

# Addons

Create and manage Product Addons here.


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# Summary

Addons are used to sell additional services which are not linked to stock. Set unique SKUs for reporting, control pricing centrally, and optionally choose to raise purchase orders. Perfect for gift wrap, removal and assembly services, extended warranties or third party insurance policies.

The may be assigned to [Products](#).

## Key to icons

 = edit or type unknown

 = delete unknown

 = view attribute values

# Setup

## Addon Group

To create new Attributes, you must first set up a new Attribute Group. These act as a title for your attribute, e.g. a 'Colour' group will power a filter called 'filter by colour'.

Field	Purpose
Name	<i>This is the name of the group, and is displayed to the customer</i>
Description	<i>This is intended to be a short description, which is displayed to the customer; this should be generic to all Addons within this Group</i>

## Item Addons

These are assigned on a 1:1 basis against products. Examples include gift wrap, disposal services and other similar services.

Click [here](#) for more information.

# Group Addons

These are assigned per Product, but the price of the Addon is determined by the contents of the basket.

Click [here](#) for more information.

## FAQs

Is it possible to disable an Addon without deleting it?

Yes - this is done via individual Addons, and can not be done at the Addon Group level.

# Item Addons

These are assigned on a 1:1 basis against products. Examples include gift wrap, disposal services and other similar services.

Item Addons can be given prices, SKU codes and other important information.

## Setup

### Details

Field	Purpose
Type	Choose from 'Item Addon' or ' <a href="#">Basket Addon</a> '
Code	Enter the unique SKU code of your Addon (Item Addons only)
Name	Enter the Name of your Addon - this will be displayed to the customer as a choice when completing a purchase
Description	This is intended to be a short description, which is displayed to the customer; this should be specific to this Addon
Retail Price (inc VAT)	Enter the price of the Addon
Trade Price (ex VAT)	Enter the trade price of the Addon
Cost Price (ex VAT)	Enter the cost price of the Addon  This is solely used for margin reporting, as it is not possible to order an Addon from a Supplier using the Purchase Order module
VAT	Select the VAT status of an Addon - choose from: <ul style="list-style-type: none"><li>• Standard</li><li>• Reduced</li><li>• Zero</li><li>• Exempt</li></ul> VAT rates for Standard and Reduced are controlled via <a href="#">Countries</a>
Send to Staingard	See <a href="#">Staingard</a> for more information
Live?	Toggles whether the Addon is Live or not

Field	Purpose
Allow Returns	Select to allow returns (refunds/cancellations) of the Addon
Allow Customer Note	Select to allow the customer to enter a personalised message at checkout (ideal for gift labels)
Customer Note Prompt	The prompt that will show to the customer instructing them what to enter as the Customer Note

## Assignment

Use the [Assignment Rules](#) to assign this Addon in bulk, or alternatively manage this via individual [Products](#) or in bulk via [CSV import/export](#).

## How it displays

### eCommerce

When assigned to a product, the customer will be prompted to opt in. If there are multiple Addons from the same group (e.g. pink or blue giftwrap), a drop down will be shown. Otherwise, it will be a simple tickbox.

This will display near the add to basket button on the [Product Detail Page](#).

#### Gift Wrap:

Select your gift wrap options

**ADD TO BASKET**

It will also display as an option at checkout.

### POS

It will also display as a pop up within the [POS](#).

# Basket Addons

These are assigned on a 1:1 basis against products. Examples include gift wrap, disposal services and other similar services.

Item Addons can be given prices, SKU codes and other important information.

## Setup

### Details

Field	Purpose
Type	Choose from ' <a href="#">Item Addon</a> ' or Basket Addon
Name	Enter the Name of your Addon - this will be displayed to the customer as a choice when completing a purchase
Description	This is intended to be a short description, which is displayed to the customer; this should be specific to this Addon
Surcharge Price (inc VAT)	Enter the price of the surcharge (optional)
Surcharge Cost Price (ex VAT)	Enter the cost price of the surcharge (optional)  This is solely used for margin reporting, as it is not possible to order an Addon from a Supplier using the Purchase Order module
Surcharge Label	Enter a label for the surcharge (optional)  <div style="border-left: 2px solid #00a0e3; padding-left: 10px; background-color: #e6f2ff;"><i>The surcharge will display as a separate order line with this label</i></div>
VAT	Select the VAT status of the surcharge - choose from: <ul style="list-style-type: none"><li>• Standard</li><li>• Reduced</li><li>• Zero</li><li>• Exempt</li></ul> VAT rates for Standard and Reduced are controlled via <a href="#">Countries</a>
Send to Staingard	See <a href="#">Staingard</a> for more information
Live?	Toggles whether the Addon is Live or not

Field	Purpose
Allow Returns	Select to allow returns (refunds/cancellations) of the Addon
Allow Customer Note	Select to allow the customer to enter a personalised message at checkout (ideal for gift labels)
Customer Note Prompt	The prompt that will show to the customer instructing them what to enter as the Customer Note

## Pricing Tiers

Pricing for the Group Addons are managed via tiers. The price of the Addon is based on the total value of items in the basket where the Customer has opted into the Addon.

## Example

A customer has three items in their basket priced at £500, £250, and £125 respectively. Each item offers the 'Insurance' Addon as an optional extra.

The customer chooses to apply the Insurance Addon to Item 1 (£500) and Item 3 (£125), but not to Item 2.

Therefore, the total value of goods used to calculate the Addon price is:  
 $£500 + £125 = £625$

## Setup

Field	Purpose
Code	<p>The SKU code of that tier (each tier must have a unique code)</p> <div style="border: 1px solid #00aaff; padding: 5px; margin-top: 10px;"> <p>There may be limitations on the data in this field if an integration is required, e.g. <a href="#">Staingard</a>.</p> </div>
Basket Value	The maximum basket value for that tier
Price	The price charged to the Customer for that tier
Cost Price	The cost price for that tier
VAT	<p>Select the VAT status of the surcharge - choose from:</p> <ul style="list-style-type: none"> <li>• Standard</li> <li>• Reduced</li> <li>• Zero</li> <li>• Exempt</li> </ul> <p>VAT rates for Standard and Reduced are controlled via <a href="#">Countries</a></p>

An example setup is below:

Code	Basket Value	Price	Cost Price	VAT
stain1	499.00	50.00	29.00	VAT Standard ▾
stain2	999.00	125.00	55.00	VAT Standard ▾
stain3	1499.00	150.00	70.00	VAT Standard ▾
stain4	1999.99	175.00	85.00	VAT Standard ▾
stain5	2999.99	225.00	115.00	VAT Standard ▾
				VAT Standard ▾

## Assignment

Use the [Assignment Rules](#) to assign this Addon in bulk, or alternatively manage this via individual [Products](#) or in bulk via [CSV import/export](#).

## How it displays

### eCommerce

When assigned to a product, the customer will be prompted to opt in. If there are multiple Addons from the same group (e.g. pink or blue giftwrap), a drop down will be shown. Otherwise, it will be a simple tickbox.

This will display near the add to basket button on the [Product Detail Page](#).

The price will adapt based on previous selections, e.g. if a customer has already opted into the Addon for an item already in the basket, this will adjust the price on the current product, up to and including offering the Addon for free.

It will also display as an option at checkout. Pricing will dynamically change on all Products based on selection.

### POS

It will also display as a pop up within the [POS](#).

The price will adapt based on previous selections, e.g. if a customer has already opted into the Addon for an item already in the order, this will adjust the price on the current product, up to and including offering the Addon for free.

# Assignment Rules

These rules can be used to automatically attach Addons to Products; it is also possible to assign these manually to individual products on the [Addons](#) tab when editing a Product.

## How Assignment Rules Work

The user sets up several rules, by which the website can check whether any product qualifies for cross-selling.

Through this method, when products become eligible, those cross-sells will apply immediately.

When a product ceases to be eligible, those cross-sells will immediately be removed.

## Setting Up New Rules

Overlay Rules are managed in the second tab of the Edit Addon screen.

### Edit Addon

[← Back to product addons](#)

Details | **Assignment Rules**

Please add your qualifying rules below. Please note that a product must meet all criteria to be eligible for this addon. It is also possible to assign addons to individual products on the Edit Product screen

Qualifying items:

- + [Choose qualifying categories](#)
- + [Choose qualifying brands](#)
- + [Choose qualifying collections](#)
- + [Choose qualifying attributes](#)

Optional filter: Only apply this addon if the purchased product variant value contains the following text:

\* For example, to only apply this addon to the large variant of a product, simply enter "large" here.

Simply select the criteria that you wish to apply to your Rule.

Assignment Rules work on an **AND** basis. That means that in order for a rule to be applied, all criteria must be met.

E.g. Products in the 'Sofa' category that also have the 'Leather' attribute

Once added, this will be automatically active, and all live Products will display the relevant cross-selling selections.

If you want your rule to apply to only certain Variants, use the Optional Filter; simply enter the string that should be present

For example to upsell a 'Single Mattress' to all Products in the 'Bedframes' category, simply enter 'Single' in the optional filter, and it will only apply to Variants with 'Single' entered as the optional value

To further restrict this, tick 'exact match only', which will ensure a precise match, e.g. differentiating between 'Large Single' and 'Small Single'

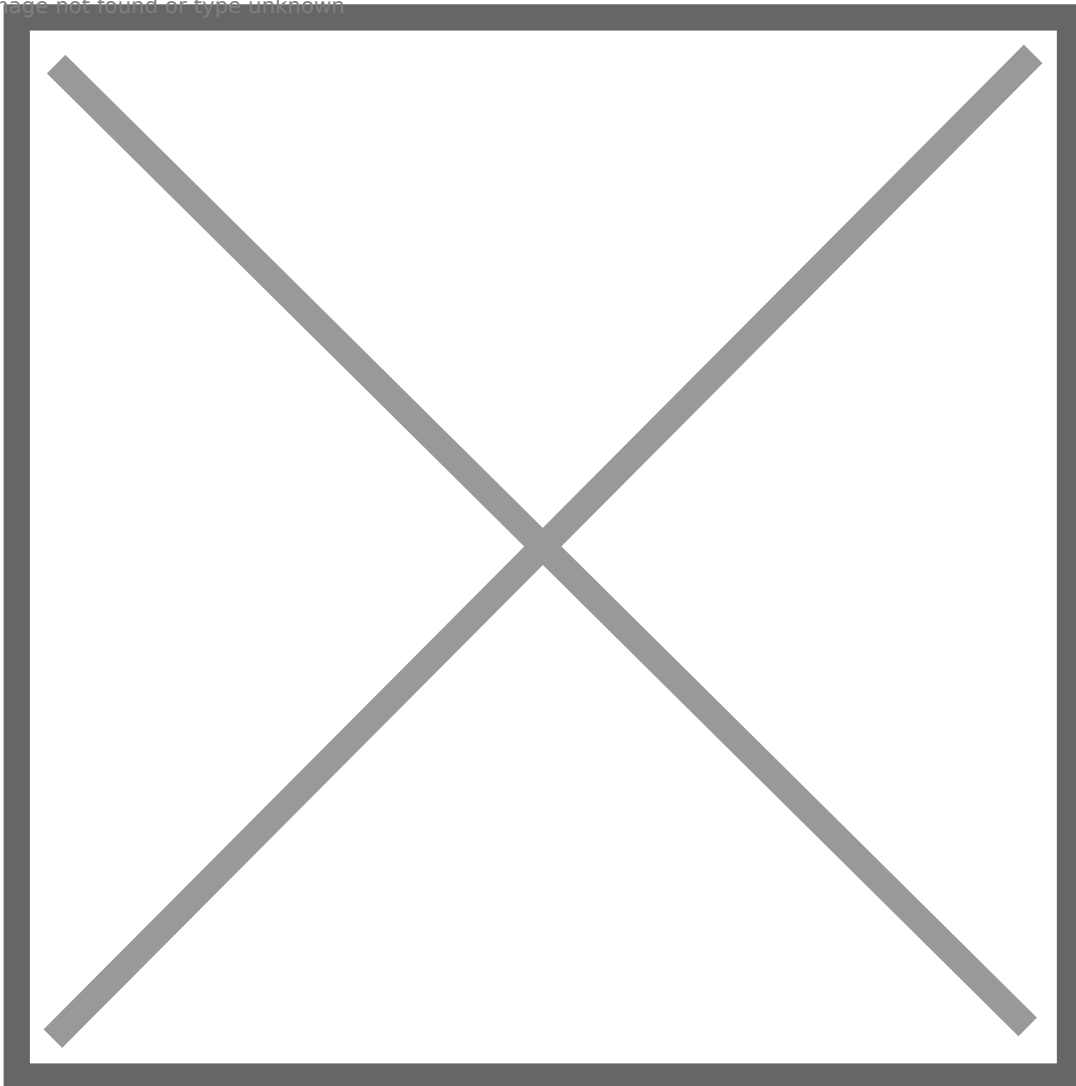
# Workflows

# Assigning Addons to a Product

How to assign Addons to a Product from the edit addon screen.

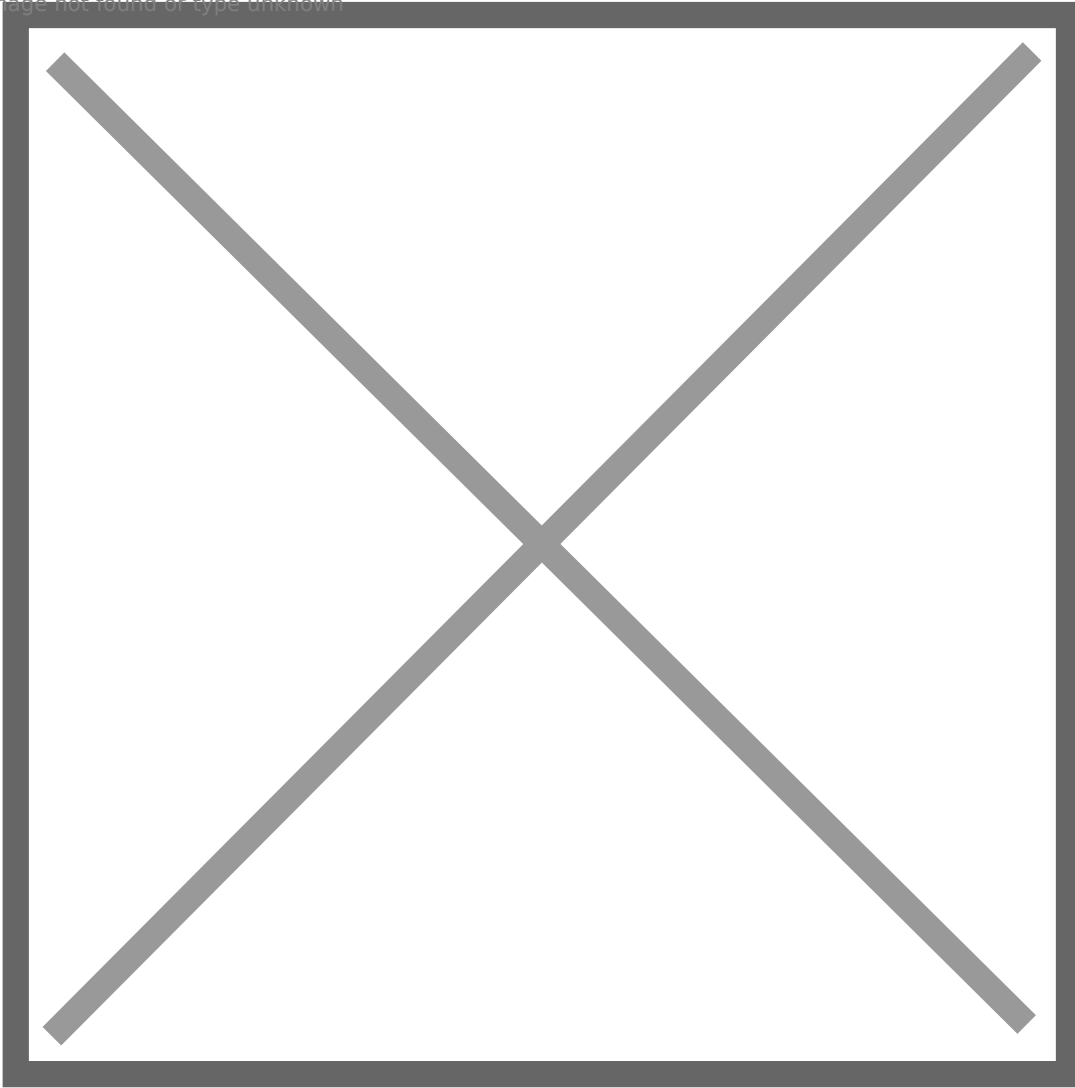
1. Click the "Search product:" field.

Image not found or type unknown



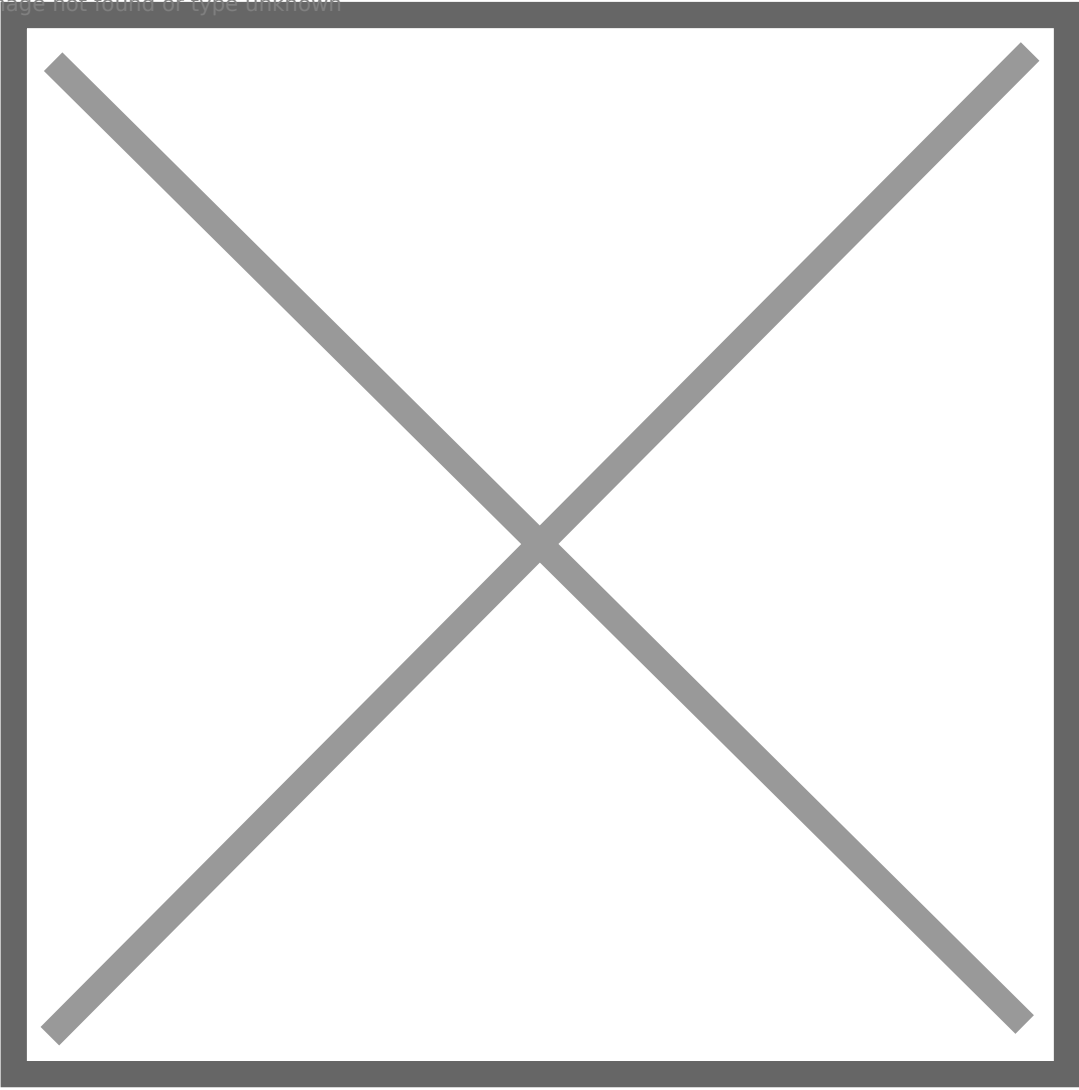
2. Search for your product
3. Choose your product

Image not found or type unknown



4. To cancel your selection, simply untick it
5. Click "Melon (variants in drop down)"

Image not found or type unknown



6. Click this button to save

Image not found or type unknown

