



Administration Manual

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OsC Complete - Overview

OsC Complete is a powerful, scalable and fully customizable storefront for your web site. Based on the PHP language, backed with a blisteringly fast MySQL back-end database, OsC Complete is the ideal solution for all medium-to-large sites and may also be used for smaller sites, which would like to use the advanced features that OsC Complete has to offer.

To view a demo of the cart in action go to:

<http://rainbowvalleysitedesign.com/store/index.php>

The Administration Tool

In order to customize and utilize your shopping cart, you need to have a powerful, yet simple to use Administrative area. The OsC Complete's Administration Tool is just that. You will be able to easily configure how your shoppers will see and use your online store. Before adding categories and products, be sure to look through and setup the look and feel of your online store in the Configuration and Look n Feel sections.

OsC Complete Features

A brief description of each feature:

- **My Account**
 - Change your email address and/or password for your administrator's account.
- **Configuration**
 - **My Admin** - setup administrator groups/users and various settings for your admin tool.
 - **My Store** - the information associated with your store
 - **Minimum Values** - change the minimum number of characters allowed in any given field in the forms throughout your store.
 - **Maximum Values** - change the maximum number of objects allowed for various components of your store.
 - **Catalog settings** - setup various settings for the customer side of the store.

- **Product Listing** - change the way your products are listed on the listing pages.
- **Product Sales Notices** - configure sales notices/images displayed when specified with each individual product.
- **Images** - change the placeholder sizes of your heading, thumbnail, category images; allow the program to calculate the large image size placeholders; and whether or not an image is required for a product.
- **Gzip Compression** - Allow the server to aid your site's loading time by caching the html on your pages.
- **Stock** - the stock-tracking features of your store.
- **Search Settings** - Allows you to set your store's default search operator and whether or not to allow to search the product's descriptions.
- **Logging** - enable logging of page parse times and database queries to see how quickly the server is handling your site's page requests.
- **Cache** - This helps speed up your site's load time for your customers by caching some of your database queried information in a cache block within a folder in your store on the server.
- **Email Options** - setup your mail server parameters, and extra email addresses needed throughout the program.
- **Download** - Configure your downloadable products parameters.
- **Customer Accounts** - Allow checkout with or without an account, login only viewing, turn fields on/off for account forms, require anti-robot registration.
- **Catalog**
 - **Products**
 - **Categories/Products** - add/edit/delete your categories and products
 - **Products Attributes** - add options to your products, such as available colors, sizes, etc.
 - **Easy Populate** - upload multiple products at once with an Excel spreadsheet
 - **Products Expected** - easily access all products that are not in stock with their expected arrival dates.

- **Manufacturers** - create a list of manufacturers names, so that you may list products under manufacturers, as well as under categories
- **Special Meta Tags** - add default site oriented keywords, page titles, and descriptions.
- **Reviews** - find a list of all reviews that have been received. You are able to edit/delete a reviews.
- **Sales**
 - **Specials** - put products on "Special". You can place products on "Special" by using a percentage off or enter the special price directly. Products on special will have the original price crossed out and the special price displayed on the products page, as well as the Specials box which will appear on the right side of the screen.
 - **Featured Products** - Place products in Featured Products Box on Home Page
 - **Cross Sell** - Specify products that would sell nicely together suggested to customer on products info page.
- **Discounts**
 - **Customer/Loyalty Discounts** - enable/disable customer specific discount and/or Loyalty discounts.
 - **Gift Certificates/Coupons** - create coupons, add coupon or gift certificate to new acct signup emails, email gift certificates and coupons to registered customers, activate purchased gift certificates.
- **Custom Computer** - Although this was originally created for selling custom pcs, it can also be used to group sets of products to be sold together. Such as a bead store could create beading kits for necklaces or florist shop could use this to give the customer the interactivity to create their own bouquet.
- **Manual Orders** - Create new accounts and enter phone orders manually.

- **Modules**
 - **Payment** - where all your payment options are available for editing/activation/deactivation. ECHO account holders, process your transactions manually without having to leave the admin.
 - **Shipping** - where all your shipping options are available for editing/activation/deactivation. Choose box sizes to be used with the UPS shipping module, setup products availability text/images to be displayed on the products info pages.
 - **Order Total** - Setup parameters and sort the order of display for shipping, tax, subtotal, discounts, etc. Allow discounts, free shipping with minimum order, set a low order fee, shipping insurance.

- **Customers**
 - **Customers** - a list of all customers accounts, you may edit any information on your customer here (except password), view the customer's orders/history, send an email or new password and delete the customer's account.
 - **Orders** - easily access a list of all orders received to update status of any given order
 - **ECHO Process** - ECHO account holders process transactions manually without leaving the admin area.
 - **RMA Returns** - Handle and organize your product returns, including notifying customer every step of the way.

- **Locations/Taxes**
 - **Countries** - a list of all countries that you will be doing business with the ability to add/edit/delete countries. This is used internally by the program for use with the shipping zones module, and for the way addresses will be displayed on the order confirmation/receipt page.
 - **Zones** - set up zones (regions) within countries, used with the zones shipping module, taxation tables and account registration.
 - **Shipping/Tax Zones** - set up different tax zones (geographical locations) to be taxed a specific amount of tax, such as local sales tax, state sales tax, etc.

- **Tax Classes** - set up different categories (classes) of products to be taxed differently, such as perishables, non-perishables, services, etc.
- **Tax Rates** - set your tax rates using the tax zones and classes you previously set up.
- **Localization**
 - **Currencies** - add/update different currencies values
 - **Languages** - edit/define/delete languages (if you would like an additional language added, please contact support)
 - **Orders Status** - add/define/delete status options
- **Reports**
 - **Products Viewed** - a list of how many times each product has been viewed, including in which language it was viewed.
 - **Products Purchased** - Reports how many products have been purchased.
 - **Customer Orders Total** - Reports how much each of your customers has spent in your store.
 - **Low Stock Report** - Reports low inventory items which need to be re-ordered from your supplier.
 - **Low Stock Attributes** - Reports only low stock products with attributes, plus easily update stock via report.
 - **Average, Detailed, and Monthly Sales Reports**
 - **Abandoned Carts** - view abandoned carts, email registered customers who have abandoned their cart, and view report of those recovered sales.
- **Stats**
 - **Ad Results** - Use this to keep track of how your different ads throughout your site or unaffiliated sites are doing.
 - **Order Tracking** - Various stats on your orders conveniently all in once place. For instance, compare # of orders placed today against yesterday's or the average for the month, view # of new customers for the day, # of pending orders, processed orders, delivered orders and much more.

- **Visitors** - View stat info on your visitors, such as: ip address, date of visit, page they entered site, where they came from, etc.
- **Tools**
 - **Affiliate Program** - Manage an affiliate program to help bring in more traffic and purchases. Very simple to use. You can even specify a specific referral rate per individual affiliate. Giving you the ability to have a tiered program.
 - **Database Backup** - easily backup your database in gzip, zip, no compression (pure sql) formats, and save on the web server or download to your pc
 - **Banner Manager** - have different ad banners, whether they are yours or affiliates of yours, randomly displayed on your store. Use the various banner groups to display specific banners on specific pages. Depending on the group, banners will be displayed at the top of the page, in a column, or in the footer of the page.
 - **Cache Control** - empty the cache for a particular cache block.
 - **File Manager** - View, edit, delete any file on your server via the admin, no need to go into your control panel.
 - **Gzip Compression** - Allow the server to aid your site's loading time by caching the html on your pages.
 - **Links Manager** - This is a link exchange manager. It allows you to create categories for your links, create links, check reciprocal links, approve links submitted by your site visitors, as well as notify them of approval or denial for the exchange, and email link partners.
 - **Site Maintenance** - Allows you to display a message as to when your site will be shut down for maintenance and for how long, enable/disable parts of site during maintenance shut down, exclude your ip address during maintenance.
 - **Server Info** - Pretty self-explanatory. Displays information about server software and configuration.
 - **Who's Online** - see who(registered customer/guest) is logged in and shopping in your store at that moment, their IP address, their host, how long they've been in your store, page they are

currently looking at, and whether they have any products in their shopping cart.

- **Communication**

- **Send Email** - Send an email to a single customer, all customers or newsletter subscribers
- **Simple FAQs** - setup a simple single page faqs
- **FAQDesk** - this is a more complex faqs system, based off of the NewsDesk. Allowing multiple categories/subcategories, short answer, long answer, ability to add up to 3 images, and select frequently asked faqs to display.
- **Forum** - this a simple forum. If you would like to try having a forum on your site and are not sure whether your visitor's would be interested in participating in one, this is a great way to test the waters without having to install phpbb, vbulletin, or one of the other big bulletin board software.
- **Simple News** - A simple news box that will display in the middle section of your home page. As you add news items old items disappear.
- **NewsDesk** - A more complex news system. Allows multiple categories/subcategories,
- **Customize Text** - customize the messages on your store's order emails, start page (default.php), shipping & returns page, privacy page, conditions of use page, and about us page.
- **Site Themes** - choose different color schemes for your store.

To access your Administration Tool :

1. Open your web browser.
2. In the address bar type your secure server's url then follow with:
/store/admin/index.php
or
/admin/index.php
depending on where you specified you wished your to be installed.

NOTE: If you do not know your secure server's url, please contact support.

3. You will be directed to the login page for the admin tool. The email address will be admin@yourdomain (replace yourdomain with your domain name) and the password, will be the same password as your control panel password. You may change either or both your email address and password once you are logged into the admin tool.
4. Once logged in you will be redirected to the opening page of the Admin Tool.

First View

The screenshot displays the osCommerce Administration interface. At the top, there is a navigation bar with the osCommerce logo and links for Administration, Online Catalog, and Support Site. Below the navigation bar, the main content area is divided into several sections. On the left, there are three vertical panels: 'osCommerce' with links to Support Site, Support Forums, Mailing Lists, Bug Reports, FAQ, Live Discussions, CVS Repository, and Information Portal; 'Orders' with statistics for Pending (1), Shipping Address Not on File (0), Processed (0), Payment Received (0), Delivered (0), Payment Declined (0), Shipped (0), and Packing Phase (0); and 'Statistics' with counts for Customers (1), Products (6), and Reviews (0). The main content area is titled 'Choose an action..' and features a language dropdown set to 'English'. It contains a grid of icons and text for various administrative functions: 'My Account' (My Account, logoff), 'Administrator' (Members, File Access), 'Configuration' (My Store, Logging, Cache), 'Modules' (Payment, Shipping), 'Catalog' (Categories, Manufacturers), 'Locations / Taxes' (Countries, Tax Zones), 'Customers' (Customers, Orders), 'Localization' (Currencies, Languages), 'Reports' (Products, Orders), 'Affiliates' (Affiliates, Banners), and 'Tools' (Backup, Banners, Files). At the bottom right, there is a 'Custom Computer' section with 'Pending Builds, Options, Add Products'. A security notice at the bottom left states 'You are protected by a *unknown* secure SSL connection.'

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At the top of the screen just below the OsC Complete logo and banner, you will see a menu bar with *My Account* and *Log Off* on the left and *Support Site*, *Online Catalog*, and *Administration* on the right. The *My Account* will take you to your administrator's account information area. *Log Off* is obviously how you will exit your *Administration Tool*. The *Administration* link will take you back to the opening screen of your *Administration Tool*. The *Support Site* link will take you directly to the *OsC Complete* section of our Knowledgebase. The *Online Catalog* link will take you to the home page of your online store.

On the left side of the screen, you will see a list of quick reference boxes with many helpful links to the osCommerce website, and info on your orders and statistics. Remember, you not only have us to help you with your store, you also have everyone in the *OsC* community.

On the right side of the screen, you will see a list of all the top links that are visited in *OsC Complete's Admin*. These make it very easy to quickly get to where you want to go once you are logged in to the *Admin Tool*.

On the left side of the screen, you will see a menu to administer your store. You will want to begin with the *Configuration* menu to set up your online store.

Administration Tool Basics

Let's begin with getting oriented in the *Admin Tool*. Click on the "*My Store*" under *Configuration*. You will now be directed to the "*My Store*" page, which is where you will enter all important information about your store. You will notice that the *Store Name's* information box is now being displayed in the main area of the screen. Each time you click on the "row" of a feature, it will display an information box on the right with the properties already associated to that feature. There is one exception to this rule which is when you are in the *Categories/Products* section; where the first time you click on the row, it will open the infobox for the category and the second time you click on the row it will take you to the products located within that category. Now, within the information box you will see one or more buttons that help you alter the information within the information box. In the "*Configuration*"

information boxes, you will only have the edit button. While in the information boxes for all other features, you may see buttons for edit, move, delete, update, copy, etc.

When adding or editing a feature, you will be asked for a certain value to enter for a given field. If you are unsure of what the value should be, simply locate that feature in the table of contents of this manual, on the left of this screen. There you will find explanations and detailed directions for each feature of *OsC Complete*.

If you ever have any questions, please, search our Knowledgebase for an answer. If you still cannot find an answer to your question, please use the Ask a Question form within the Knowledgebase. This will help us expand our knowledgebase and also help other *OsC Complete* users that may have the same question. We will respond to your question as quickly as possible, usually within 24 hours.
