**Miva Merchant 2.1
Storefront Development
& Management
System
User's Guide**
Revision 1.2

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Chapter 1
About This Guide

Introduction

Miva Merchant is a dynamic e-commerce product that enables a web developer to create one or multiple online stores from anywhere in the world where they have Internet access.

This brief introduction to Miva Merchant includes the following topics:

- What You Can Do with Miva Merchant
- Requirements
- How This Manual Is Structured

Miva Merchant is used to create one or multiple online stores (See information on licensing additional storefronts in the Miva Merchant system at http://www.miva.com/purchase). Its database architecture is built entirely using Miva Script and ships with source code. Miva Merchant runs on any web server enabled with the Miva Engine. Once installed, it creates its own data setup and configures stores built upon information entered into browser based setup and administration modules.

Requirements

In order to use a Web browser and put your storefront on the Web, you must have access to an account with an Internet Hosting Provider (IHP) or operate your own server with Miva Empresa. Most IHPs provide you with browser software to access the World Wide Web (WWW), and space on their server to put your Web site and store. Since Miva Merchant fully resides on the server in your Web site account, you can access the Miva Merchant administration system from anywhere that you have Internet access. This means you can perform all the operations of maintaining your store from virtually anywhere in the world.

How This Manual Is Structured

This Manual covers the basic topics that you will need to be able to create and manage your store with Miva Merchant.

Receive Support

Your Miva enabled hosting provider usually supplies initial installation and configuration support. Ongoing developer and merchant support for using your Miva Merchant system is available from Miva Corporation at http://www.miva.com/support. You may also send e-mail directly to install@miva.com with specific questions about support policies and procedures.

Documentation

Miva provides dynamic documentation of all Miva products to include the latest updates. Miva provides its latest documentation online at http://www.miva.com/docs. If you do not see your specific problem addressed in the documentation, contact documentation@miva.com for corrections and updates.

Chapter 2
Getting Started

This chapter discusses the basic information you need to get started with Miva Merchant. It covers the setup and administrative file locations and the file location for your storefront configuration. The topics covered include:

- The Setup
- The Administration System
- Viewing Your Storefront

The Setup

The Miva Merchant setup wizard installs and initializes the systems data files in your account on the Miva enabled Web server. These data files contain information unique to your store and site location. They also contain your product information and configuration options, such as shipping, customer payment choices, and order processing.

Setup is initialized by accessing a URL in your browser similar to one of the following (depending upon your specific configuration). Contact your Internet hosting provider or system administrator if you are unsure of which one to use.

`http://www.`**`yourdomain`**`.com/Merchant2/setup.mv`

This is the most common way to access Miva Merchants setup program. This URL points to your setup file in a directory called `/Merchant2` in your top web documents directory (often called document root).

`http://www.`**`yourdomain`**`.com/cgi-bin/miva?Merchant2/setup.mv`

In some cases, Miva Merchant is accessed directly through your servers `cgi-bin` with a URL similar to the one shown above.

`http://127.0.0.1/Merchant2/setup.mv`

To install Miva Merchant on a Windows® system using the personal edition of the Miva Engine, Miva Mia, a URL like the one

above should be used. Where `localhost` is used, you may also type the local host address `127.0.0.1`. Miva Mia must be installed and running.

The following screen starts the setup process.

The setup wizard leads you through each step of the process. When you have finished, the setup wizard displays the following screen.
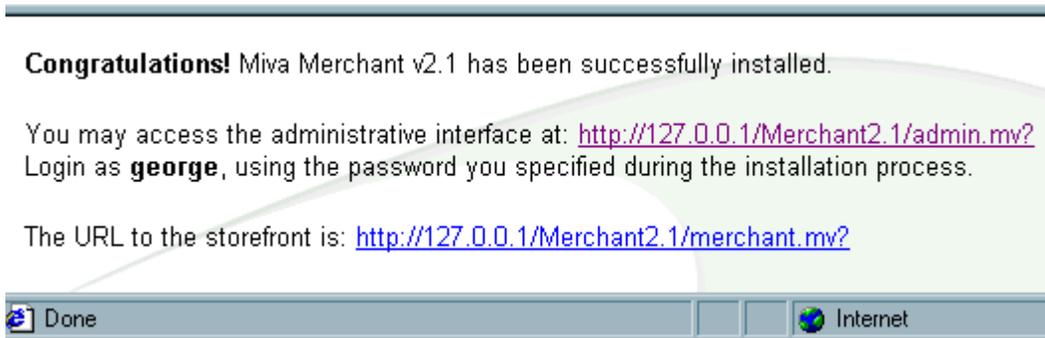
The Administration Screen

When you access Miva Merchant administration (`admin.mv`), the login screen displays as shown below.

Enter your user name and password and the Administration screen is displayed.

There are three sections to the main administration screen:

- header menu bar
- dynamic hierarchical menu
- main data entry area.

The administration screen explains the menu on the left side and how it relates to the Data Entry Area.

Before a store has been created the only wizard that is available on the main administration screen is the Create Store Wizard. To create a store, click on the wizard icon, or locate the wizards menu on the navigation bar.

Create Store Wizard

The Miva Merchant wizards run in their own windows. The initial Store Create Wizard window is shown below.

A Miva Merchant store can be created with the following procedure.

1. Enter the name of your store.
2. Check the contact information you entered during setup. You can change any of this information at this time.
3. Enter the first order number for your store. (Default is 1000)
4. Select the look and feel for your store.

A summary screen displays the information you have entered for your store. If any of this needs to be changed, click on Previous until you reach the screen you need, change the data and click on Next until you return to the final screen. If you would like to start fresh, click the Reset button.

After you have created the store, six wizards are displayed on the main administration page.

George's Place

Look & Feel Configuration Wizard

Shipping Configuration Wizard

Payment Configuration Wizard

Add Product Wizard

Add Category Wizard

Add Product Attribute Wizard

Look & Feel Configuration Wizard

Allows you to further customize the look and feel of your store. The wizard main screen is shown below.

Select the basic look of your store site. If you want to keep the setting you have now, click Current Settings, otherwise select one of the four looks. When you click on your selection, trhe following screen displays.

This screen allows you to build an introductory message for the store. Enter the following information:

1. Path to your logo image if you are going touse one.
2. Caption for the logo image.
3. Add any items you wish on your catalog screen.

The wizard displays everything you have entered for the catalog screen.

Payment Configuration Wizard

Configures the payment modules that your customers can use to pay for products.

The following eight payment gateways can be selected. You can choose as many of these as you wish, but it is not recommended to have more than one.
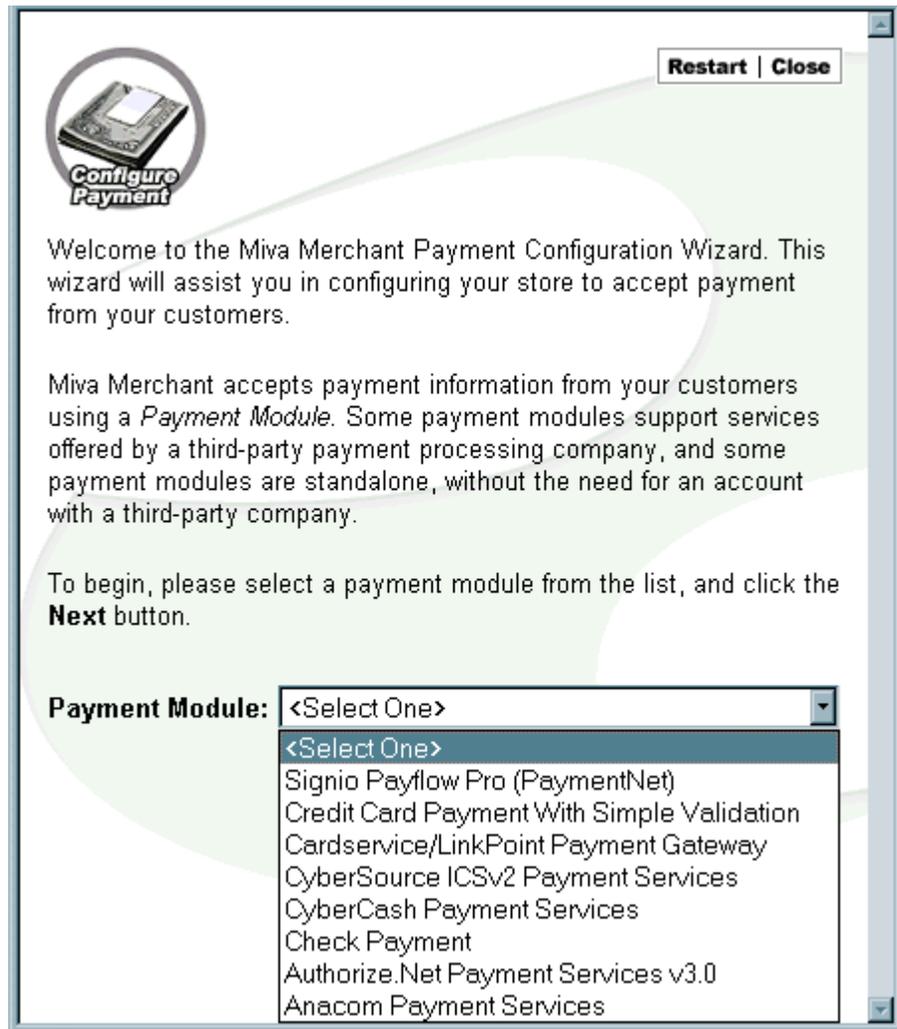
You can run the wizard to select a payment gateway module and then run it again to select the Check Payment.

When you select a payment gateway, follow the directions on each screen to configure the module.

Add Category Wizard

Adds categories in two steps.

- Add the category
- Place the new category in a parent category

Shipping Configuration Wizard

Configures the shipping module that you will use to calculate shipping costs. There are five options available.

UPS Online Shipping Calculation	Accesses the UPS database and calculates UPS shipping cost.
	There are five pickup/drop off options:
	• Customer Counter
	• Letter Center
	• On Call Air
	• One Time Pickup
	• Regular Daily Pickup
	Select the UPS services to be offered. Click all that you want to offer.

Quantity Based Shipping	Enter the name of the shipping method. You can have as many of this type shipping module as you have ways of shipping.
	This option allows two methods of setting up your shipping charges: Standard and Progressive.

Standard

You can set up a standard fee that is to be charged for the total number of items ordered. For example, you can charge $3.00 per item if the a minimum of three items is order. You can set the charge at $2.00 per item if the total order is up to 6 items, and $1.00 per item if the total order is over six items. You could have the series go as high as you wish.

Progressive

You can set up a series of quantity ranges and charge shipping for the items that fall within the quanity raqnge. For example,you can set up five ranges as follows: 1-3, 4-7, 8-15, 16+. This means that you can charge shipping progressively, the first 3 items are charged at the rate you set for that range, Items 4 through 7 are charged at the rate for that range, etc. This means that if you get a break for quantity shipping you can pass it on to your customers.

Minimum or Weight Shipping	This shipping type allows you to establish a minimum charge for shipping.
Flat Rate Shipping	Defines a flat rate that is to be charged for shipping.
Base + Weight Shipping	Allows you to define a base charge, plus an amount to be charge per weight unit to the total weight of the order.

Add Product Wizard

Adds products to your store with five steps.

1. Enter the name of the product
2. Enter the price of the product the cost you pay for it and its weight
3. Enter a description of the product
4. Define images that you want to display
5. Assign the product to a category

At this point you can click on Finish and complete the entry, or you can Add an Attribute to the product.

Caution: When using Product and Category wizards you can add duplicate product or category names because the wizard generates a random, unique code for each name.

Add Product Attribute Wizard

Adds attributes to your products in seven steps.

1. Enter product code. You can find a list of products and codes by pressing the lookup icon, select a product, click on the Select icon.
2. Enter the Attribute Prompt that is displayed to customers.
3. Check box if this is a required attribute.
4. Define multiple attribute option definition method.
5. Enter the name for the option.
6. Enter the price and the cost for the option. This will be used to determine the total price of the product.
7. Define whether this is the default option.

You have now created a Miva Merchant store.

Chapter 3
Domain Setting

The Miva Merchant environment is categorized into two functional areas:

Domain   The general area that makes up all of your Miva Merchant environment.

Store(s)   As you add stores each will have its own environment that you will be able to administer separately.

After you have completed your domain settings in setup.mv, you can update them whenever you like in admin.mv. Domain Settings is the second item on the menu. Click on it to go to the Domain Settings screen. There are four tabs for information that can be changed.

• Information

• Registration

• Site Configuration

• Timeouts

Each screen has an Update button and a Reset button. Click on Update to save changes that you have made Click on the Reset button if you wish to return to the settings of the prior update.

Information

The information screen allows you to change your domain name. You will also find your license number located on this screen as well as the version of Miva Merchant that you are currently running.

Domain Settings

Information   Registration   Site Configuration   Timeouts

Domain Name: 127.0.0.1
License #:   testv-941140661-0
Version: 2.1

🌐 Internet

Registration

This information entered in `setup.mv` is the default for these settings. You may go in and change the following settings:

- Owner
- Company
- City
- Zip/Postal Code
- Phone

- Email Address
- Address
- State/Province
- Country
- Fax

Domain Settings

Information Registration Site Configuration Timeouts

Owner:	George Owen
Email Address:	george@miva.com
Company:	Miva Corporation
Address:	2629 Ariane Drive
City:	San Diego
State/Province:	CA
Zip/Postal Code:	92117
Country:	US
Phone:	858-490-2572
Fax:	

Internet

Bold settings are required fields. Information in these may be updated, but they may not be left blank.

Site Configuration

The site configuration contains the directories and URL paths for your store site. This is also the screen that you should access if you have changed your mail server or if you want to change whether your e-mail addresses should use the angle brackets or not. Directories in Bold are required. They may be changed but their fields may not be left blank. Here are the directory configurations that you may change on this screen:

- Non-secure URL to Miva Merchant
- Secure URL to Miva Merchant
- Secure URL to Administration
- Root Directory for Graphics
- Base URL for Graphics
- Secure Base URL for Graphics
- Root Directory for Modules
- Secure root Directory for Modules
- Mail Server

Domain Settings

Information Registration **Site Configuration** Timeouts

Non-secure URL to Miva Merchant: http://127.0.0.1/Merchant2.1/merchant.mv?

Secure URL to Miva Merchant:

Secure URL to Administration:

Root Directory for Graphics: /Merchant2.1/

Base URL for Graphics: http://127.0.0.1/Merchant2.1/

Secure Base URL for Graphics:

Root Directory for Modules: /Merchant2.1/

Secure Root Directory for Modules:

Mail Server: miva.com

☑ Add Angle Brackets to Email Addresses

🌐 Internet

Timeouts

The timeout is the length of time an administrative user can be inactive before the system logs that user off. This is screen allows you change the timeout setting. The default value is 60 minutes.

Chapter 4
Store Selection Layout

Store Selection Layout is the third item on the menu. The Store Selection screen is displayed if you have more than one store. It allows your customers to choose which of your stores they want to enter. This screen is also called the mall screen. Design this screen to show off each of your stores. You can configure the following aspects:

• Layout

• Display

• Colors

• Fonts

• Images

You will start selecting your store layout by choosing the Store Selection Layout from the menu. The main Layout screen will appear with additional links to:

• Display

• Colors

• Fonts

• Images

Layout

The Layout screen gives you a choice between the KoolCat v1.x Look and Feel and the Miva Merchant Look and Feel. Make your selection by clicking on the radio button below your preferred Look and Feel.

Store Selection Layout

Layout Display Colors Fonts Images

○ KoolCat v1.x Look & Feel   ⊙ Miva Merchant Look & Feel

ectionPreview('kcui');   🌐 Internet

If you would like to see a preview of the stores, you may click on the picture of either the KoolCat Look & Feel or the Merchant Look & Feel. A screen that simulates what your store may look like in the runtime is displayed.

Display

This is where you may change the Display header and the number of stores that appear on a line for the Merchant Look & Feel. As with other text boxes, you may enter any combination of text and HTML for your Header.

Colors

The Color Layout screen allows you to change the default colors assigned to the following:

• Body Background	• Body Text
• Body Link	• Body Active Link
• Body Viewed Link	• Navigation Bar Background
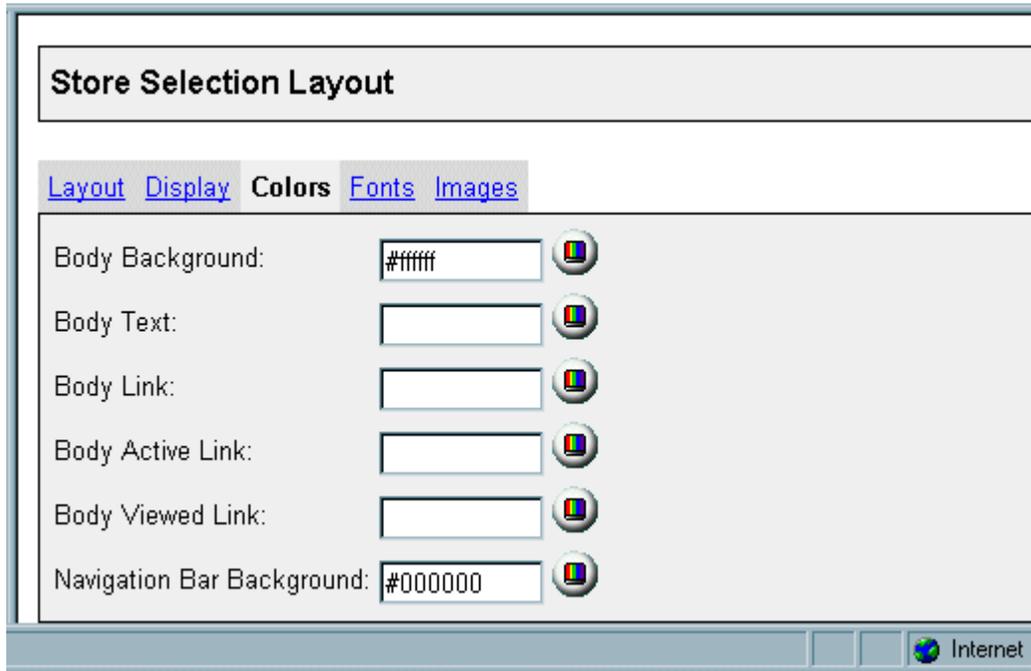
You have two options for entering the color. You can enter the color in the text box. This is entered using the hex code (i.e. #0000ff) or as a literal (i.e. blue).
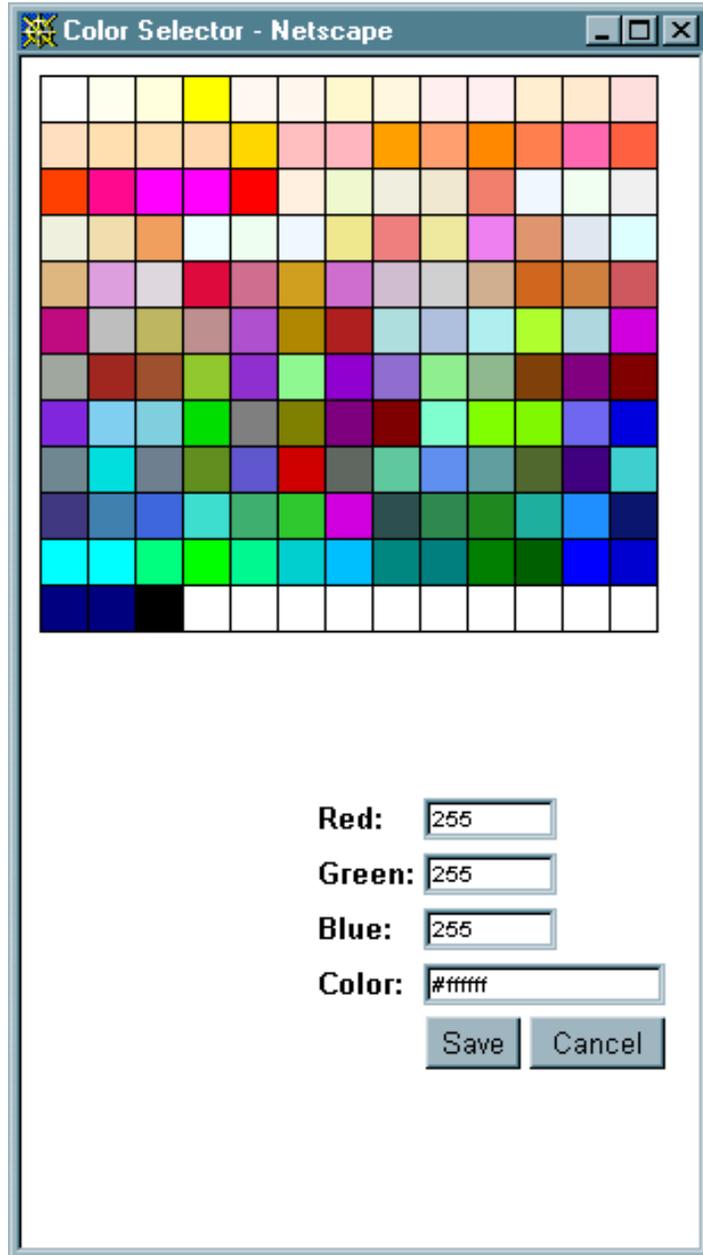
The Color Selector

Use the color selector if you chose to make your own custom color by entering the RGB values and giving a name to the color. If you want to know the hex code for an RGB value, enter the RGB numbers and click on one of the other text boxes. The equivalent value in hex code will appear in the Color box. You can either save this code or enter a literal name for your color before clicking the Save button. The Cancel button will close your Color Selector screen without making any changes.

You may also choose a color by clicking on the Color button. This opens up a color selector. The color selector gives you the option of choosing a color by entering the RGB number, hex code, or simply clicking on the palette to choose a color.

Remember, nothing is final until you click the Update button.

Fonts

Enter your Body Text Face and Size on the Fonts screen. Enter your preferred font face first followed by your next font choice (i.e. Arial, Helvetica). A comma should delimit these styles.

Enter the relative size for your text by entering an integer (i.e. 1, -1).
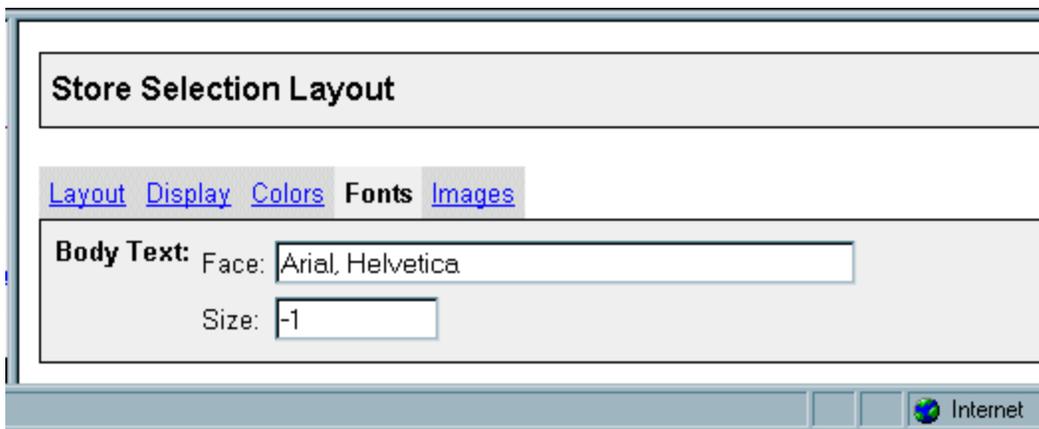
Images

Click on the Images link. This screen allows you to change the default images for the Navigation Bar Logo or the Navigation Bar "Select Store" image. You may also enter a Body Background image on this screen.

If you have stored images, you may type in the path to your image in the text box or click on the Upload File button.

Click Upload to display the Upload File window. Select Overwrite to replace an existing graphic with the file you select here. When you click on Browse, you will open the Choose file window.
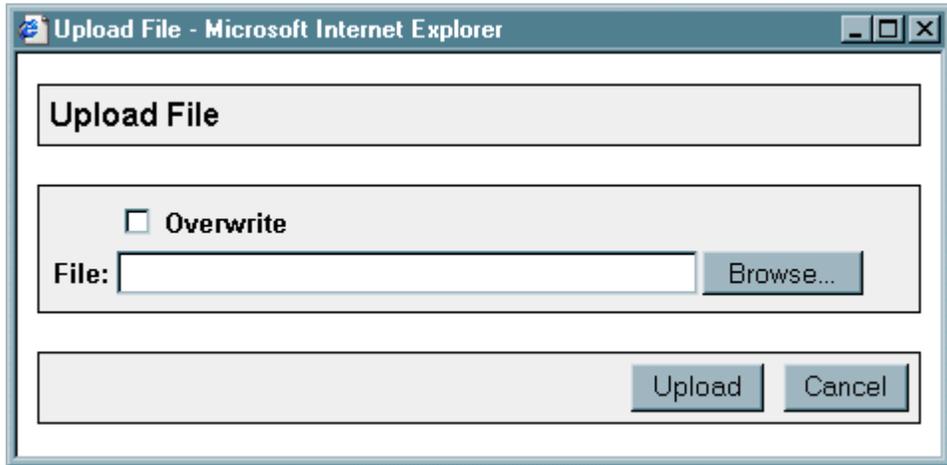
From here, select your graphic from your directory and click Open.

After you are happy with all of your selections, click on the Update button at the bottom of your Store Selection Layout screen.

Chapter 5
Users

Miva Merchant allows you a great deal of flexibility in the manner in which you administer your store(s). You can be the only administrator, or you can assign individuals or groups of individuals, to specific tasks which are defined by groups within each store. Individual users are administered outside of a store, within the Miva Merchant domain. The User function on the menu allows you to do three functions:

• Add a user

• Edit user information

• Delete a user

Add User

This function allows you to add administrative users to the Miva Merchant domain. After you add a user here, you can go to the store and add a person in a group within that store.

Use the following procedure to create users and assign specific privileges.

Click on the triangle next to Users. Click Add User. A page appears that allows you to assign a new user.

User Name	Login name used to access the administration system.
Password/Verify Password	Assign a password and then verify that the password was typed correctly by re-entering the password.
Administrator	Check this box if you would like to assign administrator privileges to the new user. If a user is designated an Administrator, he or she has global access to all settings in the Miva Merchant system, overriding any other security settings.
User May Create Additional Users	Checking this box allows the new user to create additional users.

Caution – If you do not assign the new user as an Administrator, then they will have no access to any of the Miva Merchant administration utilities unless you assign them as a store manager or to a group of privileges.

You can now add the user to a group within your store(s).

Edit a User

Editing a user is very similar to the Add User sequence. However, instead of clicking on the Add User link, click on the link to the user you want to edit. This will bring up the Edit User screen. This screen has the same format as the Add User screen. Just make your changes and click Update.

Delete a User

To delete a user, click on the user hyperlink and click on Delete button.

Chapter 6
Modules

Before a module can be added to a store it must be added to the Miva Merchant domain. The Module tab on the menu allows you to perform the following functions:

- Add a module
- Edit module information
- Delete a module

Add Module

Use the following procedure to add modules to your Miva Merchant domain. Click on the triangle next to Modules. Click Add   Module and the following screen displays.
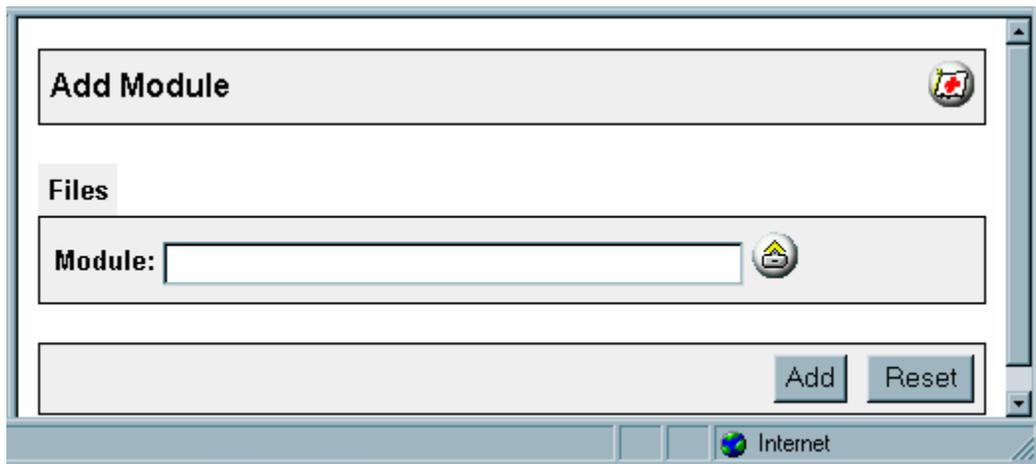
Enter the module name and click on the Upload button and the following screen is displayed.
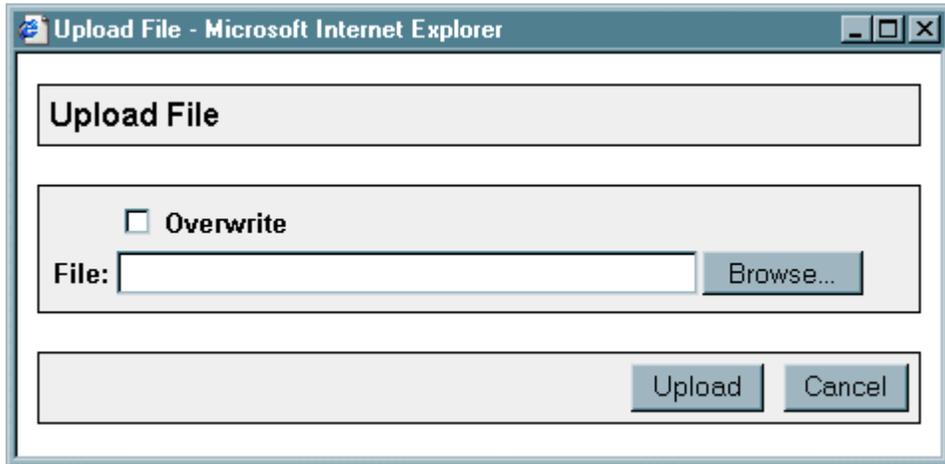
Use the Browse... button to find the module on your system and click on the Upload button. If you are uploading a module that is already in your Miva Merchant domain, you will need to click in the Overwrite check box if you want to replace the existing module with a new version.

After you have added the module to your domain, you can access it and add it to your store(s).

Edit a Module

When you want to bring a new version of an existing module to your domain, click on the module hyperlink and the following screen displays. There are two tabs for the Edit Module functions.

Information

The following screen is displayed for your review.

Type of Module	Enter valid Miva Merchant module type.
Code	The code used to identify the module within the Miva Merchant environment.
Name	The name of the module that is displayed to your customers.
Provider	The name of the person or company that supplied this module, and who supports the module.

Version	The version of the module.
Usage Count (Number of Stores)	Number of stores within your domain that use the module.

Files

Enter the module name or click on the Upload button to find the file on your system. If you are uploading a module that is already in your domain, you will need to click in the Overwrite check box if you want to replace the existing module with a new version.
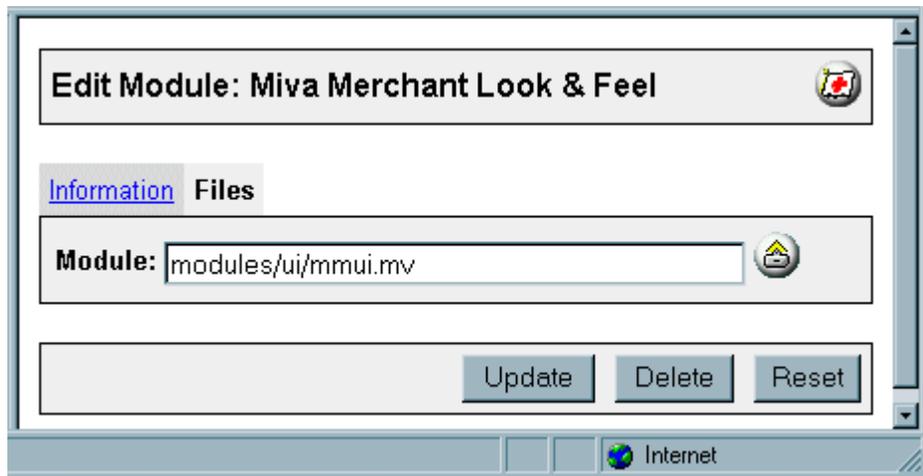
Delete a Module

To delete the module, click on the module hyperlink and then on the Delete button.

Chapter 7
Add a Store

The Store link is the standard working area of Miva Merchant. It is here that you can customize your store(s). When you click on the Store link on the menu it opens to display the Add Store link and the links to the stores you have created.

You can add a store with the Create Store Wizard, or you can click on the Add Store tab under Stores on the menu. When you choose the Add Store tab the following screen is displayed.
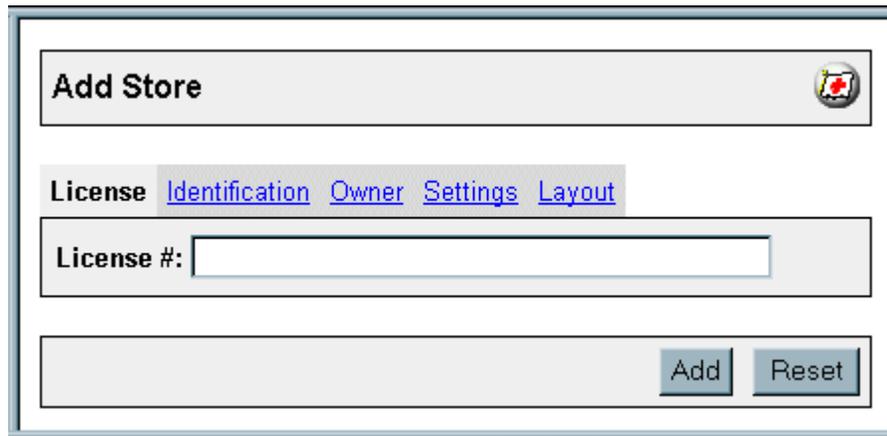
There are five tabs in this screen.

License

The License screen is displayed as the default. Enter the license number for the store, and click on Identification.

Identification

Manager

A manager can be any user previously setup in Add User. By clicking the Lookup button you are able to choose one of those users by clicking on the user name or typing the user name in manually.

Store managers have full access to store administration, but not necessarily to the administration of the Miva Merchant system, unless they were assigned Administrator when added as a user.

Store Code

An identifier for your store that will be used by Miva Merchant on the command line as it constructs URLs to its different screens.

Store Name

Enter the name of the store that will be displayed to the customers.

Owner

Change any of the information listed on the screen and click on the Add button.

Settings

Units of Measurement (Weight)

This is the unit of weight measurement by which the products in your store will be based. The default unit is pounds, however, you may choose any unit of measure that suits your product line better. This information is used for the shipping calculations.

Basket Timeout (Minutes)

The Timeout is the maximum amount of time, in minutes, that a shopping basket will be allowed to remain open before being deleted. By default, this is set to sixty minutes.

Price Group Overlap Resolutions

If there is a conflict between prices for a customer that may belong to more than one price group, you may select whether the customer gets the benefit of the lowest or the highest price. Make your resolution selection from the drop-down menu.

First Order

This is the number that will be assigned to the very first order placed in your store. The order numbers will then follow sequentially. By default, this is set to 1000. This order number is restricted to numeric values only and after the store is created, it can not be modified.

Sales Tax Calculation

There are three options for setting tax calculation.

VAT	This is value added tax that is used to calculate federal excise taxes for U.S. products. This VAT is not used for European VAT tax calculation.
State Based Sales Tax	Allows you to specify state tax calculation.
Shopper Selected Sales Tax	Allows the shopper to select a method for tax calculation.

Currency Formatting

There are three options for formatting currency.
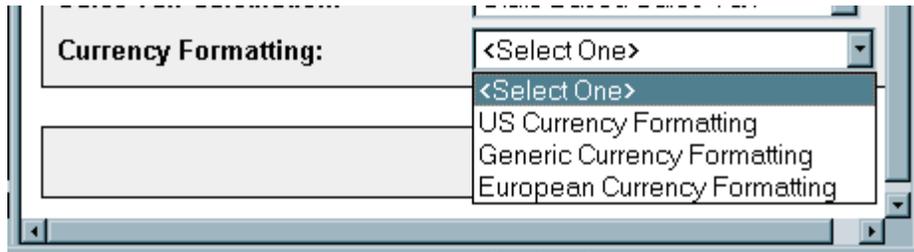
Formatting Type	Description
US	Formats U.S. currency
Generic	Can format any currency
European	Formats European currency

Layout

Choose the look and feel for the store and click on the Add button.

Chapter 8
Editing a Store

Existing a store can be modified at any time. There are two places that you can work with the store. To edit an existing store, click on the triangle next to Stores. Next, click on the store name link (not the triangle beside it) in the menu.

This will open up the Edit Store screen for that particular store. Here you can start to make the changes to make your storefront look more unique.

Caution – Before you make any changes, be certain you can restore your site to its Original State rapidly if your changes do not work. Make a back up of your Data Files! If you are modifying code, make sure you have a backup of the file you are going to modify.

When you are finished editing the store you can click on Update or Reset at the bottom of the screen.

When you click on Update, it will save any changes that you have made. At the bottom of the screen, a message will appear that confirms that your update is successful.

The Reset button will clear any changes that you have made that have not been saved. It will take you back to the settings from the ast update.

Delete Store

Clicking on Delete. Be sure that this is what you want to do and make backups of the files that you want to keep.

A warning message appears to inform you that proceeding will delete your product and order information and its associated data files.

Identification

This screen allows you to change the Manager of the store as well as the Store Code and the Store Name.

To change the Manager, you may type in the name of the Manager in the text box or click on the Lookup button on the right. Clicking on the Lookup button will bring you the User Lookup screen.

If you have a large number of users, you may do a search on a particular user. Click on the Lookup button and enter the name in the Search text box and click on the Search button next to that user. You may set the pagination for your user screen in the text box at the bottom and click on the Refresh button. If your user is already displayed on the page, you may simply click on the Select button. This will enter the user in the Manager text box. The default value is 10 lines.

Click on the Close button to close this screen and return to the Identification screen. Click on Reset to return the screen to the default values.

Messages

You may want to customize your welcoming message to your customers or give additional information in your response to those customers that have completed their order. You can put text messages, HTML, or a combination of the two in these message boxes. There is no character limit on the message entries.

Headers and Footers

There are several headers and footers that you have the ability change as you like. The text boxes that are provided for your entries can include text, HTML, or a combination of the two.

The headers and footers that are available:

- Category Tree
- Customer Login
- Edit Customer Account
- Create Customer Account
- Missing Required Attribute(s)
- Search
- Product List
- Basket Contents
- Order: Customer Login
- Order: Create Customer Account
- Order: Customer Information
- Order: Upsale
- Order: Upsale Missing Required Attribute(s)
- Order: Select Shipping/Payment
- Order: Payment Information
- Invoice

Owner

This is where you keep the owner's name and contact information for the store. If your store has had a change of address or phone number, you may make the necessary changes here.

Pagination

For your product listing or for your search results, you can choose whether you want to have pagination or not. To disable the pagination, click on the radio button next to Do Not Paginate and click Update. The default value for both the Product List and the Search Results is set at 20 products per page. To change the number of products viewed per page, enter your desired amount in the text box and click on the Update button.

Customer Accounts

You can customize a greeting for your customer's at sign in.

Display Links Above Categories	Check box to display URL links above the category names.
Customer Login	Once your customer completes the sign in, you can designate the greeting to your customer. Enter a welcome message in the text box and select one of the radio buttons that define what personalization you wish. The choices are:
	• None
	• First Name
	• First Name Last Name
	This may be followed by a text message that you can enter in the text box. For example, if you chose the default values you would have a greeting like: "Welcome back, John Hancock."
	Or, you could add a ending message and it could read, "Welcome back, John Hancock – Check out this fishing specials."
Display Login Before Order Form	Check to have a login box displayed before the order form is displayed. This allows customers to login into their accounts before the order form displayed.

Settings

Unit of Measurement (Weight)

Defines the basic unit for the weight of products. Default is pounds.

Basket Timeout (Minutes)

Defines the time a basket can be left any action before it expires. Default is 60 minutes.

Price Group Overlap Resolution

When you offer price groups there can be a conflict between prices. If this happen you have to chose whether you want to customer to have the highest of the two prices or the lowest.

Sales Tax Calculation

You may make changes to your Tax Module. Use the drop-down list to make your selection.

The three Tax Modules available in Miva Merchant are:

- VAT
- Shopper Selected Sales Tax
- State Based Sales Tax

After you have selected a Tax Module, the tax module selected will show as a link on your Edit Store screen. To edit that module, click on the link.

Value Added Tax

Value added tax is used to calculate federal excise taxes for U.S. products. This VAT is not used for European VAT tax calculation.

You can place a VAT on any item in your store.Each product is listed and you place the tax amount in the VAT Rate field.

Shopper Selected Sales Tax

To add a rate, click on the New Rate button and enter your prompt to create the drop-down list for your store.

Enter the description in the text box, the rate in the % box and click Update. You could have a list of all the tax rates for your location.

State Based Sales Tax

To edit State Based Sales Tax, click on the State Based Sales Tax   link. This will open the edit screen where you can add states to your list.

To add a state, click on the Edit button and select your state from the drop-down list. Enter the tax rate in the text box and click Update.

To remove a state, select the Remove check box and click Update.

To edit a states tax rate, select the Edit button next to the rate.

Currency Formatting

There are three currency formatting modules that are available in Miva Merchant. Select the appropriate module from the drop-down list. The modules available are:

• US Currency Formatting

• Generic Currency Formatting

• European Currency Formatting

Generic Currency Formatting

When you select this option a link displays at the top after Identification. Click on the link to configure currency formatting. There are eight options to complete.

Currency Symbol:	• None • Dollar Symbol • Euro Symbol • Pound Symbol • Yen Symbol
User Defined:	Allows user to enter the symbol that is used. Note: You must click the radio button for this option to be actived.
Positive Currency Format:	Select a space before or after the number.
Negative Currency Format:	Select from the list to define the format of a negative number.
Digit Grouping Symbol:	Enter a numeric grouping symbol such as the period (.) or the comma (,).
Number of Digits in Group:	Select from the list to define the number of numbers in a group.

Decimal Symbol:	Enter a decimal point symbol such as the period (.) or the comma (,).
Number of Digits after Decimal:	Select from the list the number of decimals to be placed behind the decimal point.

European Currency Formatting

When you select this option a link displays at the top after Identification. Click on the link to configure currency formatting. There are eight options to complete.

Currency Symbol	Enter the currency symbol you want to use for the conversion. Select a radio button to choose between having the currency symbol appear Before Amount or After Amount.
Thousands Separator	Enter the punctuation you wish to use as the thousands separator. The comma is the default.
Decimal Separator	Enter the punctuation you wish to use as the decimal separator. The period is the default.
Conversion Rate to Euros	Enter the conversion rate to use. This rate was designed for an accuracy of six decimal places for precise conversion. This is a required field.
Euro Symbol	The default code that is entered is for the Euro symbol. If you want to use another symbol, enter the character code in the text box.
Enclose Amounts in Euros With	Select a radio button to choose between the following:

- Parenthesis
- Angle Brackets
- Square Brackets
- Other

Colors

There are many colors that you have the option of changing. These colors include your background colors and your link colors. To make these changes is quite easy.

As you can see, you have a text box beside each display. You can enter ɴthe hex code or enter a literal color in any box and click on the Update button.

If you are not sure of the hex code you want to use, or you have an RGB   color you want to convert to hex code, you can use

the color selector to make your color choice. Click on the Color button beside the text box for the display you wish to change. This will bring up the Color Selector page.

If you have a custom color and you know the RGB value for that color, simply enter the values in the text boxes opposite the respective Red, Green, and Blue titles. You will see a representation of your color in a square to the left of these titles. You may then enter a name for your color in the Color text box. Click on the Save button to keep your custom color for future use. This will enter that color in your display text box on the Color screen.

You may also select a color by clicking on the desired color on the palette   . Click Save to select this color for your display. Click on Update to save this color for your display.

Layout

The Layout screen allows you to choose the user interface for your store. This defines how your store looks and the manner in which it responds to your customer. You have a choice between the KoolCat v1.x and the Merchant Look and Feel. Make your selection by clicking on the appropriate radio button.

You must decide which of the two looks you want for your store. KoolCat is a much older user interface that the Merchant interface. Some of the features that Merchant has are not available in KoolCat.

Merchant Look & Feel

The Merchant look & feel for Hank's Harware is shown below.

KoolCat Look & Feel

The KoolCat look & feel for Hank's Hardware is shown below.

Fonts

To change the Font Face or the Font Size, simply enter the respective attribute in the text box for the display you want to change.

Identification   Owner   Settings   Layout   State Based Sales Tax

Messages   Pagination   Colors   **Fonts**   Images

Headers & Footers   Customer Accounts

Body Text: Face: Arial, Helvetica

                       Size: -1

Category Tree Text: Face: Arial, Helvetica

                          Size: -2

Header Text: Face: Arial, Helvetica

                       Size:

List Header Text: Face: Arial, Helvetica

                        Size:

For the Font Face, you may enter your primary font plus an alternate Font Face separated by a comma (i.e. Arial, Helvetica).

Use an integer for the relative size (to the browser default settings) of the font that you want (i.e. 1, -1).

Images

Miva Merchant comes with images for your stores navigation bar. To fit the design of the rest of your Web site, you may wish to change these images. The Images screen gives you an easy method of changing these images. You may either type in the path of your image in the text box or click on the File Upload button.

Identification	Owner		Settings	Layout	Shopper Selected S
Messages	Pagination		Colors	Fonts	**Images**
Headers & Footers	Customer Accounts				

Body Background:

Navigation Bar Logo: `graphics/mmui/blades.gif`

Navigation Bar Logo Link:

Navigation Bar "Select Store": `graphics/mmui/selstr.gif`

Navigation Bar "Store": `graphics/mmui/storfrnt.gif`

Navigation Bar "Account": `graphics/mmui/account.gif`

Navigation Bar "Search": `graphics/mmui/search.gif`

Navigation Bar "Product List": `graphics/mmui/prodlist.gif`

Navigation Bar "Basket Contents": `graphics/mmui/basket.gif`

Navigation Bar "Checkout": `graphics/mmui/checkout.gif`

"Add One to Basket": `graphics/mmui/addone.gif`

"Buy One Now": `graphics/mmui/buyone.gif`

When you click on Upload, the Upload File screen will appear. This screen allows you to overwrite an existing file by selecting the check box.
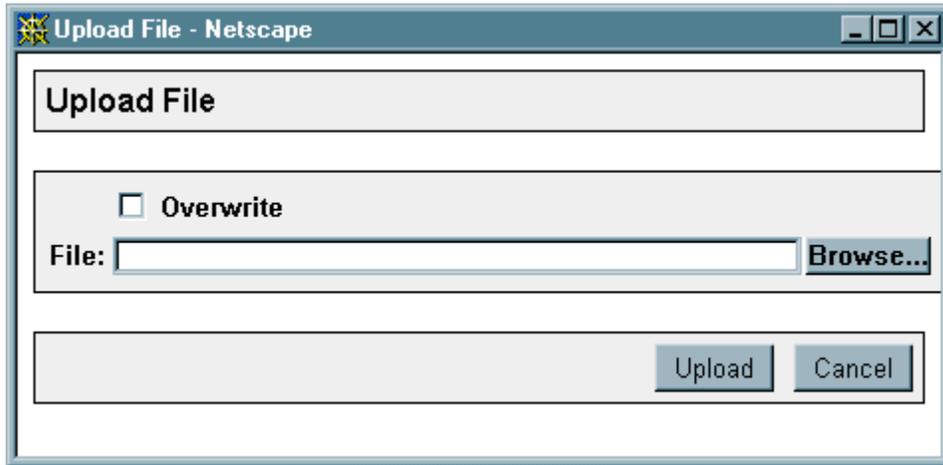
Click on the Browse button to bring up the Choose file screen and you may choose your image file. This will ensure that the correct path for your image has been entered. Click Open and then click Upload. Your image file has been loaded. Click Update to complete.

Chapter 9

Adding Features to an Existing Store

Click on the arrow to the left of the store link to expand the menu list for a particular store.

This chapter describes the functions on this list.

Groups

An Administrator has global access to all functions of the Miva Merchant system, and a Store Manager has access to all functions of a particular stores administration. A user that has not been assigned as an Administrator *or* Store Manager can be assigned to a group of privileges within a specific store.

A group is a collection of managers privileges covering a number of store administration functions. Groups are specific to a given store, and multiple groups can be defined. Miva Merchant users, which are globally defined (not defined within a store), can then be assigned to a group (or groups) that gives them certain

operating permissions *for a given store.* Therefore, a user can be given clearly defined levels of access for each store independently. If a user belongs to more than one group, he is given all the privileges assigned by each group.

To assign a user to a group of privileges, you must first create that group. To add a group, expand Groups and click Add Group and   the Add Group form displays.

Group

Group Name:				

Privileges:

Name	View	Add	Modify	Delete
Availability Groups	☐	☐	☐	☐
Categories	☐	☐	☐	☐
Currency Configuration	☐	☐	☐	☐
Customers	☐	☐	☐	☐
Logging Configuration	☐	☐	☐	☐
Order Fulfillment Configuration	☐	☐	☐	☐
Order Processing	☐	☐	☐	☐
Payment Configuration	☐	☐	☐	☐
Price Groups	☐	☐	☐	☐
Products	☐	☐	☐	☐
Sales Tax	☐	☐	☐	☐
Shipping Configuration	☐	☐	☐	☐
States	☐	☐	☐	☐
Store Settings	☐	☐	☐	☐
Store Utilities	☐	☐	☐	☐
System Extension Configuration	☐	☐	☐	☐
Upsold Products	☐	☐	☐	☐

Group Name

This is the name that you want to associate with the group of privileges you are creating.

View/Add/Modify/Delete

For each privilege within a group, the user can be assigned the following permissions: View, Add, Modify, and Delete. Select the check box for each type of access you wish to grant to the group.

View	The View access allows the group to view the data in the area that permission was granted. The group cannot make any changes to the data without additional permissions.
Add	The Add access allows the group the ability to view and also add new records but not to modify or delete existing records.
Modify	The Modify access allows the group the ability to view and edit existing records.
Delete	The Delete access allows the group the ability to delete existing records.

Privileges

The following privileges can be assigned to the group.

Availability Groups	Maintains the availability groups for the assigned store.
Categories	Maintains the categories for the store.
Currency Configuration	Controls the maintenance of the currency configuration.
Customers	Maintains the customers Personal Information.
Logging Configuration	Maintains the logging files.

Order Fulfillment Configuration	Maintains the fulfillment modules.
Order Processing	Maintains the orders that have been created by customers in that store.
Payment Configuration	Maintains and organizes the payment modules.
Price Groups	Maintains the price groups for that users store.
Products	Maintains products.
Sales Tax	Maintains tax modules.
Shipping Configuration	Maintains shipping methods.
States	Maintains states and their associated tax rates.
Store Settings	Controls the ability to view and modify the settings ONLY for the settings for that given store. Its viewable by clicking on the store name in the left hierarchical menu bar and only if that group has one or more permission checked for store settings. Otherwise the store name appears, but is not a browse-able link.
Store Utilities	Maintains the store utility files. Its viewable by expanding the store in the left hierarchical menu bar.
System Extension Configuration	Maintains the system files.
Upsold Products	Maintains upsold items.

Assigning Users to Groups

When you click on Add, the form returns labeled Edit Group (name) with a new form beneath it for assigning users to that group of privileges.

Keep in mind that administrators and store managers will always retain their full privileges regardless of what group they are assigned.

- When training someone to administer your Miva Merchant system, assign them to a group that has view only privileges. The trainee will become familiar with the system by viewing aspects of administration without potentially causing problems for your storefront.

- Assigning users to different groups can allow one person in your organization to process orders and another to maintain the product data.

Note: The page number (shown as 1-1 above) is not displayed on the Unassigned and Assigned options.

You may display All users on your page to select from or you may display only those users that have not yet been assigned to a group. You also have the option of displaying only those users that have been assigned to the group.

If you have a large number of users displayed and paging through the entries is too tedious, you may choose to search for a particular user. Enter a string to search in the Search text box. Click on the Search button to process.

To assign a user, simply select the check box next to the users name and click Update.

States

The Edit State List is a very important part of the Ship To, Bill To, and Tax portions of your store. From this list, you may remove a state from the list. You do this by selecting the remove check box next to the state and then clicking Update.

You may also edit the state code or name by clicking on the Edit button. A new state may be added by clicking on the New State button.

Caution - It should be noted that the Outside US listing contains a null code. This is the default value used in the Bill To area of the customer's order form. If Outside US is removed from the list, then a state code will be entered to the Bill To area. If the customers Ship To state code does not match the Bill To code, it will prompt the customer with the message that the "One or more required fields were not filled out correctly," highlighting in red the Bill To fields. Therefore, removing the Outside US is not recommended.

Categories

To get your storefront moving, you will want to add products and product categories. In some cases, you may also want to have

sub-categories. It is best to have an outline of your products and what categories and sub-categories you want to place them in before starting. In this way, you can easily setup your categories and place your products to their proper categories right from the start.

To access Categories, click on the triangle next to Stores to expand the Hierarchical Menu. When you have expanded your store, click on Categories.

Add Categories

Expand Categories to display the Add Category link. Click on the Add Category link to open up the first of four input pages.

Category Tab

Category Code	Input your category code. This is an alphanumeric field of up to 50 characters. You may enter a combination of text and HTML.
Category Name	Input your name for the category. If you choose, the name may be the same as the Category Code. This is also an alphanumeric field but you have a length of up to 100 characters. You may enter a combination of text and HTML.

Parent Category	If you want to assign this category to a Parent you can either type in the Parent category code or click on the Lookup button. This will open up the Category Lookup page. Here you can find the category you wish to make the parent of your new category. Simply click on the Select button.
Category Lookup	If you already have a large number of categories, you may not see the category you wish to select on the first page. To find the category, you may enter a search variable in the text box and click on the Search button. This will bring up the list of all categories that matches your search variable.

Pagination

If you only want a certain number of products to appear on your category pages, you will want to set the pagination. The default is set to Do not paginate products. To set the pagination, click on the radio button next to Display and enter the number of products to display on each page.

Headers and Footers

For each category you may enter a header and footer. This can be any combination of text and HTML. Simply enter the text or HTML you wish to display along with any images to highlight your category.

Deselect the Display Category Title check box to allow room to create a customized Category Title in the Header area.

Images

You may load images for the category menu (Tree Image) or for the title (Title Image). Input the path for your graphic in the text box provided or click on the File Upload button. The Tree Image will appear in the menu area and the Title Image will appear in the main data area of your page.

Click Upload to display the Upload File screen. If you are going to overwrite an existing file, select the Overwrite Check Box. You

may enter the path for your graphic in the text box provided or click on Browse.

This will open a window for you to choose your graphic file from your directory listing. Select your graphic file and click Open. This returns you back to the Upload File screen. Click Upload. Your file path for your graphic is now loaded into the text box for your Tree or Title image.

Caution – It should be noted that if you use a graphic tree image, it would replace the textual category name for that field.

Adding Sub-Categories

After you have created a category, you can add it to parent category making it a sub-category. On the menu, click on the triangle next to the category that you want to add the sub-category. Click on the Add Sub-Category link.

The pages for sub-category information are the same as the Add Category   pages except that the Parent Category is filled in.

Click on the Select button to choose the Parent Category.

When you have added your categories you can sort them by Name or Code. To do this click on the Categories link on the menu and the following window opens.

You can sort the categories in one of the following ways.

- Name Ascending
- Code Ascending
- Name Descending
- Code Descending

Click on one of the links and the category list will sort in that manner.

There is a confirmation message that warns you that cannot be undone.

Adding Products

To add a product to your store, click on the triangle next to Products and then click the Add Product link.

At the bottom of each page are Add and Reset buttons. Clicking on Reset will clear all the pages of any changes that have been made since the last update.

Clicking on the Add button will save the changes that have been made to all the pages since the last update.

The Add product screen has three tabs.

Product

This opens the Product screen. Here you will enter the product description.

Product Code	Enter your product code. This is an alphanumeric field of up to 50 characters. You may enter a combination of text and HTML.
Product Name	Input your name for the product. If you choose, the name may be the same as the Product Code. This is also an alphanumeric field but you have a length of up to 100 characters. You may enter a combination of text and HTML.

Price	Enter the retail price for your product. This retail price may be discounted by the assignment of Price Groups.
Cost	Enter your cost for the product. This is the cost that you will use for any markup percentage in the assigning of Price Groups.
Weight	Assign the weight of your product. The default value is pounds. This value may have been changed in your store settings.
Description	This is a memo field. You may use text or HTML or any combination of the two.
Taxable	The default value for added products is taxable. If your product should not be taxed, deselect the check box.
Image	Click on the Image link to select your product images. Input the path for your image in the text box provided or click on the Upload link.

Click on Upload to upload a file. If you are going to overwrite an existing file, select the Overwrite Check Box. You may enter the path for your graphic in the Text Box provided or click on browse.

This will open a window for you to choose your graphic file from your directory listing. Select your graphic file and click Open. This returns you back to the Upload File screen. Click Upload. Your file path for your image is now loaded into the Text Box for your Thumbnail or Full-sized image.

Click the Add button to save the changes that have been made since the last update, or the Reset button to return to the saved options.

Product Editing

After you have created your product list, you may need to edit features or graphic links for a particular product.

The Products page shows a list of your products and allows you to go edit each product. If you have a large number of products, a search feature is also included on this page.

By default, the product list will display showing the Code and Name of the product. You may also view the following product features:

- Price
- Cost
- Weight
- Description
- Taxable
- Thumbnail Image
- Full-sized Image

To view any of these product features, simply select the corresponding check box next to the feature you wish to view. Click the Reload button.

Edit

If you click on the Edit link on the product line, the Edit Product page will display. The Product screen will display the fields that you check off in the Display section of the screen.
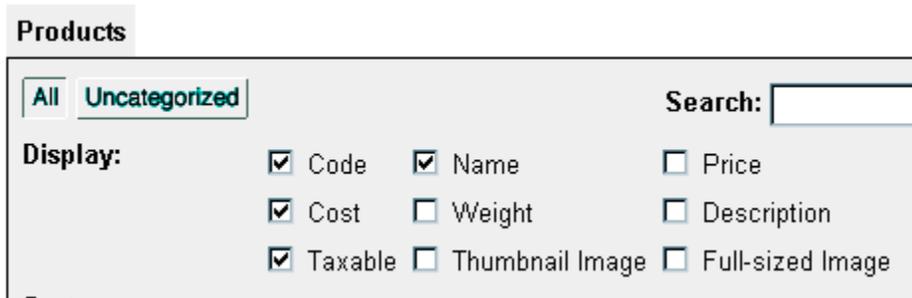
Edit Here

If you click on the Edit Here link on the product line, the page will display the product within text boxes. The information within

these text boxes may be edited. Changing this product information occurs when you click on the Update button.

Product Code	Enter your product code. This is an alphanumeric field of up to 50 characters. You may enter a combination of text and HTML.
Product Name	Input your name for the product. If you choose, the name may be the same as the Product Code. This is also an alphanumeric field but you have a length of up to 100 characters. You may enter a combination of text and HTML.
Price	Enter the retail price for your product. This retail price may be discounted by the assignment of Price Groups. *(See Price Groups for additional information.)*
Cost	Enter your cost for the product. This is the cost that you will use for any markup percentage in the assigning of Price Groups. *(See Price Groups for additional information.)*
Weight	Assign the weight of your product. The default measurment is pounds.
Description	This is a memo field. You may use text or HTML or any combination of the two.
Taxable	The default value for added products is taxable. If your product should not be taxed, deselect the check box.
Images	Click on the Image link to select your product images. Input the path for your image in the text box provided or click on the Upload File button.

Clicking on the Upload File button will bring up the Upload File screen. If you are going to overwrite an existing file, select the Overwrite   check box. You may enter the path for your graphic in the text box provided or click on Browse.

In addition, the Product screen also contains links to the products Images and Attributes.

Images

The Images screen provides you with the paths to your products Thumbnail Image and its Full-sized Image. If you wish to add an image or change the current image, you just add the path to the text box. If you are unsure of the path or you want to make sure that the path is entered correctly, you may click on the Upload link to find your graphic image. Selecting your image in this manner will ensure that your path is entered correctly.

Adding Attributes

Attributes are features of your products. If you are selling computers, there are features such as RAM, disk memory, monitor size, printer, etc. that must be defined. These can be easily defined using product attributes.

To add an Attribute, click on the New Attribute button. Fill the text boxes with the following information:

Attribute Code	Enter a code that will represent the option. Use any alpha or numeric characters dashes (-)or underscores (_). For example enter "size" to represent the size prompt. Make sure that the code is unique within that product.
Prompt	Enter the prompt that will appear for the customer in the shopping interface. For example for size enter "Choose Your Size." You may enter text HTML or any other data that can be understood by a browser.

Type   Choose a device to use in displaying the options under this prompt. For radio buttons and drop-down lists you will be able to create a list of options in a secondary form from which your shoppers will select their answer to the particular prompt. With check boxes the prompt will ask for a single answer to a single option – checked for "yes" or unchecked for "no." Text boxes prompt for a single answer as well (text box size is default 40 characters).

Radio Buttons	Allows the shopper to choose only one attribute from the list at a time. Radio buttons also allow the use of HTML and images.
Text Entry Field	Useful if the shopper needs to be able to input text. For example – a monogram on an embroidered shirt.
Check Box	Allows the shopper to select multiple attributes from the list.
Drop-Down Select List	Allows the shopper to choose only one attribute from the list at a time by displaying a drop-down list. Useful if you have many attributes to choose from.

Note – When using radio buttons or drop-down menus, a new option line will automatically appear when you click Update. To exit the New Option mode, simply click again on the New Option button. You cannot create options with check boxes or text boxes.

Price (optional)	For check box entry prompts only, you may choose to enter a decimal number for an extra charge that will be added to the base price of the product if the shopper selects the check box. A negative integer will result in a subtraction from the price.
Cost	Enter the cost of the attribute. This is the cost that you can use for calculating discounts for the attribute to specified customers.
Required (R)	Click the check box under the R to designate the attribute prompt as a required field. The shopper will not be allowed to proceed until all required fields are answered with a selection. Left unchecked (by default), the shopper will have the option of bypassing the field to continue shopping or to go to the order form and check out. Keep in mind that because check boxes and text boxes are "their own selection," if an additional price has been specified, making such a field required, this will essentially be forcing the shopper to pay more for the product.

Adding Options to Attributes

Options are a further definition of attributes. For example, if you are selling computers and RAM is one of the attirbutes of the computer, your customer needs to specify to amount of RAM they want on their system. To do this you would define Type as Radio Button, and add Options to the attribute. To do this, Click on the

New Option button to enter the option information for the specified attribute in the text boxes.

Option Code	Enter a unique code to represent the option in the invoice and basket contents screen.
Prompt	Enter the text to display for the option here. If you are creating radio button options you may use HTML complete with image references. However, if you are creating a list of options for a drop-down menu only minimal HTML will be allowed in the actual display of the option text.
Additional Price (optional)	Similar to adding attributes, where an additional price could be configured for check box prompts, you may create an extra charge number that is specific to the single option in a list. Enter a decimal number only without entering the currency symbol.
Cost	Enter the cost of the option. This is the cost that you can use for calculating discounts for the option to specified customers.
Default (D)	When this box under the D is checked, the option will display in the list pre-selected. For radio buttons this means that the button will appear selected, and for drop-downs it will mean that the particular option will be featured in the list – selected wherever it is in sequential order. If the shopper does not change the selection, the default selection will be used to complete the order.

Once filled and updated, the Add Option text boxes reappear for collecting information on another option. When you have added all options needed for a given attribute, click the Edit button again to exit edit mode. At any time after you have created these items, clicking on the Edit button of any of them allows you to edit information about the item.

Note – Using the example product page Utility Knife previously in this section, clicking Add to Basket would result in a shopping cart contents as shown. Utility Knife is the product added to the basket. Color, Gift Box, Leather Holder, and Monogram were entered in the Attribute Code of the respective attributes. Yellow and Extra Toothpick" were entered in Option Code. The shopper entered the initials RJF in the Monogram text box attribute. Since the customers order form is similar to the Basket Contents display, the same information appears on the customers order form.To remove an existing attribute, select the Remove check box next to the attribute and click on Update.

When you have added your products you can sort them by Name or Code. To do this click on the Categories link on the menu and the following window opens.

Adding Products to Categories

Once that you have added Categories and Products to your store, you will want to assign those products to a category. To add a product to a category, click on the Categories link on the heirarchical menu. This will open the Categories screen.

From the Categories screen, click on the Edit button for the category that you wish to assign a product. This will open the Edit Category   page for that particular category.

In addition to the links you had when you added the category (i.e., Category, Pagination, Headers & Footers, and Images), you will see a link to Products. Click on this Products link.

The listing of your stores products will be displayed. To assign a product to the category, select the Assigned checkbox. Once you have selected all the products you wish to assign to the category, click on the Update button.

All/Unassigned/Assigned

Beneath the category links are the All, Unassigned, and Assigned buttons. The default is All. This lists all the products in your store. You can assign or remove products from the category. If you wish to view only the products that have not been assigned to this category, click on the Unassigned button. You may then choose to assign these products to your category.

Click on the Assigned button will show the list of only those products that you have already assigned to this category.

Changing the Product Order in your Category

Beside each of the assigned products, you will find arrows. These arrows allow you to move the products up or down in the category list.

After you have arranged the order of the products in your category list, click the Update button.

Upsale

You can offer your customer an upsale item, from the list of your products, free or at a reduced price.

Miva Merchant will select a single item from the upsale list based on a special set of criteria ensuring that the item in question is in the proper price range relative to the running total in the shoppers basket. In addition, it will also check that the shopper has not already purchased the item at the regular price, and that the item is somehow related to the items in the shoppers basket.

Add Upsold Product

To add a product to the upsale list, expand the Upsale section of the menu and click on Add Upsold Product.

Examine the different fields of the form.

Add Upsold Product

Upsold Product

Product Code:	[_____] (🔍)
Threshold Percentage of Order Total:	[0] %
Pricing:	⦿ Absolute Price: [0.00]
	○ Percent of Original Price: [0.00] %

Product Code

By clicking on the Lookup button, you will be able to select an item from the stores product list for addition into the upsale product list as well. As soon as you have selected a product from the Lookup screen, the form reappears with the product code filling its field.

Threshold Percentage of Order Total

Specify the maximum percentage of the shoppers running total, that this product may be priced, to be eligible as an upsale product. For example, you set the upsale price of the item that you are adding to be $85 and you set the threshold percentage to be 85%. The shopper will then need to have a running total of at least $100 in their basket for the item to be eligible as an upsale offer.

Price

Choose Absolute Price and specify an exact upsale price for the item, or choose Percentage of Original, and enter a decimal number for a percentage of the items base price to be used as its upsale price.

Click on Add to include this item as part of your Upsale items. You will see a message at the bottom of the form telling you that your item has been added and the Edit Upsold Product screen appears.

Edit Upsold Product

To edit an Upsold product, click on the product name under the Upsold menu item in the store.

Products Related to Upsale Items

When the Edit Upsold Product screen appears, you can change the fields for your upsale product or select the tab for the Required Products.

Among other selective criteria, Miva Merchant's process of choosing an upsale item for a given shopping basket requires that the item to be potentially offered is related to one, several, or all of the items already in the shoppers basket at checkout. If items that you have added to your stores upsale products list are all related to all other items in your store, Miva Merchant will treat each as an equally possible candidate for the resale offer of every shopping basket that reaches checkout.

Edit Upsold Product: 50' Tape Measure

Upsold Product **Required Products**

All	Unassigned	Assigned	Search:	

Assigned	Code	Name	
☑	BS	Belt Sander	
☑	rs	Radial Saw	
☑	pd	Power Cordless Drill	
☐	fh	Finish Hammer	
☐	tm	50' Tape Measure	
☐	pl	8" Pliers	

1-6   10

Click on the Required Products link to get a list of products. Select the products you want to include as required in order to get the special upsale offer. If you select more than one required product, the customer is eligible for the upsale by selecting any of the required products. The customer is not required to select all of the products.

Editing Your Required Products

If you decide you want to edit the required products for your upsale product, simply click on the Required Products link from the Edit Upsold Product page.

This will display your product list. Those items that you have chosen to be required will have the Assigned check box selected. There are three ways to view the list:

All	This will display a list of all products on your product list. Those assigned to your upsale product as required will have the Assigned check box selected.
Unassigned	This will display a list of those products on your product list that you have not assigned as a required product for your upsale item. To assign a product to your required list, select the Assigned check box next to the item and click Update.
Assigned	This will display a list of those products on your product list that you have assigned as a required product for your upsale item. To remove a product from your required list, deselect the Assigned check box next to the item and click Update.

Caution – Do not click Delete to remove an item from the required item list (see above instructions for removing). Clicking on the Delete button will remove the upsale product from the Upsale list.

Shipping Configuration

Click on Shipping Configuration and following screen displays.

Modules

Assigned Module
☐ UPS OnLine Shipping Calculation
☐ Quantity Based Shipping
☐ Minimum or Weight Shipping
☐ Flat Rate Shipping
☐ Base + Weight Shipping

Click on the check box next to the shipping method you wish to add and click the Update button. In addition to a message at the bottom of the screen confirming that the module has been updated, a link will appear at the top of the screen for that particular module.

Click on the link for your module to get the configuration screen.

UPS Online Shipping Calculation

Accesses the UPS database and calculates UPS shipping cost. For questions about how UPS handles e-commerce shipping log on to: http://www.ec.ups.com/ecommerce/home.html

URL to UPS CPI Gateway

Enter the URL for the UPS shipping calculation program.

Rate Chart

There are five pickup/drop off options that determine your shipping rates.

1. Customer Counter	You deliver the packages to the UPS office.
2. Letter Center	You drop the package(s) off at a UPS letter box pickup point. These are located in business districts near a US mail box.
3. On Call Air	Rate for an air
4. One Time Pickup	Rate for a one-time pickup.
5. Regular Daily Pickup	The UPS truck stops at your business daily and picks up your packages. You have an established account with UPS.

Select the UPS services to be offered. Click all that you want to offer.

Quantity Based Shipping

Enter the name of the shipping method. You can have as many of this type shipping module as you have ways of shipping.

This shipping method allows you to set up a set of quantity ranges and charge shipping based on these ranges.

For example, if you set up five ranges as follows: 1-3, 4-7, 8-15, 16+.

This means that you can charge shipping progressively. The first 3 items are charged at the rate you set for that range, items 4 through 7 are charged at the rate for that range, etc. This means that if you get a break for quantity shipping you can pass it on to your customers.

Minimum or Weight Shipping

This shipping method type allows you to establish a minimum charge for shipping.

Flat Rate Shipping

Defines a flat rate that is to be charged for shipping.

Base + Weight Shipping

Allows you to define a base charge, plus an amount to be charged per weight unit to the total weight of the order.

Adding/Editing Shipping Methods

To add another Shipping Method is the same regardless of the shipping configuration you choose. Click on the New Shipping Method   button. This will insert a row of text boxes to input your new shipping method. Fill in the information and click Update.

To edit a shipping method, click on the Edit button to the right of the method you wish to change. This will place your shipping method within text boxes for you to edit. When completed with your editing, click Update or click the Edit button again to exit edit mode.

Removing Shipping Methods

Once you have updated your Shipping Configuration, the methods will appear next to Remove check boxes. To remove a method, select the check box and click Update.

Payment Configuration

Expand your stores section of the menu, and then click the Payment Configuration link. After you have selected a payment module to install, and clicked Update, a link to a form appears for you to use for configuring that module. Each payment module has its own set of configuration options so, for each different one that you choose to install, there will be a different configuration screen to edit. The Check Payment module requires no configuration screen.

Keep in mind that all of the payment modules that use third party commerce processing services (all except Check Payment and Credit Card Payment With Simple Validation) modules need more setup with the particular service vender than what is required in Miva Merchants configuration screen for that particular module. For your convenience, a hyperlink to the vendors URL is provided in each configuration screen.

Check Payment

Needs no configuration. This simply adds a field to the order form that prompts the user for a check number.

Credit Card Payment With Simple Validation

By default this module comes loaded with American Express, Discover, MasterCard, and Visa as accepted payment methods. It is similar to the other Edit/Remove forms in the Miva Merchant administrative interface. The Update button can be used to submit edits, add, or remove cards in the accepted credit cards list.

Note – The credit card number entered by the customer is validated against a simple MOD10 algorithm. Real credit card numbers should always pass, while numbers that are not recognized as those that COULD be real credit card numbers are usually rejected with an error message. For testing purposes, you can use one of the following two that are known to pass:
4222 2222 2222
4111 1111 1111 1111

Payment Gateways

The payment gateways allow your store to process credit cards.

Getting Your Merchant Account

Getting your merchant account is relatively easy. All you need to do is inform your financial institution that you want to open a

merchant account that can accept credit card payments with your payment gateway. Your financial institution will need to know what you are selling, and how and when your products or service are delivered.

After you have visited the payment gateway Web site for the latest information and applied with them, you receive your merchant account.

Payment gateway customers must have a merchant account for processing their customers credit cards.

Going Live

Once your merchant account is setup, your financial institution will communicate your merchant account information to your payment gateway so that it can ensure the credit card service payments are handled properly.

Anacom

To visit the Anacom website: http://www.anacom.com/payment.htm

From the Payment Configuration screen, select the Anacom Payment Services check box to assign Anacom as your payment processor. Click on Update.

You will see two changes to your screen. The first change is a message at the bottom of your screen informing you that the payment configuration has been updated. Second, there will now be a link to the Anacom configuration screen.

Click on the Anacom Payment Services link and the following form will appear.

Username	Enter the user name for your Anacom account.
URL for Payment Page	This is assigned by Anacom. It is display only.
Secure Submittal Message	Enter a message to inform your customers of the secure transfer of information.
Available Payment Methods	Leave checked the credit card types you will accept.

Authorize.Net Payment Services

To visit the Autorize.Net website: http://authorizenet.com

Go to Miva Merchant administration (`admin.mv`). Expand Stores and then expand your store. Click on Payment Configuration.

From the Payment Configuration screen, select the Authorize.Net Payment Services check box to assign Authorize.Net as your payment processor. Click on Update.

You will see two changes to your screen. The first change is a message at the bottom of your screen informing you that the payment configuration has been updated. Second, there will now be a link to the Authorize.Net configuration screen.

Click on the Authorize.Net Payment Services v3.0 link and the following form will appear.

Login ID	Enter the login ID for your Authorize.Net account.
Password	Enter the password for your Authorize.Net account.
Authorize.Net URL	Enter the URL supplied to you by Authorize.Net.
Charge Method	Select a radio button to Authorize and Capture or Authorize Only, Capture Later.
Store Entire CC Number	Check this option if you need the full credit card information to display at order processing in administration. This is useful if you allow your customers the option of having a standing order. For example – "Please send me one pound of this coffee once every two weeks."
Test Mode	Select this check box when running in test mode.
Available Payment Methods	Leave checked the credit card types you will accept.

Cardservice International Configuration

To visit the Cardservice International website: http://www.cardservice.com

After you have visited the Cardservice Web site for the latest information and applied with them, you receive your merchant account   .

A MID   and a "TID number is generated by the LinkPoint Secure Payment Gateway and a digital certificate or RSA key (.pem file) is issued to you. These are your unique identifiers for Cardservice International LinkPoint. They will have instructions to read and continue installation.

Once you have obtained and parsed your digital certificate (.pem file) go to Miva Merchant administration (admin.mv). Expand Stores and then expand your store. Click on Payment Configuration.

From the Payment Configuration screen, select the Cardservice LinkPoint   Payment Gateway check box to assign Cardservice as your payment processor. Click on Update.

You will see two changes to your screen. The first change is a message at the bottom of your screen informing you that the payment configuration has been updated. Second, there will now be a link to the Cardservice configuration screen.Click on the Cardservice/LinkPoint Payment Gateway link and the following form will appear.

Store Name	Enter the reference configuration supplied by Cardservice International LinkPoint Secure Payment Gateway.
Server	Enter the server hostname: secureweb.clearcommerce.com.
Port	Enter the server port supplied by Cardservice International Linkpoint Secure Payment Gateway.
Digital Certificate	Input the digital certificate file supplied by Cardservice International LinkPoint Secure Payment Gateway.

Type of Transaction	Select between the two options for the type of transaction. Default is Pre-authorization/Post-authorization (Pre-Auth/Post-Auth).
Store Entire Credit Card Number	Check this option if you need the full credit card information to display at order processing in administration. This is a requirement for Pre-Auth/Post-Auth. This is optional for the Sale type of transaction. This is useful if you allow your customers the option of having a standing order. For example – "Please send me one pound of this coffee once every two weeks."
Test Mode	Leave checked when running a test. Remove the check mark when you are ready to go live.
Available Payment Methods	Leave checked the credit card types you will accept.

Configuring Your Server

After you have obtained your Merchant ID and digital certificate from Cardservice International, you are ready to configure your server.

1. Copy the digital certificate file. Make a plain ASCII text file that contains the digital certificate.

2. Save the file with a file name followed by a `.pem` extension. So, if your file name were anything the file would be `anything.pem`.

3. Find your top data directory in your web account on the server. This directory is most often called `mivadata` or `htsdata`, and usually resides either inside your home directory or parallel to your document root (HTML) directory. Inside your data directory is where Miva Merchant has installed all of its data (i.e. `mivadata/Merchant2/`).

4. Create a directory in the top data directory called `LinkPoint/` (i.e. `mivadata/LinkPoint/`), and place the "parsed" certificate file received from Cardservice International in that directory.

CyberCash

To visit the CyberCash website: http://www.cybercash.com

Once you have downloaded, installed, and configured the MCK (Merchant Connection Kit), go to Miva Merchant administration (`admin.mv`). Expand Stores and then expand your store. Click on Payment Configuration.

From the Payment Configuration screen, select the CyberCash Payment Services check box to assign CyberCash as your payment processor. Click on Update.

You will see two changes to your screen. The first change is a message at the bottom of your screen informing you that the payment configuration has been updated. Second, there will now be a link to the CyberCash configuration screen.

Click on the CyberCash Payment Services link and the following form will appear.

Merchant ID	Enter the Merchant ID supplied by CyberCash.
URL to CyberCash CashRegister	This will default to the CyberCash URL at `http://cr.cybercash.com`.
Key	Enter the Key that CyberCash issued to you.
Store Entire Credit Card Number	Check this option if you need the full credit card information to display at order processing in administration. This is a requirement for Pre-Auth/Post-Auth. This is optional for the Sale type of transaction. This is useful if you allow your customers the option of having a standing order. For example – "Please send me one pound of this coffee once every two weeks."

Caution - For security reasons, you may not want to store the entire credit card number if you do not have a need (as in the above example).

Type of Merchant	Select the radio button for Online (Automatic Capture) or Offline or Auth/Post-Auth. Default is Offline or Auth/Post-Auth.
Available Payment Methods	Leave checked the credit card types you will accept. Click to deselect any card types that you will not accept. The default is all cards selected.

Click Update.

Configuring Your Server

After you have obtained your Merchant ID and merchant keystring from CyberCash, you are ready to configure your server.

1. Copy the merchant keystring file. Make a plain ASCII text file that contains the merchant keystring and then a carriage return.

2. Save the file with a file name that is your Merchant ID followed by a `.key` extension. So, if your Merchant ID were test-mck the file would be `test-mck.key`.

3. Find your top data directory in your web account on the server. This directory is most often called `mivadata` or `hts-data`, and usually resides either inside your home directory or parallel to your document root (HTML) directory. Inside your data directory is where Miva Merchant has installed all of its data (i.e. `mivadata/Merchant2/`).

4. Create a directory in the top data directory called `Cyber-Cash/` (i.e. `mivadata/CyberCash/`), and place the keystring file received from CyberCash in that directory.

CyberSource ICSv2 Payment Services

To visit the CyberSource website: http://www.cybersource.com

Once you have downloaded, installed, and configured the `ecert`, it will write three files to disk:

- `merchant_id.crt` (Certificate file)
- `merchant_id.pvt` (Private key file)
- `merchant_id.pwd` (Password file)

These files should be moved into the ICS (Internet Commerce System) client installation keys directory `c:\opt\ics\keys` or the equivalent. These files may also be copied to any server where the ICS client libraries have been installed.

Go to Miva Merchant administration (`admin.mv`). Expand Stores and then expand your store. Click the Payment Configuration link.

From the Payment Configuration screen, select the CyberSource ICSv2 Payment Services check box to assign CyberSource as your payment processor. Click on Update.

You will see two changes to your screen. The first change is a message at the bottom of your screen informing you that the payment configuration has been updated. Second, there will now be a link to the CyberSource ICSv2 Payment Services configuration screen.

Click on the CyberSource ICSv2 Payment Services link and a form displays.

Merchant ID	Enter the Merchant ID assigned to you by CyberSource.
URL to ICSv2 Gateway	This will default to the CyberSource test URL at `http://ics2test.ic3.com`.
Currency for Transactions	The currency default is set for USD (United States Dollars).
Store Entire Credit Card Number	Check this option if you need the full credit card information to display at order processing in administration. This is useful if you allow your customers the option of having a standing order. For example – "Please send me one pound of this coffee once every two weeks."

> **Caution** – For security reasons, you may not want to store the entire credit card number if you do n't have a need (as in the above example).

Available Payment Methods	Leave the credit card types you will accept checked. Click to deselect any card types that you will not accept. The default is all cards selected.

Click Update.

Signio Payflow Pro (PaymentNet)

To visit the Signio Payflow Pro website: http://www.signio.com

To register wirh Signio for automated payment processing, you need to go to https://secure.paymentnet.com/registration.dll?pnireg&partner=pni-miva. This will link you into the registration process. The registration process is two part. First, the registration establishes an account in test mode. This provides a means for you to simulate using Signios service in advance of receiving your merchant account from the bank. Once you have received your merchant account information from the bank, you will need to complete the registration process as defined below.

Going Live

When you receive your merchant account information, log into https://manager.signio.com (using your vendor ID and password that is specified in the first phase of registration). Next, click on the GoLive button on the center of the Signio Manager page. This will walk you through the final stage of registration collecting your banking information, service selection (select Payflow Pro) and payment.

Signio recommends that you do not log credit card information such as account number. You are provided password-protected access to a secure browser site where all transaction information is logged for your account at https://manager.signio.com.

Once you have downloaded, installed, and configured the Payflow Pro client (acquired from the downloads section of the https://manager.signio.com site), go to Miva Merchant

administration (`admin.mv`). Expand Stores and then expand your store . Click on Payment Configuration.

From the Payment Configuration screen, select the Signio Payflow Pro (PaymentNet) check box to assign Signio as your payment processor. Click on Update.

You will see two changes to your screen. The first change is a message at the bottom of your screen informing you that the payment configuration has been updated. Second, there will now be a link to the Signio configuration screen.

Click on the Signio Payflow Pro (PaymentNet) link and the following form will appear.

User ID	This unique user identification is established at the point of registration with Signio. The user ID is case sensitive and is the Signio vendor ID you specified during registration.
Password	The password chosen during Signio registration. The password is case sensitive. Information is sent over the network once a secure (SSL) connection is established. Therefore, sending a password is a secured transaction.
Host	Signio host name. For live transactions use `connect.signio.com`. For testing purposes use `test.signio.com`.
Port	The Signio host port number should be set to 443.
Proxy Address	The proxy server address field is optional, used in combination with a proxy server if necessary.
Proxy Port	The proxy server port field is optional, used in combination with a proxy server if necessary.
Proxy Logon	The proxy server logon ID is optional, used in combination with a proxy server if necessary.

Proxy Password	The proxy server logon password is optional, used in combination with a proxy server if necessary.
	The parameters specific to proxy are only used if a proxy server is implemented.
Store Entire Credit Card Number	Check this option if you need the full credit card information to display at order processing in administration. This is a requirement for Pre Auth/Post Auth. This is optional for the Sale type of transaction. This is useful if you allow your customers the option of having a standing order. For example – "Please send me one pound of this coffee once every two weeks."

Caution – For security reasons, you may not want to store the entire credit card number if you do not have a need (as in the above example).

Available Payment Methods	Leave checked the credit card types you will accept. Click to deselect any card types that you will not accept. The default is all cards selected.

Click Update.

Order Fulfillment Configuration

Customer Order Confirmation Email

The Customer Order Confirmation Email module gives Miva Merchant the ability to e-mail a single address, or list of addresses, with a custom e-mail message confirming that the customers order has been successfully placed at the store.

Select the Assigned check box for Customer Order Confirmation Email   and click Update to configure your fulfillment module.

From	The default is the owners e mail address entered in the store setup.
CC (optional)	Enter a "courtesy copy" recipient address. For multiple CCs, use a comma separated list of e-mail addresses.
Subject	Enter a text only subject for the message here.
Header (Precedes Order Information)	Enter preliminary text here to be inserted above information about the order in the message body. It is e-mailed to the customer by the Fulfillment module. The Header Text is optional.

Under your specified Header Text, the confirmation message will contain all information from the order form except for sensitive credit card information.

Email Merchant Notification

The Email Merchant Notification module gives Miva Merchant the ability to e-mail a single address, or list of addresses, with a custom e-mail message about each order that has been successfully entered to the store. Except for its beginning paragraph, the body of the message sent is "hard wired" into source code.

Select the Assigned check box for Email Merchant Notification and click Update to configure your fulfillment module.

From	The default is to choose the e mail address entered by the customer as the sender of your notification messages. Choose Other if you want your From address to be different then the customers billing e mail address. Enter a specific e mail address from which to send the messages.
To	Enter the message recipient e mail address or comma separated list of e mail addresses.
CC (optional)	Enter a "courtesy copy" recipient address. For multiple addressees, use a comma separated list of e mail addresses.
Subject Enter a text	only subject for the message here.
Header Text (precedes Order Information)	Enter preliminary text (no HTML) here to be inserted above information about the order in the message body. This text appears just above the actual text of the order generated by Miva Merchant. It is then emailed to you by the Fulfillment module. It will usually be something like: "The following order was placed through Miva Merchant:." The Header Text is optional.

Under your specified Header Text, the notification message will contain all information from the order form except for sensitive credit card information. To see additional information, go to the section about Order Processing.

Logging Configuration

Miva Merchant comes with two logging options. The e-Urchin Log and the Miva Merchant Access Log. You may assign one or both of these logging options.

These log files, `elf.log` and `malf.log` respectively, log the type of platform and browser that your customer is using. They also track the categories and products that the customer views and what products they put in their basket.

The e-Urchin Log provides the ability to get a highly detailed analysis of Web site traffic during the current month. A wide variety of statistics are compiled and presented in an attractive, easy to read format that is highly visual without the overhead of large graphics. For more information on this log, visit www.urchin.com.

System Extension Configuration

The System Extension Configuration allows you toadd a third party modules that can extend the functionality of your Miva Merchant store.

Customers

Miva Merchant allows you to build a customer list. With this list, you can maintain customer shipping and billing data. You can also use this list to assign customers to availability and price groups.

To find the customer list, click on the Customers link under your stores menu. There are two tabs to the Customers screen: Customers and Lost Password Email.

There are two tabs on the Customers screen.

• Customers

• Lost Password Email

Customers

This screen give a set of options that can be displayed for each customer. Check the boxes for the option you wish to have displayed on your customer list and click on Update. The checked items are displayed on the customer list.

To add a customer, click on the New Customer button on the page or click on the Add Customer link on the hierarchical menu. Both options display the Add Customer screen.

Display

The display default on the customer list contains the Login, Pass. Recovery Email, Ship. First Name, and Ship. Last Name, and the Ship. Email. To change the items to have additional fields displayed, just select the check box for the data field you want to see. Click Update to display.

Remove

To remove a customer from the list, select the check box in the row of the customer and click Update.

Edit

The Edit option differs from the Edit Here option in that it will take you to the display of the customer identification sheet. You can edit any of the fields all on the Identification page or click on the Shipping/Billing Information link to edit the data located there.

Lost Password Email

This is the screen to set up your message to any customer that requests that his or her forgotten password be sent via e-mail.

From:	Enter the e-mail address that the customer can reply to if they have additional inquiries.
CC:	Enter any e-mail address that you wish to receive a copy.
Subject:	Many will not open e-mail from a source that is not recognized. Enter the subject to alert the customer so that he or she will realize that this is the response to their request.
Header Text:	Enter any header text that you want to appear at the beginning of your e-mail.

Click Update to continue.

Availability Groups

Miva merchant can create specific groups that contain Customers, Categories and Products. Therefore you can create a group called Wholesale and place all of your wholesale customers in it. You can then put Categories and Products in these groups. By doing this you have created a special grouping of customers, categories and products that can be treated in a special manner.

To add an Availability Group

1. Click on the arrow next to Availability Groups in the menu.
2. Click on the Add Availability Group link.
3. This will display the Add Availability Group screen where you will be able to enter the Availability Group Name.
4. Click Add.

After you have entered the Availability Group name, you can set parameters for that availability group. You will find the Group names listed on the menu under the Add Availability Group link.

Click on the name of the Availability Group you want and the Edit Availability Group screen appears. This screen contains links for Customers , Categories, and Products.

Assigning Customers

When you click on the Customers link, you will get the list of customers. You can do a search for a customer or restrict your screen display to unassigned or assigned customers by clicking the respective buttons. To return your screen to the full list of customers, click on the All button or click on the Reset button. To assign a customer to an Availability Group, select the Assigned check box next to a customer or customers to be assigned and click Update.

Assigning Categories

To assign categories to an availability group, click on the Categories   link. This provides you the list of the categories that you may choose to associate with the availability group. To

assign a category to the availability group, select the Assigned check box next to the category or categories and click Update.

Assigning Products

To assign products to the availability group, click on the Products link. This provides you the list of the products that you may choose to associate with the availability group. To assign a product to the availability group, select the Assigned check box next to the product and click Update.

Price Groups

Price Groups allow you to define Customers who will receive special prices on products. First you create the Price Group, and then you add the customers.

To add a price group, click on the arrow next to Price Group in the menu. Then click on the Add Price Group link. This will display the Add Price Group screen.

Enter the Price Group Name and select one of the four radio button options for pricing.

Choose between:

Retail	Sells at retail price.
Cost	Sells at your cost.
Discount From Retail: %	Sells at the percent of discount from Retail that you enter here.
Markup From Cost: %	Sells at the markup from Cost that you enter here.

You may choose to have the price group see the normal retail price or to see the products listed at cost.

For the retail discount, enter the percentage of discount you are offering the price group. Enter the percent discount in the text box provided. If you are offering a markup from cost percentage to the price group , enter the percent markup in the appropriate text box.

When you have finished making your selection for your discount amount on retail, click Add.

Once you have added the price group, you will see the price group   added to the hierarchical menu underneath the Add Price Group link.

Click on your new price group to finish the configuration of the group. This will bring up the Edit Price Group screen. In addition to the price group information you had previously on the Add Price Group screen, this screen also contains links to add customers and products to the price group.

Customer

Click on the Customer link to bring up a list of your customers. To assign a customer, simply select the check box opposite their e-mail address and click Update. The default view of this screen shows all customers. You may choose to view only those customers that are Unassigned or view those customers that have already been Assigned to this price group.

You may also further limit the screen display by doing a search on a variable string. Simply enter a search string and click the search button.

Products

After you have selected which customers will be associated with the price group, you will want to assign the products to the group.

Click on the Products link to bring up the list of products. You will choose the products you wish to assign to the price group by selecting the Assigned check box next to the product. Then click Update.

Order Processing

Customer orders should be processed on a regular basic. You can create batches of orders and download them for tracking and accounting purposes. How often you will create a batch of orders to be downloaded depends on the volume of your store. It could be weekly for a small, low-volume store, or it may be daily for a higher volume store. This decision should be made after careful

consideration of your order volume and should be checked regularly.

All orders go into the Un-batched Orders list. To create a batch of orders, expand the Order Processing portion of your stores menu, then expand the Un-batched Orders list that appears. To view or edit information in an order, click on an order listing to load the Edit Order screen for a particular order.

Customer Information | You will be able to view the customer information and verify that the data entered appears valid. You may edit the information if needed.

| Order Information | By clicking on the Order Information link, you can view what products or services the customer has ordered. You can also verify that the tax and shipping information as well as the total are correct. |
| Payment Information | You can click on the payment information link to view the credit card or check information. |

Create Batch

To make a batch of orders from the Un-batched list, click Create Batch and give your order batch a name in the field provided.
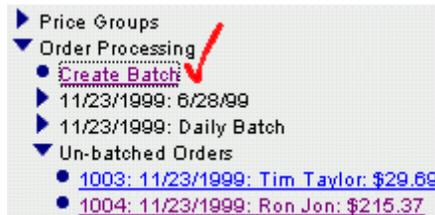
Once you have named your new batch you will be able to run an accounting report on the batch of orders and begin processing them.

Create Batch: 2 new orders

Batch Name: [   ]

As soon as you create the new batch of orders those orders will be cleared out of the Un-batched Orders list, and a listing for the newly created batch will appear in the menu under the Create Batch list.

Edit Order #1001

Customer Information **Order Information** Credit Card Payment With Simple Validation

Code	Product	Quantity	Price/Ea.	Total
cclamp	Steel C - Clamp	1	13.50	13.5
	Size:: 8 inch reach			

Sales Tax: [1.05]

Shipping: Basic: [2.75]

Total: [17.30]

Expand a batch listing and view its subordinate items. To run reports of each order in the batch for printing etc., click the Run Report   option.

Run Batch Report: Daily Batch

Report: Standard Batch Report ▾

Click Delete Batch to remove the batch with all of its orders completely from the system. You can also view or edit orders in the batch by clicking on any order listing in the Orders section of the batch menu.

Order #1004

Ship To:		Bill To:	
Name:	Ron Jon	**Name:**	Ron Jon
Email Address:	ron@hi.com	**Email Address:**	ron@hi.com
Phone Number:	858-555-1212	**Phone Number:**	858-555-1212
Fax Number:		**Fax Number:**	
Company:		**Company:**	
Address:	2629 Ariane Drive	**Address:**	2629 Ariane Drive
	Slotown, CA 93401		Slotown, CA 93401
	US		US

Shipping Information:	Payment Information:
Shipping Method: Basic	**Visa**
	Name on Card: Ron Jon
	Card Number: 4111 1111 1111 1111
	Expiration Date: 2/2000

Code Product	Quantity	Price/Ea.	Total
blower Rubbish Blower by Heissluft Corp.	1	$197.33	$197.33
		Sales Tax:	$15.29
		Shipping: Basic:	$2.75
		Total:	**$215.37**

Click the Process Orders option and view the list of orders that appears. Next to each of the order listings are Process and Mark as Processed buttons. Depending on which payment module(s)

your store is using, the system will do different things with the information in each order that it processes for you. If your store does not use any of the third party payment processing services but you do use one or both of the Credit Card Payment With Simple Validation or Check Payment modules, there is no difference between what happens by clicking either button. The system is only making a mark on the order and not actually billing a credit card account.

The payment processing modules that interface with remote processing servers do credit card validation at the point of entry to the order form in the stores runtime (`merchant.mv`).

Process Orders: 11/23/1999: Afternoon batch

Order #1005
Visa   [Process]
Name on Card: Ron Jon
Card Number: 4111 1111 1111 1111   [Mark as Processed]
Expiration Date: 2/2000

Order #1006
Visa   [Process]
Name on Card: Al Borland
Card Number: 4111 1111 1111 1111   [Mark as Processed]
Expiration Date: 2/2000

Order #1007
Visa   [Process]
Name on Card: Tim Taylor
Card Number: 4111 1111 1111 1111   [Mark as Processed]
Expiration Date: 2/2000

Order #1008
Visa   [Process]
Name on Card: Ron Jon
Card Number: 4111 1111 1111 1111   [Mark as Processed]
Expiration Date: 2/2000

They do not actually bill the credit card until the order is processed in the stores administration interface (`admin.mv`). After processing (or marking as processed) a given order in a batch, the order disappears from the Un-batched Orders list. The

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"Process" and "Mark as Processed" buttons will not appear on the form once the order has been made part of the batch.

The only case where clicking the Process button results in any transfer of funds is when the CyberSource Payment Services or CyberCash module is in use.

Currently all of the other third-party payment processing modules require that you use their proprietary system for processing orders. Detailed information on each different service is available from each vendor separately.

Export Orders To Flat File	To export orders to a flat file, expand Utilities within the store administration menu and expand Export Data. Then click Export Orders To Flat File.
Batch to Export	Select an order batch.
Export Orders To File	This allows you to name or rename the orders file.
If File Exists	Add to or replace the file.
Delimiter	Choose a delimiter.

Click Export.

The file is placed in the `htsdata` or `mivadata` folder for your retrieval. Using an FTP client, transfer the `orders.dat` file onto your local computer.

A Closer Look – The fields of the exported order batch are shown below. The `ORDER_ID` is the order number. PROCESSED is represented by a `0` or a `1` and denotes whether or not the order has been processed as explained previously in this section. `1` equates to "yes."

ORDER_ID	BILL_PHONE
PROCESSED	BILL_FAX
ORDER_DATE	BILL_ADDR
ORDER_TIME	BILL_CITY
SHIP_FNAME	BILL_STATE

SHIP_LNAME	BILL_ZIP
SHIP_EMAIL	BILL_CNTRY
SHIP_COMP	PROD_CODE
SHIP_PHONE	PROD_NAME
SHIP_FAX	PROD_UPSLD
SHIP_ADDR	PROD_PRICE
SHIP_CITY	PROD_QUANT
SHIP_STATE	PROD_ATTR
SHIP_ZIP	PROD_OPT
SHIP_CNTRY	OPT_PRICE
BILL_FNAME	ORDER_TAX
BILL_LNAME	ORDER_SHIP
BILL_EMAIL	ORDER_TOTL
BILL_COMP	

Below is an example of the `order.dat` opened in Microsoft Excel. Each line represents a single product. If a single order has more than one product and/or the quantity of two or more for a given product, a new line of data will represent each one.

Please refer to your spreadsheet or data management software instructions on how to handle and process "flat data files." You may also rename the extension of the `orders.dat` file to

`order.txt` and view it using a plain text editor such as Microsoft NotePad   .

Wizards

See Chapter 2, "Getting Started" for an explanation of the Wizards.

Utilities

The Store Utility Configuration allows third party Utility modules that can extend the functionality of your Miva Merchant store utilities.

Import Products Using a Flat File

Importing your products from a flat text file, as opposed to entering them one at a time can speed your editing of your product list. Such a file may be created in any plain text, spreadsheet, or database editor that has the ability of writing to a regular text file. You can use any editor that creates a text only file. The file must contain the following information in the order show below.

Product

Product Code	Text (including spaces), numbers. No HTML is to be used in the Product Code.
Product Name	Text (including spaces), numbers. No HTML is to be used in the Product Name.
Price	This is the retail price of the product. Use decimal numeric data only. Do not use currency symbols or text.
Cost	This is the cost of the product. Use decimal numeric data only. Do not use currency symbols or text.

Weight	Use decimal numeric data only. Do not use text.
Taxable	"Yes," "True," (case insensitive) and positive whole numbers will all mean that the item is taxable. Any other text string, null (nothing), zero, and any numbers other than positive whole numbers will mean that the item is not taxable.
Description	ou may use text, HTML (or any code understood by a browser i.e. JavaScript, etc.).

Images

Thumbnail Image URL	Text, file path characters may be used. No HTML and no quote (" ",) characters may be used.
Full-sized Image URL	Text, file path characters may be used. No HTML and no quote (" ",) characters may be used.

The above fields are what each record in your import file can contain for use in the Miva Merchant system. Additionally, you may add a field containing the Category Code of an existing category where you wish the product to be added. If the category code in the product record exists, that product will be added to the category as the record is imported. If the category specified by its code in the product record does not exist at the time when the file is imported, the product will be added to the store uncategorized.

Click on the Import Products from Flat File option. Fill in the path of your flat file or click on the Upload File button. Choose the delimiter character, or string of characters, used to separate fields in each record of the file.

Delimiter

By default, Miva Merchant will look for a tab character (ASCII 9) as the delimiting character between fields in each record. If your import file uses a different delimiter between fields select Other,

and enter that character or string of characters in the text field provided.

Click Next. A new form appears with the path to the data file.

Existing Products

In the case when you are importing product records that match some which already exist in the store, the following options give you the choice of how to handle any possible data collision. If you are importing product information into your store for the first time you may leave the default Keep The Existing Products option selected here as there arent any existing products to worry about. The Product Code is the only required field.

Previous

The Previous button takes you back to the previous screen.

Import

The Import button will process your request and import the file requested.

Reset

The Reset button will take you to the previous screen and clear the data File text box.

Note: If the file you just imported does not show all your fields, the problem may be that you did not save your data file as a text file. Bringing in a `.doc` or `.xls` file will not work. It will show only Row as in the example above.

Keep The Existing Products

Select this option if you are importing a file that contains the same product records that already exist in your store plus new records that do not. Miva Merchant will add the new product records that were not in the store previously – leaving the existing product records in the store untouched.

Caution – If product attribute information has been added to any of your stores product records, DO NOT use this option to import product information from a file. Since the import utility can only be used to fill the basic information fields in the product record, any additional information that has been added to the stores product record via the administration interface will be wiped out when the record is replaced by the import. Use the Update option that is discussed next.

Replace The Existing Products

To simply replace product records in your store with new information from the product records in the import file, select this option. All product records in the store which contain product codes that match those found in the records of the import file will be overwritten with the information in each of the imported product records. Null entries in any fields will overwrite fields in the store that contains data.

Update The Existing Products

Updating is slightly different then replacement. Where selected fields in selected product records need updating with new information, and where all other information in the given record needs to be left untouched and intact, use the update option.

For example, your store has 20 different product records, and the price fields in records 1, 5, 12, and 17 need updating. In such a case select the Update option, and in the form that follows youll be able to choose from which of the fields in your import file you want Miva Merchant to get its new data for price. All of the records in the store that perfectly match those being imported (2 through 4, 6 through 11, 13 through 16, and 18 through 20) will be left untouched.

All of the records in the store with information (in the specified fields) that differs from information in matching imported records will be overwritten with the new imported information. Only those areas in the product record where the import utility knows to do its work will be affected. So in the example scenario, any attribute information that has been added to any product records in the store will be left alone.

The form also displays a table of the first 5 records in your import file. A drop-down select list of the different Miva Merchant product records fields allows you to assign your data to these fields.

As you can see, the sequential order of the fields has no bearing on that of the product records in your store because you have the power to tell Import Utility exactly "what" to grab "where," as well as "what to call it" and "where to put it."

Be sure that when designating one or more fields in your import file for writing to product records in your store, you first designate the field that contains product code because that is what Miva Merchant will use to find the correct records to update. All extra fields in your import file that contain information not assigned will be ignored. Only the information in the fields that you designate will be imported. Fields that are left with the Skip option selected above them will not have any effect on the stores product records when updating with import. However, when replacing records with import only fields in the stores product record that have been designated as target fields for data in the import file will be filled with data. All other information in the stores product record will be wiped out with null values.

To maximize the convenience of using the flat file import utility, you should designate as many store product records fields as recipients of import data as possible when importing new product records. Ideally, each of the Product Code, Product Name, Thumbnail URL, Full-sized Image URL, Price, Weight, Taxable, Description, and Category Code fields should be filled at once with the flat file import. The only product information that cannot be entered to the store via this method is attribute information (i.e. color, size…). Configuring product attributes is discussed in the Product Attributes Information section of this document.

Miva Merchant v1.x Store Import

When upgrading to v2.0, you can import your store from your v1.x data. To accomplish this task, begin in v2.0 by adding a store.

Once you have created your store, expand your store menu. Expand Utilities and then expand Import Data.

Click on Miva Merchant v1.x Store Import. The next store import screen will appear.

Path to Miva Merchant Data Files	Enter the path to your 1.x data files. Click on Next. The next store import screen will appear.
Store	Select from the drop-down list the name of the store that you want to import the data from.
Items/Page Load	Enter the Items/Page Load. The default value is set to 100. The import will proceed until the load limit is reached and will then refresh. This is to avoid timing out during the import process.

Miva Merchant v1.x Store Import

Store:	Hank's Hardware Haven ▾
Items/Page Load:	100

Click on Import.

Importing Store: Hank's Hardware Haven
Category: Hank's Hardware Haven
Category: **Bolts, Nuts, Fittings**
Category: **Hand Tools**
Category: **Outdoor Tools**
Category: **Power Tools**
Product: Rubbish Blower by Heissluft Corp.
Product: Hex Bolt and Nut Set
Product: Lag Bolt
Product: Shoulder Bolt - Allen Head
Product: Assorted Bolt Pak (Allen Wrench Style)
Product: Orbital Buffer By Gateway Limited
Product: Precision Caliper By Micro AG.
Product: Steel C - Clamp
Product: Channellocks
Product: All Purpose Chisel
Product: 5000 RPM Reversible Drill
Product: Pneumatic Drill
Product: Deluxe Drill Press
Product: Rechargable Drill
Product: 20 oz. Standard Hammer
Product: 30 oz. Ballpeen Hammer
Product: Stainless Steel Framing Hammer
Product: Designer Hatchet by Borden Industries
Product: Hex Bolt Kit (refurbished)
Product: Steel Hex Nuts

A list of the categories, products, modules, etc. that were imported will be shown. At the end of the list, you should see the statement: Import Complete.

The import of your 1.x store is now complete. To import another store, just repeat the process.

KoolCat v1.x Data Import

If you have your store information from the KoolCat version of the Miva Merchant you can import that data directly into your Miva Merchant database.

Click on the KoolCat v1.x Data Import link to input your path to your data.

Path to koolcat.conf:

Enter the path to your KoolCat directory and Merchant will import all the necessary data files.

You may also select the following options when importing your data.

• Import Store Look & Feel Settings

• Import Category Look & Feel Settings

• Create Top-Level Categories For Each Catalog

To reset the settings to the default values, click Reset. When you are happy with the settings, click the Import button to complete your data import.

You will get a confirmation display informing you of what was imported.

Export Data

You can export your customer order information to a flat file for external processing or storage. Once you have created a batch of your order(s), the data can then be exported. To export, expand the Export Data option on your menu. Then click on the Export Orders   To Flat File link.

Export Orders To Flat File

Batch to Export	From the drop-down menu, select the batch to export.
Export Orders to File	Enter the name of the file to which you want the data exported.
Delimiter	Choose one of the radio buttons you want as your delimiter. To use a delimiter other than a tab, select the Other radio button and enter the delimiter you want used (e.g. "|")

If File Exists   Select a radio button to choose between appending to an existing file or to replace the existing file. If you choose Replace File, any data previously contained in your data file will be overwritten by the new data and will be lost.

Click on the Reset button if you want to return the settings to the saved values.

Click on the Export button to complete the download of your data.

Delete Expired Shopping Baskets

If a customer enters your storefront and begins to place an order, they are assigned an order number. If they decide not to complete the order, the order number will not be used until it is made available again.

When this happens, you may see your order numbers skipping one or two numbers. To make the order numbers available again, you need to delete the expired shopping baskets.

To delete the expired shopping baskets, simply click on the Delete Expired Shopping Baskets link. This will make the unused order numbers available for use again.

Pack Data Files

When you delete records (products, customers, etc.), you are not deleting them entirely. You are "marking" the records for deletion. If you have removed several records, your database may become overburdened with these old records. To delete all the records that have been "marked" for deletion, use the Pack Data Files   utility.

To pack your data files, simply click on the Pack Data Files link under your stores utilities. There is also a Pack Data Files utility under the domain.

Packing data files writes the contents of the database to a temporary file of those records that have not been marked for deletion. It then erases the original database and renames the temporary file to the original name. It then rebuilds the indexes to

match the new database (with presumably fewer records). This can take some time if there are several records.

Because of the time it may take to pack your database, you should only pack your database when needed. You may also want to perform this task during a non-peak time for your storefront.

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Chapter 10
Existing Site Integration

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Miva Merchant can easily be integrated into an existing site. We will take a look at:

- Store Integration
- Product Integration
- Category Integration

Store Integration

By integrating Miva Merchant into an existing site, you allow your storefront to take full advantage of the system's functionality.

Clicking on the Link button at the top of various edit screens will open a new window. This reveals the relevant links that you can

use in your static Web pages. When you find the link that you want to integrate into your Web site, just copy the link and place it into your static page.

Store Links For Store: Hank's Hardware Haven

Store Front: http://127.0.0.1/Merchant-v2.0/merchant.mv?Screen=SFNT&Store_Code=001
Search: http://127.0.0.1/Merchant-v2.0/merchant.mv?Screen=SRCH&Store_Code=001
Product List: http://127.0.0.1/Merchant-v2.0/merchant.mv?Screen=PLST&Store_Code=001
Basket Contents: http://127.0.0.1/Merchant-v2.0/merchant.mv?Screen=BASK&Store_Code=001
Order Form: http://127.0.0.1/Merchant-v2.0/merchant.mv?Screen=OINF&Store_Code=001

As shown above, the main links pertaining to the storefront are displayed. These links are:

• Store Front
• Search
• Product List
• Basket Contents
• Order Form

Clicking on the hyperlinks will show you exactly what to point to.

Edit Product: Utility Knife w/tools

Product Images Headers & Footers Attributes

Product Code: swiss1

Product Name: Utility Knife w/tools

Price: 3.50

Cost: 3.50

Weight: 0.25

Description:
```
Everybody should have one of these little gems.
This Japanese made quality pocket knife contains
all of the tools that you'll need in a pinch and
includes four different blade styles.
Choice of colors (Yellow, Green, and Orange).
```

☑ Taxable

[Update] [Delete] [Reset]

Other edit pages with relevant links include categories and products. Below, the individual products links include the Product Display, Add 1 To Basket, and Buy 1 Now.

Category Integration

Clicking on the Category link takes you to the Category Display.

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Appendix A
Miva Commerce
Library Availability

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Supported Platforms and Their Availability

Authorize.Net

Authorize.Net is supported by the following platforms:

• BSDi 2.x	• BSDi 3.x	• Cobalt
• DEC-UNIX	• FreeBSD2.x	• FreeBSD 3.x
• Linux-libc 5.3	• Linux-libc 5.4	• Linux-glibc2
• Sun Solaris	• SCO	• Windows 98/NT

CyberCash

CyberCash is supported by the following platforms:

• BSDi 2.x	• BSDi 3.x	• FreeBSD 2.x
• FreeBSD 3.x	• IRIX	• IRIX62
• Linux-libc 5.3	• Linux-libc 5.4	• Linux-glibc2
• Sun Solaris	• SCO	• DEC-UNIX
• Windows 98/NT		

ICSv2

ICSv2 from CyberSource is supported by the following platforms:

• FreeBSD 2.x	• IRIX	• IRIX62
• Linux-libc 5.3	• Linux-libc 5.4	• Linux-glibc 2
• Sun Solaris	• Windows 98/NT	•

LinkPoint

LinkPoint from Cardservice International is supported by the following platforms:

• BSDi 3.x	• FreeBSD 2.x	• FreeBSD 3.x
• Linux-glibc 2.x	• SunSolaris	• Windows 98/NT

UPSOnline

UPSOnline is supported by the following platforms:

• BSDi 2	• BSDi 3.x	• Cobalt
• FreeBSD 2.x	• FreeBSD 3.x	• IRIX
• IRIX62	• Linux-libc 5.3	• Linux-libc 5.4
• Linux-glibc 2.x	• Sun Solaris	• SCO
• DEC-UNIX	• Windows 98/NT	