

eCommerce Specification

Content Management / Make and Change Pages

eCommerce provides non-technical, easy to use tools for the management of your site content, images, documents and members. Built right into your site, these tools allow for the day-to-day management and control of your site from any Internet capable computer in the world.

Use the advanced editor (Internet Explorer only) to quickly create rich page content with fonts, colours, images, links and more. Paste pages from Word and other text programs.

Build sub pages (hierarchical structures). Use pages within pages to simplify site structure and navigation.

Online Retail

The eCommerce system provides tools for creating and managing your own web-based catalogue. Use the image upload facility to place product and page images on your site. Combine preview and feature images with text details to promote your product in any page of your site. Clone products so they show in multiple categories. Move products from page to page as required.

Sort and search with matching products included in site search results. Large pages have product lists split into viewable, easy to navigate result pages.

Offer online ordering and purchase of site items with cheque, direct debit and credit card payment options.

Site Members / Content Subscription

Offer site membership and access to member only pages. Choose what details to collect and keep in touch with electronic document mail outs. Create and manage member only pages where content is only accessible to authenticated members of your site.

Bulk Emailing

Send customised emails to send to site members. Create content by entering text or select an exiting page from the website. Detailed communication history logs all emails sent to user from the website along with a copy of the message.

Multiple Administrators (section specific)

Simplify site management by assigning page specific administrators. Your site can have any number of administrators, each owning any number of pages (a page can only belong to one administrator).

Image Upload

Upload web compatible images (.GIF & .JPG) under 50Kb in file size. Image file names may be reformatted for compliance with web server file rules (ie. spaces removed) and will be tagged with the user ID of the user who uploaded that image (ie. 1055-imageName.jpg). Use the image viewer to view and delete images.

Document Upload

Upload documents to your site. Create links to text and images for site visitors to download. Supported documents include PDF, MSWord and HTML and are limited to 150kb in size. Use the file browser to view and delete site documents.

User Management

Allow users to sign up and become site members. You choose what details to collect. Members can request forgotten passwords, logon and edit their profile details.

Online Ordering

Allow site visitors to compile an order by adding items, setting quantities. Users must register as members to submit an order. Set up re-occurring orders for ongoing charging of a particular order.

Accounting / Payments

Track and manage user orders and payments with integrated accounting. Send order invoices, payment receipts and see who owes money. Create automated email reminders to send periodic emails or order details to site users.

Site Search

Visitors to the website can use site search facility that locates key words located anywhere in your page content.

Contact Form

Use supplied page template to create a contact page, which site visitors can complete to send an email to the site administrator.

eCommerce Hosting

eCommerce websites are subject to monthly hosting. Your eCommerce hosting fee covers the following things.

Site traffic & usage monitoring

Built in tools allow you to access detailed site usage statistics. These reports are based on traffic logs recorded and managed by the doLithe web servers. eCommerce offers the following logs:

Daily Hit Count – Total number of hits per day as well as the unique number of visitors.

Total Visits – Total number of page hits since logging start date

Browser Types – Lists of web browsers (ie. Netscape, Internet Explorer...) and the number of page hits from each.

Traffic Origins - Visitor numbers for page addresses that have bought visitors to your site (ie. Google, Alta vista, Yahoo and other linked sites).

Backups

We strive to provide failure free web hosting. Part of our disaster recovery strategy involves nightly backups. This helps insure that none of your valuable information is lost.

Support

doLithe provides free phone support (0508 50 51 50) to all eCommerce customers. You can call us, any time during business hours to discuss your site. eCommerce web sites also provide built in help, with links appearing throughout the site.

Issues and Ongoing Development

At doLithe we have a commitment to quality and the improvement of our products and services. eCommerce includes integrated issue logging that allows you to instantly notify our development team when something doesn't work as expected. If you are presented with the issue reporting screen, please take a moment to submit a comment as it will help us locate and resolve any issue you may experience.

Upgrades and Site Expansion

Due to the modular nature of the doLithe webCatalogue system (of which eCommerce is a member) there are a large number of upgrade options available. Enquire about our eCommerce and eCommerce offerings to learn about additional function that can be added to your site.