Categories

This is where Categories and Products are managed.

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Summary

From here you can add, edit and delete [Products](#) & [Categories](#).

You can revise the order of both by using your mouse. This will affect how they are displayed in the main menu and on all pages.

Key to icons

Live Image not found or type unknown = is live

Not Live Image not found or type unknown = is disabled

 = archived (a [Dynamic Category](#) with no products)

 = a Dynamic Category

Edit Image not found or type unknown = edit

Delete Image not found or type unknown = delete

Copy Image not found or type unknown = copy

Has Children Image not found or type unknown = has sub-categories

No Children Image not found or type unknown = no sub-categories

Delete Image not found or type unknown = missing image

Featured Image not found or type unknown = featured product

Home Page Image not found or type unknown = home page product

It is also possible to [Show/Hide Disabled Items](#) on this screen.

Channels

Within the Category edit screen, each Category may be enabled for alternative marketplaces.

Edit enabled for Google

Delete enabled for eBay

Copy enabled for Amazon

Categories

Summary

From this screen you can manage your Category details. It can be used to add a new Category, or amend an existing one.

Categories are used for a variety of purposes:

- Creating a hierarchy of web products (also used in the POS)
- Reporting purposes
- Powering the main menu on the website
- Allowing the user to create content based pages

Setup

You can also amend the Meta Tags for the Category from this page.

Category Details

Field	Purpose
Category Name*	*The name of the Category* *This will also be used as the H1 text, to define the default URL and will be the default for the Meta Tags*
Alternative Short Name	*If used, this will overnight the Category name in the main menu, allowing you to save space, e.g. 'Living Room' becomes 'Living'* *The Category Name will still be used as the H1 text, to define the default URL and will be the default for the Meta Tags* *Optional field*

Field	Purpose
Category Parent	*Select the Parent Category from the drop down* *This allows you to take a Sub-Category and make it a top level Category, or alternatively, to take a top level Category and turn it into a Sub-Category* *Linked Products will be automatically updated*
Product Assignment	*Choose between:* • *Manual* • *Dynamic (rule based)* *Defaults to Manual*
Live	*Determines whether a Category is visible* *Defaults to No for new Categories*

Layout options

Field	Purpose
Display Content	*Choose the types of content you want to display on this page* • *Products* • *Sub-Categories* • *Collections* • *Content* *By default, all are enabled*
Include Sub-Category Products?	*If you enable this, the Category page will show Products which have been assigned to its Sub-Categories* *Defaults to no*

Product Layout	*Determines the way in which Products will be displayed on your website in desktop mode on the [Product Listing Page](#), if this Category has been enabled to show product content (see above)*
	
	Choose from
	
	    • *3 Column*
	    • *4 Column*
	    • *2 Column*
	    • *Standard List*
	    • *Compact List*
	    • *Large + 3 Column*
	    • *Large + 4 Column*
	    • *Funky*
	    • *Mega-Funky*
	
	Defaults to 3 column

Default Sort Order	*Choose the Default Sort Order for Products within this Category - choose from:*
	
	    • *Manual ([Manual Sort](#))*
	    • *Dynamic (System generated recommendations)*
	    • *Custom (Defined in [Site Settings](#))*
	
	Defaults to Manual

Hide Left Navigation	*Choose to show the Filters on the Product Listing Page, or to hide them behind a button* *If the latter, they will slide out when selected* *More detail available [here](#)*
Hide Page Title	*Hide the H1 text from the Category* *Not recommended unless you add H1 text within the Category Content*

Images

Field	Purpose
Category Image	*Upload an image to be used as the Sub-Category tile throughout the website* *If not uploaded, IXO Commerce will use the image from a Product assigned to that Category*
Size	*Use this to determine the size at which the Sub-Category tile will be displayed throughout the website*

Field	Purpose
Main Menu Image	Upload an image to be shown within the main menu on the website These may only be uploaded to top level Categories
Menu Image Link URL	Add a URL, which will turn the Main Menu Image into a button

Third-Party Category Mapping

Use this section to map your Category for integrations. These options will only be visible if you have these integrations enabled.

Field	Purpose
Find matching Categories	Use this to update the contents of the 3rd party category drop downs below Defaults to Category Name
Google Shopping Category	Use this to select the Google Shopping Category This will be used when editing the *Product*
eBay Category	Use this to select the eBay Category This will be used when editing the *Product*
Amazon Category	Use this to select the Amazon Category This will be used when editing the *Product*

Additional Options

Field	Purpose
Footer Text	Text to be shown just above the footer on the Category page

Category Content

This uses IXO Commerce's Modular Block system to allow you to manage your content.
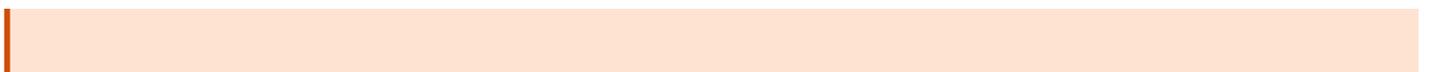
> If your content is not showing, please ensure that Content is ticked under Layout Options.

Assignment

Manual

Products may be assigned to Categories manually, either in bulk via the [CSV Import/Export](), or alternatively on the [Categories]() tab of the Product.

Dynamic

If a Category is set to Dynamic assignment in the Category Details section, then product assignment will be [rule based]().

Workflows - Categories

Dynamic Categories

How to resequence Products within Categories

Products can be re-sequenced manually from within the CMS by following these simple steps.

1. Navigate to your CMS.

2. Click "Categories" under Catalogue.

Image not found or type unknown
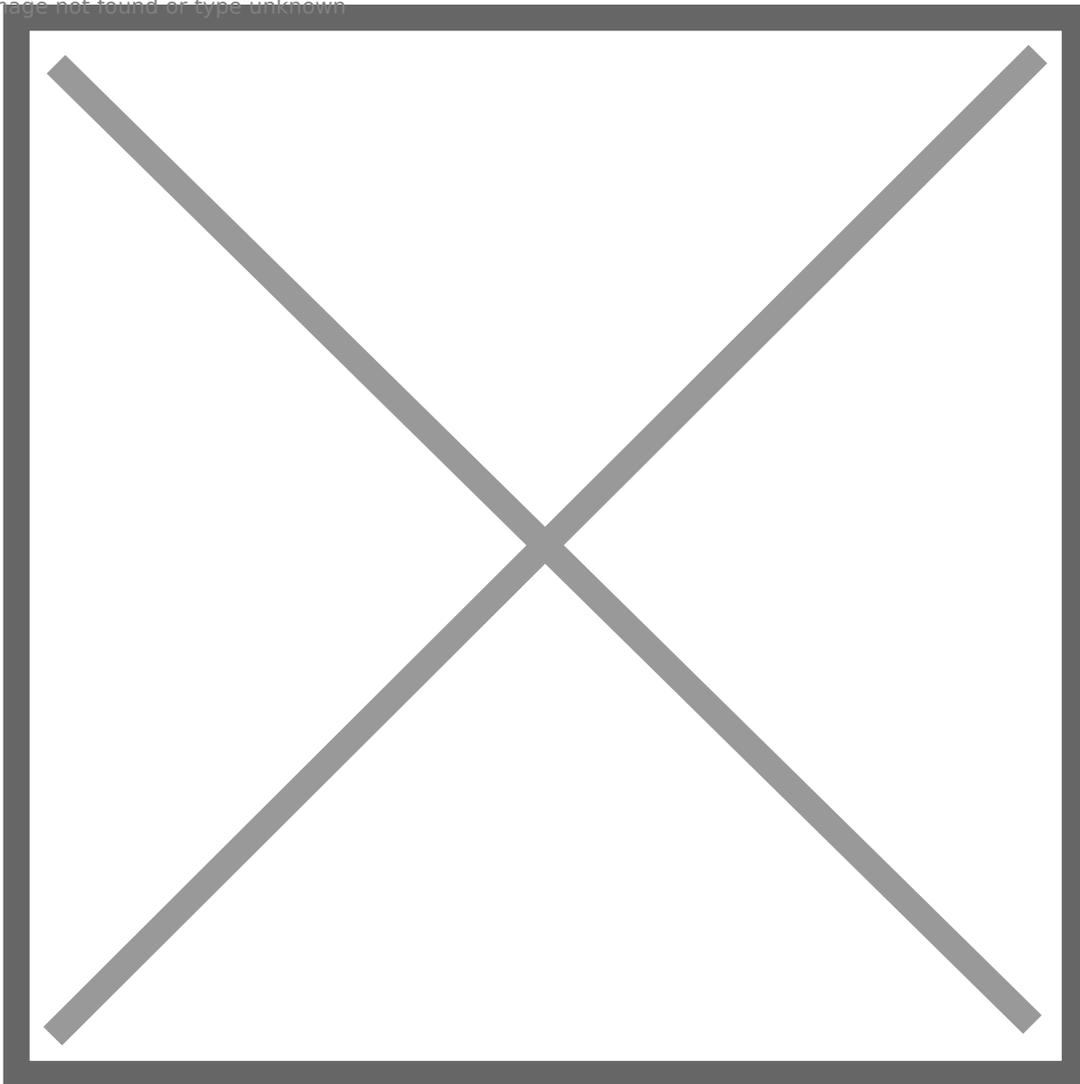
3. Find the appropriate category. In this instance we are using "Living Room".
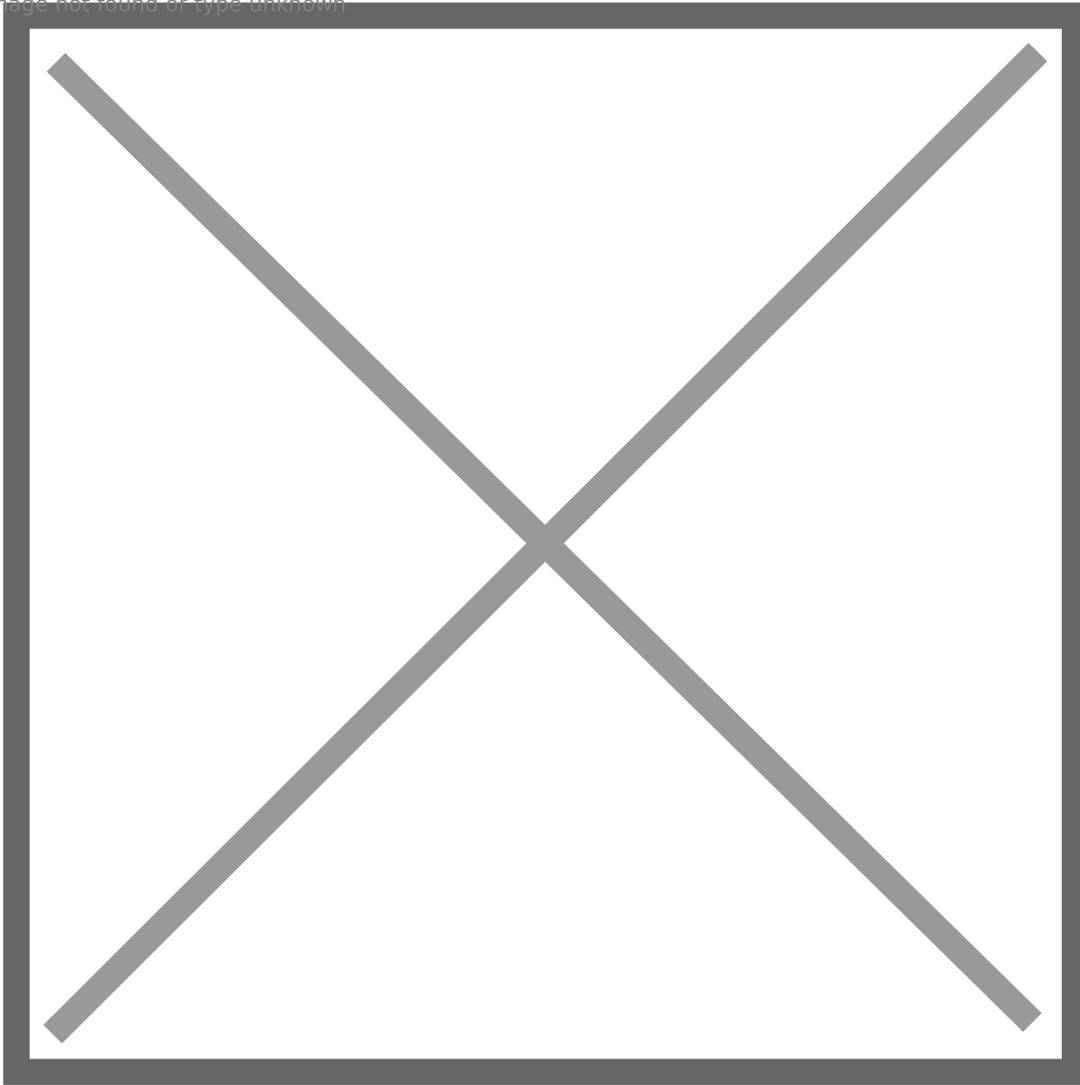
4. Select the appropriate sub-category(s). In this instance we are using "2 Seater Sofas".
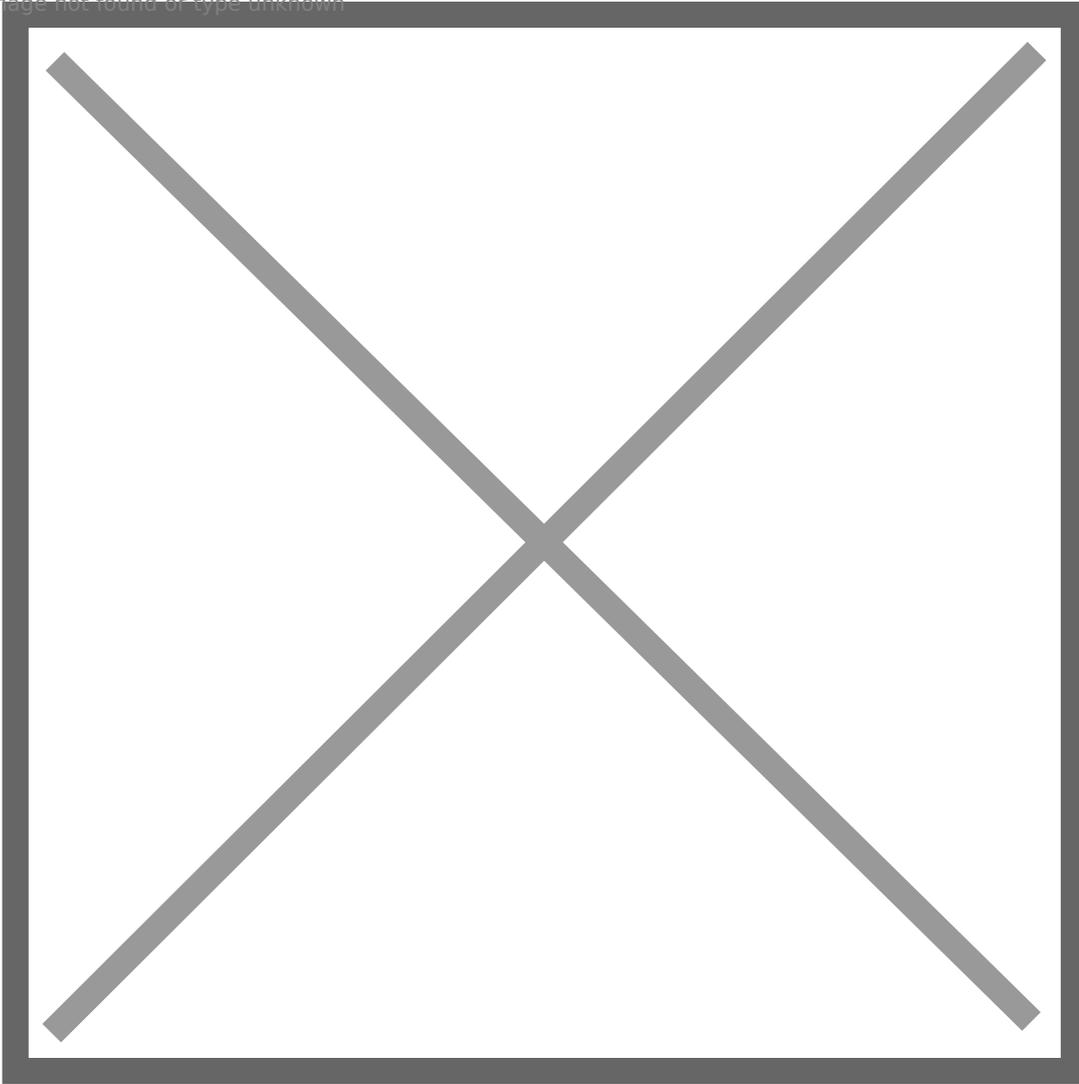
5. When the products are listed, click "Show All".
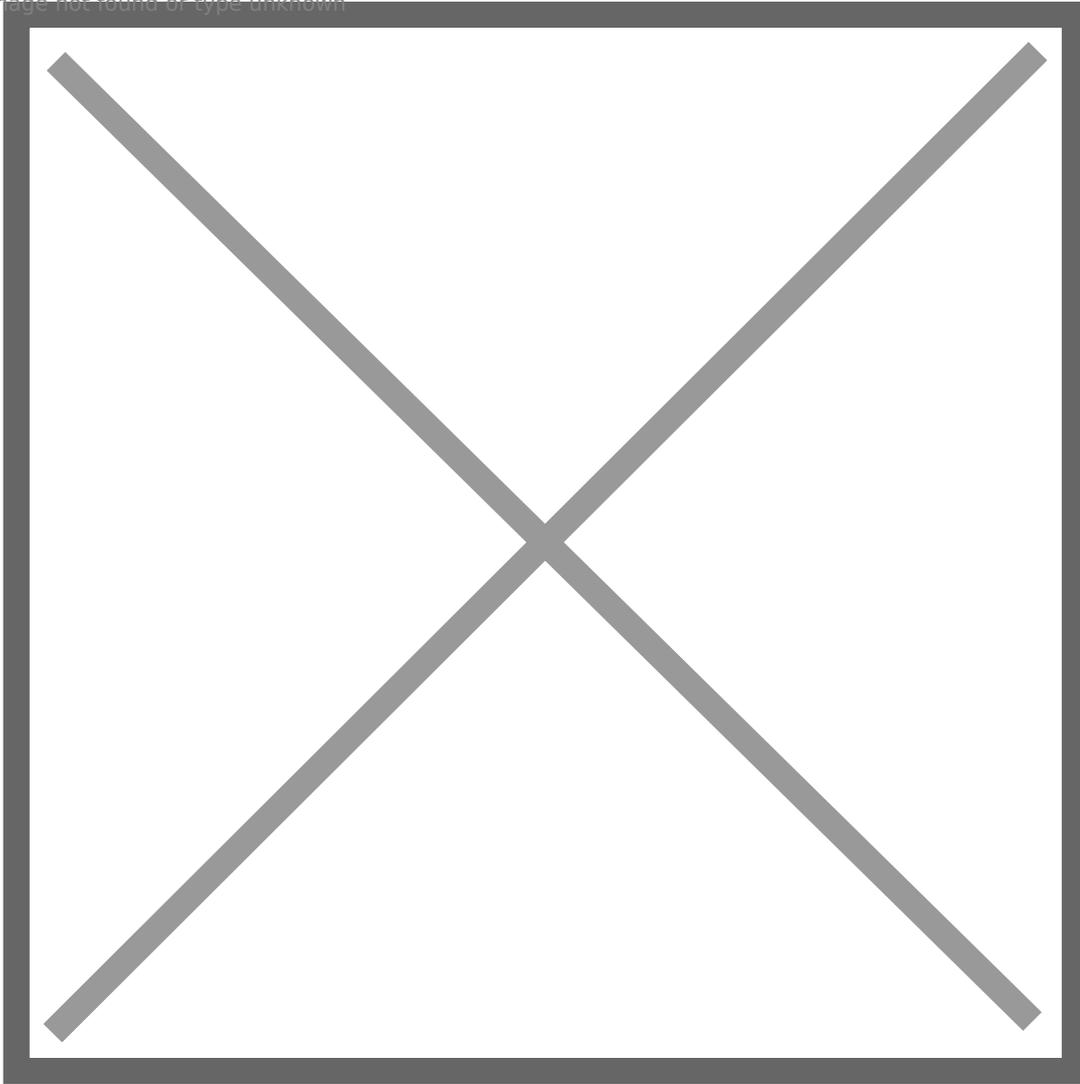
6. After clicking "Show All", you will now be able to re-sequence the products by dragging and dropping to a new position. We will move "Harold Chaise Sofa" to the top.
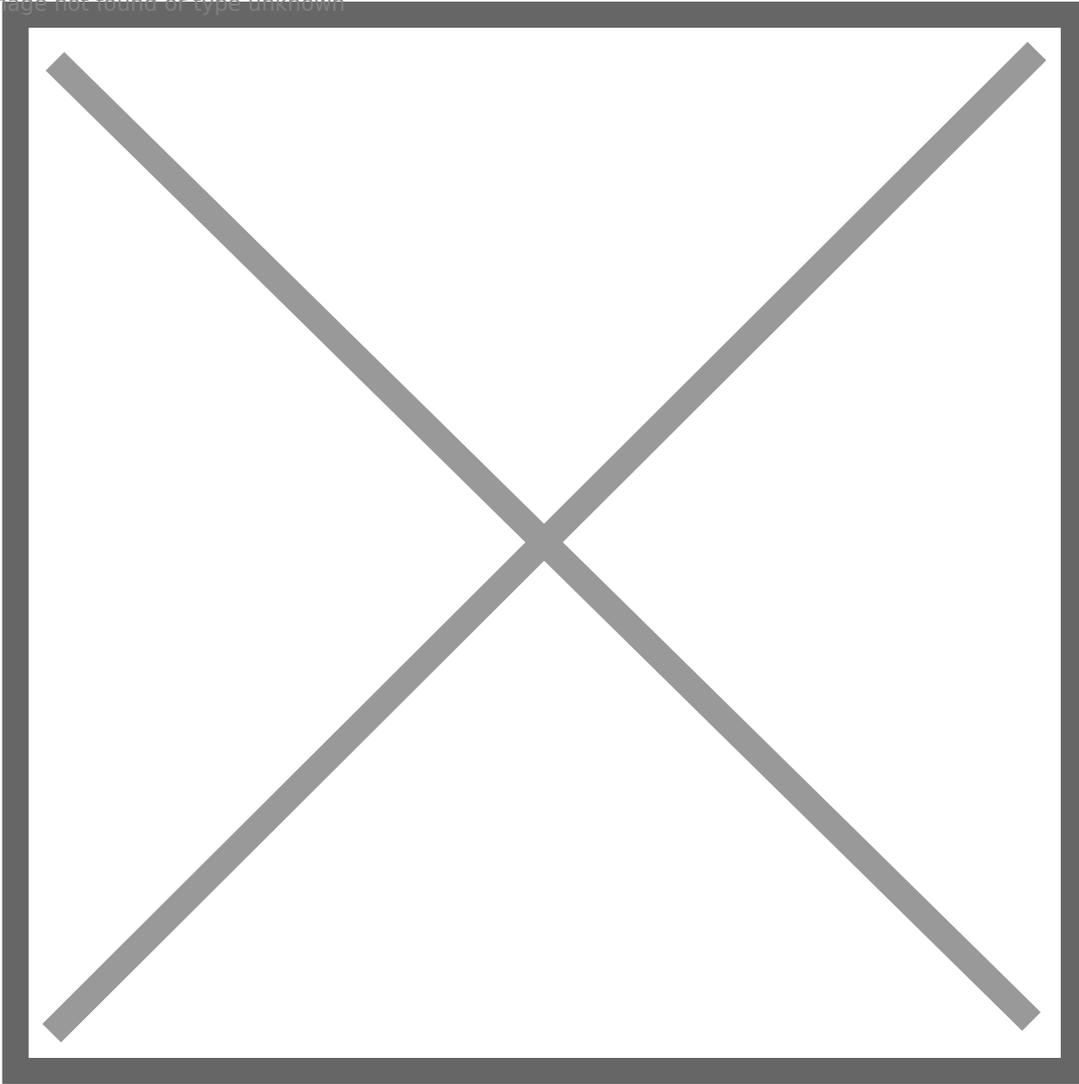
7. We will also move "Orla Kiely Mimosa Small Sofa".
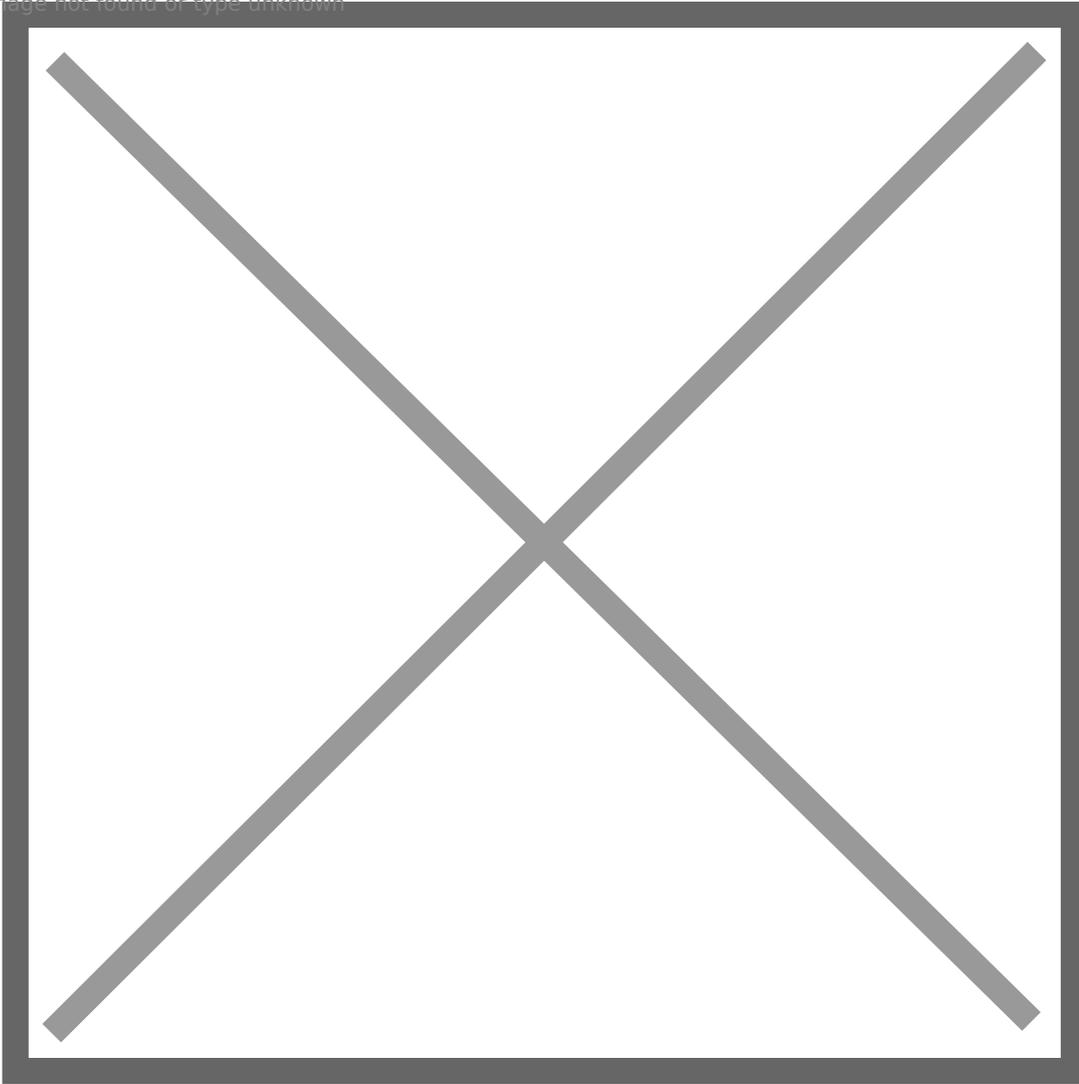
8. Once you are happy with the new sequence, you can simply return to the parent category, which will save the order of products.
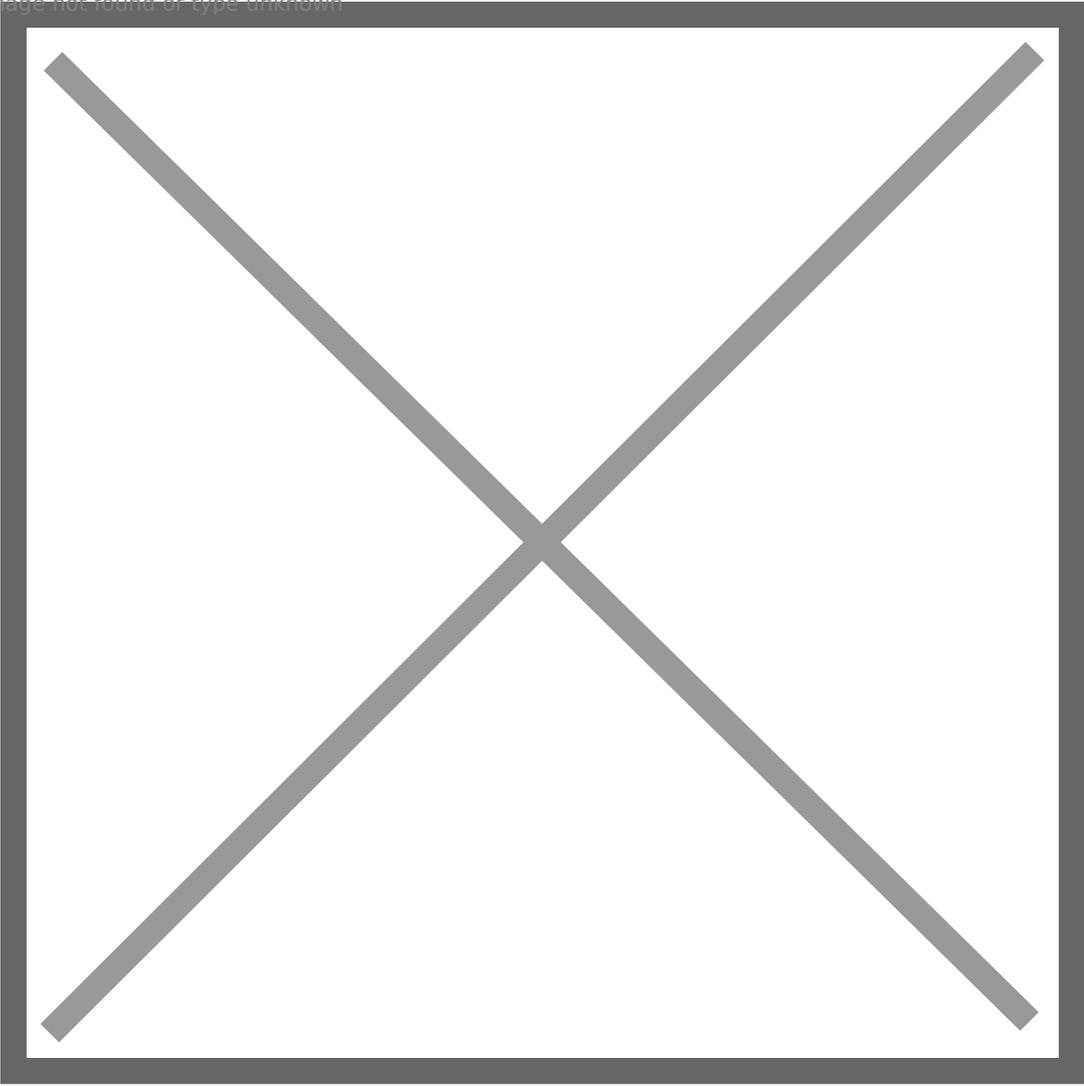
Managing Products in Bulk

Deleting a Product

When deleting a product, this action will also delete all associated stock.

1. Click "Catalogue"
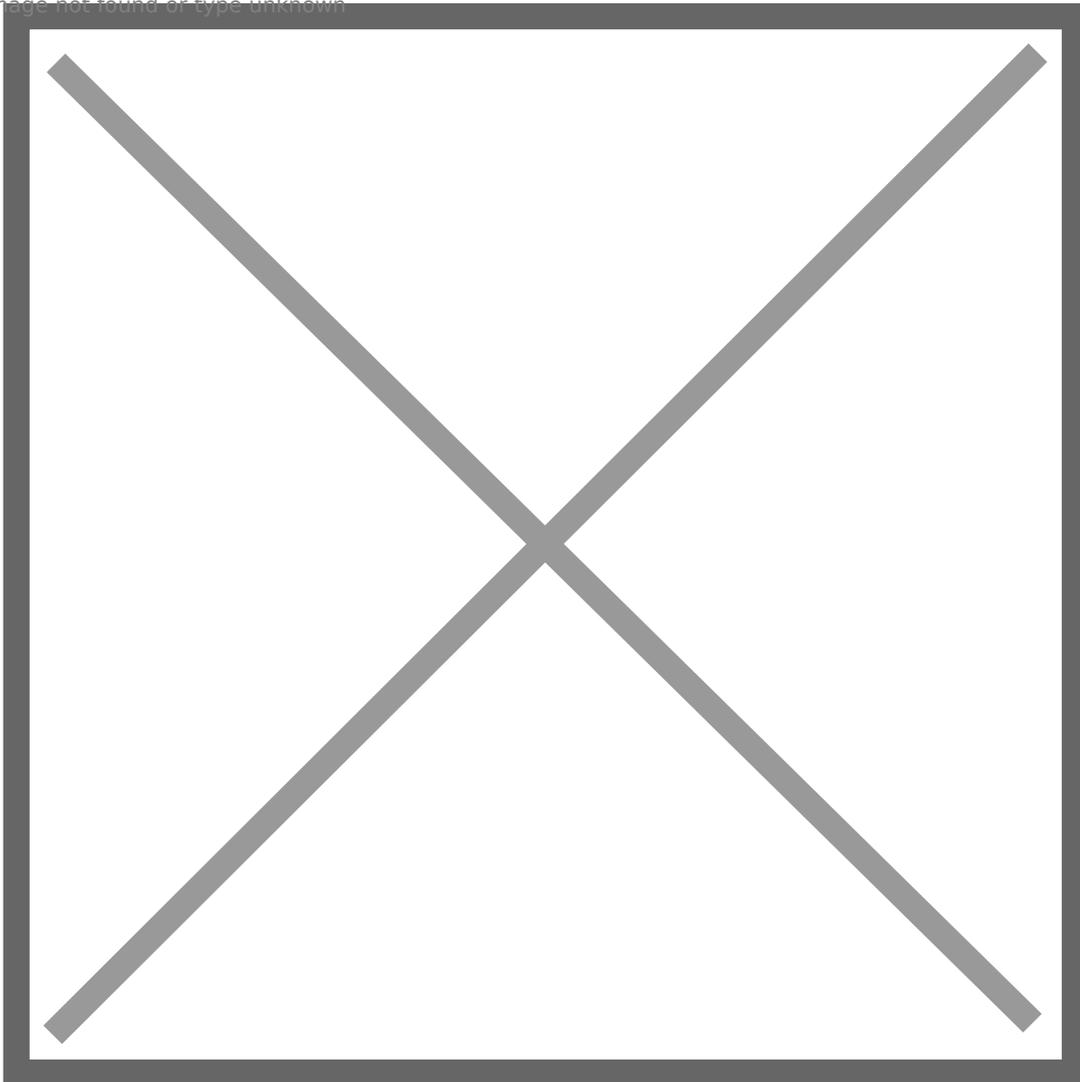
Image not found or type unknown
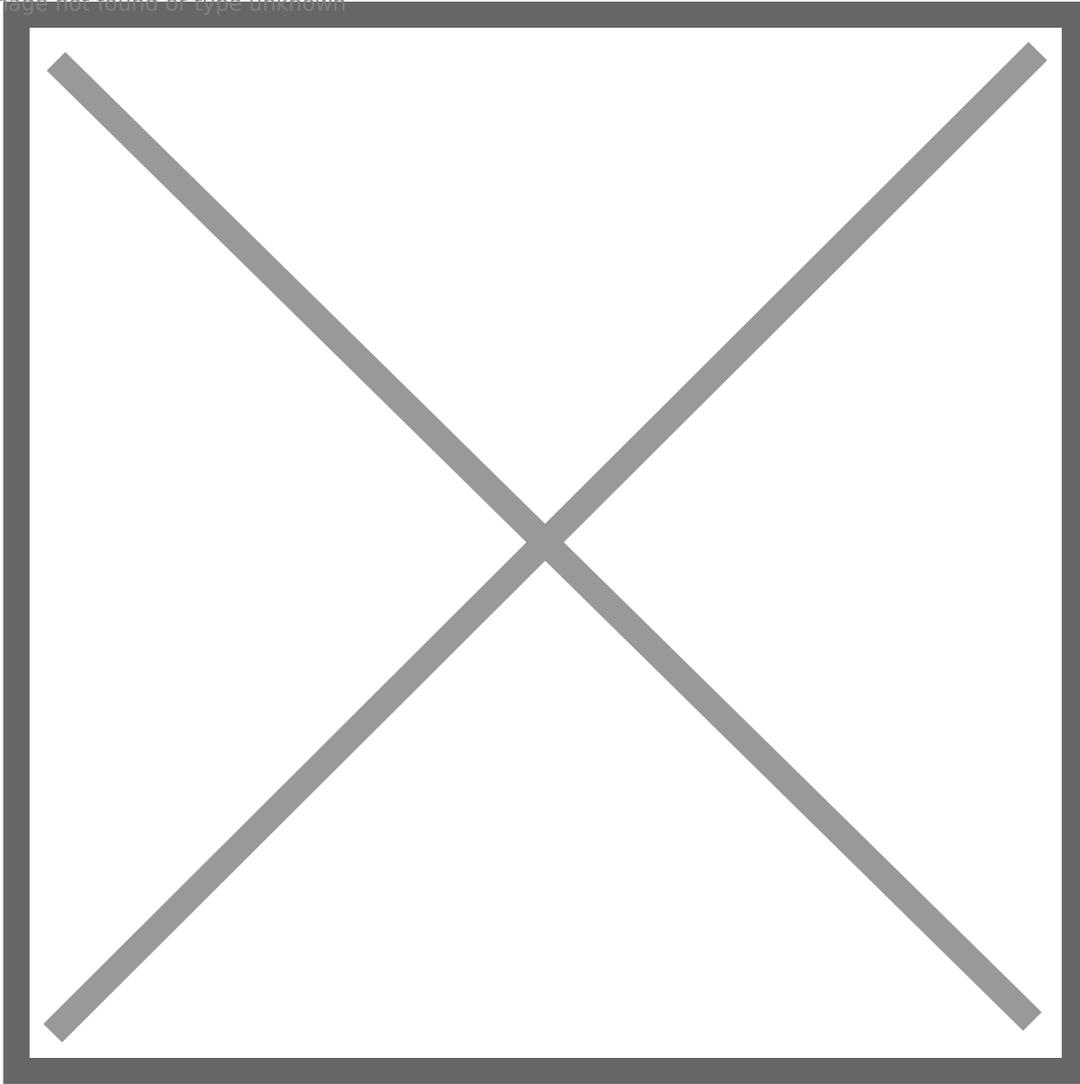

2. Click the "Product Search:" field.

Image not found or type unknown

3. Type the product you are looking for in to the search field. In this example we've used "strawberry".

4. Click 'Search'
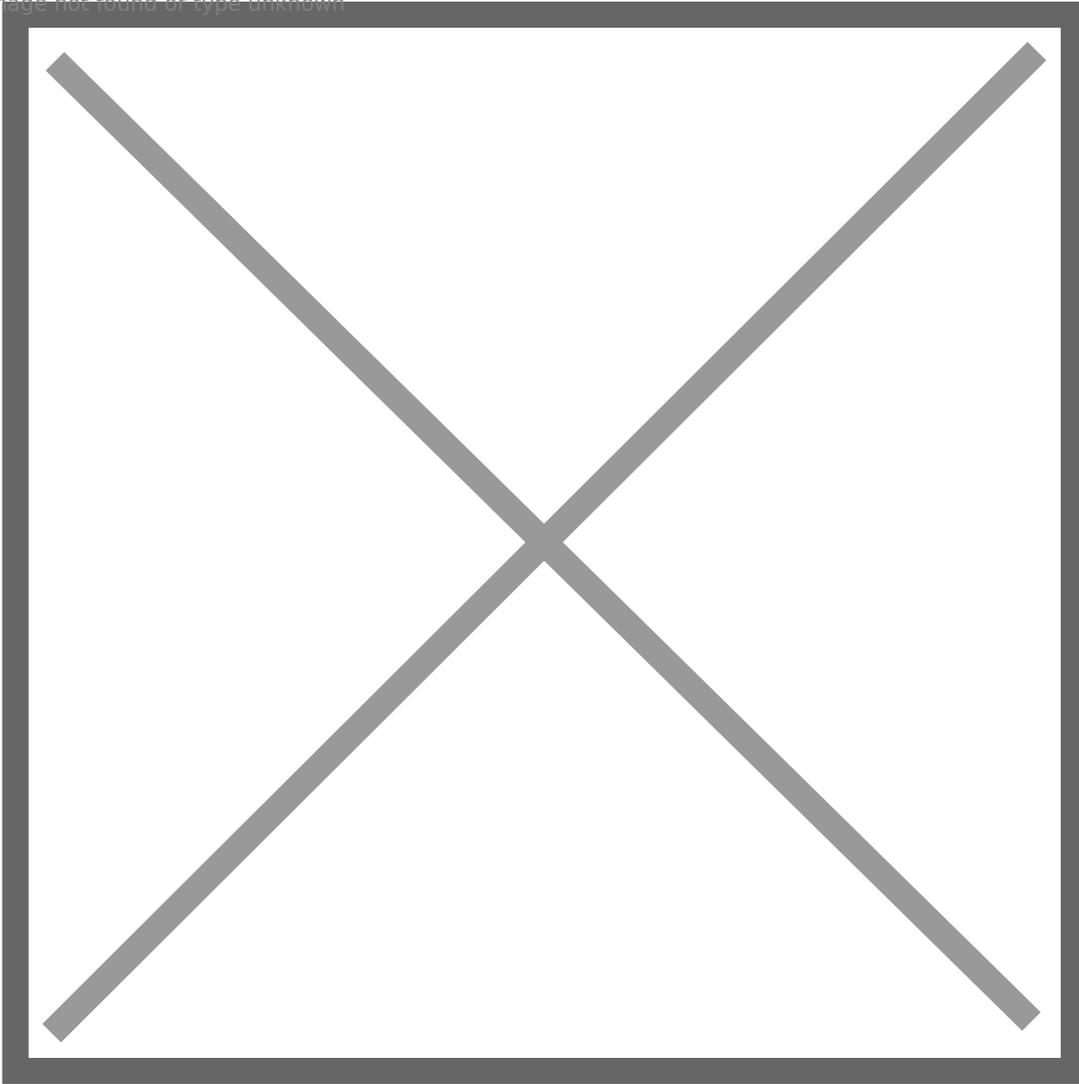
5. Click the 'Edit' icon
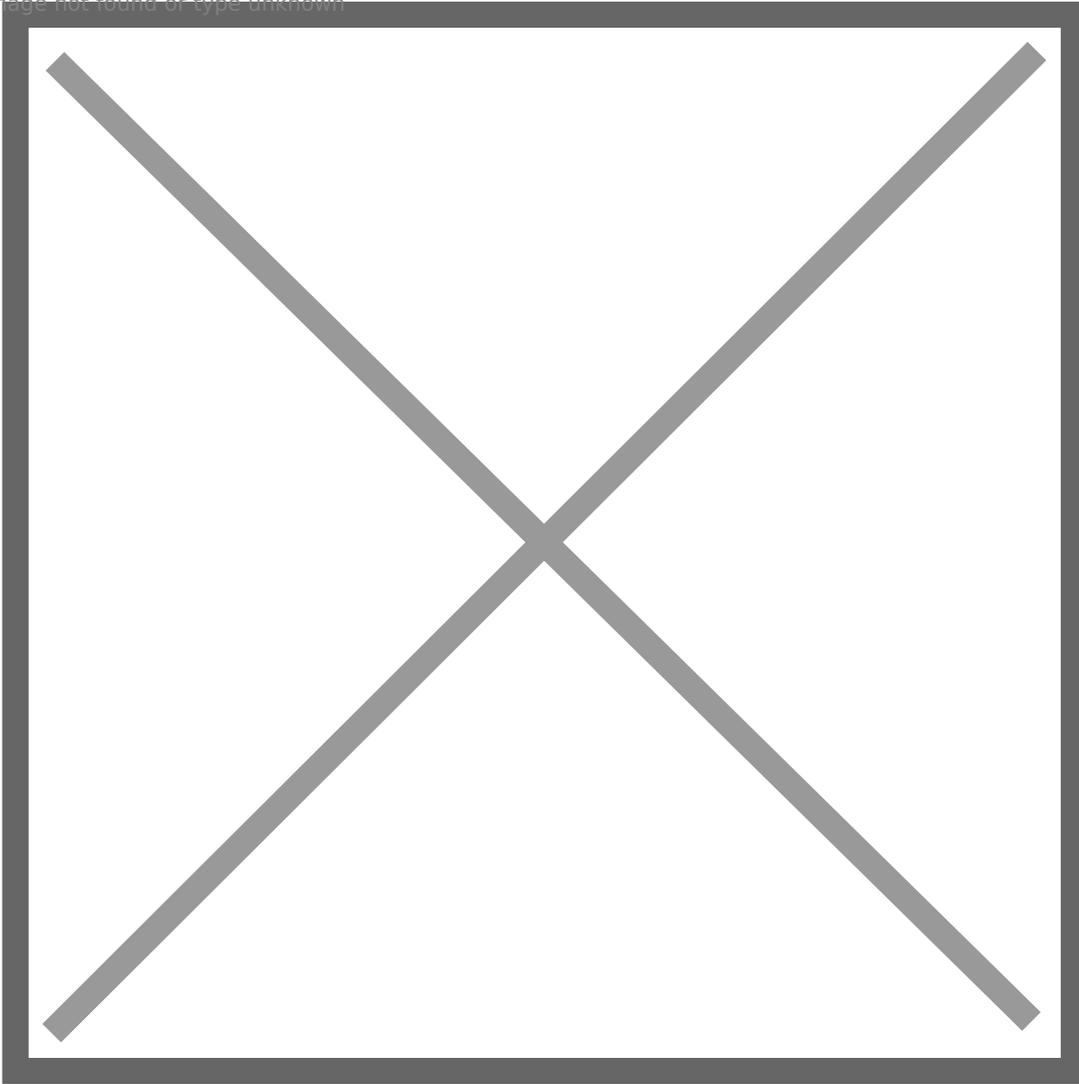
6. Scroll to the bottom of the page and click "delete product"
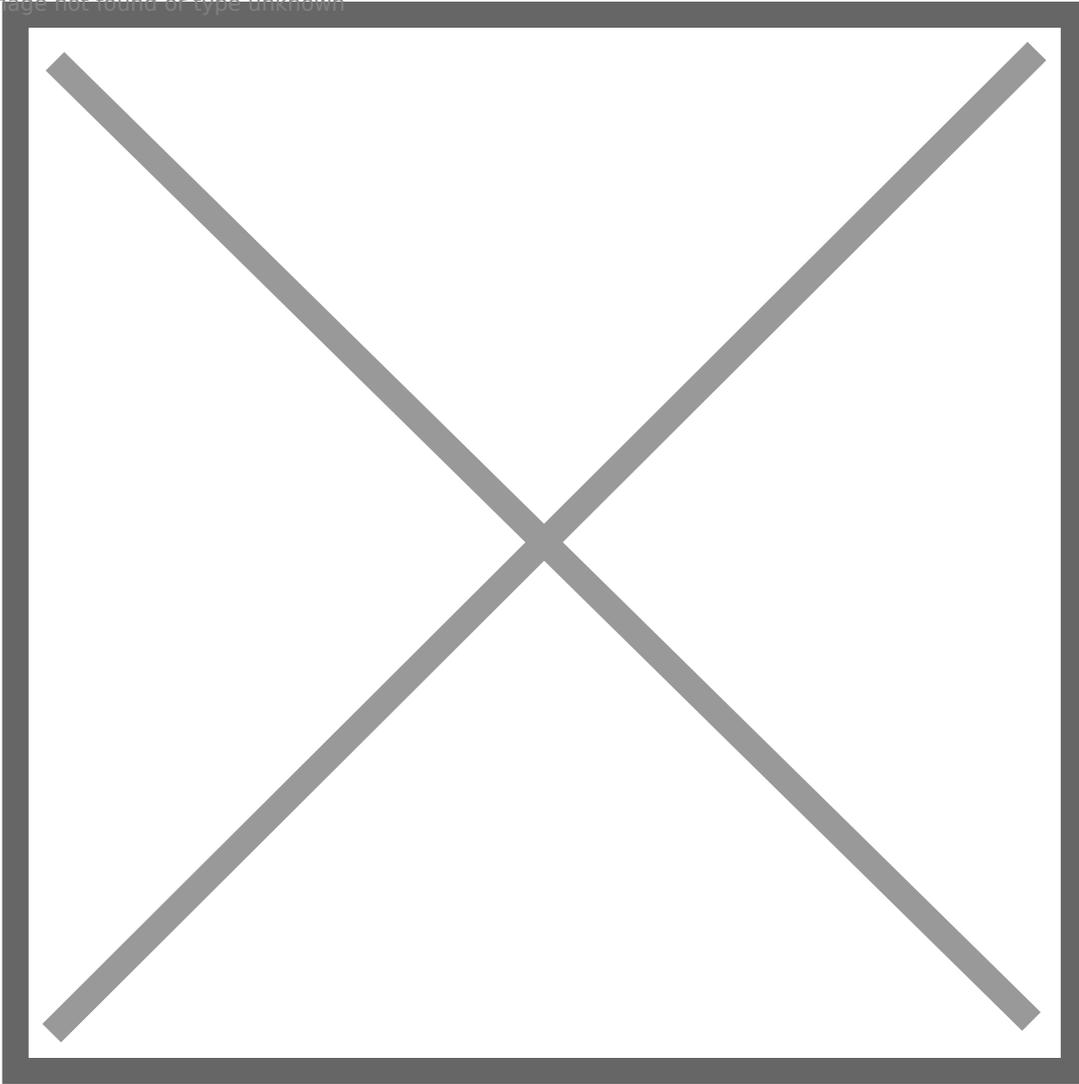
7. A popup will open asking if you are sure you want to delete this product - if you are happy, click 'OK'
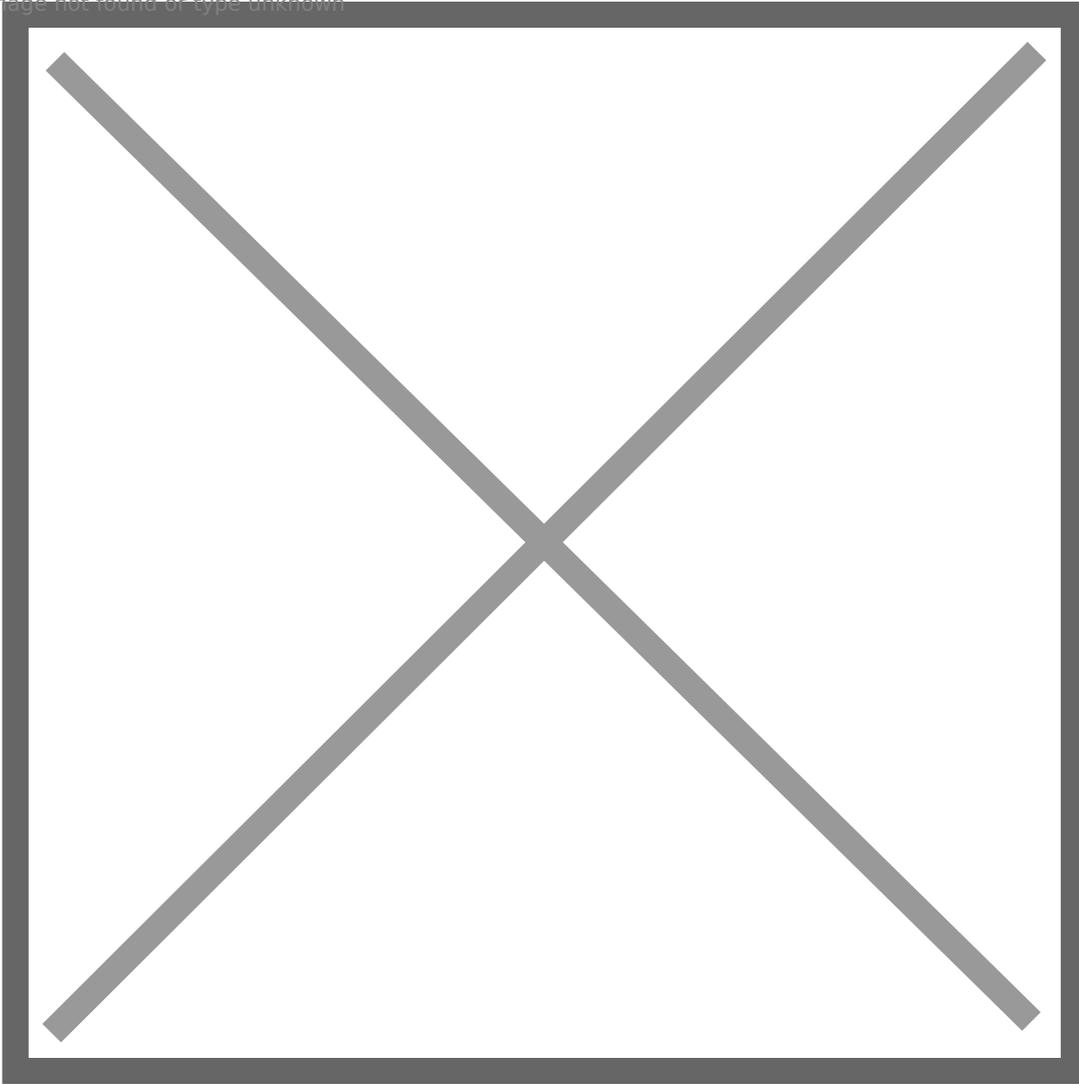
8. You will receive a confirmation message in the top right of the browser advising 'Product was deleted'
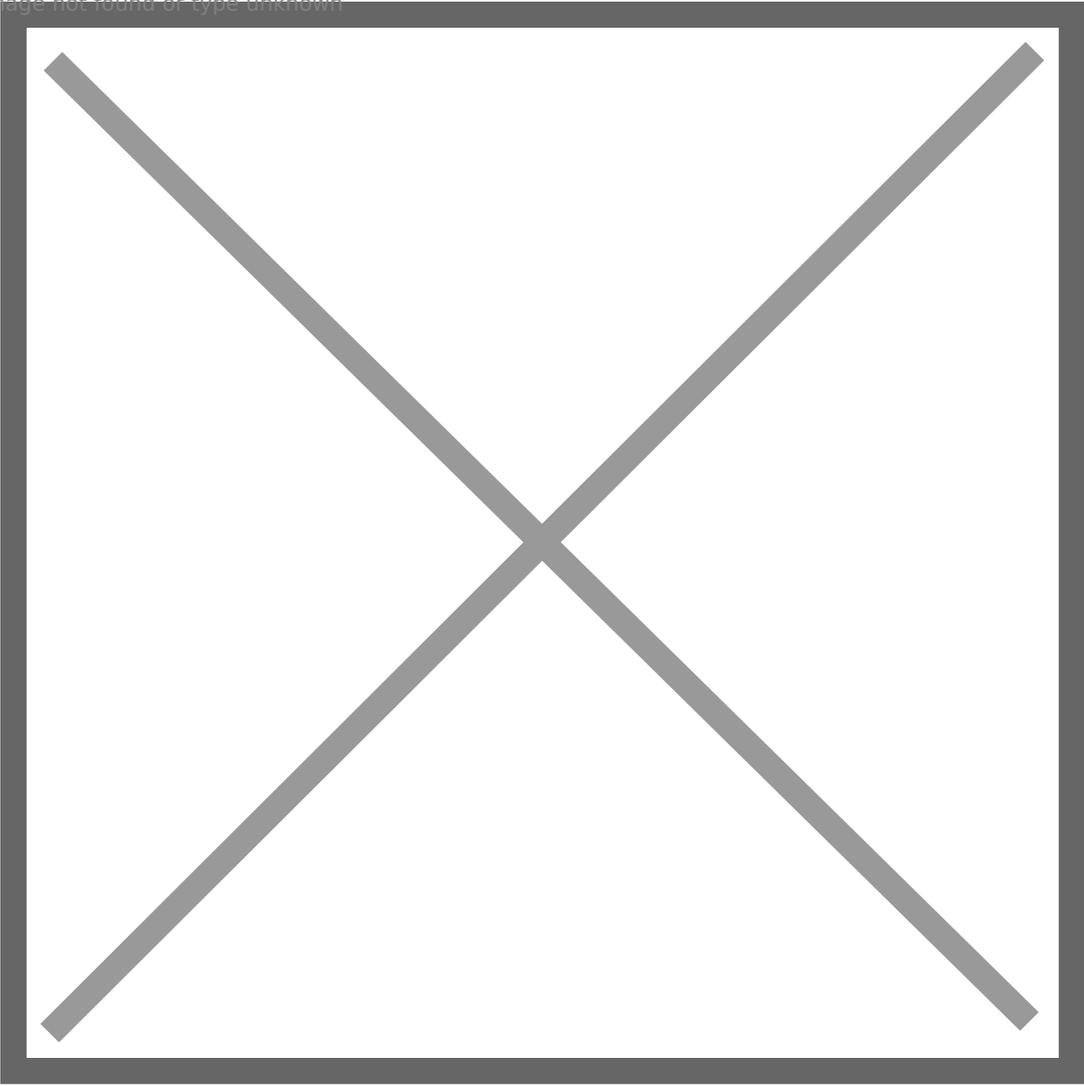
Copying a Product

1. Click "Catalogue"
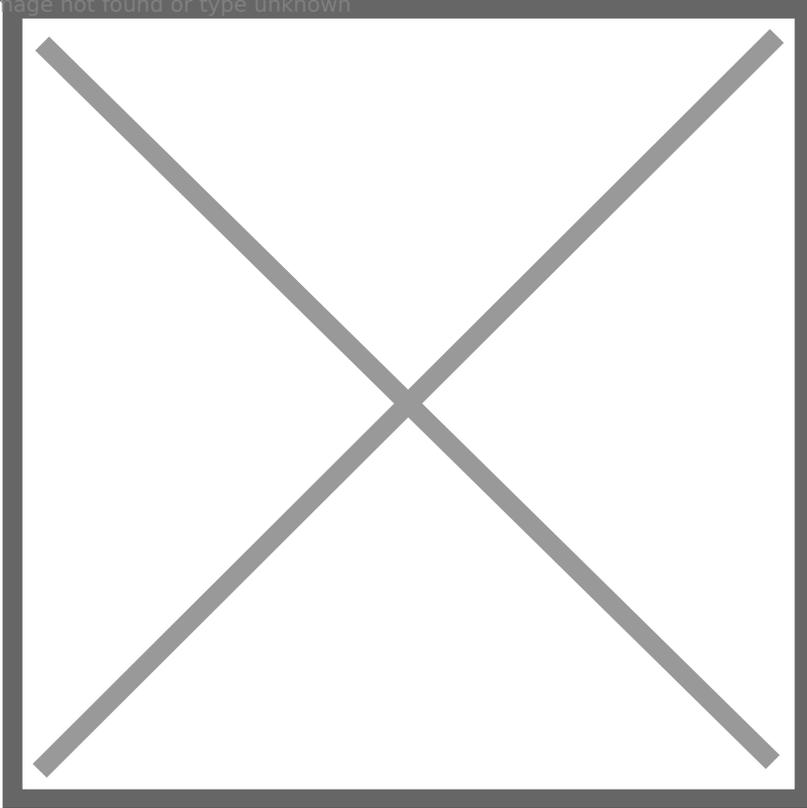
Image not found or type unknown

## 2. Click the "Product Search:" field.
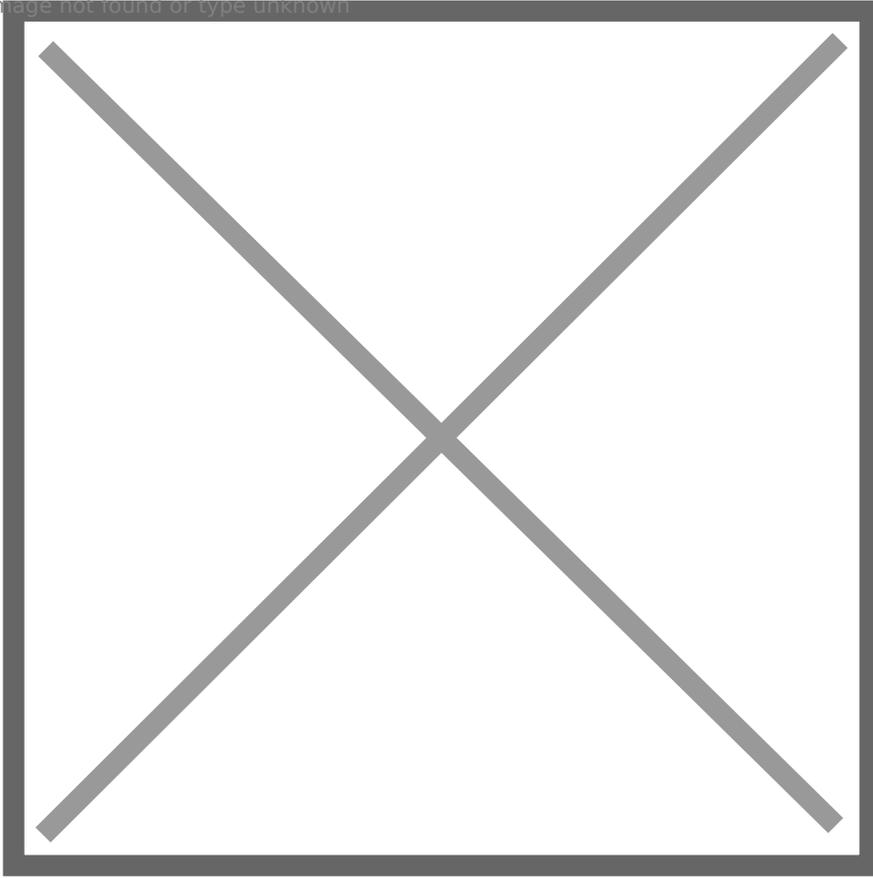
Image not found or type unknown

3. Type the product you are looking for in to the search field. In this example we've used "strawberry".

4. Click 'Search'.
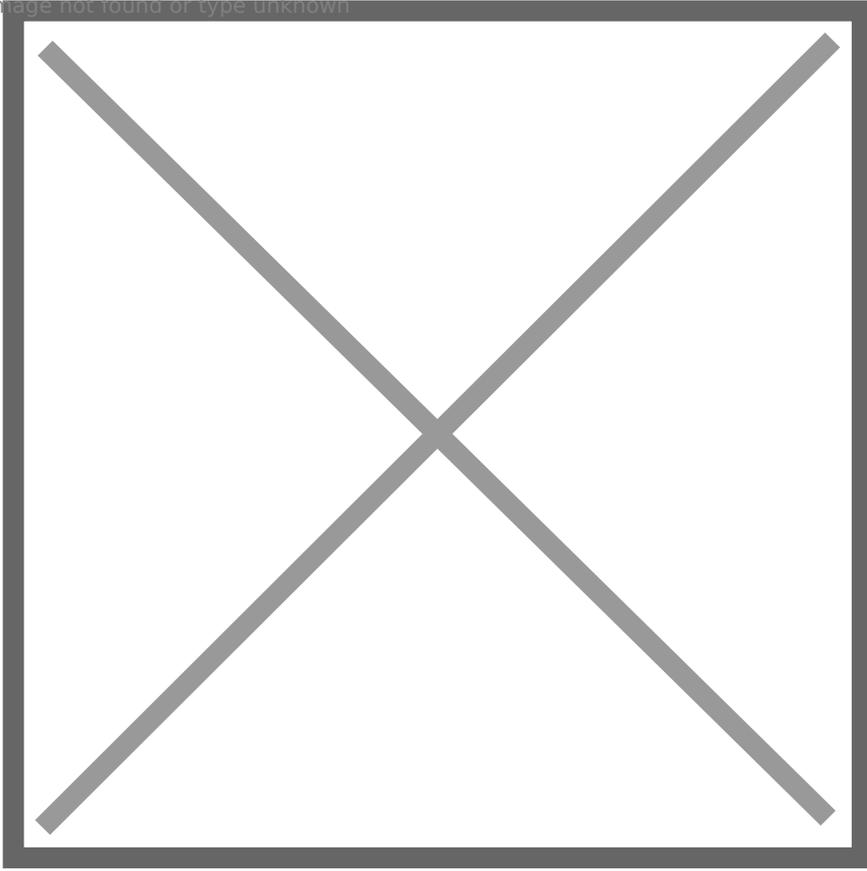
5. Once you've found the product you wish to copy, click the blue copy icon.
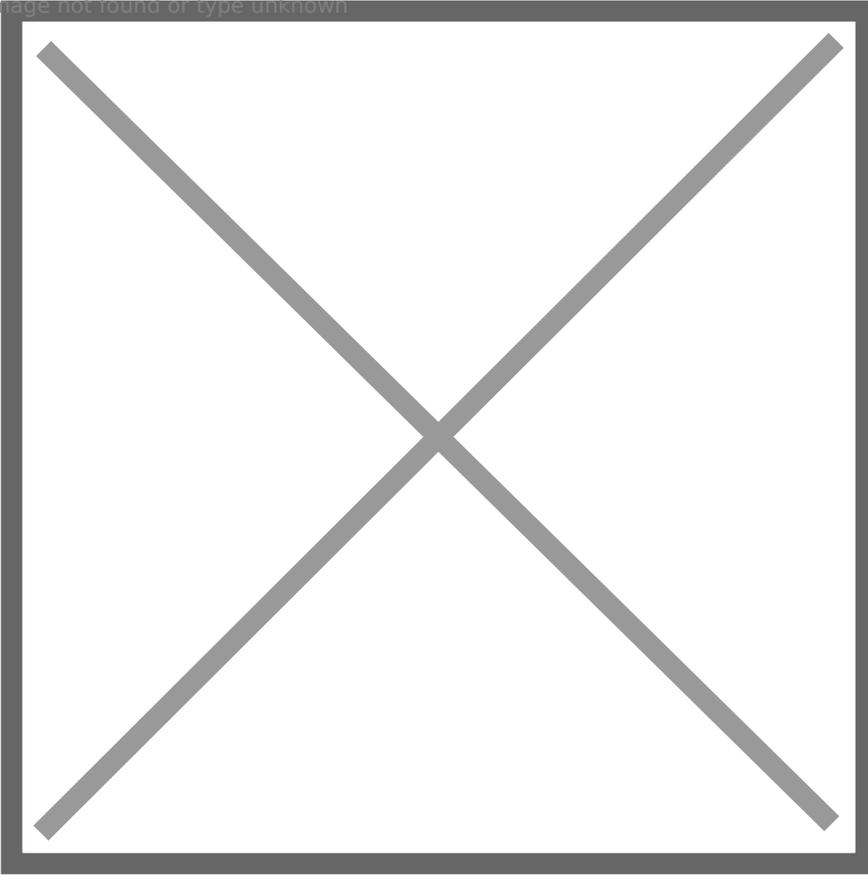
6. You will receive a popup asking if you are sure you want to make a copy. If you are happy, click 'OK' to continue.
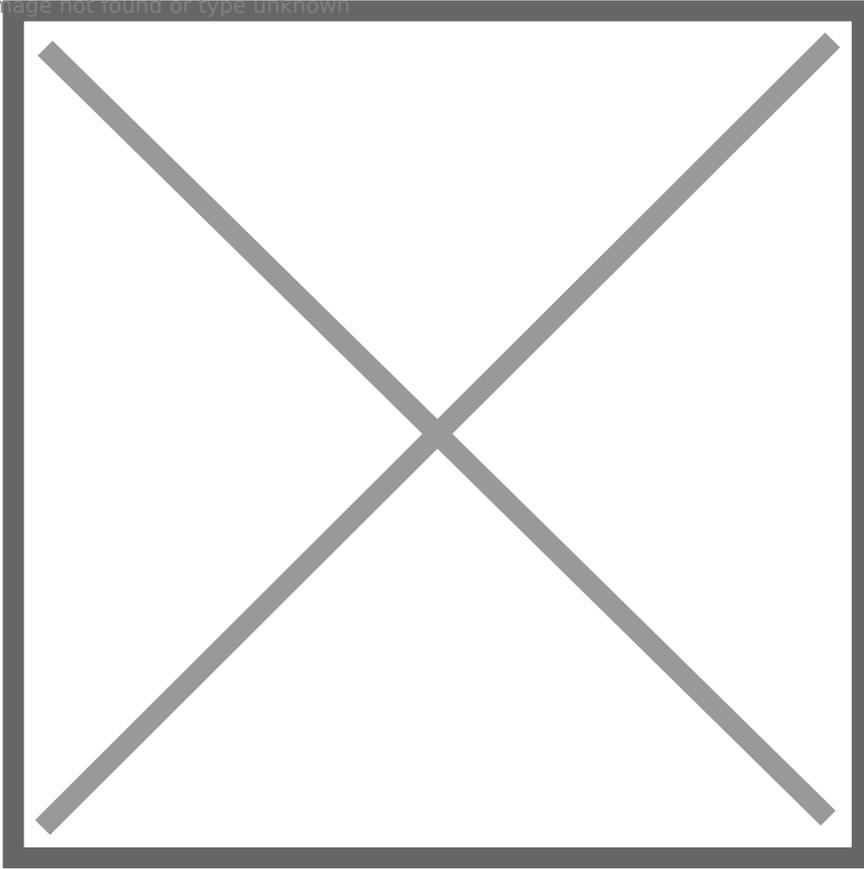
7. A copy of the product will now be created. It will have the same name with a 'COPY' suffix.
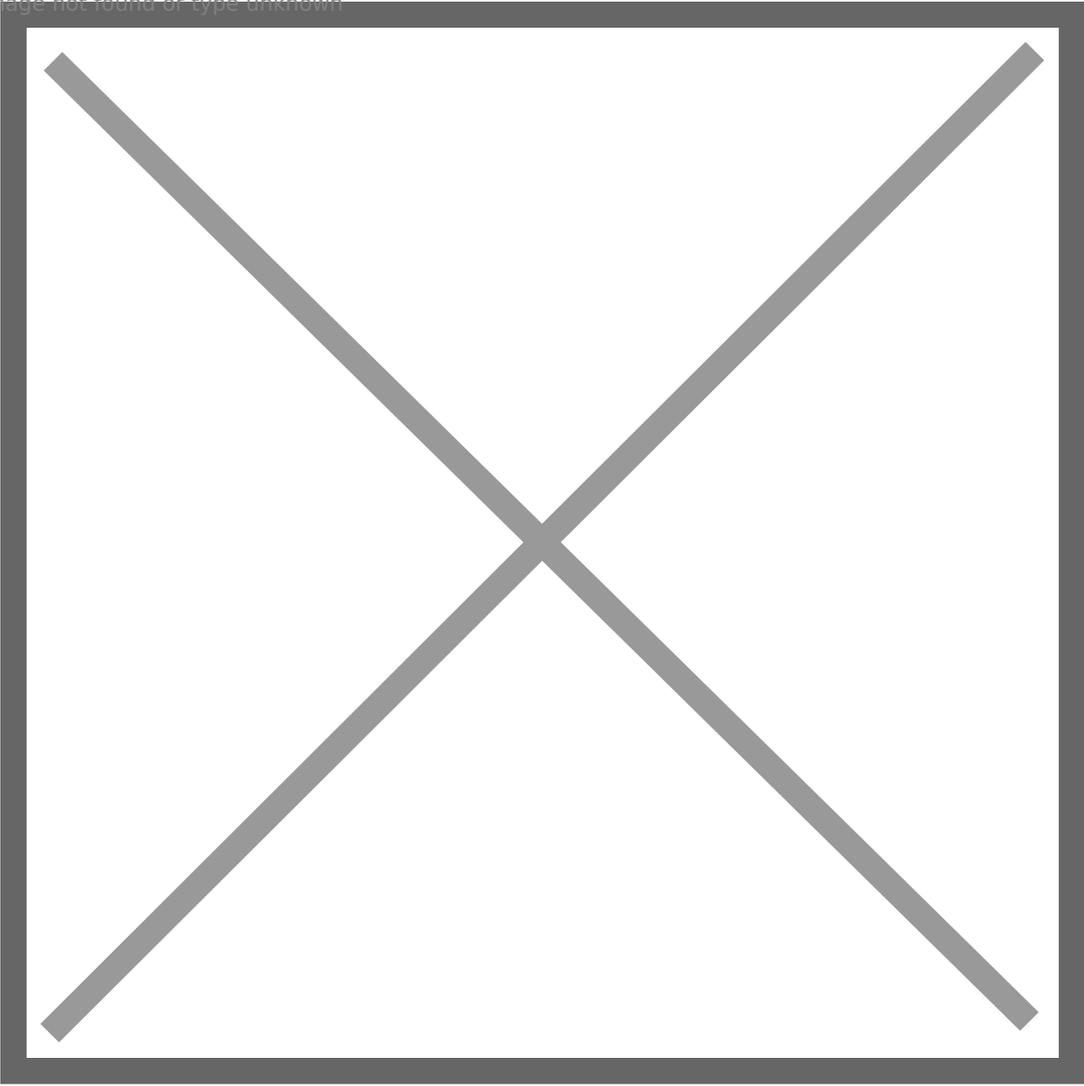
How to make bulk changes to Products from the Category screen in the CMS

tick boxes

Products

Summary

From this screen you can view and amend information stored about a product.

This screen is separated into individual tabs:

Data entered here will be visible to the customer on the website.

> " This section allows products to be edited individually; editing in bulk is done with other tools, such as the CSV Upload or the Bulk Updater.

Product

Product	Description	Delivery	Suppliers	Media	Categories	Collections	Attributes	Addons	Related	Options	Inventory	Google	Ebay

This section is used to control the basic setup of the Product, including statuses, visibility, overlays and other core settings.

Many of these fields are optional, and will either be left blank or set to a default during product setup. Mandatory fields and default values are marked with a *.

You can also update Meta Tags from this tab.

> ❝ This section allows products to be edited individually; editing in bulk is done with other tools, such as the CSV Upload or the Bulk Updater.

It is also possible to delete the current Product from this screen. When deleting a product, this action will also delete all associated stock.

Setup

Product Overview

This is the basic information about the product.

Field	Purpose
Product Name*	*Displays as the page title (also known as the H1 Text) and is also output on Product Listing Pages, as well as being the primary field for search results* *Also used as the Meta-Title by default*

Field	Purpose
Product Type	Choose from these options: • *Standard** • *Made to Order* • *Bundle* • *Gift Voucher* • *Booking* *This status will be changed automatically when adding swatches to make this into a Made to Order product*
Live	Choose from these options: • *Live (fully enabled)** • *Disabled (visible only within the CMS)* • *Archived (left visible for SEO purposes, but not purchasable)*
Buy Online	Choose from these options: • *Yes** • *Yes (Trade Only)* • *No (Instore Only) [still permits purchase in the* [POS]*]* • *No (Hide Price) [does not allow purchase in the* [POS]*]*
Product Visibility	*By default, all products will be visible on your website, but this setting allows you to determine visibility of the product within the POS, or across multiple websites*
Trade Only	*If enabled, the product page will only be accessible to a customer who has logged into a confirmed Trade Account*
Supplier	*This will allow the user to select a Supplier* *Note: if your system is enabled for multiple suppliers, there will be a separate Suppliers tab*

Reference Codes

Reference codes are used in [Reporting](#) and [Purchase Ordering](#).

Field	Purpose
Department Code	*This powers the [Sales by Department](#) report*
Nominal Code	*This field typically forms part of an integration with an accounts package*

Field	Purpose
Product Reference	The Product Reference is used as a search field, but it is also used to link similar products together, e.g. separate products that are versions of the same item
Manufacturer's Product Name	If populated, this will replace the Product Name on all [Purchase Orders](#)

Details

These add additional information to the Product.

Field	Purpose
Brand	This adds a [Brand](#)to a product
Condition	Choose if a product is 'New' or 'Used'
Colour	Define a product's Colour - this may be used in conjunction with the Product Reference to link similar products
Warehouse Note	This will output on [Picking Lists](#)

Display Options

These will alter how a product will display

Field	Purpose
Overlay Graphic	Use this to manually assign a [Product Overlay](#)
Display Variants As	This alters how Variant Options will be displayed on the Product Detail Page - choose from: • Default Buttons* • Drop-down Select Menu • List View (allows purchase of multiple variants simultaneously)
Retail Price Label	Set a Retail [Price Label](#) (this will override any Price Label set at [Brand](#)level)
Special Offer Price Label	Set a Special Offer [Price Label](#) (this will override any Price Label set at [Brand](#)level)

Field	Purpose
RRP Label	Set an RRP Price Label (this will override any Price Label set at Brand level)

For Exports

Use this to define essential information for exporting your products.

Field	Purpose
Commodity Code	Enter the Commodity Code of the product
Country of Origin	Choose the Country of Origin from the drop down

Other Options

Choose from other options available.

Field	Purpose
Home Page	Toggle to feature the product on the Home Page
Category Page	Toggle to feature the product on Category Pages
Checkout	Toggle to feature the product at the Checkout
Disallow Discounts	Toggle to exclude the product from all promotions (this will not exclude the product from manual discounts or special offer prices)
Use Swatch Wizard	Toggle to enable the Swatch Wizard
Combine Variant and Swatch Selection	Toggle to combine variants within the Swatch Wizard
Enable Swatch Request Popup	Toggle to enable the Swatch Request Popup (Swatches must be enabled for the Swatch Request tool for this to function)
Enable StoreFeeder Sync	Enables this product for the StoreFeeder Sync (3rd party marketplaces) Limited to Standard products only

Description

This tab is used to amend and edit content on the product page, e.g. descriptions, summaries and other tabs.

During setup, these fields are optional, and will be left blank if not populated.

> " This section allows products to be edited individually; editing in bulk is done with other tools, such as the CSV Upload or the Bulk Updater.

Setup

Field	Purpose
Product Summary	This field allows for a simple summary of the product, without any formatting
Product Description	This field controls the Product Description; formatting may be added to this using the controls at the top of the screen
Custom Tab Name (multiple)	If populated, this will add a new product information tab onto the product page; this field will provide the title of that tab This will display in the same manner as a Global Tab
Custom Tab Content (multiple)	This will form the content of a custom tab; this is populated as per the Product Description
Private Notes	These notes are only visible within this tab

Delivery

| Product | Description | Delivery | Suppliers | Media | Categories | Collections | Attributes | Addons | Related | Options | Inventory | Google | Ebay |

This tab is used to setup and edit delivery options for a product.

During setup, these fields are optional, and will follow defaults set up within the Postage section.

> This section allows products to be edited individually; editing in bulk is done with other tools, such as the CSV Upload or the Bulk Updater.

Setup

Field	Purpose
Delivery Details (in stock, optional)	Text entered in this field will display to the customer on the website if the product has available free stock If left blank, this will default to 'In Stock'
Delivery Details (out of stock, optional)	Text entered in this field will display to the customer on the website if the product does not have available free stock If left blank, this will default to 'Out of Stock', or, if enabled for allowbackorder on the Inventory tab, it will default to 'Available (allow XXXXXX days for delivery)'
Postage Methods	Use the tick boxes to select Postage Methods
Private Notes	Use the tick boxes to select excluded Postage Zones

Suppliers

This section is used to add Suppliers for a product. If not manually set, the default is to apply none.

> This section allows products to be edited individually; editing in bulk is done with other tools, such as the CSV Upload or the Bulk Updater.

You may use the tick boxes to select all of the Suppliers which are available for this product.

> This section will only be visible if your system is enabled for **Multiple Suppliers** - if it has not, the Supplier will be determined via a drop down on the Product tab

Media
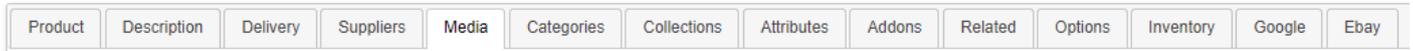
This tab is used to setup and edit media for a product. If not manually set, the default is to apply none; a 'missing image' image will be shown instead.

> This section allows products to be edited individually; editing in bulk is done with other tools, such as the CSV Upload

Setup

Product Images

These should be uploaded via the drag and drop tool - simply drop files to upload them.

Images which have a green header will be live and visible to all customers; those with an orange header will be Variant only images, and will not be visible to customers. To view these, each image must be linked to a specific Variant on the Inventory tab. That image will be shown to the customer if they select that Variant via the option buttons or drop down selector.

Images may be edited individually.

Field	Purpose
Image	*Use this to upload a replacement image*
Image Alt	*Enter text here that would describe the image; this is used by search engines* *This will default to the name of the image file that you uploaded*
Display	*Yes - make the image live* *No - make the image a Variant image (see above)*

Field	Purpose
Colour	Select the colour that most closely defines this image - this will then be used on *Product Listing Pages* when the customer uses 'filter by colour' Please note that each colour may only be assigned to one image per product
Delete this content	To delete, tick this box, and then press update

Lifestyle Images

These should be uploaded via the drag and drop tool - simply drop files to upload them.

Lifestyle Images will be displayed on the Product Detail Page, below the product description.

Field	Purpose
Image	Use this to upload a replacement image
Image Alt	Enter text here that would describe the image; this is used by search engines This will default to the name of the image file that you uploaded
Delete this content	To delete, tick this box, and then press update

PDF Files

Use this to upload a PDF; a link to that PDF will be displayed on the Product Detail Screen.

Field	Purpose
PDF File	Use this to upload a file
PDF File Link Text	Text entered here will be the link text shown to the customer on your website This will default to the file name, if left blank

Video

You can add videos from either YouTube or Vimeo.

Field	Purpose

Video Type	Use this to determine the type of video (Youtube/Vimeo)
Video ID	*Enter the ID of the video that you want to attached to the product* You can find the video ID from the URL: https://www.youtube.com/watch?v=dQw4w9WgXcQ https://vimeo.com/794492622

Banners

Use the tick boxes to select Banners to display on this Product Detail Page.

Categories

| Product | Description | Delivery | Media | Categories | Collections | Attributes | Addons | Related | Options | Customisation | Inventory | Google |

This section is used to add [Categories](#) for a product. If not manually set, the default is to apply none.

> This section allows products to be edited individually; editing in bulk is done with other tools, such as the [CSV Upload](#)

You may use the tick boxes to select all of the Categories which are applicable for this product.

Attributes

This section is used to add [Attributes](#) to a product. If not manually set, the default is to apply none.

> This section allows products to be edited individually; editing in bulk is done with other tools, such as the [CSV Upload](#)

You may use the tick boxes to select all of the Attributes which are applicable for this product.

Collections

This section is used to add Collections to a product. If not manually set, the default is to apply none.

> This section allows products to be edited individually; editing in bulk is done with other tools, such as the CSV Upload

You may use the tick boxes to select all of the Collections which are applicable for this product.

Addons

| Product | Description | Delivery | Suppliers | Media | Categories | Collections | Attributes | Addons | Related | Options | Customisation | Inventory | Google |

This section is used to add [Addons](#) to Variants; it is possible for each Variant on a product to be assigned a different combination of Addons. If not manually set, the default is to apply none.

> This section allows products to be edited individually; editing in bulk is done with other tools, such as the [CSV Upload](#) or the [Bulk Updater](#).

You may use the tick boxes to select all of the Addons which are available for each Variant.

Related

This section is used to select Related, Upsell and Basket Upsells for Products and Variants. If not manually set, the default is to apply none.

> This section allows products to be edited individually; editing in bulk is done with other tools, such as the CSV Upload or the Bulk Updater. These may also be controlled through Cross-Selling Rules.

You may use the tick boxes to select all of the Related, Upsell and Basket Upsell Products which are available.

Related Products

These are similar to a 'you may also like', and are displayed below the product description on the Product Detail Page.

Upsell Products

These are typically simple products, which should be single click upsells, e.g. scatter cushions or a basketball upsold to a pair of trainers. These will display near the add to basket button of the Product Detail Page.

You may also need:

Spalding Basketball
from £1.00

1 x Striped WNBA ☐

ADD TO BASKET

Made to Order and Bundle products can not be upsells; due to the complexity of these products, they can not be single click adds to basket. Products with multiple variants are not recommended for Upsells - use Basket Upsells instead.

Basket Upsells

These are Variant to Variant upsells, and are applied to the add to basket pop up. Once an item has been added, the platform knows which Variant has been selected, which allows for dynamic upselling.

When setting these up,

A perfect use for this would be upselling a 'double' mattress protector to a customer who has bought a 'double' mattress, or 'size 10' socks to a customer who has bought 'size 10' shoes.

Added to your basket...

Double Mattress
3 x £18.49

---

3 items in your basket   Total: **£55.47**

You may also need

Deep-Fill Cotton Mattress Protector
Double £75.00

ADD TO BASKET

CHECKOUT NOW   **CONTINUE SHOPPING**

Made to Order and Bundle products can not be upsells; due to the complexity of these products, they can not be single click adds to basket.

Options

This section is used to setup and edit Variant Options and Swatches.

> it is essential that Options have already been setup.

Setup

Select an Option from the drop down. This will be your Option Name, e.g. 'choose flavour'

Below this, press the 'add' button to setup Variant options. Enter text into the field provided, e.g. 'Orange' or 'Lemon'.

You can also select a Swatch, if they have already been setup.

As standard, you can set up three levels of Variant Options.

How Options display
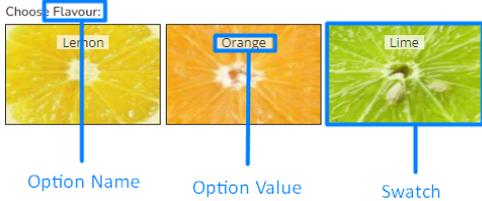
Customisation

| Product | Description | Delivery | Suppliers | Media | Categories | Collections | Attributes | Addons | Related | Options | Customisation | Inventory | Google |

This tab allows you to manage Customisations; these are complex options where their number and/or complexity mean that creating individual Variants for each potential combination is impractical.

> To manage Customisations, the product must be set as 'Made to Order' on the Product tab

Potential Uses

There are a wide variety of potential use cases, as well as different solutions to the problem of product setup

- Combinations of multiple options, e.g. 'Choose Colour', 'Choose Size', 'Choose Feet', 'Choose Drawers', 'Choose Tension', all on a single product
- Visual representation of options via Swatches
- Parent and Child options, e.g. customer chooses 'with drawers' (yes/no), with a subsequent set of options that only display if they select 'yes'
- Addition of personalisation, e.g. a handstitched name on the back of a football kit

Pricing

Customisations may be added at various price points

- Options with a surcharge of a fixed monetary value, e.g. +£15 to add personalisation
- Options with a surcharge as a percentage of the total value, e.g. +10% to have the product gold plated
- Options with no cost implication, e.g. the cost of the option is built into the variant

Setup

Customisation is applied individually to each Variant.

Managing Customisations

Field	Purpose
Option	*This is the Option Name, e.g. 'choose colour'* *Requires the Option to be setup prior to the Customisation*
Top Level Option	*If unticked, this option will be a Child Option, and will only be selectable if its parent has been selected* *This defines whether the option defaults to yes*
Child Option	*These tick boxes will only be visible if another Option has been set as a Child Option; you will then be able to link Child Options to specific Option Values*
Value	*This is the Option Value, e.g. 'pink' or 'green'* *If Customisations are setup via the Swatch Assignment tool, this will default to the name of the Swatch*
Code	*This is the option code, and is used as an identifier* *Defaults to blank*
Price + £	*Additional value to be added to the selling price of the Variant*
Cost + £	*Additional value to be added to the cost price of the Variant*
Price + %	*Additional percentage to be added to the selling price of the Variant*
Swatch	*Choose the Swatch that will display with this Option Value*

You may also copy options from one Variant on a Product to another Variant on the same Product.

Bundle

This tab is used to setup and manage the contents of a Bundle. A Bundle is a composite product made up of multiple simple Variants (e.g. Variants without Customisations).

> This tab will only show if the Product Type has been set to Bundle on the Product tab

Setup

> Pricing for Bundles is more complex than for simple Variants. The total price for a Bundle will be the sum of all of the Bundle Contents plus any additional pricing set at the Bundle level.

Bundle

Field	Purpose
SKU	*A unique identifier for the Bundle*
Retail (inc VAT)	*A surcharge added to the total price of the Bundle Contents* *Defaults to 0*
Retail Offer (inc VAT)	*A surcharge added to the total price of the Bundle Contents (this will supersede the Retail field), if enabled by the Offer Start/Expiry* *Defaults to 0*
Trade (ex VAT)	*A surcharge added to the total price of the Bundle Contents for Trade Customers* *Defaults to 0*

Field	Purpose
Trade Offer (ex VAT)	*A surcharge added to the total price of the Bundle Contents (this will supersede the Retail field), if enabled by the Offer Start/Expiry for Trade Customers* *Defaults to 0*
RRP	*An absolute value for the RRP, to show on the website*
Postage Surcharge	*An additional cost which will be applied at delivery for all orders which include this product*
Free Shipping	*Determines whether this product receives free shipping* *This will only apply to orders within which all items have this enabled*
Width (cm)	*Dimension of the product*
Depth (cm)	*Dimension of the product*
Length (cm)	*Dimension of the product*
Height (cm)	*Dimension of the product*
Volume (m3)	*Dimension of the product*
Weight (Kg)	*Dimension of the product*
Offer Start	*Date from which the Retail/Trade Offer price should apply* *If left blank, the Retail/Trade Offer price will apply unless an expiry date has been set in the past*
Offer Expiry	*Date until which the Retail/Trade Offer price should apply* *If left blank, the Retail/Trade Offer price will apply unless an start date has been set in the future*

Bundle Contents

Within this section, it is possible to select the Bundle Contents

Field	Purpose
Group name	*The name of the Group, e.g. 'Chairs' or 'Table', or 'Apples' and 'Oranges'* *Bundle Components within the same group will be presented to the customer as options, e.g. to choose between three different tables*

Field	Purpose
Mandatory	*Whether this is a mandatory part of the Bundle* *If set to 'no', the customer will be able to select 'Not Required' when making their purchase*
Qty Included	*How many of this SKU should be included within the Bundle* *It is possible to enter the same SKU more than once, with different quantities*
Retail	*Retail price of the Bundle Component* *This will default to the Retail price of the selected SKU code, but may be edited*
Trade	*Trade price of the Bundle Component* *This will default to the Trade price of the selected SKU code, but may be edited*

How Bundles display

Website

On the website, a Bundle will display as a single product, with the Bundle Contents clearly output.

If a Bundle has options, these will be selected within in a similar manner to the [Swatch Wizard](#).

BACK   STEP 4 - SELECT YOUR CITRUS   ✕

NOT REQUIRED

Citrus Fruit (variant images) - Lemon *+ £5.00*

Citrus Fruit (variant images) - Lime *+ £5.00*

Citrus Fruit (variant images) - Orange *+ £5.00*

CONTINUE

CMS

When processing orders, Bundles are split out so that the Bundle Contents may be allocated an shipped individually.

33561	**Bundle of Balls** Basketball: Spalding Basketball - Regular x 1 Football: Football Size 5 x 1 Tennis Ball: Tennis Ball x 1	£32.48	1	N/A
32190	Spalding Basketball Regular	£14.43	1	Bristol: Default (1000) (4 reserved)
32227	Football Size 5	£17.32	1	Bristol: Default (1000) (4 reserved)
3219812345	Tennis Ball	£0.73	1	UK Warehouse: Shelf 2 (100) (23 reserved)

FAQs

How do Bundles handle stock?

Stock for Bundles is based on the availability of the Bundle Contents; the smallest amount of free stock available to any of its Bundle Contents.

For example, if a Bundle had 3 Bundle Contents, of which one item had only 1 unit of free stock, while the others had 5 and 10 respectively, then the Bundles availability would be 1.

If the Bundle Contents are available for backorder, then the Bundle will be available even if there is no stock, although this will add a lead time.

Booking

This tab is used to manage the Booking product type.

> To manage Bookings, this product must be set as a 'Booking' on the Product tab

Setup

A booking product may be setup with multiple Variants, in which case you will need to add Variant Options.

Field	Purpose
Days ahead visible	*This sets how far in advance a customer may make a Booking*
Max per basket	*The maximum number of this Variant permitted in a basket* *Leave this to 0 for no limit* *Defaults to 0*
Customer note name	*Use this to add a requirement for a customer note; the text entered here will act as a customer prompt* *If left blank, the customer will not be asked to leave a note*
Capacity	*This is set against each individual timeslot*

Time Slots

Use these controls to set repeating time slots which are available to be booked.

It is also possible to insert specific date/time slots, which will act in addition to the default timeslots.

Inventory Tab

Please be aware that there will be additional fields on the Inventory tab if you are editing a Booking product. These will have to be managed appropriately.

Inventory

This tab is used to manage [Variants](#) and [Unique Stock Records](#). This contains all of the essential areas to manage Variant specific information, as well as pricing and stock.

Many of these fields are optional, and will either be left blank or set to a default during product setup. Mandatory fields and default values are marked with a *.

> " This section allows products to be edited individually; editing in bulk is done with other tools, such as the [CSV Upload](#) or the [Bulk Updater](#)

It is also possible to delete Variants from this screen. When deleting a Variant, this action will also delete all associated stock.

Please note that while it is possible to change a SKU code from this screen, we strongly recommend against doing so. The SKU code is the unique identifier for your product. If this is changed, it may have wide ranging impacts on everything from Sales Orders through to Purchase Orders and Reporting.

Setup

Variant

Field	Purpose
SKU*	*A unique identifier for the Variant*
	If left blank, this will be auto populated

Field	Purpose
Barcode	A unique barcode for the *Variant*
	If left blank, this will be auto populated
MPN	Manufacturer's Part umber - this is used in *Purchase Orders* when ordering stock from a *Supplier*
Option (1, 2, 3)*	You may set up to three Variant Options; the can be free typed, or will be a drop down menu if you have populated the *Options* tab
	These are required if your product has multiple *Variants*
Quantity	This will show the current stock level of the Variant (see Stock Management below)
Variant Live	Sets whether this *Variant* is live
	It is possible to have a Product with multiple Variants where some are not live
	If all Variants are set 'Variant Live' to No, then the Product will be disabled.
	Defaults to Yes
Allow Backorder	This sets whether the *Product* may be sold without stock, e.g. *Sales Orders* will be fulfilled by a back to back *Purchase Order*
Allow pre-order	This will determine whether stock 'on the water', e.g. on a submitted *Purchase Order* that has not yet been received, will be displayed as available stock on your website
Tier & Tiered Pricing	Use this to set up tiered pricing; these permit quantity based price breaks for the Retail and Trade prices
	Enter the quantity in the Tier field, and the appropriate prices
	These work on an 'equal to or greater' basis, so if the Tier is set to 5, the price will apply if the customer purchases 5 or more of the item
	It is possible to stack multiple Tiers
Retail (inc VAT)	The selling price of the Variant
	Defaults to 0
Trade (ex VAT)	The trade price of the Variant
	Defaults to 0

Field	Purpose
Price List Pricing	Use this to set up pricing for this *Variant* via *Price Lists*: [*] Then enter a price for all applicable Price Lists It is also possible to do this in bulk via the Price List controls
Cost Price (ex VAT)	The cost price of the *Variant* Defaults to 0 May be set per *Supplier* enabled for this Product From this screen, it is also possible to manually amend the Cost Price of individual Stock Records linked to this Variant
RRP	The RRP of the *Variant*, to show on the website Defaults to 0
VAT	Select the VAT status of this *Variant* - choose from: • Standard • Reduced • Zero • Exempt VAT rates for Standard and Reduced are controlled via *Countries*
Retail Offer (inc VAT)	A retail offer price for the *Variant* (this will supersede the Retail field), if enabled by the Offer Start/Expiry Defaults to 0
Trade Offer (ex VAT)	A trade offer price for the Variant (this will supersede the Trade field), if enabled by the Offer Start/Expiry Defaults to 0
Offer Start	Date from which the Retail/Trade Offer price should apply If left blank, the Retail/Trade Offer price will apply unless an expiry date has been set in the past

Field	Purpose
Offer Expiry	Date until which the Retail/Trade Offer price should apply If left blank, the Retail/Trade Offer price will apply unless an start date has been set in the future
Postage Surcharge	An additional cost which will be applied at delivery for all orders which include this _Variant_
Free Shipping	Determines whether this _Variant_ receives free shipping This will only apply to orders within which all items have this enabled
Number of Cartons	The number of Cartons in which this _Variant_ is delivered from your Supplier This will determine the number of product labels which will be printed from the _Label Printing_ screen, or at _Goods In_
Width (cm)	Dimension of the _Variant_
Depth (cm)	Dimension of the _Variant_
Length (cm)	Dimension of the _Variant_
Height (cm)	Dimension of the _Variant_
Volume (m3)	Dimension of the _Variant_
Weight (Kg)	Dimension of the _Variant_
Variant image	Use this to select a _Variant_ specific image; this will be drop down list of _images_ uploaded to this Product
Low Stock (order at)	Use this to set a low stock threshold If the stock level is below this level, a warning will be show on your website and the _Variant_ will appear within the _Low Stock_ report This will also be used to drive _Replenishment_
Low Stock (order to)	Use this to set a minimum stock level This will be used to drive _Replenishment_
Lead time (days)	Set the leadtime (total days) for the _Variant_, e.g. to set
Stock Text	A label that will display on the _Product Detail Page_ if this _Variant_ has been selected

Unique Stock Records

[Unique Stock Records](#) can be created and managed from the Inventory tab. These will be displayed in a fold out section, below the main [Variant](#) to which they are linked.

> The Customisations which define the Unique Stock Record will be displayed in this section; these are only shown within the CMS and POS.

Field	Purpose
Label	A customer facing label for this _Unique Stock Record_
Barcode	_A unique barcode for the [Unique Stock Record](#)_ _If left blank, this will be auto populated_
Retail (inc VAT)	_The selling price of the [Unique Stock Record](#)_ _Defaults to that set against the parent [Variant](#)_
Retail Offer (inc VAT)	_The trade price of the [Unique Stock Record](#)_ _Defaults to that set against the parent [Variant](#)_
Trade (ex VAT)	_The trade price of the [Unique Stock Record](#)_ _Defaults to that set against the parent [Variant](#)_
Trade Offer (ex VAT)	_The trade offer price of the [Unique Stock Record](#)_ _Defaults to that set against the parent [Variant](#)_
Cost Price (ex VAT)	_The cost price of the [Unique Stock Record](#)_ _Defaults to that set against the parent [Variant](#), and will be updated whenever this Unique Stock Record is ordered from a [Supplier](#) on a Purchase Order (this will not affect the [cost price](#) stored against units of stock)_
RRP	_The RRP of the [Unique Stock Record](#), to show on the website_ _Defaults to that set against the parent [Variant](#)_
Quantity	_This will show the current stock level of the [Unique Stock Record](#) (see Stock Management below)_

| Field	Purpose
Variant Image	*Use this to select a Unique Stock Record specific image; this will be drop down list of images uploaded to this Product*
Record Live	*This determines whether a Unique Stock Record is sellable, or if it simply exists to manage stock for a back to back Purchase Order* *Defaults to No*

Stock Management

It is possible to manually view adjust the stock of a Variant from the Inventory tab.

This is done by clicking on the 'Quantity' box, which will open a pop up.

Within the pop up, adjust the stock levels in the Locations that need changing.

> When amending stock levels manually from the Inventory tab, it is essential to enter a 'Reason for change', which will be recorded in the Stock History Report

> If the Quantity button is foll_____ '+ X', that indicates that there is stock of linked
>
> Unique Stock Records, e.g.
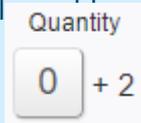
Bookings

If a product is set to the 'Booking' product type on the Product tab, there will be some additional fields on the Inventory tab.

For more information see the Booking section.

Field	Purpose

Time Slots to Book	*This allows a customer to book multiple slots simultaneously, e.g. set this to 2 to sell a pair of tickets*
	Defaults to 1
Time Slot Spans to Book	*This controls the duration of the booking*
	Defaults to 1

FAQs

Can I view Stock History for a Variant?

Yes, there is a link from the Inventory tab to the Stock History report.

Can I view Price History for a Variant?

Yes, there is a link from the Inventory tab to the Price History report.

Can I set up different price points for different customers?

Yes, this is done on the Inventory tab of the Product, or within the Price Lists section of the CMS.

Can I view Stock on Order for a Variant?

This can be viewed on the Inventory tab - if stock is on order for a Variant, a 'quantity on order' will be shown, along with a link that will open a pop up. That pop up will contain the details of the quantities ordered and the Purchase Orders on which the Variant has been ordered.

Can I view Reserved Stock for a Variant?

This can be viewed on the Inventory tab - if stock is reserved for a Variant, a 'quantity reservedr' will be shown, along with a link that will open a pop up. That pop up will contain the details of the reservations.

Google

This tab can be used to manage information sent to Google.

> For this tab to be visible, this Product must be linked to a Category that has been mapped to the Google category hierarchy

Setup

Various bits of information about your product will be automated for the feed. These will include elements such as images and title.

> Some of this information is mandatory, and some will be optional; these requirements will vary based on the product category. You will need to refer to Google's documentation for further detail.

Field	Purpose
Brand	Use this to determine the _Brand_ sent in the feed _Defaults to the Brand set in the CMS_
Product Type	Use this to override the Google Category assigned to this product _May be left blank_ _By default, this will inherit the setting in the Product's parent Category (the Category that this is taken from will be clearly listed here as 'default')_
Google Promotion ID	_Add a Google Promotion ID here_
Barcode	_By default, this will use the barcode set against the Variant_
MPN	_By default, this will use the MPN set against the Variant_
Gender	_Use this to set the Gender for the Variant_

Field	Purpose
Age Group	*Use this to set the Age Group for the [Variant](#)*
Colour	*Use this to set the Colour for the [Variant](#)*
Size	*Use this to set the Size for the [Variant](#)*
Custom	*Use this to set additional information for the [Variant](#)*

This tab will only show [Variants](#) - [Unique Stock Records](#) will not be sent to Google.

eBay

This tab can be used to manage information sent to eBay; this will enable you to create and manage listings.

From this screen, you can create, update and end listings.

> For this tab to be visible, this Product must be linked to a Category that has been mapped to the eBay category hierarchy

eBay Integration

This will require setup beyond this tab. Elements of the integration are managed within the Site Settings, and you will need to speak to Iconography to enable this function.

Products may be listed with their Variants, but Unique Stock Records can not be listed on eBay.

Setup

Various bits of information about your product will be automated for the feed. These will include elements such as images and title.

> Some of this information is mandatory, and some will be optional; these requirements will vary based on the product category. You will need to refer to eBay's documentation for further detail.

Inventory

Field	Purpose

Status	*Shows the status of this product, e.g. 'listed' or 'not listed'*
Listing ID	*This will provide a link to the eBay listing (if applicable)*
Auto Price	*Use this to determine whether the price of the eBay listing will be automatically updated to match price changes in IXO Commerce*

Custom Name & Description

Field	Purpose
eBay Name	*Use this to override the product name* *If left blank, the standard product name will be used*
eBay Description	*Use this to override the product description* *If left blank, the standard product description will be used*

Category Override

Field	Purpose
Category Override (search)	*Use this field to search for a different category*
Category Override (drop down)	*Use this drop down to select your override category*

> If left blank, this will inherit the setting in the Product's parent Category (the Category that this is taken from will be clearly listed here as 'default')

Item Aspects

Use these fields to add item specifics.

> Some of this information is mandatory, and some will be optional; these requirements will vary based on the product category. You will need to refer to eBay's documentation for further detail.

eBay Policies

Whenever you create a listing you'll need to choose a set of business policies – these are the payment, postage, and return details you specify for buyers. You can make the listing creation process, and the management of any existing listings, more efficient by creating policy templates that store your preferences for each of these areas.

If a policy is not selected, the first available policy will be used.

Field	Purpose
Fulfilment Policy	*Choose your Fulfilment Policy*
Payment Policy	*Choose your Payment Policy*
Return Policy	*Choose your Return Policy*

Workflows - Products

Definitions

Variants

A Variant is a version of a [Product](#), which can be managed from the [Inventory](#) tab. These will be separated by [Variant Options](#), and those distinctions are made in pricing or stock, e.g.

- Size
- Colour
- Fabric Grade

A Variant may be linked to multiple [Unique Stock Records](#).

Each Variant on a product may be given:

- Specific pricing
- Specific stock
- Specific dimensions
- Specific product imagery
- Specific [Customisations](#)
- Specific [Upsells](#)
- Specific [Addons](#)

Other features around the site also link to Variants, including [Promotions](#), [Reporting](#), [Order Fulfilment](#), etc.

Unique Stock Records

A Unique Stock Record is a sub Variant; it is a Variant to which Customisations have been applied.

It will inherit all characteristics of the parent Variant, except that it will also show the linked Customisations.

These may be used just for **Stock Management** and order fulfilment, or as a way of listing specific products for sale.

These are managed via the **Inventory** tab, and may either be created there, or when a product with **Customisations** is added to a **Purchase Order**.