Sellvio

User Manual

Getting Started **14**
Setting Up Company Details (Settings → General Settings → General Tab) 14
Company Details 15
Social Media 15
Webshop currency and tax configuration (Settings → General Settings → Settings Tab) 16
Logos and Favicon (Settings → General Settings → Logo Tab) 18
Logo 18
Email Logo 19
Favicon 19
Settings 20
Age Verification 20
Themes and theme selection (Settings → Themes) 22
Accessibility mode 23
Menu Selection 24
Dropdown menu 24
Sidebar menu 25
Megamenu 25
Product Boxes 26
Tags (Settings → Tags) 27
Adding or Editing Tags 27
Translations Tab 28
Sources (Settings → Sources) 29
Adding or Editing Sources 29
Countries (Settings → Countries) 31
Adding or Editing Countries 32
Units (Settings → Units) 33
Adding or Editing Units 34
Order Statuses (Settings → Order Statuses) 35
Adding or editing order statuses 36
Admin parameters (Settings → Admin parameters) 37
Admin Parameters List 37
Creating Admin Parameters 37
Order Parameters (Settings → Order Parameters) 38
Managing warehouses (Settings → Warehouses) 39
Adding or Editing Warehouses 40
Shipping Time on the Cart Page and Order Confirmation Email 40
Webshop parameters (Settings → Online Store Parameters) 42
Adding or Editing Parameters 43
Webshop Filters (Settings → Webshop Filters) 44
Adding or editing webshop filters 45

Information Blocks (Settings → Information Blocks) 46
Adding or Editing Information Blocks 47
General Settings (Settings → General Settings) 49
General Tab 49
Site name 50
Settings Tab 53
Embedded Codes Tab 57
Maintenance Tab (Settings → General Settings → Maintenance Tab) 58
Search Settings (Settings → Search Settings) 60
Boosting Settings 61
Parameter Boosting 61
Payment Options (Settings → Payment Options) 63
Standard Payment Methods (Settings → Payment Options → Payment Methods Tab) 63
Configuration options in the purchase process 64
Special payment types 65
Delivery types 67
Standard Delivery types 67
Configuration options in the purchase process 71
Selecting an in-store pickup time 72
Special shipping types 72
Billing services 74
Bank accounts 75
Adding or editing bank accounts 75
Chat services 77
Languages 78
Adding or editing languages 78
Translations 80
Price categories 81
Adding or editing pricing structures 82
Fonts 82
Adding or editing fonts 83
Using fonts in the text editor 84
Components 85
Managing catalogs (Sidebar → Manage Catalogs) 87
Catalogs 87
Adding or editing catalogs 87
Newsletter (Sidebar → Newsletter & SMS) 90
Newsletter groups 90
Adding or editing newsletter groups 91
Newsletter subscription 92

Adding or editing newsletter subscribers 92
Newsletters 93
Adding or editing newsletters 94
Mail & SMS services 95
SMS messages 95
Adding and editing SMS messages 96
Sending Messages from the Orders Module 96
Ad management 98
Sliders and their editing 98
Adding and Editing Sliders 99
Sliders cropping and preview 100
How do these sliders appear on desktop and mobile devices? 100
Banners (Ad positions) on the homepage 101
Adding and editing banners (Ad positions) 103
Information Bars 104
Adding and editing information bars 104
Pop-ups 107
Galleries and their management 111
General Tab 112
Translations Tab 113
Files Tab 114
Related content 115
SEO Tab 117
Sharing Tab 117
Comments 117
How do galleries appear to customers on the webshop? 117
Control (Sidebar → Control) 120
Missing translations 120
Missing filters 121
Missing parameters 122
Missing pictures 123
Events (Sidebar → Events) 125
Event categories 125
Adding or editing event categories 126
How event categories appear to store customers 128
Events and event categories 129
Adding and editing events 130
Comments 134
Article management (Sidebar → Content Management) 135
Categories (Content Management → Categories) 135
Adding and editing categories 136

Creating article categories with Artificial Intelligence 138
Articles 140
Adding or editing articles 141
General tab 141
Translations tab 143
Files Tab 143
Related content tab 144
SEO tab 145
Sharing tab 145
Exporting articles in HTML format 146
Comments 149
Polls (Sidebar → Polls) 150
Editing or creating polls 150
General tab 151
Votes tab 151
How polls appear to store customers? 152
FAQ 153
FAQ List 153
Creating an FAQ 153
FAQ Appearance 154
Pages and Their Editing (Static contents → Pages) 155
Adding or Editing Pages 156
General Static Pages vs. Listing Pages 158
Categories (Static Content Categories and Menus) 161
Adding or Editing Static Categories 163
General Tab 163
Translations Tab 163
SEO Tab 164
Sharing Tab 164
Users (Sidebar → Manage Users) 166
Users (Sidebar → Users) 166
Adding or Editing Users 167
General Tab 168
Addresses Tab 169
Permissions Tab 170
Discounts Tab 171
GDPR data check (User management → GDPR data check) 173
User Information 173
Social Accounts 174
Addresses 174
Orders 175

Comments 175
Subscriptions 175
Password Resets 176
Suspicious Logins (User management → Suspicious Logins) 177
List of Suspicious Logins – Search Criteria 177
Webshop (Sidebar → Webshop) 179
Brands and their management (Webshop → Brands) 179
Adding or Editing Brands 181
Basic tab 182
Translations tab 183
SEO tab 183
Social tab 183
Icons for products (Webshop → Icons) 185
Adding or Editing Icons 185
How Icons Appear to Customers 186
Webshop categories (Webshop → Categories) 187
Sorting Webshop Categories 187
Adding and Editing Webshop Categories 188
Product management (Webshop → Products) 192
Product export 195
Creating products with AI 195
Gallery - field for uploading multiple files 202
Documents - field for uploading multiple files 202
Icons 202
Image enhancement with artificial intelligence 203
Remove background 203
Change background 204
Blur background 204
Add shadow 205
Quality enhancement and upscaling 205
Generate video 206
Marketing tab 207
Cross-Sale products 208
Parameters tab 208
How parameters are displayed to customers 210
Filters tab 210
How filters appear to store customers 211
Variations tab 212
How variations appear to your customers 213
Reservations page 214
Pricing tab 218

Quantity discount tab 219
How quantity discounts appear for store customers 220
SEO tab 221
Statistics tab 221
Store status 221
Ordered quantities 222
Pageviews 222
Price changes 223
Quotations (Webshop -> Quotation) 224
Requesting a Quotation 224
Quotations list 224
Editing a quotation 225
Items in the quotation 225
Editing an Existing Product 226
Customer details 226
Delivery and payment address 227
Comments 227
Files 228
Custom parameters 228
Sending the Quotation 229
Presents (Webshop → Presents) 230
Add and edit present products 231
General tab 231
Translations tab 231
How should products be displayed to customers in the store? 231
Orders - presents (Webshop → Gifts) 232
Searching for presents-type orders 233
Editing presents-type orders 233
Order items section 233
Editing existing order items 234
Adding new products to an existing order 234
Customer details section 235
Notes section 235
Files section 236
Vouchers 236
Voucher List 237
Voucher Redemption 238
Enquiries (Webshop → Enquiries) 238
Enquiries modification page 239
Products section 240
Customer details section 240

Enquiry summary window 241
Product lists (Webshop → Product lists) 242
Using Coupons (Webshop → Coupons) 243
Adding and editing percentage-based coupons 244
Adding and editing fixed-price coupons 245
Where Can Customers Enter Coupon Codes? 245
Discount designs (Webshop → Discount Designs) 246
Adding and editing discount designs 247
How do the left and right-side images appear to customers? 248
How does the expiring offer ad appear to customers? 248
Discounts (Webshop → Discounts) 250
Adding and editing discounts 251
Percentage-based discount 252
Fixed-price discount 252
How do discounts appear to customers on the "On sale" page? 253
Package discounts(Webshop → Package discounts) 253
Adding and editing bundle discounts 254
Required products for the discount - section 255
Discounted product - section 255
How do package discounts appear to customers in the webshop? 256
Package discounts on the "On sale" page 258
Customer satisfaction (Webshop → Customer) 259
Surveys tab 260
Settings tab 261
Store management (Webshop → Store management) 263
Automating the Inventory Update Process 264
API (Webshop → API product inventory retrieval) 264
General Tab 265
B2B API Tab 266
Orders and Their Editing(Webshop → Orders) 269
Select multiple orders 269
Different Metrics on the Orders Page 270
Payment Type and Transaction Indicator 270
Quick Purchase Indicator 271
Shipping Type and Shipping Status Indicator 271
Invoice and Billing Indicators 272
General Order Search 272
Updating the store inventory based on the order content. 273
Bulk Update of Store Inventory Based on Order Contents 276
Adding and Editing Orders 276
Ordered Items - Section 276

Editing existing order items 278
Adding new products to an existing order 278
Customer data - section 279
Shipping and billing address section 280
Comments Section 281
Files Section 282
Custom Parameters 282
Delivery Routes (Webshop → Delivery Routes) 284
Delivery Routes 284
Setting up Delivery Groups 285
Delivery Plan 285
Product feeds (Webshop → Delivery Routes) 287
List of product feeds 287
Add or edit product feeds 287
Feed Structure 288
Product exports 289
Managing Synchronizations (Sidebar → Managing Synchronizations) 290
General Settings for All Synchronizations 290
General Synchronization Settings 290
Scheduling Settings 290
"One-Time" Synchronization 291
"Scheduled" Synchronization 291
Source Settings 295
Sheet Settings 297
Webshop Category Synchronization 299
Adding and Editing Webshop Category Synchronizations 299
Adding and Editing Product Image Synchronizations 303
Product Synchronization 304
Adding and Editing Product Synchronizations 305
Adding and Editing User Synchronizations 308
Adding and Editing User Synchronizations 309
Company-Related Information 311
Product icon synchronization 312
Adding and editing product icon synchronizations 312
Filter synchronization 313
Adding and editing filter synchronizations 314
Product Variation Synchronization 316
Product Document Synchronization 317
Synchronization Log 319
Synchronization Details Modal 321
Dashboard 323
Search Function on the Administrative Interface 323

Quick overview section 323
New orders section 325
Version History 326
Comments awaiting approval section 326
Order-related graphs 327
Page views (Last 30 days) 328
Most sold products (Last 30 Days) 330
Most visited products (Last 30 days) 330
Page views and unique page views by hour of the day (Last 30 days) 331
Recent administrator and user logins 331
SEO 333
SEO settings 333
404 logs 334
Appendix A 335
Manually cropping images in Sellvio 335
Field for uploading multiple images (or Gallery field) 336
Detailed preview and subtitles 337
Field for uploading multiple documents (also known as Documents field) 338
Detailed Preview and Captions 339
Add HTML5 video 340
SEO Settings 343
Custom URL 344
Comments 344
“Active” comments tab 345
“Deleted” comments page 345
Moderating comments 346
What do comments look like for customers? 347
Appendix B 348
Chat services 348
LiveChat 348
How does the LiveChat widget appear to customers? 350
Tawk.to 352
How does the Tawk.to extension appear to buyers? 353
Smartsupp 355
Dialogity 356
Special payment methods 357
SellvioPay 357
WSPay 359
PayPal 360
ChipCard 363
K&H Bank 365

Refund 366
OTP Simple Pay 367
Barion 368
OTP Bank 370
Six Payments / Saferpay 371
SumUp 373
Raiffeisen Bank 375
Banca Intesa Bank 377
Stripe 379
4Spend 381
Cofidis Online Credit 384
ProCredit Bank 386
Special Shipping Methods 388
Sellvio Express 388
Sellvio Express Parcel Locker 390
GLS 392
Additional GLS Shipping Data Within an Order 394
Package Labels and Shipment Tracking 395
AKS 395
Daily Express (DExpress) 398
Additional Daily Express Delivery Information within an Order 402
Package Labels and Shipment Tracking 403
Foxpost 404
MPL - Hungarian Post Logistics 406
Additional MPL Shipping Details Within an Order 408
MPL house delivery: foreign 409
BEX 411
Additional BEX Shipping Details Within an Order 413
Reports 414
City Express 414
GLS Parcel Locker 416
Csomagpiac 418
Csomagpiac parcel point 420
Billing services 422
Billingo.hu 422
Submitting Orders to Billingo.hu and Generating Invoices 424
Calculus 425
Set Default Data 427
Calculus Synchronization 427
Szamlazz.hu 429
Submitting Orders to Szamlazz.hu and Generating Invoices 431
Minimax 433

Submitting Orders to Minimax and Generating Invoices 434
Navigator 436
Submitting Orders to Navigator 439
Dyntell 440
E-faktura Serbia (SEF) 443
Submitting Orders to E-faktura (SEF) and Generating Invoices 444
Netračuni 447
Submitting Orders to Netračuni and Generating Invoices 448
iCenter 449
MonolIT ERP 453
Profit Soft ERP 456
TopCode ERP 458
Social logins 461
Facebook 461
Google 462
X (Twitter) 463
Tracking and Analytics 464
Trustindex 464
Google Analytics 466
Google Tag Manager 468
Facebook Pixel 469
Hotjar 470
Steps to activate Hotjar: 470
Smartlook 472
Inspectlet 473
TikTok Pixel 474
Google Search Console 475
Marketing solutions 475
Mailchimp 475
MailerLite 477
SMS Discount 478
SendGrid 479
BrevoEmail 479
MessageBird 482
Catalogs 483
E-Ponuda.RS 483
Pametno.RS 484
Shopmania.RS 484
Kupindo 484
Facebook shop 485
Árgép 485

Olcsóbbat.hu 485
Idealno.RS 485
Google Merchant Center feed 486
Árukereső.hu 486
Najboljacena.rs 487
KlikLak.rs 487
Sasomange 487
Bazzar 488
Shoppster.rs 488
Other Services 489
Trustindex 489
Fogyasztó Barát 490
OptinBox 490
OptiMonk 491
reCAPTCHA protection on contact forms 491
Form management 493
Forms 493
List of forms 493
Creating and editing forms 494
Text Field 495
Select 495
Text Area 496
Date Field 497
Number 498
Checkbox Group 499
Radio Group 500
File Upload 501
Hidden input 502
Button 502
Header 503
Paragraph 503
Submitted forms 504
List of submitted forms 504

Getting Started

Welcome to your new Sellvio Web Store! Here, you'll find all the essential information and guidance to make the most of our e-commerce platform. Whether you're an experienced seller or just starting out, we're here to assist you—from setting up your store to utilizing the platform's full potential.
Start your journey toward e-commerce success with Sellvio!

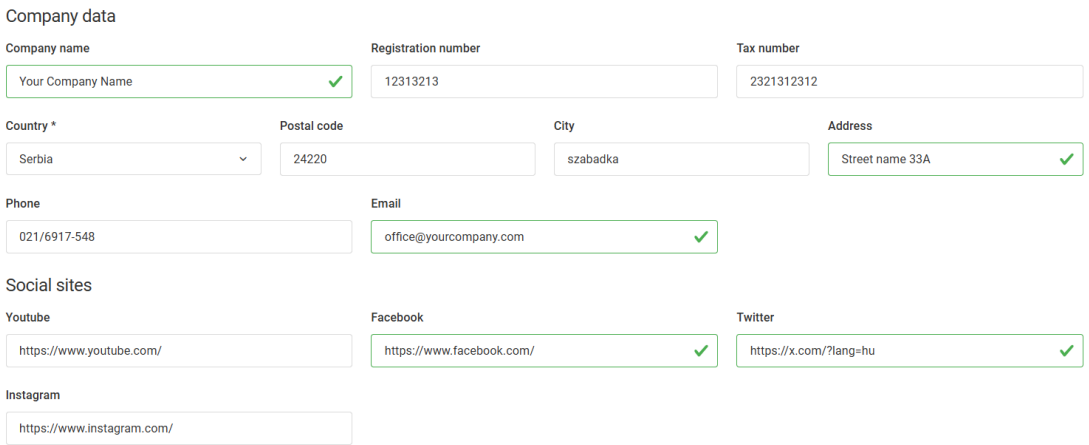
Setting up the basic parameters of your store is the first step to building a successful online business. In this section of the documentation, you'll learn how to configure essential settings such as company details, logo, currency, and more. We'll guide you through the process to ensure your store aligns perfectly with your unique business needs.

Setting Up Company Details (Settings → General Settings → General Tab)

Configuring your company details is crucial, as this information is prominently displayed in the store's header, footer, and contact page. Additionally, it is embedded in automated emails.
To set up your company details:

1. Click on the *"Settings"* button.
2. Select *"General Settings"* from the left-hand menu.
3. On the *General Settings* page, scroll down to the *"Company Details"* section.

Here, you can input your company's information, ensuring it reflects your brand and meets the expectations of your customers.



Company Details

These settings are essential for personalizing your online store and ensuring seamless communication with your customers.

- **Company Name**: Enter the name of your business or company. This will appear on invoices and automated emails, such as order confirmation emails.
- **Registration Number**: If applicable, provide your company's registration number. This is required for legal entities.
- **Tax Number**: Similarly, if your business is a legal entity, you can input your tax number in this field.
- **Country**: Select the country where your business is located. This choice is crucial as it determines the payment and shipping options available in your online store.
- **Postal Code**: Enter the postal code of the city where your business is based.
- **City**: Provide the name of the city where your business is located.
- **Address**: Input the full address of your business.
- **Phone**: Add a contact phone number that customers can use to reach your business.
- **Email Address**: Finally, provide an email address for customer inquiries and communication.

Social Media

If your business has profiles on social media platforms, you can add links to them in the **Social Media** section below. This makes it easier for your customers to find and follow your business on the listed platforms.

Based on the social media links you provide, icons will appear in your store's footer, directing customers to your profiles.

Webshop currency and tax configuration (Settings → General Settings → Settings Tab)

Before you start selling through your new online store, it is essential to configure the currency and tax settings. These configurations are crucial as they directly impact which payment and shipping options can be enabled, ensuring a seamless and compliant e-commerce experience.

To configure your store's currency and tax settings:

1. Click on **"Settings"** in the sidebar.
2. Select **"General Settings"** from the menu.
3. Navigate to the **"Settings"** tab at the top of the page.

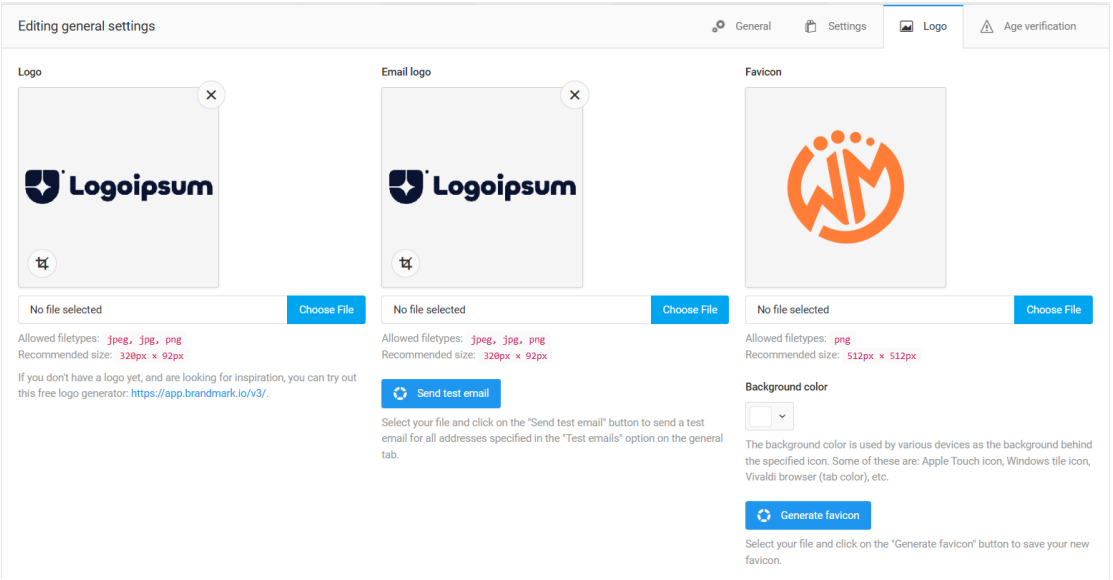
- **Default Tax:** This is the default tax rate, determined by the laws of the country where your business is located.
- **Currency:** This setting determines the currency in which all prices are displayed in your store. This is a critical setting because it affects which payment and shipping methods can be activated later.
- **Decimals:** Specify the number of decimal places to display in your online store prices**.**
- **Decimal Separator:** Select the character to use to separate decimal places in your prices**.**

- **Thousands Separator:** Select the character to use to separate thousands.
- **VAT exempt (AAM):** You can set whether the owner is exempt from VAT. If this option is enabled, invoicing is performed with 0% VAT.

Logos and Favicon (Settings → General Settings → Logo Tab)

Your logo and favicon are at the heart of your brand identity—no store is complete without proper branding. These settings bring your store's visual identity to life.
To configure your store's logo and favicon:

1. Click on *"Settings"* in the sidebar.
2. Select *"General Settings"* from the menu.
3. Navigate to the *"Logo"* tab at the top of the page.



Logo

This is the image used in the header of your online store on desktop and mobile devices.

You can easily upload your business logo using the logo field. For the best visual experience and compatibility with the specified Sellvio themes, please make sure that your logo matches the recommended size indicated below the upload field.

Once you have uploaded your logo, click on the "Save" button at the bottom of the page to save your changes.

Email Logo

Your email logo is important for all automated emails sent by Sellvio.

Use the logo field to add your business logo. Make sure that your logo matches the recommended size for Sellvio themes for the best look, as shown below the upload field.

Once you have selected your email logo image, you can click the "Send Test Email" button to receive a preview email with your new logo. This allows you to review how the email will appear before clicking the "Save" button to apply your changes.

If you are happy with how your new logo will appear in your automated emails, simply save your changes by clicking the "Save" button at the bottom of the page.

Favicon

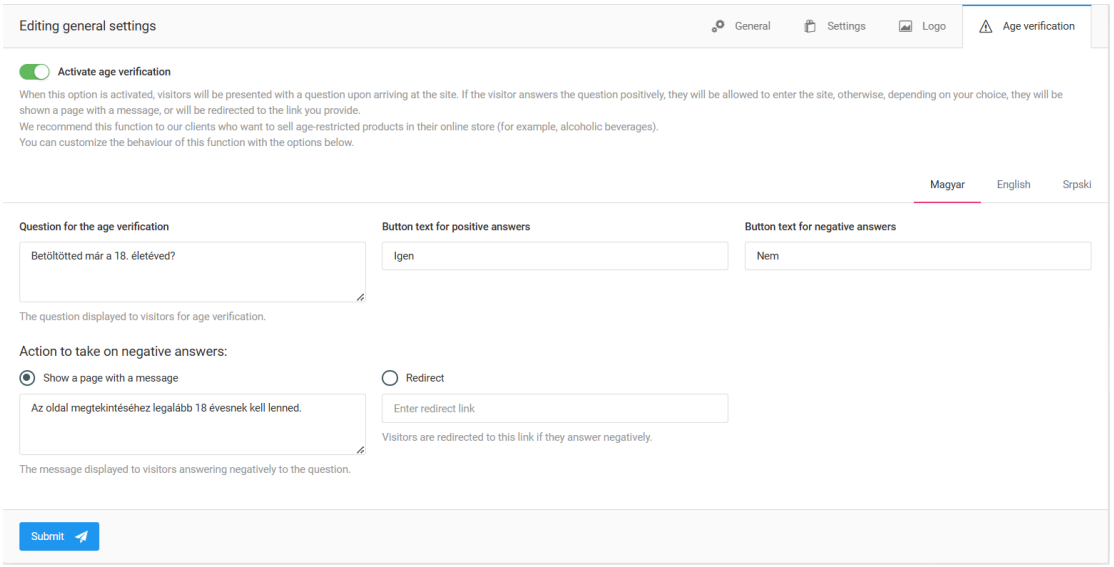
A favicon, short for "favourite icon", is a small and usually square icon associated with your website. It appears in your browser's address bar, next to the website name in your bookmarks or favourites list, and on your browser tabs.

To add your own favicon image to your Sellvio online store, select an image that meets the recommended size and format listed in the description below the upload box. Then simply click the "Generate Favicon" button to save your settings and apply the new favicon to your web store.

Settings

The “Settings” section serves as the command center for customizing every aspect of the online shopping experience. It acts as a digital control hub, allowing administrators to fine-tune and personalize various elements to align with their brand identity and customer preferences. In this section, administrators can configure everything from the website’s appearance and layout to payment methods and shipping options.

Age Verification

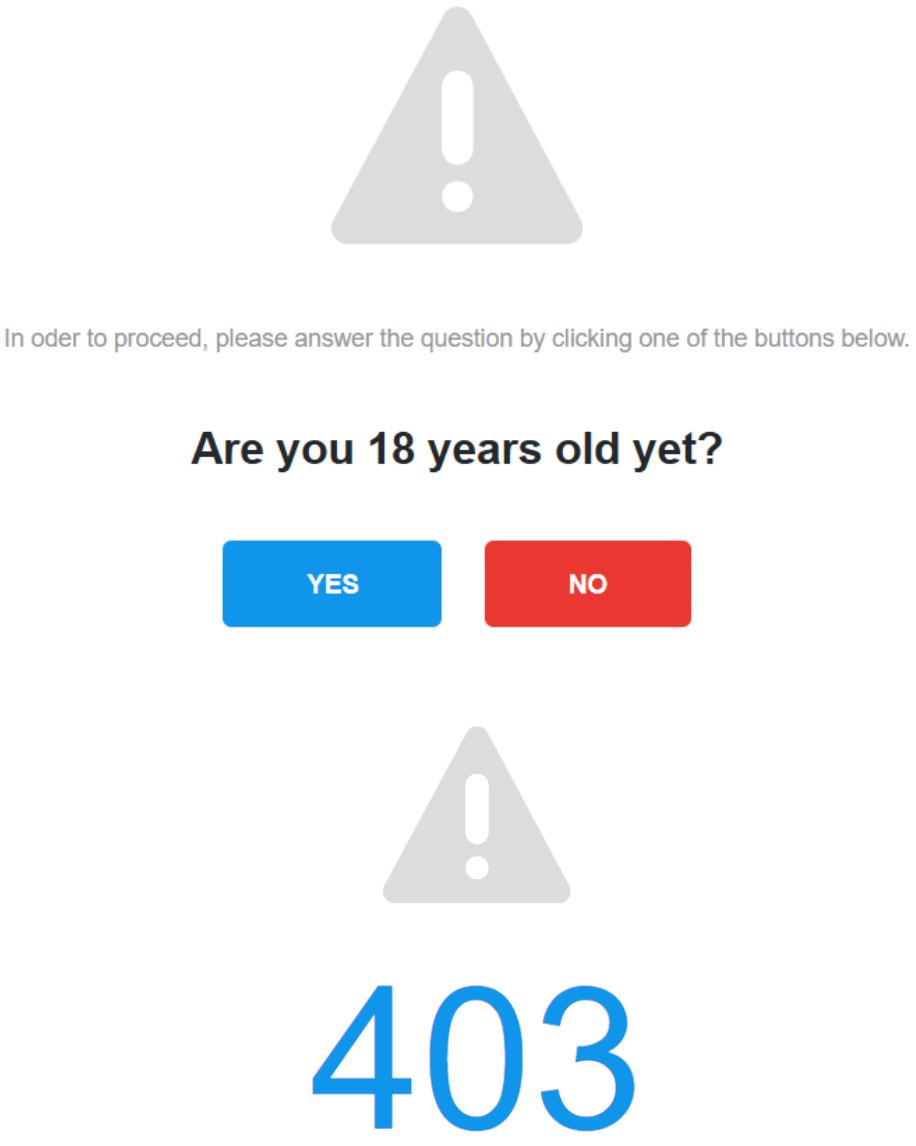


In version v5.30.0, we introduced the age verification feature, which is particularly beneficial for online stores offering age-restricted products. This new functionality automatically verifies the customer’s age, ensuring that only eligible individuals can access restricted content or purchase age-restricted items.

The age verification system is especially useful for stores selling regulated products such as alcohol, tobacco, or other restricted goods. This feature not only helps ensure compliance with legal requirements for customers but also simplifies regulatory adherence for store operators.

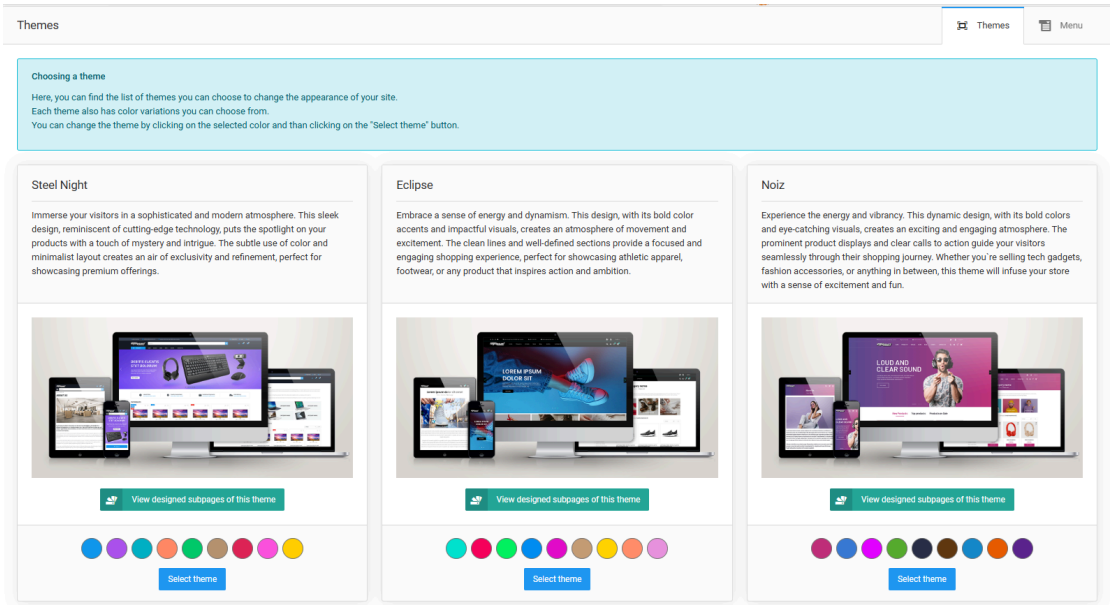
The system is easy to configure and provides an effective safeguard for websites offering age-restricted products, ensuring smooth operations while meeting all legal obligations

- **Activate Age Verification** - Activation button.
- **Question Text on the Age Verification Page** - The question displayed on the age verification page.
- **Yes Button Text** - Text for the "Yes" button.
- **No Button Text** - Text for the "No" button.
- **What Happens on a Negative Response**
    - **Display Message** - The message displayed to visitors if they answer "No."
    - **Redirect** - If the response is "No," visitors will be redirected to the specified link.



Themes and theme selection (Settings → Themes)

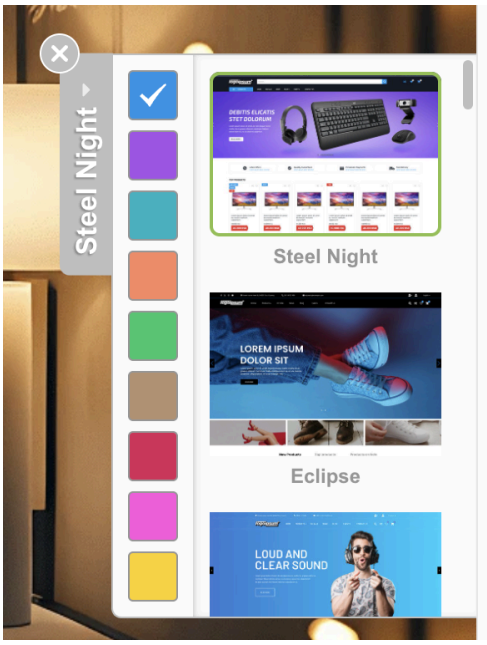
Sellvio comes with 25 stunning themes, offering a wide range of options for users. Each of these themes provides a unique visual identity, catering to various tastes and preferences. Even more impressive is the fact that all 25 themes come with a broad palette of nine color variants.
The abundance of themes and color choices ensures that users can easily create an online store that not only aligns with their brand identity but also resonates with their target audience, providing a visually appealing and captivating online shopping experience.



To change your online store's theme, simply choose one from the available themes by clicking on the color circle under the theme thumbnail, then click the "Select Theme" button.

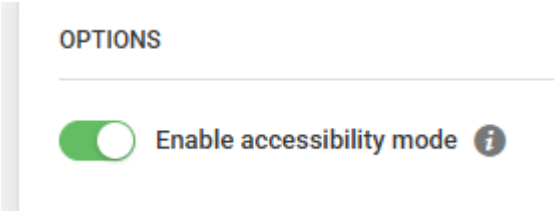
The store's theme will update in seconds, and to view the updated look, a simple page refresh is required on the admin interface.

By clicking the "View Detailed Subpages of the Theme" button, you can get a preview of the selected theme's subpages. Clicking the "Preview theme" button allows you to test the selected theme in a live environment while customers continue to see the current theme.

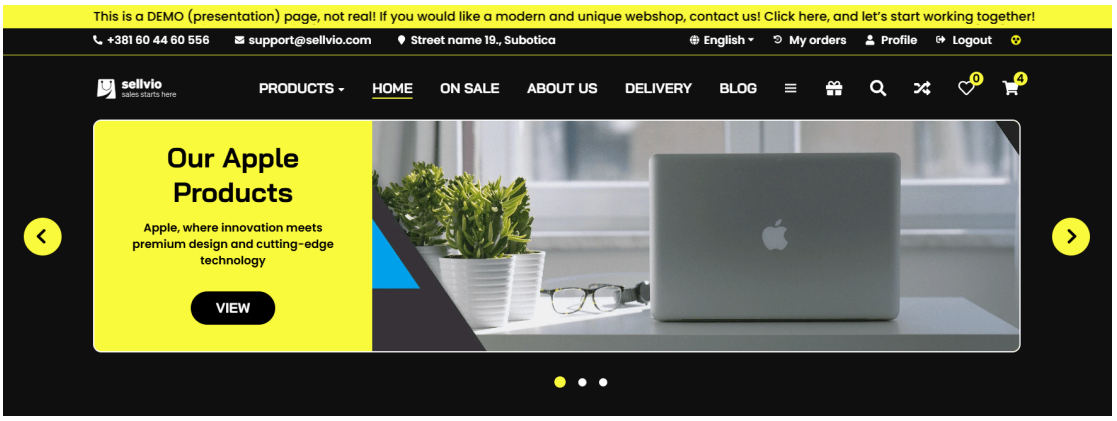


After clicking the button, the homepage of the webshop will load with the chosen theme, allowing you to freely browse and test the site's functionality. The collapsible menu on the right provides easy access to switch between themes and colors, making it convenient to explore different options.

Accessibility mode



If activated, a yellow-black icon will appear in the top right corner of the screen. With it, you can switch to a view optimized for visually impaired users with a single click, which can be reverted back to the original format at any time.



Menu Selection

Sellvio offers 3 different menu structures, ensuring there is an option for everyone. These menu structures are hierarchical systems that allow for organized and structured navigation between the product categories of a website.

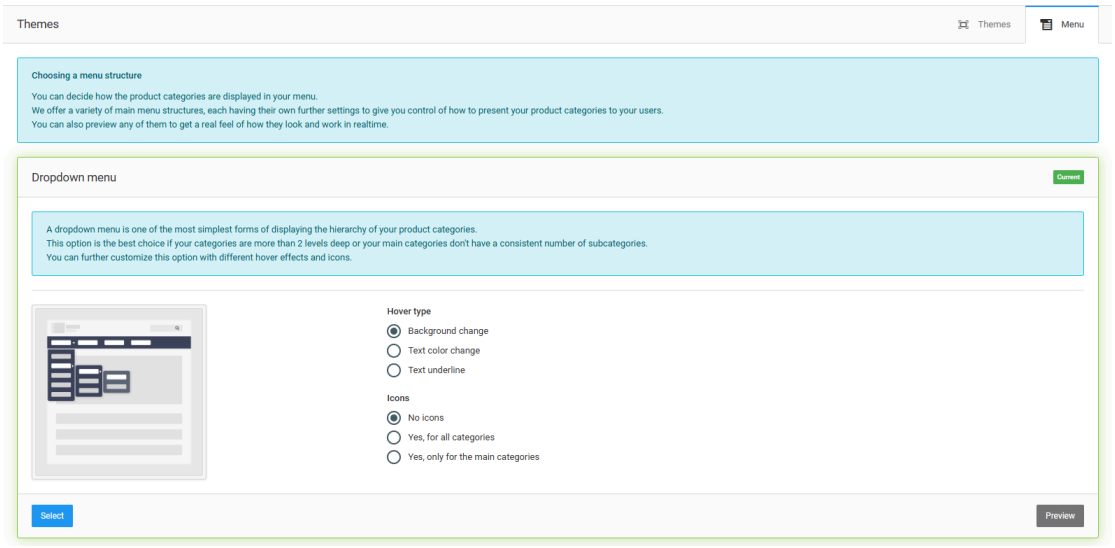
A good menu structure helps users quickly and efficiently find the desired product or product category, so it is important that the structure is logical and reflects user habits and needs to provide the best possible user experience.

The basic elements of menu structures are:

1. **Main Categories**: These are the highest-level categories, typically representing the most important categories.
2. **Subcategories**: These are collections of more detailed categories under the main categories.
3. **Sub-subcategories**: If needed, further levels can be added to allow for more detailed filtering or navigation.

In the admin interface, by clicking the "Menu" tab, you can choose and customize one of the following structures:

Dropdown menu



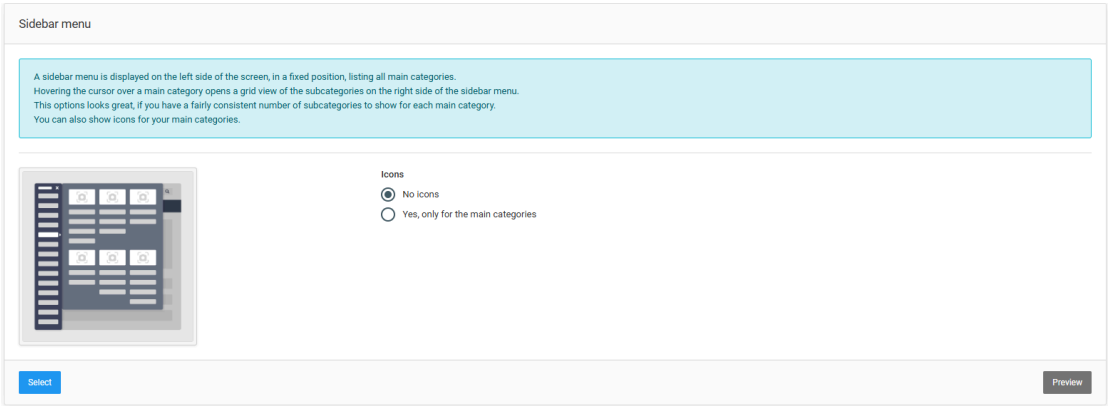
Additional Customization Options:

- **Cursor Effect** - Choose what effect should appear when the cursor hovers over a category.
    - Background change

  - Text color change
  - Underlining the text
- **Icons** - Choose where icons should appear in the category levels.

  - Hide icons
  - Show icons
  - Show icons only for main categories

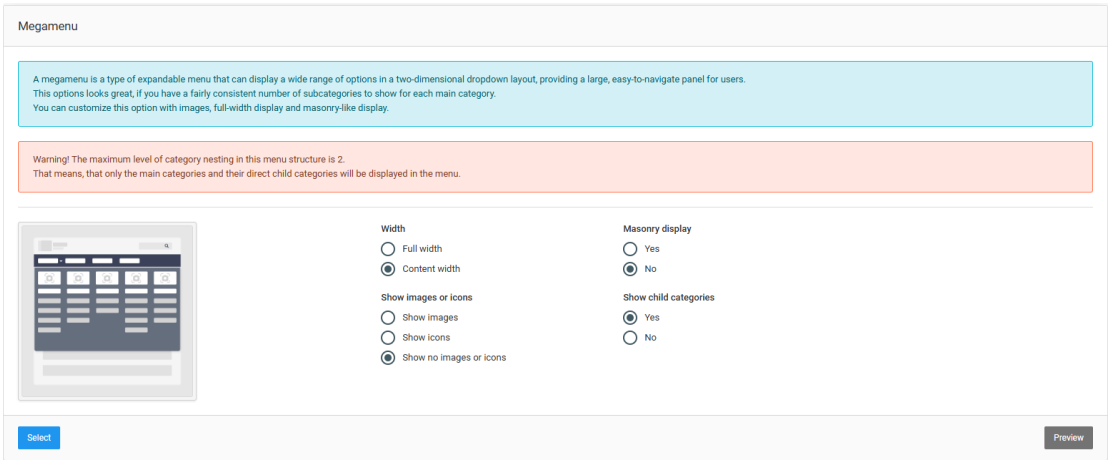
Sidebar menu



Additional Customization Options:

- **Icons** - Choose whether icons should appear next to the main categories.

Megamenu



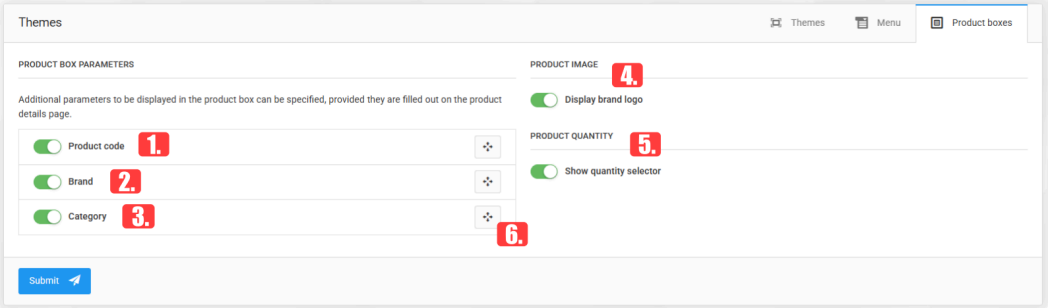
Additional Customization Options:

- **Width** - Define whether the menu should take the content width or the full screen width.

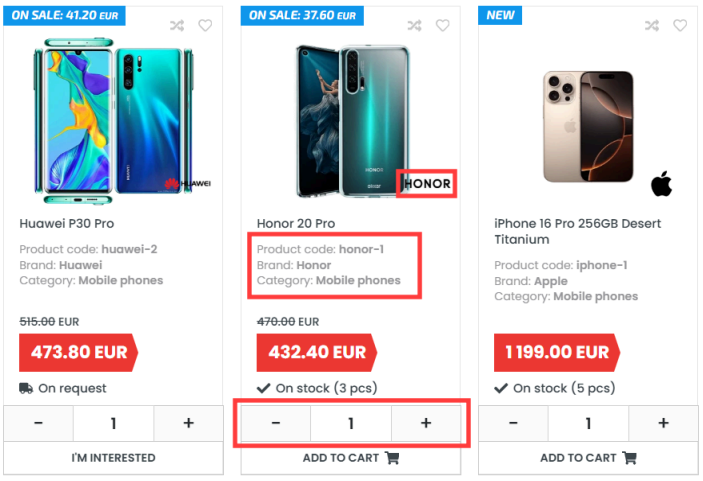
  - Full width
  - Content width
- **Masonry Display** - Arrange items of different sizes in a grid layout with minimal spacing.
- **Image Display** - Show category images.
- **Display Subcategories**

Product Boxes

On the list pages, it is possible to display the product code, brand, and category, as well as place the brand's logo on the product image, allowing quick access to essential information.



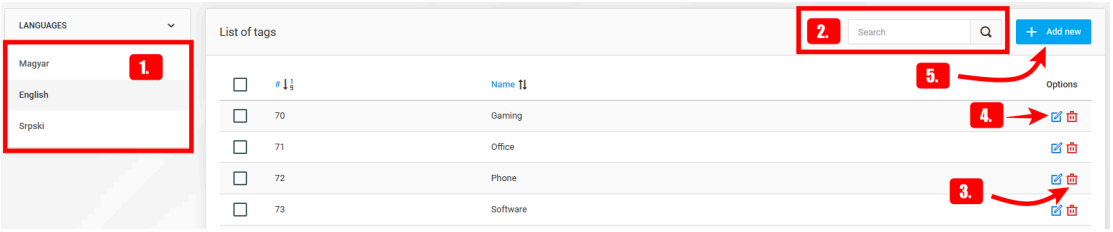
1. **Product code** – By enabling this option, the product codes will appear on the list page.
2. **Brand** – By enabling this option, the product brands will appear on the list page.
3. **Category** – By enabling this option, the product categories will appear on the list page.
4. **Display brand logo** – By enabling this option, the brand logo will appear on the product image on the list page.
5. **Displaying the quantity selector** – when activated, the quantity selector appears on product listing pages, wishlists, and similar product blocks.
6. The order can be modified using the drag handle.



Tags (Settings → Tags)

The Tags admin screen serves as the central repository for all the tags used across the entire online store. Administrators can easily add new tags, modify existing ones, or remove those that are no longer needed.

When an administrator adds a new tag to a content type, such as articles, pages, events, etc., it will automatically appear here.



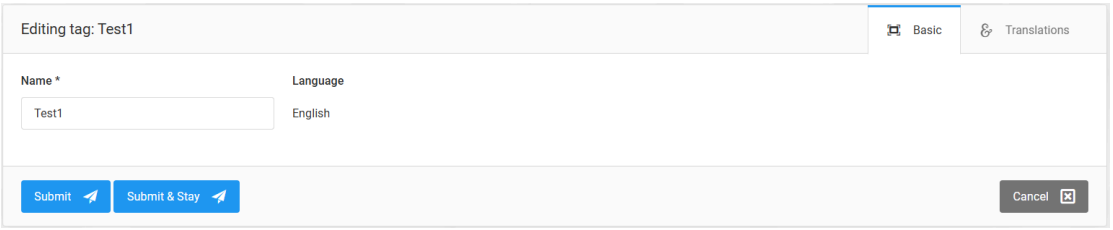
By default, the Tags administration page displays tags for the language currently selected on the interface.

Tags are categorized based on the available languages in the online store.

1. To filter tags by language, click on the language in the sidebar.
2. You can also search for tags by typing the tag name into the search bar and clicking the "magnifying glass" icon.
3. Unwanted tags can be removed by clicking the "trash" icon.
4. By clicking the "edit" button, administrators can modify existing tags.
5. To create a new tag, click the "Add New" button.

Adding or Editing Tags

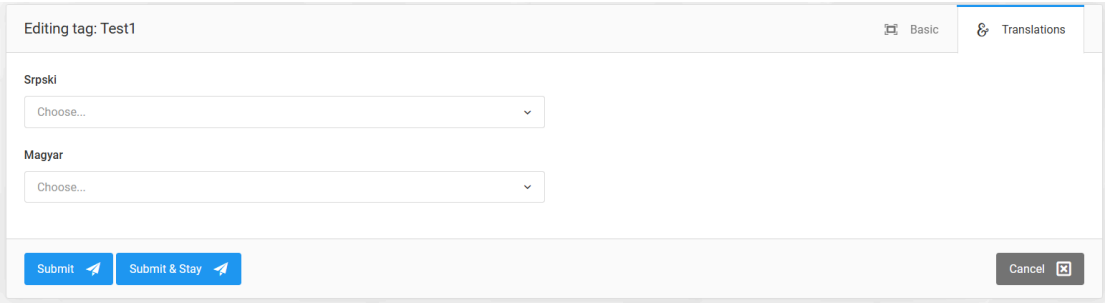
Creating a new tag is simple—just fill in the tag name field and click the Save button.



- **Name** – The name of the tag.
- **Language** – The language in which the tag will be integrated into the system. This setting cannot be modified directly on the form. To change the language, return to the Tags administration page and click on a different language before clicking the "Add New" button.

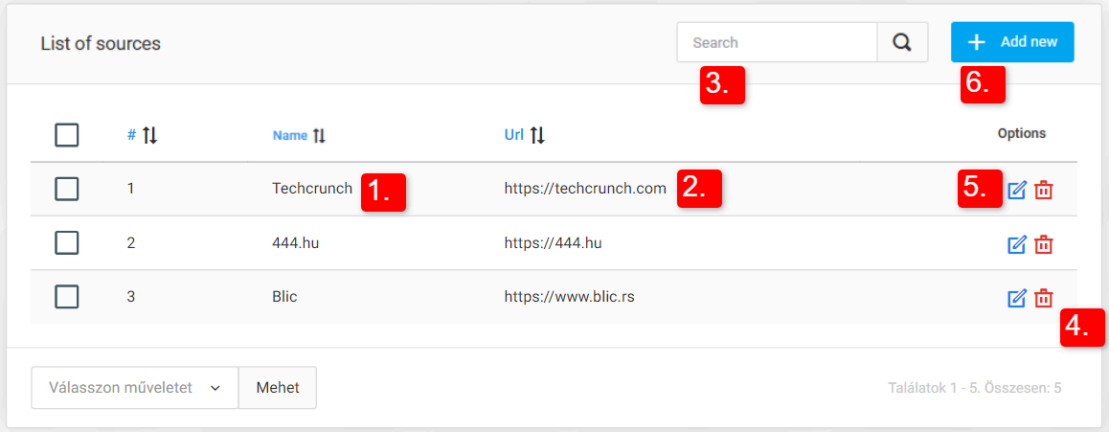
Translations Tab

The fields under the "Translations" tab allow administrators to link different language tags. It is important to note that only existing tags can be linked to the edited tag.



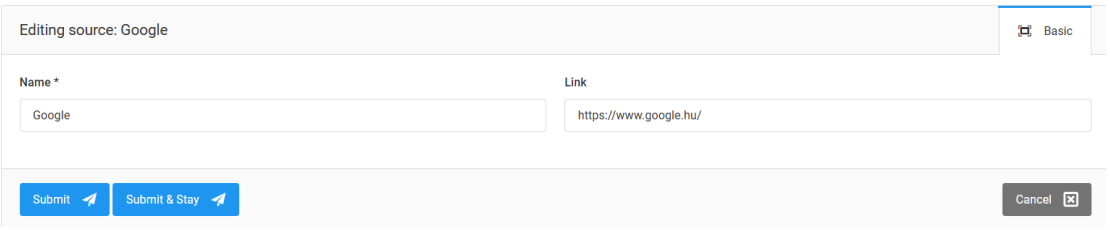
Sources (Settings → Sources)

The Sources Administration Screen serves as a centralized repository, listing all quotes and news sources used in various articles.



1. **Name** – The name of the publication, book, journal, or website from which the article content is sourced.
2. **URL** – The source URL can be specified if the content references a particular website or web page. If provided, the source name displayed in the article will automatically link to this URL.
3. You can search the list of sources by entering the source name in the search bar and clicking the "magnifying glass" icon.
4. Unwanted sources can be removed by clicking the "trash" icon.
5. Administrators can edit existing sources by clicking the "edit" button.
6. To add a new source, click the "Add new" button.

Adding or Editing Sources



- **Name** – The name of the publication, book, journal, or website from which the content in the article originates.
- **URL** – The source URL can be provided when referencing content from a specific website or web page. If entered, the source name in the article will automatically link to this address. Note that this field is optional, as not all sources are derived from the internet.

Click the "Save" or "Save and Stay" button to create or update the source.

Countries (Settings → Countries)

The Countries administration screen allows store owners to select the countries to be used in their online store.

By default, the system comes preloaded with all existing countries. These countries are consistently available in the administration interface wherever relevant.

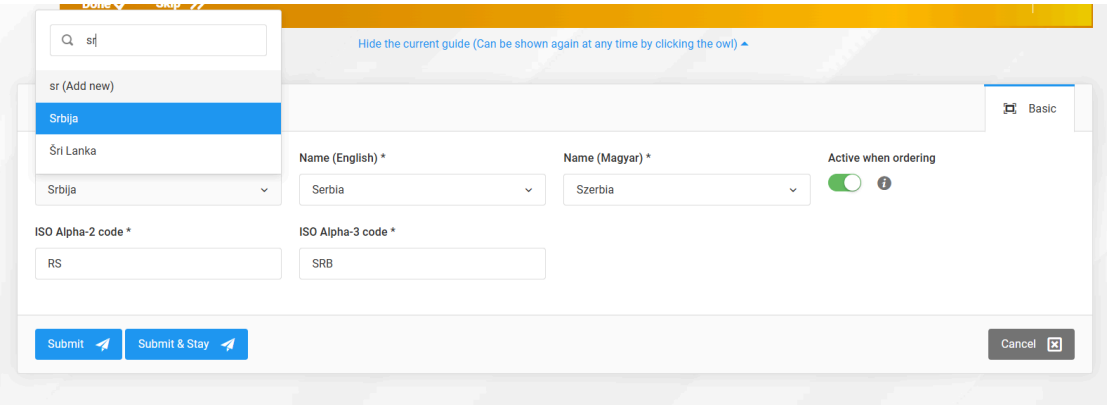
NOTE: CERTAIN COUNTRIES, SUCH AS HUNGARY AND SERBIA, CANNOT BE DELETED BECAUSE SPECIFIC PAYMENT, SHIPPING, AND INVOICING SERVICES DEPEND ON THEM.

1. **Name** – The name of the country.
2. **Active when ordering** – Determines whether the country can be selected as a shipping or billing address during the checkout process. To make certain countries unavailable during checkout, they can be deactivated for orders.
3. To search for a specific country, simply type its name into the search bar and click the "magnifying glass" icon.
4. Clicking the "edit" button allows administrators to modify existing countries.
5. If a country is unnecessary for both the administrator and the checkout process, it can be removed by clicking the "trash" icon.
6. New countries can be added at any time by clicking the "Add New" button.

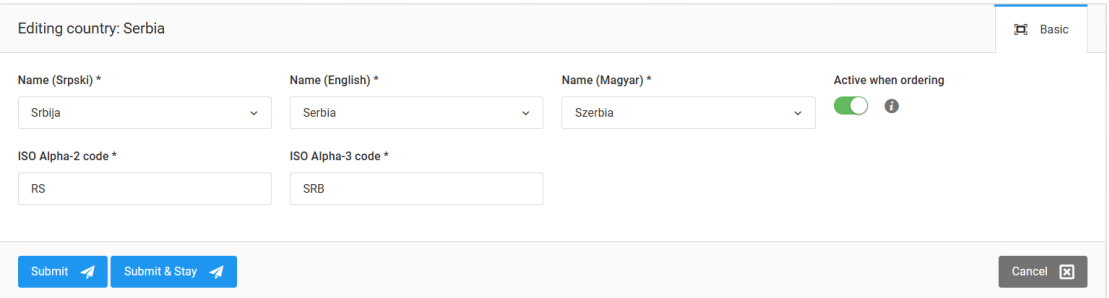
Adding or Editing Countries

Although the system is initially pre-configured with all existing countries, administrators can choose to re-add them after deletion if needed.

By clicking into the **Name** field and starting to type the country you are looking for, you can select the desired country from the search results.



After selecting the country, you will automatically receive the translations for that country (if your site is multilingual), as well as the ISO Alpha-2 and Alpha-3 codes.



- **Name –** When editing an existing country or adding a new one, its name must be provided for all languages used by the online store.
- **Active when ordering** (enabled by default)– Determines whether the country can be selected during the checkout process as part of the shipping or billing address.
- **ISO Alpha-2 code –** A two-letter code representing a country or geographic area. It is part of the ISO 3166 standard maintained by the International Organization for Standardization (ISO).
- **ISO Alpha-3 code –** A three-letter code representing a country or geographic area. It is part of the ISO 3166 standard maintained by the International Organization for Standardization (ISO).

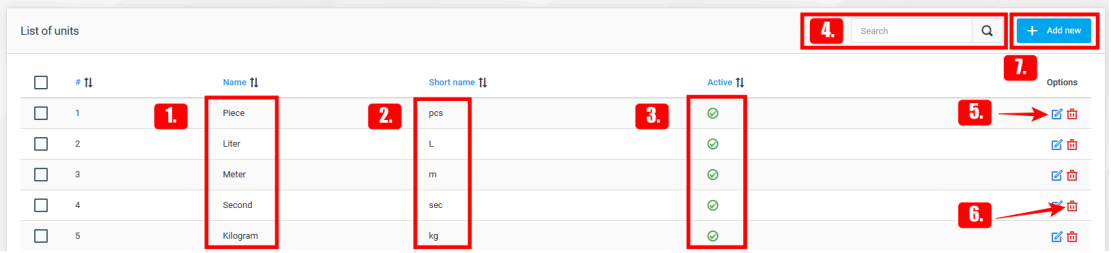
Click the "Submit" or "Submit and Stay" button to create or update the country.

Units (Settings → Units)

Accessible from the sidebar under Settings → Units

Units represent the basic quantities or measures in which a product is sold or purchased. This refers to the smallest individual unit customers can buy. Units can cover a wide range of product dimensions, such as kilograms, grams, liters, packages, etc.

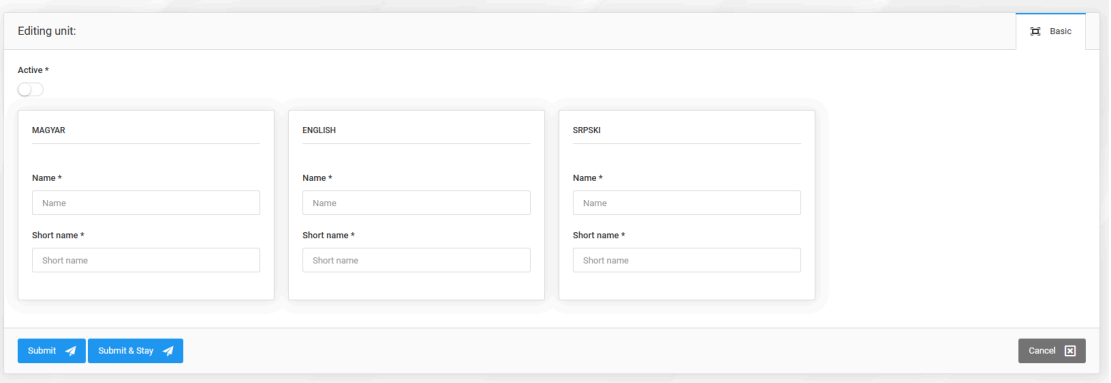
The Units administration screen serves as a repository for all units used in the online store. The units created here can be applied to products as needed.



1. **Name** – The name of the unit of measurement.
2. **Abbreviation** – A short name or symbol for the unit of measurement, often referred to as an "abbreviation" or "symbol."
3. **Active** – Determines whether the unit of measurement can be selected for a product. Inactive units cannot be chosen when creating new products or editing existing ones.
4. To search for a specific unit of measurement, simply type its name into the search bar and click the "magnifying glass" icon.
5. Clicking the "edit" button allows administrators to modify existing units of measurement.
6. If a unit is no longer needed, it can be deleted by clicking the "trash" icon.
7. New units can be added at any time by clicking the "Add New" button.

Adding or Editing Units

Adding new units to the system is a straightforward process that can be completed in a few simple steps. Whether it's a unique unit for a specific product or a standard weight measurement, administrators can easily expand the system's unit options to accommodate a wide range of products.



- **Name** – A clear and understandable label for the unit of measurement, which must be provided in all languages used by the online store.
- **Short name** – A short name or symbol for the unit of measurement, often referred to as an "abbreviation" or "symbol." This must also be provided in all languages used by the online store.
- **Active** (enabled by default)– Determines whether the unit of measurement can be selected for a product. Inactive units cannot be chosen when creating new products or editing existing ones.

Click the "Submit" or "Submit and Stay" button to create or update the unit of measurement.

Order Statuses (Settings → Order Statuses)

Accessible from the sidebar under Settings → Order Statuses.

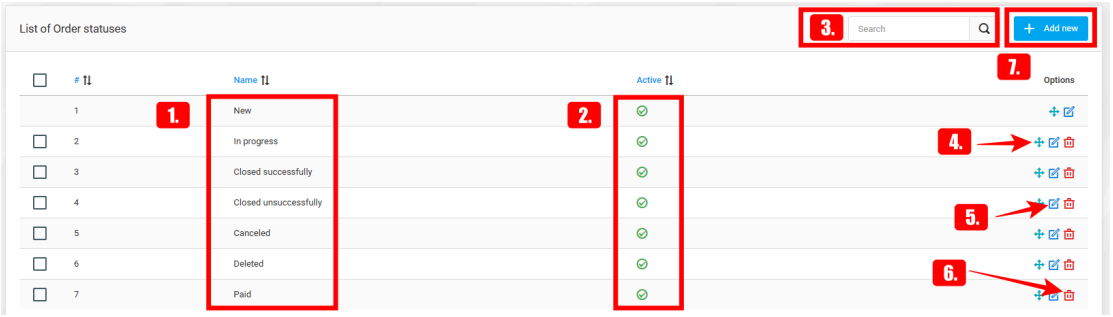
As expected from a professional e-commerce platform, Sellvio offers a wide range of order statuses. These statuses are essential for efficient order management, enabling businesses to track and handle customer orders effectively.

The order statuses configured on the administration screen are not only used for managing and filtering orders but can also be tied to static content that is sent to customers via email.

Sellvio is pre-configured with the following default order statuses:

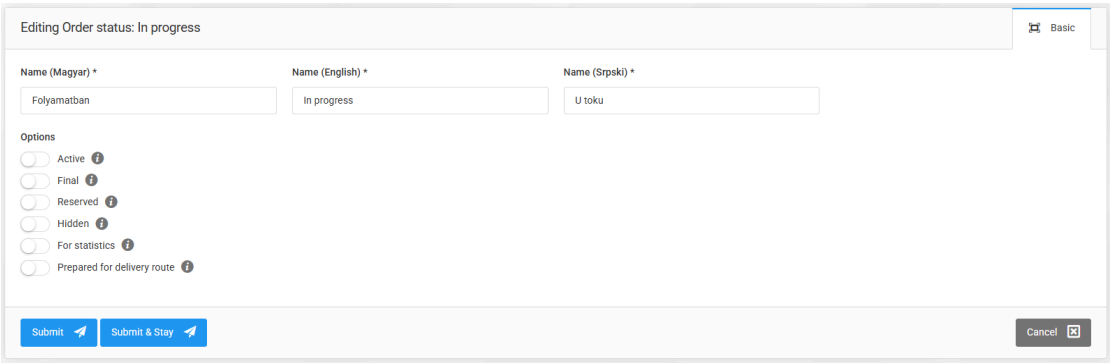
- **New** – Indicates that the customer has placed the order, but it has not yet been processed.
- **In Progress** – Indicates that the order is currently being processed by the seller or the responsible team.
- **Closed successfully** – Signifies that the entire order process, from placement to fulfillment and delivery, was completed successfully without any issues.
- **Closed unsuccessfully** – Indicates that an issue occurred during the processing or fulfillment of the order, preventing its successful completion.
- **Canceled** – Signifies that the order was intentionally withdrawn by the customer or the seller before it could be fulfilled or shipped.
- **Deleted** – Indicates that the order is no longer relevant and can be treated as canceled without prior consultation with the customer.
- **Paid** – Signifies that the customer has successfully completed payment for the order.

Sellvio provides extensive customization options for order statuses. Existing statuses can be easily edited to align with specific business requirements, and new ones can be created from scratch. This flexibility allows businesses to tailor their order management processes to their exact needs, ensuring that order statuses accurately reflect their store's unique workflows and customer interactions.



1. **Name** – The name of the order status.
2. **Active** – Determines whether the order status can be actively used for processing orders. Inactive order statuses cannot be used for managing orders.
3. To search for a specific order status, simply type its name into the search bar and click the "magnifying glass" icon.
4. Order statuses can be manually rearranged. When editing orders, the order statuses will appear in the customized sequence in the order status dropdown menu.
5. Clicking the "edit" button allows administrators to modify existing order statuses.
6. If an order status is no longer needed, it can be deleted by clicking the "trash" icon.
7. New order statuses can be added at any time by clicking the "Add New" button.

Adding or editing order statuses



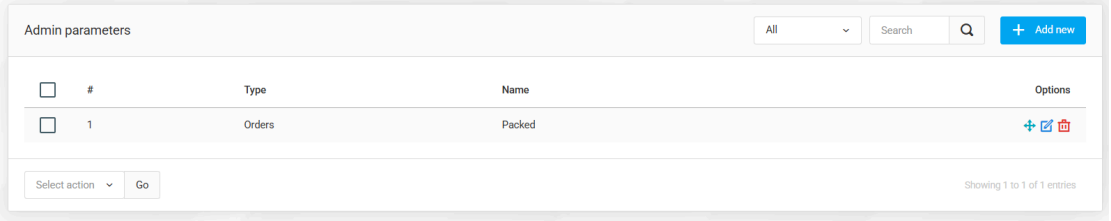
- **Name** – The name is a clear and understandable label for the order status, which must be provided in all languages used by the online store.
- **Active** (enabled by default)– Determines whether this status can be used in the order list. Inactive order statuses will not appear in the order status dropdown menu.
- **Final** – Specifies whether this status is used to finalize the order.
- **Reserved** – Enabling this option indicates that the status is used for reserving products.
- **Hidden** – Determines whether orders with this status are hidden by default in the order list.
- **For statistics** – Determines whether orders with this status are included in the statistics displayed on the administrative dashboard.
- **Prepared for delivery route** – specifies that orders with this status should be transferred to the Delivery Routes menu.

Admin parameters (Settings → Admin parameters)

Provides the ability to create custom search parameters in the website's admin interface for users, orders, categories, and products. The parameters created here automatically appear in the search interface of the respective module, making filtering and searching easier.

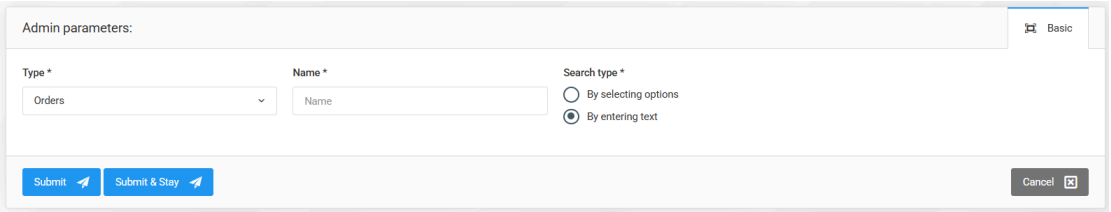
Admin Parameters List

Here you can find all previously created custom parameters. They can be freely edited, deleted, or new parameters can be created.



The parameters managed here also appear in the search interfaces of the admin panel, making data filtering faster and more accurate.

Creating Admin Parameters

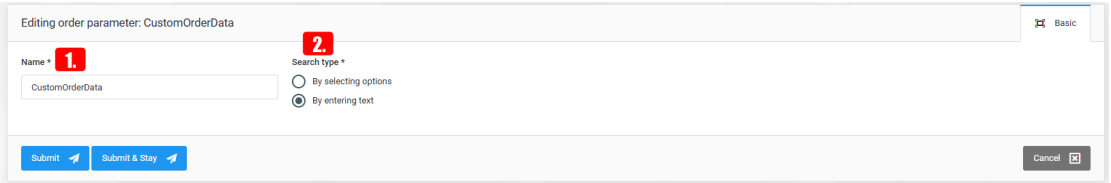


- **Type** – You can select which module the custom parameter belongs to (Orders, Users, Products, Webshop Categories).
- **Name** – The name of the custom parameter, which appears in the admin interface and among the search criteria.
- **Search Type**
  - **By selecting options** – Choose from predefined values.
  - **By entering text** – Enter a custom search value freely.

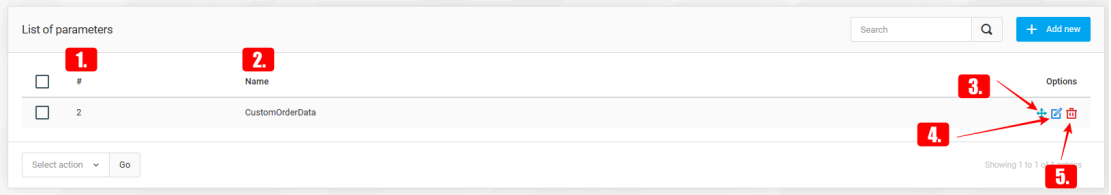
These settings make searching within the admin interface easier and more precise. These custom parameters are available exclusively in the administrative interface.

Order Parameters (Settings → Order Parameters)

Custom values added to orders help administrators efficiently track and manage individual orders.



1. **Name** – The name of the custom order parameter.
2. **Search Type** – The parameter can be defined by selecting options or entering free text.



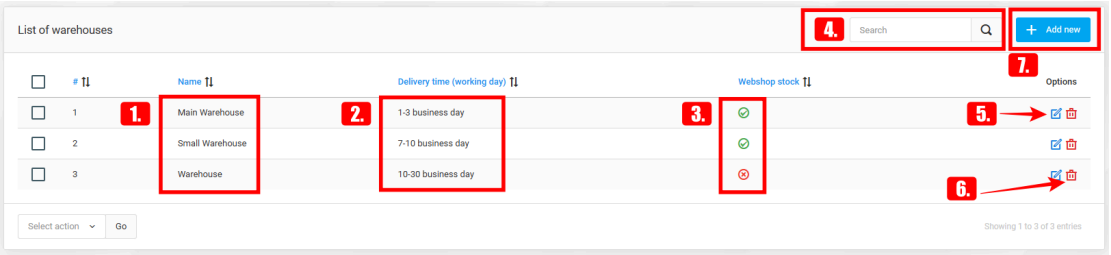
1. The first column displays the serial number of the parameter.
2. **Name** – The name of the custom order parameter.
3. Administrators can manually reorder the parameters' appearance within orders by clicking and dragging the "arrows" icon at the end of a row.
4. Store owners can modify the parameter's name or value by clicking the "edit" button.
5. Parameters can be deleted from an order by clicking the red "trash" icon at the end of the row in the list view.

Managing warehouses (Settings → Warehouses)

Sellvio makes managing and tracking inventory levels effortless.

By default, Sellvio allows administrators to create two types of warehouses:

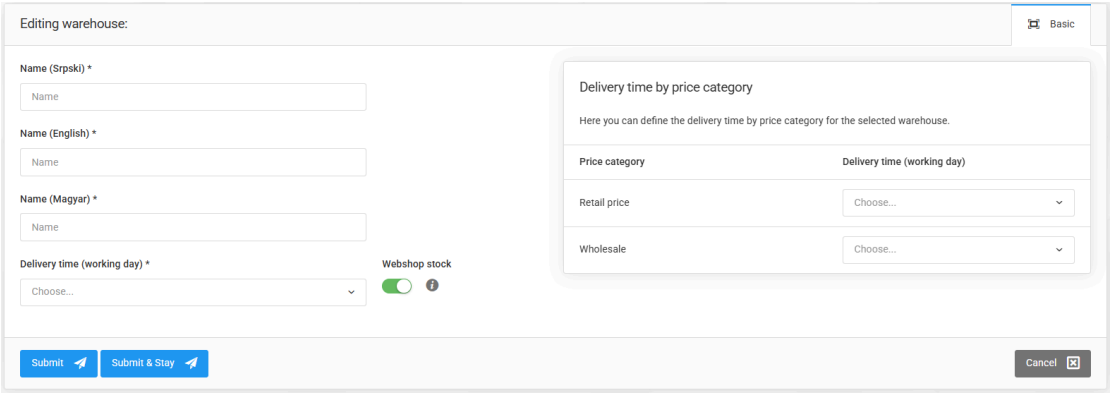
- **Online Store** – These warehouses are designed for online sales, with their available stock visibly listed on the online store, making it easy for customers to view and purchase.
- **Warehouses** – These are not suitable for online sales. Their inventory is not displayed or used for online transactions in the store.



1. **Name** – The name of the warehouse.
2. **Delivery Time** – The estimated duration for products to be shipped and reach the customer after the order is placed.
3. **Online Store Inventory** – Determines whether the warehouse's inventory is available for online sales.
4. To search for a specific warehouse, simply type its name into the search bar and click the "magnifying glass" icon.
5. Clicking the "edit" button allows administrators to modify existing warehouses.
6. If a warehouse is no longer needed, it can be deleted by clicking the "trash" icon.
7. New warehouses can be added at any time by clicking the "Add New" button.

Adding or Editing Warehouses

Sellvio allows store owners to create as many warehouses as needed to efficiently manage their business logistics.



- **Name** – The name is a clear and understandable label for the warehouse, and it must be provided in all languages used by the online store.
- **Delivery time** – The estimated time for products to be shipped and reach the customer after the order is placed. Options range from 1-3 business days to 30+ business days. If a product is available in multiple warehouses, Sellvio aims to display the shortest delivery time on the product page based on the warehouse settings.
- **Webshop stock** – If this option is not enabled, the warehouse's stock will not be available for online sales and will not contribute to the inventory available for online purchases.
- **Delivery time by price category** – delivery times can be set separately for wholesale and retail pricing.

If the "Inventory display by warehouse" option is enabled in the General settings, each warehouse will be displayed with its own stock. If this option is not enabled, the stocks of all warehouses will be summed up and the total stock will be displayed on the website.

Shipping Time on the Product Details Page

Sellvio strives to display the fastest delivery time based on warehouse settings. If a product is available in two warehouses, with one offering "1-3 days" and the other "30+ days," the product details page will consistently display the shortest delivery time.

Shipping Time on the Cart Page and Order Confirmation Email

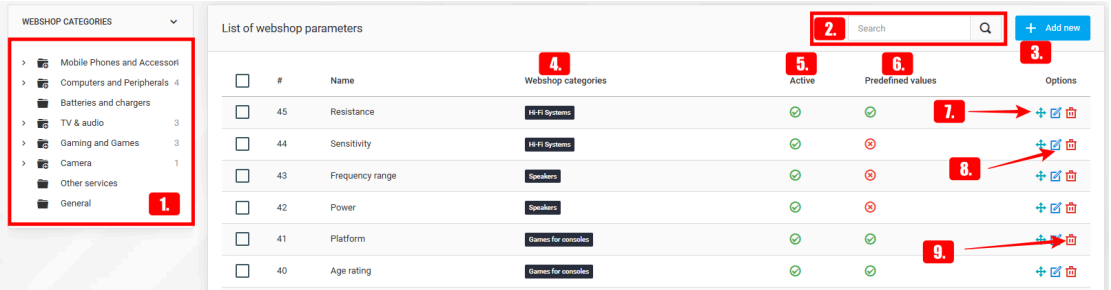
To provide customers with an accurate estimated delivery timeframe, Sellvio consistently displays the longest estimated delivery time for the items in the cart and

their associated warehouses, both on the cart page and in the order confirmation emails.

Webshop parameters (Settings → Online Store Parameters)

Sellvio enables administrators to manage Webshop parameters efficiently.

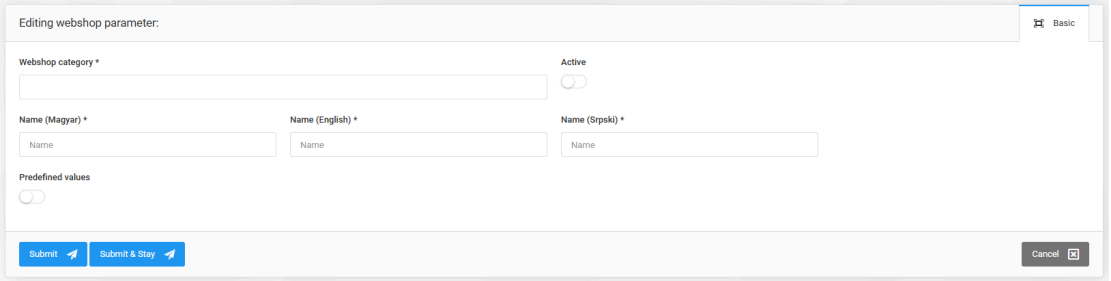
Parameters allow you to add specific features and details about products, such as technical specifications and other relevant information. These details help users find products that meet their needs and expectations, enhancing customer satisfaction and the shopping experience.



1. **Webshop categories** – In the sidebar of the Webstore Categories page, selecting a category narrows down the parameter list, making it easier to quickly find the relevant parameters.
2. To find a specific parameter, type its name into the search bar and click the "magnifying glass" icon.
3. New parameters can be added at any time by clicking the "Add new" button.
4. **Webshop categories** – This column shows the product categories associated with the parameter. The parameter will only appear for products within the categories listed here.
5. **Active** – Indicates whether the parameter is active. Inactive parameters will not appear on products.
6. **Predefined values** – The icon in this column shows whether the parameter values are general or predefined:
    a. Red icon – Indicates general values. These parameters do not have a predefined, selectable set of values. Administrators can flexibly assign any value to these parameters.
    b. Green icon – Indicates predefined values. When adding the parameter to a product, administrators can only choose from the predefined set of values.
7. By clicking the "arrows" icon at the end of a parameter row and dragging it, administrators can reorder the parameters' display sequence on the product details and comparison pages.
8. Clicking the "edit" button allows store owners to modify existing parameters.
9. To remove a parameter, simply click the red "trash" icon at the end of the parameter row.

Adding or Editing Parameters

Now that we have seen how the parameter list page works and understand its purpose, let's add a parameter.



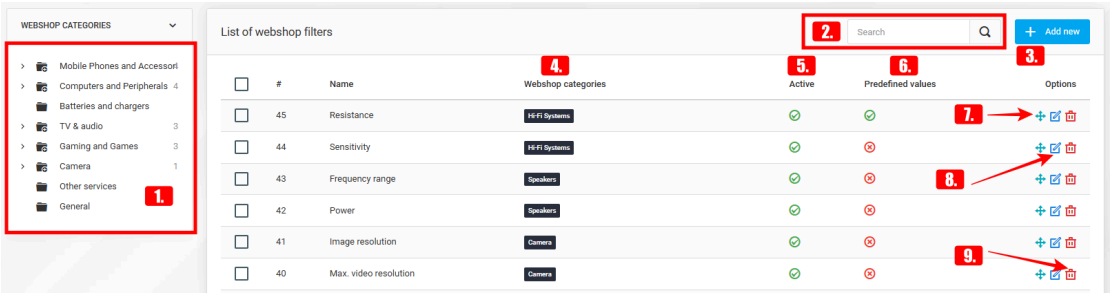
- **Webshop Category** – Here, we can select the categories where we want the parameter to appear for the products.
- **Active** (enabled by default) – Indicates whether the parameter is active.
- **Name** – The name of the parameter must be entered in all languages used by the webstore.
- **Predefined Values** – Determines whether the parameter has predefined values:
    - Disabled (gray) – The parameter does not have a predefined value list. Values can be set manually when adding the parameter to a product.
    - Enabled (green) – Predefined values can be specified for the parameter, and these can be selected when editing a product. It is important to note that in this case, custom parameter values cannot be added during product editing. These values must also be provided in all languages used by the webstore.
        - For more information about associating parameters with products, check the Webshop -> Products -> Parameters tab.

Parameters appear under the Specifications tab on the product page. They also play a crucial role on the comparison page, where they are displayed alongside the product’s image, name, and price. This helps streamline the process of comparing products.

Webshop Filters (Settings → Webshop Filters)

Sellvio provides administrators with the ability to manage Webshop Filters. Filters allow you to add specific product characteristics, details, specifications, and attributes that may be shared across multiple products. These features help refine product lists, enabling users to filter items more specifically. This functionality assists customers in finding products that meet their needs and expectations, enhancing satisfaction and the overall shopping experience.

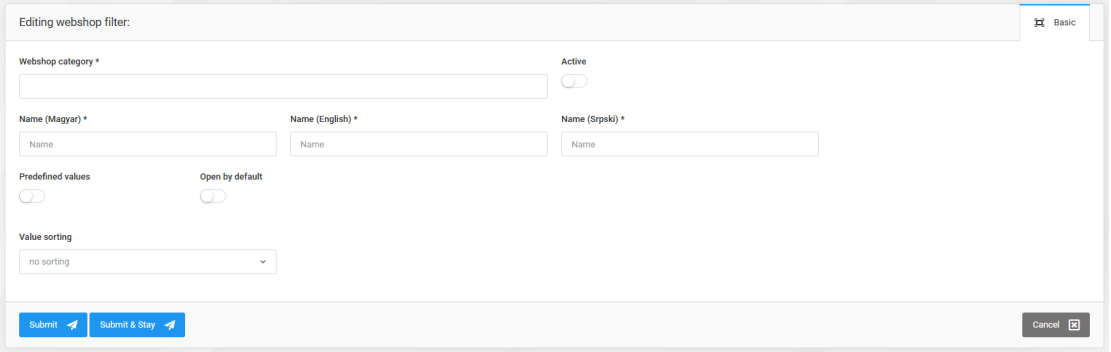
By utilizing filters, administrators can define product characteristics, details, specifications, and shared attributes to improve the filtering process. This allows users to easily locate products that align with their preferences, boosting satisfaction and improving the shopping journey.



1. **Webshop Categories** – In the sidebar of the Webshop categories page, selecting a category narrows down the list of filters, making it easier to quickly locate the desired filters.
2. To find a specific filter, simply type its name into the search bar and click the "magnifying glass" icon.
3. New filters can be added at any time by clicking the "Add new" button.
4. **Webshop Categories** – This column displays the product categories associated with the filter. The filter will only appear for products within the categories listed here.
5. **Active** – Indicates whether the filter is active. Inactive filters will not appear on products.
6. **Predefined Values** – The icon in this column shows whether the filter values are general or predefined:
    - **Red icon** – Indicates general values. These filters do not have a predefined, selectable set of values. Administrators can freely assign any value to these filters.
    - **Green icon** – Indicates predefined values. When adding a filter to a product, administrators can only choose from the predefined set of values.
        - For more information about linking filters to products, see Webshop → Products → Filters
7. By clicking the "arrows" icon at the end of a filter row and dragging it, administrators can reorder the filters to define the sequence in which they appear on product list pages.
8. Clicking the "edit" button allows store owners to modify existing filters.
9. To remove a filter, simply click the red "trash" icon at the end of the filter row.

Adding or editing webshop filters

Adding filters requires only a few basic pieces of information.

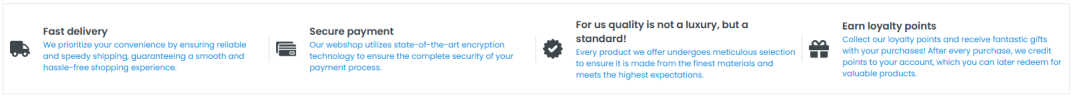


- **Webshop Category** – Here, you can select the categories where you want the filter to appear.
- **Active** (enabled by default)– Indicates whether the filter is active.
- **Name** – The name of the filter must be entered in all languages used by the webshop.
- **Predefined values** – Determines whether the filter has predefined values.
    - Disabled (Gray) – The filter does not have a predefined value list. Values can be set manually when adding the filter to a product.
    - Enabled (Green) – Specific values can be defined for the filter, and these can be selected when editing a product. Note that in this case, custom filter values cannot be added during product editing. These values must also be provided in all languages used by the webstore.
- **Open by default** – This toggle controls whether the filter's values are visible when the list page is opened.
    - Disabled (Gray) – Only the filter name is visible when the page loads, but the value list can be easily expanded by clicking the arrow.
    - Enabled (Green) – Both the filter name and its values are visible when the page loads
- **Value sorting** – Allows sorting of items within the filter's value list. To reorder, use this field and select an item from the pop-up list.

The filters appear on the product list pages for users. They allow users to filter the displayed products based on the selected criteria, thus shortening the search process.

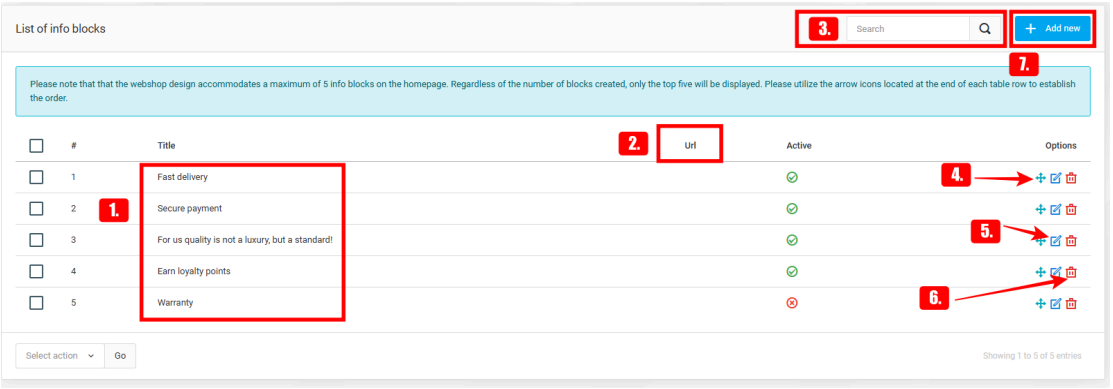
Information Blocks (Settings → Information Blocks)

Every Sellvio theme includes a dedicated section on the homepage designed to showcase up to five customizable information blocks, offering flexibility to highlight the unique features of your online store or business.
Example:



On the Information Blocks administration screen, store owners can create a personalized collection of information blocks to display on their store's homepage.

Each information block can be equipped with a unique URL, enabling users to be directed to any section of the store or an external website on the internet.



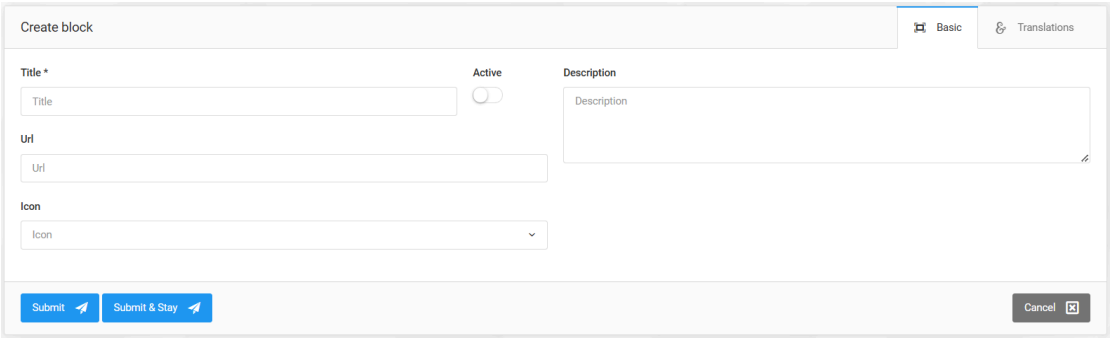
1. **Title** – The title displayed within the information block.
2. URL – The URL users will be redirected to when clicking on the information block on the homepage.
3. To search for a specific information block, simply type its title into the search bar and click the "magnifying glass" icon.
4. Information blocks can be manually sorted on the Information Blocks Administration Screen, and their top-to-bottom order determines their left-to-right placement on the homepage. Deactivated information blocks will not be displayed.
5. Clicking the "edit" button allows administrators to modify existing information blocks.
6. If an information block is no longer needed, it can be deleted by clicking the "trash" icon.
7. New information blocks can be added at any time by clicking the "Add New" button.

Please note that e-commerce themes can display up to five information blocks on the homepage. Regardless of how many blocks are created, only the first five will be displayed. Deactivated blocks do not count toward this limit and are excluded.

Information blocks can be manually sorted, and their top-to-bottom order determines their left-to-right placement on the store's homepage.

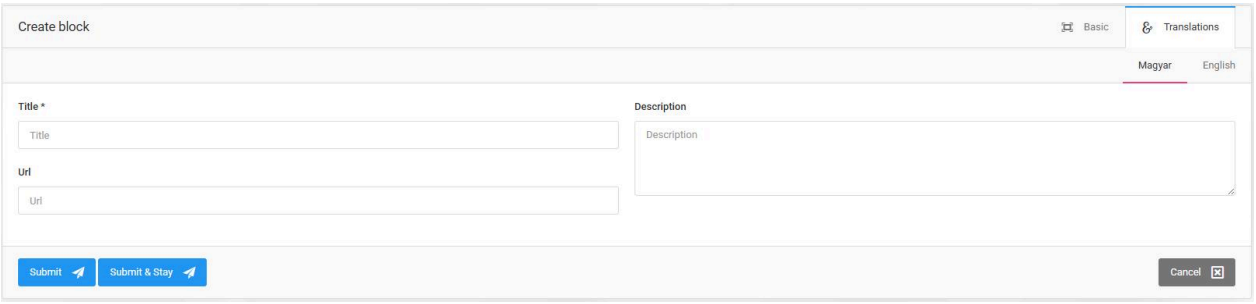
Adding or Editing Information Blocks

Creating information blocks in Sellvio is as simple as other processes you have encountered so far.



- **Title** – The title of the information block as it appears on the homepage.
- **Active** (enabled by default) – Determines whether the information block will be displayed on the homepage.
- **Description** – A short text that appears within the information block.
- **URL** – Providing a URL makes the information block clickable, redirecting customers to the linked page.
- **Icon** – Administrators can optionally select an icon for the information block from a predefined list of icons.

If the webshop supports multiple languages, the title of the information block must be provided in all supported languages, and the corresponding links can be specified separately. This ensures consistency on the homepage when customers change the website language.



The changes cannot be saved until the title is filled in for all active languages.

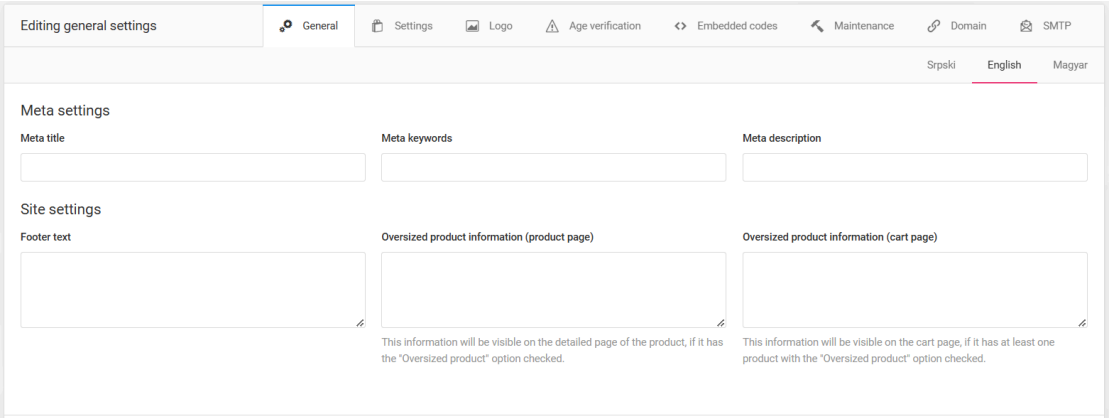
General Settings (Settings → General Settings)

Some of the company-related settings were already introduced in the *Getting Started* section on the General Settings page.

In this section, we will explore the remaining settings available on the General Settings administration page.

General Tab

Under the General tab, store owners can configure the meta settings and other dynamic text that appears throughout the online store.



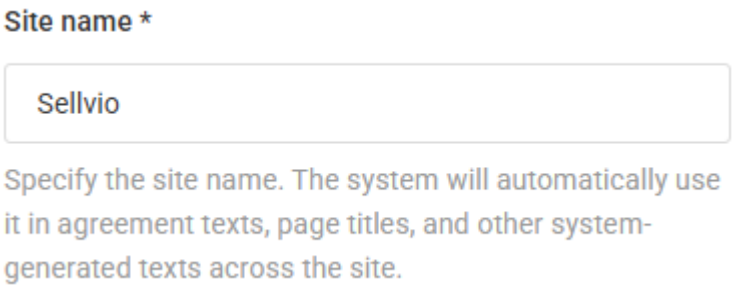
- **Meta title** – The title used for the homepage. The meta title is not visible on the webpage itself but is embedded in the page's HTML code. Search engines use it to determine the relevance of the page's content to a user's search query. A well-optimized meta title can help improve the website's search engine ranking and click-through rate by providing a clear and engaging title that encourages users to click on the search result.
- **Meta keywords** – A comma-separated list of keywords added to the homepage's HTML source code, related to the website's content for search engines.
- **Meta description** – A concise summary of the website's content, displayed in search engine results. It provides users with a brief preview of what they can expect when clicking on the link. Similar to the previous meta settings, the meta description is also placed in the homepage's HTML source code.
- **Footer text** – The footer text (if provided) appears above the general company information in the footer section of the website.
- **Oversized product information (Product Page)** – Any product item in the online store can be marked as "Oversized." If a product belongs to this category, the text provided here will appear on the product detail page for customers to see.
- **Oversized product information (Cart Page)** – Any product item in the online store can be marked as "Oversized." If the product in the cart belongs to this

category, the text provided here will appear on the cart page for customers to see.

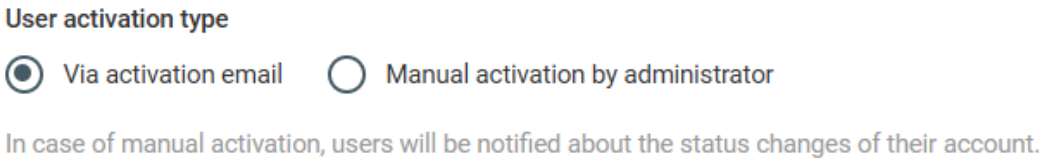
All of the above settings are language-sensitive, meaning they must be filled out for every active language used in the online store.

Site name

This setting allows you to easily modify the name of the webshop page, which appears in consent statements, the meta title, and other automatically generated texts.



User Activation Type
By default, every newly registered customer can activate their account via a link provided in the activation email, which our system sends after the customer completes registration.



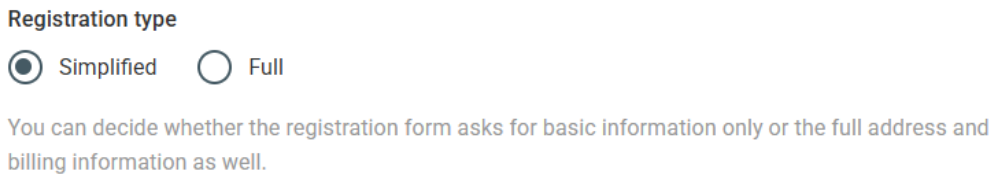
Thanks to this setting, the store owner can decide whether they want to manually activate newly registered customers or allow newly registered customers to activate their accounts through a link provided in an email sent by the system.

Important: In the case of manual activation, registered customers will receive notifications about any changes to their account status.

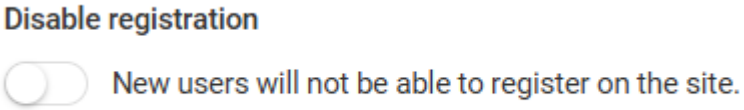
Registration type

This setting allows the registration to be either simplified or full. The simplified registration requires basic information such as name, email address, and password.

In the case of full registration, the system may request additional details such as contact phone number, country, postal code, city, address, company name, and tax number.

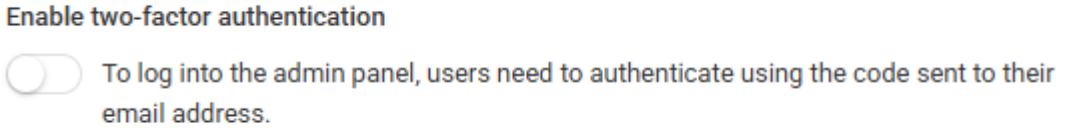


Disable Registration
This setting allows the store owner to decide whether users can register independently on the site or if only the administrator can add new users via the admin panel.

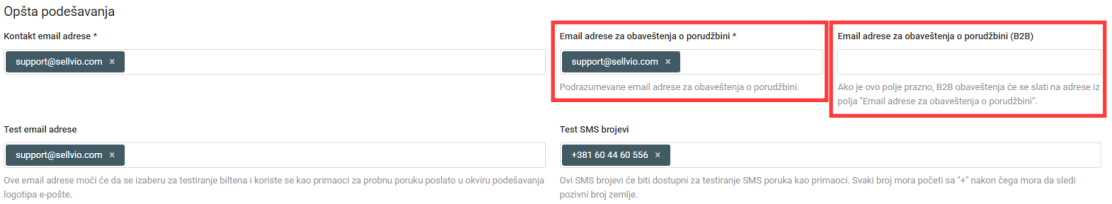


Two-Factor Authentication for Login

To enhance security, access to the admin panel can now be protected with two-factor authentication (2FA). During login, administrators must enter a unique code sent via email to confirm their identity. This security feature can be enabled, ensuring that administrators can only access the system after entering the email-generated authentication code. This option is available in the general settings:



Order Notification Email Addresses
It is possible to separate order notifications for wholesale (B2B) and retail (B2C) customers. Different email addresses can be assigned for B2B and B2C order notifications, allowing the webshop owner or operator to manage orders from the two customer groups separately. If the B2B notification field is left empty, the system will automatically send wholesale order notifications to the main notification email address.


Opšta podešavanja
Kontakt email adrese *
support@sellvio.com ×
Email adrese za obaveštenja o porudžbini *
support@sellvio.com ×
Podrazumevane email adrese za obaveštenja o porudžbini.
Email adrese za obaveštenja o porudžbini (B2B)
Ako je ovo polje prazno, B2B obaveštenja će se slati na adrese iz polja "Email adrese za obaveštenja o porudžbini".
Test email adrese
support@sellvio.com ×
Ove email adrese moći će da se izaberu za testiranje biltena i koriste se kao primaoci za probnu poruku poslato u okviru podešavanja logotipa e-pošte.
Test SMS brojevi
+381 60 44 60 556 ×
Ovi SMS brojevi će biti dostupni za testiranje SMS poruka kao primaoci. Svaki broj mora početi sa "+" nakon čega mora da sledi pozivni broj zemlje.

Settings Tab

In the first chapter, we already covered some settings from the Settings tab.

Let’s now explore the additional settings that can be configured on this page for your Sellvio online store.

1. **Default tax** – The tax applied to products, which can be specified as either a whole number or a decimal value.
2. **Currency** – The currency used for pricing products.
3. **Number of decimals, separators** – Formatting settings that affect how product prices are displayed.

4. **Sending a delivery notification to the customer** – The system can be configured to automatically send a notification email to the customer after successful delivery.
5. **Tax type** - It can be set whether the owner is VAT exempt. If enabled, invoicing is done with 0% VAT.
6. **Abandoned cart notification** - warns customers if they are about to leave the site with a non-empty cart.
   6.1. The function settings allow specifying separately who should receive notifications about abandoned carts:
   For guest users - visitors who are not registered but have added products to their cart.
   For registered users - logged-in users who did not complete the order.
   6.2. The timing of sending notifications is fully customizable, allowing precise control over when users receive reminders:
   Notify email is sent after - you can define how many days after cart abandonment the system should send the reminder email. For example, if set to 3 days, the notification will be sent on the third day after the cart was abandoned. This allows the reminder to be timely without being too intrusive.
   Email sending time window - a start and end time can be defined during which the system is allowed to send notifications. This is especially useful if you do not want messages to arrive, for example, during the night. For instance, emails can be configured to be sent only between 09:00 and 20:00, ensuring users receive notifications at appropriate times when they are more likely to respond.
7. **Order print settings –** you can choose whether product images or customer notes appear on printed orders.
8. **Default webshop warehouses** - you can configure which webshop warehouses are visible to users and which are used for stock calculation.
9. **Bank transfer template** - if this function is enabled, a sample bank transfer template is attached to the order confirmation email to help users correctly fill out the transfer form. The fields configured here serve as default values and automatically populate the bank transfer template. For proper operation, all fields must be filled in, including company details found on the first tab (General).
10. **Default product sorting** - this setting allows you to define the default order in which products appear to customers on product listing pages (selectable options: Default, Name ascending, Name descending, Newest products, On sale first, Price ascending, Price descending, Available first, Availability ascending, Availability descending, Product code ascending, Product code descending).
11. **Default products per page limit** - this setting allows you to define how many products (20, 40, 60, or 160) are displayed by default to customers on the product listing page. The system remembers the value selected by the visitor and automatically applies it during future visits as well.
12. **Hide cart button when stock is empty**
    If this option is disabled, customers can still add products to their cart and place

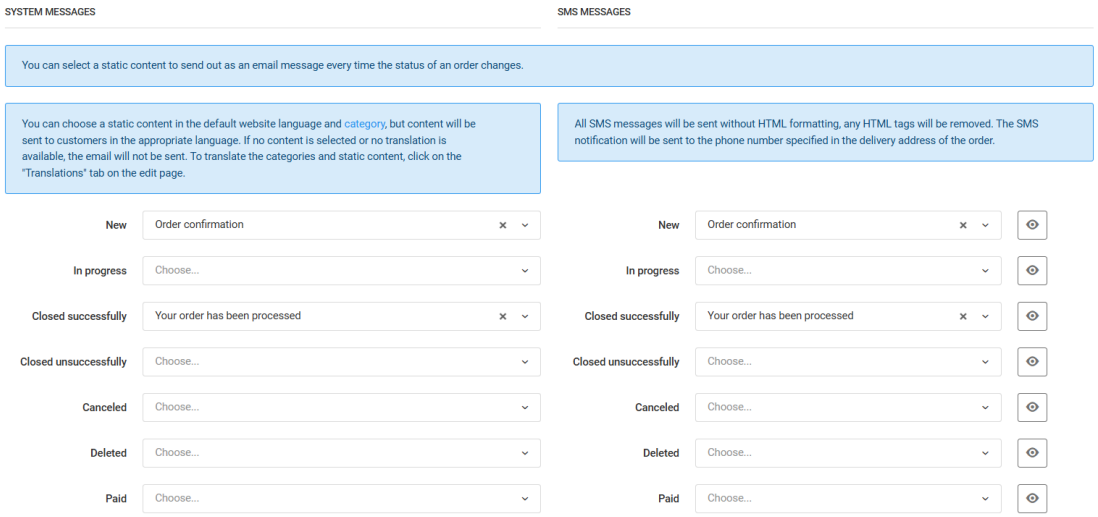
orders even if the products are not in stock.
If this setting is enabled, customers cannot add out-of-stock products to their cart. Instead, the "Add to cart" button is automatically replaced with an "I'm interested" button, allowing users to express interest in the product. The system automatically sends an email notification to the customer when the product is back in stock. It can be enabled separately for B2B and B2C users.

13. **User functions** – the product comparison page and the product export function can be configured for logged-in visitors.
14. **Free delivery product settings** – configure products whose purchase reduces the shipping cost to 0. This appears as a pop-up on the cart page, and you can also set the shipping costs for extra products to be reduced to 0 as well.
15. **Print products** - By enabling this function, users can download product data from the website. This is accessible on the product page as the last item among the share buttons.
16. **Display previous price** – The lowest consumer price from the previous 30 days can be displayed for discounted products. (The lowest price is shown only if the product has a discounted price and a recorded price history.)
17. **Basic filters** – These filters are displayed by default on the webshop interface, allowing quick filtering of new, discounted, and specially priced products.
18. **Product availability** – by enabling this option, customers can see on product list pages, the homepage, and related product sections which products are in stock and which are not.
19. **Product availability** – by enabling this option, customers can see on product list pages, the homepage, and related product sections which products are in stock and which are not.
20. **Show product stock data** – If you enable this option, customers can see the exact stock status of products. To use this setting, the „Product availability” option must also be enabled. It can be enabled separately for B2B and B2C users.
21. **Inventory display by warehouse** - allows the available product quantities to be displayed per warehouse. Only those warehouses will appear on the site where the "Webshop warehouse stock" option is activated.
22. **Cart quantities** - if enabled, the system automatically takes stock levels into account when limiting the quantities that can be added to the cart. This prevents customers from adding more items than are actually available.
23. **Cart import** - authorized users can download a template file on the Cart page, where they can enter the products they want to upload by specifying item number or EAN code and quantity. By uploading the completed template, the products are automatically added to the cart.
24. **Automatic stock movements** - By enabling this, automatic stock movements can be configured for the specified warehouses. However, for the feature to work, it is necessary to select an order status that triggers the product movement, as well as at least one warehouse.
25. **Automatic stock movements: statuses** - The selected order statuses trigger stock deductions from the selected warehouses (for example, if the "Paid" status is selected, the deduction will only occur when the order status changes to

"Paid"). If the order status is changed to a status not selected here, the product quantities will be returned to the warehouses.

26. **Automatic stock movements: warehouses** - Automatic stock movements take into account the selected warehouses. The system determines from which warehouse the stock should be deducted first based on the specified order.
27. **Hide categories** - If enabled, categories without visible products will not be displayed.
28. **Display prices and allow ordering** - with this setting, you can restrict who can purchase and who can see prices on your site. It is possible to allow purchases for all customers or only for those who are registered and logged into their user account.

At the bottom of the Settings page, you can configure the automatic messages that are sent out for different order statuses. These messages can be in email format and/or SMS messages (if administrators set up an external SMS sending service). For more information on configuring external email and/or SMS sending services, you can read more at this link.



In a previous chapter, we discussed the default built-in order statuses in Sellvio, and how store owners can edit existing order statuses or add new ones to customize their order management workflows.

In this section, store owners have the opportunity to further customize their order statuses by associating static content (static pages) with any of the existing order statuses.

The content of the assigned static pages will be included in the automated emails and/or SMS messages sent to customers for various order statuses.

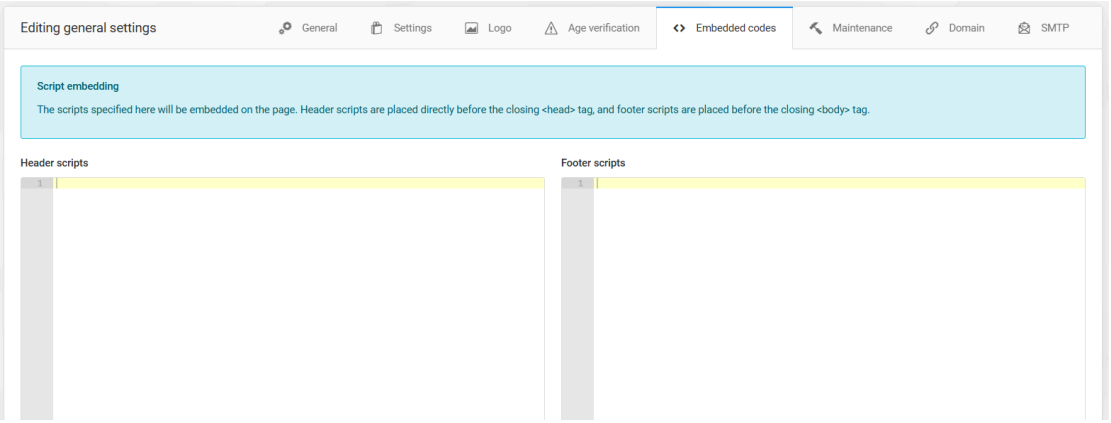
This level of customization can help build trust between the store and its customers, as it ensures that customers are continuously informed and up-to-date about their orders. In the next chapter, we will dive deeper into how administrators can create the necessary static content.

Embedded Codes Tab

The configuration options on this page might seem a bit unclear and complex, but we will try to explain them in the simplest way possible.

Certain third-party services, such as Facebook Pixel or Google Analytics, may require store owners to place a specific code snippet in the website's header or at the end of the source code's body section.

The fields on this page simplify this process without requiring further development.



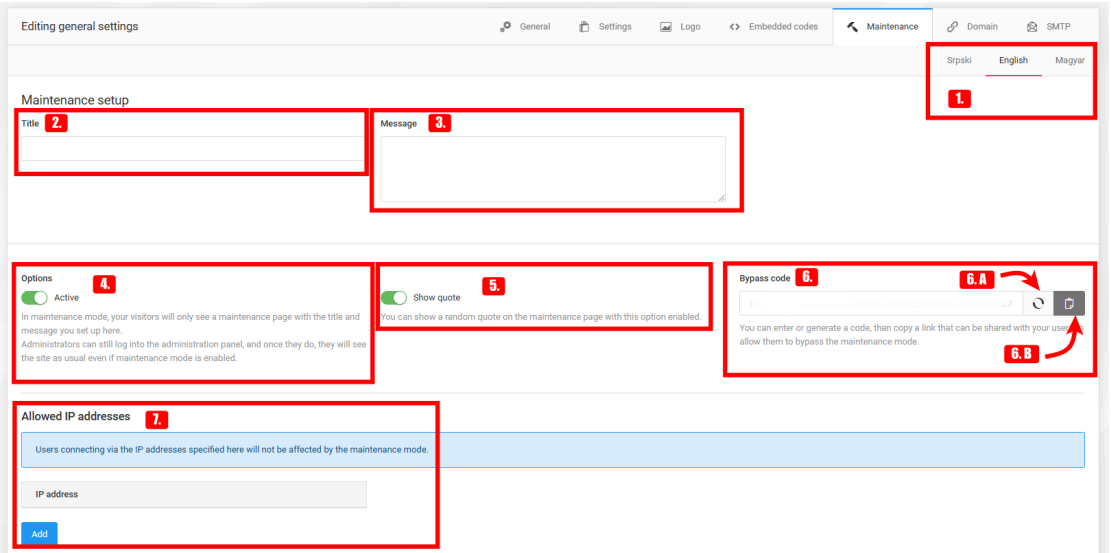
As mentioned above, both fields correspond to specific sections of the displayed HTML code.

- **Header Scripts** – The code snippets entered into this field will appear on every page in the header section of the web store's HTML code.
- **Footer Scripts** – The code snippets entered into this field will be inserted at the end of the body section, just before the footer, in the displayed HTML code of every page of the web store.

Typically, most third-party services provide specific instructions on where the store owner should place the code snippet.

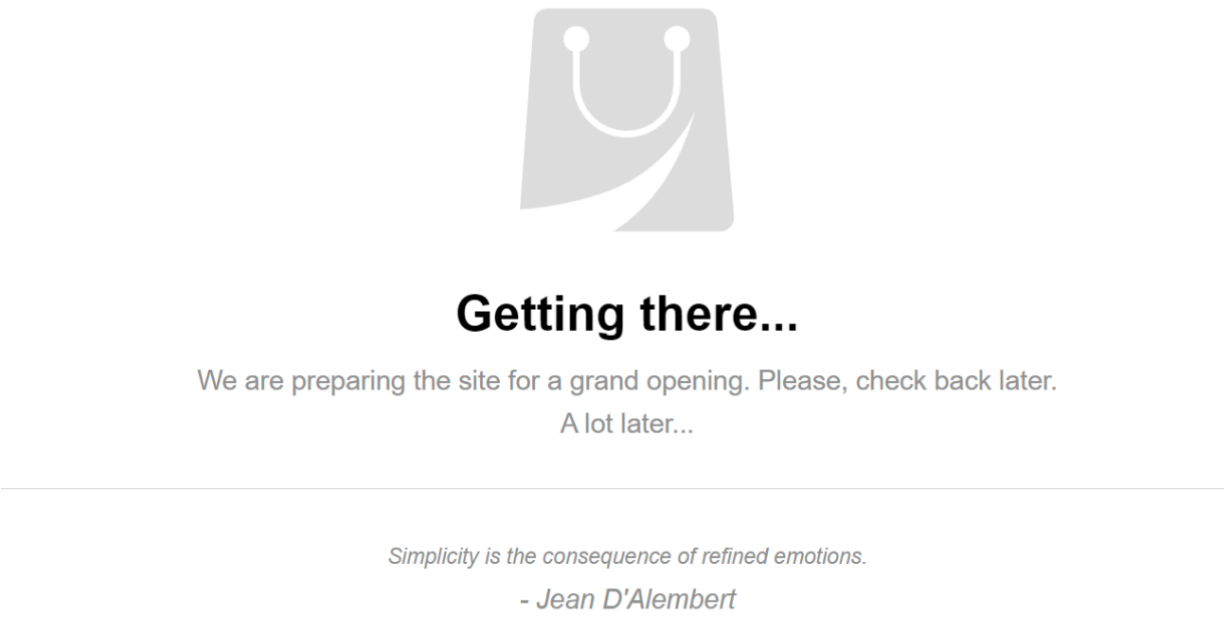
Maintenance Tab (Settings → General Settings → Maintenance Tab)

The settings on this page allow the store owner to temporarily place the website in maintenance mode. As long as the maintenance mode is active, visitors will not have access to the web store. Instead of the store's homepage, visitors will be greeted with a welcome screen explaining that the site is still under construction and currently unavailable.



1. **Language** – Select the language in which you want to define the title and message that will appear on the maintenance page.
2. **Title** – The title of the maintenance page.
3. **Message** – The message that will be displayed to visitors on the maintenance page.
4. **Active** – Enable or disable maintenance mode.
5. **Show quote** – Enable or disable the display of random (English) quotes on the maintenance page.
6. **Bypass code** – This code allows bypassing maintenance mode and accessing the page immediately.
    - **Option 6.A** – Using the first white background button, you can automatically generate a code, or you can provide any custom code.
    - **Option 6.B** – Using the second gray button, you can copy the full link to the clipboard, which allows access to the page. Anyone who receives this link will be able to access the page by bypassing maintenance mode.
7. **Allow IP Addresses** – By clicking the "Add" button, you can specify IP addresses that will bypass maintenance mode. While the access code allows access via the copied link, the system will automatically recognize the IP address and allow access.

As long as maintenance mode is active, visitors to the web store will see the following page:



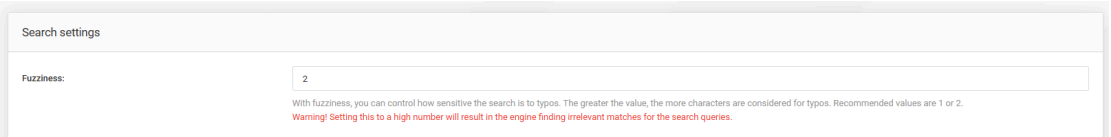
Search Settings (Settings → Search Settings)

Sellvio utilizes a robust and highly efficient search engine known as Elastic Search.

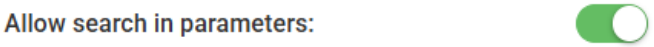
Elastic Search is a versatile, high-performance search engine that excels in fast and efficient searching, real-time data analysis, and full-text search.

It is capable of fast searching, handling large volumes of data, performing effective text search, and handling complex queries.

Let's shift the focus from technical aspects and explore the search settings available, and how Sellvio's search engine can be tailored to meet the specific needs of a business.



- **Fuzziness –** This setting determines how sensitive the search is to typos. Increasing the value considers more characters when evaluating misspellings, but setting the value too high may lead to less relevant search results. Recommended values are typically 1 or 2.



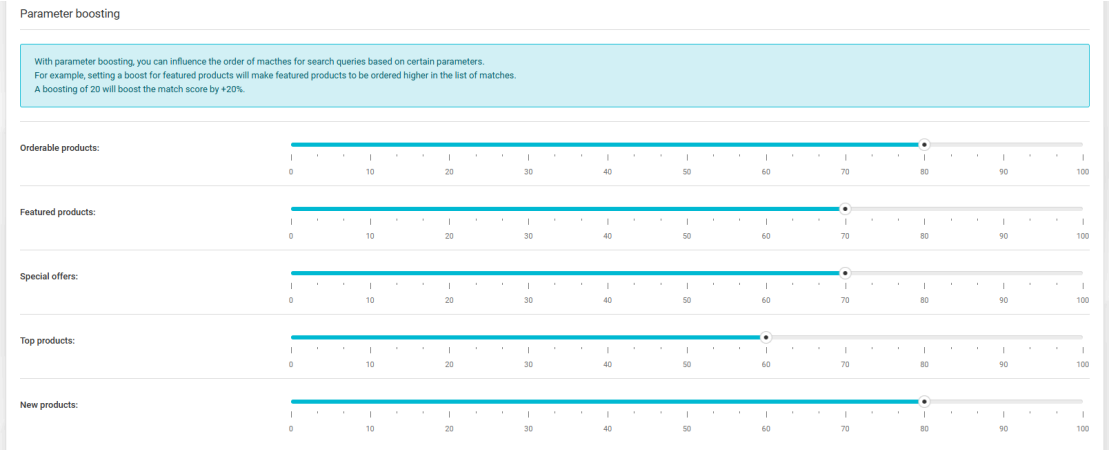
Enable parameter search - When enabled, the search function will also take parameters into account. This means the system will not only search by names or other default fields but will also search among the parameters.

Boosting Settings

Boost parameters work like a seesaw. They allow administrators to control the ranking of search results. For example, if a higher boost is set for the "name" field, products with the search term in their name will rank higher in the search results. A boost of 20 increases the score of a result by 20%.

The “Full Phrase” option allows the system to return relevant results not only for product names but also for full phrases found in descriptions, parameters, and other fields.

Parameter Boosting



Highlighting parameters serve as an additional layer on top of the standard highlighting settings, allowing store owners to fine-tune their search results.

Boosting parameters, just like highlighting, work like a seesaw. They enable administrators to control the ranking of search results based on specific conditions. For example, if the highlighted product's parameter is boosted, those products will appear higher in the search results. A boost of 20 increases the match score by 20%.

These various boosting options enable highly effective marketing strategies. For instance, store owners can highlight new products before the start of a new season, then give priority to special or featured products as the holiday season approaches.

One thing is clear: the potential applications of these options for increasing traffic are virtually limitless.

Payment Options (Settings → Payment Options)

When it comes to payment options, Sellvio truly stands out as a leading platform. The wide range of payment methods and flexible configurations provide an exceptional experience for both business owners and customers. Let's explore how Sellvio shines in the realm of payment methods and how it can enhance the overall shopping experience.

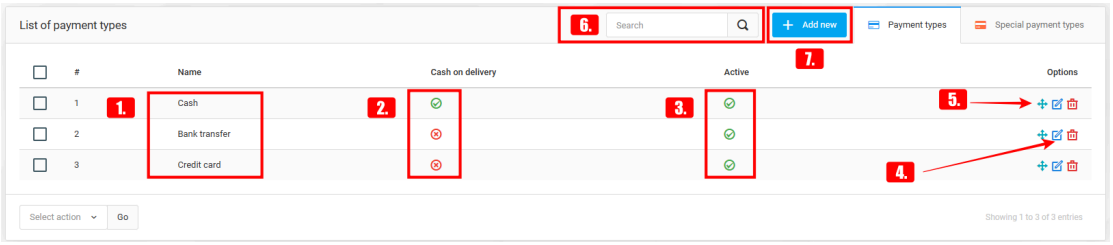
Sellvio offers two types of payment methods:

- Standard payment types
- Special payment types

Standard Payment Methods (Settings → Payment Options → Payment Methods Tab)

Sellvio starts with three standard payment methods.

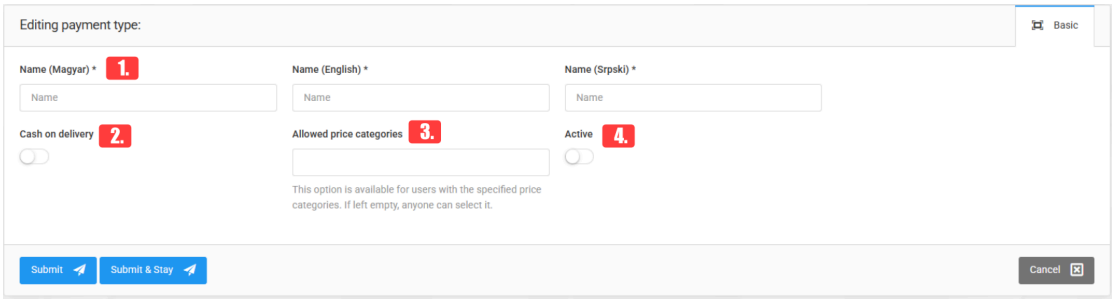
However, there is no limit to the number of additional payment methods that business owners can create. This flexibility allows business owners to finely customize the payment process to meet their unique business needs and customer preferences.



1. **Name** – the name of the payment method.
2. **Cash on delivery** – this determines whether the payment method is treated as cash on delivery.
3. **Active** – only active payment methods are displayed on the payment page.
4. Administrators can manually arrange the order in which payment methods appear on the payment page.
5. By clicking the "Edit" button, store owners can modify existing payment methods.
6. To search for a specific payment method, simply enter its name in the search bar and click the "magnifying glass" icon.
7. New payment methods can be added at any time by clicking the "Add new" button.

Adding or editing standard payment types

Creating new payment types in Sellvio is as simple as adding any other type of content.



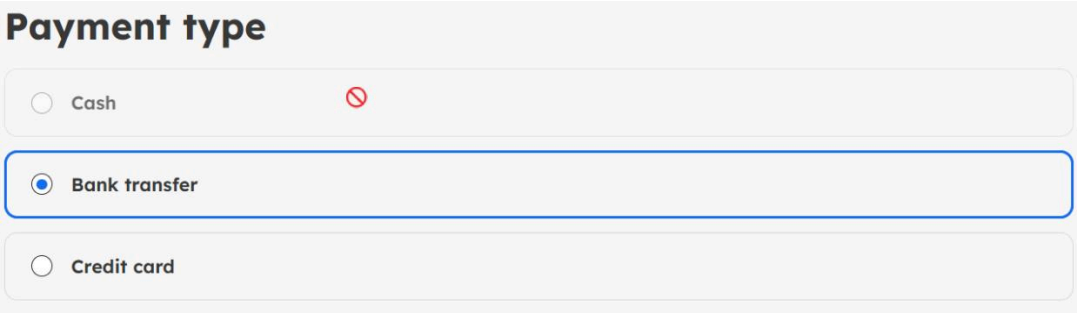
- **Name** – the name of the payment type. This name will appear on the payment page, so it must be provided in every language used by the webshop.
- **Cash on delivery** – This setting determines whether the payment method should be handled as cash on delivery. This option is important for the Shipping Methods settings, as shipping fees based on weight can be configured for cash on delivery and bank transfer payments.
- **Allowed price categories** – it can be selected which payment options are available separately for wholesale (B2B) and retail (B2C) customers.
- **Active** (enabled by default) – defines whether the payment method can be used during the checkout process. Disabled payment methods will not be available to customers on the payment page.

IMPORTANT: It's important to note that, except for cash on delivery, all payment methods are automatically classified as bank transfer payment methods.

Configuration options in the purchase process

If we want a specific product to be available only with prepayment, the Cash on Delivery option must be disabled (and the "Advance payment required" option must be activated for that product).

If the Cash on Delivery option is enabled, it will not be available for that product during the purchase process.



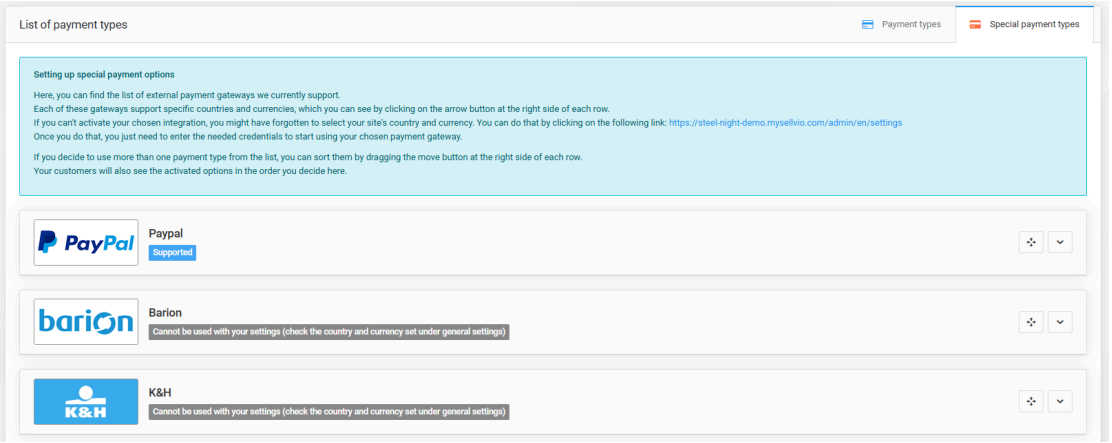
Special payment types

In Sellvio, "Special payment types" refer to third-party payment service providers or gateways.

These payment options are typically tied to the specific country and currency of the webshop. It’s important to note that not all payment providers are available in every country, and not all of them support every currency. Therefore, the availability of these special payment methods depends on the webshop’s country and currency.

Enabling and activating a special payment method doesn’t necessarily mean it will be immediately usable during payment. Each payment provider must enter into a contract or agreement with the webshop owner.

This contract allows the store owner to obtain the necessary parameters from the provider, which are then used to configure the payment method in Sellvio.



Let's briefly examine the different status labels associated with special payment types:

- **Unavailable with your settings (check the country and currency settings under general settings)** – the webshop's country or currency settings are not supported by the payment provider.

- **Supported** – the payment provider supports the webshop’s country and currency settings.
- **Active (green)** – the payment provider is active and properly configured.
- **Active (red)** – the payment provider is active and properly configured, but due to recent changes in the store's country or currency settings, the provider is temporarily unsupported.

Delivery types

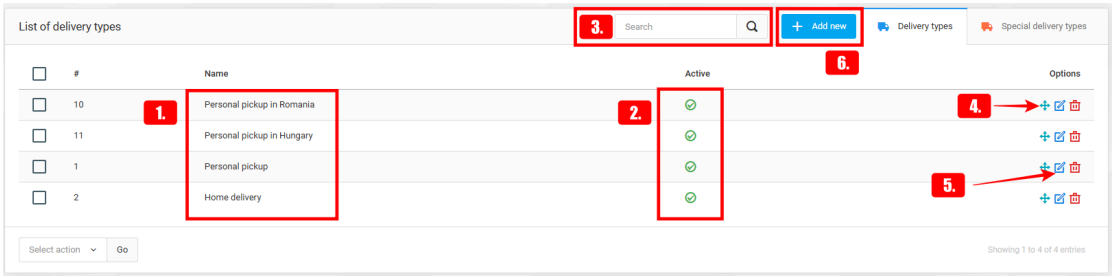
Since Sellvio boasts a wide range of payment methods, it is no surprise that the platform also offers a broad variety of delivery options. This extensive selection ensures that business owners can meet different customer preferences and shipping requirements, making the shopping experience both convenient and flexible. Let's dive into the world of Sellvio's delivery options and explore the possibilities they offer to improve the online shopping journey.

Sellvio offers two types of delivery methods:

- Standard delivery types
- Special delivery types

Standard Delivery types

There is no limit to the number of standard delivery methods that business owners can create. This flexibility allows business owners to finely tune the payment process to meet their unique business needs and customer preferences.

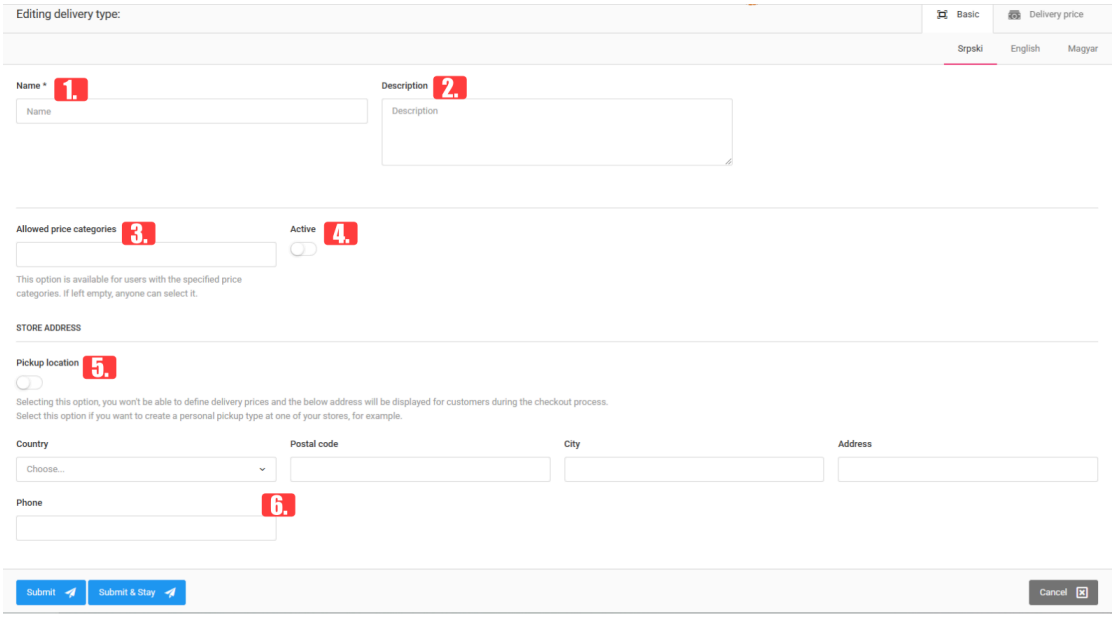


1. **Name** – the name of the delivery method.
2. **Active** – only active delivery methods are displayed on the checkout page.
3. To search for a specific delivery method, simply type its name into the search bar and click the "magnifying glass" icon.
4. Administrators can manually arrange the order in which delivery methods appear on the checkout page.
5. By clicking the "edit" button, store owners can modify existing delivery methods.
6. New delivery methods can be added at any time by clicking the "Add New" button.

Adding or editing standard delivery type

To add more customization options, Sellvio allows configuring standard delivery methods either as traditional shipping options or convenient store pickup locations.

Creating a pickup location



1. **Name** – The name of the standard delivery method. This name will also appear on the checkout page, so it must be provided in all languages used by the webshop.
2. **Description** – A brief description of the delivery method. This text will also appear on the checkout page, so it must be provided in all languages used by the webshop.
3. **Allowed price catrgories** – selectable for certain users (B2B or B2C) to determine which shipping options they can use
4. **Active** (enabled by default) – Determines whether the delivery method can be used during payment. Deactivated delivery methods will not be available to store customers on the checkout page.
5. **Pickup location** – Marks the delivery method as a pickup location for collecting the package.
6. **Fields related to the address** – These fields define the address of the pickup location. The address will also be visible to customers on the checkout page.

WARNING: For pickup location delivery methods, customers do not need to enter a shipping address during checkout, as it is assumed that they will personally collect their orders.

For standard delivery methods, the "Pickup Location" option should be turned off. Instead, it is recommended that store owners define the shipping price for the new standard delivery methods on the "Shipping Price" page.

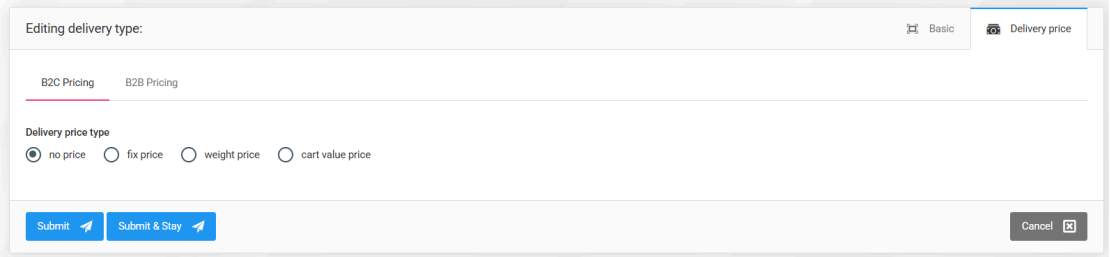
Each standard shipping method has three possible pricing options, configured separately for B2B and B2C pricing:

- **Free Shipping**

- **Fixed Price** – This option allows setting a fixed shipping price, while providing flexibility for offering free shipping on orders above a specified cart total.
- **Weight-based Price** – This option allows configuring weight-based shipping prices, while providing flexibility for offering free shipping on orders above a specified cart total.

Let's take a closer look at all the pricing options:

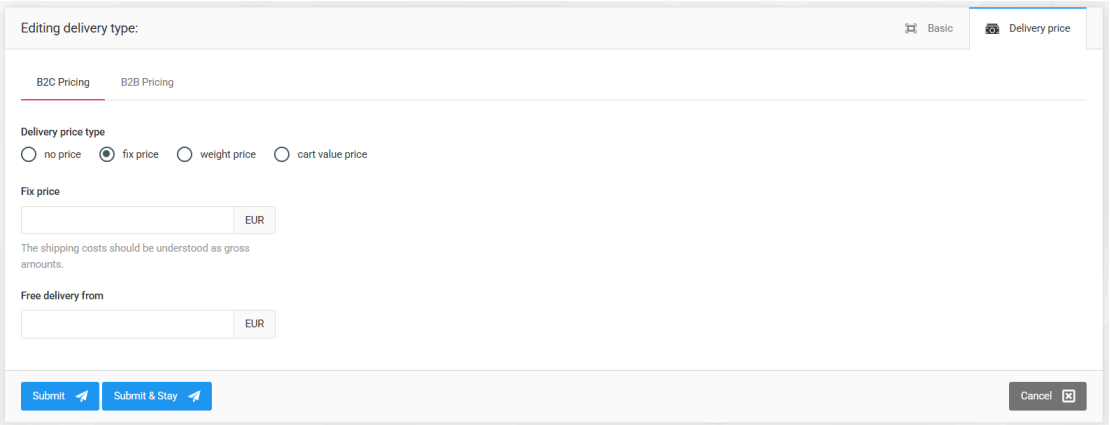
Free Shipping



Free Shipping is the simplest of the three options.

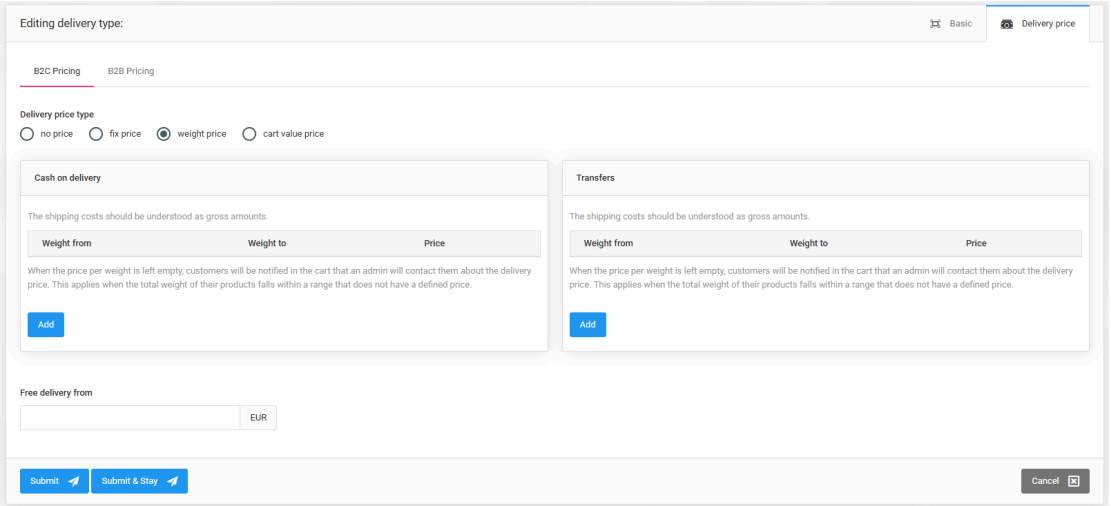
WARNING: By default, this option will be enabled for all newly created standard delivery methods in the administration.

Fix price



- **Fixed price** – The fixed total shipping cost for a specific delivery method.
- **Free shipping** – An optional field that allows store owners to offer free shipping for orders exceeding the specified cart total entered in the field.

Weight price



As mentioned in the Payment type section, this is where the distinction between cash on delivery and bank transfer-based payment methods becomes important.

Store owners can define different weight pricing structures for the delivery method, depending on whether the customer uses a bank transfer or cash on delivery.

The number of ranges that can be added is not limited.

Administrators can add another range at any time by clicking the "Add" button.

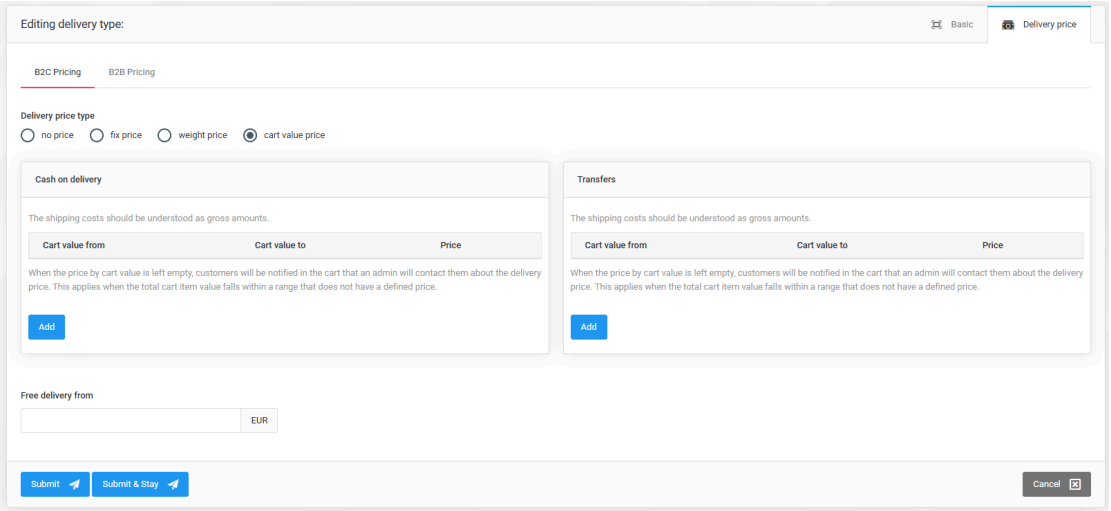
For a range to be valid, the following fields must be filled out:

- **From grams** – The lower limit of the weight range in grams.
- **To grams** – The upper limit of the weight range in grams.
- **Price** – The price for the weight range.

Free Shipping – An optional field that allows store owners to offer free shipping for orders that exceed the specified cart total entered in the field.

IMPORTANT: If the customer purchases a different weight than what is set in the system, the administrator will be notified of the discrepancy and will contact the customer.
For example, if the set weight is 20,000 g but the customer purchases 22,000 g, this process will be triggered automatically.

Basket Value-Based Pricing

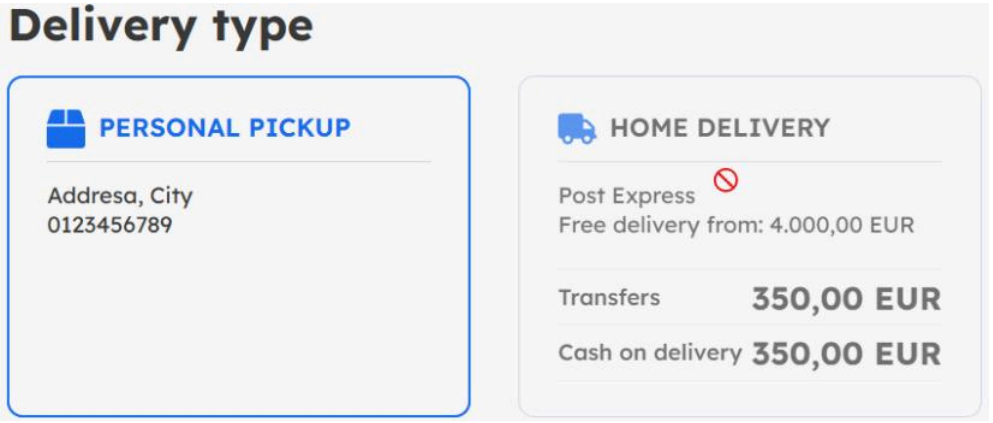


- **Basket value from** – the minimum basket value from which the specified shipping fee applies.
- **Basket value to** – the maximum basket value up to which the specified shipping fee applies.
- **Price** – the shipping fee to be charged within the given basket value range.
- **Free shipping** – the basket value above which delivery is free of charge.

If the basket value-based price is left empty, customers will see a notification in the cart informing them that an administrator will contact them regarding the shipping cost. This applies when the total value of the products in the cart falls within a range for which no shipping price has been specified.

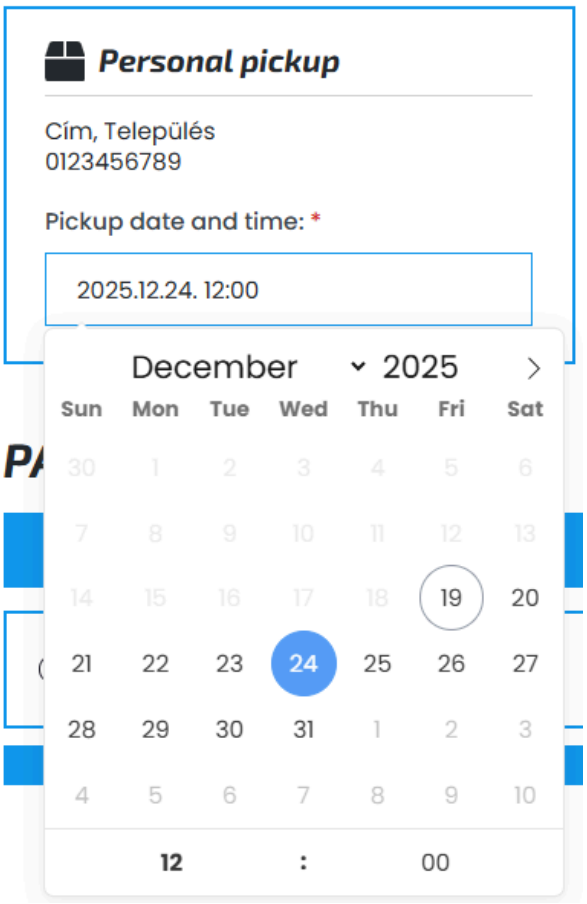
Configuration options in the purchase process

If you want a specific product to be available only for personal pickup, you need to set up the pickup location (and activate the “Non-deliverable” option for that product).



Selecting an in-store pickup time

The option to select a pickup time for in-store pickup has been introduced. In addition to choosing a date, customers can now specify the exact pickup time when placing their order, allowing the pickup to be planned in advance.



Special shipping types

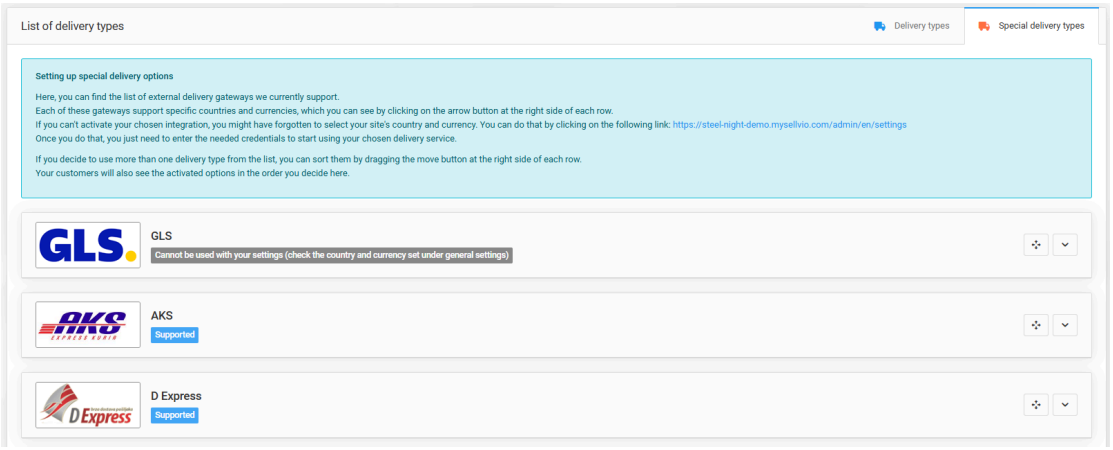
In Sellvio, "Special shipping types" refer to third-party couriers.

These shipping options are typically tied to the specific country of the online store. It's important to note that not all couriers are available in every country. Therefore, the availability of these special shipping methods depends on the store's country.

The availability and activation of special shipping methods does not necessarily mean they are immediately usable for payments. Every courier must sign a contract or agreement with the store owner.

This contract allows the store owner to acquire the necessary parameters from the provider, which are then used to configure the shipping method in Sellvio.

These special shipping methods offer the same pricing configuration options as the regular shipping methods.



Let's briefly review the different status labels associated with special shipping methods:

- **Not Usable with your settings** (Check the country and currency settings under general settings) – This indicates that the store's country setting is NOT supported by the payment provider.
- **Supported** – This means that the payment provider supports the store's country setting.
- **Active (Green)** – The courier is active and properly configured.
- **Active (Red)** – The courier is active and properly configured, but due to a recent change in the store's country settings, the delivery method is temporarily not supported.

Billing services

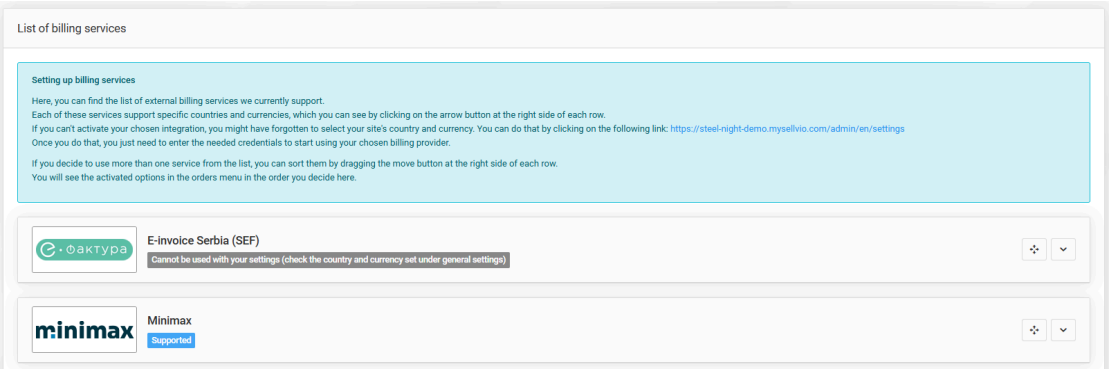
Sellvio offers a simplified way to integrate external billing services. Unlock the power of efficient billing, secure payments, and simplified financial management. Grow your business effortlessly with Sellvio's seamless billing integration.

These billing services are typically linked to the specific country and currency of the online store. It's important to note that not all payment providers are available in every country, and not all of them support all currencies. Therefore, the availability of these special billing services depends on the store’s country and currency.

Enabling and activating the billing service does not necessarily mean it is immediately available for use during payment. Each billing service requires a contract or agreement with the store owner.

This agreement allows the store owner to obtain the necessary parameters from the provider, which are then used to configure the billing service within Sellvio.

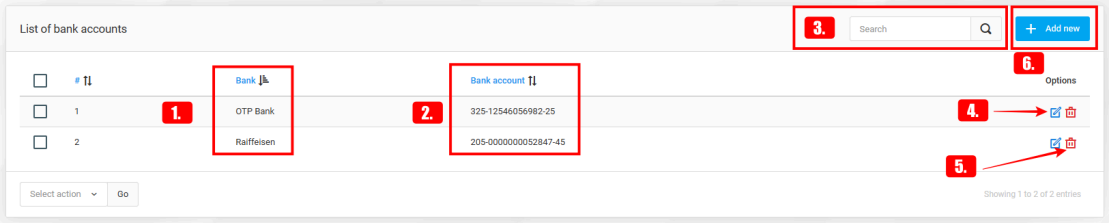
Once the billing service is properly configured, store owners can send orders to their preferred external billing service from the order editor screen to generate invoices with a single click.



Bank accounts

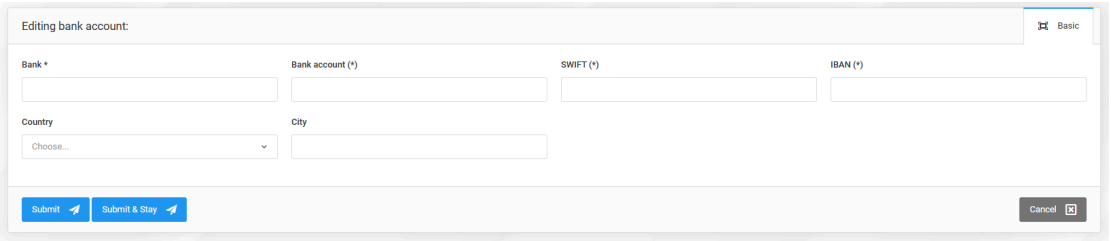
Certain external service providers, including billing services and couriers, may require companies to provide a valid bank account number as part of their configuration settings.

The Bank account page allows companies to enter their bank account details once and conveniently use them across various external services as needed.



1. **Bank** – the bank where the company holds its account.
2. **Bank account** – the bank account number.
3. To search for a specific bank account, simply enter its name or details in the search bar and click the "magnifying glass" icon.
4. By clicking the "edit" button, business owners can modify existing bank accounts.
5. If a bank account is no longer needed, the administrator can easily delete it by clicking the "trash" icon.
6. New bank accounts can be added at any time by clicking the "Add new" button.

Adding or editing bank accounts



- **Bank** – The bank where the company holds its account.
- **Bank account** – The bank account number.
- **SWIFT** – A unique bank identifier code used for international money transfers. It helps ensure secure and accurate transactions between banks worldwide. This code can be obtained directly from the bank.
- **IBAN** – A standardized international bank account identifier that enhances the security of cross-border transactions. This number can also be obtained directly from the bank.
- **Country** – The country where the account is registered and maintained.

- **City** – The city where the account is registered and maintained.

Chat services

Sellvio simplifies customer communication by offering two fully integrated external chat services, ready to use out of the box. Elevate your e-commerce experience and connect with your customers like never before.

Important note: Please note that Sellvio only allows one chat service to be enabled at a time. Enabling a second chat service will automatically disable the first.

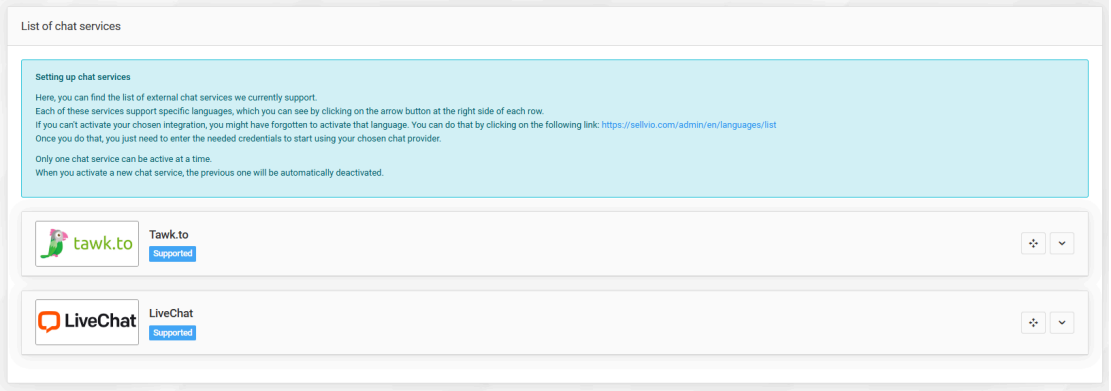
To take advantage of the integrated chat services, business owners must have accounts with the designated external providers.

Activating a chat service requires obtaining the necessary keys from the provider and configuring them within Sellvio.

The two integrated chat services currently supported by the system are:

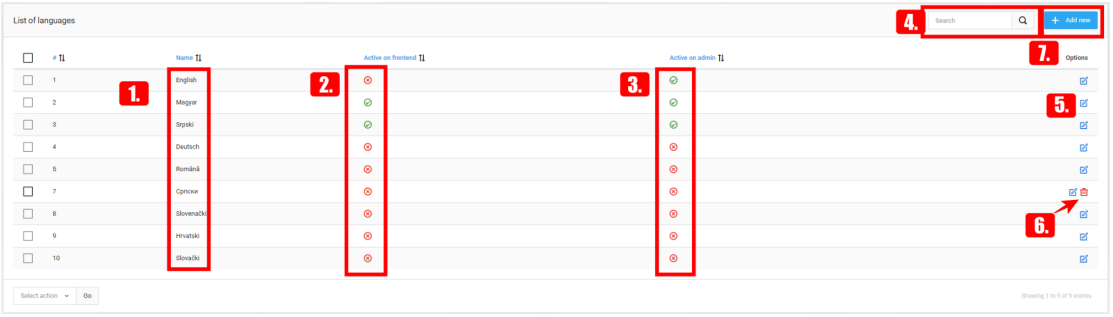
- **Live Chat** – A real-time customer support and sales chat platform that allows businesses to connect with website visitors and customers through live chat.
- **Tawk.To** – A free live chat and messaging platform for websites, enabling businesses to engage with visitors and provide customer support in real time.

Each of these services relies on the language settings of your store. If you are unable to activate the selected integration, you may have forgotten to enable the desired language. Double-check your language settings to ensure successful activation.



Languages

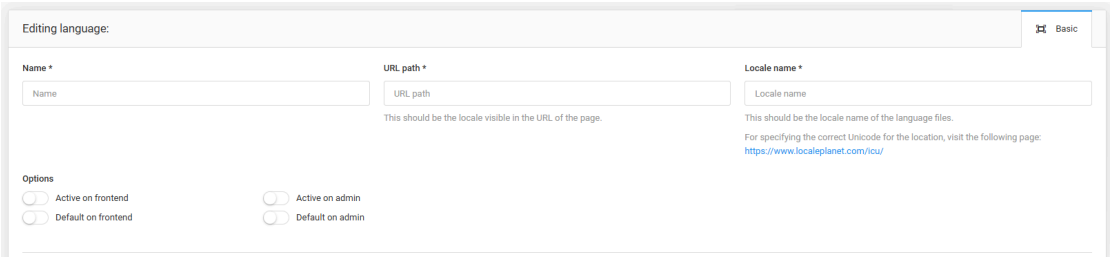
The Languages administration page serves as a hub for managing supported languages in the webshop and the administrative user interface.



1. **Name** – The actual name of the language.
2. **Active on frontend** – Indicates whether a language is available for customers and can be selected as the primary language of the store. This setting determines the language options visible to customers.
3. **Active on admin** – Specifies whether a language can be used in the administration user interface. It determines if the admin panel and tools are accessible in that language.
4. To search for a specific language, simply enter its name in the search bar and click the "magnifying glass" icon.
5. By clicking the "edit" button, business owners can modify an existing language and its settings.
6. New languages can be added at any time by clicking the "Add new" button.

Adding or editing languages

Adding languages to Sellvio is a breeze – just fill in the required fields, and you're all set!



- **Name** – The name of the language, used for identification both in the admin panel and in the store header.
- **URL Path** – A specific identifier within a web address that indicates the language, region, or cultural settings of a particular webpage. For example, https://domain-name/hu/ or https://domain-name/sr/.
- **Locale Name** – The folder name of the language files.

- **Active on frontend** – Determines if the language can be used in the store and if it appears in the language selector dropdown menu.
- **Default on frontend** – When enabled, this language will be used as the default for the store.
- **Active on admin** – Determines if the language is available for use on the administration pages and if it appears in the admin language selector dropdown menu.
- **Default on admin** – When enabled, this language will be used as the default for the admin pages.

Important Notes:

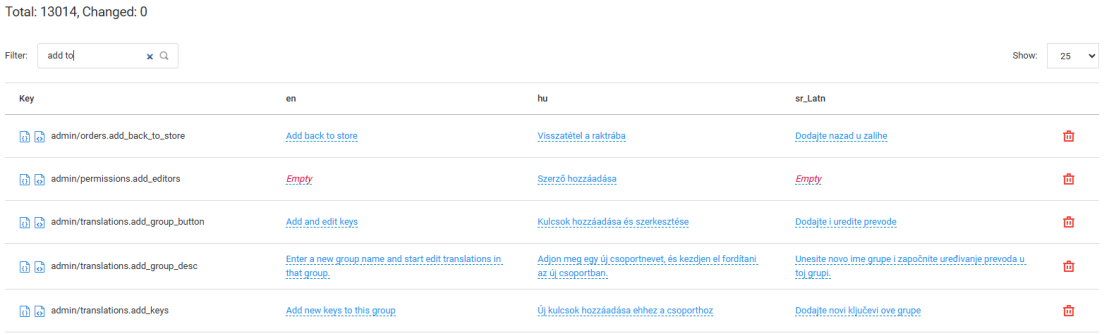
Only one language can be set as the default language for the webshop.

Only one language can be set as the default language for the administrative interface.

Translations

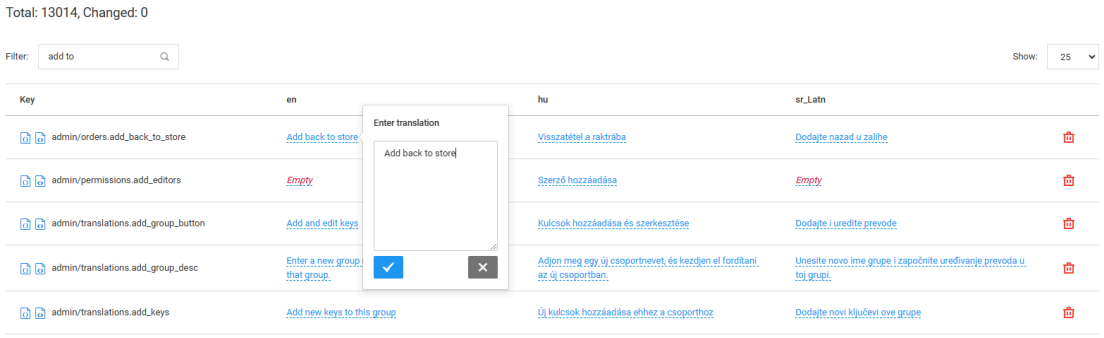
The Translations administration page provides complete control over all static text and strings displayed on both the storefront and the administration interface. It allows for easy customization and management of these elements as needed.

To find a specific string, such as the phrase "Add to", simply enter it into the Filter search box. The system will automatically display a set of results containing all static text that matches the search criteria, as illustrated in the example below.



Empty – Indicates that no translation has been provided for the specific string in the selected language.

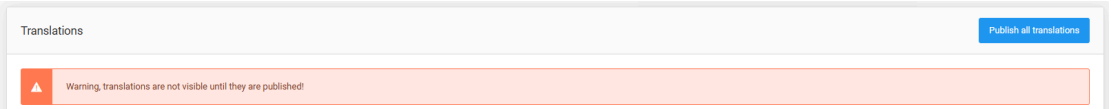
To modify any translation, click on the string. A pop-up window will appear, allowing store owners to edit the text (as shown in the example below).



After editing a translation, simply click the checkmark button to save the changes.

If no changes are needed, the pop-up window can be closed at any time by clicking the "X" button.

To apply the new translations, click the "Publish all translations" button located in the top-right corner of the screen (as shown in the screenshot below).



NOTICE: As shown in the screenshot above, the system notifies administrators if translations have been modified but have not yet been published to the live environment. This ensures that all changes are reviewed and applied intentionally.

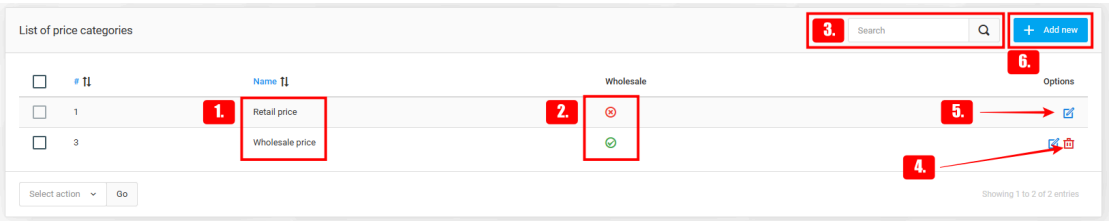
Price categories

Unlike other e-commerce platforms that typically offer only two pricing categories—one for wholesale and one for retail—Sellvio provides significantly more flexibility in pricing options.

While Sellvio includes two default pricing options, there is no limit to the number of pricing structures business owners can create to meet the unique needs of their business.

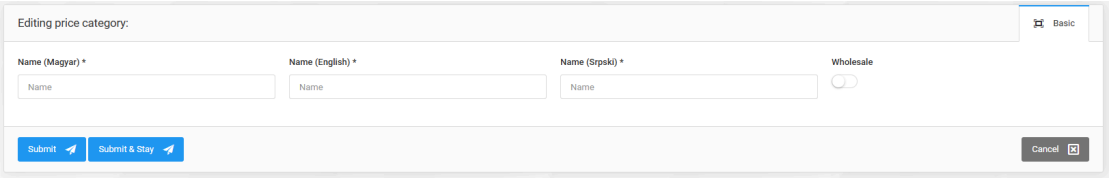
As explored later in the documentation, store owners will have the ability to assign prices to products across all pricing tiers.

Additionally, with the activation of the Wholesale module, administrators can assign specific pricing structures to individual customers on a case-by-case basis.



1. **Name** – The name of the pricing structure, displayed across all administrative pages.
2. **Wholesale** – Indicates whether the pricing is of the wholesale type.
3. To search for a specific pricing structure, simply enter its name into the search bar and click the magnifying glass icon.
4. If a pricing structure is no longer needed, the administrator can delete it by clicking the "trash" icon.
5. By clicking the "edit" button, store owners can modify existing pricing structures and their settings.
6. New pricing structures can be added at any time by clicking the "Add new" button.

Adding or editing pricing structures



- Name – The name of the pricing structure, displayed across all administrative pages. The pricing name must be provided in all the languages used by the store.
- Wholesale – This setting determines whether the pricing structure is of the wholesale type.

Fonts

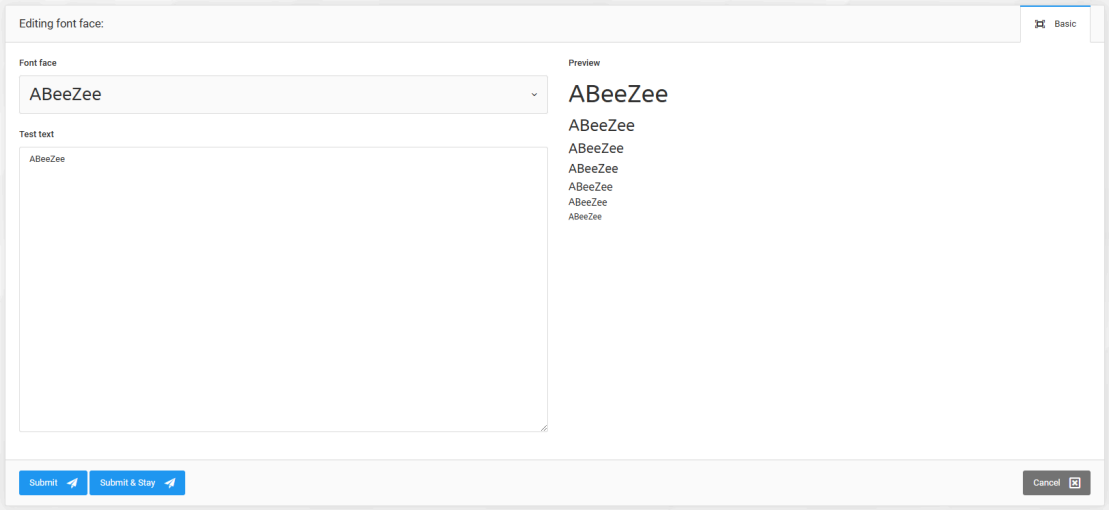
Accessible from the sidebar under Settings ⟶ Fonts.

The Fonts administration page allows webstore administrators to add an unlimited number of Google Fonts to their site, including those not part of the selected theme.

1. ID – The identifier of the font added to the system.
2. Name – The name of the font.
3. To search for a specific font, simply enter its name into the search bar and click the "magnifying glass" icon.
4. Administrators can modify the settings of an existing font by clicking the "edit" button.
5. If a font is no longer needed, it can be removed by clicking the "trash" icon.
6. New fonts can be added at any time by clicking the "Add new" button.

Adding or editing fonts

Adding a new Google Font to the webstore is a simple and straightforward process. The administrator only needs to select a Google Font from the dropdown list and save the changes.

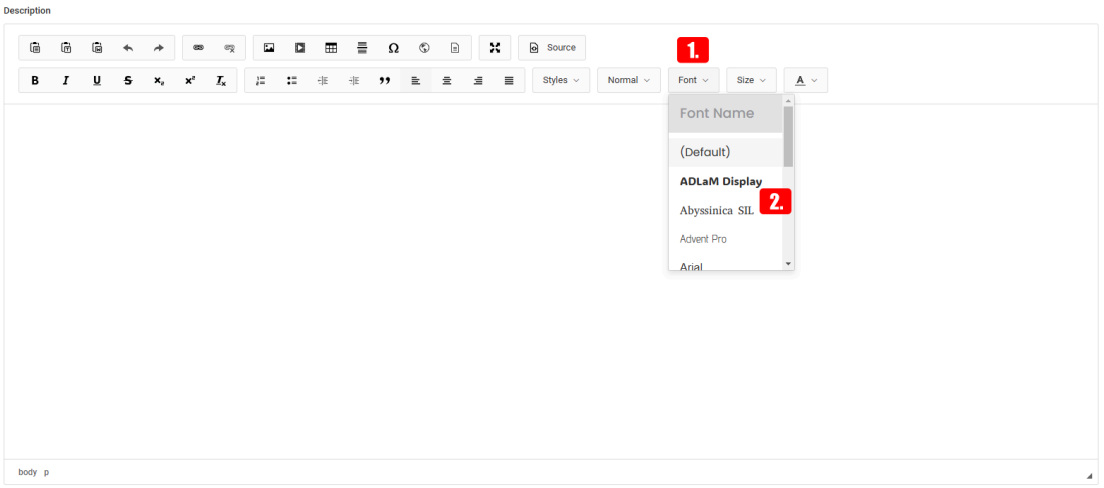


- **Font** – Using the dropdown input field, the webstore administrator can select a Google Font that has not yet been added to the site.
- **Preview** – The preview interface provides a visual demonstration of the selected font across various sizes.
- **Test Text** – The test text input field allows the administrator to experiment with the selected font.

Clicking the "Submit" or "Submit and stay" button adds or updates the font.

Using fonts in the text editor

All added fonts are automatically made available in the webstore’s text editors.



To use added fonts:

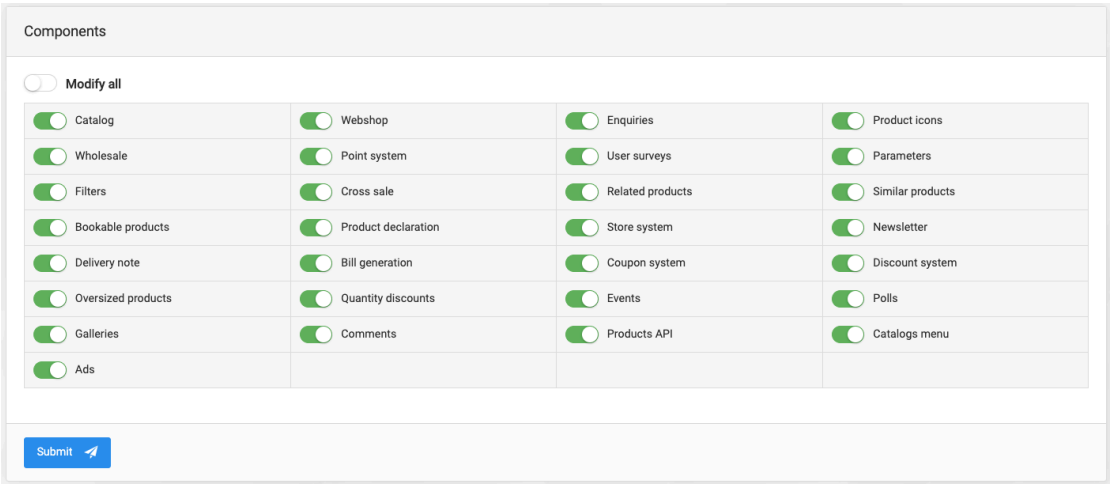
1. In the text editor input field, click on the "Font" dropdown menu.
2. From the displayed list, click to select the desired font.

Components

Available from the sidebar under Settings → Components.

The Components administration page provides web store administrators with the ability to manage settings and segments available on the website. Each component can be individually turned on or off if the service is not needed.

When a component is turned off, it disappears from the admin panel and will not be available on the live website. However, it is important to note that if the segment contains data or content, it will not be lost. When the component is turned back on, all data and settings will be available without any changes, in their original state.



Modify all - provides the option to turn all components on or off at once.

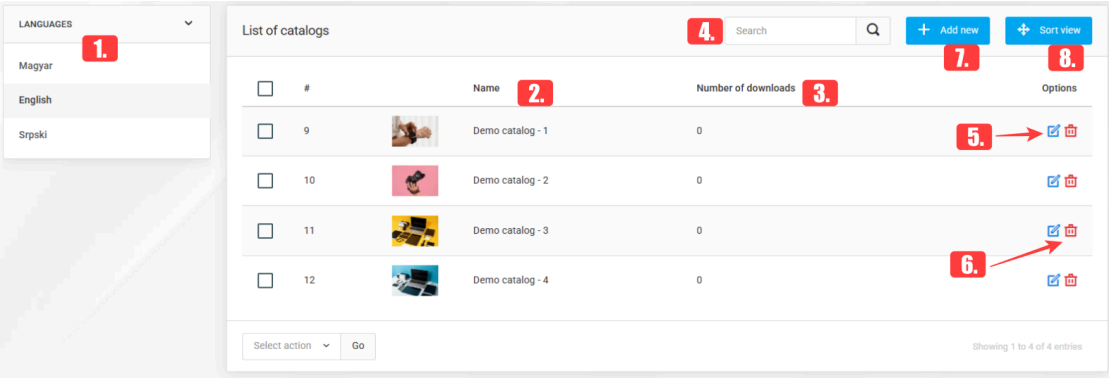
- **Catalog** - If the site is not a webshop but contains products, this option can be used to display the products.
- **Wholesale** - Used for activating the wholesale option.
- **Filters** - A tool for filtering products.
- **Bookable products** - A component that allows products to be booked for a specific time.
- **Delivery note** - The function for sending a delivery note.
- **Oversized products** - Settings for managing oversized products.
- **Galleries** - A switch for managing image galleries.
- **Ads** - A component for displaying advertising banners.
- **Webshop** - A tool for managing webshop functions.
- **Point system** - A system for collecting points and redeeming rewards.
- **Cross sale** - A cross-selling feature that allows the salesperson to offer related products alongside a purchase.
- **Product declaration** - A function for displaying the product's manufacturer data sheet.
- **Bill generation** - Activation of the bill generation function.

- **Quantity discounts** - Discounts applied when purchasing multiple products.
- **Comments** - The option to add comments to products, articles, or galleries.
- **Enquiries** - Products that cannot be purchased but can be inquired about.
- **User surveys** - The option to send satisfaction surveys via email.
- **Related products** - Attaching related products to articles, galleries, and products.
- **Store system** - A tool for managing products in stock.
- **Coupon system** - Generating webshop coupons and using them during purchases.
- **Events** - The option to publish events organized by the company.
- **Products API** - Product integration using an API key.
- **Product icons** - Displaying icons assigned to products.
- **Parameters** - Displaying product parameters.
- **Similar products** - Displaying other similar products on the product page.
- **Newsletter** - Creating and sending newsletters.
- **Discount system** - Creating percentage and price discounts for products, product categories, or manufacturers.
- **Polls** - Creating polls and attaching them to content.
- **Catalogs menu** - Managing the uploading of documents and the availability of catalogs on a separate page.

Managing catalogs (Sidebar → Manage Catalogs)

Catalogs

To access the Catalog module, navigate to Catalogs management → Catalogs in the left-hand administration sidebar menu.

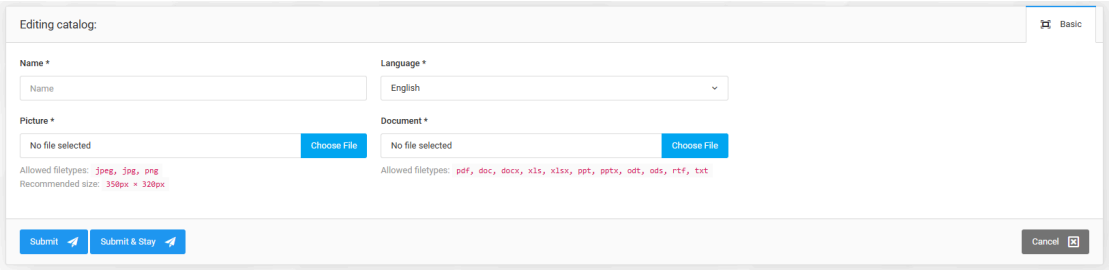


1. **Languages** – As mentioned earlier, catalogs can be added for each active language in the store. The languages listed in the Languages panel function as pseudo-categories. It is important to note that, for example, English catalogs will not be visible in the store if the customer changes the store language to Hungarian. This separation ensures that catalogs in different languages do not appear together on the store's Catalogs page.
2. **Name** – The name of the catalog as it appears on the store's Catalogs page.
3. **Number of Downloads** – Shows how many times customers have downloaded the catalog.
4. To search for a specific catalog, simply enter its name in the search bar and click the "magnifying glass" icon.
5. By clicking the "edit" button, store owners can modify existing catalogs.
6. If a catalog is no longer needed, the administrator can delete it by clicking the "trash" icon.
7. New catalogs can be added at any time by clicking the "Add new" button.
8. Catalogs can be sorted by clicking the "Sort View" button.

NOTICE: The most efficient way to add a new catalog is to first select the desired language from the left-hand panel and then click the "Add New" button.

Adding or editing catalogs

The process of adding new catalogs is efficient and requires little time, as store owners only need to fill in a few form fields.

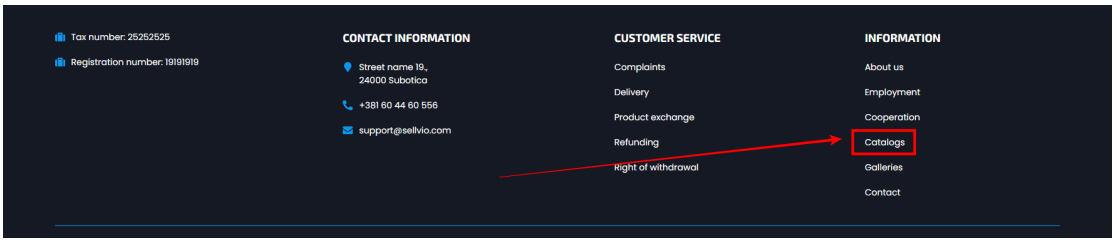


- Name – The name of the catalog as it appears on the store's Catalogs page.
- Language – Catalogs can be added for each active language in the store:
    - If a language is selected from the list before clicking the "Add New" button, the language will be preselected in the dropdown menu.
    - If no language is selected from the list page before clicking the "Add New" button, the dropdown menu will display "All", meaning the catalog will be available in all languages.
    - The dropdown menu value can always be set to "All", making the catalog available in every language.
- Picture – The catalog image displayed on the Catalogs page.
- Document – The catalog document that will be downloaded when the customer clicks on the catalog name or image on the Catalogs page.

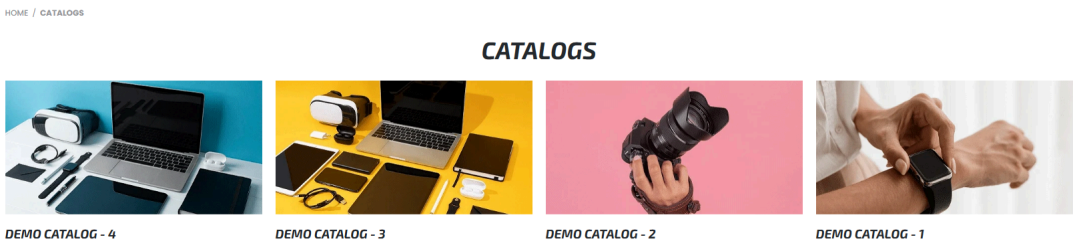
After filling out all fields, simply click the "Submit" or "Submit and Stay" button to save the catalog.

You've added a catalog to your webstore, but how does it look to customers?

To access the dedicated Catalogs page offered by the webstore's Catalogs module, first scroll to the webstore footer, then simply click on the "Catalogs" link.



By following these steps, the customer will be directed to the dedicated Catalogs page, which lists all catalogs created in the administrative interface.



As previously explained, clicking on the catalog image or title initiates the download of the document associated with the catalog, as configured in the administrative interface.

Newsletter (Sidebar → Newsletter & SMS)

Sellvio offers a comprehensive and fully integrated system for efficiently managing subscribers and sending automated newsletters to targeted audiences, all through an intuitive and sophisticated user interface.

Let's delve into how business owners can effectively manage newsletters within Sellvio, unlocking the potential for increased sales growth.

Newsletter groups

Sellvio includes two pre-configured newsletter groups:

- **Regular** – A newsletter group for general-purpose newsletters. When a customer opts to subscribe to the newsletter, their email address is automatically added to this group.
- **Marketing** – This default newsletter group is reserved for marketing purposes. Subscribers are added to this group only if they check the "I want to receive marketing messages to my email" checkbox during the subscription process.

Beyond the default newsletter groups, there is no limit to the number of additional groups that can be created. By adding more newsletter groups, store owners can customize their targeting to align with unique marketing strategies.

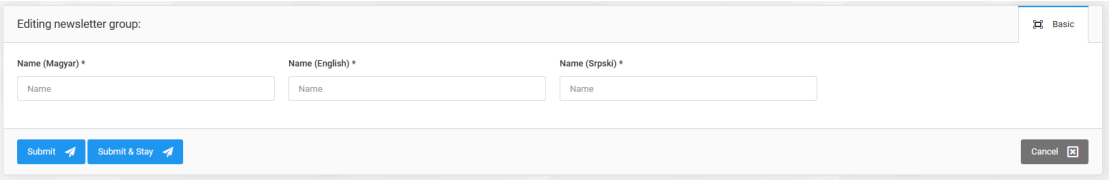
IMPORTANT:

- Subscribers are automatically assigned to the default newsletter groups based on the options they select during the subscription process. For custom groups, whether adding existing or entirely new subscribers, this must be done manually.
- Default newsletter groups cannot be deleted.

1. **Name** – The name of the newsletter group.
2. To search for a newsletter group, simply type its name into the search bar and click the "magnifying glass" icon.
3. By clicking the "edit" button, store owners can modify existing newsletter groups.
4. If a newsletter group is no longer needed, administrators can delete it by clicking the "trash" icon.

5. New newsletter groups can be added at any time by clicking the "Add new" button.

Adding or editing newsletter groups



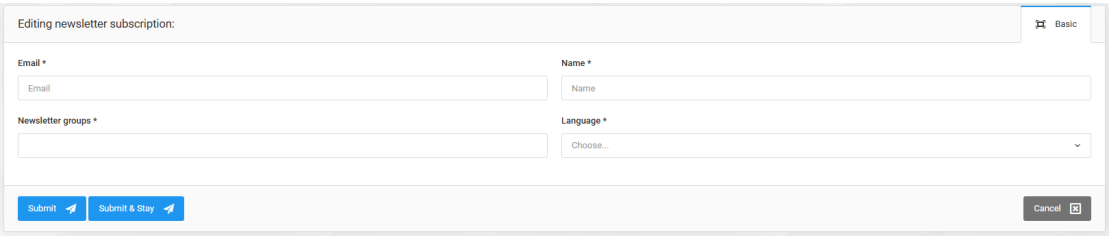
To create a new newsletter group, simply provide its name in all the languages used by the store.

Newsletter subscription

The "Newsletter subscribers" section allows you to manage subscribers and add new ones to your store.

1. Email – The subscriber's email address. Email addresses are the primary means of identifying and tracking newsletter subscribers, eliminating the need for database IDs.
2. Name – The name of the newsletter subscriber.
3. Groups – The newsletter groups associated with the subscriber.
4. To search for a newsletter subscriber, simply enter their name or email address into the search bar and click the "magnifying glass" icon.
5. By clicking the "edit" button, store owners can modify existing newsletter subscribers.
6. Clicking the "trash" icon removes the subscriber from the newsletter list.
7. New subscribers can be added at any time by clicking the "Add New" button.

Adding or editing newsletter subscribers



- **Email** – The email address of the subscriber.
- **Name** – The name of the subscriber.
- **Newsletter groups** – The newsletter groups to which the subscriber is connected. A single subscriber can be assigned to an unlimited number of newsletter groups.
- **Language** – The language in which the subscriber wishes to receive the newsletter.

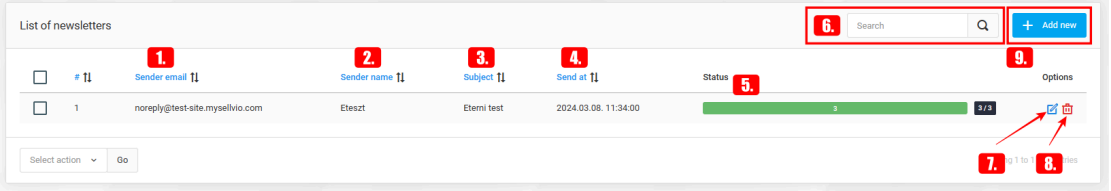
Once the newsletter groups have been created and subscribers added, you can begin the process of creating and distributing newsletters to specific target audiences.

Newsletters

Creating newsletters within Sellvio is a user-friendly and straightforward process.

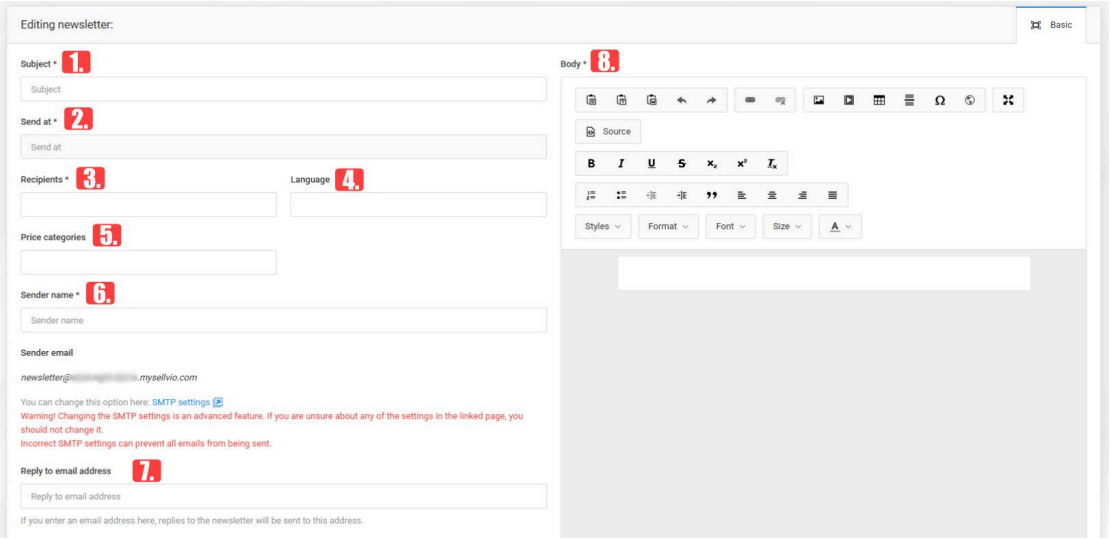
Newsletter management is highly flexible, allowing users to send them to predefined groups.

Additionally, newsletters can be scheduled in advance for specific dates and times, streamlining the execution of pre-configured marketing campaigns.



1. **Sender email** – The email address from which the newsletter will be sent.
2. **Sender name** – The name of the sender.
3. **Subject** – A short, descriptive text that appears in the newsletter's subject line.
4. **Send at** – The exact date and time when the newsletter will be sent to the specified groups or individual email addresses.
5. **Status** – A progress indicator showing the number of emails sent compared to the total number of emails to be sent.
6. To search for a newsletter, simply enter its subject in the search bar and click the "magnifying glass" icon.
7. By clicking the "edit" button, store owners can modify existing newsletters.
8. If a newsletter is no longer needed, store owners can delete it by clicking the "trash" icon.
9. New newsletters can be created at any time by clicking the "Add new" button.

Adding or editing newsletters



1. **Subject** – A short, descriptive text that appears in the newsletter's subject line, usually related to the newsletter campaign.
2. **Send at** – The specific date and time when the newsletter will be sent to recipients. This feature enables the execution of well-organized, pre-scheduled email newsletter campaigns.
3. **Recipients** – The list of groups to whom the newsletter will be delivered. This field also includes test email addresses used to test the newsletter before sending it to recipient groups.
4. **Language** – This field defines the language of the newsletter. The newsletter will only be delivered to recipients within newsletter groups that speak the same language.
5. **Pricing categories** – Allows recipients to be selected based on their pricing classification, such as wholesale, retail, or individual pricing categories.
6. **Sender name** – The name associated with the sender's email address.
7. **Reply to email address** – The address to which recipients can send their reply messages in response to the newsletter.
8. **Body** – The content of the newsletter. Using the built-in text editor, store owners can easily create engaging newsletters.

Advanced users can create specialized newsletters in dedicated applications and then transfer their source code into the system. This can be done by selecting the "Source" button in the built-in text editor and pasting the newsletter's source code.

IMPORTANT: Test email addresses can be added to the system through the General Settings administration page, as described in earlier sections of the documentation.

Mail & SMS services

Under this menu, the operation and configuration of email and SMS services are identical to those described in the Marketing solutions section.

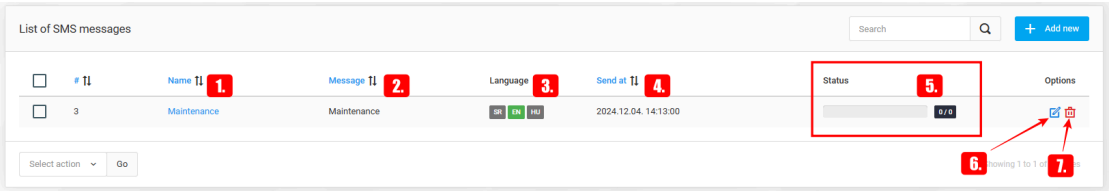
SMS messages

The administration page allows the webstore owner to schedule and send pre-planned SMS messages.

Accessible from the sidebar under Newsletter & SMS → SMS Messages.

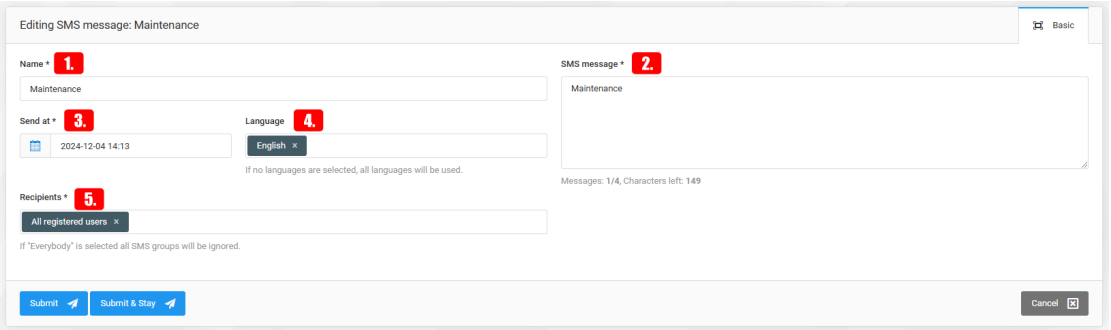
Messages sent from this section are strictly informational (e.g., scheduled maintenance, public service announcements, etc.) and cannot be used for marketing purposes. Messages are sent between 9:00 AM and 8:00 PM.

Important: This service requires integration with an external SMS delivery system supported by Sellvio.



1. **Name** – A short identifier for the message, helping administrators understand its content.
2. **Message** – The detailed description or body of the SMS message.
3. **Language** – Indicates the languages in which the message will be sent.
4. **Send at** – The scheduled time for the message to be sent, as determined by the administrator.
5. **Status** – Displays the number of messages sent out compared to the total intended recipients.
6. **Edi**t – Allows editing of the message settings.
7. **Delete** – Enables deletion of the message. Messages deleted before their scheduled time will not be sent.

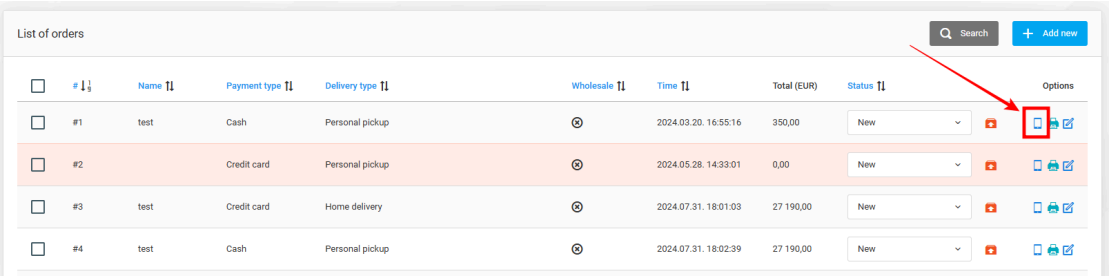
Adding and editing SMS messages



1. **Name** – This field contains a short identifier for the message, added by administrators for easier organization.
2. **SMS message** – This field contains the actual message that will be sent out.
3. **Send at** – This field allows administrators to specify the date and time when the message should be sent.
4. **Language** – Use this option to select the languages in which the message will be sent (multiple options can be selected).
5. **Recipients** – Specify who will receive the SMS message (multiple options can be selected).

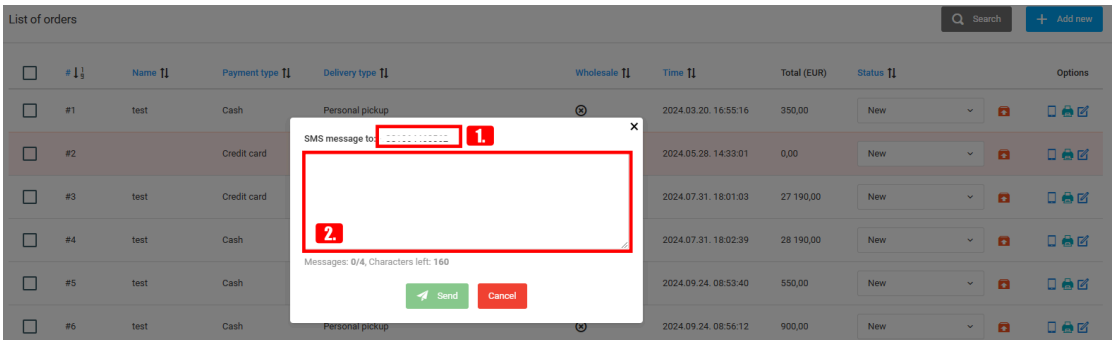
Sending Messages from the Orders Module

Once an external SMS delivery system (supported by Sellvio) has been successfully integrated into your webstore, the option to send SMS messages will also become available under the Webstore → Orders menu in the Actions column.



This option will appear as a small phone icon.

Clicking the phone icon opens a pop-up window, where you can send a personalized SMS message to the order's customer.



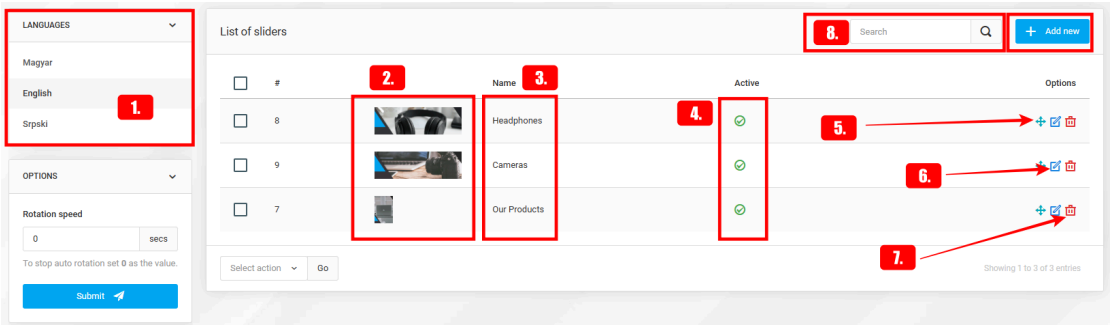
1. Phone Number – Displays the phone number provided during the order placement.
2. Message – This field allows you to enter the text message you wish to send.

Ad management

Do you have an exclusive seasonal promotion or want to promote an upcoming addition to your store's collection?
Sellvio provides a convenient way for customers to manage advertisements displayed on their store's website. The platform includes two pre-configured ad formats: carousels and banners.

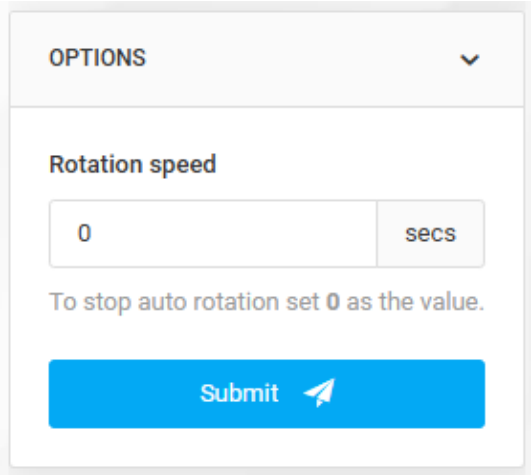
Sliders and their editing

Every Sellvio theme includes a unique slider section at the top of the homepage. The Sliders Administration page allows store owners to create and edit the sliders displayed on the homepage.

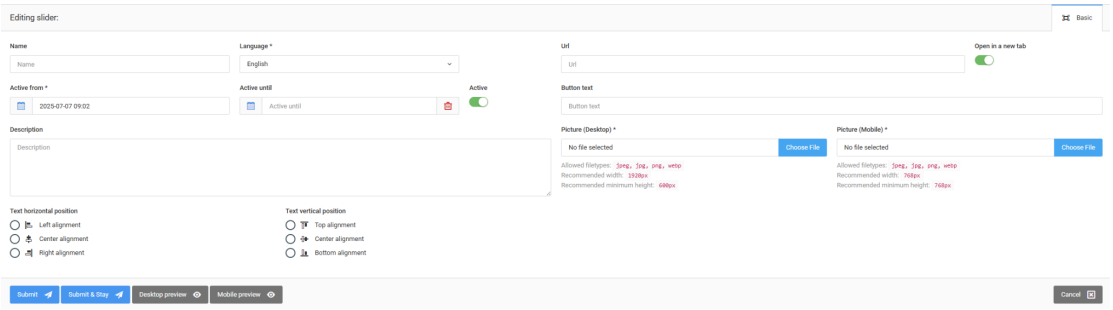


1. **Language** – To filter sliders by language, click on the desired language in the sidebar.
2. **Slider Image** – The first column displays a thumbnail of the slider image.
3. **Name** – The name of the slider. This also serves as the title that customers see on the homepage slider.
4. **Active** – Indicates whether the slider is enabled or disabled. Disabled items will not appear on the homepage.
5. Sliders can be manually reordered by clicking and dragging the "arrows" icon. The sliders will appear on the homepage slider in the order set by the administrator on the administration screen. Disabled items are naturally excluded.
6. By clicking the "edit" button, store owners can modify existing slider items.
7. If a slider is no longer needed, store owners can delete it by clicking the "trash" icon.
8. To search for a slider, simply enter its name in the search bar and click the "magnifying glass" icon.
9. New sliders can be created at any time by clicking the "Add new" button

In addition, it is possible to configure the automatic rotation of the slider, which can be done in the Actions Sidebar. If "0" is entered in the field, automatic rotation is disabled. For other numerical values, automatic rotation is activated. For example, if "5" is entered in the field, the slider will rotate every 5 seconds.



Adding and Editing Sliders



- **Name** – The name of the slider. This name also serves as the title visible to customers on the slider on the homepage.
- **Language** – Sliders can be added for every active language.
    - If a language is selected from the list before clicking the "Add New" button, the selected language will be pre-selected in the dropdown menu.
    - If no language is selected before clicking the "Add New" button, the dropdown menu will display "All", meaning the slider will be available in all languages.
    - The dropdown value can be set to "All" at any time, making the slider available in all languages.
- **Active** (enabled by default) – Determines whether the slider is enabled or disabled. Disabled items will not appear on the homepage.
- **Open in a new tab** – We can choose whether the given link opens in a new tab or on the current page we are on.
- **Description** – Refers to the paragraph text displayed on the slider.
- **URL and button text** – The "Button Text" is the text displayed on the slider button, and the "URL" is the web address customers are redirected to when clicking the button.
- **Image (Desktop) and image (Mobile)** – Each slider must have separate images for desktop and mobile devices, serving as the slider's background images.

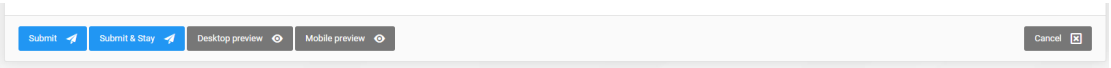
- **Text horizontal position** – The title, description, and button can be horizontally aligned to the left, right, or center of the slider.
- **Text vertical position** – Additionally, the title, description, and button can be vertically aligned to the top, bottom, or center of the slider.

The system allows for the scheduling and customization of the display of sliders, banners, and information bars. Users can define the start and end times for specific advertisements to be active on the website. This feature provides flexible campaign and promotion management through automated scheduling, enabling precise timing for content display. The scheduling options are available on the administrative list page, making it easier for webshop owners to utilize these tools.

Sliders cropping and preview

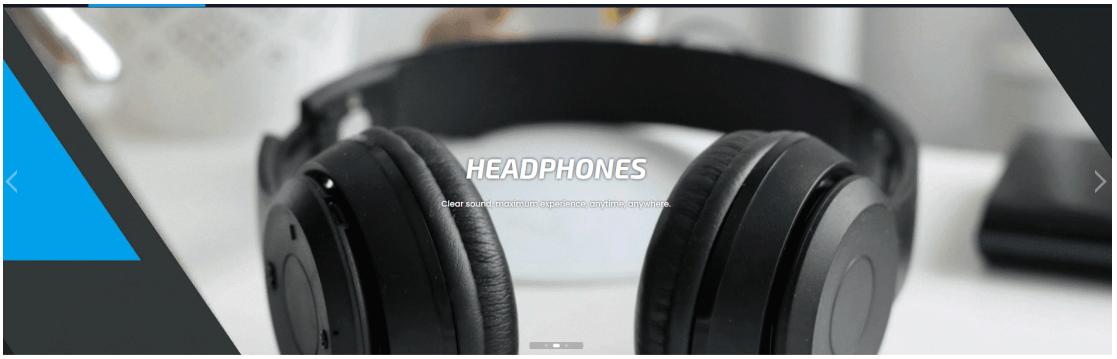
Both image upload fields provide administrators with the ability to customize slider images using Sellvio's integrated image cropping feature. Find out more about cropping uploaded images.

Store owners can preview the slider on both desktop and mobile devices before publishing by clicking the "Desktop Preview" or "Mobile Preview" button at the bottom of the slider creation form.



How do these sliders appear on desktop and mobile devices?

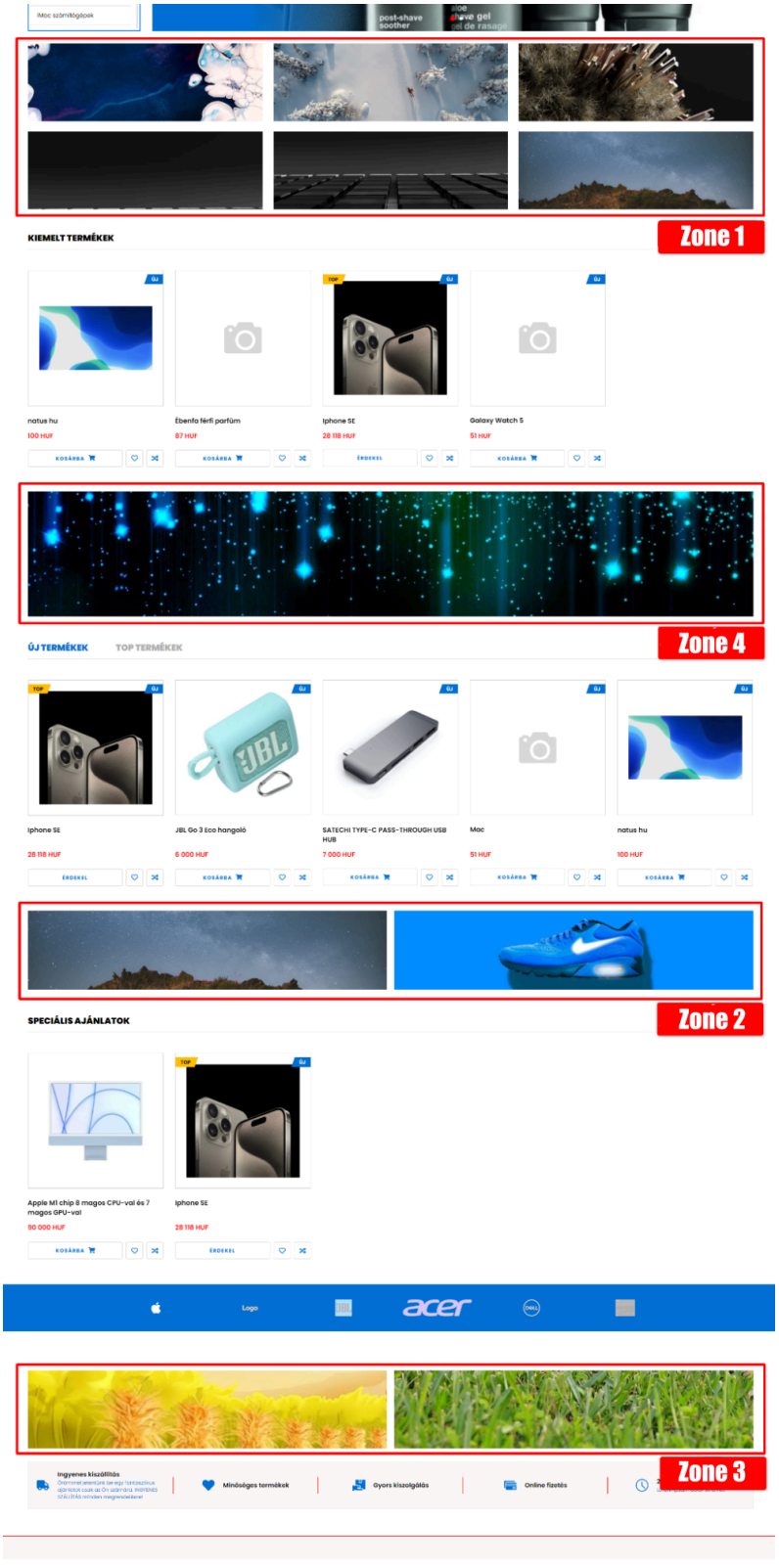
In the previous section, we provided a comprehensive explanation of how to create sliders. Now, let’s look at an example of how a slider appears in the webshop.



Completed slider on a desktop device

Banners (Ad positions) on the homepage

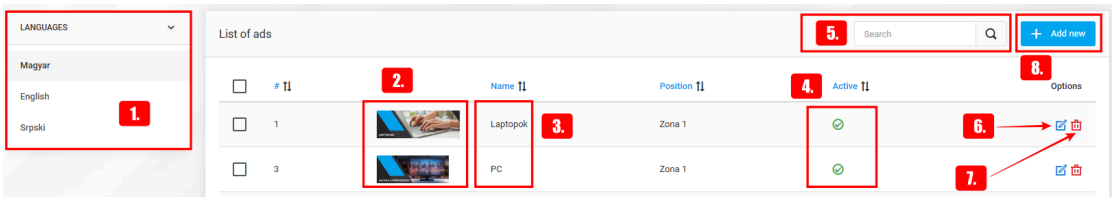
Sellvio also provides the option to display targeted banners (ad positions) on the homepage, helping store owners promote their products, advertise discounts, and boost sales.



Every Sellvio theme includes four banner (ad position) zones. While the vertical placement of these zones may vary depending on the theme, as shown in the screenshot above, they all function in the same way.

Here's an overview of the different banners (ad positions) offered by Sellvio:

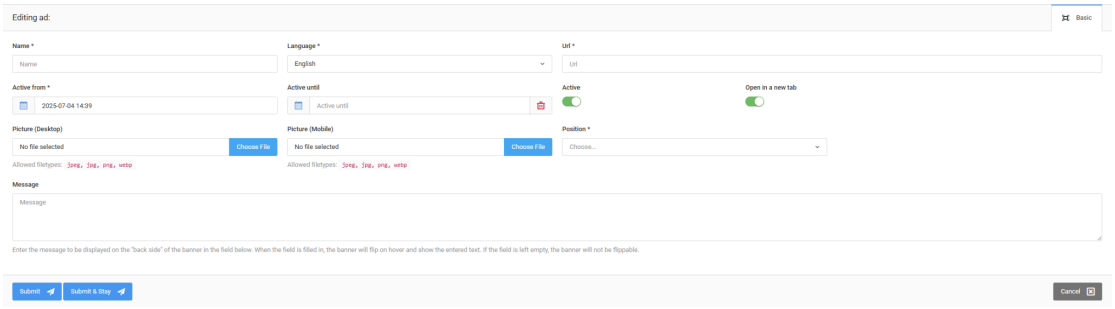
- **Zone 1** – The first banner zone displays two or three smaller ads in a row, depending on the selected theme. If more than two or three ads are added to this zone, the additional banners will automatically create new rows. There is no specific limit to the number of banners that can be added to this zone.
- **Zones 2 and 3** – The second and third banner zones are designed to display two ads at a time. If more than two ads are added to these zones, additional banners will not appear in multiple rows. Instead, Sellvio will randomly display two ads from the zone with each page load.
- **Zone 4** – The fourth banner zone displays a full-width ad. If more than one ad is added to this zone, additional banners will not be arranged in multiple rows. Instead, Sellvio will rotate the banners, randomly displaying different ads assigned to this zone with each page load.



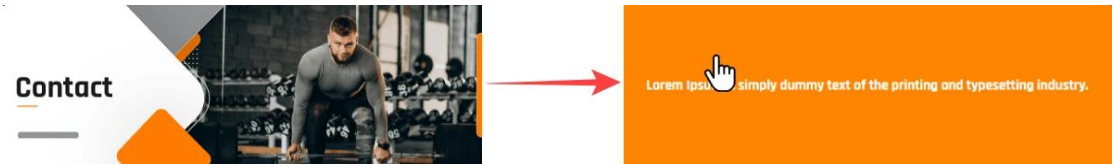
Banners (Ad Positions) categorized by language

1. **Language** – To filter banners by language, click on the desired language in the sidebar.
2. **Banner image** – The first column displays a thumbnail of the banner image.
3. **Name** – The name of the banner.
4. **Active** – Indicates whether the banner is enabled or disabled. Disabled ads will not appear in the assigned zone.
5. To search for a banner (ad position), simply enter its name in the search bar and click the "magnifying glass" icon.
6. By clicking the "edit" button, store owners can modify existing banners (ad positions).
7. If a banner (ad position) is no longer needed, store owners can delete it by clicking the "trash" icon.
8. New banners (ad positions) can be created at any time by clicking the "Add new" button.

Adding and editing banners (Ad positions)



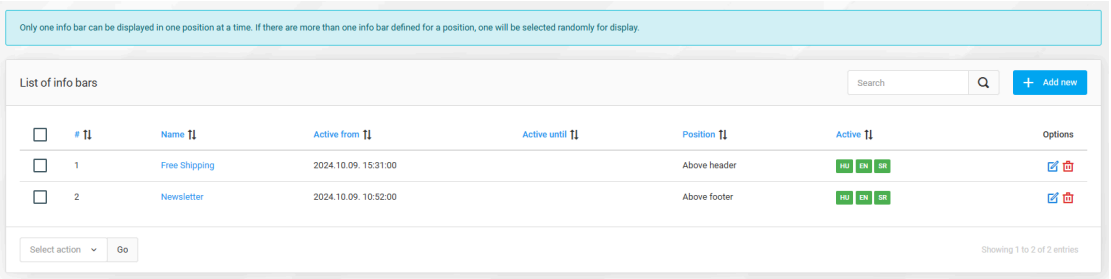
- **Name** – The name of the banner (ad position). Administrators will be able to identify ads by their name on the ad list page, as previously demonstrated.
- **Language** – Banner (ad position) advertisements can be added for each active language in the webshop:
    - If a language is selected from the list before clicking the "Add New" button, the selected language will be pre-selected in the dropdown menu.
    - If no language is selected from the list before clicking the "Add New" button, the dropdown menu will display "All", meaning the ad will be available in all languages.
    - The dropdown value can be set to "All" at any time, making the ad accessible in all languages.
- **URL** – No ad is complete without a specific web address for customers to visit when clicking on it. In this field, administrators can enter the URL where the banner (ad position) will direct customers. This could be a blog post, a specific product category, or any URL the store owners wish to promote.
- **Position** – Using the position dropdown menu, store owners can specify in which of the four banner (ad position) zones they want the ad to appear. Selecting a banner zone also changes the size requirements for the two image upload fields: Image (Desktop) and Image (Mobile).
- **Image (Desktop) and Image (Mobile)** – Each banner must have separate images for desktop and mobile devices. Both image fields allow administrators to customize ads using Sellvio's integrated image cropping feature. Find out more about cropping uploaded images.
- **Active** (enabled by default) – This option toggles the banner (ad position) on or off. Disabled banners will not appear in the ad zone they are assigned to.
- **Open in a new tab** – We can choose whether the given link opens in a new tab or on the current page we are on.
- **Message** – Here you can enter a description that will appear when the banner flips. If no message is added, the banner will not flip.



The system allows for the scheduling and customization of the display of sliders, banners, and information bars. Users can define the start and end times for specific advertisements to be active on the website. This feature provides flexible campaign and promotion management through automated scheduling, enabling precise timing for content display. The scheduling options are available on the administrative list page, making it easier for webshop owners to utilize these tools.

Information Bars

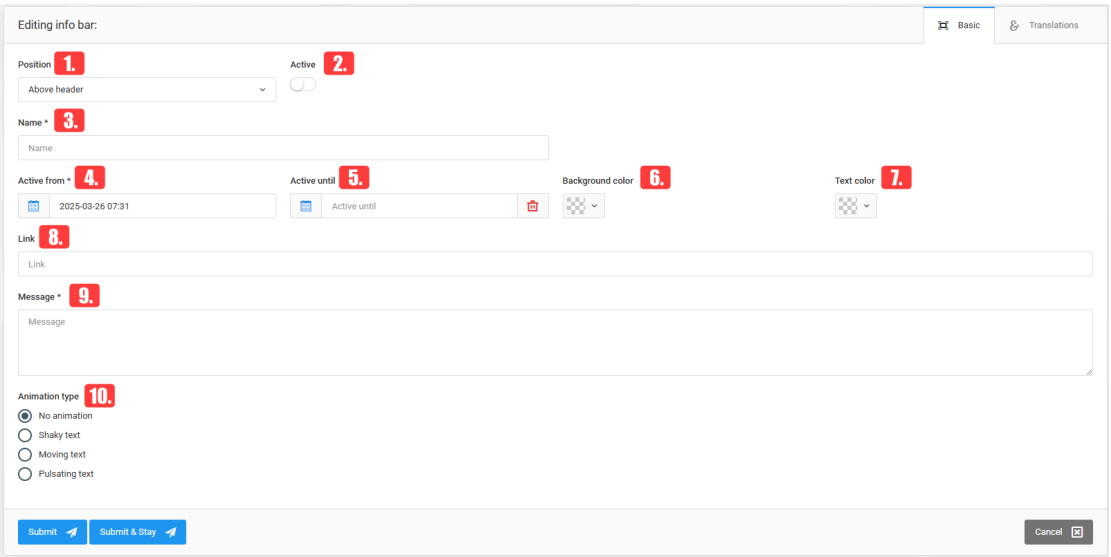
In Sellvio, webstore administrators can create information bars to share various types of information with their users.



When adding an information bar, note that only one item can appear in a given position at a time. If multiple items are assigned to the same position, the system will randomly select one to display on the website.

The list displays the title of the information bars, their visibility period, the position name, and the language in which the bar will appear. Additionally, standard Edit and Delete buttons are available in each row for managing information bars.

Adding and editing information bars



1. **Position** – This field specifies the position of the information bar on the website.
2. **Active** (enabled by default) – Determines whether the information bar is enabled or disabled. Disabled bars will not appear on the website.
3. **Name** – The name of the bar, used for identification purposes (not displayed on the website).
4. **Active from** – The date and time when the bar will begin appearing on the website.
5. **Active until** – The date and time until which the bar will remain visible on the website.
6. **Background color** – If left blank, the background of the information bar will adapt to the theme colors. If a color is selected, it will become the background color of the information bar.
7. **Text color** – If left blank, the text color of the information bar will adapt to the theme colors. If a color is selected, it will be used for the text displayed in the information bar.
8. **Link** – Adding a link makes the information bar clickable, redirecting users to a specified subpage or external page.
9. **Message** – The text that will appear within the information bar.
10. Animation type - You can choose to display the text in the bar as static or with various animation effects:

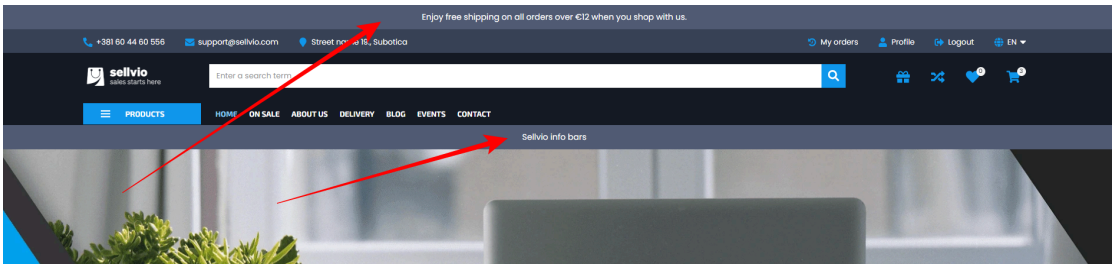
- No animation – the text appears unchanged and stationary.
- Vibrating text – the text occasionally moves side to side.
- Scrolling text – the text continuously moves from right to left.
- Pulsing text – the text fades out and reappears, creating a pulsing effect.

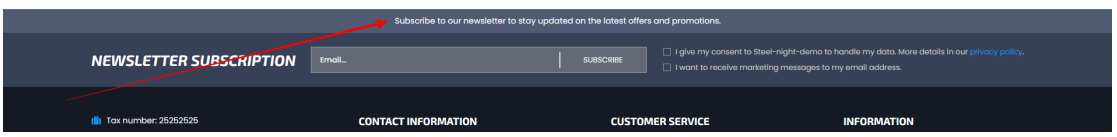
Currently, there are 3 information bar positions:

- **Above header** – This is always visible.
- **Below header** – This is visible only until the user scrolls down the page.
- **Above hooter**– This becomes visible when the user scrolls to the footer.

Information bars will, by default, adapt to the theme of the webstore.

Where users will see information bars:



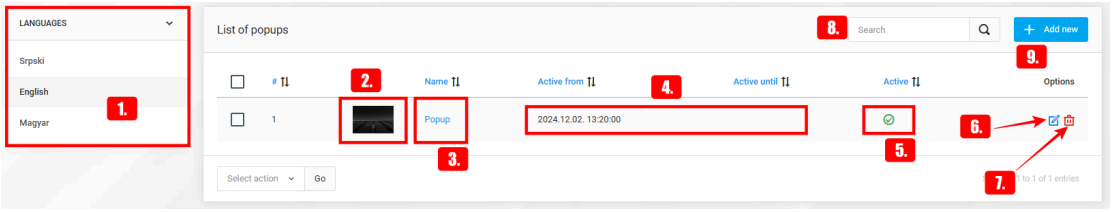


Pop-ups

In Sellvio, webstore administrators can create pop-ups to share various types of information with their users. Pop-ups are also highly effective tools for capturing visitors' attention and boosting engagement.

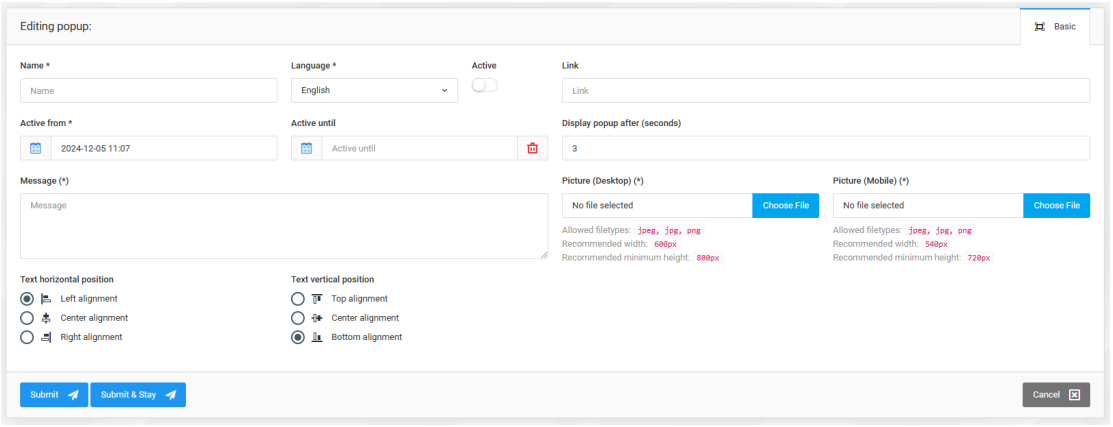
Pop-ups are among the most powerful tools available for grabbing visitors' attention and enhancing interaction on a website.

These windows, which automatically appear on the user's screen, can serve multiple purposes, such as showcasing special offers or communicating important messages.



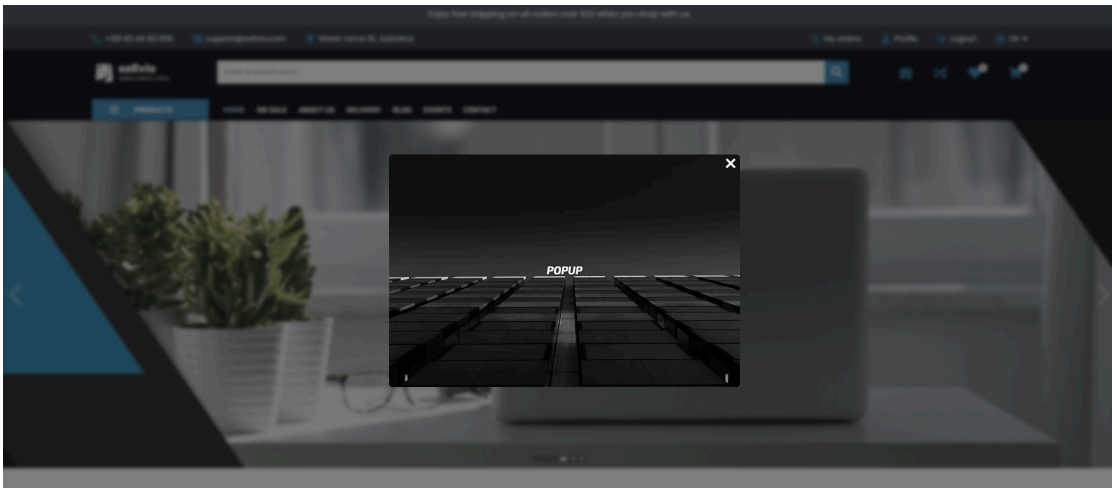
Pop-ups categorized by language

1. **Language** – To filter pop-ups by language, click on the desired language in the sidebar.
2. **Pop-up image** – The first column displays a thumbnail of the pop-up image.
3. **Name** – The name of the pop-up.
4. **Active from and Active until** – The pop-up will be displayed to customers between these two dates and times.
5. **Active** – Determines whether the pop-up is enabled or disabled. Disabled items will not appear on the homepage.
6. By clicking the "edit" button, store owners can modify existing pop-up elements.
7. If a pop-up is no longer needed, store owners can delete it by clicking the "trash" icon.
8. To search for a pop-up, simply enter its name in the search bar and click the "magnifying glass" icon.
9. New pop-ups can be created at any time by clicking the "Add new" button.

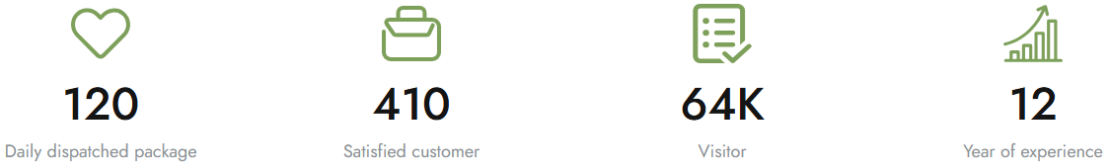


- **Name** – The name of the pop-up.
- **Language** – Pop-ups can be added for each active language.
    - If a language is selected from the list before clicking the "Add New" button, that language will be preselected in the dropdown menu.
    - If no language is selected before clicking the "Add New" button, the dropdown menu will display "All", meaning the pop-up will be available in all languages.
    - The dropdown value can be set to "All" at any time, making the pop-up available in all languages.
- **Active** (enabled by default) – Determines whether the pop-up is enabled or disabled. Disabled items will not appear on the homepage.
- **Active from and Active until** – Specifies the time period during which the pop-up will be displayed to customers. The Active From field is mandatory, while Active Until is optional. If no value is provided for Active Until, the pop-up will remain visible until it is deleted.
- **Message** – The message displayed within the pop-up.
- **Display pop-up after (Seconds)** – The pop-up will appear after the page has loaded. The exact timing is determined by the value entered in this field. The default value is 3, meaning the pop-up will appear 3 seconds after the page loads.
- **URL** – The web address to which customers are redirected when clicking on the pop-up.
- **Picture (Desktop) and Picture (Mobile)** – Each pop-up must have separate images for desktop and mobile devices, serving as the background for the pop-up.
- **Text horizontal position** – The title, description, and button can be horizontally aligned to the left, right, or center of the pop-up.
- **Text vertical position** – Additionally, the title, description, and button can be vertically aligned to the top, bottom, or center of the pop-up.

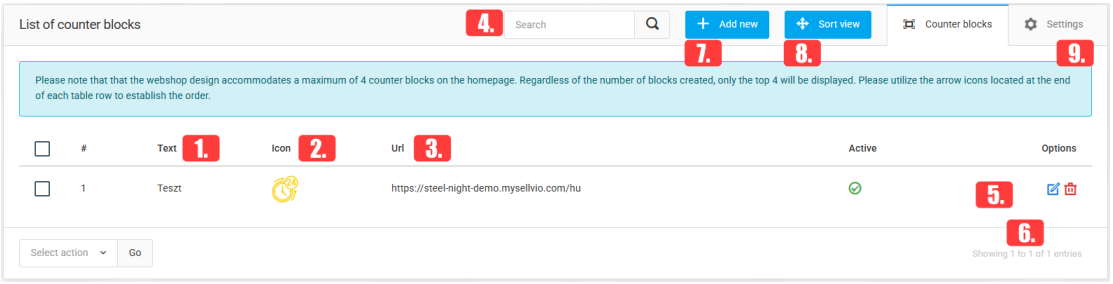
The pop-up will appear to users as follows:



List of counter blocks



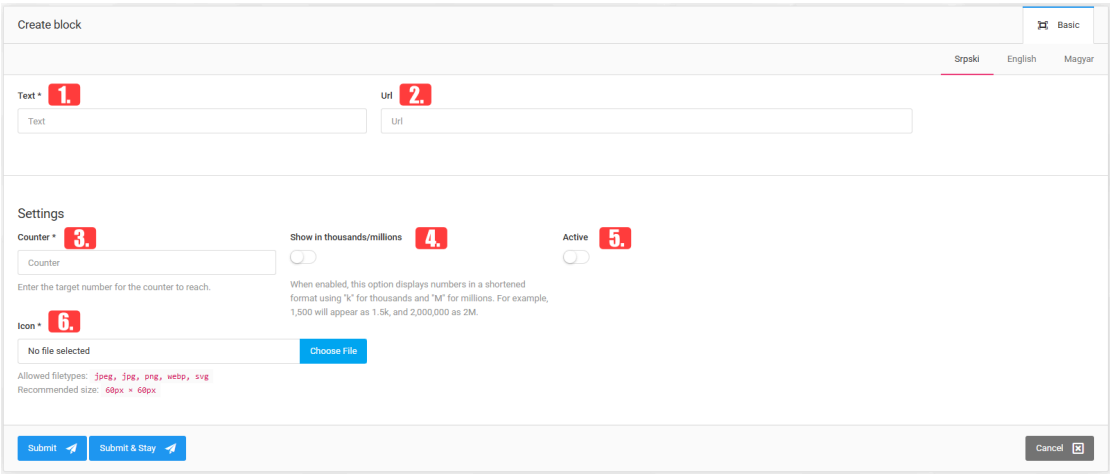
A unique counter module can be added to the homepage for each theme, allowing important statistical data or results to be highlighted. The module is fully customizable, enabling you to set any background, icons, texts, and numbers as desired.



1. Text – A short description of the icon. This text appears below the counter value.
2. Icon – The image file to be displayed as the icon.
3. URL – You can specify a URL that the counter should link to when clicked.
4. To search for a counter by name, simply enter its name in the search bar and click the magnifying glass icon.
5. By clicking the "Edit" button, store owners can modify existing counters.
6. If a counter is no longer needed, store owners can delete it by clicking the "Trash" button.
7. New counters can be created at any time by clicking the "Add New" button.
8. You can switch between Sorting View and List View – In Sorting View, you can change the order of the counters to define how they appear on the homepage.
9. Under the Settings tab, a background image can be set for the counter.

Creating a Counter Block

A block section can be displayed on the homepage, containing up to 4 icons along with their corresponding descriptions.



1. **Description** – A short description of the icon. This text appears below the counter value.
2. **URL** – You can specify a URL that the counter should link to.
3. **Counter** – The maximum value of the counter.
4. **Display in thousands/millions** – This option can be turned on or off, depending on how you want the value to be displayed.
5. **Active** (enabled by default) – Indicates whether the counter is visible to store visitors. Inactive counters are not shown to customers.
6. **Icon** – The image file to be displayed as the icon.

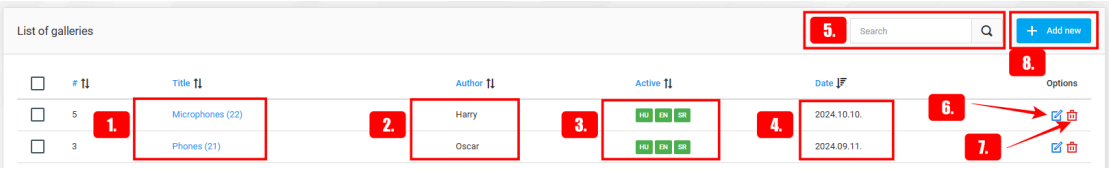
Galleries and their management

While Sellvio allows images to be attached to nearly any type of content (such as articles or products), it also includes a dedicated Galleries Module, complete with a specialized gallery page that lists and displays all galleries added to the system.

Galleries and their required translations can be created for all languages used in the webstore.

Let’s explore in detail how to manage galleries using the Galleries Module and how they appear in the webshop.

To access the Galleries Module, navigate to Galleries → Galleries from the left sidebar.



1. **Title** – The title of the gallery, which also serves as the gallery name on the dedicated gallery page.
2. **Author** – The creator of the photos included in the gallery.
3. **Active** – The indicator in the Active column provides administrators with a quick overview of which languages the gallery is currently active for among the supported store languages. A gallery can only be activated for a language if it has a translation available for that language.
    - **Gray Color** – Indicates the gallery is not active for the specified language. It will not be visible to customers viewing the webstore in that language.
    - **Green Color** – Indicates the gallery is active for the specified language. It will be listed and accessible to customers viewing the webstore in that language.
4. **Date** – The publishing date of the gallery.
5. To find a gallery, simply enter its title in the search bar and click the "magnifying glass" icon.
6. Store owners can modify existing galleries by clicking the "edit" button.
7. If a gallery is no longer needed, store owners can delete it by clicking the "trash" icon.
8. New galleries can be created at any time by clicking the "Add New" button.

Galleries are sorted by date by default.

At the bottom of the gallery list page, administrators can manually reorder galleries by clicking the "Sort manually" button. They can do this by clicking and dragging the "arrows" icon at the end of each list entry.

IMPORTANT: When using manual sorting, if a large number of albums (200+) need to be displayed, the list loading time may significantly increase.

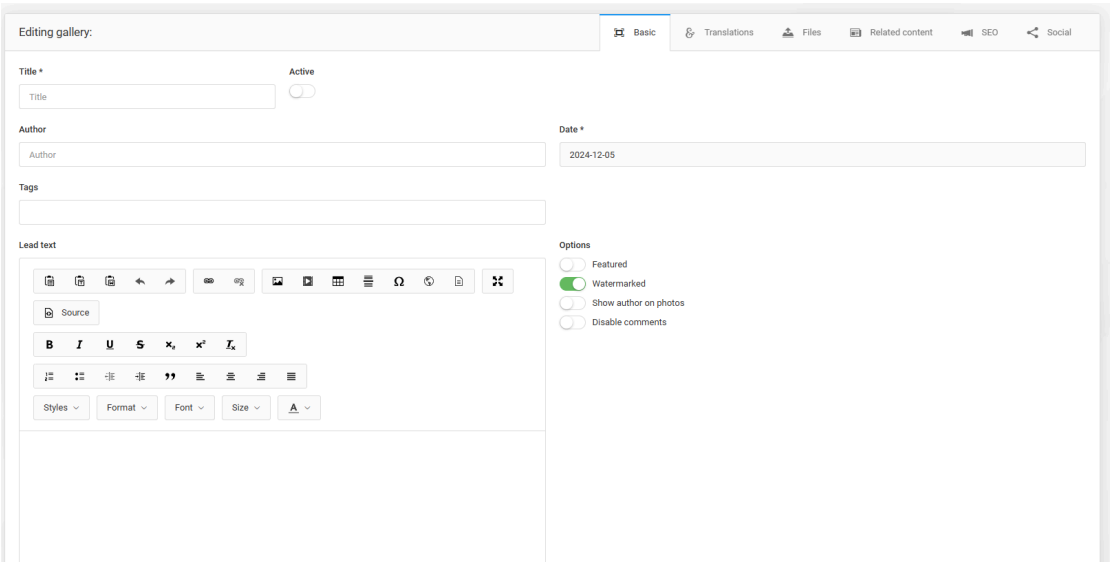
As mentioned earlier, administrators can easily create new galleries by clicking the "Add New" button in the top-right corner of the Galleries Administration page.

Unlike previous content types, galleries offer a broader range of settings that can be configured across multiple tabs.

Let’s go through each tab to see how administrators can set up a new gallery:

General Tab

On the General tab, administrators can configure the basic information required for the gallery.

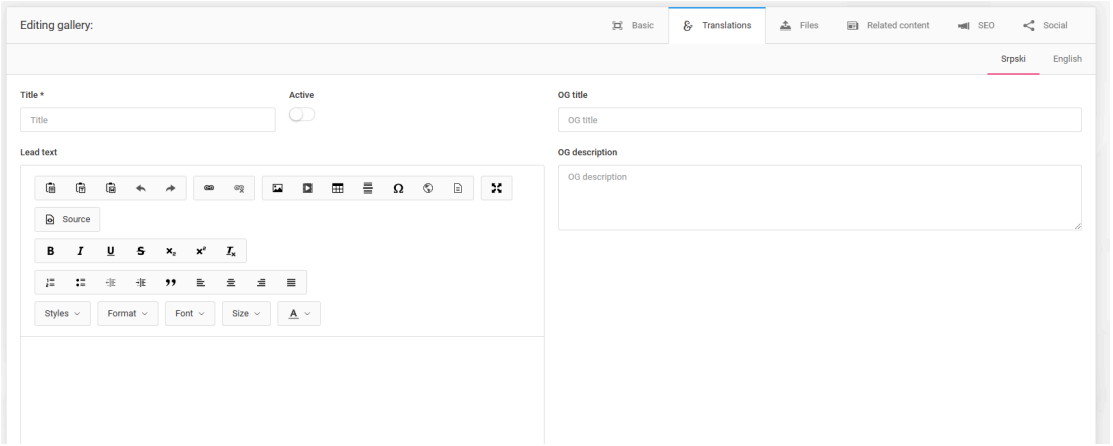


- **Title** – The title of the gallery in the store’s default language. This serves as the gallery name on the dedicated gallery page.
- **Active** (enabled by default) – This control determines whether the gallery is accessible in the default language. Deactivated galleries are not available to customers and do not appear on the gallery page.
- **Author** – The creator of the photos included in the gallery.
- **Date** – Refers to the publishing date of the gallery.

- **Tags** – Galleries are one of the content types that can have tags assigned. Tags previously created in Settings → Tags can be linked to galleries, and administrators can also create new tags. Tags added to galleries will also appear on the Tags Administration page.
- **Lead text** – Administrators can insert a short paragraph providing brief information about the gallery. This text appears below the gallery title on the gallery details page for customers.
- **Options** – Galleries offer options that affect the information displayed to customers:
    - **Featured** – Adds a distinctive label to the gallery on the gallery list page, drawing customers' attention to it.
    - **Watermark** – If enabled, the store logo will be applied as a watermark to all images in the gallery. Store logo settings were previously discussed in Settings → General Settings.
    - **Show author on photos** – When enabled, the author's name will be overlaid on images, visible to customers browsing the gallery in image viewer mode.
    - **Disable comments** – Galleries are one of the content types in Sellvio that allow customers to add comments. Disabling comments removes the comments section from the gallery details page.
- **Regenerate files** – This button allows administrators to regenerate the images associated with the gallery. This function may be needed in the following cases:
    - **After changing the site logo** – If watermarks are enabled, Sellvio automatically adds the store logo as a watermark to gallery images. After changing the store logo, the button can regenerate gallery images with the new logo.
    - **After disabling the watermark** – The button can regenerate gallery images without the watermark after it has been disabled.

Translations Tab

The Translations tab allows administrators to create translations for the gallery in all active languages used in the webstore. This step is essential before the gallery can be activated.

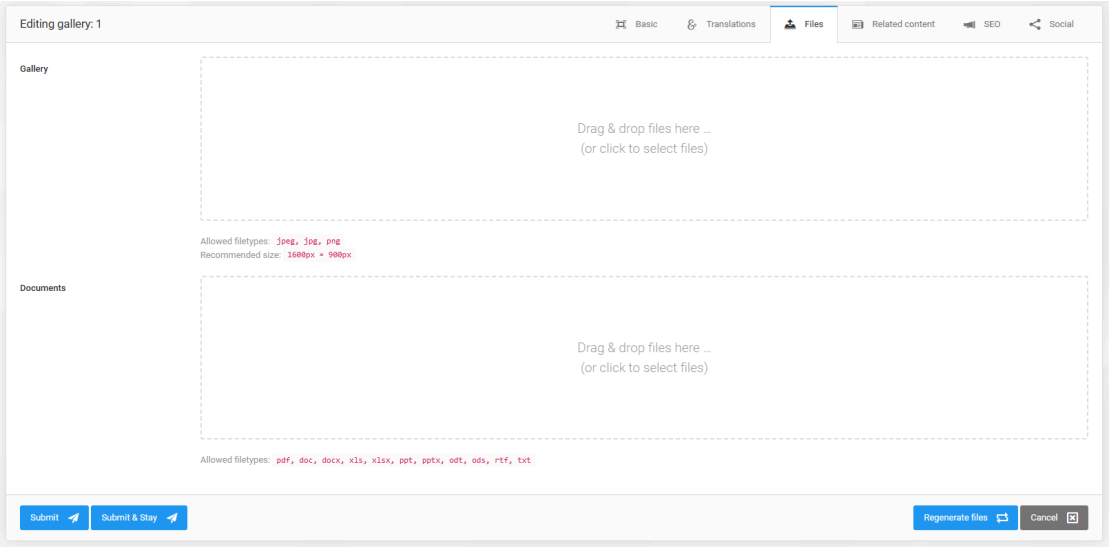


- **Title** – The gallery title for the selected language.
- **Lead text** – Administrators can insert a short paragraph in the selected language to provide concise information about the gallery. This functions the same way as it does for the default language.
- **Active** (enabled by default) – This setting determines whether the gallery is available in the selected language. If disabled, the gallery will not be accessible or displayed in that language.
- **OG title** – The page title that appears when the gallery is shared. This helps control how the title is displayed on social platforms, making it more user-friendly and appealing to an online audience.
- **OG description** – The gallery description that appears when the page is shared on social platforms.

Files Tab

The Files Tab is where the real magic happens, as it is used to upload and manage the actual images for the gallery.

Before adding images or files to a new gallery, you must first save it.



The Files Tab contains two multi-file upload fields: one for adding images to the gallery and another for uploading accompanying documents:

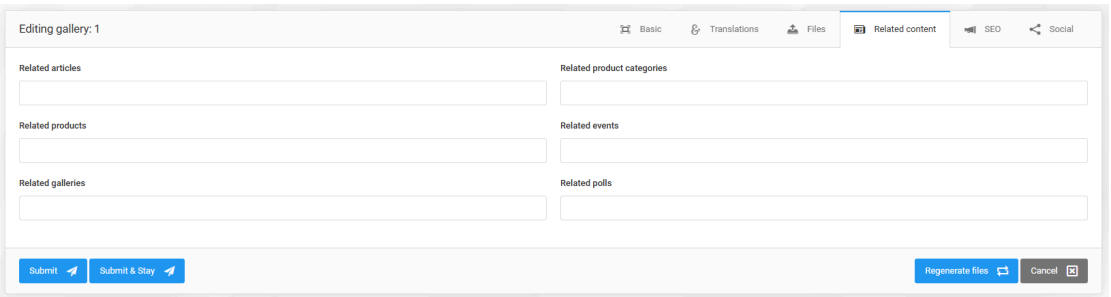
- **Gallery field** – This field allows you to upload multiple images to the gallery. The images uploaded here will serve as the gallery's main visuals. For a comprehensive explanation of how to use multi-image upload fields in Sellvio, refer to this article.
- **Documents field** – This field enables administrators to upload accompanying documents to a gallery. All uploaded documents will appear as downloadable files on the gallery details page. For detailed guidance on using multi-file upload fields in Sellvio, please refer to this article.

Related content

In Sellvio, administrators can associate related content with specific content types, such as galleries.

All related content types appear below the gallery's content in their designated sections.

Explore the various types of content that can be added as related content:



- **Related articles** – Text-based articles, such as news or blog posts. To add an article as related content, simply use the input field to search for the article by title, then click on the desired article from the dropdown results. There is no limit to the number of articles that can be added.
- **Related product categories** – Administrators can add related products from specific product categories by searching for the category name and clicking the desired product category. There is no limit to the number of product categories that can be added.
- **Related products** – Products can be added in the same way as product categories by searching for a specific product by name and adding it with a single click from the results. There is no limit to the number of products that can be associated.
- **Related events** – While Sellvio provides a comprehensive structure and module for managing events, an event can also be designated as related content once added to the system. Additionally, there is no limit to the number of related events that can be associated.
- **Related galleries** – Galleries can also be linked as related content, with no limit to the number of galleries that can be assigned.
- **Related polls** – Polls are the only type of content that can only be embedded as related content since they do not have standalone pages. Nevertheless, as with other related content, there is no limit to the number of polls that can be assigned to a single gallery.

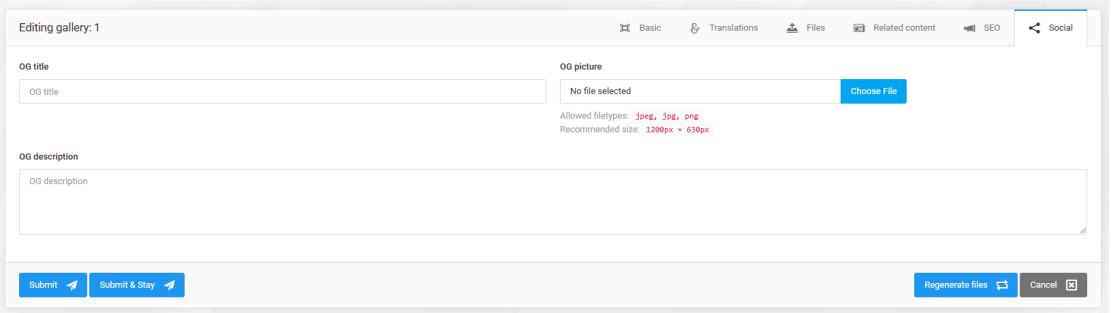
SEO Tab

Sellvio provides the ability to perform in-depth SEO optimization for specific content types, such as articles, pages, galleries, and products. For a detailed explanation of the various SEO options and how to make full use of them, please refer to the following article.

Sharing Tab

We have already encountered some sharing settings on the Translations Tab.

On the dedicated Sharing Tab, store owners can configure the Open Graph (OG) settings for the gallery in the store's primary language. OG data helps control how the page information is displayed when shared on social platforms.



- **OG title** – The title of the page that appears when the page is shared. It helps control how the title is displayed on social platforms, making it more user-friendly and appealing to the online audience.
- **OG description** – The gallery description that appears when the page is shared.
- **OG picture** – The image that appears alongside the OG Title and OG Description when the content is shared on social media. This image can only be configured for the store's primary language. When a gallery is shared on social media, the same image will be used across all languages.

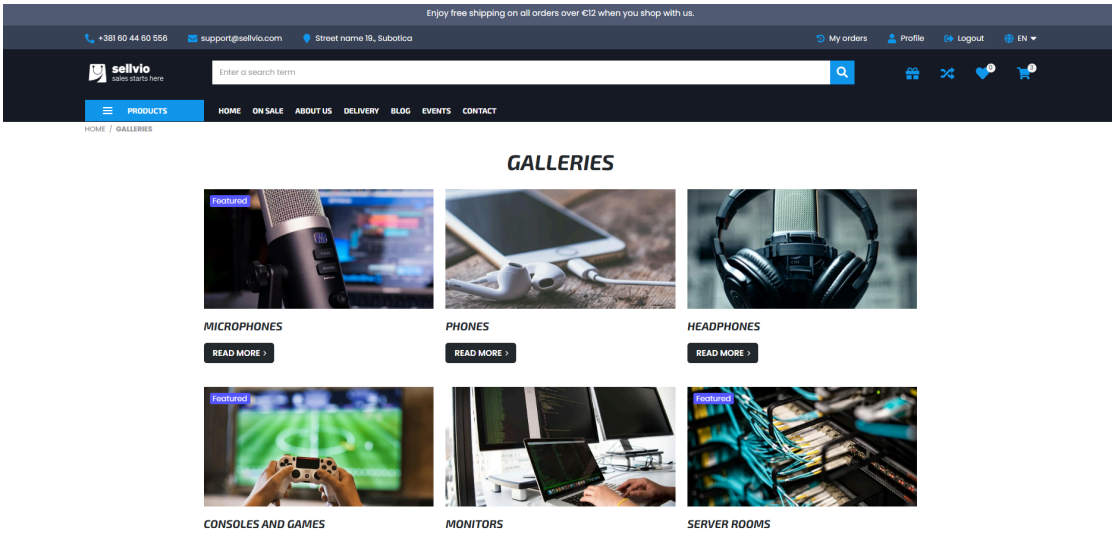
Comments

Galleries are one of the three content types that allow customers to leave comments.

Comments on a gallery can be accessed in the administration sidebar under Galleries → Comments.

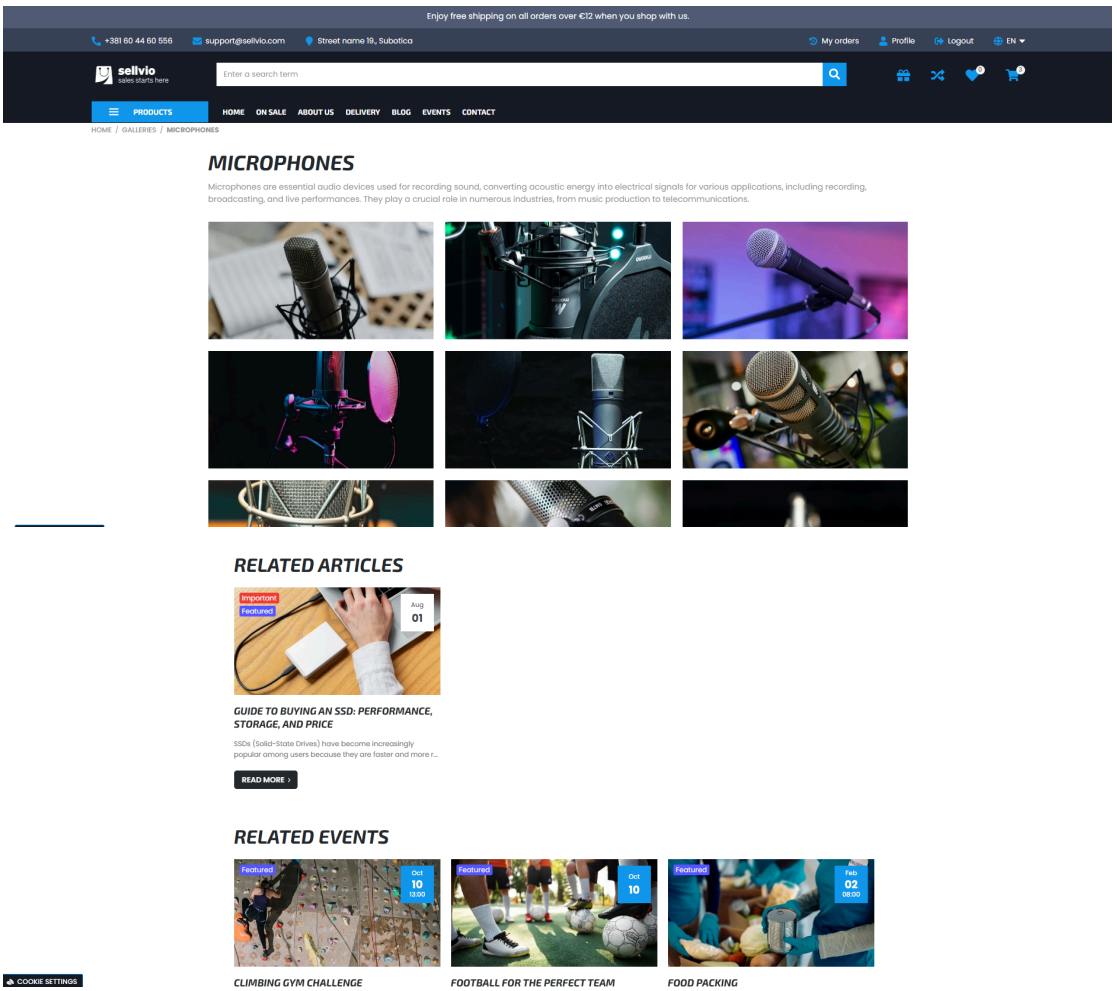
For a comprehensive guide to managing comments in Sellvio, see the following article.

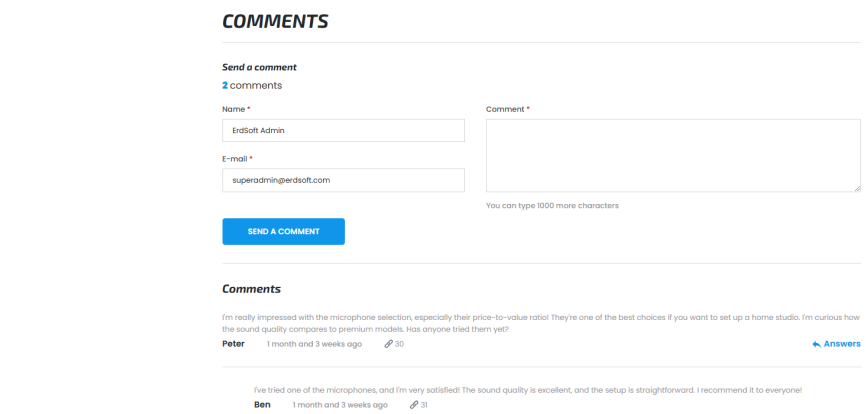
How do galleries appear to customers on the webshop?



On the dedicated Galleries listing page, all active galleries for the currently selected language are displayed.

Customers can access the gallery details by clicking on the gallery's main image or title




COMMENTS
Send a comment
2 comments
Name *
ErdSoft Admin
E-mail *
superadmin@erdsoft.com
Comment *
You can type 1000 more characters
SEND A COMMENT
Comments
I'm really impressed with the microphone selection, especially their price-to-value ratio! They're one of the best choices if you want to set up a home studio. I'm curious how the sound quality compares to premium models. Has anyone tried them yet?
Peter
1 month and 3 weeks ago
30
Answers
I've tried one of the microphones, and I'm very satisfied! The sound quality is excellent, and the setup is straightforward. I recommend it to everyone!
Ben
1 month and 3 weeks ago
31

Control (Sidebar → Control)

In the case of Sellvio, just like with other e-commerce systems, the primary focus is on the products, as they are the most important elements.

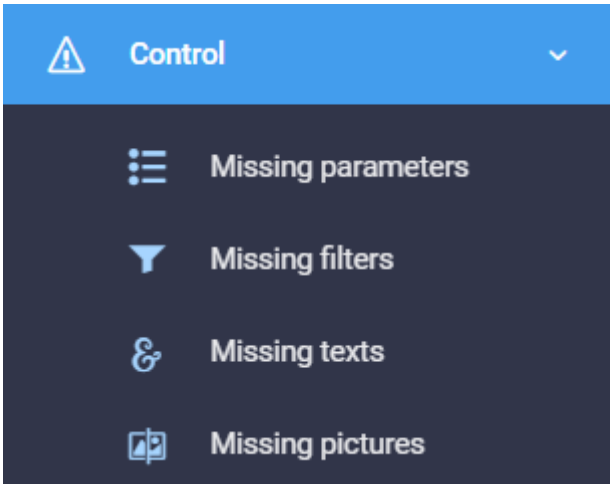
To optimize sales, store owners must ensure that their products are properly configured and have the necessary translations to make the online store accessible in multiple languages. However, as online stores expand and more products are added to the system, it becomes increasingly challenging to verify that every product is configured correctly.

Compared to other e-commerce systems, Sellvio simplifies this process by helping store owners quickly identify missing settings and translations.

Administrators can review their products based on the following criteria:

- Missing parameters - Check if any product in the store is missing one or more parameters.
- Missing filters - Verify if any product in the store lacks a filter.
- Missing translations - Ensure that translations are not missing for any product in the store.
- Missing images – checks if any product in the web store is missing an image.

All these checks can be accessed from the Control section in the administrative sidebar.



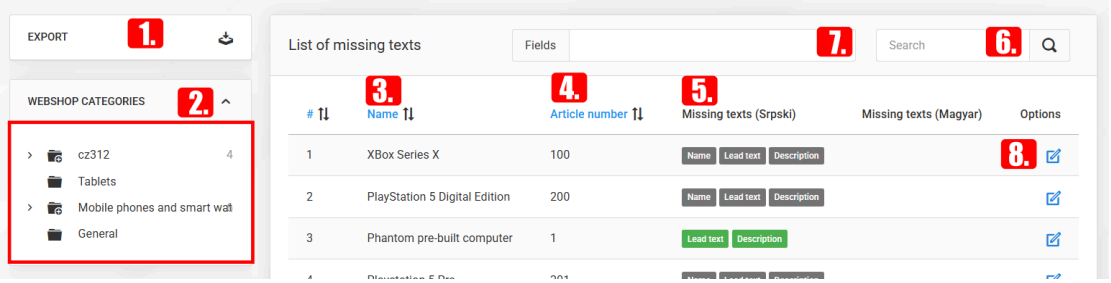
Missing translations

In multilingual webstores, it is essential that all products are translated into every language supported by the store. This ensures a seamless shopping experience and makes all necessary information accessible in every language.

The Missing Translations administration screen helps store owners efficiently identify required fields that have not been translated into all available languages in the webstore.

Unlike the Missing Parameters and Missing Filters management screens, products remain listed even after all their fields have been translated.

Let’s take a closer look at how administrators can identify which fields of a product are missing translations:



1. **Export** – This function allows you to download the data of products with missing translations.
2. **Webshop categories** – The webstore categories sidebar lists all existing product categories in the system, allowing administrators to navigate and select the specific category where they want to validate their products. Upon selecting a category, the table automatically displays the products belonging to that category.
3. **Name** – The name of the product.
4. **Article number** – The product's Stock Keeping Unit number.
5. **Missing translations (*language*)** – This column displays all fields of the product that lack a translation in the specified language. Based on its contents, it can represent three different states:
    - **Empty column** – All fields of the product have been translated.
    - **Gray labels in the column** – The listed fields are untranslated, and the product is not yet activated in the specified language
    - **Green labels in the column** – The product is activated in the specified language, but the listed fields are still missing translations.
6. To search for a product, simply type its name into the search bar and click the "magnifying glass" icon.
7. Multiple selection field, allows filtering the product list based on specific fields that lack translations.
8. The "Edit" button provides quick access to the product settings page, which opens in a new browser tab for convenient adjustments.

Missing filters

The Missing filters administration screen helps webstore owners efficiently identify filters that have not been assigned to products within specific product categories.

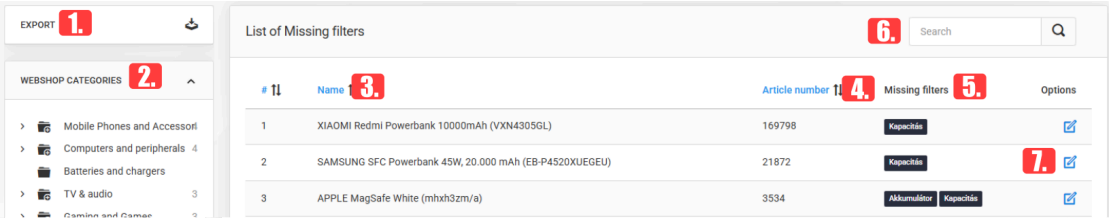
In a previous section, we discussed what filters are and how to use them. For a quick overview, please refer to the Webstore Filters subsection in the Settings chapter.

The Missing Filters administration screen aids webstore owners in pinpointing unassigned filters for products in specific categories.

Properly configuring all filters is crucial to allow customers to easily narrow down products within a category while shopping on the webstore.

If a product does not appear in the table, that's a good sign—it means all filters for the selected product category have been configured for that product.

Let’s take a closer look at how this process works:



1. **Export** – this function allows you to download data of products missing a filter.
2. **Webshop categories** – The webstore categories sidebar lists all existing product categories in the system, allowing administrators to navigate and select the specific category where they want to validate their products. Upon selecting a category, the table automatically displays the products belonging to that category.
3. **Name** – The name of the product.
4. **Article number** – The product's Stock keeping unit number.
5. **Missing filters** – This column lists all filters associated with the selected product category that have not yet been assigned to the product.
6. To search for a product, simply type its name into the search bar and click the "magnifying glass" icon.
7. The "Edit" button provides quick access to the product settings page, which opens in a new browser ta

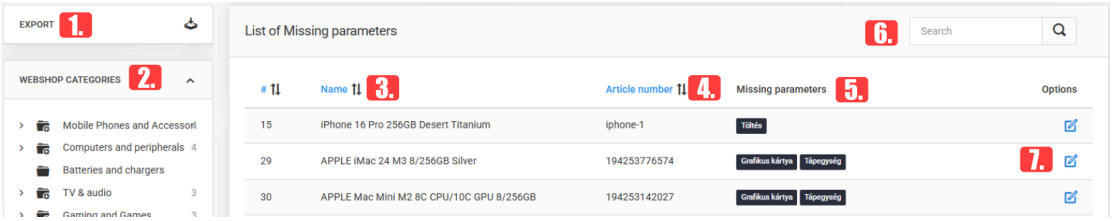
Missing parameters

In a previous section, we discussed what parameters are and how to use them. For a quick overview, please refer to the Webstore Parameters subsection in the Settings chapter.

The Missing Parameters administration screen helps webstore owners efficiently identify unassigned parameters for products within specific product categories.

If a product does not appear in the table, that's a good sign—it means all parameters for the selected product category have been configured for that product.

Let’s take a closer look at how this process works:



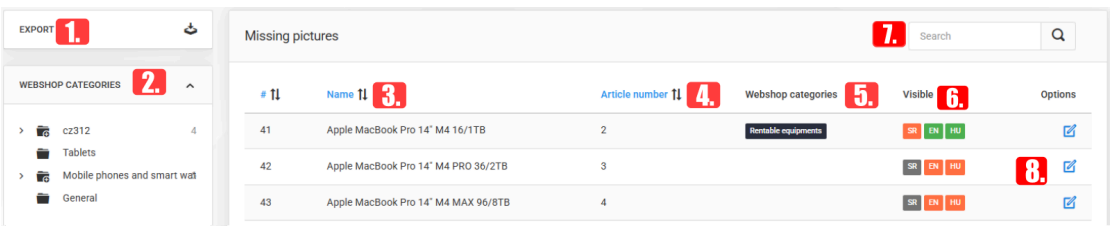
1. **Export** – this function allows you to download data of products with missing parameters.
2. **Webshop categories** – The webstore categories sidebar lists all existing product categories in the system, allowing administrators to navigate and select the specific category where they want to review their products. Upon selecting a category, the table automatically displays the products belonging to that category.
3. **Name** – The name of the product.
4. **Article number** – The product's Stock Keeping Unit number.
5. **Missing parameters** – This column lists parameters associated with the selected product category that have not yet been assigned to the product.
6. To search for a product, simply type its name into the search bar and click the "magnifying glass" icon.
7. The "Edit" button provides quick access to the product settings page, which opens in a new browser tab for convenient adjustments.

Missing pictures

A product image often plays a crucial role in determining whether a product sells itself or not. However, as inventory expands, it becomes increasingly challenging to track every item and ensure it is equipped with the necessary images. The "Missing Images" administration interface allows store owners to easily monitor which products still lack images.

On the Missing pictures administration page, only products that do not have any images will be displayed.

Let’s take a closer look at how store owners can identify which products lack images:



1. **Export** – this function allows you to download data of products without images.
2. **Webshop categories**: Lists all product categories available in the system, allowing administrators to navigate and select the specific category in which they want to validate their products. Upon selecting a category, the table automatically displays the products within that category.
3. **Name**: The name of the product.
4. **Article number**: The product's SKU number.
5. **Webshop categories**: Lists all product categories to which the product belongs.
6. **Visibility**: Provides feedback on which languages the product is active:
    a. **Green**: The product is available to customers in the respective language.
    b. **Grey**: The product is not available to customers in the respective language.
7. **Search**: To search for a product, simply enter its name in the search bar and click the "magnifying glass" icon.
8. **Edit button**: Provides quick access to the product's settings page, opening in a new browser tab for convenient adjustments.

Events (Sidebar → Events)

The Sellvio Events module allows store owners to showcase their upcoming events on their website.

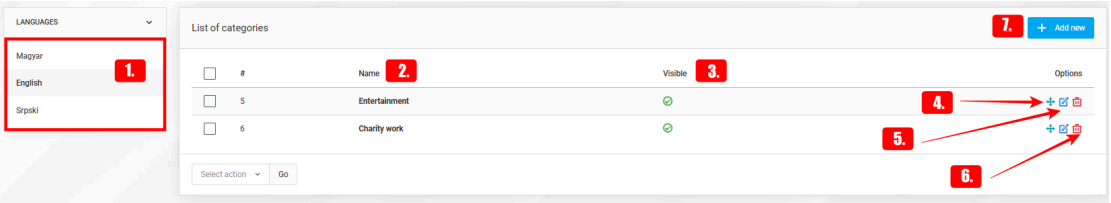
Similar to the Galleries module, the Events module includes a dedicated event listing page. The Events page can be accessed via the header navigation menu.

NOTE: The "Events" menu item will only appear in the header navigation if there are upcoming events planned for the future.

Event categories

Unlike galleries, events can be categorized.

Event categories can be accessed via the left sidebar under Events → Categories.

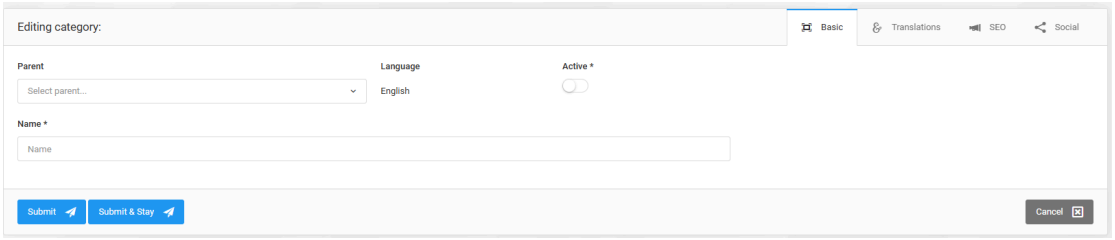


1. **Languages** - Event categories can be created for each language used in the store. The languages listed in the Languages panel function as subcategories. It is important to note that categories created in English only, for instance, will not be visible in the store if a customer switches the store language to Hungarian.
2. **Name** - The name of the event category.
3. **Visible** - Indicates whether the category is active or inactive. Inactive categories will not be visible to store customers.
4. Categories can be manually sorted by clicking and dragging the "arrows" icon. Subcategories can only be sorted within the level they belong to.
5. Store owners can modify existing categories by clicking the "Edit" button.
6. If a category is no longer needed, store owners can delete it by clicking the "Trash" button.
7. New event categories can be created at any time by clicking the "Add New" button.

Adding or editing event categories

Creating new event categories in Sellvio is a straightforward process that requires just a few simple steps:

General Tab



- **Name** - The name serves a dual purpose, as it is used both in the administrative interface and as the display name for store customers.
- **Parent Category** - Specifies the parent category for a subcategory. To create a new top-level category, simply leave this field empty.
- **Language** - Categories can be created for each language active in the online store. The language is automatically set to the one selected on the listing page before clicking the "Add New" button.
- **Active** (enabled by default) - Determines whether the category is visible to store customers.

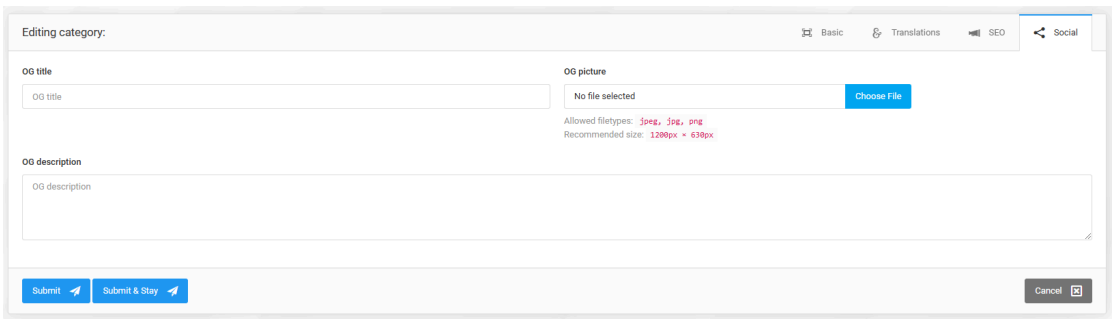
Once all required fields (marked with an asterisk) are filled out, the event category can be saved by clicking the Submit or Submit and Stay button.

SEO Tab

Sellvio provides settings for in-depth SEO optimization for each content type and category. A comprehensive explanation of the various SEO settings and how to use them can be found here.

Sharing Tab

Under the dedicated Sharing tab, store owners can configure Open Graph (OG) settings for the language of the category.



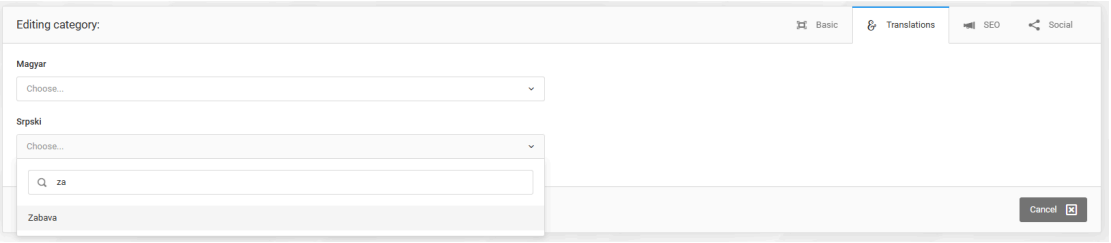
- **OG Title** - The category title that appears when the category is shared. It helps control how the page title is displayed on social platforms, making it more user-friendly and appealing to an online audience.
- **OG Description** - The category description that appears when the page is shared.
- **OG picture** - The image that appears alongside the OG Title and OG Description when content is shared on social media. This image can only be configured for the store's primary language. When a gallery is shared on social media, the same image is used across all languages.

After filling out all required fields (marked with an asterisk), the event category can be saved by clicking the Submit or Submit and Stay button.

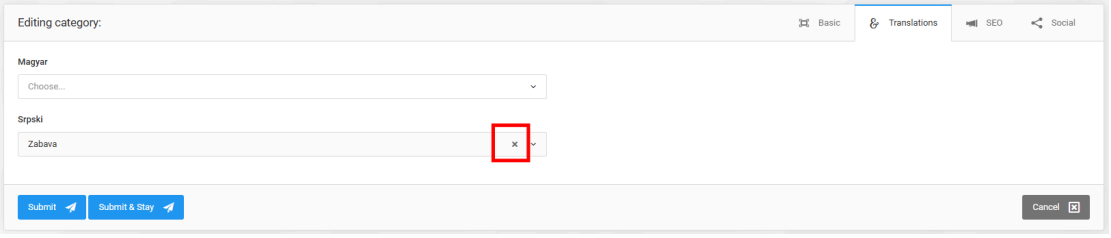
Translations Tab

Although event categories are created separately for each language, administrators can link categories and specify which category serves as the translation of another on the Translations tab.

This ensures that when customers are browsing a category and switch the store's language, instead of being redirected to the homepage, they are redirected to the linked category in the newly selected language.



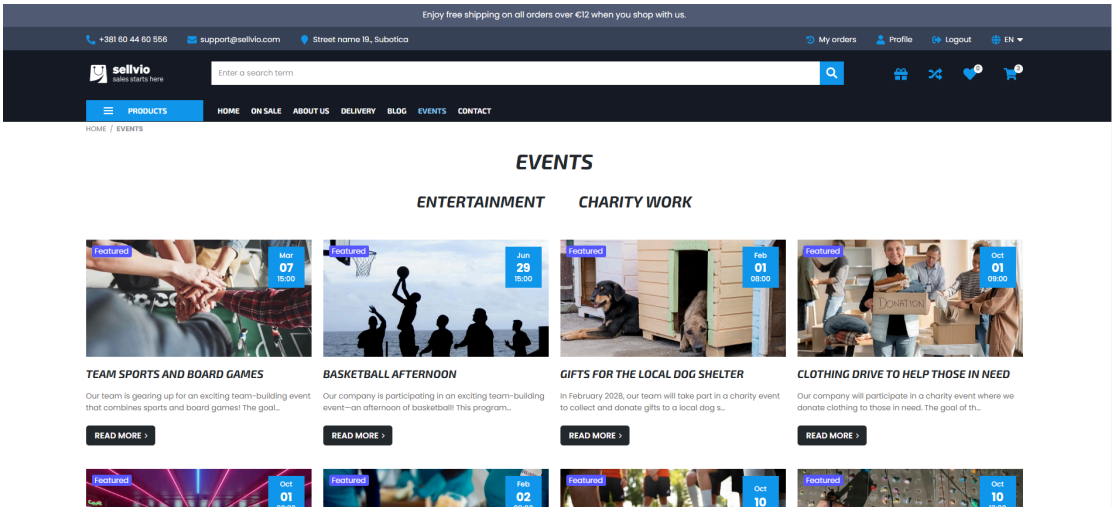
To assign a translation to the edited event category, click on one of the automatically populated language fields and start typing. Once the results appear, click on the event category you wish to assign as the translation.



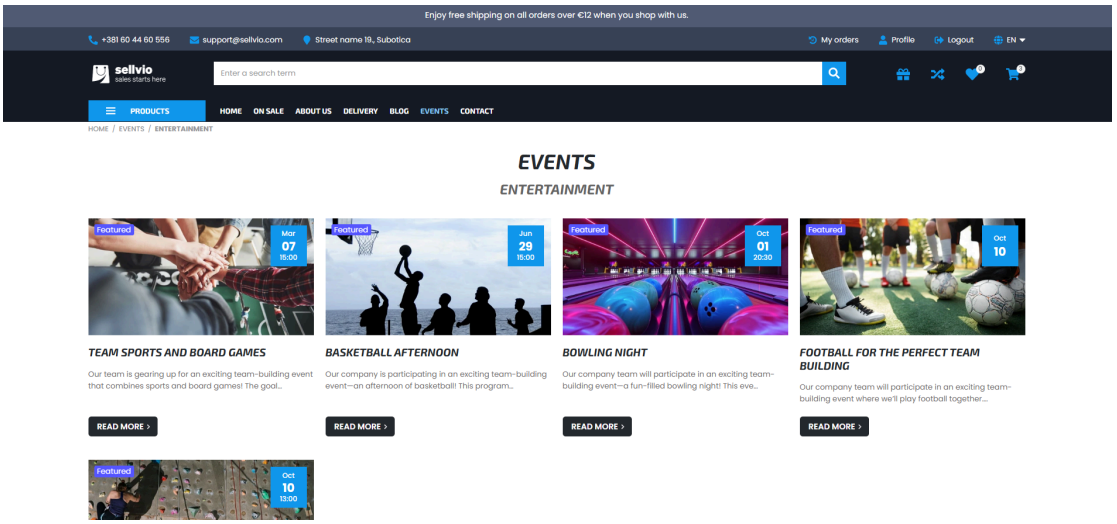
To unlink event categories (remove a translation in one language), simply click the small "X" button at the end of the field.

Always remember to click the Submit or Submit & Stay button after making any changes to the category.

How event categories appear to store customers



Events page - Displaying the top-level category



Events page - Displaying subcategories within the main category

Events and event categories

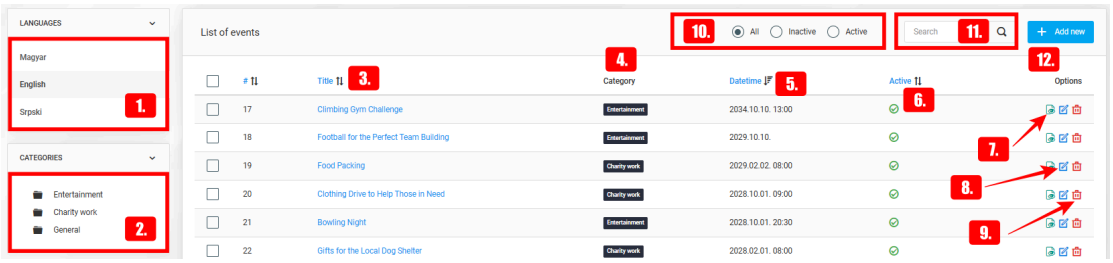
We present how store owners can create events and assign them to event categories.

Events are directly linked to a specific language. If an event needs to be created for all supported store languages, the same event must be created for each language and linked together as translations, similar to how categories are interconnected.

First, navigate to the Events Administration Page, which can be accessed via the Events → Events menu in the administration sidebar.

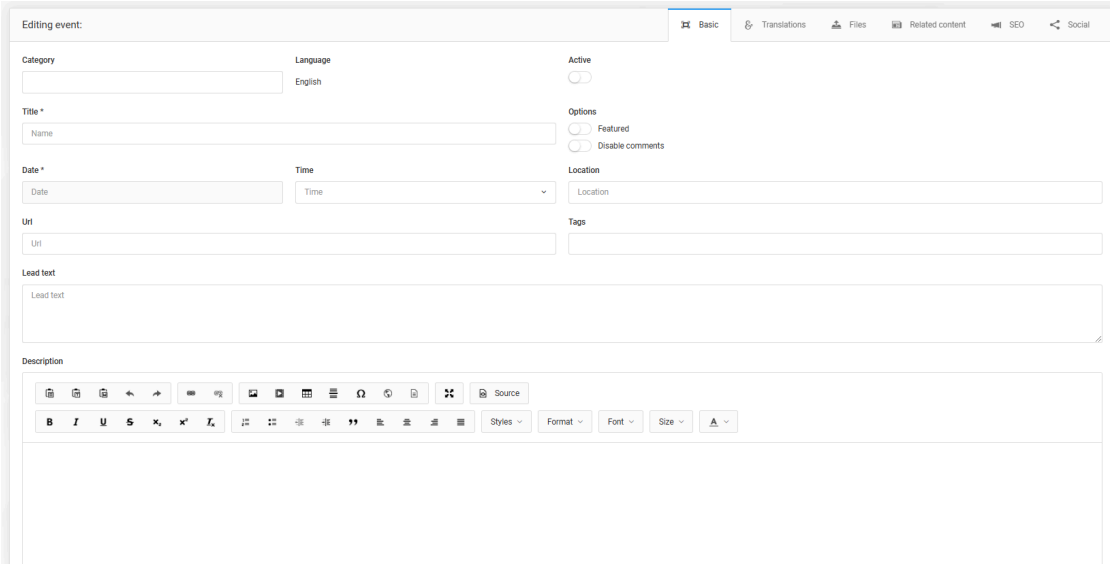
To view the list of events in a specific language, select the desired language from the Languages section in the left sidebar. This selected language will also be used when creating a new event.

The event list can be further refined by selecting a specific category from the Categories menu in the left sidebar.



1. **Languages** – Specifies the language in which the events are listed. The selected language will also be used when creating a new event.
2. **Categories** – The category to which the list of events belongs.
3. **Title** – The title of the event.
4. **Category** – In the category column, all categories to which the event belongs are displayed.
5. **Datetime** – The exact date and time of the event.
6. **Active** – Indicates whether the event is visible to customers in the store. Inactive events do not appear on the events page.
7. By clicking the "Preview" button, administrators can view a preview of the event on a new tab to see how it will appear to customers before activation.
8. By clicking the "Edit" button, store owners can modify existing events.
9. If an event is no longer needed, store owners can delete it by clicking the "Trash" button.
10. Status Filter – Using the status filter, administrators can choose to display only active, inactive, or all events in the list.
11. To search for an event, simply type its name in the search bar and click the "magnifying glass" icon.
12. By clicking the "Add New" button, administrators can create a new event for the selected language.

Adding and editing events



General Tab

When creating a new event, all necessary information must be filled out under the General tab.

Let’s explore the various options one by one:

- **Category** – Categories to which the event is assigned. Administrators can assign an event to as many categories as needed.
- **Title** – The title of the event.
- Language – Events can be created for every active language in the store. The language is automatically set to the one selected on the listing page before clicking the "Add New" button.
- **Active** (enabled by default) – Determines whether the event is visible to the store’s customers. Inactive events do not appear on the events page.
- **Featured** – This option adds a distinctive badge to the event on the events page, drawing customers' attention to it as a highlighted event.
- **Disable comments** – Events are among the types of content in Sellvio that allow customers to leave comments. Disabling comments removes the comment section from the event details page.
- **Date** – The scheduled date of the event.
- **Time** – The scheduled time of the event.
- **URL** – Administrators can provide an external URL for additional information or related resources for the event. This URL will appear as a clickable link below the event description on the event details page.
- **Tags** – Events are one of the content types that can have tags assigned. Tags already added via the Settings → Tags administration screen can be assigned to the event. Store owners can also create new tags, which will appear on the Tags administration screen once added.

- **Lead text** – A brief introductory text that provides a concise overview of the event. This text appears on the events listing page.
- **Description** – The main content of the event. This field allows administrators to create and edit content with a visual layout closely resembling the final output. Users can format text, insert images, and design the main description in a way that reflects how it will appear to store customers.

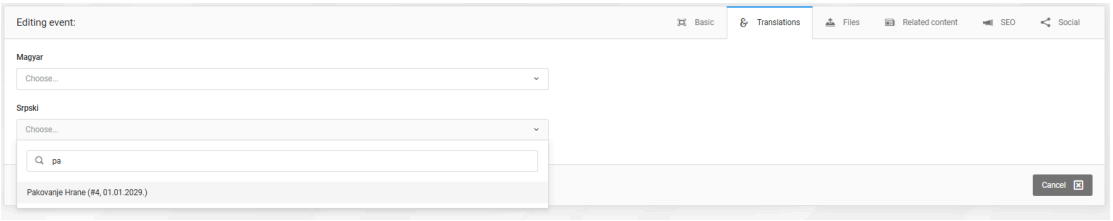
After completing all required fields (marked with an asterisk), the event can be saved by clicking the Submit or Submit and Stay button.

Clicking the Submit and Preview button saves the event and simultaneously opens it in a new tab, allowing administrators to see how it will appear to customers.

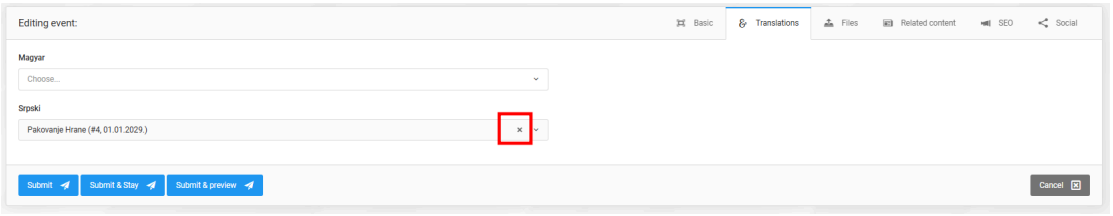
Translations Tab

While events are created separately for each language, administrators can link events and define which event is the translation of another under the Translations tab.

This ensures that when customers view an event and switch the store's language, they are redirected to the linked event in the selected language rather than being sent to the homepage.



To assign a translation to the edited event, click on one of the auto-populating language fields and start typing. Once the results appear, click on the event you want to assign as the translation.



To unlink events (remove a translation for a language), simply click the small "X" button at the end of the auto-populating field.

After making any changes to the event, always remember to click Submit or Submit & Stay to ensure your modifications are saved.

Files Tab

NOTE: The event must be saved at least once before adding images or documents.

On the Files tab, there are two fields for uploading multiple files: one for uploading multiple images, called Gallery, and another for uploading multiple documents, called Documents, for an event.

Gallery - Field for uploading multiple files

This field allows administrators to upload multiple images for the event.

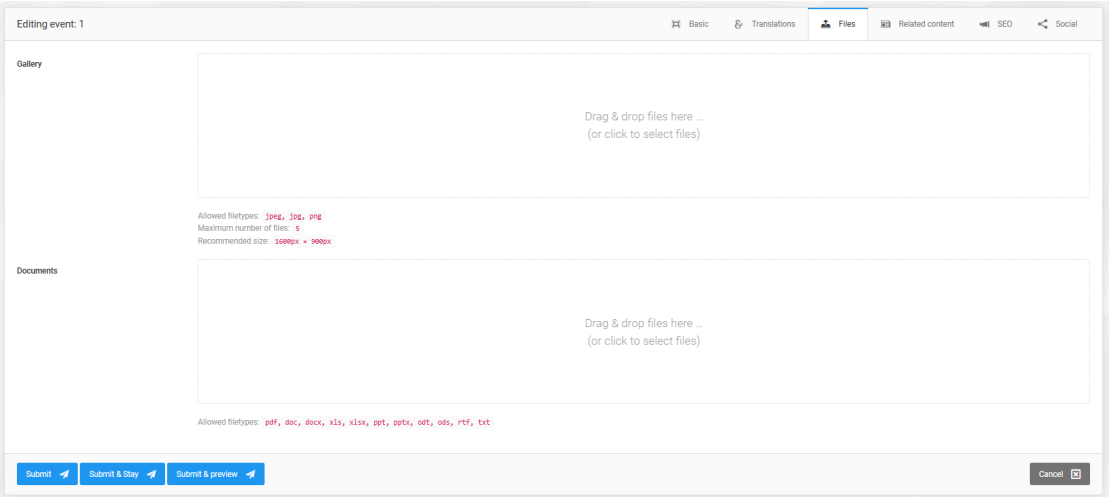
Among the uploaded images, the one selected as the main image will serve as the event cover image on the Events page, where all events are listed.

On the event details page, the uploaded images will appear in a scrollable carousel.

Find out more about Sellvio's multi-image upload field (click here).

Documents - Field for uploading multiple files

Administrators can also upload documents related to the event using the Documents multi-file upload field. All uploaded documents will appear as downloadable files on the event details page, displayed below the main event description.

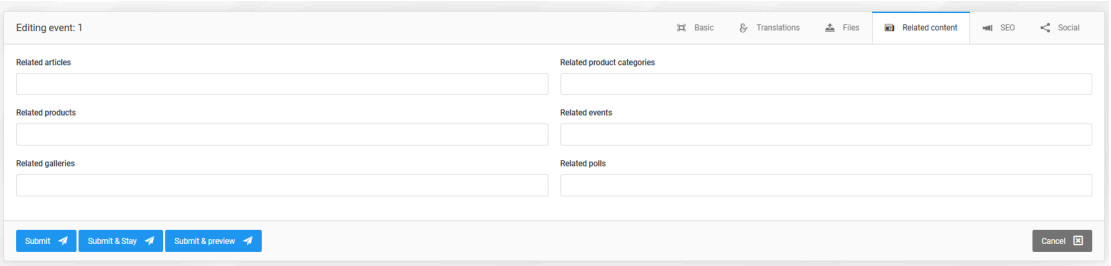


Related content tab

In Sellvio, store owners can associate related content with certain content types, such as events.

All associated related content types appear under the event's main content in the appropriate section.

Let's explore the different types of content that can be added as related content:



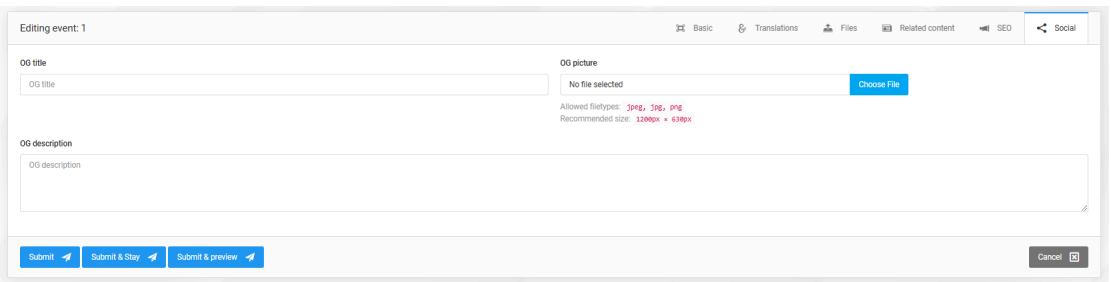
- **Related articles** - Text-based content, such as news or blog posts. To add an article as related content, simply use the input field to search for the article title and click on the desired article from the dropdown list of results. There is no limit to the number of articles you can add.
- **Related products** - Administrators can add related products from specific product categories by searching for the category name and clicking on the desired product category. There is no limit to the number of product categories you can add.
- **Related product categories** - Products can be added in the same way as product categories. Search for a specific product by name and add it with a single click from the results. There is no limit to the number of products that can be assigned.
- **Related events** - Events can also be added as related content. There is no limit to the number of related events that can be assigned.
- **Related galleries** - Events have their own images, but administrators can also link galleries as related content to events without any restriction on the number of galleries that can be associated.
- **Related polls** - Polls are the only type of content that can only be included as related content, as they do not have their own standalone detail page. However, like other related content types, there is no limit to the number of polls that can be linked to a gallery.

SEO Page

Sellvio provides settings for in-depth SEO optimization for each content type and category. Find out more about the SEO settings.

Sharing Tab

Under the dedicated Sharing tab, store owners can configure Open Graph (OG) settings in the language of the event.



- **OG title** – The event title that appears when shared. It helps control how the page title is displayed on social platforms, making it more user-friendly and appealing to the online audience.
- **OG description** – The event description that appears when the page is shared.
- **OG picture** – The image that appears alongside the OG title and OG description when the content is shared on social media.

Comments

Events are one of the three content types that allow customers to leave comments. Event comments can be accessed in the administrative sidebar under Events → Comments.

A comprehensive overview of managing comments in Sellvio is available in the appendix at the end of the documentation.

Article management (Sidebar → Content Management)

The Sellvio management module enables store owners to expand their online store with articles.

Unlike the Gallery or Events modules, the Articles module does not have a dedicated listing page and relies entirely on article categories. The Articles module includes a dedicated article category known as "Blog," which cannot be deleted. However, administrators have the option to create additional article categories as needed.

To showcase the articles of a specific category, they need to be linked to static pages. More details on this process can be found in the **Static Content** chapter.

For now, let’s dive into the process of creating categories and adding articles.

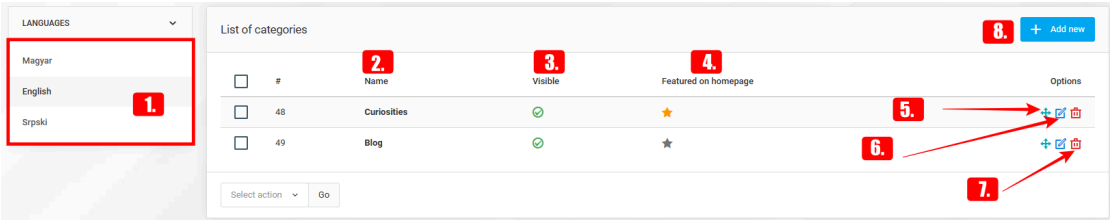
Categories (Content Management → Categories)

Sellvio includes a dedicated article category known as "Blog". While this category can be renamed to suit the store owner's preferences, it cannot be removed, as the system uses articles from this category to showcase content on the homepage.

Similar to event categories, article categories are language-dependent, meaning they can be created separately for each language supported by the online store.

The Categories Administration Page can be accessed via the Content Management → Categories menu in the administrative sidebar.

To view the list of categories for a specific language, select the desired language from the Languages section in the left sidebar. This selected language will also be used when creating a new category.



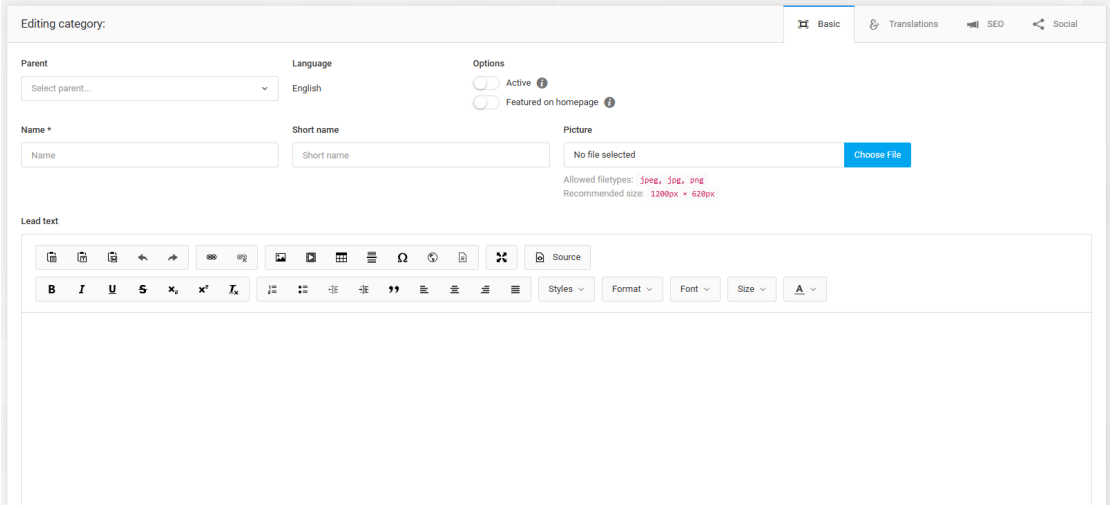
1. **Languages** - You can create article categories for each language used in the webshop. The languages listed in the Languages panel function as pseudo-categories.
2. **Name** - The name of the article category.
3. **Visible** - Indicates whether the category is active or inactive. Inactive categories are not visible to the store's customers.
4. **Featured on homepage** - Indicates which categories have articles displayed on the main page.
5. Categories can be manually rearranged by clicking and dragging the "arrows" icon. Subcategories can only be rearranged within the level they belong to.

6. By clicking the "Edit" button, store owners can modify existing categories.
7. If a category is no longer needed, store owners can delete it by clicking the "Trash" button.
8. New article categories can be created at any time by clicking the "Add New" button.

Adding and editing categories

Creating new categories in Sellvio is simple and involves just a few steps:

General Tab



- **Name** - The name serves a dual purpose, being used both in the administrative interface and as it appears to customers in the store.
- **Parent** - Specifies the parent category for a subcategory. To create a new top-level category, simply leave this field blank.
- **Language** - Categories can be created for each active language in the store. The language is automatically set to the one selected on the list page before clicking the "Add New" button.
- **Active** (enabled by default)- Determines whether the category is visible to the store's customers.
- **Featured on homepage** - Determines whether articles from the category can appear on the main page. Only one category can have this option active at a time.
- **Short name** - A brief introductory text providing a concise overview of the category. This field allows admins to create and edit content with a visual representation similar to the final output. It enables users to format text, insert images, and design the main description content in a way that reflects how it will appear to users.
- **Picture** - The category's cover image.

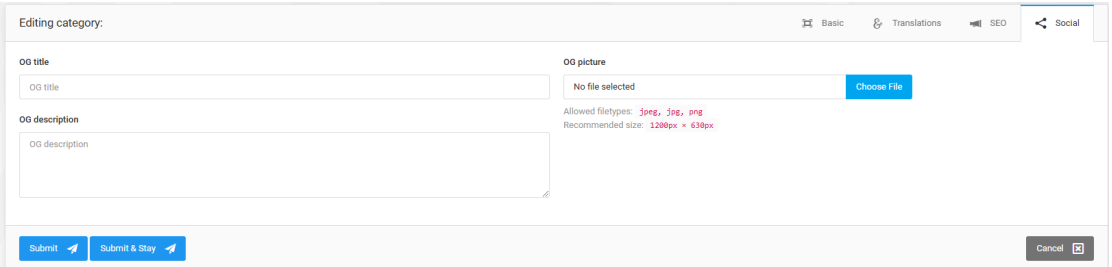
Once all mandatory fields (marked with an asterisk) are filled out, the column can be saved by clicking the "Save" or "Submit & Submit" button.

SEO Tab

Sellvio provides settings for in-depth SEO optimization for each content type and category. A comprehensive explanation of the various SEO settings and their usage can be found here.

Sharing Tab

Under the dedicated Sharing tab, store owners can configure Open Graph (OG) settings for the category's language.

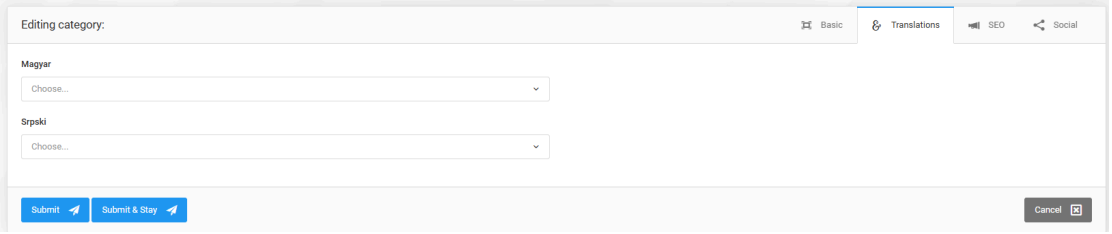


- **OG title** – The category title that appears when the category is shared. It helps regulate how the page title is displayed on social platforms, making it more user-friendly and appealing to an online audience.
- **OG description** – The category description that appears when the page is shared.
- **OG picture** – The image that appears alongside the OG title and OG description when content is shared on social media. This image can only be configured for the primary language of the store. When a category is shared on social media, the same image will be used across all languages.

Translations Tab

While categories can be created separately for each language, administrators can link categories and specify their translations on the Translations tab.

This way, when customers view a category and switch the web store's language, instead of being redirected to the homepage, they are redirected to the linked category in the new language.



To assign a translation to the edited category, click on one of the auto-fill language fields and start typing. Once the results appear, click on the category you want to assign.

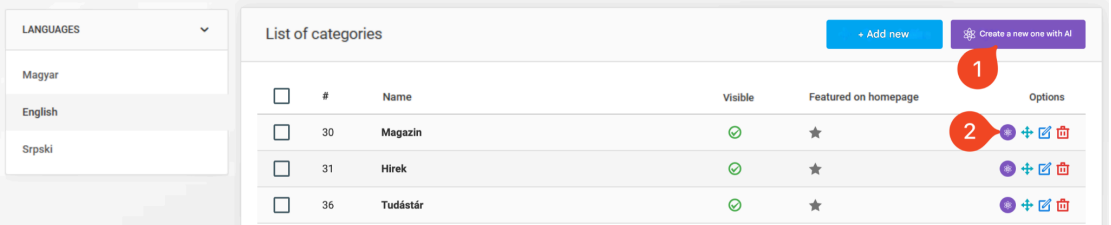
To unlink categories (remove a translation for a specific language), simply click on the small "X" at the end of the auto-fill field.

In all cases, don't forget to click Submit or Submit & Stay after making changes to the category.

Creating article categories with Artificial Intelligence

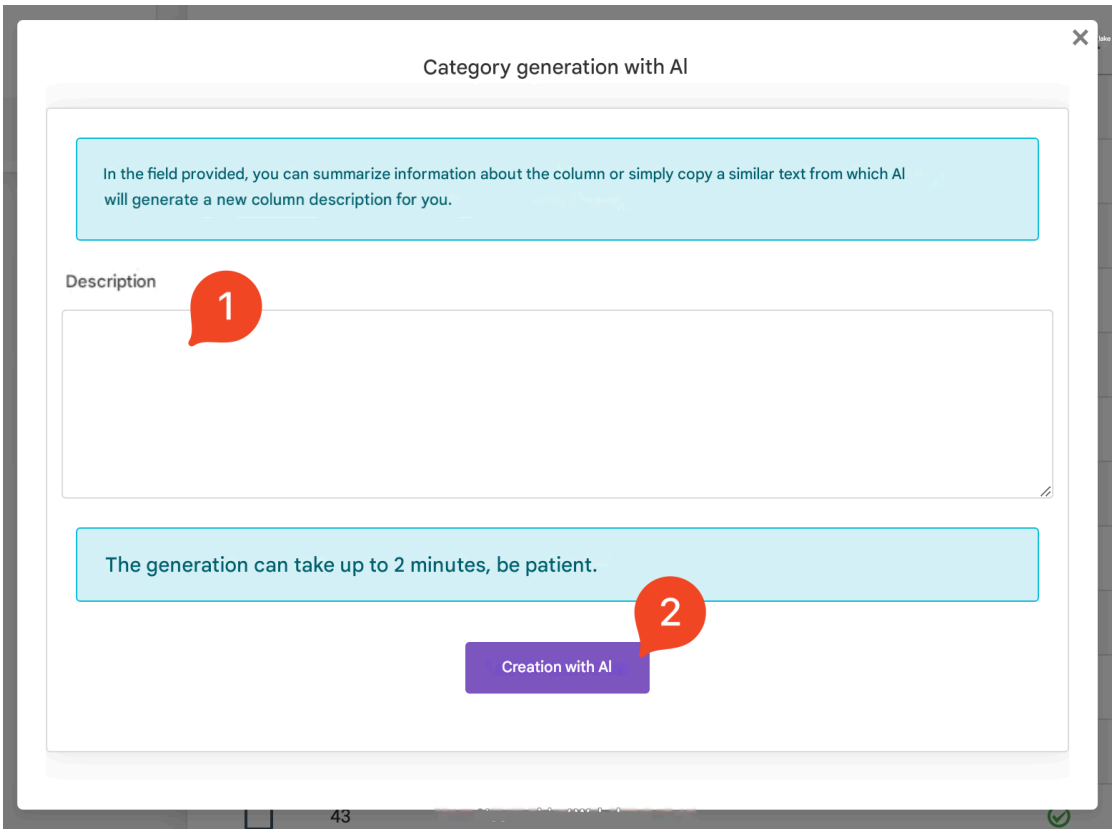
Sellvio subscribers who opt for our Artificial Intelligence package gain the ability to create article categories using AI.

After activating the Artificial Intelligence package, the following new features become available on the article categories list page.



Create new with AI – Clicking this button opens the editor interface for creating an article category with artificial intelligence.

"AI icon" – By clicking on the AI icon, you can generate new articles with artificial intelligence under the selected article category.



After opening the "Generate category with AI" window, the store owner simply needs to:

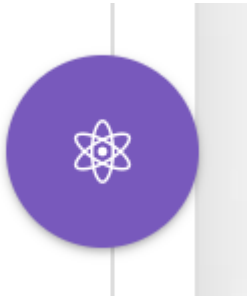
1. Provide a detailed description in the input field, specifying the subject of the new article category for the AI.
2. Click the "Create with AI" button and wait for the system to generate the new article category using artificial intelligence.

While creating the new category, the AI will automatically fill in the short and detailed descriptions for the category.

Modifying article categories with Artificial Intelligence

With the help of artificial intelligence, you can not only create new categories but also modify existing ones.

The store owner simply needs to go to Content Management → Categories in the admin panel and click the Edit button for the desired category.



On the Edit Article Category page, the store owner can click on the quick menu in the bottom right corner of the screen and select the type of modification they want to make using artificial intelligence.

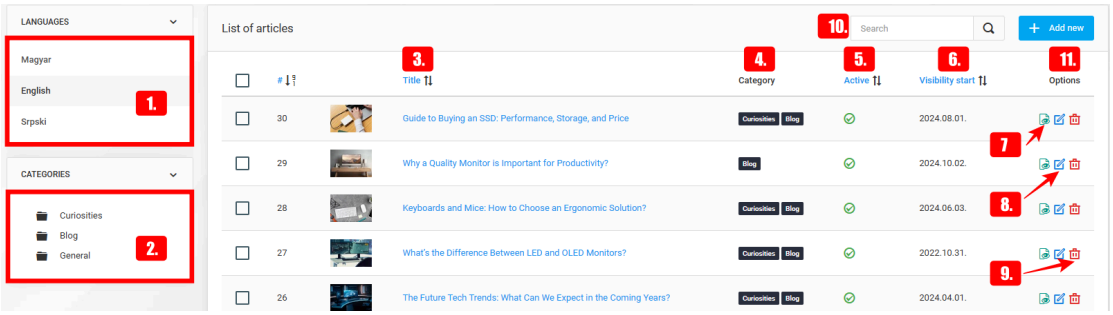
Articles

Articles are directly associated with a specific language. If you want to create an article for all supported languages in the store, the same article must be created separately for each language and linked as translations, similar to how categories are linked.

First, navigate to the Articles Administration page, accessible via the admin sidebar under Article Management → Articles.

To view the list of articles for a specific language, you need to select the desired language from the Languages section in the left sidebar. This selected language will also be used when creating new articles.

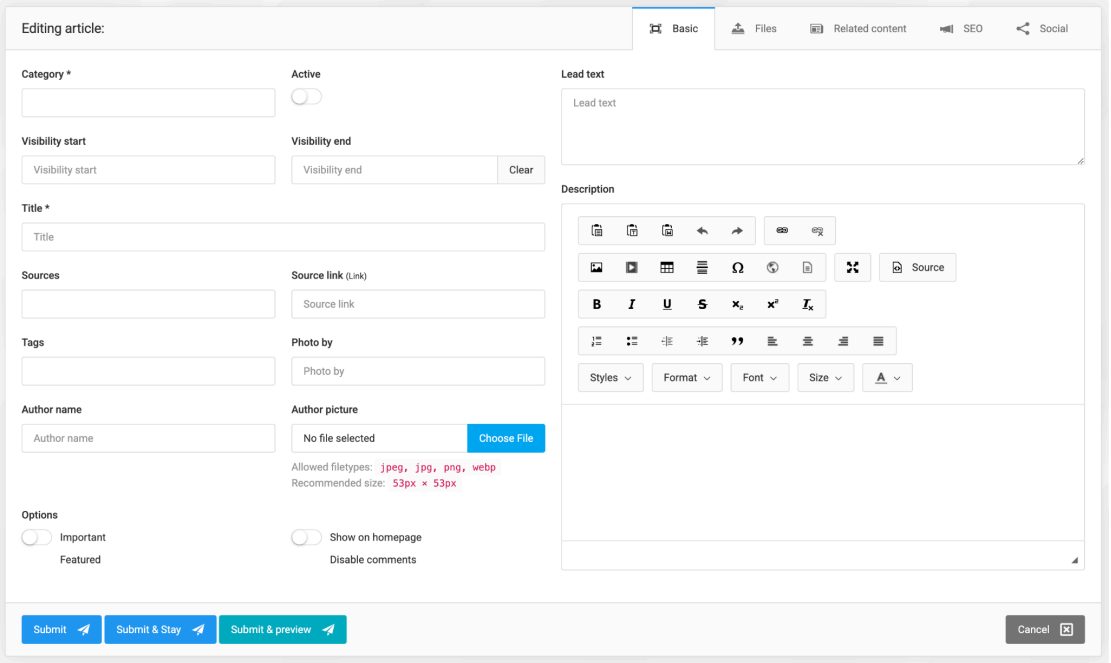
The list of articles can be further refined by selecting a specific category from the Columns menu in the left sidebar.



1. Languages – Indicates the language in which the articles are listed. The selected language will also be used when creating new articles.
2. Categories – The category to which the listed articles belong.
3. Title – The title of the article.
4. Category – The list of categories (article categories) to which the article is assigned.

5. Active– Indicates whether the article is visible to store customers. Inactive articles are not displayed to customers in the store.
6. Visibility start – The date from which the active article becomes visible to customers.
7. By clicking the Preview button, administrators can view the article in a new tab to see how it will appear to customers before activation.
8. By clicking the Edit button, store owners can modify existing articles.
9. If an article is no longer needed, store owners can delete it by clicking the Trash icon.
10. To search for an article by title, simply type its name in the search bar and click the Magnifying Glass icon.
11. By clicking the Add New button, administrators can create a new article for the selected language.

Adding or editing articles



General tab

When creating a new article, all necessary information must be filled out on the General tab. Let's explore the different options one by one:

- **Category**: The categories to which the article is assigned. Administrators can assign an article to as many categories as needed.
- **Language**: Articles can be created for each language active in the store. The language is automatically set to the one selected on the listing page before clicking the "Add New" button.

- **Active** (enabled by default): Determines whether the article is visible to customers. Inactive articles are not displayed to customers in the store.
- **Visibility start**: The date when the active article becomes visible to customers. This field allows articles to be created in advance and scheduled for future publication. Articles must be marked as active for automatic publication.
- **Visibility end**: The date after which the article will no longer be visible to customers.
- **Title**: The title of the article.
- **Sources**: The references on which the article content is based. Information in this field comes from the Sources settings screen, discussed earlier, and new sources can be added if needed. These sources appear under the article details, and those with defined URLs will appear as clickable links. New sources added to the article will also be visible on the Sources administration screen.
- **Source (link)**: This field is activated if only one source is selected in the Sources field. The URL entered here will be used for that source.
- **Tags**: Articles are among the content types that can have tags assigned. Tags already added via Settings → Tags administration can be assigned to the article, but store owners can also create new tags. New tags added to the article will also appear on the Tags administration screen.
- **Photo by**: If the article includes attached photos, the photographer can be credited here.
- **Author name**: The name of the article's author.
- **Author picture**: A photo of the article's author.
- **Option**: Important: Adds a distinguishing badge to the article, indicating to customers that it deserves special attention when displayed on a page.
- **Option**: Show on homepage: If enabled, the article will appear on the store's homepage.
- **Option**: Disable comments: Articles are one of the Sellvio content types that allow customers to leave comments. Disabling comments prevents the comments section from appearing on the article's detail page.
- **Lead text**: A brief introductory text providing a concise overview of the article. This text appears under every article when displayed on a page.
- **Description**: The main content of the article. This field allows administrators to create and edit content with a visual representation similar to the final output. It supports text formatting, image insertion, and designing the main description to reflect how it will appear to customers.

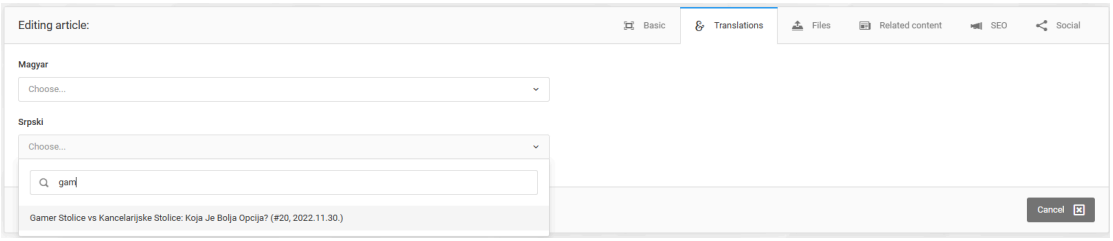
Once all required fields (marked with an asterisk) are completed, the article can be saved by clicking Submit or Submit and Stay.

By clicking Submit and Preview, the article is saved and opened in a new tab, allowing administrators to view how it will appear to customers.

Translations tab

Although articles can be created separately for each language, administrators can use the Translations tab to link articles and specify which article is the translation of another.

This ensures that when customers read an article and switch the store's language, instead of being redirected to the homepage, they are taken to the linked article in the newly selected language.



If you want to order a translation for the edited article, click on one of the automatically populated language fields and start typing. Once the results appear, click on the article you wish to assign.

To unassign articles from each other (remove a translation for a specific language), simply click the small "X" button at the end of the autocomplete field.

In all cases, don’t forget to click the Submit or Submit & Stay button after modifying the article.

Files Tab

NOTE: Articles must be saved at least once before adding images or documents.

The Files tab contains two multi-upload fields: one called Gallery for uploading multiple images, and another called Documents for uploading multiple documents associated with an article.

Gallery - Multi-file upload field

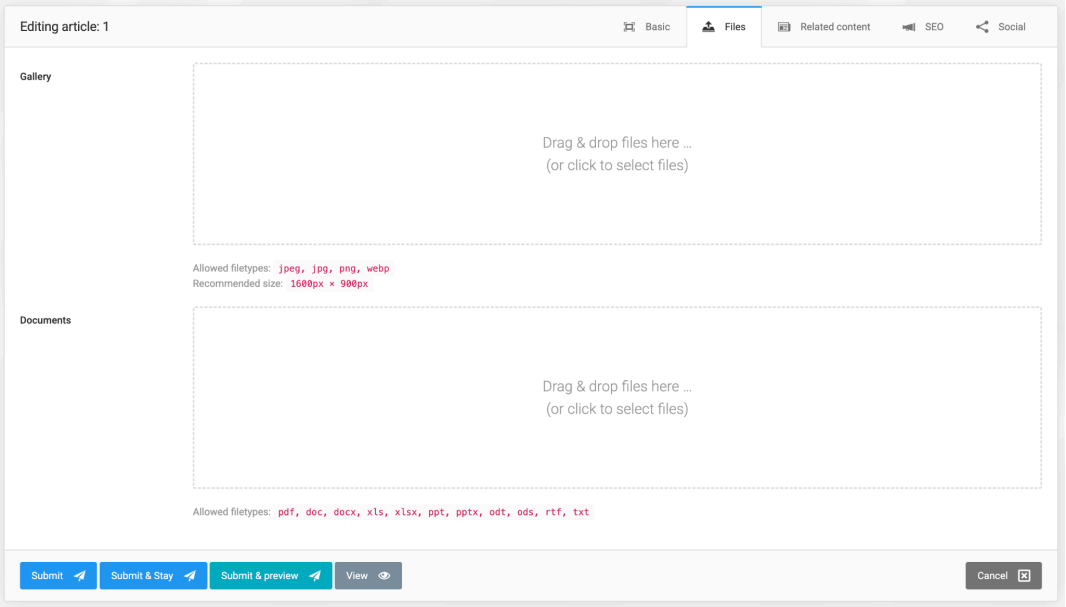
This field allows administrators to upload multiple images to an article.

The image selected as the main image will serve as the article's cover photo in the Article Lists.

On the article details page, the uploaded images will appear in a scrollable carousel.

Documents - Multi-file upload field

Administrators can also upload documents related to the article using the Documents multi-file upload field. Each uploaded document will appear as a downloadable file on the article details page, beneath the main description of the article.

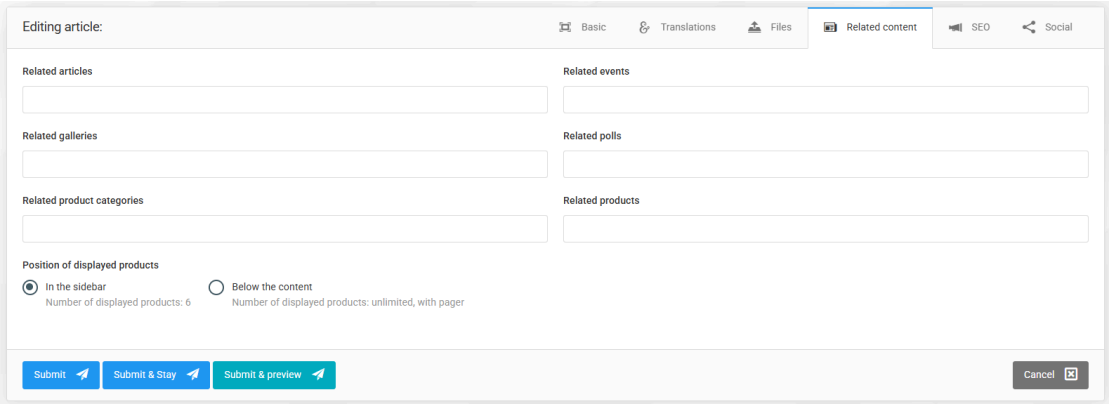


Related content tab

In Sellvio, web store owners can associate related content with specific content types, such as articles.

All associated related content types appear below the article content in their respective sections.

Let’s explore the different types of content that can be added as related content:



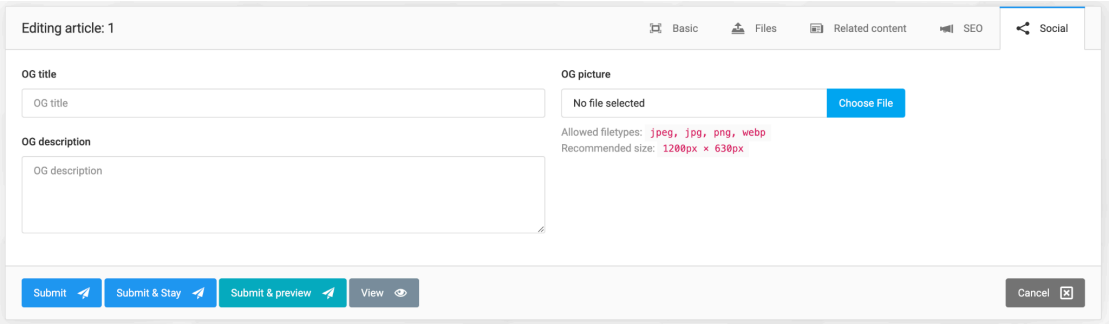
- **Related articles** - Articles can be added as related content to one another. There is no limit to the number of related articles that can be assigned.
- **Related product categories** - Administrators can add related products from specific product categories by searching for the category name and clicking on the desired category. There is no limit to the number of product categories that can be added.
- **Related products** - Products can be added similarly to product categories by searching for a specific product by name and adding it with a single click from the search results. There is no limit to the number of products that can be assigned.
- **Related events** - Events can also be added as related content. There is no limit to the number of related events that can be assigned.
- **Related galleries** - Articles may have their own images, but administrators can also link galleries as related content. There is no limit to the number of galleries that can be associated with articles.
- **Related polls** - Polls are the only type of content that can only be integrated as related content, as they do not have their own standalone detail pages. However, similar to other related content, there is no limit to the number of polls that can be linked to a gallery.
- **Position of displayed products** – you can set whether products appear in the sidebar (maximum 6 products) or below the content (in an infinite scroll list).

SEO tab

Sellvio provides settings for in-depth SEO optimization for each content type and category. Find out more about the SEO settings (click here).

Sharing tab

Under the dedicated sharing tab, store owners can configure Open Graph (OG) settings for the article in its respective language.

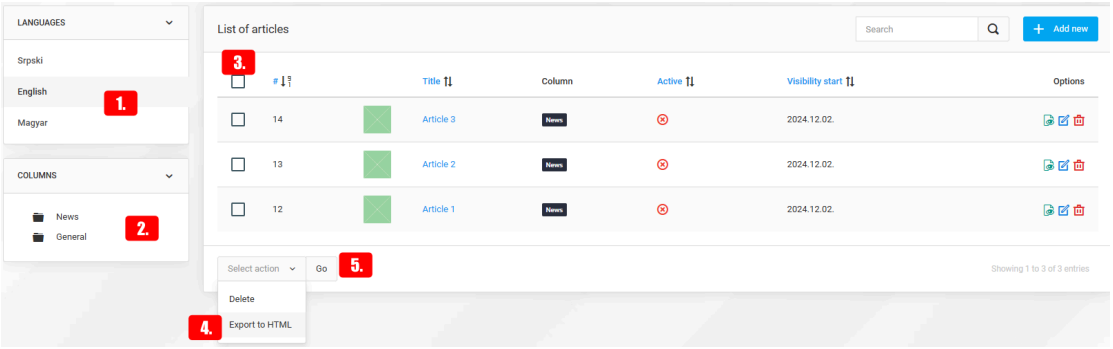


- **OG Title** – The title of the article that appears when it is shared. It helps control how the page title is displayed on social platforms, making it more user-friendly and appealing to an online audience.
- **OG Description** – The description of the article that appears when the page is shared.
- **OG Image** – The image that appears alongside the OG title and OG description when the content is shared on social media platforms.

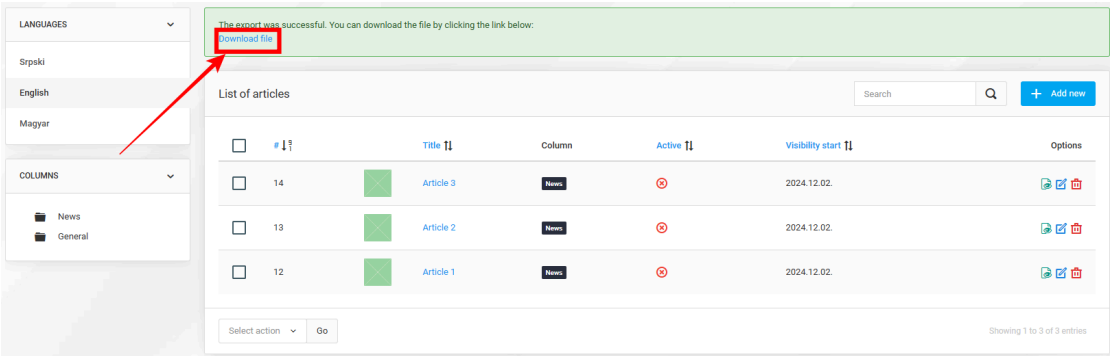
Exporting articles in HTML format

The feature allows Sellvio store owners to export selected articles from the article list page in HTML format.

The process is very simple:



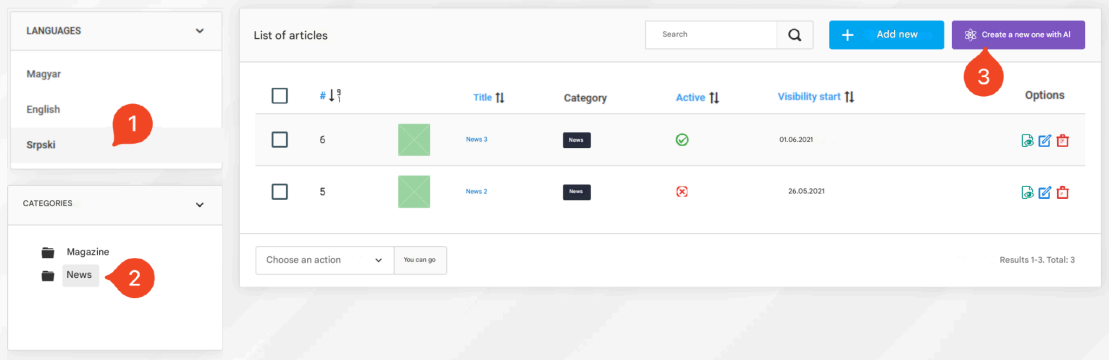
1. Open the Content Management ⟶ Articles Administration page.
2. Use the language selector on the left to choose the desired language.
3. From the menu on the left, select the category from which you want to export articles.
4. In the first column of the table, use the checkboxes to select the articles you wish to export.
5. Finally, in the footer of the list, select the "Export to HTML" option from the dropdown menu and click the "Go" button to start the process.



After the process is completed, click on the link displayed above the list to download the package containing the exported HTML versions of the selected articles.

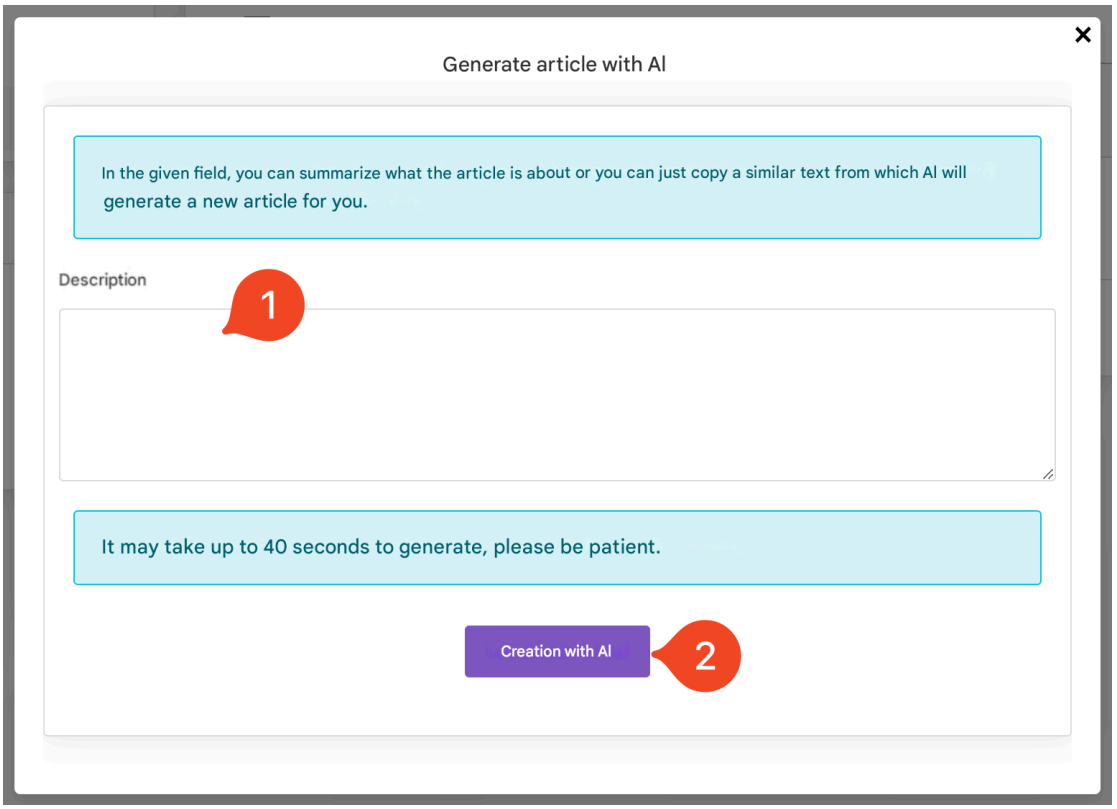
Writing Articles with the Help of Artificial Intelligence
Sellvio subscribers who opt for our AI package can create articles with the assistance of artificial intelligence.

Once the AI package is activated, the following new features become available on the article list page:



If store owners wish to write articles with the help of artificial intelligence, they simply need to:

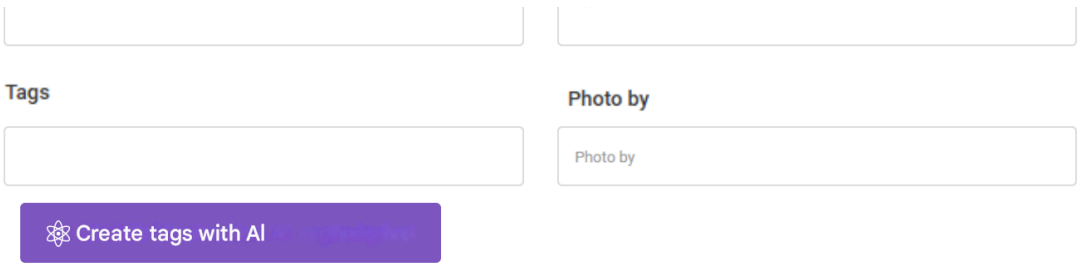
1. **Languages** - Select the desired language for the article under the "Languages" section.
2. **Categories** - Choose the category to which the AI-generated article will belong under the "Categories" section.
3. **Create new with AI** - Click the button to open the AI-powered article generation editor.



After opening the "Generate Article with AI" window:

1. Description Field - Provide a detailed description of the subject for the new article to guide the AI.
2. Click the "Generate with AI" button and wait for the system to create the new article using artificial intelligence.

During the creation process, the AI will automatically populate the article's title, short description, and text content.



If you're unsure which tags to select for your article, you can leverage artificial intelligence to extract relevant tags from the article's text content with a single click. These tags will be optimized for both your readers and search engines.

Comments

Articles are another type of content that allows customers to leave comments. The comments attached to the articles can be accessed in the administration sidebar under Content Management → Comments.

Polls (Sidebar → Polls)

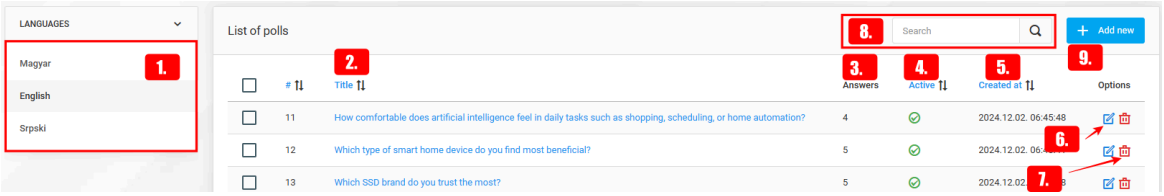
Polls are versatile tools for increasing engagement, gathering data, and enhancing the user experience on your website. They offer a direct way to interact with your audience and provide valuable insights into their preferences and opinions.

NOTE: Unlike other content types, polls in Sellvio do not have standalone, dedicated pages with detailed information. Instead, they must be linked to other content types, such as articles, events, and galleries.

Polls can also be directly associated with a specific language. If you want to create a poll for all the languages supported in the store, you need to create the same poll for each language individually.

The Polls Administration page can be accessed from the administration sidebar under Article Management → Polls.

To view the list of polls for a specific language, select the desired language from the Languages menu in the left sidebar. This selected language will also be used when creating a new poll.

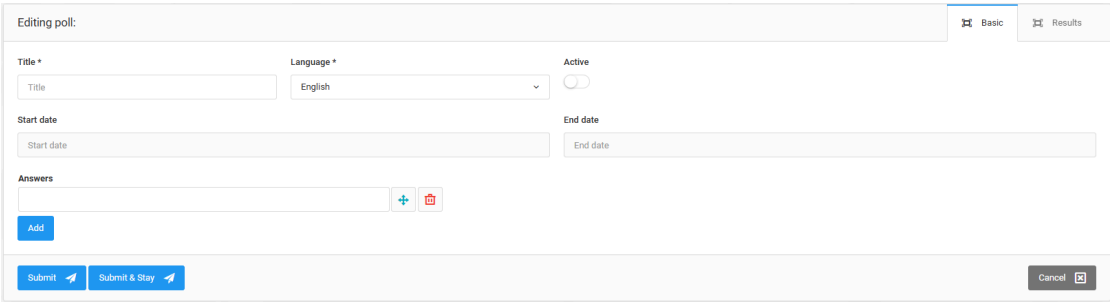


1. **Languages** - Polls can be created for each language used in the store. The languages listed in the Languages panel act as subcategories.
2. **Title** - The title of the poll, which also serves as the question for the poll.
3. **Answers** - The number of options available to store customers to choose from as their response to the poll question.
4. **Active**- Indicates whether the poll is active or deactivated. Deactivated polls are not visible to store customers.
5. **Created at** - The date and time the poll was created.
6. Store owners can edit existing polls by clicking the "Edit" button.
7. If a poll is no longer needed, store owners can delete it by clicking the "Trash" button.
8. To search for a poll by title, simply enter its name in the search bar and click the "Magnifying Glass" icon.
9. New polls can be created anytime by clicking the "Add New" button.

Editing or creating polls

Creating new polls in Sellvio is a simple process that only requires a few steps.

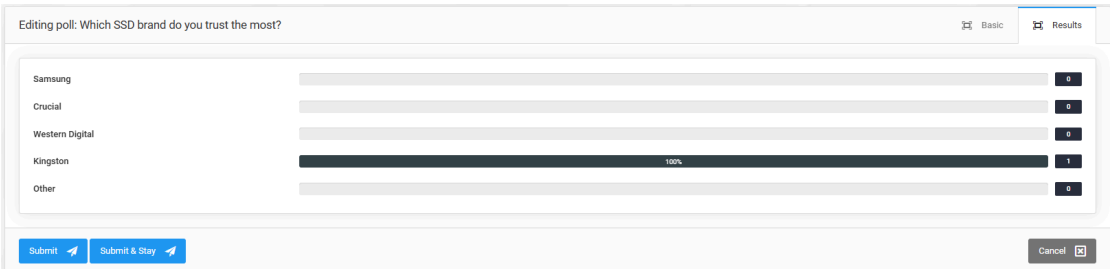
General tab



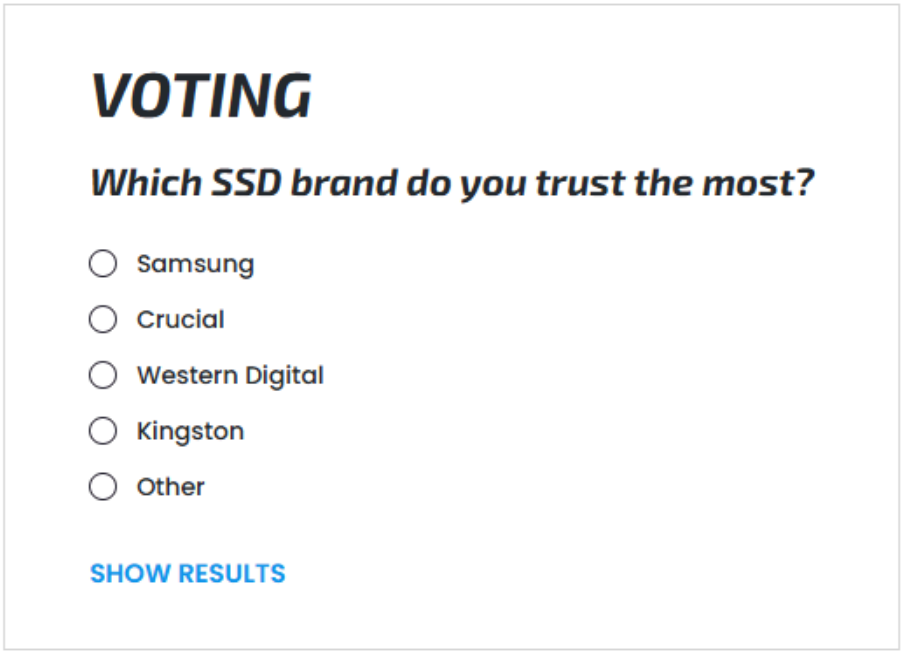
- **Title** - The title of the poll, which also serves as the question for the poll.
- **Languages** - Polls can be created for each language used in the store. The languages listed in the Languages panel act as subcategories.
- **Active** (enabled by default)- Determines whether the poll is active or deactivated. Deactivated polls will not be visible to store customers.
- **Start date** - The initial date when the poll becomes visible to store customers. This date allows administrators to schedule polls for automatic future publication. For this to take effect, the poll must be set to active.
- **End date** - The date after which the poll will no longer be visible to store customers. This field allows polls to stop being published after a specific date.
- **Answers** - This section allows store administrators to define the responses to the poll question. There is no limit to the number of responses that can be defined for a poll. Responses can also be manually reordered.

Votes tab

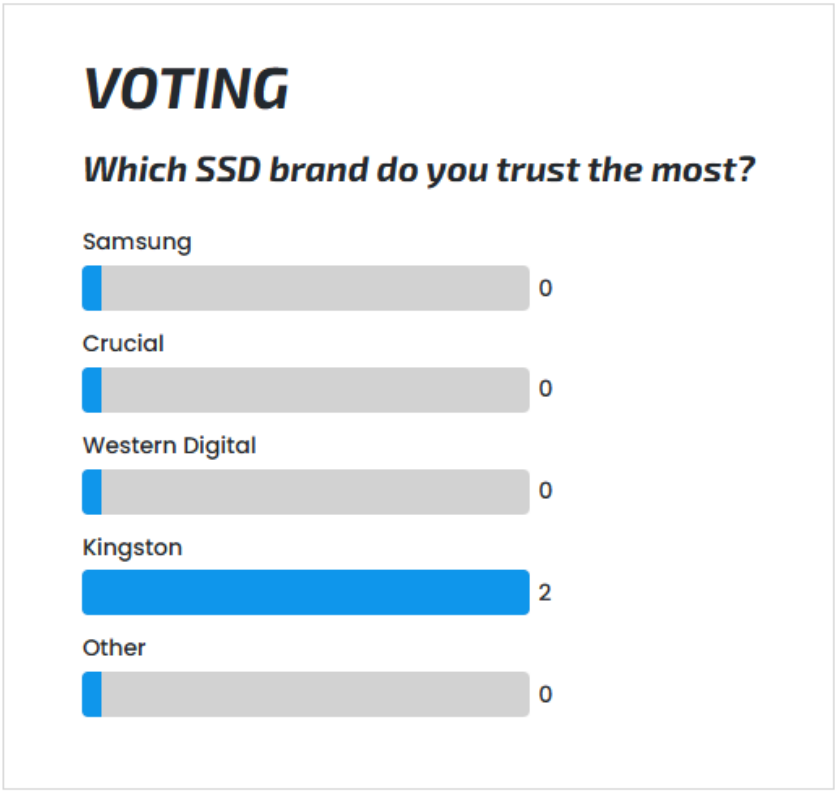
The Votes Tab displays the number of votes received for the poll as well as the distribution of responses across the available options.



How polls appear to store customers?



Poll appearance before casting a vote



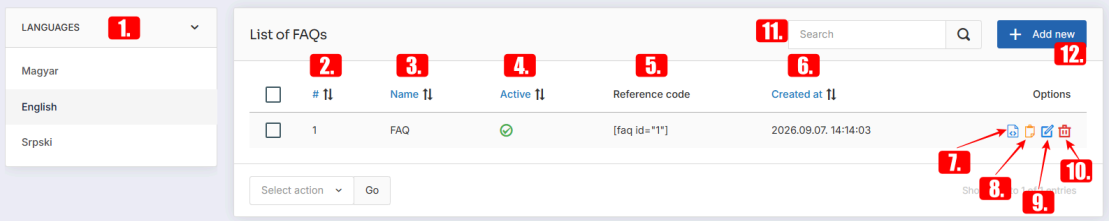
Poll appearance after casting a vote

FAQ

The administration interface now allows you to create and manage FAQs.

This feature allows you to define question-and-answer pairs, making it easy to display the most frequently asked questions and their corresponding answers on the website in a simple and transparent way.

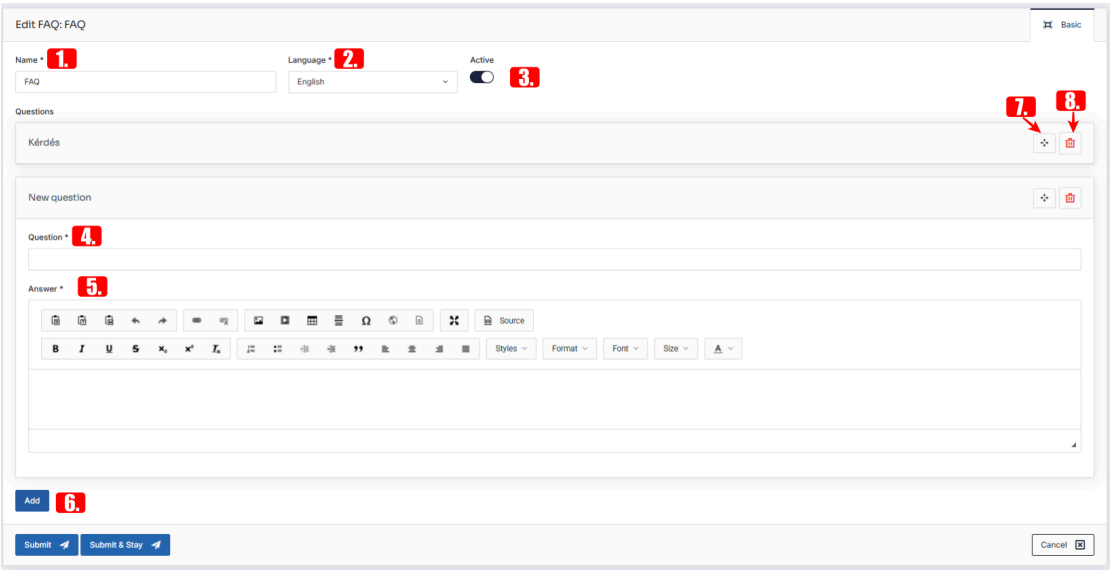
FAQ List



1. **Languages** — selection of the FAQ language.
2. **#** — the identifier of the FAQ.
3. **Name** — the name of the FAQ.
4. **Active** — indicates whether the FAQ is active and displayed on the website.
5. **Reference code** — the reference code of the FAQ, which can be used to display it on the website.
6. **Created** — the date and time when the FAQ was created.
7. View the FAQ and open its associated questions and answers.
8. Duplicate the FAQ with a new identifier.
9. Edit the existing FAQ.
10. Delete the FAQ.
11. **Add new** — create a new FAQ.
12. **Search** — search for FAQs by name.

Creating an FAQ

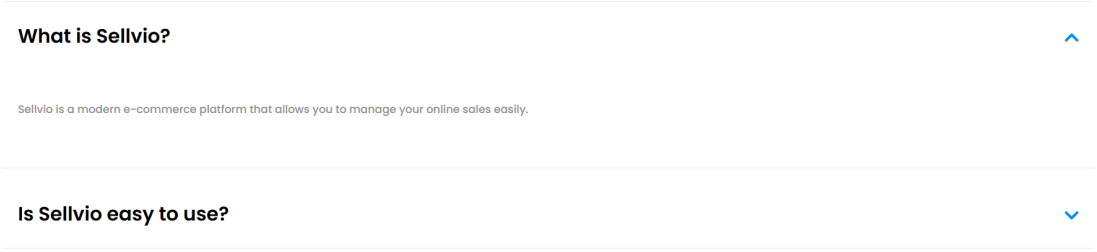
After creating an FAQ, it can be displayed on the website by copying the Reference code and pasting it into the content.



1. **Name** — the name of the FAQ.
2. **Language** — selection of the FAQ language.
3. **Active** — specifies whether the FAQ should be active and displayed on the website.
4. **Question** — enter the question to be displayed in the FAQ.
5. **Answer** — enter the answer corresponding to the question.
6. **Add** — add a new question-and-answer item to the FAQ.
7. Change the order of the questions.
8. Delete the selected question-and-answer item.

FAQ Appearance

How it appears on the website:



Pages and Their Editing (Static contents → Pages)

Let’s examine in detail the significance of the pages and how they are managed.

Similar to static content categories, Sellvio also includes a variety of pre-configured special pages. These pages have unique functionalities and cannot be removed:

- Contact - The "Contact" page is procedurally generated as part of the contact form and is automatically added to the header navigation as the last menu item.
- About Us - This page cannot be removed, as it is recommended for every website to include an "About Us" page for reasons related to credibility, SEO, and legal compliance.
- News - The "News" page is a static listing page that displays articles from the "News" article category (column).
- Payment Methods, FAQ, Terms and Conditions, Privacy Policy, Point Collection - These pages are interconnected throughout the system and are mandatory in most countries for legal compliance.
- Satisfaction Survey - The content of the Satisfaction Survey static page is used in the automatic satisfaction survey email sent by the system after an order has been successfully completed.
- Personal Data Management - The content of this static page appears on the built-in Personal Data Management page.

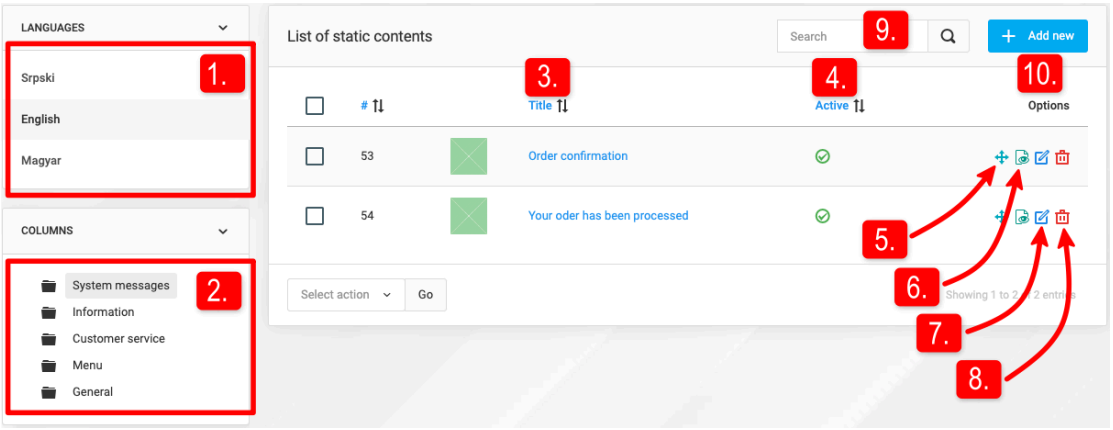
Sellvio store owners have the ability to modify the content of the above-listed pages and also enjoy the flexibility to expand their website beyond the provided static pages. There are no limits to the number of pages that can be added to the store, and they can be assigned to any menu item.

The Static Content Categories administration page can be accessed via the admin sidebar under Static Content ⟶ Pages.

The pages are language-dependent, meaning that separate pages can be created for each language supported by the store.

To view the list of pages for a specific language, you must select the desired language from the Languages menu in the left sidebar. The selected language will also apply when creating a new page.

The page list can be further filtered by selecting a specific category from the Columns menu in the left sidebar.

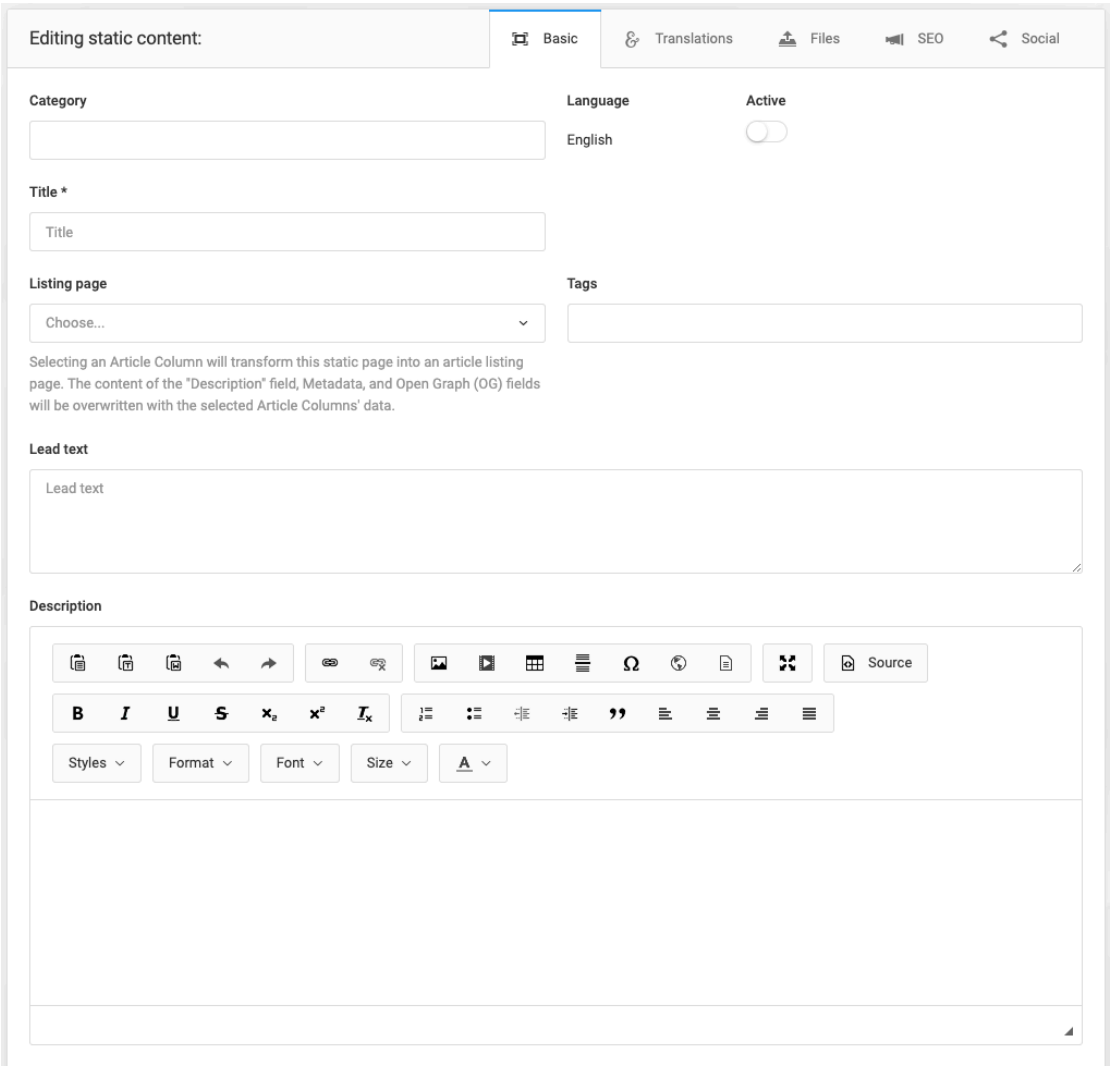


1. **Languages** – Specifies the language in which the pages are listed. The selected language will also be used when creating a new page.
2. **Categories** – The category under which the pages are listed.
3. **Title** – The title of the page.
4. **Active**– Indicates whether the page is visible to the store's customers. Inactive pages are not visible to customers or in any added navigation menus.
5. Administrators can manually arrange the order of pages within a category by clicking on and dragging the "arrows" icon at the end of a page entry. This allows the horizontal or vertical position of the page's navigation element to be set if the page is part of a menu category.
6. By clicking the "Preview" button, administrators can view a preview of the page in a new tab to see how it will appear to customers before activation.
7. The "Edit" button allows store owners to modify existing pages.
8. If a page is no longer needed, store owners can delete it by clicking the "Trash" button.
9. To search for a page by title, simply enter its name in the search bar and click the "Magnifying Glass" icon.
10. By clicking the "Add New" button, administrators can create a new page for the selected language.

Adding or Editing Pages

Creating new pages in Sellvio is no more challenging than creating any other type of content discussed so far. Now, let’s explore the features and settings offered by the pages.

General Page



- **Category** – The menus (static content categories) to which the page is assigned. Administrators can assign a page to as many menus as needed.
- **Language** – Pages can be created for every language active in the web store. The language will automatically be set to the one selected on the listing page before clicking the "Add New" button.
- **Active** (enabled by default)– Determines whether the page is visible to the store's customers. Inactive pages will not appear to customers, and their navigation links will be hidden in the menus to which they belong.
- **Title** – The title of the page.
- **Tags** – Pages are one of the content types to which tags can be added. Tags previously added on the Settings → Tags administration screen can be assigned to the page, but store owners also have the option to create new tags. Any new tags added to a page will also appear on the Tags administration screen.
- **Listing Page** – By selecting an article category (column), a general static page can be transformed into an article listing page.

- **Short Description** – A brief, introductory text providing a concise overview of the page. This text appears below individual page entries when they are listed on a static content category page.
- **Description** – The main content of the page. This field allows administrators to create and edit content with a visual appearance similar to the final output. It enables users to format text, insert images, and design the main description of the page in a way that reflects how it will appear to store customers.

General Static Pages vs. Listing Pages

General Static Pages: If no article category is selected in the page settings, the page appears as a general static page. This means that all the information displayed on the page originates from its settings.

Listing Page: If an article category is selected for the page, the system ignores the introductory text of the page and uses the introductory text of the associated articles as the main content of the page. Additionally, when the page is generated, the featured image of the article is displayed at the top of the page instead of the images directly assigned to the page.

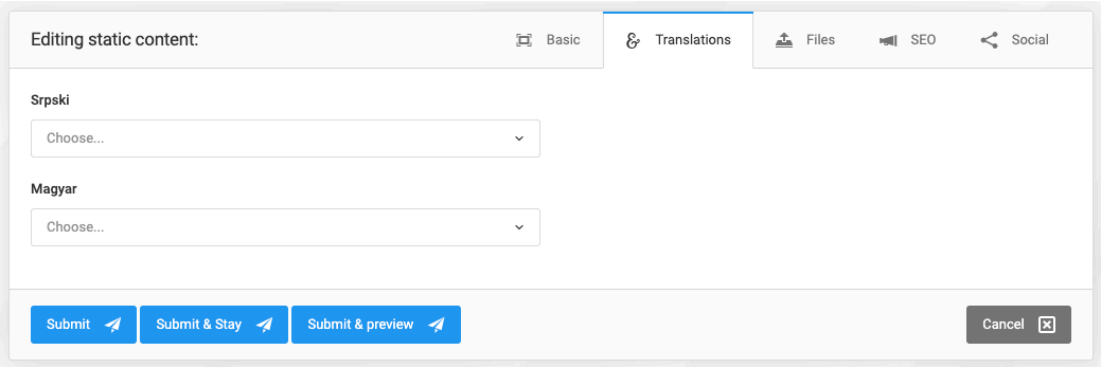
SEO Page

Sellvio provides settings for in-depth SEO optimization of each content type and category. A comprehensive explanation of the various SEO settings and their usage can be found [here].

Translations Tab

Although pages are created individually for each language, administrators can link pages together on the Translations tab and specify which page is the translation of another.

This ensures that when customers are on a page and change the store’s language, instead of being redirected to the homepage, they are taken to the linked page in the newly selected language.



To assign a translation to the edited page, click on one of the automatically filled language fields and start typing. Once the results appear, click on the page you wish to assign.

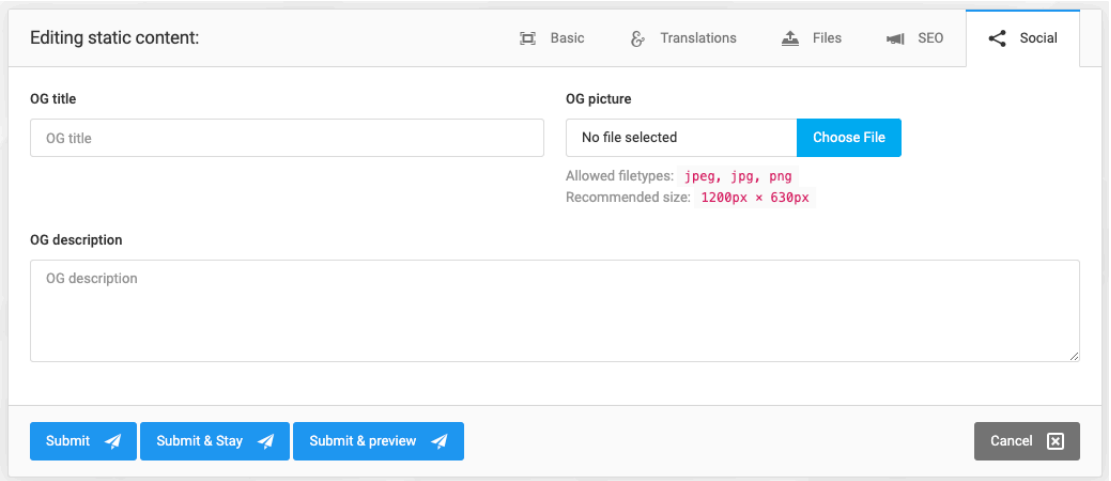
To unassign pages from each other (remove a translation for a language), simply click the small "X" button at the end of the autocomplete field.

In all cases, do not forget to click the Save or Save & Stay button after making changes in the category.

Sharing Tab

Under the dedicated sharing tab, store owners can configure Open Graph (OG) settings for the page in the selected language.

- **OG Title** – The title of the page that appears when the page is shared. It helps control how the page's title appears on social platforms, making it more user-friendly and appealing to an online audience.
- **OG Description** – The description of the category that appears when the page is shared.
- **OG Image** – The image displayed alongside the OG title and OG description when the content is shared on social media.



Files Tab

In the "General Settings" section, we detailed that static pages belonging to the "System Messages" static category can be assigned by the store owner to order statuses.

If an order receives a status associated with a static page, the system will automatically send the page's content to the customer in the form of an email.

If there are documents attached to the static page on the "Files" tab, the system will also automatically attach these to the email.

This feature is particularly useful for attaching official documents, such as a Withdrawal Form or similar, to an order confirmation email.

Categories (Static Content Categories and Menus)

Static content categories serve different purposes.

The Static Content Categories administration page can be accessed from the admin sidebar under Static Content → Categories.

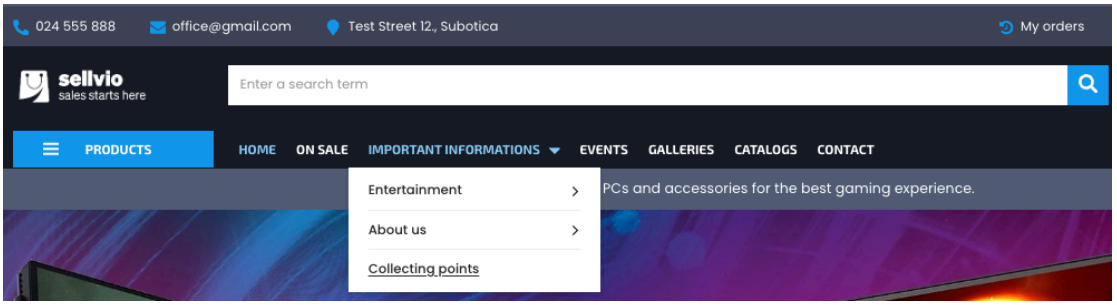
Sellvio includes four distinct static content categories. Since all four categories play unique roles in the system, they cannot be removed. Let's explore these categories and the roles they fulfill:

- System Messages – Static content assigned to this category can be used as the content of automated email messages sent by the system when an order's status changes. In the documentation under Settings → General Settings, we discussed how static content from the "System Messages" category can be assigned to order statuses.
- Information – Static content placed in this category will appear under the Information navigation menu in the footer.
- Customer Service – Static content placed in this category will appear under the Customer Service navigation menu in the footer.
- Menu – Static content placed in this category will appear in the header navigation. Subcategories created under the "Menu" category will transform into subordinate navigation menus.

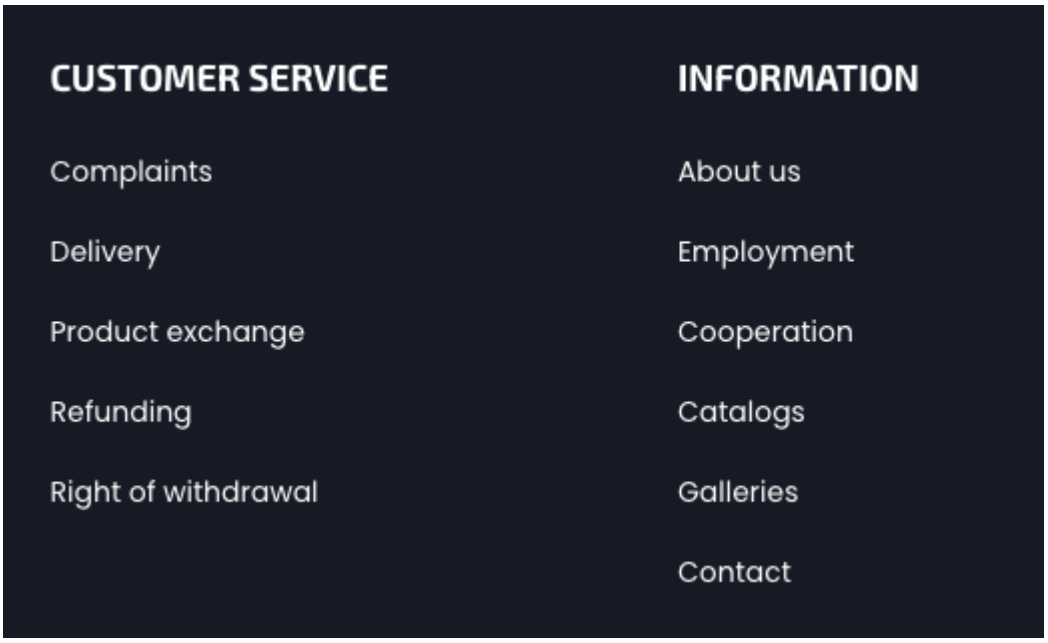
Administrators can create additional custom static categories at any time without limitations.

Similar to event categories, static categories are language-dependent, meaning they can be created separately for each language supported by the web store.

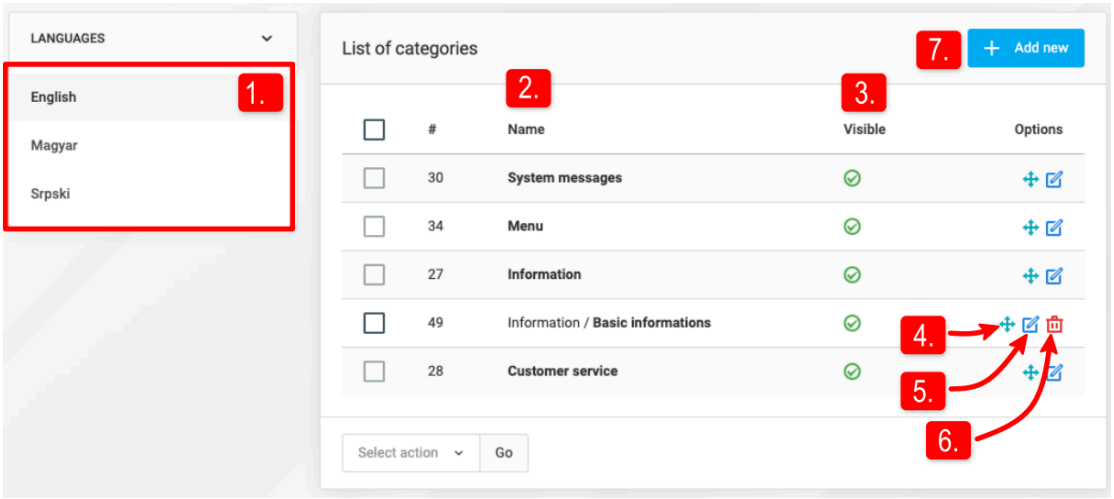
To view the list of static categories for a specific language, select the desired language from the Languages menu in the left sidebar. The selected language will also apply when creating a new static category.



Static Category Named "Important Informations" with Subcategories in the Main Navigation



Static contents for the "Information" and "Customer Service" categories in the footer.

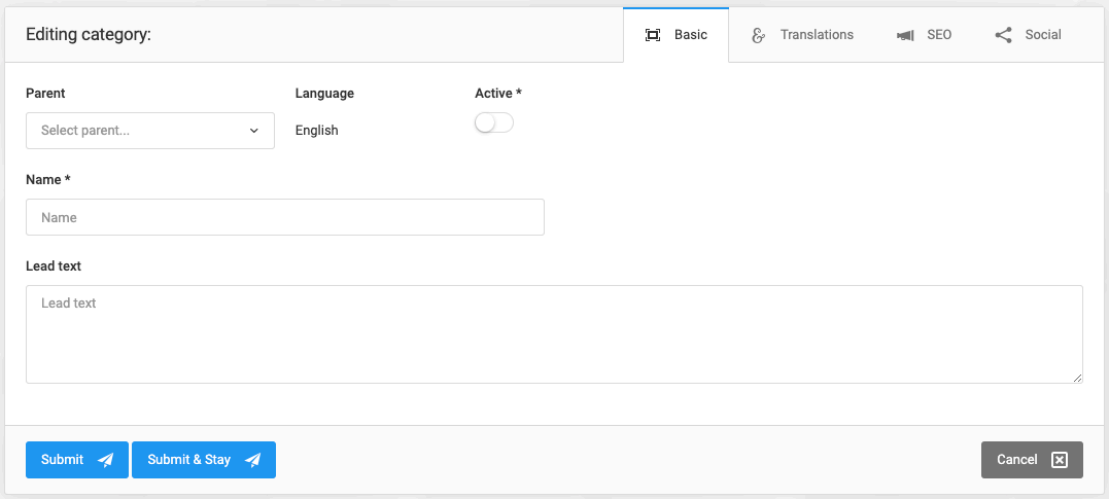


1. Languages – Static categories can be created for every language used in the store. The languages listed in the Languages panel function as parent categories.
2. Name – The name of the static category.
3. Visible – Indicates whether the category is active or inactive. Inactive categories are not visible to the store's customers.
4. Categories can be manually arranged by clicking on and dragging the "arrows" icon. 5. Subcategories can only be arranged within their parent level.
5. Clicking the "Edit" button allows store owners to modify existing categories.
6. If a category is no longer needed, store owners can delete it by clicking the "Trash" button.
7. New static categories can be created at any time by clicking the "Add New" button.

Adding or Editing Static Categories

Creating new static categories in Sellvio is a straightforward process requiring just a few simple steps:

General Tab



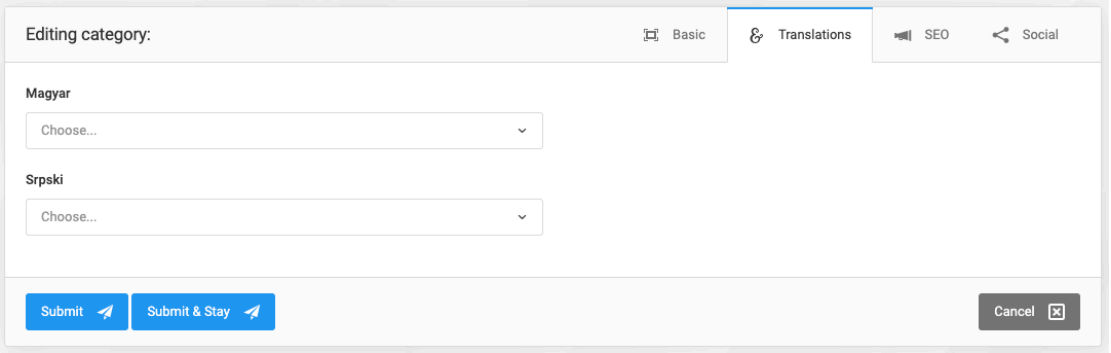
- Name – The name serves a dual purpose, as it is used both on the administrative interface and as displayed to the store's customers.
- Parent Category – Specifies the parent category of a subcategory. To create a new top-level category, leave this field empty.
- Language – Categories can be created for every active language in the web store. The language will automatically be set to the one selected on the listing page before clicking the "Add New" button.
- Active (enabled by default)– Determines whether the category is visible to the store's customers.

Once all required fields (marked with an asterisk) are completed, click "Save" or "Save & Stay" to save the static category.

Translations Tab

Static categories are created individually for each language. Administrators can link categories on the Translations tab and specify which category is the translation of another.

This ensures that when customers are in a category and change the store's language, instead of being redirected to the homepage, they are redirected to the linked category in the newly selected language.



To assign a translation to the edited static category, click on one of the automatically populated language fields and start typing. Once the results appear, click on the static category you wish to assign.

To unlink static categories (remove a translation for a language), simply click the small "X" button at the end of the autocomplete field.

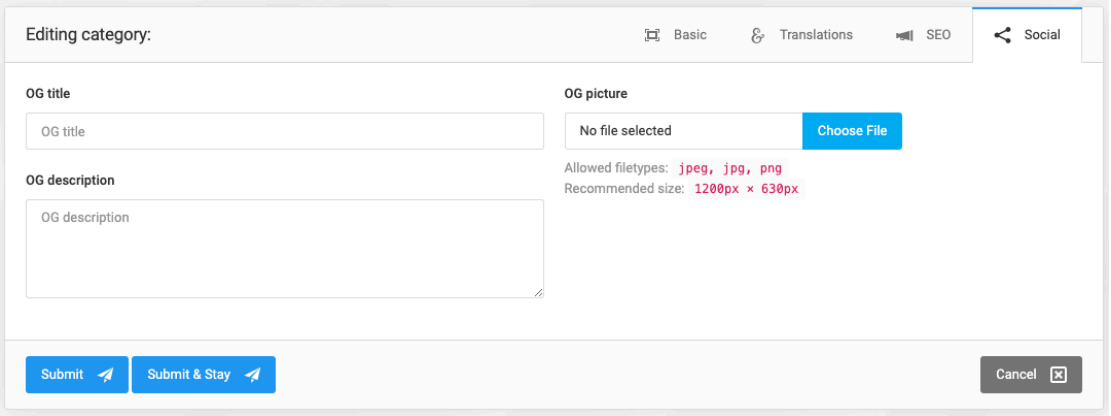
Always remember to click "Save" or "Save & Stay" after making changes to a category.

SEO Tab

Sellvio provides settings for in-depth SEO optimization for each content type and category. A comprehensive explanation of the various SEO settings and their usage can be found [here].

Sharing Tab

Under the dedicated Sharing tab, store owners can configure Open Graph (OG) settings for the static category in the selected language.



- OG Title – The title of the page that appears when the page is shared. It helps control how the page title appears on social platforms, making it more user-friendly and appealing to an online audience.
- OG Description – The description of the category that appears when the page is shared.
- OG Image – The image displayed alongside the OG title and OG description when content is shared on social media. This image can only be configured for the store's primary language. When a gallery is shared on social media, the same image will be used for all languages.

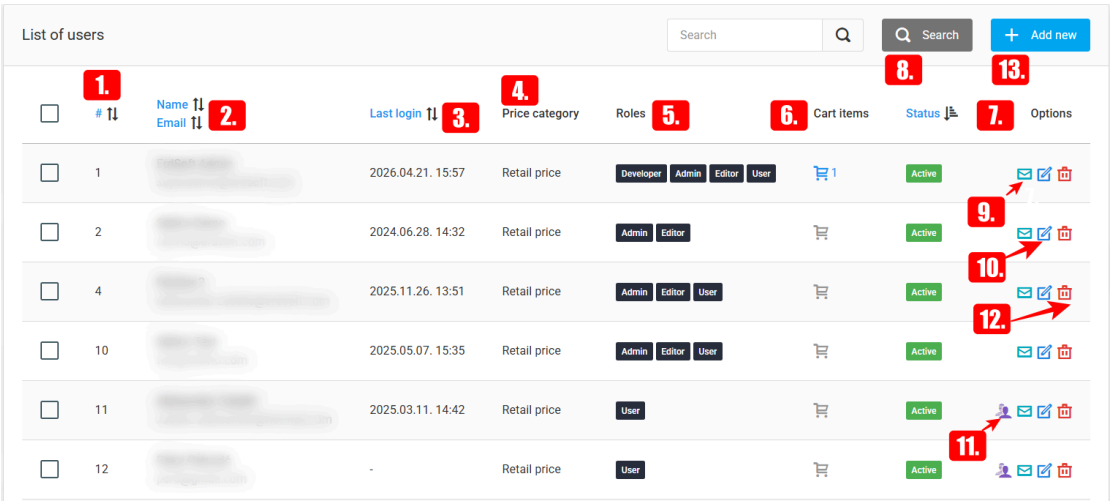
Users (Sidebar → Manage Users)

In the Sellvio system, all registered users can be managed through a unified administrator user interface. By default, Sellvio includes three user groups:

1. Users – Registered users who do not have access to the store's administrative interface.
2. Editors – Have access to the store administration panel, allowing them to configure store settings and create or edit content displayed in the store. However, they cannot manage users.
3. Administrators – Have full control over user profiles, roles, and permissions for various store modules.

Users (Sidebar → Users)

The Users administration screen can be accessed from the admin dashboard under User Management → Users.



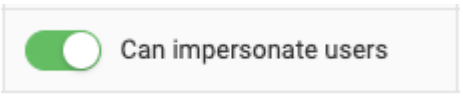
1. **Identifier** - the unique identification number of the user.
2. **Name and email** - the user's first and last name, as well as their email address.
3. **Last login** - the user's most recent login to the webshop.
4. **Price category** - the pricing level assigned to the user (Retail/Wholesale).
5. **Roles** - the list of groups assigned to the user. A user can belong to multiple user groups.
6. **Cart items** - shows whether the user has products in their cart and how many items are in it.
7. **Status** - indicates whether the user account is active, pending activation, or disabled.
8. Clicking on the search field displays the search interface.
9. Administrators have the option to send a password reset link if needed for a user.
10. By clicking the "edit" button, existing users can be modified.

11. Webshop administrators have the ability to log in as a user, allowing them to directly view the interface from the customer's perspective, resolve issues more efficiently, assist with the ordering process, and ensure that various discounts and offers function properly.
12. Using the "delete" button, users can be removed.
13. By clicking the "Add New User" button, administrators can add new users to the system.

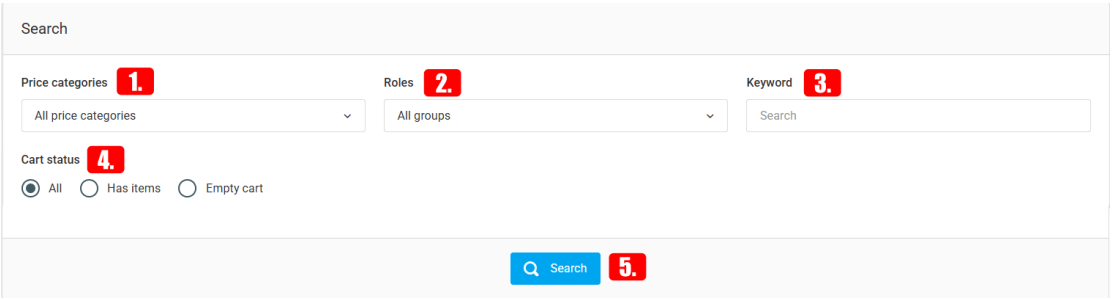
To enable the feature described in point 11, administrators must activate the "Can

Termékek kezelése

impersonae users" permission under the Permissions tab in their Administrator account.



When clicking on the search field, the following options appear:



1. **Price categories** – Users can be filtered by pricing type (Retail / Wholesale)
2. **Roles** – Users can be filtered by groups (Administrator / Developer / Editor / User)
3. **Keyword** – Users can be filtered based on custom keywords
4. **Cart status** – Users can be filtered based on the status of their cart
5. By clicking the Search button, the filters are activated and the searched users are displayed

Adding or Editing Users

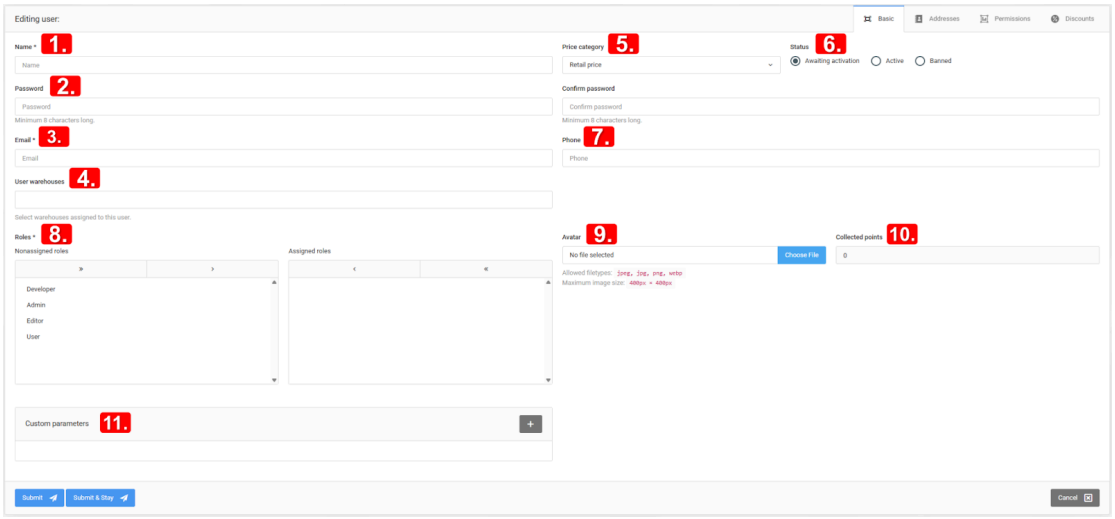
There are two ways to add new users in Sellvio. The first method is through webshop registration, where registered users are automatically assigned to the Users group. The second method allows administrators to create new users via the User Management → Users section on the administration screen.

IMPORTANT: Only users belonging to the Administrators user group can manage and create new users in Sellvio.

There is no limit to the number of users that can be created.

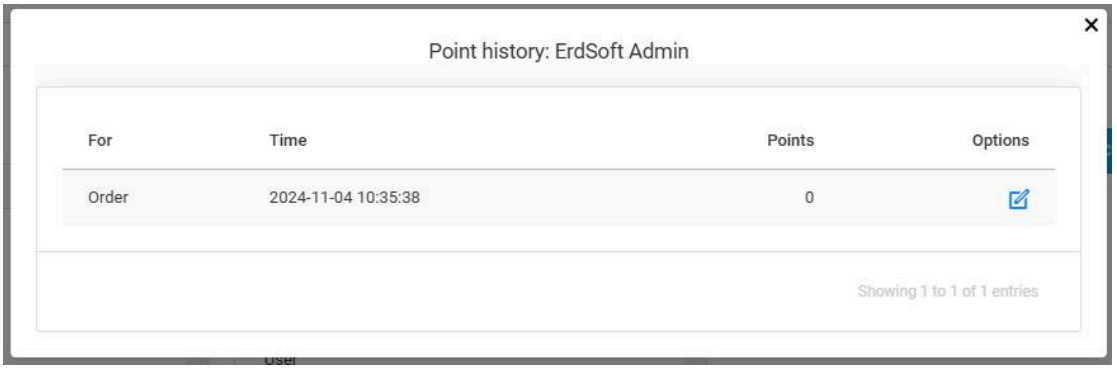
General Tab

Creating a new user in Sellvio is straightforward. Simply fill in the required fields on the General Tab and click the "Submit" or "Submit and Stay" button at the bottom of the screen.



1. **Name** – the user's full name (first name and last name).
2. **Password and confirm password** – the password required for login. The password must be entered twice to avoid typing errors.
3. **Email** – the user's email address, which is used together with the password for login.
4. **User warehouses** – only the selected warehouses will be visible to the user.
5. **Price category** – the price list from which product prices are displayed after the user logs in. Sellvio includes two default price lists: wholesale and retail.
6. **Status** – one of three statuses can be set for users, determining whether login is allowed:
    a. **Awaiting activation** – inactive users cannot log in. Users who register in the webshop remain inactive until they activate their account by verifying their email address.
    b. **Active** – active users can log in. Users who register in the webshop and confirm their account by email verification are automatically set to active status.
    c. **Banned** – this status can only be set by an administrator. Blocked users cannot log in.
7. **Phone** – the user's primary phone number.
8. **Roles** – users who register in the webshop are initially added to the Users group. Administrators can assign them to additional user groups at any time by moving the desired role from the Unassigned roles field to the Assigned roles field.
9. **Avatar** – the user's profile picture (used only within the administration interface).

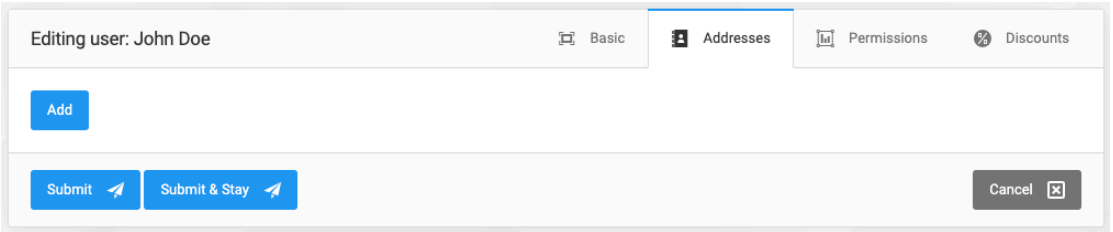
10. **Collected points (read-only)** – displays the user's accumulated loyalty points based on purchase history. If the user has previously made purchases in the store, an "info" button appears next to the field. Clicking the "info" button opens the points history window, which contains a list of the user's previous purchases and details of the number of points earned for each order.
11. **Custom parameters** – The parameters specified here can be used in the search on the admin interface, allowing users with these attributes to be filtered quickly and easily.



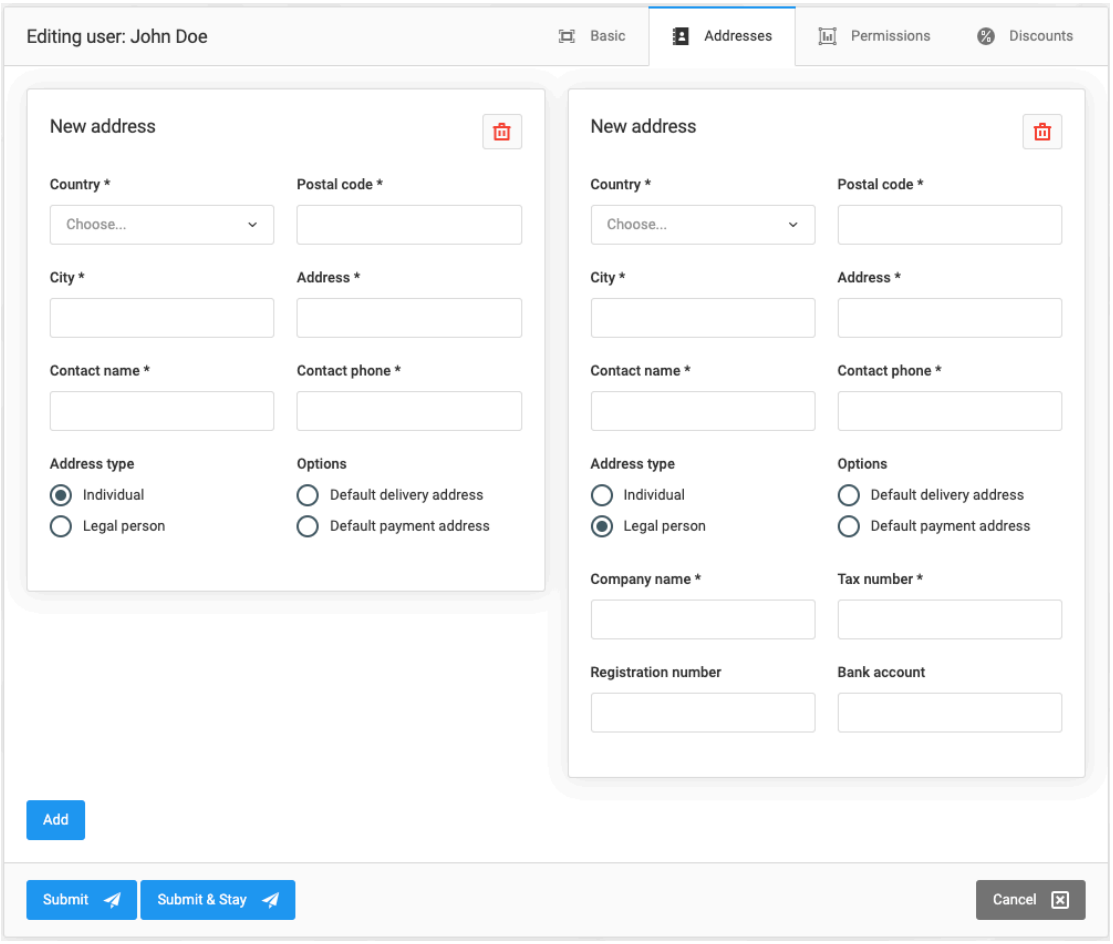
Addresses Tab

The Addresses tab displays the stored addresses of users, which can either be added by the users themselves via their profile page in the webshop or assigned by administrators using the administrative interface.

There is no limit to the number of addresses a user can have.



To add a new address to a user, first click "Add" button.



Addresses can be classified as either corporate or personal. However, since the field descriptions are self-explanatory, we will not go into further details about each field.

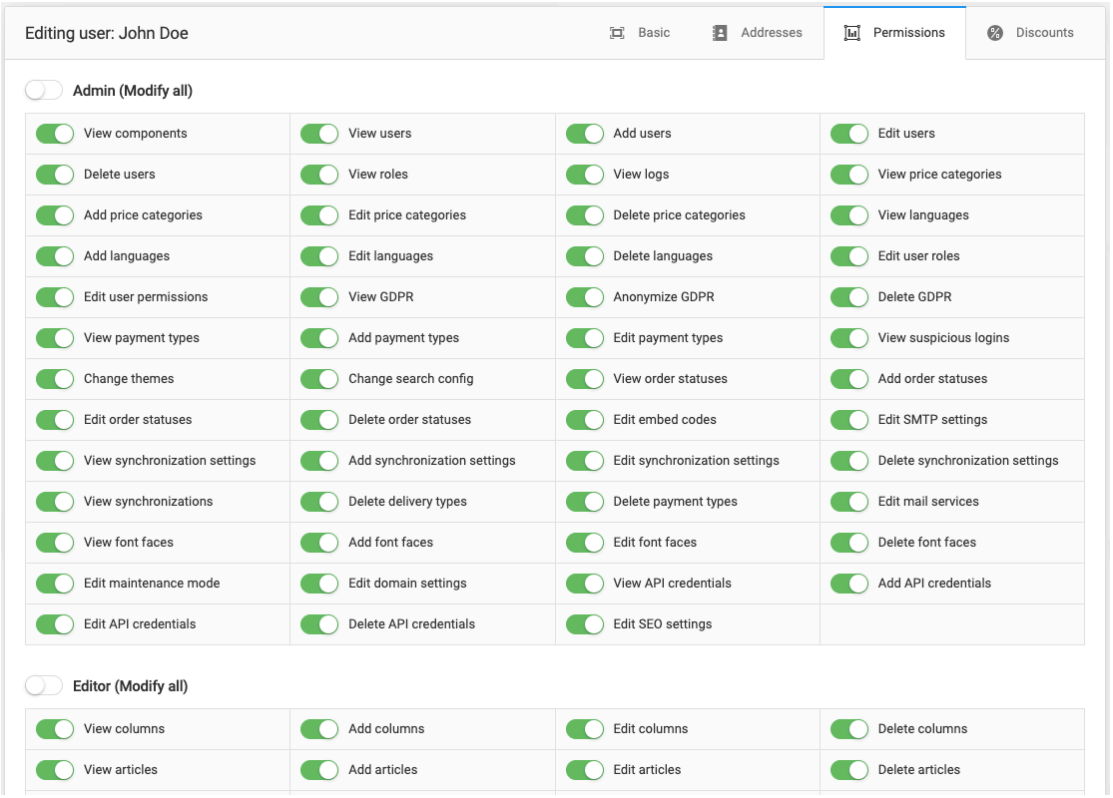
Permissions Tab

To enhance security, Sellvio employs a "restrict everything" approach regarding permissions.

This means that when a new user is added to the system and assigned to a user group, they initially have no permissions to access any module or functionality within Sellvio. Permissions must be granted step-by-step by administrators.

User groups function as collections of permissions tied to various Sellvio modules. For instance, a user assigned solely to the Editors group will only have permissions to manage website content and will not have access to user administration, as those permissions are reserved exclusively for the Administrators group.

What further strengthens the robustness of the permission system is the ability to assign create, read, edit, and delete permissions individually at the user level.



It would take a significant amount of time (and ink) to review every single permission change in detail.

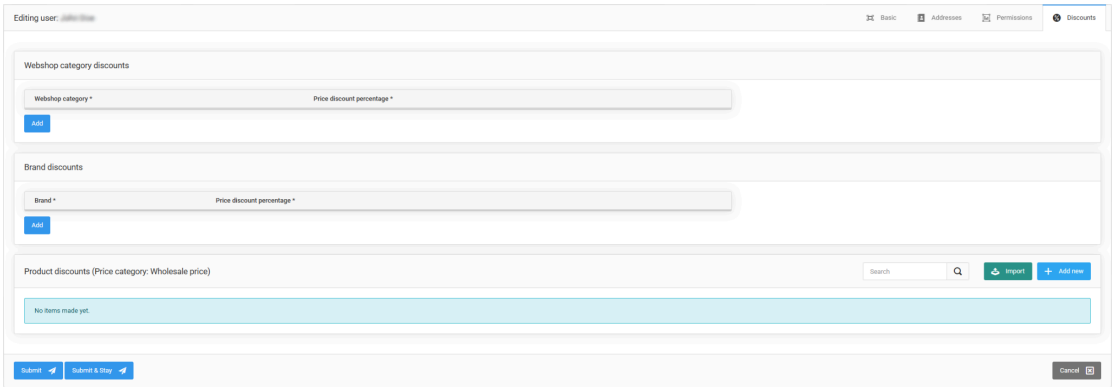
As previously mentioned (and shown in the screenshot), the permissions screen offers separate create, read, edit, and delete permissions for various Sellvio modules, organized into user roles. Administrators can use the permissions screen to configure detailed permissions for users based on business requirements.

Discounts Tab

Within Sellvio, there are numerous methods for creating discounts, one of the most unique types being User Discounts.

User discounts are assigned individually for each user through the Discounts tab in the user settings.

User discounts are percentage-based and can be applied to product categories.



To assign a discount to a user for a specific product category, simply click the "Add" button, select the desired product category from the options listed in the Webshop Category column, and enter the discount percentage in the Discount Percentage column.

The maximum number of entries that can be created is determined solely by the number of available product categories.

With the help of import, it is easy to set that a specific customer receives a discount on selected products. During the import process, a list of products and their corresponding discount percentages can be provided, allowing large amounts of data to be uploaded quickly.

NOTE: Administrators can provide a discount for the entire webshop by selecting the "All Webshop Categories" option in the Webshop Category column.

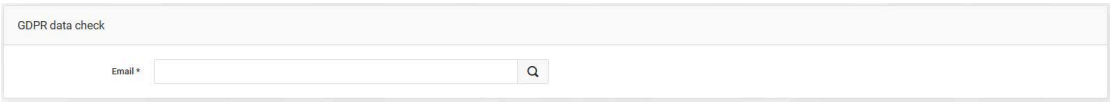
NOTE: If two discounts conflict, the system will always apply the higher discount.

GDPR data check (User management → GDPR data check)

To ensure that Sellvio complies with the latest GDPR regulations, the administrative section provides a dedicated interface within the system for reviewing the data stored about individual users. Additionally, it facilitates the anonymization of such data.

This administrative screen can be accessed from the administrative dashboard under User Management → GDPR Data Review.

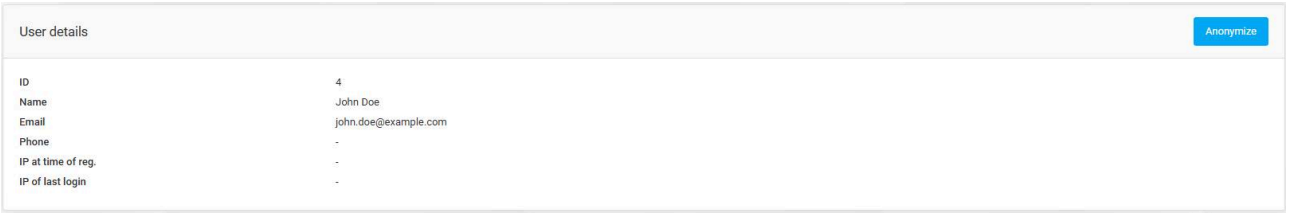
In Sellvio, users are primarily tracked and identified by their email addresses.



To search the database and display all recorded information about a specific user, simply enter the user's email address in the "Email" field and click the search button.

Once the search is complete, the system will display seven sections, each containing different types of user information:

User Information



The first section contains general user information, including the database ID, name, email address, phone number, and the IP address used during account registration and the last login.

Clicking the "Anonymize" button in the top right corner of this section will anonymize the user's data.

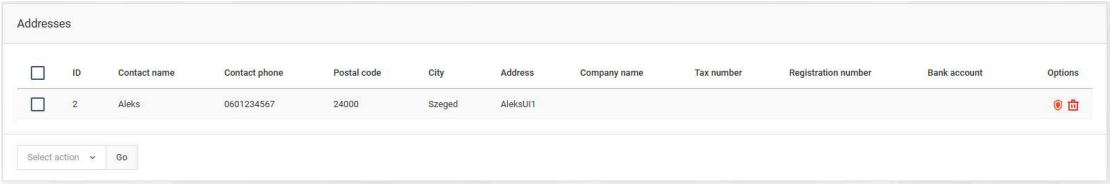
WARNING: Since the email address will also be anonymized, the user will no longer be able to log in!

Social Accounts

The Social Accounts section lists all social accounts the user has used to log into the Sellvio system.

1. **Email:** The email address associated with the user's social account.
2. **Name:** The name displayed on the respective social media platform.
3. **Nickname:** Some social platforms, such as X (formerly Twitter), use nicknames. This column shows the user's nickname on the respective social platform.
4. Clicking the "Anonymize" button anonymizes all data in the respective row, retaining only the identifier number.
5. Individual rows can also be deleted using the trash can icon at the end of the row.

Addresses

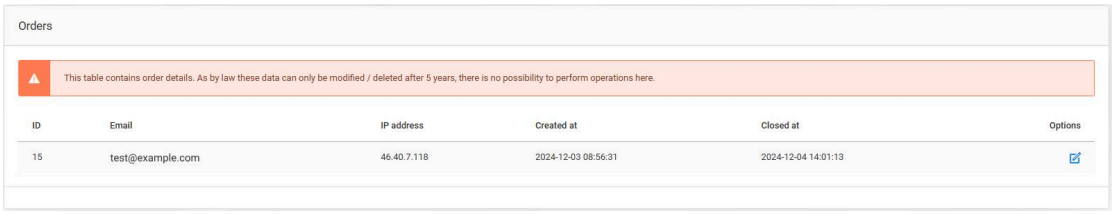


The Addresses section lists all addresses associated with the user, regardless of whether they were added by the user on their profile page or by administrators through the admin interface.

We won’t go into detail about the contents of each column, as they are mostly self-explanatory.

Addresses can be anonymized or deleted using the buttons at the end of the table rows.

Orders

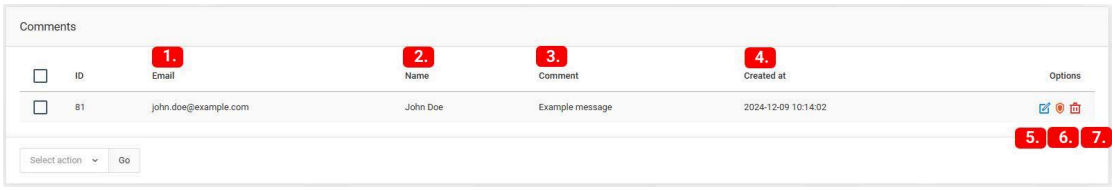


The Orders table displays all orders placed by the user. In accordance with legal regulations, orders can only be deleted or anonymized after 5 years. Until then, they can only be edited.

We won’t go into the details of what each column contains, as they are mostly self-explanatory.

Comments

The Comments table contains all comments left by the user on various posts, such as Articles, Galleries, and Events.



1. **Email:** The email address used by the user to leave the comment.
2. **Name:** The name under which the user left the comment.
3. **Comment:** The content of the comment.
4. Clicking the "Edit" button opens the comment's editing form in a new tab.
5. Clicking the "Anonymize" button anonymizes all data in the respective row, retaining only the identifier number.
6. An individual row can also be deleted using the trash can icon at the end of the row.

Subscriptions

The Subscriptions section displays all newsletter subscriptions associated with the user.

We won’t go into detail about the contents of each column, as they are mostly self-explanatory.

Password Resets

The Password Resets section catalogs all the user's past password reset requests.

We won’t go into detail about the contents of each column, as they are mostly self-explanatory.

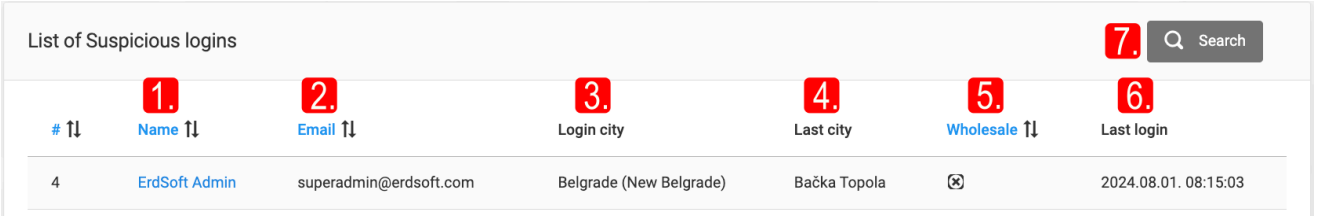
Suspicious Logins (User management → Suspicious Logins)

The purpose of Sellvio's suspicious login detection is to protect user accounts and sensitive data by identifying and responding to unusual or potentially harmful login activities.

Sellvio tracks the geographical location and IP address of login attempts. If a user typically logs in from a specific location and suddenly tries to log in from another location, the system logs it as a suspicious login and sends a warning email to the store administrators.

The Suspicious Logins screen is used to review suspicious login events and related data.

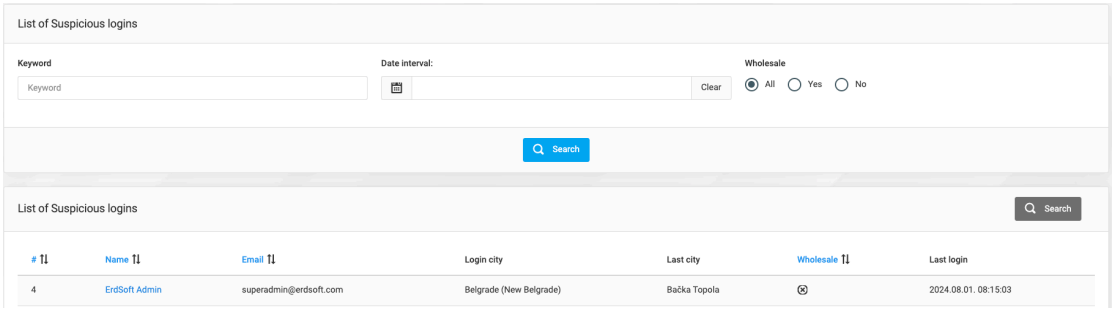
This administrative screen can be accessed from the admin sidebar under User Management → Suspicious Logins.



1. **Name** – The user who logged in when the suspicious login was documented. Clicking on the name opens the user's edit screen.
2. **Email** – The user's email address.
3. **Login City** – The location (city or town) from which the user logged in when the suspicious login was documented.
4. **Last city** – The location (city or town) from which the user logged in during the previous login.
5. **Wholesale** – Indicates whether the user is a wholesale client.
6. **Last Login** – The date and time of the user's most recent login.
7. **Search** – Clicking the "Search" button displays a search form that allows administrators to narrow down the list of suspicious logins based on various search criteria.

List of Suspicious Logins – Search Criteria

Let's examine the various search options that administrators can use to refine the list of suspicious logins.



- **Keyword** – Any keyword that may appear in the user's name, email address, login location, or last login data.
- **Date Interval** – The date range between suspicious logins to be displayed.
- **Wholesale** – Display suspicious logins for wholesale clients only, non-wholesale clients, or all clients.

Webshop (Sidebar → Webshop)

This chapter delves deeply into what drives the fundamental functionalities of the system, the key aspects that set Sellvio apart from its competitors, and what truly makes it outstanding—the meticulous management of products and orders.

Before diving into the details of handling products and orders within Sellvio, there are a few preparations to make.

First, let's explore how to create various elements such as manufacturers, product categories, icons, and other components that will be associated with our products.

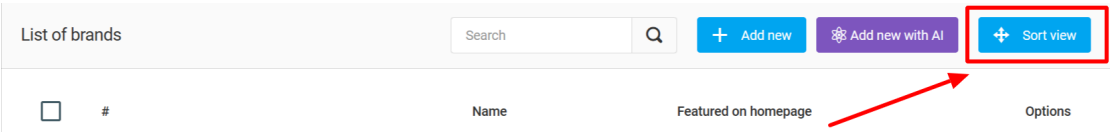
Brands and their management (Webshop → Brands)

Although brands are entirely optional, they play a much larger role than simply displaying a name and logo on the product page.

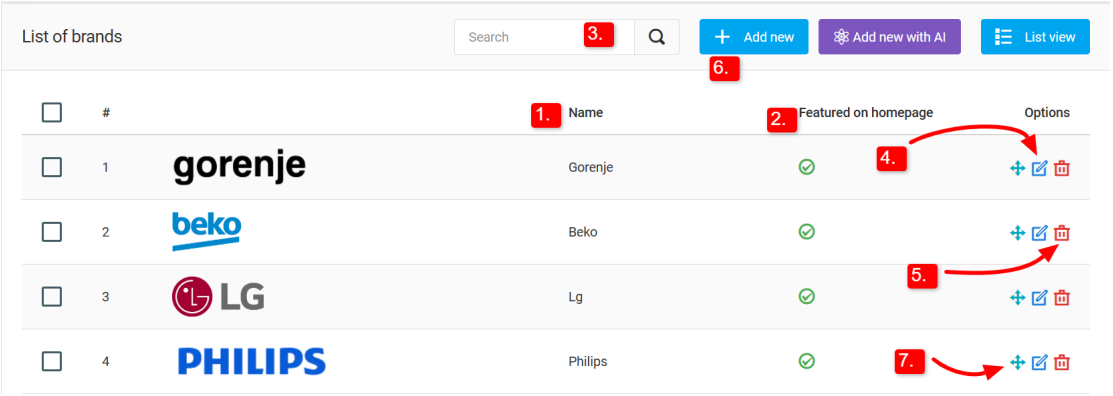
Brands have a dedicated listing page and serve as an additional layer for categorizing products.

The brand management page can be accessed from the administration sidebar under Webshop → Brands.

The list of brands has a simple list view and a sorting view. Switching between the views can be done using the blue button in the top-right corner, which says "List view" or "Sort view," depending on the current view.



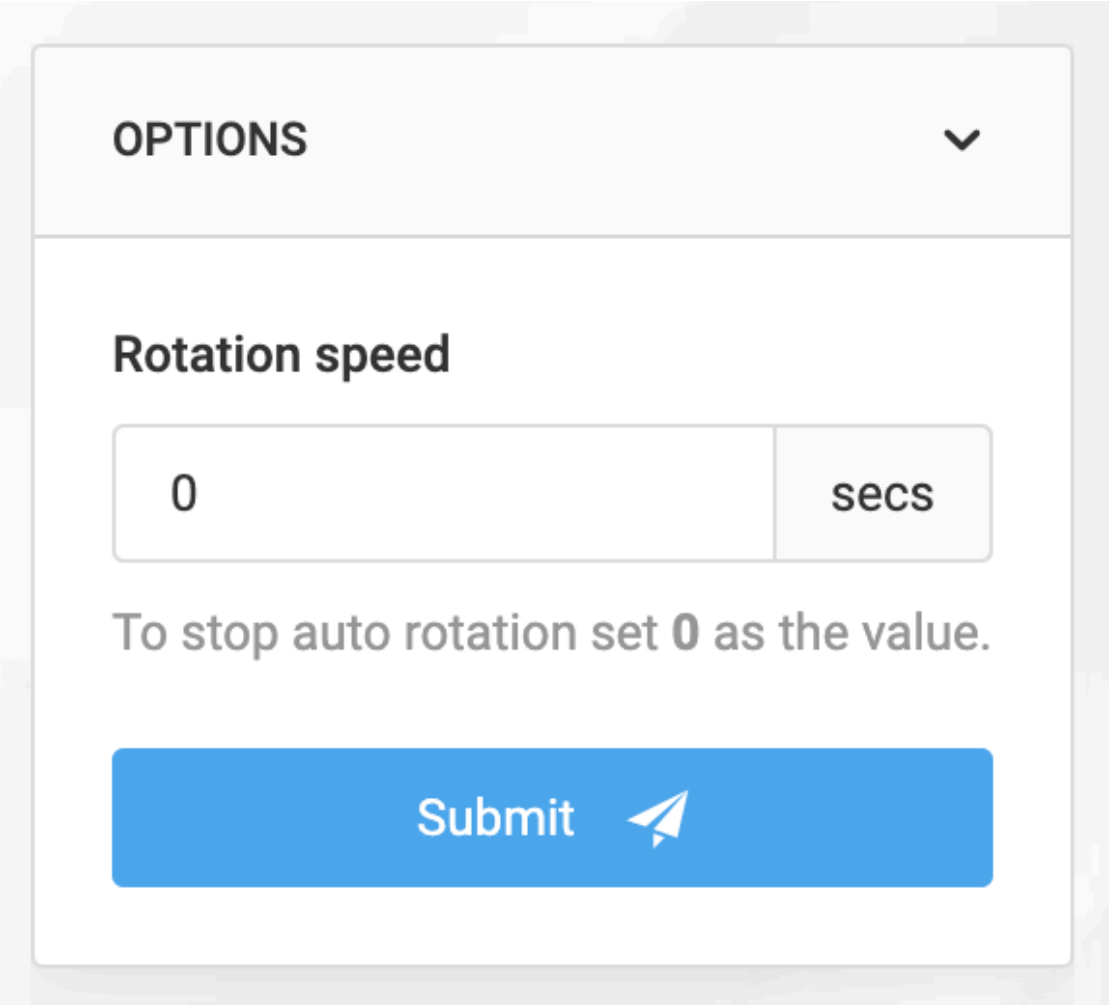
The two views are identical, except that in the sorting view, you can arrange the brands, and there is no pagination at the bottom of the page.



1. Name - The name of the brand, visible on the admin page and in various sections of the online store.
2. Featured on Homepage - Indicates whether the brand is displayed on the webshop's homepage under the brands section.
3. To search for a brand, simply type its name into the search bar and click the "magnifying glass" icon.
4. By clicking the "edit" button, store owners can modify existing brands.
5. If a brand is no longer needed, store owners can delete it by clicking the "trash" icon.
6. New brands can be created anytime by clicking the "Add New" button.
7. By clicking on this icon and holding the mouse, you can rearrange the order of the brands. This option is only available in the aforementioned "Sorting View."

In addition, you can configure the automatic rotation of the brands carousel through the Options sidebar.

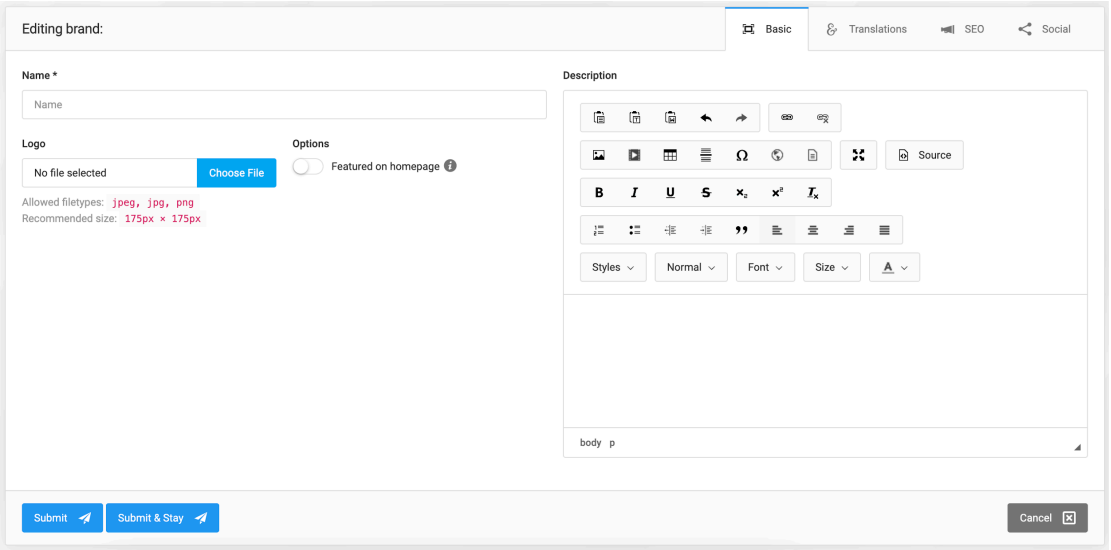
If the field is set to "0," automatic rotation is disabled. For other numerical values, automatic rotation will be enabled.
For example, if the field contains "5," the carousel will rotate every 5 seconds.



Adding or Editing Brands

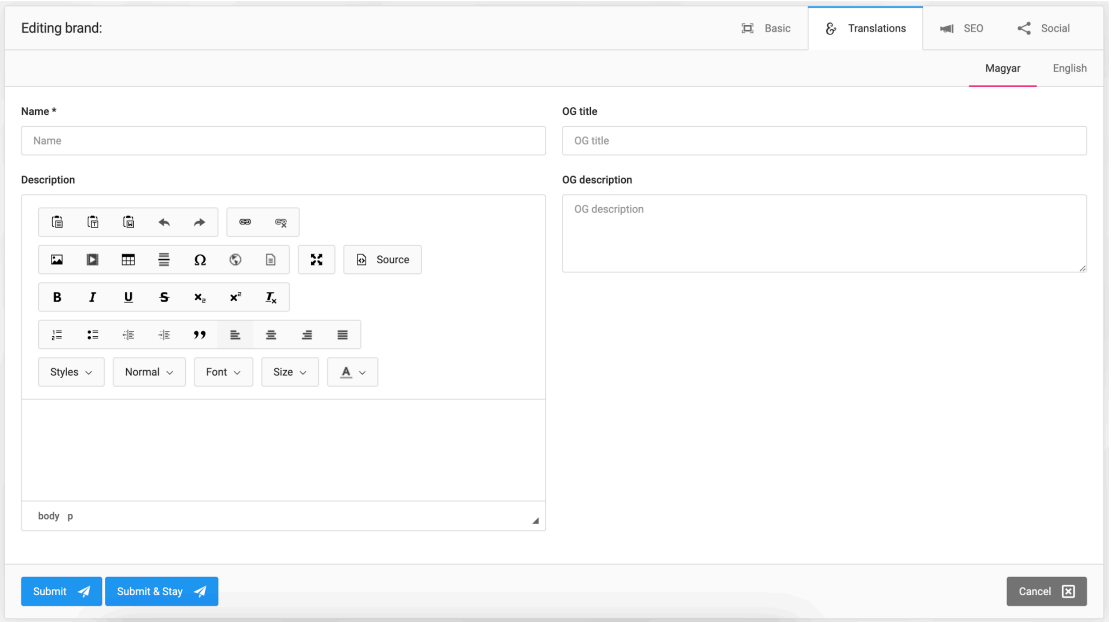
New brands can be added quickly, as they do not require a large amount of information to be filled in.

Basic tab



- Name - The name of the brand, used across various sections of the webshop and on the brand administration page.
- Logo - An image of the brand's logo. The logo can appear on the homepage, the product details page, and the brand's dedicated page.
- Featured on Homepage - Determines whether the brand's logo appears in the rotating carousel on the homepage.
- Description - Store owners are encouraged to provide information about the brand. This information will be displayed on the brand's dedicated page, positioned above the list of products associated with that brand.
  This field allows administrators to create and edit content with a visual display similar to the final output. Users can format text, insert images, and design the primary description in a way that reflects how it will appear to customers.

Translations tab



The Translations tab allows administrators to provide translations for the brand in all active languages used in the webshop. This step is essential before saving the brand.

- Title - The brand's name in the selected language.
- Description - Administrators can provide a description in the selected language, offering concise information about the brand. This content functions the same as in the default language.
- OG Title - The title of the page that appears when the page is shared. This helps control how the page title is displayed on social platforms, making it more user-friendly and appealing to an online audience.
- OG Description - The brand's description that appears when the page is shared.

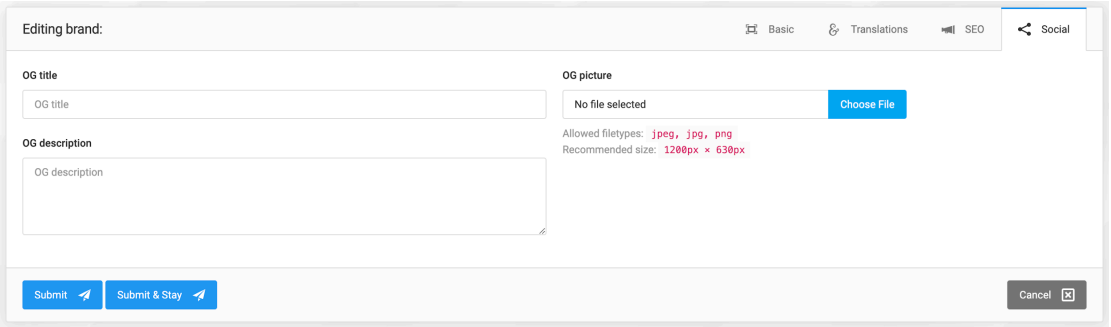
SEO tab

Sellvio provides settings for in-depth SEO optimization of various content types and categories.

Social tab

On the Translations tab, we've already encountered some OG settings.

Under the dedicated Social tab, store owners can configure the brand's Open Graph (OG) settings in the store's primary language.



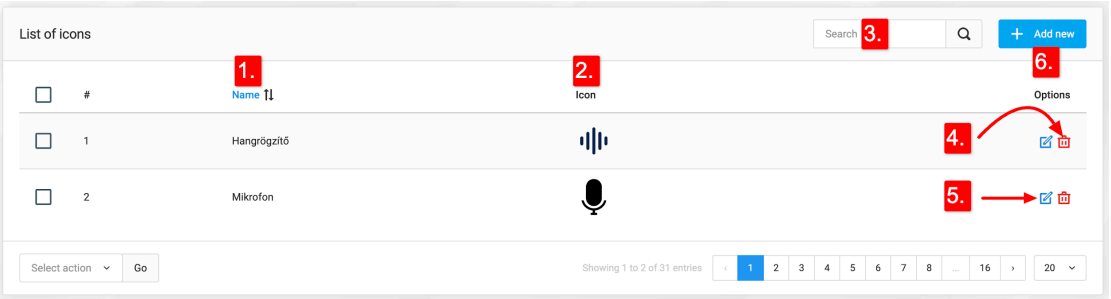
- OG Title - The brand's name that appears when shared. This helps control how the page title is displayed on social platforms, making it more user-friendly and appealing to an online audience.
- OG Description - The brand's description that appears when the page is shared.
- OG Image - The image that appears alongside the OG Title and OG Description when the content is shared on social media. This image can only be configured for the store's primary language. When a brand is shared on social media, the same image will be used across all languages.

Icons for products (Webshop → Icons)

Icons are graphical symbols or images used to convey specific care instructions or features related to a product.

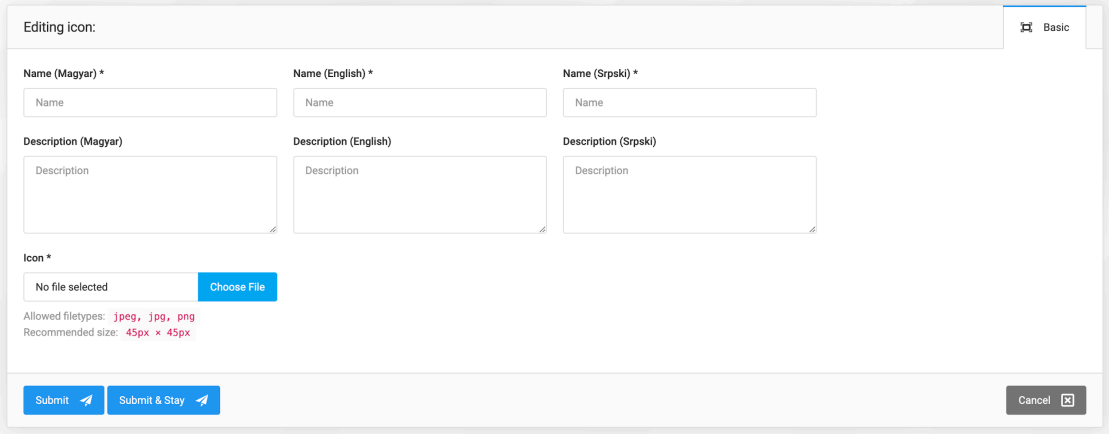
These icons provide customers with a quick and visual way to understand how to care for or use a product.

The Icons administration screen can be accessed from the admin sidebar under Webshop → Icons.



1. Name - The name of the icon, visible only on the administration page.
2. Icon - The graphic associated with the entry. This icon will appear on the product details page.
3. To search for an icon, simply type its name into the search bar and click the "magnifying glass" icon.
4. By clicking the "edit" button, store owners can modify existing icons.
5. If an icon is no longer needed, store owners can delete it by clicking the "trash" icon.
6. New icons can be created at any time by clicking the "Add New" button.

Adding or Editing Icons



- Name (Language) - The name of the icon must be provided for each language used in the store.

- Description (Language) - A short description of the icon in the language specified in parentheses. This text appears as a tooltip when customers hover over the icon.
- Icon - The image file to be displayed on the product details page for the icon.

How Icons Appear to Customers

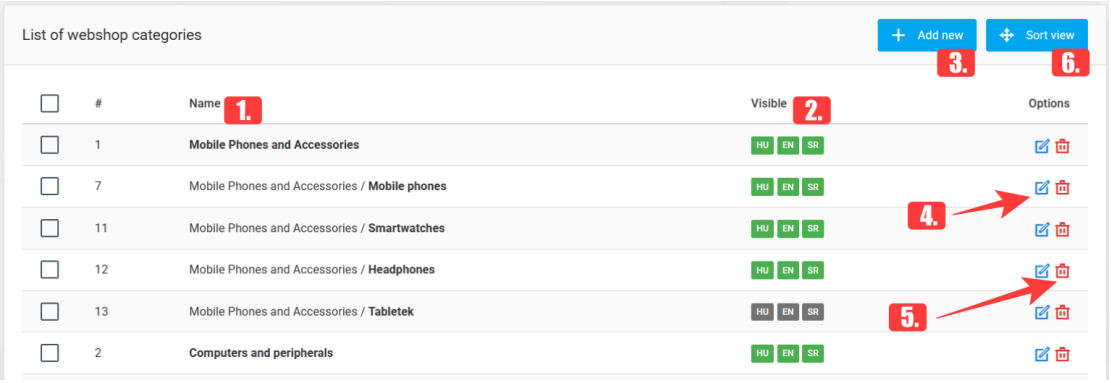
"Bluetooth" Icon with Tooltip

Webshop categories (Webshop → Categories)

Webshop categories serve as the fundamental organizational framework within an online store, grouping related products into distinct sections. These categories function like aisles in a physical retail store, helping customers browse and find products efficiently.

Similar to event and article categories, webshop categories can follow a hierarchical structure.

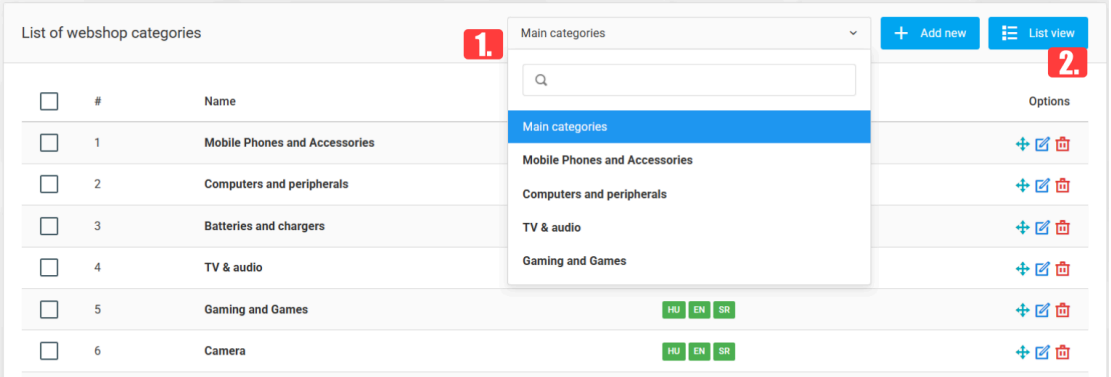
The Webshop Categories administration screen can be accessed from the sidebar under Webshop → Categories.



1. **Name** - The name of the category. This column also displays the hierarchical position of the webshop category in the table.
2. **Visible** - Indicates whether the webshop category is active in the specified language. If a category is not active for a particular language, it will not be accessible or displayed in the webshop when customers browse in that language.
3. New categories can be created anytime by clicking the "Add New" button.
4. By clicking the "edit" button, store owners can modify existing categories.
5. If a category is no longer needed, store owners can delete it by clicking the "trash" icon.
6. By clicking the "Sort View" button, the categories can be arranged in order.

Sorting Webshop Categories

In Sorting View, you can arrange the categories in a specific order.

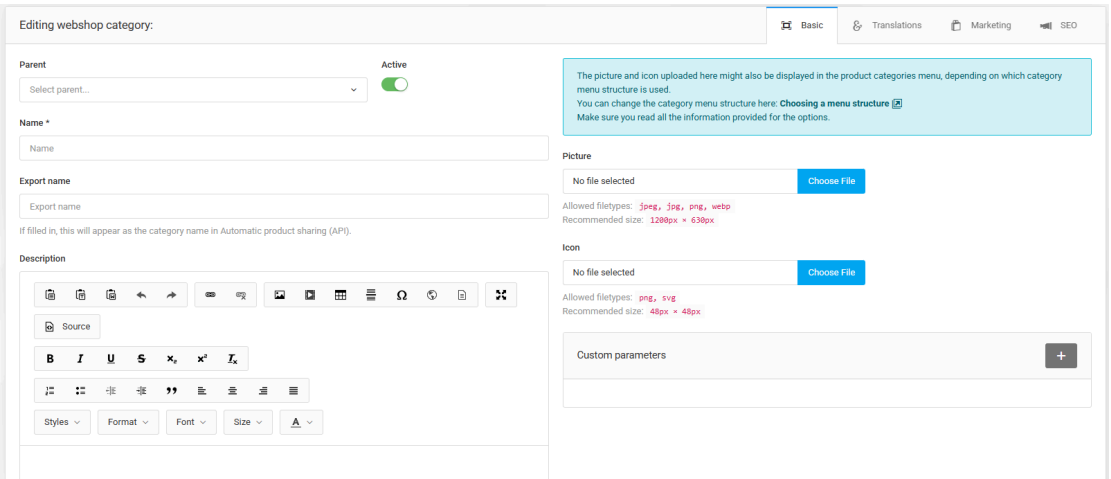


1. You can select the categories you want to sort. By default, the main categories always appear first, followed by the subcategories belonging to them
   IMPORTANT: Only categories of the same level are displayed at once, and they can be sorted only if there are at least two subcategories within them.
2. By clicking on "List View", you can view the entire list of categories.

Adding and Editing Webshop Categories

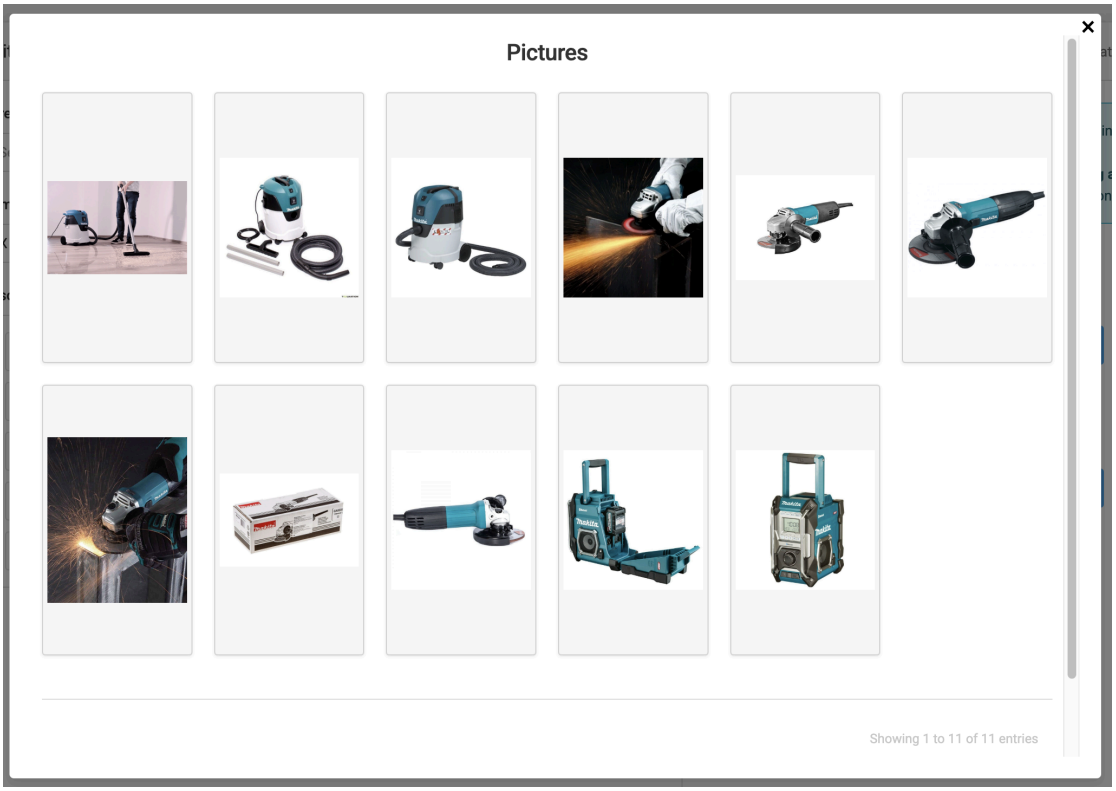
Basic tab

Similar to other category types within the system, webshop categories are created in the default language of the webshop.



- **Parent Category** - Specifies the parent category for a subcategory. To create a new top-level category, simply leave this field empty.
- **Name** - The name of the category in the store's default language.
- **Export name** - the custom category name used for product sharing via the API.

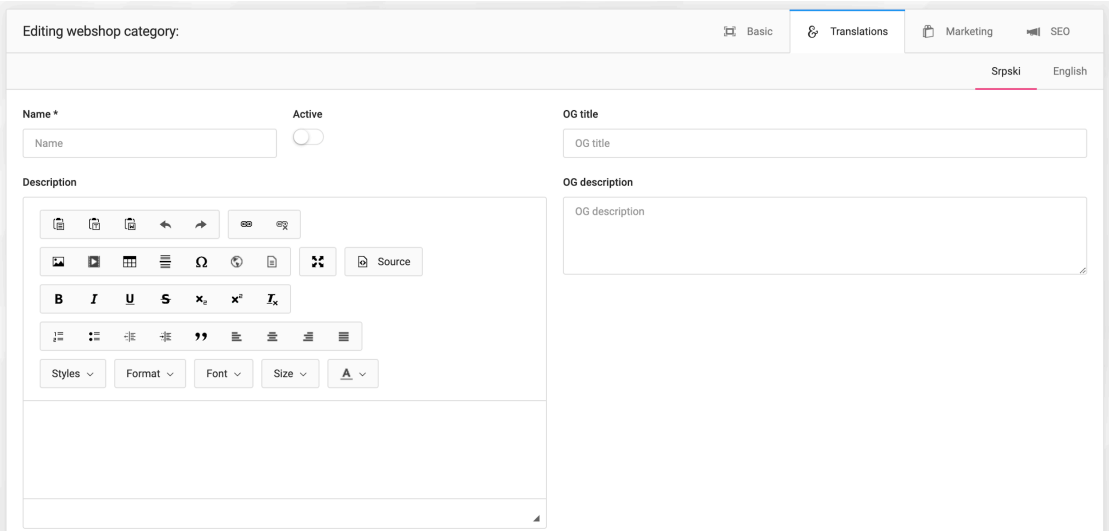
- **Active** (enabled by default) - Determines whether the webshop category is active in the store's default language. Categories will not appear in languages where they are disabled. The category page will also be inaccessible to customers browsing the webshop in a language where the category is disabled.
- **Image** - The category's cover image. Using the "Choose a picture" option, you can select a category image from the pictures of the products within the category.



- **Custom parameters** – The parameters entered here can be used in the search on the admin interface, allowing categories that have them to be filtered quickly and easily.
- **Description** - Details about the category. This field allows administrators to create and edit content with a visual representation similar to the final output. It enables users to format text, insert images, and design the main category description to reflect how it will appear to the store's customers.

Translations tab

On the Translations tab, administrators can provide translations for the webshop category in all active languages used in the store. This step is essential before activating the category.

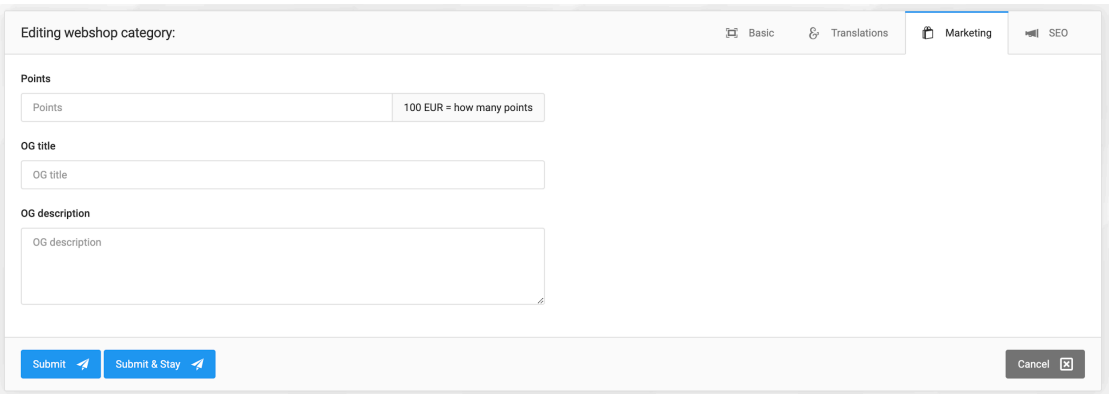


- **Name** - The category title for the selected language (language tab).
- **Description** - Administrators can provide a description in the selected language to offer concise information about the webshop category. This content functions the same way as in the default language.
- **Active** (enabled by default) - This setting determines whether the webshop category is available in the selected language. If disabled, the category will not be accessible or displayed in the selected language.
- **OG Title** - The Open Graph title for the category. It helps control how the page title appears when shared on social platforms, making it more user-friendly and appealing to an online audience.
- **OG Description** - The Open Graph description for the category.

Marketing tab

The Marketing section allows administrators to set Open Graph (OG) data for the webshop category in the store's primary language.

Store owners can also define the number of points customers earn when purchasing products assigned to the category.



1. Points - The points customers can earn based on the product price when purchasing items assigned to the category.
2. OG Title - The Open Graph title for the category in the store's primary language. It helps control how the page title appears when shared on social platforms, making it more user-friendly and appealing to an online audience.
3. OG Description - The Open Graph description for the category in the store's primary language.

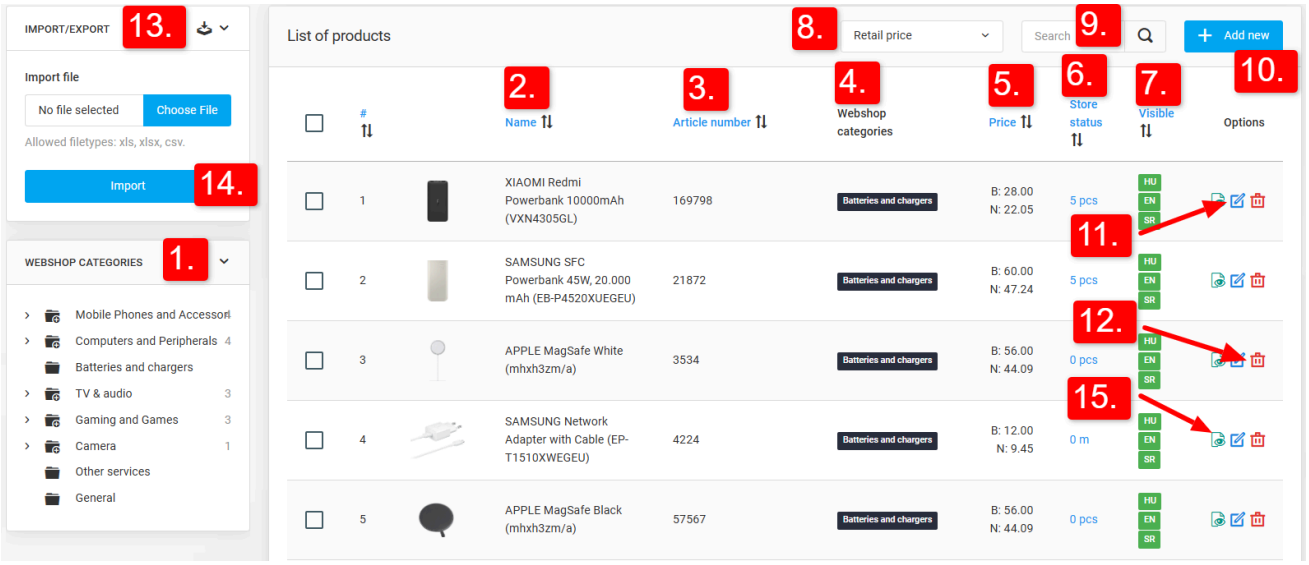
SEO tab

Sellvio provides settings for in-depth SEO optimization of various content types and categories. A comprehensive explanation of the different SEO settings and their usage can be found here.

Product management (Webshop → Products)

Once we have everything set up, it is time to dive into the process of creating and managing products in Sellvio.

The product administration screen can be accessed from the administration sidebar under Webshop → Products.



1. Webstore Categories - selecting a category in the Webstore Categories sidebar narrows down the list of products and simplifies finding products quickly and easily.
2. Name - the name of the product.
3. Item Number - the product's SKU, which stands for Store Keeping Unit.
4. Webstore Categories - this column shows the product's categories.
5. Price - this column shows the gross and net price of the product.
6. Stock - provides an instant overview of the total stock of the products in the product list.
   By clicking on the number next to the given product in the column, a pop-up window will open showing a detailed overview of how much of the given product is in stock in the warehouses.
7. Visible - the labels in this column indicate the languages in which the product is available. "Green" means that the product is activated in the given language.
8. We can select the price list based on which we want to see, filter or sort the products.
9. To search for a product, simply enter its name in the search bar and click on the "magnifying glass" icon.
10. New products can be created at any time by clicking on the "Add new product" button.
11. By clicking on the "edit" button, store owners can modify existing products.

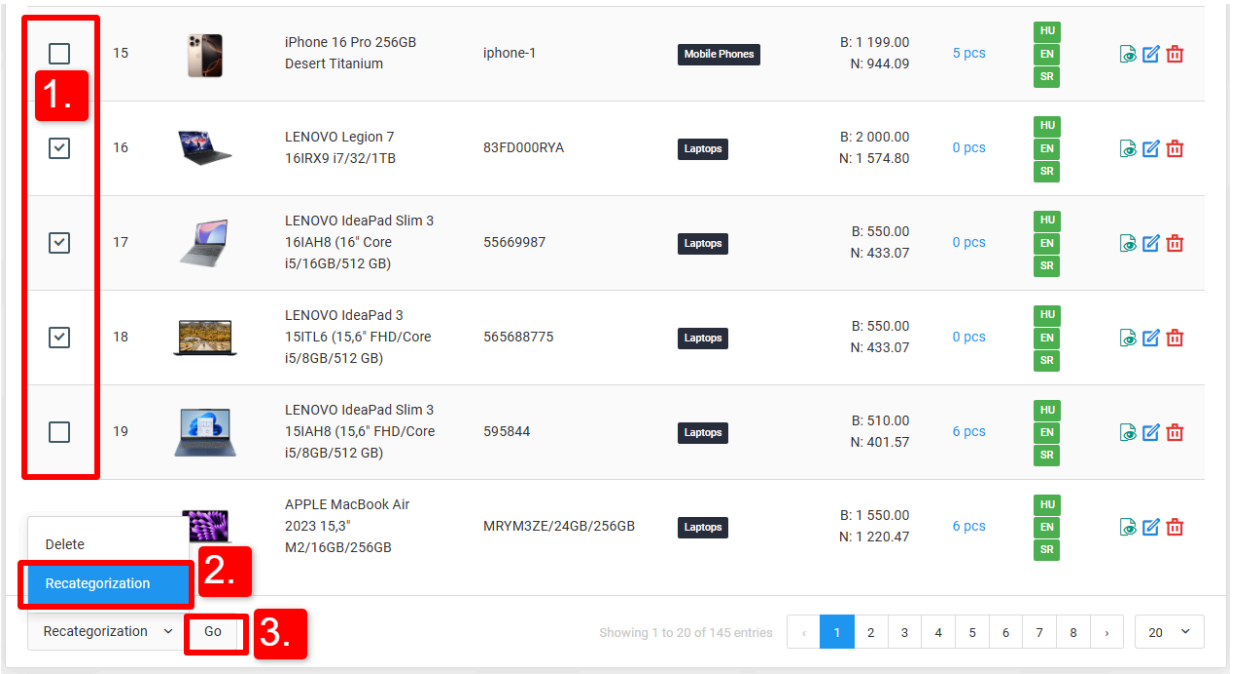
12. If a product is no longer needed, store owners can delete it by clicking on the "trash" button.
13. Excel download (export) - administrators have the option to download all store products in the form of an Excel spreadsheet by selecting the "export" button.
14. To import products from an Excel spreadsheet, store owners can use the import function on this screen. The required import format can be obtained by first exporting the products. This can be done by clicking on the "download" button mentioned in the previous step.
15. The product page can also be opened directly from the administration interface. However, it is important to note that if a given product is not available in the language set in the admin interface, this option will not be available.

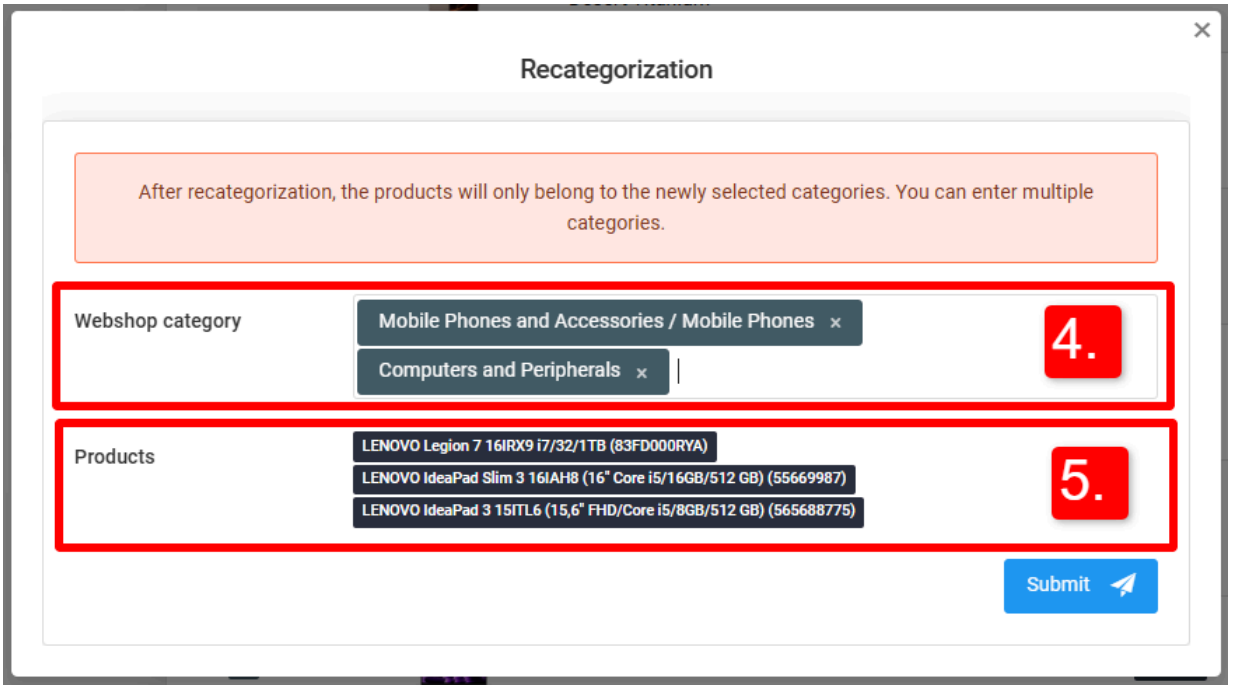
Group recategorizing of existing products

The system also provides the ability to select and re-categorize products in bulk. Products can be moved from one category to another without having to manually modify each product individually.

This is a process that deletes all categories previously assigned to the selected products and assigns the newly defined ones. This applies to both main and subcategories.

If an AI subscription is available, it becomes possible to reclassify products in bulk. Based on product data, the system automatically suggests appropriate categories by processing multiple products simultaneously.





1. Select products - here you can select the products you want to re-categorize
2. Select action - here you can select the action option. In case of re-categorizing products, the "Re-categorize" option must be selected
3. Confirm action - this will confirm your intention and open a pop-up window where you can set the new categories for the selected products
4. Select category - here you can select the new category the selected products will have (you can select more than one at a time)
5. Selected products - here you can see the selected products that will receive the new categories

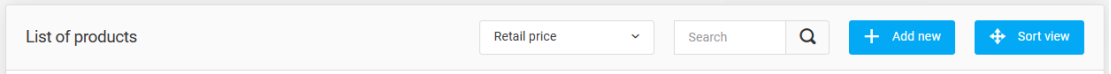
Manually sort products

By default, Sellvio offers the following sorting methods for shoppers on product category pages:

- Sale products first - products with any type of discount are prioritized and displayed first.
- Price ascending - products are sorted in ascending order by price.
- Price descending - products are sorted in descending order by price.
- Name ascending - products are sorted in alphabetical order by name.
- Name descending - products are sorted in alphabetical order by name.
- Newest products - products with the "New product" option are prioritized and displayed first.

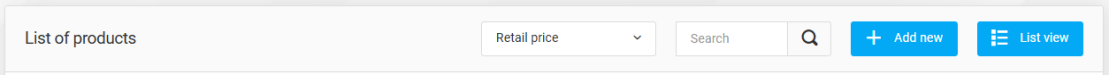
Sellvio offers an additional sorting method called "Default" which displays products in the order in which administrators have manually arranged them within the product category in the products administration screen.

To manually sort products within a category, go to the products administration screen, select a category to display products in, and click the "Sort View" button at the top of the product list.



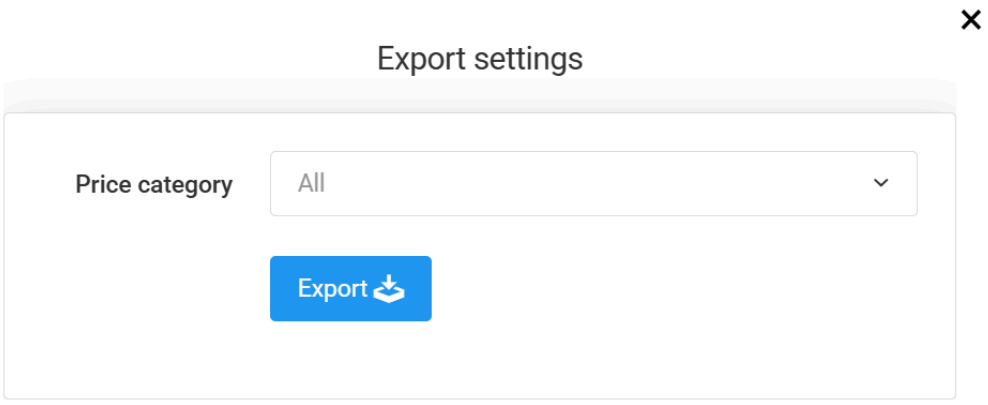
By clicking on the "Sort View" button, "arrow" icons will appear at the end of each product row. You can then manually sort the products by clicking and dragging the "arrow" icons.

To exit the Sort View, simply click on the "List View" button above the product list table.



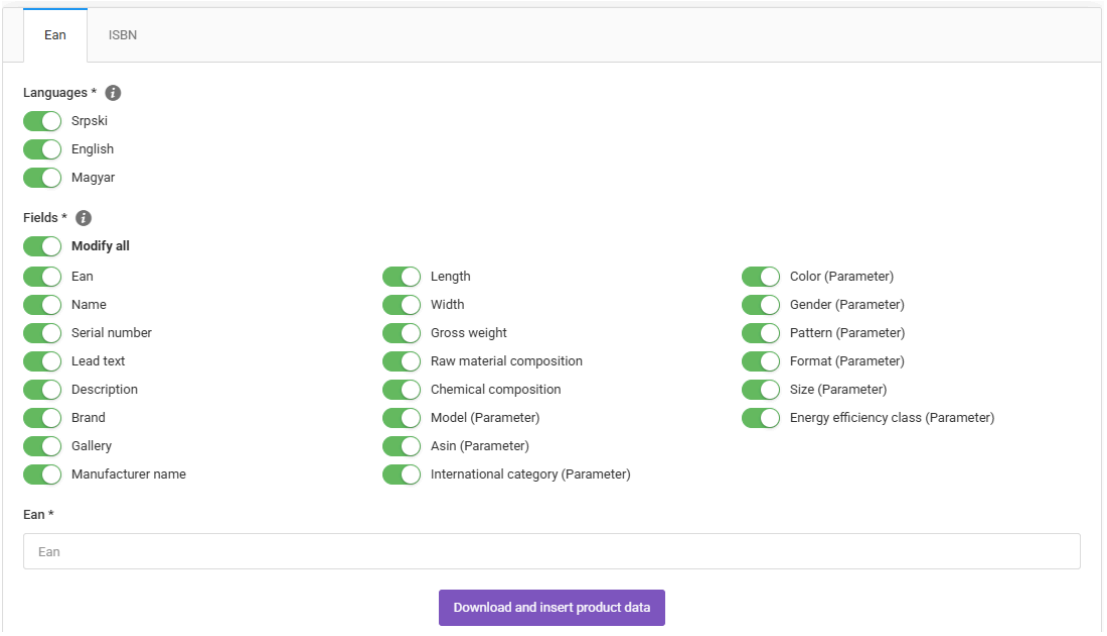
Product export

By clicking the Export button on the product list page, you can now select which price category's data you want to export. The downloaded file contains prices filtered by the selected category, and during import, the system will update only the prices related to that specific price category.

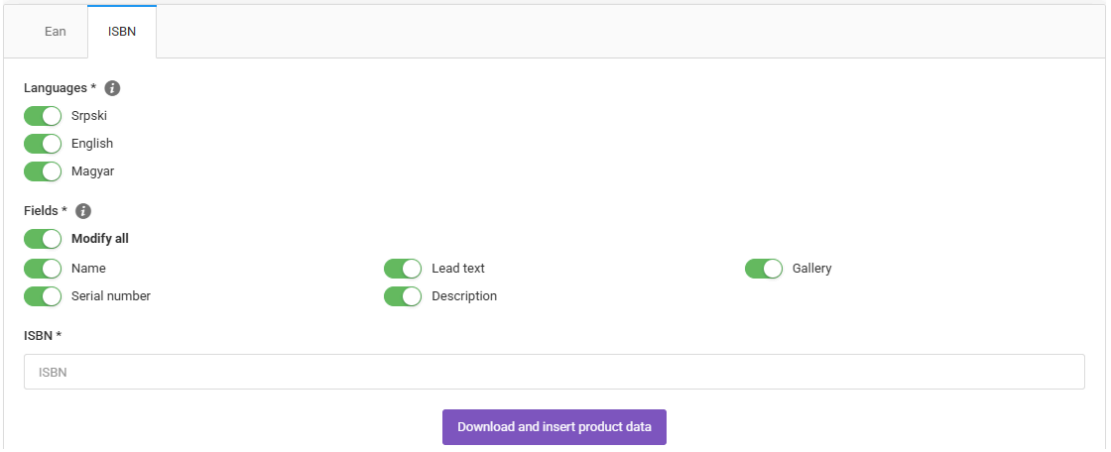


Creating products with AI

You can enter a product's EAN number, based on which the AI automatically generates the required product data.



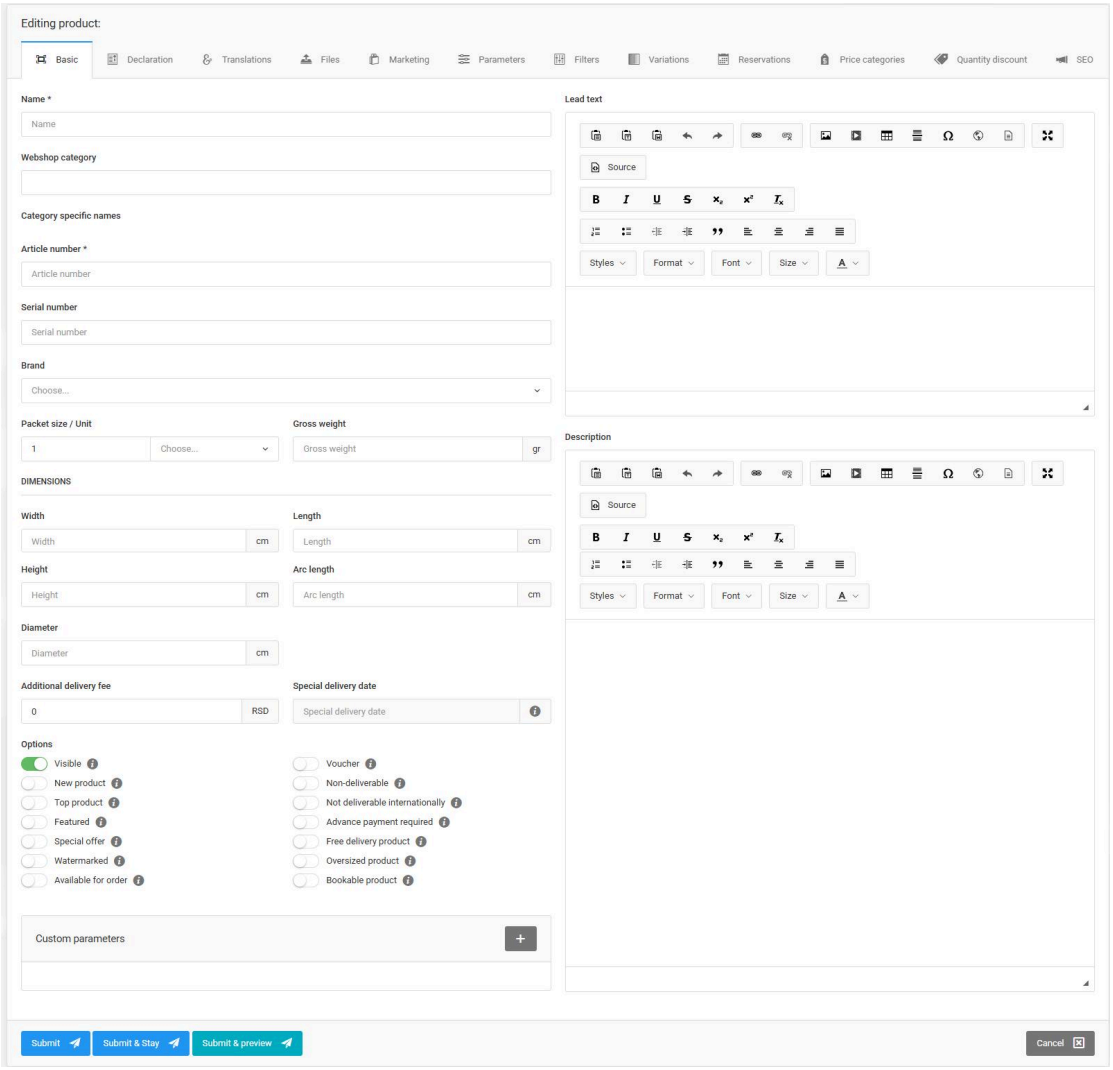
You can enter a product's (book) ISBN number, based on which the AI automatically generates the required product data.



Add or edit products

Now that we've explored how the product listing admin screen works, let's add some products to the store.

General tab



- **Name** - the name of the product.
- **Webshop category** - webshop categories determine where the product will be displayed to customers. There is no limit to how many categories a product can be placed in.
- **Category-specific names –** after selecting a category, it is possible to assign a custom name for the list view of that category
- **Article number** - the product's SKU, which stands for Store Keeping Unit.
- **Serial number** - the product's serial number. Although not mandatory, some stores may insist on displaying the product's serial number.
- **Brand**- the brand of the product. This field lists all brands created under Webshop ⟶ Brands. If a product is associated with a brand, it indicates that the product will be displayed on the brand's page. To learn more about brands and how to add them to the system, please visit the Webshop ⟶ Brands section of the documentation.
- **Min. Orderable quantity / unit of measure** - the package size indicates the smallest quantity in which a product can be ordered. "Unit" specifies the unit in which the product will be sold. Units of measure can be added to the system under Settings ⟶ Units of measure. For a refresher on units of

measure, please review the Units of Measure Settings section of this documentation.

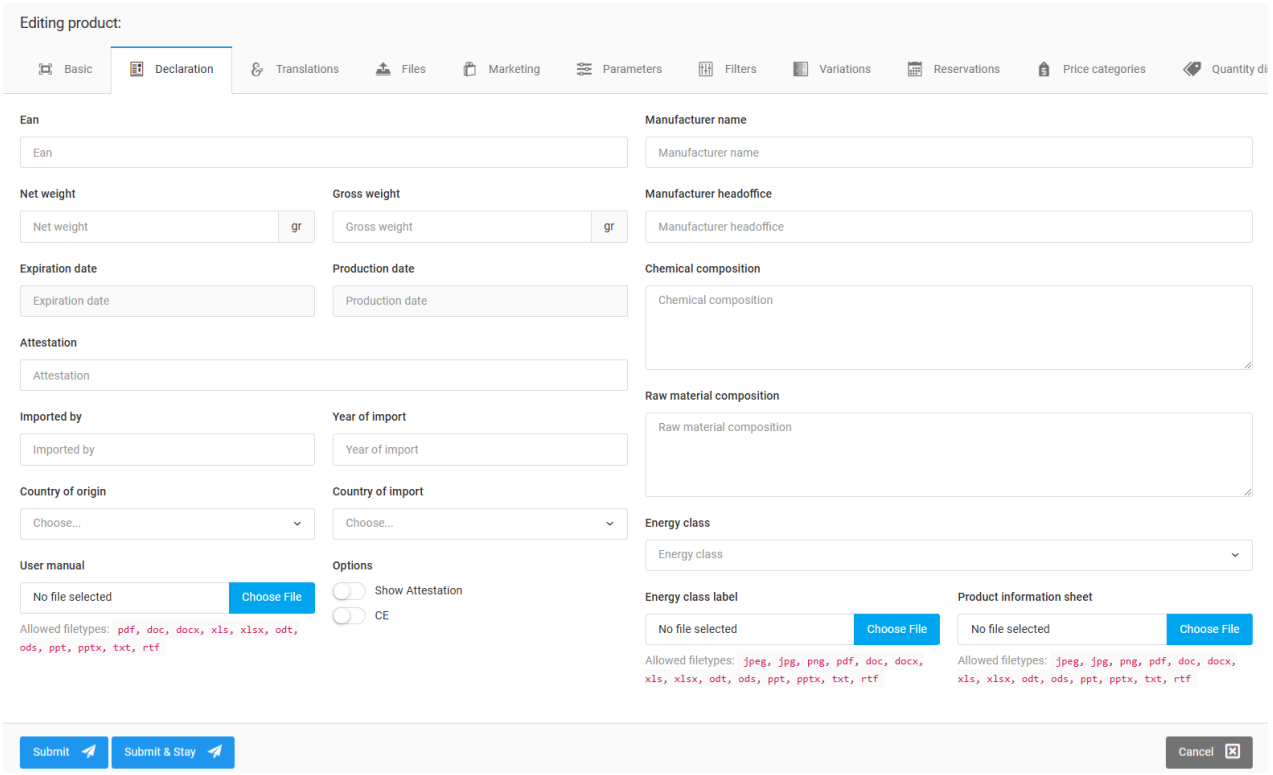
- **Dimensions** - Dimensions are for informational purposes only. They are included to provide customers with additional details about the size of the product.
- **Additional Shipping Fee** - In some cases, store owners may wish to apply an extra shipping fee to certain products. This additional shipping fee is included in the total shipping cost during the checkout process.
- **Special delivery date** – A predefined expected delivery date can be set. (If a pre-order product is added to the cart together with products that are available for immediate delivery, the system automatically creates separate orders.)
- **Short Description** - Administrators can also include a short paragraph that provides concise information about the product. It allows users to format the text, insert images, and create the product's short description in a way that reflects how it appears to in-store customers.
- **Description** - The main description of the product. This field allows administrators to create and edit content that has a visual representation that is very similar to the final output. It allows users to format text, insert images, and design the main product description in a way that reflects how it will appear to shoppers in the store.
- **Options** - various options that can be turned on or off for products:
    - **Visible** (enabled by default) - determines whether the product is visible to shoppers. If this option is turned off, the product will not appear anywhere in the store. Not even in search results. Invisible products are also excluded from API endpoints (more on these in a later chapter).
    - **New product** - if you enable this option, the product will be labeled "New" and will appear on the website in the "New Products" section.
    - **Top product** - if you activate this option, the product will be labeled "Most Popular" and will appear on the website in the "Most Popular Products" section.
    - **Featured** - if you activate this option, the product will appear on the website in the "Featured Products" section.
    - **Special offer** - if you activate this option, the product will appear in the "Special Offers" section of the website.
    - **Watermarked** – when this option is enabled, the logo will appear on the product images.
    - **Available for order** - determines whether the product is orderable. If this option is turned off, the "Add to Cart" button is replaced by a "Send Inquiry" button, and shoppers can only send inquiries for the product (more on inquiries in a later chapter).
    - **Voucher** – with this feature, the system automatically generates a PDF voucher containing a QR code after the purchase is completed.

- **Non-deliverable** – when this option is enabled, no shipping method can be selected during the purchasing process; only personal pickup at the location is available.
- **Not available for international shipping** – For each product, it can be set whether international delivery is allowed.
- **Advance payment required** – when this option is enabled, cash on delivery is not available during the purchase; only bank transfer or card payment can be selected.
- **Free delivery product** – with this option, if the customer adds the given product to the cart, shipping becomes free. (Free shipping must also be enabled on the settings page.)
- **Oversized product** - by activating this option, the text specified in the Settings → General Settings menu for oversized products will be displayed on the product details and on the cart page.
- **Bookable product** - by activating this option, the product / service will be bookable at pre-defined intervals. When adding to the cart, the customer can select which of the available time intervals he would like to book the product / service for.

- **Custom parameters** – The parameters entered here can be used in the search on the admin interface, allowing products that have them to be filtered quickly and easily.

Manufacturer's data sheet

These manufacturer data sheets may contain details about product features, properties, specifications, and other important information about the product.



Product data sheets are used to inform potential customers and meet regulatory requirements. Depending on the nature of the product and the industry, they cover aspects such as ingredients, safety warnings, environmental impacts, certifications and more.

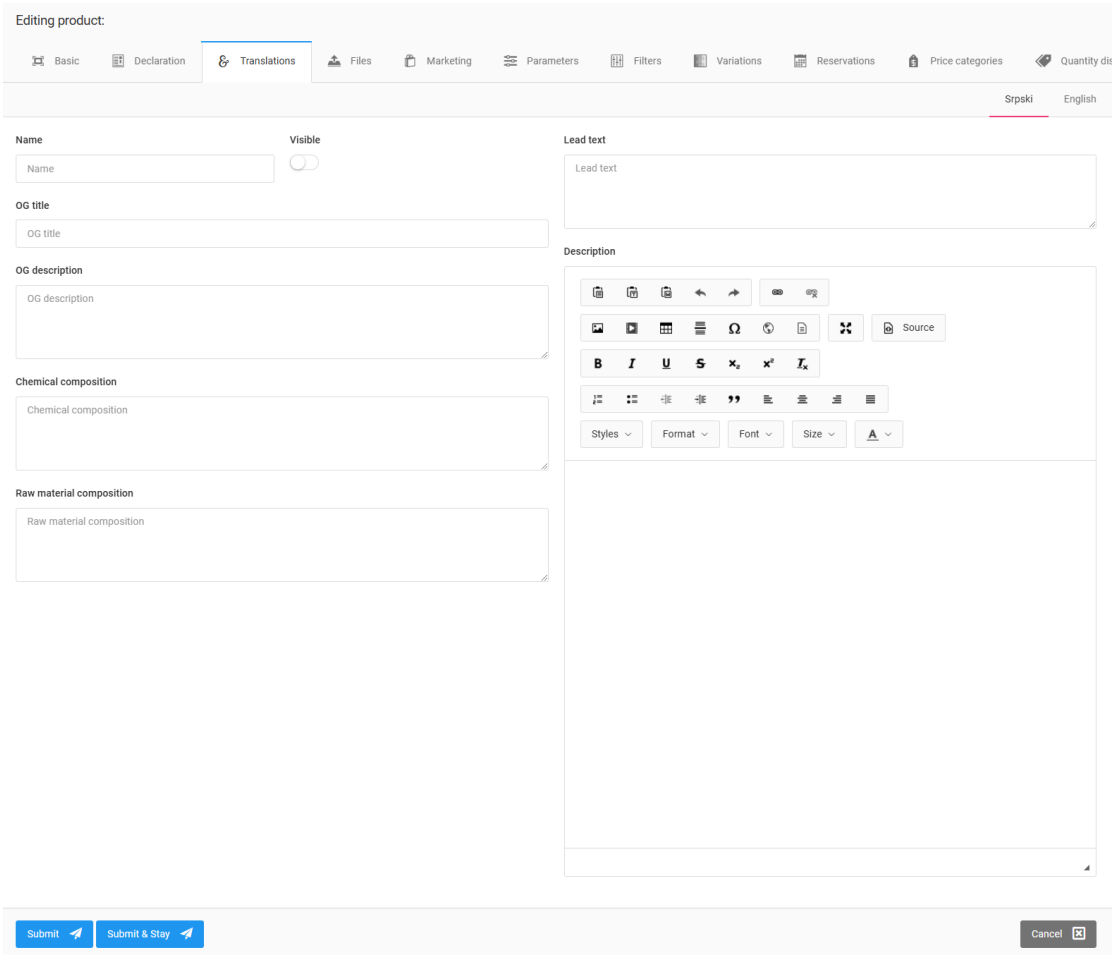
Most of the fields in a product data sheet are fairly straightforward. In this documentation, we will focus on those that require a little clarification.

- User Manual - While documents can be attached to a product within the "Files" tab, administrators also have the option to upload a separate user manual. This uploaded document will appear under the product's manufacturer data sheet and be available for download by customers.
- Show Certificate (optional) - Enabling this option will display a certificate icon on the product data sheet.
- CE (optional) - Enabling this option will display the CE certification icon on the product data sheet.

Translations tab

The Translations tab allows administrators to specify product translations in all active languages used in the online store. This step is essential for a product to be activated in a specific language.

If a product is not activated in a specific language, it will not be displayed in that language or available to customers using that language.



- **Name** - the name of the product in the specified language (selected language tab).
- **Visible** (enabled by default) - determines whether the product is visible (available) in the specified language (selected language tab).
- **Short description** - a short paragraph that provides concise information about the product in the specified language (selected language tab).
- **OG title and OG description** - the OG title and description of the product in the specified language (selected language tab).
- **Description** - the main description of the product in the specified language (selected language tab).
- **Chemical composition** - translation of the chemical composition of the product in the specified language.
- **Raw material composition** - translation of the raw material composition of the product in the specified language.

Files tab

NOTE: Products must be saved at least once before adding images or documents.

Gallery - field for uploading multiple files

This field allows administrators to upload multiple images for a product.

The image selected as the main image from the uploaded images will be the product cover image in the listings.

On the product details page, the uploaded images will be displayed in a scrollable slider.

Documents - field for uploading multiple files

Administrators can also upload documents related to the product using the Documents multi-file upload field. Each uploaded document will appear as a downloadable file on the product page, in a separate tab.

Icons

The "Icons" input field allows administrators to associate existing icons with products. Icons can be added or modified under Webshop → Icons.

There is no limit to the number of icons that can be associated with a product.

To search for icons, click inside the input field and start typing the icon name.

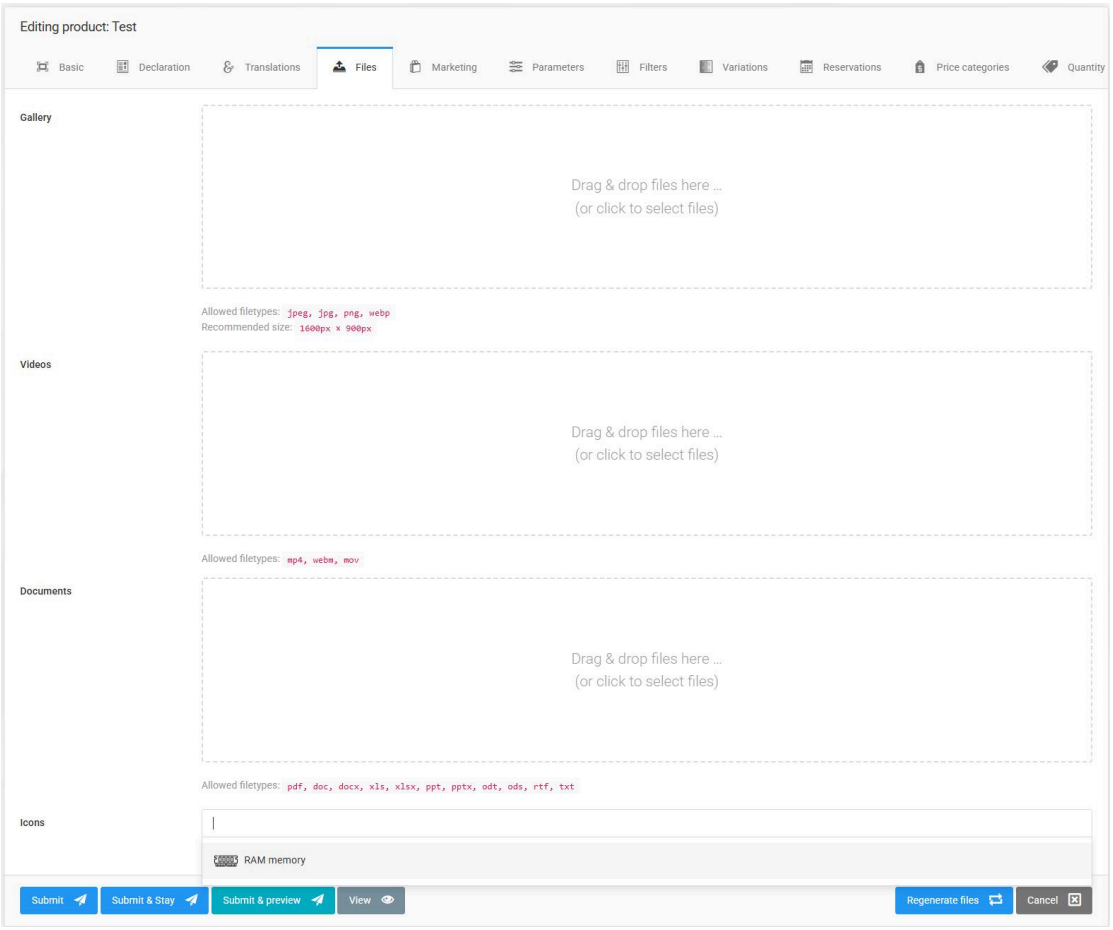
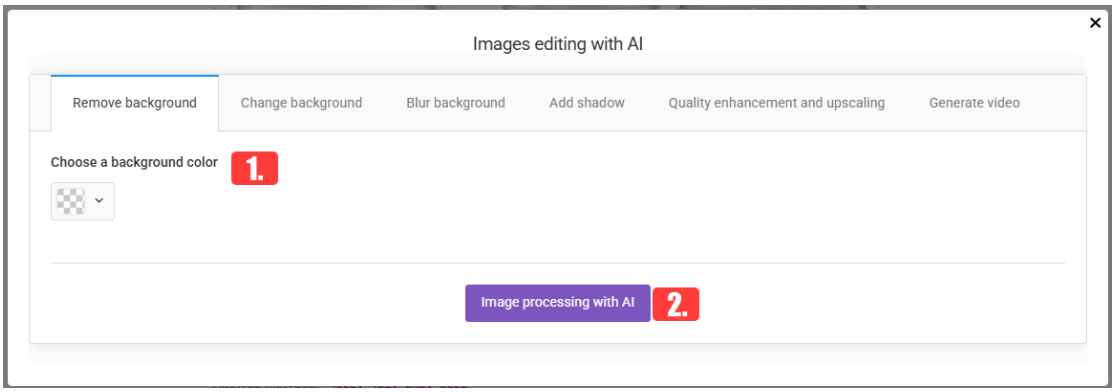


Image enhancement with artificial intelligence

Uploaded product images can be improved and optimized using artificial intelligence.

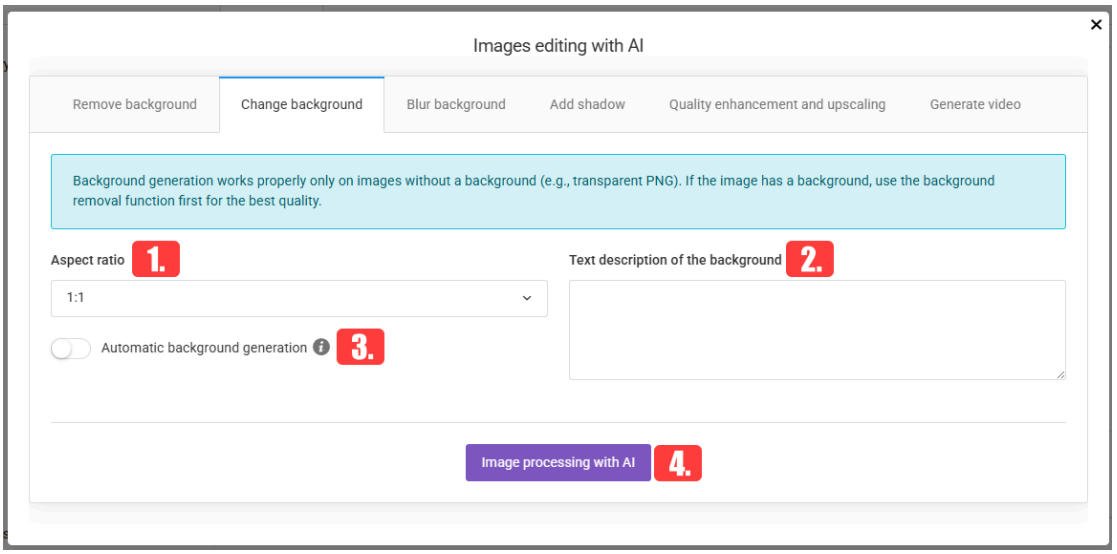
Clicking the button on the image displays options to modify the images:

Remove background



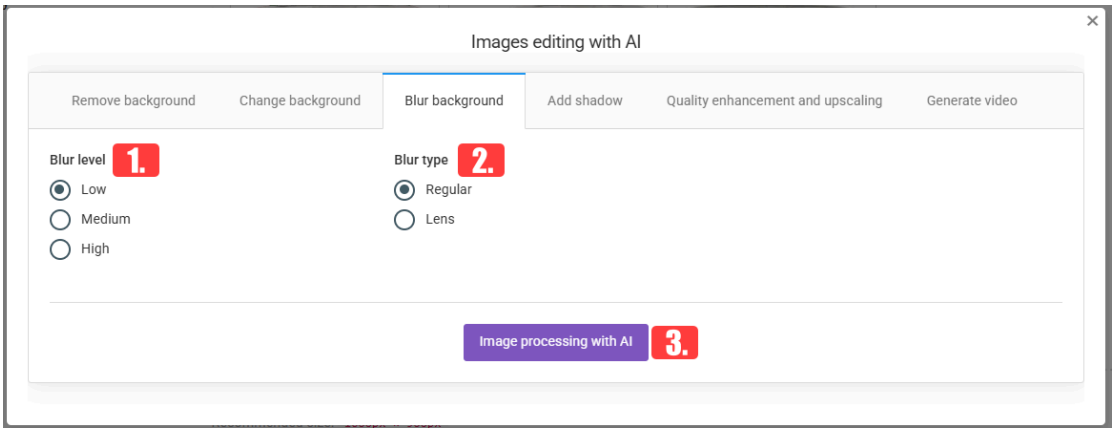
1. **Choose a background color** – allows removing the selected background.
2. **Image processing with AI** – executes the desired action when the button is clicked.

Change background



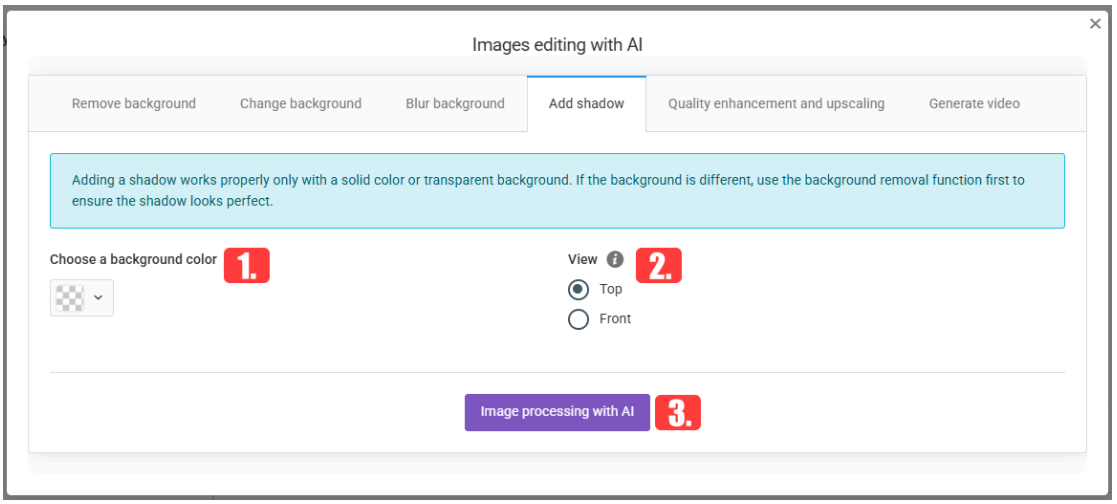
1. **Aspect ratio** – choose the desired image ratio.
2. **Text description of the background** – provide a description of the desired background for the product.
3. **Automatic background generation** – the system analyzes the image and automatically creates a background.
4. **Image processing with AI** – executes the desired action when the button is clicked.

Blur background



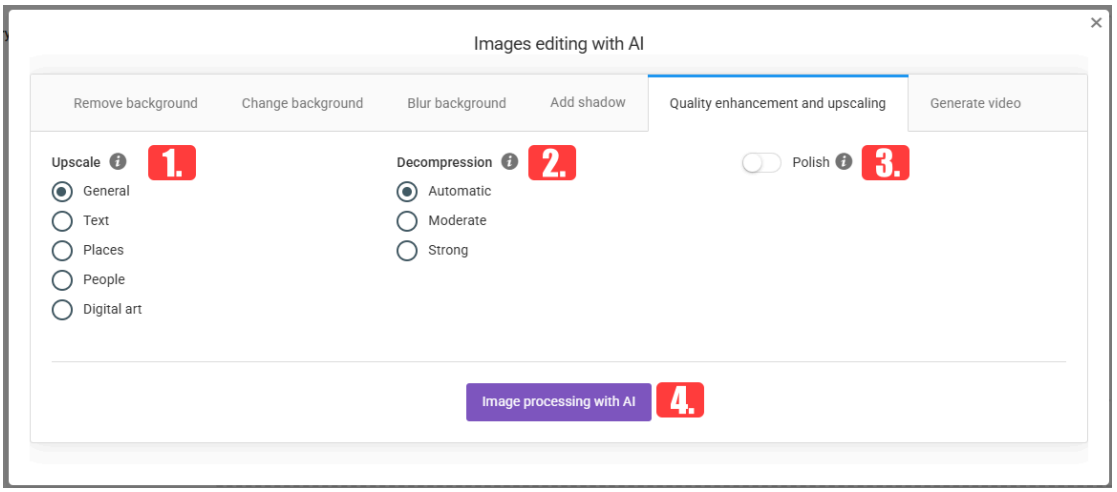
1. **Blur level** – set how strong the blur should be.
2. **Blur type** – choose between uniform or focal-point blur.
3. **Image processing with AI** – executes the desired action when the button is clicked.

Add shadow



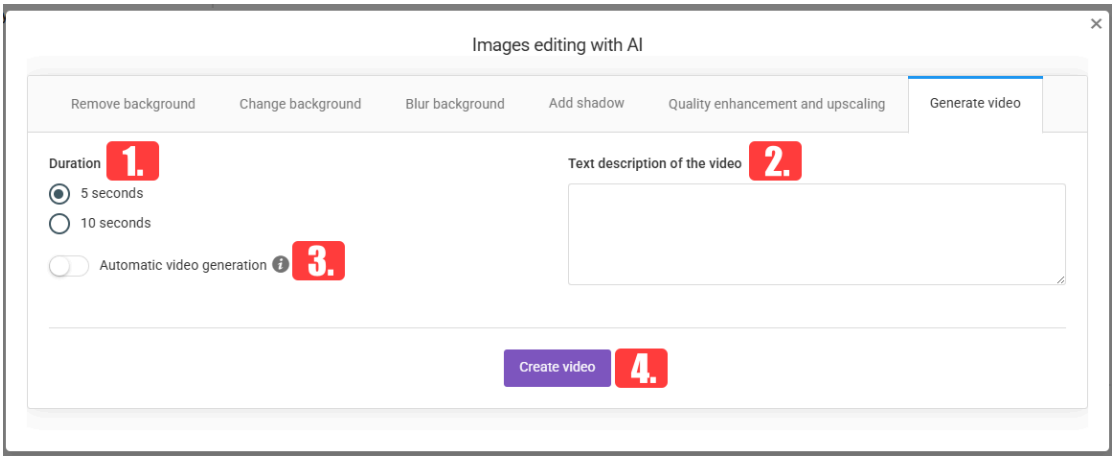
1. **Choose a background color** – sets the color of the shadow.
2. **View** – choose whether the shadow appears in front of or behind the product.
3. **Image processing with AI** – executes the desired action when the button is clicked.

Quality enhancement and upscaling



1. **Upscale** – increases image resolution to enhance details.
2. **Decompression** – restores the quality of compressed images and recovers details.
3. **Polish** – improves lighting and contrast, highlighting details.
4. **Image processing with AI** – executes the desired action when the button is clicked.

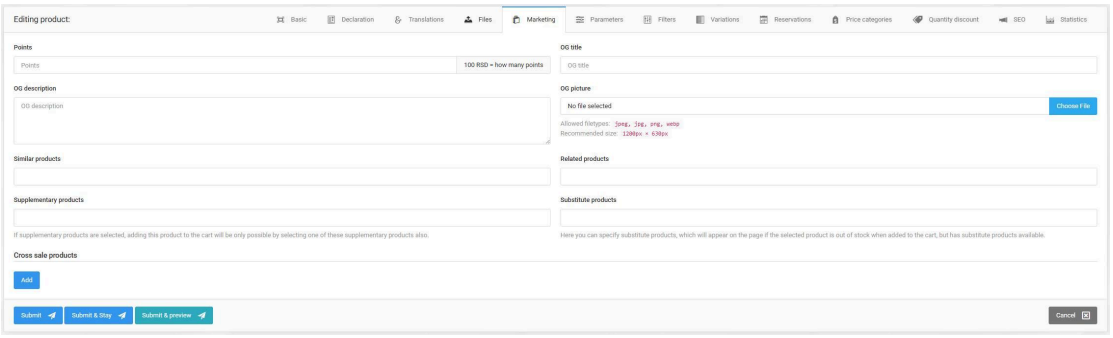
Generate video



- **Duration** – set the video length to 5 or 10 seconds.
- **Text description of the video** – provide a description of the video content the system should generate.
- **Automatic video generation** – the system analyzes the image and automatically creates a video.
- **Create video** – executes the desired action when the button is clicked.

Marketing tab

The Marketing tab provides configuration options for products that can potentially increase sales.



- Points - Points that customers can earn when they purchase a product based on the price of the product.
- **OG Title** - The Open Graph title of the product in the primary language of the store. It helps control how the page title appears when shared on social platforms, making it more user-friendly and engaging for the online audience.
- **OG Description** - The Open Graph description of the product in the primary language of the store.
- **OG Image** - An Open Graph image, a designated image that represents a web page or content when shared on social media platforms. The OG image uploaded here will be used in all languages when the product is shared on social media.
- **Similar Products** - This field allows admins to search for products and assign them as similar products. Similar products will appear in the "Similar Products" carousel on the product details page.
- **Related Products** - This field allows admins to search for products and assign them as related products. Related products appear in the "Related Products" carousel on the product page.
- **Additional Products** - This field allows administrators to assign other products to the product that customers are required to add to their cart and purchase when they select the main product.
- **Substitute products –** This field allows the webshop to automatically display the configured substitute products to customers if a product is out of stock or not available for ordering. These products become available during the browsing and purchasing process.

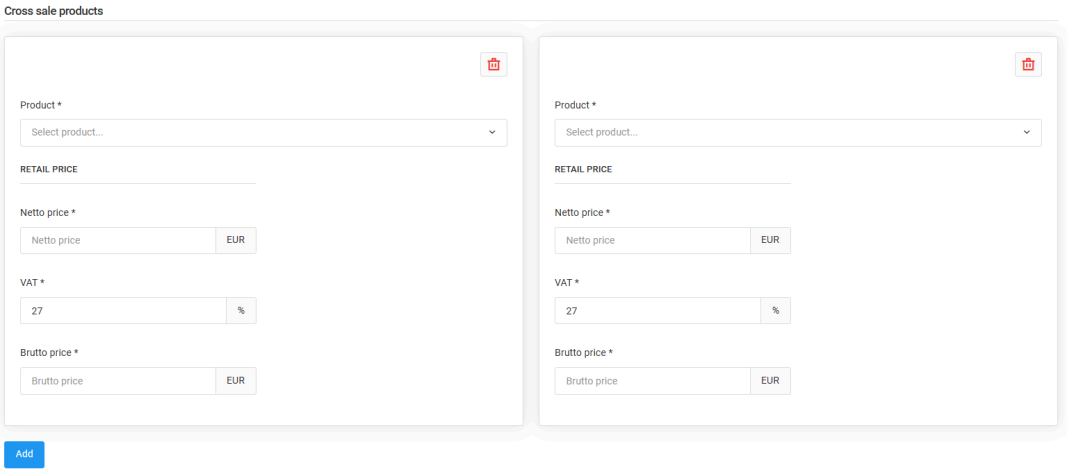
NOTE: Related products must be assigned individually. While similar products can be explicitly specified using the aforementioned input element, the carousel will also include products in the same category.

Cross-Sale products

As part of their marketing strategy, store owners can assign cross-sell products to a product. These cross-sell products are automatically recommended to customers when the base product is added to the cart.

There is no limit to how many cross-sell products can be added to a product.

To add a cross-sell product to an existing product, simply click the "Add" button, search for a product, and configure its prices in All Pricing.



- **Product Selection (Input)** - This input is used to search for a product to be assigned as a cross-sell product.
- **Net Price** - The net price at which the product is offered as a cross-sell product.
- **Gross Price** - The gross price at which the product is offered as a cross-sell product.
- **VAT** - The "value added tax" at which the product is offered as a cross-sell product.

Cross-sold products can be removed individually from the product by clicking the trash can in the upper right corner of the cross-sold product block.

Parameters tab

The documentation describes in detail what parameters are, how they are used in Sellvio, and how to manage them.

For a quick refresher on parameters, please visit the Settings → Webshop Parameters section of the documentation.

The parameters available for a product are determined by the product category.

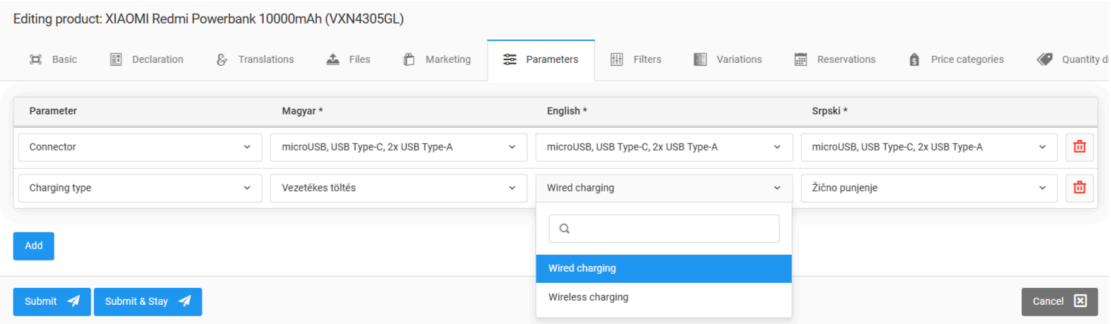
The same parameter can only be added once to a product.

When you add a parameter to a product, its values must be specified for all languages supported by the webshop.

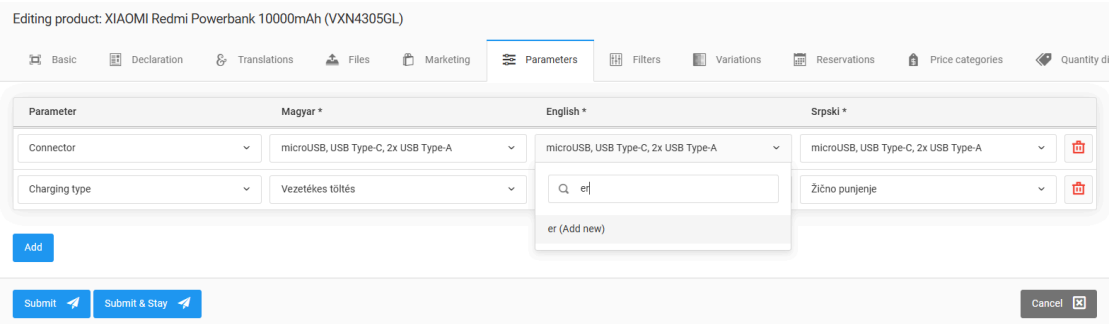
Parameters are displayed on product details and product comparison pages.

There are two types of parameters:

- Parameters with a predefined set of values - the values for these parameters are predefined in the Settings → Webshop Parameters administration screen. When adding a product, administrators can only choose from these predefined values.
- Generic parameters - these parameters do not have a predefined set of selectable values. Administrators have the flexibility to specify any value for these parameters.



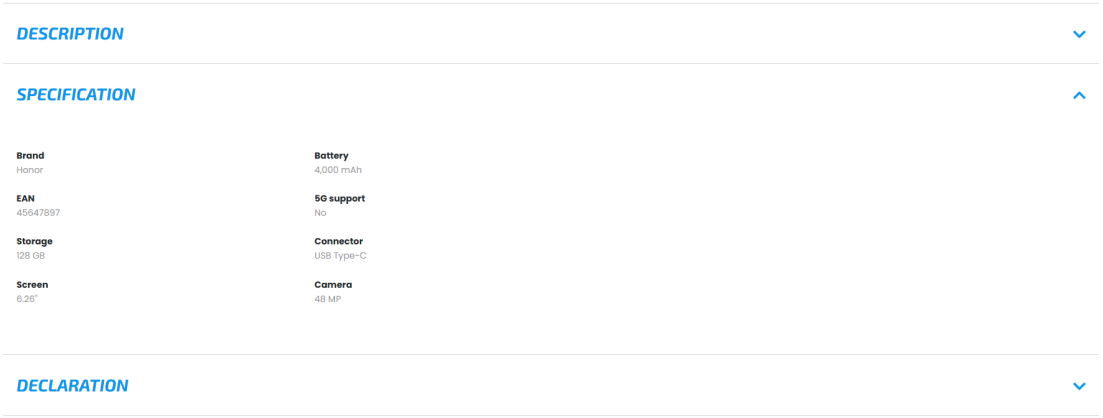
Parameters with predefined value set



General parameter - the administrator has specified a custom value.

Parameters can be removed from a product at any time by clicking the red "trash can" button next to the parameter entry.

How parameters are displayed to customers



Parameters can be found under the "specifications" tab on the product data sheet.

Filters tab

The documentation describes in detail what filters are, how they are used in Sellvio, and how to manage them.

For a quick refresher on filters, visit the Settings → Webstore Filters section of the documentation.

The filters available for a product are determined by the product category.

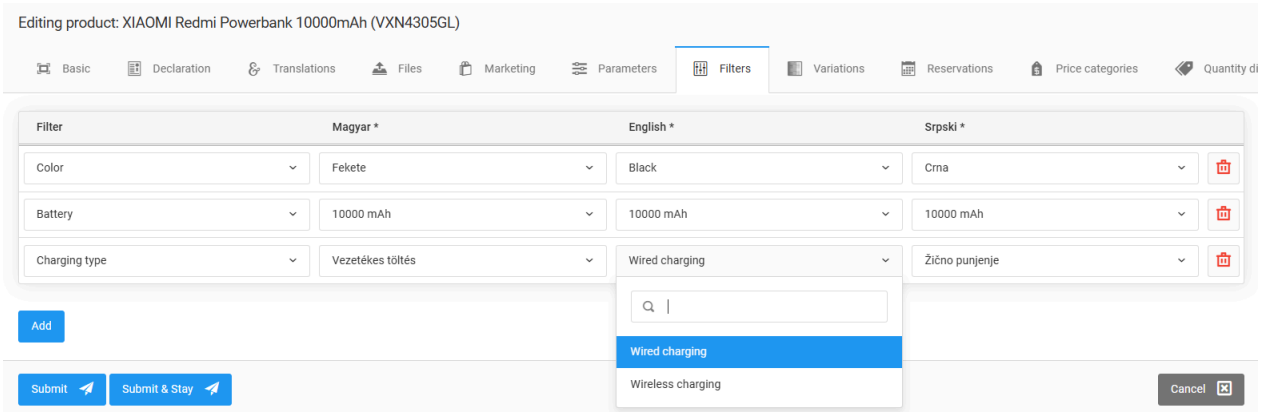
The same filter can only be added once to a product.

When adding a filter to a product, its values must be specified for all languages supported by the webstore.

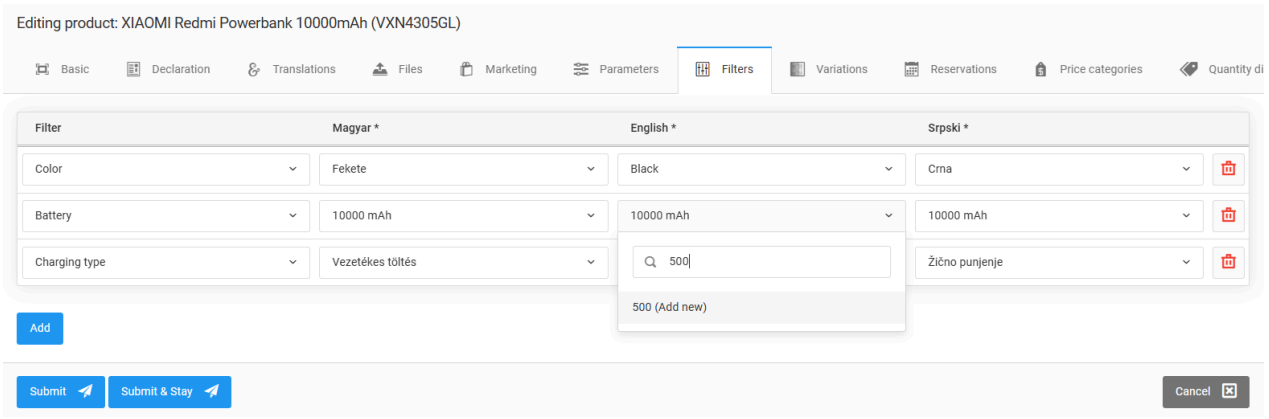
Filters are displayed in the product category sidebar.

There are two types of filters:

- Filters with a predefined set of values - the values for such filters are predefined in the Settings → Webshop Filters administration screen. When adding a product, administrators can only choose from these predefined values.
- Generic filters - these filters do not have a predefined set of selectable values. Administrators have the flexibility to specify any value for these filters.



Parameters with a predefined set of values

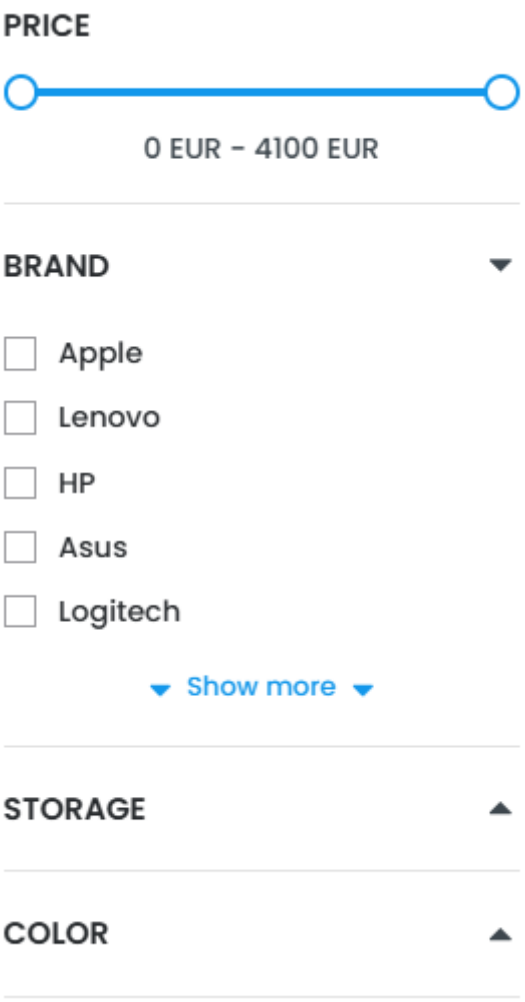


General filter - the administrator has specified a custom value.

Parameters can be removed from a product at any time by clicking the red "trash can" button next to the filter entry.

How filters appear to store customers

The filters sidebar consistently shows filters that are related to the product category that the customer is currently browsing.



Variations tab

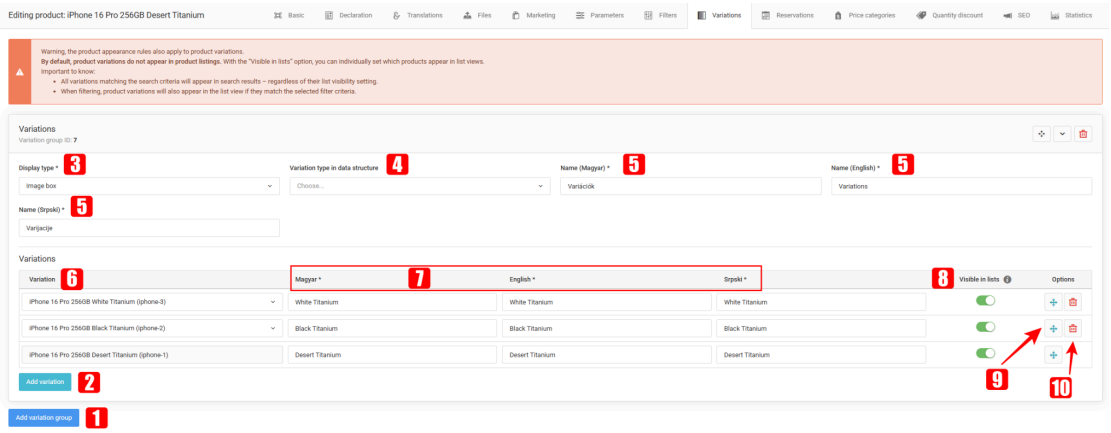
Product variations are different versions of a product that share common features but differ in certain properties, such as size, color, or other options. They allow customers to choose the version of the product that exactly matches their preferences.

In Sellvio, any product can be assigned as a variation of another product. There is no limit to how many products can be assigned as a variation of another product.

The same product can only be assigned as a variation once.

When a product is assigned as a variation of another product, both will appear on each other's Variations page.

Adding a product as a variation of another product is simple: just click on the “Add variation group” button, select the “Display type”, click on the “Add variation” button, then search for the product to be used as a variant, and optionally provide a different name for the variant product in all languages supported by the store.



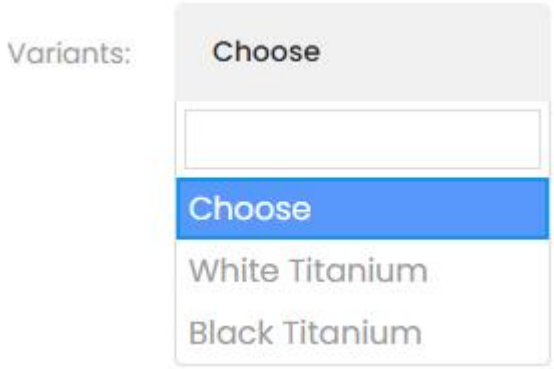
1. **Add variation group** – Adds an empty variation group to the list.
2. **Add variation** – Adds an empty product variant row to the list.
3. **Display type** – Variations can be displayed on the page in different types, such as:
    a. Dropdown
    b. Image box
    c. Text box
4. **Variation type in data structure** - It helps search engines to more accurately interpret the relationships between products.
5. **Variation group name** – The name entered here will appear above the variations.
6. **Variation** – This field allows administrators to search for and select a product to use as a variation.
7. **Variation name** – Product variants can optionally be renamed. The names entered here do not change the original product name; they will only appear in the Variations menu on the original product page.
8. **Visible in list** – Using the toggles, it can be set which products appear on the category page. Variants for which this toggle is active will appear in the list and will automatically receive a filter named “Main products,” ensuring these are listed first.
9. By clicking and dragging the at “arrows” button the end of the product variant row, administrators can sort the order in which products appear in the Variations dropdown list.
10. To remove a product variant, simply click the red “trash can” button at the end of the variation row.

How variations appear to your customers

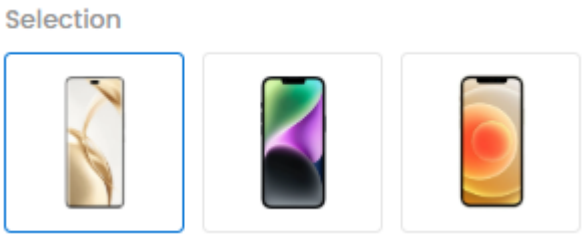
This input is only visible if the product has assigned variations.

Selecting a variant from the menu redirects the customer to the product page of the selected variation.

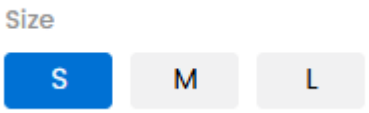
As a dropdown list:



As an image box:



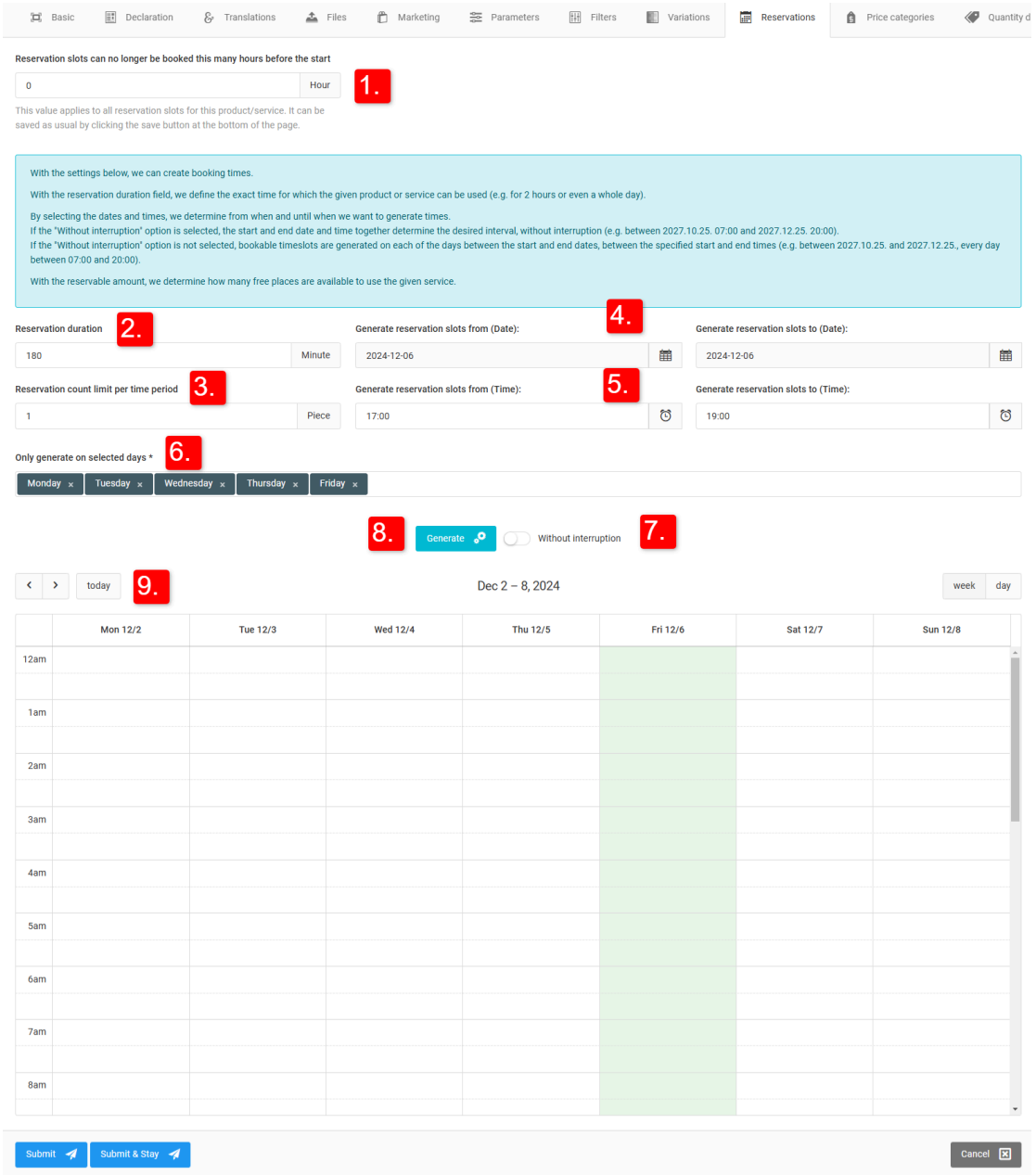
As a text box:



Reservations page

On this page, you can specify the dates in advance, from which the customer can later choose to reserve the date when adding the product to the cart.

Important: This option will only be available for a product / service if the "Bookable product" option is enabled on the General tab.



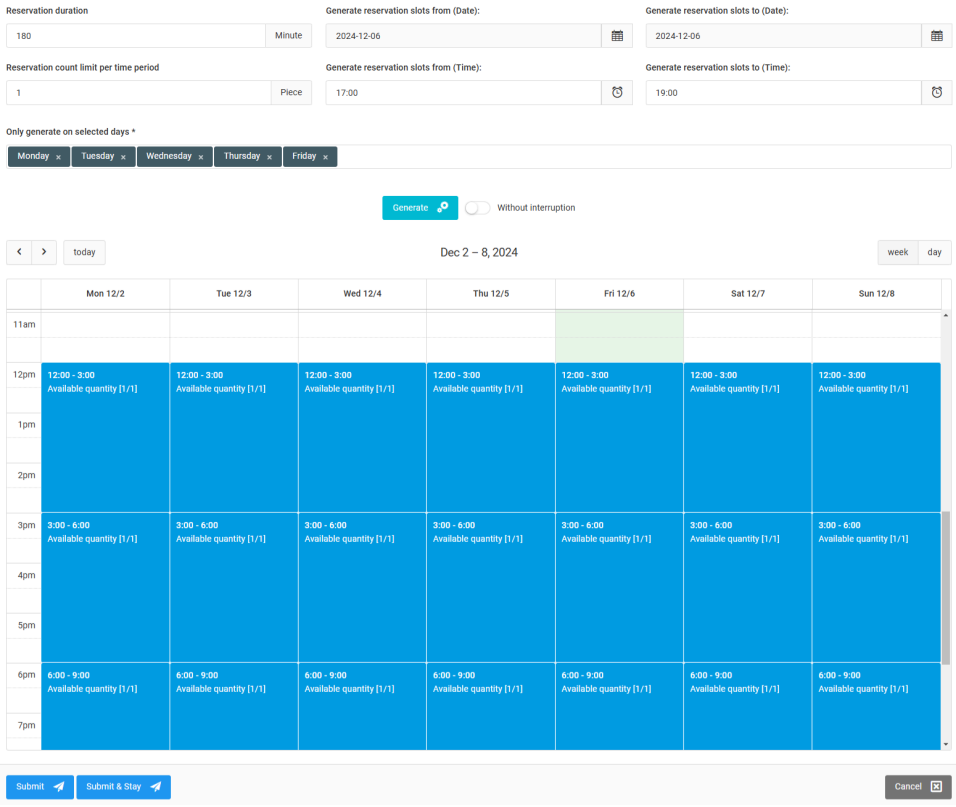
On the Reservations tab, we have the opportunity to set and generate reservations according to our own needs. With just a few clicks, we can set our bookable times up to 1 year in advance.

Under the Reservations menu item, you can find the following functions:

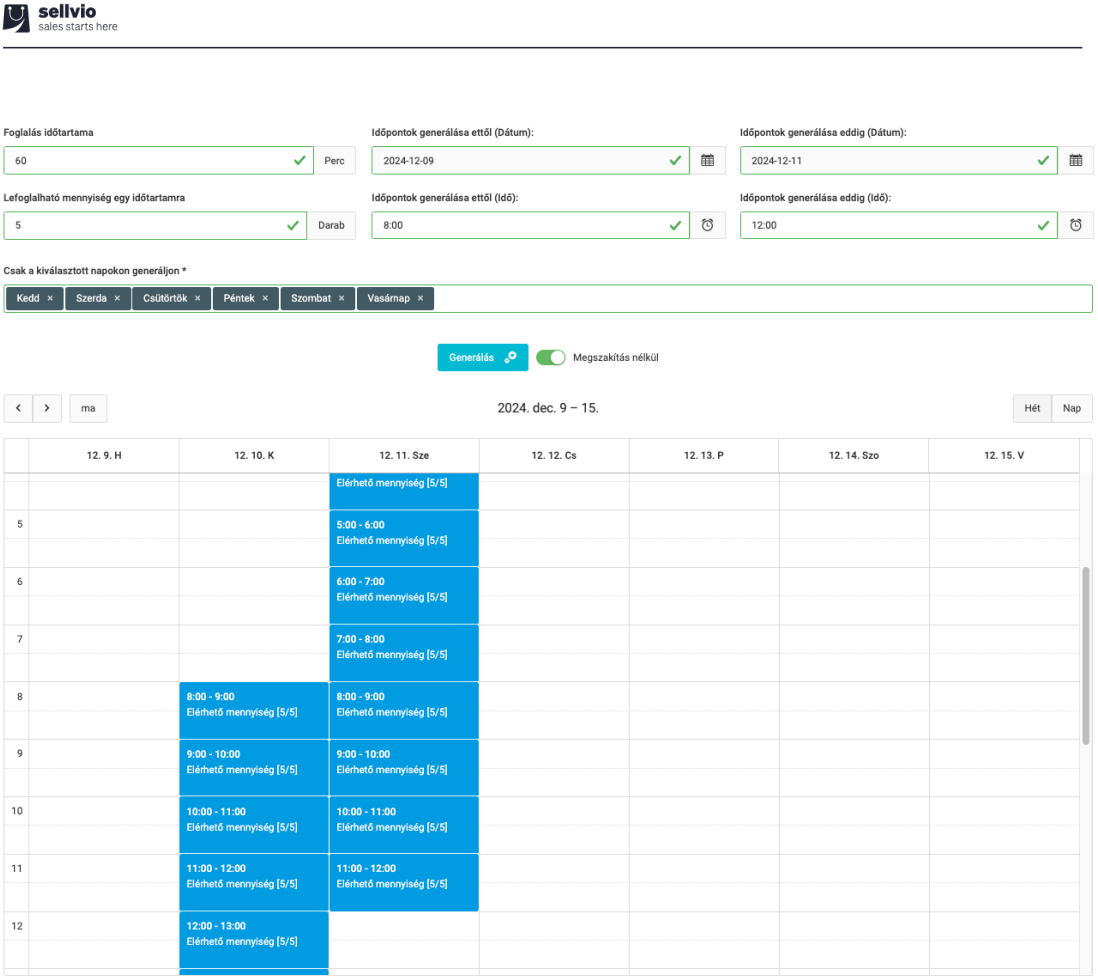
1. Appointments cannot be booked this many hours before the start - If the value is set to, for example, 1, then it will not be possible to book 1 hour before the start of the appointment.
2. Reservation duration - Here you can set the exact time for which the given product/service can be used.
3. Bookable quantity for a period of time - You can determine how many free places there are for the given product/service at that time.

4. Generate appointments from now until (date, time)
5. You can set the interval within which you want to generate appointments.
6. Generate only on selected days - You can select which days of the week the reservations should apply to.
7. Without interruption - If we generate appointments by activating the "without interruption" option, the generation will fill the entire period between the 2 intervals, broken down into the specified times.
   If we generate appointments with interruption, it will only be generated within the given intervals.
8. Generation - The generation of appointments begins by pressing the button.
9. The calendar, where the amount of booked appointments can be tracked/reviewed.

Example of generation with interruption (on specific days within the specified interval):

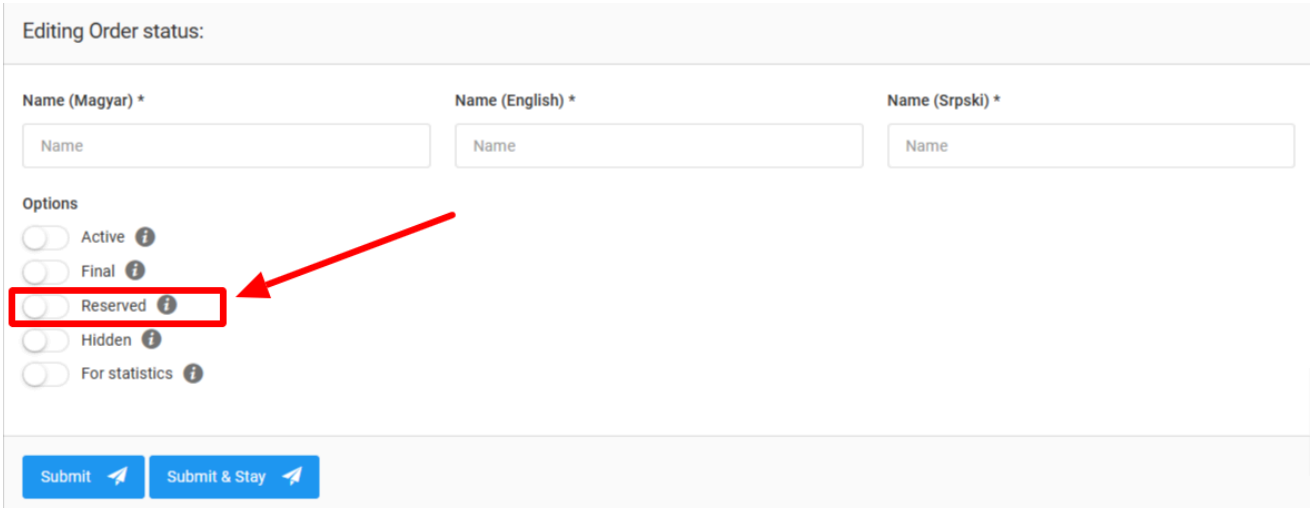


Example of uninterrupted generation (fills all spaces from the start time to the end time with the specified durations):



How do generated reservations appear on the product page?

We can assign separate order statuses to products that are available for reservation, which can be accessed from the sidebar under Settings -> Order Statuses. Webstore owners can more easily distinguish reservations and simple orders with statuses.

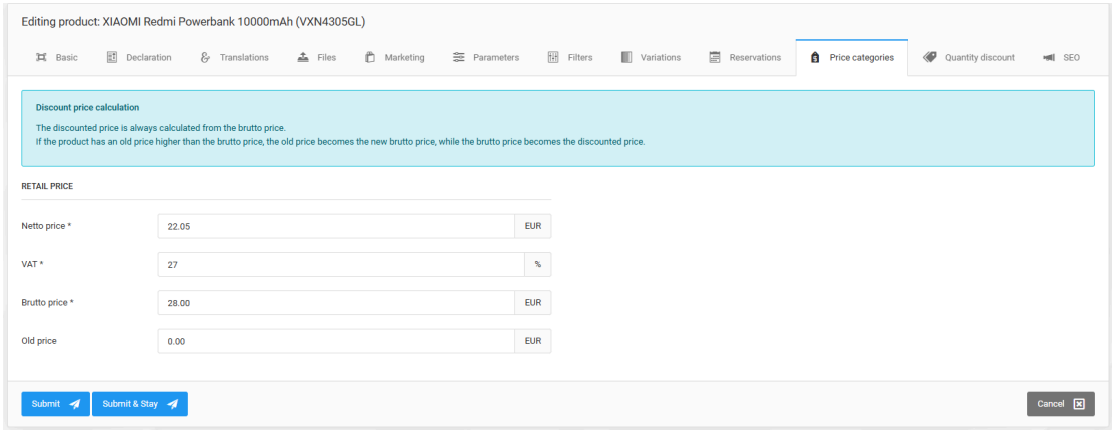


When editing order statuses, you can specify whether the given status is used to reserve products by activating the "Reserved" option.

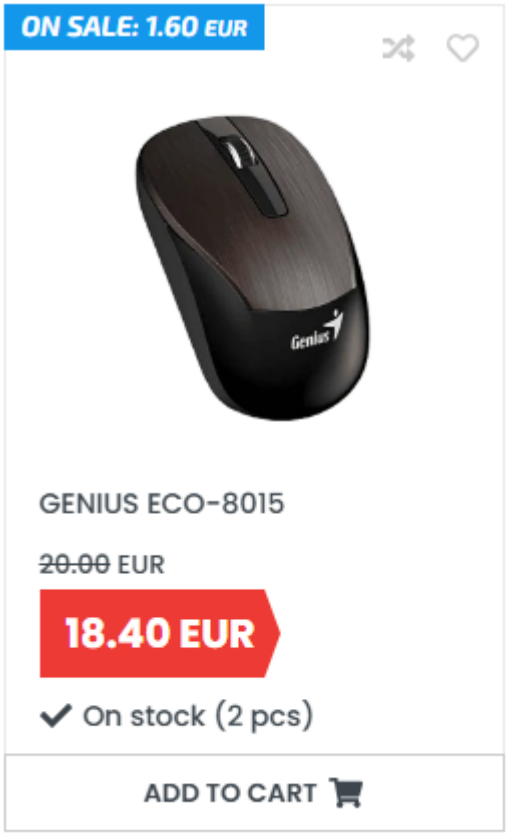
Pricing tab

Product prices can be entered under the pricing tab.

Before saving the product in the system, the net price, gross price, and VAT must be filled in for each pricing.



Old Price - This field is used to display the original or "previous" price of the product, before any discount or promotion. It allows shoppers to see the price reduction or savings they would receive if they purchased the product at the current, discounted price. This can be an effective marketing tactic to highlight the value of the product and encourage shoppers to make a purchase. See the example below:



Quantity discount tab

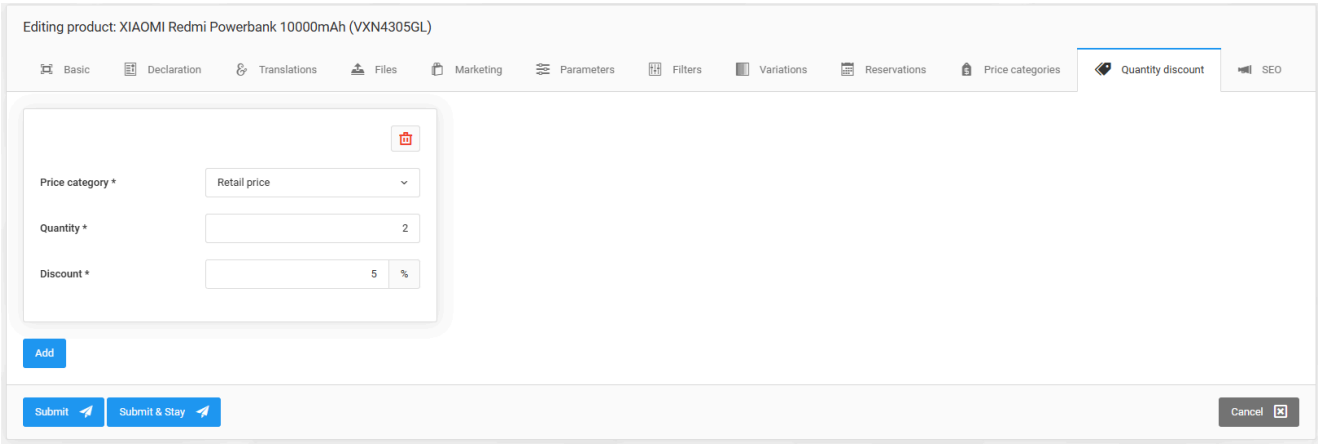
Quantity discounts are one of several types of discounts offered by Sellvio and can be configured on a per-product basis.

Customers can receive a discounted price for a product when they purchase a larger quantity of it. This approach encourages customers to buy in bulk or order larger quantities, resulting in cost savings per unit. Quantity discounts are typically used by businesses to encourage larger purchases, eliminate excess inventory, or reward loyal customers who purchase in larger quantities.

In Sellvio, quantity discounts are percentage-based.

There is no limit to the number of quantity discount levels that can be set for a product.

To create a new discount level for a product, all you have to do is click the "Add" button, select the pricing that the quantity discount will apply to, and fill in the required fields.

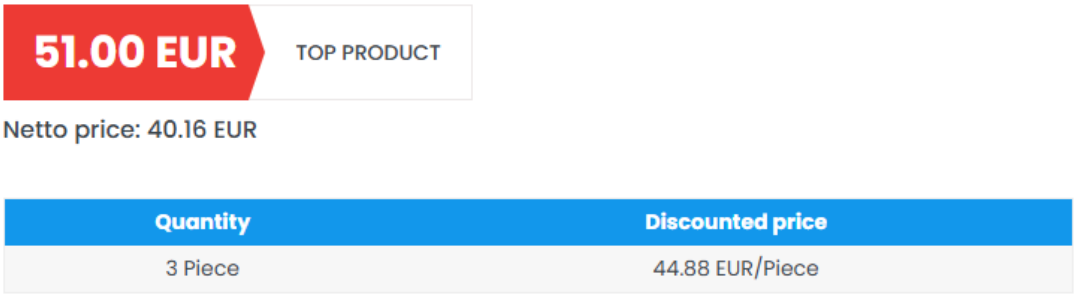


- Pricing - the pricing to which the quantity discount can be applied.
- Quantity - the product quantity from which the discount is valid.
- Discount - the amount of the discount expressed as a percentage.

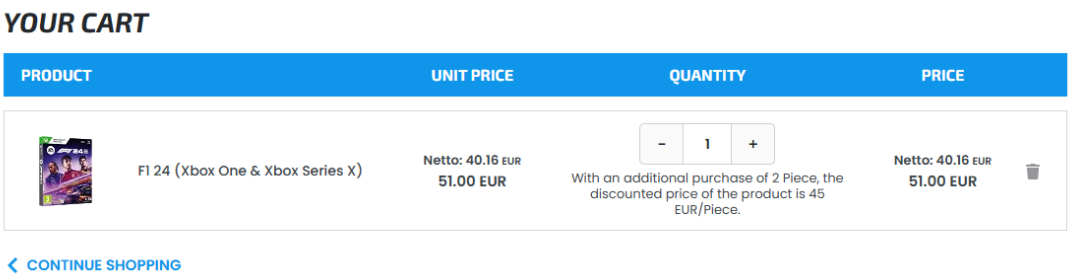
Quantity discount levels can be removed from a product at any time by clicking the red "trash can" icon in the upper right corner of the volume levels block.

How quantity discounts appear for store customers

Quantity discounts are displayed on the product details page and on the cart page.



Quantity discounts on the product data sheet



The next available quantity discount level that appears in the cart.

SEO tab

Sellvio provides settings for in-depth SEO optimization of each content type, such as articles, pages, galleries, and products. A comprehensive explanation of the different SEO settings and how to use them can be found in the appendix at the end of the documentation.

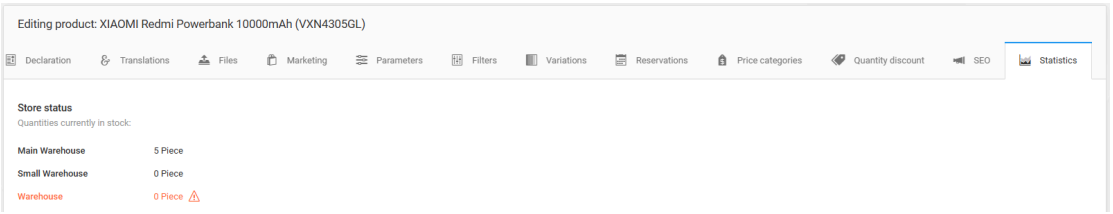
Statistics tab

The reports tab allows store owners to get a comprehensive overview of product inventory levels and statistics on how the product is performing from a marketing perspective.

This tab is empty until the product has been saved at least once.

Let’s go through the page section by section and review the information provided about the product.

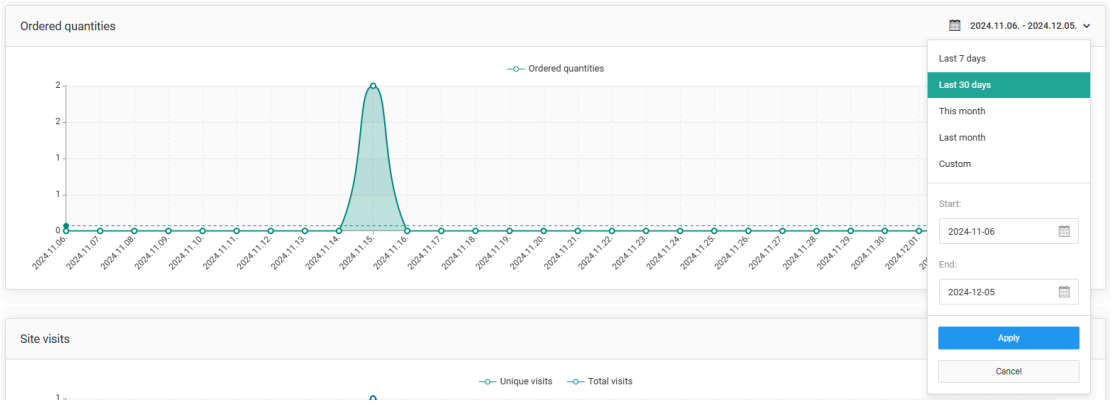
Store status



The Stock Levels section shows the product stock levels across all warehouses in the webshop.

IMPORTANT: Warehouses displayed in red with an exclamation mark at the end are disabled for online sales. Their stock does not count towards the number of products currently available for sale through the webshop.

Ordered quantities



The Ordered Units graph showed the trend of how and in what quantities the product was sold during a given period.

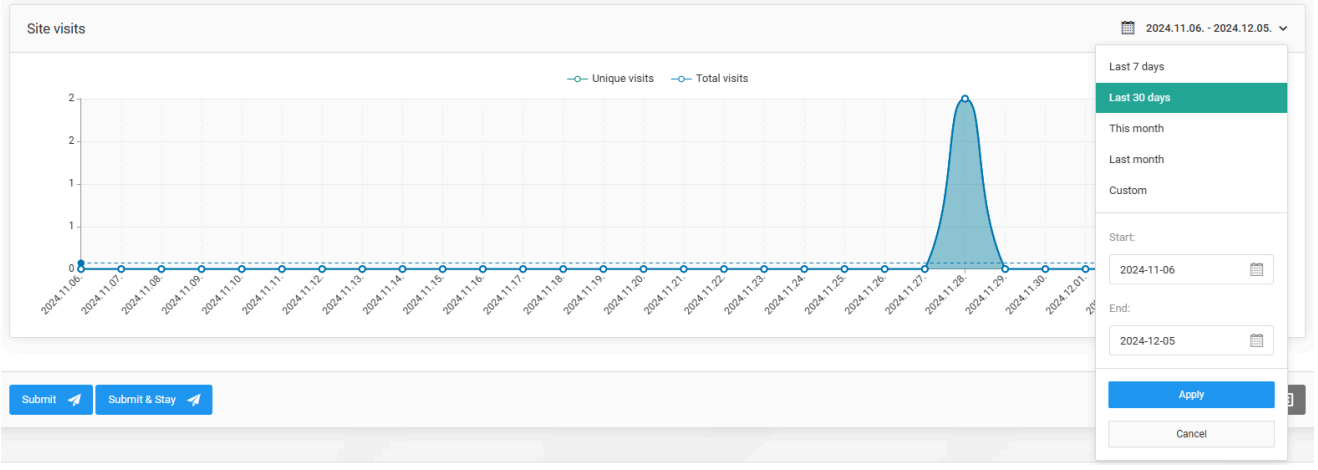
Administrators can select the time period to view the trend by clicking the calendar icon in the upper right corner of the section. They can select one of the predefined time periods or specify a custom time period using the start and end date selectors.

Clicking the "Select" button refreshes the Ordered Units graph.

Hovering over a point on the graph will display the exact quantity for that date.

Pageviews

Unique visits are the number of unique, distinct visitors who reached the product page during a given period. Each visitor is counted only once, regardless of how many times they viewed the product during that period. This metric provides insight into the total number of different people who interacted with the product.



The Pageviews chart shows the trend in unique visits to a product over a given period of time.

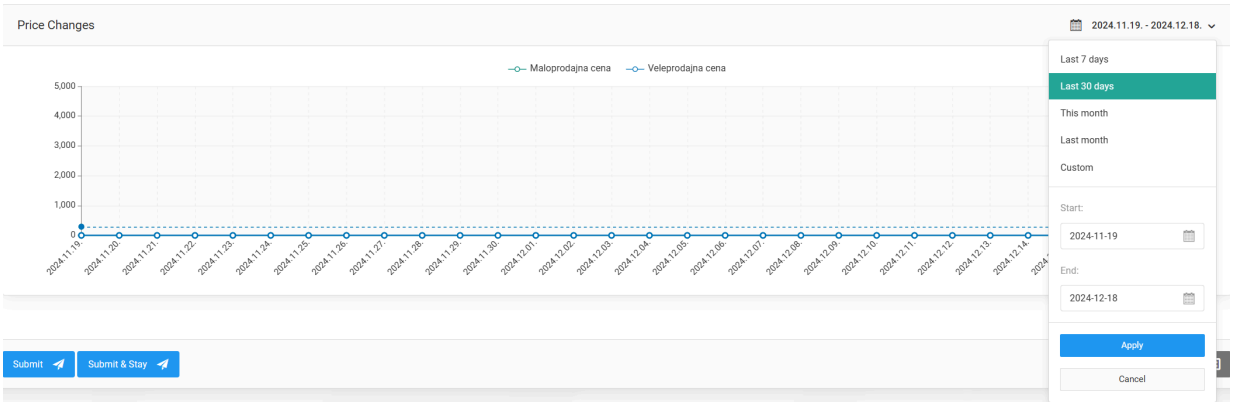
Administrators can select the period they want to trend by clicking the calendar icon in the upper right corner of the section. They can select one of the preset periods or specify a custom period using the start and end date selectors.

Clicking the "Select" button will refresh the Page Views chart.

Hovering over a point on the chart with the mouse cursor will display the exact number of unique visits for that date.

Price changes

The statistical chart of price changes shows how the price of a specific product has changed over a defined period. The chart helps visualize the frequency of price movements, highlighting fluctuations in the product's price.



Administrators can select the time period for displaying trends by clicking the calendar icon located in the top-right corner of the section. They can choose one of the predefined periods or specify a custom range using the start and end date selectors.

Clicking the "Select" button updates the Price Changes chart.

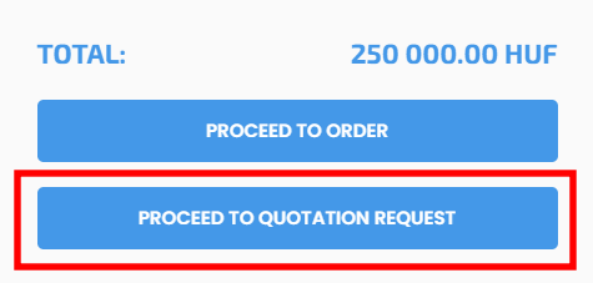
Hovering over a point on the chart with the cursor reveals the exact price of the product for the given date.

Quotations (Webshop -> Quotation)

This feature can be activated among the components and allows customers to request a quotation for selected products instead of placing a direct order through the cart.

Requesting a Quotation

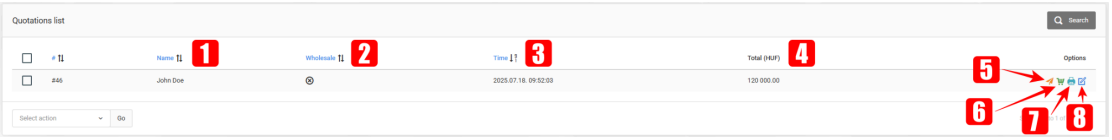
A quotation can be requested on the Cart page after selecting the products intended for order.



The quotation request process is similar to placing an order. By clicking the "Proceed to Request Quotation" button, the system redirects the user to the Quotation page. Here, the necessary information must be filled out, and the Comments field can be used to specify the details of the quotation request. After completing the form, the request can be submitted.

The submitted quotation will appear under the **Webshop -> Quotation tab.**

Quotations list



1. **Name** – The name of the customer requesting the quotation.
2. **Wholesale** – Indicates whether the customer is purchasing at wholesale prices.
3. **Time** – The exact date and time the quotation was submitted.
4. **Total** – The total amount the customer would need to pay for the selected products.
5. **Send quotation** – After setting the appropriate price, the offer can be sent to the customer via email using this button.

6. **Convert to order** – The quotation can be converted into an order and will automatically appear under Webshop → Orders.
7. **Print** – The quotation can be downloaded in PDF format, suitable for printing or emailing.
8. **Edit** – Allows store owners to modify the quotation – the requested details can be viewed in the Comments section.

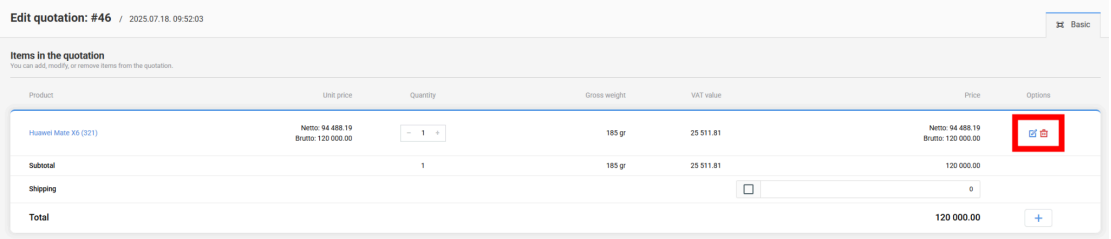
IMPORTANT: If the customer specified a particular price in the comments field, it can be reviewed on the Edit page. If approved by the administrator, the current product price can be modified accordingly. The updated quotation can be sent after saving the changes.

Editing a quotation

Editing a quotation is similar to editing an order. Administrators can modify the items included in the quotation within the Edit Quotation section.

Items in the quotation

When requesting a quotation, editing and deleting products is a key part of the process, as the current product prices may need to be adjusted to send an appropriate offer.



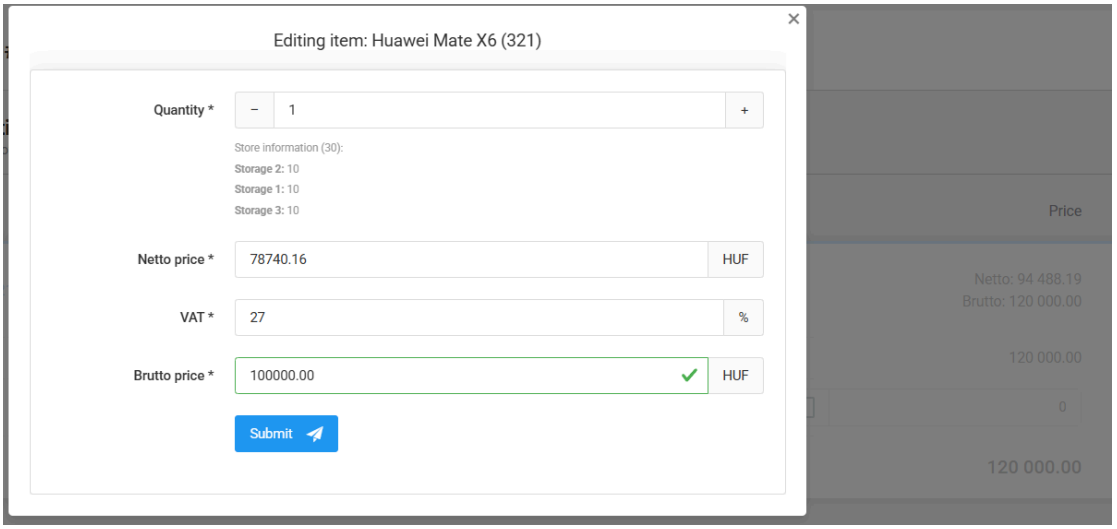
- **Product** – Clicking on the product name navigates directly to the product's editing page.
- **Unit price** – The net and gross price of a single unit of the product.
- **Quantity** – The quantity the customer has requested for the product.
- **Gross weight** – The total gross weight of the product (weight per unit × ordered quantity).
- **VAT value** – The amount of value-added tax applied to the product’s price.
- **Price** – The total net and gross price of the product (unit price × quantity).
- **Shipping** – Automatically calculates the shipping fee based on the order contents and the selected shipping method. However, webshop owners can easily override this amount by ticking the checkbox next to the calculated shipping cost and entering a custom amount.
- By clicking the "Edit" button, store owners can modify a product already included in the order.

- Products can be removed from the order by clicking the red "trash can" icon at the end of the product entry.
- Additional product items can be added to the order at any time by clicking the "plus" button at the bottom of the Order Items section.

Editing an Existing Product

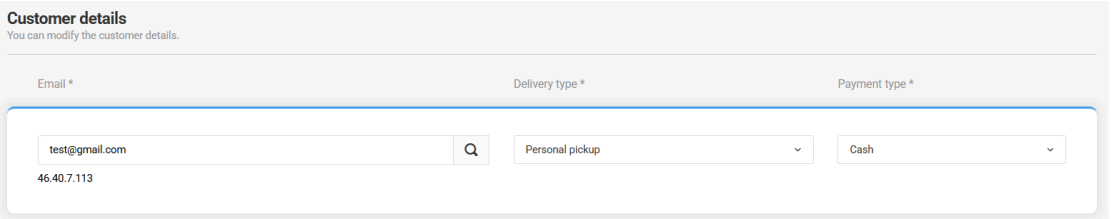
When clicking the "edit" icon at the end of an order item row, a modal window opens for editing the item. This allows the administrator to modify the quantity and price of the selected item.

In the case of a quotation, modifying the product price is especially important, as the offer must be sent to the customer with the finalized price.



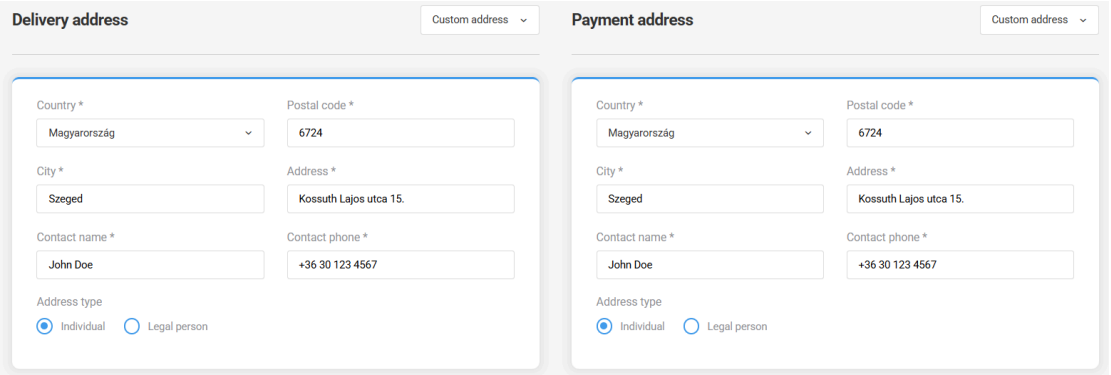
- **Quantity** – The quantity of the product for the given order.
- **Stock information** – The available stock quantity of the product in the different warehouses used by the webshop.
  IMPORTANT: Only warehouses available for online sales are displayed.
- **Neto price** – The net price of a product item.
- **VAT** – The amount of value-added tax (VAT) applied to the product's price.
- **Brutto price** – The gross price of a product item (net price × VAT).
- Clicking the "Submit" button will save the changes made to the product item (but only for the edited order).
- Clicking the "X" button in the top right corner will close the window without applying the changes made to the product item.

Customer details



- **Email** – The email address of the customer who placed the order.
- **Delivery type** – The type of shipping selected by the customer at checkout. This option can only be modified if no shipping request has yet been sent to the external shipping provider.
- **Payment type** – The payment method selected by the customer at checkout.

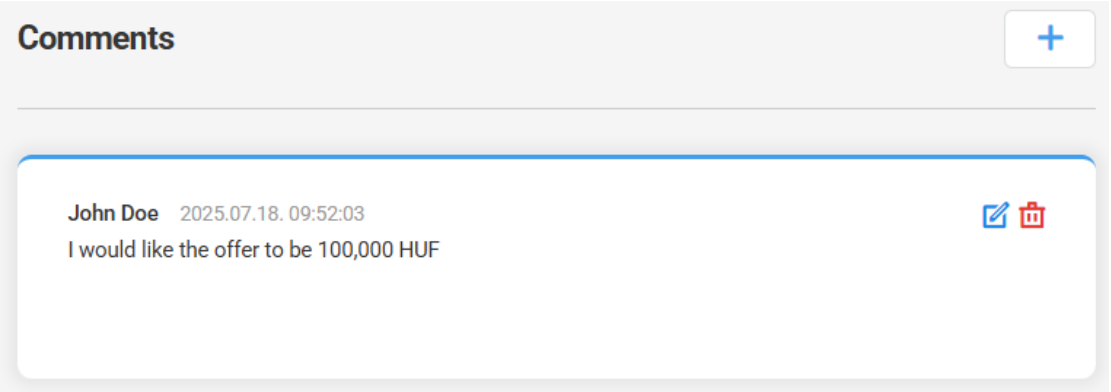
Delivery and payment address



- **Country, Postal code, City, Address** – The precise details of the customer's residence or shipping address, used for package delivery and invoicing.
- **Contact name** – The individual handling the order and the point of contact if needed.
- **Contact phone** – The phone number of the contact person.
- **Address type** – Indicates whether the customer is a private individual or a legal entity.

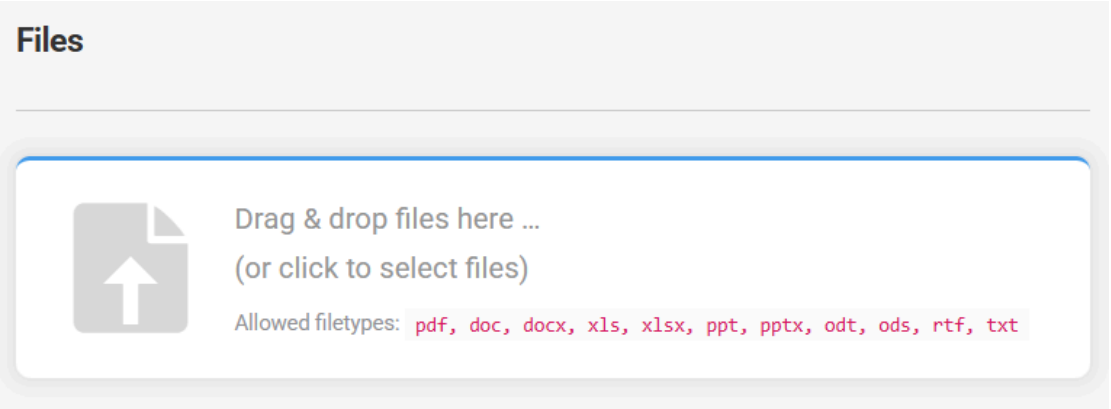
Comments

In the case of a quotation, the comments field is important, as this is where the customer can specify what they would like to receive a quotation for.



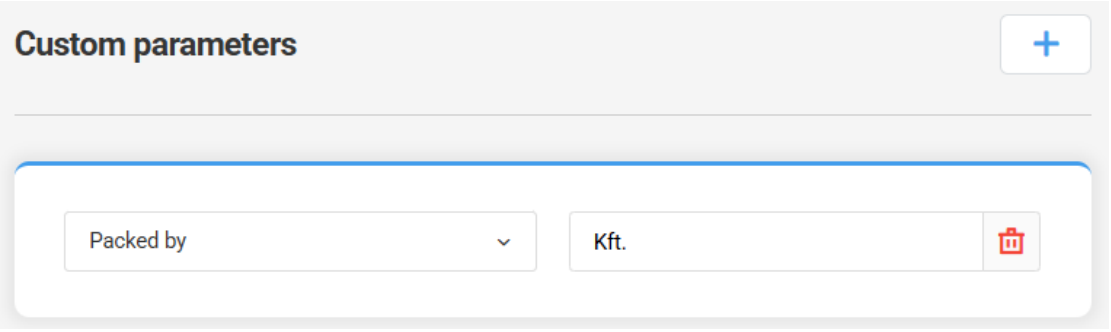
The comment field is reserved exclusively for administrators to leave notes, reminders, or for internal communication between administrators. Comments created under the order are not sent to customers.

Files



The Files section is also for internal use only. It allows administrators to attach various types of documents to a specific order.

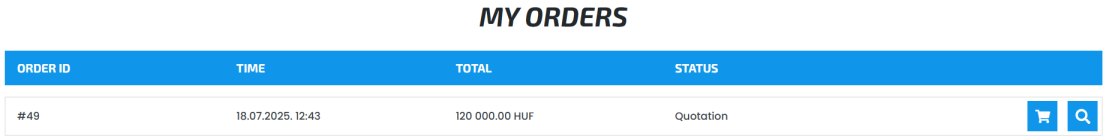
Custom parameters



The feature allows administrators to add custom data to orders, enabling webshop owners to customize and extend order information according to the specific needs of their business.

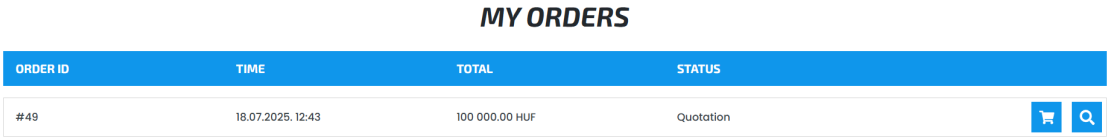
Sending the Quotation

After the customer submits the quotation request, it will appear on the My Orders page in the webshop.

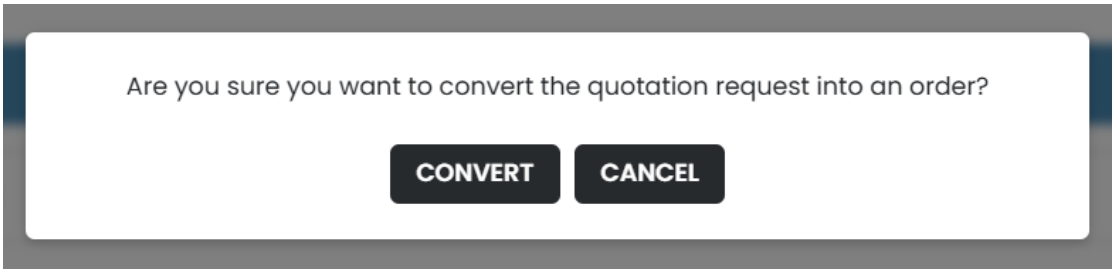


The administrator receives a notification about the quotation request. If the administrator considers the offer appropriate and all details are correctly filled in on the admin interface, the quotation can be sent to the customer using the Send Quotation button.

After this, the customer will receive an email notification about the updated offer, and the product price(s) will also be updated on the My Orders page.



Finally, if the customer is satisfied with the offer, they can convert it into an order by clicking the Cart button.



Presents (Webshop → Presents)

We have previously discussed how store owners can set the number of loyalty points they can earn when purchasing products, as well as, in the case of product categories, when purchasing products from that category.

For a quick overview, please see the category and product guide.

NOTE: Loyalty points can only be earned by registered customers who are logged in when placing an order.

But what can registered customers do with the loyalty points they collect?

This is where Presents come into play. Presents are a special type of product that registered customers can purchase using their loyalty points.

Presents have a separate listing page that is only available to logged-in customers.

Let's take a closer look at "Presents" and how Sellvio handles them.

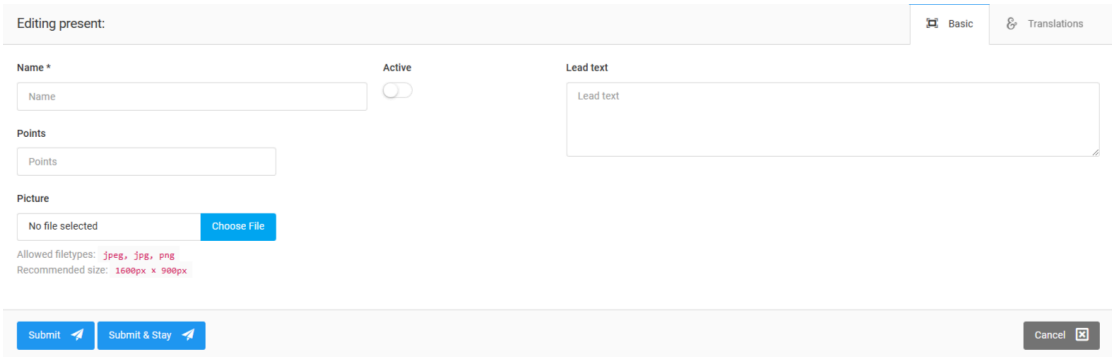
The Presents administration screen can be accessed from the administration sidebar under the Webshop → Presents menu item.

1. Name - the name of the product.
2. Points - the number of loyalty points required to purchase one unit of the given product.
3. Active - indicates whether the given product is active in a given language. If a product is not active for a language, it will not be available and will not appear on the demos page.
4. To search for a product, simply enter its name in the search bar and click the "magnifying glass" icon.
5. By clicking the "edit" button, store owners can modify existing presents.
6. If a present is no longer needed, store owners can delete it by clicking the "trash" button.
7. New presents can be created at any time by clicking the "Add New" button.

Add and edit present products

Present-type products have a simpler structure, as they do not have their own detailed page reserved for this purpose.

General tab



1. **Name** - the name of the product.
2. **Points** - the number of loyalty points required to purchase one unit of the given product.
3. **Active** (enabled by default) - indicates whether the given product is active in the default language of the store.
4. **Short description** - a short paragraph that provides concise information about this product.
5. **Image** - an image of this product.

Translations tab

On the Translations tab, store owners can specify translations of the "Title" and "Lead Text" in all other languages used in the store.

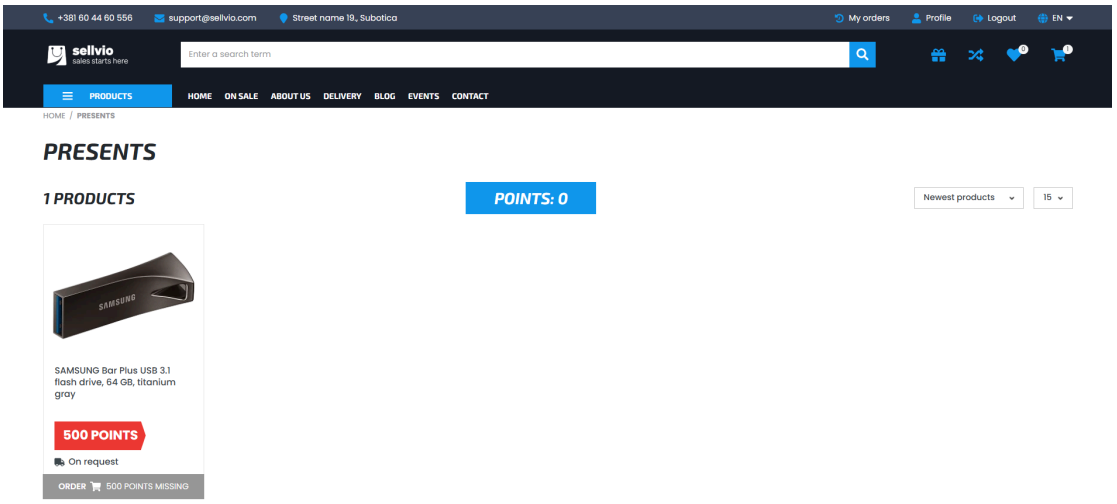
In order for a product to be available and listed in a given language, the "Active" option must also be enabled.

How should products be displayed to customers in the store?

As mentioned, this page and the presents are only available to logged in users.

After logging in, the Presents page can be accessed by clicking on the "present" icon in the webshop header.

The Presents page displays all points collected by the customer, which can be used to purchase presents, as well as a list of all presents available in the web store.



Purchasing presents is not part of the default checkout process. They are ordered directly from a quick order window and are not added to the cart.

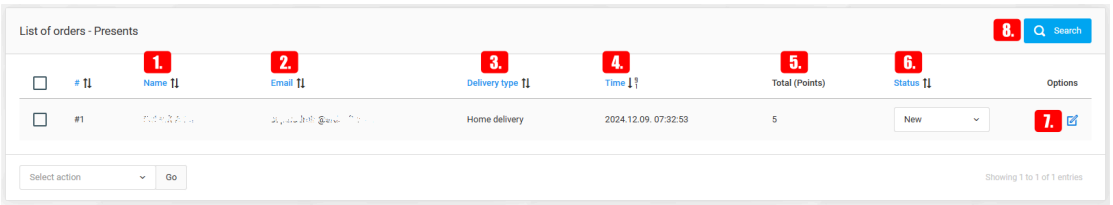
Orders - presents (Webshop → Gifts)

The Orders - Gifts Administration Screen is used to manage orders of gift-type products.

Registered customers can purchase gifts on the Gifts page using their loyalty points.

For a quick overview of the Gifts feature, please refer to this article.

The Orders - Gifts Administration Screen can be accessed from the administrative sidebar under Webshop → Gifts.

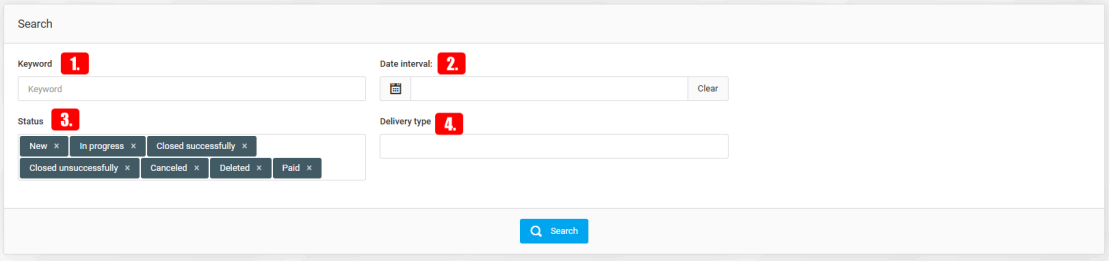


1. Name - The name of the customer who placed the order.
2. Email - The email address of the customer who placed the order.
3. Delivery type - The type of shipping designated by the store administrator for fulfilling the order.
4. Time - The date and time the order was placed.

5. Total (Points) - The total amount of points spent by the customer on the order.
6. Status - A brief indicator reflecting the current status of the order. This helps track the progress of orders and informs customers about their order status (for statuses linked with automated email notifications). The order status can be modified directly from the list page without opening the editing page.
7. By clicking the Edit button, store owners can modify existing orders.
8. By clicking the Search button, a search form offering multiple search criteria will appear.

Searching for presents-type orders

Clicking the Search button on the Orders - Inquiries page opens a search form with the following search options.



1. Keyword - A specific word or phrase that is part of the customer's email address or name.
2. Date interval - Displays orders within the specified time range.
3. Status - Administrators can specify which order statuses should appear in the list.
4. Delivery type - Filters orders to display only those with the selected shipping type.

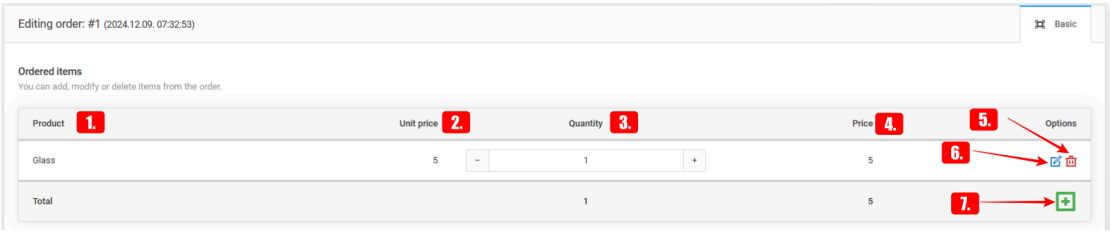
Editing presents-type orders

Administrators can modify the content, parameters, and even add extra gifts to the order.

Let's examine the Order - presents editing screen by sections.

Order items section

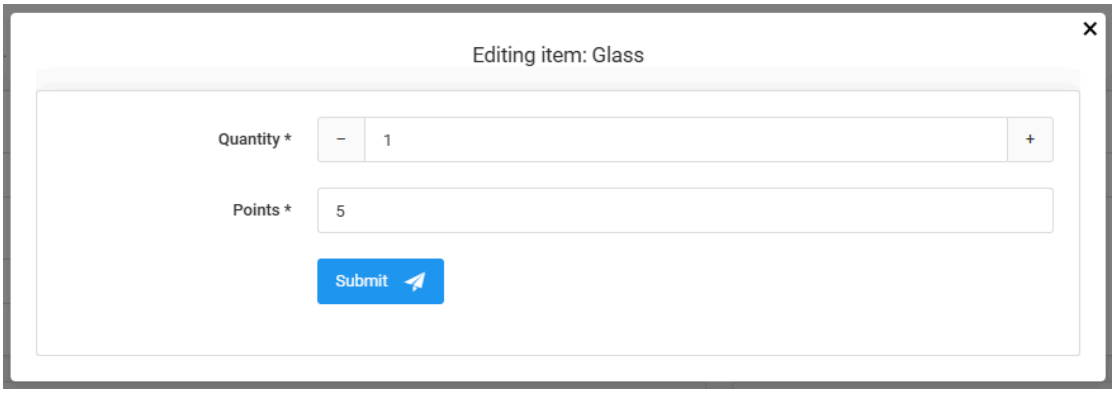
In the Order Items section, administrators can edit the items included in the order. This allows for adjustments to the list of ordered gifts or any necessary updates to the order content.



1. Product - The name of the current product.
2. Unit Price - The number of loyalty points required for one unit of the gift.
3. Quantity - The ordered quantity of the product.
4. Price - The total number of loyalty points required (unit price × quantity).
5. By clicking the Edit button, store owners can modify the gift product already included in the order.
6. Products can be removed from the order by clicking the red trash can icon at the end of the product entry.
7. New order items can be added to the order by clicking the green plus icon below the list of order items.

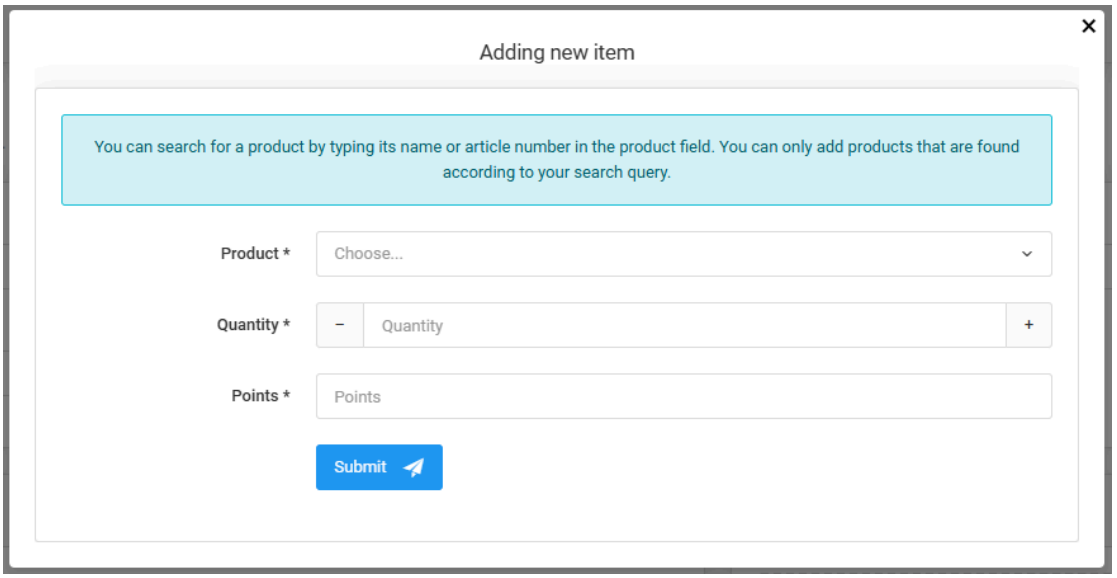
Editing existing order items

When clicking the "edit" icon at the end of an order item row, the item editing window opens, allowing administrators to modify the item's quantity and specify the number of points to be deducted from the customer for that particular order item.

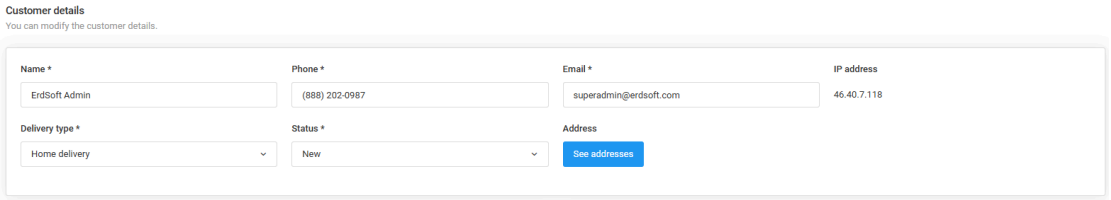


Adding new products to an existing order

Administrators can add new existing product items to an order by editing the order and clicking the green "plus" icon located at the bottom of the order items table.



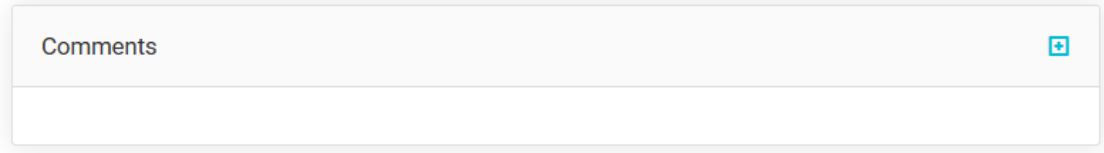
Customer details section

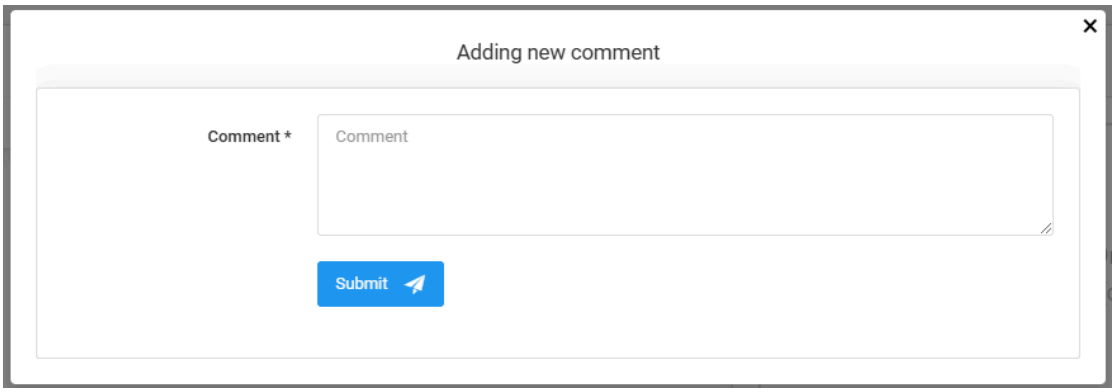


The Customer Details section on the Order - presents editing page displays information about the customer and provides administrators with the ability to update any details related to the customer or the order.

Registered customers can store multiple addresses in their profile settings. By clicking the See addresses button, the customer's profile page opens on the Addresses tab, allowing administrators to quickly and conveniently access the customer's addresses.

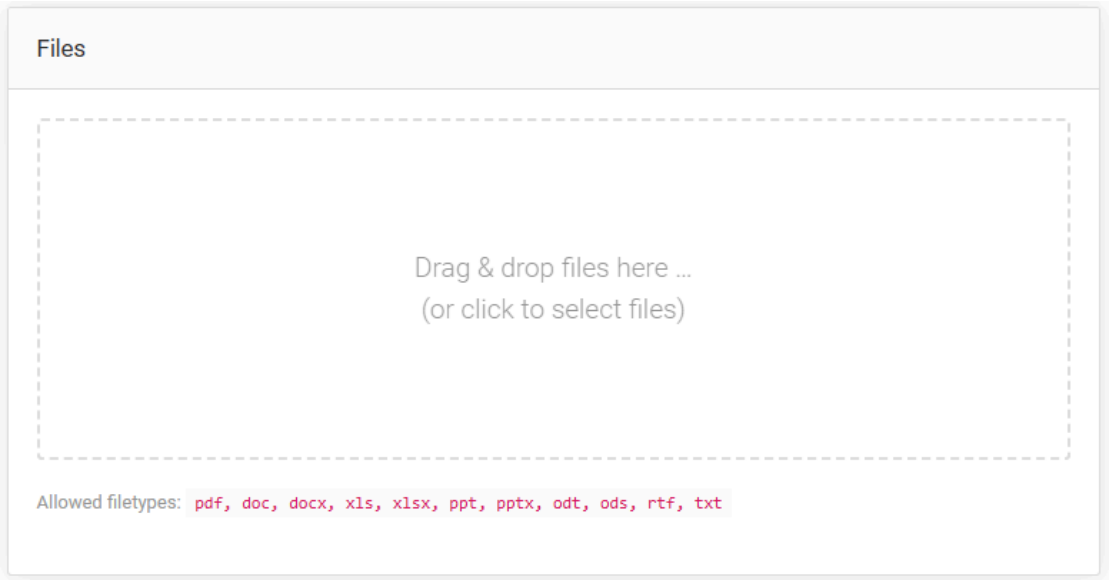
Notes section





The Notes Section is reserved exclusively for administrators to leave comments, reminders, or for internal communication between administrators. Notes created under an order are not sent to customers.

Files section



The Files section is also for internal use only. It allows administrators to attach various types of documents to a specific order.

Vouchers

Available from the sidebar under Webshop → Vouchers.

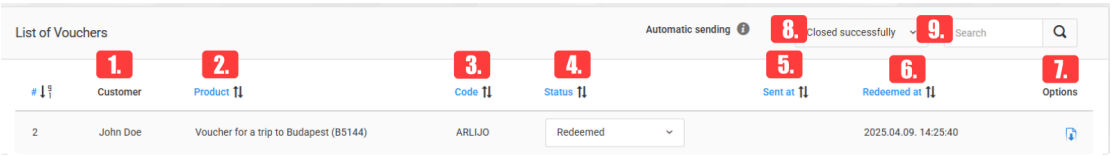
A voucher is a digitally created, pre-paid value ticket that can later be redeemed for specified products or services. This feature is particularly well-suited for selling gift

cards, providing pre-paid services, and promotional purposes, as it offers a simple and efficient solution for managing and distributing digital vouchers.

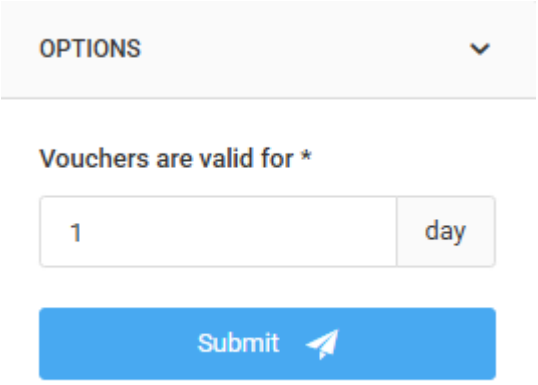
The voucher functionality is simple and user-friendly. To use it, you must first create a product, and then the "voucher" option can be enabled in the product editor page.

After that, the product can be purchased in the traditional way – even using the quick order function. Once the order is successfully completed, the system automatically generates the vouchers: a separate voucher is generated for each purchased unit.

Voucher List

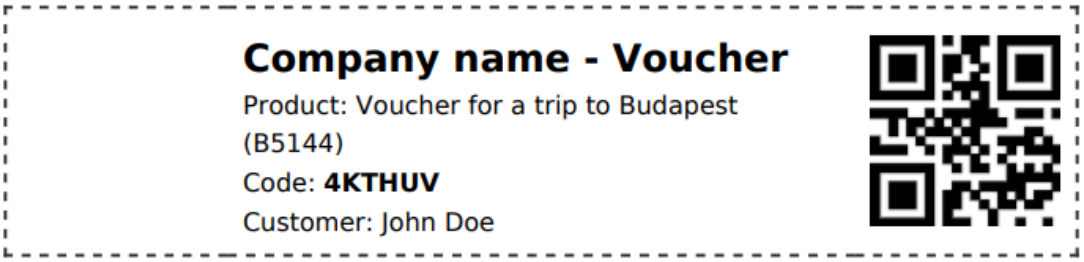


1. Customer - The name of the customer who purchased the voucher.
2. Product - The name of the product associated with the voucher.
3. Code - The unique identifier for the voucher, generated by the system.
4. Status - The current status of the voucher (e.g., redeemed, active).
5. Sent at - The date when the voucher was sent to the customer via email, after the order was completed.
6. Redeemed at - The date when the voucher was redeemed by the user (can be manually set).
7. The generated vouchers can be viewed and downloaded individually.
8. If the order status changes to "successfully completed," the system will automatically send the vouchers to the customer via email. The voucher will only be sent if the status change request is successfully completed.
9. Filtering and searching options are available in the voucher list, based on the provided keyword.



An expiration date can be set for each voucher. This allows online stores to precisely control how long vouchers can be used, thereby increasing the predictability and promotional impact of sales campaigns.

Voucher Redemption



The visual form of the voucher is displayed, which is automatically generated after the purchase and sent to the customer via email. It contains all the essential information needed for later redemption – such as the product name, unique identifier, and the customer's name. During the redemption process, this copy serves as valid proof, so it is crucial to keep it.

Enquiries (Webshop → Enquiries)

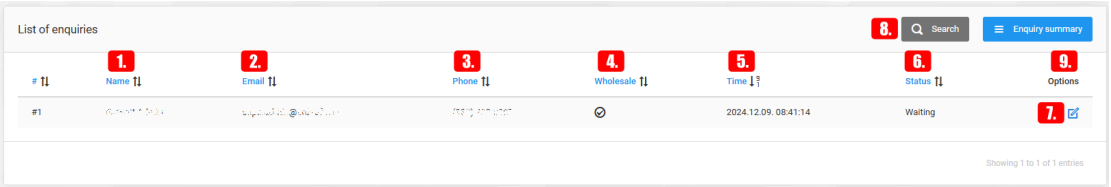
Even if a product is not available for purchase in the webshop, Sellvio offers a feature called "Enquiry" to help retain potential buyers.

If a product is visible but not purchasable, the system replaces the "Add to Cart" button with an "I'm interested" button.

When customers click the "I'm interested" button, Sellvio opens a window that allows them to send an enquiry about the product. This creates a query in the system.

Later, when the product becomes available, the system automatically sends an email notification to inform the customer that the product is now in stock and can be purchased from the webshop.

The Enquiries Administration Screen can be accessed from the administrative sidebar under Webshop ⟶ Enquiries.



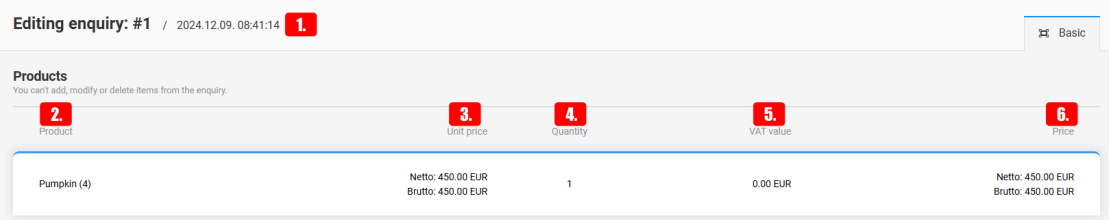
1. Name - The name of the customer who submitted the enquiry.
2. Email - The email address of the customer who submitted the enquiry.
3. Phone - The phone number of the customer who submitted the enquiry.
4. Wholesale - Indicates whether the registered customer is purchasing at wholesale prices.
5. Time - The date and time when the enquiry was submitted.
6. Status - This column shows the status of the enquiry and can have one of the following values:

- Waiting - Indicates that the product related to the enquiry is currently unavailable for order. As a result, the system has not yet sent the automated email notification.
- Email Sent - Indicates that the product has become available and shows the exact date and time when the automated email was sent to the customer.

1. By clicking the Edit button, store owners can modify existing enquiries.
2. By clicking the Search button, a search form with multiple criteria options will appear.
3. By clicking the Enquiry Summary button, a modal window opens providing the store owner with additional details about product enquiries.

Enquiries modification page

The administrative screen for enquiry details closely resembles the standard order editing screen. However, its primary purpose is to facilitate reviewing the enquiry, with limited modification options available to administrators.

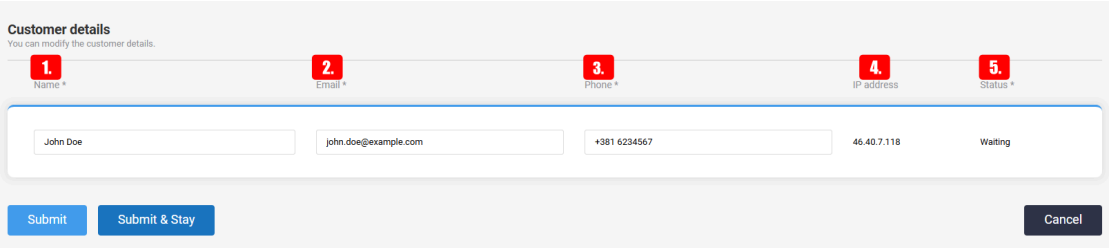


Products section

1. The header displays the enquiry ID along with the exact date and time it was created.
2. Product - The product for which the customer submitted the enquiry.
3. Unit price - The net and gross price of a single unit of the product.
4. Quantity - The quantity specified in the enquiry.
5. VAT value - The VAT value calculated based on the unit price and quantity.
6. Price - The final price based on the unit price and quantity.

Customer details section

As mentioned earlier, administrators have limited flexibility to make significant changes while managing enquiries. This section provides an overview of the customer's details related to the enquiry.



1. Name - The name of the customer who submitted the enquiry.
2. Email - The email address of the customer who submitted the enquiry.
3. Phone - The phone number of the customer who submitted the enquiry.
4. IP Address - The customer's IP address at the time of submitting the enquiry.
5. Status - Shows the status of the enquiry and can have one of the following values:

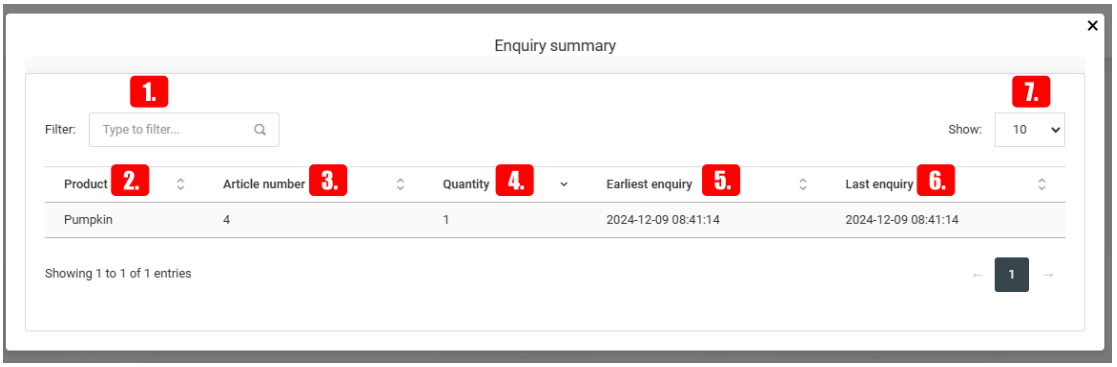
- Waiting - Indicates that the product related to the enquiry is currently unavailable. As a result, the system has not yet sent the automated email notification.
- Email Sent - Indicates the exact date and time when the automated email notification was sent to the customer after the product became available.

Administrators can save changes to the customer data by clicking the Submit or Submit & Stay button.

Enquiry summary window

The Enquiry Summary Interface serves as a tool for store owners to gather insights about the most in-demand products, the number of enquiries received for individual products, and the time of the first and last enquiries submitted for each product.

This interface can be accessed from the enquiries administration screen by clicking the Enquiry Summary button.



1. Enquiries can be automatically filtered by typing the product name or SKU into the filter field.
2. Product - The name of the product.
3. Article number - The product's SKU (Stock Keeping Unit) or item number.
4. Quantity - The quantity specified in the enquiry.
5. Earliest enquiry - The date and time of the first enquiry received for the product.
6. Latest enquiry - The date and time of the most recent enquiry received for the product.
7. Using the Rows Selector input, administrators can specify how many products they want to display at a time in the enquiries summary table.

The table can be sorted by any column by clicking the up/down arrow icon next to the column name.

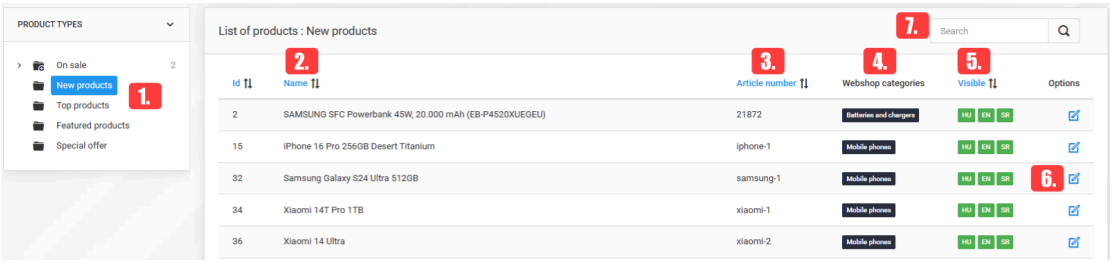
Product lists (Webshop → Product lists)

As the number of products in the system increases, it becomes increasingly challenging to track which products have specific product tags assigned or which products have old prices added as discounts.

The Product List Administration Screen provides a convenient way to list products based on various product tags and criteria.

Let’s take a closer look at how store owners can use the different filters available on this administration page.

The Product List Administration Screen can be accessed from the administrative sidebar under Webshop → Product lists.



1. The various options within the Categories Sidebar allow administrators to list products in the system based on different tags:
    a. **On sale** - The "Discounted" filter displays all products with a retail or wholesale price that includes an old price.
    b. **New products** - The "New Products" filter displays all products in the system marked as "New" (products where the "New Product" option is enabled).
    c. **Top products** - The filter lists all products in the system marked as "Top" (products where the "Top Product" option is enabled).
    d. **Featured products** - The filter lists all products in the system marked as "Featured Products" (products where the "Featured Product" option is enabled).
    e. **Special offer** - The filter lists all products in the system marked as "Special offer" (products where the "Special offer" option is enabled).
2. Name - The product name.
3. Article number - The product's SKU, which stands for Stock Keeping Unit.
4. Webshop categories - Displays all categories to which the product belongs.
5. Visible - Labels in this column indicate the languages in which the product is available. A "green" label means the product is active in the specified language.
6. By clicking the Edit button, the product editing administration screen opens in a new browser tab, providing convenient access to the product settings.
7. To search for a product, enter its name in the search bar and click the magnifying glass icon.

Using Coupons (Webshop → Coupons)

Sellvio, like many other e-commerce platforms, offers customers the convenience of using coupons to enhance their shopping experience.

These coupons provide opportunities for discounts, special promotions, and exclusive offers, making shopping on Sellvio not only user-friendly but also cost-effective.

Customers can enter coupon codes during the checkout process to receive discounts on their purchases, whether it's a percentage off the total or other enticing deals.

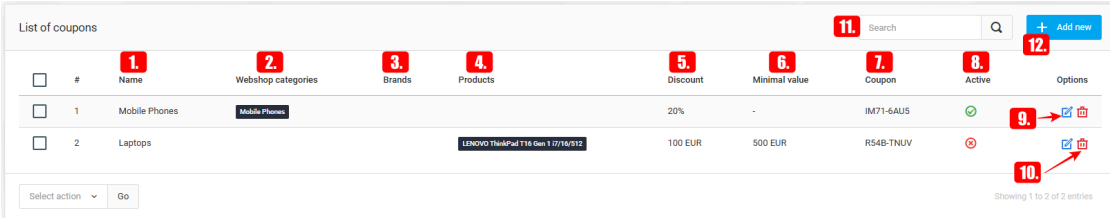
Coupons add extra value for both customers and sellers, creating a win-win situation in the e-commerce world.

IMPORTANT: Coupons cannot be applied to already discounted products.

The Coupons Administration Screen can be accessed from the administrative sidebar under Webshop → Coupons.

Sellvio offers flexible coupon options, as coupons can be assigned to webshop categories, manufacturers, or even specific products. These coupons can be percentage-based or fixed-price discounts, providing a versatile and customizable way to offer discounts to customers.

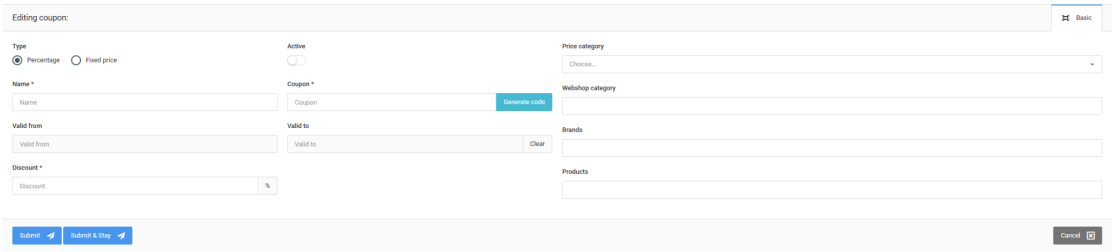
IMPORTANT: Customers can only activate one coupon per order. Coupons are not stackable.



1. Name - The name of the coupon or promotion.
2. Webshop categories - A list of product categories to which the coupon applies.
3. Brands - A list of manufacturers to which the coupon applies.
4. Products - A list of specific products to which the coupon applies.
5. Discount - The value of the discount applied by the coupon, which can be either a fixed amount or a percentage.
6. Minimum Value - The minimum cart value required to apply the coupon.
7. Coupon - The code that needs to be entered during checkout to redeem the coupon.

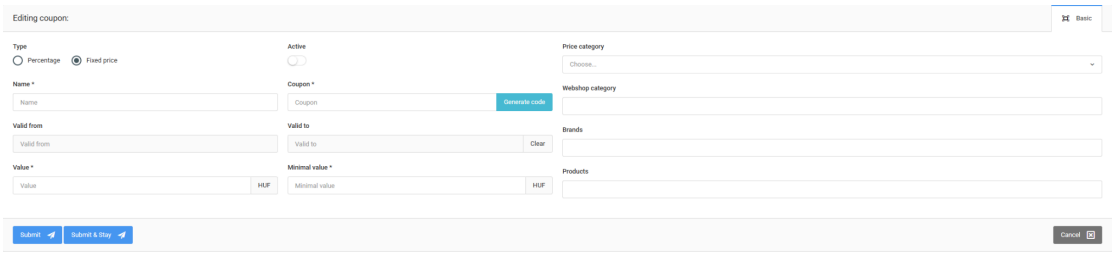
8. Active - Indicates whether the coupon is active. Deactivated coupons cannot be used during checkout.
9. Click the Edit button to modify existing coupons.
10. Coupons that are no longer needed can be deleted by clicking the red trash can icon.
11. To search for a coupon, simply type its name into the search bar and click the magnifying glass icon.
12. New coupons can be added by clicking the Add New button at the top of the page.

Adding and editing percentage-based coupons



- **Name** - The name of the coupon or promotion.
- **Active** (enabled by default) - Indicates whether the coupon is active. Deactivated coupons cannot be used during the checkout process.
- **Coupon** - The code to be entered during checkout to redeem the coupon. The coupon code can be manually entered or automatically generated by clicking the Generate Code button next to the input field.
- **Valid from and Valid to** - These two date fields allow store owners to set the date range during which the coupon code is valid. This feature helps store owners plan their marketing campaigns in advance.
- **Discount** - The discount percentage applied when the coupon is redeemed. Webshop categories - A list of product categories to which the coupon applies.
- **Price category** - We can choose whether to classify it as a retail or wholesale price category.
- **Brands** - A list of manufacturers to which the coupon applies.
- **Products** - A list of individual products to which the coupon applies.

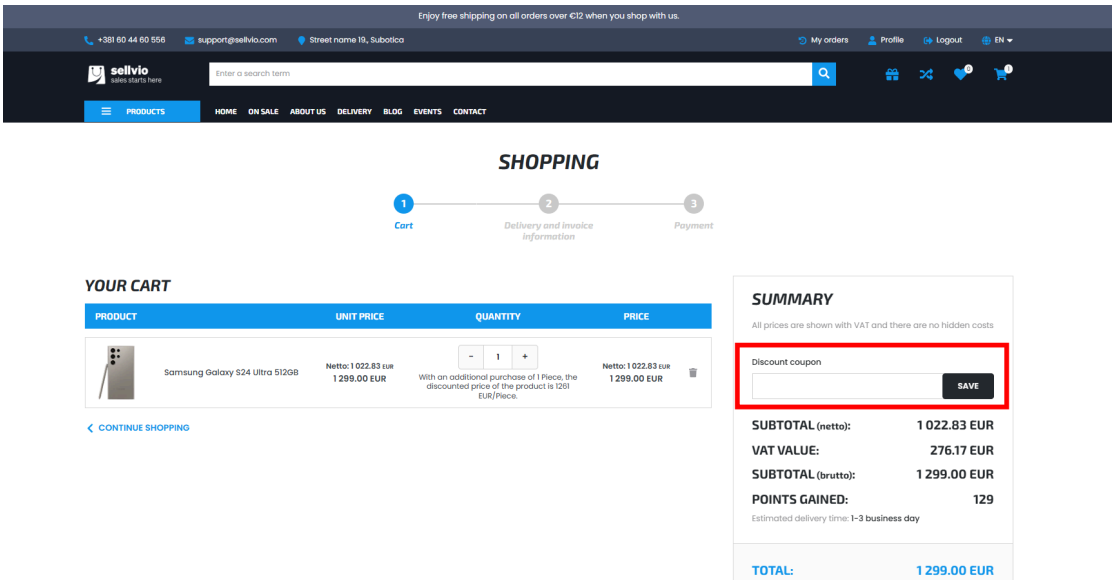
Adding and editing fixed-price coupons



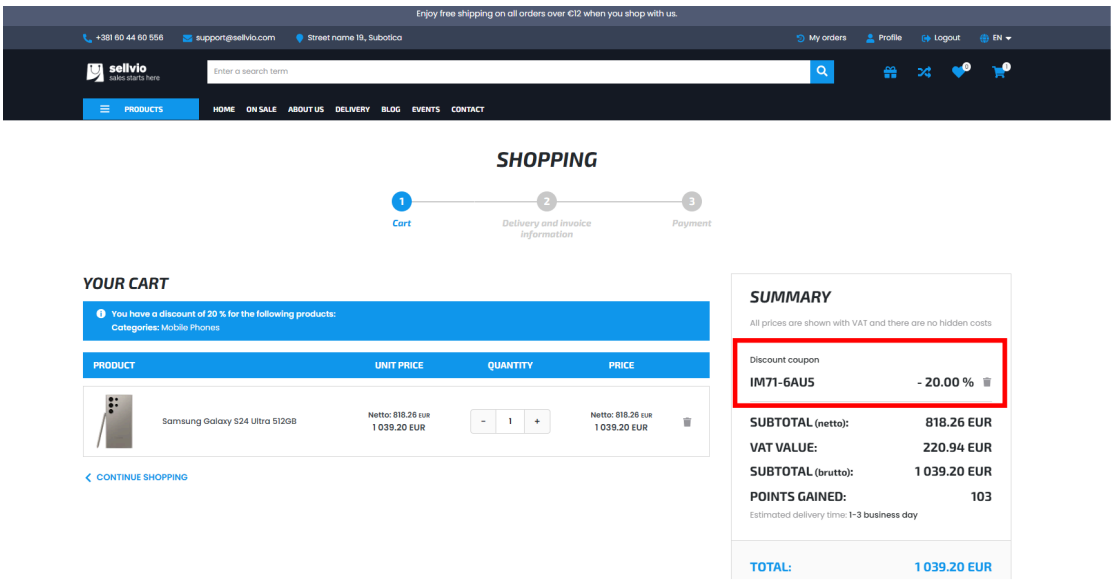
- **Name** - The name of the coupon or promotion.
- **Active** (enabled by default) - Indicates whether the coupon is active. Deactivated coupons cannot be used during the checkout process.
- **Coupon** - The code to be entered during checkout to redeem the coupon. The coupon code can be manually entered or automatically generated by clicking the Generate Code button next to the input field.
- **Valid from and Valid to** - These two date fields allow store owners to set the date range during which the coupon code is valid. This feature enables store owners to plan their marketing campaigns well in advance.
- **Price category** - We can choose whether to classify it as a retail or wholesale price category.
- **Webshop categories** - A list of product categories to which the coupon applies.
- **Brands** - A list of manufacturers to which the coupon applies.
- **Products** - A list of individual products to which the coupon applies.
- **Value** - The discount amount in the webshop's currency.
- **Minimum Value** - The minimum cart total in the store's currency required for the coupon to be valid.

Where Can Customers Enter Coupon Codes?

Customers can enter valid coupon codes on the webshop’s Cart page. After applying the coupon, customers can remove it from their order by clicking the trash can icon.



Empty coupon field on the Cart page



Activated coupon code on the Cart page

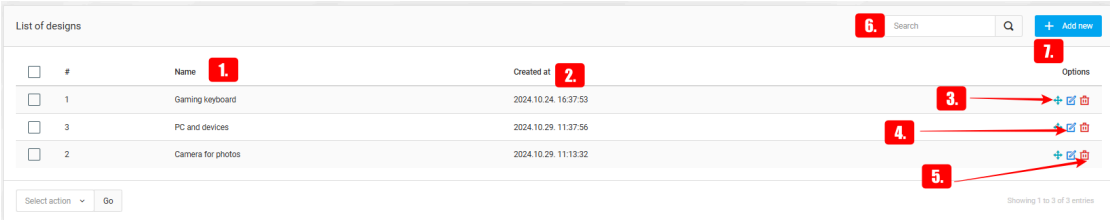
Discount designs (Webshop → Discount Designs)

Discount designs are essentially optional, as they are not mandatory for discounts; however, Sellvio provides store owners with the flexibility to create multiple layouts for upcoming or active discounts.

Discount plans allow administrators to define various types of banners for their discounts.

A single design can be assigned to multiple discounts, and conversely, a single discount can have multiple designs assigned to it.

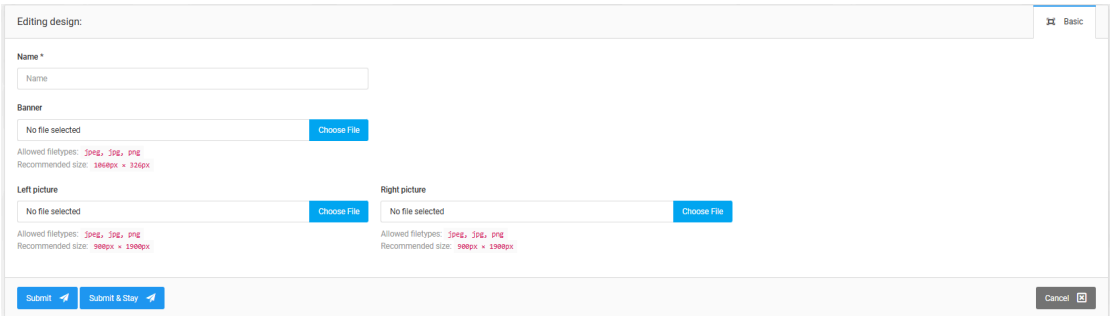
The Discount Designs Administration Interface can be accessed from the administrative sidebar under Webshop → Discount Designs.



1. Name - The name of the design. This name is visible only within the store's administration section.
2. Created at - The date and time when the discount design was created.
3. By clicking and dragging the "arrows" icon at the end of the design entry rows, administrators can create a hierarchical order for discount designs. In cases where two discounts are active simultaneously, the design higher in the list will take precedence on the webshop's customer-facing pages.
4. By clicking the Edit button, webshop owners can modify existing designs.
5. If a design is no longer needed, store owners can delete it by clicking the trash can icon.
6. To find a specific design, enter its name in the search field and click the Search button.
7. By clicking the Add New button, administrators can add new designs to the system.

Adding and editing discount designs

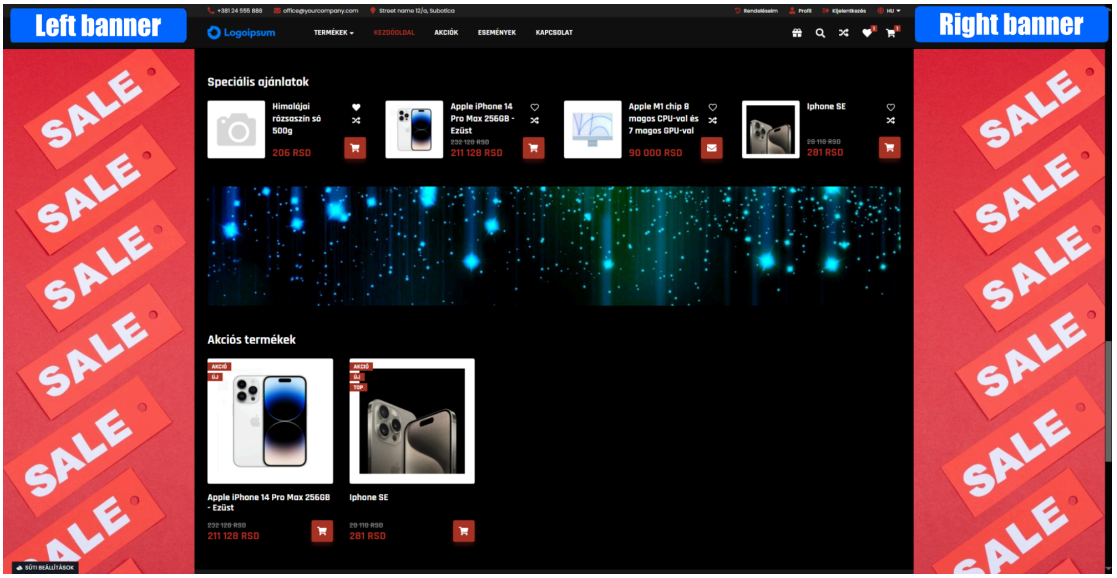
Creating and editing discount designs is simple; administrators only need to select and upload three banner images.



- Name - The name of the design. This name is visible only in the store's administration section.

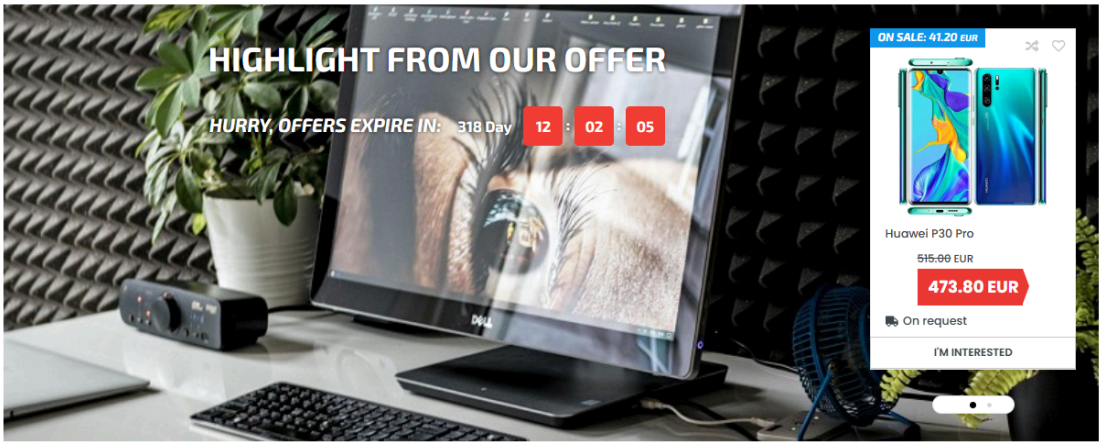
- Left-Side picture - The left-side image or banner (ad position), if specified, appears as a tall, screen-height banner on the left side of the page's main content.
- Right-Side picture - The right-side image or banner (ad position), if specified, appears as a tall, screen-height banner on the right side of the page's main content.
- Banner - If an offer has less than 48 hours remaining until it expires, a special block with a countdown timer will appear among the products on the category pages. The banner specified here will serve as the background for the "expiring offer" block on the product category pages.

How do the left and right-side images appear to customers?



Homepage with left and right-side banners (ad positions).

How does the expiring offer ad appear to customers?



Expiring offer on the product category page with the banner in the background.

Discounts (Webshop → Discounts)

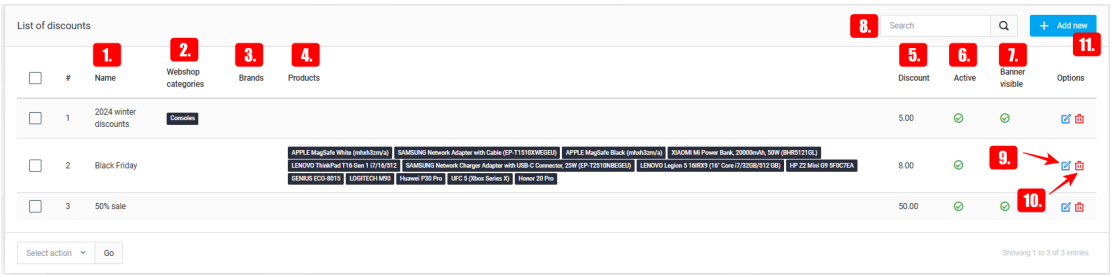
In online retail, discounts play a crucial role in attracting customers, boosting sales, and helping clear inventory. Customers save money while purchasing products they need or want, making it a win-win for both consumers and retailers.

Sellvio offers a flexible discount system, allowing discounts to be applied to webshop categories, manufacturers, and even individual products.

Discounts can be percentage-based or fixed-price, providing a versatile and customizable way to offer savings to customers.

Sellvio includes a dedicated "Offers" page in the webshop, where products from all available discounts are conveniently listed. This special page functions similarly to product category pages, with the key difference being that it exclusively showcases products currently on discount.

The Discounts Administration Screen can be accessed from the sidebar under Webshop → Discounts.



1. Name - The name of the discount. This name will also be visible to customers in the webshop.
2. Webshop categories - A list of product categories to which the discount applies.
3. Brands - A list of manufacturers to which the discount applies.
4. Products - A list of individual products to which the discount applies.
5. Discount - The percentage of the discount.
6. Active - Indicates whether the discount is active.
7. Banner visible - Specifies whether the promotional image associated with the discount is visible at the top of the "On sale" page.
8. To search for a discount, simply enter its name into the search bar and click the magnifying glass icon.
9. By clicking the Edit button, store owners can modify existing discounts.
10. Unnecessary discounts can be deleted by clicking the red trash can icon.
11. New discounts can be added by clicking the Add New button at the top of the page.

The discounts module enables precise tracking of promotion durations on the administration list, where the start and end dates of promotions are displayed.

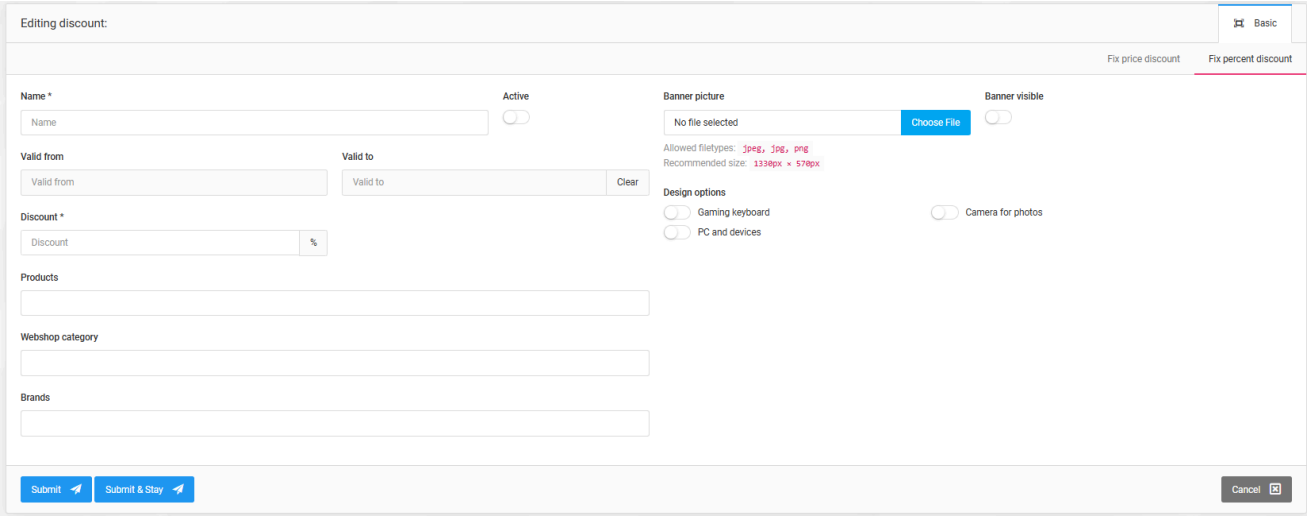
The system supports sorting of promotions based on various criteria, such as identifier (ID), name, date, activity, and banner visibility. These sorting options ensure efficient management of promotions and clear presentation, especially for larger databases.

Adding and editing discounts

As mentioned earlier, in Sellvio, discounts can be applied in the form of fixed-price or percentage-based reductions.

NOTE: Fixed-price discounts can only be applied to individual products on a per-product basis. Percentage-based discounts can be applied to webshop categories, manufacturers, and individual products.

Let’s take a closer look at how discounts can be created.



- **Name** - The name of the discount. This name will also be visible to customers in the webshop.
- **Active** (enabled by default) - Determines whether the discount is active.
- **Valid from** - The date from which the discount automatically becomes valid. However, it must also be manually activated to apply to products when the date is reached.
- **Valid to** - The date on which the discount automatically becomes invalid, regardless of whether it was activated.
- **Banner picture** - The banner image associated with the discount, displayed at the top of the "On sale" page.
- **Banner visible** - Specifies whether the banner image associated with the discount is visible at the top of the "On sale" page.
- **Design options** - In this set of options, store owners can assign previously created discount designs to the discount. If multiple discount designs are

activated for the same discount, the design with the highest priority, as configured on the Discount Design administration page, will be used in the webshop. A more detailed explanation of the purpose and functionality of discount designs can be found on this page.

Now that we've reviewed the general configuration settings for discounts, let's explore the specific configuration options for percentage-based and fixed-price discounts.

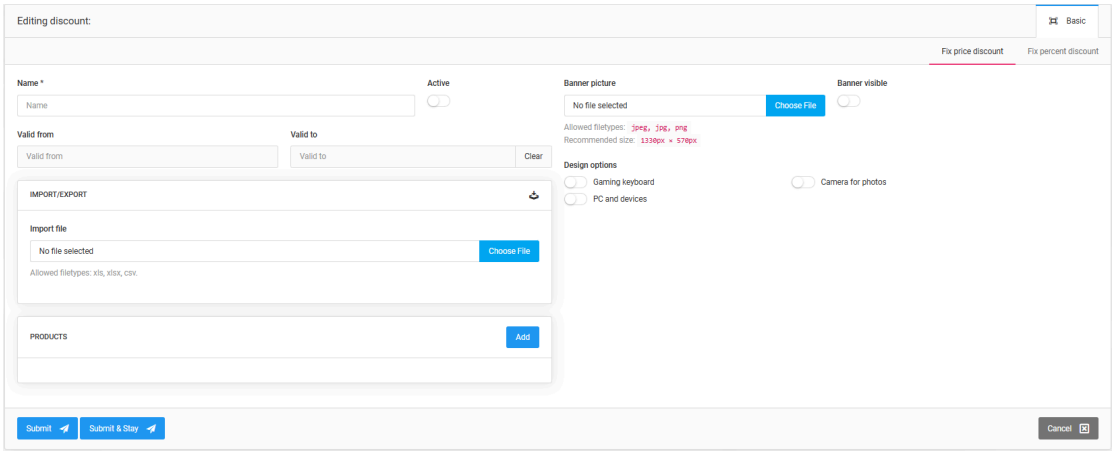
Percentage-based discount

The Fixed percentage discount tab provides the following configuration options:

- Discount - The percentage rate of the discount.
- Products - A list of products to which the discount applies.
- Webshop Categories - A list of product categories to which the discount applies.
- Manufacturers - A list of manufacturers to which the discount applies.

Fixed-price discount

Switching to the Fixed price discount tab changes the fields at the bottom of the discount form to allow for specific configurations.

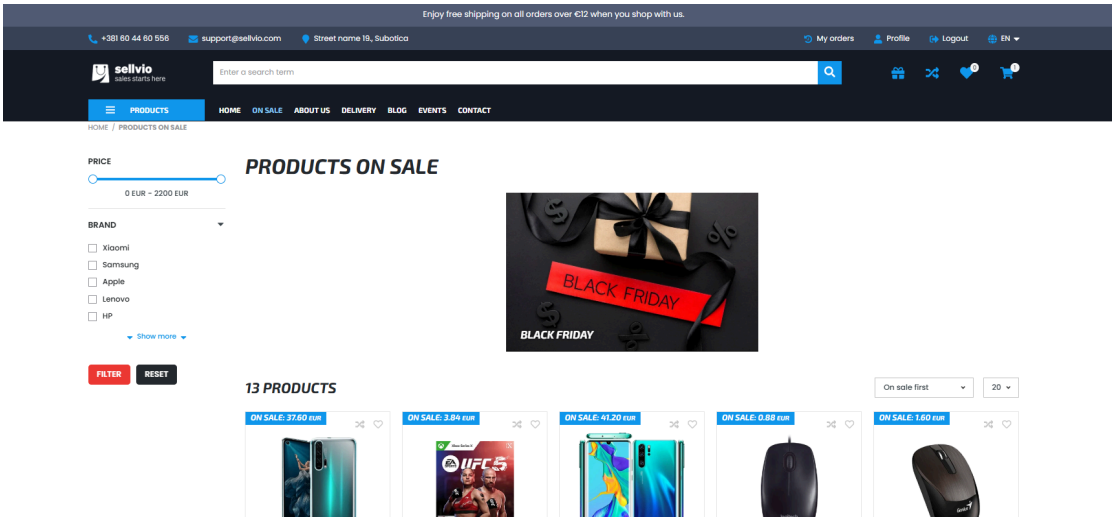


- Products - A list of products to which the discount applies. Under the Products section, administrators can add products one by one using the Add button and set the new price for each product.
- Import / Export - Adding a large number of products to the discount one by one can be time-consuming. To simplify this process, administrators can download an Excel template, fill it with product SKUs and their discounted prices, and then import the completed Excel file. The system will automatically populate the Products section with the products and their new prices from the uploaded Excel sheet.

How do discounts appear to customers on the "On sale" page?

Customers can access the Offers page by clicking the Offers menu item in the header navigation.

IMPORTANT: The Offers menu item is only visible if there is at least one active discount in the store.



Discount banner at the Top of the "On sale" page

Package discounts(Webshop → Package discounts)

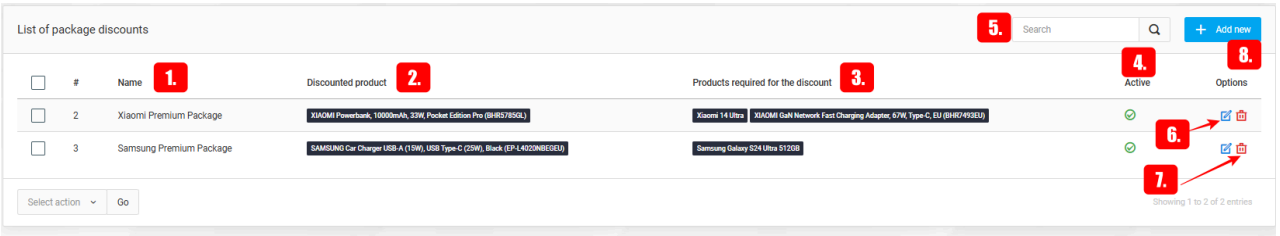
Another type of discount offered in Sellvio is the package discounts.

These discounts serve two purposes:

1. Encourage Upselling: Bundle discounts allow customers to purchase a specific product at a discounted price if they include a required bundle of products in their cart.
2. Ease of Purchase: Bundle discounts also appear on the "Offers" page, where the entire bundle can be added to the cart with a single click.

We will take a closer look at how bundle discounts work from the customer's perspective. But first, let's explore how store owners create and manage these discounts.

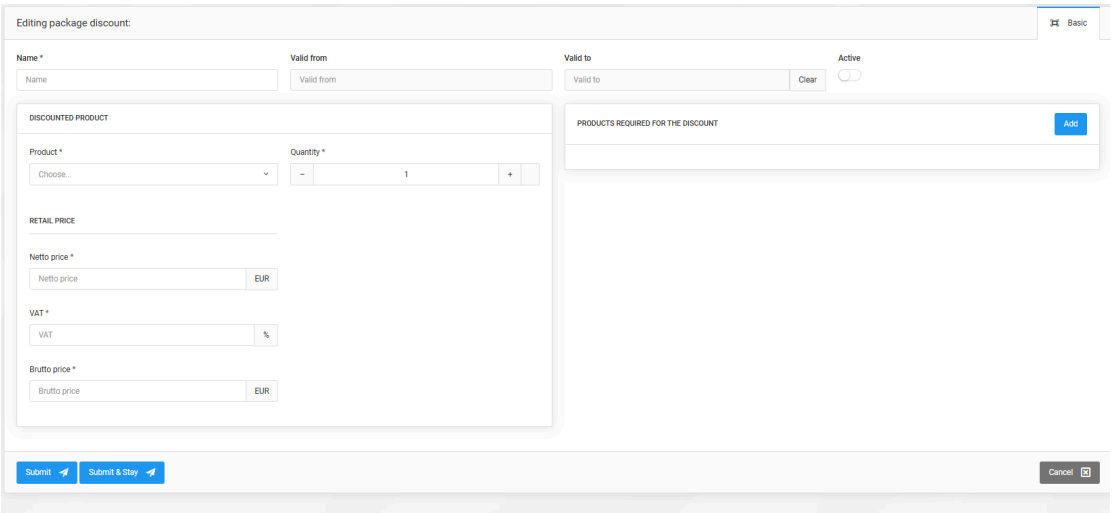
The Package discounts administration interface can be accessed from the administrative sidebar under Webshop → Package discounts.



1. Name - The name of the bundle discount. This name will also be visible to customers in the webshop.
2. Discounted product - The product that can be purchased at a discounted price when the required products are added to the cart.
3. Products required for the discount - The products that must be added to the cart initially for the customer to be eligible for the discounted product.
4. Active - Indicates whether the discount is active.
5. To search for a bundle discount, simply enter its name in the search bar and click the magnifying glass icon.
6. By clicking the Edit button, store owners can modify existing bundle discounts.
7. Unnecessary bundle discounts can be deleted by clicking the red trash can icon.
8. New bundle discounts can be added by clicking the Add New button at the top of the page.

Adding and editing bundle discounts

Bundle discounts can be easily added and edited using the intuitive interface provided in the administration panel.



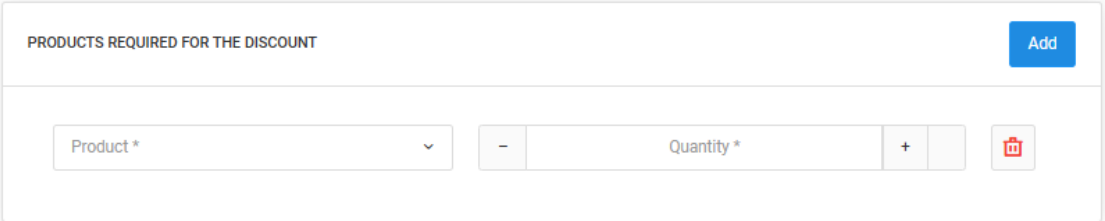
- **Name** - The name of the bundle discount. This name will also be visible to customers in the webshop.

- **Valid from** - The date from which the bundle discount automatically becomes valid. However, it must also be manually activated to apply to products when the date is reached.
- **Valid to** - The date on which the bundle discount automatically becomes invalid, regardless of whether it was activated.
- **Active** (enabled by default) - Determines whether the bundle discount is active.

The remainder of the Package discountst form is divided into two sections: Required Products for the Discount and Discounted Product.

Required products for the discount - section

In this section, administrators can specify the products and their quantities that must be added to the cart before the customer becomes eligible for the discounted product.

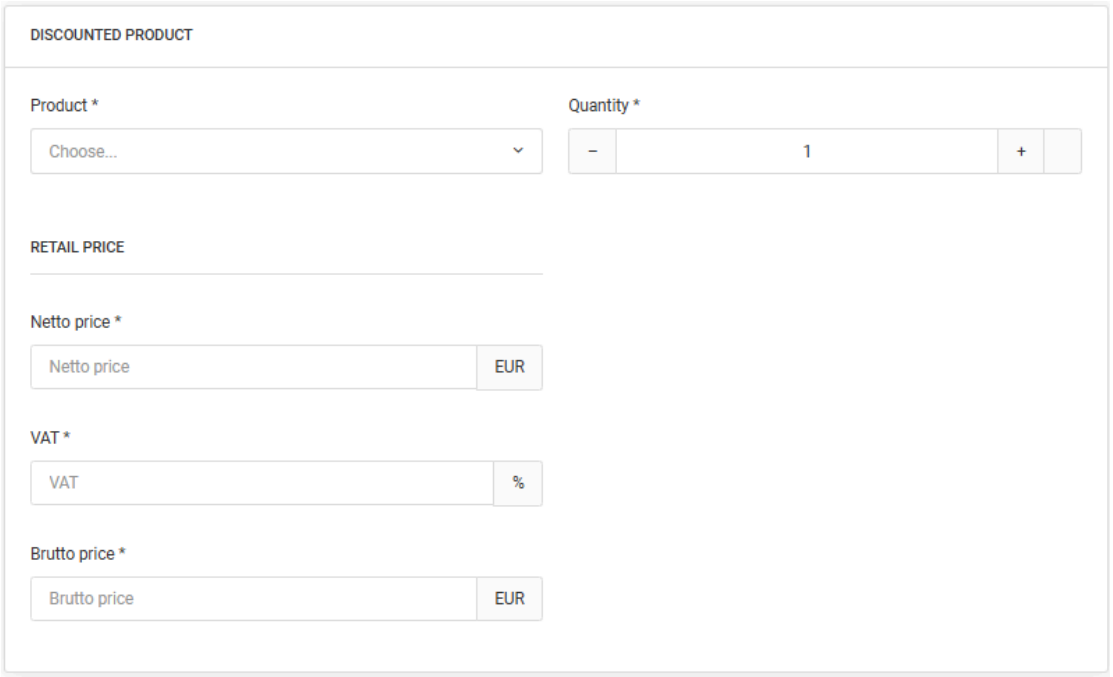


The Package discounts must include at least one "required product."

- Clicking the "Add" button allows new products to be added to the list of required products.
- The list of required products cannot contain an unlimited number of items.
- Products can be removed from the required products list at any time using the red "trash can" button at the end of the product entry.

Discounted product - section

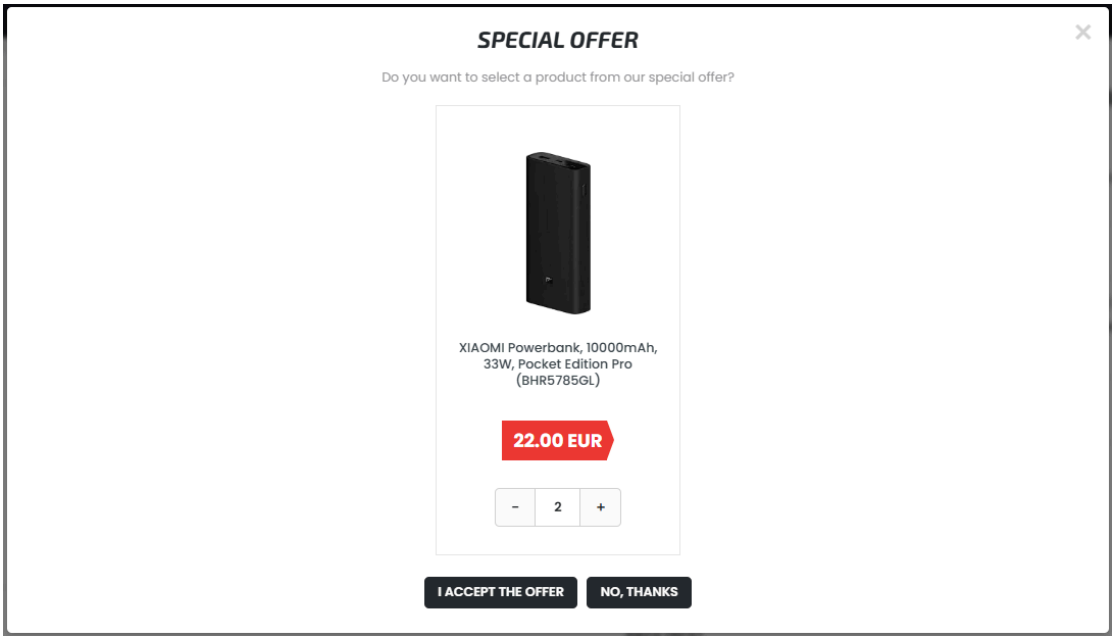
In this section, administrators can select the product that the user will be eligible for and set its discounted price.



Configuring the discounted product is straightforward: select an existing product, specify the quantity, and set the new prices for each pricing tier used in the webshop.

How do package discounts appear to customers in the webshop?

When a customer's cart content qualifies them for the discounted product, the system displays a modal window where the customer can decide whether to accept the offer.

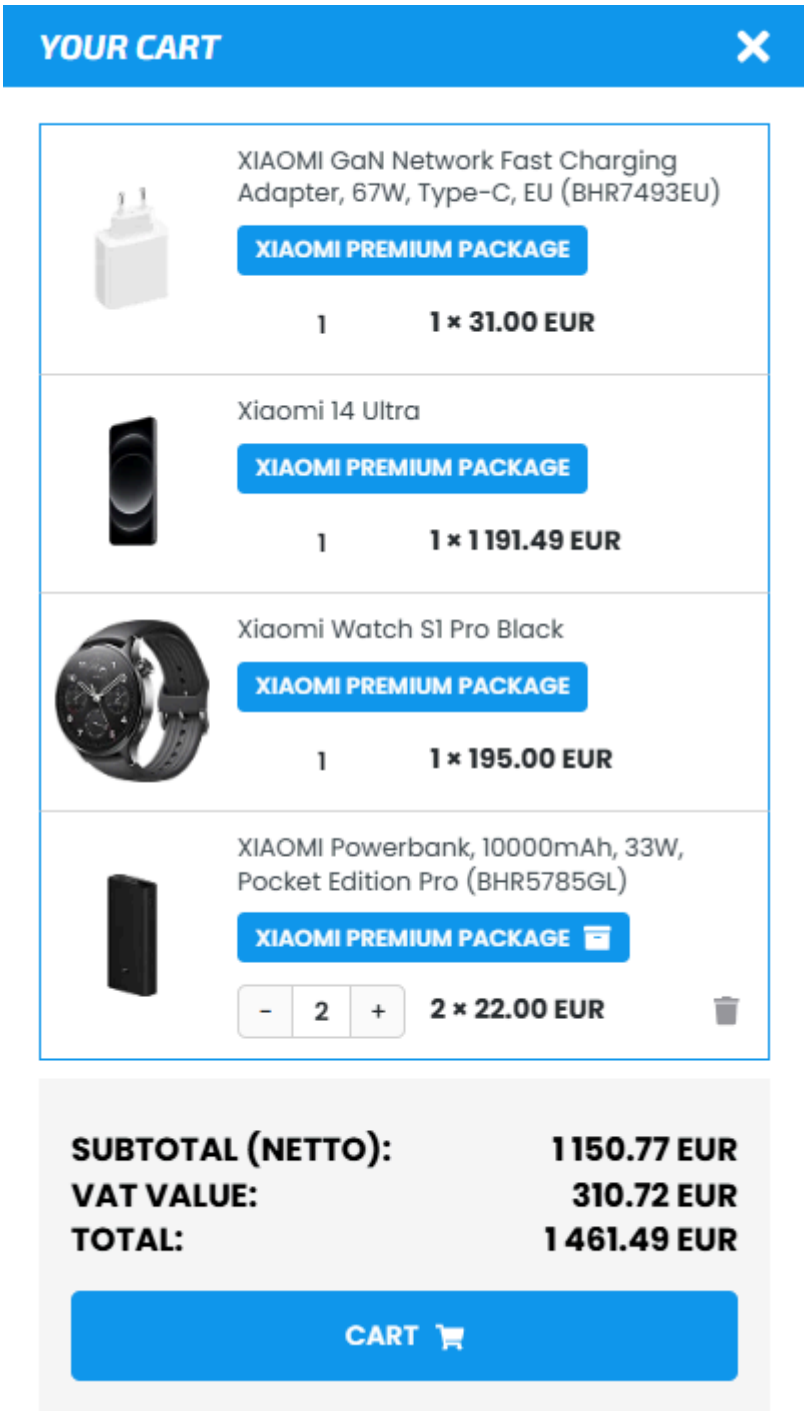


Special offer window offering the discounted product from the package discounts.

The difference between package discounts and cross-sell offers is that customers can add multiple discounted products to their cart if their cart contents meet the required conditions multiple times.

Bundle offers appear as a group in the cart and checkout, where only the quantity of the discounted product can be increased. Increasing the quantity of the discounted product automatically increases the quantity of all required products in the bundle.

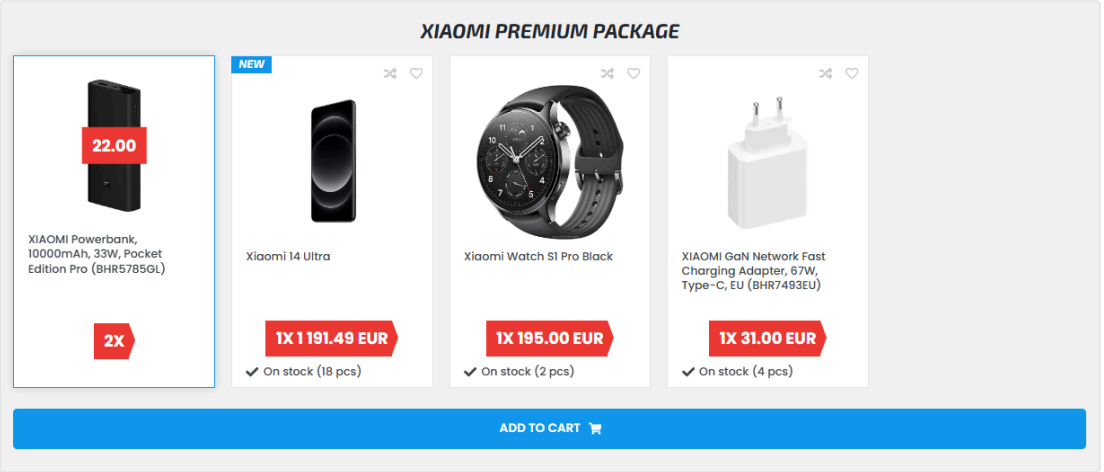
Removing the discounted product from the cart automatically removes the entire bundle, including the discounted product and all required products.



Bundle Offer in the Cart Drawer

Package discounts on the "On sale" page

As previously mentioned, bundles also appear on the "On sale" page. Customers can add the entire bundle to their cart with a single click, including the discounted product and all required products.



A package discounts as it appears on the "On sale" page

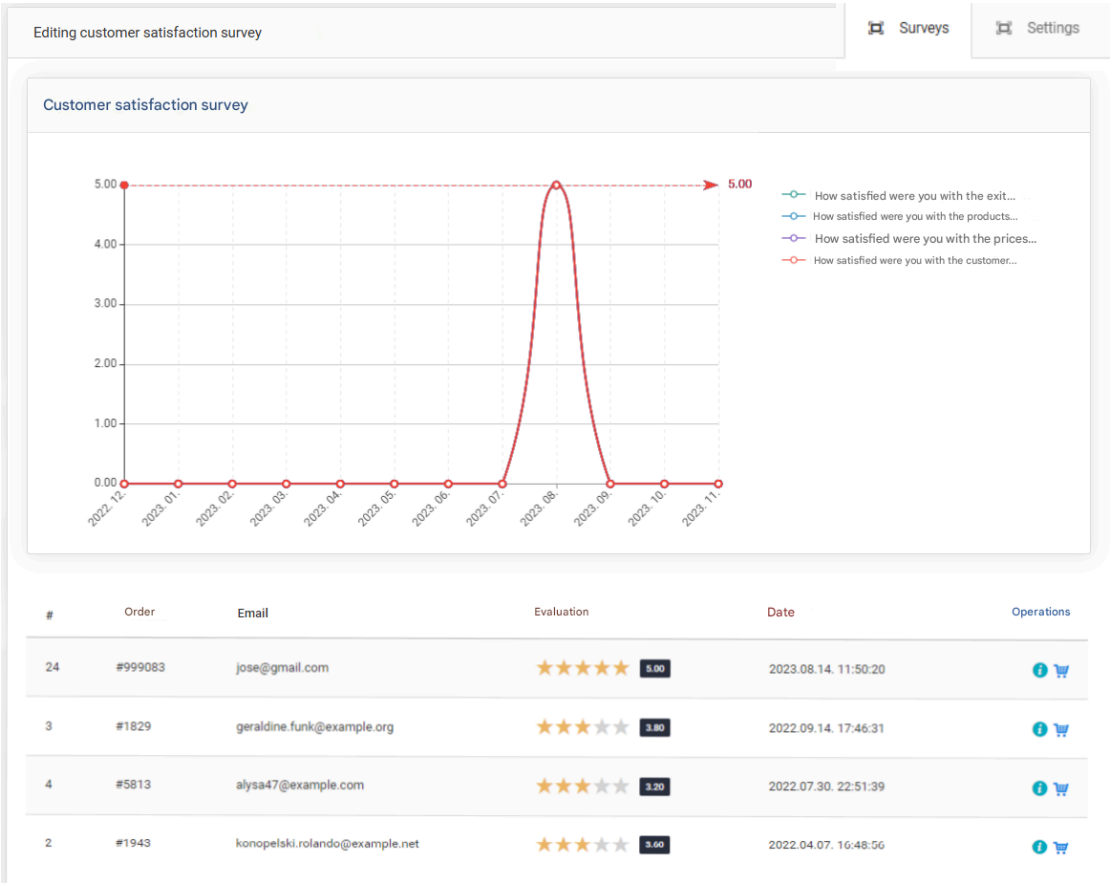
Customer satisfaction (Webshop → Customer)

Customer satisfaction surveys are used to gather feedback and insights from customers about their shopping experience. These surveys aim to assess customer satisfaction with various aspects of the webshop's products, services, and overall shopping experience.

Customer surveys are sent to customers after a specified period, following the successful delivery of products and the completion of the order.

Sellvio customers can earn points for completing surveys, which can be redeemed for gift-type products. For a refresher on gifts, please refer to this article.

The Customer Satisfaction Administration Page can be accessed from the administrative sidebar under Webshop → Customer Satisfaction.

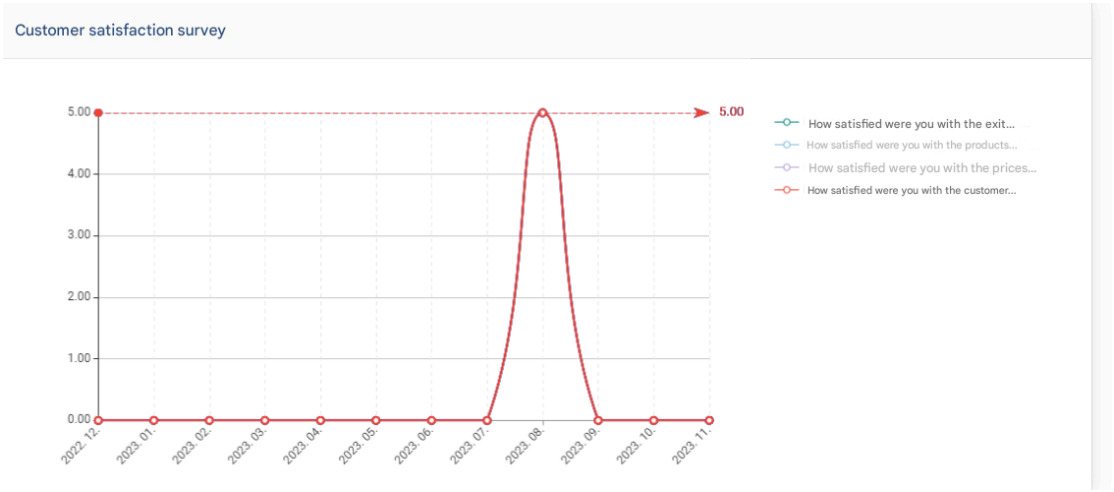


Customer satisfaction surveys administration page

Surveys tab

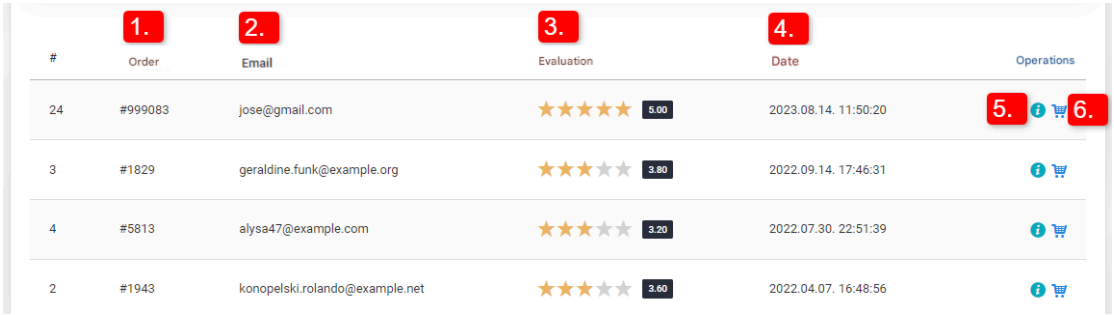
At the top of the page, a graph provides store owners with an overview of customer ratings for individual survey questions, illustrating how these ratings change over time as responses are received.

The questions and their corresponding graph lines can be individually enabled or disabled by clicking on them.



Customer survey graph with responses to two questions disabled.

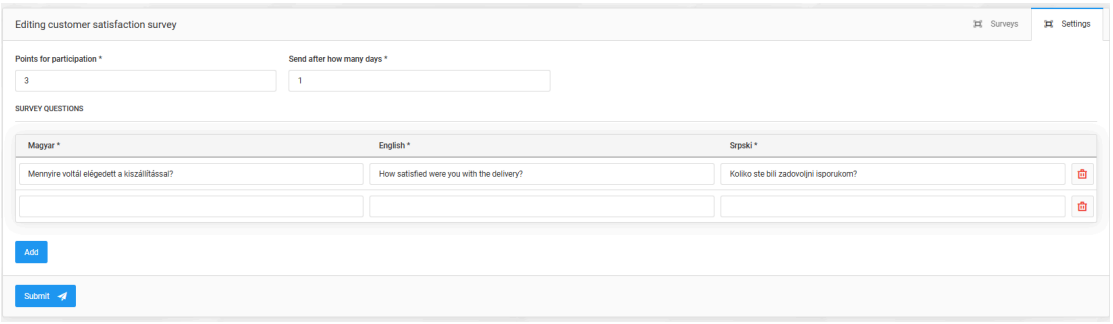
The list below the graph shows the average ratings from customers related to their orders.



1. Order - The order number associated with the survey sent to the customer.
2. Email - The customer's email address.
3. Rating - The average rating provided by the customer in the survey.
4. Date - The exact date and time when the survey was rated.
5. Clicking the "info" icon opens a window displaying the ratings for each individual question in the survey.
6. Clicking the "cart" icon opens the order editing page in a new browser tab.

Settings tab

On the Settings tab, store owners can configure the content of the survey and specify the number of days after a successfully completed order the survey should be sent to the customer.



- Points for participation - The number of points awarded for completing the survey.
- Send after how many days - The number of days after a successful order completion that Sellvio should send the survey.
- Survey questions - The list of questions included in the survey. Each question must be provided in all the languages supported by the webshop.
- New questions can be added to the survey by clicking the "Add" button at the bottom of the list.
- Unnecessary questions can be easily removed by clicking the red "trash can" icon at the end of the entry.

The survey can contain an unlimited number of questions.

IMPORTANT: While there is no limit to the number of questions in the survey, Sellvio sends only one survey per customer.

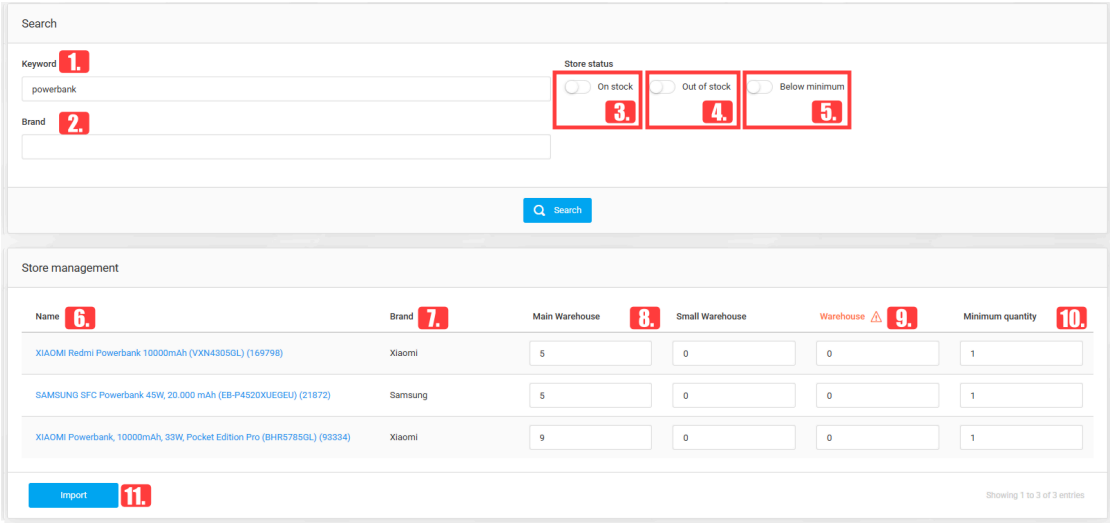
If store owners do not wish to send surveys to their customers, the survey module can be disabled at any time under Settings → Components.

Store management (Webshop → Store management)

The Store management administration page allows store owners to track and update stock levels for individual product items by warehouse.

Administrators can easily update the stock level of a product item in a specific warehouse by entering the desired quantity in the corresponding column for that warehouse.

The Store management administration page can be accessed from the administrative sidebar under Webshop → Store management.

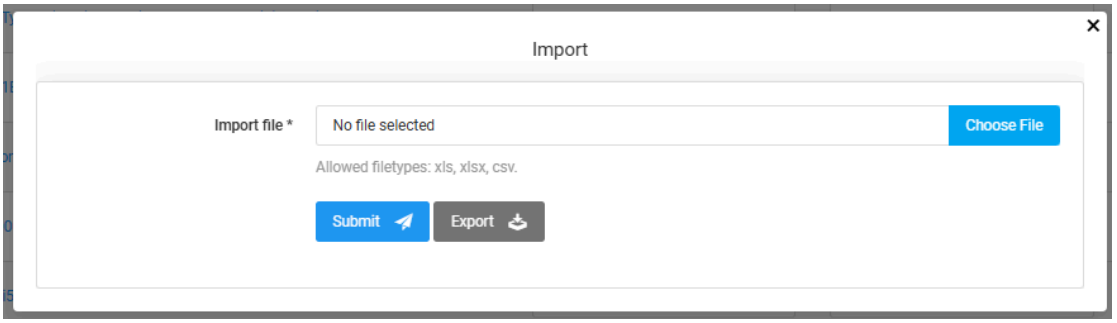


1. **Keyword** – Based on the word entered in the field, the search will display products whose names contain the specified keyword.
2. **Brand Search** – A brand can be selected, and its products will be displayed in the list.
3. **On Stock** – This option filters the product list to show only items that are currently in stock.
4. **Out of Stock** – This option filters the product list to show only items that are currently out of stock.
5. **Below Minimum** – This option filters the product list to show only items with stock levels below the specified minimum quantity.
6. **Name** – The product name, followed by the SKU number in parentheses.
7. **Brand** – The brand associated with the product.
8. **Warehouses** – Warehouses used for online sales.
9. **Warehouses with Exclamation Mark** – Warehouses displayed in red with an exclamation mark at the end are disabled for online sales. Their stock levels are not included in the number of items currently available through the webshop.

10. **Minimum Quantity** – This field is used to specify the product's minimum stock level. If a product's stock falls below the set minimum quantity, its row will be highlighted with a red background.
11. **Import** – Updating the stock levels for individual products can be a tedious task. Store owners have the option to export the current stock levels from their warehouses in an Excel spreadsheet, make the necessary updates, and then import the updated Excel file to automate the stock update process. Clicking the "Import" button will open the export-import window.

Automating the Inventory Update Process

As mentioned earlier, clicking the Import button on the Inventory Management Administration page opens the export-import window, streamlining the inventory management process.



- Export - By clicking the Export button, store owners can download a list of products available in the webshop along with the stock levels for each warehouse.
- Import File - Using the file input field, administrators can browse their computer and select the Excel file updated with the new stock levels.
- Submit - After selecting the imported Excel file, clicking the Save button initiates the import process. Sellvio processes the Excel file row by row, updating the stock levels for each product in each warehouse based on the new quantities specified in the imported file.

API (Webshop → API product inventory retrieval)

Sellvio allows store owners to display personalized product inventories on various listing pages, such as Facebook Shop, Olcsobbat.hu, Argep.hu, etc., through API access URLs.

The product API administration screen is available from the admin sidebar under the Webshop → API menu.

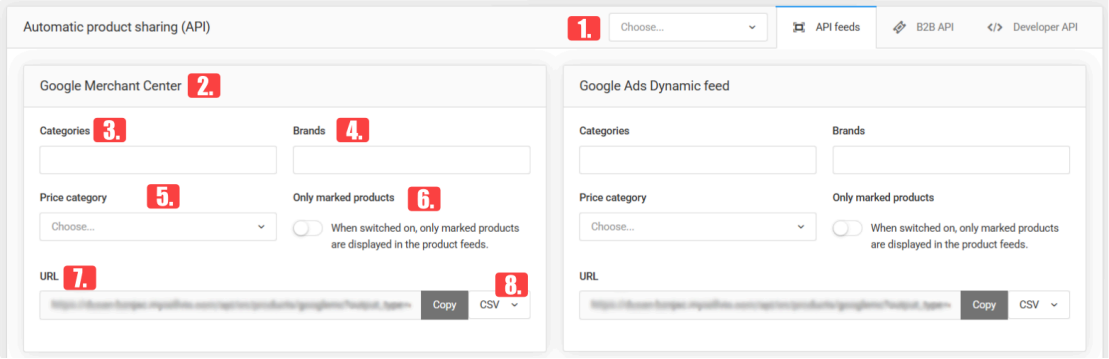
For each service listed on the API administration screen, it is required that the store owners have an account with the respective service. Once an account is created with a specific service, the store owner can copy and paste the appropriate API link from Sellvio into their profile page on the service provider's site.

Product listing services require store owners to configure their accounts in a specific way. For more details, please refer to the documentation on the service provider's website to understand how to integrate the API links into their system.

The listed products must also be provided through their specific structure. Sellvio manages the product structure in the background, so store owners do not need to handle this.

General Tab

The settings on the General tab are identical for all services. Therefore, this documentation covers the details for one service, as the configuration process is the same for all services.



1. Most product listing services are associated with a specific country. Administrators can filter the list by country using the drop-down menu located at the top of the page.
2. The name of the product listing service.
3. **Categories** - the category selection field allows store owners to specify which webshop categories they want to include in the product listing service. There is no limit to the number of categories that can be selected.
4. **Brands** - the manufacturer selection field allows store owners to specify which manufacturers' products they want to include in the product listing service. There is no limit to the number of manufacturers that can be selected.
5. **Price category** – select whether retail or wholesale products should be displayed in the product listing service.
6. **Only marked products** – when enabled, only products that have been specifically marked for this purpose in the webshop administration interface will be included in the product feed.

7. **URL** - this field displays the automatically generated URL. Any changes made to the settings above will automatically update the generated URL. The language used in the generated URL (/en, /hu, /sr) is determined by the current language of the administration interface. This also determines the language in which the products will appear on the product listing service. Once all settings have been configured, the API URL can be conveniently copied to the clipboard by clicking the Copy button located at the end of the URL field.
8. The Format drop-down menu allows users to select the format in which the products will be served through the URL.

The country where the service is available is displayed in the upper-right corner of the service. If the service is not associated with a specific country, it is available worldwide.

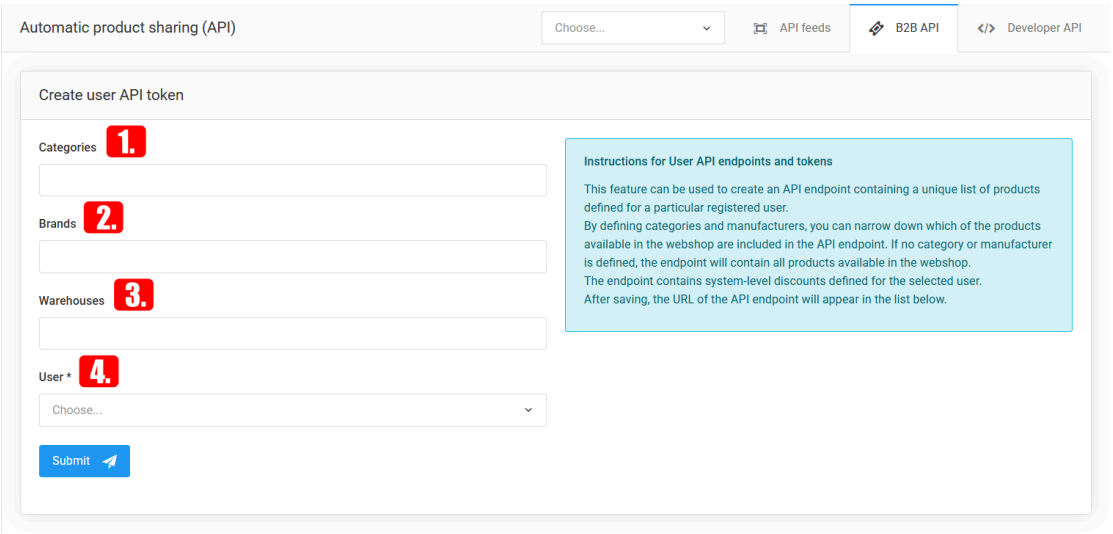
IMPORTANT: Products that are not visible or unavailable will not appear in the product list shared through the API URL.

B2B API Tab

The User API Tokens feature allows the creation of an API endpoint that contains a unique list of products for a specific registered user.

By selecting webshop categories and manufacturers, administrators can narrow down which products from the store should be included in the API endpoint. If no category or manufacturer is selected, the endpoint will include all available products from the webshop.

The endpoints of the created user API tokens have been enhanced with more detailed product image data. The dataset now includes the product's main image as well as additional images associated with the product.
Since the endpoint is created for a specific user, the products served via the API URL include system-level user discounts, which can be configured individually for each registered user in the User Management → Users menu, under the Discounts tab.
For a quick refresher on user-specific discounts, please refer to this article.



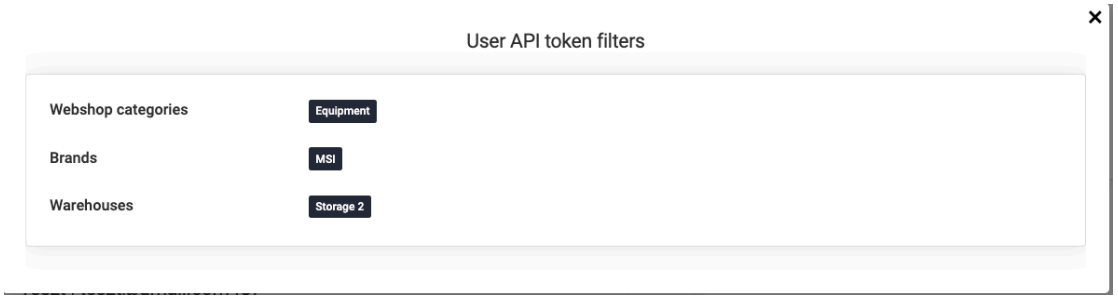
1. **Categories**: The category selection input allows store owners to specify which webshop categories the products should come from. There is no limit on how many categories can be selected.
2. **Manufacturers**: The manufacturer selection input allows store owners to specify which manufacturers' products should be included. There is no limit on how many manufacturers can be selected.
3. **Warehouses**: by selecting warehouses, you can filter which products from specific stock locations will be available through the API endpoint. If no warehouse is selected, the system does not restrict the product list by warehouse.
4. **User:** The registered user for whom the API endpoint should be created. This field allows searching by username or email address.

By clicking the Save button, the selected user's API endpoint will be created with the provided configuration.

All previously created API endpoints are listed on the User API Tokens tab, following the Create User API Token section.

1. Username and Email: The registered user's name and email address, along with the number of endpoints the client has used.
2. The section containing the list of endpoints owned by the user can be expanded or collapsed using the arrow button in the top-right corner of the section. Administrators can choose the endpoint format and, using the format dropdown menu, copy the created endpoint to the clipboard by clicking the Copy button.
3. If an API endpoint is no longer needed, it can be easily deleted by clicking the red trash can icon at the end of the API URL entry.
4. Clicking the blue Settings button at the end of the API URL entry will display the configuration with which the endpoint was created.

IMPORTANT: Existing API URL settings can only be viewed, not edited.

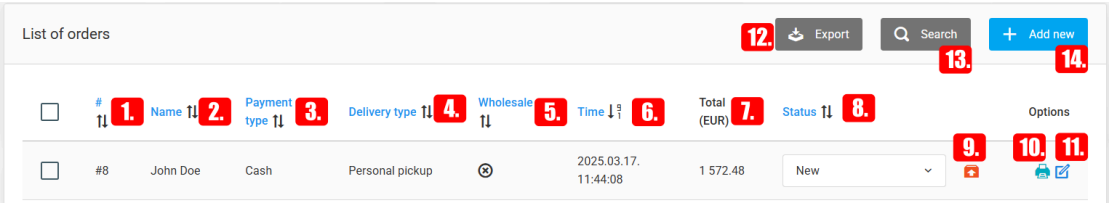


Orders and Their Editing(Webshop → Orders)

The Orders administration page serves as the central hub for managing orders within the webshop.

This administrative screen can be accessed from the sidebar under Webshop → Orders.

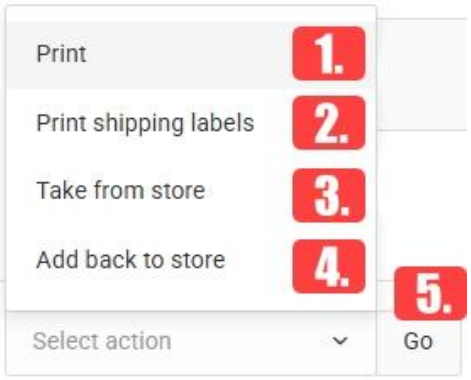
Let's review the data displayed on the Orders administration page and the various metrics provided:



1. In the first column, the order number is displayed.
2. **Name** – The name of the customer who placed the order.
3. **Payment Type** – The payment method selected during the checkout process.
4. **Delivery Type** – The shipping method or type selected during the checkout process.
5. **Wholesale** – Indicates whether the customer purchased at wholesale prices or not.
6. **Time** – The exact date and time when the order was placed.
7. **Total** – The final amount the customer must pay for the products.
8. **Status** – Indicates the order's current status.
9. To the right of the order status, there is an icon that allows store owners to adjust stock levels based on the order contents (more on this feature below).
10. By clicking the blue printer icon, the customer can download the order in PDF format.
11. By clicking the edit button, store owners can modify existing orders.
12. By clicking the "Export" button, the data can be downloaded in Excel format.
13. Clicking the search button displays the search form, which offers several search criteria.
14. Store owners can create new orders from scratch by clicking the “Add New“ button.

Select multiple orders

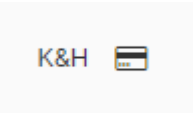
Allows selecting multiple orders at once and performing actions simultaneously.



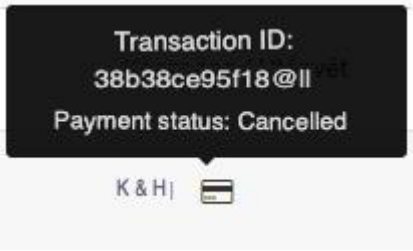
1. **Print** – Prints the documents of the selected orders at once.
2. **Print shipping labels** – Prints the labels for the selected orders.
3. **Take from store** – Deducts the stock of the selected orders from the warehouse.
4. **Add back to store** – Returns the stock of the selected orders back to the warehouse.
5. **Go** – Executes the selected action with the button.

Different Metrics on the Orders Page

Payment Type and Transaction Indicator

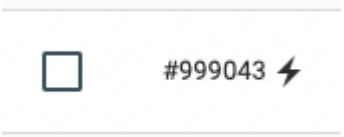


If the payment method is an online payment type and the transaction was successful, a "credit card" icon will appear next to the payment type name.



The transaction ID and transaction status are visible when hovering over the "credit card" icon.

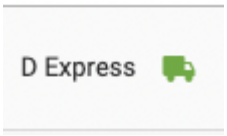
Quick Purchase Indicator



The lightning bolt next to the order ID indicates that the order is a quick purchase, placed directly from the product page and not through the usual checkout process.

Quick purchases involve additional steps and coordination, as they do not include the payment and shipping methods pre-selected by the customer.

Shipping Type and Shipping Status Indicator

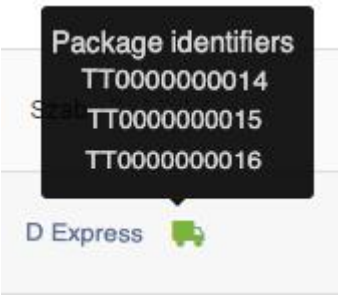


The "truck" icon next to the shipping type name indicates that the delivery is handled by an external shipping service, such as GLS, Aks, or DailyExpress.

Depending on the status between Sellvio and the external courier service, the icon can be two different colors:

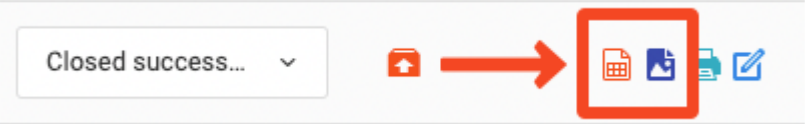
Gray – indicates that the shipping request has not yet been sent to the external shipping service.

Green – indicates that the shipping request has been successfully processed by the external shipping service, and Sellvio has received the necessary package labels.



If you hover the mouse cursor over the green icon, the package identifiers associated with the order will appear.

Invoice and Billing Indicators



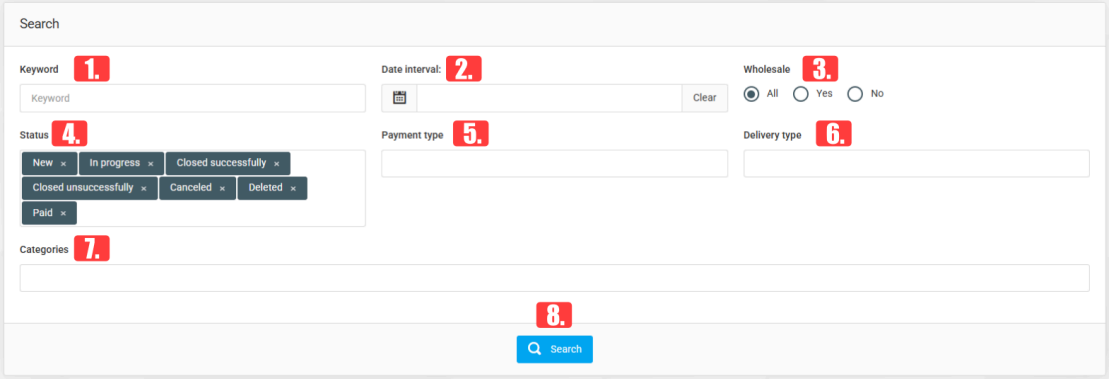
Invoices and generated invoices are visible in the last column of the Orders table.

When an order is successfully completed (and its status is "Successfully Closed"), Sellvio allows store owners to download the invoice associated with the order. By clicking on this icon: Orders and editing them:

Once an order is submitted to an external billing service (e.g., Billingo, Minimax, etc.), and an invoice is successfully generated for the order, the invoice received from the external service can be downloaded by clicking on the icon associated with the respective billing service. For example, Orders and editing for Minimax. The generated invoices appear in different colors depending on the billing service.

General Order Search

On the Orders page, by clicking the "Search" button, a search form appears with the following search options.



1. Keyword - a specific word or phrase that is part of the customer's email address or name.
2. Date Interval - the time range for displaying orders.
3. Wholesale - display only non-wholesale, wholesale, or all order types.
4. Status - administrators can specify which order statuses should appear in the list.
5. Payment type - filter search results based on selected payment types.
6. Delivery type - filter search results based on selected shipping types.
7. Categories – filter search results based on the selected categories.

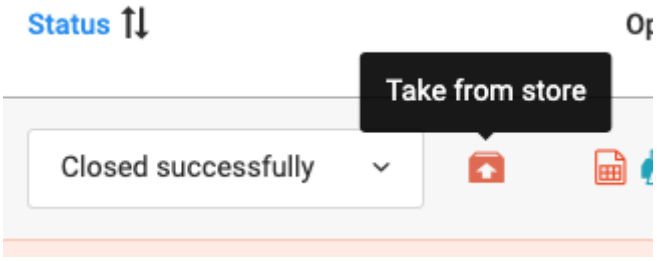
8. Search - by clicking the search button, the Orders page is updated with orders matching all the search criteria set in the search section.

Updating the store inventory based on the order content.

Sellvio does not automatically update the inventory levels, allowing store owners full control over inventory management.

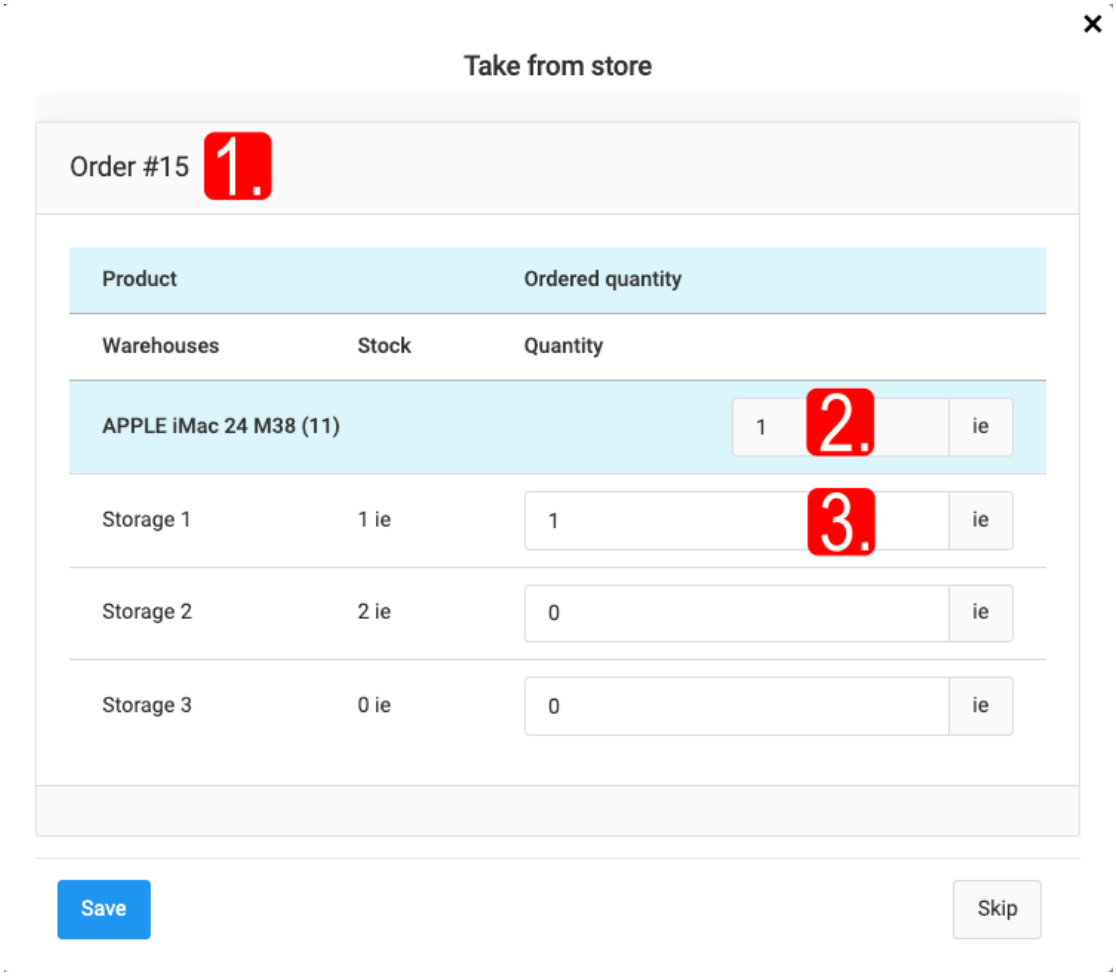
However, it would be cumbersome to remember the contents of an order, navigate to the Store management admin screen, search for each item, and then manually adjust the inventory quantities.

This is where Sellvio's semi-automatic inventory management interface comes into play.



Sellvio allows store owners to control their online store's inventory levels based on the contents of an order by clicking the "Remove from Warehouse" button.

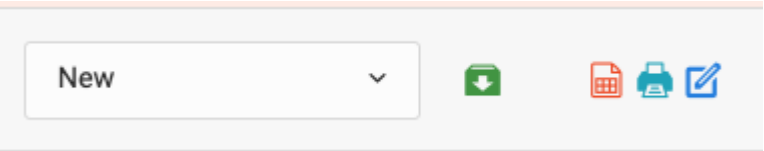
Clicking the "Remove from Warehouse" button will open the following window:



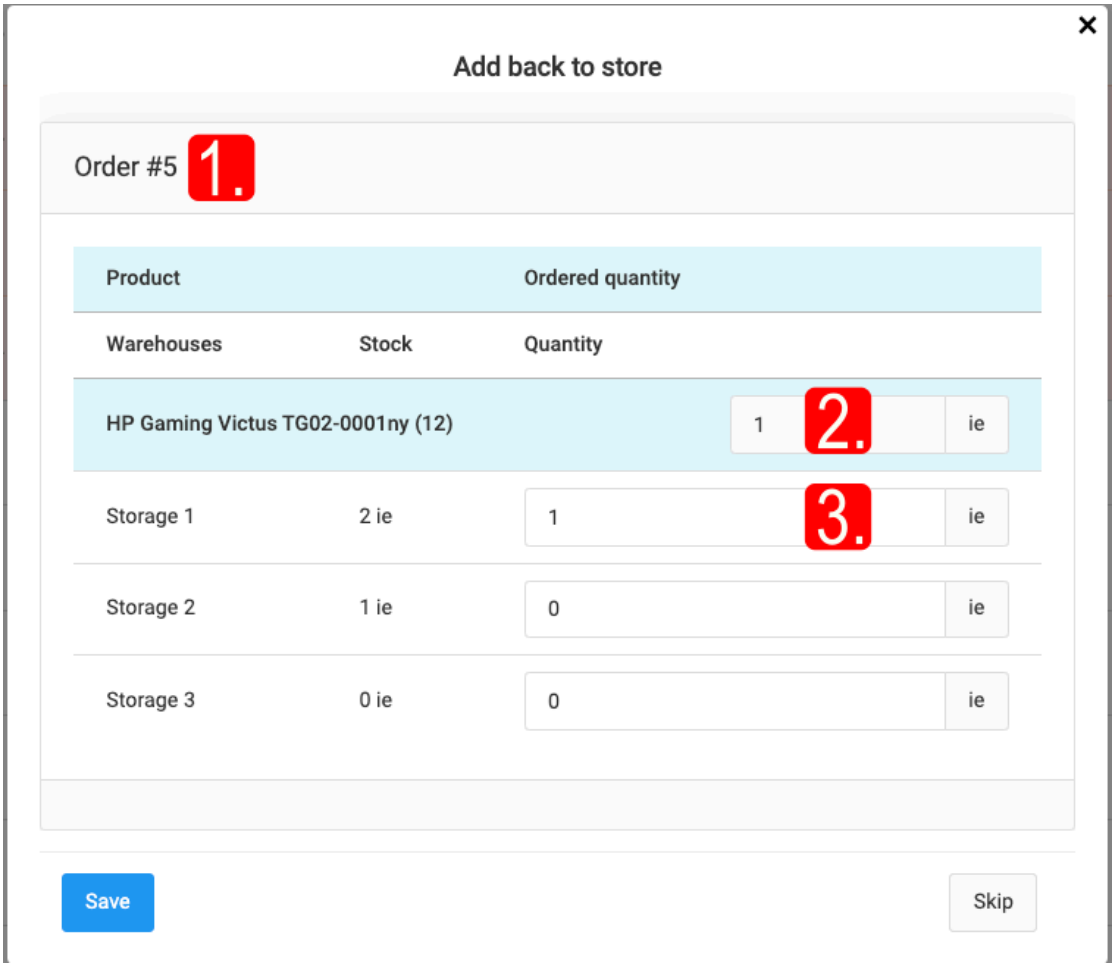
1. The order ID.
2. The order item from the order and the ordered quantity.
3. A list of all the warehouses in the system:
    a. Warehouse – the name of the warehouse.
    b. Stock – the inventory level of the ordered product in the warehouse.
    c. Quantity – Sellvio will try to automatically distribute the ordered quantity across the warehouses that currently hold stock of the product. The quantity fields can be edited freely, and store owners can manually adjust the distribution of the ordered quantity across the warehouses according to their preferences.

IMPORTANT: The sum of the distributed quantities for each product item must match the ordered quantity.

Once the distributable quantities for each order item have been allocated across the warehouses, clicking the "Save" button will automatically reduce the inventory levels in the warehouses and change the icon in the order entry line on the Orders page.



Once the store owner reduces the inventory levels, the color of the icon in the order line changes. By clicking the icon again, the store owners can return the products that were previously taken from the warehouses based on the order content.



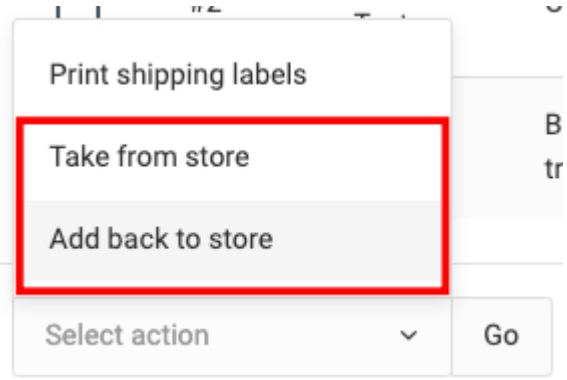
1. Order ID.
2. Product order item from the order and the ordered quantity.
3. List of all warehouses in the system:
    a. Warehouse – the name of the warehouse.
    b. Stock – the stock level of the ordered product in the warehouse.
    c. Quantity – the Quantity fields are freely editable, and store owners can define how they want to distribute the returned quantity across the available warehouses in the webshop system. IMPORTANT: The total of the distributed quantities for the product item must match the ordered quantity.

After assigning the returned quantities to the warehouses for each order item, clicking the "Save" button will automatically increase the stock levels in the warehouses and change the icon in the order entry row on the Orders page.

Bulk Update of Store Inventory Based on Order Contents

To streamline the processes described above, store owners can select multiple order entries by checking the checkbox in the first column of each row and initiate one of the processes associated with the selected orders.

The bulk actions are located at the bottom of the Orders page.



To initiate a bulk operation, administrators need to select the desired operation to apply to the chosen orders and then click the "Go" button.

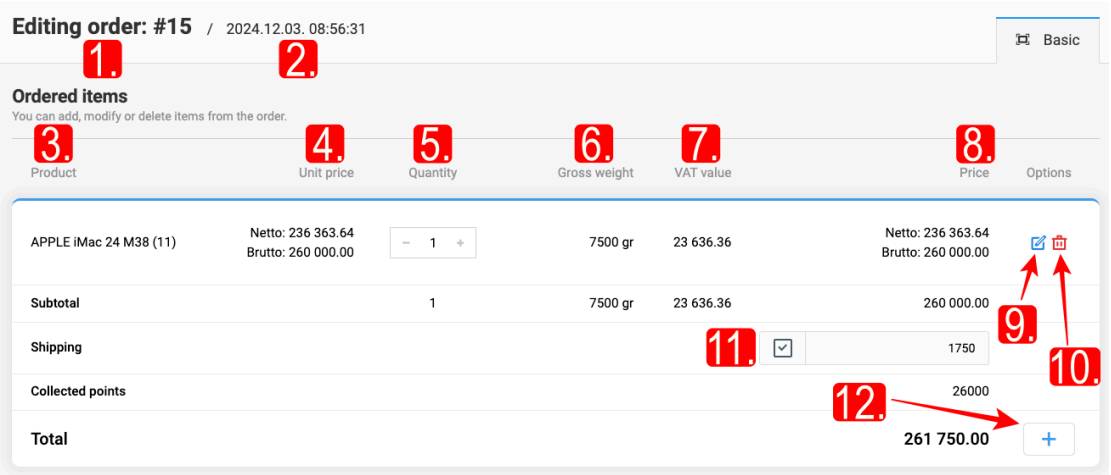
The bulk process will run through the selected orders and display the appropriate inventory management modal window based on the chosen operation. If a selected order has already been processed with the chosen operation, administrators can skip that order and proceed with the next one.

Adding and Editing Orders

Administrators can modify the contents, parameters, and add additional products to the order. Let's review the Order Edit Screen by sections.

Ordered Items - Section

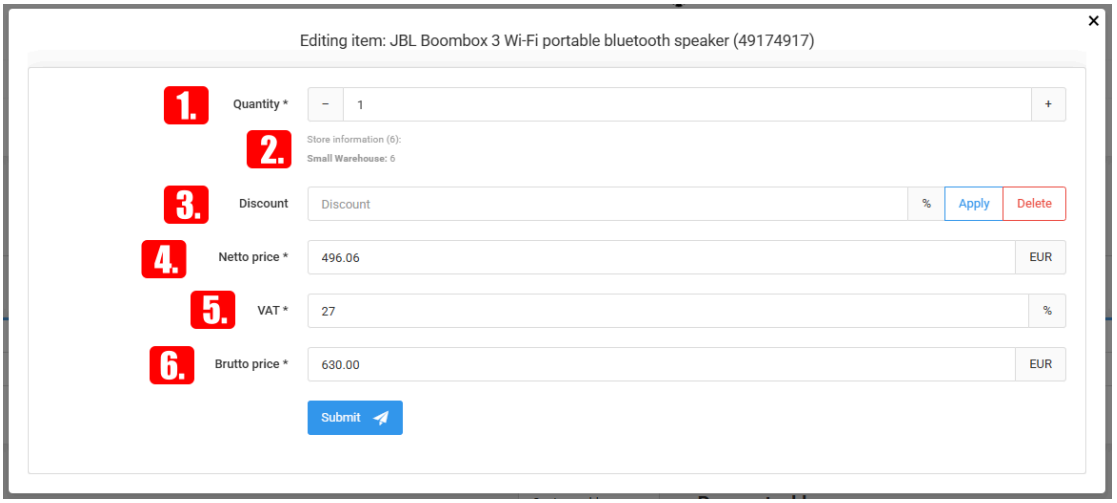
In the Ordered Items section, administrators can modify the items included in the order.



1. Order ID.
2. The exact date and time when the customer placed the order.
3. Product - the name of the product.
4. Unit price - the net and gross price of a single unit of the product.
5. Quantity - the amount that the customer has ordered for the product.
6. Gross weight - the total gross weight of the product (unit weight x ordered quantity).
7. VAT value - the value of the value-added tax (VAT) applied to the product's price.
8. Price - the total net and gross price of the product (unit price x quantity).
9. By clicking the "edit" button, store owners can modify a product that is already part of the order.
10. Products can be removed from the order by clicking the red "trash" icon at the end of the product entry.
11. Sellvio automatically calculates the shipping cost based on the order content and the selected shipping type. However, store owners can easily override this value by checking the checkbox next to the calculated shipping price and entering a custom amount.
12. Additional product items can be added to orders at any time by clicking the "plus" button at the bottom of the Order Items section.

Editing existing order items

When clicking the "edit" icon at the end of an order item row, the item edit modal opens, allowing administrators to modify the quantity and prices for that particular order item.



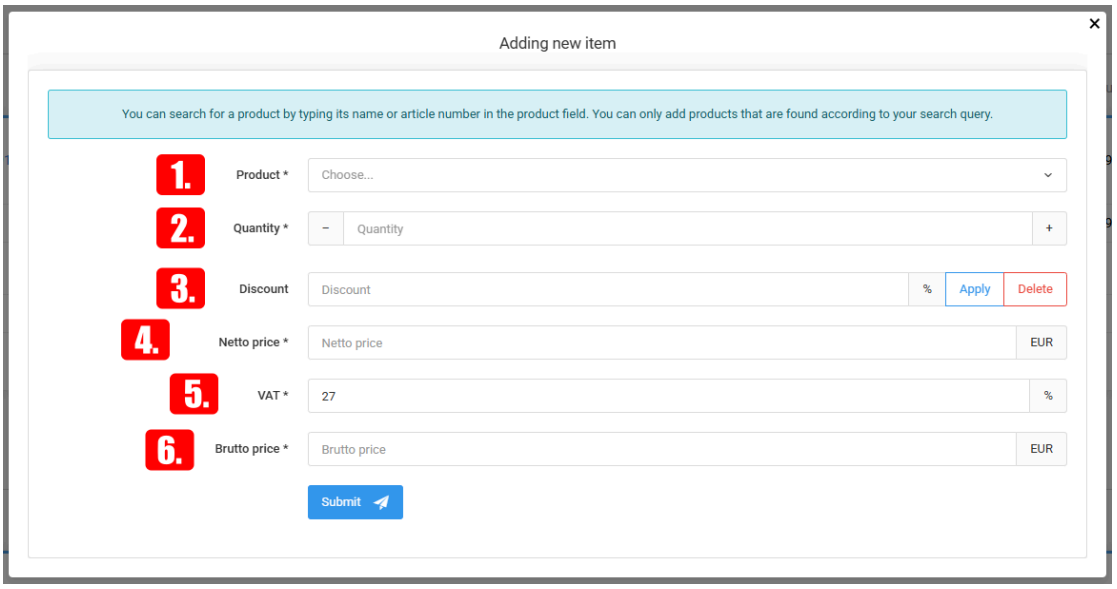
1. **Quantity** - the quantity of the product for the specific order.
2. **Store information** - the available stock quantity of the product in the different warehouses used by the webshop. IMPORTANT: Only warehouses available for online sales are listed.
3. **Discount** – allows us to add or remove a discount for the selected product.
4. **Netto price** - the net price of a product item.
5. **VAT** - the value-added tax (VAT) applied to the product's price.
6. **Brutto price** - the gross price of a product item (net price x VAT).

By clicking the "Save" button, any changes made to the product item will be saved (but only for the edited order).

By clicking the "X" button in the top right corner, the window will close without saving the changes made to the product item.

Adding new products to an existing order

Administrators can also add new product items to existing orders by editing the order and clicking the green "plus" icon at the bottom of the order items table.

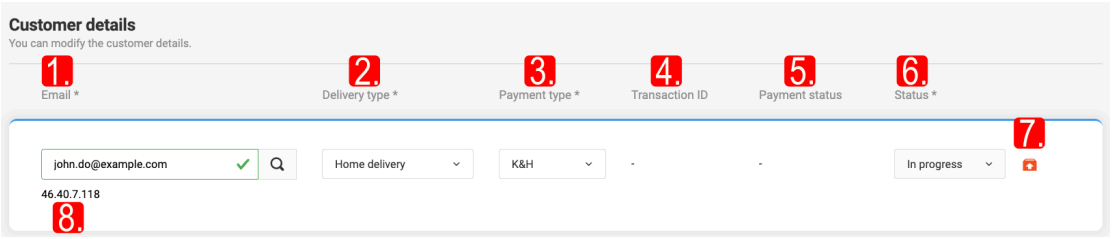


1. **Product** - store owners can search for a specific product by name. Selecting the product automatically fills in the other fields within the modal window with the selected product's prices and VAT. The system always pulls the product prices from the pricing assigned to the customer.
2. **Quantity** - the quantity of the product for the specific order.
3. **Discount** – allows us to add or remove a discount for the selected product.
4. **Netto price** - the net price of a product item.
5. **VAT** - the value-added tax (VAT) applied to the product's price.
6. **Brutto price** - the gross price of a product item (net price x VAT).

By clicking the "Save" button, any changes made will be saved (but only for the edited order).

By clicking the "X" button in the top right corner, the window will close without saving the changes made.

Customer data - section

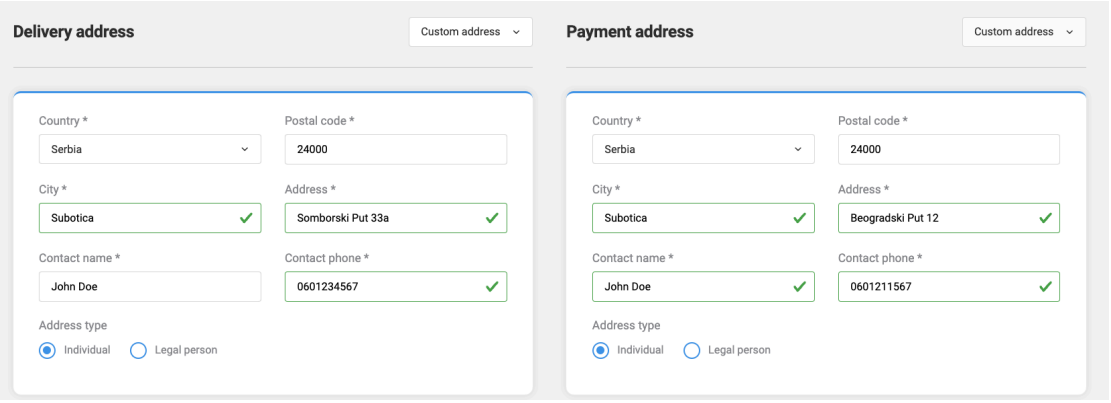


1. Email - the email address of the customer who placed the order.
2. Delivery type - the delivery type selected by the customer at checkout. This option can only be changed if no shipping request has been sent to the external shipping company yet.

3. Payment type - the payment method selected by the customer at checkout. This option can only be changed if the order does not have a transaction ID, indicating that the order has not been paid using any of the online payment methods (in the case of the screenshot above, this order has already been paid through WSPay).
4. Transaction ID - the transaction ID received from the payment gateway upon successful online payment. This column does not appear if the customer selected an offline payment method, such as cash on delivery.
5. Payment status - the status of the online payment. This column does not appear if the customer selects an offline payment method, such as cash on delivery.
6. Status - the status of the order.
7. "Exception from warehouse" button - clicking this button opens the "Take from warehouse" modal, which allows store owners to decrease the stock in the store's warehouses based on the order content.
8. The customer's IP address at the time of order placement.

IMPORTANT: Administrators can flexibly modify the order's shipping and payment types as long as the order has not been forwarded to any external services or providers, such as payment gateways or external shipping services.

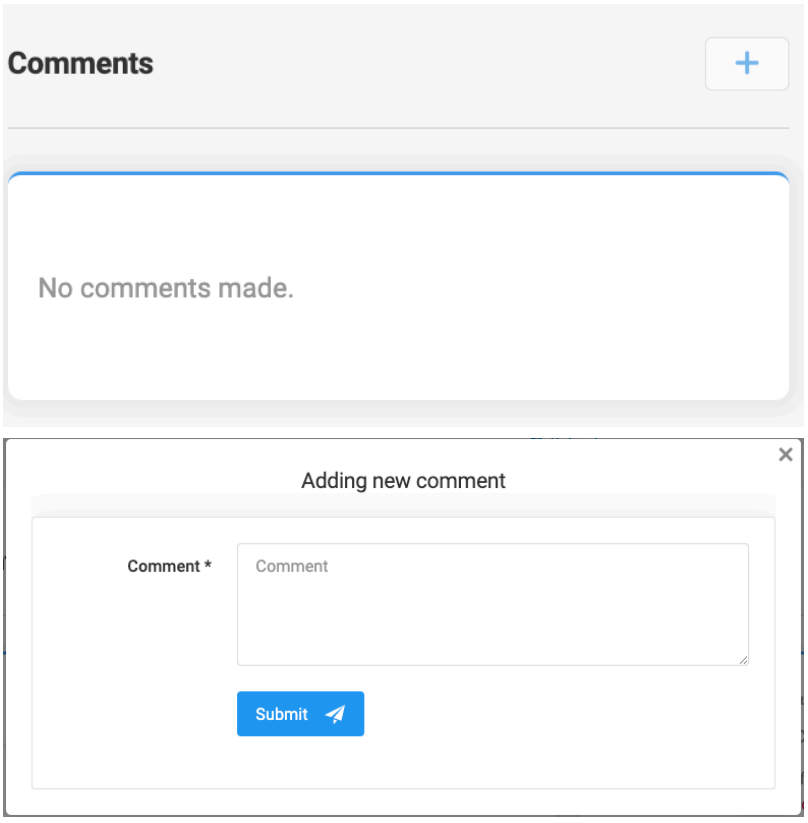
Shipping and billing address section



In this section, we will not go into too much detail about the fields, as they are quite self-explanatory. The only thing worth mentioning is that the fields and their content in the shipping address section may vary depending on the selected shipping method.

External shipping services also have their own separate section under the order edit admin screen. More information about the different external shipping services offered in Sellvio and their settings can be found in this article.

Comments Section



b

Customer notes related to the order may appear on the printable PDF of the order. The system displays only customer notes; internal administrator notes are not printed. Administrative notes and reminders are used for internal communication between administrators. Notes created by administrators within an order are not sent to customers.

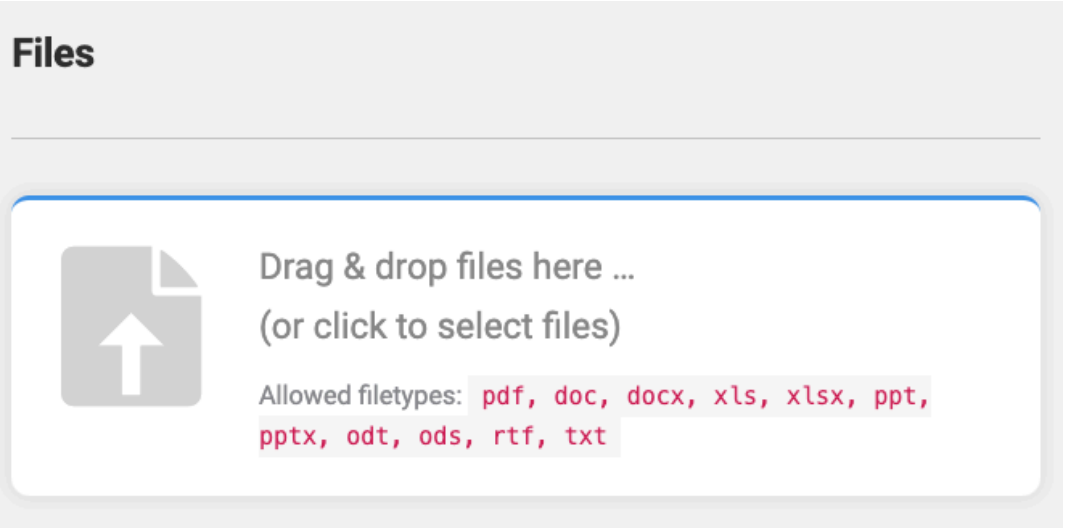
Product	Unit price	Quantity	Price
XIAOMI Redmi Powerbank 10000mAh (VXN4305GL) 169798	2.800,00 RSD	1	2.800,00 RSD

Subtotal	2.800,00 RSD
Shipping	0,00 RSD
Payment type	Bank transfer
Total	2.800,00 RSD

Comment: Customer note.

Thanks for ordering from us!

Files Section



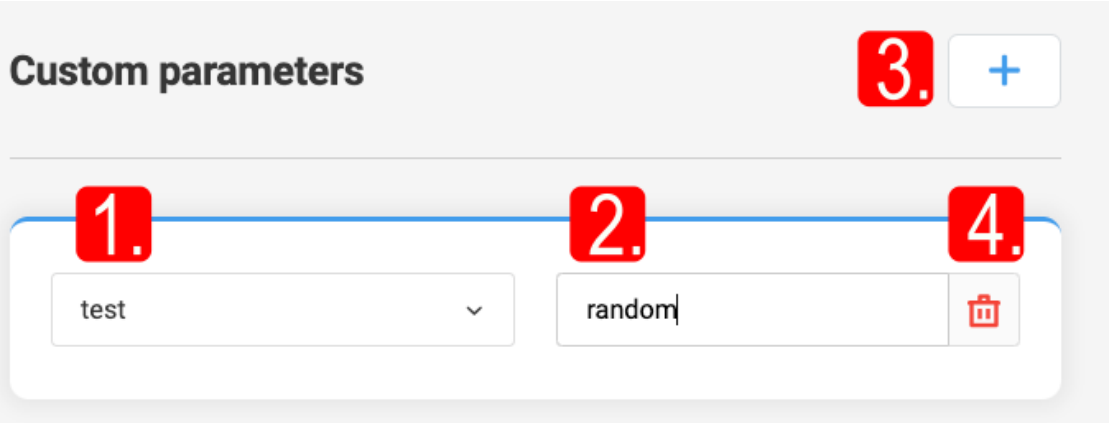
The files section is also for internal use only. It allows administrators to attach various types of documents to a specific order.

Custom Parameters

This feature allows administrators to add custom data to their orders, enabling store owners to customize and expand the order information according to their store's specific needs.

You can read more about the basic settings of order parameters in this article.

When editing an order, the custom parameters can be set at the following location (at the bottom).



1. Custom Order Parameter Name
2. Search Type - The value of the specified parameter can be set by selecting options or entering free-text information.
3. Add New Custom Parameter

4. Delete Custom Parameter

Delivery Routes (Webshop → Delivery Routes)

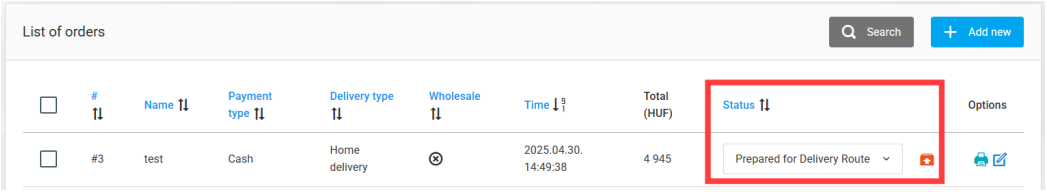
The Delivery Routes feature aims to assist in organizing and tracking deliveries, especially in cases where a business or retail network manages multiple transportation routes.

This feature is only available in the administrative interface and provides support for grouping orders, optimizing routes, and efficiently managing the delivery process.

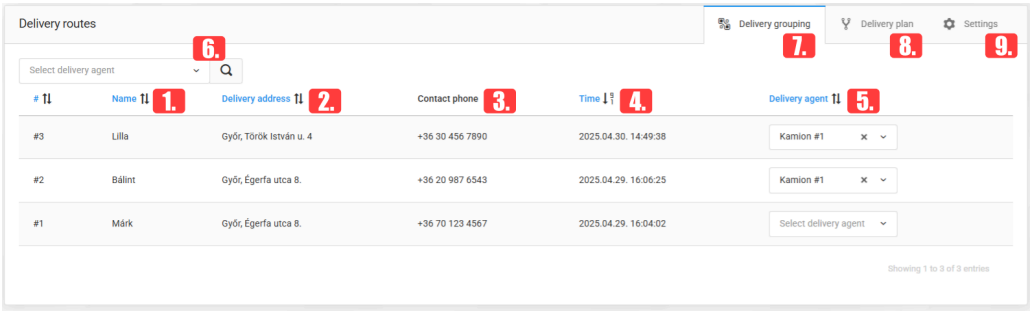
The Delivery Routes administrative screen can be accessed from the sidebar under the Webshop → Delivery Routes menu.

Delivery Routes

In order for the orders to appear in the Delivery Routes menu, the status must first be set to "Prepared for Delivery Route" in the Orders menu.



After setting the status, the orders will appear in the Delivery Routes menu:

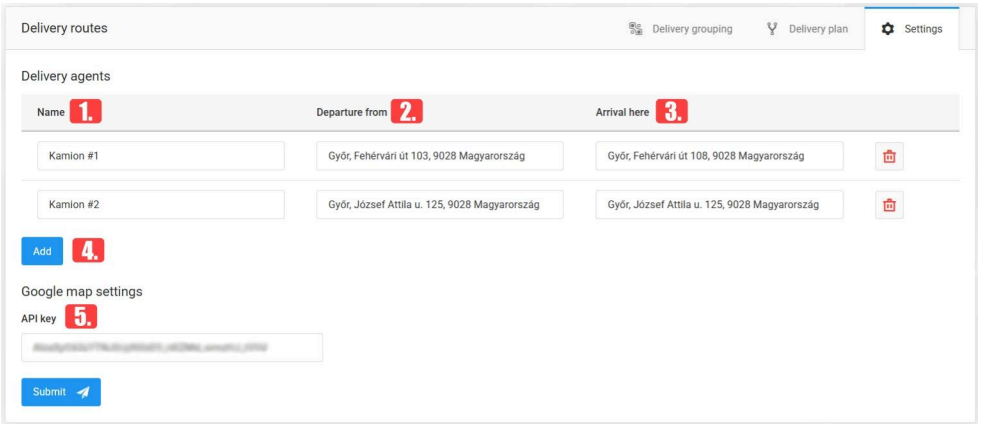


1. **Name** – The name of the customer.
2. **Delivery Address** – The exact city, street, and house number where the product needs to be delivered.
3. **Contact Phone** – The customer's phone number.
4. **Time** – The exact date and time of purchase.
5. **Delivery Agent** – It can be set which pre-arranged delivery vehicles will be assigned to the specific orders.
6. **Select Delivery Agent** – Orders that belong to a specific group or are not assigned to any group can be searched.
7. **Delivery Grouping** – On this page, the delivery groups can be added to the orders.
8. **Delivery Plan** – On this page, the exact delivery route for the different vehicles can be viewed.

9. **Settings** – On this page, delivery groups can be created and edited, as well as setting the start and end points of the delivery.

Setting up Delivery Groups

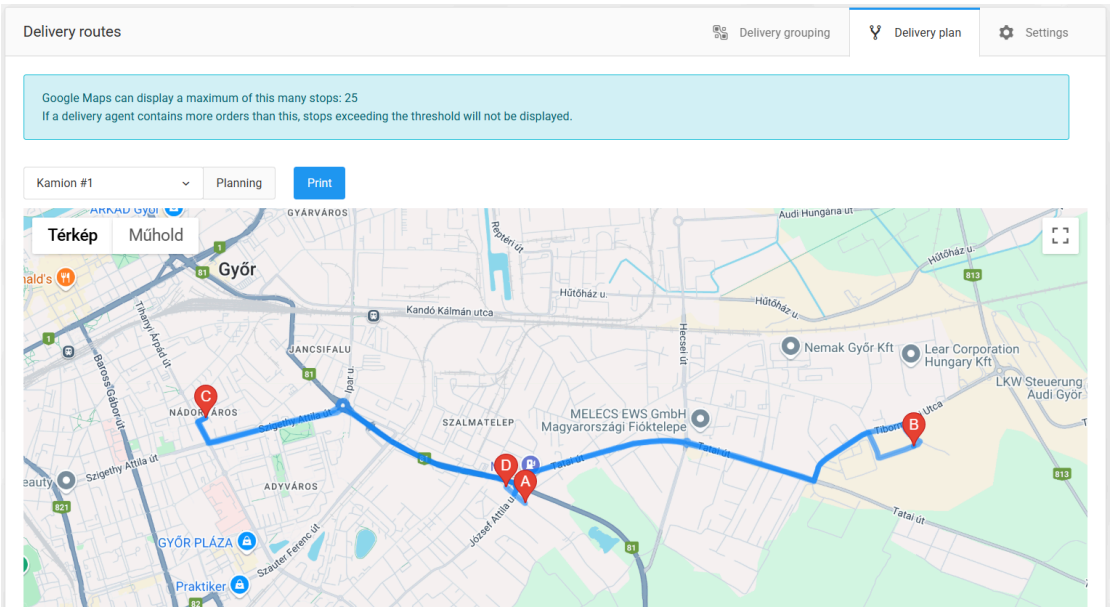
The delivery groups created here can later be configured in the Delivery Routes organization interface.



1. **Name** – The name of the delivery vehicle.
2. **Departure from** – The starting point of the delivery.
3. **Arrival here** – The endpoint of the delivery.
4. **Add** – Create a new delivery group.
5. **API Key** – The API key required to display Google Maps.

Delivery Plan

Drawing the delivery routes determines the most optimal path for the deliveries.



Before planning, you need to select the desired delivery vehicle. After clicking the Plan button, the suggested route will be displayed.

NOTE: Google Maps can display a maximum of 25 stops at once.

It is also possible to print the route and the associated orders in PDF format.

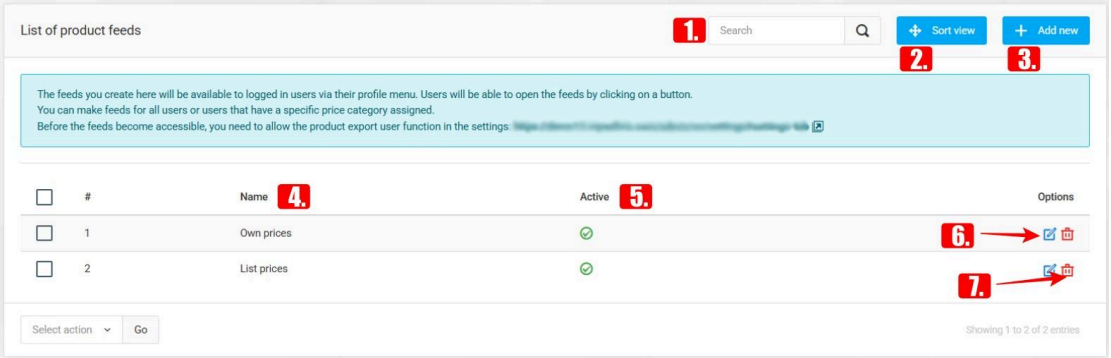
Product feeds (Webshop → Delivery Routes)

The product feed allows the product list to be exported with a single click in JSON or CSV format by logged-in users from their profile page.

List of product feeds

Product feeds can be created, which are accessible to logged-in users through their profile menu. Feeds can be created for all users or only for those assigned to a specific pricing category.

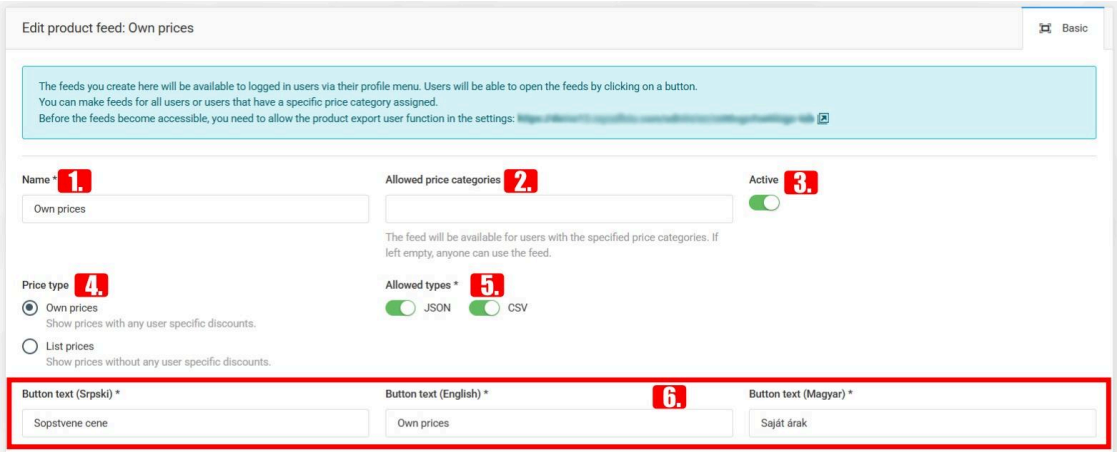
IMPORTANT: Before use, the product export function must be enabled in the general settings for logged-in visitors.



1. With the search field, you can search for the names of existing product feeds.
2. **Sort view** – allows adjusting the order of the list.
3. **Add new** – creates a new product feed.
4. **Name** – displays the name of the feed.
5. **Active** – indicates whether the feed is active or inactive.
6. Clicking the Edit icon allows you to modify the selected feed.
7. Clicking the Delete icon permanently removes the feed.

Add or edit product feeds

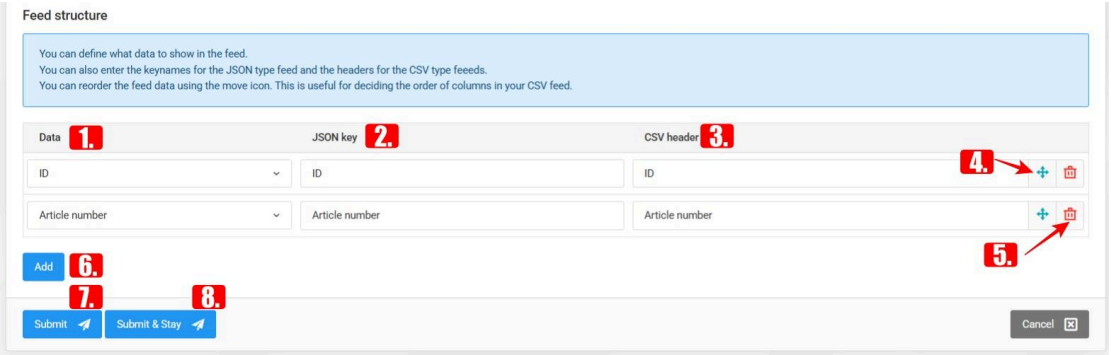
With the following settings, you can customize how the product feed functions and appears.



1. **Name** – the name of the product feed can be defined.
2. **Allowed price categories** – specifies which pricing category users have access (if left empty, all users can access it).
3. **Active** – enables or disables feed availability.
4. **Price type** – select whether custom prices or list prices are displayed.
5. **Allowed types** – enables export in JSON and/or CSV formats.
6. **Button text (multi-language)** – defines the label text shown to users on the export button.

Feed Structure

In this section, you can define which product data is included in the feed, as well as the key names for JSON export and column headers for CSV. The order and display of the selected data can be adjusted, making the feed easily customizable for export purposes.



1. **Data** – selects which product information will be displayed (available: ID, Item number, EAN, Manufacturer number, Name, Short text, Description, Brand, Unit of measure, Net price, VAT %, Gross price, Discounted, New product, Available to order, Gross weight (g), Gross weight (kg), Main category, Category, Main cat. ID, Cat. ID, In stock, Quantity, Empty field).
2. **JSON key** – the key name that will be used in the JSON output.
3. **CSV header** – defines the column name that will appear in the CSV file.

4. Reordering allows you to change the order of rows, determining how the data will appear in the export.
5. Deleting removes the selected row from the feed structure.
6. **Add** – adds a new data field to the feed.
7. **Save** – saves settings and returns to the list page.
8. **Save & Stay** – saves settings and keeps the editor open for further updates.

Product exports

When opening the user profile, the product lists will appear (if the assigned pricing category is set), and the data can be downloaded.

Displayed JSON file example:

[{"ID":474,"Article number":"169798"},{"ID":475,"Article number":"21872"},

Displayed CSV file example:

	A
1	ID,"Article number"
2	474,169798
3	475,21872
4	481,745678

Managing Synchronizations (Sidebar → Managing Synchronizations)

The Synchronization module allows webshop owners to import their users, webshop categories, products, and product images from various source files, such as Excel and CSV files, as well as open document spreadsheets.
This Sellvio module also enables the migration of entire webshops to the Sellvio platform.
Let's go through each synchronization module and see how they can be configured.

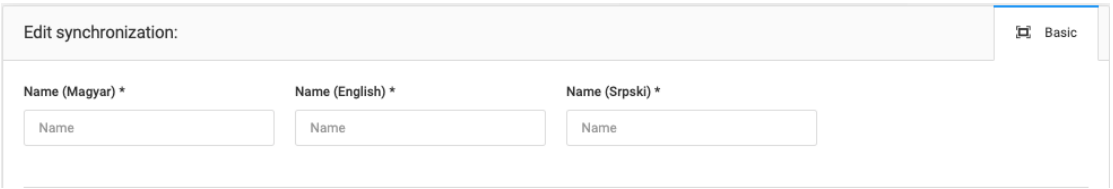
General Settings for All Synchronizations

General Synchronization Settings

Configuring synchronization may take a bit longer due to the wide range of configuration options provided by Sellvio, but the process is very straightforward and simple.

The synchronization module enables accurate and up-to-date synchronization of warehouse inventories, product prices, product parameters, manufacturers, variations, product images, and users. The options include performing one-time or scheduled synchronization and customizing the settings to meet user requirements.

The initial step is to specify the name of the importer in all active languages of the webshop.

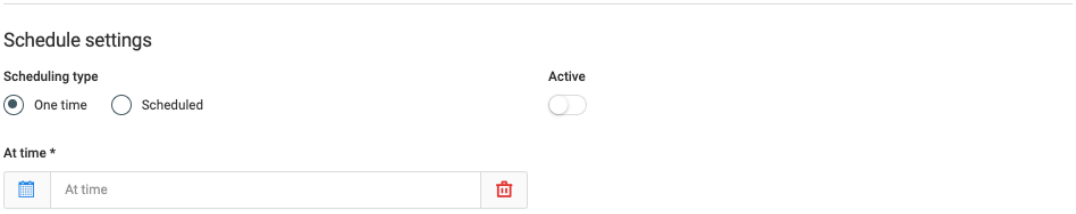


Scheduling Settings

The second step is to specify when and how often Sellvio should run the synchronization. Regarding scheduling, all synchronizations can be of two types: One-Time and Scheduled.

"One-Time" Synchronization

As the name suggests, a one-time synchronization runs only once, on a specific date and time.

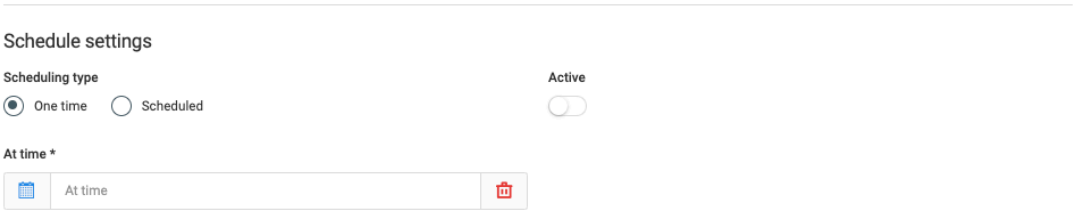


The only option store owners need to specify is the exact date and time when they want the synchronization to run.

Additionally, they must activate it using the Active option so that Sellvio runs the import when the specified date and time arrive.

"Scheduled" Synchronization

Scheduled synchronizations are designed for repeated execution based on specific schedules configured by the store owners.

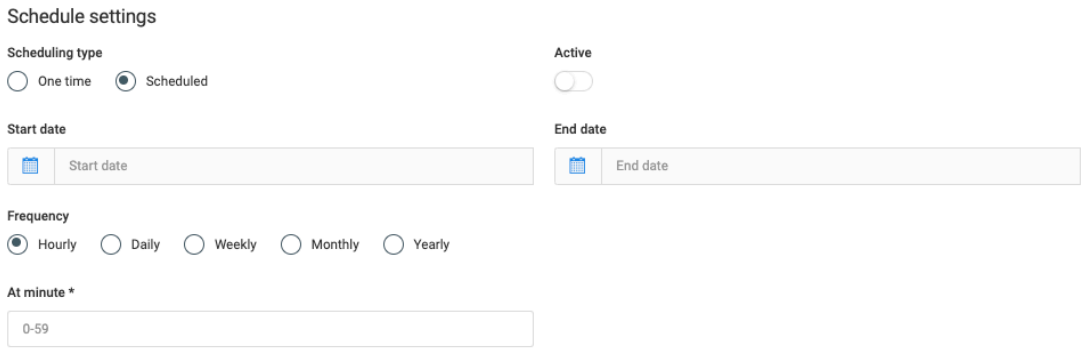


Each of these synchronizations has a "Start Date" and an "End Date." The scheduled synchronization runs between these two dates, following the frequency specified under the "Frequency" settings.

Scheduled synchronizations must also be active. Deactivated synchronizations are ignored by Sellvio and will not be executed automatically.

Now, let's review the frequencies that can be configured for synchronization.

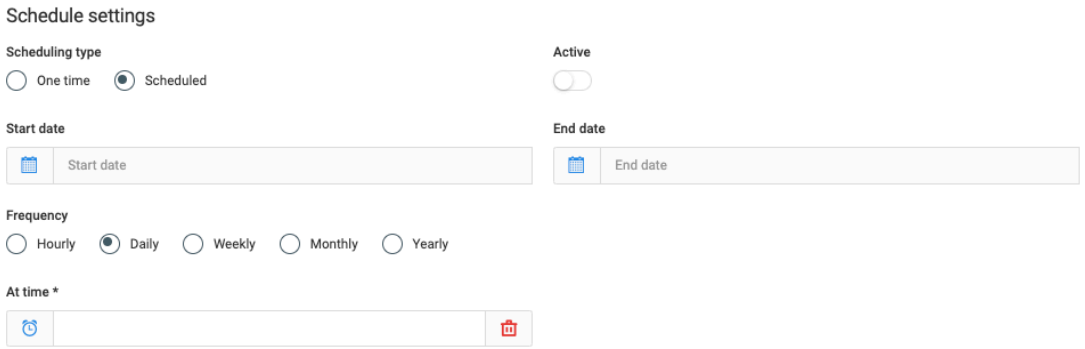
Frequency - Hourly



Selecting the "Hourly" option for frequency means that the synchronization will be executed every hour between the specified start and end dates mentioned above.

The only parameter that needs to be provided is the exact minute within the hour when the synchronization will be executed.

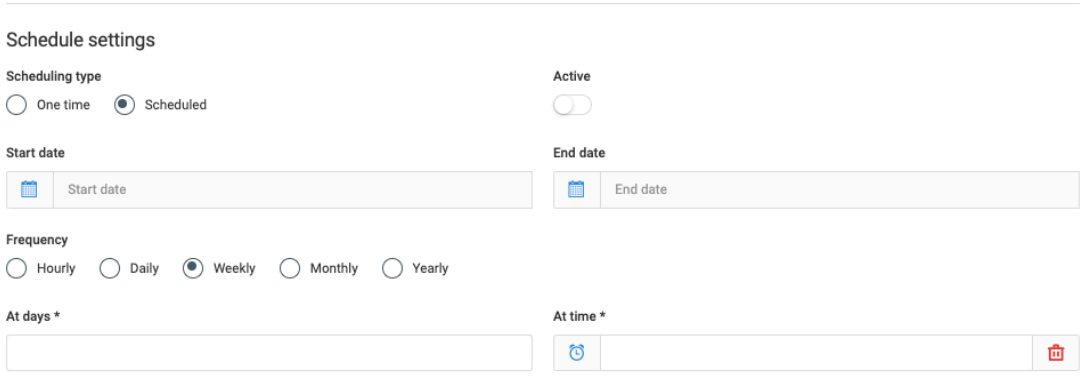
Frequency - Daily



Selecting the "Daily" option for frequency means that the synchronization will be executed once a day between the specified start and end dates mentioned above.

The only parameter that needs to be provided is the exact time of synchronization, expressed in hours and minutes.

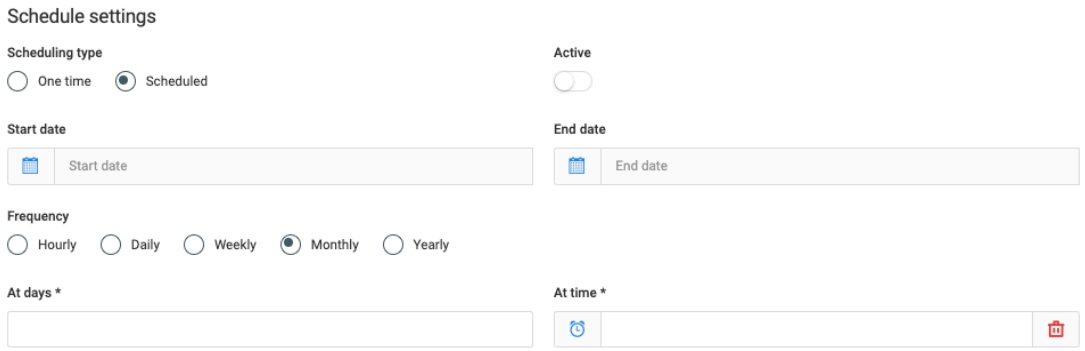
Frequency - Weekly



Selecting the "Weekly" option for frequency means that the synchronization will be executed weekly on specified days and at specified times between the mentioned start and end dates.

Store owners must select the specific days and times when the synchronization should take place.

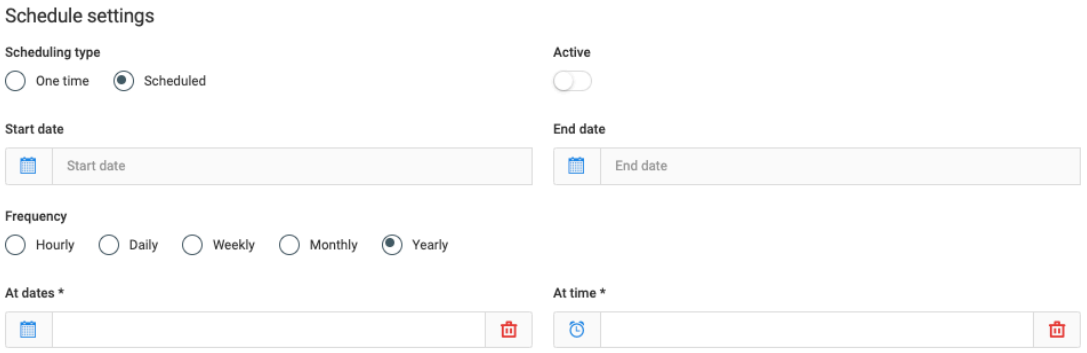
Frequency - Monthly



Selecting the "Monthly" option for frequency means that the synchronization will be executed monthly on specified days and at specified times between the mentioned start and end dates.

Store owners must choose the specific days and times for the synchronization.

Frequency - Yearly

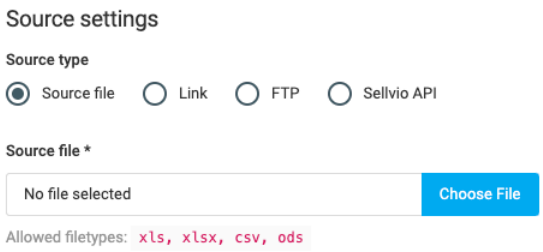


Selecting the "Yearly" option for frequency means that the synchronization will be executed annually on specified dates and at specified times between the mentioned start and end dates.

Store owners must determine the specific dates and times when the synchronization should occur.

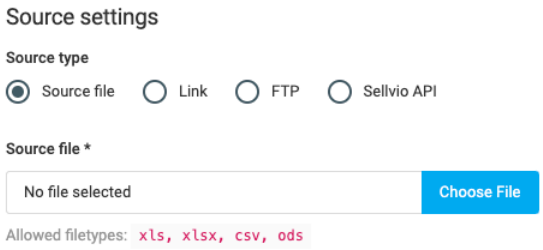
Source Settings

All synchronization processes support the following file formats (xls, xlsx, csv, osd) and can pull data from the following sources: uploaded source files, links, or FTP.



Let’s go through the source types configurable for synchronization one by one.

Source Type - Source File

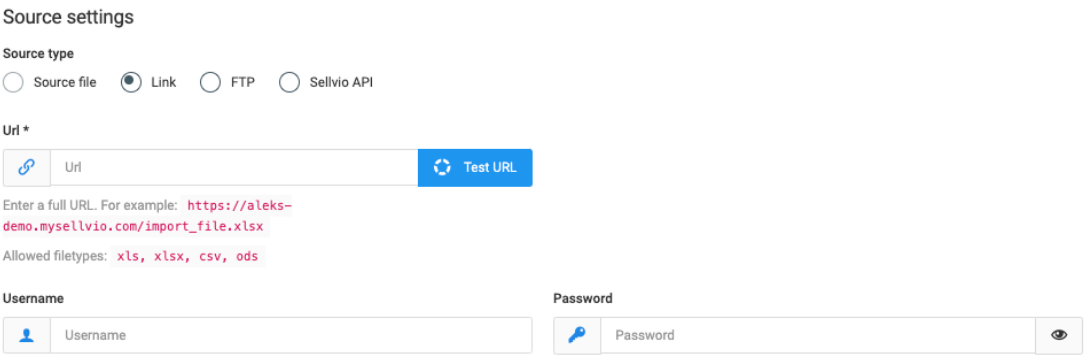


Among the three sources, source files are the simplest.

Administrators only need to upload a source file in one of the supported formats and save the synchronization.

The uploaded source file is saved along with the synchronization, meaning that if a new source file is added, the previous one must be removed from the synchronization.

Source Type - Link

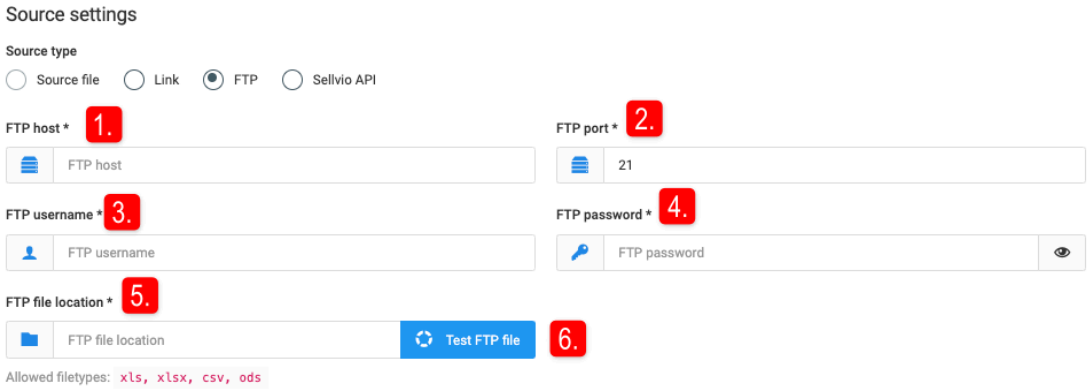


The Link option allows store owners to provide a direct link to a source file located virtually anywhere on the web.

If the file is behind a password-protected path, administrators can enter a username and password alongside the URL, enabling Sellvio to easily access the synchronization file.

Clicking the "Test URL" button ensures that the specified file is accessible based on the provided settings.

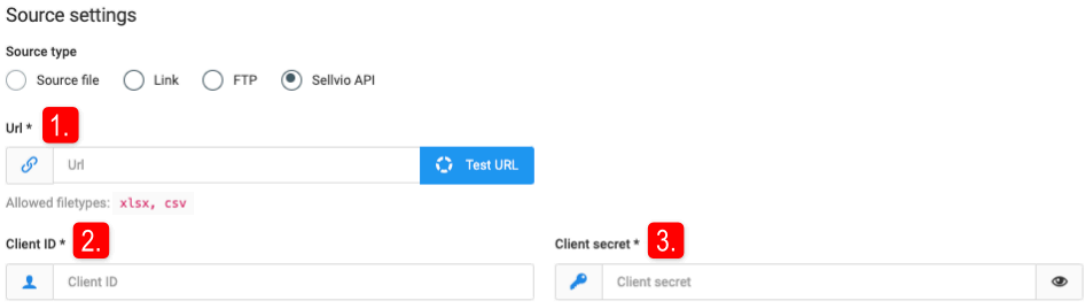
Source Type - FTP



The FTP option allows store owners to grant access to source files located on an FTP server.

1. **FTP Host**: The address of the FTP server.
2. **FTP Port**: The port used by the FTP server (default value is 21).
3. **FTP Username**: The username for logging into the FTP server.
4. **FTP Password**: The password for logging into the FTP server.
5. **FTP File Location**: The exact path to the source file on the FTP server.
6. Clicking the "Test FTP File" button verifies whether Sellvio can access the source file based on the provided authentication settings and path.

Source Type - Sellvio API



The Sellvio API option allows store owners to seamlessly synchronize their webshops with other external systems.

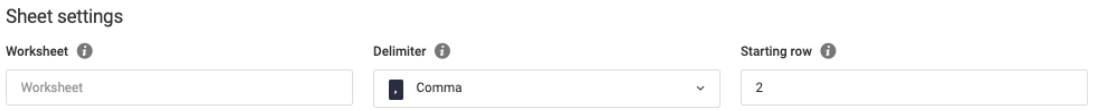
For example, if a store owner has multiple Sellvio sites designated for separate retail and wholesale customers, this option facilitates data synchronization between the two Sellvio sites.

Thanks to the API functionality, data from a central Sellvio site can be effortlessly synchronized with their individual Sellvio stores, ensuring consistency.

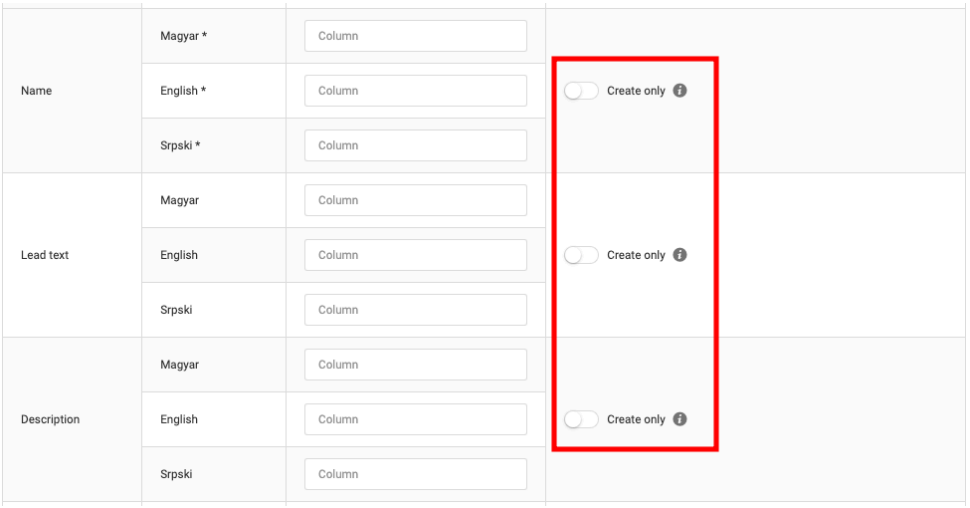
1. **URL**: The URL through which the synchronization takes place. The system will retrieve data through this URL for updates.
2. **Client ID**: The Client ID assigned on the central Sellvio site (the data source), which identifies the store owner.
3. **Secret Key**: Essential for authentication during synchronization

Sheet Settings

Sheet settings apply only to Excel and open-source file formats. These options allow store owners to specify which sheet Sellvio should read data from and which row to start with, especially when the first row is used for headers.
Additionally, the delimiter refers to the separator used in the source file. This setting applies only to files with the .csv extension.



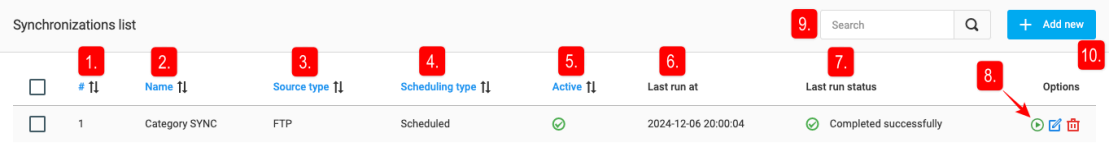
Another important configuration worth mentioning is that, during product synchronization, you can specify whether the product name, short description, and long description should be added to the system only during the first synchronization—allowing for manual editing—or whether the system should update these fields during each subsequent synchronization.


Name
Magyar *
English *
Srpski *
Lead text
Magyar
English
Srpski
Description
Magyar
English
Srpski
Column
Create only

Webshop Category Synchronization

The webshop category synchronization module allows webshop owners to import or update new webshop categories from various types of source files.

The administration screen for webshop category synchronization can be accessed via the administrative sidebar under Synchronizations Management → Synchronizations → Webshop Categories.



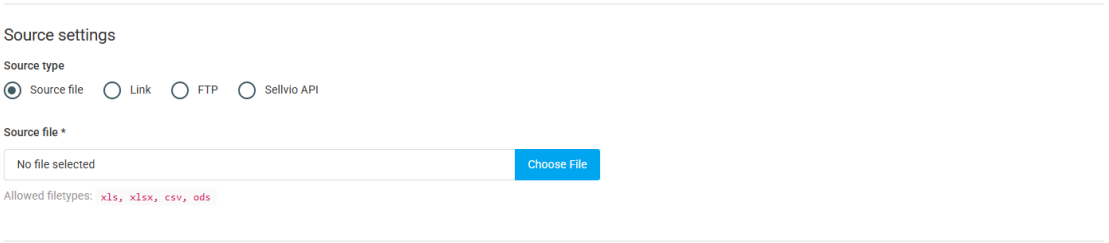
1. **#** – the identifier of the synchronization process.
2. **Name** – the name of the synchronization process.
3. **Source Type** – indicates the type of synchronization source, whether the data is pulled from a source file, link, or FTP.
4. **Schedule Type** – specifies when and how often the synchronization should run.
5. **Active** – indicates whether the synchronization is active or not. Deactivated synchronization processes will not run, even at the scheduled time.
6. **Last Run** – the exact date and time when the synchronization was last executed.
7. **Last Run Status** – the status of the result of the last synchronization run.
8. **Actions:**
    a. **"Synchronize Now"** – this button immediately triggers the synchronization, regardless of its scheduled time.
    b. **"Edit"** – clicking the edit button allows administrators to modify existing synchronization processes.
    c. **"Delete"** – if a synchronization process is no longer needed, it can be easily deleted by clicking the red "trash can" icon.
9. Store owners can search for a specific synchronization process by typing its name in the search bar and clicking the "magnifying glass" icon.
10. New synchronization processes can be created at any time by clicking the "Add New" button.

Adding and Editing Webshop Category Synchronizations

The Basic Settings, Scheduling Settings, and Source Settings were already covered in the chapter titled "General Settings for All Synchronizations" in this documentation.

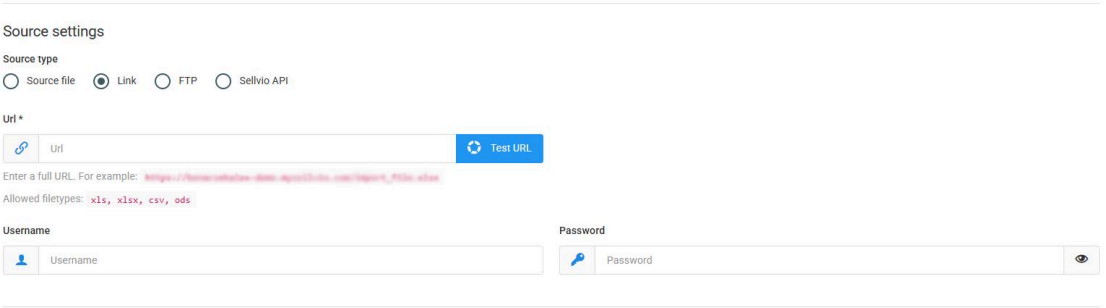
In the source settings, it is possible to select the data source, based on which the source can be configured.

Source file



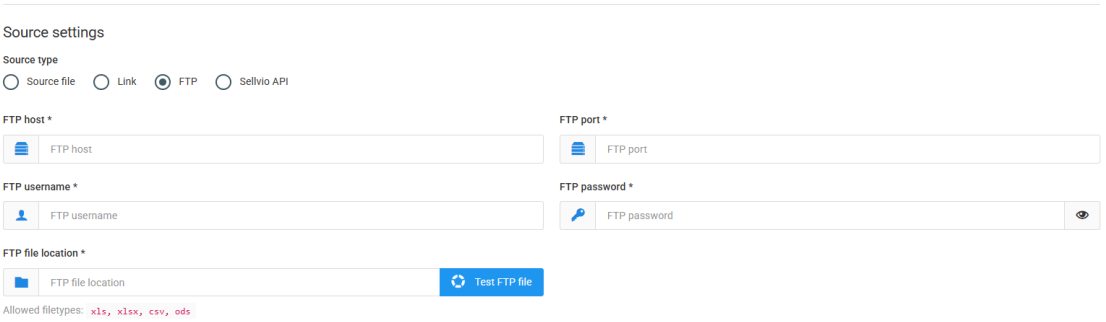
- **Source file** – uploading the data file

Link



- **URL** – Full address of the data source.
- **Test URL** – Button to check if the URL works.
- **Username** – User ID required for connection.
- **Password** – Password required for connection.

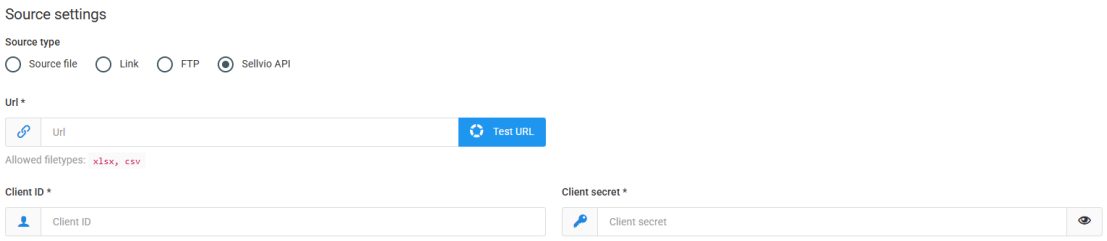
FTP



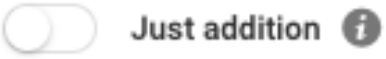
- **FTP host** – The address of the FTP server.
- **FTP port** – The port for the FTP connection.
- **FTP username** – Username required for FTP access.
- **FTP password** – Password for FTP access.

- **FTP file location** – Path to the file on the FTP server.
- **Test FTP file** – Button to check the availability of the specified file.

Sellvio API



- **URL** – The address of the data source.
- **Test URL** – Button to check if the URL is working.
- **Client ID** – Identifier required for the API.
- **Client secret** – Security key required for the API.



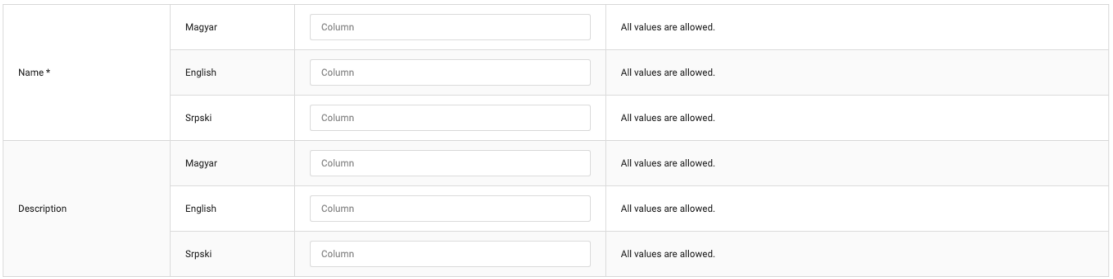
Activating the **Add Only** toggle prevents the system from updating existing webshop categories in the system whose identifiers are present in the source file. While this toggle is active, the synchronization process will only create new webshop categories from the source file whose identifiers do not yet exist in the system.

In this chapter, we will review the remaining configuration options that are exclusively available for webshop category synchronization.

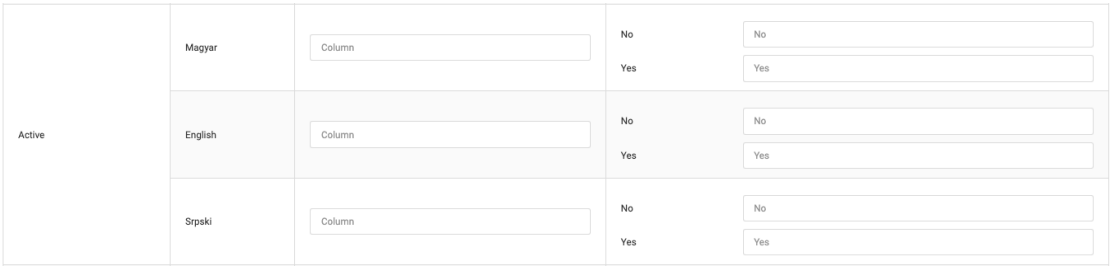
Store owners need to create a mapping between the fields where the data will be imported and the columns in the source document. This can be done by entering the column names into the column fields next to each data type.

- **Identifier** - The unique identifier of the webshop category in the Sellvio system. The identifier must be specified in the source document. Rows without an identifier will fail to synchronize.
    - Existing webshop categories can be updated by providing the webshop category identifier in the source document.
    - To create a new webshop category in Sellvio during the synchronization process, the source document must include an identifier that does not yet exist in the system.

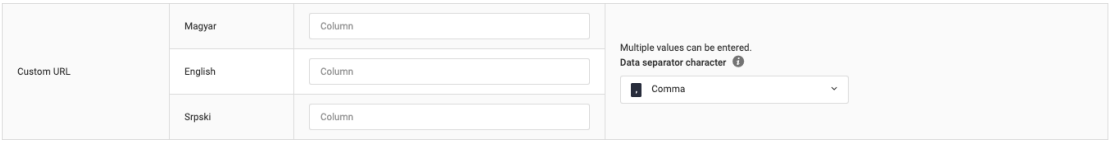
- **Parent Category Identifier** - The identifier of an already existing webshop category in Sellvio. If the specified identifier does not exist in Sellvio, the synchronization of that row will fail.
- **Parent Category Name** - The name of an already existing parent category in Sellvio.



- **Name** - The webshop category name is read from the columns specified in the "Name" section. The name of the webshop category must be provided in the source file for every language available in the webshop. Otherwise, the row will not be imported, as webshop categories cannot be saved without a name.
- **Description** - The webshop category description is read from the columns specified in the "Description" section.



- **Active** - In the "Active" section, webshop owners can specify which columns the synchronization process should use to determine whether the webshop category should be enabled for specific languages.
    - The "No" and "Yes" fields indicate which values in the source document represent "no" and "yes," respectively. The synchronization process will look for the values specified here.

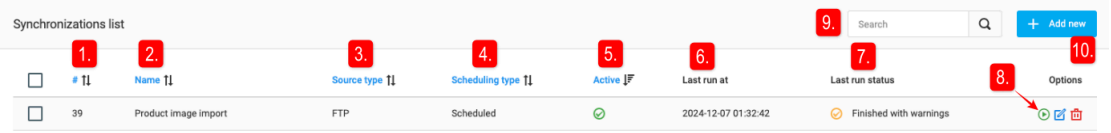


Custom URL - Optionally, store owners can specify alternative custom URLs for the same webshop category. Multiple custom URLs can be provided, separated by commas, for each language supported by the webshop.

Product Image Synchronization

The product image synchronization module allows webshop owners to update the images of existing products in their webshop.

The product image synchronization administration screen is accessible via the administration sidebar under Synchronization Management → Synchronizations → Product Image.



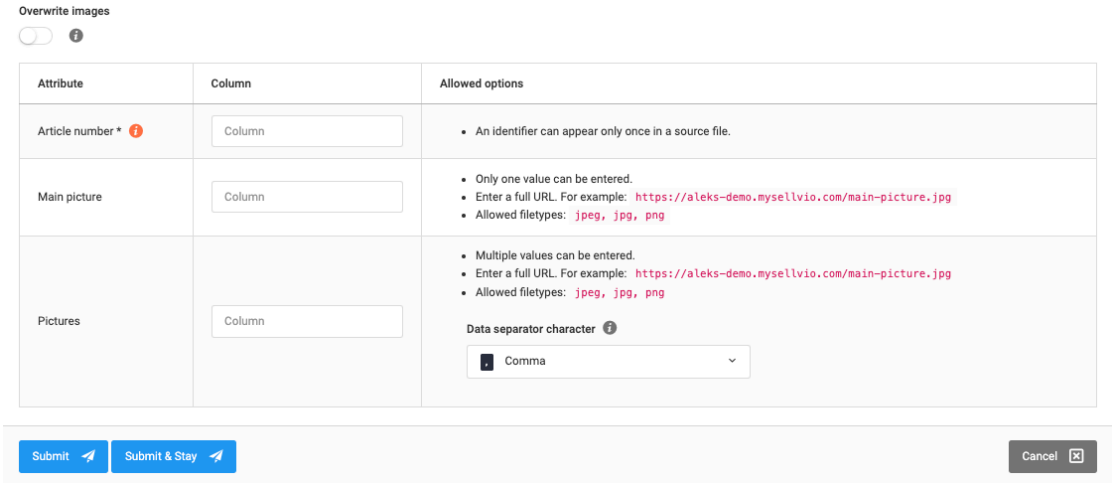
1. **#** - The identifier of the synchronization process.
2. **Name** - The name of the synchronization process.
3. **Source Type** - Indicates the source type for synchronization, specifying whether the data is retrieved from a source file, link, or FTP.
4. **Schedule Type** - Specifies when and how frequently the synchronization should run.
5. **Active** - Indicates whether the synchronization is active or not. Deactivated synchronization processes will not run, even at the scheduled time.
6. **Last Run** - The exact date and time of the last synchronization run.
7. **Last Run Status** - The status of the outcome of the last synchronization run.
8. **Actions:**
    a. **"Run Synchronization Now"** - This button immediately triggers the synchronization, regardless of whether it is scheduled for another time.
    b. **"Edit"** - Clicking the edit button allows administrators to modify existing synchronization processes.
    c. **"Delete"** - If a synchronization is no longer needed, it can be deleted by clicking the red "trash bin" icon.
9. Store owners can search for a specific synchronization process by entering its name in the search bar and clicking the "magnifying glass" icon.
10. New synchronization processes can be created at any time by clicking the "Add New" button.

Adding and Editing Product Image Synchronizations

The Basic Settings, Schedule Settings, and Source Settings were already covered in the chapter titled General Settings for All Synchronizations in this documentation.

In this chapter, we will examine the remaining settings that are exclusively available for Product Image Synchronization.

Store owners must create a mapping between the fields into which the data will be imported and the columns in the source document. This can be achieved by entering the column names into the field next to each data type.



- **Overwriting Images** - If this setting is enabled, the synchronization process will delete all product images not listed in the source file. This option is useful for completely replacing the product's images. If the option is disabled, the synchronization process will only add the images from the import file to the product while leaving the existing product images untouched.
- **SKU** - The product's SKU is used to locate the corresponding product in the system. Rows without an SKU will fail to synchronize.
- **Main Image** - The URL of the image to be imported as the product's main image. Only one image URL can be assigned as the main product image. Supported image formats: jpeg, jpg, and png.
- **Images** - URLs of the images to be imported and added to the product. Multiple URLs can be specified in the source file, separated by commas. Supported image formats: jpeg, jpg, and png.

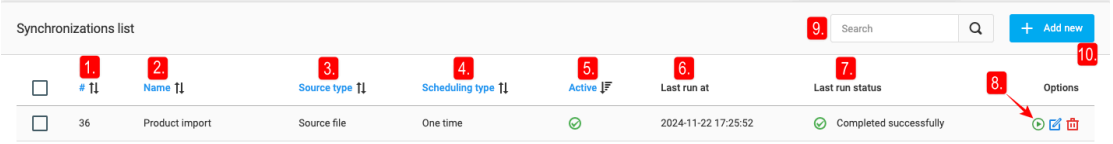
If the same image URL appears multiple times in the Images column, it will only be imported once.

If the same image URL is listed in both the Main Image and Images columns, the image will only be imported once. Since it is first listed in the Main Image column, it will automatically be set as the product's main image.

Product Synchronization

The product synchronization module allows online store owners to import new products or update existing products in the store.

The product synchronization administrative screen can be accessed from the administrative sidebar under Manage Synchronizations ⟶ Synchronizations ⟶ Product.



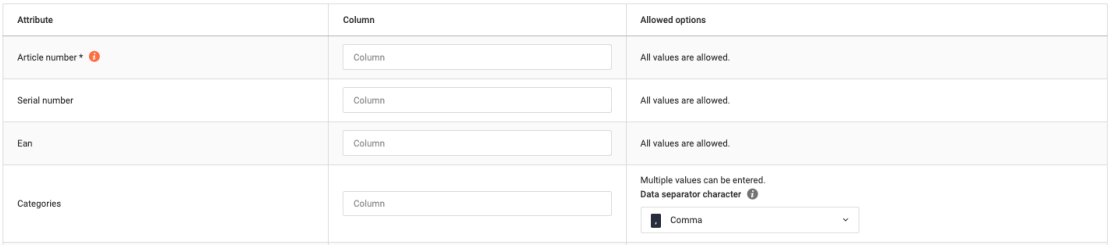
1. **#** – the identifier of the synchronization process.
2. **Name** – the name of the synchronization process.
3. **Source Type** – indicates the type of synchronization source, specifying whether the data is fetched from a file, a link, or FTP.
4. **Schedule Type** – indicates when and how often the synchronization should run.
5. **Active** – indicates whether the synchronization process is active or not. Deactivated processes will not run, even at their scheduled time.
6. **Last Run** – the exact date and time of the last synchronization run.
7. **Last Run Status** – the status of the result of the last synchronization run.
8. **Actions:**
    a. **"Run Synchronization Now"** – this button initiates the synchronization immediately, regardless of any other scheduled time.
    b. **"Edit"** – clicking the edit button allows administrators to modify existing synchronization processes.
    c. **"Delete"** – if a synchronization is no longer needed, it can be easily deleted by clicking the red "trash bin" icon.
9. Store owners can search for a specific synchronization process by entering its name in the search field and clicking the "magnifying glass" icon.
10. New synchronization processes can be created at any time by clicking the "Add New" button.

Adding and Editing Product Synchronizations

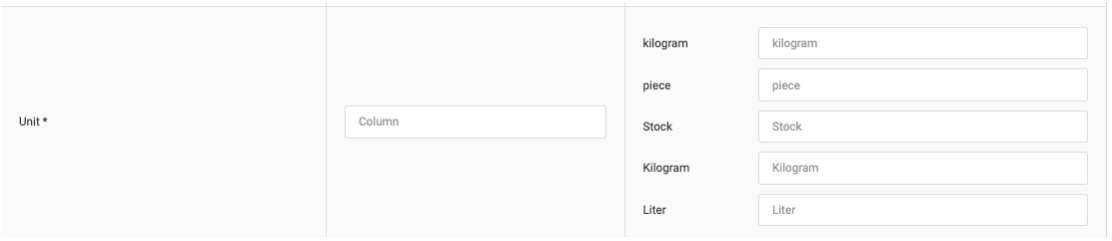
The Basic Settings, Schedule Settings, and Source Settings have already been covered in the "General Settings for All Synchronizations" chapter of this documentation.

In this chapter, we will review the remaining configuration options that are exclusively available for Product Synchronization.

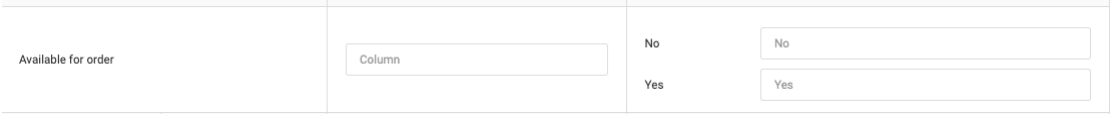
Store owners must create a mapping between the fields where the data will be imported and the columns of the source document. This can be done by entering the column names into the respective column fields next to each data type.



- **Item Number** – The item number is used to locate the existing product in the system.
    - If the item number specified in the source file is found in the system, Sellvio updates the product with the data from the source file.
    - If the item number specified in the source file is not found, Sellvio creates a new product in the system using the data provided in the source file.
- **Serial Number** – The serial number to be assigned to the product.
- **EAN** – The EAN number to be assigned to the product.
- **Categories** – The names of the categories to which the product will be assigned, separated by commas.
- The category names can be in any language supported by the web store, but they must already exist in the system before the product synchronization runs. If a category is not found, it will automatically be skipped.



- **Units** – In the "Units" section, store owners can specify the column from which the product unit will be read during synchronization. The system lists all available units, allowing administrators to map each unit to its equivalent in the source document. This feature is particularly essential when the source document uses different terms for specific units.



- **Orderable** – This section can be used to control the product's orderable availability directly from the source document. Administrators must define specific values in the source document corresponding to "Yes" and "No."

Retail price	Netto price *	Column	All values are allowed.
	VAT *	Column	The value must be between 0 and 100.
	Brutto price *	Column	All values are allowed.
	Old price	Column	All values are allowed.
Wholesale	Netto price *	Column	All values are allowed.
	VAT *	Column	The value must be between 0 and 100.
	Brutto price *	Column	All values are allowed.
	Old price	Column	All values are allowed.

The Prices section lists all pricing structures used in the web store. All products in Sellvio must have prices in each pricing structure. Any row in the source document where the product prices are not properly specified will be skipped.

- **Net Price** – The product's net price in a specific pricing structure (mandatory).
- **VAT** – The value-added tax (VAT) applicable to the product price (mandatory).
- **Gross Price** – The product's gross price in a specific pricing structure (mandatory).
- **Old Price** – The previous net price of the product in a specific pricing structure.

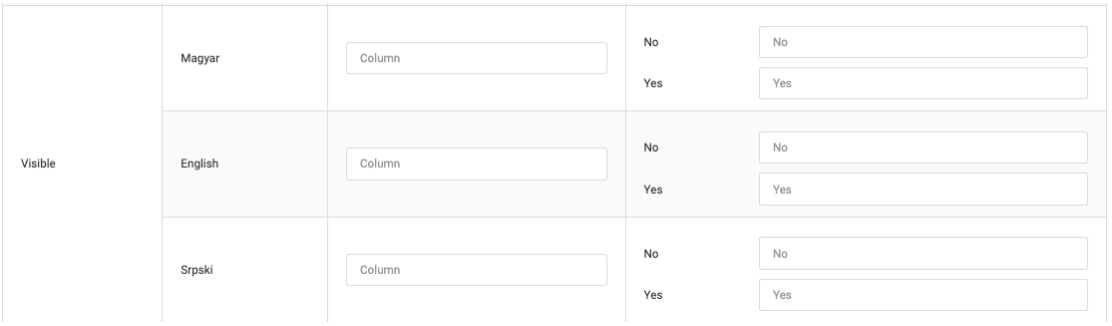
Name	Magyar *	Column	Create only
	English *	Column	
	Srpski *	Column	
Lead text	Magyar	Column	Create only
	English	Column	
	Srpski	Column	
Description	Magyar	Column	Create only
	English	Column	
	Srpski	Column	

This section is used to map the product name, description, and short text fields to the corresponding columns in the source file for each language.

The product name must be provided in the source file for each language. Otherwise, the row will not be processed during synchronization.

- **Name** – The product name in all supported languages of the web store (mandatory).

- **Lead Text** – The product's lead text (short description) in all supported languages of the web store.
- **Description** – The product description text in all supported languages of the web store.



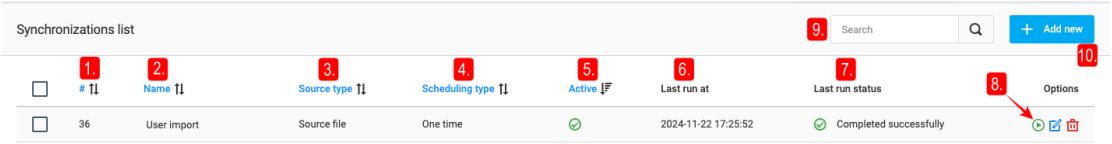
- **Visible** – This section controls the visibility of the product for each supported language in the web store, directly from the source document. Administrators must define specific values in the source document corresponding to "Yes" and "No."

- **Custom URL** – Optionally, store owners can specify alternative custom URL addresses for the same product category. Multiple custom URLs can be defined for each supported language in the web store, separated by commas.

Adding and Editing User Synchronizations

The Basic Settings, Schedule Settings, and Source Settings have already been covered in the section titled "General Settings for All Synchronizations" in this documentation.

In this chapter, we will explore the remaining settings that are exclusively available for User Synchronizations.



1. **#** – The identifier of the synchronization process.

2. **Name** – The name of the synchronization process.
3. **Source Type** – Indicates the source type of the synchronization, specifying whether the data is pulled from a source file, link, or FTP.
4. **Schedule Type** – Specifies when and how often the synchronization should run.
5. **Active** – Indicates whether the synchronization process is active or not. Deactivated synchronization processes will not run, even at the scheduled time.
6. **Last Run** – The exact date and time when the synchronization was last executed.
7. **Last Run Status** – The result status of the last synchronization execution.
8. **Actions:**
    a. **"Run Now"** – This button immediately starts the synchronization process, regardless of its scheduled time.
    b. **"Edit"** – Clicking the edit button allows administrators to modify existing synchronization processes.
    c. **"Delete"** – If a synchronization is no longer needed, it can be deleted by clicking the red "trash" icon
9. Store owners can search for a specific synchronization process by entering its name in the search bar and clicking the "magnifying glass" icon.
10. New synchronization processes can be created at any time by clicking the **"Add New"** button.

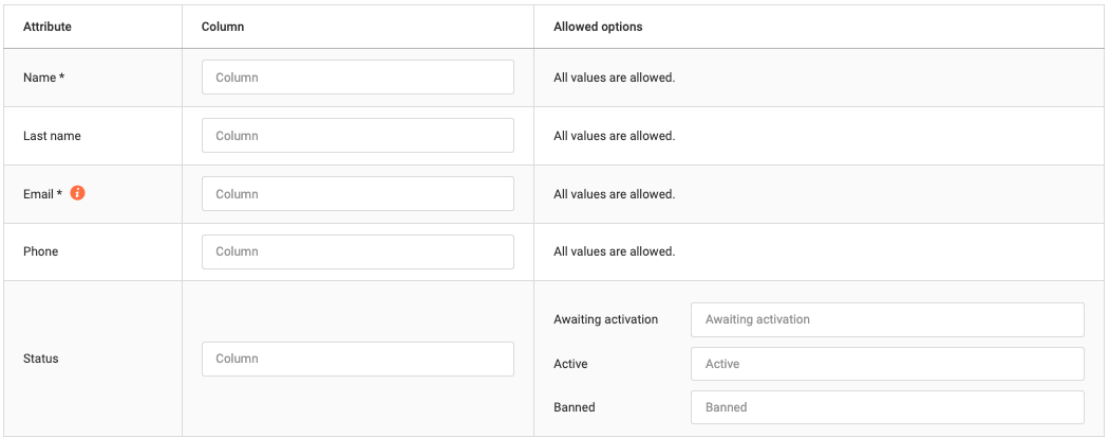
Adding and Editing User Synchronizations

The General Settings, Schedule Settings, and Source Settings have already been covered in the "General Settings for All Synchronizations" section of this documentation.

In this section, we will examine the remaining configuration options exclusively available for User Synchronization.

Store owners need to map fields between the data being imported and the corresponding columns in the source document. This mapping can be performed by entering the column names into the designated field next to each data type.

By correctly setting up the mapping, data will seamlessly transfer into the correct user fields during synchronization.



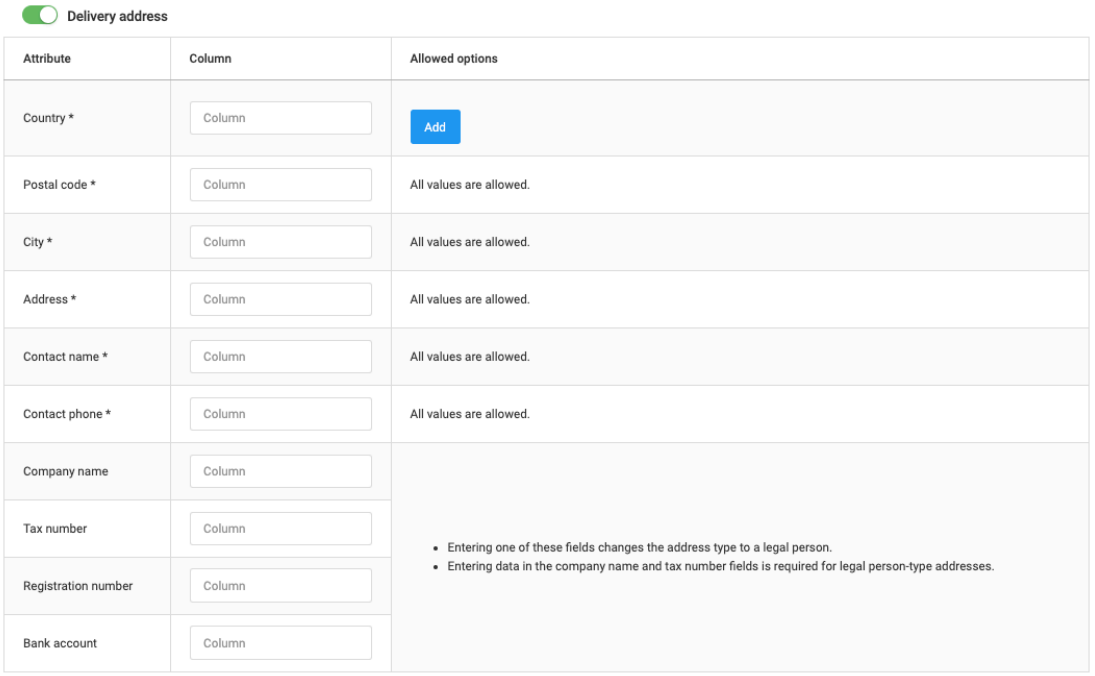
- **Name** - The name of the user to be imported or updated. Users cannot be saved without a name. The user's name must be provided in the source file; otherwise, the synchronization process will skip the row.
- **First Name** - The first name of the user to be imported or updated.
- **Email** - The email address of the user to be imported or updated. Users in Sellvio are tracked based on their email address, and no data can be saved without one.
    - If the email address already exists in the database, the synchronization process updates the user's information with the data provided in the source document.
    - If the email address does not exist in the database, the synchronization process creates a new user with the email address and the data provided in the source document.
- **Phone** - The phone number of the user to be imported or updated.
- **Status** - Sellvio users can have one of three statuses: Inactive, Active, or Blocked.
- In this section, administrators can specify which column in the source file contains the user status. Administrators can also define how different statuses are labeled in the source document.

The information listed above constitutes the minimum requirements for importing or updating users through the synchronization process.

However, Sellvio also enables store owners to specify a billing address and a shipping address for users to be imported or updated during the synchronization process.

Enabling the Shipping Address option reveals the Shipping Address fields, allowing administrators to map the Sellvio fields to the appropriate fields available in the source document.

If administrators decide to include address imports, they should be aware that nearly every field related to addresses must have a mapping and corresponding data provided to ensure successful processing.



- **Country** - The Country section allows administrators to specify which column in the source document represents the country, how the countries are identified in the source document, and how they correspond to countries in Sellvio (e.g., the country "Hungary" might be labeled as "HUN" in the source document).
- **Postal Code** - The postal code for the address type being imported.
- **City** - The city of the address type being imported.
- **Address** - The street address and house number of the address type being imported.
- **Contact Name** - The name of the contact person associated with the address (particularly important for shipping addresses).
- **Contact Phone** - The phone number of the contact person associated with the address (especially important for shipping addresses).

Company-Related Information

NON-LEGAL ENTITY - If no associations are provided for the company data, the imported address will be stored as a private address.

LEGAL ENTITY - When importing an address for a legal entity, associations must also be provided for the company-related fields.

- **Company Name**: The name of the company, essentially the name of the legal entity. This is a mandatory field; if the Company Name is missing from the source document, synchronization for the corresponding row will fail.

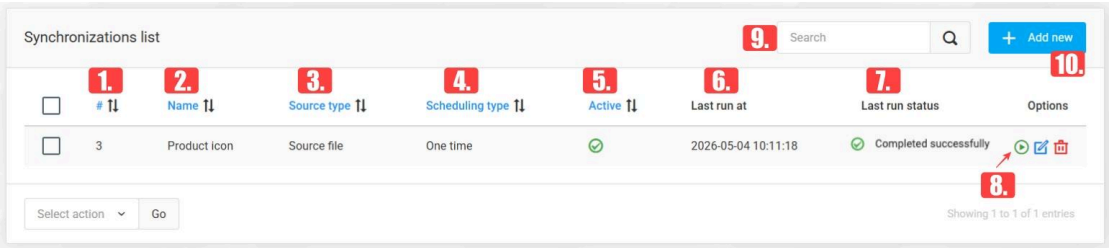
- **Tax Number**: The tax identification number of the legal entity; if the tax number is missing from the source document, synchronization for the corresponding row will fail.
- **Registration Number**: The registration number of the legal entity.

Bank Account: The bank account number of the legal entity (this supplementary information is useful when generating invoices).

Product icon synchronization

The icon synchronization module allows webshop owners to import new icons or update existing product icons in the webshop.

The “Product Icon Synchronization” admin screen can be accessed from the admin sidebar under: Synchronization Management → Synchronizations → Product Icons

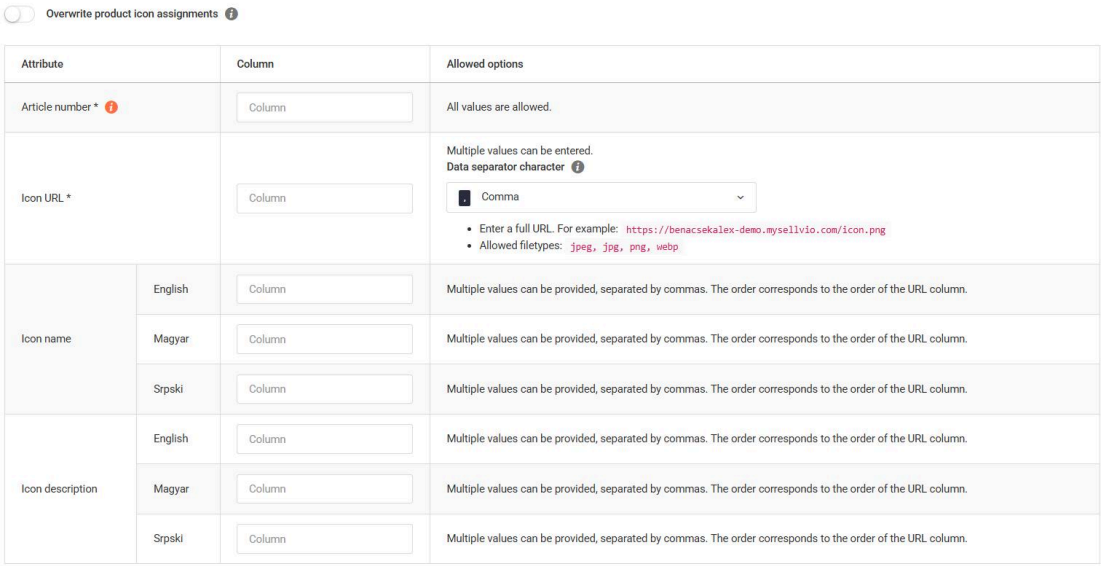


1. **#** – the identifier of the synchronization process.
2. **Name** – the name of the synchronization process.
3. **Source type** – indicates whether the data is retrieved from a file, link, or via FTP.
4. **Schedule type** – defines when and how often the synchronization should run.
5. **Active** – indicates whether the synchronization is active. Deactivated processes will not run, even at scheduled times.
6. **Last run at** – the exact date and time of the last execution.
7. **Last run status** – the result status of the last synchronization.
8. Options
    a. **“Synchronize Now”** – immediately starts the synchronization, regardless of its schedule.
    b. **“Edit”** – allows administrators to modify existing synchronization processes.
    c. **“Delete”** – removes a synchronization by clicking the red trash icon.
9. Shop owners can search for a specific synchronization process by entering its name into the search field and clicking the magnifying glass icon.
10. New synchronization processes can be created at any time by clicking the “Add New” button.

Adding and editing product icon synchronizations

Shop owners need to create a mapping between the fields where data will be imported and the columns in the source document.

This can be done by entering the column names into the “Column” field next to each data type.

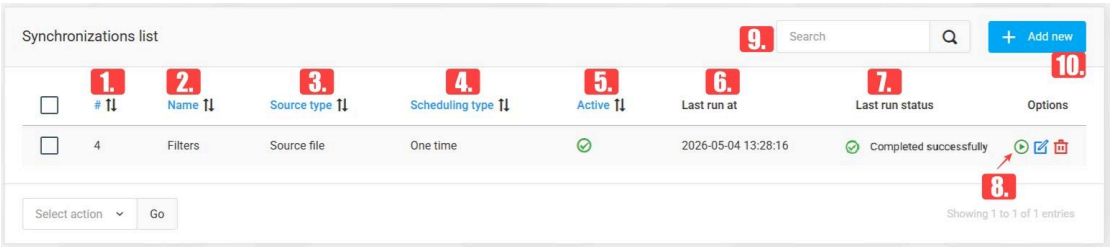


- **Overwrite product icon assignment** – If this option is enabled, the synchronization process deletes all product icons that are not present in the source file. This is useful when you want to completely replace product icons. If the option is disabled, the synchronization process only adds icons from the import file, leaving existing icons unchanged.
- **Article number** – The product SKU is used to identify the existing product in the system.
    - If the SKU from the source file exists, Sellvio updates the product with the provided data.
    - If the SKU does not exist, Sellvio creates a new product using the data from the source file.
- **Icon URL –** The URLs of the icons to be imported and assigned to the product. Multiple URLs can be provided in the source file, separated by commas. Supported image formats: jpeg, jpg, png, webp.
- **Icon name** – The name of the icon in all supported webshop languages.
- **Icon description** – The description of the icon in all supported webshop languages.

Filter synchronization

The filter synchronization module allows webshop owners to import new filters or update existing filters in the webshop.

The “Filter Synchronization” admin screen can be accessed from the admin sidebar under: Synchronization Management → Synchronizations → Filters

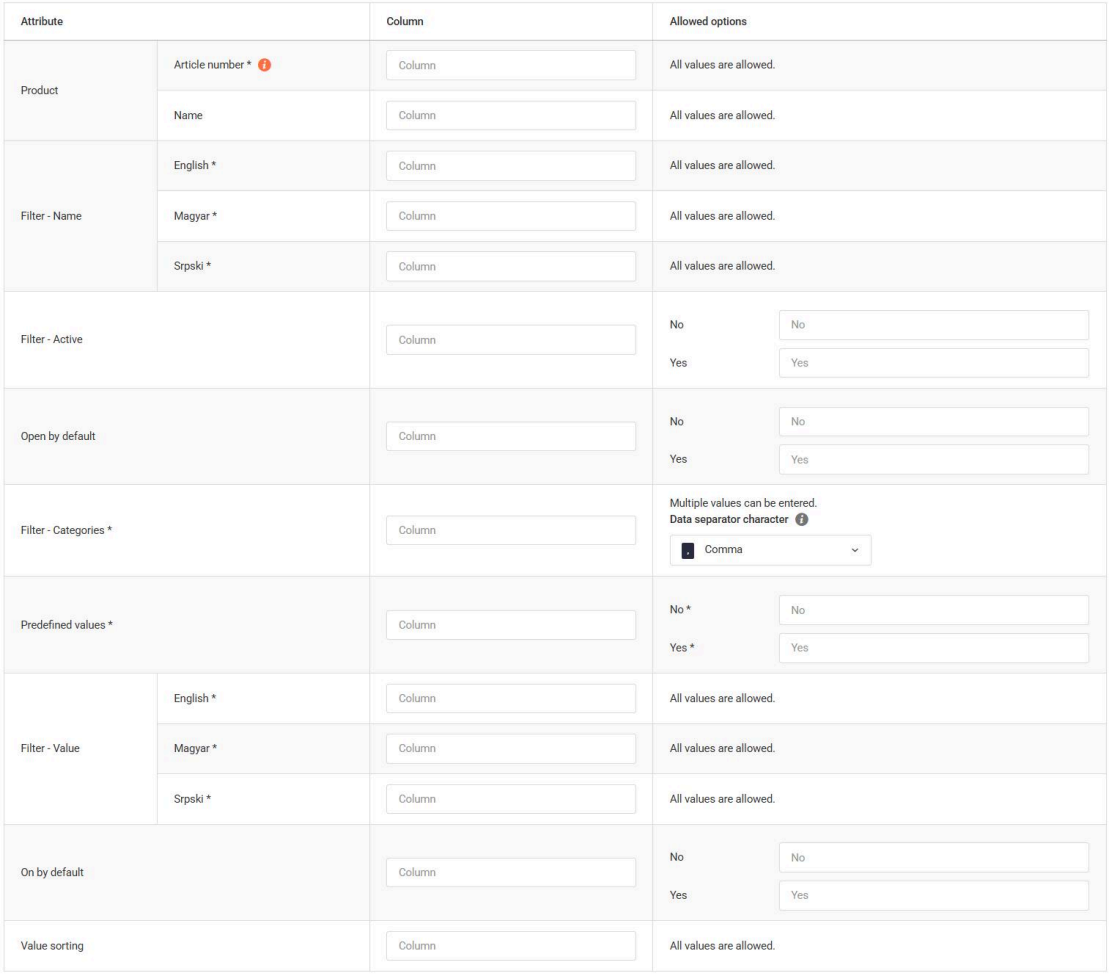


1. **#** – the identifier of the synchronization process.
2. **Name** – the name of the synchronization process.
3. **Source type** – indicates whether the data is retrieved from a file, link, or via FTP.
4. **Schedule type** – defines when and how often the synchronization should run.
5. **Active** – indicates whether the synchronization is active. Deactivated processes will not run, even at scheduled times.
6. **Last run at** – the exact date and time of the last execution.
7. **Last run status** – the result status of the last synchronization.
8. Options
    a. **“Synchronize Now”** – immediately starts the synchronization, regardless of its schedule.
    b. **“Edit”** – allows administrators to modify existing synchronization processes.
    c. **“Delete”** – removes a synchronization by clicking the red trash icon.
9. Shop owners can search for a specific synchronization process by entering its name into the search field and clicking the magnifying glass icon.
10. New synchronization processes can be created at any time by clicking the “Add New” button.

Adding and editing filter synchronizations

Shop owners need to create a mapping between the fields where data will be imported and the columns in the source document.

This can be done by entering the column names into the “Column” field next to each data type.

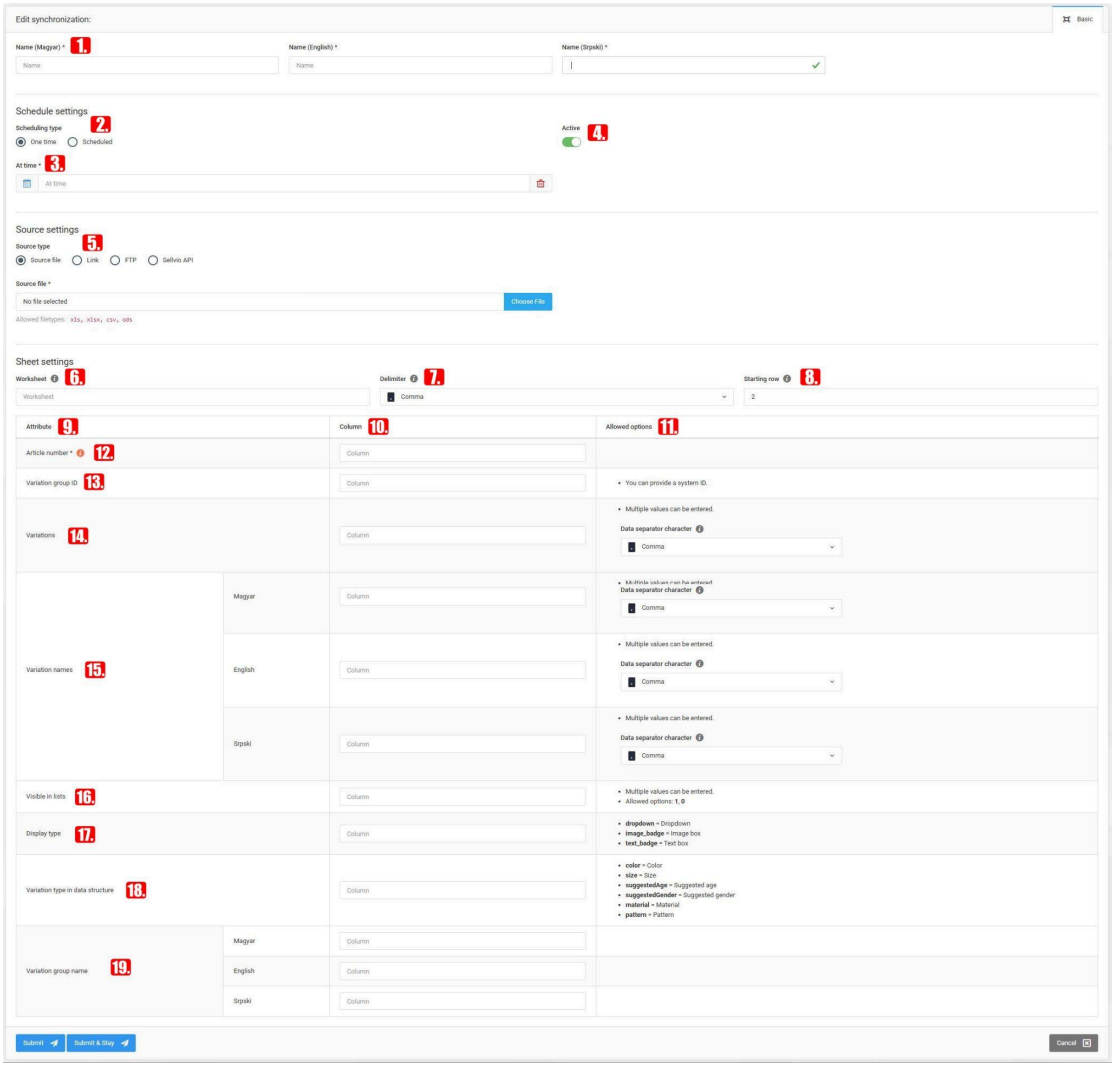


- **Product – Article number** – the unique product SKU. The system uses this to find which product the filter should be assigned to. This field is required.
- **Product – Name** – the product name. It can be used as additional identification or information.
- **Filter – Name** – the filter name can be entered in the languages used by the webshop.
- **Filter – Active** – determines whether the given filter should be active.
- Open by default – controls whether the filter appears expanded by default on the webshop interface.
- **Filter – Categories** – defines in which webshop categories the filter should be displayed.
- **Predefined values** – determines whether the filter values come from a predefined list.
- **Filter – Value** – the specific filter value can be entered according to the webshop languages.
- **On by default** – determines whether the given filter value should be enabled by default.
- **Value sorting** – this column defines the display order of the filter values.

Product Variation Synchronization

The product variation synchronization module allows webshop owners to create relationships between products as variations.

The administration screen for product variation synchronization can be accessed from the admin sidebar under Synchronization Management → Synchronizations → Product Variation.



1. **Name** – the name of the synchronization process.
2. **Scheduling type** – indicates when and how often the synchronization should run.
3. **At time** – allows you to select when the synchronization should be executed.

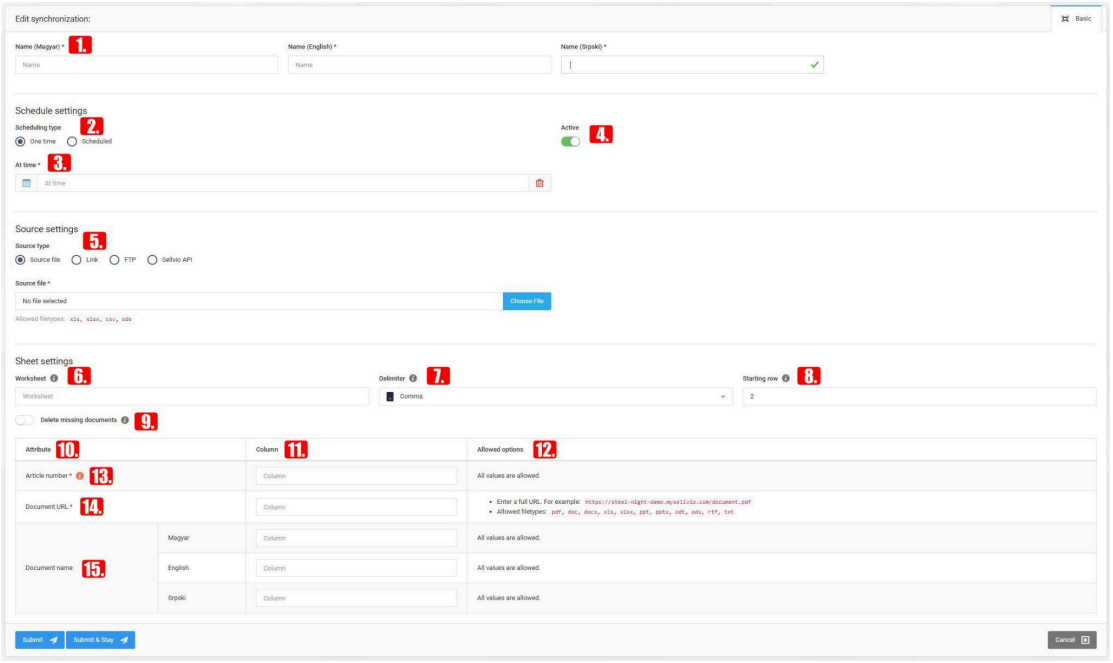
4. **Active** – indicates whether the synchronization is active or not. Deactivated synchronization processes will not run, even at the scheduled time.
5. **Source type** – indicates the type of synchronization source, whether data is retrieved from a source file, link, or FTP.
6. **Worksheet** – specify which worksheet contains the synchronization table.
7. **Delimiter** – allows you to select the delimiter used to separate listed values.
8. **Starting row** – specify the row number from which the system should begin reading data.
9. **Attribute** – shows which value must be entered in the given row.
10. **Column** – specify which value is located in which column.
11. **Allowed options** – additional options can be specified here.
12. **Article number** – the product SKU is used to locate the existing product in the system. Rows without an SKU will fail synchronization.
13. **Variation group ID** – specify the identifier of the variation created under the product in the system.
14. **Variations** – list the SKUs of the product variations.
15. **Variation name** – specify the variation names in the same order as the product SKUs.
16. **Visible in lists** – mark with 1 or 0 which variations should be visible or hidden, listed in the same order as the product SKUs.
17. **Display type** – select whether the variation should appear as a dropdown, image box, or text box.
18. **Variation type in data structure** – select the variation type, which can be color, size, recommended age, recommended gender, material, or pattern.
19. **Variation group name** – specify the variation group name for each active language.

Starting the synchronization is performed in the same way as with other synchronization processes.

Product Document Synchronization

The product document synchronization module allows webshop owners to update or add documents to specific products.

The administration screen for product document synchronization can be accessed from the admin sidebar under Synchronization Management → Synchronizations → Product Document.



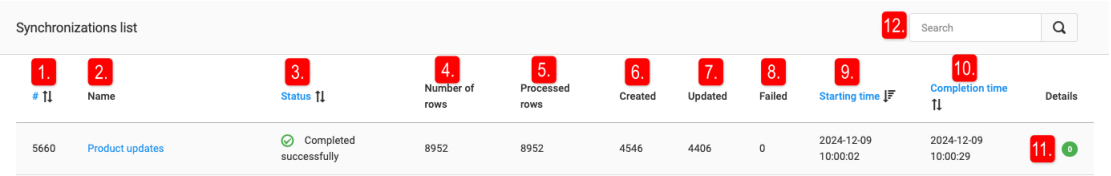
1. **Name** – the name of the synchronization process.
2. **Scheduling type** – indicates when and how often the synchronization should run.
3. **At time** – allows you to select when the synchronization should be executed.
4. **Active** – indicates whether the synchronization is active or not. Deactivated synchronization processes will not run, even at the scheduled time.
5. **Source type** – indicates the type of synchronization source, whether data is retrieved from a source file, link, or FTP.
6. **Worksheet** – specify which worksheet contains the synchronization table.
7. **Delimiter** – allows you to select the delimiter used to separate listed values.
8. **Starting row** – specify the row number from which the system should begin reading data.
9. **Delete missing documents** – if this option is enabled, documents attached to the product but missing from the synchronization table will be deleted.
10. **Attribute** – shows which value must be entered in the given row.
11. **Column** – specify which value is located in which column.
12. **Allowed options** – additional options can be specified here.
13. **Article number** – the product SKU is used to locate the existing product in the system. Rows without an SKU will fail synchronization.
14. **Document URL** – specify the link where the document is uploaded.
15. **Document name** – specify the name that should appear on the product page.

Starting the synchronization is performed in the same way as with other synchronization processes.

Synchronization Log

While the synchronization list provides brief feedback on the results of each synchronization, Sellvio includes a dedicated administration page where administrators can thoroughly review the outcomes of each completed process.

The Synchronization Log administration screen can be accessed from the administration sidebar under Manage Synchronizations → Synchronization Log.



1. **ID** - The identifier number assigned to the synchronization process run.
2. **Name** - The name of the synchronization process.
3. **Status** - The state of the synchronization process. Each process can have one of the following statuses:
    a. **Queued** - The synchronization is queued.
    b. **Running** - The synchronization is currently running. In this case, a progress bar appears in the synchronization row, indicating the number of rows processed out of the total.
    c. **Failed** - The synchronization was unsuccessful.
    d. **Completed with warnings** - The synchronization has completed, but the process encountered issues with some rows in the source document.
    e. **Successfully completed** - The synchronization has finished without encountering any issues with any rows in the source document.
4. **Total rows** - The number of rows identified in the source document by the synchronization process.
5. **Processed rows** - The number of rows handled by the synchronization process.
6. **Created** - The number of new entries created by the synchronization process based on the source document.
7. **Updated** - The number of existing entries in the system updated by the synchronization process based on the source document.
8. **Failed rows** - The number of rows that failed due to missing required data or configuration errors between the synchronization and the source document.
9. **Start time** - The exact date and time when the synchronization process began processing the source document.
10. **End time** - The exact date and time when the synchronization process finished processing the source document.
11. **Details** - The "Details" column icons serve three purposes:

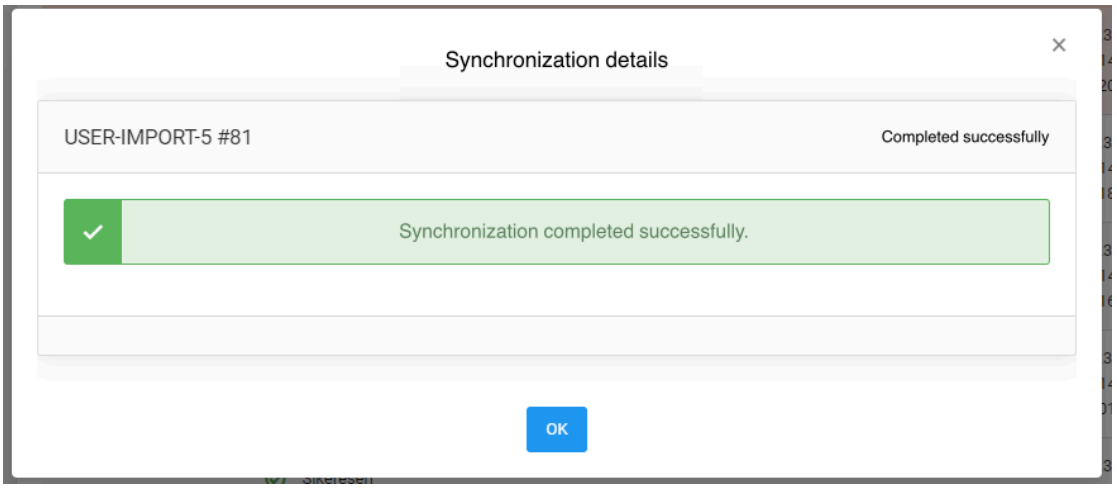
a. **Color** - Based on the color, administrators can immediately determine whether the synchronization process was successful. Green icons indicate success. Red icons signify failure. Orange icons indicate the process completed but encountered issues.
b. **Number** - The number in the icon indicates the count of problematic rows encountered during the synchronization process. A zero always indicates success, meaning the synchronization process either found no rows in the source document or processed all rows successfully.
c. **Clickable** - Each icon is clickable. Clicking on the icon opens the Synchronization Details modal, which provides detailed information about the results of the synchronization process.

12. During the import of data from source documents, log entries can quickly accumulate on the Synchronization Log page. The search bar allows users to search the synchronization log by entering the synchronization name and clicking the magnifying glass icon next to the search bar.

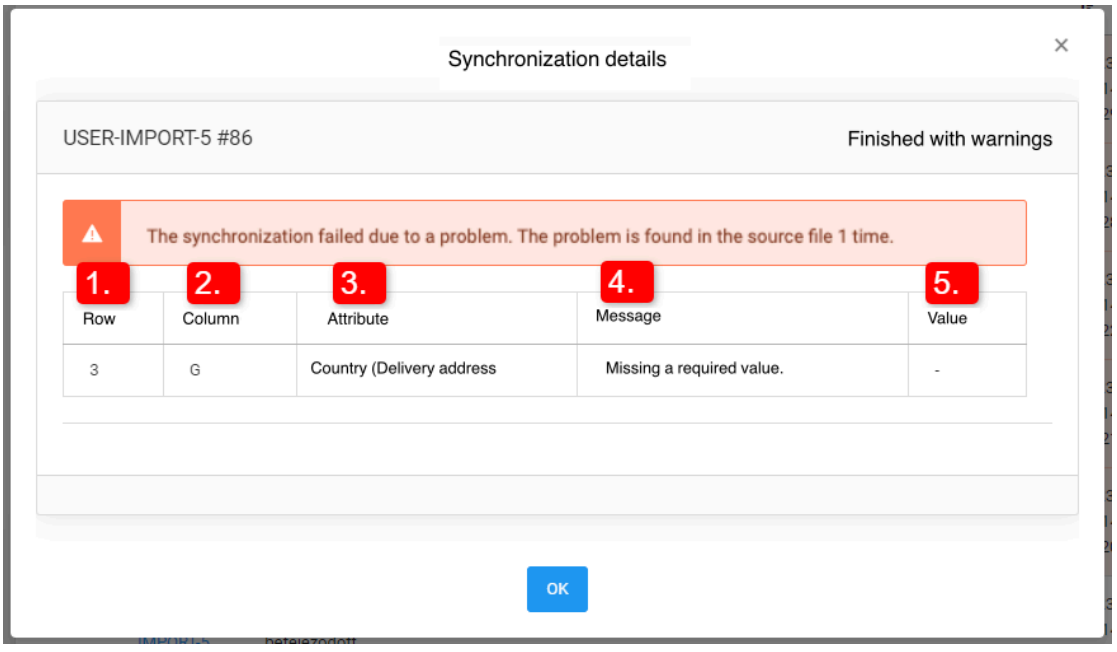
    IMPORTANT: The Synchronization Log table can be sorted by ID, status, start time, and end time. The sorting functionality remains available even after performing a log search by name.

Synchronization Details Modal

As mentioned earlier, clicking on the indicator at the end of a synchronization log entry opens the Synchronization Details Modal. Let's take a closer look at its contents in two scenarios: when every row in a synchronization is processed successfully and when some rows fail to process due to errors.



Synchronization Details Modal - Successful Synchronization



Synchronization Details Modal - Completed with Warnings

1. **Row** - Refers to the row number in the source document where the synchronization failed due to certain issues.

2. **Column** - Refers to the specific column in the source document where the problem was identified.
3. **Attribute** - Refers to the field that the import process attempted to populate from the corresponding column in the source document when the issue occurred.
4. **Message** - A brief explanation of why the row failed to synchronize. (In the example above, the "G" column in the source document was empty in the third row, where the synchronization expected a country name, as defined in the USER-IMPORT-5 synchronization settings.)
5. **Value** - The value found in the "G" column of the third row in the source document during the synchronization process.

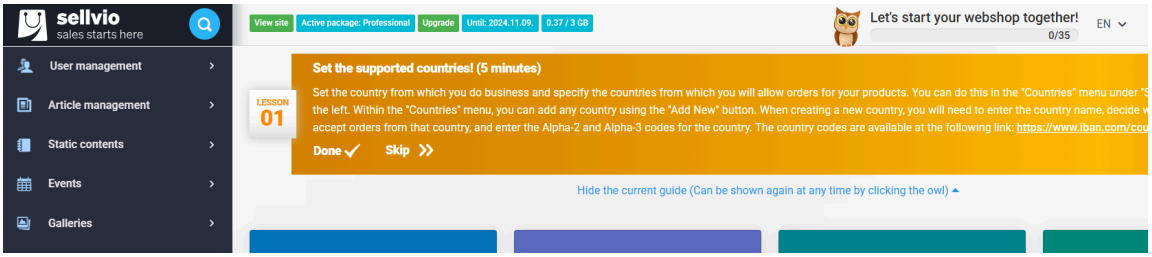
IMPORTANT: After reviewing the list of problematic rows in the Synchronization Details Modal, business owners must correct the source document, update the synchronization with the new source file, and either reschedule the synchronization or manually rerun it.

Dashboard

The dashboard is essentially the primary administrative screen that appears for the store owner upon logging into the Sellvio administrative section.
It provides quick statistics and insights into the webshop's performance.
Let’s take a detailed look at each displayed section and explore the different types of information they offer.

Search Function on the Administrative Interface

The search function on the administrative interface is a tool designed to facilitate fast and efficient data management.



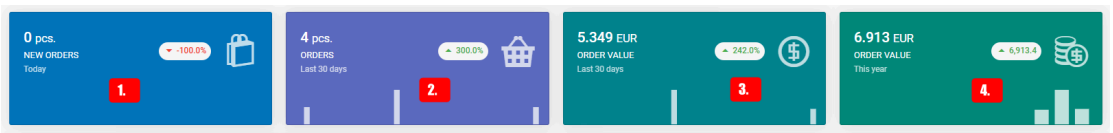
With the search function, administrators can easily locate the necessary data or features within Sellvio, streamlining the process of modifying content on the site. It enables administrators to find specific data while also providing easier and more logical navigation for users of the administrative interface, ultimately delivering a better user experience.
The search function operates within the menu but does not search within content—for that, the dedicated search tools of specific modules should be used.

Quick overview section

The Quick Overview section provides general statistics for store owners on the number of received orders and the revenue generated from those orders.

IMPORTANT: Not all order statuses are included in the statistics. For an order status to appear in this section, the "Include in Statistics" option must be enabled for that status.

For a quick refresher on updating order statuses, please review the Settings → Order Statuses section of this documentation.



1. **New Orders (Today)** - The "New Orders" statistic shows the number of new orders received on the current day. The badge on the right side of the block indicates the daily order trend compared to the previous day:
    a. **Up Arrow:** Indicates that the number of orders received today increased by "X" compared to yesterday.
    b. **Line:** Indicates no significant change in the number of orders received today compared to yesterday.
    c. **Down Arrow:** Indicates that the number of orders received today decreased by "X" compared to yesterday.

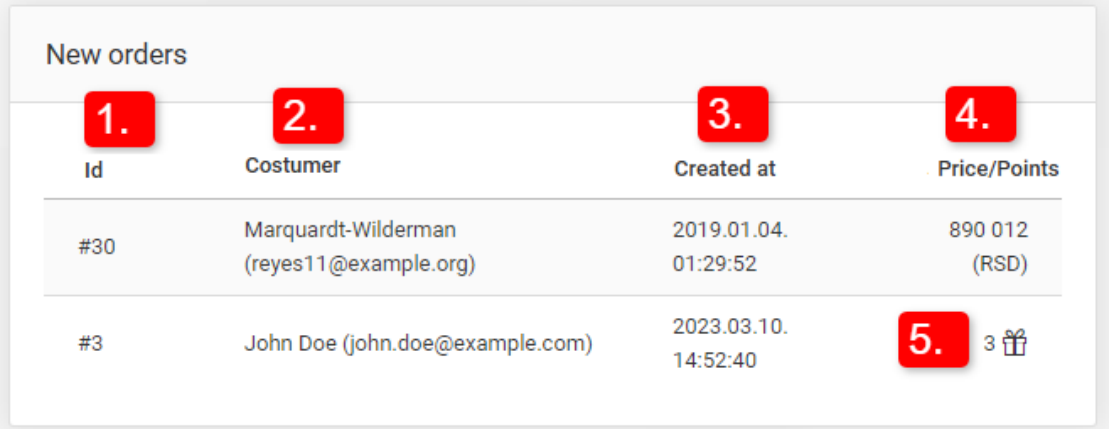
2. **Orders (Last 30 Days)** - This statistic shows the total number of orders received over the last 30 days. The badge on the right side of the block indicates the order trend over the last 30 days compared to the previous 30 days:
    a. **Up Arrow:** Indicates that the number of orders received in the last 30 days increased by "X" compared to the 30 days prior.
    b. **Line:** Indicates no significant change in the number of orders received in the last 30 days.
    c. **Down Arrow:** Indicates that the number of orders received in the last 30 days decreased by "X" compared to the previous 30 days.

3. **Order Value (Last 30 Days)** - This statistic displays the total revenue generated from orders over the last 30 days. The badge on the right side of the block shows the revenue trend over the last 30 days compared to the previous 30 days:
    a. **Up Arrow:** Indicates that the revenue from orders in the last 30 days increased by "X" compared to the previous 30 days.
    b. **Line:** Indicates no significant change in the revenue generated from orders in the last 30 days.
    c. **Down Arrow:** Indicates that the revenue from orders in the last 30 days decreased by "X" compared to the previous 30 days.

4. **Order Value (This Year)** - This statistic shows the total revenue generated from orders during the current year. The badge on the right side of the block shows the revenue trend for the current year compared to the previous year:
    a. **Up Arrow:** Indicates that the revenue from orders in the current year increased by "X" compared to the previous year.
    b. **Line:** Indicates no significant change in the revenue generated from orders in the current year compared to the previous year.
    c. **Down Arrow:** Indicates that the revenue from orders in the current year decreased by "X" compared to the previous year.

New orders section

This section lists the 10 most recent orders with a "New" status in chronological order, based on when customers placed them. An empty list indicates that all new orders have already been processed and moved to a different status.

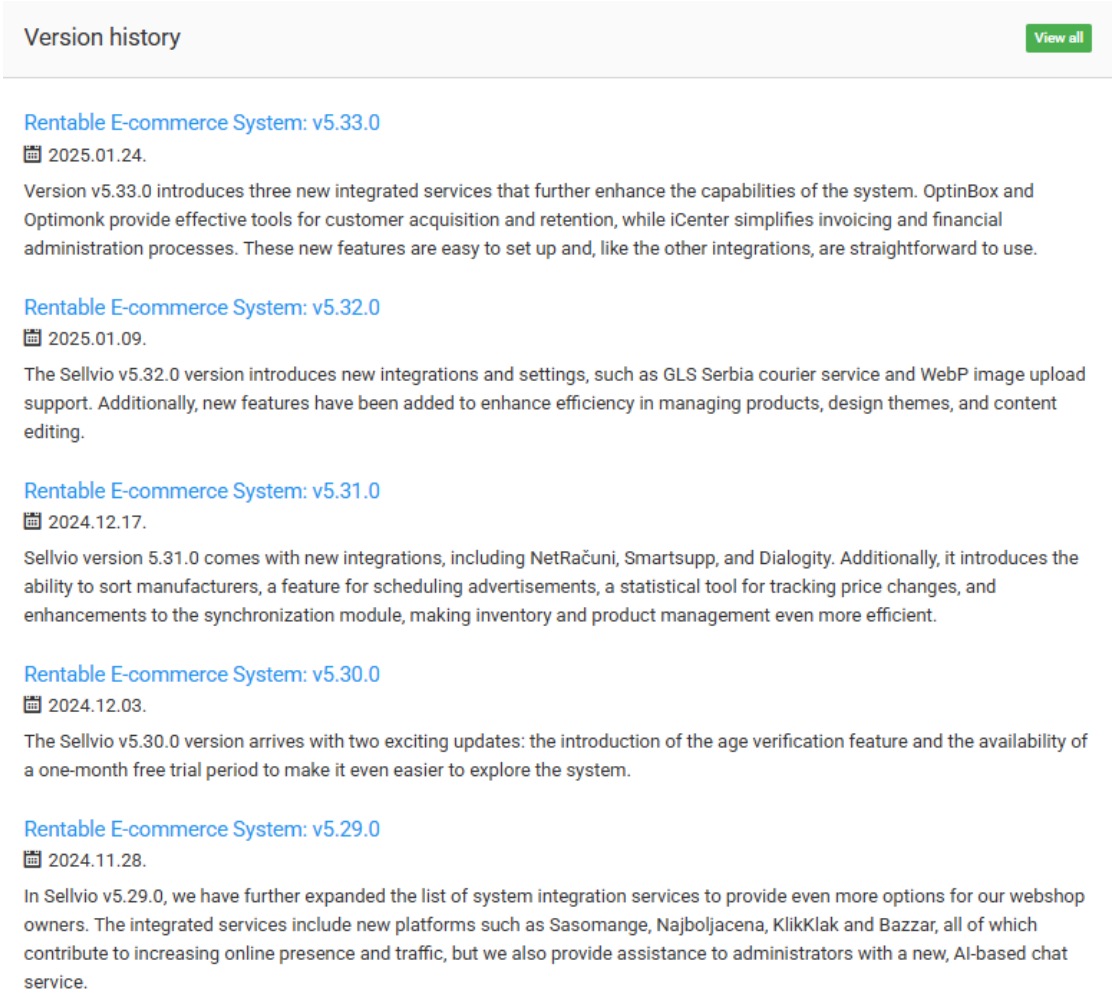


1. **ID** - The order number, used to reference the order within the system.
2. **Customer** - The name and email address of the customer who placed the order.
3. **Created at** - The exact date and time when the order was placed by the customer.
4. **Price/Points** - The total order value in the store's currency (or points, if the order was purchased using loyalty points for a gift).
5. The "gift" icon indicates that the order is a gift order, paid for using loyalty points instead of the store's currency.

Clicking on any order entry redirects the store owner to the order’s edit page in the administration panel.

Version History

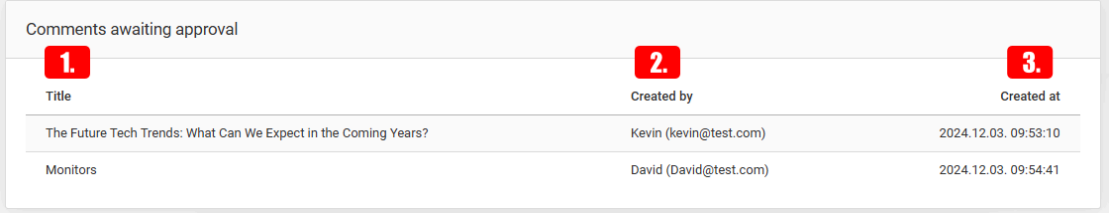
The version history section lists the five most recent updates to Sellvio, accompanied by a brief summary that highlights the main development points. Clicking on the titles provides a detailed description of each update.



Comments awaiting approval section

This section lists feedback submitted by webshop visitors in chronological order based on the submission time. A maximum of 10 comments are displayed at a time. An empty list indicates that the store owner has addressed all comments, either approving or rejecting them.

Further information about managing comments in Sellvio can be found here.

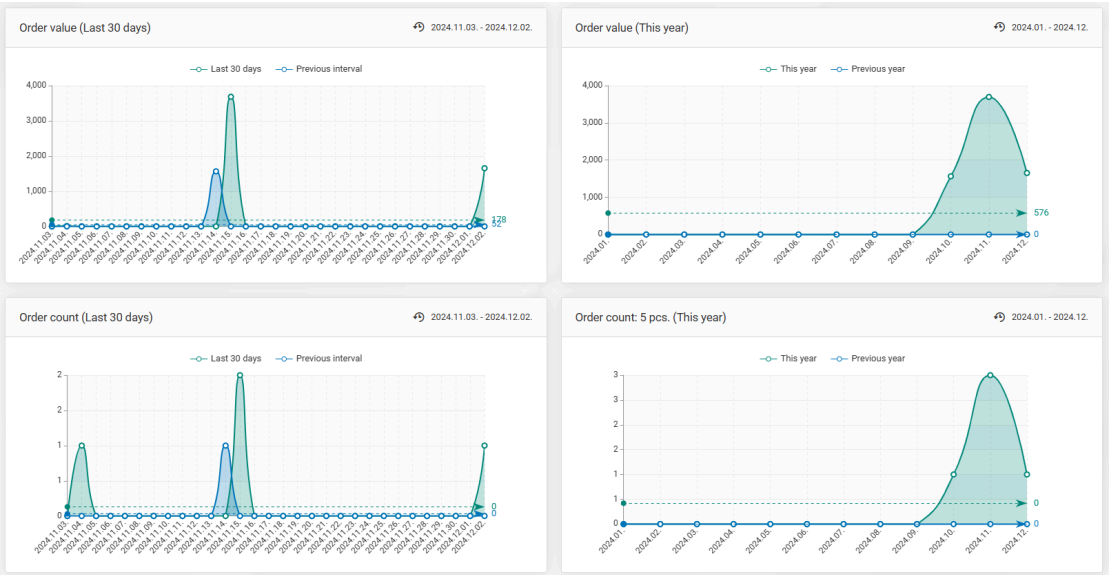


1. Title - The title of the article, gallery, or event to which the comment was submitted.
2. Created by - The name and email address of the person who submitted the comment.
3. Created at - The exact date and time when the comment was submitted.

Store owners can quickly preview the comment by hovering over an entry in the section.

Clicking on any entry in the list redirects the store owner to the comment's editing screen in the administration panel.

Order-related graphs



IMPORTANT: Not all order statuses are included in the statistics. For an order status to be displayed in the statistics, the "Include in Statistics" option must be enabled for that status.

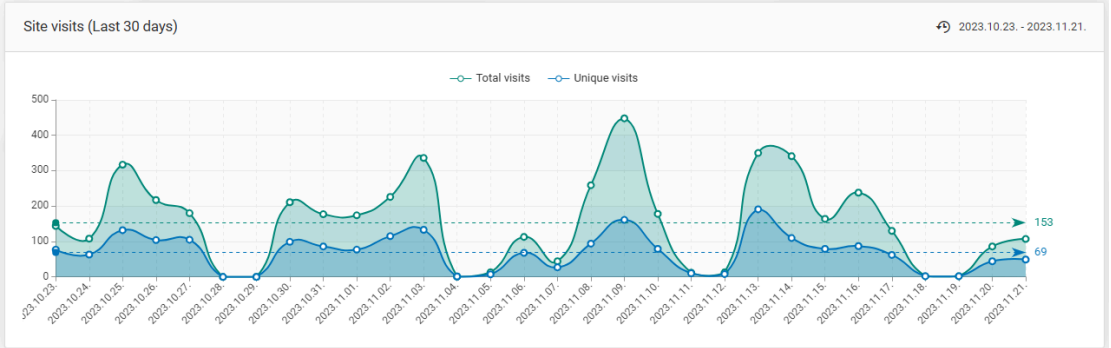
- **Order value (Last 30 days)** - The graph visually represents the revenue generated from orders over the past 30 days. It includes two lines: one showing data for the last 30 days and the other for the 30 days prior. This allows store owners to compare the two time periods.

- **Order value (This year)** - The graph visually represents the revenue generated from orders in the current year. It includes two lines: one showing data for the current year and the other for the previous year. This enables store owners to compare the two periods.
- **Order count (Last 30 days)** - The graph visually represents how the number of new orders has developed over the past 30 days. It includes two lines: one for the last 30 days and another for the 30 days before that. This helps store owners compare the two periods.
- **Order count (This year)** - The graph visually displays how the number of new orders has evolved during the current year. It includes two lines: one for the current year and another for the previous year. This allows store owners to compare the two time periods.

If you hover the mouse over a point on the graph, a tooltip will appear showing the exact numbers, comparing the current and previous periods.

Each graph line can be toggled on or off individually by clicking its name above the graph.

Page views (Last 30 days)



The Page Views Graph shows the total and unique visits over the last 30 days.

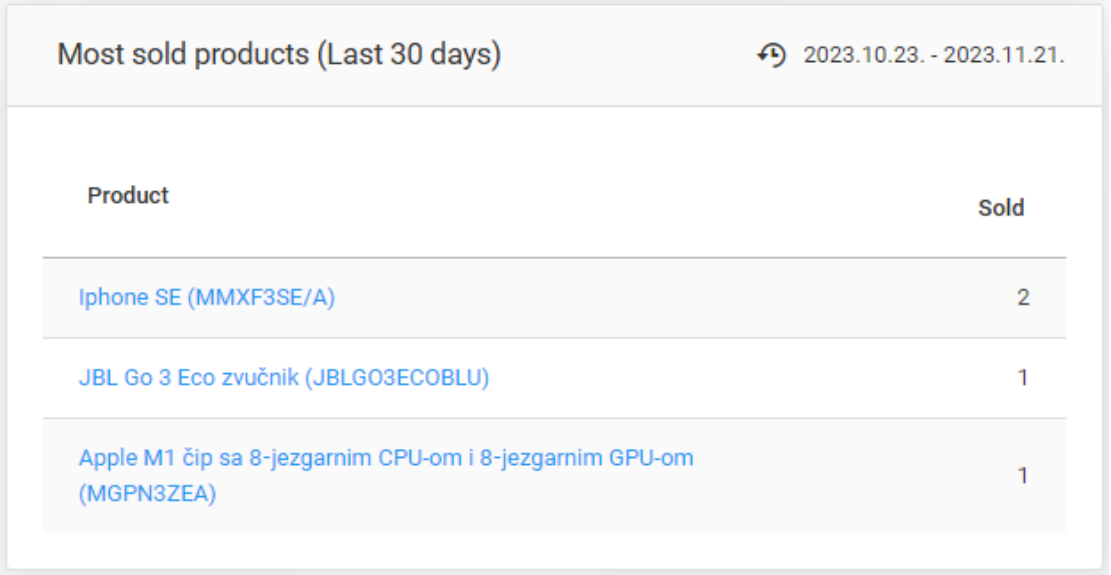
- Total visits - The daily number of visits over the last 30 days (including returning visitors who have visited the webshop multiple times).
- Unique visits - The daily number of unique visits over the last 30 days (only counting visitors who have not previously visited the site).

Hovering over a point on the graph line displays a tooltip with exact numbers, comparing the two figures for the selected day.

Each graph line can be toggled on or off individually by clicking its name above the graph.

Most sold products (Last 30 Days)

This section lists the best-selling products over the past 30 days, ranked in descending order based on the quantity sold.



Clicking on the product name redirects the administrator to the product's editing screen in the administration panel.

Most visited products (Last 30 days)

This section lists the most visited products over the past 30 days, ranked in descending order.

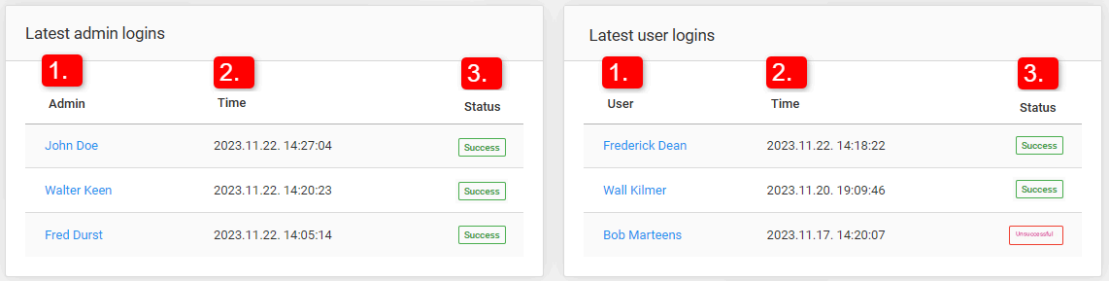
Clicking on the product name redirects the administrator to the product's editing screen in the administration panel.

Page views and unique page views by hour of the day (Last 30 days)

- **Page views by hour of the day (Last 30 days)** - The table displays the total number of page views for each hour of the day over the past 30 days, broken down by day of the week. Hovering over a specific day/hour shows the total recorded visits for that day and hour.
- **Unique page views by hour of the day (Last 30 days)** - The table shows the number of unique page views for each hour of the day over the past 30 days, broken down by day of the week. Hovering over a specific day/hour displays the total number of recorded unique visits (visitors who have not previously visited the e-commerce store) for that day and hour.

Recent administrator and user logins

- **Recent administrator logins:** This section displays the last 10 login attempts on the administration screen in reverse chronological order.
- **Recent user logins:** This section shows the last 10 login attempts to the webshop in reverse chronological order.



1. **Admin or User** - The name of the administrator or registered customer who attempted to log in.
2. **Time** - The exact date and time of the login attempt.
3. Status - The result of the login attempt, which can be one of two outcomes:

- **Success** - The login attempt was successful.
- **Unsuccess** - The login attempt was unsuccessful.

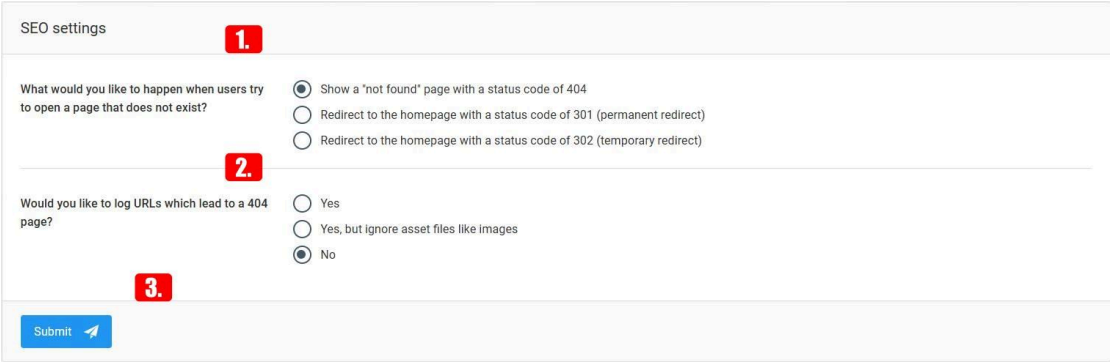
Clicking on the user’s name redirects the administrator to the user's edit page in the administration panel.

SEO

SEO settings

The SEO administration interface provides more detailed control over the SEO settings of the online store, allowing for fine-tuning to achieve better search engine rankings.

The Sellvio SEO settings can be accessed in the administration sidebar under SEO → Settings.

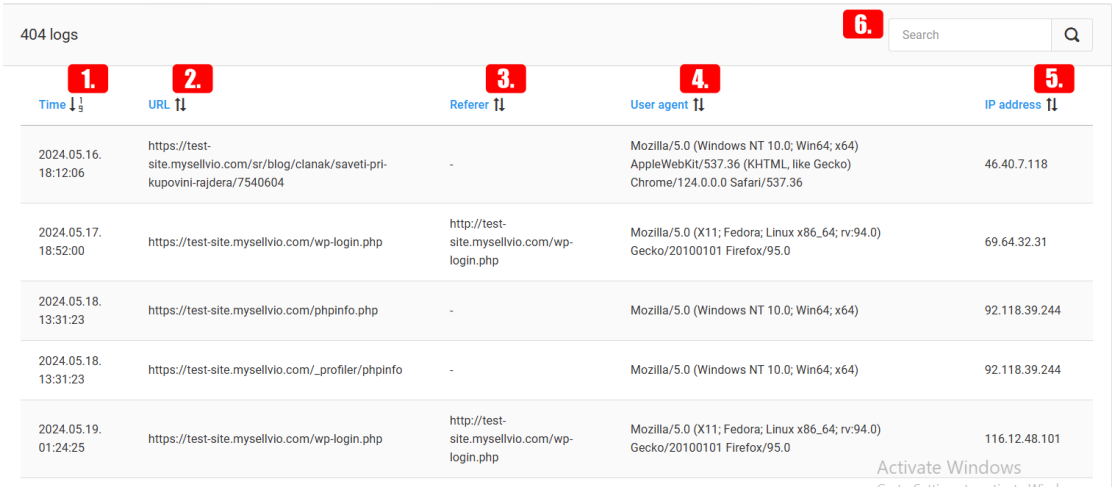


1. What should happen if users try to open a non-existent page? - this setting allows you to decide how your online store should respond if a visitor attempts to view content that is no longer available. The store owner can choose from the following options:
    a. Display a "Not Found" page with a 404 status code.
    b. Redirect to the homepage with a 301 status code (permanent redirect).
    c. Redirect to the homepage with a 302 status code (temporary redirect).
2. Would you like to log URLs that lead to 404 pages? - This setting lets you decide whether to log cases where visitors attempt to access unavailable content and receive a 404 status code. Sellvio offers three logging levels:
    a. Yes – In this case, all URLs leading to 404 pages will be logged, including unavailable images and documents.
    b. Yes, except for static files like images – Here, the system logs only non-existent pages, excluding static files.
    c. No – In this case, regardless of content type, Sellvio will not log 404 incidents.
3. To finalize the SEO settings, click the "Submit" button.

404 logs

Sellvio allows you to log the paths that customers attempted to access but couldn't reach (resulting in a 404 page).

The 404 log administration page can be accessed in the administration sidebar under SEO → 404 Log.



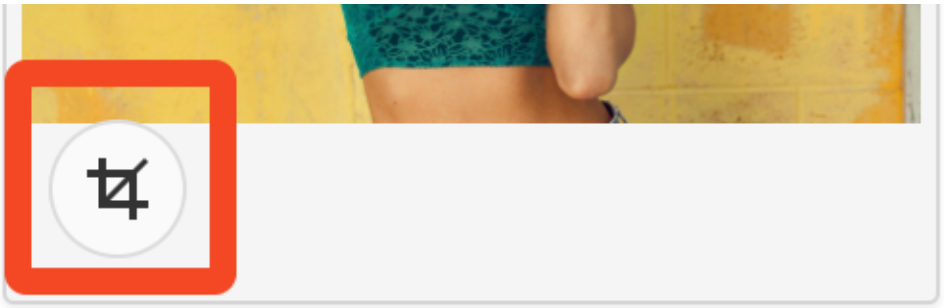
1. Timestamp – The exact time when the visitor attempted to access the unavailable content.
2. URL – The URL (address) of the content the visitor tried to reach.
3. Referrer – The referrer URL, if the visitor attempted to access the unavailable content from another link.
4. User Agent – The type of web browser used by the visitor to attempt accessing the unavailable content.
5. IP Address – The IP address of the visitor at the time they tried to access the non-existent content.
6. The search bar allows you to search within any column of the log.

Appendix A

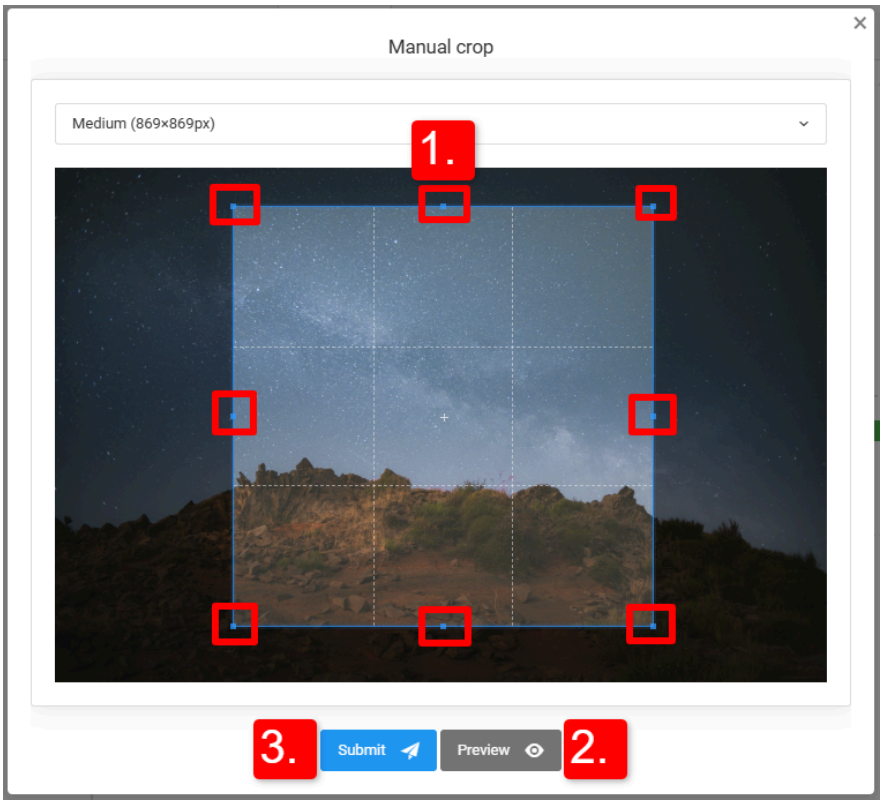
Manually cropping images in Sellvio

Often, we only need a certain part of an uploaded image. Sellvio offers a user-friendly solution to crop uploaded images to the ideal size.

To access the image cropping tool, simply click the crop icon in the bottom corner of the image field that supports image cropping after uploading and saving the image.



Once the crop window appears, we can easily select the desired part of the image by adjusting the blue "control" points around the crop area.



1. Control Points - The size of the crop area can be changed by clicking and dragging any of the control points around the image. The aspect ratio of the crop area remains constant throughout the process, ensuring that the cropped dimensions meet the recommended image frame specifications.
2. Preview - By clicking the "Preview" button, administrators can view a cropped version of the image in a separate tab.
3. Submit - clicking the "Submit" button saves the cropped version of the image.

Field for uploading multiple images (or Gallery field)

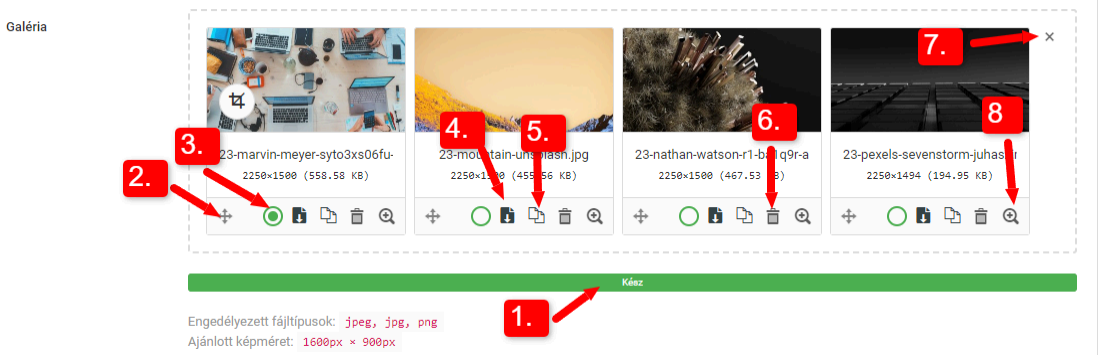
Store owners can upload multiple images for certain content types, such as Articles, Pages, Events, Galleries, and Products, under the Files tab.

In this chapter, we will take a closer look at how to use the multi-image upload field and the features it offers.

The multi-image upload field accepts three image file types: .png, .jpg, and .jpeg.

Administrators can add images to the field by dragging and dropping them into the field's "drop area," or by clicking the field and manually selecting images from the operating system's file browser.

Once the files are uploaded, the green progress bar below the field will display Done, and the following features and controls will become available:



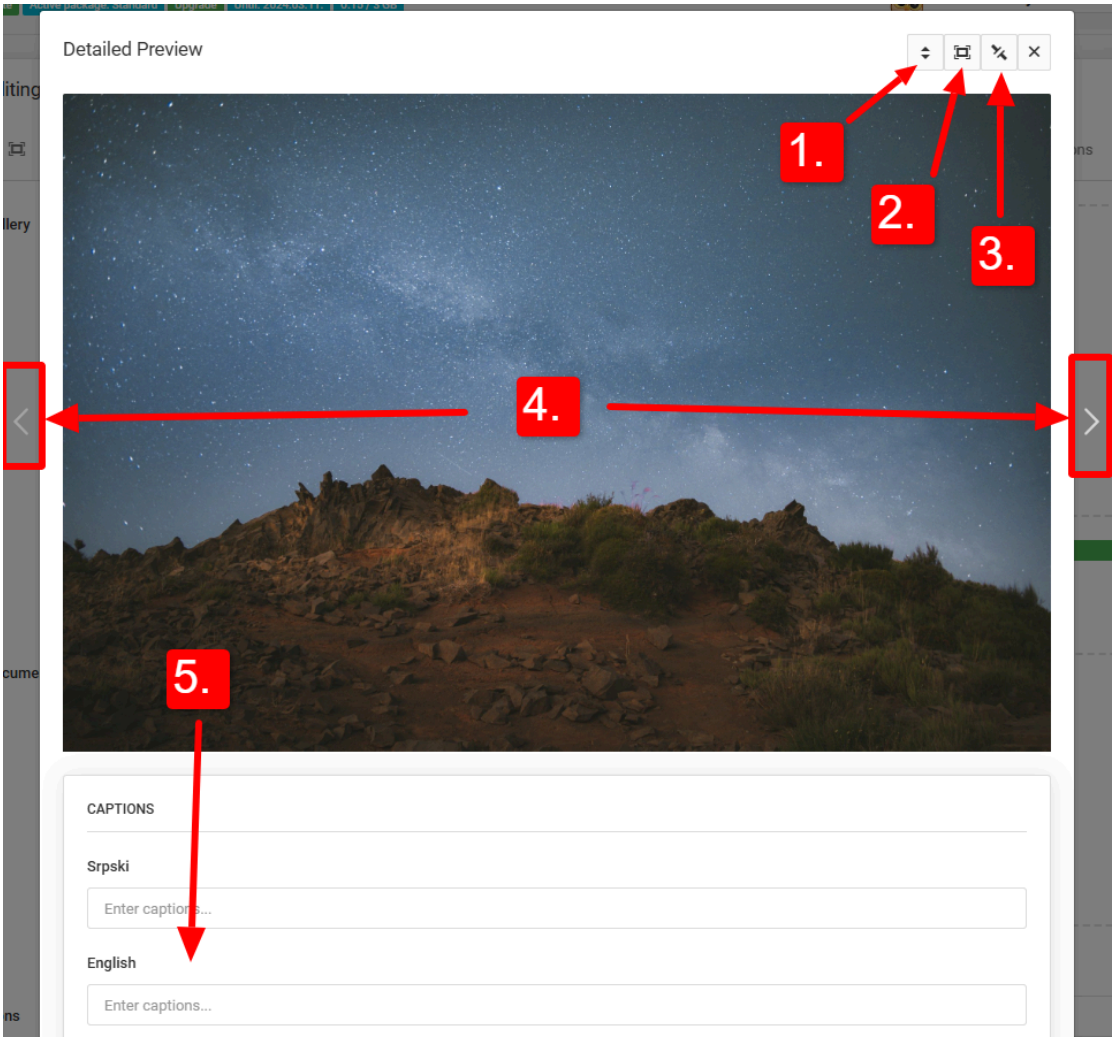
1. Progress bar - The progress bar shows the progress of the image upload process. Once all images have been uploaded, it will turn green and the progress status number will change to "Done".
2. Reorder images - Administrators can manually specify the order of images by clicking and dragging the "arrows" icon.
3. Main image marker - Administrators can specify which photo should be the main image for an article, event, product, etc. by clicking the "empty circle". The main image is also used as the cover image on list pages.
4. Download - Images in the multi-image upload field can be downloaded individually by clicking the download icon below each image.

5. Copy to clipboard - Clicking the copy icon below the image will automatically copy the image to the operating system clipboard.
6. Delete - Images that are no longer needed can be deleted from the multi-image upload field by clicking the trash icon.
7. Delete All Images - All images can be removed by clicking the "X" icon in the upper right corner.
8. Preview Details - Clicking the magnifying glass icon below the image will open a new window where administrators can enter more details about the image.

All images can be cropped using Sellvio's built-in image cropping tool. Simply click the crop icon on the uploaded image to access the manual cropping feature. For more information on cropping uploaded images, see Appendix A.

Detailed preview and subtitles

As mentioned in step 8 in the previous chapter, clicking the magnifying glass below the image opens the Detailed Preview window.



The controls in the Detailed Preview window allow for a more comprehensive examination of uploaded images. The caption input fields allow you to add captions to images in all supported languages of the online store.

1. Hide Window Header - Use this button to toggle the window header on or off, giving more space on the screen for the displayed image.
2. Full Screen Mode Toggle - Switching the window to full screen mode allows the image to be centered on the screen.
3. Enable Borderless Mode - Turning the window borders on or off allows the window to occupy the entire horizontal space of the screen.
4. Navigation Arrow - The left and right navigation arrows allow administrators to navigate between images in a multi-image upload box.
5. Caption Fields - Caption fields allow you to caption images in all supported webshop languages. The text you enter is automatically saved.

Field for uploading multiple documents (also known as Documents field)

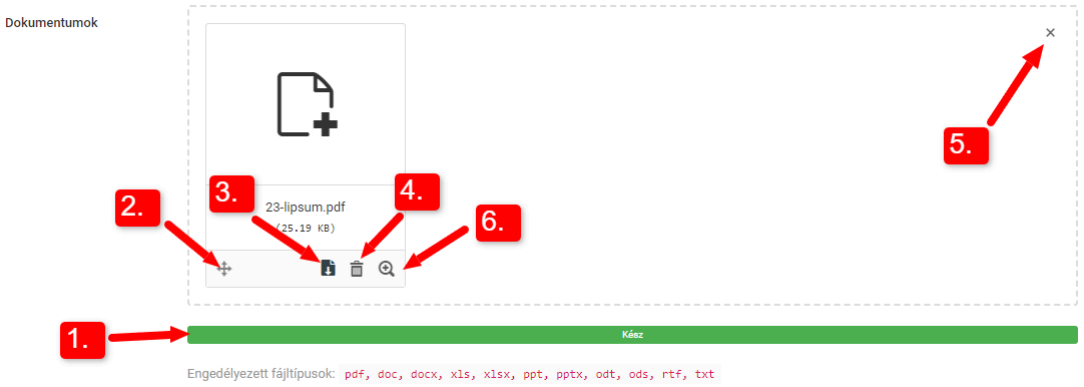
Store owners can add accompanying documents to certain content types, such as Articles, Pages, Events, Galleries, and Products, under the Files tab.

In this chapter, we will take a closer look at how to add documents to the aforementioned content types and what purpose they serve.

The multi-document upload field can handle the following file types: pdf, doc, docx, xls, xlsx, ppt, pptx, odt, ods, rtf, and txt.

Administrators can add documents to the field by dragging them to the field's "drop area" or by clicking on the field and manually selecting them from the operating system's file browser.

Once the files are uploaded, the green progress bar below the field will display Done, and the following features and controls will become available:



1. Progress bar - The progress bar shows the progress of the image upload process. Once all images have been uploaded, it will turn green and the status number will change to "Done".
2. Reorder documents - Administrators can manually reorder documents by clicking and dragging the "arrows" icon.
3. Download - Images in the multi-image upload field can be downloaded individually by clicking the download icon below each image.
4. Delete - Images that are no longer needed can be deleted from the multi-image upload field by clicking the "trash can" icon.
5. Delete all documents - All documents can be removed by clicking the "X" icon in the upper right corner.
6. Details preview - Clicking the magnifying glass icon below the document will open a new window where administrators can enter additional details about the document.

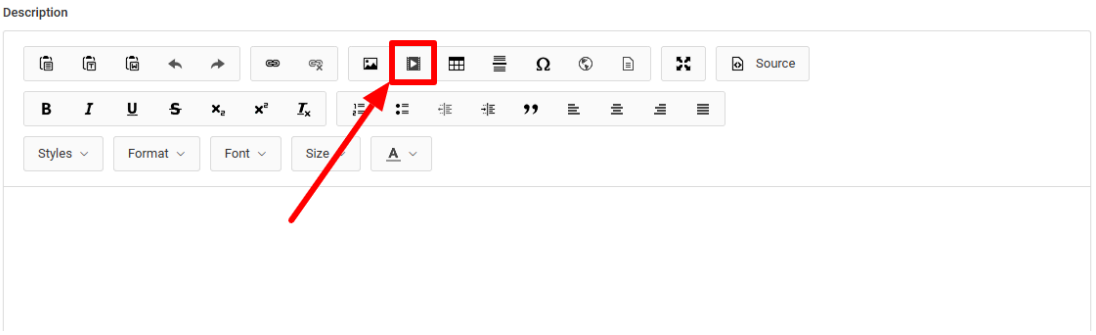
Detailed Preview and Captions

The detailed preview window offers the same controls and features as the multi-image upload field.

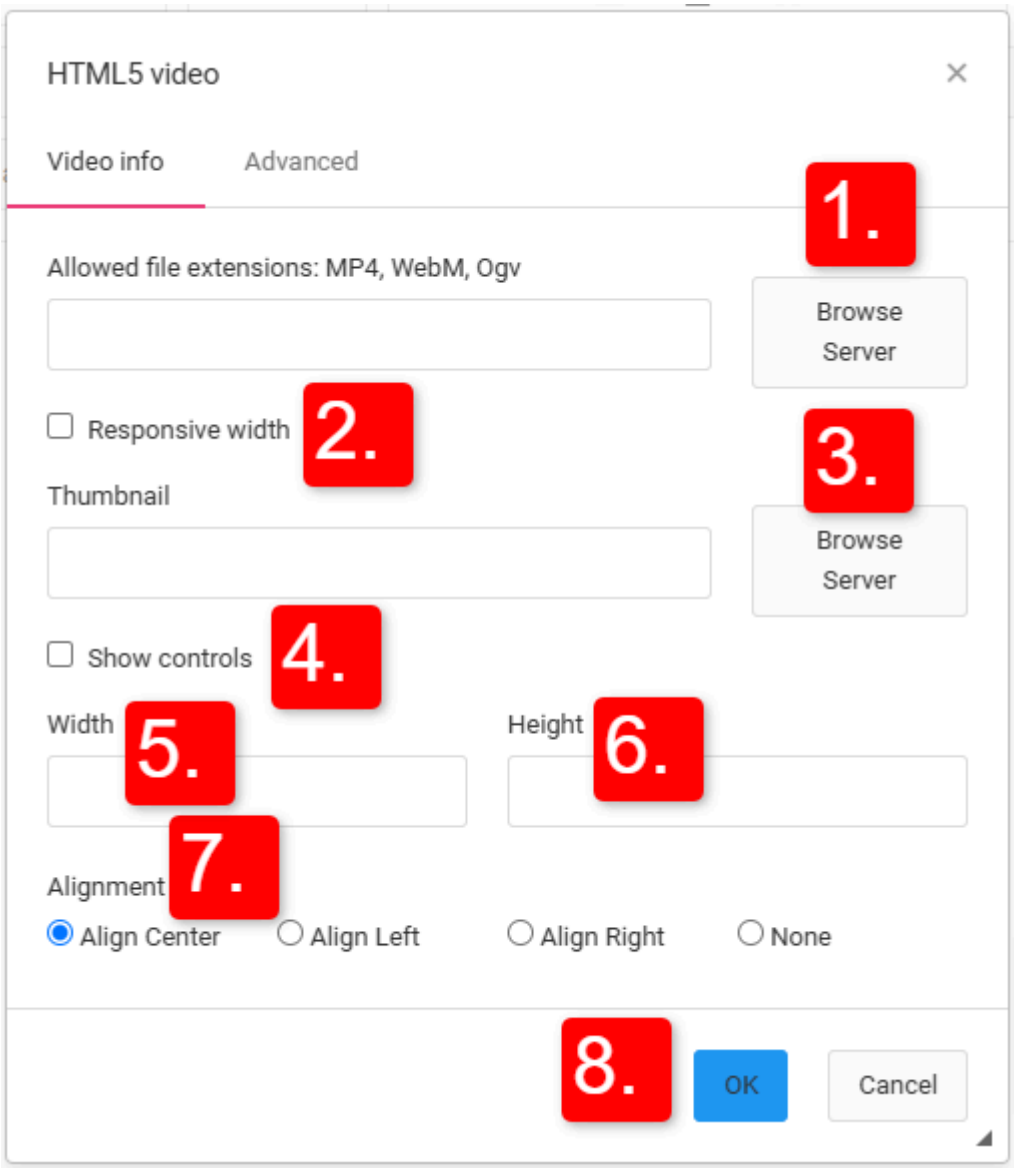
NOTE: The only difference is that if you add a caption to your documents, the caption will be used in the webshop instead of the original filename of the file.

Add HTML5 video

Sellvio's text editor allows you to add HTML5 video material to your text content.



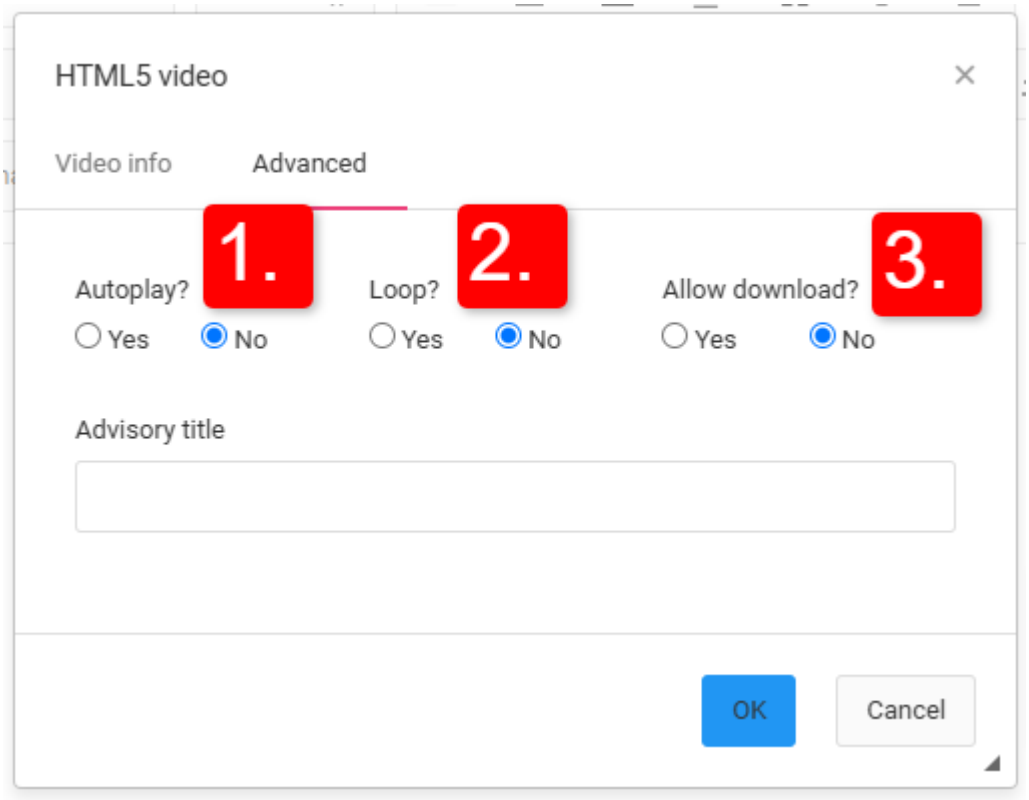
To add a video, click the "Add HTML5 Video" button among the text editor function buttons.



1. First, enter the video path or upload the video file by clicking the "Browse Server" button.
2. Responsive Width - by enabling this option, the video width will automatically adapt to the available space in the web browser.
3. Thumbnail - in this field, you can specify the path to the cover image before the video starts, or by clicking the "Browse Server" button, you can upload a cover image of your choice.
4. Show Controls - this option allows you to show or hide the video player control buttons.
5. Width - in the width field, you can specify the width of the video in the text content.
6. Height - in the height field, you can specify the height at which the video should appear in the text content.

7. Alignment - you can define the horizontal position of the video in the text content to be aligned left, right, or centered, or to follow the text alignment by default.
8. OK - by clicking the button, you can add the selected video to the text content.

By clicking the "Cancel" button, you can exit the "HTML5 Video" window without adding the video.



On the "More Options" tab, you can provide extra settings for the video inserted into the text content.

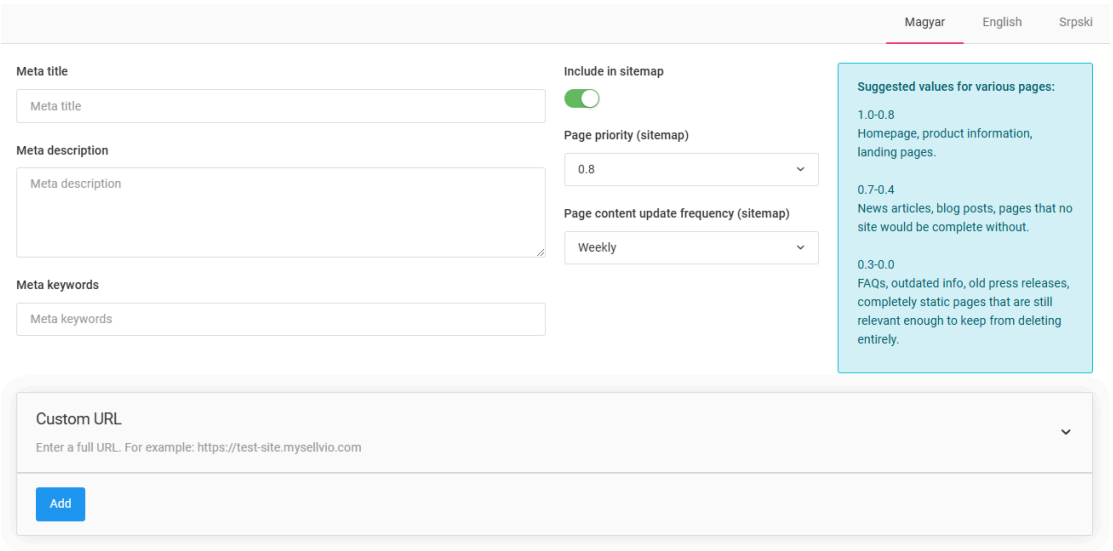
1. Autoplay - by enabling this option, the video will automatically start playing after the page loads.
2. Loop - by enabling repeat, the video will automatically start playing again at the end of playback.
3. Allow download - by enabling this option, the video will be available for download by the visitors of the page.
4. Advisory title - the text entered here will appear before the video starts when the visitor hovers over the video.

SEO Settings

Sellvio provides settings for in-depth SEO optimization of individual content types, such as articles, pages, galleries, and products.

This chapter will delve into the details of the various SEO settings offered by Sellvio and their significance, so that store owners can optimize their SEO down to the smallest detail.

There are separate configuration options for each language used by the online store.



- Meta title - a short, descriptive title that appears on search engine results pages and serves as a concise summary of the website's content.
- Meta description - a short piece of text that appears below the meta title in search engine results and provides a brief summary of the website's content. It helps users determine the relevance of the page to their search.
- Meta keywords - a set of words or phrases that Sellvio automatically places in the HTML code of the page, describing the content of the page.
- Include in sitemap - this option determines whether the given content is included in the sitemap of the online store. Including a page or a specific entry in a sitemap is important because it helps search engines discover and index the page, increasing its visibility in search results.
- Page Priority (Sitemap) - This setting allows administrators to prioritize content in the sitemap. The priority within the sitemap indicates the relative importance of pages to search engines, helping them make crawling and indexing decisions. Help in the blue sidebar provides administrators with guidance on assigning priorities to specific content types.
- Page content update frequency (Sitemap) - An indication of how often a web page's content is likely to change. This setting helps search engines understand when to revisit the page for updates.

Custom URL

Custom URLs, also known as custom URLs or custom links, are user-defined web page addresses that are tailored to specific content or purposes. They allow you to create easily recognizable and memorable links for sharing and navigation.

This section can also be used to manage 301 redirects, which are permanent redirects of a web page or URL to another location. It informs search engines and web browsers that the requested URL has permanently moved to a new location.

A 301 redirect is valuable when migrating existing online stores to Sellvio, as it notifies search engines that the content from the old online store is now in the new location. This ensures a smooth transition and helps maintain search engine rankings and user experience during the migration process.

NOTE: Multiple custom URLs can be assigned to a single post.

Comments

Customers have the option to leave comments on certain content types within Sellvio, such as articles, events, and galleries.

In this chapter, we will discuss how to view and manage comments within Sellvio.

Each content type has a separate admin page for managing comments, which can be accessed from the admin sidebar via the following links:

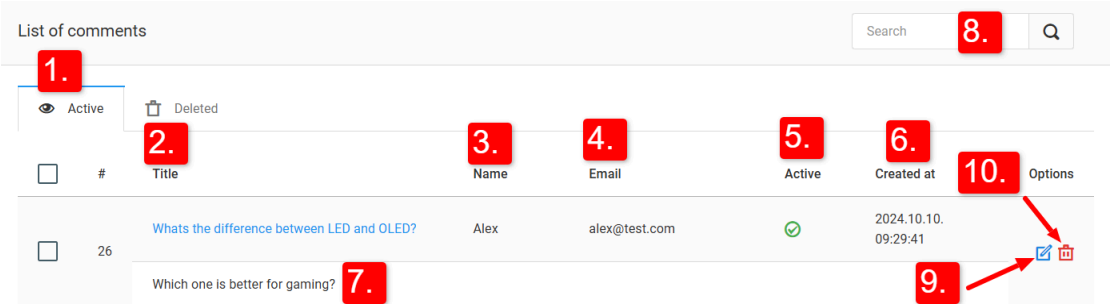
- Article Management → Comments
- Events → Comments
- Galleries → Comments

Since all three admin pages have the same functionality, we will discuss them together, covering their common uses and available features.

In Sellvio, a comment can be up to 1000 characters long.

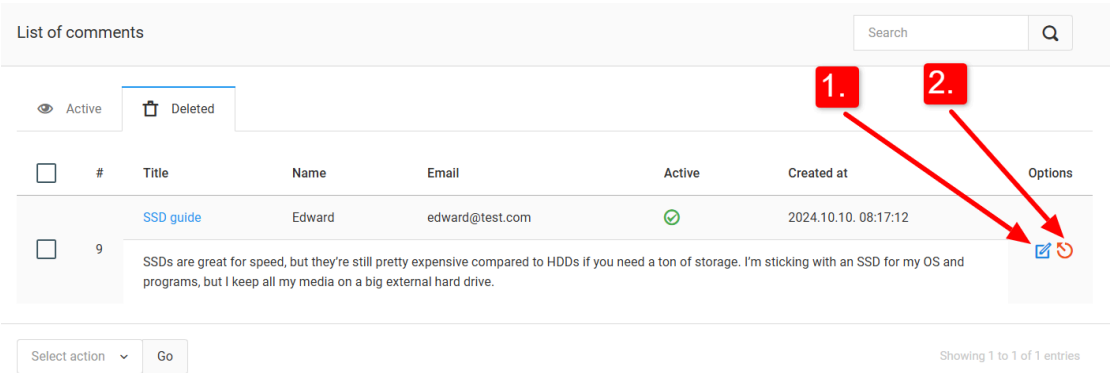
Comments are not visible immediately after submission. An administrator must moderate and activate each comment before it appears under the article, event, or gallery.

“Active” comments tab



1. Active / Deleted - The Comments administration screen contains two separate lists: one for active and one for deleted comments. Administrators can conveniently switch between these two lists using the tabs at the top of the screen.
2. Title - the title of the article, event or gallery to which the comment was posted. Clicking on the title will open the post in a new tab and automatically scroll to the corresponding comment.
3. Name - the name of the person who wrote the comment.
4. Email - the email address of the person who wrote the comment.
5. Active - indicates whether the comment is visible to other customers under the article, event or gallery.
6. Created - the exact date and time the comment was posted.
7. Comment content.
8. To find a specific comment, simply enter the name or email address of the person who wrote the comment in the search bar and click the "magnifying glass" icon.
9. By clicking on the "edit" button, business owners can edit existing comments.
10. If a comment is no longer needed, business owners can delete it by clicking the "trash" button. As mentioned earlier, comments are not permanently deleted; they are first moved to a list of deleted comments. Deleted comments can be accessed using the tabs at the top of the screen.

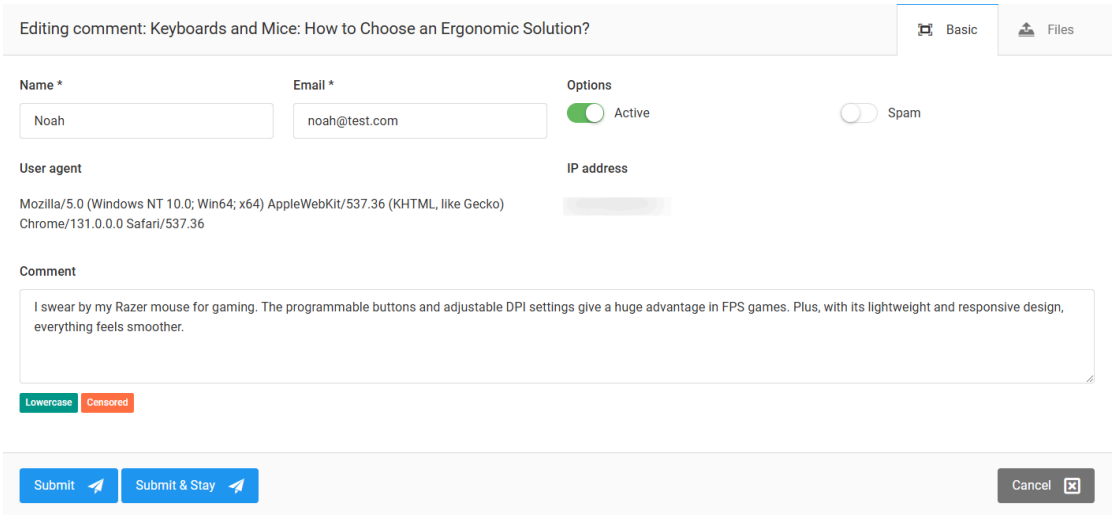
“Deleted” comments page



The list of deleted comments is the same as the list of active comments, the only difference is the actions available at the end of each line that administrators can perform on the comments.

1. By clicking the "edit" button, store owners can modify existing comments.
2. By using the "Restore" button, comments can be returned to the list of active comments. If the comment was previously moderated and activated, it will reappear under the specific post to which it belongs.

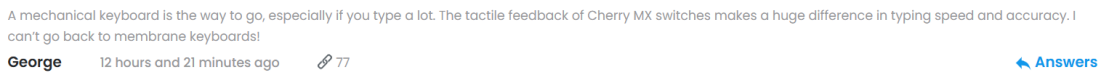
Moderating comments



- Name - the name of the person who wrote the comment.
- Email - the email address of the person who wrote the comment.
- Active (enabled by default)- this option determines whether the comment is visible under the article, gallery or event.
- Spam - comments marked as spam will be visible to the shop's customers if the comments are active but marked as spam under the corresponding post.
- User agent - user agent information provides administrators with details about the user's operating system and browser used when submitting the comment.
- IP address - details about the IP address from which the comment was submitted.
  Comment - the content of the comment.
- Lowercase and Censored - these two buttons are used to moderate certain parts of the comment:
    - Convert to lowercase - To convert part of a comment to lowercase, administrators must first select the text they want to change and then click the "convert to lowercase" button.
    - Censored - To censor part of a comment, administrators must first select the text they want to change and then click the "Censored" button.

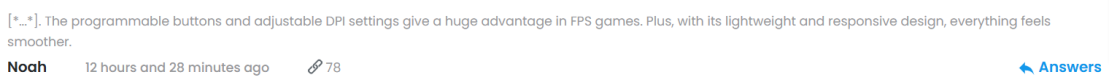
Clicking "Save" or "Submit & Stay" will save the changes you made to the comment.

What do comments look like for customers?



General comments

Comments marked as spam



Comments with censored content

Appendix B

Chat services

Chat services are software solutions that provide live chat, messaging, and customer service features for your online store. These services allow businesses to connect with their website visitors and customers in real time, providing a direct and convenient communication channel.

Sellvio offers support for two of the most commonly used chat services: LiveChat and Tawk.to.

Each chat service has a number of supported languages, which can be found at the top of the service's settings panel. To use a chat service in your store, you must enable one of the supported languages.

IMPORTANT: Sellvio allows only one chat service to be active at a time. When you activate a new chat service, the previous one is automatically deactivated.

LiveChat

To activate LiveChat in the web store, the store owner must have a LiveChat account.

You can create a new LiveChat account (click here).

After creating an account, store owners can freely customize the appearance of the chat widget under their LiveChat account by going to the "Settings" page.

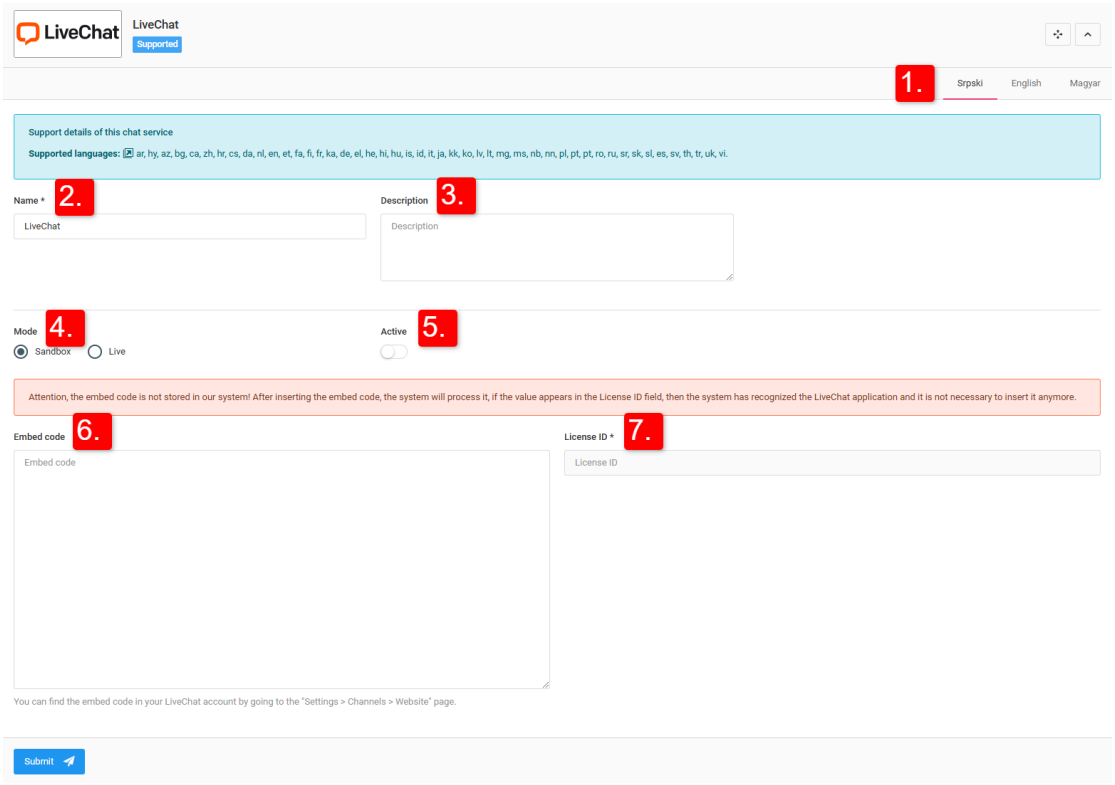
LiveChat is a service that uses an embed code to display the chat widget in the webshop.

The necessary embed code can be found under the LiveChat account by going to the "Settings > Channels > Website" page.

To integrate the chat widget into the webshop, store administrators need to copy the embed code from their LiveChat account and paste it into the "Embed code" field under the Sellvio LiveChat settings, then click the Submit button.

IMPORTANT: The embed code is not stored by Sellvio's system! After pasting the embed code, the system processes it. If the value appears in the "License ID" field in the Sellvio LiveChat settings, the LiveChat application has been recognized and does not need to be added anymore.

LiveChat settings are available in the administration sidebar under External services → Chat Services.

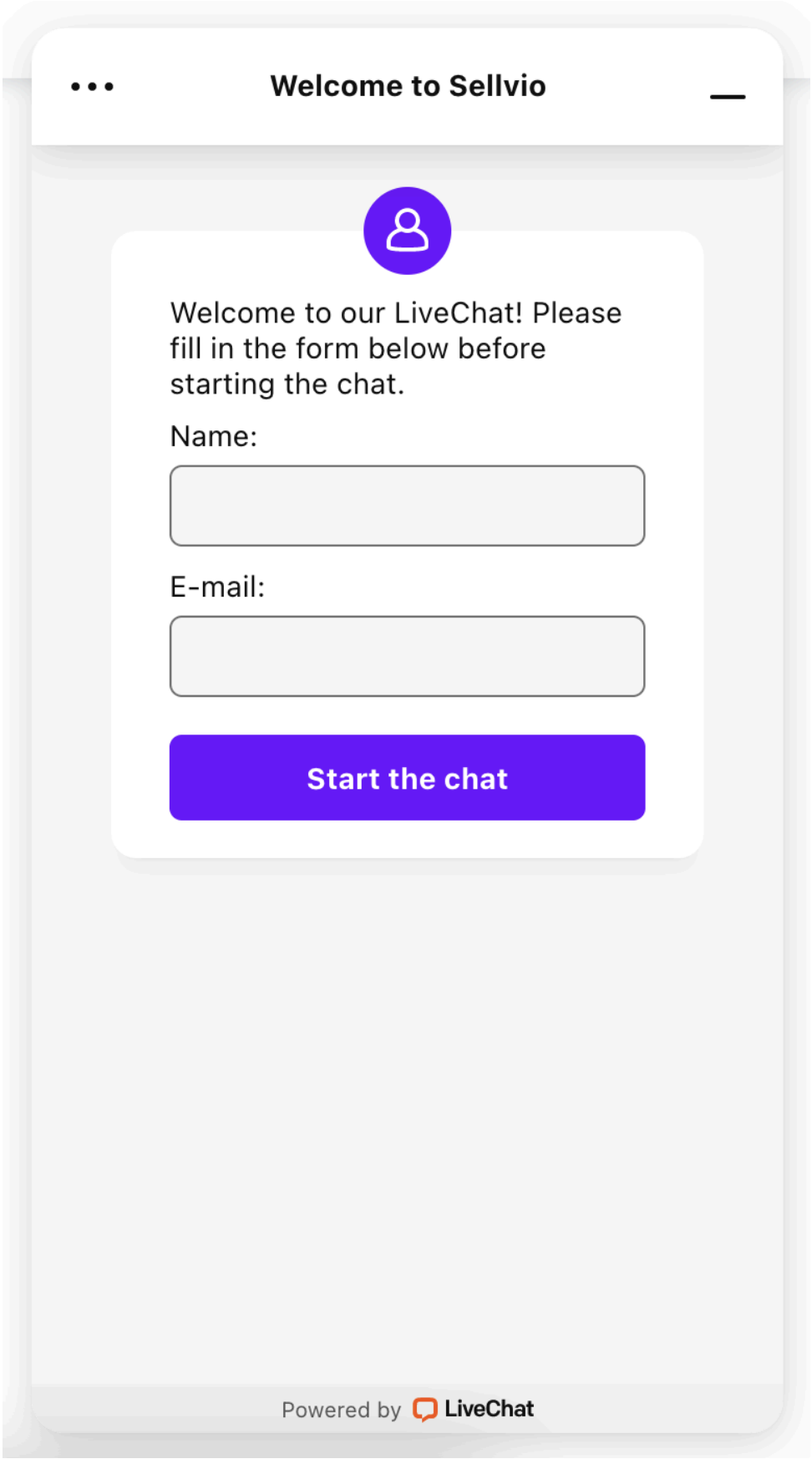


1. The language tabs provide access to language-specific settings for all currently active languages in the webshop.
2. Name - this field allows administrators to assign a name to the service in the language selected in the language at the top of the service settings panel. This name is only used within the administration interface.
3. Description - this field allows administrators to provide a short description of the service in the language selected in the language at the top of the service settings panel. This description is only used within the administration interface.
4. Mode - this setting allows administrators to switch between Sandbox (test) and Live (production) modes. The Sandbox setting is primarily for testing purposes. Administrators can insert separate embed codes for sandbox and production modes.
5. Active - determines whether the service is active or not. If deactivated, the chat widget will not be visible to customers or administrators, regardless of whether the service is in sandbox or live mode.
6. Embed Code - Administrators will need to paste the embed code copied from their LiveChat account into this field before clicking the "Save" button to complete the service setup.
7. License ID - As mentioned earlier, after the pasted embed code is successfully processed, the recognized license ID will be displayed in this field. If a value is displayed in the 'License ID' field under Sellvio LiveChat settings, then the

system has successfully identified the LiveChat application and the setup process has been completed successfully.

How does the LiveChat widget appear to customers?

How does the LiveChat widget appear to customers?



LiveChat widget opened after clicking the button

Tawk.to

To activate Tawk.to in the webshop, store owners must have an account with Tawk.to.

A new Tawk.to account can be created at:

https://dashboard.tawk.to/signup

After creating an account, store owners are free to customize the appearance of the chat widget under their Tawk.to account by going to the "Administration > Chat Widget" page.

Tawk.to is a service that uses an embed code to display the chat widget on the web store.

The Sellvio Tawk.to plugin already contains the necessary embed code, so administrators only need to copy the Property ID and Widget ID from their Tawk.to account:

The Property ID can be found on the Tawk.to “Administration > Overview” page.

The Widget ID can be found on the Tawk.to “Administration > Chat Widget” page.

The following help page explains in detail where exactly these IDs can be found:

https://help.tawk.to/article/where-can-i-find-the-property-and-widget-id

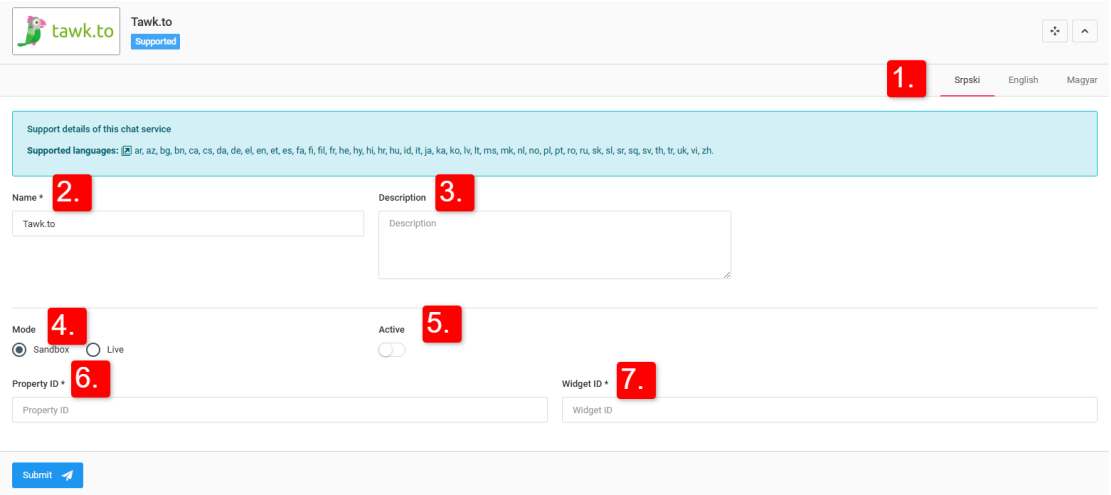
Once both IDs have been copied correctly, the service settings must be saved in Sellvio by clicking the Submit button.

Tawk.to settings can be accessed in the administration sidebar under Settings → Chat Services.

Language tabs provide access to language-specific settings for all currently active languages of the webshop.

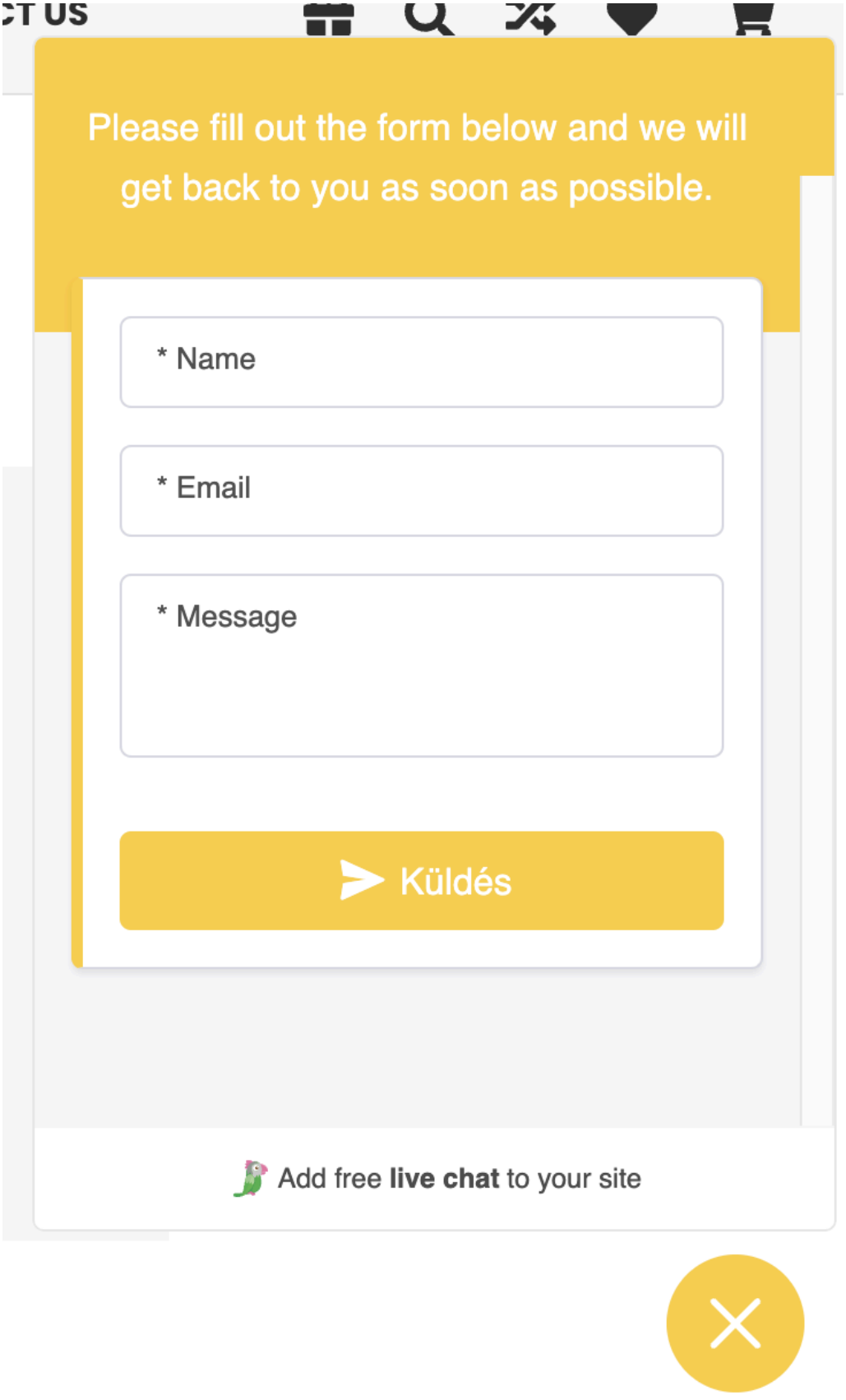
1. Name - this field allows administrators to assign a name to the service within the language selected in the language at the top of the service settings panel. This name is only used within the administration interface.
2. Description - this field allows administrators to provide a short description for the service in the language selected in the language at the top of the service settings panel. This description is only used within the administration interface.
3. Mode - this setting allows administrators to switch between test and production modes. The test setting is primarily for testing purposes. Administrators can specify identifiers for both production and test modes.

4. Active - determines whether the feature is active or not. If deactivated, the chat widget will not be visible to customers or administrators, regardless of whether the feature is in sandbox or live mode.
5. Property ID - this ID is used to identify the page where the embedded widget will appear. The Property ID can be found on the Tawk.to "Administration > Overview" page.
6. Widget ID - the widget ID is a unique identifier associated with a Tawk.to live chat widget. The Widget ID can be found on the Tawk.to "Administration > Chat Widget" page.



How does the Tawk.to extension appear to buyers?

Tawk.to extension button at the bottom of the web store



Tawk.to extension opened after clicking the button

Smartsupp

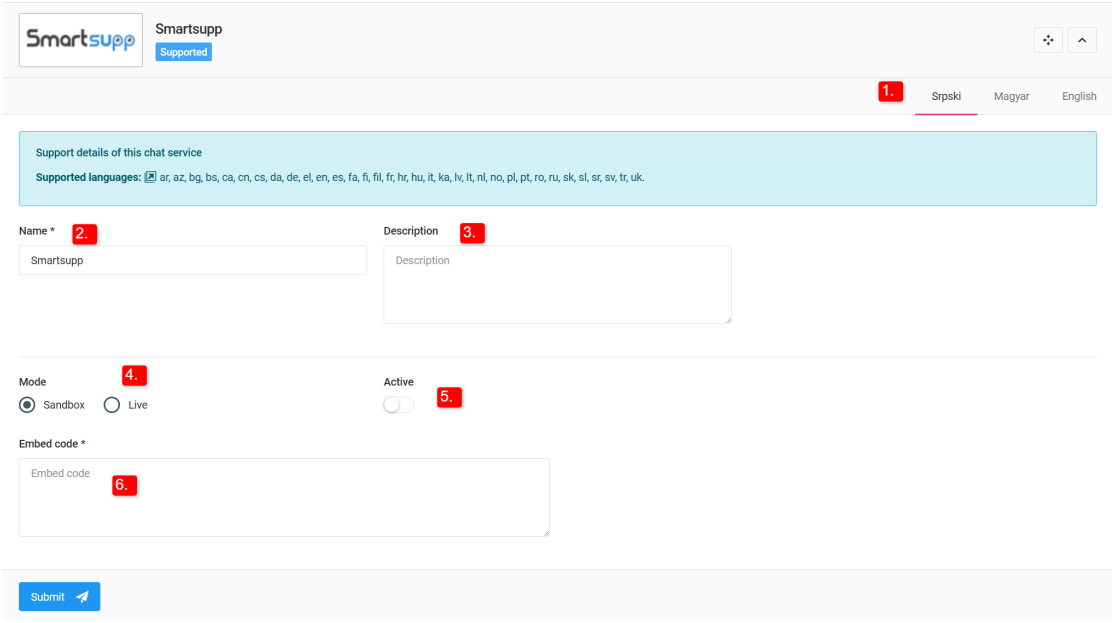
The Smartsupp settings can be found in the admin sidebar under Settings → Chat Services.

To activate Smartsupp in the online store, the store owner must have a Smartsupp account.

An account can be registered here.

Smartsupp is an external service that uses an embedded code to display the chat widget in the online store.

Smartsupp is a customer support platform that combines live chat, a chatbot, and visitor video recordings, helping website and e-commerce store owners improve customer communication.



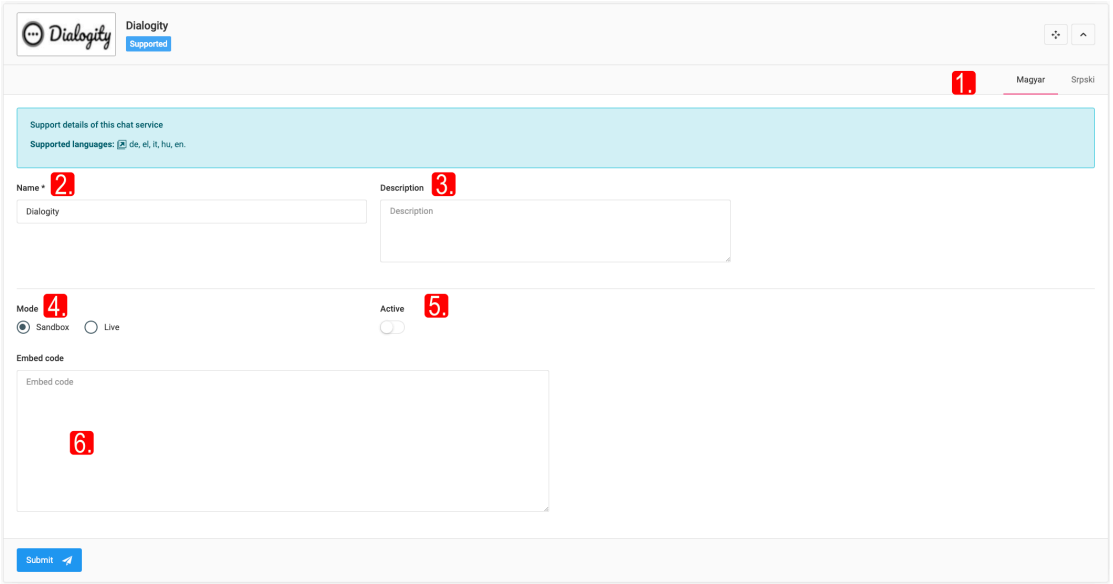
1. Language tabs provide access to language-specific settings for all currently active languages of the webshop.
2. Name - this field allows administrators to assign a name to the service within the language selected in the language at the top of the service settings panel. This name is only used within the administration interface.
3. Description - this field allows administrators to provide a short description for the service in the language selected in the language at the top of the service settings panel. This description is only used within the administration interface.
4. Mode - this setting allows administrators to switch between test and production modes. The test setting is primarily for testing purposes. Administrators can specify identifiers for both production and test modes.

5. Active - determines whether the feature is active or not. If deactivated, the chat widget will not be visible to customers or administrators, regardless of whether the feature is in sandbox or live mode.
6. Embed code - Administrators must paste the embedded code copied from their Smartsupp account into this field before clicking the "Save" button to complete the service setup.

Dialogity

Dialogity is an advanced communication and customer relationship platform designed to help online businesses manage customer interactions more effectively. The tool enables quick and easy access to customers across multiple channels while providing personalized communication.

Integrated with the Sellvio e-commerce system, Dialogity enhances customer relationships, increases satisfaction, and supports sales processes. With its customer-centric approach, businesses can better respond to customer needs, strengthen loyalty, and foster long-term growth.



1. Using the language tabs, the language-specific settings for all currently active languages in the webshop are accessible.

2. Name – This field allows administrators to assign a name to the service in the selected language at the top of the service settings panel. This name is only used within the admin interface.
3. Description – This field allows administrators to add a short description for the service in the selected language at the top of the service settings panel. This description is only used within the admin interface.
4. Mode – This setting allows administrators to switch between test and live modes. The test mode is primarily for testing purposes. Administrators can provide identifiers for both live and test modes.
5. Active – Determines whether the service is active or not. If deactivated, the chat widget will not be displayed to customers or administrators, regardless of whether the service is in sandbox or live mode.
6. Embedded Code – Administrators need to paste the embedded code copied from the Dialogity account into this field before clicking the "Save" button to complete the service setup.

Special payment methods

In this chapter, we review the special payment methods (services) supported by Sellvio.

Please note that not all payment methods are available in every country, and each payment method has its own list of supported currencies.

IMPORTANT: All payment methods provided with Sellvio require the store owner’s company to enter into a contract with the respective payment provider they wish to offer to their customers during the checkout process.

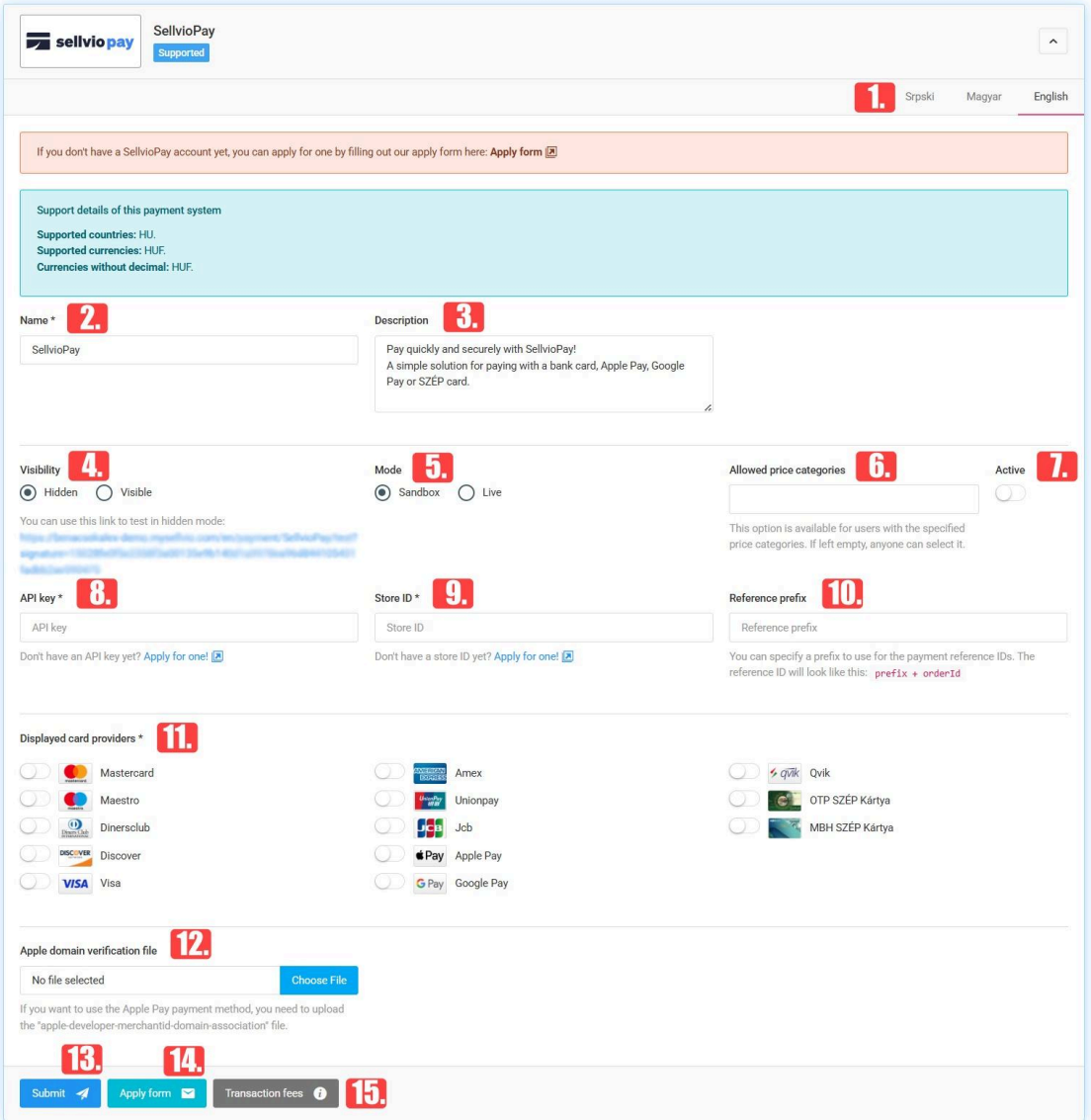
Once the contract is signed by the store owner and the payment provider, the provider will supply the necessary credentials and configuration parameters to the store owner. These can then be entered into the fields of the configuration form for the respective provider in Sellvio.

Let’s take a closer look at the special payment methods offered by Sellvio, one by one.

SellvioPay

SellvioPay is Sellvio’s own online payment solution, enabling the simple and secure handling of credit card and other digital payment methods in your webshop. With this service, customers can pay quickly and conveniently at checkout.

To use SellvioPay, registration is required, which can be initiated by filling out the application form. After successful registration, the service can be configured and activated in the admin interface by entering the necessary access credentials.

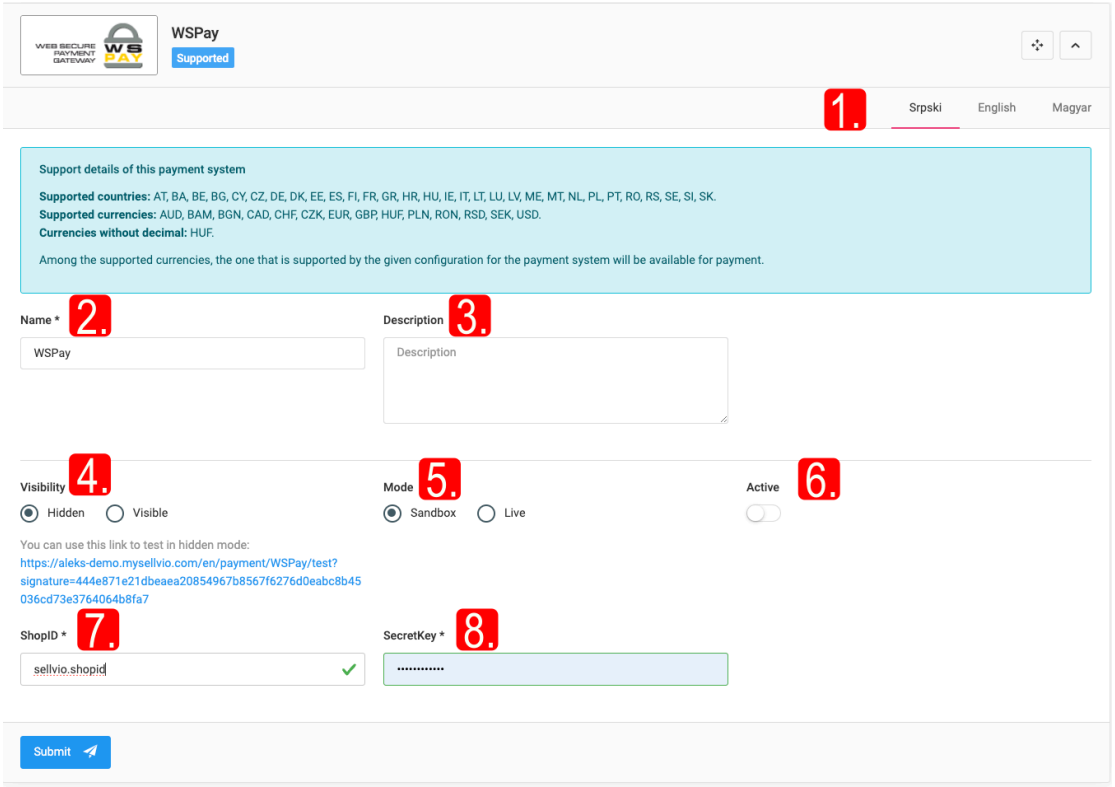


1. **Language selection** – Settings are available in multiple languages, allowing the entered data to be managed language-specifically.
2. **Name** – The name of the payment method, displayed to customers on the checkout page.
3. **Description** – A short description or helper text displayed לצד the payment method for customers.
4. **Visibility** – Determines whether the payment method is visible to customers or available only in hidden mode for testing purposes.
5. **Mode** – Switch between test and live mode. In test mode, payments can be tried out; in live mode, real transactions are processed.
6. **Allowed price categories** – Define which customer groups (e.g., wholesale or retail) can access the payment method.

7. **Active** – Enable or disable the payment method. When inactive, it does not appear at checkout.
8. **API key** – Identifier provided by Sellvio required to connect the service.
9. **Store ID** – Unique identifier of the webshop.
10. **Reference prefix** – A custom prefix for payment references to help identify transactions.
11. **Displayed card providers** – Select which payment methods (e.g., Visa, Mastercard, Apple Pay, Google Pay, SZÉP cards, etc.) are shown to customers.
12. **Apple domain verification file** – Upload the required file for domain verification when using Apple Pay.
13. **Save** – Save the settings.
14. **Apply form** – Access the form required to apply for the SellvioPay service.
15. **Transaction fees** – View the fees associated with the payment service.

WSPay

The WSPay special payment method settings can be accessed from the sidebar under Settings → Payment Options, then by switching to the Special Payment Methods tab.



1. Language tabs provide access to the language-specific settings for all currently active languages in the webshop.

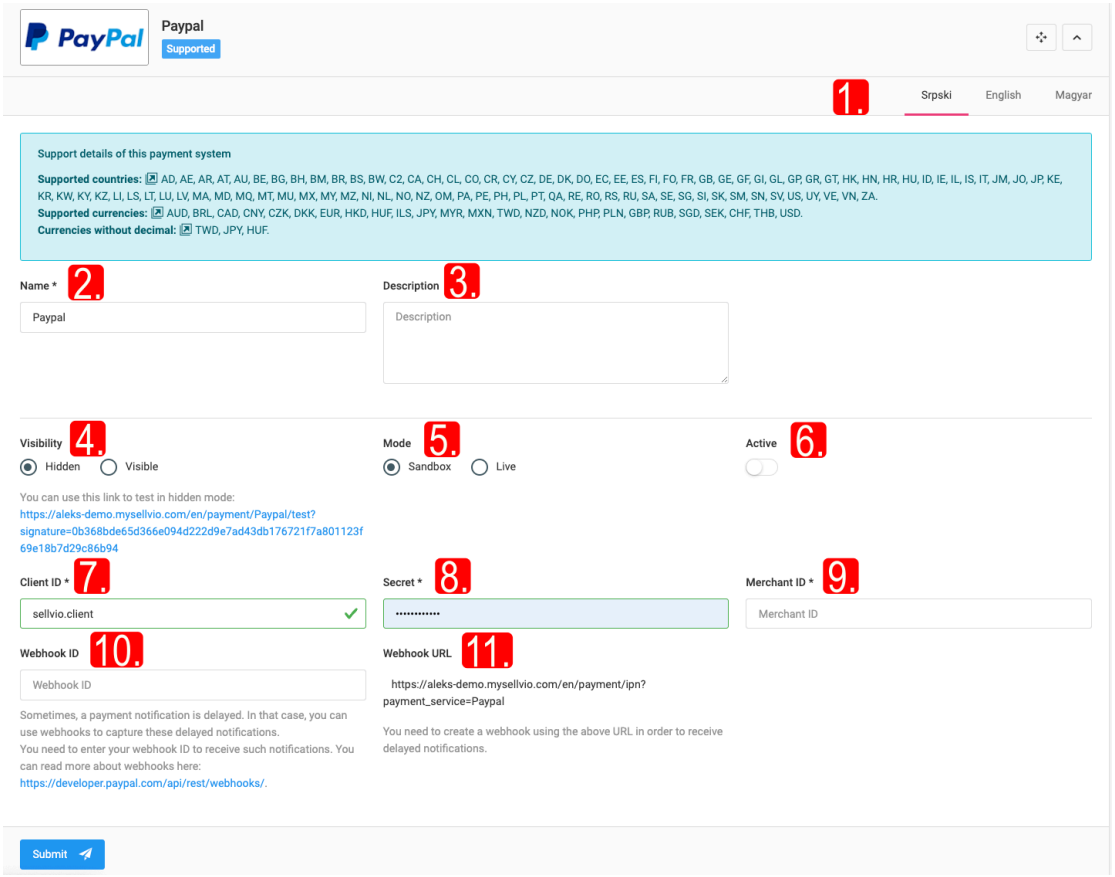
2. Name: This field allows administrators to assign a name to the service in the selected language from the settings panel at the top. The payment type will appear with this name to the webshop customers during checkout.
3. Description: This field enables administrators to provide a brief description or helper text for the service in the selected language from the settings panel. This text will appear as a help message related to the payment type for store customers during checkout.
4. Visibility: This option controls the visibility of the payment type below the cart, even if it is marked as active. Visiting the link provided in this section will make the payment option accessible to logged-in administrators. This workflow allows testing the payment gateway on a live site without making it visible to customers.
5. Mode: This setting allows administrators to toggle between test and live modes. The test mode is primarily for testing purposes. The provider supplies both test and live parameters to store owners. These parameters can be configured separately for each mode, depending on the selected mode.
6. Active: Determines whether the service is active. If deactivated, the payment method will not be available at checkout for either customers or administrators, regardless of whether the service is in test or live mode.
7. ShopID: The identifier provided by WSPay.
8. SecretKey: The secret key provided by WSPay.

IMPORTANT: For testing purposes, the test ShopID and SecretKey must be entered in test mode, while the live ShopID and SecretKey should be provided in live mode.

Once everything has been properly configured and tested, store owners simply need to switch the mode option to live and ensure that the payment type is active and visible.

PayPal

The PayPal special payment method settings can be accessed from the sidebar under Settings → Payment Options, then by switching to the Special Payment Methods tab.



1. Language tabs provide access to the language-specific settings for all currently active languages in the webshop.
2. Name: This field allows administrators to assign a name to the service in the selected language from the settings panel at the top. The payment type will appear with this name to webshop customers during checkout.
3. Description: This field enables administrators to provide a brief description or helper text for the service in the selected language from the settings panel. This text will appear as a help message related to the payment type for store customers during checkout.
4. Visibility: This option controls the visibility of the payment type below the cart, even if it is marked as active. Visiting the link provided in this section will make the payment option accessible to logged-in administrators. This workflow allows testing the payment gateway on a live site without making it visible to customers.
5. Mode: This setting allows administrators to toggle between test and live modes. The test mode is primarily for testing purposes. The provider supplies both test and live parameters to store owners. These parameters can be configured separately for each mode, depending on the selected mode.
6. Active: Determines whether the service is active. If deactivated, the payment method will not be available at checkout for either customers or administrators, regardless of whether the service is in test or live mode.
7. Client ID: The unique identifier provided by PayPal, used to link the webshop with the store owner's PayPal account.

8. Secret: The key provided by PayPal to secure communication between the webshop and PayPal servers.
9. Merchant ID: Also known as the PayPal Business Account ID, this is a unique identifier associated with the PayPal business account.
10. Webhook ID: The webhook identifier used for push notifications about PayPal-related transactions.
11. Webhook URL: The web address (URL) provided by Sellvio to PayPal, specifying where PayPal should send event data requests when certain events occur in your PayPal account. Webhooks enable real-time communication between PayPal systems and the webshop, allowing store owners to respond to events like payments, refunds, disputes, etc., without manual checks.

IMPORTANT: For testing purposes, the client's test ID, secret key, and merchant ID must be entered in test mode, while the client's live ID, secret key, and merchant ID must be provided in live mode.

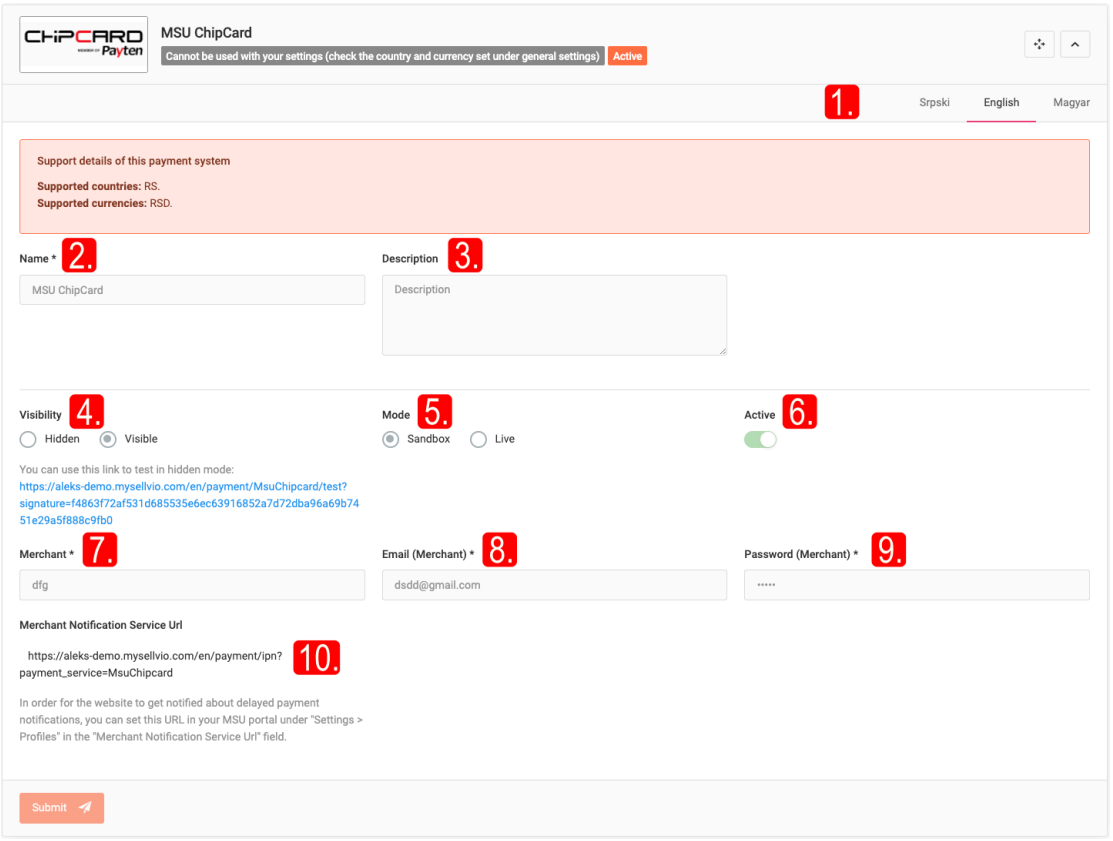
Once everything has been properly configured and tested, store owners simply need to switch the mode option to live and ensure that the payment type is active and visible.

ChipCard

Chip Card has been one of the leading payment transaction processors in the Republic of Serbia and the region since 2004, providing reliable and stable services to its clients, including banks, merchants, and other financial and non-financial organizations.

The ChipCard special payment method settings can be accessed from the sidebar under Settings → Payment Options, then by switching to the Special Payment Methods tab.

IMPORTANT: The Sellvio ChipCard integration is only supported in Serbia.



Using language tabs, the language-specific settings for all currently active languages of the webshop are available.

1. Name: This field allows administrators to assign a name to the service within the selected language in the list at the top of the service settings panel. The payment type will appear with this name to the webshop customers during the payment process.
2. Description: This field allows administrators to provide a short description or help text for the service in the selected language from the list at the top of the service settings panel. This text will appear as help text related to the payment type for the store's customers during the payment process.

3. Visibility: This option controls the visibility of the payment type under the cart, even if it is marked as active. The link provided in this section will make the payment option available to the logged-in administrator. This workflow allows the payment gateway to be tested on a live site without being visible to customers.
4. Mode: This setting allows administrators to switch between test and live modes. The test setup is primarily used for testing purposes. The provider offers both test and live parameters for store owners. These parameters can be configured separately for each mode by switching between the two modes.
5. Active: Determines whether the service is active or not. If deactivated, the payment method will not be available at checkout for customers or administrators, regardless of whether the service is in test or live mode.
6. Merchant: The name under which the business is registered in the ChipCard system.
7. Email (Merchant): The email address with which the business is registered in the ChipCard system.
8. Password: The password used for authentication before processing online payment transactions with ChipCard.
9. Merchant Notification Service URL: In order for the website to receive notifications about delayed payments, business owners need to set the URL in the MSU portal by navigating to "Settings > Profiles" and entering the URL in the "Merchant Notification Service URL" field.

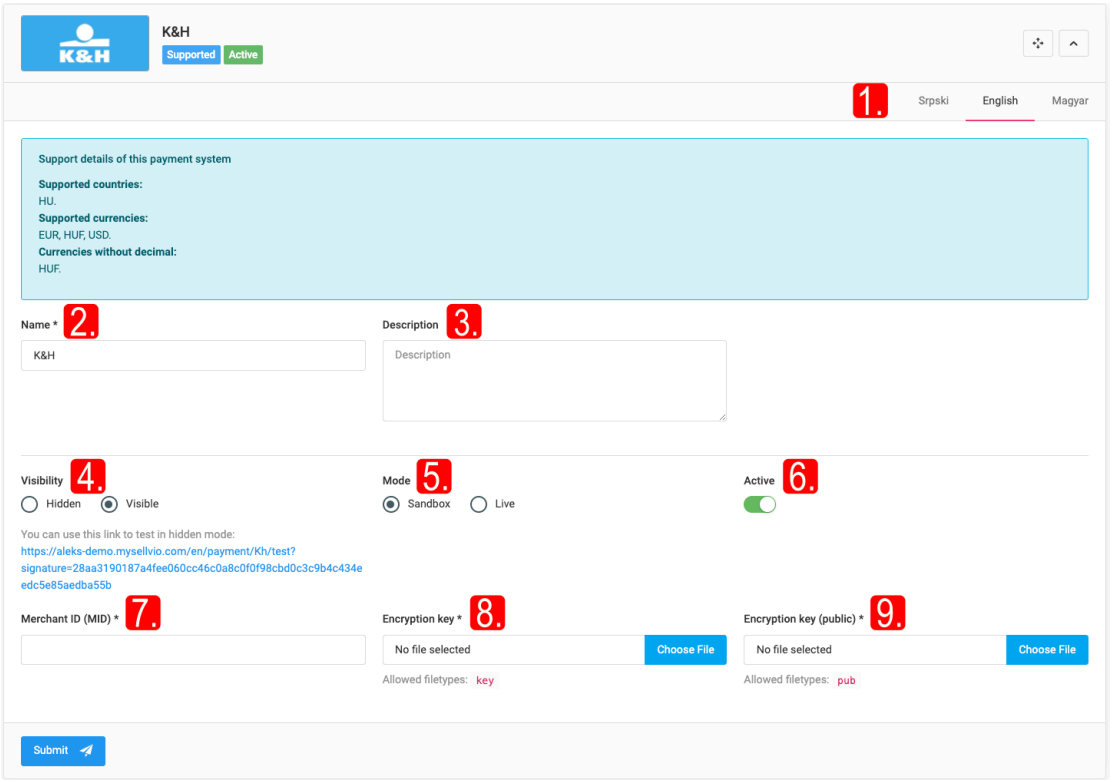
IMPORTANT: For testing purposes, the test Merchant, Email (Merchant), and Password (Merchant) should be provided in test mode, while the live Merchant, Email (Merchant), and Password (Merchant) should be provided in live mode.

Once everything is properly configured and tested, the store owners only need to switch the mode option to live and ensure that the payment type is active and visible.

K&H Bank

IMPORTANT: The Sellvio K&H payment integration is only supported in Hungary.

The K&H Bank special payment method settings can be accessed in the sidebar under Settings → Payment Options, then by switching to the Special Payment Methods tab.



1. The language-specific settings for all currently active languages of the webshop are accessible through the language tabs.
2. Name – This field allows administrators to assign a name to the service in the selected language within the list at the top of the service settings panel. This name will be displayed to customers during checkout as the payment method.
3. Description – This field allows administrators to add a short description or help text to the service in the selected language within the list at the top of the service settings panel. This text will appear as help text for the payment method during checkout.
4. Visibility – This option controls the visibility of the payment method in the cart, even if it is marked as active. Visiting the link provided in this section will make the payment option available to the logged-in administrator. This workflow allows testing the payment gateway on a live website without being visible to customers.
5. Mode – This setting allows administrators to switch between test and live modes. The test setting is primarily used for testing purposes. The provider provides both test and live parameters to store owners. These parameters

can be configured separately for each mode, and you can switch between the two.

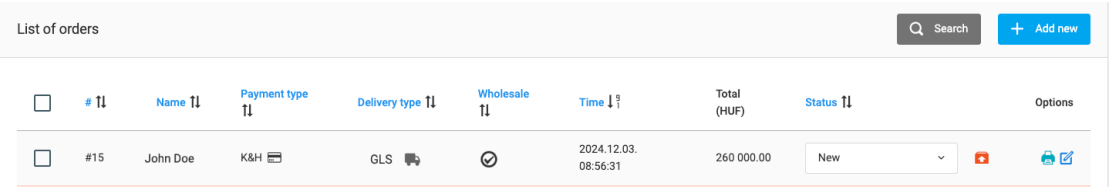
6. Active – This determines whether the service is active or not. If deactivated, the payment method will not be available to customers or administrators at checkout, regardless of whether the service is in test or live mode.
7. Merchant ID (MID) – The merchant ID that store owners receive after signing the necessary contract with the bank.
8. Encryption Key – Administrators must upload the encryption key file, which can be obtained from the K&H developer account provided by the bank.
9. Public Encryption Key – Administrators must upload the public encryption key file, which can be obtained from the K&H developer account provided by the bank.

IMPORTANT: For testing purposes, the test Merchant ID, encryption key, and public encryption key must be provided in test mode, while the live Merchant ID, encryption key, and public encryption key must be provided in live mode.

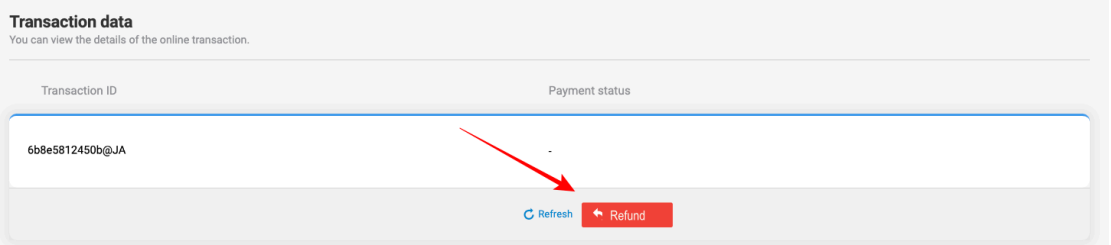
Once everything has been properly configured and tested, store owners just need to switch the mode option to live and ensure that the payment method is active and visible.

Refund

K&H not only provides an easy and fast online payment method for the webshop customers but also makes it easier for the webshop owner to refund the paid amount from the comfort of the Sellvio administration interface, if necessary.



To use this feature, go to the Webshop → Orders administration interface, find the order placed with the K&H special payment method for which you want to refund the amount, and click the "Edit Order" button.



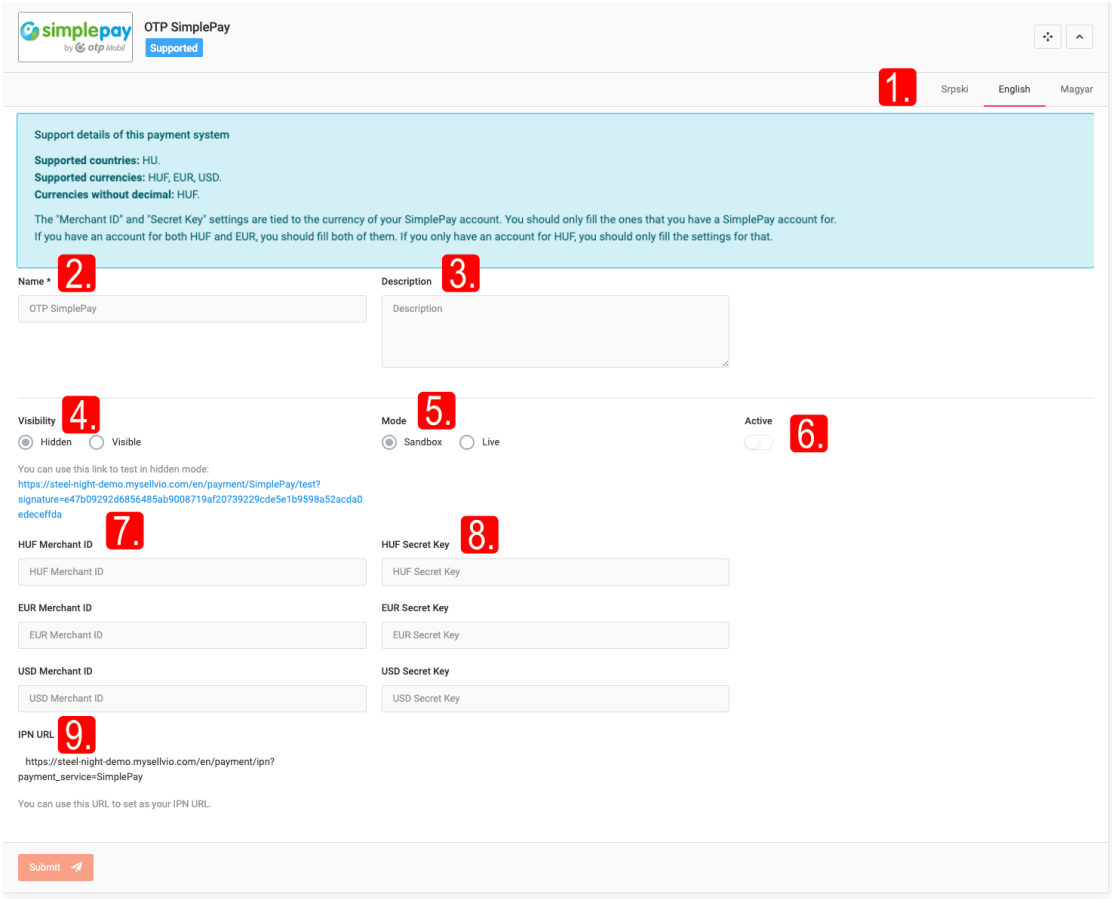
Then, on the Edit Order page, in the Transaction Details section, click the "Refund" button.

In the Payment Status column of the table, you can see the current status of the online payment, which can be updated by clicking the "Update" button.

OTP Simple Pay

IMPORTANT: The Sellvio OTP Simple Pay payment integration is only supported in Hungary.

The settings for the OTP Simple Pay special payment method can be found in the sidebar under Settings ⟶ Payment Options, then by switching to the Special Payment Methods tab.



1. Using language tabs, the language-specific settings for all currently active languages in the webshop are accessible.
2. Name: This field allows administrators to assign a name to the service in the selected language, which will appear in the list at the top of the service settings panel. This name will be shown to the webshop's customers during payment.
3. Description: This field allows administrators to provide a brief description or help text for the service in the selected language, which will appear as a help message regarding the payment type during the payment process for the store's customers.

4. Visibility: This option controls the visibility of the payment type below the cart, even if it is marked as active. Visiting the link specified in this section makes the payment option available to logged-in administrators. This workflow allows testing the payment gateway on a live website without it being visible to customers.
5. Mode: This setting allows administrators to switch between test and live modes. The test setting is primarily for testing purposes. The provider gives store owners both test and live parameters, which can be configured separately for each mode through the switch.
6. Active: Defines whether the service is active or not. If deactivated, the payment method will not be available at checkout for customers or administrators, regardless of whether the service is in test or live mode.
7. Merchant IDs: The payment gateway provides separate merchant IDs for each currency supported by their gateway. Administrators need to provide the necessary merchant ID for each currency they wish to support in the webshop.
8. Secret Key(s): The payment gateway provides separate secret keys for each currency supported by their gateway. Administrators must provide the necessary secret key for each currency they wish to support in the webshop.
9. IPN URL: The Instant Payment Notification URL is a web address (URL) that webshop owners can provide within their OTP Simple Pay account. It is used to receive real-time notifications or IPN messages about payment transactions and order status changes.

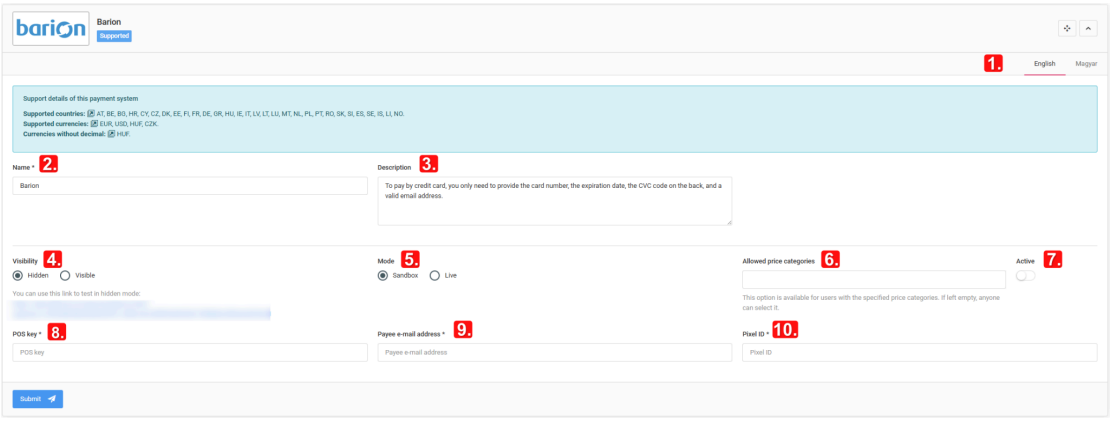
IMPORTANT: For testing purposes, merchant IDs and secret keys should be provided in test mode, while live merchant IDs and secret keys must be provided in live mode.

Once everything is properly configured and tested, store owners only need to switch the mode option to live and ensure that the payment type is active and visible.

Barion

IMPORTANT: Barion is a Hungarian payment service that allows businesses to accept online payments, process transactions, and manage payments securely. Although they offer support for various countries, unfortunately, Serbia is currently NOT SUPPORTED by Barion.

The settings for the Barion special payment method can be accessed from the sidebar under Settings → Payment Options, and then by switching to the Special Payment Methods tab.



1. Using language tabs, the language-specific settings for all currently active languages of the webshop are accessible.
2. **Name** – This field allows administrators to assign a name to the service in the language selected from the list at the top of the service settings panel. This name will appear for the customers during payment in the webshop.
3. **Description** – This field allows administrators to provide a short description or help text for the service in the selected language from the service settings panel. This text will appear as help text related to the payment type during the payment process for the customers.
4. **Visibility** – This option controls the visibility of the payment type under the cart, even if it is marked as active. Visiting the link specified in this section makes the payment option available to the logged-in administrator. This workflow allows testing the payment gateway on a live website without making it visible to customers.
5. **Mode** – This setting allows administrators to switch between test and live modes. The test setting is primarily for testing purposes. The service provider provides both test and live parameters for store owners. These parameters can be configured separately for each mode, and the administrator can switch between them.
6. **Allowed price categories** – an option available to users with the pricing entered in this field. If left empty, the option is available to everyone.
7. **Active** – This determines whether the service is active or not. If disabled, the payment method will not be available at checkout for customers or administrators, regardless of whether the service is in test or live mode.
8. **POS Key** – The store owner's POS (Point of Sale) key. This is a unique identifier used in the Barion payment system. Store owners receive this key from Barion after signing the necessary contract with the payment service provider.
9. **Beneficiary Email Address** – The email address that the store owner used to register their Barion account.
10. **Pixel ID** – allows entering a tracking identifier related to the payment service, providing more accurate measurement and statistical data for payment processes associated with Barion.

IMPORTANT: For testing purposes, the test POS key and the beneficiary email address must be entered in test mode, while the live POS key and the beneficiary email address should be used in live mode.

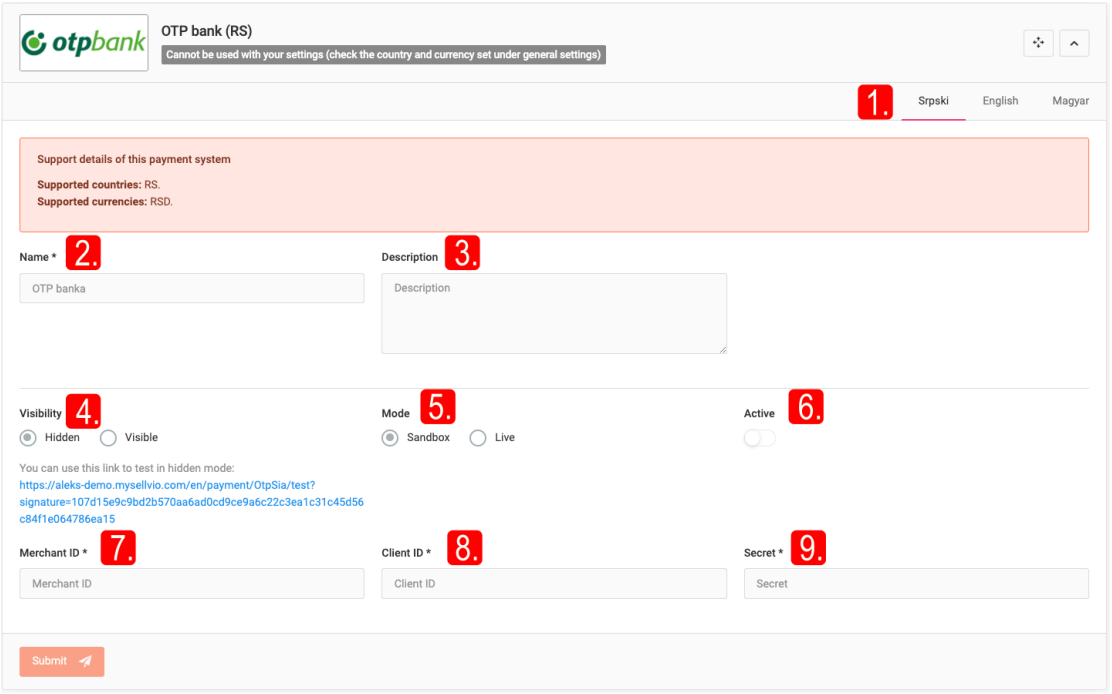
Once everything is properly configured and tested, the store owners simply need to set the mode option to live and ensure that the payment type is active and visible.

OTP Bank

IMPORTANT: The Sellvio OTP payment integration is only supported in Serbia.

Only businesses with an account at OTP Bank are eligible to contract with the bank in order to obtain the credentials necessary to configure the payment option.

The OTP Bank-specific payment method settings can be accessed in the sidebar under Settings ⟶ Payment Options, then by switching to the Advanced Payment Methods tab.



1. With the help of language tabs, language-specific settings for all currently active languages of the webshop can be accessed.
2. Name – This field allows administrators to assign a name to the service in the selected language from the list at the top of the service settings panel. The payment type will appear with this name to the webshop customers during the payment process.
3. Description – This field allows administrators to provide a short description or help text for the service in the selected language from the list at the top of

the service settings panel. This text will be displayed as help text related to the payment type for the shop's customers during the payment process.

4. Visibility – This option controls the visibility of the payment type under the cart, even if it is marked as active. Visiting the link provided in this section will make the payment option visible to the logged-in administrator. This workflow allows the payment gateway to be tested on a live site without being visible to customers.
5. Mode – This setting allows administrators to switch between test and live modes. The test setting is primarily for testing purposes. The provider offers both test and live parameters for shop owners. These parameters can be configured separately for each mode by switching between the two.
6. Active – Determines whether the service is active or not. If deactivated, the payment method will not be available at checkout for customers or administrators, regardless of whether the service is in test or live mode.
7. Merchant ID – A unique identifier for the merchant or business using the OTP payment processing services.
8. Client ID – The security identifier provided by the bank.
9. Secret – The secret key used in the authentication process, which is also provided by the bank after the necessary contract has been signed between the business owner and the bank.

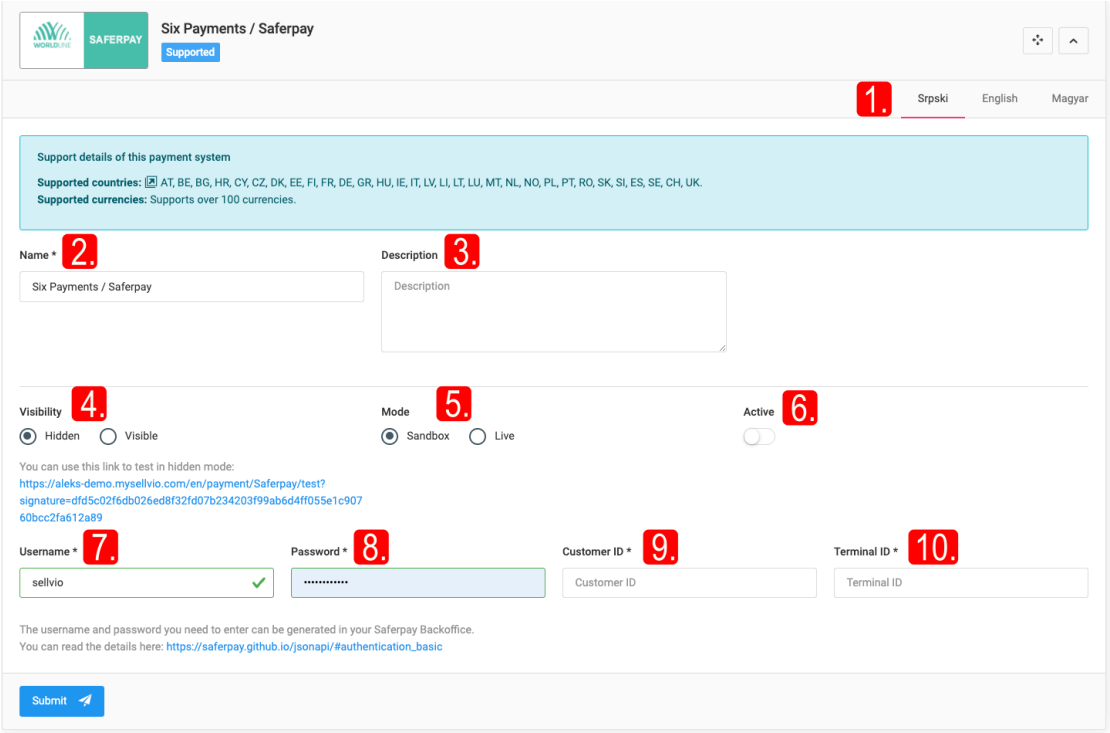
IMPORTANT: For testing purposes, the username, password, client ID, and terminal ID must be provided in test mode, while the live username, password, client ID, and terminal ID must be provided in live mode.

Once everything has been properly configured and tested, store owners only need to switch the mode option to live and ensure that the payment type is active and visible.

Six Payments / Saferpay

IMPORTANT: Saferpay is widely available and can be used in most European countries. While support is offered in many countries, unfortunately, Saferpay is currently not supported in Serbia.

The settings for the Saferpay payment method can be accessed from the sidebar under Settings → Payment Options, then by switching to the Advanced Payment Methods tab.



1. With the help of the language tabs, the language-specific settings for all currently active languages of the webshop are accessible.
2. Name – This field allows administrators to assign a name to the service in the selected language, which is displayed in the list at the top of the service settings panel. The payment type will appear with this name during the checkout process for the webshop's customers.
3. Description – This field allows administrators to provide a brief description or helper text for the service in the selected language from the list at the top of the service settings panel. This text will appear as a help text related to the payment type for the customers during checkout.
4. Visibility – This option controls the visibility of the payment type under the cart, even if it is marked as active. Visiting the link provided in this section will make the payment option available to the logged-in administrator. This workflow allows testing the payment gateway on a live site without it being visible to customers.
5. Mode – This setting allows administrators to switch between test and live modes. The test setting is primarily for testing purposes. The provider gives both test and live parameters to store owners. These parameters can be configured separately for both modes, allowing the switch between them.
6. Active – Determines whether the service is active or not. If deactivated, the payment method will not be available at checkout for either customers or administrators, regardless of whether the service is in test or live mode.
7. Username – The username can be generated under the store owner's Saferpay account.
8. Password – The password can be generated under the store owner's Saferpay account.

9. Client ID – A unique identifier assigned to the customer or merchant using Saferpay payment gateway services.
10. Terminal ID – A unique identifier for a specific payment terminal or point of sale (POS) within the Saferpay payment gateway system, also provided by Saferpay.

Store owners can create the necessary username and password under their Saferpay account. For more details, refer to the following link:

saferpay

IMPORTANT: For testing purposes, the test username, password, client ID, and terminal ID must be provided in test mode, while the live username, password, client ID, and terminal ID must be provided in live mode.

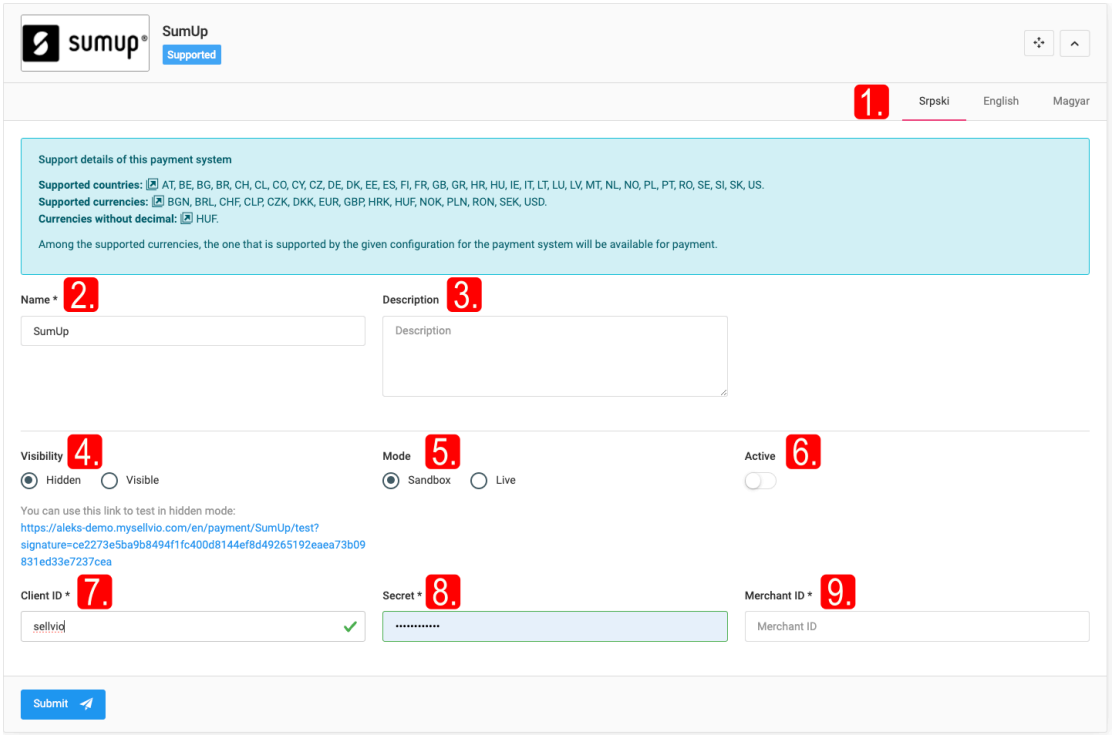
Once everything is properly configured and tested, store owners only need to switch the mode option to live and ensure that the payment type is active and visible.

SumUp

Here is the translation of the provided text:

IMPORTANT: SumUp is widely available and used in most European countries. Although support is offered for various countries, unfortunately, SumUp is not currently supported in Serbia.

The settings for the SumUp special payment method can be accessed from the sidebar under Settings → Payment Options, then by switching to the Special Payment Methods tab.



1. Using language tabs, the language-specific settings for all currently active languages of the webshop are accessible.
2. Name - This field allows administrators to assign a name to the service in the selected language, which appears in the list at the top of the service settings panel. The payment type will appear with this name to the webshop customers during the payment process.
3. Description - This field allows administrators to provide a short description or help text for the service in the selected language, which appears in the list at the top of the service settings panel. This text will appear as a help message about the payment type for customers during the payment process.
4. Visibility - This option controls the visibility of the payment type beneath the cart, even if it is marked as active. Visiting the link provided in this section will make the payment option available to the logged-in administrator. This workflow allows testing the payment gateway on a live website without making it visible to customers.
5. Mode - This setting allows administrators to switch between test and live modes. The test setting is primarily for testing purposes. The provider offers both test and live parameters for store owners. These parameters can be configured separately for each mode with the switch between the two.
6. Active - Determines whether the service is active or not. If deactivated, the payment method will not be available at the checkout for customers or administrators, regardless of whether the service is in test or live mode.
7. Client ID - The unique identifier assigned to the merchant or business using SumUp services.
8. Secret - The key used in the authentication process, also provided by SumUp, once the business owner and the payment provider have signed the necessary contract.

9. Merchant ID - The identifier assigned to the business when registering for SumUp payment processing services.

IMPORTANT: For testing purposes, the test Client ID, key (Secret), and Merchant ID must be entered in test mode, while the live Client ID, key (Secret), and Merchant ID must be entered in live mode.

Once everything has been properly configured and tested, the store owners only need to switch the mode option to live and ensure that the payment type is active and visible.

Raiffeisen Bank

IMPORTANT: The Sellvio Raiffeisen payment integration is only supported in Serbia.

Only companies with an account at Raiffeisen Bank are eligible to sign a contract with the bank in order to receive the credentials needed to set up the payment option.

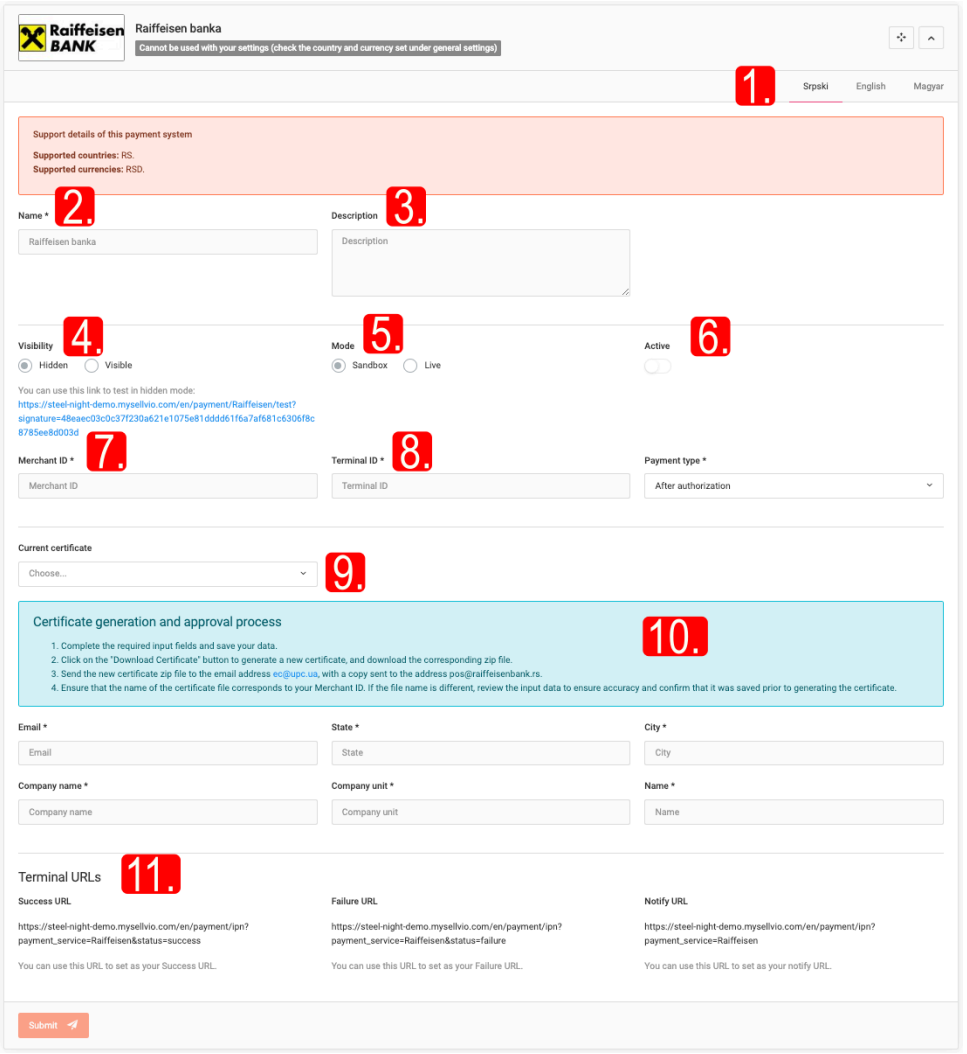
Configuring the Raiffeisen payment integration involves more steps than the other payment integrations discussed in this documentation. However, as always, Sellvio simplifies this process and provides guidance to store owners during the configuration process.

The Raiffeisen special payment method settings can be accessed from the sidebar under Settings → Payment Options, then by switching to the Special Payment Methods tab.

1. With the help of language tabs, the language-specific settings for all currently active languages of the webshop are available.
2. Name: This field allows administrators to assign a name to the service within the selected language in the list found at the top of the service settings panel. The payment type with this name will be displayed to the customers during checkout.
3. Description: This field allows administrators to provide a short description or helper text for the service in the selected language. This text will appear as a help text related to the payment type during checkout.
4. Visibility: This option controls the visibility of the payment type under the cart, even if it is marked as active. By visiting the link provided in this section, the payment option will be made available to the logged-in administrator. This workflow allows testing the payment gateway on a live website without it being visible to customers.
5. Mode: This setting allows administrators to toggle between test and live modes. The test setting is primarily for testing purposes. The service provider

provides both test and live parameters to store owners. These parameters can be configured separately for each mode by toggling between the two modes.

6. Active: Determines whether the service is active or not. If deactivated, the payment method will not be available at checkout for either customers or administrators, regardless of whether the service is in test or live mode.
7. Merchant ID: The identifier that the business receives when signing a contract with the bank.
8. Terminal ID: A unique identifier associated with a specific payment terminal or point of sale (POS) within the Raiffeisen payment gateway system, which is also provided by Raiffeisen.
9. Current Certificate: A list of current and previously generated certificates.
10. The certificate is used by Raiffeisen to authenticate and verify payment processes initiated from the webshop. This certificate must be generated under the Sellvio Raiffeisen plugin settings, downloaded as a ZIP file, and sent to the following email addresses (ec@upc.ua and pos@raiffeisenbank.rs) so that the bank can add it to the trusted certificates list. Once this process is complete, customers in the webshop will be able to use the Raiffeisen payment method.

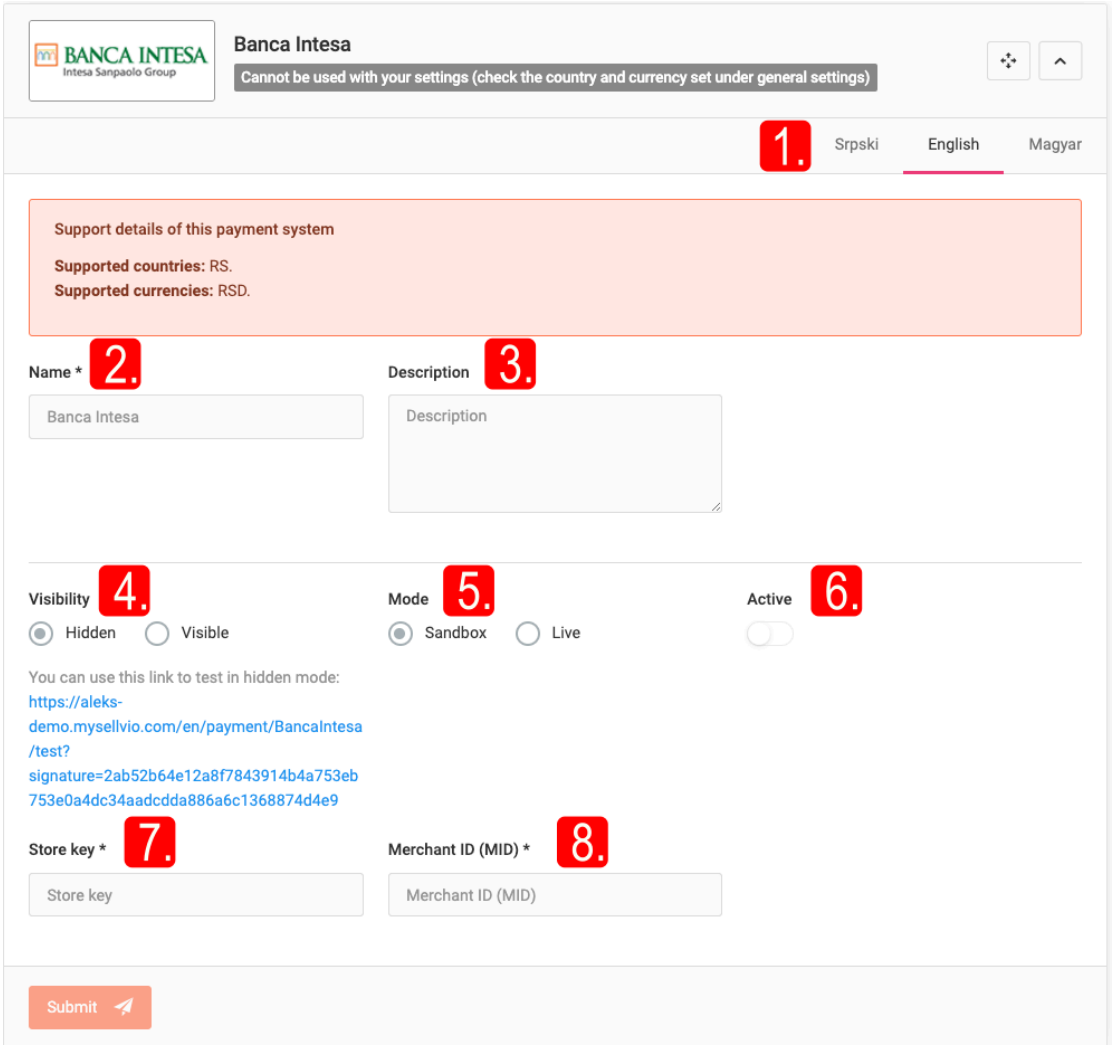


Banca Intesa Bank

IMPORTANT: The Sellvio Banca Intesa payment integration is only supported in Serbia.

Only businesses with an account at Banca Intesa are eligible to contract with the bank to receive the credentials required for setting up the payment option.

The settings for the Banca Intesa special payment method can be accessed via the sidebar under Settings → Payment Options, and then by switching to the Special Payment Methods tab.



1. Through language tabs, the language-specific settings for all currently active languages of the webshop are accessible.
2. Name – This field allows administrators to assign a name to the service in the language selected from the list at the top of the service settings panel. This payment type will appear with this name during the payment process for customers in the webshop.
3. Description – This field allows administrators to provide a brief description or help text for the service in the selected language, which appears at the top of the service settings panel. This text will appear as help text related to the payment type for customers during the checkout process.
4. Visibility – This option controls the visibility of the payment type under the cart, even if it is marked as active. Visiting the link provided in this section will make the payment option available to the logged-in administrator. This workflow allows for testing the payment gateway on a live site without it being visible to customers.
5. Mode – This setting allows administrators to switch between test and live modes. The test setting is primarily used for testing purposes. The provider offers both test and live parameters to store owners. These parameters can be configured separately for each mode and switched between the two.

6. Active – Defines whether the service is active or not. If deactivated, the payment method will not be available at checkout for customers or administrators, regardless of whether the service is in test or live mode.
7. Store Key – The character string used for authentication during the payment process.
8. Merchant ID (MID) – The identifier that the business receives when signing a contract with the bank.

The store key and the Merchant ID are provided by the bank after signing the contract between the bank and the business operating the webshop.

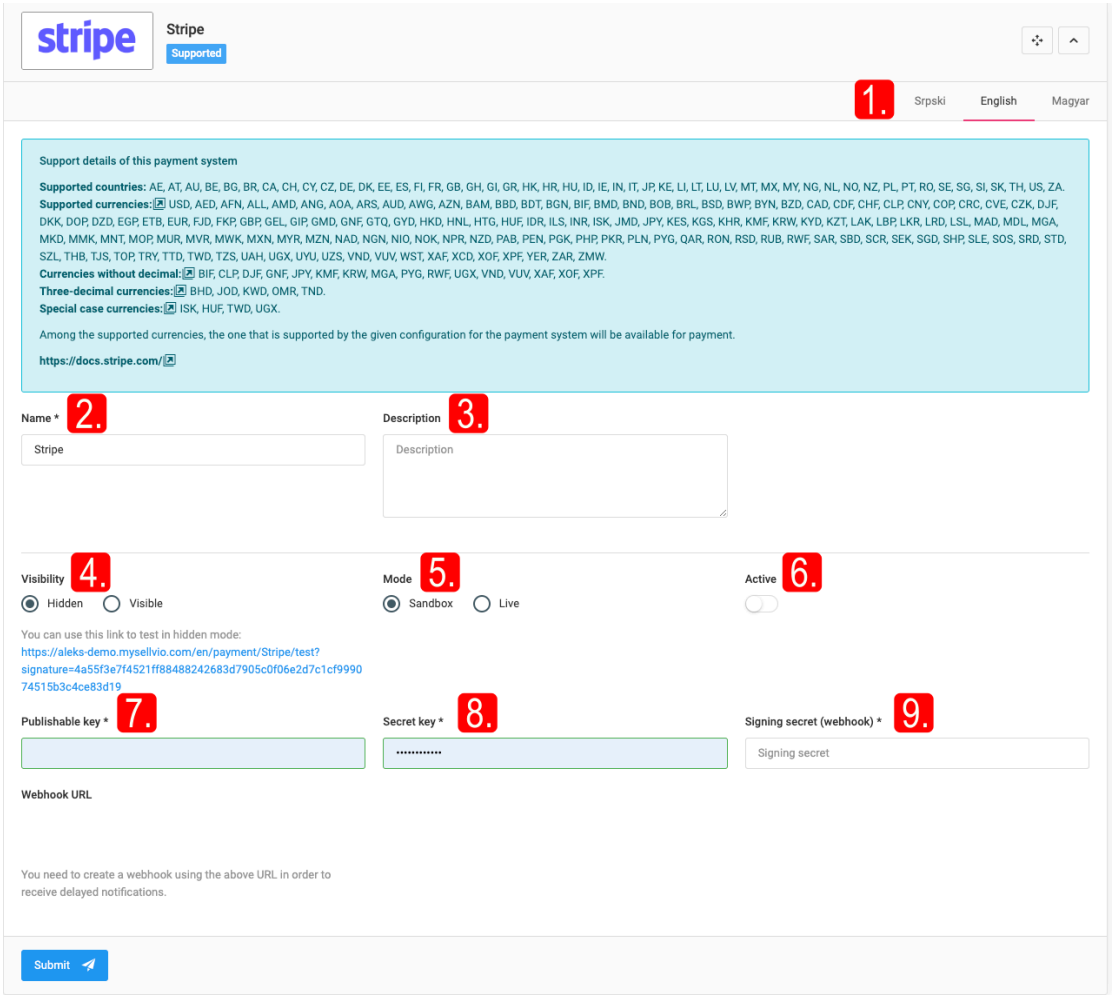
IMPORTANT: For testing purposes, the test store key and Merchant ID should be used in test mode, while the live store key and Merchant ID should be used in live mode.

Once everything is properly configured and tested, the store owners only need to switch the mode option to live and ensure that the payment type is active and visible.

Stripe

IMPORTANT: Stripe is a widely used payment method across Europe, allowing businesses to accept online payments, process transactions, and securely handle payments.

The Stripe payment method settings can be accessed from the sidebar under Settings → Payment Options, then by switching to the Advanced Payment Methods tab.



1. With the help of language tabs, language-specific settings for all currently active languages of the webshop are available.
2. Name - This field allows administrators to assign a name to the service in the selected language from the list at the top of the service settings panel. This payment type will appear with this name to the webshop's customers during checkout.
3. Description - This field allows administrators to provide a brief description or help text for the service in the selected language from the list at the top of the service settings panel. This text will appear as help text related to the payment type for the store’s customers during checkout.
4. Visibility - This option controls the visibility of the payment type under the cart, even if it is marked as active. Visiting the link specified in this section will make the payment option available to the logged-in administrator. This workflow allows for testing the payment gateway on a live website without it being visible to customers.
5. Mode - This setting allows administrators to switch between test and live modes. The test setting is primarily for testing purposes. The provider offers both test and live parameters to store owners. These parameters can be configured separately for each mode, with the ability to switch between them.

6. Active - Determines whether the service is active or not. If deactivated, the payment method will not be available at checkout for customers or administrators, regardless of whether the service is in test or live mode.
7. Publishable Key - A unique string used when integrating the Stripe payment gateway. This key is required for the application to communicate with Stripe to perform payment transactions.
8. Secret Key - The key used for the authentication process, which must be generated in the Stripe Dashboard user interface.
9. Signing Secret - The key used for "signing" messages between Stripe and the webshop. The Signing Secret Key can be set by the webshop owner in the Stripe Dashboard user interface.

IMPORTANT: For testing purposes, the test Publishable Key, Secret Key, and Signing Secret Key should be provided in test mode, while the live Publishable Key, Secret Key, and Signing Secret Key should be provided in live mode.

4Spend

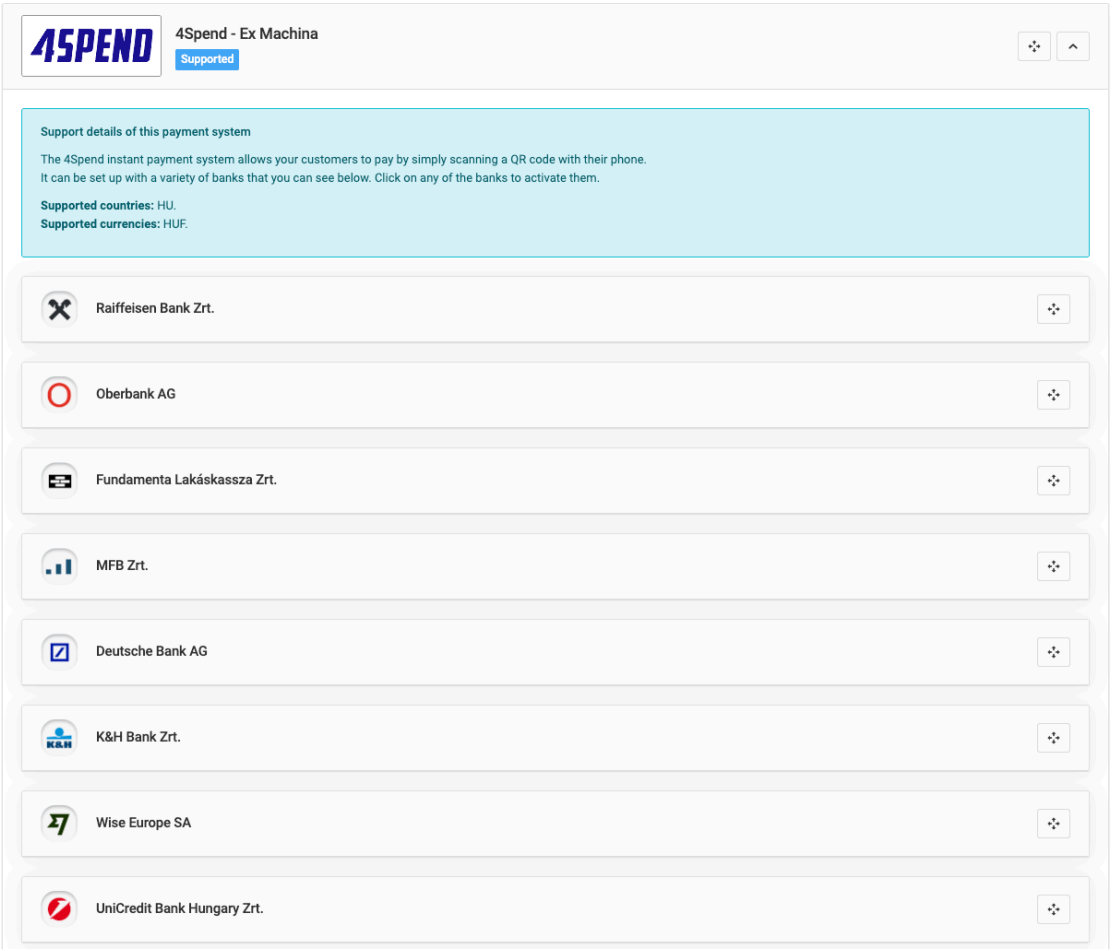
4Spend is a fast and secure payment solution based on QR codes, enabling immediate payments for customers.

IMPORTANT: The Sellvio 4Spend payment method is currently only available for our Hungarian web store owners with HUF currency.

Our 4Spend integration provides instant payment solutions with four Hungarian partner banks:

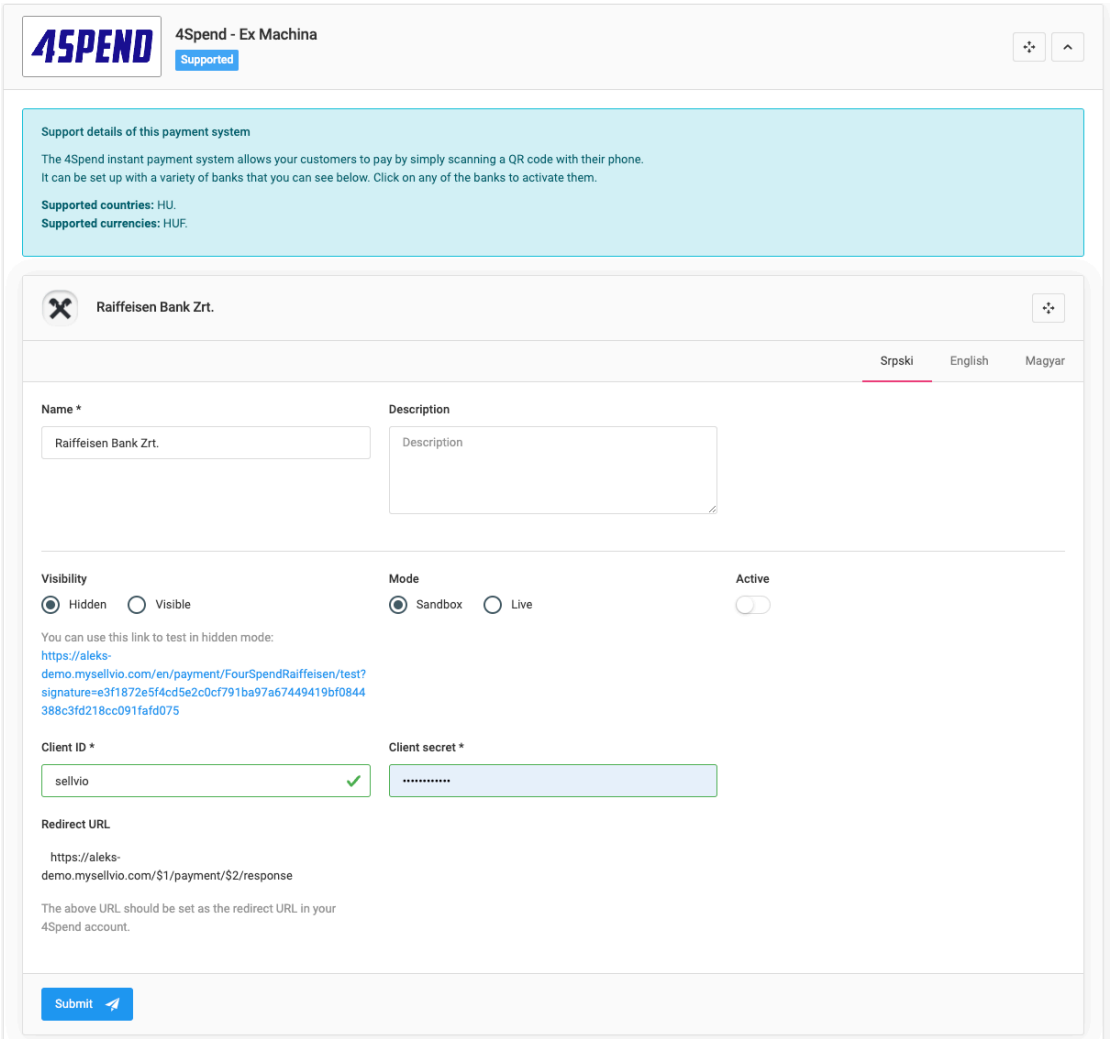
- Raiffeisen Bank
- CIB Bank
- Gránit Bank
- Takarék Bank

The 4Spend special payment method settings are accessible from the sidebar under Settings → Payment Options, then by switching to the Special Payment Methods tab.



Sellvio provides 4Spend configuration options for all four banks in case the web store owner has activated the service with multiple banks from the list.

Since 4Spend expects the same parameters for all four banks, we will only detail the 4Spend parameters for one of the banks going forward.



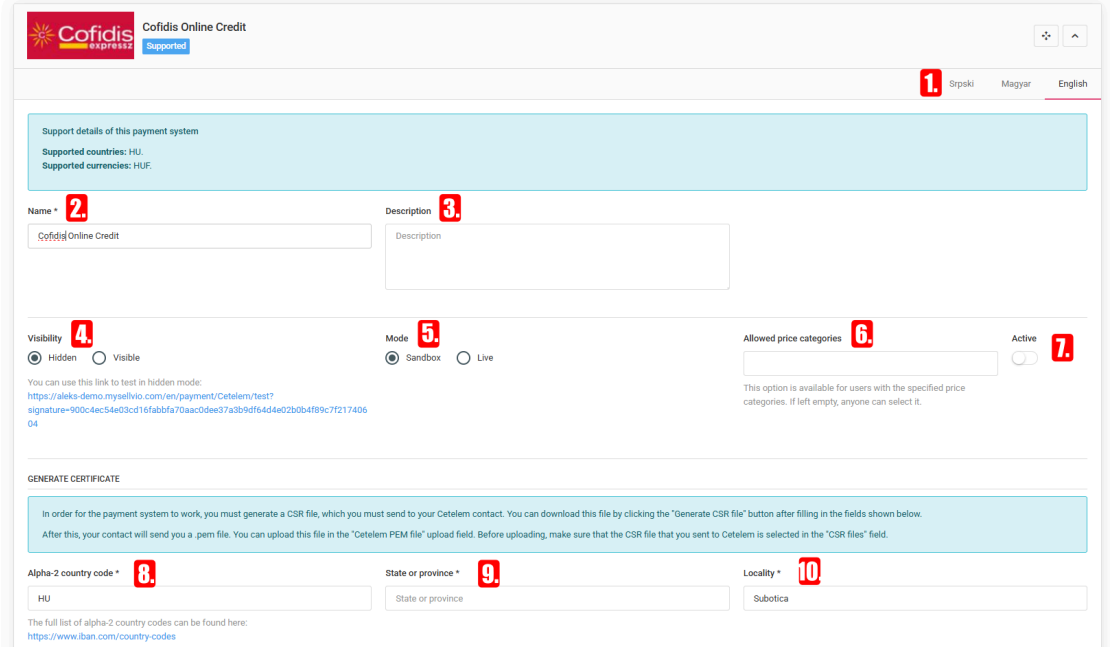
1. The language tabs allow the web store's language-specific settings for all currently active languages to be accessed.
2. Name – This field allows administrators to assign a name to the service in the selected language from the list at the top of the service's settings panel. This name will appear to customers during checkout as the payment method.
3. Description – This field allows administrators to add a short description or help text for the service in the selected language from the list at the top of the service's settings panel. This text will appear as a help message about the payment method during checkout.
4. Visibility – This option controls the visibility of the payment method under the cart, even if it is marked as active. By visiting the link provided in this section, the payment option will be made available to the logged-in administrator. This workflow allows testing the payment gateway on a live site without it being visible to customers.
5. Mode – This setting allows administrators to switch between test and live modes. The test settings are primarily for testing purposes. The service provider provides both test and live parameters for store owners. These parameters can be configured separately for both modes by switching between them.

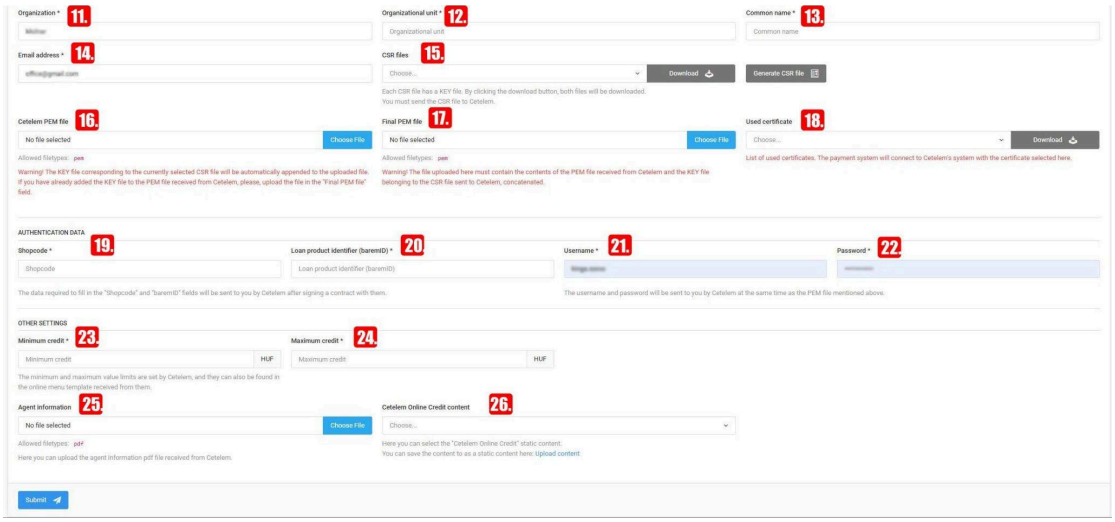
6. Active – Determines whether the service is active or not. If deactivated, the payment method will not be available at checkout for customers or administrators, regardless of whether the service is in test or live mode.
7. Client ID – A unique identifier for the web store or business using 4Spend services, provided by 4Spend to the business.
8. Secret – The key used for the authentication process, also provided by 4Spend after contract signing.

IMPORTANT: For testing purposes, the test Client ID and Secret must be provided in test mode, while the live Client ID and Secret must be provided in live mode.

Cofidis Online Credit

Cofidis Online Credit is a modern and flexible financing solution for online stores, enabling convenient online installment payment applications and making high-value products more accessible.



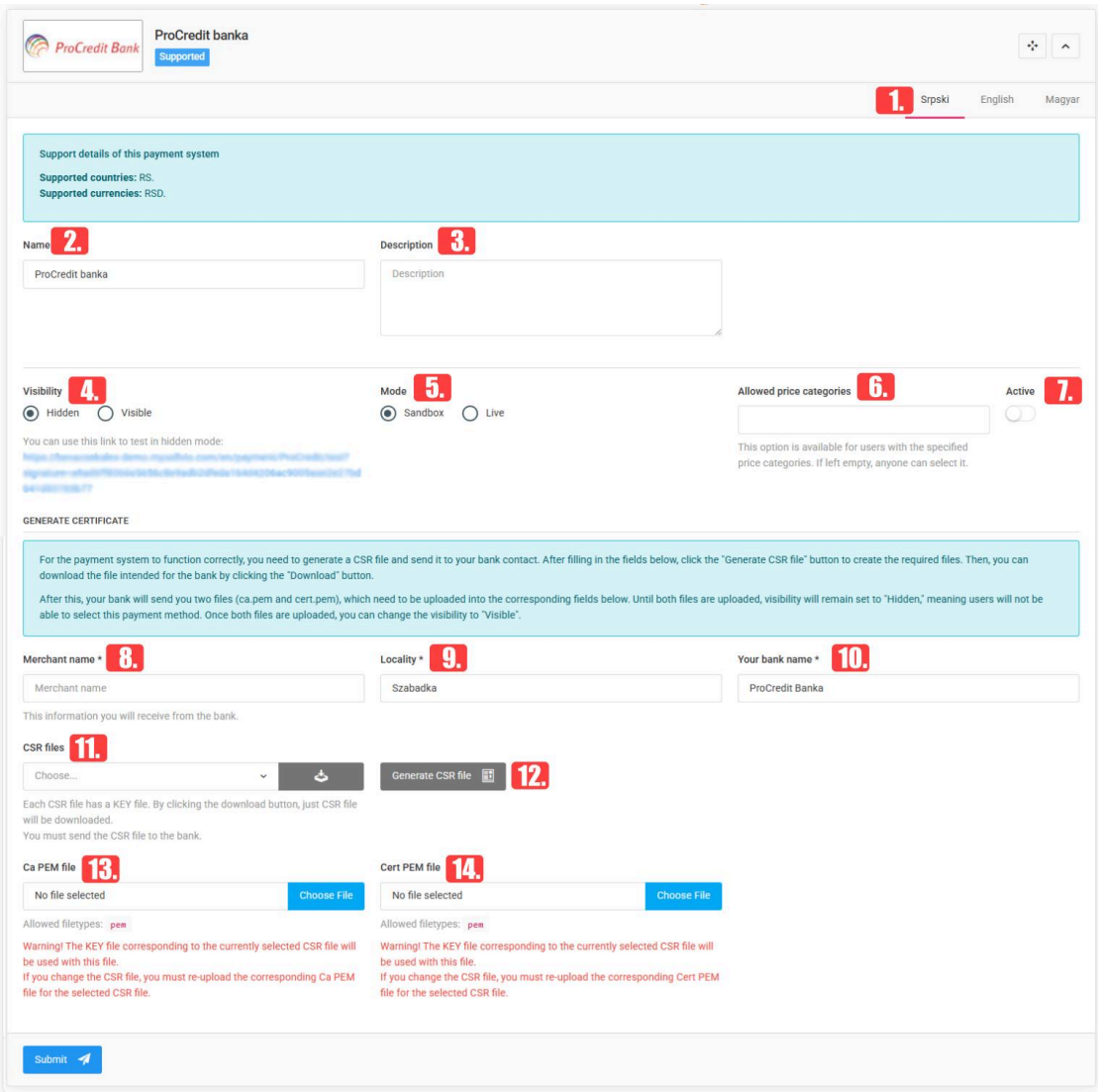


1. **Language Tabs** – These tabs provide access to language-specific settings for all currently active languages in the webshop.
2. **Name** – This field allows administrators to assign a name to the service in the selected language from the list at the top of the settings panel. The payment type will be displayed with this name to webshop customers during checkout.
3. **Description** – This field enables administrators to add a short description or helper text for the service in the selected language from the list at the top of the settings panel. This text will appear as help text related to the payment type for customers during checkout.
4. **Visibility** – This option controls the visibility of the payment type below the cart, even if it is marked as active. Visiting the link specified in this section makes the payment option available to the logged-in administrator. This workflow allows testing the payment gateway on a live website without making it visible to customers.
5. **Mode** – This setting allows administrators to switch between test and live modes. The test setting is mainly for testing purposes. The provider offers both test and live parameters for store owners. These parameters can be configured separately for both modes by switching between them.
6. **Allowed Pricing** – The option is available to users with the specified pricing. If left empty, anyone can select it.
7. **Active** – Determines whether the service is active or not. If deactivated, the payment method will not be available at checkout for customers or administrators, regardless of whether the service is in test or live mode.
8. **Alpha-2 Code** – A two-letter code representing a country or geographic area. It is part of the ISO 3166 standard maintained by the International Organization for Standardization (ISO).
9. **State or Province** – The name of the state or province where the client is located.
10. **City/Town** – The name of the exact location (city, village, or other settlement) where the client is located.
11. **Organization** – The name of the organization initiating the creation of the CSR file.
12. **Organizational Unit** – The unit within the organization related to the creation of the CSR file.
13. **Website Name** – The name of the website for which the CSR file is created.
14. **Email Address** – The email address used by the client for contact.
15. **CSR Files** – Every CSR file has an associated KEY file. Clicking the download button will download both files.
16. The CSR file must be sent to Cofidis.
17. **Cofidis PEM File** – This PEM file can be found on the Cofidis website after registration.
18. (Note: The uploaded file will automatically be merged with the KEY file associated with the currently selected CSR file. If you have already merged the KEY file with the PEM file received from Cofidis, please upload the final PEM file in the "Final PEM File" field.)
19. **Final PEM File** – The final PEM file can be found on the Cofidis website after registration.
20. (Note: The uploaded file must contain the PEM file received from Cofidis and the KEY file associated with the CSR file sent to Cofidis, merged together.)
21. **Used Certificate** – A list of used certificates. The payment system will connect to the Cofidis system using the selected certificate.
22. **Shop Code** – The "Shopcode" required for this field will be provided by the Cofidis representative after signing the contract.
23. **Credit Product ID (baremID)** – The "baremID" required for this field will be provided by the Cofidis representative after signing the contract.
24. **Username** – The username will be sent to you by the Cofidis representative at the same time as the PEM file mentioned above.
25. **Password** – The password will be sent to you by the Cofidis representative at the same time as the PEM file mentioned above.
26. **Minimum Value Limit** – The minimum value limit is determined by Cofidis and can also be found in the online menu template received from them.
27. **Maximum Value Limit** – The maximum value limit is determined by Cofidis and can also be found in the online menu template received from them.

28. **Agent Information Document** – Here, you can upload the agent information PDF file received from Cofidis.
29. **Cofidis Online Store Credit Content** – Here, you can select the static content for "Cofidis Online Store Credit."

ProCredit Bank

ProCredit Bank is a modern, business-focused financial institution offering reliable banking services for small and medium-sized enterprises, with a strong emphasis on supporting sustainable development and long-term financial stability.



1. With the language tabs, language-specific settings for all currently active languages of the webshop are accessible.

2. **Name** – this field allows administrators to assign a name to the service in the selected language from the list at the top of the service settings panel. This name will appear to webshop customers during checkout.
3. **Description** – this field allows administrators to provide a short description or helper text for the service in the selected language from the list at the top of the service settings panel. This text appears as help text related to the payment type during checkout.
4. **Visibility** – this option controls the visibility of the payment type under the cart, even if marked as active. Visiting the link specified in this section makes the payment option accessible to the logged-in administrator. This workflow allows testing the payment gateway on a live site without it being visible to customers.
5. **Mode** – this setting allows administrators to switch between test and live modes. The test setting is primarily used for testing purposes. The provider supplies both test and live parameters to store owners. These parameters can be configured separately for both modes by switching between them.
6. **Allowed price categories** – This option is selectable for users with the specified pricing. If left empty, it will be available to everyone.
7. **Active** – determines whether the service is active or not. If deactivated, the payment method will not be available at checkout for customers or administrators, regardless of whether the service is in test or live mode.
8. **Merchant name** – the merchant identifier provided to store owners by the bank after signing the required agreement with the bank.
9. **Locality**– The exact location (city, village, or other settlement) of the client.
10. **Your bank name** – The name of the bank.
11. **CSR files** – Each CSR file is associated with a KEY file. By clicking the download button, both files will be downloaded. The CSR file should be sent to the bank.
12. **Generate CSR file** – used to generate the CSR file after filling in the appropriate fields.
13. **CA PEM file** – This PEM file can be found on the ProCredit site after registration. (Note: The uploaded file will automatically be appended with the KEY file corresponding to the currently selected CSR file. If you have already appended the KEY file to the PEM file received from Cofidis, please upload the file in the “Final PEM file” field.)
14. **Cert PEM file** – This PEM file can be found on the ProCredit site after registration. (Note: The uploaded file will automatically be appended with the KEY file corresponding to the currently selected CSR file. If you have already appended the KEY file to the PEM file received from Cofidis, please upload the file in the “Final PEM file” field.)

Special Shipping Methods

This chapter provides an overview of each specialized delivery type (service) supported by Sellvio.

Please note that not all shipping services are available in every country.

IMPORTANT: All shipping service extensions associated with Sellvio require the store owner's company to establish a contract with the respective shipping company that will be offered to customers during the checkout process.

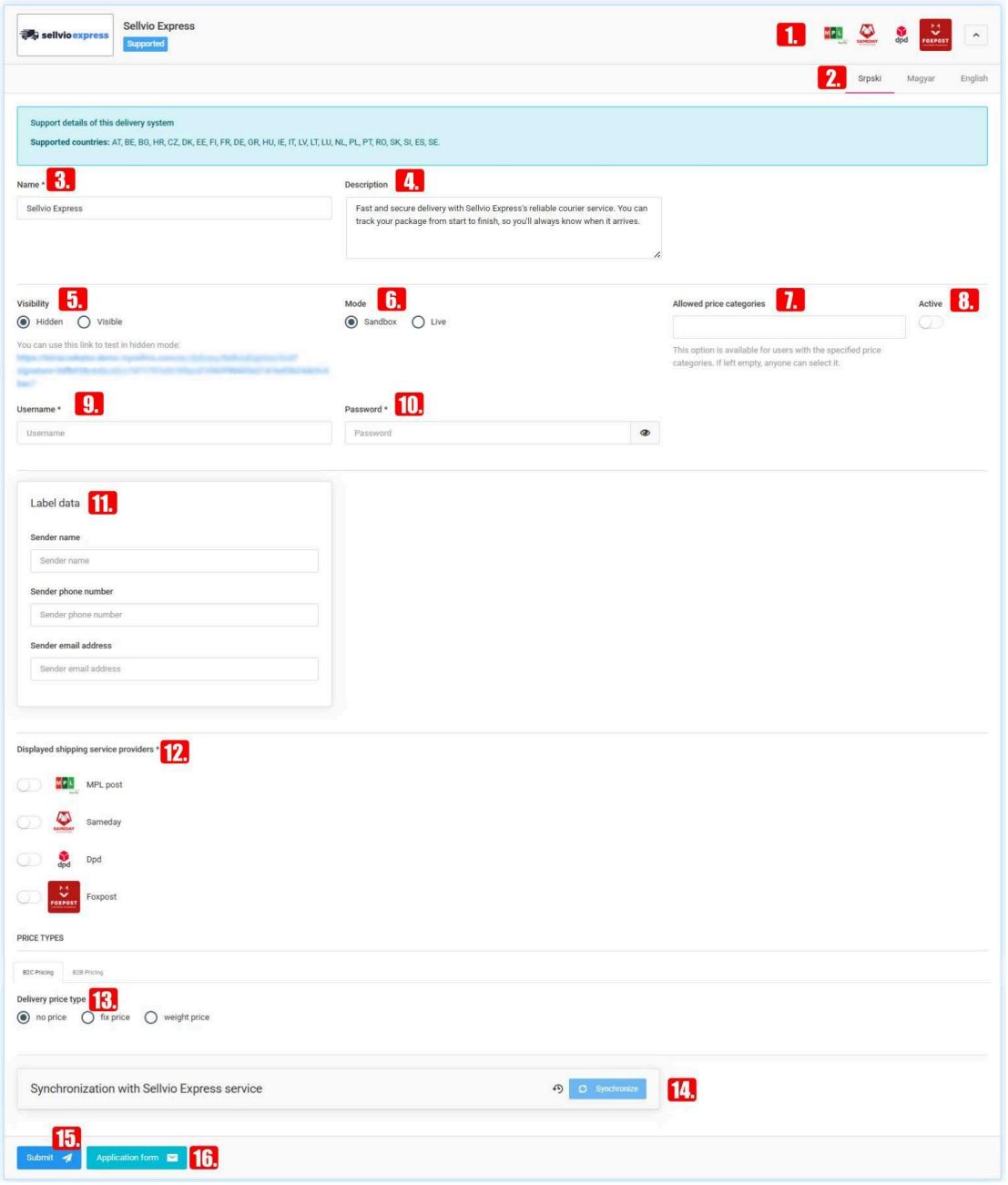
Once the contract is signed between the store owner and the shipping company, the company will provide the necessary credentials and configuration parameters to the store owner. These can then be entered into the configuration fields within the Sellvio extension's configuration form.

For general information about shipping methods, please refer to this article. Now, let's review each specialized shipping method provided by Sellvio.

Sellvio Express

Sellvio Express is Sellvio's own shipping solution, which allows managing multiple courier services within a single integration. It enables webshop owners to activate and manage available shipping methods in one place, which then appear as selectable options for customers during checkout.

To use Sellvio Express, you must first complete the registration form. After that, Sellvio will create and send the required login credentials, and the shipping methods available under the contract can be configured and activated in the admin panel.



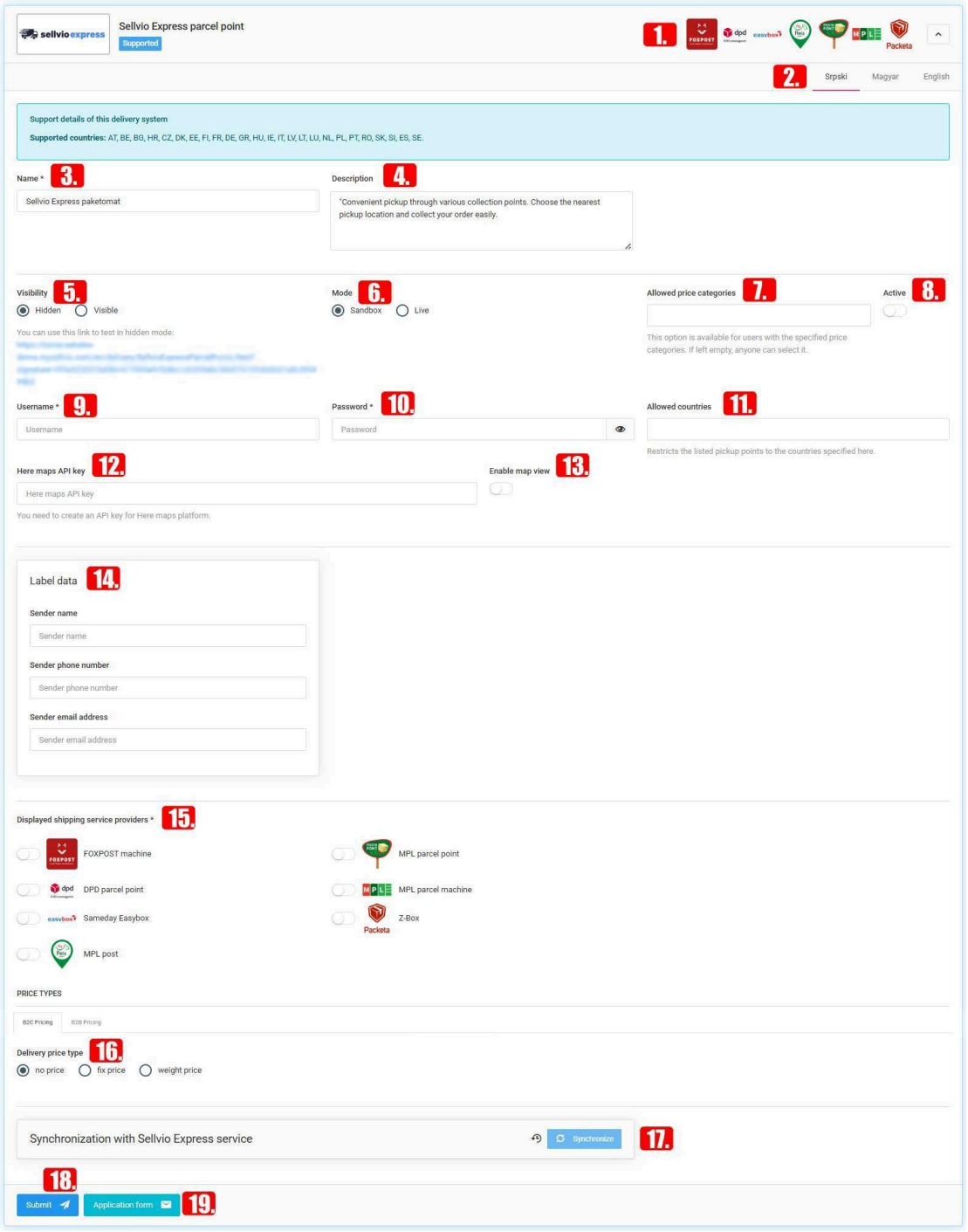
1. The system supports carriers such as MPL, Sameday, DPD, and Foxpost.
2. Language tabs allow accessing language-specific settings for all currently active languages in the webshop.
3. **Name** – This field allows administrators to assign a name to the service in the selected language from the list at the top of the service settings panel. The shipping type will appear under this name to customers during checkout.
4. **Description** – This field allows administrators to provide a short description or help text for the service in the selected language. This text appears as guidance for customers during checkout.
5. **Visibility** – This option controls whether the shipping option is visible at checkout, even if marked active. Visiting the link in this section makes the shipping option available to logged-in administrators. This workflow allows testing the shipping option on a live site without it being visible to regular customers.

6. **Mode** – This setting allows administrators to switch between test and live modes. Test mode is primarily for testing purposes. The provider supplies both test and live parameters, which can be configured separately for each mode.
7. **Allowed pricing** – Specifies whether the option is available only to wholesale or retail customers. If not set, all users see it.
8. **Active** – Determines if the service is active. If deactivated, the shipping option is not available at checkout for customers or administrators, regardless of test or live mode.
9. **Username** – Access ID provided by Sellvio.
10. **Password** – Password provided by Sellvio for connecting the service.
11. **Label data** – Information about the business operating the webshop.
12. **Displayed shipping providers** – Select which carriers available under the contract should appear in the cart.
13. **Price types** – similar to general shipping types, administrators can define the shipping price type they want to use and configure its options within B2B and B2C pricing.
14. **Synchronization** – Updates data with the Sellvio Express service.
15. **Save** – Saves the settings.
16. **Registration form** – Complete this to register for Sellvio Express, after which the required access credentials will be created and sent.

Sellvio Express Parcel Locker

Sellvio Express Parcel Locker is Sellvio's own solution for locker and pickup point deliveries, allowing customers to choose parcel lockers or pickup points while webshop owners manage multiple provider pickup networks within a single integration.

To use it, complete the registration form first. Sellvio will then create and send the necessary login credentials, and the available locker and pickup point services can be configured and activated in the admin panel.



1. Supported carriers include MPL, Sameday, DPD, and Foxpost.
2. Language tabs allow accessing language-specific settings for all currently active webshop languages.
3. **Name** – Assign a name to the service in the selected language. Appears to customers during checkout.
4. **Description** – Short description or help text for customers in the selected language.
5. **Visibility** – Controls whether the option is visible at checkout. Administrators can test it via a dedicated link without exposing it to customers.
6. **Mode** – Switch between test and live modes; parameters provided separately for each.
7. **Allowed pricing** – Restrict to wholesale or retail customers.
8. **Active** – Determines if the service is active.

9. **Username** – the access ID provided by Sellvio.
10. **Password** – the password provided by Sellvio to connect to the service.
11. **Allowed countries** – Specify countries where locker or pickup point delivery is available.
12. **HERE Maps API key** – Required to display the map.
13. **Enable map view** – Toggles the map view.
14. **Label data** – Business information of the webshop operator.
15. **Displayed shipping providers** – Choose which contracted carriers appear in the cart.
16. **Price types** – similar to general shipping types, administrators can define the shipping price type they want to use and configure its options within B2B and B2C pricing.
17. **Synchronization** – Updates data with Sellvio Express.
18. **Save** – Saves the settings.
19. **Registration form** – Register for Sellvio Express; credentials will be created and sent.

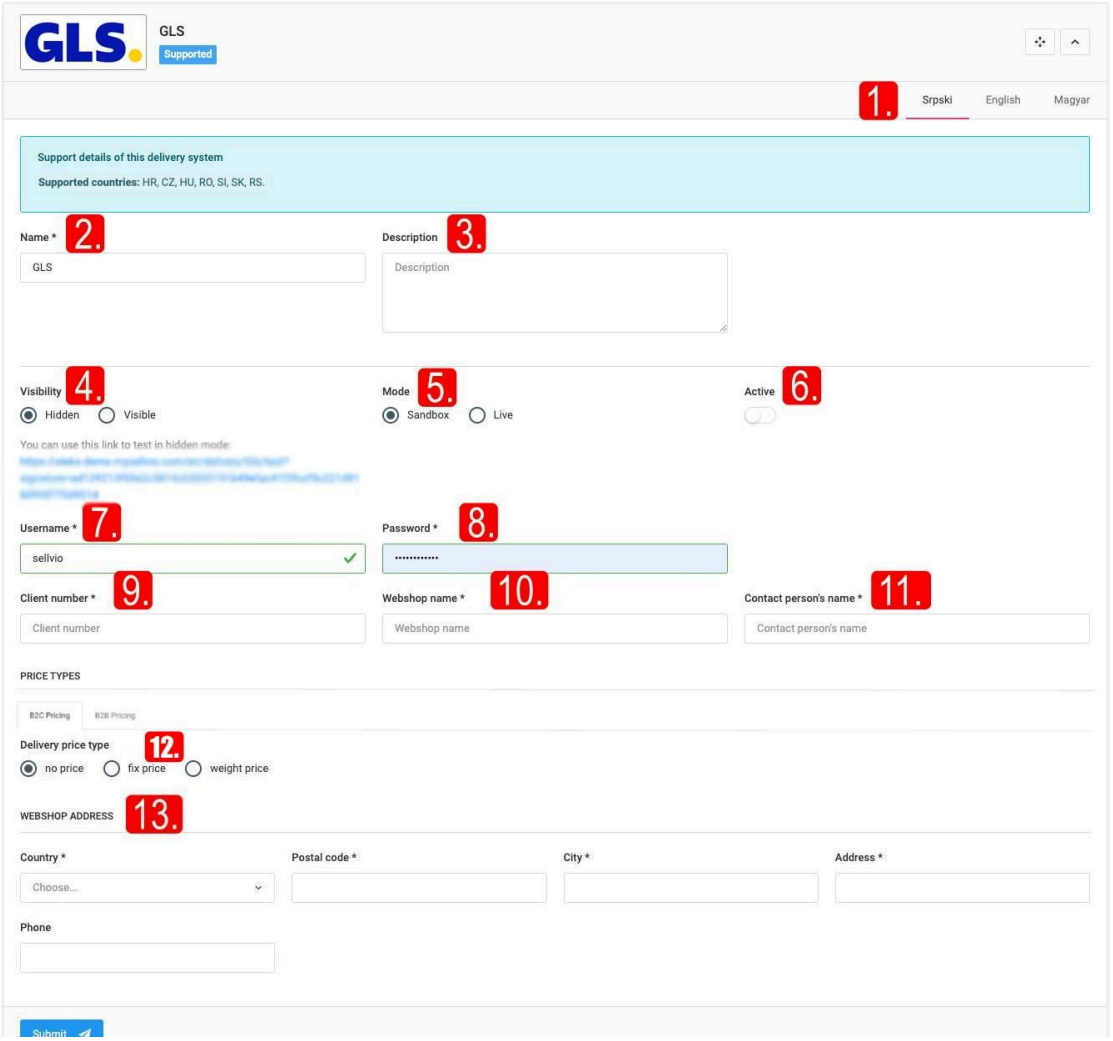
GLS

GLS is a global courier and logistics company offering parcel delivery and express shipping services. Operating in multiple countries and regions, GLS services include domestic and international parcel delivery, express courier services, and various logistics solutions.

Sellvio requires businesses operating webshops to establish a contract with GLS to obtain the configuration parameters necessary for the plugin. Setting up GLS in Sellvio is a quick and straightforward process once these parameters are provided.

The settings for GLS specialized shipping types can be accessed from the sidebar under *Settings* → *Shipping Methods*, then switching to the *Special Shipping Types* tab.

The language tabs allow for language-specific settings for all active languages in the webshop.



1. Language tabs allow accessing language-specific settings for all currently active webshop languages.
2. **Name**: This field lets administrators assign a name to the service within the selected language from the list at the top of the service settings panel. This name will appear to customers during checkout.
3. **Description**: This field allows administrators to provide a brief description or help text for the service in the selected language from the list at the top of the service settings panel. This text will be displayed as help text related to the shipping type during checkout.
4. **Visibility**: This option controls the visibility of the shipping option at checkout, even if it is marked as active. Visiting the link specified in this section makes the shipping option accessible to the logged-in administrator. This workflow allows testing the shipping option on a live site without making it visible to customers.
5. **Mode**: This setting allows administrators to switch between test and live modes. The test mode is primarily for testing purposes. The provider supplies both test and live parameters for store owners. These parameters can be configured separately for each mode by toggling between the two modes.
6. **Active**: Determines whether the service is active or not. If deactivated, the shipping option will not be available at checkout for customers or administrators, regardless of whether the service is in test or live mode.
7. **Username**: The username used for authentication with GLS.
8. **Password**: The password required for authentication with GLS.
9. **Client number**: A unique identifier associated with the business or customer using GLS logistics and parcel services.

10. **Webshop Name**: The name of the webshop.
11. **Contact Person's Name**: The name of the contact person responsible for GLS shipments.
12. **Price types** – similar to general shipping types, administrators can define the shipping price type they want to use and configure its options within B2B and B2C pricing.
13. **Webshop Address**: Lastly, store owners need to provide additional information about the webshop's address, as this is necessary for GLS services. Since the fields are self-explanatory, a detailed description of each specific field is omitted.

IMPORTANT: For testing purposes, the username, password, customer ID, webshop name, and contact name should be provided in test mode, while the live username, password, customer ID, webshop name, and contact name should be provided in live mode.

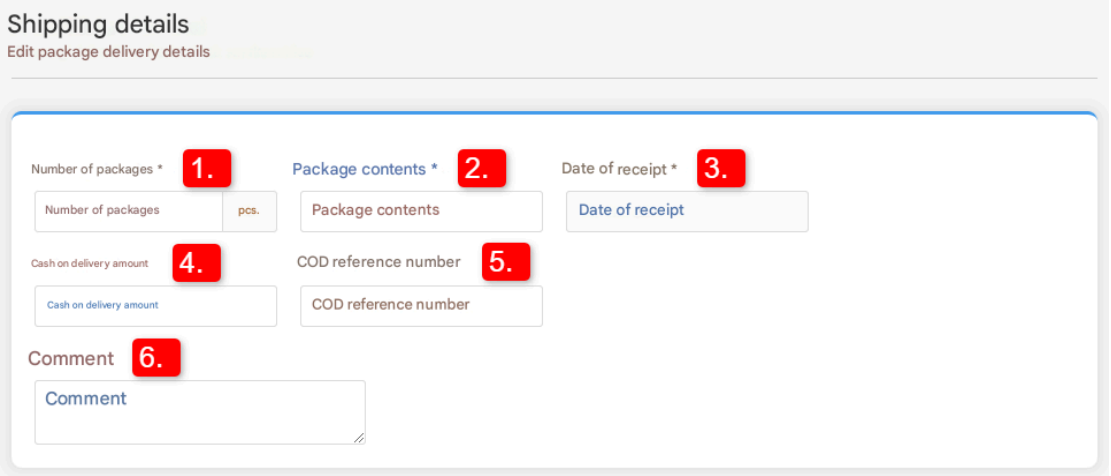
Once everything is correctly configured and tested, store owners simply need to set the *Mode* option to live and ensure the shipping type is active and visible.

All the above-mentioned fields can be viewed in the screenshot provided on the following page.

Additional GLS Shipping Data Within an Order

When customers choose GLS as the shipping method for their order, administrators must open the order under the Webshop ⟶ Orders menu in order to submit the shipping request.

The package information related to the order is filled in automatically. Based on the order data, the system sets the number of parcels, the package contents, the pickup date, as well as the cash-on-delivery amount and its reference ID.



1. **Number of Packages**: Allows administrators to specify how many packages are included in a shipment.
2. **Package Contents**: A brief description of the shipment's contents.
3. **Pickup Date**: Refers to the date when a scheduled pickup or shipment arrangement is made with GLS—essentially, the date GLS is expected to collect the package from the merchant.
4. **Cash on Delivery (COD) Amount**: Indicates the maximum amount the recipient can pay in cash upon receiving the package from the courier or delivery person. This is optional and only relevant if the customer chose COD as the payment method.
5. **COD Reference Number**: A unique identifier or reference number associated with the COD shipment. This is optional and only relevant if the customer selected COD as their payment method.
6. **Notes**: Optional information for the courier.

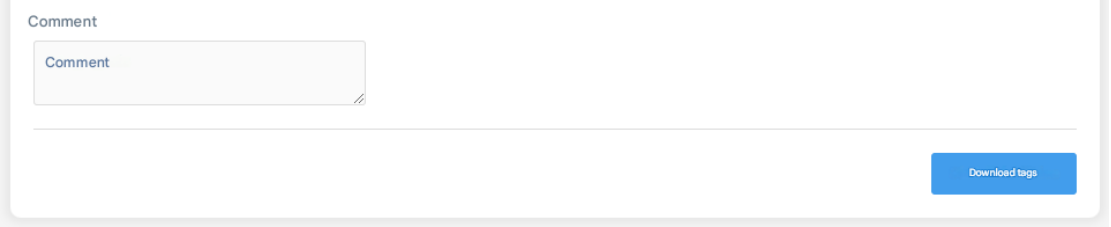
Once the shipping details are available, store owners can submit a shipping request to GLS by clicking the Shipping button located at the bottom of the order editing page.

IMPORTANT: A shipping request for an order can only be submitted to GLS once.

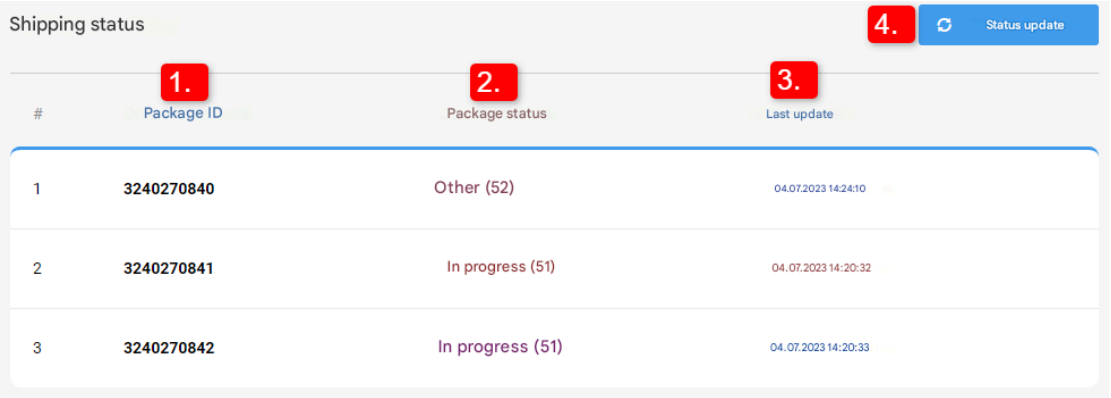
Package Labels and Shipment Tracking

Once GLS receives and processes the shipping request, the fields in the Shipping Details form will be disabled. Additionally, a *Download Labels* button will appear at the bottom of the Shipping Details section.

Using the *Download Labels* button, the store owner can download the necessary package labels in PDF format. These labels can then be printed and attached to the packages included in the shipment.



Like all specialized shipping types supported by Sellvio, GLS enables store owners to track the status of all packages included in a shipment. This can be done under the *Shipping Status* section on the order editing screen:



1. **Package ID**: The identifier provided by GLS upon processing the shipping request.
2. **Package Status**: The most recent status of the package.
3. **Last Update**: The date and time of the most recent status update received from GLS.
4. **Refresh Status**: Clicking this button directly communicates with GLS to fetch the latest status information for the packages included in the order.

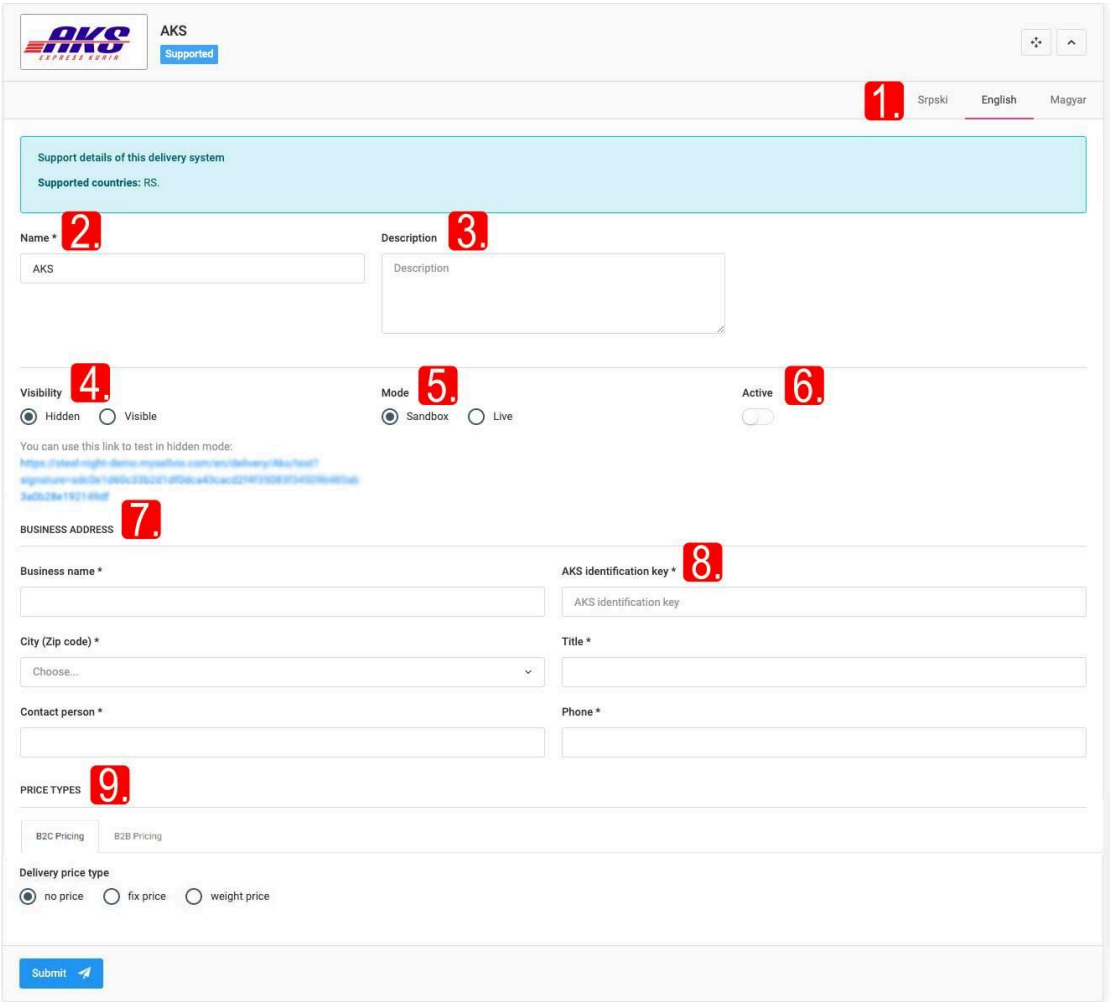
AKS

The AKS is a local courier and logistics company that provides parcel delivery and express shipping services. AKS operates exclusively in Serbia. Their services include domestic parcel delivery, express courier services, and various logistics solutions.

Businesses operating their online stores on Sellvio must sign a contract with AKS to obtain the configuration parameters needed for the plugin. Once these parameters are received, setting up AKS in Sellvio is a quick and simple process.

The AKS special shipping method settings can be accessed in the sidebar under Settings → Shipping Methods and then switching to the Special Shipping Methods tab.

IMPORTANT: AKS as a shipping type is only supported in Serbia.



1. Using the language tabs, the language-specific settings for all currently active languages of the webshop are available.
2. **Name** – This field allows administrators to assign a name to the service in the selected language from the list at the top of the service settings panel. This name will appear as the shipping type during the checkout process for customers in the webshop.
3. **Description** – This field allows administrators to provide a short description or helper text for the service in the selected language from the list at the top of the service settings panel. This text will appear as a help text related to the shipping type at checkout for the store's customers.
4. **Visibility** – This option controls the visibility of the shipping option at checkout, even if it is marked as active. Visiting the link provided in this section will make the shipping option available to the logged-in administrator. This workflow allows testing of the shipping option on a live site without making it visible to regular customers.
5. **Mode** – This setting allows administrators to switch between test and live modes. The test setting is primarily for testing purposes. The service provider provides both test and live parameters for store owners. These parameters can be configured separately for each mode by switching between the two.

6. **Active** – Determines whether the service is active or not. If deactivated, the shipping option will not be available at checkout for customers or administrators, regardless of whether the service is in test or live mode.
7. **Store Address** – Store owners need to provide additional information about the store's address as this is required for the AKS service. As the fields are self-explanatory, no detailed description of each specific field will be provided.
8. **AKS Merchant ID** – The identification key provided by AKS after the company running the webshop on Sellvio has signed a contract with the service provider.
9. **Price types** – similar to general shipping types, administrators can define the shipping price type they want to use and configure its options within B2B and B2C pricing.

IMPORTANT: For testing purposes, the test business address and the AKS merchant ID must be provided in test mode, while the live business address and the AKS merchant ID should be provided in live mode.

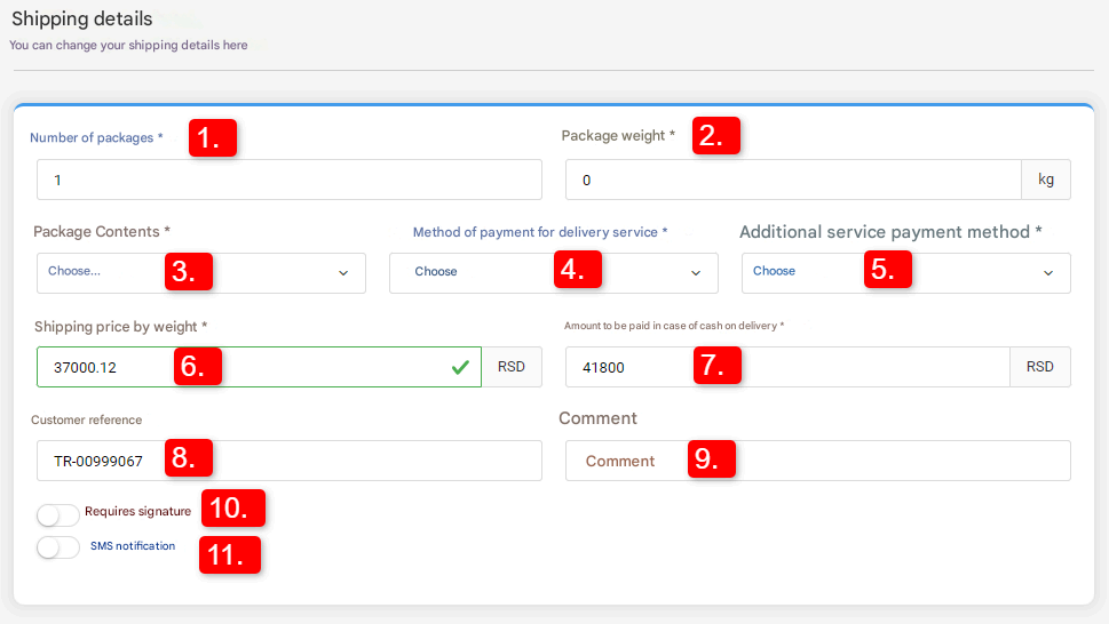
Once everything is properly configured and tested, store owners only need to switch the mode option to live and ensure that the shipping type is active and visible.

Additional AKS Shipping Information in an Order

When customers select AKS as their shipping method, administrators must provide some additional information on the order administration screen before submitting the shipping request to AKS.

To submit the shipping request for the order, first, the order needs to be edited under Webshop → Orders.

Then, the administrator must fill out the Shipping Information form found below the order:



1. **Number of Packages** – Allows administrators to specify how many packages are included in a shipment.
2. **Package Weight** – The total weight of the shipment, on which the shipping cost is based.
3. **Package Contents** – A brief description of the shipment's contents. Administrators must choose one of the predefined values provided by AKS.
4. **Shipping Payment Method** – Specifies who is responsible for the shipping costs.

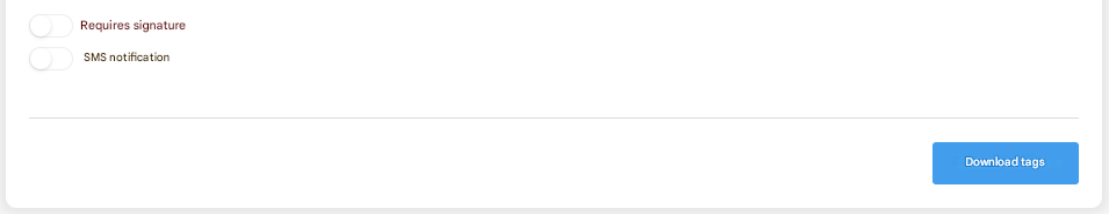
5. **Additional Service Payment Method** – Specifies who is responsible for covering any additional services related to the shipping.
6. **Shipping Cost by Weight** – The total shipping cost calculated based on the weight of the shipment.
7. **Amount Payable for Cash on Delivery** – The total amount to be paid if the shipment is paid for via cash on delivery.
8. **Customer Reference** – A unique identifier or reference number associated with the shipment.
9. **Note** – An optional message for the courier.
10. **Signature Required** – Specifies whether the recipient is required to sign for the shipment as proof of receipt.
11. **SMS Notification** – Specifies whether AKS should send an SMS notification about the delivery status.

After entering and saving the shipping data, store owners can submit the shipping request to AKS by clicking the Ship button at the bottom of the Edit Order page.

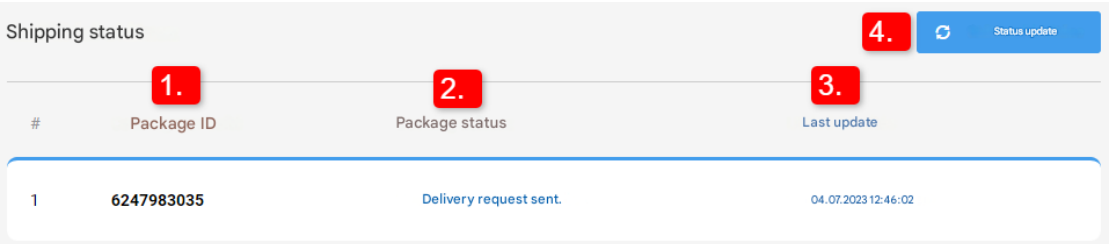
IMPORTANT: A shipping request for an order can only be submitted to AKS once.

Package Labels and Shipment Tracking Once AKS receives and processes the shipping request, the fields in the Shipping Details form will be disabled, and a Download Labels button will appear at the bottom of the Shipping Details section.

Using the Download Labels button, the store owner can download the necessary package labels in PDF format, print them out, and attach them to the packages in the shipment.



The AKS, like all other special shipping types in Sellvio, allows store owners to track the status of all packages in the shipment under the Shipping Status section on the order editing screen.



1. **Package ID** – The package identifier received from AKS when the shipping request is processed.
2. **Package Status** – The most recent status of the package.
3. **Last Update** – The date and time when the last status update for the package was received from AKS.
4. **Update Status** – By clicking the button, it directly contacts AKS and retrieves the most up-to-date status information for the packages in the order.

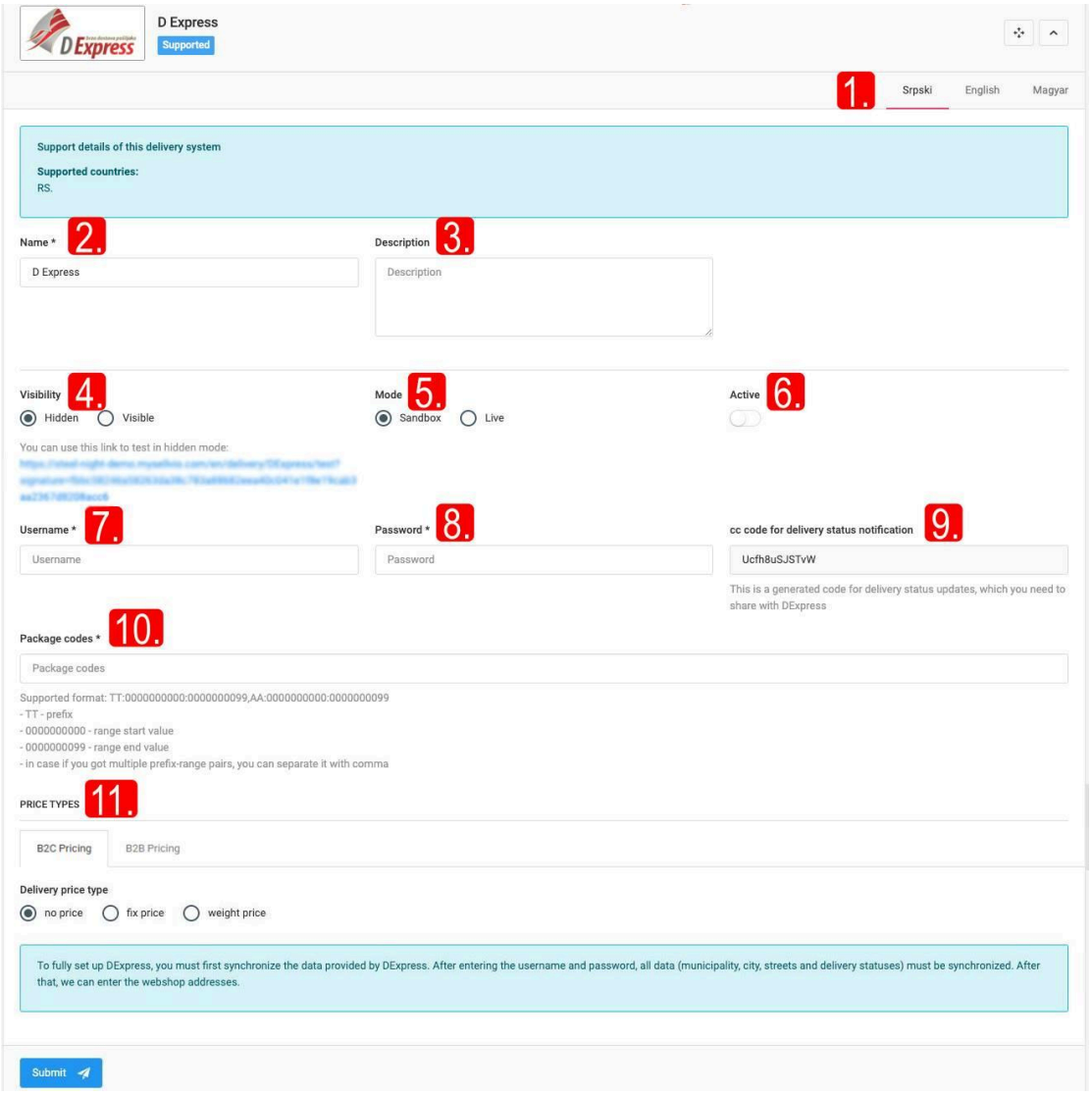
Daily Express (DExpress)

Daily Express is a local courier and logistics company that provides parcel and express delivery services. It operates solely within Serbia. Their services include domestic parcel delivery, express courier service, and various logistics solutions.

Businesses operating webshops on Sellvio must sign a contract with **Daily Express** to receive the configuration parameters needed for the extension. Setting up Daily Express in Sellvio is a quick and straightforward process once the contract is received.

The configuration settings for **Daily Express** special delivery method can be found under **Settings** → **Delivery Methods** in the sidebar, and then by switching to the **Special Delivery Methods** tab.

IMPORTANT: Daily Express as a delivery type is supported only in Serbia.

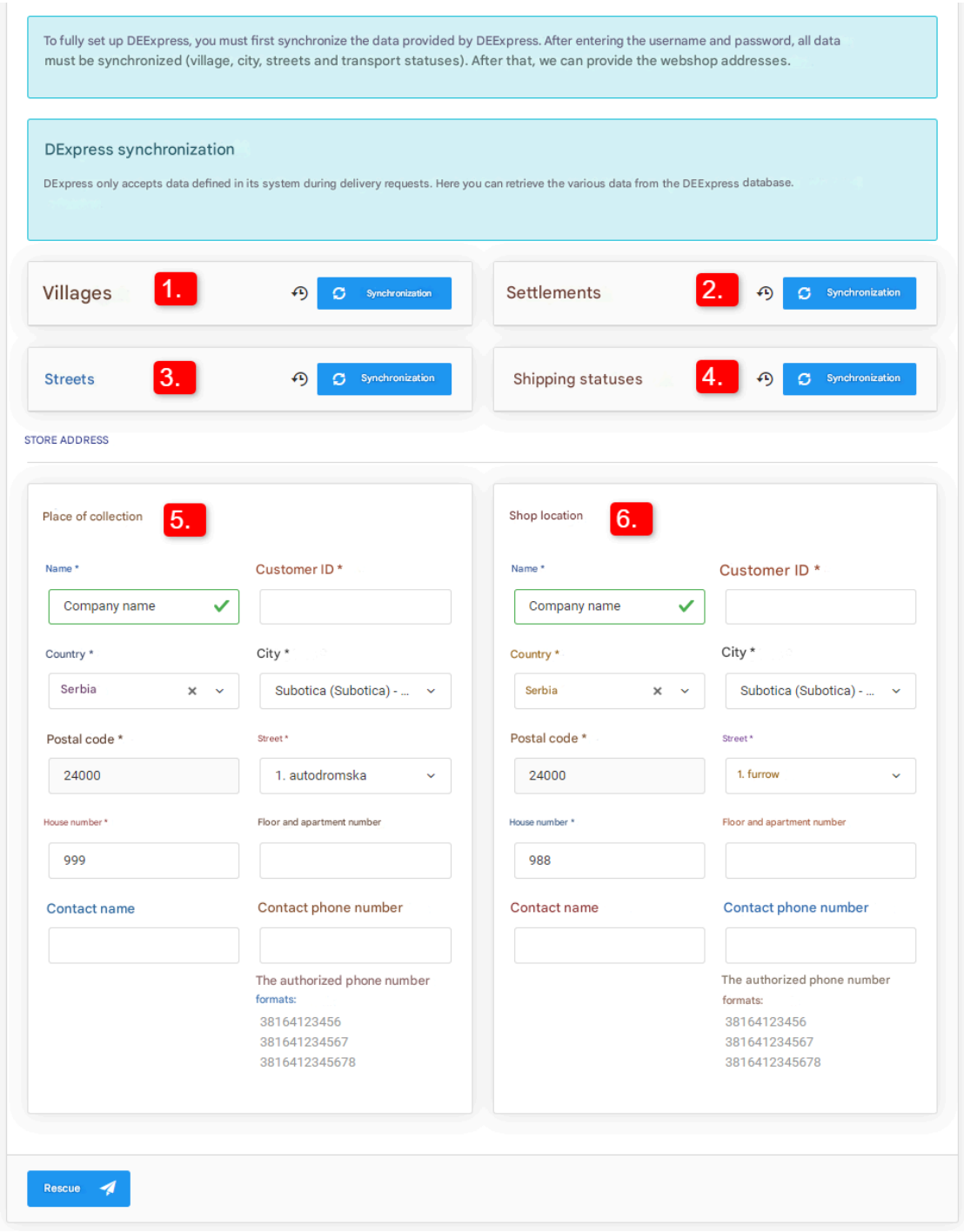


1. Using language tabs, the language-specific settings for all active languages of the webshop can be accessed.
2. **Name**: This field allows administrators to assign a name to the service in the language selected in the settings panel at the top. The delivery type will appear with this name to customers during checkout.

3. **Description**: This field allows administrators to provide a short description or helper text for the service in the selected language. This text will appear as a help tooltip for customers at checkout regarding the delivery type.
4. **Visibility**: This option controls the visibility of the delivery option at checkout, even if it is marked as active. Visiting the link provided in this section will make the delivery option available to the logged-in administrator. This workflow allows the testing of the delivery option on a live site without making it visible to regular customers.
5. **Mode**: This setting allows administrators to switch between test and live modes. The test setting is primarily for testing purposes. The service provider provides both test and live parameters to store owners. These parameters can be configured separately for each mode, allowing you to switch between the two modes.
6. **Active**: Determines whether the service is active or not. If deactivated, the delivery option will not be available at checkout for customers or administrators, regardless of whether the service is in test or live mode.
7. **Username**: The username provided by Daily Express after the webshop owner signs a contract with them.
8. **Password**: The password provided by Daily Express after the webshop owner signs a contract with them.
9. **cc code for delivery status notification**: This code is automatically generated by Sellvio once the correct username and password are provided. It is used in all transactions between Sellvio and Daily Express.
10. **Package codes**: Administrators can define the prefix and number range for package codes. When a shipping request is forwarded to Daily Express, package codes for the shipping labels are automatically generated according to the settings configured in the package code field.
11. **Price types** – similar to general shipping types, administrators can define the shipping price type they want to use and configure its options within B2B and B2C pricing.

Unlike other providers, the final configuration of the service requires an additional step.

Daily Express only accepts the address data provided by them, so this information must be synchronized first.



1. **Villages** - By clicking the "Synchronize" button, a list of towns to which Daily Express delivers will appear. Customers can only choose from these towns if they select Daily Express as their preferred delivery method during the checkout process.
2. **Settlements** - By clicking the "Synchronize" button, a list of municipalities to which Daily Express delivers will appear. Customers can only choose from these municipalities if they select Daily Express as their preferred delivery method during the checkout process.
3. **Streets** - By clicking the "Synchronize" button, a list of streets to which Daily Express delivers will appear. Customers can only choose from these streets if they select Daily Express as their preferred delivery method during the checkout process.
4. **Shipping Statuses** - By clicking the "Synchronize" button, the statuses offered by Daily Express and used in the communication between Sellvio and Daily Express can be retrieved.

5. **Place of collection** - The customer's identifier and the primary pickup location address of the business.
6. **Shop Location** - The customer's identifier and the address of the company operating the webshop.

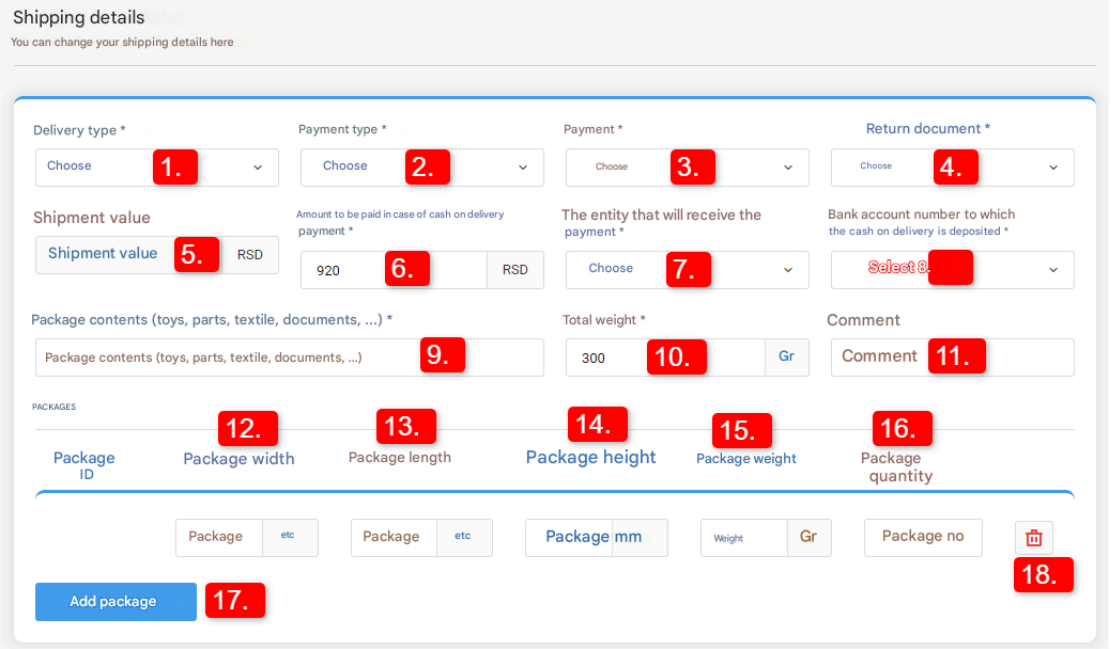
IMPORTANT: For testing purposes, the test username, password, package codes, pickup location, and store location should be entered in test mode, while the live username, password, package codes, pickup location, and store location should be entered in live mode.

Once everything is properly configured and tested, the only thing store owners need to do is set the mode option to live and ensure that the payment method is active and visible.

Additional Daily Express Delivery Information within an Order

When customers choose Daily Express as their delivery method for an order, administrators must enter some additional information on the order's administrative screen before sending the delivery request to Daily Express.

To place a delivery request for an order, first, the order must be edited under the Webshop ⟶ Orders section. Then, the administrator must fill out the following Delivery Information form under the order:



1. **Delivery Type** - Specifies the type of shipment, i.e., whether the shipment is Regular or Urgent (for the same day).
2. **Payment Type** - Determines whether the shipment will be paid by invoice or cash.
3. **Payment** - Specifies the payment location for the shipment.
4. **Document Return** - Indicates whether the courier needs to return the shipment to the sender.
5. **Shipment Value** - The total value of the shipment.
6. **Amount to be Paid for Cash on Delivery** - The amount to be paid in cash to the courier. This option is only applicable if the selected Payment Type is Cash on Delivery.
7. **Entity Receiving the Payment** - Specifies whether the sender or the pickup location will receive the payment upon delivery.
8. **Bank Account for Cash on Delivery Deposit** - The company's bank account where the payment for Cash on Delivery will be deposited. The Daily Express can deposit the payment

into the company's bank account after receiving it upon delivery. The bank accounts can be configured under **Settings** → **Bank Accounts** in Sellvio.

9. **Package Contents (games, parts, textiles, documents, etc.)** - A brief description of the contents of the shipment.
10. **Total Weight** - The total weight of the shipment.
11. **Notes** - An optional informational message for the courier.
12. **Package Width** - The width of the package.
13. **Package Length** - The length of the package.
14. **Package Height** - The height of each package.
15. **Package Weight** - The weight of each package. The total weight of all packages must match the total shipment weight.
16. **Package Volume** - The volume of each package.
17. Store owners can split the shipment into multiple packages by adding more packages to the shipment using the Add Package button.
18. Unnecessary packages can easily be removed by clicking the red "Trash" button at the end of the package entry.

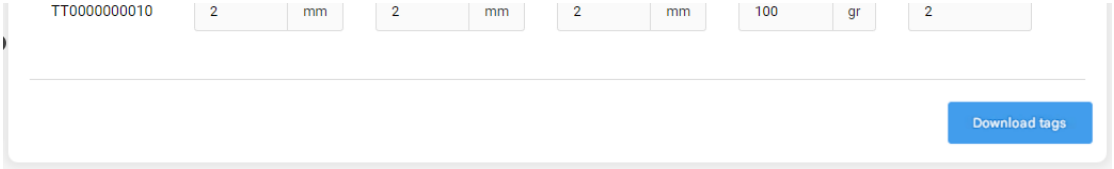
    After entering and saving the shipping details, store owners can send the shipping request to Daily Express by clicking the Shipping button at the bottom of the order editing page.

IMPORTANT: A shipping request for an order can only be submitted once to Daily Express.

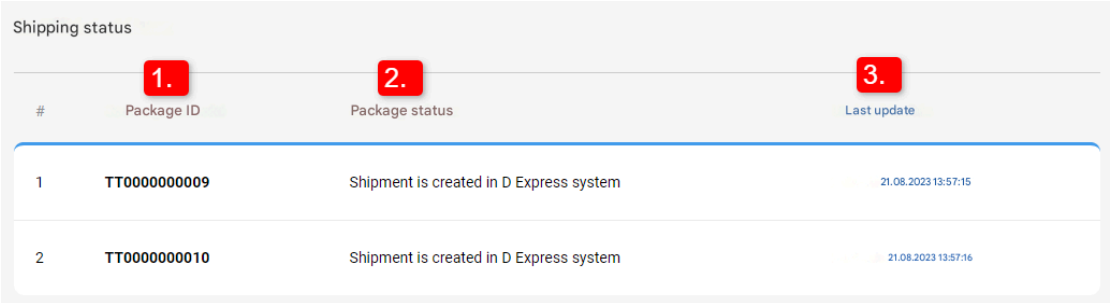
Package Labels and Shipment Tracking

Once Daily Express receives and processes the shipping request, the fields in the Shipping Details form will be disabled, and the Download Labels button will appear at the bottom of the Shipping Details section.

Using the Download Labels button, the store owner can download the required package labels in PDF format, print them, and attach them to the packages in the shipment.



The Daily Express, like all other special shipping types in Sellvio, allows store owners to track the status of all packages in the shipment in the Shipping Status section under the order edit screen.



1. Package ID - the package identifier received from Daily Express when the shipping request is processed.
2. Package Status - the most recent status of the package.

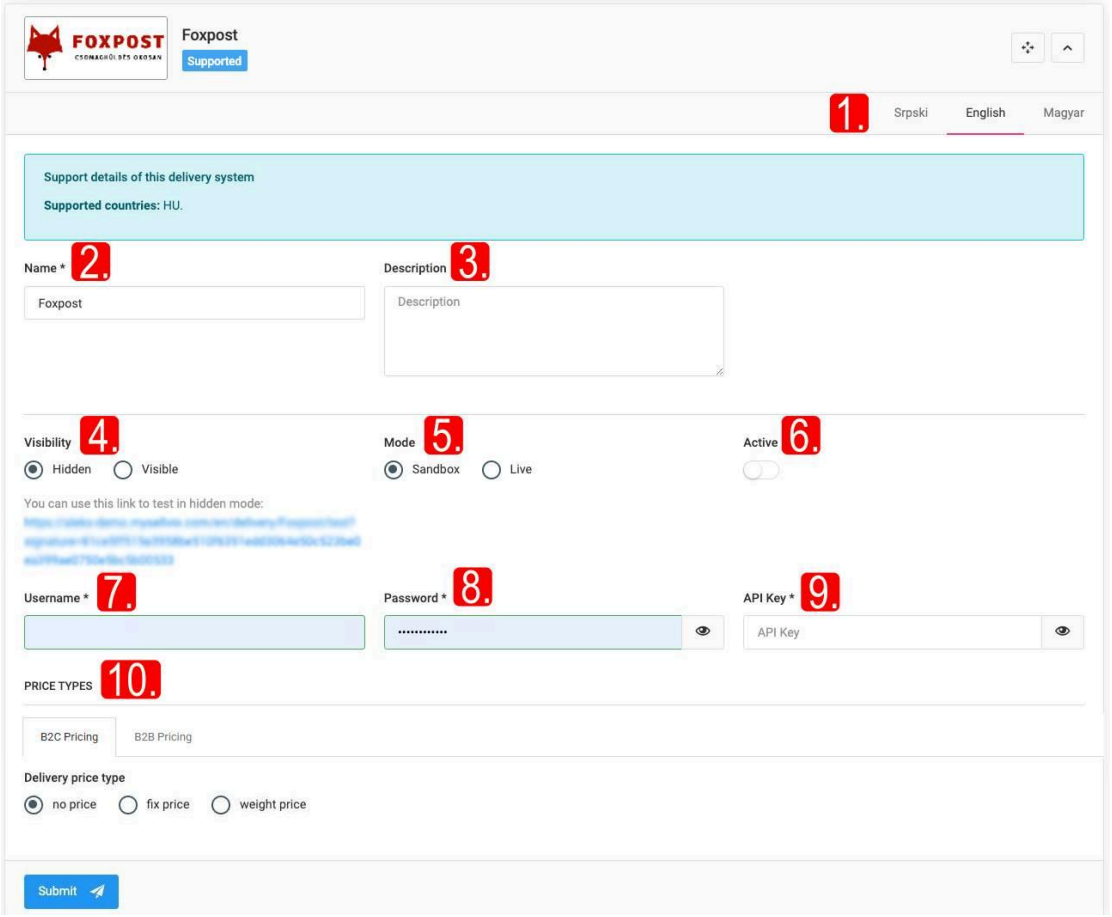
3. Last Update - the date and time when the package's most recent status update was received from Daily Express.

Foxpost

Businesses operating Sellvio webshops must enter into a contract with Foxpost to receive the configuration parameters needed for integration. Setting up Foxpost in Sellvio, once the parameters are received, is a quick and easy process.

The settings for Foxpost special shipping types can be found in the sidebar under Settings → Shipping Methods, and then by switching to the Special Shipping Types tab.

IMPORTANT: The current version of the Sellvio Foxpost plugin is not supported in Serbia.



1. Using language tabs, the language-specific settings for all currently active languages in the webshop can be accessed.
2. **Name** - this field allows administrators to assign a name to the service in the list at the top of the service settings panel, based on the selected language. The shipping type with this name will appear to webshop customers during checkout.
3. **Description** - this field allows administrators to provide a short description or helper text for the service in the selected language, which will appear as a tooltip about the shipping type to the store's customers at checkout.
4. **Visibility** - this option controls the visibility of the shipping option at checkout, even if it is marked as active. Visiting the link provided in this section will make the shipping option available to the logged-in administrator. This workflow allows testing the shipping option on a live website without it being visible to regular customers.

5. **Mode** - this setting allows administrators to switch between test and live modes. The test setting is primarily for testing purposes. The provider supplies both test and live parameters to store owners. These parameters can be configured separately for each mode by switching between the two.
6. **Active** - determines whether the service is active or not. If deactivated, the shipping option will not be available to customers or administrators at checkout, regardless of whether the service is in test or live mode.
7. **Username** - the username used for authentication in the Foxpost account.
8. **Password** - the password required for authentication in the Foxpost account.
9. **API Key** - the API key for the webshop's Foxpost account.
10. **Price types** – similar to general shipping types, administrators can define the shipping price type they want to use and configure its options within B2B and B2C pricing.

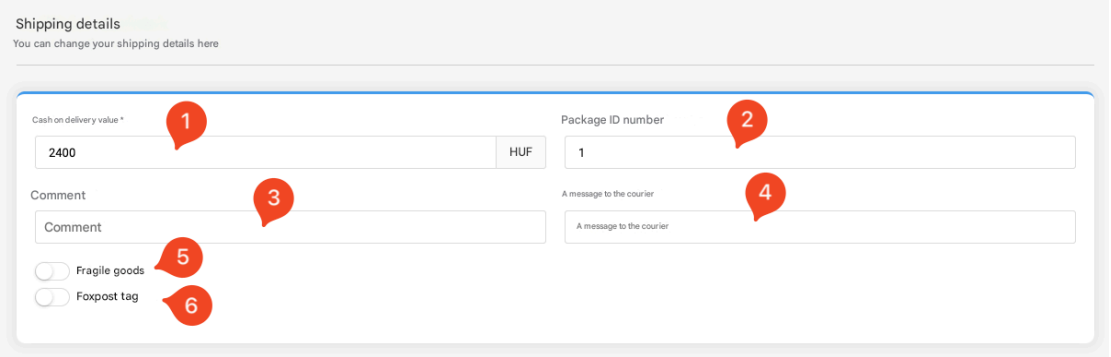
IMPORTANT: For testing purposes, the username, password, and API key should be provided in test mode, while the live username, password, and API key should be provided in live mode.

Once everything is set up and tested correctly, simply switch the mode option to live.

Additional Foxpost Shipping Information Within an Order
When customers choose Foxpost as the shipping method for their order, administrators need to provide some additional information on the order administration screen before sending the shipping request to Foxpost.

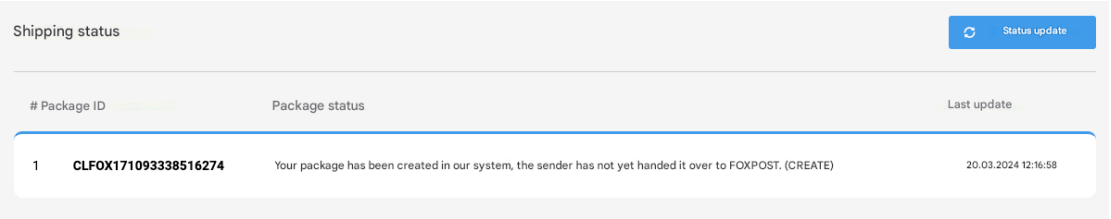
To send a shipping request for an order, the order must first be edited under Webshop → Orders.

Next, the administrator needs to complete the Shipping Details form found under the order:



1. **Cash on Delivery Amount** - the total value of the order excluding shipping costs.
2. **Package Identifier Number** - any package identifier number.
3. **Note** - internal note for the courier service.
4. **Message for the Courier** - a special note for the courier delivering the package.
5. **Fragile Goods** - by enabling this option, Foxpost will be notified that the contents of the package are fragile.
6. **Foxpost Label** - this option determines whether Foxpost will print the label.

After successfully submitting the package, a new section will appear under the order modification, where the store owner can track the current status of their package(s).



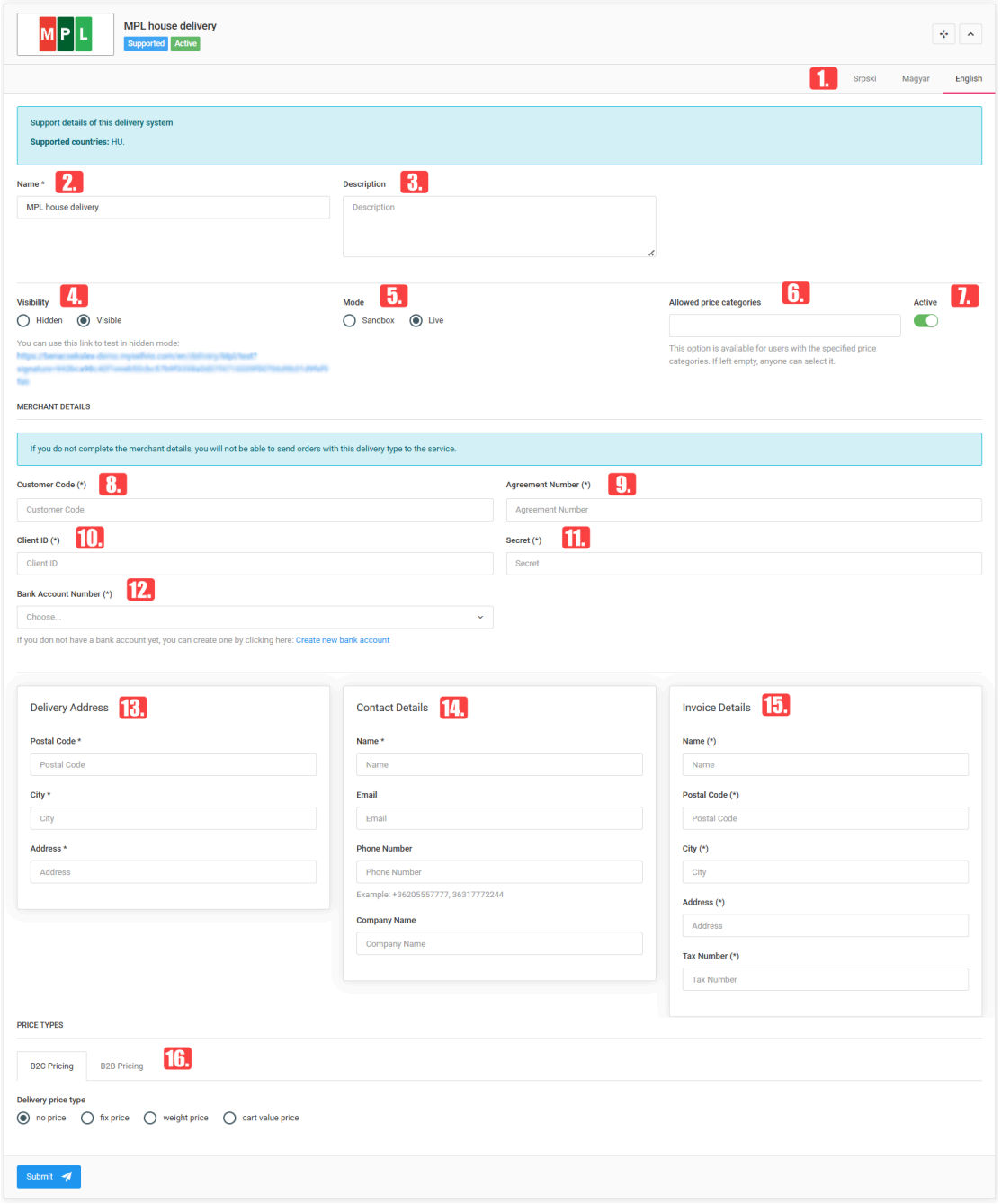
Using the "Update Status" button, the current status of the packages can be requested from the service provider at any time.

MPL - Hungarian Post Logistics

Businesses operating their Sellvio web stores must establish a contract with MPL to obtain the configuration parameters required for integration. Setting up MPL in Sellvio, once the necessary connection parameters are received, is a quick and straightforward process.

MPL's settings for special shipping types can be accessed via the Settings → Shipping Methods menu in the sidebar, then switching to the Special Shipping Types tab.

IMPORTANT: The current version of the Sellvio MPL plugin is not supported in Serbia.



1. Using the language tabs, language-specific settings for all active languages in the webshop are available:
2. **Name**: This field allows administrators to assign a name to the service in the language selected from the list at the top of the settings panel. This name will appear to webshop customers during checkout.
3. **Description**: Administrators can provide a short description or helper text for the service in the language selected from the list at the top of the settings panel. This text will be displayed as helper text for the shipping type at checkout.
4. **Visibility**: This option controls the visibility of the shipping option at checkout, even if it is marked as active. A link provided in this section allows the shipping option to be accessible only to logged-in administrators. This workflow enables testing of the shipping option on a live site without making it visible to regular customers.

5. **Mode**: This setting allows administrators to switch between test and live modes. The test mode is intended primarily for testing purposes. The provider supplies both test and live parameters to store owners. These parameters can be configured separately for each mode by toggling between them.
6. **Allowed price categories** - You can choose whether the option should be available only to wholesale or retail customers. If not set, it will be visible to all users.
7. **Active**: Determines whether the service is active or not. If deactivated, the shipping option will not be available at checkout for customers or administrators, regardless of whether the service is in test or live mode.
8. **Customer Code**: The webshop-operating company's customer code with MPL.
9. **Agreement Number**: The agreement number between MPL and the webshop operator.
10. **Client ID**: A unique identifier required for API communication.
11. **Secret**: The encrypted key for API communication, also provided by MPL to the webshop operator.
12. **Bank Account Number**: The official bank account number of the webshop-operating company.
13. **Address Data**: The official address of the webshop-operating company.
14. **Contact information**: The contact information of the webshop-operating company.
15. **Billing Data**: The billing information required for invoicing by the webshop-operating company.
16. **Price types** – similar to general shipping types, administrators can define the shipping price type they want to use and configure its options within B2B and B2C pricing.

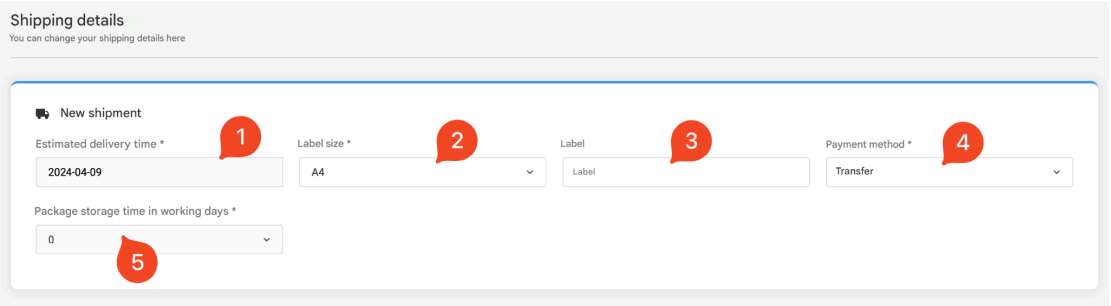
The MPL service is not free. The Bank Account Number, Address Details, Contact Details, and Billing Details are all necessary for MPL to bill the webshop operator for services at the end of the month. Additionally, MPL requires the official company details for every shipping request.

Additional MPL Shipping Details Within an Order

When customers select MPL as the shipping method for their order, administrators must provide additional information on the order administration interface before sending the shipping request to MPL.

To send a shipping request for an order, the administrator must first edit the order in the Webshop → Orders menu.

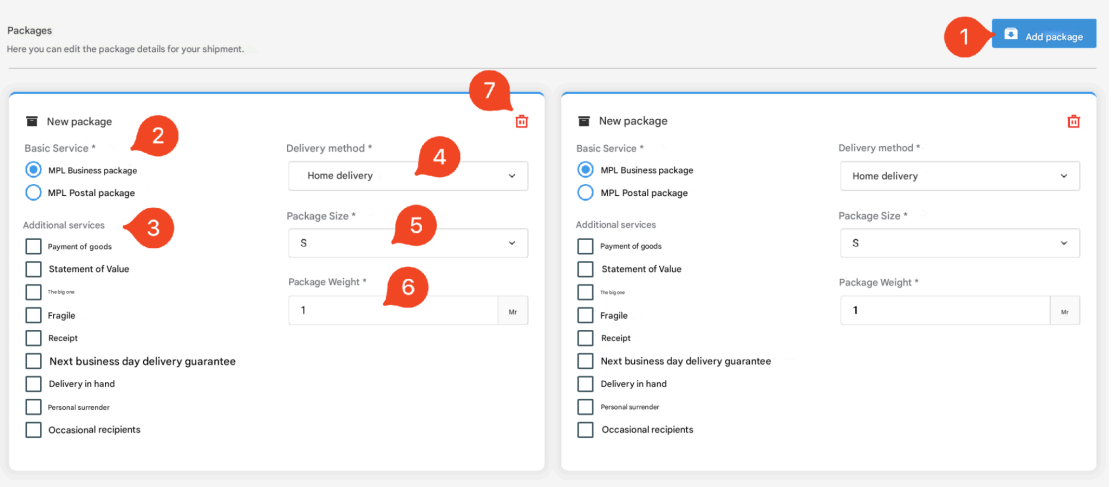
Next, administrators need to complete the Shipping Details form located within the order:



1. **Planned date of dispatch** - this field allows specifying the date on which the courier should pick up the package from the business operating the webshop.
2. **Label size** - the size of the label used to identify the package, which will be affixed to it, can be selected from the dropdown menu.
3. **Label** - any text can be entered in this field, which will appear on the label attached to the package.

4. **Payment method** - you can choose whether the customer will pay the shipping fee in cash or via bank transfer. In both cases, the paid amount will be credited to the bank account specified in the MPL settings, either through the customer's transfer or by MPL.
5. **Package retention period (business days)** - this field allows specifying how many business days MPL will retain the package in case of an unsuccessful delivery attempt.

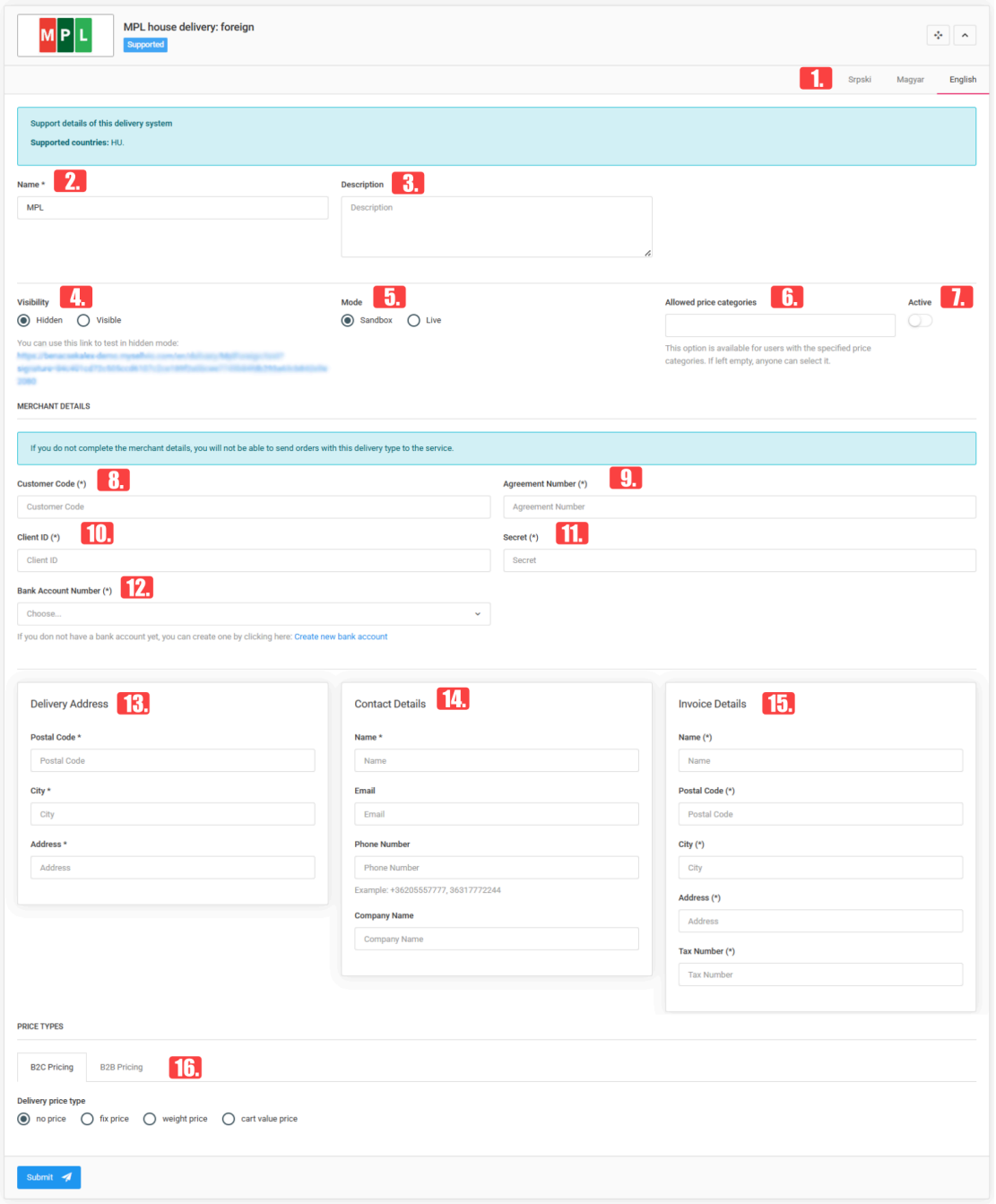
   After providing the shipping details, the webshop administrator only needs to specify the number of packages and their related information before submitting the shipping request:



1. **Add Package** - Use this button to add new packages to the order.
2. **Basic service** - The basic service setting allows you to define the nature of the delivery, whether the shipment is a standard postal package or a business package.
3. **Extra services** - MPL offers various extra services per package, which can be selected under the Extra Services section.
4. **Shipping method** - In the dropdown menu, you can select the shipping method, such as home delivery or pallet delivery.
5. **Package size** - MPL distinguishes three package sizes, which can be chosen under the Package Size option.
6. **Package weight** - The input field allows you to specify the weight of the package. It is important to note that the total weight of multiple packages cannot exceed the total weight of the items in the order and must not be less.
7. If a package is not needed, it can be deleted by clicking the "trash" icon.

After successfully submitting the package(s), a new section appears under the order modification screen, where the webshop owner can track the current status of their package(s).

MPL house delivery: foreign



1. Using the language tabs, language-specific settings for all active languages in the webshop are available:
2. **Name** - This field allows administrators to assign a name to the service in the language selected from the list at the top of the settings panel. This name will appear to webshop customers during checkout.
3. **Description** - Administrators can provide a short description or helper text for the service in the language selected from the list at the top of the settings panel. This text will be displayed as helper text for the shipping type at checkout.
4. **Visibility** - This option controls the visibility of the shipping option at checkout, even if it is marked as active. A link provided in this section allows the shipping option to be accessible only to logged-in administrators. This workflow enables testing of the shipping option on a live site without making it visible to regular customers.

5. **Mode** - This setting allows administrators to switch between test and live modes. The test mode is intended primarily for testing purposes. The provider supplies both test and live parameters to store owners. These parameters can be configured separately for each mode by toggling between them.
6. **Allowed price categories** - You can choose whether the option should be available only to wholesale or retail customers. If not set, it will be visible to all users.
7. Active - Determines whether the service is active or not. If deactivated, the shipping option will not be available at checkout for customers or administrators, regardless of whether the service is in test or live mode.
8. **Customer Code** - The webshop-operating company's customer code with MPL.
9. **Agreement Number** - The agreement number between MPL and the webshop operator.
10. **Client ID** - A unique identifier required for API communication.
11. **Secret** - The encrypted key for API communication, also provided by MPL to the webshop operator.
12. **Bank Account Number** - The official bank account number of the webshop-operating company.
13. **Address Data** - The official address of the webshop-operating company.
14. **Contact information** - The contact information of the webshop-operating company.
15. **Billing Data** - The billing information required for invoicing by the webshop-operating company.
16. **Price types** - similar to general shipping types, administrators can define the shipping price type they want to use and configure its options within B2B and B2C pricing.

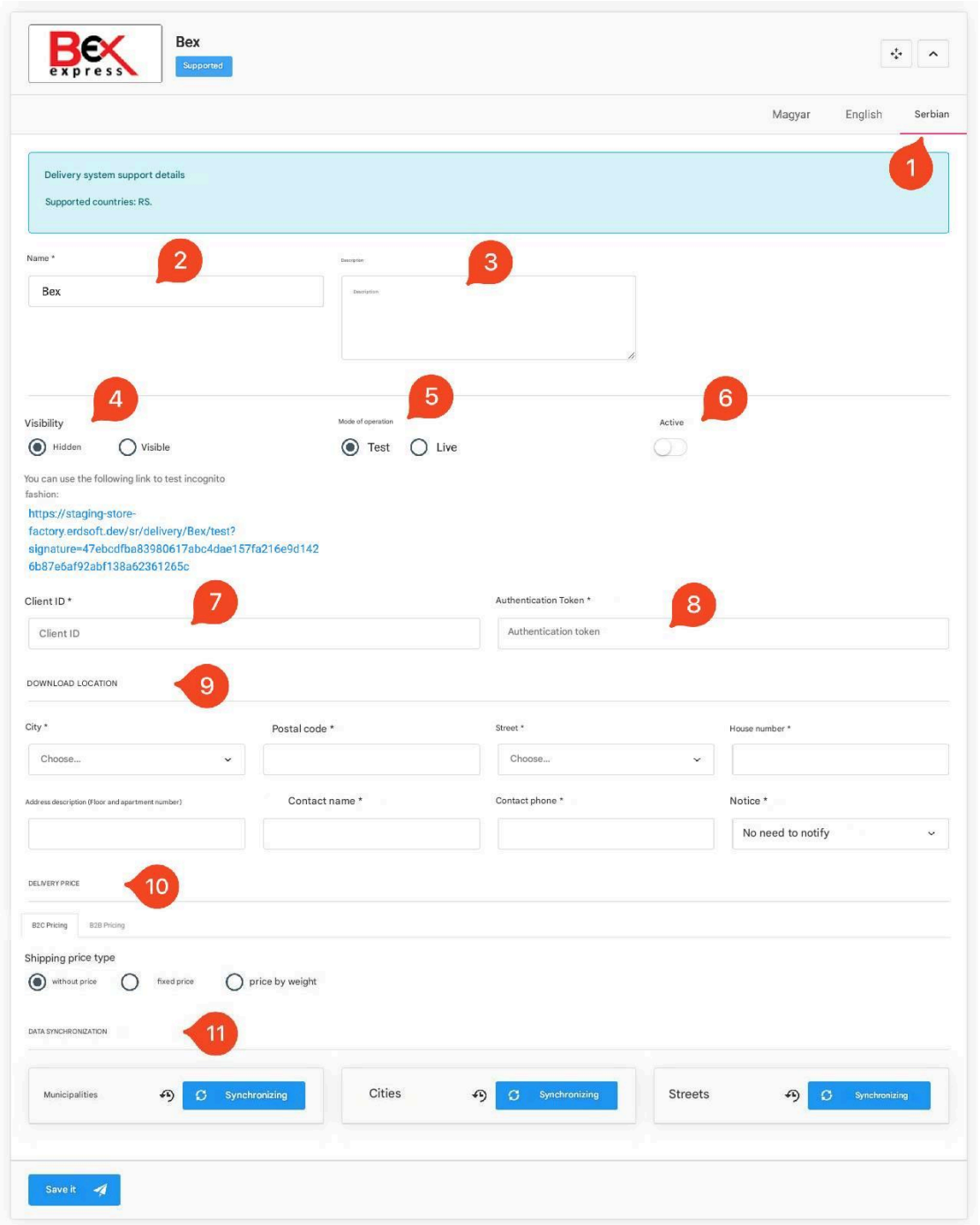
BEX

Bex is a courier and logistics company providing express delivery services. Bex services are only available in Serbia. Their offerings include domestic package delivery, express courier services, and various logistics solutions.

To set up the integration, businesses operating the Sellvio webshop must sign a contract with Bex to obtain the configuration parameters required for the integration. Once the necessary parameters are acquired, configuring Bex in Sellvio is a quick and simple process.

To access the specialized Bex shipping method, click on the External Services menu in the sidebar, and then navigate to the Delivery tab on the sender services administration page.

IMPORTANT: In Sellvio, the Bex shipping method is only supported in Serbia.



1. Language tabs allow language-specific settings for all currently active languages of the webshop.
2. **Name** - This field enables administrators to assign a name to the service in the selected language from the list at the top of the service settings panel. This name will be displayed to webshop customers during checkout as the shipping type.
3. **Description** - This field allows administrators to provide a short description or help text for the service in the selected language from the list at the top of the service settings panel. This text will appear to customers during checkout as help text related to the shipping type.
4. **Visibility** - This option controls the visibility of the shipping option at checkout, even if it is marked as active. Visiting the link specified in this section makes the shipping option accessible to logged-in administrators. This workflow allows the shipping option to be tested on a live site without making it visible to regular customers.

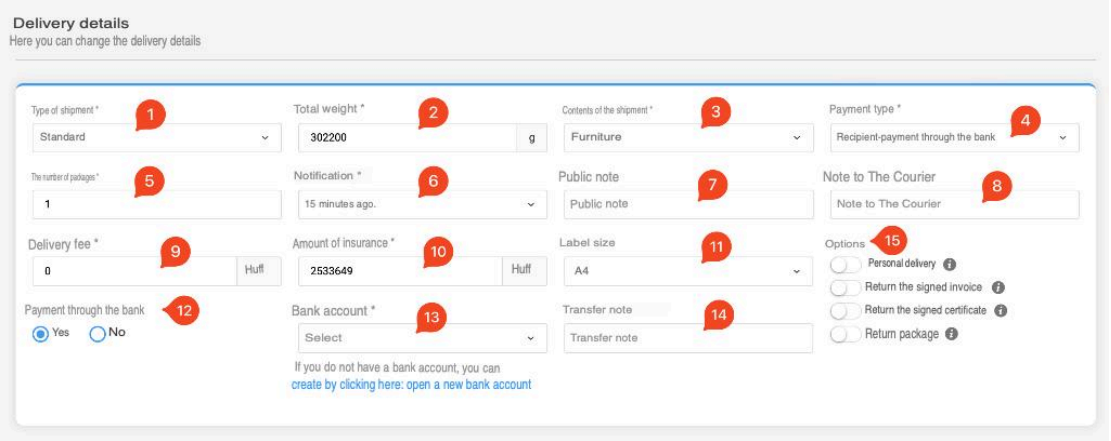
5. **Mode** - This setting allows administrators to switch between test and live modes. The test setting is primarily used for testing purposes. The provider supplies store owners with both test and live parameters, which can be configured separately by switching between the two modes.
6. **Active** - Determines whether the service is active. If deactivated, the shipping option will not be available at checkout for either customers or administrators, regardless of whether the service is in test or live mode.
7. **Client ID -** Identifier provided by Bex.
8. **Authentication token** - Identifier token provided by Bex, required for API communication.
9. **Download location** - The address and contact details of the business operating the webshop where the courier can collect the packages for delivery.
10. **Price types –** similar to general shipping types, administrators can define the shipping price type they want to use and configure its options within B2B and B2C pricing.
11. **Data synchronization** - For accuracy, Bex operates with specified lists of municipalities, settlements, and streets. Deliveries are only made to locations that are registered in their system. Therefore, after providing the Client ID and Authentication Token, click the Synchronize button to sync the list of municipalities, settlements, and streets provided by Bex.

Additional BEX Shipping Details Within an Order

When customers select Bex as the shipping method for their order, administrators must provide some additional information on the order administration interface before submitting the shipping request to Bex.

To send a shipping request for an order, the order must first be edited under the Webshop → Orders menu.

Then, administrators need to complete the Shipping Details form located within the order:

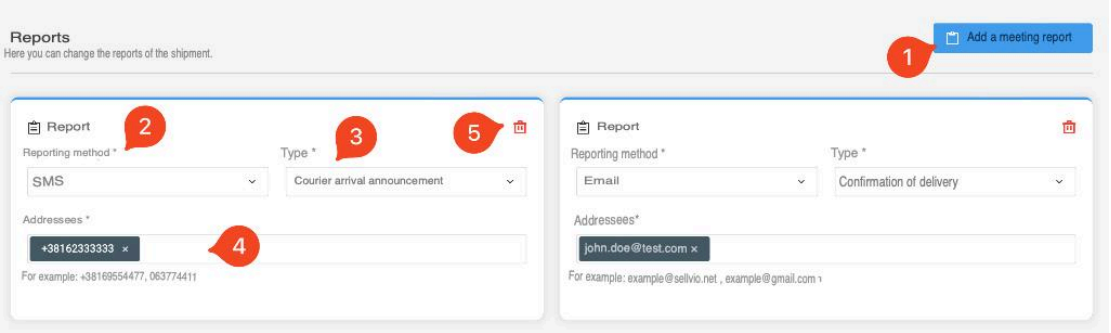


1. **Shipment Type** - A field used to specify the type of shipment.
2. **Total Weight** - The total weight of the package to be delivered. The total weight must precisely match the combined weight of the items in the order.
3. **Shipment Content** - Select the content of the package from a list provided by Bex.
4. **Payment Method** - This field allows selection of whether the shipping cost will be paid by the sender or the customer, and the method of payment.
5. **Number of Packages** - Specifies the number of packages included in the shipment.
6. **Notification** - Determines whether the customer should receive notifications from Bex regarding the shipment.
7. **Public Note** - A field for leaving any comment intended for the service provider.

8. **Courier Note** - A specific note for the courier responsible for delivery.
9. **Delivery Fee** - The cost of delivery can be specified in this field.
10. **Insurance Amount** - If the package value requires insurance, the value can be specified in this field.
11. **Label Size** - Depending on the package size, the admin can select the appropriate label size for the package from a dropdown menu.
12. **Payment via Bank** - This option allows deciding whether Bex should deposit the amount handed to the courier into the company's account after delivery.
13. **Bank Account** - The company's bank account where the payment will be deposited if bank payment is chosen.
14. **Transfer Note** - For payments made via bank, a customizable note can be added to help identify the payment.
15. **Options** - Additional shipping options that can be requested from the service provider.

Reports

Bex offers the option to send notifications at various stages of delivery. The webshop administrator can set how and when the customer will receive notifications regarding the shipment in the Reports section. This allows customization of the notification process based on different delivery stages.



1. **Add New Report** – A new report can be added to the order/shipment by clicking the "Add New Report" button.
2. **Report Type** – In the dropdown field, you can define whether the customer should receive the report via SMS or email.
3. **Type** – The Type field specifies the scenarios in which Bex can send a report to the customer regarding the shipment. The webshop administrator can select exactly which case will trigger the report to be sent to the customer.
4. **Recipients** – The Recipients field is where the email addresses or phone numbers for receiving the report can be specified. Multiple phone numbers or email addresses can be added, depending on the option selected in the Report Type field.
5. If a report is not needed, it can be deleted by clicking the "trash" icon.

After successfully submitting the package(s), a new section will appear under the order modification, where the webshop owner can track the current status of the package(s).

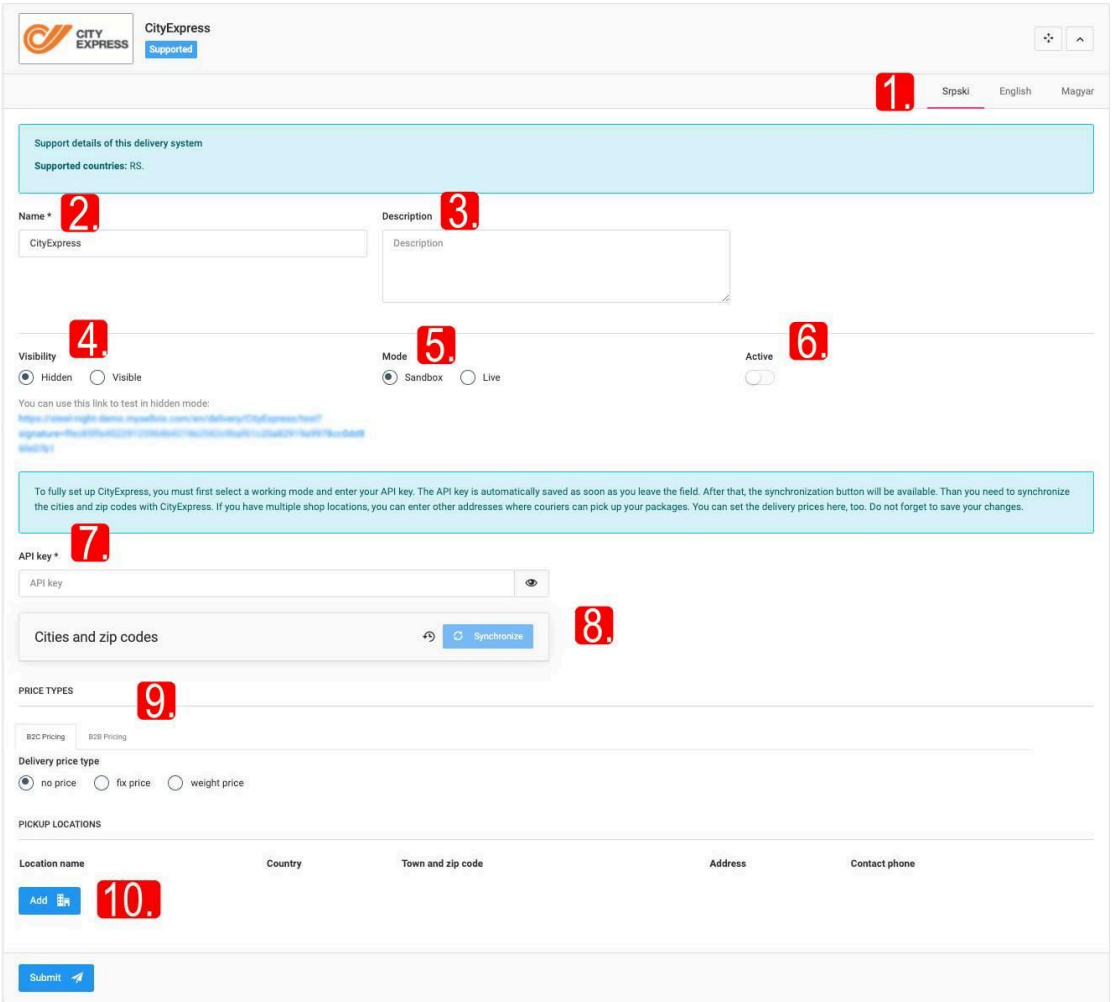
City Express

City Express is a courier and logistics company offering express delivery services, operating within Serbia. Their services include domestic parcel delivery, express courier service, and various logistics solutions.

To set up the integration, businesses operating a Sellvio webshop must sign a contract with City Express to receive the necessary configuration parameters for the integration. Once the required parameters are obtained, the City Express setup in Sellvio is a quick and easy process.

To access the special delivery mode of City Express, click on the "External Services" menu in the sidebar, then go to the shipping services administration page and click the "Delivery" tab.

IMPORTANT: In Sellvio, the City Express shipping mode is only supported in Serbia.



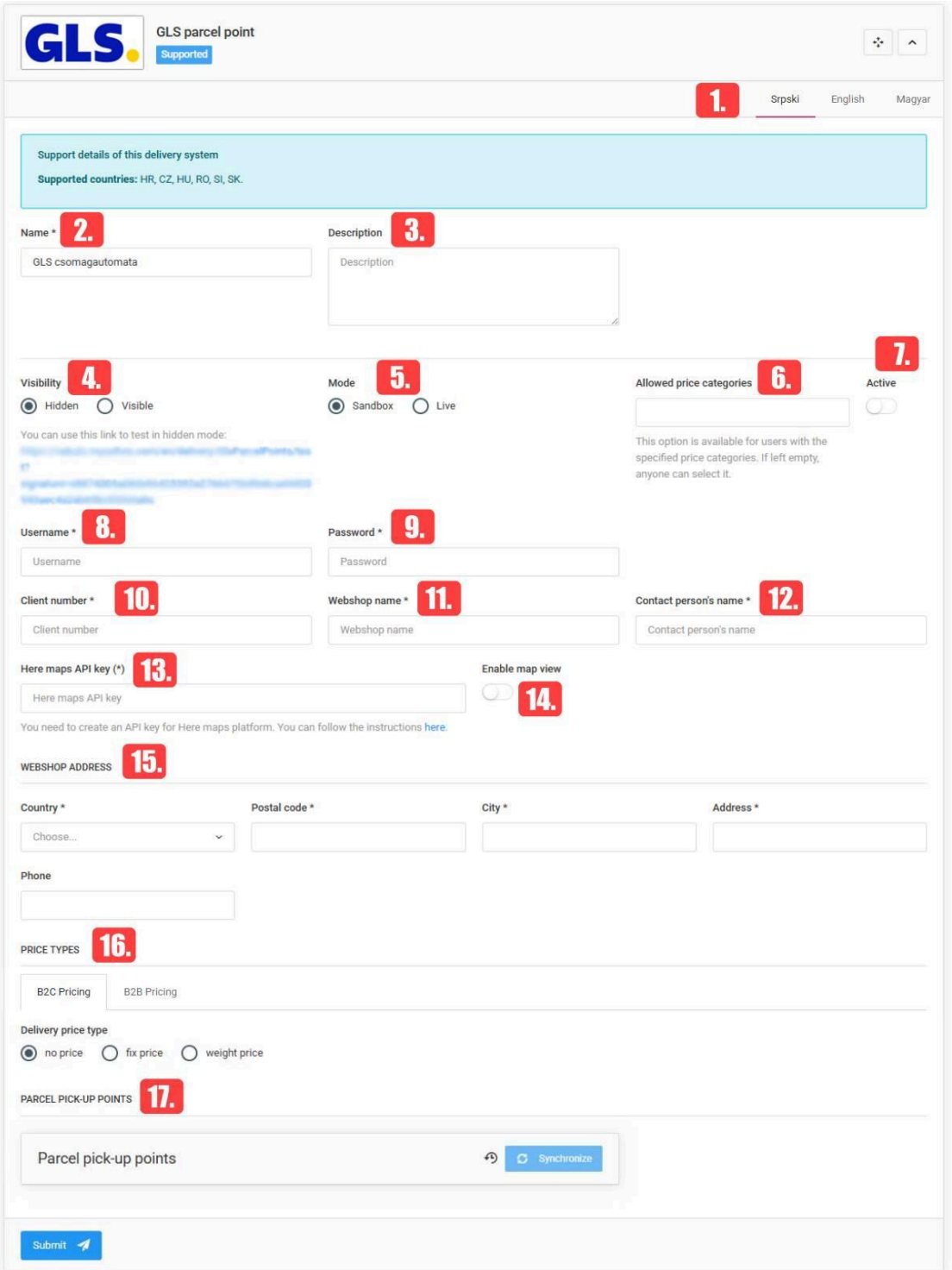
1. Using the language tabs, the language-specific settings for all currently active languages of the webshop can be accessed.
2. **Name** – This field allows administrators to assign a name to the service in the selected language, visible in the list at the top of the service settings panel. This name will appear as the shipping option during checkout for webshop customers.
3. **Description** – This field allows administrators to provide a brief description or help text for the service in the selected language, visible at the top of the service settings panel. This text will appear as a tooltip for customers at checkout regarding the shipping option.
4. **Visibility** – This option controls the visibility of the shipping option at checkout, even if it is marked as active. By visiting the provided link, the shipping option will be available to the logged-in administrator. This process allows testing the shipping option on a live site without making it visible to regular customers.
5. **Mode** – This setting allows administrators to switch between test and live modes. The test setting is mainly for testing purposes. The provider gives separate parameters for both test and live modes, and these can be configured separately by switching between the two modes.
6. **Active** – Determines whether the service is active or not. If deactivated, the shipping option will not be available to customers or administrators at checkout, regardless of whether it is in test or live mode.

7. **API Key** – The identifier provided by City Express.
8. **Synchronization** – Synchronize cities and postal codes from the City Express database.
9. **Price types** – similar to general shipping types, administrators can define the shipping price type they want to use and configure its options within B2B and B2C pricing.
10. **Pickup Locations** – Under the pickup locations settings, the pickup locations and their details can be added.

GLS Parcel Locker

The GLS parcel locker is a convenient and flexible package pickup solution that allows customers to collect their orders from a pre-selected locker 24 hours a day. These lockers are available nationwide, enabling customers to choose the location closest to their home or workplace.

To configure the integration, businesses operating a Sellvio online store must enter into a contract with GLS in order to receive the configuration parameters required for integration. Once the necessary data is obtained, setting up GLS in Sellvio is a quick and simple process.

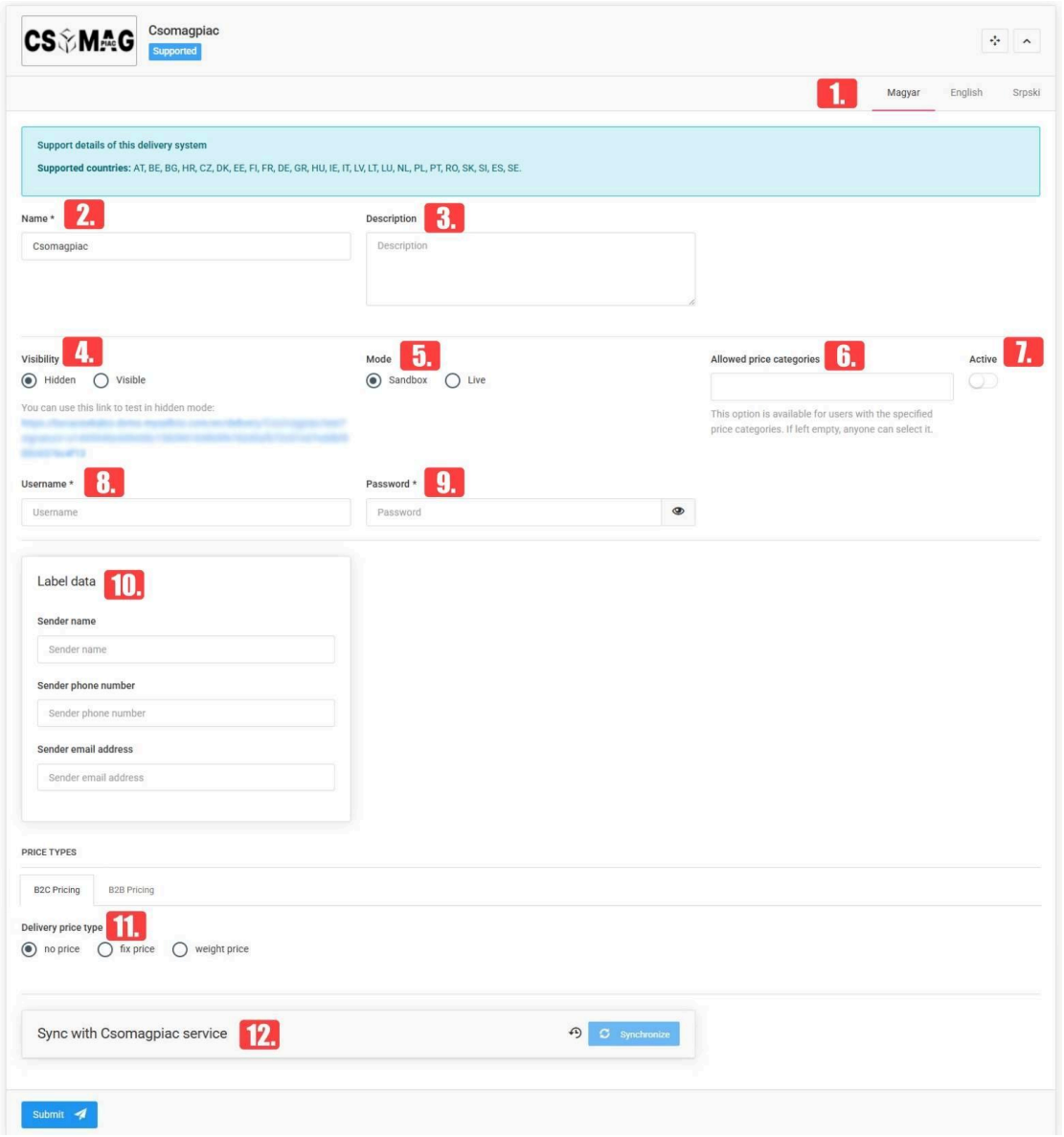


1. **Language** – It can be set which languages the service should be available in.
2. **Name** – This field allows administrators to assign a name to the service in the selected language from the list at the top of the service settings panel. The delivery method will appear with this name to customers during checkout.
3. **Description** – This field allows administrators to provide a short description or help text for the service in the selected language from the list at the top of the service settings panel. This text will appear as help information to customers at checkout regarding the selected delivery method.

4. **Visibility** – This option controls the visibility of the shipping option at checkout, even if it is marked as active. Visiting the link provided in this section will make the shipping option accessible to a logged-in administrator. This workflow allows testing the shipping option on a live site without it being visible to regular customers.
5. **Mode** – This setting allows administrators to switch between test and live modes. The test mode is primarily intended for testing purposes. The provider supplies both test and live parameters to store owners.
6. **Allowed price categories** – You can choose whether the option should be available only to wholesale or retail customers. If not set, it will be visible to all users.
7. **Active** – Determines whether the service is active or not. If deactivated, the shipping option will not be available at checkout for either customers or administrators, regardless of whether the service is in test or live mode.
8. **Username** – The username used for authentication with GLS.
9. **Password** – The password required for authentication with GLS.
10. **Client number** – A unique identifier belonging to the business or customer using GLS logistics and parcel delivery services.
11. **Webshop name** – The name of the online store.
12. **Contact person's name** – The name of the contact person responsible for GLS shipments.
13. **Here maps API key** – An API key must be provided to enable map display.
14. **Enable map view** – When enabled, the map view will be displayed.
15. **Webshop address** – Finally, store owners need to provide additional information about the webshop's address, as it is required for the GLS service. Since the fields are self-explanatory, we will not go into detail about each specific one.
16. **Price types** – similar to general shipping types, administrators can define the shipping price type they want to use and configure its options within B2B and B2C pricing.
17. **Parcel pick-up points** – Available parcel pickup points can be synchronized in the system, allowing customers to select one during the checkout process.

Csomagpiac

Csomagpiac offers an extensive network that includes numerous pickup points and delivery options, ensuring fast and reliable parcel delivery.

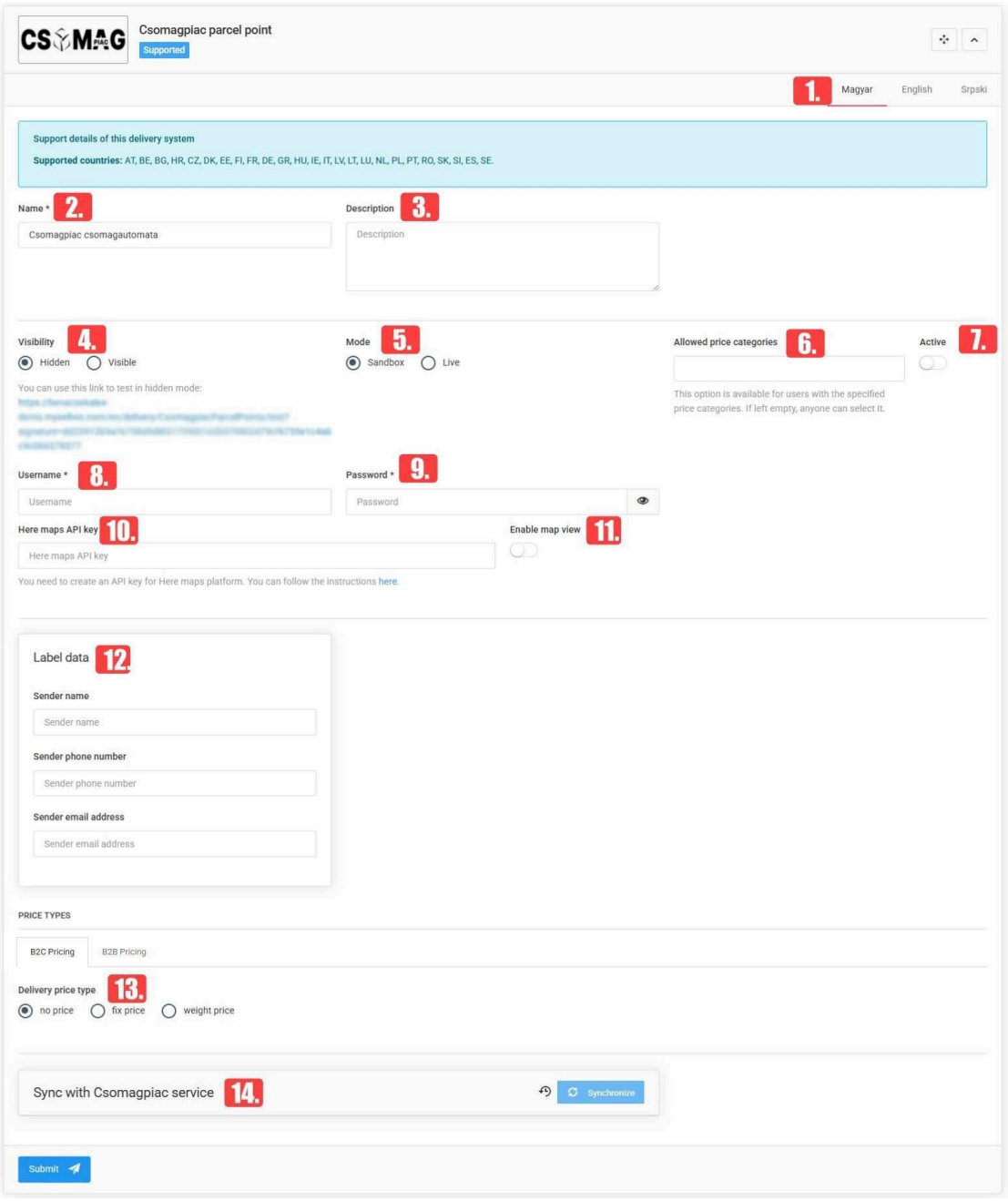


1. With the help of language tabs, language-specific settings for all currently active languages in the webshop can be configured.
2. **Name** – This field allows administrators to assign a name to the service in the selected language from the list at the top of the service settings panel. This name will appear to customers during checkout.
3. **Description** – This field enables administrators to provide a short description or helper text for the service in the selected language from the list at the top of the panel. This text will be shown to customers as a tooltip during the selection of the delivery method at checkout.
4. **Visibility** – This option controls the visibility of the delivery method at checkout, even if it is marked as active. The link entered here makes the delivery option accessible to logged-in administrators only. This workflow allows for testing the shipping option on a live site without making it visible to regular customers.
5. **Mode** – This setting enables administrators to switch between test and live modes. The test mode is primarily used for testing purposes. The service provider supplies parameters for both modes, which can be configured separately by switching between them.
6. **Allowed price categories** – You can choose whether the shipping option is available only to wholesale or retail customers. If not set, it will be visible to all users.

7. **Active** – Determines whether the service is active. If deactivated, the shipping option will not be available at checkout for customers or administrators, regardless of the mode.
8. **Username** – Username used for authentication with Csomagpiac.
9. **Password** – Password required for authentication with Csomagpiac.
10. **Label data** – Information about the company operating the webshop.
11. **Price types** – similar to general shipping types, administrators can define the shipping price type they want to use and configure its options within B2B and B2C pricing.
12. **Sync with Csomagpiac service** – This option allows updating the data connection between the webshop and the Csomagpiac system.

Csomagpiac parcel point

The Csomagpiac parcel locker offers a convenient and flexible pickup option, allowing customers to collect their packages quickly, contactlessly, and independently of time.



1. With the help of language tabs, language-specific settings for all currently active languages in the webshop can be configured.
2. **Name** – This field allows administrators to assign a name to the service in the selected language from the list at the top of the service settings panel. This name will appear to customers during checkout.
3. **Description** – This field enables administrators to provide a short description or helper text for the service in the selected language from the list at the top of the panel. This text will be shown to customers as a tooltip during the selection of the delivery method at checkout.
4. **Visibility** – This option controls the visibility of the delivery method at checkout, even if it is marked as active. The link entered here makes the delivery option accessible to logged-in administrators only. This workflow allows for testing the shipping option on a live site without making it visible to regular customers.
5. **Mode** – This setting enables administrators to switch between test and live modes. The test mode is primarily used for testing purposes. The service provider supplies parameters for both modes, which can be configured separately by switching between them.
6. **Allowed price categories** – You can choose whether the shipping option is available only to wholesale or retail customers. If not set, it will be visible to all users.
7. **Active** – Determines whether the service is active. If deactivated, the shipping option will not be available at checkout for customers or administrators, regardless of the mode.
8. **Username** – Username used for authentication with Csomagpiac.
9. **Password** – Password required for authentication with Csomagpiac.
10. **Here Maps API key** – An API key must be entered to enable the map display.
11. **Enable map view** – When enabled, the map view will be displayed.
12. **Label data** – Information about the company operating the webshop.
13. **Price types** – similar to general shipping types, administrators can define the shipping price type they want to use and configure its options within B2B and B2C pricing.
14. **Sync with Csomagpiac service** – This option allows updating the data connection between the webshop and the Csomagpiac system.

Billing services

Billing services are designed to simplify the invoicing process, making it easier for businesses to manage their finances, handle taxes, and comply with their country's accounting and tax regulations.

Sellvio includes integration with several Hungarian and Serbian billing services, simplifying the process for business owners to transfer customer orders to their preferred billing service.

Please note that not all billing services are available in every country.

IMPORTANT: All billing service plugins in Sellvio require the store owner’s company to establish a contract with the respective billing service provider.

Once the contract is signed by the store owner and the billing service provider, the provider will supply the store owner with the necessary credentials and configuration parameters. These can then be entered into the configuration fields of the Sellvio plugin’s setup form.

Now, let’s go through each billing service offered by Sellvio one by one.

Billingo.hu

Billingo.hu is a Hungarian online invoicing and financial management platform. It offers a variety of invoicing and financial management services, primarily for businesses operating in Hungary.

The Billingo.hu billing service settings can be accessed in the sidebar under Settings → Billing Services.

IMPORTANT: Billingo.hu is supported only in Hungary.

Using the language tabs, language-specific settings for all currently active languages in the webshop can be configured:

Name: This field allows administrators to assign a name to the service in the selected language from the list at the top of the service settings panel. The billing service will appear in the invoicing window under Webshop → Orders with the name specified here.

Description: This field allows administrators to provide a brief description or help text for the service in the selected language from the list at the top of the service settings panel.

Mode: This setting enables administrators to switch between test and live modes. The test mode is primarily used for testing purposes. Billingo provides store owners with both test and live parameters. These parameters can be configured separately for each mode by switching between them.

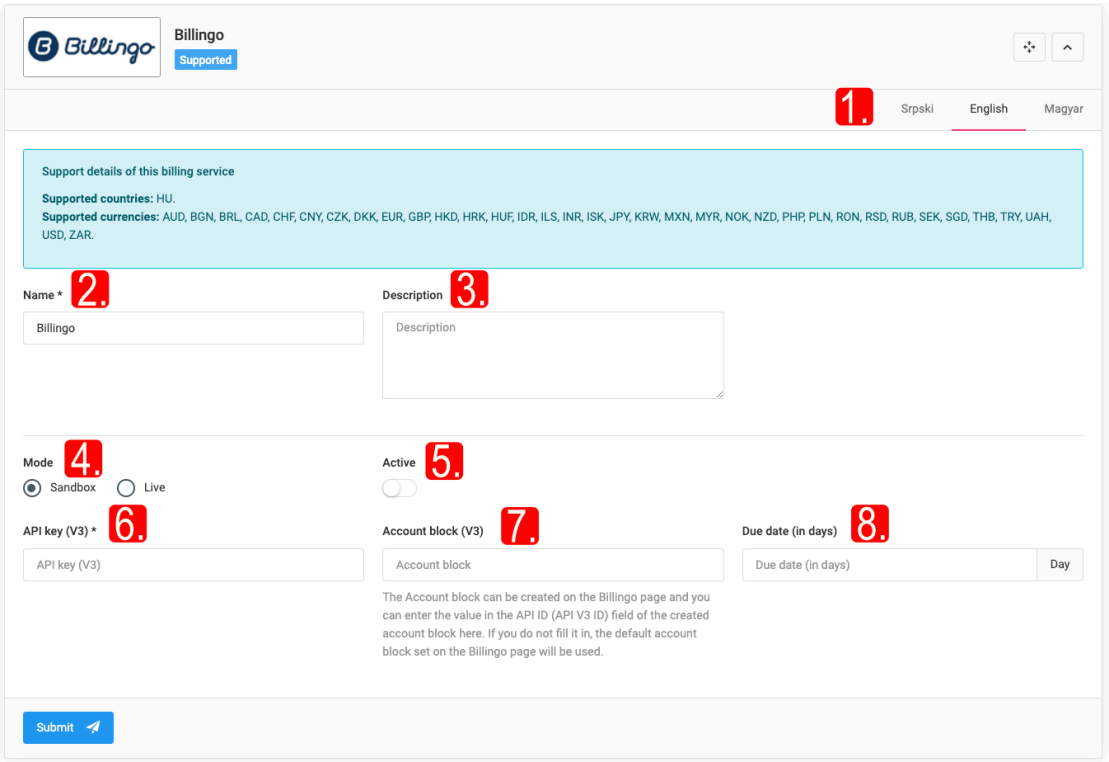
Active: Determines whether the service is active or not. If deactivated, the billing option will not be available to administrators on the order page, regardless of whether the service is in test or live

mode.

API Key (V3): A unique identifier or code provided by Billingo.hu upon registering the company on the platform. This token can be found within the company's Billingo profile settings.

Invoice Block (V3): For financial transparency, it is best to completely separate revenue sources using invoice blocks. Webshop owners can create a dedicated invoice block specifically for orders placed through their webshop. If no invoice block is specified here, the default invoice block set in the store owner's Billingo profile will be used.

Payment Deadline (in days): The default due date applied to invoices generated by Billingo.

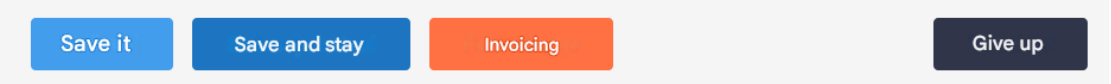


Submitting Orders to Billingo.hu and Generating Invoices

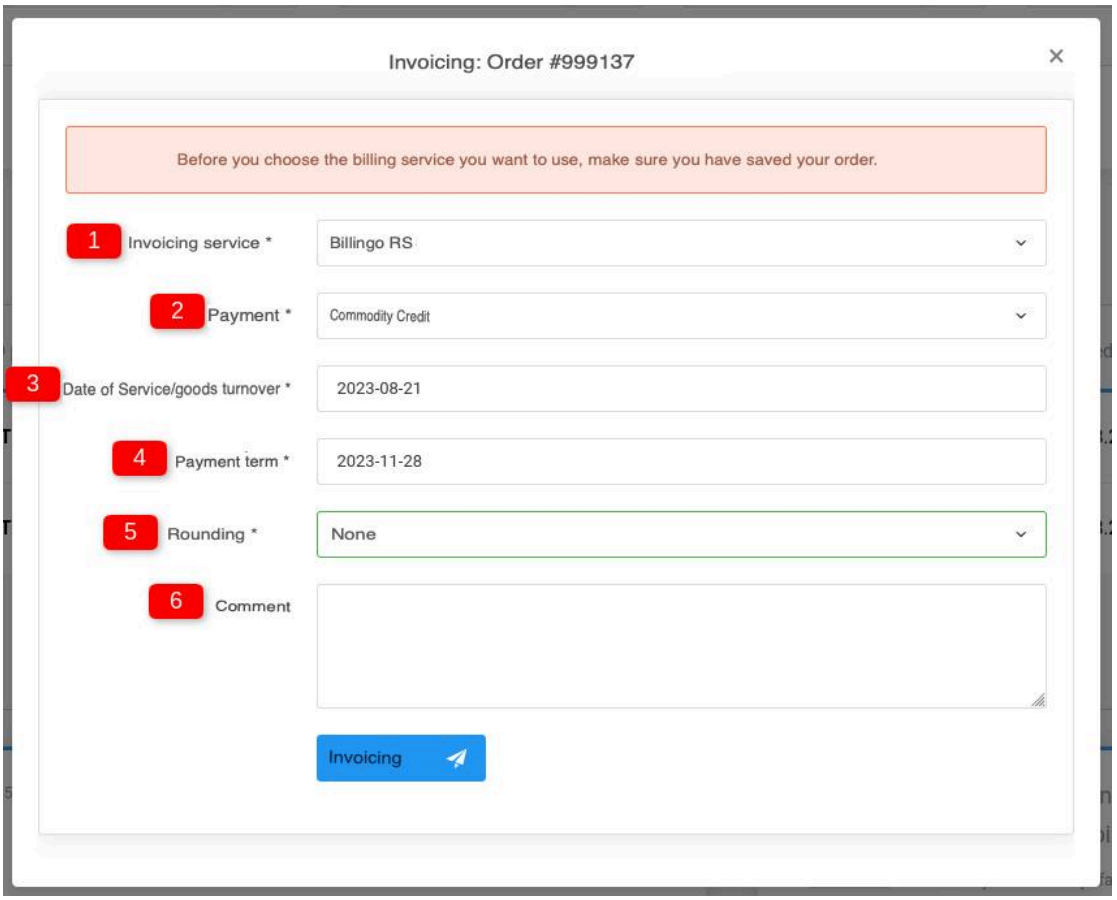
Once the Billingo plugin is properly configured in Sellvio, submitting an existing order to Billingo is a straightforward process.

Store owners need to navigate to Webshop → Orders in the sidebar, access the page, and edit the order they wish to send to Billingo.hu.

To submit the order, scroll to the bottom of the order editing page and click the "Billing" button.



This action opens a window containing the billing details, allowing administrators to select the billing service they wish to use for submitting the order. Please note that this option is only applicable if multiple billing services are enabled.



1. Billing Service: The billing service to be used for the order (in this case, it will be Billingo).

2. Payment: The type of payment, such as cash, bank card, etc. (The available options are provided by Billingo).
3. Delivery Date: The date the invoice is issued.
4. Payment Deadline: The date by which the customer must make the payment.
5. Rounding: The rounding of the invoice total to "one," "five," or "ten."
6. Note: Any additional comments that should be included on the invoice.

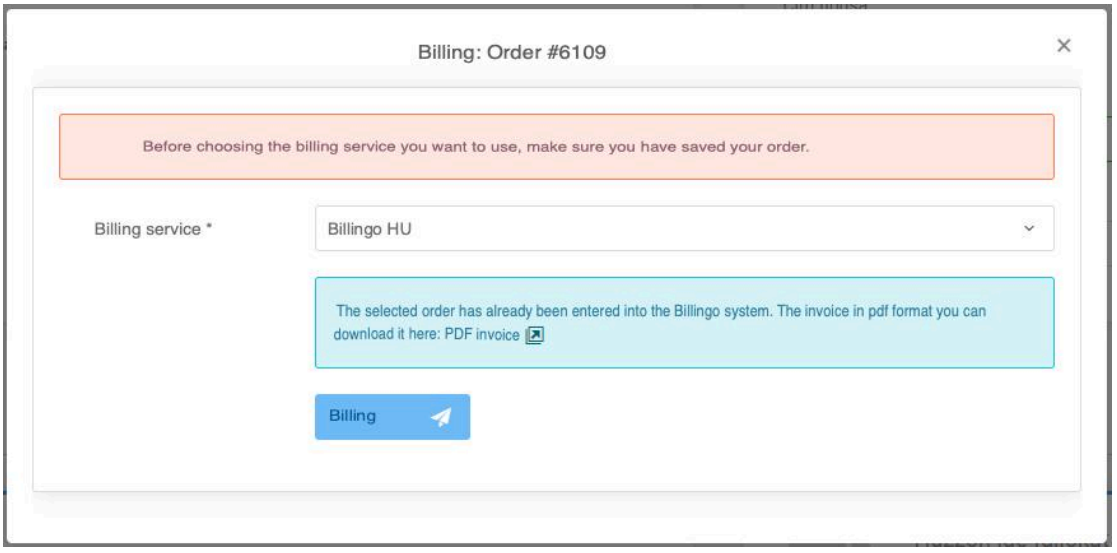
Once all necessary fields in the billing details modal are filled, the administrator can submit the order to Billingo.hu by clicking the "Billing" button at the bottom of the modal.

After Billingo successfully processes the order and generates an invoice, a new button will appear at the bottom of the order editing page.

The order will also be visible under the store owner's Billingo.hu account.

Administrators can easily download the invoice in PDF format by clicking the "Invoice PDF" button.

IMPORTANT: Only one invoice can be generated for a specific Sellvio order using the same billing service.



During the invoicing of the order, the system automatically fills in the name of the billing provider and the payment method selected at the time of ordering.

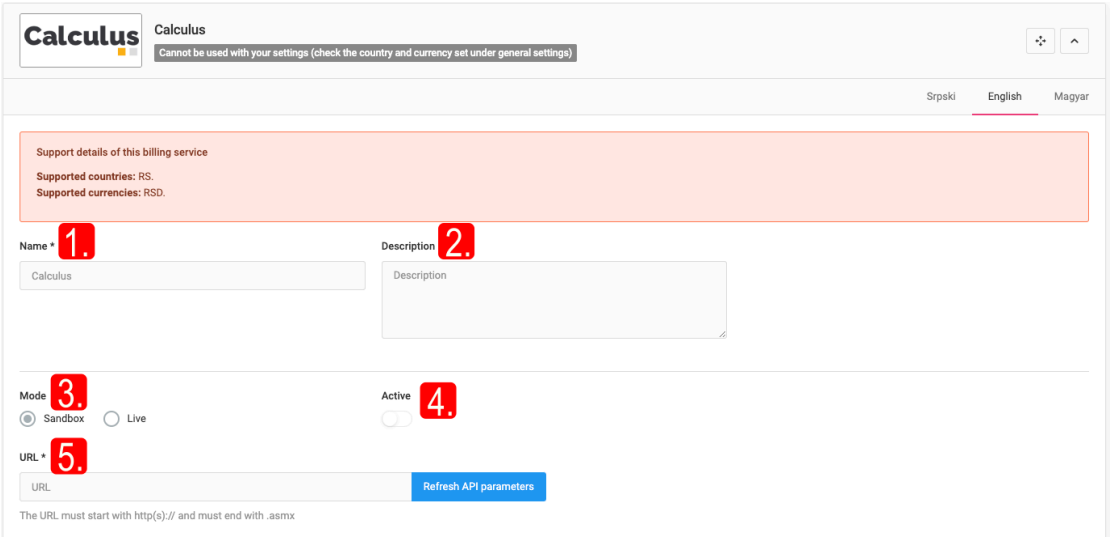
Calculus

Calculus ERP is a business software solution offering customizable systems to manage various business processes, such as procurement, production planning,

customer management, finance, and human resources. It also provides cloud-based services, e-invoicing, and electronic document management.

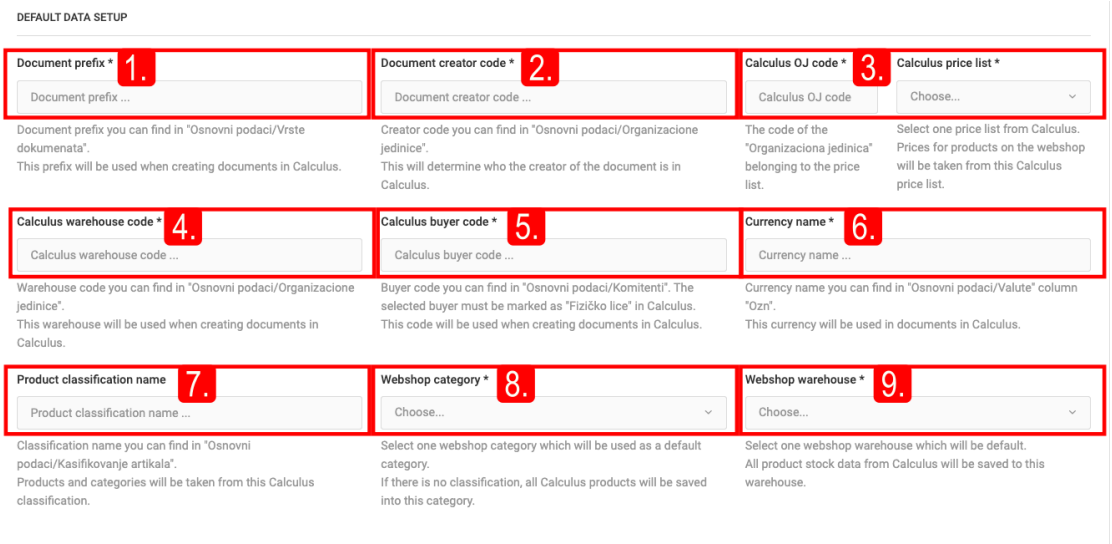
You can easily import manufacturers, product categories, products (including prices and stock levels), and customers from the Calculus ERP system into your online store. Additionally, orders placed in your store can be transferred to the Calculus ERP system.

IMPORTANT: Calculus is supported only in Serbia.



1. Name – This field allows administrators to assign a name to the service in the selected language from the list at the top of the service settings panel. The billing service will appear with this name in the billing window under Webshop ⟶ Orders.
2. Description – This field lets administrators provide a brief description or help text for the service in the selected language from the list at the top of the service settings panel.
3. Mode – This setting enables administrators to switch between test and live modes. The test mode is primarily used for testing purposes. The service provides both test and live parameters for store owners, which can be configured separately by toggling between the two modes.
4. Active – Determines whether the service is active or not. If deactivated, the billing option will not be available to administrators on the order page, regardless of whether the service is in test or live mode.
5. URL – This field must contain the public IP address or URL along with the server port on the local private network where the Calculus API service is running. This allows the Sellvio server to access the Calculus server running on the store owner's private network. To access the Calculus API service, the port forwarding method must be configured on the router.

Set Default Data

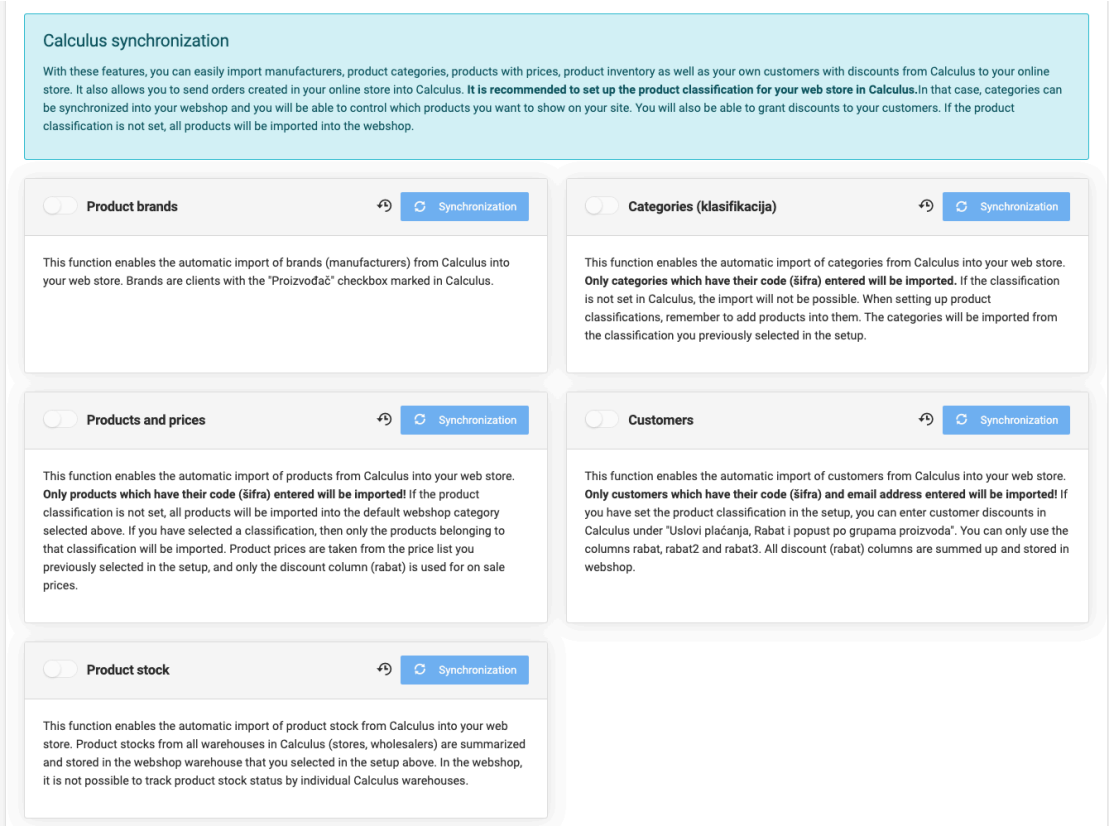


1. Document Prefix – Orders sent from the webshop will receive this prefix in Calculus.
2. Document Creator Code – This defines the creator of the document in Calculus.
3. Calculus Price List – The prices required for the webshop's products will be saved from this Calculus price list.
4. Calculus Warehouse Code – This warehouse will be used when creating documents in Calculus.
5. Calculus Customer Code – The selected customer must be an individual. This code will be used by Calculus when creating documents.
6. Currency Name – This currency will be used in the documents in Calculus.
7. Product Classification Name – Products and categories will be derived from this classification in Calculus.
8. Webshop Category – This will be the default webshop category. If no classification is available, all Calculus products will be placed in this category.
9. Webshop Warehouse – This will be the default webshop warehouse. Stock data coming from Calculus will be saved in this warehouse.

Calculus Synchronization

You can easily import manufacturers, product categories with prices, product inventories, and customers with their discounts from Calculus to your online store. Additionally, you can send orders created in the online store to the Calculus system. It is recommended to set the product classification in Calculus for your online store

because this way the categories will already be pre-set in the webshop, and you can control which products should be imported into the store and which should not. You will also have the option to provide discounts to customers. If the product classification is not set, all products will be imported into the online store.



- Product Brands - This feature allows for the automatic import of brands (manufacturers) from Calculus into the online store. Brands are those customers in Calculus where the "Proizvođač" checkbox is selected.
- Categories - This feature enables the automatic import of categories from Calculus into the online store. **Only categories with a completed code identifier (šifra) will be imported.** If no categories are set in Calculus, the import will not be possible. When setting up product classifications, remember to add products to the categories. Categories will be imported from the "Termék osztályozás neve" group that you set up above.
- Products and Prices - This feature allows for the automatic import of products from Calculus into the online store. **Only products with a completed code identifier (šifra) will be imported.** If the product classification is not set, all products will be imported into the default webshop category. If a classification is selected, only products corresponding to that classification will be imported. Product prices will be taken from the price list selected in the settings above, and only the discount (rabat) column will be used for promotions.
- Customers - This feature allows for the automatic import of customers from Calculus into the online store. **Only customers with a completed identifier**

code (šifra) and email address will be imported. If you have set up product classifications in the settings, you can assign customer discounts in Calculus under "Uslovi plaćanja, Rabat i popust po grupama proizvoda." The synchronization only considers the rabat, rabat2, and rabat3 columns. All discount (rabat) columns will be summed up and saved in the webshop.

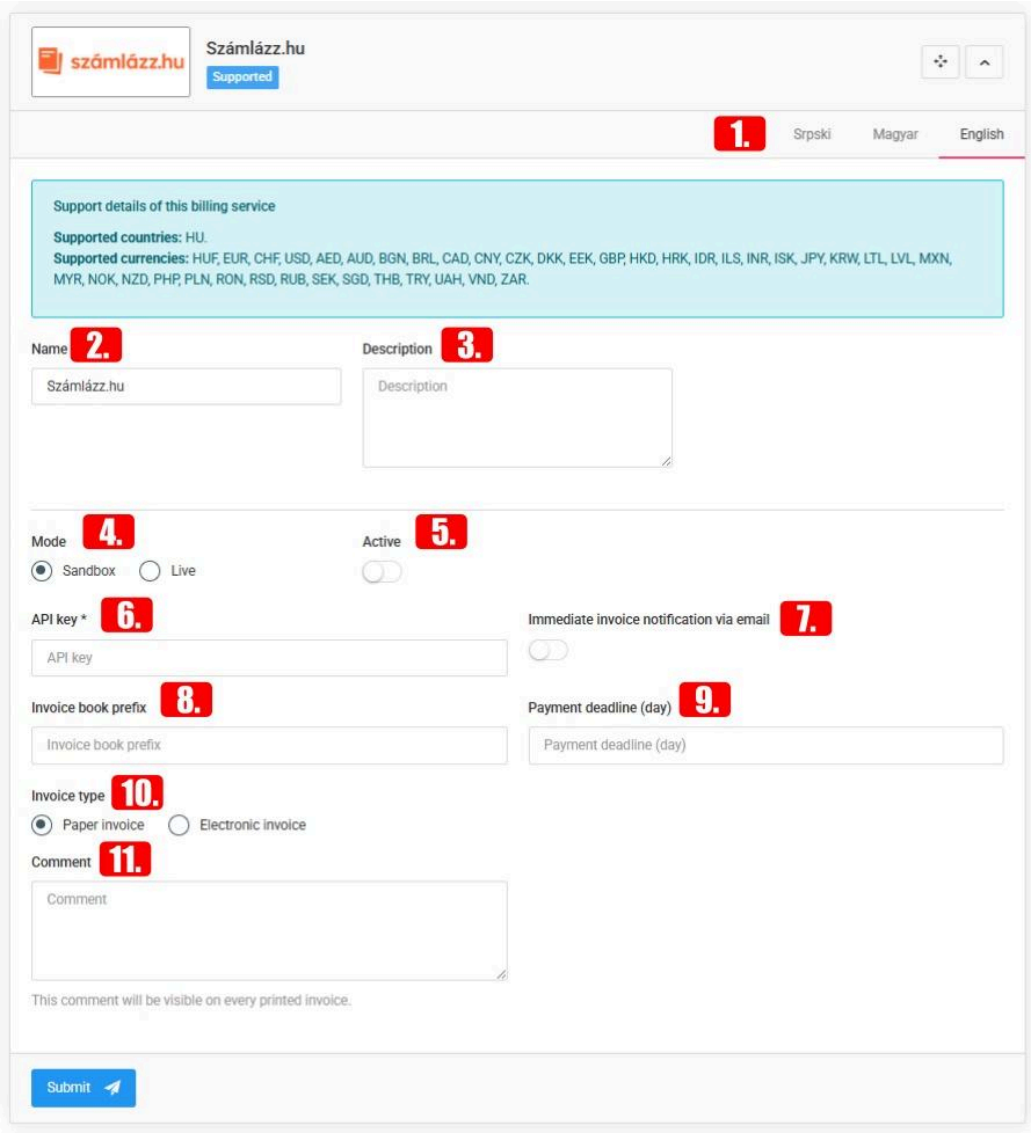
- Product Inventory - This feature allows for the automatic import of product inventory from Calculus into the online store. Inventory from all Calculus warehouses (stores, wholesalers) will be consolidated and saved into the selected webshop warehouse. It is not possible to track product inventory status based on individual Calculus warehouses in the webshop.

Szamlazz.hu

Szamlazz.hu is a Hungarian online invoicing and financial management platform. It offers a wide range of services related to invoicing and financial transactions, primarily for businesses operating in Hungary.

The settings for the Szamlazz.hu invoicing service can be accessed from the sidebar under Settings → Invoicing Services.

IMPORTANT: Szamlazz.hu is only supported in Hungary.



1. With the help of language tabs, the language-specific settings for all currently active languages of the webshop are accessible.
2. **Name** – This field allows administrators to assign a name to the service in the selected language, which will appear in the list at the top of the service settings panel. The invoicing service will be displayed in the "Webshop → Orders" section with the name provided here.
3. **Description** – This field allows administrators to add a short description or help text for the service in the selected language in the list at the top of the service settings panel.
4. **Mode** – This setting allows administrators to switch between test and live modes. The test setting is primarily used for testing purposes. The service provides both test and live parameters for the store owners. These parameters can be configured separately for both modes, with the option to switch between the two.

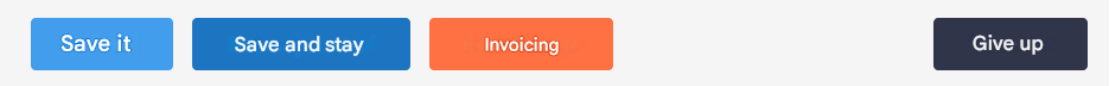
5. **Active** – This determines whether the service is active or not. If deactivated, the invoicing option will not be available to administrators on the order page, regardless of whether the service is in test or live mode.
6. **API Key** – The unique identifier or code provided by Szamlazz.hu after registering your company on the platform. This token can be found in your company's Szamlazz.hu profile settings.
7. **Instant Invoice Notification via Email** – Determines whether Szamlazz.hu should send a notification email to the store owner when an order is placed in Sellvio and sent to Szamlazz.hu.
8. **Invoice Prefix** – The designated prefix to be used for every invoice generated by Szamlazz.hu.
9. **Payment Deadline (Days)** – The default due date applied to invoices generated by Szamlazz.hu.
10. **Invoice type** – you can choose whether the invoice should be paper-based or an e-invoice.
11. **Comment** – Text that can be set to appear on the generated invoice.

Submitting Orders to Szamlazz.hu and Generating Invoices

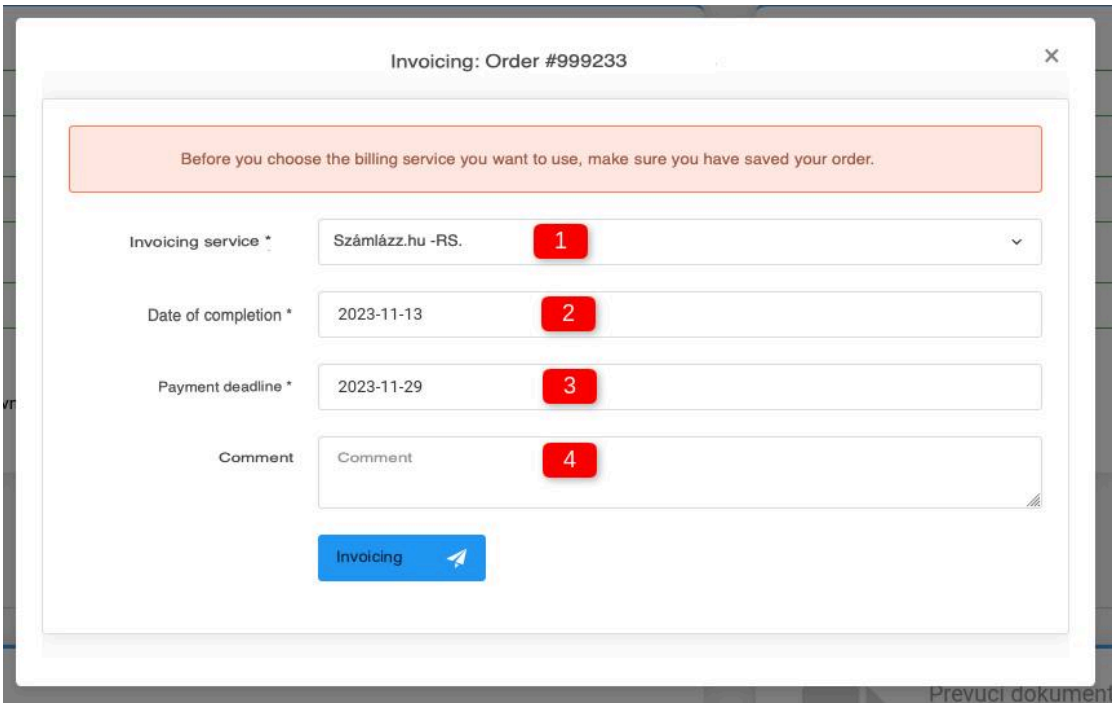
Once the Szamlazz.hu integration module is properly configured in Sellvio, submitting an existing order to Szamlazz.hu is a simple and straightforward process.

Store owners need to access the Order page under Webshop → Orders in the administrative sidebar and modify the order they want to submit to Szamlazz.hu.

To submit the order, scroll to the bottom of the order editing page and click the "Invoice" button.



This action opens the billing data mode, allowing administrators to select the invoicing service they wish to use for submitting the order. Please note that this option is only available if multiple invoicing services are enabled.



1. Invoicing Service – the invoicing service to be used for the order (in this case, Szamlazz.hu).
2. Completion Date – the date when the invoice is issued.
3. Payment Due Date – the date by which the customer is expected to complete the payment.
4. Note – any additional note that may appear on the invoice.

After filling out all the required fields in the invoicing details mode, the administrator can submit the order to Szamlazz.hu by clicking the "Invoice" button at the bottom of the window.

Once Szamlazz.hu successfully processes the order and generates an invoice, a new button will appear at the bottom of the order editing page.

If the store owner enabled the "Immediate invoice notification via email" option in the Szamlazz.hu plugin settings in Sellvio, Szamlazz.hu will send an email notification to the store owner after the order is processed.

The order will also appear in the store owner’s Szamlazz.hu account.

Administrators can download the invoice as a PDF by clicking the "Invoice PDF: Szamlazz" button.

IMPORTANT: Only one invoice can be generated for a specific Sellvio order using the same invoicing service.

Minimax

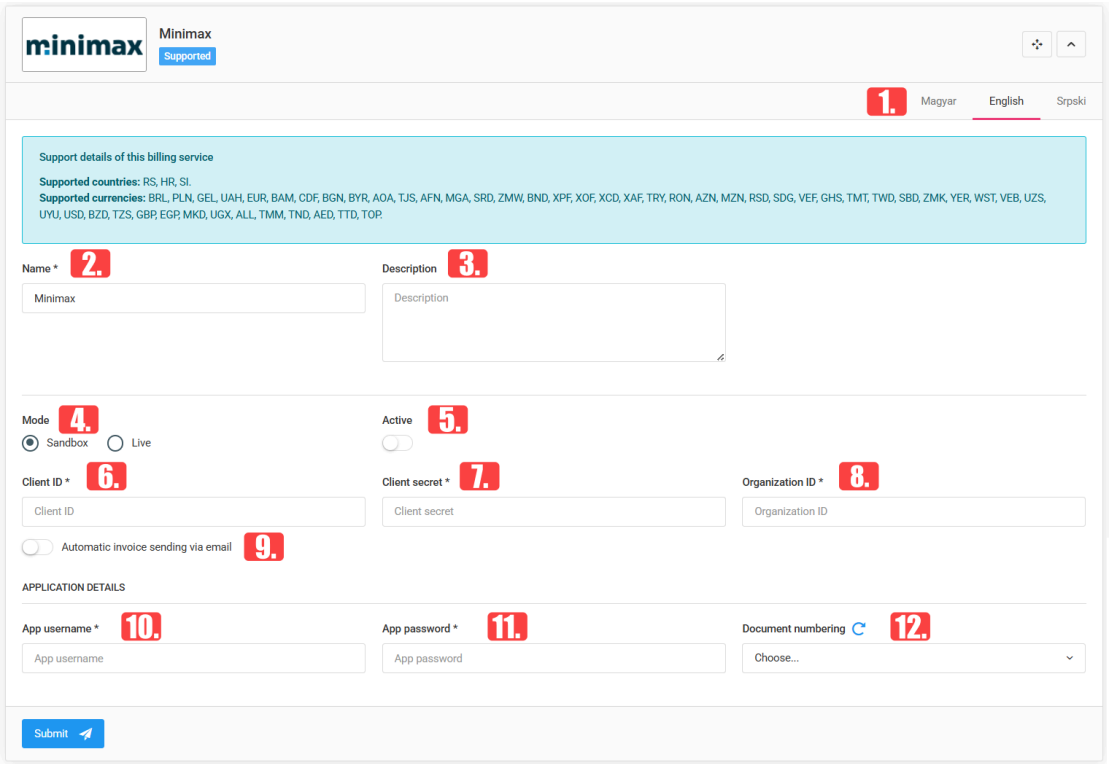
Minimax is a widely used invoicing and accounting software in Serbia.

The Sellvio Minimax plugin simplifies the process of transferring orders from the webshop to the accounting system and streamlines invoice generation. This integration seamlessly connects the webshop with Minimax, creating a unified ecosystem.

Like other invoicing services, Minimax requires the store owner's business to enter into a contractual agreement with Minimax.

The Minimax invoicing service settings can be accessed in the administrative sidebar under **Settings** ⟶ **Invoicing Services**.

IMPORTANT: Minimax is supported only in Serbia.



1. With the help of language tabs, the language-specific settings for all currently active languages of the webshop can be accessed.
2. **Name** – This field allows administrators to assign a name to the service in the selected language from the list at the top of the service settings panel. The invoicing service will appear with the name specified here in the invoicing window under Webshop ⟶ Orders.
3. **Description** – This field allows administrators to provide a short description or help text for the service in the selected language from the list at the top of the service settings panel.

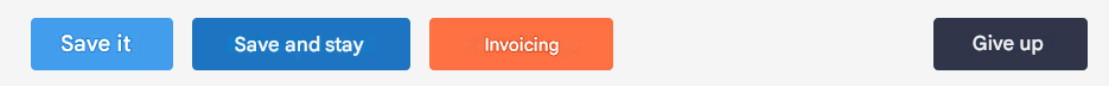
4. **Mode** – This setting allows administrators to switch between test and live modes. The test setting is primarily for testing purposes. The service provides both test and live parameters for the store owners. These parameters can be configured separately for each mode with a toggle between the two.
5. **Active** – Determines whether the service is active or not. If deactivated, the invoicing option will not be available to administrators on the order page, regardless of whether the service is in test or live mode.
6. **Client ID** – A unique identifier assigned to a business after signing a contract with Minimax.
7. **Client Password** – A unique identifier assigned to a business after signing a contract with Minimax.
8. **Organization ID** – A unique number provided by Minimax.
9. **Automatic invoice sending via email** – When enabled, the system automatically sends the issued invoice to the customer by email.
10. **Application Username** – The application username created for Sellvio within Minimax. The store owner can register the application to be used in Sellvio after logging into their Minimax account.
11. **App Password** – The password provided when the store owner created the application for use with Sellvio within their Minimax account.
12. **Document numbering** – Defines the numbering prefix for issued invoices. By default, the value is loaded from Minimax and can be updated if a new change or new numbering setting has been recorded in Minimax. If needed, it can also be modified separately for individual orders.

Submitting Orders to Minimax and Generating Invoices

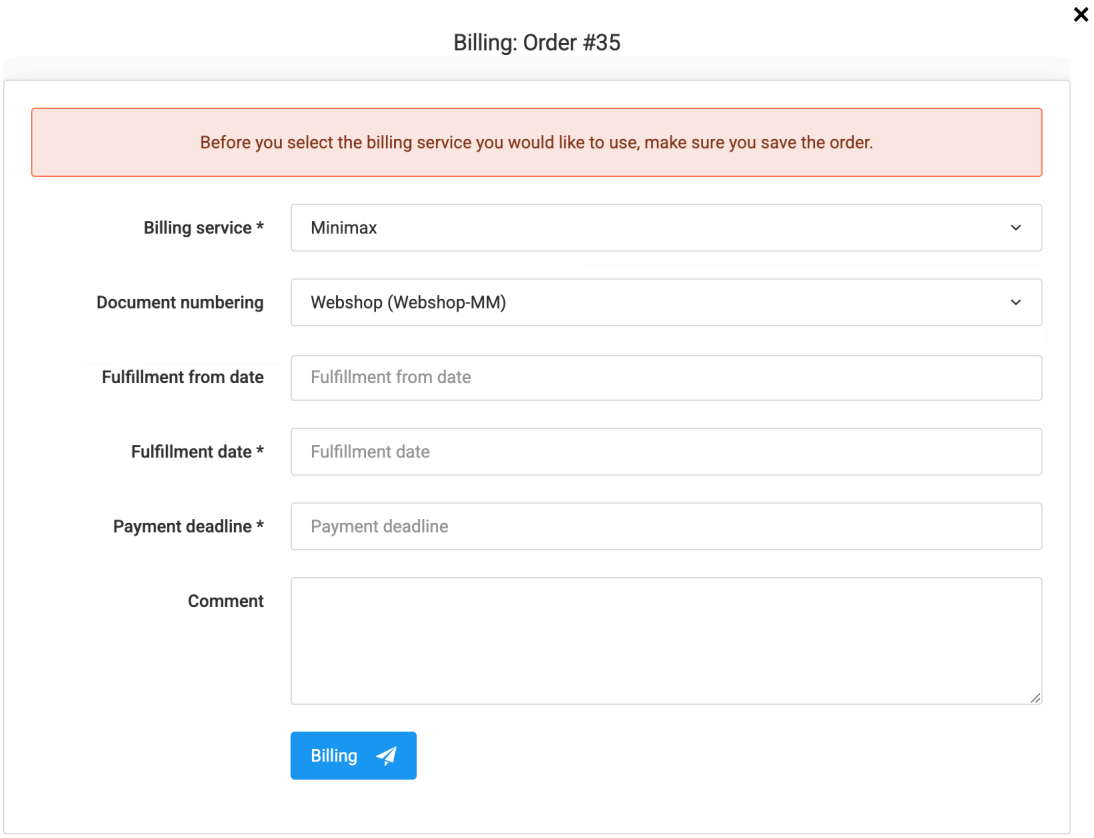
Once the Minimax plugin is properly configured in Sellvio, submitting an existing order to Minimax is a simple and straightforward process.

Store owners can access the Order page from the admin sidebar under Webshop → Orders and modify the order to be submitted to Minimax.

Submitting the order is possible by scrolling to the bottom of the order editing page and clicking the "Invoicing" button.



This action opens the invoicing details window, allowing administrators to select the invoicing service they wish to use for submitting the order. Please note that this option is only available if multiple invoicing services are enabled.



1. **Billing service** – the invoicing service to be used for the order (in this case, it will be Minimax).
2. **Document numbering** – determines which document numbering scheme and invoice prefix should be used for issuing the invoice for the given order. By default, the value is loaded from the invoicing service settings, but it can be modified if needed.
3. **Fulfillment from date** – the earliest date that can be specified for fulfillment.
4. **Fulfillment date** – the date the invoice is issued.
5. **Payment deadline** – the date by which the customer must make the payment.
6. **Comment** – any additional remark that should be included on the invoice.

Once all the necessary fields in the invoicing details window are filled out, the administrator can submit the order to Minimax by clicking the "Invoicing" button at the bottom of the window.

After Minimax successfully processes the order and generates the invoice, a new button will appear at the bottom of the order's editing page.

The order will also appear under the store owner's Minimax account.

Administrators can easily download the invoice in PDF format by clicking the "PDF Invoice: Minimax" button.

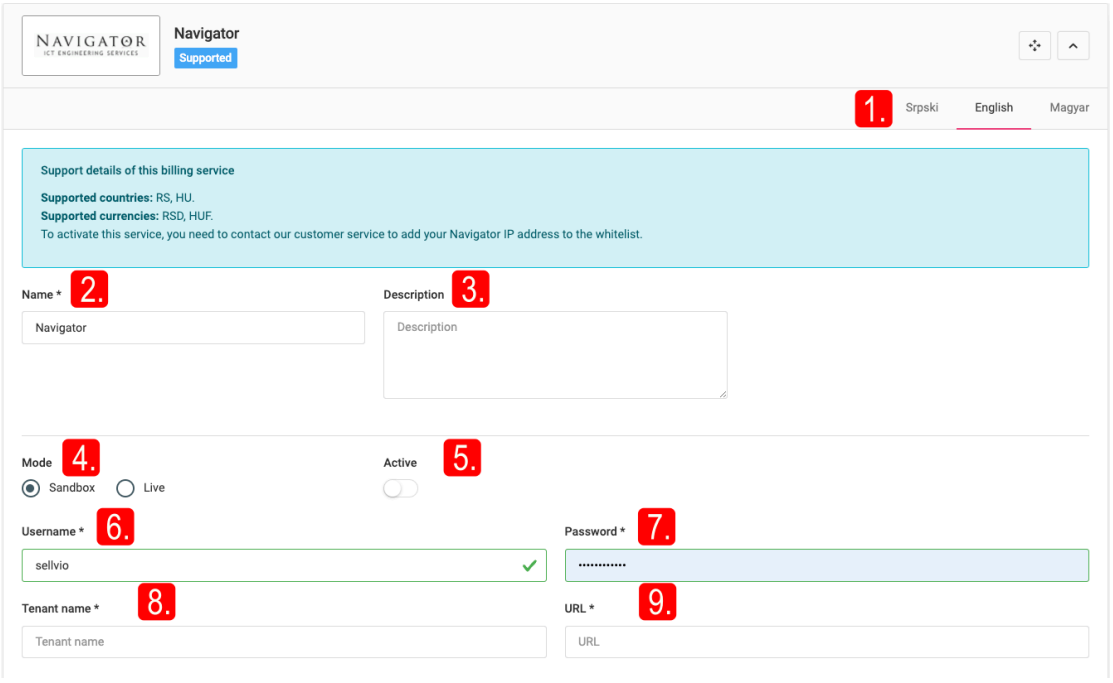
IMPORTANT: Only one invoice can be generated for a specific Sellvio order using the same invoicing service.

Navigator

Navigator is one of the most comprehensive business platforms in Serbia, focusing on the needs of customers for speed, reliability, and security.

The Sellvio Navigator multi-layered plugin does more than just forward orders to Navigator. It also helps synchronize various types of content, such as manufacturers, categories, and products, from Navigator. This allows the store owner to continue managing their content within Navigator, and with just a few clicks or through an automated scheduled process, synchronize changes to Sellvio.

The Navigator billing service settings can be accessed under Settings ⟶ Billing Services in the admin sidebar.



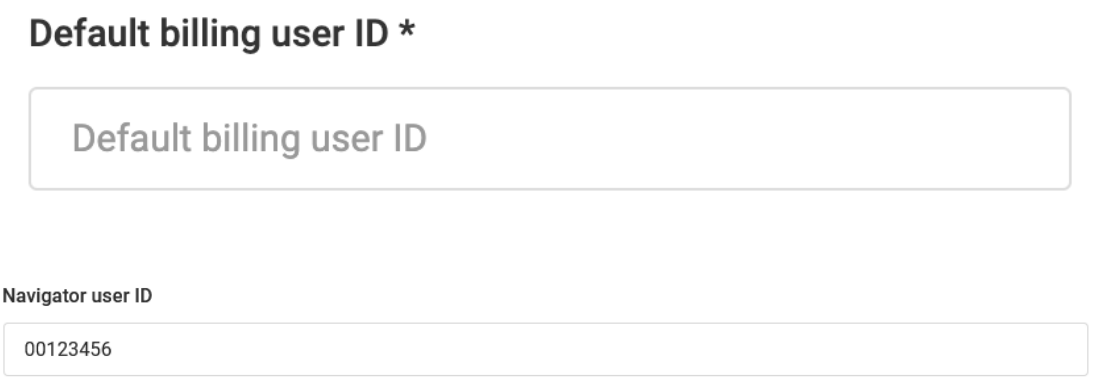
1. With the help of the language tabs, language-specific settings for all currently active languages of the webshop are accessible.
2. Name – This field allows administrators to assign a name to the service in the selected language within the list at the top of the service settings panel. The billing service will appear with the name provided here in the billing window under the Webshop ⟶ Orders section.

3. Description – This field enables administrators to provide a brief description or helper text for the service in the selected language within the list at the top of the service settings panel.
4. Mode – This setting allows administrators to switch between test and live modes. The test setting is primarily used for testing purposes. The service provides both test and live parameters for store owners. These parameters can be configured separately for each mode with the switch between the two.
5. Active – Defines whether the service is active or not. If deactivated, the billing option will not be available to administrators on the order page, regardless of whether the service is in test or live mode.
6. Username – The business's Navigator username used for authentication.
7. Password – The password used for authentication with Navigator.
8. Tenant Name – The tenant name provided by Navigator, which plays a role in the authentication process.
9. URL – The URL of the business's own Navigator web service.

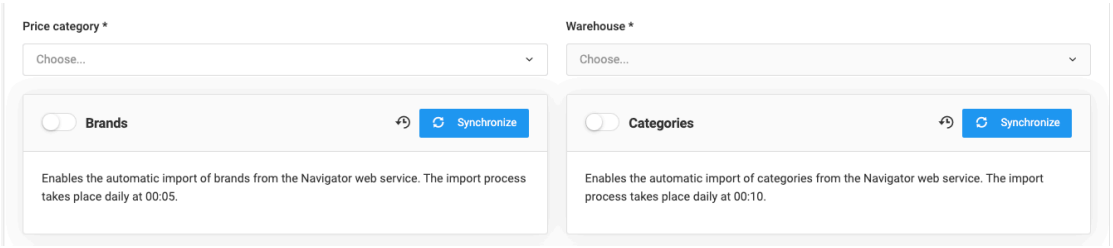
The system supports the "navigator ID" option for users. This ID allows the Sellvio Navigator to automatically generate invoices for users to whom the ID is assigned.

Webshop owners using the Sellvio Navigator and having user accounts in both the webshop and the Navigator can input the navigator ID in the user profile within the webshop. If a webshop user does not have a navigator ID assigned, the system automatically uses the default navigator ID from the Sellvio settings.

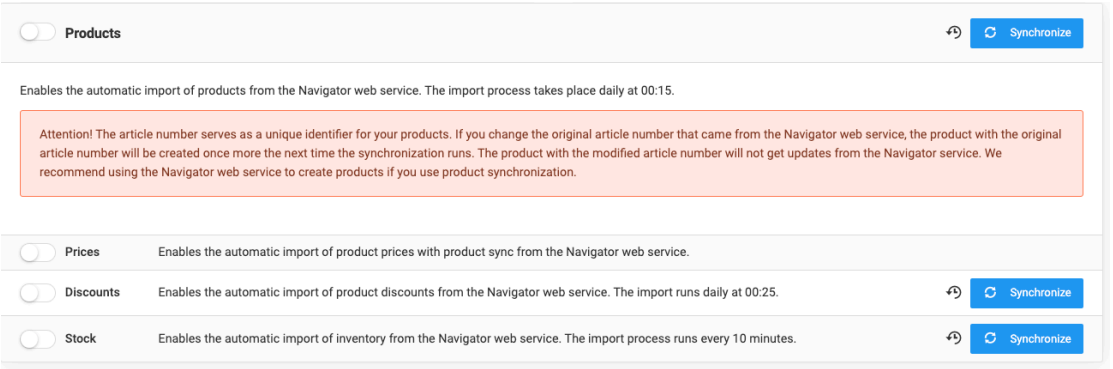
This feature simplifies and automates the invoicing process, ensuring accurate data management between the webshop and the Navigator system.



Once the mandatory authentication and necessary business parameters are set up to connect the webshop with Navigator, store owners can specify the content they wish to synchronize from Navigator.

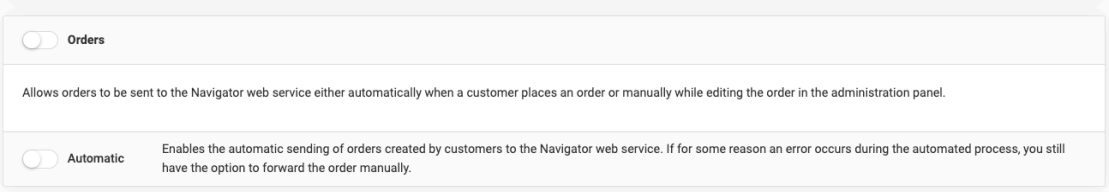


1. Pricing – Defines the pricing to be used when synchronizing product prices from Navigator into Sellvio.
2. Warehouse – Defines the warehouse to be used in conjunction with Navigator.
3. Manufacturers – Allows for the automatic import of manufacturers from the Navigator web service. If this option is enabled, the import process will run daily at 00:05, but it can also be triggered manually by clicking the "Sync" button.
4. Categories – Enables the automatic import of webshop categories from the Navigator web service. If this option is enabled, the import process will run daily at 00:10, but it can also be triggered manually by clicking the "Sync" button.



- Products – Allows for the automatic import of products from the Navigator web service. If this option is enabled, the import process will run daily at 00:15, but it can also be triggered manually by clicking the "Sync" button. Product tracking between the two systems is done based on their stock keeping unit (SKU). During the import process, if an SKU already exists in the Sellvio system, the product will be updated instead of creating a new one.
- Prices – If this option is enabled, Sellvio will copy the latest product prices from Navigator. This synchronization cannot run separately as it is part of the product synchronization process.
- Discounts – Allows for the automatic import of product discounts from the Navigator web service. If this option is enabled, the import process will run daily at 00:25, but it can also be triggered manually by clicking the "Sync" button.
- Stock – Allows for the automatic update of stock levels from Navigator. As previously mentioned, product tracking between the two systems is based on the SKU. During the stock level update process, the synchronization process

searches for products that exist in both systems by SKU and updates the Sellvio stock levels. If enabled, this automatic synchronization process runs every 10 minutes to keep the webshop stock levels up to date, but it can also be triggered manually by clicking the "Sync" button.



All the synchronization processes discussed above operate in the direction from Navigator to Sellvio. Updates made in Sellvio are not pushed to Navigator, so Navigator remains the single source of truth.

Orders are the only type of entry that is pushed to Navigator.

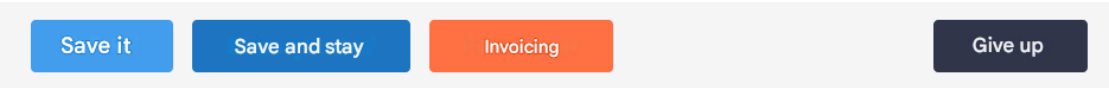
Like other billing services, orders are by default manually submitted to Navigator. However, the Sellvio Navigator extension offers the option to automatically send orders to Navigator when customers place them, by enabling the "Automatic" option found under the Orders settings.

Submitting Orders to Navigator

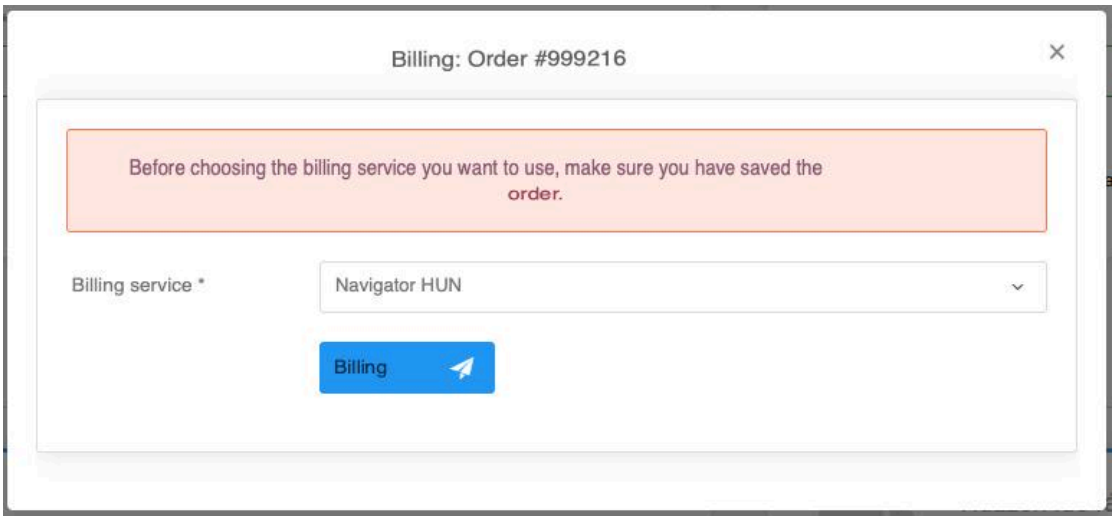
Once the Navigator extension is properly configured in Sellvio, submitting an existing order to Navigator is a simple process.

Store owners should go to the Orders page under Webshop → Orders in the sidebar and edit the order they want to submit to Navigator.

To submit the order, scroll to the bottom of the order edit page and click the "Billing" button.



This action opens a window containing the billing details, allowing administrators to select the billing service they wish to use for sending the order. Please note that this option is only available if multiple billing services are enabled.



The Navigator does not require additional settings before submitting the order. Administrators only need to select Navigator as their preferred billing service and click the "Billing" button.

Once Navigator successfully processes the order, a new button appears at the bottom of the order edit page.

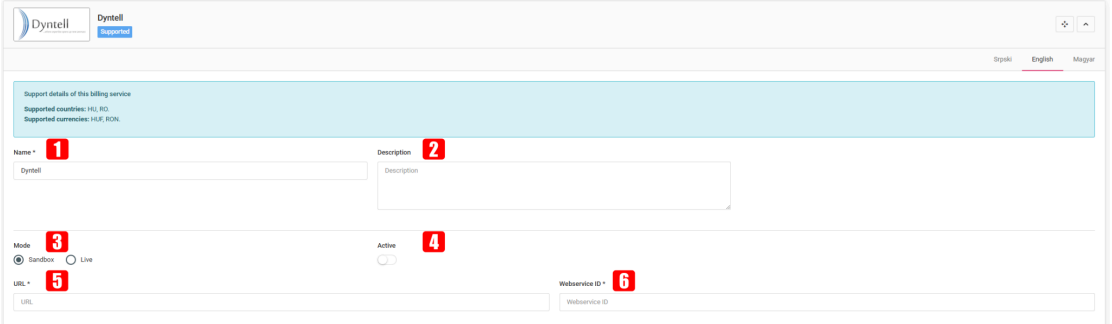
The difference between Navigator and other billing services supported by Sellvio is that Navigator does not return the generated invoice in PDF format. Instead, it returns the invoice ID from the Navigator system.

Administrators can check this ID anytime in Sellvio by simply clicking the "PDF Invoice: Navigator" button.

IMPORTANT: Only one invoice can be generated for a specific Sellvio order using the same billing service.

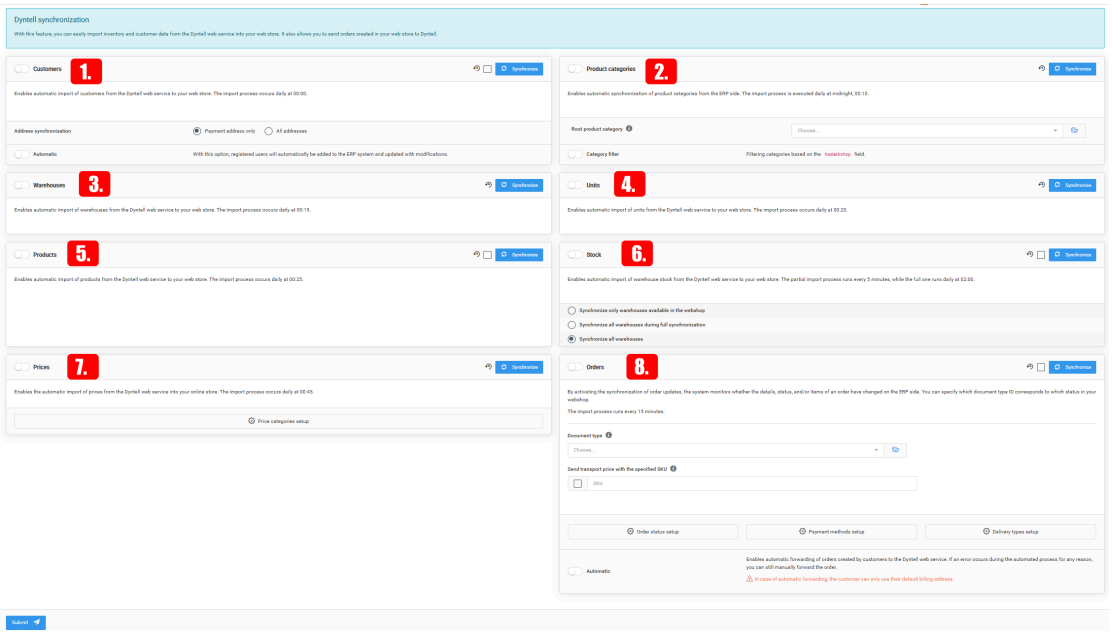
Dyntell

The Dyntell ERP is a versatile, modular enterprise resource planning system available among the integrated services. It offers a comprehensive solution for managing financial, inventory, and administrative processes. Its goal is to help businesses manage their daily operations more efficiently while providing fast and transparent access to key data.



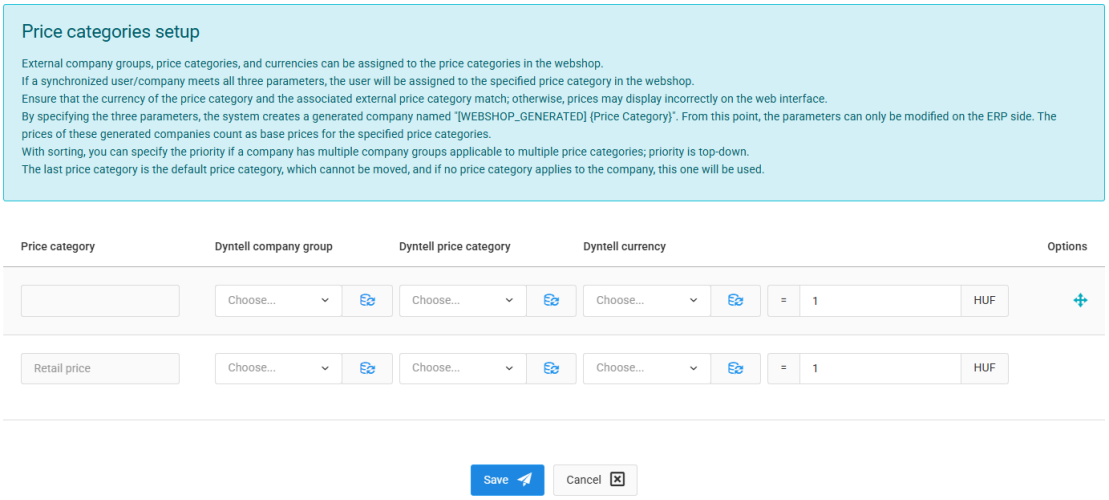
1. **Name** – This field allows administrators to assign a name to the service in the selected language from the list at the top of the service settings panel.
2. **Description** – This field allows administrators to provide a short description or helper text for the service in the selected language from the list at the top of the service settings panel.
3. **Mode** – This setting allows administrators to switch between test and live modes. The test setting is primarily intended for testing purposes. Store owners are provided with both test and live parameters. These parameters can be configured separately for each mode by switching between them.
4. **Active** – Determines whether the service is active or not. If deactivated, the billing option will not be available to administrators on the order page, regardless of whether the service is in test or live mode.
5. **API URL** – A unique identifier URL provided by Dyntell once the company is registered on the platform. This URL can be found on the company's page.
6. **Webservice ID** – A unique identifier provided by Dyntell once the company is registered on the platform. This ID can be found on the company's page.

This feature enables the online store to automatically import stock, product, and customer data from the Dyntell web service, as well as send orders created in the webshop to the Dyntell system.



1. **Customers** – By automatically importing customer data, the user information recorded in the Dyntell system can be kept up to date in the online store as well. Data synchronization takes place every day at 00:00. It can also be configured so that users registered in the webshop are automatically added to the ERP, and their updates are also synchronized.
2. **Product Categories** – Importing product categories allows the category structure defined in the ERP to be transferred to the webshop. This import is performed once a day at 00:10.

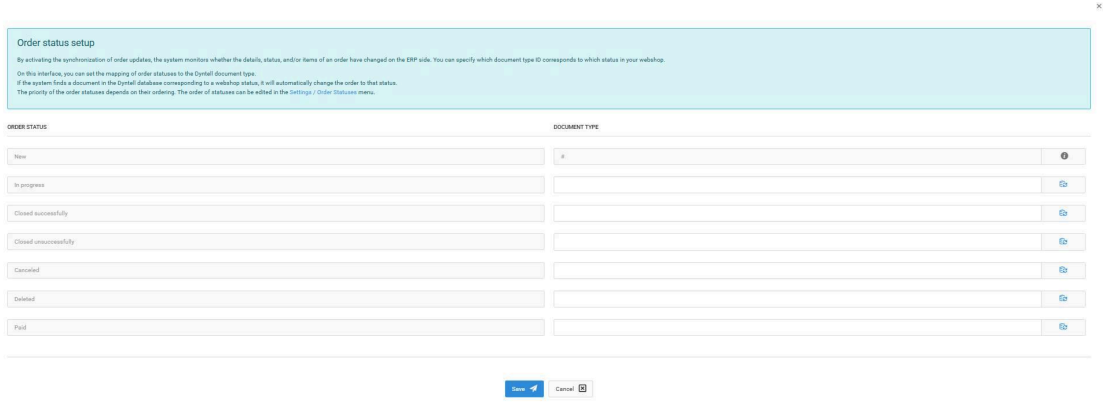
3. **Warehouses** – Automatic warehouse import ensures that the webshop always has up-to-date information about the warehouses available in the Dyntell system. Data is updated daily at 00:15.
4. **Units** – This option enables the synchronization of units of measure from the ERP to the webshop, ensuring consistent product data display. The update runs once a day at 00:20.
5. **Products** – With automatic product import, product data from the Dyntell system is transferred to the webshop. This import occurs daily at 00:25, ensuring that product information is continuously updated.
6. **Stock** – Synchronization of product stock levels between the ERP and the webshop system. Partial import runs every 5 minutes, while a full import is performed daily at 02:00. Three options are available:
   Only warehouses available in the webshop
   Filter all warehouses during synchronization
   Synchronize all warehouses
7. **Prices** – Enables the automatic import of prices from the webshop into the Dyntell ERP. The import process takes place daily at 00:45. - With the currencies introduced in the system, you can define the exchange rates at which the rates maintained in Dyntell will be displayed on the site in other currencies.



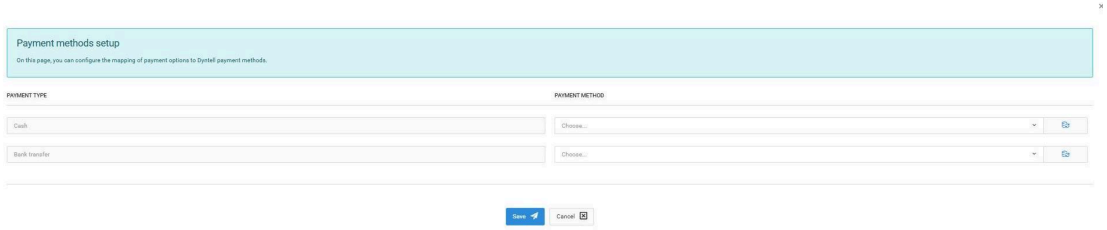
8. **Orders** – Automatic price import ensures that the current prices recorded in the Dyntell system are reflected in the webshop. This includes order data, payment, and shipping information as well. The import process runs every 15 minutes. The following settings can be configured:

- Document Type – Specifies which document type identifier the system should use when sending orders to Dyntell.
- Send Shipping Fee with Specified Item Number – An item number that exists in the ERP system can be specified, and in this case, the system will send the calculated shipping fee to the service using the provided item number.

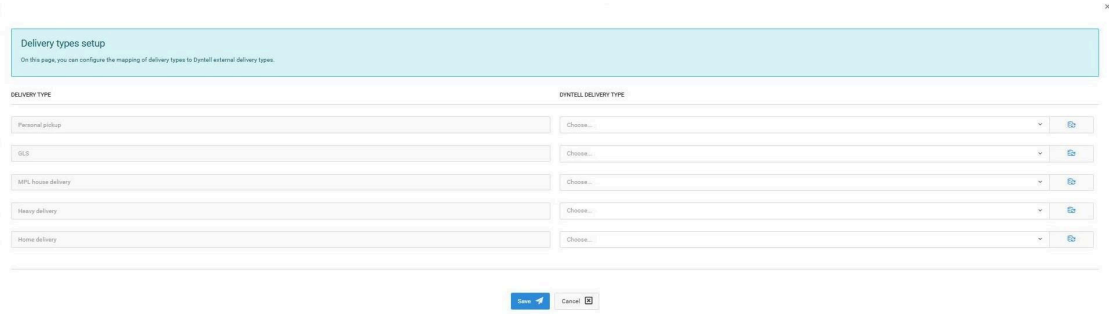
- Order status setup



- Payment Methods setup



- Delivery types setup



- Automatic Status Update – Enables the automatic forwarding of orders created by customers to the Dyntell web service.

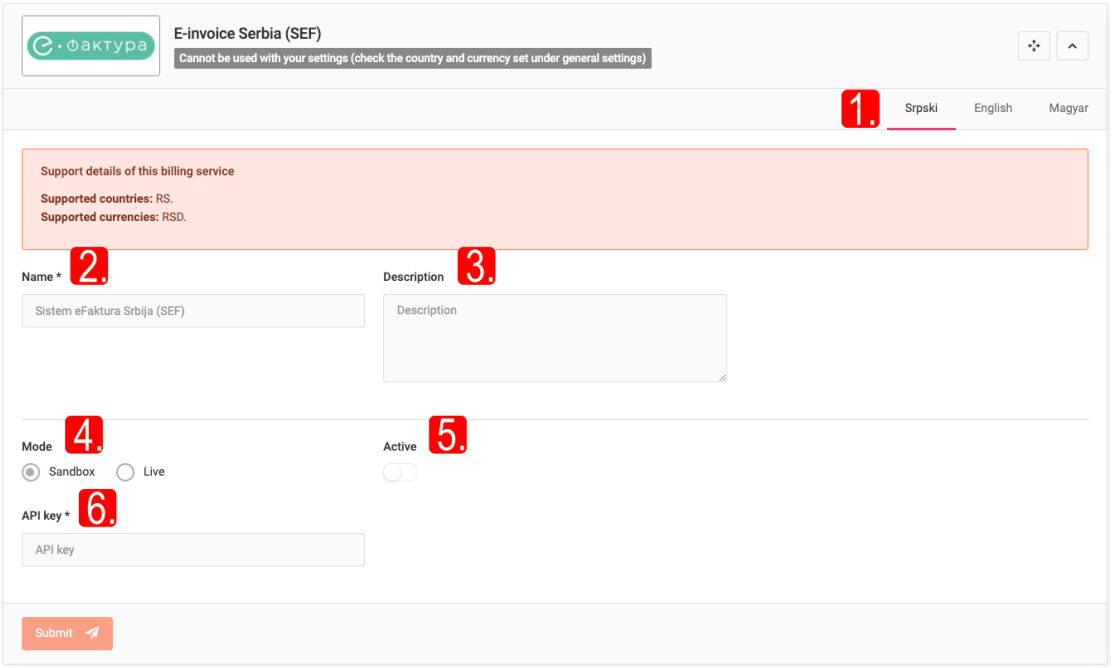
E-faktura Serbia (SEF)

The E-faktura SEF is a government-operated IT solution managed by a central information intermediary through which electronic invoices are sent, received, recorded, processed, and stored.

SEF is designed for all public sector organizations, private sector organizations, as well as voluntary users, including businesses, agricultural enterprises, and individuals.

The settings for the E-faktura (SEF) billing service can be accessed through the administrative sidebar under Settings → Billing Services.

IMPORTANT: The E-faktura (SEF) invoice service is only supported in Serbia.



1. With the language tabs, the language-specific settings for all currently active languages in the webshop can be accessed.
2. Name – This field allows administrators to assign a name to the service in the selected language from the list at the top of the service settings panel. The billing service will appear with the name specified here in the billing window under Webshop → Orders.
3. Description – This field allows administrators to provide a short description or help text for the service in the selected language from the list at the top of the service settings panel.
4. Mode – This setting allows administrators to switch between test and live modes. The test setting is primarily for testing purposes. The service provides both test and live parameters for store owners. These parameters can be configured separately for each mode by switching between the two modes.
5. Active – Defines whether the service is active or not. If deactivated, the billing option will not be available to administrators on the order page, regardless of whether the service is in test or live mode.
6. API Key – The e-invoice (SEF) system requires only one API key, which can be obtained after the business registers with the SEF system.

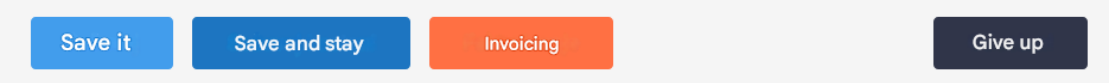
Submitting Orders to E-faktura (SEF) and Generating Invoices

After the E-faktura (SEF) extension is properly configured in Sellvio, submitting an existing order to the E-faktura (SEF) system is a straightforward process.

IMPORTANT: Entrepreneurs can only generate an invoice for an order if the customer placing the order has a tax number and is registered with the SEF system.

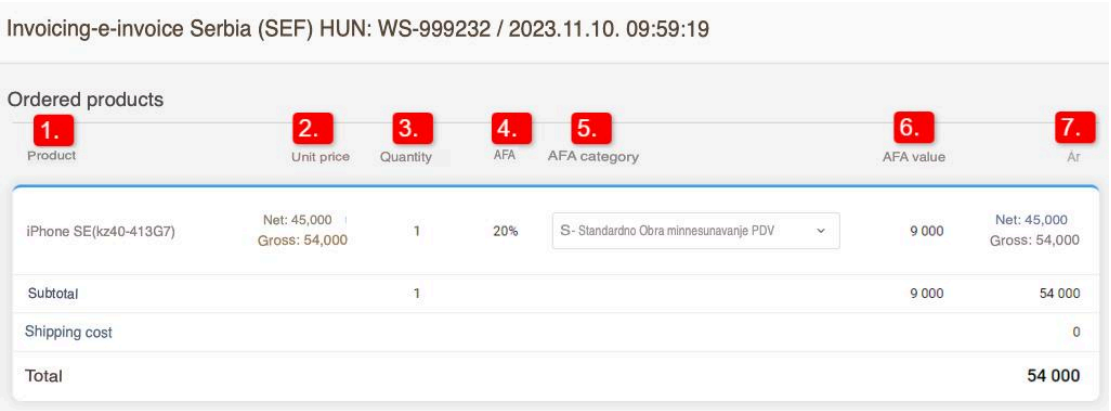
Store owners need to go to the Webshop → Orders section in the sidebar, access the Orders page, and edit the order they wish to submit to the E-faktura (SEF) system.

The order can be submitted by scrolling to the bottom of the order editing page and clicking the "Billing" button.



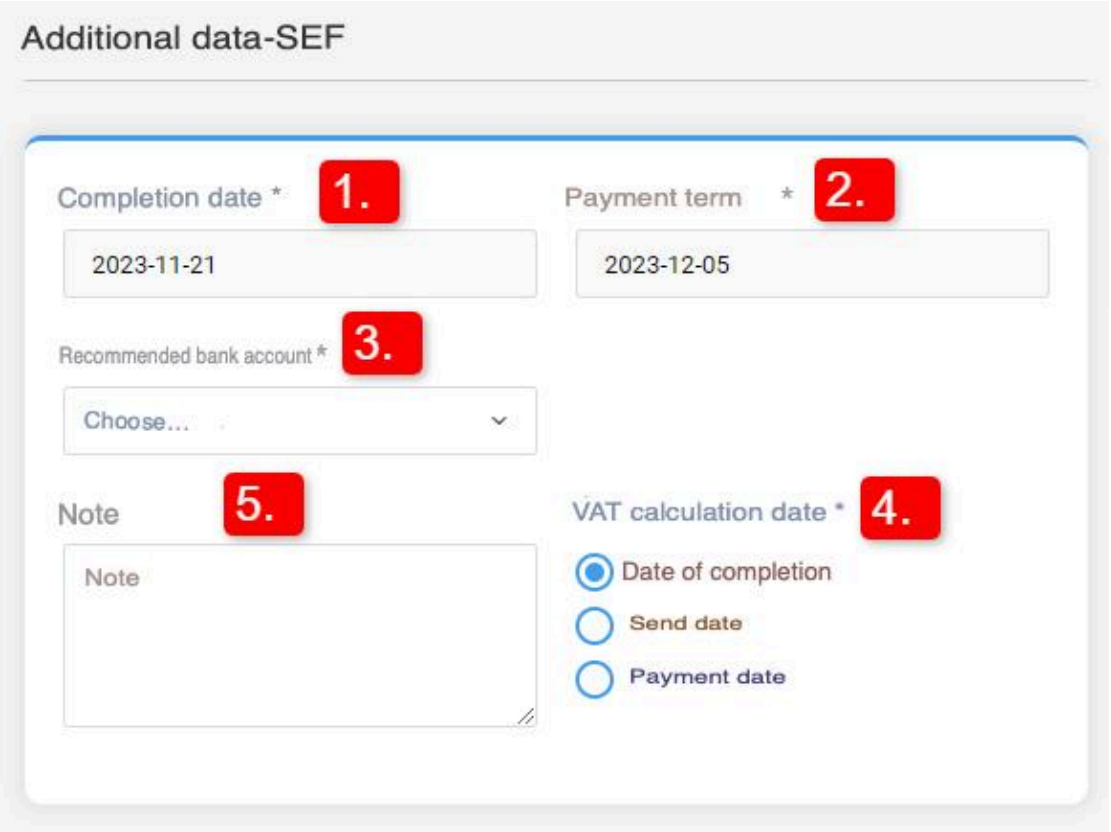
This operation opens a window containing the billing details, allowing administrators to select the billing service they wish to use for submitting the order. Please note that this option is only available if multiple billing services are enabled.

Once the E-invoice (SEF) system is selected as the preferred billing service in the window and the Billing button is clicked, Sellvio will display additional settings and options in a new browser tab, which need to be configured before the order is finally submitted to the SEF system. Let's review these additional settings section by section.

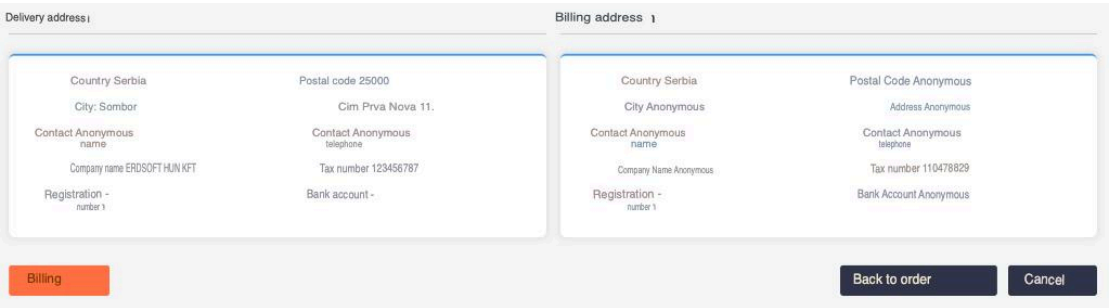


1. Product – the name of the product or products included in the order.
2. Unit price – the net and gross price of an item per unit.
3. Quantity – the quantity of the product included in the order.
4. VAT – the VAT rate applicable to the product.
5. VAT category – the store owner must select a VAT category for each product item in the order. The list of available options is provided by E-invoice (SEF).
6. VAT value – the tax amount calculated based on the product's net price and the applicable VAT rate.
7. Price – the final net and gross price of the product (unit price x quantity).

ATTENTION: In Serbia, the official VAT rate is 20%. The SEF system will not accept orders containing products with VAT rates different from 20%.



1. Delivery date – the delivery date is the date when the service or goods transaction occurred.
2. Payment deadline – the payment deadline is the date by which a payment for an invoice or financial obligation must be made.
3. Recommended bank account – the company's account where payments from the webshop are deposited. These accounts can be set up in Sellvio under Settings → Bank Accounts. For updates on managing bank account entries, please revisit the Settings → Bank Accounts section of this documentation.
4. VAT calculation date – the VAT calculation date is the specific date when the value-added tax (VAT) is calculated.
5. Comments – any additional information that must be included on the created invoice.



The last section of the page displays the order's shipping and billing address. This information will also appear on the generated invoice.

Once all the necessary and required SEF fields have been properly filled in, administrators can click the "Invoice" button to send the order to SEF.

Administrators can choose at any time to exit the process by clicking the "Cancel" button, or return to the order editing page by clicking the "Back to Order" button to make any further modifications if needed.

Once SEF has successfully processed the order and generated the invoice, a new button will appear at the bottom of the order editing page.

The order will also appear under the store owner's SEF account.

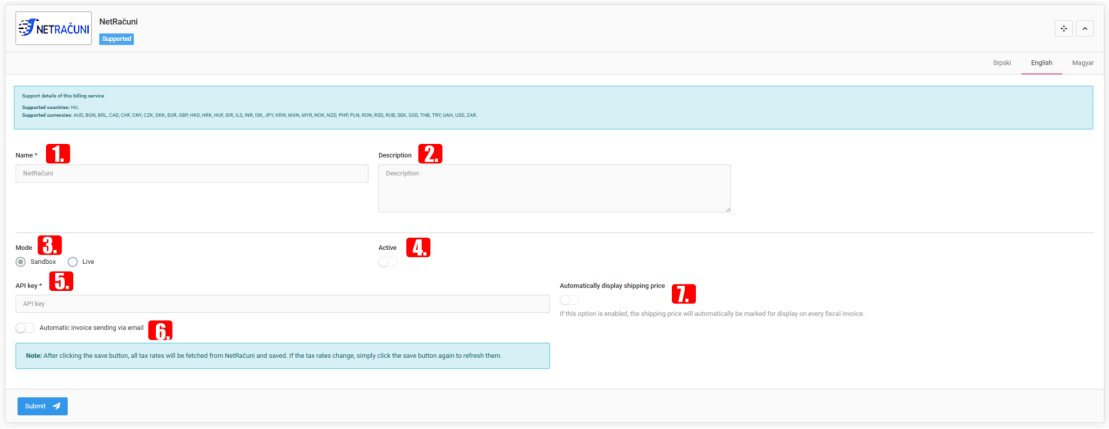
Administrators can easily download the PDF version of the invoice by clicking the "PDF Invoice: E-invoice Serbia (SEF)" button at the bottom of the order editing page.

IMPORTANT: Only one invoice can be generated for a specific Sellvio order using the same billing service.

Netračuni

Netračuni is a cloud-based billing service that offers businesses an efficient way to manage invoices, automate billing, and track payments. It is user-friendly and designed to meet the needs of small and medium-sized enterprises.

IMPORTANT: Netračuni is supported only in Serbia.



1. **Name** – This field allows administrators to assign a name to the service in the selected language, which will appear in the list at the top of the service settings panel. The invoicing service will be displayed in the "Webshop → Orders" section with the name provided here.
2. **Description** – This field allows administrators to add a short description or help text for the service in the selected language in the list at the top of the service settings panel.

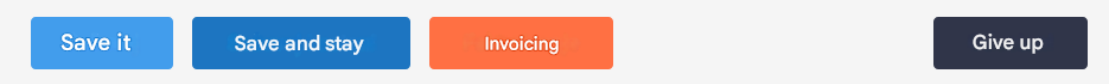
3. **Mode** – This setting allows administrators to switch between test and live modes. The test setting is primarily used for testing purposes. The service provides both test and live parameters for the store owners. These parameters can be configured separately for both modes, with the option to switch between the two.
4. **Active** – This determines whether the service is active or not. If deactivated, the invoicing option will not be available to administrators on the order page, regardless of whether the service is in test or live mode.
5. **API Key** – The Netračuni system requires only one API key, which can be obtained after the business registers with the Netračuni system.
6. **Automatic invoice sending via email** – Thanks to this feature, the system is able to send invoices to customers via email immediately after the order has been fulfilled.
7. **Automatically display shipping price** – When this option is enabled, shipping fees are automatically added to the invoice without the need for manual adjustments.

Submitting Orders to Netračuni and Generating Invoices

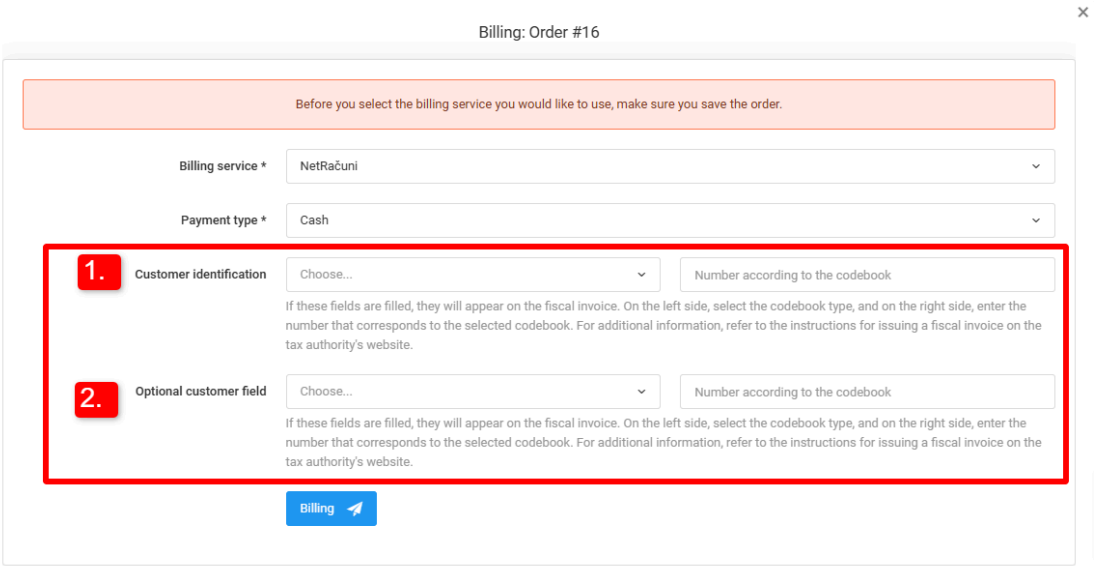
Once the Netračuni plugin is properly configured in Sellvio, submitting an existing order to Netračuni is a straightforward process.

Store owners need to navigate to Webshop → Orders in the sidebar, access the page, and edit the order they wish to send to Netračuni system.

To submit the order, scroll to the bottom of the order editing page and click the "Invoicing" button.



This action opens a window containing the billing details, allowing administrators to select the billing service they wish to use for submitting the order. Please note that this option is only applicable if multiple billing services are enabled.

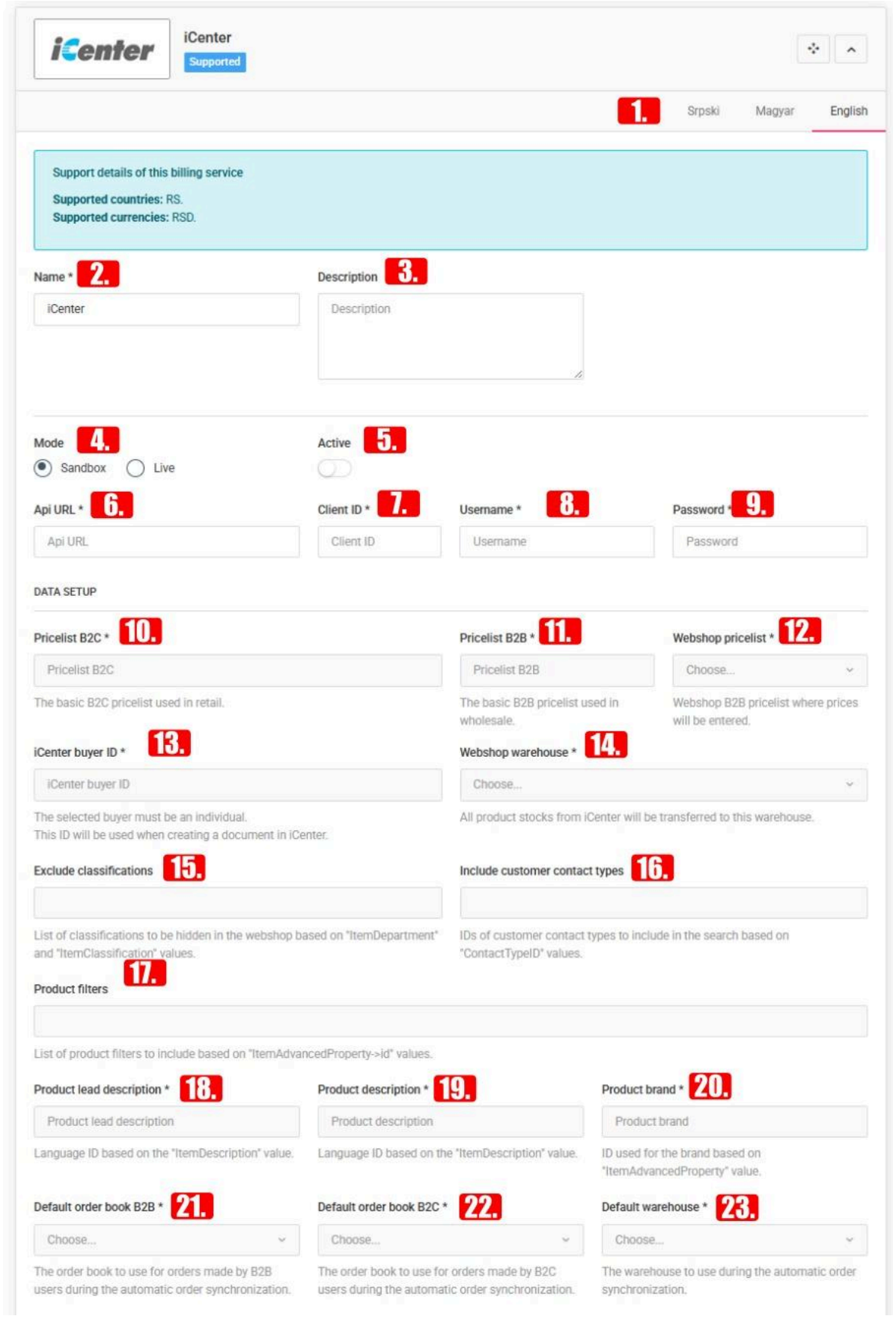


1. Customer Identification - This field is mandatory and is used to clearly identify the customer. It can include a tax number, client ID, or any other unique data that identifies the customer in the system.
2. Optional Customer Field - This is an additional field that allows the entry of extra information about the customer. For example, it can be used for specific client numbers, or any other data that is not mandatory but might be useful during invoicing or record-keeping.

IMPORTANT: Only one invoice can be generated for a specific Sellvio order using the same invoicing service.

iCenter

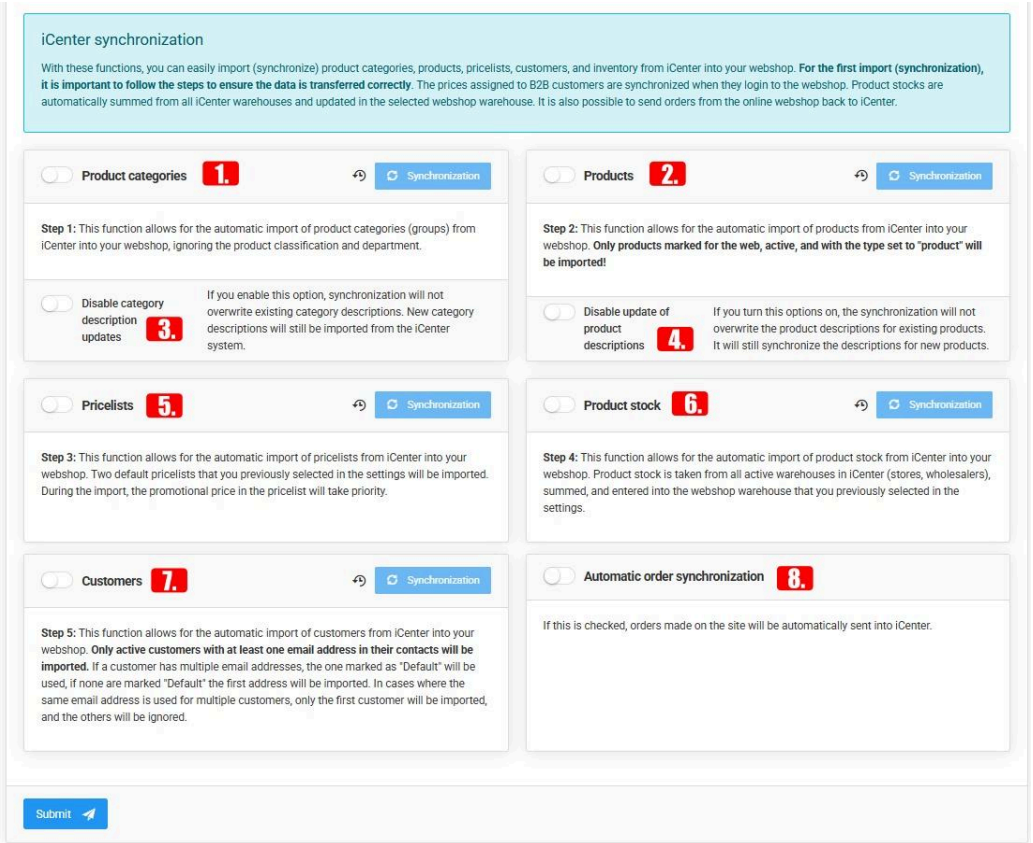
iCenter, now available within integrated billing services, is a versatile system that supports product-related data management as well as financial and administrative processes. iCenter not only enables the automatic generation of invoices in compliance with regulations but also ensures the synchronization of product data, price lists, and inventory information.


iCenter
Supported
1.
Srpski
Magyar
English
Support details of this billing service
Supported countries: RS.
Supported currencies: RSD.
Name * 2.
iCenter
Description 3.
Description
Mode 4.
Sandbox
Live
Active 5.
Api URL * 6.
Api URL
Client ID * 7.
Client ID
Username * 8.
Username
Password * 9.
Password
DATA SETUP
Pricelist B2C * 10.
Pricelist B2C
The basic B2C pricelist used in retail.
Pricelist B2B * 11.
Pricelist B2B
The basic B2B pricelist used in wholesale.
Webshop pricelist * 12.
Choose...
Webshop B2B pricelist where prices will be entered.
iCenter buyer ID * 13.
iCenter buyer ID
The selected buyer must be an individual.
This ID will be used when creating a document in iCenter.
Webshop warehouse * 14.
Choose...
All product stocks from iCenter will be transferred to this warehouse.
Exclude classifications 15.
List of classifications to be hidden in the webshop based on "ItemDepartment" and "ItemClassification" values.
Include customer contact types 16.
IDs of customer contact types to include in the search based on "ContactTypeID" values.
Product filters 17.
List of product filters to include based on "ItemAdvancedProperty->id" values.
Product lead description * 18.
Product lead description
Language ID based on the "ItemDescription" value.
Product description * 19.
Product description
Language ID based on the "ItemDescription" value.
Product brand * 20.
Product brand
ID used for the brand based on "ItemAdvancedProperty" value.
Default order book B2B * 21.
Choose...
The order book to use for orders made by B2B users during the automatic order synchronization.
Default order book B2C * 22.
Choose...
The order book to use for orders made by B2C users during the automatic order synchronization.
Default warehouse * 23.
Choose...
The warehouse to use during the automatic order synchronization.

1. With the language tabs, the language-specific settings for all currently active languages in the webshop can be accessed.
2. **Name** – This field allows administrators to assign a name to the service within the selected language at the top of the service settings panel.
3. **Description** – This field allows administrators to provide a short description or help text for the service within the selected language at the top of the service settings panel.
4. **Mode** – This setting allows administrators to switch between test and live modes. The test setting is primarily used for testing purposes. iCenter provides both test and live parameters for business owners. These parameters can be configured separately for each mode by switching between them.
5. **Active** – Determines whether the service is active or not. If deactivated, the billing option will not be available to administrators on the order page, regardless of whether the service is in test or live mode.
6. **API URL** – The unique identifier URL provided by iCenter once your company is registered on the platform. This URL can be found on your company's iCenter page. For example: x.x.x.x:y/iCenterAPI/ (where x = IP address, y = port).
7. **Customer ID** – A unique code provided by iCenter after your company is registered on the platform.
8. **Username** – A name provided by iCenter after your company is registered on the platform.
9. **Password** – A unique password provided by iCenter after your company is registered on the platform.
   To ensure proper functionality between the webshop system and the iCenter system, it is first necessary to establish a connection using the above parameters. Once the parameters are entered and the changes are saved, the remaining configuration fields will be unlocked.
10. **B2C Price List** – The B2C price list code used for retail sales in iCenter. This field is populated via synchronization and cannot be manually entered.
11. **B2B Price List** – The B2B price list code used for wholesale sales in iCenter. This field is populated via synchronization and cannot be manually entered.
12. **Webshop Price List** – Webshop B2B price list where the prices will be recorded. This field is populated via synchronization and cannot be manually entered.
13. **Default iCenter Customer Code** – The selected customer must be an individual. This code will be used by the system when processing orders if the customer is not found in the iCenter database. This field is populated via synchronization and cannot be manually entered.
14. **Webshop Warehouse** – The stock data from iCenter will be stored in this warehouse. This field is populated via synchronization and cannot be manually entered.
15. **Excluded Classifications** – A list of classifications hidden in the webshop, based on the "ItemDepartment" and "ItemClassification" values. This field is populated via synchronization and cannot be manually entered.

16. **Customer Contact Types** – Identifiers of customer contact types included in searches, based on the "ContactTypeID" value. This field is populated via synchronization and cannot be manually entered.
17. **Product Filters** – The list of product filters to be imported, based on the "ItemAdvancedProperty->id" values. This field is populated via synchronization and cannot be manually entered.
18. **Product Short Description** – Language identifier based on the "ItemDescription" value. This field is populated via synchronization and cannot be manually entered.
19. **Product Description** – Language identifier based on the "ItemDescription" value. This field is populated via synchronization and cannot be manually entered.
20. **Product Brand** – The identifier used for the brand, based on the "ItemAdvancedProperty" value. This field is populated via synchronization and cannot be manually entered.
21. **Default order book B2B** – The order book used during the automatic synchronization of orders placed by B2B users.
22. **Default order book B2C** – The order book used during the automatic synchronization of orders placed by B2C users.
23. **Default warehouse** – The wa

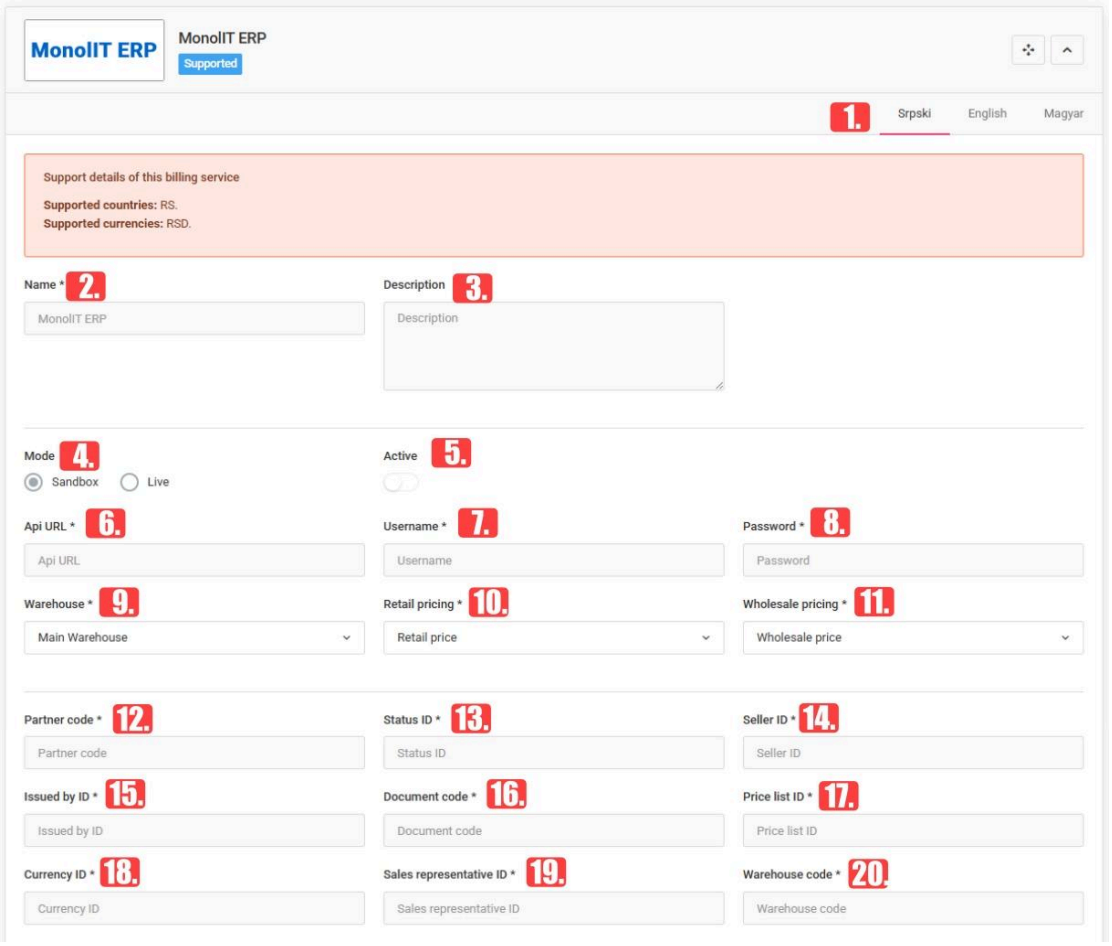
With these functions, you can easily import (synchronize) product categories, products, price lists, customers, and stock from iCenter into your webshop.



1. **Product categories** – This function allows you to automatically import product categories (groups) from iCenter into your webshop, ignoring product classifications and departments.
2. **Products** – This function allows you to automatically import products from iCenter into your webshop. Only products marked for the web, active, and classified as "product" type will be imported!
3. **Disable category description updates** – Synchronization will not overwrite existing category descriptions. The descriptions of new categories will still be imported from the iCenter system.
4. **Disable update of product descriptions** – Synchronization will not overwrite existing product descriptions. The descriptions of new products will still be imported from the iCenter system.
5. **Price lists** – This function allows you to automatically import price lists from iCenter into your webshop. Two default price lists, previously selected in the settings, will be imported. During import, the promotional price listed in the price list takes priority.
6. **Product stock** – This function allows you to automatically import product stock from iCenter into your webshop. Stock quantities from all active iCenter warehouses are automatically summed and saved as a total.
7. **Customers** – This function allows you to automatically import customers from iCenter into your webshop. Only active customers who have at least one email address in their contacts will be imported. If a customer has multiple email addresses, the one marked as default will be imported; if no default is set, the first email address will be imported. If the same email address belongs to multiple customers, only the first customer will be imported, and the rest will be ignored by the system.
8. **Automatic order synchronization** – Orders placed on the website are automatically synchronized into the iCenter system.

MonolIT ERP

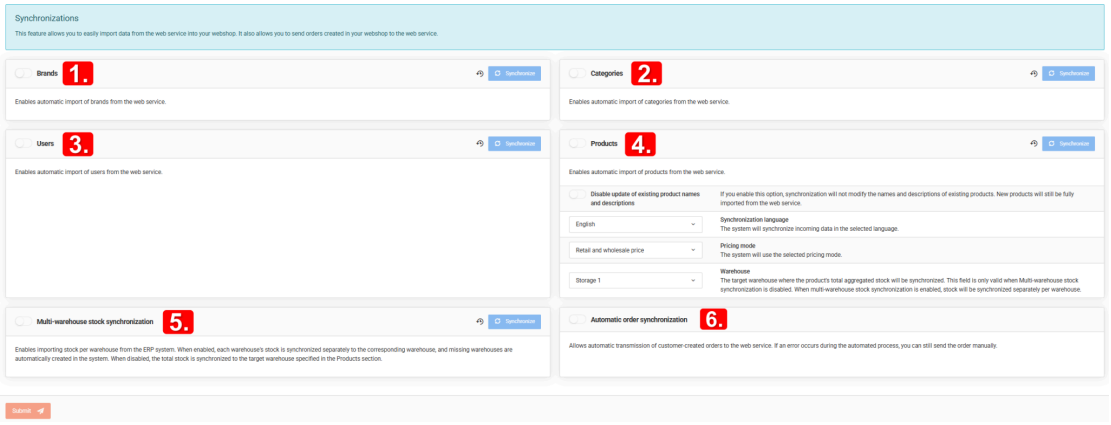
MonolIT ERP is an enterprise resource planning system developed by Bus Computers, and is now available among the integrated services. It offers a comprehensive solution for managing finances, warehouse operations, logistics, accounting, and other business processes. The system provides businesses with more efficient tracking and control of their operations.



1. With the language tabs, the language-specific settings of all currently active languages in the webshop can be accessed.
2. **Name** – This field allows administrators to assign a name to the service in the selected language from the list at the top of the service settings panel.
3. **Description** – This field allows administrators to provide a short description or help text for the service in the selected language from the list at the top of the service settings panel.
4. **Mode** – This setting allows administrators to switch between test and live modes. The test mode is primarily intended for testing purposes. MonolIT provides both test and live parameters for store owners. These parameters can be configured separately for each mode by switching between the two.
5. **Active** – Determines whether the service is active or not. If deactivated, the billing option will not be available to administrators on the order page, regardless of whether the service is in test or live mode.
6. **Api URL** – A unique identifier URL provided by MonolIT once your company is registered on the platform. This URL can be found on the company's MonolIT page. For example: x.x.x.x:y/iCenterAPI (where x = IP address, y = port).
7. **Username** – The name provided by MonolIT for your company after registering on the platform.
8. **Password** – A unique password provided by MonolIT after registering your company on the platform. To ensure proper operation between the webshop

system and the MonolIT system, the connection must first be established using the above parameters. After providing these parameters and saving the changes, additional configuration fields will become available.

9. **Warehouse** – Select the warehouse stock used during integration between the webshop and MonolIT.
10. **Retail pricing** – A parameter for managing retail prices, allowing the appropriate prices to be applied to customers.
11. **Wholesale pricing** – The parameter for managing wholesale prices for resellers and partners.
12. **Partner code** – The business partner's identifier, which helps manage partner relationships between the webshop and MonolIT.
13. **Status ID** – The identifier required to track and synchronize the current status of an order or service (e.g. pending, completed, rejected).
14. **Seller ID** – The unique identifier of the person or team responsible for sales.
15. **Issued by ID** – The unique identifier of the person responsible for physically issuing the goods.
16. **Document code** – The code of the related invoice or delivery note, which is needed for document synchronization.
17. **Price list ID** – The unique identifier of the price list for price management.
18. **Currency ID** – The identifier of the currency used in both the webshop and MonolIT.
19. **Sales representative ID** – The identifier of the sales representative for sales processes.
20. **Warehouse code** – The unique code of the warehouse during inventory management.



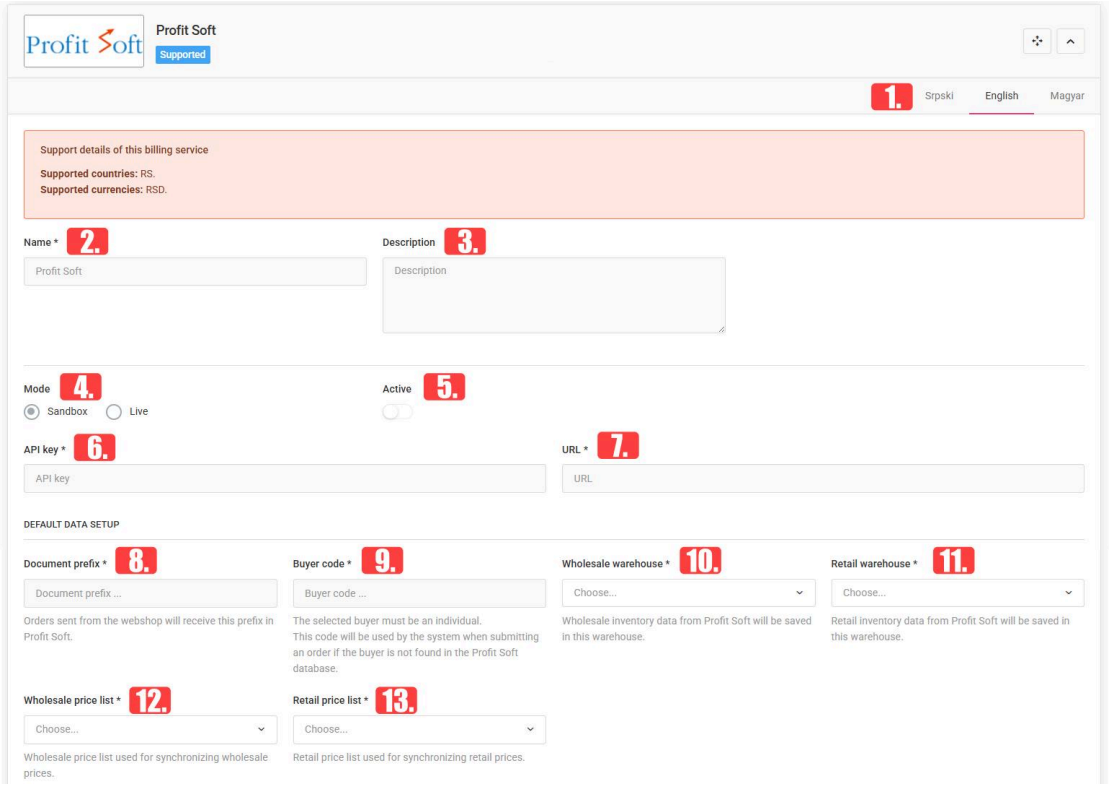
1. **Brands** – Enables automatic import of manufacturers from the MonolIT web service.
2. **Categories** – Enables automatic import of webshop categories from the MonolIT web service.
3. **Users** – Enables automatic import of users from the MonolIT system, including customer data and related permissions.
4. **Products** – Allows the automatic import of products from the MonolIT system into the webshop. It is also possible to disable the updating of product descriptions, which prevents product descriptions from being automatically

overwritten during synchronization. Additionally, the language used for synchronization can also be selected.

5. **Multi-warehouse stock synchronization** - Enables syncing stock levels per warehouse from the MonolIT system.
6. **Automatic order synchronization** – Enables automatic forwarding of orders created by customers.

Profit Soft ERP

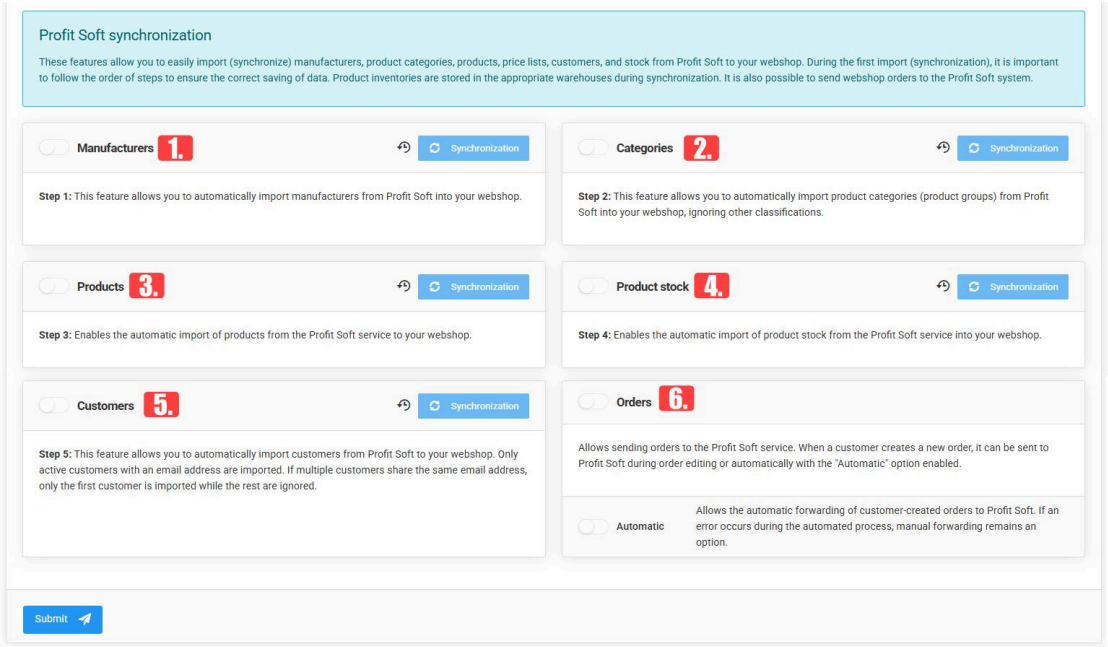
ProfitSoft ERP is a flexible business software solution that simplifies financial, managerial, and logistical tasks. It is tailored to the needs of modern enterprises to provide broad support for daily administration and business decision-making. ProfitSoft ERP is now available among the integrated services.



1. With the help of the language tabs, language-specific settings for all currently active languages of the webshop are available.
2. **Name** – This field allows administrators to assign a name to the service in the selected language within the list at the top of the service settings panel.
3. **Description** – This field allows administrators to provide a short description or helper text for the service in the selected language within the list at the top of the service settings panel.
4. **Mode** – This setting allows administrators to switch between test and live modes. The test setting is primarily intended for testing purposes. Profit Soft

provides both test and live parameters to business owners. These parameters can be configured separately for each mode by switching between the two.

5. **Active** – Determines whether the service is active or not. If it is deactivated, the billing option will not be available for administrators on the order page, regardless of whether the service is in test or live mode.
6. **API Key** – The unique identifier or code provided by Profit Soft after registering their company on the platform. This token can be found in the company's Profit Soft profile settings.
7. **URL** – The unique identifier URL provided by Profit Soft once their company is registered on the platform.
8. **Document prefix** – Orders sent from the webshop will receive this prefix in Profit Soft.
9. **Buyer code** – The selected customer must be an individual. Profit Soft will use this code when creating documents.
10. **Wholesale warehouse** – Wholesale inventory data received from Profit Soft will be saved to this warehouse.
11. **Retail warehouse** – Retail inventory data received from Profit Soft will be saved to this warehouse.
12. **Wholesale price list** – The wholesale price list used when synchronizing wholesale prices.
13. **Retail price list** – The retail price list used when synchronizing retail prices.

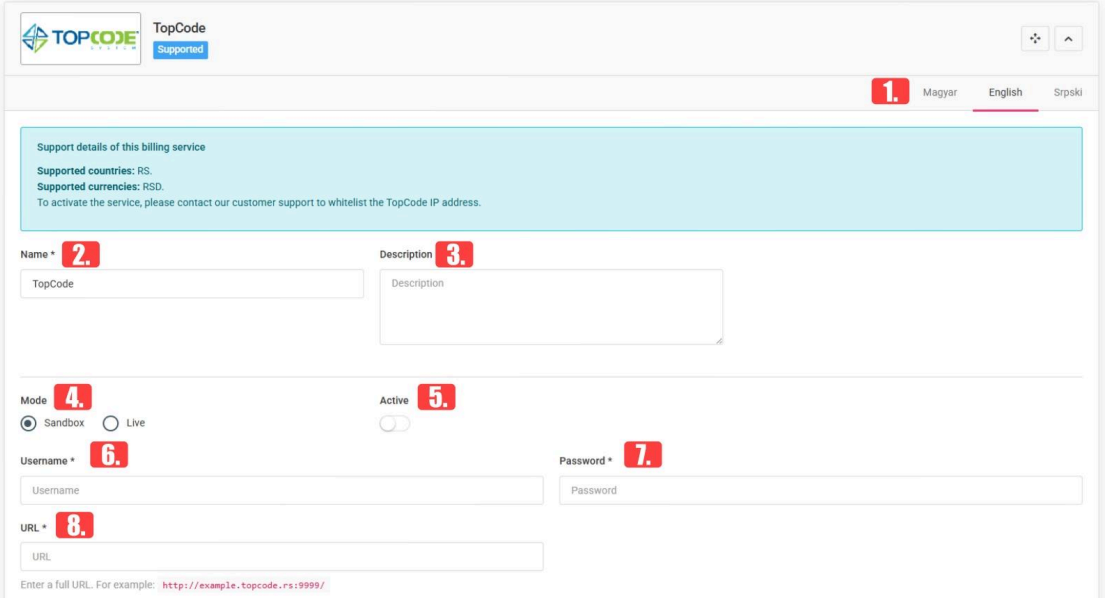


1. Manufacturers – Allows the automatic import of manufacturers from the Profit Soft web service.
2. Categories – Allows the automatic import of webshop categories from the Profit Soft web service.
3. Products – Allows the automatic import of products from the Profit Soft system into the webshop. It is also possible to disable the updating of product

descriptions, which prevents product descriptions from being automatically overwritten during synchronization.
4. Product Stock – Allows the continuous automatic synchronization of stock levels between the Profit Soft system and the webshop.
5. Customers – Allows the automatic import of customers from the Profit Soft system.
6. Orders – Allows the automatic forwarding of orders created by customers.

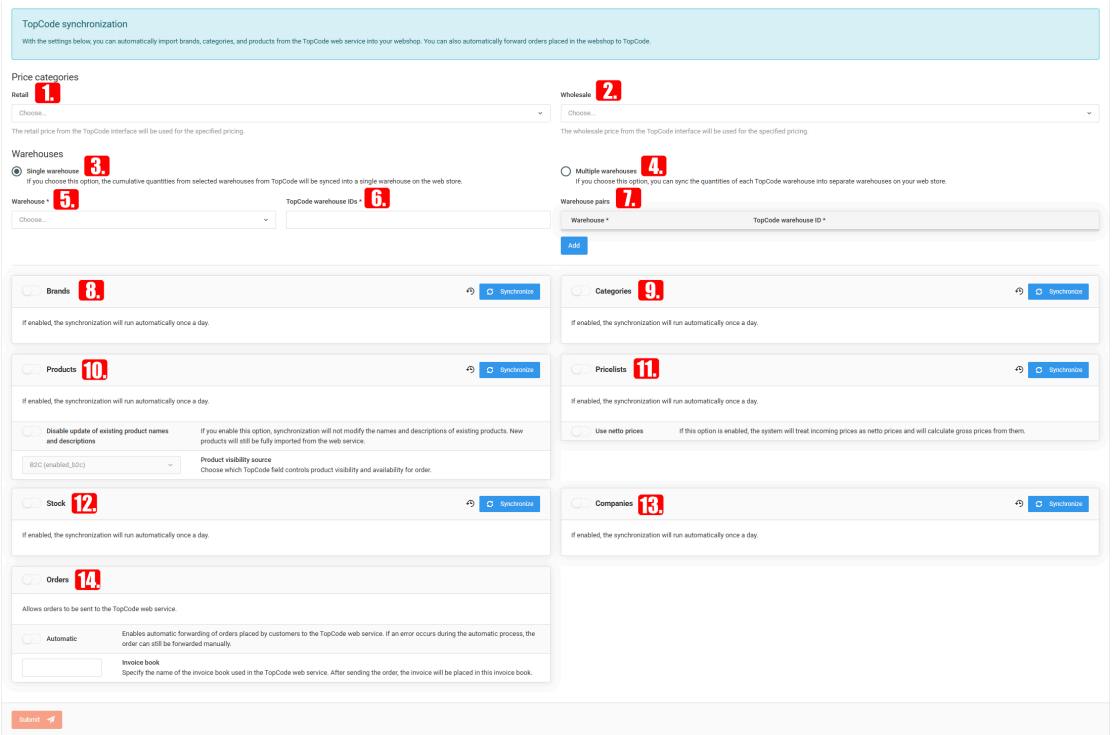
TopCode ERP

TopCode ERP is a modern enterprise resource planning system that offers comprehensive solutions for small and medium-sized businesses. Orders, inventories, and price lists from webshops are automatically synchronized, making order processing faster and operations more transparent.



1. Using the language tabs, you can access the language-specific settings for all currently active languages in the webshop.
2. **Name** – This field allows administrators to assign a name to the service in the language selected from the list at the top of the service settings panel.
3. **Description** – This field allows administrators to provide a short description or helper text for the service in the language selected from the list at the top of the service settings panel.
4. **Mode** – This setting allows administrators to switch between test and live modes. The test mode is primarily intended for testing purposes. TopCode provides both test and live parameters for store owners, and these parameters can be configured separately for each mode, with the ability to switch between modes.

5. **Active** – Determines whether the service is active or not. If deactivated, the billing option will not be available to administrators on the order page, regardless of whether the service is in test or live mode.
6. **Username** – The name provided by TopCode after your company registers on the platform.
7. **Password** – A unique password provided by TopCode after your company registers on the platform.
8. **URL** – The unique identifier URL provided by TopCode once your company is registered on the platform.



1. **Retail pricing** – A parameter for managing retail prices, allowing the application of appropriate prices for customers.
2. **Wholesale pricing** – A parameter for managing wholesale prices, intended for resellers and partners.
3. **Single warehouse** – The total quantities from selected TopCode warehouses are synchronized into a single warehouse in the webshop.
4. **Multiple warehouses** – Quantities from individual TopCode warehouses can be synchronized into separate warehouses in the webshop.
5. **Warehouse** – Selecting the stock used in the integration between the webshop and TopCode.
6. **TopCode warehouse IDs** – The unique identifier of the warehouse.
7. **Warehouse pairs** – Allows linking and synchronizing one or more warehouse stocks. Inventory movements and data between warehouses are easily managed to ensure accurate information is displayed in the webshop.
8. **Brands** – Allows automatic import of manufacturers from the TopCode web service.

9. **Categories** – Allows automatic import of webshop categories from the TopCode web service.
10. **Products** – Allows automatic import of products from the TopCode system into the webshop. It is also possible to disable automatic updates of product descriptions, preventing them from being overwritten during synchronization. B2B or B2C determines the visibility and orderability of products.
11. **Pricelists** – Enables the automatic import and synchronization of different price lists from the mTopCode system to the webshop. It is also possible to enable the use of net prices, in which case the system treats incoming prices as net amounts and calculates the gross prices based on them.
12. **Stock** – Enables continuous and automatic synchronization of stock levels between the TopCode system and the webshop.
13. **Companies** – Allows automatic import of customers from the TopCode system.
14. **Orders** – Enables automatic forwarding of orders created by customers.

Social logins

Social logins allow users to quickly and easily log into your online store using their existing social media accounts, eliminating the hassle of creating a new customer account and remembering multiple passwords.

Sellvio provides integration with several widely used social platforms such as X (Twitter), Facebook and Google.

To set up social logins, first click on the External Services menu item in the left menu bar, then on the External Services administration page, click on the Social Logins tab.

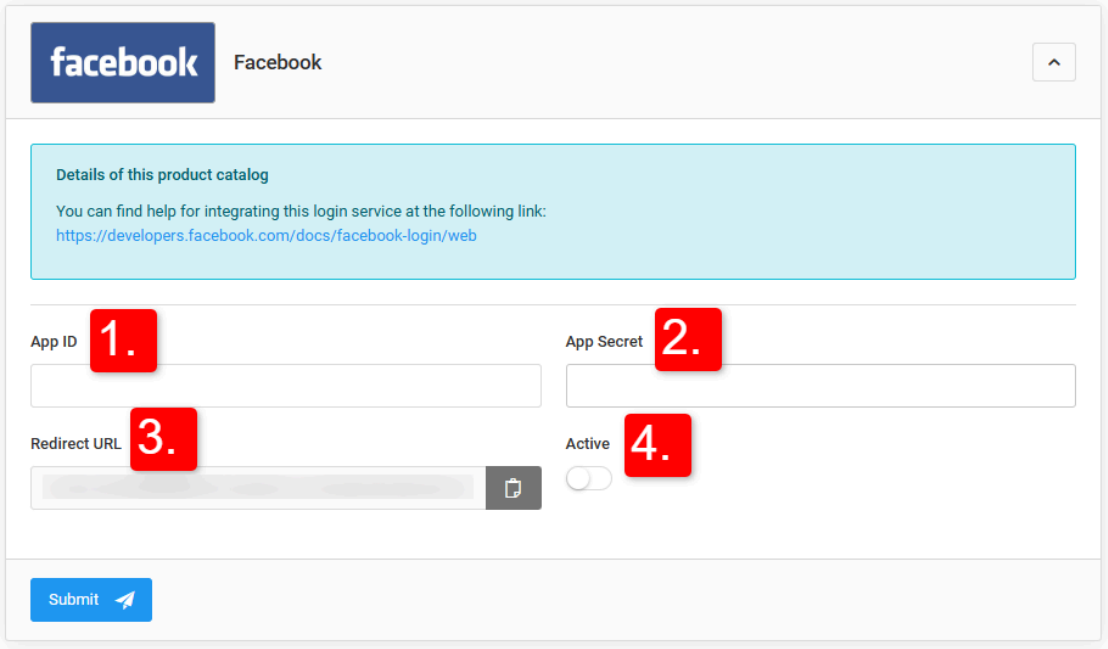
IMPORTANT: To use all Sellvio extensions, the webshop owner must have a separate account with the listed providers.

The webshop owner can access the parameters required to set up the integration directly after creating his/her own account with the given provider.

Facebook

To enable Facebook login, the store owner must create a Facebook developer account and then create an app within the Facebook developer interface.

When creating the app, you must configure general settings, including the app name, app publishing status, domains, and permissions. After creating the app, the Facebook developer account owner will receive the app ID and encryption key from Facebook.



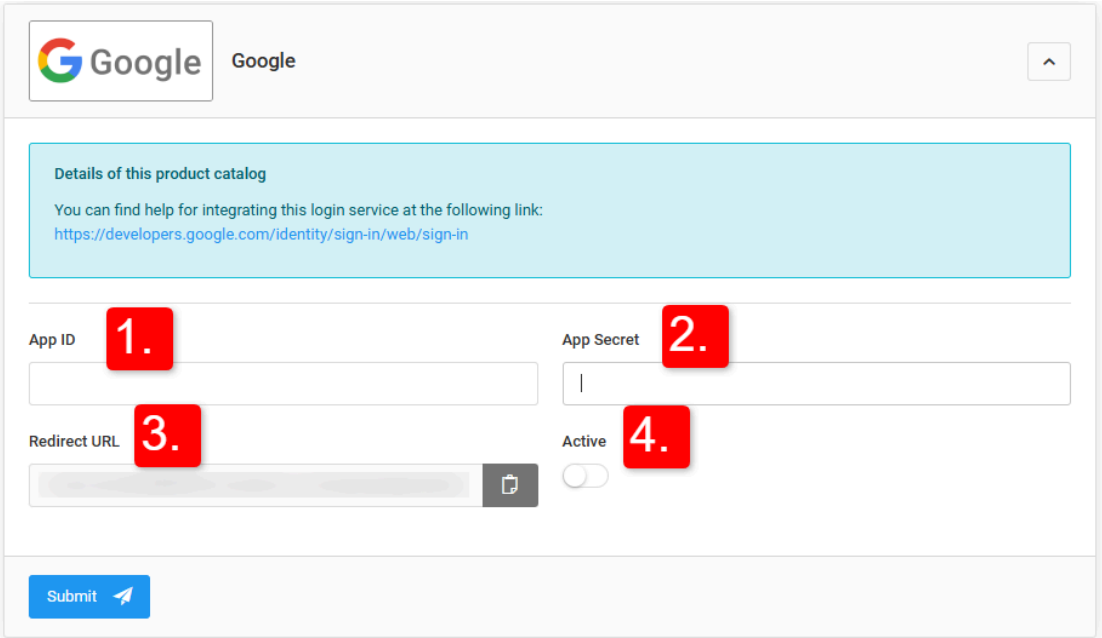
1. App ID - the application identifier created in the Facebook developer account.
2. App Secret - the encryption key provided by Facebook directly after the application is created.
3. Redirect URL - the web address to which Facebook redirects the customer after successful login. This address is automatically provided by Sellvio for all web stores. The web address displayed in the non-editable field must be copied and pasted under the application under the Facebook developer account.
4. Active - determines whether the service is active or not. When disabled, the Facebook login option will not be displayed for the customers of the web store.

The above data only needs to be set once in Sellvio, as the Facebook login can be turned on or off at any time using the Active slider.

Google

To enable Google Sign-in, the store owner must create a Google Developer account and then an OAuth 2.0 client within the Google Developers interface.

When creating the client, the OAuth 2.0 client name, credentials, application URL, and redirect URL must be set. After creating the OAuth 2.0 client, the Google Developer account owner will receive the ID and encryption key from Google.



1. App ID - the OAuth 2.0 client identifier created in the Google developer account.

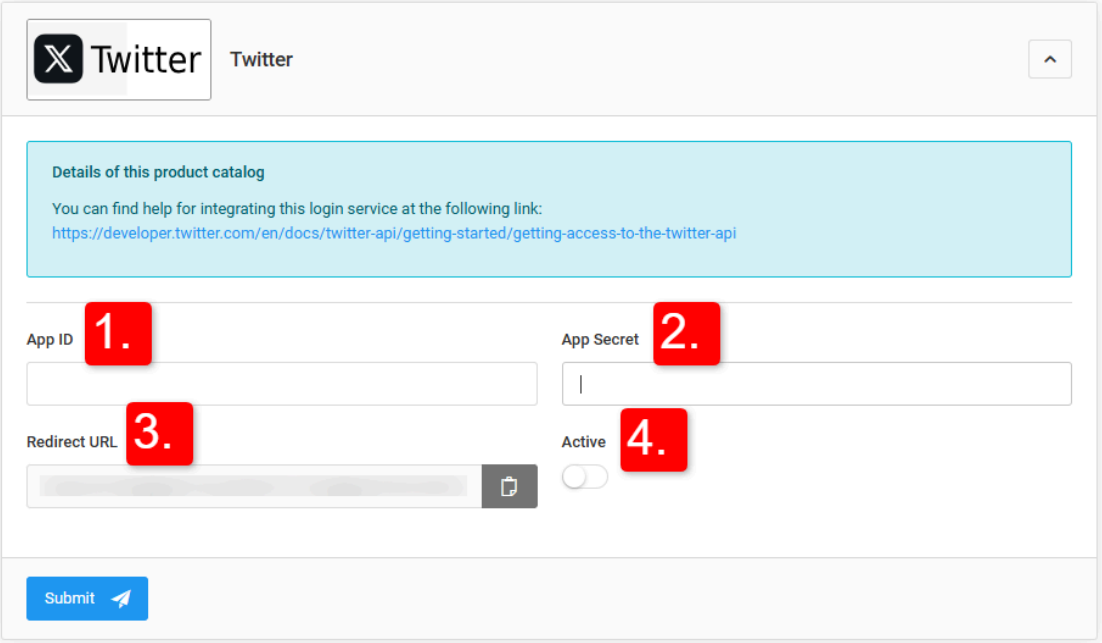
2. App Secret - the encryption key provided by Google directly after creating the OAuth 2.0 client.
3. Redirect URL - the web address to which Google redirects the customer after successful login. This address is automatically provided by Sellvio for all web stores. The web address displayed in the non-editable field must be copied and pasted under the OAuth 2.0 client under the Google developer account.
4. Active - determines whether the service is active or not. When disabled, the Google login option will not be displayed for the customers of the web store.

The above data only needs to be set once in Sellvio, as the Google login can be turned on or off at any time using the Active slider.

X (Twitter)

To enable Twitter login, the store owner must create a Twitter developer account and then create an app within the Twitter developer interface.

When creating the client, you must set the app name, description, app URL, and redirect URL. After creating the app, the Twitter developer account owner will receive an ID and encryption key from Twitter.



1. App ID - the identifier of the application created in the Twitter developer account.
2. App Secret - the encryption key provided by Twitter immediately after the application is created.
3. Redirect URL - the web address to which Twitter redirects the customer after successful login. This address is automatically provided by Sellvio for all web

stores. The web address displayed in the non-editable field must be copied and pasted under the application under the Twitter developer account.
4. Active - determines whether the service is active or not. When disabled, the Twitter login option will not be displayed for the customers of the web store.

The above data only needs to be set once in Sellvio, as the Twitter login can be turned on or off at any time using the Active slider.

Tracking and Analytics

The Tracking and Analytics services provide detailed statistics, user behavior analysis, and valuable insights into the performance of the online store, helping the store owner optimize content and continuously improve the user experience.

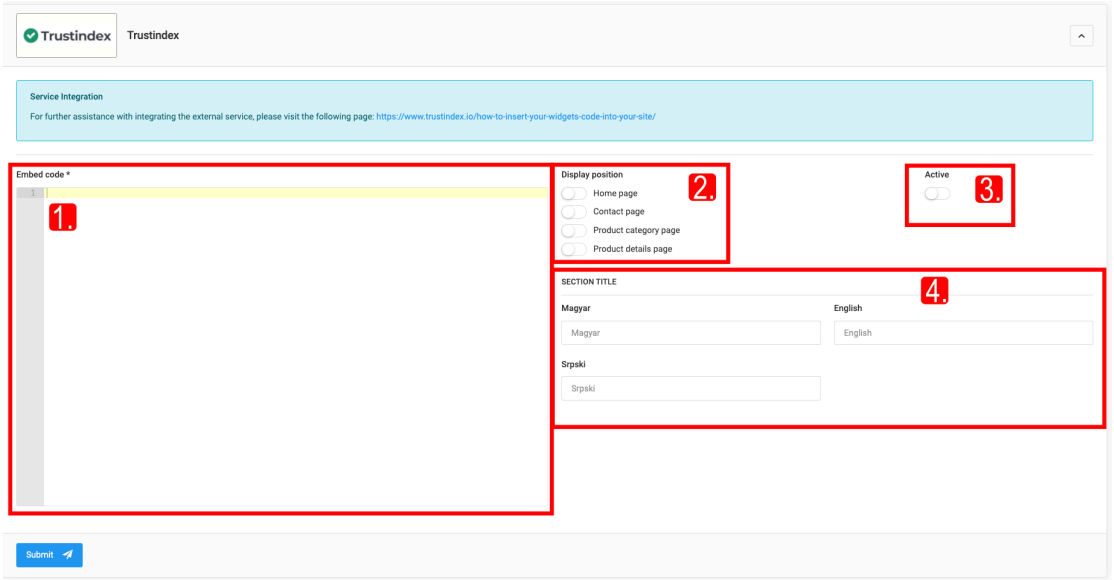
Sellvio provides integration with the following well-known and widely used services.

To set up the integrations, click on the External Services menu item in the left sidebar of the administration panel, then select the Tracking and Analytics tab on the External Services Administration page.

Trustindex

The Trustindex integration allows e-commerce store owners to easily display various reviews and ratings on their website, enhancing the site’s credibility and building trust with new visitors.

Trustindex offers several widgets that allow you to display reviews from platforms such as Google, Facebook, TripAdvisor, Amazon, Trustpilot, or Yelp.



1. Embed Code – In this field, you need to insert the code snippets generated on the Trustindex page. These codes will embed the reviews/ratings onto your site. The display of this section can be fully customized on the Trustindex portal.
2. Display Position – These switches allow you to control on which pages the reviews/ratings will appear in your online store.
3. Active – By turning on this switch, the embed code will be automatically inserted into the page's source code.
4. Section Title – In this field, you can specify what text will appear as the title for your reviews/ratings section.

For more detailed instructions, visit: Trustindex

Google Analytics

Google Analytics is a free online tool used by website owners to track how many visitors come to the site, where they are coming from, and what activities they are performing on the site.

To activate Google Analytics, the online store owners must have their own Google Analytics account.

A new Google Analytics account can be created at the following address:

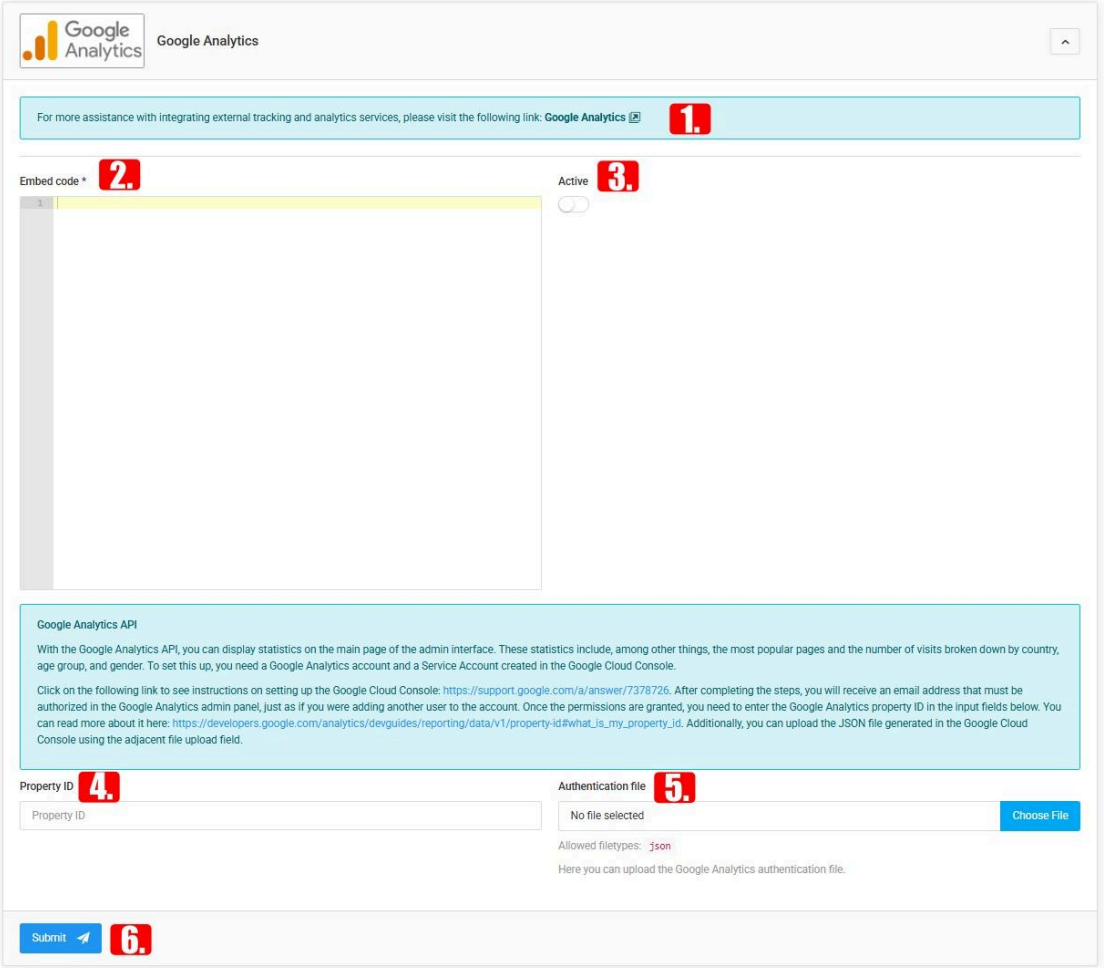
marketingplatform

After creating the account, online store owners need to:

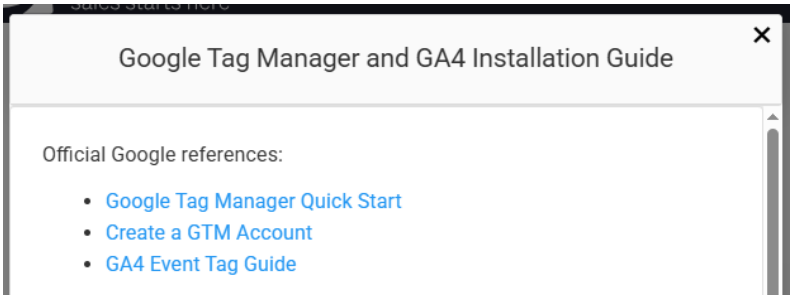
- Follow the link provided under the Sellvio Google Analytics integration and follow the instructions.
- Copy the Embed Code from the Google Analytics account.
- Paste the copied code into the Sellvio Google Analytics settings.
- Activate the integration and save the changes.

Most Viewed Pages is one of the new features, displaying which pages visitors view the most. This insight helps store owners better understand which products, blog posts, or static content are the most popular, allowing them to fine-tune content management and marketing campaigns accordingly.

The Countries of Visitor Origin metric tracks the geographical locations from which visitors access the site. This is especially beneficial for online stores targeting international markets, as it helps identify the regions with the highest interest. As a result, store owners can more easily tailor language settings, marketing strategies, and promotional campaigns to effectively engage customers from different countries.



1. Follow the instructions provided under the link.



2. **Embed Code** – Paste the embed code copied from your Google Analytics account here.
3. **Active** – By turning on this switch, the embed code will automatically be inserted into the page's source code.
4. **Property ID** - This is where you need to enter your Google Analytics Property ID, which is linked to your Analytics account.
5. **Authentication file** - This is the JSON file generated by the Google Cloud Console when you create a Service Account. It contains all the necessary authentication data that allows the system to securely access your Analytics statistics.
6. **Save** – Click the 'Save' button to apply the changes.

Google Tag Manager

Google Tag Manager is a tool that allows easy management and updating of tracking codes and marketing tags associated with websites. With its help, online stores can track user activities and optimize their marketing campaigns more effectively.

To activate Google Tag Manager, webshop owners must have their own Google Tag Manager account.

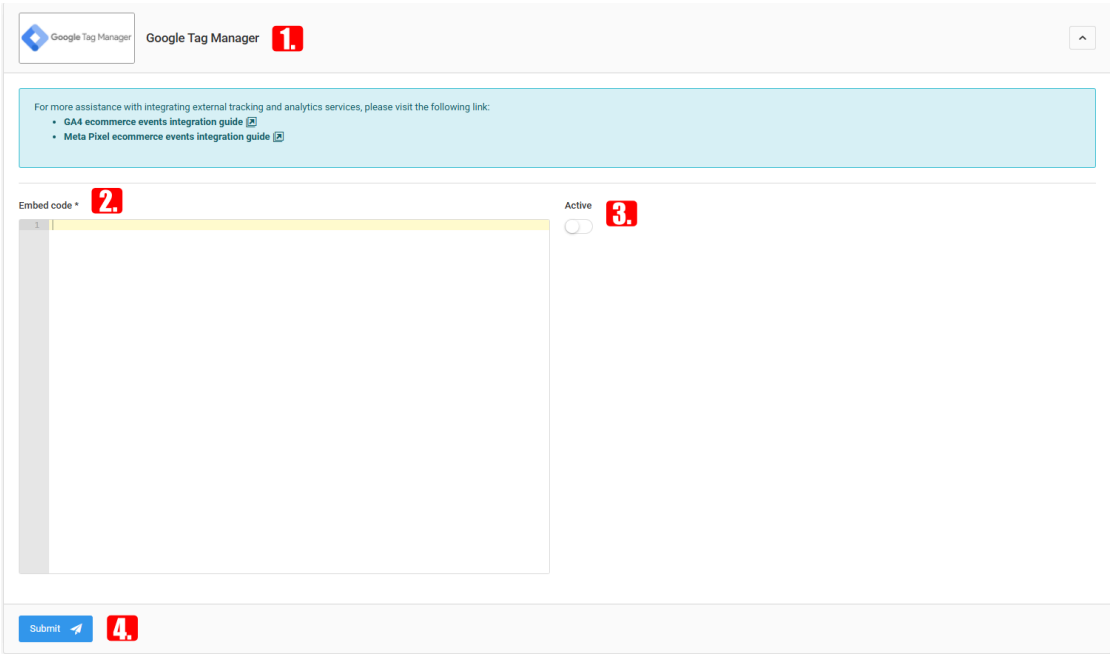
A new Google Tag Manager account can be created at the following address:

marketingplatform.google.com/about/tag-manager

After creating the account, webshop owners only need to:

- Follow the link provided under the Sellvio Google Tag Manager integration and follow the instructions.
- Copy the embedding code from the Google Tag Manager account.
- Paste the copied code into the Sellvio Google Tag Manager settings.
- Activate the integration and save the changes.

The guide walks users step by step through setting up the required variables, events, and tags.



1. Detailed guide for setting up GA4 and Meta Pixel events.
2. **Embedding code** – insert the code snippets generated on the Google Tag Manager site here.
3. **Active** – by turning on the switch, the embedding code is automatically inserted into the page source.

4. **Save** – apply and confirm the changes.

Facebook Pixel

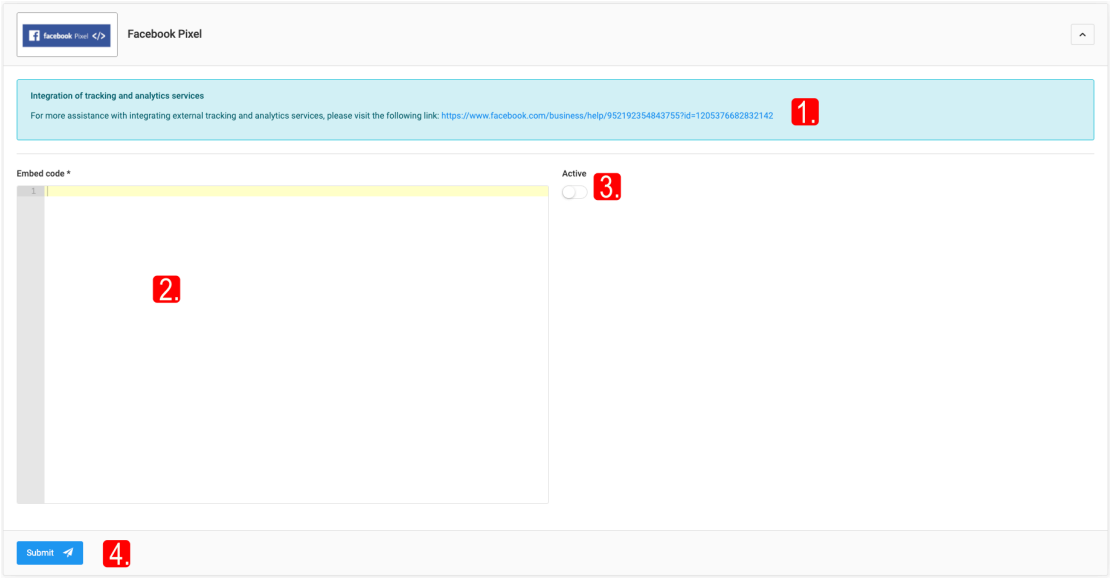
The Facebook Pixel is a service that appears in the form of code that can be installed on online stores. Its function is to help businesses track how customers use their website.

To activate the Facebook Pixel, store owners must have their own Facebook Business account.

A new Facebook Business account can be created at the following link: business.facebook

After creating the account, the store owners need to:

- Follow the link provided under the Sellvio Facebook Pixel integration and follow the instructions.
- Copy the embed code from the Facebook account.
- Paste the copied code into the Sellvio Facebook Pixel settings.
- Activate the integration and save the changes.



1. Follow the instructions provided in the link.
2. Embed Code – Paste the embed code copied from the Facebook account.
3. Active – Toggle the switch to automatically insert the embed code into the page's source code.
4. Save – Click the 'Save' button to apply the changes.

Hotjar

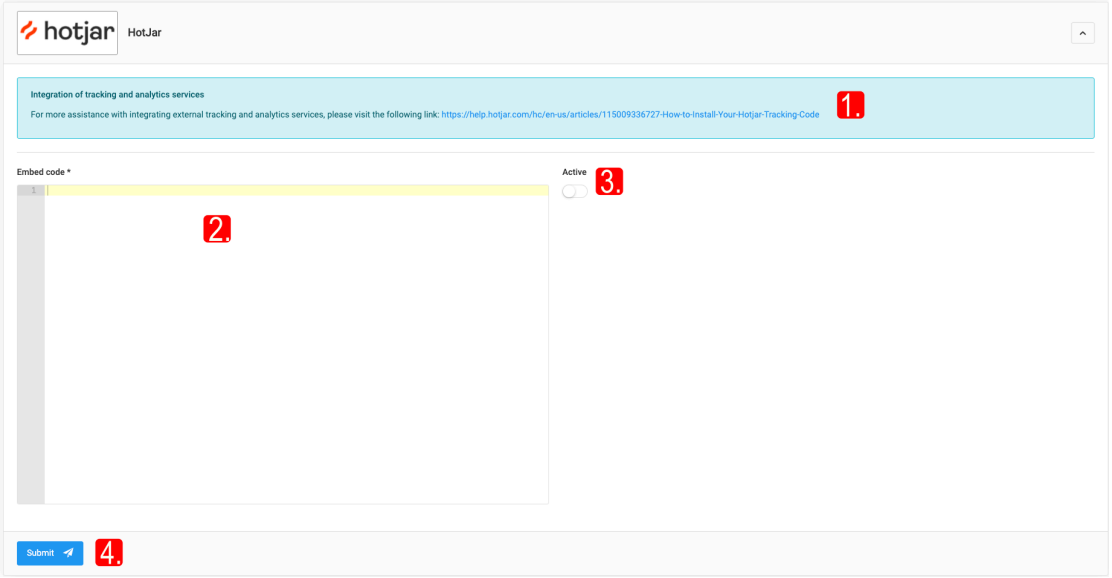
The Hotjar service is an innovative online tool enabling businesses to map out the behavior of visitors to their online stores in detail.

By using this tool, businesses can gain insights into how people navigate their website, where they click, and which elements they interact with.

To activate Hotjar, online store owners need their own Hotjar account.

Steps to activate Hotjar:

1. Create a Hotjar account at hotjar.com.
2. Follow the instructions provided in the Sellvio Hotjar integration link.
3. Copy the Embed Code from the Hotjar account.
4. Paste the copied code into the Sellvio Hotjar settings.
5. Toggle the Active switch to enable the integration.
6. Click the Save button to apply the changes.



1. Follow the instructions provided in the link under the Hotjar integration section.
2. Embed Code: Paste the embed code copied from the Hotjar account into this field.
3. Active: Turn on this toggle to automatically insert the embed code into the website's source code.
4. Save: Click the 'Save' button to apply and confirm the changes.

Smartlook

Smartlook is an online service specifically designed for e-commerce owners, offering the ability to record detailed behavior of their store's visitors. To achieve this, the service provides functionalities such as heatmaps and session recordings, allowing e-commerce owners to gain deeper insights into how their customers use the store.

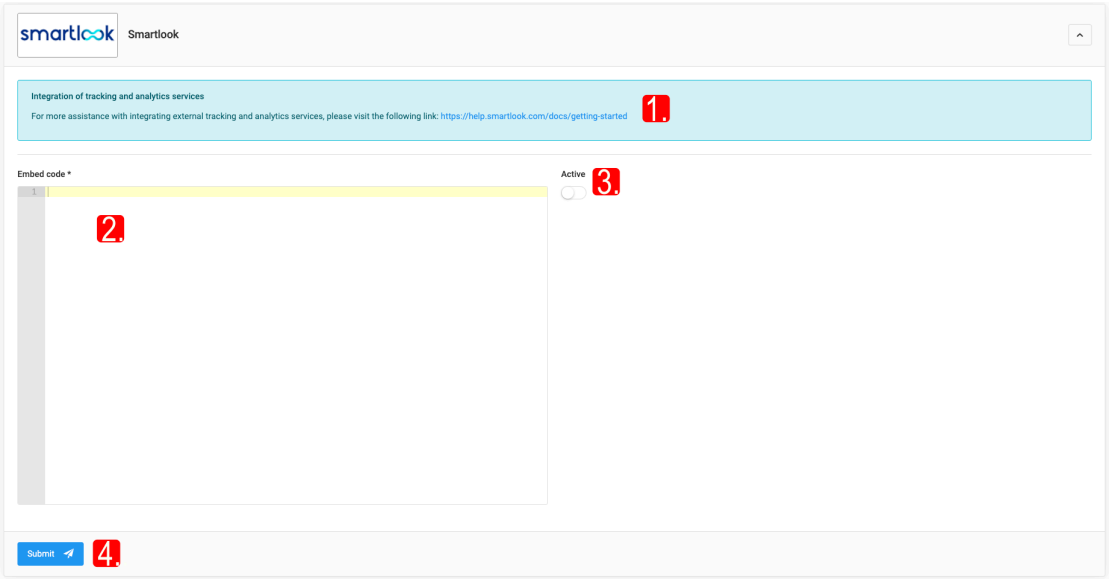
To activate Smartlook, e-commerce owners must have their own Smartlook account.

A new Smartlook account can be created at the following link:

Smartlook

After creating the account, e-commerce owners only need to:

- Follow the instructions provided under the Sellvio Smartlook integration link.
- Copy the Embed Code from the Smartlook account.
- Paste the copied code into the Sellvio Smartlook settings.
- Activate the integration and save the changes.



1. Follow the guide provided at the indicated link.
2. Embed Code - Paste the embed code copied from the Smartlook account.
3. Active - By toggling the switch on, the embed code will be automatically inserted into the page's source code.
4. Save - Click the 'Save' button to apply the changes.

Inspectlet

Inspectlet is a comprehensive online analytics tool that provides webshop owners with the ability to record detailed customer behavior.

It offers numerous functionalities, including heatmaps and session recordings. Heatmaps allow webshop owners to easily identify which parts of the site attract visitors, while session recordings enable them to track and interpret the actions and interactions of visitors in real time.

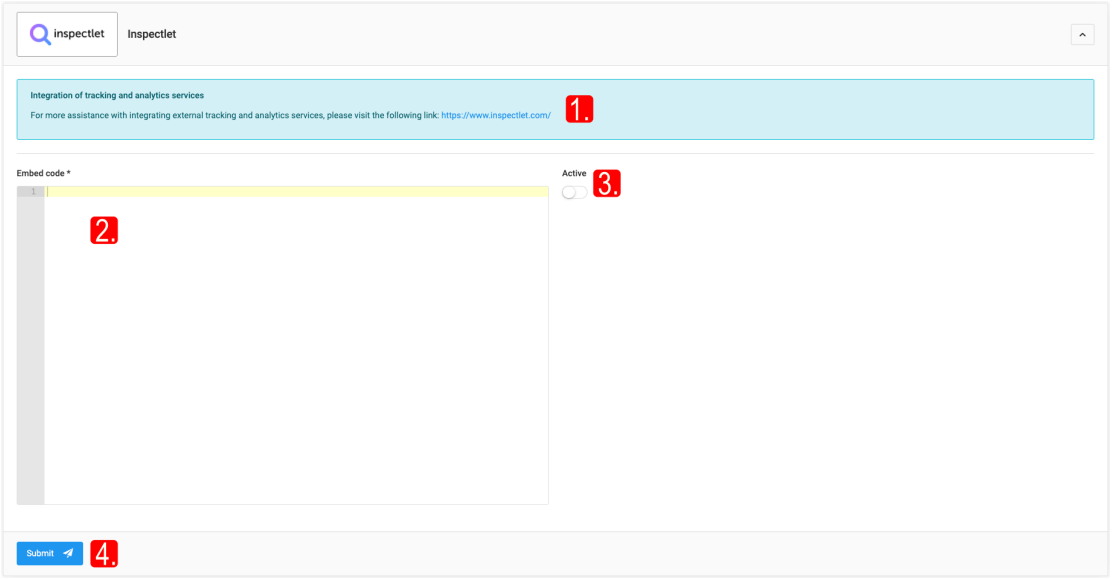
To activate Inspectlet, webshop owners must have their own Inspectlet account.

A new Inspectlet account can be created at the following link:

inspectlet

After creating the account, webshop owners simply need to:

- Follow the link provided under the Sellvio Inspectlet integration and follow the instructions.
- Copy the Embed Code from the Inspectlet account.
- Paste the copied code into the Sellvio Inspectlet settings.
- Activate the integration and save the changes.



1. Follow the guide available at the provided link.
2. Embed Code - Paste the embed code copied from the Inspectlet account.
3. Active - Enable the toggle to automatically insert the embed code into the page's source code.
4. Save - Click the 'Save' button to apply the changes.

TikTok Pixel

The TikTok Pixel is a tracking tool that allows businesses to measure the effectiveness of their advertising campaigns by monitoring user interactions on their website and optimizing ad targeting on the TikTok platform.

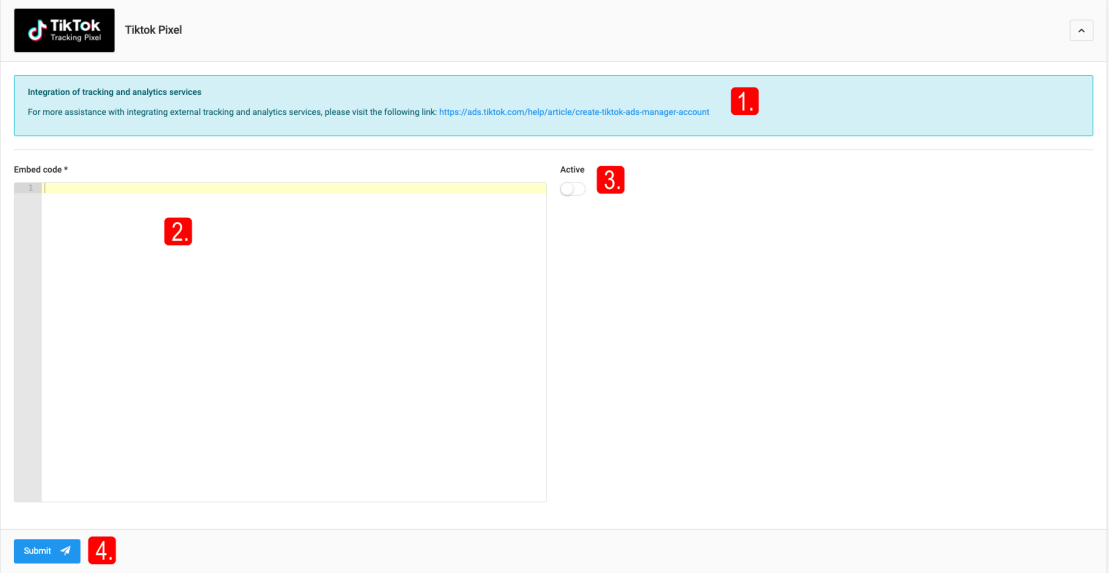
To activate the TikTok Pixel, online store owners must have their own TikTok Business account.

A new TikTok Business account can be created at the following link:

tiktok

After creating the account, online store owners simply need to:

- Follow the link provided under the Sellvio TikTok Pixel integration section and follow the instructions.
- Copy the Embed Code from the TikTok Business account.
- Paste the copied code into the Sellvio TikTok Pixel settings.
- Activate the integration and save the changes.



1. Follow the guide provided under the link.
2. Embed Code - paste the embed code copied from your TikTok Business account.
3. Active - by turning on the toggle, the embed code will be automatically inserted into the page source code.
4. Save - click the 'Save' button to apply the changes.

Google Search Console

Google Search Console is a free tool that helps website owners monitor and optimize their site's performance in Google search.

Here is a detailed guide for requesting a new account: search.google

Marketing solutions

Sellvio provides integrations for several widely used marketing services, which allow online store owners to easily and effectively reach their customers.

IMPORTANT: To use all Sellvio marketing extensions, the online store owner must have a separate account with the providers listed below.

The parameters required to set up the integration can be accessed by the online store owner immediately after creating their own account with the given provider.

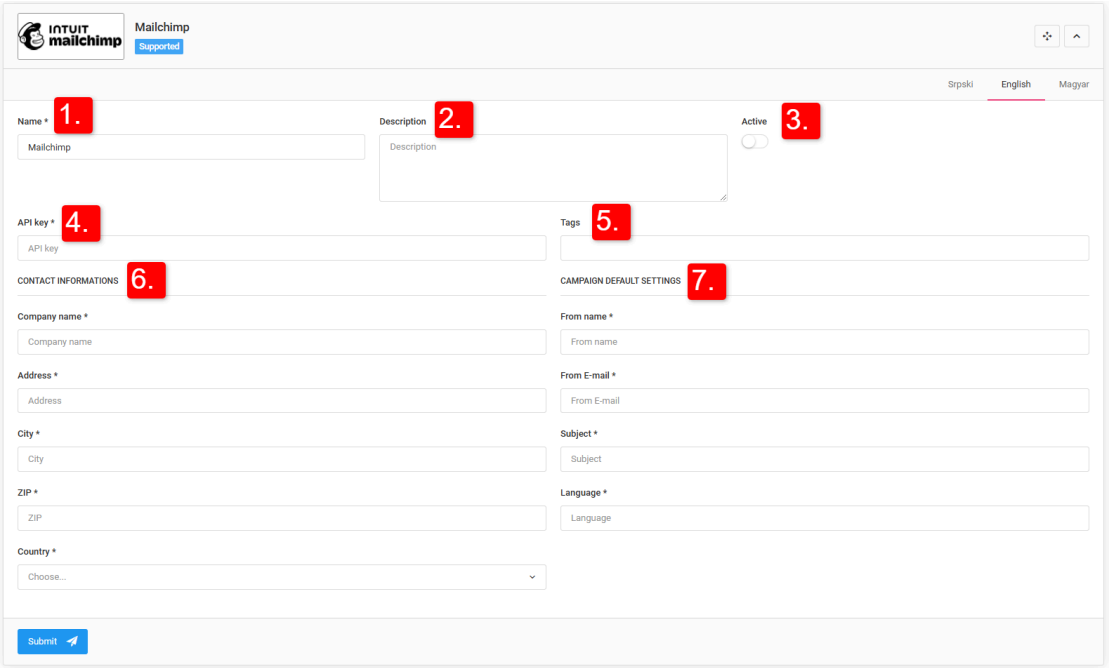
Now let's take a look at the marketing services provided by Sellvio one by one.

Mailchimp

Mailchimp is an online platform for managing and automating email marketing campaigns. It allows you to send personalized messages and notifications via email, strengthening your brand identity and increasing audience engagement.

Sellvio’s Mailchimp integration allows visitors who sign up on your online store to be automatically added to Mailchimp.

Mailchimp service settings can be accessed in the sidebar under the External Services menu item under the Marketing Solutions tab or under the Newsletter & SMS menu item under the Mailing & SMS Services menu item.



1. **Name** - this field allows administrators to assign a name to the service within the language selected in the list at the top of the service settings panel.
2. **Description** - this field allows administrators to enter a short description or help text for the service in the language selected in the list at the top of the service settings panel.
3. **Active** - determines whether the service is active or not. If deactivated, the marketing service will not be available to administrators.
4. **API Key** - a unique identifier or code provided by Mailchimp. This code can be found within the settings of the web store owner's own Mailchimp account.
5. **Tags** - A tag that can be associated with each newsletter subscriber in Mailchimp. If the webshop visitor subscribes to the newsletter on the Sellvio website, the system automatically assigns the following tags: "default", the two-letter identifier of the language as the title, depending on the language in which the site was browsed at the time of subscription, and the "marketing" tag in case the marketing-based newsletter option was also selected. In addition to the general tags, it is possible to set additional default tags.
6. **Contact information** - under the integration settings, it is mandatory to fill in the details of the company that will send the newsletters. The company details provided here will appear in the footer of the newsletters.
7. **Campaign default settings** - under the Mailchimp campaign default settings, the Mailchimp newsletter campaign data can be specified.

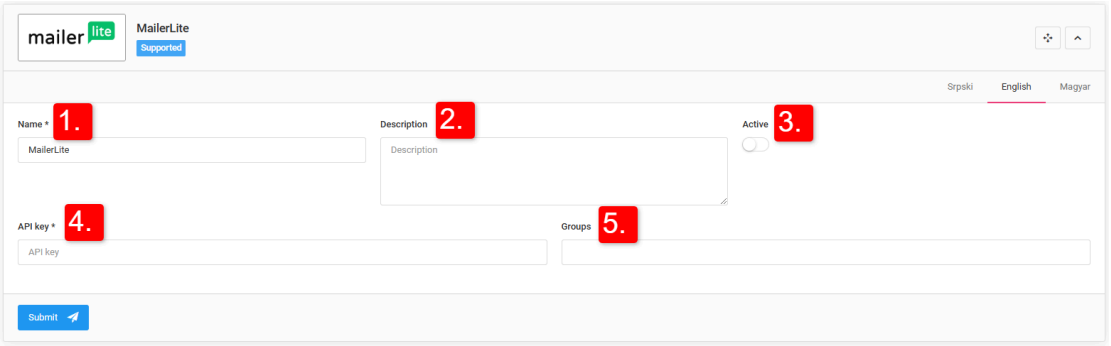
After entering the required API key and filling in the required fields, all you have to do is activate the integration and save the settings.

MailerLite

MailerLite is a practical marketing automation and email marketing system that allows online store owners to easily reach their subscribers and potential customers.

Sellvio's MailerLite integration allows visitors who subscribe to your online store to be automatically added to your MailerLite system.

MailerLite service settings can be accessed in the sidebar under the *External services* menu item under the Marketing Solutions tab or under the *Newsletter & SMS* menu item under the *Mailing & SMS Services* menu item.



1. **Name** - this field allows administrators to assign a name to the service within the language selected in the list at the top of the service settings panel.
2. **Description** - this field allows administrators to enter a short description or help text for the service in the language selected in the list at the top of the service settings panel.
3. **Active** - determines whether the service is active or not. If deactivated, the marketing service will not be available to administrators.
4. **API Key** - a unique identifier or code provided by MailerLite. This code can be found within the settings of the web store owner's own MailerLite account.
5. **Groups** - In MailerLite, each newsletter subscriber can be associated with a group. If a webshop visitor subscribes to the newsletter on the Sellvio website, the system automatically assigns them to the following groups: "default", with the two-letter identifier of the language as the title, depending on the language in which they were browsing the site at the time of subscription, and to the "marketing" group if they have also chosen the marketing-based newsletter option. In addition to the general groups, it is also possible to set up additional default groups.

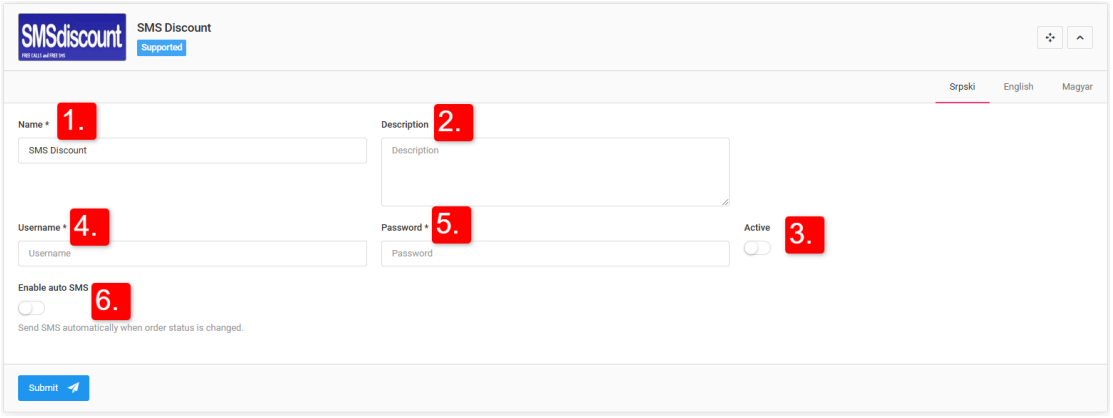
After entering the required API key and filling in the required fields, all you have to do is activate the integration and save the settings.

SMS Discount

SMS Discount is a platform that enables cheap international phone calls and SMS sending.

An SMS sending marketing system that allows webshop owners to easily notify their customers.

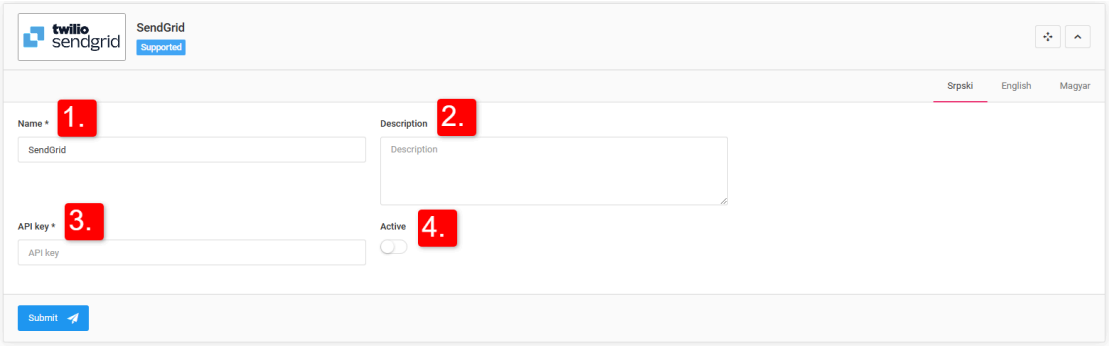
The SMS Discount service settings can be accessed in the sidebar under the External Services menu item under the Marketing Solutions tab or under the Newsletter & SMS menu item under the Mailing & SMS Services menu item.



1. **Name** - this field allows administrators to assign a name to the service within the language selected in the list at the top of the service settings panel.
2. **Description** - this field allows administrators to enter a short description or help text for the service in the language selected in the list at the top of the service settings panel.
3. **Active** - determines whether the service is active or not. If deactivated, the marketing service will not be available to administrators.
4. **Username** - this field must contain the username registered by administrators on the official website of the external service.
5. **Password** - this field must contain the password registered by administrators on the official website of the external service.
6. **Auto-enable** - If this option is enabled, the SMS will be sent automatically as soon as the order status changes.

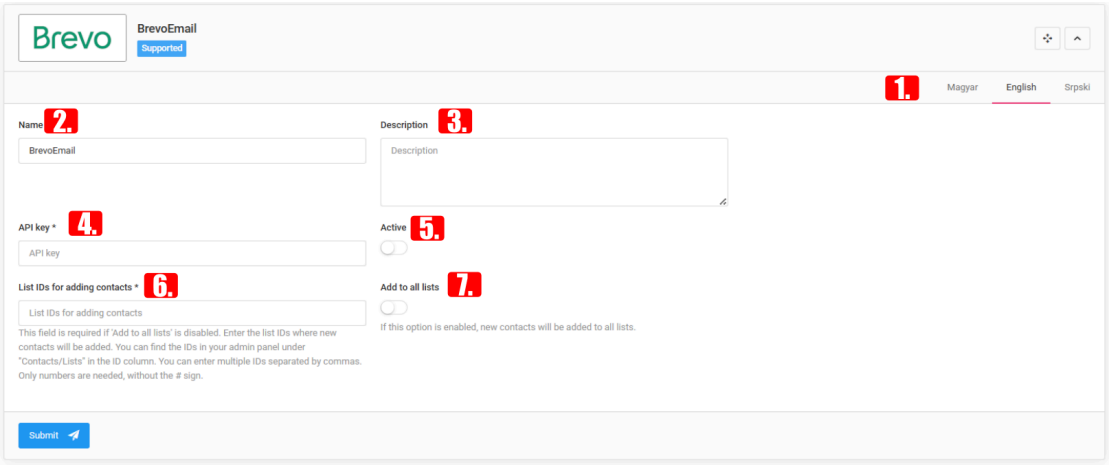
SendGrid

SendGrid is a cloud-based email sending and marketing platform that supports transactional and marketing email sending, email reputation tracking, and customizable DKIM features, and easily integrates with other systems. It allows you to use personalized templates, view delivery reports, and provides 24/7 customer support for select users.



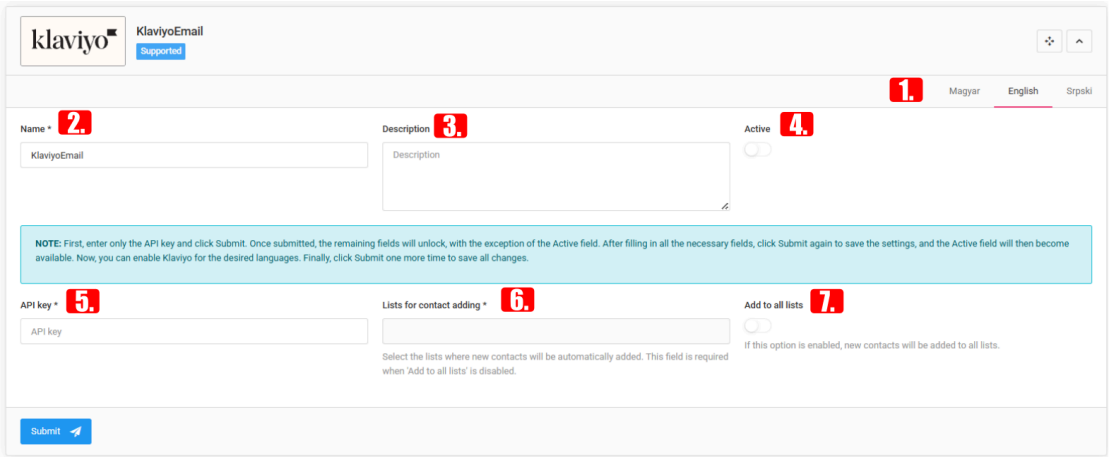
1. **Name** - This field allows administrators to assign a name to the service in the language selected in the list at the top of the service settings panel.
2. **Description** - This field allows administrators to provide a short description or help text for the service in the language selected in the list at the top of the service settings panel.
3. **API Key** - A unique identifier used to authenticate and authorize access
4. **Active** - Determines whether the service is active or not. If deactivated, the marketing service will not be available to administrators.

BrevoEmail



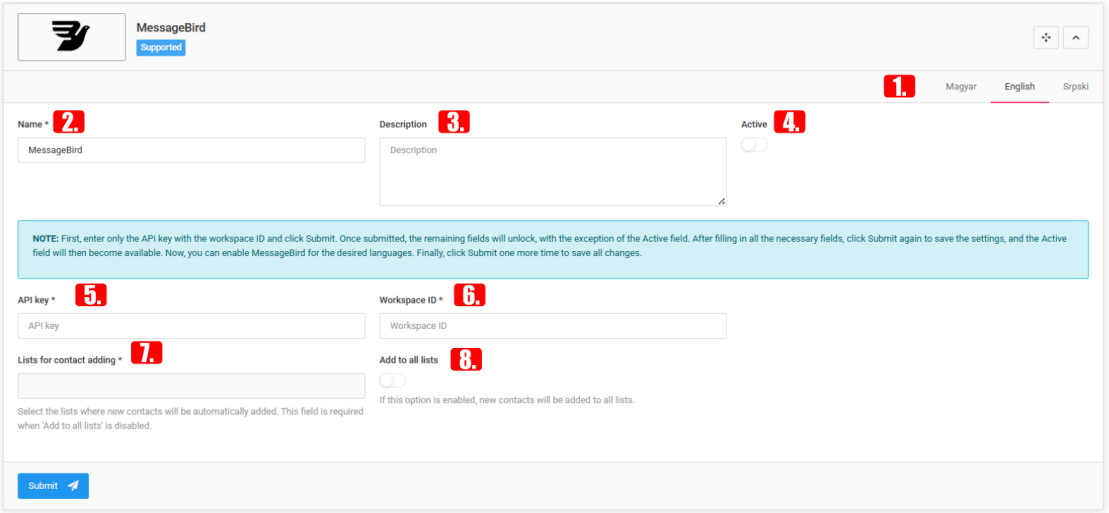
1. With the help of the language tabs, language-specific settings for all currently active languages of the webshop can be accessed.
2. **Name** - a unique name can be assigned to the service within the selected language. The payment type will appear with this name to the webshop customers during checkout.
3. **Description** - allows providing a short description or help text for the service.
4. **API Key** - the unique identifier provided by BrevoEmail.
5. **Active** - determines whether the service is available or not.
6. **List IDs for adding contacts** – the identifiers of the lists to which new contacts will be added.
7. **Add to all lists** – if enabled, new contacts will automatically be added to all lists.

KlaviyoEmail



Using the language tabs, language-specific settings are available for all currently active languages of the webshop.
Name – a unique name can be assigned to the service for the selected language. The service will appear under this name to webshop customers during checkout.
Description – allows adding a short description or helper text for the service.
Active – determines whether the service is available or not.
API key – the unique identifier provided by Klaviyo Email.
Lists for contact adding – select the lists to which new contacts will be automatically added.
Add to all lists – when enabled, new contacts will be automatically added to all lists.

MessageBird



Using the language tabs, language-specific settings are available for all currently active languages of the webshop.
Name – a unique name can be assigned to the service for the selected language. The service will appear under this name to webshop customers during checkout.
Description – allows adding a short description or helper text for the service.
Active – determines whether the service is available or not.
API key – the unique identifier provided by MessageBird.
Workspace ID – the unique identifier of the workspace associated with the MessageBird account.
Lists for contact adding – select the lists to which new contacts will be automatically added.
Add to all lists – when enabled, new contacts will be automatically added to all lists.

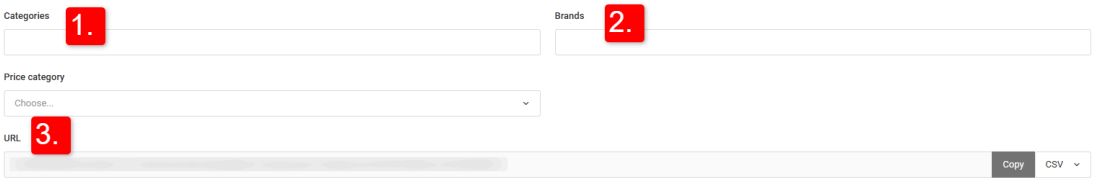
Catalogs

Each product catalog is supported in different countries. You can create a link to your products that you can use on your chosen catalog platform to periodically synchronize your products.

You can create links to output product data in JSON, XML or CSV format. Please note that not all catalogs support all formats. You can also filter the products you want to include in your catalog by selecting categories and brands.

The store owner will need a separate account for each catalog service in the management interface of the given catalog.

In general, the settings required for catalogs are provided in the following management interface in the Sellvio administration interface. This interface is available under the External Services > Catalogs tab.



1. **Categories** - in this field you can specify which product categories should be included in the synchronization during the catalog synchronization.
2. **Manufacturers** - in this field you can specify which products from which manufacturers should be included in the synchronization during the catalog synchronization.
3. **URL** - this URL must be specified on the management interface of the given catalog page, as synchronization takes place through this. If the correct URL is not set, the external catalog system cannot retrieve and receive product data from the web store.
4. **Format** - different catalogs support different formats. The administrator can select the format in which the data should be sent during the given synchronization.

E-Ponuda.RS

E-Ponuda.RS is a price comparison site in Serbia that helps shoppers find the best deals on various products.

Supported countries: Serbia

Request an account: Eponuda

Pametno.RS

Supported Countries: Serbia

Request an Account: Pametno

Shopmania.RS

Supported Countries: Serbia

Request an Account: Shopmania

Kupindo

Kupindo is a Serbian online marketplace where users can buy and sell various products.

Supported Countries: Serbia

Request an Account: Kupindo

Facebook shop

Facebook Shop is a platform that allows businesses to sell products directly through Facebook.

Request an account: Facebook

Árgép

Supported Countries: Hungary

Request an Account: Argep

Olcsóbbat.hu

Supported Countries: Hungary

Request an Account: Partnerportal

Idealno.RS

Supported Countries: Serbia

Request an Account: Idealno

Google Merchant Center feed

A Google Merchant Center feed is essentially a digital product catalog that you submit to Google. It contains detailed information about each product. Google uses this data to display your products across various platforms.

Request an account / Instructions: Google Retail

Árukereső.hu

árukereső!

Supported Countries: Hungary

Árukereső.hu is a popular online price comparison platform that helps shoppers find the best deals. It provides detailed information about products and prices, making it easier to make a decision. Using the site, you can easily compare offers from different stores and find the best deal.

Request an Account / Instructions: Arukereso

Najboljacena.rs

Supported Countries: Serbia

Najboljacena is a price comparison site that allows shoppers to quickly find the best deals on the market. The site's user-friendly interface and advanced search features make it easy to compare prices of different products.

Request an Account / Instructions: Najboljacena

KlikLak.rs

Supported Countries: Serbia

KlikLak is a fast-growing e-commerce platform that offers a modern user experience and wide reach. The platform aims to make online shopping simple and efficient. KlikLak offers sales opportunities in various product categories and uses an advanced search, filtering, and recommendation system to help customers find the best products.

Account Request / Instructions: Kliklak

Sasomange

Supported Countries: Serbia

Sasomange is a popular online marketplace that offers buying and selling opportunities across a variety of product categories. The platform is particularly popular with small and medium-sized businesses and private sellers, as it allows them to reach a wide audience.

Apply for an Account / Instructions: Sasomange

Bazzar

Supported Countries: Serbia

Bazzar is a leading online marketplace that offers the opportunity to buy and sell various products through a simple, intuitive interface and has a large community of buyers. Bazzar aims to provide a fast and convenient shopping experience for buyers, while giving sellers the opportunity to increase their reach and maximize their sales.

Account Request / Instructions: Bazzar

Shoppster.rs

Supported countries: Serbia

Shoppster is an online marketplace and web store in Serbia, where customers can choose from a wide range of products and well-known brands. The platform also offers sales opportunities for partner merchants and provides a dedicated partner registration page. Its goal is to deliver a simple and convenient online shopping experience while enabling sellers to reach a wider audience and increase their sales opportunities.
Account registration / Guide: shoppster

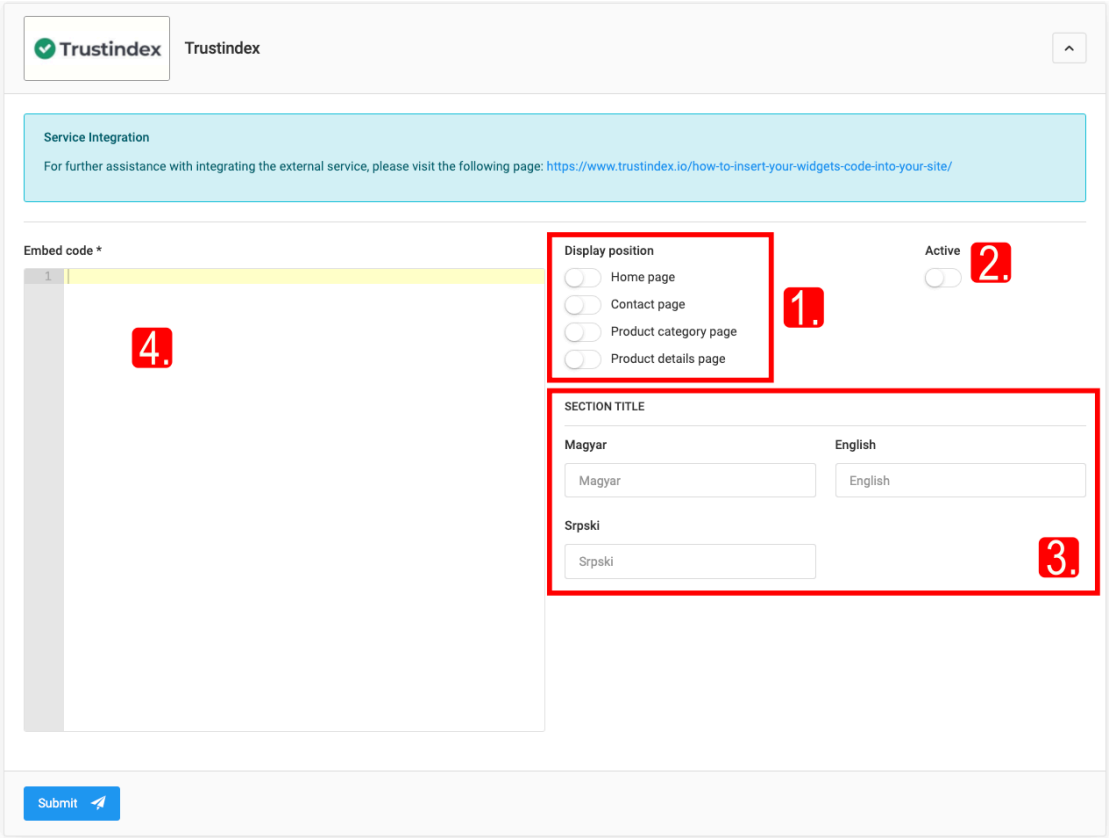
Other Services

The Sellvio platform, with a focus on simplicity and efficiency, offers a variety of supplementary services that make daily business operations easier. In the "Other Services" category, you will find additional tools and integrations designed to help businesses achieve even greater success.

Now, let’s delve into each of the additional services provided by Sellvio.

Trustindex

Trustindex is a professional review management software that enables businesses to collect, manage, and display customer reviews from over 55 platforms, such as Google, Facebook, and Yelp.

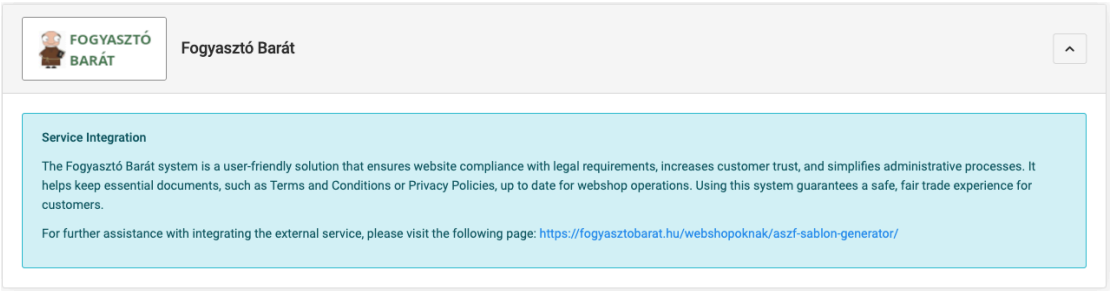


1. **Display Position** – This option allows you to set the predefined positions on the page where the embedded code will appear.
2. **Active** – This setting controls the visibility of the embedded code on the page.
3. **Section Title** – Here, you can specify the title of the displayed section in the currently active languages on the page.
4. **Embedding Code** – Here, you can provide the code that will later appear on the page.

Fogyasztó Barát

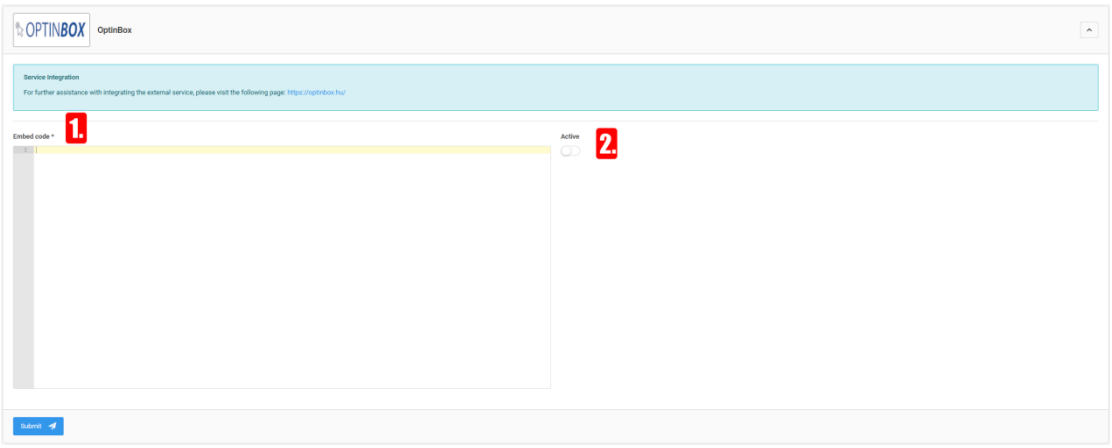
Fogyasztó Barát provides support for online stores to comply with consumer protection laws and improve communication with customers. Its services include an automatically updated General Terms and Conditions (GTC) template, customer review management, and detailed consumer information guides. The platform's goal is to ensure legal compliance and build customer trust through transparent and clear communication.

For further assistance with integrating the external service, visit: [Fogyasztobarat]



OptinBox

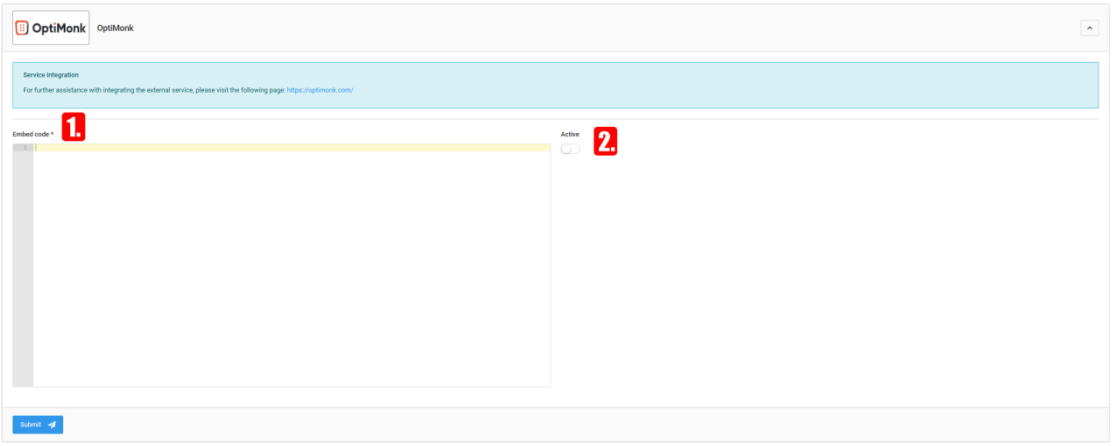
OptinBox is an online marketing tool that enhances website conversions and improves visitor experience. It provides customizable notification widgets, such as coupons and informational messages, to boost user engagement. It is easy to integrate and offers detailed statistics to support marketing strategy optimization.



1. **Embedding Code** – Administrators must insert the embedding code copied from their OptinBox account into this field before clicking the "Save" button to complete the service setup.
2. **Active** – Determines whether the service is active or not. If deactivated, the option will not be available to administrators.

OptiMonk

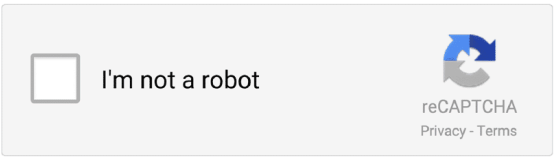
OptiMonk provides a unique toolkit for optimizing the online shopping experience and is now available as an integrated service. With its help, you can easily create personalized pop-ups, exit-intent offers, and targeted messages that effectively reduce cart abandonment.



1. **Embedding Code** – Administrators need to copy the embedding code from their OptiMonk account and paste it into this field, then click the "Save" button to complete the service setup.
2. **Active** – Determines whether the service is active or not. If deactivated, the option will not be available to administrators.

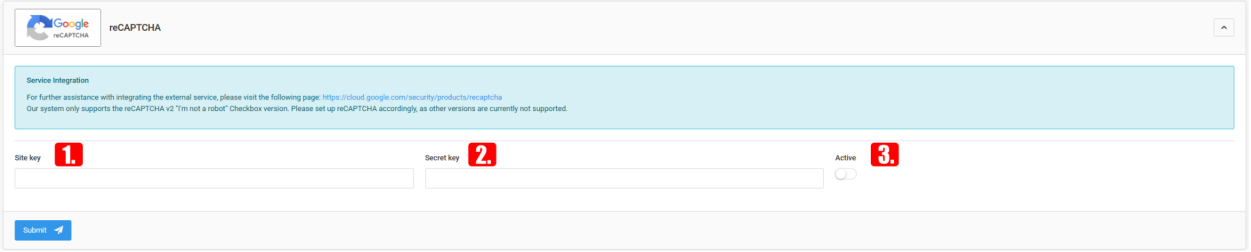
reCAPTCHA protection on contact forms

Contact forms can now be enhanced with reCAPTCHA protection, effectively filtering out spam messages and automated bots. reCAPTCHA is a security technology developed by Google, designed to distinguish human users from automated systems.



This feature provides stronger protection for e-commerce stores against unwanted spam messages and bot attacks. The reCAPTCHA setup is easily configurable from the admin panel, and once activated, it seamlessly integrates into contact forms, ensuring a fast and hassle-free communication experience for customers.

In the admin panel, it can be found under external services, in the other services section.



1. **Site key** – The value of the site key provided by the service

2. **Secret key** – The value of the secret key provided by the service

3. **Active** – Indicates whether the store is visible to customers. If inactive, the store is not visible to customers.

Form management

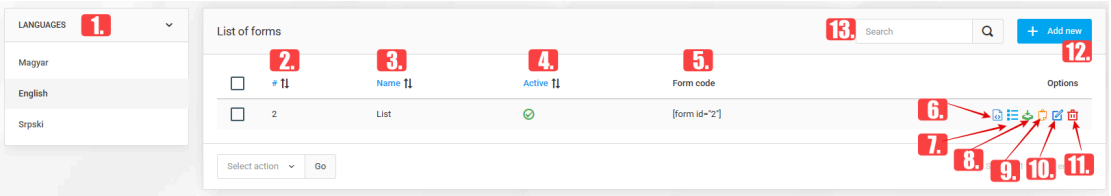
Forms

On the administration interface, it is now possible to create custom forms that are fully customizable.

Forms can be freely composed of various field types such as name, email, password, file upload, dropdown list, or buttons, and any number of these fields can be added. The layout is also flexible fields can be placed next to each other and moved freely.

Completed forms can easily be embedded into any textual content using a shortcode, including articles, static pages, product pages, galleries, or brand pages.

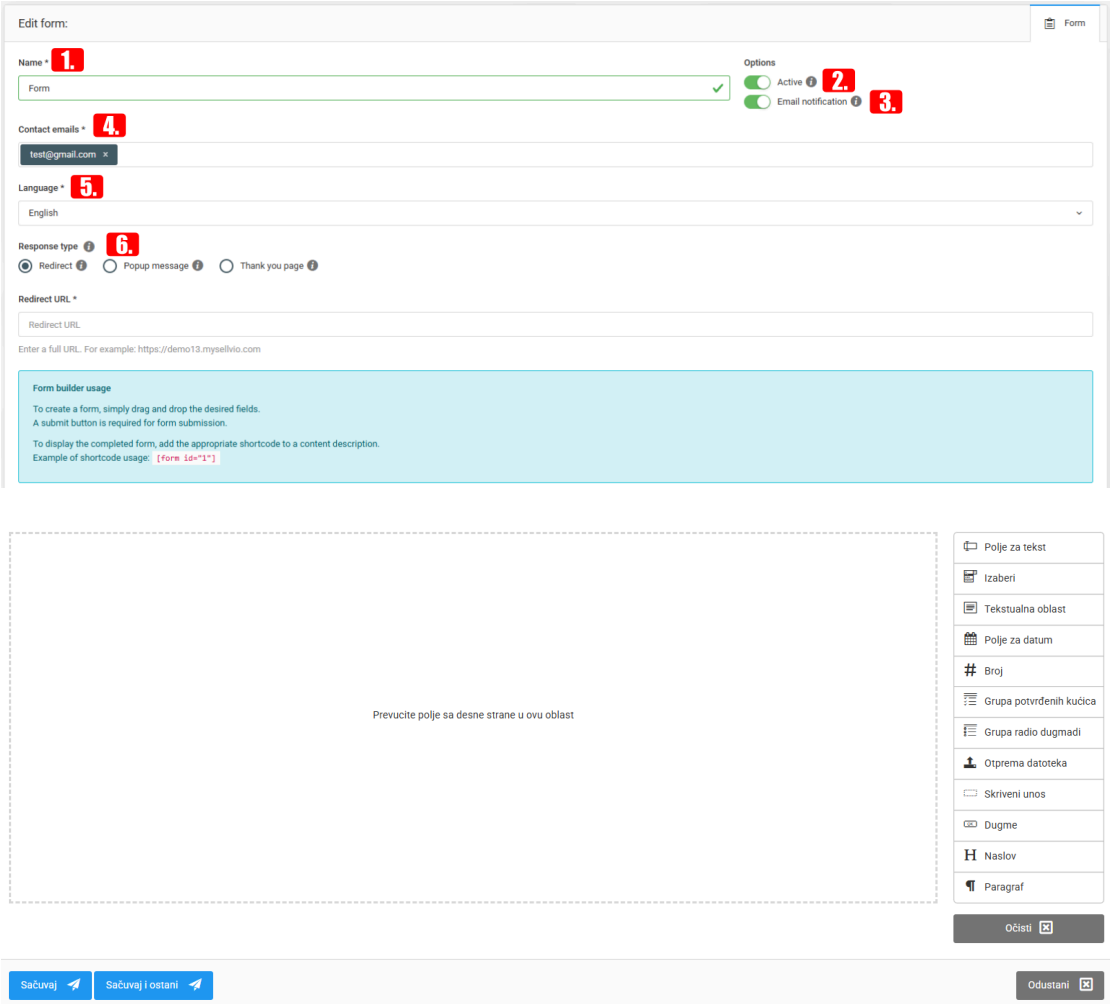
List of forms



1. **Languages** – Specifies the language in which the forms are listed. The selected language will also be used when creating a new form.
2. **ID** – The unique identifier of the form.
3. **Name** – The name of the form.
4. **Active** – Indicates whether the form is visible to customers in the store. Inactive forms are not visible to customers.
5. **Form Code** – The code that needs to be copied and inserted into a static content block.
6. **Copy Code** – Copies the form code to the clipboard.
7. **View Submitted Forms** – Displays all submitted entries for the selected form.
8. **Export Submitted Forms** – Exports submitted form entries to an Excel file. The export includes the submission ID, user, submission date, and all data entered into the form.
9. **Clone** – Creates a copy of the selected form with a new ID.
10. By clicking the Edit button, store owners can modify existing forms.
11. If a form is no longer needed, store owners can delete it by clicking the Delete (trash) button.
12. By clicking the Add New button, administrators can create a new form for the selected language.
13. To search for a form by title, simply enter its name in the search bar and click the Search (magnifying glass) icon.

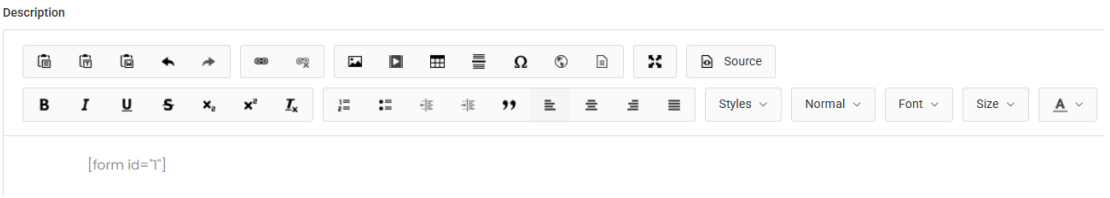
Creating and editing forms

To create a form, simply drag the desired fields from the right-hand side as you wish. To make the form submittable, it is necessary to include a button field.



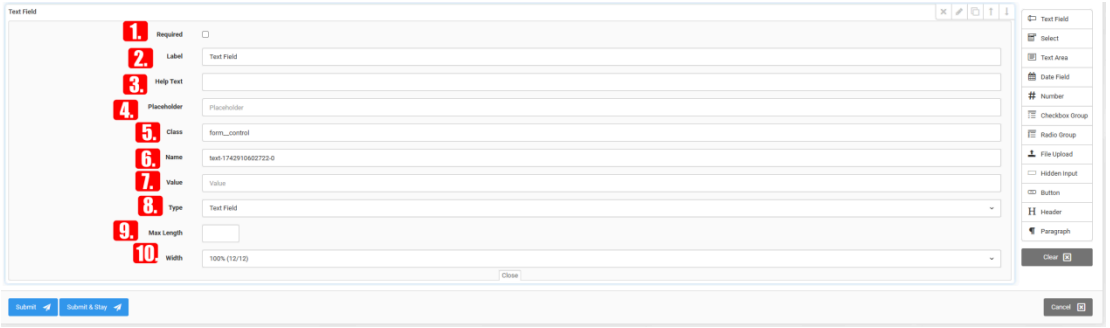
1. **Name** – the name of the form
2. **Active** (enabled by default)– determines whether the page is visible to store customers. Inactive pages are not displayed to customers, and their navigation links are hidden from associated menus.
3. **Email Notification** – if enabled, after the form is successfully submitted, the system sends a notification email to the contact email addresses and to the submitter if the form contains a field named “email” that was filled in.
4. **Contact email** – the system sends notifications to the entered email addresses during form submission
5. **Language** - here we can select the language in which we want to create.
6. **Feedback Type** – here you can select how the page should redirect after the customer submits the form.

Once the form is completed, simply copy the shortcode from the list page and place it into a static content area:



Text Field

When a text field is created, the user will have the ability to enter text.

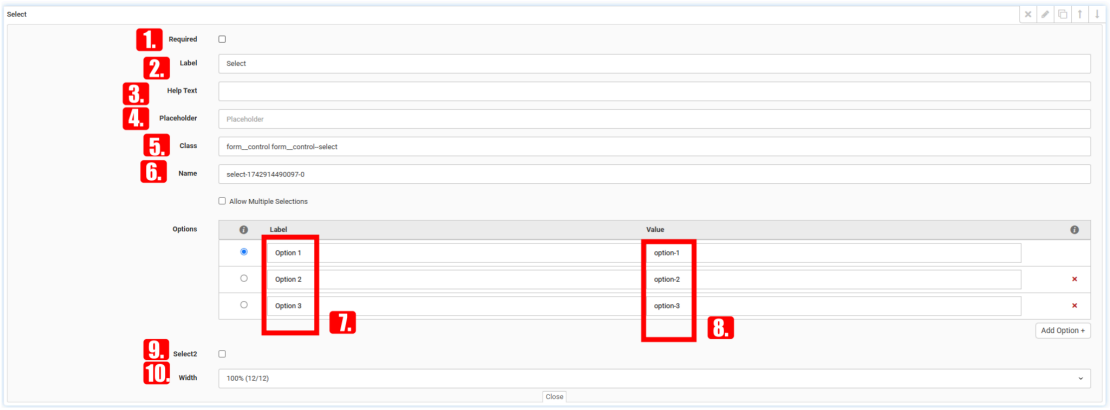


1. **Required** - Here, we can decide whether the field in the form is mandatory to fill out or optional.
2. **Label** - We can provide the title that appears above the text field.
3. **Help Text** - We can explain in more detail what we mean or what we are asking for in the given field.
4. **Placeholder** - What should appear in the text field before we click into it.
5. **Class** - If we want to assign a style using code later, it's worth giving it a custom class.
6. **Name** - The name of the field can be set here.
7. **Value** - Here we can assign a value to the text field, if necessary.
8. **Type** - We can set what type of value we expect in the text field.
9. **Maximum Length** - We can specify the maximum number of characters the input text can have.
10. **Width** - We can set the width of the input field in the form.

How does it appear on the front end?

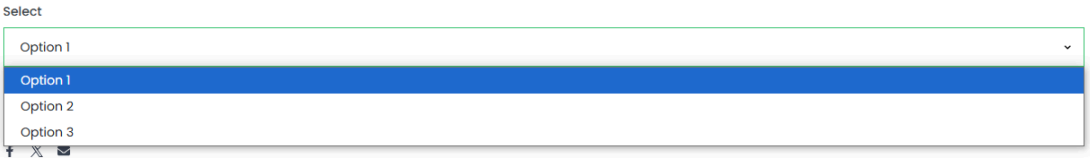
Select

The user can choose from multiple options when selecting.



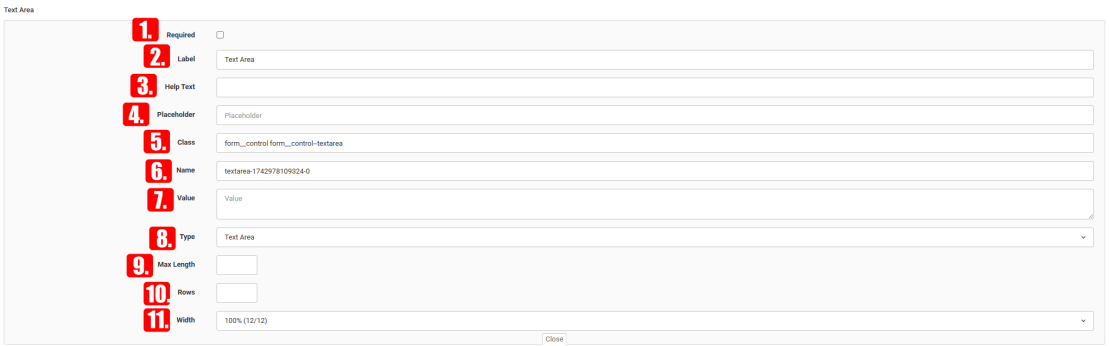
1. **Required** – Here we can decide whether the field in the form is mandatory or optional.
2. **Label** – We can specify the title that appears above the text field.
3. **Help Text** – A longer explanation of what we expect from the user in that specific field.
4. **Placeholder** – Text that appears inside the input field until the user clicks on it.
5. **Class** – If we want to apply custom styles via code, it's useful to assign a specific CSS class.
6. **Name** – Here we can define the name of the input field.
7. **Label (for options)** – For option fields, we can specify what text appears above the input options.
8. **Value** – We can define the value of a certain metric, useful for data statistics.
9. **Select2** - We can enable searching among the available options.
10. **Width** – Allows setting the width of the input field in the form.

How does it appear on the front end?



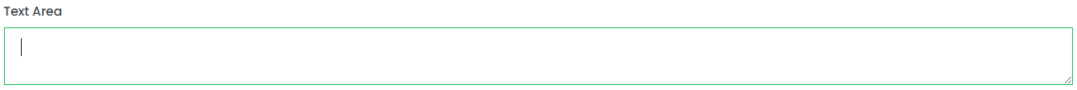
Text Area

The text box is similar to the text field, as it allows the user to input text. The difference is that the text box is suitable for entering longer pieces of text.



1. **Required** – Here we can decide whether the field is mandatory or optional in the form.
2. **Label** – We can specify the title displayed above the text field.
3. **Help Text** – We can provide a longer explanation of what we mean or what we are asking for in that field.
   Placeholder – Text that appears in the input field until it is clicked.
4. **Class** – If we want to style it later using code, it's useful to assign a custom CSS class.
5. **Name** – This is where we define the name of the field.
6. **Value** – We can assign a value to a metric; this is important for data statistics.
7. **Type** – We can define what type of value is expected in the input field.
8. **Maximum Length** – We can specify the maximum number of characters allowed in the text field.
9. **Rows** – Here we can set how many rows the text box should have.
10. **Width** – We can set the width of the input field in the form.

How does it appear on the front end?

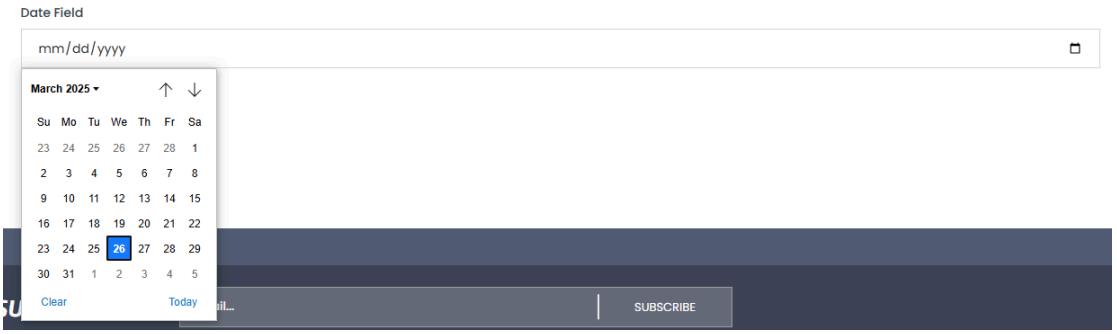


Date Field

The date field allows users to easily select the desired date.

1. **Required** – Here we can decide whether the field is mandatory or optional in the form.
2. **Label** – We can specify the title displayed above the text field.
3. **Help Text** – We can explain in more detail what we mean or what we are asking for in that field.
4. **Placeholder** – Text that appears in the input field until the user clicks on it.
5. **Class** – If we want to style it later using code, it's recommended to assign a custom CSS class.
6. **Name** – This is where we define the name of the field.
7. **Value** – We can define the value of a field. This is important for data statistics.
8. **Type** – We can define what type of value is expected in the text field.
9. **Min** – We can specify the earliest date that can be set.
10. **Max** – We can specify the latest date that can be set.
11. **Step** – If we enter a number x, every x-th date will be selectable.
12. **Flatpickr** – This allows us to change the appearance of the date input format.
13. **Width** – We can set the width of the form field.

How does it appear on the front end?



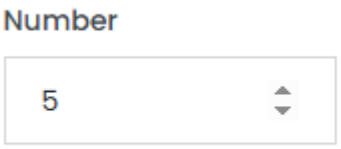
Number

The number field allows the user to enter a numeric value.

1. **Required** – Here we can decide whether the field is mandatory or optional in the form.
2. **Label** – We can specify the title displayed above the text field.

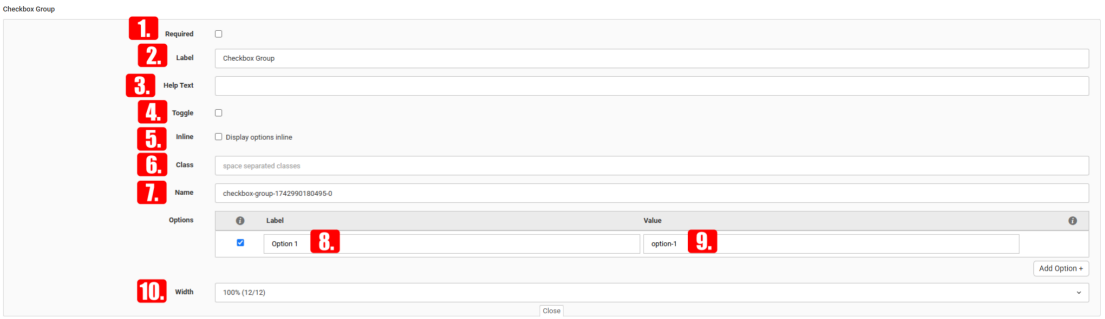
3. **Help Text** – We can explain in more detail what we mean or what we are asking for in that field.
4. **Placeholder** – Text that appears in the input field until the user clicks on it.
5. **Class** – If we want to style it later using code, it's recommended to assign a custom CSS class.
6. **Name** – This is where we define the name of the field.
7. **Value** – We can define the value of a field. This is important for data statistics.
8. **Type** – We can define what type of value is expected in the text field.
9. **Min** – We can specify the earliest date that can be set.
10. **Max** – We can specify the latest date that can be set.
11. **Step** – If we enter a number x, every x-th number will be selectable.
12. **Width** – We can set the width of the form field.

How does it appear on the front end?



Checkbox Group

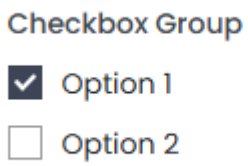
The checkbox group allows users to select more than one option from a list of choices.



1. **Required** – Here we can decide whether the field in the form is required or optional.
2. **Label** – We can set the title that appears above the text field.
3. **Help Text** – We can explain in more detail what we mean or what we are asking for in the given field.
4. **Switch** – If enabled, a toggle switch will appear instead of a checkbox.

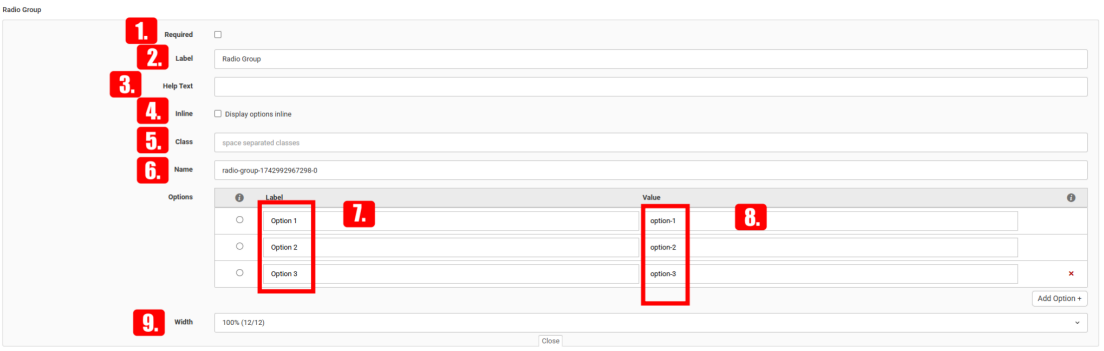
5. **Inline** – By default, options appear one below the other, but if this is enabled, they will appear side by side.
6. **Class** – If we want to apply custom styles later via code, it's useful to assign a custom CSS class.
7. **Name** – This is where we can define the name of the field.
8. **Label (for options)** – Allows setting the text displayed above input options.
9. **Value** – We can define how much value a metric has. This is important for data statistics.
10. **Width** – We can set the width of the form field.

How does it appear on the front end?



Radio Group

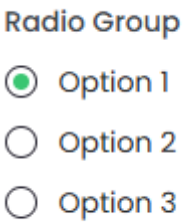
The radio button group allows the user to select one option from multiple choices.



1. **Required** – Here we can decide whether the field in the form is mandatory or optional.
2. **Label** – We can set the title that appears above the text field.
3. **Help Text** – We can explain in more detail what we mean or what we are asking for in the field.
4. **Inline** – By default, options appear below each other, but if enabled, they will be displayed side by side.
5. **Class** – If we want to apply styles later via code, it's useful to assign a custom CSS class.
6. **Name** – This is where we set the name of the field.

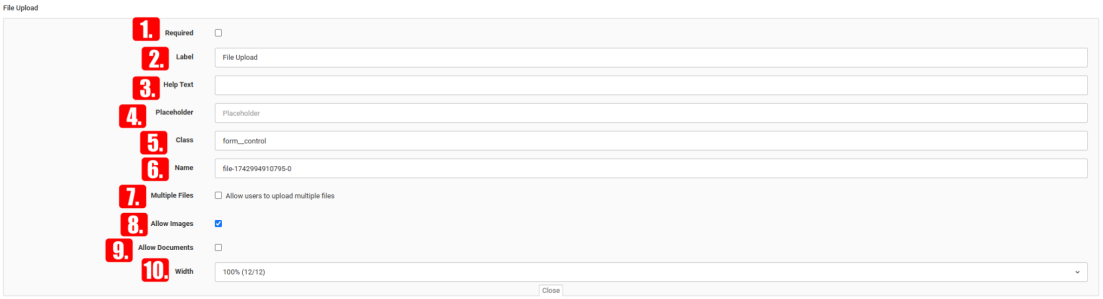
7. **Label (for options)** – Allows setting the text displayed above the input options.
8. **Value** – We can specify the value of a metric. This is important for statistical data.
9. **Width** – We can set the width of the form field.

How does it appear on the front end?



File Upload

File upload allows users to easily attach and submit the desired documents or images.

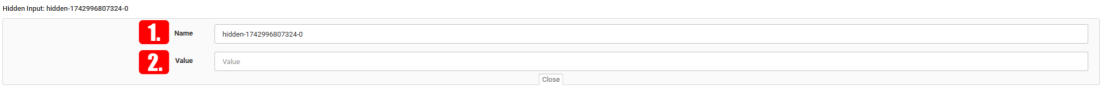


1. **Required** – Here you can decide whether the field in the form is mandatory or optional.
2. **Label** – You can specify the title that appears above the text field.
3. **Help Text** – You can explain in more detail what you mean or what you are asking for in the given field.
4. **Placeholder** – What should appear in the text field until it is clicked.
5. **Class** – If you want to apply a style later with code, it's worth assigning a custom class.
6. **Name** – You can specify the name of the field here.
7. **Multiple Files** – Here you can allow multiple files to be uploaded at once.
8. **Allow Images** – You can set whether image uploads are allowed or not.
9. **Allow Documents** – You can set whether document uploads are allowed or not.
10. **Width** – You can set the width of the form field.

How does it appear on the front end?

Hidden input

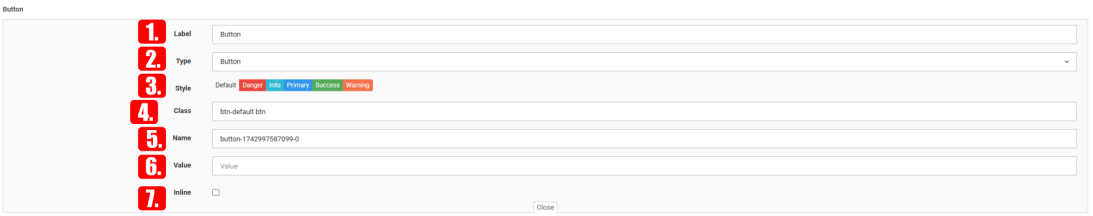
The hidden field allows data to be submitted with the form without being entered by the user.



1. **Name** – You can specify the name of the hidden field.
2. **Value** – You can assign a value to the hidden field, which can be used later. (This field will not be visible in the form)

Button

The button allows the form to be submitted or reset.



1. **Label** – You can specify the label (text) that appears on the button.
2. **Type** – You can define the type of the button.

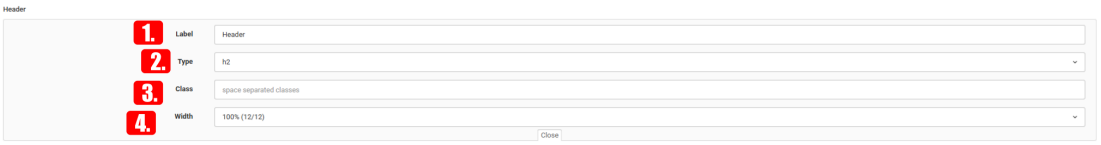
   IMPORTANT: In order for the form to be submitted, its type must be set to "Submit".

3. **Style** – You can select the style of the button.
4. **Class** – If you want to apply custom styling later via code, it's worth assigning a custom class.
5. **Name** – You can specify the name of the field here.
6. **Value** – You can define what value the button should have.
7. **Inline** – If enabled, the button won't take up a full row in the form.

How does it appear on the front end?

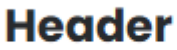
Header

The header allows you to set the title of the form.



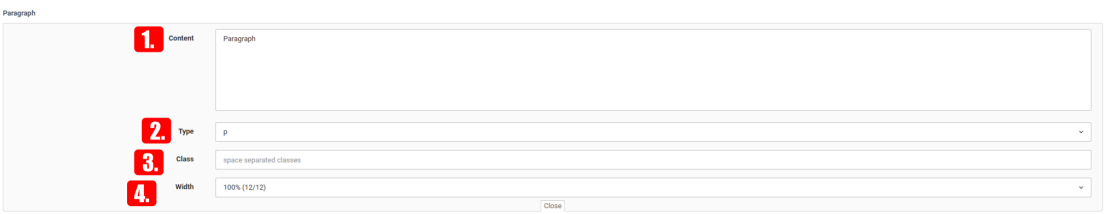
1. **Label** – You can specify the label text.
2. **Type** – You can define the type of the button.
3. **Class** – If you want to apply custom styling later via code, it's worth assigning a custom class.
4. **Width** – You can set the width of the label.

How does it appear on the front end?



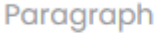
Paragraph

The paragraph allows you to add longer descriptions or explanations within the form.



1. **Content** – You can enter a longer text in the form.
2. **Type** – You can define the type of the button.
3. **Class** – If you want to apply custom styling later via code, it's worth assigning a custom class.
4. **Width** – You can set the width of the label.

How does it appear on the front end?

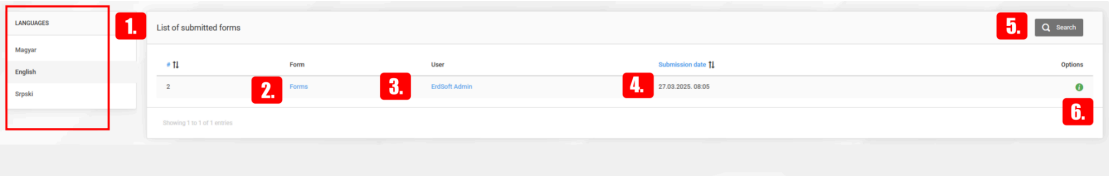


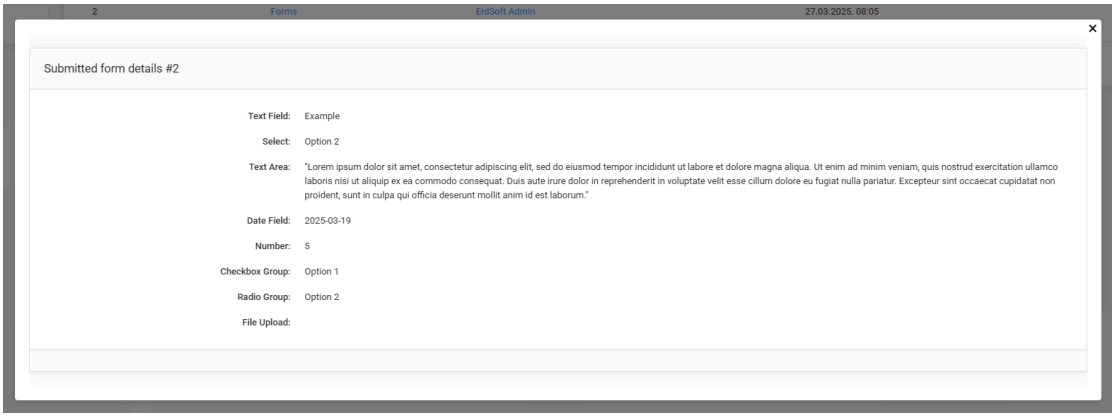
Submitted forms

Viewing submitted forms is necessary to keep track of the data provided by users.

Once a user fills out and submits the form, the submitted data will appear here, where it can be easily reviewed and managed.

List of submitted forms



1. **Languages** – specifies the language in which the forms are listed. The selected language will also be used when creating a new form.
2. **Form** – this displays the name of the form
3. **User** – shows the user's name
4. **Submission Date** – displays the date on which the form was filled out
5. **Search** – to search for a form by title, simply type its name into the search bar and click the "magnifying glass" icon.
6. By clicking on the small “i” icon, you can see exactly what the user filled in on the form.

Viewing a completed form: