

Quick Start Lessons

12 Easy to use step-by-step lessons to give YOU control of YOUR website. Click on a Lesson to view.

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Print this guide and keep as a reference.

Logging on to your website

www.floristPro.co.uk

Your website

Your website is made up to two sections:

The Online Store

The online store is your website **where customers can view** your products, place orders and make payment. They can access contact information for your shop and any other details you have added your website. Anyone with access to the internet can view your online store.

The Administration Console

This allows to you change the content and layout of your Online Store, view orders and create reports. This area has restricted access. Anyone accessing the administration console will require the unique User name and Password which floristPro have supplied you.

How do I get into the Online Store?

1. In your Welcome email find the heading **Online Store** and locate the web address for your store.
2. Click on the underlined web address or copy this into your web browser.

Example web address:

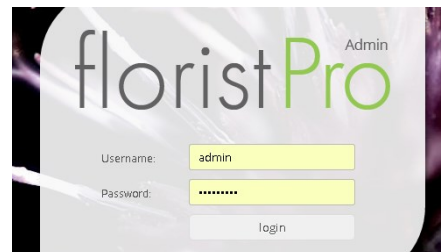
www.flowershop.co.uk



This will take you directly to your store (website).

How do I get into the Administration Console?

1. In your Welcome email find the heading **Administration** and click on the underlined link or copy into your web browser.
2. This will take you to the login screen for the Administration Console.
3. Type in the **Username** and **Password** as supplied in your Welcome email.



4. Click on the **submit** button. This will take you to the Administration Console.

Do I have an email address to use?

Yes you do! One email address has been created for you and can be found in your Welcome email.

For example;
info@flowershop.co.uk

Currently any email sent to this email address will be forwarded to your current

email address that you have supplied us.

It is recommended that you set up Outlook Express or Windows Live Mail to receive mail sent to this address. Where emails are redirected we cannot be sure that they will be delivered otherwise.

Remember, that notification of orders are sent to your email address!

We can help setup your email. Please contact us.

Email
support@floristpro.co.uk

Hot tip



Add your Online Store and your Administration Console to your favourites or set as a bookmark in your web browser.

Your Online Store (Website)

www.floristPro.co.uk

Your Online Store (Website)

Your Online Store is made up of a number of different pages. Each page showcases different information to anyone viewing your website. For example the **Shop Online** page will show your customers the different bouquets and arrangements they can purchase and the **Contact Us** page will provide details of how customers can get in touch with you. There are standard areas that appear on every web page, these are explained below.

Online Store Areas

Header—appears at the top of every page in your website.

Top Navigation Menu—provides access to other pages in your store from a top menu. You can edit these and the associated pages.

Categories Panel—provides quick access to other pages in a vertical panel. Additional categories can be added, existing ones edited and categories no longer in used removed.

0 Items in your Basket | [Checkout](#)

visit us at:
2 Chapelgate
Retford
Nottingham
DN22 6PJ
01777 860 045 | 07891 563 716

Branching Out...
Creative Floristry

[Home](#) [Flowers](#) [Weddings](#) [Corporate](#) [Funeral](#) [Thank You](#) [Deliveries](#) [Links](#) [Get in touch](#) [Remind Me](#)

Shop Online
0 Items in your Basket
[Checkout](#)

Shop By Occasion
Anniversary
Autumn
Birthday
Congratulations
Funeral
Get Well Soon
Mothers Day
Romance
Something different
Spring
Summer
Thank You

Shop By Type
Posies & Arrangements
Handtied Bouquet
Gifts, Plants & Baskets.

Get in touch
Our opening times are:
Monday 9am - 5pm
Tuesday 9am - 5pm
Wednesday 9am - 5pm
Thursday 9am - 5pm
Friday 9am - 5pm
Saturday 9am - 3pm
Sunday Closed

Get in touch... by filling in the form, or the contact details provided.
Email: lucie.k.griffin@gmail.com

Your Comments
Name: _____
Email Address: _____
Telephone No.: _____
Message: _____

Please type the characters below:
amora

Contact Details
Telephone Numbers
01777 860 045
07891563716
Address
Branching Out
2 Chapelgate
Retford
Retford
Nottinghamshire
DN22 6PJ
Email Address
info@branchingouttld.co.uk

We would like to keep you informed of our new promotions, products or services. If you would prefer not to receive information please **uncheck** this box.

Page Content— this area will change depending on the page that is being viewed.

Footer—shows all links on your website and access to Legal information.

Sitemap	Shop By Occasion	Shop By Type	Contact Us	Legal
Home	Anniversary	Posies & Arrangements	Branching Out 2 Chapelgate Retford Retford Nottinghamshire DN22 6PJ 01777 860 045	Terms & Conditions
Flowers	Autumn	Handtied Bouquet		Privacy Policy
Weddings	Birthday	Gifts, Plants & Baskets.		Powered by FloristPro
Corporate	Congratulations			© Branching Out
Funeral	Funeral			

Administration Console

Your Console

Your **Administration Console** allows you to add, amend and remove products, images and text on your website (online store). The **Dashboard** is the first area you will see on the Administration Console once you have logged in. This shows you an overview of the orders that customers have placed on your website.

You should keep the Dashboard open on your computer during your normal working hours. By default, the sound will notify you when new orders arrive.

The screenshot shows the floristPro Administration Dashboard. At the top right, a status bar (1) displays '1 received orders', '4 new orders', and a 'log out' button. On the left, a navigation menu (2) includes 'Dashboard', 'Orders & Reports', 'Products', 'Categories', 'Page Content', 'General Admin', 'Portal', and 'Configuration'. The main dashboard area (3) is titled 'Administration Dashboard' and contains a welcome message, a note about past orders, and three sections: 'Today - Thursday 25 July 2013', 'Tomorrow - Friday 26 July 2013', and 'Future Orders'. The 'Today' section contains a table with 2 rows of orders. The 'Tomorrow' section contains a table with 2 rows of orders. The 'Future Orders' section states there are no orders for delivery in the future. The 'Reminder Notices' section contains a table with 2 rows of reminders.

ID	Delivery Date	Recipient	Total	Paid	Status
10	25 July 2013	11 oakwood avenue, Littlehampton	£49.97	Paid	New
16	25 July 2013	11 Meadow way, Littlehampton	£49.97	Paid	New

ID	Delivery Date	Recipient	Total	Paid	Status
2	26 July 2013	56 Southfields Road, Rustington	£29.98	Paid	Received
24	26 July 2013	Store Collection	£55.99	Paid	New

Name	Date	Occasion	Contact Method
Phillip Green	26 July 2013	Sisters Anniversary	Email: hollie1337@foreveralone.co.uk
Phillip Green	30 June 2013	Murns Birthday	Email: hollie1337@foreveralone.co.uk

1 Reminders—summarises received and new orders that customers have placed on your website and when a reminder to a customer needs to be

2 Navigation—Each heading in the Navigation will take you to a different section in the Administration. The Dashboard opens automatically when you login.

3 Main Console— this area will change depending on the option selected from the Navigation.

Orders

When a customer places an order on your website, the order will appear on the **Dashboard** section of the Administration area. As **New**. Orders are also shown in date order in the **Orders** section, selected from the left side menu.

On the Dashboard orders are clearly shown for **Today** and **Today**. **Future Orders** (other orders in the future) are listed separately.

New orders on the Dashboard

Today - Thursday 25 July 2013

ID	Delivery Date	Recipient	Total	Paid	Status
10	25 July 2013	11 oakwood avenue, Littlehampton	£49.97	Paid	New
16	25 July 2013	11 Meadow way, Littlehampton	£49.97	Paid	New

Opening an order

1. CLICK on the order to open it. The status will show as **New** on the order details.

← return to list ↻ edit order ➔ mark received 🖨 print

Delivery Date:		Order ID:		IN 10	
25 July 2013 (Thursday)		Order Status:		New	
		Payment Status:		Paid	
Item:					
Message:	Item price:	Qty:	Line total:		
<u>Balloon</u> test			£4.99 1	£4.99	
<u>Pearl</u> Pink			£44.99 1	£44.99	
				Discount:	-£5.00
				Delivery Charge:	£4.99
				ORDER TOTAL:	£49.97

Marking a New order as Received

1. Open the order.
2. Click on the **Mark as Received** button.
3. The Order Status will change to **Received**.

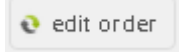
Printing an Order

1. Open the order.
An order can be printed at any status.
2. Click on the **Print** button

Changing Order Details

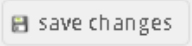
Once a customer has placed an order on your website they cannot edit any of the details themselves, for example to change the message or delivery date. The customer will need to email or phone you directly and you will need to **Edit** the order.

1. Open the order.
2. Click on the **Edit Order** button.
3. Make the required changes.



Item:	Message:
Balloon	This is my new message
Pearl Pink	This is my new message

4. Click on the **Save Changes** button.
5. The changes will now be saved for the order. Remember to replace any printed copies with the new version in your workroom!



IMPORTANT: Be careful changing amounts—you may need to charge the customer additionally or make a refund!

Delivered Orders

Once you have made up and delivered the order you need to mark it as delivered.

1. Open the order.
2. Click on the **Mark Delivered** button. The status of the order will change to delivered.



Completed Orders

Once an order has been paid and delivered you should change the status to **Complete**.

1. Open the order.
2. Click on the **Edit Order** button.
3. From the **Order Status** dropdown box, select **Complete**.

Order Status: Delivered

Payment Status:

Delivery

Instruction: Please

Dropdown menu options: -- select --, Draft, New, Received, Delivered, Complete, Problem - On Hold, Cancelled, Deleted.

Searching for an order

1. Select **Orders and Reports** from the menu.
2. Select **Orders**. You can search based on Order ID, Recipient and Delivery Date.

Order Id	Delivery Date	Recipient	Payment Ref	Total	Payment	Status	Print
		Tiddel				SEARCH CLEAR	
IN 2	26 July 2013	Louise Rhodes - 56 Southfields Road, Rustington		£29.98	Paid	Deliver...	...
IN 24	26 July 2013	Store Collection		£55.99	Paid	New	...
IN 16	25 July 2013	Sara Pidgeon - 11 Meadow way, Littlehampton		£49.97	Paid	New	...
IN 10	25 July 2013	Lucy Tiddel - 11 oakwood avenue, Littlehampton		£49.97	Paid	New	...
IN 25	04 July 2013	Store Collection		£37.99	Not Paid	New	...
IN 7	10 June 2013	Sarah Parks - 11, Littlehampton		£50.97	Paid	Deliver...	...
IN 13	14 May 2013	Julie Watson - 11 Meadow, Littlehampton		£44.98	Paid	Deliver...	...
IN 12	16 April 2013	Rosie McDonnal - 12 nerd cubed drive, west sussex		£34.98	Paid	Deliver...	...
IN 14	09 March 2013	George Randall - 11, west sussex		£49.97	Paid	Deliver...	...
IN 15	30 November 2012	Johnny May - 11, Littlehampton		£49.97	Paid	Deliver...	...

1 Recipient—type in the name of the recipient of the order

2 Click on the **SEARCH** button.

3 To cancel the search click on the

Reports

You can create reports, based on the orders you have received, either for a specific month or for a whole year. This is extremely useful to assess which products are selling well on your website, especially at peak seasons. If products are not selling you may want to consider using a different product.

Reports also show you total online sales and values as well as the average sales values.

Creating a Monthly Report

1. From the **Orders and Reports** menu, select **Reports**.
2. Select the month and year you want the report for and click on the **go** button.

3. The report will appear.

Creating a Yearly Report

1. From the **Orders and Reports** menu, select **Reports**.
2. Select the Year you want the report for and click on

3. The report will appear.

Example of a Yearly Report

1 Overview - 2013

Items Sold:	17
Average Sale:	£31.75
Total Sales (incl Delivery):	£539.75

2 Product Pie Chart

Product	Count
Pearl	6
Balloon	4
Kate	2
Bella	1
Imogen	1
Chocolates	1
Caprice	1
Ella	1

Hot tip

To **Print** your report, click your **RIGHT MOUSE BUTTON** anywhere on the report and select **PRINT**.

3 Designs

Name	Count	Average Sale	Total
Pearl	6	£46.66	£279.94
Balloon	4	£4.99	£19.96

1 Overview—totals for the year.

2 Chart breakdown

3 Design—summarises the totals per design sold.

Adding and Editing Products

A product is anything that you want potential customers to view on your Online Store and potentially purchase either through your store or by contacting your shop to order via phone or email.

You can add as many products as you like and set them “On Hold” until you want your customers to view them. This is ideal when preparing for peak seasons.

Adding a New Product

1. From the Navigation, select **Products**. The list of existing products will appear.
2. Scroll to the bottom of the page, and click on **+Add Design**.

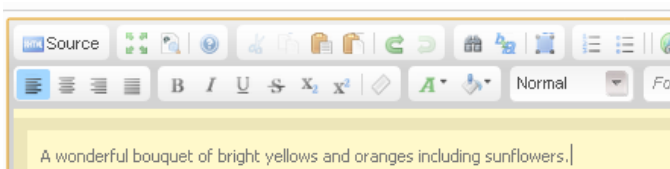
Design Information

1. You will need to complete the information for the new product in the Design Information form.

Name:	Sunshine Wonder
Design Code:	SSW

2. Type in a **Name** for your product. This will show to potential customers .
3. A **Design Code** can be assigned. This is a unique code that the customer will not see.
4. **Status**— Set a product to “Active” to make it live in your store. “On Hold” products can be added and set “Active” at a later date.
5. **Delivery Delay**: Default is for “Same Day”. You can specify next day for example by selecting 1 day delay.
6. **Availability**: It is assumed that the product is available for “National” delivery. However, you can change this product for “Local” delivery only.

Description



1. The **Description** is in-depth information to give

Images

1. **Images**: You can have a maximum of 3 images for each product. You do not have to use all 3. The first image is the main image.

Pricing Images

1. **Order online**—If set to “No” the customer can view the product but will have to phone you to place the order.
2. **Prices**: Each product can have a maximum of 4 prices. Each price allows a customer to order at a set price. **Price 1** is the “From” price that will show in the Online Store.

Name	Price	Label (Optional)	Image Price
Price 1	£ 24.99		<input type="checkbox"/>
Price 2	£ 34.99		<input checked="" type="checkbox"/>
Price 3	£ 44.99		<input type="checkbox"/>
Price 4	£		<input type="checkbox"/>

3. **Enter prices**—you do not need to use the £/€ symbol, for example enter 35.99
4. If the image you are using for the product is made at a particular price click in the **AS SHOWN** tick box. Text will appear below the image informing the customer that the image shown as it that price.
5. By default the prices are labelled as “Standard”, “Grand”, “Superior” and “Exquisite”. If you want to use different terms, type into each **Label** box.

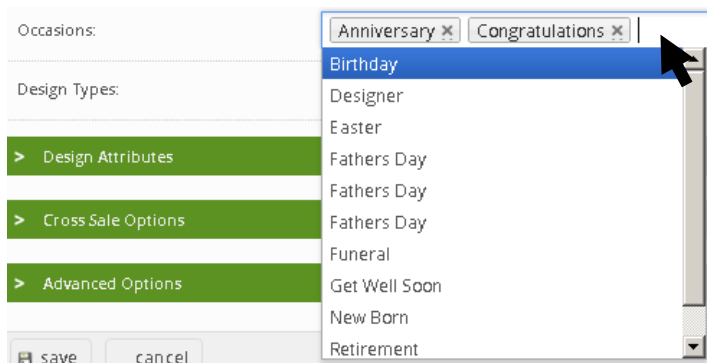
Adding a New Product continued

Categories*

Each product can be assigned to a category. A category allows products to appear under different headings in your store.. A category makes it easier for your customer to locate products. There are two type of categories:

Occasions—Different events during the year such as Mothers Day, Christmas, Birthdays etc.

Design Types—types of gifts. For example, Bouquet, Funeral, Plants.



Save your new product

Once you have finished creating a new product click on the **Save** button.

Once you have added or amended a product you can view it on your website immediately.

Editing a Product

1. Select **Products** from the Navigation.
2. Locate the product you want to edit. New products are added to the end of the list. Use the page numbers at the bottom of the screen to move through the pages.
3. Click on the product and edit the details.
4. Press **Save** when finished editing the product.

Product Example

Hermione

A pretty handtied bouquet of mixed pink flowers and foliage including gerbera.

- Mini £ 24.99
- Medium £ 29.99
- Superior £ 34.99
- Exquisite £ 39.99

Buy

Back

Tweet +1 Like



Click image to

1 Product **Name**

2 Product **Description**

3 Large image is **Image 1**.
Images 2 and 3 are the smaller images

4 Product **Labels and Prices**.

Hot tip



If you have a lot of products, change the number of “Items per page” to 50. There will be less pages to move through!

items per page: 40

*Creating and Editing Categories—see Quick Start 7

Adding and Editing Categories

A category defines a group of alike products. Categories on your website are separated into 2 types; **Occasion** and **Design Type**. You can create new categories, edit categories and remove categories no longer in use.

You can create categories for seasonal peaks, for example “Autumn” and “Christmas” or for types of products such as “Tropical Plants”. Your website will have some Occasions and Design Types already setup for you in your website.

Adding a New Design Type Category

1. From the Navigation, select **Categories**.
2. Select **Design Type**. The List of current design types will appear.
3. At the bottom of the page click on **+Add Design Type**.

You will need to complete the information for the new design type category.

Name:	<input type="text" value="Cakes"/>
Status Type:	<input type="text" value="Active"/>
Group:	<input type="text" value="Gift"/>

1. **Name:** Type in a product **Name**. This will show in the “Shop by Type”.
2. **Status Type:** If you want the category to appear immediately select **Active**.
3. **Group:** There are 4 groups of products available; Gift, Funeral, Wedding and Non-Floral. Each new category you create must be assigned to a group.
4. **Image Thumbnail:** A category can have an image to represent the category. Simply click on **Choose file** and select the image you want to use.
5. **Sort order:** Products within this category can be sorted to appear in the following order: “Price” (ascending/descending), Name” (ascending/descending) or in the “Order Entered”.
6. **Description:** This gives your customer information regarding the Design Type. For example, a description of what a “Hand-tied” is. This appears once the category has been opened by the customer.
7. When completed, click on **Save**.

Adding a New Occasions Category

1. From the Navigation, select **Categories**.
2. Select **Occasions**. The **Occasions List** will appear with all your current occasions.
3. Scroll to the bottom of the page, and click on **+Add Occasion**.

You will need to complete the information for the new Occasions category.

1. **Name:** Type in a **Name**. This will show in the “Shop by Occasion”.
2. **Image Thumbnail:** A category can have an image to represent the category. Simply click on **Choose file** and select the image you want to use.
3. **Status Type:** If you want the category to appear immediately select **Active**.

Name:	<input type="text" value="Christmas 2013"/>
Image Thumbnail:	<input type="button" value="Choose File"/> IMG_0841.JPG
Status:	<input type="text" value="Active"/>
Sort Order:	<input type="text" value="Price Ascending"/>

4. **Sort order:** Products within this category can be sorted to appear in the following order: “Price” (ascending/descending), “Name” (ascending/descending) or in the “Order Entered”.
5. **Description:** This gives your customer information regarding the Occasion. For example, “Christmas range available 12th—24th December”. This appears once the category has been opened.
6. When completed, click on **Save**.

Editing a Design Type or Occasion Category

1. Select **Categories** from the Navigation and select either **Design Type** of **Occasion**.
2. Click on the category you want to amend.
3. Edit the category as required and click on **Save**.

Deleting a Design Type or Occasion Category

1. Select **Categories** from the Navigation and select either **Design Type** of **Occasion**.
2. To the left of the category you want to delete click in the tick box. This will select the category.

<input checked="" type="checkbox"/>	14	Designer
<input checked="" type="checkbox"/>	15	Olympic Celebrations

3. Click on Delete at the bottom of the list.
4. Click on **OK** in the box that appears as you to confirm the delete. The category will be removed.

On Hold Design Type or Occasion Categories

When a category is created you can choose to put it on hold until it is time for your customers to be able to see it and order products from within the category. For example, prepare early for Christmas and get your Category created and the products setup, but set it to On Hold until nearer the relevant time.

3. Select the category from the List (clicking in the tick box(s)).
4. Click **Activate** if you are ready for your customers to see the category,
or
5. Click on **On Hold** if you do not want your customers to see the category.

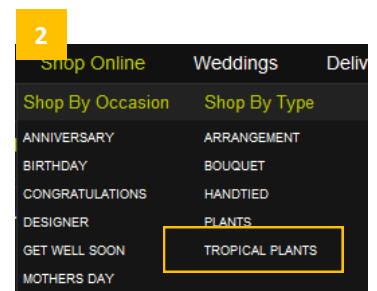
Have a Go!



- Create a new Design Type called **Tropical Plants**.
- Add a **Description**.
- Make sure the category is **Activated**.
- View the Online Store and check that the category appears.



New Category name "Tropical Plants" appears in the **Categories Panel**



New Category name "Tropical Plants" appears in the **Shop Online** section in the menus.

- Now delete the category **Tropical Plants**.

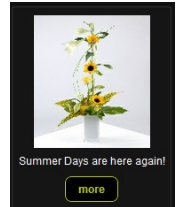
Hot tip



You can select more than one category by clicking on more than one tick box to the left of the category names.

Adding and Editing Quick Buys

A **Quick Buy** is a product that enables a customer to quickly make a purchase on your website without having to search through occasions or design types. A Quick Buy product should ideally appear on your home page and be clearly visible (however a Quick Buy can be visible on any page). floristPro websites allows a maximum of 6 Quick Buy products. These should be changed regularly so returning customers are given new products to choose from. Quick Buys appear in a Promotions Panel which is visible on the right or bottom of the page.



Checking if the Promotions Panel is active

As Quick Buys are shown in the Promotions Panel you need to check whether the Promotions Panel is switched on.

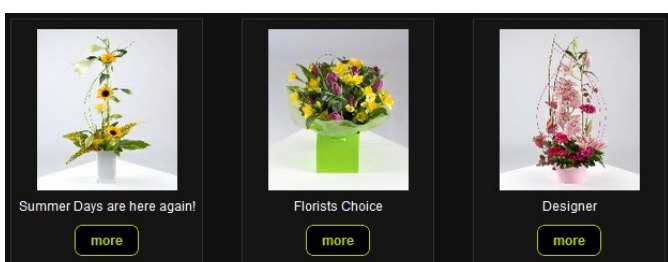
To check whether a particular page has the promotions panel activated:

1. From the Admin Console, select **Web Pages** from the **Page Content** option.
2. Click on the web page (for example, Home) that you want to check.
3. Select **Page Components** and click on the drop down for **Display promotions panel**. This will tell you whether your promotions panel is displayed for this page and whether it is displayed on the right or at the bottom of the page.



In the example above, the Promotions panel is showing at the bottom of the page.

4. View this page on your website to preview the promotions panel at the bottom of the page.



To change a Quick Buy Product

1. From the Admin Console select **Configuration**.
2. Click on **Product Quick Buys**.

Status	Advert Name	Design Id
Active	Florists Choice Bouquet	Ella
Active	Florists Choice	Amelie
Active	Designer	Caprice
Inactive	Seasonal Selection	-- select --
Inactive	Seasonal Selection	-- select --
Inactive	Seasonal Selection	-- select --

The current Quick Buys will be listed (as above)

3. If you want to remove a Quick Buy, change the "Active" to "Inactive".
4. To change the Quick Buy product click on the **Design ID** dropdown and select the new Quick Buy item.
5. Change the name for the Quick Buy (that appears to the customer) in the **Advert name**.
6. Scroll down the page and click on **Save**.
7. View your website to see the new Quick Buy you want to update. You can do this as often as you need.

Hot tip



If your update does not show on your website immediately, press F5 to refresh your screen.

Product and Category Status

www.floristPro.co.uk

Status: On Hold/Active

As you update your website throughout the year there are going to be times when some products are no longer relevant or available. When you add a product to your website you will have added it to a category, for example Christmas. Your floristPro website will allow you to put “On Hold” each individual product or the whole category. The instructions below will allow you to hide (“On Hold”) individual products or categories from your website – making them unavailable to purchase until you change the status back to “Active”.

Christmas Cube	Christmas	Active
Christmas Mirror Cube	Christmas	Active
Tropical Christmas	Christmas	Active

Hiding Products (status-On Hold)

1. From your floristPro Administration Console select **Products** from the menu on the left.
2. Each product shown will have the status shown in the fourth column. Find the product that you want to put on hold and click on it.
3. Each product has a box to the left of each.

<input type="checkbox"/>	20129004	Melody	
<input checked="" type="checkbox"/>	20129005	Anthurium	
<input checked="" type="checkbox"/>	20129006	Rose Plant (Mini)	
<input checked="" type="checkbox"/>	20129007	Daffodil Fields	
<input type="checkbox"/>	20129008	Eva	

4. Click on the box(s) of the product(s) you want to put on hold.
5. Scroll to the bottom of the page and click on **On Hold**.

[Activate](#) | [On Hold](#) | [Delete](#)

If you view your website the product will no longer be available for a customer to purchase.

Activate products

To Activate the products, follow the instructions above, but at step 5 click on **Activate** instead of On Hold.

Hiding Categories (status-On Hold)

1. From your floristPro Administration Console select **Categories** from the menu on the left.
2. Select whether the category is a **Design Type** or **Occasion** (seasonal categories such as Christmas will be in the Occasion).
3. Each category shown will have the status shown in the **status** column.
4. Each category has a box to the left of each.
5. Click on the box(s) of the category(s) you want to put on hold.

<input type="checkbox"/>	4	Get Well Soon	
<input checked="" type="checkbox"/>	5	Retirement	
<input type="checkbox"/>	6	Thank You	
<input checked="" type="checkbox"/>	7	New Born	

6. Scroll to the bottom of the page and click on **On Hold**.

[Activate](#) | [On Hold](#) | [Delete](#)

If you view your website the category will no longer be available for a customer to purchase from.

Activate Categories

To Activate the products, follow the instructions above, but at step 5 click on **Activate** instead of On Hold.

Setting up Account Customers

As a business you may already have account customers who have the privilege of paying at a later date or for whom you give a discount. You can set these customers up with an account to order through your website with the same privileges.

Creating an Account

1. From your floristPro Administration Console select **General Admin** from the menu on the left and select **Account Customers**.
2. Click on the **Add Account Customer** button. The new account customer form will appear.
3. **Company Details**—you will need to complete these for each account. Remember that you will need to give the User Name and Password to the account holder.

Company Name*:	Red Hot Banana Ltd
Company Code:	RHB001
Account Status:	Active <input type="button" value="v"/>
User Name*:	REDhot
Password*:	Passw0rdRHB

4. As soon as you set the account to **Active** the customer will be able to access their account to order online.
5. **Contact Details**—These are not compulsory but it is a good idea to have a contact name and email address at the very least.

Contact Details	
Please enter a contact Firstname:	Tom
Surname:	Banana
Address:	The Hot Tower 100 London Bridge
Town / City:	London
County:	
Post Code:	SE1 5RT
Country:	United Kingdom <input type="button" value="v"/>
Telephone 1:	01207 334 6665
Telephone 2:	
Please enter a contact email address:	tom@redhotbanana.co.uk

6. **Account Options**—this is where you setup the following:

Payment Method: select from On Account or By Credit Card. If you select By Credit Card then they will have to pay for any purchases they order through your website.

Pay Delivery: Free Delivery can be added to this account by selecting No for the delivery.

Discount %: If this account customer receives a discount on all orders they place, enter the amount here.

Account Options

Payment Method:	On Account <input type="button" value="v"/>
Pay Delivery:	Yes <input type="button" value="v"/>
Discount %:	25
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

7. Once you have entered all the details for the new account click on **Save**.

Viewing an Account

Once an account has been created you can view the details.

1. Click on the **Company Name** from the Account Customer List. All the account details will appear.

Company Name:	The Florist	Payment Method:	On Account
Contact:		Pay Delivery:	No
Address:	11 Meadow Way	Discount:	5 %
Town:	Littlehampton	Account Status:	Active
County:	West Sussex	No of unpaid orders:	1
Post Code:	Bn17 6BL	Total Unpaid:	£.00
Tel:	01903 732342	No of orders online:	1
Email:	sara@lanyards.fsnet.co.uk	Online account total:	£37.99

2. For a print version, click on **Print Summary**.
3. To edit the account (and view the User name and Password), click on **Edit Account Details**.

Delivery & Collection Settings

www.floristPro.co.uk

Making Delivery Easy

There are a number of different settings for your website that you need to keep up to date. These include your delivery charges, the days you are available to deliver and any cut off times for receiving same day delivered orders by. You can also set the option to allow collections direct from your shop.

Setting a Delivery Charge

A customer ordering online is usually doing so because it is easy and is saving them time. It is a good idea not to make your delivery charges complicated. Rather than listing every single destination that you deliver to (and making the customer select the correct one), either have a single delivery fee or perhaps only 2 or 3 options to choose from (for example £4.95 Oxford, £6.25 within Oxfordshire and £7.95 National).

1. From your floristPro Administration Console select **General Admin** from the menu on the left and select **Delivery Charges**.
2. Any current charges will be shown.

Id	Zone	Charge	Status
1	Standard Delivery	4.99	Enabled
2	Suburbs	5.00	Enabled

3. Click on the **Add Delivery Charge** button.
4. Type the **Zone** name. This is what the customer will see when choosing the delivery.

Zone:

Charge:

Status:

5. Type the amount into the **Charge** section.
6. If you want this to go live on your website immediately select **Enabled** from the status.
7. Once complete, click on the **Save** button.
8. The new Delivery Charge will appear in the **Delivery Charges List**.

Updating your Delivery Information Page

If you add or edit your delivery charges it is important that any changes are reflected on your Delivery Information Page.

1. From your floristPro Administration Console select **Web Pages** from the menu on the left.
2. Click on the **Delivery Info** page (it may be called something slightly different on your website!)
3. Scroll down until you find the **Page Content** section.
4. Within this section is a text or a table with your delivery information.

Delivery Charges

A delivery charge is required on the location of the delivery. These charges are as follows:

City Center	Free
Suburbs	£6.00
UK Delivery	£6.95

5. Update this information to reflect the changes you have made.
6. Scroll down to the bottom of the page and click on **Save**.

Allowing Collections

To give customers the choice of whether to collect from your shop or deliver direct to them you need to make sure that Collections are switched on.

1. From your floristPro Administration Console select **Configuration** from the menu on the left.
2. In the **Allow Collections** make sure the option active is **On**.

Note: If you have set your shop as closed for delivery on a specific day you will automatically not be available for collections either.

Creating and Editing Galleries

A Gallery allows you to showcase images of your work as a portfolio on your website. A typical use of a gallery would be for wedding images where a customer looking for a potential wedding florist will want to look at your wedding work but not purchase online.

Creating a Gallery

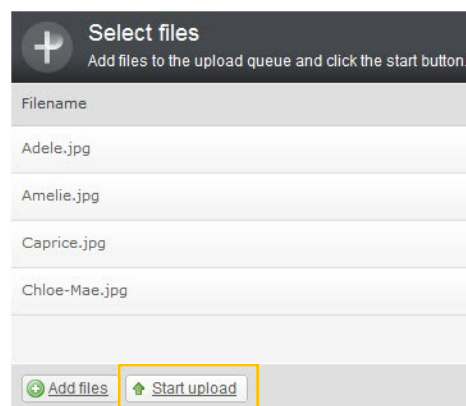
1. From your floristPro Administration Console select **Page Content** from the menu on the left and select **Galleries**.
2. Any existing galleries will be listed.
3. Click on the **Add Gallery** button.
4. Type the **Gallery Name**.
5. Select the **Gallery Style** you want.
6. Choose which page you want to display the Gallery on.
7. If you want the gallery to show immediately select **Activate** from the **Gallery Page Status**. If not, leave On hold.
8. Click on **save**. The new gallery will appear in the list of galleries.

Order	Gallery Name
	Winter Weddings
	Reception
1	Brides Bouques
2	Church and Reception
3	Corsages and Buttonholes
4	Corporate
5	Christmas Decorations

Adding images to a Gallery

1. Click on the **Add files** button at the bottom of the Select files section as shown below.
2. The Open dialog will appear. Locate the folder where your images are stored.
3. Click on an image to select it.
4. Click on **Open**.
5. Repeat with additional files until you have all the required files listed for the gallery.

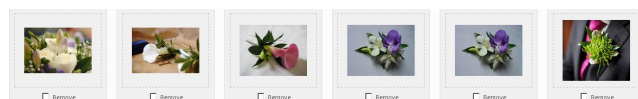
6. Click on the **Start Upload** button and this will put copies of your images into the gallery.



7. Once the images have uploaded, click on **Save**. The images will now be stored in the Gallery.

Removing images from a Gallery

1. From your floristPro Administration Console select **Page Content** from the menu on the left and select **Galleries**.
2. Click on the Gallery from which you want to remove images.
3. From **Gallery Images** at the bottom of the page, click in the **Remove** box beneath each image you want to remove.



4. Click on **save**.

Hot tip



You can select more than one image during the upload process. Hold down the CTRL (control) key on the keyboard and click on each image to select.