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

(1)

- 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 Managemen | t. | |
|---|----|---|
| 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. | | O Cear Cache |
| Dictionary & Template Reset Resets the application dictionary and template cache | | Ø. Clear Cache |
| Price Cache Crears the product price cache for all customers. | _ | Ø CearCame |

3. Select Clear Cache for Dictionary & Template Reset.

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