

Controlling Customer Price Levels

Enabling different customers to see and purchase at different prices

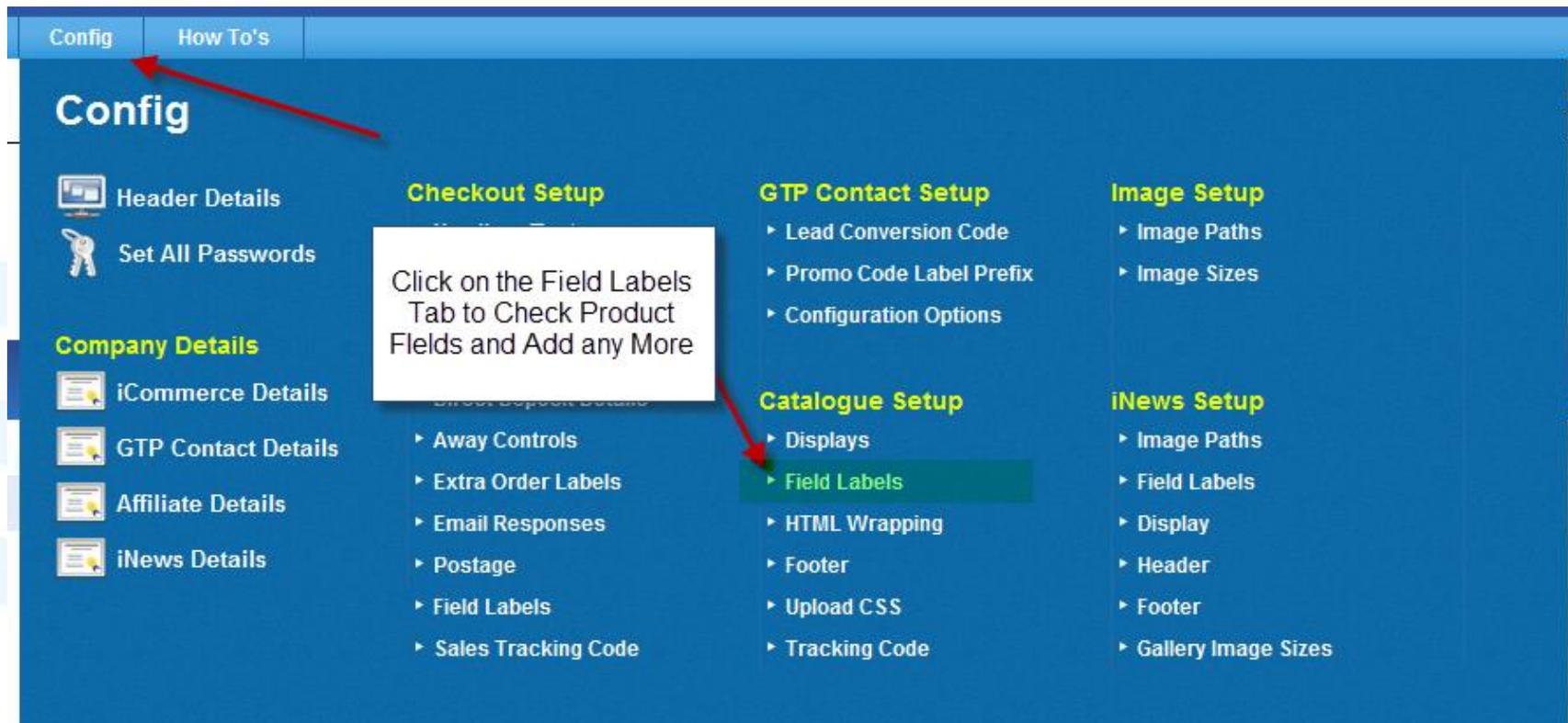
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Step 1. Configure Product Fields

- Click Config >> Field Labels



The screenshot displays the GTP Commerce configuration interface. At the top, there are two tabs: 'Config' and 'How To's'. The 'Config' tab is selected, and a red arrow points to it. Below the tabs, the 'Config' section is visible, containing several categories of settings:

- Header Details**
- Set All Passwords**
- Company Details**
 - iCommerce Details
 - GTP Contact Details
 - Affiliate Details
 - iNews Details
- Checkout Setup**
 - Away Controls
 - Extra Order Labels
 - Email Responses
 - Postage
 - Field Labels
 - Sales Tracking Code
- GTP Contact Setup**
 - Lead Conversion Code
 - Promo Code Label Prefix
 - Configuration Options
- Catalogue Setup**
 - Displays
 - Field Labels** (highlighted with a green background and a red arrow)
 - HTML Wrapping
 - Footer
 - Upload CSS
 - Tracking Code
- Image Setup**
 - Image Paths
 - Image Sizes
- iNews Setup**
 - Image Paths
 - Field Labels
 - Display
 - Header
 - Footer
 - Gallery Image Sizes

A white text box with a red arrow pointing to the 'Field Labels' option in the 'Catalogue Setup' section contains the following text:

Click on the Field Labels Tab to Check Product Fields and Add any More

Configuring Fields – Pricing Levels

ID	Product Id	Price 1	Our Price	Misc 1	cat,subcat
Cat	Category	Price 2	RRP	Misc 2	Available With
Subcat	Subcategory	Price 3	VIP Pricing	Misc 3	misc3
Product Name	Product Name	Price 4		Misc 4	misc4
Description	Product Description	Price 5		Misc 5	misc5
Brand	Product Brand	Price 6		Misc 6	misc6
Special	On Special	Special Price		Misc 7	
Product Available	Show product	Option 1	Colour	Misc 8	
Image Available	Image Available	Option 2	Size	Misc 9	
New Item		Option 3		Misc 10	
Out Of Stock	Out of Stock	Option 4		Specials Start Date	
Stock Level	Stock Level	Option 5		Specials End Date	
Items Per Carton		Option 6		Insert Date	
Related	Related Products	Option 7		Last Updated	
Weight	Weight	Option 8			
Postage					
Discounts					
Order By					

Update

Put a price field name next to pricing levels you wish to be able to insert

Here we have added VIP Pricing which will be for our VIP customers.

Pricing Levels

- There are 6 levels of pricing available
- Simply type in a pricing level name that you are happy for your customers to see
- E.g. VIP Price, Trade, Wholesale
- Update the Page



Step 2. Put Prices in for Your Products

- Add in Prices for each new price level for each product.
- If you don't discount a certain product then put price the same as your main price
- You can edit prices
 - One product at a time
 - Multiple products at a time
 - Download, update and re import product csv

Click Products – View All Products

Click Products - View All Products

There are 815 products in the database

Click Edit to Edit All Prices in a Subcategory

Category	Category Description	Subcategory	Subcategory Description	Low Level Category	Low Level Category Description	Prices	# of Products
Collections	Edit	Accessories	Edit		Edit	Edit	14
		Dresses and Skirts	Edit		Edit	Edit	93
		Jackets and Cardigans	Edit		Edit	Edit	26
		Pants and Leggings	Edit		Edit	Edit	51
		Tops and Tunics	Edit		Edit	Edit	175
Gift Vouchers	Edit	Gift Vouchers	Edit		Edit	4	
Maternity	Edit	Dresses and Skirts	Edit		Edit	Edit	54
		Jackets and Cardigans	Edit		Edit	Edit	16
		Pants and Leggings	Edit		Edit	Edit	27
		Sale	Edit		Edit	Edit	77
		Tops and Tunics	Edit		Edit	Edit	127
Sale	Edit	Dresses and Skirts	Edit		Edit	Edit	51
		Jackets and Cardigans	Edit		Edit	Edit	12
		Tops and Tunics	Edit		Edit	Edit	87
webPOS Payment	Edit	webPOS Payment	Edit		Edit	1	

Can Edit Prices in this Format

There are 14 products in this category

Choose Ascending Descending

Update prices in new field added in

SKU-StyleCode	Product Name	Order Index	Price	VIP Price	Special Price
0542OSBandW	Long Tube Scarf Black and White Stripe	<input type="text" value="0"/>	<input type="text" value="39.90"/>	<input type="text" value="0.00"/>	<input type="text" value="19.00"/>
0542OSE	Long Tube Scarf Emerald	<input type="text" value="0"/>	<input type="text" value="39.90"/>	<input type="text" value="0.00"/>	<input type="text" value="19.00"/>
0542OSGandW	Long Tube Scarf Grape and White	<input type="text" value="0"/>	<input type="text" value="39.90"/>	<input type="text" value="0.00"/>	<input type="text" value="19.00"/>
0542OSI	Long Tube Scarf Ivory	<input type="text" value="0"/>	<input type="text" value="39.90"/>	<input type="text" value="0.00"/>	<input type="text" value="19.00"/>
0542OSO	Long Tube Scarf Orange	<input type="text" value="0"/>	<input type="text" value="39.90"/>	<input type="text" value="0.00"/>	<input type="text" value="19.00"/>
0542OSOandS	Long Tube Scarf Orange and Steel	<input type="text" value="0"/>	<input type="text" value="39.90"/>	<input type="text" value="0.00"/>	<input type="text" value="19.00"/>
0542OSP	Long Tube Scarf Pewter	<input type="text" value="0"/>	<input type="text" value="39.90"/>	<input type="text" value="0.00"/>	<input type="text" value="19.00"/>
0542OSPandI	Long Tube Scarf Pewter and Ivory Stripe	<input type="text" value="0"/>	<input type="text" value="39.90"/>	<input type="text" value="0.00"/>	<input type="text" value="19.00"/>
0542OSR	Long Tube Scarf Red	<input type="text" value="0"/>	<input type="text" value="39.90"/>	<input type="text" value="0.00"/>	<input type="text" value="19.00"/>
0542OSRandS	Long Tube Scarf Red and Steel Stripe	<input type="text" value="0"/>	<input type="text" value="39.90"/>	<input type="text" value="0.00"/>	<input type="text" value="19.00"/>
0542OSSandB	Long Tube Scarf Steel and Black Stripe	<input type="text" value="0"/>	<input type="text" value="39.90"/>	<input type="text" value="0.00"/>	<input type="text" value="19.00"/>
0542OSSandS	Long Tube Scarf Steel	<input type="text" value="0"/>	<input type="text" value="39.90"/>	<input type="text" value="0.00"/>	<input type="text" value="19.00"/>
0542OSSandW	Long Tube Scarf Steel and White Stripe	<input type="text" value="0"/>	<input type="text" value="39.90"/>	<input type="text" value="0.00"/>	<input type="text" value="19.00"/>
TESTING	Long Tube Scarf Black and White Stripe	<input type="text" value="0"/>	<input type="text" value="39.90"/>	<input type="text" value="0.00"/>	<input type="text" value="19.00"/>

Click once done.

Step 3 Setting Customers to a Price Level

- To enable a customer to access a restricted price level please
- Find the customer in or add the customer into GTP Contact
- Edit the Customer and go to the “Use Price Options” Dropdown box. Select the price level they should see if they login.
 - See Next Page for example...

Editing a Contact Record

Contact
Account
Billing
Delivery
Organisation
Misc/Notes
Orders
Credit

Customer Number
This is allocated automatically or should be your Customers Account Number where accounting integration is applied

Username
If you leave this blank, the email address will be inserted

Password

Order By

Expiry Date Year 
If your web site uses subscriptions then the expiry date field can be used

Enterprise Pricing

Use Price Option

Discount

When Editing a Contact, you can set their logged in price level under the account tab and select next to the "use price option"

Price
Choose Price
Price
VIP Price
Price 3
Price 4
Price 5
Price 6

Customers that you charge a different price please select their price level above. A further discount may be able to be applied off example 5% off Price Level 2. You will need to speak to the development team about enabling this feature on your site.



Step 4. Notify Customer

- Notify customer of login details and price level
- Create an Autoresponder and merge in username and password fields.
- Or send standard retrieve password email

See different manual for creating and editing autoresponders.



Send Contact and Email Response Series

GTP Contact

Back List Contacts Add A Contact Create Standing Order
Send Contact an Email Response Series
 Search/Edit Contacts | Search/Edit Contacts (Advanced)

Category	SubCategory	Delete	<input type="button" value="Update"/>
Website Enquiry	2012-05	<input type="checkbox"/> View Category	
Website Subscription - Popup	2012-05	<input type="checkbox"/> View Category	

Category Choose Target

Subcategory No Subcategories

Add to other category ...

You can find a templated email in here to send to a contact individually

Contact	Account	Billing	Delivery	Organisation	Misc/Notes	Orders	Credit
----------------	----------------	----------------	-----------------	---------------------	-------------------	---------------	---------------

Title	First Name	Middle	Last Name	Upload a photo of this contact  Upload
Contact Name	Ms <input type="button" value="v"/>	Naomi <input type="text"/>	<input type="text"/> Dekhtyar <input type="text"/>	

*E-Mail

Alternate E-Mail

DOB

Sex Male Female

Emails Unsubscribe Contact Contact Unsubscribed - January 1 1970 at 0:00am

SMS Unsubscribe Contact

The fields marked with a * are required.
 All other fields can be left blank.

The more information you enter about your contacts, the better.
 This will allow targetted emails to work more effectively.
 Always make sure you assign a Category to a contact

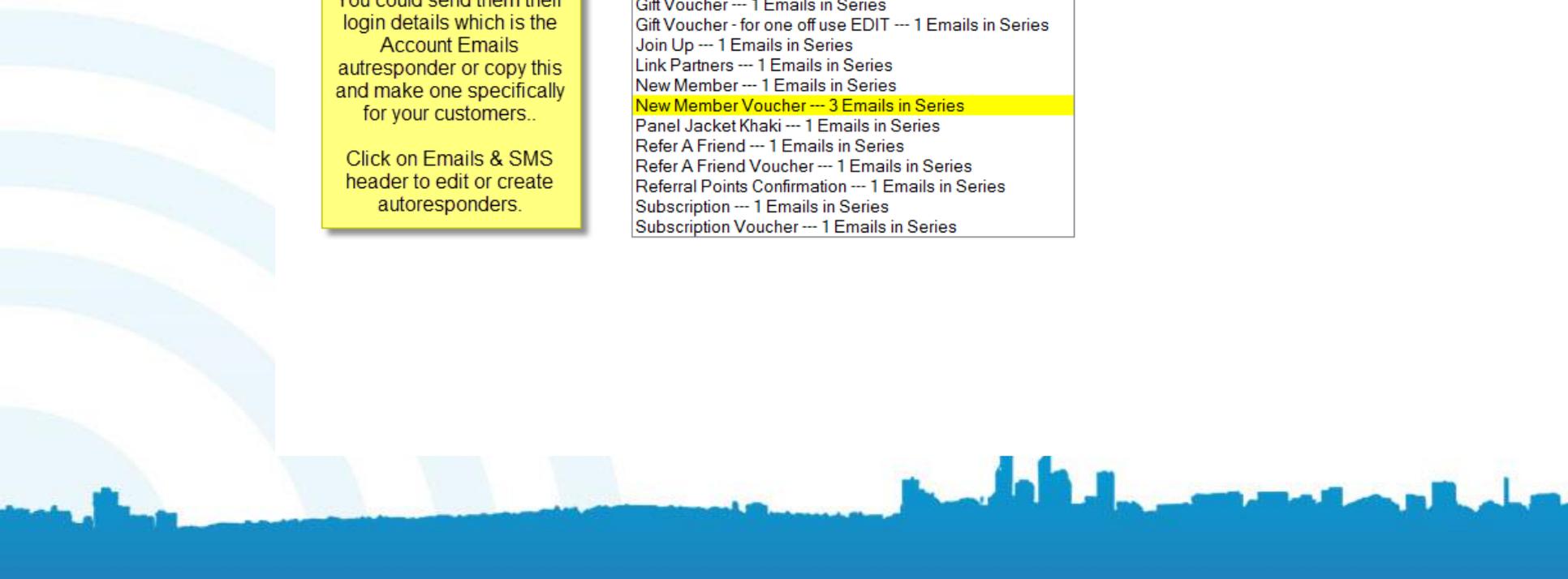


Select and Send Account Details

Email Address	9rrloz@gmail.com
Email Series	<div style="border: 1px solid gray; padding: 2px;"> Choose a Email Series <ul style="list-style-type: none"> Choose a Email Series 2012-06-05 - Voucher Reminder --- 1 Emails in Series Account Details --- 1 Emails in Series Add Web Link --- 1 Emails in Series Competition --- 2 Emails in Series Competition Draw --- 1 Emails in Series Competition Draw Winner!! --- 1 Emails in Series Competition Voucher --- 1 Emails in Series Email Reminder Thank You --- 1 Emails in Series FBO Newsletter --- 1 Emails in Series Gift Voucher --- 1 Emails in Series Gift Voucher - for one off use EDIT --- 1 Emails in Series Join Up --- 1 Emails in Series Link Partners --- 1 Emails in Series New Member --- 1 Emails in Series New Member Voucher --- 3 Emails in Series Panel Jacket Khaki --- 1 Emails in Series Refer A Friend --- 1 Emails in Series Refer A Friend Voucher --- 1 Emails in Series Referral Points Confirmation --- 1 Emails in Series Subscription --- 1 Emails in Series Subscription Voucher --- 1 Emails in Series </div>

You could send them their login details which is the Account Emails autresponder or copy this and make one specifically for your customers..

Click on Emails & SMS header to edit or create autoresponders.



Controlling Customer Price Levels Checklist

- Edit Config – Field Labels and make sure you have a price level description. E.g VIP Customers, Wholesale, Trade.
- Put Prices in for products in the new price field
- Add/Edit Customer into GTP Contact and put in a password and
- Select Price Level from drop down when editing contact
- Login as contact to see if prices shown are different.
- Tell Clients about their new price level and login details

Where Customer Price is a % Discount off a Set Price

Sometimes instead of setting a fixed price for VIP or Trade customers etc you want to set that customer to have a fixed percentage off the main price across the web site.



Configuring % Off

Contact
Account
Billing
Delivery
Organisation
Misc/Notes
Orders
Credit

Customer Number
This is allocated automatically or should be your Customers Account Number where accounting integration is applied

Username
If you leave this blank, the email address will be inserted

Password

Order By

Expiry Date Year
If your web site uses subscriptions then the expiry date field can be used

Enterprise Pricing

Use Price Option

Discount %

If you have customers that you charge a different price for this price level. For example 5% off Price Level 2. You can also set a discount to be applied off a feature on your site.

Here we have set the price for customer to be 10% off the normal retail Price if they log in.

Re % Off for Select Clients

- **Note:** While we have the fields in the CMS for this option, most web sites will require a reasonable amount of code work to have this feature work on all of their pages including. Search, list, show product, view cart and any other product displays (e.g. specials, new, browse by brand).
- Configuration of such a change is considered new work.
- You can test however by editing a contact and seeing if it works.

Disclaimer

- Not all sites are configured to use the price levels in the way that you might wish based on this document.
- Modification are considered billable work.
- The best test is to try these instructions on your web site first and to contact us if there are anomalies or things you would like to change.

GTP Contact Details

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