

eCommerce Pro Onboarding

Presented by Adam Waller

Thank you for joining this webinar! We hope you found this session valuable and gained valuable insight into the eCommerce Pro Onboarding process.

*Included here are the answers to all of the questions posed during the session. For additional guidance, be sure to check out our vast, context-sensitive **Online Help within Inform** by pressing the F1 key, or by choosing the **Help Menu** at the top of the **Inform** Function Bar. A comprehensive knowledge base is also available to you at any time by visiting DDIUsers.com. We're here to help!*

You can also contact our eCommerce Pro team at ecommpro@ddisys.com

How much access do we have to akeneo? is it our license or yours?

(We have side stores that require import via CSV and other connections as well (shopify) I understand that Magento has the connect with the ERP that is fine. I dont need ERP for other sites.)

Akeneo is open source. You do not need to license the product. Akeneo allows for a variety of different export options, csv, xlsx, etc.

When do changes to the PIM update the site?

Updates to the website are brought over on an as-needed basis. Once you are satisfied with the data that you have updated, you can push these changes over to the Magento site.

Is inventory levels a manual update as well?

Inventory is a live read from the ERP

Are we able to have some users not see price when entering their orders? Some custodians are allowed to place orders however are not not see prices.

Pricing is not currently something that is configurable to be visible/not visible on a per contact basis.

Do the Rankings in Akeneo reflect rankings in Inform?

These options are not currently available with multi-line select, only the options in the Details menu (right-click) can be modified in bulk.

Does Essendant offer an API for inventory levels?

I do not believe Essendant offers an API for their inventory. Further research would be required.

Are there limits to plug-ins within Magento 2?

There are certain limitations. With our integration being so deeply built into Magento, there is a possibility that certain extensions will interfere with the integration. If there are specific plug-ins you would like to explore we can schedule a meeting with our developers.

What is the response for a website getting hacked from your team?

We would spin down your site and then our team would take the most recent backup and restore your site to this version.