shopware

Shopware Account



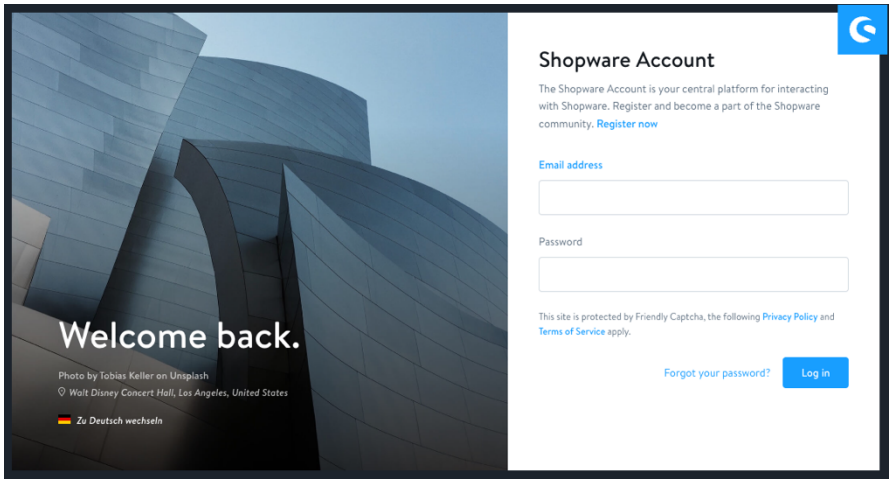
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Account

As a shopware AG customer, you have a customer account. In the customer account you can manage licenses and contracts online, receive support and track bookings and invoicing.

You can create and manage any number of shop domains in your customer account. This means you only need one customer account for your company.



Login

You can access the customer account via your browser using the URL **account.shopware.com**. There you log in with your personal e-mail address. If you no longer have your password, you can have a new password sent to your e-mail address. To do this, use the **Forgot password** function in the login area.

To use the customer account, it is first necessary to accept the **General Terms and Conditions** (GTC) as the basis of any contractual relationship. You can also find these on the Internet at *www.shopware.com/en/gtc/*.

User

In the customer account, you can access the user administration in the **company settings** section under **Users**.

In the user administration it is possible to define different Shopware account users for a company. The administrator of the Shopware account has the option of inviting additional users. These users can be assigned different so-called roles with corresponding access rights. This means that different employees of a company only have access to the areas that are relevant to them.

You can invite users in the Shopware account under the menu item **Company settings › Users**. By selecting the **Invite new user** button at the top right, you can easily send an invitation via email to the desired contact. In addition to the e-mail address, you also immediately assign one or more roles to the user.

Menu

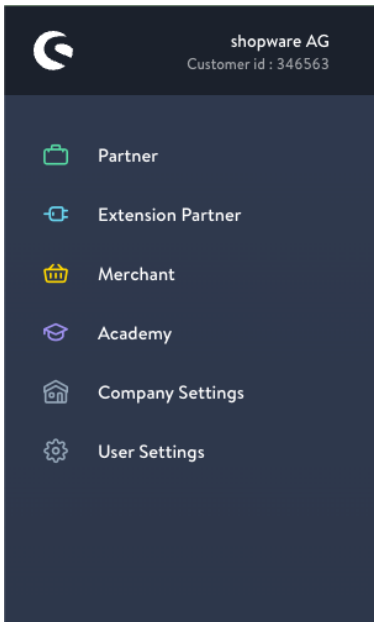
After logging in, you will be taken to a new interface. On the left-hand side, the customer account menu is highlighted in dark blue.

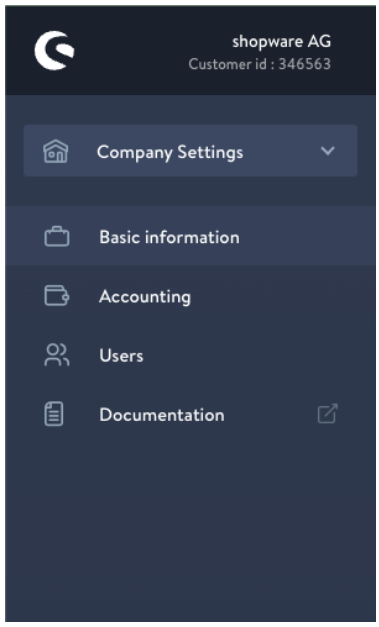
The menu is only displayed in full if the minimum information (mandatory fields) has been entered, otherwise you must first complete the master data under **Company settings > Basic information**.

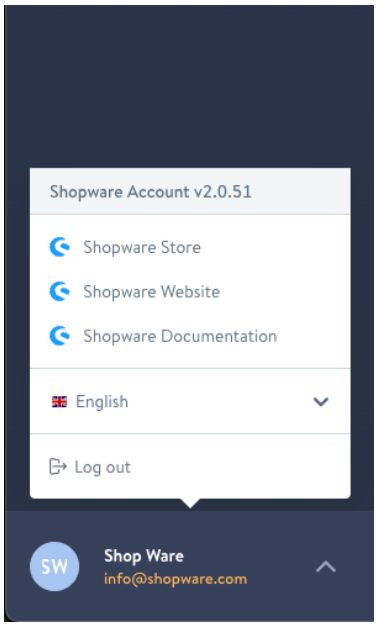
Depending on whether you are a store operator, extension manufacturer and/or sales partner of shopware AG, you will also be shown further menu items that will guide you to the respective areas. Within an area there is a sub-menu from which you can select the individual functions.

If you are a sales partner of shopware AG or an extension manufacturer, please contact the sales department directly if you have any questions about the “Partner” and “Extension Partner” areas.

The registered user is displayed at the bottom of the menu. Behind this is the selection for the language (DE/EN), links to the website, Community Store and Shopware documentation and the logout of the user.







Documentation

A link to the **documentation** is available on many pages of the customer account. This is always located in the top right-hand corner and simply needs to be clicked on to obtain the relevant information.



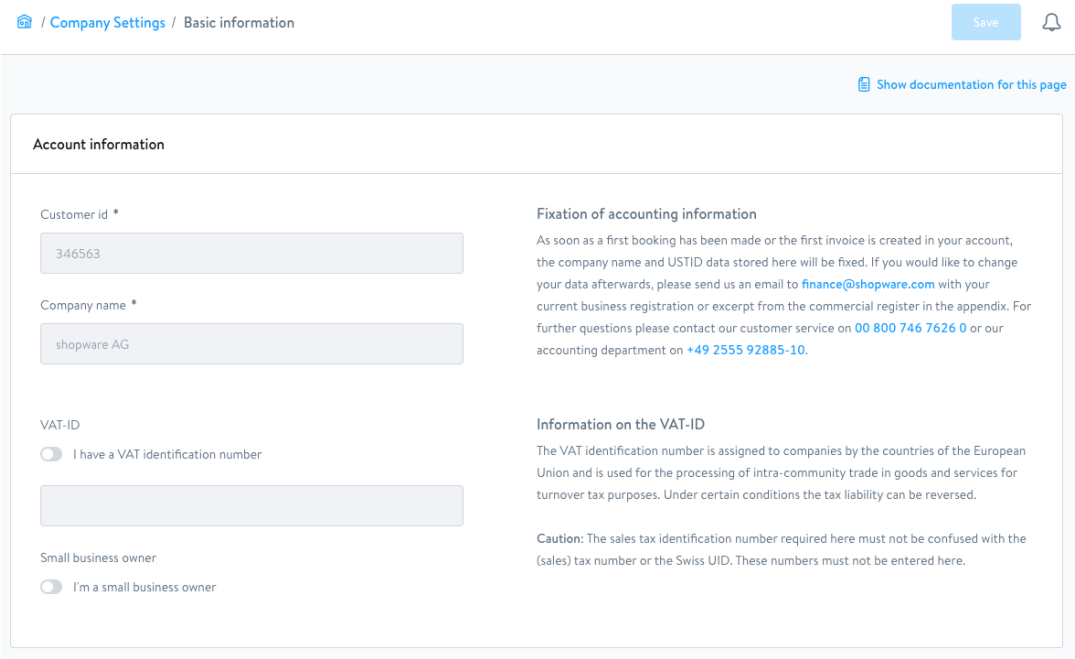
Master data

The **customer number** is assigned automatically as soon as the customer account is created. Please note that only one customer account is required for each company. Any number of domains can be registered and managed.

The customer number has six digits. If an eight-digit customer number is specified, the last two digits indicate the shop domain.

In the **Company name** field, the exact company name must be entered as it is listed in the commercial register or the business registration. Care must be taken to ensure that additions such as “GmbH”, “GmbH & Co. KG”, ‘AG’, etc. are correct. In the case of sole proprietorships, the owner must be stated. In the case of a GbR, all shareholders must be listed. If the field is not sufficient, please send us an e-mail with the complete details and a business registration or extract from the commercial register.

If an **agency** supports the implementation, data of the store operator and the agency may not be mixed under any circumstances. Only customer data may appear in the customer account, including e-mail addresses.



We can only issue net invoices to customers in other European countries if we have the correct **Vallue added tax- ID** (VAT-ID) at the time the contract is concluded. Otherwise, we are forced to issue a gross invoice. For customers in Germany, we always issue gross invoices (except in the tax-free zones of Büsingen and Helgoland).

The VAT identification number is issued to companies by the countries of the European Union and is used to process the intra-Community movement of goods and services for VAT purposes. Under certain conditions, this can be used to reverse the tax liability.
(*see § 13b UStG - Service recipient as tax debtor*)

The VAT identification number must not be confused with the (sales) tax number or the Swiss UID (company ID). These numbers must not be entered.

Accounting

General

Depending on the type of service, we book the order via the customer account or the store immediately or on the next day and issue the invoice for all services provided in the billing period **monthly**.

Invoices are always created for each shop domain. If you have re-registered several shop domains, you may therefore also receive several invoices. All invoices are available for download in your customer account.

Services purchased via a customer account can only be invoiced via this customer. It is not possible to issue invoices to third parties. Invoices must always be paid by the customer. Otherwise, we assume that the third party has acted on behalf of the customer.

The invoices are created on the last day of the month and sent on the night of the first day of the following month. If a standard payment type is stored for the collection of invoices, an attempt is made to debit this standard payment type at the same time.

For various customer groups, we offer the option of having an **overdraft limit** and settling the balance after invoicing. Otherwise, it is necessary to clear the customer account at the latest when booking a service. Customers with a Community Edition generally do not have an overdraft limit.

The financial and sales departments will be happy to provide information on deviating regulations for the customer accounts of sales partners on request.

Recurring bookings (rents, plans, maintenance contracts) do not require a limit for follow-up bookings.

Please note that your accounting department should post invoices and payments for each shop domain so that there are no differences. You can recognize the shop domain on invoices by the last two digits of the eight-digit customer number.

Monthly cancelable contracts are always billed monthly. Contracts that can be terminated annually can be billed monthly or annually.

Special rules for Cloud shops

Cloud shops are invoiced monthly, but always on the day the cloud shop is activated.

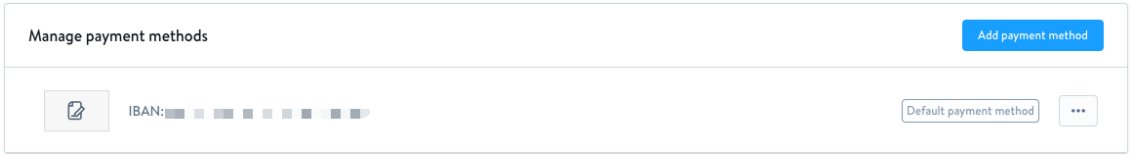
For cloud shops, depending on your chosen plan, you will receive a monthly invoice in which you will be charged the sales commission for the previous month and the basic fee for the next month.

The payment method PayPal must always be stored for the billing of cloud shops.

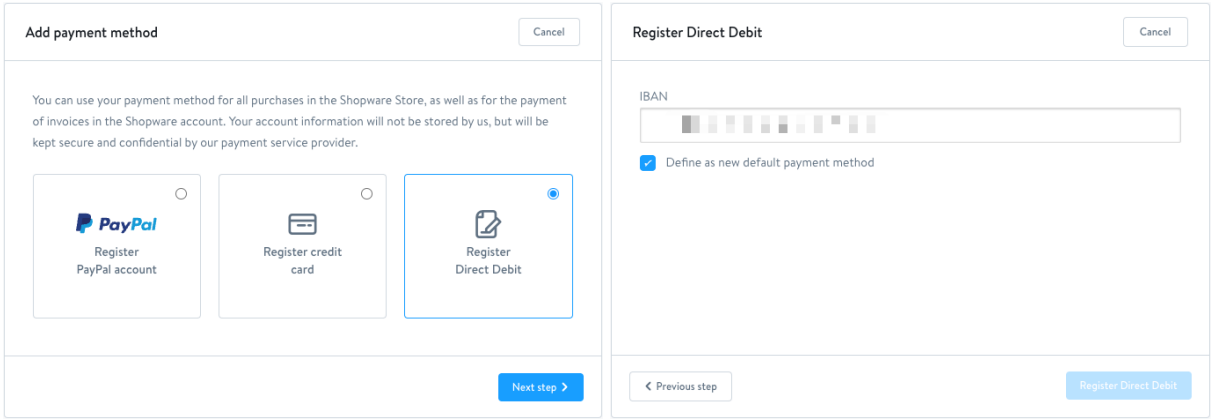
Payment methods and payments

We offer credit card (Mastercard/Visacard), PayPal and SEPA direct debit as payment methods. A manual transfer to our bank accounts is also possible.

A standard payment type can be registered under the Company settings section in the **accounting** menu. Shopware AG collects money from this standard payment type if services have been purchased or invoices have been created.



After selecting a payment method, you will be guided through a dialog in which the necessary data will be requested. Data for PayPal and credit card are forwarded directly via a certified payment service provider so that we do not have this data (in full). This serves to protect your data.



If you make payments before an invoice is issued, you should inform your accounting department, as they usually expect an invoice immediately. However, we always issue invoices at the end of the month and only for the services used up to that point, i.e. not for any remaining credit balances.

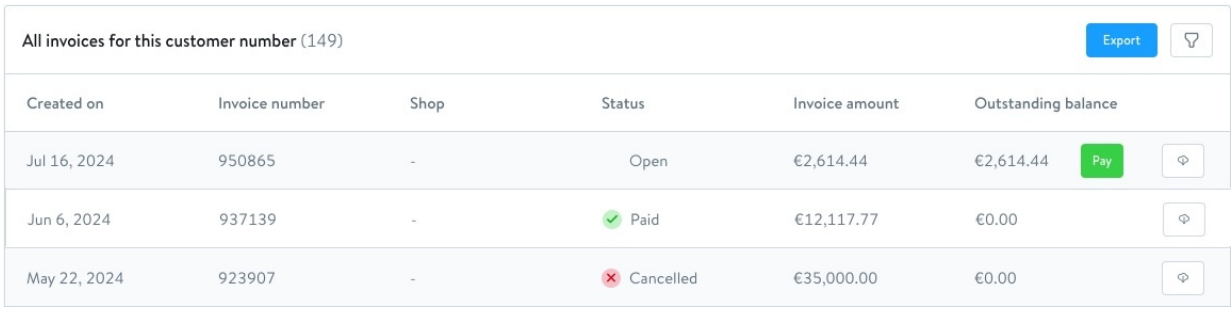
If no payment method is registered, it may not be possible to place orders. A standard payment method is mandatory for booking a rental. The payment method PayPal must always be stored for the billing of cloud stores.

When paying via PayPal, you will be forwarded to the PayPal system. You make all entries there. Please note that you authorize a “Payment by merchant debit”. This is similar to a direct debit authorization, but for the PayPal account. You can find out more about this on the PayPal website or directly when entering the payment data.

It may happen that a PayPal balance is not sufficient for a payment. In this case, PayPal will debit your bank account or credit card with the full amount or a partial amount. As a rule, a 12-digit sequence of numbers appears on the debit followed by further details in which both PayPal and Shopware are named. We have no influence on these debits from your bank account or credit card and have no information about them. Please check your PayPal account or contact PayPal directly.

Credit card payments are usually secured by 2-factor authentication (also known as 3D-Secure).

You can settle an open invoice at any time with your registered standard payment method using the green Pay button.



If a payment method is no longer current, you can remove it from your account. You can then enter a new payment method.

In the event of chargebacks, e.g. returned direct debits, Shopware will charge the costs incurred, provided Shopware is not responsible for the chargeback. Please make sure that you have sufficient funds in your account and that your details are correct.

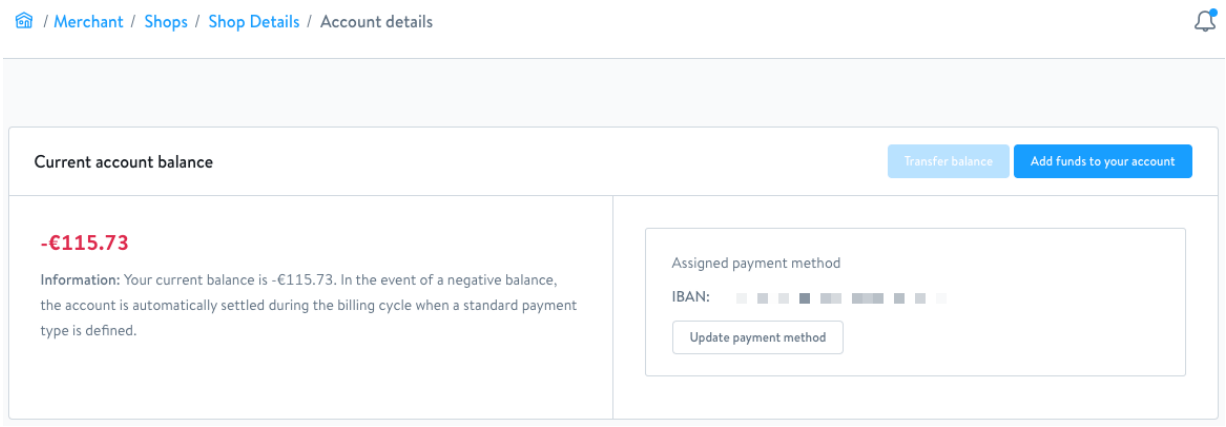
Our bank details for bank transfers are:

Account holder: shopware AG
Bank: Volksbank Gronau-Ahaus eG
IBAN: DE81401640240307100700
BIC/SWIFT: GENODEM1GRN
Purpose: *Invoice-No. and/or the Customer-No. and Domain*

If a registered user is to receive services but not initiate payments, it is possible to pay any amount into the customer account at any time. Services can then be drawn from the available balance.

As you are not depositing the money for the entire customer account, but for each store domain, please specify the domain when making a bank transfer or make an online payment under Merchant > Shops > Domain > Account details > Top up account now.

Please note that your accounting department should also post the amounts for each store domain so that there are no differences. You can recognize the store domain on invoices by the last two digits of the eight-digit customer number.



Invoices and credit notes

Below the payment methods, you will find a list of all invoices, cancellation documents and credit notes. For invoices, in addition to the invoice number, the invoice amount and the creation date, you will also be shown whether the invoice is still open and for what amount.

Invoices where the customer number ends with 00 were created manually by our employees. If the customer number ends with 01, 02, ..., this is an automatically generated collective invoice for the month specified in the invoice. The two end digits refer to the store domain named at the bottom of the invoice.

Manually created invoice:

Customer-No.: 123456 00
Date: 22.01.2024

Collective invoice for a domain:

Customer-No.: 123456 04
Date 31.01.2024
...
Collective invoice of the shop
www.test.xyz

If an item is canceled from an invoice with several items, Shopware creates a cancellation document and a replacement invoice for the remaining items. Documents marked as credit notes are only created in this context in special exceptional cases.

A cancellation before the invoice is issued is shown as a negative item in the monthly invoice and reduces the total amount of the invoice.

If you have received benefits in the current month, a collective invoice will be issued at the end of the month. We will use the standard payment method to settle the invoice. If the standard payment method cannot be debited, the invoice will contain a request to transfer the amount.

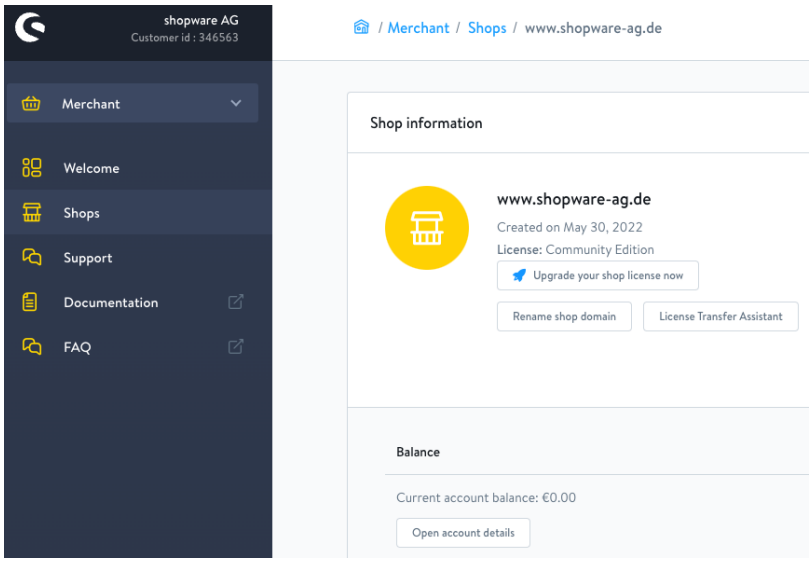
Depending on the error message, the default payment method may then be deactivated.

We reserve the right to try again to debit the existing payment method(s) if payment is not made and after an unsuccessful reminder.

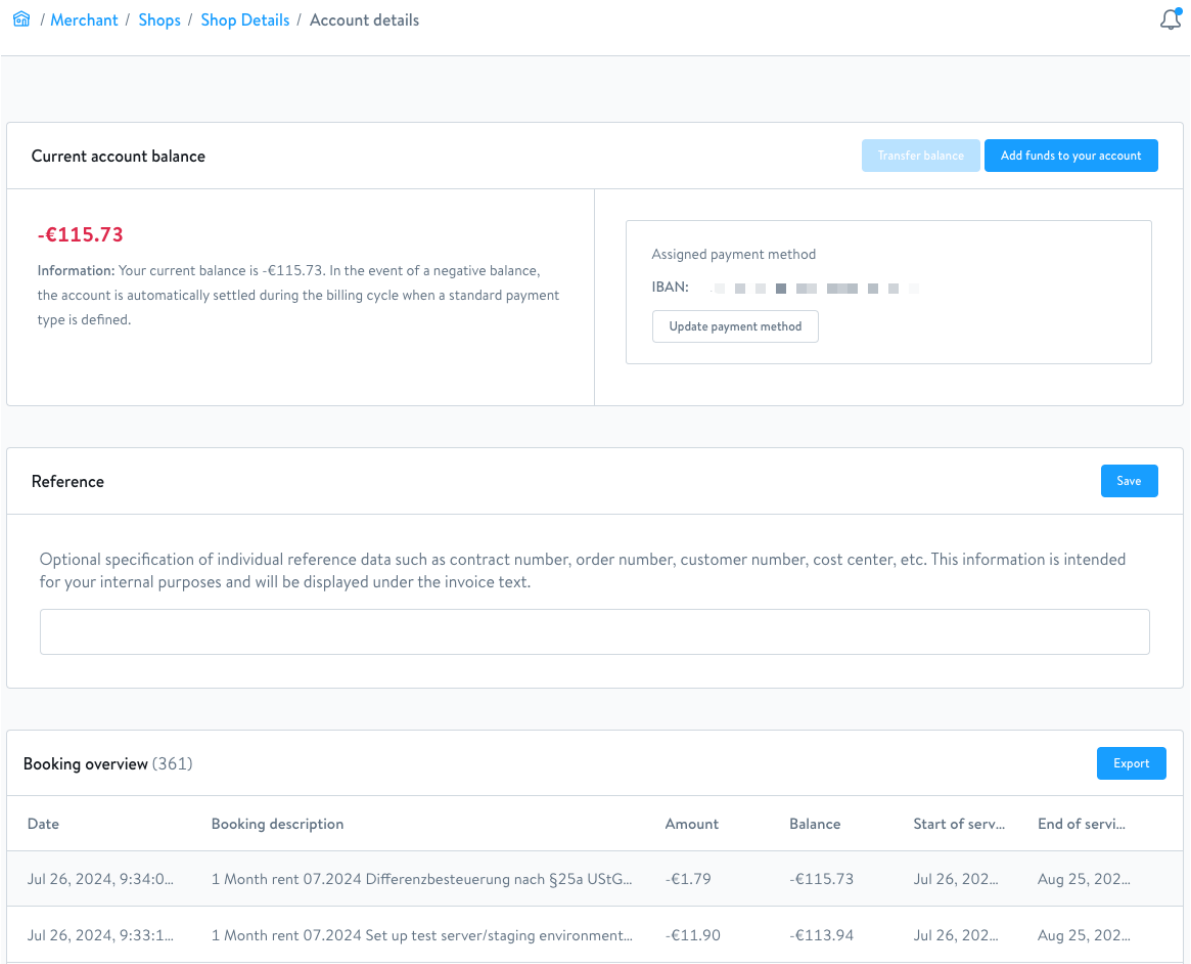
Show individual bookings

You can find the individual transactions from the invoices under Merchant > Shops > Shop details (domain) > Open account details. There you can track each individual booking with date and amount.

You can also export these bookings as a CSV file.

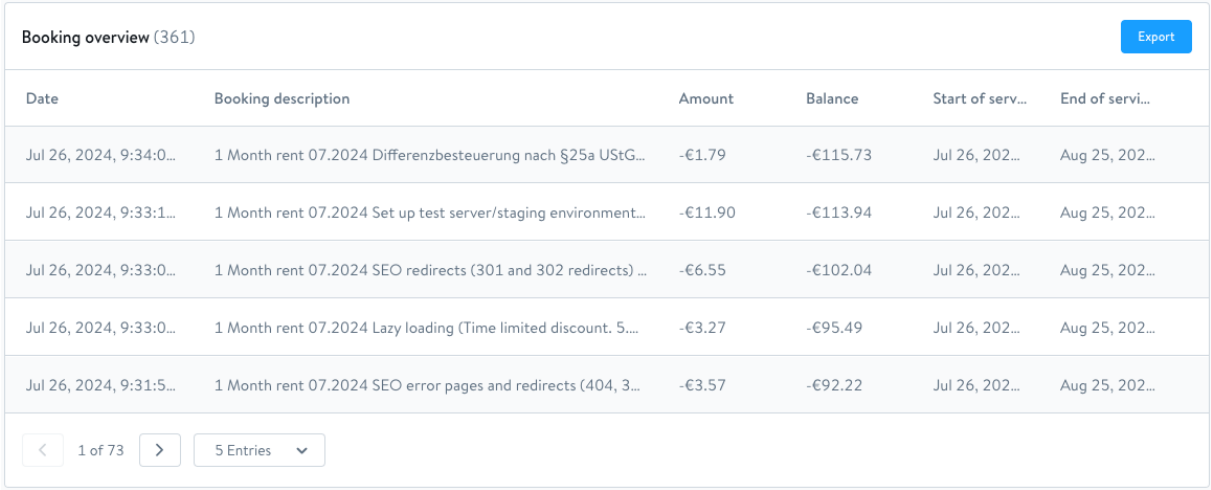


The “Accounting” user role only has access to the company data area. This means that it is currently not possible to call up the individual postings.



Booking overview

Please note that you may have to look under several store domains in order to view a specific turnover. However, the store domain is indicated on every invoice. You can find all invoices under “Accounting”.



Booking texts, clarification of bookings

If the booking at your bank contains a 12-digit sequence of numbers (1234.5678.9012) or a six-digit “receipt number” in the reason for payment, this is only information from our systems or the systems of our service providers (payment service providers) for booking the transaction. They are not invoice numbers.

Only if “Rechnung” or “Invoice” is explicitly stated together with a six-digit number is this the invoice number.

If we offset invoices with a credit balance (payment for a service before the invoice is issued) or collect an amount to settle the invoice from a credit card, PayPal or bank account, this is noted at the bottom of the invoice.

If PayPal charges your credit card/bank account with a payment in favor of Shopware, this is a settlement in favor of your PayPal account after you have paid for a service with us. We cannot provide any information on this. Please contact PayPal directly.

Payments and Services

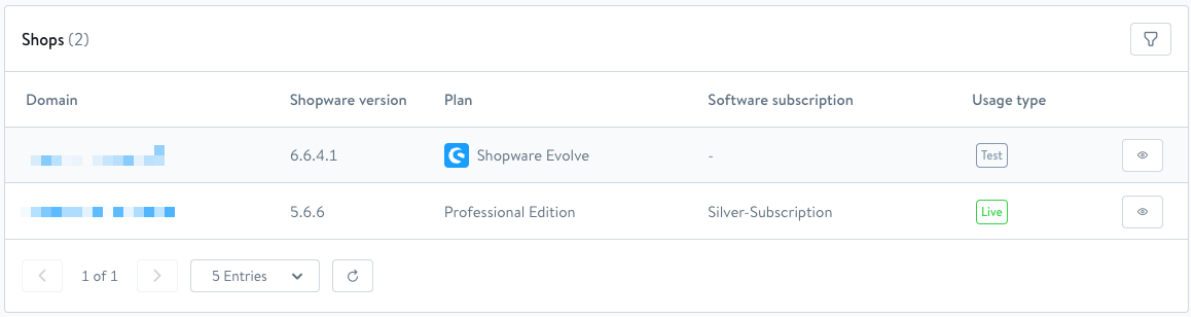
We do not issue any receipts for payments to us, i.e. no invoices either.

We only create receipts for (taxable) services. In the sales in the customer account (see page 10) you can see which service(s) your payment relates to and therefore which invoice is affected.

Shop administration

Shops

The shop administration is the focus for you as a shop operator. There you will find a complete overview of all registered shop domains, the current software version, the licensing/plan and the booked update and support contract. Under the menu item “Shops” you will first see a list of the existing shop domains and the most important information.



Rentals

Test and rent software

Shopware is available as a free Shopware Community Edition. You can simply download and use it **here**. You can upgrade to a plan at any time. Please contact our sales department directly.

Extensions can be booked as a rental in the store (store.shopware.com). The first month is free of charge. If the license is completely deleted from the system within this first month and the rental contract is terminated in the customer account, there are no further costs for you. Otherwise, the rental contract will continue, and a monthly fee will be charged.

Test licenses are displayed in a separate tab so that you have a better overview. Please note that expired test extensions are not only set to the status “deactivated” or “uninstalled” but must be completely (physically) deleted from your system.

In your shop backend, you will find the option to deactivate, uninstall and delete licenses (recycle bin icon). A deactivated extension is not active. If an extension has been uninstalled, a “reset” has been carried out and, for example, database links have been deleted. Only when the extension is deleted is it also removed from the server.

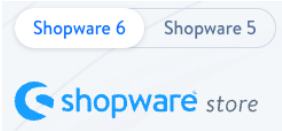
It is possible to book services via the shop backend, provided you have sufficient credit/availability. When booking extensions, please check whether your backend offers you a free trial period. If not, please book the extension via the store.

If the message Test license expired appears in your store installation even though you have a valid rental license, it is possible that the test license for the affected extension is still stored in the License Manager in the Shopware backend next to the rental license. Simply delete the test license in the License Manager in the backend. After that, the message Test license expired should no longer appear for the affected extension.

Caution: If there is an installation in the subfolder or a local installation under the domain, the extension must also be completely deleted there.

Orders in the Store

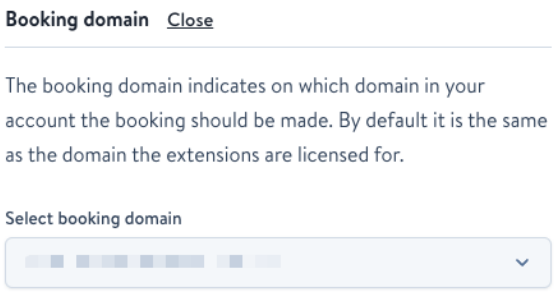
Orders can be placed at any time via the store. You can access the store via your customer account. Simply click on the arrow next to your name in the menu and select the store.



In the Shopware Store you can select your Shopware version at the top left.

In addition to free software and software extensions, we also offer software and software extensions for rent. For rentals, the first month is free of charge and the price is charged from the second month onwards.

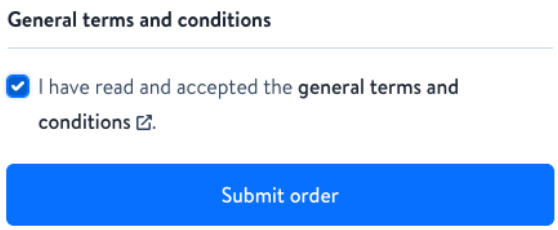
Please note that in the case of pure trial versions, the software/license must be deleted from your system after 30 days at the latest. In the case of rentals, the rental contract must also be terminated so that the rental contract is not extended and becomes subject to a charge.



Place the desired products in the selected variant in the shopping cart and proceed to checkout. Please check the billing address and the items. If you have registered several domains, you can choose between booking domain and license domain.

The license domain is the domain on which the license is issued. The license may subsequently only be used on this domain. The booking domain is the domain for which the price is billed. So, if you have credit on a domain other than the license domain or would like the bookings for all domains in one invoice, you can select this here.

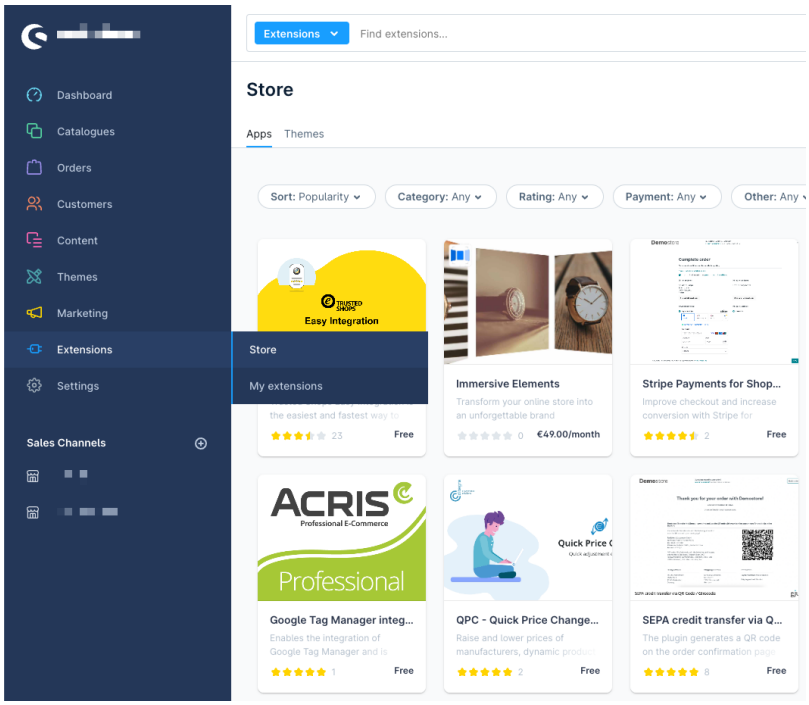
If your credit balance from the booking domain is not sufficient, you will be asked to select a payment method so that your account can be balanced when the purchase is completed.



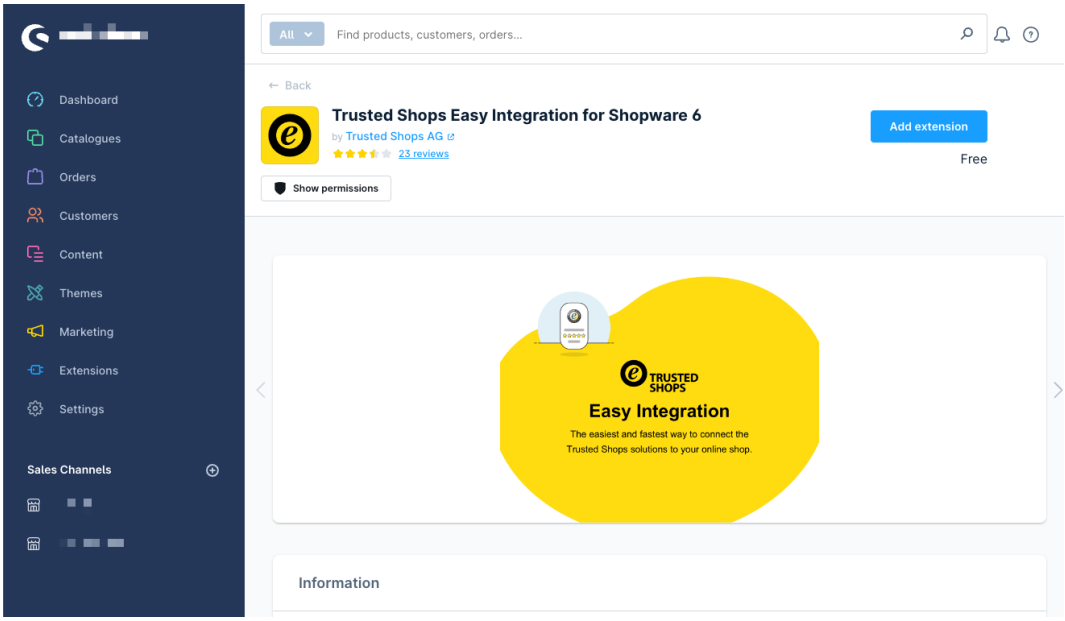
After confirming the terms and conditions, you can then order the rental via Order with obligation to pay. You will then receive an order confirmation.

Orders via Extension Manager (SW 6 & Cloud)

Extensions can also be easily purchased and added in Shopware 6 and in the cloud via the administration, as long as you have credit or a disposition limit. To do this, simply navigate to the Extensions section in your administration. There you can click on the menu item Store.



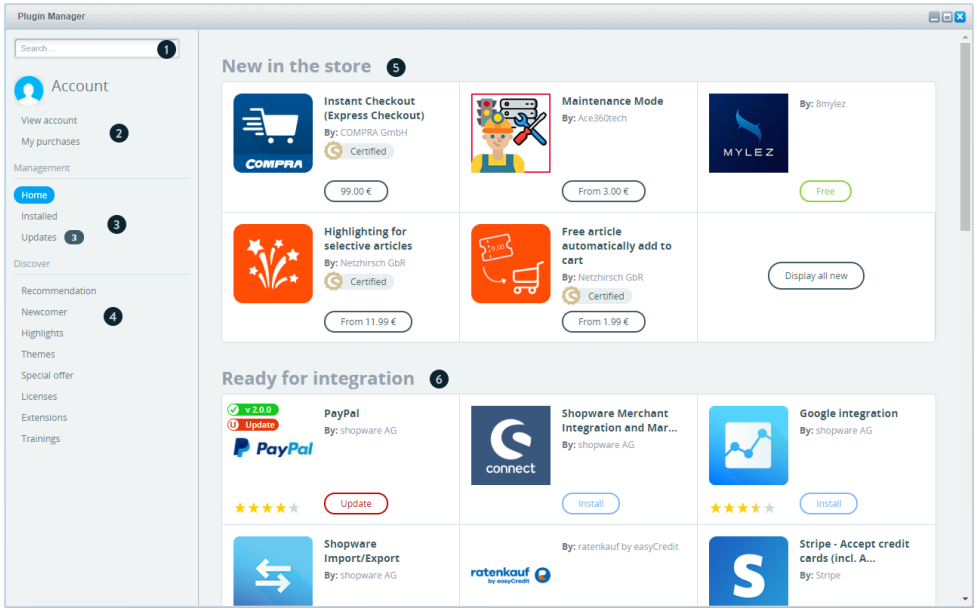
The extensions are divided into apps and themes. You can easily search for an extension using the search function. The filters also offer you further options for finding specific extensions. Click on the desired extension to go to its details page.



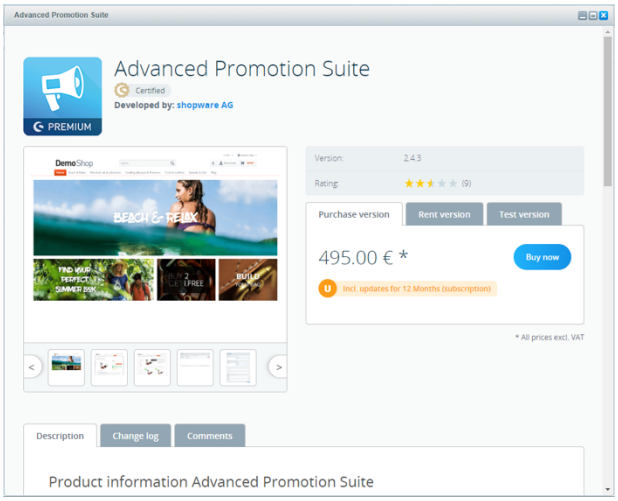
You can purchase the extension via Add extension. Then follow the dialog.

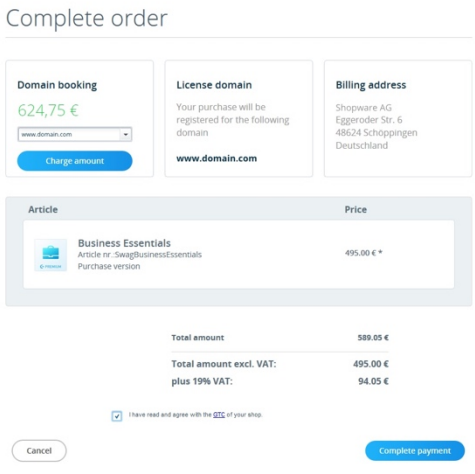
Orders via Plugin Manager (SW 5)

In Shopware 5, extensions can also be purchased directly via the extension manager. This requires a credit balance or a free disposition limit. Without this, it is not possible to order a rental. Use the search function here or navigate through the category structure.



Click on the desired extension to go to its details page, where you can select the license model. You can then add the extension to your shopping cart via Buy now. If you have not already done so, you will then be asked to log in with your e-mailaddress and password. You will then find yourself in the checkout and can select the booking domain and complete the order.





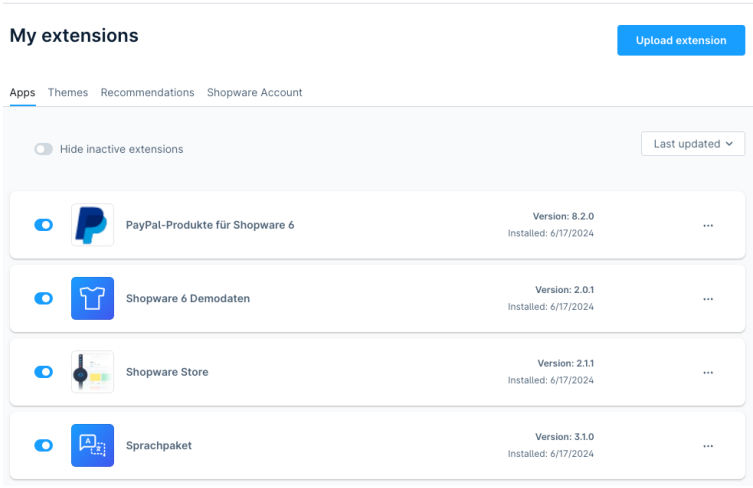
When purchasing via the Extension Manager, the license domain is selected automatically. Here you only need to select the correct booking domain so that the purchase can be debited correctly.

After successful purchase, the extension is downloaded directly. If necessary, the license is automatically imported and can be installed directly. The extension can then be found in the extension manager under “Installed”.

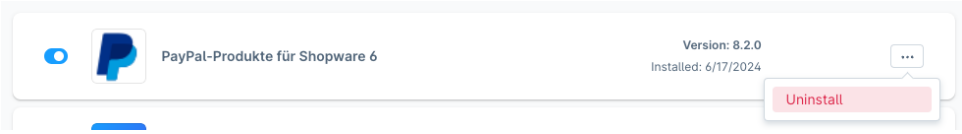
Delete licenses Shopware 6 & Cloud

To physically delete an extension completely from the server, the extension must be completely deleted from the extension manager. It is not enough for it to be deactivated, as the extension can then be reactivated at any time.

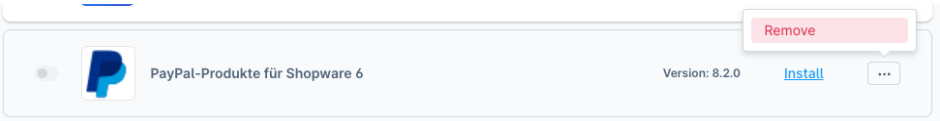
Step 1: Open the extension manager in the admin of your store via Extensions > My extensions.



Step 2: Open the context menu to the right of the respective extension and select Uninstall.



Step 3: After uninstalling, the extension will still be displayed in the list of your extensions. You can now delete the extension completely via the context menu on the right-hand side. This is necessary to avoid a license violation.



Hint: If the extension cannot be deleted, in most cases it can be deleted directly from the database. If there are any complications, please contact the extension manufacturer, who will be able to help you with this.

Step 4: Log in to the extension manager under Shopware Account with your account access data so that the deletion of the extension is updated in the entire system.

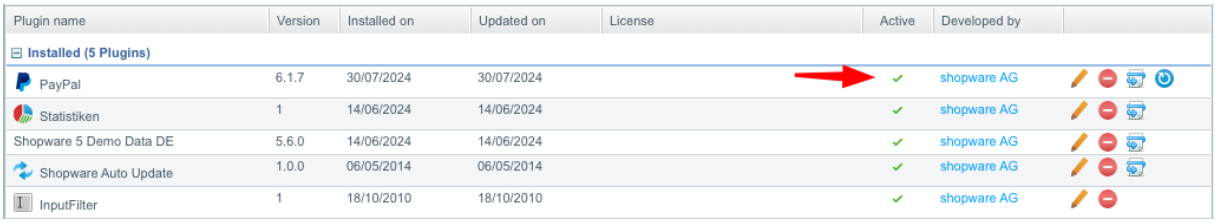
Step 5: If it is a rental, go to your customer account and cancel the rental there. Without this termination, the rental contract will continue to be charged.

If there is an installation in the subfolder or a local installation under the domain, the plugin must also be completely deleted there.

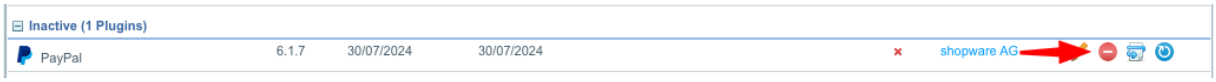
Further information can be found in the terms and conditions as well as at docs.shopware.com under the keyword “Plugin licenses and subscriptions” for Shopware 5 and for Shopware 6 under “My extensions”.

Delete licenses Shopware 5

Step 1: Open the extension manager in the backend of your store and select the “Installed” tab. Then deactivate the extension in the “Active” area (if still active) by clicking on the green tick:



Step 2: The extension now appears under “Deactivated”. Click on the “Install/Uninstall” button there ".



Step 3: The extension is now listed under “Uninstalled”. Click on the “Delete” button there. This will permanently remove the extension from the extension manager.



Hint: If the extension cannot be removed, it can usually be deleted directly from the database. If complications arise, contact the extension manufacturer for support.

Step 4: Log in to the Extension Manager under "My Purchases" with your account credentials so that the deletion of the extension is updated throughout the system.

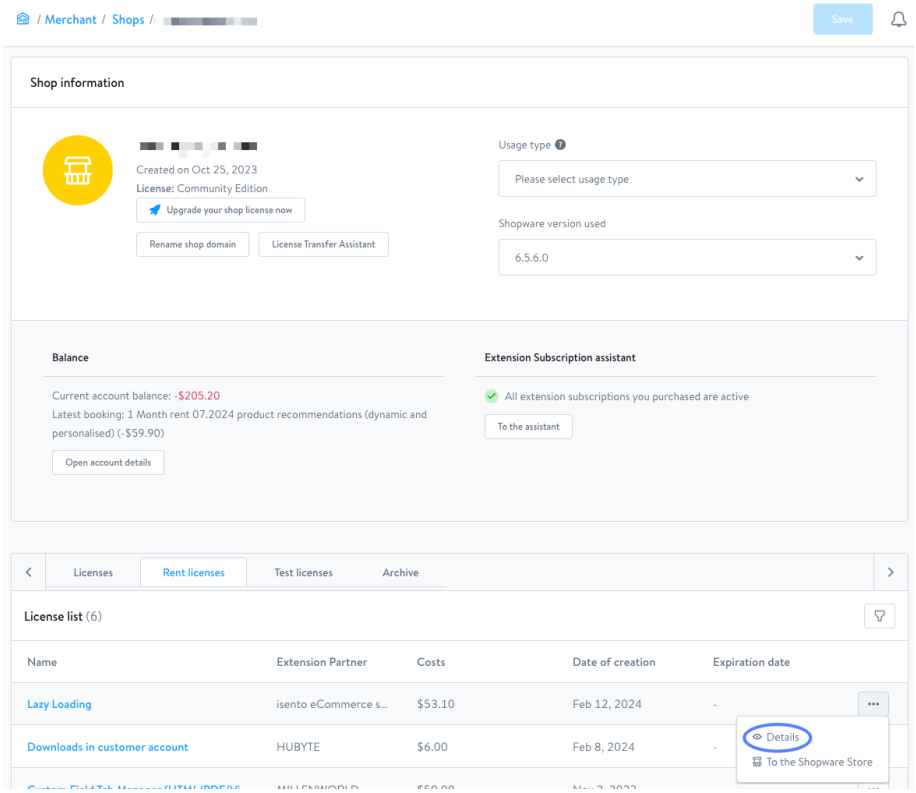
Step 5: If this is a rental, go to your customer account and cancel the rental there. Without this cancellation, the rental contract will continue to be charged.

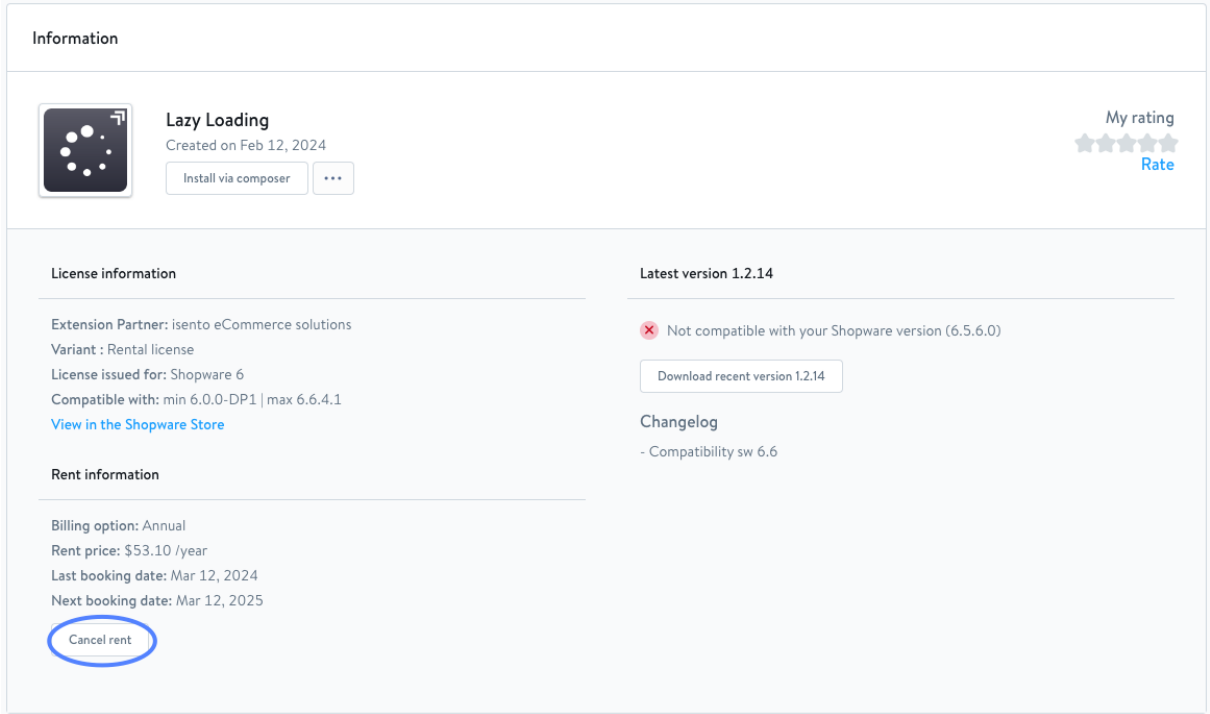
If there is an installation in a subfolder or a local installation under the domain, the extension must also be completely deleted from there.

Terminate rentals SW 5 & 6 (+ trial month)

Two steps are necessary to terminate rentals. First, please completely delete the respective license from your server as described on the previous pages.

In the second step, go to Dealers / Shops, select the domain, and then go to the Rental Licenses tab to find the plugin. Click on the "..." to choose "Details," and on the next screen, click the "Cancel Rental" button to terminate the rental at the next possible date. Please follow the subsequent dialog.

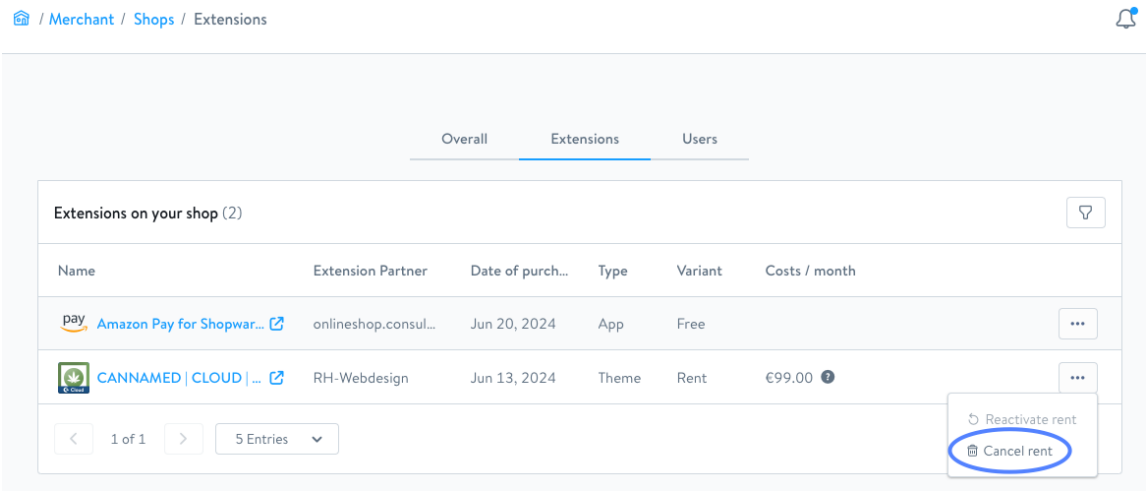




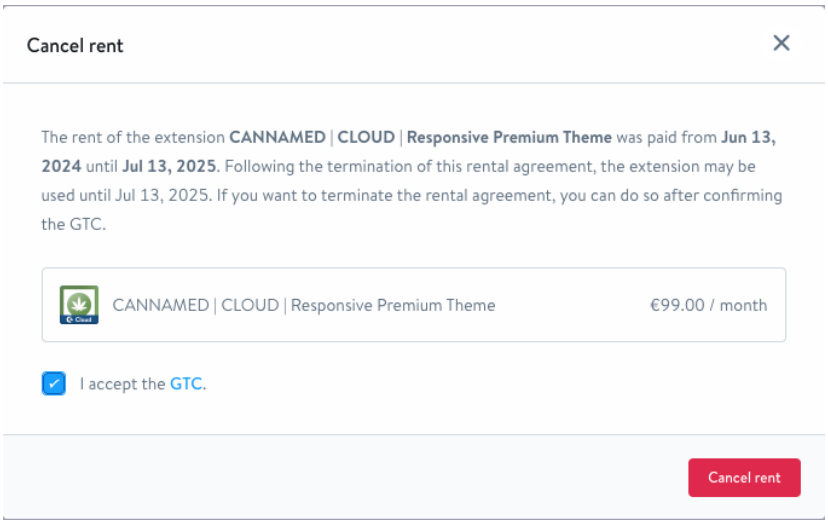
Terminate rentals cloud

If you no longer wish to use a paid rental extension and want to terminate the rental, complete removal is necessary. Merely deactivating or uninstalling the extension is not sufficient.

Please note that in this case, the settings of the extensions will also be removed. To cancel and remove the extension, click the "..." button and select "Cancel Rental" from the menu that opens.

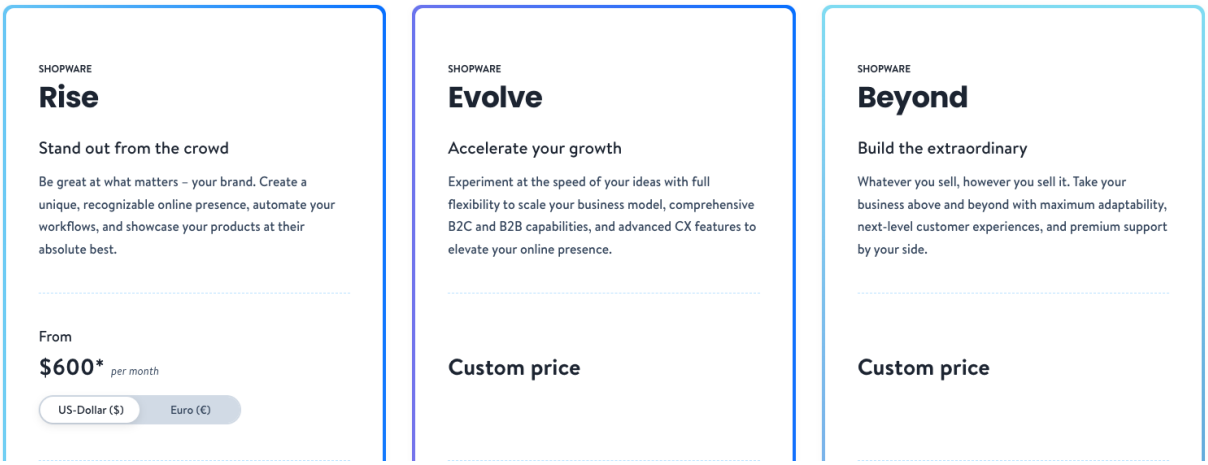


A window will then open where you can confirm this final step.



Plans

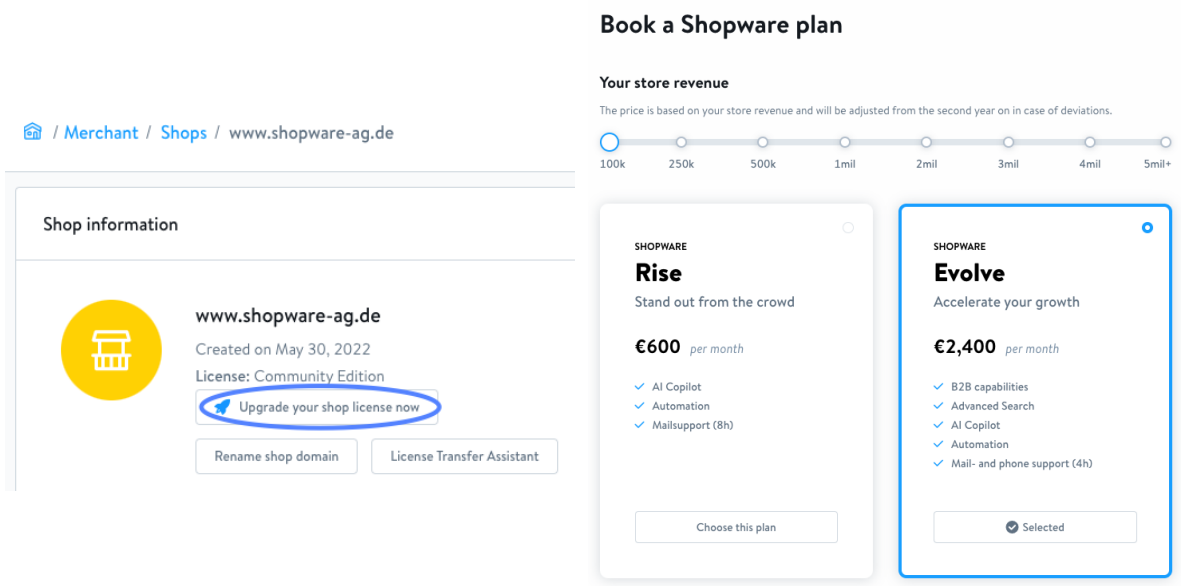
Shopware offers additional plans besides the free Community Edition, providing you with more features, updates, and support. You can choose from three plans: Rise, Evolve, and Beyond. You can find these at www.shopware.com/en/pricing/.



The plans are tailored to your requirements as a company and the price is calculated based on your planned annual turnover.

You also have the option of booking our consulting service. Shopware will then help you with the first steps so that you can set up your online store independently.

You also have the option of booking the Rise and Evolve plans yourself via your customer account.



If you have decided to book a Beyond Plan, please contact our sales department so that we can prepare a customized offer for you.

Subscription (Updates and Support for Shopware)

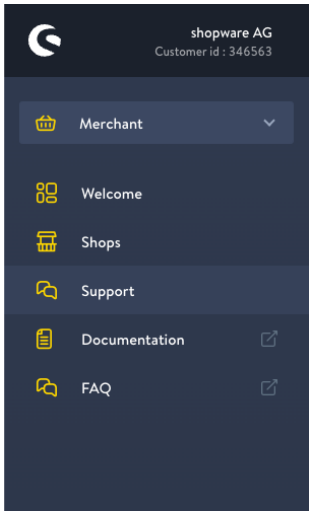
The software subscription provides you with updates and support for Shopware.

Important: These maintenance contracts are part of our old price module and can no longer be purchased.

The minimum term is one year. Software subscription contracts are automatically renewed with costs if they are not terminated in good time before expiry.

The contract is always concluded between you as the shop owner and shopware AG. If you have received the licenses via an agency, the agency has sold you the licenses including the software subscription. Any maintenance contract concluded between you and an agency then relate to further services provided by the agency, e.g. hosting, data maintenance, connection to other IT systems, etc.

You can request support directly via the blue button in the support overview. All support requests are displayed in the support overview. You can also review questions that have already been answered.

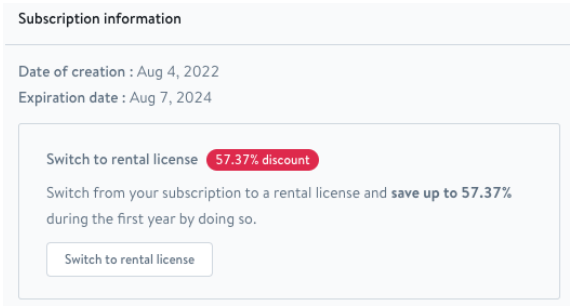




Renewing a purchase subscription

When purchasing older versions of extensions, an additional year of updates and support was included. Since the purchase of paid versions has been discontinued, it is not possible to purchase an additional year.

As soon as you want to receive updates and support for your extension, you must switch from your purchased version to a rental version, as the rental versions contain a valid subscription. This option is offered to you under the extension information.



License transfers/account rewriting

General information

These instructions only apply to self-hosted environments.

The instructions do not apply to SaaS/PaaS stores. For these stores, please always carry out a form-based transfer. Our IT department will then carry out the technical transfer to the new customer.

If, in addition to shop licenses, manufacturer or partner contracts are also to be changed/transferred, please get in touch with your responsible contact person in the relevant department.

If the company is in liquidation or insolvency (including self-administration, protective shield proceedings, etc.), we require the contact details of the liquidator/trustee/insolvency administrator and the court file number. In these cases, a form is generally used for the transfer, as the relevant persons must give their consent.

shopware AG takes data protection and proper accounting very seriously. Therefore, data should only be displayed to authorized persons and licenses and bookings should be clearly assigned to companies. This is particularly important in connection with tax law (VAT!).

Exceptions to the transfer (Account rewriting)

An existing customer account can be transferred without a transfer if one of the following occurs:

Change of name for a business due to marriage, inheritance, ... Paula Müller becomes Paula Schmidt through marriage. Peter Mustermann inherits the company, Paul Mustermann. Please send us the relevant proof (marriage certificate, copy of identity card or inheritance certificate).

Name change/merger/split-up of a legal entity (GmbH, AG, UG, ...). Please submit an excerpt from the commercial register in which the old and new company names are entered.

Examples: If Mustermann GmbH becomes Mustermann AG, the extract from the commercial register must contain one of the following formulations:

a) Mustermann GmbH, HRB 1111 .... „New Company: Mustermann AG“

b) „On the basis of the merger agreement, Mustermann GmbH is merged with Mustermann AG and continues to operate under the name Mustermann AG.“

c) „Due to the split-up, the online store business is transferred from Mustermann GmbH to Mustermann AG.“

Transfer

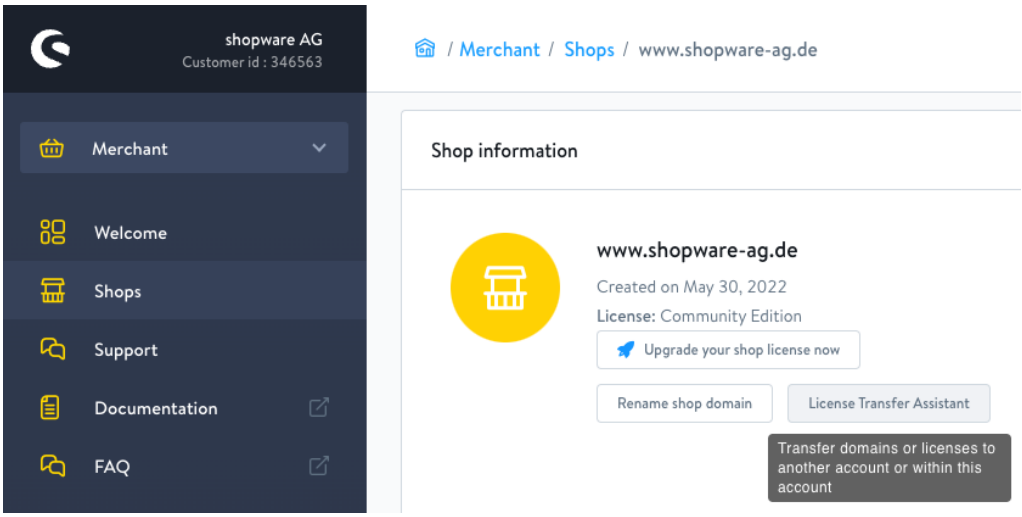
All other changes are made online (account.shopware.com) by transferring them to a new customer account.

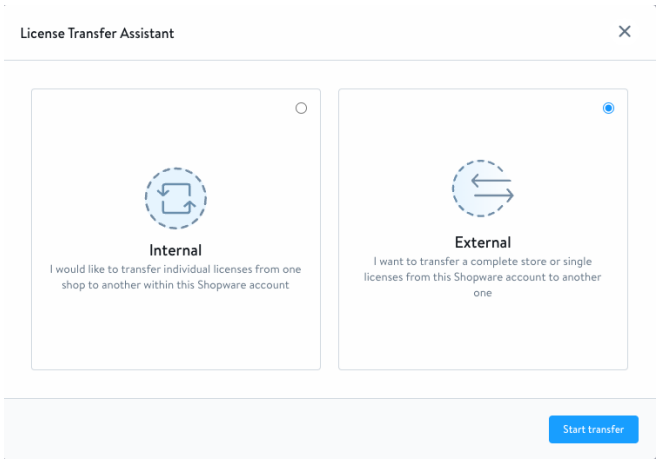
An employee of the company taking over the licenses creates a new customer account for the new company at account.shopware.com and gives you the data entered there, namely the company name, the customer number and the name of the contact person for the online shop.
If you already have a customer account, this step is not necessary.

Please use a personal e-mail address for the new company (e.g. Pe-ter.Muster@mus-ter.de), as this will be used to create a personalized account. Please also enter a collective mailbox for the accounting department for sending invoices (e.g. in-voice@muster-mann.de).

If the company is not based in Germany and is located in a country of the European Union, the new company must also enter its VAT ID in the customer account.

After the new customer account has been created and any debit balance on the previous account has been settled, select a domain in your old customer account (account.shop-ware.com) and call up the license transfer wizard. Then select “external transfer” and con-firm this.



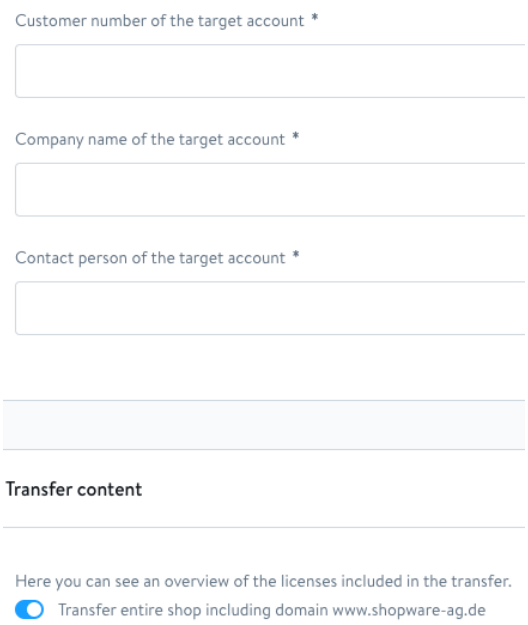


Then fill out the form. Please do not forget to select that the entire store should be transferred (blue slider). Repeat this for other domains if necessary.

Our sales department usually approves the transfer within a few hours. The new company can then accept the transfer in their account. To do this, an employee must click on the blue banner on the start page in the account.

Important: If the transfer has not been accepted, contracts will continue to be charged and invoiced in the old account. Legally, the transfer has not yet taken place without acceptance.

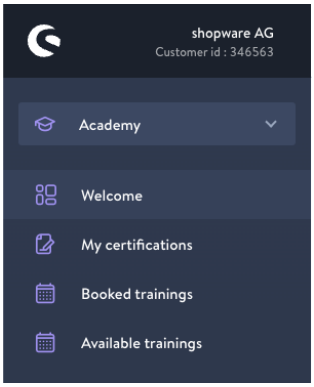
Please contact us in good time, as we may no longer be able to rewrite existing invoices as part of a license transfer.



General

Know more

In the Academy area, you will find information on training courses and existing certifications. You can also switch to the learning platform from there and book training courses.



Contact

Our customer service is available to you at the e-mail address info@shopware.com or under the telephone number +49 (0) 2555 92885-0.

If you have any questions about accounting, please contact the Finance department by e-mail at finance@shopware.com or by telephone on +49 (0) 2555 92885-10.

If you have a software maintenance contract, you can reach our support team via the corresponding menu item in your account. There you can also contact the extension manufacturer for support.

The information and examples in this brochure are for your general information. Processes and procedures, illustrations, prices and (legal) regulations are subject to change at any time. Errors excepted. The current GTC (http://www.shopware.com/en/gtc/) of shopware AG apply in each case.

If you have any questions, please contact us.