

## Introduction

The ultimate goal of all CommerceCM implementations is to generate orders, which in turn generate revenue. As such, CommerceCM Administrators require great tools for reviewing order information as it enters the system. Manager provides a powerful set of reporting tools for reviewing and analyzing orders.

## Landing Page

The Landing Page provides a number of tools for searching and reviewing orders and statistics about orders. The **Quick Stats** and **Currency Summary** areas provide at-a-glance data. For more detailed analysis, the **Quick Search**, **Advanced Search** and **Data Controller** features should be used.

## Quick Stats

### Quick Stats

Statistics	Orders	Items	Items/ Order
YTD: <a href="#">2006</a>	3224	4819	1.49
MTD: January	3224	4819	1.49
Today	110	159	1.45
Avg. Daily	248.00	370.69	1.49

The QuickStats area provides an at-a-glance look order activity for the current year, month and day. Notice the year text (in image above it is 2006) is a clickable link. Click this link to drill into xxx

The Avg. Daily field shows data for an average day, averaged across the current year (xxx is this correct?)

## Currency Summary

Currency Summary For: Month To Date ▼

Currency	Orders	Items	Value	Avg Value
CAD	211	327	\$9,972.68	\$47.26
USD	2617	3964	\$116,499.66	\$44.52
GBP	99	134	£3,016.20	£30.47
EUR	199	257	€3,943.60	€44.94
AUD	9	13	\$602.89	\$66.99
CHF	37	58	2,867.00	77.49
HOK	52	66	17,291,-	332.52

This Currency Summary area provides a control to quickly compare the performance of the various currencies in your system. By default, the page will show the Month To Date statistics, but the combo box allows you to quickly switch to Year To Date and Today. As currencies are inherently tied to regions, this

## Quick Search

Quick Search

- Select - ▼ Contains ▼

SEARCH

[ [Advanced Search](#) ]

The QuickSearch area provides a simple but powerful tool to search for orders based on one specific criteria. The downside of this feature is the limited control you have with comparing against only one field. However, with creative use, the feature can still be very useful for obtaining result sets and getting information about orders with minimal mouse clicks. Furthermore, since the QuickSearch result sets are subsequently displayed on the Advanced Search form, the query can be further modified using Advanced Search features.

Note: this feature is also accessible via the main Landing Page for CommerceCM Manager.

## Advanced Search

The Advanced Search page is accessible by clicking on the Advanced Search link on the Reports->Orders Landing Page. It is also accessible via the main Landing Page for CommerceCM Manager. This page provides a powerful mechanism for querying your order records based on one or more criteria.

### Advanced Search

Criteria 1:	- Select -	=		ADD CRITERIA
				SEARCH

[download spreadsheet]

0 Records ; Page: 1 of 0 Items Per Page: 60

Order ID	Date	Shopper	Items	Product	Shipping	Tax	Total:	Method
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0 Records ; Page: 1 of 0 Items Per Page: 60

Criteria may be entered into the criteria lines. When a new Criteria line is required, click on the ADD CRITERIA button and then add the new criteria. To run the query, press the SEARCH button. This will display the applicable result set at the bottom of the page. When two or more Criteria are added, CommerceCM will return records which satisfy *all* criteria added; in other words, the criteria are logically AND'ed together (as opposed to OR'ed together).

The following fields are available when entering Criteria.

OrderID	This is a text field for querying against the CommerceCM assigned Order ID that. An example is "C20051101-0164".
Currency	This is an integer for querying against the Currency of the orders. For example, your system may be configured to support Canadian and US dollars, and they may be assigned one and two respectively.
SKU	This a text field for querying against the SKUs in the orders. The SKU field is a user-generated field and generally will follow a systematic format that has been designed for each individual CommerceCM instance. In some systems, the SKU uses the ProductID as a base structure, but this is not necessary.
Product ID	This a text field for querying against the SKUs in the orders. The SKU field is a user-generated field and generally will follow a systematic format that has been designed for each individual CommerceCM instance.
Number Items Purchased	This integer field allows you to find order records based on the number of items in the order. The "less than" and "greater than" comparison operators will be useful here.
Dollars Total	This numeric field allows you to find order records based on the total dollar amount (excluding taxes and shipping) of the order. The "less than" and "greater than" comparison operators will be useful here.
Placed On	The field allows you to find order records based on the order date. CommerceCM stores order dates in what is called a datetime format. This takes the format "2005-11-01 12:16:15.720" or YYYY-MM-DD HH:MM:SS.MMM". Because

	CommerceCM combines the date and time into one field, the use of the equality comparison operator (i.e. the = sign) is not advised. A good use of this criteria field is to use it to get all orders placed before a certain date using the < or <= operator. Dates must be entered in "YYYY-MM-DD"; any other format will fail.
Last Name	This text field allows you to find order records based on the shopper's last name. The "Contains" comparison operator will be useful here.
First Name	This text field allows you to find order records based on the shopper's last name. The "Contains" comparison operator will be useful here.
Address 1	This text field allows you to find order records based on the shopper's Address 1. The "Contains" comparison operator will be useful here; e.g. you can search for orders by street name (for Billing Address) without having to know the numeric part of the address.
Address 2	This text field allows you to find order records based on the shopper's Address 2.
City	This text field allows you to find order records based on the shopper's City. This can be useful to see where orders are coming from geographically.
Province	This text field allows you to find order records based on the shopper's State/Province. This can be useful to see where orders are coming from geographically.
Postal Code	This text field allows you to find order records based on the shopper's Zip/Postal Code.
Country	This text field allows you to find order records based on the shopper's Country. You must use the ISO Country Code (e.g. Canada=CA, United States=US). This can be useful to see where orders are coming from geographically.
Phone	This text field allows you to find order records based on the shopper's Phone Number (in Billing Address).
Fax	This text field allows you to find order records based on the shopper's Fax Number (in Billing Address).
Email	This text field allows you to find order records based on the shopper's Email Address.
Registered	This Integer field allows you to find order records based on whether or not the Shopper in question is Registered. If the Shopper is registered, the value is one, otherwise the value is 0. These are the only two valid values.
Referrer ID	This Integer field allows you to find order records based on the ReferrerID. Note: this is not the alphanumeric RefID that is assigned by the user when a new Referrer record is created. It is the internal CommerceCM-generated ReferrerID.

	This is an integer. It is available by editing the Referrer record and making a note of the value of the &referrerid in the URL.
Newsletter	This Integer field allows you to find order records based on whether or not the Shopper in question is signed up to receive Newsletters. If the Shopper is signed up, the value is one, otherwise the value is zero. These are the only two valid values.

The results of the query are shown in the grid at the bottom of the page. Standard CommerceCM navigation controls are available for paging through the returned records. As well, the data may be extracted to a spreadsheet by clicking on the

### Data Controller

**Data Controller**

Show Results for:  During:   OR

View:  From Date: (mm/dd/yy)  To Date: