



Advances Product Pricing (APP)

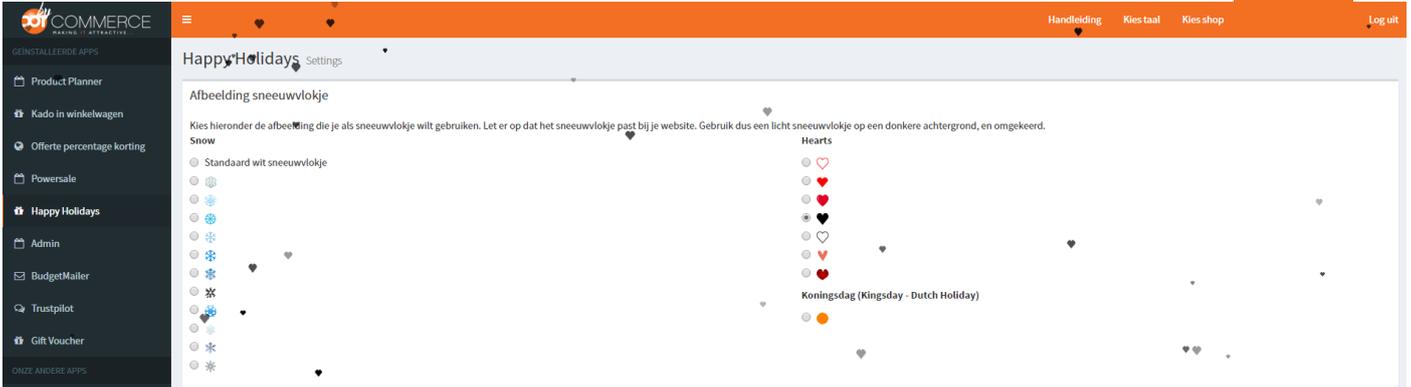
MANUAL

Appframework byDotCommerce

Welcome to the appframework by DotCommerce, we offer all our apps within this framework.

DotCommerce has designed the appframework to function as a hub where our customers are able to make usage of all apps made by DotCommerce. After installing an application from the Lightspeed app-store you'll be provided with a link to our appframework and receive an email with a password, you are able to log onto our framework using your e-mail address and password.

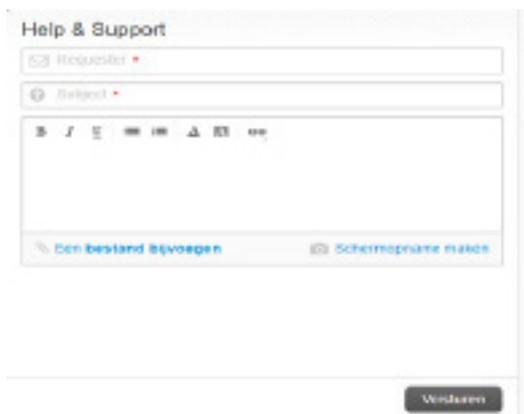
You'll have unlimited access to our framework, any updates, new features and apps will be shown here.



Installing new apps made by DotCommerce will also be added to this page (provided you've installed the application using the same e-mail address).

Are there more than one store under your account? Not a problem! On the top of this page you'll find a menu where you are able to switch to another shop (under the 'shops' tab) and your preferred language.

Should you encounter any problems we advise you to use the help-button located at the left-hand bottom of this page.



Hulp and support

- Via the help-button at the bottom of the page it's possible to submit a ticket to our support-team.
- You are able to attach an image (with the errorcode for example).
- You'll also find our FAQ here (we advise to use our FAQ before contacting our support-team).

Should any questions arise, we'd like to hear these via info@dotcommerce.nl. We usually respond to tickets within twenty four hours (excluding weekends).



Via the help-button at the bottom of the page it's possible to submit a ticket.

Welcome to the Advanced Product Pricing (or APP). With APP it's possible to differentiate between prices for different customers (or groups).

To support the most common cases, we've selected several presets within the APP on how to configure your prices, which may all be found in the menu:

Default price list

These are the prices for customers for which no custom price has been set.

NOTE: These prices override any prices that you've submitted in Lightspeed E-commerce. This feature is available in our app, so that you may configure all prices from our APP.

Price per group

Prices based on customer groups can set here. We synchronize customer groups directly from Lightspeed E-commerce.

Should a specific customer-group not appear in the list, click the button 'Update groups', we'll update the list with the most recent information.

Price per customer

Should a single customer require custom prices, you're able to use 'Price per customer' to achieve this. On this page you will be presented with a list of all customers that have registered to your web shop and you'll be able to configure the prices for each customer individually.

Price per country

Should the case be that your prices varies between country, you're able to use 'Price per customer'. To prevent abuse we'll screen each purchase on the following points:

- Shipping location which the customer selects during check-out;
- When no shipping location is chosen, we'll select the shipping location selected under the credentials of the customers account;
- If a user is not logged in, we'll select the origin of the user's IP address;

Therefore, it is possible that prices seen in the web shop will vary during check-out due to the shipping location being located elsewhere.

Customers with various price lists

Should a customer be included under multiple price lists, the most specific option will be applied. We'll select an option incrementally in the following order, we select one of these options once a match is found:

Price per customer
Price per group
Price per country
Default Price list

For example: should a customer be included in both 'Price per group' and 'Price per country', then the price list used in 'Price per group' will be used.

Compatibility

Due to the complexity of the code, some features will 'clash' with some minor features of Lightspeed E-commerce, these are: discount rules, product bundles and discount tables. Discount tables however, may be set within the APP.

Should you wish to use 'Price per country' or discount tables for non-registered users it is required to activate an SSL-certificate for your entire site. Please contact us should you wish to make usage of this, we'll contact Lightspeed and arrange this for you.



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Entering Prices

The method of entering prices works the same across all price lists. After selecting which type of price list you wish to create in the menu, you must now select for which group/customer/country you want to edit the prices for (we skip this step at 'Base prices')

When you want to edit the price for a single product you are able to use the search bar at the top of the page and search on the product title, EAN-number, SKU or article number.

Advanced product pricing [Edit a pricelist](#)

Reminder!
This app is currently disabled. When you are done configuring the prices and/or discounts, go to the settings page to enable this app for your webshop.

Search Search Download CSV Upload CSV

Base pricelist 1 The prices in this list are inclusive of VAT

Product 2	Product 2	Default	€ 222.2200 2	€ 222.2200 4	Incl. VAT	+ Bulk price 5
			* 3			
Product 1	Product 1 (met optie)	Optie 1: Waarde 1.2, Optie 2: Waarde 2.2	€ 111.1100 2		Incl. VAT	+ Bulk price
		Optie 1: Waarde 1.2, Optie 2: Waarde 2.1	€ 112.1100 2		Incl. VAT	+ Bulk price
		Optie 1: Waarde 1.1, Optie 2: Waarde 2.2	€ 113.1100 2		Incl. VAT	+ Bulk price
		Optie 1: Waarde 1.1, Optie 2: Waarde 2.1	€ 114.1100 2		Incl. VAT	+ Bulk price

Save 1-2/2

Important: Before you start entering your prices, you should ALWAYS check whether your price range is set to include or exclude VAT. This option is at the top right of your screen (1). This is also indicated at the end of every pricing rule.

Behind each product you'll find a field that starts with a €-sign (2). In this field you're able to submit a unit price. This is price which will be shown in your web shop and during check-out.

Bulk Discounts

When you wish to make usage of discount tables you'll find this option available on the right side '+Bulk Discounts', two extra fields will appear.

In the first field (3) we'll enter the amount on which the discount triggers, in the second field (4) we'll enter the discounted price. Using this method you are able to add multiple discount tables.

Example: let's say we enter a unit price (2) for the amount of € 4,95, followed by a discount at 5 units (3), discounting the price at € 3,95, customers who purchase 4 units will pay the total amount of € 19,80 (4x € 4,95) and someone who purchases 6 units will pay the total amount of € 23,70 (6x € 3,95).

Import/Export

Export/download prices

If you'd rather edit the price lists in Excel (or software with the same function) then this is also a possibility.

We recommend you to download a CSV document first, this way you'll have a template of which information we'll need (6). We strongly advice you NOT to edit the options in this template so that uploading the file will happen without incident.

In the default CSV download you'll find 3 columns:

1. De unique value as it appears in Lightspeed E-commerce (the default setting is EAN)
2. The price
3. The discount table for this price (example: 1 = 1 unit, 10 = 10 units, for more information please take a look at the paragraph 'Discount tables' found under 'Entering prices')

Importing/uploading prices

After you've downloaded the export template and submitted all the prices, you can upload the finalized file using 'Upload CSV' (7). Be sure to check if all settings are identical as those to the original, downloaded file. Next, select the file and click on 'Upload', the prices will now be submitted (keep in mind that this may take some time, depending on the amount of products and prices you are uploading).

Should you wish to upload prices in another format or sequence than that which you are able to download via our app. Please contact us so we are able to review which data is needed to make the upload run smoothly.

Activating Advanced Product Pricing

Now that all prices have been entered, it is time to activate APP. To do this, go to settings in the menu.

At the bottom of this page (under 'Status') you'll find the option 'Add price per customer to your website', to do this simply mark the check box and press the 'Save' button. It can take a couple of minutes before the changes appear on your website.



Via the help-button at the bottom of the page it's possible to submit a ticket.

NOTE: It has probably come to your attention that 'Hide price filters' is checked by default. This is the 'slider' that's available in many themes with which customers can filter products on price. This function will however use prices that are submitted in Lightspeed E-commerce and not the prices from APP resulting in inaccurate information being displayed on your website.

NOTE: Usually we are able to automatically detect which template has been installed in your web shop, should you've activated the 'Template Editor' in Lightspeed E-commerce (even only once), this function will be disabled and we cannot detect which template you are using. When this is the case, select 'Select the theme and apps manually', you'll find this option under 'Mode'. After activation you are able to select your theme and previously installed apps.

Tips, tricks and frequently asked questions

Tip: Always set your highest price in Lightspeed Ecommerce / Default Pricelist

There's always going to be people who are technically very gifted and are able to work 'around' the APP. By making sure you've always set the highest price in Lightspeed E-commerce you will never short-changed.

Why is my new product/customer/customer group not yet visible?

Synchronization from Lightspeed E-commerce to the APP can take up to 30 minutes at maximum (during peak hours). We automatically initiate a daily check to see if new customers or customer groups are available, you are also able to synchronize this data manually by clicking on the button 'Update groups' on the 'Price per group' page.

Why does the price in this order deviate?

If you do not understand how a price is established in an order, please contact us, we log all calculations, so we can get to the bottom of this for you.

Why do not you support this template or that app?

We do in fact support every template available on the day of release, we've compiled a list of apps that are mostly used by Lightspeed customers. Should it occur that the app or template you're using is not supported. Contact us and we'll make sure that these will be added to the list.



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