

Commercial Features

If you book a commercial plan for your Shopware installation, you will have access to additional features that expand Shopware's extensive capabilities. You need the **Commercial Extension** to access these additional features.

Overview of features per plan

In the following table you will find an overview of which features are available in your plan and are automatically played out via the Shopware Commercial extension.

Features / Plans	Shopware Rise	Shopware Evolve	Shopware Beyond
Content Management & Design			
Visual Page Builder	X	X	X
3D Viewer Block in Shopping Experiences	X	X	X
Workflow & Automation			
Roles & Permissions	X	X	X

Rule Builder	X	X	X
Rule Builder preview	X	X	X
Flow Builder	X	X	X
Flow Builder share flows	X	X	X
Flow Builder webhook actions		X	X
Flow Builder delayed actions			X
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

Customer experience & Marketing

Advanced Search 2.0		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 representatives		X	X

Budget and approval processes		X	X
Quick ordering		X	X
Order list		X	X
Customer-specific pricing			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.

Subscriptions

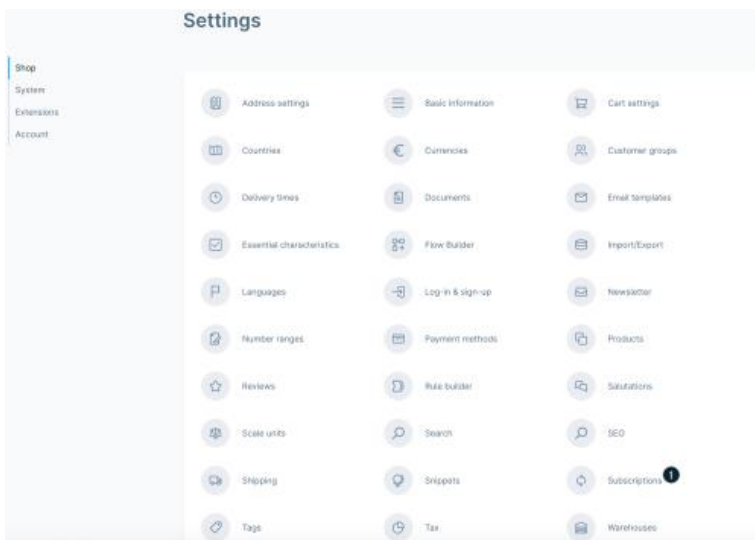
Through this section you can create subscriptions with recurring orders and configurable intervals.

"Subscriptions" is a versatile tool that allows merchants to take advantage of the growing trend of subscription models in e-commerce.

The Subscriptions feature is available from version 6.5.4.0.
It is available as a Commercial feature from the Beyond plan.

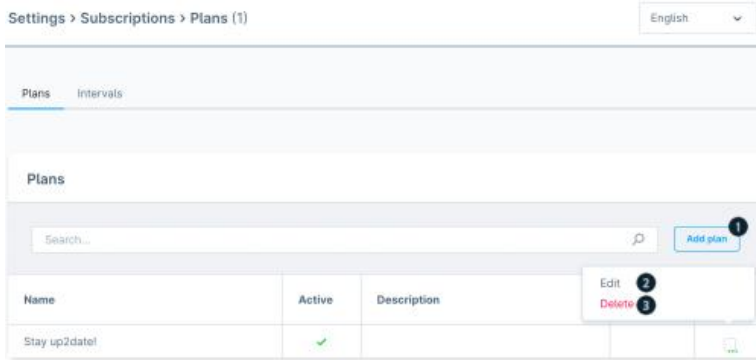
Configuration and setup of subscriptions

You can find the subscriptions under **Settings > Shop > Subscriptions (1)**.



Plans

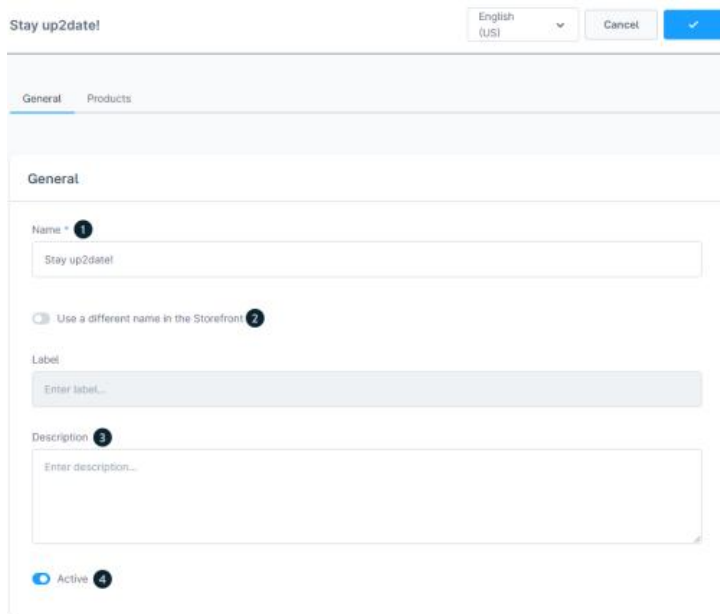
In the Plans tab you can **add (1)**, **edit (2)** or **delete (3)** new plans.



General

In this section the created subscription is configured or edited.

1. **Name (1)** defines the name of the subscription.
2. Use the switch **Use a different name in the Storefront (2)**, to set a different name in the field Label below for the subscription in the frontend.
3. A description can be added under **Description (3)**.
4. With the switch **Active (4)** the subscription can be activated/deactivated.



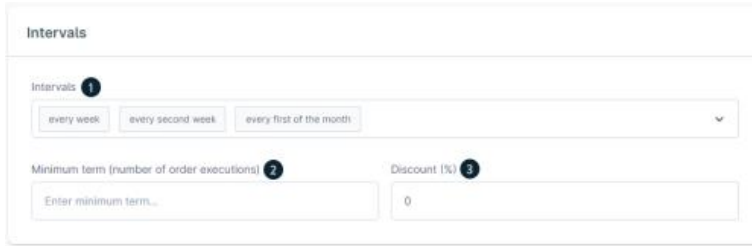
Availability



The subscriptions are fully compatible with both the Rule and the Flow Builder. An availability rule can be configured under **Availability (4)**. More information can be found in the [Rule Builder](#) documentation

article.

Intervals



The screenshot shows a form titled "Intervals". At the top, there is a dropdown menu labeled "Intervals" with a circled "1" next to it, containing three options: "every week", "every second week", and "every first of the month". Below this, there are two input fields. The first is labeled "Minimum term (number of order executions)" with a circled "2" and contains the text "Enter minimum term...". The second is labeled "Discount (%)" with a circled "3" and contains the value "0".

In the last point **Intervals (1)** the desired intervals for the current subscription can be defined, which should finally be available to the end customer.

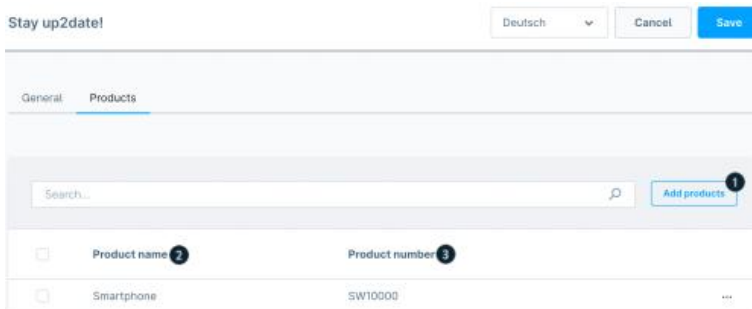
Use the **Minimum term (2)** to define a minimum use of the subscription (e. g. 24 months in a monthly interval).

You can use the **Discount (%) (3)** to set a discount for a product when it is booked via subscription to make a subscription more attractive.

Products

In the Products tab, the corresponding products are added to the corresponding subscription. This also works in the other direction; in the product settings, a corresponding subscription can be assigned to the product.

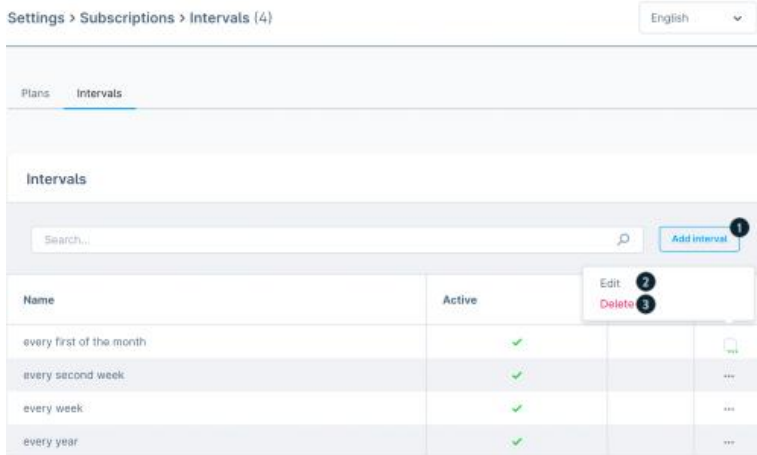
By clicking on **Add product (1)** a new modal opens, in which the respective products can be selected via checkboxes. The products can be identified via **Product name (2)** and **Product number (3)**.



The screenshot shows a modal window titled "Stay up2date!". At the top right, there are buttons for "Deutsch" (with a dropdown arrow), "Cancel", and "Save". Below the title bar, there are two tabs: "General" and "Products", with "Products" being the active tab. A search bar with a magnifying glass icon and the text "Search..." is present, followed by a blue button labeled "Add products" with a circled "1". Below the search bar, there is a table with two columns: "Product name" with a circled "2" and "Product number" with a circled "3". The first row of the table has a checkbox, the text "Smartphone", and the value "SW10000". A three-dot menu icon is visible at the end of the row.

Intervals

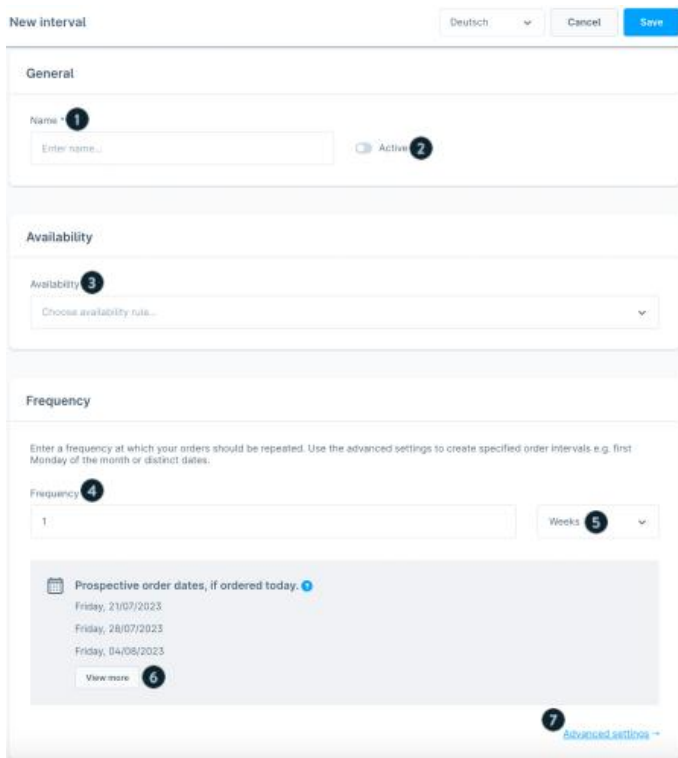
New intervals can be added in this tab via **Add interval (1)**. Existing intervals can also be **edited (2)** and **deleted (3)** via the three-point menu.



As soon as you click on **Add interval** a new configuration window opens. At **Name (1)** the name of the interval can be defined, to the right of this it can be **activated/deactivated (2)**. Under **Availability (3)** you can set an availability rule. Further information can be found in the documentation article about the [Rule Builder](#).

At **Frequency (4)** the frequency of the interval can be determined (e.g. every week or every second week). Further to the right, the **time interval (5)** can be determined. Here you can choose between days, weeks and months.

In the preview you can see the future dates, if one would buy the subscription at the current time. If the series of three dates is not enough, you can display more dates via **View more (6)**.



Advanced settings

If the intervals are still not specific enough, you will probably find what you are looking for in **Advanced settings (7)**. Here, in addition to the **regular frequency (1) & (2)**, the **weekdays (3)**, **days in the month (4)** and **months in the year (5)** can be defined. The selected configuration can then also be checked again via the preview.

Advanced settings ×

Frequency **1**

 2 Weeks ▼

Days of the week **3**


 ▼

Days of the month **4**

 ▼

Months **5**

 ▼

 **Prospective order dates, if ordered today.** ?

Friday, 21/07/2023

Friday, 28/07/2023

Friday, 04/08/2023

[View more](#)

Cancel Save

Rule & Flow Builder

As mentioned in passing several times in this article, subscriptions are fully compatible with Rule & Flow Builder.

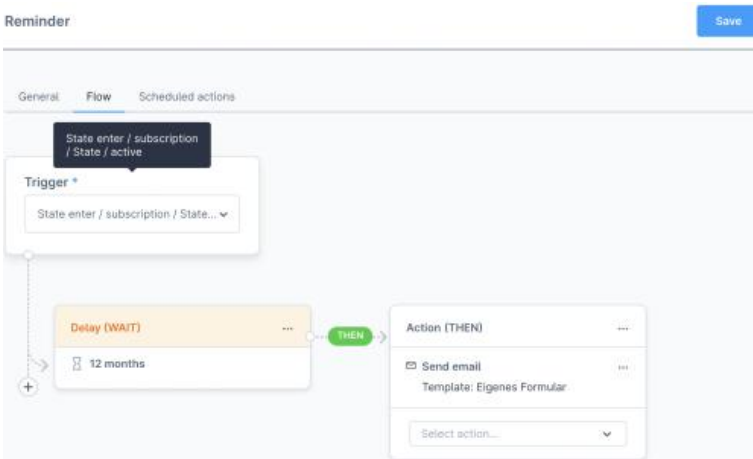
This article does not replace the [Rule Builder](#) and [Flow Builder](#) articles. If you have not yet had any contact with these tools, you should read these articles first.

Rule Builder

The new rules can be used, for example, to exclude certain payment methods. Subscriptions should perhaps only be available for certain payment methods. For example, if you run an online store with the payment method **Payment in the store**, this may be useful.

Flow Builder

Also interesting are the added triggers in the Flow Builder. With these, you could, for example, send reminder emails in combination with a delay.



Subscription feature in the Admin

Within the Admin, completed subscriptions from your customers are displayed under **Orders > Subscriptions**. You can view the details of individual orders by clicking on the subscription number.

In addition to viewing the order information, you can also pause or cancel the subscription. To do this, click on "Status: Active" and change it via the dropdown menu to "Paused" or "Canceled."

Subscription 10000

English Cancel Save

General Details Orders

Info

10000 - Test Shopware (10000) £16.04
 at 05/09/2024, 07:48 with Paid in advance and Standard Last changed: 05/15/23

Date Active: Status set at 05/09/2024, 06:00

Active
 Cancelled
 Marked for cancellation
Paused
 Payment failed

Interval: am ersten des Monats

Items


Quantity	Name	Price (gross)	VAT	Subtotal	
1 x	Hauptprodukt mit Eigenschaften (October 1)	£17.82	19 %	£17.82	...
1 x	Abonnement-Rabatt: 10%	-£1.78	19 %	-£1.78	...
				Subtotal	£16.04
				plus shipping costs	£0.00
				Total excluding VAT	£16.04
				plus 19% VAT	£2.57
				Total including VAT	£18.61

View in the Storefront

When opening a product with a subscription in the storefront, a selection to **subscribe to the product (2)** appears next to the option for the **shopping cart (1)**.

Outfit > Waren

Variant product Shopware Fashion



€19.99*

Content 1

PayPal Account Sie next 30 Tagen hier mit 0% Fee/0 Kosten [hier ansehen](#)

Prices incl. VAT plus shipping costs

Free shipping

Colour

Size

Select frequency

1 One time purchase €19.99

2 6 Months every 2nd of the month €19.99 [Save 50%](#)

1 + [Add to shopping cart](#)

[PayPal Checkout](#)

[Square Checkout](#)

Product number: SWDEMO10005.4

If several subscription plans are assigned, they appear one below the other and the customer can select the corresponding plan using the radio button.

Select frequency

One time purchase €100.00

Monthly Subscription every first of the month ~~€100.00~~ **€85.00**
Save 15%

6 Months every first of the month ~~€100.00~~ **€90.00**
Save 10%

– 1 + **Add to shopping cart**

PayPal Checkout

Später Bezahlen

If a subscription plan is selected, the “Add to shopping cart” button changes to “Subscribe now”.

Size

M **XL**

Select frequency

One time purchase €19.99

6 Months every first of the month ~~€19.99~~ **€17.99**
Minimum number of deliveries: 6
Save 10%

– 1 + **Subscribe now**

[Add to wishlist](#)

Product number: SWDEMO10005.4

A separate checkout follows.

A combination of subscriptions and one-off purchases in one checkout is not possible.

Shipping information

[You already have an account? Click here to login.](#)

Your personal details

Account type*
Private

Subscription:
Not specified

First name*
Enter first name...

Last name*
Enter last name...

Email address*
Enter email address...

Password*
Enter password.
Passwords must have a minimum length of 8 characters

Your address

Street address*
Enter street address...

City*
Enter city...

Postal code
Enter postal code...

Country*
Select country...

Shipping and billing address do not match.

Privacy
By checking out you confirm that you have read our [data protection information](#) and accept our [general terms and conditions](#).


Fields marked with asterisks (*) are required.

Continue

Summary

Total	€11.99*
Shipping costs	-€0.00*
Grand total	€11.99*
Net total	€15.12
plus 19% VAT	€2.87
Recurring total per delivery	€11.99*

Shopping cart

 X

Variant product


Subscription details:
Delivery "every first of the month"
(starting 01/10/2023, at least 6 deliveries)

Color: Red | Size: XL
Product number: SACEMM00004

Add to wishlist

Quantity: 1

€10.99*



Subscription discount: 10%

-€3.60*

Subscription features within the customer-login

The customer has a separate view for subscriptions in his login. Within this view he has the option to pause or cancel the subscription.

Demostore

Home Clothing Free time & electronics

My account

- Overview
- Your profile
- Addresses
- Payment methods
- Orders
- Subscriptions


Log out

Subscriptions

Here you can find your subscriptions sorted by date.

Next Execution: 01/12/2023 Active

Frequency: every first of the month
Subscription number: 10000

Name	Quantity	Price	Total
 Main product Product number: SACEMM00004	1	€499.99*	€499.99*

From: 01/10/2023 Shipping costs: €0.00
Payment method: Invoice Recurring total (gross): €499.99
Shipping method: Standard

1. Option menu
2. Pause subscription
3. Cancel subscription

The customer can click on the **option menu (1)** in the upper right corner of his subscription, and a menu appears. In the menu he can decide if he wants to **pause (2)** the delivery for one term, or to **cancel (3)** the subscription.

Customer view in the checkout

The following screenshot shows the checkout process from the customer's perspective when they have selected a subscription item.

Product	Quantity	Incl. VAT	Subtotal
 Main product Subscription details: Delivery "every week" (starting today, at least 20 deliveries) Product number: SWDEMD1001	- 1 +	€79.19	€495.99*
 Subscription discount: 19%		-€11.88	-€74.39*

Summary	
Total	€421.56*
Shipping costs	€0.00*
Grand total	€421.56*
Net total	€354.25
plus 19% VAT	€67.31
Recurring total per delivery	€421.56*

By clicking on "Submit order" you confirm that your subscription will be automatically renewed and your account will be automatically debited according to your payment method in accordance with the subscription price in the "Products" section. You can cancel your subscription at any time via the customer account. A minimum number of deliveries may apply.

[Submit order](#)

Here you can see that the subscription details can be found under the main item. In addition, the discount for the subscription item is automatically added to the shopping cart. Under the summary, you will find a small note about the subscription debit.

Usable payment methods

For subscriptions, you can currently use the basic payment methods prepayment and invoice.

Complete order

Terms and conditions and cancellation policy

Please note our [cancellation policy](#).

I have read and accepted the [general terms and conditions](#).

Shipping address

Test Shopware
 Teststraße 1
 12345 Teststadt
 Germany

[Change shipping address](#)

Billing address

Same as shipping address

[Change billing address](#)

Payment method

Paid in advance
 Pay in advance and get your order afterwards

PayPal
 Payment via PayPal - easy, fast and secure.



Credit or debit card



Invoice
 Payment by invoice. Shopware provides automatic invoicing for all customers ...

Shipping method

Standard

Express

Product	Quantity	Incl. VAT	Subtotal
 Main product, free shipping with highlighting Subscription details: Delivery "every first of the month" (starting 01/06/2024, at least 12 deliveries)	- 1 +	US\$3.74	US\$23.42*

If you have activated [PayPal Vaulting](#), your customers can also take out subscriptions with **PayPal (1)**. If **credit cards (2)** are also activated in PayPal Vaulting, these are also available for a subscription.

Advanced Search 2.0

Since of Shopware 6.5.6.0, AdvancedSearch will **only** use OpenSearch.

Advanced Search is part of the Commercial extension and is available to you as an extension from the Shopware Evolve plan.

SaaS customers can already use Advanced Search without any further installation.

Advanced Search offers you simple configuration options and high performance due to the OpenSearch basis.

Requirements

Since Advanced Search is based on OpenSearch, an OpenSearch instance is a prerequisite for operation. You can learn how to integrate OpenSearch into Shopware 6 [here](#).

Additionally, the Commercial extension must be installed & activated. More information about the Commercial extension can be found [here](#).

General

The settings for the Advanced Search can be found in the Admin under **Settings > Search**.

Settings > Search Save

Storefront **1**

General Live search

Search behaviour

Predefine your Sales Channels' search behaviour.

"AND" Search
Search results match with every single element of the entered search term.
Example: "Jeans summer" will find search results that contain both search terms "jeans" and "summer".

"OR" Search
Search results match with any element of the entered search term.
Example: "Jeans summer" will find search results that contain either the search term "jeans" or the search term "summer".

Minimal search term length Enable Advanced Search **2**

Advanced Search can be configured per **sales channel (1)** and can be enabled/disabled via **Enable Advanced Search (2)**.

Hit count

Quicksearch

Define the numbers of elements shown per category in the quicksearch.

Product	Category	Manufacturer
1 10	10	10

Result Page

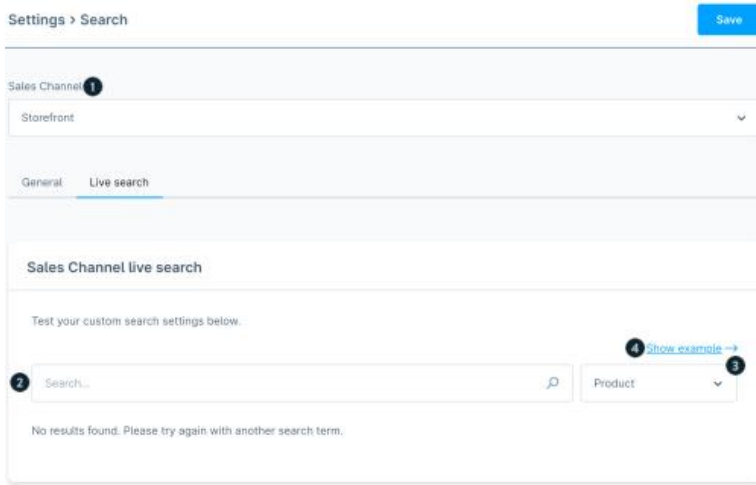
Define the numbers of elements shown per category in the result page.

Product	Category	Manufacturer
2 Show all results	30	30

In the **Hit Count** section you define the number of displayed elements for the **preview search (1)** and the **results page (2)**.

Live search

In this section, you will be shown a preview of the search results based on a sales channel without having to go to the storefront.



Sales Channel (1): Select the sales channel where you want to test your search.

Search (2): Enter the term you want to test.

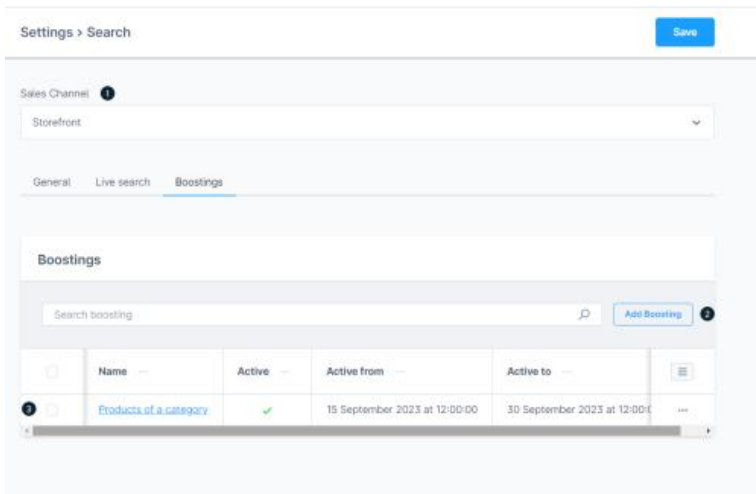
Type (3): Select the type (Product, Category or Manufacturer) of the search term.

Show example (4): Opens a modal with examples of search queries.

Boostings

The boosting settings are available from Commercial Plugin Version 5.5.0.

In addition to the prioritization of individual records to be searched, it is possible to create additional boosts.



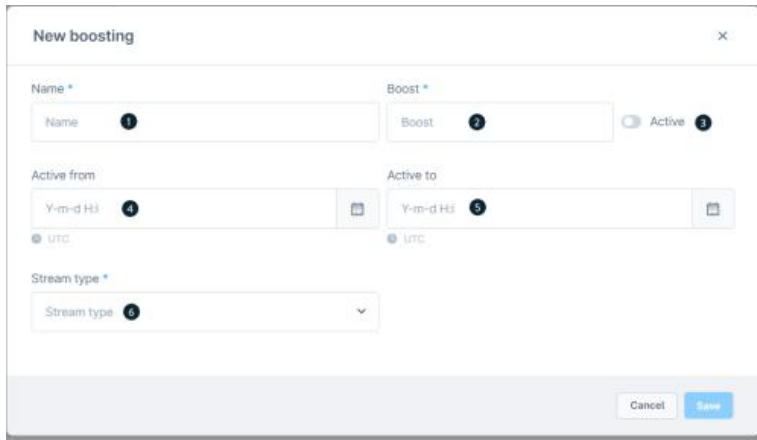
A boosting offers you specific configuration options, e.g. to display certain products further up in the search results.

In **Sales channel (1)** you are shown for which of your shops you are editing a boosting. With **New boosting (2)** you open the form to define a new boosting. In the **lower area (3)** you will see existing boostings for this sales channel, with information on whether they are active and in which period. Click on the **name** or **... > Edit** if you want to edit a specific boosting.

General boosting settings

If you want to create a new boosting, some settings are the same for each type of boosting. You can create

boostings for products, categories and manufacturers.

A screenshot of a 'New boosting' modal window. It contains several input fields: 'Name *' with a text input and a circled '1' next to it; 'Boost *' with a text input and a circled '2' next to it; an 'Active' toggle switch with a circled '3' next to it; 'Active from' and 'Active to' date pickers with 'Y-m-d H:i' format and a circled '4' next to the first and a circled '5' next to the second; 'UTC' radio buttons; and a 'Stream type *' dropdown menu with a circled '6' next to it. At the bottom right are 'Cancel' and 'Save' buttons.

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)**.

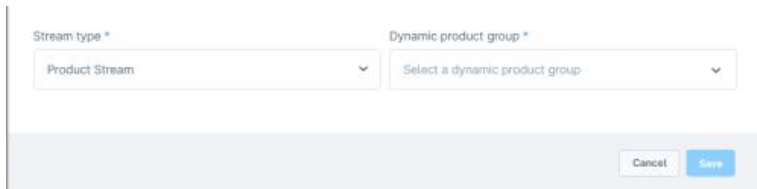
Optionally it is possible to use the boosting only in a certain period of time. To do this, set the period in the fields **Active from (4)** and **Active to (5)**.

You use the **stream type (6)** to decide at which point the relevance is to be increased by this boosting. The three types are described in more detail below.

Stream type 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.

A close-up screenshot of the 'Stream type *' and 'Dynamic product group *' fields. The 'Stream type *' dropdown is set to 'Product Stream'. The 'Dynamic product group *' dropdown is empty with the placeholder text 'Select a dynamic product group'. At the bottom right are 'Cancel' and 'Save' buttons.

As **stream type** select Product Stream, this will display the field **dynamic productgroup**. In this field you can then choose from the existing dynamic product groups.

Stream type entity stream - category

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

Select **Entity Stream** as the **stream type** in the **Type** field Category.

The option to create rules that are applied to categories is then displayed. 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.

Stream type entity stream - manufacturer

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

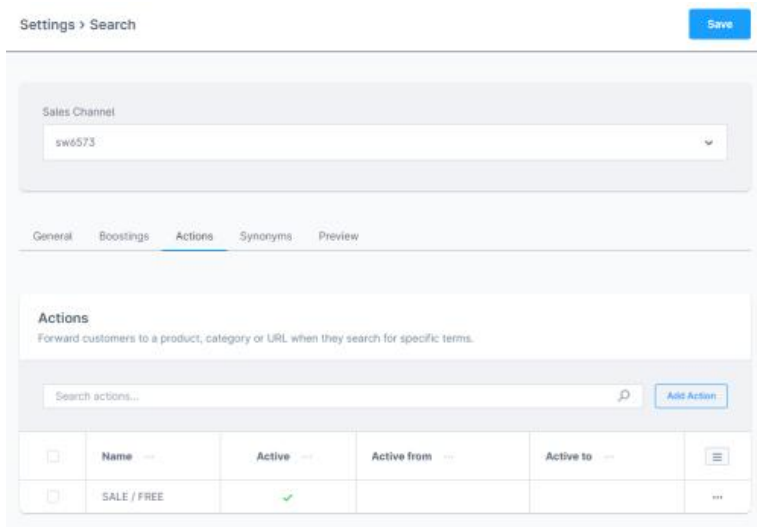
Select **Entity Stream** as the **stream type** and in the **Type** field Manufacturer.

The option to create rules that are applied to categories is then displayed. 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.

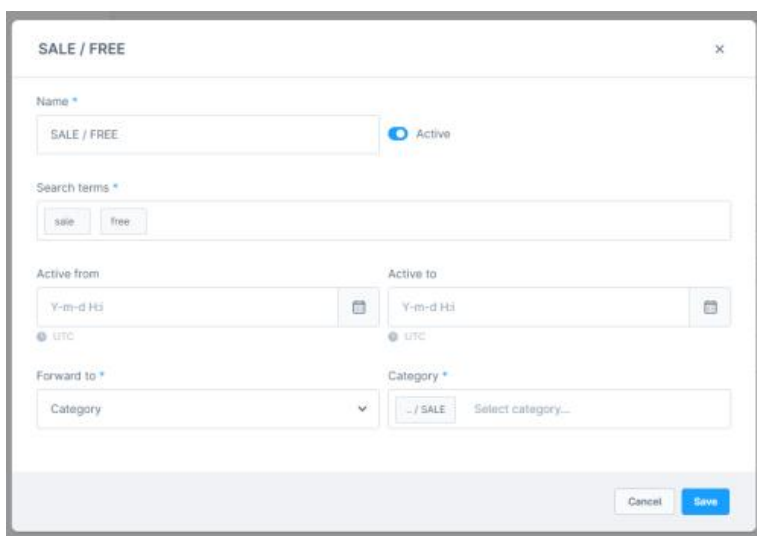
Actions

You can use the actions to define redirects from customers to a product, a category or a URL. This is useful if you want customers to be directed to a desired destination.

For example, if you see that customers often search for something specific, you could create a category with your own content and redirect them there.



If you open the configuration via "Add action", you can enter various points here that will later be used for forwarding.



- **Name:** The name will be listed later in the overview of the actions.
- **Search terms:** Enter one or more search terms here that should be forwarded to your final destination.
- **Active from / Active to:** Define the desired time period here
- **Forward to:** Redirect to a URL, category or directly to a product and then define the exact destination in the right area.

With the example configuration, the customer is forwarded directly to the SALE category when searching for the terms "Sale" or "Free" and you prevent the customer from being shown any results in this case.

Synonyms

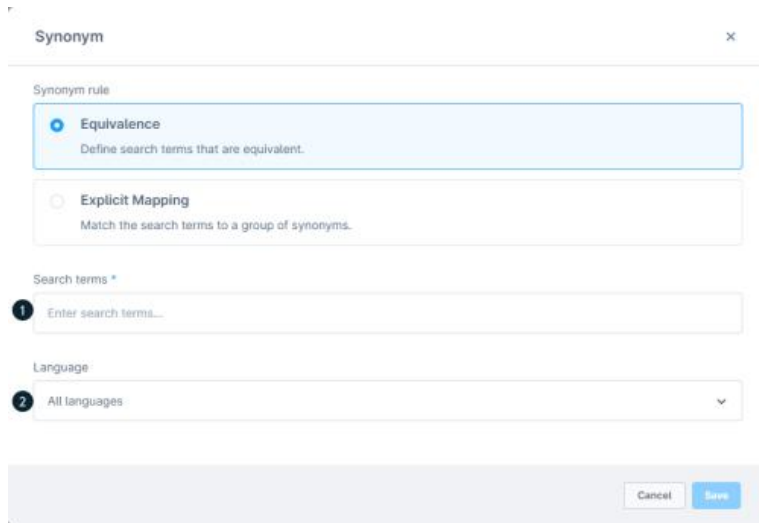
In search, the use of the term "synonyms" usually refers to the function of search engines or search tools to display alternative terms or expressions that have a similar meaning to the search term entered. This

feature helps users refine their search results by presenting them with similar terms or variations that may be relevant.

For example, if someone searches for "car", a search engine could potentially display synonyms such as "vehicle", "motor vehicle" or "passenger car" to provide the user with additional options. This makes it easier to find relevant information and expands the scope of search results.

When creating a new synonym, you have the option of using two different synonym rules. "Equivalence" or "Explicit mapping".

Equivalence



The screenshot shows a 'Synonym' configuration window. Under the 'Synonym rule' section, the 'Equivalence' option is selected with a radio button, and its description is 'Define search terms that are equivalent.' The 'Explicit Mapping' option is unselected with a radio button, and its description is 'Match the search terms to a group of synonyms.' Below this, there is a 'Search terms *' field with a placeholder 'Enter search terms...' and a 'Language' dropdown menu currently set to 'All languages'. At the bottom right, there are 'Cancel' and 'Save' buttons.

Terms such as "wifi, wlan, w-lan, wireless network" are completely equivalent. You can therefore select the synonym rule Equivalence for these and then enter these terms in the **Search terms (1)** field. The results for these search terms will then be included on the results page. Then optionally select a **language (2)** for which this rule should apply.

Explicit Mapping

Synonym

Synonym rule

Equivalence
Define search terms that are equivalent.

Explicit Mapping
Match the search terms to a group of synonyms.

Search terms *

1 Enter search terms...

Match to *

2 Enter synonyms...

Language

3 All languages

Cancel Save

Terms such as "iPhone, smartphone" are not completely equivalent. However, you may still want all smartphones to be found for the term iPhone. In this case, enter the term iPhone in the **Search terms field (1)**. You can also add several terms here, such as Samsung or HTC. Then enter the term smartphone in the **Match to field (2)**. You can also enter several terms here, which will then be used as equivalents. Finally, optionally select a **language (3)** for which this rule should apply.

Warehouses

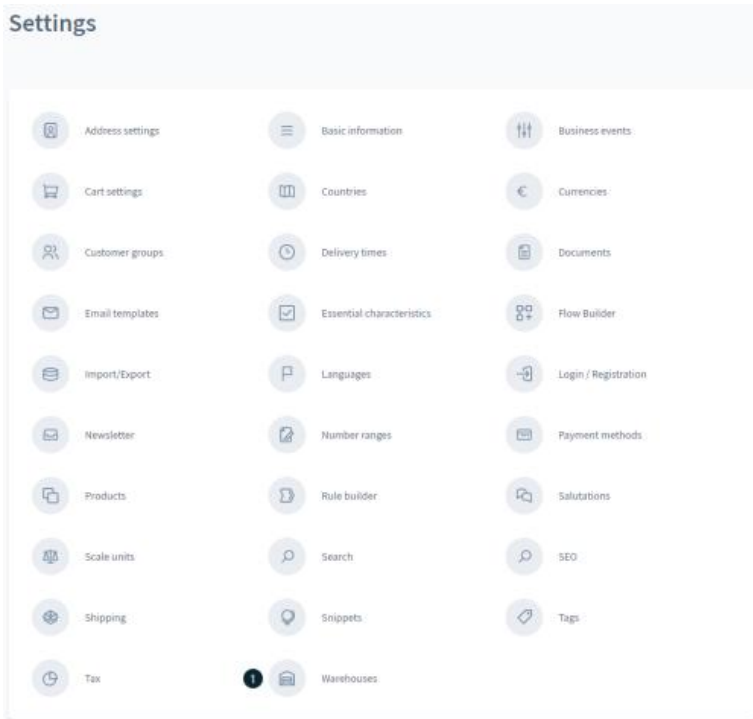
If you have multiple warehouses to store your products, you can define and manage your warehouses in this mask.

You can group your warehouses within a region to enable regional shipping in combination with rules.

This feature is available as part of the Beyond Plan from version 6.4.19.0 and upwards.

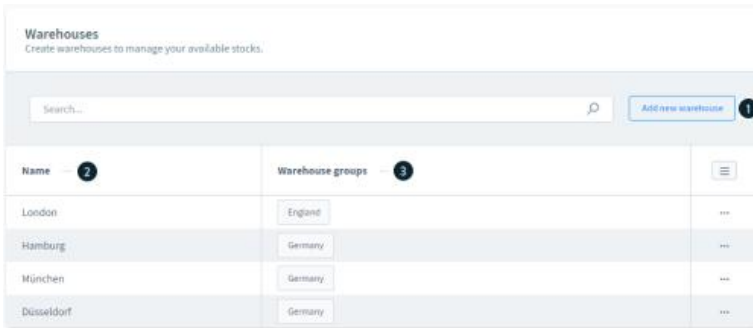
Definition of management of warehouses and warehouse groups

You'll find the warehouse management in **Settings > Shop > Warehouses (1)**.



Warehouses

In here you can manage your warehouses. These warehouses appear in the [product](#) mask and you can manage the stock for every warehouse within the products.



The view shows the available **warehouses (2)** and the **warehouse groups (3)** they are attached to.

Adding a warehouse

To add an additional warehouse you click on the button add **new warehouse (1)**.

Warehouse information

Warehouse name **1**

Liverpool

Internal description **2**

Warehouse near Gladstone Dock

Warehouse groups **3**

England

Give a **Name (1)** to the warehouse. In the **description (2)** you can put additional information about the warehouse such as Address or the stored products. In the dropdown-menu **Warehouse-groups (3)** you can add the warehouse to one or more warehouse groups. The goal is to prioritize the warehouses within the orders in relation to the shipping address, in addition with rules. E.g. for international shipping, the order would be sent from warehouses near the shipping address to shorten the delivery times and tax, and avoid customs.

Edit and delete a warehouse

Warehouses
Create warehouses to manage your available stocks.

Search... [Add new warehouse](#)

Name	Warehouse groups	
London	England	...
Hamburg	Germany	edit
München	Germany	Delete

To edit a warehouse click on the button **...** **(1)** in the last column and choose **edit (2)**.

If a warehouse has to be deleted click the button **...** **(1)** and choose **delete (3)**. A confirmation message appears.

Delete warehouse ×

Deleting a warehouse removes all associated stocks.
Are you sure you want to delete the warehouse **Liverpool**?

[Cancel](#) [Delete](#)

It is also possible to delete a warehouse within the edit mask of a warehouse. A **delete warehouse** button is shown at the bottom of the mask.

Delete warehouse

Deleting this warehouse will be permanent. Delete warehouse

Warehouse groups

Define warehouse groups to combine regional warehouses or warehouses with certain stock types.

Warehouse groups
Create groups to organise your warehouses and assign rules to manage warehouse responsibilities for your different business cases.

Search... Add new warehouse group

Name	Rule	Priority	
England	Always valid (Default)	1	...
Germany	Always valid (Default)	1	...
International	International Customers	1	...

The view shows the **names (2)** of the warehouse groups as well as the assigned **rules (3)** which select the warehouse groups in relation to the shipping address. Column **priority (4)** shows the order in which the warehouse groups are prioritized when using the same rule.

Define a warehouse group

To create a warehouse group click on the button **Add a new warehouse group (1)**.

Warehouse group information

Warehouse group name **1** Priority **2**

US 1

Internal description **3**

All US warehouses

Rule **4**

International Customers

Define a **Warehouse group name (1)** for your warehouse group. This is a mandatory field.

The **Priority (2)** is used in combination with the rule to select assigned warehouses for the shipment of orders.

Use the **Internal description (3)** to add additional information about the warehouse group.

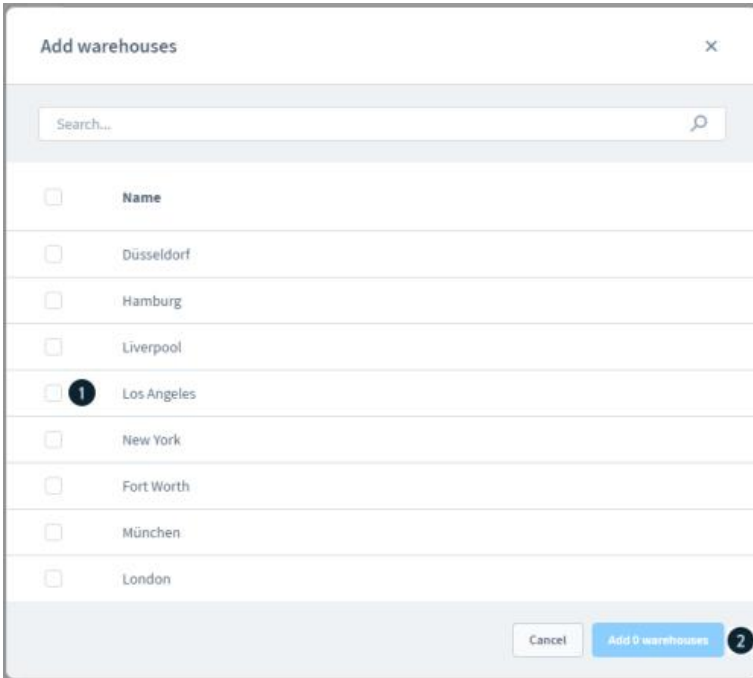
In the dropdown-list **Rule (4)** you can select a [rule](#) to select the warehouse group that fits the order.

Assign warehouses to a warehouse group

Below the definition fields, you find the area to assign warehouses to the warehouse group. If there are no warehouses assigned it should show the view below.



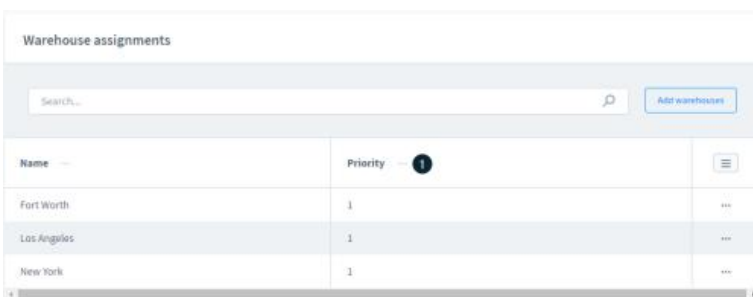
To assign warehouses to the warehouse group click on the button **add warehouses (1)**.



Choose the warehouses with the **checkbox (1)**, to add them to the warehouse group. To save the addition click on the button **Add warehouses (2)**.

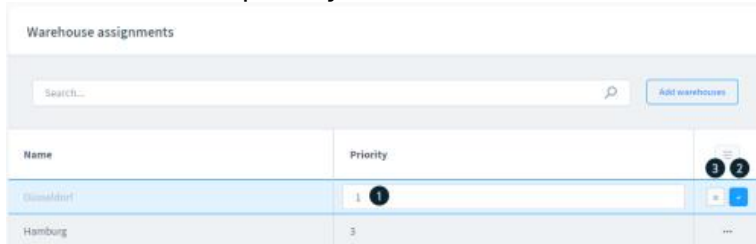
You are also able to add warehouses to warehouse groups with the dropdown list within the [warehouse](#).

Prioritize warehouses within a warehouse group



If products are stored in several warehouses of a warehouse group you can prioritize them in the column **priority (1)**.

Double-click the priority field behind the warehouse, if you want to change the priority of a warehouse.



The screenshot shows a table titled "Warehouse assignments" with a search bar and an "Add warehouses" button. The table has columns for "Name" and "Priority". The "Düsseldorf" row is selected, and its "Priority" field (containing the value "1") is in edit mode. A dropdown menu is open, showing a "Check" button (2) and an "X" button (3). The "Hamburg" row below it has a priority of "3".

Name	Priority	
Düsseldorf	1	Check (2) X (3)
Hamburg	3	...

Enter the **Priority(1)** and save click on the **Check-button(2)** to save the entry. To cancel the entry click on the **X-button(3)**.

Delete a warehouse from a warehouse group

You can use 2 ways to delete a warehouse from a warehouse group.

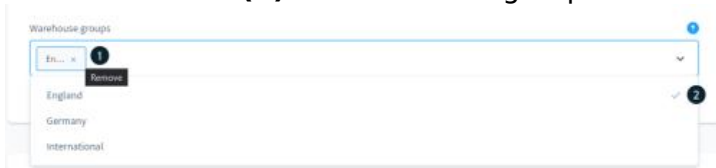
1. Within the list of warehouses click on the button ... **(1)**. Then choose **delete (2)**.



The screenshot shows the "Warehouse assignments" table with "Liverpool" and "London" rows. The "London" row is selected, and a dropdown menu is open, showing a "Delete" button (2). A minus sign button (1) is also visible in the dropdown.

Name	Priority	
Liverpool	1	- (1)
London	1	Delete (2)

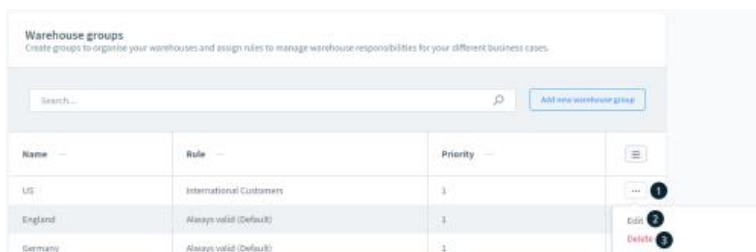
2. Open a warehouse and click on the X in the **group entry (1)** or open the dropdown list and click on the **checkmark (2)** to remove the group.



The screenshot shows a dropdown menu for "Warehouse groups". The "Ent..." entry (1) is selected, and a "Remove" button is visible. The "England" entry (2) has a checkmark next to it.

Ent... (1)	Remove
England (2)	✓
Germany	
International	

Edit and delete a warehouse group

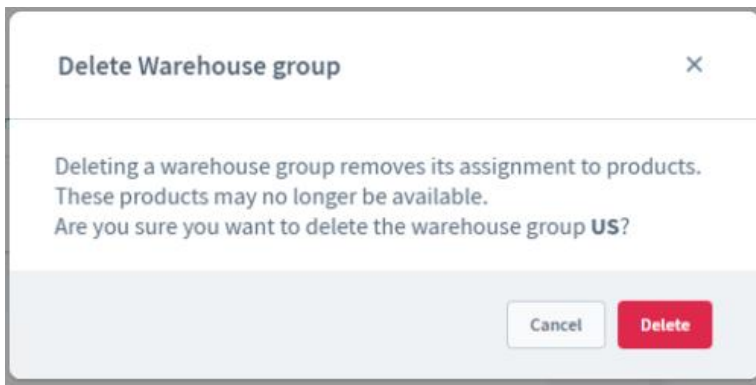


The screenshot shows a table titled "Warehouse groups" with a search bar and an "Add new warehouse group" button. The table has columns for "Name", "Rule", and "Priority". The "England" row is selected, and a dropdown menu is open, showing "Edit" (2) and "Delete" (3) buttons. The "US" row has a minus sign button (1) in the dropdown.

Name	Rule	Priority	
US	International Customers	3	- (1)
England	Always valid (Default)	1	Edit (2) Delete (3)
Germany	Always valid (Default)	1	

To edit a warehouse group click on the button ... **(1)** in the last column and choose **edit (2)**.

If you want to delete a warehouse group, click on the Button ... **(1)** and choose **delete (2)**. A confirmation message appears.



Returns management

General

With the returns management you can process returns that you receive from your customers directly in the admin. As a merchant, you can create a new return based on an existing order.

The returns management is available to you as of the Shopware Rise plan via the Shopware Commercial extension.

Create a return

To create a return, you must open an existing order. In the next step, under the **General** tab, select the items of the order that you have received as a return and then select the new item **Return items**.

General Details Documents Returns

Info

10000 - Shopware Shopware (testing@shopware.com) €29.00
 on 07/02/2023, 17:50 with Invoice and Express Last changed: 07/02/2023, 23:53 by admin

Payment status: Paid Delivery status: Open Order status: Open

Add tags ...

Items

Search items... Add product

Selected: 1 Delete Return items Set status

Quantity	Product #1	Return requested	€29.00	19%	€29.00	...
1 x	Product #1					

Subtotal	€29.00
plus shipping costs	€0.00
Total excluding VAT	€24.37
plus 19% VAT	€4.63
Total including VAT	€29.00

A window will open with an overview of the items you have selected. Here you can specify the **Return quantity** and enter an additional **Comment**. The return is triggered by clicking the **Add to return** button.

Return items

Return #10000-1 created on 08/02/2023, 19:56 by admin

Name	Order quantity	Return quantity	Comment
Product #1	1	<input type="text"/>	This item is already part of the return or its status is Cancelled, Returned, or Returned partially.

Cancel Add to return

Within the order, a new **Returns** tab has appeared in which you can find all the details of the return you have just created and can also edit it further. For example, you can now assign a **Return status**, remove items from the return or view the **Status history**.

General Details Documents Returns

Return #10006

Delete

Return created on 08/02/2023, 19:58 by admin

General information Positions Status history

Return status: Open

Number of products: 1 (1 item)

Comment: Enter a comment...

Total	€29.00
plus shipping costs	€0.00
Total refund excluding VAT	€24.37
plus 19% VAT	€4.63
Total refund including VAT	€29.00

Please note that currently only one return can be created per order. In addition, there is currently no automatic stock calculation. This must be done manually.

A new document, the so-called **Partial cancellation**, can then be created under the tab **Documents**. This type of document is only available if an invoice has already been created.

From the time a return is created, your customers can view it in the customer account within the order overview. The return status you have assigned is displayed there for the customer.

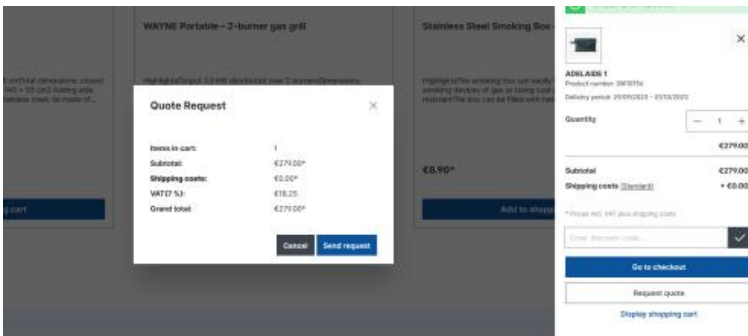
B2B Components

The B2B Components offer you the opportunity to equip your store with the most important B2B functions. The B2B Components also offer store customers, who have been authorized accordingly by the store operator, a variety of functions to map their own company structure. These include roles and contacts (sub-accounts for the customer's employees), orders including the approval process as well as order lists and individual order numbers.

Quote Management

If you have an evolve plan, the new quota management is available.

Often, B2B customers' requirements are so unique that the ordering process cannot be handled by default in the online shop but requires personal consultation with the supplier. In addition, B2B customers often aim for long-term business relationships where customized price offers enable closer cooperation and specific agreements tailored to their long-term needs. It is precisely for this communication that Evolve's new Quote Management feature comes into play. Here, you can exchange prices between buyer and merchant via the shop.



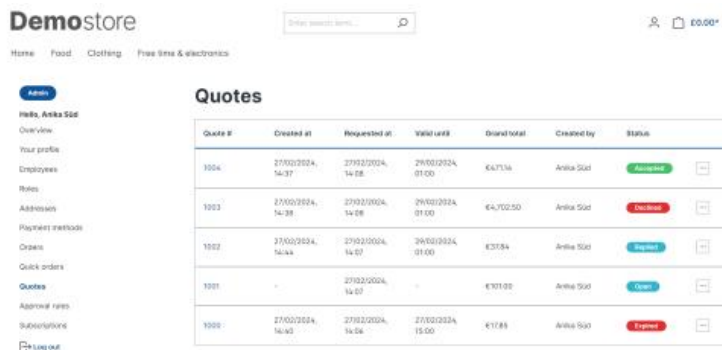
Request prices

As a logged-in B2B customer, you have the option to request a specific price for the items in the shopping cart.

To send a quote request to the dealer, click on **Request a quote** and then on **Send request**.

If you would like to add a specific comment, you can write it in the comment field.

In the next step, you will see all your quotation requests in your customer account under **Quotes**.



There are a total of 5 statuses: Open, In Progress, Accepted, Rejected, Answered and Expired.

Edit quotes

As a merchant, you have the possibility to view and edit the offers in the admin in the area **Orders > Quotes**. Here you have a complete overview of all received offers.

The screenshot shows the merchant admin interface for the Quotes section. The top navigation bar includes the Demostore logo, a search bar, and a currency indicator (€0.00). Below the navigation bar, there are tabs for Home, Food, Clothing, and Free time & electronics. On the left side, there is a sidebar menu with options like Admin, Hello, Anika Sidi, Overview, Your profile, Employees, Roles, Addresses, Payment methods, Orders, Quick orders, Quotes, Approval rates, Subscriptions, and Log out. The main content area is titled 'Quotes (4/4)' and displays a table with the following data:

ID	Status	Quote number	Created	Customer	Mail	Original price	Quote price	
1004	Accepted	1004	11:30	Management, Quotes	management@demostore.com	€497.00	€500.00	
1003	Rejected	1003	08:25	Management, Quotes	management@demostore.com	€490.00	€200.00	
1002	Answered	1002	08:08	Management, Quotes	management@demostore.com	€750.75	€700.75	
1001	Open	1001	27 September 2023 at 08:48	Wolke, Quotes	demostore@demostore.com	€5.00	€5.00	
1000	Expired	1000	27 September 2023 at 09:47	Wolke, Quotes	demostore@demostore.com	€5.00	€5.00	
1000	Expired	1000	27 September 2023 at 09:47	Wolke, Quotes	demostore@demostore.com	€5.00	€5.00	

In the next step, you can edit the requests and enter an individual price or discount. If you agree with your price adjustment, you can send the quote back to the customer by clicking the button **Send Quote**.

Quote 1047 Deutsch Cancel Send quote Save

Items

Search Add items

Amount	Item	Unit price (gross)	Subtotal (gross)
10 x	Stainless Steel Smoking Box - 21 x 15 cm	€8.90	€89.00

Receive discount: %
 Subtotal of all items (net): €83.18
 Total discount: €0.00
 Quote subtotal (net): €83.18
 VAT (7%): €5.82
 Quote grand total (gross): €89.00

You can set a time limit for your offer by entering an expiry date in the next step.

If you would like to add a comment to the offer, you can do so in the message field.

Send quote ×

Expiry date *

Select a date ... 📅

Customer: Quote, Management

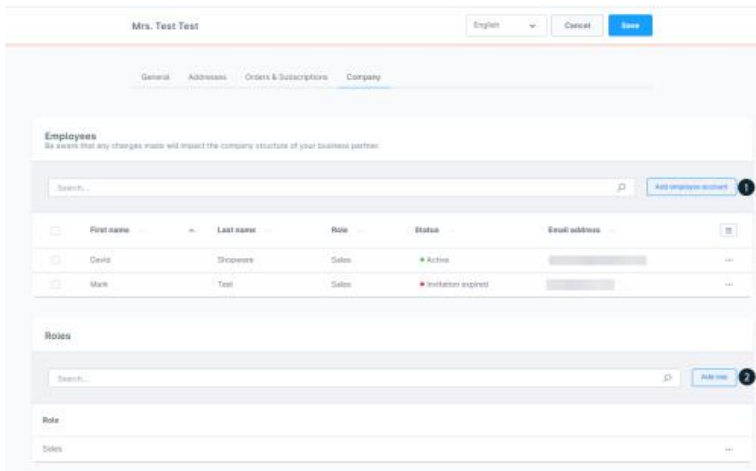
Item in cart: 1

Subtotal of all items (net)	€ 83.18
Total discount	€ 0
Quote subtotal (net)	€ 83.18
VAT (7%)	€ 5.82
Quote grand total (gross)	€ 89

Abbrechen Send

Employee Management

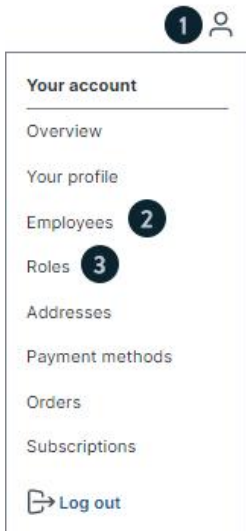
From Shopware version 6.5.6.0 and the Evolve plan, it is possible to use the employee management. This allows you to create employees and assign roles to them. In order for the **Company** tab to be available for the respective customer, the employee management must be activated in the customer's edit mode.



You can invite a new employee to the company by clicking the **Add employee account button (1)**. For this purpose, the first name, last name and e-mail address must be entered. The role is optional. In the overview, you can check the status of each employee. After the invitation has been accepted within 2 hours, the employee is part of the organization. Via the three points, you can deactivate it if necessary.

You can create a role via the button **Add role (2)**.

First, you enter the **name (1)** for the role. You can also decide whether this role should be used as the **default role for new employees (2)**. Furthermore, you can set the **permissions (3)** for the employee here. These are limited to the areas of employee management, role management and orders.



In the frontend, the respective employee can also create roles and manage employees. To do this, first log in and go to the **your account icon (1)**. Here you can then go to the respective **employee management (2)** or to the **role management (3)**. The configurations here are the same as in the admin.

Approve orders

As of Shopware version 6.5.8.0 and the Shopware Evolve plan, it is possible to use the approve orders function. This enables your customers to activate this function for a B2B account.

The function can be activated for each customer by first going to edit mode in the admin's customer overview and then setting the "Order approval" function to active.

Activation in the frontend

You must then create a role in the activated customer account in which you activate the corresponding functions. The role is created by clicking on Roles --> Add role in the overview. Alternatively, you can also create the role in the [Administration](#).

- Pending Order Management
 - Can approve/decline all pending orders
 - Can approve/decline pending orders
 - Can view all pending orders

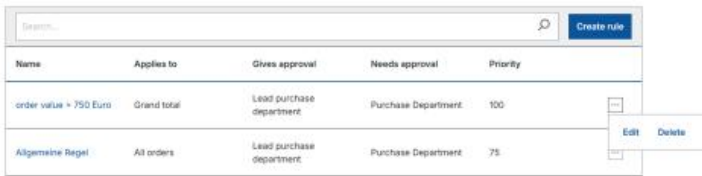
Save

Cancel

Approval rules

You use the approval rules to define who is authorised to grant order approvals and for whom. You use the roles you have defined for this assignment.

Approval rules



Name	Applies to	Gives approval	Needs approval	Priority
order value > 750 Euro	Grand total	Lead purchase department	Purchase Department	100
Allgemeine Regel	All orders	Lead purchase department	Purchase Department	75

Click on **Create rule** to create a new approval rule. If you have already defined rules, they will be listed here. You can **edit** or **delete** an existing rule via [...]

Create a new rule

If you want to create a new rule, the following fields must always be filled in.

- **Name** (the name of the rule. It is best to choose the naming so that you can immediately recognise what the rule does)
- **Priority** (you can use the priority to control which authorisation rule takes precedence over others. The higher the number entered, the higher the priority of this rule. For example, if two rules apply, the rule with the higher priority is applied).
- **Gives order approvals** (Here you select the role that can grant the approvals | e.g. managing director, purchasing manager, etc.).
- **Needs order approvals** (Here you select the role that requires approval of the order | e.g. trainee, buyer, etc.)
- **Applies to** (the selection options would be **All orders**, in which case it is always applied, or **Own condition**, which allows you to set up rule-based authorisations)



Home Clothing Free time & electronics

Admin

Media, Test Dekker

Overview

Your profile

Employees

Roles

Addresses

Payment methods

Orders

Quick orders

Quotes

Approval rules

Subscriptions

Log out

Edit approval rules

Name* Priority Active

Gives order approvals* Needs order approvals*

Applies to*

Fields marked with asterisks (*) are required.

Custom condition

If you select "Custom condition" for the **Applies to** item, further selection conditions are displayed. The functionality corresponds to that of the Rule Builder, which you already know from the Shop Admin.

- **Condition** (in the dropdown you can choose between different items to determine when the authorisation rule should be applied. You can select Total, Total, Shipping costs, Subtotal of all items, Shipping method used, Payment method used, Total volume of all products or Total weight of all products).
- **Operator** (the selection differs depending on which condition you have previously selected. For example, if you want to react to a sum, "is equal to" or "is greater than or equal to" would be available here. If the condition is dependent on a dispatch type, you can choose between "is one of" and "is not one of").
- **Value** (here you enter a comparison value. If you have selected a sum, you define a monetary value. When comparing to a shipping method, you choose between your shipping methods and for other selections (e.g. volume) you enter the appropriate unit).

B2B customer accounts can then only order orders with approval. The B2B accounts will then also see this in the order completion.

Product	Quantity	incl. VAT	Subtotal
Testprodukt Product number: SW10000 Delivery period: 13/01/2024 - 15/01/2024	1	€7.98	€50.00*

Summary	
Total	€50.00*
Shipping costs	€0.00*
Grand total	€50.00*
Net total	€42.02
plus 19% VAT	€7.98

[Submit order for approval](#)

The main B2B account is then shown this and has the option of accepting or rejecting it.

< **Approval number 1001**

Details

Approval rule: Docs
Cart value: €50.00
Items: 1
Payment method: Nachnahme
Employee: Leo Test
Submitted on: 12/01/2024

Shipping address

Test Shopware
Teststraße 1
12345 Teststadt
Deutschland

Billing address

Test Shopware
Teststraße 1
12345 Teststadt
Deutschland

[Approve order](#) [Decline order](#)

Product	Quantity	Unit price	Subtotal
 Testprodukt Product number: SW10000	1	€50.00*	€50.00*

Quick order function



Starting with Shopware version 6.5.4.0 and the Shopware Evolve plan, it is possible to use the quick order function.

This allows your customers to speed up the ordering process by adding items to the shopping cart via item number or CSV file.

Activation

The function can be activated per customer by first entering the edit mode in the user configuration in the admin and then setting the "Quick order" function to active.

Frontend view

1   £0.00*

Your account

Overview


Your profile

Addresses

Payment methods

Orders

2 Quick orders

 Log out

In the frontend, you can access the feature by clicking on the **account icon (1)** and then selecting **Quick Orders (2)**.



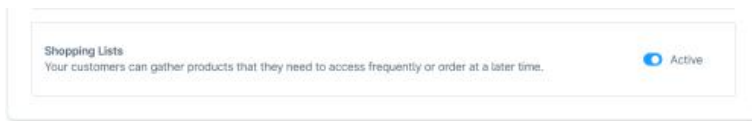
To speed up the general ordering process, you can search for products by **name or number (1)** and adjust the **quantity (2)** directly. Alternatively, you can upload a **CSV file (3)**. After clicking on the button a window will open where you can upload your file. The file must contain the columns "product_number" and "quantity". You can also download a sample file there. As soon as all products are selected, you can **add them to the shopping cart (4)**. If you want to delete the list, you can do this with the **button "Clear list" (5)**.

Shopping lists

From Shopware 6.6.3.0 you can use the shopping lists in the B2B Components.

On the one hand, the shopping list can be used by B2B users to create a shopping list for a later purchase. On the other hand, the retailer can use the shopping list to provide an order suggestion for specific use cases.

Activation




You can decide for each customer whether the shopping lists should be used. Open the customer in the administration and activate the slider for the shopping lists, as shown in the screenshot.

Frontend view

Your account

- Overview
- Your profile
- Employees
- Roles
- Addresses
- Payment methods
- Orders
- Quick orders
- Quotes
- Approval rules
- 2 Shopping lists**
- Subscriptions

 Log out

In the front end, you can access the feature by clicking on the **account icon (1)** and then selecting **Shopping lists (2)**.



If you have not used shopping lists before, you can start directly by clicking on **Create list**.

As soon as the first shopping list has been created, you will see this view:

Shopping lists

<input type="checkbox"/>	Name	Products	Total sum	Creator	
<input type="checkbox"/>	Zweite Einkaufsliste / Second shopping list	0	USD0.00	Test Shopware	⋮
<input type="checkbox"/>	Erste Einkaufsliste / First shopping list	1	USD23.41	Test Shopware	⋮

You can also create a new list via **Create list**. For each existing shopping list, you can access the context menu via **...**. **Open** shows you which products you have saved. If you want to use an existing list as the basis for a new one, you can obtain a copy of the selected list with **Duplicate**. If you are not happy with the name, you can use **Rename**. If a list is no longer required, you can delete it with **Delete**.

An order with the selected products is created when you execute **Add products to cart**.

Admin view

As a store owner, you have the option of creating or editing shopping lists for B2B customers in the admin.

Name	Products	Total	Creator	
Liste 2	2	€1,295.95	John Doe	⋮
Liste 1	1	€475.95	John Doe	⋮

Once you have activated the shopping lists for the relevant customer in the B2B Components area, you will receive an additional **"Company" tab (1)** in the customer account. This tab shows the list of all **shopping lists (2)** for this customer. This contains an overview of how many products the list contains, the total value of the list and who created the list. As soon as you are in **edit mode (3)**, you can **add a list (4)** or **edit an existing list (5)**.

Liste 2 Deutsch 4

General

Name * Sales channel *

1 Liste 2 2 DemoShop

Created at Updated at

11/07/2024, 00:29 11/07/2024, 00:29

3 Items

Search items... Add item

<input type="checkbox"/>	Quantity	Name	Unit price	Total price	<input type="checkbox"/>
<input type="checkbox"/>	1x	Hauptprodukt mit erweiterten Preisen	€800.00	€800.00	...
<input type="checkbox"/>	1x	Hauptartikel	€495.95	€495.95	...
				Total excluding VAT	€1,089.03
				plus 19% VAT	€206.92
				Total including VAT	€1,295.95

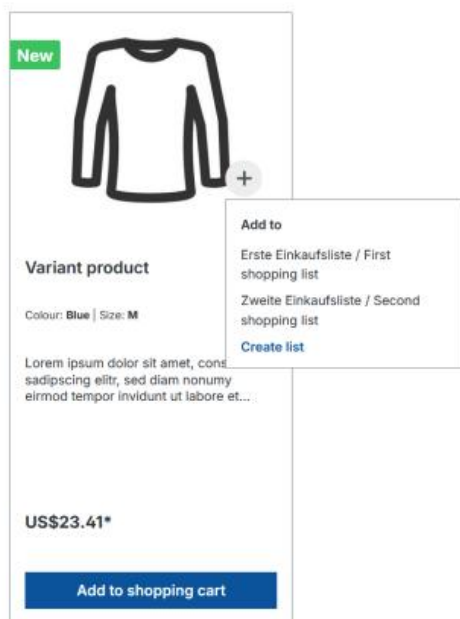
When you edit or create a new list, you can first define the **name (1)** in the General tab. For new shopping lists, you can also specify the **sales channel (2)** for which they are intended. For existing lists, this is fixed and cannot be changed.

In the **Items section (3)**, you can add or remove products and change quantities in a similar way to the order overview.

You can either save the list directly using the **Save button (4)** or save the changes as a new list or as a duplicate using the right arrow.

Add products to a shopping list

To add products to your shopping list, you can directly click on the grey plus sign in a category list. In the product detail view, you will find a plus sign labelled **Add to list**.



Under **Add to** you will find the names of your existing shopping lists. Simply click on the name of the list to which you would like to add the product. If you want to **create a new list**, you can use the last menu entry for this.

Sales Agent Login

Sales agents and independent dealers can access B2B relevant customers via the Sales Agent Login. This function can be set up as a separate installation.

It is set up either by your agency or your administrator on your own server or subdomain and is linked to your store.

You can find more information in the article [Sales Agent](#).