of your current menu items and allows you to add, edit and delete them.

To add a menu item, click the Add Menu Item button at the top of the page.

To delete a menu item, simply click the Delete button next to it – you will be asked “are you sure you want to delete this item”, to give you a chance to change your mind.

To edit a menu item, click the Edit button next to it.

Whenever you make a change to your menu, you need to reload it by clicking the Reload button. This will re-generate the HTML that makes up your menu.

7.4.1 Adding and editing menu items

The following form allows you to add and edit menu items on your site.

Menu Item Details

Menu Name:

URL:

Select the page you wish to link to:

Home Page (Windows)

OR

Type in the URL to the page you wish to link to:

Sequence Number (lowest number appears first):

Open In:

Same Window

Parent Menu Item:

Top Level Item

Only show in this site:

submit

Menu Name	<p>This is the display name of the menu item. If you are using multiple languages on your site and you want it to translate, you can enter a keyword from the languages table here.</p> <p>For example, instead of entering <i>Products</i> as your menu name, use <i>langcommonproducts</i>.</p>
URL	<p>You can either select an item from the dropdown list or enter your own URL into the box.</p> <p>The dropdown box contains commonly used pages and also allows you to link to any records you have in the Content table.</p>
Sequence Number	<p>This determines which order this item will appear in the menu.</p>
Open In	<p>You can have menu items open links in the same window or a new browser window.</p>
Parent Menu Item	<p>If the menu item you are creating is a sub-menu item, you need to select the parent menu item from this list.</p>
Only show in this site	<p>If you are using product matching and want to have a different menu for each store you have set up, you can enter the keyword from xproductmatch in the shop\$config.asp that you want this menu item to belong to here.</p> <p>Note: You must reload the menu for any changes in this field to take effect and you must do so in the shop administration for each different shop you have set up.</p>

8 Order Management

Displaying and processing orders is one of the most important facilities of VP-ASP.

The VP-ASP administration allows you to:

- Display an order
- Edit the order
- Restore an order and change items
- Delete an Order
- Restore stock on returned or cancelled orders
- Display orders by criteria such as paid, unpaid, or status. Status types are defined by you
- Mail on processed to the customer
- Mark an order processed or in some other state
- Send tracking messages to the customer
- Display sales reports by any date
- Display orders by specific customers
- Find repeat customers

8.1 Processing Orders

The page shown below is the main order processing page. It automatically displays the newest unprocessed orders.

By clicking the processed check box and clicking the Mark As Processed, the order will no longer automatically display the next time you view this page.

Search Orders

Switch to Advanced

Only show Orders that are:

Unprocessed

All Orders

Filter Orders on catalogid

Results Per Page 20

Search

Select

Display

Page 1 of 1

[1]

orderid	customerid	Date	Amount	Last Name	Country	Payment Type	Processed	Failed	Print	View	Edit	Delete
3	1	1/17/2007	US\$695.00	Buyer	US	Cash	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>
2	1	1/16/2007	US\$599.00	Buyer	US	Check	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>

Mark as Processed

Mark Failed

Delete Selected Records

Page 1 of 1

[1]

- **View detailed information about the order**
 - Click the icon in the View column next to the order you want to view
- **Edit the order**
 - Click the icon in the Edit column next to the order you want to change
- **Edit the customer record**
 - Click the Customer ID to view the customer record
- **Delete the order**
 - Tick the checkbox in the Delete column next to the order to be deleted and then click the Deleted Selected Records button.
- **Process the order**
 - Tick the checkbox in the Processed column next to the order to be processed and then click the Mark as Processed button.
- **Mark the order failed**
 - Tick the checkbox in the Failed column next to the order to be marked as failed and then click the Mark Failed button. This will remove any affiliate associations, coupons,

commissions and points from the order, change the payment type to "FAIL", remove any credit card details that have been entered and mark the order processed.

- **Print the order**
 - Click the icon in the Print column next to the order you want to Print.
- **Filter orders using the top section to view any previous orders**

8.1.1 Pending and Other Status

If you need additional statuses besides unprocessed and processed to be associated with an order, you can set this up in your shop configuration.

Xorderpending

Setting this to **Yes** displays a set of status values for an order that can be set and searched for when displaying orders.

Xorderpendingvalues

A list of values used to set the status of an order. For example - *Pending, Back Order, Other*

8.1.2 Mail customer when order marked processed

When an order is mark processed VP-ASP can send an email to the merchant and customer to tell them of this new status. Two Shop Configuration fields control this facility.

Xmailprocessed

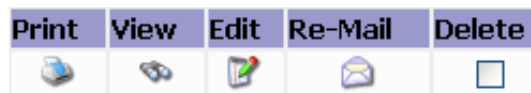
Setting this to **Yes** tells VP-ASP to send an email to the merchant and customer when an order is marked processed.

Xmailprocessedtemplate

The template used to e-mail the customer. By default this is **Tmp_customerprocessed.txt**.

8.1.3 Re-mailing Digital Downloads

If you want to resend digitally delivered files to your customer, you can do so by clicking the Re-Mail icon next to the order you want to resend.



This will bring up a form that allows you to specify who you want to email and what you want to send.

Send files to customer

Email

fred@abc.com

Name

fred buyer

Filename 0

Subject

Ref: #1 - Shopping Order

Order Number

1

Template

tmp_remailcustomer.htm

Send File Now

Email

This is the email address you are sending to.

Name

This is the name of the person you are sending to.

Filename

The name of the file you want to have attached to your email. You need to enter the full path to the filename here.

For example

C:\inetpub\wwwroot\vpasp\downloads\test.zip.

Subject

The subject line for your email.

Order Number

The order ID.

Template

The template to use to format the email.

Note: You can call information from the **customers** table

into this template.

8.2 Viewing New Orders

The first page of the VP-ASP administration has a section that allows you to view new orders.

New Orders:					
#2	Fred Buyer	1/16/2007	US\$599.00	Check	US

You can also view new orders by going to Everyday Tasks > Orders > View Orders.

To view the order in detail, click on the Order ID.

Order Number 2 - Tuesday 16 January 2007 4:36:54 PM			
Products	Quantity	Unit Price	Total
Chrome Bed Delicate chrome finishes and smooth lines	1	US\$599.00	US\$599.00
Product Cost			US\$599.00
Total			US\$599.00
Customer Information			
First Name	Fred		
Last Name	Buyer		
Address	45 Demo Place		
City	Demo City		
State	CA		
Post Code	90001		
Country	US		
Email	fred@abc.com		
Phone	555 6666		
Company	Demo Co		
Payment Information			
Payment Type	Check		
IP address	10.0.0.103		
Selected Currency	USD		
Conversion Rate	1		
Shipping Information			
Shipping Method	Download		
Deliver on or before	1/16/2007		

8.2.1 Viewing Items Ordered

To view or edit the items the customer has ordered, click on the Order Items link at the top of the page.

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[1]

Edit	catalogid	Quantity	Name	Price	Euro Price	Supplier #	Gift Address	Delete
Edit	17	1	Chrome Bed Delicate chrome finishes and smooth lines	US\$599.00	898.5	0		<input type="checkbox"/>

Delete Selected Records

Page 1 of 1
[1]

This will bring you to a page which lists each item purchased and can you edit or delete them.

8.3 Sales Reports

This sales report displays information and totals of sales over a specified date range.

Merchant Sales Summary

First select a date range or a month or a year

From Date

To Date

Month
Select

Year
Select

☐ Today

☐ Yesterday

Max rows for detailed display

Order Types: Show All

Show Processed Orders Only: ☐

Summary Report

Reset

Detailed Report

You can choose your ranges as follows:

- A specific date period, using the From Date and To Date boxes
- A month and year, using the Month and Year selectors
- A year, just using the Year selector
- Today
- Yesterday

You can also specify to only include orders that meet a certain criteria, including:

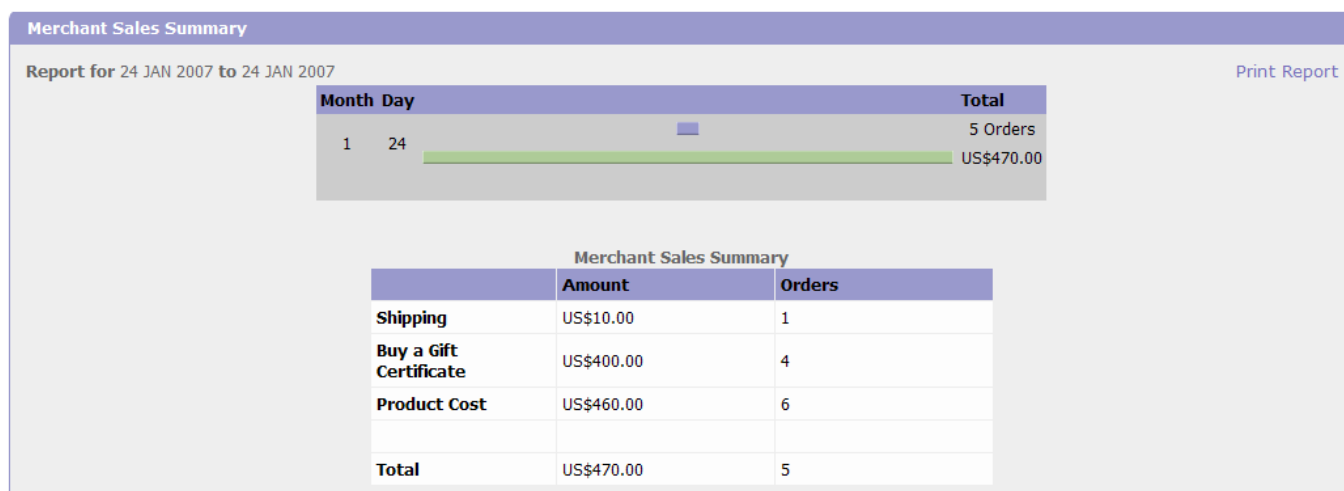
- Valid Payments
- Cancelled Orders
- Processed Orders Only
- And more!

There are two display options for your reports – Summary or Detailed.

The Summary report displays a table of dates with the number of orders and totals for that period.

The Detailed report shows each order and the total sales for the date range specified.

8.3.1 Summary Report



8.3.2 Detailed Report

Merchant Sales Summary

Report for 24 JAN 2007 to 24 JAN 2007 [Print Report](#)

Order Number	Total	Date of Order	First Name	Last Name	City	State	Country
1	US\$70.00	24/01/2007	Fred	Buyer	Demo City	CA	US
2	US\$100.00	24/01/2007	Fred	Buyer	Demo City	CA	US
3	US\$100.00	24/01/2007	Fred	Buyer	Demo City	CA	US
4	US\$100.00	24/01/2007	Fred	Buyer	Demo City	CA	US
5	US\$100.00	24/01/2007	Fred	Buyer	Demo City	CA	US

[1]

Merchant Sales Summary

	Amount	Orders
Shipping	US\$10.00	1
Buy a Gift Certificate	US\$400.00	4
Product Cost	US\$460.00	6
Total	US\$470.00	5

Merchant Sales Summary

Report for 24 JAN 2007 to 24 JAN 2007 [Print Report](#)

Order Number	Total	Date of Order	First Name	Last Name	City	State	Country
1	US\$70.00	24/01/2007	Fred	Buyer	Demo City	CA	US
2	US\$100.00	24/01/2007	Fred	Buyer	Demo City	CA	US
3	US\$100.00	24/01/2007	Fred	Buyer	Demo City	CA	US
4	US\$100.00	24/01/2007	Fred	Buyer	Demo City	CA	US
5	US\$100.00	24/01/2007	Fred	Buyer	Demo City	CA	US

[1]

Merchant Sales Summary

	Amount	Orders
Shipping	US\$10.00	1
Buy a Gift Certificate	US\$400.00	4
Product Cost	US\$460.00	6
Total	US\$470.00	5

8.4 Order Tracking

Order tracking allows you to easily send messages about the status of orders to your customers and other departments in your business and for your customers to contact you with questions about their order.

8.4.1 Tracking configuration

The following shop configuration options allow you to set up tracking in your store.

Xtracking	Setting this to Yes turns on order tracking.
xtrackingcustomerread	If set to Yes , your customers can read tracking messages you post about their order, unless they are set to be private.
xtrackingcustomerwrite	If set to Yes , customers can write their own tracking messages that are sent to you.

8.4.2 Viewing tracking messages

To view any tracking messages left regarding a particular order you can click the Track button next to the order on the View Orders page.

Page 1 of 1										[1]			
orderid	customerid	Date	Amount	Last Name	Country	Payment Type	Processed	Failed	Print	Track	View	Edit	Delete
8	7	1/22/2007	US\$509.15	Banks	US		<input type="checkbox"/>	<input type="checkbox"/>					
7	6	1/19/2007	US\$174.00	Banks	US	Check	<input type="checkbox"/>	<input type="checkbox"/>					
6	5	1/19/2007	US\$172.25	Banks	US	Cash	<input type="checkbox"/>	<input type="checkbox"/>					
5	5	1/19/2007	US\$172.25	Banks	US	Order Canceled ***	<input type="checkbox"/>	<input type="checkbox"/>					
4	5	1/19/2007	US\$172.25	Banks	US	Order Canceled ***	<input type="checkbox"/>	<input type="checkbox"/>					
3	5	1/19/2007	US\$421.25	Banks	US	Check	<input type="checkbox"/>	<input type="checkbox"/>					
2	4	1/19/2007	US\$607.25	Banks			<input type="checkbox"/>	<input type="checkbox"/>					
1	0		US\$0.00	Banks			<input type="checkbox"/>	<input type="checkbox"/>					

Mark as Processed

Mark Failed

Delete Selected Records

Page 1 of 1

[1]

On the first page of your administration, there is also a listing of new tracking messages and in the left hand summary column, there is a count of Tracking Messages.

8.4.3 Merchant tracking options

The following page allows you to write messages about the status of the order. These messages can be:

- E-mailed to the customer automatically
- Simply saved with the order for the customer to view
- Saved with the order and only the merchant can view it

Add New Tracking Message

Order Number

6

Your Name

E-mail address

fredabc.com

Email message to customer

☒

Customer can view message

☒

Tracking Message

Continue

Change Order Status

Order Status

Shipped

Continue

Tracking Message History

You can also change the status of an order here and view previously posted messages about this order.

8.4.4 Customer tracking

If you have **xtrackingcustomerwrite** set to Yes in your shop configuration, your customers will be able to read and create tracking messages through the Customer Service menu.

When the customer views the order, they will be able to see any messages you have created (that aren't marked private) and also create their own messages which are e-mailed to you.

8.5 RMA

The VP-ASP Return Merchandise Authorization (RMA) system is made up of two parts - the customer portion to allow customers to request returns of either the whole of an order or an individual portion of an order and the administration section allows you to display, format and action the RMA requests.

To turn on RMA, you need to set the following shop configuration options.

Xrmaallowed	Setting this to Yes turns on RMA.
Xrmaprefix	The prefix used to create the actual RMA name. Default is RMA .
Xrmacustomeractions	This is a comma-delimited list of RMA actions the customer can select from. Default is Refund, Exchange, Other .
Xrmacustomeractions captions	This is a comma-delimited list of captions to be associated with the items above, which are displayed to the customer.
Xrmamerchantactions	This is a comma-delimited list of RMA actions that can be chosen by the merchant. Default is Return Goods, Refund Issued, Return not allowed, Goods sent, Other .
Xrmareturndays	The number of days allowed for a return of a complete order. Default is 30 .
Xrmacustomertemplate	This is the template used to email the customer when they make an RMA request. Default is Tmp_rmacustomer.txt .
xrmamerchanttemplate	This is the template used to email the customer when they make an RMA request. Default is Tmp_rmamerchant.txt .
Xrmamerchantformattemplate	This is the template used to format the RMA display in the browser. Default is Tmp_rmamerchantformat.htm .
Xrmacustomerformattemplate	This is the template used to format the RMA display in the browser. Default is Tmp_rmacustomerformat.htm .
xrmacustomerfrommerchanttemplate	This is the template used to format the email to the customer when you respond to their RMA request. Default is tmp_rmacustomerfrommerchant.txt .
Xrmagifttemplate	This is the template used to send the customer a gift certificate if their RMA request is approved. Default is tmp_rmagift.txt .

8.5.1 Customer View

When a customer goes into the customer service area and clicks the Review Orders link, they are presented with a list of their past orders. There is a link next to each order that allows the customer to raise an RMA for that order.

Orders are listed by latest date first									
Order Number <input type="text"/> <input type="button" value="Continue"/>									
Order #	Amount	Date of Order	First Name	Last Name	Status	Processed	Restore	Track	RMA
2	US\$50.00	1/25/2007	Fred	Buyer	No		Yes	Yes	RMA
[1]									

This link brings up a form that allows the customer to submit their RMA request.

Email Message To Merchant

Order Number: 2

Your Name: Fred Buyer

E-mail address: fred@abc.com

☐ Refund Order

☐ Exchange Product

☐ Other

Comments/Special Instructions

Continue

The radio buttons are generated based on the following two shop configuration options.

Xrmacustomeractions

This is a comma-delimited list of RMA actions the customer can select from. Default is **Refund, Exchange, Other**.

Xrmacustomeractionscaptions

This is a comma-delimited list of captions to be associated with the items above, which are displayed to the customer.

When the customer submits this form, the following events occur.

1. An email is sent to the merchant
2. An email is sent to the customer
3. A record is stored in the *shoprma* table.
4. If customer tracking has been turned on, a tracking message is written but not emailed.

The mailing is done via two templates.

Xrmacustomertemplate

This is the template used to email the customer when they make an RMA request. Default is **Tmp_rmacustomer.txt**.

Xrmamerchanttemplate

This is the template used to email the merchant when they make an RMA request. Default is **Tmp_rmamerchant.txt**.

The customer receives a confirmation messages that emails have been sent.

Before an RMA is submitted, the order is checked against the following shop configuration variable.

Xrmareturndays

The number of days allowed for a return of a complete order. Default is **30**.

If the order is older than the number of days specified, it cannot be returned and a message is displayed to the customer.

If a specific product is being returned, a second check is made of the product record, for a value in the field **rmadays**. If **rmadays** is 0, the product can never be returned. Otherwise, the date is checked and if the order is older than the number of days specified, the RMA fails and the customer is presented with an error message.

A customer can review all of their past RMA requests through the customer service menu by clicking on the View RMAs option. They can view a detailed display of the RMA request by clicking the RMA ID.

RMA	RMA-2-3
Order Number	2
Order Amount	US\$50.00
Order Date	Thursday 25 January 2007
RMA Date	Thursday 25 January 2007
Product	Men's Jeans
Customer Name	Great sturdy jeans for work or play. 3/4 length makes them perfect for summer days.
Customer Email	Fred Buyer
Customer Request	fred@abc.com
Customer Comment	Refund
Merchant Response	I don't want this product anymore.
Merchant Name	Okay, have your money back then.
Merchant Date	Fred
	Thursday 25 January 2007

You can change the way this page displays by editing the template defined in the following shop configuration option.


Xrmacustomerformattemplate

This is the template used to format the RMA display in the browser. Default is **Tmp_rmacustomerformat.htm**.


8.5.2 Merchant View

The administration has facilities to allow you to view, alter and respond to RMA requests. When you login, you will see a count of new RMA in the left hand column.

Logged In As:


admin
last login:
1/25/2007 2:18:00 PM

Unprocessed Orders: **3**
Orders In Today: **3**
Tracking Messages: **0**
Gift Certificates: **0**
Product Reviews: **0**
RMA: **3**

 Log Out

There is also a list of new RMAs shown in the main body of the page.

New RMA Messages:				
#3	Fred Buyer	1/25/2007	Refund	I don't want this product anymore.
#2	Fred Buyer	1/25/2007	Refund	I don't want this product anymore.
#1	Fred Buyer	1/25/2007	Refund	I don't want this product anymore.

You can also view a list of all RMAs by going to Everyday Tasks > Orders > View RMAs.

Search Orders

Switch to Advanced

Only show RMA that are:

Unprocessed

All Orders

Search

Select

Filter Orders on catalogid

Results Per Page

20

Display

Page 1 of 1

[1]

rmaid	orderid	Date	customerid	Name	Request	Merchant	Processed	Track	View	Edit	Delete
3	2	1/25/2007	1	Fred Buyer	Refund	Refund Issued	<input type="checkbox"/>				
2	2	1/25/2007	1	Fred Buyer	Refund		<input type="checkbox"/>				
1	2	1/25/2007	1	Fred Buyer	Refund		<input type="checkbox"/>				

Mark as Processed

Delete Selected Records

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[1]

From this page you can:

- View the RMA
- View the order
- Edit the RMA
- Edit the customer record
- Mark the RMA processed
- Delete the RMA
- Search for specific records

By clicking on the RMA ID, or on View, you can access a form that allows you to evaluate and respond to the request.

RMA Merchant response

Merchant Action

Refund Issued

Your Name

Fred

Your Email

your@yourownvpaspsite.com

Template file

tmp_rmacustomerfrommerchant.txt

Refund Amount

10

Merchant Response

Okay, have your money back then.

Private Notes

Continue

☐ Email Customer
 ☐ Send Gift certificate to customer
 ☐ Add message to tracking
 ☐ Update RMA only

The Merchant Action dropdown list is generated by the following shop configuration option.

Xrmamerchantactions

This is a comma-delimited list of RMA actions that can be chosen by the merchant. Default is **Return Goods, Refund Issued, Return not allowed, Goods sent, Other**.

The checkbox actions are generated from the code – the gift certificate and tracking actions will not appear if the relevant configuration options aren't turned on. You can choose to have only one action completed when you submit the form or all of them.

- Email the customer a message and store message in the shoprma table.
- Create a gift certificate and have it emailed with your response to the customer.
- Add a message to the tracking table with or without emailing it to the customer.
- Update the shoprma table without mailing anyone.

Any notes you add in the **Merchant Response** field can be viewed by the customer. Any in the **Private Notes** field cannot.

Below this form, a summary of the RMA request is displayed so that you can evaluate the request.

RMA	
RMA	RMA-2-3
Order Number	2
Order Amount	US\$50.00
Order Date	Thursday 25 January 2007
RMA Date	Thursday 25 January 2007
Product	Men's Jeans Great sturdy jeans for work or play. 3/4 length makes them perfect for summer days.
Customer Name	Fred Buyer
Customer Email	fred@abc.com
Customer id	1
Customer Request	Refund
Customer Comment	I don't want this product anymore.
Merchant Response	Okay, have your money back then.
Merchant Name	Fred
Merchant Date	Thursday 25 January 2007
Merchant Notes	

You can change the way this page displays by editing the template defined in the following shop configuration option.

XrmamERCHANTFORMATtemplate

This is the template used to format the RMA display in the browser. Default is **Tmp_rmamERCHANTformat.htm**.

9 Customer Management

VP-ASP is very flexible in the way it obtains your customer's details enabling you to set up the customer registration and checkout page exactly how you need it.

9.1 Customer Information Form

The default customer information form is shown below. It displays a form asking for customer name, address, etc.

This form can be configured to hide fields or add fields depending on your unique requirements.

Previous Customers Can Just Login



Start as new user

New customers can create an account so that you can shop faster in the future and keep track of orders you have made in the past.

[Sign Up](#)

Login

Returning customers can login using the form below.

Last Name

Email

[Login](#)

Customer Registration

Fields with an * are required

Please select a Shipping Method

If shipping to a location other than your customer address, please fill in all fields



Customer Information

* First Name

* Last Name

* Address

* City

* State

Select

* Post Code

* Phone

* Email

Country

Select

Company

Join our mailing List

☐

How did you hear about us?

Select

Copy billing details to shipping

☐

Shipping Information

* Shipping Method

Select

Ship to Name

Address

City

State

Select

Post Code

Country

Select

Company



Order Comments And Special Requests

[Continue](#)

9.1.1 Customer Configuration Options

The following Shop Configuration options allow you to modify how this form appears.

Xsslshopcustomer	If you have an SSL certificate and you would rather it kick-in at the customer details page (shopcustomer.asp) instead of the checkout page, set this to Yes . You must also enter your SSL address into xssl (eg. https://www.vpasp.com/vpasp).
xallowcustomerupdates	Setting this to Yes allows customers to alter their details when they next purchase.
Xmaillistcheckbox	Setting this to Yes allows customers to join your mailing list.
Xallowmaillist	Setting this to Yes generates a checkbox that gives the customer the option to join your mailing list.
xcheckexistingcustomer	Setting this to Yes checks for existing customers before adding the customer to the database to prevent customers from adding duplicate records to the customers table.
Xcookielogin	Setting this to Yes allows the customer to choose to have a cookie saved on their computer so that they are automatically logged when they return to your shop.
Xpromptforcountry	Setting this to Yes displays the country form field
Xcountryrequired	Setting this to Yes means a country selection is required
Xincludecountries	Setting this to Yes creates a drop down list of countries rather than allowing the customer to type it in themselves.
Xdefaultcountry	Sets the default country
Xpromptforstate	Setting this to Yes displays the state form field
Xstaterequired	Setting this to Yes means the state must be selected
Xincludestates	Setting this to Yes creates a drop down list of states rather than allowing the customer to type it in themselves.
Xpromptforlogin	Setting this to Yes allows customers to login.
Xloginrequired	Setting this to Yes forces customers to login before they can shop.
Xrestrictedtoexisting	Setting this to Yes forces customers to login with an existing set of details – they cannot register on your site, they must have pre-existing logins.
Xcustomerrequiresauthorization	Setting this to Yes means customers cannot login until the merchant has authorized their registration. Can only be used in conjunction with Xloginrequired .
Xallowcustomerregister	Setting this to Yes allows customers to register with their name and address details without purchasing anything from your site.
Xpassword	Setting this to Yes means the customer needs to create a password so that they can login on future visits.
Xcustomeruserid	Setting this to Yes allows customers to assign their own userid. This can only be used if xpassword is also used.
Xpromptforoptional	Setting this to Yes adds additional optional form fields to the customer form that ask for the customer's website, mobile number, work number and fax number.
Xshippingundercustomer	Setting this to Yes places the shipping table under the customer details table rather than next to it.

Xshippingsetfields	Setting this to Yes means VP-ASP will automatically fill in the shipping fields using data from the customer fields if they are not filled in.
Xvatnumber	Setting this to Yes displays a field for the customer to enter their VAT number of EU VAT exemption handling.
Xlicenseagreement	Setting this to Yes means the customer must check a box that the license agreement that you supply has been read before they can checkout.
XlicenseURL	This the file or URL of your license agreement.
Xhackercheck	Setting this to Yes tells VP-ASP to validate the customer against the hackers table. If they are located, they are not allowed to order.
Xhearaboutus	Setting this to Yes displays a list of ways the customer may have heard about your site for them to select.
Xhearaboutusvalues	This is a comma-delimited list of ways customer may have found your site.
Xhearaboutusrequired	Setting this to Yes means the customer must select a value from the hear about us list before they can checkout.
xcustomeraddress2	Setting this to Yes displays a second address field.
Xdeliverydate	Setting this to Yes displays a delivery date drop down list for the customer to choose from.
Xdeliveryexcludedays	This is a comma-delimited list of days to exclude from the delivery dropdown list. 1 = Sunday 2 = Monday 3 = Tuesday 4 = Wednesday 5 = Thursday 6 = Friday 7 = Saturday
Xdeliverymaxdays	This is the maximum number of days to include in delivery drop down list. Default is 21.
Xdeliverytime	Setting this to Yes displays a time dropdown list.
Xdeliverytimemaxhours	This is the maximum number of hours in delivery time list.
Xdeliverytimeinterval	This is the time between delivery intervals.
Xdeliverytimeminimum	The minimum time from now when delivery is allowed.

9.1.2 Hiding shipping form

If you don't want your customer to have to enter their shipping information, you can do so by changing some Shop Configuration options.

It is possible not to display the shipping form but display only the various shipping methods by using xshippingselection.

Xshippingform	Setting this to No stops the shipping form from being displayed.
Xshippingselection	Setting this to Yes will display the shipping method selection box on the customer form even when shipping form is turned off.

Please note that removing the shipping form completely will stop most shipping calculations from occurring unless you also specify a default shipping method using xfixedshippingmethod or you have xshippingselection turned on, which allows your customer to select a shipping method without having to enter shipping details.

9.1.3 Custom Fields

If you want to add custom fields to your customer forms, VP-ASP allows you to do this using the Shop Configuration.

Note: this facility can only be used for text fields (not drop down lists or radio buttons). The extra fields are always placed under the last field in the left hand column.

You need to manually create the extra fields to the *customers* and *orders* table in your database before making these changes to your configuration. VP-ASP does not alter the structure of the database, it simply generates the form and updates the fields. If you do not add the fields to the database you may receive errors such as

ADODB.Recordset (0x800A0CC1)

Item cannot be found in the collection corresponding to the requested name or ordinal.

It means that you have told VP-ASP to use a new field name, but the actual field is not in the database.

Xcustomerotherfields	This is a comma-delimited list of the fields you want to add. These need to correspond to the new fields you have created in your database. For example - <i>accountno,section</i> .
Xcustomerothercaptions	This is a comma-delimited list of captions for the fields you have added. For example - <i>Account Number,Department</i>
Xcustomerotherfieldsinorder	Setting this to Yes means that the customer fields are placed both in the customers table and in the orders table. No means they are stored only in the customers table.
Xcustomerotherrequired	This is a comma-delimited list of the fields listed in xcustomerotherfields that are required to be filled in by the customer.
Xshippingotherfields	If you want to add extra fields to the shipping form, this is a comma-delimited list of fields to add to the shipping form. These need to be added to the customer and orders tables in your database as well.
Xshippingothercaptions	This is a comma-delimited list of captions for the fields you have added to the shipping form.
xshippingotherrequired	This is a comma-delimited list of the fields listed in xshippingotherfields that are required to be filled in by the customer.

9.1.3.1 Advanced Customer Other Fields

The customer other fields is useful for adding text boxes but it does not support more advanced form fields such as radio buttons or dropdown lists.

These are supported using xcustomerbypass.

For example - you want to add a dropdown list to the customer form called colors with a list of colors in it. To do this, you need to set the following options in your Shop Configuration.

Xcustomerotherfields	The name of the field in the customer table of the database to store the color in – for example “color”.
Xcustomerothercaptions	A caption for the field – for example “Color”.
Xcustomerotherbypass	<p>This is a list of customer fieldnames that shouldn’t be included in VP-ASP’s automatic display – you will add these fields to your customer form manually.</p> <p>VP-ASP will do the rest and store the data in the customers and orders tables. This allows addition of dropdown lists, radio</p>

	buttons which are not supported by xcustomerotherfields. The names must still appear in the xcustomerotherfields.
--	---

Then you must edit shopcustomer.asp and place your own dropdown list into the file. Locate the following line -

' comments

You can then add your custom coded form fields as HTML here. The form field name must match the fieldname in Shop configuration ("color" in this case).

9.1.4 Login

VP-ASP allows you to provide your customers with the option to login to your shop using either their lastname and email address or a username and password.

The default is to have the customer login using their lastname and email address, but if you wish to allow them to have a username and password you can set the following options.

Xpromptforlogin	Setting this to Yes allows customers to login.
Xcustomeruserid	Setting this to Yes allows customers to assign their own userid. This can only be used if xpassword is also used.
Xpassword	Setting this to Yes means the customer needs to create a password so that they can login on future visits.

9.1.5 Delivery Date and time

If you want to allow your customers to specify a delivery date and time for their order, you can add this to the customer form.

This option covers the whole order and is only intended for short term dates (within a few days or weeks of the current order) – if you want product specific delivery dates, or longer term dates, you can use the xdeliveryaddress facility.

Xdeliverydate	Setting this to Yes displays a delivery date drop down list for the customer to choose from.
Xdeliverytime	Setting this to Yes displays a time dropdown list.
Xdeliverytimemaxhours	This is the maximum number of hours in delivery time list.
Xdeliverytimeinterval	This is the time between delivery intervals.
Xdeliverytimeminimum	The minimum time from now when delivery is allowed.
Xdeliveryexcludedays	This is a comma-delimited list of days to exclude from the delivery dropdown list. 1= Sunday 2= Monday 3=Tuesday 4=Wednesday 5=Thursday 6=Friday 7=Saturday
Xdeliverymaxdays	This is the maximum number of days to include in delivery drop down list. Default is 21.

* First Name
* Last Name
* Address
* City
* State
* Post Code
* Phone
* Email
Country
Company
Join our mailing List
How did you hear about us?
Copy billing details to shipping

Shipping Information

* Shipping Method
Ship to Name
Address
City
State
Post Code
Country
Company

Deliver on or before

24/01/2007 Wednesday
25/01/2007 Thursday
26/01/2007 Friday
27/01/2007 Saturday
29/01/2007 Monday
30/01/2007 Tuesday
31/01/2007 Wednesday
1/02/2007 Thursday
2/02/2007 Friday
3/02/2007 Saturday
5/02/2007 Monday
6/02/2007 Tuesday
7/02/2007 Wednesday
8/02/2007 Thursday
9/02/2007 Friday
10/02/2007 Saturday
12/02/2007 Monday
13/02/2007 Tuesday
14/02/2007 Wednesday
15/02/2007 Thursday

9.1.6 Welcome email

If you want to have a welcome email sent to your customers when they register on your site, you can do so by setting the following Shop Configuration options.

Xwelcomeemail	Setting this to Yes will send the customer an email when they register on your site.
Xwelcomeemailtemplate	This the name of the template to use to format the customer email. Default is <i>templates\Tmp_welcomeemail.txt</i> .

You can modify how the welcome email looks and what is included in it by editing the file *templates/tmp_welcomeemail.txt*. This template can reference any fields in the customer record.

9.1.7 Login before shop

If you want your customers to have to login before they can browse your shop, you can set the following in your shop configuration.

Xloginrequired	Setting this to Yes forces customers to login before they can shop.
-----------------------	--

The following options can also be used in conjunction with the option above to specify how your customers register and login.

Xpromptforlogin	Setting this to Yes allows customers to login.
Xloginrequired	Setting this to Yes forces customers to login before they can shop.
Xrestrictedtoexisting	Setting this to Yes forces customers to login with an existing set of details – they cannot register on your site, they must have pre-existing logins.

Xcustomerrequiresauthorization	Setting this to Yes means customers cannot login until the merchant has authorized their registration. Can only be used in conjunction with Xloginrequired .
Xallowcustomerregister	Setting this to Yes allows customers to register with their name and address details without purchasing anything from your site.
Xpassword	Setting this to Yes means the customer needs to create a password so that they can login on future visits.
Xcustomeruserid	Setting this to Yes allows customers to assign their own userid. This can only be used if xpassword is also used.





Setting **Xcustomerrequiresauthorization** to **Yes** means you need to authorize any registrations before the customer can login. By adding a 1 to the **authorized** field of the customer record, they will be allowed to login. Adding 0 means they are not allowed to login. Blank means they have not yet been flagged as authorized or unauthorized.

9.2 Customer Service Area

The customer service area is a place where your customers can go to access many important area of your site, including:

- Login
- Review past orders
- Save or restore carts
- Buy or redeem gift certificates
- Enter discount coupons
- Join your mailing list
- Obtain lost password
- Read and write order tracking messages
- Display Wish List
- Create Gift Registry

Customer Service

	Customer Registration
	<ul style="list-style-type: none"> • Login • Customer Registration • Change address Details • View RMAs
	Orders
	<ul style="list-style-type: none"> • Review previous Orders
	Contact us
	<ul style="list-style-type: none"> • Join our mailing List • Contact us
	Affiliate
	<ul style="list-style-type: none"> • Affiliate

Depending on the options you select in the shop configuration, more or less menu items will appear.

xallowcustomerupdates	Setting this to Yes allows customers to update their details.
Xallowsavecart	Setting this to Yes allows customers to save wish lists on their own PC as a cookie.
Xwishlist	Setting this to Yes allows customers to save a wish list

	that is stored in your shop database.
xproductwishlist	Setting this to Yes allows customers to add individual products to their wish list.
xallowrevieworders	Setting this to Yes allows customers to review previous orders.
Xallowmaillist	Setting this to Yes allows people who haven't purchased from your site to join your mailing list.
xmaillisttomerchant	Setting this to Yes sends an e-mail to you when a customer registers or joins the mailing list on your site.
xallowcustomerregister	Setting this to Yes allows people who haven't purchased from your site to register with their name and address details.
Xallowcoupons	Setting this to Yes allows you to set up discount coupons for your customers to use.
Xgiftcertificates	Setting this to Yes allows your customers to purchase and redeem gift certificates.
Xtracking	Setting this to Yes turns on order tracking
xallowrestoreorder	Setting this to Yes allows customers to restore orders for quicker repeat shopping.
Xgiftregistry	Setting this to Yes enables the Gift Registry.

9.2.1 Adding Menu Items

This menu is created dynamically in the file shopcustadmin.asp. The menu changes depending on the configuration options selected in Shop Configuration as described above. Additional items can be added by altering lines like this near the bottom of the file

```
AddMenuItem LangCustAdminStatus,"shopstatus.asp", "Yes"
```

LangCustadmin in the example above is the title for the menu item.

Shopstatus.asp is the hyperlink that the menu item should go to.

Yes means the menu item is to be displayed – if set to *No* the menu item will not appear.

9.2.2 Order Status Display – Shopstatus.asp

The customer can review all of their previous orders on this page and check the status of orders that have made recently. The display shows orders in descending order by date.

The customer can review the entire order by clicking on the view link. A display of the last 20 orders is the default or the customer can search for a specific order using the Order ID.

If you have order tracking turned on (xtracking) then they can submit messages to you relating to a particular order from this page.

If you have restore orders turned on (xallowrestoreorder), the customer can restore the contents of the order to their cart by clicking on the "Yes" under restore order.

Order Number

Order #	Amount	Date of Order	First Name	Last Name	Status	Processed	Restore	Track	RMA
5	US\$100.00	24/01/2007	Fred	Buyer	Shipped	No	Yes	Yes	RMA
4	US\$100.00	24/01/2007	Fred	Buyer		No	Yes	Yes	RMA
2	US\$100.00	24/01/2007	Fred	Buyer		No	Yes	Yes	RMA
1	US\$70.00	24/01/2007	Fred	Buyer		No	Yes	Yes	RMA

[1]

Note: you are responsible for setting the processed indicator – VP-ASP does not do this automatically. You can do this in the View Orders section of the Administration. The **ostatus** field in the order needs to be filled in if you want anything displayed in the **Status** column of this page.

9.2.3 Tracking Messages

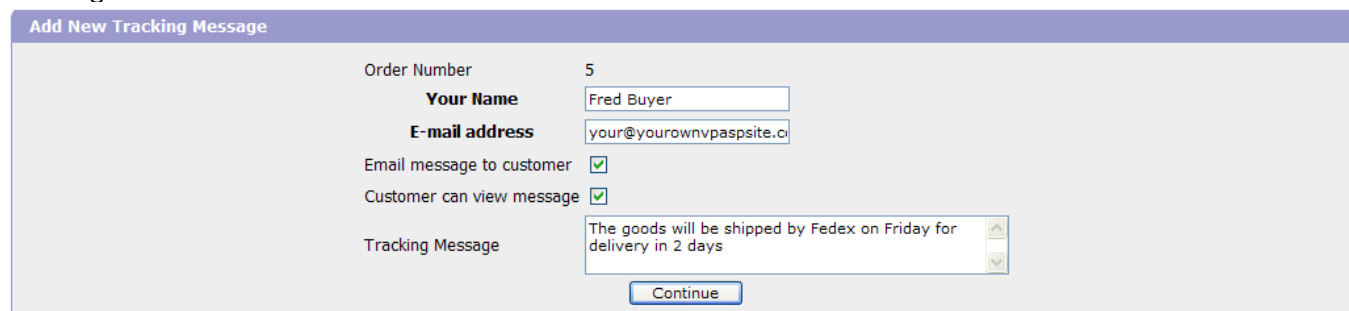
Tracking allows you to communicate with your customer about the status of an order. To enable tracking, you need to set the following options in your shop configuration.

Xtracking	Setting this to Yes turns on order tracking.
xtrackingcustomerread	Setting this to Yes allows customers to read tracking messages from the merchant that aren't marked as private.
xtrackingcustomerwrite	Setting this to Yes allows customer to write tracking messages to the merchant.

The tracking messages are displayed with the latest at the top.

If **xtrackingcustomerwrite** is Yes, the top form is displayed so the customer can submit new messages.

If **xtrackingcustomerwrite** the bottom form is displayed so that the customer can read previous messages.



9.3 Wish Lists and Saved Carts

VP-ASP has three methods of allowing customer to save items they wish to purchase or have purchased in the past. These methods include:

- Restoring previous orders
- Saving and restoring carts
- Saving and restoring wish lists
- Saving individual products in a wish list

In all cases the customers can revise what they restore, alter quantities, delete items and add additional items to their carts.

9.3.1 Restoring saved carts

When a customer clicks the Save Cart link, their current cart is saved in a cookie on their computer so that they can come back and restore it at a later date.

xallowsavecart	Setting this to Yes allows customers to save wish lists on their own PC as a cookie
-----------------------	--

From the customer service menu, the customer can restore the cart or delete the cart.

The cart names can be anything and the customer can have any number of carts saved. The customer does not need to be registered in any way on your site to use this facility.

Cart Name	Restore saved cart	Delete
Weekly Groceries	Yes	Yes
Monthly Shopping	Yes	Yes

Cart Name

How long to save this cart in days

Save this cart

9.3.2 Restoring previous orders

Restoring previous orders allows the customer to add all of the items from a previous order to their current cart.

Xallowrestoreorder	Yes allows customer to restore previously ordered items to the cart
---------------------------	---

9.3.3 Wish list carts

A wish list is very similar to a saved cart but the actual information is stored in your VP-ASP database instead of a cookie, which means it takes up disk space on your server, but if the customer has cookies disabled, they are still able to save a cart.

A customer can have multiple wish lists, but they must be registered in order to use this facility since the wish list is linked to their customer ID.

Cart Name	Restore saved cart	Delete
Weekly	Yes	Yes

Cart Name

Save this cart

The wish list can be restored or deleted from the customer service menu.

Xwishlist	Setting this to Yes allows customers to save wish lists in your VP-ASP database.
------------------	---

9.3.4 Wish list by product

VP-ASP also provides the facility to allow customers to save individual products to their wish list. As with other methods of saving the cart, these items can then be listed, viewed, purchased or deleted.

xproductwishlist	Setting this to Yes allows customer to save individual products in a wish list.
-------------------------	--

If this option is turned on, when a customer views a product on your site, a link to add the item to their wish list is displayed.



Men's Jeans

Price : US\$50.00

Great sturdy jeans for work or play. 3/4 length makes them perfect for summer days.

Donation

[Save wishlist](#)

When this link is clicked the item is added to the wish list and the current list is displayed.

Name	Description	Price			
Men's Jeans	Great sturdy jeans for work or play. 3/4 length makes them perfect for summer days.	US\$50.00	Delete	View	Order now!

From this list, the customer can view the product, delete product from the wish list or buy the product.

9.3.4.1 Adding wishlist links to product detail pages

VP-ASP will automatically add a wishlist link on the product listing pages if you have the wishlist option enabled, but you need to manually add a link to your product detail template, if you want it to appear there.

The following line will allow a customer to add an item to their wishlist –

```
<a href="shopwishlist.asp?action=add&id=[catalogid]">[getlang Langwishlistsave]</a>
```

9.4 Mail forgotten passwords

If you have passwords turned on (xpassword=Yes), your customers can retrieve a forgotten password by clicking the Forgot Password link in the customer service area and then entering their email address and name. VP-ASP will then email their password to the email address they are registered with.

9.5 Mailing Your Customers

See page 61 for information on bulk emailing your customers.

9.6 Customer Matching

VPASP supports a feature known as customer matching which allows you to define certain products that are only accessible by certain customers.

The following is a basic step-by-step how to on setting up customer matching.

1. In customer record you need to put a value in the productgroup field - eg. "wholesale" (without quotes)
2. If you want to match customers at a product level, in the product record, put that same value in the customermatch field - eg. "wholesale" (without quotes)
3. If you want to match customers at a category level, in the category record, put that same value in the customermatch field - eg. "wholesale" (without quotes)
4. In your Shop Configuration set the following.

Xproductmatchcustomer	Yes
------------------------------	-----

The basic logic of customer matching is:

- If a normal customer logs in they will be able to see all products with an empty customermatch field.
- If a wholesale customer logs in they will be able to see products with either wholesale or an empty customer match field.

9.7 Customer Orders

The customer orders page allows you to display a quick summary of your customers and their total purchases. On this page you can:

- Select fields to be displayed
- Sort on any displayed column
- List the actual orders by clicking on the order count
- Email the customer by clicking on the email address

 Customers

Customers Search

Switch to Advanced

Show items that meet this criteria:

Results Per Page 20

Page 1 of 1

Last Name	First Name	Country	State	Email	Orders	Amount	Last Date
Buyer	Fred	US	CA	fred@abc.com	1	US\$609.00	25/01/2007

Page 1 of 1

[1]

10 Payment

VP-ASP provides you with many choices for how to accept payments on your site – you can choose from the vast array of payment gateways VP-ASP is integrated with, you can accept credit cards and process them manually, you can accept only offline payment methods or you can bypass payment all together – whatever your requirement, it is likely VP-ASP can support it!

10.1 Bypassing the checkout

If you don't wish to accept payments from your site, you can bypass the payment page in one of two ways.

The first method requires you to change the following option in your shop configuration.

Xcheckout (shop\$config.asp)	Set this to shopcheckoutdummy.asp which is a placeholder file which will redirect the customer to the invoice page.
-------------------------------------	--

Secondly, if your shop is configured not to display prices, then no request for payment is made and shopcheckout simply skips itself.

10.2 Recognising Unpaid Orders

After the customer presses the order button in shopcreateorder.asp, the order is stored in the database.


If the customer then leaves without paying, there will be nothing in the Payment field of the order record.

VP-ASP retains this order information so that, if you choose, you can follow-up customers to find out why they left your shop without completing the order.

10.3 Standard payment page

The standard VP-ASP checkout page provides your customer with a form to accept credit card information. It should only be used if you have an SSL secure environment so that the credit information is encrypted.

Payment Information

**Credit Card Payment**

Card Type

Visa

Card Number

Name on Card

Fred Buyer

Expiry Date mm/yy


03/08

Card Holder Address

45 Demo Place

Card Verification Number

Continue

**Other Payment Type**

Payment Type

Select

Comment:

Continue

Cancel order

10.4 Customizing the Checkout Page

The following variables in your shop configuration affect how the checkout page appears.

Xssl (shop\$config.asp)	If you are using a checkout page that takes credit cards directly, you must have an SSL certificate. You need to enter your SSL URL into this variable to tell VP-ASP to switch to SSL mode before displaying the checkout page. An example of an SSL URL is <i>https://www.vpasp.com/vpasp</i> .
Xsslshopcustomer	If you would prefer the SSL certificate kick-in at the customer details page (shopcustomer.asp) instead of the checkout page, set this to Yes .
Xcheckout (shop\$config.asp)	This is name of the page to use as the checkout page. By default this is <i>shopcheckout.asp</i> but if you are using a payment gateway this will need to be changed to the relevant checkout page name for that particular gateway (for example - <i>paypalshopcheckout.asp</i>).
Xallowcreditcards	Setting this to Yes displays a credit card form.
Xallowinvalidcards	Yes is for testing. This bypasses all credit card validation
Xcreditcardtypes	This is a comma-delimited list of credit cards that you accept. By default it is <i>Visa,Mastercard,American Express</i> .
Xcreditcardimages	This is a comma-delimited list of images to be displayed for the cards that you accept. By default it is <i>vpasp_visa.gif,vpasp_mclogo.gif,vpasp_amex.gif</i> .
Xcvndisplay	Setting this to Yes displays a field for your customers to enter their Card Verification Number, which is the 3 or 4 digit number printed on the back of many credit cards.
Xcvnrequired	Setting this to Yes requires the CVN to be entered before the customer can checkout.
XcardissueNumber	In England, you can set this to yes if you accept Delta and Solo cards. By default it is set to <i>No</i> .
Xencryptcreditcard	Setting this to Yes tells VP-ASP to encrypt the credit card information before storing it into the database. It is highly recommended that you leave this option set to Yes to ensure the security of your customer's data.
Xencryptkey (shop\$config.asp)	The key to be used for encryption. This can be any combination of characters and should be changed from the default string before going live with your site.
Xallowotherpayments	Setting this to Yes displays the other payments form.
Xotherpaymenttypes	This is a comma-delimited list of non credit card payment types that you accept. By default it is <i>Check,Cash,Phone order</i> .
Xpaypal	Setting this to Yes displays the Pay By PayPal button.
Xpaypalemail	Enter your PayPal email address here.
Xpaymenturl	Some gateway install instructions will tell you to place a name in this field. Otherwise it MUST be left empty.
Xkeepcanceledorders	Setting this to Yes tells VP-ASP to keep any canceled orders in the database. The payment is marked "Canceled"
Xkeepcanceleditems	Setting this to Yes (with xkeepcanceledorders = Yes as well) will tell VP-ASP to also keep the order items (products) when an order is canceled.

10.5 Payment Gateways

VP-ASP supports all of the most popular payment gateways. You can download these as add-ons from our website (http://www.vpasp.com/virtprog/vpasp_epsystems.htm) and all include installation instructions to help you integrate the gateway into your site as simply as possible.

10.5.1 PayPal

Standard PayPal support is built into VP-ASP – all you need to do is set the following options in your shop configuration.

Xpaypal	Setting this to Yes displays the Pay By PayPal button.
Xpaypalemail	Enter your PayPal email address here.

By default, the PayPal gateway is set to use USD as the currency. If your PayPal account is in a different currency, you need to edit the following line in paypalgateway.asp –

```
const CurrencyCode="USD"
```

Other valid currency codes include EUR, CAD, GBP, JPY and AUD.

Note: if you are using PayPal standard and your customers don't click the "Return to website" link on the PayPal site after making their payment, your database won't be updated to reflect their payment and the end of order emails, and any other end of order functions, won't run. You will need to manually check in the PayPal administration to see if an order has been paid or not.

Using PayPal IPN (supported via an add-on from the VP-ASP website) will resolve some of these issues. Please also see the section below "Finalizing PayPal Orders".

10.5.1.1 Finalizing PayPal Orders

Some gateways, such as PayPal, do not automatically return your customer back to your cart's shophanks.asp page after completing the transaction.

This means that you and your customer do not receive the end of order emails and other functions, such as stock control and digital delivery don't occur.

You can finalize these orders through your administration by clicking a button that calls the functions that would normally occur on shophanks.asp.

To do this, login to your administration and go to Everyday Tasks > Orders > View Orders. Click the View button next to the order you wish to finalize, then click the Finalize Order button.

Finalize Order

Order ID:

6

Payment Type:

- Select -

*This will change the Payment Type in the Order Record. Don't select a value if you don't want to change this.

Submit

A confirmation screen appears which shows you the order ID you are finalizing and provides you with an opportunity to change the payment type of the order.

The payment types in this dropdown are controlled by the following shop configuration option.

Xendofordervvalidpayments	This is a comma-delimited list of payments that allow digital goods to be delivered automatically. If the customer's payment type does not match an item in this list they will not receive the file automatically. Default is <i>Visa,Mastercard</i> .
----------------------------------	---

11 Internationalization

VP-ASP is designed to be completely translatable to any language and allows for multi-currency display, shipping, taxes and more.

Note: The VP-ASP administration is not fully translated.

11.1 Languages

VP-ASP can dynamically change the captions used from one language to another. The steps necessary to use this facility include:

- Obtain the languages files from the VP-ASP site or translate the supplied files
- Load the language into the VP-ASP languages table
- Turn on Language displays
- Set the current language used in the cart

11.1.1 Supplied language files

VP-ASP comes with two language files which are pre-installed:

shop\$language_english.asp
shop\$language2_english.asp

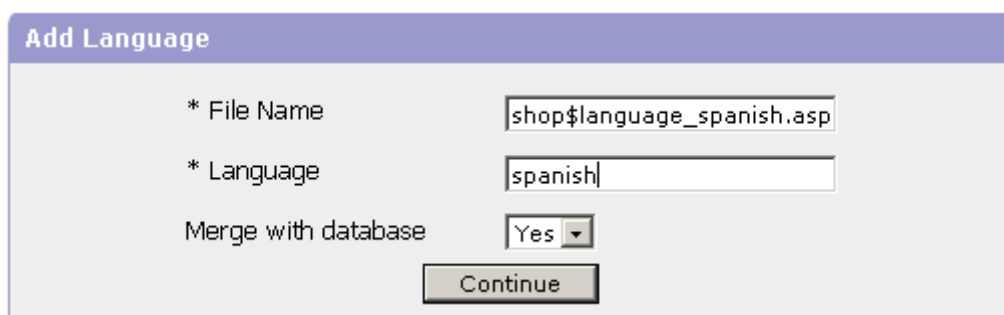
If you just want to use English, then you don't need to worry about these files. If you want to use another language, you need to download the shop\$language_*.asp files from the VP-ASP website.

When you purchase VP-ASP you can request up to four additional languages, or you are free to translate VP-ASP language files into as many languages as you can, using the shop\$language_english.asp and shop\$language2_english.asp as a base.

11.1.2 Installing a new language

To install a new language, you need to go to Occasional Tasks -> Languages -> Add Language in your shop administration.

The example below shows how to install the Spanish language files – to install your selected language, simply change the term "Spanish" below to the language of your choice.



Note: VP-ASP knows that there are two language files so there is no need to specify shop\$language2_Spanish.asp during this process.

11.1.3 Changing language values

You can use the VP-ASP administration to edit your language values – just go to Occasional Tasks > International > Edit Language.

You can then search for the caption or the language keyword and make the change by clicking the Edit button next to the record you want to change.

Languages Search
Switch to Advanced

Results Per Page 10

Selection criteria: id equals

Select Language

Reset Language

Reset Display

Mail Setup
 Export Setup
 Delete Mode

Page 1 of 83
[1 2 3 4 5 6 7 8 9 10] Next : Last

Delete Selected Records

id	lang	keyword	caption	Edit	
1	English	langcommonpage	Page		<input type="checkbox"/>
2	English	langcommonof	of		<input type="checkbox"/>
3	English	langcommonon	on		<input type="checkbox"/>
4	English	langcommonyes	Yes		<input type="checkbox"/>
5	English	langcommonno	No		<input type="checkbox"/>
6	English	langcommonhome	Home		<input type="checkbox"/>
7	English	langcommoncategories	Categories		<input type="checkbox"/>
8	English	langcommonviewcart	View Cart		<input type="checkbox"/>
9	English	langcommonemptycart	Empty Cart		<input type="checkbox"/>
10	English	langcommoncheckout	Checkout		<input type="checkbox"/>

Delete Selected Records

Page 1 of 83
[1 2 3 4 5 6 7 8 9 10] Next : Last

Note: if you wish, you can change the language values in the original language files (eg. shop\$language_english.asp and shop\$language2_english.asp) and then re-add them using the Add Language facility. VP-ASP will add and update records as necessary.

11.1.4 Reset Language

After you have added or changed a language variable, you need to reset the language. This essentially reloads all the language values from the database into your server's memory so that your store is always using the most up to date versions of the language variables.

11.1.5 Translating products, categories and content

Note: This section assumes that you have installed new languages into your shop already. If you just have English, most of these facilities will not be available.

The VP-ASP translation facility allows you to dynamically switch major fields in the products, categories and product features a table depending upon what language the customer selects.

To enable translation, you need to set the following options in your shop configuration.

Xtranslate

Setting this to **Yes** turns on the translation facility for products, categories and content.

Note: If there is no translated version of the product, category or content record available, the base version (generally English) will be shown.

You can add your product, category and content translations by editing the record you wish to translate and clicking the Add Translation button at the bottom of the screen.

Basic Information	
<div> <div>Update record</div> <div>Make Copy of Record</div> <div>Delete</div> </div>	
contentid	1
Type	News
Content Header	News
Content Body	<div> <div> </div> <div> <p>Paragraph Font Name Size B <i>i</i> <u>U</u> [List Icons]</p> <p> Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque nibh. Quisque eu metus. Vivamus dui massa, ornare id, molestie non, scelerisque et, ligula. Morbi suscipit, mi sed faucibus venenatis, nunc ordi malesuada orci, ut mattis diam augue et felis. Etiam sapien elit, hendrerit vel, adipiscing sit amet, cursus sed, eros. Mauris arcu tortor, tincidunt hendrerit, ultricies dapibus, dapibus eu, est. Nam vulputate. Nullam cursus erat vel massa. Praesent rhoncus est nec diam. Sed scelerisque eros vitae est. Vestibulum ultrices, massa vitae ullamcorper rhoncus, purus ligula consequat neque, vitae viverra nisi quam nec dolor. Duis nonummy, erat vitae cursus vehicula, risus nibh placerat orci, vitae sodales nibh tortor sit amet sem. Integer vulputate, quam sed commodo rhoncus, tortor lacus blandit felis, eget volutpat massa arcu a tortor. Nunc dolor. In iaculis. Nam pharetra, purus a scelerisque adipiscing, metus quam tincidunt quam, id volutpat felis libero sed justo. Duis eleifend diam nec ipsum. In ornare hendrerit pede. </p> </div> </div>
Image	<div> <div></div> <div>Upload image</div> </div>
Hide	No <input checked="" type="checkbox"/>
Template file	tmp_content.htm
Language	
Other Fields 1	
Other Fields 2	
Other Fields 2	
Only available to registered users	Yes <input checked="" type="checkbox"/>
Impressions	0
Date Last Updated	
Date Added	
<div> <div>Update record</div> <div>Make Copy of Record</div> <div>Delete</div> </div>	

Once you have added your new translation, a new item will be displayed in your original record so you can easily see which translations are available for it. You can easily edit these listings by clicking the **Edit** button.

Language			Add New Translation
Languages	Name		
French Canadian			Edit

11.2 Modifying country and state lists

The countries and states displayed in dropdowns throughout your site are stored in the shopcountries and shopstates tables. These can be modified through your administration by going to Occasional Tasks > International.

11.2.1 Countries

The table below describes the columns in the shopcountries table and how they are used.

Country	The country abbreviation, such as US or UK.
Countryname	The long name of country, such as United States or United Kingdom.
countrydisplayorder	If you want certain countries to display at the start of the list, then enter a number here. For example, if you want US to be first and UK second in the list, then add 1 to the US record and 2 to the UK record.
countryhide	If this is set to No , then the country will not be displayed in the country drop down list.
Countrytaxrate	If customers from this country should be charged a certain tax rate, then enter it here.
Countrygroup	If the country is part of the EU, then enter "EU" (no quotes) in this field. Otherwise, leave blank.

11.2.2 States

The table below describes the columns in the shopstates table and how they are used.

Stateabbrev	Two or three character abbreviation for the state, such as NY or CA.
statename	The full name of the state, such as New York or California.
Statecountry	The two character country code that this state belongs to.
Statehide	If this is set to No , then the state will not be displayed in the state drop down list.
Statetaxrate	If customers from this state should be charged a certain tax rate, then enter it here.

11.3 Currency Handling

With VP-ASP 6.00, there is a new, more advanced multi-currency function that makes it easier for you to provide your customers with currency conversion facilities.

11.3.1 Setting the default currency

The default currency is set up in you shop configuration. You need to set the following options to your local currency. The example below shows how to set Canadian as the base currency.

Xcurrencybase	CAD
Xcurrencysymbol	CAD\$ or just \$
Xdefaultcountry	CA
Xlanguage	English or French Canadian

11.3.2 Adding conversion rates

The actual currency conversion values are stored in the currencyvalues table in the database.

Each row in this table represents a different currency.

The currency that has "1" in the conversionvalue field is the default currency and controls the master rate. So if your site is to display in Canadian dollars then you would set the conversionvalue for Canadian to 1.

You can edit and add currency values to this table by entering your shop administration and going to Occasional Tasks > International > Currency Tables.

Page 1 of 1 [1]

DELETE Selected Records

id	cid	fullunitname	conversionvalue	currencysymbol	theimage	Edit	
1	AUD	Australian Dollar	1.35135	Au\$	images/currency/aus.jpg		<input type="checkbox"/>
2	USD	American Dollar	1	US\$	images/currency/usa.jpg		<input type="checkbox"/>
3	BRL	Brazilian Real	2.22	BRL			<input type="checkbox"/>
4	GBP	British Pound	0.564334	£	images/currency/gb.jpg		<input type="checkbox"/>
5	CAD	Canadian Dollar	1.1817	CAN\$	images/currency/can.jpg		<input type="checkbox"/>
6	CNY	Chinese Yuan	8.0841	CNY			<input type="checkbox"/>
7	DKK	Danish Krone	6.2363	Kr.	images/currency/den.jpg		<input type="checkbox"/>
8	EUR	Euro	0.835352	€	images/currency/euro.jpg		<input type="checkbox"/>
9	HKD	Hong Kong Dollar	7.7524	Hk\$			<input type="checkbox"/>

DELETE Selected Records

Page 1 of 1 [1]

This page allows you to add a new currency or view and edit the existing currencies. The fields in the currency table are as follows.

cid	The short name for this currency (eg. USD or AUD).
Fullunitname	The long name for this currency (eg. US Dollars or Australian Dollars).
Conversionvalue	The conversion rate to calculate this currency.
Currencysymbol	The symbol for this currency (eg. AU\$ or £).
Theimage	The patch to the image of the flag for this currency.
Hide	True/False whether this currency should be displayed on your site.

Note: You can bulk update your table rates by clicking on the Bulk Update link in the left column. This allows you to update all of your currencies at once.

Note: You can import new currencies into the currencyvalues table by going to Everyday Tasks > Advanced > Bulk Import. To see what the table needs to look like you can export the currencyvalues table first as a csv file. X-Rates has an export to Excel feature that allows you to quickly copy and paste the rates into your CSV file.

11.3.3 Finding Exchange Rates

You can find currency values wherever you like. There are sites that have listings of currency rates such as <http://www.x-rates.com/>.

11.3.4 Currency changing and gateways

Sometimes, depending on your settings, this feature can cause issues with your gateway.

The currency in the currencyvalues table with a conversion value of 1 is the one determines the value that is passed to your gateway at checkout time.

If you have a currency that is not supported by your gateway as this value, you may encounter errors (eg. PayPal only supports a limited number of currency values).

The best method to deal with this is to set the currency with the conversion value of 1 in your currencyvalues table to one that is definitely supported by your gateway. USD is the most commonly accepted currency and should, more often than not, be set to conversion 1 in your currency values table.

11.3.5 Dual currency display

VP-ASP supports display of two currencies throughout the shop.

Xdualprice	Setting this to Yes enables dual currency display
Xdualconversionrate	This is the number that the price should be multiplied by to obtain the dual currency price. Default is <i>.800</i> .
Xdualpricefield	If you prefer, instead of doing a conversion, the exact dual price can be placed in a field in the products table.
xdualcurrencysymbol	The currency symbol to be used for dual price displays. For example <i>CDN</i> .

You can change the captions for the dual price display in the Languages table (see page 123). You need to change the following two variables:

- LangDualPrice
- LangDualTotal

Shopping Cart Items: 2

Remove	Description	Quantity	Unit Price	Total	Euro Price	Euro Total
<input type="checkbox"/>	Coffee Table Cast iron coffee table	<input type="text" value="1"/>	US\$249.00	US\$249.00	£373.50	£373.50
<input type="checkbox"/>	Glass Table Modern glass table dining setting	<input type="text" value="1"/>	US\$795.00	US\$795.00	£1,192.50	£1,192.50
Product Cost				US\$1,044.00	£1,566.00	

These are your current items in your shopping cart.
You can alter the quantity and then click recalculate.
To delete an item, click the check box and then recalculate.

11.3.6 Linking to external rates converter

VP-ASP can display a link to an external currency conversion site (for example <http://www.x-rates.com>) in the mini cart. The following shop configuration values are used to set this up.

Xcurrencylink	Set this to Yes to add a link to a currency conversion service in the mini cart.
Xcurrencybase	Enter the abbreviation for currency required by your rates service – for example <i>USD</i> .

Note: The xcurrencybase is the abbreviation used by x-rates.com - for your currency abbreviation, please check their site. X-rates.com may at any time change or discontinue their service and support for changes in VP-ASP is not guaranteed. It is up to you to determine the usefulness and accuracy of their service. VP-ASP and X-rates.com have no relationship.

11.4 Shipping

VP-ASP has numerous different shipping calculations to allow you to set up your shipping rates exactly how you need them.

Some are built-in and others are provided as add-ons from our website.

Some of the ways that shipping can be set up are:

- Customer selects option from a list
- Shipping is preset and customer cannot choose
- No shipping
- Display a message that says shipping will be added later

- Free shipping over a certain amount
- Delivery based shipping where each package is being shipped to a different address
- Real time UPS, USPS, Canada Post, Australia Post, Intershipper and FedEx pricing
- Database lookup for UPS and FedEx

11.4.1 Shipping Configuration

The following Shop Configuration settings control the shipping calculations.

Xdefaultshippingmethod	Setting this to Yes means the first option in the shipping dropdown will be selected.
Xshippingcalc	This option determines how shipping is calculated. The default is to Lookup a value in shipmethods table and display it. There are many different options available and you can add unique shipping calculations - Quantity, Pricerange, weightrange, Weight, Fixed, Quantityrange .
Xfixedshippingcost	If used the fixed shipping method, this is the cost of the shipping.
Xfixedshippingmethod	If you are using the fixed shipping method, this is the name of your shipping method.
Xmerchantshipzip	The post code of the Merchant – used by some realtime look up shipping calculators.
xshippingdatabaserecords	If set to No , shipping records are not displayed as a drop down list.
Xshippingform	If set to No , no shipping form is displayed.
Xshippingfree	A product purchase value. If a customer purchases this amount or more, shipping is free regardless of the shipping method chosen. For example <i>100</i> .
Xshippingbycountry	Setting this to Yes tells VP-ASP that the country field is used when reading records in the shipmethods table. This allows you to specify different shipping values for different countries.
Xshippingfreeproducts	Setting this to Yes means that a check should be made to exclude products from any shipping calculations if they have freeshipping set to Yes in their product record.
xshippingselection	If xshippingform=No, set this to Yes to display the shipping drop down list by itself.

11.4.2 Shipping Routines

VP-ASP supports different types of shipping calculations and can easily be modified to support just about any calculations you need. The shipping calculations are controlled by the VP-ASP configuration. You need to set xshippingcalc in your shop configuration to match the method you wish to use from the list below.

Lookup	Customer selects shipping method but the amount is fixed regardless of what is being ordered. This is the default.
Fixed	You set a fixed amount by setting the following configuration options. xFixedShippingmethod ="Your shipping method" xFixedShippingcost ="3.00"
PriceRange	Shipping is calculated by the total price of products ordered and selection made by customer. Supports shipping by country.
WeightRange	Shipping is calculated by weight of products and selection made by customer. Supports shipping by country.
PricePercent	Shipping is calculated as a percentage of the product cost.
Weight	This is calculated as Weight * Quantity * Amount. Supports shipping by country.
Quantity	This is calculated as Quantity * Amount. Supports shipping by country.
Product	The actual shipping cost is in the product record. By default the weight field is used.

QuantityRange Different prices based on quantity purchased. Supports shipping by country.

11.4.2.1 Lookup

With this method, you simply need to add your shipping names and prices to the shipmethods table.

Set up Shipping

Please update values and press the Update button.

[Return to Shipping Methods Table](#)

ID

Shipping Method*

Shipping Cost

Add a Record

If the shipping cost is 0 or empty, the shipping is consider to be free.

The table below shows some example records.

Shipping Method	Shipping Cost
Express	\$4.00
Normal	\$2.00
Airmail	\$9.00
Download	\$0.00

11.4.2.2 Fixed

For this you need to change two lines to VP-ASP Configuration.

xfixedshippingmethod	A name for your shipping method – for example <i>Normal Post</i> .
xFixedshippingcost	The cost of shipping – for example <i>3.00</i> .

If you have specified that there are shipping free products and only those are purchased, then the shipping cost will be zero. Otherwise, the shipping will always be whatever is in xfixedshipping cost.

11.4.2.3 Price Range

With this shipping calculation, the total cost of the order is compared against a range set in the shipmethods table.

The shipping cost is whatever is in Base Price field within that price range, where minimum price is the lower limit of the price range and maximum price is the upper limit of the price range.

Set up Shipping

Please update values and press the Update button.

[Return to Shipping Methods Table](#)

ID

Shipping Method*

Base price

Extra Cost

Minimum Price

Maximum Price

Add a Record

So for every type of shipping method there should be multiple records, each one with its own price range and own price (only the relevant price range version of the multiple entries will appear in checkout).

The following table shows an example of how you could set up a price range shipping bracket.

Shipping Method	Base Price	Minimum Price	Maximum Price
Express	10	0	50
Express	20	50	100
Express	30	100	999999
Normal Post	5	0	50
Normal Post	10	50	100
Normal Post	15	100	999999

So, if your customer orders products totaling \$75 and selects Normal Post, their shipping cost will be \$10, as \$75 falls within the second price bracket for Normal Post.

If you have specified that there are shipping free products and only those are purchased, then the shipping cost will be zero.

11.4.2.4 Weight Range

Using this shipping calculation, the total weight of the products is compared against a range set in the shipmethods table.

The price is whatever is in Base Price within that weight range.

If you want to add extra cost for any extra weight, you can do this by adding a value into extra cost.

This extra cost is added to the base cost using the following logic -

Extra Weight = Totalweight – Minimum Weight

Extra Cost = Extra Weight * Extra Cost

Total Shipping Cost = Base Price + Extra Cost

Set up Shipping

Please update values and press the Update button.

[Return to Shipping Methods Table](#)

ID

Shipping Method*

Base price

Extra Cost

Minimum Weight

Maximum Weight

Add a Record

The following table shows an example of how you could set up a weight range shipping bracket.

Shipping Method	Base Price	Extra Cost	Minimum Weight	Maximum Weight
Express	10	2	0	5
Express	20	4	5	10
Express	30	6	10	9999
Normal Post	5	1	0	5
Normal Post	10	2	5	10
Normal Post	15	3	10	9999

So, if your customer orders products that weigh a total of 15kg and selects Normal Post, their shipping cost will be \$30, as 15kg falls within the third bracket for Normal Post and there are 5kg of extra weight (which is multiplied by the extra cost - \$3.00).

If you have specified that there are shipping free products and only those are purchased, then the shipping cost will be zero.

11.4.2.5 Price Percent

This method calculates the shipping cost as a percentage of the total cost of the order. This is done by setting the `xfixedshippingcost` value to a percentage value.

To set up percentage price shipping you need to set the following shop configuration options.

xshippingcalc	PricePercent
Xfixedshippingcost	If you want the shipping cost to be 20% of the order cost, then set this to .20.

If you have specified that there are shipping free products and only those are purchased, then the shipping cost will be zero.

11.4.2.6 Weight

VP-ASP will calculate the shipping price automatically by reading the `shipmethods` table. You need to update this table to reflect your shipping methods and costs.

Set up Shipping

Please update values and press the Update button.

[Return to Shipping Methods Table](#)

ID

Shipping Method*

Base price

Extra Cost

Add a Record

The following table shows an example of how you could set up weight shipping.

Shipping Method	Base Price	Extra Cost
Express	2	2
Normal	3.95	1
Airmail	6	4
Download	0	0

Shipping Method is a name for your shipping method.

Base Price is the amount that will be charged regardless of weight.

Extra Cost is multiplied by the weight of the products and the quantity ordered.

The total is the sum of the amounts above.

If you have specified that there are shipping free products and only those are purchased, then the shipping cost will be zero.

11.4.2.7 Quantity

VP-ASP will calculate the shipping price automatically by reading the shipmethods table. You need to update this table to reflect your shipping methods and costs.

Set up Shipping

Please update values and press the Update button.

[Return to Shipping Methods Table](#)

ID

Shipping Method*

Base price

Extra Cost

Add a Record

The following table shows an example of how you could set up quantity shipping.

Shipping Method	Base Price	Extra Cost
Express	0	2

Base Cost is the amount that will be charged regardless of quantity.

Extra Cost is multiplied by the quantity of items ordered.

The total is the sum of the above amounts.

If you have specified that there are shipping free products and only those are purchased, then the shipping cost will be zero.

11.4.2.8 Product

To have a different shipping cost per product you can enter the cost of shipping into the product record itself. For each product, you just need to place the shipping cost into the Weight field.

11.4.2.9 Quantity Range

VP-ASP will calculate the shipping price automatically by reading the shipmethods table. You need to update this table to reflect your shipping methods and costs.

Set up Shipping

Please update values and press the Update button.

[Return to Shipping Methods Table](#)

ID

Shipping Method*

Base price

Extra Cost

Minimum Quantity

Maximum Quantity

Add a Record

The following table shows an example of how you could set up quantity range shipping.

Shipping Method	Base Price	Extra Cost	Min Quantity	Max Quantity
Express	0	\$2.00	0	5
Express	5	\$4.00	5	10
Express	9	\$6.00	10	999

Base Price is the amount that will be charged regardless of quantity.

Extra Cost is multiplied by the quantity of items ordered.

The total is the sum of the above two amounts.

If you have specified that there are shipping free products and only those are purchased, then the shipping cost will be zero.

11.4.3 Shipping Rates Providers

As well as the built in routines, the VP-ASP website has add-ons available for other shipping type. These can be added in the "Setup Other Shipping" area of the shipping setup page, as can any shipping routines you write yourself.

ID	Shipping Method	File Name	Edit	
6	Fedex	fedex.asp		<input type="checkbox"/>

[1]

To add a shipping routine, simply enter a name for the routine in the Shipping Method field and the name of the file that does the processing in the File Name field.

If you are using an add-on, it will come with detailed installation instructions which cover any extra steps you need to take.


Among the shipping calculation providers VP-ASP integrates with are:

- UPS Realtime (see section below)
- USPS Realtime lookup
- Australia Post realtime
- Canada Post realtime
- FedEx Realtime (paid add-on)
- Intershipper
- UPS and FedEx by Database Lookup

Note: These add-ons do not form part of the official supported VP-ASP product. It is possible for these providers to change their rules or requirements and we cannot guarantee that VP-ASP will support these changes. Some of these providers require that you register before using their services and most of the real time interfaces require the Microsoft XML DLL to be installed on your server.

11.4.3.1 UPS

VP-ASP comes with UPS Real-Time support built in – to install UPS into your store, you need to complete the UPS setup wizard by clicking the Add UPS Realtime Shipping link on the shipping setup page.




[Add UPS Real-Time Shipping](#)
[Configure UPS Real-Time Shipping](#)

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You need to agree to the UPS license agreement, then you are prompted to enter your details. These need to match the details you used when signing up with UPS.

UPS Online® Tools Licensing and Registration Wizard - Step 3



Please note: some reserved characters, such as ampersands (&) can cause problems with the UPS system. Please avoid using these characters.

* Indicates a required field

Contact Name*:
Title*:
Company Name*:
Street Address*:
City*:
State*:
Country*:
Postal Code*:
Phone Number*:
Website URL*:
Email Address*:
UPS Account Number*:

To open a UPS Account, [click here](#) or call 1-800-PICK-UPS.

I would like a UPS Sales Representative to contact me about opening a UPS shipping account or to answer questions about UPS services.*

☐ Yes
 ☐ No


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Note: You must not enter any special characters in this form, such as ampersands (&), as these can result in errors being returned from the UPS server.

Once you have completed this setup wizard, your site is UPS enabled.

If you have some specific requirements, you can make these changes in the Configure UPS screen.

UPS Real-Time Configuration



Merchant Details

City
State
Zipcode
Country

Options

Zero-weight error ☒ Yes ☐ No
Auto-separate packages ☐ Yes ☒ No
Auto-separate weight
Delivery address is residential? ☐ Yes ☒ No
Allow certain products to be shipped separately? ☐ Yes ☒ No
Ship all products separately? ☐ Yes ☒ No
Test mode ☐ Yes ☒ No
Packaging type
Pick-up type
Use supplier zip? ☐ Yes ☒ No
Weight units

Advanced

XML Version
Supplier Ship Field
Check Individual Product Field
Dimension Product Field

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11.4.3.1.1 Merchant Details

Here you can modify the city, state, zipcode and country you have entered as your store location.

11.4.3.1.2 Options

Zero weight error	If set to Yes , this option will produce an error when a product with zero weight is selected.
Auto separate packages	If set to Yes , the cart will separate packages for shipping if their weight is above the value in the auto separate weight field.
Delivery address is residential	If set to Yes , PO Box addresses will not be accepted.
Packaging Type	Here you can select the packaging type you will be using to send your products to your customers.
Pick up Type	Select the pick-up method relevant to you.
Use supplier zip	If you will be shipping directly from your supplier and you would like to calculate shipping costs relevant to your suppliers location, select Yes here.
Weight units	Select here whether you would like to calculate the weight in pounds or kilograms.

11.4.3.1.3 Advanced Fields

XML Version	Most servers use XML2. If your server uses a different XML version, then select this from the drop down list.
Supplier Ship field	The field in the products record where you record the suppliers zip code (this is used when "Use Supplier Zip" is set to Yes).

11.4.4 Shipping by country

Most of the shipping calculations can be set-up to be specific to a country. Countries that are not specifically listed have a special entry where the country is "other". To allow shipping by country, you need to set the following shop configuration options.

Xshippingbycountry	Setting this to Yes tells VP-ASP that the country field is used when reading records in the shipmethods table. This allows you to specify different shipping values for different countries.
Xincludecountries	Setting this to Yes tells VP-ASP to generate a dropdown list of countries on the customer form rather than allowing them to enter their own country by hand.

For each specific country you need to create the appropriate shipping records as normal, also including in the title of the shipping record which country the shipping record is used for.

You also need to create one set of records and put "other" into the country field so that those countries that do not have specific record will obtain their shipping rates from the "other" set of records.

Note: This method will not automatically change the shipping options displayed on shopcustomer.asp based on the country chosen – if the customer chooses a method not supported by their country, they will be alerted.

Example: Shipping by Country and Weight Range

Ensure that all products have a value in their weight field and that the following configuration settings are set:

Xshippingbycountry	Yes
Xshippingcalc	WEIGHTRANGE
Xincludecountries	Yes

In your shop administration, go to Occasional Tasks > Shipping > Shipping.

Here you will need to add all of your records for each country - each country will need their own specified set of weight ranges.

In this example we have set up weight ranges for the US, UK, and Other (which incorporates any country other than those you specify).

The first range for the US is 0-2 and we have set a base cost of \$5 for this:

Set up Shipping

Please update values and press the Update button.

[Return to Shipping Methods Table](#)

ID

1

Shipping Method*

Express

Base price

5

Extra Cost

Minimum Weight

0

Maximum Weight

2

Country

United States

Update record

Make Copy of Record

Delete

We set up similar ranges for the UK and Other:

Set up Shipping

Please update values and press the Update button.

[Return to Shipping Methods Table](#)

ID

7

Shipping Method*

Express

Base price

10

Extra Cost

Minimum Weight

0

Maximum Weight

2

Country

Other

Update record

Make Copy of Record

Delete

Keep adding more countries and more ranges until your requirements are met.

Set up Shipping (weightrange)

Change Shipping Calculation:

weightrange

Change

Add a Record

ID	Shipping Method	Base price	Extra Cost	Min Weight	Max Weight	Country	Edit	
1	Express	5		0	2	US		<input type="checkbox"/>
2	Express	10		2	5	US		<input type="checkbox"/>
3	Express	15		5	10000	US		<input type="checkbox"/>
4	Express	7		0	2	UK		<input type="checkbox"/>
5	Express	12		2	5	UK		<input type="checkbox"/>
6	Express	20		5	10000	UK		<input type="checkbox"/>
7	Express	1		0	2	Other		<input type="checkbox"/>
8	Express	15		2	5	Other		<input type="checkbox"/>
9	Express	20		5	10000	Other		<input type="checkbox"/>

[1]

Delete Selected Records

11.4.5 Free shipping

There are many ways you can allow free shipping in your store. If you want storewide free shipping, simply set the following shop configuration options.

Xshippingcalc	Fixed
Xfixedshippingcost	0
Xfixedshippingmethod	Free Shipping
Xshippingdatabaserecords	No

If you want to have free shipping when a customer orders over a certain amount, you need to set the following shop configuration options.

Xshippingfree	A product purchase value. If a customer purchases this amount or more, shipping is free regardless of the shipping method chosen. For example <i>100</i> .
----------------------	--

This can be used alongside your normal shipping routine, but will override any settings you have to set shipping to be free when over the specified amount.

If you want to set individual products to have free shipping, you can do so by setting the Free Shipping flag in the product record to be Yes. You also need to set the following shop configuration option.

Xshippingfreeproducts	Setting this to Yes means that a check should be made to exclude products from any shipping calculations if they have freeshipping set to Yes in their product record.
------------------------------	--

11.4.6 Handling Fees

If you want to add a handling fee to your orders, you can set it on a store-wide level, or an individual fee by product.

The following shop configuration options cover handling.

xhandlingprice	If you want to include handling on a storewide level, enter the cost of handling here – for example <i>2.50</i> .
Xhandlingbyproduct	This is the field in the products table that you will enter the handling price – for example <i>pother5</i> .

These two types of handling calculations can be used together - you may have a fixed handling cost plus individual product costs.

If more complicated logic is required, then edit file **shophandling.asp** and add your own handling fee calculation.

11.4.6.1 Handling Fees and Inventory Products

If you are using inventory products, VP-ASP will set the handling cost as the value from the field defined in xhandlingbyproduct in the child record.

If there is no value in the xhandlingbyproduct of the child record, VP-ASP will use the xhandlingbyproduct price from the parent record.

If you want the handling cost to be a combination of the value from the parent and child product records, you can do so by setting the following shop configuration option.

Xhandlingcombine	Setting this to Yes tells VP-ASP to combine the handling fee from the parent and child records of inventory products to calculate the total handling fee.
-------------------------	--

11.5 Tax

Tax handling is very country specific and VP-ASP has a number of built in tax calculations to support the most common ones. The built in tax calculations include:

- Tax by State/Province
- Tax by Country
- Tax by Product
- EU taxes
- Exclude products from tax

If these are not suitable, you can modify shoptax.asp to match your exact requirements.

11.5.1 Tax and shipping

By default, shipping is not included in tax calculations, but this can be changed in the shop configuration.

Xtaxincludeshipping	Setting this to Yes tells VP-ASP to add the shipping cost to the total before calculating tax.
Xtaxfreeproducts	Setting this to Yes tells VP-ASP to recalculate the product total to exclude products that are marked as tax free in their product record before calculating tax.

11.5.2 Tax by Country

Using the shopcountries table in your database, you can specify a tax rate for customers from a certain country should be taxed.

In your shop administration, go to Occasional Tasks > View/Edit Countries and click the Edit button next to the country you want to add a tax rate to.

In the **countrytaxrate** field, you need to enter a percentage rate for the tax to be charged at.

For example, if you want UK residents to be charged a tax of 17.5%, you would add *0.175* to the countrytaxrate field of the UK record.

The screenshot shows a web form titled "Basic Information" for editing a country record. The form has the following fields and values:

- countryid: 224
- country: UK (selected from a dropdown menu)
- countryname: United Kingdom
- countrydisplayorder: 2
- countryhide: False
- countrytaxrate: 0.175
- countrygroup: EU

At the top of the form, there are three buttons: "Update record", "Make Copy of Record", and "Delete". At the bottom, there are also three buttons: "Update record", "Make Copy of Record", and "Delete".

Note: It is important that the country drop down list be used to generate the correct country abbreviations – you need to set the following in your shop configuration.

xincludecountries	Setting this to Yes tells VP-ASP to generate a dropdown list of countries on the customer form rather than allowing them to enter their own country by hand.
--------------------------	---

11.5.3 Tax by State

State taxing is set up in much the same way as the country tax, except it is setup in the shopstates table.

In your shop administration, go to Occasional Tasks > View/Edit States and click the Edit button next to the state you want to add a tax rate to.

In the **statetaxrate** field, you need to enter a percentage rate for the tax to be charged at.

For example, if you want Texas residents to be charged a tax of 7.5%, you would add *0.075* to the statetaxrate field of the Texas record.

Note: It is important that the state drop down list be used to generate the correct state abbreviations – you need to set the following in your shop configuration.

Xincludestates	Setting this to Yes tells VP-ASP to generate a dropdown list of states on the customer form rather than allowing them to enter their own state by hand.
-----------------------	--

11.5.4 Tax by Product

If you want to set a tax rate on a product-by-product basis, you can do so by entering a percentage rate in the product record.

There is no specific field for this so you need to select a field that you aren't using for anything else, such as the *pother1* field.

In the VP-ASP Configuration set the following:

xtaxbyproduct	This is the name of the field in the product record that you will enter the tax rate. For example <i>pother1</i> .
----------------------	--

VP-ASP will look at this field and if there is something in it, it will be multiplied by the product price to get a tax for that product. If the field is empty, the product is not taxed.

11.5.5 European VAT and taxes

VP-ASP has basic validation for EU VAT numbers and can bypass VAT for companies that supply valid VAT number.

Note: VP-ASP makes no representation that this is the correct validation rules for EU VAT and customers use these facilities at their own risk.

xtaxEU	Setting this to Yes tells VP-ASP to use special EU tax logic to calculate the tax to be applied to the order.
Xvatnumber	Setting this to Yes tells VP-ASP to display a VAT number on the customer form and validate it if entered.
Xvatcountry	Enter the abbreviation of the home country where VAT exemptions are ignored. For example, if your store is located in the United Kingdom, enter <i>UK</i> in this field.

You also need to flag EU countries and enter the EU tax rate into the shopcountries table.

In your shop administration, go to Occasional Tasks > View/Edit Countries and click the Edit button next to the country you want to set up as an EU country.

In the **countrytaxrate** field, you need to enter the EU tax percentage rate (for example *0.175*).

In the **countrygroup** field, you need to enter the keyword *EU*.

Basic Information	
	<input type="button" value="Update record"/> <input type="button" value="Make Copy of Record"/> <input type="button" value="Delete"/>
countryid	224
country	UK
countryname	United Kingdom
countrydisplayorder	2
countryhide	False
countrytaxrate	0.175
countrygroup	EU
	<input type="button" value="Update record"/> <input type="button" value="Make Copy of Record"/> <input type="button" value="Delete"/>

How this works is, if *xtaxeu* is Yes and if the country belongs to the EU countrygroup, the tax rate specified in the *countrytaxrate* (*xtaxeurate*) is multiplied against the product cost. The exception to this is if a valid VAT number was entered on the customer form or if the selected country is identified as *xvatcountry*.

11.5.6 Tax included in price

If your products already include the tax and simply want the tax to be displayed, then you need to set the following shop configuration option.

Xtaxincludedinprice	Setting this to Yes tells VP-ASP that the tax is included in the price of the product but the amount of tax should be displayed as a line item in the checkout.
----------------------------	--

Note: Some code changes in *shoptax.asp* may be required to produce the correct result in some cases.

11.5.7 Excluding products from tax

Specific products can be excluded from taxes. Use the Shop Configuration Option. This is list of catalogids that are excluded. The example below shows how to exclude gift certificates. Or you can mark certain products by using an unused field in the products table

Both a list of products and the database lookup can be used together.

xtaxexcludeproducts	This is a list of catalogids of products for which tax is to be excluded. For example – <i>12,20,40</i>
Xtaxexcludeproductsdb	This is the name of a field in the product record - if this field is not empty, then this product is excluded from tax. For example – <i>pother4</i> .

Alternatively, you can set the flag Tax Free to Yes in the product record and set the following in your shop configuration.

Xtaxfreeproducts	Setting this to Yes tells VP-ASP to recalculate the product total to exclude products that are marked as tax free in their product record before calculating tax.
-------------------------	--

11.5.8 Excluding customers from tax

If you have customers that you specifically want to exclude from paying tax (for example, if they represent a not for profit organisation) you can do so by setting the taxexempt field of their customer record to "yes" or "true" (no quotes).

taxexempt	<input type="text" value="True"/>
-----------	-----------------------------------

12 Discounts

VP-ASP has many discounting features available allowing you great flexibility in offering your customers great deals on products in your store.

- A customer-based **overall discount** to the entire order.
- **Quantity discount** based on purchasing a quantity of a certain product or group of products.
- **Price Range Discount** based on spending over a certain price level.
- **Discount Coupons** that give a fixed cost or percentage discount on a store-wide, category or product level.
- **Gift Certificates** that the customer can redeem for products in your store.
- **Buy product(s) get product(s) free** allows you to give away a free product based on the quantity of a certain item purchased.
- **Buy certain amount get item free** allows you to give away a free product based on a certain price level purchased.

12.1 Coupons

Discount coupons allow you to reward customers with discounts. The discounts can either be:

- Discount to the total price of their order
- Discount to specific products
- Discount to specific category of products
- Coupons can be specific to a customer
- Coupon may have a minimum purchase requirement
- Coupon may be linked to an affiliate who will receive a commission on any orders made using that coupon.

12.1.1 Setting up a coupon

You can set up coupons in the VP-ASP administration by going to Occasional Tasks > Add-Ons > Coupons.

Basic Information	
	<input type="button" value="Add a Record"/>
couponname	<input type="text"/>
couponamount	<input type="text"/>
couponpercent	<input type="text"/>
couponstartdate	<input type="text"/>
couponenddate	<input type="text"/>
couponlimit	<input type="text"/>
couponcategories	<input type="text"/>
couponproducts	<input type="text"/>
couponusedcount	<input type="text"/>
couponlastuseddate	<input type="text"/>
couponcomment	<input type="text"/>
couponother	<input type="text"/>
couponcustomers	<input type="text"/>
couponminimum	<input type="text"/>
couponaffid	<input type="text"/>
	<input type="button" value="Add a Record"/>

CouponName	This can be anything - it is what the customer enters when they checkout to receive the coupon discount.
CouponAmount	The amount of discount. It can be a dollar amount, or left empty if you want to use a percentage.
CouponPercent	The percentage discount in the form ".10" or, for currencies that use comma as decimal point ",10" (without quotes).
CouponStartDate	This is required, it is the date from which the coupon is able to be used.
CouponEndDate	This is optional - it is the last date that the coupon is valid.
CouponLimit	If you want to limit the coupons use to, for example, the first hundred customers, you can enter the limit here.
CouponCategories	If you want to limit the use of the coupon to certain categories, enter their IDs here, separated by commas.
CouponProducts	If you want to limit the use of the coupon to certain products, enter their IDs here, separated by commas.
CouponUsedCount	This is automatically updated by VP-ASP - it is how many times this coupon has been used.
CouponLastUsedDate	This is automatically updated by VP-ASP - it is the last time that the coupon was used.
CouponComment	Unused by VP-ASP
CouponOther	Unused by VP-ASP
Couponcustomers	If you want to limit the use of the coupon to certain customers, enter their IDs here, separated by commas.
Couponminimum	If you want to limit the coupon to orders over a certain amount, enter the minimum order cost here.
Couponaffid	If you want this coupon to be linked to an affiliate ID, then enter the ID here. This means that when a customer enters this coupon, the purchase will also be linked to the affiliate and they will get a commission.

In the VP-ASP configuration file, the following value must be set:

xallowcoupons Setting this to **Yes** turns on the discount coupon feature.

12.1.1.1 *Setting expiries on your coupons*

Coupons can expire in two ways – by date or by usage.

If you want your coupon to only be valid for a certain date range, you can enter a date in the **couponenddate** field of the coupon record. The coupon will expire at the end of that day.

Note: The dates are dependent on where your web hosting company is located and may be different from your local date. Check with your host to see if there is any time difference.

The other method is to set a "use count". Every time someone uses a particular coupon, VP-ASP records it in the database once the order has been completed.

The next time a customer tries to use that coupon, if the use count has exceeded the limit specified in the coupon record, the customer is notified that the coupon is no longer valid.

Note: Since the recording and the checking are done at different times, it is possible to exceed the use count if multiple customers enter the coupon name before the use count has been exceeded.

12.1.1.2 *Setting limitations on your coupons*

Coupons can be limited to only apply to specific products or categories by using two fields in the coupon table – **couponcategories** and **couponproducts**.

CouponCategories	This is a list of category numbers to which the discount applies. For example - 1,55,3,2
CouponProducts	This is a list of product catalogids numbers to which the discount applies. For example - 7,3,13,77,22,1.

12.1.2 How customer uses coupon

Customers can enter the discount coupon at any time before they checkout on the customer checkout page. If the coupon is valid, the coupon discount is applied to the order and appears as a separate line item in the order confirmation form.

12.2 Quantity Discounts

If you want to use quantity pricing, you need to set the following option in your shop configuration.

xquantityprices	Setting this to Yes tells VP-ASP to use quantity based pricing.
------------------------	--

Note: This feature adds additional overhead as VP-ASP needs to check the database every time the quantity for an item is changed to recalculate the price.

Each time the customer alters the quantity of a product VP-ASP looks up the product by catalogid or category in the **quantitydiscounts** table. If it finds a record, it alters the price based on the ranges set in that table.

Using this method, VP-ASP will not group products to apply a discount. If you want different products to be treated as a group you must also set the following shop configuration option.

xproductgroupdiscount	Setting this to Yes tells VP-ASP to group products before calculating a quantity discount. Products are grouped using the groupfordiscount field in the products table (for example, all products with "shirts" in the groupfordiscount field will be treated as one group).
------------------------------	--

12.2.1 QuantityDiscounts Table

This is the table where you can specify products, categories and quantity ranges for quantity discounts.

Categoryid	If you want to apply a discount to products in a particular category, enter the category ID here.
Cataloged	If you want to apply a discount to a particular product, enter the catalog ID here.
Minquantity	This is the minimum quantity to be ordered before the discount should apply.
quantity1	The upper level of the quantity. For example if a discount is to be applied for purchases of 5 to 10 items set minquantity 5 and enter 10 in this field.
discount1	The amount of discount. If it is less than 1 (for example .10) it is treated as a percentage discount. If it is greater than 1 it is treated as an actual discount amount.
quantity2 and discount2...	These are the next ranges. The quantity must be higher than that of the previous quantity. You must set the last quantity to a high number such as 99999 to cover all quantities that can be ordered.
groupfordiscount	Entering a keyword in here tells VP-ASP to group products that have this keyword in their groupfordiscount field before calculating the discount. This allows you to apply a discount across a range of products. Note: If using this function, make sure cataloged and categoryid fields of the record are not filled out.

12.2.2 Showing breakdown of quantity discount in your product pages

If you want to display a table which shows the quantity ranges and the discount applied in your product pages, you can add the following to your template –

[DISPLAY_QUANTITYDISCOUNTS]

This will display a table, as shown below, with a breakdown of the quantity price ranges available for that product.

Discount	
Quantity	Price
0 to 5	US\$8.99
6 to 10	US\$7.99
11 to 15	US\$6.99
16 to 20	US\$5.99
21 to 25	US\$5.00

12.3 Price Range Discount

To set up a discount for customers who purchase a certain amount from your store, you need to set the following shop configuration options.

Xdiscountlimit	This is a comma-delimited list of price limits to receive the discount. For example - 100,500,1000
xdiscountamount	This is a comma-delimited list of discounts to match up to the ranges listed above. For example - .10,.20,.30

In the example above, if a person buys over \$100 worth of products, they get a 10% discount. Over \$500 they get a 20% discount and over \$1000 they get a 30% discount.

Note: For European countries where a comma is used as a decimal point, separate the amounts with a semicolon (;).

12.4 Individual Customer Discounts

The simplest method of offering a discount to a specific customer is to enter a discount value in their customer record's **discount** field. When the customer logs into your shop, the discount is applied automatically.

Note: The discount only appears when the customer confirms the order in shopcreateorder.asp – it is not displayed in shopaddtocart.asp or the mini-cart.

12.4.1 Customer Based Pricing – Advanced

VP-ASP allows you to provide more advanced discounts to customers in three different ways:

1. The first involves using different prices in the products table. With this method you define different types of customers and each sees only the price field in the products table defined for that customer.
2. The second method is similar to the first, except you can specify a percentage discount across the whole shop for each group to receive.
3. The third method uses a table called customerprices. The customer will then only see these prices and not the prices normally defined for the products. Customer based prices will add additional overhead. Each time a product is displayed, the customerprices table must be read to determine if the customer should see a special price for this product.

12.4.1.1 Customer Pricing Based on Products Record

If you have a small number of groups, you can specify a different field in the products table to be used as the price for each group.

Customers can be separated into types - such as retail, wholesale or distributor - and each will see a different price for the same product.

To set this up, you need to:

1. Tell VP-ASP what types of customers you have.
2. Tell VP-ASP where to find their prices.
3. For each customer with a special price, enter their customer type in their customer record.

The following Shop Configuration value turns on enhanced customer pricing.

Xcustomerprices	Setting this to Yes turns on customer based pricing.
------------------------	---

First you need to tell VP-ASP which field in the customers table identifies specific customer types.

By default VP-ASP will use the field *contacttypeid* which is a numeric field but you can use any other field such as *custother1* or any field that you add to the customers table.

Xcustomerpriceidentifier	<p>The field in the customer record used to distinguish different customers. Default is <i>contacttypeid</i> (numeric field).</p> <p>You can use any field in the customers record to hold the customer type.</p>
---------------------------------	---

Next you need to tell VP-ASP the types of customers you have.

For example, you may have three types - retail, wholesale and distributor - and they see three different prices.

You want retail customers to see the normal price (*cprice*) but you want wholesalers to see another price and distributors to see a third price.

You decide to use *custother1* to tell VP-ASP which customers are which.

You do not have to do anything for retail customers.

For the others you create an entry in the Shop Configuration as shown below. Any keywords will do as long as they match the value you put for the customer in the *custother1* field above.

Xcustomerpricetypes	<p>This is a comma-delimited list of customer types.</p> <p>For example – <i>1,2,3</i> or <i>Wholesale,Distributor,Friend</i></p>
----------------------------	---

The last thing is to tell VP-ASP which field in the products table to find the prices.

In our example, the wholesale price will be in *pother1* and the distributor price will be in *pother2*.

Again any fields can be used, but it is important to put them in the correct order in the shop configuration option below so that they match up with their equivalents in **xcustomerpricetypes**.

Xcustomerpricefields	<p>A comma-delimited list of fields where prices are entered in the products table for each group. For example - <i>cprice,pother5,price3</i></p> <p>These should match up with the values from the option above.</p>
-----------------------------	---

Normal retail customers will have no value in the field *custother1* (**xcustomerpriceidentifier**) and therefore will see the normal price from the *cprice* field of the product record.

Wholesale and Distributors would need to login before they shop and VP-ASP will take note of their customer type.

When a product is displayed a lookup is done to determine which field in the products table to use as their price by matching the customer type with values in **customerpricetypes** and its equivalent value from **xcustomerpricefields**.

12.4.1.2 Customer group discounts

When using the method above you need to add price variations to every product for each customer group. This method allows customer price groups to be handled as a percentage of the current price and calculated dynamically.

You can use this method alongside the first method - if there is a price within the customer price field in the product record, it is used instead of the customer price percent value.

Xcustomerprices	Setting this to Yes turns on customer based pricing.
Xcustomerpriceidentifier	The field in the customer record used to distinguish different customers. Default is <i>contacttypeid</i> (numeric field). You can use any field in the customers record to hold the customer type.
Xcustomerpricetypes	This is a comma-delimited list of customer types. For example – <i>1,2,3</i> or <i>Wholesale,Distributor,Friend</i>
Xcustomerpricepercents	This is a comma-delimited list of percentage discounts for each group (must be in the same order as xcustomerprice types). For example - <i>.10,.15,1.10</i>

If the percent is less than one, then the default price for the product has an amount deducted from it to get the new price.

For example, if the percent is .10 and the default price is \$100, then the customer price is \$90 (\$100-\$10).

If the percent is greater than one, then the default price for the product has an amount added to get the new price.

For example, if it percent is 1.15 and the default price is \$100, then the customer price will be \$115 (\$100*1.15).

12.4.1.3 Customer Based Pricing using Customer Prices Table

As with product-based customer pricing, you need to set the following in your shop configuration.

Xcustomerprices	Setting this to Yes turns on customer based pricing.
------------------------	---

Then, you need to set up records in your customerprices table to tell VP-ASP about the discounts certain customers are entitled to. You can do this by going to Everyday Tasks > Discounts > Customer Prices in your shop administration.

Basic Information

Add a Record

customerid

10

categoryid

catalogid

20

discountpercent

.5

discountamount

Add a Record

Customerid	The customer number from the customers table.
Categoryid	If the customer should only get a discount on a specific category, enter

	the category ID here.
catalogid	If the customer should only get a discount on a specific product, enter the catalog ID here.
discountpercent	If the customer should receive a percentage off the price, this is the discount percentage.
discountamount	If the customer should receive a fixed amount off the price, this is the amount.

After the customer has logged in, each time they view a product VP-ASP looks up the customerprices table to check if they should receive a discount. If a discount is found, the price is adjusted before being displayed.

If you want to provide a storewide discount, set both the categoryid and catalogid are to zero.

12.5 Buy Product Get Product Free

The facility allows you to offer a free additional product when a certain quantity is purchased.

Examples

- Your customer buys four of an item and they get an additional one free
- You customer buys two of an item and get another product free

12.5.1.1 Restrictions on usage

- The products are not grouped - the limits are based purely on the individual quantities of the products in the cart.
- If you have a limit on the number of products that can be ordered at one time, the free product is not added to the cart.

12.5.1.2 Configuration values

The following shop configuration values allow you to set up this buy x get x free feature.

Xcartspecialhandling	Setting this to Yes tells VP-ASP that special product handling is required.
Xcartspecialhandlingfield	<p>This is the name of a field in the products table that has the special handling instructions. It can be any field (for example <i>level3</i>).</p> <p>In this field, you need to enter the quantity limit and the product to be given for free.</p> <p>For example –</p> <ul style="list-style-type: none"> • Your customer buys four of an item and they get an additional one free. You would enter 4 in this field. • You customer buys two of an item and get another product free. You would enter 2,20 in this field with 2 being the quantity to be ordered to receive the free product and 20 being the catalog ID of the product to receive for free.

12.6 Buy Certain Amount Get Product Free

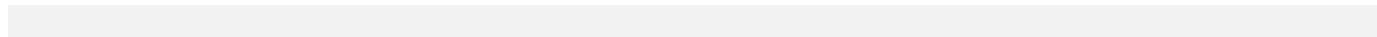
If you want to give your customers a free product if they spend over a certain amount in your shop, you can do so by setting up the following shop configuration options.

Xfreeproducts	Setting this to Yes turns on this facility.
Xfreeproductamounts	The order amounts separated by semicolon (;) or a pipe () - they should be even numbers to avoid currency issues. For example - <i>100;500;1000</i>

Xfreeproductcatalogids	This is a semi-colon delimited list of catalogids to be given away at each spend level specified above. For example - 7;99;3.
Xfreeproductcatalogid	This is an internal number that is used to denote the item is a free product. Default is 999991. This shouldn't need to be changed unless you have over 999991 products in your database.

In the example above, if the customer spends:

Under \$100	No free product
\$100 - \$500	Free product #7
\$500 - \$1000	Free product #99
\$1000 +	Free product #3



13 Affiliates

Affiliate processing allows you to associate individual orders with another site, person or company. The site links to your shopping site passing their affiliate number - VP-ASP remembers that number and adds that number to any orders processed for that customer for that session.

- Associates individual orders with an affiliate
- Detailed reports which include:
 - The number of links to your site for each affiliate
 - The number of orders
 - The total of all orders
 - Date of last link to your site
- Ability to add, alter affiliates using standard VP-ASP administration
- Affiliate Administrator. Affiliates can review orders and change their details.
- Ability to have both a master affiliate and sub affiliates
- Ability for customer to select the affiliate if no link is provided

13.1.1 Registering an affiliate

Affiliates can register themselves by going to the page **shopaffregister.asp** on your site. You can also add new affiliate through the VP-ASP administration by going to Occasional Tasks > Affiliates > Add/Edit Affiliates.

If you are using a two-tier affiliate system, sub-affiliates can register from this page as well, as long as the master affiliate ID is passed to the URL -

`shopaffregister.asp?refid=m`

Where **m** in the example above is the master affiliate's Affiliate ID.

13.1.2 Post registration information

If you want to provide your affiliates with some information about your program after they sign up, you can do so by editing the file **shopaffuserinfo.htm**.



After the affiliate registers through your site, they will be sent to this page, which is simply made up of plain HTML.

Note: this file should not include any HTML start or end tags (including <html>, <head> or <body> tags), as these are already written by VP-ASP when the page is displayed.

Once an affiliate has registered, they can access a special area of your site which provides them with information about their account.

You simply need to add a link to the page **shopaffadmin.asp** somewhere in your site so that your affiliates can access this page.

Affiliate Service

	Affiliate registration
<ul style="list-style-type: none">• Login• Affiliate registration• Forgot your password?	
	Affiliate Report
<ul style="list-style-type: none">• Affiliate Report• Link Report• Order Report	

13.1.3 E-mail Confirmation of Registration

When a new affiliate registers, both the merchant and the affiliate receive an e-mail confirmation. Templates are used to send the e-mail and they can be customized to your site.

tmp_affiliate.txt for mail confirmation to the affiliate
tmp_affmerchant.txt for mail confirmation to the merchant

13.2 How an affiliate links to your site

To allow for orders to be linked to affiliates, the affiliate must link to your site with a hyperlink or form specifying the following.

shopaff.asp?affid=n	"n" needs to be replaced with the affiliate's ID from your database.
shopaff.asp?affid=n&id=yyyy	Using a link like this, the customer will be redirected to the default page once VP-ASP notes the affiliate ID. "n" needs to be replaced with the affiliate's ID from your database. "yyyy" needs to be replaced with the catalog ID of a product in your database.
shopaff.asp?affid=n&directurl=http://www.vpassp.com/vpassp	Once VP-ASP has noted the affiliate ID, the customer will be redirected to a specific product with catalogid yyyy. "n" needs to be replaced with the affiliate's ID from your database. "http://www.vpassp.com/vpassp" needs to be replaced with a filename or URL. Once VP-ASP has noted the affiliate ID, the customer will be redirected to the file or site identified as the <i>directurl</i> .


If the affiliate does not exist, VP-ASP goes to your home page and no error is shown.

If the affiliate exists, the login count and login date is updated in their affiliate record.

Each affiliate can have a unique page on your site and VP-ASP will automatically link to that page. If no page is specified in the field **directurl** in the affiliates table or in the querystring then VP-ASP sends the customer to your home page.

13.3 Customers choose an affiliate to associate their order with

An alternative to the linking method above is to allow your customers to select from a list of affiliates on the customer checkout form.

 **Affiliate**

Affiliate #

Affiliate

Select

▼

To turn this on, you need to set the following in your shop configuration.

Xaffcustomerform	Setting this to Yes generates a list of affiliates on customer checkout form.
------------------	--

13.4 Configuring the affiliate system

The affiliate system needs some information about your site before you can use it.

The configuration involves:

- Enter your settings into the "Affiliates" section of the shop configuration.
- Enter your affiliate welcome text in shopaffuserinfo.htm.
- Optionally create information pages on your site to describe your affiliate system to potential affiliates.

13.5 Affiliate Configuration Options

There are certain options in the shop configuration that must be changed before can you allow affiliates to self-register on shopaffregister.asp

affallowaffiliatesrevieworders	Set this to Yes if you want the affiliate to be able to review orders via the customer service centre of your site.
Affallowlinkreport	Set this to Yes if you want affiliates to be able to view a report of links made to your site with their affiliate ID by date.
affcommissioncategory	Set this to Yes if you want commissions to be paid by category.
Affcommissioncategories	A set of categories and their commission values. For example - 1,2,3,6=.20;4,5=.10 This means categories 1,2,3 and 6 have a commission rate of 20% and categories 4 and 5 have a commission rate of 10%
affcommissionincludesallorders	Set this to No if you only want orders marked processed to be included when calculating the affiliate's commission.
affcommissionIncludesshipping	Set this to Yes if the affiliate's commission should include shipping costs in the calculation.
affcommissionproduct	Set this to Yes if you want commission to be paid by product.
affcommissionproductfield	The field in the products table where the commission value is found.
affcommissionrate	The default commission rate - it can be altered for each affiliate by editing their record.
affdirecturl	The default page to display when an affiliate links to your site.
affinfourl	The name of a page on your site that describes your affiliate system.
Affmailorder	Set this to Yes if you want an e-mail to be sent to the affiliate at the end of an order made with their ID.
Affmailorderdetails	This is the template used to mail the affiliate at end of order. Default is Tmp_affmailorderdetails.txt .
Affmailordername	This is the template with the affiliate details used in constructing the order detail message. Default is Tmp_affmailordername.txt .
affmastercommissionrate	The default commission rate for a master affiliate.
affmultilevel	Setting this to Yes means that there can be two levels of affiliates (master affiliates and sub-affiliates).
affpaymenttypes	A comma-delimited list of methods you use to pay your affiliates. For example - <i>Bank Transfer,Paypal,Check</i> .
affsubject	The name of your site which is used in emails to the affiliate.
afftemplateaffiliate	This is the template that is emailed to the affiliate after they register. Default is tmp_affiliate.txt .
afftemplateMerchant	This is the template that is emailed to the merchant when an affiliate registers. Default is tmp_affmerchant.txt .
affwebsite	This is the URL of your shopping cart. This will be used to

	generate the URL for the affiliate to link to your site. For example <i>http://www.vpasp.com/vpasp</i> .
Xaffcustomerform	Set this to Yes if you want to display a list of affiliates on customer checkout form so the customer can manually choose and affiliate to associate their order with.
Xaffheaders	Set this to Yes if you want to have a specific header and footer file for different affiliates. If no affiliate specific files are available, the default versions are used.
Xaffiliatedb	Location of affiliates table if using split databases with Microsoft Access.
xaffiliateusecookies	Set this to Yes if you want to have a cookie stored on the customer's PC when using the affiliate interface. If the customer goes away from the site, then comes back at a later stage and purchases, the affiliate will still be associated with the order. This increases affiliate orders.
Xaffviewreports	Set this to Yes if you want your affiliates to be able to see reports when they log into their administration.

13.6 Affiliate Headers

When affiliates link to your site they would normally see your shop's default header and trailer (shoppage_header.htm and shoppage_trailer.htm).

By using the shop configuration option below, VP-ASP can check first to see if there is an affiliate-specific header and trailer that should be displayed instead.

Xaffheaders	Setting this to Yes tells VP-ASP to attempt to display headers and footers specific to the affiliate.
--------------------	--

13.7 Affiliate reporting

There are two reporting facilities VP-ASP offers to your affiliates – orders and links.

13.7.1.1 Orders

This report allows your affiliates to view the orders that have been made through their account on your site.

If you do not wish affiliates to be able to see orders, you need to change the following variables in the shop configuration.

affallowaffiliatesrevieworders	Set this to Yes if you want the affiliate to be able to review orders via the customer service centre of your site.
---------------------------------------	--

If you have a two-tiered affiliate system, master affiliates will also be able to see reports of orders made through their sub-affiliates.

Affiliate # 1	
First Name	Charles
Last Name	Lincoln
Orders	
Orders	4
Amount	US\$1,971.00
Commission	US\$1.37
Last Date	25/01/2007
Links	
Links	2
Last Date	25/01/2007

[List all affiliates](#)

The report includes the number of orders made, the last order date, the commission earned on the orders made, the number of people who have visited your site through their link and the last link date.

13.7.1.2 Links

The affiliate link report allows the affiliate to see when and how many people have visited your site through their links on a daily, monthly or yearly basis.

Using the screen below, the affiliate can choose a date range to view the links.

They are then presented with the report which has the number of links for each period in the date range chosen, with totals at the bottom of the page.

The example below shows the results for a yearly report.

Affiliate All			Print Report
Report for 1/1/2007 to 12/31/2007			
Month		Links	
February	■	3	
September	■	1	
Total		4	

13.7.1.3 Administrator Reports

In the VP-ASP administration, there are three reports available for you to view affiliate activity on your site.

- **Affiliate report**
Provides a complete list of all affiliates. From there you can get individual order or link reports.
- **Affiliate Order Report**
Allows you to select dates for which commission could be paid.
- **Links Report**
Allows you to specify a range of dates for which links can be displayed.

13.7.1.3.1 Affiliate Report

From this report you can view the individual orders or create a summary report for each affiliate.

Affiliate Report									
Affiliate Report 25/01/2007 - 25/01/2007									Print Report
AffID	Report	Orders	Links	Link Count	Last Date	Orders	Amount	Name	Sub Affiliates
1	Account Reports	View Orders	Links	2	25/01/2007	4	US\$1,971.00	Charles Lincoln	View
2	Account Reports	View Orders	Links	1	25/01/2007	1	US\$1,198.00	Joe Smart	View
					[1]				
Total Sales							US\$3,169.00		
Number of sales							5		
Number of Site Visits=							3		
Number of Affiliates=							2		

Affid	The Affiliate ID - by clicking on this you will see a formatted affiliate record.
Report	Clicking this link provides you with an order report for the selected affiliate.
Orders	Clicking this link provides you with a list of orders for the selected affiliate.
Links	Clicking this link provides you with a list of hyperlinks for the selected affiliate.
Link Count	This is the number of links recorded against the affiliates record.
Last Date	This is the last date a visitor came to your site from a link to this affiliate.
Orders	This is the number of orders recorded against this affiliate. This is a gross number and may include unprocessed orders.
Amount	This is the total amount of all orders made against this affiliate.
Name	This is the affiliate's name.
Sub-Affiliates	If you have a two-tier affiliate system set up, clicking the View link in the sub-affiliates column will display a summary of orders made through that affiliate's sub-affiliates.

13.7.1.3.2 Affiliate Order Report

The report summarizes the details of the orders for this affiliate for the dates selected.

Note: Commission is only calculated on orders that have been processed.

Report for 25 January 2007 to 25 January 2007										
Affiliate # 1										
No	Orderid	Date	Last Name	First Name	Productid	Product Name	Product Price	Shipping Cost	Total Price	Commission
1.	6	25/01/2007	Buyer	Fred	clothes1	Women's T-shirt	US\$10.00	US\$0.00	US\$10.00	US\$0.01
2.	3	25/01/2007	Buyer	Fred	desk2	Bookcase	US\$164.00	US\$0.00	US\$164.00	US\$0.16
3.	2	25/01/2007	Buyer	Fred	bed5	Chrome Bed	US\$1,198.00	US\$0.00	US\$1,198.00	US\$1.20
TOTALS							US\$1,372.00	US\$0.00	US\$1,372.00	US\$1.37
Affiliate # 2										
No	Orderid	Date	Last Name	First Name	Productid	Product Name	Product Price	Shipping Cost	Total Price	Commission
1.	5	25/01/2007	Buyer	Fred	bed5	Chrome Bed	US\$1,198.00	US\$0.00	US\$1,198.00	US\$1.20
TOTALS							US\$1,198.00	US\$0.00	US\$1,198.00	US\$1.20
Total Orders									4	
Total Product Price									US\$2,570.00	
Total Ship Cost									US\$0.00	
Total Order Amount									US\$2,570.00	
Total Commission									US\$2.57	

13.8 Affiliate Commission Calculations

Affiliate commission can be calculated in three ways and all affiliates must use the same method.

- A fixed amount set in the affiliate record
- A specific amount for each product.
- Different amounts depending on the category of a product.

13.8.1 Fixed amount Commission

This is the simplest commission calculation as you simply need to put a commission rate in each affiliate record, or you can set a default for all affiliates in your shop configuration.

affcommissionrate	The default commission rate - it can be altered for each affiliate by editing their record.
--------------------------	---

13.8.2 Product Based Commission

Using this method, you can enter a commission for each product in your database. There is no specific field in the products table to hold this commission rate, so you must tell VP-ASP here to find the commission.

affcommissionproduct	Set this to Yes if you want commission to be paid by product.
AffCommissionproductfield	The field in the products table where the commission value is found.

13.8.3 Category Based Commission

Using this method, you can enter a commission for each category in your database. The commission is based on the main category in the product (ccategory) field and different categories can have different commission rates.

affcommissioncategory	Set this to Yes if you want commissions to be paid by category.
affcommissioncategories	<p>A set of categories and their commission values.</p> <p>For example - 1,2,3,6=.20;4,5=.10</p> <p>This means categories 1,2,3 and 6 have a commission rate of 20% and categories 4 and 5 have a commission rate of 10%</p>

13.8.4 Tiered affiliates

VP-ASP allows you to have two levels of affiliates – master and sub-affiliates. Sub-Affiliates have a master affiliate ID specified in their affiliate record and the master affiliate receives a commission from any orders their sub-affiliates generate.

The Master Affiliate commission is calculated differently to regular affiliate commissions.

If you are NOT using product or category commission rates, the master commission is simply the master commission rate multiplied by the order amount total.

If you are using product or category commissions, the referring affiliate commission is the master commission rate multiplied by the commission of the actual affiliate. It is calculated as a percentage of the actual affiliate's commission.

13.9 Mailing Affiliate on Order

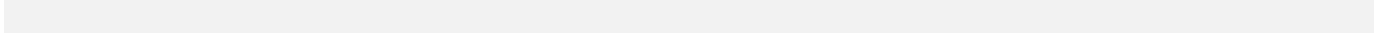
The affiliate can be mailed when an order has been received however, as the order may ultimately not be completed, you may want to restrict the use of this facility.

Affmailorder	Setting this to Yes sends a confirmation email to the affiliate the customer ordered through (VP-ASP Plus and above)
Affmailorderdetails	This is the template used to mail the affiliate at end of order. Default is Tmp_affmailorderdetails.txt .
Affmailordername	This is the template with the affiliate details used in constructing the order detail message. Default is Tmp_affmailordername.txt .

A message is constructed using the two templates. The first template has the affiliate's details and contains information from the affiliate record. The second template contains information from the order record.

13.9.1 Associating coupons with affiliates

If you want to provide your affiliates with coupons to offer discounts to their customers, you can do so by entering an affiliate ID in the **couponaffid** field of the coupon record.



14 Suppliers

VP-ASP's supplier feature allows you to associate products with a particular supplier, then have that supplier receive an email whenever someone orders any of their products in your store.

14.1 Setting up suppliers

You can either set up suppliers yourself or you can have them register on your site using the supplier registration form.

To allow suppliers to self-register you need to set the following in your shop configuration.

Xallowsupplierregister	Setting this to Yes will allow suppliers to register through the customer service form.
Xsupplierregistermerchant	The template to use when sending the merchant a notification to say that a new supplier has registered. Default is tmp_suppliermerchant.txt .
Xsupplierregistertemplate	The template to use when sending a new supplier their welcome email. Default is tmp_supplierregister.txt .
Xallowsupplierlogin	Setting this to Yes allows suppliers to login to your administration.
xaddproductsupplierdropdown	If set to Yes then a drop down list of suppliers will be generated on the shopa_addproduct.asp page.
xsuppliermailregistration	If set to Yes then the supplier will receive an email when they register as a supplier.

If you have xallowsupplierlogin set to **Yes**, suppliers will be able to login to your administration. You need to create a record in Occasional Tasks > Admin > Admin Users to determine what the supplier can access in the admin.

If you don't want to manually create a new user record for each supplier, you need to create a default collection of settings for all suppliers to use. In Occasional Tasks > Admin > Admin Users, you need to create a user called SUPPLIER and set the required permissions. This user will have the universal settings for all suppliers, so any supplier that doesn't have a user record will use this one.

You will need to provide the supplier with the link to your admin log in page so they can log in with their own login details.

For security, you may choose to create a copy of the admin login page for each supplier and rename it so it is specific to that supplier. In the event the relationship between the merchant and the supplier finishes you only need to remove the supplier log in page and your admin access is secured.

You can reference the supplier admin log in page in the **other1** field in each supplier record so you know what page they are accessing the admin with.

The file shopa_productreport.asp will display the sales history of the Supplier's products only. When a supplier adds a product through shopa_addproduct.asp, it will automatically set their supplierid in the supplier field.

14.2 Mailing To Suppliers

At the completion of an order, each supplier can receive an e-mail about the goods purchased that are linked to them.

For this to occur, you must set the supplierid in the product record, which is a number which links back to the supplier table.

The following options must also be set in shop configuration.

Xmailtosuppliers

Setting this to **Yes** means that at the end of an order, an email is sent to each supplier whose products have been ordered.

xsupplieremail

The template to us when sending the supplier an email notifying them of an order. Default is **tmp_supplieremail.txt**.

15 Recurring Billing

The recurring billing system allows you to sell products such as subscriptions, loans, rentals or other types that require that you bill the customer on a periodic basis.

The billing can be set-up automatically when a customer purchases a product from the shop or it can be manually configured without any purchase from your shop.

The recurring billing system includes the following facilities:

- Automatic creation of recurring billing on purchase of a product.
- Manual set-up of a recurring billing for a customer.
- Ability to pay for the bill using any payment method the shop currently uses.
- Ability to set-up any number of billing instalments.
- Repayments can be set as weekly, monthly, yearly or any number of days.
- Customer receives the bill via e-mail and you can change the format of the mail message.
- Customer pays for bill by using your VP-ASP Shopping Cart.
- Reports of the number of bills to be sent out or that will be sent out over a period of time.

15.1 Shop Configuration Options

The following shop configuration values control recurring billing.

Xbilling	Setting this to Yes turns on the billing system.
Xbillemailname	This is the name of the company sending the bills via email.
Xbillemailsubject	This is the subject of the billing email received by the customer.
Xbillemail	The e-mail address from which the bill appears to the customer.
Xbilltemplate	The template used to generate the emailed bill. Default is tmp_billing.txt .

15.2 Automatic Billing Creation

Automatic bill creation is used when you want to create an instalment when the customer purchases a product from your site. It allows you to decide which products, when purchased, should start the automatic rebilling process.

When a customer orders a product from your shop, VP-ASP checks to determine if this is an instalment product by looking at the following new fields in the products record. The most important is *billinginstallments*. If this value is anything but zero, then VP-ASP will generate a billing record to start the recurring payment facility.

billprice	The amount to be billed.
billinstallments	A number representing the number of installments. For example 12 will mean that this customer should be billed 12 times.
billinstallmenttype	One of the following words: Day Week Month Year For example if Month is in this field, the person will be billed once per month for 12 months.
Billinterval	A number (for example 1). This is the interval between bills in the same units as above.

15.3 Examples of Billing Summaries

The following examples show how to set up the billing fields in a product record for various scenarios.

15.3.1 Example of Bill every two weeks

The following settings will send the customer a bill for \$50 every two weeks. There will be six bills in total. The first bill will be sent two weeks from the original order.

Billprice	50.00
billinstallments	6
Billinstallmenttype	Week
billinterval	2

15.3.2 Monthly billing

The following settings will send the customer a bill for \$10 every month weeks for twelve months.

Billprice	10.00
billinstallments	12
Billinstallmenttype	Month
billinterval	1

15.3.3 Daily billing

The following settings will send the customer a bill for \$5 every seven days. This is essentially unlimited, as the bill will be sent 999999 times.

Billprice	5.00
Billinstallments	999999
Billinstallmenttype	Day
Billinterval	7

15.4 Manual Creation of a Billing Record

It is not necessary for a customer to buy something from your shop in order to set up a billing record for them – you can set up their billing cycle manually. You simply need to create a record in the billing table with the correct values through the VP-ASP administration.

billamount	How much to bill at each interval.
billnextbilldate	The date to start the billing.
billcustomer	Customer's name.
Billemail	Customer's e-mail address.
billdescription	The description of what the bill is for, such as the product or service name.
billinstallments	A number representing the number of installments. For example 12 will mean that this customer should be billed 12 times.
Billinstallmenttype	One of the following words: Day Week Month Year For example if Month is in this field, the person will be billed once per month for 12 months.
billinterval	A number (for example 1). This is the interval between bills in the same units as above.
billcreationdate	Today's date.
billenddate	The last date for which a bill should be sent out. If not supplied VP-ASP stops sending bills when the instalments are completed.
billtemplate	A special mailing template used when sending out bills for this billing record

Other fields should not normally be filled in. They will be filled in by VP-ASP as bills are sent out.

Once a billing record is created, it works exactly as if the record was created automatically through an order.

15.5 *Billing Administration*

The billing administration allows you to view and modify the billing and projects tables.

- Send out Bills
- Manually create new billing records or review existing billing records
- Display bills that have been sent out (projects)
- Run reports based on time periods to see what has been sent and what remains to be sent



15.5.1 *Send Billing E-mail*

This is used to email bills to all of the records in the billing table that are due. You should click this link daily or as often as necessary to send out bills.

15.5.2 *Edit Billing Table*

This uses the standard editing facility to allow you to view and edit records in the billing table.

15.5.3 *Display Projects*

The project report displays the projects (actual customer bills) that have not yet been processed. As projects are paid, they can be marked paid and processed. The details can be updated by editing the record.

15.5.4 *Billing Reports*

The billing report allows you to see a summary of how many bills were sent out over a period of time or will be sent out in a period of time.

15.6 *Sending Out Bills*

It is up to you to manually start the send process each day from your browser. There is no time driven event in VP-ASP to do this.

Bills can be sent from the VP-ASP administration by going to Occasional Tasks > Options > Billing Admin > Send Billing Email.

This will look at the next billing date of each record in the billing table and send out all bills that have not been sent out since this file was last run.

Essentially, it will send out bills for which the next billing date is less than or equal today's date.

When you send out a bill the following two actions take place.

1. **A record gets created in the projects table.**

This is the information about how much the customer must now pay. By viewing the projects table you can see the records that represent the bills that have been sent out.

2. **E-mail gets sent to the customer.**

This bill asks the customer to visit your site to pay the bill. The email is made up of the information from the *tmp_billing.txt* template merged with information from the project record generated in the previous step.

15.7 Billing Template

The bill that is sent to the customer is generated based on the file **tmp_billing.txt**. If you wish, you can have a different template for each record in the billing table by entering a different template name in the **billtemplate** field.

The template can reference any field in the **projects** table by enclosing the field name to be included in square brackets.

Sample Bill Template

Dear [customer]

Payment is now due for: [billdescription]

Billing Reference: [description]

Payment can be made by going to <http://www.vpasp.com/vpasp/shopprojectlogin.asp>

Project #: [pid]

Email: [customeremail]

15.8 How the customer pays a bill

Once the customer has received their email with the link to your site, their registered email address and Project ID, they can pay by coming back to your site, through the file **shopprojectlogin.asp**.

Enter your project number and email address

* Project Number

* Email

The customer enters the project number that has been e-mailed to them and their e-mail address. VP-ASP then automatically adds the project to their shopping cart and they can checkout through the normal process.

Shopping Cart Items: 1

Remove	Description	Quantity	Unit Price	Total
	Project Number: 1			
	Name: Claire			
	Description : Bill Details for office use			
	Billing number=1			
<input type="checkbox"/>	Billing date Monday 22 January 2007	<input type="text" value="1"/>	US\$10.00	US\$10.00
	Date sent Monday 22 January 2007			
	Installment			
			Product Cost	US\$10.00
<input type="button" value="Continue Shopping"/> <input type="button" value="Recalculate"/> <input type="button" value="Proceed to Checkout"/>				

They can, of course, browse your shop and purchase other items as well as paying the bill in the one transaction. They can also go back to **shopprojectlogin.asp** and add more projects to their cart.

Unless you tell VP-ASP, it does not automatically mark the bill paid when the customer checks out. To allow automatic updates, set the following in your shop configuration.

Xprojectupdate	Setting this to Yes means VP-ASP will automatically update the project record when payment is made.
-----------------------	--

If you have **xprojectupdate** set to **No**, you will need to check the orders you receive and manually update projects to say they have been paid. This can be done using the Display Projects screen.

15.9 Display Projects

The project report displays the projects (actual customer bills) that have not yet been processed.

Search Projects

Switch to Advanced

Only show Projects that are: Unprocessed

Search Select

Results Per Page Select

Display

Page 1 of 1

[1]

pid	Date	Customer	Amount	Description	Billing #	Mark Processed	View	Edit	Delete
3	1/22/2007	Claire	\$10.00	Bill Details for office use Billing number=1 Billing date Monday 22 January 2007 Date sent Monday 22 January 2007 Installment	1	<input type="checkbox"/>			
4	1/22/2007	Claire	\$10.00	Bill Details for office use Billing number=1 Billing date Monday 22 January 2007 Date sent Monday 22 January 2007 Installment	1	<input type="checkbox"/>			
5	1/22/2007	Claire	\$10.00	Bill Details for office use Billing number=1 Billing date Monday 22 January 2007 Date sent Monday 22 January 2007 Installment	1	<input type="checkbox"/>			

Page 1 of 1

[1]

Mark as Processed Delete Selected Records

From this screen, you can mark projects processed by ticking the Mark Processed checkbox and clicking Mark Processed.

You can view the project details by clicking the View button and the bill details by clicking the Billing #. If you want to edit the project, click the Edit button next to the project you want to change.

15.10 Billing Reports

The billing report allows you to see a summary of how many bills were sent out over a period of time or will be sent out in a period of time.

On this screen, you can select a date range to view a report for.

Billing Report

First select a date range or a month or a year

From Date

Date

To Date

Date

Month

Select

Year

Select

☐ Today

☐ Yesterday

Max rows for detailed display

100

Summary Report

Reset

Detailed Report

15.10.1 Summary Report - Future

The summary report is used to list the number of bills sent and or the number remaining to be sent in a given period.

The report below is for a future period, in which there will be three bills e-mailed for a total of \$80.

The future report is a very simple list of the number of bills based on the next billing date. It does not calculate forward projections based on number of instalments that may occur in the future.

Billing Report	
Report for 1/1/2007 to 1/31/2007	
Total number of bills yet to be sent = 1	
Total number of bills yet to be sent = US\$10.00	
Total amount = US\$10.00	

15.10.2 Summary Report – Past or Current

The past or current report, where you have selected a date range in the past, will show you how many bills were sent in the selected period.

Billing Report	
Report for 1/1/2007 to 1/31/2007	
Total number of bills e-mailed = 1	
Total amount bills e-mailed = US\$10.00	
Total amount = US\$10.00	

15.10.3 Detailed Report

A detailed report lists a summary of a few billing fields and hyperlinks are generated to the original order or the billing record so you can access them easily.

Billing Report

Report for 1/1/2007 to 1/31/2007

Billing #	Total	Next billing date	Name	Last mail date	# Installments	# Sent	Order Number
1	US\$10.00	1/23/2007	Claire		10	0	

[1]

Total number of bills e-mailed = 1

Total amount bills e-mailed = US\$10.00

Total number of bills yet to be sent = 1

Total number of bills yet to be sent = US\$10.00

Total amount = US\$20.00

15.11 Turning off one bill or all bills

If you want to stop VP-ASP from generating any more bills for a specific billing record you need to edit that billing record and set the following.

Billcanceled True (or any value except zero)

If you do not want VP-ASP to automatically create any billing records based on customer orders, you need to set the shop configuration value.

Xbilling	Setting this to No turns off the billing system.
-----------------	---

16 Projects

Projects are a method of using VP-ASP to accept non-product payments. These can be services, auctions or any other payment not normally associated with your normal products.

The system basically allows you to set up projects with a certain cost, then you can send your customer a link to login to VP-ASP and pay for this project using your shop's checkout as if they were buying a product.

16.1 Creating a projects record

To create a project record, login to your VP-ASP administration and go to Occasional Tasks > Options > View/Edit Projects, then click the Add Project link.

Basic Information

Add a Record

pdate

description

customer

customeremail

price

dualprice

paid

datepaid

processed

orderid

canceled

comments

other1

other2

other3

billid

billdescription

Add a Record

pdate	Today's date or the date of the project.
description	A description of the project of up to 255 characters.
customer	The name of the customer or organization who is going to pay for the project.
customeremail	The customer's e-mail address.
Price	The amount being paid for the project.
dualprice	If you are using dual pricing, the converted price for the project.

The other fields are all option and are not used by any specific VP-ASP functions. You can reference them in your mailing template if you wish.

16.2 Mailing project to customer

Records from the project display can be mailed to customers using the standard mailing facility (see page 61).

You can modify the email that is sent to your customer by editing the file **tmp_project.txt**. This email needs to include a link to the file **shopprojectlogin.asp** on your site (eg. <http://www.vpasp.com/vpasp/shopprojectlogin.asp>), the project id and customer name.

16.3 How customer pays for project

Before a customer can pay for a project, you must e-mail the project number and their registered e-mail address to them.

You should also send them a link to the file **shopprojectlogin.asp** on your site.

When they arrive at **shopprojectlogin.asp** they can enter their project ID and email address.

Enter your project number and email address

* Project Number

* Email

On entering their project number and e-mail address, the project is added to the cart and they can then checkout as normal on your site.

Remove	Description	Quantity	Unit Price	Total
	Project Number: 1 Name: Michael Description : Bill Details for office use Billing number=1 Billing date Tuesday 2 January 2007 Date sent Thursday 25 January 2007 Installment	<input type="text" value="1"/>	US\$50.00	US\$50.00
<input type="checkbox"/>	Test description			
			Product Cost	US\$50.00

These are your current items in your shopping cart.
You can alter the quantity and then click recalculate.
To delete an item, click the check box and then recalculate.

Note: After the project is added to the cart it is treated like any other "product". The customer can add another project by using **shopprojectlogin.asp**, can checkout or can purchase other items from the shop.

16.4 Project payment updates

VP-ASP can automatically update the project record when the customer pays or you can choose to update it manually.

To allow automatic updates, set the following option in your shop configuration.

xprojectupdate	Setting this to Yes means VP-ASP will automatically update the project record when payment is made.
-----------------------	--

16.5 Display Projects


The project report displays the projects that have not yet been processed.

As projects are paid, they can be marked paid and processed using this page.

The details can be updated by editing the record.

Page 1 of 1

[1]

pid	Date	Customer	Amount	Description	Billing #	Mark Processed	View	Edit	Delete
1	2/01/2007	Michael	\$50.00	Bill Details for office use Billing number=1 Billing date Tuesday 2 January 2007 Date sent Thursday 25 January 2007 Installment	1	<input type="checkbox"/>			<input type="checkbox"/>

Page 1 of 1

[1]

Mark as Processed

Delete Selected Records

17 Shopper Loyalty Program

VP-ASP supports setting up rewards programs where a customer receives points at the end of their order based on the products they have purchased.

Points can be assigned to all or selected products and you can allow your customers to redeem their points in your online store via coupons or gift certificates.

Key features of the rewards system are:

- Points can be converted to gift certificate or discount coupon
- Conversion rate is set by the merchant
- Customer can select the number of points to be converted
- Customer can review number of points available to be converted
- Mail is set to both customer and merchant when a conversion is made
- Points can be product specific or based on product price

17.1 How It Works

At the end of the order, VP-ASP looks up each product and checks if it has a points value assigned to it. If the product has points, they are totalled and then stored in the `pointstotal` and `pointsremaining` fields of the customers table.

When the customer reviews their orders, they can see their total points remaining, total points accumulated and points for each order.

To set up a basic points system, which simply adds the points to the customer's record without allowing them to redeem them, you need to set the following shop configuration values.

Xpoints	Setting this to Yes turns on the points system.
Xpointsfield	This is the field in the product record that the points value is stored in. Default is points .
Xpointsequalcurrency	Setting this to Yes means that the points are calculated using the price rounded to an integer. For example – \$5.55 = 5 points \$6.85 = 7 points
Xpointsredeem	Setting this to Yes allows your customers to redeem points in your online store.
Xpointsredeemrate	The conversion rate used to convert points to currency. For example <i>0.1</i> .
Xpointsredeemtemplategift	This is the template used to send to a customer if points are redeemed for a gift certificate. Default is tmp_pointsredeemgift.txt .
xpointsredeemtemplatecoupon	This is the template used to send to a customer if points are redeemed for a coupon. Default is tmp_pointsredeemcoupon.txt .
Xpointsredeemtype	The type of reward to be created - only one type is allowed per shop. You need to enter <i>Gift</i> , <i>Coupon</i> or <i>CouponPercent</i> here depending on what type of reward you want to offer.
xpointsredeemcouponproducts	If you want to limit the products that can be purchased using a points-redeemed coupon, you can enter a comma delimited list of catalog IDs here. For example - <i>1,77,88</i>
xpointsredeemcouponcategories	If you want to limit the products that can be purchased using a points-redeemed coupon based on their category, you can enter a comma delimited list of category IDs here. For example - <i>1,77,88</i>

Xpointsredeemminpoints	The minimum number of points that can be redeemed.
Xpointsredeemmaxpoints	The maximum number of points that can be redeemed at one time.
Xpointsequalcurrency	If set to Yes the customer receives the number of points as the amount they have ordered. For example, if they have ordered \$20 worth of products, they will get 20 points.

The points are stored in two places – in the points field of the order record and in the pointstotal and pointsremaining fields of the customer record.

Pointstotal represents all points accumulated to date and **pointsremaining** holds the number of points remaining after some have been used.

The customer can review the points accumulated by using the standard review orders facility of the customer service center.

Order #	Amount	Date of Order	First Name	Last Name	Status	Processed	Restore	Track	Points	RMA
3	US\$249.00	1/24/2007	Fred	Buyer		No	Yes	Yes	249	RMA
2	US\$255.00	1/24/2007	Fred	Buyer		No	Yes	Yes	255	RMA
[1]										
Points total					Points remaining					
504					504					

17.2 Anti-hacker Checks

To ensure points aren't added to a customer's record when their order hasn't yet been paid for, VP-ASP checks that their payment method is equal to one of the types listed in the following shop configuration option.

Xendofordervvalidpayments	This is a comma-delimited list of payments that allow digital goods to be delivered automatically. If the customer's payment type does not match an item in this list they will not receive the file automatically. Default is <i>Visa,Mastercard</i> .
----------------------------------	---

If the order does not match these payment types, the points are still accumulated in the Order record but not added to the customer record.

Once you have verified that their payment is correct, you can manually add the points listed in the Order record to the pointstotal and pointsremaining fields in the customer record.

17.3 Manually adding or removing points from a customer

If you want to add or remove points from an order easily you can do so by going to Occasional Tasks > Add-Ons > Points.

Points Order Number

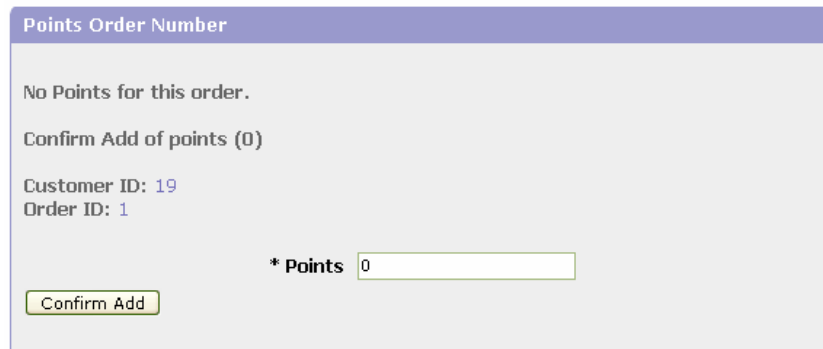
* Order Number

Add Points

Remove Points

Simply enter the Order ID you want to add or remove points to or from and then click the corresponding button.

You will be presented with a summary of the points currently associated with the order and a box to enter the number of points you want to add/remove. Enter the number into this box and click the Confirm button.



17.4 Difference between Coupons and Gift Certificates

You have a choice of three methods of allowing your customers to redeem their points.

Coupons can be used only once and they deduct a value from the total of the products ordered (this doesn't include shipping or handling fees).

For example, if a customer purchases a \$40 product with \$10 shipping and the coupon has a value of \$60, they do not pay anything for the product but have to pay the \$10 shipping. They are not able to use the remaining \$20 of the coupon for a future order.

Coupons are automatically available for use after the customer has redeemed their points.

If you would prefer to offer a percentage off the order, rather than a fixed amount, you can do so by setting your redeem type to **CouponPercent**. With this option, instead of a coupon being generated for a certain value, the coupon will offer a percentage discount. This is done by multiplying the redeemrate by the number of points.

For example - 1000 points at a redeem rate of .01 would equal a 10% discount.

Gift certificates act more like cash and can be reused.

For example, if a person has a \$60 gift certificate and purchases \$40 worth of goods plus \$10 shipping, the remaining \$10 can be used again at some later time.

Shipping is always paid for automatically by gift certificate.

Gift certificates are not automatically available for use unless the merchant has set **xgiftautoenable=Yes** in their shop configuration.

17.5 Coupon and Gift Certificate names

The certificate or coupon is generated with the following name:

Points-hhmmss-n

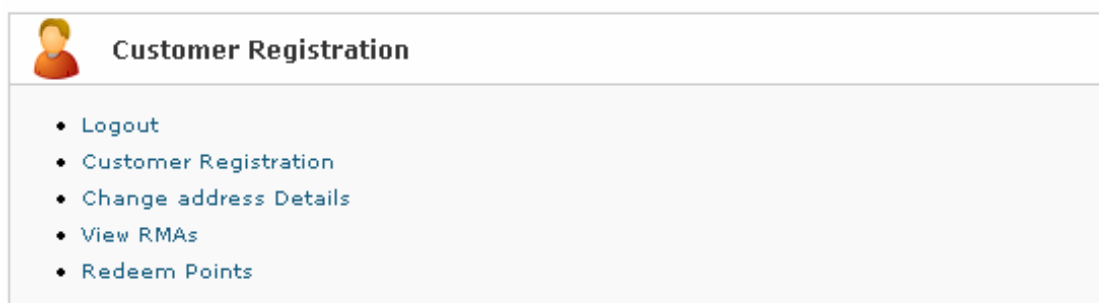
hhmmss is the time of purchase.

n is the customer ID.

Points is a constant and can be changed in the languages table by altering the value of the LangPoints variable.

17.6 Redeeming Points

Your customers can redeem their points through the customer service menu.



Clicking the Redeem Points link brings the customer to a page that displays the number of points the customer has remaining on their account. They can then enter the number of points they want to redeem.

Points total	Points remaining
504	504
Redeem Points	
Points	<input type="text" value="504"/>
<input type="button" value="Continue"/>	

When the customer clicks Continue, a coupon or gift certificate is created and an email is sent to both the merchant and the customer.

The emails sent are generated by one of two templates, depending on which reward type you have enabled.

Xpointsredeemtemplategift	This is the template used to send to a customer if points are redeemed for a gift certificate. Default is tmp_pointsredeemgift.txt .
xpointsredeemtemplatecoupon	This is the template used to send to a customer if points are redeemed for a coupon. Default is tmp_pointsredeemcoupon.txt .

Note: Only fields in the coupons table can be used for the coupon template. Only fields in the gifts table can be used for the gift certificate template.

Note: Any purchase made with gift certificate or coupon that has the word "points" in it, will not accumulate new points. This prevents the doubling up of points.

17.7 How do I limit products that can be purchased using points

You can only limit purchase to specific products or categories of products when you are using coupons as your redeem method.

For example, if you want to limit your customers to only purchasing certain products, you can do so by making the following changes in your shop configuration.

Xpointsredeemcouponproducts	If you want to limit the products that can be purchased using a points-redeemed coupon, you can enter a comma delimited list of catalog IDs here. For example - <i>1,77,88</i>
Xpointsredeemcouponcategories	If you want to limit the products that can be purchased using a points-redeemed coupon based on their category, you can enter a comma delimited list of category IDs here. For example - <i>1,77,88</i>

Then, if you want to provide your customers with a list of products that they can redeem, you can do so by using the shopquery.asp functionality (see page 49 for more information).

Put in a value, such as "redeem" (no quotes), into the field pother1 of the product records that can be purchased using redeemed points.

Then create a hyperlink on your site to the following -

```
<p><a href="shopquery.asp?pother1=redeem">Products for points</a></p>
```

This will display all products that have the word "redeem" in the pother1 field.

17.8 How many points for a product?

You can choose from two methods of determining how many points are accumulated for the purchase of a product.

1. Points = Price

Set the following shop configuration value to have points equal to the price.

Xpointsequalcurrency	Setting this to Yes means that the points are calculated using the price rounded to an integer. For example – \$5.55 = 5 points \$6.85 = 7 points
-----------------------------	--

2. Points assigned on product basis

If you prefer, you can set the number of points a product generates by entering a value into the Points field of the product record.

17.9 Cases where points are not accumulated

Points are not accumulated for the following reasons:

1. If a points coupon is used to purchase goods
 2. If a points gift certificate is used to purchase goods
 3. If the order payment method does not match a valid payment method set by the merchant
 4. If a Gift Registry is being created
-

18 Gift Registry

The Gift Registry allows a customer, called a registrant, to select a range of products from your shop and have them saved as a registry. The customer then notifies friends and relatives that they can purchase selected items by going to your internet store.

This feature can be used for weddings, anniversaries, birthdays and other events.

18.1 Enabling Gift Registry

To turn on the Gift Registry in your store, set the following shop configuration option.

xgiftregistry	Setting this to Yes allows your customers to create Gift Registries.
----------------------	---

A new service is added to the customer service Menu called "Gift Registry" or you can add a direct hyperlink in your templates to the Gift registry by linking to **shopgiftregadmin.asp**.


18.2 Setting Up A Registry

As a registrant, your customers can:

- Create a new gift registry
- Add products to the registry
- Update address details for existing gift registry
- View products in the current registry including those already purchased
- Add additional products to an existing registry
- Delete products from the gift registry


The registrant and the merchant both receive e-mails when a new registry is created.

From the gift registry menu (**shopgiftregadmin.asp**), accessed from the customer service menu, the registrant selects "Create New Gift Registry".

 **Gift Registry**

- Purchase a gift from a registry
- Create new gift registry
- Login to your Gift Registry


First, they need to enter the details about the registry, such as their name and address details, a co-registrant's details and, if required, a separate delivery address. Only the Event and Registrant details are required – the co-registrant and shipping need only be added if required.

 **Event Information**

* Event type

* Event date

January 2007

 **Registrant**

* First Name

* Last Name

* Address

* City

State

Select

* Post Code

* Phone

* Email

Country


Select


The second page of the registration is the creation of passwords. Two passwords are required - the first password is for the registrant to view and edit the registry, the second is for potential buyers.

The "Thank You" box is used to send thank you messages to buyers if they purchase from the gift registry.

Password


The private password allows you to view and update the gift registry
The public password is used by your friends to list the products
If you wish anyone to be able to view and buy gifts, check the public allowed checkbox.


	Password
* Private password (for self)	<input type="text"/>
Public password (to send to friends)	<input type="text"/>
Public allowed to view registry	<input type="checkbox"/>


	Thank You Note
<div></div>	

Continue

Once the passwords have been set up, the registrant is presented with a printable confirmation screen.

	Gift Registry # 1
Event date	12/25/2008
Event type	Christmas
Private password (for self)	fred
Public password (to send to friends)	fred
Public allowed to view registry	1

	Registrant # 1
First Name	fred
Last Name	buyer
Address	45 Demo Place
City	Demo City
State	NY
Post Code	11720
Country	US
Email	fred@abc.com
Phone	555 6666
Thank you note	Test

	Co-Registrant # 1

Press To Start Shopping

At this time no items have been added to the registry - the customer now needs to go through your shop and add their desired items to their shopping cart.

When they have added all of their items to their cart, and are ready to create the registry, they use the standard checkout.

Order Details

Create new gift registry				
Edit	Description	Quantity	Unit Price	Total
Edit	Chrome Bed Delicate chrome finishes and smooth lines	1	US\$599.00	US\$599.00
Product Cost				US\$599.00
Total				US\$599.00

On the order confirmation page, instead of being directed to the checkout page, the Create New Gift Registry button adds their items to the database, sends a confirmation email to the registrant and presents them with a summary of their registry.

Order Number 1 - Wednesday 24 January 2007 9:58:43 AM

Products	Quantity	Unit Price	Total
Chrome Bed Delicate chrome finishes and smooth lines	1	US\$599.00	US\$599.00
Product Cost			US\$599.00
Total			US\$599.00

Customer Information	
First Name	Fred
Last Name	Buyer
Address	1 Test Street
City	Test Town
State	AL
Post Code	12345
Country	US
Email	fred@abc.com
Phone	123456789

Payment Information	
Payment Type	Gift Registry Create

Shipping Information	
Shipping Method	Normal

18.3 Buying a gift

Once the gift registry has been set up, people can buy gifts from it by going to "Purchase a Gift" or "Search for Event" from the gift registry menu.

Once they have located the registry they want to buy from, they need to enter the last name of the registrant and the password – the registrant needs to provide them with this.

Purchase A Gift From A Registry

Gift Registry Not found
Please enter the person's last name
and the password they have given you

Last Name	<input type="text" value="buyer"/>
Password	<input type="password" value="*****"/>

[Login](#)

On successful login, the customer is presented with a display of all items in the registry. If an item has already been purchased, it cannot be bought again.

Name	Description	Quantity	Price	Order
Chrome Bed				
	Chrome Bed Delicate chrome finishes and smooth lines	1 	US\$599.00	Order
click to see more				

[1]

18.4 Merchant Gift Registry Administration

From the merchant administration, you can view and edit gift registries and the items associated with them by going to Occasional Tasks > Add-Ons > Gift Registry.



From Edit Gift Registry, the different registries can be edited and viewed using the standard editing pages.

The View Gift Registry link allows more gift registry specific functions, such as viewing the orders associated with a registry.

19 Pin Numbers

VP-ASP's pin number facility allows you to have a pin number sent to your customer at the completion of their purchase.

- At the end of an order, a pin number is looked up for each product purchased and e-mailed to the customer. Each product can have its own set of pin numbers.
- Pin Numbers are included in the merchant confirmation email.
- When Pin numbers reach a low level, a warning is sent to the merchant.
- When Pin Numbers reach a critical level another warning is sent to the merchant.
- Validates that payment is made according to your specification before pin numbers are sent.

19.1 Shop Configuration

The following shop configuration options are used to handle the pin number system.

Xpinnumber	Setting this to Yes turns on the pinnumber system.
Xpinnumberlowlimit	This is the low limit for the merchant warning message – when the number of pin numbers available for a product reaches this number, the merchant is sent an email.
Xpincustomertemplate	This is the template used to email the pin number to the customer. Default is tmp_pincustomer.txt .
Xpinproductmatch	This is the default field in the product record to match the pin number to. Default is catalogid .

19.2 How pin numbers work

On completion of the order, VP-ASP checks the type of payment made against a list of valid payment types defined in the shop configuration.

Xendofordervvalidpayments	This is a comma-delimited list of payments that allow digital goods to be delivered automatically. If the customer's payment type does not match an item in this list they will not receive the file automatically. Default is <i>Visa,Mastercard</i> .
----------------------------------	---

If the payment type matches, for each product ordered it looks up the product record in the pinnumbers table and tries to locate a free Pin Number.

It then sends the customer an e-mail with that pin number on it. If multiple products with pin numbers are ordered, multiple e-mails will be sent.

If no pin numbers exist, the customer receives a message to contact the merchant to receive their pin number.

19.3 Pin Numbers Table

The pin numbers table has the following columns available to set up your pin numbers.

Serialid	Auto generated number.
catalogid	The associated product catalogid for this record.
pinnumber	The pin number to be used.
ordered	Automatically filled in when the pin number is used.
pinproductmatch	If the catalogid field is not used to match the product record. This is the field name to be used in the match. It is assumed to be a text field. For example <i>ccode</i> .
pinother1	Unused

19.4 Pin Number Administration

There are a number of tools provided in your administration to organize your pin numbers. You can access these from Occasional Tasks > Add-Ons > Pin Numbers.

- Edit the pinnumber table
- Bulk data entry
- Produce Reports on Pin Number usage
- Resend pins to customers
- Release pins from failed orders

19.4.1 Bulk Data Entry

The bulk data entry facility provides you with a form where you can enter up to 50 pin numbers for a specific product at one time.

Pin Numbers

Pin numbers for Catalog ID

Product Match Field

Pin Other 1

Pin Numbers for this product

1.

2.

3.

4.

5.

6.

7.

8.

9.

Pin numbers for Catalog ID: This is the catalog ID of the product you want these pin codes attached to.

Product Match Field: If you are using product matching, you need to enter the match name in this field.

Product Other: You can enter anything you like in this field for your own reference, as it is unused by any default VP-ASP functions.

All of the other fields are for the pin numbers for this product.

When you have entered all of the data, click Continue and VP-ASP will create a pin number record for each of the pin numbers entered.

19.4.2 Pin Report

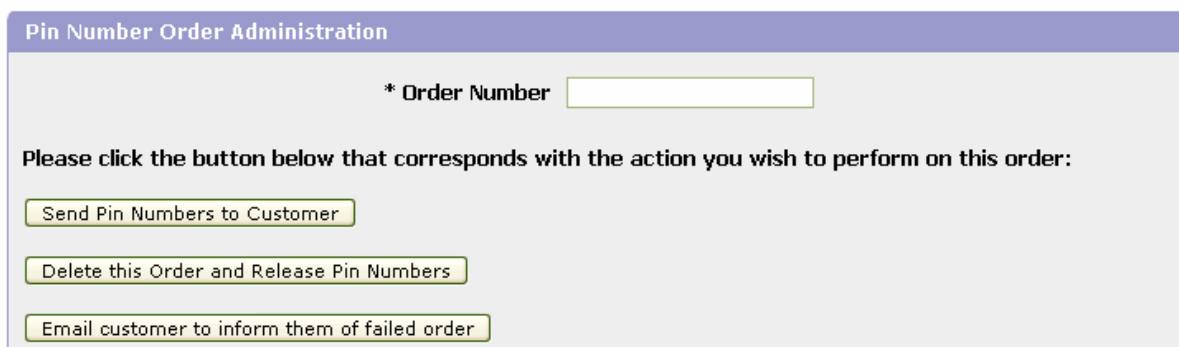
The pin report summarizes the pin number table by displaying the number of pins for each product, the number used and number remaining.

Pin Numbers				
	catalogid	Total Pin Numbers for this catalogid	Number of Processed Pins	Number of Unprocessed Pins
1.	1	10	0	10

19.5 Order Checking

The order checking facility allows you to perform three tasks:

- Delete an order and restore the pin number so that it can be reused again
- Send a message to the customer that the order did not go through
- Send a pin number to the customer manually



First you need to enter the Order ID of the order you want to complete the function on into the **order number** box, then you need to click one of the buttons.

Send Pin Numbers To Customer: Clicking this button will resend the pin numbers to the Order ID above to the customer.

Delete This Order and Release Pin Numbers: Clicking this button will delete the Order record above and allow the pin numbers that were associated with it back into the pool of available numbers.

Email customer to inform them of failed order: Clicking this button will send the customer from the Order record above an email to tell them that their order has failed (eg. credit card rejected).

Templates are used to mail the customer when the order did not go through and for resending the pin numbers. You can change the template used in the shop configuration.

XpinorderfailTemplate	The template used when generating the email for failed orders. Default is tmp_pinorderfail.txt .
XPinCustomerTemplate	The template used when generating the email telling the customer their pin number. Default is tmp_pincustomer.txt .

20 Miscellaneous Facilities

VP-ASP is made up of hundreds of different features and facilities. The features below don't belong in any particular category, but will be very useful in setting up your store.

20.1 Limitations

There are a number of limits set in VP-ASP that help reduce memory load and overheads, but if you have, for example, more categories than the limit sets you can simply change the value to one closer to the number you actually have in the shop configuration.

xmaxCartItems = 20	Maximum items in the shopping cart
xMaxCategories=100	Maximum number of categories
xMaxSavedCarts=100	Maximum number of saved carts
xMaxFeatures=4	Maximum number of features per product

20.2 Tell a friend

In your product pages, VP-ASP can generate a link to a Tell A Friend page, so your customers can email a link to the product to their friends quickly and easily.

To set this up, you need to change the following shop configuration options.

Xproductlinktellafriend	Setting this to Yes generates a link on your product pages so that customers can email a link to the product to their friends.
Xmysite (shop\$config.asp)	Set this to your site's URL – for example: http://www.vpasp.com/vpasp

You can add hyperlinks to shoptellafriend.asp from anywhere on your site.

Examples –

```
<a href="shoptellafriend.asp">Tell a friend about this shop</a>  
<a href="shoptellafriend.asp?id=33">Tell a friend about this product</a>
```

Tell A Friend About This Site Or Product



The Tell A Friend page emails the message and a hyperlink to the email address specified in the "Friend's Email" box.

If the customer has sent a link to your site the link will be as specified in xmysite – for example <http://www.vpasp.com/vpasp>

If the customer has sent a link to a specific product the link will be to that product – for example <http://www.vpasp.com/vpasp/shopquery.asp?catalogid=1> or, if you have the Option Pack, it will go to the Extended Description page - <http://www.vpasp.com/vpasp/shopexd.asp?id=1>

20.3 Mailing order confirmation to multiple people at the end of an order

VP-ASP supports mailingorder invoices to additional e-mail addresses at the end of each order.

A sample list is supplied in the file **tmp_emaillist.txt** in which you can specify who is to receive the email and which template to use to generate their email, which means each person can receive a different message.

To use this facility, complete the following steps:

1. Create a list of people with their e-mail addresses in the file **tmp_emaillist.txt**. See the next section for details on creating this list. Remember to remove the sample line!
2. Create a template for each person on your list, or you can choose to use an existing template, such as **tmp_merchantemail.txt**.
3. Update shop configuration to tell VP-ASP to send using your new list.

Xemaillist	The name of a file which contains a list of additional people to be e-mailed at the end of an order. For example <i>tmp_emaillist.txt</i> .
-------------------	---

20.4 Setting up your Mailing List

Your mailing list file needs to contain three items of information for each person who is to be emailed - their name, e-mail address and the template to use to generate their email.

In your mailing list file (**tmp_emaillist.txt**) you need to add a line in the following format for each person who is to receive the email.

name,emailaddress,template

For example:

Fred, fred@vpasp.com, "tmp_merchantemail.txt"

Note: If you put an * or a ' as the first character of the line it is treated as a comment.

20.5 SMS Messages

It is possible to send text messages to your mobile phone at the end of an order, in addition to your normal email. Text messages can be sent to a specific phone number or you can use the email list facility to send messages to multiple phone numbers.

Most SMS messaging requires that you sign up for some type of external SMS Service. There are many services in the world at this time VP-ASP only supports a small number of these. So you may have to write the actual interface to your service yourself if it is not one that we support.

Xsmsmerchant	Setting this to Yes tells VP-ASP to send an SMS to the merchant at the end of an order.
xsmsmerchanttemplate	The template used to format the message. Default is tmp_smsmerchant.txt .
Xsmsmerchantphone	This is the phone number to be sent the message.
Xsmsservice	This is the name of the service. Each supported service will be given a name. For example smscentral supports smscentral.com.au service.

It is also possible to send SMS message using the mailing list facility, which allows you to send the alert SMS to multiple numbers.

To do this, you need to edit the mailing list file *tmp_maillist.txt* and add an extra line to the file for each number you want to receive the message.

A sample line to add is -

```
Fred Buyer,55555555,tmp_merchantsms.txt,smscentral
```

1. The person's name who is to receive this message. This isn't actually used, except for your reference.
2. The phone number.
3. The template to use to generate the message.
4. The name of the SMS service to use to send the message.

20.6 Catalog Only

If you want to use VP-ASP to simply display a catalog of products, the prices, quantity and ordering displays can be turned off totally by setting a couple of shop configuration options.

You can use VP-ASP facilities to display:

- Information of any sort, organized into categories and sub categories.
- Use the administrative facilities to update the information.
- Use VP-ASP's extensive search facilities to search the data.
- Use the shopquery.asp facility to create your own information specific searches.
- Use VP-ASP's extensive formatting options to display your own unique fields and captions for the information.
- All this can be done with no program changes to VP-ASP

xproductcatalogonly	Setting this to Yes stops anyone from ordering from your site, but they can still view products. This is useful if you want to use VP-ASP to generate a catalog.
xdisplayprices	Setting this to No means that all products are displayed and can be ordered, but no prices are displayed.

20.7 Generating an SKU when using product features

Some people like to associate a product code with their products in order to uniquely identify each product. When using product features however, regardless of what feature is selected, the product code remains the same. For this reason there is a featured called **xgeneratesku**.

To use this feature set your configuration option.

Xgeneratesku	Setting this to Yes generates an SKU based on the product code and any codes defined in the featureother field. This SKU is displayed along with the product name when added to the cart.
---------------------	--

Once you have set the above configuration option, when a product with a feature is selected, the ccode field of the products table, and the featureother field of the prodfeatures table is combined to create a unique product code for this product and the feature chosen.

For example, in your product record for Apples, the ccode is "apple".

You may then have features associated with the apple product which are "Red" and "Green".

featureother for Red may be " – Red" and featureother for Green may be " – Green".

When a customer selects an apple with the feature red, the generated SKU would be:

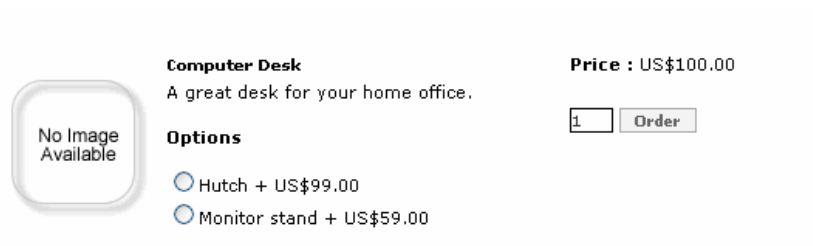
Sku: apple-Red

If an apple was chosen with a green feature the generated SKU would be:

Sku: apple-Green

20.8 Placeholder image

For your product listings, VP-ASP can display a placeholder image if you don't have an image defined in your product record.



The screenshot shows a product listing for a "Computer Desk". On the left is a placeholder image with the text "No Image Available". To the right of the image, the product name "Computer Desk" is displayed in bold, followed by the description "A great desk for your home office.". Below the description, under the heading "Options", there are two radio button options: "Hutch + US\$99.00" and "Monitor stand + US\$59.00". To the right of the options, the price "Price : US\$100.00" is shown. Below the price, there is a quantity input field with the number "1" and an "Order" button.

You can change the image to be used as a placeholder in your shop configuration.

Xnoimage

The path to an image to display on shopdisplayproduct.asp if there is no image available.

21 Search Engine Optimization (SEO)

Search Engine Optimization is one of the most important considerations you should have in mind when building your site to ensure your site reaches the widest possible market.

VP-ASP has many built in SEO features which will help to get your site indexed correctly by search engines.

21.1 Dynamic Titles and Meta Tags

VP-ASP can dynamically change the title of the categories display, product display and automated extended description display, based on the item being viewed.

VP-ASP can also automatically populate your meta tags.

Note: There is extra database activity in using this facility.

First, you need to set the following in your shop configuration.

shopdynamictitle	Set this to Yes to turn on dynamic titles. If No all pages will display the title in shopxtitle .
shopxtitle	Change this to be the title you wish to display when there is no dynamic title available. The default is VP-ASP Shopping Cart

The dynamic title and meta tags are generated based on the following fields in your database.

Product pages (using fields from PRODUCTS table)

Tag	Field Used
Title	cname
Description	cdescription
Keywords	keywords

Category pages (using fields from CATEGORIES table)

Tag	Field Used
Title	catdescription
Description	catmemo
Keywords	catdescription

Content pages (using fields from CONTENT table)

Tag	Field Used
Title	message
Description	message2
Keywords	other1

If you have modified your headers and no longer have the dynamic titles code in the header, you need to modify **shoppage_header.htm** as follows.

1. In file **shoppage_header.htm** change the title value that you have in the HTML to the following.

```
<title><%shopdynamictitle "title"%></title>
```

2. Set the shop configuration variables as described above.

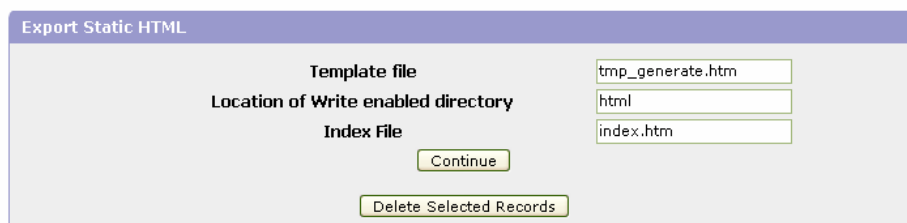
3. Add the lines below to your **shoppage_header.htm** file.

```
<meta name="description" content="<%shopdynamictitle "description"%>">
<meta name="keywords" content="<%shopdynamictitle "keywords"%>">
```

21.2 Static HTML Generator

It is possible to generate static HTML pages of your categories and products directly from the VP-ASP database, which can be useful in allowing search engines to index your entire product range.

Go to Everyday Tasks > Products > Generate Static HTML from the VP-ASP Administration to generate your pages.



Template file	This is the template to be used to generate the product pages.
Directory	The folder where the HTML files will be written. You need to ensure this folder has write permissions.
Index File	The name of the index file, which contains hyperlinks to every file generated.

Three types of files are created by the generator.

Index.htm	This is the index page which links to all the top level categories.
	It points to subcategory pages with name <i>cxxx.htm</i> where xxx is the categoryid of that category.
Cxxx.htm	One HTML file is created for each category or subcategory. These have links to the products belonging to that category.
Pyyy.htm	These are the individual pages for each product.

21.2.1 Set up template for generator

Templates are used to control the formatting of the category and product pages - this allows you almost complete control over the formatting of these generated pages.

Tmp_generate.htm	This file is used to format the product files (<i>pyyy.htm</i>). Only fields in the products table can be used, but it can includes images, description, links to other pages.
Tmp_generateheader.htm	This file is used to generate the header portion of the category index pages (<i>cxxx.htm</i>).
Tmp_generatetrailer.htm	This file is used to generate the trailer portion of the category index pages (<i>cxxx.htm</i>).

21.2.2 Generate individual pages when product changes are made

When you update a product via shopa_addproduct.asp in your administration, there is a button at the bottom of the page that allows you to regenerate the static HTML file just for that product. This saves you from having to regenerate all of your pages whenever you update a product.

21.2.3 Horizontal Navigation in generated pages

If you wish to include the horizontal navigation bar on your generated pages, you need to complete the following steps.

1. Open the file tmp_generate.htm in a text or HTML editor.
2. Open the file editor/horonavbar_divs.html in a text or HTML editor.
3. Copy the entire contents of editor/horonavbar_divs.html

4. Paste the content of editor/horonavbar_divs.html into tmp_generate.htm between the following lines –

```
<!--START TOP MENU -->
<!--END TOP MENU -->
```

5. Open the file editor/horonavbar.html in a text or HTML editor.
6. Copy the entire contents of editor/horonavbar_divs.html
7. Paste the content of editor/horonavbar_divs.html into tmp_generate.htm below the text you just pasted in.
8. In the newly pasted text, locate any instances of language variables, as shown below and replace them with text.

For example, if you come across –

```
<%=getlang("langcommonhome")%>
```

Replace it with –

Home

9. In the newly pasted text, locate any <a> tags and change the URL as follows.

For example, for the following -

```
<a href="shopsearch.asp" target="_self">
```

Change it to –

```
<a href="../shopsearch.asp" target="_self">
```

10. Repeat steps 1-9 for the file tmp_generateheader.htm.

21.3 Google Analytics

Google Analytics / Urchin statistics support is built into VP-ASP.

Google Analytics is a service from Google that allows you to track visitors and their movement patterns through your website. From Google's website:

"Learn how visitors interact with your website and identify the navigational bottlenecks that keep them from completing your conversion goals. Find out how profitable your keywords are across search engines and campaigns. Pinpoint where your best customers come from and which markets are most profitable to you. Google Analytics gives you this and more through easy-to-understand visually enhanced reports."

Before enabling Google Analytics in your site, you need to set up an account with Google. You can do this at http://www.google.com/analytics/sign_up.html.

Once you have an Analytics account, you can set up VP-ASP to handle this by following these steps.

1. Login to your Administration and go to the Setup tab.
2. In the search box, enter the word **urchin**.
3. Two entries will be returned:

Xurchinstats

Setting this to **Yes** turns on the Google Analytics code in your site.

Xurchinacctno

Enter your Google Analytics account number here.

4. Click the Continue button at the bottom of the page.

22 Security

We recommend you read this section carefully to ensure your site is as secure as possible to help prevent hackers from stealing sensitive data.

VP-ASP provides extensive security features including:

- Security for the database
- Ability to set and assign userids with different privileges
- Ability to check for hackers and prevent them from shopping in your store
- Encrypting credit cards
- Supports both standard SSL and shared SSL
- Ability to email on successful login to administrative system
- IP checks on Administrative logins

22.1 Security checklist

We have a security checklist which is available on our website at <http://www.vpasp.com/helpnotes/shopexd.asp?id=811>. We highly recommend that you go through each option on this page and ensure you have applied it to your site.

Many of the items on this checklist are automatically checked by VP-ASP when you login to your administration and if you haven't completed them you will be alerted.

Admin Security Alert - PLEASE URGENTLY DEAL WITH THE FOLLOWING ISSUES:
Read more about security measures at - [Security Information](#)
PASSWORDS - You are using the default passwords, which makes your site open to hackers. Please change your userids and passwords as soon as possible.
DATABASE - Please rename database and store in a secure folder. (C:\inetpub\wwwroot\vpasp650plus\database\shopping650.mdb)
SHOP ADMIN
You should rename the file shopadmin.asp before going live and change the const xadminpage at the top of the file to the new filename.
INSECURE PAGES - You must delete these files before going live.
diag_dtest.asp
diag_sessionlist.asp
convertsql.asp
convert650.asp
convert650access.txt
convert650config.txt
convert650sqlserver.txt
convertcategories.asp
convertconfig.asp
convertproducts.asp
convertsql.asp
create650mysql.txt
create650admin.txt
create650sqlserver.txt
create650sqlserver.sql
convertmysql.asp
ENCRYPTION KEY
The encryption key in shop\$config.asp is still set to the default. Please change this key before going live to ensure greater security of data in your site.

22.2 SSL

Secure Sockets Layer (SSL) technology encrypts information from a customer's computer to your web site. SSL is implemented using what is known as digital certificates that bind an identity to a pair of electronic keys that can be used to encrypt and sign digital information. A Secure Server ID makes it possible to verify someone's claim that they have the right to use a given key, helping to prevent people from using phoney keys to impersonate other users. Used in conjunction with

encryption, Secure Server IDs provide a complete security solution, assuring the identity of one or all parties involved in a transaction.

22.2.1 How to get an SSL certificate

You can purchase an SSL certificate from third party vendors such as InstantSSL (<http://www.vpasp.com/virtprog/ssl.htm>), Thawte (<http://www.thawte.com>) or Verisign (<http://www.verisign.com/>).

If you already have your own SSL certificate, then you can configure VP-ASP to use it.

VP-ASP also supports shared SSL, which is where your web hosting company provides an SSL certificate for you.

22.2.2 When is an SSL certificate required?

If you are planning to take credit card information using standard VP-ASP facilities, or using a gateway integration that requires you take the cards on your site before submitting them to the credit card company, then you will need an SSL certificate.

If you are planning to use an electronic banking gateway that takes the customers credit card information at their own site, then you don't need SSL on your own web host.

22.2.3 Set up SSL in VP-ASP

To have VP-ASP use your SSL certificate, you need to set the following value in your shop\$config.asp file.

Xssl (shop\$config.asp)	https://www.vpasp.com/vpasp
--------------------------------	---

VP-ASP will switch to your SSL site mode before going to the checkout page (shopcheckout.asp).

If you want VP-ASP to switch to SSL mode at the customer details page (shopcustomer.asp), you need to set the following configuration option.

xsslshopcustomer	Setting this to Yes tells VP-ASP to switch to SSL mode at the customer details page (shopcustomer.asp).
-------------------------	--

22.2.4 Shared SSL handling

Some web hosting companies allow you to use their SSL certificate but it may be located on a totally different server – this is called “shared SSL”. VP-ASP requires special handling if you plan to use shared SSL and there are several restrictions on its usage.

VP-ASP only supports shared SSL to take credit cards using our special sslshopcheckout.asp – you can't use it for any other area of your site. This is true whether the shared SSL is just a separate folder on the same server or on another sever entirely.

Because each host's shared SSL setup is different, some of our electronic gateway interfaces can be used on shared SSL. Our forms based gateways may not work but our COM based gateways will work if certain special procedures are followed.

With a Shared SSL certificate you cannot:

- Use any of our supplied gateways
- Use the VP-ASP Admin system in SSL Mode
- Use any other VP-ASP files in SSL Mode
- It can only be used to store credit card details in the VP-ASP database for manual credit card processing.
- Language switching is not supported

To allow the SSL to be on a different server (or a different folder on the same server), VP-ASP has an interface called sslshopcheckout.asp. This code is allows you to take credit cards using a server

with SSL using shared SSL. This interface does require a number of VP-ASP files to be placed in your secure server. The database does not need to be copied.

The steps to setup shared SSL are:

Step One

Your web hosting company must allow you to install a few files on the secure server where your shared SSL resides. You need to upload the following files to your shared SSL server.

- sslshopcheckout.asp
- sslshophash.asp
- sslshopsess.asp
- shop\$language_english.asp
- shop\$colors.asp
- shop\$config.asp
- shop.css

Step Two

You need to make the following changes in your shop\$config.asp file:

Xssl (shop\$config.asp)	https://www.vpasp.com/vpasp
Xcheckout (shop\$config.asp)	sslshopcheckout.asp

Step Three

Since SSLshopcheckout could be on a server different from the one the VP-ASP shop is on, the normal Shop Configuration Values do not apply. This means that if you wish to change credit card types, turn on or off the Card Verification Number display or turn on an issue number they must be done by altering one or more lines in sslshopcheckout.asp.

In the file sslshopcheckout.asp you need to change the following two lines:

```
const MYSITE="http://www.vpasp.com/vpasp"  
const xEncryptkey="agabAhjBcG"
```

The first line points back to where VP-ASP is installed on your main site.

The second is the encryption key. It must match the xencryptkey in your VP-ASP shop\$config.asp file.

The following options can also be set near the top of sslshopcheckout.asp.

const CVNDisplay	Set this to Yes to display prompt for Card Verification number.
const CVNRequired	Set this to Yes to make the CVN required.
Shop\$language_English.asp	Change this to your normal language file.
Const Creditcards	This is a list of credit card types that you accept – for example <i>"Visa, Diners, Mastercard"</i> .
Const OtherPayments	This is a list of non-credit card payment methods that you accept – for example <i>"Check, Money Order, Phone Order"</i> .

22.2.4.1 Where are my normal headers and footers?

Because the sslshopcheckout.asp could be on another server, we have tried to make it as easy to install as possible, and that means that your headers and footers are not included.

If you wish to add more information, such as headers, trailers and images to your checkout page, you will need to modify sslshopcheckout.asp.

To add a header and trailer, you would need to add additional HTML in these two subroutines –

```

Sub NewShopPageHeader%>
    <html>
        <head>
            <title>Shopping Cart Secure Checkout</title>
            <link rel="stylesheet" href="shop.css" type="text/css">
        </head>
        <body bgcolor="#FFFFFF" text="#000000" link="#BB0000" vlink="#000099"
alink="#336699">
            <center>
<%end sub

Sub NewShopPageTrailer%>
    </body>
</html>
<%End Sub

```

22.3 Securing your administration

There are a number of methods you can use to secure your administration against unauthorized access – we recommend you implement as many of these methods as possible.

22.3.1 Change the name of *shopadmin.asp*

By default the admin login page is a file called *shopadmin.asp*, but this file should be renamed to something that is harder to guess.

1. Rename the file *shopadmin.asp* to your chosen file name
2. Open this file in a text editor and locate the following line:

```
const xadminpage = "shopadmin.asp"
```

3. Change this line so that *shopadmin.asp* is replaced with whatever you renamed the file to. For example, if you rename the file to *mylogin.asp*, you need to change the line as follows.

```
const xadminpage = "mylogin.asp"
```

22.3.2 Using two passwords to login

VP-ASP stores your administration users and passwords in your database. To enhance the security of your login, we recommend you add a second password to your login page that is stored in the login page code itself – therefore if a hacker does manage to gain access to your database, they can't login to your admin because they won't have this second password.

To add a second password, you need to open your admin login page (*shopadmin.asp* by default) in a text editor and locate the following line near the top of the file –

```
const SecondPassword=""
```

You need to enter your password between the double quotes as shown below – this password can be anything, but should be something that is not easy to guess.

```
const SecondPassword="thisismysecondpassword"
```

22.3.3 Validating IP address of person trying to login

An additional level of security on your administration is to set a list of valid IP addresses that are allowed to login to your administration. Anyone that tries to access the login page from an IP address that isn't in the list will be diverted away from the page.

Note: The IP addresses can be a full IP address or a partial IP address.

To add a list of valid IP addresses, you need to edit your admin login page. Following our other recommendations, shopadmin.asp should have been renamed to some other name. In this case you would edit the real file name and not shopadmin.asp as in these examples.

Const adminips	This is a comma-delimited list of IP addresses that should be allowed to login to admin system.
const adminemaillpcheck	Setting this to Yes tells VP-ASP that you want to be receive an email notification if an attempt is made to access the admin page by an invalid IP address.

Example 1

If your IP address is 288.66.77.999, you can specify:

```
const adminips="288"
```

This will allow anyone with an IP starting with 288 to try to login

Example 2

```
const adminips="288.66"
```

This will allow anyone with an IP starting with 288.66 to try to login.

Example 3

Multiple addresses can be used.

```
const adminips="288,127.0.0.1,299.66"
```

This will allow anyone with an IP address starting with 288 or 127.0.0.1 or 299.66 to login.

22.3.4 Email on successful login

If you would like to receive an email every time someone logs into the administration system, you need to change the following in your administration login file. Following our other recommendations, shopadmin.asp should have been renamed to some other name. In this case you would edit the real file name and not shopadmin.asp.

Const adminmail	Setting this to Yes tells VP-ASP to send an email to the address specified in xemail in the shop configuration every time there is a successful login to administrative system.
-----------------	--

22.3.5 Delete default usernames and passwords

The usernames and passwords that are set up in VP-ASP by default should be changed or deleted to avoid unauthorized persons from accessing your database. See page 55 for more information on how to do this.

22.4 Secure your database

If you are using an Access database, you need to ensure your database is not accessible to a web browser.

You can test this by opening a web browser and typing in the address of your site followed by the folder your database is stored in, then the name of the database.

For example: <http://www.vpasp.com/vpasp/database/shopping650.mdb>

If the database starts to download, your database is not secure.

Most Web Hosting companies will make a directory available to you to hold your database and this directory will be accessible by your VP-ASP files but not by general browsing of your site.

Your database must not be in the same directory as the rest of your VP-ASP files as it will not be secure!

Once you have moved your database to a secure location, follow the instructions in the Installation Guide (see page 11) for setting up your database connection information in shop\$config.asp.

22.5 Hacker table

Using VP-ASP anti-hacker checks, you can prevent known hackers from shopping in your store. They will be able to browse your shop but will not be able to order. The hackers table can be set to have a record with e-mail addresses or IP addresses of customers whom you do not wish to allow to shop in your store.

The following shop configuration options control this feature.

Xhackercheck	If set to Yes , then the order is checked against the hackers table and hacker countries. If there is a match, the customer cannot complete an order in your store.
Xhackercountries	A comma-delimited list of country abbreviations from which ordering is not allowed.

There are two methods of adding a record to the hackers table.

First, you can manually add a record by going to Everyday Tasks > Advanced > Edit Tables and selecting the *hackers* table from the list. Then click the Add Record button.

Basic Information

ipaddress Add a Record

email Add a Record

comment Add a Record

other Add a Record

You can enter an IP address and/or email address that will be blocked from ordering. The comment and other fields are not used by VP-ASP and are just for your reference.

If a hacker completes an order in your shop, you can quickly stop them from doing so again by clicking the Add To Hacker link on the View Order page. This will take you to the form shown above, but it will already be populated with the hacker's details and you can just click Add A Record.

Order List Edit Order Order Items Restore Finalize Order Cancel order Add to Hacker

Order Number 1 - Tuesday 16 January 2007 3:07:26 PM

Products	Quantity	Unit Price	Total
Chrome Bed Delicate chrome finishes and smooth lines	1	US\$599.00	US\$599.00
Product Cost			US\$599.00
Total			US\$599.00

When using this facility, a message will appear when someone who is not allowed to shop tries to make an order. The number at the end of the message tells you the reason why the customer was rejected, so if they come to you and ask you can look up the reason for the block.

You are not permitted to shop in this store - 4

Code	Reason
4	The country matched a value in xhackercountries.
5	IP or e-mail address matched a record in the hackers table.
6	Email address matched record in the hackers table.

22.6 Encrypt credit cards

The best security for credit cards is not to keep them on your site at all - if you are using an electronic gateway they may only be stored on the bank's computers. However, not all gateways work like this and you may have the credit cards in the local database even if you are using a gateway.

If you are storing credit cards, then we recommend using VP-ASP encryption.

Xencryptcreditcard	Setting this to Yes tells VP-ASP to encrypt the credit card information before storing it into the database. It is highly recommended that you leave this option set to Yes to ensure the security of your customer's data.
Xencryptkey (shop\$config.asp)	The key to be used for encryption. This can be any combination of characters and should be changed from the default string before going live with your site.

In addition, VP-ASP will automatically remove the credit card details from the order record when the order is processed. We recommend you keep up to date with marking all of your orders processed in your administration once they are completed.

22.7 IP Address / Country validation

VP-ASP has the facility to determine the country from which the hacker is actually making an order by looking up their IP address in a database.

Note: The database is not supplied in the distribution package and must be downloaded separately from the add-ons page of our website.

To turn on this check, you need to set the following in your shop configuration.

Xhackeriptocountry If set to **yes**, then IP to country checks are turned on.
Do not use until Iptocountry database is installed.

If this is turned on, at the end of an order the IP to country function is called.

If the country does not match the customer's country as supplied on the customer form, two changes are made to the order:

- The ocardtype field has the country abbreviation added
- The IP address has the long country name appended

By changing the ocardtype field, certain automated end of order processing is stopped, such as order attachments and downloads. It also alerts you that the order is suspicious as they have specified a different country than their IP address puts them in.

Note: This feature uses a public domain database that is supplied on an as-is basis. VP-ASP does not warrant that this database is complete or accurate. The database may not be updated for future IP changes. You must download this separate database from our web site. It is not supplied in the normal VP-ASP distribution.

22.8 End of Order Valid Payments

The following shop configuration option is used by many features to ensure only valid orders are automatically handled.

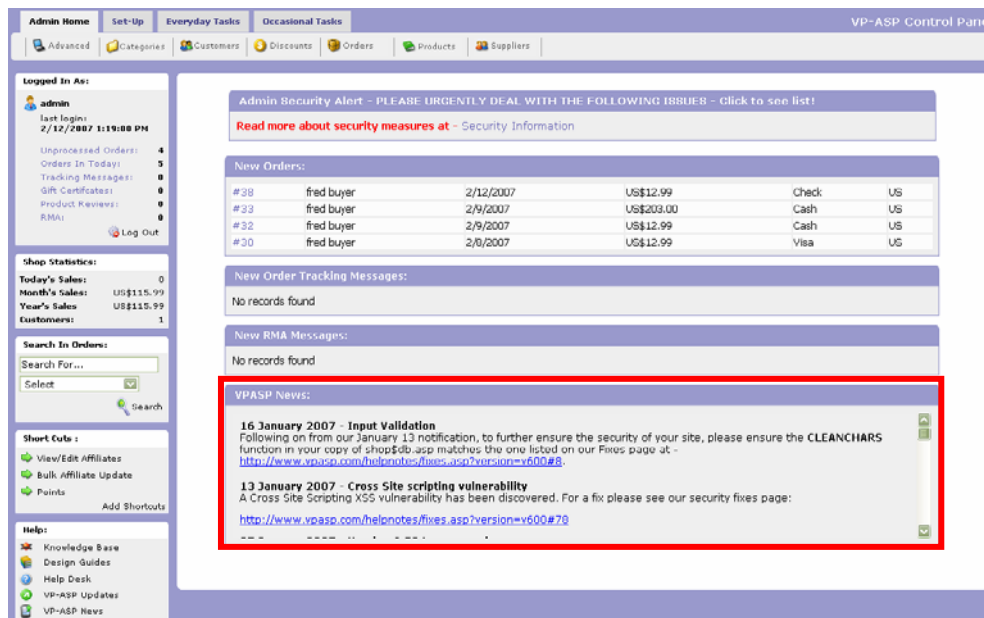
xendofordervvalidpayments	This is a comma-delimited list of payments that allow digital goods to be delivered automatically. If the customer's payment type does not match an item in this list they will not receive the file automatically. Default is <i>Visa,Mastercard</i> .
----------------------------------	---

Features that use this include digital delivery, pin numbers and points.

22.9 Security updates

To download any security updates, visit our Security page at http://www.vpasp.com/virtprog/info/faq_security.htm.

Whenever a new update is available, a message will be posted in the News section of your administration.

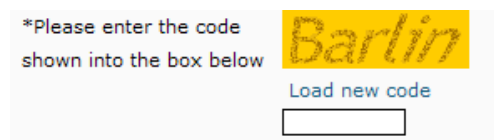


22.10 Mail form protection

If you find that you are receiving a lot of spam from email forms on your website, you can enable mail form protection in the form of CAPTCHA verification.

CAPTCHA generates a random string of characters that the customer must enter before they can submit their email.

This stops automated “bots” from spamming your email forms.



To enable this protection for your mail forms, you need to set the following in your shop configuration.

Xprotectemailforms	If set to Yes , this will display a series of random characters on mailing forms that the customer must enter correctly before it can be submitted. This helps stop the form being used by spam bots to generate spam.
---------------------------	---

22.11 Files that should be deleted from your server

The following files must be removed from your production environment – keep copies of the files on your computer in case you need them in future, but do not store them on your live site.

- All files starting with “convert”
 - All files starting with “create”
 - All files starting with “diag”
-

23 Special Database Handling

VP-ASP supports many advanced database handling methods, to ensure your site runs as smoothly as possible.

23.1 Run two or more shops off the one database – Product Matching

VP-ASP supports running more than one shop off the one database – each can share products and have products that are unique to them.

The following is a basic guide on how to set up product matching.

1. Create 2 VPASP sites on your server. Open shop\$config.asp in each and point both to the one database.

2. In the database there is a spare blank configuration table called **configuration1**.

In the first site, log into your administration and then run the copy configuration utility to populate the second configuration table for the second site.

To do this, type the following into your browser, changing "vpasp.com" to be your URL:
http://www.vpasp.com/vpasp/shopa_copyconfig.asp

The new configuration table name is **configuration1**. Running this tool will copy your current configuration table data across to the second site.

3. Open **shop\$config.asp** file in the second site and change the following so it is pointing to the second configuration table.

```
const xconfigtable="configuration1"
```

4. Open **shop\$config.asp** in the first site and enter a name for it into the **xproductmatch** field.

```
const xproductmatch="store1"
```

Next change the **xshopid** value to something unique – this can be anything, as long as it is different to the xshopid of other VP-ASP sites installed on your server.

```
const xshopid="mystore1"
```

5. Repeat Step 4 for the second site, except change the xproductmatch and xshopid to be different to the first store.
6. Login to the administration for the first site and go to the Setup tab. Do a search for **xproductmatch** and set it to Yes. Repeat this for the second site.
7. For all products you add into your database, ensure you enter the value from xproductmatch for either the first or second shop into the **Match Product** field. If you leave this field blank the products will display in both sites.

Note: If you have more than two stores and you want a product to appear in multiple stores, but not all, in the Match Product field of the product record, you can enter a comma-delimited list of shops it should appear in.

For example - shop1, shop4, myshop

23.1.1 Categories

To have categories belong to specific stores, you need to add the value from **xproductmatch** into the **Match Product** field of the category record. If you leave this field blank the category will display in all sites.

23.1.2 Navigation

To have menu items in your top navigation belong to specific stores, you need to add the value from **xproductmatch** into the **Only Show In This Site** field of the menu item record (Occasional Tasks > Navigation > Site Menu Setup). If you leave this field blank the menu item will display in all sites.

You need to reload the menu in the configuration of each store before the changes will take effect.

23.2 Split Databases

If you are using Microsoft Access and you have a large volume of data but don't wish to upgrade to MySQL or SQL Server, VP-ASP supports the concept of split databases.

This allows you to have separate databases for affiliates, orders, search term recording, products and customers.

To use split databases, you need to copy certain tables into a different database and set specific configuration options. Below is a list of which tables can be moved to their own database.

If you split tables into their own databases, it is up to you to actually create the separate database using Microsoft Access and copy the tables from the main database.

The table below shows which configuration option you need to enter the name of the split database into (eg. Products.mdb or affiliates.mdb) and which tables need to go into that database.

Configuration Option	Tables
Xproductdb	Products, categories, prodcategories, prodfeatures, quantitydiscounts, translateproducts, translateprodfeatures, translatecategories
Xaffiliatedb	Affiliates, affiliatelog
Xsearchdb	Searchresults
Xorderdb	Orders, ordertracking, oitems, mycompany, shoprma
Xcustomerdb	customers
Xprojectdb	Projects

If you have your own custom code and are using split databases for your products, then you need to use the following function to open the correct database when reading information from the products and categories tables.

Instead of –

```
shopopendatabase conn
```

Use –

```
ShopopendatabaseP conn
```

Note: Using split databases, some advanced features will not work, such as Also Bought.

23.3 Special ODBC Considerations

If you are connection to an SQL server database using ODBC, VP-ASP cannot determine if it is an Access database or a SQL Server database. As there are certain differences in database handling that SQL Server requires, you need to change the following Shop Configuration option (in your VP-ASP administration **NOT** in your shop\$config.asp file – this should remain *ODBC*).

Xdatabasetype	SQLSERVER
---------------	-----------