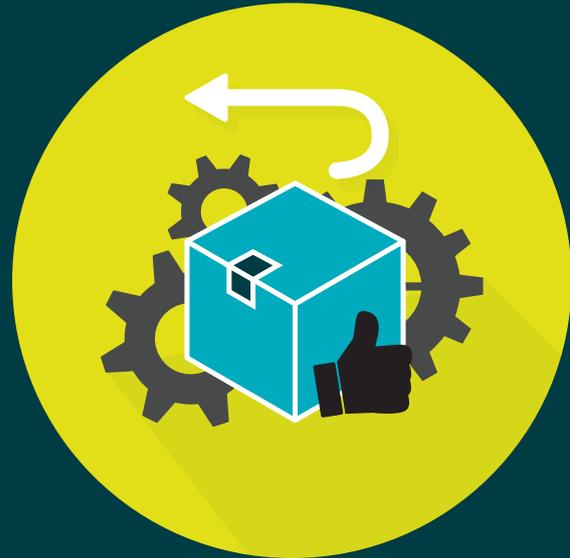




## Claims & Returns Management

A solution that enables your customers to register claims and returns in an online form that collects all necessary details. Your customer service manages the errand through our Claim Manager and keeps the customer updated on their on-going errands through the Claims & Returns area on the site(s).

- Register claims & returns on the site – registration form with mandatory or optional fields
- Up to five predefined processes available
- Approval process
- Once the errand is complete – optional to create necessary credit orders in ERP (*currently only for iScala*)

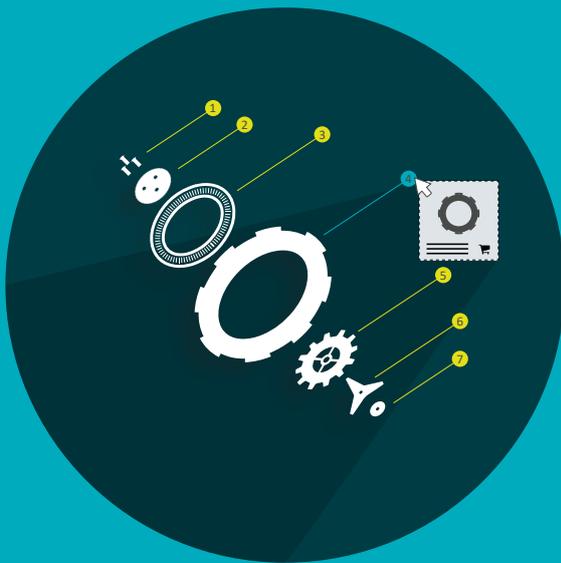


## Spareparts Management

### Improvement

The performance for creating PDFs out of diagram books has been dramatically improved in Studio. It is now also visible on page, chapter and book level as when latest PDF was created.

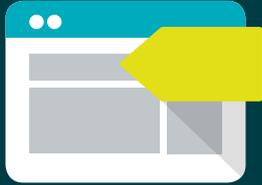
In the Site it is now possible to print not only page but also chapter and book. Since we only use the pre-created PDFs from Studio the performance is very nice. Tool tips have been added for the different functions in the function bar, to make it easier for the user. If a product exists on one or several diagram book pages we can now display links to those pages on the Product detail page.



## Add-ons

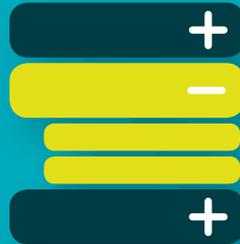
## New features

## Improvements



### Google Tag Manager

Connect your site to Google Tag Manager to quickly and easily update tags and code snippets on your website. Configure tags via a web-based user interface without having to alter and deploy additional code. Activate by adding the id from the snippet that Google provides to System >> Settings.



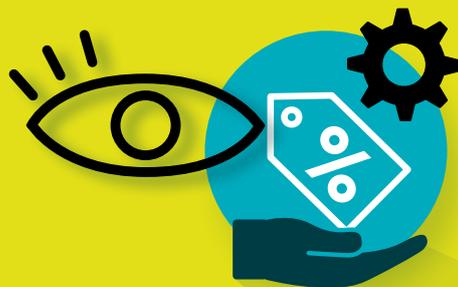
### Catalog Node display

Each user can now decide if the Catalog Master should be opened with 1 main node at a time or if several main nodes could be open simultaneously. The new setting is found under My Area => Account details in the Site(s).



### Export to excel from cart

Possibility in Checkout to export cart contents into Excel. This feature is enabled by a section setting "Display export to Excel button" in Complete Checkout Section.



### Price & Discount display

Earlier it was decided per page section how price & discount should be shown in the Site. We have now introduced 4 new Site privileges (View gross price, View discount, View discount < 0 and View net price) which enables you to decide per Site Role how price & discount should be shown. Some users can then for example be allowed to see Net prices whilst others are only allowed to see Gross prices. Please note that when 3.5 is installed these privileges are Disabled by default on all Site Roles. You need to Enable them as per your own wish, for each Site Role in use. If this is forgotten price & discount will not be shown in the Site.



### Availability by warehouse

New privilege "Show Availability by Warehouse". If this privilege is enabled the availability figure is not aggregated but instead shown per warehouse. What warehouses to display is decided with other new settings, see Warehouse Groups.

## Add-ons

## New features

## Improvements



### Edits on content units

It's now possible to see edits of content units in Studio. In edit unit mode, a new tab - "Edits" displays a list of edits/revisions containing revision date and user name - it's possible to revert to an earlier revision if needed.



### Meta title & description

The news detail page now inherits the meta title from the "Title" field and meta description from the "Teaser" field set in the news post.



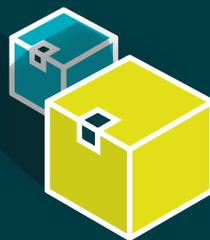
### New email template

We have created a separate email template for "Request for quotation". This is a type of "order" in checkout that generates email to you where user is asking for a Quotation for x number of items.



### Product search list

Possibility to control the display order of results in Product search list in site by prioritizing which ERP fields contain most relevant data - enabling you to display most relevant products on top.



### Optional replacement item

A new relation type in Studio called "Optional replacement item" lets you connect a product to a replacement item. When product is added to basket a dialog opens with the option to add the replacement item to basket instead or continue with original item.



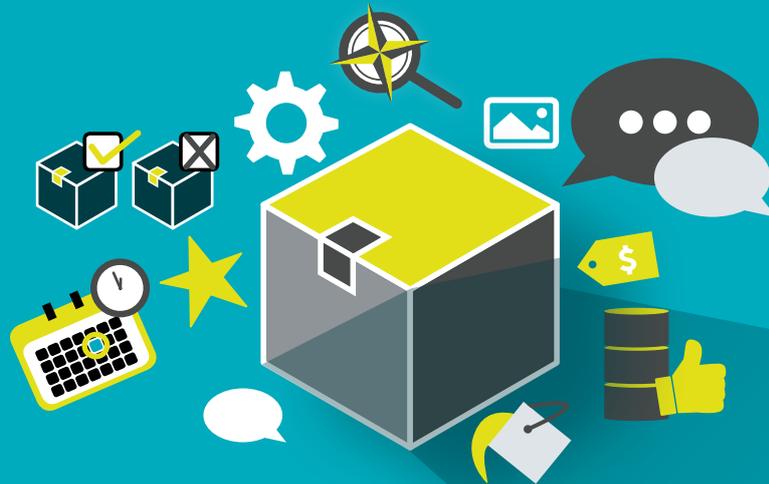
### Performance improvements

We have introduced 2 new methods in Cache Builder resulting in automatically maintained indexes in our own ONE database as well as Replicated/Synchronized ERP database. With optimized indexes performance is enhanced.

Add-ons

New features

Improvements



## Products

Cache Builder description "Product tree" changed into "Catalog".

Display of Product Conditions list speeded up in Studio.

Improvement Attributes in Products Details - The Matrix is now loaded directly when opening the attribute tab on Product Details in Studio.

When exporting a dynamic product list in Studio including images / icons the correct image URL is now included.



## Cart & Checkout

Performance improvements when importing products to cart.

Customer code is now added as a part of the email subject in the order confirmation email.



## Users

User Fields added to available columns in the Users list in Studio.

Layout Theme ID can now be entered on a User. Overrides other settings.

Add-ons

New features

Improvements



## Content

Enabled possibility to copy Site Categories for Media >> Documents in Studio.

Improvements for faster load of product slider in order to support more products in slider view.

Layout Theme ID and Name is now displayed for each page in Content >> Pages.

It is now possible to search for unit versions in the list of units.



## Invoice & Order

User name for user who deletes an order is now saved to the database. In same way as order creator user name is being saved for new orders.

Order Details: Display of text lines also for E9 orders - previously working for other integrations.

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