Order Restrictions

Administrators can set some products to be displayed to customers but prevent them from being purchased online. For example, some brands may only be bought in-store (e.g. Apple products). But you still want them displayed so your customers know you stock them.

Order restriction products can be set by:

- Web Condition Code
- Customer Code
- Territory Code
- Product Code
- Category Code
- Product Sales Type
- Warehouse Code

ⓘ
- When entering Customer or Product Restriction Codes, the '%' character can be used to include 'like' codes (e.g.. 'T%' to include all codes beginning with T).
- Records can be edited or removed as required via the **'Modify'** and **'Delete'** links.
- **'Split-Products'** can be used to separate records where multiple Product Restriction codes have been entered in a comma-separated list. A new record will be created for each value in the **'Product Restriction Code'** field, with the value of all other fields copied over.
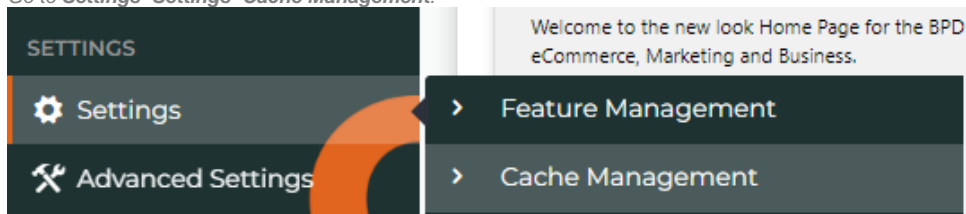
Step-by-step guide

1. Enable and configure order restrictions

1. Go to **Settings Settings Orders**.

2. Click on the **Restrictions and Charges** tab.

3. Scroll to the **Order Restrictions** section.

4. Tick **Enable Order Restrictions**.

5. In **Invalid Web Condition Codes**, enter a comma-separated list of Condition Codes which are not valid for online ordering (if any).

6. Click the **Update** button at the top of the page.

7. Return to the **Order Restrictions** section.

8. In the table, click **New**.

9. In **Customer Restriction Type**, set the value:
   a. Customer Code
   b. Territory Code

10. In **Customer Restriction Code**, enter the Customer or Territory Code to restrict.

11. In **Product Restriction Type**, set the value:
    a. Product Code
    b. Category Code
    c. Sales Type

12. In **Product Restriction Code**, enter the Product Code, Category Code, or Sales Type to restrict.

13. In **Warehouse Code**, enter the Customer Warehouse to restrict (optional). **NOTE -** Enter '%' as the warehouse code if you do not want to target specific warehouse.

14. To save changes, click **OK**.

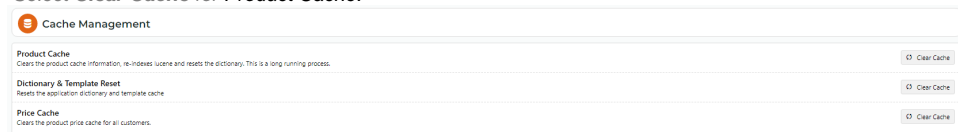15. Repeat steps 8-15 to continue adding new Order Restrictions.

2. Refresh Cache

For changes to be live on your site, refresh the Product Cache and reset the Dictionary. See: Reset the Product Cache

1. Go to *Settings Settings Cache Management*.

SETTINGS

Welcome to the new look Home Page for the BPD
eCommerce, Marketing and Business.

⚙ Settings

> Feature Management

✗ Advanced Settings

> Cache Management

2. Select *Clear Cache* for *Product Cache*.

🔵 Cache Management

Product Cache Clears the product cache information, re-indexes lucene and resets the dictionary. This is a long running process.	↻ Clear Cache
Dictionary & Template Reset Resets the application dictionary and template cache	↻ Clear Cache
Price Cache Clears the product price cache for all customers.	↻ Clear Cache

3. Select *Clear Cache* for *Dictionary & Template Reset*.

Related help

- Product Maintenance Settings
- Product Maintenance
- Add Video to a Product Page
- Variant Tags
- Product Variant Grid