Charles Sturt University

Online Shop User Manual

Division of Student Services

Document reviewed: March 2021

For further information please contact: clubs@csu.edu.au

Contents

What is the Online Shop?

The Charles Sturt University Online Shop is e-commerce platform designed to make life easier for clubs and members, removing the need to carry cash or wait in line!

Each club has its own dedicated space within the Online Shop, so you can browse all the clubs available on your campus or right across Charles Sturt University, select the payments you'd like to make, or check out club contact information.

You can pay your membership fees, order club merchandise or buy tickets to balls or functions with just a few clicks.

This booklet outlines basic functions of the Online Shop.

If you have any questions or concerns please email clubs@csu.edu.au if you are a club executive or engagement@csu.edu.au if you are a student representative.

Permissions

All clubs have a Shop Keeper and Shop Assistant the permissions of the roles are below.

Shop Keeper

- Club executives
- Able to add and modify products, events, and memberships
- Make changes to club information and contact details
- Request a refund
- Run reports for their shop
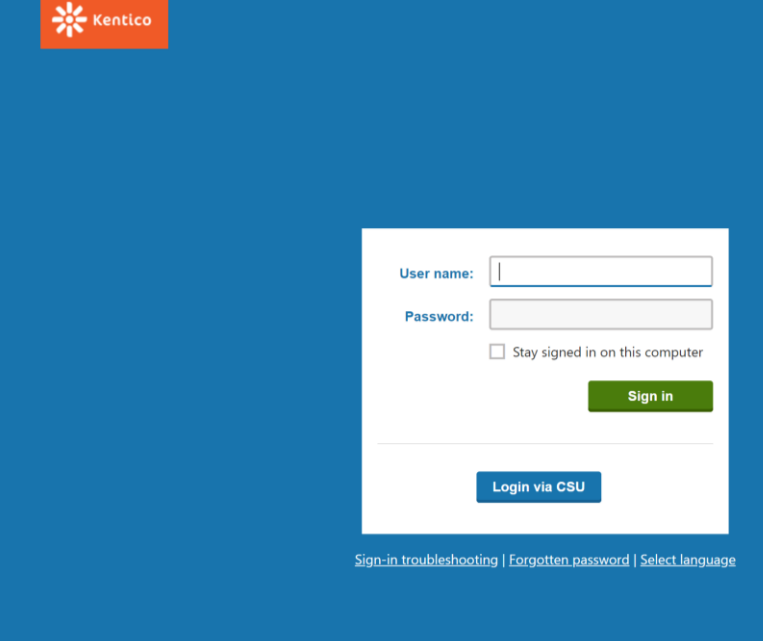
Shop Assistant (optional role)

- Delegated role to an individual
- Only able to run sales reports for the shop

Do not let anyone else use your login. To provide someone Shop Assistant or Shop Keeper privileges, please email your local Student Liaison Officer the person's:

- Name
- Email address
- Role in the club
- The level of access they require

Login to the admin side of your shop

1. Go to **https://www.shop.csu.edu.au**

2. Click on your club's shop

3. At the end of the url add **/admin** E.g. **https://yourclub.shop.csu.edu.au/admin**

4. Click **Login via Charles Sturt**. After a successful login you will be directed to the admin site

5. If *Login via Charles Sturt* does not work, only then try manual input of your Charles Sturt username and password
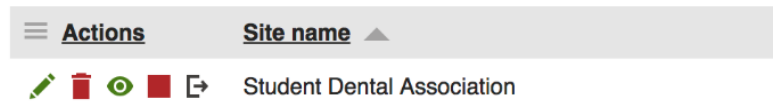
Update Shop logo

This function is only available to the Shop Keeper.
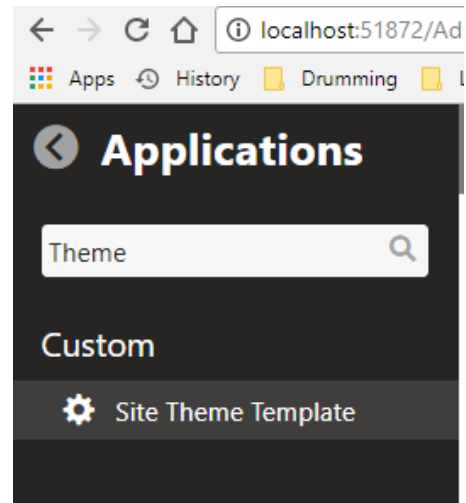
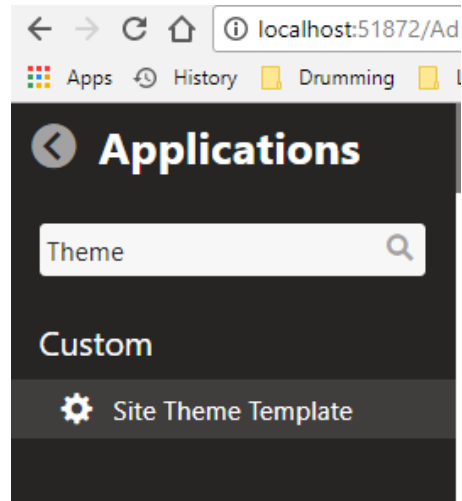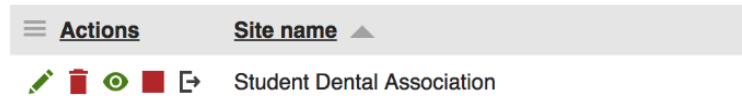|	
1. Click the ✳ at top left 2. Type in **Theme** 3. Click on **Site Theme Template**	**Applications** Theme 🔍 **Custom** ⚙ Site Theme Template
4. Click the 🖊	☰ **Actions** **Site name** ▲ 🖊 🗑 👁 ⬛ ⤷ Student Dental Association
5. At **Site Default Logo** press **Select** 6. Select **Upload** 7. Select the logo image from your computer 8. Press **Select** at bottom right 9. Select **Save** at top left	**Site Default Logo:** /getmedia/77c263b6-3794-417e-ad92-f6c9c143e [Select] [Clear]

Update Shop contact details

This function is only available to the Shop Keeper.
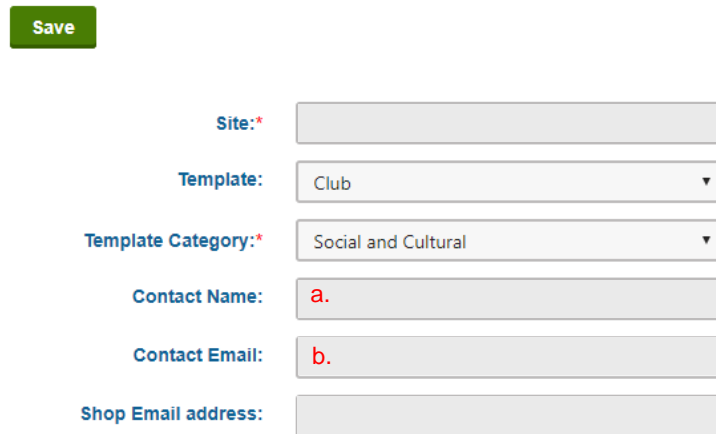
|	
1. Click the ✳ at top left 2. Type in **Theme** 3. Click on **Site Theme Template**	← → C ⌂ ⓘ localhost:51872/Ad ▦ Apps ↺ History 📙 Drumming 📙 I ◁ **Applications** Theme 🔍 Custom ⚙ Site Theme Template
4. Click the ✏	☰ **Actions** **Site name** ▲ ✏ 🗑 ⊙ ◾ ⊡ Student Dental Association

5. Update the contact information listed on your shop's home page:
 	
   a. Contact Name
 	
   b. Contact Email
 	
6. Select **Save** at top left
	Save
	
	Site:* [　　　　]
	
	Template: [Club ▾]
	
	Template Category:* [Social and Cultural ▾]
	
	Contact Name: [a.]
	
	Contact Email: [b.]
	
	Shop Email address: [　　　　]

Update the club description

1. Click the ✳ at top left
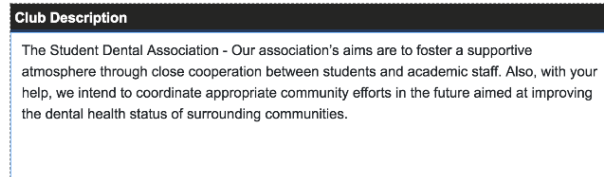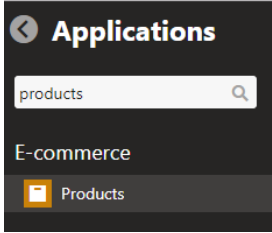2. Type in **Pages**
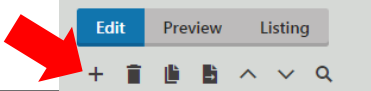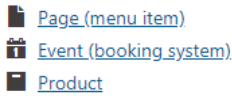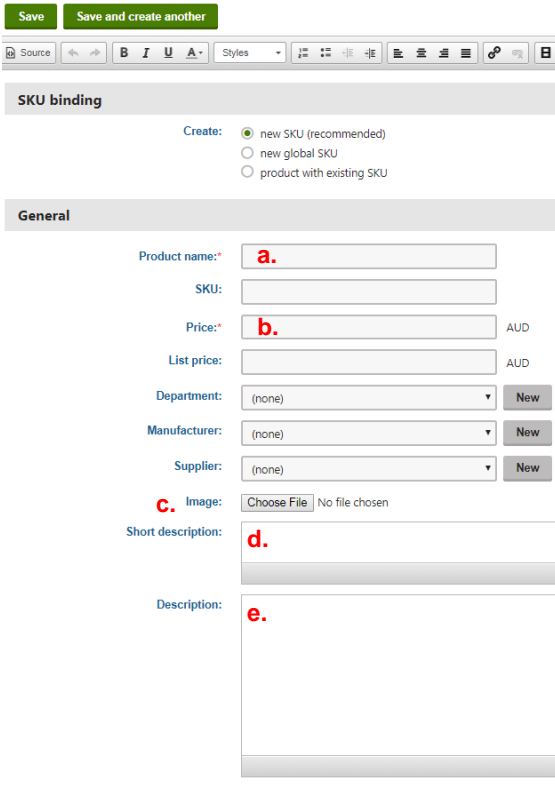3. Select the **Pages** module
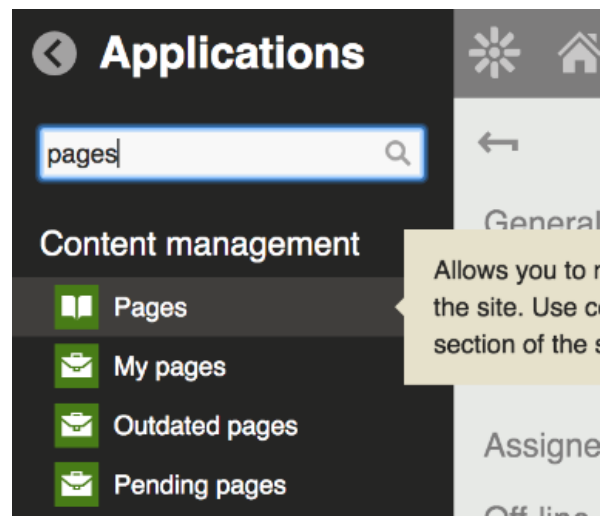
4. Click on **Products** in the site tree
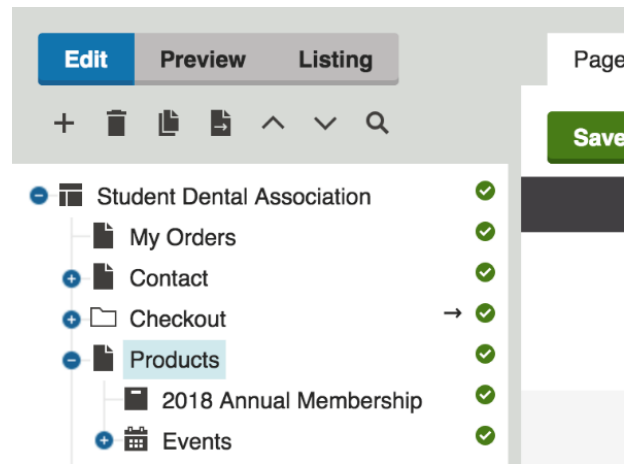
5. Select **Create new version** button at top

6. Click into the **Club Description** field and edit the text

7. Click **Save** then **Check in** then **Submit for Approval***

*A Student Representation and Clubs Officer may need to approve the changes before they go live

Club Description

The Student Dental Association - Our association's aims are to foster a supportive atmosphere through close cooperation between students and academic staff. Also, with your help, we intend to coordinate appropriate community efforts in the future aimed at improving the dental health status of surrounding communities.

Add a product or event	
1. Click the ✳ at top left 2. Type **Products** into the search field 3. Select the **Products** module	**Applications** products E-commerce ■ Products
4. Click **+** at top left	Edit Preview Listing + 🗑 📋 📄 ∧ ∨ 🔍
5. Select **Product** or **Event (booking system)**	📄 Page (menu item) 🎁 Event (booking system) ■ Product

6. Complete the following fields:
 	
  a. **Product name*** - include your club name as well
 	
  b. **Price*** - must have an amount. If it is free, put 0
 	
  c. **Image** - of product, and should be different to your club logo
 	
  d. **Short description** - include details about your product, when the item will cease to be available, and a call to action
 	
  e. **Description** - enter more information about your product. You can insert photos of size charts here
 	
  f. **Unsorted** – A Student Representation and Clubs Officer will insert these codes before your item goes live
 	
  g. **Publish from** - select *Now* or a future date/time
 	
  h. **Publish to** - the date/time the item will no longer be for sale
	Save Save and create another
	
	Source B I U A▾ Styles
	
	SKU binding
	Create: ● new SKU (recommended)
	○ new global SKU
	○ product with existing SKU
	
	General
	
	Product name:* **a.**
	SKU:
	Price:* **b.** AUD
	List price: AUD
	Department: (none) New
	Manufacturer: (none) New
	Supplier: (none) New
	c. Image: Choose File No file chosen
	Short description: **d.**
	
	Description: **e.**

i. **Needs shipping -** untick

j. **Track inventory -** in most cases this will be *No*

Select **Save > Check in > Submit for Approval**

| Representing: | Standard product ▼ |

Custom properties

Status

Roles Allowed to Purchase: [_____] Select | Clear

Unsorted

f.
CSU Fund: [Enter code or name...] Clear
CSU Organisation: [Enter code or name...] Clear
CSU Program: [Enter code or name...] Clear
CSU Account: [Enter code or name...] Clear

Publish from **g.** [_____] 📅 Now
Publish to **h.** [_____] 📅 Now

Status

In store from: [6/22/2018 12:57:32 PM] 📅 Now
Public status: [(none) ▼] New
Internal status: [(none) ▼] New
Allow for sale: ☑

Status

In store from: [6/22/2018 11:19:55 AM] 📅 Now
Public status: [(none) ▼] New
Internal status: [(none) ▼] New
Allow for sale: ☑

Shipping

i. Needs shipping: ☐
Package weight: [_____] kg
Package height: [_____]
Package width: [_____]
Package depth: [_____]

Inventory

j. Track inventory: ● No ○ Yes ○ By variants
Min items in one order: [_____]
Max items in one order: [_____]

7. For an **event**, you will also complete:

k. **Event name*** - include your club name in the title

l. **Event location** - fill in this field, but other event details and event summary are optional

m. **Start date** - the start date and time of event

n. **Open from/to** - the time the venue is open not the time the event starts

o. **Allow dietary** - this will insert a field for purchasers to identify any dietary needs

k. Event name:* [_____]
Event summary: [_____]
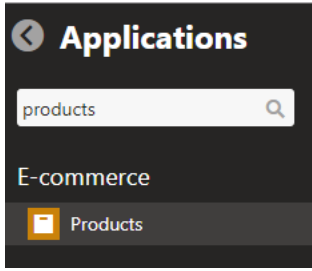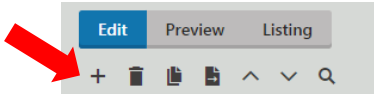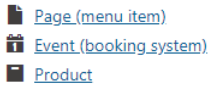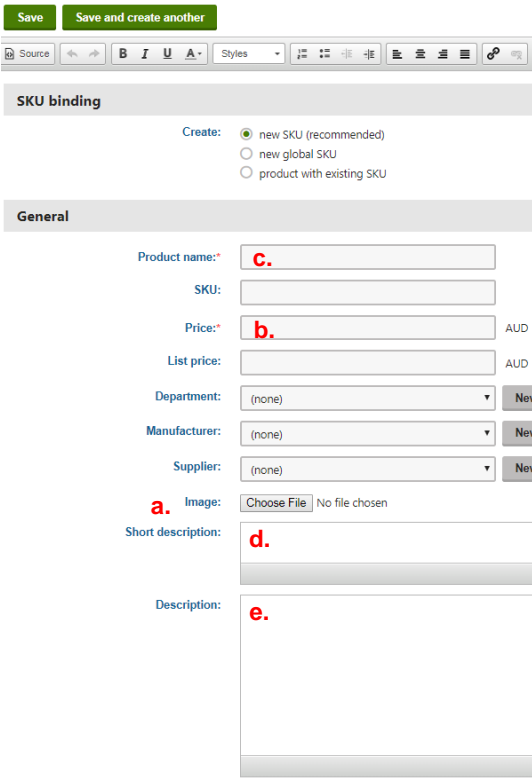
Event details: [_____]

Event location: **l.** [_____]

Start date: **m.** [_____] 📅 Now
End date: [_____] 📅 Now
All day event: ☐
Capacity: [_____]

	Allow registration over capacity: ☐ Open from: **n.** 📅 Now Open to: 📅 Now Log on-line marketing activity: ☑ **Attendee Settings** Require Attendee Details: ☑ Allow Dietary: ☑

Add a donation	
1. Click the ❋ at top left 2. Type **Products** into the search field 3. Select the **Products** module	**Applications** products E-commerce Products
4. Click **+** at top left	Edit Preview Listing + 🗑 📋 📄 ∧ ∨ 🔍
5. Select **Product**	📄 Page (menu item) 📅 Event (booking system) 📦 Product

6. Complete the required fields
 	
  a. **Product name*** - e.g. "*Club-name Donations*"
 	
  b. **Price*** - set to $1
 	
  c. **Image** - find a suitable image or use your club logo
 	
  d. **Short description** - Insert something like, "*Please put the amount of your donation in the quantity field.*"
 	
  e. **Description** - Insert something like, "*Thank you for donating to our club. If you are interested in sponsoring our club, please contact us directly.*"
 	
  f. **Representing** - change drop down to *Donation*
 	
  g. **Minimum donation** - set to 1
 	
  h. **Maximum donation** - set to amount you are comfortable with accepting without being considered a sponsorship. As a guide, most campuses are between $500 and $2000
 	
  i. **Allow private donation -** tick
 	
  j. **Unsorted** - your Student Representation and Clubs Officer will insert these codes before your item goes live
 	
  k. **Publish from** - select *Now* or a future date/time
 	
  l. **Publish to** - the date/time the item will no longer be for sale
	Save Save and create another
	
	Source ← → B I U A Styles ...
	
	SKU binding
	Create: ● new SKU (recommended)
	  ○ new global SKU
	  ○ product with existing SKU
	
	General
	
	Product name:* **c.**
	SKU:
	Price:* **b.** AUD
	List price: AUD
	Department: (none) ▾ Nev
	Manufacturer: (none) ▾ Nev
	Supplier: (none) ▾ Nev
	a. Image: Choose File No file chosen
	Short description: **d.**
	
	Description: **e.**

m. **Needs shipping** - untick

n. **Track inventory** - select *No*

Select **Save > Check in > Submit for Approval**
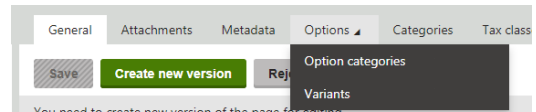
Add options to products

(e.g. clothing sizes, text fields for events, dorm names or colours)
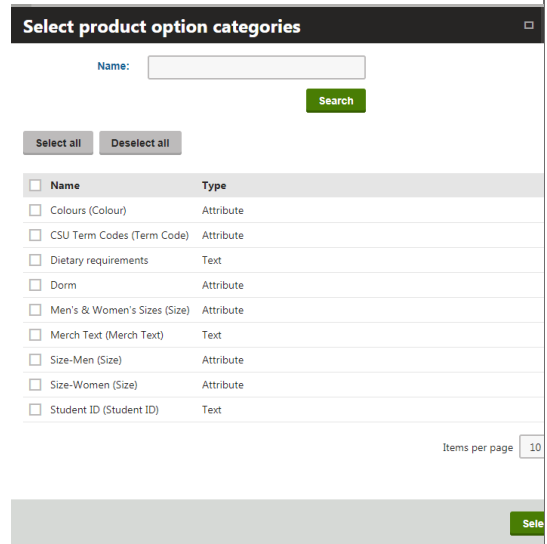
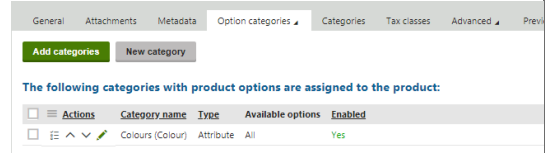|	
After step 6 in *Add a Product*, 7. Go to **Options > Option categories > Add categories**	
8. Tick the required category/ies 9. Press **Select**	

Add Variants to Options

(e.g. shirt colours, dorm names)

|	
After step 9 in *Add Options to Products* (above), 10. Click on the checklist icon next to the category 11. Select **Allow all options** or **Allow only selected options**	
12. If you select **Allow only selected options,** check which options you want to include 13. Select **Save and Close** 14. Select **Save** then **Check in** then **Submit for approval** 15. Your Student Representation and Clubs Officer will be sent an email to approve the changes before they go live If you can't access these or would like new options or variants, contact Clubs@csu.edu.au to have these set up for you.	
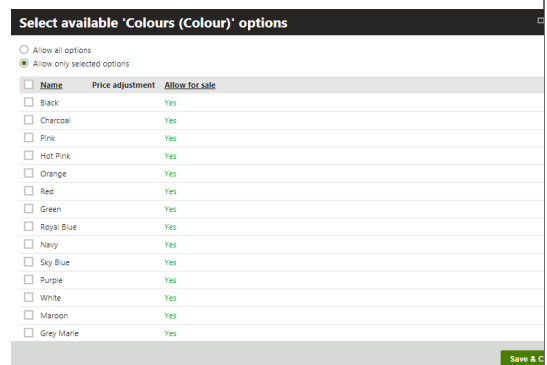
Edit a product
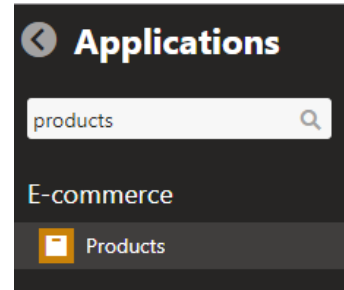
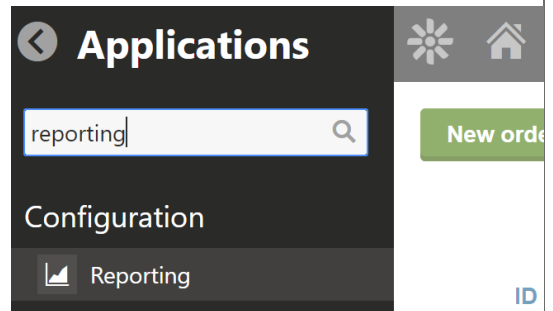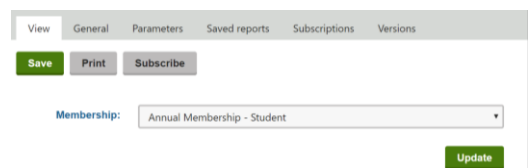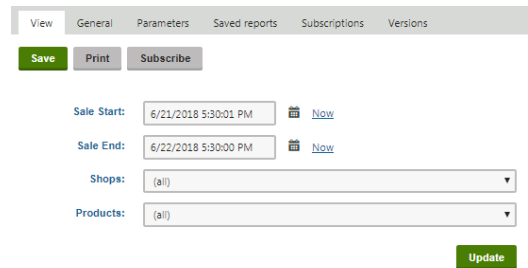|	
1. Click the ✳ at top left 2. Type **Products** into the search field 3. Select the **Products** module	
4. Expand the Product tree by clicking the ⊕ 5. Click once on the product	
6. Select **Create new version** and make changes *Follow from step 6 Add a new Product*	
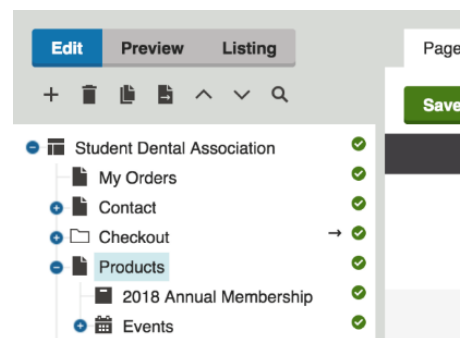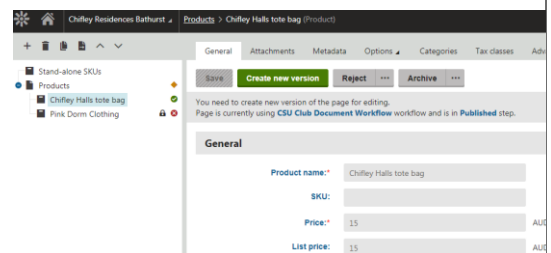
Run a report on a specific item/event

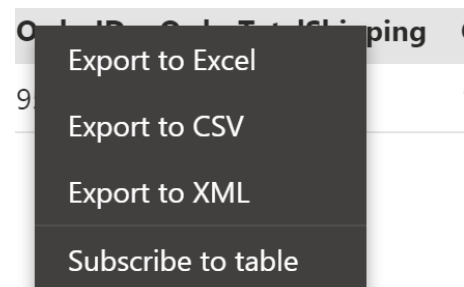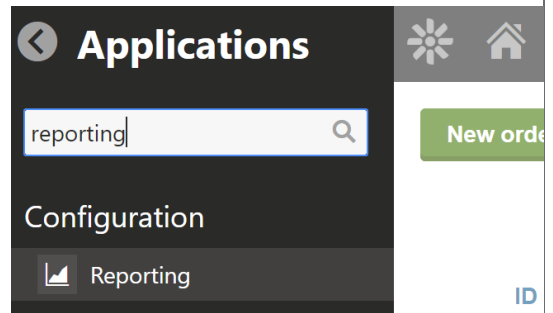|	
1. Click the ✹ at top left 2. Type in **Reporting** 3. Select the **Reporting** module	
4. For reports on **events** and **merchandise,** select **E-commerce** > **Orders** > **Orders with Options** a) Change the **Sale start date** b) Update the **Shop** and **Product** 5. For reports on **Membership** select **Membership** > **Membership Users** a) Select the membership type	
6. Right mouse click on the grey header to export the report to Excel.	

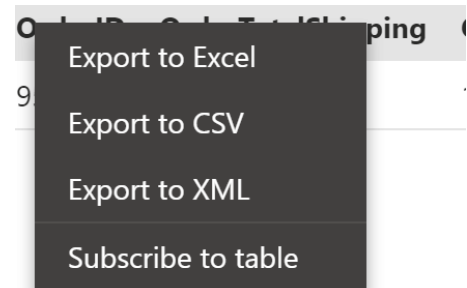## Run a report on all shop transactions

|	
1. Click the ✳ at top left 2. Type in **Reporting** 3. Select the **Reporting** module	

4. For reports on **all transactions** select:
 	
E-commerce > **Orders** > **Orders with FOAP**
 	
   c) Change the **Sale start date/Sale end date**
 	
   d) Update the **Shop** and change **Order Paid to: Paid (not all)**	
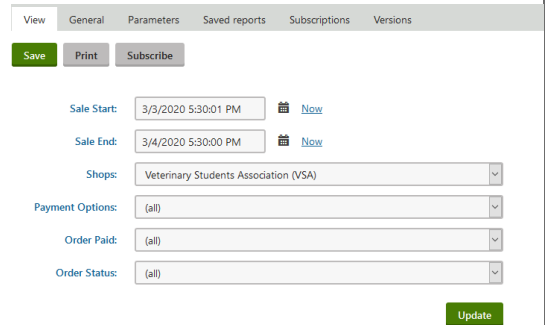
5. Right mouse click on the grey header to export the report to Excel.	

Quick view of sales/inventory

Click the ✳ at top left

> Type in **Reporting**
> Select the **Reporting** module
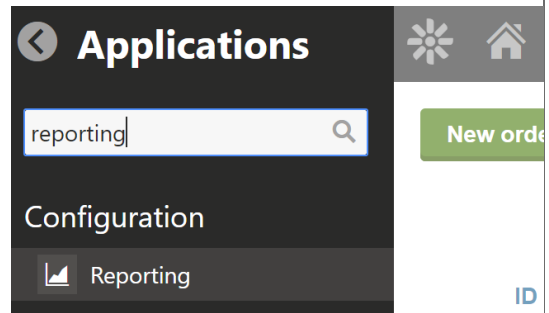
Select **E-commerce, Products** and then **Top products by number of purchases**

> Change the **From/To date**
>
> Tick the box that says **Only paid orders**

A list will appear with the number of purchases made between the dates selected.