

# 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                                       |
|---------------------------------------------|----------------------------------------------------|
| <code>Shipping of orders incl. Excel</code> | every order — adds an Excel file to the order mail |
| <code>Customer master data change</code>    | an address change via <i>My profile</i>            |

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                             |
|------------------------------------------|---------------------------------------------------------|---------------------------------|
| <b>Wording</b> of the e-mail             | <i>Basic configuration \ Settings \ E-mail contents</i> | Yourself                        |
| <b>Item listing</b> 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 | <i>Request - Reset password</i>      |
| Reset password     | <i>Confirmation - Password reset</i> |

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](#).

---

Revision #1

Created 2026-09-24 01:35:39 UTC by n8n

Updated 2026-09-24 01:35:39 UTC by n8n