Shopware Extensions

You can use extensions to expand the standard range of Shopware functions. The extensions are managed via the extensions manager.

Further information, e.g. on the installation of extensions, can be found here.

The extended functions (features) of Shopware Rise, Shopware Evolve and Shopware Beyond are made available to you within the Shopware Commercial extension. If you have purchased a corresponding plan and activated the extension, the available features will be unlocked and available. However, some features require the installation of the separate extension and are not automatically provided via Shopware Commercial. The following table should give you an overview of this.

Overview of features extensions per plan

In the following table you will find an overview of which features are available in your plan.

Features / Plans	Shopware Rise	Shopware Evolve	Shopware Beyond
Content Management & Design			
Premium Themes	X	X	X
CMS Rules		X	X
Quick view		X	X

Scroll-Navigation (Storytelling)		X	X
Immersive Elements	X	X	X
Workflow & Automation			
Publisher		X	X
Customer experience & Marketing			
Social Shopping	X	X	X
Dynamic Access		X	X
Form Builder		X	X
Digital Sales Rooms			X

Inventory & Order management			
Custom Products	X	X	X

The most up-to-date overview of all available features per plan can be found in the comparison on the **prices** page of the Shopware homepage.

Advanced Search

The Advanced Search is available to you as an extension of the Shopware Evolve plan.

The Advanced Search gives you easy configuration options and high performance due to the Elasticsearch foundation.

Advanced Search can be used as a separate extension up to Shopware 6.4.20.2; the plugin can no longer be installed in version 6.5. The successor Advanced Search 2.0 is available from Shopware 6.5.7.0 and requires **OpenSearch** as the search engine. The functionality is automatically available in the admin, if the Commercial plugin was installed and activated. You can find out more about the successor to this extension here.

Requirements

Since Advanced Search is based on Elasticsearch, an Elasticsearch instance is a basic requirement for operation. How to integrate Elasticsearch into Shopware 6 is explained here.

Installation

As part of the Shopware Evolve plan, Advanced Search is available to you as an extension.
You can download and install the extension under **Extension > My Extensions**.
If you have logged in to the Shopware **Account** tab, the extension will be listed in the General tab and can be installed via the "..." button.
After the extension is installed, you can activate it using the button to the left of the extension.

You can find more information about extension management here.

Could not install plugin

Should you receive the following message during the installation of the extension

"*Could not install plugin, got 1 failure(s). Required plugin/package* "*shopware/platform >=v6.0*

it is necessary to adjust the composer.json of the extension.
You can find the extension in the Shopware directory under /custom/plugins/SwagEnterpriseSearchPlatform.
In the composer.json you have to adjust the following code

```
"require": {
"shopware/platform": ">=6.1.0 < 6.3.0"
},
```

Replace the entry

```
"shopware/platform": ">=6.1.0 < 6.3.0"
```

with

```
"shopware/core": ">=6.1.0 < 6.3.0",
"shopware/storefront": ">=6.1.0 < 6.3.0",
"shopware/administration": ">=6.1.0 < 6.3.0",
"shopware/elasticsearch": ">=6.1.0 < 6.3.0"
```

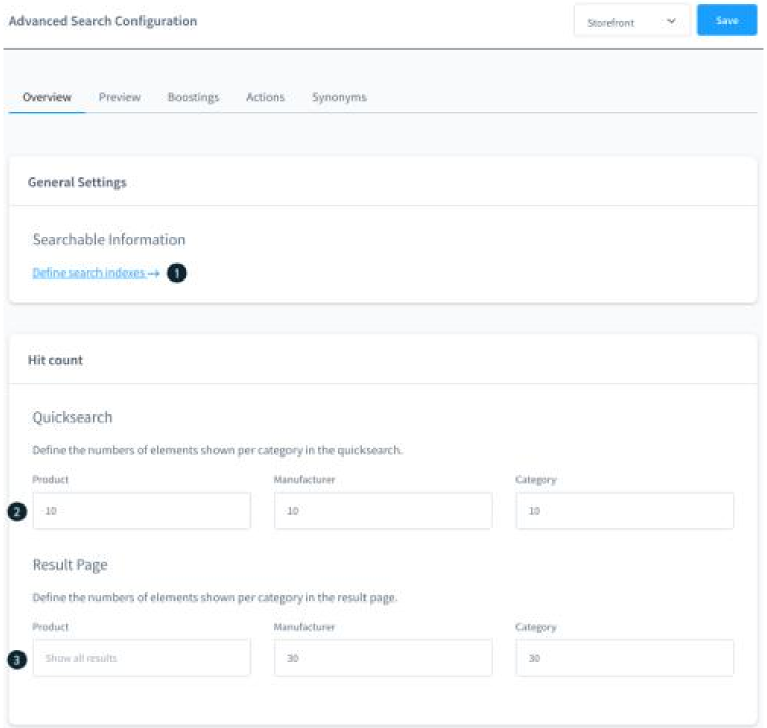
After you have saved the changes, you can install the extension in the admin under **Extensions > My Extensions**.

Configuration

You can find the configuration of the Advanced Search under **Settings** > **Extensions** > **Shopware Advanced Search**.

Overview

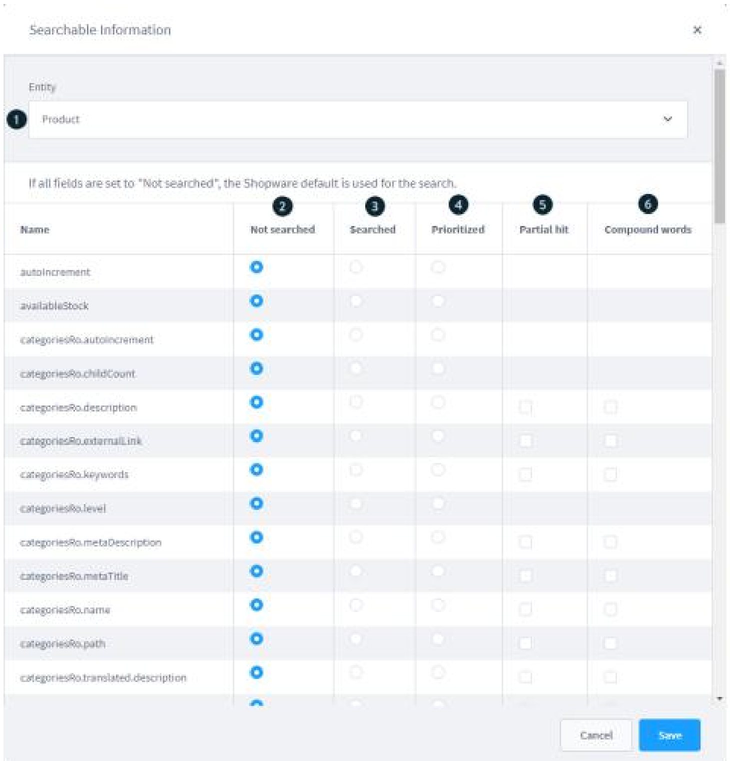
In the tab overview you can configure the basic configuration of the search.



In the **General Settings** section, **Which information is indexed or even boosted (1)** calls up a modal in which you specify the records to be considered for the search.

In the hit count section you define the number of elements displayed in the **quicksearch (2)** and on the search **results page (3)**.

Searchable information



To specify the data to be searched, first select the **entity (1)** for which you want to make the setting. In the Advanced Search, products, categories and manufacturers can be searched.

Afterwards a list with all available records for the selected entity will be displayed below. There you can determine whether each record should **not be searched (2)**, **searched (3**) or **prioritized (4)**. Prioritized means that hits are given twice the weighting for the content of this record.

For records that are defined as text (e.g. varchar) at database level, you can also specify whether **partial hits (5)** should also be included and whether **compound words (6)** should also be included.
Partial hits are smaller word parts of a longer term (e.g. keyboard)
For compound words, several words are combined even without entering a space (key board also finds keyboard)

After you have initially configured the indexing settings, it is necessary to perform indexing from the server console. For information on how to perform indexing, see the section Indexing.

Please note that the configuration of the indexed data is currently not possible for specific sales channels.

The most important variables are explained below:

Field	**Description**

fullText	Standard Shopware field with low priority
fullTextBoosted	Standard Shopware field with higher priority
price.gross	Gross price
price.net	Net price
productNumber	Product number
stock	Stock
restockTime	Replenishment time in days
autoIncrement	Graduation
availableStock	Available stock
variation	Product variant

displayGroup	String field with IDs to display the content
manufacturerNumber	Manufacturer number
ean	EAN number
purchaseSteps	Quantity steps of purchase
maxPurchase	Maximum purchase
minPurchase	Minimum purchase
purchaseUnit	Sales unit
referenceUnit	Basic unit
purchasePrices.gross	Gross purchase price
purchasePrices.net	Net purchase price

weight	Weight
width	Width
height	Height
length	Length
ratingAverage	Valuation on average
categoryTree	Category tree
propertyIds	Properties IDs
optionIds	IDs of the options
tagIds	Tag IDs
categoryIds	Category IDs

childCount	Number of variants
sales	Sales
metaDescription	Meta product description
name	Product name
keywords	Search keywords
description	Product description
metaTitle	Meta title
packUnit	Packaging unit
packUnitPlural	Packaging unit-multiple
customSearchKeywords	Search keywords defined in admin

deliveryTime.unit	Delivery time unit
deliveryTime.max	Maximum delivery time
deliveryTime.min	Minimum delivery time
deliveryTime.name	Name of delivery time
tax.position	Position of the tax
tax.name	Tax name
tax.taxRate	Tax percentage
manufacturer.description	Manufacturer description
manufacturer.name	Manufacturer name
manufacturer.link	Link of the manufacturer

unit.name	Unit of measurement name
unit.shortCode	Unit of measurement short form
cover.position	Position of the preview image in the media overview of the item.
cmsPage.entity	Element
cmsPage.type	Layout type of the deposited experience world
cmsPage.name	Name of the deposited experience world
canonicalProduct.customSearchKeywords	SEO data of the respective value
canonicalProduct.packUnitPlural	SEO data of the respective value
canonicalProduct.packUnit	SEO data of the respective value

canonicalProduct.metaTitle	SEO data of the respective value
canonicalProduct.description	SEO data of the respective value
canonicalProduct.keywords	SEO data of the respective value
canonicalProduct.name	SEO data of the respective value
canonicalProduct.metaDescription	SEO data of the respective value
canonicalProduct.sales	SEO data of the respective value
canonicalProduct.childCount	SEO data of the respective value
canonicalProduct.categoryIds	SEO data of the respective value
canonicalProduct.tagIds	SEO data of the respective value
canonicalProduct.streamIds	SEO data of the respective value

canonicalProduct.optionIds	SEO data of the respective value
canonicalProduct.propertyIds	SEO data of the respective value
canonicalProduct.categoryTree	SEO data of the respective value
canonicalProduct.ratingAverage	SEO data of the respective value
canonicalProduct.length	SEO data of the respective value
canonicalProduct.height	SEO data of the respective value
canonicalProduct.width	SEO data of the respective value
canonicalProduct.weight	SEO data of the respective value
canonicalProduct.purchasePrices.gross	SEO data of the respective value
canonicalProduct.purchasePrices.net	SEO data of the respective value

canonicalProduct.referenceUnit	SEO data of the respective value
canonicalProduct.purchaseUnit	SEO data of the respective value
canonicalProduct.minPurchase	SEO data of the respective value
canonicalProduct.maxPurchase	SEO data of the respective value
canonicalProduct.purchaseSteps	SEO data of the respective value
canonicalProduct.ean	SEO data of the respective value
canonicalProduct.manufacturerNumber	SEO data of the respective value
canonicalProduct.displayGroup	SEO data of the respective value
canonicalProduct.variation	SEO data of the respective value
canonicalProduct.availableStock	SEO data of the respective value

canonicalProduct.autoIncrement	SEO data of the respective value
canonicalProduct.restockTime	SEO data of the respective value
canonicalProduct.stock	SEO data of the respective value
canonicalProduct.productNumber	SEO data of the respective value
canonicalProduct.price.gross	SEO data of the respective value
canonicalProduct.price.net	SEO data of the respective value
prices.quantityEnd	Maximum quantity of the product that must be in the shopping cart for this price to be valid.
prices.quantityStart	Minimum quantity of the product that must be in the shopping cart for this price to apply.
crossSellings.limit	Maximum number of products

crossSellings.type	Cross selling type
crossSellings.sortDirection	Cross selling order Direction
crossSellings.sortBy	Cross selling order
crossSellings.position	Cross selling position
crossSellings.name	Cross selling name
visibilities.visibility	Visibility
searchKeywords.ranking	Search Keyword
searchKeywords.keyword	Search Ranking
productReviews.comment	Product review comment
productReviews.points	Product review rating

productReviews.content	Product rating content
productReviews.title	Product review title
productReviews.externalEmail	Mail of the end customer
productReviews.externalUser	First name of the end customer
seoUrls.url	SEO URL
orderLineItems.type	Type of ordered position
orderLineItems.totalPrice	Total price of the ordered item
orderLineItems.unitPrice	Unit price of the ordered position
orderLineItems.quantity	Quantity of the ordered position
orderLineItems.price	Price field

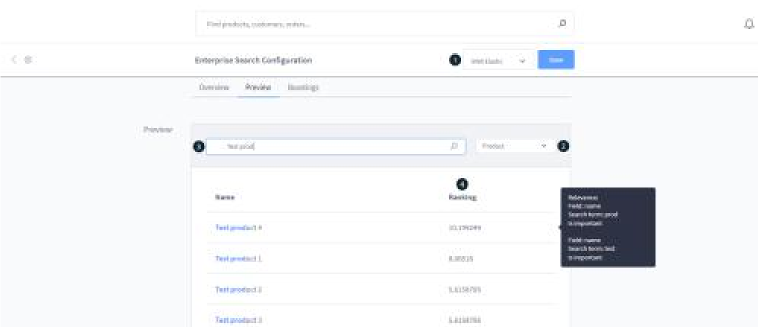
orderLineItems.discount	Discount of the ordered item
orderLineItems.percentage	Discount percentage
orderLineItems.label	Name of the ordered item
orderLineItems.referencedId	Product ID of the ordered item
orderLineItems.identifier	Product ID of the ordered item
options.colorHexCode	Color code of the color stored in the property.
options.name	Name of the variant
properties.colorHexCode	Color hex code of the property
properties.position	Position of the property
properties.name	Name of the property

categories.keywords	Category Keywords
categories.metaDescription	Category Meta Description
categories.metaTitle	Category Meta Title
categories.description	Category Description
categories.externalLink	Category External Link
categories.linkType	Category Link Type
categories.name	Category Name
categories.productAssignmentType	Product Assignment Type
categories.type	Category type
categories.childCount	Number of subcategories

categories.path	Category path
categories.level	Category level
categories.autoIncrement	Unique decimal number

Preview

The preview allows you to test the search settings directly in Admin.



To use the preview, first select the **sales channel (1)** for which you want to test the search.
With the **selection (2)** next to the **search field (3)** you can determine whether you want to test the search for products, categories or manufacturers.
In this list you a ranking for the search results will also be shown, so that you can see the relevance of the search term. This ranking is calculated by means of the Elasticsearch search algorithms. You can get some more information about the ranking of a search result by hovering the mouse over the ranking of the search result..

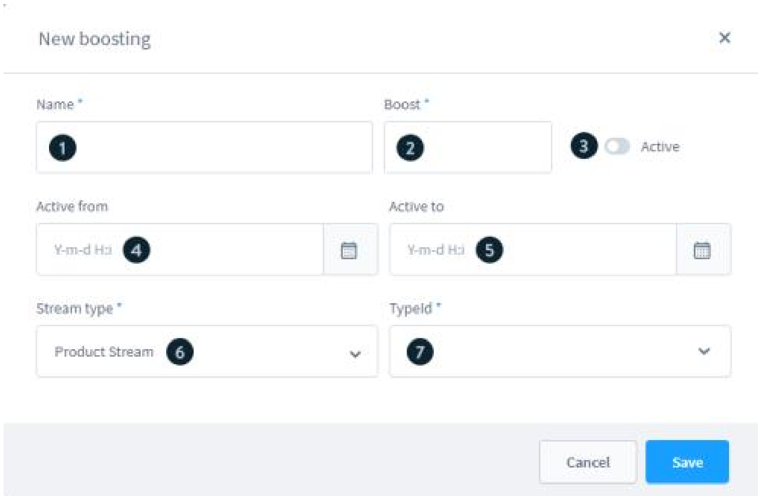
Boostings

In addition to the prioritization of individual records to be searched, it is possible to create additional boosts. A boosting offers you specific configuration options, e.g. to display certain products further up in the search results.

Product boosting

Existing dynamic product groups are used for the boosting of products. The products that are available in the product group and to which the search query generally applies are given a higher rating.

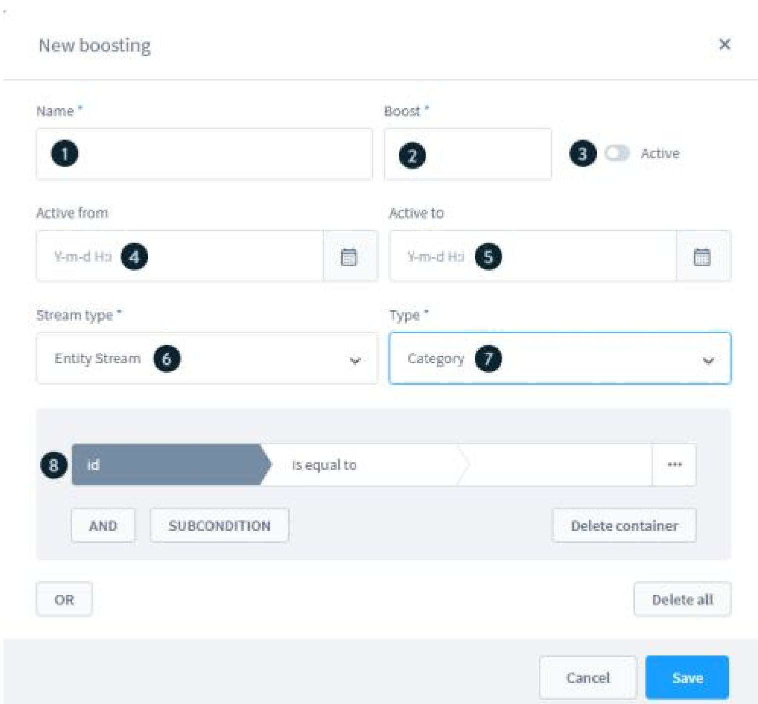
If you have not yet created a corresponding dynamic product group, we recommend that you do so as a first step.



To configure a product boost, first enter a **Name (1)** and the desired boosting relevance in the field **Boost (2)**. This boosting relevance is added to the products' already received relevance. To activate the boosting, click on the **Active button (3)**.
Optionally it is possible to use the boosting only in a certain period of time. To do this, set the period in the fields **Active from (4)** and **Active to (5)**.
As **stream type (5)** select Product Stream, this will display the field **TypeId (7)**. In the TypeId selection field you can then choose from the existing dynamic product groups..

Category and manufacturer boosting

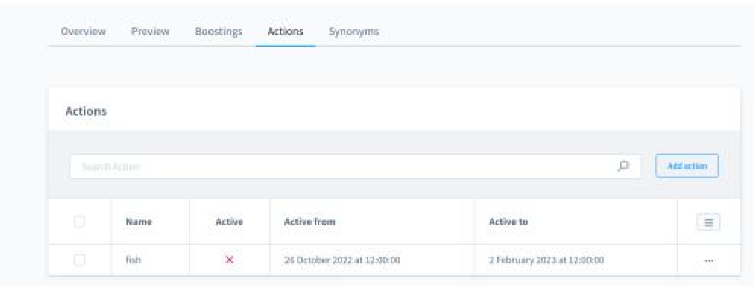
You can define your own rules for the boosting of categories and manufacturers directly in the boosting modal.



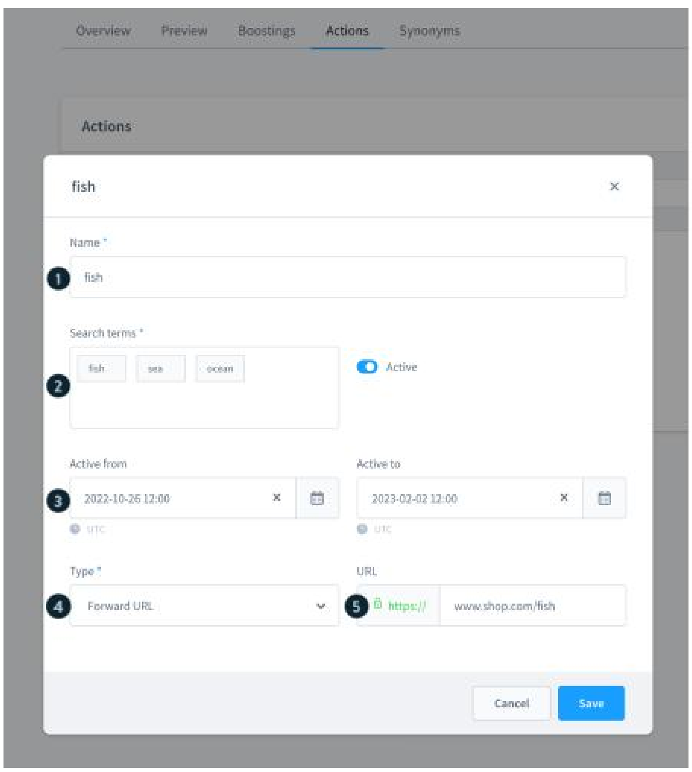
When configuring a category or manufacturer boost, first assign a **name (1)** and the desired boosting relevance in the field **Boost (2)**. To activate this boosting, click on the **Active button (3)**.
With the fields **Active from (4)** and **Active to (5)** you can limit the boosting in time without having to switch it on or off manually at a certain time.
As **stream type (6)** select Entity Stream, in the field **Type (7)** category or manufacturer.
Afterwards the possibility to **create rules (8)** is shown. This rule configuration is based on the Rule Builder
. With this you can create individual conditions on the basis of which the boosting is to be applied.

Actions

With actions, it is possible to search for a specific phrases/keywords in the name. The customer will be forwarded automatically to a definied area (Url, product or categorie)



Add action



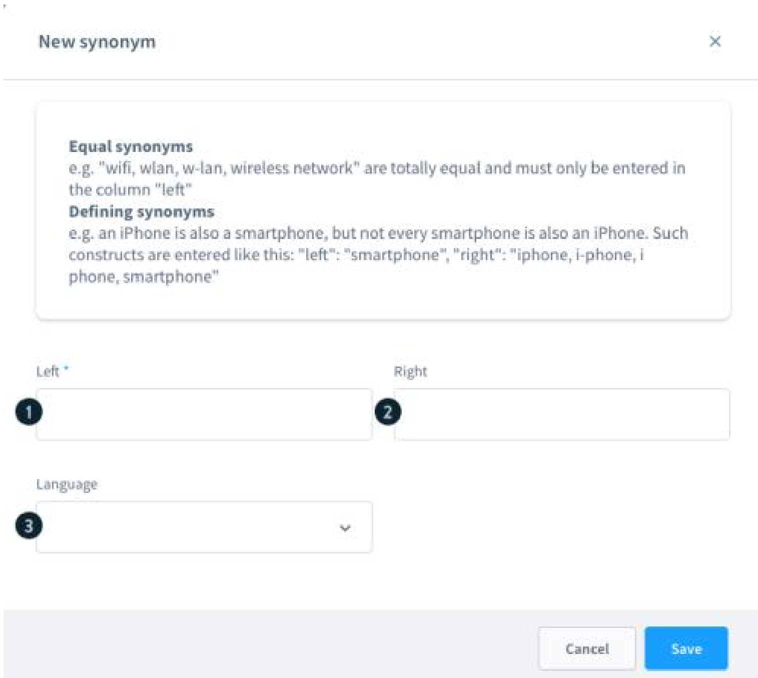
Name (1): Enter a name for the action.
Search terms (2): Here you can enter the search terms or keywords.
Active (3): Define in which period the promotion is valid.

Type (4): Here you can choose whether the customer should be redirected to a defined URL, product or category when the search term is searched.
URL / Product / Category (5): As mentioned in (4), you can define a URL, a product or a category, depending on the type you choose.

Synonyms

In search, the term "synonyms" usually refers to the function where search engines or search tools display alternative words or phrases that have a similar meaning to the search term entered. This feature helps users refine their search results by offering them similar terms or variations that might be relevant.

For example, if someone searches for "car," a search engine could potentially display synonyms such as "vehicle" or "motor vehicle" to give the user more options. This makes finding relevant information more accessible and expands the search results' scope.



Left (1): Enter the synonym term for Equivalent or Defining synonyms here.
Language (2): Enter the language for the synonym.
Right (3): Enter a synonym term here that applies to Equivalent synonyms.

Indexing

After you have configured the Advanced Search for the first time, it is necessary to build the index. This is done in 3 steps in the server console..

First the indices are created or updated

```
php bin/console es:index
```

After this step has been completed, the second step is the processing via the message queue. In most systems this is done automatically by the Admin or CLI Worker. If you are unsure whether the message queue is processed automatically, please have a look at our documentation article about the Message Queue.

Finally you **can** create the aliases for the indexes. It should be said that this is usually done automatically. In some systems this can be however necessary. If the indexes have been created successfully, but you still do not see any products in your storefront, you can execute the following command.

```
php bin/console es:create:alias
```

The indexing works exactly the same way as with the technically underlying Elasticsearch integration. Therefore you can find more information in the documentation of Elasticsearch.

So that now finally also new products and/or changes at existing products are taken over into the indices, it is necessary to set **SHOPWARE_ES_INDEXING_ENABLED=1** in the **.env** file in your store directory to **1** (active). If you change the configuration or the search settings, it is necessary to rebuild the search index.

Custom Popups & Notifications

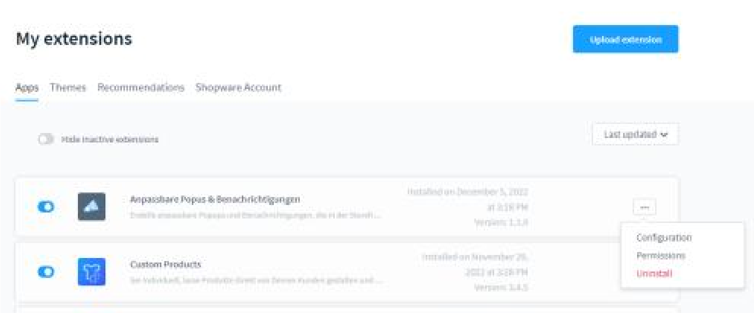
With this extension, you have the possibility to inform your customers about promotions or to share information quickly and easily.

Installation

Custom Popups & Notifications can be downloaded for free from the Store and then installed and configured in the Administration (**Extensions > My Extensions**).

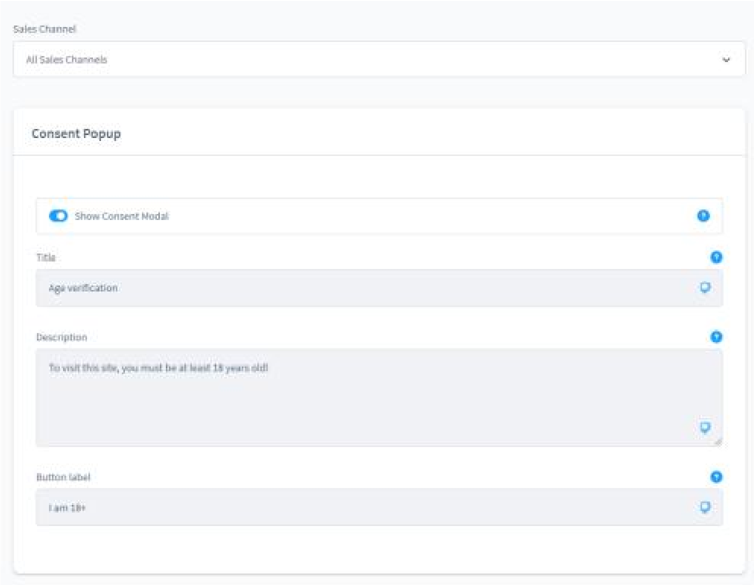
General configuration

Under **Extensions > My Extensions > Custom Popups & Notifications** you can access the general configuration of the extension.



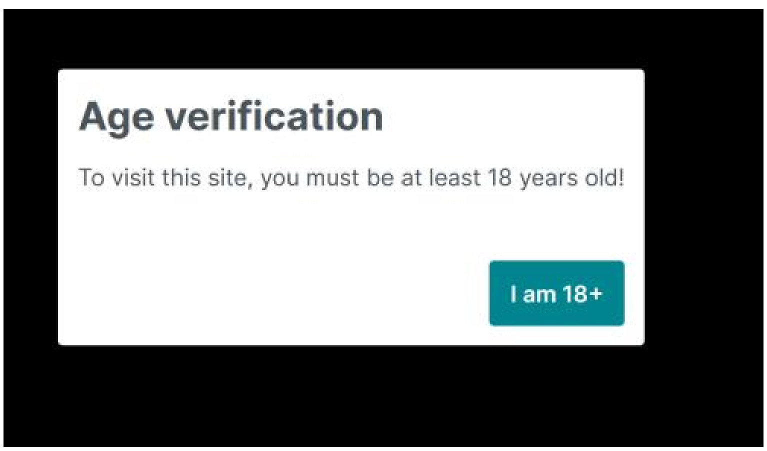
Consent Popup

The consent popup opens a popup directly when visiting your store, which must be actively confirmed by the customer.



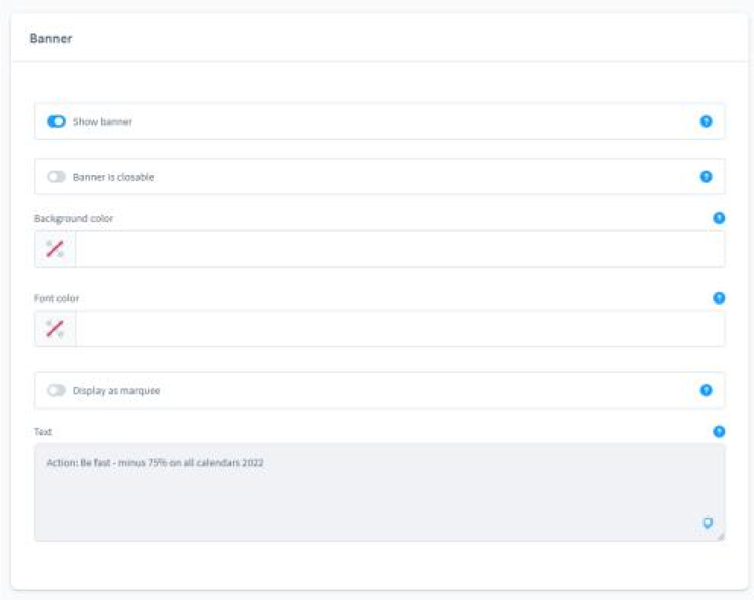
Sales channel: First define for which sales channel you want to store the settings.
Show consent modal: Here you activate the approval dialog, which is displayed directly when you open your store.
Title: Enter the desired title for your approval popup.
Description: Here you can enter the description, which the customer can read later.
Button label: Enter the text that should be displayed on the confirmation button.

In our configured example, your customers will receive the following dialog when they open your store:



Banner

The banner is displayed to your customers in the upper area of your store and allows you to spread targeted information.

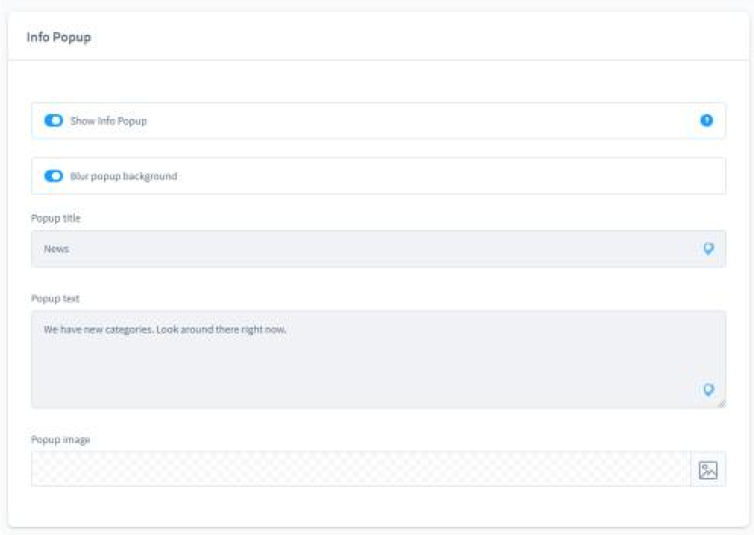


Show banner: Here you can activate the banner that will later be displayed in the upper area of your store.
Banner is closable: Decide whether your banner can be closed or whether the information is always displayed.
Background color: Adjust the background color of the banner to your store.
Font color: Adjust the font color of the banner to your store.
Display as marquee: In addition to a fixed text, your banner can also be displayed as a ticker, which then moves into the customer's view in the upper area of your store.
Text: Enter your desired text here.

The configured banner will now be displayed in the upper area of your store:

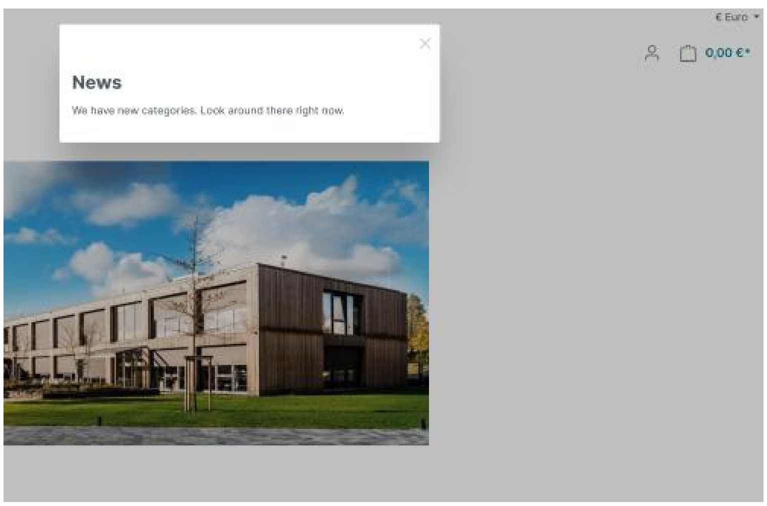
Info Popup

The info popup is displayed to your customers directly when they open the store and can share news, for example.



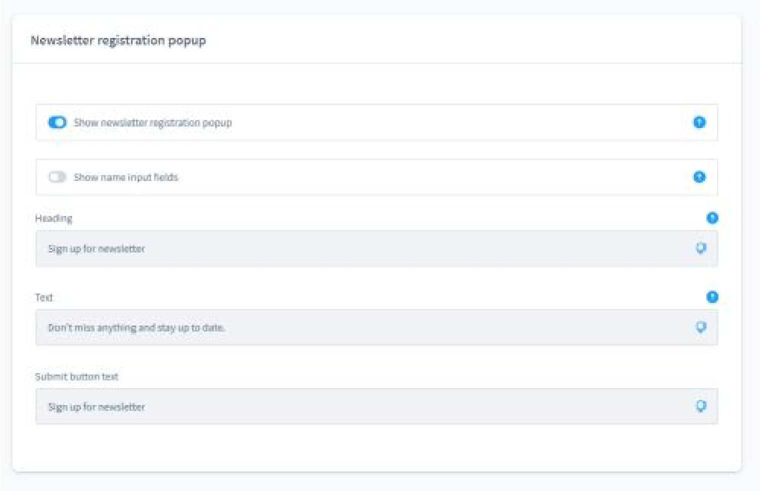
Show info popup: Here you activate the info popup that will later be displayed to your customers directly when they call up the store.
Blur popup background: Configure in which way the background of the popup should be displayed.
Popup title: Define the title of your popup.
Popup text: Define here what exactly you want to tell your customers.
Popup image: You want to include your logo next to the headline and the text? Here you can select it.

Our info popup will appear in the store from now on:



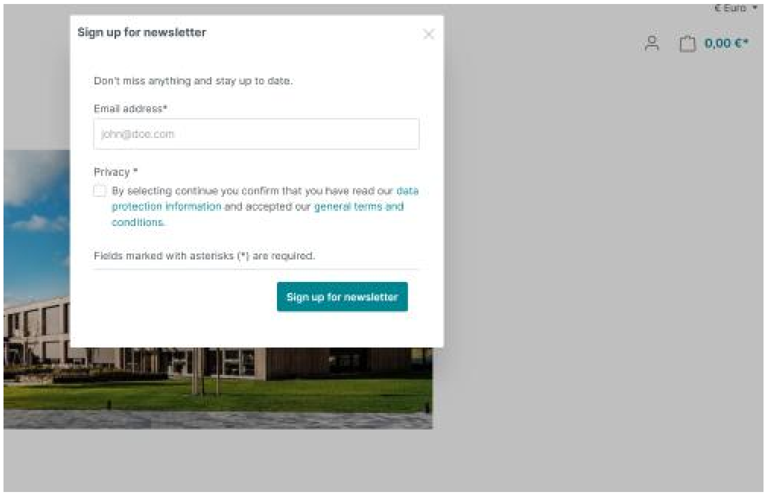
Newsletter registration popup

With the newsletter registration popup you can actively refer your customers to your newsletter directly when they visit your store and even let them register via the popup.



Show newsletter registration popup: Enable your newsletter registration popup to point your customers to your newsletter.
Show name input field: Determines whether to show first and last name input fields.
Headline: Give your popup a heading.
Text: What is your popup about? Enter it here.
Submit button text: At this point, give a text that will be inside the button.

Our result will look like this:



B2B-Suite - Administration

The B2B suite is available to you as an extension from the Shopware Evolve plan.

Please note that the B2B suite is no longer being developed. All new features will be handled via the B2B components.

The B2B Suite provides you with the option of equipping your store with the most important B2B functions.

These include budgets and quotas, order lists and quick orders.

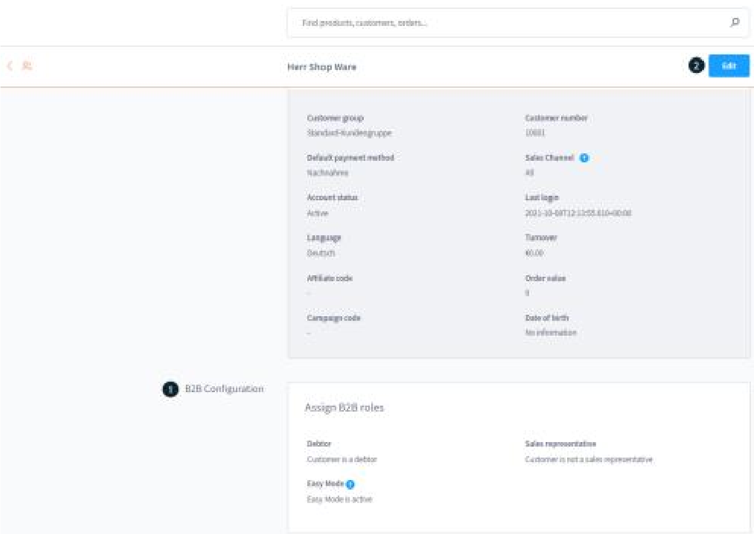
Installation

As part of the Shopware Evolve plan, the B2B Suite is available as an extension.
You can download and install the extension under **Extension > My Extensions**.
If you have logged in to the Shopware **Account** tab, the extension will be listed in the General tab and can be installed via the "..." button.
After the extension is installed, you can activate it using the button to the left of the extension.

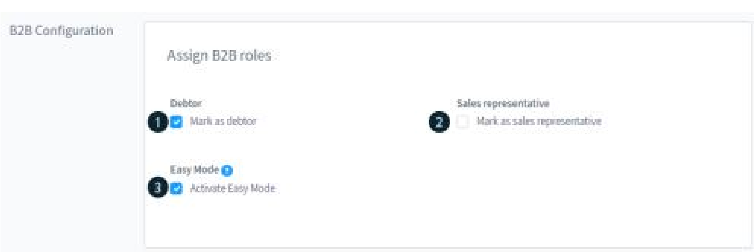
You can find more information about extensions here.

Configuration

The B2B Suite does not provide a separate configuration menu in the Admin. Instead, the customer administration is extended by configuration options **(1)**.



In order to assign a B2B role to the customer, first open the **edit mode (2)**.



Then you can assign one of the two roles **(1)** or **(2)** to the account by using the checkboxes.
Please note that a customer can only be assigned to one of the two roles.
If the customer is assigned to the customer role, you can also activate the **Easy Mode (3)**. A customer with activated Easy-Mode has a simplified view with fewer options available in his customer account.
Firstly, there is no role administration available in the easy mode. Furthermore, in this mode the customer has no options to create and manage budgets or quotas.

Exactly which functions are available for a debtor or sales representative account is explained in the next section B2B Roles.

B2B Roles

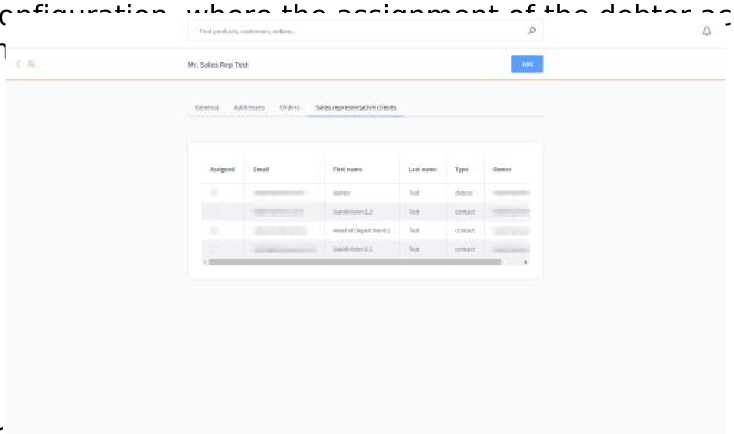
Debtor

A debtor is the central administration account for a store customer to map his company organization. For this purpose, various employee accounts as well as individual budgets and quotas can be created.
You will find the exact configuration options in the article B2B-Suite - Customer account

Sales representative

Sales representatives are accounts for employees of the store operator to whom debtor accounts can be assigned in order to give employees direct access to the customers' store accounts.

- **Admin view**
  An account marked as a field sales representative gets an additional tab in the customer configuration, where the assignment of the debtor accounts is done. It is necessary to enter the edit m

  <

- **Storefront view**
  A sales representative will see an overview of the assigned customers in the storefront instead of the normal account.

  Using the **person icon (1),** the sales representative can log into the customer's account. This allows the sales representative to use the same functions as the customer. Orders that are placed by the sales representative through the customer account are marked accordingly.

In the **My Account area (2)** the sales representative can change his personal details and password.

B2B-Suite - Customer account

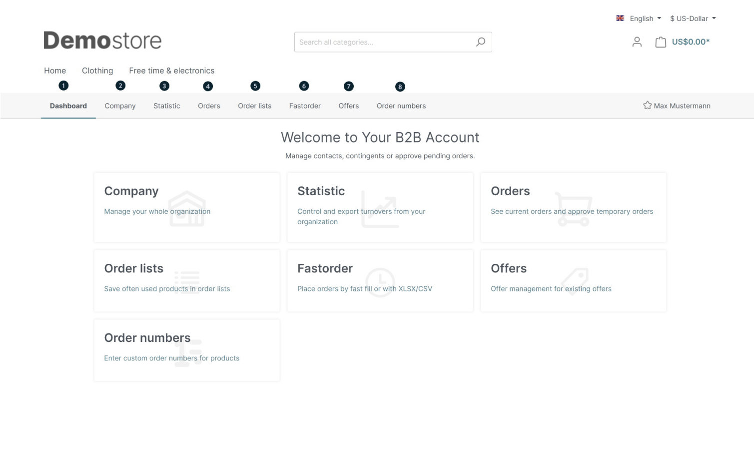
The B2B suite is available to you as an extension from the Shopware Evolve plan.

Please note that the B2B suite is no longer being developed. All new features will be handled via the B2B components.

The B2B suite offers a variety of functions for store customers who have been authorized by the store operator to map their own company structure. These include roles and contacts (sub-accounts for customer employees), budgets and quotas including the clearances process as well as order lists and own order numbers.

This documentation describes the functions that the B2B suite provides for store customers and is therefore written from the store customer's perspective.

In order to use these functions it is necessary that the store operator has set up a central customer account for your company or has authorized it accordingly.
If you now log in to the store with this account, you can carry out the further configuration. For easier administration the functions are divided into different areas.



- B2B-Dashboard **(1):** The dashboard is the central overview of the B2B functions.
- Company **(2):** In the Company section, the roles and contacts including authorizations, addresses, budgets and quotas are managed.
- Statistics **(3):** In the statistics you will find filterable evaluations of the orders placed.
- Orders **(4):** Here you find overviews of the placed orders as well as the still open orders waiting for clearance.

- Order lists **(5):** Order lists allow easy planning of future or regular orders.
- Fast order **(6):** With the fast order function you can add many products to your shopping cart with a few clicks.
- Offers **(7):** Contains an overview of the requested offers and offers the possibility to edit them.
- Order numbers **(8):** Enable you to create and manage your own order numbers for the store's products.
- **My Account (9):** Provides an overview of personal data and allows you to change your own password.

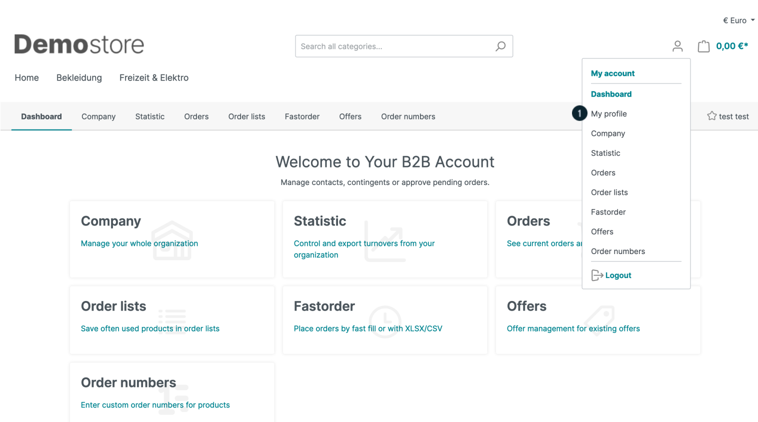
If you can't see certain areas, please check if the account you are logged in with has the necessary permissions. If necessary, ask persons who have access to the debtor account of your company.

B2B-Dashboard

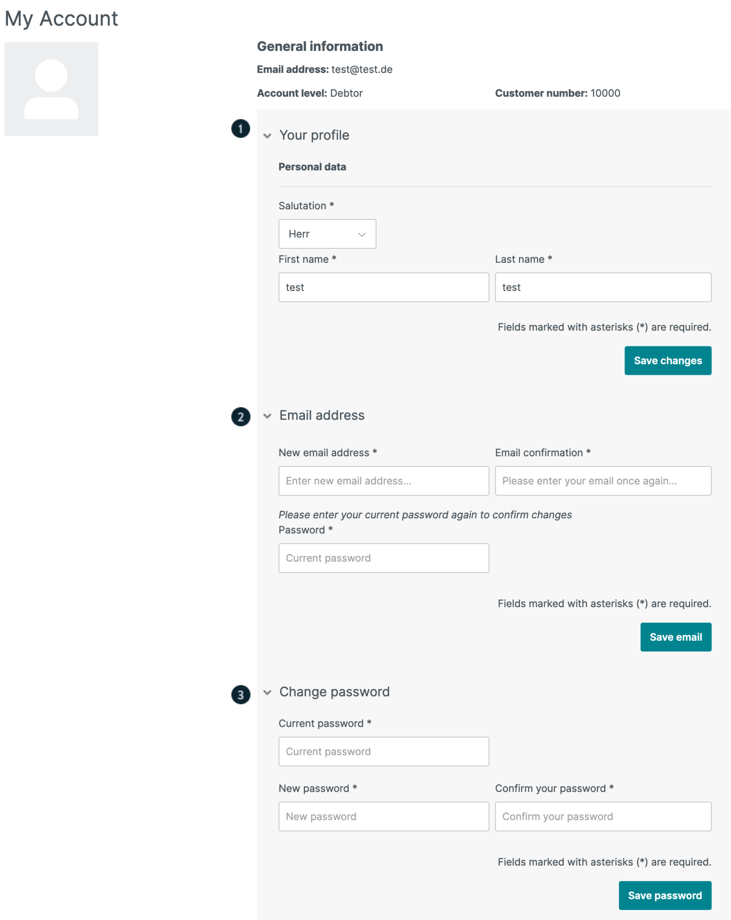
The overview in the dashboard shows all functions that are available to the logged-in user.
The customer has full access to all functions. The available functions for the other contacts (sub-accounts of a debtor) depend on the assigned rights.

My profile

Debtors and contacts (sub-accounts of a debtor) can manage contact information such as salutation, first name, last name, and email address themselves and edit it directly on the storefront.



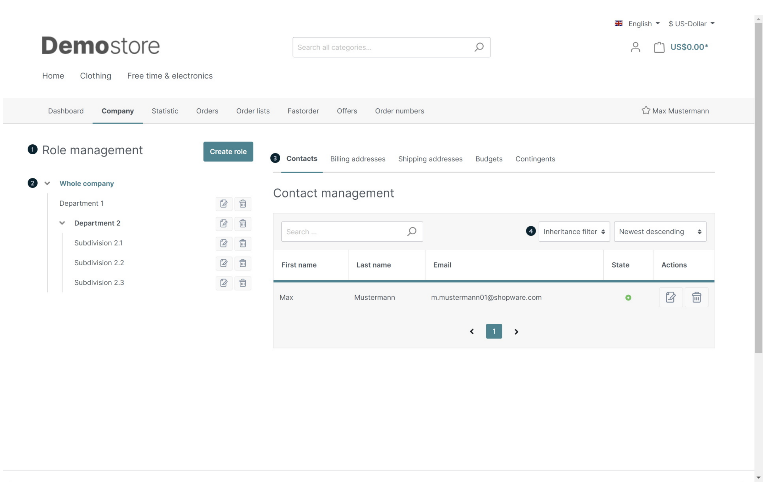
You can customize contact information directly in the storefront using the **My profile menu item (1).**



In the My Account section you will find your master data. In the **Your Profile section (1)**, you can change your title, first name and last name. Under **E-mail address (2)** you can change the e-mail address. Under **Change password (3)** you can change the password.

Company

Here, the debtor or an appropriately authorized contact can carry out the administration of their own company organization. This page is divided into several areas and tabs.



On the left side is the role management (1), this serves to structure your company organization. Since a role (2) must be selected for the management of the other functions within the Company area, the role management is also permanently visible.

Using the **tab list (3)** on the right you can access the functions Contacts, billing addresses, Shipping addresses, Budgets and Contingents.

In the individual functions you can then use the **filter (4)** to determine which entries should be displayed.

- **Inheritance filter:** Will show the entries of the selected role as well as all entries of subordinate roles.
- **Assignment filter:** Shows all entries assigned to the selected role.

Please note that it is necessary to assign contacts, billing addresses, shipping addresses, budgets and contingents to a role. Therefore the creation or editing is only possible if a role is selected in the role management.

Role management

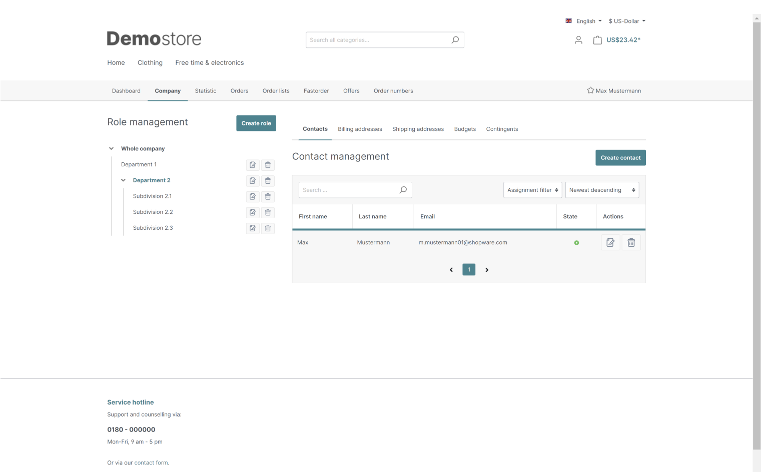
If Easy Mode is activated for the customer account, the Role management are not available.

Roles are used to simplify the configuration, especially when a large number of contacts are involved.
For this purpose you can assign permissions, addresses, budgets and quotas to the roles and then assign the individual contacts to a role. The contact then inherits the settings of the role.
It is therefore not necessary to make the entire configuration for each contact individually.

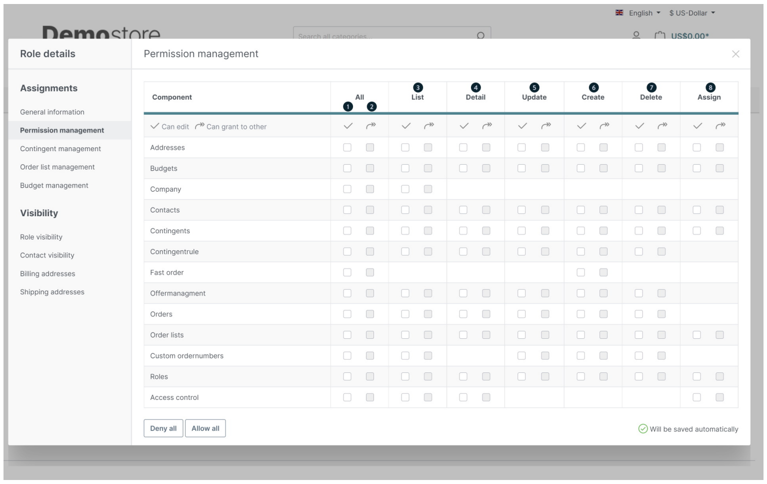
To create a new role, click on the **Create role** button. In the window that opens, give the role a unique name and click on the **Save button**. Afterwards the window for the configuration of the role opens.

Assignments

Master data
In the master data you can change the name of the role.



Permission management
Here you specify the permissions for the role.



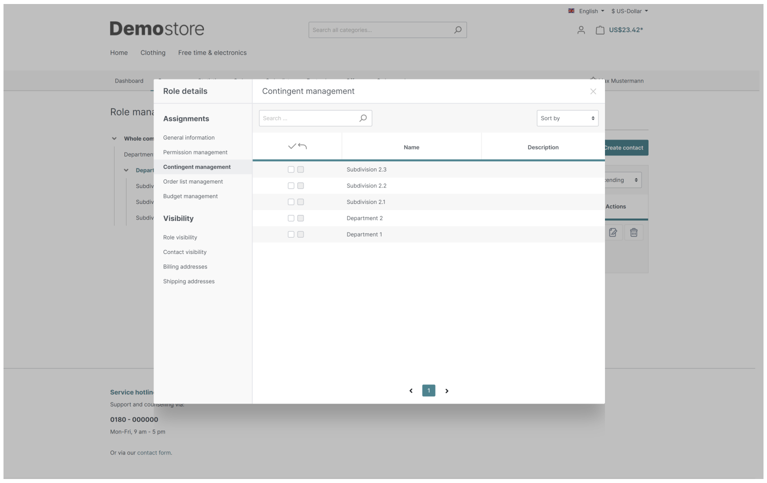
Using the checkboxes below the check mark (1) in the column **All** you can assign all available rights to the role to perform the actions for the respective component. The **checkboxes below the arrow (2)** set the right that this role may inherit the rights to further contacts. Inheritance can only be set if the role also has the right to execute the action.

If certain roles should only receive individual rights for a component, this can be done using the checkboxes in the respective column.

- **List (3):** The List permission allows to call the corresponding component and display its contents
- **Detail (4):** Allows to call the detail page of individual elements within the component
- **Edit (5):** With this right the existing contents of the component can be edited
- **Create(6):** Allows the creation of new content within the component
- **Delete (7):** The function to delete content in the component is available
- **Assign (8):** Roles/contacts with this right can assign the content of the component to other visible roles/contacts

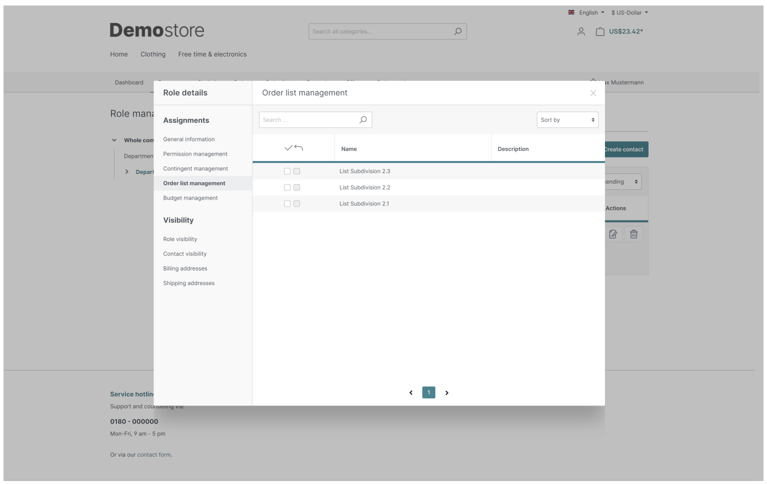
Please note that some components have dependencies among themselves. For example, all components within the Company tab (Contacts, Addresses, Budgets and Contingents) must have at least the right to list the company and roles. In addition to the permissions, additional visibility is sometimes required.

Contingent management
In the contingent management you get an overview of all available contingents for the role. Please note that the contingents are inherited from subordinate roles upwards and are also listed. With this it is possible to assign one or more contingents to the role.



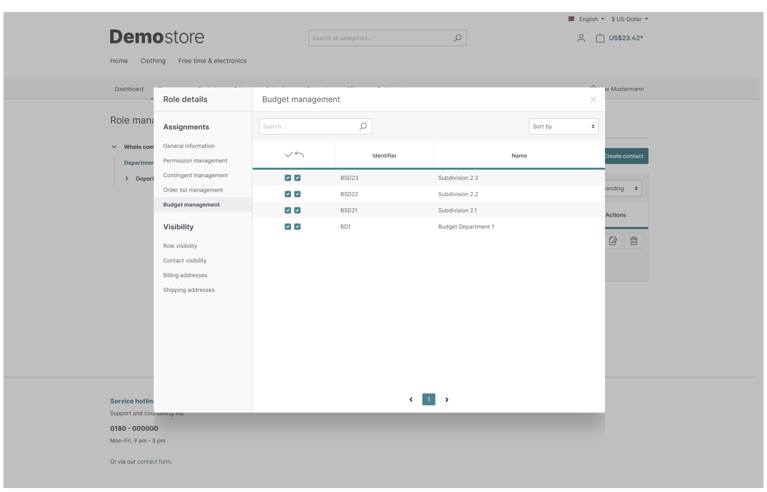
Order list management

The order list management shows all already created order lists and you can assign them to the role.



Budget management

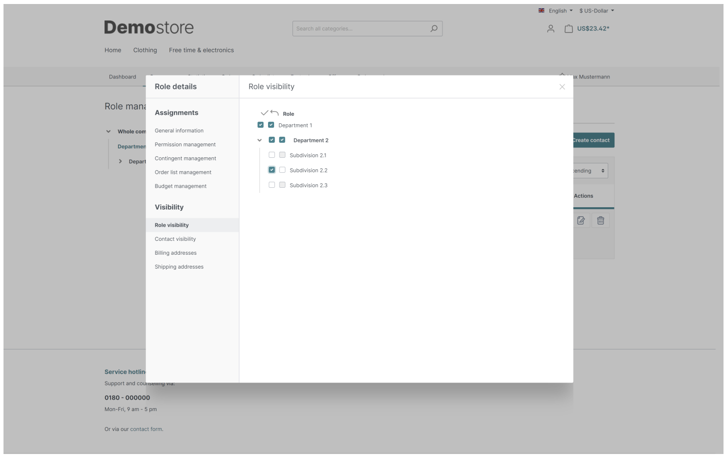
Assign one or more budgets to the role here. The selected budgets can then be used for orders placed by contacts in this role.



Visibility

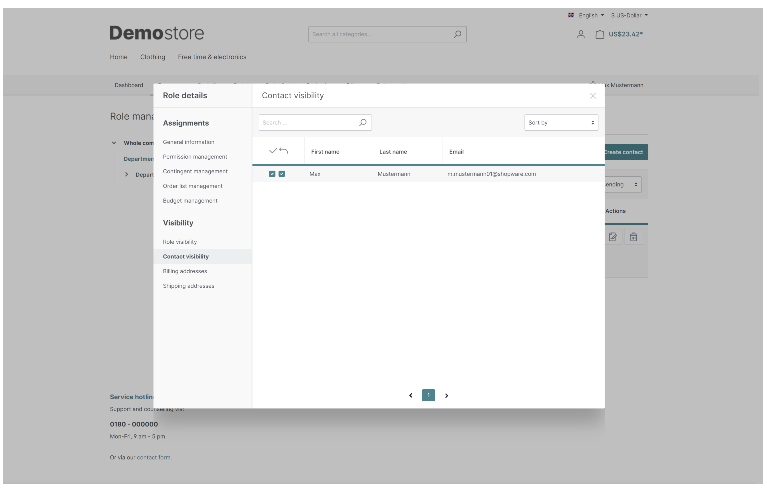
Role visibility
Role visibility is needed to select the role for managing the functions in the Company section

- Role details view



The left checkbox makes the role visible, the right checkbox allows the visibility to be passed on to other roles or contacts.

Contact visibility
With the contact visibility you define which contacts are visible for members of the role.

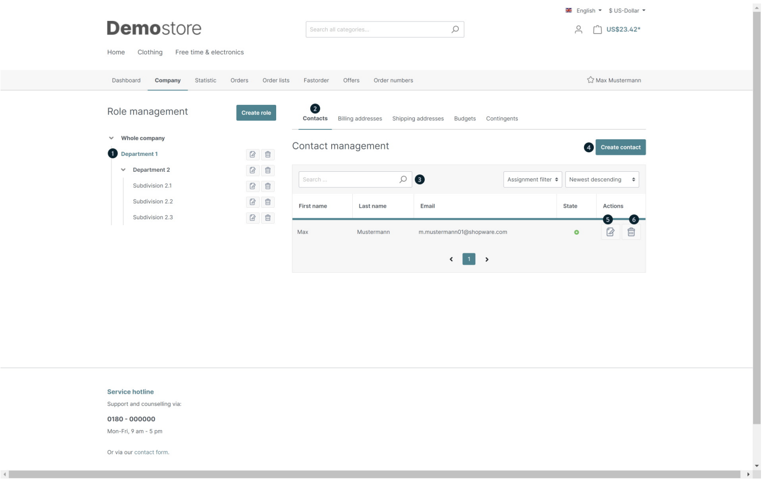


Billing addresses
Use this to define which billing addresses are available to members of the role. When ordering, you can then choose from the available addresses.

Shipping addresses
As with the billing address, the available shipping addresses for the roll are defined here.

Contacts

Contacts are (usually) people within your company structure and get their own store account, where e.g. orders can be placed. The contact receives the basic rights through the assigned role(s). Additionally, further rights can be set in the contact's settings. Please note that only additional rights can be set in the settings of the contact, a restriction of the rights inherited from the role is not possible.



The **Contacts tab (1)** shows you an overview of the created contacts, depending on the **role (2)** and **filter (3)** selected on the left side.

With the button create contact **(4)** you open the mask to create another account. If the button is not displayed, please check if you have selected a role on the left side.

The button with the pencil **(5)** opens the mask for editing an existing contact.

To delete a contact click on the **trashcan button (6)**.

Please note that the contacts are subordinate to the debtor and can only be used in this context. If the debtor account is deleted, the contacts cannot be used anymore.

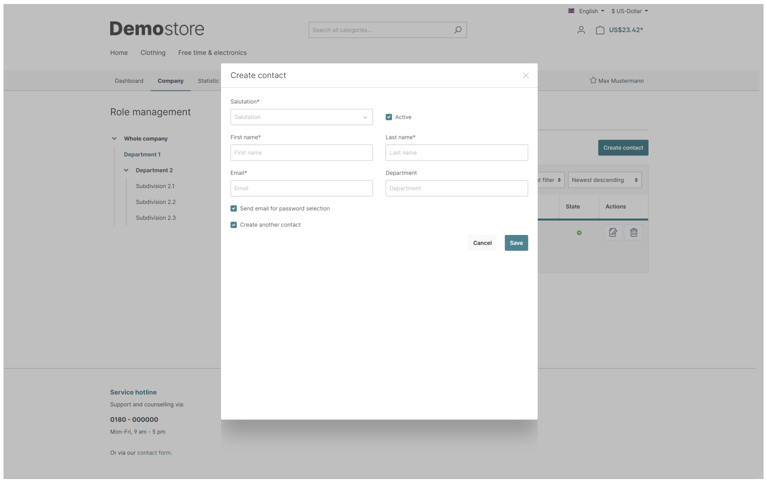
Create contact

When you create a new contact, the information of title, first name, last name and e-mail address is required. Optionally, you can also specify a department.

With **Send email for password selection,** the contact receives an email with a link that can be used to set the password for the account. If password activation is not active, a password must be entered to create the contact.

With the checkbox **active** you can decide if the account should be active immediately.

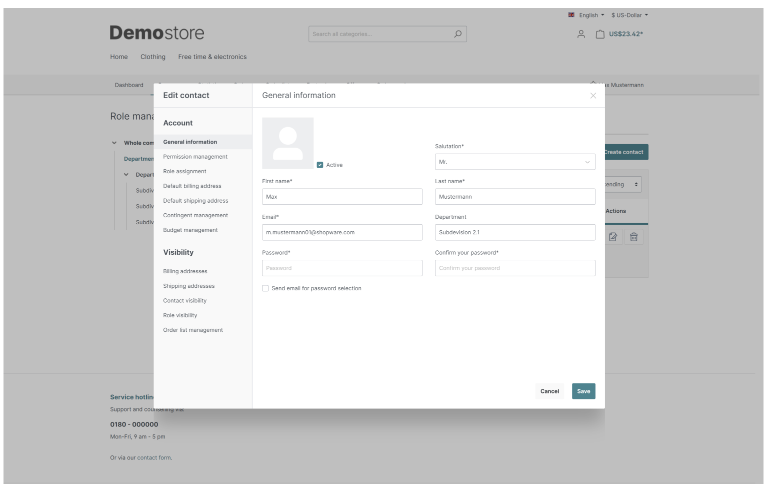
With the checkbox **Create another contact** you can directly create the next contact.



If you check the box **create another contact** before saving the new contact, the window for creating a contact will be opened after saving.

The rights management of an account is then done in the window for editing a contact. More details are found in the next section.

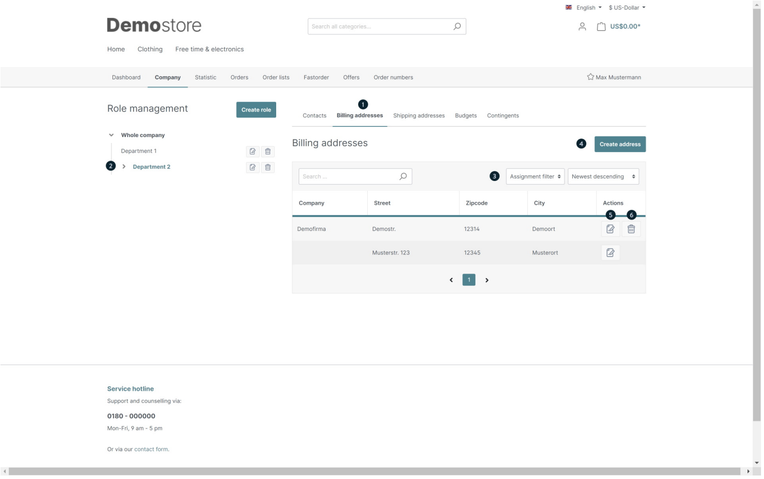
Edit contact
To edit an existing contact, you can click on the pencil icon in the overview list.



Editing a contact works similar to editing a role. For more information see the section Role management.

Billing addresses

In this **tab (1)** you can store the billing addresses that can be assigned to roles and/or contacts. However, it is not necessary to create every desired address for a role. You can also assign addresses from other roles to the role by using the visibility of billing addresses.



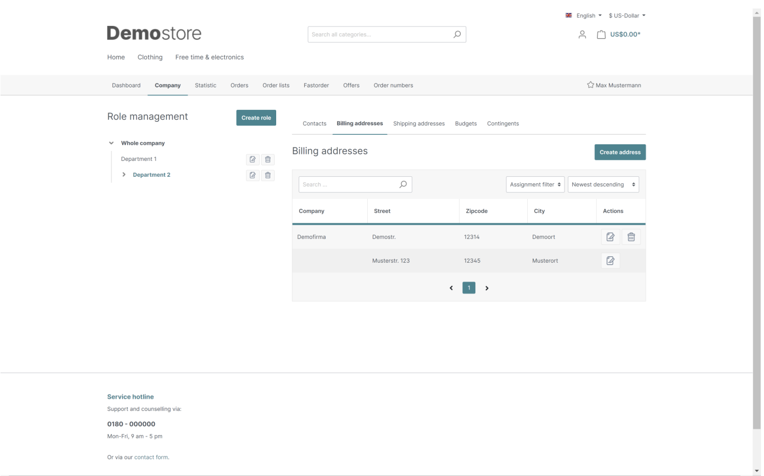
The content in the overview on the right side depends on the selected **role (2)** and the used **filter (3)**.

To create a new address click on the button **create address (4)**, a new modal will open.

To adjust an existing address, click on the **pencil button (5)**. With the **trashcan button (6)** you can delete an address.

Create address

To create a new address, fill out the mandatory fields marked with *. In addition, you can enter optional information such as the VAT ID and a department name.



The created address is initially only assigned to the role selected at creation. In the role or contact details you can define the visibility of the address for other roles/contacts.

Shipping addresses

As with billing addresses, it is also possible to create different data sets for shipping addresses in order to be able to select these in the ordering process.

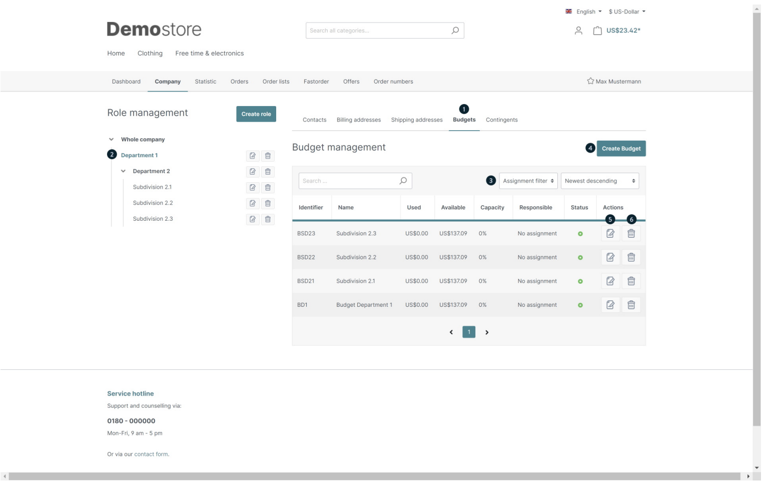
The functions are identical to the billing addresses and are therefore not explained here.

Budgets

If Easy Mode is activated for the customer account, the budgets are not available.

Budgets can be used to define how much money certain contacts and/or roles may spend in a definable period of time before the order has to be approved by a higher instance.

Should there not be a sufficient budget for the order, the order cannot be completed by the customer. In this case a clearance by a higher instance can be requested. For this purpose, the customer is also informed by e-mail that an order clearance has been requested.



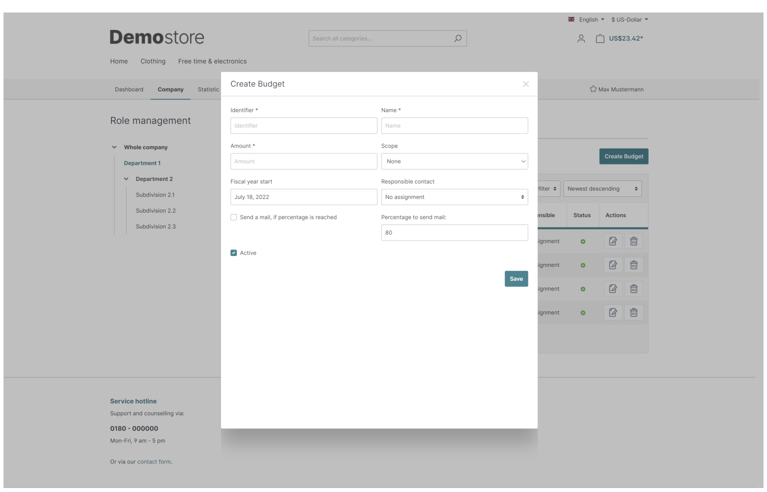
Depending on the selected **role (2)** and the **filter (3)** the corresponding budgets are listed.

You can create a new budget with the button **Create budget (4)**.

Use the **pencil icon (5)** to open the window for editing an existing budget. You can delete a budget with the trashcan symbol (6).

Create budget

To create a new budget, some information is required.



For **identifiers** and **names**, select a meaningful designation to enable easy identification even if there are several available budgets.

Enter the desired **value** to be used for this budget. In combination with the **area of validity** and the **start of the fiscal year**, you define in which period of time and for which amount purchase orders can be made before a clearance (e.g. by the customer) is required. The validity range "None" means that the budget can be used once. With the other selection options, the budget is reset at the calculated point in time based on the start of the fiscal year (e.g. start of the fiscal year 01.01.2020, validity range quarterly; in this case, the reset occurs on 01.04., 01.07., etc.)
In addition, a **responsible contact** can be stored, who optionally receives an e-mail if a certain portion of the budget is used up.

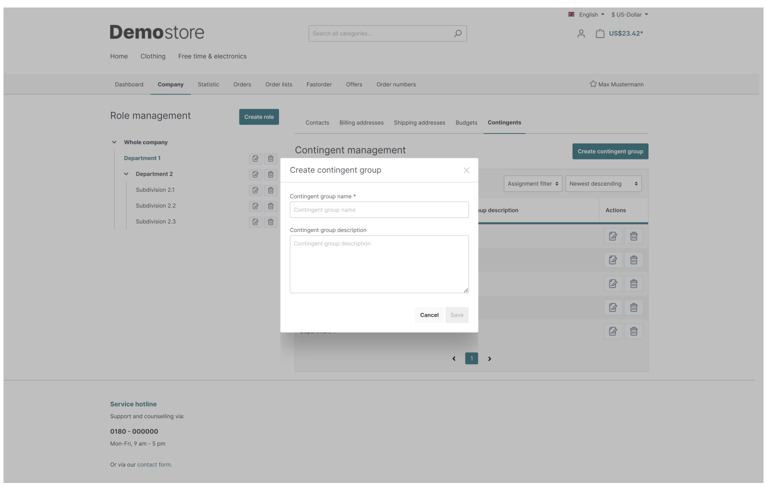
With the checkbox active you define if the budget can be selected and used in the order process.

Contingents

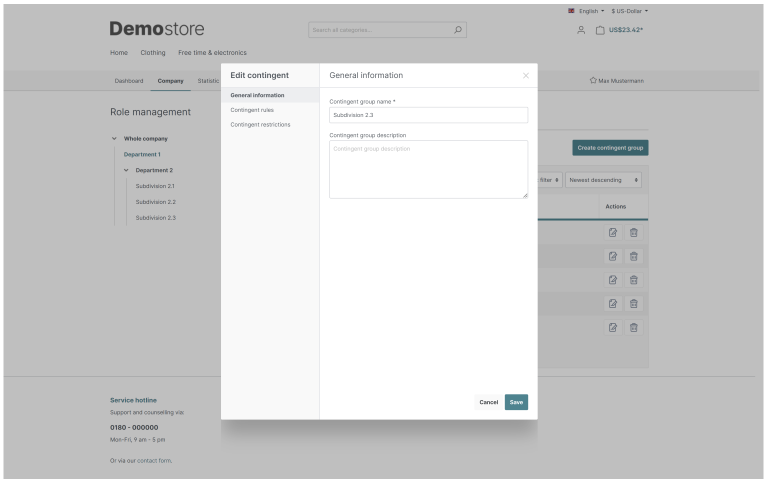
If Easy Mode is activated for the customer account, the Contingents are not available.

Contingents allow restrictions to be placed on orders. For example, the number of products that can be ordered per order can be specified or certain categories can be excluded.

To create a new contingent click on the button **create contingent group**



After entering the basic data, you can proceed with the detailed configuration.



In the tab **master data** the names and descriptions stored in the first step are displayed. The configuration is done in the tabs Quota rules and restrictions.

Using the **contingent rules** you can limit the order amount, the number of products ordered and the number of orders (incorrectly translated as number of products). For example, it is possible that the roles or contacts to which the quota is assigned, only a certain number of products
Additionally you can define after which period the quota should be reset. Please note that the calculation of the period starts with the 01.01. So a quarter runs from 01.01. - 31.03., 01.04. - 30.06. etc.

- Order total: Define a maximum amount for which an order can be placed in the specified period before approval is required.
- Number of ordered products: Define how many products can be ordered within the period. Products are defined here as the positions within an order. This means that if the same product is ordered 3 times in one order, only one product will be counted.
- Number of products (wrong translation) / number of orders: Allows you to limit the number of orders that can be processed in the given period.

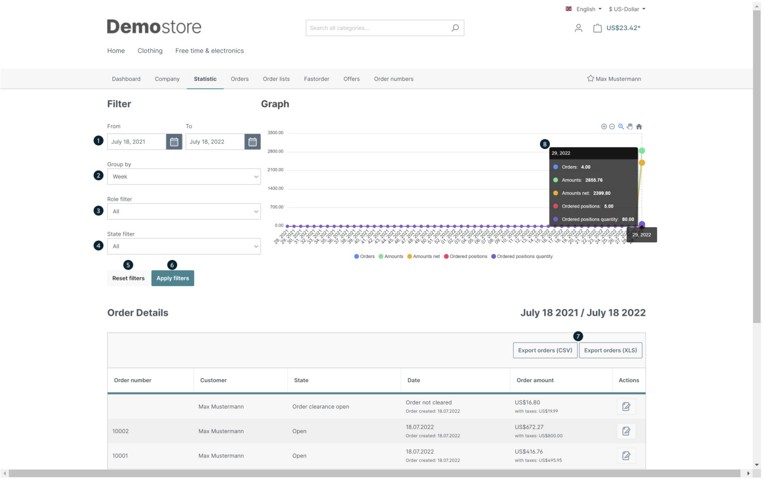
The **contingent restrictions** allow the limitation to certain products or categories. The following types are available for this purpose:

- Product price (exclusion): Set the maximum product price. All products that are more expensive cannot be ordered directly
- Product number (exclusion): The product number stored here cannot be ordered directly. To exclude multiple product numbers, set several restrictions of type
- product number (exclusion) on.
- Product numbers (clearance):
- Category (Exclusion): Exclude products from the direct order that are assigned to the corresponding category.

Please note that a contingent must always contain at least one contingent rule, otherwise only an order clearance request is possible.

Statistics

The statistics offer various options for evaluating the placed orders.



The diagram provides a graphical representation of the orders. For more details you can hover over the diagram with your mouse, a **popup (1)** will appear.

In order to view the statistics, you need to have the List right for the orders.

Filter

The filters affect the diagram, the overview list and the export

With the **date selection (1)** you can define for which time frame the data should be evaluated (diagram and overview list).
With the selection at **Group by (2)** you can decide whether the diagram is displayed weekly, monthly or yearly.
The filters allow you to restrict the data that should be considered for the statistics. For example, you can specify that only orders from individual roles **(3)** or orders with a certain status **(4)** are displayed. With Reset filter **(5)** you can reset your selection. Use Apply Filter **(6)** to apply your selection to the current view.

In the selection filters only data is shown for which there is an authorization or visibility and for which there is at least one order.

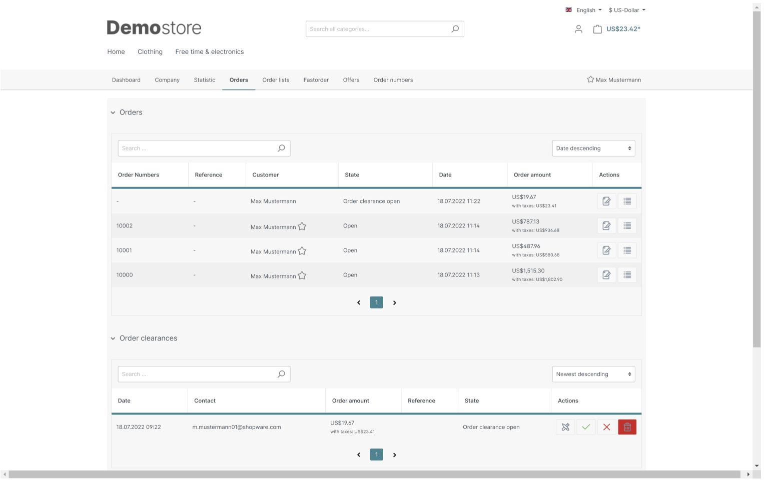
In addition, the orders are listed in an overview, which you can export in CSV or XLS **(7)**.

Orders

In tab Orders you see an overview of the existing orders as well as orders that are waiting for clearance.

Completed orders

In the first overview the already placed orders are listed. The content of the overview depends on the permissions of the account you are logged in with.



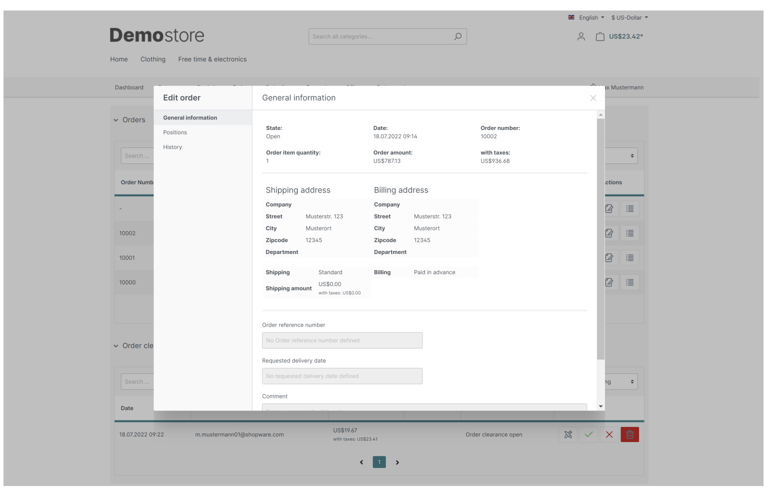
For sorting there are several options available. Furthermore it is even possible to search for orders. In the overview you can immediately see the relevant information about the orders.
You can access the order details by clicking on the pencil symbol, where you can see the invoice and delivery details as well as the ordered products.
You can also use the list symbol to create an order list from your order, so that you can add it to your shopping cart more quickly in the future. You can find more information in the section Order lists.

Order details

The order details are divided into several sections for a better overview.

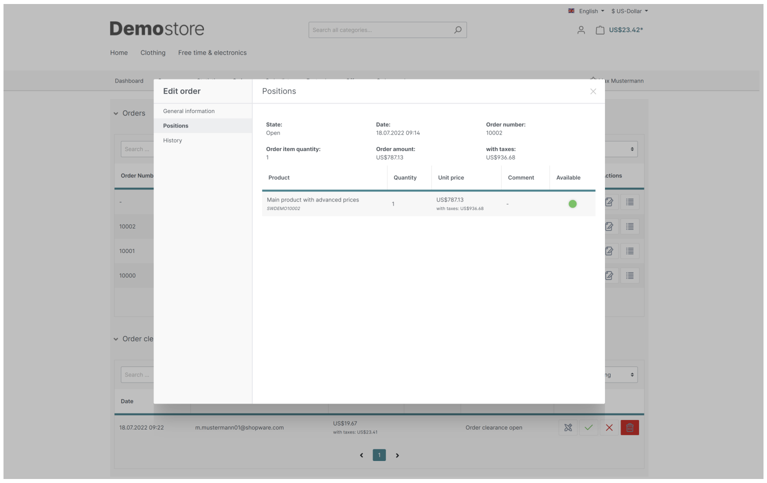
General information

The General information shows the general information as well as the details of the delivery and invoice.



Positions

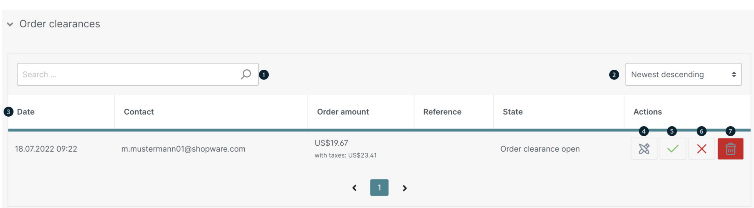
Here you can see the products that are included in the order.



History
Changes to the order are documented here. These are status changes and you have the option to add additional information.
For already completed orders you have the option to add comments in the master data.

Order clearances

Orders that cannot be completed by the contact (e.g. due to lack of budget or restrictions due to contingents) require approval from a higher instance with appropriate authorization. For a better handling of these approvals, they are also listed in a separate list in addition to the normal overview.

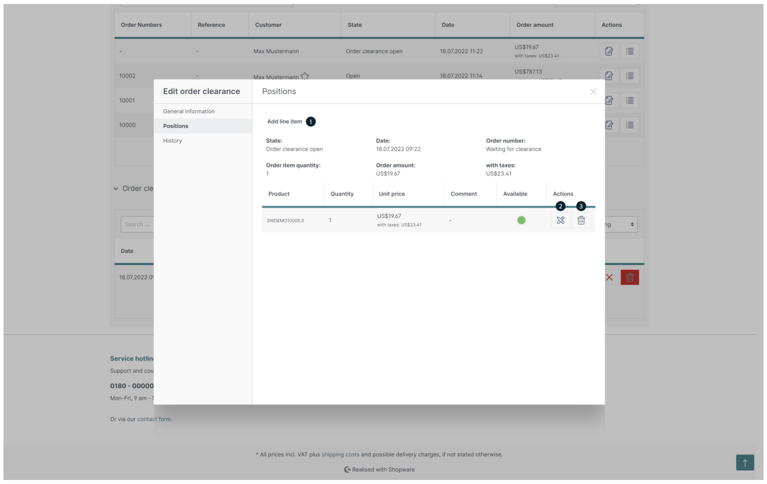


Here you can also use the functions for **sorting (2)** and **searching (1)**.In the **list (3)** you can see the most important information at a glance.
For more information about a single order please click on the **pencil icon (4)** to see the details.
With the **check symbol (5)** you release the order, with the **X symbol (6)** the release is rejected. Another window will open where you can add an optional comment to the rejection and confirm the rejection by clicking the button *Reject Order*.
Rejected orders will remain visible in the order overview with the status r*elease rejected*.
If you want to remove the order completely, you can delete the order by clicking on the **trashcan symbol (7)** instead of the rejection.

Order details
With a click on the pencil symbol you open the details of an order. This window is divided into several sections.

Master data
The Master Data section brings together basic information such as delivery and invoice information.

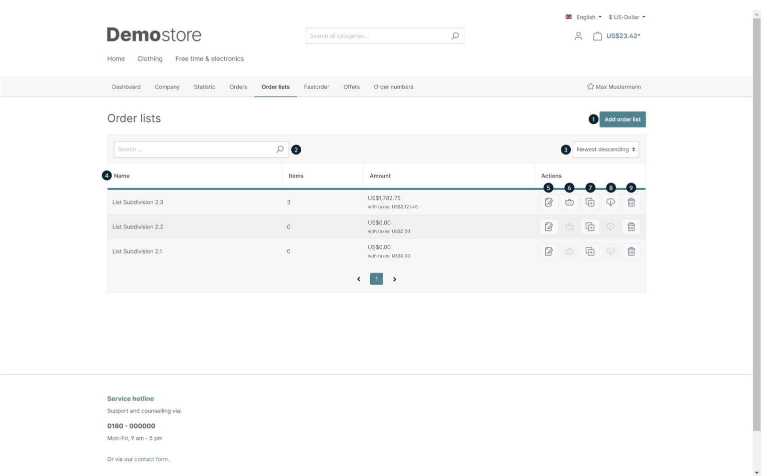
Products
The products to be ordered are listed here. If an order has not yet been released, it is possible to adjust the individual items of the order or to add further products.



To add another product, click on the **add product button (1)**. A window will open where you can search and add the desired product by its product number.
You can edit existing positions by clicking on the **pencil symbol (2)** to change the number of products.
With the **trash can icon (3)** you can remove an item completely from your order.

Order lists

Order lists provide you with the ability to plan different orders or to easily manage frequently needed items.

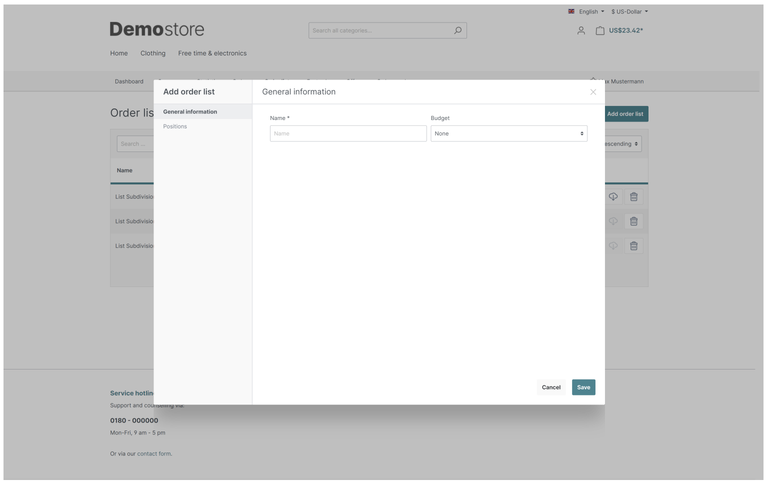


To create a new order list, click on the button **Create order list (1)**. More information about this can be found in the next paragraph Create order list.
You can **sort (3)** the order lists for a better **overview (4)** or **search (2)** for specific order lists.
To edit an orderlist open the details by clicking on the **pencil symbol (5)**. You can find more information in the section Edit order list.
With the shopping **cart icon (6)** you can add products from the order list directly to the shopping cart.
To duplicate an order list, click on the **plus symbol (7)**.

Order lists containing products can be exported as a CSV file by clicking the **cloud symbol (8)**. As separator "," (comma) is used. The file contains information about product number and quantity. This format is also used for fast orders.
Order lists that are no longer needed can be deleted by clicking on the **trashcan symbol (9)**.

Create order list

If are creating a new order list, a window will appear where you need to enter a name for the order list and optionally assign a budget.

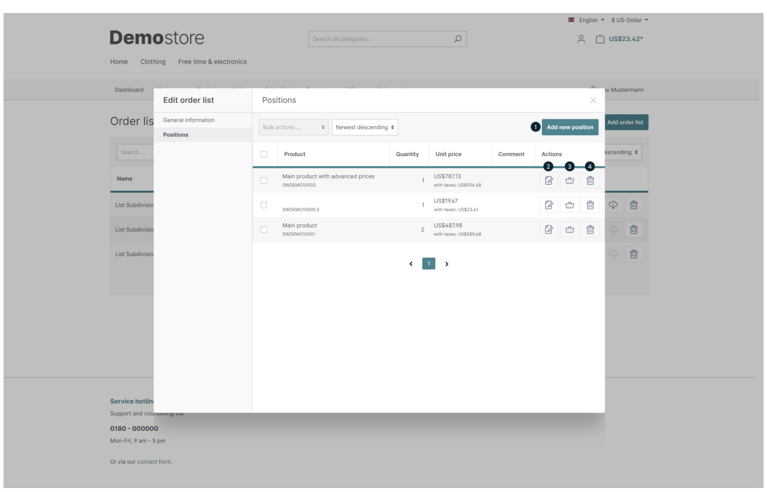


After you have saved the basic details, the order list will be created and can be accessed from the overview with the pencil symbol for further editing. This is also where you can add the desired products to the order list.

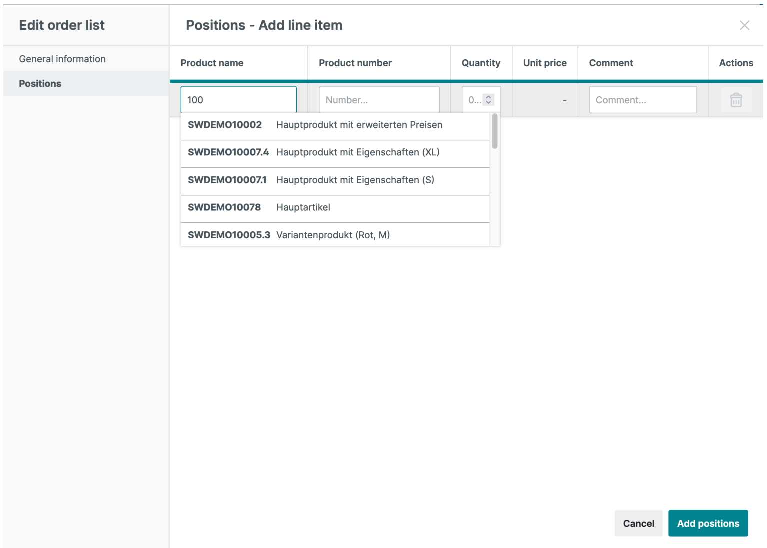
You can also create order lists directly on a product detail page. How this works in detail, you can read in the section order lists on the product detail page

Edit order list

You can access the edit mask of an order list from the overview by clicking on the pencil symbol. Here you have the ability to add products to the order list



In the products section you will find an overview of all products assigned to the order list.

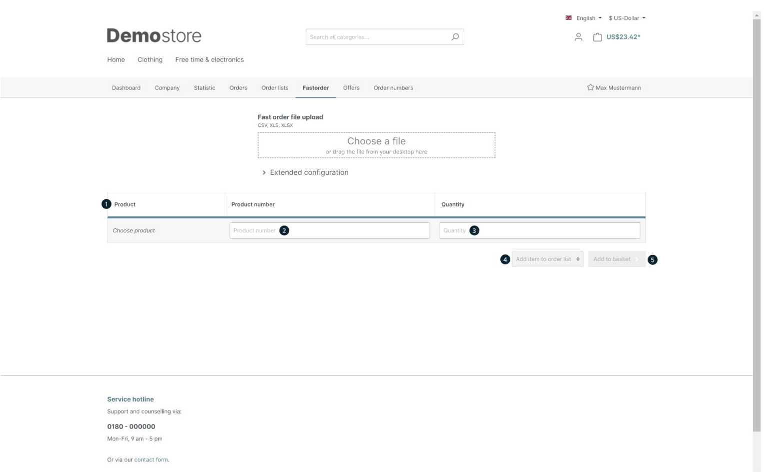


In the Products section you will find an overview of all products assigned to the order list.
With a click on the button **Add new position** the view changes to add another item to the order list. Here you can use the input field in the **Product name** and **Product number** columns to search for individual products and add them directly. As soon as you enter the name or number of the product in one of the fields, the matching product will be searched and suggested.

You can remove an item from the order list with the **trash symbol (4)**.

Fast orders

The fast order function allows you to add products to the shopping cart or an order list with only the relevant data, such as product number and quantity.
This can be done either directly using a simple input mask or by importing a file.

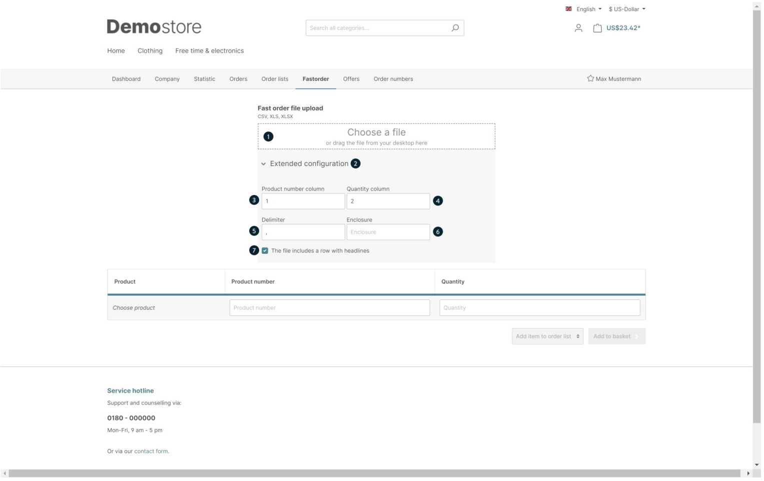


In the **input mask (1)** simply enter the **product number (2)** and the desired **quantity (3).**
After you added a product, a new line will be displayed to enter another product..

If at least one product is available in the list, the functions for adding to an **order list (4)** or to the **shopping cart (5)** are available.

File upload

To add products from a prepared file, the following file formats can be used: CSV, XLS and XLSX.



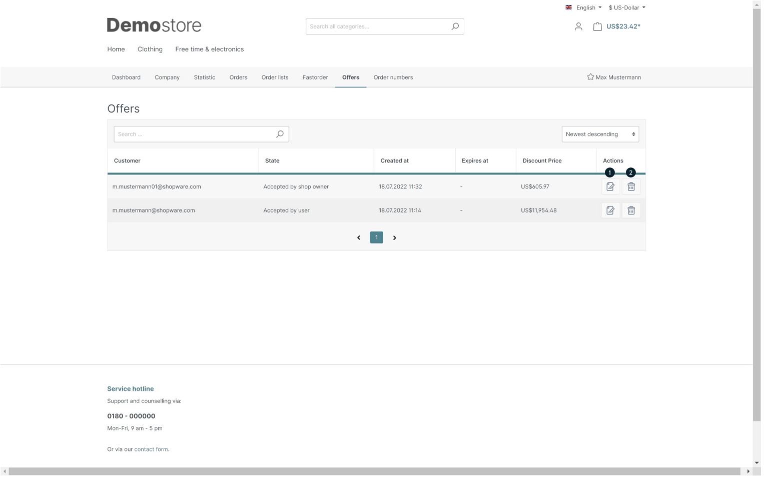
You can either drag and drop the file you wish to upload into the **dotted area (1)** or click once with the mouse to open the file selection window.
The default structure of the file is as follows:
Store the product numbers in the first column and the desired quantity in the second column. Use "," (comma) as separator.

If you wish to use a different file structure, you can make adjustments in the **advanced settings (2)**.
Define in which column the **product number (3)** and the **quantities (4)** are entered and which **separator (5)** should be used.
You can also define an additional capsule character. This is needed for CSV files if the separator is used within a column. With the capsule character the separator is commented out to ensure the correct formatting.
If there is a heading in the first line of the file, you can mark this with the checkbox **The file includes a row with headings**. This line will not be imported.

After the upload is completed, the items are added to the lower list. You can then process the data as described above.

Offers

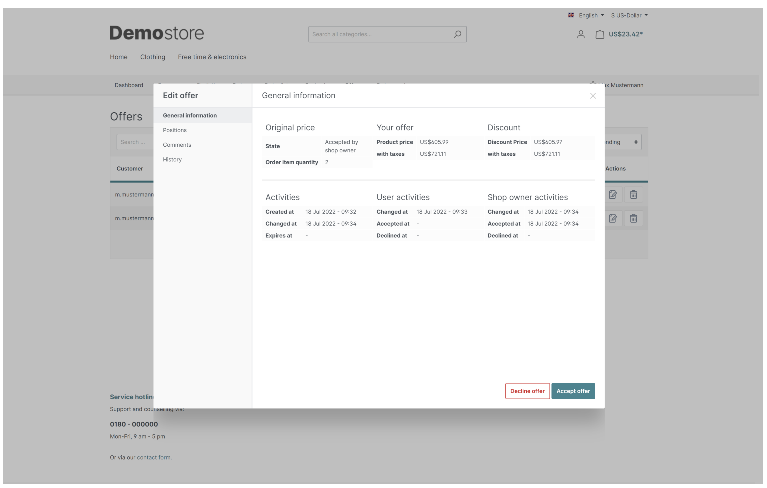
Under Offers you will find an overview of the requested offers.
You can find out how to make an offer request in the request offer section of the order confirmation.



In order to edit an offer, accept or reject it after feedback from the shop operator, click on the **pencil symbol (1)**. The modal with the offer details will be opened. If you want to remove an offer completely, you can do so by clicking on the **trashcan symbol (2)**.

Accept offer

If the shop operator agrees to your request for a quote, you can place an order from within the offer.
To do this, call up the offer details (pencil symbol in the overview).

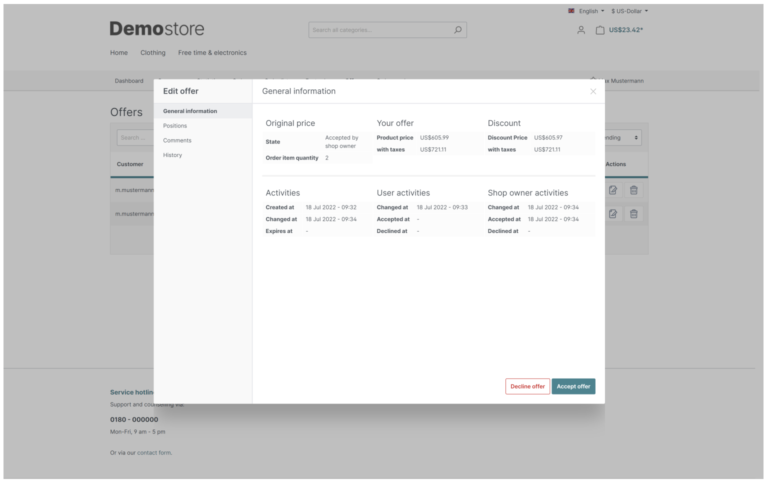


It is then necessary to conclusively accept the offer in the master data area by clicking the button **Accept offer**.

This will convert the offer into an order and you will be forwarded to the order completion. There you can now buy the products available in the offer at the negotiated conditions.

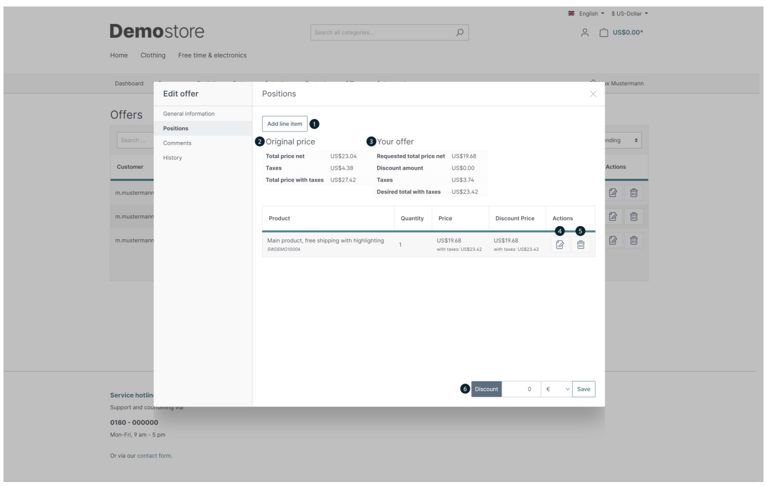
Edit offer

After accessing the offer details from the overview, you can make changes to the offer there.



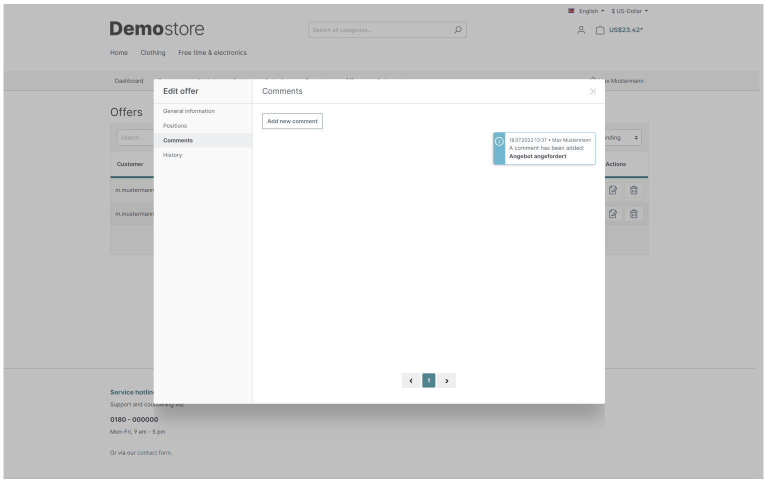
The first step to be able to make changes is to **decline offer**.
By clicking the button **accept offer** you can buy the products at the conditions confirmed by the shop operator. You will receive further information on this in the accept offer section.

In the positions section you can then change the offer.

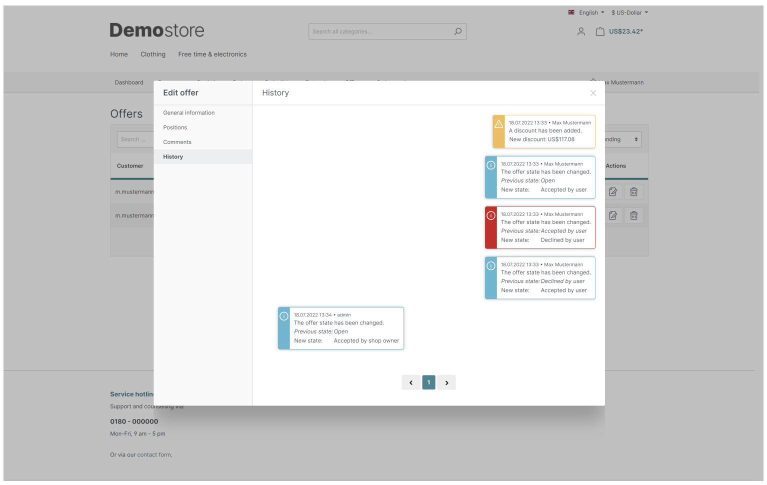


In the top part of the modal you will be shown an overview of the **original prices (2)** and the **offered prices (3)**.
You can **add new products (1)**, as well as change the **quantity and price (4)** of existing products.
You can remove a position from the offer using the garbage can **symbol (5)**.
You can also define or adjust an **absolute or percentage discount (6)** for the entire offer.

The comments section lists all **comments** made about the offer.

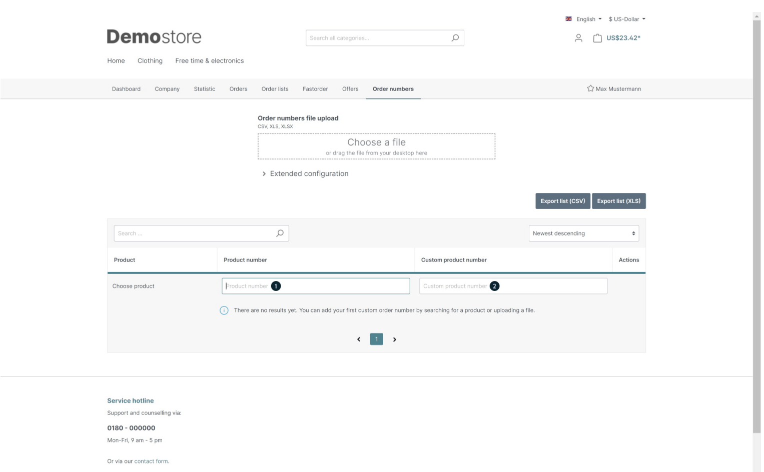


Information about the changes in the offer can be found in the history section.



Order numbers

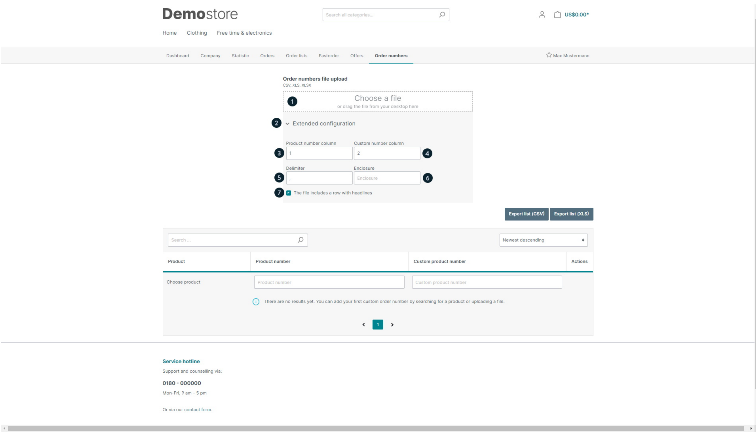
In the order numbers section you have the option to store your own order numbers. You can then use your own order numbers in parallel to the default order numbers from the store. You can either maintain the order numbers manually through the list or by importing a prepared file.



Enter the **store product number (1)** and the desired **own product number (2)** into the input mask.
After adding a product number, a new line will be displayed to enter another number.
The entries will be saved automatically.

File Upload

Especially when dealing with large amounts of data, it may be easier to use the upload function rather than manually entering all the data. With the upload function you can import the numbers from a CSV or XLS(X).



The structure of the file is simple. The first column contains the standard order number, the second column contains the own order number.
To upload the file, you can drag and drop it into the **dotted area (1)** or click once with the mouse to open the file selection window.

Determine in which column the **existing product number (3)** and the **own product number (4)** are entered and which **separator (5)** should be used.
You can also define an additional c**apsule character (6)**. This is required for CSV files if the separator is used within a column. With the capsule character the separator is commented out to ensure the correct formatting.
If there is a heading in the first line of the file, you can mark this with the checkbox **This file includes a row with headlines (7)**. This line will then not be imported.

You also have the option to export the previously stored order numbers as CSV or XLS.

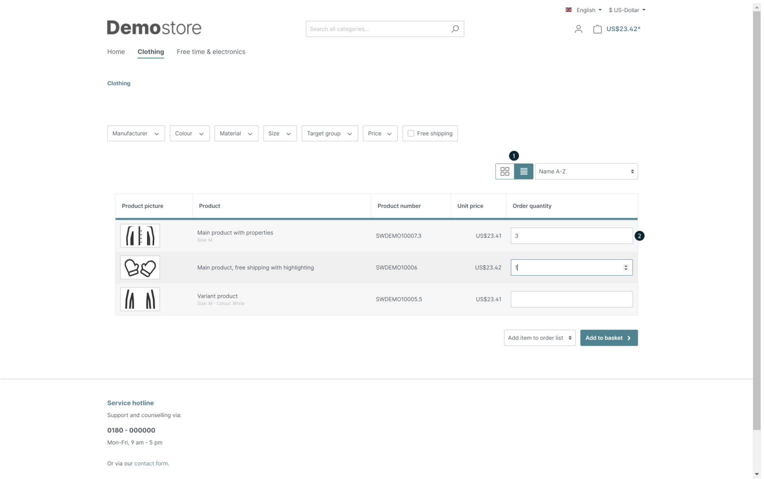
CAUTION! The import exchanges all existing data. If there are own product numbers in the list, make an export and use the exported file to add the additional own product numbers. Loss of data is possible, when uploading a file without the existing data.

Functions in a normal shop context

The B2B-Suite provides some functions that have an impact on other store areas (product detail page, order process).

Table views

If you are logged in as a B2B account, you have the option of switching to a table view in addition to the normal listing view.

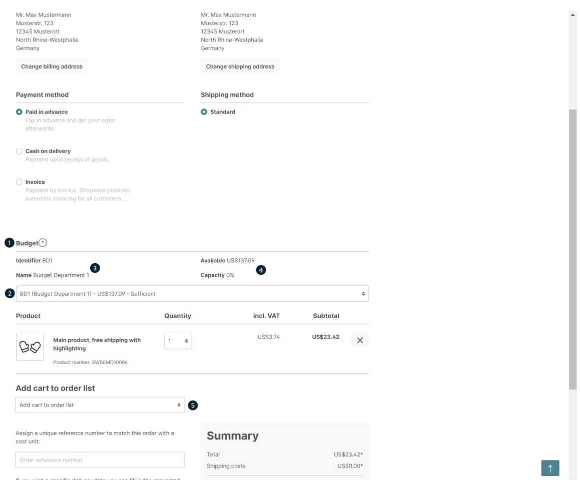


To change the view, a **button (1)** has been added below the filters.

In the table view you have the ability to add one or more products directly to the shopping cart.
Enter the desired **quantity (2)** for each product and then click on the button **add to basket**. You can also enter several products before clicking the button.

Order lists on the product detail page

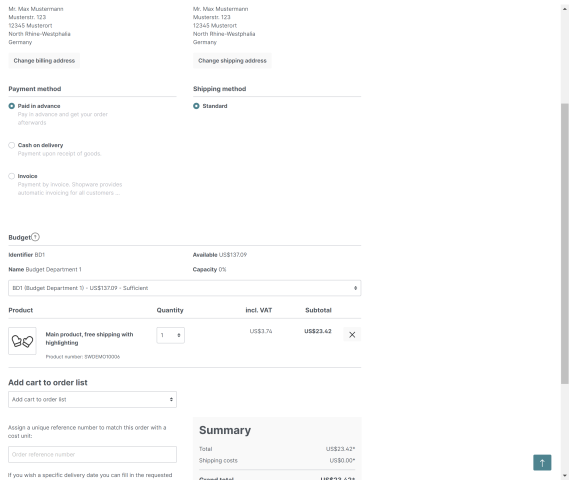
If you are logged in with a B2B account, you can add products to an order list directly on the details page.



Open the **drop-down (1)** and select one of the **existing lists (2)** or create a new one. To do so click **create order list (3)**, now use the input field to name the order list. After saving the name the order list will be created and the product will be added.

Budgets and order lists in order completion

For B2B accounts it is necessary to select a budget when ordering. If there is no (sufficient) budget available, the order cannot be completed by the customer and a request for order release is required.
In addition, before completing the order, the shopping cart items can be added to an order list so that they can be reordered later.

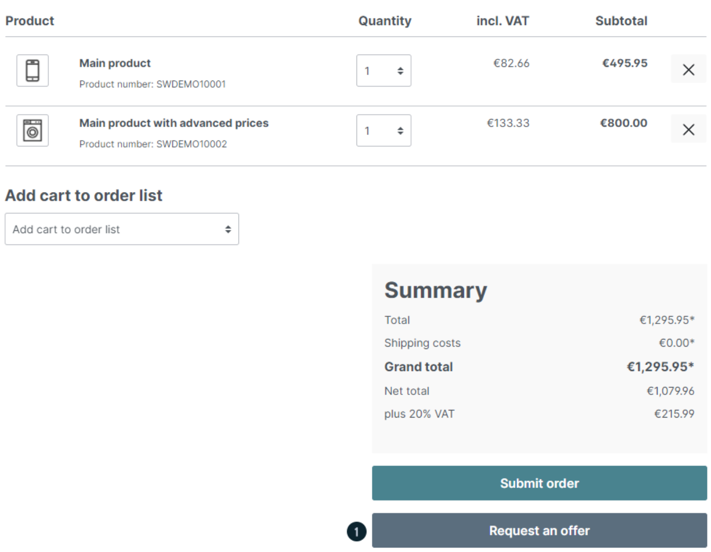


A **separate section (1)** is added to the overview for the budget. If there are different budgets for them, you can **select the appropriate budget here (2)**. On top of it you can see the **identifier and name (3)** as well as the **available amount and spend percentage (4)** of the selected budget.

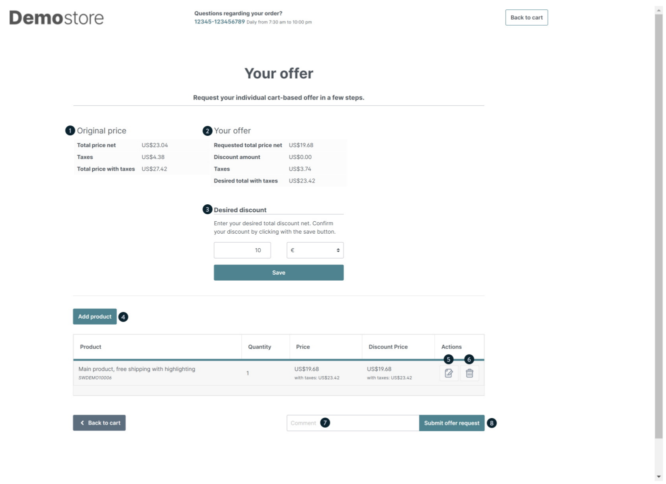
Beneath the products in the shopping cart you have the opportunity to **add the shopping cart to an order list (5)**.

Offer request in the order confirmation

A debtor or B2B contact has the option of requesting an offer for the items in the shopping basket on the order completion page. For this purpose, the button **request offer(1)** can be found underneath the *button submit order* for authorized contacts..



A modal will then open, in which you can enter the desired information for the offer. From this moment on, the offer is also available in your account in the section offers.



First you have an overview of the **original price of the shopping basket (1)**. On the right side the **price requested through the offer is shown (2)**. This is calculated from the **requested discount (3)** (absolute or percentage) as well as the product prices that may have been adjusted..

You have the option of **adding more products (4)** as well as **adjusting the quantity and the desired price of the existing products (5)**. If you want to remove a product from the request for quotation, you can do so by clicking on the **trashcan symbol (6)**.

Before you **send the request for quotation (8)**, you may optionally add a **comment (7)** in order to provide the shop operator with relevant information about the offer.

Further handling of the offer takes place in the offers section of the shop account.

Performance increase in the shopping cart as of Shopware 6.4.11.0

As of Shopware 6.4.11.0, you have the option to increase the performance in the shopping cart by activating Redis. This is recommended if there is a large amount of data (several hundreds of products) in the shopping cart. You can find instructions on how to do this in the developer documentation.

CMS extensions for Shopware 6

The CMS Extensions for Shopware 6 is a extension that is part of Shopware Evolve and provides extended functions for the shopping experiences.

Installation

If at least the Shopware Evolve plan is stored for the store domain in the Shopware account, you can download and install the extension under **Extensions > My Extensions**.
It is important that you have previously logged in with your account in the Shopware Account tab.
After the extension has been installed, you can activate it using the button to the left of the extension.

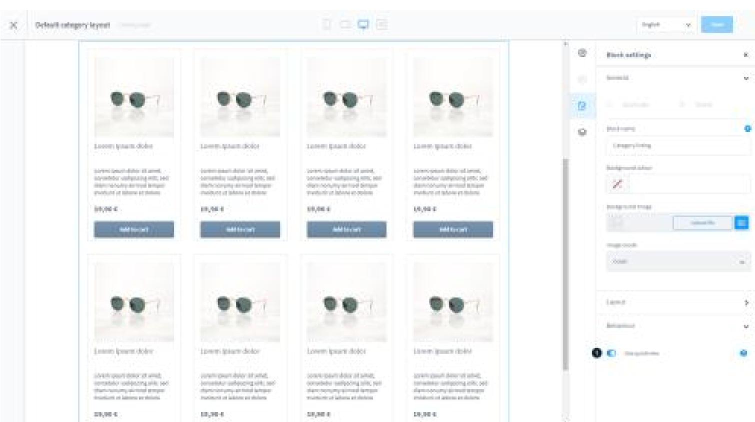
Functions

The following functions are provided by the extension:

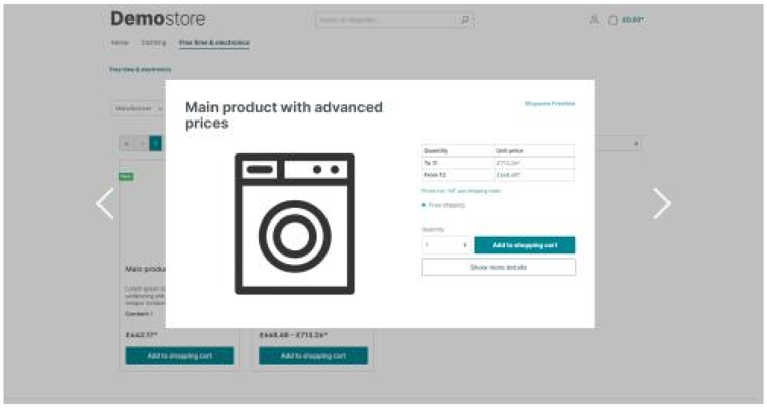
Quickview

This function enables a product view directly in the listing.
This means that the customer does not have to leave the Listing to get a more detailed overview of the product.

Activation
The activation of the function is possible in the respective shopping experience and is available for the following elements of the commerce type: "Three Columns, Product Boxes", "Product Slider" and "Cross Selling".
If you have selected a corresponding element in the shopping experience editor, you can activate **quickview (1)** under item behavior.
This will then be used in all categories to which this shopping experience is assigned.



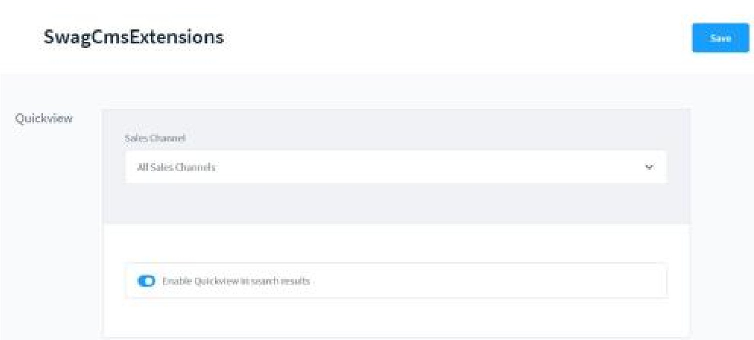
Frontend view



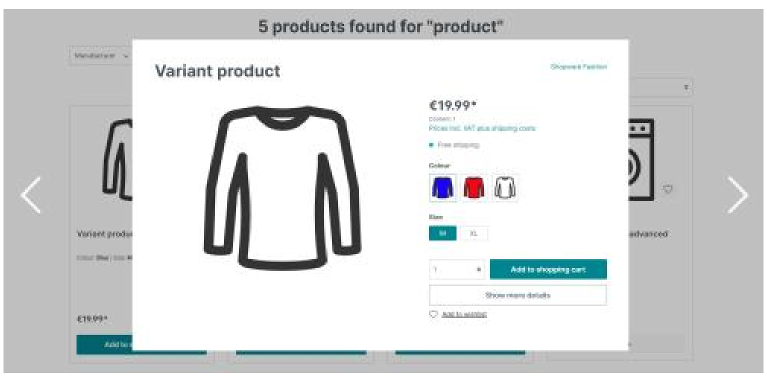
Quickview in search results

You can also activate this product view for the search results.

Activation
This function can be activated directly in the configuration of the extension. To do this, go to your extensions in the administration and open the configuration of the CMS extension using the three dots on the right-hand side. You can then activate and save the function.



Frontend view



Scroll-Navigation

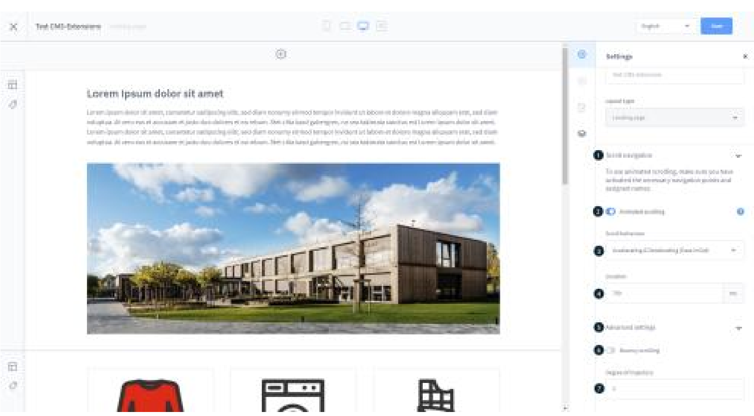
The scroll navigation provides you with the opportunity to set navigation points in an shopping experience. Based on these navigation points, a navigation menu is displayed on the left side, which allows you to jump directly to the individual sections. In addition, the sections can be accessed directly by using the URL parameters.

Activation
A navigation point can be created for each section in the shopping experience. For this purpose the extension provides a new section Scroll Navigation in the section settings.

To assign a navigation point, first open the section settings using the **symbol on the left side of the section (1)**. On the right side you can now unfold the configuration of the **Scroll-Naviation (2)**. There you can **activate the navigation point (3)** and **assign a name (4)**. If the navigation point is activated, an additional **symbol is shown on the left side (5)**. This allows you to see directly whether the navigation point is active for a section.

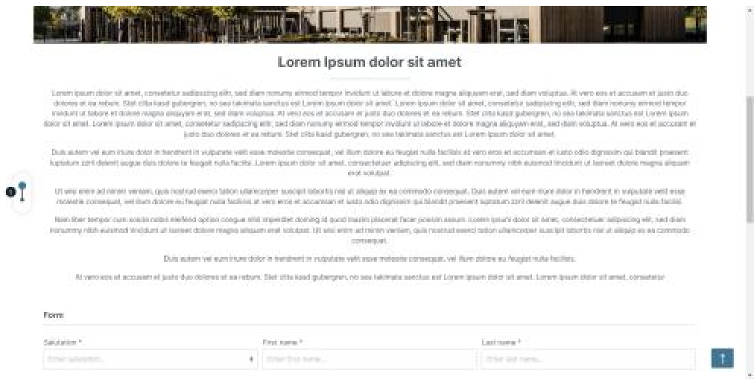
We recommend that the individual section should at least fill the screen, using a smaller section could lead to inaccurate jumping to the desired section.

Animated scrolling
This function will enable animated& crolling when jumping to a navigation point.
If at least one navigation point is set in an shopping experiences, **animated scrolling (2)** can be activated in the settings of the shopping experiences (accessible through the gearwheel symbol) in the item **Scroll navigation (1).**



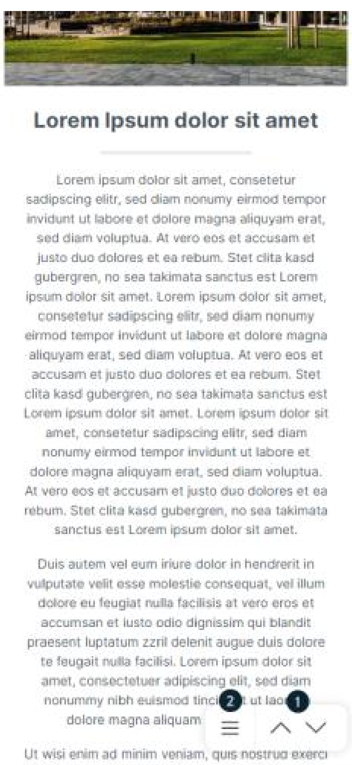
For individualisation you can choose from different **scroll behaviours (3)** and set an **animation duration (4)**. Besides the scroll behaviour constant (linear) there are **other settings (5)** available.
The **elastic scrolling (6)** is an animation, which lets the picture "jump" a little bit before and after the scrolling process.
Alternatively you can adjust the degree of the **course curve (7)**. This value controls the acceleration or deceleration of the scrolling (not with constant (linear) or active elastic scrolling).

Frontend view - desktop

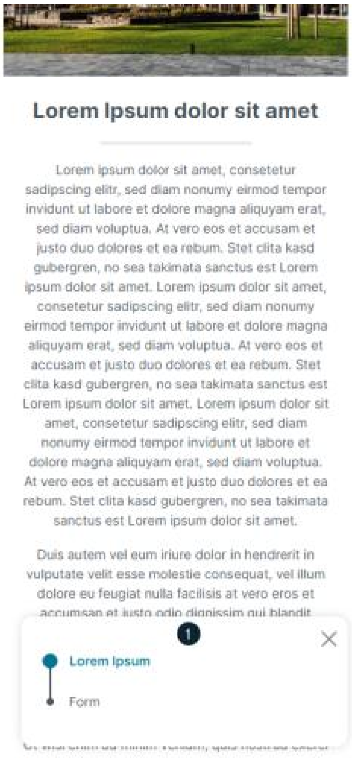


The **navigation bar (1)** is located on the left side to get to the individual navigation points.
If you use the mouse pointer to hover over one of the navigation points, the name of the section will be displayed.

Frontend view - Mobile



In the mobile view, the navigation menu is located at the bottom right.
With the **arrow button (1)** you can jump between the individual navigation points.
Use the button with the **3 dashes (2)** to expand the menu.

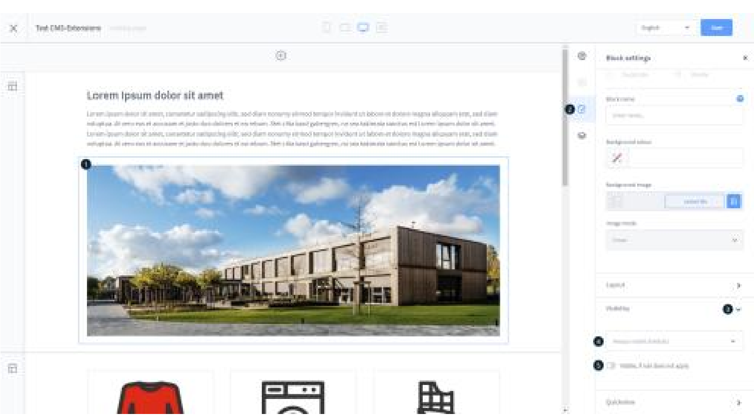


In the **expanded overview (1)**, the individual sections are now listed with their respective names.

Call by URL parameter
It is possible to call up a navigation point directly from a URL parameter. The name of the navigation point is used for this.
In our example, the name of the navigation point is "Lorem Ipsum". The call is made using the URL https://your-shop.com/Test-Landingapge/#lorem%20ipsum

Define visibility of individual blocks

The extension provides a function to control the visibility of individual blocks of a CMS page using the rule builder rules.

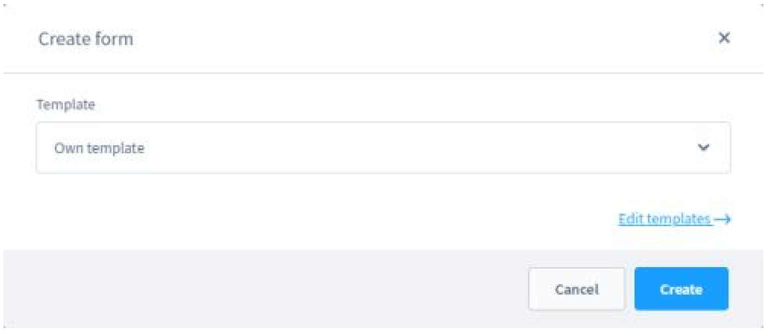


Block (1): To change the settings select the disired block.
Block settings (2): This opens the block settings on the right side.
Visibility (3): define the visibility of the block.
Rule builder rule (4): By default the block is alway visibile, Select a rule to define when the block will be hidden.
Visible, if rule does not apply (5): If this is active the set rule will be reversed.

Individual forms

In addition to the default form, you can also add your own individual forms to the shopping experience with the CMS extension for Shopware 6.

To add a form to your shopping experience, click on **Content > shopping experience** and select the shopping experience to which the form is to be added. Then click on the **+** symbol to add a new block and select **form** as the block category. In addition to the default form, e.g. for the contact, you can now also drag your own form into your shopping experience.

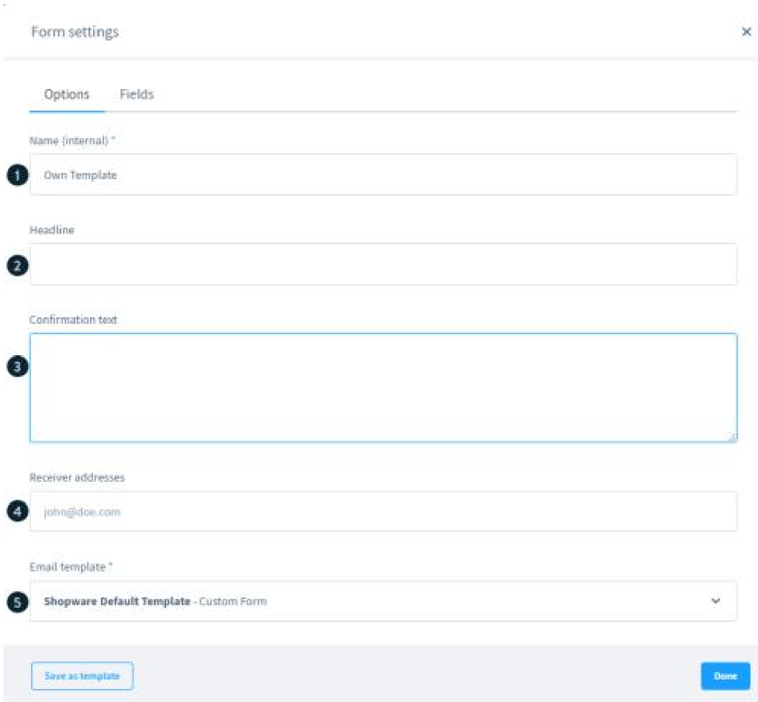


A pop-up window opens, this gives you the option to use a previously created template or to create a new form.

Even if you use a template, you can still edit it completely afterwards.

Options

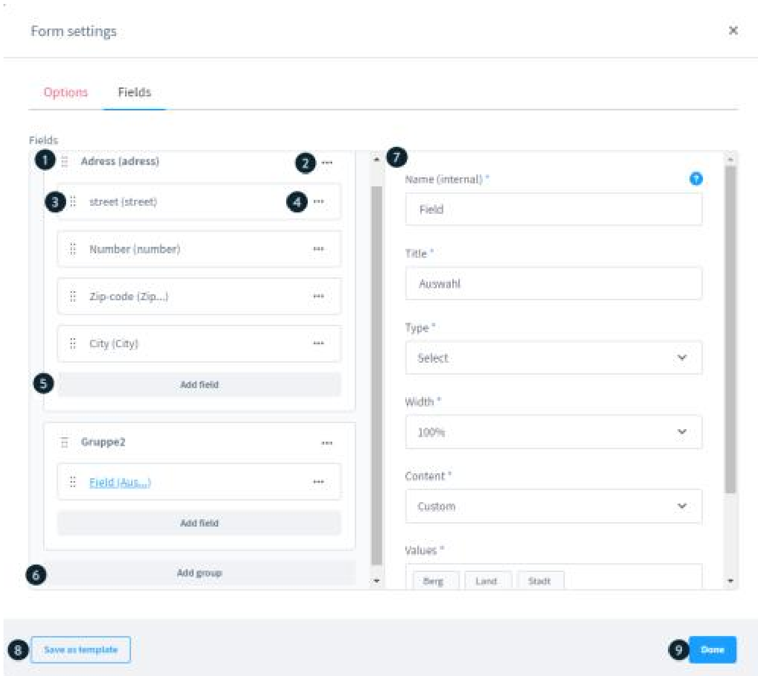
When you create a new form or edit an existing one, the **form settings** window opens with the tabs **options** and **fields**. The basic settings for the form are made in the options tab.



Name (internal) (1): Enter the internal name of the form. For example, if you save the form in the templates, this name will be used.
Headline (2): The headline is used in the shopping experience, i.e. in the forntend, as the headline for the form.
Confirmation text (3): The confirmation text is displayed to the user as soon as he has filled in the form.
Recipient address (4): Enter all e-mail addresses to which the filled out form should be sent. Multiple addresses can be entered simply by pressing the Enter key once after each address.
E-mail template (5): Select the e-mail template to be used for sending the form content to the recipient addresses.

Fields

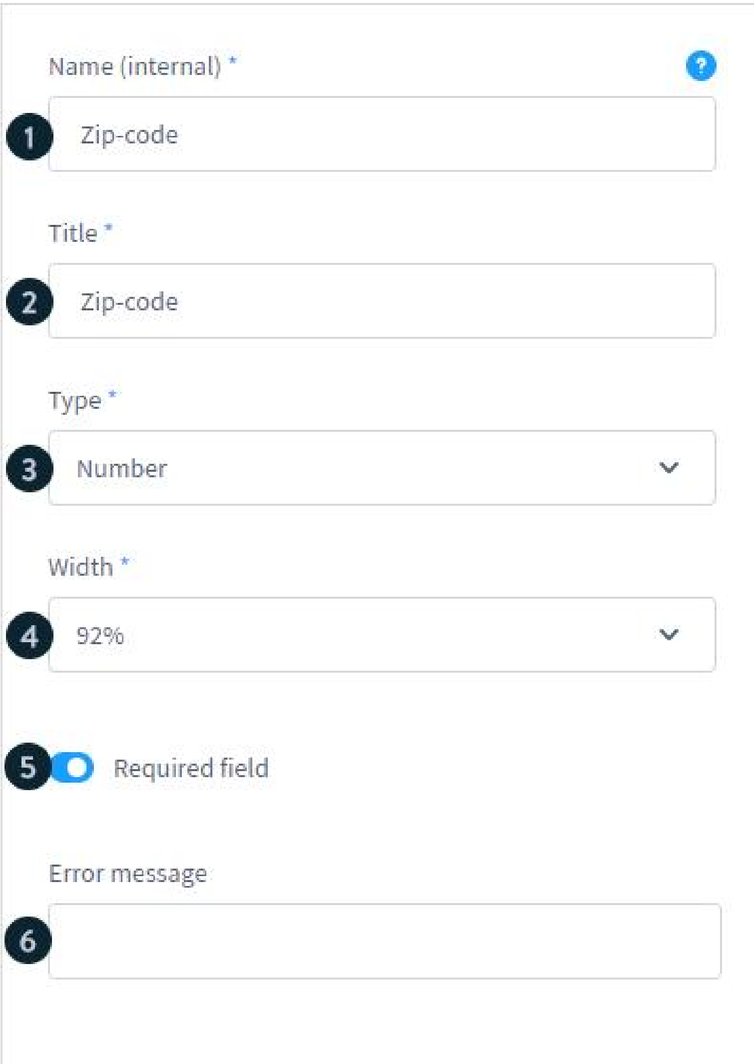
In the Fields tab you can specify which fields can or must be filled in by the user. To do this, you can create groups that contain one or more fields.



Group (1): On the left side you see the groups of the form. You can use the dots on the left to change the order of the groups by drag and drop.
Group context menu (2): On the right side of each group you can rearrange its position, delete it or duplicate it. You can also edit the group so that further options for the group are displayed on the right-hand side of the screen. Here you can enter the internal name of the group and you can change the heading of the group. The heading is also displayed in the frontend.
Field (3): The fields are located within a group. You can change the order of the fields within the group by drag and drop using the dots on the left.
field context menu (4) on the right side of the field, you can rearrange its position of the field, move the field to another group, duplicate it or delete it. You can also edit the field there so that further options for the field are displayed on the right side of the screen.
Add field (5): Adds a new field within the respective group.
Add group (6): Use this button to add a new group including a field.
Options (7): Depending on whether you are currently editing a group or a field, you will find further options for the respective group or field on the right-hand side.
If you are editing a group, you will see the information Name (Internal) and Heading. The heading is visible in the frontend, while the internal name serves as an internal identification. E.g. as a variable in e-mail templates.
You can see which options are displayed here when you edit a field.
Save as template (8): With this button you can save the form you have just created as a template. These templates can be edited and selected in your shopping experience.
Done (9): To save all changes in the current form, click on **done.**

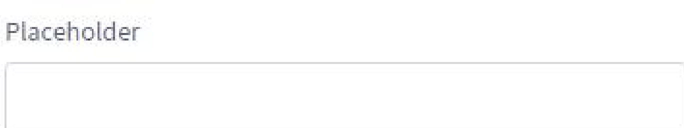
Field options

When you edit fields, you will see the options you can edit on the right hand side. The possible options differ depending on the type of field you are editing. However, the following options are always available for each type.



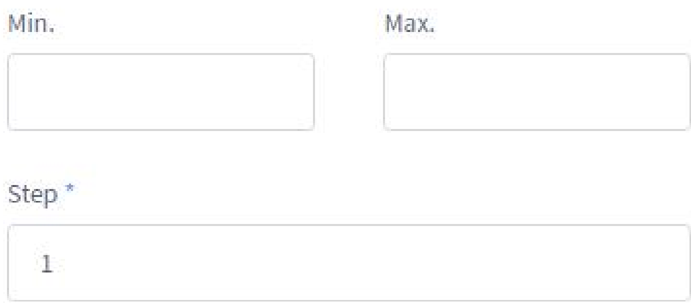
Name (1): The Internal Name serves as a unique identification for the use of this field as a variable. E.g. in e-mail templates.
Title (2): This name is displayed on the form in the frontend.
Type: (3): Select the type that the field should have. This type determines which values can be entered in the field and how they should look. We have listed the available types below.
Width (4): Here you define how wide a field should be. If two subsequent fields together use a maximum of 100% of the width, they are displayed next to each other in the form. This is useful, for example, if information is to be entered in two fields, but the content belongs together. E.g. street name and house number.
Required field (5): Indicates whether the field is mandatory or not.
Error message (6): This message is displayed to the user in the frontend if a mandatory has not been filled in.

Text field & email field



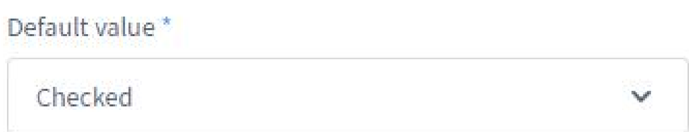
For the field type Text or E-mail, you can specify a placeholder text to be displayed if the field has not yet been filled in.

Number field



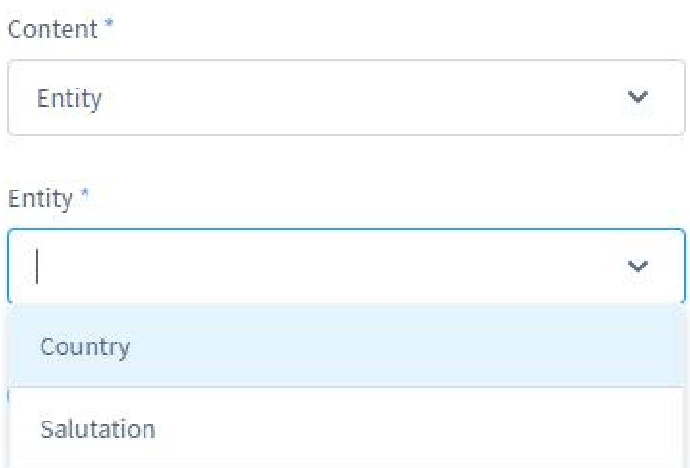
For fields with the type number, you can optionally specify whether there should be a minimum or maximum limit. You can also specify the steps in which the user can enter numbers. If you enter a 3 here, for example, the user can only select numbers 3, 6, 9, 12, 15, etc....

Selection field



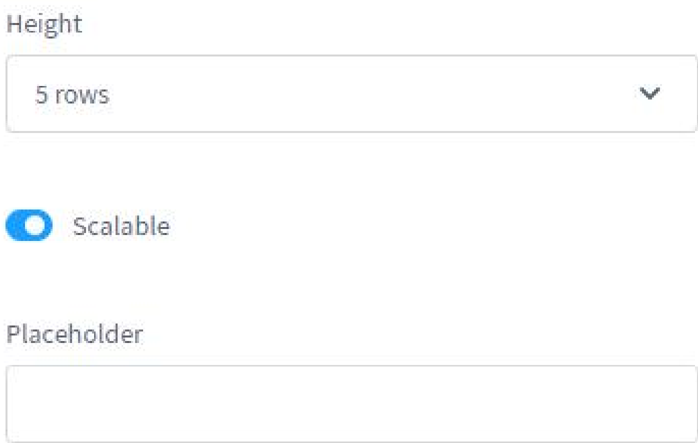
The selection field is a checkbox that the user can activate or deactivate. In the default value you can specify whether the field should already be activated by default or not.

Selection



The selection type offers the user a predefined **selection** to choose from. Using **content = entity**, lets you select in the second step, from which shop entity the user can make a selection.
Using c**ontent = user-defined**, lets you enter values in the second step, from which the user can then choose. Type the values into the field values and press the enter key.

Text area



The text area is used to enter a longer text. In addition to the placeholder text, you can also specify how many lines the user may use and whether the user may change the size of the text area.

Custom Products

Products for Shopware 6 is an extension that is part of the Shopware Rise plan.

The extension offers you the possibility to add individualization options to articles. This is very useful for articles where the simple division into variants is not sufficient and further individualization is desired. These can be articles where an individual lettering is to be used, a special color or a certain date/time specification.

In the extension Custom Products you create product templates with selectable options. In a second step, you link these templates to existing articles. The selectable options from the product template are then displayed on the item detail page so that the customer can individualize the product accordingly.

Optionally, you can freely add user-defined charges to the specific options.

Installation

If at least the Rise Plan is stored for the store domain in the Shopware account, you can download and install the extension under **Extensions > My Extensions**.
It is important that you have previously logged in with your account in the Shopware Account tab.
After the extension has been installed, you can activate it via the button to the left of the extension.

You can find the installed extension in the Shopware Administration under **Catalogues** > **Custom Products**.

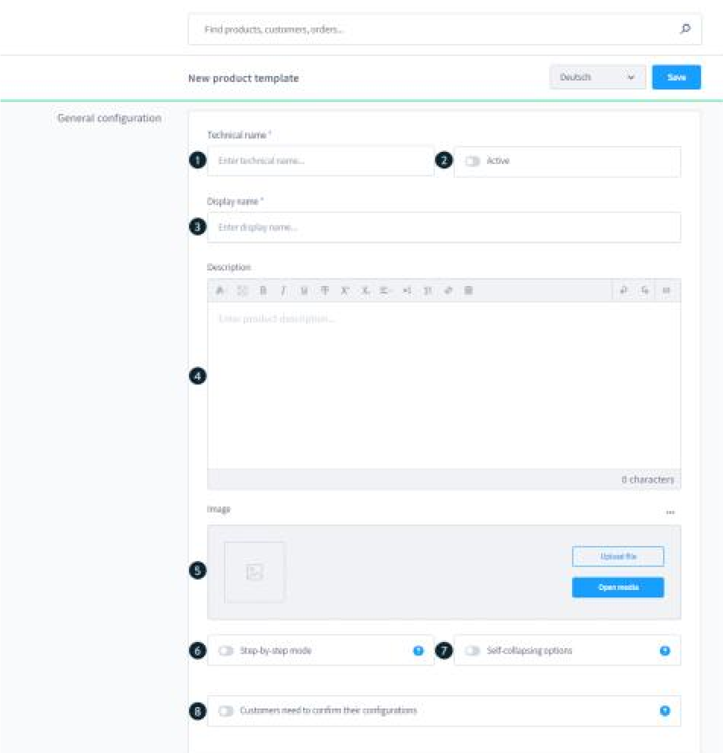
Product templates

Under **Catalogues** > **Custom Products** you will find the overview of the product templates.

Here you can see all the templates that are already created, these can be assigned to your products. Each template has an **internal name**, a **display name** and a **description**. In addition, the overview shows you how many **options** each template has.
You can **edit**, **duplicate** and **delete** the templates through the context menu on the right side.

Add template

You can create a new template by clicking the button **Add template**. Here you set the **general configuration**.



Internal name (1): This name is only displayed internally in the template overview. This is useful if there are several product templates that should have the same name in the front end.

Active (2): With this switch the product template can be deactivated. The articles in which this template is used are still available, but cannot be individualized with this template.

Display name (3): This name is used in the frontend on the article detail page.

Description (4): With this description you can summarize on the item detail page for the customer which individual settings can be added to the respective item.

Picture (5): Additionally you can upload a picture for the item detail page or select one from the media management.

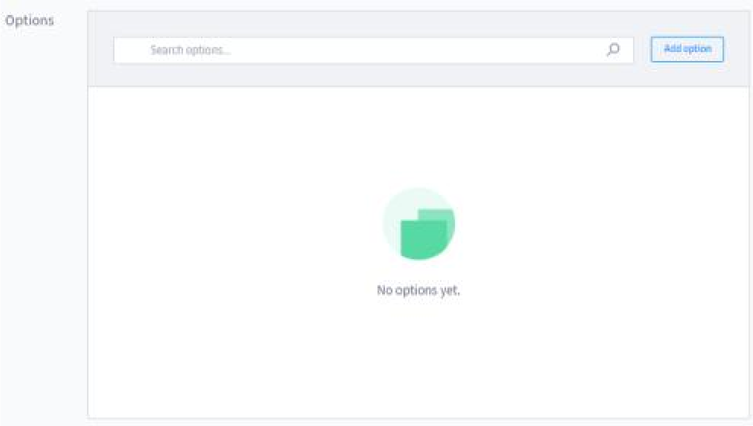
Step-by-step mode (6): With the step-by-step mode, the customer is guided step-by-step through the options in the front end, instead of being shown all at once.

Self-collapsing options (7): This function collapses options as soon as the customer has made a valid entry. (Not available in step-by-step mode)

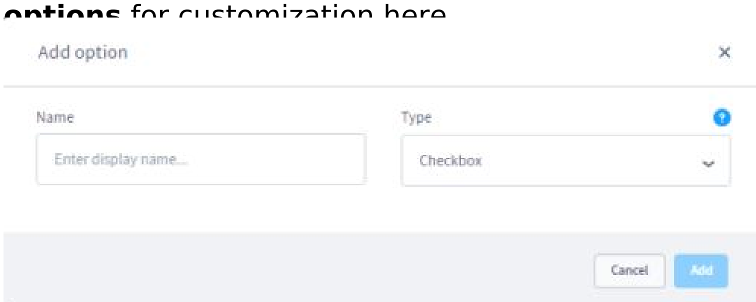
Customers need to confirm their configuration (8): Here you can define whether customers have to confirm their configuration by checking a box on the product page or not. As long as the checkbox is not activated when the function is active, it is not possible to add the product to the shopping cart and the button "Add to cart" is grayed out.

Options

After you have created a new template and saved it, the **Options** area is available.



In this area you will see the **options** that are available for the current template. You can also **add** new **options** for customization here

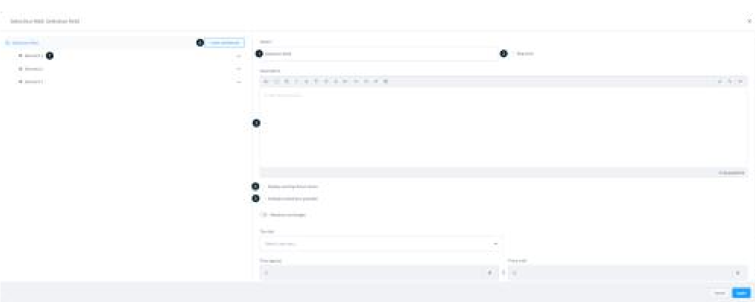


<

Here you first enter a **name** for the **option** and an **option type**. The following option types are available:

Selection field

In this option type, you can offer the customer one or more selection options, which are then made available in a window and can be selected by mouse click. For example, these can be individual options that can be added to the product.

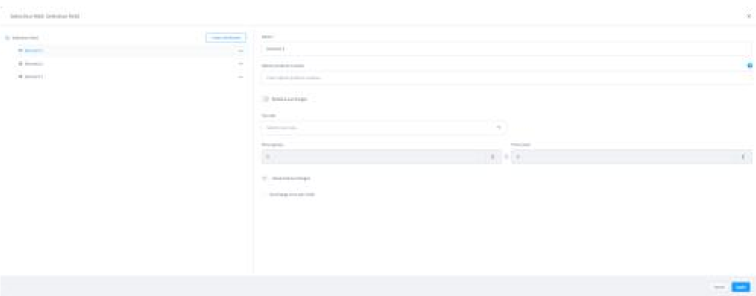


In the settings of the option you first choose a **name (1)**, this name will be displayed in the storefront and in the order documents.
If you check the **mandatory field (2)**, the customer has to make a choice in the frontend to be able to put the item into the shopping cart. The option **No selection** is then no longer displayed in the frontend.
In addition, you can optionally enter a **description (3)** to provide the customer with further information about this option.

Next, you can specify that the selection options should be displayed as a **drop-down menu (4)** and whether a **multiple selection (5)** should be possible. However, multiple selection is not possible in the dropdown menu.

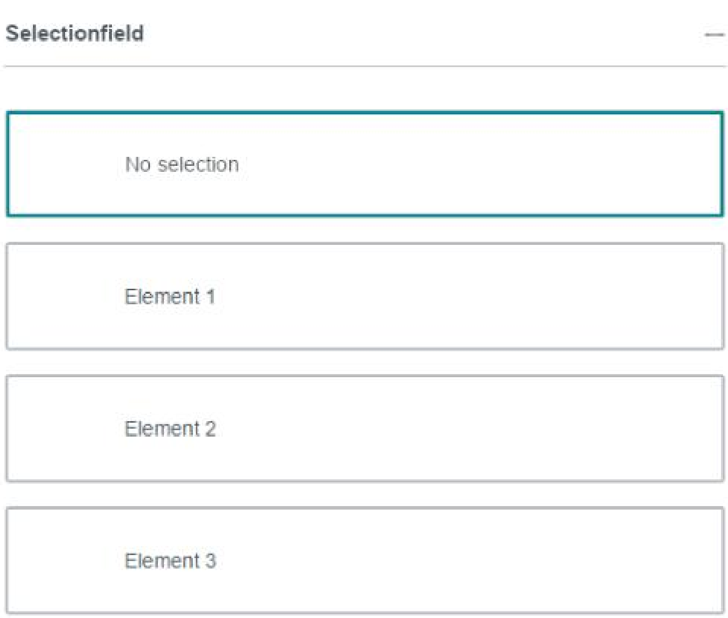
Optionally you can add a surcharge that the customer has to pay when selecting the option.For more information, see the section defining option-dependent surcharges.

On the left side of the option settings you can see the created items that the customer can select. With the button **Create element (6)** you can add further elements. If you click on one of the **elements (4)**, you have the possibility to make further settings for the element.



In addition to a **name** and an **order number**, you can define your own surcharge here, just like in the **option settings**. The surcharge of an element is calculated in addition to the surcharge of the option.

Display in the frontend:



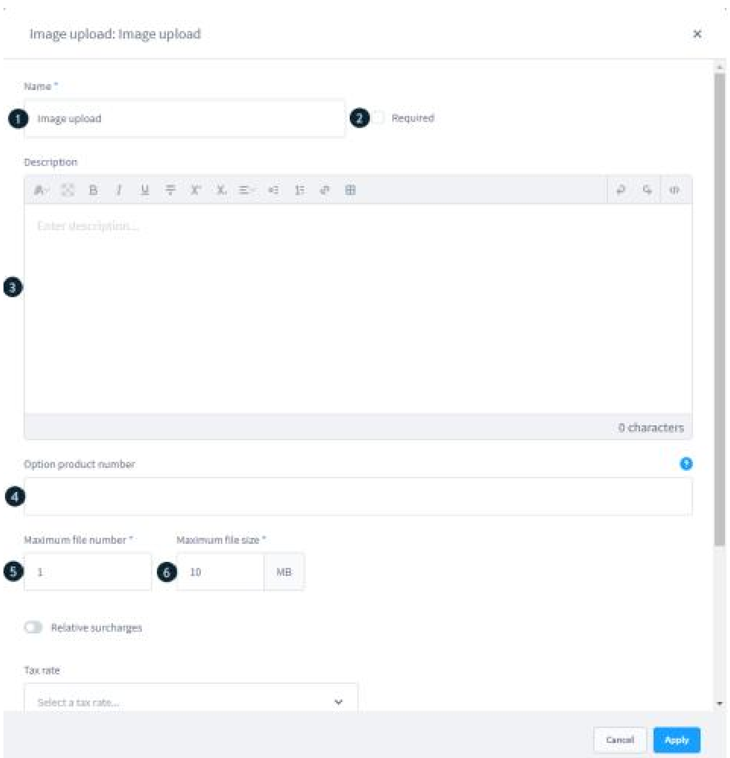
If it is a mandatory option, the **No selection** element is not available.

Display in the frontend as drop-down menu:

If it is a mandatory option, the **No selection** element is not available.

Image upload

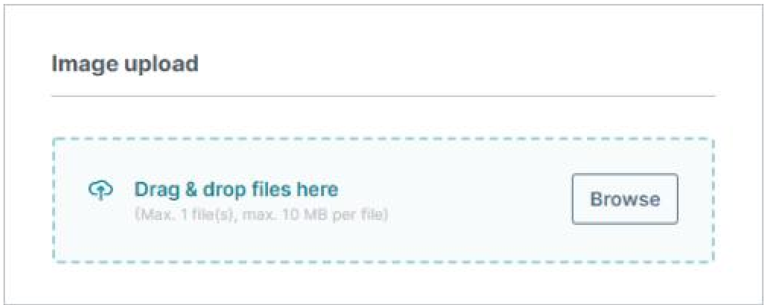
The image upload offers the possibility for your customers to upload their own images, e.g. to use them to individualize the product. The following image formats are supported in version 3.1: **JPG, PNG, GIF, WEBP, SVG, BMP, TIFF** and **EPS**.
These image formats are partially only available in the Admin.



First give a **name (1)** to the option. The name will be displayed in the storefront and on the order documents. The checkbox **Mandatory field (2)** allows you to determine whether the customer must make a mandatory entry.
With the **optional description (3)** you can give your customers more information about the option.
In addition, you can enter an **order number (4)** for the option, which will then be printed on the documents.
For the configuration of the option, you need to specify the **maximum number of files (5)** and **maximum file size (6)**.

For more information, see the section defining option-dependent surcharges.

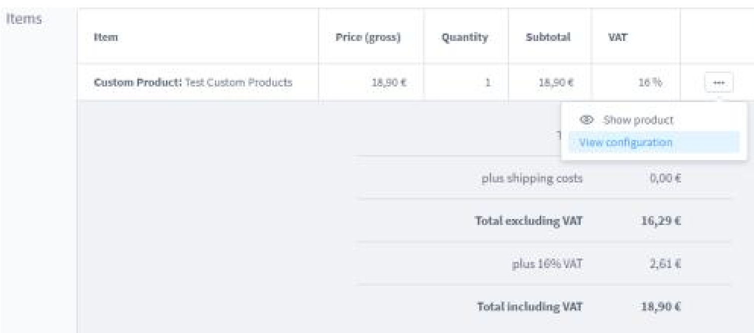
Frontend view of the image upload:



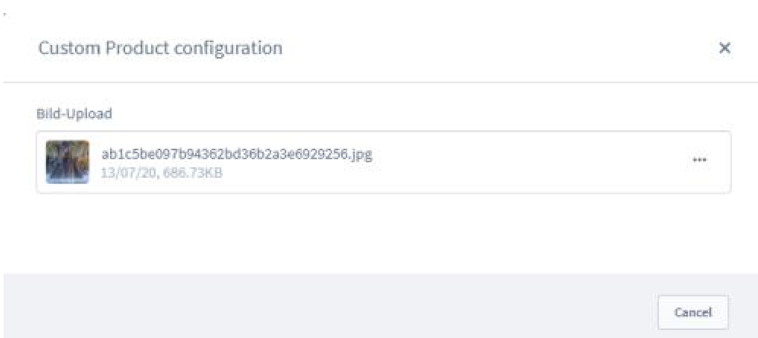
As file types jpg, png and gif can be used.

Access the uploaded files:

The uploaded images are saved in the order. In the admin you can call up the custom product configuration in the order in the section items via the "..." menu.



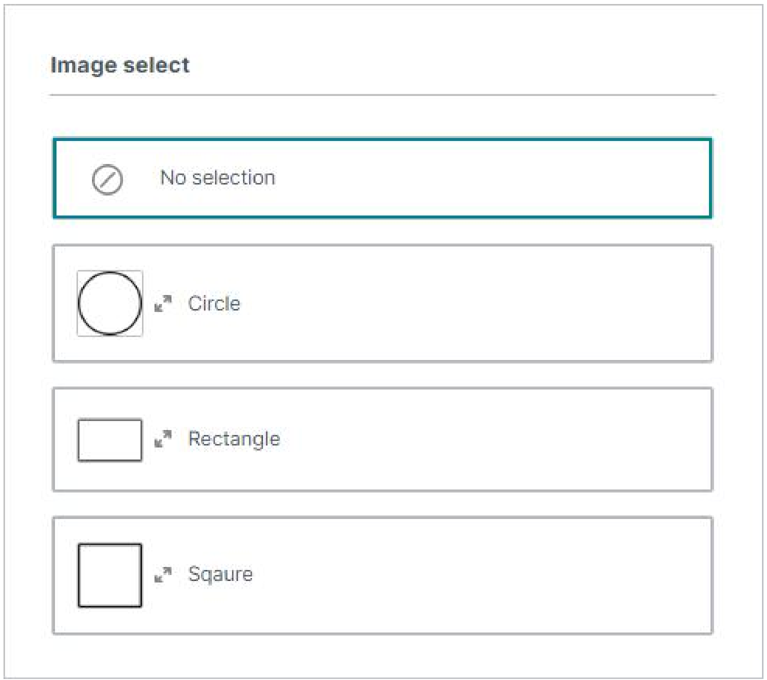
The configuration information is displayed in a new modal and gives you the option to download the uploaded files.



Picture selection

Compared to the selection field, the image selection offers you the possibility to make a selection based on images. The image selection has the exact same settings as the selection field. The only difference is that additional elements ar shown in the image and cannot be displayed in a drop down menu.

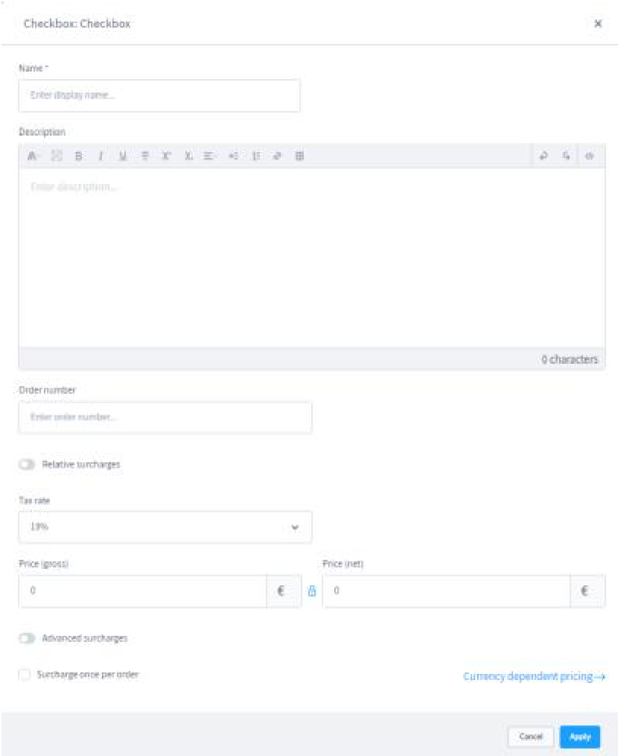
Frontend view of the picture selection:



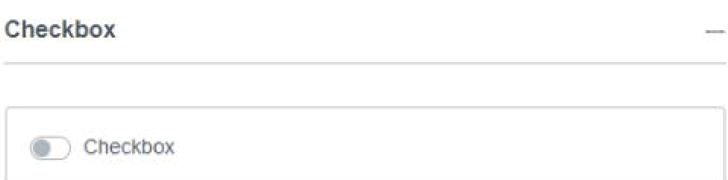
If it is a mandatory option, the **No selection** element is not available.

Checkbox

With the checkbox you can offer your customers an option, which they can select or deselect with the checkbox. Here you can enter an **order number** next to a **name** and a **description** and add a corresponding **surcharge**.

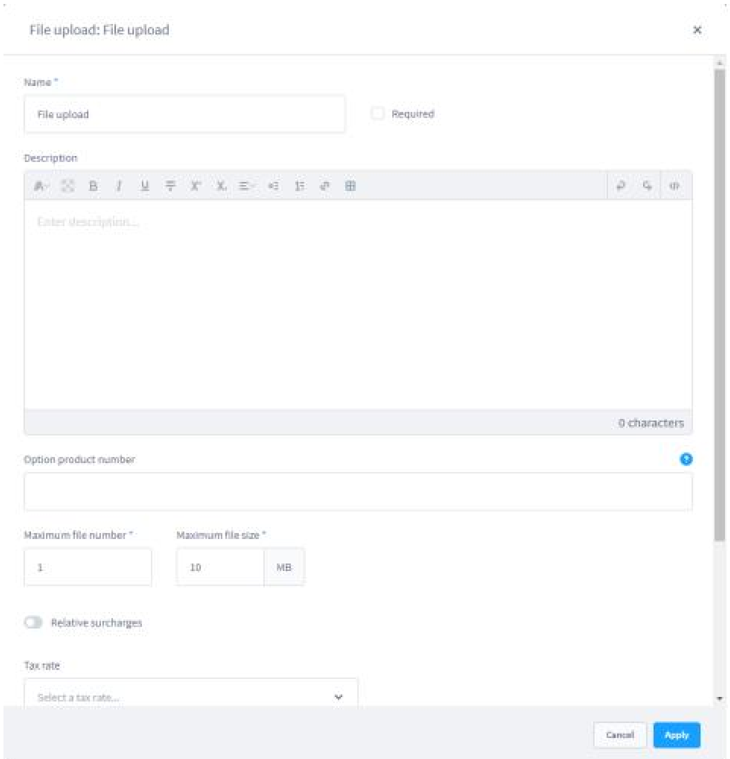


Frontend view of the checkbox:



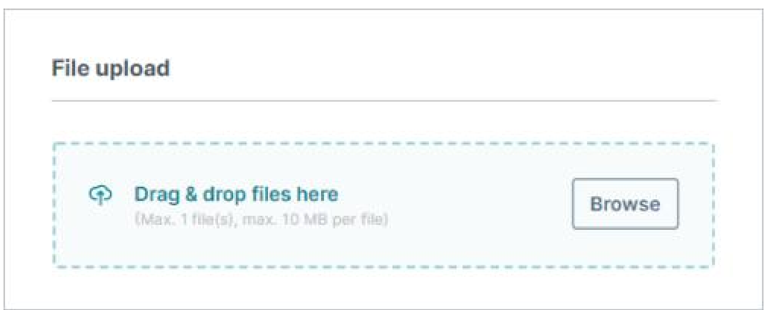
File Upload

The file upload offers the option to upload PDF files.



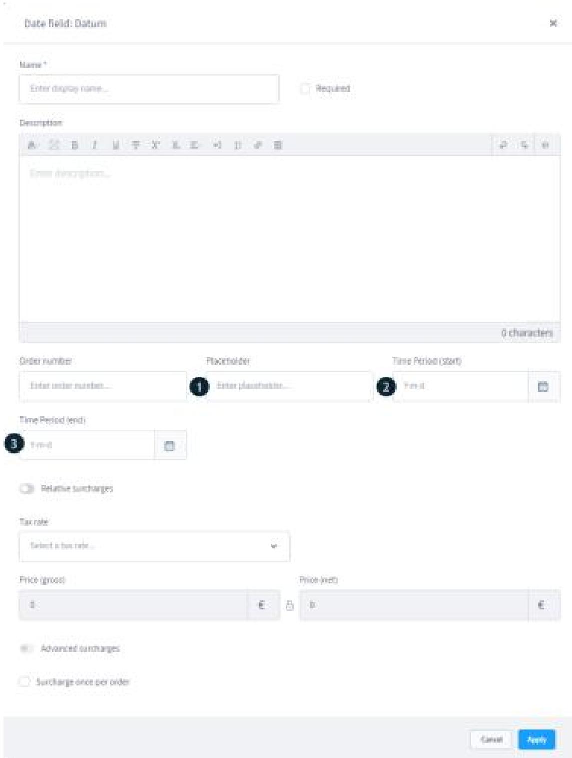
The configuration of the file upload is identical to the image upload.

Frontend view of the file upload:



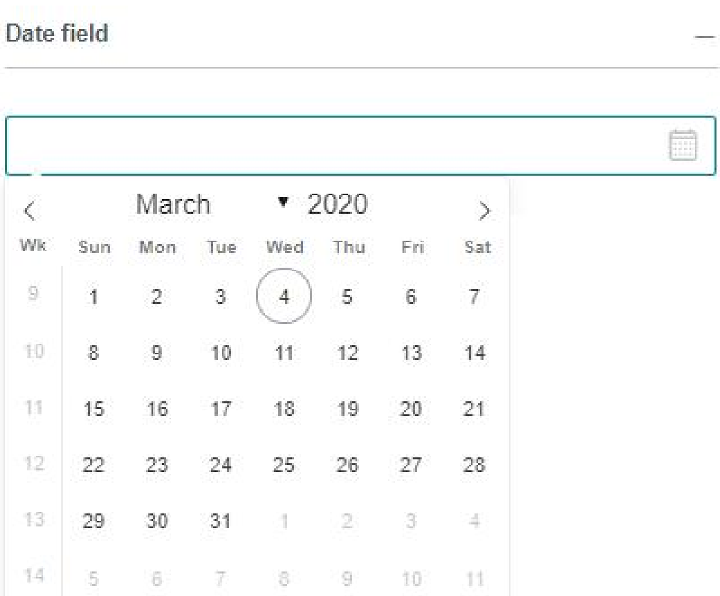
Date field

With the date field you give the customer the possibility to add a date to the order. This can be, for example, a date for an engraving or an event date.



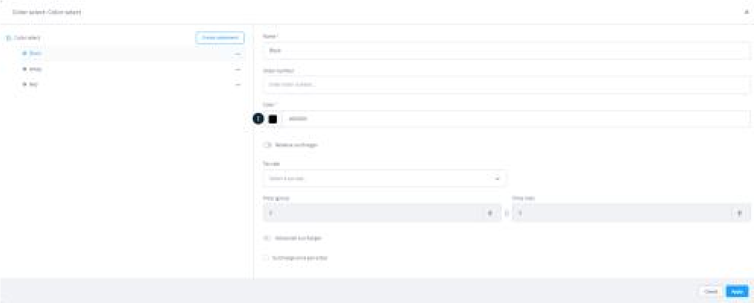
Beside the usual settings for this option, you enter a **placeholder (1)** which is displayed in the date field before the customer has selected a date. You can also specify an **earliest date (2)** and a **latest date (3)**.

Frontend view of the date field:



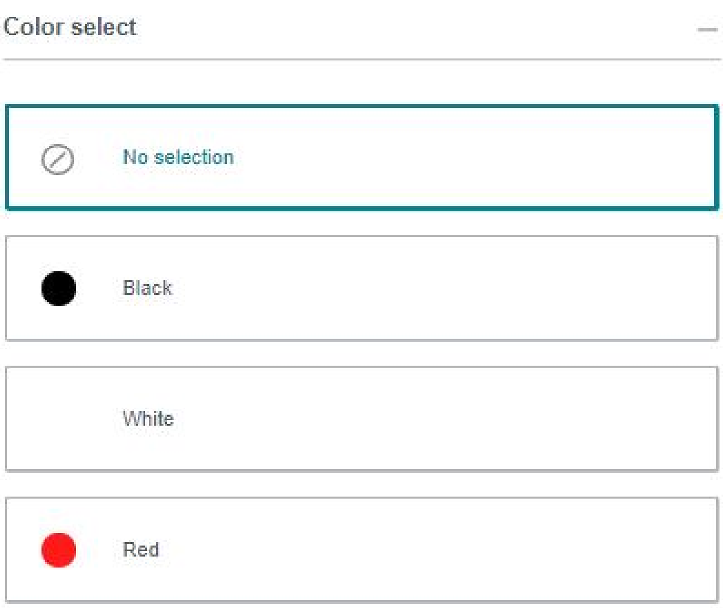
Colour selection

With the colour selection the customer has the possibility to choose one or more colours for the article. Similar to the selection field or the image selection, you can also add sub-elements to the colour selection option, each of which stands for one colour.



After you have added one or more sub-elements to the option on the left side, you can assign a **color (1)** to the element in addition to the **name** and **order number**. You can also define a **surcharge** for the colour selection for the complete option as well as for the individual elements.

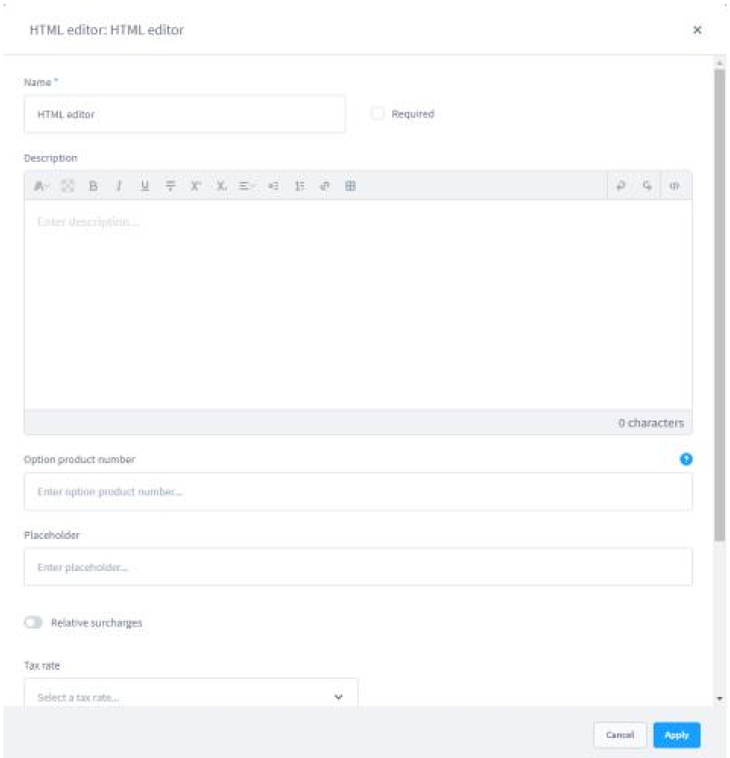
Frontend view of the colour selection:



If it is a mandatory option, the **No selection** element is not available.

HTML editor

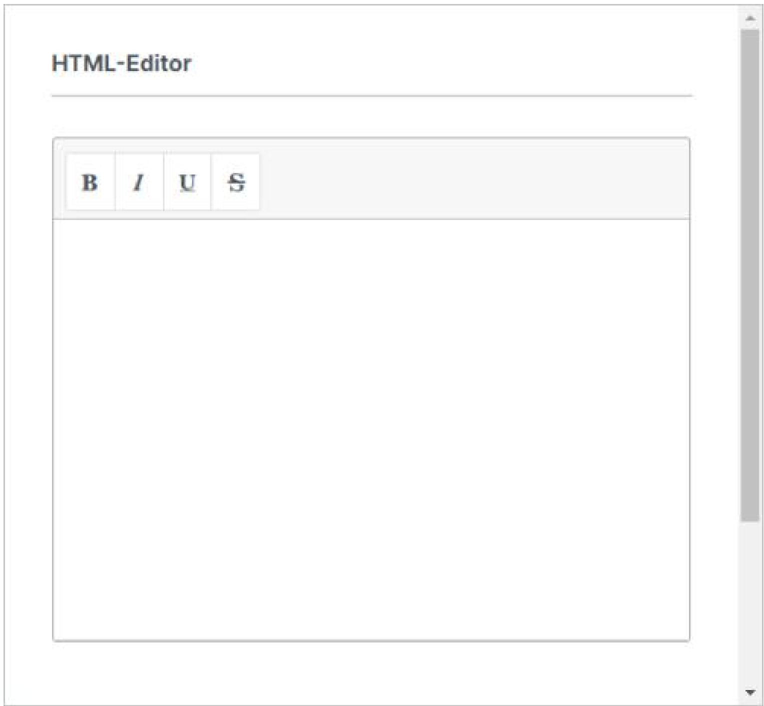
The HTML editor offers the possibility to enter a text with simple formatting functions. The text entered is transmitted in the same form when the order is placed, no conversion takes place.



Apart from the name for the option, no further mandatory information is required.
Optionally, the entry can be marked as a mandatory option in the HTML editor. In this case, the customer can only add the product to the shopping cart if he or she has made an entry.
In addition, a description can be stored to provide the customer with further information.
The option product number can be optionally maintained and is then shown in the order confirmation and invoice.

Information about the possible surcharges for the option can be found here.

Frontend view of the HTML editor:

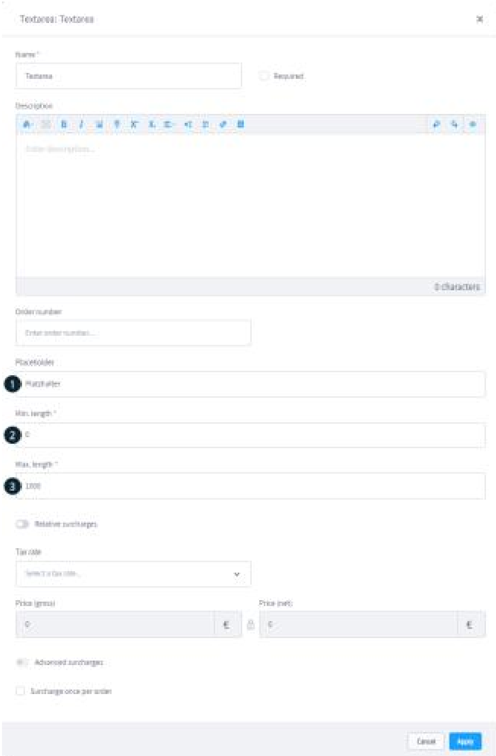


Access to the data entered by the customer:

You can see the customer's entries in the order in the corresponding position. You can call up the configuration using the "..." menu.

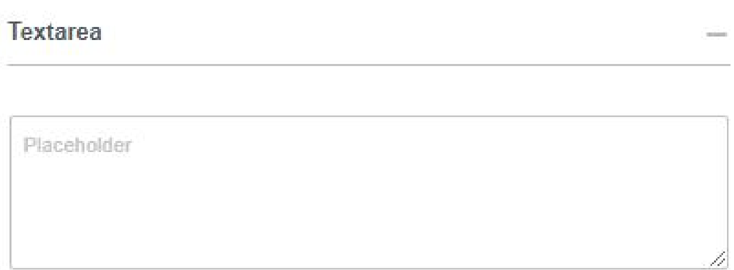
Text area

The text area lets the customer add text to the article. Compared to the **text field**, the **text area** will take pagination into account. The customer has the possibility to transfer multi-line texts here.



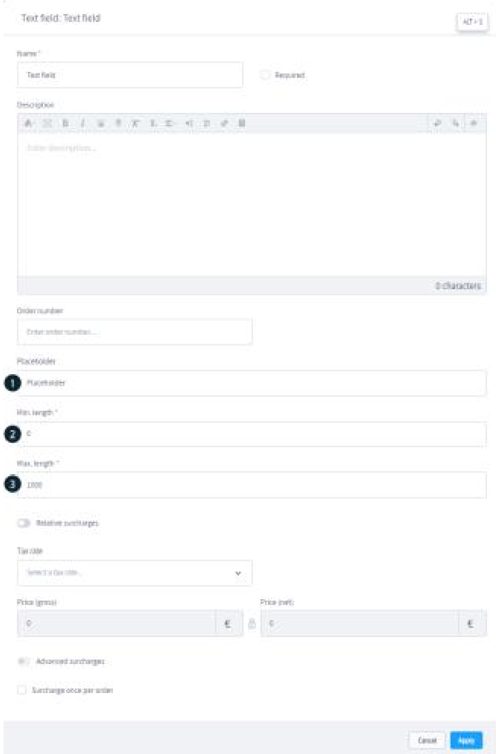
Here you need to specify how **short (2**) or how **long (3)** the text entered by the customer may be. You can also specify a **placeholder (1)**, this will be displayed as long as the customer has not yet entered any text.

Frontend view of the text area:



Text field

With the text field you offer the customer the possibility to add a single-line text to the article. This can be the text for an engraving or similar.

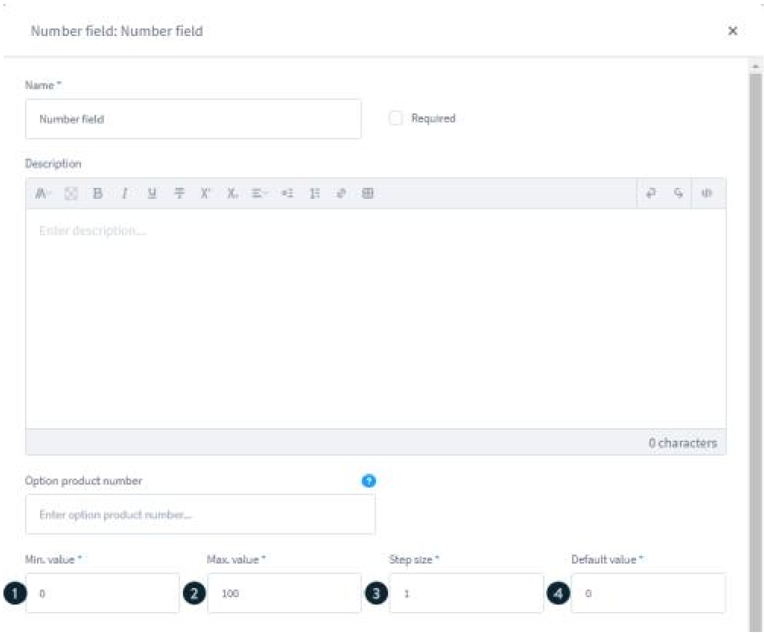


To do this, you specify how **short (2)** and how **long (3**) the text may be at most. As with the text area, you also enter a **placeholder (1)**, which is displayed as long as the customer has not yet entered any text.

Frontend view of the text field:

Number field

The number field add the possibility for the customer to add a number to the product. This can be, for example, the number of a certain item.



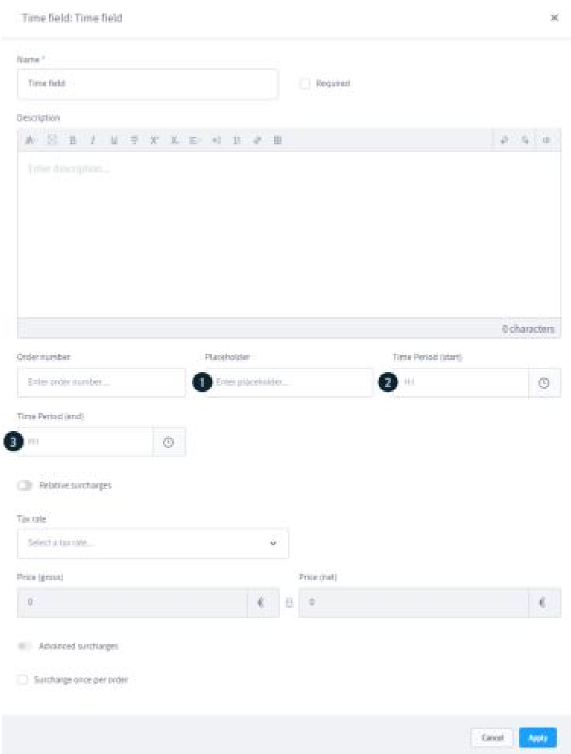
The **minimum value (1)** and **maximum value (2)** indicate which data can be entered in this field by the customer
The **step size (3)** determines the steps in which the numbers can be entered. Decimal places are also possible. Example: Step size 0.5 - Inputs 0; 0.5; 1; 1.5; 2; 2.5 etc. can be used.

The **default value (4)** indicates which value is pre-selected

Frontend view of the number field:

Time field

In the time selection field you can let the customer specify a time. This could be the start time for an event, for example.



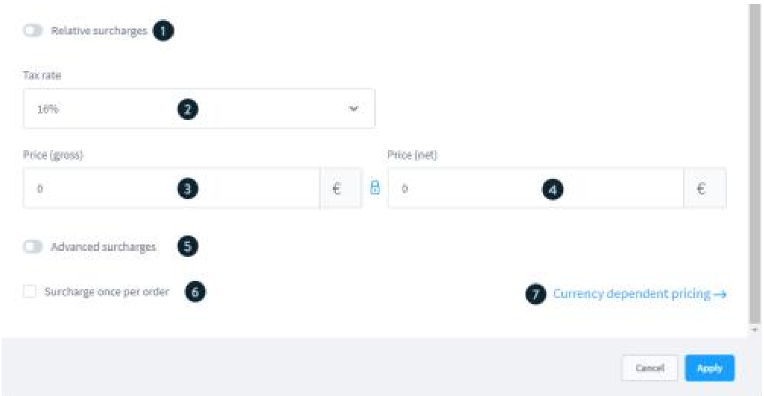
The **placeholder (1)** indicates how the field is filled before the customer enters it. In addition, you use the **start time (2)** and **end time (3)** to specify the period of time in which the customer may select a time.

Frontend view of the time field:

Define option-based surcharges

You have the ability to define additional surcharges for each option. To do this, you can use the corresponding functions in the configuration of the individual options to levy either absolute or relative surcharges.

Absolute surcharges



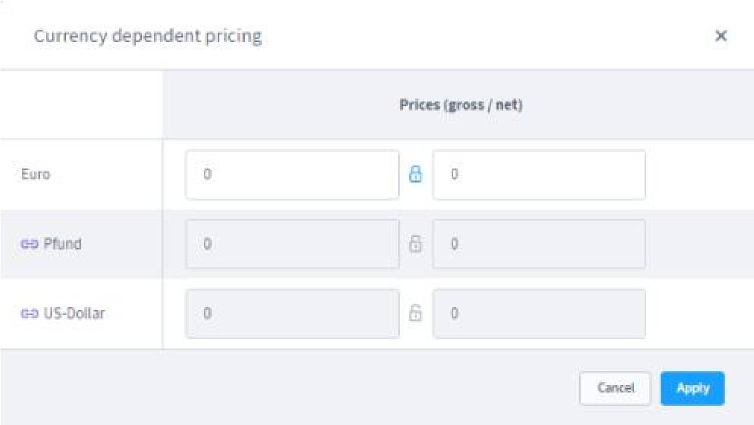
Use the **Relative surcharge button (1**) to switch between entering absolute and relative surcharges for the selected option. However, only one of the two types of surcharges is available for each option.

Before you can enter the amount of the surcharge, it is necessary to select the **tax rate (2)** for the surcharge. Then you can enter the **gross price (3**). If the lock symbol is closed between gross and **net price (4)**, the net price will be determined automatically based on the values entered. To enter a different net price, click once on the lock symbol to open it. The net price is no longer bound to the gross price.

The **extended surcharge (5)** is only available for absolute surcharges after selecting a tax rate and offers you the possibility to define your own surcharges for the different currencies stored in the shop using rule builder.

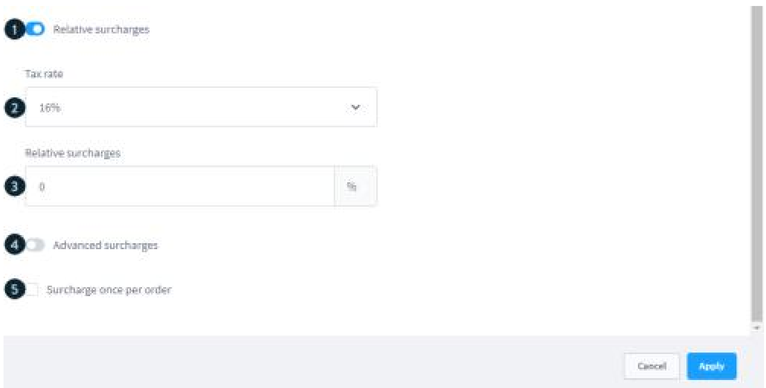
With the checkbox **Surcharge once per order (6)** you can determine whether the surcharge should only be calculated once in an order, even if the option is used several times.

After you have selected a tax rate, the function of **currency dependent prices (7)** is also available. Here, you can define a separate surcharge for each currency stored. In the standard system, the price of the standard currency is inherited and calculated using the conversion factor stored in the currencies. If you want to define different surcharges for a currency, you can cancel the inheritance by clicking on the chain symbol in front of the currency name and enter your own surcharge.



Relative surcharges

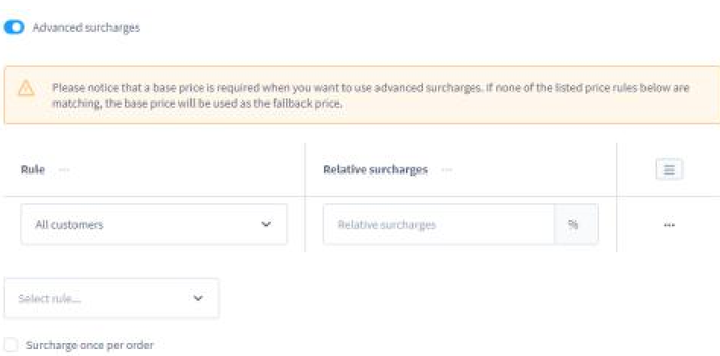
Relative surcharges are calculated dynamically based on the product price and the stored percentage rate for the surcharge.



To use a relative allowance, activate the **Relative allowance check box (1)**.

To calculate the surcharge, store a **tax rate (2)** and the **relative surcharge (3)**.

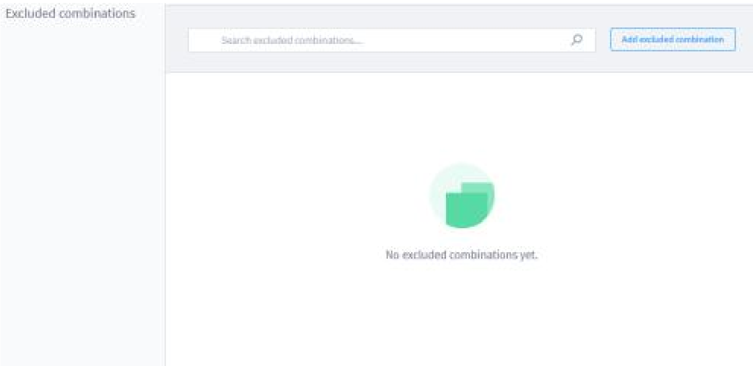
If you want to use more detailed configurations for the surcharge, you can activate the **Extended Surcharge (4)**.
Here you have the option of defining different surcharges using rules that are setup with the rule builder.



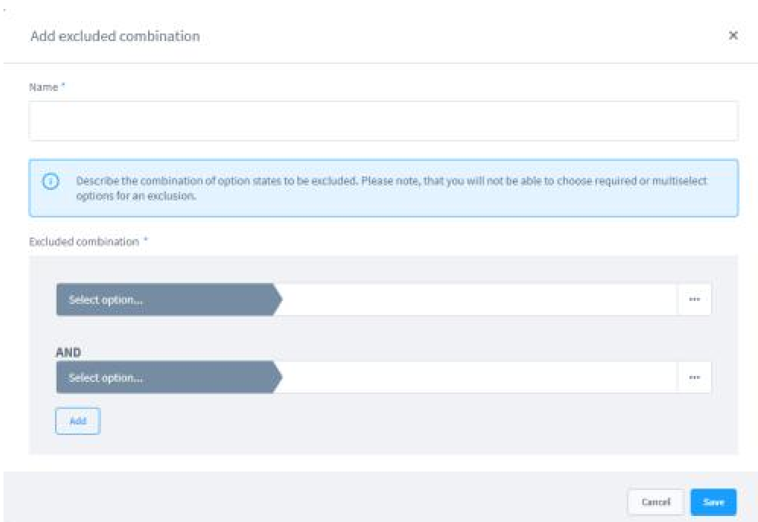
With the checkbox **Surcharge once per order (6)** you can determine whether the surcharge should only be calculated once in an order, even if the option is used several times.

Exclude options from each other

If you have created at least 2 options, which are not marked as mandatory options, the possibility for mutual exclusion of options is shown.



To create an exclusion combination, click the **Add excluded combination** button. In the modal that now opens you can do the further configuration.

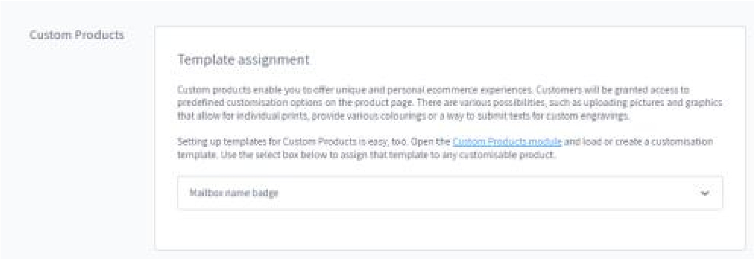


First, give a name for the combination, so that you can later on recognize, what you have configured here.

For the actual configuration you can now choose from the options that are not mandatory or multiple options.
With these options you can also choose whether the exclusion should take place if the customer has made an entry there or if the field is empty. Thus it is also possible to combine options with each other and to require an entry in one field if another field has also been filled.

Assign template to a product

After you have created a template with the desired options, you can assign it to a product so that the customer can individualize this product.

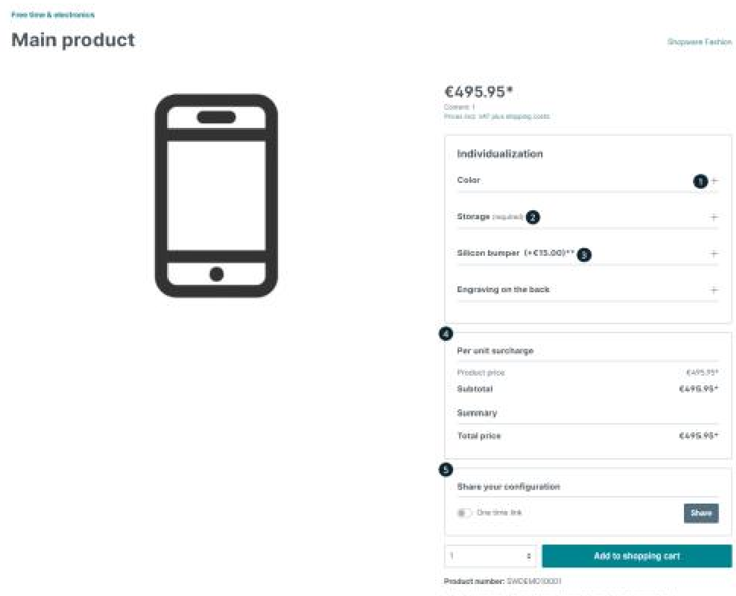


To assign the product configuration to a spefic product so that this can be individualization. In the tab **Specifications** you will find the menu item **Custom Products**, where you can now assign a product template from Custom Products.

Frontend

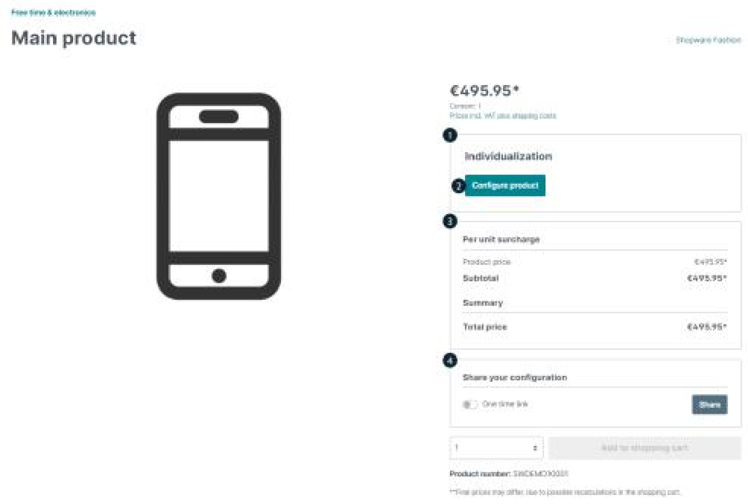
Normal mode

In the frontend the options from Custom Products are displayed in the standard respsonsive theme above the **Add to shopping cart** button.

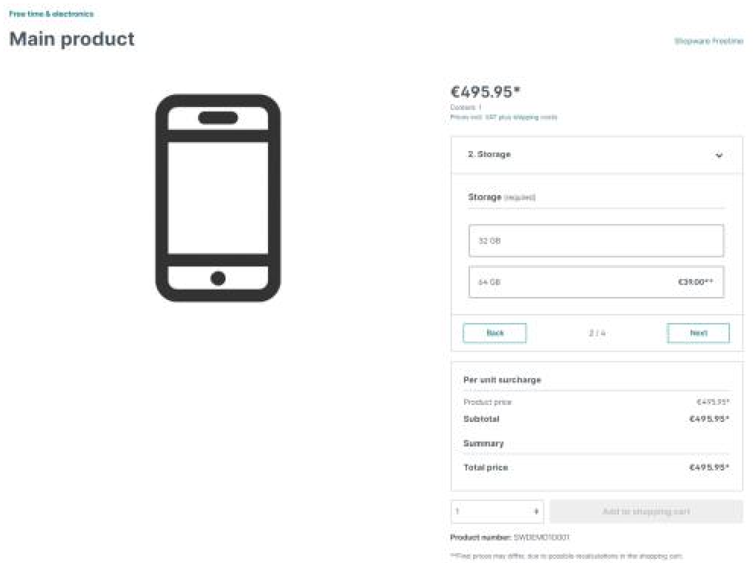


Here, the individual options of the product template can be **folded out (1)** and edited individually by the customer.
If an option is a **mandatory field (2)**, this is displayed accordingly. Any **surcharges (3)** for an option are also displayed. (Surcharges for an element within an option are displayed next to the element). If a customer has selected an option or an element with a surcharge, this is summarized in the **Per Unit Surcharges (4)** overview below. The customer now has the possibility to share the configuration of a Custom Products product via link **(5)**. In addition, the button can be used to determine whether this link can only be called up once or not.

Step by step mode



If you have activated the step-by-step mode in the product template, the available options are not directly displayed in the frontend. Instead, the **area for customization (1)** of the product is located above the In the **shopping cart button**. By clicking on the **Configure product button (2)**, the customer is then guided step by step through the options. If a customer has selected an option or an element with a surcharge, this is summarized in the **Per unit surcharges (3)** overview below. The customer now has the possibility to share the configuration of a Custom Products product via link **(4)**. In addition, the button can be used to determine whether this link can only be called up once or not.



The customer is guided step by step through the options and can then place the item in the shopping cart once all mandatory options have been filled out.

Display of Custom Products options on the invoice

The individual Custom Products options are listed as separate items in the accounts. If you have assigned a separate product number for the option, this is also displayed.

Prod. Nr.	Bezeichnung	Anz.	MwSt.	Stückpreis	Gesamt
SW10101	**Test Custom Products**	1	16%	15,95 €	15,95 €
CP10002	Textfeld	1	16%	0,00 €	0,00 €
Versandkosten	**Standard**	1	16%	0,00 €	0,00 €

Gesamtsumme (Netto): 13,75 €
zzgl. 16% MwSt.: 2,20 €
Gesamtsumme: 15,95 €

Gewählte Zahlungsart: Nachnahme
Gewählte Versandart: Standard

If you want to further customize the invoice and other documents, it is necessary to customize the document template. You can find all information about this in our detailed developer documentation.

Customise order confirmation

By default, the order confirmation that the customer receives by e-mail lists all options, indicating which Custom Products options the customer has selected. In the standard template, all options are listed in the order confirmation that the customer receives by mail, which Custom Products options the customer has selected. As of extension version 3.1.1, the exact contents such as the text in the text field, the number in the number field or the selected date from the date field are also output in the standard template in the invoice and the order confirmation. Nevertheless, adjustments are possible here in the e-mail template of the order confirmation.

If you are using a version of the extension older than 3.1.1, these adjustments are necessary so that the Custom Products details are displayed in the order confirmation and in the invoice.

In the standard email template, the individual custom product options are listed as a single item. This is made possible by a **for loop**, which creates a new row for each option. The table with the integrated **for loop** looks like this in the standard HTML e-mail template:

```
<table width="80%" border="0" style="font-family:Arial, Helvetica, sans-serif; font-size:12px;
    <tr>
        <td bgcolor="#F7F7F2" style="border-bottom:1px solid #cccccc;"><strong>Pos.</strong></
        <td bgcolor="#F7F7F2" style="border-bottom:1px solid #cccccc;"><strong>Bezeichnung</st
        <td bgcolor="#F7F7F2" style="border-bottom:1px solid #cccccc;"><strong>Menge</strong><
        <td bgcolor="#F7F7F2" style="border-bottom:1px solid #cccccc;"><strong>Preis</strong><
        <td bgcolor="#F7F7F2" style="border-bottom:1px solid #cccccc;"><strong>Summe</strong><
    </tr>

    {% for lineItem in order.lineItems %}
    <tr>
        <td style="border-bottom:1px solid #cccccc;">{{ loop.index }} </td>
        <td style="border-bottom:1px solid #cccccc;">
          {{ lineItem.label|u.wordwrap(80) }}<br>
            {% if lineItem.payload.options is defined and lineItem.payload.options|length >= 1
                {% for option in lineItem.payload.options %}
                    {{ option.group }}: {{ option.option }}
                    {% if lineItem.payload.options|last != option %}
                        {{ " | " }}
                    {% endif %}
                {% endfor %}
                <br/>
            {% endif %}
          {% if lineItem.payload.productNumber is defined %}Artikel-Nr: {{ lineItem.payload.pr
        </td>
        <td style="border-bottom:1px solid #cccccc;">{{ lineItem.quantity }}</td>
        <td style="border-bottom:1px solid #cccccc;">{{ lineItem.unitPrice|currency(currencyIs
        <td style="border-bottom:1px solid #cccccc;">{{ lineItem.totalPrice|currency(currencyI
    </tr>
    {% endfor %}
</table>
```

In order to output the corresponding content for each selected Custom Products option, you can insert the following code at the appropriate place.

```
            {% if lineItem.payload.type is defined %}
    {% if lineItem.payload.type == "textfield" %}
        {{ lineItem.payload.value }}
        <br/>
    {% elseif lineItem.payload.type == "textarea" %}
        {{ lineItem.payload.value }}
        <br/>
    {% elseif lineItem.payload.type == "numberfield" %}
        {{ lineItem.payload.value }}
        <br/>
    {% elseif lineItem.payload.type == "datetime" %}
        {{ lineItem.payload.value|date("Y.m.d") }}
        <br/>
    {% elseif lineItem.payload.type == "timestamp" %}
        {{ lineItem.payload.value|date("H:i:s") }}
        <br/>
    {% elseif lineItem.payload.type == "htmleditor" %}
        {{ lineItem.payload.value }}
        <br/>
    {% elseif lineItem.payload.type == "imageupload" %}
            {% for media in lineItem.payload.media %}
                {{ media.filename }} <br/>
            {% endfor %}
        <br/>
    {% elseif lineItem.payload.type == "fileupload" %}
            {% for media in lineItem.payload.media %}
                {{ media.filename }} <br/>
            {% endfor %}
        <br/>
    {% endif %}
{% endif %}
```

As you can see, the code contains a separate **if-** or **ifelse** query for each possible custom products option. For the options **selection field, image selection, checkbox** and **colour selection**, no specification of the content is necessary. Here, the customer selects an already existing selection, the name of which is output in the respective position.

Example in the default e-mail template

If you insert the code into the default HTML email template, the template will look like this:

```
<div style="font-family:arial; font-size:12px;">

{% set currencyIsoCode = order.currency.isoCode %}

Hello {{order.orderCustomer.salutation.letterName }} {{order.orderCustomer.firstName}} {{order
<br>
We received your order on {{ order.orderDateTime|date }}.<br>
<br>
Order number: {{ order.orderNumber }}<br>
<br>
As soon as payment is received, you will receive a separate notification and your order will b
<br>
You can check the current status of your order at any time using this link: {{ rawUrl('fronten
You can also use this link to edit the order, change the payment method or make a payment afte
<br>
<strong>Information on your order:</strong><br>
<br>

<table width="80%" border="0" style="font-family:Arial, Helvetica, sans-serif; font-size:12px;
    <tr>
        <td bgcolor="#F7F7F2" style="border-bottom:1px solid #cccccc;"><strong>Pos.</strong></
        <td bgcolor="#F7F7F2" style="border-bottom:1px solid #cccccc;"><strong>Bezeichnung</st
        <td bgcolor="#F7F7F2" style="border-bottom:1px solid #cccccc;"><strong>Menge</strong><
        <td bgcolor="#F7F7F2" style="border-bottom:1px solid #cccccc;"><strong>Preis</strong><
        <td bgcolor="#F7F7F2" style="border-bottom:1px solid #cccccc;"><strong>Summe</strong><
    </tr>

    {% for lineItem in order.lineItems %}
    <tr>
        <td style="border-bottom:1px solid #cccccc;">{{ loop.index }} </td>
        <td style="border-bottom:1px solid #cccccc;">
          {{ lineItem.label|u.wordwrap(80) }}<br>
            {% if lineItem.payload.options is defined and lineItem.payload.options|length >= 1
                {% for option in lineItem.payload.options %}
```

```
                    {{ option.group }}: {{ option.option }}
                    {% if lineItem.payload.options|last != option %}
                        {{ " | " }}
                    {% endif %}
                {% endfor %}
                <br/>
            {% endif %}
            {% if lineItem.payload.type is defined %}
    {% if lineItem.payload.type == "textfield" %}
        {{ lineItem.payload.value }}
        <br/>
    {% elseif lineItem.payload.type == "textarea" %}
        {{ lineItem.payload.value }}
        <br/>
    {% elseif lineItem.payload.type == "numberfield" %}
        {{ lineItem.payload.value }}
        <br/>
    {% elseif lineItem.payload.type == "datetime" %}
        {{ lineItem.payload.value|date("Y.m.d") }}
        <br/>
    {% elseif lineItem.payload.type == "timestamp" %}
        {{ lineItem.payload.value|date("H:i:s") }}
        <br/>
    {% elseif lineItem.payload.type == "htmleditor" %}
        {{ lineItem.payload.value }}
        <br/>
    {% elseif lineItem.payload.type == "imageupload" %}
            {% for media in lineItem.payload.media %}
                {{ media.filename }} <br/>
            {% endfor %}
        <br/>
    {% elseif lineItem.payload.type == "fileupload" %}
            {% for media in lineItem.payload.media %}
                {{ media.filename }} <br/>
            {% endfor %}
        <br/>
    {% endif %}
{% endif %}
          {% if lineItem.payload.productNumber is defined %}Artikel-Nr: {{ lineItem.payload.pr
        </td>
        <td style="border-bottom:1px solid #cccccc;">{{ lineItem.quantity }}</td>
        <td style="border-bottom:1px solid #cccccc;">{{ lineItem.unitPrice|currency(currencyIs
        <td style="border-bottom:1px solid #cccccc;">{{ lineItem.totalPrice|currency(currencyI
    </tr>
    {% endfor %}
</table>

{% set delivery = order.deliveries.first %}
<p>
    <br>
    <br>
    Shipping costs: {{order.deliveries.first.shippingCosts.totalPrice|currency(currencyIsoCode
    Total costs net: {{ order.amountNet|currency(currencyIsoCode) }}<br>
        {% for calculatedTax in order.price.calculatedTaxes %}
            {% if order.taxStatus is same as('net') %}zzgl.{% else %}inkl.{% endif %} {{ calcu
        {% endfor %}
    <strong>Total costs gross: {{ order.amountTotal|currency(currencyIsoCode) }}</strong><br>
    <br>

    <strong>Chosen shipping method:</strong> {{ delivery.shippingMethod.name }}<br>
    {{ delivery.shippingMethod.description }}<br>
    <br>

    {% set billingAddress = order.addresses.get(order.billingAddressId) %}
    <strong>Billing address:</strong><br>
    {{ billingAddress.company }}<br>
    {{ billingAddress.firstName }} {{ billingAddress.lastName }}<br>
    {{ billingAddress.street }} <br>
    {{ billingAddress.zipcode }} {{ billingAddress.city }}<br>
    {{ billingAddress.country.name }}<br>
    <br>

    <strong>Shipping address:</strong><br>
    {{ delivery.shippingOrderAddress.company }}<br>
    {{ delivery.shippingOrderAddress.firstName }} {{ delivery.shippingOrderAddress.lastName }}
    {{ delivery.shippingOrderAddress.street }} <br>
    {{ delivery.shippingOrderAddress.zipcode}} {{ delivery.shippingOrderAddress.city }}<br>
    {{ delivery.shippingOrderAddress.country.name }}<br>
    <br>
    {% if billingAddress.vatId %}
        Your VAT ID: {{ billingAddress.vatId }}
        If the check is successful and if you are ordering from an EU country
        you will receive your goods exempt from VAT. <br>
```

```
    {% endif %}
    <br/>
    You can also check the current status of your order at any time on our website in the "My
    </br>
    If you have any questions, please do not hesitate to contact us.
</p>
<br>
</div>
```

Example in the HTML e-mail

In an example where a text field and a date field have been filled in, the order confirmation with the code inserted above looks like this:

Information on your order:

Pos.	Description	Quantities	Price	Total
1	Mainproduct (Custom Product) Prod. No.: SW10000	1	€10.00	€10.00
2	textfield (Custom Product) Text from the textfield Prod. No.: *	1	€5.00	€5.00
3	datefield (Custom Product) 2021.01.15 Prod. No.: *	1	€0.00	€0.00

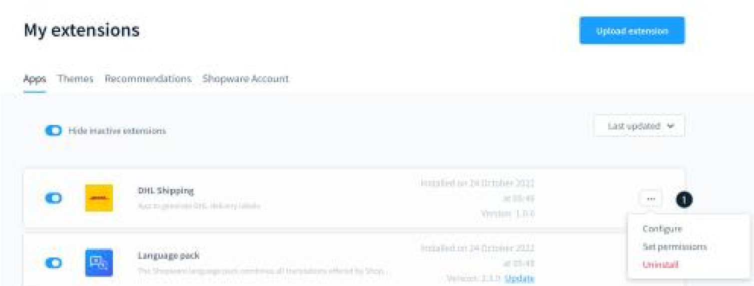
DHL Shipping

With the extension you have the possibility to process orders directly from the administration via DHL shipping. Offer your customers a DHL location search and easily create DHL labels with Shopware.

Installation

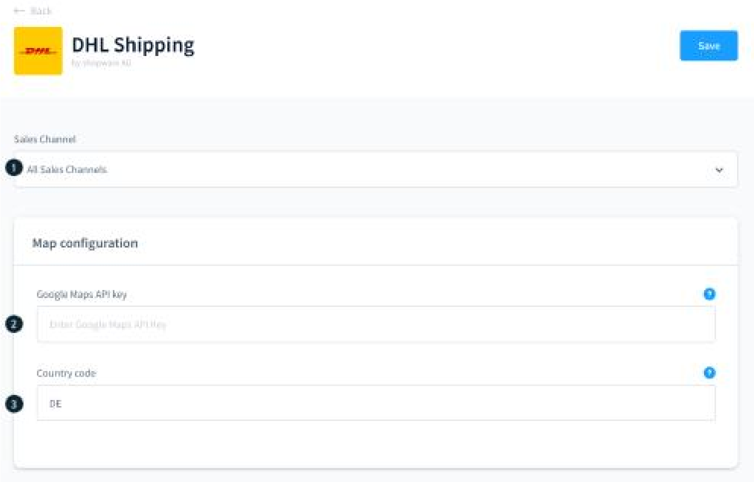
You can download DHL Shipping for free from the Store and install it in the Administration (**Settings > My Extensions**).

General configuration



Under **Extensions > My Extensions > DHL Shipping** you can access the general **configuration (1)** of the extension.

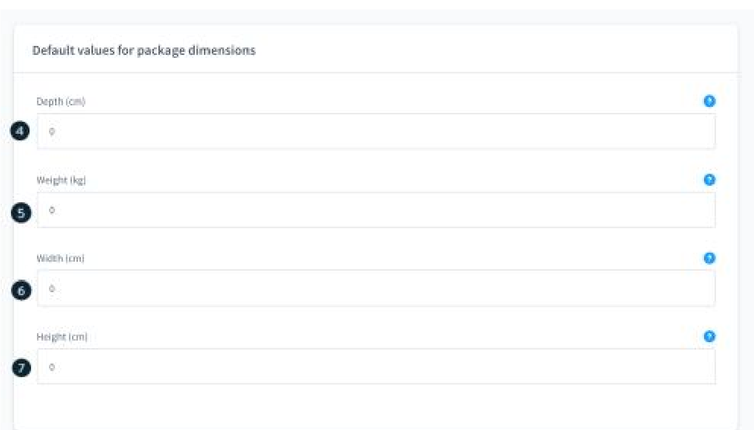
Map configuration



Sales channel (1): First define for which sales channel you want to store the settings.
Google Maps API Key (2): Enter the Google Maps API Key here. This is necessary for the display of the packing stations in the storefront to work.
You can find out how to get a Google Maps API Key here.
Country code (3): Enter the ISO code for the country here.

Default values for package dimensions

To be able to create a DHL label, the width, height, depth and weight of the parcel are required. The default values stored here are automatically transferred to the order in the label generation area. No values are stored in the standard of the app, with the exception of weight = 0.1 kg. Since each package can have different dimensions, you can of course also store individual values per package. You can find more about this in the last section DHL Label Generation.

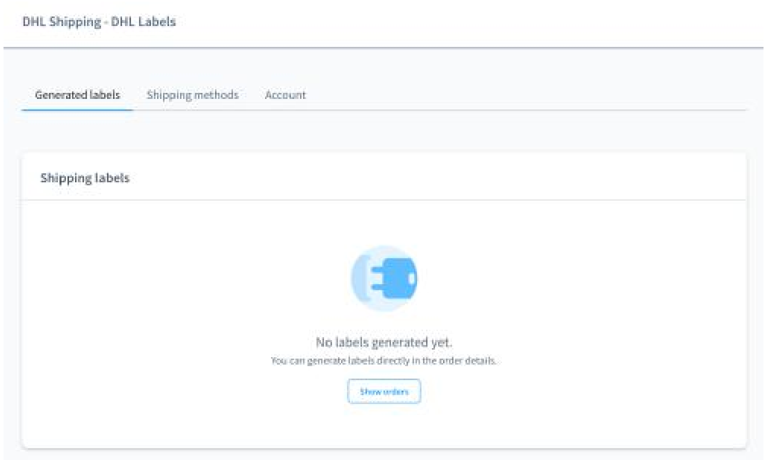


Depth (4): Enter the default value for the depth of the package in centimeters.
Weight (5): Enter the default value for the weight of the package in kilograms.
Width (6): Enter the default value for the width of the package in centimeters.
Height (7): Enter the default value for the height of the package in centimeters.

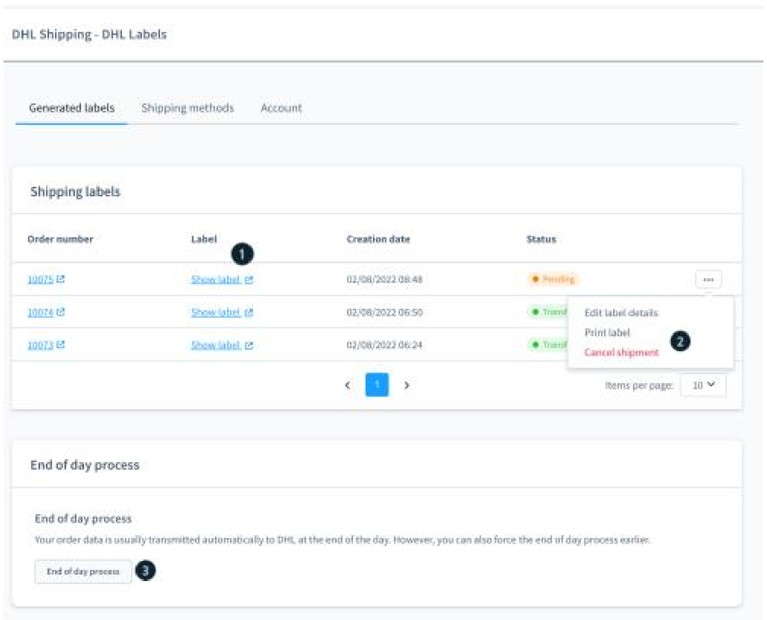
Settings

After you have installed and activated the extension, the extension gets its own menu item "**DHL Shipping - DHL Labels**" in the administration under settings. In the overview you will first see all shipping labels.

Generated labels

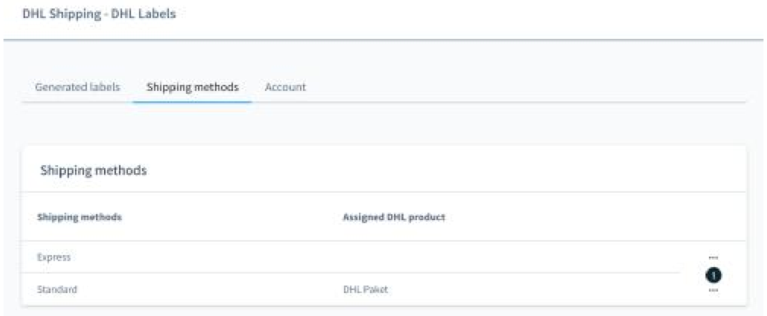


If you have not yet created a label, you can jump directly to the order via **Show orders** and create a label there. How to create a label is explained in the section DHL Label Generating below.



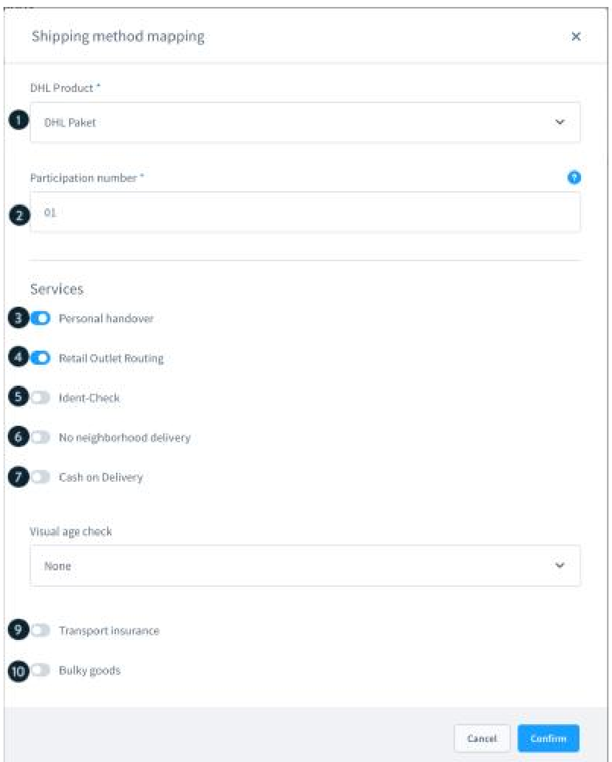
If you have already created labels, you can view the shipping labels for the orders here **(1)**. You can also edit the shipment details again, print the shipping label or cancel it completely **(2)**.
You can transfer the order data to DHL via the End of the day process **(3)**.

Shipping methods



Under shipping methods you can link your shipping methods to a DHL product. To do this, click on the **'Edit' icon (1)** for the corresponding shipping method.

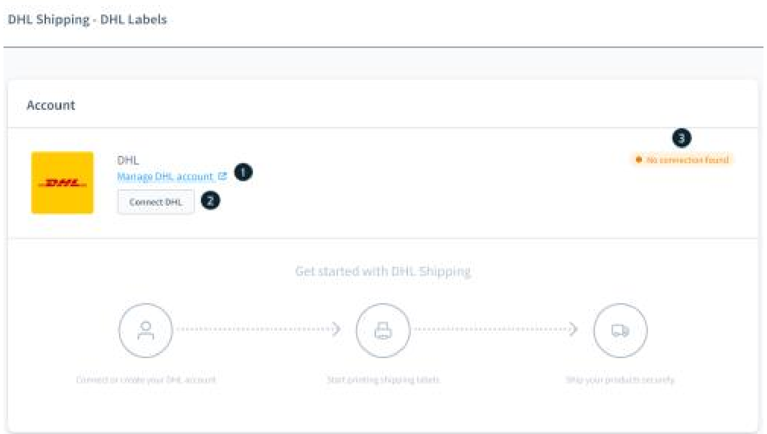
Mapping of the shipping method



DHL product (1): Select here which DHL product should be used. In the dropdown you can choose between DHL Paket, DHL Paket International, DHL Warenpost and DHL Warenpost International.
Participation number (2): Enter the last two digits of your DHL invoice number. Normally this is "01".
Personal handover (3): Activate this option if you want to offer a personal delivery.
Retail Outlet Routing(4): Activate this option if you want to offer a routing.
The service is described here.
Ident-Check (5): Activate this option if you want to offer an ident-check.
The service is described here.
No delivery in the neighborhood (6): Activate this option if you want to prevent delivery in the neighborhood. The service is described here.
Cash on delivery (7): Check this option if you want to offer cash on delivery.
Visual age check (8): Choose from the options None (no check), A16 (from 16 years) and A18 (from 18 years).
Transport insurance (9): Activate this option if you want to offer transport insurance.

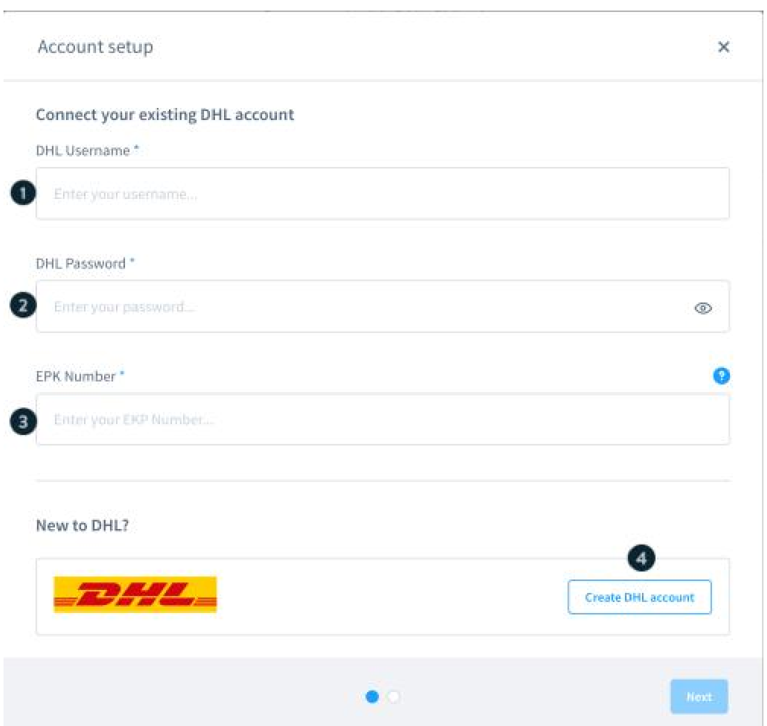
The service is described here.
Bulky goods (10): Activate the option if you want to offer the bulk service.

Account



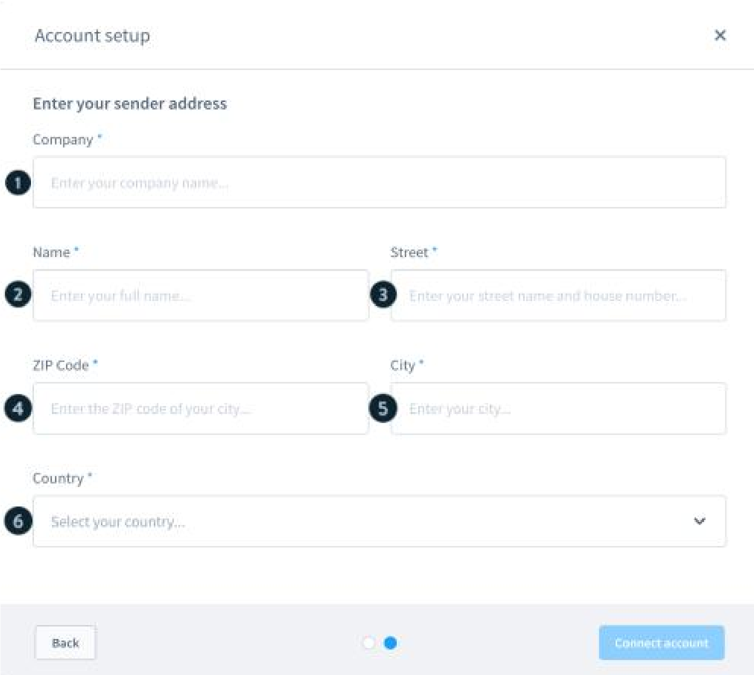
Manage DHL account (1): This takes you to the DHL business customer portal page.
Connect DHL (2): Here you can connect an existing DHL account.
Status (3): The display shows you whether a connection exists or not.

Connect DHL



DHL Username (1): Enter the username of your DHL account here.
DHL password (2): Enter the password of your DHL account here.
EKP number (3): Enter the EKP number here, which corresponds to the invoice number. You will also find it in your DHL business customer account.
Become a member (4): Click here and you will be redirected to the page Become a DHL business

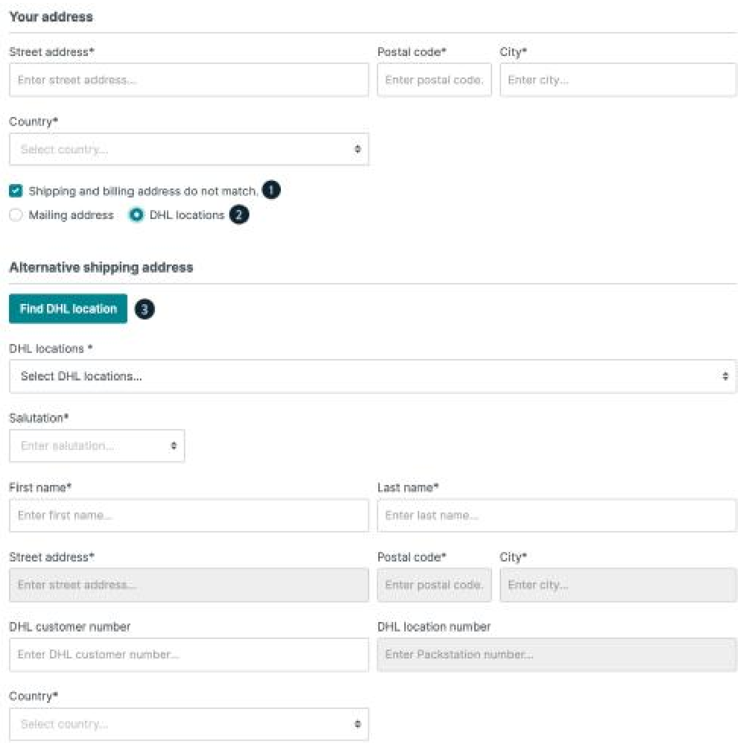
customer.



Company (1): Enter the company name here.
Name (2): Enter the full name here.
Street (3): Enter the street name here.
Postal code (4): Enter the postal code here.
City (5): Enter the city that matches the postal code.
Country (6): Select the corresponding country here.

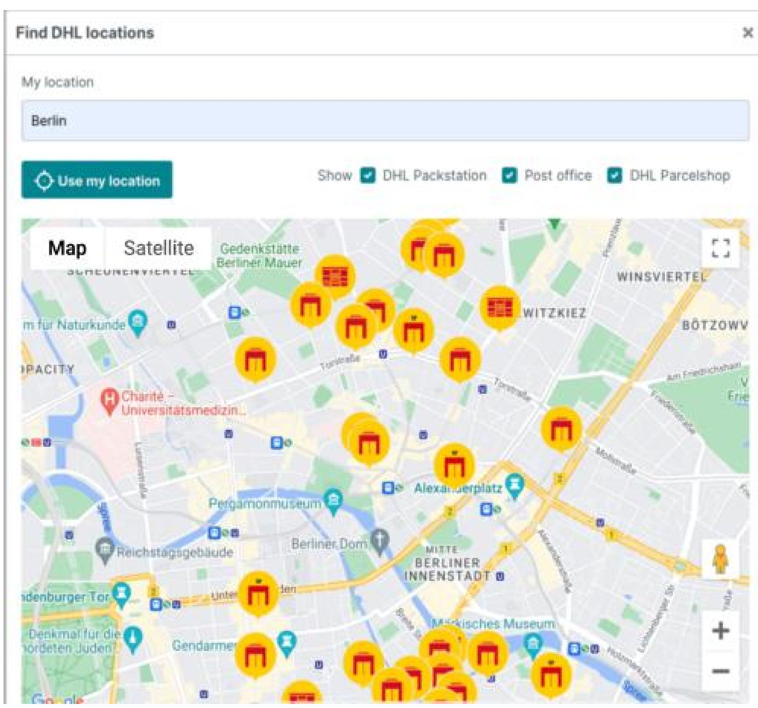
DHL location in the storefront

As soon as you have entered all basic settings and the connection with the DHL account was successful, your customers can use the DHL location search in the storefront.



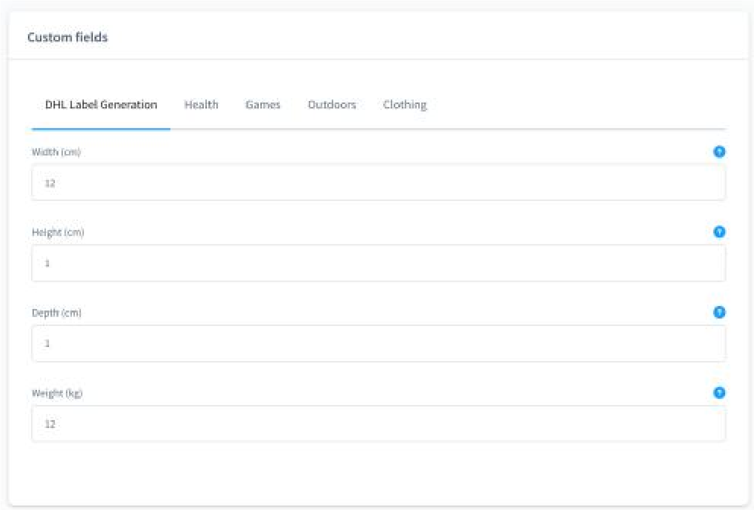
To select a DHL location, the customer must enter a **different delivery address (1)**. As soon as a check mark is set there, the DHL location option appears **(2)**. If this option is also activated, the button **Find DHL location (3)** appears in the address entry.

Example in the storefront

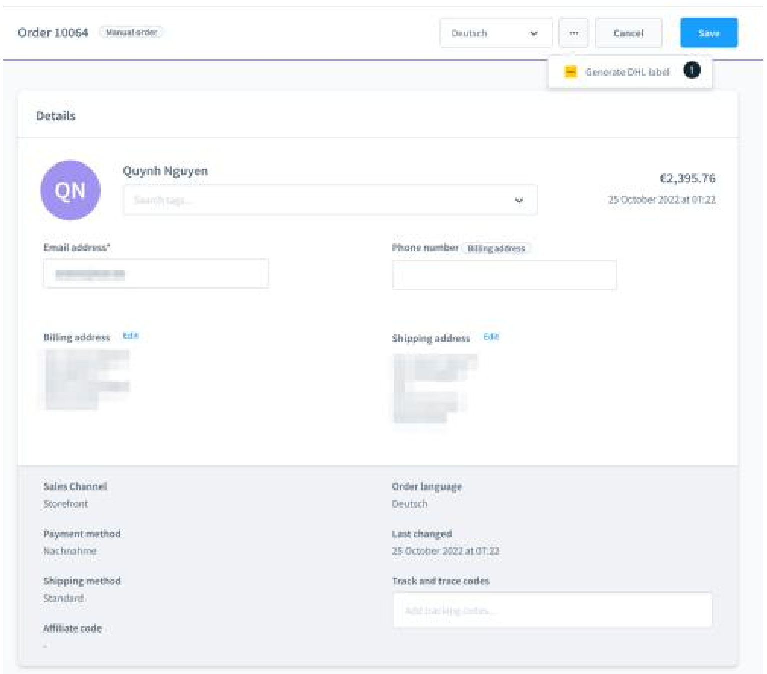


DHL Label Generation

To generate labels for a placed order, call up the order details in the administration.



In the order details you will also find the **DHL label Generation** in the additional fields section. Enter the data for the package (width, height, depth and weight). You can only enter data there if you are in edit mode. Afterwards click on **Save**.



After setting the label settings you can start the process **Generating DHL Label (1).**

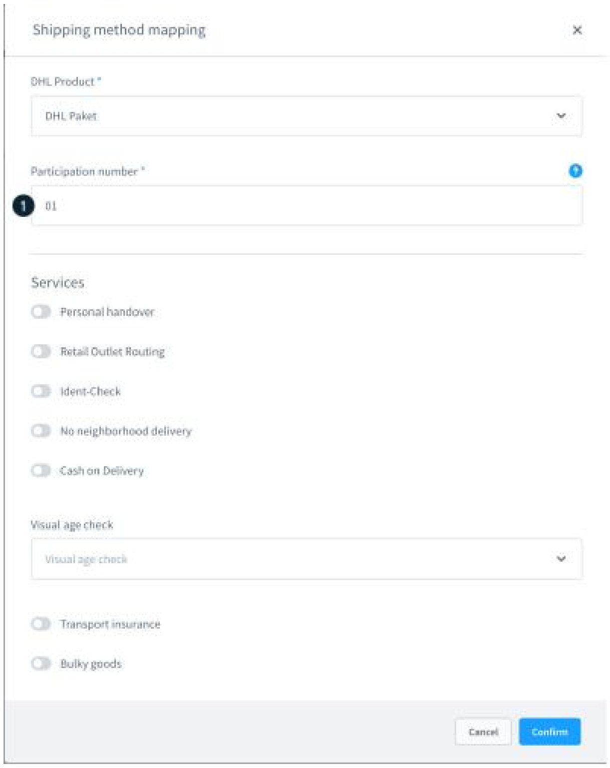
Troubleshooting

Error message: "Could not sign payload with store secret for app: "SwagDhlApp"".

This error can occur if you have downloaded the DHL app from a domain that is not licensed with Shopware. If you get this error message, first check if the extension is also associated with your license domain.

Label creation failed

If there is an error while creating the label in the order details, check the following:
Check under **Settings > DHL Shipping - DHL Labels > Shipping types** the **participation number (1)** . This field is mandatory and necessary for the creation of parcel labels. Enter the last two digits of your DHL invoice number in this field. In most cases this is the number "01".



Dynamic Access

The Dynamic Access extension is available as of the Shopware Evolve plan.

Since Shopware version **6.4.6.0** you can use the following feature. In cooperation with the Rule Builder, the dynamic Access extension offers you the option of hiding certain contents of your shop depending on the rules. For example, you can display specific categories or products only for selected customer groups.

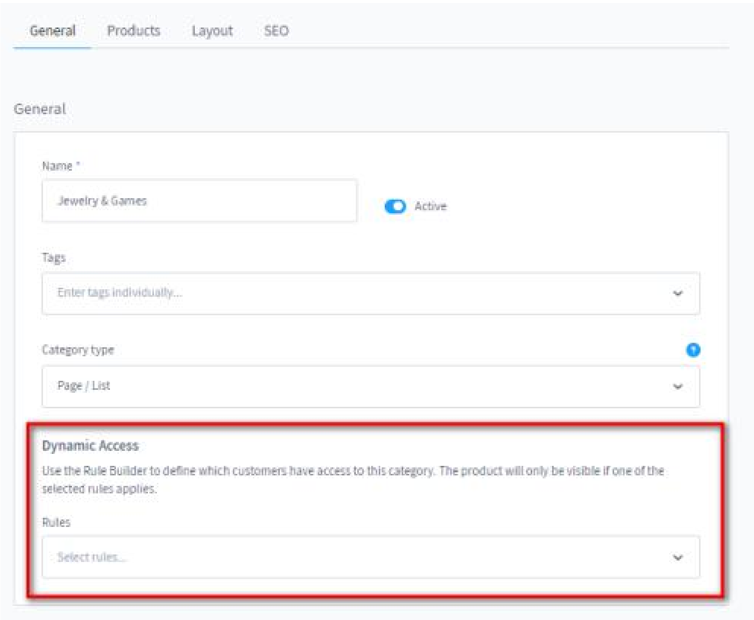
Installation

If at least the Shopware Evolve plan is stored for the store domain in the Shopware account, you can download and install the extension under **Extensions > My Extensions**.
It is important that you are logged in with your account in the Shopware Account tab.
After the extension has been installed, you can activate it using the button on the left side.

The installed extension does not have it's own menu item in the administration but is embedded in the respective configurations for which you want to create rules. Currently this is the case in the categories and products.

Categories

With the extension enabled, Dynamic Access is available to you under **Catalogues > Categories** in each category. You can find it in the **General** tab in the **General** section.



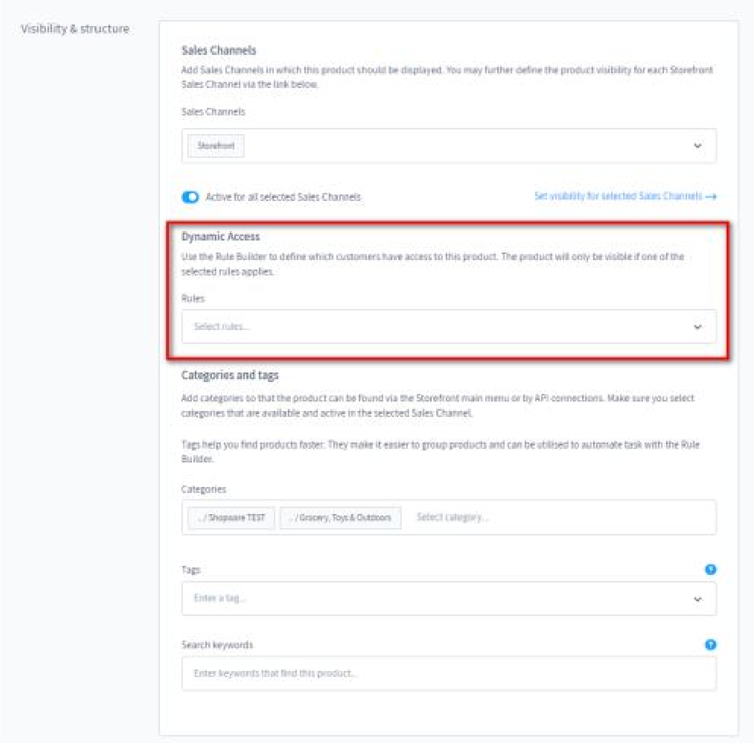
In the Rules drop down menu you can select one or more rules from the Rule Builder. The category will only be displayed to the visitor in the frontend if all the rules you have defined here apply. If no rule is selected here, the category is always visible. How to create a new rule, you can read here.

In order to hide a category (using the dynamic access rule in the category), it is not sufficient to only store the rule for the category. This must also be done for the products it contains, otherwise the products can be found using the search and you end up in the hidden category.

Be careful not to select rules that are mutually exclusive, or the category may never appear.

Products

With the extension enabled, Dynamic Access is available to you under **Catalogues > Products** in each product. You can find it in the **General** tab in the **Visibility & structure** section.



In the Rules dropdown menu you can select one or more rules from the Rule Builder or you can create a new rule. The product will only be displayed to the visitor in the frontend if all the rules you have defined here apply. If no rule is selected here, the product is always visible. How to create a new rule, you can read here.

Be careful not to select rules that are mutually exclusive, or the product may never appear.

If a customer has a product in the shopping basket that is subsequently hidden by a rule (e.g. a shopping basket rule that takes effect from a certain shopping basket value), the checkout process is blocked until this product has been removed from the shopping basket.

Variants

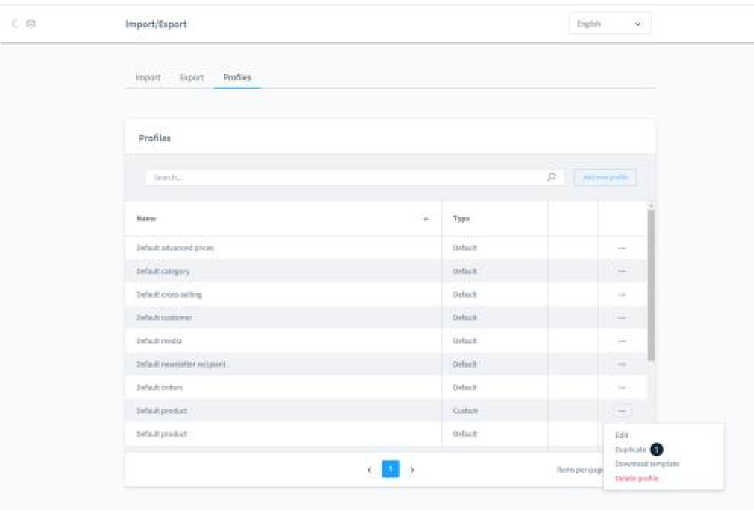
You can also set the visibility by rules for each variant individually. To do this, open the variant configuration of the respective product variant and navigate to the visibility & structure section.

The purple chain icon next to the rules item indicates that this setting is inherited from the main product. To make an individual setting here, you can click on the chain symbol to cancel the inheritance. Now you can select rules of the Rule Builder as usual from the main product, which then only count for this variant.

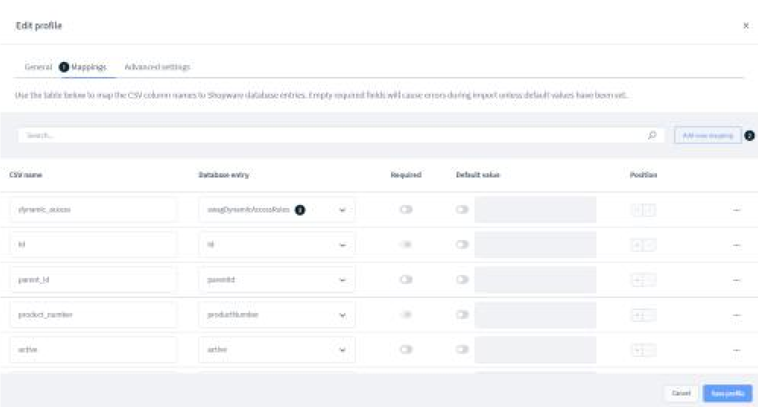
Variants are not hidden if they are not available, but they can no longer be selected on the product detail page. Only when all variants of a product are no longer available due to rules, the complete product is hidden.

Assigning multiple products

Using the **Import/Export** module, multiple products can be assigned to a Dynamic Access Rule at the same time.
To do this, go to **Settings > Import/Export > Profiles tab**. There you can duplicate the default product profile **(1)**.

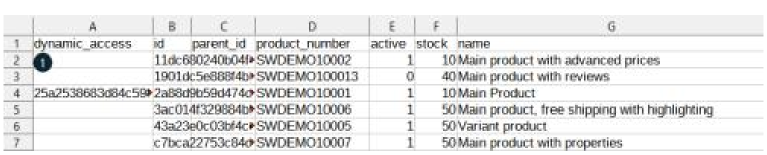


When you open the copy, you can add a new mapping **(2)** in the mappings tab **(1)** and assign the Database entry "swagDynamicAccessRules" **(3)**.



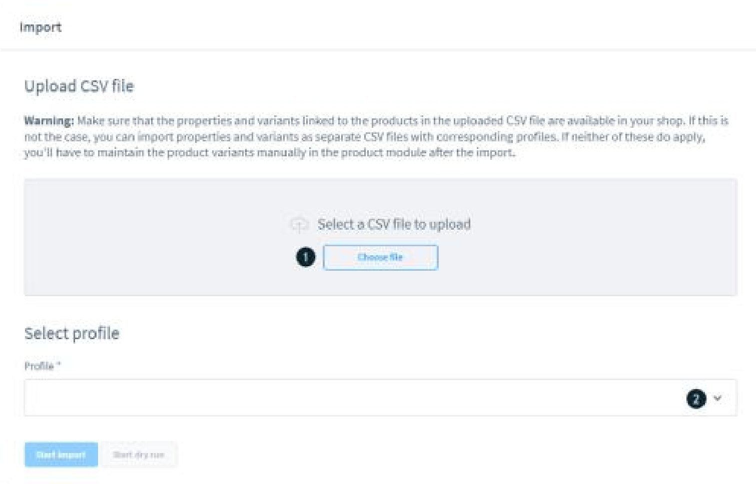
Then start the **Export** with the newly created profile, as described here in our documentation.

Now you can add the Rule ID to the column "dynamic_access" **(1)** in the CSV file.



	A	B	C	D	E	F	G
1	dynamic_access	id	parent_id	product_number	active	stock	name
2	1	11dc680240b04f		SWDEMO10002	1	10	Main product with advanced prices
3		1901dc5e888f4b		SWDEMO100013	0	40	Main product with reviews
4	25a2538683d84c59	2a88d9b59d474c		SWDEMO10001	1	10	Main Product
5		3ac014f329884b		SWDEMO10006	1	50	Main product, free shipping with highlighting
6		43a23e0c03bf4c		SWDEMO10005	1	50	Variant product
7		c7bca22753c84c		SWDEMO10007	1	50	Main product with properties

Afterwards, the customized CSV file **(1)** is imported again via the newly created product profile **(2)**. You can find more information about the Import here.

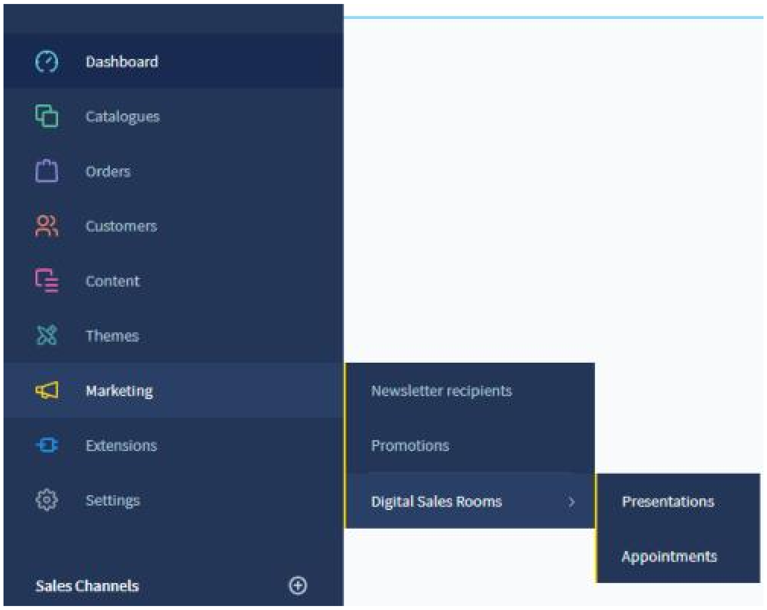


After successful import, the Dynamic Access Rule was assigned to the products as previously edited in the CSV file.

Digital Sales Rooms

Digital Sales Rooms is available to you as an extension of the Shopware Beyond plan.

Digital Sales Rooms give you the opportunity to present a shopping event designed by you to the selected customers.
It doesn't matter whether you want to interact with the customer in real-time or the customer navigates independently and at any time through the shopping event. Both is possible without any problems.

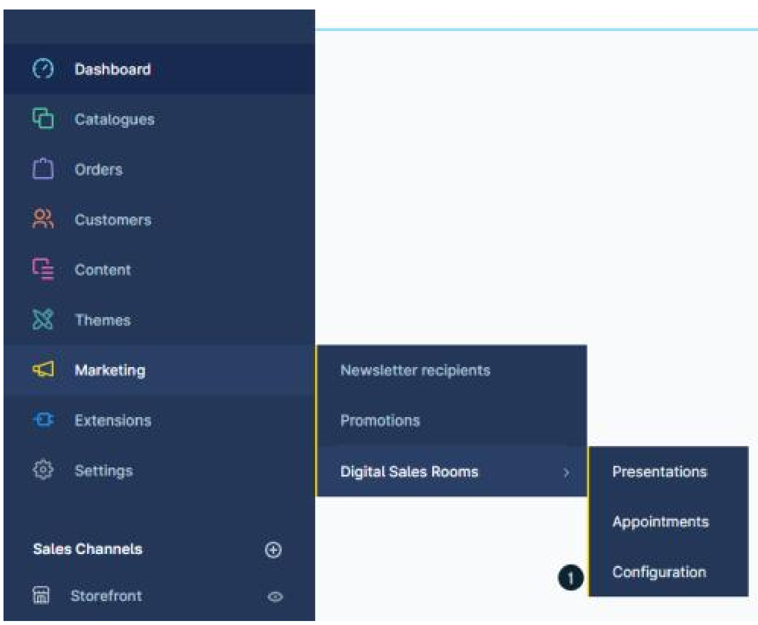


You find the Digital Sales Rooms module in the Administration within **Marketing > Digital Sales Rooms**.

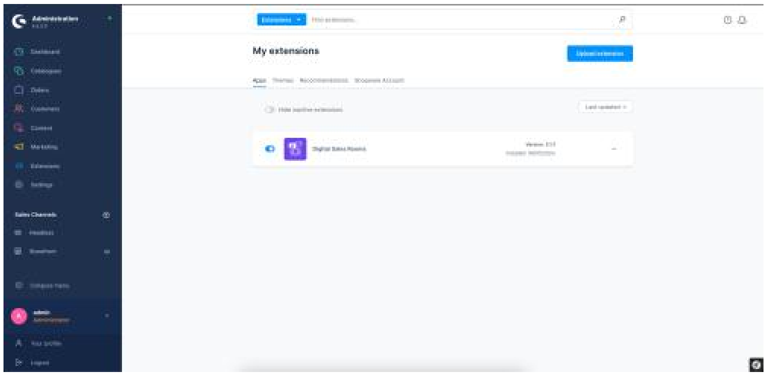
Configuration

To be able to use the Digital Sales Rooms, you need a daily.co account (API key) and a set-up Mercure service. These two services are set up by your developer/administrator with the help of our developer documentation.

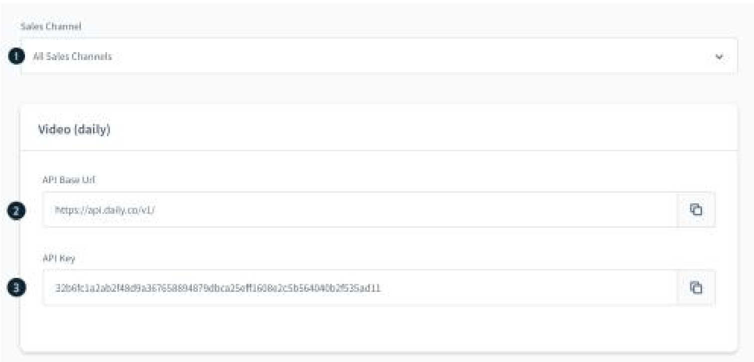
You can access the configuration settings in 2 ways. The easiest way is via the menu **Marketing > Digital Sales Rooms > Configuration(1)**.



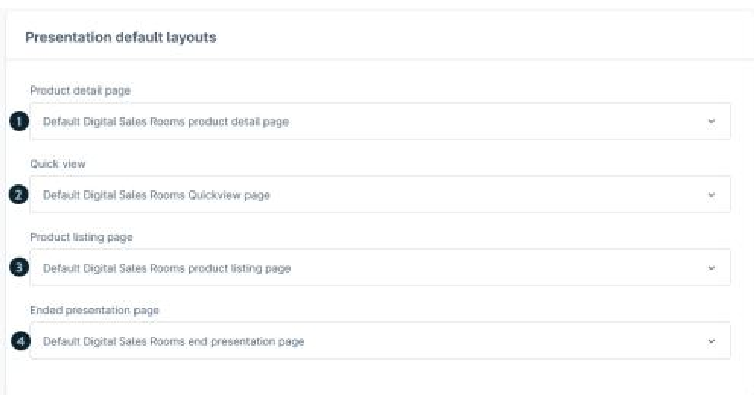
A second way is to go to **Extensions > My Extensions > Digital Sales Rooms** you will find some basic configuration options.



The following window opens.



(1) Sales channel: Here you can set the settings for "All sales channels" or dedicated to a specific one. If you have only one sales channel, the setting for "All sales channels" is sufficient. Of course, you can also use the inheritance to make the settings for specific sales channels, which may differ from the others.
(2) API Base Url: This url is provided by an external video service provider.
(3) API Key: Here you can find the corresponding API Key for the url.



In this area, you add the layouts you have defined. You can add these in the Experience worlds area and set them accordingly here.
These layouts can then be used as standard for presentations.

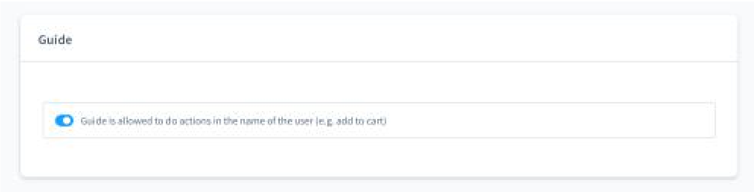
(1) Product detail page: Here you assign the product detail page that you can show to your customers.

(2) Quick view: Under Quick view, you can determine which layout your customer sees when they click on a product. This layout will make your products stand out better.

(3) Product list page: You can assign a product list page via this drop-down menu.

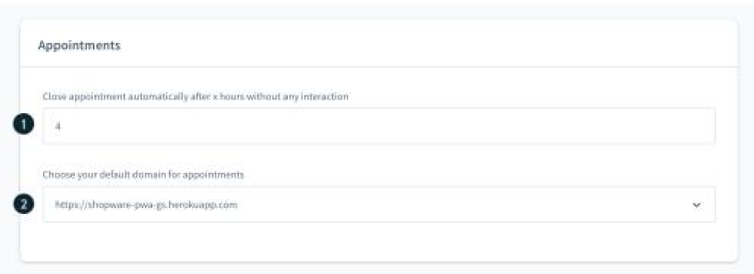
(4) Finished presentation page: This layout is the most frequently seen of all the other four, as this layout will be seen every time the presentation is called up once you have finished your presentation. If chosen correctly, it will allow you to recall the impressions of the live presentation and thus maintain the enthusiasm for your products.

Guide



This feature enables guides to perform actions for the customer. This can be, for example, adding items to the shopping cart or liking products. The customer must explicitly agree to this before the guided presentation starts. In addition, you as a guide always have the option to request this authorization during the presentation.

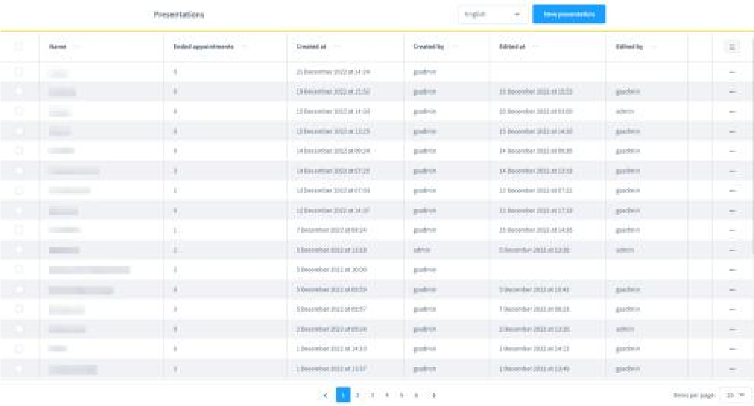
Appointments



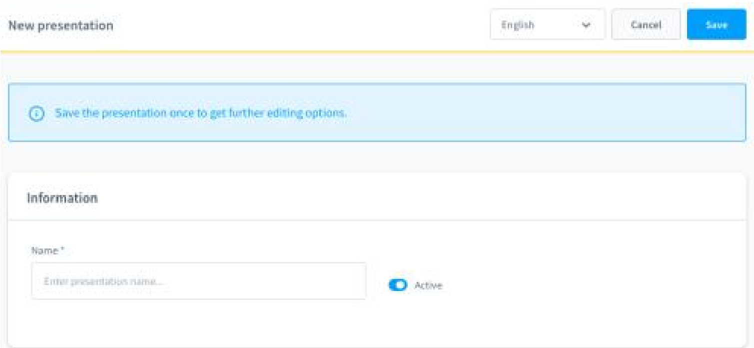
(1) Specify here after how many hours the appointment will end if there is no more interaction.
(2) Select the domain for Digital Sales Rooms here. You can find more details about this in the developer documentation.

Presentations

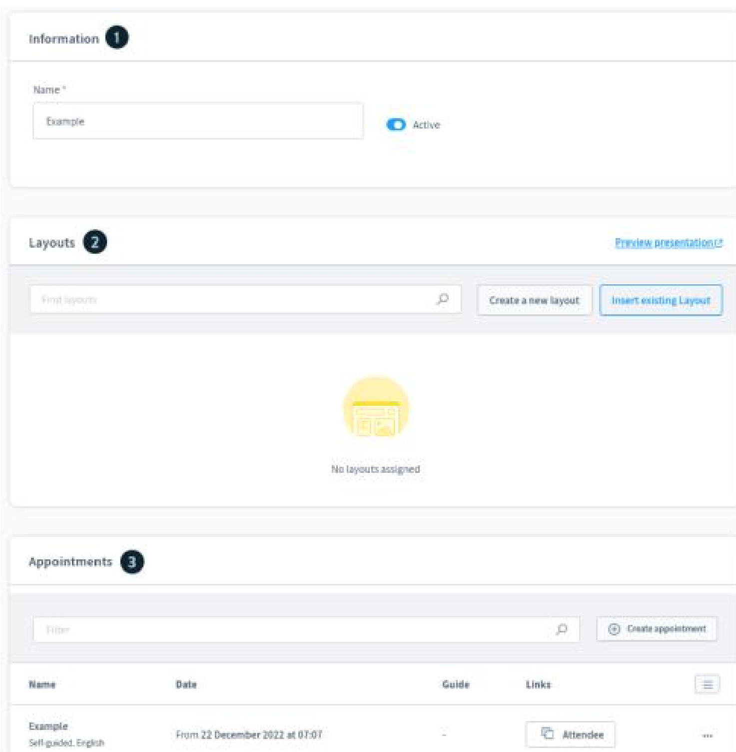
Overview



New presentation

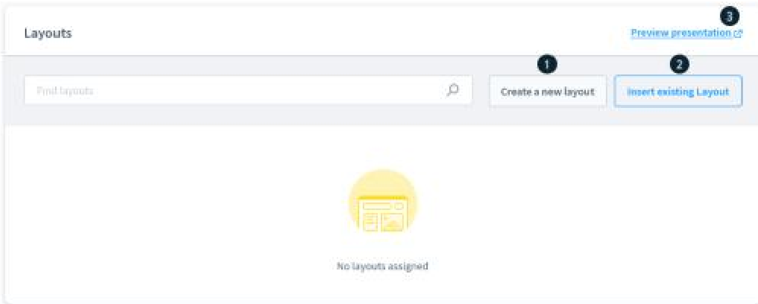


First of all, you should enter a name and then save the presentation to get further editing options. Once you have saved the presentation, you can access the editing module. This is basically divided into three areas.



(1) Information: Here you can see the name of the presentation and the status (active/inactive).
(2) Layouts: In this area, you configure how the presentation should be displayed. You will find out exactly how to do this in the next section.
(3) Appointments: After you have created a presentation, you will get the settings for the event here. You will also find out which settings these are below.

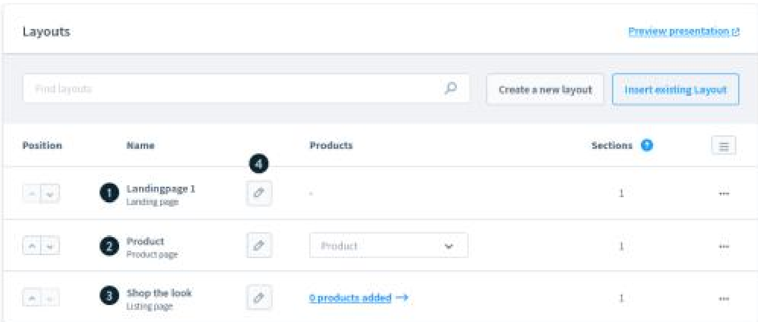
Layouts



(1) Create a new layout: This button takes you directly to the designer of the Shopping Experiences.
(2) Insert existing layout: Here you can assign layouts that you have already created. You can also select multiple layouts.
(3) Preview presentation: This shows you a preview in the storefront as soon as a layout has been added.

Layouts that are added in the "layouts" area are always standard templates. They can be used for multiple presentations. You can use special presentation layouts and regular layouts as well. If you open the layout by clicking on the name, you will be taken directly to the designer of the Shopping Experiences. You always change the standard template here. To adapt layouts individually for a presentation, use the function "Overwrite content". You can learn more about this in the following paragraph.

It is not possible to start the presentation here, as this function is only there to provide you with a quick and easy way to adjust your configuration.

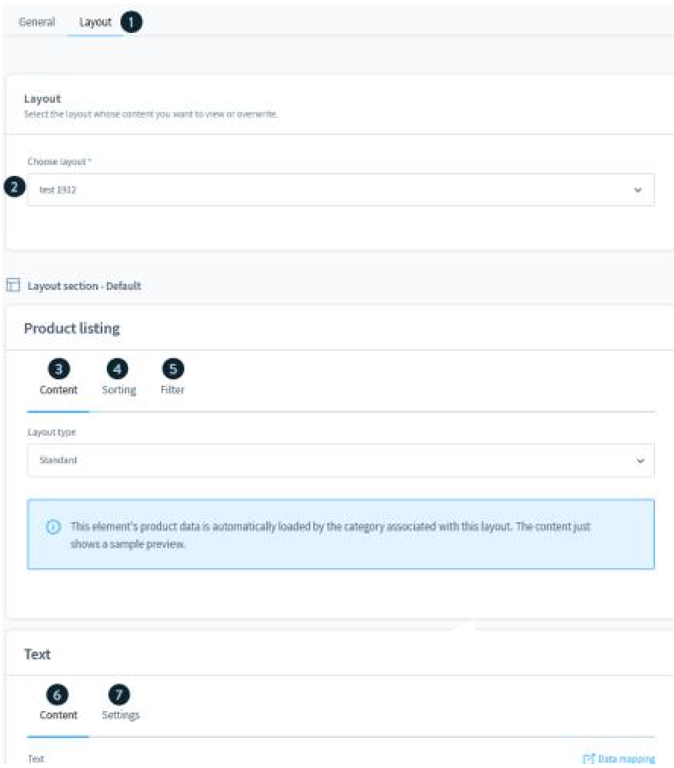


As you can see above, three different layout types were used for the presentation.
(1) Landing page: An element of the landing page type does not contain any products, which is why you will not see any product options here.
(2) Product page: The "Add products" button opens a dropdown from which you can select products quickly and easily.
(3) Category page: By clicking on the button "Add products" a new pop-up window appears. There you can add the appropriate products using a manual selection or a dynamic product group.
(4) Overwrite content: This button takes you to the Layout tab. There you can quickly make changes for

the respective layout, which will then be saved for your presentation. In the Layout tab paragraph, you will learn which adjustments you can make.

Layout tab

As mentioned in the previous paragraph, you can use the Layout tab to quickly make changes to the layout of the respective presentation. Here you only change the layout for the selected presentation and not the default template.



(1) Layout: The layout tab is displayed as soon as you open a presentation.
(2) Select Layout: Here you can select the layout you want to overwrite with changes.
(3) Content: In this tab you can set the type of the "new" layout. You have the choice between **Standard, Large Image and Minimal Content.**
(4) Sorting: Specify here if you want the default product sort to be displayed or if you want to use your own sort. If you select your own sorting, another dropdown will appear. There you can set the sorting you want.
(5) Filter: You can choose here, by which properties the products can be filtered from the customer. If the standard filters are not sufficient for you, you can also add further filterable properties here.
(6) Content: This field allows you to quickly add text to the layout.
(7) Settings: Define here how the text should be aligned. You can choose between **vertical alignment, top, middle and bottom**.

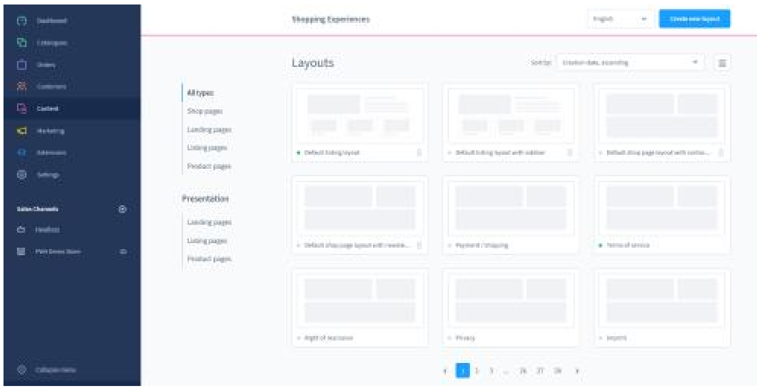
All elements (Content, Listing, Product) are designed using the usual designer of the Shopping Experiences. The difference after creating the layout is that each element has a different type, which provides different options.

Designing the layout with the Shopping Experiences

There are two ways to create a layout for Digital Sales Rooms. Either directly from a presentation or via the Shopping Experiences. In both cases, you can design the layout with the Shopping Experiences Designer.

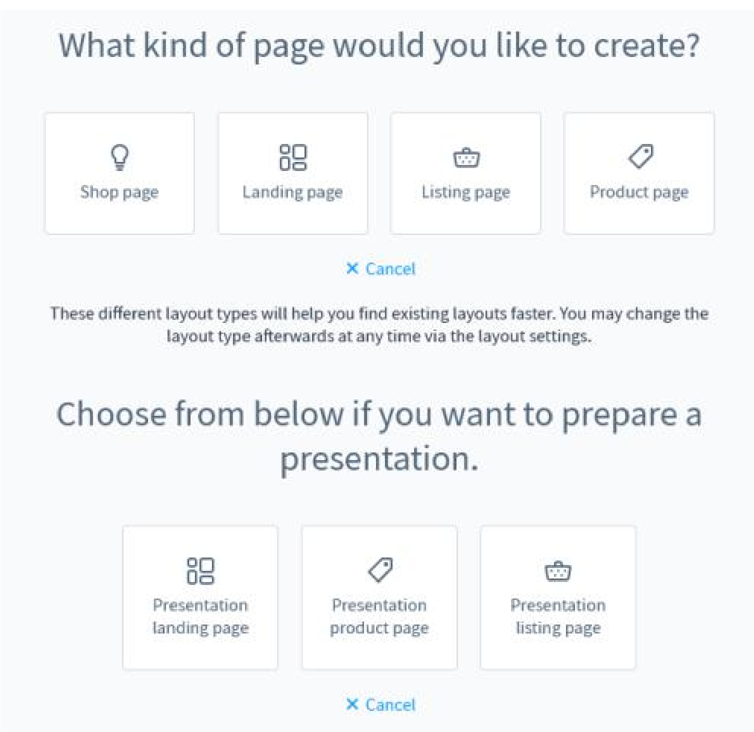
In the presentation
When you create a presentation and add a new layout, you will be taken directly to the Shopping Experience Designer. There you can directly create a layout, which will be automatically added to the presentation.

In the Shopping Experiences



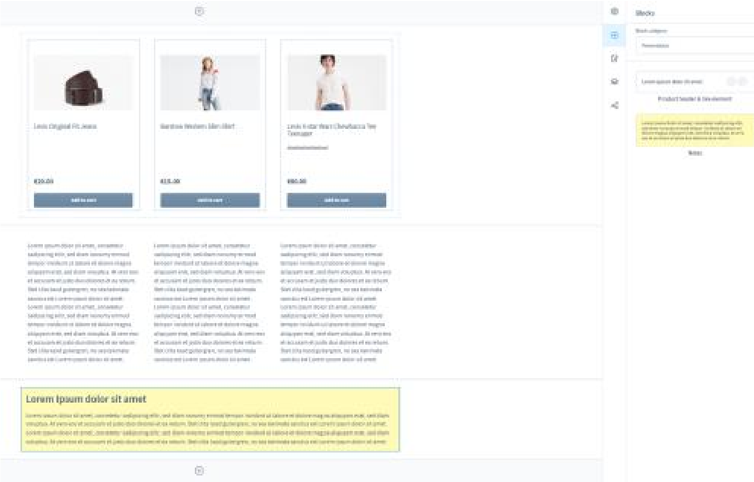
Within **Contents > Shopping Experience** you can access your Shopping Experiences as usual. You will now find presentations on the left side of the overview. There you can call up all layouts that can be used for Digital Sales Rooms. You can filter by landing pages, category pages and product pages.

Create new layout



If you want to create a new presentation page, you also select one of the layout variants here.

You can use presentation layouts aswell as regular shopping experiences in the presentation.



Within the designer, you now have elements available that can be used exclusively for presentations. For instance, you can insert the notes element into the layout and fill it with text. Notes are only displayed for the guide and are not visible to the customer.

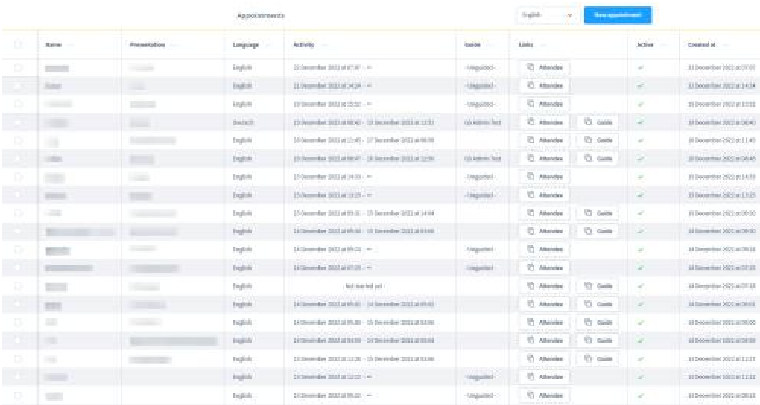
Creating an appointment in a presentation

As soon as you have created a presentation by saving it for the first time, it will automatically appear as a non-guided appointment in the last menu item "Appointments". More information about appointments can be found in the next section.

Appointments

You can create a new appointment when creating a presentation (**Marketing > Digital Sales Rooms > Presentations**) or via the "Appointments" menu (**Marketing > Digital Sales Rooms > Appointments**).
We distinguish between two types of appointments. A non-guided appointment is generated by default when creating a presentation, as already mentioned.
With a non-guided appointment, the customer can navigate through the presentation on their own. With a guided appointment, the customer is guided through the presentation in real time.
In the following, we will show you where you can view all appointments at a glance and what the differences are between creating a non-guided and guided appointment.

Overview

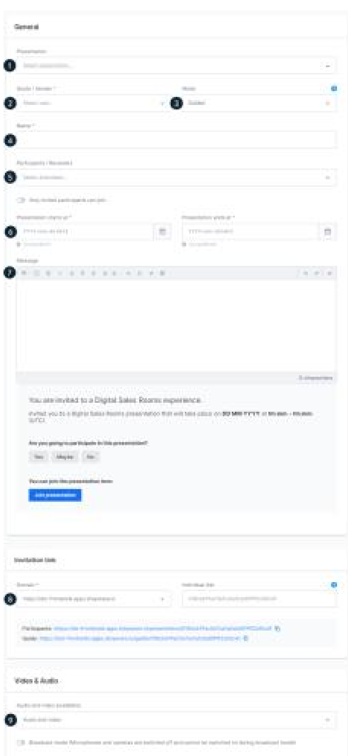


The overview shows you all guided and non-guided dates. You will find the most important information there and you can also directly copy the participant and guide link.

The participant link is always given to the customer and the guided link is given to the corresponding guide who leads and presents the customer through the appointment.

This allows the new invitation management, which is available within the appointments and can also inform about changes to the appointment.

Create Appointment



(1) Presentation: Select an existing presentation here. (Note: This option is not available if you create an appointment via the Presentation menu).
(2) Guide / Sender: Here you can set which user should be assigned to the presentation.
(3) Mode: Select between a non-guided or guided presentation.
(4) Name: Enter a name for the event here.
(5) Participants / Receivers: At this point, you can either enter individual e-mail addresses or select

from the list of your existing shop customers.
(6) Date from/ Date to: Here you can individually define from when and for how long the presentation should be accessible.
(7) Message: Enter a message here that will later be included in the e-mail. Below, you can see how your email will look like later.
(8) Domain: Select the domain here. **Individual link:** Here you can enter an individual suffix & overwrite the automatically generated participant & guide links. **Participans / Guide Link:** This is automatically generated & can be copied directly if needed.

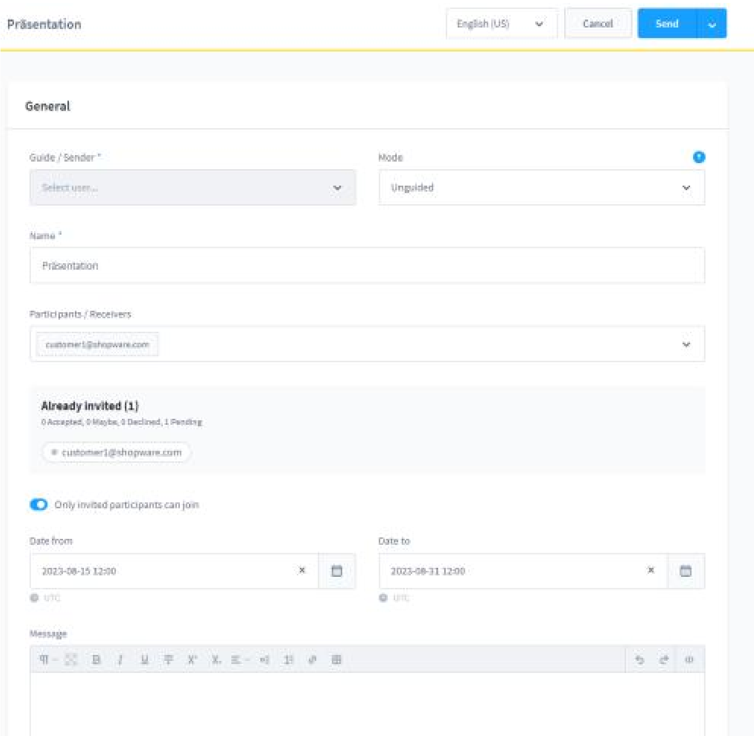
Your domain determines the language of the presentation. Use the domains you have previously stored and their assigned language as a guide.

(9) Audio and Video availability: Here you can set whether the video function of the customers is activated at the beginning of an appointment. (Note: This option is omitted for a non-guided mode).

Invitation management

The invitation e-mail can then look like the following at the recipient's, depending on the note stored, and is created within the respective appointment. The template for this e-mail can be changed via the e-mail templates.

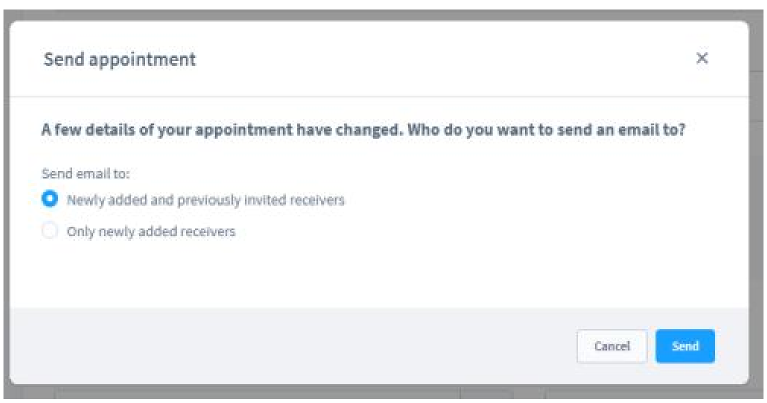
The status (Yes / No / Maybe) that can be assigned by the recipient can be viewed later in the appointment in the Admin.



Under the item **Already Invited**, the respective status is displayed if this has been returned by the recipient via the invitation email.

If changes are made to an appointment, for example, additional participants are added, then when the appointment is saved or sent again, a request appears asking whether all or only the new participants should be informed about the changes.

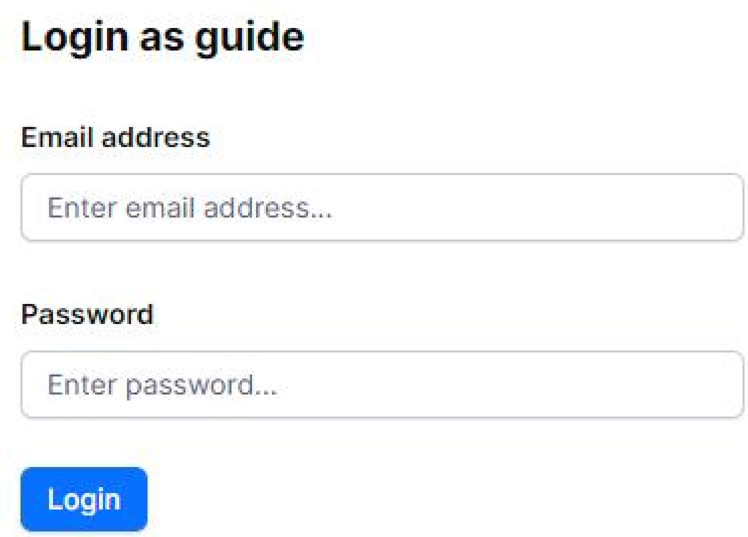
This also makes it possible to send e-mails about changes.



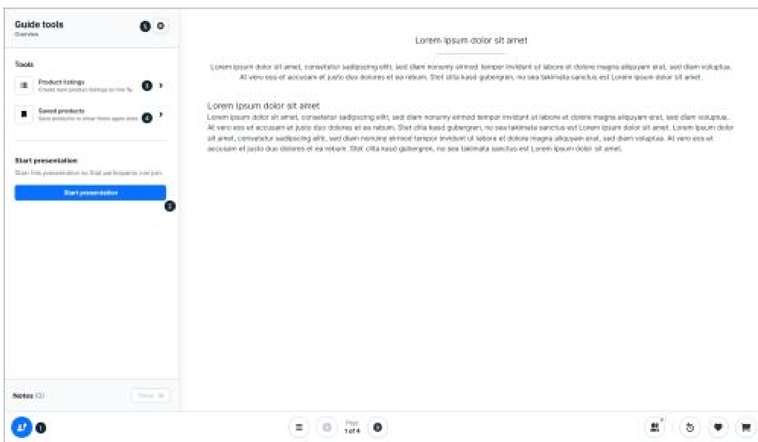
Guide view

To start as a guide you can use the link from the invitation mail or from the appointment.

A login is opened.



After you are logged in, you are presented with the guide view.



On the right side, you find the **presentation tools (1)**. The guide can **start the presentation (2)**. Also, you can add additional slides with **product listings (3)** that are not in the preparation.

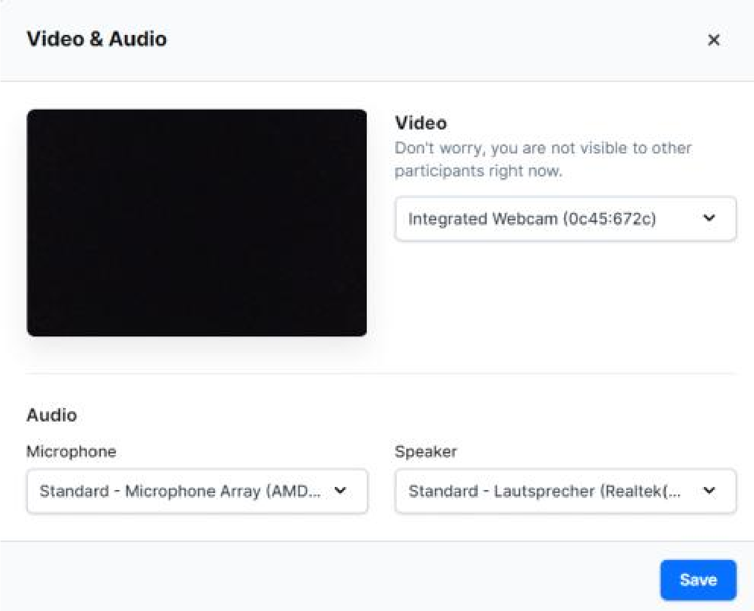
The point **saved products (4)** can be used to add products into the presentation on the fly if an attendee asks for it.

If the presentation is started, the guide is presented with the following page in which he can use the menu at the bottom to manage the presentation.

To start click on the link from the invitation Email or use the button **Guide** in the Appointments view.

Presentation

Video & Audio



After you logged in, a pop-up appears to set up your audio and video settings.

Start presentation

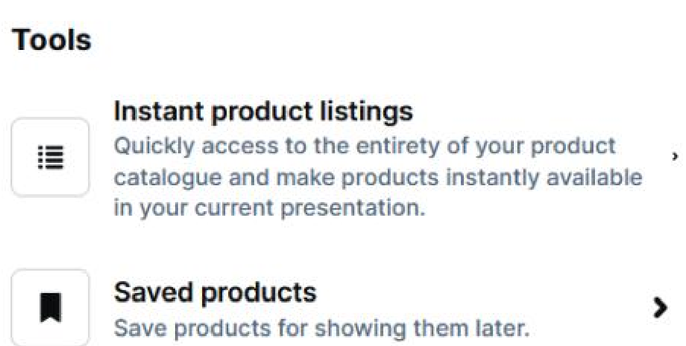
You can start the presentation here.

All participants with an invitation link will only land in a waiting screen, until the presentation is started.

As soon as a participant joins the started presentation, you will be notified of this at the bottom right of the Guide view.

Many functions, such as the video & audio settings, are only visible and possible while the presentation is running.

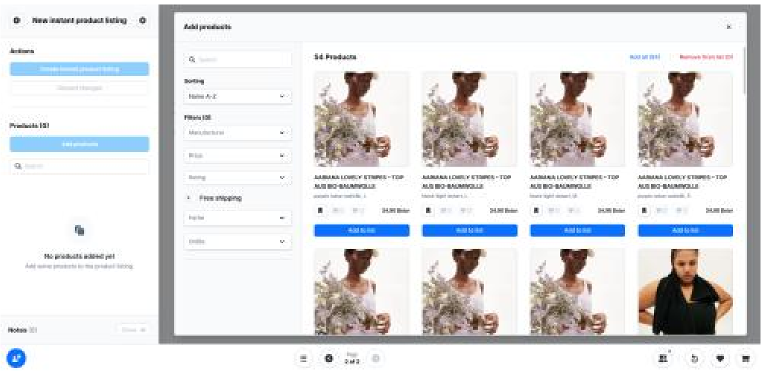
Tools in the guide view



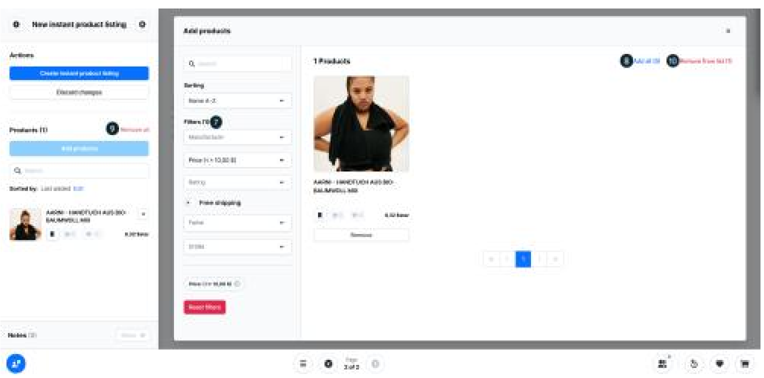
Instant product listing

Instant product listing take you to the overview of product lists that you can compile before and during a presentation.

Creating a instant product listing



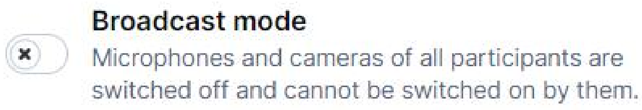
With Filter



(1) Create instant product listing: Press this button to start filling the product list.
(2) Discard changes: All changes made will be discarded.
(3) Add Products: As soon as you press this button, the pop-up window opens with all the products that you have previously assigned to the presentation.
(4) Search: Search for products from your list or from the range using the search function.
(5) Notes: Here you can see whether and how many notes were made in advance for this slide.
(6) Show: If you press this button, you can open your notes.
(7) Filters: Here you can filter the products displayed if, for example, the customer has specified requirements in advance.
(8) Add all: With the **Add all** button you can add all products displayed in the current filter to the list, for example if your customer wants to test all your products or those of a specific manufacturer.
(9) Remove all: The Remove all button removes all added products so that you can quickly clean up your list.
(10) Remove from list: This button only removes the products affected by the filter. If, for example, the customer sets a price limit or does not want anything from certain manufacturers, you can easily and specifically clean up your listing.

Settings

Broadcast mode

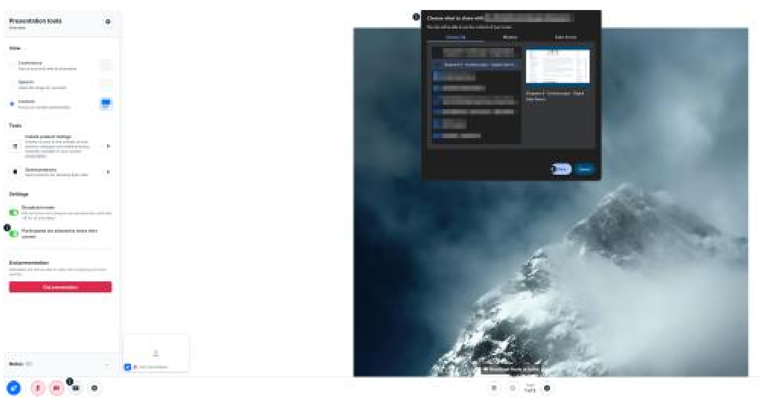


Here you can turn the presentation from a meeting into a tour, just like during the appointment creation. All the participants' cameras and microphones are switched off and cannot be switched on again until you authorize it with the switch. During the tour, customers will be able to concentrate more on your products, and you can present your product range smoothly.

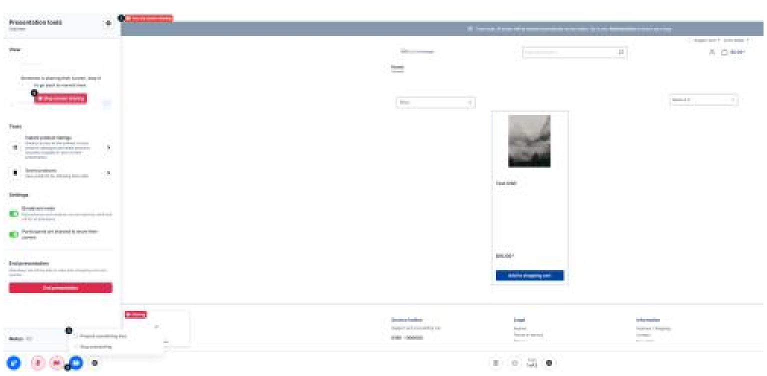
Participants are allowed to share their screen

You can use the switch **(1)** to grant permission for participants to share their screen during the presentation.

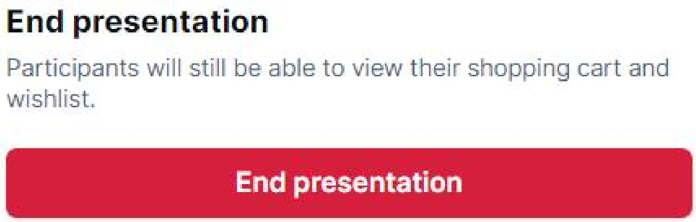
If, as a guide, you want to share your own screen, you need to click the share button **(2)**. A pop-up window **(3)** will then appear at the top of the window, where you can specify exactly which view you want to share. You can choose between Tab, Window, and Entire Screen. Once you have selected the view to be shared, click on **Share (4)** to finalize.



After you click on Share, you will see a notification **(1)** in the top left corner indicating that you are currently sharing your screen. If you click on the **Share button (2)** again, you can either **stop presenting (3)** or **present something else (3)**. If you click on Share something else, you will again have the option to select in the pop-up which tab or window you want to share. You can also stop sharing your own screen or that of a participant by clicking the **Stop Screen Sharing** button **(4)**.



Finish presentation



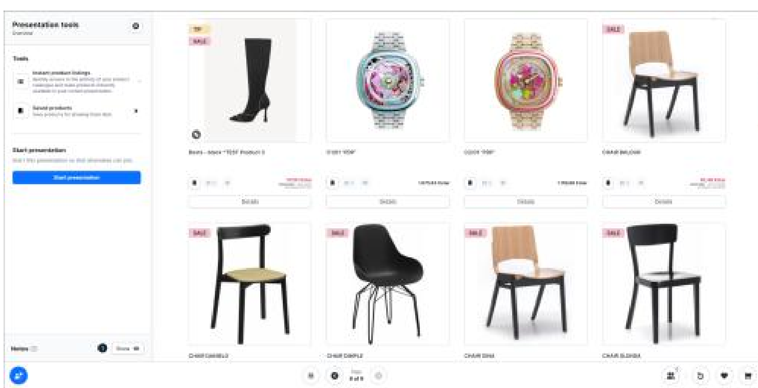
Once the presentation has ended, it cannot be started again without a new appointment.

Even after you end the presentation, your customers can still access the presentation via the link, continue viewing it, edit their shopping cart and continue browsing the slides. This is possible as often as required until the presentation ends.

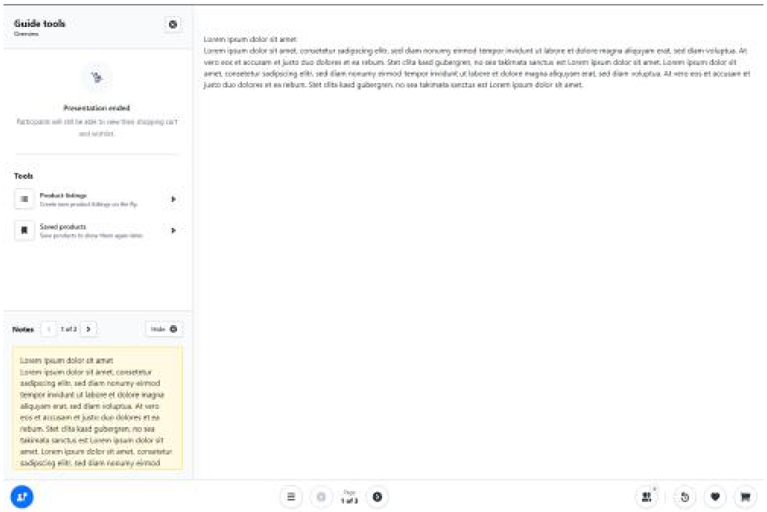
As soon as the date until which the presentation should finally run has passed, the invitation link leads to a blank page. Therefore, think carefully in advance about how long your customers should have access to the presentation.

Notes

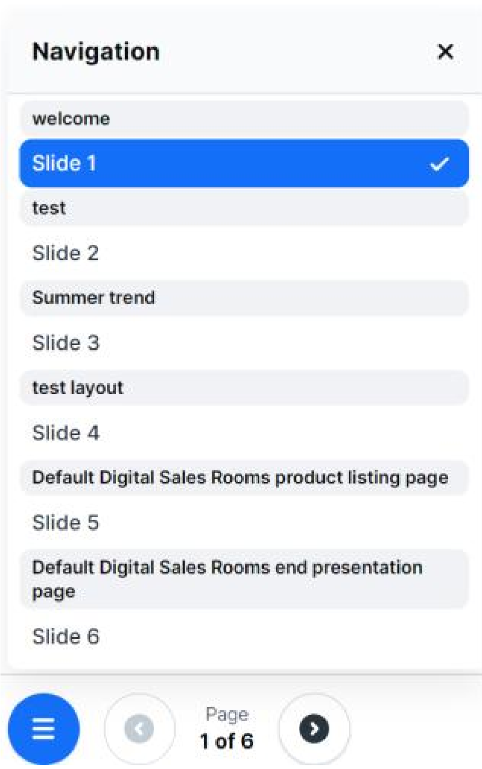
When notes for the guide were added in the shopping expericence they will appear in the left bottom left corner.These Notes can be used to give additional information to the guide.



If you open the Guide tools in the bottom left, you will find the notes in the bottom part of the tools page. At first, the notes are hidden and can be shown with the button **Show(1)**.



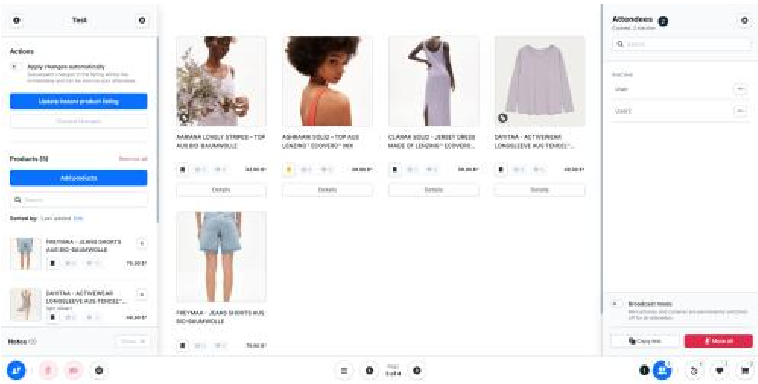
Navigation menu



Here you can switch between the individual pages of the presentation for you and your customers. Customers can see in real time when you switch from one page to the next, and are thus led by the hand according to your needs. This dynamic allows you to capture the attention of the participants and keep them with you during a longer presentation.

Customers do not see the navigation bar in guided mode.

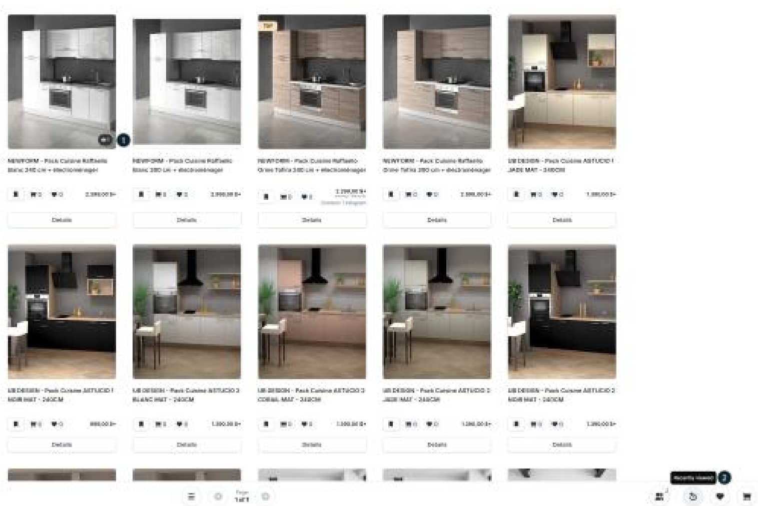
List of Attendees



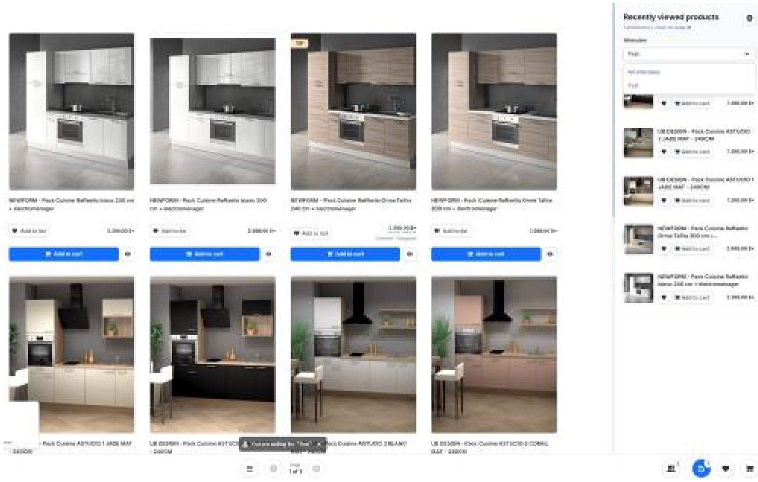
In the list of attendees, all active and inactive users are listed. Next to the names of the attendees, you can see the symbols of video and audio if available but deactivated by the attendee.

You can open the list by clicking on the **attendee (1)** button in the navigation bar and the list appears on the righthand side of your screen. In the upper part of the list, there is a field to **search (2)** specific attendees. You can also remove participants who can no longer join the presentation.

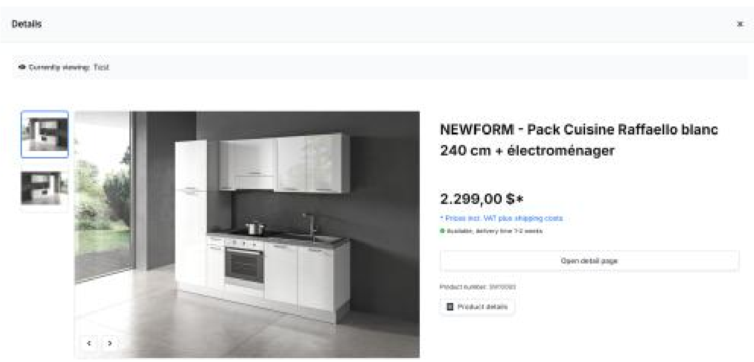
Recently viewed products



During the presentation, you can recognize an **eye icon (1)** in real-time next to the products that customers are currently viewing. This helps you understand what your current target audience is interested in. Additionally, you can view the history of all viewed products through the **Recently Viewed button (2)**.

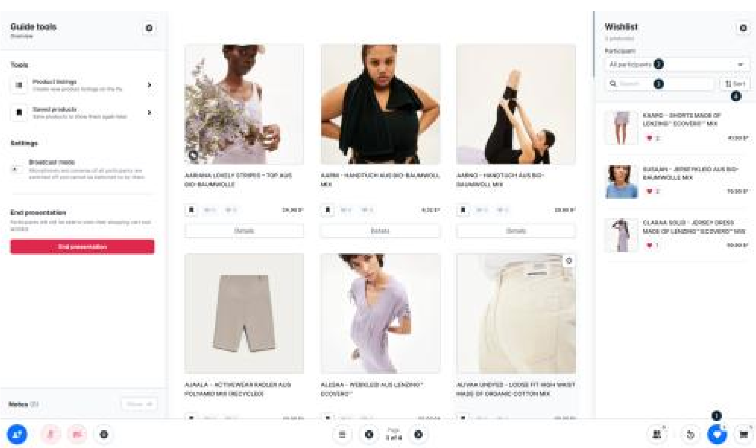


In the **Recently viewed Products** view, you can, as the moderator, see the history of the products you have opened and even filter the view by individual participants.

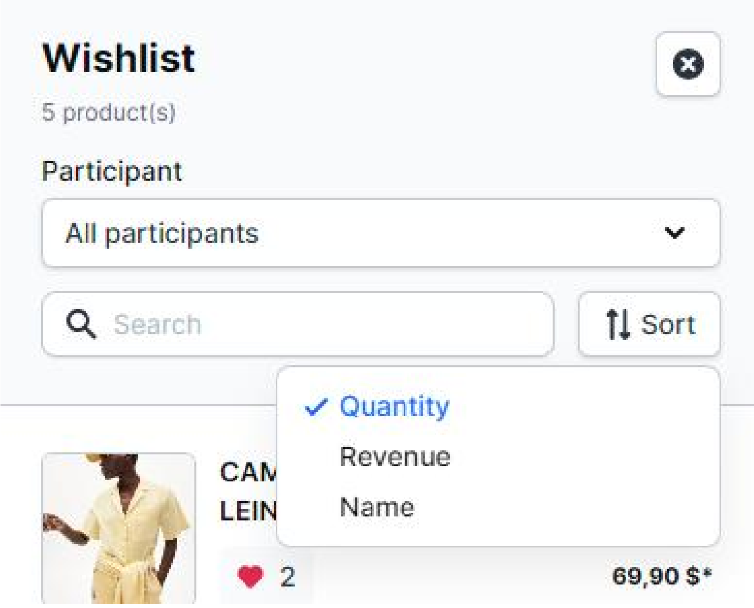


In the details of each product, you can see who else is currently viewing that product.

Wishlist Overview

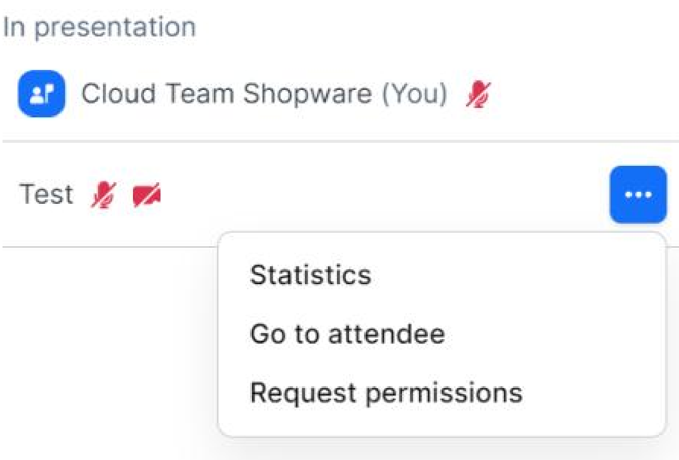


In the Wishlist view, you as the guide have the opportunity to view, which products your attendees put in their Wishlist. You can open it with the **wishlist (1)** button. The list appears on the right side of your screen. The initial view shows the accumulated wishlists of all attendees. With the dropdown **Participant (2)** you can filter to a specific attendee. The **search field (3)** offers you a filter for a specific product.



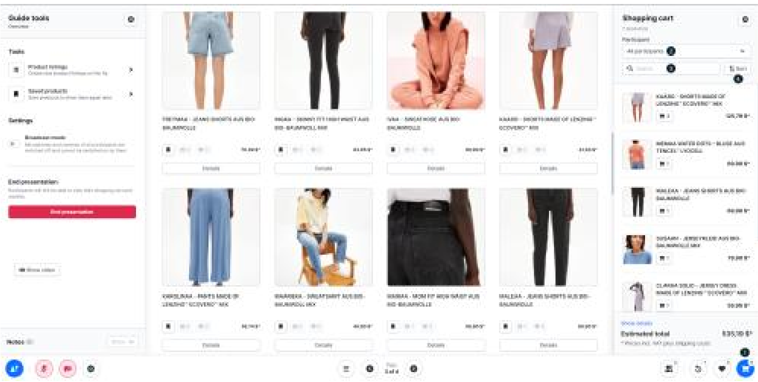
With the **Sort (4)** Button you can sort the List of products by Qantity(default), Revenue, and Name.

If you cannot view a customer's wish list, it is possible that your customer has not authorized this. You can request the necessary authorization from the customer from the list of participants.



Shopping cart overview

The guide has a connection to all shopping carts of the attendees. He can see, which products within the presentation are added the most. Also, he can pick a cart from an attendee to view its contents.

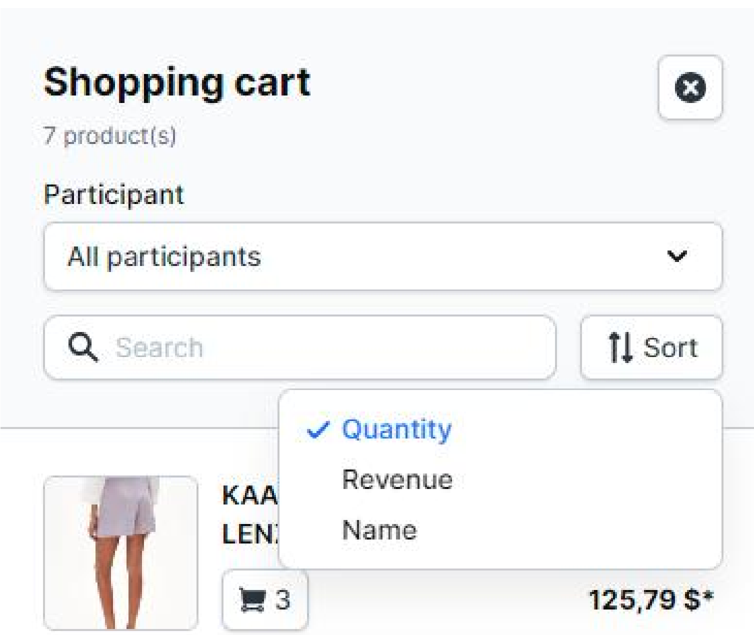


To open the shopping cart view, click on the **shopping cart (1)** button.
It opens the list of products that are currently stored in the shopping carts of the attendees. You can see the number of products, that are added to the cart, in every product line.

With the drop-down **Participant (2)** you can switch between the accumulated list of all attendees or a cart of a specific attendee.

With the **search field (3)**, you can search a specific product within the carts.

The **Sort (4)** Button is used to sort all products by quantity, revenue or name



Customer view

Unguided Session

Your participants assigned to the presentation will receive an email containing the link to the presentation if they are already registered as existing customers. For new customers, you can send the link as a newsletter, for example.

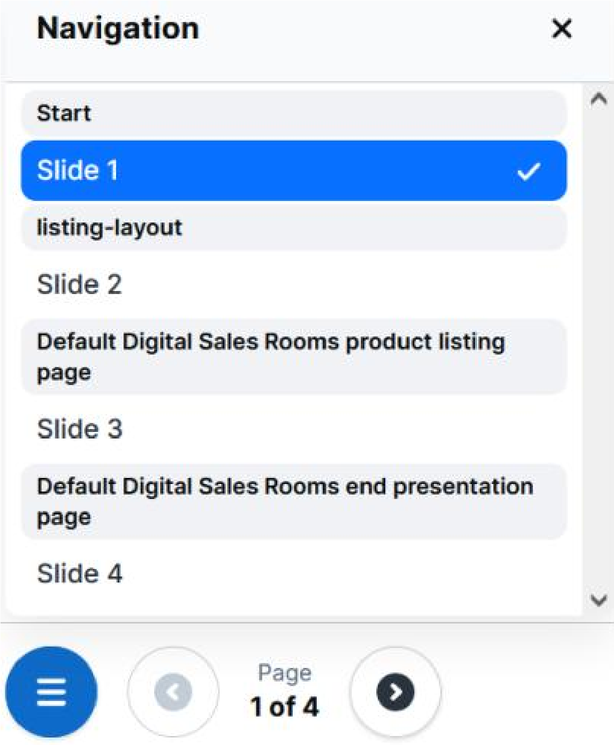
If the customer clicks on the link, they will be taken to a notification page if the time slot for the presentation has not yet been reached.

Once the time slot for the presentation has been reached, the participant is taken directly to the presentation.

Presentation sequence
In the unguided presentation, the customer can click freely through the individual pages.

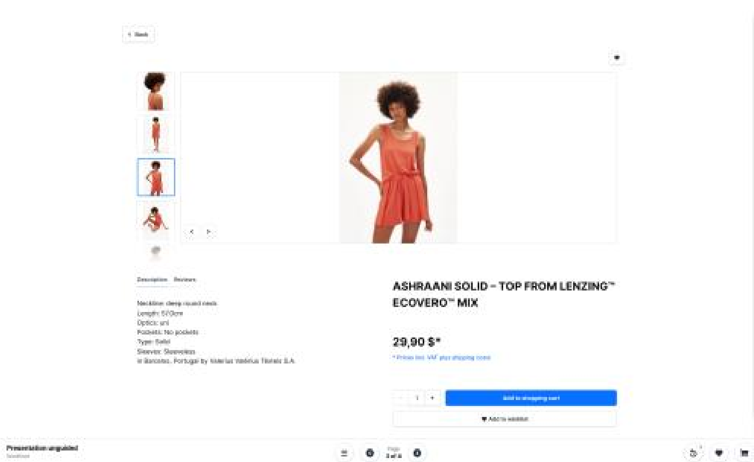
The participant can use the **navigation (1)** to jump directly to a specific page of the presentation, in this case a landing page is displayed first.
Clicking on the **arrows (2)** takes the customer to the next or previous page.
By clicking the **Recently viewed products button(3)**, the participant can access the history of the products they have viewed.
By clicking on the **Whishlist (4)**, the participant can access the list of products that they have entered as favorites.
The **shopping cart button (5)** takes the participant to their shopping cart.

Navigation



Using the navigation, the participant can either jump directly to a specific page of the presentation or click forwards or backwards through the presentation pages using the arrow keys.

Product view

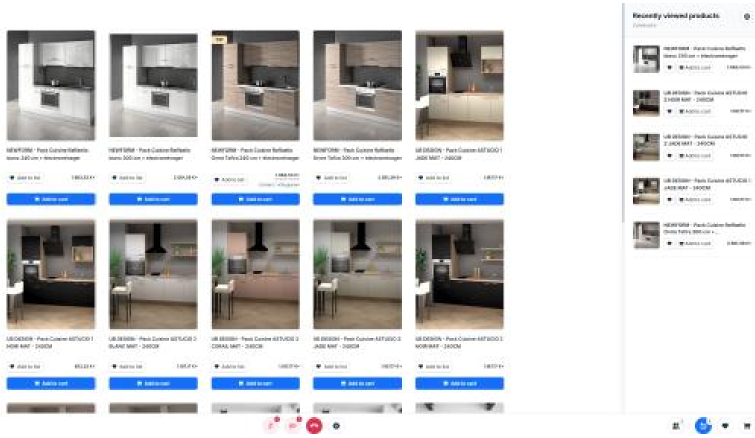


If an attendee clicks on a product from the list, it is opened in fullscreen. This view can be used to add the product to the shopping cart or the watchlist.

Attendee functions

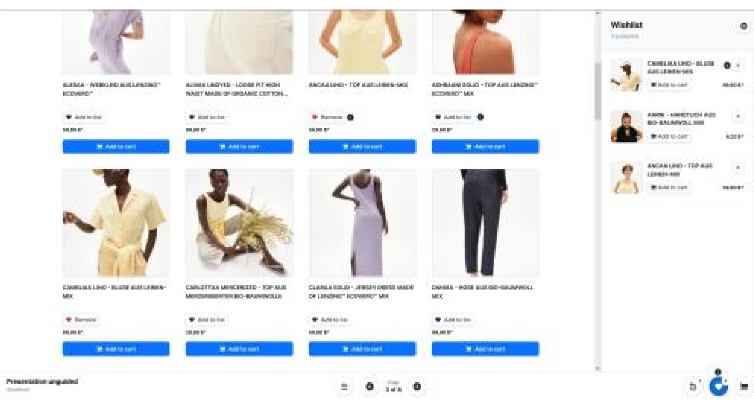
These appear as a list on the right-hand side of the screen.

Last viewed products



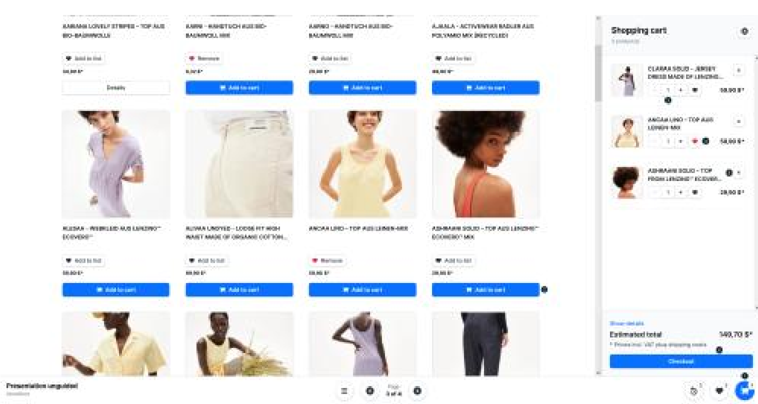
The list of recently viewed products is created automatically as soon as the participant opens individual products.

Wishlist



The participant can add products to the **wishlist (3)**. To do this, the participant can click on the **Add to list (1)** button in the product list or within the product. They can also remove the product by clicking on the **Remove (2)** button in the product list or on the **X (4)** button in the wishlist. However, the whislist is independent of the shopping cart and should not be confused with it.

Shopping cart

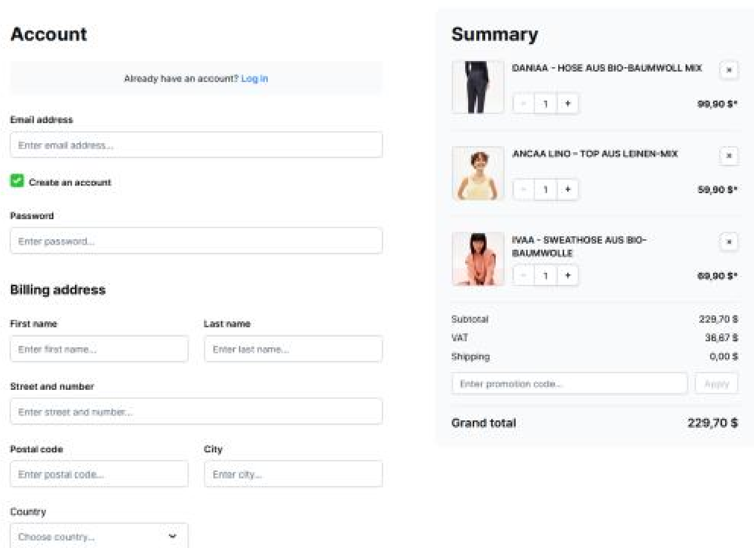


The **shopping cart (1)** button takes the participant to their shopping cart. This appears as a list on the right-hand side of the screen.

To add a product to the shopping cart, the participant clicks on the **Add to cart button (2)** either in the product list or within the product.
If a product is already in the shopping cart, the order quantity can be changed using the **+ and - buttons (3)**.
Behind the button, there is a further button to add the corresponding product to the **whishlist (4)** or to remove it.
The **X (5)** button can be used to remove a product from the shopping cart.

To order the products in the shopping cart, you can start the checkout by clicking the **Checkout button (6)** at the bottom

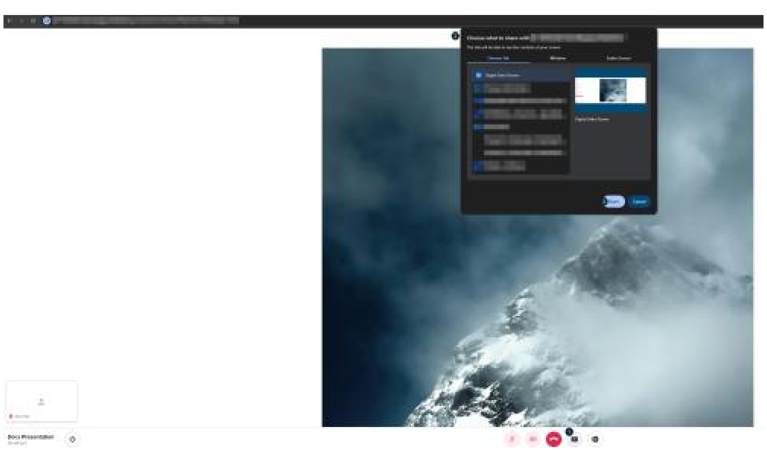
Checkout



At the checkout of the store, the attendee can either log in with an existing customer account or create a customer account.

With all the required data, the order can be created and is now managed like a regular order.

Share screen



Participants can share their screens, provided that the guide has enabled this feature (see the section Participants are allowed to share their screen). To do this, participants must click the **Share button (1)**, then select the **tab**, **window**, or **entire screen** they want to share in the pop-up **(2)**, and confirm by clicking **Share (3)**.

Guided Session

In guided mode, attendees are led through a presentation by the guide in a targeted and personalized manner.

The links to the events can be found directly in the presentations or in the general event overview:

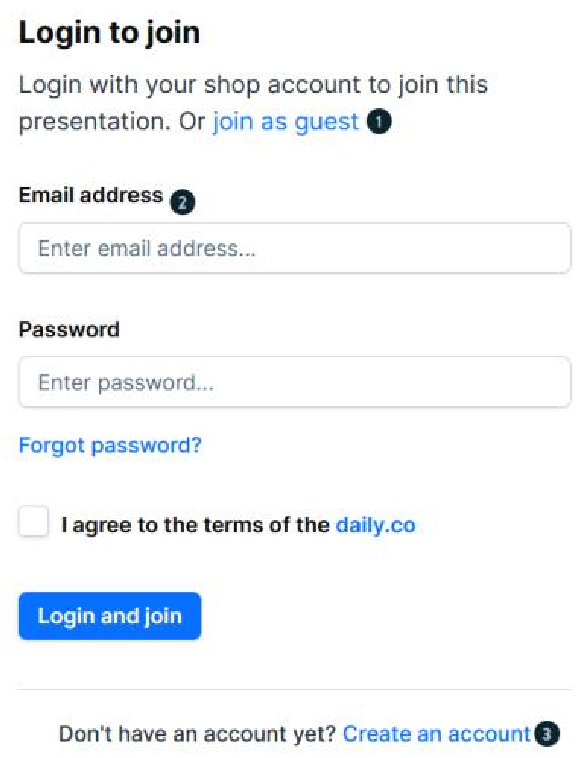
Marketing > Digital Sales Rooms > Presentation > "Presentation XY" > Appointments.

Marketing > Digital Sales Rooms > Appointments.

All participants invited by you will receive the link via an invitation email.

If the attendee uses the link from his e-mail, he will be taken to a landing page if the time slot specified in the presentation has not yet been reached.

Once the time slot for the presentation has been reached, the participant is taken to a login page.



Via this login page, the attendee can now decide whether he wants to participate as a **guest(1)** or log in with his existing **customer account(2)**.

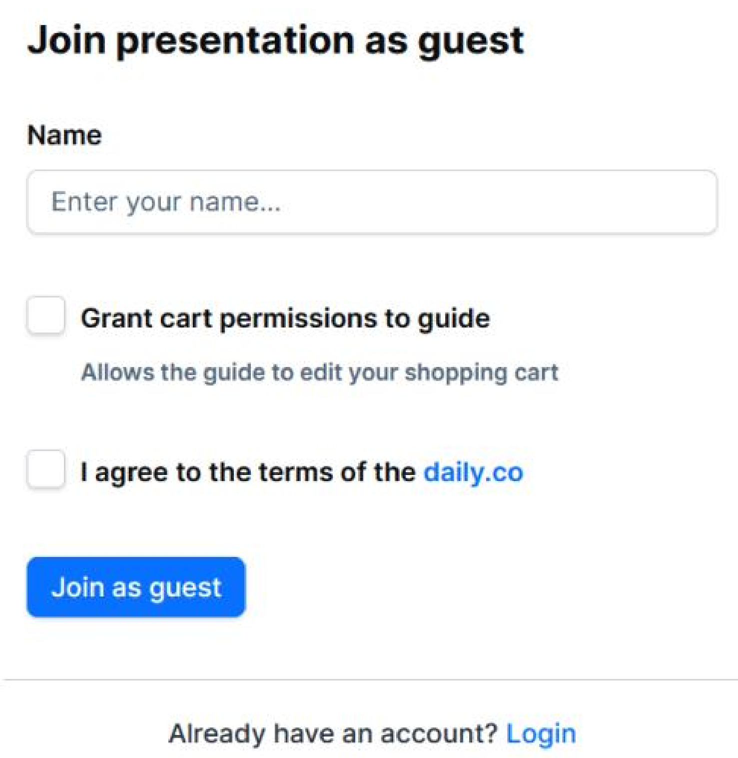
The guest session can follow the presentation and use all functions, but to order the shopping cart, if filled, the participant must complete the checkout at the end of the presentation by registering a customer account.

An attendee with an existing customer account can log in with their data, use the shopping cart, and simply order it without entering any further data.

If an attendee without an existing customer account decides to create a customer account directly, the link **Create an account(3)** is available.

Guest session

If the attendee decides on a guest session, the next step is to enter a name and the option to release the shopping cart for the guide.

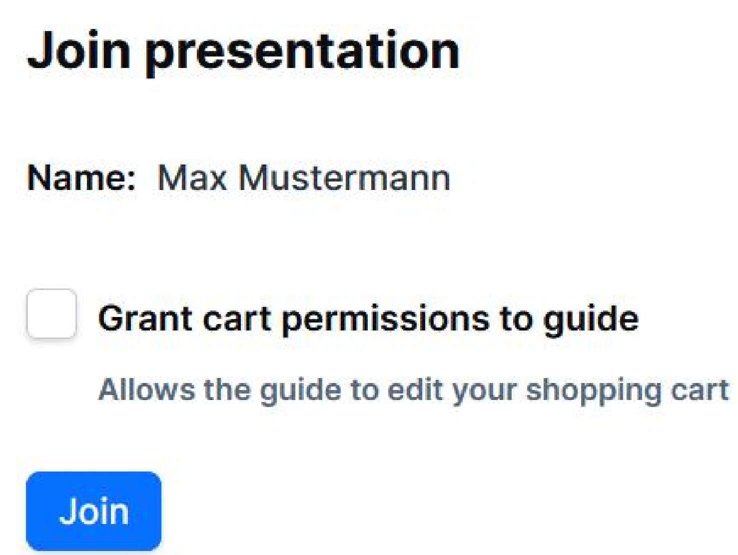


Attendees must also agree to daily.co's privacy policy to participate.

Should the participant nevertheless wish to register with an existing customer account, he/she can switch to regular **registration** via the link at the bottom.

Login with existing account

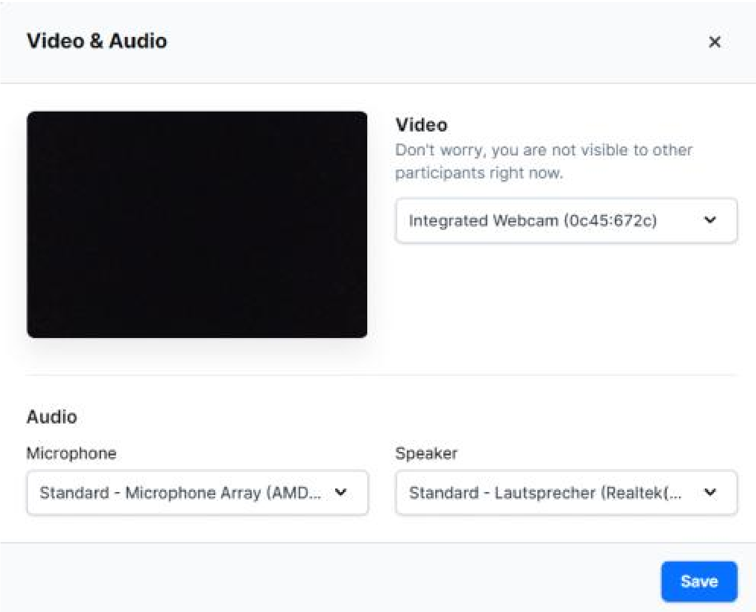
If an existing customer logs in, an intermediate window first appears to allow the guide to access the customer's shopping cart.



The existing customer joins the presentation by clicking on the Join button.

Attendance at the presentation

After the attendee has logged in, a configuration page appears for setting the audio and video connection.



The microphone, loudspeaker and camera can be selected and activated here.

You can also select a filter or virtual background for the camera image.

All registered participants are first taken to the waiting room if the guide has not yet started the presentation.

When the guide starts the presentation, the attendees are taken to the following view. In contrast to the unguided presentation, the attendee cannot move freely through the pages of the presentation but follows the guide.

(1) Show video: The attendee can use this button to show and hide the camera image of the guide.

(2) Jump to guide: Takes the attendee to the part of the page that is currently being discussed by the guide.

(3) Deactivate microphone: The attendee can use this button to deactivate and activate their microphone.

(4) Deactivate camera: This button deactivates the transmission of the camera image. If the camera is deactivated, it can be reactivated.

(5) Leave presentation: You can leave the presentation by using the hang-up button, and after you have left, you can rejoin the presentation through a new button.

(6) Audio-video settings: This is where the attendee accesses the configuration of the camera and audio connection. The participant can select the devices for video and sound transmission here. The participant can also set up a blur mode for their camera image to protect their privacy, which blurs the background.

(7) Subscriber list: Opens the list of active attendees.

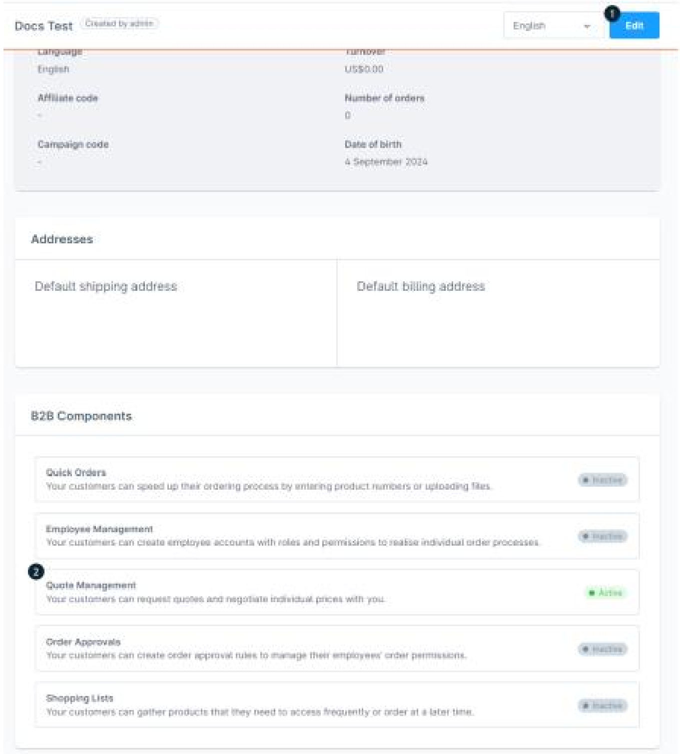
(8) List of recently opened products: The attendees can access the history of their most recently opened products here.

(9) Watch list: The attendee can access the wishlist with their products here.

(10) Shopping cart: Opens the attendee's shopping cart. The order can be completed via the shopping cart.

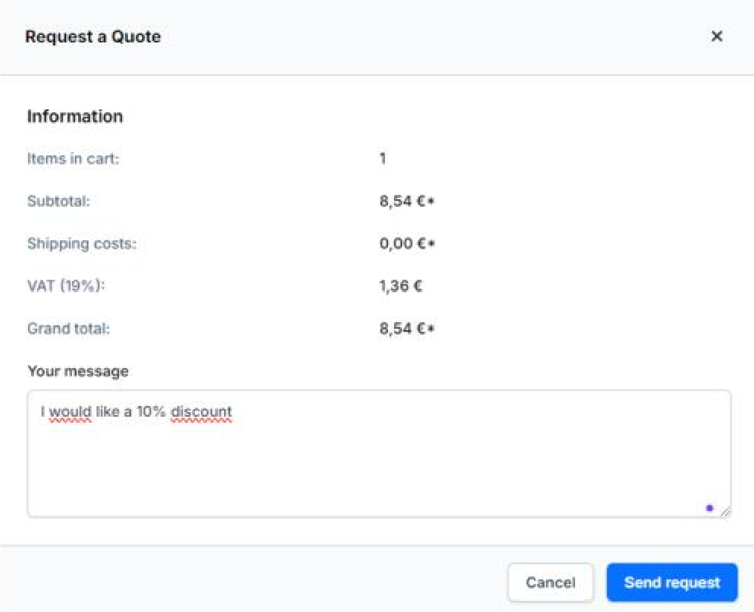
Request for quotation

When you activate the **Quote Management (2)** from the B2B Components via the **Edit button (1)** in the customer data **(Customers > Overview)**, your customers can request quotations within presentations.

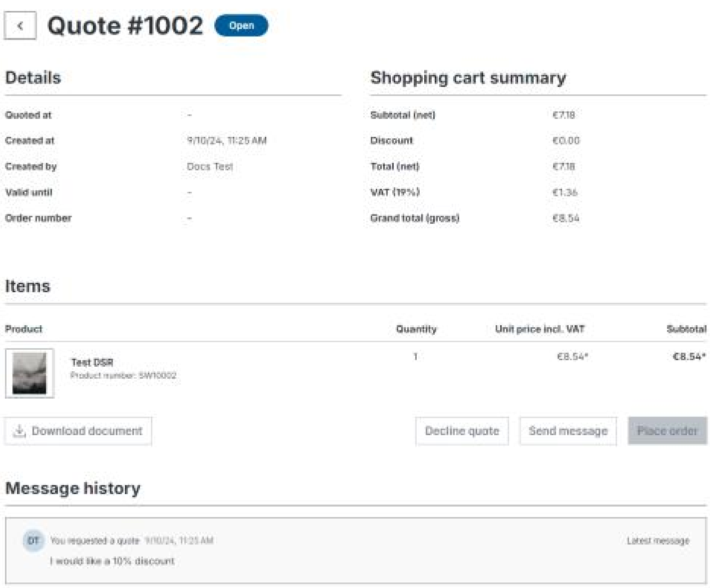


Once the presentation has started and your customers are in it, the **Request quote button (2)** will appear when they open the **shopping cart (1)**. Using this button, they can send you a request for quotation.

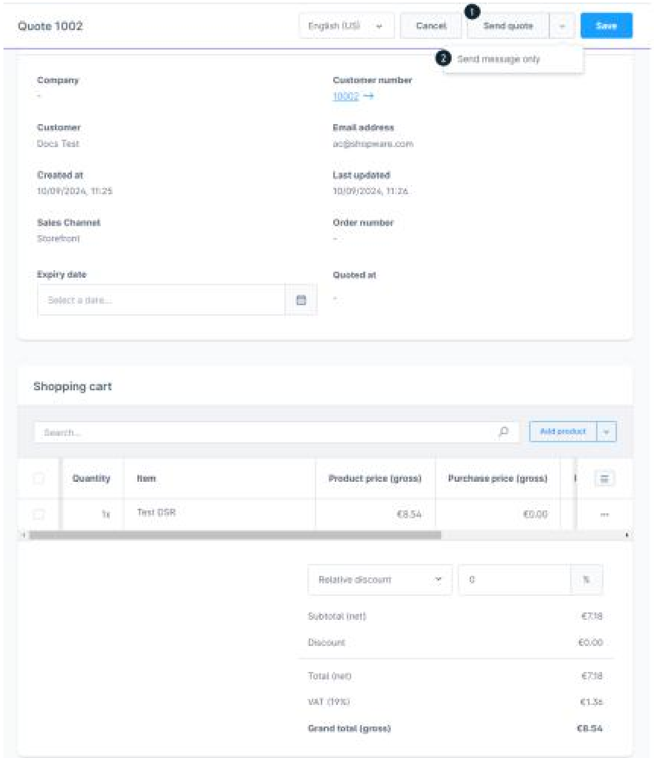
After clicking **Request quote (2)**, a pop-up will appear where the customer can send you a message.



Once the request has been submitted, the customer has the option to go directly to the quotation requests in the storefront via a button in the pop-up. When clicked, the **Quotes** menu item and the quotation requests within it will be displayed in the customer's account.



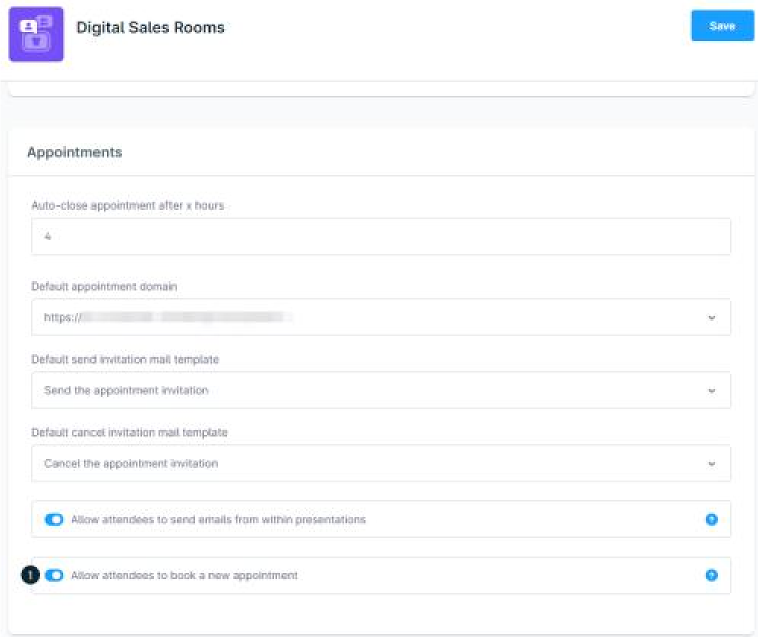
In the admin area, you can view the quotation request under the menu **Orders > Quotes** once it has been received.



There, you can either **Send quote (1)** or **send message only (2)**. Further details about the quotation function can be found in the article on B2B Components.

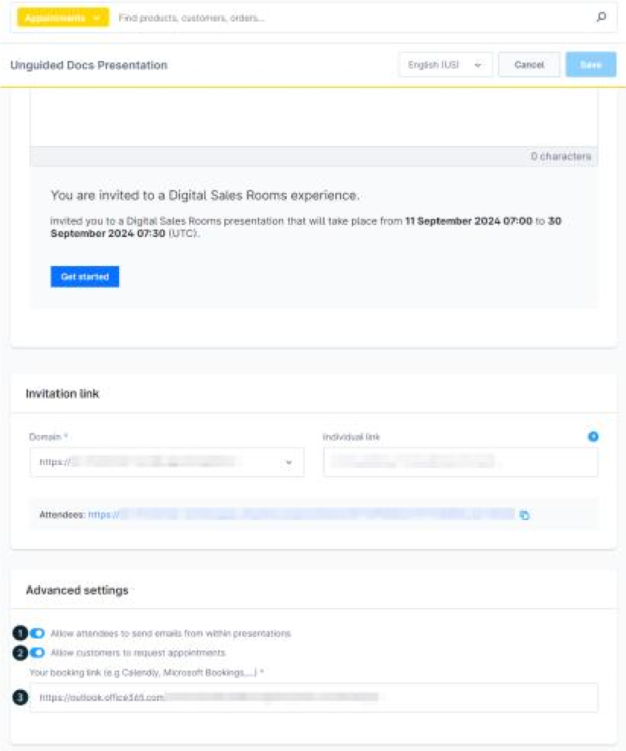
Appointment Booking

In the admin, under **Marketing > Digital Sales Rooms > Configurations**, you can enable the option **Allow participants to book a new appointments (1)** to give your customers the possibility to send you appointment requests for presentations. These are available to your customers in both the unguided and guided modes. However, in guided mode, your customer can only select the appointment booking request once the guide has finished the presentation appointment.



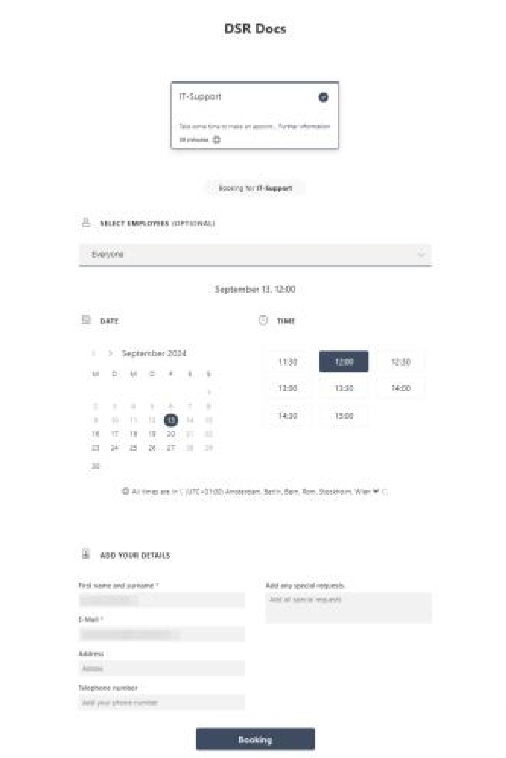
Your customers can send you these appointment requests in unguided mode when you have scheduled a presentation and invited the customers. To schedule a new appointment, go to **Admin > Marketing > Digital Sales Rooms > Appointments** and click **Create Appointment**. Afterwards, in addition to the usual settings, which are explained in more detail in the **Create Appointment** section, you can enable the following options under **Advanced settings**:

- **(1) Allow attendees to send emails from within presentations**: Enabling this option allows your customers to send requests via email directly from the presentation.
- **(2) Allow customers to request appointments**: Once this switch is activated, your customers can send appointment requests from the presentation. In the required field for this option, **your booking link (3)** must be entered. Microsoft Bookings has been used as an example here, which manages appointments via an Outlook calendar.

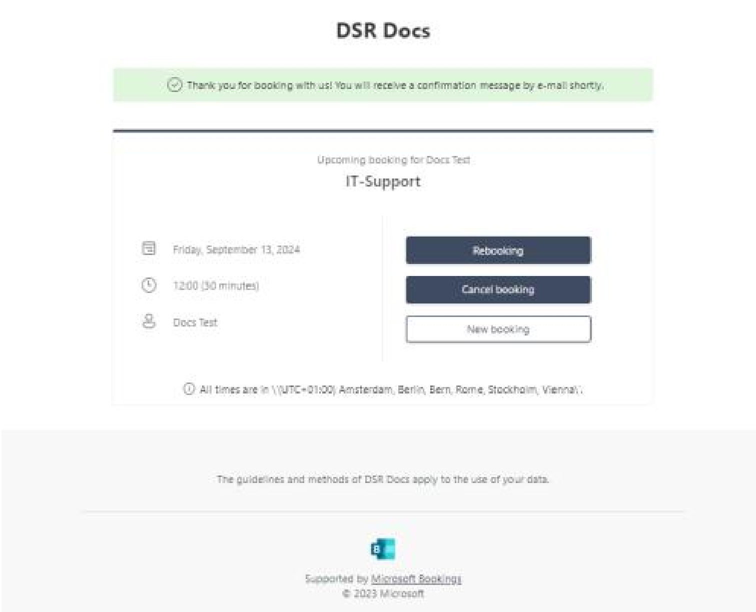


Once your customer is within the unguided presentation, they can submit a request by clicking on the **speech bubble icon (1)** and then clicking on **Book an appointment (2)**.

After clicking on **Book an appointment (2)**, your customer will be redirected to the booking service you have provided. In this example, to Microsoft Bookings.



Your customer can book an available appointment there, which is then confirmed to your customer by e-mail:



Immersive Elements

Immersive Elements consists of five dynamic blocks and is designed to engage customers, strengthen brand loyalty and increase conversion rates. The app is optimized for mobile, desktop and immersive devices such as VR headsets, ensuring a seamless and truly memorable shopping experience across all devices. The following five blocks are available in the first version of the app:

- Immersive Elements - Cylinder Gallery
- Immersive Elements - Depth Gallery
- Immersive Elements - 3D Model Journey
- Immersive Elements - Slide Behind Gallery
- Immersive Elements - VR Cinema

You can find these blocks in the experience worlds in the blocks section under "Commerce".

About the extension

In collaboration with Instorier, the Norwegian experts in digital storytelling, we have developed an innovative app that transforms your online store into an unforgettable and dynamic brand experience.

Immersive Elements launches with five powerful components designed to engage your customers, build brand loyalty and increase conversions.

Fully optimized for mobile, desktop and spatial devices, the app delivers an immersive shopping experience.

Immersive Elements integrates seamlessly into your Shopware infrastructure and is a highly cost-effective alternative to using external resources.

Klarna Payments

Installation

The installation of Klarna Paymsnts is possible in several ways.
On the one hand, you can obtain and configure the extension directly during the installation of Shopware in the initial setup wizard.
On the other hand, you can also license the Klarna Payments extension directly in the Shopware Store at store.shopware.com. You can then download and install the extension under **Extensions > My Extensions**.
It is important that you have previously logged in with your account in the Shopware Account tab.
After the extension has been installed, you can activate it using the button to the left of the extension.

Klarna Payments

With Klarna Payments you can give your customers an easy shopping experience. You are always paid in full upfront, while your customers can decide when to pay.

Klarna offers you the following payment options:

- Klarna Invoice - Let your customers receive the goods first and pay later by offering them an extra 14 days to complete their payment. Without fees.
- Klarna instalment purchase - Give your customers the flexible option to buy now and spread the cost over monthly payments.
- Klarna instant bank transfer, direct debit and credit card - Direct payment offers your customers a fast, secure and easy way to make direct and automatic payments.

Documentation Klarna Payments

Customer specific pricing

The customer specific pricing is available to you from the Shopware Beyond plan via the Shopware Commercial extension.

The extension allows you to offer individually calculated prices to each customer. You can tailor list prices as well as graduated prices or currency-dependent prices individually to the customer.
The prices can be easily integrated into Shopware via an interface from any system, for example an ERP system. Thanks to the API, which is designed for speed, even large amounts of data are synchronized and provided quickly.

We have documented a detailed description of the **API** for the customized prices **here**.

Requirements

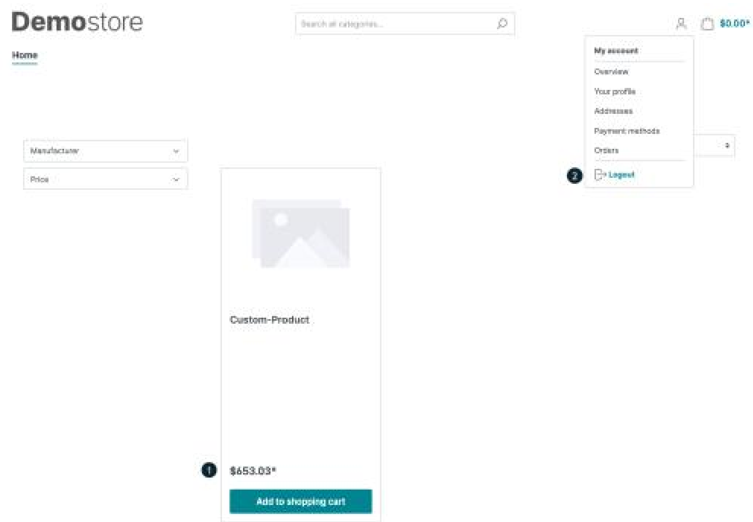
To use the feature you need a Shopware Beyond Plan and the extension Shopware Commercial.

Installation

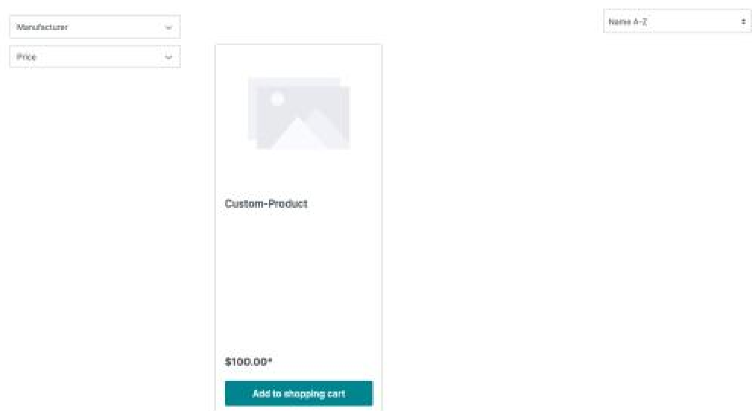
Creating, reading, changing and deleting custom prices is only possible via the API. For this reason there is no extension in the store. In addition, there is no separate module in the administration, through which the function is mapped. The prices are transferred seamlessly via the API.

Inheritances, such as with product variants, are not taken into account. To access the respective variant, you need the corresponding ID of the variant.

Storefront



The individual prices are displayed in the storefront directly for the respective customer as soon as he logs into the store **(1)**. As soon as the customer logs out **(2)**, the original price is displayed.

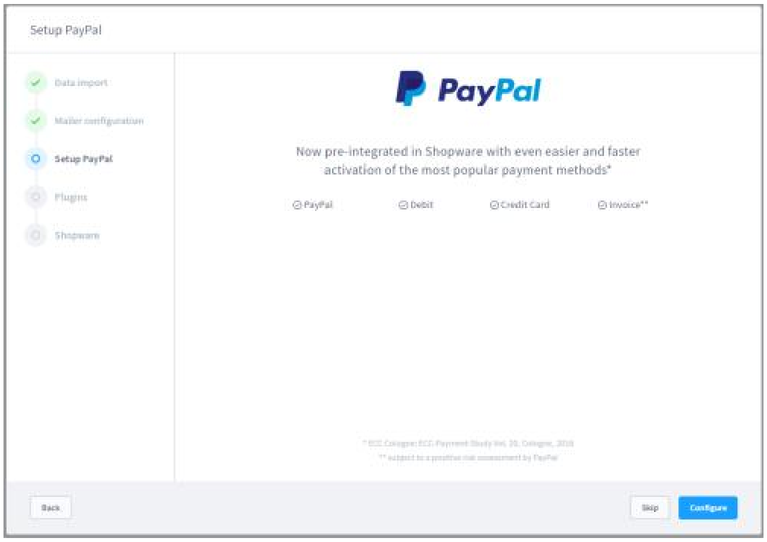


Paypal

PayPal Checkout is the all-in-one solution that allows you to offer powerful and flexible payment processing features. With PayPal Checkout, you can submit your customers payments by invoice, credit card, direct debit, and many other local payment methods in addition to the classic PayPal.

Installation

The installation of Shopware Markets is possible in several ways. On the one hand, you can obtain and configure the extension directly during the installation of Shopware in the initial setup wizard. On the other hand, you can also license the Shopware Markets extension directly in the Shopware Store at store.shopware.com. You can then download and install the extension under **Extensions > My Extensions**. It is important that you have previously logged in with your account in the Shopware Account tab. After the extension has been installed, you can activate it using the button to the left of the extension.



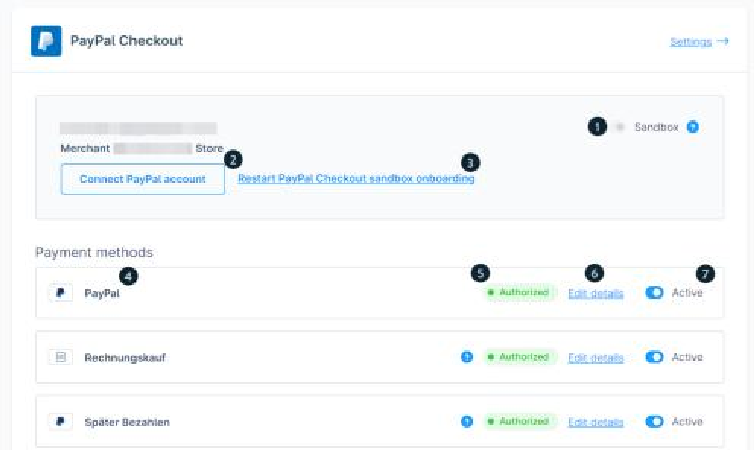
Configuration Onboarding

The configuration for PayPal Checkout can be found via **Settings > Payment methods**.

Sandbox (1): This option can be enabled if you want to test the PayPal integration. In this case, no real payments will be made. Please note that the sandbox environment has its own credentials.
Connect PayPal account / Start PayPal Checkout onboarding (2): To complete the setup of PayPal Checkout, onboarding must be carried out via this button. Onboarding is required to:

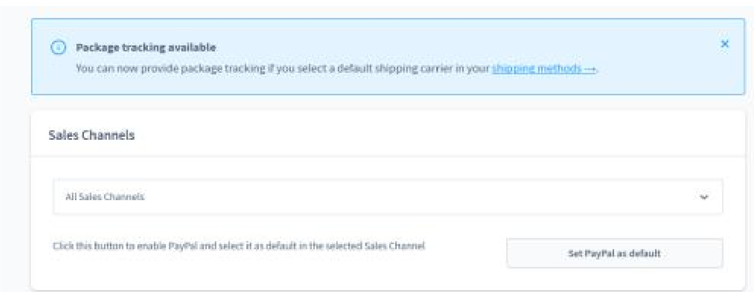
1. establish the connection to the merchant’s PayPal account (the merchant ID will be retrieved),
2. automatically generate the credentials (Client ID & Secret) [technical background: a REST app is created for API calls to PayPal],
3. for payment methods such as advanced credit card or pay by invoice, which require approval, an automatic security check will be performed.

Connect PayPal sandbox account / Start PayPal Checkout sandbox onboarding (3): With this button, you can start the onboarding for your PayPal sandbox account via the PayPal website. The PayPal API sandbox credentials will be configured automatically.
Payment method name (4): PayPal Checkout provides many different payment types. The respective payment type is defined under this item.
Payment method status (5): The payment method status indicates whether the payment method can currently be used in your store or not. The status **Onboarding needed** and **Authorized** are possible.
Edit details (6): With this button, the PayPal payment method can be edited as any other payment method can. The description and an availability rule can be set up here, for example.
Activate/deactivate payment method (7): You can use this button to activate or deactivate the respective payment method for your store.



Paypal shipping tracking

With Paypal version 5.3.0 it is possible to transfer the shipping tracking ID of the shipping service provider to Paypal. However, this function is only available after successful checkout onboarding.

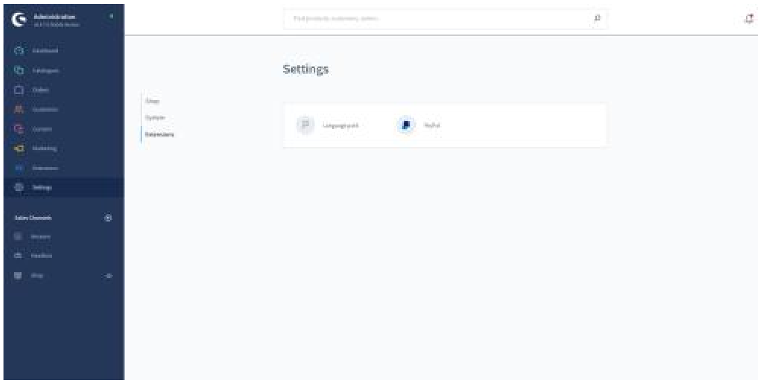


After that, you can set a default shipping provider under **Settings > Shipping methods**. You can find a list of possible shipping providers here.

In order to be able to transfer the tracking ID to PayPal, you have to manually enter the respective shipment number in Shopware. Add the number in the respective customer order within the order details. The added information will be automatically forwarded to PayPal after the entry.

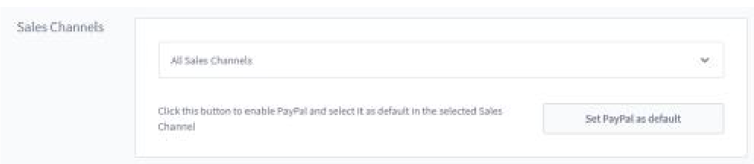
General configuration

You can configure PayPal in the admin under **Settings** > **Extensions** by clicking on **PayPal**.



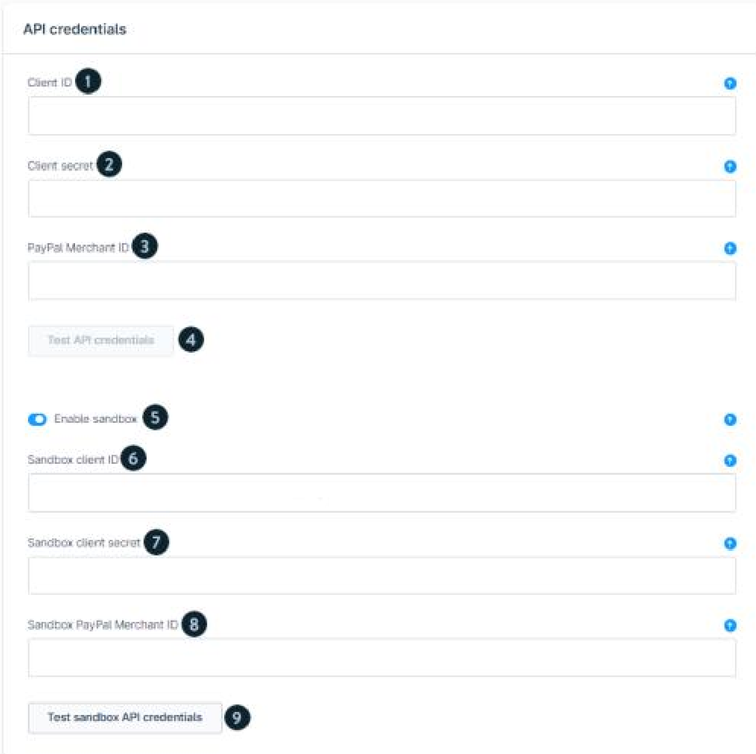
Sales channels

In this drop-down menu, you can select for which of your sales channels the settings should be made. You can choose between All **sales channels** or individual sales channels. With the button **Set PayPal as default,** you can activate PayPal in the selected sales channel and set it as the default payment method.



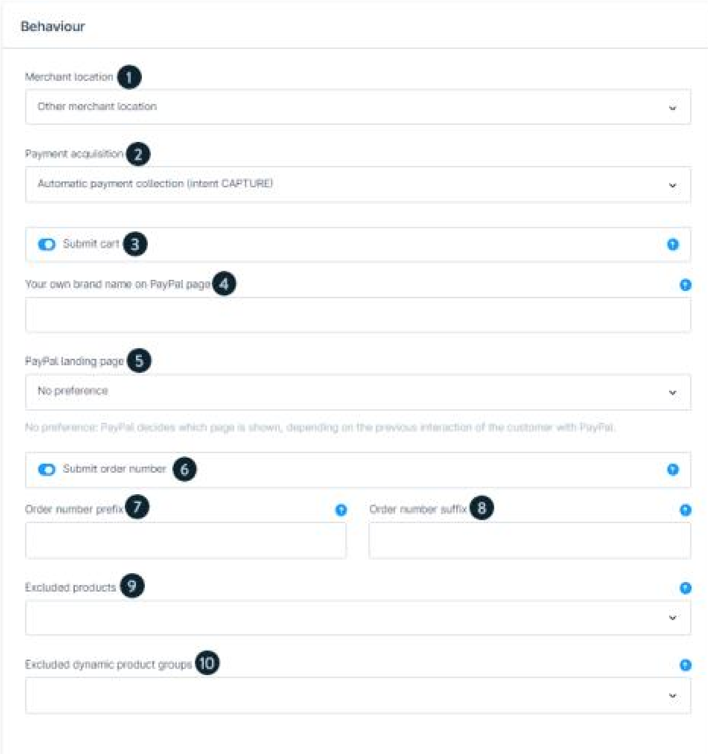
Configuration API settings

As an alternative to onboarding, you can also enter your PayPal API credentials directly, if available.
Client ID (1): Here, you enter the PayPal REST ID. This is used by the extension to authenticate with the PayPal API.
Client secret (2): Here, you enter the REST-API Client-Secret, which the extension also uses to authenticate itself with the PayPal-API.
PayPal Merchant ID (3): This is where you enter your PayPal Merchant ID to authenticate the new PayPal Checkout feature.
Test API credentials (4): With the help of this button, you can test the credentials you entered. The result of the test will be displayed directly on the button itself.
Enable Sandbox (5): With this option, you can activate PayPal sandbox to test the integration.
Sandbox client ID (6): Here, you enter the PayPal Sandbox REST ID. This is used by the extension to authenticate itself with the PayPal API.
Sandbox client secret (7): Here, you enter the Sandbox REST API client secret, which the extension also uses to authenticate itself with the PayPal API.
Sandbox PayPal Merchant ID (8): This is where you enter your Sandbox PayPal Merchant ID to authenticate the new PayPal Checkout feature.
Test Sandbox API credentials (9): With the help of this button, you can test the credentials you entered. The result of the test is displayed directly on the button itself.



Behavior

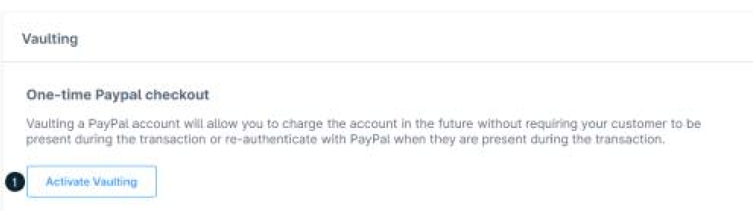
Under **behavior,** you can make basic settings for the extension that are not only valid for the classic PayPal but also for the Express Checkout.
Merchant location (1): Here, you can enter your merchant location.
Payment acquisition (2): This is where you define when the payment is collected - i.e., when it is closed.
Submit cart (3): Here, you can choose whether the customer's shopping cart, i.e., the exact positions of the order, are allowed to be transferred to PayPal. If this option is deactivated, only the total amount is transferred.
Your own brand name on PayPal page (4): Here, you can set your own brand name for the advertisement on the PayPal payment page.
PayPal landing page (5): Here, you can choose whether the PayPal landing page should display the registration form or the login screen.
Submit order number (6): Activate this option if you want to send the order number to PayPal after completion.
Order number prefix (7): Here, you can determine which text is appended to the original order number, e.g., myShopSW20001. This option is only available if you have activated the previous option, "Submit order number to PayPal".
Order number suffix (8): Here, you can determine which one is attached to the order number, SW20001meinShop.
Excluded products (9): Here, products can be excluded from being paid for via PayPal payment methods.
Excluded dynamic product groups (10): Here, entire dynamic product groups can be excluded from being paid for via PayPal payment methods.



Vaulting (regular payments)

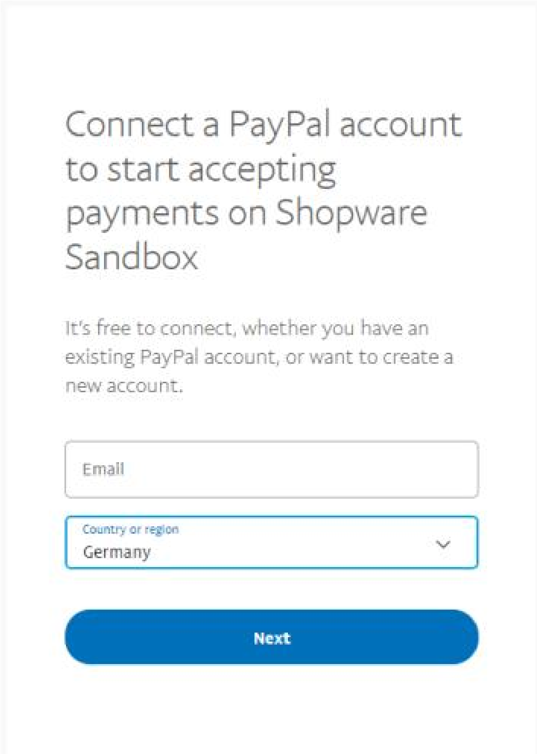
Vaulting is available from PayPal version 8.0.0 and Shopware version 6.5.

In order for your customers to be able to use recurring payments, e.g. for a subscription, vaulting must be activated for PayPal.

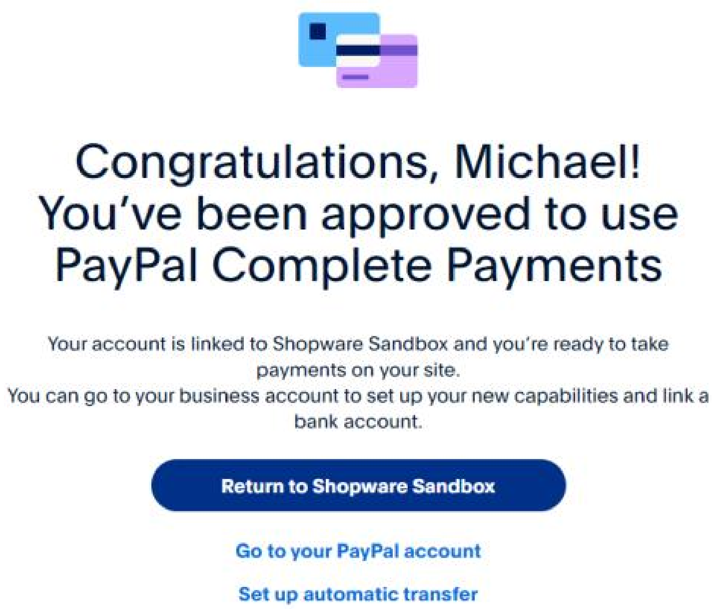


To activate Vaulting for your store, click on the **Activate Vaulting (1)**.

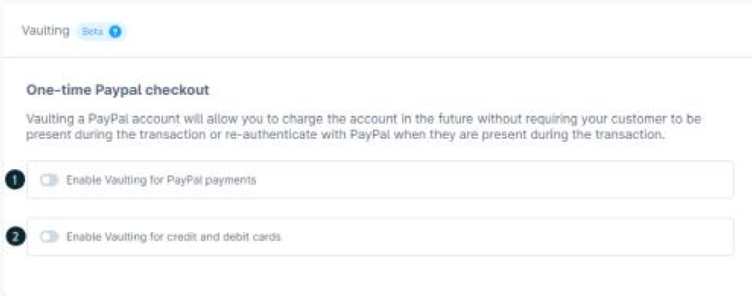
You will now be taken to the login for your PayPal merchant account.



There you log in with your access data and the activation is carried out.



If you now switch back to the store, you will see the buttons to activate the function.



With the **Enable vaulting for PayPal payments button (1)**, you generally activate the function.

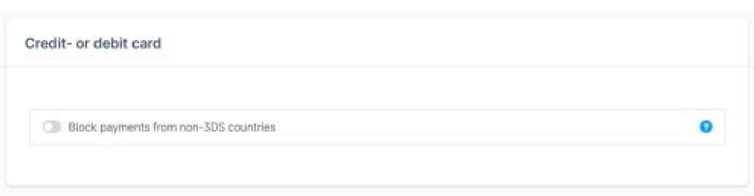
With the **Enable vaulting for credit and debit card payments button (2)**, you can also activate whether your customers can charge their credit or debit card via PayPal.

However, this requires that you have activated payments via credit or debit cards.

Credit- or debit card

The PayPal Checkout plugin offers two different types of credit and debit card payments. If the activation for advanced credit and debit card payments is successful during onboarding (this depends on the country and the merchant account), the "unbranded" payment option—i.e., without reference to PayPal as the payment provider—will be available. If approval cannot be granted, the payment option will be provided as "branded," meaning the form for entering card information will include a reference to PayPal as the provider.

PayPal uses the credit or debit card to check whether strong customer authentication via 3D Secure is required. If the option Block payments from non-3DS countries is activated, the corresponding card cannot be used for payment if a 3DS check is not possible.
3D Secure is a protocol to ensure safer payment with credit- and debit cards.



Pay upon invoice

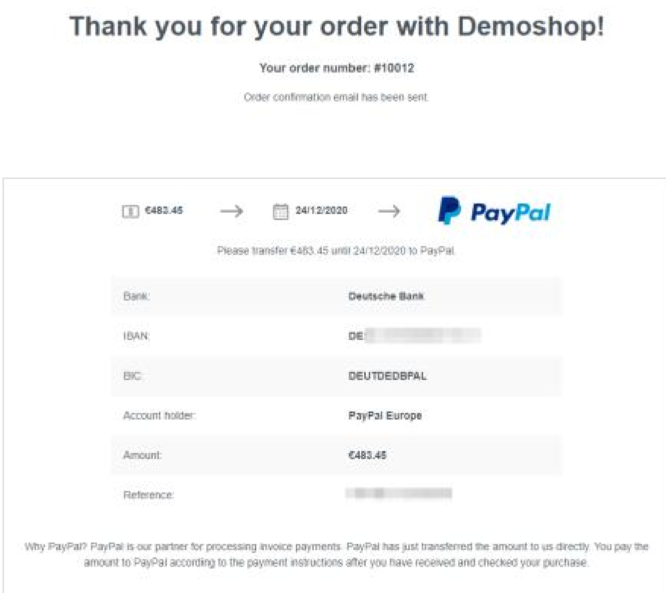
With the Pay upon invoice, your customers can place the order as a purchase on account. PayPal settles the invoice amount to you as the store operator, and the customer must settle the invoice as a transfer to PayPal / Ratepay.

Configuration

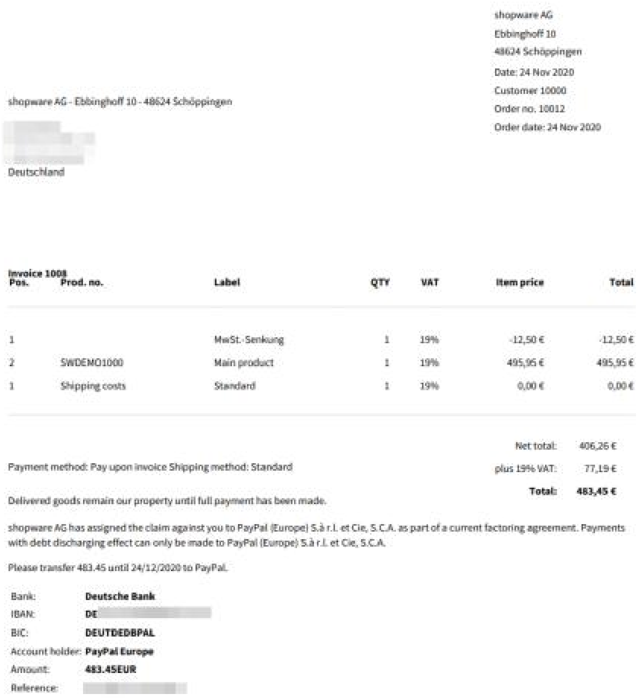
This field can be used to implement additional information in customer e-mails for the payment method purchase on account, for example, notes on payment.

Invoice document

If your customers place their orders with PayPal invoice purchase, the invoice will be paid by PayPal to you as the shop operator. This means that your customers have to transfer the invoice amount of their order directly to PayPal. For this purpose, your customers will automatically be shown the correct bank details after placing their order.



This payment information is also automatically displayed in the invoice if you create it under "Receipts" for this order.



shopware AG
Ebbinghoff 10
48624 Schöppingen
Date: 24 Nov 2020
Customer 10000
Order no. 10012
Order date: 24 Nov 2020

shopware AG - Ebbinghoff 10 - 48624 Schöppingen

Deutschland

Invoice 1008

Pos.	Prod. no.	Label	QTY	VAT	Item price	Total
1		MwSt.-Senkung	1	19%	-12,50 €	-12,50 €
2	SWDEMO1000	Main product	1	19%	495,95 €	495,95 €
1	Shipping costs	Standard	1	19%	0,00 €	0,00 €

Net total:	406,26 €
plus 19% VAT:	77,19 €
Total:	**483,45 €**

Payment method: Pay upon invoice Shipping method: Standard

Delivered goods remain our property until full payment has been made.

shopware AG has assigned the claim against you to PayPal (Europe) S.à r.l. et Cie, S.C.A. as part of a current factoring agreement. Payments with debt discharging effect can only be made to PayPal (Europe) S.à r.l. et Cie, S.C.A.

Please transfer 483.45 until 24/12/2020 to PayPal.

Bank:	**Deutsche Bank**
IBAN:	**DE**
BIC:	**DEUTDEDBPAL**
Account holder:	**PayPal Europe**
Amount:	**483.45EUR**
Reference:	

Storefront presentation

If you have activated the option **double opt-in for guest orders** under **Settings > Shop > Log-In & sign-u**p, no payment buttons will be displayed in the storefront.

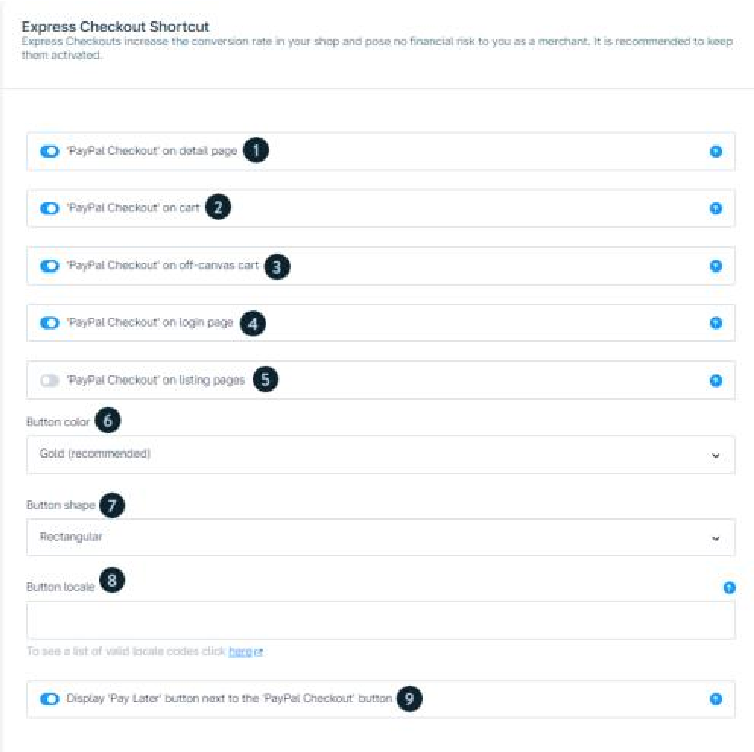
Express Checkout Shortcut

The PayPal extension also offers the possibility of express checkout. With this option, your customer does not have to register in the shop for his order. The order will be processed solely through his PayPal account.

Configuration

'Direct to PayPal' on detail page (1): Here, you can define whether the PayPal Express Button is shown on the item detail page.
'Direct to PayPal' in the shopping cart (2): Here, you can define if the PayPal Express Button should be shown in the shopping cart.
'Direct to PayPal' in the Off-Canvas shopping cart (3): If you activate this option, the Express Checkout Button will be shown in the Off-Canvas/Modal shopping cart.
'Direct to PayPal' on the login page (4): Here, you can determine whether the PayPal Express Checkout Button is offered on the login page.
'Direct to PayPal' on listing pages (5): If you activate this option, the Express Checkout Button will be displayed on listing pages.
Button color (6): This option offers you some colors in which the PayPal Express Button can be displayed. Gold, blue, silver, and black are offered.
Button shape (7): Here, you define the shape of the PayPal Express Button. You can choose between round and square.
Button language (8): In this field, you can enter different shop languages for the Express Checkout button. If the field is empty, the sales channel language will be used.

It is important that you enter the so-called "locale code" here, such as en_GB. A list of available language codes can be found on the PayPal site. You can also open the page by clicking on the link "here".
Display 'Pay Later' button next to the 'PayPal Checkout' button (9): Here, you can activate the option, that the 'Pay Later' button will be displayed next to and with the same design as the 'PayPal Checkout' button.



'Pay Later' banner-

The PayPal extension enables you to display a banner for the installment payment and Pay Later on the item detail page, the (off-canvas) shopping cart, and when changing the payment method in the order process. This banner will be displayed on the items that match the criteria for the installment payment. For your customers to use the new installment payment in your shop, they must select the payment method PayPal in the checkout and log in with their PayPal account. Your customers can then check whether the payment method Installment Payment is available.

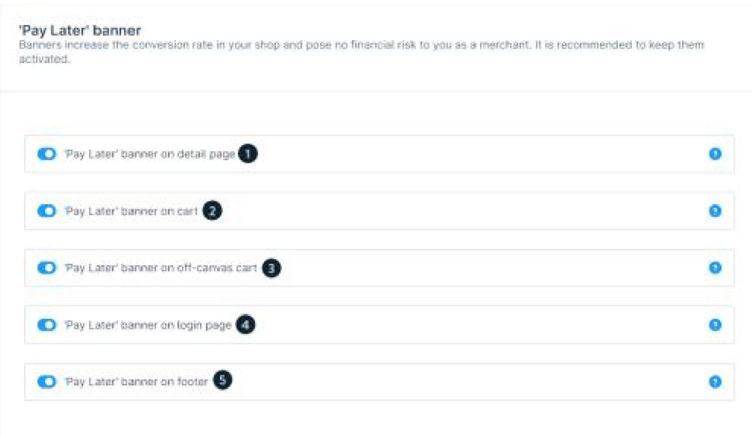
Requirements

- PayPal Pay Later is applicable for a shopping cart of 1 Euro or more. The maximum shopping cart value is 1,000 Euro.
- PayPal installment payment is applicable for a shopping cart of 5 Euro or more. The maximum shopping cart value is 5,000 Euro.

Further information about PayPal installment payments can be found here.

Configuration

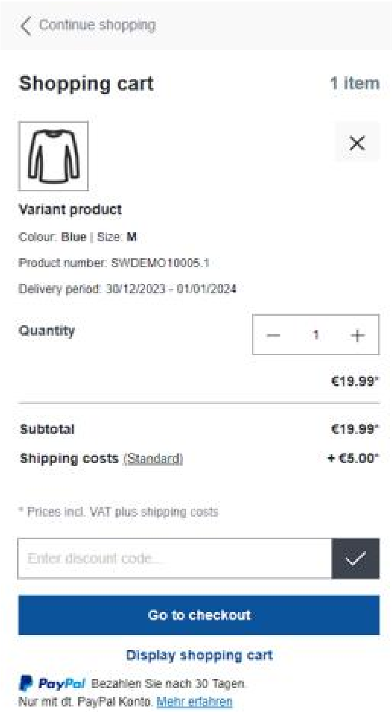
'Pay Later' banner on detail page (1): If this option is active, the 'Pay Later' banner will be shown on each product detail page.
'Pay Later' banner on cart (2): If this option is active, the 'Pay Later' banner will be shown on the cart.
'Pay Later' banner on off-canvas cart (3): If this option is active, the 'Pay Later' banner will be shown on the off-canvas cart.
'Pay Later' banner on login page (4): If this option is active, the 'Pay Later' banner will be shown on the login and register page.
'Pay Later' banner on footer (5): If this option is active, the 'Pay Later' banner will be shown on the footer.



Storefront view

Article detail page:

Offcanvas shopping chart:



Shopping cart:

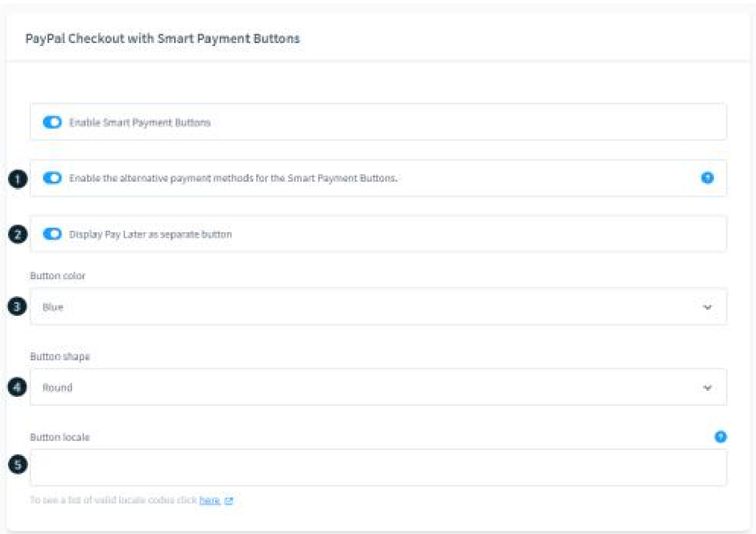
Footer:

Smart Payment Buttons

If you have selected "Other merchant location" under Behavior for the merchant location, the Smart Payment buttons will be displayed in the checkout in your store. For the configuration of these smart payment buttons, a new configuration option will be displayed as soon as you have changed the merchant location.

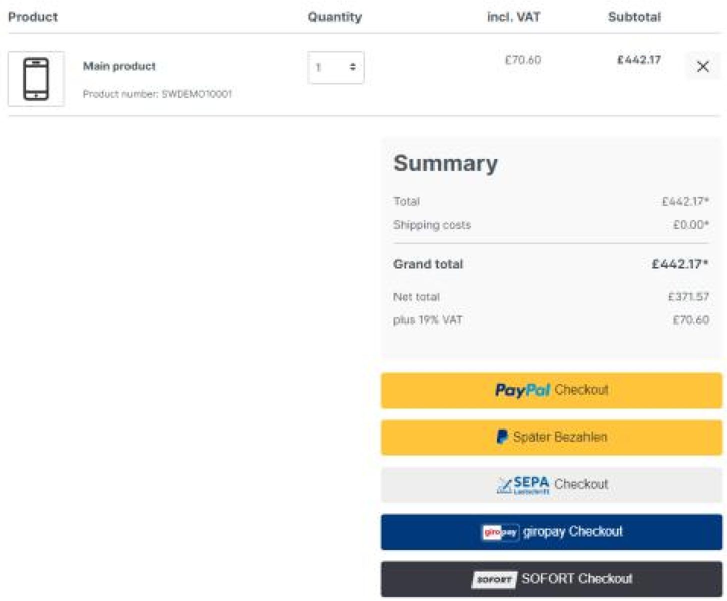
Configuration

Enable the alternative payment methods for the Smart Payment Buttons (1): Enable the alternative payment methods for the Smart Payment Buttons.
Display Pay Later as a separate button (2): If the button is also, a "PayPal Pay Later" button is inserted, which leads the customer directly to the PayPal option to pay the amount after 30 days.
Button color (3): This option offers you some colors where the PayPal Express button can be displayed. Gold, blue, silver, and black are offered.
Button shape (4): Here, you can define the shape of the PayPal Express button. You can choose between round and square.
Button language (5): In this field, you can enter different store languages for the Express Checkout button. If the field is empty, the sales channel language will be used. It is important that you enter the so-called "Locale Code" here, such as en_GB. You can find a list of available language codes on the PayPal page. You can also open the page by clicking on the link "here".



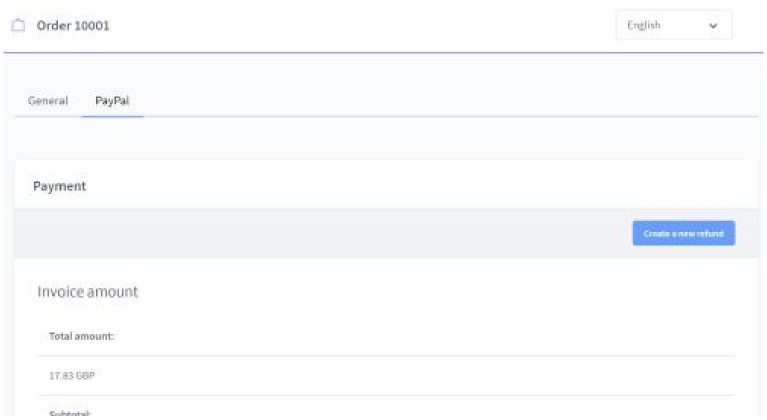
Storefront view

The smart payment buttons are displayed instead of the normal checkout button:

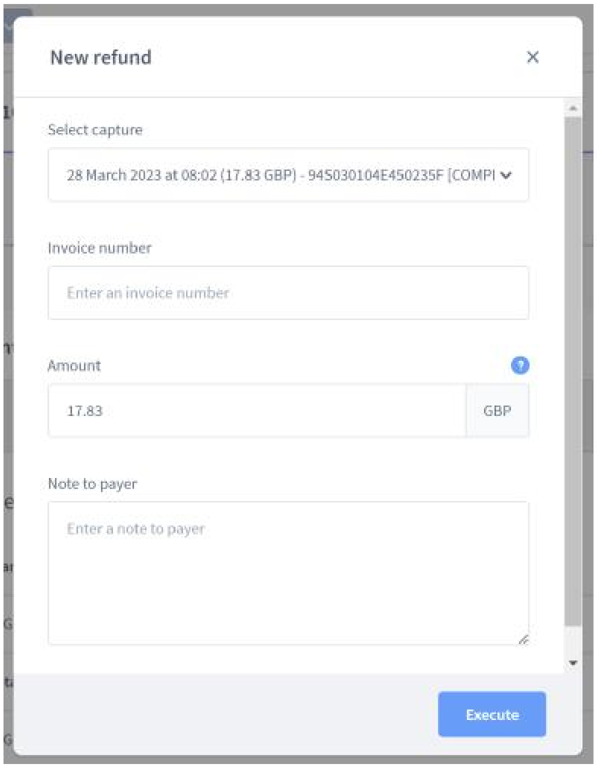


Paypal Refund

If an order has already been paid for, and you would like to cancel or refund this payment, this is possible via the actual order. For this purpose, you will find the **Paypal** tab with the item **Create a new refund** within the order.



The button **create a new refund** opens a new window in which optional information such as an invoice number or a reason for payment can be entered.



Via **Execute,** the amount is refunded and the payment status of the order is automatically set to Refunded.

Advanced

Webhook

The webhook is used to facilitate the exchange between Shopware and PayPal. If the webhook is not set up, orders and information cannot be exchanged. You can re-register the webhook by clicking the "Update" button.

Pay Later - Cross-Border Notifications

The "Pay Later - Cross-Border Notifications" feature from PayPal allows customers to make purchases immediately and pay later, while ensuring that all notifications and communication processes are handled internationally and user-friendly. This facilitates cross-border transactions and ensures that customers in different countries are informed and reminded about their payments.

To use this feature, please contact your PayPal representative, as your merchant account needs to be enabled for this feature.

PayPal disputes

If customers can pay you with PayPal, it can, of course, happen that disputes are opened on PayPal, to which you have to react. These can be, for example, incomplete or defective deliveries.

As of version 2.1.1, the PayPal extension offers you the ability to display all open PayPal disputes in your Shopware Admin.

Overview

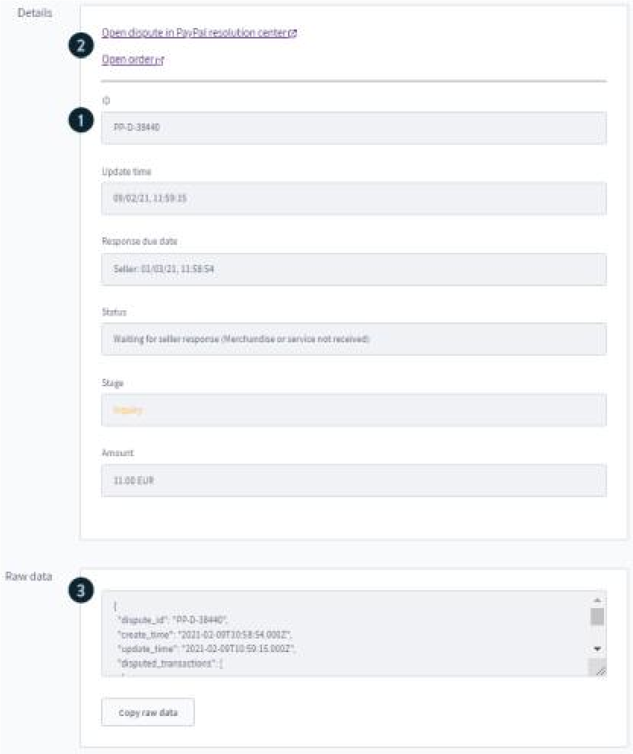
You can find the open cases in your Shopware Admin under Customers > PayPal Disputes.

Overview (1): In the overview, you will find all open PayPal disputes and the most important information. On the one hand, the case ID, which you can use to open the case details. Furthermore, the last update, the due date of the next reply, the current status, the current stage of the conflict, and the amount at stake in the conflict case.
PayPal resolution center (2): This link, next to each conflict, will take you directly to the PayPal resolution center for the case in question.
Refresh (3): With this button, you can refresh the view of the conflicts.
Filter (4): The filter allows you to filter the displayed disputes according to the dispute status and the sales channel.

In order to filter by sales channel, it is necessary to use a separate API for each sales channel.

Case details

You can access the case details through the case ID in the overview. Here you have all the details of the case listed once again.



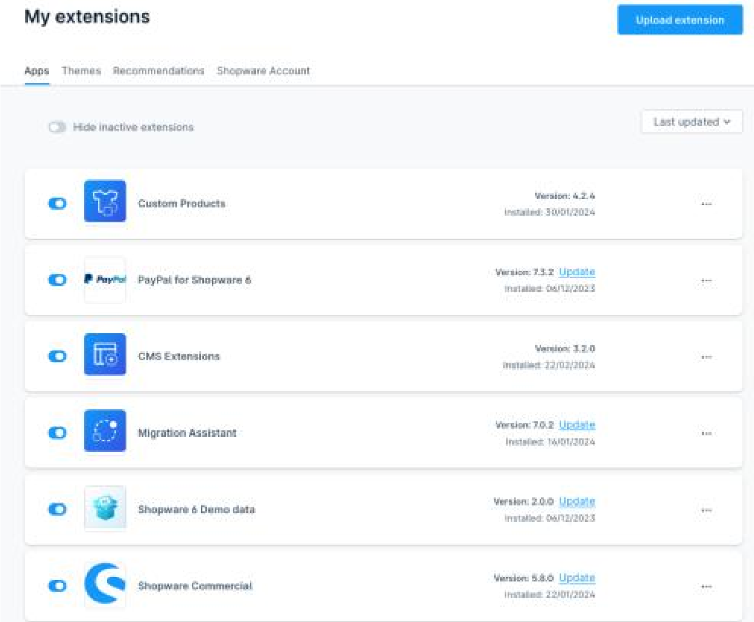
Details (1): Here, you will find all the details of the open case.
Links (2): The links at the top of the page will take you directly to the PayPal resolution center for the case in question, where you can handle the case. On the other hand, you will find a link to the affected order. (This is currently only displayed for orders created using PayPal Express).
Raw data (3): In the raw data field, you will find a JSON string that contains all the information that Shopware has received from PayPal concerning the case.

Failed payments

Failed payments can happen for a variety of reasons. Possible reasons and further information can be found here.

Update

To perform an update for the extension, you go to **Extensions > My Extensions**. In the list, find the PayPal extension, and in the next step, you can click on the **Update** button. The update will then run in the background, and the page will automatically reload.



Alternatively, you can initiate the update via the CLI by entering the following command in the console:

```
php bin/console plugin:update SwagPayPal
```

Troubleshooting

If you performed an update directly via SFTP/FTP, it may cause issues in the admin panel. Shopware 6 might not function correctly due to file movements. Additionally, the extension cannot be updated through the admin panel in this case. If this occurs, the following steps can help rectify the issue. These steps should be followed sequentially:

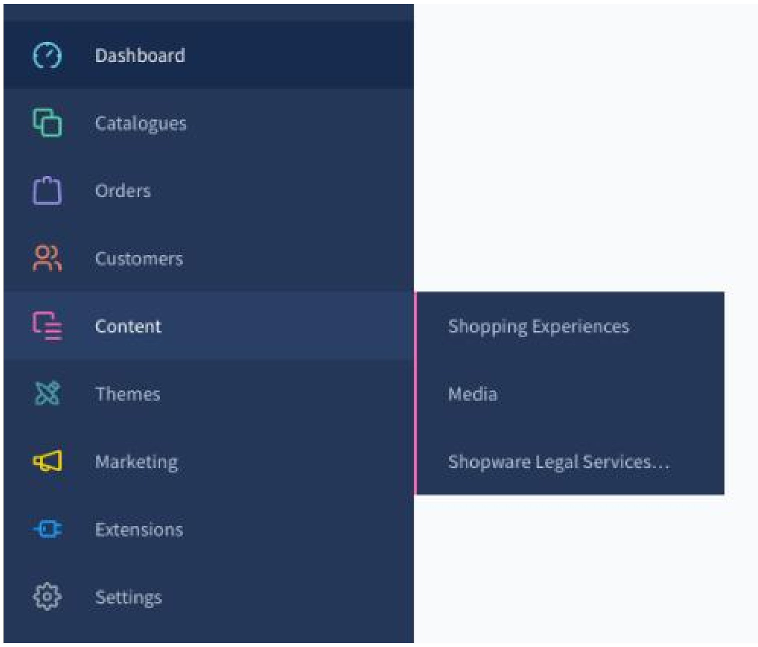
- Reset OPCache (restart php-fpm or the entire server)
- Clear the shop cache (execute php bin/console cache:clear or delete the var/cache folder)
- Update the plugin (run php bin/console plugin:update SwagPayPal or update through the administration)

Shopware Legal Services

With the Shopware Legal Services extension you have the possibility to generate customized legal texts for your store. We work together with our partner Trusted Shops to always provide you with up-to-date, legally compliant and localized texts. Besides automatic updates, Trusted Shops also assumes liability for all generated legal texts.

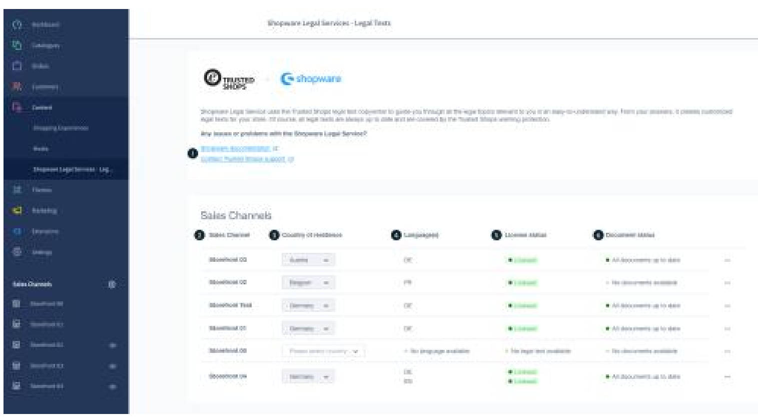
Installation

You can easily install the extension via the store in the administration. Once the app is installed, you can find it under My Extensions.



You can find the extension in your administration under **Content > Shopware Legal Services - Legal Texts**.

Overview



When you open the module, you will first get to an overview where all your sales channels are listed. Further up you will also find links to the **Shopware documentation and to the support of Trusted Shops (1)** to get more information or help.

Sales Channel (2): In this column all sales channels are displayed.
Country of residence (3): For your legal texts, the country of residence is of course decisive. Please note that you cannot change the country of residence after you have created it for the first time.
Languages (4): Here you can see the languages of the legal texts.
License status (5): Here you can see whether the respective sales channel is currently licensed or not.
Document status (6): Shows whether legal texts have been created and whether they are current or need to be updated.

Configuration

Add sales channel

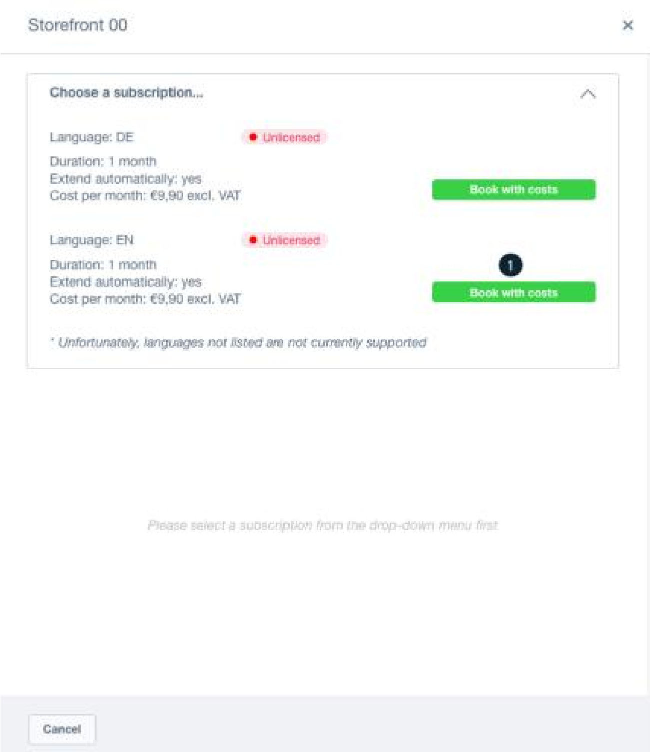
If you want to add legal texts for one of your sales channels, you have to define a country of residence in the first step **(1)**.

Note: After saving, the country cannot be changed anymore.

In the next step you can view the **details (2)** to configure the legal texts. If the field is not clickable, make sure that a domain is assigned to the sales channel.

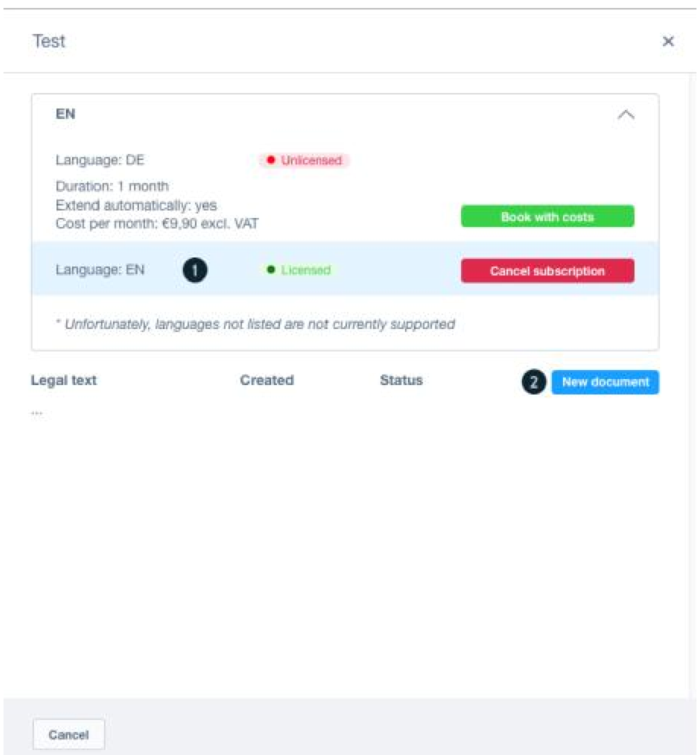
Supported countries and languages:

- Germany (German, English)
- Austria (English, German)
- Switzerland (German)
- Netherlands (Dutch, German)
- Belgium (German, French)



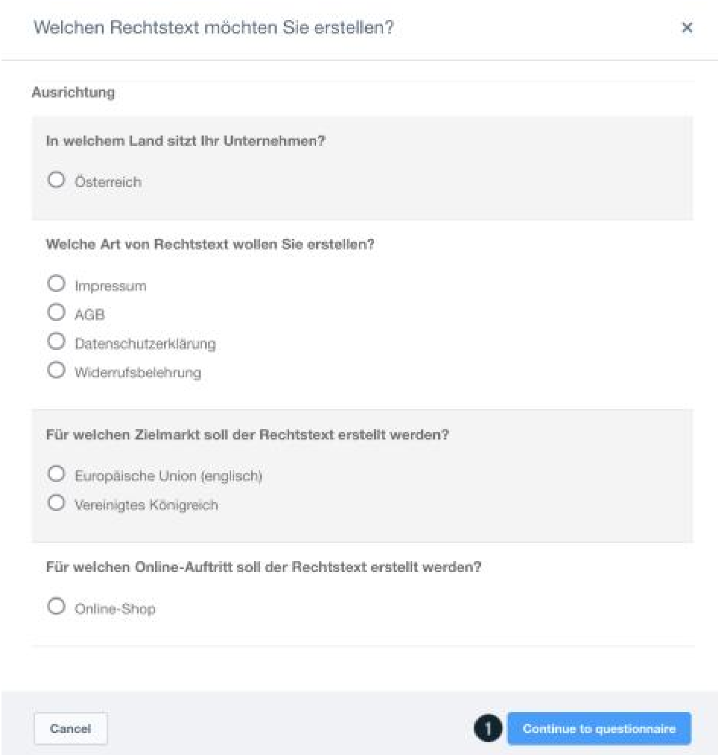
In the next step you will get to the subscription menu. There you will automatically see the languages that are available for your country of residence.
Below you will find information about the duration, automatic renewal and costs.
Select the desired language and click on **Book with costs (1).** After that the subscription is licensed.

Add documents

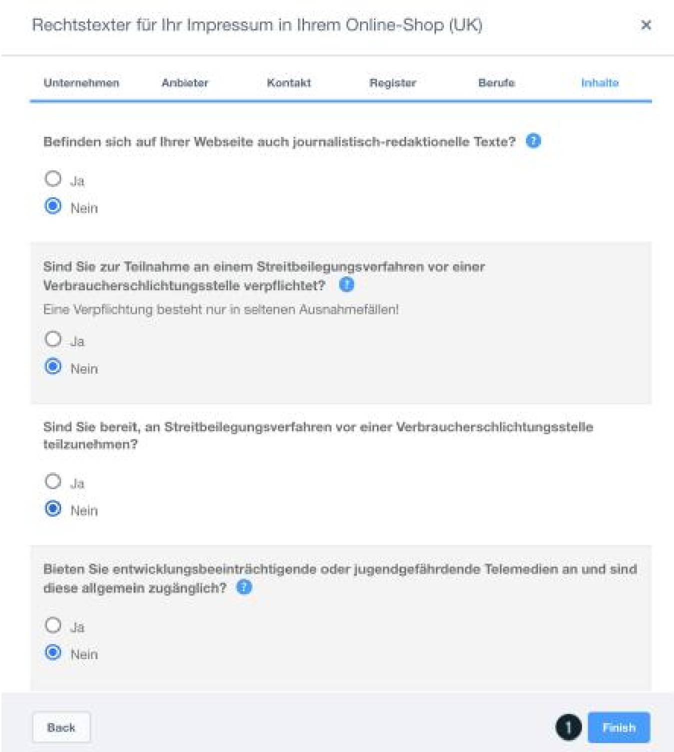


As soon as the subscription of the sales channel is licensed, you can create documents for the legal texts.
Select the previously licensed language **(1)**.
Then you can generate a **new document (2)**.

Before each individual configuration it is necessary to enter some basic information.



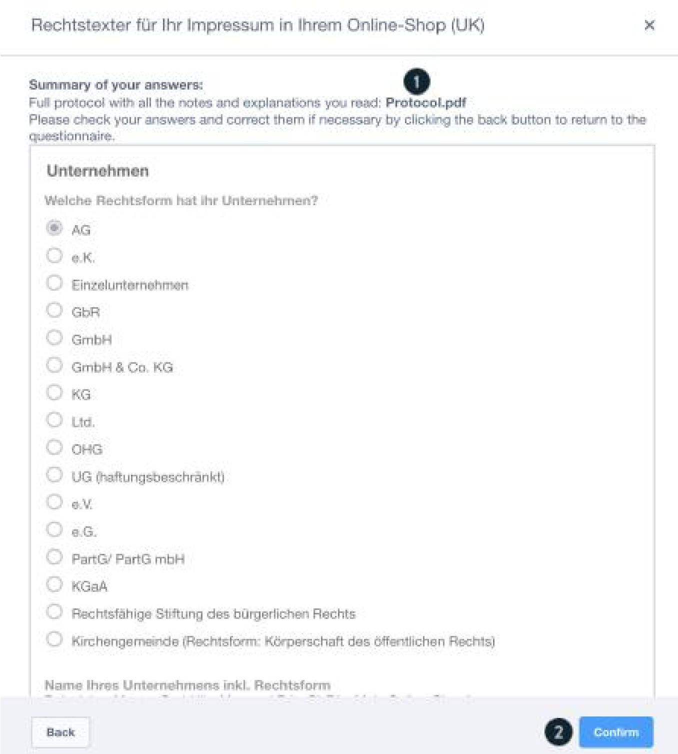
After you have made your selection, you can click on **Continue to questionaire (1)**.
In the question catalog you can now enter all information for an individual legal text.



To save all the information you have entered, click on **Finish (1)**.

Note: The questions are displayed in german if you have set the country of residence to Austria, Germany, Netherland or Switzerland. If you have set Belgium, the questions are french. The final document with the answers is assigned to the subscription language.

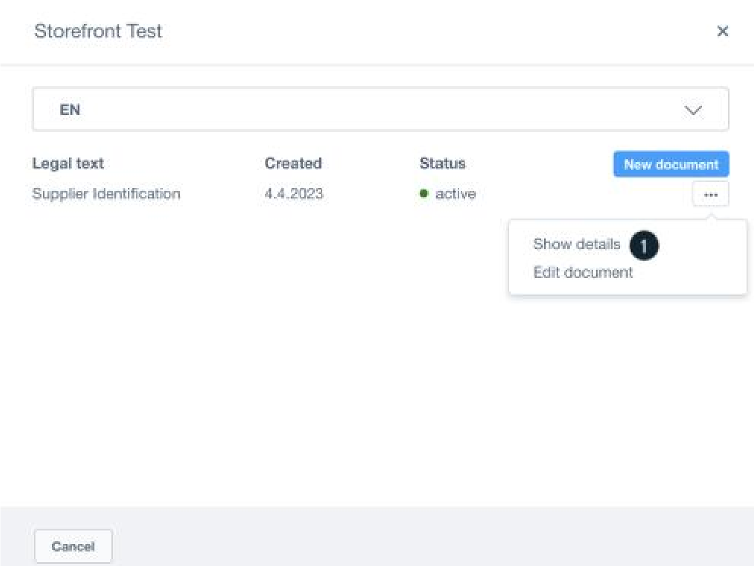
Verify data



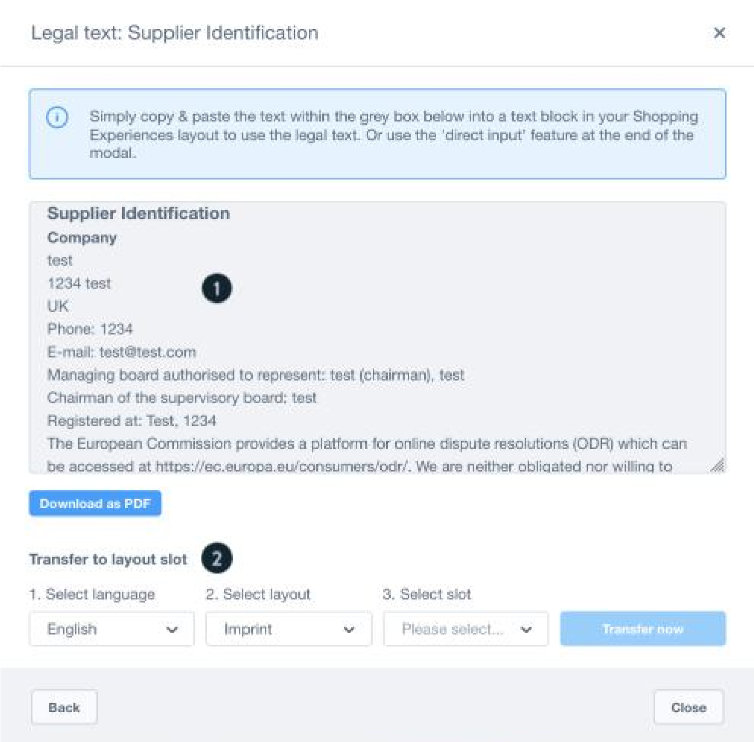
In the last step you get a summary of all answers, so that you can check everything again.
You can also download all answers to the questions as a **protocol in PDF format (1)**.
When you have checked all the information, click on **Confirm (2)** so that the document is generated.

In the overview you will now find the generated legal text as well as all other documents for this language. Note that the document is not yet visible in the storefront.

Transfer document to layout



To display the text in the storefront, click **Show Details (1)**.
In the menu you have basically two options to display the legal text in the storefront:

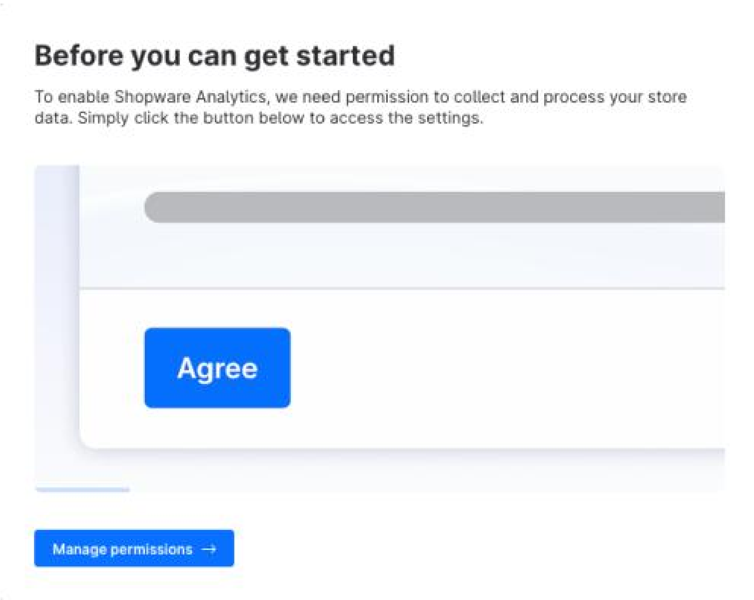


Copy text (1): In the editor window you can simply copy the text and paste it into a layout of your shopping experience.
Transfer (2): You can transfer the right text into an existing layout. First select the language, then the layout and the slot. Complete the assignment by clicking Transfer now. To check the successful transfer, you can navigate to your Shopping Experiences (**Content > Shopping Experiences**) and select the appropriate layout, in this case Imprint.

Shopware Analytics

To utilize the Shopware Analytics extension, it is necessary to share your data. By providing us with your data, you assist us in enhancing our platform and developing new features and services. This enables us to actively improve our services using advanced technologies such as machine learning and specialised pattern recognition. The analysis of this data propels the continuous development of our product and promotes data-driven services for business success.

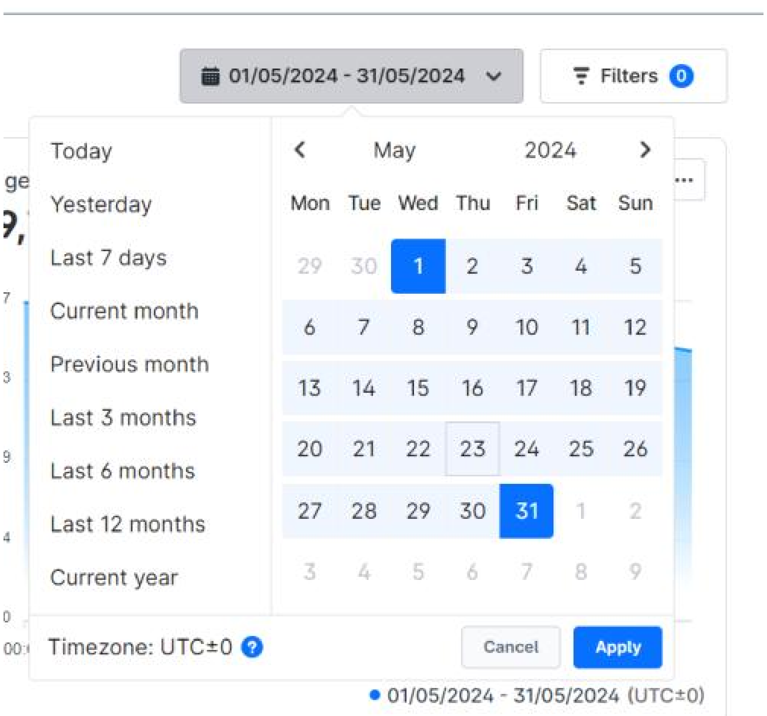
The **Shopware Analytics** extension expands the analysis options of your shop. Once you have installed the extension, you will find the new analyses in the **Dashboard > Statistics** menu.



To use this service, it is necessary that you to grant Shopware access to your data so that we can analyse orders, customers, payments, etc.

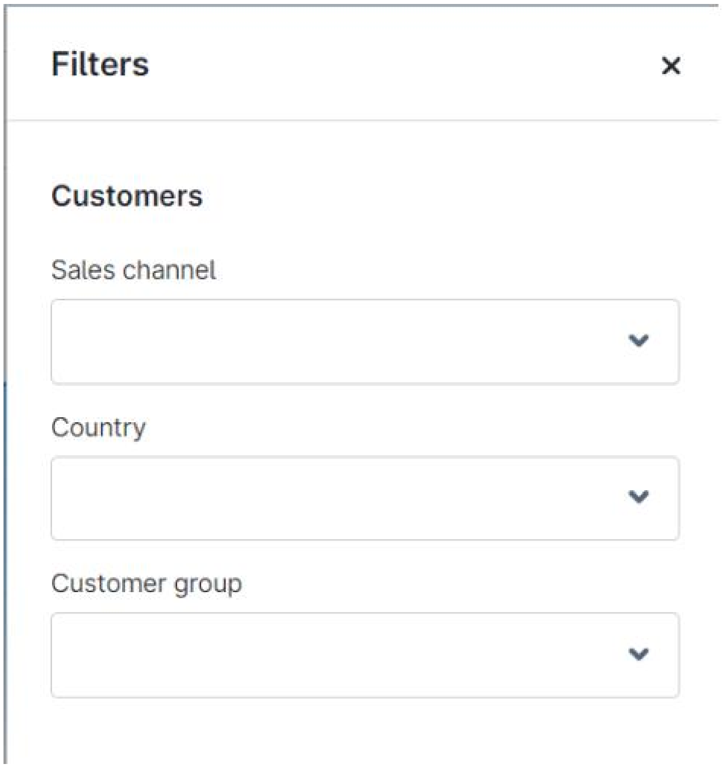
The data is currently being calculated on your system. Therefore, be aware that large amounts of data can have an impact on system performance.

In the top right-hand corner, you can select the **time period (1)** you would like to analyse.



There are fixed selection options such as yesterday, the last 6 months, the current year or you can specify a time period that you would like to view.

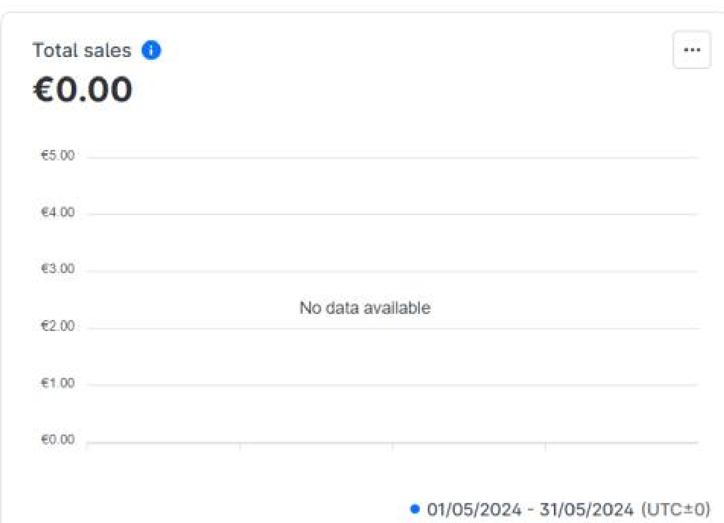
You can also specify further filter conditions under **Filter (2)**.



You can restrict the selection of data for the statistics to specific sales channels, countries or customer groups.

Total sales

This statistic shows you the total value of your orders for the evaluation period.



The report uses gross sales with status paid but without any fees or deductions .

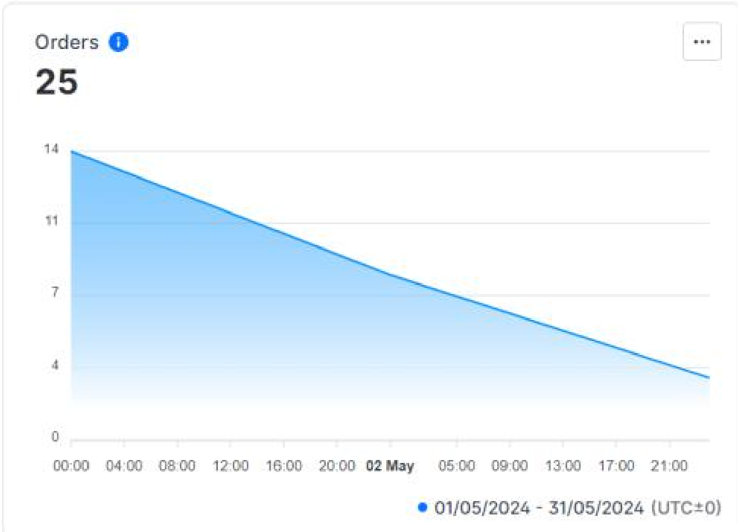
Hover the mouse pointer over the **info button** to obtain additional information on this report.

Via the context menu **...** this action is available to you:

- **Export as CSV** - Download the evaluation data as a comma-separated file (CSV), which you can use in a spreadsheet, for example.

Orders

In this analysis you can see the development of the number of orders. For example, you can see when the most orders are placed in your shop. The Y-axis shows you the number of orders, the X-axis gives you information about the time frame.



Hover the mouse pointer over the **info button** to obtain additional information on this report.

Via the context menu **...** this action is available to you:

- **Export as CSV** - Download the evaluation data as a comma-separated file (CSV), which you can use in a spreadsheet, for example.

Average order value

The analysis periodically determines the average order value of all orders received during this period. The Y-axis shows you the average order value in your currency, while the X-axis gives you information for the time frame.

Displays the quotient of gross sales divided by the total count of orders. Discounts, fees, and shipping cost are not taken into account.

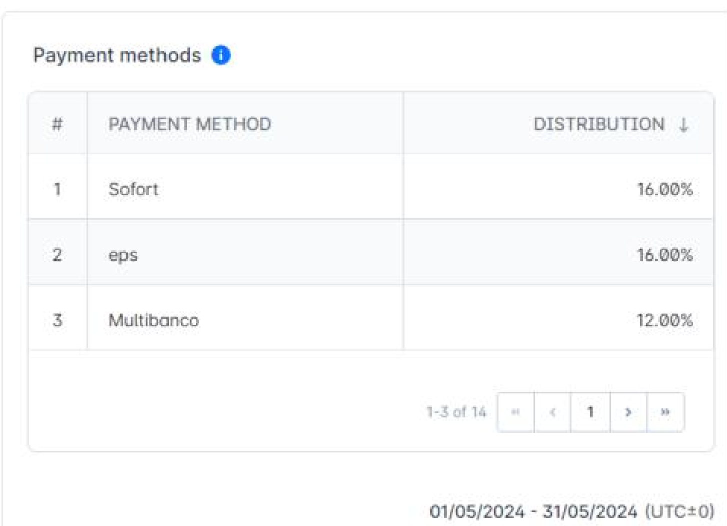
Hover the mouse pointer over the **info button** to obtain additional information on this report.

Via the context menu **...** this action is available to you:

- **Export as CSV** - Download the evaluation data as a comma-separated file (CSV), which you can use in a spreadsheet, for example.

Payment methods

In this report, you can see which payment methods are used in your shop and in what proportion.



Hover the mouse pointer over the **info button** to obtain additional information on this report.

Customers

Track the development of the total number of your customers with this report. The Y-axis shows you the total number of customers, while the X-axis gives you information for the time frame.

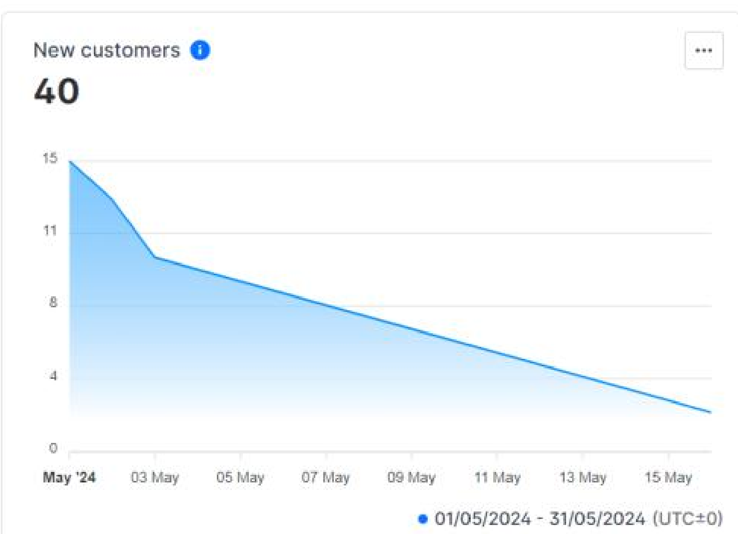
Hover the mouse pointer over the **info button** to obtain additional information on this report.

Via the context menu **...** this action is available to you:

- **Export as CSV** - Download the evaluation data as a comma-separated file (CSV), which you can use in a spreadsheet, for example.

New Customers

Use this analysis to find out which customer growth you had on which day in absolute figures. The Y-axis displays the total number of new customers, while the X-axis gives you information for the time frame.



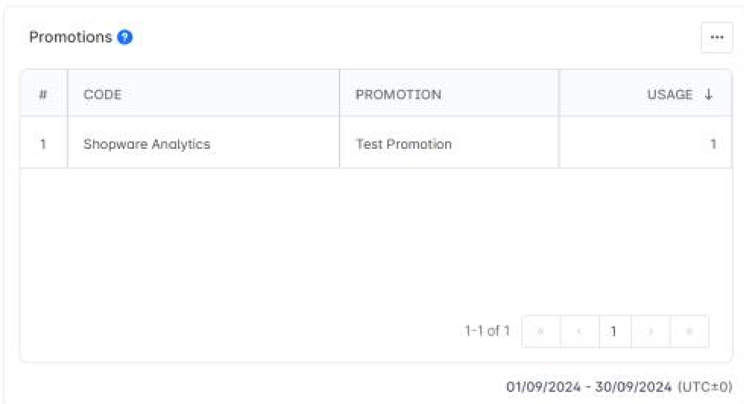
Hover the mouse pointer over the **info button** to obtain additional information on this report.

Via the context menu **...** this action is available to you:

- **Export as CSV** - Download the evaluation data as a comma-separated file (CSV), which you can use in a spreadsheet, for example.

Discounts and promotions

This evaluation shows you how your promotions and discounts were used by customers and how often they were activated.



Hover the mouse pointer over the **info button** to obtain additional information on this report.

Via the context menu **...** this action is available to you:

- **Export as CSV** - Download the evaluation data as a comma-separated file (CSV), which you can use in a spreadsheet, for example

Sales by manufacturer

This analysis shows you exactly how many products were sold per manufacturer.

Hover the mouse pointer over the **info button** to obtain additional information on this report.

Via the context menu **...** this action is available to you:

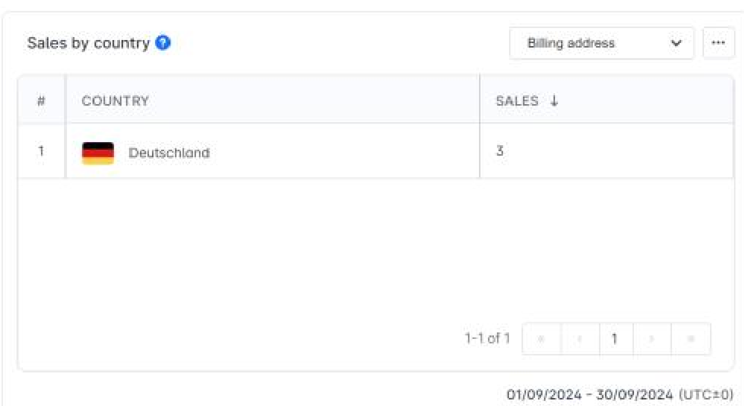
- **Export as CSV** - Download the evaluation data as a comma-separated file (CSV), which you can use in a spreadsheet, for example.

Icons in tables

With version 1.1.0, the function has also been added that you can now display the icons/logos of, for example, the shipping method, the payment method or many more in the tabular evaluations.

Sales by country

In this analysis you can see to which countries you have sold your products. You can switch between the billing address and the delivery address at the top right.



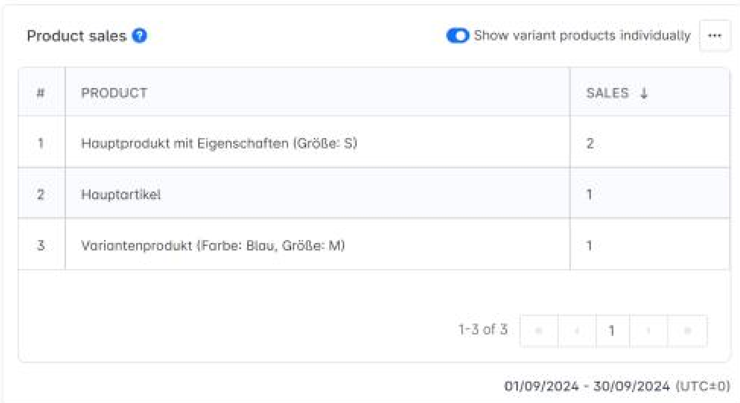
Hover the mouse pointer over the **info button** to obtain additional information on this report.

Via the context menu **...** this action is available to you:

- **Export as CSV** - Download the evaluation data as a comma-separated file (CSV), which you can use in a spreadsheet, for example.

Product sales

With the help of this analysis, you can easily see which products have been sold in your store and how often. You also have the option of displaying all variant products individually or running them under the main product. You can change this using the button at the top right.



Hover the mouse pointer over the **info button** to obtain additional information on this report.

Via the context menu **...** this action is available to you:

- **Export as CSV** - Download the evaluation data as a comma-separated file (CSV), which you can use in a spreadsheet, for example.

Shopware Commercial

Why do I need Shopware Commercial?

The Shopware Commercial extension is required for you to use the functions and features included in your plan (Shopware Rise, Evolve or Beyond). Once you activate the extension, your booked plan will be matched and all available features will be unlocked and provided to you. You can find an overview of the individual functions of the plans here.

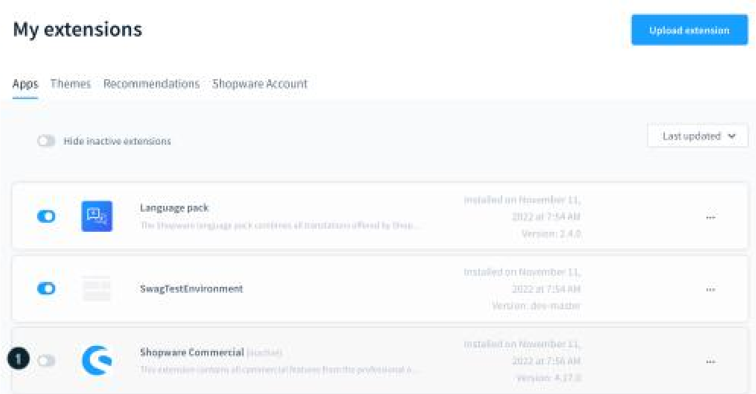
Also, future features and innovations will be integrated into your system exclusively via Shopware Commercial, so you don't have to perform separate updates or changes.

Where can I find the extension?

You can find the extension under **Extensions > My Extensions**. If you use Shopware in the cloud, the extension is already pre-installed. Pre-installed apps are not displayed under My Extensions, but they are available to you.
In the self-hosted variant, you have to install the extension yourself before you can use it.

How do I install the extension?

As already mentioned, you don't need to do anything else if you use Shopware in the cloud. In self-hosted installations you will find the app under **Extensions > My Extensions > Shopware Commercial.**



There you can install the extension - if you haven't already done so - and activate it **(1)**.

As mentioned above, the extension must be installed manually if you use Shopware in the **Self-hosted** variant.

The installation is basically the same as for all other extensions. To do this, go to the **Extensions > Store** section in your administration and search for *Shopware Commercial* and add the extension. You can find more information about this process in the article Adding an extension.

Overview of features per plan

With the Commercial extension, you can activate the features that are available for your plan. The list below shows all the features that are played without an additional extension. If you would like a complete list of all features, you can find it here.

Features / Plans	Shopware Rise	Shopware Evolve	Shopware Beyond
AI Copilot			

AI Copilot | content for Shopping Experiences	X	X	X
AI Copilot | customer classification	X	X	X
AI Copilot | export assistant	X	X	X
AI Copilot | image keyword assistant	X	X	X
AI Copilot | review summary	X	X	X
AI Copilot | custom checkout message	X	X	X
AI Copilot | product properties	X	X	X
AI Copilot | translation for reviews	X	X	X
AI Copilot | product description	X	X	X
AI Copilot | Search by context	X	X	X
Workflow & Automation			
Rule Builder | preview	X	X	X
Flow Builder | share flows	X	X	X
Flow Builder | webhook actions		X	X
Flow Builder | delayed actions			X

Content Management & Design			
3D Viewer Block in Shopping Experiences	X	X	X
Inventory & Order management			
Returns management	X	X	X
Multi-inventory			X
Subscription			X
B2B capabilities			
Enhanced roles and permissions management		X	X
Quote management		X	X
Sales Agent		X	X
Approval processes		X	X
Quick ordering		X	X
Order list		X	X
Customer-specific pricing			X
Customer experience & Marketing			

Advanced Search 2.0		X	X

CLI commands of the extension

With the installation and activation of the plugin additional CLI commands are available, you can find the list here.

Shopware Publisher

The Shopware Publisher is available to you as an extension from the Shopware Evolve plan.

Shopware Publisher allows you to create drafts of an existing layout and editing existing shopping experiences without changing the live version of a layout. An activity feed shows you who has already worked on the layouts and a preview allows you to view unpublished layouts in the storefront.

Installation

As part of the Shopare Evolve plan, the Shopware Publisher is available to you as an extension.
You can download and install the extension under **Extensions > My extensions**.
If you have logged in to the *Shopware Account* tab with your account, the extension is available to you under the *Apps* tab. There you can install Shopware Publisher and then activate it.

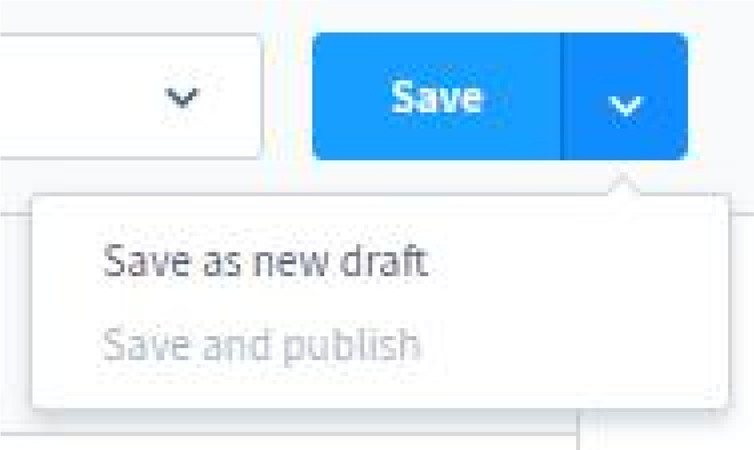
You can find more information about the My Extensions section here.

Drafts

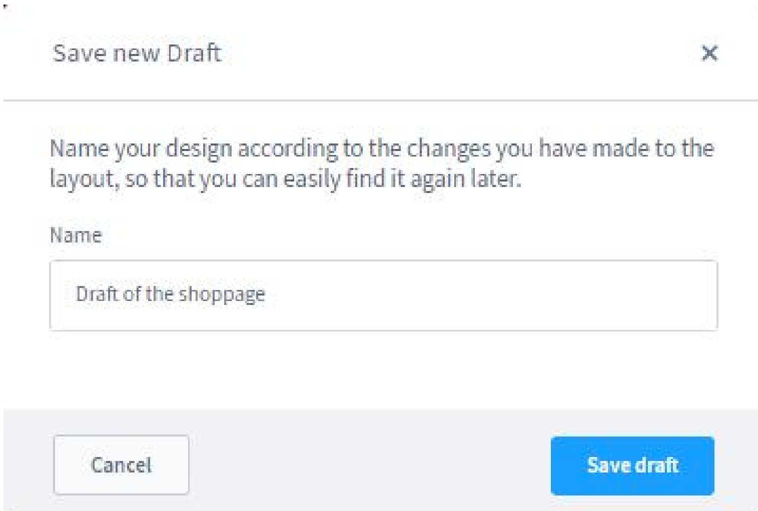
With Shopware Publisher, you have the option of creating multiple versions of one and the same shopping experience without changing the current live version of the shopping experience.

Create a new draft layout

The Save button has been extended with a new button with an arrow, which makes it possible to save the current layout as a draft, so that the saved contents are not directly live.



Click on **save** to save the current layout in the live version. To create a new version of an already existing layout, first make changes to the current layout as usual without simply saving them by clicking on **save**. Instead, click on the button with the arrow next to the Save button and select **save as new draft**.



Then give the draft a meaningful name and save it using the **save draft** button.

Edit and save the draft.

When editing a draft, some buttons work differently compared to when you are working on the live layout.

Draft Badge (1): you will recognise that you are in a draft by the draft badge in the upper left corner.
User abbreviation (2): The user abbreviation at the top right tells you which user has last worked on this design.
Preview (3): This button opens a new tab showing the current draft as a preview in the frontend. This gives you the ability to view the draft in the frontend without having to switch it live.
Save (4): Unlike when you are working on the live layout, you save the design here using the save button.

Doing so does not switch the layout to live.
Save and publish (5): Click on the arrow to the right of the Save button to select save and publish. This overwrites the current live layout and saves this design.

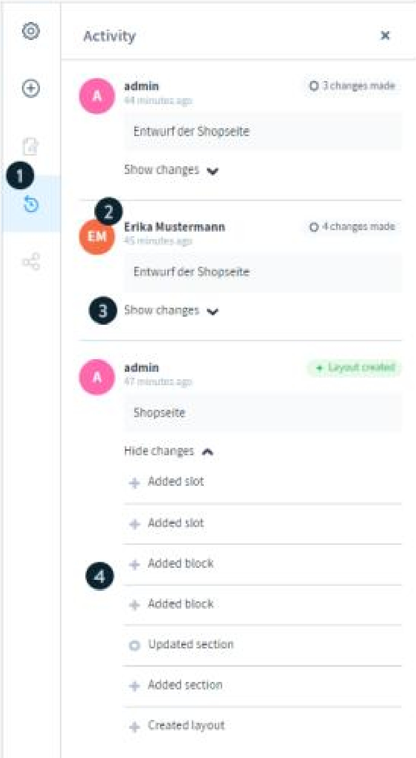
Drafts in the overview

In the overview, the additional draft is displayed within the tile of the layout.

Live layout (1): In the overview, if you click on the middle rectangle in the tile, you will go to the editor for the layout that is currently being used live.
Draft (2): In the upper left corner of each layout tile there is a badge indicating how many drafts there are next to the live layout. Click on the badge to open one of the drafts instead of the Live Layout.
Changes (3): The bottom right corner shows how many other users made changes to this layout.

Activity

On the right-hand side, above the layout assignment, you will find the menu item **Activity (1)**, that shows you which user has made which changes to the current layout or to the draft.



Every change to the layout is listed here. It is indicated **when and by whom (2)** the change was made and what exactly was changed. The changes are displayed regardless of whether you are in the live layout or in a draft.
If you click on the drop-down menu **show changes (3)** under each adjustment and move the mouse over a **change (4)**, it will be highlighted in the layout. This gives you a quick overview of which changes have been made most recently.

Social Shopping - Instagram, Pinterest & Facebook

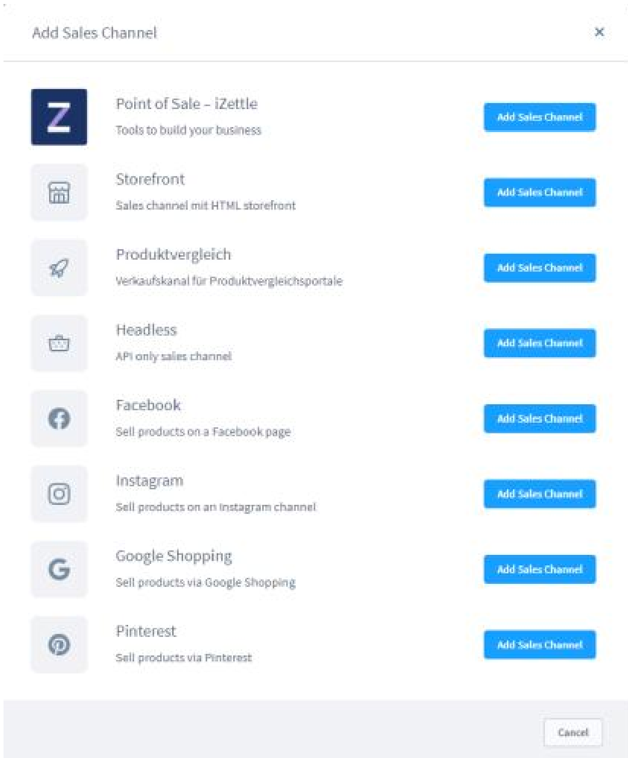
Installation

Social Shopping is an extension that is part of the Shopware Rise plan.

If at least the Shopware Rise plan is stored for the store domain in the Shopware account, you can download and install it under **Extensions > My Extensions**.
The prerequisite is that you are logged in with your account in the Shopware Account tab.
After the extension has been installed, you can activate it via the button on the left side.

General Information

The extension provides additional sales channels that allow easy integration into the well-known social media services. In most cases this is done through an export feed, which is integrated into the respective platform



If you want to disable Social Shopping, it is necessary to delete the sales channels created with Social Shopping beforehand.

In the customer and order areas of the administration, the column "Referral" is added to the entries for customers and orders. This tells you where the customers or orders come from if they were placed via a social shopping sales channel. For this, however, the referral code must be included in the individual templates. Information on this can be found in the various template areas.

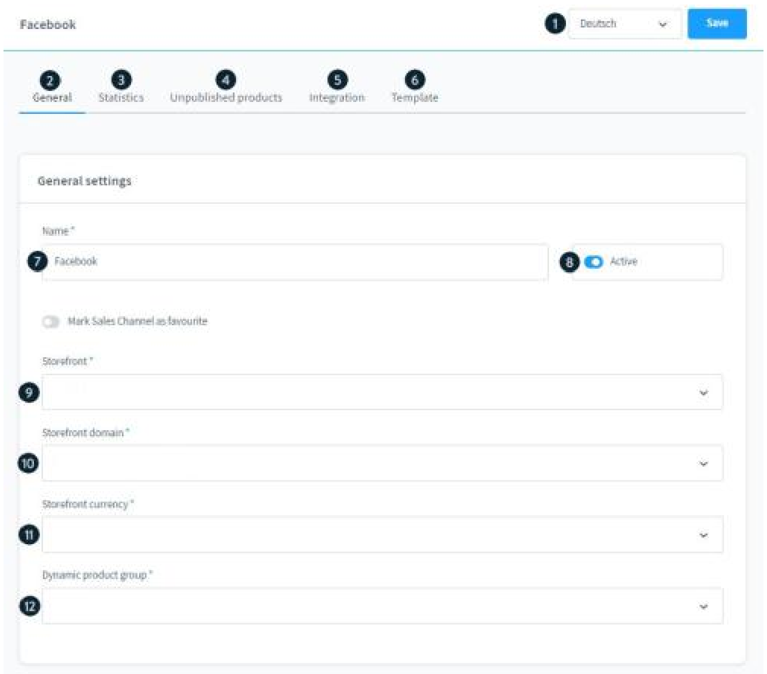
Facebook

The "Facebook" sales channel provides the data required for export to Facebook in an XML feed.

Configuration

Language selection (1): Here you define for which language you want to setup the configuration. It is not necessary to maintain the settings in each language, because these settings are always inherited from the main language, if no own settings are made in a language. However, it may be useful to select the respective storefront sales channel domain for each language, for example, to direct customers to the appropriate language.

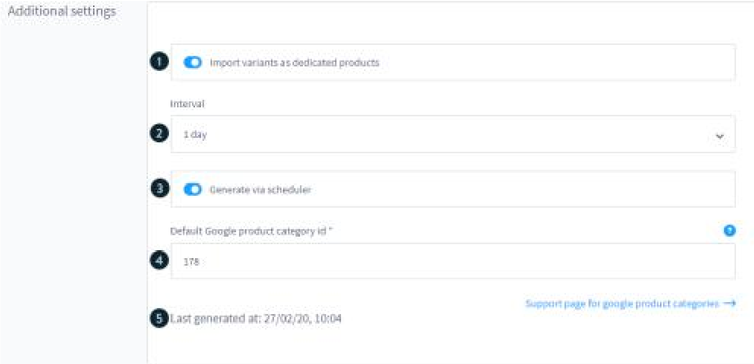
In the tab General (2) you can configure the export feed generated later. The tabs **Statistics (3), Unpublished Products (4), Intergration (5)** and **Template (6)** will only be displayed after the basic configuration has been completed and the settings have been saved.



General

- **Name (7):** Enter a name for the sales channel here. This is used, for example, in the sales channel overview in the menu on the left side.
- **Active (8):** Activate the generation of the feed. If the feed is not active, no further generation takes place and it cannot be accessed through the URL.
- **Storefront sales channel (9):** Select here which storefront should be used for the integration. This storefront will be used to display or purchase the articles through Facebook.
- **Storefront sales channel domain (10):** Based on the selected storefront sales channel you can choose the domain to be used. This is especially important if the storefront is accessible through different domains or if different languages are used.
- **Currency (11):** Here you define the currency in which the products should be displayed. You can choose from the currencies that are available in the assigned storefront sales channel.
- **Dynamic product group (12):** By assigning a dynamic product group, you define which products should be exported to the feed for Facebook. To learn how to create a dynamic product group, please refer to the appropriate documentation.

Additional settings



- **Import variants as own products (1):** With this setting you can determine whether each variant of variant products is transferred to Facebook as an independent product. Alternatively, a collective product is used, in which the general product information is listed. However, information on the individual variants is not included.
- **Generation interval (2):** Use this setting to define how often the feed should be regenerated for export. If you select "Live", the feed is generated each time it is called up. For production systems, we recommend that you do this using the scheduler. More information about the scheduler you can find here.
- **Generate by Scheduler (3):** This option allows you to have the feed generated via the Message Queue System with a scheduled task. Please note that the feed will only be generated when the generation interval has expired. To learn how to set up Scheduled Tasks, see the Scheduled Tasks article.
- **Default Google Product Category ID (4):** The Google Product Category ID determines the category in which the products will be included on Facebook. Please note that only purely numeric values can be used here. You can find more information on this on the Google help page, which is also linked in the admin section at the appropriate place**.**
- **Time of last generation (5):** Here you can see when the export feed was last generated. This also allows you to see if the generation by the scheduler is executed correctly.

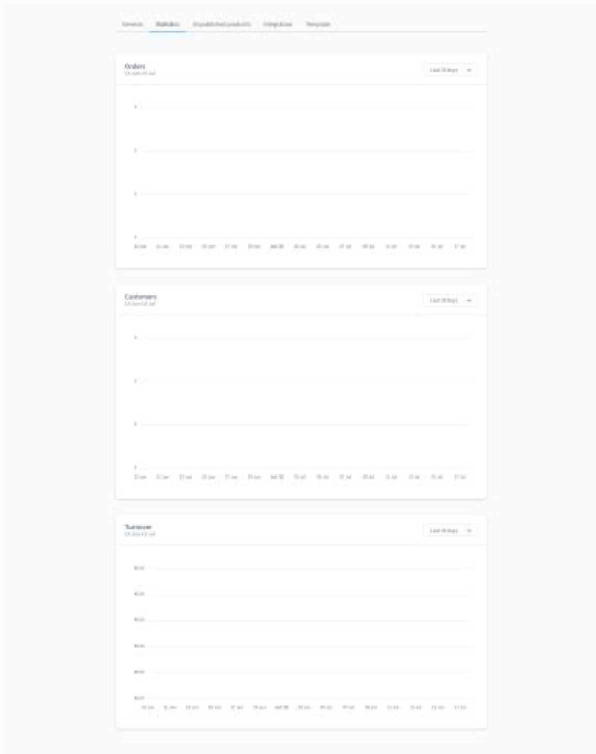
Options

Please note that the item **options** only becomes available after the sales channel has been created (saved initially).

- **Delete sales channel (1):** Here you can delete the sales channel within Shopware. It may be necessary to make additional adjustments to Facebook.

Statistics

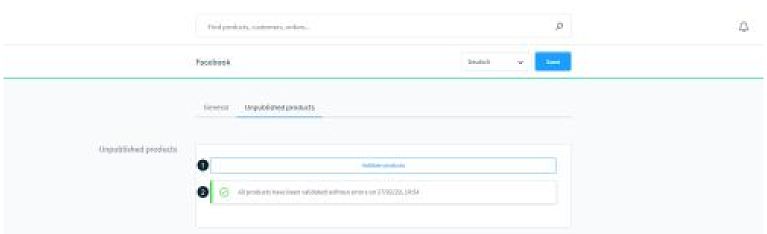
With the statistics, you can view various key figures of your orders via Facebook. These are divided into orders, customers and turnover. Each statistic can be limited to different time periods, such as the last 24 hours or the last 30 days, via an option in the upper right corner.



Without the respective variable for the referral code in the template, the statistics cannot be calculated. You can find more information on this in the template section.

Unpublished products

Please note that the **unpublished products** tab is only available after you have set up and saved the general configuration.

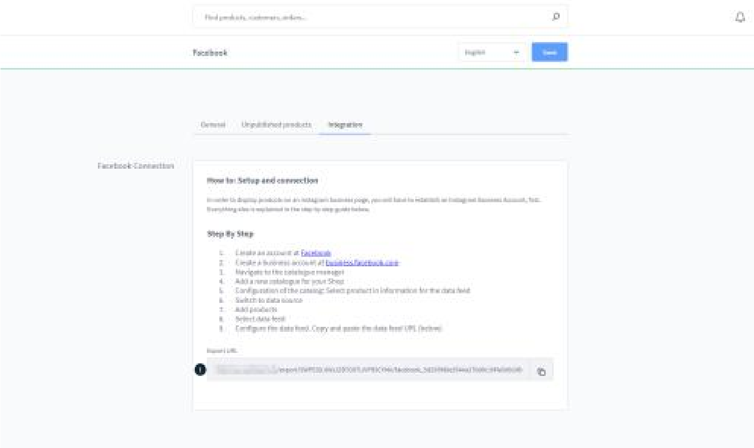


- **Validate products (1):** You can validate products at this point.
- **Result of the validation (2):** After the validation has been carried out, you can see here whether the products are transferd complete. If the validation should determine that products are not valid, the corresponding products are listed here. In this case you should then check whether any data is missing or whether the existing data is invalid (e.g. due to characters that cannot be displayed correctly).

Integration

Shopware itself provides you with the data required for integration into Facebook in an export feed. The integration with Facebook is done directly in your Facebook settings.

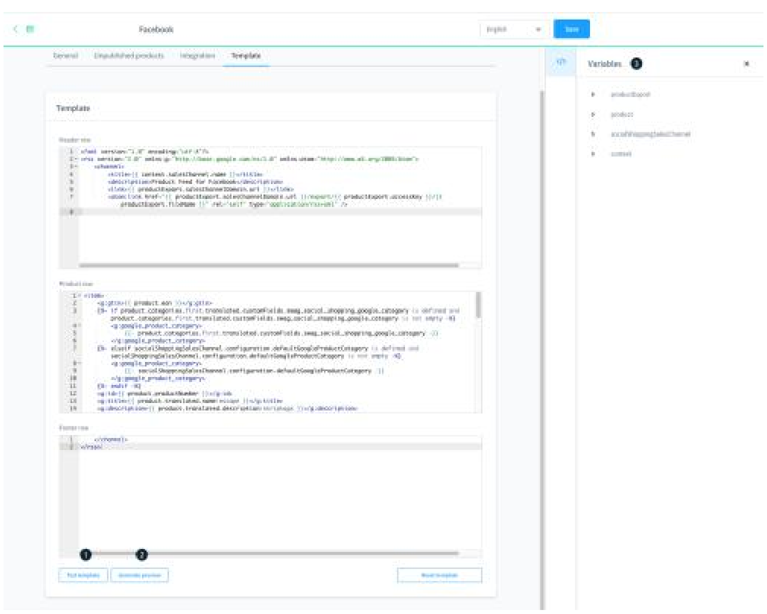
Please note that the **Integration** tab is only available after you have set up and saved the general configuration.



Export-URL (1): The generated feed can be accessed under the export URL and can be queried from Facebook.

You can find more information in the Facebook documentation.
General information about the shop on Facebook
https://de-de.facebook.com/business/help/238403573454149?id=206236483305742
Information on catalog management
https://www.facebook.com/business/help/125074381480892?id=725943027795860
and
https://www.facebook.com/business/learn/lessons/manage-inventory-with-catalogs

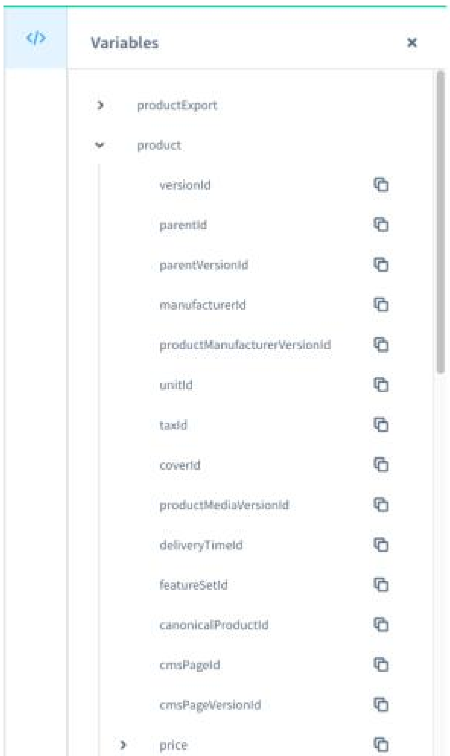
Template



The template determines the structure of the product export file. The template is divided into a header line, a product line and a footer line.
If you use a template in the General tab, usually no adjustments are necessary here. The correct document templates for the respective comparison portals are already included in the templates.
The **Test template (1)** button checks whether there are any syntax errors in the template. With **Generate preview (2)** you can directly view the content of the created export file.

More information about the templates you can find here.

Under **Variables (3)** you can see which data you can use for the template.



With a click on the arrow, you can see a dropdown with all available variables. There you can copy the variable you want to the clipboard by clicking on the copy symbol again.

Referral-Code

In order for the statistics to be calculated, the Facebook sales channel template must contain the following variable:

```
{{ socialShoppingSalesChannel.salesChannelId }}
```

This variable is automatically added to the standard template for new social shopping installations or updates. However, if you have previously adapted the template yourself, you must manually add this variable once and thereby extend the variable to the SEO URL, so that the following line is then created:

```
<g:link>{{ seoUrl('frontend.detail.page', {'productId': product.id}) }}?referralCode={{ social
```

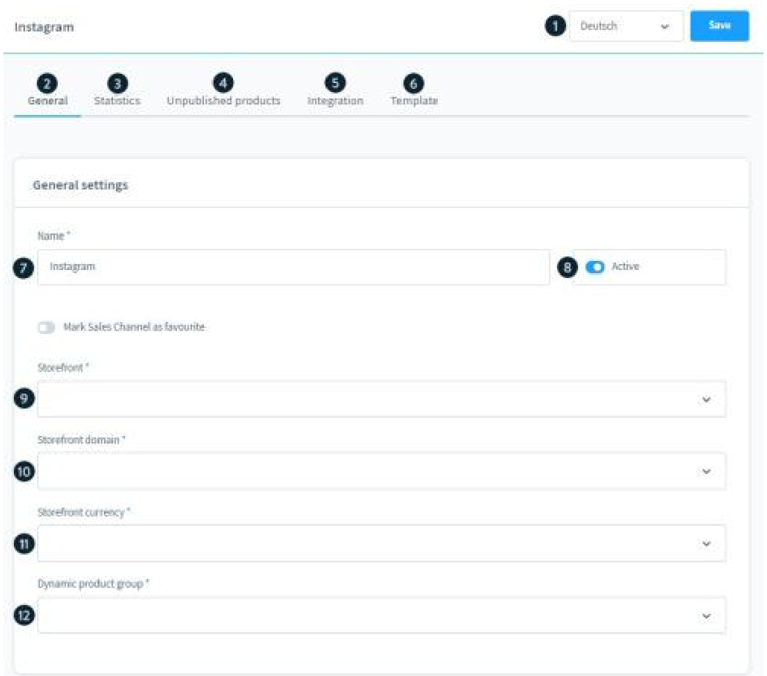
Instagram

The Instagram sales channel provides an XML feed that contains all information relevant to Instagram.

Configuration

Language selection (1): Here you select for which language you want to hear the configuration. It is not necessary to maintain the settings in each language, because these settings are always inherited from the main language, if no own settings are made in a language. However, it may be useful to select the respective storefront sales channel domain for each language, for example, to direct customers to the appropriate language.

In the tab **General (2)** you configure the export feed generated later. The tabs **Statistics (3), Unpublished products (4), Integration (5)** and **Template (6)** will only be displayed after the basic configuration has been made and the settings have been saved.



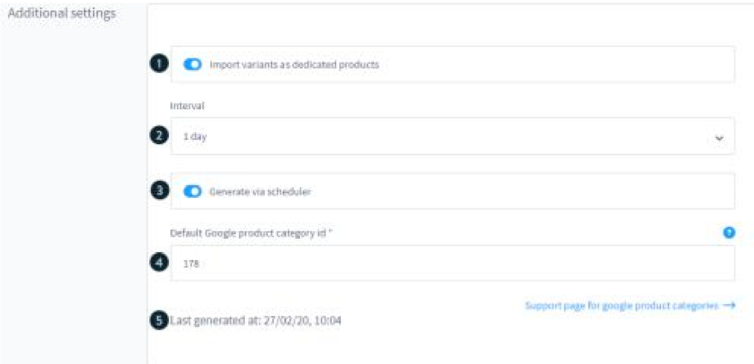
General

- **Name (7):** Enter a name for the sales channel here. This is used, for example, in the sales channel overview in the menu on the left side.
- **Active (8):** Activate the generation of the feed. If the feed is not active, no further generation takes place and it cannot be accessed through the URL.
- **Storefront sales channel (9):** Select here which storefront should be used for the integration. This storefront will be used to display or purchase the articles throughInstagram
- **Storefront sales channel domain (10):** Based on the selected storefront sales channel you can choose the domain to be used. This is especially important if the storefront is accessible through

different domains or if different languages are used.

- **Currency (11):** Here you define the currency in which the products should be displayed. You can choose from the currencies that are available in the assigned storefront sales channel.
- **Dynamic product group (12):** By assigning a dynamic product group, you define which products should be exported to the feed for Instagram. To learn how to create a dynamic product group, please refer to the appropriate documentation.

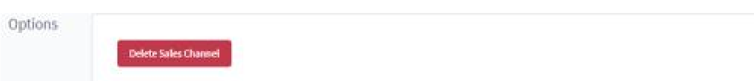
Additional settings



- **Import variants as own products (1):** With this setting you can determine whether each variant of variant products is transferred to Instagram as an independent product. Alternatively, a collective product is used, in which the general product information is listed. However, information on the individual variants is not included.
- **Generation interval (2):** Use this setting to define how often the feed should be regenerated for export. If you select "Live", the feed is generated each time it is called up. For production systems, we recommend that you do this using the scheduler. More information about the scheduler you can find here.
- **Generate by Scheduler (3):** This option allows you to generate the feed by cronjob at a certain time. Please note that the feed is only generated when the generation interval has expired.
- **Default Google Product Category ID (4):** The Google Product Category ID determines the category in which the products will be included on Instagram. Please note that only purely numeric values can be used here. You can find more information on this on the Google help page, which is also linked in the admin section at the appropriate place**.**
- **Time of last generation (5):** Here you can see when the export feed was last generated. This also allows you to see if the generation by the scheduler is executed correctly.

Options

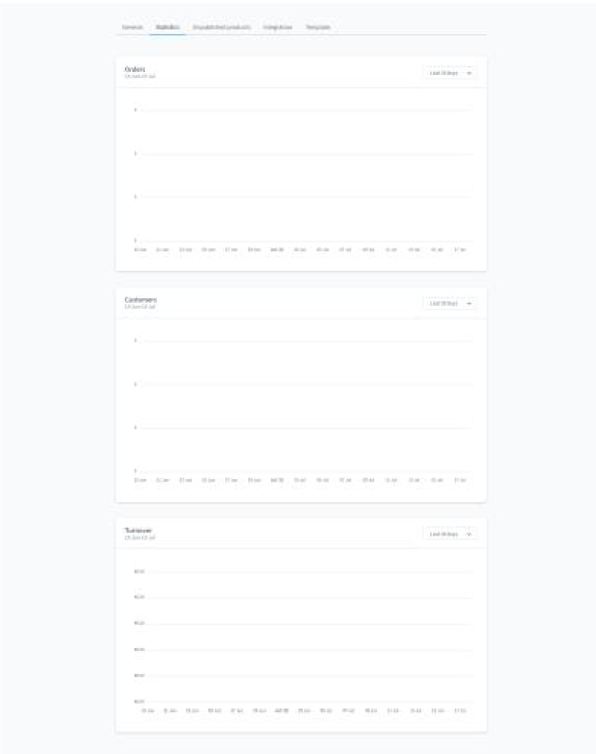
Please note that the item **options** only becomes available after the sales channel has been created (saved initially).



- **Delete sales channel (1):** Here you can delete the sales channel within Shopware. It may be necessary to make additional adjustments to Facebook.

Statistics

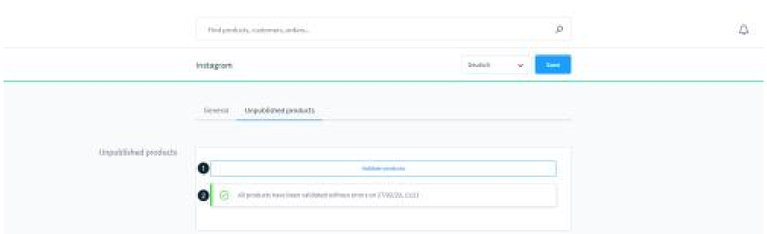
With the statistics, you can view various key figures of your orders via Instagram. These are divided into orders, customers and turnover. Each statistic can be limited to different time periods, such as the last 24 hours or the last 30 days, via an option in the upper right corner.



Without the respective variable for the referral code in the template, the statistics cannot be calculated. You can find more information on this in the template section.

Unpublished products

Please note that the **unpublished products** tab is only available after you have set up and saved the general configuration.



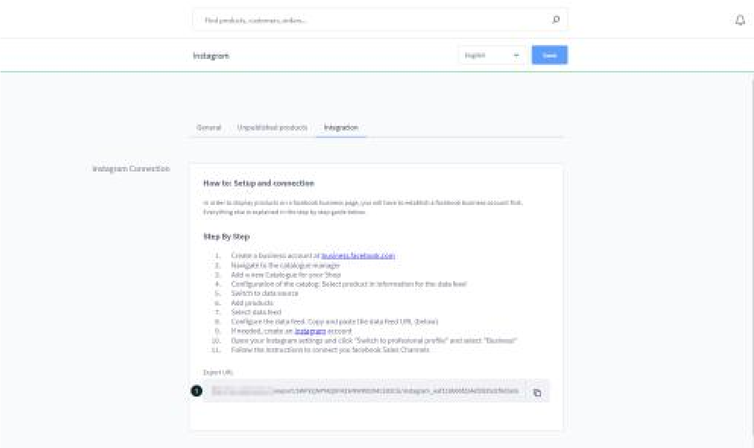
- **Validate products (1):** You can validate products at this point.
-

Result of the validation (2): After the validation has been carried out, you can see here whether the products are transferd complete. If the validation should determine that products are not valid, the corresponding products are listed here. In this case you should then check whether any data is missing or whether the existing data is invalid (e.g. due to characters that cannot be displayed correctly).

Integration

In order to integrate the products exported through the feed with Instagram, it is necessary, among other things, to link the Instagram profile to your own Facebook account.

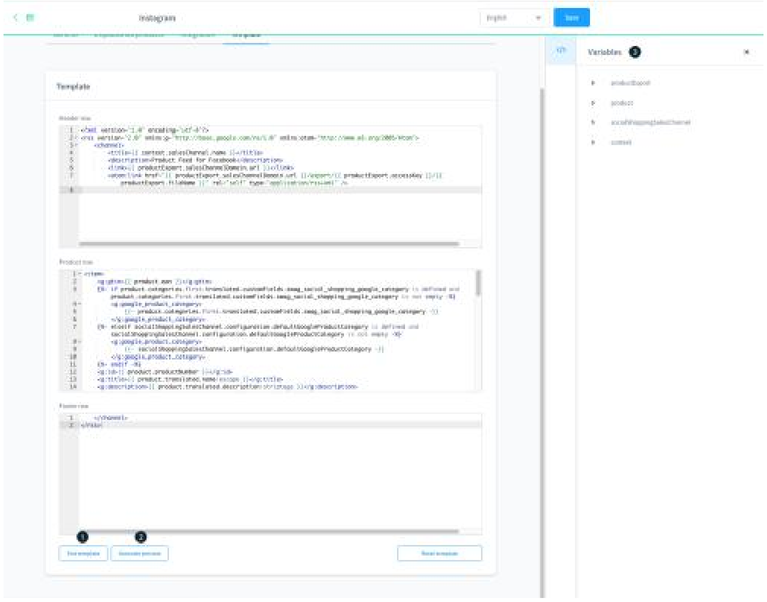
Please note that the **integration** tab is only available after you have set up and saved the general configuration.



- **Export-URL (1):** Under the export URL, the generated feed is accessible and can be queried by Instagram.

For details on this and how to integrate the data, please refer to the documentation on the Instagram https://business.instagram.com/tag-in

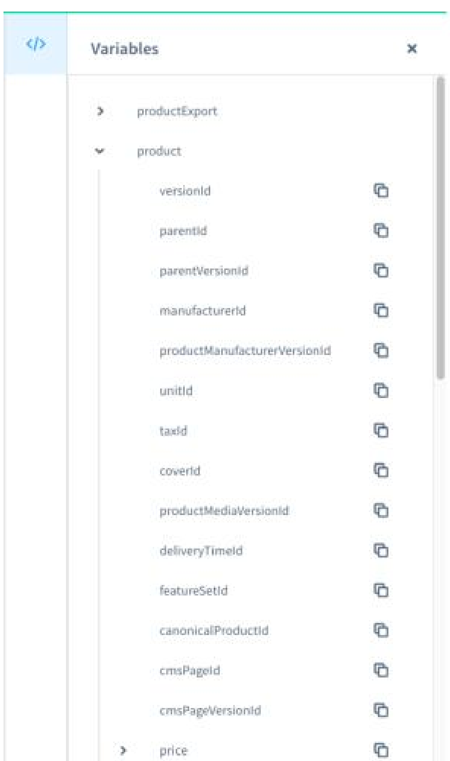
Template



The template determines the structure of the product export file. The template is divided into a header line, a product line and a footer line.
If you use a template in the General tab, usually no adjustments are necessary here. The correct document templates for the respective comparison portals are already included in the templates.
The **Test template (1)** button checks whether there are any syntax errors in the template. With **Generate preview (2)** you can directly view the content of the created export file.

More information about the templates you can find here.

Under **Variables (3)** you can see which data you can use for the template.



With a click on the arrow, you can see a dropdown with all available variables. There you can copy the variable you want to the clipboard by clicking on the copy symbol again.

Referral-Code

In order for the statistics to be calculated, the Instagram sales channel template must contain the following variable:

```
{{ socialShoppingSalesChannel.salesChannelId }}
```

This variable is automatically added to the standard template for new social shopping installations or updates. However, if you have previously adapted the template yourself, you must manually add this variable once and thereby extend the variable to the SEO URL, so that the following line is then created:

```
<g:link>{{ seoUrl('frontend.detail.page', {'productId': product.id}) }}?referralCode={{ social
```

Google Shopping

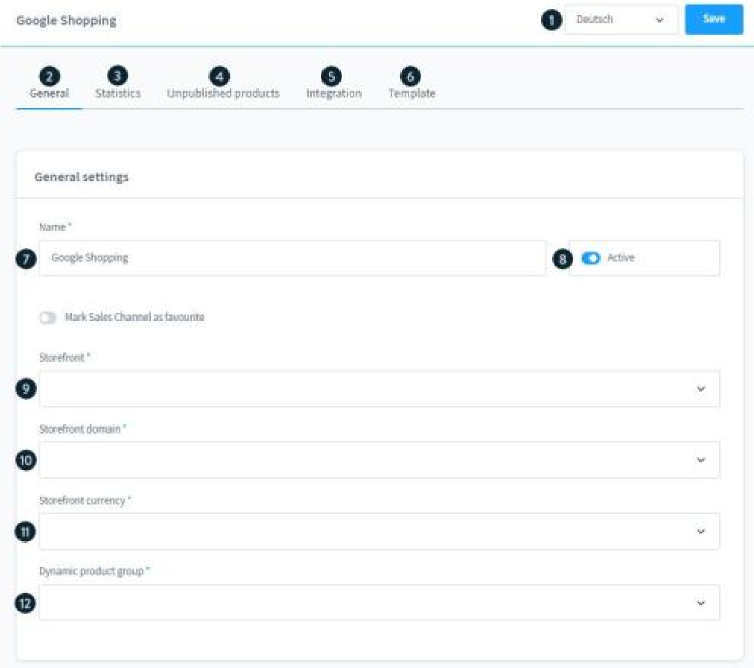
In order for the domain of the Google Shopping sales channel to be verified, an HTML tag must be stored. This file must be located in the public directory of the Shopware installation and be accessible on the web. Instructions on how to create the HTML tag file and everything else can be found in the Google Merchant Center.

The "Google Shopping" sales channel provides all information relevant to Google Shopping in an XML feed.

Configuration

Language selection (1): Here you select for which language you want to hear the configuration. It is not necessary to maintain the settings in each language, because these settings are always inherited from the main language, if no own settings are made in a language. However, it may be useful to select the respective storefront sales channel domain for each language, for example, to direct customers to the appropriate language.

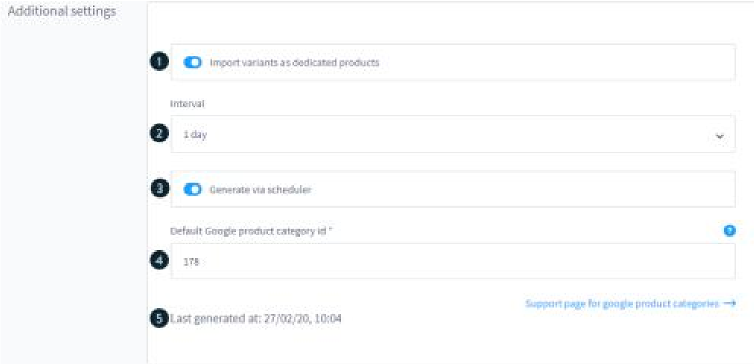
In the tab **General (2)** you configure the export feed generated later. The tabs **Statistics (3), Unpublished products (4), Integration (5)** and **Template (6)** will only be displayed after the basic configuration has been made and the settings have been saved.



General

- **Name (7):** Enter a name for the sales channel here. This is used, for example, in the sales channel overview in the menu on the left side.
- **Active (8):** Activate the generation of the feed. If the feed is not active, no further generation takes place and it cannot be accessed through the URL.
- **Storefront sales channel (9):** Select here which storefront should be used for the integration. This storefront will be used to display or purchase the articles through Google Shopping.
- **Storefront sales channel domain (10):** Based on the selected storefront sales channel you can choose the domain to be used. This is especially important if the storefront is accessible through different domains or if different languages are used.
- **Currency (11):** Here you define the currency in which the products should be displayed. You can choose from the currencies that are available in the assigned storefront sales channel.
- **Dynamic product group (12):** By assigning a dynamic product group, you define which products should be exported to the feed for Google Shopping. To learn how to create a dynamic product group, please refer to the appropriate documentation.

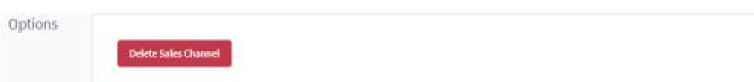
Additional settings



- **Import variants as own products (1):** With this setting you can determine whether each variant of variant products is transferred toGoogle Shopping as an independent product. Alternatively, a collective product is used, in which the general product information is listed. However, information on the individual variants is not included.
- **Generation interval (2):** Use this setting to define how often the feed should be regenerated for export. If you select "Live", the feed is generated each time it is called up. For production systems, we recommend that you do this using the scheduler. More information about the scheduler you can find here.
- **Generate by Scheduler (3):** This option allows you to generate the feed by cronjob at a certain time. Please note that the feed is only generated when the generation interval has expired.
- **Default Google Product Category ID (4):** The Google Product Category ID determines the category in which the products will be included on Google Shopping. Please note that only purely numeric values can be used here. You can find more information on this on the Google help page, which is also linked in the admin section at the appropriate place**.**
- **Time of last generation (5):** Here you can see when the export feed was last generated. This also allows you to see if the generation by the scheduler is executed correctly.

Options

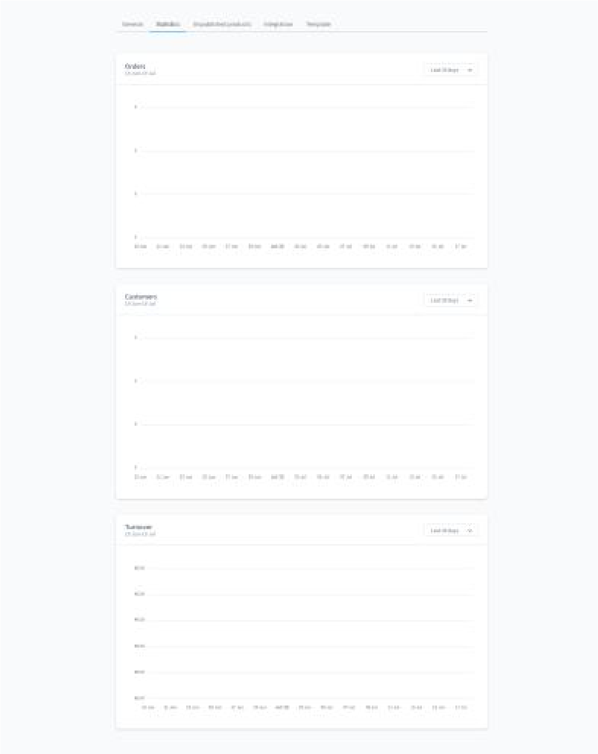
Please note that the item **options** only becomes available after the sales channel has been created (saved initially).



- **Delete sales channel (1):** Here you can delete the sales channel within Shopware. It may be necessary to make additional adjustments to Google Shopping.

Statistics

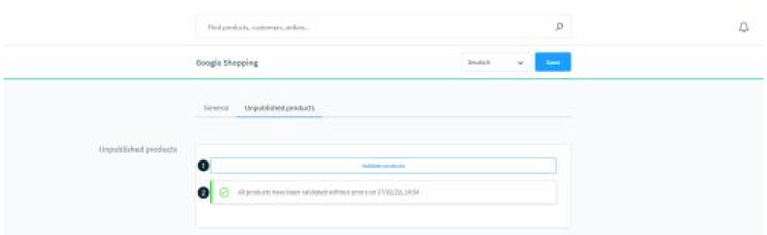
With the statistics, you can view various key figures of your orders via Google Shopping. These are divided into orders, customers and turnover. Each statistic can be limited to different time periods, such as the last 24 hours or the last 30 days, via an option in the upper right corner.



Without the respective variable for the referral code in the template, the statistics cannot be calculated. You can find more information on this in the template section.

Unpublished products

Please note that the **unpublished products** tab is only available after you have set up and saved the general configuration.

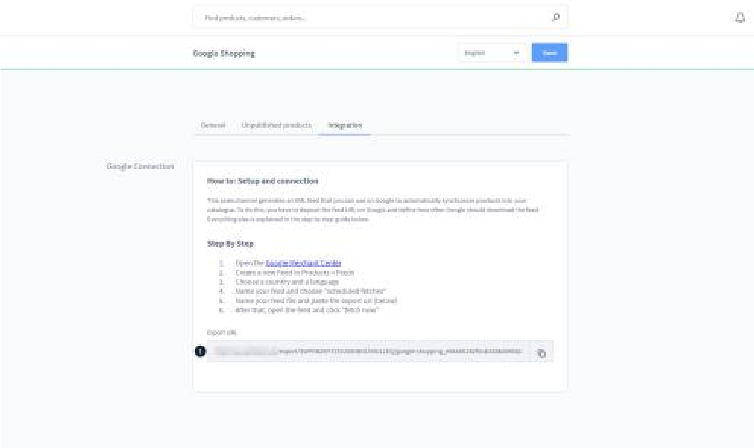


- **Validate products (1):** You can validate products at this point.
- **Result of the validation (2):** After the validation has been carried out, you can see here whether the products are transferd complete. If the validation should determine that products are not valid, the corresponding products are listed here. In this case you should then check whether any data is missing or whether the existing data is invalid (e.g. due to characters that cannot be displayed correctly).

Integration

In the tab Integration you will find further information on how to integrate the feed into Google.

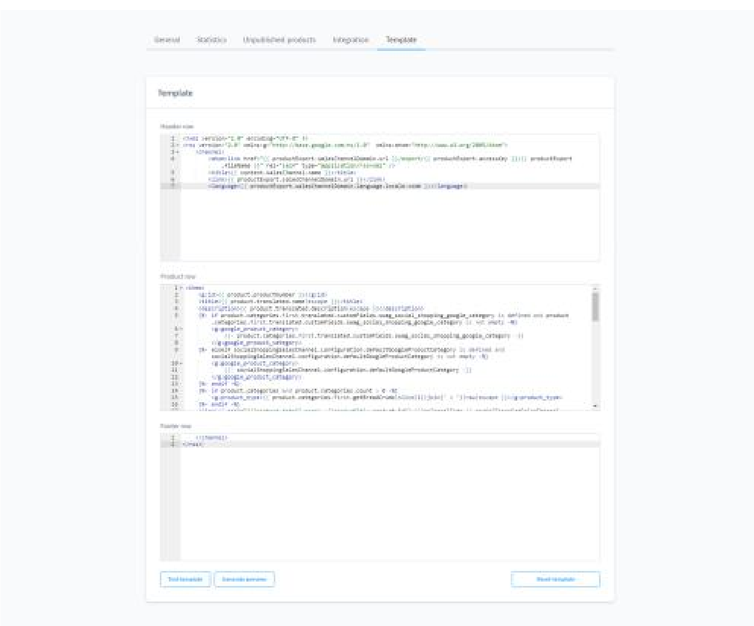
Please note that the **integration** tab is only available after you have set up and saved the general configuration.



- **Export-URL (1):** Under the export URL, the generated feed is accessible and can be queried by Google Shopping.

How you can add items to Google Shopping is explained in detail in the Google documentation https://support.google.com/merchants/topic/7294771?hl=de&ref_topic=7259125

Template

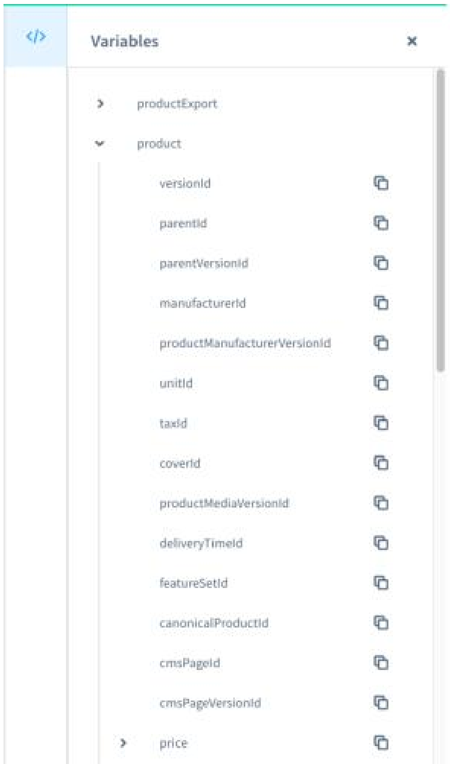


The template determines the structure of the product export file. The template is divided into a header line, a product line and a footer line.
If you use a template in the General tab, usually no adjustments are necessary here. The correct document templates for the respective comparison portals are already included in the templates.

The **Test template (1)** button checks whether there are any syntax errors in the template. With **Generate preview (2)** you can directly view the content of the created export file.

More information about the templates you can find here.

Under **Variables (3)** you can see which data you can use for the template.



With a click on the arrow, you can see a dropdown with all available variables. There you can copy the variable you want to the clipboard by clicking on the copy symbol again.

Referral-Code

In order for the statistics to be calculated, the Google Shopping sales channel template must contain the following variable:

```
{{ socialShoppingSalesChannel.salesChannelId }}
```

This variable is automatically added to the standard template for new social shopping installations or updates. However, if you have previously adapted the template yourself, you must manually add this variable once and thereby extend the variable to the SEO URL, so that the following line is then created:

```
<link>{{ seoUrl('frontend.detail.page', {'productId': product.id}) }}?referralCode={{ socialSh
```

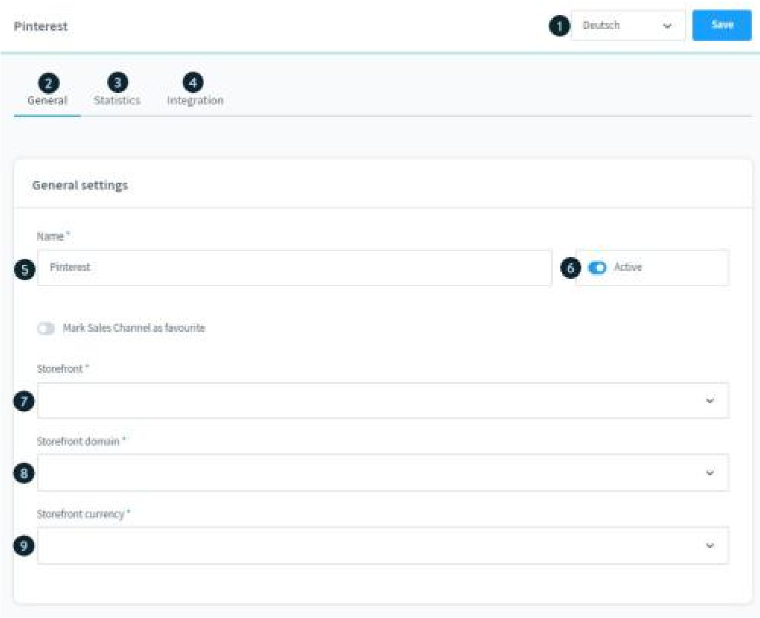
Pinterest

Pinterest is not integrated through export feeds. Meta data is used here, through which Pinterest can retrieve the required information.

Configuration

Language selection (1): Here you define for which language you want to setup the configuration. It is not necessary to maintain the settings in each language, because these settings are always inherited from the main language, if no own settings are made in a language. However, it may be useful to select the respective storefront sales channel domain for each language, for example, to direct customers to the appropriate language.

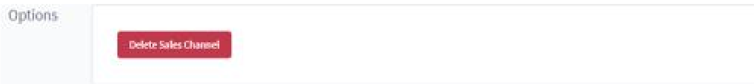
In the tab General (2) you can configure the export feed generated later. The tabs **Statistics (3)** and **Intergration (4)** will only be displayed after the basic configuration has been completed and the settings have been saved.



General

- **Name (5):** Enter a name for the sales channel here. This is used, for example, in the sales channel overview in the menu on the left side.
- **Active (6):** Activate the generation of the feed. If the feed is not active, no further generation takes place and it cannot be accessed through the URL.
- **Storefront sales channel (7):** Select here which storefront should be used for the integration. This storefront will be used to display or purchase the articles through Facebook.
- **Storefront sales channel domain (8):** Based on the selected storefront sales channel you can choose the domain to be used. This is especially important if the storefront is accessible through different domains or if different languages are used.
- **Currency (9):** Here you define the currency in which the products should be displayed. You can choose from the currencies that are available in the assigned storefront sales channel.

***Options**
Please note that the item **options** only becomes available after the sales channel has been created (saved initially).

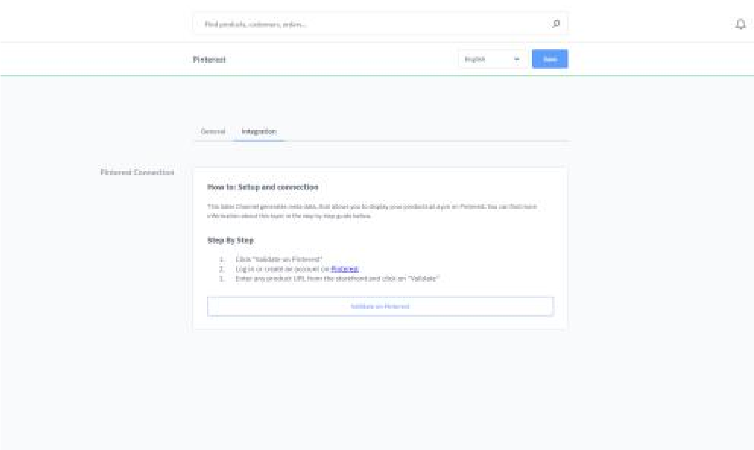


- **Delete sales channel (6):** Here you can delete the sales channel within Shopware. It may be necessary to make additional adjustments to Pinterest.

Integration

In the tab Integration you will find some basic information on how the integration in Pinterest works. There is also a button for validation. This button calls up the Rich Pins Validator page at Pinterest. To view the page, you may need to log in to Pinterest. This validator then checks whether all data relevant to Pinterest can be called up. You can find more information about the Rich Pins in the documentation of Pinterest.

Please note that the **integration** tab is only available after you have set up and saved the general configuration.



Customise default templates

The templates of the Social Shopping sales channels use a standard template. However, it could happen that your products require further details or you simply want to add information. The template language TWIG allows you to customise the template according to your wishes. Code snippets for frequently requested additions can be found here.

Language Pack

This extension allows you to offer your shop in additional languages. The following languages are included for use in Administration and Storefront:

- Bosnian
- Bulgarian
- Croatian
- Czech
- Danish
- Dutch
- Finnish
- French
- Greek
- Hindi
- Hungarian
- Indonesian
- Italian
- Korean
- Latvian
- Norwegian
- Polish
- Portuguese
- Romanian
- Russian
- Serbian(Latin)
- Slovak
- Slovenian
- Swedish
- Spanish
- Turkish
- Ukrainian
- Vietnamese

Installation

The installation of the Shopware Language Pack is possible in several ways.
On the one hand, you can obtain and configure the extension directly during the installation of Shopware in the initial setup wizard.
On the other hand, you can also license the Shopware Language Pack extension free of charge directly in the Shopware Store at store.shopware.com. You can then download and install the extension under **Extensions > My Extensions**.

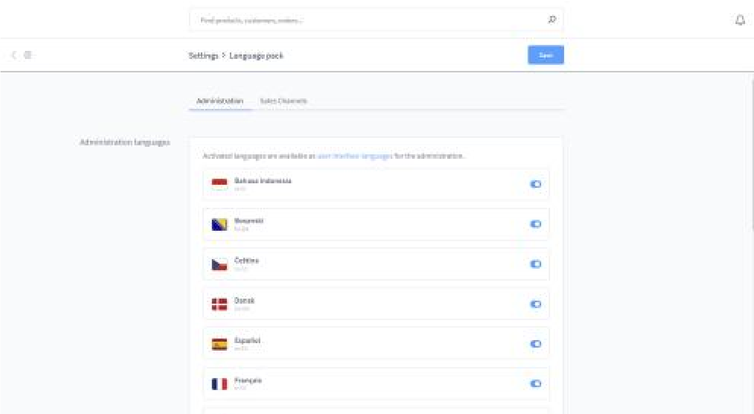
It is important that you have previously logged in with your account in the Shopware Account tab.
After the extension has been installed, you can activate it using the button to the left of the extension.

Switching from the old single language extensions

The language package replaces the previous individual language extensions, which will no longer be developed further from Shopware 6.4.0.0.
In order to install the new complete language package, it is required to uninstall all individual language packages first. This is done under **Extensions > My Extensions > Apps** using the **"..." menu** next to the respective extension.
During the uninstallation process, you can select whether the previous data should be retained. This can be particularly useful if you have already made adjustments to text modules.

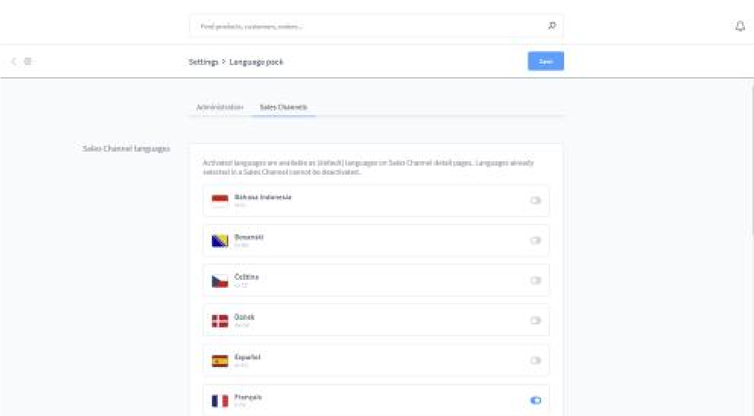
Settings

Languages for administration



After installing and activating the extension, the languages it contains are directly active for use in the administration.
The administration user can then select the language in his profile settings.
If a language is not to be displayed for selection in the profile settings, deactivate the language using the button on the right-hand side.

Languages for the store front



In the sales channels section, you can choose which languages can be used for the storefront.
These languages are not automatically activated when the extension is installed.
To be able to use a language, first activate it using the button on the right-hand side.
You can then select the language in the sales channel settings.

Miscellaneous

The available languages are maintained on the Crowdin platform.
As soon as a language is fully maintained there, it is made available for use in Shopware through an update of the extension.

Zettle by PayPal

Zettle by PayPal is a service that allows you to accept card payments wherever you are using a smartphone and tablet chip card reader and your own app.

The Zettle integration, which is part of the PayPal extension, gives you the opportunity to offer your products via the Zettle interface as an additional sales channel, which means you can offer your products locally, for example in a shop.
For more information about the service click here.

Installation

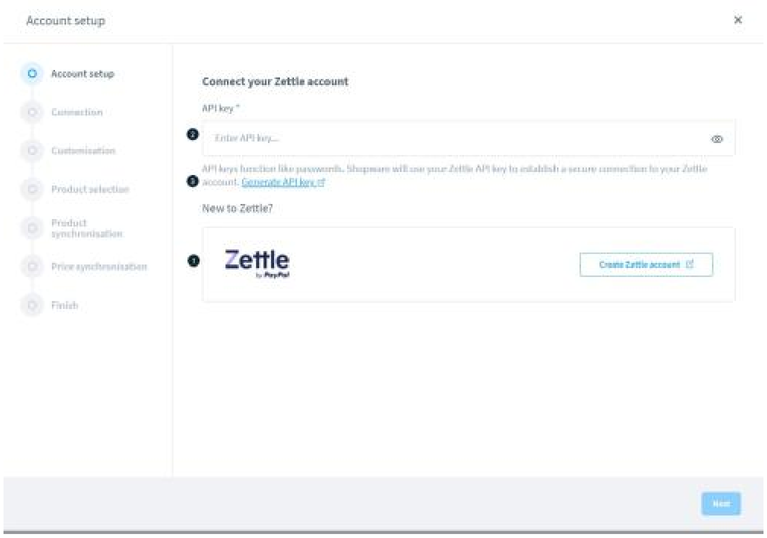
Zettle is not a extension in itself but is part of PayPal and therefore does not need to be installed separately. You can find out how to install the PayPal extension here.

Setup

To synchronise your products with Zettle, you need a new sales channel. If you create a new channel, you can now also use the **Zettle** sales channel. Once you have created it, the setup wizard will guide you step-by-step through the setup of the Zettle interface.

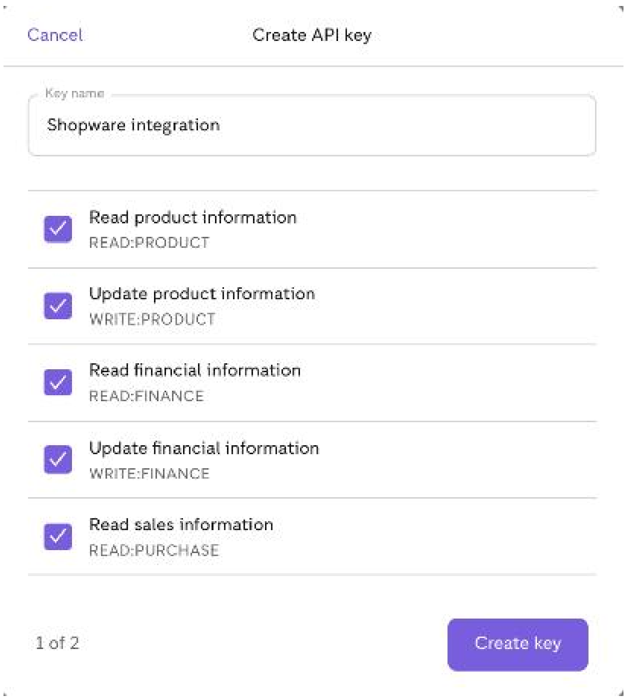
Account Setup

The first step is to establish a connection to an existing Zettle account. If you don't have a Zettle account yet, you can create one in this step or directly here.

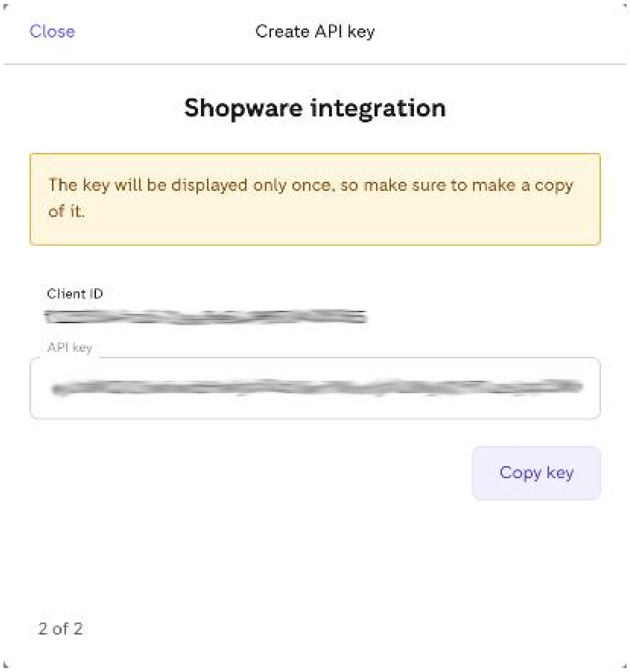


Create Zettle-Account (1): If you don't have a Zettle account, you can go directly to the Zettle registration page here to create a new account.

API key (2): If you already have a Zettle account you can link it to Shopware here. This requires an API key from the Zettle administration. In your Zettle account you can create API keys on the left hand side via **Integrations>Create API Keys**.
The Generate **API Key link (3)** will take you directly to this configuration.



Here you first specify a **key name**, how the API key should be listed in the Zettle configuration. You can also see what rights the interface will be given.

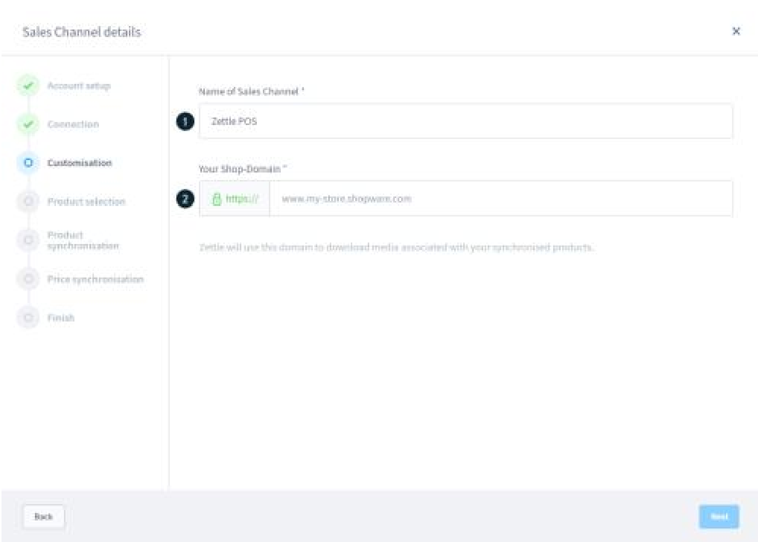


Once you have created the key, it will be displayed and you can copy it. Then go back to the Shopware tab and paste the key into the **API Key** field.

Connection

After you have connected Shopware to your Zettle account in the first step, the account you are using will be shown here again for confirmation. If you have more than one Zettle account and have chosen the wrong one, you can disconnect in this window to return to the first step.
If the account is the right one, simply click **Next**.

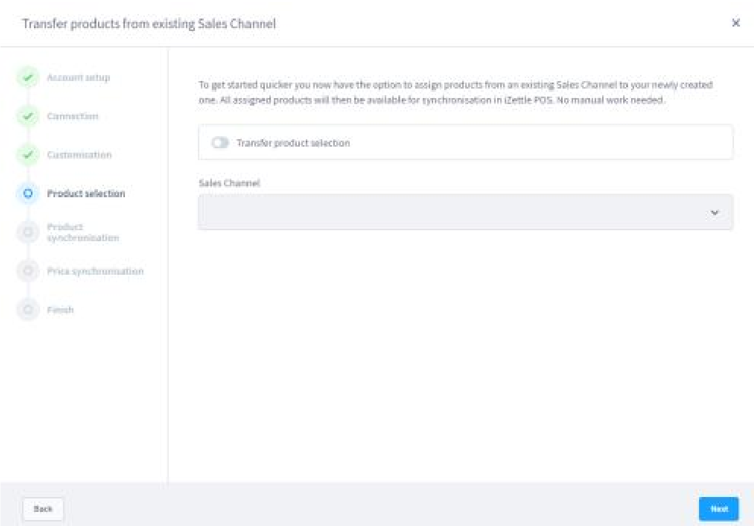
Customisation



In the customisation, you first define a **name (1)** for the sales channel in your Shopware environment. Then you enter your **shop domain (2)**. This will be used by Zettle to download media data for the synchronised products.

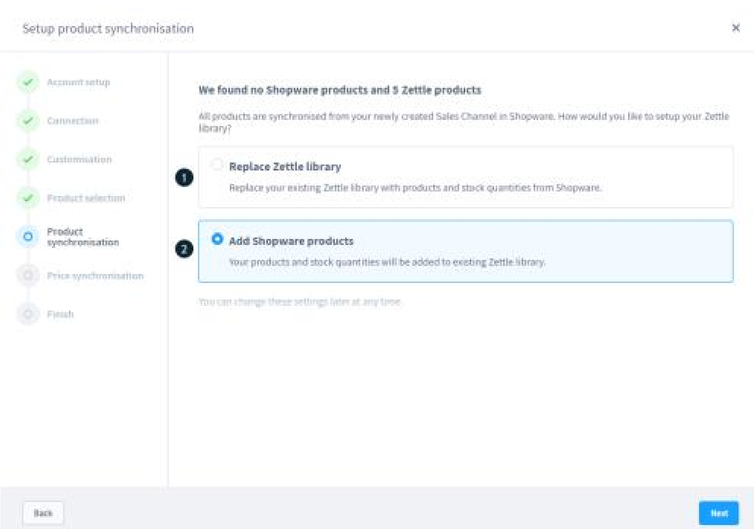
Product selection

In the step product selection you enter the sales channel from which you want to transfer the products to the Zettel sales channel.



Product synchronisation

In the Product Synchronization step, you specify what to do with the products that were previously in the Zettle product library.



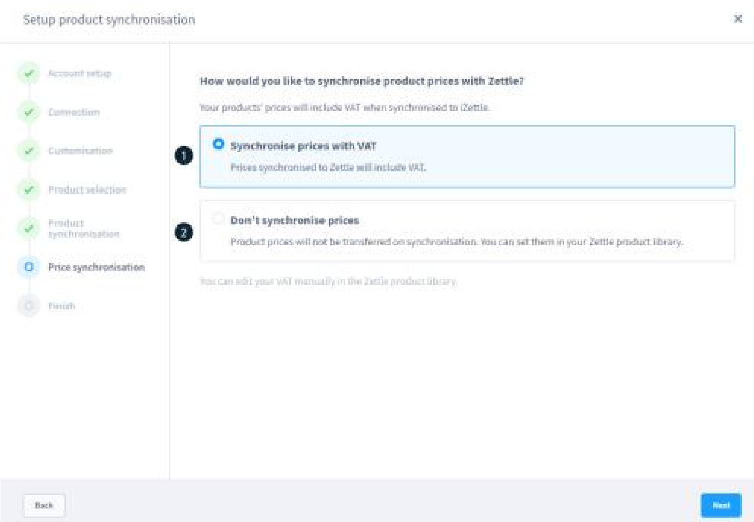
With the **Replace Zettle Library option (1)** you will ensure that all products currently in your Zettle account are removed. Only the products from Shopware will then be added.
If you select **Add Shopware products (2)**, the products previously stored in Zettle will remain. The products from Shopware will be added to these products.

The number of variant groups must be between 1 and 3 (e.g. size, color, page). If there are more groups, the synchronization of the product will be cancelled

The maximum number of characters in the description is 1024

Price-synchronisation

Here you specify how you want to synchronise the prices of your products with Zettle.



On the one hand, you have the option to **synchronise prices with VAT (1)**. With this option, the gross prices are transferred to Zettle including VAT.

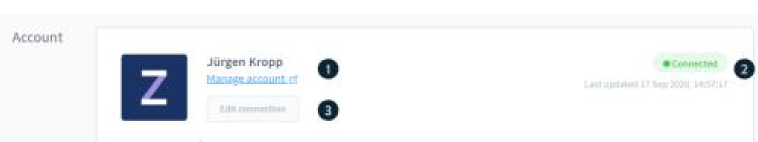
On the other hand, you can choose **don't synchronise prices (2)**. With this option, prices are not transferred to Zettle. After synchronisation, you can adjust the prices in the Zettle product library.

Configuration

Once you've successfully set up the Zettle interface, you can open it at any time and configure it later. To do this, open the Zettle sales channel you created in the Sales Channels section.

Account

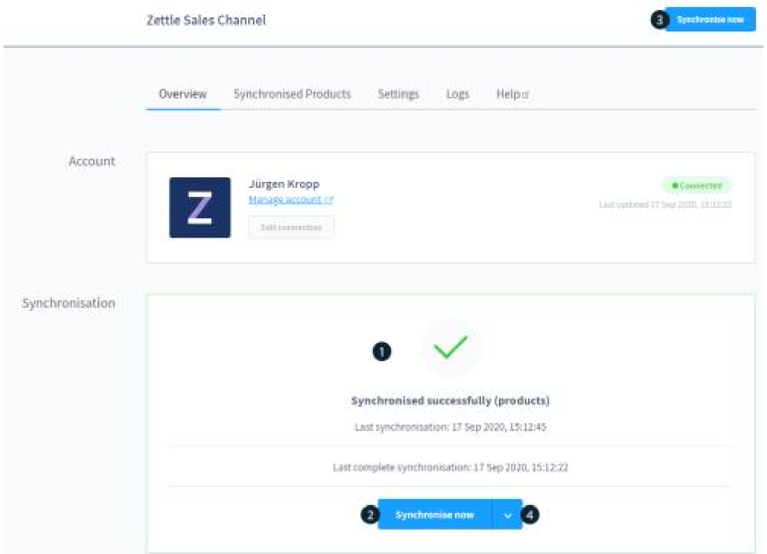
The Account section gives you access to all information from your Zettle account at all times.



You can access your Zettle account at any time via the **account link (1)** to manage it. On the **right hand side (2)** you will find the current status and when the products were last synchronised.
You can always use the **Edit connection button (3)** to restart the setup wizard and connect to a new Zettle account.

Overview

In the tab Overview you will find all information about the synchronisation of the products.

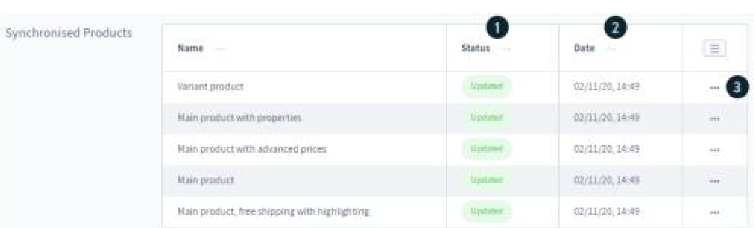


In the **synchronisation section (1)** you can see the information about the last synchronisation. You can see if the last synchronisation was successful, when the last synchronisation was made and when a complete synchronisation was made. By clicking on the **Synchronise Now (2 & 3)** buttons you can directly perform a complete synchronisation.

Next to the Synchronize Now button you can use the **arrow (4)** to synchronize only the stock, the product images or the product details.

Synchronised Products

This tab gives you an overview of which products are currently synchronised via the Zettle interface.



Next to each product in the list you will be clearly shown **whether (1)** and at **what time (2)** it was updated.
Via the **context menu (3)** next to each product you can go directly to the product configuration to make

adjustments to the respective product.

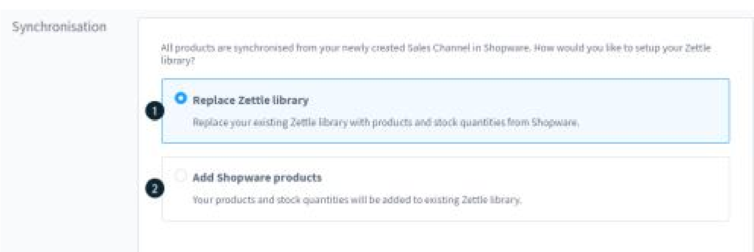
Settings

All the settings you made when setting up the Zettle interface can be changed later in this tab.
General Settings

Name (1): This is the name of the Zettle sales channel in the Shopware Administration.

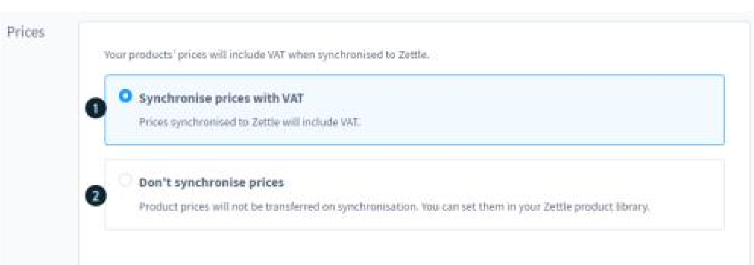
Active (2): This button enables and disables the Zettle sales channel. When the sales channel is disabled, there will be no more synchronisation between the Zettle account and Shopware.
Your Shop Domain (3): The domain from your shop is required by Zettle to download media data for the synchronised products.

Synchronisation



With the **Replace Zettle Library option (1)** you will ensure that all products currently in your Zettle account are removed. Only the products from Shopware will then be added.
If you select **Add Shopware products (2)**, the products previously stored in Zettle will remain. The products from Shopware will be added to these products.

Prices



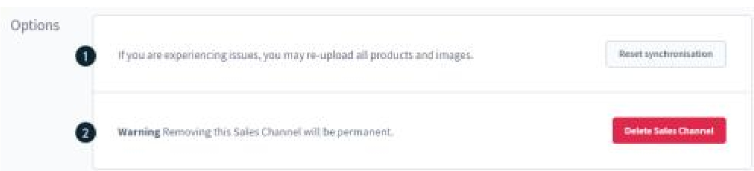
With the option **Synchronise prices with VAT (1)** the gross prices are transferred to Zettle including VAT.

The **Don´t synchronise prices option (2)** will not transfer prices to Zettle. After synchronisation, you can adjust the prices in the Zettle product library.

Credentials

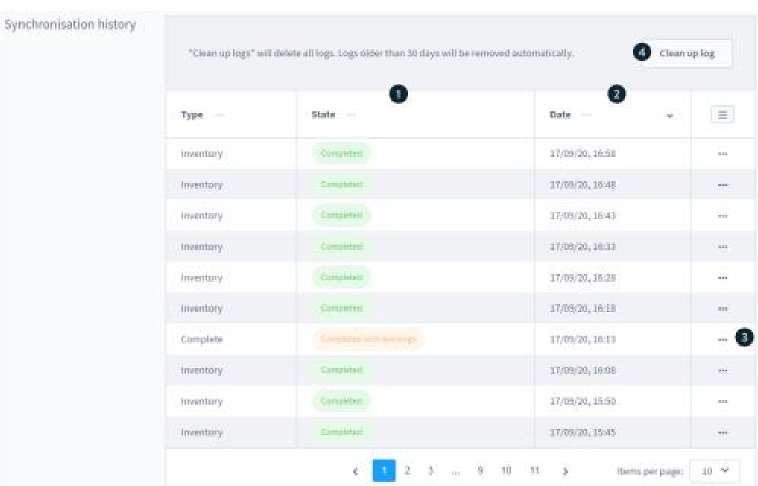
API-Key(1): An API-Key is required to give Shopware access with sufficient rights. You have already entered this key during the setup. At this point you can change it later.
Generate API Key (2): This button takes you to your Zettle account to generate the required API key with the necessary rights.

Options



Reset synchronisation (1): With this option you reset the synchronisation. All synchronised products will be marked as unsynchronised. This means that all products will be completely re-synchronised at the next synchronisation. Note that the next synchronisation may take much longer than usual depending on the amount of products.
Delete sales channel (2): If you delete the sales channel, it will be irrevocably removed. The sales channel will then no longer be available in the Shopware Administration and cannot be restored. However, all existing orders will remain. Even played catalogues will not be changed by this action. The connection to Shopware will be removed and no further synchronisation will take place afterwards.

Logs



In the log you can see all past synchronisations with the **status (1)** and **date (2)**. If the status was not successful, you can use the **context menu (3)** to read the exact error message why the synchronisation was not successful.
With the button **Clean up log (4)** you can delete the list completely.

Sales Agent

With version 6.5.0.0 the Sales Agent feature is available.

You can define users, that will be able to add or monitor orders for B2B customers.

To use this feature, a separate installation and additional users are necassary. The installation has to be set up by your agency or adminstrator on a separate server.

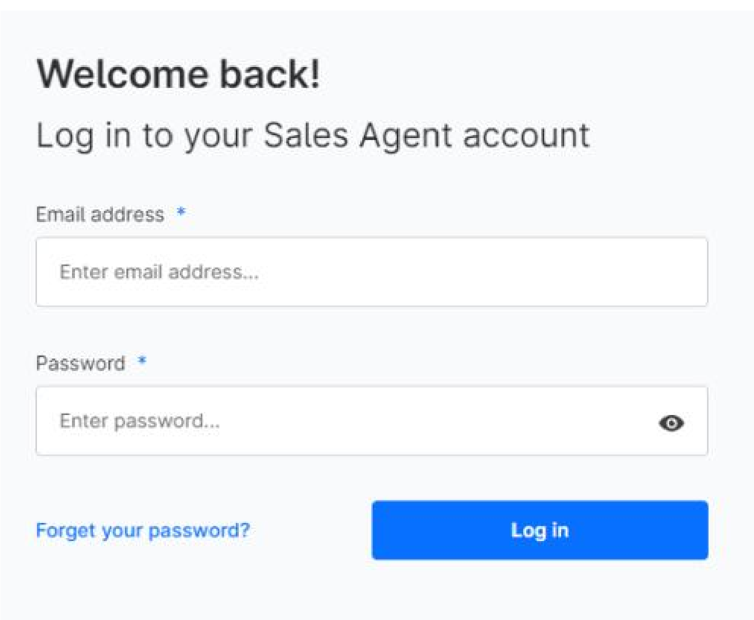
The sales agents therefore have their own area, which can be used independently of your store installation.

This can be used via a browser or via mobile devices such as smartphones or tablets.

The corresponding address (URL) is defined on the corresponding server during installation.

The access data for future users is set up via API access.

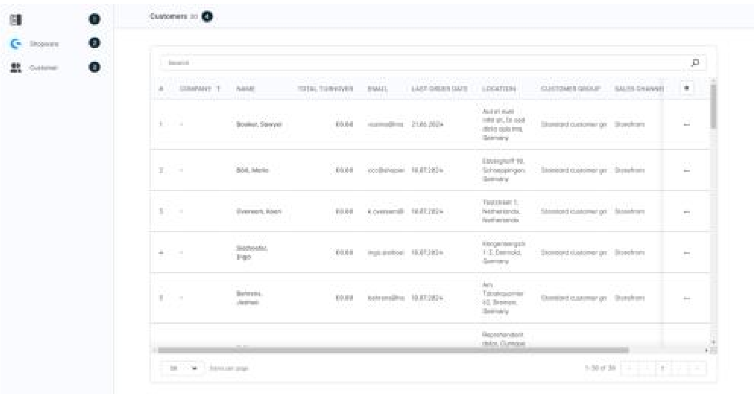
You can find the corresponding documentation here.



The sales agent uses his login credentials (email / password) to login.

Sales Agent Board

If the agent is logged in, the board is presented.

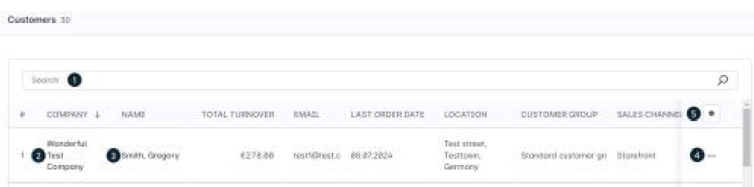


On the left side, you`ll find the menu. With the **menu button (1)** the menu can be minimized and opened.

The **Shopware (2)** button opens the account data ot the current user.

With the **customer (3**) button the list of linked customers will be opened.

Customers



In the list of customers you´ll find several infomrations:

- **#**: shows the position in the list.
- **COMPANY**: Shows the name of the company.
- **NAME**: Shows the name of the contact/debtor.
- **TOTAL TURNOVER**: Shows the current turnover combined of all orders.
- **EMAIL**: Shows the email Address of the contact/debtor
- **LAST ORDER DATE**: Shows the date of the last order.
- **LOCATION**: Shows the address of the customer.
- **CUSTOMER GROUP**: Lists the current customer group of the customer.
- **SALES CHANNEL**: Shows the linked sales channel of the customer.

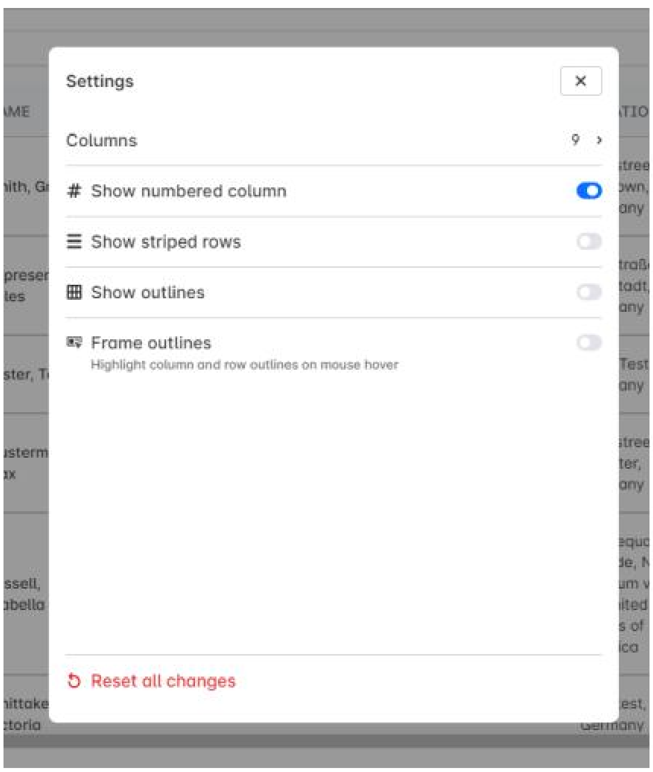
In the **Search (1)** field you can add a search term to filter the customers.

There are several links available:

- The company name **(2)**
- The Name **(3)**
- The Context Menu **(4)**

All link to the details page or the customer.

If you click on the **Settings (5)** Button the following popup appears.



Here you can change the appearance of the customer view.

-

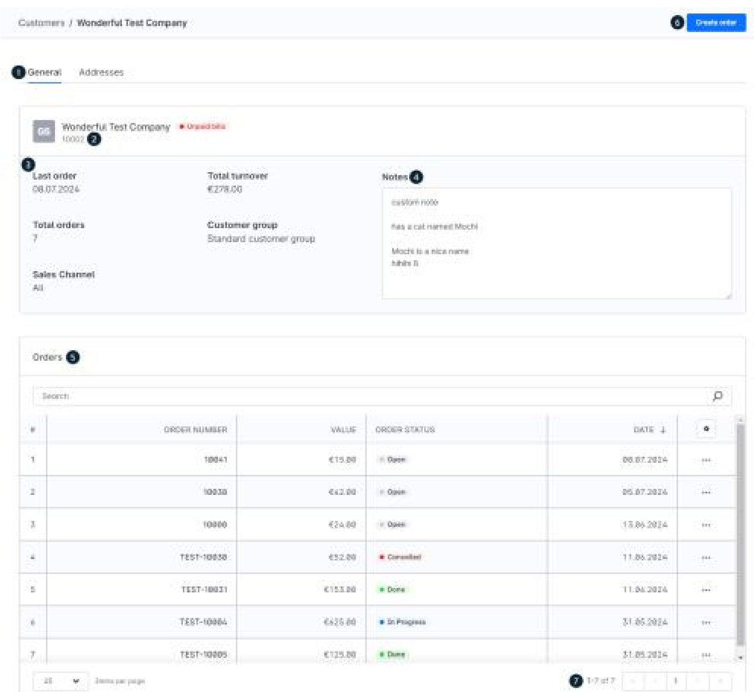
- You can hide or unhide columns
- You can deactivate the numbered column
- you can activate the striped rows, so the rows will be marked in even and uneven lines.
- You can activate the outlines so the columns are better shown
- you can activate the frame outlines so the columns are highlighted with a mouse over effect.

Customer Details

In the customer details you´ll find a complete overview of the customer. It is devided in the General Data and the Addresses.

Also you can create new orders for the customer.

General



In the **General (1)** tab the current status of the customer is shown.

(2) the company name and customer number. Also a message if there are alerts, such as unpaid bills.

(3) the general data:

- The last order date
- The total turnover amount
- The order amount
-

The linked customer group

- The linked sales channel, if configured in the settings

Also a **Notes (4)** field to add additional notes to the customer.

Below you will find the list of **orders (5)** that exist for the customer.

- In the table you will find
- Order number
- Total value of the order
- Order status
- Date of the order

Below the orders you´ll find a **pager (7)** to navigate thru the list of orders.

At the top of the screen, you can add a **new order (6)** for the customer using a button.