

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

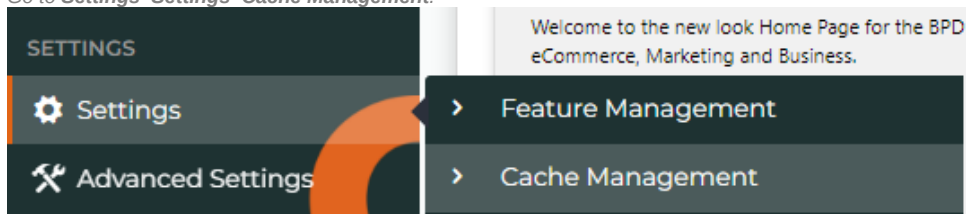
1. Enable and configure order restrictions

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.

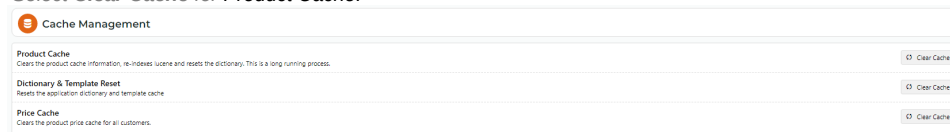
2. Refresh Cache

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**.



2. Select **Clear Cache** for **Product 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](#)