

SMiIDS<sup>TM</sup>.com

# Workshop 101



# Contents

In this User Manual, We will guide you how to:

	<b>Pages</b>
<b>A. Manage your web store account</b>	
1.0 Login to Backoffice .....	2
2.0 Dashboard .....	3
3.0 My Account	
3.1 Sales Report .....	3
3.2 Marketplace Earning Report .....	3
3.3 Account Summary .....	3
3.4 User Profile .....	4
<b>B. Manage your web store Looks and Design</b>	
4.0 Manage Website .....	6
4.1 Web Pages .....	6-15
4.2 Banners .....	16-19
4.3 Templates .....	19
4.4 Site Settings .....	20-24
<b>C. Manage your Product Listing and Cross-sell Ability</b>	
5.0 Catalogue .....	26
5.1 My Product .....	26-36
5.2 The Marketplace .....	37-42
<b>D. Manage your Orders and Transaction reports</b>	
6.0 Order .....	44
<b>E. Manage your CRM (Customer Relationship Management)</b>	
7.0 Contact	
7.1 Member Contacts .....	45-46
7.2 Newsletter .....	47-49
7.3 SMS Manager .....	50



# **Workshop 101**

## **A. Manage your web store account**

## A. Manage your web store account

### 1.0 Login to Backoffice



image 1.1

- (1) Go to [http:// www.smilds.com](http://www.smilds.com), Click Backoffice Login to access to your (Merchant). Web Store Backoffice, OR Go to <http://smilds.com/backoffice>  
For Hong Kong SMILDS user, kindly go to [http://smilds.com/backoffice\\_hk](http://smilds.com/backoffice_hk)
- (2) Please key-in **User Name** (Email Address) & **Password** , Click sign in.

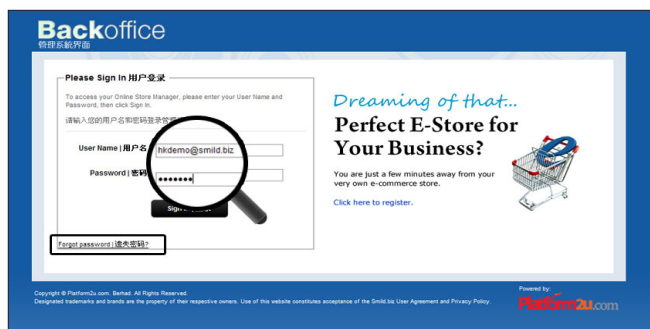


image 1.2



If you have forgotten your password , don't panic. We are here to help you. Click "forgotten password" . Key in your login name (email address) to retrieve your password. Once submitted, the password will be sent to your email account.

## 2.0 Dashboard

Dashboard will appear at the first page and Quick Reports will be shown in this page.

- New customers
- New Orders
- Total Orders
- Total Products
- Total Categories
- Total Contact
- SMILDS Backoffice Interface Language.

Click to change Backoffice language to your preference.

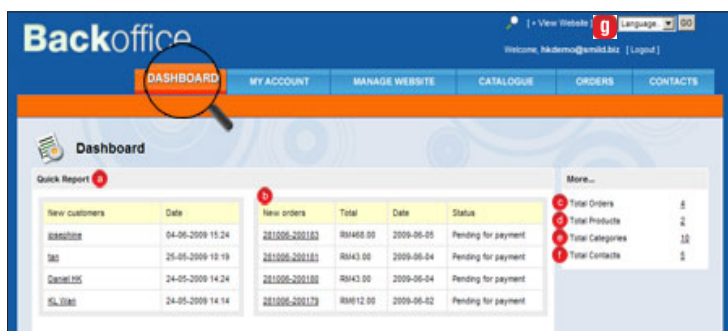


image 2.1

## 3.0 My Account

### 3.1 Sales Report

Your Sales Summary Report will be shown in this page.

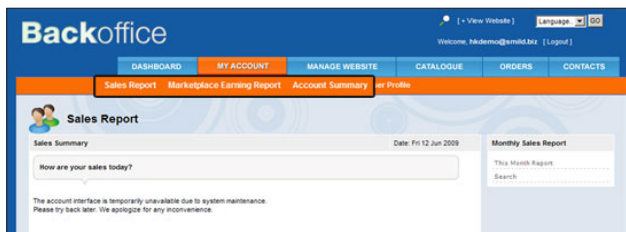


image 3.1

### 3.2 Marketplace Earning Report

Your SMILDS Affiliates Summary Report will be shown in this page.

### 3.3 Account Summary

Your SMILDS Earnings and Payments Summary will be shown in this page.

### 3.4 User Profile

Fill in your details in the User Profile. e.g. Merchant Details, Bank Details & Payment Details. Once you have completed, please click **Update** to save your details into the system.

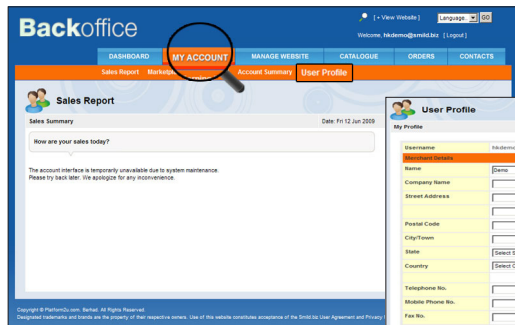


image 3.2

**User Profile**

My Profile

Username: hidermo@smiids.biz

**Personal Details**

Name:

Company Name:

Street Address:

Postal Code:

City/Town:

State:

Country:

Telephone No.:

Mobile Phone No.:

Fax No.:

Alternate E-mail: hidermo@smiids.biz

Best time to call:

**Bank Details**

Bank Account Name:

Account Number:

Bank Name:

**Payment Details**

Payment Type:

Payee Name:

image 3.3

#### 3.4.1 Change Password

You can change your password on this page by following the instructions below.

**User Profile**

My Password

Username (Email): hidermo@smiids.biz

Current Password:

New Password:

Confirm New Password:

**My Password**

image 3.4

Follow Steps **1, 2 & 3**, key in your current password and new password, click **Change** to save the changes.



Please do not to reveal your password to anyone.

System will keep this data and information for company use only and Platform2u.com will not use your information for any other unrelated purpose. There were times when we may need information from you to process an order, to correspond, to provide a subscription or in connection with a job application.



# Workshop 101

**B. Manage your web  
store Looks and Design**

## B. Manage your web store Looks and Design

### 4.0 Manage Website

#### Web Pages - CMS(Content Management System), DIY Tools Feature.

Your SMILDS.com system comes with a complete and comprehensive web store system that allows you to add, edit and alter your web store.

SMILDS "Manage Website" tools allows you to layout your web pages, where you can add/edit your page depending on the type of content you wish to put.

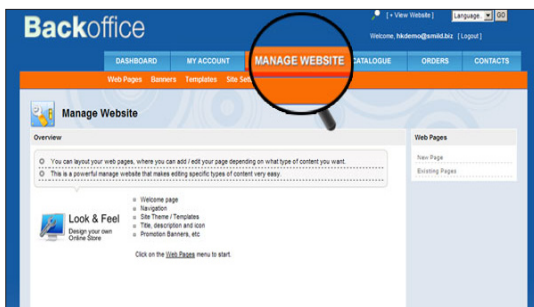


image 4.1.1

### 4.1 Web Page

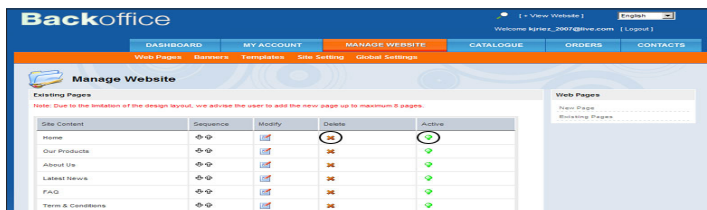


image 4.1.2

The Panel (image 4.1.2) List all the web pages you have as the picture shown (image 4.1.3).

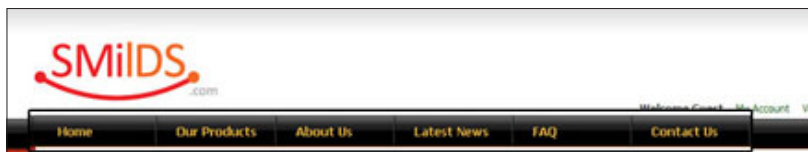





image 4.1.3






You may change the sequence of the pages by clicking  (move up) or  (move down)




You can edit the existing web pages by clicking . Kindly refer to page 15 for more details.



Click  if you want to delete the web page.



The web page is shown in your web store when the light bulb is in green. If you want to hide it from showing in your web store, just click on the light bulb and it will turn red .

#### 4.1.1 Web Page - Add A New Page

To add a new web page for your web store, kindly follow the steps below.

*Due to the limitation of the design layout, we advise you to add the new page up to maximum 8 pages.*

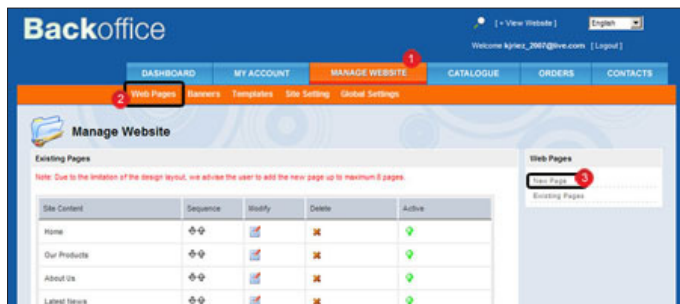


image 4.1.4

Follow Steps 1, 2 & 3, you will reach the page shown below. Enter the Page Name, click **Submit** update the system.

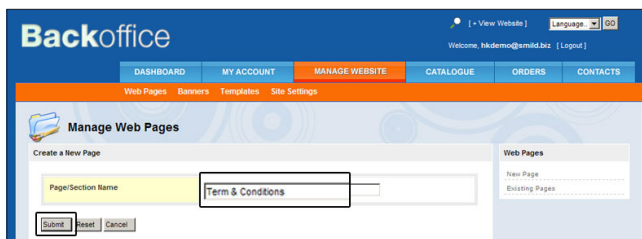


image 4.1.5

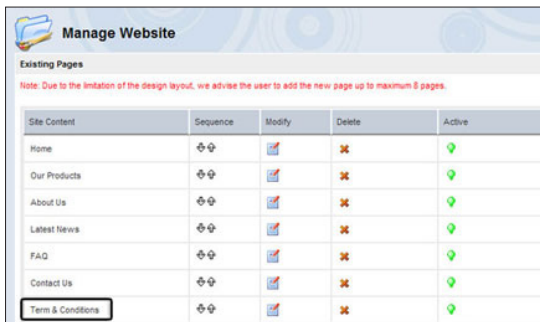


image 4.1.6

For image 4.1.6, please ensure the “Green” Light Bulb is turned on. Once the page is added, you can view the page by clicking **View Website** at the top of the page. Refer to the image 4.1.7

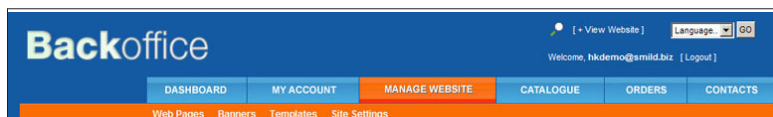


image 4.1.7

Web Store display :



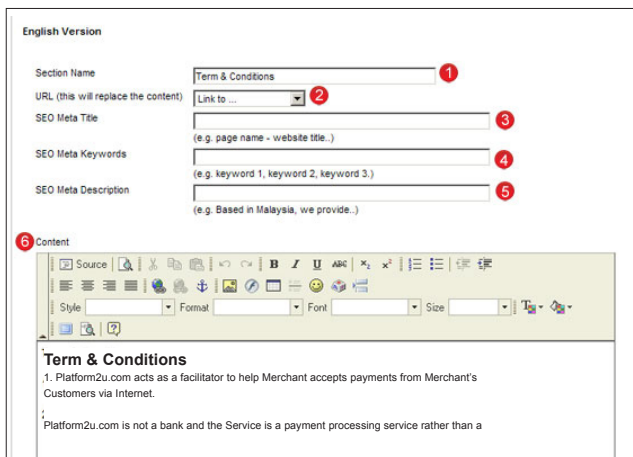
image 4.1.8

## 4.1.2 Web Page - Edit the Web Page

You can add more information, upload picture, video, animation or flash into your web pages. The example below shows the way to edit the existing page.

### A. To edit Web Page's information

Refer to image 4.1.6, Click the  button to edit the web page's information.



English Version

Section Name  1

URL (this will replace the content)  2

SEO Meta Title  3

SEO Meta Keywords  4

SEO Meta Description  5

6 Content

**Term & Conditions**

1. Platform2u.com acts as a facilitator to help Merchant accepts payments from Merchant's Customers via Internet.

2. Platform2u.com is not a bank and the Service is a payment processing service rather than a

image 4.1.9

- (1)**Section Name**: The Web Page's Name.
- (2)**URL** : Choose URL from the drop down list to overwrite the content. ? Leave blank if you do not want to use your own content.



For instance, if the chosen URL is *products.php*, the page will automatically display all the products but not the content you inserted in the text box. To insert information in text box, see **step (6)** .

- (3)**SEO Meta Title** : Title name for search engine usage and will also display as the title of the page. eg. Platform2u on browser header.
- (4)**SEO Meta Keywords** : Keywords for search engine usage. eg. Platform2U, Platform2U.com, smilds
- (5)**SEO Meta Description**: Description for search engine usage.



**What is SEO?** SEO (Search Engine Optimization ) can be defined as the activity of optimizing Web pages or whole sites in order to make them more search engine-friendly, thus getting higher positions in search results for optimized keyword.

Example:

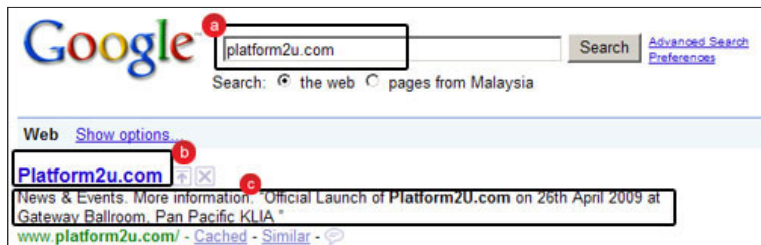


image 4.1.10

- (a) Meta Keyword
  - (b) Meta Title
  - (c) Meta Description
- (6) At the Text Box, input the information you want to display in the web page.
- (a) Using the DIY Tools Feature in the Text Box, you can edit font color, font size, insert image etc. Please see *Page 15* for DIY Editor Icons description. Refer to *image 4.1.11* below.
- Click **Modify** to save all the updates.

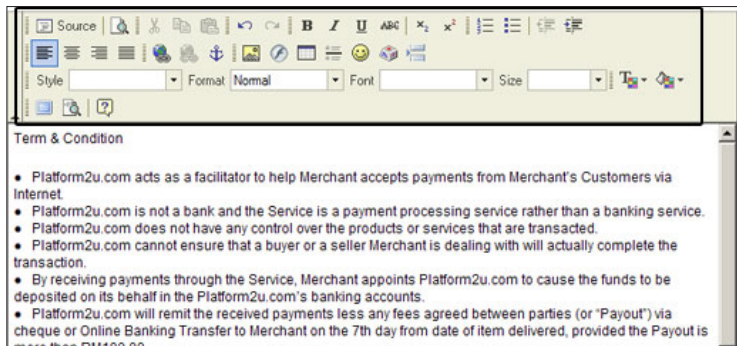

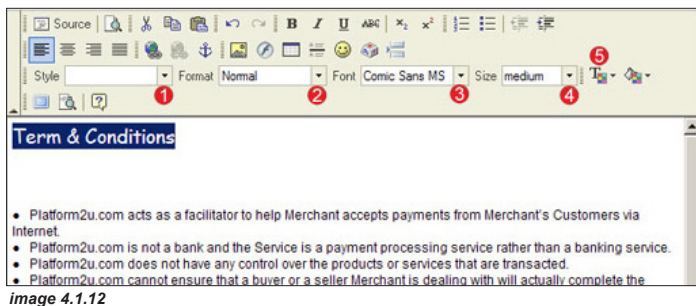



image 4.1.11

- (b) Some basic features of the DIY Tools:
  - (i) **Font**  
Highlight the text you want to edit. Click  to change the **1** font style, **2** font format, **3** font type, **4** font size, **5** font color  
Refer to *image 4.1.12*



## (ii) Insert Image

- (1) To insert an image, click 
- (2) At Image Properties, click **Browse Server**,
- (3) Click **Browse** to choose an image from your computer.
- (4) Select an image and click **Open**.

Following is an example of inserting a image:

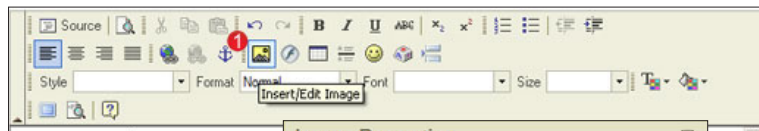


image 4.1.13

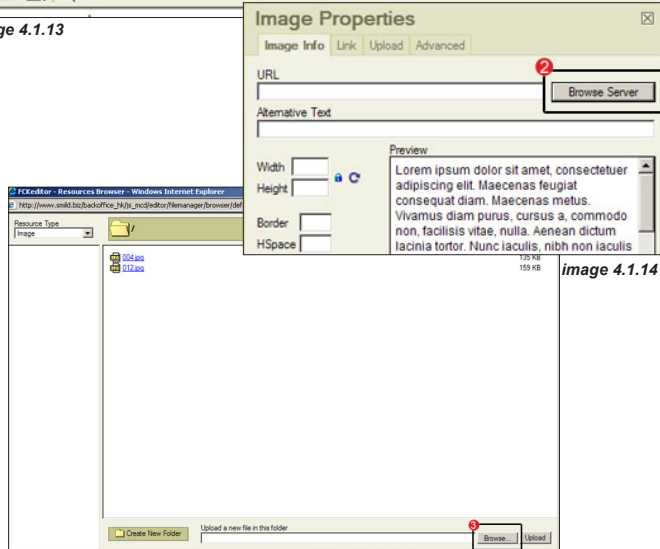


image 4.1.15

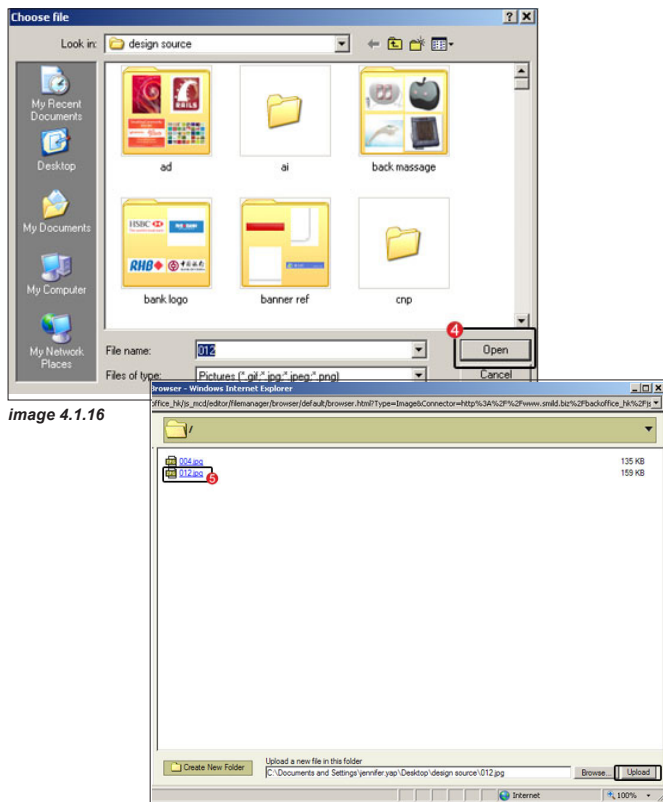
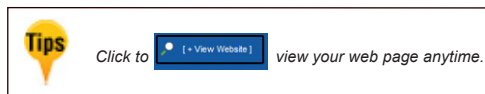


image 4.1.16

image 4.1.17

- (5) Select the image you want to insert and click **Upload**
- (6) Click **OK**
- (7) The image that you selected will be shown in the Text Box. Click **Modify** to update the changes.



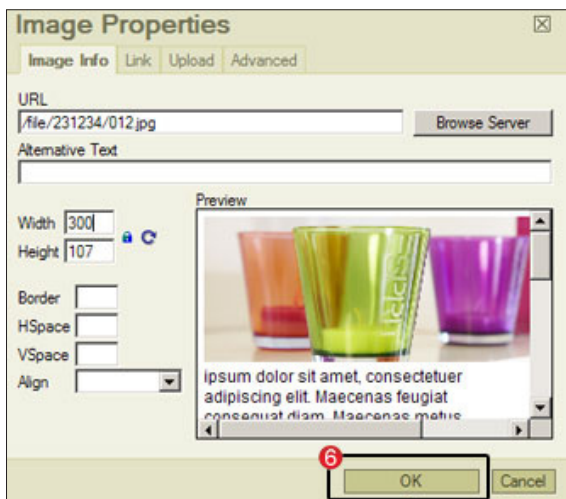


image 4.1.18

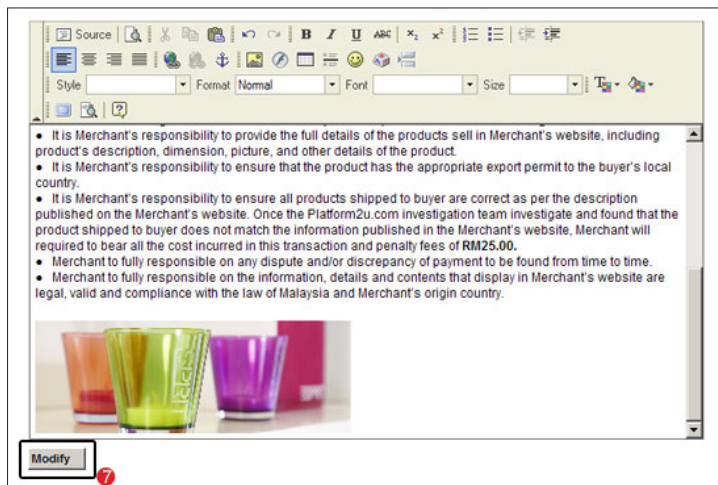


image 4.1.19



### (iii) Insert Flash or Video

SMILDS also allows you to insert Flash and Video.

- a) You may insert your own flash/video. Firstly you need to upload your flash/video onto a video sharing server for instance YouTube.com
- b) Or you can also insert a flash/video from a video sharing server.

### Following is an example of inserting a video clip from YouTube:



image 4.1.20

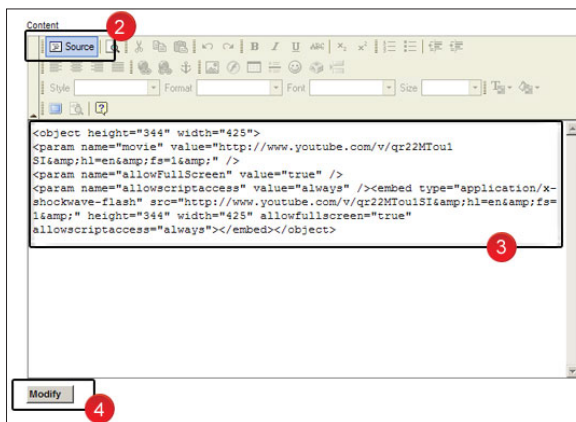







































image 4.1.21

- (1) Select a video from Youtube , copy the "Embed Script" of the video.
- (2) Click  **Source**
- (3) Paste the copied embedded script into the textbox.
- (4) Click **Modify** to submit update.



(iv) DIY Editor features :

	Source	Coding		Block Justify
	Preview			Insert/Edit Link
	Cut			Remove Link
	Copy			Insert/Edit Anchor
	Paste			Insert/Edit Image
	Undo			Insert/Edit Flash
	Redo			Insert/Edit Table
	Bold			Insert Horizontal Line
	Italic			Insert Smiley Icon
	Underline			Insert special Character
	Strike Through			Insert page Break
	Subscript		Style <input type="text"/>	Select Style Type
	Superscript		Format <input type="text"/>	Select Format Type
	Insert/Remove Numbered List		Font <input type="text"/>	Select Font Type
	Insert/Remove Bulleted List		Size <input type="text"/>	Select Different size
	Decrease Indent			Text color
	Increase Indent			Background Color
	Left Justify			Maximize the editor size
	Center Justify			Show Blocks
	Right Justify			About FCK editor

## 4.2 Banners

You can add maximum 3 banners onto your website.

### Image Size:

File size limited to 250 KB, recommended size 80 pixel height x 200 pixel width



*What is a banner? Banner ad is a form of electronic advertising. A visitor to the Web site can instantly link to the advertiser's Web site by clicking on the banner.*

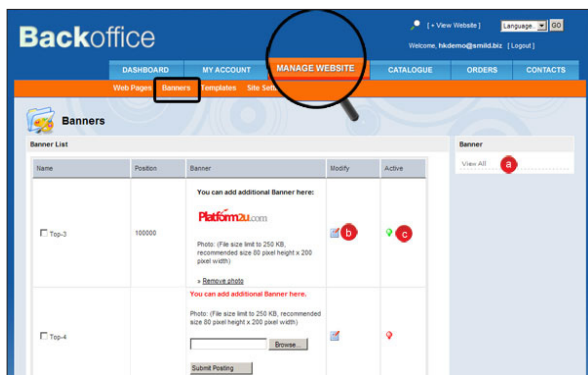


image 4.2.1

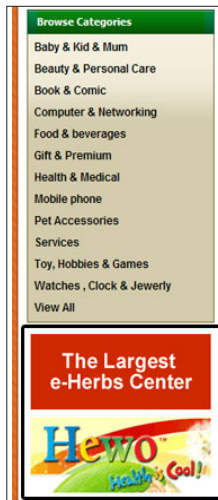



image 4.2.2

- You can view all the banners added by clicking **View All** .
- You can click  to edit the banner you have uploaded .
- The banner is shown in your web store when the light bulb is in green. If you want to hide it from showing in your web store, just click on the light bulb and it will turn red.

*Refer to the image 4.2.2 , the 2 banners are prefix and cannot be removed.*

#### 4.2.1 To Add a Banner

(i) Select an Image for the banner

(1)Click **Browse**,

(2)Select an image for the banner and click **Open**,

(3)Click **Submit Posting** , (a) will appear as the image for banner.

(4) Click  to edit the link.

**Following is a step for Add a Banner :**

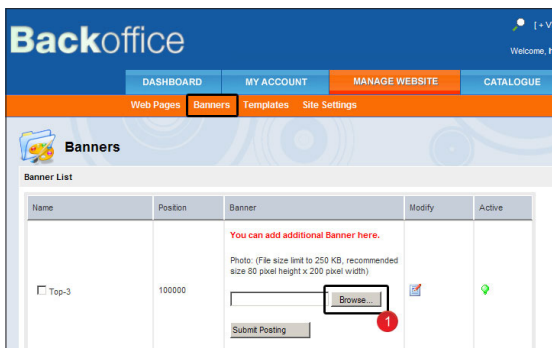


image 4.2.3

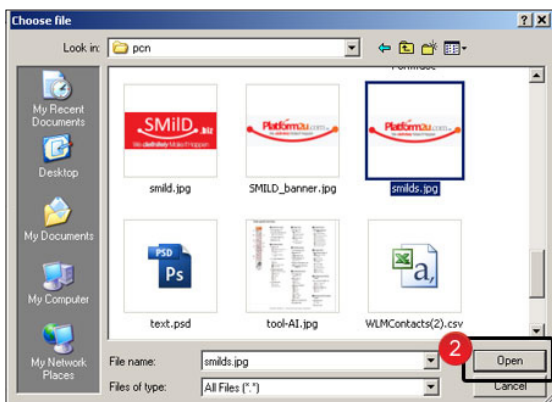


image 4.2.4

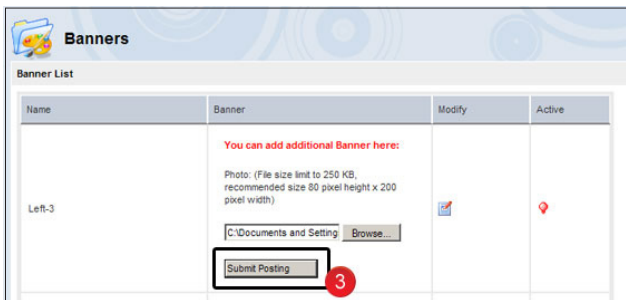


image 4.2.5

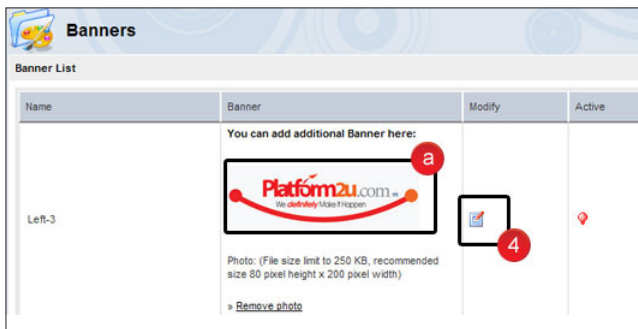


image 4.2.6

(ii) To add a link for your banner

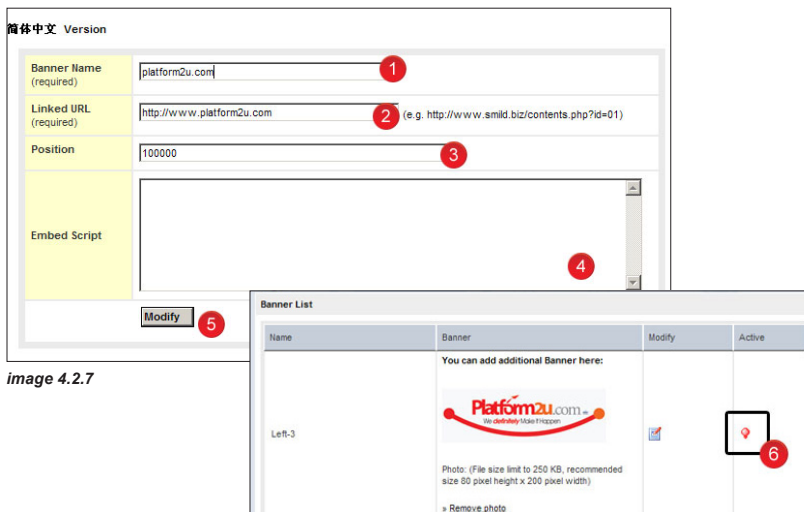



image 4.2.7

image 4.2.8

- (1) Key in the Banner Name
- (2) Key in the link you want the banner direct to.
- (4) Embed Script – Paste the Embed Script here.
- (5) Click  to turn the light bulb to green.

## 4.3 Templates

You can change your web page template from time to time. Please follow steps below to change a template.

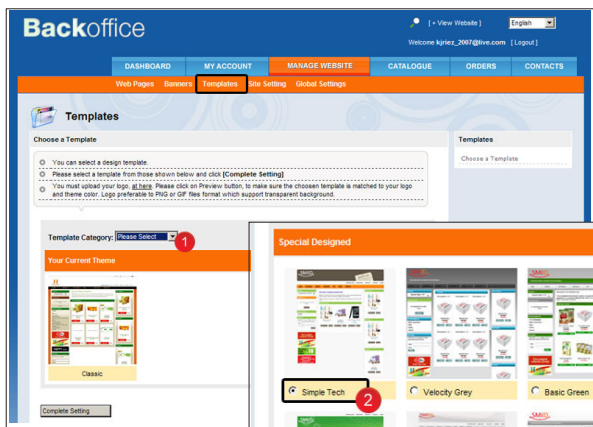


image 4.3.1

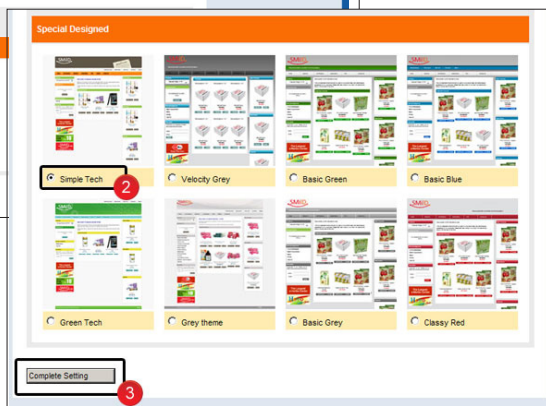


image 4.3.2

- (1) Select a Template Category,
- (2) Choose a template,
- (3) Click **Complete Setting** to save the changes.



Click to  view your web page anytime.

## 4.4 Site Settings

You can change your web page template from time to time. Please follow steps below to change a template.

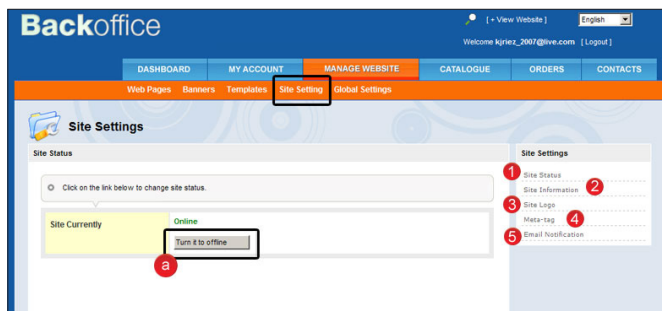


image 4.4.1

### (1) Site Status

SMILDS also allows you to turn your site into offline mode or direct your web store to another website. This is very useful if your website is not yet ready for browsing or when you are unable to monitor the transactions etc.

- (a) Click **Turn It to Offline** when you want to switch it to offline.
- (b) You can edit the Offline Message here. Refer to the *image 4.4.3*, Is the message shown when you switch your site to offline mode.

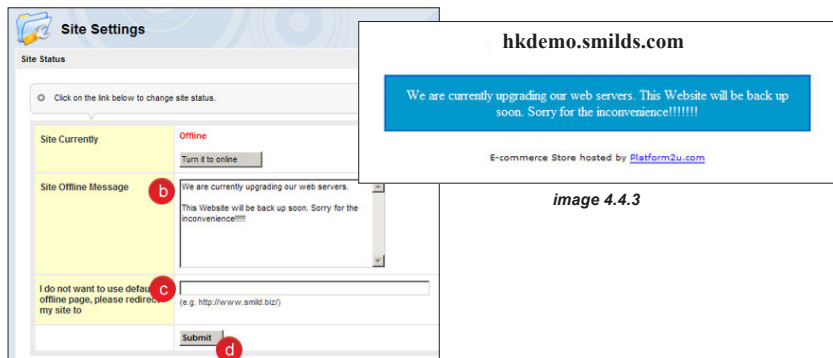


image 4.4.2

- (c) If you do not want to use the offline message, you can also input a website address (URL) that you want the page to be redirected to.
- (d) Click **Submit** to save the changes.

## (2) Site Information

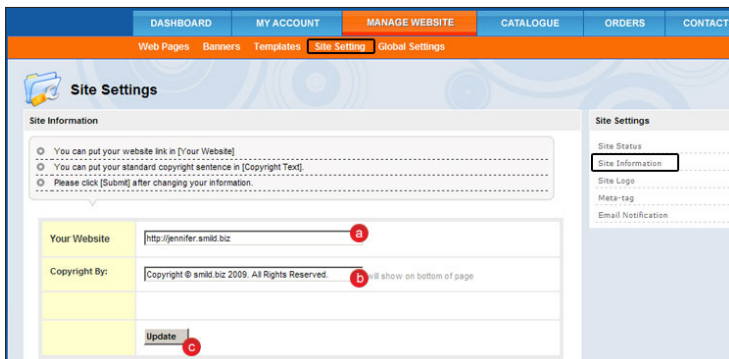


image 4.4.4

- (a) You can put your website link here.
- (b) You can edit the standard copyright sentence here. Refer to *image 4.4.5*, you can see the result at the web store's page, it locate at the bottom of the site.
- (c) Click **Update** to save changes.

Copyright © smilds.com 2009. All Rights Reserved.

image 4.4.5

## (3) Site Logo

You can have your own logo display in the website. To upload an image, please refer to the steps below.

**Do not upload image that is more than 250 KB, 300 x 80 pixels width**



image 4.4.6

- (a) Click **Browse**,
- (b) Choose an Image and click **Open**,
- (c) Click **Submit Posting**, refer to the *image 4.4.9*, you can see the logo display on the left top.

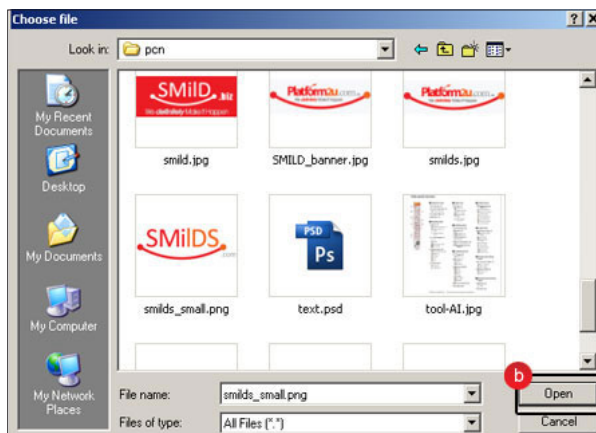


image 4.4.7

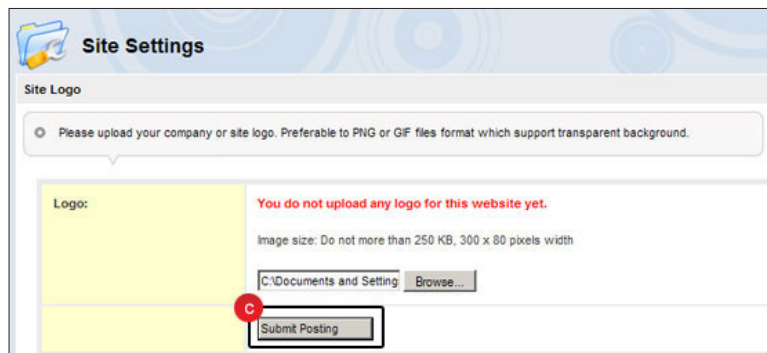


image 4.4.8

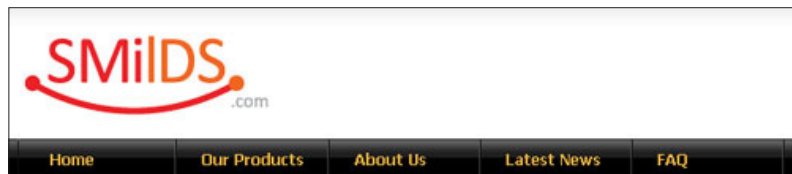


image 4.4.9



#### (4) Meta - tag

You can set your web store **Meta-tag** to help your buyer in finding your web store faster and easier. Example, if you are doing online selling for IT hardware & software, at the Default Meta Keywords & Description key in any related to IT details. (Similar to page 9)

#### (5) Email Notification

Sales and inquiries will be sent automatically to both of your email and CC email.

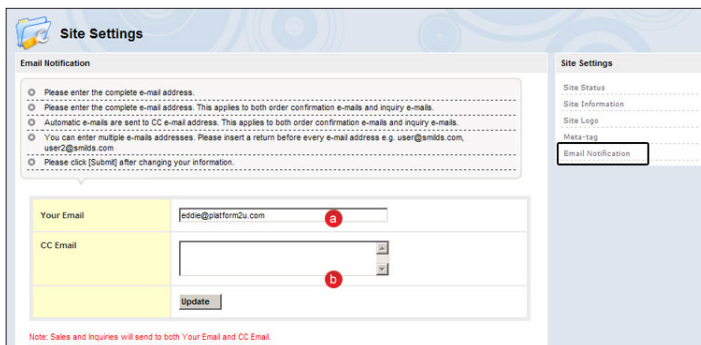


image 4.4.10

To receive the email notification, please follow the steps below:

- Key in your primary email address here. Please enter the complete e-mail address. This applies to both order confirmation e-mails and inquiry e-mails.
- Key in your cc email address here. You can enter multiple e-mails addresses. Please insert a comma (,) after every e-mail address e.g. user@smilds.com, user2@smilds.com



What is CC Email? CC means carbon copy. In email, the Cc: command is straightforward, as it means send a copy of the message to recipient (s).

## (6) Global Setting

You can select the language of your web store. To change the language setting, please follow the steps below: (refer to the image 4.4.11)

- Choose the language you want,
- Click **Add >>**,
- Click **Save Setting** to update changes.

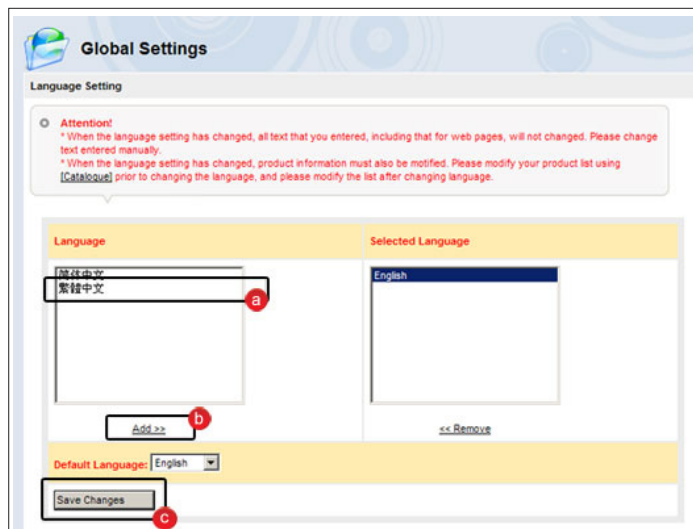


image 4.4.11



# Workshop 101

**C. Manage your Product  
Listing and Cross-sell  
Ability**

## C. Manage your Product Listing and Cross-sell Ability

### 5.0 Catalogue

#### 5.1 My Product

##### 5.1.1 Category Management

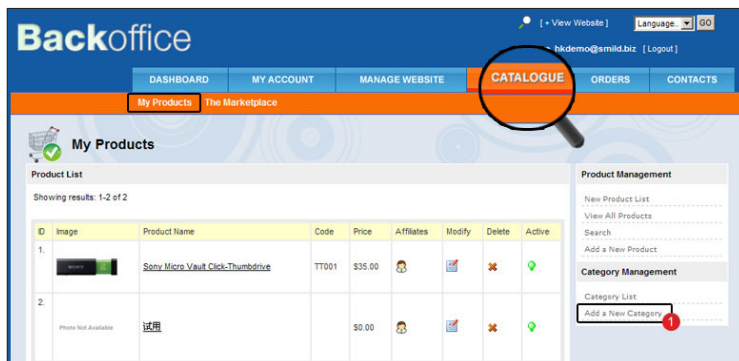


image 5.1.1

#### i) Add a New category

Add a New Category

Category Name

image 5.1.2

- (1) Click **Add a New Category**,
- (2) Key in the Category Name,
- (3) Click **Submit** .



What is a Category? Category is a collection of things sharing a common attribute eg. Category (fashion), Attributes (dress, pants etc).

## ii) Category List

Category List consists of all the categories that you have added into the system.

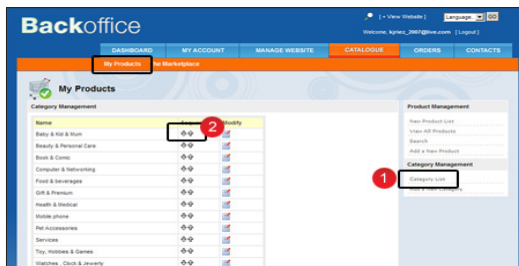


image 5.1.3

### To adjust the Category Sequence

- 1) Click Category List
- 2) Click on the  (move up) or  (move down) icon to switch the category's position

## iii) Modify the Category

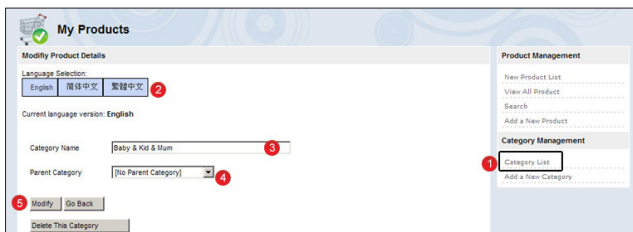






image 5.1.4

- 1) Click  to modify the category.
- 2) Click  to key in Category Name in Simplified Chinese  
Click  to key in Category Name in English  
Click  to key in Category name in Traditional Chinese
- 3) Type the new category name.
- 4) Choose a Parent Category if the category is under a parent category.
- 5) Click Modify to update the changes.



*What is a Parent Category? Parent Category is a collection of categories sharing a common attribute. eg Parent Category:-Fashion, Category:-Dress, Pants*

## 5.1.2 Product Management

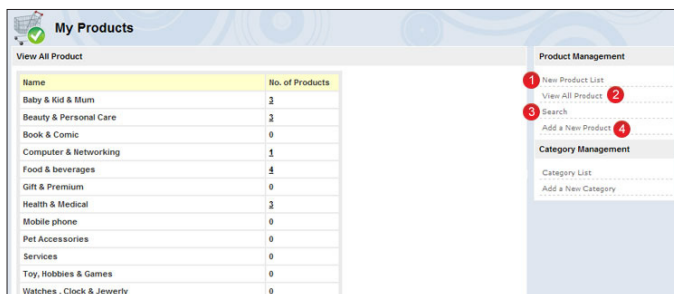
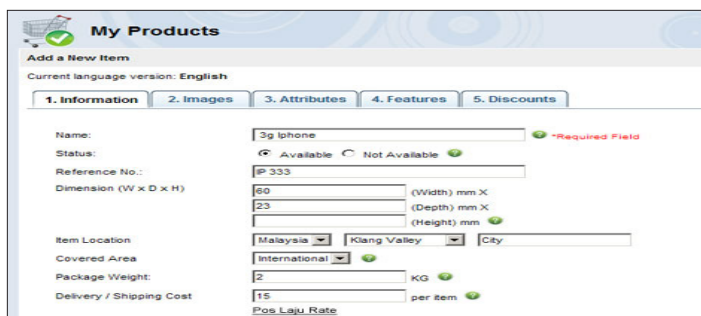


image 5.1.5

- 1) **New Product List** - Shows all the products added.
  - 2) **View All Product** - You can view the products under category.
  - 3) **Search**- Search particular product by entering Name / Keyword.
  - 4) **Add a New Product**
- i) **Products details**



The screenshot shows the 'Add a New Item' form. It has a tabbed interface with five tabs: '1. Information', '2. Images', '3. Attributes', '4. Features', and '5. Discounts'. The '1. Information' tab is active. The form contains several fields: 'Name' (3g Iphone), 'Status' (Available), 'Reference No.' (P 333), 'Dimension (W x D x H)' (60 x 23 x ), 'Item Location' (Malaysia, Klang Valley, City), 'Covered Area' (International), 'Package Weight' (2 KG), 'Delivery / Shipping Cost' (15 per Item), and 'Pos Laju Rate'. A red asterisk indicates a required field.

image 5.1.6

- **Name** – The name of the product.
- **Status** – Option to turn 'ON' or 'OFF' to display your products in your shop front.
- **Reference No** – Reference number of the product.
- **Dimension** – The dimension of the parcel after packing.
- **Item Location** – The location of the product.
- **Covered Area** – Selection of your product shipping covered area.
- **Package Weight** – Parcel weight (product weight after packing).
- **Delivery / Shipping Cost** – Enter the shipping cost here. If '0' means you will bear the shipping cost for this product and not the buyer.

- **Pos Laju Rate** – Reference Malaysia Merchants on the calculation of shipping fee from Poslaju. For international Merchants, kindly refer to respective logistic partner's website for more details.
- **\*\* Shipping Fee** - once SMILDS system has integrated with the logistic partner's system, shipping fee will be automatically calculated based on the weight and dimension provided.

The screenshot shows a configuration form for a product. At the top, there is a checkbox labeled "This is a service / virtual product." which is currently unchecked. Below this, the form is divided into two sections by dashed lines. The first section contains three input fields: "Dealer / Reseller Price:" with a value of 800, "Retail Price:" with a value of 850, and "Tax:" which is empty. Each of these fields has a green question mark icon to its right. The second section contains four items: "Stock:" with a value of 4 and a red asterisk icon; "Inventory warning / alert level:" with a value of 1; "Warning message:" with an empty text area; and "When out of stock:" with two radio button options: "Default/Deny orders" (which is selected) and "Accept orders (with warning)".

image 5.1.7

- **This is a service / virtual product** – This feature is reserved for future enhancement. Currently SMILDS do not allowed services or virtual product to be sold unless it comes with physical product eg service voucher or licensed CDs.
- **Dealer / Reseller Price** – This is the price you set for marketplace. Reseller (who cross-sell your products) will earn the difference between Dealer Price and Retail Price.  
*eg. Dealer Price = RM50, Retail Price = RM60, the commission to reseller will be RM10.*
- **Retail Price** – This is the selling price you set for the product.
- **Tax** – This is the tax amount. (eg. VAT charges for abroad countries )
- **Stock** – This is the inventory for the product.  
*\*\* Minimum 10 units for cross - sell hproduct.*
- **Inventory warning / Alert Level** – You will set the minimum number of stock for your inventory stock before alerting you with warning message.
- **Warning Message** – The warning message for the system to alert you when stock reach the Alert Level.
- **When out of stock**, you can choose to deny orders or continue to accept the orders.

Category:	<table border="1"> <thead> <tr> <th>Name</th> </tr> </thead> <tbody> <tr><td><input type="checkbox"/> Baby &amp; Kid &amp; Mum</td></tr> <tr><td><input type="checkbox"/> Beauty &amp; Personal Care</td></tr> <tr><td><input type="checkbox"/> Book &amp; Comic</td></tr> <tr><td><input type="checkbox"/> Computer &amp; Networking</td></tr> <tr><td><input type="checkbox"/> Food &amp; beverages</td></tr> <tr><td><input type="checkbox"/> Gift &amp; Premium</td></tr> <tr><td><input type="checkbox"/> Health &amp; Medical</td></tr> <tr><td><input checked="" type="checkbox"/> Mobile phone</td></tr> <tr><td><input type="checkbox"/> Pet Accessories</td></tr> <tr><td><input type="checkbox"/> Services</td></tr> <tr><td><input type="checkbox"/> Toy, Hobbies &amp; Games</td></tr> <tr><td><input type="checkbox"/> Watches, Clock &amp; Jewelry</td></tr> </tbody> </table>	Name	<input type="checkbox"/> Baby & Kid & Mum	<input type="checkbox"/> Beauty & Personal Care	<input type="checkbox"/> Book & Comic	<input type="checkbox"/> Computer & Networking	<input type="checkbox"/> Food & beverages	<input type="checkbox"/> Gift & Premium	<input type="checkbox"/> Health & Medical	<input checked="" type="checkbox"/> Mobile phone	<input type="checkbox"/> Pet Accessories	<input type="checkbox"/> Services	<input type="checkbox"/> Toy, Hobbies & Games	<input type="checkbox"/> Watches, Clock & Jewelry
Name														
<input type="checkbox"/> Baby & Kid & Mum														
<input type="checkbox"/> Beauty & Personal Care														
<input type="checkbox"/> Book & Comic														
<input type="checkbox"/> Computer & Networking														
<input type="checkbox"/> Food & beverages														
<input type="checkbox"/> Gift & Premium														
<input type="checkbox"/> Health & Medical														
<input checked="" type="checkbox"/> Mobile phone														
<input type="checkbox"/> Pet Accessories														
<input type="checkbox"/> Services														
<input type="checkbox"/> Toy, Hobbies & Games														
<input type="checkbox"/> Watches, Clock & Jewelry														
Input the details here to improve product's rank in search engines (SEO)														
Meta Title:	<input type="text" value="3G I PHONE"/> Product page title, leave blank if you decide to use the product name													
Meta description:	<input type="text" value="Apple Handphone"/> A single sentence for HTML header													
Meta keywords:	<input type="text"/> Keywords for HTML header, separated by a comma													

image 5.1.8

- **Category** – Choose a category that the product belongs to.
- **Meta Title** - Product page title, leave blank if you decide to use the product name
- **Meta Description** - A single sentence for the product
- **Meta Keywords** - Keywords for HTML header, separated by a comma Meta title, Meta description and meta keywords help to improve product's ranking in search engines (SEO).

Input the details here to improve product's rank in search engines (SEO)	
Meta Title:	<input type="text" value="3G I PHONE"/> Product page title, leave blank if you decide to use the product name
Meta description:	<input type="text" value="Apple Handphone"/> A single sentence for HTML header
Meta keywords:	<input type="text"/> Keywords for HTML header, separated by a comma
Short description: (appears in search results)	
	<input type="text" value="The Fastest iPhone Ever"/>
Full description:	
	<input type="text" value="The Fastest iPhone Ever"/> The first thing you'll notice about iPhone 3G S is how quickly you can launch applications. Web pages render in a fraction of the time, and you can view email attachments faster. Improved performance and updated 3D graphics deliver an incredible gaming experience, too. In fact, everything you do on iPhone 3G S is up to 2x faster and more responsive than iPhone 3G. Now you can shoot video, edit it, and share it — all on your iPhone 3G S. Shoot high-quality VGA video in portrait or landscape. Trim your footage by adjusting start and end points. Then share your video in an email, post it to your MobileMe gallery, publish it on YouTube, or sync it back to your Mac or PC using iTunes. The new 3-megapixel camera takes great still photos, too, thanks to built-in autofocus and a handy new feature that lets you tap the display to focus on anything (or anyone) you want.
<input type="button" value="Save product Details"/>	

image 5.1.9



- **Short description** – The Short Description will be appear in search results.
- **Full Description** – Fill in the full description of the product here.
- Click **Save Product Details** to save product details and proceed to next step.

## ii) Images

You may upload up to 5 images for each product

- Supported Image type: jpg, gif, png
- Maximum File Size Per Image: 2000KB or 2MB

- 1) Click **Browse** to choose a image
- 2) Select a picture from your computer and press **Open**

1. Information 2. Images 3. Attributes 4. Features 5. Discounts

Add a new image to this product

File :  Browse...

Format: jpg, gif, png  
Maximum file size: 2000kb

Caption :

Short description of the image

Cover : ☐ Use as product cover?  
If you want to select this image as a product cover

Thumbnail resize method :

Save Image

image 5.1.10

- **Caption** – Insert a short description for the image.
- **Cover** - Tick ☐ if you want to select the image as a product cover.
- **Thumbnail Resize Method** – Choose a method to resize the thumbnail.
- **Automatic** – The system will automatically resize the thumbnail.
- Click **Save Image** to save the image.
- Repeat the steps if you want to add more images.

List of current images.  
Note: You can upload up to 5 Images for a product.

No.	Image	Caption	Position	Cover	Action
1	231234-30-29-B.jpg (Big, Medium, Small)				✖
2	231234-30-30-B.jpg (Big, Medium, Small)				✖

image 5.1.11

- The image above is the list of images that you had uploaded.
- You may remove the image by clicking ✖ .

**Tips**

What is a Thumbnail Image? Thumbnail image is created from standard size image and is used on WebPages. Utilizing thumbnail image allows your buyer to have quick access to webpage content.

**iii) Attributes**

Attributes are property or characteristics of your products.

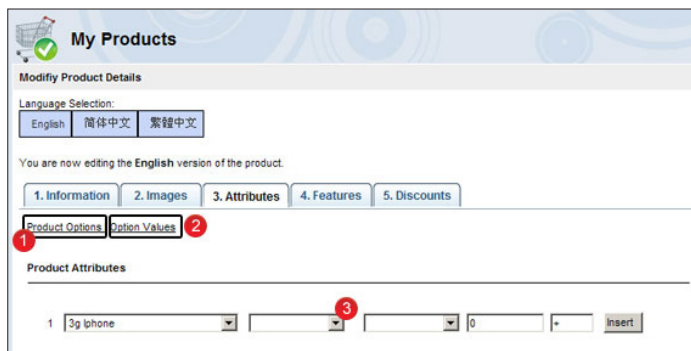


image 5.1.11

**1) Product Options** are the main attributes eg. Size

Step 1: Click the **Product options** , A pop up screen will appear.

Step 2: Fill in the product option & Click **Insert**,

Step 3: Click **Close** to close the pop-up window and save all the updates

- a) **Edit** - Click **Edit** to change the Product Option's Name, Click **Update** to save the changes. Click **Close** to close the pop-up window and save all the updates.

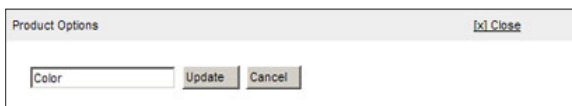


image 5.1.12

- b) **Remove** - Click **Remove** to change the Product Option's Name, Click **Delete** to save the changes. Click **Close** to close the pop-up window and save all the updates.

2) **Option Values** are the sub attributes eg. S,M,L,XL,XXL

Step 1: Click **Option Values** , a pop up screen will appear,

Step 2: Fill in the Option Values and click **Insert**,

Step 3: Click **Close** to close the pop-up window and save all the updates.

- a) **Edit** - Click **Edit** to change the Option Values's Name, Click **Update** to save the changes. Click **Close** to close the pop-up window and save all the updates.
- b) **Remove** - Click **Remove** to change the Option Value's Name, Click **Delete** to save the changes. Click **Close** to close the pop-up window and save all the updates.

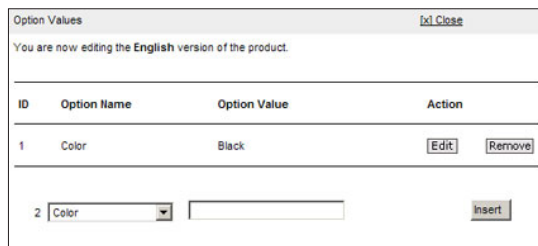


image 5.1.14

3) After setting all the product values and option values, you can now choose the options for your products.

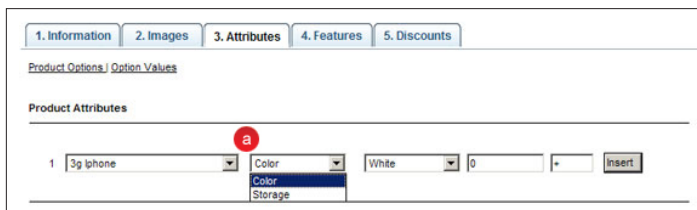


image 5.1.15

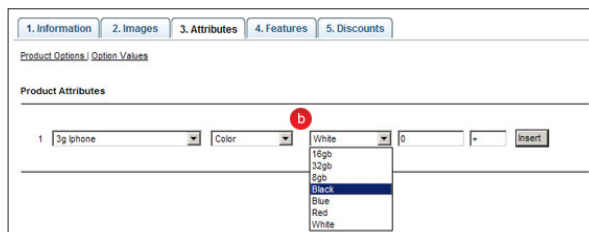


image 5.1.16

image 5.1.17

- Select the **Product Option** for your product.
- Select the **Option Value** for your product.
- If your product has the same attributes but with different pricing, you can key in the difference of the price here. Repeat steps **a,b,c** if you want to add more.
- Click **Insert** to save the update.

### Example :

The retail price RM30 you set in the earlier step is for 2GB Thumb drive.

Attribute setting for

**Step b      Step c**

2GB

0

4GB

15 (if the price for 4GB is RM45 (RM45-RM30)

8GB

50 (if the price for 8GB is RM80 (RM80-RM30)

1GB

5 (If the price for 1 GB is RM25 (RM25-RM30) then change the positive sign(+) to negative (-) .

## (iv) Features

You can add features of the products here.

image 5.1.18

Click **Update Features** to save the features you have entered.

Click to [View Website](#) view your web page anytime.

The following below is the features result that you have edited.

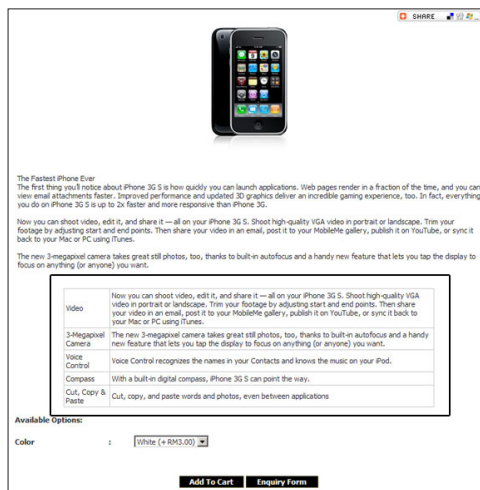


image 5.1.19

## (v) Discounts

You can set discount margin for your products.

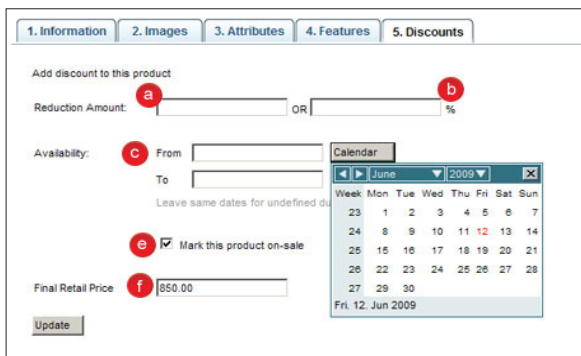
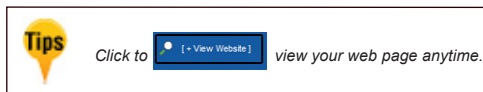


image 5.1.20

- a) Key in the amount you want to discount **or**
- b) Key in the percentage you want to discount.
- c) You can set the period of the promotion.  
Click **Calendar** beside 'From' to set the start date for the promotion.  
Click **Calendar** beside 'to' to set the end date for the promotion.
- d) Tick ☐ if you want to mark the product as on-sale.
- e) Final Retail Price will be auto calculated when you click **Update**.



### Example:



image 5.1.21

## 5.2 The marketplace

One of the very unique features for SMILDS is CROSS SELLING. The Cross - Selling feature enables you to put your products in our SMILDS Marketplace, where all other SMILDS merchant can access to. They can choose to add your Product onto their web store and sell them. By doing so, this feature allows them to earn the commission that you have set for that particular product.

This well-thought concept aims to help promote your products to other Merchants as well as buyers and ultimately helps to generate more sales and profit for you and your cross-seller partner.

### Two ways to perform Cross-Selling:

- (1) To cross-sell the affiliates' products
- (2) To put your product onto marketplace

#### 5.2.1 To Cross - Sell Affiliates' Products

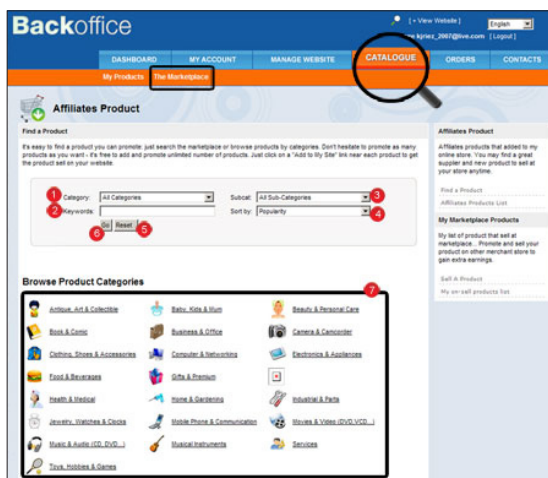



image 5.2.1

- (1) **Category** - Shows all the categories included in the marketplace
- (2) **Keywords** - Type the product name or the keyword of the product that you wish to search.
- (3) **Subcat** - The sub categories in the marketplace
- (4) **Sort by** - You can search product via Popularity, \$ Earned/Sale, % Earned/Sale, or Total \$/Sale

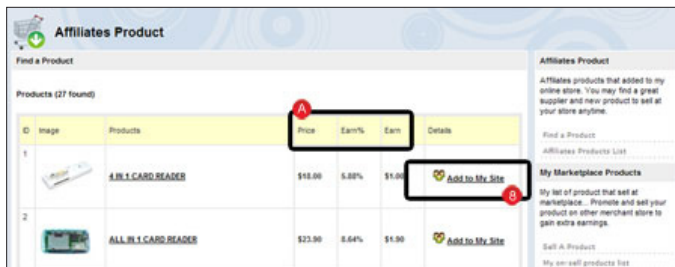
- (5) **Reset** - Reset all information that you have selected in 3,4,5,6,
- (6) Click **Go** to search the products,
- (7) Or click any categories here to direct find product of your preference.



**Popularity** - The system will refine the most popular products

**\$ Earned/Sale** - The system will refine the products by highest earning amount.

**% Earned/Sale** - The system will refine the products by highest earning percentage.






ID	Image	Products	Price	Earn%	Earn	Details
1		4 IN 1 CARD READER	\$18.00	5.55%	\$1.00	<a href="#">Add to My Site</a>
2		ALL IN 1 CARD READER	\$23.90	8.64%	\$1.90	<a href="#">Add to My Site</a>

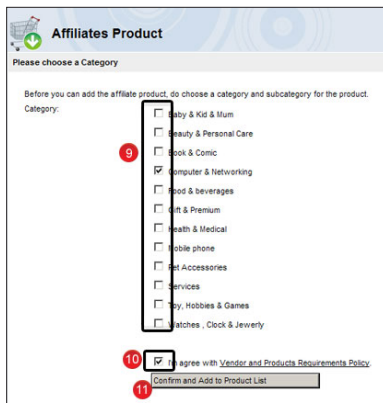
image 5.2.2

(A) **Price** - Retail price of the product

**Earn %** - The Percentage you can earn if the product successfully sold out through your web store.

**Earn** - The amount that you can earn if the products successfully sold through your web store.

(8) Click  [Add to My Site](#) if you want to cross-sell the products.



**Affiliates Product**

Please choose a Category

Before you can add the affiliate product, do choose a category and subcategory for the product.

Category:

- ☐ Baby & Kid & Mum
- ☐ Beauty & Personal Care
- ☐ Book & Comic
- ☒ Computer & Networking
- ☐ Food & beverages
- ☐ Gift & Premium
- ☐ Health & Medical
- ☐ Mobile phone
- ☐ Pet Accessories
- ☐ Services
- ☐ Toy, Hobbies & Games
- ☐ Watches, Clock & Jewelry

☒ I agree with Vendor and Products Requirements Policy

[Confirm and Add to Product List](#)

image 5.2.3

(9) Check the ☐ beside the category you want the product belongs to.

(10) Check the ☐ if you agreed with the Vendor and Products Requirements Policy.

(11) Click **Confirm and Add to Product List**.



## (i) Affiliates Product List

Affiliates Product list will list down all the products that is added to your site.

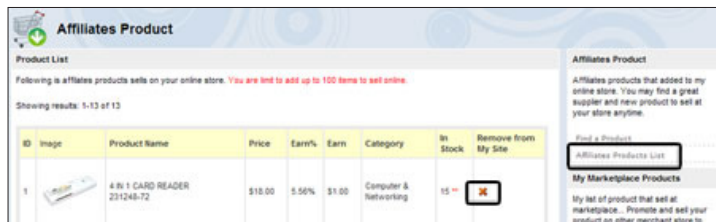


image 5.2.4

**Earn %** - percentage earned by reseller (commission)

**Earn** - Amount earned by seller (commission)

**Category** - Category that the product belongs to

**In Stock** - Product Inventory

Click if you want to remove the product from your site

Besides the Affiliates Product List, you can also view the product that you obtain for cross-sell from other Merchant in **My Products**.

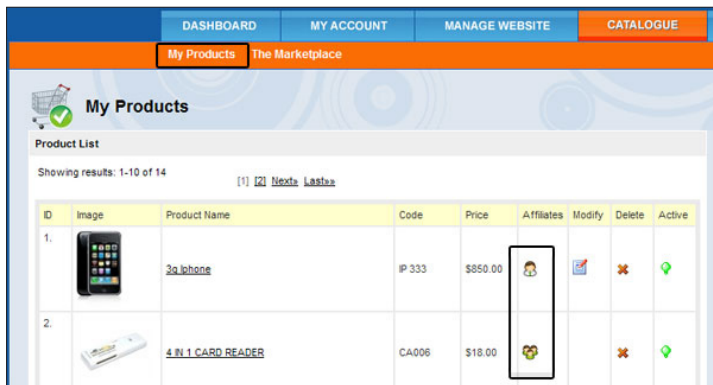


image 5.2.5

Represents the product is an affiliates product

Represents the product is your own product.

## 5.2.2 To put your product onto marketplace

SMILDS Marketplace is a place where merchants can put their products and let others to cross-sell their products.

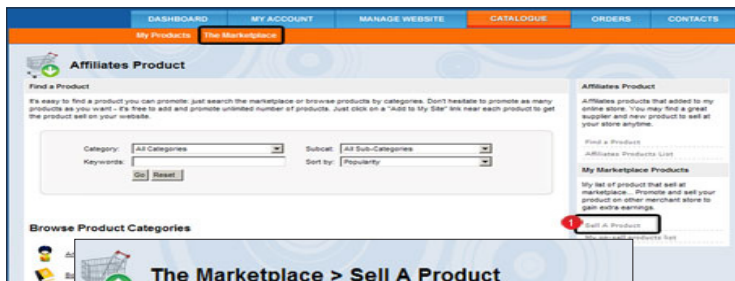


image 5.2.6

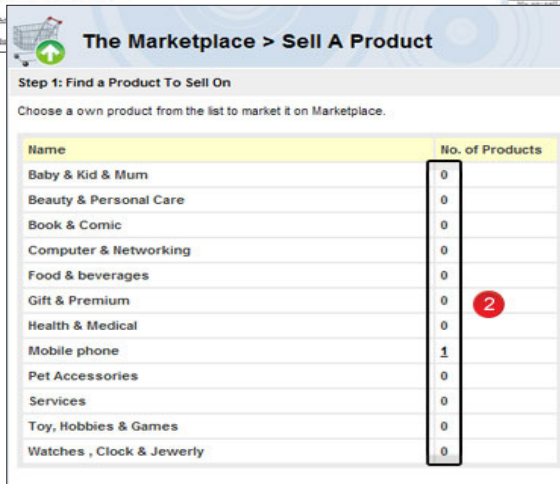


image 5.2.7

- (1) Click **Sell a Product**,
- (2) Select a product by category,
- (3) Click to turn the bulb to green. Green light bulb means the product is currently available in marketplace.

**The following characters will appear in on-sale column when:**

Character	Description
**	Earning for Reseller is same or less than \$0.00.
***	Product does not include Shipping Fee
****	Product Inventory less than 10 items

You will be unable to put your products onto marketplace unless you change the product details.

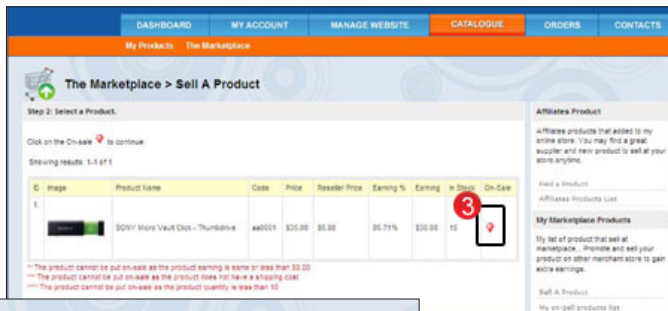


image 5.2.8

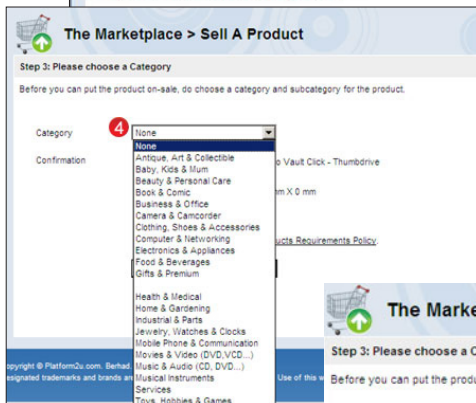


image 5.2.9

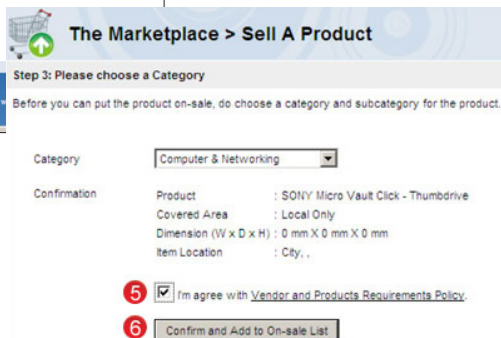
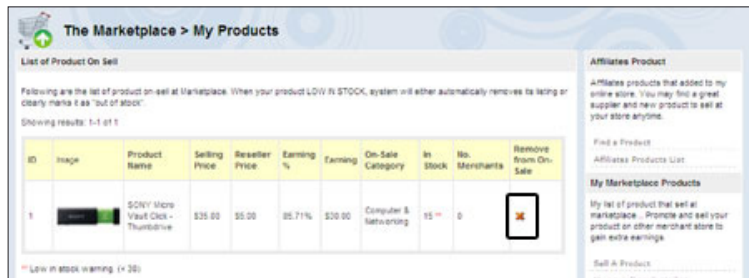


image 5.2.10

- (4) Select a category to place your products in marketplace.
- (5) Click the ☐ if you agreed with the Vendor and Products Requirements Policy.
- (6) Click **Confirm and Add on sale List**.

### (i) My On-Sell Product List

My On-Sell Product List will show all the products that you have put onto marketplace.





**The Marketplace > My Products**

List of Product On Sell

Following are the list of product on-sell at Marketplace. When your product LOW IN STOCK, system will either automatically removes its listing or clearly marks it as "out of stock".

Showing results: 1-1 of 1

ID	Image	Product Name	Selling Price	Reseller Price	Earning %	Earning	On-Sale Category	In Stock	No. Merchants	Remove from On-Sale
1		SONY Micro Vault Click - Thumbdrive	\$35.00	\$5.00	85.71%	\$30.00	Computer & Networking	15	0	

Low in stock warning. (x 30)

**Affiliates Product**

Affiliate products that added to my online store. You may find a great supplier and new product to sell at your store anytime.


Find a Product  
Affiliates Products List

**My Marketplace Products**

My list of product that sell at marketplace. Promote and sell your product on other merchant store to gain extra earnings.

Sell A Product  
[View my sell products list](#)

image 5.2.11

- Selling Price - retail price.
- Reseller Price – cost price.
- Earning % - the percentage earned by reseller
- Earning - the amount earned by reseller.
- On-Sale Category - the category that divides products in marketplace.
- In stock – the product inventory.
- No. of Merchants – number of merchants who add your product to their site.
- Click  if you want to remove the product from marketplace.



# **Workshop 101**

**D. Manage your Orders  
and Transaction reports**

## D. Manage your Orders and Transaction reports

### 6.0 Order

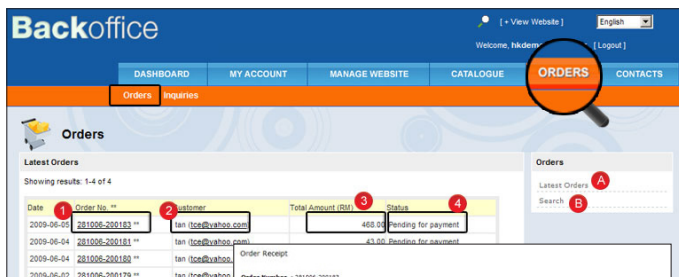


image 6.1



image 6.2

(A) This page will list the order summary,

- 1) Click on the order number to view the order receipt,
- 2) This shows the customer who made the particular order,
- 3) The total amount of the order,
- 4) **Status of the order**
  - (i) **Pending for payment** – Pending for Buyer to make payment
  - (ii) **Failed** – Buyer failed to make payment
  - (iii) **Completed** – The buyer has made payment for the order

(B) You can refine the orders by searching under Order Number (last 5 digit no. only) or Member's Name. Click **Go** to search.

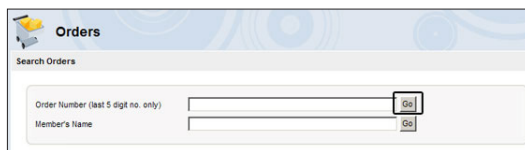


image 6.3

## 7.0 Contact

### 7.1 Member Contacts

You can manage all your customer contact in Member Contacts.

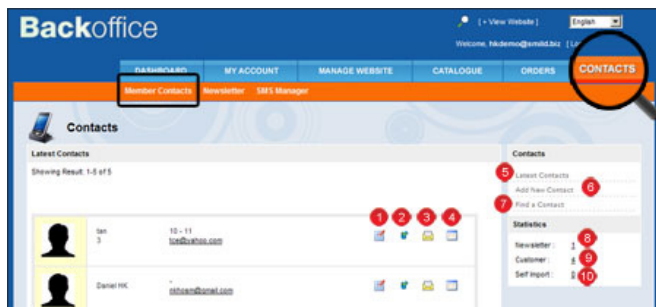



image 7.1.1

- (1) Click  to modify your customer contact. Edit the customer contacts and click **Modify** to save the customer information.

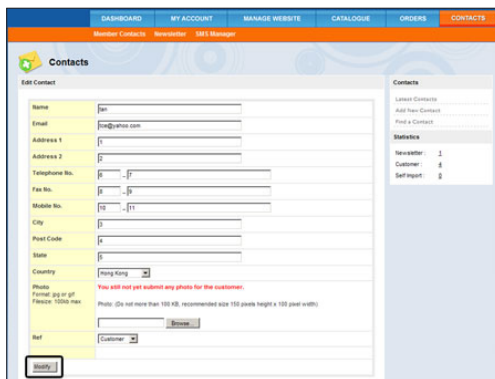


image 7.1.2

- (2) Click  to Send SMS to your customer.

Key in the message and click **Send SMS** to send the SMS.

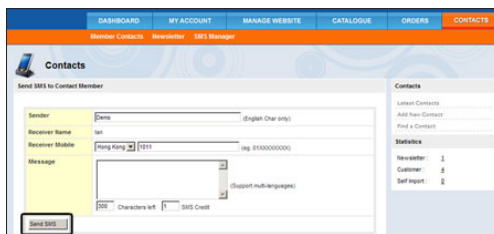
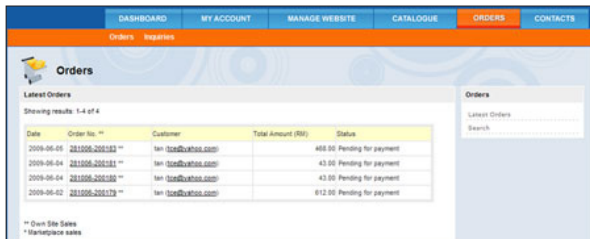


image 7.1.3

- (3) Click  to send email to customer.

Key in the email content and click **Send Mail** to send out the email.

- (4) Click  to view customer order history.



The screenshot shows the 'Orders' section of the SMiIDS.com dashboard. It includes a table of 'Latest Orders' with columns for Date, Order No., Customer, Total Amount (RM), and Status. The table shows four orders, all with a status of 'Pending for payment'. To the right of the table is a search bar for 'Latest Orders'.

Date	Order No.	Customer	Total Amount (RM)	Status
2009-05-05	201000-200103	tan@scsplatform.com	468.00	Pending for payment
2009-05-04	201000-200101	tan@scsplatform.com	43.00	Pending for payment
2009-05-04	201000-200100	tan@scsplatform.com	43.00	Pending for payment
2009-05-02	201000-200179	tan@scsplatform.com	612.00	Pending for payment

image 7.1.4

- (5) Click on Latest Contacts to show all the latest customer contact that entered into system recently.
- (6) Click **Add New Contact** to add a new customer contact details. Click **Submit** to save and add new contact.
- (7) Click **Find a Contact** to search for customer in your customer database, Click **Submit** to find a contact.



The screenshot shows the 'Contacts' section of the SMiIDS.com dashboard. It features a search bar with the placeholder text 'Enter Name/Keyword to search' and a 'Submit' button.

image 7.1.5

- (8) **Newsletter** – list of all the customers that have sign up for subscription for newsletter from your web store.
- (9) **Customer** – lists of customers who have purchased products from your web site. Their contact will be automatically added in your system when they fill up their personal details during check out.
- (10) **Self Import** – Allows merchant to add contacts by their own.



## 7.2 Newsletter

Click **Newsletter** - to send newsletter related to your latest company update, upcoming event, new product and so on.

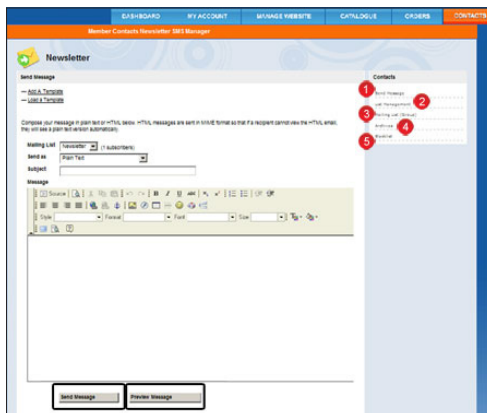


image 7.2.1

- (1) Click **Send Message** to compose a message,  
Click **Send Message** to send the newsletter  
Click **Preview Message** to preview the newsletter
- (2) Click **List Management** – to view all contacts which sort by alphabet.

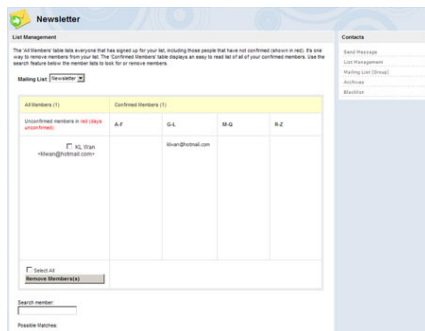


image 7.2.2

- (i) Click **Remove Member(s)** to delete the contact.
- (ii)  Search member:  to find member by entering the name.

### (3) Mailing List (Group)

To view the contacts list by group

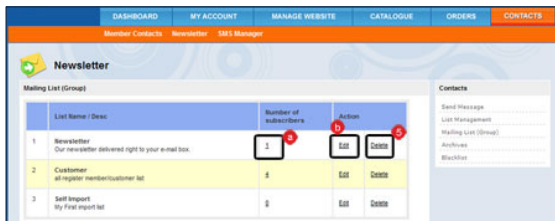


image 7.1.4

(a) Click on the number to view the contacts under the group.

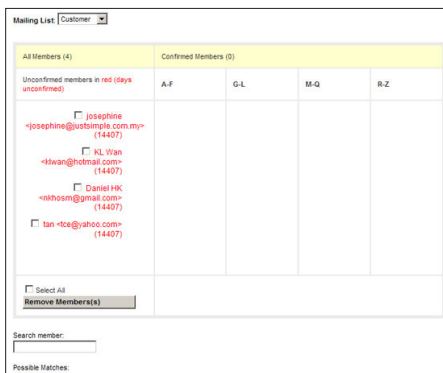


image 7.1.5

If you want to delete a contact from the list, check the ☐ beside the contact you wish to delete or you may also delete all contacts by checking the box **Select All**, click **Remove Member(s)** to delete.

(b) Click **Edit** to edit the Name and description of the List. Click **Edit List Now** to save the changes

(c) Click **Delete** to delete the category.

**\*\*Newsletter and Customer Group cannot be deleted.**

Click **OK** if you really want to delete the category.

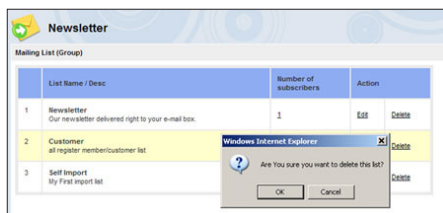


image 7.1.6

- (4) You can find the messages you had sent before in Archives
- Click **Show All** if you want to show all the messages you had sent before.
  - Click **Hide All** if you want to hide all the messages.
  - Click **Send** if you want to send a message
- (5) To prevent a specific user from signing up, enter their email address. You can also prevent an entire domain from signing up by entering their domain name (e.g. @aol.com, @yahoo.com), or even an entire TLD Enter the rule and click **Add Rule**



*What is TLD? TLD (Top Level Domain) , sometimes also referred to as a top-level domain name (TLDN), is the group of letters that follow the final dot of a domain name, such as .com, .net , .org*

**Blacklist**

Blacklist rules are used to prevent specific addresses, or groups of addresses, from signing up for your list.  
New blacklist rules may affect existing members and can potentially remove them from your list.

Current blacklist rules:

You currently have no blacklist rules.

Add a blacklist rule:

To prevent a specific user from signing up, enter their email address.  
You can also prevent an entire domain from signing up by entering their domain name (e.g. @aol.com, @yahoo.com), or even an entire TLD (e.g. .com, .net, .org).

Add rule

**image 7.1.7**

### 7.3 SMS Manager

Click **Newsletter** - to send newsletter related to your latest company update, upcoming event, new product and so on.

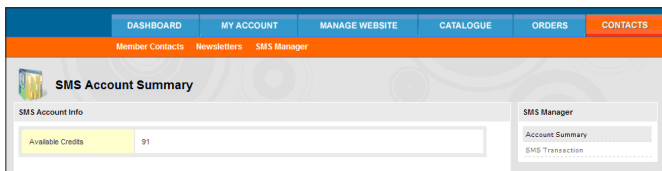


image 7.3.1

- Click **Account Summary** to view your SMS available credits.
- Click **SMS Transaction** to view the SMS history.

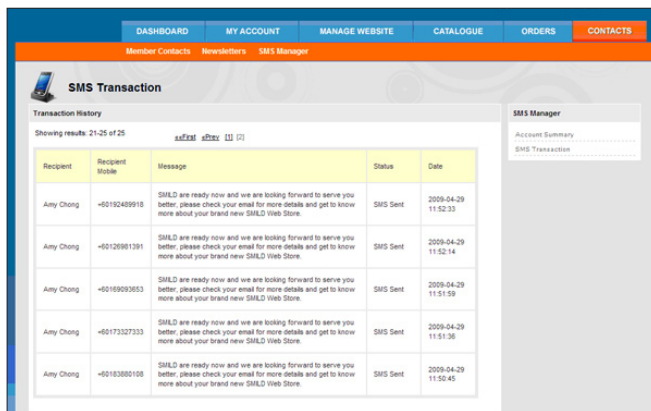


image 7.3.2

