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Mamut Business Software

Enterprise Extension

Mamut Enterprise PartnerWeb

Version 14

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Mamut Enterprise PartnerWeb

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ADDITIONAL PRODUCTS AND ENTERPRISE EXTENSIONS

Mamut offers a number of Additional Products and Enterprise Extensions that allow you to use the program more efficiently.

There are also a number of Additional Products that offer extra functionality connected to your website and webshop. Products such as domain and e-mail accounts can be used regardless of which Mamut program you are running. However, some products require that you own a program version from the Mamut Enterprise series.

If you wish to find out more about which Additional Products and Enterprise Extensions are available for your Mamut system, please visit our home page at www.mamut.co.uk/addons. You can also call free on 0800 032 5616 or send an e-mail to info@mamut.co.uk for more information.

This manual is intended to provide you with a basic description of how the Enterprise Extension is set up, how to navigate through it, and how you can customise it to suit your own needs.

You can at any time click Help or press [F1] in order to get help with the functionality in the program. We would also like to remind you about our website www.mamut.co.uk/support, where you will find answers to the most frequently asked questions about Mamut. It is designed to make it as easy as possible for you to search for answers to any questions you may have - 24 hours a day.

We are convinced that you and your company will reap great benefits from this easy-to-use program and its many additional products and extensions, which aim to help you simplify your day-to-day business.

Best of luck with Mamut Additional Products and Enterprise Extensions!

MAMUT ENTERPRISE PARTNERWEB

With the Mamut Enterprise PartnerWeb product extension, you can offer your customers exceptional, customised websites. Your customers can create their own user account with a username and password, which will give them access to your webshop with prices that have been specifically modified for the logged in customer. This is highly effective for regular customers/customer groups with specially negotiated prices that differ from your recommended prices. When customers log in, their prices are displayed automatically and their payment/delivery information is already completed.

Among many other advantages, Mamut Enterprise PartnerWeb includes the option for an extra website with webshop as well as additional design templates for both the website and webshop.

You are also given the option of not displaying the Mamut logo on your website.

Find out more at www.mamut.co.uk/addons.

INTRODUCTION TO MAMUT ENTERPRISE PARTNERWEB

Advantages

- Special offers to regular customers
- Run several promotional campaigns at the same time
- Separate login for retailers
- Set up membership criteria
- Separate prices for retailers
- Set up a unique website
- Sell more!

Functionality

- Password protection for the website
- Option to create individual price agreements for each customer group
- Different approval procedures for new registrations
- E-mail sent on registration
- User account information can be customised
- 100 MB extra web hosting space
- Space for 4,000 extra products in the webshop
- Extra website and webshop included
- A selection of extra web themes for the website and webshop
- Website without the Mamut logo

Benefits of Mamut Enterprise PartnerWeb

Mamut Enterprise PartnerWeb allows you to offer extra service, special prices and promotional campaigns to retailers, suppliers and/or special customer groups on your own password-accessed website or webshop.

This system allows you to offer your customers or retailers the resource to create their own user account with a username and password on your website, allowing them access to a separate website or webshop. Registered users can see the prices with discounts that apply to them and do not have to enter their contact information each time they shop. Mamut Enterprise PartnerWeb is suitable for companies with a large number of prospects and customer groups, retailers or partners. You can also define membership criteria, obtain information about your prospects and gain access to new design options.

Sell more through access-restricted special offers

Make your customers feel valued – enhance your service by presenting special offers to regular customers. A user account and password provide access to special prices in the webshop.

Pay special attention to retailers

Pay complete attention to your retailers – create separate websites and a webshop with information and retailer prices that apply all year round.

Obtain information about prospects

Having new users enter contact information to gain access means you can follow up customers, prospects and retailers by Direct Mail (DM), telephone or e-mail. Take advantage of all potential opportunities and in turn you will be able to sell more!

Tailored websites with unique design

With Mamut Enterprise PartnerWeb you can create an extra website and webshop. You also have access to extra web themes and the option of removing the Mamut logo. Tailor your websites to different customer groups and create uniquely designed professional websites to attract more attention.

Mamut Enterprise PartnerWeb allows you to differentiate offers and information to different customer groups, prospects and retailers, making it easier to increase sales.

Recommendations

What should you think about before getting started?

One person in the company, usually the Sales Manager or Web Manager, should act as the administrator and have responsibility for organising the website and setting up offers, login and membership criteria. Before the company starts using the program, the administrator and management team should consider which customer groups or partners will have access to a separate website and which discounts should apply.

How do you obtain a password to separate websites?

There are several options for obtaining access to a separate website. You can choose which criteria are to be fulfilled, whether the entire website is to be hidden with a login window or whether it is to be visible, showing standard prices. This must be customised to suit your business (read more below under 'Important settings').

Information to employees

After the website has been updated, the administrator should hold a meeting with the sales employees or others who have contact with customers to provide information about how the website functions and which offers are on the site.

IMPORTANT SETTINGS IN MAMUT ENTERPRISE PARTNERWEB

Password settings

To display a list of password settings, click **View – E-Commerce – Website Settings – Password settings**, and then select your website and click **OK**.

> 💡 **Tip!** Before starting to use the system, you should make yourself familiar with your options for password access.

No password protection: All customers have access to every part of your website, with no need to register as a user.

Password protection of the whole website: When users open your website in their browser, they will be prompted to enter a username and password or register as a user. All areas of the website are blocked unless the user has a password and logs in.

Password protection of the webshop only: All customers have access to the website. However, customers are asked to enter a username and password or register as a user before entering the webshop area. All prices in the webshop will now be displayed with any discounts that apply to the specific customer.

Voluntary login in check-out: All customers have access to both the website and the webshop, but can register as a user before placing an order. Customers are prompted to enter a username and password (or register as a user). Customers who already have an account can log into the webshop at any time to see which specific prices apply to them.

Settings for approval of new users

When you select one of the alternatives for activating the password, you must decide on the procedure for **Approval of new users**. The following options are available:
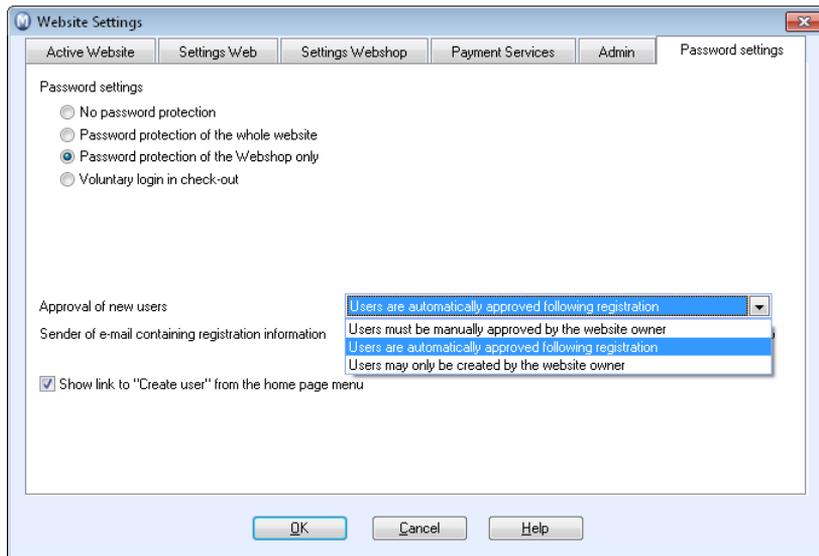
> 💡 **Tip!** Before starting to use the system, you should consider how you are going to approve users who require password access.

Users must be manually approved by the website owner: Registration of a new user is processed as an application, which is downloaded via Get website data. The user then receives an e-mail saying that the registration must be approved by the website owner. Once you have approved the application, the customer receives another e-mail confirming that the account can now be used.

Users are automatically approved following registration: All customers are automatically approved and have immediate access to the website once they have registered. They also receive an e-mail confirming this.

Users may only be created by the website owner: Only customers created manually by the website owner in the contact register can log into the service. This means that customers cannot set themselves up as a user directly on the website.

> ❗ **Note!** Users must upload the website in order for these 'Approval of new users' settings to take effect (approval/rejection or similar for an account).

All changes to status for users of the website are communicated via e-mail. You can specify who is to be indicated as the **Sender of e-mail containing registration information**.

You can also choose **Receive copy** to be sent a copy of this e-mail if you want to keep track of messages the customers receive from you.

In all cases where customers can set themselves up as a user, you can choose **Show link to "Create user" from the home page menu**.

USING MAMUT ENTERPRISE PARTNERWEB

Step 1: Website layout

Mamut Enterprise PartnerWeb allows you to create customer and retailer specific web pages so that you can differentiate information and prices. We have used the furniture shop 'Office Furniture Ltd' to illustrate what you can do with Mamut Enterprise PartnerWeb.

'Office Furniture' wants to create a retailer website with password access and a webshop login facility so that members can access special prices. We are going to take you through these two options by showing you the layout of the web pages and how they are created in your Mamut system. Firstly, we are going to show you what the main page might look like:
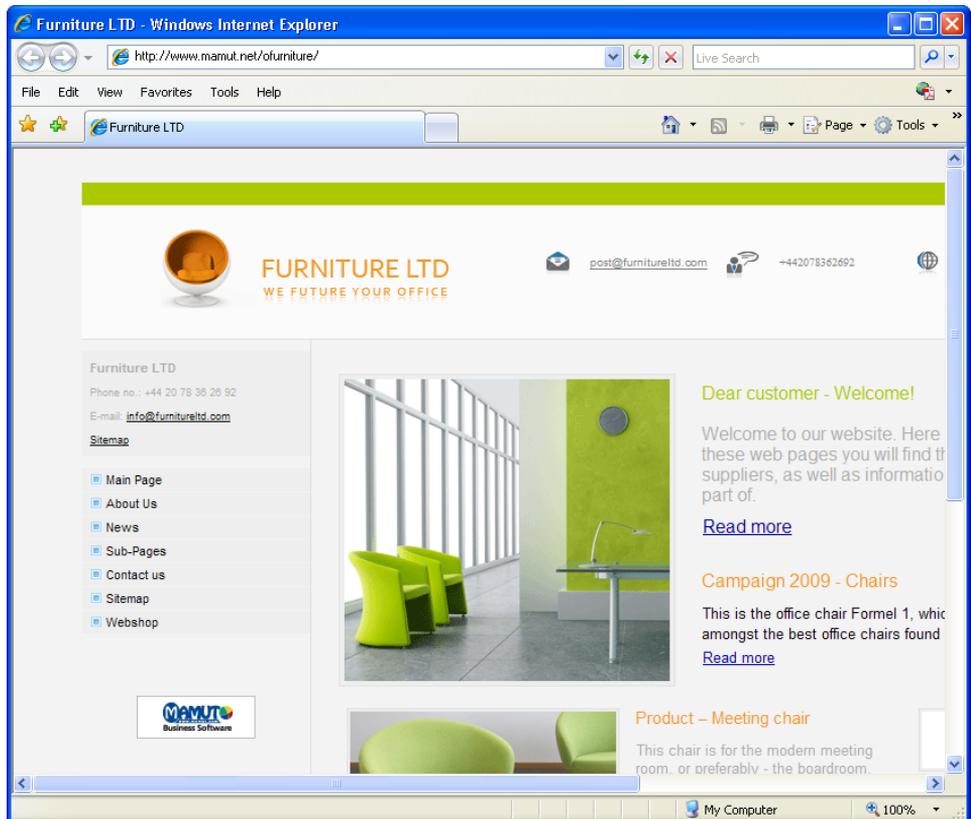

Standard prices will be shown in the webshop and members can log in to access special prices.

If customers are new users, they click on 'new user' to register for the webshop by completing an online form, so that they will be given access to special prices in the webshop.

Retailers click on 'Retailer pages' to access the retailer pages with a separate webshop.

Step 2: Login functioning of the webshop

Office Furniture's webshop for customers and prospects will look like this:
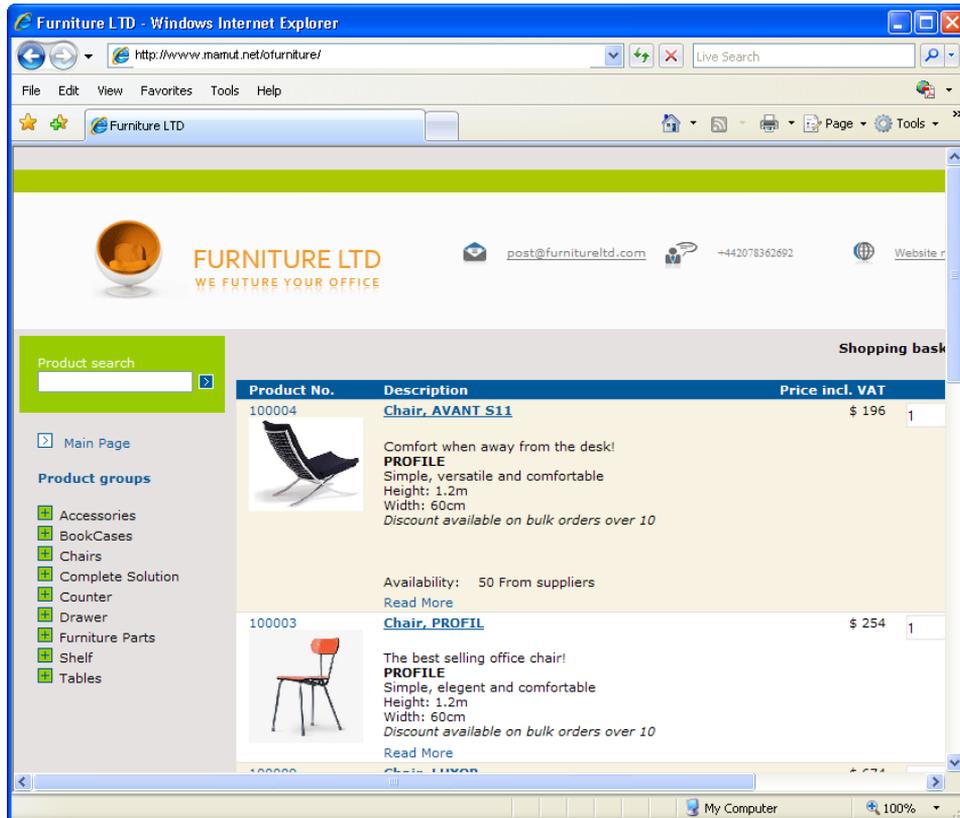
This is where Office Furniture's customers log in to obtain their discounts. Those who do not log in will only see standard prices in the webshop. If the customer is a new user, he or she must register by completing an online form on the main page (a link to the online form from the webshop may also be added). This example shows a webshop with 'Go to check-out' login, which means that all customers enter the webshop with standard prices displayed.

Customers who log in will be able to see their own special prices as well as the recommended prices.

After the customer has logged in, the total price including discount will be shown in the shopping cart.

Step 3: Setting up Login for the webshop

You can also customise the web solution for retailers and regular customers.

This is how you set up login for your webshop (in this case the Office Furniture webshop).

Click **View – E-Commerce – Website Settings**.

In the **Password settings** tab, select **Voluntary login check-out**. This setting means that customers can log in to view their own special prices.

Step 4: Logging in to the retailer pages

Once retailers have clicked on 'Retail pages' on the main page, they then have to log in.

Retailer 'Craig Miller' from 'Office South' wishes to order more chairs that are currently on special offer to retailers.

The main page contains a link to the retailer pages. He clicks on the link and the login window appears. He types in his e-mail address and password to enter the retailer website.

The retailer website contains retailer-specific information and a webshop with retailer prices.

Step 5: Creating separate retailer pages

In order to create separate retailer pages, you first need to create a retailer website which is linked to the main page. You do this as follows:

To create a separate retailer website, click **View – E-Commerce – Edit Website**.

A screen appears in which you need to select your existing website and then click the **duplicate** icon to make a copy of the main website.

Now follow the wizard, entering company information and a new domain name, e.g. www.mamut.net/officeretailer, and edit the information to customise it to retailers. You then enter **product groups** with discounted retailer prices in the webshop.

Tip! You can read more about designing the website, adding products to the webshop etc. in the 'Mamut Business Software: Complete CRM, Sales Management and Web Solutions' manual. If you do not have a copy, you can download a version free of charge at www.mamut.co.uk/download or order the printed version from the Mamut webshop.

To set up password access to the retailer website, go to **View – E-Commerce – Website Settings**.

Then select the website that you just created and click **OK**.

Under Website Settings, click the **Password settings** tab and select **Password protection of the whole website**.

> **Tip!** You can of course create separate pages for different customer groups if you do not have retailers. If the general information is the same for all customer groups, you can duplicate your website and only set up password protection for the new websites and define discount rules for the different customer groups.

Now all you have to do is enter a link from the main website. To do this, go to **View – E-Commerce – Edit Website**, select your new retailer website and click **OK**.
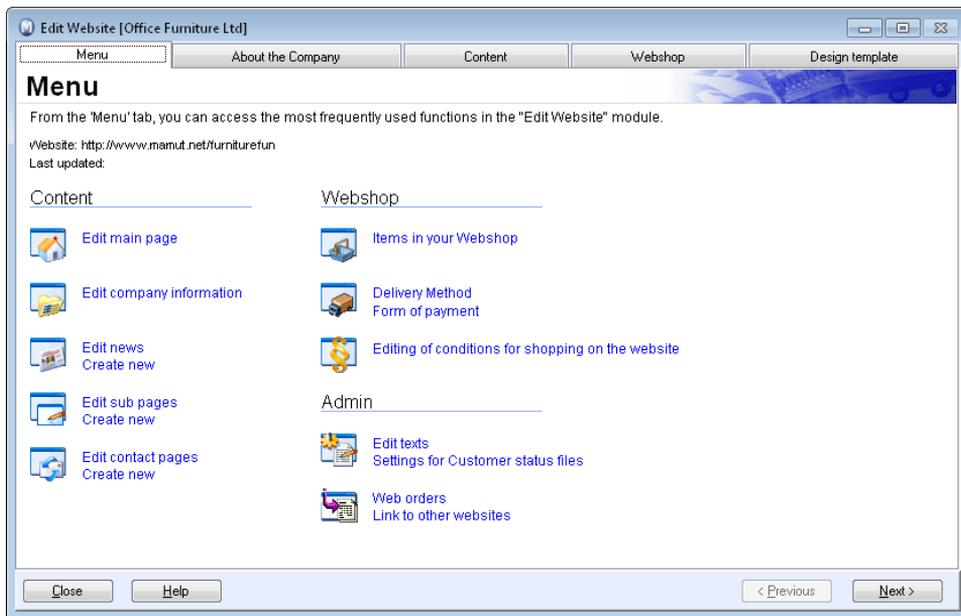
Now select the **Menu** tab and click on **Link to other websites**.

Select the website you want to create a link to – in this example, the Office Furniture website (main page).

Select **Link from Main** page and enter 'Retail pages' as the name of the link.

Step 6: Choosing a new design

When you are using Mamut Enterprise PartnerWeb or Mamut Enterprise Web Design you get access to new additional design templates for both the website and the webshop. This is how you create a new design:

Click **View – E-Commerce – Edit Website** and choose the **Design template** tab.
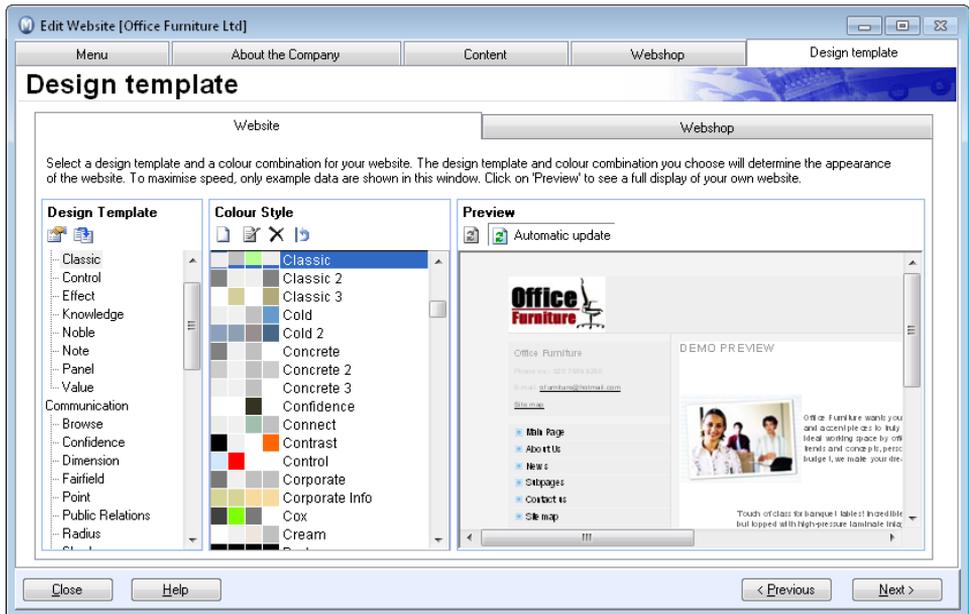
Under the **Website** tab you will find all design templates, including new ones, for your website. Decide on a **Design Template** and then choose the **Colour Style** you prefer.

Under the **Webshop** tab, you will find all design templates, including new ones, for your webshop.

Here, you are able to choose the colour combinations for the template you picked for your webshop and you will see a preview of the chosen template/colour combination for your webshop.

Once you have chosen your preferred design (template and colours) go to **View – E-Commerce – Update Website** and follow the wizard to update your website. After about 30 seconds your website and your webshop will be available on the Internet with the new design.

In our example, Office Furniture's web solution is now updated with a separate website for retailers and special prices in the webshop for regular customers.

UPDATING YOUR WEBSITE

After editing your website, or changing user permissions (in the case of password protection), you must **Update** or publish the website to the server. None of the changes will be available on the Internet until you have gone through this procedure.

A standard update will only upload your changes on the website. Since you have limited storage space, you should periodically perform a **Full update** (see point 3). This will delete all information on the server and upload only the information you wish to display on the website.

How to update your website

1. Start updating from **View - E-Commerce** and **Update Website.**

2. Click **Next** to find any program updates. If updates are available on the server, you can download them as described below.

3. Select the website you wish to update.
   If you have made major changes, you should also select **Full update** to clear the content on the server.

4. Click **Update**.
   The program will now generate the updated website, pack the information and upload it to your area on the server.

5. Click **Go to website** or click the link to the website in the E-mail you receive when updating is complete.

6. Check that the content is presented the way you want it to.
   If you are not satisfied, open **Edit Website** or **Website Settings** and correct any errors before you update again.

   Your website has now been updated.

   Tip! If you are unable to see any changes after updating your website you can hold down the **[CTRL]** key and press **[F5]** a few times to update the content on the screen.

Program updates

We offer updated design templates at regular intervals. These are accessible via the update routine, and can be loaded into the program if you want to make use of them.

1. Select the design templates you want to update.

2. Click **Next** to download the design templates you have selected.

3. The program closes automatically and restarts.
   The new design templates will now be available from the Design templates tab under **Edit Website**.

   Run the update routine again if you wish to upload changes to your website (as described above).

ACCESS TO ADDITIONAL PRODUCTS AND ENTERPRISE EXTENSIONS

When you buy additional products, you will be sent a licence number for each of the additional products you have purchased. If you receive several licence numbers, you will first need to register the licence for the program itself. After that, you can continue with registering the licence number for the service agreement or other additional products.

> **Note!** When you register a licence number it is important to enter the licence number correctly in the same way as it appears in the letter/e-mail you received. Be especially careful with the difference between the letter "O" and number "0". Our licence numbers do not contain the letter "O", only the number "0".

If you have purchased an Additional Product or an Enterprise Extension after having installed and registered the program, you will usually be able to activate the licence by clicking **Help - About** and then clicking on **Download licence file**.

Some Additional Products and Enterprise Extensions have to be registered for your company database or for certain users, who will be given access to the new functionality.

After you have registered the licence for your additional product and restarted your Mamut system, you can access the licence administration area via **Help - About - Manage licence information**.

> **Note!** Find out whether the additional product is for a number of **Users**, **Company Databases** or **All Users and Company Databases**.

How to manage access to additional products

1. Go to **Help - About** and select **Manage licence information**.
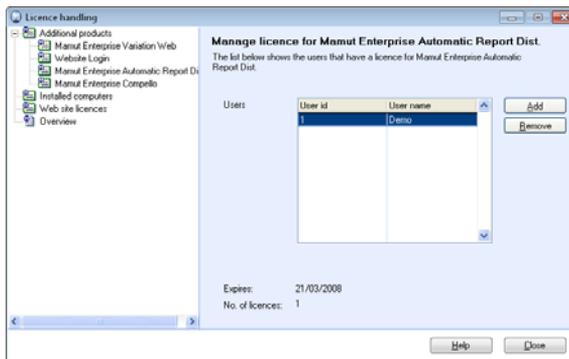
2. Under **Additional products**, you will see a list of the products to which you have access. Select the product you want to manage and click **Add**.

4. Select a company database or user and click **OK**. Repeat this step if you want to add several.

5. Close the program and restart it.

> *All additional product functionality is now available for the selected company database or user.*

> **Note!** At the bottom of the page you can see how many licences you have for the additional product. You can add as many users/company databases as you have licences for.

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INSTALLING EXAMPLE DATABASE/EVALUATING ADDITIONAL PRODUCTS

Within the example database you are able to test the program without affecting your company data. You are also able to evaluate the various additional products and enterprise extensions before you purchase them.

Within the wizard for first time start up of the program, you are able to select if you wish to install the example database.

Many will have already installed the example database by using the wizard for Installing the Program. If you are unsure about this you can check by selecting **File** and **Open Company database**. A list will display installed company databases.

If you are already a customer but wish to evaluate additional products or expanded products, you can do this by using the example database.

To install the example database, select **File - Database utilities** and **Install example database**.

Note! When you log on to the example database you will be able to select evaluation product and any available additional product for it.

It is also possible to remove a company database from the installation by clicking **Delete** in the company database list. (**File** - **Open Company Database**).

MORE INFORMATION

The Mamut Service Agreement

The Mamut Service Agreement ensures that you are prepared and have full control of all challenges you or your business may encounter.

Updates following legislation changes

We make sure that your Mamut system is always fully up-to-date with new laws and regulations, changes to tax-rates and official forms. Extensive user documentation for all such changes ensures that you can adapt to them quickly and easily.

New functionality

Mamut systems are developed and improved continuously in tune with technological advances, new industry standards and trends and feedback from our customers. You are always guaranteed a modern solution, which will simplify your working day.

Mamut Support Centre

We place great importance on providing a responsive and professional support department, which can promptly provide answers to your questions. Your Mamut Service Agreement entitles you to user support via telephone, e-mail, Internet or directly from within your program.

Mamut Information Desk

Within the program you will find an Internet-powered news channel that provides you with daily updates of information, news and user tips directly related to your program and area of business. The Mamut Information Desk lets you communicate directly with our support department as well.

Tips for users

At regular intervals, interested users will receive e-mails with tips about using their Mamut system, news about the product range and other useful information.

Mamut Knowledge Series

Mamut publishes documents and advice on a range of areas including changes from the government, effective use of the system as well as new trends.

Special offers

Mamut gives you special offers on Mamut products as well as on suitable products from other market-leading software vendors.

Service and Support

Mamut Service Agreement

The service agreement gives you the right to make use of the Mamut Support Centre.

Find out more about the Mamut Service Agreement below.

Mamut Support Centre

The Mamut Support Centre offers an extensive personal service programme to assist you whenever you may need help.

Under the heading **Support** at www.mamut.co.uk/support, you are also able to use the Article search database to find specific tips and tricks that will help you when trouble shooting within the program. Here you will also find a link to the 10 newest support articles and the 10 most read support articles.

How to get in touch with the Mamut Support Centre

Get in touch through the program

The easiest way of getting in touch with the Mamut Support Centre is via the program. The **Mamut Support Centre** focus area allows you to search for answers and send new queries. The status of and answers to your query can be found in the same place. In order to utilise this feature within the program, you must be connected to the Internet.

Get in touch by e-mail

If you cannot find the answer you are looking for on the Mamut Information Desk or in the online article database you can send an e-mail to support@mamut.co.uk.

Get in touch via fax 020 7153 0901

If you do not have Internet access, you are able to send your query by fax to the Mamut Support Centre. You will receive an answer by fax as well. However, please do provide a telephone where you can be reached during working hours in case we need more information in order to solve your problem.

Get in touch over the phone: 020 7153 0900

Most questions can usually be answered in the course of a phone call but in special cases we may need to record the question and contact you once we have found the solution to your problem.

Letters may be sent to:

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Covent Garden
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Mamut Academy

Courses at Mamut Academy

Mamut Academy is the name of the course activity offered by Mamut.

Mamut Software Ltd. supplies complete solutions in financial management, sales and contact management, purchasing/logistics, human resources, time sheets/projects and tax/personal finance.

The courses offered by Mamut Academy are for people who wish to work with Mamut and in associated fields as efficiently as possible. They therefore allow you and your colleagues to really make use of the abundance of functions in the Mamut systems; which will stimulate both your business along with the people using them!

Online courses

In addition to classroom courses Mamut also offers online courses. Online Courses are for those people who wish to participate in courses via the Internet. Here you are able to connect to the course via your office computer, with the possibility of connecting to a telephone conference with audio playback. It is worth noting that this course focuses on demonstrating/discussing the functionality, with exercises being performed on your own initiative once the course has been completed.

If you require further details regarding dates and content of the courses offered, please contact us via phone 0800 032 5616 or e-mail at academy@mamut.co.uk.