Total Nederland – Dealersite Project

Back-office User's Guide

January, 2007

GlobalWebTek

Table of Contents

Introduction

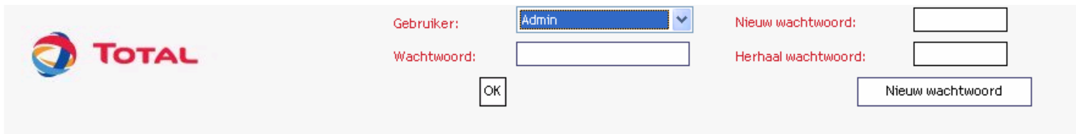
The purpose of this document is to serve as a guide to accomplish the activities related to the main functionality of the Total Dealer site, with emphasis in the configurations made through the backoffice application that implies a change on the site, and the facilities that permits the interaction with the dealers.

In that way, each topic is presented as a question with his respective answer like a FAQ.

1. How to begin?

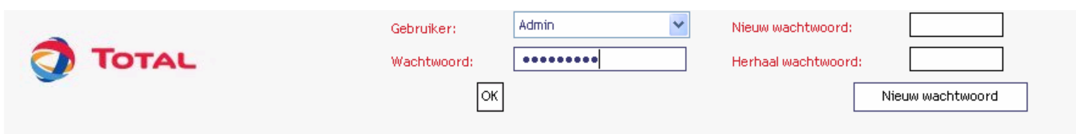
To access the back-office application:

1. http://net2client.hscg.net/sis/index.htm?GWT108203



2. Select the user

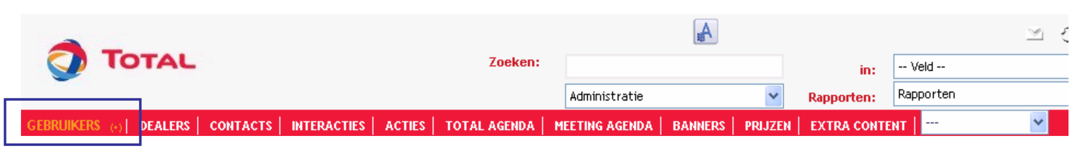
3. Insert the password



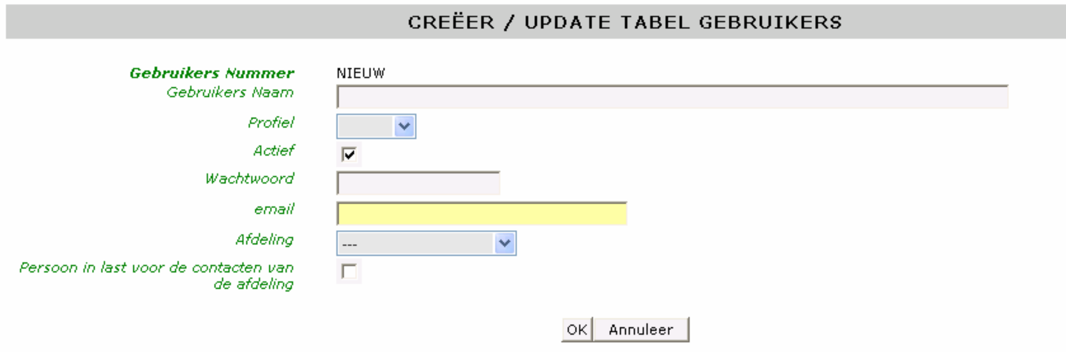
4. Click OK

2. How to create a back-office's user?

1. Click on the GEBRUIKERS table on the table's list, and then click on the the (+) symbol near the table's name.



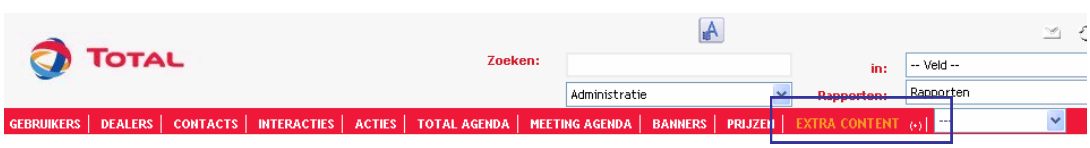
2. Fill the fields: Gebruikers Naam (login), Profiel (Admin), Wachtwoord (alphanumeric bigger than eight characters is recommended) and email address.



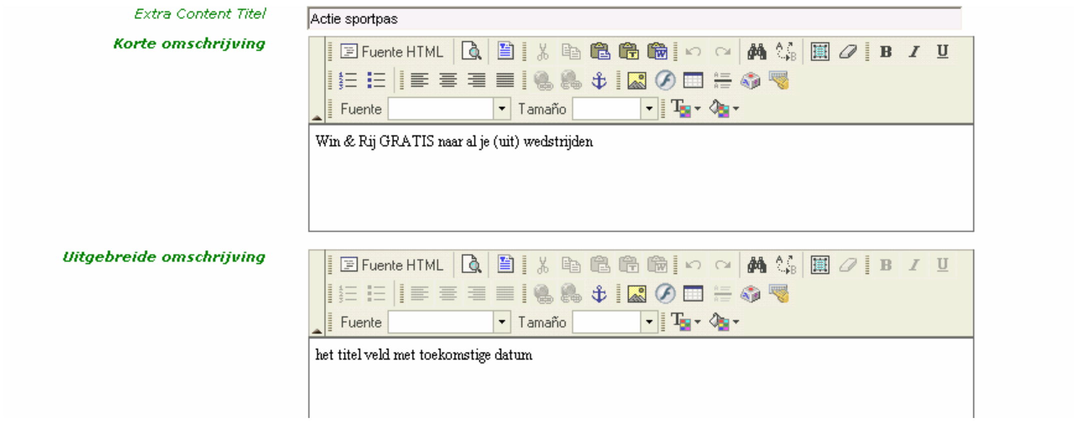
Note: if the user added will be the person on charge to answer the contacts for a department, please select the department and check the option "Persoon in last voor de contacten van de afdeling"

3. How to include a new's item?

1. Click on the EXTRA CONTENT table on the table's list, and then click on the the (+) symbol near the table's name.



2. Fill the fields: Extra Content Titel (News Title), Korte omschrijving (New's Summary) and Uitgebreide omschrijving (New's Content)



3. Add the Nieuws Thumbnail Image through the icon near of the field's label. Be carefully with the recommended measures, because this image will be included on the notice's short view

4. In the same way that was indicated on the point 2, add the Nieuws Detail Image (this image will be included on the notice's detail view). Follow the measure's indications.
5. Insert Nieuwsdatum (notice's date), Datum actief (first day of publication), Datum inactief (last day of publication) clicking the icon.
6. Check the place where the notice will appears –home, new's section and/or dealerpanel section-

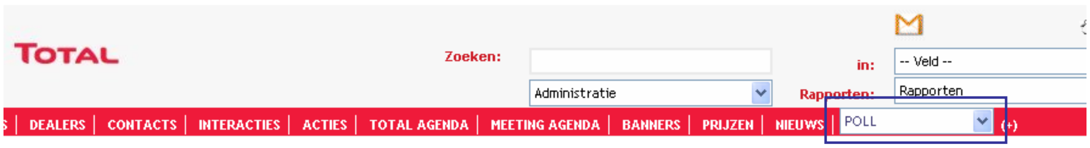
Note: Notice that the layout of the home page is prepared to include three and only three notices at time on that page.

4. How to create a poll?

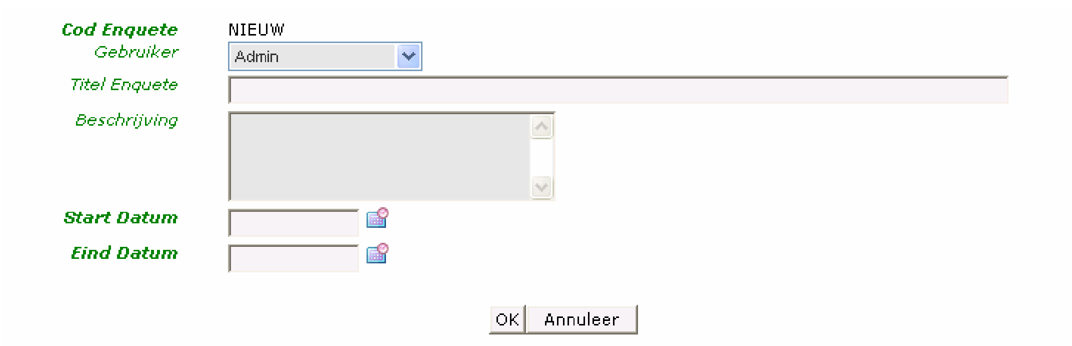
To create a poll you will have to create records on three different tables: one record for the poll definition itself, one record for the question, and three records for the available answers. Let's see the process:

Creating the poll's definition:

1. Select the POLL table on the drop-down in the final of the table's list, and then click (+) symbol.



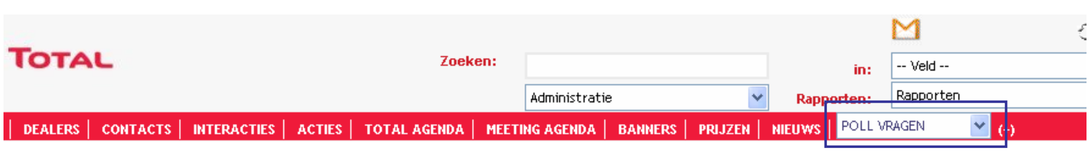
2. Fill the fields, please be sure that you are including the publication's Start and End date.



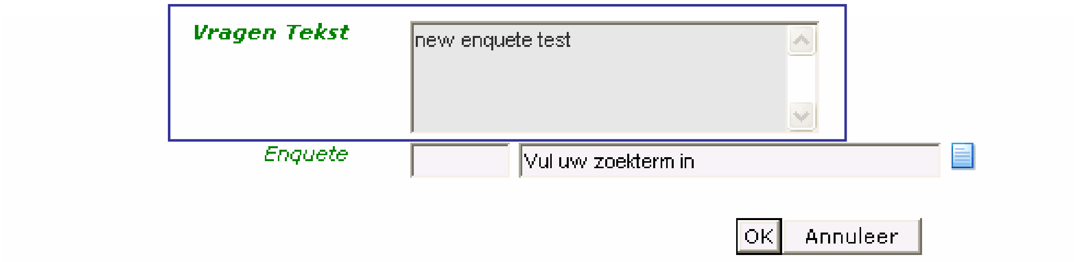
3. Click OK

Creating the poll's question:

1. Select the POLL VRAGEN table on the drop-down in the final of the table's list, and then click (+) symbol.



2. Insert the question (Vragen tekst) that will be displayed on the site.



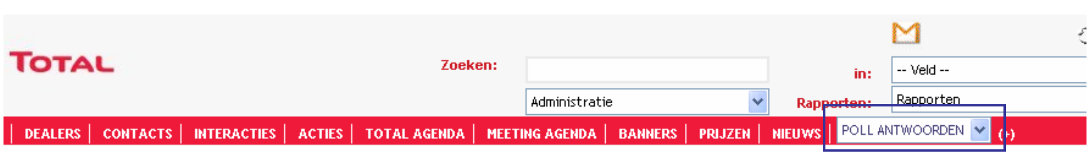
3. Search the Poll where you want to include the question: first click the icon, then click the report to see the list of available polls (Standaard).

4. On the emergent window select the poll that you defined on the "*Creating the poll's definition*" step.

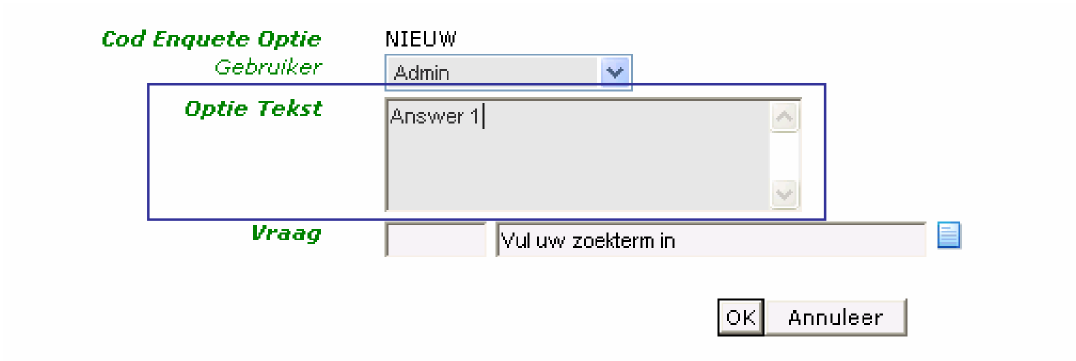
5. Click OK

Creating the poll's answers (options):

1. Select the POLL ANTWOORDEN table on the drop-down in the final of the table's list, and then click (+) symbol.



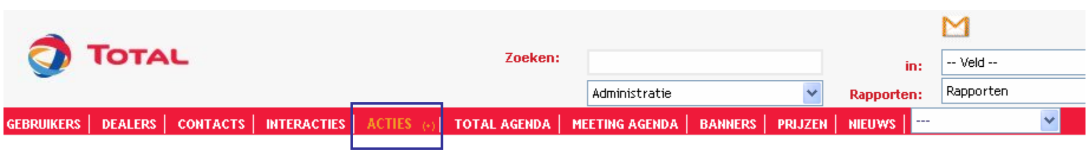
2. Insert the option's text.



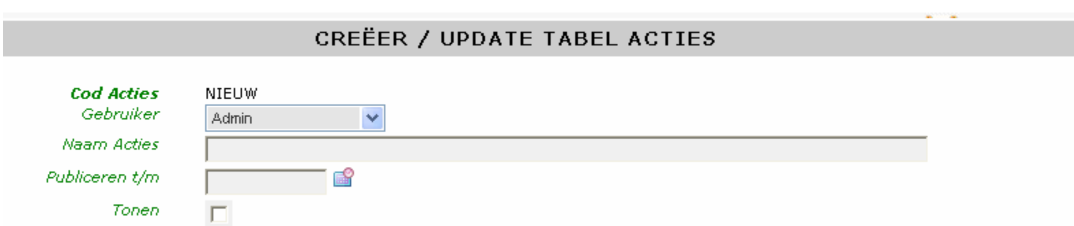
3. Select the question that you inserted on the “Creating the poll’s question” step.
4. Click OK
5. Repeat the process to include <u>until three</u> possible options to answer.

5. How to include a marketing action?

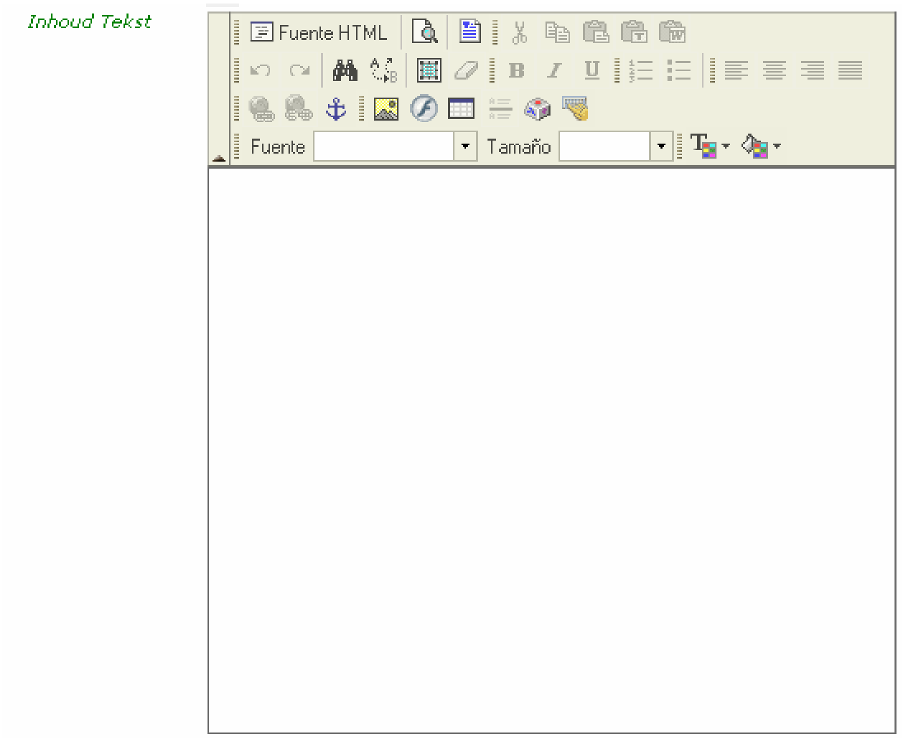
1. Select the ACTIES table and then click (+).



2. Insert the name to identify the marketing action, the date of publication and if you want that this appears on the home page (checking the Tonen option).



3. Include the marketing action content :
   - If do you want to include an html text fill the Content Text field. Note that the measures of the text box corresponds to the measures of the marketing action that is displayed on the home page, just in case you want to publish this on that page.

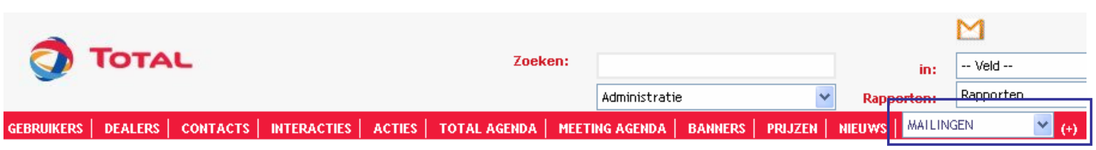


- If do you want to include a video, flash or image, click the [+] symbol and upload the file. The formats allowed on the application are Windows Media, Real Media, Quicktime, MPEG-4 and Flash.

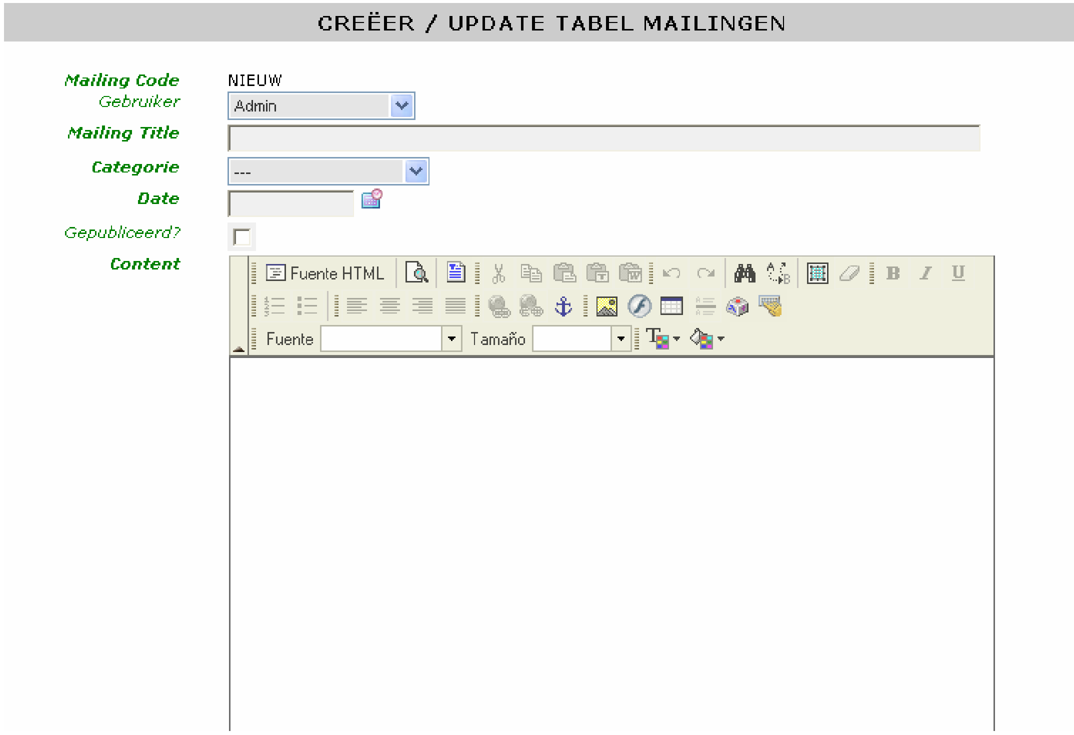
4. Click OK.

6. How to create and publish a mailing?

1. Select the MAILINGEN table and then click (+).

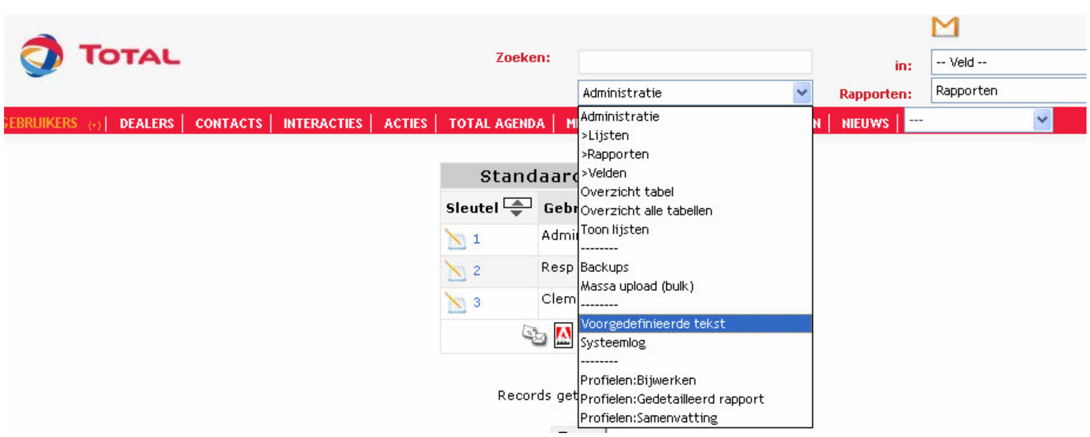


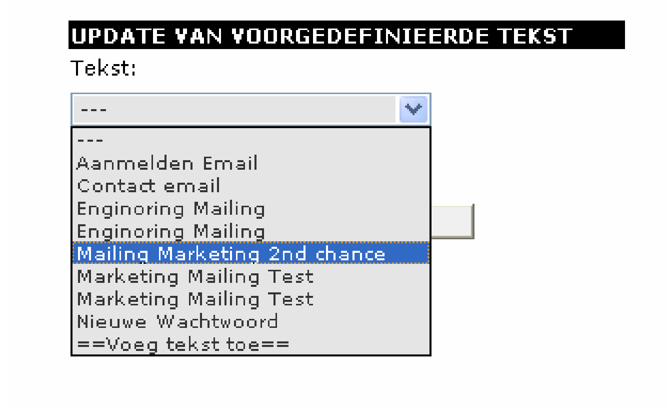
2. Insert the title, date and content of the mailing, select the category and indicate if it will be display on the site under that category selecting the “Gepubliceerd” option.



3. Click OK

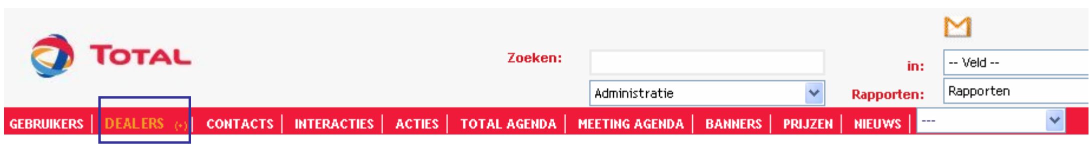
<u>Note</u>: When you include or update a mailing, the system automatically include the changes on the predefined text's table, it makes the mailing available to be sent to the dealers. You can corroborate this selecting the predefined text list under the administration drop-down, and then searching the predefined text with the same title that you indicate in the Mailing Title field.



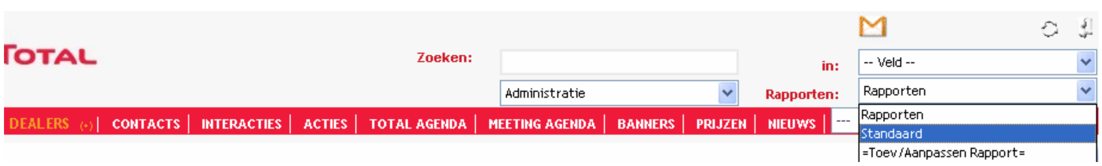


7. How to send a massive mailing?

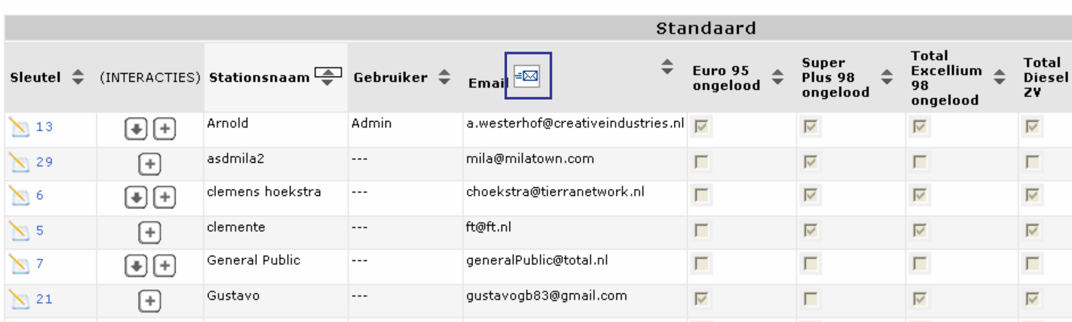
1. Select the DEALERS table



2. Select the Stadaard Report from the drop-down menu



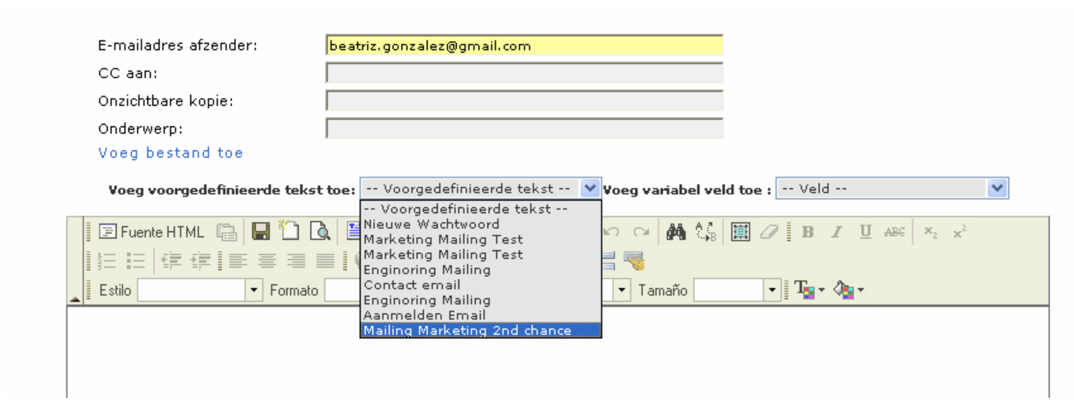
3. In the Report click the envelope icon



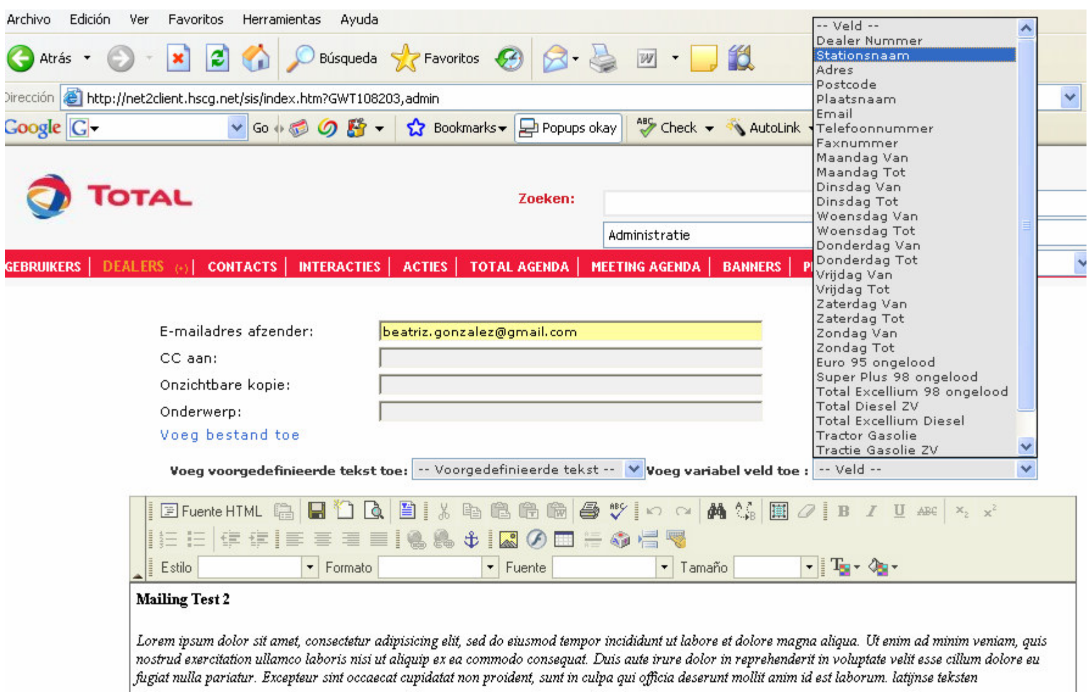
Standaard

Sleutel	(INTERACTIES)	Stationsnaam	Gebruiker	Email	Euro 95 ongelood	Super Plus 98 ongelood	Total Excellium 98 ongelood	Total Diesel 2V
13		Arnold	Admin	a.westerhof@creativeindustries.nl				
29		asdmila2	---	mila@milatown.com				
6		clemens hoekstra	---	choekstra@tierranetwork.nl				
5		clemente	---	ft@ft.nl				
7		General Public	---	generalPublic@total.nl				
21		Gustavo	---	gustavogb83@gmail.com				
22		Gustavo1	---	gustavogb83@gmail.com				

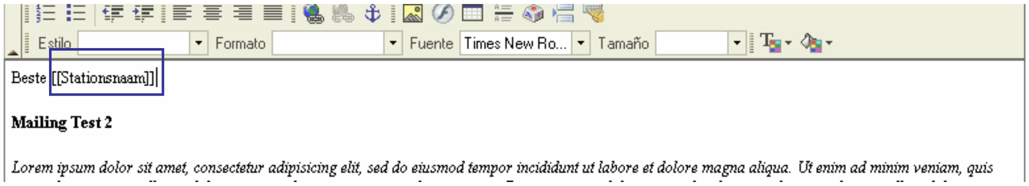
4. When the email configuration page appears, corroborate the right info for the sender and indicate the subject. Then, select from the drop-down of predefined texts the mailing that you created before.



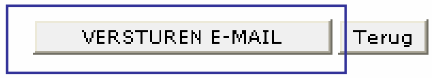
5. The mailing content will be displayed inside the email box, then if you wish, you can customize the mailing adding variable fields.



The variable field appears on the inbox text inside “[[]]” symbols and will be replaced to the real value when the mailing be sent.



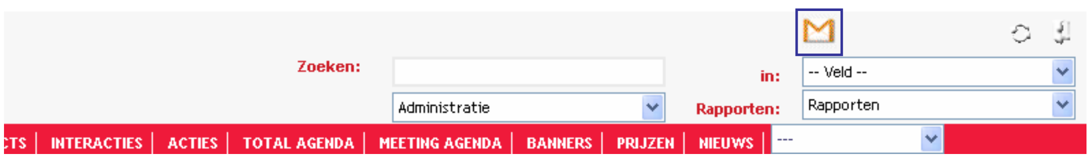
6. When the content be ready, Click VERSTUREN E-MAIL button



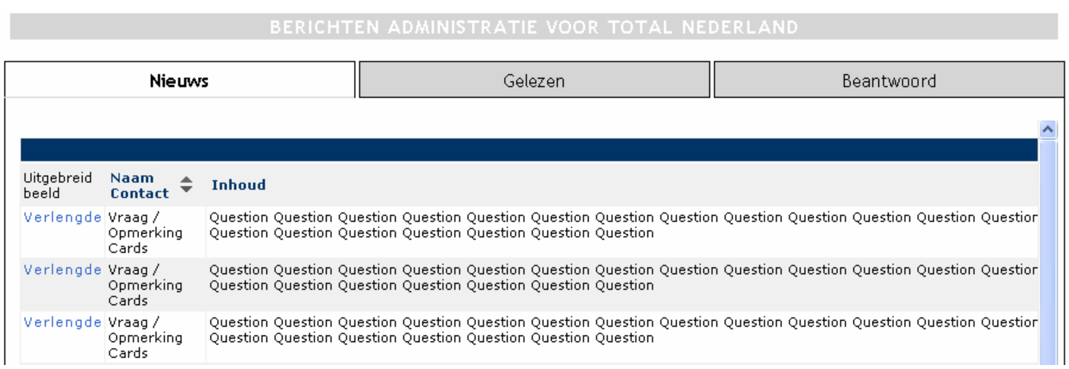
Note: once initiate the email sending process please don't close the window until all the mailings has been sent.

8. How to check new contacts, read contacts and answered contacts?

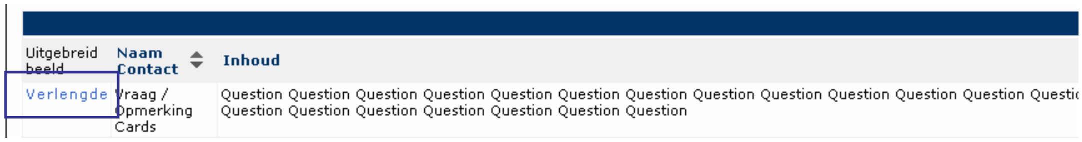
1. Click on the yellow M symbol 



2. The contact inbox will be display. Click on each option available to check the new, read and answered contact report.



3. Click on "Verlengde" link to see the detail of each contact.



Note: the contacts displayed corresponds the department where the user is the person in charge to respond the contacts. It is verified when a dealer send a contact through the page, then if a change of the responsibilities of the user is made, all the old messages received by him before the change remains in the inbox.

9. How to response a contact?

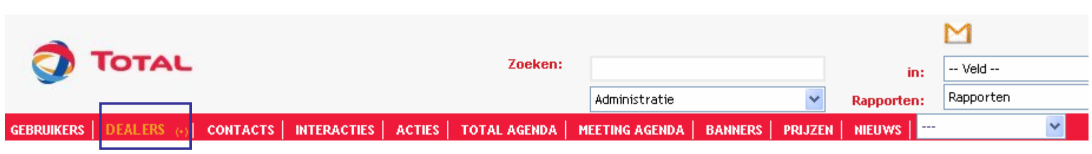
1. Follow the steps described on the point number 8.
2. On the detail screen go to the "Verstuurd Antwoord" section and insert the text to response the contact. You can include an attachment clicking the option.

3. Click Vestuurd to send the contact answer through email.

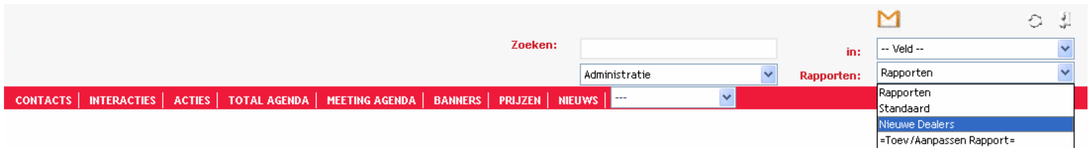
Note: you can check the contact messages here on the backoffice's or in your personal email inbox, to this be sure to indicate the email in your user profile (see topic number 2)

10. How to include an user's password and notify it to that user?

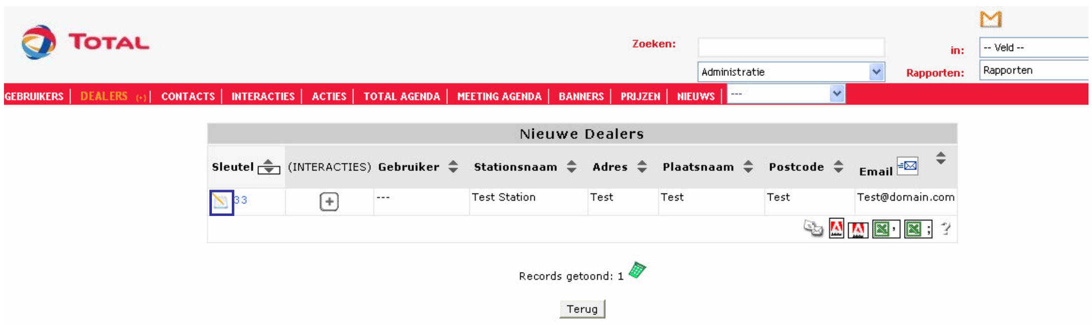
1. Select the DEALERS table.



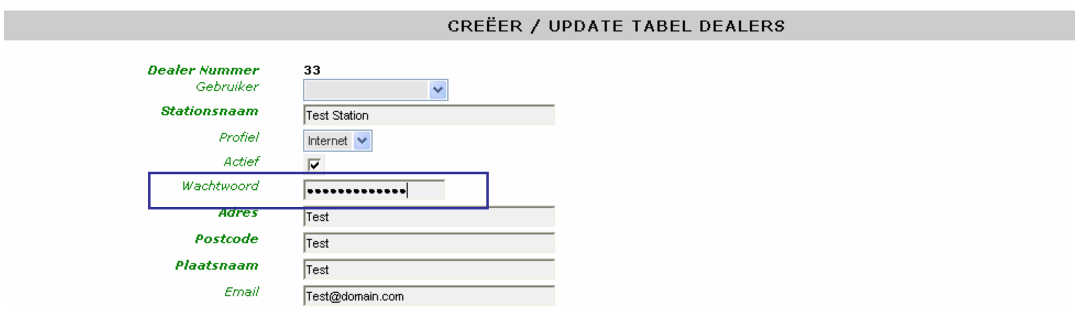
2. Select the Neieuwe Dealers Report from the Report's list.



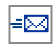
3. Select the user to assign the password clicking the icon.

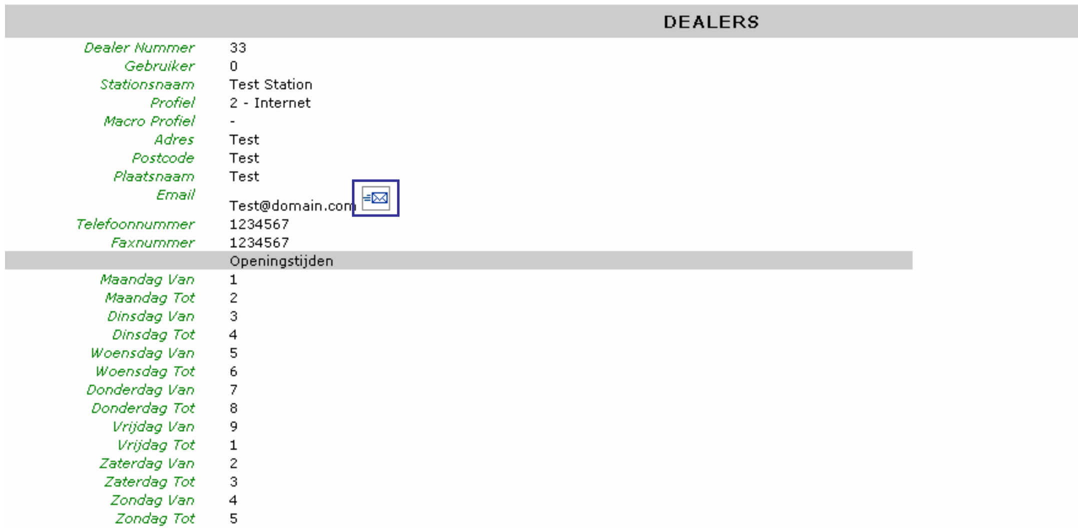


4. Insert the password for the selected user (**take note of the password**)

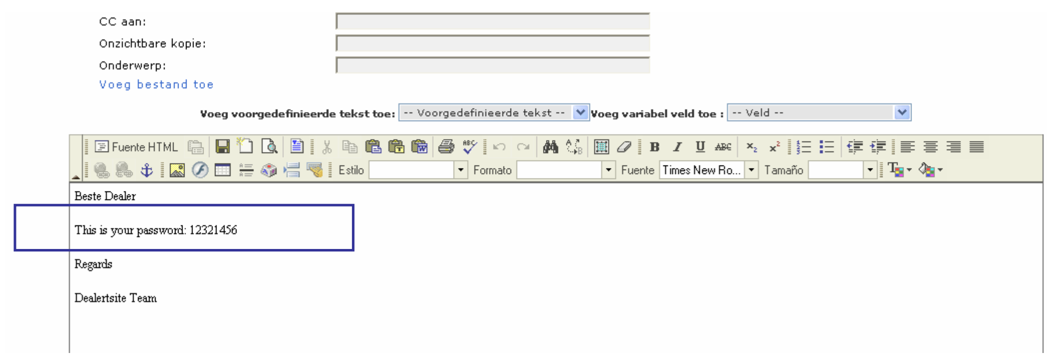


5. Click OK
6. Click "Toon"

7. Click the envelope icon 



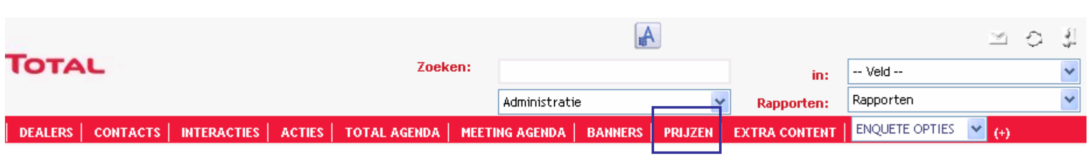
8. Type the password that you inserted on the 4th step.



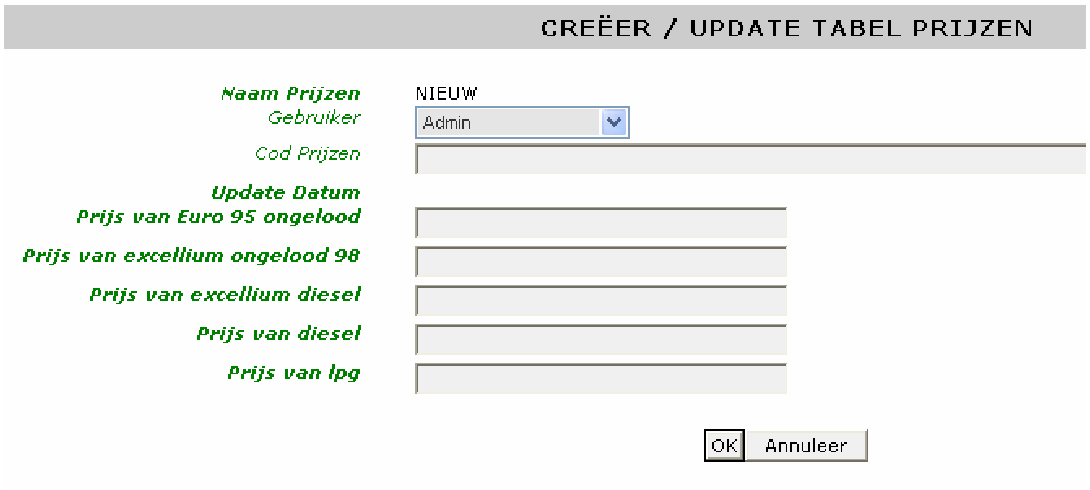
9. Click VERSTUREN E-MAIL to send the password to the user.

11. How to update the price board?

1. Select the PRIJZEN table, and then click (+) symbol.



2. Fill out all price fields, using a point "." as the decimal separator. In the price board in the website, there will be only one decimal number displayed. Also, you can give a name to the price record such as "February 2007 prices".

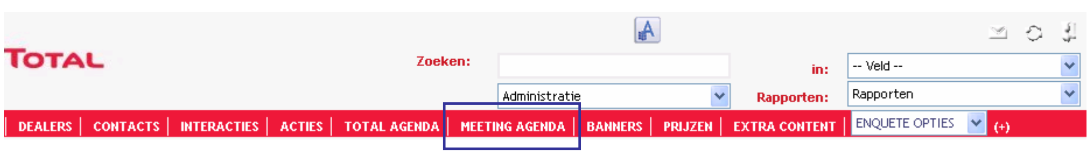


3. Click OK

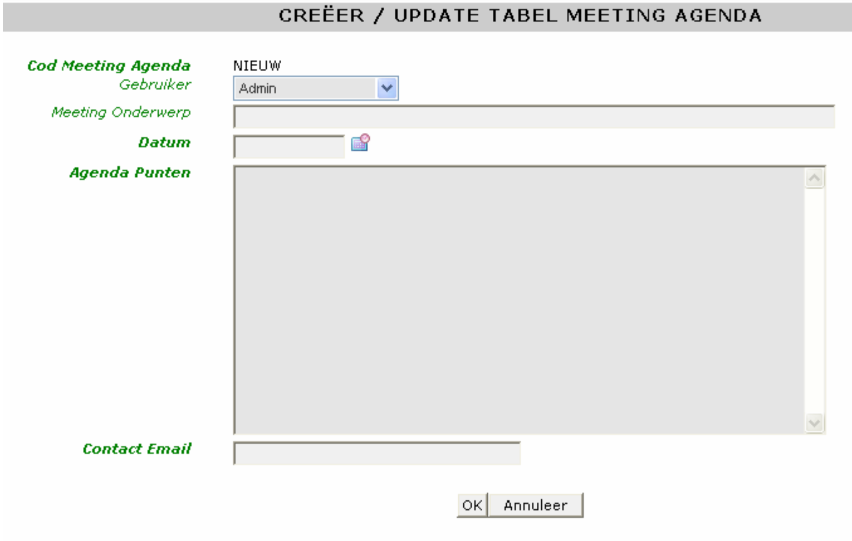
Note: When submitted, the date is automatically updated in the newly created record, as today's date.

12. How to create a meeting for the meeting agenda?

1. Select the MEETING table, and then click (+) symbol.



2. Fill out the meeting name, the date, the agenda points and the contact email of the responsible of this meeting. Be aware that all meeting points proposed by users on the website will be sent to the contact email inserted here.



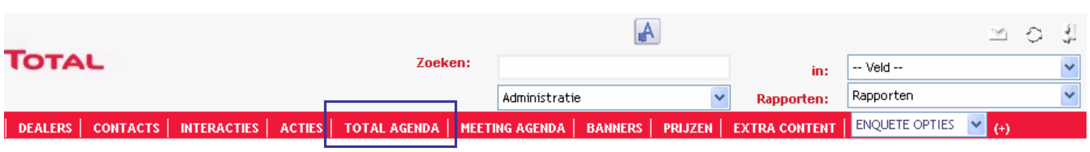
3. Click OK

Note: To display the points one over another on the website page, you shall write in the text area as follows:

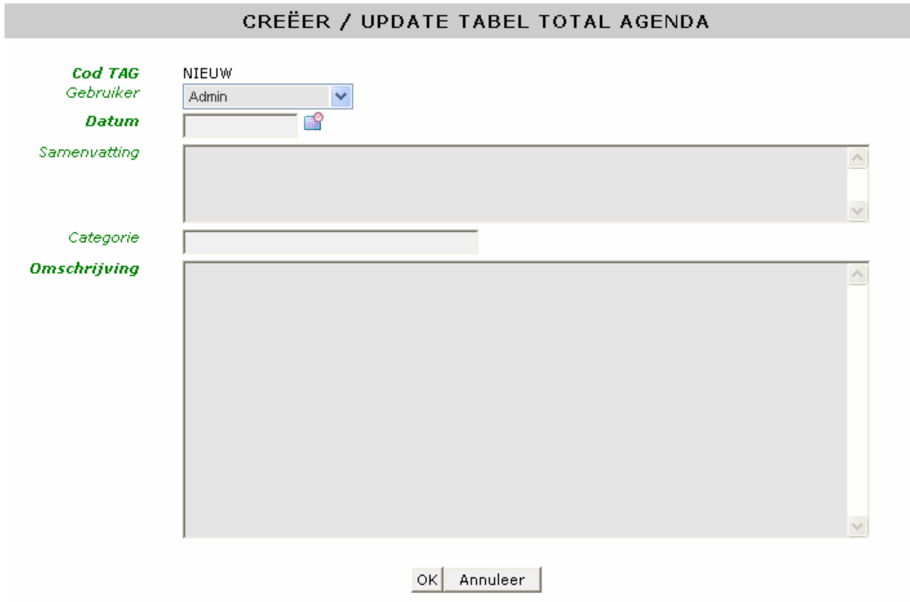
1. Opening
2. Exposition
3. Closure

13. How to add a point for Total Agenda?

1. Select the TOTAL AGENDA table, and then click (+) symbol.



2. Fill out the fields: date, summary, category and long description.


CREËER / UPDATE TABEL TOTAL AGENDA
Cod TAG
NIEUW
Gebruiker
Admin
Datum
Samenvatting
Categorie
Omschrijving
OK
Annuleer

3. Click OK

APPENDIX A: WiB 3.0 Introduction

a) How do I enter WiB 3?

To enter to WiB 3 just go to the following web address:

http://net2client.hscg.net/sis/index.htm?GWT108103

and enter the system with User Name: total and password: total1391.

b) How do I create a new Content Page?

To create a new Content Page in your website, go through the **WebSite Manager** icon.

Then you will have a list of all created pages. Be careful while editing already created pages, because some of them have applications running on them, which can fail if you erase or edit them. At the end of the screen you will find a plus image that serves to create new pages.

Then you can specify the page properties:

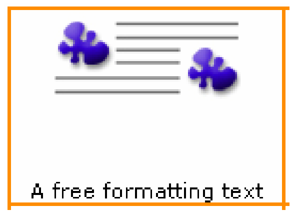
- The name that the page will use and its file name (htm).
- The language of the page, in this case it is always Dutch.
- The divisions that the page will have (to keep the general format, please check all options, except *news*)
- The page type, the group and the template (see instructions on the page)
- The publishing option.

In the case you want to create a child page of another existent page you can select the properties button to see/edit all properties of this existent page.

At the bottom of the screen you will find the plus image to create a new page, this time as a child page of the selected one.

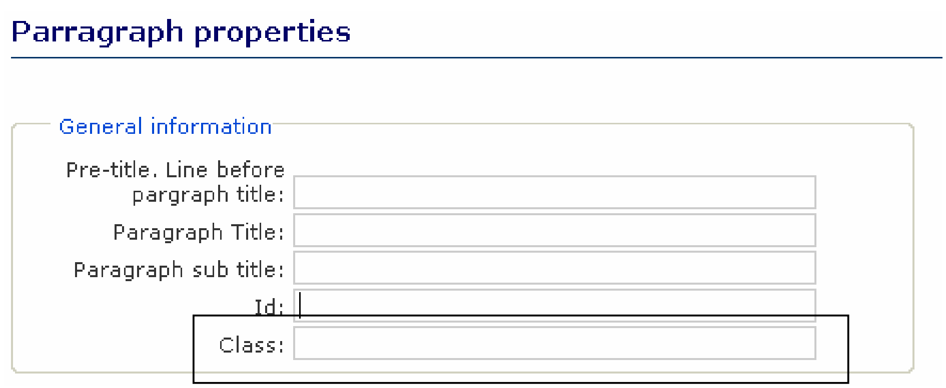
NOTE: To keep the style created for the page we recommend doing the following in the center division.

- Create a free formatting text Paragraph with XXXXXX as the title in white.



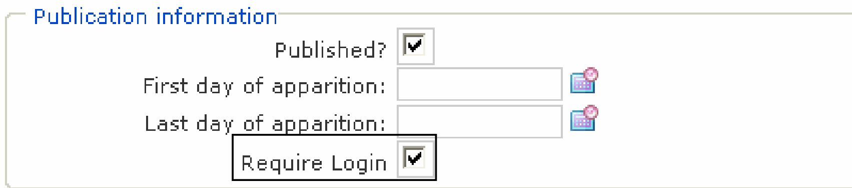

```
<h1 class="header">
<span class="titleBarLeft"></span>
<span class="titleBarCenterBig">XXXXXX</span>
<span class="titleBarRight"></span>
</h1>
```

- Just below, create a free formatting text Paragraph with the content you want to put, specifying "contentParagraph" as the class of the paragraph.



c) How do I make private a page?

Private pages are used to restrict general public to see information in the website. If you want to display a page only to subscribed users you have to make that page private. To do this go to the page properties and in the *Main Characteristics* tab, in the **Publication Information**, be sure to check the **Require Login** Checkbox .


Publication information
Published?
First day of apparition:
Last day of apparition:
Require Login