

SEOshop Mobile App

Premium

Manual



Welcome

Welcome to the SEOshop App manual,

First of all, we would like to thank you for downloading the SEOshop Premium App. The SEOshop App is constantly under development by NB Producten. Starting this version the App will be available in English and new features have been added; Tickets, Reviews and orders can be updated. In addition a complete renewed dashboard will function as a starting point and displays the shop's most important data.

This manual can be downloaded at:

<http://www.seoshopapp.net/manuals/>

Should you have any further questions, please do not hesitate to contact us, we stand readily at your disposal. Below you find the channels through which we are available.



@SEOshopApp



<http://www.facebook.com/seoshopapp>



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1. Introduction

1.1 Where to download the SEOshop Premium App?

The SEOshop App will be available through the usual channels. If you have an iOS (Apple) device, the App can be found in the Apple App Store. If you have an Android device, the App can be found in within Google Play.

1.2 What do I need to use the SEOshop Premium App?

First of all you need to have a SEOshop webshop. In case you don't have a shop yet, please click the "click here to open a store" button.



"Click here to open a store"

Secondly, you need an iOS device with iOS 5.0 or higher or an Android with software 4.0 or higher.

1.3 I already have a SEOshop webshop, how can I connect my shop?

It is really simple to connect the SEOshop app to your SEOshop store. In order to start the verification process, please type your ShopId in the designated field. You can find your ShopId in the SEOshop Backoffice top-left or bottom-left corner.

After typing the ShopId click "Connect." A new verification screen will be displayed. You are now in a secured SEOshop Environment. Please type your SEOshop Login

credentials and click “Next” / “Volgende.” The App will not save any password or username.



In the next screen you will have to approve all the permissions needed for the application. Please click “Approve” / “Goedkeuren” once.

At initial startup, installing the App may take a while before all the data is loaded. Please respect the download time and do not interrupt the process. After the process is finished the dashboard screen will be displayed.

2. Functionalities

2.1 General navigation:

Below the four main navigation features are listed.

1. Menu: This button will trigger the left menu, from which you will be able to switch between sections.

2. Back: The back button will lead you back to the previous page / section.

3. Pull-to-refresh: Pull-to-refresh can be triggered when you want to load new / refresh the data. In order to trigger the pull to refresh process, pull the screen downwards.

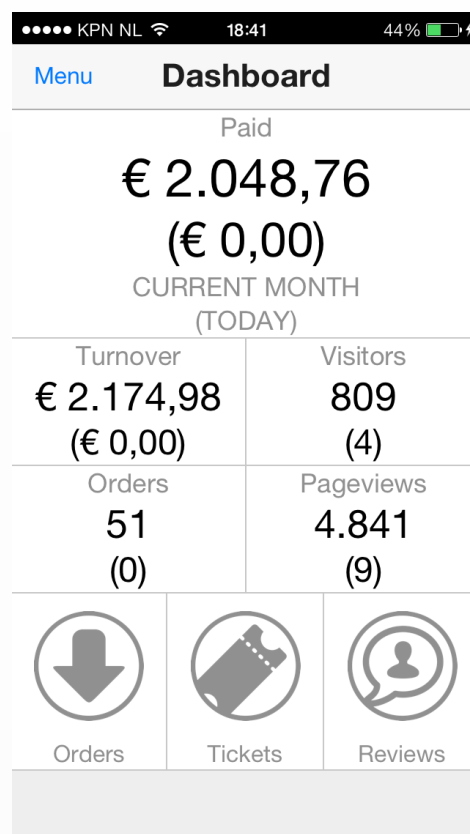
4. Load more: Within the Tickets, Orders and Review sections by default the fifty newest items are displayed. If more items should be displayed, the button load more should be clicked.

2.2 Dashboard:

The Dashboard will be displayed as soon as the App is loaded. This Dashboard displays your shop's most important data; Turnover, Paid Sales, Visitors, Orders, Pageviews. Furthermore in the bottom section the most important shortcuts are displayed.

2.3 Visit Store

Clicking the button "visit store" will open your store in your device's default browser. Please note that the mobile version of your web shop might be displayed. (This is a SEOshop setting and can be managed in the backoffice.)



2.4 Tickets:

This section will display the fifty latest Tickets. The icons used will easily show which Tickets require action. In addition, a filter can be used to see which Tickets still need to be answered, or which Tickets are answered.

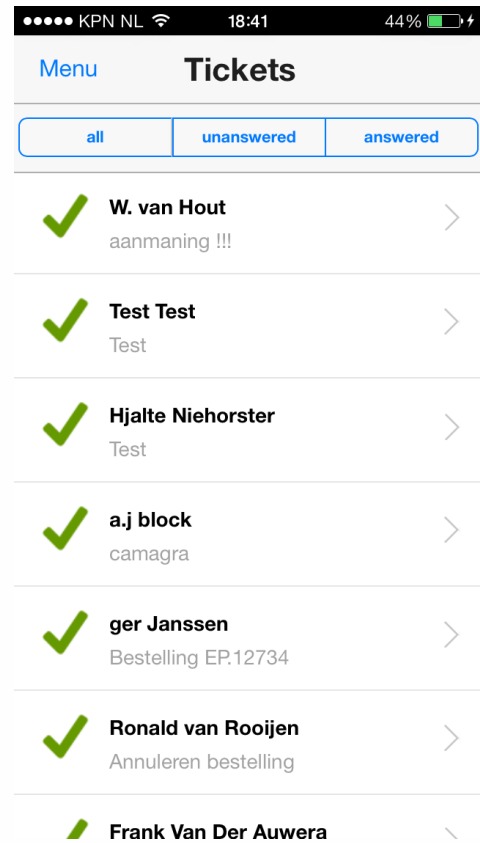
2.4.1 Ticketdetails

Once a Ticket is clicked the Ticket details will be displayed. This section displays the entire conversation between the Shop and the customer. By clicking the top-right button “Reply” you have an opportunity to respond to the customer. When the reply is sent the customer will automatically be notified.

Furthermore, the button “Close Ticket” will close the ticket. Once clicked, the button will display “Open ticket.” Clicking this button again will open the ticket again.

2.5 Statistics:

This section will display your shop’s most important data; divided into four different screens. The buttons: Today, Week, Month, Year gives you the opportunity to see your daily, weekly, monthly and yearly statistics.



2.6 Customers:

In this section the shop's fifty latest updated customers are displayed. If a specific customer is needed, you can search by name or email. Once the customer is found, click the item to see the customer's details.

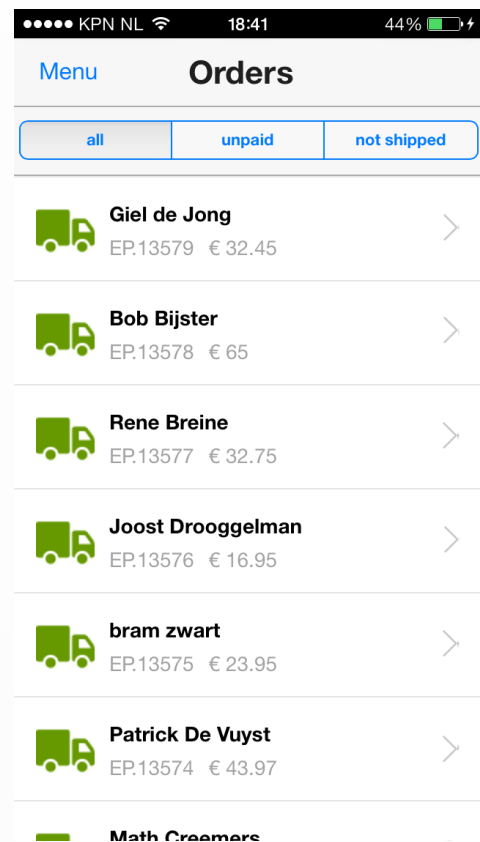
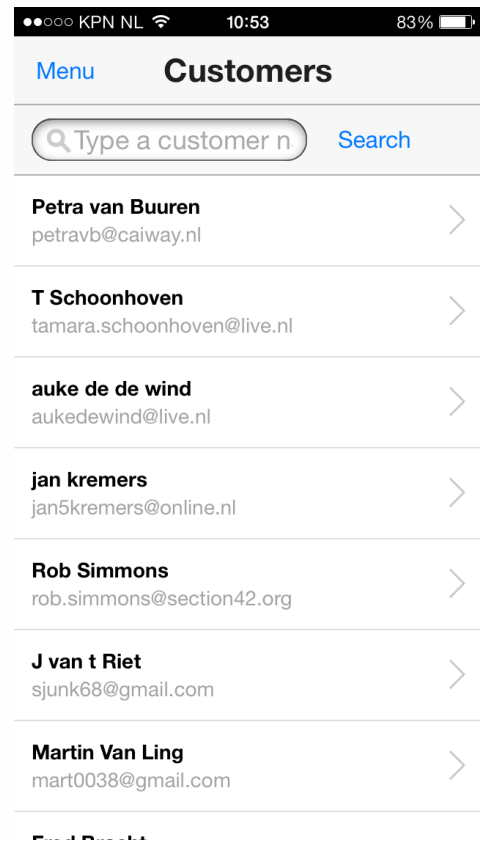
If no customers are found a corresponding message will be displayed. Please adjust your searchquery to find matching customers.

2.6.1 Customer Details

Once an item is clicked, the customer details section should be visible. Within this section all the details the customer has registered should be visible. When clicking the telephone number you have the option to call the customer. Clicking the email will open your default mail application to sent an email.

2.7 Orders:

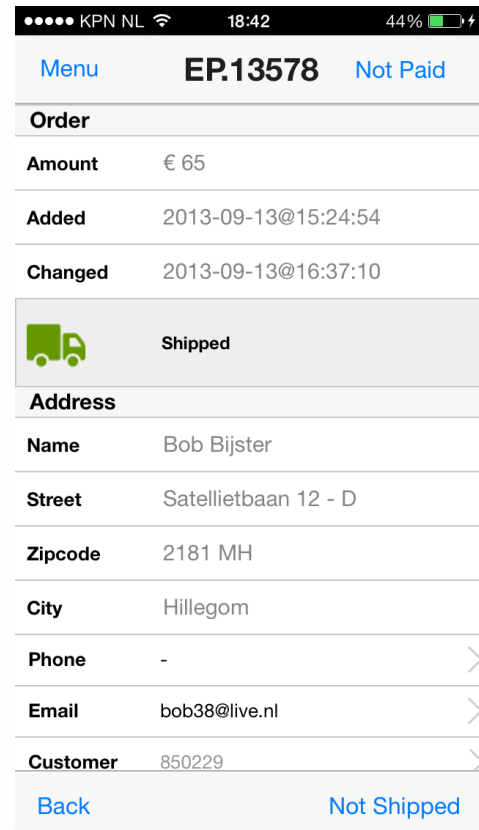
The order list will display the fifty latest orders with their corresponding statuses. At the top of the screen a filter is added. This filter lets you filter between all, unpaid and unshipped Orders. Once an order is clicked the Order details will first be loaded before the Order details are displayed.




2.7.1 Order details

The order details section displays the data separated into groups;

- *Order*
Displays the Order details such as total amount of the order, date and last updated.
- *Order status*
The icon will represent the order status. The status can be changed by clicking the Paid / Not Paid or Shipped / Not Shipped button.
- *Address*
This section contains all the customer data. The address mentioned is the customer's shipping address.
- *Products*
Is a list of all the products within that order.
- *Other information*
Contains information regarding the given discounts and corresponding payment providers.



Menu	EP.13578	Not Paid
Order		
Amount	€ 65	
Added	2013-09-13@15:24:54	
Changed	2013-09-13@16:37:10	
	Shipped	
Address		
Name	Bob Bijster	
Street	Satellietbaan 12 - D	
Zipcode	2181 MH	
City	Hillegom	
Phone	- >	
Email	bob38@live.nl >	
Customer	850229 >	
Back	Not Shipped	

2.7.2 Changing order status

The actual order status is depending on the shipment and payment statuses. In order to change the status, the payment and shipment status should be changed. When an order is not paid yet, the top-right corner will display a button "Paid." By clicking this button the payment status will be updated to paid, and the order status will be updated to "Awaiting Shipment." When the order is paid, the button will display "Not Paid." This button can be clicked to change the payment status back to unpaid. This will update the order status.

When the order has not been shipped the bottom-left button will display a button "Shipped." By clicking this button all the shipment statuses will be updated to shipped, and the order status will be updated to "Shipped." A green truck icon should appear.

2.8 Products

This section will display the fifty latest updated products. Within the top bar a search function is added. To search a product, simply type the products name and hit. Once the corresponding product is found, click it to see its details.

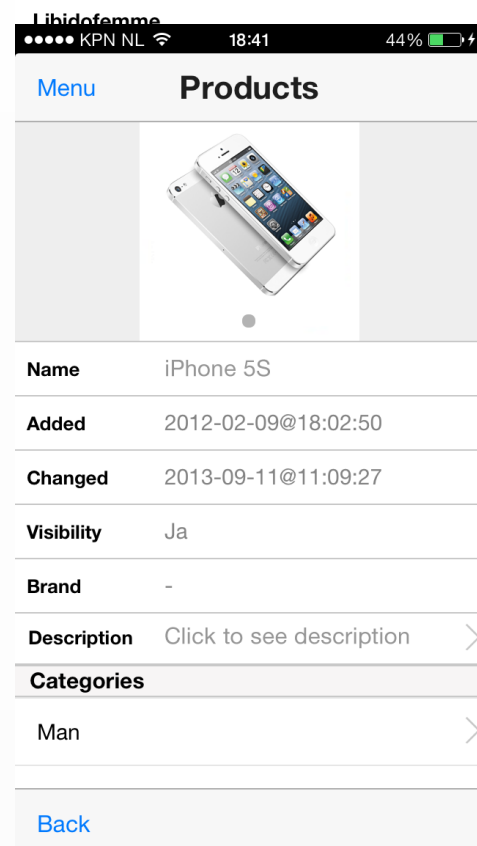
If no products are found a corresponding message will be displayed. Please adjust your search query to find the products.

2.8.1 Product details

Before the product details are displayed, the product is updated to make sure the most recent data is displayed.

The product details displays the data separated into groups:

- **Product image**
The key product image will be displayed. This image will be same as the image displayed within your store.
- **Product details**
Within this group data such as name, visibility and brand are displayed. When clicked on description the products description will be displayed.
- **Categories**
This group will display all the categories in which the product is included.
- **Reviews**
This group will display all the reviews written regarding that product.
- **Variants**
This group will display all the product's variants.
- **Tags**
This group will display all the product's tags.



2.9 Reviews

This section will display the fifty latest reviews. In order to see more reviews, scroll to the bottom and click “load more.” At the top of the screen a filter is added which lets you filter the reviews. With this filter you can simply see which reviews are visible and which are not. A red icon is corresponding to invisible and a green icon is corresponding to visible.

By default new reviews are not visible and have to be approved.

Before a review is displayed, the review is updated to make sure most recent data is displayed.

2.9.1 Review details

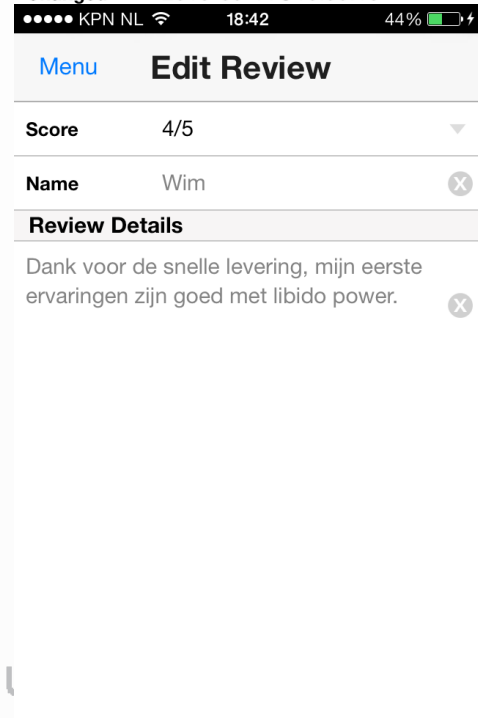
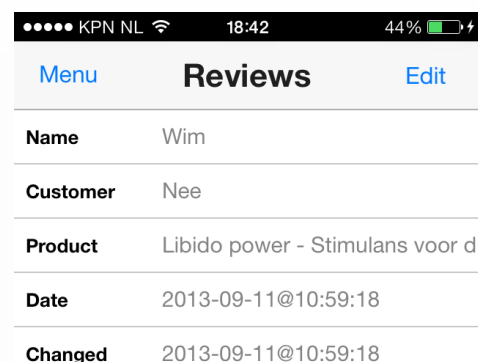
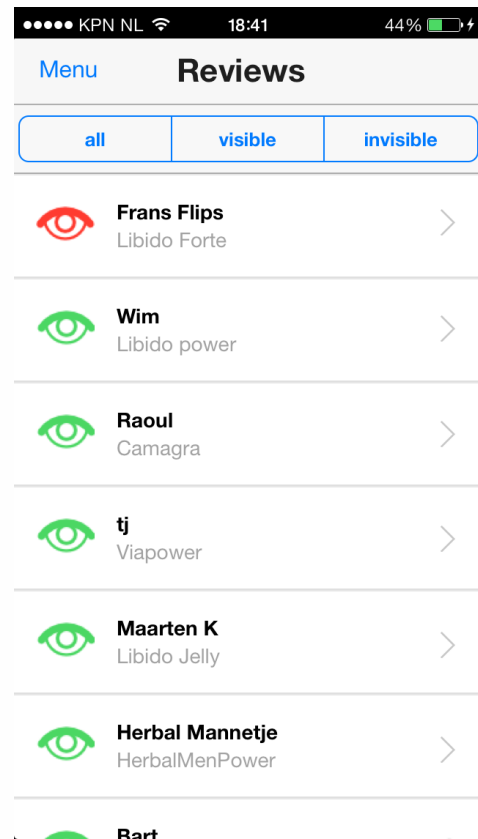
The review details are separated into two groups.

- *Review Details*
This will display all the review details such as: Customer Name, the concerning product, date of submission, date of last update, the review score and the visibility.
- *Review*
This will display the actual review written by the customer.

Furthermore, the top-right corner holds a button “Edit,” by clicking this button you will be guided to the review edit section (discussed in 2.9.3). The bottom-right corner holds a button with the text “Make Visible” or “Make Invisible.” (Discussed in 2.9.2.)

2.9.2. Change Review status

In the review details screen the review’s visibility can be changed. If the review is not visible, the bottom-right corner will display a button containing the text “Make Visible.” And if the review is visible the bottom-right corner will display a button containing the text “Make Invisible.”




2.9.3 Edit the Review

Once the edit button in the review details screen is displayed this screen will be displayed. Within this screen you can easily change the review score, customer name, and review itself. Simply click on the text and a keypad will appear.

2.10 Feedback

If you have any questions or feedback regarding the App. Please type your feedback within this section. NB Producten is the company behind the SEOshop app and we try to respond within 24 hours to your question or feedback.



The screenshot shows a mobile app interface for providing feedback. At the top, the status bar displays 'KPN NL', the time '18:44', and '44%' battery. Below the status bar, there is a navigation bar with a blue 'Menu' link and the title 'Feedback'. Underneath the navigation bar, a grey bar contains the text 'Please enter your feedback'. The main content area is a large, empty white space. At the bottom of the screen, there is a grey bar with a blue 'Submit' button.

2.11 Settings

This section is divided into three subsections:

- Device Check
- Terms & Conditions
- Log – Off

2.11.1 Device Check

This section will check whether your device is properly registered to the NB Producten Push Server. This registration is needed in order to receive Push Notifications.

If the status displays connected, the device is properly connected to the NB Producten Push Server. If it does not display connected but some type of error code you can try to reconnect to the NB Producten Push Server by clicking the Reconnect button.

The “*Last Registered*” row will display when the latest register time.

The “*Last Push*” will display the date of the latest sent push message.

“*Shops*” will display the amount of different registered to this device. The number will correspond to the number of shops from which you will receive push notifications.

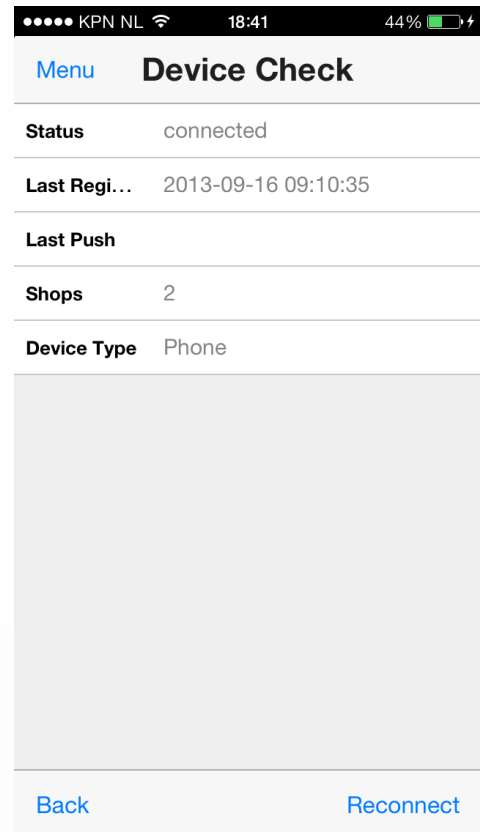
“*Device Type*” will display if your device is either a phone or a tablet.

2.11.2 Terms & Conditions

This section will display the app it’s “*Terms & Conditions.*” Should you have any questions regarding the “*Terms & Conditions*”, do not hesitate and feel free to contact us (NB Producten).

2.11.3 Log – Off

This section gives you the opportunity to “*Log - Off*” the current shop and sign in with a different shop.



3. Updating

3.1 Update frequency

NB Producten will put all effort in creating a as stable as possible SEOshop Mobile app. Meanwhile, we try to implement new features on a regular basis. NB Producten will at least launch three App updates a year to implement new features.

3.2 Installing an Update

Starting from iOS 7.0 all apps will be updated automatically as soon as you are connected to Wifi. If iOS 7.0 for some reason doesn't update the App, please visit the App Store application, visit the updates section and click on update next to the SEOshop app.

