

User guide for NTNU web shop manager of Viral Vector Core - Kavli

Purpose:

To inform web shop manager of Viral Vector Core (VVC) how to manage the web shop.

To make the money withdrawal from customer credit card account when the order is accepted, and production starts by NTNU will not receive any payments until the order status is changed to Completed.

Information about special concerns related to internal NTNU-, national- and foreign customers and use of Artskonto in accounting.

Role:

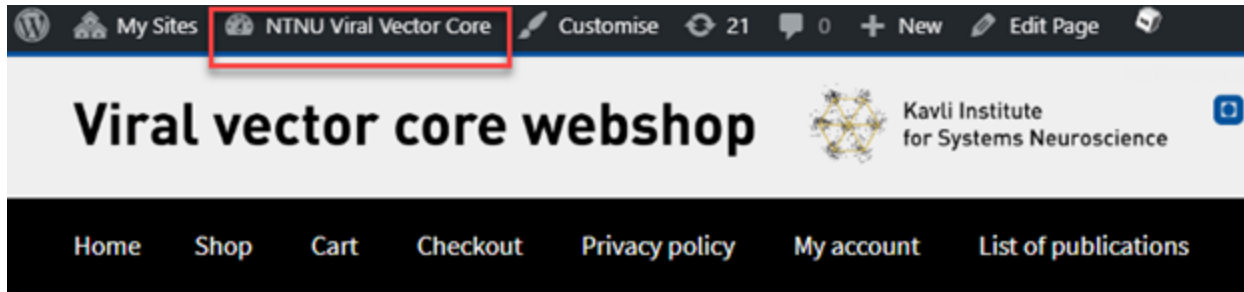
You must have 'Web shop manager' or 'Web shop assistant' role to execute these tasks.

Innhold

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User Guide – to access the Web shop admin interface

Open VVC web shop with Shop manager or Shop assistant privileges:



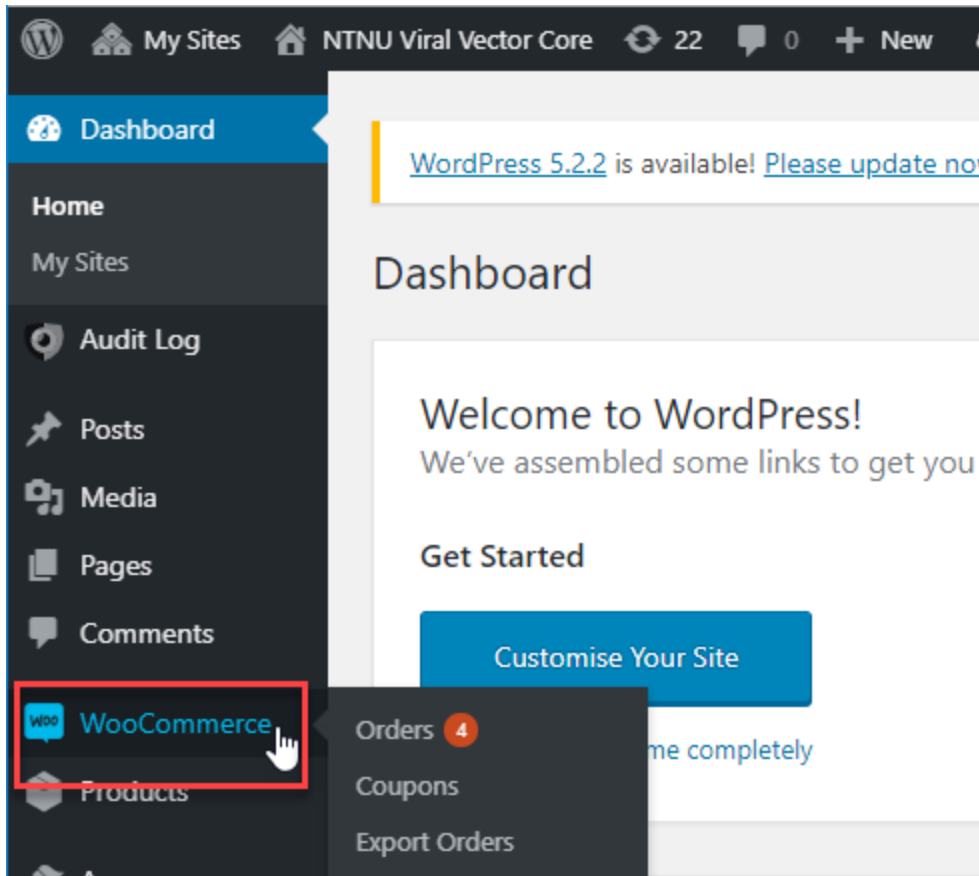
Welcome to webshop

- Click on 'NTNU Viral Vector Core' to enter administrator menu

User Guide – remember to change order statuses

Background:

When customers order products and completes the payment transaction, the order amount is not withdrawn from the credit card yet, it's only reserved. When the order is placed, the web shop manager can decide to cancel the order or start production and complete the order. When the order is cancelled the payment transaction will not take place. At the moment order is completed, the total order amount is withdrawn from customers account. The order can not be changed after the order is placed due to customers agreement of order amount reservation.



- Click menu item 'WooCommerce' to get orders overview

WordPress 5.2.2 is available! [Please update now.](#)

Orders [Add order](#)

All (6) | [Processing \(4\)](#) | [Completed \(1\)](#) | [Cancelled \(1\)](#) | [Not synced](#) | [Sync cancelled](#) | [Closed](#) | [Error 201](#) | [Error 422](#)

<input type="checkbox"/>	Order		Date	Status	Total	Sync Status
<input type="checkbox"/>	#VC6 Grethe Mari Olsen	↕	28 Aug 2019	Processing	kr 17250,00	not_synced
<input type="checkbox"/>	#VC5 Grethe Mari Olsen	↕	28 Aug 2019	Cancelled	kr 17250,00	sync_cancelled
<input type="checkbox"/>	#VC4 Kyrre Haugen	↕	7 Aug 2019	Processing	kr 11500,00	not_synced
<input type="checkbox"/>	#VC3 Grethe Mari Olsen	↕	7 Aug 2019	Processing	kr 23000,00	not_synced
<input type="checkbox"/>	#VC2 Clifford Kentros	↕	6 Aug 2019	Processing	kr 21562,50	not_synced
<input type="checkbox"/>	#VC1 Morten Moa	↕	17 Jul 2019	Completed	kr 1,15	not_synced
<input type="checkbox"/>	Order		Date	Status	Total	Sync Status

The order overview report shows different order statuses:

- Processing (yellow): The order is placed and to be qualified
- Completed (green): The order is accepted, and production has started. The amount is withdrawn from customers account
- Cancelled (grey): The order is cancelled and amount is not withdrawn from customers account

To change order status:

- Click on order number, e.g. '#VC1 Morten Moa'

Order #VC1 details

Payment via Credit card payment (27cc7a2e313945dfad72de93b4d583c6). Paid on 17. July 2019 @ 12:41. Customer IP: 2001:700:301:d::5f

General

Date created:

2019-07-17

@

12

:

40

Status:

Completed

Customer:

Morten (#14 – morten.moa@ntnu.no)

[Profile →](#) [View other orders →](#)



- Click dropdown menu and choose Cancelled or Completed

Note:

The payment transaction is now either cancelled or deducted from customers account.

To verify that payment transaction has taken place, look in the Order notes where all order activities is captured (right side of the order):

Order notes ▲

Order status changed from Processing to Completed.

added on 30. August 2019 at 08:17 by Morten
[Delete note](#)

Nets: Payment captured

added on 30. August 2019 at 08:17 [Delete note](#)

Nets: Payment through Vipps/ was a success!

added on 17. July 2019 at 12:42 [Delete note](#)

Order status changed from Pending payment to Processing.

added on 17. July 2019 at 12:41 [Delete note](#)

Nets: Payment through Vipps/ was a success!

added on 17. July 2019 at 12:41 [Delete note](#)

You can make your own notes regarding decisions and changes.

1 Add note ?

2 Private note

3 Add

Private note

Note to customer

- (1) Add text
- (2) Make this as a internal note or send this note to customer by email
- (3) Confirm new note

Order statuses in general

These order statuses are available:

Note:

The red statuses should not be used / not to appear, please contact system administrator if system generates red order statuses.

Refunded status is not to be used, the web shop is not tested and qualified for refunds yet.

Icon	Name
Pending payment	Pending payment
Processing	Processing
On hold	On hold
Completed	Completed
Cancelled	Cancelled
Refunded	Refunded
Failed	Failed

Concerns related to different customer types and use of correct accounting information

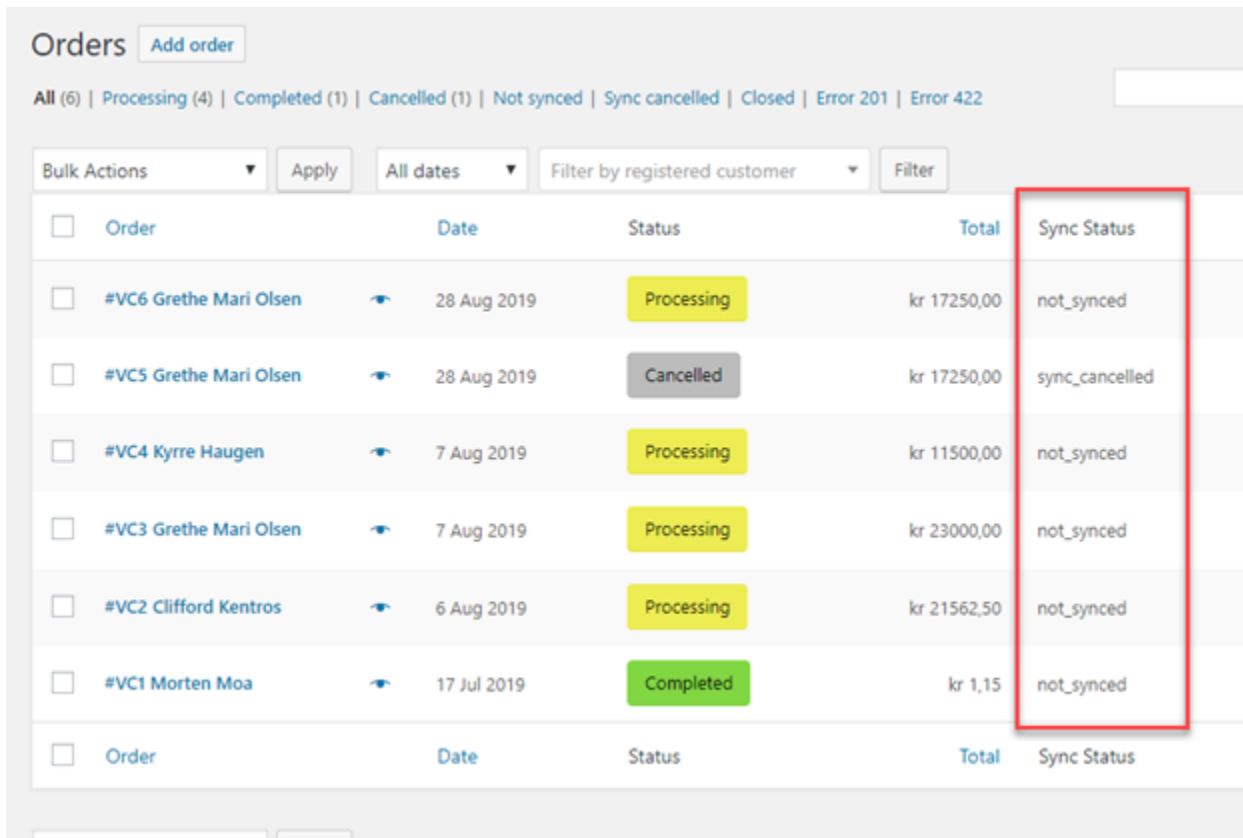
Økonomiavdelingen by Gørild L Syrstad and Berit Sagosen have demanded to use 3 different Artskonto's related to customer types Internal NTNU, national and foreign -customers.

This demand is not implemented in the solution for the time being as this information was communicated after first implementation of web shop.

Note:

To assure correct transfer of financial transactions from web shop to NTNU finance system (OA) the transfer must for the time being be done by system administrator.

The web shop report transfer status to OA in the orders overview screen:



Order	Date	Status	Total	Sync Status
<input type="checkbox"/> #VC6 Grethe Mari Olsen	28 Aug 2019	Processing	kr 17250,00	not_synced
<input type="checkbox"/> #VC5 Grethe Mari Olsen	28 Aug 2019	Cancelled	kr 17250,00	sync_cancelled
<input type="checkbox"/> #VC4 Kyrre Haugen	7 Aug 2019	Processing	kr 11500,00	not_synced
<input type="checkbox"/> #VC3 Grethe Mari Olsen	7 Aug 2019	Processing	kr 23000,00	not_synced
<input type="checkbox"/> #VC2 Clifford Kentros	6 Aug 2019	Processing	kr 21562,50	not_synced
<input type="checkbox"/> #VC1 Morten Moa	17 Jul 2019	Completed	kr 1,15	not_synced

The Sync Status is 'not_synced' before transfer of financial transactions and 'OK' or 'synced' after synchronization is done.

The web shop system must be upgraded with new functionality to reflect use of 3 different Artskonto per product / customer-type.

Now there is only one available per product:

- Pages
- Comments
- WooCommerce
- Products**
- All Products
- Add New
- Categories
- Tags
- Attributes
- Appearance
- Plugins
- Users
- Tools
- Settings
- WP Mail Log
- Nets Netaxept
- Performance

of transgenes in combination with transgenics lines. Different serotypes with different cell-specific tropism can be custom synthesized.

Recombinant viruses can be custom synthesized on a fee-for service basis, when the customer provides transgene construct for virus production. Vector core can assist in research by designing novel constructs and subsequent production of the viruses, please consult the core facility for the details.

Bokføring

Artskonto *

Kostnadssted *

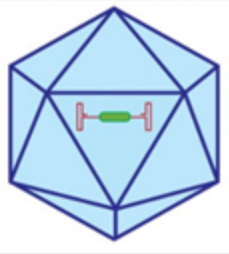
Prosjekt *

Analyse *

Opprettet av *

Product data — Virtual Downloadable

Product image



Click the image to edit or update

[Remove product image](#)

Product gallery

[Add product gallery images](#)