

Role and eCom Employee

Summary

The eCom system requires its own employee with a dedicated role.

This role controls which functions the shop offers — just like with the field service client.

Without an eCom licence, the main menu item **eCom** does not appear in the web backend.

Procedure

1. Ensure that an eCom licence is available.
2. Create the eCom employee under *Basic configuration > Employee*.
3. Check the box **Ist eCom** for this employee.
4. Create a role and assign it to the eCom employee.
5. Set the eCom-relevant rights in the role.

The checkbox *Ist eCom*

This makes the employee the user under which the shop operates. Without it, the eCom system does not recognise the employee as its own — role and rights then remain ineffective, even though everything appears maintained.

“ **Important:** Only **one single** employee may have this checkbox. A second eCom employee is not intended.

Which rights must be set

You can recognise the eCom-relevant rights by the **blue cart symbol** behind the entry. Rights without this symbol do not affect the shop.

A complete list with the respective effect in the shop is available in the specification on the page *eCom rights at a glance*.

“ **Important:** You define the **scope of functions** via the role, not the question of whether ordering is allowed. A customer with access can always order. If a customer should not be able to order, they need a **lock at the customer**. There is no right for this in the role, and it cannot be set in the backend either: it comes from the **ERP system** and is delivered with the customer data.

Note: How the lock affects the shop is currently under review. It has been observed that a locked customer can **submit** the order and receives a confirmation without an order being created. For the moment, do not rely on a lock to properly block the shop. See [Order completion](#) in the specification.

E-mail address of the employee

The e-mail address stored for the eCom employee has a special significance: **In the test system, all shop e-mails go to this address**, not to the customer. This also applies to the e-mail with the visible password during registration.

The address is maintained under *Basic configuration > Employee*.

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