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ECART BASE SYSTEM MANUAL

eCart is a system that lets you display products on your website. The system can be extended to also sell online and even manage your stock.

This manual is intended as a general guide, and relates to the base eCart system only.

If you wish to have a specific manual created for your customised version of eCart, contact us online at www.eduka.com, by phone on 08 9322 8599 or by emailing support@eduka.com

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1 Manage Products

The steps for adding products to your website are as follows;

1. Upload Assets: Upload the assets (files) that will be associated with your products
2. Product Details: Add the details of your products to the system
3. Product Category: Assign the products to the category/categories they should appear in

1.1 Assets (images and files)

For products that will have assets (files) attached to them, such as images or PDF documents, you will need to upload these assets via the system before connecting them to the relevant product.

Assets can be uploaded one by one, or all together in a zip file* (remembering that your web connection will need to be capable of handling large files). The eCart automatically creates thumbnails (smaller versions) for any images that it needs.

Uploading assets one by one

1. Click "Upload Assets".
2. Choose a directory for the files to upload into – either the root directory or Product Images.
3. Click the orange button at the bottom of the screen to move to the next step
4. Choose how many files to upload, then hit the browse button to find the file on your machine
5. Once you have chosen all the files you want to upload, click the orange "step Three" button to upload them
6. Remember that large files may take some time to upload

Uploading assets in bulk

*If you need to upload a large number of files once we recommend that you zip them up into one file that the eCart can automatically extract.

To do this in Windows:

1. Put all of your files into one folder.
2. Right-click and choose "Send to Compressed folder"
3. The computer will create a compressed, or "zip" folder on your machine.
4. Then when you are uploading your assets simply choose the zip folder and all of its contents will be uploaded together, with the folder name serving as the first part of the asset name so that you can easily locate files that were uploaded at the same time.

Once your assets are uploaded you will be able to access them on the "assets" tab in the add/edit product screen.

1.2 Viewing the Products List (Editing a Product)

Clicking the Products tab will show you a list of all the products in your system, in a grid that is sortable by column headings and searchable by all visible fields.

Clicking the blue “edit” makes that line editable, so that you can change the product status and set whether the product should display on the website. Clicking the blue “update” link confirms your changes.

Clicking the yellow arrows lets you edit the details of the product.

1.3 Adding a Product

If you wish to add a new product, simply choose “Add Product” from the submenu that appears when you roll your mouse over “Products”.

1. Enter the details of your product in the product details form.
2. The “assets” tab allows you to assign assets to the various files that your products allow. Usually there will at least be an “image” asset. Click the relevant asset and choose the “add asset” option.
3. Select the asset you want to add from the window on the right and click “assign asset” You can also view a preview of the asset you have chosen by clicking the thumbnail version that appears.
4. When you are done, press the orange “save” button at the bottom of the screen.

1.4 Assigning Products to Categories

On the submenu that appears when you mouse over “Products” there is an option to “Assign to Categories”. Click that option.

You will come to a page showing the list of categories available to you. Simply choose the product on the left window, and drag it to the relevant category on the right window. Hold the product over the category folder you want it to appear in, and when an underline appears under the folder name let go of the mouse. The product is now assigned to that category.

You can assign products to more than one category.

2 Manage Categories

You can add, rename, and hide categories on the “Manage Categories” page.

1. To Add: Right-click on the top level “Categories” folder and select “add sub category”
2. To Rename: Click the mouse on the name of the category and it will become editable. Make your change and press enter (the same way Windows works).
3. To Hide: Right click the category you want to hide from the website, and click “disable category”.

Add Images to Categories

To add an image for the category (that will display on the website), click on the name of the category.

Three tabs will appear – the active tab will display the images currently associated with the category. Each category has a small image and a large image – in most cases the large image is the only one required unless your website has special requirements.

To add/change the image, click the orange “upload new image” button.

Hit the “browse” button to find the new image on your machine, and then hit the “upload” button.

Add Descriptions to Categories

Not all websites will display category descriptions, so only use this feature if your website has been set to do so.

To change the description for each category that appears on your website, first click onto the name of the category.

Three tabs will appear – the active tab will display the images currently associated with the category. Click the “short description” tab to enter the category’s short description, and click the “long description” tab to enter the category’s long description.

3 Order Tracking

3.1 View Order List

If your website is used to sell products from the eCart then your orders will be recorded in the “Orders” section, accessible via the navigation menu.

The orders list can be searched by selecting the criteria to search with.

Edit an Order

To edit an order, click the “edit” arrows next to the relevant order number.

You will be able to make the following changes:

- Change Order status (customers can login to the website and will be able to see this status change)
- Add a comment about the order (for internal reference only, the customer cannot see this comment)
- Insert the date the product will be shipped (customers can login to the website and will be able to see this date)

Order Status

Order status can be modified to suit your specific needs, but the default status options are as follows:

- Received = The order has been received by the system
- Manufacturing = The item is being manufactured
- Packing = The item is being packed
- Shipping = The item has been shipped
- Delivered = The item has been delivered to the purchases
- Refund = The purchaser has arranged a refund

Reports on Orders

Reports are generally customised to suit your specific needs.

Simply go to the “Reports” page and select the report you wish to run. Where relevant enter the date ranges you want to report on.

Each report once created will include an information box that explains the report to you.

4 Adding Users

“Users” are the people who have permission to use the eCart system to make changes.

4.1 View Users

Click “Users” on the menu to view a list of current system users. To change a user’s details, click the edit button.

4.2 Add A User

To add a user, go to “Add User” on the users popup submenu.

Insert all of the relevant details for the user and click “Create User”.

5 Reporting Errors

To report an error, please use the following process

1. Press “Print Screen”
2. Open up Microsoft Word and go to “Edit > Paste” to paste a picture of what the error looks like on your screen
3. Insert the following details above the picture:
 - a. The address of the page (you can copy and paste it from the address bar at the top of your web browser)
 - b. What you were doing when the error occurred

6 Requesting Changes

Our systems are always under constant development. You can request changes and additions to your system at any time. Visit www.eduka.com to find out more, or call us on 9322 8599.

7 Further Help

If you run into problems or have questions about the system, contact Eduka on the details below. Note that Eduka is a Western Australian based company and as such our support is available 8am to 5pm AWST, at our standard hourly rate.

email support@eduka.com

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