

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
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.