FAQ eCom

Frequently Asked Questions — briefly answered, with reference to the detailed page

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1. Questions from Shop Customers

Login and Access

What do I enter as user name?

Your **Customer number**. Although the field is called *User name*, you cannot assign your own name.

See Request access and initial login.

I do not have any access data yet. How do I get some?

Via **Access request** on the login screen, if you are already a customer. You need your Customer number and Your email adress for this.

If you are Not a customer yet?, **Not a customer yet?** leads to a request to the shop operator — this is not yet access.

See Request access and initial login.

I have requested access but did not receive an e-mail

If your details do not match the customer base, the request will be **checked manually**. This can take several days, and you will receive the access data only afterwards.

Most common cause: The customer base contains a different or no E-mail address yet. Only your shop operator can correct this.

After logging in, the shop immediately requires a new password

This is intentional. The password from the e-mail was in plain text and should not be valid permanently. The page cannot be bypassed.

Enter the password from the e-mail under *Current password* and assign your own below.

See Request access and initial login.

Do I have to log in every time?

No, if you activate the slider **Stay logged in on this system** when logging in. The login then applies for **30 days** — for this device and this browser.

On a computer used by several people, it is better to leave it off.

I have forgotten my password

Via **Password forgotten?** on the login screen, with Customer number and the E-mail address you used to request access.

If "*The E-mail address for this user is invalid.*" appears, the address does not match this Customer number.

I want to change my access e-mail address

Via the **User symbol** at the top right, menu item *Change E-mail address*. A confirmation link is sent to the new address — the change only takes effect after clicking it.

See Change address, E-mail and password.

Ordering and Cart

I cannot add an item to the cart — it says "Open matrix"

This is a **matrix item**, which comes in several variants, such as colours and sizes. Instead of entering a quantity, you enter the variants in a table.

Click on **Open matrix**, enter the quantities and then apply them all together at the end.

See Ordering matrix items.

I have applied the matrix and want to make a correction

The matrix cannot be **reopened**. The cart now contains individual items — one per combination. You can only correct them there, line by line.

Therefore, check the values at the bottom left before applying: *Items* and *Total quantity*.

See Ordering matrix items.

"Apply all" added fewer items than were displayed

There are two reasons for this, which can also overlap:

- The button only applies **the current page**. If there are 50 items per page, at most 50 will be added to the cart — regardless of how many results there are in total.

- Some items cannot be applied in this way. Then the message "*Not all items could be added to the cart.*" appears in red. This concerns **matrix items** and **locked items**.

The message does not specify which item is missing. Compare the number of items in the cart with the number of displayed items.

See Item overview page.

After the Excel import, higher quantities appear in the cart than in my file

Your shop operator has configured the import so that quantities are rounded up to the next valid **packaging unit**. For example, quantity 1 with a packaging unit of 5 becomes 5 pieces.

There is no indication of this — only the normal success message appears. Therefore, check the quantities after each import.

See Importing items via Excel template.

After uploading a second time, everything appears twice in the cart

The import **adds** the quantities; it does not replace the cart. If the first import was successful, do not upload the same file a second time.

If individual lines were rejected due to an error, instead use **Apply all error-free items** — this will add the remaining lines without a new upload.

See Importing items via Excel template.

My Excel file is not being read at all

> "*The Excel file cannot be read. Please check the format of the Excel file.*"

Either it is the wrong file type, or the file contains no rows apart from the headers. It is best to use the template from the shop.

See Importing items via Excel template.

The live prices have disappeared again

This is intentional. The queried prices apply to **exactly the composition** for which they were calculated. As soon as you change something in the cart — quantity, new item, deleted item — or reload the page, they are discarded.

Simply trigger the query again afterwards.

See Cart.

What does the coloured marking next to the item mean?

This is the **stock level**, provided your shop operator allows it to be displayed. Green means available, red means not available, grey: no information is available. Hover your mouse over it to see an explanatory text.

Whether a number is shown depends on your shop operator's settings.

See Settings overview, section *Display stock level*.

I cannot submit my order

Check the **mandatory fields** in the order completion — depending on your shop operator's settings, these may include delivery address, order number or date of delivery. The message when clicking *Place order* specifies what is missing.

See Placing an order.

I do not see a price for any item

Contact your **Contact**. If prices are missing throughout and not just for individual items, it is due to your conditions or the status of your customer account — both can only be clarified by the shop operator.

In this case, it is better not to order on speculation but to ask first.

Why do I see fewer items than I expected?

The assortment in the shop may be restricted — for example, to deliverable items, certain product groups or an item list assigned to you. Which restriction applies is decided by your shop operator.

Use the search by **Item number** if you are missing a specific item. If you still cannot find it, ask your Contact.

I have submitted an order but did not receive a confirmation

The confirmation is sent to the E-mail address of your **shop access**, not to the address from your master data. If you have changed it recently, check the new E-mail account — and the spam folder.

See Change address, E-mail and password.

Prices, Discounts and Coupons

My coupon was accepted, but the total does not change

This is correct. Neither a coupon nor a special discount is **deducted** from the displayed total — both only appear as text. The deduction is only made on the **invoice**.

At the order completion you will see a grey note, for example *“The special discount of 5% will only be deducted on the invoice.”*

See Coupons and Special Discounts.

My coupon code is not accepted

The shop states the reason in the message:

Message	Meaning
“Coupon not found!”	The code does not exist, or it does not apply to you
“The coupon has expired!”	The validity period has passed
“Coupon already redeemed!”	The code has been used up — either overall or by you
“This coupon is only for first-time buyers!”	You have already placed an order
“Minimum order value … not reached!”	Your cart is too small for this coupon
“Coupon not combinable and lower than the special discount!”	see next question

See Redeem Coupon.

What does “not combinable and lower than the special discount” mean?

You already have a **special discount** applied, and this coupon may not be combined with it. Because the special discount is **higher**, the shop rejects the coupon — you benefit more from the special discount.

If the coupon is equal to or higher, it will be accepted and **replaces** the special discount.

See Coupons and Special Discounts.

I do not have an input field for a coupon

Then your shop operator has not enabled coupon entry. Without the field, a valid code cannot be redeemed either.

See Redeem Coupon, section *If the input field is missing*.

Does my coupon remain if I leave the shop?

Yes. The coupon remains on the cart, even if you reload the page or sign out and sign in again later.

You can remove it yourself at any time.

See Redeem Coupon.

Why do my prices differ from the price list?

The displayed prices come from your shop operator’s pricing and may already include your personal conditions.

If your shop offers a **Live price enquiry** in the cart, the prices are calculated directly in your supplier’s system — this is the binding value.

See Pricing and *Cart*.

After the Live price enquiry, two totals are shown

Depending on the program version, the shop either shows the *total sum* and below it additionally the **Live price total**, or a single total named **Total (Live Price)**.

In both cases, the Live price is decisive.

See Cart.

Are the prices net or gross?

Whether a note about net prices appears is set by your shop operator. In the cart and at order completion, this note text is hidden.

The **invoice** is always decisive.

The freight costs are not included in the total

Correct — the line *plus freight costs* is **below** the total and is not included there. It only appears if freight costs apply to your order.

Above your shop operator’s free carriage limit, the line disappears.

See Cart.

Documents and Personal Data

I do not see my invoices

There are two possible reasons for this, and neither is your fault:

- Your shop operator has **not activated** this document type for you. In that case, the menu entry is completely missing.
- There are **no documents** of this type. Then the entry is also missing — a customer without invoices does not see the *Invoice* item, even if it is activated.

Contact your Contact if you expect documents that do not appear.

See Viewing documents.

How far back do the documents go?

As a rule, you will find documents from the **last three years**. The exact period depends on which data your shop operator transmits and cannot be set in the shop.

See Viewing documents.

I do not get my document as a PDF

All downloads provide an **XLSX file** — including the symbol in the document line. A document as a PDF is not provided.

Two document types differ: For *Backlogs* instead of the symbol there is the link **Export as file**, and *Unpaid invoices* cannot be downloaded at all.

See Documents.

Can I reorder directly from an old document?

No, this is currently not possible. Search for the items in the shop, or use the **Excel template** to add a list to the cart at once.

See Importing items via Excel template.

I am looking for a specific document

The search field **Search Term** on the document page searches for the **Document number** — not for items or amounts.

See Viewing documents.

I have changed my address, but the shop still shows the old one

This is not an error. Your change is a **notification to your shop operator**, not a direct change. They will adopt it in their system, and only then will you see the new address in the shop.

See Change address, E-mail and password.

What is the difference between “E-mail (Contact)” and “Change E-mail address”?

Field	Meaning
E-mail (Contact) in the address mask	belongs to your **address** — a contact detail like the telephone number
Change E-mail address in the user menu	the address of your **shop access**, to which all shop e-mails are sent

If you want to receive order confirmations elsewhere in the future, *Change E-mail address* is the right way.

See Change address, E-mail and password.

I have changed my e-mail address but did not receive a confirmation link

Without clicking the link, the old address remains valid. Check the **spam folder** and the spelling of the new address — if there is a typo, you will not receive the link and the change will simply not take effect.

In this case, repeat the process with the correct address.

See Change address, E-mail and password.

I have changed my e-mail address — why is mail still sent to the old

one?

Only the address of your **shop access** is changed. The old one remains in your shop operator’s master data, so invoices and mail are still sent there unchanged.

If this should also change, enter the new address additionally via **Change address** or notify your Contact.

See Change address, E-mail and password.

What is shown under “My profile”?

Your **Customer number** and the time of your **last login**. Nothing can be changed there — the customer number is also your User name.

See My profile.

2. Questions during Setup

Something does not appear in the shop

The most common cause is right at the beginning — it explains the majority of all cases.

My change has no effect

Changes to the eCom configuration only take effect once the data has been **provisioned**. Afterwards, the eCom system retrieves them automatically — depending on the setting every **15 or 30 minutes**.

So first check: saved, provisioned, and waited long enough?

See Provisioning of data.

An uploaded image does not appear

Almost always it is one of these two causes:

- After upload, it was **not saved**. An uploaded image initially only resides in the temp folder; only *Saving* stores it properly.
- It was **provisioned without the Images checkbox**. Images are only transferred on request.

See Uploading images and *Provisioning of data*.

A container does not appear, although image and position are correct

Check the **Status**. Only **Released** appears in the shop — *In progress*, *Completed* and *Deleted* do not.

Also check the **Display period** *From/To*: If today's date is outside this range, the container remains invisible.

See Marketing container and *Creating and positioning containers*.

A customer sees fewer items than expected

Three causes are possible:

- the setting *Do not display items without inventory*
- the setting *Hide product groups*
- a **order template with closed listing** applicable to this customer, which limits the assortment to an item list

See Item overview page.

A document entry is missing in the customer's menu

For this, **two** conditions must be met:

Condition	Without it
the associated right is set in the role	the entry is missing in the menu

Condition	Without it
there are documents of this type	the entry is also missing

A customer without documents therefore sees nothing — even if all rights are set. This is a common stumbling block when troubleshooting.

See Documents.

The voucher field is missing in the cart

The setting **Voucher input** is not set. It works independently of the voucher management: Without the field, even a created, valid voucher cannot be redeemed.

See Maintaining settings.

A voucher is rejected although it is created

Go through the voucher fields — validity period, client, currency, usability and minimum order value. The message in the shop states the reason.

A special case: If *Combinable with eCom discount* is set to **No** and the special discount is **higher** than the voucher, the shop rejects it.

See Coupons and Special Discounts.

The main menu item “eCom" is missing in the web backend

Then there is **no eCom licence**. Without a licence, the menu item does not appear.

See Licensing.

The minimum order value is not checked

Check **where** you have maintained it. At the client, there is the *Minimum order value* twice — general and in the **eCom tab**. Only the value in the eCom tab counts for the shop.

The field *Minimum order value (warning)* has no effect in the shop at all.

See Maintaining client values for eCom.

A setting seems to have no effect at all

Some client fields do not affect the shop, even though they are maintained correctly. There are two different reasons for this:

Field	Reason
Minimum order quantity, Minimum order unit	The shop does not evaluate them — they only affect the sales client.
Maximum item value, Warning at quantity	They are calculated, but their message is a **Enquiry** — and the shop always skips enquiries because no one could confirm them.

The page *Maintaining client values for eCom* notes for each field what affects the shop.

Rights, Roles and E-mails

How can I tell which rights affect the shop?

By the **blue cart symbol** behind the entry in the role. Rights without this symbol do not affect the shop.

A complete list with the respective effect is provided in the service description.

See eCom rights at a glance.

I have revoked all rights, but the customer can still order

This is intended. The **scope of functions** is defined by 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 **block on the customer**. This comes from the ERP system and cannot be set in the backend.

See Role and eCom employee.

How many roles do I need?

One per scope of functions. The eCom system works with its own employee and its own role — the rights therein apply to **all** shop customers of this employee.

See Role and eCom employee.

Why is no e-mail sent for a process?

Most e-mails are linked to a **subscription**. Without assigned recipients, nothing is sent. Which process triggers which template via which subscription is shown in a table on the page *Set up e-mail subscriptions and maintain templates*.

A few processes work without a subscription — *Password forgotten*, *Reset password* and *Address change* go directly to the customer.

An exception without any mail: If a customer changes their **password** in the shop, no one is notified.

Which subscription must I absolutely not forget?

`eCom - Notification of failed ERP export`. Without this subscription, no one notices that a customer order did not arrive in the ERP system.

See Set up e-mail subscriptions and maintain templates.

I filtered the subscription list by “eCom” — is that enough?

No. The prefix `eCom -` only marks the **exclusive** subscriptions. Two general subscriptions are also triggered by the shop and are missed when filtering:

Subscription	Triggered by
`Shipping of orders incl. Excel`	every order — adds an Excel file to the order mail
`Customer master data change`	an address change via *My profile*

Go through the list once **unfiltered** when setting up.

The order confirmation to the customer contains no items

This is the default state — the mail contains only a short thank you, no items, no totals, no discount.

What	Where	Who
Wording of the e-mail	*Basic configuration \ Settings \ E-mail contents*	Yourself
Item listing in the customer mail	Own template	Your project manager at DeDeNet

The internal notification to the Backoffice, however, lists the items by default.

See Set up e-mail subscriptions and maintain templates.

To which address are the e-mails to the customer sent?

To the **eCom user's E-mail address**, i.e. the shop access — not to the address from the customer master data. If the customer changes it in the shop, from the confirmation onwards all further mails go to the new address; the master data remains unaffected.

See Set up e-mail subscriptions and maintain templates.

In the test system, all e-mails arrive with me

This is intentional. In the test system, all mails go to the address of the **eCom employee** from *Basic configuration \ Employee* — including those with the visible password.

The text then says *“The e-mail recipients were rewritten in the test system! The original e-mail recipients were: …*" From this you can read the actual recipient without needing a second e-mail

account.

I cannot find the template for an e-mail

Subject and template name differ. This is demonstrated with resetting the password:

Template	Subject of the e-mail
Password forgotten	*Request - Reset password*
Reset password	*Confirmation - Password reset*

So search for the template by **process**, not by subject.

A customer requested access but receives nothing

If their details differ from the customer master data, the request goes to **manual review** in the backend. Only after approval does the customer receive their access data.

Check the open registrations and the subscription `eCom - Kundenregistrierung`.

See Approve and manage registrations.