Summary

Use this section to apply site wide settings.

Standard

Address

Field	Purpose
Address Line 1	*Your business details* *This will be output on your system generated documentation, e.g. invoices, delivery notes, etc.*
Address Line 2	*Your business details* *This will be output on your system generated documentation, e.g. invoices, delivery notes, etc.*
Address Town	*Your business details* *This will be output on your system generated documentation, e.g. invoices, delivery notes, etc.*
Address County	*Your business details* *This will be output on your system generated documentation, e.g. invoices, delivery notes, etc.*
Address Postcode	*Your business details* *This will be output on your system generated documentation, e.g. invoices, delivery notes, etc.*
Address Country	*Your business details* *This will be output on your system generated documentation, e.g. invoices, delivery notes, etc.*

Emails

Field	Purpose

Email recipient (enquiries)	*This is the recipient address for enquiries, e.g. enquiries from the Product Detail Page* *This will also be used as the email sender for all emails sent from IXO Commerce, e.g. order confirmations and notes*
Email recipients (orders)	*This is the recipient address for Sales Order notifications; it will receive an email notification whenever a new eCommerce order is placed* *It is possible to add multiple emails*
Email sender (purchase orders)	*This is the 'sending address' for Purchase Order emails*

Other

Field	Purpose
Phone Number	*Your business details* *This will be output on your website and your system generated documentation, e.g. invoices, delivery notes, etc.*
Fax Number	*Your business details* *This will be output on your system generated documentation, e.g. invoices, delivery notes, etc.*
VAT Number	*Your business details* *This will be output on your website and your system generated documentation, e.g. invoices, delivery notes, etc.*

CMS

Control how the CMS behaves for your users, including order processing, labels and stock takes.

Alert

Field	Purpose
Company alert for CMS	*Enter a message to show in the Alerts slider*

Dashboard

Field	Purpose

Include VAT in CMS dashboard sales figures	*Choose whether the Dashboard should show sales figures inclusive or exclusive of VAT:* • *ex* • *inc*

Packing

Field	Purpose
Require full payment before packing	*If set to 'yes', it will not be possible to Pack any Sales Orders unless they are fully paid*
Require packing before collection	*If set to 'yes', a Sales Order may not be marked as Collected until it has been Packed, and that Sales Order will have the status of 'Awaiting Packing'* *If set to 'no', a Sales Order with the Collect delivery type will have the status of 'Awaiting Collection'*

PDF Generation

Field	Purpose
Picking list orders per page	*Choose how your Picking Lists are output:* • *multiple* • *single*
Product label layout (A4 sheet)	*Choose how your Product Labels are output:* • *2x4* • *3x6* • *4x8* *(not required if you are using a Label Printer)*
Shipping label layout (A4 sheet)	*Choose how your Shipping Labels are output:* • *2x4* • *3x6* • *4x8*

POS

Field	Purpose

Allow users to book a delivery date via Store POS	*If not set to 'yes', users will only be able to request a delivery date*

Stock Take

Field	Purpose
Blind stock take (hide expected stock figures when counting)	*If set to 'yes', expected stock figures will be hidden from users while they count stock during a stock take*
Require a superuser to commit stock takes	*If set to 'yes', only Super Users will be able to commit a stock take*

Content

Control content and messages on your website.

Checkout

Field	Purpose
Message for shopping basket page	*Enter text that will be displayed on the shopping basket page*
Delivery information link for shopping basket page	*Enter a link that will be used to link users to your delivery information, e.g. /delivery* *If populated, the customer will have to check a box to confirm that they agree with your T&Cs prior to payment* *If blank, the customer will not have to check a box to approve your T&Cs*
Terms and conditions link for checkout page	*Enter a link that will be used to display your T&Cs to the customer on the final stage of the checkout*

Footer

Field	Purpose
Message for footer (mailing list)	*Enter text that will be displayed next to the mailing list sign up*
Title for custom footer column	*Enter a title that will be displayed in a custom column in the footer*
Text for custom footer column	*Enter text that will be displayed in a custom column in the footer*

Header

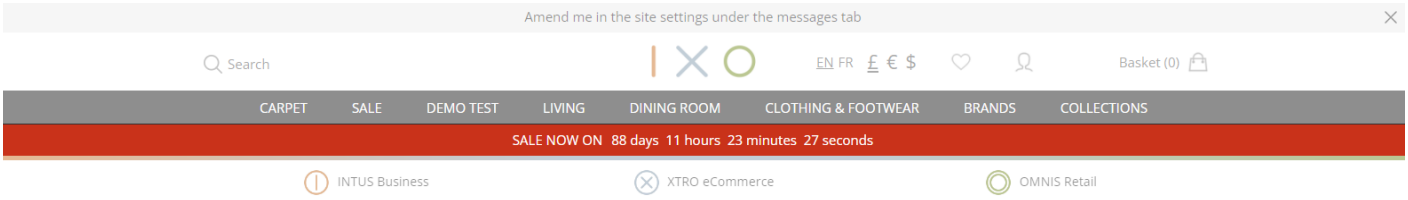
Field	Purpose
Message for header bar	*Enter text that will be displayed in the header*
Background colour for header bar	*Choose a colour using the colour picker*

Home Page

Field	Purpose
Message for top of home page	*Enter text that will be displayed at the top of the home page*

Countdown

Control a countdown banner that will appear on the website.



Field	Purpose
Countdown end date (blank or expired to hide)	*The date until which the countdown banner will show* *If left blank, or once the date has passed, the countdown banner will be hidden*
Countdown end time	*The time on the end date at which the countdown banner will stop showing*
Countdown text message	*Text to show on the countdown banner*
Countdown text colour	*Pick a colour for the text on the countdown banner*
Countdown background colour	*Pick a colour for the background of the countdown banner*
Countdown link	*Enter a URL here to add a link to the countdown banner*

CRM

Use these to alter reporting purposes.

Field	Purpose
Discount reasons	*Enter discount reasons; these must be used when adding manual discounts* *It is possible to add multiple entries*
Return reasons	*Enter return reasons; these will be available to select when processing a return* *It is possible to add multiple entries*
Task categories	*Enter your Task Categories; these will be used in Tasks* *It is possible to add multiple entries*
Task sub-categories (use format parent:child)	*Enter your Task Sub-Categories; these will be used in Tasks* *It is possible to add multiple entries* *Enter in this format: 'category:sub-category'*
Advertising sources	*Enter your Advertising Sources; these will be used in Reports and when registering a new Customer*
VAT exemption reasons	*Enter your VAT Exemption Reasons; these will be used when adding a VAT Exemption form to a Sales Order*

Custom Rank (A/B/C)

Use the sliders to create Custom Ranks for managing Product sort order. These are then applied to individual Category pages. Each of the three Custom Ranks (A, B and C) has the following fields:

Field	Purpose
Custom name (for reference only)	*For reference only*
Custom sort order (by activity)	*Boost the Product in the sort order if it has a higher activity, e.g. appears in searches, number of visits to Product Detail Pages, number of times added to basket, etc.*
Custom sort order (by best selling)	*Boost the Product in the sort order if it is best selling, e.g. the higher in your best seller rank it is, the larger boost it will get*
Custom sort order (by biggest savings)	*Boost the Product in the sort order if it is on sale, e.g. the larger the savings, the bigger the boost it will get*
Custom sort order (by featured)	*Boost the Product in the sort order if it is featured (featured/home/checkout) on the Product tab*

Field	Purpose
Custom sort order (by lowest price)	*Boost the Product in the sort order based on price, e.g. lower priced products get a larger boost*
Custom sort order (by newness)	*Boost the Product in the sort order if it is new, e.g. the newer the product, the bigger the boost it will get*
Custom sort order (by stock)	*Boost the Product in the sort order based on stock, e.g. the more stock you have, the bigger the boost it will get*
Custom sort order (by margin)	*Boost the Product in the sort order based on margin, e.g. the higher the margin on the product, the bigger the boost it will get*

Google

Use this to configure your Google Integrations.

Field	Purpose
Google Measurement ID (G-XXX)	*Enter your Google Measurement ID (G-XXX)*
Google Measurement Secret	*Enter your Google Measurement Secret*
Google Tag Manager ID (GTM-XXX)	*Enter your Google Tag Manager ID (GTM-XXX)*
Google Merchant ID	*Enter your Google Merchant ID* > *This is a requirement for Google Store Reviews*
Output data layer for Google Tag Manager	*Choose your output data layer:* • *Recommended* • *None*
Google Maps API Key (IP restricted to server)	*Enter your Google Maps API Key (IP restricted to server)*
AdWords Conversion ID (AW-XXX)	*Enter your AdWords Conversion ID (AW-XXX)*
AdWords Conversion Label	*Enter your AdWords Conversion Label*

Integrations

Use this tab to configure any other Integrations.

Meta

Field	Purpose
Meta Pixel ID	*Enter your Meta Pixel ID*

Microsoft

Field	Purpose
Bing Tracking ID	*Enter your Bing Tracking ID*
Microsoft Clarity ID	*Enter your Clarity ID*

Pinterest

Field	Purpose
Pinterest Tracking ID	*Enter your Pinterest Tracking ID*

Star

Field	Purpose
Star printer receipt heading (usually company name)	*Outputs at the top of printed receipts (below the logo, if one has been stored in the Printer)*
Star printer receipt header text	*Outputs at the top of printed receipts*
Star printer receipt footer text	*Outputs at the bottom of printed receipts*

Invoice

Insert invoice text here; this will be output on each Sales Order Invoice based on the Sales Order Source.

Field	Purpose
Invoice Text (web orders)	*Enter text to be output at the bottom of the Sales Order Invoice for all eCommerce and Phone Sales Orders*
Invoice Text (store orders)	*Enter text to be output at the bottom of the Sales Order Invoice for all Sales Orders placed via the POS*

Payments

Configure deposits, finance, refund and discount limits, and loyalty points.

Deposits

Field	Purpose
Deposit percentage required	*Set the deposit percentage required, if you have enabled Pay with Deposit*
Deposit minimum item value	*At least one item within the eCommerce Basket must be over this value in order to trigger the Pay with Deposit option in the eCommerce checkout* > *Customers will have to pay in full for items that do not meet this threshold*
Deposit minimum lead time	*At least one item within the eCommerce Basket must have a Lead Time longer than this in order to trigger the Pay with Deposit option in the eCommerce checkout* > *Customers will have to pay in full for items that do not meet this threshold*

Finance

Field	Purpose
Finance minimum order value	*Minimum order value to enable Finance as an option* *Only required if you use a Finance Integration*
Finance deposit percentages	*Insert the deposit levels available to the customer* *It is possible to add multiple entries*
Allow collection with Finance	*Choose to prevent Collection on eCommerce orders where the customer selects Finance as a payment method*

Limits

Field	Purpose
Maximum refund without superuser access limit per order (fixed amount)	*The maximum amount that can be refunded on a Sales Order by Users who are not Super Users*
Maximum discount without authorisation limit per order (percentage)	*The maximum percentage discount permitted on a Sales Order without managerial authorisation* > *This includes discounts linked to Promotions, but not Special Offer Prices*

Loyalty

Field	Purpose
Loyalty point monetary value	*The monetary value of each individual Loyalty Point*
Loyalty points earned per pound	*The number of loyalty points earned per pound spent, if you have a live Loyalty Scheme*
Signup loyalty bonus points	*The number of loyalty points awarded to a customer when they register an online customer account*
Minimum sales order value for loyalty point redemption	*The minimum Sales Order value required before a customer can redeem their loyalty points*

Quotes

Control how Quotes are output and when they expire.

Field	Purpose
Quote Text	*Enter text to be output at the bottom of all Quotes*
Hide SKU in quotes and invoices	*This will hide the SKU code from PDF invoices and quotes*
Quote expires in x days	*Set the default Quote expiration date*

Security

CMS

Field	Purpose
Limit CMS access to specific IP addresses (global default) (add optional note in brackets)	*Lock down the CMS to specific IP addresses* *Recommended for all Clients*
Limit CMS access to specific countries (global default) (only used if no specific IP addresses set)	*Lock down the CMS to specific countries* *Recommended for all Clients* *If additional countries are required, please contact Iconography* *(please be aware that VPNs may still be used to mask a user's IP)*

Field	Purpose
Allow concurrent logins with same CMS user (not recommended)	*Choose from:* • *yes* • *no*
Show "Store POS" bookmark in CMS	*Adds a Bookmark for the POS, if the user is enabled for that*
Show "Logout" bookmark in CMS	*Adds a Bookmark for logging out of the CMS*
Allow Iconography to track CMS usage	*Defaults to yes*

Frontend

Field	Purpose
Enable Captcha for checkout	*Choose whether to enable the Captcha for the checkout; choose from:* • *everyone (includes registered customers)* • *guests* • *none*
Maintenance mode (this will temporarily disable the front-end)	*Enable this to temporarily disable the website* *If set, a holding page will be shown*

Social

Field	Purpose
Facebook social media URL	*Enter your profile URL to show a link in your website footer*
Twitter social media URL	*Enter your profile URL to show a link in your website footer*
Instagram social media URL	*Enter your profile URL to show a link in your website footer*
LinkedIn social media URL	*Enter your profile URL to show a link in your website footer*
YouTube social media URL	*Enter your profile URL to show a link in your website footer*
WhatsApp social media Phone	*Enter a mobile phone number to display the WhatsApp message widget on your website* > *Please ensure that you include the country code, e.g. +447812345678*

Field	Purpose
WhatsApp social media URL	*Enter your profile URL to show a link in your website footer*
TikTok social media URL	*Enter your profile URL to show a link in your website footer*
Pinterest social media URL	*Enter your profile URL to show a link in your website footer*

Other

Delivery

Field	Purpose
Multiple postage calculation	*This setting controls how the site will handle incompatible postage costs, e.g. one item in a basket can only be delivered via Royal Mail, but the second must be delivered via your courier* *Choose from:* • *combine cost (charge the customer for all delivery costs)* • *lowest (only charge the lowest delivery cost)* • *highest (only charge the highest delivery cost)*
Allow checkout for zones with no valid postage (POA)	*Prevents the checkout process if a product has no valid postage, e.g. the customer will be presented with a message saying "A custom delivery quote is required for this order. Contact us by telephone for further assistance."* *If disabled, the customer will be able to complete the checkout, creating a Sales Order which is Payment Pending; you will need to contact them to take payment* *This will apply if a single item in the basket cannot be delivered*

Merchandising

Field	Purpose
Enhance product listing if already viewed	*If set to 'yes', previously viewed Products (eCommerce) will be enhanced on PLPs; they will be shown with a larger image*
Hide left nav on default listings pages	*By default, hide the left hand navigation on Product Listing Pages*

Field	Purpose
Show brands tab in menu?	*Choose to show the automated Brands section in the Menu Bar on the front end of the website*
Show collections tab in menu?	*Choose to show the automated Collections section in the Menu Bar on the front end of the website*
Show swatch previews on search result?	*Toggle to 'yes' to show swatch previews on search results, if available on returned Products*
Show video as thumbnail on product page?	*Toggle to show Product videos either as an image thumbnail (yes) or as a PDP tab (no)*

Pricing

Field	Purpose
Comply with EU pricing law	*Select 'yes' to comply with EU law* > *Under EU law (the amended Price Indication Directive), when a retailer advertises a price reduction, such as "was £100, now £70", the "was" price must reflect the lowest price charged in the previous 30 days. Using an inflated or outdated "was" price is considered misleading and illegal under EU consumer protection rules.* *Select 'no' to ignore this legislation*

Promotions

Field	Purpose
Promo Code for use with newsletter signups	*Enter a Promo Code to be given to customers when they sign up to your mailing list*

Revision #30
Created 27 September 2024 12:10:04 by Mike
Updated 13 November 2026 12:52:29 by Mike