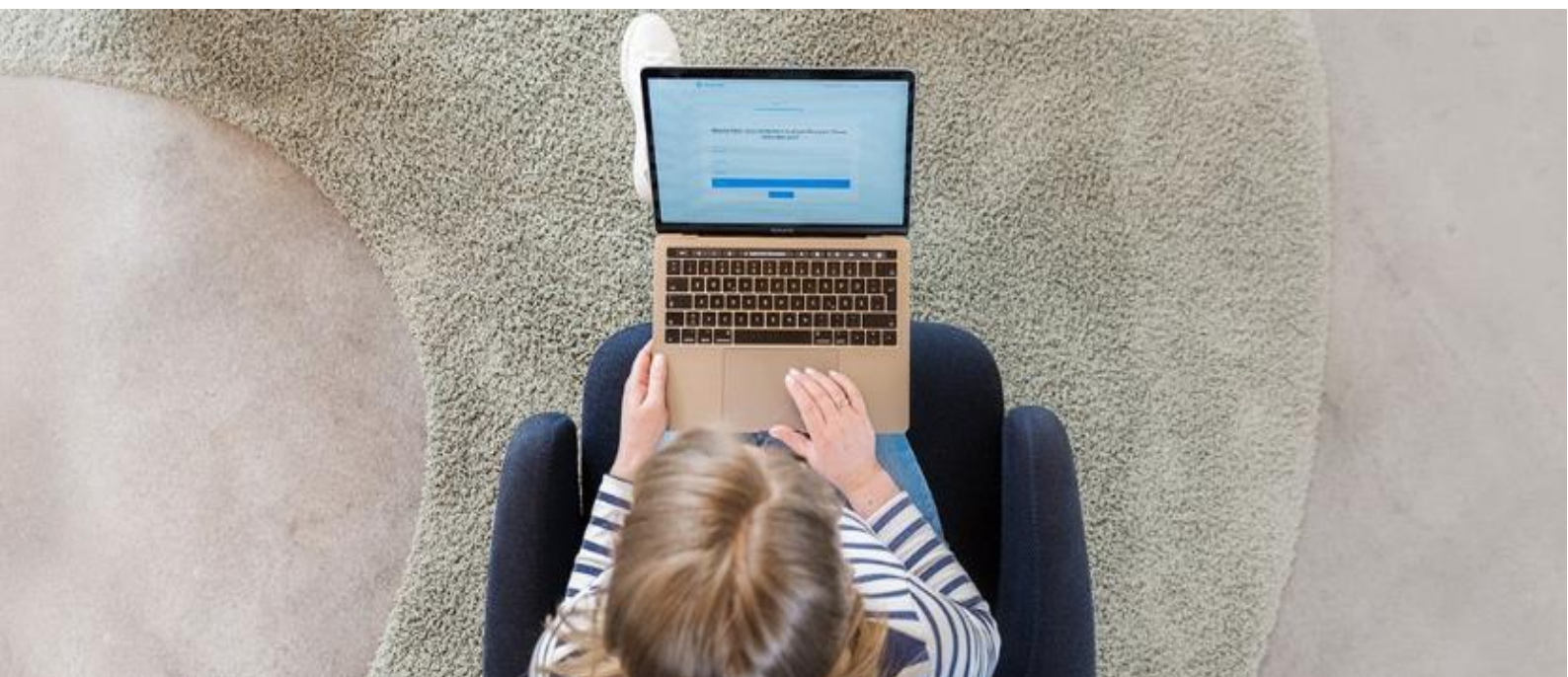# Customer account, booking and licenses

Customer account, booking and licenses

Content

Customer account

Every Shopware customer has an online account where they can manage licenses and contracts. The Shopware account also provides a great deal of important accounting information, including a history of all invoices and various bookings made for each shop domain. You can add and manage as many shop domains as you would like from one customer account.

In order to use the customer account, it is necessary that the General Terms and Conditions (GTC) are accepted, as this serves as the basis of the contractual relationship.
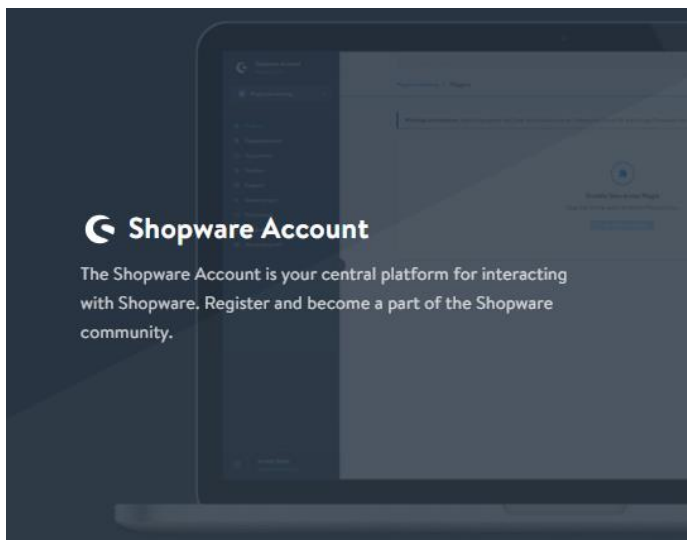
Login

The customer account can be reached using any browser at https://account.shopware.com or https://account.shopware.com?lang=en.

In order to access the account, you first need a Shopware ID – this is typically created by the user. If this was not the case, the ID has been automatically sent along with the Shopware license key.

If you do not have the password, you can request that a new one be sent to your email address using the "Forgot password" option in the login area. The email will be sent to the address connected with the Shopware account.

Menu

After logging in, you can use the menu on the left side of screen to navigate through your account.

When logging in, the "Portal" area is always displayed first. You can use the various navigation options listed at the top of the menu to jump between the "Partner area", "Shop management", "Plugin management", and "Academy".

Note: For shop owners, only the areas "Shop administration" and "Academy" are made available. Shopware sales partners get access to the "Partner area", where they have an individual partner account. Plugin manufacturers can maintain their plugins in the "Plugin management" section.

The complete menu will be displayed once you have filled out all mandatory fields.

Under "Master data" you can maintain the company and contact information as well as tax data. The "Billing" area contains information on payment methods and invoices.

The user currently logged in is displayed at the bottom of the screen. Here they can set their preferred language (EN/DE), log out, and get information on how to contact individual areas of Shopware.
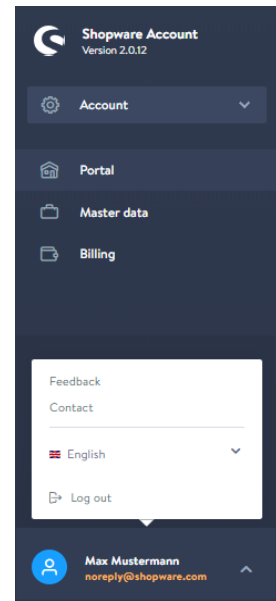
Master data

The "Shopware ID" field is automatically filled when the customer account is created, along with the customer number. Below you can enter the company name and special features for tax treatment. You can use the following sections to enter the billing address and contact details of the main person responsible for the online shop.
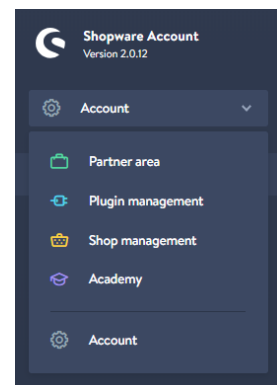
Mandatory information

The field "Company name" contains the name of the company. In the case of sole proprietorships, the name of the owner or partner of a private company must also be entered. For companies entered in the commercial register, additions such as GmbH, AG, B.V., SE, Ltd. etc. must also be included in the company name.

If an agency supports the implementation, the data of the shop owner and the agency may not be mixed under any circumstances.

As soon as the first booking has been placed in the account, the data entered for the company name, address and VAT ID cannot be changed. If you need to update anything, please get in contact with Shopware. This is designed for your security and, at the same time, ensures invoices comply with sales tax law.
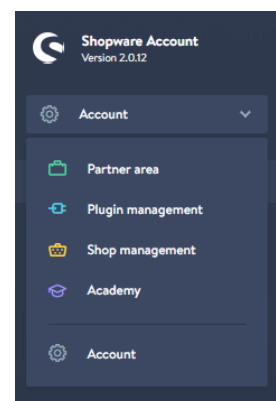
The sales tax identification number (sales tax ID) is assigned by countries within the European Union for value added tax purposes. The sales tax ID must not be confused with the tax number or the Swiss UID (company ID). These numbers should not be entered here.

Transfer of licences

When transferring licenses between companies, it is necessary for one company to give up its rights and for the other company to accept them in accordance with Shopware's General Terms and Conditions. A license transfer is only possible if outstanding invoices and the balance in the customer account have been settled and Shopware has given its consent. We will gladly send you the form required to transfer the license. It may be necessary to create a new customer account for technical and/or data protection reasons.

In the case of a license transfer, please contact us as early as possible. We may not be able to rewrite existing invoices within the scope of a license transfer.

Billing

Payment methods

In this section you can add payment methods and set one of several options as the default payment method. The default payment method is used for collecting invoices. But you can also use it for making purchases in the Community Store or adding funds to your account.

If you want to delete a payment method, please contact us directly.
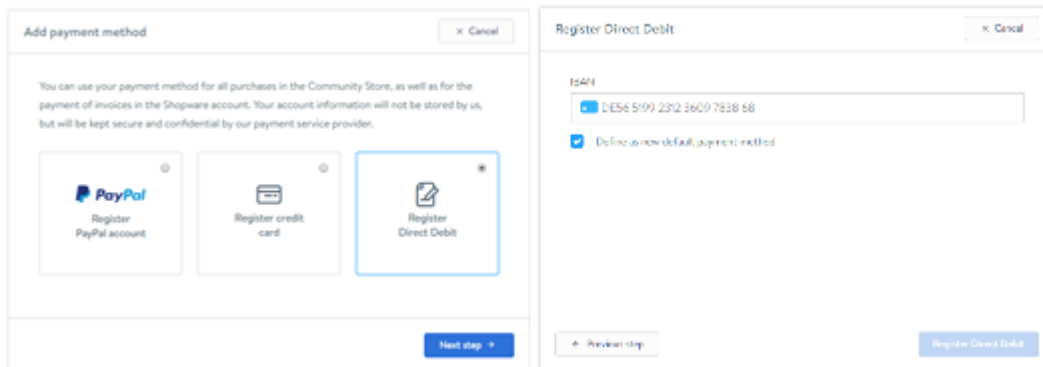
In the case of a chargeback (e.g. overdraft) the customer is responsible for any resulting fees. Therefore, please be sure that the payment data has been entered correctly and that there are sufficient funds in the account.

Under "Account / Billing / Add payment method" you can choose between the payment methods PayPal, credit card, and direct debit.

In the next step you can enter the payment data, e.g. the IBAN (international bank account number) for the direct debit procedure.

Mastercard and Visa are currently supported for credit cards. Support for additional credit card providers is planned for the near future.

When making payment using PayPal, you will be directed to their system. Please note that in using PayPal, you are authorising a "direct debit payment". This is similar to a direct debit authorisation, only for the PayPal account. You can find out more about this on PayPal's website or directly by entering your payment details.

Adding funds to the customer account

You can deposit funds of any amount into the customer account in order to make payments in advance or settle invoices.

Since you do not deposit funds for the entire customer account, rather for individual shop domains, the deposit is made under "Shop management / Shops / Shop details / Open account details".

Please note that your accounting department should also book the amounts per shop domain so that there are no inconsistencies. You can recognise the shop domain on invoices by the last two digits of the eight-digit customer number.

If you receive an error message, please note the text and react accordingly.

Additional payment methods

As long as you have not yet added a payment method, all invoices must be paid by bank transfer.

Bank details of shopware AG

Account holder: shopware AG
Bank: Volksbank Gronau-Ahaus eG
IBAN: DE81 4016 4024 0307 1007 00
BIC/SWIFT: GENODEM1GRN

PayPal account: financial.services@shopware.com

Please state the customer number and invoice number in the reference text of each payment. For prepayment, please enter the customer number and exact domain name.

Invoices and credit notes

Below the payment methods you will find a list of all invoices, cancellation documents and credit notes.

If an item is cancelled from an invoice containing several items, Shopware creates a cancellation document and a replacement invoice for the remaining items. Credit memos are only created in special cases.

Invoices (109)						
Created on	Invoice number	Shop	Status	Invoice amount	Outstanding balance	
May 23, 2014	57233	-	✅ Payed	€0.00	€0.00	⬇
Apr 30, 2014	54995	www.neueshopwa...	✅ Payed	€441.79	€0.00	⬇
Apr 16, 2014	54761	-	✅ Payed	€0.00	€0.00	⬇
Mar 31, 2014	52491	www.neueshopwa...	⊖ Open	€0.00	€100.00	🔲 Pay ⬇

We automatically create a collective invoice at the end of the month, which details all purchases made during that billing period. Shopware will use your default payment method to settle the invoice. If the default payment method cannot be debited, the invoice will contain a request to transfer the amount.

shopware

You can settle an open invoice with one of the selected payment methods using the green "Pay" button.

Individual bookings

You can find a history of your individual transactions under "Shop Administration / Shops / Shop details / Open account details". There you can track every single booking by date and amount.

Note: The partner account for sales partners can only be accessed in the "Partner area" (no longer in the list of shop domains).

Specifications in booking references

If transactions appear in your bank statement with a 12-digit number sequence (1234.5678.9012) or six-digit "receipt number", this information either comes from our systems or our payment service providers as a booking reference.

Invoice numbers are always six-digits long and accompanied by the reference "Invoice" or "Rechnung" (German for "invoice").

Within the scope of a project, a large percentage of our customers pay from a prepaid credit balance. There are also a large number of customers who make partial payments in the course of one billing period. For this reason, collective invoices do not include an invoice number.

The amount reported as open at the end of the month / amount collected may differ from the actual invoice amount due to credit balances. This information is noted in the text at the bottom of the invoice.

It can happen that a PayPal credit balance is not sufficient for a payment. In this case PayPal will debit your bank account or your credit card with the entire amount or a partial amount. As a rule, a 12-digit sequence of digits appears on the debit, followed by further details in which both PayPal and Shopware are mentioned. We have no control over and have no information about these bank account or credit card charges. In these cases, please check your PayPal account or contact PayPal directly.

If you are a Shopware partner or plugin manufacturer, you will also see your claims in this area, along with a field where you can enter your withdrawal account.

Overdraft limit and credit balances

If you own a commercial license of our software, we normally give you an overdraft limit of EUR 1,000- for your account. This allows you to purchase plugin licenses without having to pay in advance. Please note that rentals and subscriptions will be deducted from the purchase price.

As a customer with a Community Edition you do <u>not</u> have overdraft protection.

If you do not have an overdraft limit or if it is exceeded, it is necessary to make a prepayment for purchases and new rentals. You can deposit any amount of credit in your account.

For payments made in advance, you should inform your accounting department, because they usually expect an invoice at the earliest opportunity. However, we always create invoices at the end of the month and only for the services used up to then, which do not reflect remaining credit.

Fraud prevention

Please note that the payment amount for new customers is limited in the first two weeks. During this time, please also submit a business registration or an excerpt from the commercial register. If credit cards or PayPal payments are rejected, this may indicate corresponding security settings at your bank. In case of doubt you can also ask there.

Shop management and licenses

Shops

As a shop owner, the "Shop management" section is your command centre. Here you will find an overview of all registered shop domains, along with the current software version, license, and the support contract for each domain. Under the menu item "Shops" you will first be shown a list with the existing shop domains and the most important information.

Shops (24)					
Domain	Shopware version	Product license	Software subscription	Usage type	
[redacted]	4.1.3	Professional Edition	Diamond Subscription	Live	🔍
[redacted]	3.5.5	-	-	-	🔍
[redacted]	5.0.0	Professional Edition	Silver-Subscription	Live	🔍

Note: The partner account for sales partners can only be accessed in the "Partner area" (no longer in the list of shop domains).

Shop information

You can access the search using the icon in the top right corner or take a closer look at individual shop domains using the magnifying glass symbol in the overview.

Booking overview

On the detail page of a shop domain, you can click the "Open account details" button to get an overview of all bookings made for that shop. Please note that it may be necessary to look under several domains if you want to see a specific shop turnover. The corresponding shop domain is indicated on every invoice. All invoices can be found in the "Account" section under the "Billing" menu point.

Booking overview (209)

Date	Booking description	Amount	Balance
Mar 13, 2019, 9:00:03 AM	Diamond Subscription - 03.2019	-€593.81	-€17,190.76
Mar 1, 2019, 8:00:03 PM	4153.8388.4998 Refund per 01.03.2019 Voucher: 297513	-€5.00	-€16,596.95
Mar 1, 2019, 5:19:58 PM	4153.8359.8122 Deposit by Direct Debit	€5.00	-€16,591.95

Licenses and subscriptions (update and support contracts)

Under the shop information you can also find the list of licensed extensions. Here you can get further information about every plugin or theme and book updates or subscriptions.

Name	Manufacturer	Variant	Date of creation	Subscription	
Shopware ERP powered by Pickware	Pickware GmbH	purchase version	Jul 12, 2016	-	⋯
Shopware Cookie Permission	shopware AG	free version	Oct 29, 2014	-	⋯
Additional Item Attributes	shopware AG	purchase version	Oct 7, 2014	-	⋯
Migrating from other shop systems to S...	shopware AG	free version	Sep 15, 2014	-	⋯

Software may only be used with a valid license. Use without a license or an update without a subscription is not permitted.

Test licenses are displayed in a separate tab in the customer account so that you have a better overview. Please note that expired test plugins must be uninstalled in the shop and deleted from the Plugin Manager.

Note: In your shop backend you can deactivate, uninstall and delete licenses (using the trash symbol). A deactivated plugin is not active; for an uninstalled plugin, there longer exists a technical connection. Only when the plugin is deleted is it removed from the server.

Don't forget, test licenses must not only be deactivated after a 30-day trial period, but completely deleted from your backend. Information on the consequences of using the software without a license can be found in the General Terms and Conditions and at docs.shopware.com under the keyword "Plugin Licenses - Questions and Answers".

Licenses and subscriptions can also be purchased directly from the shop backend. You can find more information in the documentation on docs.shopware.com under "Plugin Manager".

Support

The commercial editions of Shopware are always offered with a software subscription. The minimum duration is one year, whereby the price for the first year is already included in the purchase price. Contracts for software subscriptions are automatically extended for a fee, unless they are terminated before expiration.

The software subscription provides you with updates and support. You can find details about the scope of each contract on our website. You can request support directly by clicking the blue button(s) in the support overview.

The support overview provides you with a history of all support requests placed.

Academy

In the "Academy" area you will find information on training courses and existing certifications. From there you can also switch to the learning platform and book training courses.

The "Documentation" tab leads you directly to the extensive Shopware documentation made available for shop owners, designers and developers. There you and your colleagues will find information about the installation, design, customisation and operation of Shopware.
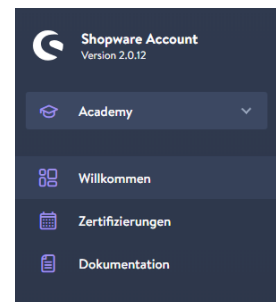
Additional areas in the customer account

For the areas "Partner area" and "Plugin management", please refer to the corresponding documentation.

Contact us

You can contact us by writing an email to info@shopware.com or by calling +44 (0) 203 095 2445 (UK) / 00 800 746 7626 0 (worldwide).

If you have any questions regarding accounting, please contact our financial services department at financial.services@shopware.com or phone +49 (0) 2555 92885-10.

If you have a software subscription with support authorisation, you can reach our support using the corresponding menu item in the account.

The information and examples in this brochure are for your basic knowledge. Processes and procedures, representations, prices and (legal) regulations may change at any time. In case of doubt please contact shopware AG. Status: 28.03.2019.