



Total Nederland – Dealersite Project

Back-office User's Guide

January, 2007

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Introduction

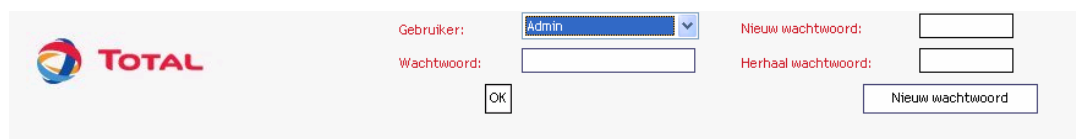
The purpose of this document is to serve as a guide to accomplish the activities related to the main functionality of the Total Dealer site, with emphasis in the configurations made through the backoffice application that implies a change on the site, and the facilities that permits the interaction with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

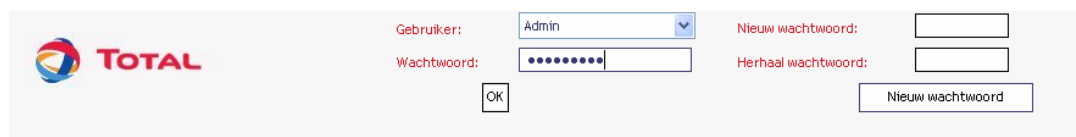
1. <http://net2client.hscg.net/sis/index.htm?GWT108203>



2. Select the user



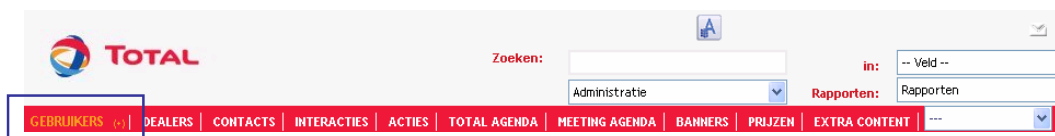
3. Insert the password



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.

CREËER / UPDATE TABEL GEBRUIKERS

Gebruikers Nummer NIEUW

Gebruikers Naam

Profiel

Actief ☒

Wachtwoord

email

Afdeling

Persoon in last voor de contacten van de afdeling ☐

OK Annuleer

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”

Afdeling

Persoon in last voor de contacten van de afdeling ☒

3. How to include a new's item?

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

TOTAL

Zoeken:

Administratie

in:

Rapporten:

GEBRUIKERS DEALERS CONTACTS INTERACTIES ACTIES TOTAL AGENDA MEETING AGENDA BANNERS PRJZEN **EXTRA CONTENT (+)**

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

Extra Content Titel
Korte omschrijving

Actie sportpas

Fuente HTML

Fuente Tamaño

Win & Rij GRATIS naar al je (uit) wedstrijden

Uitgebreide omschrijving

Fuente HTML

Fuente Tamaño

het titel veld met toekomstige datum

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

De image moet 64px hoog en 90px breed zijn om mooi te passen

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-

Home Page ☐

News ☐

Dealer Page ☐

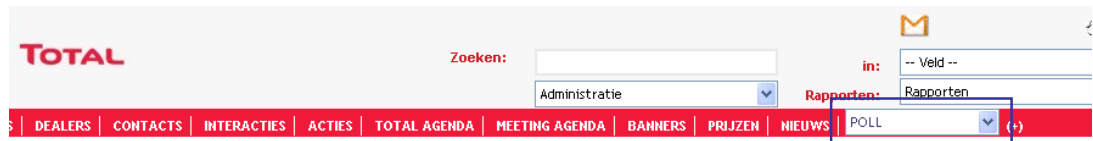
Note: Notice that the layout of the home page is prepared to include three and only three notices at time on that page.

4. How to create a poll?

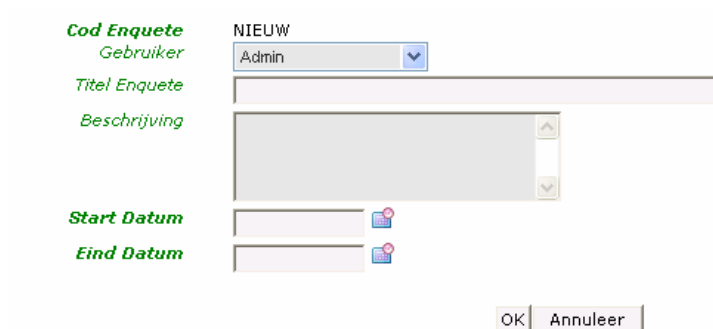
To create a poll you will have to create records on three different tables: one record for the poll definition itself, one record for the question, and three records for the available answers. Let's see the process:

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.



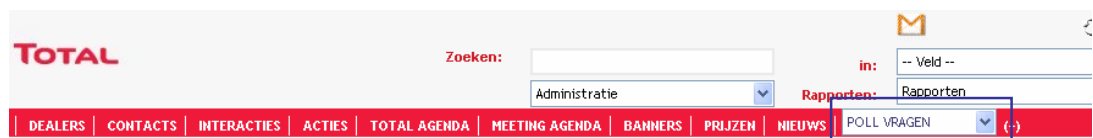
2. Fill the fields, please be sure that you are including the publication's Start and End date.



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.

Vragen Tekst

new enquete test

Enquete

Vul uw zoekterm in

📄

- 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).

Selecteer het gewenste rapport

[Standaard](#)

- On the emergent window select the poll that you defined on the “*Creating the poll's definition*” step.

Standaard Rapport					
	Sleutel	Titel Enquete	Beschrijving	Start Datum	Eind Datum
	6	new enquete test	enquete test	26/12/2006	31/12/2008





Records getoond: 1

- Click OK

Creating the poll's answers (options):

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

TOTAL

Zoeken:

Administratie

in: -- Veld --

Rapporten: Rapporten

DEALERS | CONTACTS | INTERACTIES | ACTIES | TOTAL AGENDA | MEETING AGENDA | BANNERS | PRIJZEN | NIEUWS

POLL ANTWOORDEN

(+)

- Insert the option's text.

Cod Enquete Optie
Gebruiker NIEUW
Admin

Optie Tekst
Answer 1

Vraag
Vul uw zoekterm in

OK Annuleer

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

5. How to include a marketing action?

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

 Zoeken: in: -- Veld --

Administratie Rapporten

GEBRUIKERS DEALERS CONTACTS INTERACTIES **ACTIES (+)** TOTAL AGENDA MEETING AGENDA BANNERS PRIJZEN NIEUWS

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).

CREËER / UPDATE TABEL ACTIES

Cod Acties NIEUW
Gebruiker Admin

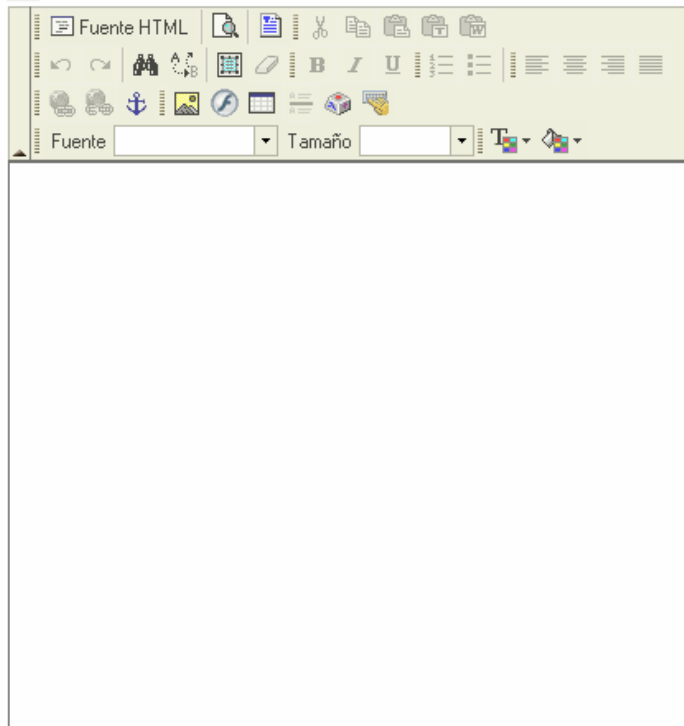
Naam Acties

Publiceren t/m

Tonen
☐

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.

Inhoud Tekst

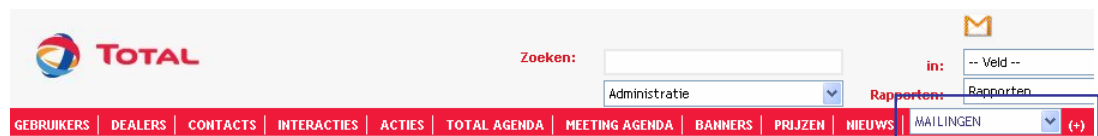


- If do you want to include a video, flash or image, click the  symbol and upload the file. The formats allowed on the application are Windows Media, Real Media, Quicktime, MPEG-4 and Flash.

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.

CREËER / UPDATE TABEL MAILINGEN

Mailing Code NIEUW
Gebruiker Admin
Mailing Title
Categorie ---
Date
Gepubliceerd? ☐
Content

Fuente HTML

Fuente

Tamaño

3. Click OK

Note: 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.

 **Zoeken:** **in:** -- Veld --
Rapporten: **NIEUWS** ---
Administratie
Administratie
 >Lijsten
 >Rapporten
 >Velden
 Overzicht tabel
 Overzicht alle tabellen
 Toon lijsten
 Admin

 1 Resp
 2 Backups
 3 Massa upload (bulk)

 Voorgedefinieerde tekst
 Systeemlog

 Profielen:Bijwerken
 Profielen:Gedetailleerd rapport
 Profielen:Samenvatting

UPDATE VAN VOORGEDEFINIEERDE TEKST

Tekst:

Aanmelden Email
Contact email
Engineering Mailing
Engineering Mailing
Mailing Marketing 2nd chance
Marketing Mailing Test
Marketing Mailing Test
Nieuwe Wachtwoord
==Voeg tekst toe==

7. How to send a massive mailing?

1. Select the DEALERS table



Zoeken:

Administratie

in:

-- Veld --

Rapporten:

Rapporten

GEBRUIKERS
DEALERS
CONTACTS
INTERACTIES
ACTIES
TOTAL AGENDA
MEETING AGENDA
BANNERS
PRIJZEN
NIEUWS

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



Zoeken:

Administratie

in:

-- Veld --

Rapporten:

Rapporten
Standaard
=Toev / Aanpassen Rapport=

DEALERS
CONTACTS
INTERACTIES
ACTIES
TOTAL AGENDA
MEETING AGENDA
BANNERS
PRIJZEN
NIEUWS

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	☒	☒	☒	☒

- 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.

E-mailadres afzender:

CC aan:

Onzichtbare kopie:

Onderwerp:

[Voeg bestand toe](#)

Voeg voorgedefinieerde tekst toe: Voeg variabel veld toe:

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

Archivo Edición Ver Favoritos Herramientas Ayuda

Atrás

Dirección

 **Zoeken:**

[GEBRUIKERS](#) | [DEALERS](#) | [CONTACTS](#) | [INTERACTIES](#) | [ACTIES](#) | [TOTAL AGENDA](#) | [MEETING AGENDA](#) | [BANNERS](#)

E-mailadres afzender:

CC aan:

Onzichtbare kopie:

Onderwerp:

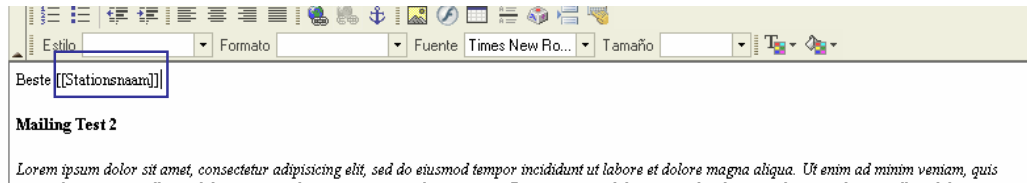
[Voeg bestand toe](#)

Voeg voorgedefinieerde tekst toe: Voeg variabel veld toe:

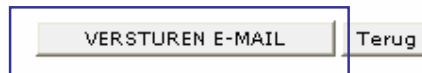
Mailing Test 2

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum. latijne teksten

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



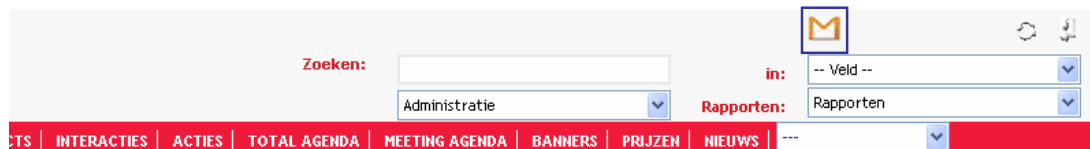
6. When the content be ready, Click VERSTUREN E-MAIL button



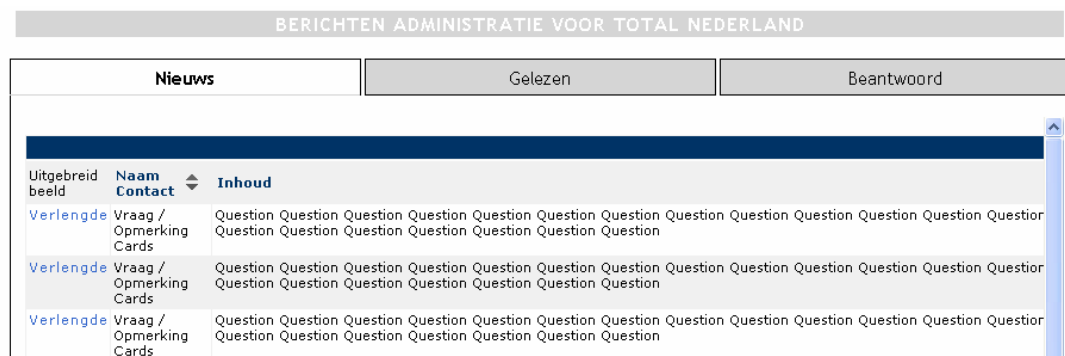
Note: once initiate the email sending process please don't close the window until all the mailings has been sent.

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.

[illegible]

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.

Verstuurd antwoord

Verstuurd naar: Beatriz González

Antwoord:

Bestanden: Klik **Hier** om een bestand toe te voegen

Verstuurd

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

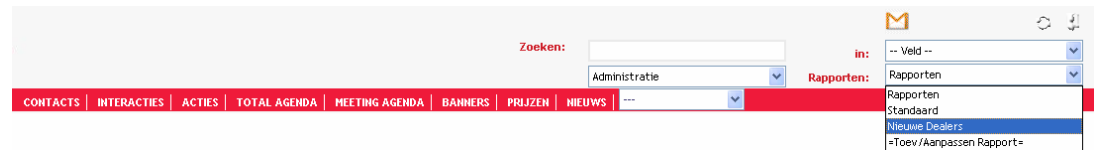
Note: you can check the contact messages here on the backoffice's or in your personal email inbox, to this be sure to indicate the email in your user profile (see topic number 2)

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

1. Select the DEALERS table.

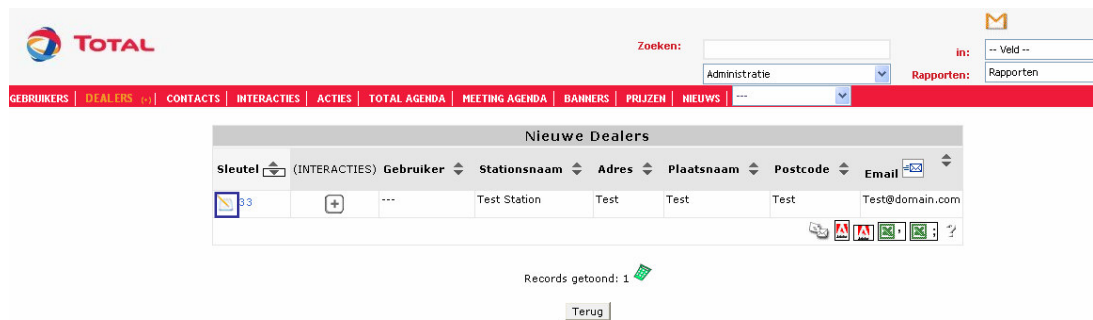

 Zoeken: in:
 Administratie Rapporten:
 GEBRUIKERS **DEALERS** CONTACTS INTERACTIES ACTIES TOTAL AGENDA MEETING AGENDA BANNERS PRIJZEN NIEUWS

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



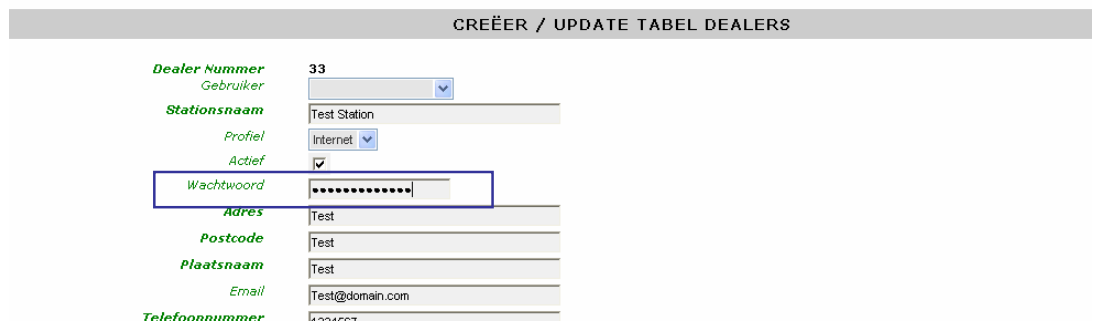
The screenshot shows the 'Rapporten' dropdown menu open, with 'Nieuwe Dealers' selected. The menu options are: Rapporten, Standaard, Nieuwe Dealers, and =Toev/Aanpassen Rapport=.

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



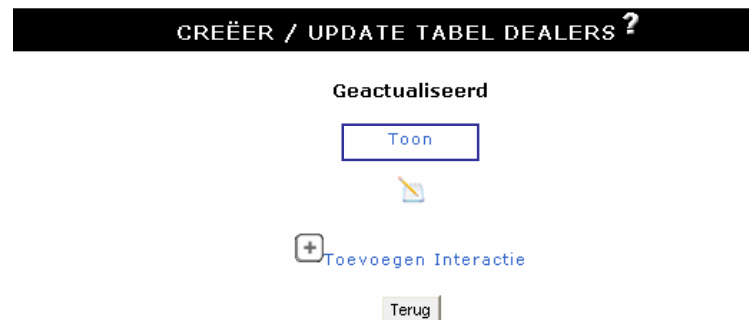
The screenshot shows the 'Nieuwe Dealers' table with columns: Sleutel, (INTERACTIES) Gebruiker, Stationsnaam, Adres, Plaatsnaam, Postcode, and Email. The first row is highlighted, showing '33' in the 'Sleutel' column and 'Test Station' in the 'Stationsnaam' column. A pencil icon is visible next to the '33' in the 'Sleutel' column.

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



The screenshot shows the 'CREËER / UPDATE TABEL DEALERS' form. The 'Wachtwoord' field is highlighted with a red box, indicating where to enter the password. The form includes fields for Dealer Nummer, Stationsnaam, Profiel, Actief, Adres, Postcode, Plaatsnaam, Email, and Telefoonnummer.

5. Click OK
6. Click "Toon"



The screenshot shows a dialog box titled 'CREËER / UPDATE TABEL DEALERS ?'. It contains a 'Geactualiseerd' button, a 'Toon' button, a pencil icon, a '+ Toevoegen Interactie' button, and a 'Terug' button.

7. Click the envelope icon 

DEALERS	
Dealer Nummer	33
Gebruiker	0
Stationsnaam	Test Station
Profiel	2 - Internet
Macro Profiel	-
Adres	Test
Postcode	Test
Plaatsnaam	Test
Email	Test@domain.com 
Telefoonnummer	1234567
Faxnummer	1234567
Openingstijden	
Maandag Van	1
Maandag Tot	2
Dinsdag Van	3
Dinsdag Tot	4
Woensdag Van	5
Woensdag Tot	6
Donderdag Van	7
Donderdag Tot	8
Vrijdag Van	9
Vrijdag Tot	1
Zaterdag Van	2
Zaterdag Tot	3
Zondag Van	4
Zondag Tot	5

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

CC aan:

Onzichtbare kopie:

Onderwerp:

[Voeg bestand toe](#)

Voeg voorgedefinieerde tekst toe: -- Voorgedefinieerde tekst -- Voeg variabel veld toe: -- Veld --



Beste Dealer

This is your password: 12321456

Regards

Dealersite Team

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.



Zoeken:

in: -- Veld --

Administratie

Rapporten: Rapporten

DEALERS | CONTACTS | INTERACTIES | ACTIES | TOTAL AGENDA | MEETING AGENDA | BANNERS | **PRIJZEN** | EXTRA CONTENT | ENQUETE OPTIES (+)

- 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”.

CREËER / UPDATE TABEL PRIJZEN

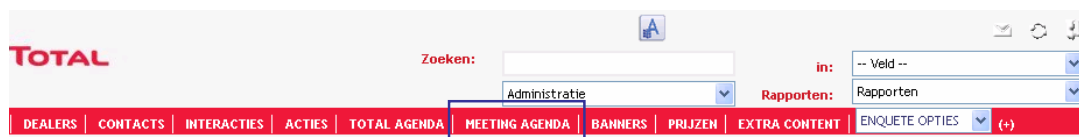
<i>Naam Prijzen</i>	NIEUW
<i>Gebruiker</i>	Admin ▼
<i>Cod Prijzen</i>	
<i>Update Datum</i>	
<i>Prijs van Euro 95 ongelood</i>	
<i>Prijs van excellium ongelood 98</i>	
<i>Prijs van excellium diesel</i>	
<i>Prijs van diesel</i>	
<i>Prijs van lpg</i>	

- 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?

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



- 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.

CREËER / UPDATE TABEL MEETING AGENDA

Cod Meeting Agenda Gebruiker Meeting Onderwerp Datum Agenda Punten Contact Email	NIEUW Admin ▼ OK Annuleer
--	---

3. Click OK

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

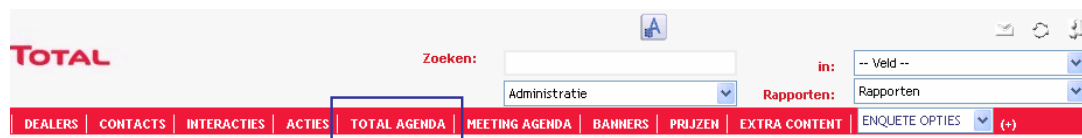
1. Opening

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.

Paragraph properties

General information

Pre-title. Line before paragraph title:

Paragraph Title:

Paragraph sub title:

Id:

Class:

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 ☒