Supplier's Guide to Items

Contents

Summary

Items are the cornerstone of Product Manager and the goods & services you sell in the Marketplace. To access your items, click the Product Manager tab, and then Items:

There are three types of items:

- Standard Items – the goods and services you sell.
- Delivery Items – delivery charges for your items, to be applied per item, or per basket.
- Punchout Items – Items that exist on your system that your buyers will punchout to. See our separate user guide for information about Punchout Items.

As items are created, added to price lists, approved, published and updated they go through the following states:

- **New**: Items that have been created but have not yet been attached to any price lists.
- **Unpublished**: Items that are currently attached to price lists.
- **Published**: Items that are on an agreement that are currently unchanged.
- **Updated**: Items that have recently undergone changes.
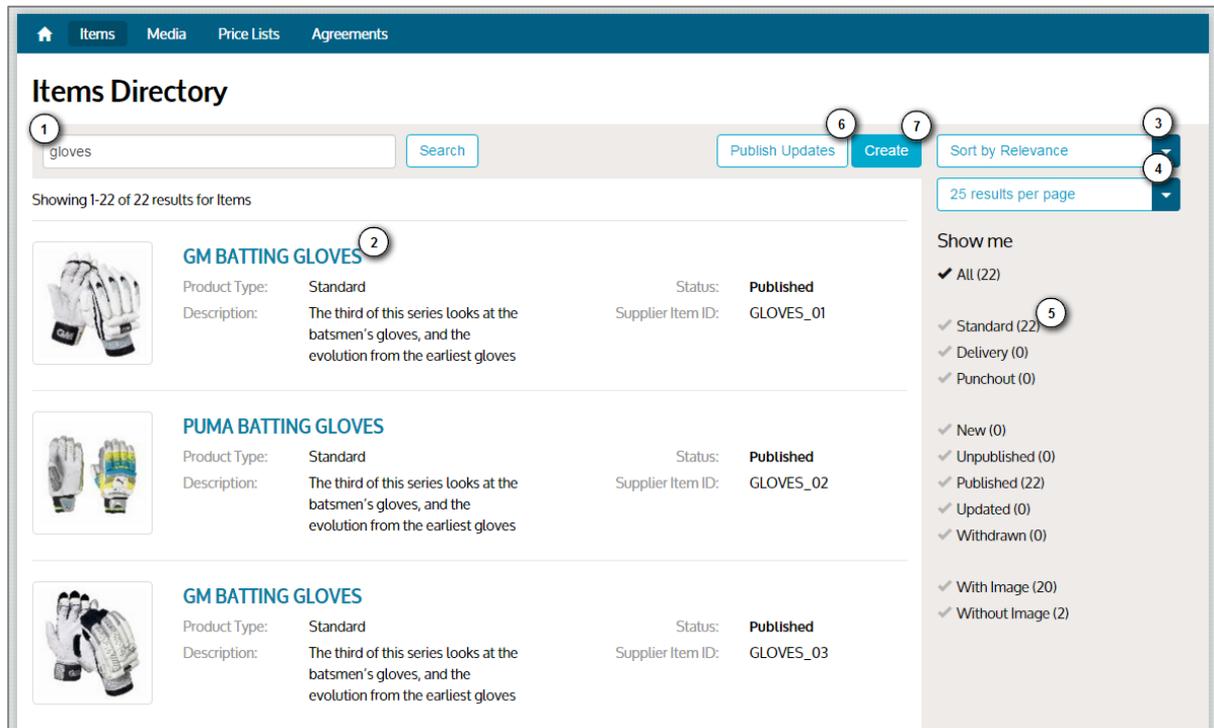- **Withdrawn**: Items that were previously on an agreement and no longer are.

The above are also filters on the Item Directory so you can quickly filter your items by their state.

In the Items section you can:

- Find items
- Publish your updates to the Marketplace
- Create Items
- Edit Items
- Archive items you no longer require

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Item Directory

The Item Directory is the default page for the Items section. It shows a list of your items that you can search, filter and sort.

1. Type in the name, item ID or other search criteria and click "Search" to find your item(s).
2. For each item the Directory will show
   a. The item's primary image, or a placeholder image if it does not have one.
   b. The name of the item, linked to the Edit Item page.
   c. The Item Type, Status, an extract from the Description and the Supplier Item ID.
3. Your search results can be sorted by Relevance, by item Name, and by the date the item was created (Newest or Oldest).
4. You can view between 25 and 100 items per page.
5. You can apply the following filters to the items:
   a. Filter by the type of item, Standard, Delivery or Punchout
   b. Filter by item state, New, Unpublished, Published, Updated, Withdrawn
   c. Filter to show items with or without images.
   d. Clicking "All" removes all the filters to show all your items.
6. If you have made changes to published items then clicking Publish Updates will post your changes to the Marketplace.
7. Clicking Create will allow you to create a wholly new item.
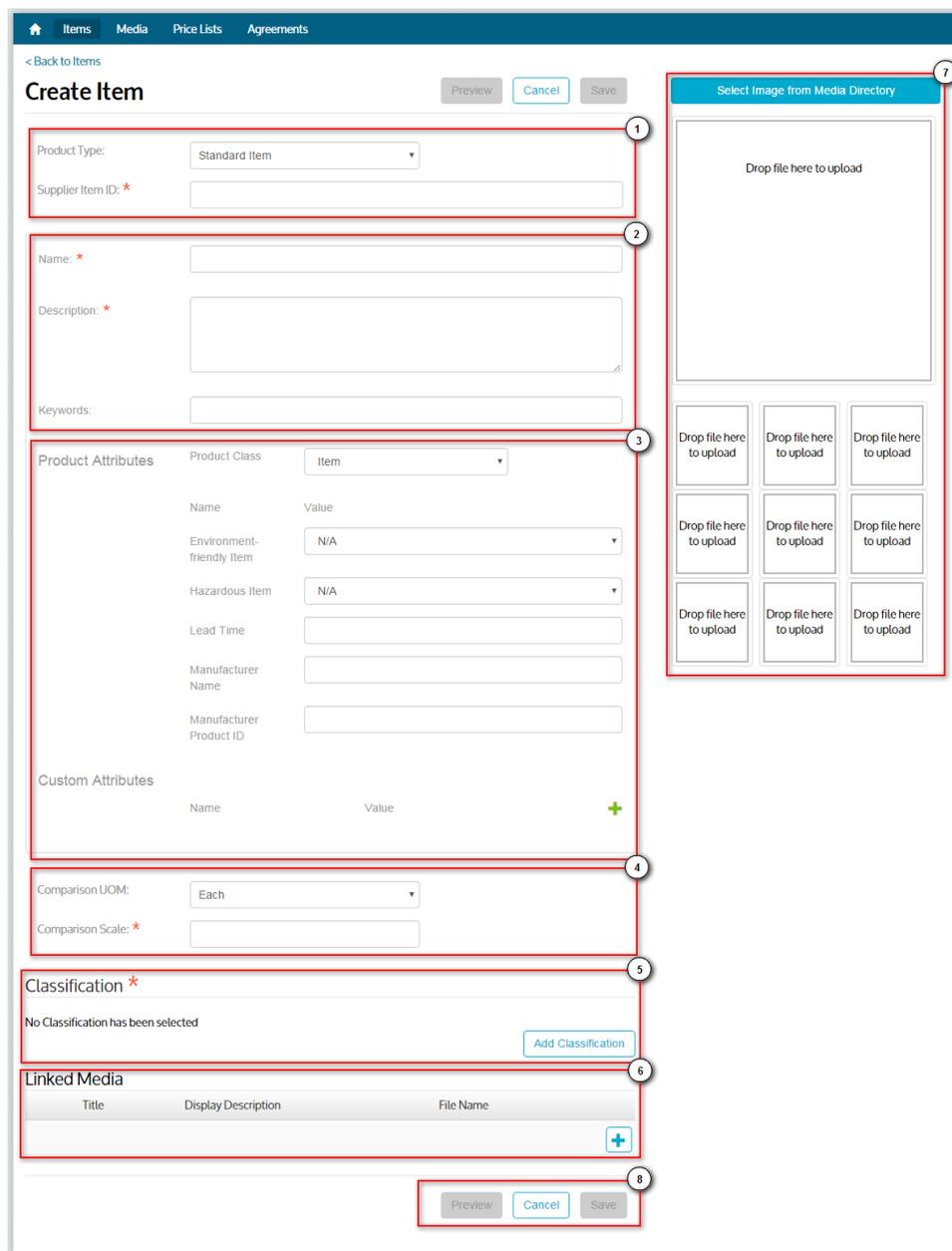
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Create Item and Edit Item Pages

From the Item Directory you can access both the Create Item and Edit Item pages. This section steps you through all the fields and options available to present to your customers the information to help them order your items.

HTML, JavaScript or other scripting languages are not permitted, although some formatting is possible in the Description field (see below).

Mandatory fields on these pages are indicated with a red asterisk next to the field name.

Standard Items

1. The Create Item page defaults to a **Product Type** of Standard. Change this to Delivery if required. (See below for more information on Delivery Items.)
   Supplier Item ID is mandatory and is an alphanumeric field. Spaces and some punctuation are permitted between characters.

2. Both Name and Description are mandatory.
    a. **Name** will be the most prominent field in your user's search results, so make sure you use text that is relevant and concise.
    b. **Description** is the field that you can use to really sell your product. An abstract is shown on the Marketplace's search results, and you can use some formatting to call out key features. See our separate guide "Formatting Your Items' Descriptions" for details.
    c. Use the **Keywords** field to provide aliases, synonyms or the names of key features of your product to help buyers find it. The field is indexed and so although buyers will not see the information here, the text used will help them find it. For example, if your product is an office chair potential buyers might search with the following keywords: office chair furniture seating computer ergonomic adjustable swivel.
3. Like Keywords, **Item Attributes** also help your customers find and understand the capabilities of your goods or services. Attributes are shown on the item in Marketplace and can be searchable and/or used as filters so users can view, for example, just products from a specific manufacturer.
    a. **Item Class** is the most basic attribute you can provide, as it designates your item as either Goods or a Service. All the other attributes in this section are based on your selection here.
    b. **Environment-friendly Item**: select Yes if your product has an environmentally-friendly component. Attribute is used as a filter.
    c. **Hazardous Item**: select Yes if your product has a COSHH (Control of Substances Hazardous to Health) or other safety data sheet. If you wish to emphasise you're your product is not hazardous, select No. Attribute is used as a filter.
    d. **Lead Time**: The number of days the buyer might expect to wait for the item to be delivered. Attribute is used as a filter.
    e. **Manufacturer Name**: The name of the manufacture of your goods, or the provider of the service, if not yourself. Attribute is searchable and used as a filter.
    f. **Manufacturer Item ID**: The manufacturer or service provider's unique identifier for the goods or service. Attribute is searchable.
    g. You may add up to ten **Custom Attributes**. These are not used as filters, but are searchable, are shown against the item and can be used to list your products key features. For example if you are florist and your product is bouquet you could list the types of flowers, the number of stems, the type of vase, if the flowers are scented, etc. Click the ➕ button to add a new custom attribute, or the ➖ button to remove one.
4. Select the correct **Comparison UOM** (Unit of Measure) and set the Comparison Scale. The UOM list includes a range of measures from the default Each through Acres, Bottles, Boxes, Pairs, Days, Weeks and Months.
    Comparison Scale helps to create a 'Price per UOM' comparison point for buyers.
5. Select the UNSPSC **Classification** for your item. This is indexed so people can use what you select to find your item, and is used in your reporting.
6. If you have files to attach to the item, such as a COSHH sheet or user guide, you can do so in the **Linked Media** section. Click the ➕ button to add a file from the Media Directory.

7. **Images** help your products stand out, so be sure to include one or more on your product. If you have images already uploaded in the **Media Directory**, click the blue button to select it. Once you have added images you can drag them around in this section to set the order they are shown in, with the largest image shown first, and on the search results page.
Click the ✖ on the top right of an image to remove it from the item.

8. Once the mandatory fields have been completed with valid data you can either Save or Preview the item. Actions you can perform on this page are listed below.
   a. **Save**: this will save your data into Product Manager.
   b. **Preview**: click to view your item as it will be presented in Marketplace.
   c. **Cancel**: cancel your unsaved changes and return to the Item Directory.
   d. **Update to Marketplace**: Saves your changes in Product Manager and posts them to the Marketplace.
   e. **Delete**: New items that have never been on a price list can be deleted.
   f. **Archive**: Items that have been on price lists can be Archived.

A standard item in the Marketplace with item attributes, custom attributes and formatted text.

Delivery Items

Delivery Items are the charges you apply to Standard Items for delivery.

1. When you select a **Product Type** of Delivery Item the relevant the fields below are shown. This section also includes Delivery Type and Item ID.
   a. In **Delivery Type** you specify the kind of delivery charge. Options are
      i. Item: the charge will be applied per item
      ii. Basket, the charge will be applied basket
   b. In the **Supplier Item ID** field you enter the ID of Standard Item to which the delivery charge should be applied.
2. Enter the Name, Description and Keywords for your delivery item.
   a. The **Name** will be shown in Product Manager and the shopping basket and so should be informative, concise and relevant to the item.
   b. The **Description** is for your reference and is only shown in Product Manager.
   c. **Keywords** in Delivery Items are used to help you find the item in Product Manager.
3. Add an appropriate delivery UNSPSC **Classification**.
4. **Images** are optional.
5. Click **Save** to save your item or changes to Product Manager and **Cancel** to cancel your unsaved changes and return to the Item Directory.

< Back to Items

Create Item

Cancel   Save

Select Image from Media Directory

Product Type: Delivery Item ▼

Delivery Type: Item ▼

Supplier Item ID: *

Drop file here to upload

Name: *

Description: *

Keywords:

Classification *

No Classification has been selected

Add Classification

Cancel   Save