CMS.Cndk

User Guide

Complete reference for the panel and every module

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cms.cndk.org

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1 Getting started

This guide is for the **editors, administrators and site managers who run a site day to day** in the CMS.Cndk panel. The options you see in the left menu vary with your role and with the features enabled for the site. If a screen described here is not visible, ask your administrator to check the relevant permission.

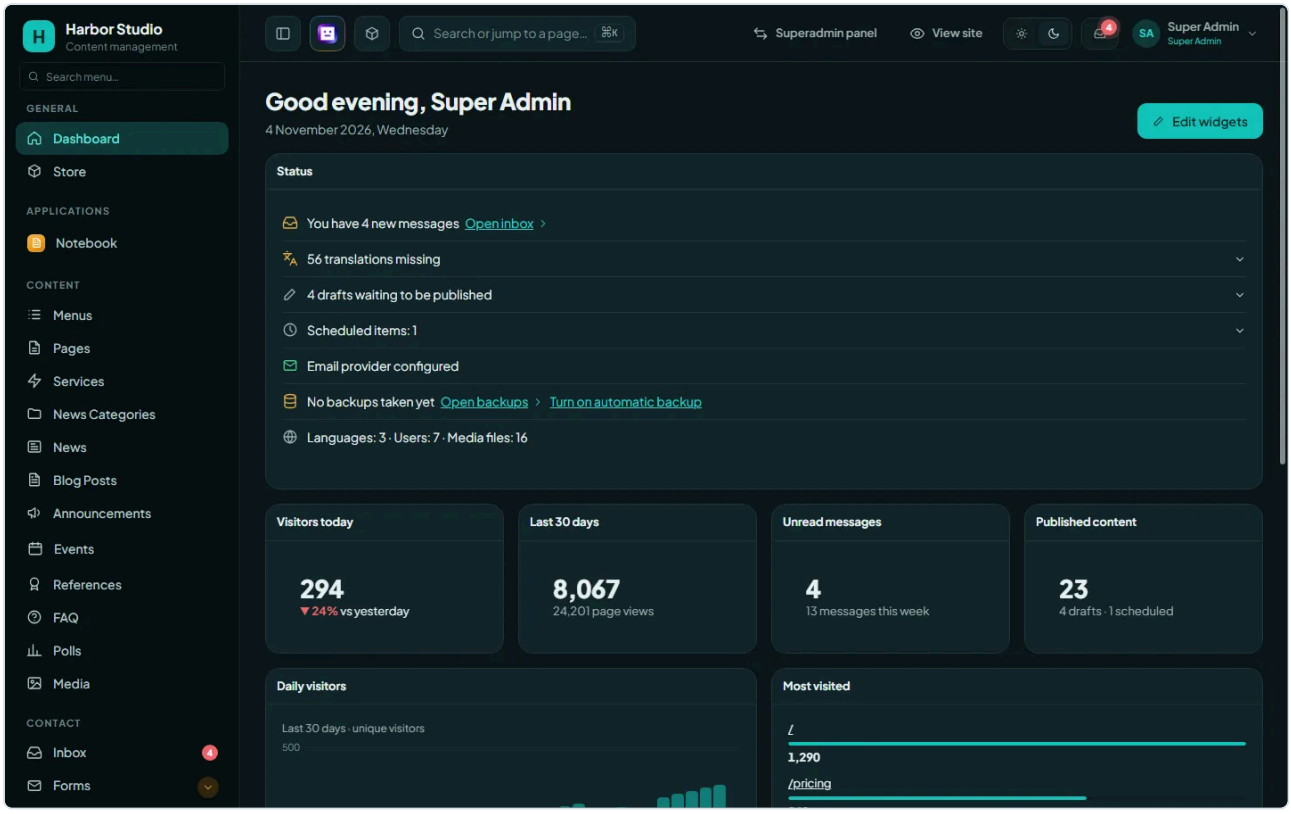
> **Field descriptions:** Hover over the **?** icon next to a form field's name (tap it on a touch screen); a short bubble explains what the field is for and how to fill it in.

In the installation requirements, write permission is checked separately for the data folder and for the site's root folder, which is used for updates. The site root folder needs permission to create, rename and delete files; the full path of both folders is shown.

1.1 Finding your way around the panel

The side menu, the page and scrollable windows all use the same style of scrollbar. The bar appears faint when you hover over its area, becomes more prominent when you hover over the bar itself, and hides when you leave the area. When you move between pages, the selected item in the side menu stays in view. Mouse wheel, touch scrolling and keyboard behavior are preserved; you can drag the bar or click the bar track. If JavaScript is not running, the browser's own scrollbar is used.

- The **left menu** groups content, contact, design and system tools. You can change the order of the sections for yourself.
- The **top bar** gives quick access to the inbox, to the notifications of open apps shown with their own module icons (for example Reservation, E-Commerce; with the number of new records), to viewing the site, to your profile and to this guide.
- The **Dashboard** shows the summaries you should check after signing in to the site.
- On a narrow screen you can open and close the left menu with the menu button.



The Dashboard after signing in, with the left menu, the top bar, status notes and visit summaries.

> **First check of the day:** Look at the status warnings on the Dashboard, unread messages, scheduled content and the date of the last backup. Then open the content type you will work on from the left menu.

1.2 Saving, publishing and session security

Panel sessions that were left open before the October 19, 2026 role security update ask you to sign in again. Your password and two-step verification settings are preserved.

Save and **Publish** are not the same thing. In the Classic/Writer editor, the publish and draft buttons on the right stay pinned at the top, down to the end of the form, for long content. A draft is visible only to panel users; a published record is open to visitors. In Superadmin AI operations, you enter your own key before the operation starts; if the key window is canceled, the operation does not start. When a search or status filter is applied in content lists, the list area shows the result count and a red Reset button appears at the top; if you are in the trash, resetting keeps you in the same view. The page template and parent record selections in the right section are dropdown menus without search. For new content, the publish date is filled in with the current date and time according to the site time zone; you can change it if you wish. If the publish date is in the future, the content starts to appear on that date. If "Unpublish on this date" is selected, the content is automatically removed from the site at the specified moment.

By default, the panel locks a session that has been left open after a short period of inactivity. The same lock screen layout is shown when the page is refreshed. The colon separator of the clock on the lock screen blinks; it stays steady if the device prefers reduced motion. You can continue by entering your

password. You can change the lock time from your profile or, if you have permission, turn it off. For sensitive operations such as password, user, role and backup restore, the system may ask for your password again.

> **Important:** Save your changes before closing the browser tab. If there is an unsaved changes warning, do not leave the page. On a shared computer, sign out when you are done instead of just closing the tab.

1.3 Entering dates and times

You can click a date field and choose from the calendar, or type DD.MM.YYYY. The calendar has month arrows, Today and Clear; on the keyboard, the down arrow opens the calendar, the arrow keys move between days and Escape closes it. In a time field you either type the time by hand in 24-hour format or choose from a list in 15-minute steps. When date and time are both requested, they are shown side by side; times are in the site's time zone.

The date range in the audit log opens from a single button. Choose a ready-made period, or pick the start and end from the calendar and press Apply. Cancel keeps the previous range; Clear removes the date filter.

If you will have a theme or custom block prepared with an external AI, ask your administrator for the current Theme Kit; the content fields and custom block references carry the site's definitions as of the moment the kit was downloaded.

Public membership screens (sign-in, registration, password, My Account, etc.) and general forms can be designed with a custom layout using the theme's Liquid partials. Superadmin can open the core templates and the field/form partials under Themes → Files; the current Theme Kit contains the model schema and examples. Security fields, consents, file uploads and error targets must be kept. The Themes screen warns about missing contract markers. If the form contract breaks while the site is running, the core form/page is used instead and a log entry is written; your custom file is not changed. This fallback view does not show that the design works correctly: test the new theme with both successful and failing submissions. Administrator sign-in/2FA screens are outside the scope of the public theme.

1.4 Site development mode

In the administrator account step, a strong password is generated automatically and filled into both password fields. With "Show password" you can make both fields visible and change the password. Save your administrator password before completing the setup; if the page is refreshed or reopened after an error, a new password is generated for the empty fields. During first setup, the administrator display name can be at most 128 characters, the username at most 64 and the email address at most 256. If a limit is exceeded, the setup is rejected before the database is created.

First setup opens at `/cndk-install`; the old `/install` address is not used and returns 404. In the first setup wizard, the second step after choosing the language is choosing the database. The database step always shows the selection fields; you choose the database type you want to use from the tab-

style options. This choice cannot be changed later. When the page is refreshed, the wizard starts again from the language step. The examples in the connection fields show the entry format; the port and the advanced connection string example change according to the selected database. The examples are not filled in automatically. The server password is not shown again. A choice that has been set through the environment configuration cannot be changed from this screen. With SQLite selected, you proceed directly with "Continue"; no connection test button is shown. With SQL Server or PostgreSQL selected, you cannot proceed without a successful check using "Test connection" next to "Continue"; if you change the connection fields, you need to test again. While the connection test is running an info box is shown, then a green result box if it succeeds or a red one if it fails. Once the choice is saved, the wizard continues with the requirements, site details, license and administrator account steps. SQLite is the recommended default and does not need any extra server information. When SQL Server 2019+ or PostgreSQL 14+ is selected, the connection to the empty database, its version and the table create/drop permission are checked. TLS and certificate validation are on by default for the server connection. After the database choice, the wizard continues without interruption. If the provider has changed, setup is completed in the last step on the selected database and the application is then restarted. When the "Complete setup" button is pressed, the button closes and a loading indicator opens; it cannot be submitted again until the operation finishes. This indicator works the same way for SQLite, SQL Server and PostgreSQL. The appearance of the final screen is kept during the restart as well. On the final screen, save the superadmin details; when the application is ready, the sign-in link opens. With a local direct run, the application needs to be run again. Changing the provider of an installed site and migrating data are not done from this screen.

New installations can start in site development mode. While visitors see the maintenance page, the superadmin can see the site as normal. Do not switch to live mode until content, menus, contact details, SEO and backup settings are complete.

2 Panel, profile and personal preferences

In the user menu on the top bar, you can lock the panel manually with **Lock screen**. Manual locking works even if automatic locking is off. Enter your password to continue; the open edit is preserved and the other tabs of the same session are locked too. The lock is preserved even if the application restarts; module APIs that work with panel permissions are also closed to access while locked. **Log out** also ends the session on the server: if a session cookie copied before logging out is used, the panel opens with the lock screen and asks for the password.

For manually ordered, non-hierarchical content types with at least two records, **Sort** appears next to the Import / export button. In the window that opens, sort the records by dragging them or with the up/down buttons; the order is saved automatically each time you drop an item, and "Saved" appears on the right of the window. When you close the window, the list updates without a page refresh. This operation requires publish permission; if someone else changes the records, you are asked to reopen the window.

Events suggest the **Calendar** editor by default. You can switch between month, week and day views; you can add an event by clicking a day and entering a title and date, and edit an event by clicking it. The edit all fields link opens the classic editor. Those with publish permission can use the Published checkbox. For events, an optional start/end time and a color can be chosen; the same fields are available when adding from the calendar. Times are in the time zone from the site settings. If the time is empty, it is treated as an all-day event. In the calendar, the dots are in the event's chosen color; an event that is a draft, has a future publish date or has been unpublished is shown entirely faded. In the list view, the start date and time appear under the title. In the classic editor, the start date/time and end date/time are side by side. In the Enter location information section, you can optionally choose a location by searching for an address or clicking on the map; the existing place text is preserved. The visitor page and the Add to calendar file show the times. The calendar appears only for types that have the shared `startDate` date field; switching to the Classic, Visual and Writer editors is possible.

The search at the top of the Superadmin Content Types page searches row texts including name, key and source; if there is no match it says No results found. Expand all / Collapse all changes all types together; Pages stays open and records are not deleted. When editing a type, **Default template for new content** can be chosen; only the templates the active theme offers for that content type are listed. If the theme changes and the chosen template does not exist in the new theme, the selection is kept, new records open with the automatic template and a warning is shown. In the Client Panel Features section on the Superadmin home screen, all the checkboxes can also be selected/cleared together; if **Store** is turned off, the Store screen in the client panel (store, install, remove, restart) is hidden, while the installed apps' own menus keep working; press the Save button to apply these choices. Some apps automatically enable, once, the disabled content types and features they need when first opened (for example E-Commerce → Products, Product Categories and Payments); if you turn these off afterward they are not enabled again. The types an app manages in its own menu are marked in the list with the app's name and cannot be turned off while the app is on; Collapse all skips them too.

When editing content, you can search related products by name, product code or stock code and select them with their thumbnails. Related product search and selections are in the same box; if there is no match it says Product not found. Products without images are shown with the default product image. The category tree can be searched. Under Products → Technical specification templates (under E-Commerce → Products if E-Commerce is on), save the title and attribute rows; in the **Use a preset template** section you can import the skeleton for a mobile phone, graphics card, CPU, monitor, keyboard, laptop, motherboard, RAM, SSD/disk, mouse, headphones, printer or power tool with one click. Attribute values come empty; existing templates are not overwritten. In a product's Technical specifications section, use **Add from template** to choose from a searchable, stacked list of templates, add the rows and fill in the values. Adding does not delete existing attributes; later changes to the template do not change products.

For a new product the status New is selected, for a project the status In progress, for a career the working type Full-time, for a certificate the type Certificate and for a bank account the currency TRY. Projects also have a Cancelled status. In projects and careers, in addition to the text location, an optional map location can be chosen. In department and category suggestions you can type a different value; FAQ categories also offer the values from existing questions.

When you create a member group, the key is generated from the group name; it can be changed by hand. In SMS settings, the provider is chosen from the selection cards at the top. The selection boxes in members, membership settings, payment breakdown, custom codes and site settings use the shared searchable view.

In the panel, save, add and delete operations are increasingly done without refreshing the page: when you press the button it switches to a loading state, the form fields are locked until the operation finishes and it cannot be submitted a second time; the page updates in place and the scroll position is preserved. The result of a successful operation is shown in a notification in the corner of the screen that closes automatically after a few seconds. The Save button stays inactive until you make a change in the form; if you undo the change it becomes inactive again. When saving succeeds, no corner notification appears; the button shows "Changes saved" with a check mark for 2 seconds and then becomes inactive again. Required fields have a red asterisk in their label. If a required field is empty or a value is wrong (email, address, number range, length), the Save button looks inactive; if you click it, nothing is saved, the missing or wrong fields are marked with a red border and a short explanation, and the first one is opened and focused (even if it is in another language or tab). The errors are listed in a window you must close and are also shown under the relevant fields; the values you entered are not lost. The Design Studio and the deprecated General Reservation app save by reloading the page; the result is still shown with a corner notification or a window. The Salon, Health, Accommodation and E-Commerce screens also work without a page refresh; after actions such as person search, focus moves to the relevant section. If JavaScript is turned off in the browser, forms work as usual. In the content editors (classic and visual), saving is also done without a page refresh; the fields and the page preview stay as they are, and the sections you opened stay open. If someone else changed the same content while you were saving, the warning appears on the page with the "Load the latest version" and "Save anyway" options. Site settings, company details, theme settings, email and SMS settings/templates, payment details and Invoice Settings also save without a page refresh; template previews and image selections stay as they are after saving. In long operations such as downloading an app, the waiting indicator goes away when the operation finishes; restart operations refresh the page as usual. The Roles, forms, surveys,

announcement window, custom codes, backups and member edit screens also save without a page refresh; the open tab, search filter and rows you added stay in place after saving. Operations that take the record to another page (for example the role list after saving a role) open that page and show the result with a notification. In the system administrator's Customized sidebar editor, dragging, arrow buttons, adding/removing categories and the "active" selection are saved automatically; the status appears at the top right as "Saved" and there is no separate Save button. A category is not saved while its name is empty, and this is indicated in the status.

The panel consists of two work areas: the **Client panel** for day-to-day site management and the **Superadmin panel**, which only the system owner can see. Normal users see only the screens they are permitted to. A hidden menu item does not by itself mean a permission; permission is also checked when the screen is opened directly by its address.

In sections with submenus and on module pages, the breadcrumb above the title shows the screen you are on; you can go back with the parent section or list link.

In the Inbox, form messages, Audit Log, Error Log, Notebook and Newsletter lists, search finds the text you type within the content. `%`, `_`, `[` and the backslash are searched as their own characters; they are not used as wildcards. English letters are not case-sensitive; for Turkish letters, use the spelling you are looking for.

2.1 Customizing the left menu

If the system administrator has turned on the Customized sidebar layout, the categories prepared for the site are shown by default. You can still save your own order and visibility preferences with Customize Menu. New items may be found under the Other heading; your access permissions do not change.

Clicking a heading that has a submenu opens the first subpage. The main screen is in the sub list: **All members** under Members, and the first and default **Cash pool and accounts** under Payments. The first, default **SMS Log** tab of SMS shows the SMS breakdown; the connection settings are on the **SMS settings** tab. The order of submenus is saved independently of the main headings and is preserved when you change pages. The open subpage and the main heading it belongs to are highlighted together; this layout also applies to module menus.

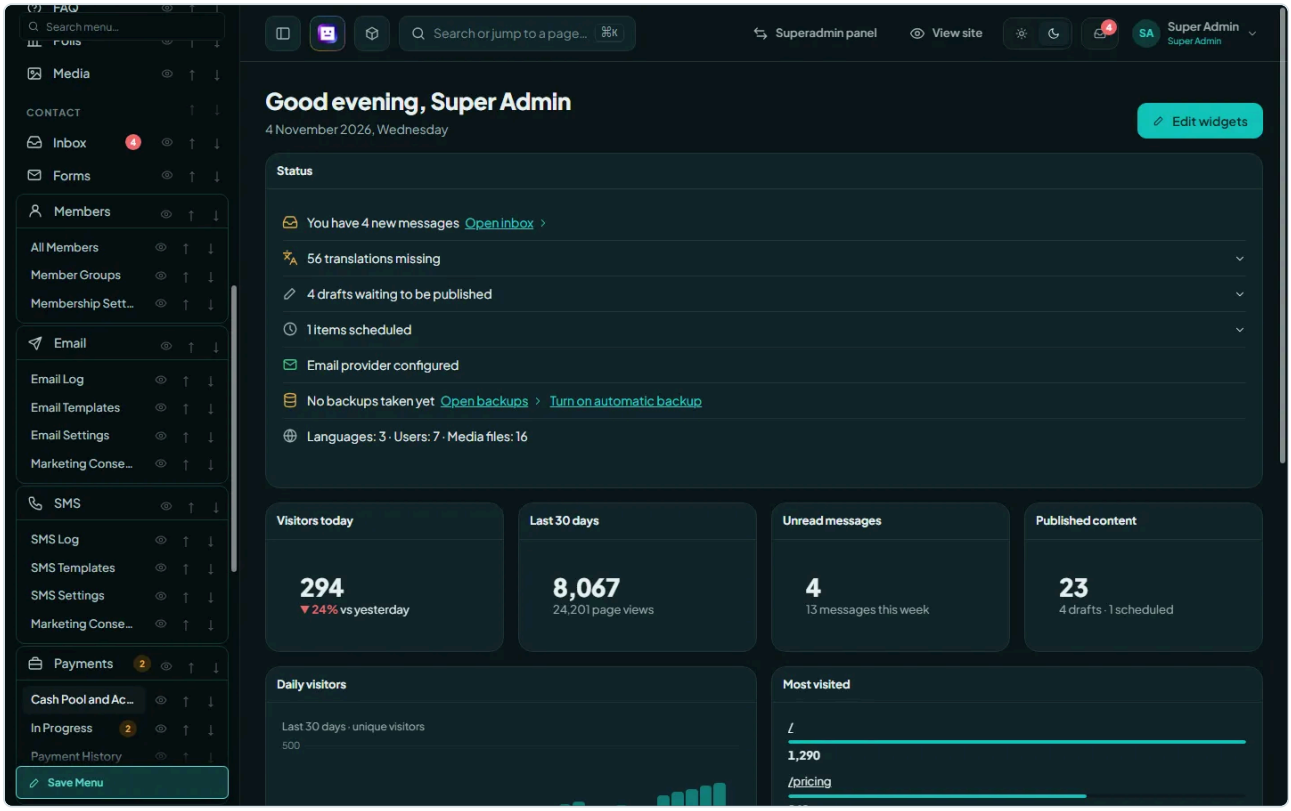
On a wide screen you can adjust the width of the left menu by dragging the bar at its edge. When you narrow it below 100 px, the menu switches to the narrow, icon-only view, the same as with the sidebar button at the top. You can expand it again by dragging the bar outward or with the button at the top. Double-clicking the bar returns it to the default width of 264 px. It can also be adjusted with the arrow keys; the width is remembered in this browser.

All main menus that you have access permission for and that are enabled in the site features, including the System group, are visible by default. Personal hiding preferences you saved earlier are preserved.

With the **Customize Menu** button at the very bottom of the left menu, you can arrange the menu to fit your working habits:

1. Press the **Customize Menu** button. The button becomes "Save Menu"; edit controls open next to each group and link. If the menu is long, the button stays pinned below the menu.

2. Use the ↑ / ↓ buttons on group headings to change the order of the General, Content, Contact, Design and System groups.
3. Use the ↑ / ↓ buttons of a link within a group to move that link within the same group.
4. With the **eye** button, hide a link you rarely use or make a hidden link visible again. While editing, hidden items appear faded; after you save, they disappear from the normal menu. When you hide an item that has a submenu, its sub-items are hidden too; when you show it again, they appear together.
5. Press the **Save Menu** button. The preference is saved to your account and also applies on your other devices.



In customize mode every menu item gets an eye button and up and down arrows. Save Menu is at the bottom.

This operation **only personalizes the view**: it does not turn off the feature, delete the record, change a role or permission, and does not affect other users' menus. The orders of the Superadmin and Client panels are stored separately. You can still reach a screen you hid through the panel's global search or its known address.

If things get confusing, use My profile → **Panel Appearance** → **Reset Appearance** to return the theme, sidebar, menu order and visibility preferences to the defaults.

2.2 Top bar and account menu

- **View site:** Opens the public site in a new tab. In development mode, a normal user and a visitor may not see the same result.
- **Notification group:** The inbox, order and reservation icons appear, with a count badge, only if they have unread records, in a single group similar to the light/dark theme selector. When no unread

records remain, the relevant icon is hidden; when everything has been read, the group is hidden. You can always reach the lists from the left menu.

- **My profile:** Takes you to the settings for your name, password, two-step verification and automatic panel lock.
- **Appearance preferences:** Light/dark appearance and personal panel behaviors are stored according to the browser or the user preference.
- **Log out:** Ends the session securely.

2.3 Notifications and confirmation windows

The short notifications that appear at the top right report the result of an operation. Dangerous operations also ask for confirmation; do not confirm without reading the text. If your password is asked for again in Superadmin operations, it means the security period has passed since your last authentication.

2.4 Read-only and feature-off states

On the top bar, the roles assigned to your account appear as small text under the username. In demo/read-only mode you can explore the screens but changes are not saved. In the visual editor, the theme preview of unsaved changes works; saving is turned off. The demo notice opens at the first panel sign-in; once you close it, it is not shown again to the same user in the same browser (it appears again if browser data is cleared). Saving operations warn before you leave the page. The Design Studio also appears in the superadmin menu in the read-only demo; saving and AI operations are turned off. If a feature has been turned off by the superadmin, it cannot be reached from the menu or by direct address. This is different from a missing role; your administrator can check why it is not visible.

3 Full map of the panel screens

This map helps you quickly find which screen in the panel is used for what. Content types and modules can vary from installation to installation; the core screens below are visible if the permission and feature policy allow it.

3.1 General

Dashboard	A daily summary of visits, messages, publications, recent edits, outstanding work and backup status.
Store	Discovering apps, opening installed modules, going to their settings and free module operations.

3.2 Content

Menus	Edits the public site navigation, ordering, sub-levels and language titles.
Content types	Pages, News, References, Partners, Sponsors, FAQ and other record lists enabled for the site. New records, publishing, bulk actions, trash and CSV are found here.
Media	Uploading images/files, search, alternative text, focal point, replacing files, usage and deletion.
Polls	Voting on the site: the question, options, who can vote (IP, browser, member), duration and results.

3.3 Contact

Inbox	Reading, searching, starring, archiving and replying to the messages from all forms, plus sent emails.
Forms	Choosing a form template, fields, language texts, personal data and commercial message consent, notification and automatic reply.
Members	Visitors who created an account on the site, those awaiting approval, member groups and membership settings (registration rules, profile fields).
Email Templates	The subject and text of the emails the site sends automatically (verification, password reset, welcome…), per language.
Payments	Payments received by the apps; bank transfer approval, refunds, holding/releasing funds and the bank transfer/EFT setting.

Module screens	Communication modules such as Newsletter can be added to this group with their own records and permissions.

3.4 Design

Company Information	The theme-independent source for company name, address, contact, registry and social media. The copyright and the name next to the icon on the sign-in and 2FA screens are taken not from Company Information but from the Site Settings → Site name field; the Cndk icon is kept.
Theme Settings	The active theme's logo, header/footer sections and theme-specific options, with value history. Field names appear in your panel language. Fields that vary by language follow the site language you are editing: if the theme's starter content is installed, while there are no records in that language yet, the theme's sample text in that language is shown both on screen and on the site; once you save a value, it never changes again. The **Core theme settings** at the very top hide the member sign-in icon (if membership is on), the language selector (if more than one language is on) and the currency selector (if more than one currency is on) in the top part of the site, whichever theme is selected; the switch saves automatically when it changes. The features stay on: the member sign-in and the pages of the other languages open by address; when the currency selector is hidden, prices are shown in the selected or the main currency. If you edited the theme files in the panel, the header file needs the `site.header.hide_member` condition for the member icon.
Announcement Popup	Managing timed, per-language popups/announcements with links.
Custom Code	Placement areas for approved analytics, verification and third-party code.

3.5 System

Users	Creating panel accounts, assigning roles, activating and deactivating. In the list, the time elapsed is shown in small text under the last sign-in date (just now, minutes, hours or days). If the last sign-in is newer than 15 minutes, the elapsed-time text is light yellow; for older sign-ins it stays faded.
Roles	Task-based permission sets at the level of content types and system features. On the left, roles are listed with their user and permission counts; the main screen compares roles section by section. When a role is selected, its permissions are shown in section cards: the section switch turns all permissions of that section on/off, and search and "Turn all on/off" can be used. When a change is made, the bar at the bottom shows the "You have unsaved changes" warning. The "Members" tab lists the users in this role; the

	role is assigned from the user edit screen. The Administrator role's permissions are locked.
Languages	Adding and enabling site languages, the default language and ordering.
Redirects	Redirecting moved old addresses to a new target with a permanent 301.
Site Settings	General, SEO, icons, email, form security, artificial intelligence and site-wide options.
Cache	Managing the page, template/app and resized image caches separately.
Backups	Manual/automatic backup, remote destination, download, upload and safe restore.
Audit Log	Searching the trail of user, time, action and change, retention and CSV. The summary of new entries appears in your panel language; older entries may stay in the language they were written in, and search works on the Turkish summary text.
Error Log	Reviewing public 404/500 errors and bot crawls; creating a redirect from a real 404.

3.6 Account and help

My profile	Name, email, password, automatic lock, API keys and appearance reset. The panel language is chosen from the flag menu at the top right of the page, and applies immediately when you choose. The panel opens in English by default. If the panel language has not been chosen yet and your browser's language is different (for example Turkish), that language is suggested at the top of the screen, including on the sign-in screen; your choice of "dismiss" or "keep" is remembered in this browser and the suggestion does not appear again.
Two-factor authentication	Setting up and managing TOTP security.
User Manual	The guide you are reading now, whose scope varies by role.
About	The CMS version, user manual and product links, version history, update information and the version and license list of the open source components in use.

> **If a screen is not visible:** Check in order whether it is hidden in your personal menu, whether you have the role permission, whether the superadmin has enabled the client feature, and whether the required module is installed and licensed.

4 Dashboard and daily check

The Dashboard is the operational summary of the site. Some of the cards are visible only if you have the relevant permission. You can arrange the core and module cards to suit your own needs.

In the E-Commerce main menu, the number of orders awaiting payment/approval is shown with a red round badge; in the Reservation main menu and the Reservations submenu, the number of valid or unread reservations awaiting approval that you can access (the same record is counted once) is shown. It is hidden if zero, and shows "9+" above 9.

The small search field above the left menu is in place from the first load; it does not shift the menu while JavaScript loads. This field instantly filters menu and sublink names; it stays visible at the top when the menu is scrolled down. If there is no match, the message "No results found." appears. When you clear the search or press the Escape key, the normal menu comes back; hidden menu preferences are preserved.

The **Edit widgets** button in the Dashboard heading turns on edit mode. In the normal view, the move, resize and remove controls are hidden; the cards cannot be changed. The **+ Add widget** button that appears while editing opens the core cards and the module cards you can access; the card's provider (CMS.Cndk or the module name) is shown in green. The search field in the window instantly filters the list by widget or module name. Bring a card onto the Dashboard with **Add**; remove it with the card's × button. While you drag it by its handle, the card stays in place; the target area is shown with a dashed border and the text "Drop here". The card moves only when you drop it; Escape cancels. The keyboard arrows can also be used while the handle is focused. Set its width to **25%, 50%, 75% or 100%** by dragging from its corner or choosing from the percent list. All of these operations are saved automatically without a page refresh. If there is an error, the last saved layout comes back and a message appears. The selection, order and width are specific to your account; they are preserved when you sign in again. Cards in the same row come to the same height as the tallest card in the row; they are automatically re-equalized on moves and size changes. On mobile, cards widen to fit the screen, and the desktop size is kept. If a module/permission is turned off, the card is hidden; when access returns, it appears again with its earlier selection. The plain **Reset to defaults** link in the save status row asks for confirmation first. Cancel or Escape makes no changes. When confirmed, only your Dashboard selection, order and sizes return to the default core layout; the module widgets you added are removed from the Dashboard. The theme, menu layout and app shortcuts are preserved. Go back to the normal view with **Finish editing**. When the page is reopened, editing is off. Editing requires JavaScript. Pinning an app shortcut is separate from adding a widget.

E-Commerce offers separate widgets for the counts of orders awaiting payment, being prepared, in shipping and in total, and for reviews awaiting approval. Cards with a zero value can also be pinned; the number refreshes when the page is opened. The Orders links open the relevant status filter; the total also includes canceled and delivered orders.

- **Today's and the last 30 days' visits:** Shows the general direction of traffic. Signed-in panel users and known bots are not counted.
- **Most visited pages:** Helps you notice content priorities and unexpected spikes.

- **Unread messages:** Shows the form submissions in the inbox awaiting a reply.
- **Published content and recently edited:** Gives quick access to current work.
- **New messages and app alerts:** If there are unread messages in the inbox, "You have a new message" appears at the top of the Status list along with an **Open inbox** link. Installed apps add alerts here too: in Reservation, "New reservation" and those awaiting approval; in E-Commerce, "New order" and orders awaiting payment; the link opens the relevant list already filtered.
- **Status list:** When you click a missing translation row, the content title and the missing language open; when you choose the record, you go straight to the editor for that language. Long lists are paged. Draft and scheduled content rows open according to their type and link to filtered content lists. If the email provider is not set up, an authorized user goes directly to the Email settings; if you do not have permission, it says to contact your administrator. From the backup status you can go to the Backups screen and to the automatic backup setting. Only links to records and screens that you can access are shown.
- **Storage indicator:** Shows database and media usage. If a media limit is defined, also monitor how full it is.

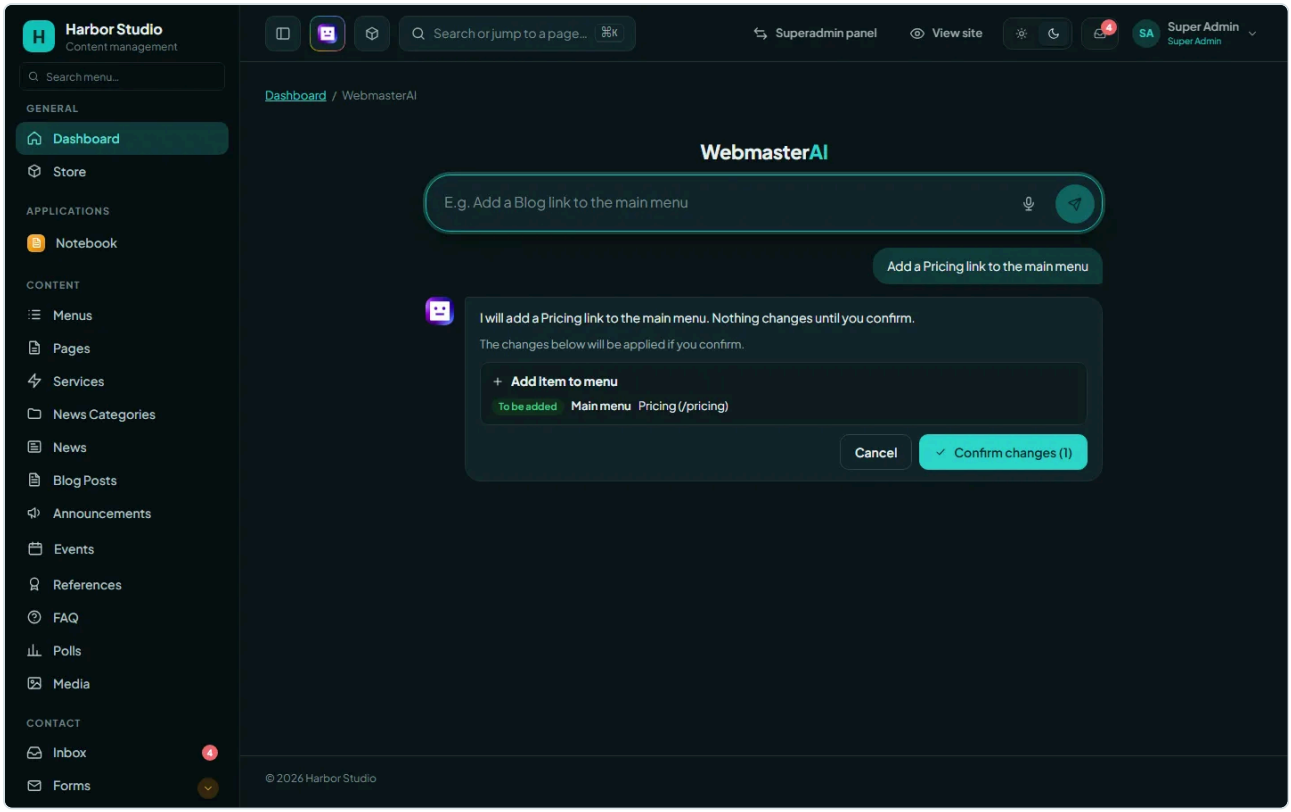
> **Recommended routine:** Reply to messages, check content that is about to expire, look in the error log for any new increase in 404s, and verify that the automatic backup is running.

5 WebmasterAI

On the screen opened with the **WebmasterAI** button on the top bar, next to the sidebar button, you write what you want to do on the site in your own words (for example "Add the Contact page to the main menu", "Hide the Blog item in the submenu"). It opens from any page with `⌘/Ctrl` + `J`; with `⌘/Ctrl` + `K` page search, you can carry the text you typed into the box with the **Ask WebmasterAI** row. Enter sends, Shift+Enter starts a new line; the suggestions under the box only type an example into the box.

Voice command: Press the microphone button in the box and say your request; what you say is typed into the box, and you check it and send it (it is not sent automatically). When you stop speaking, listening stops by itself; pressing the button again or Escape also stops it. On first use the browser asks for microphone permission. Speech recognition is done by the browser's own service (Google in Chrome, Apple in Safari); the audio does not reach the CMS and is not stored. In browsers that do not support it (for example Firefox), the microphone button is not shown.

- **You see first, then you approve:** WebmasterAI makes no change on its own. It turns your request into a plan and lists what will be added, changed (previous → new) or removed. The site does not change unless you press **Approve**; **Cancel** does nothing. Plans that include deletion appear in red and ask for separate confirmation.
- **Your permissions apply:** WebmasterAI suggests only the tasks you can do yourself. For example, if you do not have menu permission, it does not suggest a menu operation.
- **It asks when a request is unclear:** If there is more than one match, it does not guess but offers options; you continue by pressing an option.
- **A record changed in between:** If someone else changed the same record after the preview, the plan is not applied; look again against the current version with **Preview again**. The preview is valid for 15 minutes.
- **Restore: Restore**, under the applied operation or in the **Recent actions** list, brings the changes back. If the record has changed since then, the restore is not done. The history is kept for 30 days; an administrator sees everyone's operations.
- **Limits:** A single request can make at most 25 operations and 200 changes; split larger jobs.



WebmasterAI lists the change it proposes. Nothing is applied until you confirm.

What can be done at the moment:

- **Menus:** adding a page or link, changing an item's name/link/icon, hiding or showing again, moving, removing, and filling a menu with the published records of a content type.
- **Pages and content:** creating a new record (as a draft or published; WebmasterAI can write the text), editing titles, fields and SEO texts, adding a translation in another language, publishing or unpublishing, moving to the trash and restoring. Image and file fields are not filled by WebmasterAI; permanent deletion is not done. When new text is given for a block/rich text field, the whole of that field is replaced; the preview shows a summary of the old and new text.
- **E-Commerce (if installed):** changing a product price (including option combinations), percentage price increases/discounts on selected products, discounted price and date range, stock updates (it cannot go below the quantity reserved in carts; stock movements are written with a WebmasterAI note), turning sales on/off, creating coupons and turning them on/off. Product editing permission is needed for price, stock permission for stock, and E-Commerce settings permission for coupons.
- **Reservation apps (if installed):** In Stay, the nightly price of a rate period, percentage changes to future rates, adding/removing closed nights and turning a unit on/off; in Salon, service price, bulk price change by percentage, turning a service on/off and enabling/disabling online booking, closed days, staff leave; in Health, examination fee, turning a doctor on/off and enabling/disabling online booking, doctor leave, closed days. All of these require the app's settings permission. Adding a closed day or leave does not delete existing appointments; the preview shows the number of appointments on those days. Customer, guest and patient information is never sent to WebmasterAI.

- **Site details:** company information (phone, email, address, working hours, social media…), adding/changing/deleting redirects, site name and home page, adding/removing the contact button, creating and turning on/off an announcement popup, theme settings (the texts and options the theme defines; excluding images such as the logo), image descriptions (alternative text; it can find images with missing descriptions), turning a form on/off.

What WebmasterAI does not do: user and role management, security settings, backup and restore, site reset, license, payment provider settings, adding/removing languages and design (theme files, colors/fonts). These tasks are done from the relevant screens; when asked, WebmasterAI tells you so. Every operation requires your permission on the relevant screen: for example, company information requires the site settings permission.

WebmasterAI uses the key saved in Site Settings → Artificial Intelligence. If no key has been entered yet, the screen still opens; when you send your first request, if you have the site settings permission, you enter a Gemini or ChatGPT key in the same place (the connection is verified with a small test request, the key is stored encrypted) and your request continues automatically; if you do not have permission, it says to contact your administrator. The request you write is sent to the AI provider; do not write personal data. In demo mode, requests cannot be sent. The superadmin can turn this feature off from the panel features.

6 Pages and content

6.1 Campaigns: promotional content and a live product showcase

After turning on the **Superadmin → Content Types → Campaigns** type, add records in the panel under **Campaigns**. A campaign has a title, summary, cover image, content blocks and an optional button text/link. The default editor is Visual; with text, image, video, form, countdown and other existing blocks, you can also prepare a promotional page that contains no product sales. The E-Commerce module is not required. The fields can be customized as needed from the content type screen.

On the home page or on a separate campaign list page, add the **Content list** block and choose **Campaigns** as the content type. Cards, image cards, lists and paging can be used with the existing settings. The **Show on home page / Popular** fields are optional list filters; on their own they do not add a block to a page. Set the campaign's publish start and unpublish dates from the existing publish settings; records that have not started yet or have expired are not shown to visitors.

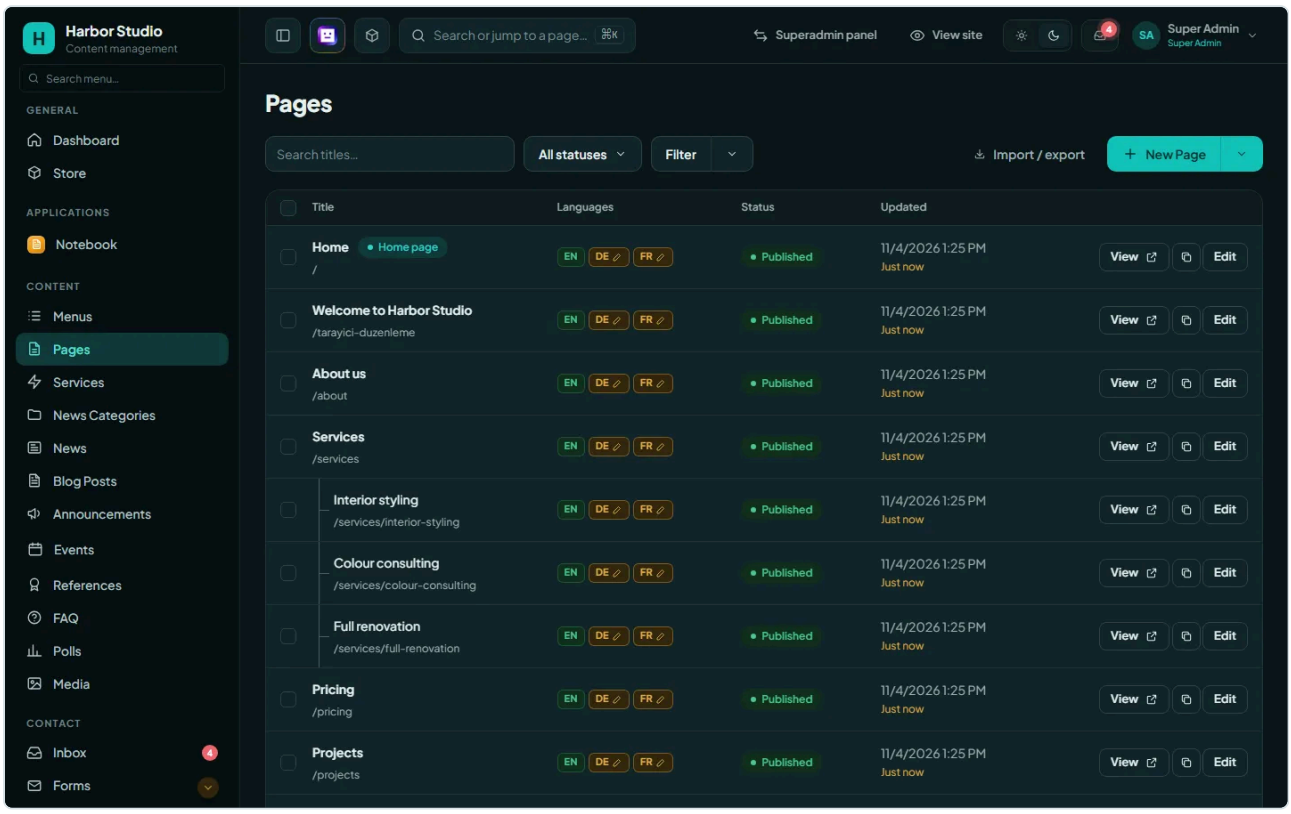
When E-Commerce is on, add the existing **Product showcase** block to the campaign content: **Discounted** automatically finds currently discounted products; **From a category** shows that category's products on sale, and **My selected products** shows the products you choose. Price, discount and stock information come from the product records; they are not copied separately into the campaign. Product changes update in the showcase. **Featured product** can be used to promote a single product, and **Category showcase** for category links. Static descriptions and these dynamic blocks can appear together on the same campaign page.

> **Price and discount management:** Creating campaign content does not automatically change a product's price or coupon rules. Manage the discounted price in Products and coupons in E-Commerce's coupon screen. A campaign being unpublished does not end the product's discount either. When E-Commerce is turned off, the campaign text/images remain; the module showcase is not rendered for visitors.

Only while site development mode is on, you can add `?sharingPreview=true` to the content list address to examine the sample social media logos in the status labels. This design preview does not change real sharing records. In the Sort window, the thumbnail of records that have an image is shown next to the title; you can move records by dragging them or with the arrow buttons. With the arrow next to the Filter button → Advanced filter, choose the title, status, language, created/publish dates and the fields of the content type. In Pages, the Page scope selection lists Content pages, System pages or All pages; the default Content pages selection hides system pages. Search is not supported on image and gallery fields; these fields are not shown in the filter. For number and date fields, you can enter a lower/upper bound. The modal grows with its content; in long forms you can scroll the body. Filled criteria are applied together. Selections are preserved in the address and with paging; while an advanced filter is on, the main button reopens the same modal. Reset removes all filters; choosing Filter in the menu clears the advanced criteria.

Blog Categories and News Categories are managed dynamically, and subcategories can be added. At first setup both contain a General category. In News and Blog Posts, several categories can be chosen from the tree; old news category selections are migrated to the new category records.

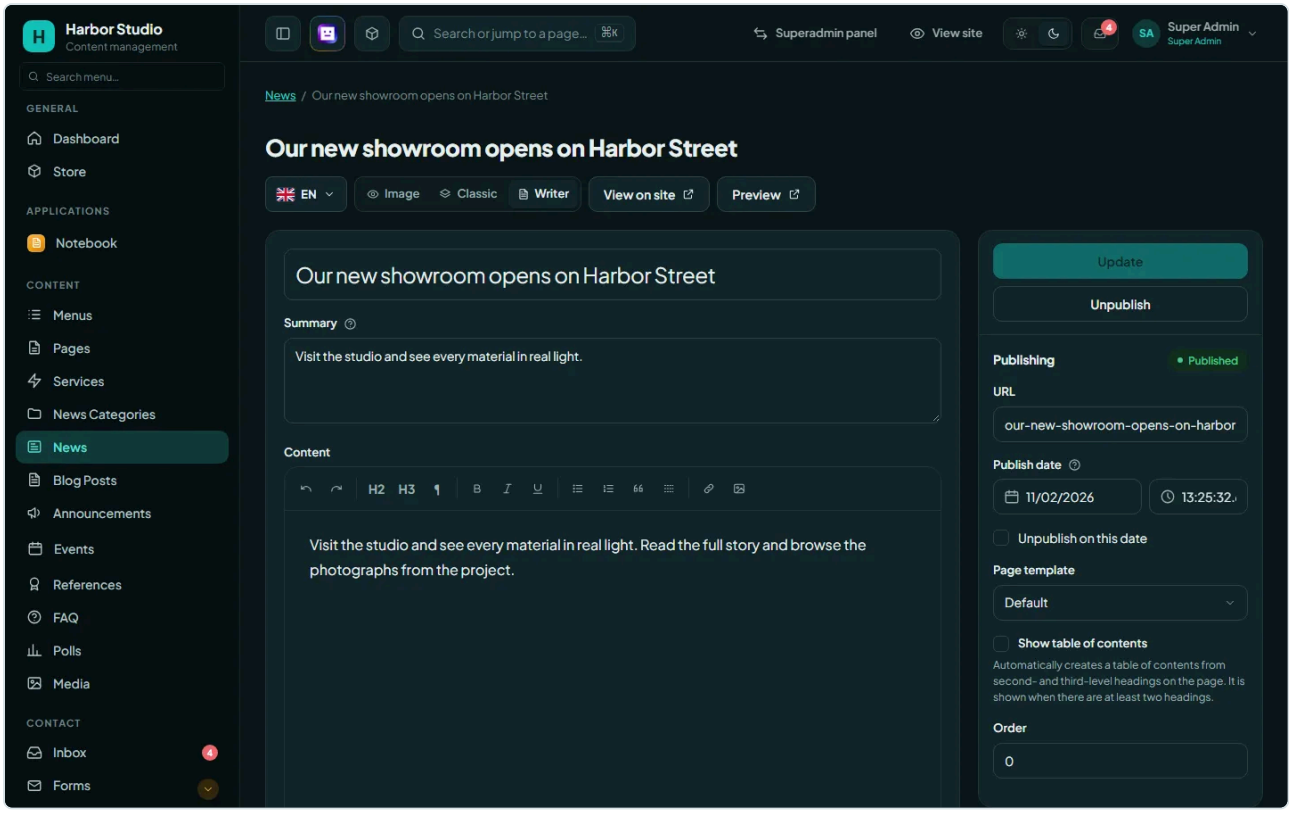
Every menu item such as "Pages", "News", "Services" and "Projects" is a *content type*. Their fields may differ; listing, editing, publishing and trash behavior are shared.



The Pages list shows parent and child pages as a tree, with language, status and last update.

6.2 Creating a new record

1. Open the relevant content type from the left menu and press the **Add new** button.
2. Check the language; fill in the title, content and required fields.
3. If you leave the address field empty, the system generates a safe address from the title. A custom address should be short and permanent. The address segment can be at most 256 characters, and the full path including the language prefix at most 800. When a parent page's address changes, subpages are checked too; if the limit is exceeded, the change is not saved.
4. If needed, set the parent page, page template, SEO details and unpublish date.
5. First **Save draft**, then **Publish** after checking the preview.



A news article in the Writer editor. Publishing, address and date settings stay on the right.

6.3 The three editors

Visual	You edit the blocks in place while seeing the page inside the active theme. It is the most comfortable method for pages that have their own address.
Classic	Shows all fields as a form. Version history, translation deletion and advanced record operations are found here.
Writer	Edits long text in a simple environment. Design blocks are preserved as locked cards.

Switching between editors does not change the data format. If the browser asks you, you can have your choice remembered for the content type.

In News, the Category field is a dropdown with search. You can open the field and type the category name to filter the results, and choose with the mouse or with the arrow keys and Enter. The text you type does not create a new category; choosing the empty option removes the selection.

In the Tags field in News, each tag appears as a separate box. You can add a tag with Enter or a comma and remove it with the × button. You can paste comma-separated tags all at once. On empty input, Backspace removes the last tag; the same tag is not added twice. A tag you typed but have not yet added is also kept on save.

In Blog Posts, categories are shown as a tree. Subcategories appear indented under their parent categories with a connecting line. The number of direct subcategories is shown next to the parent category name. The arrow buttons expand and collapse branches. Checking or unchecking a parent

category applies to all its subcategories. If only some of the subcategories are selected, a dash appears in the parent box; if all are selected, a check mark appears. Collapsing a branch does not remove the selections inside it.

6.4 Statuses and dates

In the Pages list, the page's address path is shown under the title; long paths are shortened with an ellipsis and appear in full when you hover. This information also appears on draft pages. For pages with the **Use as menu** option on, a badge containing only a menu icon is shown next to the title and badges. When you hover over the icon, the description **Used as a menu** appears.

In the Products list, the names of the selected categories are shown in small text under the title. Multiple categories are separated by commas; if no category is selected, this row is not shown.

When a bank name is chosen, the default logo is shown to the left of the bank field. The description in the logo upload field states its default use; in the account list, the IBAN appears under the title. If you upload a custom bank logo, that image takes priority. For banks without a logo, a generic bank icon is used. The defaults are applied in the content list and in the ready-made theme's bank list/cards without changing existing account records.

In the Bank Accounts editor, the **Check** buttons next to IBAN and account number only give information; they do not block saving and do not change the fields. The account number is compared with the account field in the IBAN, ignoring leading zeros; since the bank may display it differently, check any mismatch against your bank document.

- **Draft:** Not visible on the site; can be previewed from the panel.
- **Scheduled:** Published, but not shown to visitors until the publish date arrives.
- **Published:** The publish date has arrived and the unpublish date has not passed.
- **Expired:** The unpublish date has passed. It is not deleted; it can be given a new date and published again.
- **Trash:** Removed from the normal list. It can be restored, or permanently deleted by an authorized user.

Author and tags can be used in blog posts; author, tags, category and cover image in announcements. The ready-made theme shows these values. In Product Categories, records beyond 100 open with previous/next page links; the selected language is preserved.

6.5 List operations

When you choose the status filter from the dropdown, the list refreshes with the current search text. The selected status is marked in the menu; you can browse with the arrow keys and choose with Enter, and close with Escape. You can use the search and status filters; by ticking several rows, you can bulk publish, unpublish, move to trash, restore or permanently delete. For content that has an image field, a thumbnail appears next to the title. **Duplicate** copies the record with all its languages as a new draft; check its address and dates before publishing.

6.6 Preview and shareable draft link

Preview works in your panel session. To get approval from someone outside the editors, you can create a **preview link** that does not require sign-in and is valid for seven days. In the Visual editor, the link controls are in a separate section under the publish settings in the Page tab. Creating, renewing and revoking the link work without refreshing the page; the open tab, scroll position and unsaved edits are preserved. The link shows the saved version of the content; to share the latest changes, save the content first. The link that is created is shown in a modal window; you can take it with the **Copy** button and send it. For security, the full link is shown only when it is created. Even though it is closed to search engines, share the link only with trusted people; revoke it or generate a new one when you are done.

6.7 Concurrent editing and versions

If someone else changed the same record after you, you get a warning when saving. The safest option is to refresh the page first and review the other changes. **Save anyway** may overwrite the other person's latest changes. You can review earlier versions in the classic editor and restore them.

Deleting a translation also changes the record's version; an editor that was left open beforehand cannot write the deleted translation back without a warning. If the content data cannot be read, the save is rejected and the latest content in the database is preserved. In publish status and translation deletion operations, if the version or media record fails, the changes are rolled back together.

Partners, Sponsors and Affiliated Institutions use the same structure as References: logo, website, per-language description and display options. They have no standalone detail addresses; records can be ordered manually. In the Logo strip block, you can choose the References, Partners, Sponsors or Affiliated Institutions list in the Where logos come from field. When the system administrator turns them on in the Content Types section, they appear in the content menu.

In the Press keeps the news that appeared in external media separate. You can enter the title, media outlet, publish date, news image, external news link and a short description. For print publications the link can be left empty. The system administrator turns it on in the Content Types section. It is shown by choosing In the Press in the Content list block; the ready-made theme's cards show the outlet and the date, and open the news link in a new tab. It has no standalone detail address.

Banner videos: In a Banner record, you can choose MP4 or WebM in the Background video field. The video plays muted and in a loop. The image field is required as the cover/fallback. On mobile the default image is shown; with the Play video on mobile too option, the video plays. Visitors who prefer reduced motion are shown the image.

Duplicating a content type (superadmin): In the Content Types list, custom types are shown at the top, app types in the middle and core types at the bottom in separate groups; search works across all groups. Duplicate in the list carries the definition, including core and app types, to the new type form. Edit the new key and names and click Save; no copy is created without saving. Only fields and type settings are copied, content records are not carried over. The copy is an independent custom type; the code-provided special operations of the source type and theme blocks that are hard-wired to it are not automatically connected to the copy. Relationship fields keep their existing targets; edit them if needed.

6.8 Bulk work with CSV

The **Import / export** screen in the content list is for bulk updates by type and language. First export the sample file, do not change the column names, and fix any preview errors after uploading. In the Columns section, the keys are shown as badges together with their descriptions. Complex data such as blocks, galleries and repeated fields does not go into CSV; their existing values are preserved on import.

> **Before a bulk operation:** Take a current data backup before updating or permanently deleting many records.

6.9 System pages

Maintenance and 404 pages are edited with the normal content infrastructure but are hidden in the default list; they are shown by choosing "System pages" or "All pages" in Advanced filter → Page scope. They are not published at their own addresses, cannot be added to a menu and cannot be moved to the trash. You can choose the system page to use in Site Settings → General. Installed apps can also add their own system pages; they appear in the list with the **App page** label and are edited separately for each language like other pages. On these pages, the side panel (in the Visual editor, the Page tab) lists where the page is used and the **available fields** that can be written into the text in curly braces; the application fills these fields with the real values.

6.10 Adding blocks to app pages (Page layout)

You can add your own blocks to the public pages of installed apps (for example Reservation - Health doctor profile and appointment page, Reservation - Salon appointment page, Reservation - Stay catalog and unit page, E-Commerce product catalog). The **Page layout** section in the **Theme settings** tab of the app's **Settings** page lists that app's block zones; **Edit** opens the Visual editor. In the preview, the place of the app content is shown with a dashed box; the blocks you add are drawn above or below this content, depending on the zone, and appear on all pages of that kind (for example on all doctor profiles). A zone is a system page: there is no draft/published distinction, and once you save it takes effect on the site immediately; it is edited separately for each language, is not published at its own address and cannot be deleted. It also appears in the Pages list under System scope with the **Page zone** label. A zone with no blocks adds nothing to the page. There are no zones on person-specific pages such as appointment and order details, cart and payment. Page edit permission is needed to edit.

6.11 Ready-made pages

Installed apps can bring pre-built pages (for example E-Commerce **Store home page**: intro area, categories, new products, discounted items, trust points and best sellers; Reservation - Health **Appointment home page**: specialties, doctors, branches with a map; Reservation - Salon **Salon home page**: services and prices, team; Reservation - Stay **Stay home page**: date search, units, regions, guest reviews). Since ready-made themes come with starter content (Superadmin → Themes → Install starter content), ready-made pages are not offered separately on the apps' Settings pages; only **Page layout**

is on the app's **Theme settings** tab. The ready-made page screen opens only by direct address (/cndk-admin/page-presets); there, enter a title and click **Create and edit**; the page is created with ready-made blocks in every language of the site and opens in the Visual editor. If **Publish and make it the home page** is selected, the page is published and becomes the home page of the site; the previous home page is not deleted, it stays in the Pages list as an ordinary page (you can switch the home page back in Site Settings → General). If it is not selected, the page is created as a draft. The page that is created is an ordinary page; you can change, add and remove its blocks. The blocks fill themselves from the app's data (products on sale, doctors, services, units…); a block with no record to show is not rendered for visitors. Page edit permission is needed to create, and in addition page publish and site settings permission to make it the home page.

7 Stories, podcasts, ratings and calculators

These items multiply over time and are used on more than one page; so they are not added inside a block but are added, sorted, published and edited in their own lists in the **Content** menu. In the block you only choose which one to show; when you update it in one place, it changes everywhere. The types are off at first: they appear in the menu when the super administrator turns them on in **Content Types**. While a type is off, the related block is not shown on the site.

- **Stories → Story list / Story groups:** each story has a name, cover, frames, an optional video, a caption and a link button. Add a story to one or more groups (for example Home page, Campaigns); if a group is chosen in the Stories block, only that group's stories are shown, and if no group is chosen, all stories are shown in the order of the list. Change the order in the list with **Sort**.
- **Podcast → Episodes / Podcasts:** an MP3 file, footer information and a description are entered for an episode, and one or more podcasts are chosen. In the audio player block, if a podcast is chosen, its episodes and cover are listed; if not, all episodes are listed (newest on top).
- **Rating sources:** the rating and review count of sources such as Google and Trustpilot. In the rating badge block, the chosen ones are shown in the order of selection; if there is no selection, all are shown.
- **Calculators:** inputs, results with formulas and a note. In the calculator block, the chosen calculator is shown; if there is no selection, the first one. Four examples come ready so you can see how it works (Sales tax calculation, Loan installment, Discount calculation, Deposit yield): you can copy one with **Duplicate** and adapt it to your own formula; if you delete them they do not come back.

7.1 Blocks

Rating badge	Shows your rating from the rating sources with stars and review count; card or row view is chosen. You enter the rating and the count yourself; no external service is connected.
Audio / podcast player	Plays the episodes of the chosen podcast with a cover image and an episode list; play, 15 seconds back/forward, position and speed buttons. The number of episodes to show is chosen.
Stories	A strip of Instagram-style round (or square) covers; for category, campaign or product promotion. In the block you choose the shape, size, frame duration (2–20 seconds) and the story group. When the visitor clicks, the story opens full screen: progress bars at the top, images advance automatically, video plays for its own duration. Frames are changed by tapping right/left, it pauses when held down, and it closes by swiping down or with Escape; the ring of watched stories fades. Stories do not open in the Visual editor.
Calculator	Instantly calculates a result with a formula from the chosen calculator's inputs (price per square meter, loan installment, energy savings). Inputs and formulas

are edited in Content → Calculators; every input has a key and it is used in the formula; in a selection input each row is in the form "Name=value".

7.2 Calculator formulas

Formulas use numbers, input keys, + − * / % ^ (power), parentheses, comparisons (< <= > >= == !=; 1 if true) and the functions `min`, `max`, `round(x, digits)`, `floor`, `ceil`, `abs`, `sqrt`, `pow`, `if(condition, yes, no)`. Write decimal numbers with a dot in the formula (0.9); the visitor can use a comma when entering. If you give a result a key, you can use it in later formulas (for example `installment * term`). If the formula is wrong, the visitor sees "—", and in the Visual editor the error is shown. Formulas do not run code.

Blocks use the colors of your site's theme. Animation is not shown to visitors who choose reduced motion; those who have JavaScript turned off in their browser can still read the content (the calculator cannot calculate, a note is shown).

8 Visual editor and blocks

The Default theme presents sign-in, registration and password operations in centered form cards. In Health/Salon appointments, the selection summary sits on the right on a wide screen and at the top on a phone; forms switch to a single column on a narrow screen. The My Account, general reservation, cart and payment screens use the same surface and spacing layout. This visual layout does not change the design of custom themes.

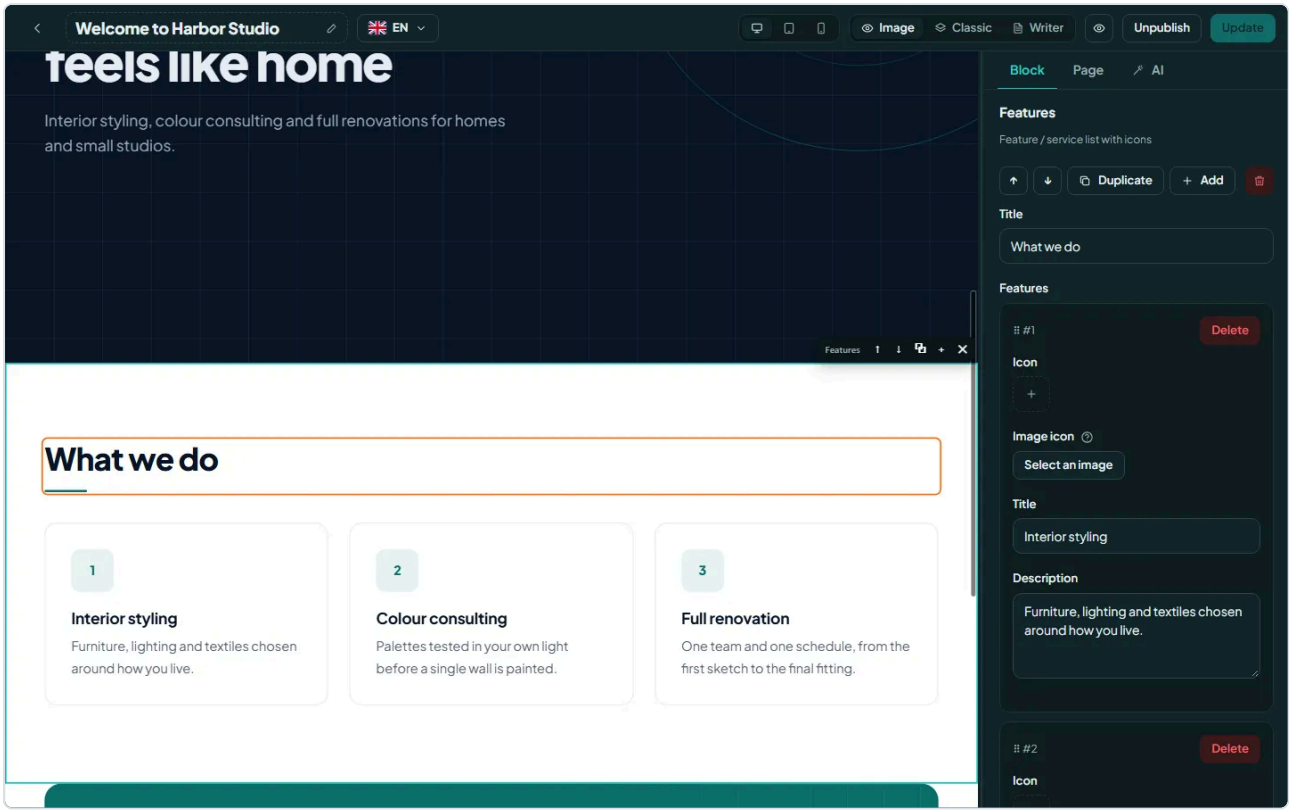
In the Default theme, fields where visitors enter a phone number have a searchable country selection that matches the theme; only the flag and the phone code are shown (for example TR +90). The visitor searches for and selects the country name or phone code and types their number; the country of an existing international number is selected automatically. Optional empty phone fields stay empty.

On a wide screen, you can narrow and widen the panel by dragging the bar between the preview and the side panel. Double-clicking the bar returns it to the default width of 340 px. The width is remembered in this browser. You can also focus the bar with the keyboard and use the left/right arrow keys.

The middle area shows the page the visitor will see, and the side panel shows the selected block and page settings. You can edit texts on the page itself; you can edit images, lists, links and detailed settings from the side panel.

8.1 Basic workflow

1. On an empty page, open the **Add the first block** card in the middle; otherwise, open the **+ Add block** button at the place where you want to add.
2. Find the block by search or category; choose the card shown with its icon and name.
3. Fill in its fields. From the toolbar you can move, duplicate or delete the block.
4. Check the desktop and mobile views. Save, and review again in the separate preview.



In the visual editor the selected block is framed on the page, and its fields open in the side panel.

8.2 Text and design blocks

Paragraph, heading, list, quote, simple table, image and video are the basic text tools. Design blocks such as Hero Slider, image + text, cards, FAQ, call to action, logo strip, single image, section title, social media, organization chart, advanced table, video gallery, tabs, timeline, counter, document archive and similar offer more structured fields.

The **Custom content** block uses a rich HTML editor. Dangerous code that is pasted in is cleaned; do not use it for custom scripts or embedding. **Safe custom HTML** accepts only the allowed tags, and iframe/embedded content blocks accept only allowed HTTPS sources.

8.3 Section settings

Many blocks have a background, vertical spacing, entrance animation and a link ID. Choose consistent spacing on the same page. The link ID is for linking to a specific section; it must be short and unique.

8.4 Tables and media-heavy blocks

Simple table is a basic text table. **Advanced table** offers pasting from Excel/CSV/Markdown, sorting, a totals row and a mobile card view; use at most 12 columns and 300 rows. In the video gallery, choose supported YouTube, Vimeo or media files; give each video a clear title and cover.

8.5 AI assistant

The AI section opens as a closed card. On an empty page you can set up a block layout with an instruction; on an existing page you can correct, shorten, expand and translate texts and get SEO suggestions. The result is **not published directly**; it is filled into the editor. Check accuracy, institutional language, dates, person names and links, then save as usual.

> **Accessibility:** Use heading levels in order, write meaningful alternative text for images, do not convey meaning with color alone, and describe the destination in link text.

9 Block selection guide

A block is a reusable section of a page. Choosing the right block keeps the page's mobile view and accessibility intact and preserves it when the theme is changed. Where possible, use a structured block instead of writing custom HTML for appearance.

9.1 Introduction and direction

- **Hero / Hero Slider / Banner Slider:** The page's main message, short description and primary call to action. Do not use more than one hero on the same page without need.
- **Section title:** The top label, title, intro text and optional button of a new piece of content.
- **CTA:** Directs to a clear next step such as requesting a quote, contacting or applying.
- **Directory links:** Presents many important subpages as an organized group of links.

9.2 Text and corporate narrative

- **Image + text / Featured content / Executive message:** For the company story, an important service or a signed message.
- **Custom content:** A safe HTML editor for formatted long content when the standard text tools are not enough.
- **Alert and info box:** For an important note, condition or caution message within the content.
- **Comparison:** Presents the differences between two or more options clearly.
- **FAQ:** Question-and-answer content; if real questions are used, search engines also support its structured data.

9.3 Lists, cards and dynamic content

- **Content list:** Lists records such as news, services and projects up to date without copying them by hand. Type, count, sorting, view and columns are chosen. Installed apps may offer extra filters (for example "In stock", price range `100..500`, multiple brands `a|b`); the description under the value box shows the format.
- **Tabs:** By choosing **Blocks** in the content source, you can add a product showcase, reservation resources or other blocks to a tab. The Nested blocks field of the **Columns** block works the same way. Nested blocks are added, edited, moved up/down, duplicated or deleted in the parent block's field panel. A maximum of 5 levels and 500 blocks in total can be used in a content item. It groups content in the same context while taking little space; do not hide very long text in a tab. Arrow keys change the tab; with Tab you can move into the content of the open panel.
- **Carousel:** Scrolls cards entered by hand or coming from a content type. If a manually entered item has a link, you can open it by clicking the image even when there is no title.
- **Ticker:** For short announcements; do not give long and critical information only in this block.
- **Timeline / Steps:** For a historical process or a sequential workflow.

9.4 Image, video and document

- **Single image / Gallery / Logo strip:** For an image, an album or company logos. Do not forget alternative texts.
- **Video gallery:** Presents a YouTube, Vimeo or media video in a secure popup window.
- **Document archive:** Organizes reports, catalogs, regulations or downloadable documents. When a category is selected, the count limit applies to that category's records; leading/trailing spaces and case differences in the category name are ignored.
- **Embedded content / Iframe:** Only for allowed trusted HTTPS sources.

9.5 Data and corporate structure

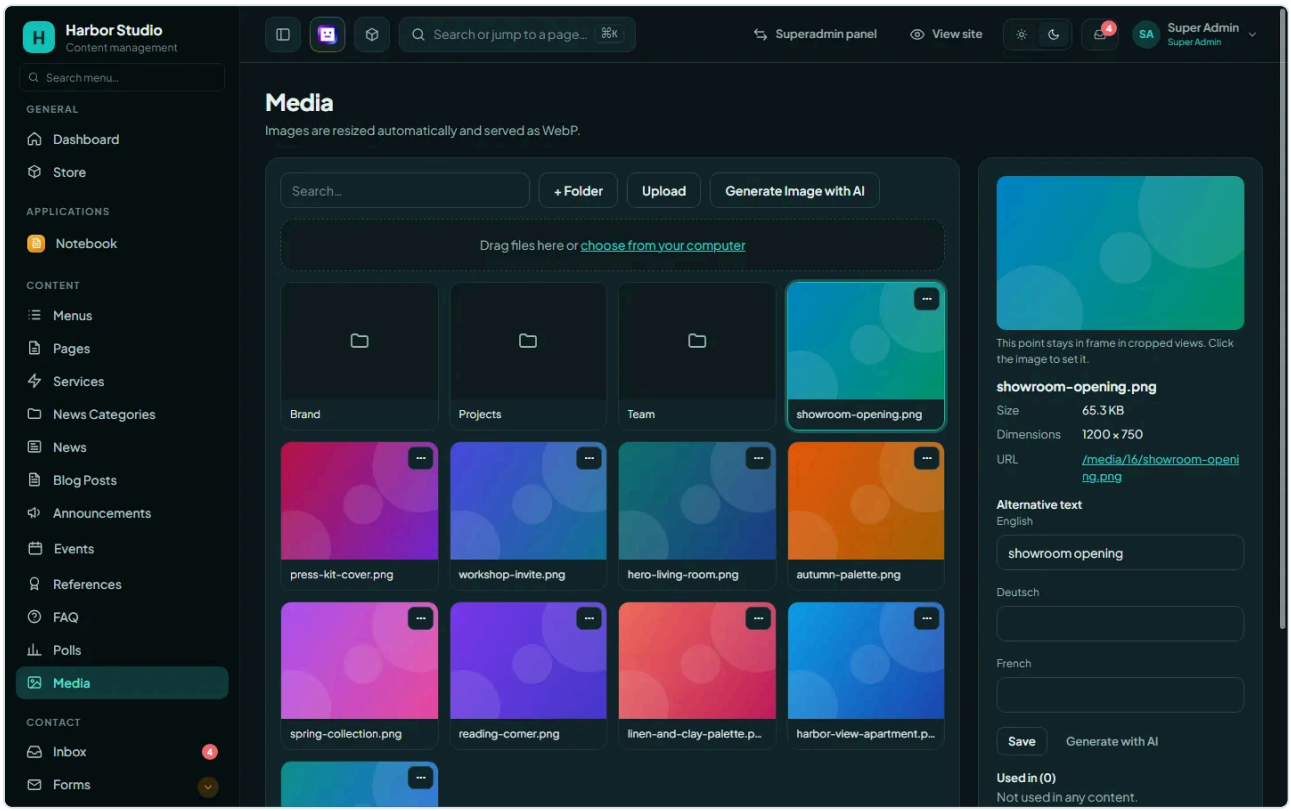
- **Advanced table:** A table that can be sorted, has a totals row and can turn into a mobile card view.
- **Chart / Numbers:** Visualizes measurable data. Write what the value describes and which period it covers.
- **Organization chart:** Shows a tiered organization structure as a tree on desktop and as an indented list on mobile.
- **Branch finder:** Shows the branches and dealers in the Branches content. In the record, enter the city, address and contact details; . In city, bank and AI model suggestions that accept free text, the value you type can also be selected in the list; choosing from the ready-made suggestions is not required. Enter selects the first suggestion, or the value you typed if there is no suggestion. In the visitor city filter, all provinces are shown capitalized; Enter location information is a separate section like SEO and is off by default; when turned on, the saved location or a map of Istanbul appears. Type an address or place name; suggestions arrive after a short pause. Enter or clicking in the field also starts the search; choose one of the suggestions that open under the field with the mouse or with the arrow keys and Enter. While you type, the suggestion box stays open and matching letters are highlighted in color. The spinning loading icon during search, empty results and error messages appear in the same suggestion box. You can correct the location by clicking on the map or dragging the marker. The search sends the address text to the Photon / OpenStreetMap service; if no result is found, choose from the map. In the block, choose the List, List and map or Map only view. Choosing a city filters the list and markers together; Show on map opens the related point, a marker selects the related record; the card that opens shows the branch name, the address if any, a dialable phone, email, working hours and directions. Records without a location stay in the list. If the map cannot load, the address and directions can be used from the list. If the content type is empty, Branches is used; if another type is to be chosen, define the shared city (City) and location (Map location) fields. The map base is loaded from OpenStreetMap.
- **Company information / Social media:** Uses the central Company Information data; do not rewrite the same information in the block.
- **Form:** Places a form defined in the panel onto the page.

> **Selection principle:** If content repeats regularly, use a content type + Content list; if the visitor will submit data, use Form; if only a visual layout is needed, use a design block.

10 Media library

The media library is the single source for images and files to be used in content. First upload the file to the library, then choose it from the content field.

- Give the file a descriptive name that can be found in search.
- Write **alternative text** for each language. Do not leave it empty unless the image is decorative.
- If the important part is cropped on different screens, set the **focal point** on the detail screen.
- Use the existing record instead of uploading the same image again.
- Besides images and documents, MP4/WebM video, MP3 audio and single-file glTF 2.0 3D models (**.glb**) can be uploaded; 3D models are used in the 3D model block of the Block Extensions app.
- Before deleting a file, review the places of use that the system shows.



Selecting a file in the media library shows its size, address, alternative text and where it is used.

10.1 Replacing a file

If another media upload is in progress, the new operation is rejected without waiting; try again once it completes. If saving fails, the old file you were replacing is preserved.

Replace file refreshes the physical file while keeping the media ID and address; you do not need to re-select it one by one in the content. The new file must be of the same content type. The system changes the cache version so visitors are shown the current file.

10.2 Preparing images

Reduce photos that are unnecessarily large; choose the appropriate format for logos and icons. The system produces small WebP versions but cannot fix a badly cropped or low-quality source. Responsibility for copyright and personal data lies with the uploading user.

> **Storage limit:** When the media quota is full, new files cannot be uploaded. Delete large unused files in a controlled way, or ask the superadmin to review the limit.

11 Menus

A menu item's settings show only the link and the name displayed in the menu; the **Show more settings** link opens the **Secondary name**, **Open in new tab** and **Icon** fields. The secondary name is optional and is written separately for each language (if it is empty in a language, the one in the default language is used); if the theme supports it, it appears in small text under the menu name, e.g. “Welcome” under “Home”. The built-in theme shows it in the main menu.

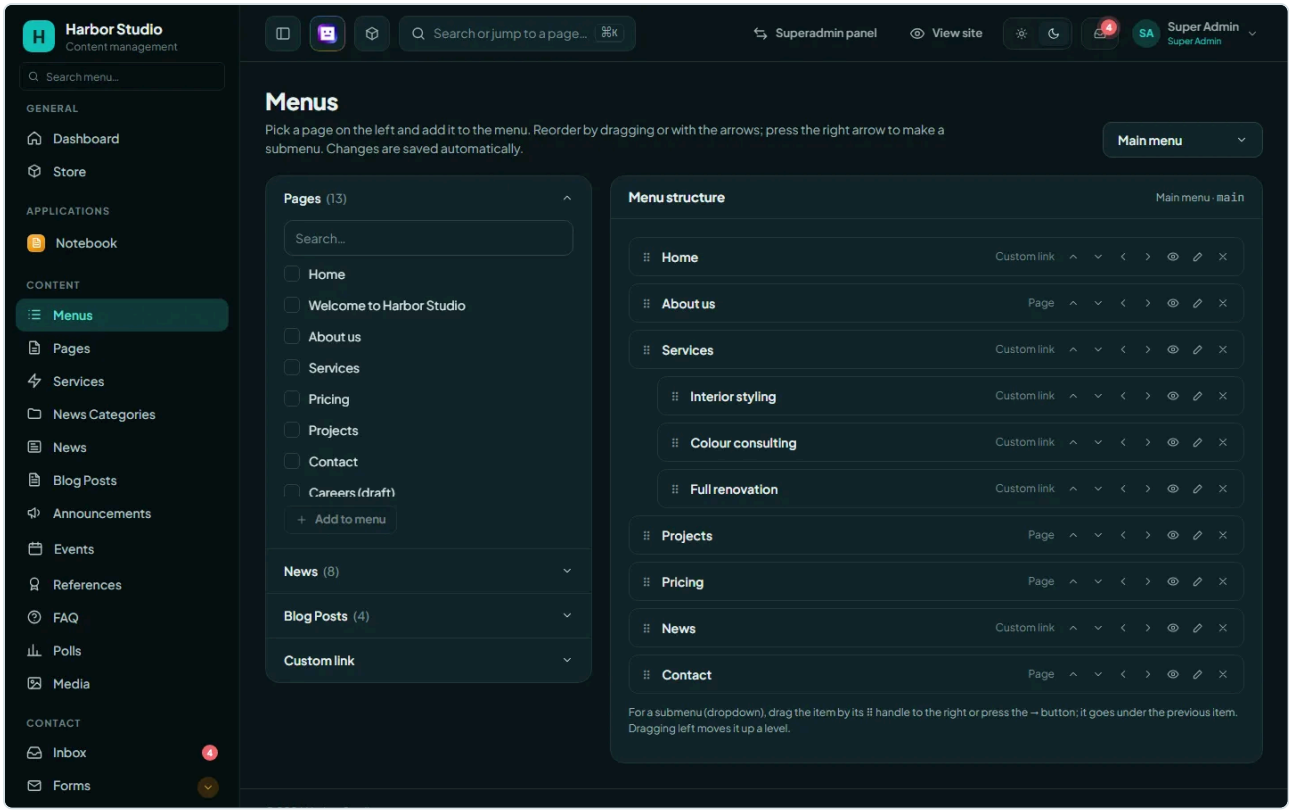
The **eye** button on an item row hides the item on the site or shows it again: a hidden item is not visible on the site together with its sub-items, but stays in the menu without being deleted; in the panel it appears faded with a **Hidden** label.

In a menu item's settings, clicking the icon box opens a searchable icon window; the selected icon appears in the box. The trash button next to it is visible only while an icon is selected and removes the icon. Every field in the panel where you pick an icon uses the same window and the same look. On the desktop main menu, the built-in theme draws the underline of the active link so that it also covers the dropdown arrow, if there is one. It aligns the icons of the main/sub menu and the footer with the text and leaves a gap between them; a custom theme's menu template and styles must also support the icon field.

Choose the menu you want to edit from the dropdown at the top. For a superadmin, the bottom of the list has a fixed Edit locations link; it goes to the page for managing menu locations. Changes you make in a menu are saved automatically: dragging and dropping, the up/down and indent buttons, adding and removing are saved immediately; typing a name or a link is saved shortly after you stop typing. The status appears to the right of the page title as “Saving…”, “Saved”, or in red if there is a problem (e.g. a custom link is not saved if its address or name is missing). If you switch to another menu or to the locations while saving is still in progress, a warning is shown.

On the left are the content you can add and the custom link; on the right is the structure of the selected menu. The content lists on the left show only titles; the search box above each list filters by title as you type. The default locations are usually the main menu and the footer.

1. Select the menu you want to edit.
2. Find the content with the search on the left, tick its box and click the Add to menu button, or add a custom link. The button is disabled while nothing is selected in the content list; after adding, the selection is cleared and the button becomes disabled again.
3. Order the items by dragging them or with the up/down and indent buttons.
4. Check the title shown in each language; you do not need to save separately.



Content to add is on the left and the menu structure is on the right. Indented items form a submenu.

Menus have at most three levels. An item linked to content that is not published or has no translation in the selected language is not shown. For an external link, use the full `https://` address; for internal pages, choose the content record rather than a custom URL where possible. That way the link keeps working even if the address changes.

The built-in theme shows all three levels in the footer menu. In the mobile menu, Tab/Shift+Tab moves within the menu; Escape closes the menu and returns focus to the open button. In desktop sub-menus, Escape closes the sub-menu and moves focus to the parent menu button.

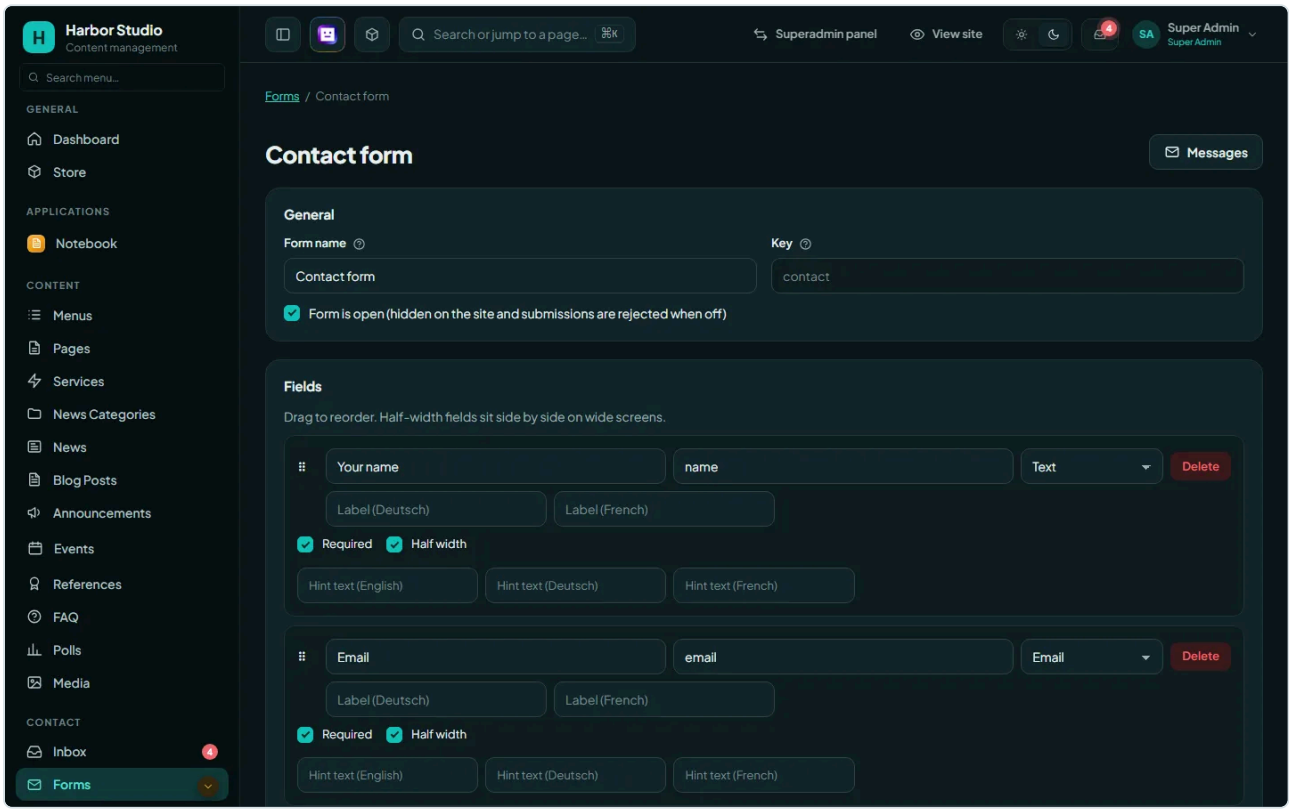
> **Menu locations:** The permission to create or delete a menu may belong to the superadmin. For day-to-day updates, edit the items of the existing locations.

12 Forms and inbox

12.1 Creating a form

You can start from ready-made templates such as contact, quote, appointment and job application, or create a blank form. Changing the form key later can affect links, so choose a short and permanent one.

- Fill in the field labels and options in every language; limit required fields to those that are really needed.
- Narrow the accepted file types and size for file uploads to what you need.
- Set the notification recipients, the thank-you message and, if needed, the automatic reply.
- Add the form to a page with the **Form** block and send a real test submission.



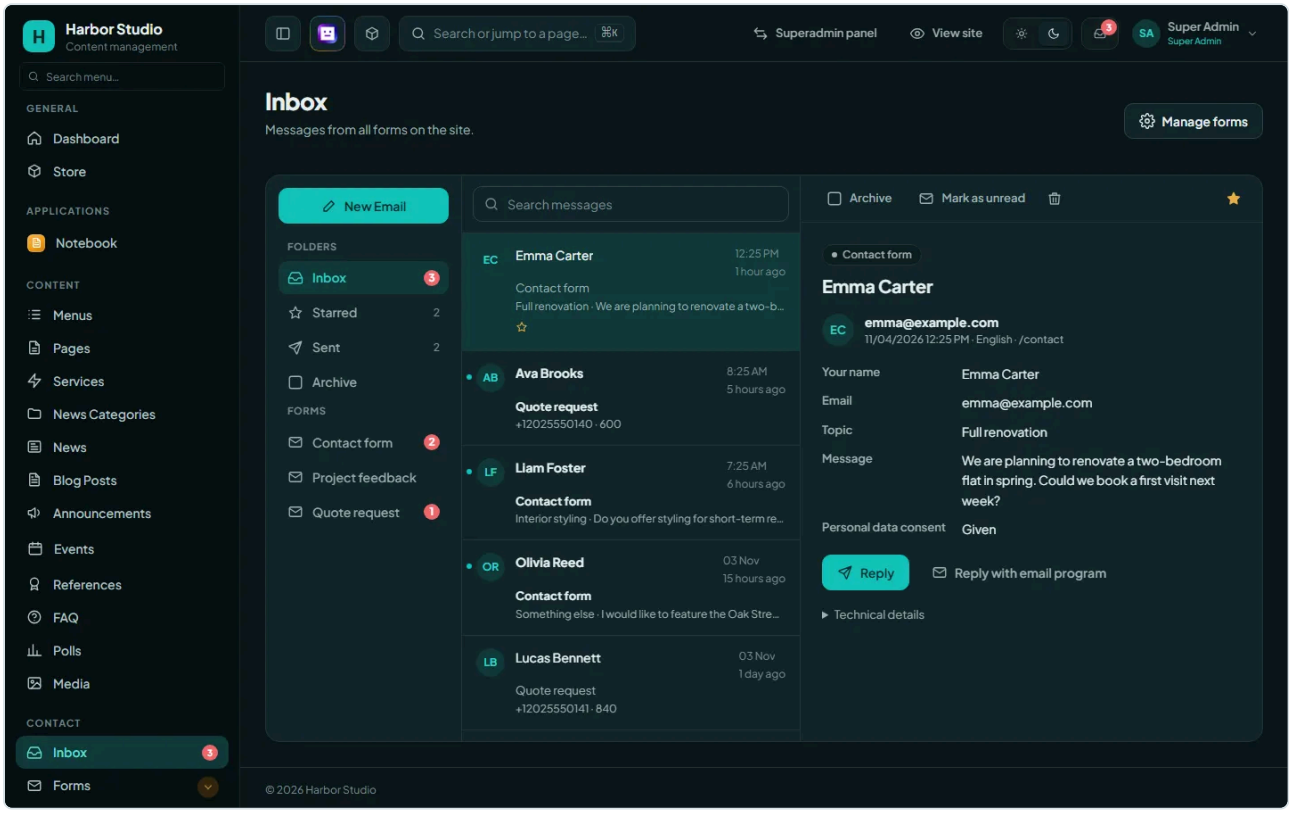
In the form editor, each field has its label, key, type and required setting.

If no email provider is configured, the message is stored in the panel but the notification and automatic reply are not sent. Use the connection test under Contact → Email → Settings.

When the marketing message box is explicitly ticked, the form's first email field is recorded in the shared email channel consent. The box alone is not marketing consent; a marketing box left empty does not change a previous consent. Old form submissions are not migrated in bulk. The privacy notice box alone is not marketing consent; a marketing box left empty does not change a previous consent. Old form submissions are not migrated in bulk.

12.2 Inbox

You can use the Inbox, Starred, Sent and Archive folders, the form filter and the search. You can mark a message as read/unread, star it, archive it or delete it. The top bar contains only the **Manage forms** link. If you have permission to send email and a working email provider, you can write an email with the **New email** button on the left or click **Reply**. A sending error appears in the record and can be retried. The subject can be at most 512 characters and each recipient list at most 1024 characters; if the limit is exceeded, the email is not sent.



The Inbox with folders and forms on the left, the message list in the middle and the open message on the right.

If an app (e.g. Reservation) uses your form in its own flow, only a short summary lands in the inbox, marked with the app's name. Replies are stored in the app; for details, go to the app with the button in the summary (e.g. **Open reservation**). These summaries are not included in the form's CSV; deleting one from the inbox does not affect the record in the app. If the app is turned off, the button is not shown.

12.3 CSV and personal data

A form response CSV may contain personal data; share it only with people who need it and store it securely. Deleting a message also deletes the uploaded files attached to it. Download and open attachments only in a safe way.

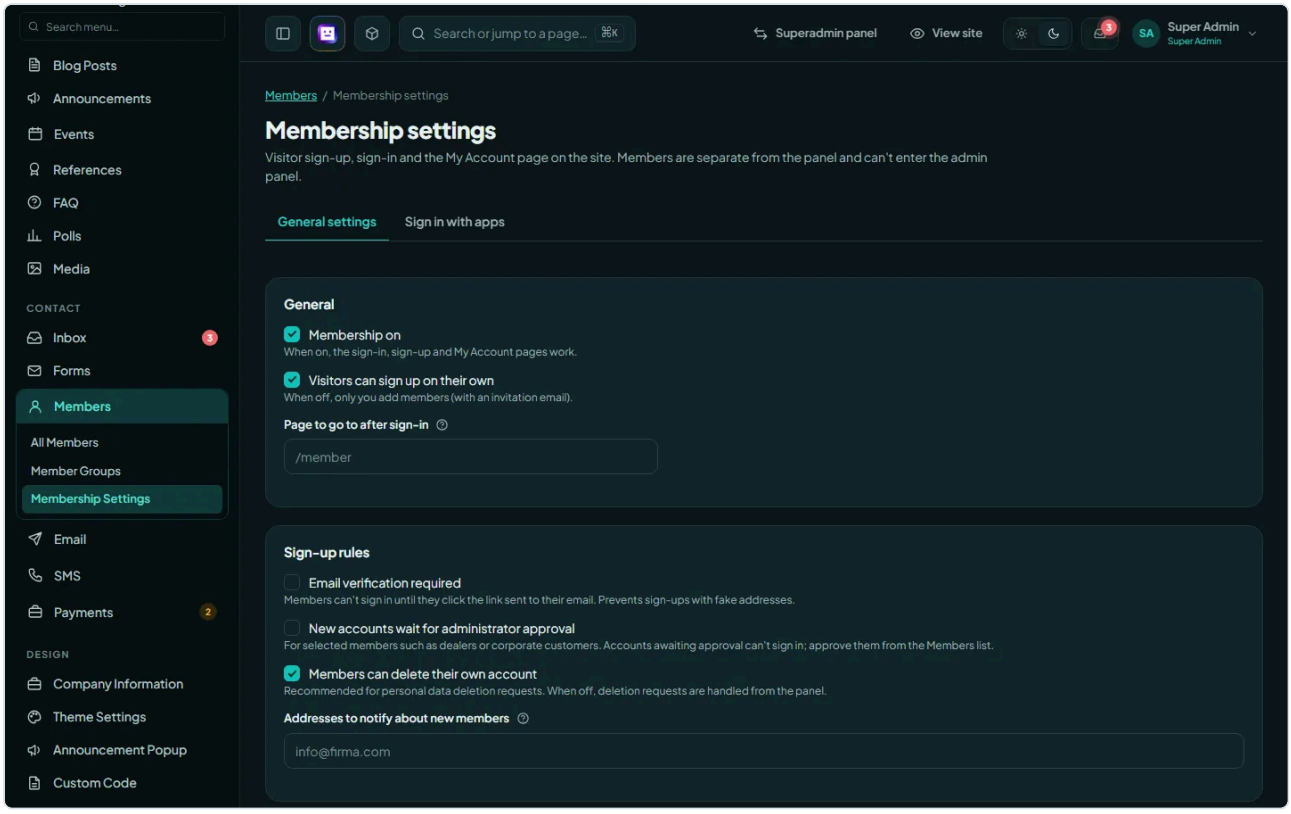
13 Members, email templates and polls

13.1 What is membership?

Members are visitors who create an account on your site (customer, dealer, participant). They are entirely separate from panel users: they cannot enter the management panel and only use the **My account** page on the site and the features that require membership (member-only polls, and in future apps such as cart and reservation). The same person can be both a panel user and a member; the two accounts are independent of each other.

13.2 Turning on membership

1. On the **Members → Membership settings** page, tick the **Membership on** box. The login, registration and My account pages open with your site's theme; a login/account icon appears in the theme's header.
2. Choose the rules to suit your scenario: **Email verification required** (a member cannot sign in without clicking the link in the email), **New accounts wait for administrator approval** (for selected members such as dealers), whether visitors can register themselves, and whether they can delete their own account.
3. Set the privacy notice consent and the optional marketing message consent; enter the addresses that will receive the new member notification.
4. If you need extra fields on the registration form beyond name, email and password (phone, company, dealer code…), ask your system administrator (superadmin); only they can define additional profile fields. You can edit the values of the fields from the member page.



The membership switch and sign-up rules are on the General settings tab of Membership settings.

> **Email setup is required:** Contact → Email → Settings must be filled in for verification, password reset and notification emails. Do not require email verification while there is no email provider.

The email verification link is single-use. After it has been used or the password has changed, the old link no longer signs you in; the member signs in with their password on the login screen. 5 failed sign-in attempts in a row lock the account for 15 minutes; simultaneous attempts count toward the same limit.

13.3 Sign in with Google and Apple

The **Members → Membership settings** page has two tabs: **General settings** and **Sign in with apps**. On the Sign in with apps tab, Google and Apple are listed on the left with their status next to them (On, Off or Not configured); selecting one opens its settings on the right. Enter the details you got from the provider; each provider is saved separately and saving does not send a request to the provider. The secret key and the Apple private key are stored encrypted and are not shown again in the form; if you leave them empty, the saved value is kept. If you change the Google client ID or the Apple Team ID / Key ID value, you must enter the secret key again. Copy the **Authorized redirect URI** (Google) and **Return URL** (Apple) values in the sections with **Copy** and paste them into the provider's settings screen; the steps are written under **How do I get these?**. These settings are only for site members, do not affect panel sign-in, and are not included in the site backup package (export). When the section is on and the details are complete, the “Continue with Google” / “Continue with Apple” buttons appear on the site's login and registration page.

- If the email verified by the provider is the same as an existing member's, the sign-in is linked to that account; otherwise (if registration is open) a new account is created. On a site that requires

administrator approval, the new account waits for approval. No account is created with an unverified email.

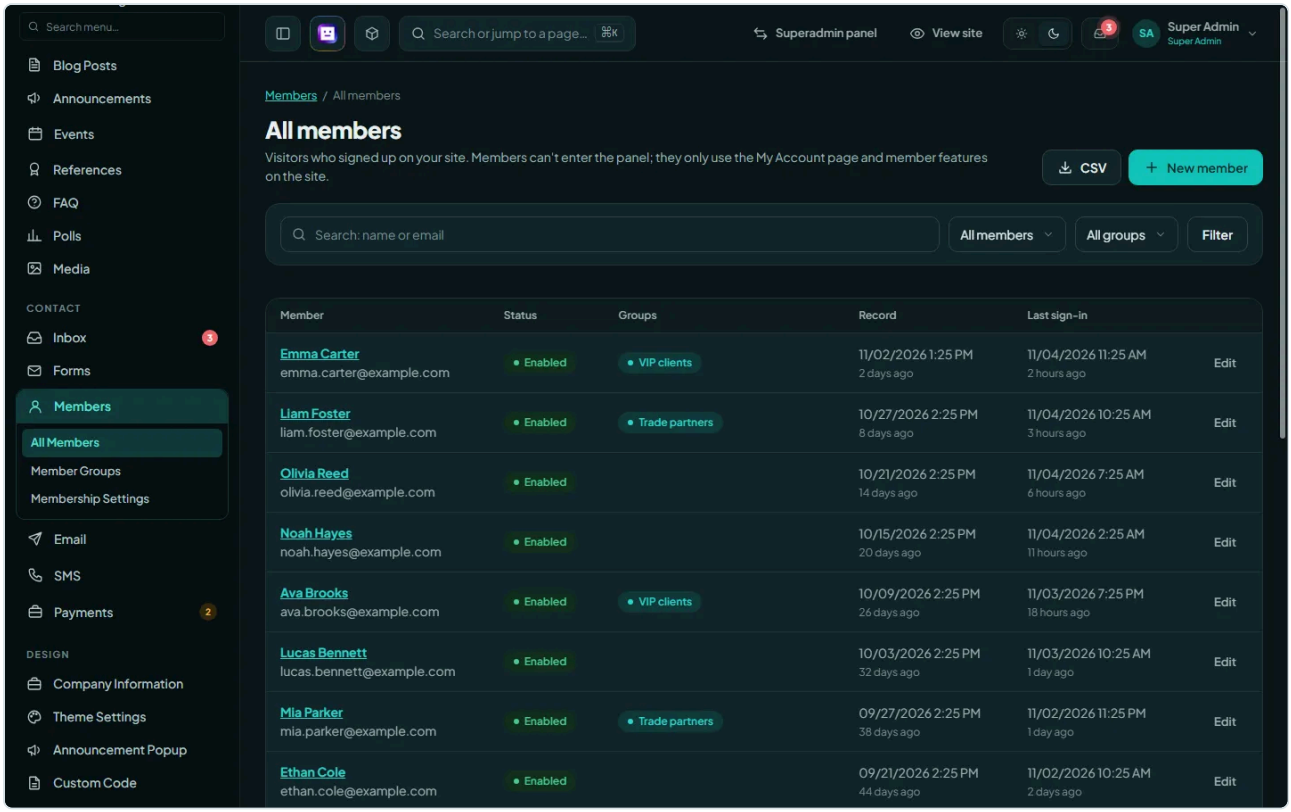
- Members can connect or disconnect their account under **My account → Connected accounts**. On an account opened only with Google/Apple (with no password), the last sign-in method cannot be removed; the member must set a password first.
- If a member chooses "hide my email", Apple provides an address ending in @privaterelay.appleid.com; for email to reach this address, register your sender domain in Apple Developer. If the same person signs in with Google, a separate account may be created.
- Sign in with Apple works only over HTTPS.

Google setup: Create a project in Google Cloud Console, fill in the "OAuth consent screen" (app name, support email, privacy policy URL) and publish it. Create a client of type "Web application" with "Credentials → Create credentials → OAuth client ID"; add the **Authorized redirect URI** from the panel to "Authorized redirect URIs". Paste the resulting client ID and secret key into the panel and tick **Enable sign in with Google**.

Apple setup: In a paid Apple Developer account, create an App ID under "Certificates, Identifiers & Profiles" and enable the "Sign in with Apple" capability. Then create a Services ID and configure "Sign in with Apple": enter your site as the domain and the address from the panel as the Return URL. Under "Keys", create a "Sign in with Apple" key and download the .p8 file (it can be downloaded only once). Enter the Services ID, your account's Team ID, the key's Key ID and the contents of the .p8 file in the panel and tick **Enable sign in with Apple**.

13.4 Managing members

The Members list has search, status (pending approval, active, disabled) and group filters. Resolve an account pending approval from the list or the member page with **Approve** or **Reject**; the member receives an information email. On the member page you edit the name, email, status, groups, profile fields and a note visible only in the panel; **Send password link** sends the member a link to set a new password. A disabled member's open sessions end immediately. A person you add with **New member** sets their password from the link in the invitation email.



The Members list shows status, groups, registration date and last sign-in.

Member groups (Dealers, VIP…) classify members; installed apps can offer different prices or access by group. The group key cannot be changed later. The CSV export contains personal data, can be downloaded only with the manage permission and is written to the audit log.

13.5 Members' own actions

From the My account page, a member changes their name and profile fields, their email address (via the link sent to the new address), their password and their marketing message consent; they get a copy of their personal data with **Download my data** and, if you allow it, delete their account. The poll votes of a deleted member continue to be counted anonymously.

If SMS is configured, a member can verify their mobile phone with an SMS code in My account (see SMS).

If payments are on, a **Billing details** section also appears in My account: individual or corporate (company name, tax number and tax office) invoice details, plus an address. Order and reservation apps issue the invoice with these details. The ID and tax numbers are stored encrypted; when the account is deleted, the invoice details are deleted as well. If payments are on, a **Billing details** section also appears in My account: individual or corporate invoice details, plus an address. Order and reservation apps issue the invoice with these details. The ID and tax numbers are stored encrypted; when the account is deleted, the invoice details are deleted as well.

Marketing message consent is kept per channel (email, SMS, phone call); the time and source (registration form, profile, newsletter…) of every grant and withdrawal are recorded. Apps such as SMS and the newsletter check this consent before sending marketing messages.

13.6 Email

All SMS sends (including verification codes, order/appointment notifications and tests) are put in a persistent encrypted queue; the user does not wait for the provider connection. The SMS log shows the statuses Queued/Sending/Sent/Result uncertain. At most 20 records are processed per minute. Before sending, the marketing consent and the active template are checked again. The verification code expires after 10 minutes and other pending messages after 7 days; an uncertain send is not retried automatically. In the SMS settings, the **AWS Region** field is chosen from a searchable list. **Email log:** Form, membership and app templates and administrator email notifications are put in the persistent queue; manually written emails and tests are put in the same persistent queue. The log screen shows the masked recipient, subject, provider, date and status. You can filter by status and cancel an email that is only waiting in the queue by confirming. The queue tries at most 20 records per minute. Sent means accepted by the provider; it is not a guarantee of delivery to the inbox. A send that was disconnected or left unfinished appears as Result uncertain and is not retried automatically. A pending notification expires after 7 days; the record is cleaned up after 90 days. The body, attachments and a copy of the provider settings are encrypted in the queue and are deleted when the attempt starts. Deleting the settings also cancels pending emails. If the provider changes, an old queue record is sent with the settings it was accepted with. Earlier sends are not added to this log retroactively.

Contact → Email first opens the **Email log** screen; then come **Email templates**, **Email settings** and **Marketing consents**. Email settings are not found in Site Settings. Choose **Amazon SES** or **Direct SMTP** as the provider; installed modules can add new providers. For Direct SMTP, enter the server, port, security and account details. For Amazon SES, choose the region and enter the SES SMTP username and password for that region; the AWS access key secret is not used. The SES connection is made with STARTTLS/587. The sender address or domain must be verified in SES; a sandbox account can send only to verified recipients, and production access is needed for other recipients. The sender address and name are shared fields. Secrets are stored encrypted and are not written back to the form; leave them empty if you are not changing them with the same provider. If the SES region or account changes, enter the password again; when switching to a different provider, the old password is not carried over. Saving does not open a connection; afterwards send a separate **Test email**. Existing SMTP records are kept; old links go to the new page. Sending stops with a provider that is unavailable. The template feature being off does not hide the settings screen.

Contact → Email → Email templates lists the site's automatic emails. The subject and text of each template are edited per language; variables such as `{{ member.name }}` are added with a button and appear with sample values in the preview on the right. **Send test email** tries without saving, **Return to default text** undoes your changes. The **Shared frame** is the header and footer of all emails. Required templates such as verification and password reset cannot be turned off; if you turn off the others, that email is not sent. Apps can add their own templates to this list.

13.7 Polls

1. With **Content → Polls → New poll**, write the question and options; choose multiple selection, the start/end time and when the results are shown. If your site has more than one language, choose the language from the language menu with flags at the top and write the question and option texts in that language.

2. **Who can vote**: one vote per IP address, one vote per IP per day, one vote per browser, members only, or unlimited.
3. Add the poll to a page in the visual editor with the **Poll** block.

> **Which rule?** On an office, school or mobile operator network many people share the same IP address; with the IP rule, only the first person on that network can vote. If it matters that everyone can vote, choose the browser rule; if you need a strict "one vote per person", choose the membership rule. IP addresses are not stored in plain form.

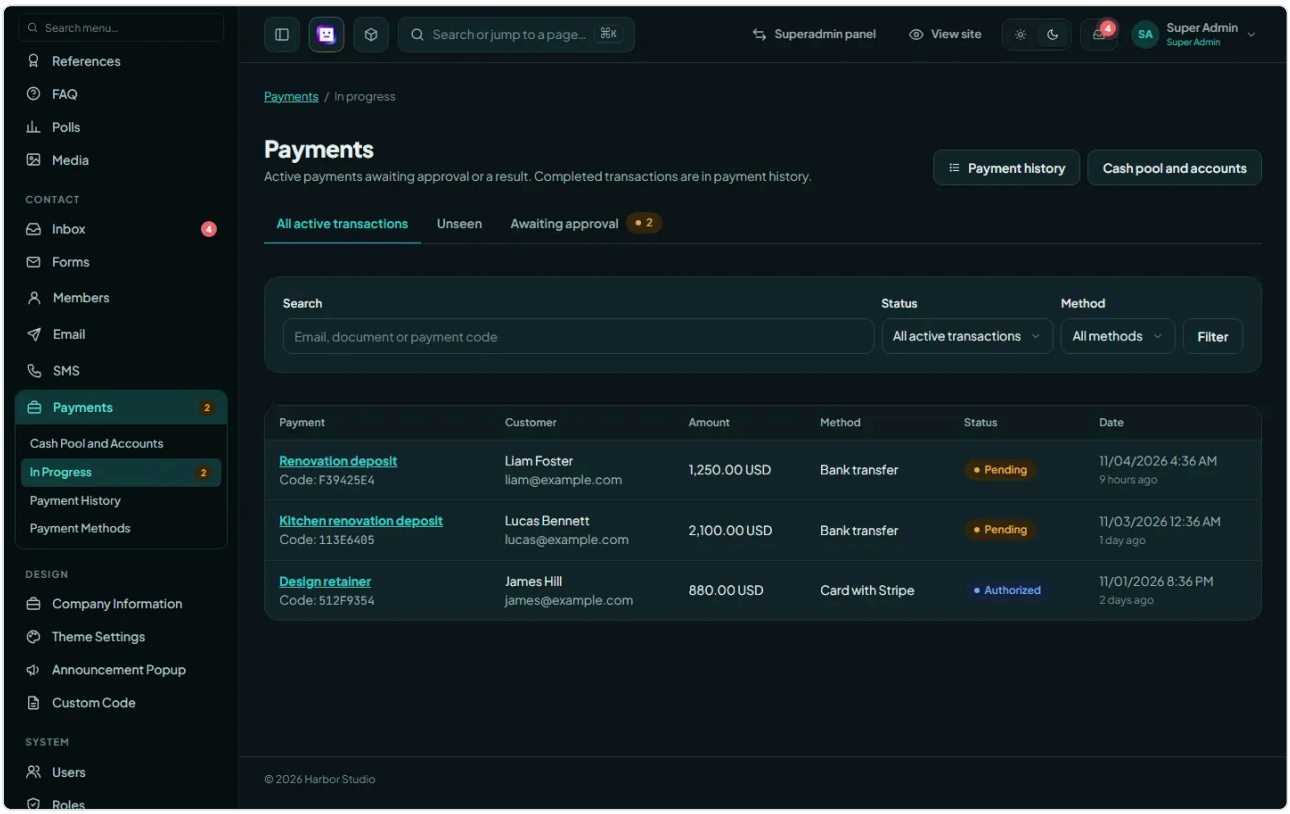
On the poll page, results appear as vote counts and percentages. Renaming an option keeps its votes; deleting an option also deletes its votes. **Reset votes** restarts the poll from scratch.

14 Payments

Contact → Payments shows the active payments that the apps on your site (orders, reservations, subscriptions…) collect from customers. Open, pending and retryable failed transactions stay here until they expire; authorized transactions stay here until they are finalized. The **Payment history** submenu holds all records, including completed ones. On the **Payment methods** page you pick a method from the list on the left; the details and settings of the selected method open on the right. The settings for Bank transfer and Cash on delivery and the Ready/Disabled/Setup required status of installed providers are shown; if the provider module has an authorized settings link, it opens from here. The app starts the payment; the customer chooses their method on the payment page. Card details are never stored on your site; card payment is made on the own page of the installed payment app (the payment institution).

14.1 List and details

The list shows the description, customer, amount, method and status; you can search by email, document or the 8-digit **payment code**, and filter by status. The statuses are: *Open* (the customer has not chosen a method yet), *Pending* (waiting for the bank transfer or the payment institution's result), *Authorized*, *Paid*, *Refunded*, *Failed*, *Canceled*, *Expired*. When you open a payment, you see all its movements (collection, refund, who approved) with their dates. If both collection and refund are available, they appear in separate tabs on the transaction card.



Payments that are still active, with the customer, amount, method and status.

14.2 Cash pool & accounts

The Cash pool and bank tiles at the very top of the page show the **current balance** of the movements recorded up to today, regardless of the report month you select. A bank account with no movements shows zero. Different currencies are in separate tiles and are not added together. By clicking a tile you can open the movements of that account and currency; the selected month is kept.

The Payments title and breadcrumb link open the first page, Cash pool & accounts, by default. Pending active payments are on the In progress subpage.

Bank transfer notifications: When a customer chooses bank transfer on the payment page, the panel lets you know. A clock icon and a number appear in the top bar, a **red** counter next to Payments/In progress in the sidebar, and "New bank transfer notice" in Dashboard → Status; these count the notifications you have not opened yet (unseen). When you open a payment's details, the notification counts as seen; **Mark all as seen** in In progress marks all of them at once. The **yellow** counter in the sidebar shows payments that have been seen but not yet approved; the two do not count the same payment twice (e.g. with two bank transfers, one seen and one unseen, red shows 1 and yellow shows 1). The red counters pulse gently to draw attention, and an "You have unread notifications" bubble appears under the top bar; clicking the bubble opens the relevant list, × closes it, and it does not appear again in that tab until a new notification arrives. If reduced motion is on in the system, the animation does not play. When the money reaches your account, open the payment and click **Approve payment**; the payment is processed automatically in the relevant app (order, course registration, donation…) and the counters go down. The *Unseen* and *Awaiting approval* tabs and the *Method* filter on the In progress screen narrow the list. Cash on delivery does not enter these counters because it is approved at delivery; card payments are finalized immediately at the provider.

Under **Payments → Cash pool & accounts**, the default **Cash pool** and the accounts in the same currency that are registered in Content → Bank Accounts and not deleted are tracked. Choose the **Collection account** when collecting a bank transfer or cash on delivery, and the **Refund account** for a manual refund. If a bank account exists, the choice is required; for cash you can choose the Cash pool. The movement stays in the payment details and the account history under the name of the selected account. Changing or deleting the account later does not change the account information of the old movement.

Automatic provider collections and refunds, movements written by an app without specifying an account, and old payments are tracked in the Cash pool. Old movements are carried over with their original dates as *historical records*, without guessing the bank account. Authorization and release of authorization are not counted as money in/out; collection, capture of the authorized amount and refund are. A collection written to the bank is not added to the Cash pool a second time. When the card provider pays into your bank, and with what commission, is not tracked automatically.

Choose an account, currency and month to see **Opening balance / Money in during the month / Money out during the month / Closing balance** and the movements in date order. Month boundaries follow the site's time zone; currencies are never mixed. New entries are written with today's date; viewing a past month's report does not change a movement's date.

In the **Record money movement** section, record money you withdrew or paid elsewhere as **Money out** and money added to the account as **Money in**, with a description/recipient. **Transfer between accounts** writes a linked outgoing and incoming movement from the selected account to a target in the same currency. This action does not send an instruction to your bank. Movements cannot be deleted or changed; a wrong manual entry is corrected with a new movement in the opposite direction with an explanation. A payment refund is recorded from the related payment's Refund action; do not write a second money-out here.

The balance shown is the total of the CMS records, not a bank statement. Recording a bank transfer/cash on delivery refund does not mean actual money was sent; you send the amount to the customer separately. Because of old records, missing bank movements or pending manual refunds, the balance may differ from the real bank balance and may be negative. Viewing requires the View payments permission, and writing movements requires the Manage payments permission.

14.3 Bank transfer

1. Add and publish your accounts from **Content → Bank Accounts** (the account's currency matters: for a TL payment, TL accounts are shown).
2. On the **Payments → Payment methods** page, tick the **Offer payment by bank transfer** box; if you want, write a note to the customer.
3. When the customer chooses bank transfer, they see your accounts and the payment code. When the money reaches your account, find the payment by the eight-digit code in the description or by the full payment ID (the same short code can appear on more than one record) and open it. The incoming amount defaults to the whole remaining amount; the 25%, 50%, 75% or 100% buttons fill in that portion of the remaining amount. If you like, edit the amount or enter a receipt note; to submit the action, click the **Approve payment** button and complete the confirmation.

14.4 Cash on delivery

1. On the **Payments → Payment methods** page, select **Cash on delivery** and tick the **Offer cash on delivery** box; if you want, write a note to the customer (e.g. that they can also pay the courier by card).
2. When the customer chooses cash on delivery, they are told they will pay at delivery; the payment stays *Pending*.
3. When the money is collected at delivery, open the payment. The incoming amount defaults to the whole remaining amount; the percentage buttons divide the remaining amount and fill it in, and the action is not submitted until the confirm button is pressed separately. After checking the collected amount and the receipt note, if any, click **Approve payment**. The service fee, if any, is entered in the settings of the app that makes the sale (e.g. E-Commerce).

14.5 Selling abroad

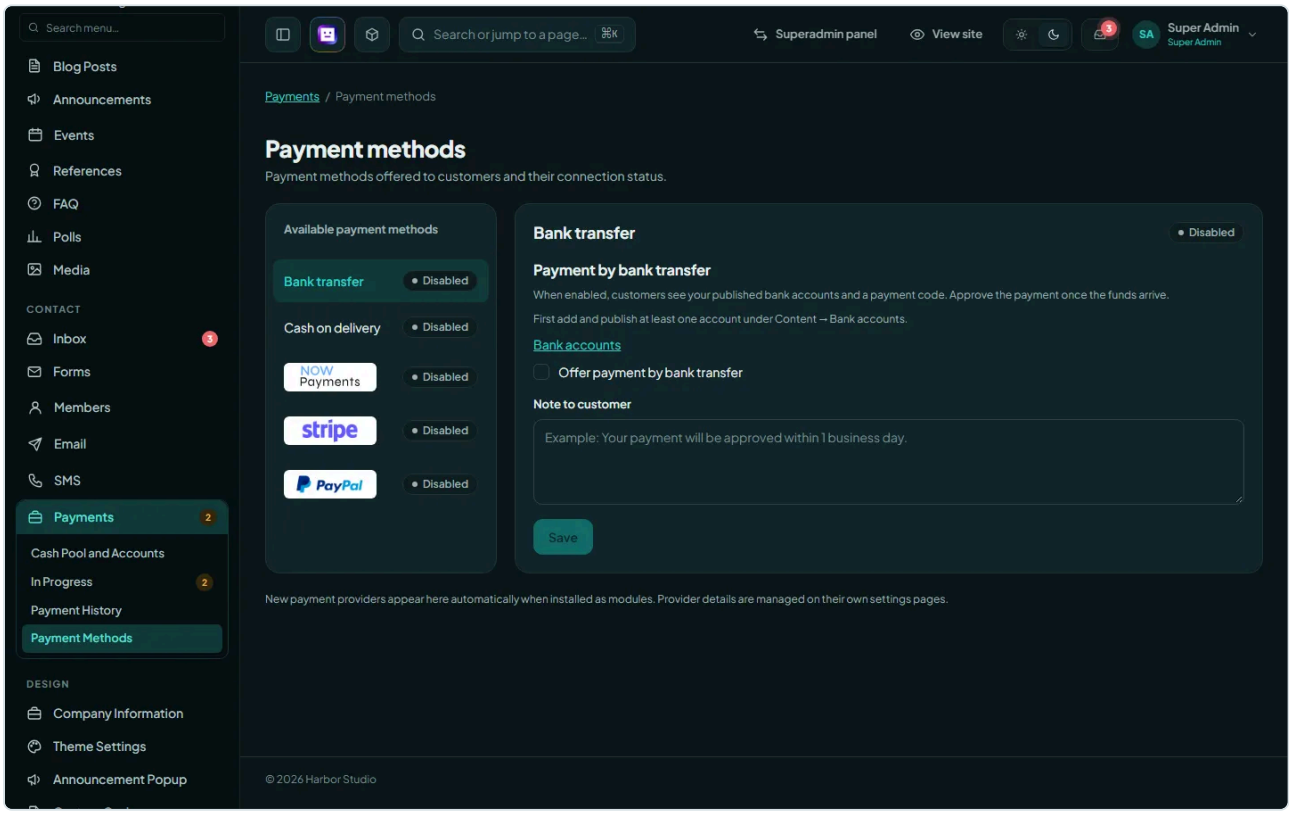
Site Settings → Country and region screen: when Selected countries or All countries is chosen under *Countries you sell to*, the customer chooses a country in the address; state and region suggestions come according to the country, and if it is not in the list, it is typed in. In E-Commerce → Shipping → Shipping rates, define a country-specific fee with the *Countries* column; if you do not, orders abroad also pay the domestic fee. Customs and country-specific tax are not calculated.

14.6 Tax and customs by country

In the *Tax by delivery location* table in E-Commerce → Settings, enter the country, an optional state and the rate; the payment page refreshes the total according to the delivery location. To sell abroad without tax, enter 0 as the rate. The business is responsible for the accuracy of the rates. Customs duty is not calculated; for an order abroad, a notice that you can edit is shown to the customer.

14.7 Stripe and PayPal

If your business country is supported, they appear in the **Payments → Payment methods** list: Stripe in the countries where it opens accounts; PayPal. Try with the *Test environment* on first. For Stripe, enter the secret key from your dashboard (test: `sk_test_`, live: `sk_live_`). For PayPal, enter the Client ID and Secret of the REST app in the Developer dashboard.



Available methods are listed on the left. The settings of the selected method open on the right.

The customer pays on the Stripe or PayPal page; the CMS does not receive card details. You do not need to set up an extra notification URL: the result is verified when the customer returns and by querying the provider every minute, and if the amount or currency does not match, the payment is not recorded.

A payment approved in PayPal is captured only before it expires. Full and partial refunds are made from the payment details. Before going live, try a test payment and a refund in your own account.

Crypto with NOWPayments: It is turned on in Payment methods by entering the API Key and IPN Secret Key. The customer chooses the cryptocurrency and network on the provider's secure page. USD/EUR/GBP/NZD/BRL pricing is supported; TRY is not converted automatically. Only a completed, full-amount payment verified through the API counts as a collection; an underpayment waits. Test and live keys are separate. You can take the fixed link in the Webhook / notification URL field with the Copy button and paste it into the IPN Callback URL field in NOWPayments; for new payments this address is also sent automatically. There is no automatic crypto refund; when a cancellation/refund is needed, manage it separately in the provider account. The CMS does not record an external refund automatically. In E-Commerce, a Continue payment link opens after the order is saved; a crypto payment cannot be approved manually.

14.8 Refund, authorization and cancellation

A simultaneous collection/refund action cannot be started for the same payment. If a definite result cannot be obtained from the provider, or the movement cannot be written to the payment history, retrying is blocked. Verify the movement at the provider and the payment history together with the product owner; do not delete the transaction records and do not resend the same amount.

Refund refunds all or part of it. In the refund field, the remaining refundable amount is filled in by default; the 25%, 50%, 75% and 100% buttons fill in the amount based on this remaining amount. The refund is submitted when you additionally press the **Refund** button and complete the confirmation. For a card payment the refund is made through the payment institution; for a payment received by bank transfer a refund record is written and you send the amount to the customer from your bank; for a cash on delivery payment a refund record is also written and you refund the amount. For a payment taken by pre-authorization, use **Capture authorized amount** or **Release authorization**. A payment that has not been paid yet is closed with **Cancel payment**; expired payments close on their own. Approvals, refunds and cancellations are written to the audit log.

> **Permissions:** Viewing payments and approving/refunding them are separate permissions (Roles → Payments). Approvals and refunds cannot be undone; do not approve a bank transfer before the money has really reached your account.

15 E-Commerce

E-Commerce is a free app; you install it from the Store. The first time it is opened after installation, the **Products** and **Product Categories** content types and the **Payments** section are set up once automatically, and a draft **Cancellation and Returns Terms** page is created. Edit this page to suit your company and have a lawyer check it before you publish it; once published, the page is added to the legal links at the bottom of the site. If you delete it, it does not come back.

15.1 Menu

In the sidebar, **E-Commerce** contains Orders, Products (Product list, Specification templates and Bulk product import), Product Categories, Stock, Reviews, Product questions, Coupons, Gift cards, Shipping and Settings. While E-Commerce is on, products and product categories do not appear separately under Content; the records are the same. You can change the order of the sub-items with Customize Menu. If E-Commerce is turned off, these sections return under Content. Viewing orders, managing orders, and settings/coupons are separate permissions (Roles → E-Commerce).

15.2 By country

The contract drafts are created as the generic **Order Information** and **Terms of Sale** (they cite no specific law; edit them according to your country's legislation); pages created earlier do not change. In the shipping rates, cities are also typed freely. The ready-made shipping companies and the installment field are not shown; you add the companies manually. The contract drafts are created as the generic **Order Information** and **Terms of Sale**; they cite no specific law, so edit them according to your country's legislation. If you sell to more than one country, the country is chosen on the payment page, in My addresses, New order and the customer correction forms. The city is typed freely, the district is optional and the same applies to the shipping rates. In the European Union the "lowest price in the 30 days before the discount" rule applies; elsewhere the normal price is shown with a strikethrough.

15.3 Before you start selling

In the menu, the number of reviews awaiting approval appears next to Reviews as a red round badge. Next to Orders, those awaiting payment are shown in red and those being prepared in the info color, as separate round counters. The counters are round boxes without dots; numbers greater than 9 are shown as 9+. A counter that is zero is hidden; if all are zero, the badge area is not shown. The numbers are updated when the page is opened.

At the top of the Orders page, missing setup steps are listed as warnings and each links to the relevant screen; completed ones disappear on their own:

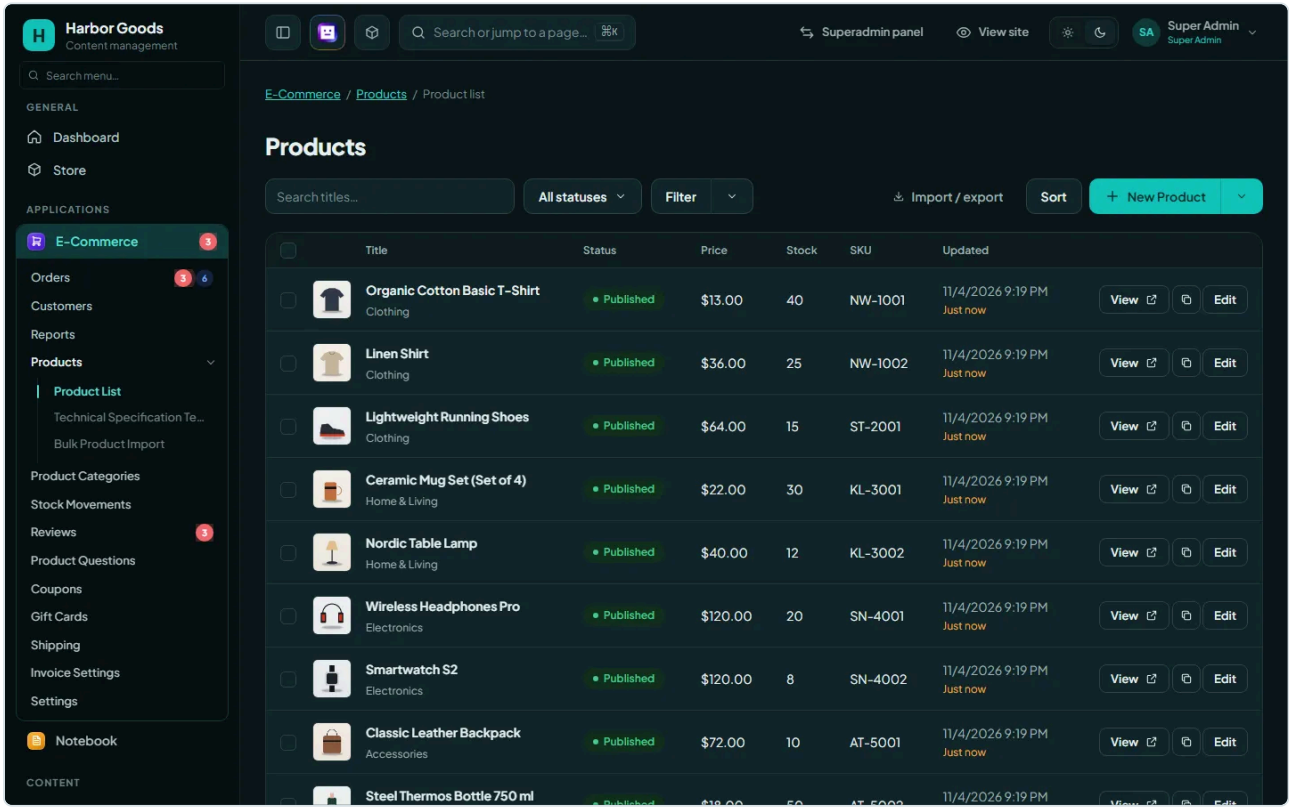
- The card provider's keys must also be complete. If the Payments section has been turned off by the system administrator, you are warned about that separately. At least one payment method must be on: Bank transfer (with at least one published bank account), Cash on delivery or a ready card provider. The card provider's keys must also be complete. If the Payments section has been turned off by the system administrator, you are warned about that separately.

- For the terms of sale, Company Details must contain the trade name, address, phone, email and tax number.
- The email provider settings must be entered so that email can reach the customer.
- Shipping fees must be entered on the E-Commerce → Shipping page (0 for free shipping).
- There must be at least one product that is on sale, has a price and is published.
- The active theme must include the cart icon and the “Add to cart” areas; if it does not, ask your system administrator to add them to the theme.

15.4 Sales information on products

The **Default page template for new products** under **E-Commerce → Settings** is shared with the default in Superadmin Content Types → Products. The choice applies only to new products; existing products do not change. If the active theme does not include the selected template, the product opens with the automatic template and the setting is not deleted.

In the **Sales** section of the product edit screen, tick **On sale** and enter the price. The discounted price must be lower than the price; if it is empty, there is no discount. If the Sales tax rate is empty, the default rate in the settings is used. If the stock quantity is empty, stock is not tracked (sold without limit); when stock reaches 0, the product shows “Sold out” on the site. A product that is not on sale stays as a catalog product and its price is not shown on the site. If a value is wrong, the product is not saved either and the error is shown.



The Products list shows image, status, price, stock and SKU at a glance.

At the top of the Sales section are the **On sale** switch, the product type and the always-open **Price and stock** area (price, currency, Sales tax, stock, SKU, barcode). The other settings are in collapsible sections: **Discount** (discounted price and dates), **Shipping and delivery** (pre-order, handover time to the carrier, weight, volumetric weight, gift wrap eligibility; physical products only), **Order limits** (minimum/maximum quantity, max installments), **Options** and **Personalization**. A short status of the section appears at the right of the title (e.g. “No discount”, “2 options · 6 combinations”). Sections with values entered come open; if a wrong field is in a closed section, the section opens on its own.

For products with options such as color and size, add up to three options with **+ Add option**; write the values separated by commas (e.g. Color: Red, Blue; Size: S, M, L; Material: Cotton, Linen). A product can have at most 300 combinations; if the limit is exceeded, a warning is shown instead of the table and the record is rejected. The combinations are generated automatically in the table; for each one you enter the SKU, stock, price (the product's price if empty), image (from the images in the product's Images field) and whether it is active. For a product with options, stock is per combination; an inactive combination is not sold. A combination that has reserved quantity in a cart or order cannot be removed, and its stock cannot be lowered below the reserved quantity. When combinations have different prices, the site shows “from X”.

Discount start / end are entered in the site's time zone; if empty, the discount starts immediately and has no end. The **On sale** column in the combination table gives a combination its own discount; the dates come from the product. The “price before the discount” shown with a strikethrough on the site is the lowest selling price in the 30 days before the discount started. The system writes every price change and every passing of the discount dates to the price history; if the discounted price is not below this lowest price, no discount label is shown on the site. For a discount that has no history yet (e.g. a new product, or a discount that started before an app upgrade), the editor shows a warning and the normal price is used with a strikethrough; check that it is compliant. The price history can be downloaded with **E-Commerce → Stock Movements → Price history (CSV)**.

Minimum quantity / Maximum quantity set the range in which the product can be added to the cart (1 and 99 if empty). Cart quantities are corrected automatically according to this and the stock, and the customer is notified. **Barcode (GTIN)** must be a valid 8, 12, 13 or 14-digit barcode; combinations can have their own barcode. **Weight (kg)** and **Volumetric weight** are shipment information. **Max installments** lowers the installment limit of an order containing this product for card payment (if empty, the site setting; 1 is a single payment).

15.5 Product types: digital product, gift card and pre-order

The **Product type** in the Sales section can be Physical product, Digital product or Gift card. If the cart contains only digital products and gift cards, no shipping fee is charged, the address is requested only for the invoice, and cash on delivery is not offered. For an order containing a digital product or gift card, a separate confirmation is taken from the customer that the right of withdrawal ends with delivery. These lines are not open to item returns. If an order contains only digital products and gift cards, the order automatically becomes **Delivered** once the payment is approved.

Digital product: after saving the product, add the file (PDF, Office, image, ZIP, MP3, MP4; up to 50 MB) and license keys with the **Digital delivery** link in the Sales section. Write one key per line; duplicate and empty lines are skipped. The stock of a product with a key pool is the number of unused keys. Once the

payment is approved, the download links and assigned keys appear on the customer's order page. The download limit and period are in **E-Commerce → Settings** (default 5 downloads, 30 days). The link works only for the owner of the order or through the order link in the email. If the order is canceled, the downloads are closed and the key is taken back and not resold. If there are not enough keys, the missing count is written in the order history; deliver the rest manually.

Gift card product: once the payment is approved, a code with a balance equal to the price is generated for each unit and shown on the order page; the validity period is in Settings (default 365 days). In a cart that contains a gift card, coupons and payment by gift card cannot be used. If one of the sold cards has been used, the order cannot be canceled; unused cards are closed on cancellation. Consult your accountant about the Sales tax treatment of gift card sales.

Pre-order: for a physical product, tick **Open for pre-order** and enter the **Estimated shipping date**. The product is sold without reserving or deducting stock, the site shows a “Pre-order” button and the estimated date; the date is written to the order. If the date is more than 30 days away, the customer is told clearly on the order screen. When the product arrives, close the pre-order and enter the stock; quantities sold by pre-order are not deducted from stock automatically.

The product list shows price, stock and SKU columns. You can select products and use **Change price (%)** to raise (e.g. 10) or lower (e.g. -10) prices in bulk; discounted prices and combination prices change by the same percentage. This action requires the E-Commerce settings permission and is written to the audit log.

15.6 Products and blocks on the site

On the page of a product that is on sale, the price (including Sales tax), options if any, a stock warning, quantity and **Add to cart** are shown. For a product with options, a sold-out combination cannot be selected; price, stock and image change with the selection. In product lists and cards, price, discount and “Sold out” are shown. Three blocks can be added to pages: **Product showcase** (new products, discounted ones, from a category, or products you pick; grid or slider), **Category showcase** (main categories or ones you pick, with their images) and **Featured product** (promotes a single product with a large image and the price). Showcases show only products that are on sale; if there is no product to show, the block is not visible to visitors and appears as a warning in the visual editor. If the app is turned off, the blocks and prices are not drawn and the products remain as a catalog.

The Promotional product, New arrival, Best seller and Recommended product choices in the **Display** section can be used in showcases together with Show on home page/Popular. These are manually managed display flags; they do not create a price discount or a coupon. In the Product showcase block, choose the suitable source. In the **Tabs** block, you can choose from the Content list → Product and assign a separate product category to each tab; for example Computers / Mobile phones / Hardware. In the same tab you can also choose only in-stock items and an additional filter.

On the product page and cards there are the **Add to favorites** (heart) button, and on the product page the **Compare** button. Favorites are saved to the account for a signed-in member and to that browser for a guest; when a guest signs in, their favorites are added to their account. The list is at `/ecommerce/favorites`, and the heart icon in the header goes there. At most 4 products can be added

to the comparison; the `/ecommerce/compare` page shows price, stock, brand and the products' technical specifications side by side. The comparison list is kept only in the browser. On a product page with no related products picked by hand, up to 4 products from the same category are suggested.

Recently viewed: the products a visitor looks at are kept in that browser (at most 12; this is not personal data and is not linked to an account). Under the product page, a "Products you recently viewed" strip shows the last 4 products viewed other than the open one; if the list is empty, the strip is not shown. All of them are on the `/ecommerce/recent` page, where the visitor can clear the list. A **Recently viewed** block (title and count) can be added to other pages such as the home page. Products that are no longer on sale are not listed.

In the store catalog, besides category/price/stock, you can search by brand, specification name and value, active variant value and minimum average stars. The specification name and value are entered together. The star filter uses only approved ratings; the variant filter looks for the product's active option value and does not guarantee that the variant is in stock.

If you select the **Subpage with left menu** template when editing a product or category, the product details are kept; the whole product category/subcategory tree and the price, stock, display and sort filters appear on the left. The filters open the `/ecommerce/products` catalog; you can add this address to the menu too. Prices and stock come from the current product data.

15.7 Cart

A visitor can add a product to the cart without being a member; the cart is kept in this browser for 60 days. When a member signs in, the cart in this browser merges with the member's cart (quantities of the same product are added). The cart icon at the top of the page shows the number of items. On the cart page, quantities can be changed, products removed and a coupon code entered; the subtotal, coupon discount, shipping (the amount left to the free shipping threshold is also shown), included Sales tax and total are shown. The coupon does not apply to shipping; the free shipping threshold is evaluated on the amount after the coupon discount. The price is the current price each time it is opened. If a product's stock goes down, the quantity in the cart is limited to the available stock; if a product is no longer on sale or sells out, the visitor is notified and it is removed from the cart. A product can be in the cart at most 99 units, and the cart can have at most 50 different lines.

15.8 Saved addresses and product reviews

Members can add, edit and delete up to 20 addresses with titles such as Home/Work under **My account → My addresses**. On the order form, the first saved address comes ready for delivery; they can choose separate saved addresses for delivery and billing and fill in the form with **Use addresses**. Individual/corporate billing details are entered separately on the order form. Changes in the address book do not change the address in old orders.

Signed-in members can send a **1–5 star** rating, only a comment, or both from the review link on the product page; both cannot be left empty. There is one review per member per product; resubmitting updates the existing review and puts it back for approval. The **E-Commerce → Reviews** screen requires the separate Manage product reviews permission. You can filter the pending/approved/rejected records; you can approve, reject, put back for approval or delete them. For a comment that has

changed since the screen was opened, refresh the page and read the current text. Only approved reviews appear on the product page; only approved stars count toward the average. A purchase is not required.

15.9 Placing an order

Complete order in the cart opens a single-page order form; you do not need to be a member, and the member's name, email, phone and the billing details in My account are prefilled. The customer enters their full name, email, phone, delivery address (province and district are chosen from lists, districts come according to the selected province; a district not on the list is typed with “Not listed — type it”; the street address), billing details, the shipping company if more than one is active (listed with their fees; the total updates with the choice), the payment method and an optional order note. **Complete order** in the cart opens a single-page order form; you do not need to be a member, and the member's details are prefilled. The customer enters their full name, email, phone, delivery address, billing details (individual or corporate; the billing address can differ from the delivery address), the shipping company if more than one is active (listed with their fees), the payment method and an optional order note. The Order Information and Terms of Sale are shown filled in with the order details and the customer must accept them; if a Privacy Policy is published, the customer must also confirm having read it, and marketing message consent is optional.

As payment methods, **Bank transfer** and **Cash on delivery**, which are on under Payments → Payment methods, and ready **card methods** are offered; if cash on delivery has a service fee, it is shown next to the option and added to the total. If no method is ready, orders are not accepted. For card, the customer goes to the secure payment page with the **Continue with card payment** link on the order page. Card payment is waited for 30 minutes; if the payment is verified, the order is prepared, and if the time runs out, the order is canceled and the stock/coupon right is returned. The amount is recalculated on the server: if the price, stock or coupon changes after the form is opened, the order is not placed and the customer sees the current amount and confirms again. When the order is placed, the stock is deducted, the coupon is counted as used and the cart is emptied.

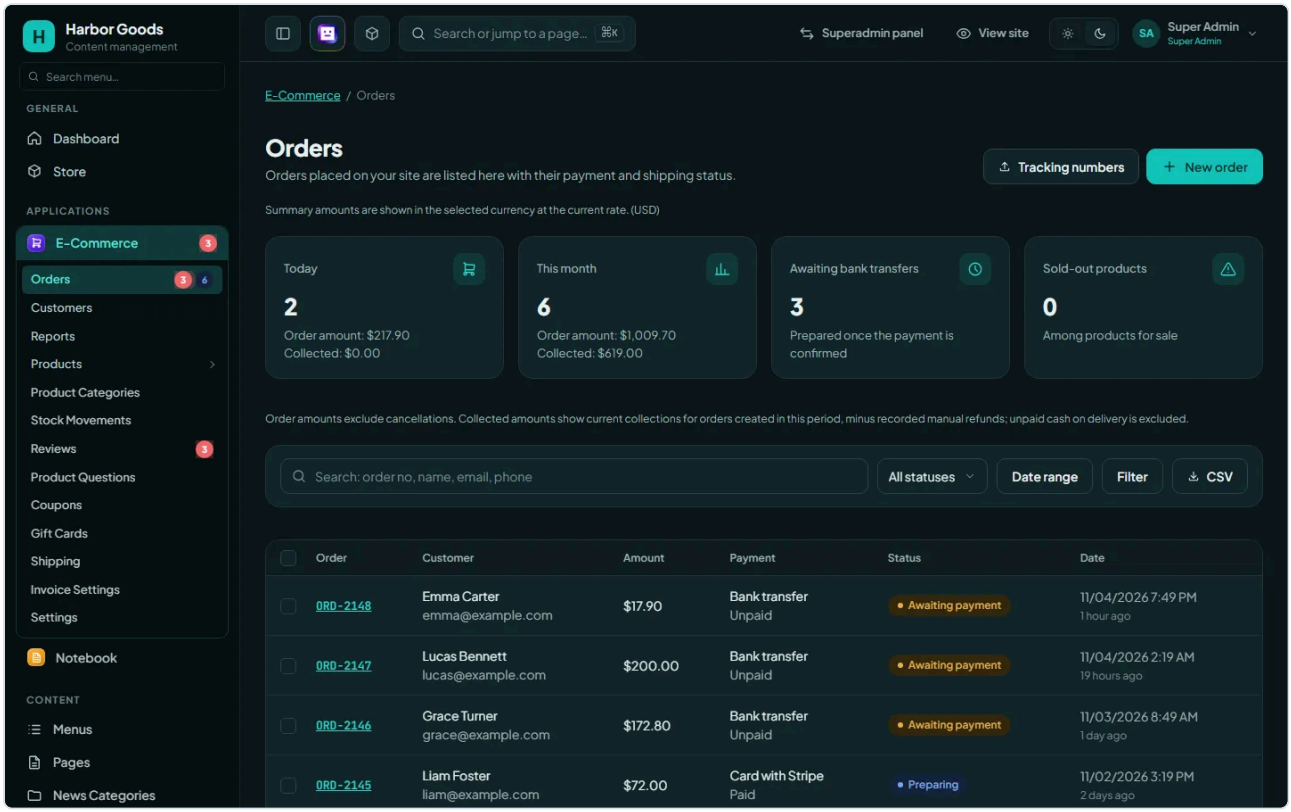
The customer is redirected to the confirmation page and receives a confirmation email containing the order number (a short SMS as well if SMS is ready); with the link in the email they can view their order for 90 days. For bank transfer, the confirmation page and email contain the bank accounts and the payment code to put in the transfer description; the order is **Awaiting payment**. When the money reaches the account, open the relevant payment in Payments and click **Confirm payment**; the order moves to **Preparing**. If its payment is not approved within the bank transfer waiting period, the order is canceled automatically, and the stock and coupon right are returned. For cash on delivery, the order is directly Preparing; approve the payment when the money is collected at delivery. A new order is notified to the administrator with the **New order** topic under Site Settings → Notifications. The confirmation email and SMS texts are edited under the name **Order received** in Email Templates and SMS Templates.

15.10 Customer's orders

If membership is on for the site, members see their orders with statuses and amounts in pages of 20 records via the **My orders** link in My account; clicking an order opens its details. A customer who ordered without being a member sees their earlier orders in My orders as well once they later become a member with the same email address and verify it. If membership is on and the member record has no required profile field that the customer must fill in, a customer ordering without being a member can tick **I want to become a member with these details** on the payment page and set a password to become a member together with the order; the password and consent are checked before the order is placed. If email verification or administrator approval is on for membership, these rules apply as they are: if verification is needed, the order is linked to the account when the customer opens the link in their email; if not, the customer is signed in immediately. If the membership cannot be created for any reason, the order is still accepted. For an order to be paid by bank transfer, while payment is awaited the customer can upload the **transfer receipt** (PDF, JPG or PNG, up to 5 MB; at most 3 files) from the order page, adding a note. When a receipt is uploaded, a “Receipt attached” mark appears next to the payment information in the Orders list, the files can be downloaded in the Payment card of the order details, and if the “Bank transfer receipt” topic is on in Notifications, you are notified. A receipt is not proof of payment: approve the payment only after you see that the transfer has reached your bank account. When the payment is approved or the order is canceled, uploading closes. A customer who is not a member can view their order for 90 days with the link in the confirmation email. A customer who has lost the link enters the order number and email on the **Find my order** page in the site's footer (`/ecommerce/order-lookup`); if the details match, a new link is sent to that address by email (the sending appears in the order details). The page does not open the order directly and gives the same response even when there is no match; many attempts from the same place are limited. Orders are included in the member's data export (including billing details and accepted contracts). If a member deletes their account, their orders continue to be kept as legal records; only the link with the membership is removed.

15.11 Orders

When a new order is placed on the site, the number of unseen orders appears on the E-Commerce module icon in the top bar and a “There is a new order” warning appears on the Dashboard; bank transfer/card orders awaiting payment are also noted separately on the Dashboard. Clicking the icon or the warning lists only the new orders, marked with a **New** label. When you open an order it counts as seen; **Mark all as seen** clears all of them at once. The seen mark does not change the order's status. The icon and warnings appear only while E-Commerce is on and you have permission to view orders.



The Orders screen with summary cards at the top, then filters and the order list.

15.12 Gift cards

E-Commerce → Gift cards (Manage gift cards permission) lists the codes with balances. With **New gift card** you enter the amount, currency, an optional last day, quantity (up to 50), a note and the recipient's email. If the recipient's email is entered, the code is sent with the "Gift card" email template (for a single card only). Generated codes are shown once; when needed they are shown again with **Show code**, and this action is written to the audit log. A closed card cannot be used and its balance is kept. Clicking a code shows the balance movements (creation, use in an order, write-back by refund/cancellation).

The customer types the code in the **Gift card code** field on the cart page; upper/lower case and hyphens do not matter. A card is not a discount like a coupon: the order's amount and sales document do not change, the amount deducted from the card comes off the amount to be paid, and partial use is possible. If it covers the whole amount, no payment method is requested and the order is counted as paid immediately. If the order is canceled, the amount paid by the card returns to the card. On a product return, the amount collected by the payment method is refunded first; the part that is not enough is written back to the card.

15.13 Stock

The **E-Commerce → Stock Movements** page (Stock movements and manual stock adjustment permission) lists the products and combinations whose available stock has fallen to or below the low stock threshold. The threshold is in the **E-Commerce → Settings → Low stock threshold** field (default 5, 0 is off). When stock falls to the threshold, a notification goes to the administrator if the **Low stock** topic is on in Site Settings → Notifications. Stock is adjusted with the **New stock** and the required

Reason on the row; stock cannot go below the quantity reserved in carts/orders, and the action is written to the audit log. The **Stock movements** list shows product edits, sales, cancellations/refunds and manual adjustments with the change, next stock, order and the person who made it; clicking a product name lists only that product's movements. No movement is written for products whose stock is not tracked (empty).

15.14 Bulk product import

E-Commerce → Products → Bulk product import (Stock permission) bulk-updates price, discounted price, discount dates, stock, on-sale status and barcode with a CSV file. First, with **Download current products**, you can get the products and combinations that have a SKU in the same format and edit them in Excel; save the file as "CSV UTF-8". The columns are: `sku` (required), `title`, `price`, `sale_price`, `sale_starts`, `sale_ends`, `stock`, `for_sale`, `gtin`; the separator can be a semicolon, comma or tab. An empty cell does not change the value; `-` clears the discount, the stock (makes it unlimited) or the barcode. The SKU is matched with the stock code of the product or combination; on a combination row, price, discounted price, stock and barcode are updated, and the discount dates and on-sale information are given on the product's own SKU row. A SKU that is not found becomes a new **draft** product with the title and price (the Edit products permission is required); you add the image and description and publish it from the product editor. A new combination is not created by the import. **Preview** changes nothing and shows the change to be made, or the error, for each row; **Apply changes** writes the valid rows at once and the faulty rows are skipped. Stock changes are written to the stock movements as "Import" and price changes to the price history; stock cannot go below the reserved quantity. At most 1 MB and 2000 rows can be uploaded.

If **E-Commerce → Settings → Minimum order total** is entered, an order cannot be placed with a cart whose products' total after discount is below this amount; the cart shows the remaining amount. Shipping and the cash on delivery fee are not included in this total.

At the top of the **E-Commerce → Orders** page you see today's and this month's order count and amount (excluding cancellations), the orders awaiting payment and the number of products on sale that are out of stock. The list can be searched by order number, name, email or phone, and filtered by status and date range. **CSV** downloads the orders matching the filter as a file that can be opened in Excel; because it contains customer information, it is visible only with the manage orders permission and is written to the audit log.

Order from the panel: an order received by phone or message is recorded with the **New order** button on the Orders page (the manage orders permission is required). The product and combination are chosen from the list and the quantity is entered; the customer's email, phone and name, delivery (shipping company or pickup from the store, province, district, address), billing details, coupon and payment are chosen. The payment can be **Bank transfer** (the bank details go to the customer, and when the payment arrives it is approved from the order details), **Cash on delivery** or **Payment received**; Payment received records a payment received in person, at the store or already in the account to the selected Cash pool/bank account, the order starts being prepared and the sales document is written. Card payment cannot be taken from the panel. First, **Calculate total** shows the price, discount, shipping and total; **Create order** saves the order only if the last calculated amount has not changed. Price, stock, minimum/maximum quantity, coupon, shipping rates and minimum order total go through

the same rules as a site order; stock is deducted when the order is placed and the contracts are attached to the order record. If the email belongs to a member, the order can optionally be linked to the member's account and appears in My orders. You can choose to send the customer the “Order received” email (and the SMS if ready); no new order notification goes to the administrator. The order history shows that it was created from the panel and who did it.

Packing slip: when you tick orders in the list, the **Print slips for selected** bar appears at the top (the box in the header selects all); **Print slip** in the order details opens a single order. The slip opens in a new tab, with each order on a separate page: products, combination, SKU, quantity, a check box, delivery address or pickup from the store, shipping company and tracking number, customer note. The slip with prices also has unit price, amount and totals; the **Without prices** option or the **Slip without prices** link on the slip hides the amounts (for the slip to go in the package). **Print** opens the browser's print window; the toolbar does not appear on paper. At most 50 orders are printed at once. The slip is for packing; it does not replace an invoice or a delivery note. The permission to view orders is enough to see it.

Customers: E-Commerce → **Customers** lists the customers who placed orders by email address; orders placed with the same address without being a member and as a member merge into one row (upper/lower case differences are ignored). Each row shows the name, a Member/Guest mark, the number of orders and cancellations, the total amount of non-canceled orders (currencies separate) and the first/last order dates. You can search by name, email, phone or order number; you can sort by last order, number of orders or oldest customer. Clicking a customer opens all their orders, delivery provinces and contact details; if they are a member and you have permission to view members, the **Open member record** button appears. No separate customer record is kept and there is no export; anyone with the permission to view orders can open the screen.

Bulk actions: If you have the manage orders permission, the same selection bar also has **Mark as shipped** and **Delivered** buttons (at most 200 orders at once). Mark as shipped moves only orders being prepared to shipped without a tracking number; if you have more than one shipping company, you can choose a company from the list next to it, and if you do not, the company on the order is used. Delivered marks orders that are shipped and orders being prepared for pickup at the store. Each order is processed one by one and the customer gets the usual notification; unsuitable orders are skipped and listed with the reason.

Tracking numbers: the **Tracking numbers** button on the Orders page opens the bulk entry screen with CSV. **Download orders awaiting shipment** gives the orders being prepared in a file with customer, province and shipping company; fill in the tracking_no column and upload it. The preview shows the action for each row: an order being prepared is shipped, the tracking information of an order already shipped is updated; orders that are not found, appear twice, are awaiting payment, or are for pickup at the store are skipped. Nothing changes until you confirm.

Reminders: in the E-Commerce → Settings → **Reminders** section, two emails can be turned on (0 is off; off by default). The **Bank transfer payment reminder** is sent once to a bank transfer order whose payment has not been approved, the number of hours you enter before the payment deadline, with the bank details and the payment deadline; it is not sent in the first hour after the order, and it is not sent to an order that has been paid or canceled. The **Review invitation** is sent once, the number of days you enter after a member order is delivered, and lists the review pages of the products still on sale that the member has not reviewed yet; it is not sent for guest orders (reviews are open to members), and it is not

sent if no product is left to review. If the setting is turned on later, the invitation is not sent for old deliveries whose invitation time is more than 30 days past. The texts are edited on the **Email templates** screen (E-Commerce group); sends appear in the send list in the order details. The check runs every fifteen minutes.

Sales report: E-Commerce → **Reports** summarizes, for the selected date range (the last 30 days by default, at most 366 days; the order day in the site's time zone), the order count, revenue, amount paid, average cart, the number of customers and repeat customers, the cancellation rate and product returns. Below it are tables of best-selling products (with SKU), categories, payment methods, shipping (shipping company or pickup from the store), provinces, statuses and the daily trend. Revenue is the recorded amount of orders that have not been canceled; it is not collection or profit. Different currencies are not added together and are shown on separate rows. **CSV** downloads the daily, product and category tables. The report contains no customer name, email or address; the permission to view orders is enough to see it.

Clicking an order shows the products and amounts, the customer and delivery details, billing details, payment status, shipping, internal note, order history (who did what and when) and the contract texts the customer accepted. A user who has only the permission to view orders does not see the action buttons.

- **Confirm payment**: used when the bank transfer reaches your account or when cash on delivery is received at delivery; the payment is also written to Payments as approved. For a bank transfer, the order moves to **Preparing**.
- **Ship as a package (partial shipment)**: if an order being prepared has more than one unit to go by carrier, enter for each line the quantity going in this package, the company and the tracking number; an order can have multiple packages and tracking numbers. With each package a “Partially shipped” notification goes to the customer and the packages are listed with tracking links on the order page. When the last units have gone too, the order becomes Shipped; **Ship remaining items** makes all remaining units the last package. After the first package the order cannot be canceled; for products that will not be shipped, item returns are used. For pre-order products, use this route to ship the ready ones first.
- **Shipped**: moves an order being prepared to shipped, with a tracking number (optional). If a shipping company is defined, it is chosen from the list (the company the customer picked when ordering, or if none the first active company, comes preselected; you can also mark it shipped without choosing a company). The company the customer chose is also written in the shipping section while payment is awaited. For an order already shipped, the company and tracking number can be corrected later. If the selected company has a tracking link, the customer clicks the number and follows their shipment.
- **Delivered**: completes an order that is shipped.
- **Internal note**: visible only in the panel.
- **Cancel order**: an optional reason is asked; the coupon right is returned. A product that has not been shipped returns to stock; a product that is shipped or delivered is added to stock with **Product received back / restock** only once it has been physically taken back. Repeating the action does not create double stock. If a payment was received, the amount is recorded in Payments as a refund; for bank transfer/cash on delivery you refund the money to the customer yourself; for card the

provider's refund API is used, and if it is accepted, the refund date is recorded automatically. If no payment was received, the pending payment is closed. Partial refunds are not made.

Statuses change only forward: Awaiting payment → Preparing → Shipped → Delivered; cancellation can be done in any status. In the statuses Preparing (bank transfer approval), Shipped, Delivered and Canceled, an email goes to the customer (and an SMS if SMS is ready); the texts are edited under the name **Order status changed** in Email Templates and SMS Templates.

In the **Store operations** section, **Delivery failed** or **Returning** is marked for an order that is shipped. These do not change collection, cancellation and the return to stock on their own. For bank transfer/cash on delivery, the refund record in Payments is not a money transfer: if the record fails, use **Retry refund entry**; after you have really sent the money to the customer, record **Money refunded manually** with a note. The date and note are stored.

On an active order that has not been shipped, the contact, delivery and billing details can be corrected in the **Correct customer details** section. Accepted contract texts do not change; if there is a sales document, a new correction version is written. When the email changes, the old guest links become invalid and the membership link is removed; even if the old email is written back, the old link does not open. The values you wrote in a faulty form are kept.

In the **Notifications and access link** section, the channel choices are side by side; they are sent with **Send details and link**. The last result of each channel is shown separately; the **Sending history** section, which is closed and holds all of the last 100 attempts, opens it. The provider accepting does not mean it was delivered; after an outage the result may remain unknown. By choosing channels you can send the current details and a new 90-day access link. The channels are tried separately; a sending error does not roll back the order. Sending a new link does not cancel the old links before their own expiry; changing the email does. The texts are in the **Order access link** template.

On an expired and canceled bank transfer order, if the money arrived later, record the collection with **Late transfer received in the bank account**. **Create order from late transfer after checking current stock and price** rechecks stock, the active product/variant/shipping and the coupon; if the money received matches the current total, it creates a separate, paid order and links it to the old order. The old order stays canceled and no second collection is made. If the price has changed or there is no stock, use the route of a refund record followed by a manual money refund and ask the customer for a new order.

A customer can leave a short **cancellation / return request** from their own account or a valid guest link. Before shipping, a cancellation is offered; after shipping, a return request. The request does not perform an automatic cancellation, stock return or money refund. The administrator resolves the request with an explanation and the customer sees the result on the same page. This short general request is one per order; item return requests are managed with the separate flow below.

Item returns: on a shipped order the customer can open a request by choosing products and quantities from a valid order link. Requests are listed with a status badge in the **Item returns** card under the products table in the order details; to open a record from the panel, click the **Add item return** button (only returnable products are listed, with their remaining quantities). After inspecting the physical product, the administrator chooses **Accept** or **Reject** and enters the explanation. On acceptance, **Return to sellable stock** is chosen only for a product that can be resold; a damaged

product does not increase stock. The other products in the order stay active. The coupon discount is distributed from the line at order time to the quantities, preserving any leftover cent; the shipping/service refund is limited to the remaining fee. Acceptance does not send money: **Process refund** uses the provider for card; for bank transfer/cash on delivery it first creates a record, and the actual manual sending is confirmed separately with a note.

Change: for an accepted return, the customer chooses a new product/option with an empty cart and confirms the current price and the contract on the normal order screen. The old return and the new order are linked; the price difference is shown. The old return amount is sent separately, the new order is paid separately in full; no automatic offset is made. Canceling the new order does not change the old order or a completed return.

Catalog search: A search by product name/SKU combines with category, price, stock and other filters. In the brand, specification and variant axes, multiple options coming from the real catalog can be selected; within the same group any one of the options, across different groups all the conditions are searched. Color/size are matched in the same active combination. The numbers next to the options are the product counts of the whole published sales catalog. The Clear filters link returns to the start.

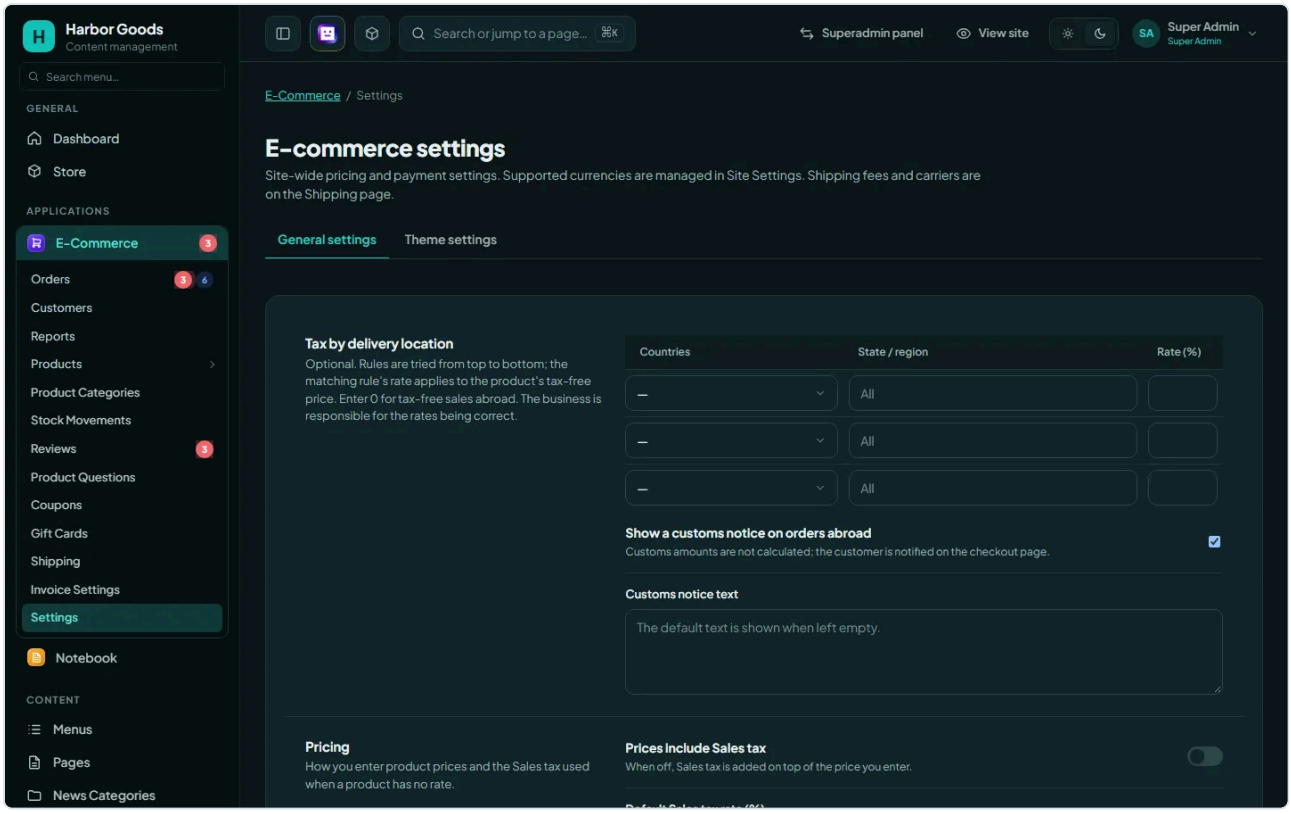
Old contract warning: the Orders setup checklist shows an edit link if it finds the phrase 10 days in the current language's contract. Check the current draft and your business's terms. Custom text and contracts accepted in the past are not changed automatically.

In the top summary, **Order amount** and **Collected** are separate. The order amount excludes cancellations. Captured is the current collection of the orders created today/this month minus the real manual refunds recorded; it does not include cash on delivery not yet received. This is not an accounting report by collection date.

If the payment form is resubmitted with the same content from the same browser and account, it returns to the same order. A different content with the same submission ID is rejected. If the cart content/quantity or the price changed in another tab, check the current form and confirm again.

15.15 Settings

When **Prices are entered including Sales tax** is on, the product price already includes Sales tax; when it is off, Sales tax is added on top of the price. If you do not enter a rate on a product, the **default Sales tax rate** is used. The shipping fee and carriers are on the separate **Shipping** page. If **Cash on delivery fee** is empty, cash on delivery is free. **Bank transfer hold time** (1–30 days) sets when a bank transfer order whose payment has not been confirmed is cancelled. You can type amounts as 49.90 or 1,250.



E-commerce settings include tax rules by delivery location and how prices are entered.

When **Product feed** is turned on, the address `/ecommerce/feed.xml` returns a product list in the Google Merchant Center and Meta (Facebook/Instagram) catalog format: only published products that are on sale (gift cards excluded), each active combination of a product with combinations as a separate row, price including Sales tax, discounted price according to the rule on the site, stock status (in stock/out of stock/pre-order), barcode, brand, image and short description. Add the feed address to Merchant Center or Meta Commerce Manager as a scheduled fetch. Products without a barcode and brand are marked as products without an identifier.

On the **E-Commerce → Shipping** page you enter the **default shipping fee** (0 for free shipping) and an optional **free shipping threshold**; if the subtotal reaches the threshold, shipping is free whichever carrier is chosen. You also manage carriers on the same page: you can add one with a single click from the ready-made carriers or use **New carrier** to enter a name, shipping fee, tracking link, order and active status. If no fee is entered for a carrier, the default shipping fee applies; if you enter 0, shipping with that carrier is free. In the tracking link, the order's tracking number replaces `{takipNo}`; the link must start with https://. For carriers that do not come with a ready link, take the link from the carrier's site and edit it in. If more than one carrier is active, the customer sees the carriers with their fees when ordering and picks one (the first carrier in the order is preselected and its fee is shown in the cart too); if there is only one carrier it is used, and if there are none the default fee applies. The chosen carrier is recorded on the order, and you can change it when you hand the order to the carrier. It can be written into agreements with the `{kargo_firmasi}` field. An inactive carrier cannot be chosen on new orders. Even if a carrier is deleted or changed, the carrier name and tracking link shown on orders already shipped do not change. Use **New carrier** to enter a name, shipping fee, tracking link, order and active status.

In the shipping rates, the description is at the top and the fields are full width below it; the carrier is chosen from a searchable list. When you type in the **Provinces** field, province suggestions open. Provinces you select with the mouse, or with the arrow keys and Enter, are added as tags; remove one with ×. If no province is selected, the rule applies to all provinces. The same province is added only once; choose a valid province from the suggestion list. If JavaScript is off, you can type province names separated by commas.

Product personalization: in the **Personalization** field in the product's Sales section, use **+ Add personalization field** to define up to 10 fields: field name (e.g. Name to engrave), type (short text, long text or dropdown), character limit or choice values, extra fee and whether it is required. The customer fills in these fields on the product page; the fee of a filled-in field is added to the unit price. The same product with different text becomes a separate cart line. The values appear in the cart, at checkout, in the order details, on the packing slip, in emails and on the product line of the sales document ("Mug · Name to engrave: Alice"). Custom-made products have no right of withdrawal; the customer confirms this separately when ordering, and the products are listed in the pre-contract information form (`{kisiye_ozel}`). If you change the fields, a product waiting in a cart with the old values is removed from the cart and the customer is warned. Personalization is used only on physical products; a product with required personalization cannot be added to an order from the panel, and on storefront cards the visitor is taken to the product page instead of a quick "Add to cart".

Cross-selling: in the product editor, choose additional products in the **Frequently bought together** field (e.g. a case and a charger for a phone). When a visitor adds the product to the cart, up to 4 of these products are shown in the "Added to cart" window and in the "Add these too" section of the cart page; products already in the cart, not on sale or sold out are not shown. A product without options is added with one click; for a product with options or personalization, the product page opens. The "Related products" field is for the similar products shown on the product page.

Header icons: in the **Header icons** card on the E-Commerce → Settings → **Theme settings** tab, you can turn off the cart, favorites and compare icons in the site header individually (on by default). A turned-off icon is removed only from the header; the cart, favorites and compare pages still open by their address. The account and search icons belong to the theme and membership, not to the application. In the **Footer links** section of the same card you can also turn off the **Find my order** link in the site footer; the order lookup page still opens by its address.

Gift wrapping is turned on in a separate section on the Shipping page: **Offer gift wrapping** and an optional fee (including Sales tax; free if empty). At checkout the customer can choose "I want gift wrapping" and write a gift note of up to 300 characters; the fee is added to the order as a "Gift wrapping" item and the total updates without reloading the page. Products marked **Not eligible for gift wrap** in the product's Sales section are left out of the wrapping (they are listed to the customer); if the cart contains only such products, the option is not shown. Paid wrapping is not offered on an order that uses a gift card. The request and note appear in the order details, on the customer's order page, in the order email and on the packing slip ("Gift wrapping required; do not include price information in the package"); for a gift order, print the slip without prices. Gift wrapping cannot be selected on an order created from the panel.

Dispatch time is in a separate section on the Shipping page: the default time (business days; 0 is same day, not shown if empty), dispatch days (Monday–Friday by default), the cutoff time for same-day dispatch and holidays. You can also enter a **Dispatch time** in the product's Sales section; if it is empty, the default is used. On the product page the visitor sees "Ships tomorrow", "Ships today · order by 14:00" or "Estimated dispatch: Wednesday, October 28" (with a script-disabled browser, "Ships within 2 business days"); in the cart and at checkout the latest date in the cart is shown. The estimate is written to the order when it is placed; it appears in the order details, on the customer's order page (until it is shipped) and in the pre-contract information form (the `{kargoya_verilis}` field). There is no estimate for pre-orders (the product's own estimated date is used), digital products and gift cards. The estimate is informational, not a firm delivery commitment.

Shipping rates (optional) are on the same page: each row has a carrier (or all carriers), provinces separated by commas (all provinces if empty), the maximum volumetric weight, the minimum cart amount and the fee. Rules are tried from top to bottom and the fee of the first matching rule is charged; if none match, the carrier's or the default fee applies. The cart total is calculated for each product by taking the larger of the unit volumetric weight and the weight in kilograms, multiplying by the quantity and summing (the volumetric weight and weight are entered in the product's Sales section; if not entered, they count as 0). A province-specific rule applies only once the delivery province is selected at checkout; in that case the cart says the fee may change by province, and the checkout page refreshes the amount when the province changes. The free shipping threshold and the free shipping coupon take precedence over the rates; rates do not apply to store pickup. To delete a row, empty its fields.

Store pickup: under E-Commerce → Shipping → add Store pickup, enter the real pickup address. The option is free; the customer sees the address on the order. Personal address details are used for the invoice. For a prepared store order, use **Delivered** directly instead of Shipped. Cancelling a delivered product does not increase stock automatically; when the product is actually taken back, record the physical stock return. Changing the store address later does not change the address of earlier orders. A bank transfer/EFT customer must write the **order number** shown at the end of the order in the bank transfer description.

Fields such as `{alici_ad}`, `{urunler}` and `{toplam}` are written into the text; the list is under "Available fields" in the editor, and an unrecognized field stays as it is. Only text blocks (paragraph, heading, list, quote, table) are used in an agreement; design blocks are not shown at checkout. If there is no translation in a language, the text in the default language is used; if the page has been deleted, the sample text. The sample texts are drafts; edit them for your company and have a lawyer check them before publishing. The filled-in text is stored with the order; changing the text later does not affect earlier orders. **Agreements:** the Order Information and Terms of Sale are created with sample text, in all languages of the site, under Pages → System pages when E-Commerce is turned on; they open from the links in Settings and are edited like other pages, separately for each language.

15.16 Coupons

A coupon code is 3–32 characters; letters, digits, - and _ can be used and case does not matter (the same code cannot be defined twice). The discount can be a percentage (1–100) or an amount; you can enter an optional minimum cart amount, a last valid day (inclusive) and a total usage limit. Inactive,

expired or limit-reached coupons are shown in the list with a separate status. Deleting a coupon does not affect earlier orders.

The coupon type can also be **Free shipping**; this coupon does not change the product price, it zeroes the shipping. If you enter a **First valid day**, the coupon cannot be used before that day. **Uses per customer** counts non-cancelled orders placed with the same email address; a cancelled order gives the use back. If **Only for these products** and **Only for products in these categories** are selected, the discount applies only to the total of the products in scope (an amount discount cannot exceed that total); if the cart has no product in scope, the coupon is not accepted. For category scope, the category the product is directly attached to is checked; select subcategories separately. If no product or category is selected, the coupon is valid on all products.

15.17 Product questions

Only logged-in members can ask a question from the **Questions** section on the product page (at most 5 questions awaiting an answer on the same product). Questions are listed on the **E-Commerce → Product questions** page (Manage product questions permission), with those awaiting an answer first. When you write the answer and click **Answer and publish**, the question and answer appear on the product page and the person who asked is notified once with a "Product question answered" email; an unanswered question cannot be published. **Save (don't publish)** stores the answer without publishing it, and **Reject** hides the question. If the question changed while you were viewing it, no action is taken; refresh the page. If a member deletes their account, their unpublished questions are deleted and published ones remain without name and email; questions are included in the data export.

16 Reservation – Salon

When there is more than one **Before taking appointments** warning, they are gathered in a single card: the total and error count are shown at the top, errors come first, and you move between warnings with the **Previous/Next** buttons or the keyboard arrows. From each warning's description you can jump to the related setting.

The **Appointments Awaiting Approval** area at the very top of the page shows up to 3 valid awaiting-approval records with the nearest dates that you can access; it is independent of the search and date filters. Records whose end time or approval deadline has passed are not included in this summary. The **View all appointments awaiting approval** button opens the full Pending list with normal paging and filters (this view is not limited to 3 records). The daily tables do not repeat these records. CSV keeps the selected filter scope regardless of the preview limit.

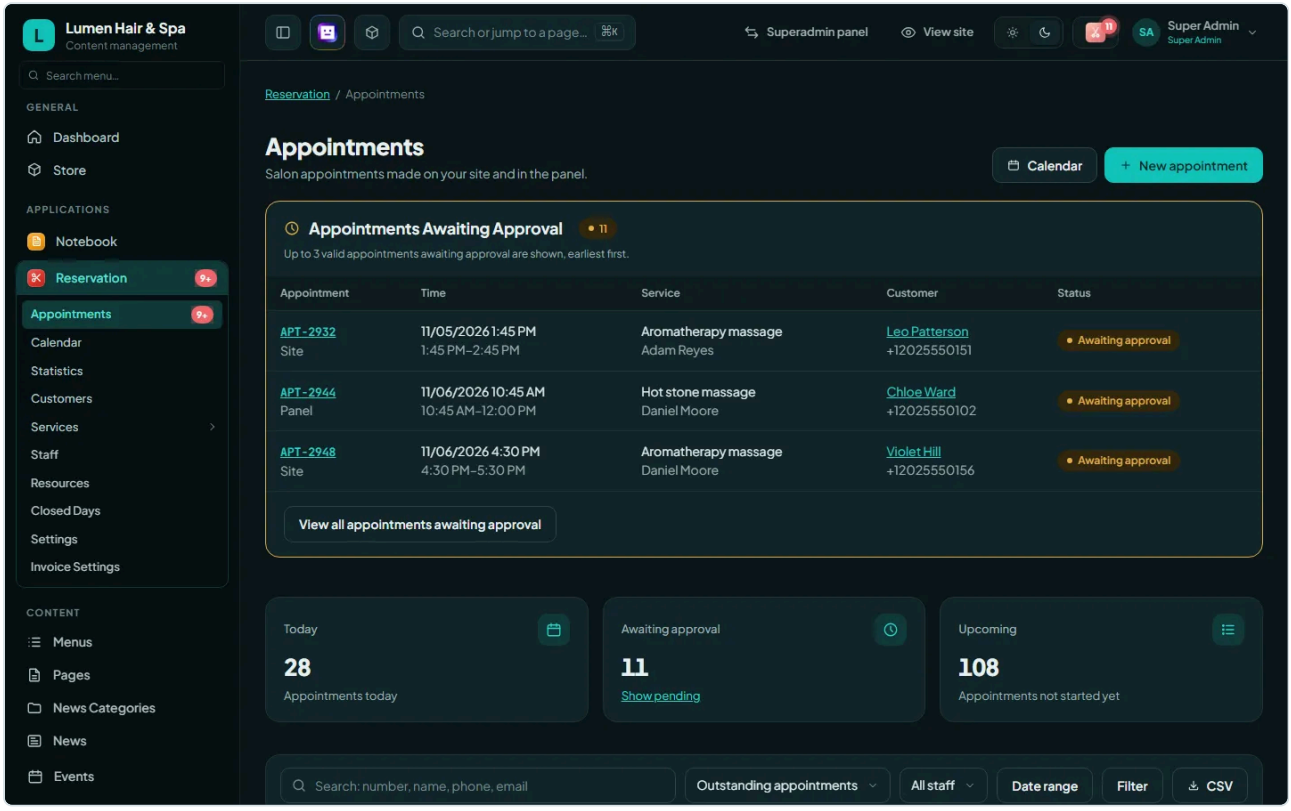
New appointment starts at the top with **Choose an existing customer** or **Create a new customer**. Search for an existing customer by name, phone or email; continue with the **Select** button on the result card. The selected customer summary stays at the top and can be changed. New customer details are filled in the fourth block after time selection; the card is saved together with the appointment. Search and selection respect your staff access scope.

Statistics: on the single page in the Reservation menu you can see summaries for the last 30 days by default, in four columns and two rows on a wide screen, and you can choose a date range of up to 366 days. The appointment start time in the site time zone is used; all statuses are included and your staff/practitioner access scope is respected. There are staff, service and customer tables. In the service count, a service with two staff members is counted once; for staff, each appointment they take part in is counted once. Status, online/panel source, daily trend and day/hour density are shown together. Density is the number of appointment start times excluding cancelled and rejected ones; it is not a capacity occupancy percentage. The no-show rate is calculated over completed + no-show, and the cancellation rate over all appointments. A returning customer is someone with at least two completed appointments in the selected period. You can track confirmed/pending records in the past with the unresolved counter. The recorded amount is calculated only from completed priced appointments, with each currency separately; it is not collection or profit.

Reservation – Salon is a free application for the appointments of barbers, hairdressers, beauty centers, nail studios, lashes and brows, skin care, laser hair removal, and massage and SPA businesses; you install it from the Store. It is independent of general Reservation, and both can be used together on the same site.

The appointment icon in the top bar counts only valid **awaiting approval** records and goes to the awaiting-approval list. The **Reservation** and **Appointments** rows in the menu have two separate badges: **red** shows all valid awaiting-approval records, and **blue** shows only today's confirmed appointments that are not yet resolved. Today is calculated by the site time zone. Approving lowers the red/top bar count; if the record is today, it is added to the blue count. Completed, No-show or Canceled lowers the blue count. Being read and the date selected in the calendar do not affect the counters. Zero badges are hidden, and at zero the top bar icon is hidden; staff scope is respected.

Appointments uses the **Outstanding appointments** view when first opened: awaiting-approval and confirmed records are shown day by day in the site time zone under the headings **Today's Appointments**, **Tomorrow's Appointments**, **Other Days** and **Past Appointments**. The today and tomorrow headings are always visible; empty days show a small "No appointments" note. Today's and future records are sorted from the nearest time, past ones from the newest date. Each day has its own date heading and table; a day's records can continue on the next page at the page limit. To see Completed, No-show, Canceled or Not approved records, choose the status in the status filter or choose **All statuses**. Search and CSV keep the selected scope.



Appointments awaiting approval come first, followed by the day counts and the appointment list.

16.1 Settings

- **Customer contact**: you decide whether phone and email are required for online appointments; at least one is required. *Verify phone with an SMS code* can be turned on only if the SMS settings are complete and the phone is required.
- **Booking rules**: the time step (5–60 minutes), the earliest and latest appointment, whether online appointments wait for approval, and how many hours before the start the customer can cancel.
- **Staff assignment**: when the customer says "no preference", the appointment is given to the staff member with the fewest appointments that day or to the next one in turn.
- **Reminders and no-shows**: how many hours before the appointment reminders are sent (up to three) and after how many no-shows a warning is shown for the customer.
- **Display and features**: showing prices on the site; room/device/chair resources, several people in one appointment, and service options that change the duration/price. The fields of a turned-off feature are hidden; saved information is not deleted.

Once the application is installed, it appears in the side menu as **Reservation**.

16.2 Setup wizard

1. **Business types:** choose one or several of barber, women's hairdresser, unisex hairdresser, beauty center, nail studio, lashes and brows, skin care, laser hair removal, massage and SPA.
2. **Business details:** staff names (optional, one name per line), working days, opening/closing and lunch break; for massage and laser, the number of rooms, double rooms and devices; whether prices are shown on the site.
3. **Preview:** the services to be created are listed by type. A service you uncheck is not created; you can correct the duration of single-part services here. *Create* writes them all together.

Services are created without prices; you enter the prices in Services. New services are linked to all existing staff, and new staff to all services; change this from the staff or service screen if needed. When massage and laser are selected, the room/device, double massage and options features turn on automatically.

When there are no services, **Reservation → Setup** appears in the menu; it is hidden once a service is added (hidden/inactive services also count). If you have permission, you can run the wizard again from **/cndk-admin/salon/setup**. Only missing items are added: existing services, categories, rooms/devices and staff with the same name are not created again, and the prices you entered do not change. The services of a type you remove are not deleted but hidden (Services → Hidden services); they come back when you select the type again.

16.3 Services and categories

- **Services → Categories**: groups services into groups such as Hair, Beard, Massage. A new category is added directly as active; to make it inactive, edit the category. The services of a deleted category are left without a category.
- **Duration**: for a single-part service only the first row is filled in. For procedures such as coloring, the duration is split into parts: in the *Application* part the staff member is busy, in the *Waiting* part they can attend to another customer. The duration starts with an application and ends with an application. *Preparation time* is for cleaning; during this time no new appointment is given to the staff member or room.
- **Price** is optional and includes Sales tax; no payment is taken. Click *No price* or the existing price in the service list, check the service name and currency in the window that opens, and enter the amount; with **Save** you can change it without leaving the page. The currency is kept as the value on the service. If left empty, the price is not shown; zero means free. Cancel or Escape does not save the change.
- **Options** (if turned on in Settings): choices such as hair length or laser area; each value can add minutes to the duration and an amount to the price. Empty rows are not saved; for more rows, save and reopen.
- **Room and device** (if turned on in Settings): the resource type needed for services that require a massage room or laser device; in services such as double massage, two people are served in the

same room by two staff members.

- **Staff**: the staff members who perform the service are selected; the duration and price difference between a master and an apprentice is entered on the row.
- If *Open for online booking* is off, the service is not visible on the site and appointments are made only from the panel. A service with appointments cannot be deleted; it is made inactive.

In a new appointment, the hours within the working range are shown; hours that are full or unavailable under other rules appear faded with the *Unavailable* label and cannot be selected. After **Show free times** you move to the time and customer section, and after an existing-customer search to the search section; the page scrolls to the relevant section and focuses it.

16.4 Staff

- The staff member's name, title, photo and calendar color; staff without a panel account can also be added. A user linked to a panel account sees only their own appointments in the panel.
- **Working hours**: at most two ranges for each day (use the second row for a lunch break); an empty day is closed.
- **Time off**: entered under the screen of a saved staff member; if the time is empty, the whole day counts. Existing appointments are not deleted; conflicting appointments are listed.
- If *Selectable on the site* is off, the customer cannot choose this staff member and they are not included in "no preference" assignment. Staff with appointments cannot be deleted; they are made inactive.

16.5 Resources and closures

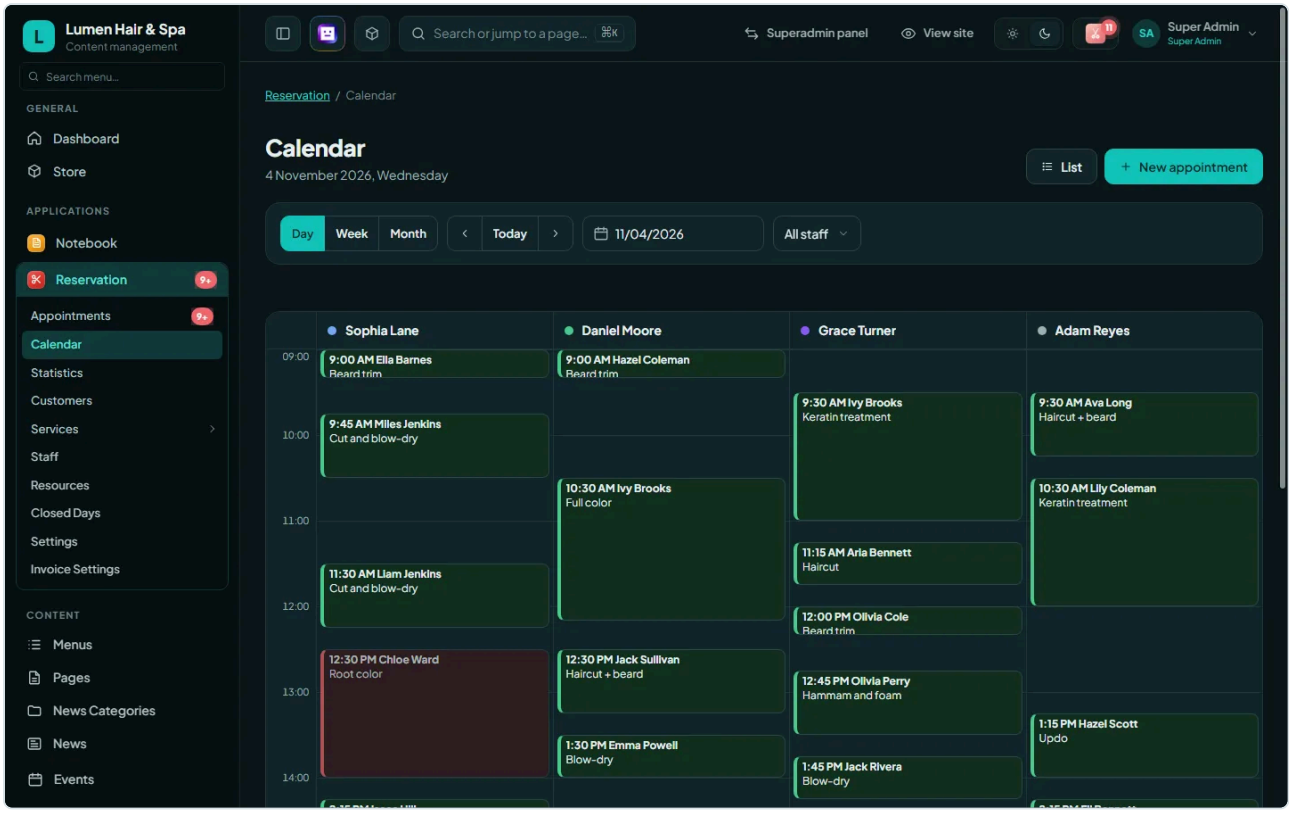
- **Resources**: a room, device or chair, and how many people it serves at the same time (2 for a double massage room). A new resource is added directly as active; to make it inactive, edit the resource. If *Rooms, devices and chairs* is off in Settings, resources are not used in the appointment calculation.
- **Closed days**: days when the salon is fully closed, such as holidays or renovation; the start and end are inclusive. Existing appointments are not cancelled; conflicting ones are listed.

16.6 Appointments, calendar and customers

- The **Before taking appointments** list (for those with permission to manage settings): warns if there is no service that can be booked on the site; a service without a price, without staff or without a room/device; staff without working hours or services; and if email is not set up. When the gap is fixed, the item disappears by itself.
- **Reservation → Appointments**: counts of today's, awaiting-approval and upcoming appointments; search by number, customer name, phone or email, and status, staff and date filters; CSV (with the permission to manage appointments). Appointments made on the site and not yet opened in the panel appear with a "New" label; the counter in the menu shows awaiting-approval and unseen appointments.
- **Appointment details**: services, staff, room/device, options and price; *Approve* / *Decline* (for awaiting-approval ones), *Completed* and *No-show* (when the appointment time comes), *Cancel*

(with an optional reason). "No-show" increases the customer's no-show count by one. If someone else changed the same appointment in the panel in the meantime, no action is taken; refresh the page and try again.

- **Change time or staff**: choose the new day and press *Show free times*; the same staff member or "no preference" can be selected. The service, options and price stay the same. *Override rules* removes only the earliest/latest appointment limit; working hours, permissions and full times are always checked.
- **Calendar**: in the day view each staff member is a column. Waiting times, such as coloring that is setting, are shown hatched; during this time another appointment can be given to the same staff member. Gray areas are outside working hours or on leave. Clicking an empty time opens a new appointment with that staff member and time selected. The week view lists by day.
- **New appointment** (a customer calling by phone): choose the services, options, staff and day and show the free times; enter the time, the customer's name and phone and create it. Services and staff closed to online booking can also be selected; a panel appointment opens as confirmed. If there is a customer registered with the same phone or email, the appointment is linked to them; a registered customer can also be searched by name and selected.
- **Customers**: appointment count, last appointment and no-show count. On the customer card, contact details and the panel note are edited and the no-show count can be reset; a customer marked *Block from online booking* cannot book from the site but can be booked from the panel. When the no-show count reaches the warning threshold in Settings, a warning appears on the card.
- A user whose panel account is linked to a staff member sees only that staff member's appointments, calendar and customers; they cannot transfer an appointment to another staff member and add appointments from the panel only to their own calendar. Administrators and those with the "access to all staff appointments" permission see everything.
- The "Today's appointments" and "Appointments awaiting approval" cards can be added to the Dashboard; new appointment and awaiting-approval appointment alerts appear in Dashboard → Status, with their icon in the top bar.



In the day view of the calendar, each staff member has a column.

16.7 Booking on the site

- Visitors book at **/reservation-saloon** (old **/salon** links redirect to the new address): they choose services (by category, more than one), tick the options if there are any, choose a staff member or "no preference", pick a day from the calendar and one of the free times, and enter their details. If *Several people in one booking* is on in Settings, the number of people and each person's service are chosen separately.
- Only services that are *Open for online booking* and staff who are *Selectable on the site* are visible. If setup is not complete, the page says "online booking is unavailable".
- Free times are calculated from working hours, permissions, closures, rooms/devices and existing appointments; they are checked again when the booking is saved. Two people cannot take the same time at once; if the same form is submitted twice, only one appointment is created.
- Contact fields and consent follow the rules in Settings. A customer blocked from online booking cannot book from the site. The form links to the Privacy Policy; the wizard's ready-made services use the main currency.
- If *Verify phone with an SMS code* is on, the visitor presses *Send code* in the details step and types the 6-digit code sent to their phone; if the code is wrong, the appointment is not made. A member whose phone is verified in their account does not enter a code for their own number. If the SMS settings later become unusable, verification is skipped automatically and the visitor is not blocked; it resumes when SMS is ready again.
- After booking, the customer goes to their own appointment page: details, add to calendar (.ics) and cancellation up to the cancellation time in Settings. A guest reaches this page through a time-

limited link, a member through **My account → My appointments**. The customer cannot change the time; they cancel and book again.

- Three blocks can be added to pages: **Salon appointment** (booking button), **Services and prices** (list by category; only the duration if price display is off) and **Our team** (staff cards). A visitor who clicks a service or staff member in the list arrives at the booking page with that choice. In the Services and prices block you can show only certain categories (in selection order) or individually selected services; in the Our team block, selected staff and a maximum number of people.

In the calendar, the filter is applied automatically when the staff or date selection changes. The Day, Week and Month views are chosen from joined buttons; the previous day/period, Today and next day/period buttons are in a separate group; the Month view shows full Monday–Sunday weeks, the daily appointments and their counts. You can click a day heading to go to that day. When you hover over or keyboard-focus an empty cell in the day schedule, the time range appears. The selected staff member's day column and weekly/monthly appointments are shown; choosing **All staff** removes the filter.

16.8 Notifications, reminders and sales document

- An email (if there is an email address) and an SMS (if a phone was entered and SMS is set up) go to the customer: when an appointment is made, approved, rejected, cancelled, and when its time or staff is changed. Internal notes, "Completed" and "No-show" send no notification. The texts are edited per language in the "Reservation - Salon" group under **Contact → Email → Email templates** and **SMS templates**.
- **Reminder**: goes once to the customer of a confirmed appointment for each reminder time in Settings. That reminder is not sent for an appointment made after the reminder time.
- **Notification deliveries** in the appointment details shows the result of each attempt; *Send current details* resends the details and a new appointment link manually. "Queued" or "Accepted by provider" does not mean it reached the customer.
- Notification to the administrator (Site Settings → Notifications): when a new salon appointment is made on the site and when a customer cancels their appointment. The notification does not carry the customer's personal information.
- **Sales document**: for a priced appointment it is issued automatically according to Invoice settings when the appointment becomes "Completed"; it can also be issued manually from the details for a confirmed or completed appointment. If an appointment with an issued document is cancelled or marked "No-show", the document is cancelled. The document shows the service fee, not the payment taken at the salon; it is not an official invoice. On the card, the number and date are on the left, and the PDF and send-by-email (paper plane icon) buttons are on the right. The customer downloads the document as a PDF from the appointment page.

A sales document can be issued when priced appointments are completed; the settings are under **Reservation - Salon → Invoice settings**.

Contact and retention: An appointment made on the site keeps the name and contact details typed in the form on itself; the form on the site does not change the existing customer card, and a member is linked to a card only through their verified email or phone. In the appointment details, a different

contact detail appears next to the card's details. Once the retention period in **Settings** (24 months by default) has passed, the personal data of resolved appointments is deleted by a daily task.

> **Permissions:** View appointments, manage appointments, services/staff/settings and access to all staff's appointments are separate permissions (Roles → Reservation - Salon).

16.9 Session packages

To sell multi-session services such as laser, skin care or massage as packages, turn on **Settings → Display and features → Session packages**. On the **Services → Session packages** screen enter the package's name, service, number of sessions, price and validity period. Sell the package with **Sell package** on the customer card; payment is taken at the salon, and the "fee received" mark is for information only. When an appointment is marked **Completed**, one session is deducted from the customer's usable package for the same service (the package that expires first is used first) and this service becomes a free "From session package" line in the sales document. If you wish, a session is also deducted from the package of a customer who did not show up. The remaining sessions and expiry date appear on the customer card; a package can be cancelled (any refund is made separately).

16.10 Deposit

In the **Settings → Deposit** section choose a percentage of the appointment amount or a fixed amount, and the payment time. If an online card payment method is on, the customer pays the deposit by card for a priced appointment made on the site; until payment is made the appointment shows **Awaiting approval** and the time is held. Once payment arrives the appointment is confirmed automatically; if it is not paid in time, it is cancelled and the time is released. While deposit is on, an email is requested from the customer. Refunds are not automatic: "should be refunded" appears in the history of a cancelled appointment and, for a no-show (depending on the setting), "not refundable"; make the refund from the **Payments** screen. If there is no card payment method, no deposit is requested.

17 Reservation – Health

When there is more than one **Before taking appointments** warning, they are gathered in a single card: the total and error count are shown at the top, errors come first, and you move between warnings with the **Previous/Next** buttons or the keyboard arrows. From each warning's description you can jump to the related setting.

The **Appointments Awaiting Approval** area at the very top of the page shows up to 3 valid awaiting-approval records with the nearest dates that you can access; it is independent of the search and date filters. Records whose end time or approval deadline has passed are not included in this summary. The **View all appointments awaiting approval** button opens the full Pending list with normal paging and filters (this view is not limited to 3 records). The daily tables do not repeat these records. CSV keeps the selected filter scope regardless of the preview limit.

In the panel, a new appointment starts with choosing a patient: at the top, search with **Choose a registered patient** by ID number, name, phone or email, or continue with **Create a new patient**. The result cards show the name, masked ID and phone; choose the patient with the **Select** button. First choose the appointment details, and the time in the third block; new patient details are filled in the fourth block; the patient card is saved together with the appointment in the last step. You can change the selected patient with the **Change patient** link at the top.

Statistics: on the single page in the Reservation menu you can see summaries for the last 30 days by default, in four columns and two rows on a wide screen, and you can choose a date range of up to 366 days. The appointment start time in the site time zone is used; all statuses are included and your staff/practitioner access scope is respected. There are practitioner, branch, department and visit type tables. Practitioner counts are not a measure of medical success. Patient names are not shown; anonymized records are not included in unique patient and returning patient calculations. Status, online/panel source, daily trend and day/hour density are shown together. Density is the number of appointment start times excluding cancelled and rejected ones; it is not a capacity occupancy percentage. The no-show rate is calculated over completed + no-show, and the cancellation rate over all appointments. A returning patient is someone with at least two completed appointments in the selected period. You can track confirmed/pending records in the past with the unresolved counter. The recorded amount is calculated only from completed priced appointments, with each currency separately; it is not collection or profit.

In the **Calendar color** field of the Health practitioner and Salon staff forms you can use the preset colors or the **Custom color** option. The color box at the right end of the selection field shows the selected color for preset colors too. When you click the box and pick the color you want, the selection switches to Custom color; the color is kept when the form is saved.

Reservation – Health is a free application for solo practitioners and specialists (doctors, dentists, psychologists, psychiatrists, dietitians, physiotherapists), practices and clinics, and multi-branch hospitals; you install it from the Store. It is independent of general Reservation and Reservation - Salon; they can be used together on the same site. It appears in the menu as **Reservation** with a stethoscope icon.

17.1 Booking on the site

The visitor books at **/reservation-health** (old **/randevu** links redirect automatically to the new address): branch, department, practitioner (or *First available practitioner*), visit type, day and time. Steps with a single option are skipped; with a solo practitioner the patient chooses only the visit type, day and time. All times within the working range are visible, and full ones cannot be selected. There is no free field such as complaint, diagnosis or note. The ID number is not written to the address bar, is not brought back into the form after an error, and is stored encrypted in the database. The last step asks for an ID or passport number (5–32 letters/digits), full name, mobile phone, email depending on the setting, the "I am booking this appointment for myself" declaration and consent to the privacy notice; if turned on in settings, a separate explicit consent box and an SMS verification code also appear.

The same patient cannot book two appointments at the same time; if turned on in Settings, a second appointment in the same department on the same day cannot be booked either. The time is checked again when saved; a time that has just been filled or one that was edited by hand is not saved. After booking, the patient sees the time, department, practitioner, branch address and map on the **/reservation-health/<numara>** page, downloads the calendar file (.ics) and can cancel up to the time set in Settings. This page opens only to the member who booked with their account or through a time-limited guest link.

A single ID number is linked to a member account at the first appointment; an appointment with a different number cannot be booked from that account. **My account → My appointments** shows only the appointments the member booked with their account; appointments booked as a guest with the same ID number are not opened to the account. The online form does not change the contact details saved on the patient card; the appointment's contact details are stored with the appointment. Because there is no external identity verification, a false declaration using someone else's ID number cannot be fully prevented technically.

Every practitioner has a profile page at **/reservation-health/hekim/<slug>** (photo, title, biography, languages, departments, branches, Book now). The **Health booking**, **Our practitioners**, **Our departments** and **Our branches** blocks can be added to pages. The branch map link is built from the location on the Branches screen, or from the address if none was entered. In the **Our practitioners** block you can show, with a filter, only the practitioners of one department or branch, or individually selected practitioners (in selection order) and a maximum number of practitioners; in the **Our departments** block, only the departments of one branch. The Appearance setting of the **Our branches** block can be Cards, Cards and map, or Map only; on the map only branches with a location entered are marked, and Select on map on a card goes to the matching marker.

17.2 Setup wizard

Reservation → Setup (shown in the menu only when there are no departments; someone with settings permission can always open the address) has three steps: *business model and sectors*, *branches and practitioners*, *preview*. The business model determines the steps the visitor will see: **Individual practitioner** (the patient chooses only visit type, day and time), **Practice / clinic** (single address, department and specialist selection), **Hospital / multiple branches** (branch, department and

practitioner selection). Sectors (hospital and outpatient clinic, dental, psychologist, psychiatry, dietitian, physiotherapy) bring ready-made departments and visit types; fees come empty. In the preview you can uncheck a department you do not want and correct the durations.

The weekly hours of new practitioners are written to the first branch; you add their hours at other branches from the practitioner screen. In the individual practitioner model, or if there is a single department, practitioners are linked to departments automatically; with several departments you choose each practitioner's departments in Practitioners. When the wizard is run again, it adds only the missing departments, types, branches and practitioners; durations you changed are kept. The departments of a sector you remove are hidden, not deleted; if you add the sector back, they appear again.

After setup, the list on the **Appointments** screen, *Before taking appointments*, shows what is missing: no active branch, a department with no visit type open to online booking, a department with no practitioner, a practitioner with no department or working hours, no published privacy notice, SMS verification on but SMS unavailable, email not set up. As gaps are fixed, the item disappears by itself.

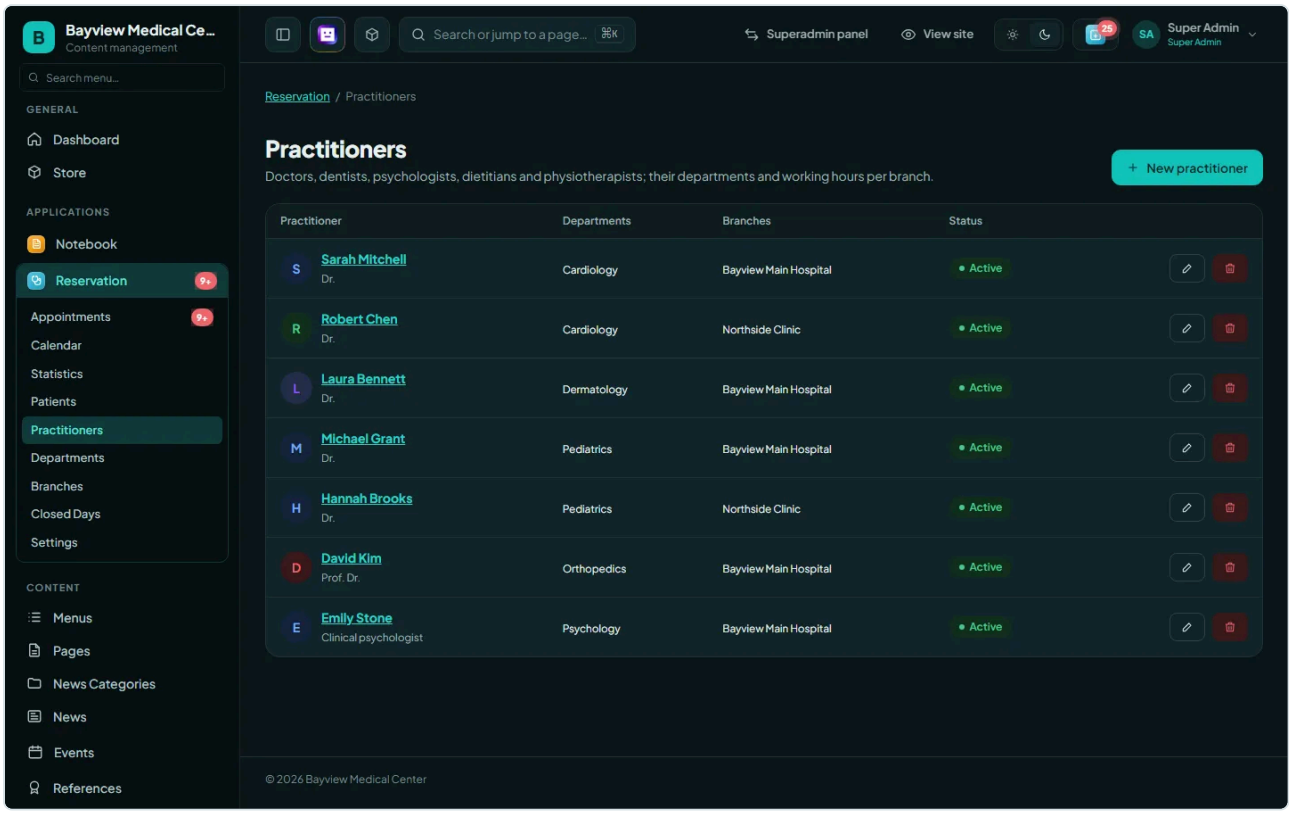
17.3 Branches, departments and practitioners

New branch in the Branches list and the branch name/edit button open a separate record page. Under **Map location → Enter location information** you can search for and select an address, click on the map or drag the marker. The location is optional; manual coordinate entry and a Clear location option are also available. With an empty location, the visitor's map link uses the branch address. Changes are saved with Save.

The practitioner's **Languages spoken** field starts with the Turkish tag for a new practitioner. You can choose from the ready-made language suggestions that appear as you type (for example English, German) or type a language name that is not in the list and press Enter to add a tag; you can remove a language with the tag's remove button. To keep the changes, save the form with Save.

- **Branches**: the addresses where patients book (name, address, phone). One branch is enough for a single practice or clinic. A new branch is created directly as active; the active/inactive choice is in editing. A branch with appointments cannot be deleted, it is made inactive; the practitioner hours at a deleted branch are deleted too.
- **Departments**: departments such as Cardiology, Dentistry, Psychology and each department's *visit types* (name, duration, remote consultation label, optional fee, open to online booking). Use the empty rows for a new type; to delete a type, clear its name and save. A type and department with appointments cannot be deleted, they are made inactive. The fee is for information only and appears on the site if display is on in Settings.
- **Practitioners**: name, title, short biography, languages spoken, photo, calendar color and optional panel account. A practitioner linked to a panel account sees only their own appointments in the panel. In the departments the practitioner covers, a duration difference and practitioner fee can be entered. *Working hours* are entered separately for each branch; there are at most two ranges per day (use the second row for a lunch break). If the same practitioner is entered as working at two branches at the same time, the record is rejected. If *Selectable on the site* is off, the patient cannot choose this practitioner and they are not assigned as the "first available practitioner".

- **Time off**: from the bottom of the practitioner edit page you add annual leave, a congress or a few hours of leave. Existing appointments are not deleted; the numbers of conflicting appointments are listed, and you need to talk to the patients and move them to another practitioner or time.
- **Closed days**: holidays, vacations or maintenance days. If there are several branches, a single branch or all branches can be selected. Existing appointments are not deleted; conflicting ones are listed.



Practitioners are listed with their departments, branches and status.

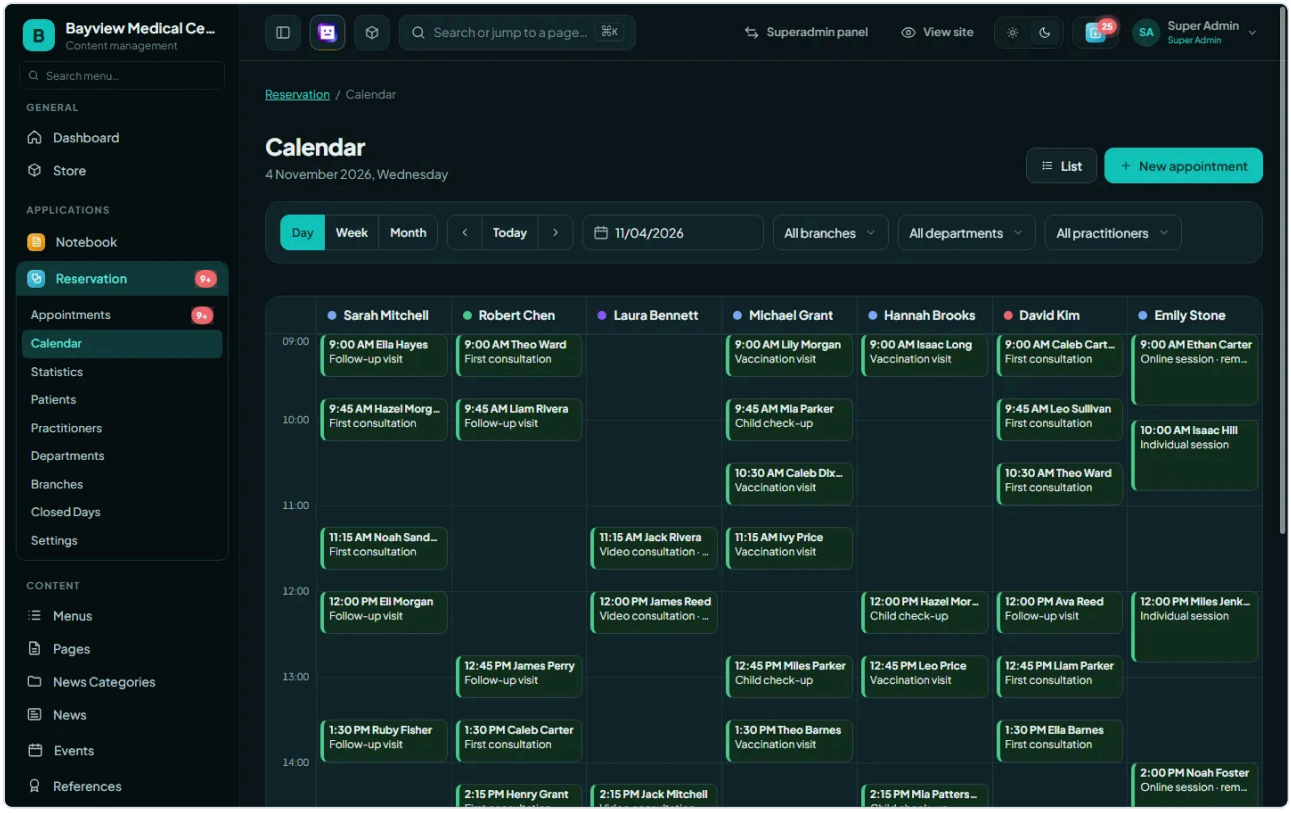
17.4 Appointments, calendar and patients

Appointments shows the outstanding (awaiting-approval and confirmed) appointments when first opened; records are split into daily tables in the site time zone under **Today's Appointments**, **Tomorrow's Appointments**, **Other Days** and **Past Appointments**. Today/future are sorted from the nearest time, past from the newest date. A day's records can continue on the next page at the page limit. For past and cancelled appointments, choose the relevant status in the status filter or choose *All statuses*. You can search by name, phone, email or appointment number, and filter by branch, department, practitioner and date range. The normal search, **Find patient by ID number** with an ID number, the selected patient information and unseen-record actions are in a single search card. When a patient is selected, it appears inside this card instead of as a separate warning. In the ID search only the full number matches, and the number is not written to the address bar or to logs. **CSV** requires a separate export permission, writes ID numbers masked, and the download is recorded in the access log. The red number in the menu shows valid awaiting-approval records, and the blue number shows today's confirmed appointments that are not yet resolved.

In the Health calendar the Day, Week and Month buttons are in one group; the forward/back arrows and Today are in a separate group. In both calendars these buttons are the same height as the date picker.

In the appointment details you can **Approve** or **Reject** an awaiting-approval request, mark a confirmed appointment whose time has come as **Attended** or **No-show**, and cancel it with a reason. A request not approved within the approval window in Settings does not hold a slot in the calendar and cannot be approved; give the patient a new appointment if needed. In the **Change time or practitioner** section you choose a day and see the free times; you can also transfer to another practitioner in the same branch and department. Branch, department, visit type, duration and fee stay the same. The **Internal note** is visible only in the panel and is stored encrypted; do not write diagnosis or treatment information. Every action is written to the appointment's history.

The day view of the **Calendar** shows practitioners as columns; gray areas are outside working hours, on leave or on a closed day. By clicking an empty time you can add an appointment for that practitioner at that branch. There are week and month views; it can be filtered by branch, department and practitioner.



The day view of the calendar shows appointments in one column per practitioner.

New appointment is for a patient who calls by phone or comes to the facility: once you choose branch, department, visit type, practitioner (or first available practitioner) and day, the times are listed; unavailable times appear disabled as "Unavailable". If the number is registered, the appointment is linked to that card and the card's details do not change. Visit types and practitioners closed to online booking can also be selected; a panel appointment opens as confirmed. *Rule exception* skips the earliest/latest limit and the same-day same-department rule; working hours, leave, full times and the patient's other appointments are still checked. You can find the patient with **Choose a registered patient** by ID number, name, phone or email, or open a new card with an ID or passport number.

In the **Patients** list the ID number appears masked (only the last four digits). On the patient card, users with the separate *view full ID number* permission can see the full number with **Show full number** without the page reloading; every reveal, opening of the card and appointment details, and CSV download is

written to the access log. Name, phone, email and the encrypted internal note are edited on the card; the ID number cannot be changed, and the contact copy in appointments does not change. A user whose panel account is linked to a practitioner (unless they are an administrator or have the *all branches* permission) sees only that practitioner's appointments and patients and cannot transfer an appointment to another practitioner.

17.5 Notifications, reminders and retention

When an appointment is made, approved, rejected, cancelled, or its time or practitioner is changed, an email and SMS go to the patient; internal notes and Attended/No-show marks send no notification. Messages contain only the appointment number, the time, the branch name and address (information instead of an address for a remote consultation) and the appointment page link. **Department, visit type, practitioner name, fee and ID number are never included in any notification**; the SMS also does not include the patient name, cancellation reason or address. You can edit the texts under **Contact → Email templates** and **SMS templates**, in the *Reservation - Health* group; do not add health information to a template.

At the **Reminders** times in Settings, a reminder goes to the patient of a confirmed appointment; it is sent only once for each time and channel, and that reminder is not sent for an appointment made after the reminder time. **Notification deliveries** in the appointment details shows the result of each attempt; *Queued* does not mean it was delivered. With **Send current details**, choose Email, SMS or **Email + SMS** to resend the appointment's current details and a new appointment link.

A request not approved within the approval window is rejected automatically and the patient is notified. If you turn on the *New patient appointment* and *Patient appointment cancellation* topics in Site Settings → Notifications, administrators receive only the appointment number and the panel link; the patient name and department are not written.

The contact details of a patient card created from the site are treated as unverified: when you give an appointment to this card in the panel, the contact details are not copied automatically and a warning appears on the card; saving the card in the panel confirms the details. The site form gives a visitor whose identity is not proven no detail about the appointment status of that number (the same general message is shown), and an existing card is linked to a member only if the verified phone matches.

For resolved appointments (attended, no-show, cancelled, rejected) whose **retention period** in Settings has passed, the patient name, contact details, internal note and cancellation reason are deleted by a daily task; the appointment number, time and department remain for statistics. Old patient cards left with no appointments and access logs older than the period are also deleted. This cannot be undone; the page of an anonymized appointment does not open and no notification is sent.

17.6 Settings

- You decide whether email is required. *Verify phone with an SMS code* can be turned on only if the SMS settings are complete; if it was on and SMS becomes unusable, the choice is kept and verification is not applied until SMS is ready again. Patient contact: for online booking an ID or passport number (5–32 letters/digits), full name and mobile phone are always requested. You

decide whether email is required. Verify phone with an SMS code can be turned on only if the SMS settings are complete.

- **Booking rules**: the time step (5–60 minutes), the earliest and latest appointment, whether online appointments wait for approval and the approval window (48 hours by default), whether the same patient can book a second appointment in the same department on the same day, and how many hours before the start the patient can cancel.
- **Reminders**: how many hours before the appointment reminders are sent (up to three). Messages do not include the department or practitioner name.
- **Personal data**: an optional separate explicit consent box and how many months after which past appointments are anonymized (6–120 months, 24 by default).
- **Display**: if you entered fees for visit types, whether they are shown on the site (off by default). The fee is for information only; no online payment is taken.

17.7 Personal data

Appointment records, including which department or practitioner the appointment is with, are health data. The application therefore does not store the patient's ID number in plain form in the database: the number is encrypted, and patient search is done only with the full number and through an encrypted digest. The online form does not ask for free information such as complaints, diagnosis or medication. The booking form links to the Privacy Policy.

The application provides the software-side measures; the VERBIS registration, the content of the privacy notice, staff training and confidentiality obligations, and the security of the server and backups are your business's responsibility. We recommend that panel users who access patient information turn on **two-factor authentication** (Profile → Two-factor authentication).

18 Reservation – Stay

Reservation – Stay is a free application for single villa owners, villa rental agencies, apart/bungalow facilities and hotels; you install it from the Store. It is independent of general Reservation, Reservation - Salon and Reservation - Health; they can be used together on the same site. It appears in the menu as **Reservation** with a bed icon.

18.1 Setup wizard

Reservation → Setup (shown in the menu only while there are no units; the address is always open) has three steps: business type (single villa, villa rental agency, apart/bungalow facility, hotel) → units (name, number of units, maximum guests), region, check-in/check-out time, cleaning day, currency, Sales tax rate, features and payment plans → preview. In the preview you tick the ready-made amenities, board types (for a hotel) and extras, and choose whether to add sample house rules; if there is no cancellation rule at all, a default "Flexible" rule (free up to 14 days before) is created. Prices and extra amounts come empty. If you run the wizard again, only the missing items are added: a unit and region with the same name, or the same ready-made amenity/board type/extra, are not created again; a ready-made amenity you uncheck is hidden (not deleted). Existing units, rates and reservations do not change.

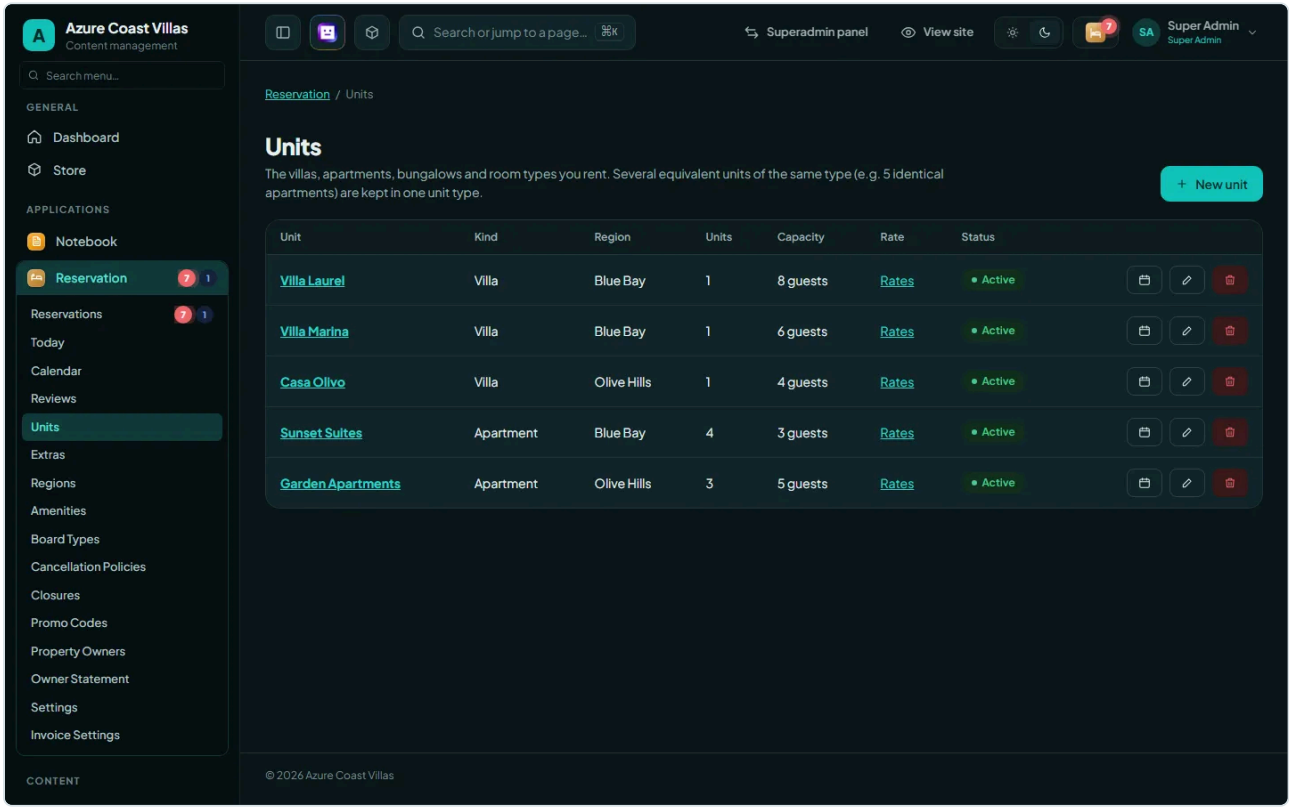
After setup, the **Before taking reservations** list on the Reservations screen shows what is missing: no active unit, a unit with no rates or with a gap in its rates over the next year, a unit with no cancellation rule, an extra with no amount entered, an online payment plan on but no payment method, no published privacy notice (Privacy Policy in other countries), SMS verification not applicable, email not set up. When a gap is fixed, the item disappears.

18.2 Units and rates

- **Units**: each villa, apart, bungalow or hotel room type is a unit. Several equivalent units of the same type (e.g. 5 identical aparts or room numbers of the same type) are kept in the *Units* list of a single unit; the number of units determines how many reservations can be taken for the same night. One unit is enough for a villa; a new unit opens with one unit automatically. On the unit screen you enter the gallery, video, address and map location, location display (full, approximate or hidden; with approximate/hidden, the full address is shown to the guest once the reservation is confirmed), capacity (guests included in the price, maximum guests/adults/children/infants), check-in/check-out time, cleaning day, permit document number, damage deposit (for information only), currency, Sales tax rate, cancellation rule, amenities, extras and responsible panel users. A unit with reservations is not deleted, it is made inactive; its currency cannot be changed either.
- **Rates** (the calendar button in the unit list): periods are listed; the **New period** or edit button opens the period on a separate page with Period, Price and Stay rules sections. Per period: nightly price, extra adult fee, minimum/maximum nights and allowed check-in/check-out days. If turned on in Settings, the nightly price by number of guests, child age group fees and the per-person board difference are also entered; a board type whose difference is left empty is not sold in that period. Of overlapping periods, the shorter one applies (e.g. a holiday period within the season). Nights without a rate are not sold; the page warns about the first gap without a rate in the next year. On the

same page you manage the long-stay discount (e.g. 10% for 7 nights and more; on the accommodation amount only) and fees (such as cleaning, mandatory or optional; per stay, night, person, or person and night; fees paid at the property are not included in the online amount). Amounts are in the unit's currency and include Sales tax; changing a price does not affect existing reservations.

- **Extras, Regions, Amenities, Board types, Cancellation rules**: an extra's default amount can be changed per unit on the unit screen; regions are a province → district → area tree; amenities shown in the filter can be searched in the catalog; a cancellation rule takes the form "free until X days before check-in, after that deposit / percentage of total / nothing is refunded" and is copied at the time of reservation. A single rule can be chosen as the default. An extra, region, amenity and cancellation rule are added and edited on a separate page with the **New** button or edit button in the list; the list only shows the records. An amenity's group is suggested while typing from groups used before and added with Enter (each amenity has a single group); the icon is chosen from the shared icon window by clicking the box at the start of the name field, and removed with the trash button.
- **Closures**: for maintenance, owner use or season closure, the whole facility, a unit or a single unit is closed. Dates are nights (first and last night inclusive). Existing reservations are not deleted; those that conflict with the closure are listed.



Each unit shows its kind, region, capacity and a link to its rates.

18.3 Settings

- **Features**: board types, price by number of guests, several rooms/units in one reservation, price by child age group, extras and reviews. The data entered for a feature you turn off is not deleted; it comes back when you turn it on again.

- **Booking rules**: how many days ahead reservations are taken at most, how many days before check-in online booking closes, whether online reservations wait for approval and the approval window (a request not approved in time is rejected automatically), and whether the guest can cancel.
- **Payment and approval**: the payment plans offered to the guest (no online payment; deposit + balance online; deposit online, balance at check-in; everything online), the deposit (percentage of the total or a fixed amount), the balance due date, automatic approval when paid by card, and the bank transfer hold time (24 hours by default; a reservation not paid in time is cancelled). To be able to choose an online payment plan, there must be an enabled payment method in Payments. Card details are not stored on this site.
- **Guest contact**: full name and mobile phone are always requested; you decide whether email is required and whether the phone is verified with an SMS code (the SMS settings must be complete).
- **Child ages**: the infant age and up to three child age groups (e.g. 3–6, 7–12); those above the last group are counted as adults.
- **Reminders**: how many days before the check-in and balance reminders are sent, and how many days after check-out the review invitation is sent.
- **Personal data**: guest ID/passport numbers are optional and stored encrypted; you decide after how many months past reservations are deleted (24 months by default).

18.4 Booking on the site

- **Stay page** (`/reservation-lodging`; old `/konaklama` links redirect to the new address): active units are searched by region, check-in/check-out date, number of guests, type, amenities and nightly price range; once dates are chosen, the cards show the total for those dates, and units that are full or do not meet the rules are not listed. Units with a location are also shown in the map view. If no unit has a map location, a warning saying so appears in the map view; enter a map location from the unit screen. In a single-villa business this address opens the villa page directly.
- **Unit page**: gallery, amenities, availability calendar (first the check-in day, then the check-out day is chosen), house rules, cancellation rule and permit document no. Once dates and guests are chosen, the price breakdown and the *Book now* button appear; minimum nights, check-in/check-out day and capacity rules are explained here. `rezervasyon` and `rezervasyonlarim` cannot be used as a unit's address key.
- **Reservation form**: extras (new total with Update amount), full name, mobile phone, email (depending on Settings), names of other guests, a note, house rules/cancellation terms and consent to the privacy notice. The amount is recalculated on the server; if the price changes after the form is opened, the guest is asked to confirm again, and if the dates fill up in the meantime the reservation is not taken. Even if the same form is submitted twice, a single reservation is created.
- **Payment**: the guest chooses one of the plans you offer in Settings: pay at the property; deposit now + balance online; deposit now + balance at check-in; everything now. In online plans bank transfer/EFT and the ready card methods are offered; if the Payments feature is off or there is no ready method, only "Pay at the property" remains.
- **Reservation awaiting payment**: in an online plan the reservation stays *Awaiting approval* until payment arrives and holds the dates for the payment window in Settings (24 hours by default). For a

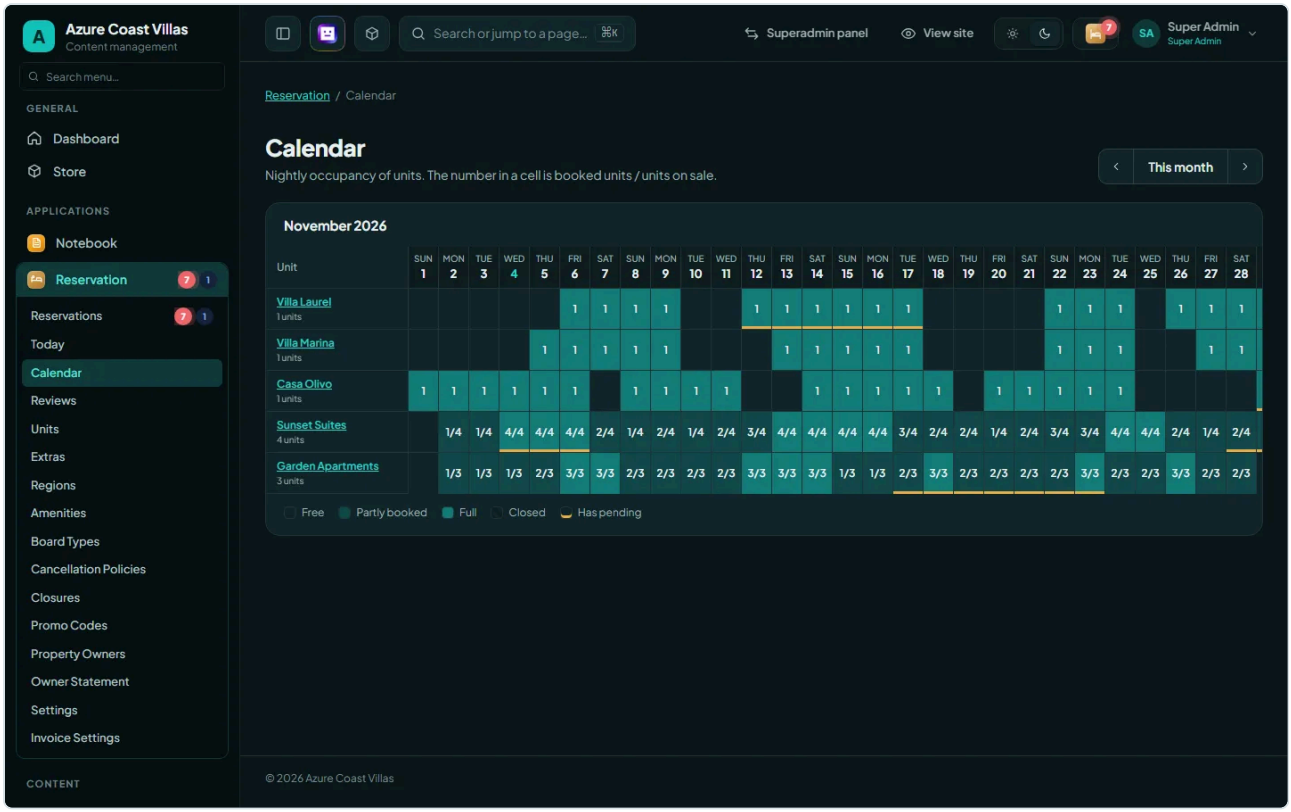
bank transfer, the guest sees the bank accounts and the reservation number on the reservation page; when the payment reaches your account, confirm it with the **Payment received** button in the reservation details (or from the **Payments** screen). With a card, the guest is redirected to the payment page; if it fails, they pay again from the reservation page. When the deposit or amount is paid, the reservation is confirmed (with a card it waits for your approval if "automatic approval when paid by card" is off or request → approval is on). A reservation not paid in time is cancelled automatically and the dates open again.

- **Balance**: for an online balance, the due date is the number of days before check-in set in Settings; the guest pays from the reservation page by bank transfer or card. When the whole online amount is paid, the sales document is written (issued according to Invoice settings). If the balance is at check-in, it is collected at the property.
- **Cancellation and refund**: when a guest cancels, open payments are closed; a paid amount is not refunded automatically. The amount the business keeps and the amount to refund according to the cancellation rule are written to the reservation history; you make the refund from the payment table in the reservation details. A payment arriving later for a cancelled reservation does not reopen the reservation; the history notes that a refund is needed.
- **Reservation page**: the guest opens this page with the reservation number, dates, amount breakdown, cancellation rule and last free-cancellation day; it is seen by a guest who saved the page address or signed in to their account. Add to calendar (.ics) and cancellation according to the cancellation rule are here; a date or guest change is made only from the panel. If the location display is "approximate", the full address is shown once the reservation is confirmed.
- **My account → My reservations**: a guest who booked as a member sees their reservations here; they are also added to the personal data export, and when the account is deleted the reservations are not deleted, the member link is removed.
- **Blocks**: the *Stay search*, *Stay units* (optionally only featured ones), *Stay regions*, *Guest reviews* and *Reservation* (a heading/button leading to the stay page) blocks can be added to pages. In the units block you can choose a region (including its subregions), a type (villa, apart, hotel room…) or individually selected units; in the regions block, only top-level regions and a maximum number of regions. Guest reviews shows only published reviews with the average; unit, minimum score and count can be chosen, and the business's reply is shown too.

18.5 Reservations in the panel

- **Reservations**: at the top the counts of awaiting approval, checking in today and staying; search (number, name, phone, email), status, unit and date filters. The default list is active reservations (awaiting approval, confirmed, staying); awaiting-approval ones come first, then they are sorted by check-in date. Unseen new reservations are marked with a "New" label; they count as seen when the details are opened. CSV export requires a separate permission; ID numbers and internal notes are not written to the file, and the download is written to the access log.
- **Counters**: in the menu the red number is valid awaiting-approval reservations (approval and payment window not expired), the blue number is confirmed reservations checking in today. The bed icon in the top bar opens the awaiting-approval ones; dashboard cards show today's check-ins and awaiting-approval ones.

- **Today**: guests arriving and leaving, those staying, and units that need cleaning after check-out; other days are seen with the previous/next day buttons.
- **Calendar**: units × nights of the month. In a cell the number of units booked / units on sale, closed nights and awaiting-approval reservations are marked. In a single-unit unit, a full cell opens the reservation, and an empty cell opens a new reservation form starting from that night.
- **New reservation**: for a guest who comes by phone or in person: unit, date, guests, board and contact details (phone or email). The reservation opens as confirmed, and payment counts as at the property. If *Override rules* is ticked, the minimum nights, check-in/check-out day and booking horizon rules are not applied; availability and capacity are always checked.
- **Reservation details**: approve, reject or cancel (the reason is shown to the guest), *Checked in* at check-in, *Checked out* at check-out (the sales document is written), and *No-show* for a guest who did not arrive. In the amount and payment card: the payment plan, deposit, balance and payments received; a pending bank transfer is confirmed with *Payment received*. An amount collected at the property (cash, POS) is recorded with *Record on-site collection* as an entry in the cash/bank account you choose; this is a record, not a money movement. A received payment is refunded with *Refund*: a card payment is refunded through the provider; for bank transfer and on-site collection only a refund record is written, and you send the amount to the guest yourself. The *Sales document* card lists issued documents (PDF, send by email); the document is issued automatically at check-out according to Invoice settings, and for a confirmed reservation you can also issue it immediately with *Issue sales document*.
- **Change dates or guests**: the dates or number of guests are changed in the same unit; the reservation itself is not counted as full. If you do not tick the option, the recorded amount is kept; if *Calculate the amount from the new rate* is chosen, the accommodation and fees are recalculated (extras and the deposit received are kept). The difference is collected from or refunded to the guest separately.
- **Guests**: guest names are added and edited; the ID or passport number is optional, stored encrypted, and only users with the *guest ID* permission can enter it and see it with *Show*. Every view is written to the access log. The internal note is visible only in the panel and is stored encrypted. The activity history contains no ID information.
- **Unit scope**: a panel user selected as responsible on a unit and without the "all units" permission sees only the reservations, calendar and counters of their own units.



The calendar shows the nightly occupancy of each unit for the month.

18.6 Notifications and reminders

- **To the guest**, an email (and an SMS if the SMS settings are ready and the guest has a phone): reservation received (it says if it is awaiting payment or approval), approved/rejected/cancelled (including when the payment or approval window expires) and date/guest change, payment received (email only), check-in reminder, balance reminder (if the online balance is unpaid) and review invitation after check-out (email only). Reminder days and the invitation day are in Settings; each reminder is sent once, and that reminder is not sent for a reservation made after the reminder day.
- **Texts** are edited per language in the "Reservation - Stay" group under Contact → Email → Email templates and SMS templates. The ID/passport number is not included in any notification; the SMS also does not include the name and address.
- **To the administrator** (if selected in Site Settings → Notifications): a new reservation on the site, a guest cancellation and an online payment. The notification has no guest name or contact details; it has the number and the panel link.
- **Deliveries**: the *Notification deliveries* card in the reservation details shows each attempt and its result (being queued does not mean it was delivered). From the same card you can manually send the current status, the reservation received notification, reminders or the review invitation with the current details and a new reservation link.
- **Approval window**: if request → approval is on in Settings, a request not approved in time is rejected automatically and the guest is notified.

18.7 Reviews

- A guest who has checked out writes a review once, within 90 days after check-out, on the reservation page (through the link in the invitation email): an overall score (1–5 stars, required), optional cleanliness/location/communication/value scores, a comment and country. On the site the name appears only as the first name and the initial of the last name.
- **Reservation → Tracking & records → Reviews**: new reviews await approval (red number in the menu). *Publish* makes it appear on the unit page, *Hide* removes it; you can write or delete a reply. The unit page shows the average and number of published reviews. Reviews can be turned off in Settings.

18.8 Personal data and retention

- Once the retention period in Settings (24 months by default) has passed, the guest's name, phone, email, member link, internal note, guest list and ID numbers are deleted by a daily task from past-check-out and resolved (completed, no-show, cancelled, rejected) reservations; the date, unit, amount, payment and sales document remain. No more notifications are sent for these reservations.
- If a member deletes their account, the reservations remain as the business's record and the member link is removed. The personal data export includes the member's stay reservations, guest names (ID number masked) and reviews.

> **Legal obligations:** The tourism permit, identity notification, taxes and contract texts are your business's responsibility. Legal obligations: Permits, guest registration, taxes and contract texts are your business's responsibility. The guest number is checked as 5–32 letters/digits.

18.9 Campaigns, unit assignment, calendar sync and property owners

Discounts: in Settings write early booking rules in the "days:percent" format (e.g. 60:15, 30:10). If you fill in "Non-refundable rate discount" in the unit editor, the guest can choose the discounted non-refundable rate on the form; with this rate, the amount paid is not refunded on cancellation. Under Reservation → Promo codes add a code with a percentage or amount discount (dates, minimum nights, unit and usage limit). Discounts apply only to the accommodation amount and appear as a separate line in the reservation.

Unit (room) assignment: in the reservation details choose the unit from the "Unit / room" row and press "Assign". Units assigned to another reservation on the same dates or closed appear as "full" and cannot be selected.

Calendar sync (iCal): write the "Export address" in the unit editor into the calendar import field of sites such as Airbnb and Booking.com. To receive the booked days of other sites, fill in the unit's "External calendar (iCal) address" field; it is read every 30 minutes and written to that unit as a closure. The last sync time and any error appear under the unit.

Property owners: if you manage units that belong to someone else, add the owner and commission rate under Reservation → Property owners, and choose "Property owner" in the unit editor. The "Owner statement" shows the accommodation amount by check-out date, the commission and the amount left for the owner; if you link the owner to a panel user, they see only their own statement.

19 Reservation – Car Rental

Reservation – Car Rental is a free app for single-office local businesses, airport and tourism-focused rental companies, multi-branch operators and premium car renters; you install it from the Store. It is independent of the other reservation apps and can be used alongside them on the same site. It appears in the menu as **Reservation** with a car icon. The app is still under development; right now you can use the setup wizard, settings, the catalogue screens (groups, brands and models, features, locations, rates, protections, extras, fees and one-way, cancellation policies), the fleet screens (vehicles, maintenance and documents, damages, closures) and taking reservations on the site with payment at the office or online deposit/full payment. Reservation handling in the panel (hand-over, return, handover reports, deposit records) will be added in later versions.

The menu is grouped: under **Reservations**, **Today** and **Calendar** you will find **Fleet management** (Vehicles, Car groups, Car features, Brands & models), **Tracking & records** (Charges, Reviews, Maintenance & documents, Damages, Closures) and **Pricing** (Rates, Protections, Extras, Fees & one-way, Cancellation policies); then come Locations, Statistics, Settings and Invoice settings. Clicking a group's title opens its first sub-screen; sub-screens you have no permission for do not appear in the list.

Bulk actions: in the Vehicles, Car groups, Car features, brands, models, Locations, Protections, Extras, Closures and Reviews lists, you select several records with the boxes at the start of each row (the box in the header selects everything on the page) and act from the bar that opens at the top. Vehicles are made available or unavailable for rent; groups are activated/deactivated or set to be sold on the site/kept in the panel only; features are activated/deactivated or shown/hidden in the filter; brands, models, locations, protections and extras are activated/deactivated; reviews are published or hidden. **Delete** asks for confirmation and the same rule as deleting a single record applies to each one: a record that has a reservation or a vehicle is not deleted, and the result shows how many records were deleted and why the others were skipped. At most 500 records are processed at a time.

19.1 Setup wizard

While there are no car groups, **Setup** appears in the menu; the card on the Reservations screen also opens the wizard. It has three steps: **business model** (single-office local business, airport/tourism, multi-branch or premium/VIP) → **locations, groups and payment** → **preview** and Create. The second step brings the locations suggested for your model (name, type, province) and branch working hours (new branch and hotel locations get hours written for every day; airport and delivery-area locations count as open at all hours), ready-made car groups (with segment, ACRISS code, sample model and driver requirement), the currency and the Sales tax rate (usually 20% for car rental), the features, the payment plans and the deposit percentage. In the **Ready-made catalogues** section you choose the brand and model catalogue (logos are not added; technical details are samples), features, extras and protections. Prices and the security deposit start empty; extras and protections other than the standard protection are created inactive until you enter their fees. If there are no cancellation policies at all, “Flexible cancellation” (free until 48 hours before, then 1 day's charge) is added as the default. The

wizard can be run again; locations with the same name, groups with the same key and catalogue records that were already added are not created again, and existing records do not change. After the groups are created, the currency is changed in Settings, not in the wizard.

19.2 Before taking reservations

After setup, the Reservations screen lists what is missing for users with settings permission: no location that allows pickup, a branch with no working hours, a group with no rates or with a gap in its rates over the coming year, a group with no rentable vehicle, a vehicle with an expired document, a group with no deposit entered, a group with no cancellation policy, one-way enabled but no allowed location pair, an online payment plan enabled but no payment method ready, no published privacy notice (a Privacy Policy in other countries), SMS verification that cannot be applied, and email not configured. Several missing items are gathered in one card; errors come first, and you move through them with **Previous/Next**. Each item links to the relevant screen and disappears once fixed.

19.3 Settings

- **Capabilities**: return to a different location (one-way), delivery and collection at an address, out-of-hours pickup/return, selling a specific vehicle, the mi limit, protection packages, extras, young/senior driver fees and reviews. Data you entered for a feature you turn off is not deleted; it comes back when you turn the feature on again.
- **Currency**: rates, protections, extras and fees are entered in a single business currency (default TRY). Visitors see prices in the currency they choose on the site; a reservation is fixed at the exchange rate of the moment it is saved.
- **Rental duration**: a rental day is a 24-hour period counted from pickup. If the overrun on the last day is within the tolerance (default 59 minutes), it is not charged; up to the full-day threshold (default 3 hours) each started hour is charged at 1/N of the daily price (default 1/5), and beyond the threshold it is charged as a full day. The minimum/maximum rental days and the day bands (for example 1–2, 3–6, 7–13, 14–29, 30+ days) are set here; in the rates you enter a separate daily price for each band, and the price of the band that the rental's total days fall into is applied to all days.
- **Booking rules**: how many days ahead reservations are accepted, how many hours before pickup online booking closes, whether online reservations wait for approval and the approval time (a request that is not approved in time is rejected automatically), and whether the customer can cancel.
- **One-way default**: whether return to a different location is allowed when no separate rule has been entered for a pair of locations, its fee, and the transfer time before the car can be rented again at the destination location.
- **Driver age fees**: the daily surcharge for young drivers (for example up to age 24) and optionally for senior drivers; a per-rental cap for young drivers. The minimum driver age and years of licence are set on the car group.
- **Payment and approval**: the payment plans offered to the customer (pay at the office, online deposit, fully online), the deposit (a percentage of the total or a fixed amount), automatic approval when paid by card, and the bank transfer waiting time (default 24 hours). To be able to choose an

online payment plan, a payment method must be enabled in Payments. Card details are not stored on this site; the damage security deposit is not taken online, it is recorded at the office at hand-over.

- **Customer contact**: full name and mobile phone are always requested; you decide whether email is required and whether the phone is verified with an SMS code (SMS settings must be complete).
- **Reminders**: how many hours before pickup and return the reminders are sent, how many days after return the review invitation is sent, and how many days before a vehicle document (inspection, traffic insurance, comprehensive insurance, emissions) expires the panel shows a warning.
- **Personal data**: driver ID/passport and licence numbers are entered at hand-over and stored encrypted; only the last four characters are visible in the panel. You set how many months after closed rentals the data is deleted (default 24 months).

19.4 Car groups

The customer rents not a specific car but a **car group** (for example "Economy · Diesel · Manual") "or similar"; at hand-over a suitable car from the group is assigned. On a group you set the name and description (for each language), segment, an optional ACRISS code (for example EDMR), sample model and image; seats, doors, luggage, transmission, fuel and air conditioning; the minimum driver age and minimum years of licence; the deposit (the damage security deposit taken at the office at hand-over), the Sales tax rate and the cancellation policy. The **Mileage policy** is unlimited or a daily/total-per-rental mi limit, with an excess fee charged per mi over it. The **Fuel policy** is full-to-full, same level or prepaid tank; missing fuel is calculated with a fee per quarter tank plus a refuelling service fee. A group with **Sold on the site** turned off can only be rented from the panel. When a new group is saved, its rates page opens. A group that has a vehicle or a reservation cannot be deleted; deactivate it instead.

19.5 Brands, models and features

Brands and models are used for a group's sample car and for the vehicles in the fleet. No ready-made brand logos are provided (logos are trademarks); you can upload a logo you have the right to use. On a model you enter body type, transmission, fuel, drive, seats/doors/luggage, engine, power, range for electric cars, model year range, images, description and standard features. Features (air conditioning, rear-view camera, ISOFIX…) are defined with an icon; customers can filter results by features that have **Show in filter** turned on. A brand that has models and a model that has vehicles in the fleet cannot be deleted.

19.6 Locations

A location can be a branch/office, an airport, a hotel/hand-over point or a **delivery area**. You enter the address, province/district (suggested from a list), phone and the position on the map (by searching an address or dragging the marker; coordinates can also be entered by hand). Pickup and return are enabled separately; a flight number can be requested at airports; the welcome note is shown to the customer in the pickup details. **Opening hours** allow at most two ranges per day (for a lunch break); an empty day is closed, and a location with no hours entered counts as open at all hours. The location fee (airport/station) is added once per rental; out-of-hours pickup/return is accepted for a fee if the feature is on in Settings and allowed at the location; for a delivery area you enter the delivery and

collection fees. **Preparation time** is the time waited before a returned car can be rented again. Linked panel users see only the reservations and vehicles of their own locations. A location that has a reservation or a vehicle cannot be deleted.

19.7 Fees and one-way

This screen has a summary of the driver age fees and the one-way default, plus the **one-way matrix**: for every location open for pickup and every location open for return you choose the rule *Default* (the default in Settings applies), *Allowed* (with a fee and transfer time) or *Forbidden*. A pair left on *Default* but with a fee or transfer time written in is saved as *Allowed*; setting a pair that has a rule back to *Default* removes its rule (even if the old values remain in the boxes). The transfer time is the time before the car can be rented again at the destination location. The location, out-of-hours and delivery fees are entered on the location; the mi excess and fuel fees are entered on the group.

19.8 Rates

The Rates page shows each group's number of periods, starting price and the first **rate gap** in the coming year; a group is not sold on a day with no rate. In a period you enter the start/end dates (the end date is included), a daily price for each day band, an optional weekend difference (percentage; negative for a discount), the minimum/maximum days and the allowed pickup days. A group is not sold in a band whose price is left empty. A period with a location selected applies only to pickups from that location and takes precedence over a general period; if several periods cover the same day, the shortest period applies. The **Duplicate** button copies a period to a new period with the dates empty.

19.9 Protections and extras

On a **protection package** you enter the name, description, what it covers and does not cover (customers compare packages side by side), the daily fee and cap days, the excess (the most the customer pays in case of damage) and optionally a different deposit. The package marked as default comes preselected in the form; a mandatory package is added to every rental. **Extras** are an additional driver, child seat, navigation, winter equipment, abroad permit, a mi package or other types; the fee is per day (with cap days) or per rental, and an item included in the price is shown as free. For a **Stocked** item you enter the quantity at each location; the item is not offered at a location where no quantity is entered. A protection or extra with no group selected is offered in all groups. The copy of a deleted protection/extra in existing reservations does not change.

19.10 Cancellation policies

A policy consists of free cancellation until a number of hours before pickup, a deduction after that (the deposit, a percentage of the total, a day's charge, a fixed amount or everything) and a no-show deduction; the deduction does not exceed the amount paid. The first policy becomes the default automatically, there is only one default at a time, and the default policy cannot be deleted. A group with no policy selected uses the default policy; groups linked to a deleted policy return to the default. The policy is copied at the moment of reservation.

19.11 Vehicles

The vehicle page has a menu on its left: under **Vehicle details** the sections Details, Status and location, Documents and maintenance dates, Images and note and Vehicle-specific features are tabs of the same form (a single Save saves them all; a section with a missing field opens automatically); under **Records** Service & maintenance (with the record count) and Damage records (with the open damage count) are separate pages and open once the vehicle has been added. On a narrow screen the menu scrolls horizontally above the page.

Every vehicle in the fleet belongs to a group. You enter the plate (saved without spaces and hyphens, in capitals; two vehicles cannot have the same plate), group, optional model, model year, colour and chassis number (17 characters; only the last six are visible in the list). The **Home location** is the branch the vehicle belongs to; the **current location** of a new vehicle is its home location and moves to the return location automatically at every return. You select the status (available, on rent, being prepared, in maintenance, faulty, out of service, sold), mileage and fuel/charge level, **Available for rent** and (if selling a specific vehicle is on in Settings) **Also sold as a specific vehicle**. A vehicle for which the expiry date of the inspection, traffic insurance, comprehensive insurance or emissions falls before the return is not given to that rental. In the **Price** section the group's current daily price (per day band) is shown; if the vehicle is more expensive or cheaper, enter a **Daily price difference** (for example 250 means 250 more per day, -150 means 150 less per day) and the table instantly shows the daily price that results with this vehicle. The difference is added to every rental day (the daily price does not fall below zero) and is applied only when the customer chooses this vehicle on the site or you choose it when booking from the panel; with a group sale the group price applies for the assigned vehicle, and the amounts of existing reservations do not change. If no image is entered, the model's images are used; vehicle-specific features (for example a tow bar) are added to the model's standard features. The list is paginated with plate search and group/status/location filters; sold vehicles do not appear in the default list. If someone else saved the vehicle while you were editing, your save is rejected; refresh the page and try again. A vehicle that has a reservation or a report cannot be deleted; set its status to Sold or Out of service.

19.12 Maintenance, documents and damages

On the **Service & maintenance** page in the vehicle's left menu you keep maintenance records (date, type, mileage, amount, workshop, note), and on the **Damage records** page the damages (diagram area, type, size, status, amount, note). If the mileage in a maintenance record is higher than the vehicle's mileage, the vehicle is updated; a maintenance dated in the future cannot be entered. A damage can be open, repaired or charged to the customer; a damage seen in the hand-over/return report cannot be deleted. The **Maintenance & documents** screen lists vehicles whose documents have expired (red) or will expire within the warning period in Settings (orange) and those due for maintenance, nearest date first. The **Damages** screen shows the damage records in the fleet by status.

19.13 Closures

You close a vehicle (maintenance, breakdown, private use), a group (optionally only at one location) or a location to sales for a period; the start and end are in site time. A vehicle closure holds the vehicle for that period, a group closure stops pickups for the group during that period, and a location closure

stops pickups and returns at the location during that period. Existing reservations are not deleted or cancelled; those that overlap are listed after saving, and you talk to the customers and move them to another vehicle, group or date.

19.14 Booking on the site

On the `/reservation-car` page the customer chooses the pickup place, the return place if return to a different place is enabled, the pickup and return date and time, and the driver's age. In the results, the groups sold on the site are listed with the total and average daily price; groups with no suitable vehicle left at that time or that do not meet a rule (for example driver age, closed hours, no rate) are shown together, faded, with the reason. There are filters for segment, transmission, fuel and seats and sorting by price; if selling a specific vehicle is on, suitable specific vehicles are listed separately (the plate is not shown). The **Group page** shows the features, the typical equipment (based on the sample model), the mi and fuel policy, the deposit, the driver requirement, the cancellation policy, the protection packages and the extras. In the **reservation form** the customer chooses the protection package and extras (*Update amount* recalculates the total without saving), and enters the driver's name, phone, email, optionally country, date of birth and licence year; a flight number is requested at an airport, and a delivery and collection address for delivery to an address. The age and licence requirement and the quantity of a stocked extra are checked in the form. The reservation is saved once the customer accepts the rental terms and the privacy notice; the amount, line items, protection, mi/fuel policy and cancellation policy are copied as they are at that moment. Payment follows the plans in the *Online payment* section below. Availability is counted again at the time of saving: the last car is not given to two people at once, and a car waits for the location's preparation time after a return. If approval is on in Settings, the reservation waits for approval.

On the **reservation page** (`/reservation-car/rezervasyon/ARC-…` ; for a member via My Account → **My rentals**, otherwise via the time-limited link in the email) the customer sees the pickup and return places, the address and map, the welcome note after approval, the documents to bring at hand-over, the amount breakdown and the cancellation terms, adds it to a calendar and, if the cancellation policy allows, cancels before pickup. To change the time or the car, they cancel and book again or contact you.

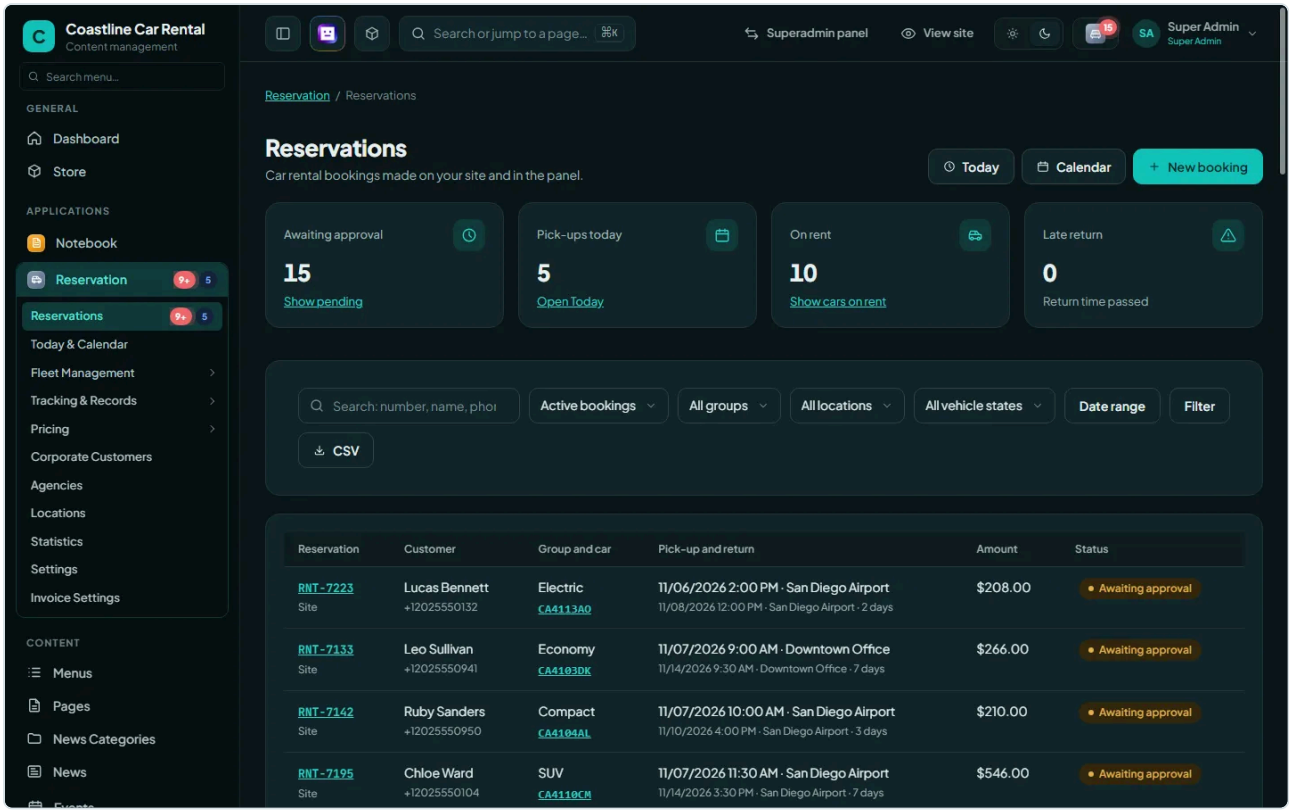
19.15 Online payment

The payment plans selected in Settings are offered in the form: **pay at the office** (all at pickup), **deposit** (a percentage of the total or a fixed amount now, the rest at the office at pickup) and **full amount now**. Deposit and full payment appear only when a method is enabled in Payments; the customer chooses the method together with the plan, and an email address is required for online payment. A reservation made with an online plan stays *Awaiting approval* until payment arrives and holds the car for the **bank transfer waiting time** (default 24 hours); when the time runs out, the open payment is closed, the reservation is cancelled automatically and the car is released. For a bank transfer, the customer sees the bank accounts, the amount and the reservation number on the reservation page; once you confirm the payment on the Payments screen, the reservation is approved. For a card, the customer goes to the payment page right after saving; when the payment is verified, the reservation is approved automatically (it waits for approval if *automatic approval when paid by card* is off in Settings or request

→ approval is on). If the customer comes back from the payment, they pay again with another method via *Complete payment* on the reservation page. When payment is received, the sales document is written (Invoice settings → Sales document). If the customer cancels according to the policy, the amount paid is not refunded automatically: the amount kept by the business and the amount to be refunded under the cancellation policy are written to the reservation history, the card refund is made from Payments via the provider, and the sales document is cancelled. A payment that arrives later for a cancelled reservation does not reopen the reservation; the history notes that it has to be refunded. The damage security deposit is not taken online.

19.16 Reservations screen

Reservation → Reservations shows at the top the numbers of awaiting approval, due for pickup today, on rent and overdue returns. By default the list contains active records (awaiting approval, approved, on rent, returned); records awaiting approval come first, then they are sorted by pickup time. You can search by number, name, phone, email or **plate** and filter by status, group, location and date range. Records not yet opened appear with a *New* label; “Mark all as seen” clears them. The “Group and car” column shows the plate of the assigned car (linking to the vehicle page); on an approved or awaiting-approval reservation with no car assigned, the **Assign** button assigns the suitable car with the lowest mileage at the group's pickup location (if no car is suitable, the reason is written; open the details to upgrade from another group). If an assigned car later stops being suitable (closed for rent or out of service, its document expires before the return, a closure was added for that period, the previous rental's return is late, or the car will be on another rental/not at the pickup location during that period), the row shows a red *Vehicle unavailable* badge with the reason and the details show a warning. With the vehicle filter, only reservations with *No car assigned* or *Assigned vehicle unavailable* are listed. The **CSV** (export permission) does not contain ID/licence numbers or internal notes; the download is written to the access log. A user who is linked to a location as responsible and does not have the “all locations” permission sees only reservations whose pickup or return is at those locations.



Reservations with the counts for approval, pick-ups, cars on rent and late returns at the top.

19.17 Reservation details and assigning a car

The details are made of sections one under another in a single column: rental information, (if returned) closing, vehicle, reports, amount and payments, charges, invoice status, change, drivers, approve/reject/revoke, internal note, notifications and history. The section menu on the left lists only the sections that exist on that reservation; clicking a section scrolls to it, and as you scroll the page the section on screen is highlighted in the menu. On a narrow screen the menu is a horizontal scrollable strip above the page. You **Approve** a reservation awaiting approval, or **Reject** it by writing the reason; an approved one can be revoked with **Cancel** (open payments are closed, a payment already received is not refunded automatically). An approved reservation whose pickup time has passed can be marked **No-show**; the no-show deduction of the cancellation policy is written to the history. The **Assign car** list finds cars that are at the pickup location at the chosen time and whose calendar is free; if you leave it empty, the suitable car with the lowest mileage is assigned. Choosing a car from another group is a **free upgrade**: the reservation's group changes, the amount does not. The car of a reservation sold as a specific vehicle cannot be changed.

Change or extend time changes the pickup/return time (only the return time for a car already on rent); the location and group stay the same. Availability and the assigned car's calendar are always checked; “Rule exception” skips the sales horizon, minimum/maximum days and working hours. If “Recalculate from current rates” is not ticked, the recorded amount is kept; the difference is collected from or refunded to the customer separately. When a bank transfer reaches your account, it is confirmed with **Payment received**; an amount collected at the office is written to the account chosen in Cash pool and accounts with **Record payment at the office**; a payment already received is refunded from the payments table (from the provider for cards, record only for the others). In the **Drivers** section each

driver is a row (name, main/additional driver, age, licence year and masked numbers); it opens with *Edit*. Name, date of birth and licence year are edited, at most 6 drivers can be added, and an additional driver is removed with **Remove** after confirmation (the main driver cannot be removed; if there is an additional driver fee, the amount does not change automatically); the ID/passport and licence numbers can be entered only with the "driver identity" permission and are seen with **Show numbers** (every display is written to the access log).

19.18 Hand-over and report

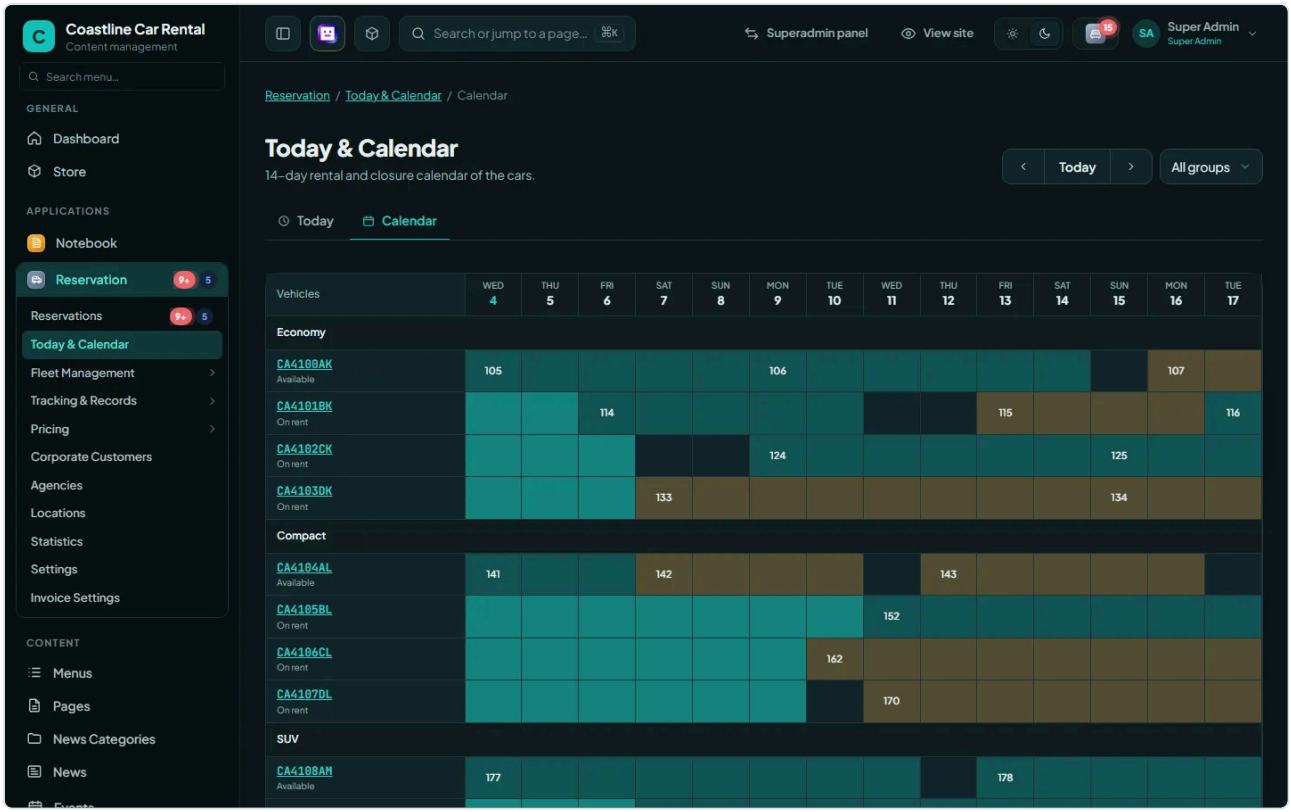
When the pickup day arrives, **Hand over** becomes available on an approved reservation. On the hand-over screen you enter the car (the assigned one or a suitable one from the same group), the mileage (it cannot be lower than the value on the vehicle), the fuel (%), the driver details (age and licence years are checked again against the group's requirement), up to 12 photos, and that the deposit was taken; you must tick that the customer accepted the car and the report. The car's open damages are written to the report automatically. After saving, the car becomes *On rent* and the **hand-over report** opens: the company, driver (numbers masked), car, time, mileage, fuel, damages, photos and signature areas. With **Print / PDF** you print it or convert it to PDF with the browser's "Save as PDF" option. Reports do not change afterwards.

19.19 Returns, charges and closing

For a car on rent, the **Take back** screen is where you enter the actual return time and location (which may differ from the planned ones), mileage, fuel, any new damage from this rental (saved on the vehicle as open damage) and photos. If **Late return**, **mi excess** and **fuel difference** are ticked, the amounts are calculated from the entered values using the price copy in the reservation and added as charges; a cleaning fee can be entered separately. The car becomes *Being prepared* and moves to the return location; if the maintenance mileage has been exceeded, a warning is written to the history. From the **Charges** section or the **Reservation → Tracking & records → Charges** screen you add later expenses (HGS/OGS toll, traffic fine, parking, damage) with an evidence file; the reservation of whoever had rented the car at that moment is found by plate and time. A charge is for notifying the customer, it is not an authorisation to charge the card: with **Settle** it is recorded as collected (with payment permission, to the chosen account), disputed or cancelled. Once no unsettled charge is left, **Close rental** releases or offsets the deposit, completes the sales document with the collected charges (except traffic fines), and makes the car available if it is being prepared. A prepared car can be set to **Ready** from the Today screen.

19.20 Today and calendar

Today & Calendar in the menu is two tabs on one screen. The **Today** tab shows the day's pickups (with the hand-over button), returns, late returns, upcoming reservations with no car assigned, and the cars on rent and the cars to be prepared; you can move to the previous/next day. The **Calendar** tab shows the cars group by group for 14 days: the cell colour indicates the reservation status (awaiting approval, approved, on rent, returned) or a closure; each group's number of reservations with no car assigned is on a separate row. You go from a cell to the reservation.



The Calendar tab shows the rentals and closures of every car over the coming days.

19.21 Booking from the panel

New booking on the Reservations screen is for customers who call or come to the office: you choose the group, pickup/return location and time, customer, driver, protection and extras. **Calculate amount** shows the amount without saving; **Create booking** opens an approved reservation to be paid at the office. Groups that are not sold on the site can also be selected; availability is always checked, and "Rule exception" skips the sales horizon, duration, pickup day and working-hours rules.

19.22 Counters and dashboard

In the menu, the red counter next to **Reservations** shows those awaiting approval and the blue counter those due for pickup today; the red counter next to **Today & Calendar** shows overdue returns. In the top bar a car icon shows reservations awaiting approval; on the Dashboard there are cards for today's pickups and returns and for cars on rent; and the Status list shows warnings for new and awaiting-approval reservations, late returns, tomorrow's pickups with no car assigned, reservations whose assigned car is no longer suitable, vehicles whose documents have expired and vehicles due for maintenance mileage.

19.23 Notifications and reminders

The customer gets an email when a reservation is made, approved/rejected/cancelled (including when the payment or approval time runs out), marked as no-show, when dates change and when a payment is received; if they have a phone number and SMS is configured, a short SMS is sent too. When the car is handed over, the **hand-over report** (plate, mileage, fuel) is emailed, and when it is taken back, the

return report (mileage, fuel, number of new damages, total of charges). According to the hours in Settings, a **pickup reminder** goes to the approved reservation and a **return reminder** to the car on rent, once on each channel; a reservation made after the reminder time does not get that reminder. The texts are edited per language under Contact → Email Templates and SMS Templates in the "Reservation - Car Rental" group. Messages do not contain the driver's ID/licence number or date of birth; SMS messages contain no name or address.

Under Site Settings → Notifications there are four topics for the administrator: new online reservation, customer cancellation, online payment and **fleet alert** (the number of vehicles whose documents expire within the number of days in Settings or whose maintenance is due, once a day). Administrator notifications carry no customer name or contact details. A request awaiting approval is rejected automatically when the approval time in Settings runs out and the customer is notified; if a payment was received, you make the refund.

The **Notification deliveries** section in the reservation details shows the time, channel and result of every delivery (being queued does not mean it was delivered). From here you can manually send the current status, receipt, reminder, report or review invitation, with the current details and a new reservation link.

19.24 Reviews

If reviews are on in Settings, the customer receives a review invitation the number of days after return set in Settings. Within 90 days after return, the customer writes from the reservation page, once, an overall score (1–5), optional car, service and value-for-money scores, and a comment. On the site only their first name and the initial of their surname and their country are shown. In **Reservation → Reviews** (the red counter in the menu shows those awaiting approval) you publish, hide, reply to or delete a review; only the ones you publish appear in the **Customer reviews** block.

19.25 Statistics

Reservation → Statistics shows, for the date range you choose (by pickup time, default last 30 days, at most 366 days), total reservations, completed rentals, no-show and cancellation rate, awaiting approval, rental days, average duration and one-way count; the breakdown by car group, pickup location, protection, extra, status, source, duration, day of the week and hour; and the daily trend. The amount is the recorded total of completed rentals (it is not collections or profit, and does not include charges); currencies are not added together. A user linked to a location sees only their own locations; no customer information is shown.

19.26 Retention period and personal data

For rentals whose return is earlier than the retention period (months) in Settings and which are concluded (closed, no-show, cancelled, rejected), the personal data is deleted by the daily task: customer name and contact details, member link, internal note, flight number, delivery addresses, driver name, date of birth and the encrypted ID/licence numbers. Date, vehicle, amount, payment, report (mileage, fuel, damage) and sales document records stay; no more notifications are sent for these rentals. The data export a member gets from My Account includes their rentals, report summaries, charges and reviews (ID/licence numbers are masked).

19.27 With WebmasterAI

You can give WebmasterAI requests such as “set the 1–2 day price of the Economy group to 1,250”, “raise future rates by 10%”, “close the vehicle with plate 34 ABC 123 for maintenance on 15 June”, “remove the Luxury group from sale on the site”. Rate and group actions require the settings permission, vehicle and closure actions require the fleet permission; every action is previewed first, applied after you confirm, and can be undone. Customer and driver information is not read.

19.28 Rental terms page

When the app is first opened, a **Rental terms** page is created as a draft with sample text under Pages → System; you edit it for each language with the normal editor. The text is shown in the reservation form and on the reservation page, and the customer accepts it when submitting the form. Fields in the text such as `{firma_unvan}`, `{tolerans_dakika}` and `{saatlik_ucret}` are filled with the values from Company Information and Settings; the available fields are listed while you edit the page. Have the sample text checked by your lawyer.

19.29 Blocks and pages

You can add the following blocks to pages: **Car rental search**, **Car groups** (by segment, location or the groups you choose; the starting price comes from the actual rate), **Rental locations** (cards, cards and map, or map only), **Protection and extras prices**, **Brand strip**, **Customer reviews** (published ones only) and **Rent a car**. The **Car rental home page** under Pages → New → Ready-made pages creates a home page containing these blocks. From Settings → Theme settings → Page layout you add your own blocks above the search/results page and below the group pages.

> Legal obligations: Any reporting of rental information, taxes and contract texts are your business's responsibility. The driver number is checked as 5–32 letters/digits, and the charge type is listed as “Toll fee”.

19.30 Hourly and monthly price, chauffeur service, discounts, corporate accounts, agencies and signature

Hourly and long-term: turn on “Hourly rental” in Settings and enter an “Hourly price” on the car group; for a rental shorter than 24 hours (if it is cheaper than the daily price) the hourly price applies. If the group's “Monthly price (30 days)” field is filled, for rentals of 28 days and over the daily price becomes 1/30 of it.

Chauffeur-driven rental / transfer: add an extra named “Chauffeur” or “Transfer” and tick “Chauffeur service”; when it is selected, the driver age and licence requirement are not checked.

Discounts: in Settings write the early-booking rules in the form “days:percent” (for example 60:15). Add codes from Pricing → Promo codes. Discounts apply only to the rental charge.

Corporate customers (accounts): from the Corporate customers page add the company, its discount, payment term and credit limit. When opening a reservation from the panel, select the company or open it in the company's name with the “+” in the list. The account statement shows the reservations, what

has been collected and the open balance; if the limit is exceeded, no new account reservation can be opened.

Agencies: add the agency and its commission; give the agency the link shown in the list. A reservation made within 30 days by a visitor who came through this link is credited to the agency; open the monthly commission statement from the file icon.

Signature on the report: the customer signs in the signature area on the hand-over and return screen with a finger or the mouse; the signature appears on the printable report.

20 Reservation – Studio & Classes

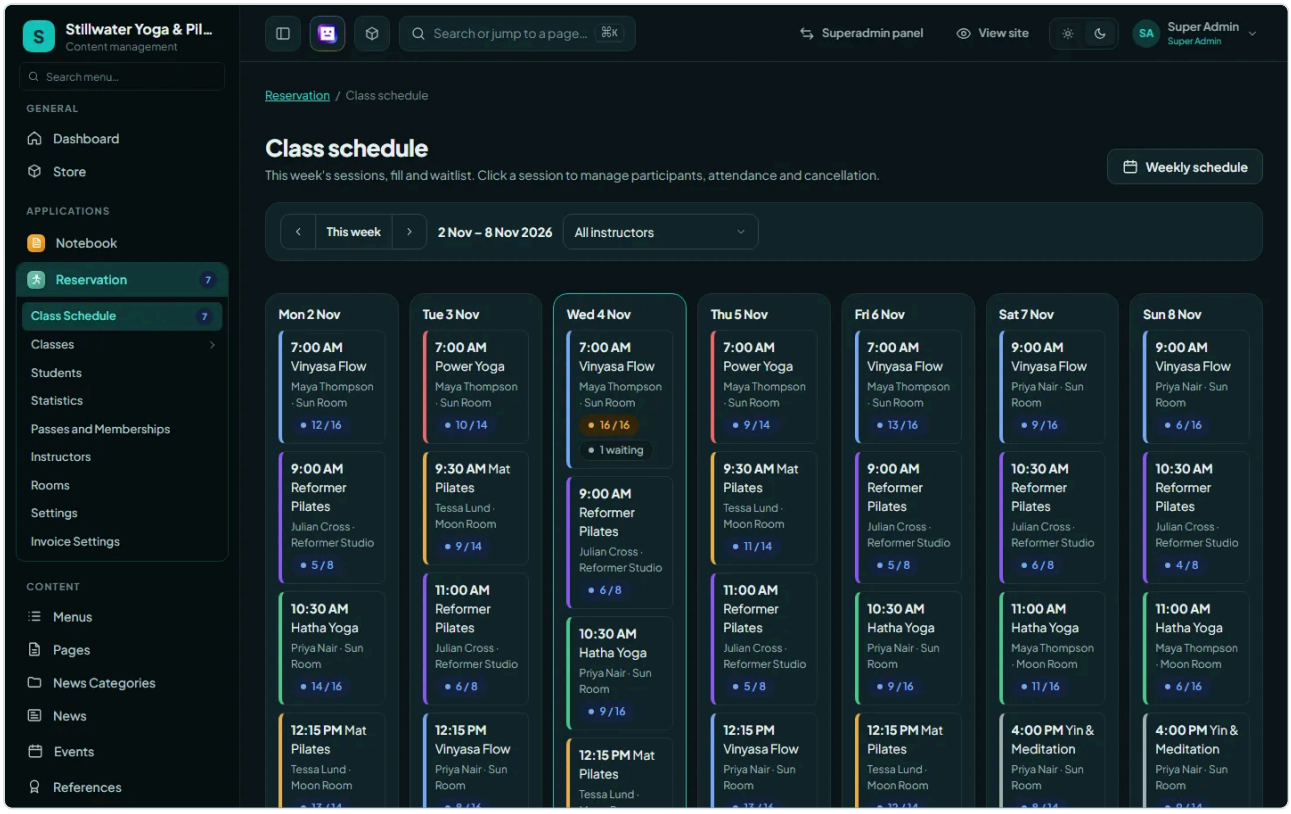
Reservation – Studio & Classes is a group class and private lesson app for yoga, pilates and fitness studios, dance and music schools, courses and workshops; you install it free from the Store. It appears in the side menu as **Reservation** (with a yoga icon). Students sign up for classes as **site members** (Membership must be on); the visitor page is at `/reservation-classes` (with a "My classes" link in My Account).

20.1 Setup

On first opening, in the **Setup** wizard enter your business type (yoga and pilates, fitness, dance school, music school, courses and workshops; you can choose several), your instructors and your rooms; ready-made class types and, if you want, inactive sample passes are added. The wizard only adds what is missing and does not touch existing records; you enter the prices yourself. The **Finish setup** list on the Class schedule screen shows the missing steps (class type, weekly schedule, instructor, pass on sale, membership, payment method, email).

20.2 Classes and weekly schedule

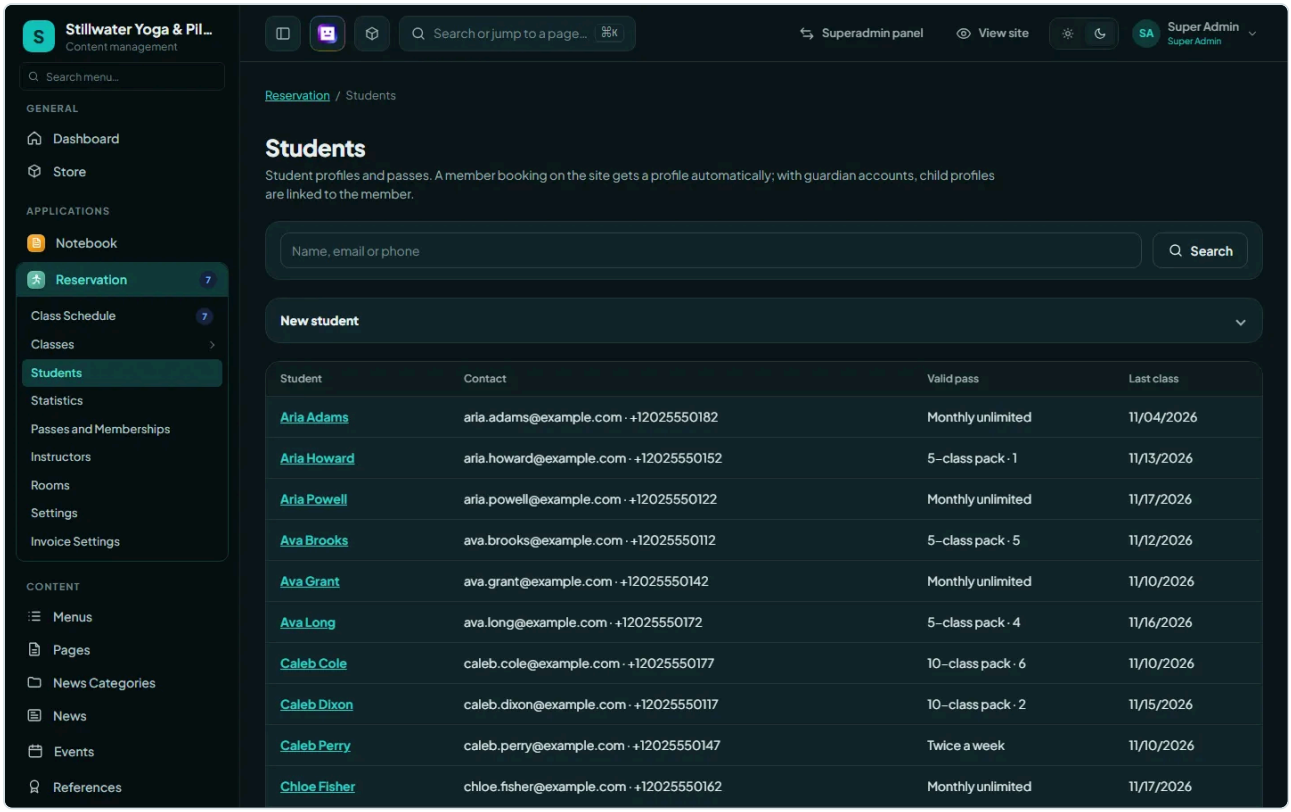
Under **Classes → Class types** you enter for each class the duration, capacity, level, age range, calendar colour, free cancellation period, an optional *per-class fee* (the single-class price for a student with no pass) and a *late cancellation fee* (written to the student's account on a late cancellation or no-show, not charged automatically); a *Private class* is for 1 person. In the **Weekly schedule** each row is a class that repeats every week (day, time, instructor, room, capacity, date range); sessions are generated automatically from these rows for the days within the booking window. Schedule changes apply only going forward: the time of a session that has bookings does not change, while the instructor/room/link is updated. A schedule that overlaps in the same room is not accepted. No sessions are generated on **Closed days**; classes with bookings that fall on those days are listed, and cancelling them is your decision.



The class schedule shows each day of the week with sessions, instructors and fill rates.

20.3 Passes, memberships and students

Under **Passes and memberships** you define a *class pass* (N classes, validity in days) or a *membership* (unlimited for the period or N classes in 30 days, can be frozen); you can select the classes it is valid for. A sold entitlement is a copy of the definition as it was at that moment. The student buys on the site (payment with the core's payment methods) or you sell from the **Students** → student page (if "Payment received" is ticked, a sales document is issued). On the student page you see the remaining classes, the end date, freezing, manual adjustment (increasing/decreasing the pass's class count, with a reason) and all *entitlement movements* (enrolled, refund, entitlement expired, adjustment). When enrolling in a class, the membership is used first, then the pass that ends soonest; the entitlement must be valid on the day the class starts.



Students are listed with contact details, their valid pass and last class.

20.4 Enrolling, waiting list and cancellation

The student opens the class from the schedule and presses **Reserve a spot**; if they have no valid entitlement and a per-class fee exists, they confirm the withdrawal-right exception and pay (the spot is held during payment). If the class is full they join the **waiting list**; when a spot opens, an email/SMS goes to the next student and the spot is held for them for the time in Settings, passing to the next in line if the time runs out. When a class is cancelled within the free cancellation period, the entitlement is refunded; after that it counts as a *late cancellation* and the entitlement is used up according to Settings. If the parent account is on, a member adds profiles for their children (with parental consent) and enrolls in classes on their behalf. if the setting has not been saved, the currency is the site's main currency.

20.5 Class schedule, attendance and cancellation

The **Class schedule** shows the week's sessions with occupancy and waiting counts; the red counter in the menu counts classes whose attendance has not been taken, and the blue counter today's classes. Clicking a session shows the participants and the source of their entitlement, and after the class has started you take **Attended / No-show** attendance (on a no-show the entitlement is used up according to Settings; a wrong mark can be corrected). You can add a student (the entitlement is deducted if they have one; it is not deducted with the “Free” mark), cancel a booking, change the instructor/room/capacity/link, or use **Cancel class** to refund all participants' entitlements and notify them. A user whose panel account is linked to an instructor sees only that instructor's classes; seeing all classes is a separate permission.

20.6 Term enrollment and make-ups

When *Term enrollment and make-ups* is turned on from Settings → Features, the **Terms** menu appears. In a period you enter the dates, quota, age, fee and make-up rule; in the weekly schedule you link classes to the period. The student (or parent) enrolls in the period online and pays, or you enroll them from the **Term students** screen; when the enrollment becomes active, the student is enrolled in all of the period's classes. For an enrollment after the period has started, the fee is prorated to the remaining classes according to the setting; when the quota is full, the enrollment goes to the waiting list and you are notified when a spot opens. If a student cancels a class in time, they get a *make-up entitlement*, limited per period, and if you cancel the class, unlimited, and they are enrolled free in another class of the same type.

20.7 Notifications, sales document and data

If a payment arrives later for a cancelled enrollment, the record gets a **Refund due** badge and a notification goes to the administrator; make the refund from the **Payments** screen. A restricted user linked to an instructor sees, in Students and period enrollments, only the students of their own classes.

The email and SMS texts are in the "Reservation - Studio & Classes" group under **Email templates** and **SMS templates** (enrolled, cancellation, spot opened, reminder, pass, period). The times for the reminder and the pass expiry reminder are in Settings. For online sales and student cancellations, topics can be turned on under **Site Settings → Notifications** (they carry no student information). For paid passes, per-class fees and period enrollments, a sales document is issued with the "Reservation - Studio & Classes" source in **Invoice settings**. If a refund is needed, it is made from **Payments**. The personal information of a student who has no account and whose last class was longer ago than the retention period in Settings is deleted automatically; a member's data is included in the export. **Statistics** gives a summary of occupancy, no-shows, late cancellations and sales.

20.8 On the site

You can add the *Class booking*, *Upcoming classes*, *Passes and memberships* and *Our instructors* blocks to pages, or create the home page from **Pages → New → Ready-made pages** by choosing *Studio home page*. Blocks are added above the class schedule page from **Settings → Theme settings → Page layout**.

21 Food Ordering

Food Ordering is a free app for every kind of restaurant and delivery business, such as pizza, flatbread/pide, doner/kebab, burger, home cooking, cafe and dessert shops; you install it from the Store. It is independent of the other apps and can be used on the same site together with the E-Commerce and reservation apps. It appears in the menu as **Food Ordering** with a fork-and-knife icon. The app is still under development; right now you can use the setup wizard, settings, the menu, branches and delivery areas, and taking orders on the site with cash on delivery or online card payment. The live order and kitchen screens in the panel will be added in later versions.

The menu contains **Orders**, **Menu** (Products, Categories, Option groups), **Branches**, **Setup** (only while there are no products) and **Settings**.

21.1 Setup wizard

While there are no products, **Setup** appears in the menu; the card on the Orders screen also opens the wizard. It has three steps: **business type** (restaurant/diner, pizzeria, flatbread-pide-kebab, burger/fast food, cafe/dessert shop, home cooking/daily menu) → **branch, orders and payment** (branch name, address, province/district, phone, opening and closing time for each day — if closing is earlier than opening, it runs past midnight —, preparation time, delivery/pickup, cash/card on delivery, online card payment, currency, Sales tax rate, ready-made menu) → **preview** and Create. The ready-made menu adds the categories suited to the business type, products with size/portion and allergen information, and option groups (dough, extra toppings, removals, sauce, drink, cooking, milk, syrup…); prices start empty. For home cooking, the daily quantity limit is turned on. The wizard can be run again; a branch with the same name and ready-made records that were added before are not created again, and existing records do not change. Define the delivery areas on the branch after setup; choose the meal card brands in Settings.

21.2 Before taking orders

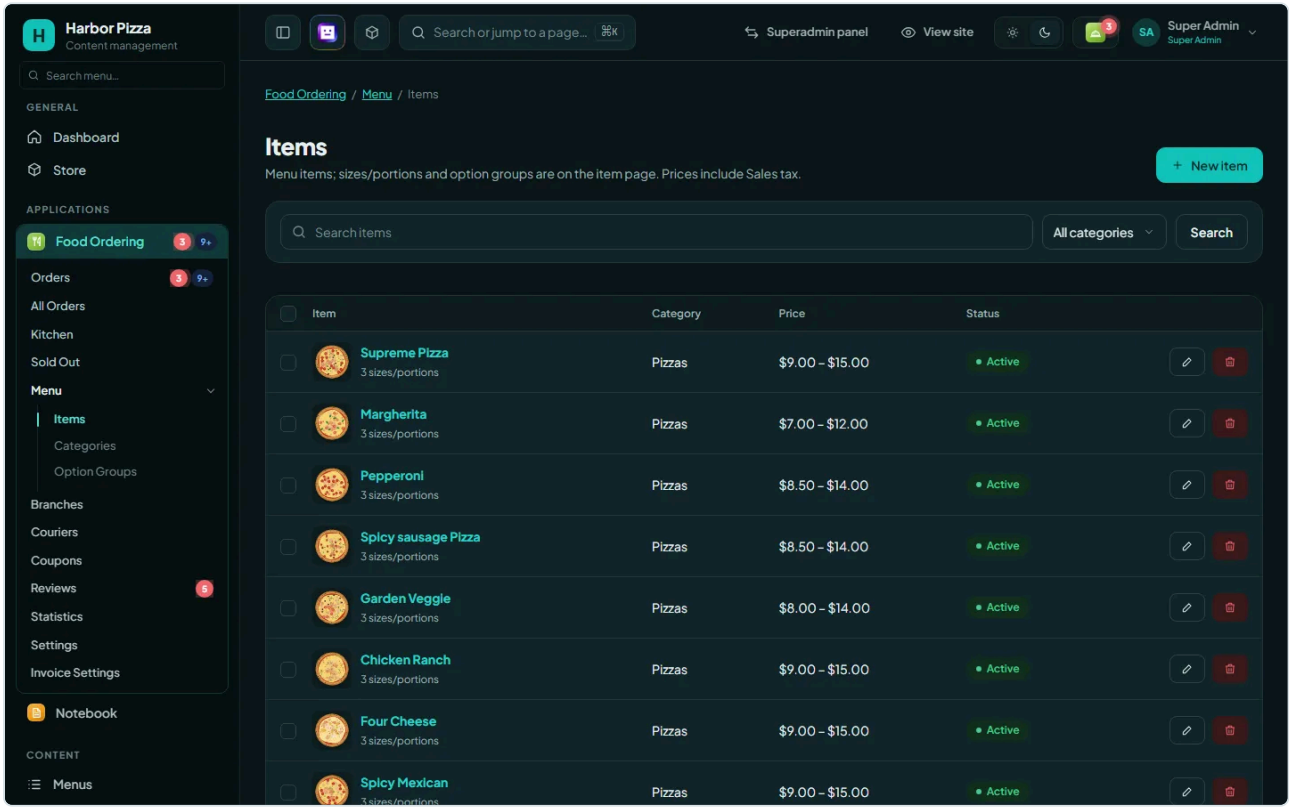
After setup, the Orders screen lists what is missing for users with settings permission: no active branch, a branch with no working hours, a branch that offers delivery but has no delivery area, no products in the menu, a product with no price, online payment enabled but no card method ready, no published privacy notice, SMS verification that cannot be applied, and email not configured. Several missing items are gathered in one card; errors come first, and you move through them with **Previous**/**Next**. Each item links to the relevant screen and disappears once fixed.

21.3 Menu

Categories are the sections of the menu (pizzas, wraps, drinks…); if a category is given selling hours (for example breakfast 08:00–12:00), it is sold only during those hours. A category that has products is not deleted, it is deactivated.

Option groups are choices shared between products: dough type, extra toppings, removals, sauce or drink choice. In a group you set the minimum selection (0 is optional, 1 and above is required) and the maximum selection; each option gets an extra price (free if empty) and a default mark. A group can be linked to several products; if it is deleted, it is removed from the products too.

On **Items** you enter the name, description, images, the price including Sales tax and the Sales tax rate. For a product with sizes or portions (small–medium–large, 1 / 1.5 portions), each size is entered as a row with its own price and one is chosen as the default; in that case the product price is not used. You tick the option groups for the product; for a product with sizes, the *Option price by size* table lets you enter a different price for an extra topping in a large size. You also enter allergens (the 14 main allergens), marks (vegetarian, vegan, gluten-free, new, popular), spiciness, weight and calories, selling hours and (if enabled in Settings) a daily quantity limit per branch. A product with no price is not sold on the site. For a product without sizes/portions, the price can also be changed from the small window that opens when you click the price in the Products list (leaving it empty removes the price); the prices of a product with sizes are entered on the product page. A product that has orders is not deleted, it is deactivated. If someone else saved while you were editing the product, your save is rejected; refresh the page.



Menu items with their category, price range and status.

21.4 Branches and delivery areas

On **Branches** you enter the name, address, province/district (suggested from a list), phone and the position on the map, delivery and pickup, preparation time, extra time when busy and working hours. At most two ranges per day are entered; if closing is earlier than opening (for example 11:00–02:00), the range runs past midnight. A branch with no hours entered does not take orders. Responsible panel users can be linked; a branch that has orders is not deleted.

The area type is called By city and area, and neighbourhood is not asked.

Delivery areas are defined on a branch that offers delivery. The **New area** or edit button in the area list opens a separate page; at the top you first choose how the area is defined (*By radius* or *By province and district*), and the form opens according to the choice: a province/district/neighbourhood list or a radius (mi) from the branch's map position; it can also be set on the map by dragging the handle on the edge of the circle or by clicking a point, and the branch's other radius-based areas are drawn dashed. When adding a branch and in the setup wizard, the branch's location must be marked on the map (required). Each area has a minimum basket amount, a delivery fee, an optional free delivery threshold and a travel time. The minimum basket amount and the free delivery threshold apply to the subtotal after the coupon discount is deducted. The customer's address falls into the first matching active area in order; delivery is not made to an address that falls into no area.

21.5 Ordering on the site

The visitor orders at `/food-order`. If there are several branches, they first choose a branch; the branch's open/closed/busy status is shown. The menu has categories, products, badges, spiciness and a diet filter (vegetarian, vegan, gluten-free). Products without sizes or required choices are added straight to the basket; the others are added on the product page with size/portion, options (with the minimum/maximum rule), a note and quantity. The basket is stored in the browser and moves to the account when the member signs in; a line that is sold out, outside its selling hours or removed from the menu is flagged.

On the **Complete order** page, delivery or pickup is chosen; for delivery the address is entered: province, district and neighbourhood are chosen from the lists in order (the neighbourhood list does not open until a district is selected; one not in the list is typed in with “Not in the list — type it”), street, building, floor, flat and directions are written, and the delivery point is marked on the map (required; tap the map, drag the marker or “Use my location”). If the point does not fall in the selected branch's area but falls in another branch's area, the order moves to that branch automatically (to the nearest one if several branches cover it) and the customer is told; if no branch covers it, delivery is not made. Members can save their addresses and choose one on the next order. The time is “as soon as possible” (when the branch is open and there is more than the last-order time before closing) or a later time. A coupon can be applied; the minimum basket amount and the free delivery threshold are calculated on the subtotal after the coupon. Payment is cash on delivery (with an optional change amount), card or meal card. At saving, the menu, branch status, area, time, daily quantity limit, coupon and amount are recalculated; if the amount changed the customer confirms again, and the same form does not open a second order. According to Settings, the order goes straight to “Preparing” or waits for approval.

21.6 Online payment and sales document

If **Online card payment** is on in Settings and a card method is ready in Payments in the business currency, the customer can choose online payment when ordering; an email address is requested. The order opens as “Awaiting payment” and the customer goes to the core's payment page; when the payment is verified, the order moves to awaiting approval or being prepared, according to Settings. An order awaiting payment is not shown in the kitchen; if it is not paid within the online payment time in Settings, it is cancelled and the coupon is given back. If the customer comes back from the payment

page, they continue with the “Complete payment” link on the order page. If the customer cancels a paid order that is awaiting approval, the amount is refunded to their card automatically; if the refund cannot be made, it is written to the order history. A late payment for a cancelled order does not reopen the order; refund the amount.

The sales document of an order paid online is written when the payment is received, and for an order paid on delivery it is written at delivery (Invoice settings → source *Food Ordering*, prefix YMK); the document of a cancelled order is cancelled. An order placed from the site is marked as an internet sale.

On the order page (`/food-order/siparis/YMK-…` , the order link is valid for 30 days) the customer sees the status, the estimated delivery/ready time, the products and the amount; the page refreshes itself when the status changes. They can cancel an order that is awaiting approval (if allowed in Settings); the coupon used is given back.

21.7 Live orders

Food Ordering → Orders is the live board: the columns are *Awaiting confirmation*, *Preparing*, *Scheduled* and *Ready / on the way*. The board refreshes itself at the interval you choose (every 5, 10, 15, 30 or 60 seconds; the browser remembers it), also while the tab is in the background. A new order is added without refreshing the page, a short sound plays and the card flashes for a few seconds; while an order awaits approval, the card flashes and the alert sound plays at intervals until it is approved or rejected. After actions such as Approve, Out for delivery and Delivered, the card moves into place without refreshing the page. The sound can be turned off with the sound button; browsers enable sound only after the page has been touched once. **Focus mode** hides the side menu, the top bar and the path row so only the board remains (the kitchen screen has it too; the browser remembers it for this page, and it is closed with Esc or “Exit focus mode”); the card shows the number, products, choices, note, type (delivery/pickup), payment and the requested or estimated time. While awaiting approval there are **Approve** (with an optional preparation time) or **Reject** (a reason is required); while being prepared, **Ready** for a pickup order and **Out for delivery** for a delivery order (choosing a courier if courier assignment is on); then **Delivered**. **Add time** extends the estimated time. If an order paid online is rejected or cancelled, the amount is refunded to the card automatically; cash on delivery is recorded in Cash pool and accounts at delivery and the sales document is written. If *order approval* is on in Settings, an order not approved in time is rejected automatically. The coloured **Ordering status** card at the top of the board shows the branch's current status (green: taking orders, yellow: busy, red: paused and when it will reopen). From here you use **Set busy mode** (extra time added to the preparation time), **Pause orders** (in the window that opens you choose 15 min, 30 min, 1 hour, 2 hours or until you reopen, and optionally write a note to customers) and **Start taking orders**. A timed pause reopens by itself when the time runs out. In the menu the red counter shows orders awaiting approval and the blue counter orders being prepared; a user linked to a branch sees only their own branches.

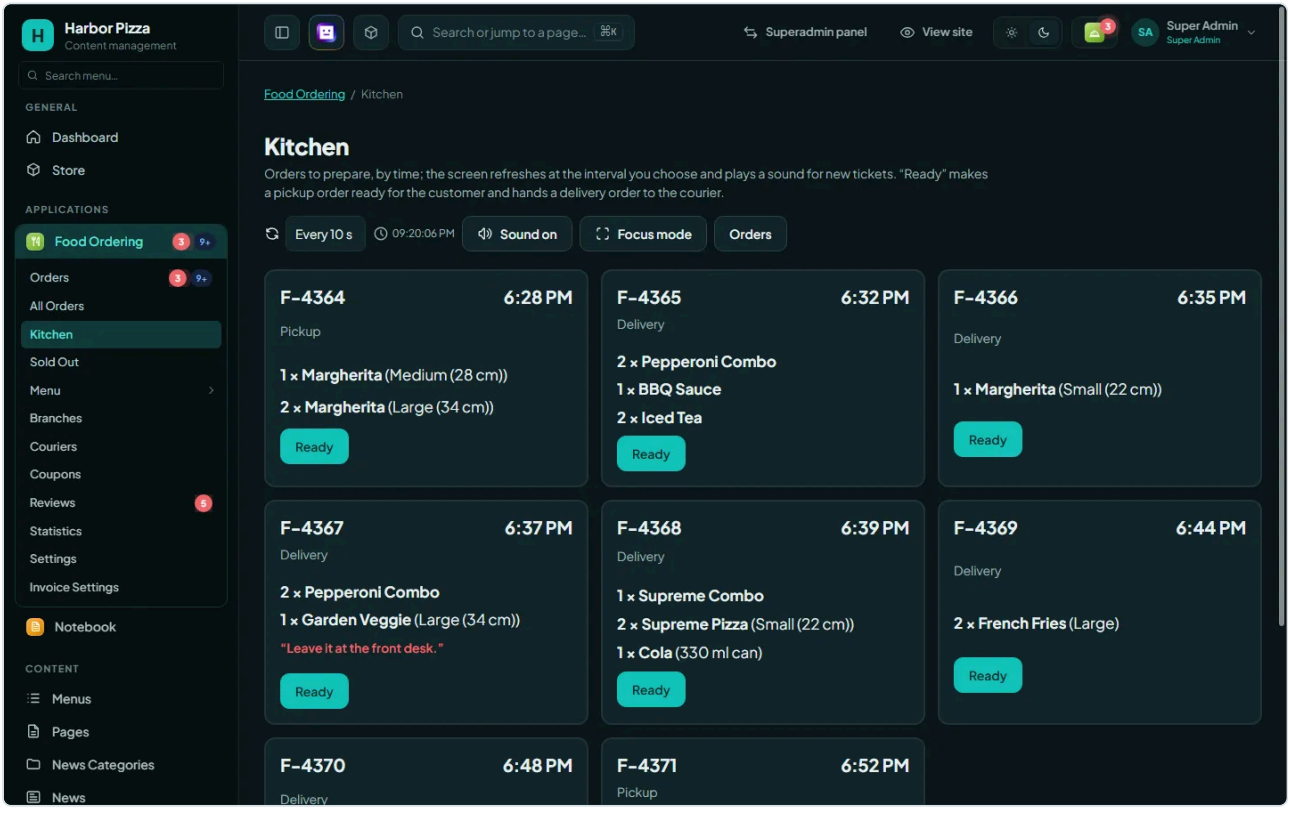
21.8 All orders, details and slip

All orders offers searching by number, name, phone or email, status, branch and date filters, “new only” and CSV (CSV needs a separate permission). The order details contain the products, amounts, customer, address, payment, courier assignment (if on in Settings), internal note and history; **Print receipt** opens an 80 mm kitchen/delivery slip.

21.9 Kitchen, sold out, couriers and coupons

The **Kitchen** screen is a separate view for kitchen staff; it is off by default and does not appear in the menu. It is turned on with **Settings → Features → Kitchen screen**. When on, it lists the orders to be prepared by time in large text, refreshes itself at the interval you choose and plays a sound when a new ticket arrives; **Ready** makes a pickup order ready for the customer and hands a delivery order over to the courier. On the **Sold out** screen you search by product or option name or by category (results filter as you type, the page does not refresh); a product or option that has run out is closed for sale per branch with *Sold out today* (reopens by itself at the end of the day) or *Close until reopened*, and reopened with *Put back on sale*. With the boxes at the start of each row you can select several products or options and apply the same action to all; **Select all** selects only the rows visible in the search. The label in the column before the buttons shows the status: green *On sale*, yellow *Sold out today*, red *Closed until reopened*. **Couriers** keeps, per branch, the business's own couriers or the delivery platforms that come and pick up the order; if the name is left empty for a platform, the platform's name is used. If you do not work with couriers, turn off **Settings → Features → Courier assignment**: the Couriers menu and the courier choice on the order are hidden, and saved couriers are not deleted. The **New** button in the Categories, Couriers and Coupons lists and the edit link on a row open the form on a separate page; after saving you return to the list. **Coupons** are defined as a percentage, an amount or free delivery, with a minimum basket, start/end day, total and per-customer usage limits and the valid branches; the minimum basket looks at the amount after the coupon.

In the Products, Categories, Option groups, Branches, Couriers and Coupons lists, you select several records with the boxes at the start of the rows; from the bar that opens at the top you apply **Activate**, **Deactivate** or **Delete** (in Reviews, **Publish**, **Hide**, **Delete**). Records that cannot be deleted (a product or branch with orders, a category with products) are skipped and the reason is shown.



The kitchen screen lists the orders to prepare by time. Ready passes the order on.

21.10 Notifications

The customer gets an email when the order is received (for online payment, when the payment is received), approved, rejected or cancelled, ready, out for delivery and delivered; if *status SMS* is on in Settings and SMS is ready, a short SMS goes too (the SMS contains no address or products). The texts are under **Contact → Email templates / SMS templates**, in the group named *Food Ordering*. The new order and customer cancellation notification to the administrator (Site Settings → Notifications) goes without the customer's name, phone and address. **Notification deliveries** in the order details shows every attempt; from here you can manually send the current status, the order received message or the review invitation by email or SMS.

21.11 Reviews and statistics

A delivered order can be reviewed once from the order page within 30 days with 1–5 stars and an optional comment; an invitation email is sent to the customer once, the number of days in Settings later. On the **Reviews** screen you publish, hide, reply and delete; a review does not appear on the site until it is published, and the site shows the first name and the initial of the surname. **Statistics** shows, for the selected date range, orders, deliveries, cancellation rate, number of customers, the turnover of delivered orders and average basket (per currency), the breakdown by status, type, payment, branch, hour and day, best-selling products and the average score. The **Daily/Monthly turnover** section lists the turnover of delivered orders per day or month, with the newest period on top and a bar chart; the Today, Last 7 days, Last 30 days, This month, Last month and This year shortcuts choose the range (a range longer than 62 days opens as monthly automatically). Turnover is not collections or profit.

21.12 My Account and personal data

Member customers save their delivery addresses on the My Account → **My addresses** page (up to 10; province, district and neighbourhood are chosen from the lists, and the delivery point is marked on the map). When ordering, a member does not type an address: they choose one of their saved addresses or go to the address book with **Add new address** and return to the order after saving; guests type the address in the order form. Changing an address does not change previous orders.

Member customers follow their orders on the My Account → **My food orders** page; the data export includes orders, saved addresses and reviews. When a member is deleted, the orders stay and the member link is removed; their saved addresses and basket are deleted. For concluded orders whose retention period (Settings) has run out, the name, phone, email, address and notes are deleted automatically; amounts, products and the sales document stay.

21.13 Blocks and ready-made page

You can add the following blocks to pages: **Online ordering** (a button to the menu), **Menu items** (popular, new, vegetarian/vegan, or the categories and products you choose), **Menu categories**, **Branches and opening hours** (cards and/or map; open/closed status) and **Customer reviews** (published ones only); the blocks fill automatically from your menu and branches, and if there is nothing to show, they do not appear on the site. The **Restaurant home page** under Pages → New → ready-made

pages sets up these blocks together. From Settings → Theme settings → Page layout you can add blocks above the ordering menu. The open/closed information in the blocks may be delayed by a few minutes; the exact status is in the ordering menu.

21.14 Settings

- **Features**: scheduled orders (off in a new installation), coupons, daily quantity limits on products and reviews. Data you entered for a feature you turn off is not deleted.
- **Currency**: menu prices, delivery fees and coupons are entered in a single business currency, with Sales tax included.
- **Payment options**: online card payment (a card method must be enabled in Payments; an order whose payment is not completed does not reach the kitchen and is cancelled when the time runs out), cash on delivery, credit/debit card on delivery and meal card on delivery. For meal cards you enter the brands you accept (Pluxee, Multinet, Edenred, Setcard, Metropol…); the payment is taken at the door with a POS, there is no online meal card payment.
- **Order approval**: when off, orders go straight to "Preparing"; when on, they wait for your approval and are rejected if not approved in time. The customer can cancel an order awaiting approval; an order that has started being prepared can be cancelled only by phone.
- **Ordering hours**: the last-order time before closing, how many days ahead a scheduled order can be placed, and the time step.
- **Customer contact**: whether email is required (always requested for online payment), phone verification with an SMS code, status SMS and the review invitation.
- **Personal data**: how many months later the name, phone, email and address of concluded orders are deleted; products and amounts stay.

21.15 Table ordering, half-and-half and drawn area

Table ordering (QR menu): edit the branch and turn on the "Table ordering (QR menu)" option; go to the **Tables** page with the table icon that appears in the Branches list. Add tables with names such as "Table 1, Garden 2" or with a range like "1–12". Print each table's QR code and put it on the table; when the customer scans it, the menu opens linked to that table, the order arrives with the "Table" type, and no address or phone is asked. If a code has been compromised, replace it with "Renew QR code" (the old code stops working). The table name appears on the order's card and slip; in the kitchen it is closed with "Ready" and then "Delivered".

Half-and-half: edit the product and turn on "Can be sold half-and-half". The customer chooses the second half from another half-and-half product in the same category; both halves are the same size. The price is that of the more expensive half; if "Average price for half-and-half" is turned on in Settings, the average of the two halves is taken.

Drawing an area on the map: when adding a delivery area, choose "Draw on the map", add the corners of the area in order by clicking the map (at least 3) and correct them by dragging the corners. If the point the customer marks on the map is inside this area, it falls into the area.

22 Event Tickets

Event Tickets is a free app that sells **seat-selection** tickets for cinemas, theaters, concerts, matches, conferences and shows; you install it from the Store. It is separate from the reservation apps. It appears in the menu as **Event Tickets** with these items: **Sales**, **Events**, **Venues**, **Discount codes**, **Settings** and **Invoice settings**. The visitor pages are at `/tickets`.

22.1 Venues and the seating plan designer

In **Venues**, add the hall, stadium or stage (name, city/district, address, transport note, location on the map). The menu on the left of the venue page has the **Venue details**, **Map location** and **Status** tabs, plus a separate **Seating plans** page. On the seating plans page, use **New plan** to start from a ready-made layout: cinema hall, theater (stalls + balcony), concert (standing + stands), stadium, gala tables, or a blank plan. A venue can have more than one plan (for example, the concert and theater layouts of the same hall).

- **Seat block**: number of rows and seats per row, row names (A, B, C… or 1, 2, 3…), first row, numbering (from the left, from the right, or from the middle: odd on the right, even on the left), curve (with a negative value the ends curve toward the stage), rotation, seat and row spacing, price category.
- **Standing area**: unnumbered, capacity only (in front of the stage, stands). **Table**: round or rectangular, number of chairs. **Stage / shape** and **Text**: visual-only elements such as stage, screen, field, exit and bar.
- **Floors / stands**: add floors for a balcony or for stands; each floor is a separate tab.
- **Edit seats**: pick a brush and click the seats. You can remove a seat to open an aisle, mark a seat as accessible/companion/restricted view/double, or give a seat its own price category.
- Drag items to move them (with an item selected, use the arrow keys, Shift for a large step; Delete removes it), drag empty space to pan, and zoom with Ctrl + wheel. On large plans the focus mode button makes the designer full screen.
- **Price categories** are defined in the plan with a name and a color; prices are entered per category in each session.

The plan is validated again when you save it (at most 20,000 numbered seats). When a session is created, a **copy** of the plan is taken into the session; changing the plan later does not affect tickets already sold, it only applies to new sessions.

22.2 Events and sessions

The menu on the left of the event page has the **Details**, **Poster**, **Ticket types**, **Publishing** and (for an event that has sessions) **Cancel event** sections, plus a separate **Sessions** page; sessions are listed, added, copied and deleted on that page.

In **Events**, enter the type (cinema, theater, concert, sports, conference, festival, show), the description, the poster (portrait, 2:3), the duration, the age limit, the organizer, the trailer link and the rules. In the **Ticket types** table, define discounted types such as Full or Student %… and the note shown on the

ticket (“Student ID required at entry.”). A draft event does not appear on the site. Under the event, use **New session** and first pick the venue's plan, then enter the start time, door opening, sales start/end time, screening format and language, the price of each price category (0 is free), the maximum tickets per order and the sales channels:

- **Online payment**: needs a ready-made card provider in Payments; the ticket is confirmed when the payment is approved.
- **Pay at the box office (reservation)**: seats are held and payment is taken at the box office; a reservation that is not paid within the time set in Settings (before the session) is cancelled automatically.
- If all prices are 0, the booking is **free**; no payment is requested.

The venue, plan and currency of a session that has sales cannot be changed; a price change only applies to new sales. The copy button in the session list copies the session one week later with the same prices; a session with no sales can be deleted.

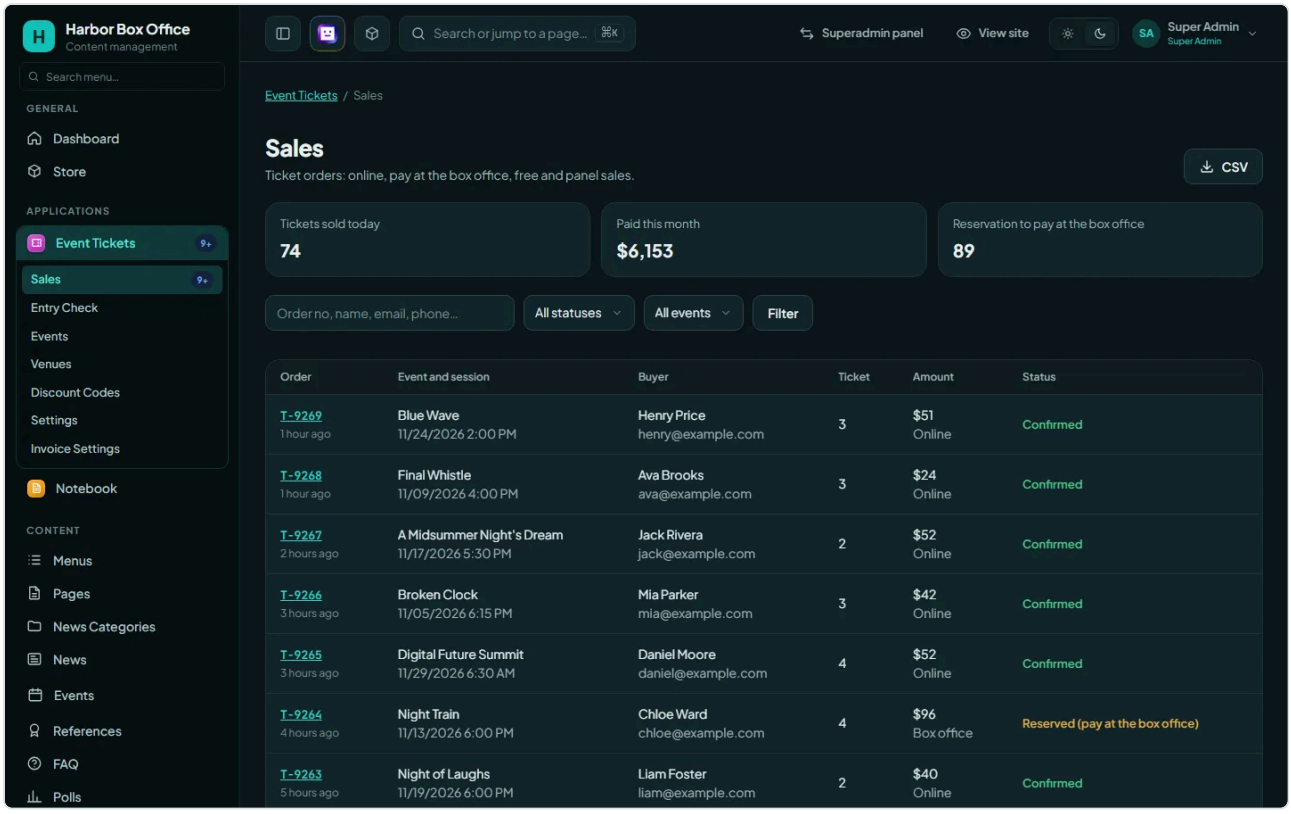
22.3 Visitor side

The visitor picks the event from the `/tickets` list and the session from the event page, clicks seats on the seat map (taken seats are gray), and enters a quantity for a standing area. Selected seats are not sold to anyone else for the time set in Settings (10 minutes by default); the same seat cannot be given to two people. In the details form, for each ticket the visitor chooses the ticket type, contact details, discount code and payment method, and confirms that there is no right of withdrawal because this is a ticket for an event on a specific date. The ticket page has a **QR code** for each ticket, plus printing and add-to-calendar; the link is also sent by email (with the QR codes as attachments). Members see their tickets under My account → **My tickets**.

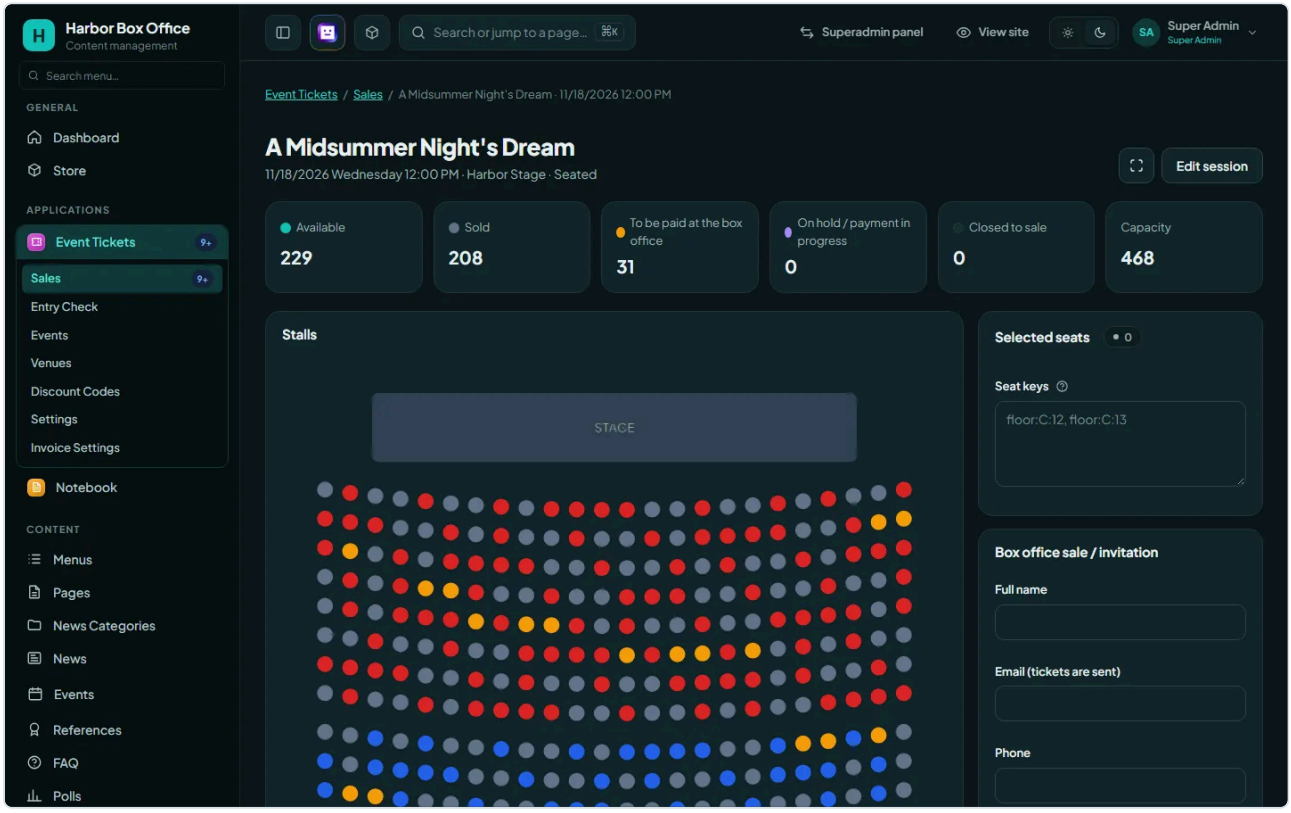
There is not yet a QR scanning screen at the entrance. The default currency of a new session is the site's main currency. There is not yet a QR scanning screen at the entrance.

22.4 Sales, occupancy map and cancellations

- **Sales**: summaries of tickets sold today, paid this month and reservations to be paid at the box office; search by order no., name, email or phone, and filters for status and event; **CSV** (one row per ticket, separate permission). The red counter in the menu shows new sales not yet seen, and the blue counter shows reservations to be paid at the box office.
- **Order details**: the tickets and their codes, amounts, payment and history; **Payment received** (confirms a reservation to be paid at the box office and writes the sales document), **Cancel order** (seats go back on sale; refunded to the card if paid online), resending the email, and an internal note.
- **Occupancy map** (*Occupancy* on the session row): seats are colored as free, sold, to be paid at the box office, held and closed for sale; clicking a taken seat opens its order. Select free seats and use **Close for sale** (technical/protocol seat) or **Open for sale**; use **Box office sale** to issue tickets from the panel (the optional **Complimentary ticket** is free; if you enter an email, the tickets are sent).
- **Cancel session** and **Cancel event** on the event page: all orders are cancelled, online payments are refunded to the card and the buyers receive an email. For a postponed event, create a new session.



The Sales screen shows the summaries at the top and every ticket order below.



The occupancy map of a session shows available, sold and reserved seats in different colors.

22.5 Discount codes and settings

Discount codes: percentage or amount discount, one event or all, first/last day, total and per-email usage, minimum tickets. **Settings**: seat hold time and online payment time, how many minutes before the session a pay-at-the-box-office reservation ends, currency of a new session and tickets per order, whether a phone number is required, remaining seat display, reminder email (how many hours before the session), refund terms, box office note and contact. In **Invoice settings**, *Event Tickets* is a source for sales documents (prefix ETK). On **Contact → Email templates**, the email texts are in the *Event Tickets* group.

The **Event site home page** under Pages → New → Ready-made pages and the **Events** block fill themselves from the published events. WebmasterAI can change a session price, open and close session sales and feature an event on the showcase; it has no access to buyer details.

22.6 Entry check

On the **Event Tickets → Entry check** screen, choose the session and scan the ticket's QR code with a handheld, USB or Bluetooth barcode reader (the reader types the code into the field and submits it automatically); you can also type the code by hand. A green result allows entry. If the same ticket is scanned a second time, the time of the first entry is shown; a ticket for another session, a cancelled ticket or one not paid at the box office is rejected. You can correct a wrong scan with **Restore** in the list. The counter at the top of the screen shows the number of tickets admitted and the total. You can give the entry staff only the **Scan tickets at the entrance** permission.

23 Passenger tickets

Passenger tickets is a free app that sells **seat-selection trip tickets** for bus, ferry/sea bus and charter flight companies; you install it from the Store. It is separate from the Reservation and Event Tickets apps. It appears in the menu as **Passenger tickets** with these items: **Sales**, **Trips**, **Routes**, **Stops**, **Vehicles**, **Discount codes**, **Settings** and **Invoice settings**. The visitor pages are at `/trips`. The setup list on the Sales screen shows the missing steps (stop, vehicle, route, rate, trip, payment method).

23.1 Stops, vehicles and seat layout

In **Stops**, add the bus station, pier or airport (name, city/district, platform/pier, address, location on the map). In **Vehicles**, define the bus, ship or plane with its plate/tail registration and amenities (Wi-Fi, power outlet…). The seat layout designer starts from ready-made layouts: 2+1 bus, 2+2 bus, double-decker bus, sea bus/ferry lounge, plane (numbered like 12A) or a blank grid.

- Pick a tool and click the cells: **Seat**, **Clear** (aisle), **Driver**, **Door**, **WC**, **Stairs**, **Table**, **Galley**, **Emergency exit**.
- Use **Edit number** to change the number of a single seat, and **Number seats** to number them sequentially (1, 2, 3…) or with letters like on a plane.
- Define **Seat classes** (for example standard, business) and assign them to seats with **Assign class**; the price is entered per class on the route.
- Add floors to build a double-decker bus or a ship with decks; the number of rows and columns can be changed.

23.2 Routes and rates

In **Routes**, add the stops in order from departure to arrival; for each stop, enter the time after departure (minutes or `2:30`) and mark whether passengers can board and get off at that stop. The **Fares** table is for boarding–alighting stop pairs and seat classes: write a separate price for each pair, such as Istanbul → Bursa, Istanbul → Izmir, Bursa → Izmir. A pair left empty is not sold. A rate change only applies to trips created from then on.

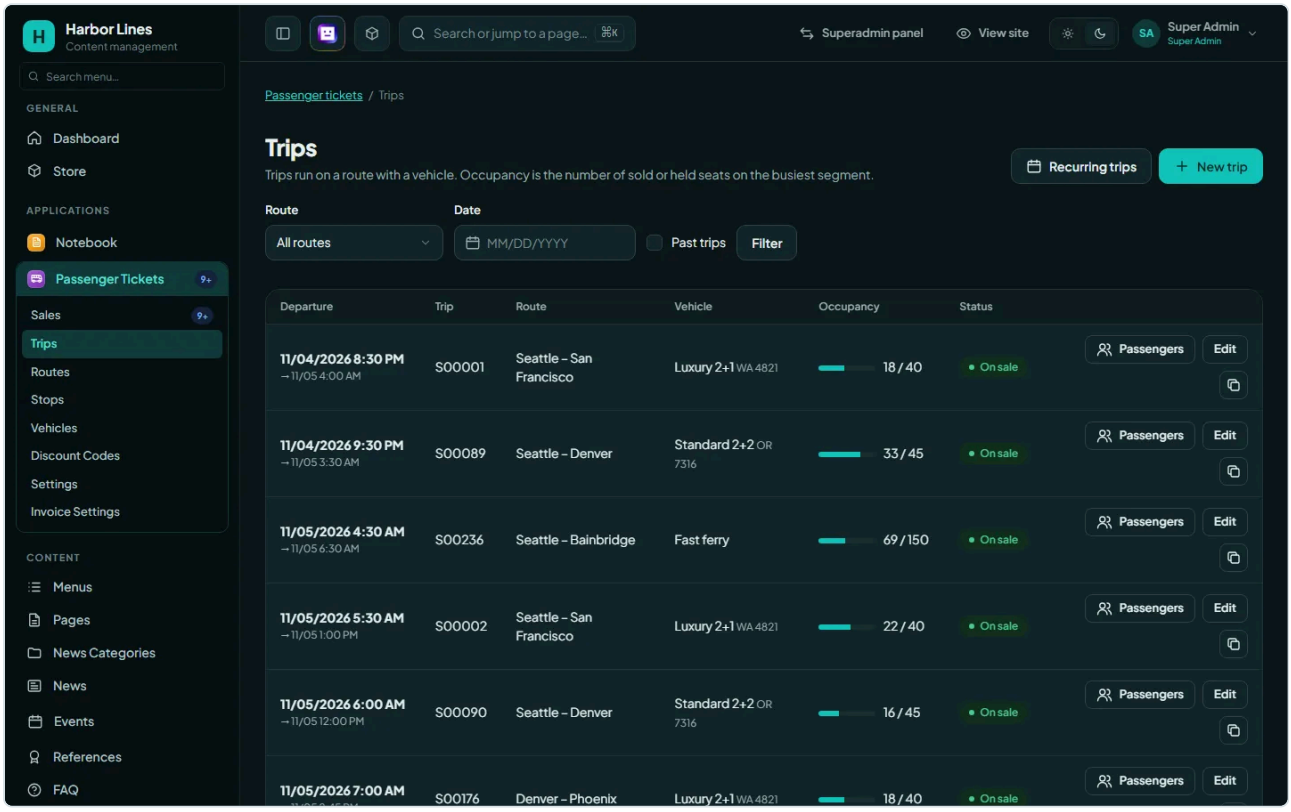
23.3 Trips

In **Trips**, create a single trip with a route, vehicle and departure time, or use **Recurring trips** to create trips in bulk on selected days within a date range at the given times (for example `09:00, 13:30, 23:00`); a trip on the same route at the same time is skipped. When a trip is created, the route's stops, its rate and the vehicle's seat layout are **copied**; changing the route or vehicle later does not affect a trip that has already been created. Sales methods are chosen on each trip:

- **Online payment**: needs a ready-made card provider in Payments; the ticket is confirmed when the payment is approved.
- **Pay at the office (reservation)**: seats are held and payment is taken at the office; a reservation that is not paid within the time set in Settings (before departure) is cancelled automatically.

- **Adjacent seat rule** (bus only): a male passenger is not sold a seat next to a woman traveling alone, and a female passenger is not sold a seat next to a man traveling alone; passengers in the same order can sit together.

Sales are **segment-based**: a seat sold for Istanbul → Bursa can be sold again for Bursa → Izmir; the same seat cannot be given to two passengers on the same segment. The route, vehicle and departure of a trip that has sales cannot be changed; the copy button copies the trip one day later, and a trip with no sales can be deleted.



The Trips list shows departure, route, vehicle and occupancy on the busiest segment.

23.4 Visitor side

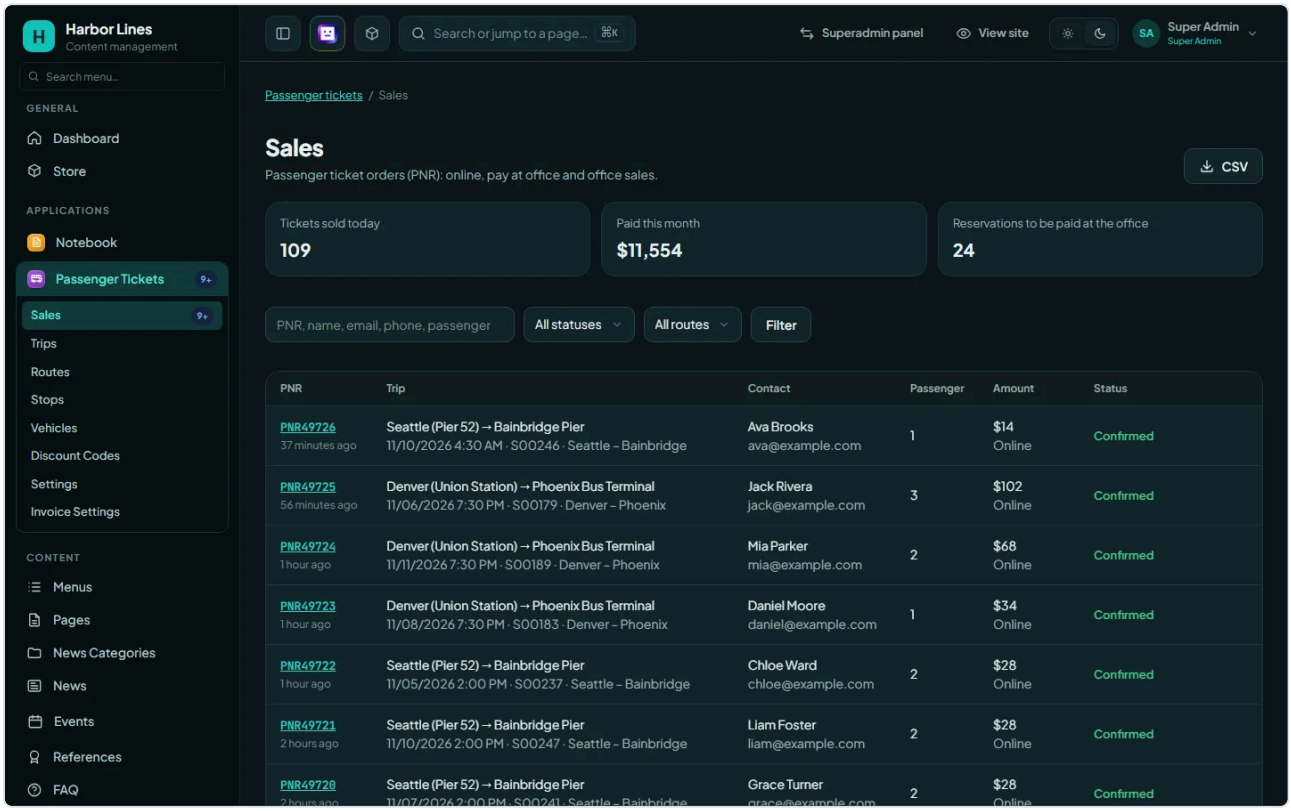
On the `/trips` page the visitor picks where from, where to and the date; trips are listed with departure/arrival time, duration, vehicle, amenities, starting price and number of free seats, and the date changes with the previous/next day buttons. In the seat layout, seats appear in the class color, and taken seats appear in the color of the female/male passenger. Selected seats are not sold to anyone else for the time set in Settings. The passenger form asks for each passenger's full name, gender, nationality and ID/passport number, contact details, payment method, discount code and the **withdrawal exception confirmation** (there is no right of withdrawal for passenger transport on a specific date). The ticket page opens with the 6-character **PNR**: for each passenger it shows the seat, ticket code and QR, with add-to-calendar and printing. The ticket is sent by email; a reminder is sent at the time set in Settings. Members see their tickets under **My account → My journeys**.

The ID number is stored encrypted and its last four digits are shown in the panel; the full number is revealed only with the *View full passenger ID numbers* permission, using the **Show** button, and the access is logged. There is no QR scanning screen at boarding. The passenger number is checked as 5-

32 letters/digits.

23.5 Sales, passenger list and cancellations

- **Sales**: summaries of tickets sold today, paid this month and reservations to be paid at the office; search by PNR, name, email or phone, a status filter and **CSV** (separate permission). The red counter in the menu shows new sales not yet seen, and the blue counter shows reservations to be paid.
- **Order details**: passengers, amounts, payment and history; **Payment received** (confirms the reservation and writes the sales document), **Cancel order** (optionally with a deduction amount; seats go back on sale, refunded to the card if paid online), resending the email, and an internal note.
- **Passenger list** (the button on the trip row): seat, passenger, gender, masked ID and boarding → alighting stops; **Passenger list (CSV)**. On the **Seat map**, select free seats and use **Close for sale** / **Open for sale**, or use **Office sale** to issue a ticket from the panel in the window that opens by entering the passenger details (name, gender, optional ID) and contact details (the payment is counted as received).
- **Cancel trip**: all orders are cancelled, online payments are refunded to the card and the passengers receive an email with the reason.



The Sales screen lists orders by PNR with the trip, contact and amount.

23.6 Discount codes and settings

Discount codes: percentage or amount discount, one route or all, first/last day, total and per-email usage, minimum passengers. **Settings**: seat hold time and online payment time, how many minutes before departure a pay-at-the-office reservation ends, currency of a new route/trip and passengers per order, ticket Sales tax rate, whether ID/passport and phone are required, adjacent seat rule,

reminder email, company name, refund terms, boarding note and contact. In **Invoice settings**, *Passenger tickets* is a source for sales documents (prefix YLC). On **Contact → Email templates**, the email texts are in the *Passenger tickets* group.

The **Bus / ferry company home page**, **Trip search** and **Routes** blocks under Pages → New → Ready-made pages fill themselves from the stops and the trips on sale. WebmasterAI can open and close trip sales and change a route's rate; it has no access to passenger details, orders or ticket codes.

23.7 Open ticket and loyalty points

If a passenger wants to postpone the journey, use **Move to open** in the order details to put the seat back on sale: a single-use **open ticket code**, worth the ticket value and valid on the same route, is generated and written to the order history; the passenger enters this code in the discount code field when booking the new trip. The validity period and how many hours before departure a ticket can be moved to open are in Settings. If **Loyalty points** is on, members earn points equal to the percentage you set of the ticket they paid, the points of a cancelled ticket are taken back; the member sees their balance on the **My journeys** page and, on reaching the minimum amount, converts it into a single-use code.

24 Listings

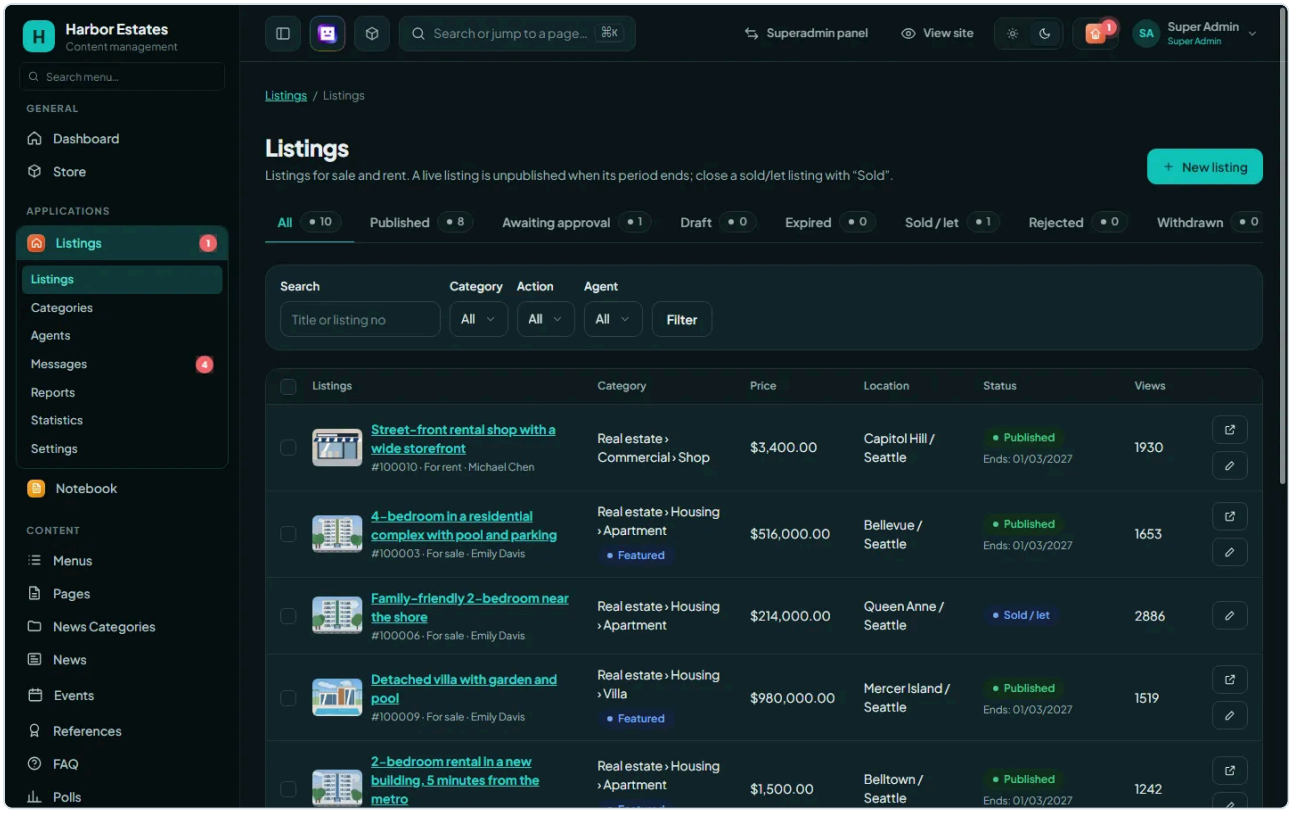
Listings is a free app for real estate offices and classified sites: rental and for-sale listings are entered in the panel and searched and viewed on the site; you install it from the Store. It is real-estate oriented, but with the category tree and category-linked features you can also enter vehicle or second-hand item listings. It appears in the menu as **Listings** with these items: **Listings**, **Categories**, **Agents**, **Messages**, **Reports**, **Statistics**, **Setup** (only while there are no categories) and **Settings**.

24.1 Setup and categories

In the setup wizard you pick ready-made catalogs: *Real estate* (residential — apartment, residence, detached house, villa, summer house… —, commercial, land, building, tourist facility), *Vehicles* and *Second-hand*; you enter the office name and contact details. The wizard only adds the missing categories and features; it can be run again. In **Categories** you edit a tree of at most five levels (for example Real estate › Residential › Apartment or Vehicles › Car › Brand › Series › Model), the transaction types of each category (for sale, for rent, daily rental, transfer of lease) and its features (text, number and unit, single or multiple choice, yes/no, date; required, in the filter, on the card). Features pass down to subcategories. The type of a feature that has values cannot be changed and it cannot be deleted.

24.2 Listings

The **Listings** list has status tabs (published, awaiting approval, draft, rejected, expired, sold/rented, removed), search and filters, and bulk publish/remove/renew/showcase/delete. For a new listing you first pick the lowest-level category; then you enter the title, description, price (if empty, “ask for price”), the category's features, city/district/neighborhood, the hidden exact address, location on the map (exact or approximate display), images (the first is the cover), video and virtual tour link, from whom, agent and contact. With the actions in the side panel, a listing is published or approved, rejected (the reason is required and is sent to the member by email), renewed, marked as sold/rented, unpublished, moved to the showcase, marked as urgent or deleted. A price change is written to the price history; when the price drops, the listing carries a “Price dropped” badge for the number of days set in Settings. A listing whose publication period (Settings) ends automatically becomes “Expired” and no longer appears on the site; a listing whose showcase period ends leaves the showcase.



The status tabs at the top of the Listings screen separate published, pending and other listings.

Agents are entered with name, title, photo, phone, WhatsApp, email and certificate number; the agent appears as the contact on the listing, and the agent's page and listings are shown on the site. An agent linked to a panel user (unless they have the all-listings permission) sees only their own listings, messages and reports.

24.3 Listings on the site

On `/listings` the visitor searches listings by for sale/for rent, category, city/district/neighborhood, price range, keyword or listing number, and by the category's features (number of rooms, m², heating…); results can be viewed as a list or on a map, and sorted. The listing page has a gallery, features, a map (an approximate location does not show the exact spot), video and virtual tour, a loan calculator (for sale), similar listings, "Show phone number", a message to the listing owner and a report button; a real estate listing shows the office name. Visitors can add listings to favorites (stored in the browser for guests and moved to the account when a member signs in) and can compare up to four listings.

24.4 Members

If **Members can post listings** is on in Settings, site members post listings from the `/listings/ilan-ver` page. Depending on the setting, a listing waits for admin approval; when a member edits a published listing, it goes back to awaiting approval. A member cannot keep more listings published or in approval at the same time than the number in Settings. Members go from My account to the **My listings** (status, views, new messages, edit, renew, sold, unpublish, delete), **My favorite listings**, **My saved searches** and **My listing messages** pages. With **Save search** in the search results, new listings that match the saved

search and price drops on favorite listings are notified by email once a day; the notification can be turned off per search. A member receives an email when their listing expires, is approved or is rejected. On the **Contact → Email templates** screen, the email texts are in the *Listings* group. The member's listings, favorites, searches and messages are included in the data export; when a member is deleted, their listings and images, favorites and searches are deleted.

24.5 Messages, reports and statistics

A message the visitor sends from the listing page goes by email to the agent (or to the listing's contact email, otherwise to the office) and is listed on the **Messages** screen; it counts as read when opened, and you can reply by email from there. Messages for member listings are on the listing owner's My listing messages page. On the **Reports** screen, open reports are resolved by removing the listing from publication or by dismissing them. Red counters in the menu show listings awaiting approval, unread messages and open reports; a warning also appears on the Dashboard. Notifications to the admin about messages, reports and listings awaiting approval (Site Settings → Notifications) are sent without personal data. **Statistics** shows published/awaiting approval/expired listings, the numbers of new listings, sold/rented, messages and reports in the selected range, view totals, the distribution by category, transaction and district, and the most viewed listings.

24.6 Blocks and ready-made page

You can add the **Listing search**, **Listings** (by choosing category, transaction, showcase only and count), **Listing categories** and **Agents** blocks to pages; the blocks fill themselves from the published listings. The **Listing site home page** under ready-made pages sets up these blocks together. Listing pages are included in the sitemap and give search engines a description and a sharing image.

24.7 Settings

- **Office details**: company name, real estate trade authorization certificate number, phone, WhatsApp and email. In other countries the number field does not appear, and the ready-made Real estate catalog does not set up title deed and zoning fields. Office details: company name, phone, WhatsApp and email.
- **Features**: members posting listings and approval, favorites, comparison, saved searches, messages, reports and the loan calculator. The data of a feature you turn off is not deleted.
- **Publishing**: the publication period (days), the maximum images per listing, the per-member listing limit, the duration of the “price dropped” badge, the default map display, and whether the phone number is revealed with “Show phone number”.

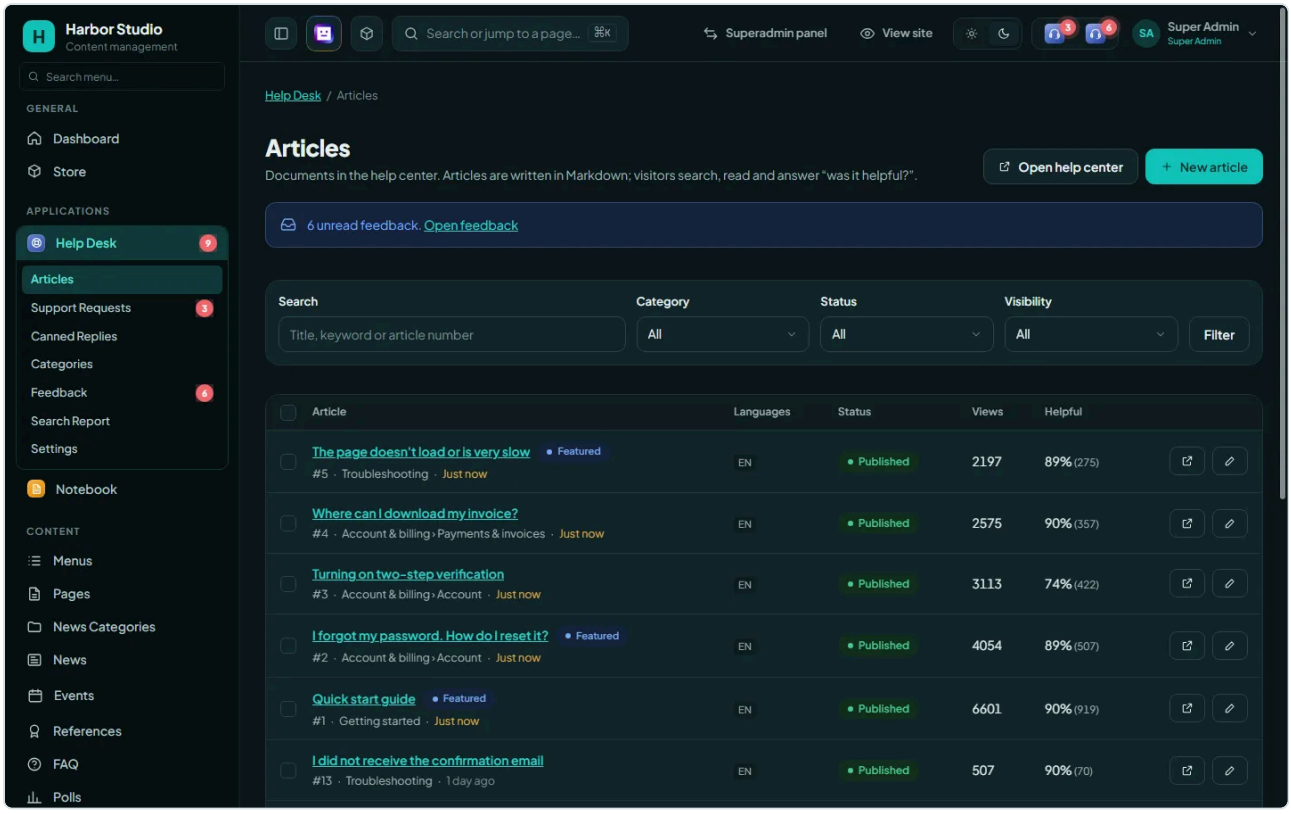
25 Help Desk

Help Desk is a free app that sets up a **help center (knowledge base)** where your customers can find answers to their questions on their own; you install it from the Store. The help center opens independently of the site theme, with its own simple design; you choose its address in **Settings** (default `/yardim`; for example `/destek` or `/destek/merkez`). In other languages the language code is added in front (`/en/yardim`). It appears in the menu as **Help Desk** with these items: **Articles**, **Categories**, **Support requests**, **Canned replies**, **Feedback**, **Search report** and **Settings**.

25.1 Categories and articles

First create the topics in **Categories** (for example Getting started, Account and payment, Troubleshooting). Each category can have sections under it (at most two levels). Top-level categories appear on the help center home page as cards with the icon you choose; sections group the articles on the category page. A hidden category and the articles in it do not appear on the site and are not deleted. A category that has sections or articles cannot be deleted. When there is no content yet, the **Start with sample content** button adds sample categories and articles that show the structure; edit the texts for your own product.

In the **Articles** list you can search by title or article number, filter by category, status and visibility, and bulk publish, set to draft, feature or delete the articles you select. In the Languages column, an orange language code shows that the translation in that language is missing. The article text is written in **Markdown**; the toolbar inserts headings, bold/italic, links, bulleted and numbered lists (steps), quotes, code, tables, info/tip/warning boxes, image upload, YouTube/Vimeo videos and links to other articles (shortcuts: Ctrl+B, Ctrl+I, Ctrl+K). **Preview** shows the text as it looks on the site. The title is required in the default language; a language whose title is left empty is not listed on the site in that language. **Extra search keywords** do not appear on the site; they let visitors find the article with different words too. Because the article number is in the address, old links keep working even if the title or the address key changes.



The Articles list shows category, status, views and how helpful readers found each article.

Who can see it: Everyone, Site members only, or *Internal* (only panel users with permission to view Help Desk). **Featured** articles appear at the top of the home page and the category; **Order** is the order within the category. If you do not choose related articles, articles in the same section are suggested. If two people edit the same article together, the one who saves later gets a warning and the changes are not overwritten. Panel users can see a draft article on the site with *Preview*; visitors cannot.

25.2 What visitors see

The home page has a welcome text and a large search box, topics, and featured, popular and recently updated articles. Suggestions open as you type in search (select with the arrow keys and Enter; the "/" key focuses the search); it finds results even without typing Turkish characters ("sifre" → "Şifre"). The article page has the breadcrumb path, last update and reading time, a table of contents, copy link and print, previous/next and related articles. At the end the question **Was this article helpful?** is asked; a visitor who says "No" can write what they found missing. Each browser can vote on an article once. The visitor can switch between dark and light appearance. Panel users can return to the panel with a bar at the top and edit the article from there.

25.3 Feedback and search report

Feedback shows overall satisfaction, the articles with the lowest "Yes" rate and the visitors' comments; you can mark them as read or delete them. Unread feedback appears with a counter in the menu and the top bar, and with a warning on the Dashboard. The **Search report** lists the most searched terms in

the period you choose and the searches with **no results**: these are the articles you should write. The visitor's IP, email or identity is not stored; search summaries are kept for the number of days in Settings, and read feedback is deleted after two years.

25.4 Settings

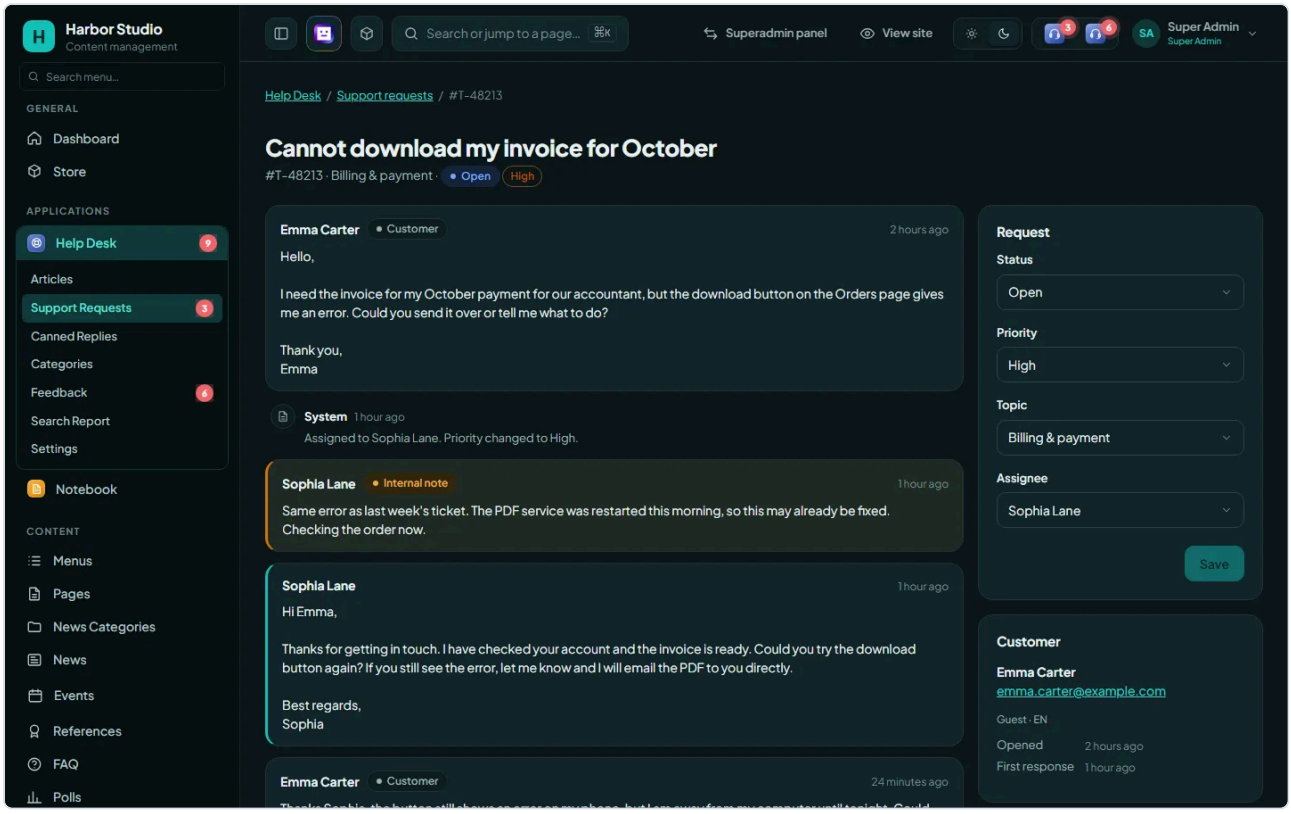
Publishing: turning the help center on/off (while off, visitors see page not found), the address, who can see it (everyone, site members, or only panel users — an internal knowledge base) and hiding it from search engines. If you change the address, the old address redirects permanently to the new one. Addresses used by the system or by another app cannot be chosen; if a site page exists at the same address, the help center takes precedence. **Appearance**: logo, main color, light/dark appearance and the "Back to site" link. **Texts and links** (per language): title, welcome text, search box hint, search engine description, footer, announcement banner at the top (for example planned maintenance), top menu links and the **Can't find what you're looking for?** cards under the pages (for example support request form, email, phone). **Articles**: feedback, comment box, update date, reading time, the number of popular articles on the home page and how long search summaries are kept.

When the help center is open to everyone, its articles are also included in the sitemap (`/sitemap-helpdesk.xml`) and in the site's search results. With WebmasterAI you can have articles written (as drafts), publish them, feature them and change the announcement banner.

25.5 Support requests

Visitors who cannot find an answer in the articles write to your team from the **Create a support request** card at the bottom of the help center (address `/yardim/talep`): name, email, subject, topic, message and optionally up to 3 image/PDF attachments. The request is given an unguessable number; the number and a tracking link are sent to the customer by email. A guest follows the request from the time-limited link in the email (90 days); a site member follows it from **My account → My support requests**, writes replies, says "My problem is solved", and gives a 1–5 satisfaction score to a solved request. In Settings you can open requests to members only.

In the panel, the **Support requests** views are Open, Unseen, Assigned to me, Unassigned, Overdue, Awaiting customer reply, Solved and All; you search by number, subject, name or email, and filter by priority and topic. The **first response time** for each priority (Low, Normal, High, Urgent) is in Settings; a request not answered within that time is marked red as "Overdue". In the request details you see the conversation and write a **Reply to customer** or an **Internal note** that only the team sees; you can insert template text from **Canned replies** (five commonly used replies come ready on first opening; you can edit or delete them). With the reply you choose the status (default: awaiting customer reply; if Solved is chosen, a satisfaction question is sent to the customer). On the card on the right you change the status, priority, topic and assignee; each change is added to the conversation as a record. If the customer replies, the request is reopened. For requests that come by phone, use the **Open a request for a customer** form in the list. When a new request or a customer reply arrives, the number of unseen requests appears next to **Support requests** in the side menu and in the top bar; it drops from the counter when you open the request details.



A support request with the conversation and internal notes on the left, and status and assignee on the right.

A solved request that is not answered within the time in Settings (default 7 days) is closed automatically; closed requests are deleted with their messages and attachments when the retention period (default 730 days) ends. For new requests and customer replies you can turn on the “Support requests” topic under **Site Settings → Notifications** (the notification does not include customer details or the message text). Emails sent to the customer are edited in the “Help Desk” group of **Email templates**. These screens require the separate *View, reply to and manage support requests* permission.

26 Forum

Forum is a free app that sets up a **community forum** where your site members open topics and discuss, ask questions and get answers; you install it from the Store. The forum opens independently of the site theme, with its own design, and has light/dark appearance. You choose its address in **Settings** (default `/forum`; in other languages the language code is added in front, `/en/forum`). If **Use the site as a forum** is on, your site's home page becomes the forum home page; topic, category and profile addresses are still under the address you chose, and site pages and other apps are not affected. Site membership is required to open topics and write (turned on in Membership settings); you can open reading to everyone or only to members.

It appears in the menu as **Forum** with these items: **Overview**, **Topics**, **Approval queue**, **Reports**, **Members**, **Categories**, **Tags**, **Badges**, **Statistics**, **Moderation log** and **Settings**. Messages awaiting approval and open reports appear with a counter in the menu, the top bar and the Dashboard.

26.1 Categories

Topics are opened inside categories. In **Categories**, create the main categories and the sub-forums under them (at most two levels); when there are no categories yet, the **Start with sample categories** button adds the Announcements, General chat, Q&A and Suggestions categories. Each category has a name and short description per language, and an icon and color from the shared icon picker. **Type**: *Discussion*, *Q&A* (the member who opened the topic or a moderator picks the best answer) or *Announcement* (only moderators open topics, members can reply). **Who can see**: everyone, only signed-in members, or only moderators and the team. The lowest trust level for opening topics and writing replies, and the **Show new topics after approval** option, are set per category. A hidden category and its topics are not listed in the forum and are not deleted. A category that has sub-forums or topics cannot be deleted.

26.2 What visitors and members see

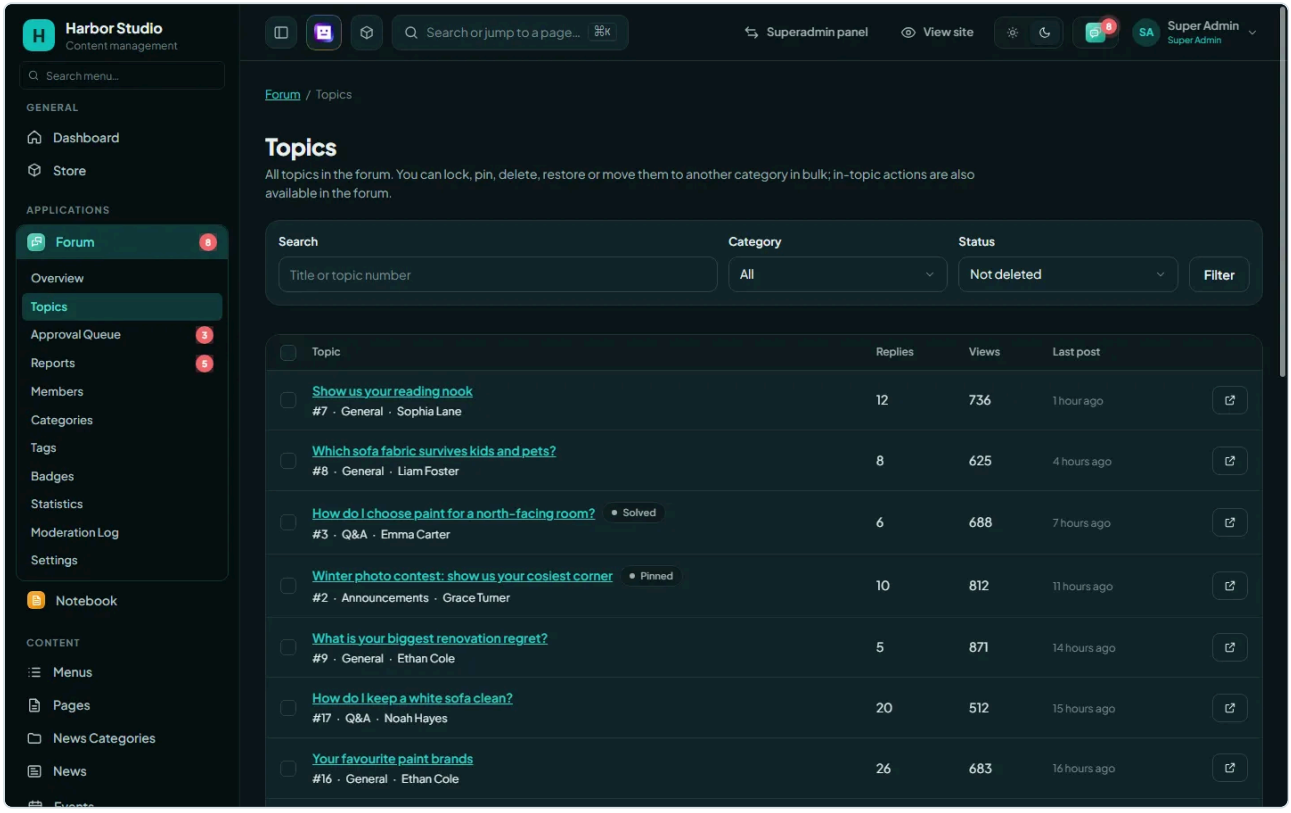
The home page has the categories (number of topics and messages, last message), announcements, recent topics and, in the side column, statistics, top contributors and popular tags. At the top are Categories, Recent topics, Tags, Members and forum search. On the topic page, messages are shown as paginated cards with the member's name, title, trust level and counters; it jumps to the first unread message. Messages are written in **Markdown**; the toolbar inserts bold, italic, links, quotes, code, lists and attachments (images, PDF, archives; drag-and-drop or paste), **Preview** shows the message before it is sent, and the text you type is saved as a draft in the browser. A member is mentioned with `@username`. Members react to messages, quote, report, follow or mute a topic, and can block other members; when opening a topic they can add tags and a poll. A message can be edited within the time in Settings, and the edit history is visible.

Members see replies, mentions, quotes, new messages in topics they follow, reactions, best answers, badges and moderator decisions in **Notifications**. They choose email in **My forum settings**: immediately (at most once every half hour for the same topic), a daily digest every morning, or none. From the same place they change their display name, username, avatar, about text, signature and

whether they accept private messages. **Private messages** are conversations with one or more members; you cannot write to a member who has blocked you or turned off private messages. There are links to the forum on the My account page; if a member deletes their account, their messages stay as “Deleted member” or are deleted, according to the choice in Settings.

26.3 Moderation

In the **Approval queue**, new topics in categories that require approval and (according to Settings) the first messages of new members wait; you can approve or delete them in bulk, and the author of an approved message is notified. In **Reports** you can hide or delete the message a member reported, or dismiss the report as unfounded; the reports for the same message are closed together. In the **Topics** list, with search and filters, you lock, pin, delete, restore or move the topics you select to another category in bulk. Moderators do the same actions in the forum from **Moderator tools** on the topic page (including posting an announcement across the whole forum).



The Topics screen lists every topic with its replies and views, and supports bulk actions.

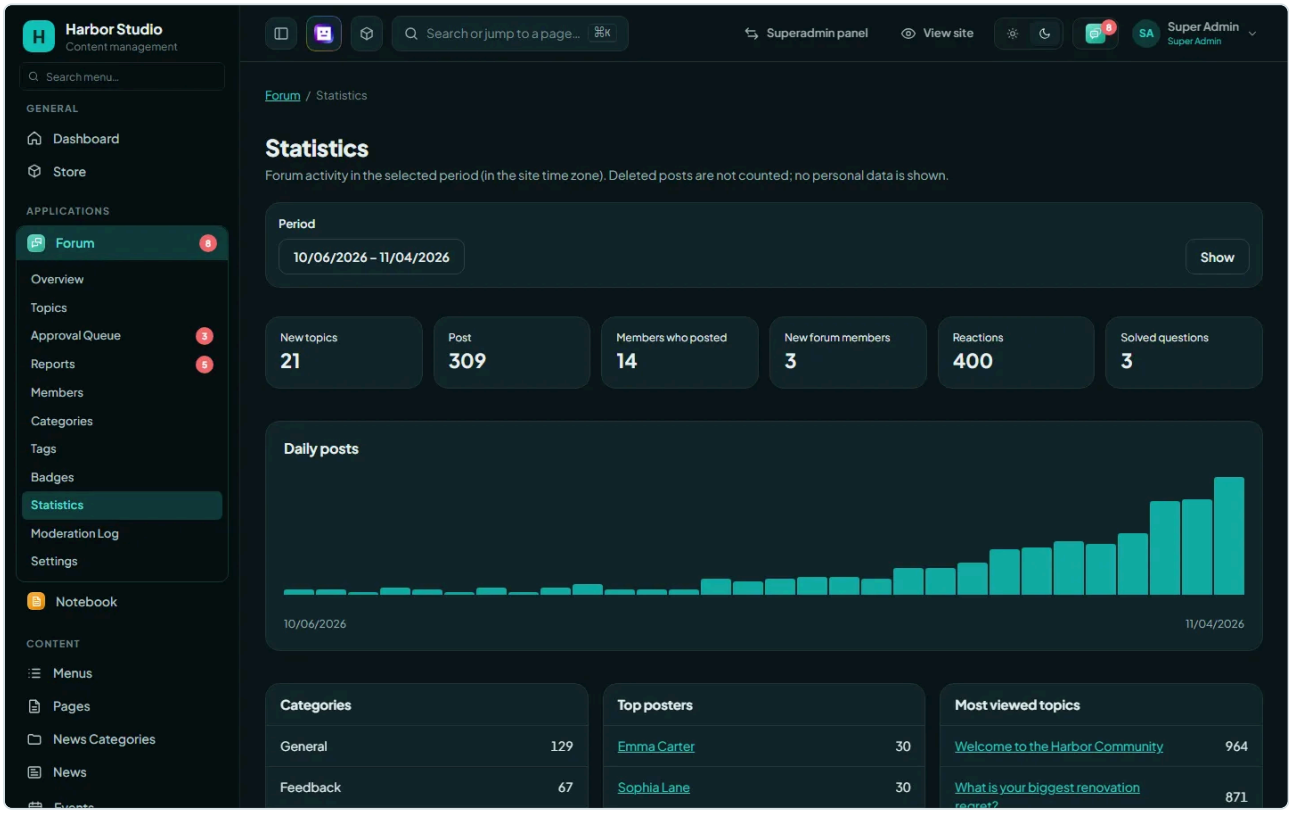
Members are site members who have been in the forum at least once. On a member's page you can change and pin their trust level, give a title, and make them a general moderator or a moderator of only the categories you choose. The decisions **Warn**, **Mute (cannot post)** (time-limited; can read, cannot write), **Ban (cannot access the forum)** (time-limited or permanent; cannot enter the forum) and **Lift restrictions** are communicated to the member with the reason. All decisions are kept in the **Moderation log** with who did what and when; the message text and the member's personal information are not written to the log.

26.4 Trust level, reputation and badges

Members rise automatically by number of messages, number of days they have visited the forum and reactions received: 0 New member, 1 Member, 2 Regular, 3 Senior member; 4 Leader is given only manually. The thresholds are in Settings. If you wish, new members (level 0) cannot add links and images to their messages; the lowest level for private messages is also in Settings. **Reputation** is calculated from reactions received and best answers. In **Badges** there are ready-made badges (First post, Regular, Veteran, Liked, Popular, Helper, Expert, Devoted, Member, Trusted, Community support); rule-based badges (number of messages, reactions received, best answers, days visited, trust level) are given automatically when a member reaches the threshold and the member is notified. You can add, turn off or delete your own badges; you give and take back badges without rules from the member's page. Earned badges appear on the member's profile.

26.5 Tags and statistics

In **Tags** you can rename the tags added to topics, merge those with the same meaning, or delete them (topics are not deleted). In Settings you can choose that only moderators create new tags. **Statistics** shows, for the period you choose (in the site's time zone, at most one year), the numbers of new topics, messages, writing members, new forum members, reactions and solved questions, the daily message chart, the distribution by category, top posters and most viewed topics.



Forum statistics for the selected period, with daily posts and top lists.

26.6 Settings

Publishing: turning the forum on/off (while off, visitors see page not found), the address, using the site as a forum, who can read it and hiding it from search engines. If you change the address, the old address redirects permanently to the new one; addresses used by the system or another app cannot be chosen. **Appearance**: logo, main color, light/dark or follow-the-device appearance, topics and messages per page, the “Back to site” link. **Texts, rules and links** (per language): title, subtitle, search engine description, footer, announcement banner at the top, forum rules (shown on the new topic page and the rules page) and top menu links. **Posting rules**: minimum time between two messages, edit time, sending the first messages of new members to approval, attachments and size limit, polls, tags, signatures and word filter (hides matching letters or rejects the message). **Engagement and reputation**: the reactions to use, private messages, reputation points and trust level thresholds. **Personal data**: the IP address is not stored in plain form; its digest is kept for the number of days you choose for spam and ban checks.

When the forum is open to everyone, categories and topics are included in the sitemap (`/sitemap-forum.xml`) and in the site's search results; topics are published with structured data for search engines (discussion page) and there is an RSS feed. In the background, daily digest emails go out every morning, and every day old IP digests, read old notifications and attachments not linked to a message are cleaned up. With WebmasterAI you can pin a topic, post an announcement, lock, move, hide and show a category, and change the forum announcement banner.

27 Newsletter

Newsletter collects the addresses that sign up through the subscription block on your site and lets you manage them in one list. The list is on the **Newsletter** screen in the left menu; viewing and managing it are separate permissions.

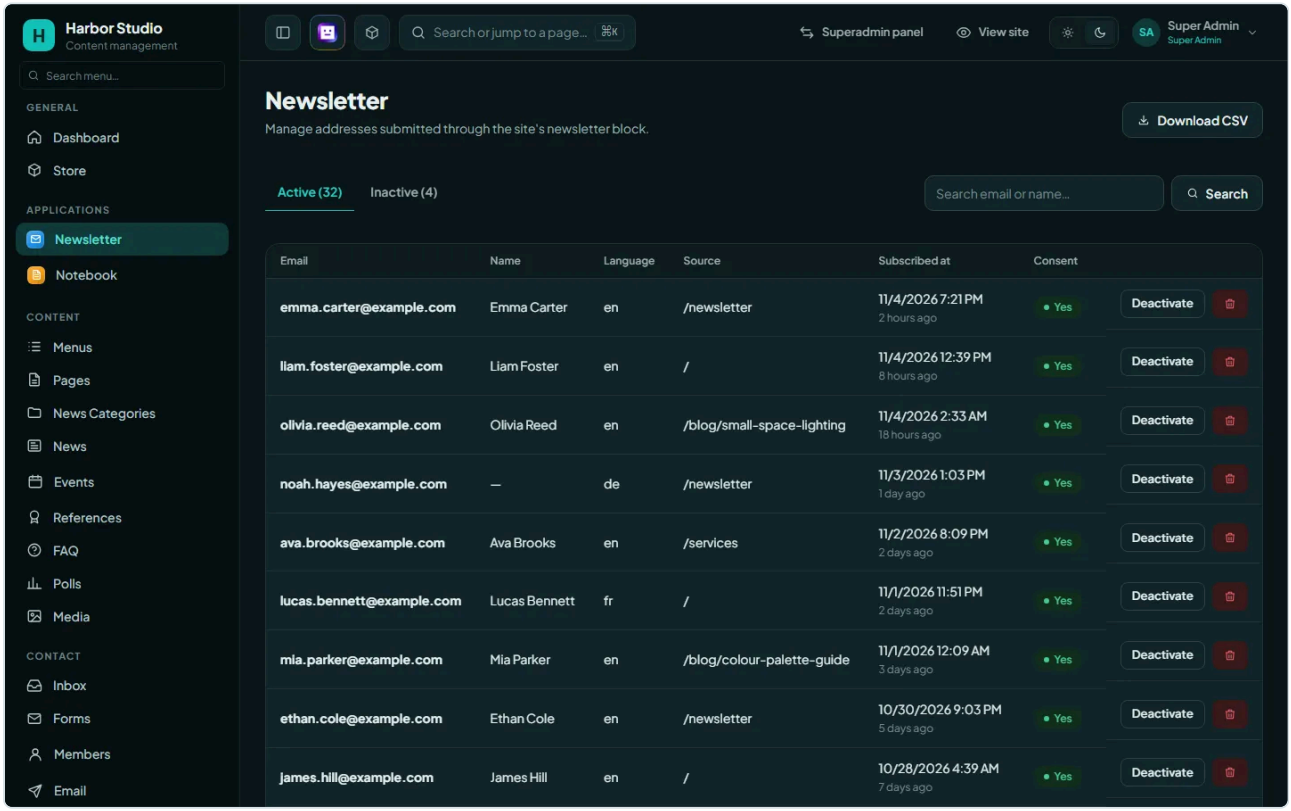
27.1 Subscription block

In the visual editor, add the **Newsletter signup** block to a page. You can enter a title, a description, the button text and the success message shown after signing up; the name field is optional. If the button text is empty, “Subscribe” is used; if the success message is empty, “You are subscribed.” is used.

The block asks the visitor for the privacy notice and commercial message consent. When an already registered address is submitted again, membership information is not revealed; an inactive record does not activate itself.

27.2 Subscriber list

The **Active** and **Inactive** tabs separate subscribers. You can search by email or name. The table shows the email, name, language, source, registration date and consent status. With the manage permission you can deactivate, reactivate or delete a subscriber.



The subscriber list shows the address, language, source and consent of each person.

27.3 CSV and marketing

Download CSV exports the list; it requires the manage permission and is written to the audit log. The file contains personal data, so share it only with people who need it. If the Email and SMS Marketing app is installed, newsletter subscribers can also be used there as a contact source.

28 Email and SMS Marketing

Email and SMS Marketing is a free app that lets you send **campaigns and announcements** to the email addresses and phones you have collected (newsletter subscribers, site members, those who gave marketing consent, lists you imported); you install it from the Store. It appears in the menu as **Marketing** with these items: **Dashboard**, **Campaigns**, **Automations**, **Templates**, **Contacts**, **Lists** (tabs: Lists and Suppression list), **Sending accounts** and **Settings**.

28.1 Sending accounts

Campaigns go out from a sending account. The account either uses **the site's settings** (Contact → Email / SMS) or sets up a **separate integration** just for this app. For example, notification emails can go through the site's SMTP and campaigns through Amazon SES. You can add several email accounts and put an **hourly and daily sending limit** on each; if no account is chosen in a campaign, the active accounts are used in turn according to their limits. Passwords and keys are stored encrypted and are not shown on screen again. Try the account with **Send test**. For deliverability, set up SPF, DKIM and DMARC records on your sender domain according to your provider's guide. The account either uses the site's settings (Contact → Email / SMS) or sets up a separate integration just for this app, such as SMTP, Amazon SES or Amazon SNS.

28.2 People and lists

People are unique by email or phone; the same address is not added twice, and the missing details of an existing person are completed. People can be given a name, language, **tag** and extra fields (for example company, city). From the **Import** screen you can upload a CSV file (header row: email, phone, name, language; other columns become extra fields) or paste addresses line by line. In the **Lists** tab, *New list* is created on a separate page and its name and description are edited with the pencil icon; a list is filled manually or, when created, linked to a **people source** (newsletter subscribers, site members, those who gave marketing consent by email/SMS): a list linked to a source is updated with *Sync* and automatically at the start of each campaign; a person who is no longer in the source leaves the list. When a person is deleted, their address in the sending records is deleted too.

28.3 Marketing consent and unsubscribing

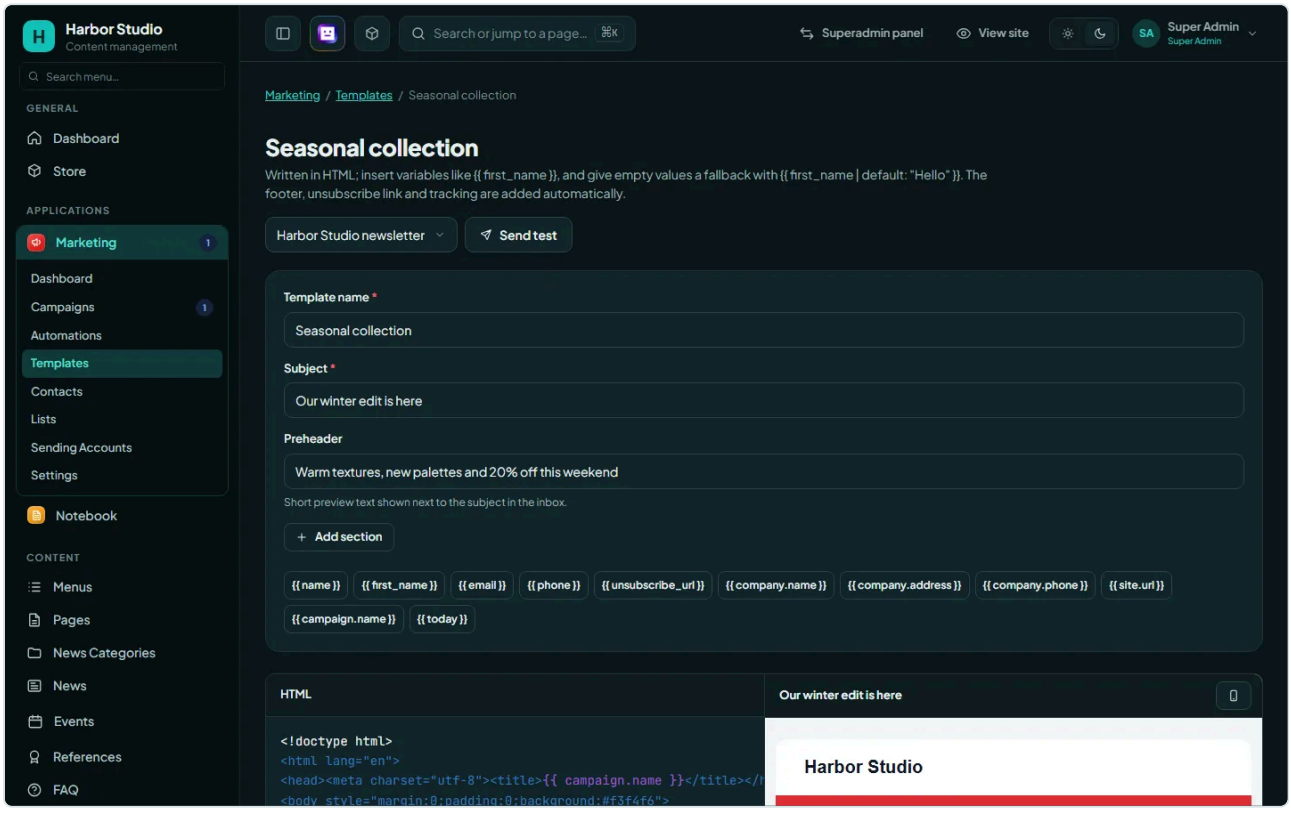
There are two types of campaign: **Commercial message** (campaign, discount, promotion) goes only to people who have **marketing consent** on that channel; those without consent appear as “skipped” in the report. **Informational** (announcement, service information) does not require consent but must not contain promotion. When importing, if you obtained consent another way you can save it by declaring so; keeping the proof is your responsibility. Consents are in the site's shared consent record (Contact → Email / SMS → Marketing consents).

Every campaign email has a footer and an **unsubscribe link** at the bottom; the **one-click unsubscribe** header required by Gmail and Yahoo is also added. A short unsubscribe link is added to the end of SMS messages (you can change the text in Settings). A person who unsubscribes is written to the

Suppression list and their consent is withdrawn; no campaign will go to them again on that channel. The unsubscribe page asks for confirmation first and offers a "Subscribe again" option. Addresses the server permanently rejects (bounces) are also suppressed automatically; you can bulk add your provider's bounce and complaint lists to the Lists → Suppression list tab.

28.4 Templates

You can create as many email and SMS templates as you like; in a new template you can open the **Start from a ready design** section and pick a design (announcement, campaign/discount, newsletter); the name, subject and content are written into the form without reloading the page. Email is written in HTML, and a live preview (desktop/mobile) appears on the right. Variables look like `{{ first_name }}`, `{{ name }}`, `{{ company.name }}`, `{{ site.url }}`, `{{ field.sirket }}`; for a fallback when a value is empty, write `{{ first_name | default: "Hello" }}`. The SMS editor shows the character and part count (an SMS with Turkish characters is 155 characters). Images with relative addresses are completed with your site's address.

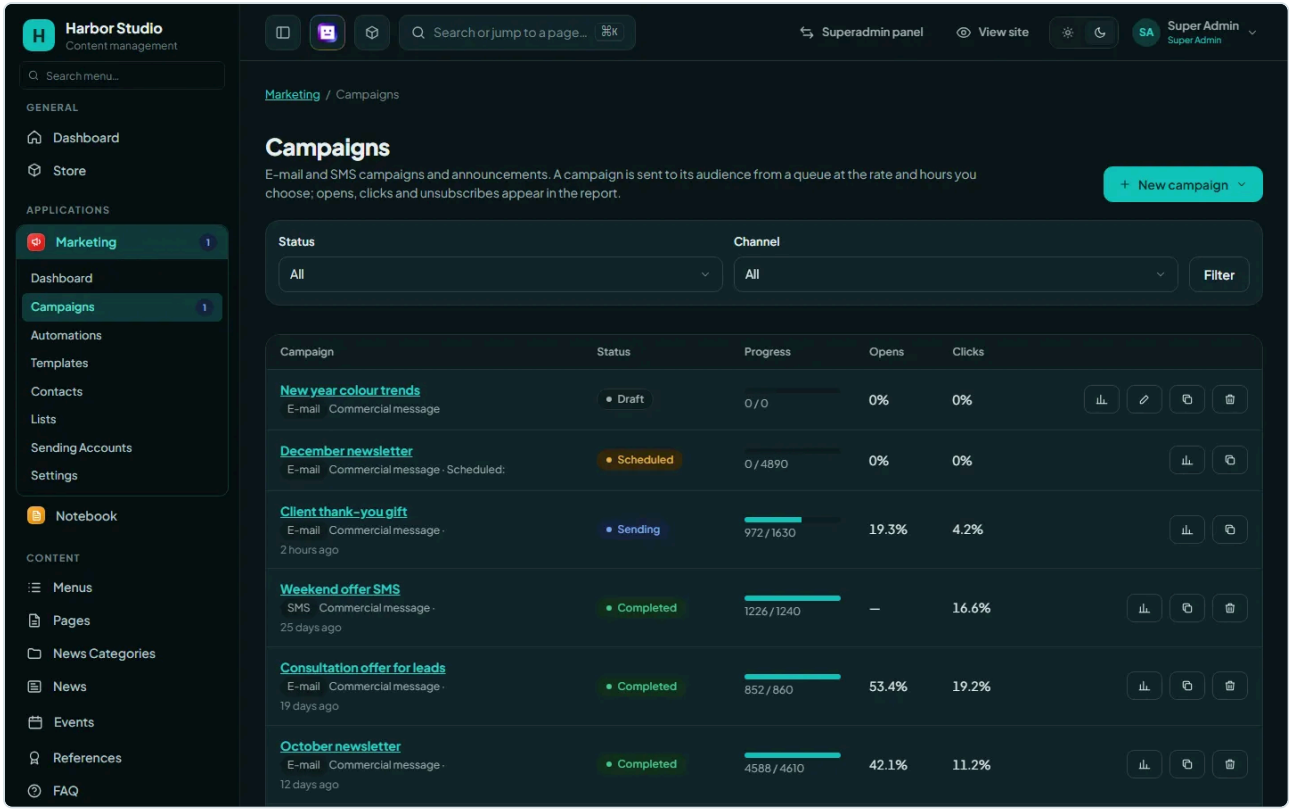


The template editor with subject, preheader and variables above, and HTML and preview below.

28.5 Campaigns

In a new campaign you choose the content (you can fill it from a template), the sending account, the sender name and reply address, and the audience (lists and tags; excluded lists; all people); the **estimated recipients** count updates instantly. First send it to yourself with **Send test**. It is started with **Send now** or **Schedule** (a future date); starting is a separate permission. Sending is done from a queue, at the **hourly rate** you set and, if you wish, within a **time window** (for example 09:00–20:00; it waits outside the window); at the moment of sending, it is checked again whether the person has

unsubscribed or withdrawn consent. A campaign can be paused, resumed or cancelled (it is not sent to the remaining recipients). A send whose result could not be obtained is marked “uncertain” and is not repeated, so that there are no duplicate sends.



Campaigns are listed with their status, progress, opens and clicks.

28.6 Reports

The campaign report has progress, sent, **open** and **click** rates, unsubscribes, failed and bounced counts, clicks by link and the recipient list (filter and CSV). Opens are measured with an invisible image added to the email; because some email apps download or block images in advance, they are approximate. Clicked links pass through a short redirect on your site. Tracking can be turned off per campaign. Sending records are deleted at the end of the period in Settings (default 365 days); the campaign's total counts remain.

28.7 A/B subject test and engagement filter

In an email campaign, if you write a second subject in the **A/B subject test** section, subject A and subject B go half and half to the share of recipients you set (10–50%); when the time you chose (1–72 hours) is up, the subject with the higher open rate is sent to the remaining recipients (A in a tie). With **Narrow by engagement** in the **Audience** section, you can send to those who opened an email in the last N days, those who clicked a link, or those who have never opened.

28.8 Automations

Marketing → Automations are emails sent automatically, after a delay you set, to a person who joins a list (welcome, newsletter greeting). You enter the trigger list, delay, type (informational or commercial), sending account, subject and content; after saving, start it with **Enable** in the list. Only people who join the list after the automation is enabled are covered; each person gets an automation once. It does not go to addresses that have unsubscribed or been suppressed, or, in a commercial automation, to those without consent. The sent and opened counts appear in the list.

28.9 Double opt-in subscription form

Add the **Subscription form (double opt-in)** block to a page and pick a list. When the visitor enters their address, only a confirmation email is sent; when they confirm from the link in the email they are added to the list and their marketing consent is recorded. An address that is not confirmed is written nowhere; the link is valid for 72 hours. If you link an automation to this list, a welcome email also goes to the person who confirms.

28.10 Bounce and complaint notifications

Give the address in the **Settings → Bounce and complaint notifications** section to your email provider. In Amazon SES, create an SNS topic, route Bounce and Complaint notifications to that topic, and add this address to the topic as an HTTPS subscription; the subscription is confirmed automatically. Addresses that permanently fail to arrive and those reported as spam are added to the suppression list; on a complaint, marketing consent is also withdrawn. If you wish, you can accept notifications only from a specific SNS topic.

28.11 Add section

The **Add section** menu in the email template, campaign and automation editor inserts title, text, image, button, two-column, product card, divider and spacer sections at the cursor. The sections are ready-made HTML that displays correctly in email programs; change the texts and links in the HTML field.

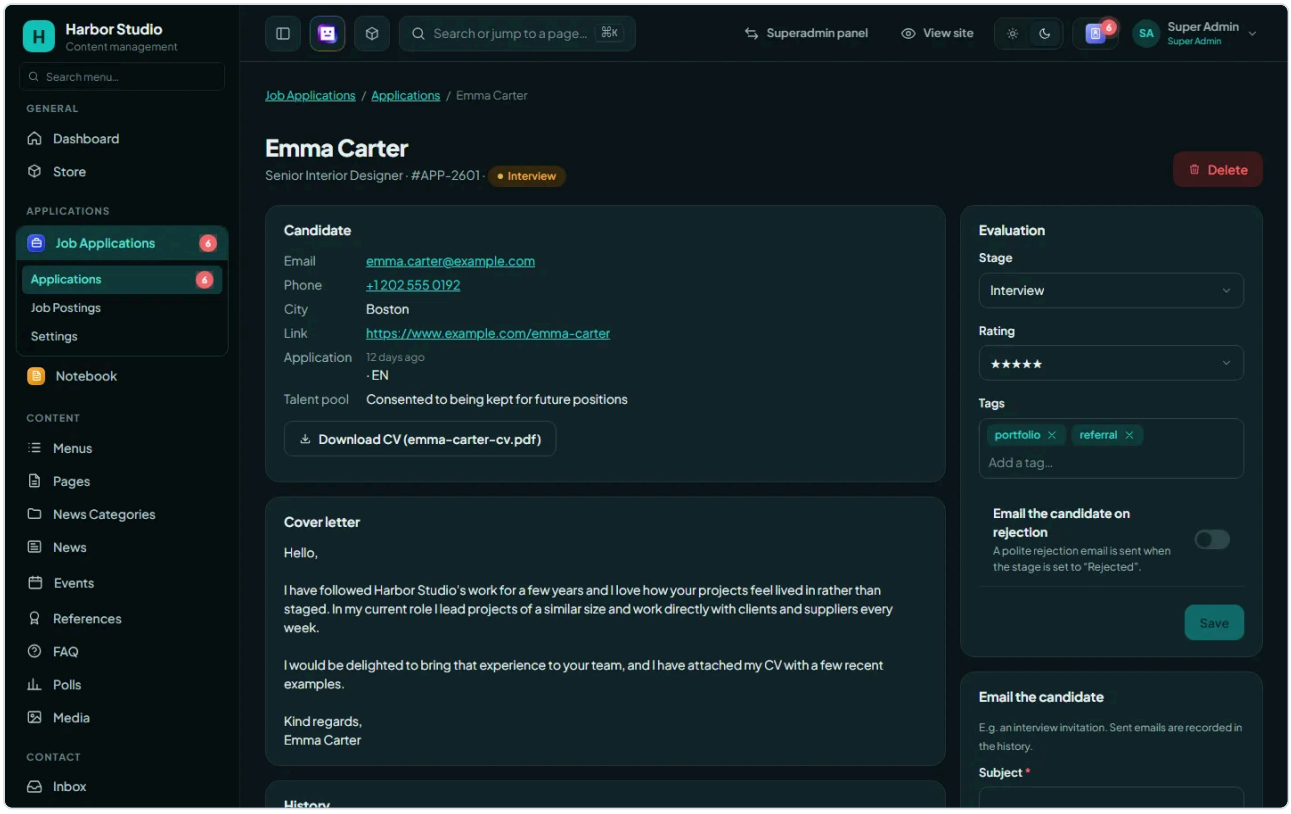
29 Job Applications

Job Applications is a free app that collects the applications that come in to the job postings on your site and to the general application form; you install it from the Store. Once installed, the **Job Posting** content type (Careers) is opened, and as long as the app is on it is managed not in the Content menu but in **Job Applications → Job postings**. A "Apply for this position" card appears at the bottom of each posting page; the general application form is by default at `/apply-career` (you can add it to your menu as a link). You can change the address in **Settings → Application form address** (for example `kariyer/basvuru`); the old address redirects permanently to the new one.

The candidate writes name, email, phone, city, LinkedIn/portfolio link and a cover letter, uploads their CV (PDF or Word, at most 10 MB) and confirms that they have read the privacy notice; the link goes to the Privacy Notice under **Legal pages** (if the page is published). If they wish, they give **explicit consent** for their application to be kept for positions opened in the future (talent pool). A second application to the same posting with the same email within a short time is not accepted. The candidate receives an "your application has been received" email. The privacy link goes to the Privacy Policy.

29.1 Evaluating applications

On the **Applications** screen the tabs are Ongoing, New (not yet opened), the stages (New, Screening, Interview, Offer, Hired, Rejected), Talent pool and All; you filter by position and search by name/email/number/city/tag. When you open an application, the candidate details, **Download CV** (a short-lived secure link) and the cover letter appear. On the card on the right you change the stage, the 1–5 score and the tags; when you move the stage to Rejected, if you tick "Email the candidate on rejection", a polite rejection email is sent to the candidate. With **Email the candidate** you can write free-form emails such as an interview invitation; sent emails, internal notes and changes are kept in **History**. You can download the applications as CSV (without the CV and cover letter).



On the application page you see the candidate and cover letter, and set the stage, rating and tags.

29.2 Personal data and settings

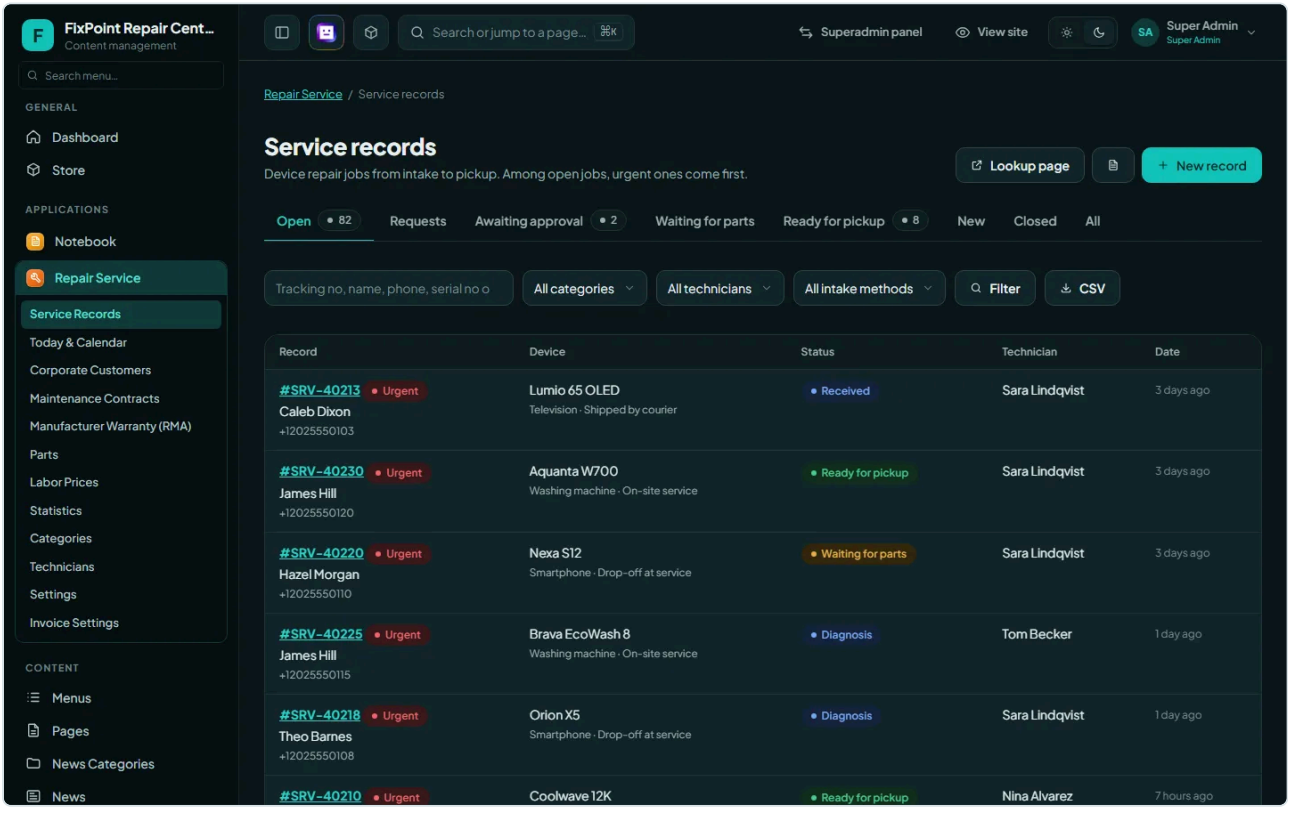
If a candidate asks for their personal data to be deleted, permanently delete the application with **Delete** (the CV is deleted too). Finalized applications are deleted automatically when the period in **Settings** ends (default 365 days; 730 days for those who gave talent pool consent). In Settings you turn accepting applications and the general application form on and off, and choose whether phone/CV are required, the city/link/cover letter fields and the talent pool question. For new applications you can turn on the "Job applications" topic under **Site Settings → Notifications** (the notification includes only the position name). The email texts are in the "Job Applications" group of **Email templates**. View, manage and settings permissions are separate; only those with the view permission can open CVs.

30 Repair Service

Repair Service is a free app for tracking repair jobs for white goods, computers, phones, TVs and similar devices from intake to delivery; you install it from the Store. On first opening, in the **Setup** wizard choose your business type (white goods and climate control, computers, phones and tablets, TVs and electronics), how devices reach the service (brought in, on-site service, shipping) and your technicians; ready-made device categories and brand suggestions are added. The wizard only adds what is missing; you edit categories in **Categories** and technicians in **Technicians**. A technician linked to a panel user sees only their own records, unless they have the “View all technicians' records” permission.

30.1 Device intake and service receipt

With **Service records → New record**, enter the customer (individual or corporate), the device (category, brand, model, serial no./IMEI, purchase date, warranty status), the complaint, the accessories received and the physical condition. For phones and computers the **device password** is optional; it is stored encrypted, only a user with the “View device password” permission sees it in the details with *Show*, and every view is logged. You can mark that the customer has confirmed responsibility for their data backup. When the record is created, an 8-character **tracking number** is assigned; print the **Service receipt** (customer and service copies, signature fields, service terms and the QR code of the status page) and give it to the customer, and stick the **device label** on the device. The service terms at the time of intake are copied to the record; you edit the terms text on the “Repair Service Terms” page under **Pages → System**. At intake it is recommended to photograph the physical condition (*Photos* in the details).



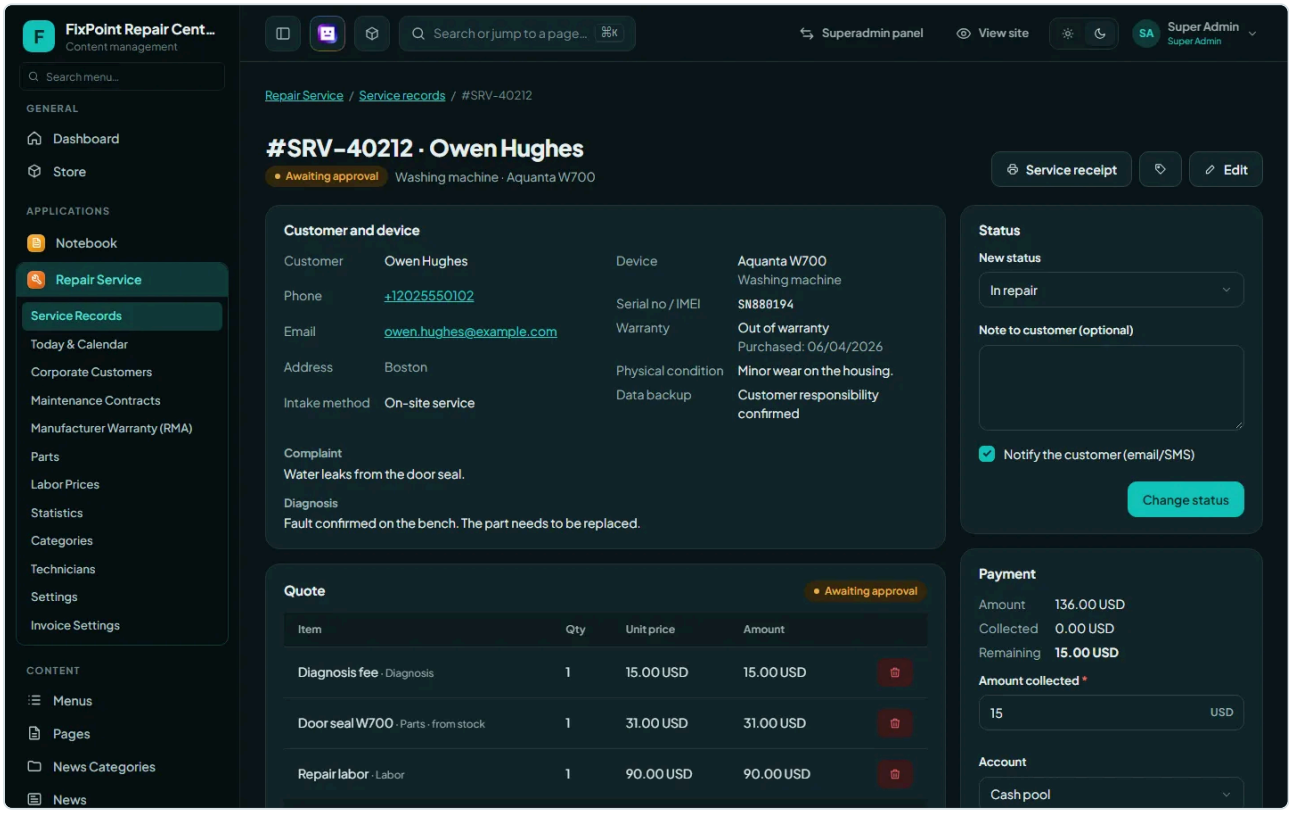
Service records are grouped by status tabs. Urgent jobs come first.

30.2 Workflow and maximum repair time

Record statuses: Request (from the site, device not yet received), Accepted, Fault diagnosis, Awaiting approval, Awaiting parts, Under repair, Testing, Ready for delivery, Delivered; and also Returned unrepaired, Scrapped and Cancelled. You change the status from the **Status** card in the details; if you wish, you add a note visible to the customer and notify the customer by email/SMS. The time limit is for information; the legal assessment is up to your business. The **Internal note** is visible only to the team; a comment marked "Show on the customer status page" is written to the customer's page. The currency of new records is the site's main currency if no setting has been saved.

30.3 Quote and customer approval

After the fault diagnosis, add items such as labor, parts, fault diagnosis and shipping to the **Quote** card in the details (unit price including Sales tax); if you pick a part from the stock in **Parts**, the part is deducted from stock, and it returns when you delete the item. **Send the quote to the customer** sets the record to "Awaiting approval"; the customer approves or rejects from the status page (valid for the number of days in Settings). If you get approval by phone, use **Approve on behalf of the customer**. On approval the record becomes "Under repair", on rejection "Ready for delivery" (the device is delivered unrepaired). If you change an item after the quote is sent, the quote is withdrawn and has to be sent again.



A service record with the customer, device, diagnosis and quote lines, and status and payment on the right.

30.4 Payment, delivery and warranty

If you turn it on in Settings, the customer **pays online** the remaining amount of the quote they approved, from the status page (Payments → Payment methods; for records with an email; online payment does not open without an approved quote, and if an item changes after approval the quote goes back for approval). Record a payment taken at the service from the **Payment** card in the details (with the Collections permission) to the cash or bank account. When a record with items is delivered (or returned unrepaired/scrapped), a sales document is written; the issuing rule is in **Invoice settings**. If "Work done" is filled in at delivery, a **service warranty** starts for the number of days in Settings. If the same device comes back, **Open a new record** on the closed record copies the customer and device details, comes with "Under service warranty" selected if it is within the warranty period, and is linked to the previous record. A reminder is sent to the owners of devices that are ready for delivery at the interval in Settings; for devices that are not collected, write your terms in "Uncollected device note" (shown on the receipt and in the reminder).

30.5 Customer pages

The customer checks the service status at `/service-status` with the tracking number and the last four digits of their phone (or their email); the QR code on the service receipt and the link in notifications open the record page directly (valid for 90 days; old links stop working when the contact details change). The record page has progress steps, estimated delivery, appointment, diagnosis, quote and the history visible to the customer. The online service request form is at `/service-request` (device type, how it arrives, fault, contact and address, preferred day for on-site service); the request opens in the panel with the "Request" status, and when the device is received, set it to "Accepted". Members see their records under My account → **My service records**. You can change the two addresses in Settings; the old addresses redirect. You can add the *Service status lookup* and *Serviced devices* blocks to your pages, and use "Repair service home page" under **Ready-made pages**.

30.6 Labor prices

In **Labor prices** you enter your operations and fees by device category (screen replacement, battery replacement, fault diagnosis…); for fees that are the same for every device, such as fault diagnosis, on-site service or shipping, choose "Applies to all devices" as the category. The price type can be *fixed amount*, *From …*, *price range*, *free* or *after diagnosis* (with the last option this wording appears on the site instead of an amount); an optional estimated time and a short description are added. Prices are Sales tax-inclusive. "Save and add new" makes it easier to enter the next operation in the same category. Prices marked **Show on site** appear in the price list on the site and in the "Our labor fees" section of the service request form; you can hide and show them with one click using the eye button in the list. To list them on the site, add the *Labor prices* block to a page (you can limit it to a single category) or create "Service price list" from **Ready-made pages**; you change the note under the list in the *Price list note* at the bottom of the screen. When preparing a quote, choosing *From the labor price list* in the item form fills in the description, amount and Sales tax (you can change them); prices for the record's category are listed first. An item added to a quote is a copy of the price: changing or deleting the price later does not change quotes already created. When a category is deleted, its prices are deleted too.

30.7 Parts, calendar and reports

In **Parts** you keep the spare parts stock (stock code, price, minimum stock) and enter purchases and count corrections; when stock falls below the minimum, a warning appears on the dashboard. **Today & Calendar** shows today's on-site service appointments, devices ready for delivery and records past the maximum time, and below it the weekly appointment calendar (in technician colors); you set the appointment in the "On-site service appointment" field of the record. **Statistics** shows records, deliveries, average repair time, deliveries over the maximum time, quote approval rate and collections for the selected range, by category, technician, how the device arrived and brand. You can download the record list as CSV (separate permission; it does not include device passwords and notes).

30.8 Notifications and personal data

The customer email and SMS texts are in the "Repair Service" group of **Email templates** and **SMS templates**; you choose which channel to use in Settings. For admins, **Site Settings → Notifications** has the topics "Service requests and quote decisions" (notifications do not include customer details). On records for which the period in Settings (default 730 days) has passed since closing, the name, contact, address, serial no., device password, notes and photos are deleted automatically; the device, status and amount remain for statistics.

30.9 Corporate customers, maintenance contracts and RMA

Corporate customers: add the company once from Repair Service → Corporate customers. In the **Bulk device intake** table on the company card, write each device's brand, model, serial number and fault; each row with a fault becomes a separate service record and the contact details are taken from the card. If one row is invalid, no record is created; fix the error and submit again.

Maintenance contracts: for devices that need regular maintenance, such as air conditioners and combi boilers, add a contract from Repair Service → Maintenance contracts (interval in months, next maintenance day, optional end date). When the maintenance day comes, a service record is opened automatically every morning and the next day is moved forward; a contract past its end date becomes inactive. In the list you can open a record without waiting with "Open record now".

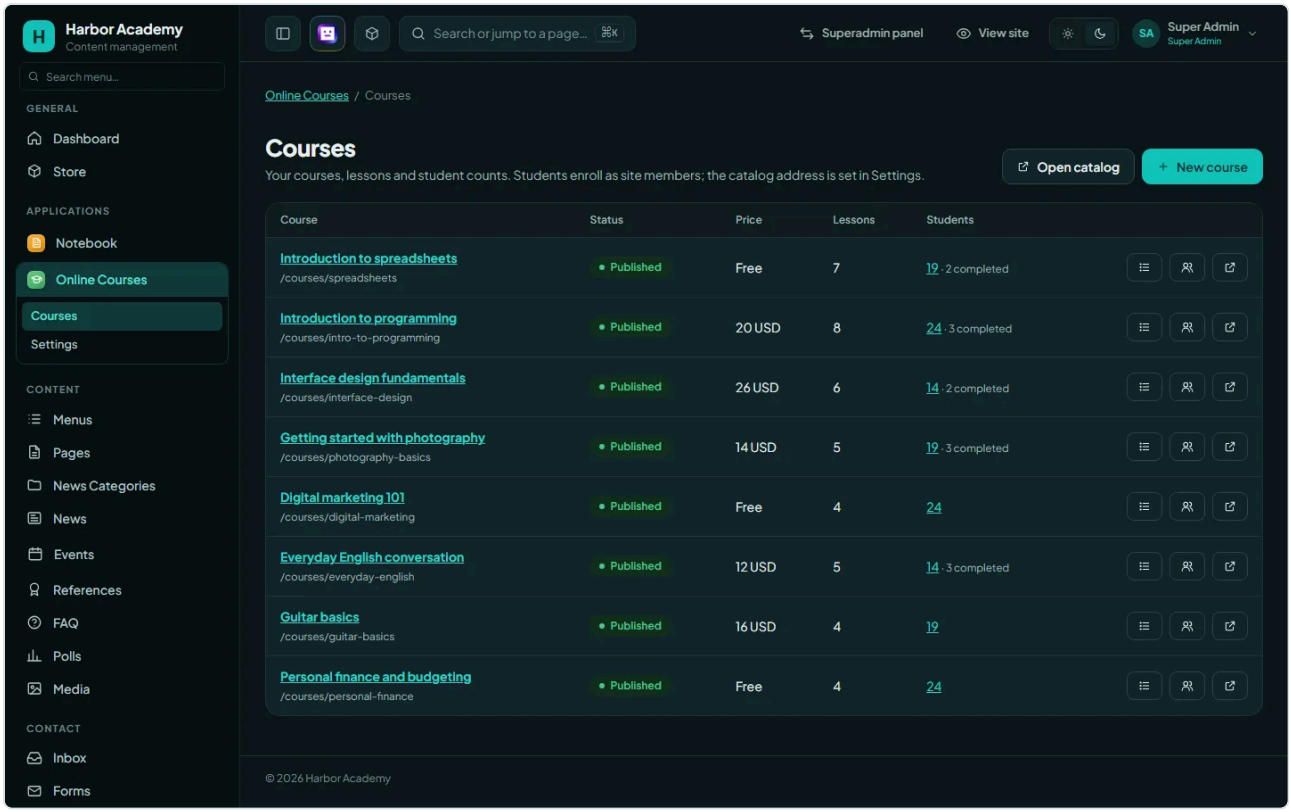
Manufacturer warranty (RMA): when you send a device or part to the manufacturer, add the shipment from the "Manufacturer warranty (RMA)" section in the record details; update it as the status changes (the change is written to the record history). Open shipments are listed on the Repair Service → Manufacturer warranty (RMA) page. There is no connection to manufacturer systems.

31 Online Courses

Online Courses is a free app that lets you publish free or paid courses on your site; you install it from the Store. Students sign up as **site members** (Membership must be on); paid courses are sold with the core's **Payment methods** (card providers, bank transfer/EFT). The catalog is by default at `/courses` and the student's courses are at `/my-courses` (the "My courses" link in My account); you can add them to your menu as links. You can change the two addresses in **Settings → Publishing** (for example `egitimler`); the old addresses redirect permanently to the new ones, and links in emails and certificates already sent keep working.

31.1 Courses and lessons

The **Courses → New course** screen has a left menu. In *Details* enter the name, address, short description, description (blank line is a paragraph, "## " a heading, "- " a bullet, **bold**), instructor, level and image; in *Sales and publishing* enter the price (empty or 0: free), the currency (chosen from those turned on in Site Settings → Currencies), the status (draft/published) and the certificate. After you create it, the **Curriculum** page opens (in the left menu; it also opens with the list icon in the Courses list). Here add sections, and write the lessons with **Add a lesson to this section** under the section or **Add lesson** at the top; the lesson page shows the same left menu. **Add** returns you to the curriculum and highlights the new lesson, **Save and add another lesson** opens a new lesson form for the same section. Lesson types: *Text*, *Video* (YouTube or Vimeo link) or *Quiz*. In a test, questions are separated by a blank line; the first line is the question, "* " is the correct option and "- " are the other options; the lesson is completed when the student reaches the pass percentage. A **Preview lesson** can be watched without enrolling. A course with enrollments is not deleted; set it to draft.



The Courses list shows status, price, number of lessons and students.

31.2 Students, sales and certificate

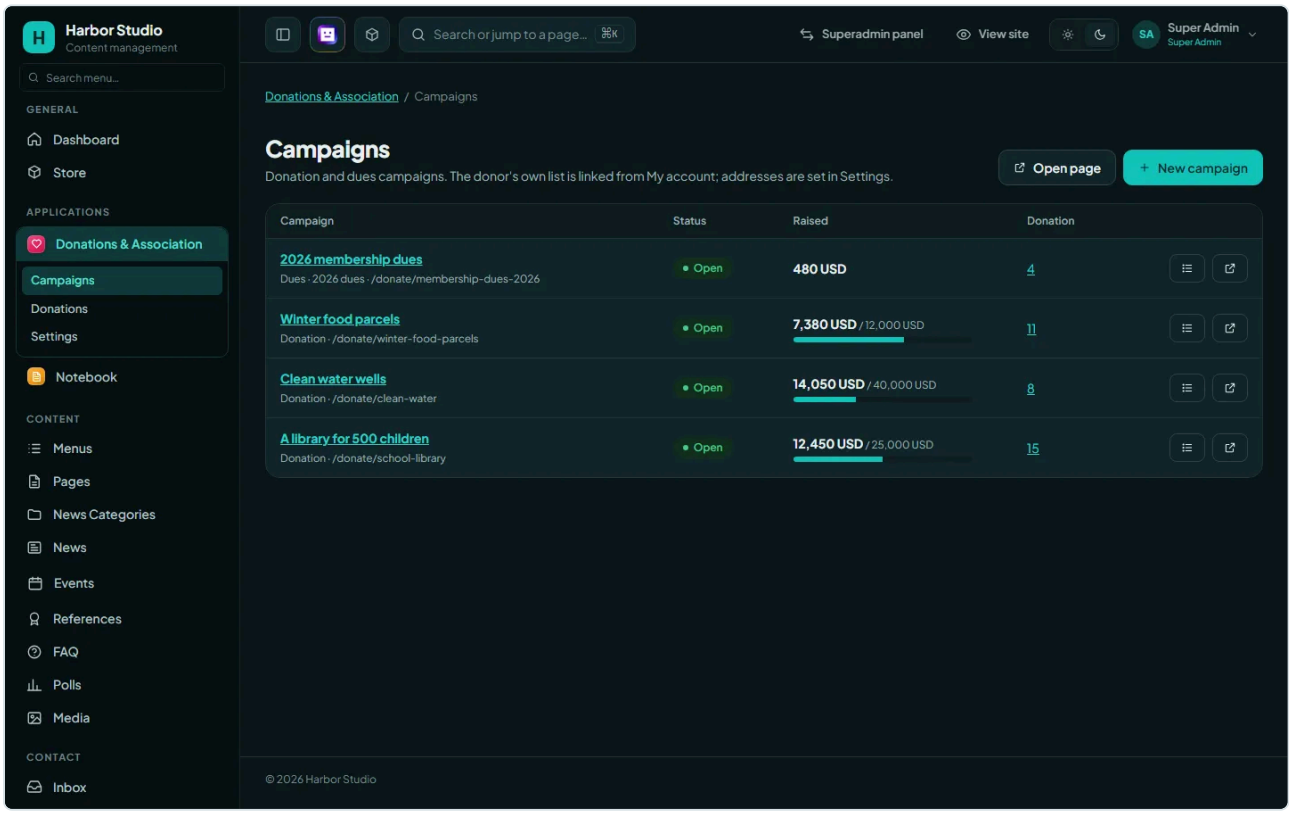
A member enrolls in a free course with one click; for a paid course they confirm the preliminary information and the **withdrawal right exception** (digital content performed immediately) and go to the payment page, and the course opens when payment is received. If payment is not made or is fully refunded, the enrollment is closed. The student completes the lessons in order; when all lessons are finished the course is completed, and if the certificate is on, a printable certificate with a verification code is issued (`/courses/certificate/<kod>`). On the **Students** screen you see progress and certificates, enroll a member manually by email (in-house training, payment other than transfer) or close an enrollment (if a refund is needed, it is done from Payments). Enrollment and completion emails are in the "Online Courses" group of **Email templates**; for paid sales you can turn on the "Course sales" topic under **Site Settings → Notifications**. if no setting has been saved, the currency is the site's main currency.

32 Donations & Association

Donations & Association is a free app that lets associations and foundations collect donations and membership dues on the site; you install it from the Store. Payments are taken with the core's **Payment methods** (card providers, bank transfer/EFT); card details are not stored on the site. Campaigns are by default at `/donate` and the donor's own list is at `/my-donations` ("My donations and dues" in My account). You can change the two addresses in **Settings → Publishing** (for example `bagis`); the old addresses redirect permanently to the new ones, and receipt links in emails keep working. The campaign currency is chosen from those turned on in Site Settings → Currencies.

32.1 Campaigns

With **Campaigns → New campaign** you can create two types. *Donation campaign*: target amount and progress bar, preset amounts (for example 100; 250; 500) and, if you wish, an "Other" amount the donor types in, minimum donation, end date, image and description. *Association dues*: only signed-in site members pay, the amount is fixed (the first of the preset amounts), and the period name (for example "2026 dues") is written on the receipt. The page of a campaign in the **Closed** status is visible, but donations are not accepted; a campaign that has received donations is not deleted.



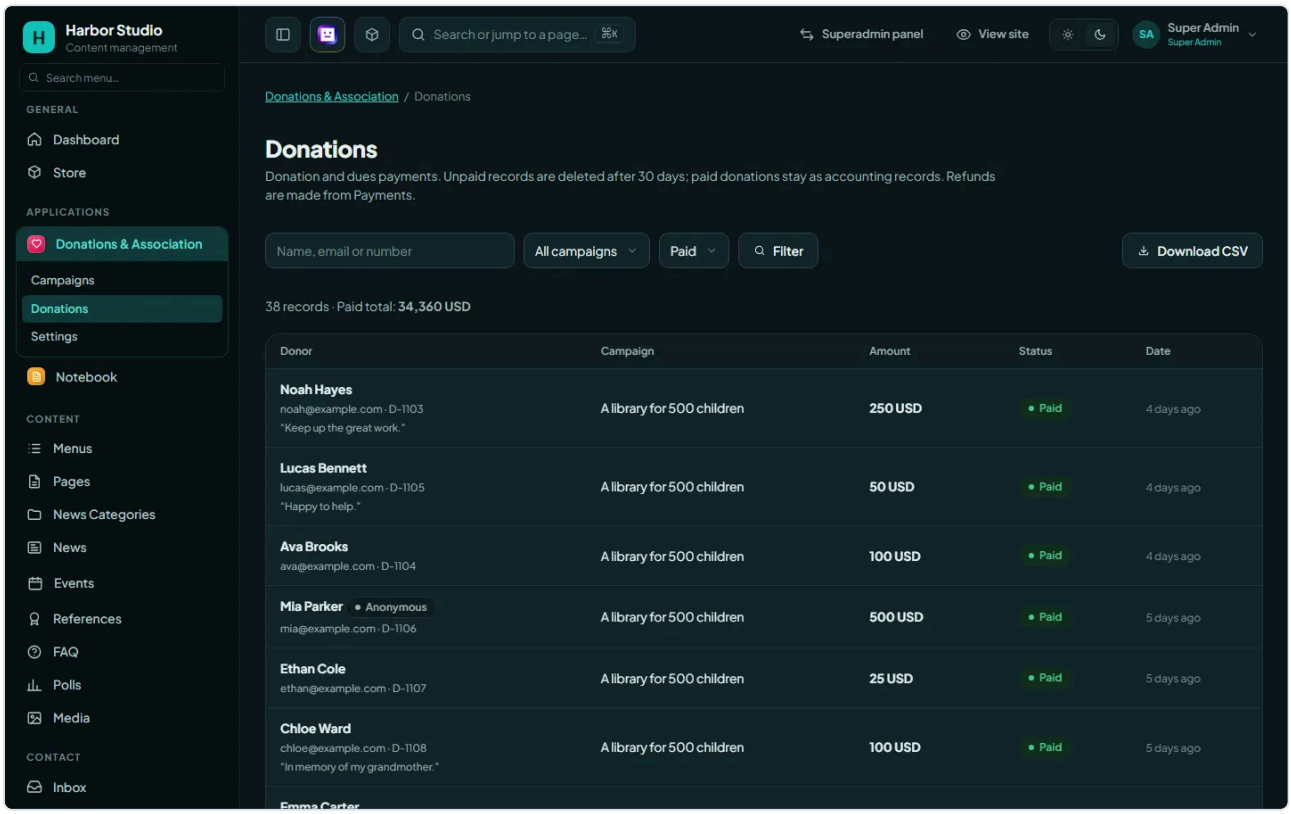
Campaigns are listed with the amount raised against the goal.

A warning appears on the Campaigns screen for an open donation campaign without permit information. Dues from association members and donations within the bylaws are assessed separately; ask your legal advisor. **Permit / registration information:** if your country requires a permit to collect

donations, write it in this field of the campaign; it is shown on the page and in the thank-you email. Ask your legal advisor.

32.2 Donations and receipt

The donor chooses the amount, writes their name and email (not asked if signed in as a member), if they wish leaves a message or chooses for their name not to appear in the list, confirms the privacy notice and goes to the payment page. When payment is received, the donation becomes *Paid* and a thank-you email with the amount, date and number is sent to the donor (with a link to the receipt page). The campaign page shows the amount collected and the latest donors (name + the first letter of the surname; anonymous ones appear as “Anonymous donor”). On the **Donations** screen you filter by campaign/status, search, see the total, and download the filtered list with **Download CSV** in the filter row. For donations made through a bank or payment institution, the payment receipt takes the place of a receipt document. Unpaid records are deleted after 30 days; a refund is made from the **Payments** screen and the donation becomes *Refunded*.

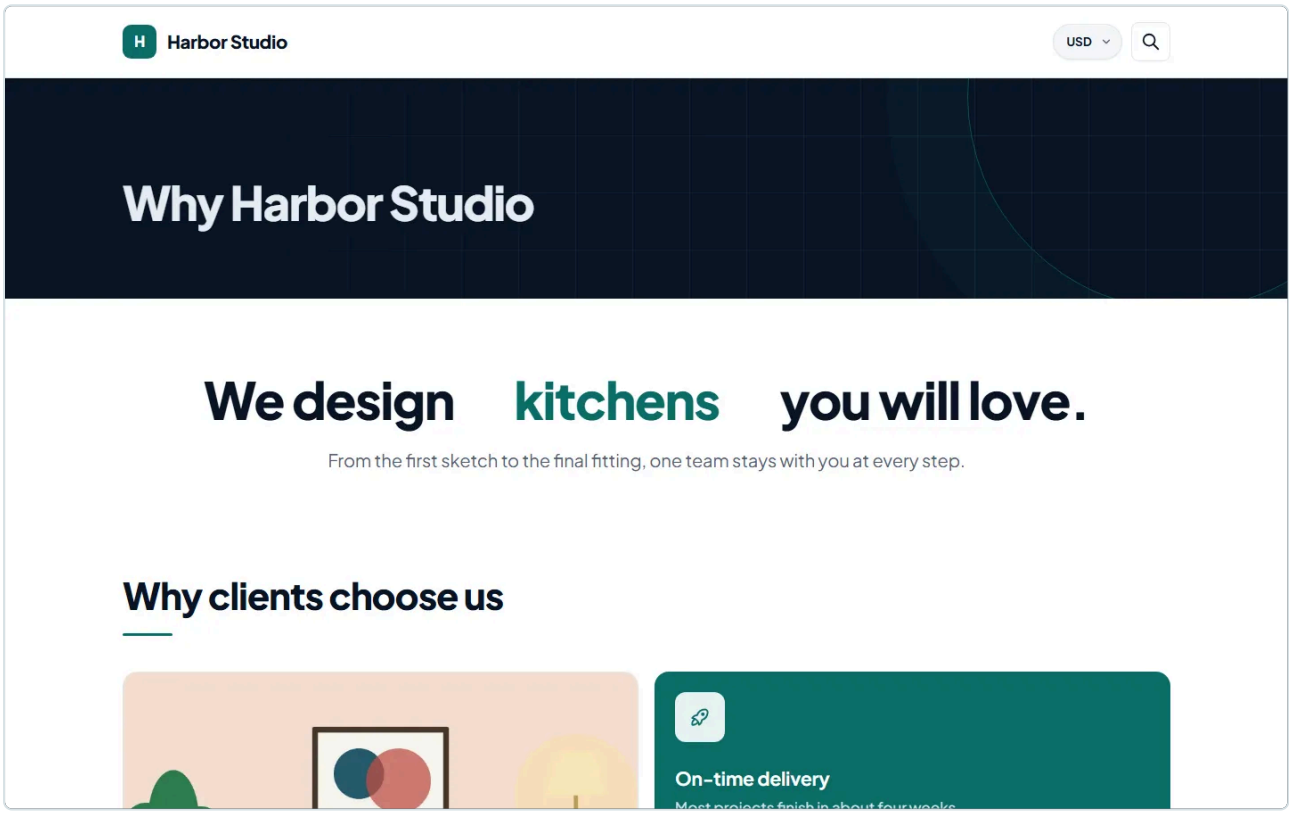


Donations can be filtered by campaign and status and downloaded as CSV.

In **Settings** you turn the pages on and off and write the title and intro text, whether the latest donors are shown, the phone question, and the **organization information and legal note** shown at the bottom of all pages (for example association name, registry number, public benefit and tax deduction information). The thank-you email is in the “Donations & Association” group of **Email templates**; for new donations you can turn on the “Donations and dues” topic under **Site Settings → Notifications** (the notification does not include donor details).

33 Block Extensions

Block Extensions is a free app that brings 19 extra blocks, not in the core, to page editors; you install it from the Store. Once installed, the blocks appear in the block picker with the app badge and are added like other blocks in the classic or visual editor. It adds no item to the side menu: all content is entered inside the block. If the app is turned off, these blocks are not shown on the site and the content on the pages is not deleted; they come back when it is turned on again.



A page on the site that uses the rotating headline and bento grid blocks.

33.1 Blocks

Interactive image	Places numbered hotspots on an image by percentage position; when the visitor clicks, a title, description and link open. If you wish, the points are also listed below the image.
Flip cards	A title with an image or icon on the front and a description and link on the back; flips on hover, and on touch screens on tap.
Bento grid	A mosaic of small, wide, tall and large boxes; each box can be light, main color or dark, with an image or icon. A box with a link is clickable as a whole; it can also be used as a campaign box.
Benefits strip	A thin strip made of an icon, a short title and a description (such as free shipping, easy returns); light, main color or dark, with an optional link on each

	item.
Rotating headline	In a sentence like “We do ___”, the words change in turn by fading, sliding or typing.
Progress bars	Shows percentages as bars or rings; they fill when they come into view.
Sticky storytelling	On a wide screen, a fixed image on one side and steps on the other that activate as you scroll; on a narrow screen the steps appear one under another with their own images.
Parallax section	A section whose background image moves slowly relative to the page, with a title, text and button on top; height, overlay darkness and motion speed are chosen.
Image zoom	On hover, the spot under the cursor is magnified 2–4 times; on touch screens it opens and closes on tap.
Mobile app promo	Up to three screenshots in a phone frame, highlighted points and App Store / Google Play buttons.
QR code	Turns a link, this page's address, a phone number, an email or plain text into a QR code; optionally the link and “Download QR code (SVG)” are shown below. A path within the site (/menu) is converted to the full address of the site.
Opening hours	Weekly hours and special days (holidays, vacations); today is highlighted according to the site's time zone and “Open now · Closes 18:00” or “Closed now · Opens tomorrow 09:00” is shown (hidden if you wish). If the compact view is chosen, only this status line appears and the hours table is not shown.
Coupon card	Shows the discount code with a title, description and last day; the visitor takes the code with “Copy”. A coupon past its last day looks faded and cannot be copied. The block only shows the code; you need to define the discount itself separately in your store.
Marquee	Short texts or small images that you write scroll continuously; speed, direction, size and color are chosen. The visitor can stop it by hovering with the mouse or with the pause button. In the visual editor the marquee stops, and texts are edited by clicking.
Customer stack	Up to six round photos appear overlapping; next to them are an optional star rating and a short line such as “1,200+ happy customers”. Enter real numbers and ratings here.
Expanding images	Images stand side by side as narrow strips; the one under the pointer widens and its title, text and link appear. On a touch screen it opens by tapping, and on a phone the images are stacked one under another.

Device frame	Shows a screenshot in a browser frame (with address bar text) or a laptop frame.
360° panorama	Shows a 2:1 ratio 360° photo in a view the visitor can explore by dragging; the starting direction and automatic rotation are chosen.
3D model	Shows a single-file **.glb** model uploaded to the media library so that it can be rotated and zoomed; a preview image, a background and an augmented reality (AR) button on phones can be chosen. Models compressed with Draco/KTX2 are not shown.

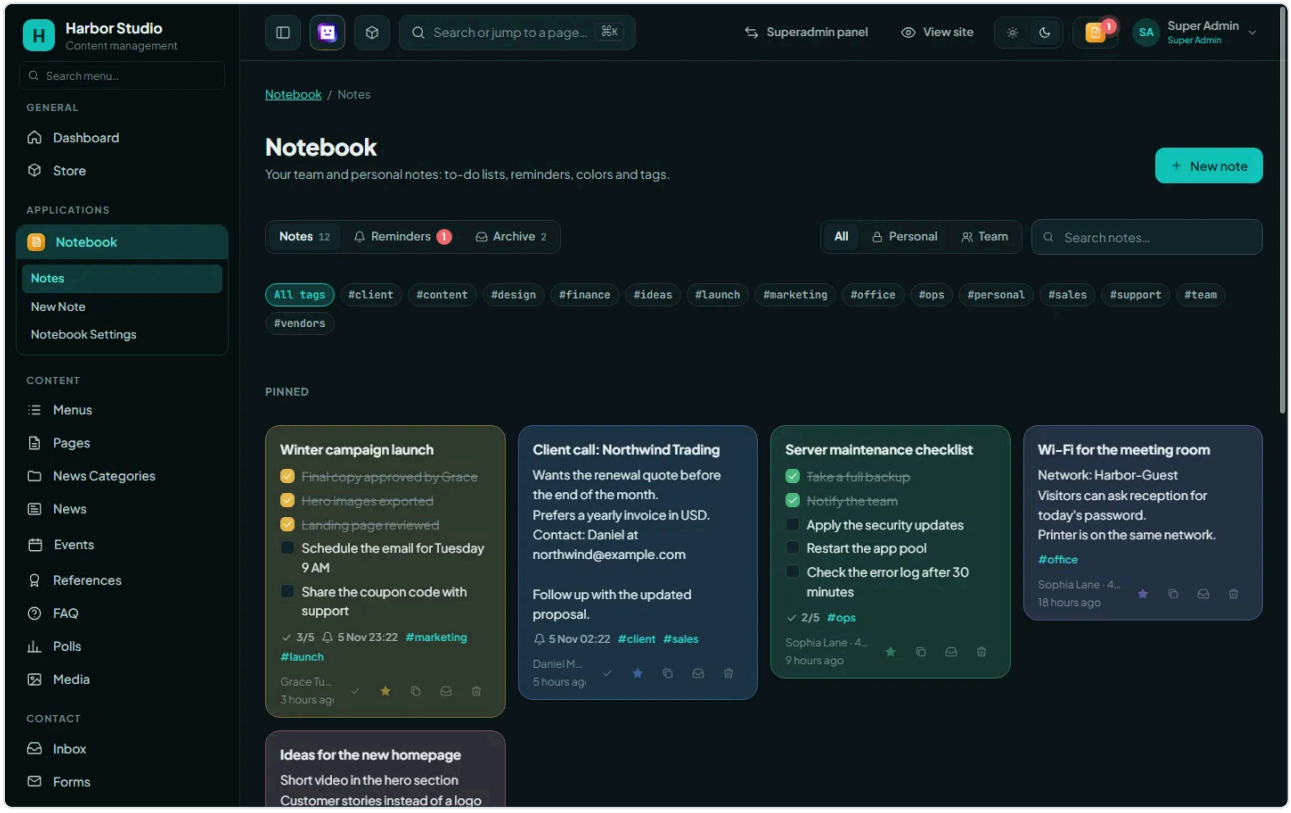
33.2 Appearance

The blocks use your site theme's colors and corner rounding; a theme developer can override the views in the theme. Visitors who choose reduced motion are not shown animation, and those with JavaScript turned off in their browser can still read the content. The panorama and 3D libraries are loaded only on the page with the relevant block and when it nears the screen.

34 Notebook

If the Notebook app is installed, it appears in the sidebar menu. A note can be a team note or a personal note: **team notes** are visible to everyone with permission to view the Notebook, while **personal notes** are visible only to their author (nobody else, administrators included, can see, edit or delete them). Whether a new note starts as a team or personal note is chosen in the Notebook settings; you can also change it on each note. Only the author can turn a team note into a personal one; for older notes with no known author, the person who makes the note personal becomes its owner.

Above the list are the **Notes**, **Reminders** and **Archive** tabs; on the right are the **All / Personal / Team** filter and a search box. Pinned notes stay at the top, and you can filter by clicking tags. Tags can be at most 500 characters in total once they have been tidied up (separated by commas and spaces); if the limit is exceeded, the note is not saved.



Colored notes with tags, to-do lists and reminders. Pinned notes stay at the top.

34.1 To-do lists

Lines in the note text that start with `[ ]` become to-do items (`[x]` means completed). The **Add to-do item** button on the edit screen turns the line you are on into an item or opens a new item below it. In the list, clicking an item's checkbox ticks it without reloading the page; the card shows how many items are completed. If someone else changed the note in the meantime, the tick is not applied and the current version is shown. http/https addresses in the text become clickable links and open in a new tab.

34.2 Reminders

On the note's edit screen, choose the date and time for **Reminder** (in the site's time zone). When the time comes, a "note reminder is due" warning appears on the Dashboard and a counter appears on the bell icon in the top bar; the note shows with a red border on the Reminders tab. A personal note's reminder counts only for its owner. The card's check button (**Complete reminder**) removes the reminder without deleting the note. Reminders do not send email or SMS; they are shown in the panel. Reminders on archived notes are not counted.

34.3 Copy, archive and delete

The card's copy button copies the note's title, text, color and tags into a new note and opens the edit screen; the copy becomes your own note, and pinning and the reminder are not copied. An archived note moves to the Archive tab and can be restored from there. Deleting is permanent and asks for confirmation.

35 Sales documents (invoice settings)

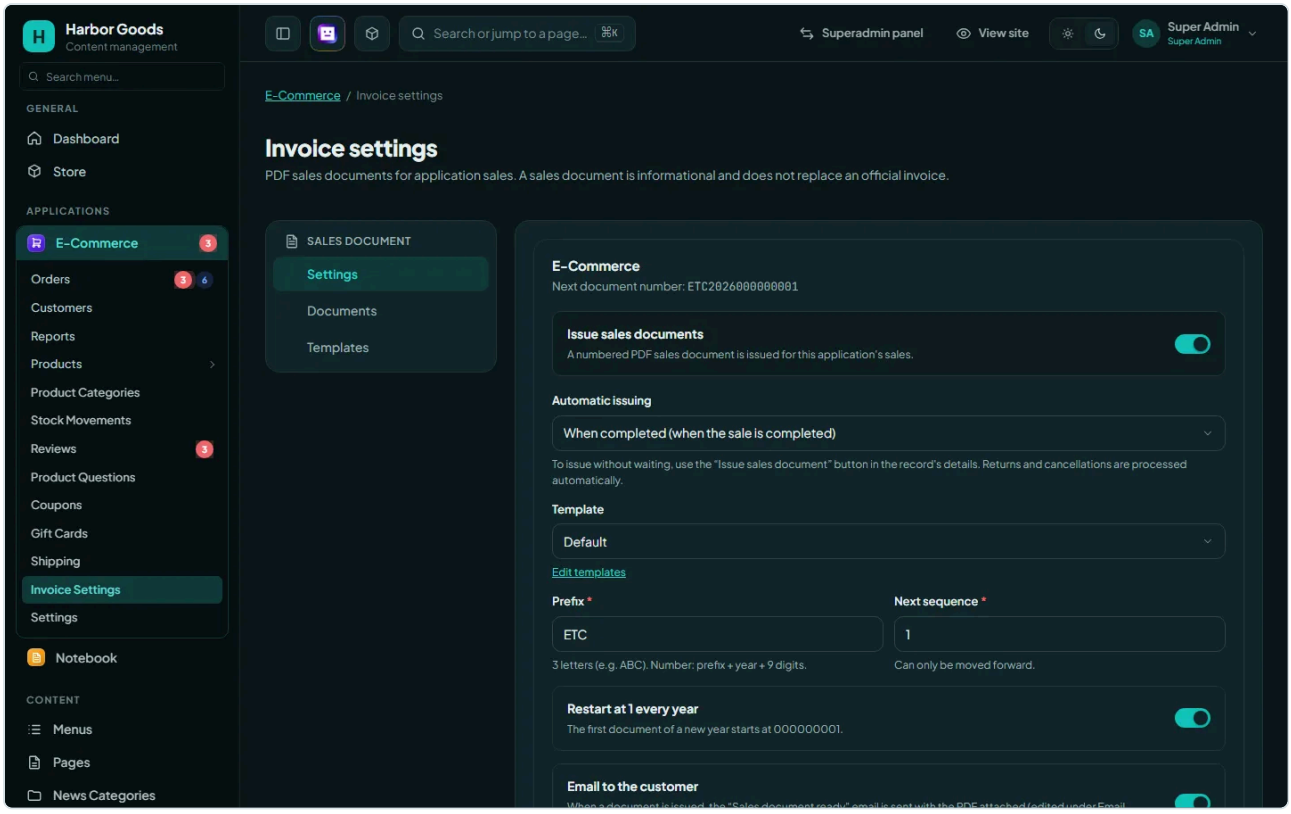
For apps that make sales (for example, apps that take orders or reservations), a numbered **PDF sales document** is issued. The document is for information only; it does not replace an official invoice with fiscal value, and every document carries this note in its footer.

The screen opens from the **Invoice settings** link in the menu of each app that produces sales documents; all links lead to the same screen. When a new app is installed, its own settings card appears here automatically. The left menu has the Sales document group (Settings, Documents, Templates).

35.1 Sales document → Settings

The following are chosen separately for each app:

- **Issue sales documents**: if on (the default), a PDF sales document is issued for this app's sales. If you turn it off, no new documents are issued and the *Issue sales documents* button in the record details is hidden; documents already issued continue to be shown and are canceled when the sale is canceled. Official e-Invoicing is not affected by this choice.
- **Automatic issuing**: *On completion* (the default), *On approval* or *Manual only*. The app itself decides when a sale counts as approved or completed.
- **Template**: the look of this app's documents.
- **Prefix and next number**: the number is the prefix + year + 9 digits (for example `ABC2026000000001`). The prefix is 3 letters, and two apps cannot use the same prefix. An issued number is never reused; the next number can only be moved forward. If *Restart at 1 every year* is on, the first document of the new year is 000000001.
- **Email to the customer**: when a document is issued, a "Sales document ready" email is sent with the PDF attached. Its text is edited under **Contact → Email → Email templates → Sales documents**; email must be configured and the customer must have a valid email address on file. A customer without an email address still gets the document and can download the PDF; no automatic email is sent.



Sales document settings are chosen separately for each app.

35.2 Manual issuing, refunds and cancellation

To issue a document without waiting, use the **Issue sales documents** button on the **Sales document** card in the record's details. A second document is not issued for the same sale. The card also shows the issued documents, their PDFs and the **Send by email** button.

When a refund is recorded for a sale that has a document, a **refund document** is issued automatically. If the sale is canceled, the valid document is **canceled**; its number is not wasted, the PDF opens with a "Canceled" mark and it is not shown on the customer page. An issued document never changes afterward: even if the company information, the template or the customer's address changes, the document keeps the details as they were when it was issued. If a correction is needed, cancel the document in the Documents section and issue it again from the relevant record.

35.3 Sales document → Documents

All issued documents can be searched by document number, record number or email, and filtered by app and status. From a row you can open or download the PDF, resend the document to the customer, or cancel it.

35.4 Sales document → Templates

You can create more than one template. In a template, the document and refund document titles and the header and footer notes (for example bank/IBAN details, refund terms) are set separately for each language; you also choose the logo (PNG, JPEG or WebP), accent color, logo height, font size and the details to show (company tax details, customer contact, delivery address, stock code, unit, discount

and Sales tax columns, the Sales tax breakdown, customer note). The preview on the right updates with a sample sale, using the same rendering as the PDF; **Sample PDF** opens the PDF without saving. A template that is in use or is the only one left cannot be deleted. The company name, address and tax details come from the **Company Information** page. The document's language is the sale's language; in languages other than Turkish, the document labels are in English.

- **Test environment**: while on, documents are sent to the integrator's test system and are not official. Turn it off when you go live.
- **Save** does not connect to the integrator; after saving, verify the details with **Test connection**. The test does not send a document.
- **Delete settings** removes the integrator details; after that, no official documents are issued.

At the bottom of the same page there is a separate card for each app:

When a sale is completed in an app with official documents enabled, the record lands in this section. If you gave approval in the confirmation window shown when completing the record, the document goes straight into the queue; sales completed without approval (for example, those completed automatically) wait in the **Awaiting approval** tab. From there, **Approve** them one by one or in bulk by selecting them; use **Do not issue** for a sale you do not want an official document for.

- **Failed**: the document could not be prepared (for example, the tax number, tax office, province or district is missing in Company Information) or the integrator definitively rejected it. Fix what is missing and **Retry**; if a number was reserved, the same number is used.
- **Outcome unknown**: the connection dropped during sending. The document is not resent automatically; the status is queried from the integrator. If the document is not in your integrator panel, send it again with **Resend** using the same number and ETTN.

The document keeps the sale details, company details and document date as they were when it was issued. For online sales, the note "This sale was made over the internet." is added to the document. Faulty or rejected documents are reported through the background error notification (Site Settings → Notifications).

Cancellation and refunds

- **A document not yet sent** (awaiting approval, queued, failed): when the sale is canceled, the document is canceled locally; nothing is sent to the integrator. If a number was reserved, it stays unused.
- **A document that has been sent**: when the sale is canceled, the record lands in the **Awaiting approval** tab as **Cancellation decision pending** and you receive a notification; the official document is not canceled automatically.
- **Partial refund** (some of the products): the official document does not change and cannot be partially canceled; a refund note is added to the record.

35.5 Customer side

On the app's own record page (for example, the order or reservation page), the customer downloads the valid documents as PDFs. Only the member who owns the record, or a customer who opens the time-limited link in the email, can see this page.

35.6 In installed apps

- **E-Commerce**: an order counts as *completed* when it is delivered and as *approved* when payment is received. For manual issuing, payment must have been received (for cash on delivery, the order must have been placed). When a product is returned, a refund document is issued.
- **Reservation**: a document is issued only for a reservation that has a price; the reservation counts as completed when it becomes *Completed*, and not approved/canceled/no-show causes the document to be canceled. In the types, the **Sales tax rate** is entered (default 20%, prices include Sales tax); the current rate is copied to the reservation. For priced types the form has an optional **Billing details** section (for members, the information form in My Account fills it in); it can also be edited from the reservation details in the panel.

Invoice status card: in order, appointment and reservation details, the sales document is shown in a card with its status, document number and PDF. If it has not been issued, an **Issue sales documents** button appears.

- **E-Commerce**: the window is on the **Delivered** button. The online sale note, payment method and date, shipping date and cargo company are added to the document; for an order in a currency other than TRY, the exchange rate at the time of the order is used. Orders that complete automatically, such as digital products, land in awaiting approval.
- **Reservation – Salon**: the window is on the **Completed** button of a priced appointment.
- **Reservation – Stay**: the window is on the **Checked out** button of a reservation with an amount; for a price in a currency other than TRY, the exchange rate at the time of the reservation is used.
- **Reservation – Health** does not issue sales documents, so it does not issue official documents either.

Reservation – Car Rental: when an online deposit or the full amount is paid, the document is written as *approved* (a reservation made through the site is an online sale; the payment method and date are added), and it is canceled on cancellation/rejection/no-show. Completing the rental at closing and the official document window will arrive together with the panel's handover/return operations.

> If the superadmin turns off the *Sales Documents* feature, no documents are issued and none are shown to customers; issued documents are not deleted. Permissions: Viewing sales documents, issuing/canceling/sending documents, and invoice settings/templates are separate permissions (Roles → Sales documents).

36 SMS

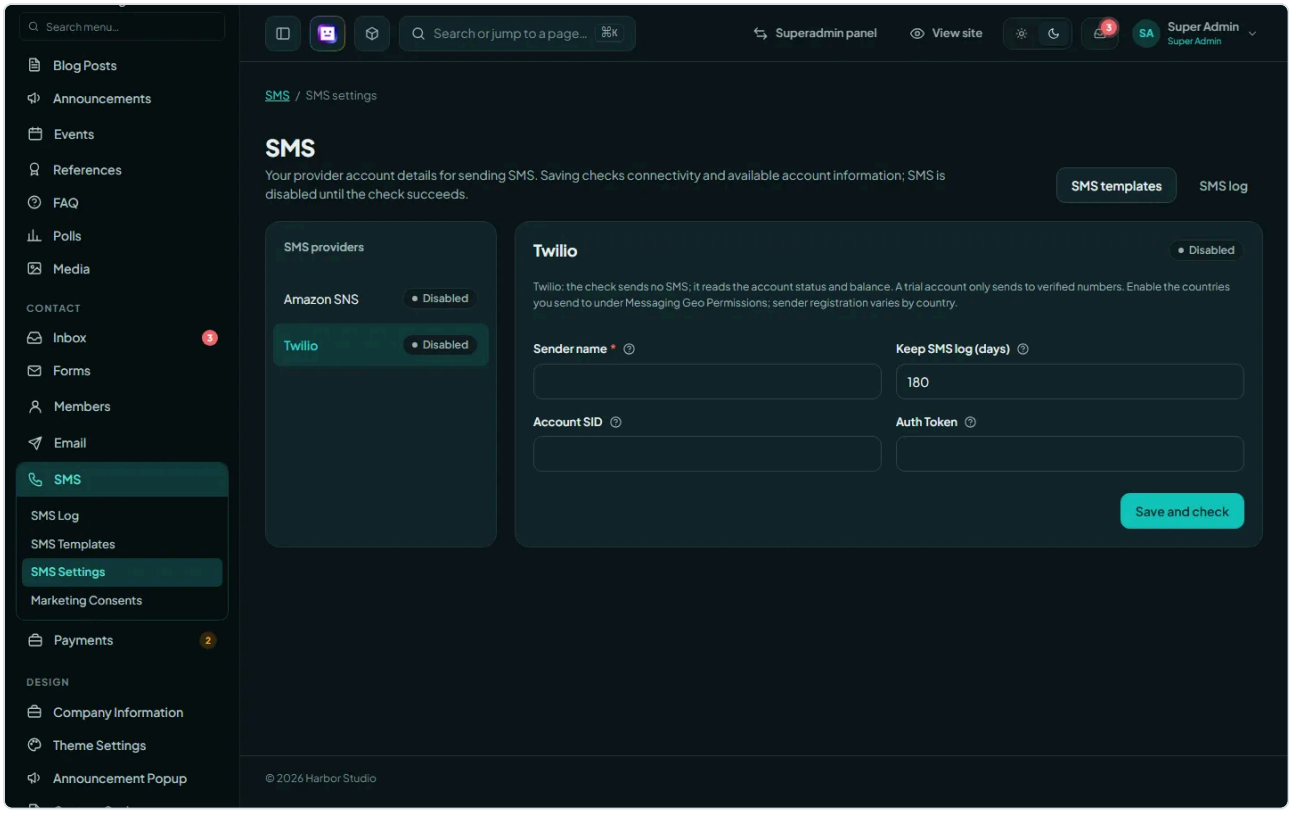
Contact → SMS is for your site and apps to send SMS messages, such as phone verification codes or order and appointment notifications. SMS messages are sent from your account with the SMS provider you have an agreement with; you pay that provider for them. This section appears in the menu if the system administrator has enabled it.

36.1 Setup

1. Some providers ask you to allow your site's server IP address. Open an account with Amazon SNS or Twilio, enable API access and get your sender ID (for example, your company name) approved. Some providers ask you to allow your site's server IP address.
2. On the **SMS** page, choose the provider, enter the requested details (user name, API password or key) and the approved sender ID, then click **Save and check**. The connection and the account details the provider exposes are tried right away; the result appears at the top of the page.
3. If the provider belongs to an app, SMS sending stops when the system administrator disables that app; the settings are kept and can be used again once the app is re-enabled. If the connection cannot be made, no SMS is sent; the error message from the provider is shown. Correct the details and save again, or click **Check again**. The saved password is not written back to the form; leave it empty if you do not want to change it.
4. Use **Send test SMS** to queue a test, and follow the result on the SMS Log screen.

For **Amazon SNS**, you enter the AWS region (for example eu-central-1), the IAM Access Key ID and the Secret Access Key; both keys are stored encrypted and are not given back to the form. Temporary STS keys are not supported. Grant the IAM user the `sns:Publish` and `sns:GetSMSAttributes` permissions. The sender ID must be 3–11 characters with at least one letter, and may contain only letters, digits and hyphens. Save and check reads the account settings without sending an SMS; the monthly USD spend limit shown is not a balance, and the check does not prove sending permission or delivery. A sandbox account can send only to verified numbers; normal sending requires AWS production access and a sender registration suitable for the country. Informational templates are sent as Transactional, and commercial templates are sent as Promotional after the recipient's existing consent. The SNS message ID shows acceptance; no delivery report to the phone is received. Uncertain or failed sends are not retried automatically.

For **Twilio**, you enter the Account SID and Auth Token from the Twilio Console home page; the Auth Token is stored encrypted and is not given back to the form. As the sender, enter a number in your account (+14155550100) or a registered sender ID of up to 11 characters. Save and check sends no SMS; it reads the account status and balance. A trial account only sends to verified numbers; enable the countries you send to under Messaging Geo Permissions. The site sends SMS through one provider at a time: when you save another provider, the previous provider's details are deleted.



SMS providers are listed on the left. The connection fields of the selected one open on the right.

36.2 SMS templates

The text of every SMS sent is in **SMS templates**; like email templates, they are edited separately for each language, and a template you have not changed uses the built-in text. While editing, the preview is drawn with sample values and the character and SMS (segment) count appears below it. Turkish letters (ç, ğ, ı, İ, ş) count as two characters; special characters such as emoji reduce every segment to 70 characters, and the charge is calculated by segment count. The verification code template cannot be turned off and must contain the code. Templates marked *Commercial* go only to people who have given consent to commercial messages by SMS.

36.3 SMS log and phone verification

SMS → SMS Log (SMS statement) shows SMS messages that are queued, sending, sent, uncertain, expired and skipped (for example, because there was no consent); the number is stored masked, the text/account is encrypted only while waiting and is deleted when the attempt starts, and records are deleted when the period in the settings (default 180 days) is over. The retention period is set in the **Keep SMS log (days)** field next to Sender ID in the SMS settings. "Sent" means the SMS provider accepted the message.

When SMS is configured, members request a code for their number from the **Mobile phone** section of their My Account page and verify it; a verified number appears on the member's page as "Verified by SMS". To prevent abuse, codes to the same number are limited to one per minute and at most five per hour; a code is valid for 10 minutes.

37 Apps and modules

This guide shows only the sections of apps that are installed and enabled on your site; when you install a new app from the Store, its section is added here too.

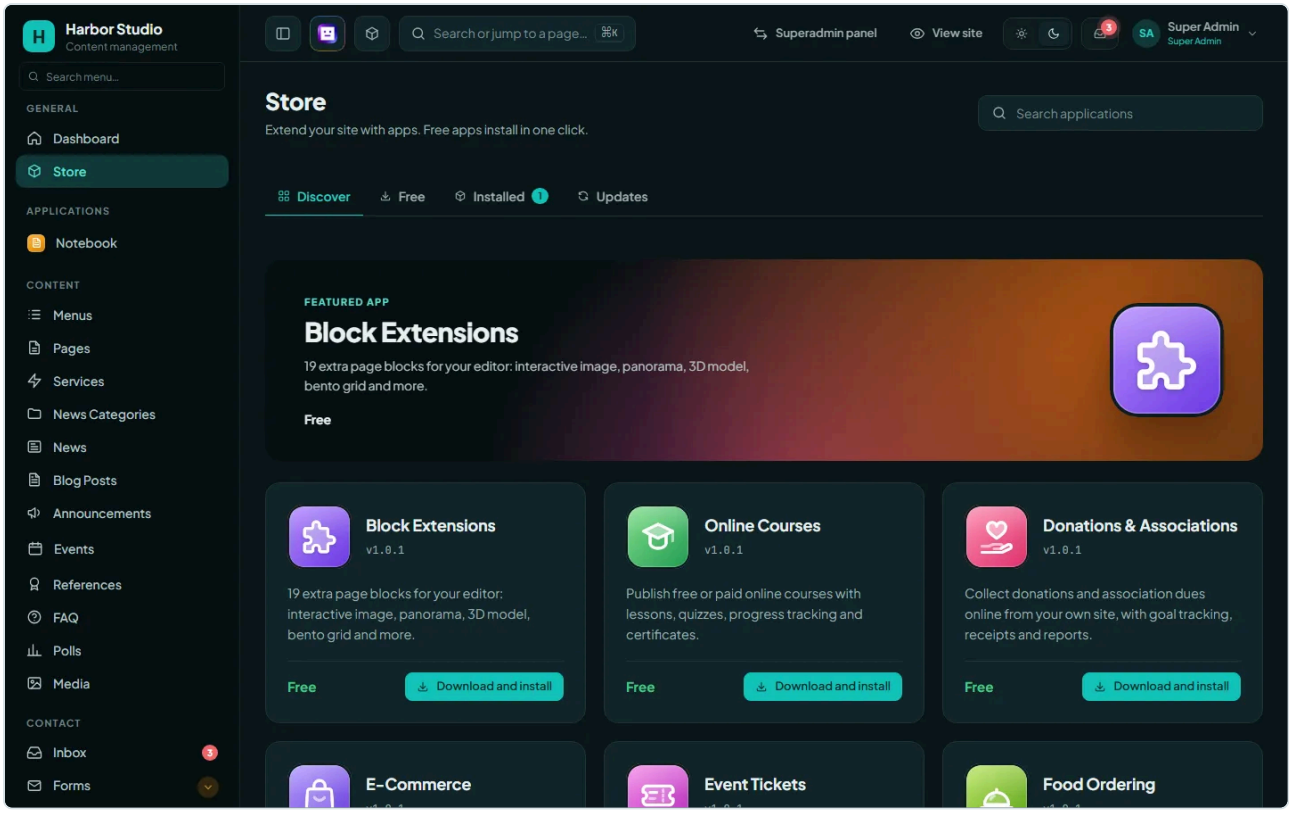
> In the lists for the last update of content, member registration/last login, form messages, the inbox and sent emails, payments, audit and error logs, and backups, the elapsed time is shown under the date. The same format is used for the last edit in Notebook, subscriptions in Newsletter and the order date in the pilot Store. Times newer than 15 minutes are light yellow; the others are faded. The full date is kept; the elapsed time is calculated when the page opens.

A module is a standalone app that adds a new function without touching the CMS.Cndk core. Reservation, newsletter, custom record management or sector-specific tools can come as modules. An installed module can add its own menu group, panel screens, permissions, content types, blocks and public endpoints.

Apps can also add sections to existing screens: their own fields in the content editor (for example "Price and stock" on a product page) and on the member page, columns in the content list, and bulk actions for selected records (for example "Increase price by 10%"). These sections appear in the classic editor and are saved together with the content; a record cannot be saved until an error in a section is fixed. On the site, apps can also place parts in certain spots of the theme (a cart icon in the header, "Add to cart" on the product page).

37.1 Store screen

The **Store** screen in the customer panel has the "Discover", "Free", "Installed" and "Updates" tabs; the number of installed apps and pending updates is shown as a badge on the tab. At the top of the Discover tab is a featured app, with the app cards below it; a card shows the version, free/paid status and installation status. The search at the top right filters by name/description. In the row on the Installed tab, **Enable** goes to the module's main screen and, if you have permission, the settings icon goes to its configuration. If no apps appear, the module may not be installed, its license/domain may not be suitable, the superadmin may have turned the feature off, or your role may not have the module permission.



The Store screen with the Discover, Free, Installed and Updates tabs.

Clicking an app card or its name opens the **detail window**: screenshots, the full description, developer, version, price and the required core version appear here. Clicking an image enlarges it, and you can move between images with the arrows. Clicking the developer name opens a window with the name, website and profile picture. The install button works the same on the card and in the window.

Apps installed by ZIP also appear with the icon in their package; a store link is not needed. For older packages the store image is used, or the standard icon if there is no image. An icon update appears after the module package is uploaded and the app is restarted.

37.2 Apps that fail at startup

If an app fails during a normal startup other than an update acceptance, the system automatically disables the failing app and retries startup with the other apps. The **Store** screen shows the names of the disabled apps; in the superadmin's **Modules** list, the status is **Disabled during startup**. Disabling does not delete module data. A free app can be downloaded again from the store; for other packages the superadmin can upload a corrected zip. It is tried again when the package is installed and the app is restarted; if the error persists, it is disabled again.

37.3 Module updates

On a published Windows/Linux server, the module package, the database and related files are taken into a recovery backup before an update. An update is not considered complete until the new module passes a real HTTP startup and final checks. On failure, the old package and data are restored together; once the old version's startup is verified, the site is reopened. A failed package is not reinstalled on its

own; the result of the last hour appears on the Store and Modules screens. If the restore cannot be completed, the maintenance screen stays in place; do not delete the update record or the backup. The development host that runs from source code does not use this published-package flow.

"Updates" shows newer, core-compatible versions of installed apps, with the current/target version and what is new. The catalog is checked in the background once an hour and when the store opens, according to the cache period; a package is never downloaded or installed on its own. "Update" downloads the signed package and holds it; the "What's new?" notes open in the row. Besides viewing, you need permission to install/update apps. "Restart" applies the change; an updating screen is shown meanwhile. For a paid module, the main license covering the domain and the module usage right (a separate module license or a main license right) are verified. Installing a paid module for the first time is still a superadmin task. The read-only demo cannot update.

37.4 How does a free module work?

The **Store** permissions on the **Users → Roles** screen determine access. "View apps and the store" opens the menu, the installed apps list and the store. Downloading/installing a free app, uninstalling, and restarting for changes are separate permissions; the view permission must be given along with an action permission. These permissions are not given to the Editor role by default. Administrator and superadmin have all of them. Modules' own screen permissions apply separately. In the pilot store, the selected site language is kept through the cart, quantity updates and the move to payment. In the uninstall confirmation, other apps that use a capability provided by the app are listed; the uninstalled app's data is kept.

A module marked **Free** in the store whose signature is verified can be downloaded from the customer panel. After you confirm Download and install, a loading icon and "Downloading module" appear; wait while the package is downloaded and verified. The outcome shows a success or error message. Update downloads show the same waiting message. The package is first taken as a pending installation; the app needs to be restarted for it to run. When the download finishes, the options "Restart now" or "Later" are offered; you can also download other apps and restart them all at once. Restarting and installing can take 2–15 minutes, during which the site shows a maintenance page. Pending apps are summarized in the notice with the first three names and "and N more apps". On the store card of a downloaded app, "Restart pending" appears instead of "Download and install"; the restart notice appears at the top of the page without a page refresh. Multiple notices on the page are grouped into one card. The module update result notice can be dismissed with the X on the right; a dismissed result is not shown again. A free module needs no separate module license, but the site's main CMS license must be valid for that domain. Local development also requires a signed license covering the address.

When a free module is uninstalled from the customer panel, the code is queued for removal and **its data is kept**; if it is installed again, the records come back. Deleting the data completely is only the superadmin's deliberate "Delete with data" action.

37.5 Paid modules and the domain license

With an installation key: on the card of an app marked *Paid* in the store, **Install with key** asks for the single-use installation key you were given when you purchased (you need the permission to install apps). If the key is correct, the store issues a signed module license tied to this site's address; the license is saved to the site, the package downloads and is installed when you restart. The same key cannot be used on another site; this site can enter the same key again on reinstallation. Later updates download from the Updates tab without asking for the key. Key attempts are limited: after many wrong attempts in a short time, you must wait half an hour. If the seller revokes the license, the installed app keeps running; only its updates stop downloading.

A paid module without an installation key is not installed directly from the customer store; the system administrator uploads the trusted zip package. The right to run is granted in one of the following ways:

- **Main license right:** the site's domain-bound main license contains the module ID or an all-modules right.
- **Separate module license:** without changing the main license, a signed, perpetual module license is uploaded only for a specific module and the permitted domains.

The main site license must still be valid. If a separate module license belongs to the wrong domain, has been removed, or the module is not covered by the main license, the module goes to the **Not licensed** status even if its files are installed; panel/public access is not opened. Removing a license does not delete module data.

37.6 Settings an app needs

Some apps need a feature on the site; for example, the store cannot complete an order without payment collection, and it uses the email settings to send the order confirmation. If the required feature has not been set up yet, a warning such as "Store: Payment collection must be set up first" appears in the **Dashboard → Status** list; if you have the role permission and site access for the relevant screen, a **Go to settings** link appears and opens that screen. If you do not have permission, the warning is shown but the settings link is not. On app screens, options that depend on this feature appear inactive until the feature is set up and have the same link next to them; if the feature does not exist on the site at all, the option is not shown. An option you turned on earlier is not deleted when the feature is turned off; it simply does not work during that time and starts working again on its own when the feature returns.

In pilot Store orders, a user with the **Manage prices and orders** permission can fully refund a paid order with **Refund**. After confirmation, the payment refund is recorded, the reserved stock is returned and a refund document linked to the original sale is created. If the provider rejects the refund, the local records are kept. There is no partial refund on this pilot screen; a bank transfer/EFT amount is refunded separately through the bank.

The pilot Store's post-payment order email includes a PDF summary containing the order number. This pilot is not an additional invoice; the e-invoice link is kept separately in the sales document.

37.7 Four conditions for access

1. The module package must be installed, compatible with the core and loaded without errors.
2. The main CMS license must allow this domain.
3. One of the free manifest, a main license module right or a separate domain module license must allow the module.
4. The superadmin must have enabled the module feature and the user's role must have the required module permission.

37.8 Core feature vs. module

- Core screens come with CMS updates; modules are versioned separately and can be installed separately.
- Module data is covered in the **data** part of the same site backup; the installation zip package does not go into the backup.
- A module's public view uses the theme's design tokens; the active theme can customize the look further.
- A module menu being visible does not mean you have permission to perform the action; view and manage permissions can be separate.

37.9 Newsletter example

When the Newsletter module is installed, it brings a subscriber list, active/inactive management, CSV export and a subscription block that can be added to a page. New subscriptions with explicit consent are also written to the shared email channel consent. Existing subscribers are not migrated; resubmitting an inactive address does not activate it. This example shows how a module adds both a panel screen, a public block and its own data structure.

A module package's signed database compatibility is checked during upload and restart. An incompatible package is not installed; a pending incompatible update does not replace the existing package. For older packages with no database list, only SQLite is considered compatible.

A database backup is taken before removal with data. If the backup or the database cleanup fails, the module package and data files are kept; the removal stays in the pending operations. It is retried at restart after the error is fixed.

> **Installation and updates:** apart from free store installation, zip upload, paid licenses, updates, deleting with data and restarting are the superadmin's responsibility. Take a backup before the operation.

38 Company info and theme settings

In the theme files list, the file name and folder are shown separately; the full path appears when you hover over the link. A theme's modified copy of an app template is marked with a "modified" label under the row.

The Superadmin → Themes screen shows warnings for custom module templates that are missing form/security fields, payment links, pagination or markers of a new flow. Files are never changed automatically. Compare them with the current module source from the Files screen; the static warning check does not replace testing the real order/reservation flow.

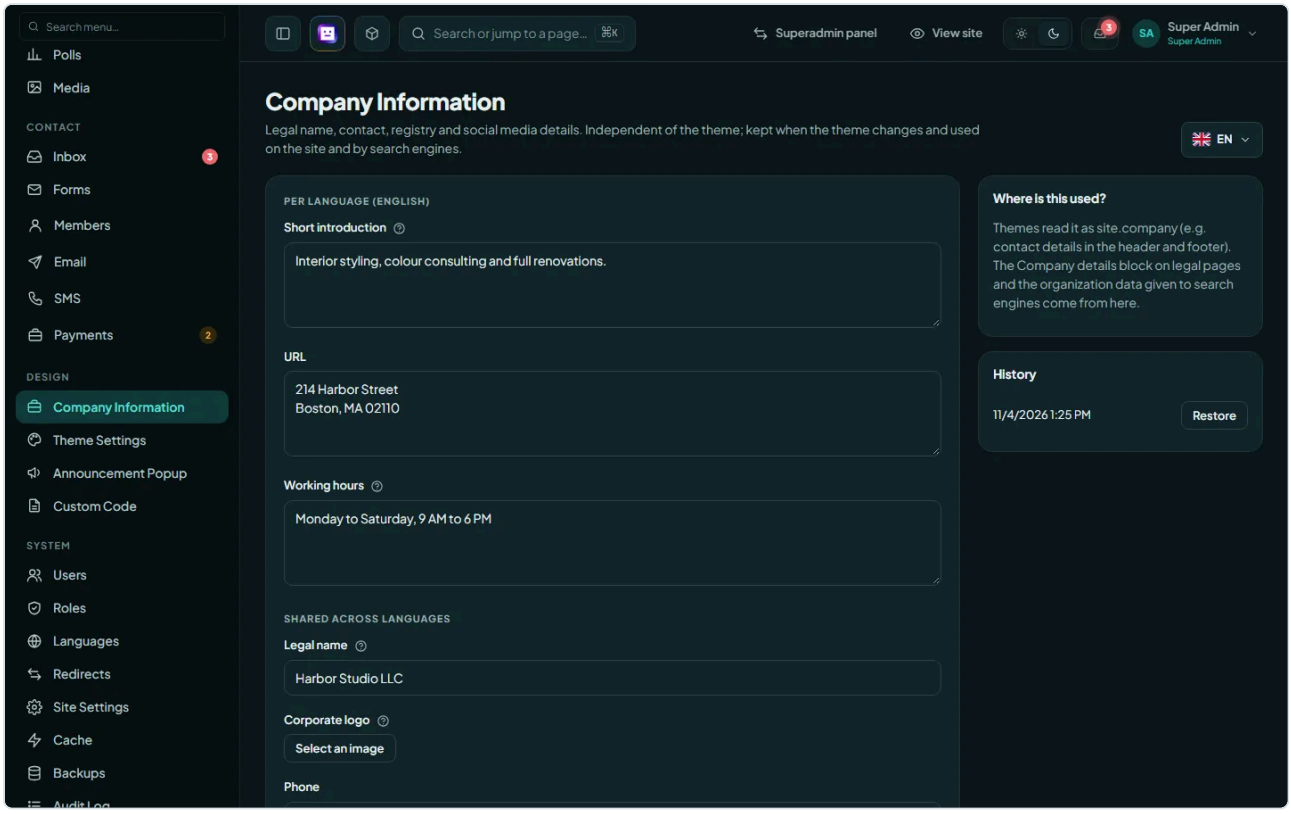
The **Theme store** (Superadmin → Themes, button at the top right; superadmin only): themes published on cms.cndk.org are listed in a window with screenshot, category, version, size, author and the apps they require (green if installed on the site, yellow if not); filter with search and category buttons. **Download and install** downloads the theme, compares the file digest with the store's record and adds it to the theme list; the site theme does not change until you click **Activate**, and if the theme has starter content you can install it separately. When a new version of an installed theme is published, **Update** appears on the card; the current theme is backed up before the update (it can be restored from the Theme backups table), and changes you made in the theme are replaced by the new version. A theme that requires a newer core version cannot be installed. The operation asks for password confirmation within the last 30 minutes. If the store cannot be reached, the last retrieved list is shown.

Paid themes appear on the card with a *Paid* badge; **Install with key** asks for the single-use installation key you were given. The key is tied to this site's address and the theme downloads; the same key cannot be used on another site (this site can enter the same key again on reinstallation). A theme whose license has been obtained shows *Licensed* on its card, and later updates download without asking for the key. Key attempts are limited: after many wrong attempts in a short time, you must wait half an hour. If the license has been revoked, a new key is requested.

Ready-made themes (for example Default Store, Clinic, Salon, Stay) appear in the list with a preview image. Sample content is installed in the site's default language (in English if there is no content in that language); your panel language does not affect this.

38.1 Company info

They are not lost when the theme changes; they feed the contact and social media blocks and the search engine's structured data. Enter the information consistently in every language and with official documents. If you will issue official documents, the tax number, tax office, **Province** and **District** fields are required; the seller address is built from these and the URL field. The legal name, contact details, address, tax and registry numbers and social media accounts are kept centrally.



Fields that vary by language come first, followed by the fields shared across languages.

38.2 Theme settings

If there is a Liquid syntax error in the theme file or studio record, the files are not changed. An invalid theme definition is not saved either; fix it and try again. The preview should be used to check missing parts and the look separately. Deleting a block applies only to the custom blocks of the selected theme; the look of core and module blocks is edited from the theme files.

Preview with all blocks shows, in addition to the core and the active theme's custom blocks, the blocks of licensed and enabled modules with sample data. Even if there is no real banner, announcement, social account or product, temporary sample content appears in the relevant blocks; nothing is saved. If a module is disabled or has no license, its blocks do not appear in this preview. You can search and select blocks in the fixed list on the left; scroll the site preview on the right to inspect it.

In Superadmin → Themes → Files, the **App templates** groups list the page, part and block templates of installed apps (Reservation, E-Commerce…); the core's membership, payment and survey templates also appear in a separate group. When you open a template that has not been modified in the theme, the app's default is shown; when you save, a copy is written to this theme and "modified" appears on the row. **Revert to default** deletes the theme's copy (backing it up first); when the app is updated, unmodified templates pick up the new default automatically.

On the Superadmin → Blocks → New theme block screen, **Content feed → Use content records** can be turned on. After saving, in the page editor you choose the content type (for example Branches), count, order and filter for the block. Creating the starter template adds the content loop; the custom Liquid view uses the records without entering them again. Existing templates are not changed automatically; recreating the template replaces the existing design.

If **App data → Use app data** is turned on in the same screen, the block uses an installed app's list (for example Reservation - Health doctors, specialties or branches). In the page editor you choose the list, an optional filter (for example the doctors of one specialty) and the maximum number of records for the block. It cannot be turned on in the same block together with the content feed. If the app is disabled, the block shows an empty list; the data is edited from the app's own screens.

The Content list in the Superadmin → Blocks → Shared Blocks screen can also use filters offered by enabled apps. An invalid filter or value is rejected when saving.

Fields such as logo, color options, header, footer and announcement bar vary with the active theme. Common settings apply in all languages; language-marked settings apply only in the selected language. Check that you are editing the right language. Previous versions of the settings are kept and can be restored.

38.3 Announcement pop-up

Used for a campaign, maintenance or important notice. Check the start/end time, display frequency, link and languages. Avoid pop-ups that constantly interrupt the visitor.

38.4 Custom code

Automatic Sharing shows only active social media accounts and their templates. A template cannot be added for an inactive account or reactivated; first enable the account from Site Settings → Social Media. Existing templates are kept.

Only an authorized user should add analytics or verified third-party code. Tracking and free-form custom code do not run while panel users are signed in. Meta verification tags appear in the head and do not wait for cookie consent. Meta tags do not appear in the page body; check them in the browser's page source or in the head section of the developer tools. Do not add code whose source you do not know; assess your cookie and disclosure obligations.

> **Theme vs. content:** Do not hard-code company contact details in the theme; enter them in Company Information. Keep page-specific text in the content and appearance preferences in Theme Settings.

39 SEO and sharing

39.1 RSS feeds

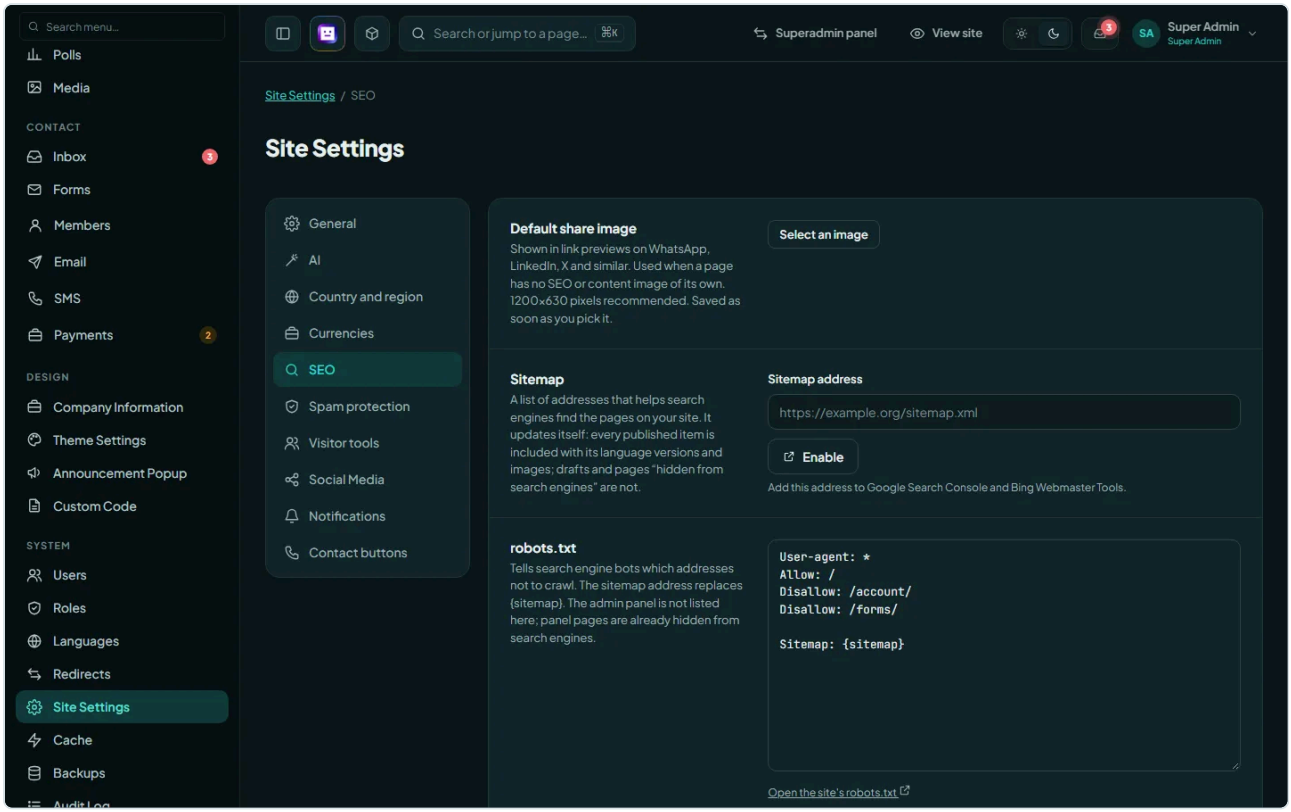
RSS lets you follow new content from a feed reader. Append `/rss/news.xml` for news, `/rss/blog.xml` for the blog and `/rss/announcement.xml` for announcements to your site address. Other languages use a language prefix: `/en/rss/news.xml`. No prefix is used for the default language.

A feed serves the latest 20 eligible records of content types that are enabled, have an address and are sorted newest first. Drafts, content to be published in the future, unpublished content, noindex content and access-restricted content are not included. If the type or language is disabled, the feed returns 404. The XML view is normal; add the address to your RSS reader.

For each content item you can edit the search title, description, keywords and share image. If the fields are empty, the system generates suitable defaults; review them manually on important pages.

- **SEO title:** write a unique, natural title that describes the purpose of the page.
- **SEO description:** summarize the content honestly; do not stuff keywords.
- **Keywords:** add words in the SEO section with Enter or comma and remove them with ×. Words are stored separately for each language; if filled, they are written to the page's meta keywords tag. If you leave the field empty, this tag is not generated.
- **Share image:** choose a readable, landscape and current image for social media.
- **URL:** do not change it needlessly after publishing; if it changes, set up a redirect from the old address.
- **Table of contents:** turn it on for long content; the theme generates navigation from the H2/H3 headings.

The default share image in Site Settings → SEO is used if the content has no custom image. Priority: the content's SEO image → the first content image → the site default.



The SEO section holds the default share image, the sitemap and robots.txt.

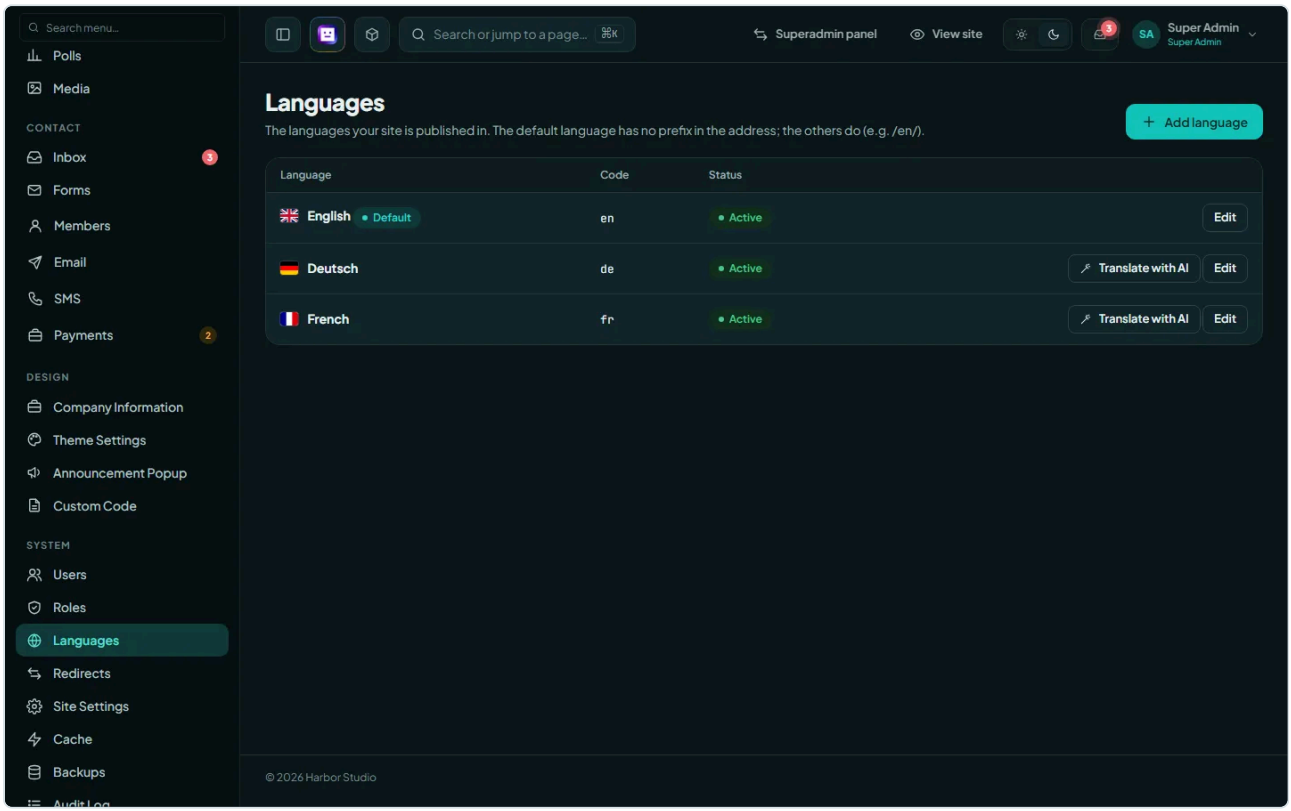
39.2 Redirects and 404 logs

In System → Error Log, review the 404 addresses coming from visitors. For a genuine old address, create a direct **301 redirect**. Do not redirect crawl/bot addresses to a real page; do not set up a redirect loop.

40 Languages and translation

The default language's address has no language prefix; other languages open with their own code. Adding a new language does not just add an option to the menu: content, menu, company, theme, form and SEO texts must also be translated.

- Choose the language you will work in at the top of the editor. A language marked orange/with a pencil has no translation yet.
- Shared fields such as price or image can be shared; translatable texts are separate.
- Content with no translation may not appear in that language in the menu and on the site.
- AI translation preserves the block structure; verify brand names, technical terms, dates and links with a human eye.



The Languages screen shows the default language, active languages and AI translation.

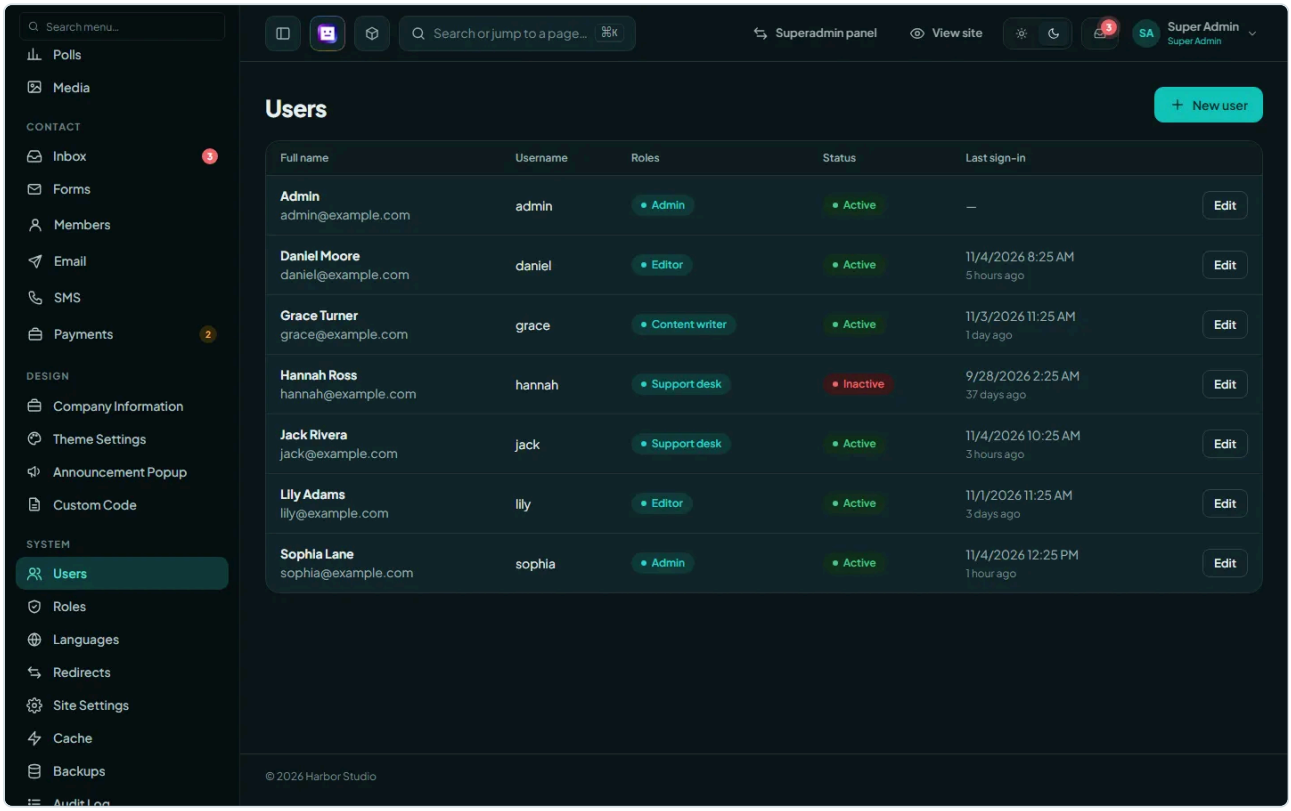
> **New language checklist:** Home page and main menu → system/legal pages → company and theme settings → forms → important content → SEO → mobile and desktop check.

41 Users and roles

In the new role and edit role screens, you can search by group, permission name or permission key with the Search permissions field. Searching does not clear the selection of hidden boxes; Escape clears the search. When role permissions change, members' session security stamps are refreshed.

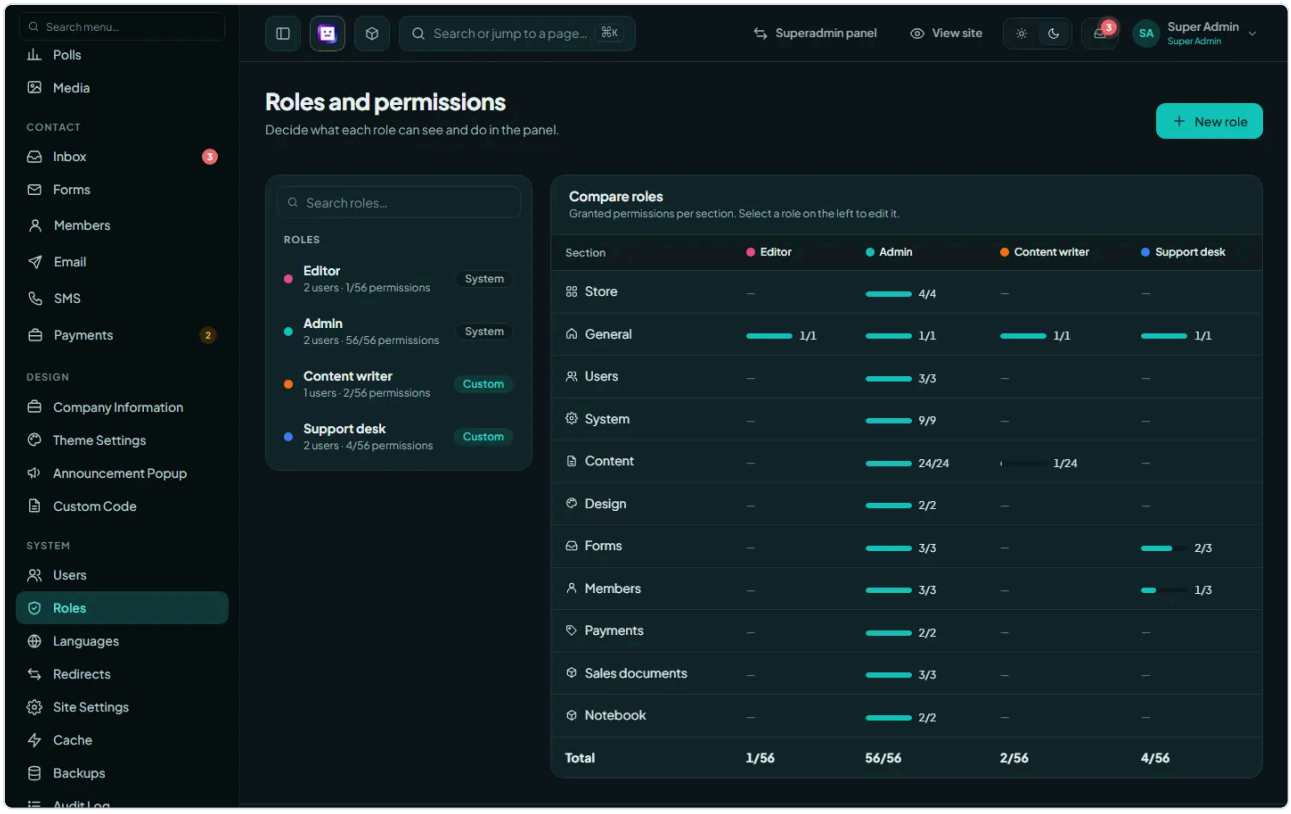
A user manager who is not an Admin cannot edit an account that has a permission they do not have, or change its password. This limit also applies to custom roles and permissions given directly to a user. If the new password does not meet the rules, the current password is kept.

A user is a person who signs in to the panel; the role determines what they can do. Instead of giving everyone Admin, use the narrowest role that fits their job.



The Users list shows each person's role, status and last sign-in.

- **Edit** and **publish** permissions are separate; an editor can prepare drafts while an administrator publishes.
- Permissions can be given per content type; for example, you can create a user who manages only News.
- Media, form, email, user, backup, audit and error permissions are separate.
- Deactivate departing staff's accounts without delay; do not create shared user accounts.
- At least one active Admin is always kept; the superadmin is separate and has higher authority.



The Roles screen compares the permissions of each role section by section.

In production the site uses HTTPS; HTTP requests are redirected to HTTPS and session cookies are sent only over a secure connection. The hosting must have a valid TLS certificate.

41.1 Profile, password and two-step verification

From the My profile screen, manage your name, password and panel lock preference. The My details and Change password forms are saved independently; you do not need to enter a name or email when changing your password. Choose a strong password that you do not use elsewhere. If you can turn on two-step verification with TOTP, use it and keep the recovery information safe.

When you enable two-step verification, your current password and the code generated by the app are requested. To turn it off or to generate a new recovery code, also enter your current password and the current app code. If you cannot access your phone, you can use an unused recovery code; that code is consumed. This screen cannot be used while the panel is locked. In demo mode too, the lock screen and the lock layer over the panel are opened with the current account's password; wrong password attempts count toward the account lockout limit. When signing in with a recovery code, if the account is inactive or locked, the code is not consumed and sign-in is rejected.

41.2 API keys

On the My profile → **API keys** screen, you can create a key that lets other software (accounting, a mobile app, automation) access the site's API endpoints on your behalf. The key is given a name, a validity period (30, 90, 180, 365 days or **No expiry**) and only the permissions you select from those you hold. A key with no expiry is valid until you revoke it; choose it only if you really need it. The key starts with `cndk_` and is shown **only once, when it is created**; only its digest is stored on the site. Requests use the

`Authorization: Bearer <API key>` header; only endpoints under `/api/` accept it (for example `/api/v1/me`, `/api/v1/content/<type>` and the apps' API endpoints). A key carries no role: if a permission is removed from your role, it drops from the key too, and the key does not work if your account is inactive or locked. There is a limit of 300 requests per minute per key. Your account password is asked when you create a key; when you change your password, or an administrator resets it, all your keys are revoked. The `/api/v1` endpoints work only with a key and cannot be opened with a panel session. Invalidate an unused key immediately with **Revoke**; creation and revocation are written to the audit log. The system (superadmin) account cannot create keys.

Show the developer doing the integration the **API documentation** page (at the top right of the API keys screen): the address, headers, sample requests, response codes, each endpoint's parameters and sample response, plus the installed apps' API endpoints and required permissions are listed there. The page can also be reached from the About screen and from the user menu at the top right (API keys); the **Download as PDF** button opens the browser's print dialog, and choosing "Save as PDF" captures the document to a file without the panel menu. For now, the API is read-only.

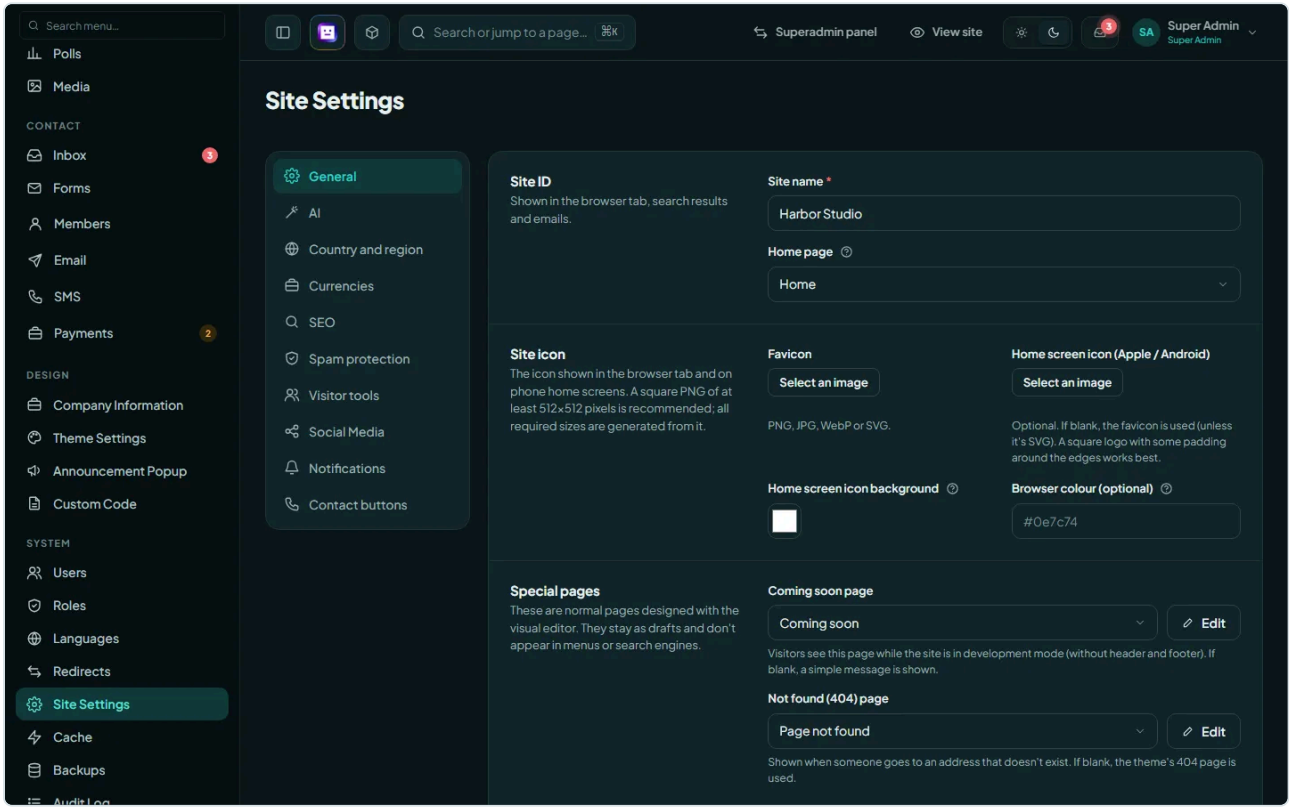
> **Permission changes:** Role and user changes are written to the audit log. Before granting permissions, determine the operations the person really needs.

42 Site settings

Site Settings gathers configuration that applies to the whole site, not to a single content item. When opened from the sidebar link, the General section is selected; if a link points to a specific section or there is a form error, the relevant section opens. When moving between sections, check that you are on the right tab and that you save after making changes.

42.1 General settings

Here you find the **site name**, the **home page** shown at the root address, the favicon/home screen icon, the mobile browser color, the preparation and 404 system pages, the time zone, the page title format per language and the site-wide noindex option. Scheduled publishing, announcement and data flow times use the selected time zone. When taking the site live, double-check the "block search engines" option.



General settings hold the site name, home page, site icons and special pages.

The read-only **Site ID** here may be needed for support and for superadmin password reset; do not share it publicly. This ID is not the site name or domain and cannot be changed.

42.2 SEO and site icons

The default SEO texts, share image and site icons are used when there is no custom value at the content level. The logo and the favicon do not serve the same purpose: the favicon must be simple, square and readable at small sizes for browser tabs and device icons.

Email sending is managed in **Contact → Email → Settings**; there is no SMTP field in Site Settings.

42.3 Form security and Turnstile

Public forms are protected by a signed time token, a bot trap and a rate limit. If you want to add Cloudflare Turnstile, verify that the site key and secret key belong to the right domain. Temporary unavailability of the Turnstile service does not cause form submissions to be lost.

42.4 Backup and retention preferences

Automatic backup scheduling and remote target details are managed in the relevant Backups screen. Choose the audit log retention period according to your organization's policy; assess the storage and personal data impact of keeping it indefinitely.

42.5 Visitor tools and cookie consent

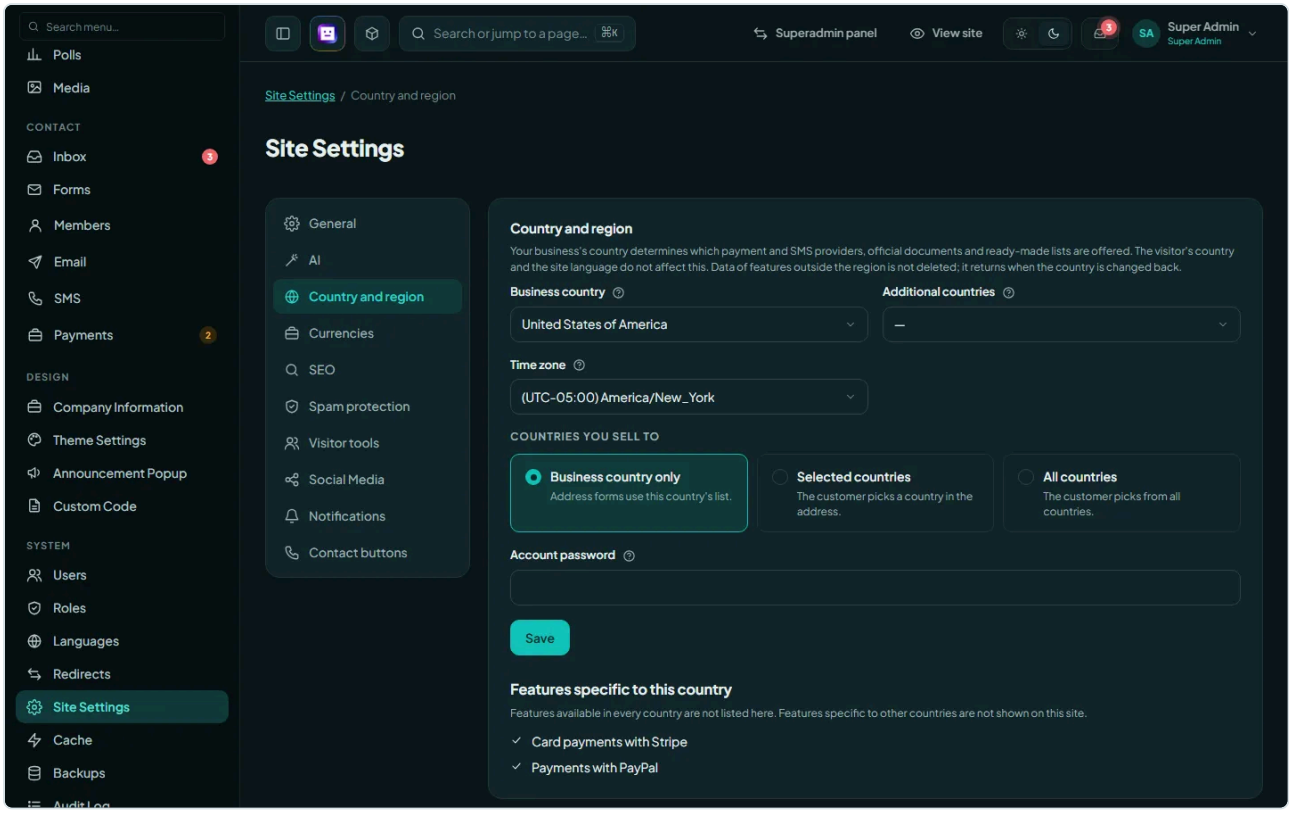
If the cookie banner is turned on, select the policy page. Google Analytics 4 or Google Tag Manager is loaded only after the visitor gives consent. These trackers are not rendered for signed-in panel users; your own panel checks do not pollute visit statistics. The `data-cookie-settings` link inside the theme can reopen the visitor's preference.

If E-Commerce is installed, e-commerce events are also sent to Google Analytics 4 / Tag Manager: product view, add to cart, view cart, begin checkout and purchase. Events are sent only after the visitor gives consent; those expected on the page before consent are sent together with the consent, and if it is declined, none are sent. Events contain the product code, name, price, quantity, coupon and order number; name, email, phone and address are not sent. The purchase event is sent once per order in the same browser; for a card order whose payment is awaited, it is sent when the payment is verified. If you use GA4 and Tag Manager together, do not set up a separate GA4 e-commerce tag inside Tag Manager; events would be counted twice.

42.6 Country and region

The site's **time zone** is also on this screen; dates and times are shown according to it, and scheduled content is published according to it.

Site Settings → Country and region determines your business's country. The country determines which payment and SMS providers, official documents, legal drafts and ready-made lists are offered. The visitor's country or the site's language does not change this. The list at the bottom of the page shows what is enabled for this country. If your company also operates in another country, you can enable that country's specific features from the **Additional countries** field. **Countries you sell to** determines the countries a customer can choose in the address form.



Business country, time zone and the countries you sell to are set together.

If you have never saved a currency, the main currency stays the same when you change the country; this way existing prices do not change. To switch to the new country's currency, use the currency setting under **Site Settings**. Contract and terms drafts you have never edited switch to the new country's text; texts you have edited are not touched.

Changing the country asks for your account password. The data of a feature that falls outside the region is not deleted and issued official documents remain visible; if the country is changed back, the feature returns with its settings.

42.7 Currencies and exchange rates

Under **Site Settings → Currencies**, choose the currencies to be used and one of them as the main currency. The main currency is the default display. You can change your personal display currency from the panel top bar (from the user menu on a phone) and from the top section of the default theme (from the navigation menu on a phone); the choice is stored in the browser.

The exchange rate connection fields are hidden by default; they open with **Show advanced settings**. The rate source is an existing **Data Flows** record. If the unit is 100, the rate is divided by 100 in the price calculation. Choose your source's actual fields and check the update status. No conversion to a different currency and no sale is made with a missing or expired rate; amounts in the same currency are kept.

When entering product sale details, reservation type/room, seasonal price, coupon and shipping/service fee, choose the source currency. For example, a 200 USD product is shown at the current rate when the visitor chooses TRY; the source price stays 200 USD. Changing the source

currency and saving changes the currency of the amount you entered; it does not convert the price automatically. When an order/reservation is created, the currency, amount and rate are fixed; if the rate changes during approval, review the current price again. A later change in rate or main currency does not change old records.

Order details, documents, notifications, refunds and reservation details show the record's own currency. Order summaries are in the selected display currency. When a reservation date changes, you can keep the recorded amount or recalculate it at the current rate in the same record currency. In cash registers and banks, actual transactions are tracked with currencies kept separate; account transfers are made in the same currency. Card methods are offered only in a currency the provider supports; the existing built-in card connections are for TRY.

On the **Site Settings → General** page, below the Site ID, there is the **Superadmin access** option; it is on in existing installations. When you turn it off, the Superadmin cannot sign in and their open sessions are closed on the next request. Two-step verification, recovery and activation codes do not bypass this block; while it is off, an activation code does not change the password and is not consumed. To turn it back on, use your administrator account that has permission to manage settings. Normal administrator access is kept; the change is written to the audit log.

Reset site: on the Site Settings → General page, the red **Clear this site and its data** link under the settings card is visible only to users with the **Reset site** permission (Roles → System; the Administrator role has it). The link opens a three-step window: first you select the parts to reset (Content, Menus, Media, Forms and inbox, Site settings, Visitor statistics or All); then you read the warnings and tick the confirmation box; in the last step you enter your account password. A data and media backup is taken automatically before the operation; if the backup cannot be taken, nothing is deleted. When Content is reset, an empty home page and the special and legal pages are recreated. Users, roles, languages, content types, themes, apps, license, members, payments and sales documents are not reset. The operation cannot be undone; if needed, restore a backup taken from System → Backups. A wrong password counts toward the sign-in lockout, and the reset is written to the audit log.

The Site Settings link opens the General page. The section links on the left work at their own address; refresh, back/forward and sharing the address keep the same section. Save and delete operations are normal form submissions; a successful operation returns to the relevant section's page, and a failed one is explained on the same page. No artificial wait or loading screen is used when a section opens.

42.8 Fixed contact buttons

WhatsApp, phone and social media buttons can be shown fixed at the edge of the site. Each button's type, link, icon, color, icon size, corner radius, padding and mobile/desktop visibility are edited separately. When choosing the position, check that it does not overlap the cookie banner and the mobile safe area.

42.9 Social Media accounts and automatic sharing

The **Social Media** tab is for the accounts that will create an automatic post when content is first published; it does not change the contact buttons visible to visitors. Choose the platform at the bottom and click **Add account**; the form of each platform and each saved account is independent. If a

save fails, the Social Media page stays open; the account name, target and active status are kept. Secret fields are not shown back for security; enter them again if needed. Under each account there are Active, Delete, Cancel and Save buttons. If you have not changed a saved account, Save is disabled; when you change a field, the card is highlighted, Save is enabled and Cancel reverts the changes. A new account form is saved with “Add account”. Each form is submitted separately; if you move to another page without saving, draft changes are lost. For X enter the user access token, for Facebook the Page ID and the Page access token, and for Telegram the bot token and the chat/channel ID. If you will use X OAuth 1.0a, also fill in the API Key, API Secret and Access Token Secret fields in the advanced section. Tokens are not shown again after saving. The shared content link is generated automatically from the site's current public address; no address is entered separately in the account form.

From the content list, choose the account and the sharing template for each content type through the arrow next to the **New** button → **Automatic Sharing**. Open the form by clicking the arrow in the **New sharing template** heading; you can activate/deactivate, edit or delete the templates you added from the card. In a template you can use `{title}`, `{url}`, `{summary}` and `{site}`; the Turkish equivalents are also supported. Normal, scheduled and AI-generated content is shared when it is first seen as published; editing does not share it again. Content that was already published before the first template was set up is not shared in bulk. If the host is asleep, the check is delayed.

If an error appears in recent shares, check the account permissions and choose **Retry**. Retrying a send whose outcome is uncertain may share the same content on the platform a second time.

42.10 Notifications

Site Settings → Notifications notifies the administrator about new form messages, new member registrations, content prepared by automated publishing and background errors (automatic backup, automatic sharing, automated publishing). Installed apps (for example, new orders in E-Commerce) can add their own topics; a newly added topic stays on until you turn it off, and when the app is disabled it disappears from the list and its notification is not sent. Email notification can be turned on once the provider settings are entered; add recipient addresses one by one with Enter or comma (at most 10). For Telegram notification, choose a Telegram account from the Social Media section; the notification goes to that account's chat or channel target. If the target is a public channel, visitors can see the notifications too, so choose an account that uses a private group or chat for notifications. A notification is only a short summary and a panel link; personal information such as name, phone or message text is not sent. You can turn topics on and off one by one. **Send test notification** tries both channels with the saved settings and shows the result. The form's own "notification emails" continue to work separately.

42.11 Technical SEO settings

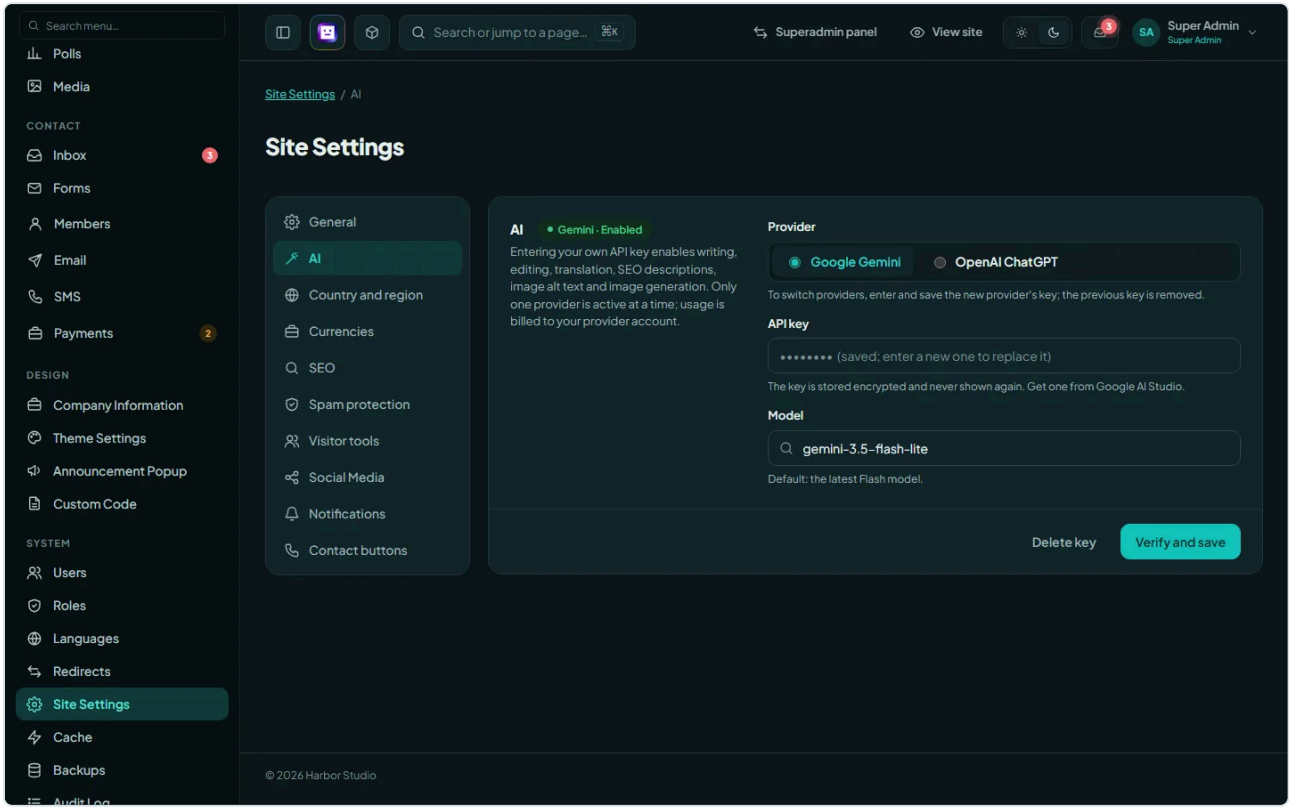
In addition to the default share image, you can enable the automatic `sitemap.xml` address here. The sitemap contains only published, indexable language versions and images. The `robots.txt` text must be edited carefully; if site-wide noindex is on, the system gives the visitor the temporary blocking rule and custom text is not used.

43 AI tools

Panel AI is a **writing and editing helper**; it is not publishing authority. The result produced by the editor assistant is first filled into the form and becomes content if the user saves. Automated publishing, on the other hand, saves new content with the plan the user saved beforehand and the current publishing permission; it goes through the same content validations.

43.1 Setup and provider selection

In the Site Settings → AI section, only one of the providers Google Gemini or OpenAI is enabled. The API key is verified with a small request, stored encrypted with Data Protection and is not shown in clear text afterward. When OpenAI is selected, the models the account can access are listed from the API; choose a suitable text and image model. Usage, quota and charges belong directly to the organization's provider account.



In the AI section you choose one provider, then enter its key and model.

43.2 Automated publishing

If there is no plan yet, the heading “No automated publishing plans yet” appears at the top. Open the form by clicking the **New automated publication** heading below the list; fill in the topic and schedule and create an active plan with **Add**. You can add more than one plan at the same time. To reduce repetition, the titles of the newest 200 records of the same content type and language are passed to the AI; drafts and manually added content are included, items in the trash are not. Manage each plan with the **Activate / Deactivate** button on its own card; **Edit** opens the saved settings and does not

change the active status. The description appears only when the form is open, under the heading. Active plans are shown with a green badge and inactive plans with a red badge. The publishing time window follows the site's time zone; for example 08:00–17:00. Equal times mean the whole day; 22:00–06:00 is a night window. By entering 60 in the early/late fields, you can add a random deviation of −60/+60 minutes to later repetitions. A time that falls outside the window moves to the next suitable opening; the first run has no deviation. If AI generation finishes after the window closes, publishing is scheduled for the next opening. In Superadmin → Content Types → Edit, the superadmin can change automated publishing access; types that have no address and no translatable long-text field are not supported.

By default in Blog Posts and News (and in other supporting types when the superadmin allows it), you can create a plan through the arrow next to the New button → **Automated Publishing**. The left side of the combined New button opens the normal editor directly; the arrow on the right shows the options. Enter the topic/title, instruction, first run time and the repeat interval in hours: 1 for every hour, 48 for every two days. If you have publishing permission, Publish directly is on by default; you can turn it off to create drafts. Plans create new records in the site's default language. You can edit a plan and turn off the active box, or delete it; content already created is not deleted.

This operation uses the saved site AI key and the provider quota; the superadmin tab key is not used. When Gemini is selected, the optional Web research adds Google Search sources to the writing context; this option is not offered when OpenAI is selected. If validation of fields such as the title, required image or relation fails, nothing is published; the error and the next run time appear under the plan. On every run, the plan owner's current AI/content/publishing permissions are checked.

While the app is running, the scheduler checks every minute. If the IIS application pool sleeps, the plan is delayed; you need continuous running or the existing cron wake-up flow. Missed intervals are not published in bulk. The successful content and the next run are saved in the same operation. If the app shuts down after the AI call, the unfinished call may be repeated and consume extra API quota.

43.3 Content editor AI assistant

- **Write / edit:** creates new text from an instruction or edits existing content.
- **Quick actions:** speeds up common jobs such as proofreading, a more formal tone, shortening and expanding.
- **Translation:** translates the texts in order and puts them back into the same blocks and fields; it does not change links, selections, IDs and images.
- **SEO suggestion:** suggests a title and description; the user verifies they match the page's real purpose.
- **Restore:** returns to the editor values from before the last AI operation. If the page was saved, content versions can also be used.

43.4 AI in the visual editor

On an empty page, it can build a page skeleton from an instruction using the existing design blocks. On a filled page, it can revise texts, translate them and suggest SEO fields. The AI cannot add fields or blocks that are not in the definition; it cannot use a made-up media ID for an image. Always check the layout on desktop and mobile.

43.5 Media and language tools

In the media library, alternative text can be suggested in every language for supported images. The bulk translation tool on the Languages screen speeds up missing translations. Since the person, brand, product model or context in an image may be misinterpreted, correct the alt text before publishing.

43.6 Difference from the superadmin AI tools

Content type suggestions, custom block generation and the Design Studio belong to the superadmin. A content type's singular and plural name can be at most 128 characters. The On/Off button in the superadmin Content Types list changes the status with one click, without refreshing the page. Records are not deleted; Pages cannot be turned off. If dependent disabled types are to be enabled together, confirmation is asked; a type that an enabled type needs cannot be disabled directly. These tools do not use the customer's saved API key; the key is held in tab memory and sent in the request header. It is forgotten when the tab is closed.

In the Design Studio, a new design starts in two ways: “Draw a draft with AI” or “Upload a ready design”; starting with an empty theme is also possible. After the choice, only the fields for that path open (the scope to create, brand information, description and files; the theme key is under “Advanced”). For a ready design, HTML pages (at most 8, index.html is the home page), the linked CSS and images are uploaded in a single ZIP (at most 20 MB), and the description field says what the site will be about. With “Analyze draft”, the AI maps the sections to blocks without changing the design; for sections that fit no ready block, it specifies a theme-specific block, and in Theme + site mode it derives a site plan (pages, menus, content types) from the draft. After approval, the theme, custom blocks and content are installed together; the images in the draft are imported into the “Draft images” folder in the media library and used in the content. Scripts are not imported. If the draft is prepared with data-cndk-block / data-cndk-field markers according to the DRAFT-MARKUP.md contract in the theme development kit, marked sections are mapped to blocks without AI and texts are transferred exactly; after analysis, how many sections are marked and the unrecognized fields are reported. The header, menu and footer can also be marked (data-cndk-part, data-cndk-menu, data-cndk-company, data-cndk-setting); in Theme + site mode, menus, company information and theme settings are built exactly from the draft. If sections whose cards are records of a content type such as services, projects or team are marked with data-cndk-collection, each card is created exactly as a published record of that type and the section is shown with the Content list block; a disabled type is enabled. The “How do I get the best result?” link on the ready design screen shows all supported attributes, the usable block types and field keys, sample code and a ready prompt for an external AI. The downloaded theme development kit also contains a scenario list that lists all the page types, states, all content types including disabled ones, blocks, theme slots and installed app pages the site needs to design; with this list an external AI prepares the theme completely.

In the Studio chat, the AI presents new content types, custom blocks, files and content changes in a single suggestion; “Apply” applies all of them together and “Restore” reverts all of them (added content types are not deleted, they are disabled). New blocks and sections stay bound to the theme's color, font and component language unless you explicitly ask for a different look; block templates that use fixed colors/fonts are corrected by the AI, and any remaining mismatch appears as a warning in the suggestion.

In the Studio, the Send button is disabled while the message is empty or contains only whitespace; it becomes active when you type a message. With **Continue without AI** you can work manually in the Templates tab. To enter a key later, choose the **API key** step at the top.

Design Studio and custom block edit/delete operations ask for password verification again every 30 minutes; if two-step verification is on, the code is asked too. Values entered during the Studio modal verification are kept and you continue without a page refresh. The password is asked in the same window everywhere: when you go to a protected page from the customer panel's sidebar, from the command palette (⌘/Ctrl+K) or from a confirmed link, in a form submitted to another page's protected action, and when the address is opened directly in a new tab or after the time has expired; if you choose Cancel, you return to the page you were on (or the previous one). If **Don't ask again today** in the password window is ticked, verification stays valid in this browser for 24 hours (written to the audit log); it is dropped when the password changes or you sign out. Do not tick it on a shared computer.

Data flow usage guide: the How to use? button on the new/edit screen opens a step-by-step guide: source and API settings, field mapping, fetch schedule, display with a ready block, and copyable Liquid examples for theme/custom blocks. The superadmin enables the record from the Data Flows section and edits the location, source and fetch schedule. For those using CollectAPI, enter `apikey YOUR_KEY` as the Authorization header value; the charge/quota depends on the provider plan. The RSS sample address must be replaced with your own source; the news does not turn into content records. Open-Meteo's free endpoint is for non-commercial evaluation; corporate use requires a suitable commercial subscription or your own server. In API addresses that contain `{date}`, the day is taken from the site's time zone on every fetch. New templates do not send automatic requests while disabled; a manual preview does make a request. Show the source and the last successful fetch time in the design. Ready-made data flows: templates for exchange rates, gold, crypto, weather/air quality and RSS 2.0 come disabled.

In superadmin data flows, if the API address or header name changes, the saved secret value is not sent to the new target. Enter the new value or explicitly choose to remove the saved value; the same rule applies to saving and previewing.

43.7 Safe use rules

- Do not accept the AI result as a source or as fact; the person who publishes is responsible for accuracy and legal compliance.
- Do not write personal data, passwords, API keys, health/financial information, trade secrets or unpublished sensitive information into the prompt.
- Independently verify proper names, titles, dates, numbers, prices, legislation, quotations and links.
- Do a human review for corporate voice, discriminatory language, accessibility and copyright.

- In a long operation, wait for the result or error message before sending the same instruction repeatedly; every request uses quota.

> **Publishing principle:** legal text, health/financial explanations, prices, campaign terms or official institution information produced by AI must not be published without expert approval.

44 System tools

44.1 Background work

On the Superadmin → Background Work screen, the info icon next to each section, task, job and event listener explains what it does. Hover over it, focus it with the keyboard, or tap/click it; Escape or clicking outside closes the explanation. The scheduled task descriptions state the scope of maintenance, payment, cart and reservation operations.

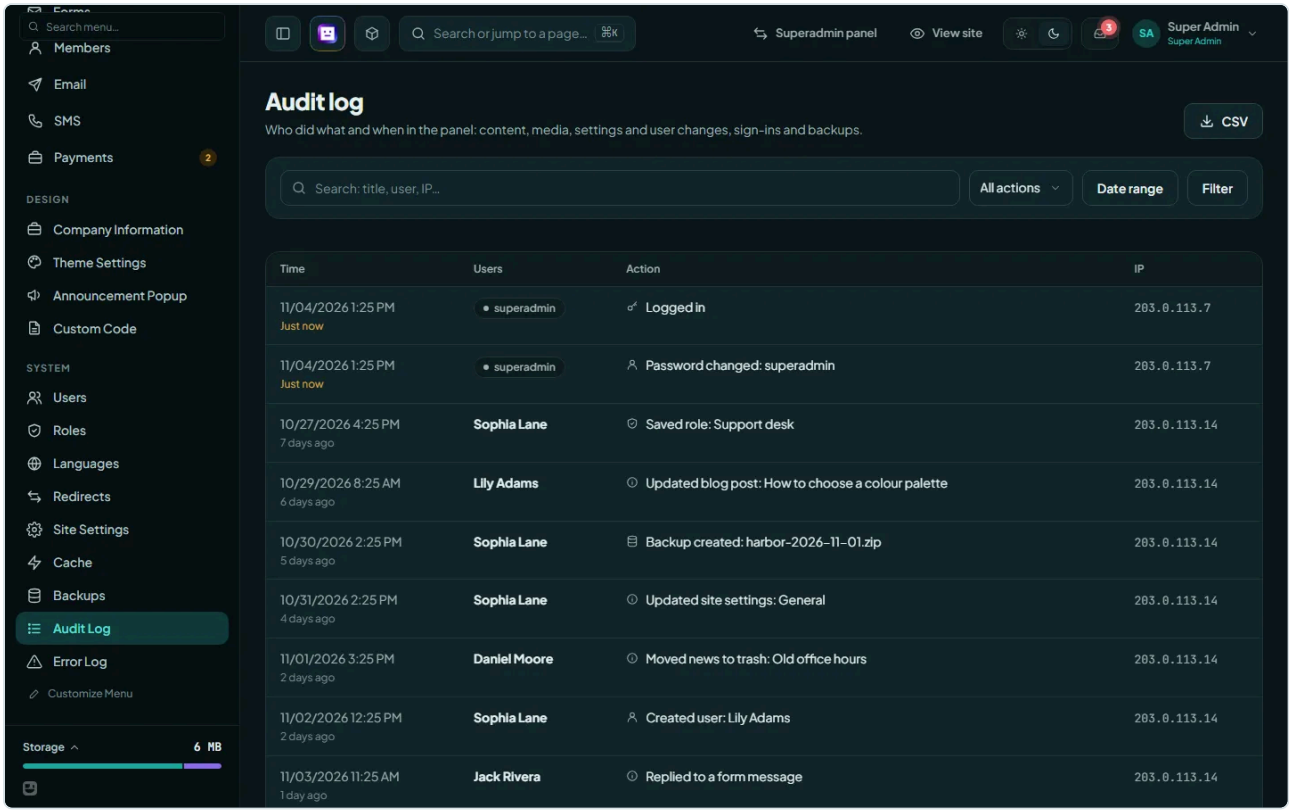
Diagnostic Logs: The Superadmin → Background Work → View diagnostic files link lists and downloads the daily technical JSONL files for the superadmin only. You can find the records of the same request using the time of the error and the response's `X-Cndk-Trace-Id` value; for background jobs, the operation ID is used. Files are split by UTC day and rotated at the size/retention limit. Errors and warnings and selected technical events are kept; successful SQL commands are not technical errors and are not included in this file. The error type, code, method/location and version are recorded; the request body, query, cookies or identity/card details are not collected. The existing public Error Log summary and the Audit Log are separate. After confirmation, the Delete old logs button deletes older closed technical files, keeping the last 7 UTC days including today; it does not affect other logs. Counters for records that could not be written and disk errors are on the same page; under extreme load, a disk failure or a forced shutdown, the latest records can be lost.

44.2 Cache

With a normal content save, the site refreshes automatically. If a change is not visible, first hard-refresh the page; if it persists, an authorized user can clear the page, application/template or image cache separately. Unnecessary bulk clearing can cause a short-term performance drop. The page cache duration is at the top of the page, next to the Clear all button; it is saved the moment you select it.

44.3 Audit log

It answers the question of who changed which record and when. You can filter by type, date and search; if you have permission, you can get a CSV. Superadmin actions are visible only in a superadmin session; a regular admin cannot see these records in the list, in search or in the CSV output. The type selection uses the searchable UI kit menu. The audit log does not replace content versions.



The Audit log shows who did what and when, with filters by action and date.

44.4 Error log

404 and server errors on the public site are grouped. "Crawl" records are mostly bot attempts. If a real old page still receives traffic, create a 301 redirect. Send a recurring 500 error to technical support with its date, address and operation details.

44.5 Redirects

For content that has moved permanently, redirect the old path to the new target. Use the old site path in the source and a valid internal path or a trusted full address in the target. Link directly to the final target instead of chaining.

44.6 Applications and modules

Installed modules can add their own menus and permissions; not every site has the same modules. Installing/removing is a superadmin action and often requires a restart. In Superadmin → Modules, a pending package row shows the capability requirements, type and minimum version of the signed manifest. In Superadmin → Themes, missing fixed-name slots of the active theme for installed modules are warned about; theme files are not changed automatically. Take a backup beforehand.

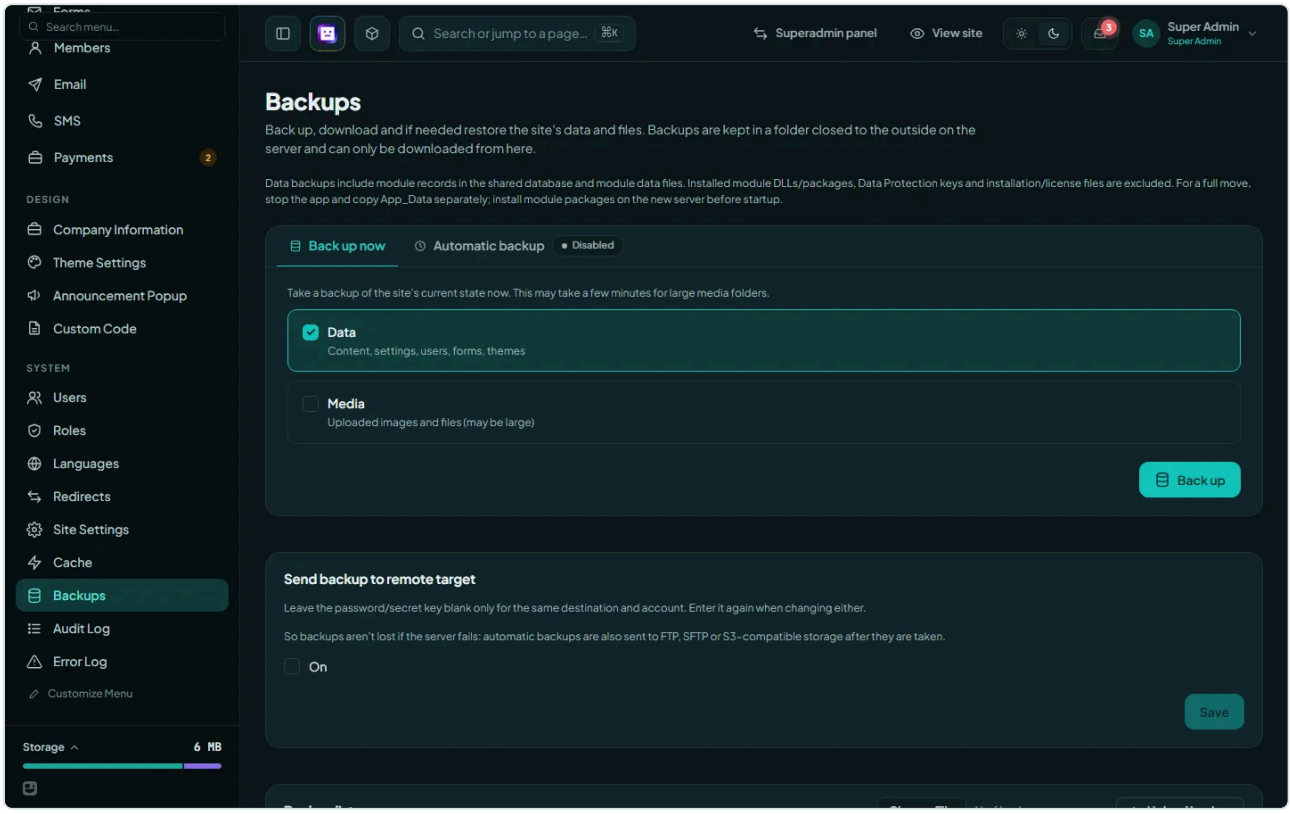
45 Backups and safe operation

45.1 Backup types

A data backup covers the database plus the theme, form uploads and module data; a media backup covers the media files. Security keys, the license and the installation identity files are not included in the panel backup. For a full server disaster plan, your hosting provider must also keep a copy of `App_Data`.

45.2 Recommended plan

- Turn on automatic backup at least daily or weekly; set the number to keep according to capacity.
- If possible, use an FTP/FTPS, SFTP or S3-compatible remote target and test the connection.
- Take a manual backup before a large CSV, a theme/module change or a bulk delete.
- Check not only that the backup appears in the list, but also its file size and that it reached the remote target.



Take a backup now or set up automatic backups, then choose a remote target below.

Backups taken in the same second are also stored with different file names. Old backup names continue to be listed and downloaded. If the database size cannot be measured in the storage indicator, it shows "On the server"; the media quota does not include the database.

For an FTPS connection, the server certificate must be valid and match the server name. For SFTP, enter the `SHA256:…` server key fingerprint that you got from the server administrator through a trusted channel. This field is also mandatory for existing SFTP targets; if the key changes, automatic and manual

sending stop and the local backup is kept. Update the setting after independently verifying the new key.

A saved password or secret key can be left empty only for the same target and account. If the server, protocol, port, user, encryption/SFTP key or the S3 endpoint/region/bucket/access key changes, enter the secret again. This rule also applies to "Test connection"; the old secret is not tried on the new target.

45.3 Restore

A restore keeps the superadmin account's current password and two-step verification details; superadmin authority is not transferred from the backup to another account.

A restore replaces the current data with the state in the selected backup. The system asks for a safety backup from the last 24 hours that contains the parts to be rolled back, and explicit confirmations. Immediately before the DB and folders are changed, a fresh recovery backup of the selected parts is also taken; if this backup cannot be created, the restore does not start. Do not close the panel during the process; afterwards, check the home page, content, media, forms and sign-in.

During a restore and during maintenance that changes data at startup, the site and panel return a short-lived 503 maintenance response to new requests. Data replacement does not begin until in-flight requests and standard background jobs have finished. If the jobs do not drain in time, the operation stops; try again a little later. When maintenance ends, access opens on its own.

> **Before restoring:** Verify which part will be rolled back, which changes made after the backup date will be lost, and that the current safety backup has been created.

45.4 Safe publishing checklist

1. Check the content and translations with human eyes.
2. Try the menu, forms, links and images on desktop and phone.
3. Verify the SEO title, description and share image.
4. Run an SMTP test and send a real form submission.
5. Review the user/role list and two-step verification.
6. Verify automatic and remote backup.
7. Turn off development mode only when all checks are done.

46 Restore and system recovery

46.1 Before an update or a new module installation

On a published Windows/Linux installation, immediately before a core update, a module update and the first module installation are applied, a database and full system recovery copy is taken under maintenance. Downloading/uploading a ZIP only holds the package; the live change is made during the restart. If the backup or file verification fails, the package is not applied.

The `backups/system/OPERATION_ID` folder in the data root contains the application files, all installed modules, themes, media, form and module data, site settings, the license and the encryption keys. The `system.json` inside is the verification list; `RESTORE.txt` contains the steps to follow without opening the panel. `restore.ps1` for Windows and `restore.sh` for Linux run the recovery command using the backup's own intact copy of the application. These copies are not deleted by the Update center cleanup or by the normal automatic backup count cleanup; the server administrator must monitor disk usage. Also put the copy in a secure store outside the server. Because it contains keys and secrets, do not put it in a public directory.

Backup and update working folders, logs, cache, locks and pending packages are not copied again. The IIS site definition, the binding/TLS certificate, operating system tasks, environment variables and the external services' own data must be protected separately. The limit is 64 GiB and 200,000 files; if the limit is exceeded, the update stops. A development environment run from source code is not the same as the published server recovery contract.

46.2 Automatic rollback of the system

If the new version cannot pass the startup check, the existing recovery tool restores the old DB and files together; maintenance is not lifted until the startup of the restored version is verified. On a core rollback, module packages, the theme, media and form/module data are also rolled back. A module's failed package is not automatically installed again. If the rollback is also interrupted, the independent watcher continues from the same persistent operation. Check the file, server task and running watcher statuses in the About → Update recovery setup section. For recovery to continue when IIS shuts down all child processes or when the server restarts, the server administrator must set up the independent task once.

46.3 If the panel does not open: Windows/IIS and SQLite

1. Stop uploading new packages. Keep the existing site and data folder; do not delete logs, backups or the `App_Data` contents. Record the error code and the last operation.
2. If there is an active update backup, first continue the existing recovery by running the `updates/supervisor/watch.ps1` file in the data root in a separate PowerShell session with the service account that has site/data/DB access: `& "D:\Site\App_Data\updates\supervisor\watch.ps1"`. Replace the example path with your own data root. With a missing or corrupt backup, this path does not force the site to open.

3. To return manually from a new full system backup, run the command below with the intact `CndkCMS.Web.exe` from a CMS.Cndk release that contains this command. The targets must be two separate folders that do not exist yet and are outside the existing site/data/backup roots. First, all files in the backup are verified; the command does not write to the live installation.

```
& "D:\Site\App_Data\backups\system\OPERATION_ID\restore.ps1" -SiteTarget
"D:\KurtarilanSite" -DataTarget "D:\KurtarilanVeri"
```

4. After the extraction completes, stop the IIS site/application pool and the independent recovery task. Keep the existing site and data folders under other dated names. Move the extracted folders to the original site and data paths; if the data is kept inside the site, place the `KurtarilanVeri` folder inside the new site with the name `App_Data`. If a separate data root is used, keep the old absolute data path. Reapply the service account's file permissions.
5. Start IIS; check sign-in, the home page, content, media and the relevant module records. From About, set up the independent recovery task again and verify it is ready. Keep the old site/data copies until verification is finished.

For Linux/SQLite, the same command has the form `./CndkCMS.Web --cndk-restore-system BACKUP NEW_SITE NEW_DATA`; during the switch, the site and recovery systemd services are stopped, and ownership/permissions are preserved. With SQL Server/PostgreSQL, the full copy files and the logical DB archive are kept; this offline extraction command is not supported. During an active operation, the DB and file rollback must be completed together with the independent helper that uses the old schema plan.

> **Important:** This new full system copy is not created retroactively for old updates. On a site that has already crashed, only the existing backups can be used. If new records were made after a successful update, returning to the old DB loses those records; the system does not do this return by itself. Replacing only the DLL does not undo DB changes.

46.4 If the panel is working

Only the superadmin can restore the data part of a backup uploaded from outside (the media part and backups taken on this server are open to authorized users); a database backup that contains triggers or views is not accepted.

For a normal content/data restore, select the appropriate date and parts on the Backups screen; complete the fresh safety backup and the explicit confirmations. This panel backup does not cover the application release files or the license/keys. For a system version recovery, use the full system copy above.

46.5 Module information does not match the signed manifest

The ID/name/version or minimum core version the package declares differs from the information the DLL declares. The package is rejected at this stage; the running module is not changed. The developer must align the information and produce a new signed ZIP with the "Paketle: CMS Modül" task. Do not

edit the signed ZIP by hand; do not try to install the same rejected package again by restarting.

47 Frequently asked questions

47.1 I saved but it doesn't appear on the site. Why?

Check the draft status, the publish and unpublish dates, the selected language and development mode. For a menu item, the content must be published in that language. If these are correct, clear the cache in a controlled way.

47.2 How do I undo a wrong change?

For content, use the classic editor's version history; for theme settings, use the settings history. A deleted record can be restored if it is in the trash. For permanent deletion or wide data loss, a backup is needed.

47.3 I got a warning that someone else changed the record.

Refresh the page and review the other person's changes. If needed, copy your own text somewhere else. Use "Save anyway" only if you intend to overwrite on purpose.

47.4 The form message arrives but the email notification doesn't.

If the message is in the panel, the form is working. In Contact → Email → Settings, check the SMTP test, the form's recipients and the email error on the message; also look in the spam folder.

47.5 The image I just uploaded still looks old.

If you used "Replace file", hard-refresh the page. If you uploaded a new media record, verify that you selected the right record; if needed, clear only the image cache.

47.6 A screen or button doesn't appear.

You may not have the required permission, the feature may be off, or the module may not be installed. Contact your administrator about what you want to do; do not ask for a broader role than necessary.

47.7 What is the difference between the superadmin and a regular Admin?

When the superadmin uploads a site package, field lengths are checked before the transfer begins. A package that exceeds the limit is rejected; fix the indicated field on the source site and prepare the package again. A content address can be at most 800 characters including the language prefix.

The Superadmin → License page shows the license creation date (UTC), the perpetual right of use and the update end day (inclusive, UTC). The update right ending does not shut down the site or the panel; versions released up to the end day can be installed later as well. For old licenses without a date, a dated license must be uploaded for a new update. The **Update center** button on the About page opens a single window. When the window opens, a new version suitable for the license, the installed version and the platform is checked automatically; the result is shown as "Everything is up to date", "New

version available" or "Could not check for updates". Being unable to reach the center does not affect the existing site. For a new version, the target version, release date, package size, the "What's new?" notes and a summary of the platform, database and update right appear; pending updates for installed applications are also listed and linked to the Store screen. **Download and prepare** downloads and verifies the signed package in the background; the existing site files and database do not change. When preparation finishes, "Ready to install" appears and **Install update** is started with confirmation. The installation steps (recovery backup, files, restart, database, final checks) are marked in order in the window. The window follows the status without refreshing the page; the work continues even if it is closed, and it can be reopened. During the restart the connection drops briefly, and the status updates on its own when the connection returns. When it finishes, you switch to the new version with "Reload the panel". The latest failed, canceled or rolled-back attempt is reminded with a one-line warning only within the last hour; older results are not shown and the records are not deleted. If downloaded packages and old recovery backups take up space, they can be deleted with **Clean up** at the bottom of the window; the operation history is kept. On normal Windows/Linux x64 packages, installation from the panel is available; for automatic recovery after all processes are killed, an independent server task must also be set up. If a local development computer (for example macOS) is not a supported platform, the window shows "Linux x64 (preview)"; the check and preparation work can be followed but installation is disabled. Before installation, the package signature, the license/domain right, the source version and the platform are verified again. Installation cannot be done in a read-only demo. If there is an incomplete or corrupt core update record, the site and panel wait on a temporary 503 update/recovery screen instead of opening normally; in this case, contact the product owner without starting a new operation. During the controlled startup of the new version, module compatibility, the database, encrypted settings, real HTTP/render and the startup of background services are checked. On a startup failure, the old files and, when necessary, the database are restored together; maintenance is not lifted until the old version also passes the startup check. A stuck verification process is stopped after a limited time and a rollback is attempted. An automatic return to the old database that would lose the new records taken after a successful update is not done. Do not manually delete the record/backup of an ongoing operation or one awaiting recovery; the system does not move to normal startup until the database and application files are safely rolled back together.

On published Windows/IIS and Linux/systemd installations, the recovery files are prepared automatically in the wizard and at site startup; you do not need to run a separate preparation command. On a local Mac/source host and in a read-only demo, the About screen explains that installation is not active in this environment; it does not offer a server installer file. **About → Update recovery setup** shows separately, in a supported release environment, the preparation of the files, the server startup record and the running independent watcher. Get the file specific to this site with **Download server installer**. The server administrator runs it once: on Windows with an administrator PowerShell, specifying the service account; on Linux with root authority, specifying the service user that owns the site files; the task fields are filled in automatically. The CMS does not grant itself administrator authority, and the watcher is not installed as root/SYSTEM. Until the task is verified, a warning stays on the panel home page; it reappears if the task stops or the status becomes stale. Verification is refreshed every minute. This task is so that recovery continues even after IIS shuts down all child processes or the server restarts. In case of disk/backup corruption or when the database cannot be reached, maintenance is kept.

The news and the platform package description edited in the Update center are shown on the About screen when you check for the new version. Editing these texts does not change the signed package or the license right.

The update modal shows the total size of the downloaded package, the prepared files, the helper copy and old recovery backups. "Clean up files" removes these files after confirmation; the ready package must be downloaded again. Cleanup is blocked while an operation is active, corrupt or awaiting recovery. Of the runtime copies the independent recovery watcher takes with each update, only the current one and the ones that are running are kept; the older ones are deleted. The operation history/persistent locks, normal site backups, the database, the license and the theme are preserved. The maintenance view is adapted from the store's 404 design; it needs no database or static files. Design Studio is open only to the superadmin, including in Production.

The distribution center administrator can permanently remove all Windows/Linux records and ZIP files of a version, with confirmation, using **Core updates → Delete version completely** in Frontend management. This action is not done from the client panel and does not change installed versions. **Withdraw** in the center, on the other hand, keeps the package files.

The Admin carries out everyday content, user, form and backup work within their permissions. The superadmin manages the theme, content type, module, license, site package and system-level configuration. The database provider in use can be seen from the Database row under Superadmin → System → Setup. The Support logo setting under the Server section in System manages the CMS.Cndk link at the end of the page; the "Built with CMS.Cndk." link opens in a new tab. Do not use the superadmin for everyday work.

47.8 How do I turn on the read-only demo?

After setup and content preparation are done, set the Cndk → ReadOnly value to true in the appsettings.json file on the server and restart the application. The demo supports only SQLite; saving and change operations are closed. To edit, set it to false and restart. If the Cndk__ReadOnly environment variable is defined, it takes precedence over the value in the file.

47.9 When should I ask for technical support?

For a recurring 500, a failed backup/restore, a storage warning, a license problem, a module startup error or being unable to sign in, ask for support with the date-time, address, last action and error record; do not send a password or API key.

48 Superadmin: role and limits

The superadmin is not the site owner's everyday editor role; it is the **product and setup administrator** role. It manages the theme, content schema, data flows, modules, license, site package and which features are enabled in the client panel. Because a wrong action can affect the whole site, it is safer to do everyday content work with the Admin account in the client panel.

48.1 Switching between panels

The **Client panel / Superadmin panel** button in the top bar switches between the two workspaces. When a superadmin switches to the client panel, they have all client permissions; however, in the client's audit log these actions appear as "System administrator".

48.2 Re-authentication

Dangerous actions such as deleting a theme, managing modules, removing a license or working with the site package require that you have entered your password recently. When the time has expired, a modal opens; after you enter the correct password, the pending action continues. Do not save the superadmin password in the browser, in notes or in a project file.

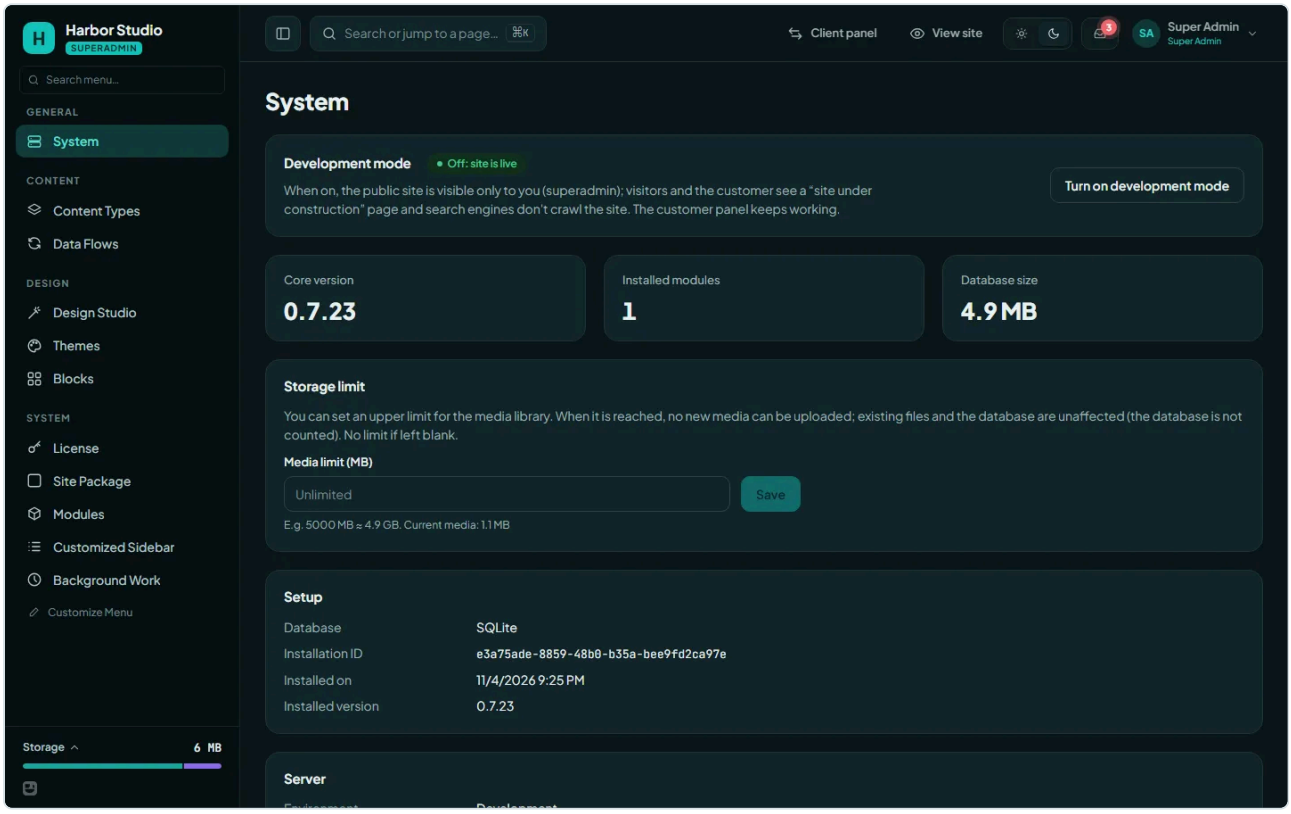
48.3 Questions to ask before a change

1. Does the action change only the appearance, the data schema, or running code?
2. Is there a current data + media backup and, if needed, a full `App_Data` copy?
3. Does the change require the application to restart or cause a short outage?
4. Is a way back ready, such as a theme backup, a content version, revoking a module or a site backup?
5. Is the new behavior that users will see in the client panel described in the guide?

49 Superadmin: system and features

The Support logo field under the Server card turns the CMS.Cndk link at the bottom of every theme's pages on or off; it is on by default. The link carries the source site's domain name as UTM information. The three summary cards at the top show the core version, the installed modules and the database size.

The Superadmin → System screen manages the technical summary of the installation and the client panel policy. The Database row in the Setup section shows which provider is in use: SQLite, SQL Server (MSSQL) or PostgreSQL.



The System screen shows development mode, core version, modules, database size and the storage limit.

49.1 Development mode

While it is on, only the superadmin sees the public site normally. Visitors and users signed in to the client panel get the preparation page, and search engines are not allowed to index the site. The client panel keeps working. Before you click **Make the site live**, check the preparation page, the home page, menus, forms, SEO and backups.

49.2 Version, module and server information

The core version, the number of loaded/failed modules, the database size, the installation ID/date, the runtime environment, the runtime, the operating system, the uptime and the actual data folders are shown here. In a support request, share this technical information instead of passwords or keys.

49.3 Media storage limit

The limit, in MB, covers only media records; the database is not included. When the limit is reached, new media is rejected, while existing files and content keep working. Leaving it empty means unlimited use. Check the current media size before lowering the limit.

49.4 Customer Panel Features

Features such as content, media, menus, inbox, forms, members, email templates, polls, company information, theme settings, announcement, custom code, users, roles, site settings, languages, redirects, cache, audit, error log and backups can be turned on and off separately. A disabled feature does not appear in the client's menu and cannot be opened by direct URL; its data is not deleted, and superadmin access is kept. Features that affect the site stop on the site as well: membership pages and sessions, polls, forms, the announcement window, custom codes, redirects, error logging, automatic backup and email template changes (the built-in text is sent). When a feature is turned back on, everything resumes where it left off. Content, media, menus, company information, theme settings and languages stay on the site.

49.5 Member profile fields

Only the superadmin sees the **Profile fields** section on the Members → Membership settings page. Define the fields to add to the registration form (phone, company…) here; a field marked **Panel only** (dealer code, customer number) is not visible to the member. Changing a field key or deleting a field leaves the value that existing members have in that field unused; if applications depend on the field key, check them first. Members, Email Templates, Polls and Payments are off on a new installation; turn these features on for the client here. When Payments is turned off, payment pages return 404 and applications cannot open new payments; incoming payment results are still recorded.

> **Turning off is not deleting:** Before turning a feature off, check whether it affects the client's workflow. When it is turned back on, the earlier records appear again.

50 Customized sidebar

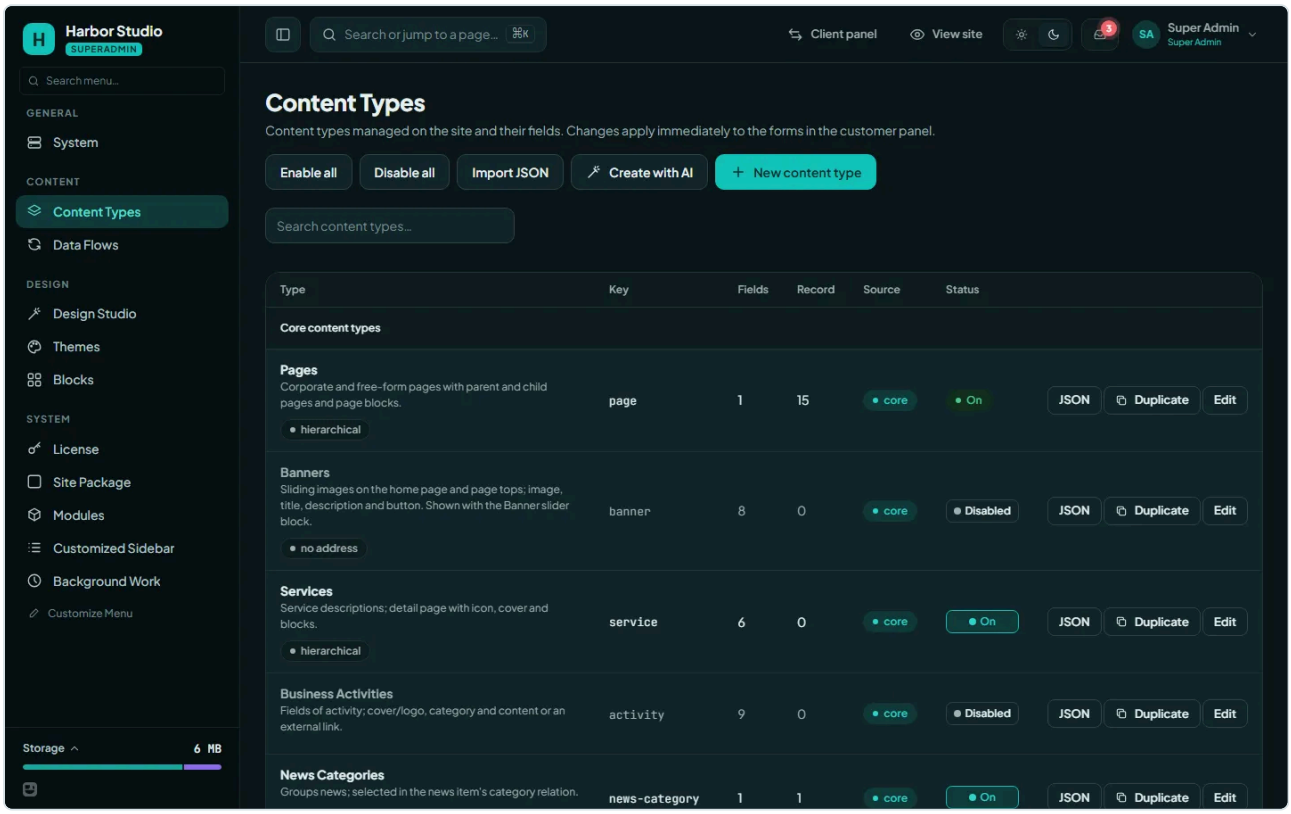
Superadmin → Customized sidebar sets the site-wide default category and menu order of the client panel. You can add a new category, rename it and order the categories with the arrows. Drag a menu item into a category; you can do the same with the category picker that opens when you click the item. Categories are shown one below the other. When a category is removed, its contents move to the Unassigned area. Submenus move together with their main headings.

While **Enable customized sidebar** is selected, the saved layout is the default for all panel users. Users' personal order and visibility preferences are applied on top of it; role, feature and license checks do not change. When you turn it off, the normal menu layout comes back; the custom layout and personal preferences are not deleted.

Newly added available items appear in the **Unassigned** area and, until they are assigned, sit under the Other heading in the client menu. Disabled or unavailable items do not appear in the client menu; their placement is kept in the editor, and when they are turned back on they return to the same category. Renaming a category does not change the personal sort key.

51 Superadmin: content types

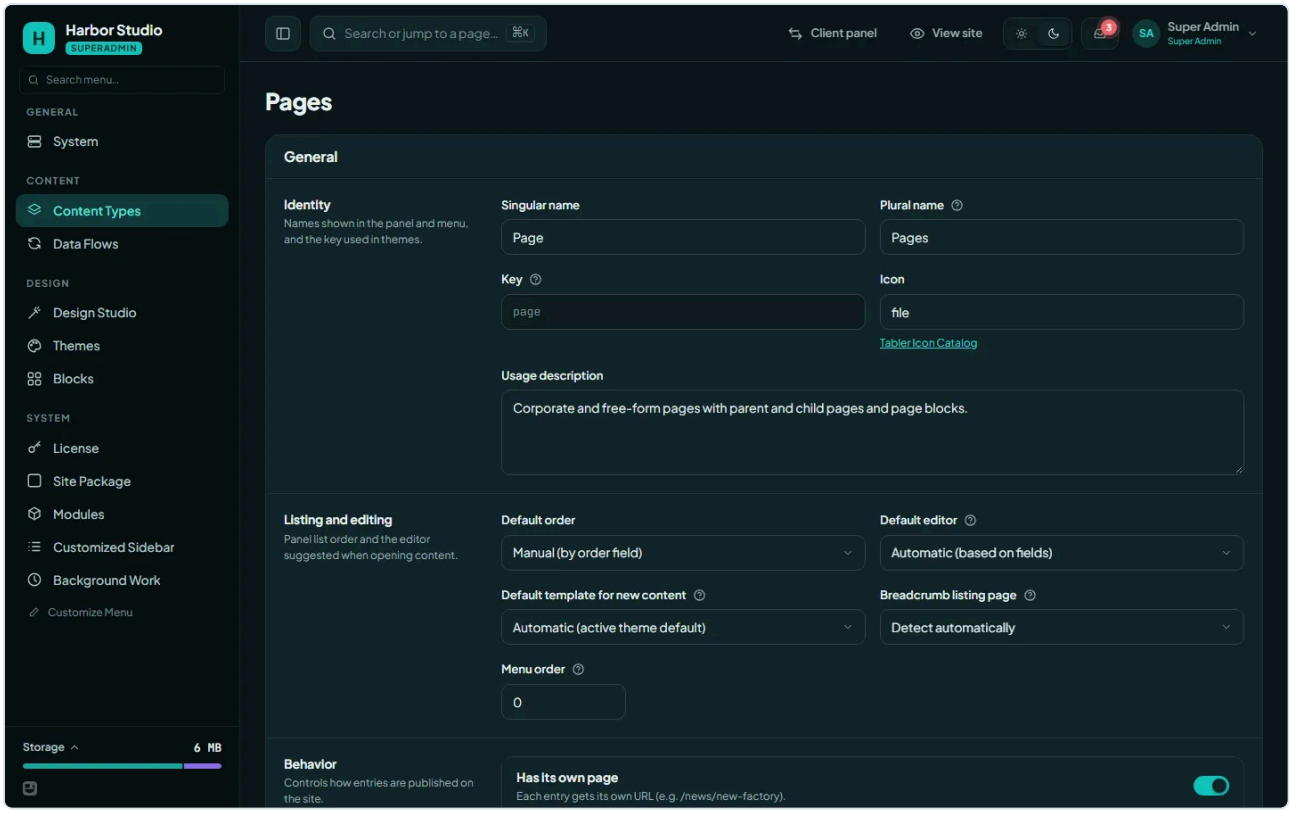
A content type is the schema of the records managed in the panel: Page, News, Service, Project, Team and so on. A type's singular/plural name, URL prefix, hierarchy, listing page, default editor and fields are set here. The general settings are in three parts: **Identity** (names, key, icon, usage description), **Listing and editing** (default sort order and editor, breadcrumb listing page, menu order) and the switch rows under **Behavior** (own page, parent-child relationship, automatic listing page, automated publishing).



The Content Types list shows the fields, records, source and status of each type.

51.1 Designing a new type

1. Define what people will manage: a repeating independent record, or a block on a single page?
2. Choose a short key and a URL prefix that will not change.
3. If the records will have their own public address, make the type routable; if it is only a data source, do not open unnecessary addresses.
4. Add fields according to the need for text, number, date, choice, image, gallery, file, link, relation, list or rich content.
5. Choose deliberately whether each field is translatable or shared across languages.
6. If a listing page is needed, turn on the archive; check that the theme supports this type's listing and detail views.



The General card of the content type editor is divided into identity, listing and behavior.

51.2 Effect on fields and data

Changing a field key or type after live data exists can affect how old values are read. Deleting a field removes access to it from the panel, even if it does not immediately delete the data from the physical table. Take an export/backup first, and review its uses in the theme and in the AI context.

51.3 Turning a type on and off

Types other than Pages can be turned off. A disabled type disappears from the panel menu, permissions, public routes, site menu choices, theme lists and the AI context; its records are kept. If a theme manifest or the site wizard needs a type, the type can be turned on.

51.4 Creating a content type with AI

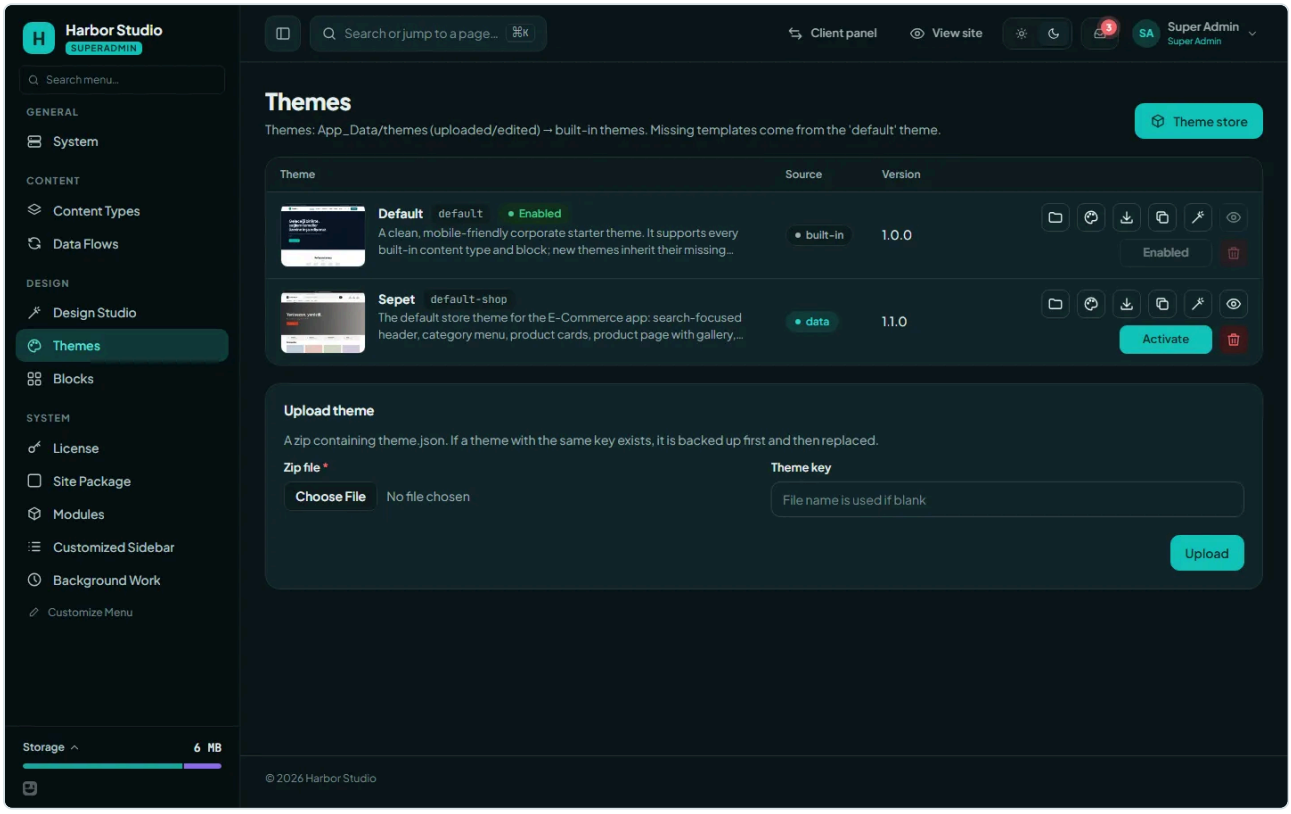
Create with AI suggests one or more related types from an instruction. In the preview, check the types, fields, relations, translation status and URL structure. The change is applied in a single operation; still, do not assume the AI understood your business model correctly.

> **Block or type?** If a record will be listed on more than one page, searched, linked, or managed by a separate team, use a content type; if it is only a visual section of a single page, prefer a block.

52 Superadmin: themes

If the files in the active theme chain are missing the fixed-name theme slots of installed modules, a warning with the module and slot name appears. Theme files are not changed automatically; the theme developer adds the required slot.

The theme determines the public site's layout, page templates, block views, CSS/JS assets, fonts, tokens and theme settings. Content data is separate from the theme; when the theme changes, content is not deleted, but the new theme may not offer the same block or template view.



The Themes screen with the active theme, its actions and the upload form.

52.1 Uploading, activating and duplicating

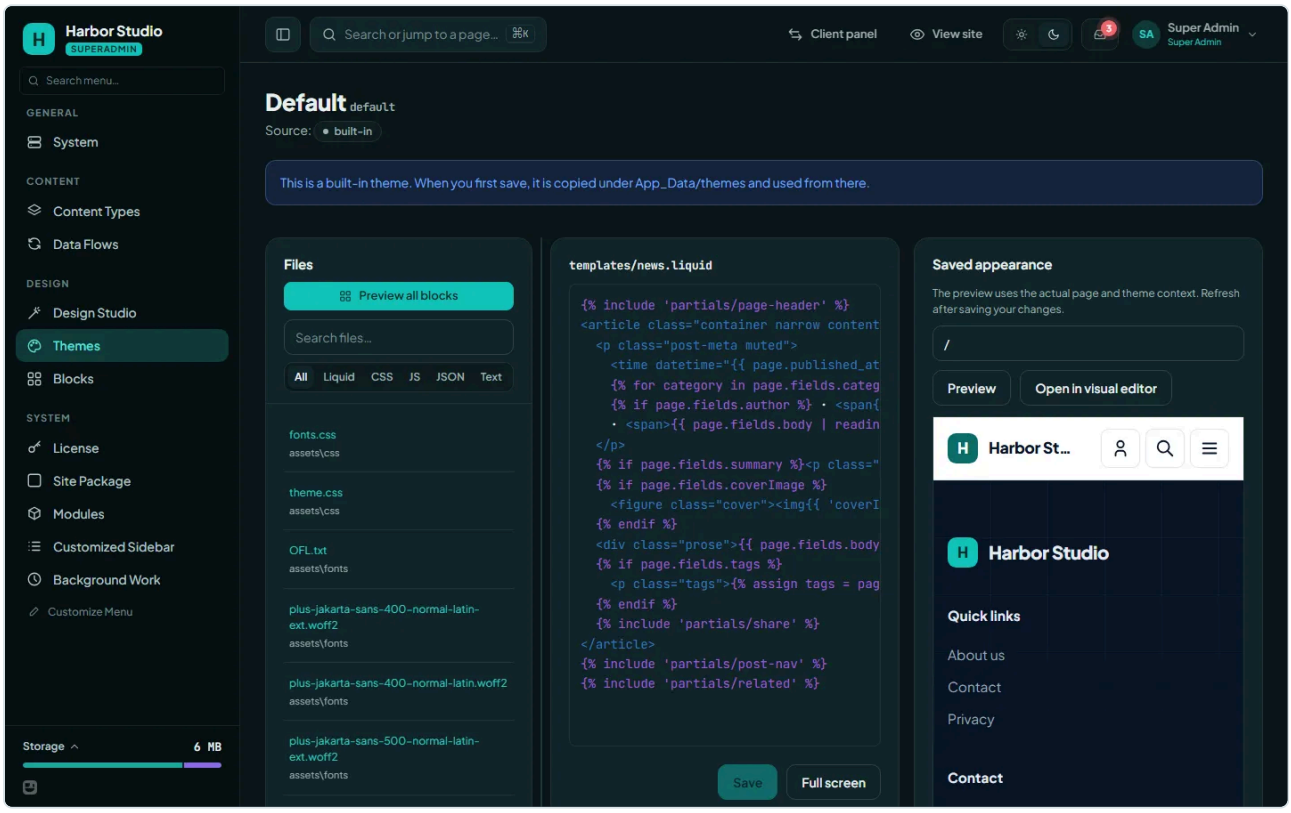
- **Upload:** Adds a validated theme zip package. The manifest, paths, sizes and Liquid syntax are checked.
- **Activate:** Switches the visitor view to the selected theme. Preview it and check the basic pages first.
- **Duplicate:** Turns the source theme into a working copy with a new key and name. The built-in theme stays unchanged; the font, design document and files are copied.
- **Delete / restore:** Take into account the theme in use and inheritance relationships. An automatic theme backup is taken before file changes, and the latest backups are listed.

52.2 Design tokens

Tokens such as color, typeface, size, radius and spacing are the shared design language of the theme. Changes on the token screen are stored separately without directly modifying theme.json, and can be reverted from the history. To fix a single component, edit the right token instead of adding an arbitrary fixed color.

52.3 File editor

Files can be filtered by Liquid, CSS, JS, JSON, text, font, image and other types. In a block file, **Block view** shows only the block with sample data; **Page view** shows it in context inside the theme. **Preview all blocks** compares all core, module and theme-specific blocks in the theme chain on one page.



The file editor with the file list on the left, the code in the middle and a preview on the right.

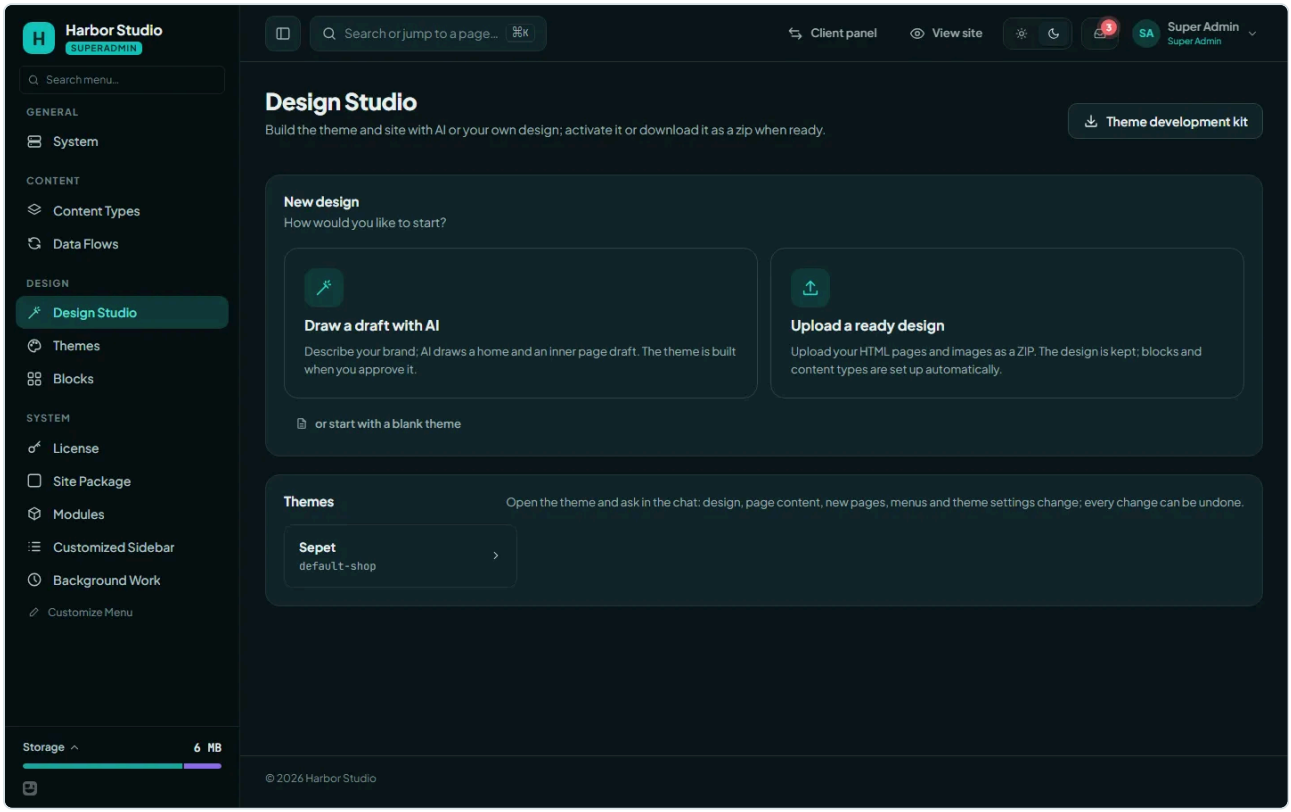
52.4 Parent theme and the built-in default

If a file is missing in a child theme, it comes from the parent theme. An edited `App_Data/themes/default` shadows the default theme that ships with the application; files newly added to the core can be completed from the chain. User files are not overwritten automatically on update. When investigating why a fix is not visible, check which copy is active.

When producing a theme or custom block with an external AI, download the current Theme Kit again. The kit also contains the custom block definitions of the active theme; CLAUDE.md and THEMES.md should be read together, and the content feed and event/map fields should be taken from the real reference JSON files.

53 Superadmin: Design Studio

Design Studio is a Gemini-powered theme and site generation environment that opens only on a local development request. The API key is kept in tab memory; it is not written to disk, chat or logs. Without a key, manual file editing and preview are available.



Design Studio starts with a draft from AI or a ready design, and existing themes can be opened in the chat.

53.1 Chat

Suggests changes in the context of the current theme files, site records, menus and theme settings. Before applying a suggestion, review the changed files and site records. Applying creates a theme backup and content versions; undo reverts the theme, content, menu and settings together.

53.2 Templates

Previews the home page, subpage and custom page templates with sample content. A new template is derived from an existing subpage and added to the theme manifest. Before deleting a template, check whether it is selected in any content records.

53.3 Build from Mockup

Converts the `data-block` sections in an approved static mockup into CMS blocks. It can rebuild the home page or add a new page from an inner page mockup. It does not delete records; the previous home page stays in the content version. After applying, compare the number, order and mobile view of

sections and cards.

53.4 Site wizard

1. **Research:** Gathers industry and brand context; the user corrects the sources and accuracy.
2. **Site plan:** Suggests languages, content types, the page/record tree and menus.
3. **Draft:** Produces script-free HTML designs for the home page and an inner page; they are refined with feedback and the last 10 versions.
4. **Theme generation:** Proceeds in four validated stages: design system → layout → templates → blocks.
5. **Site generation:** Content types, records, menus and settings are passed through the normal CMS services and applied.

The **Theme only** mode does not write content and does not activate the theme. The **Theme + site** mode generates the planned site and activates the theme at the end. Every failed step can be retried or deliberately skipped.

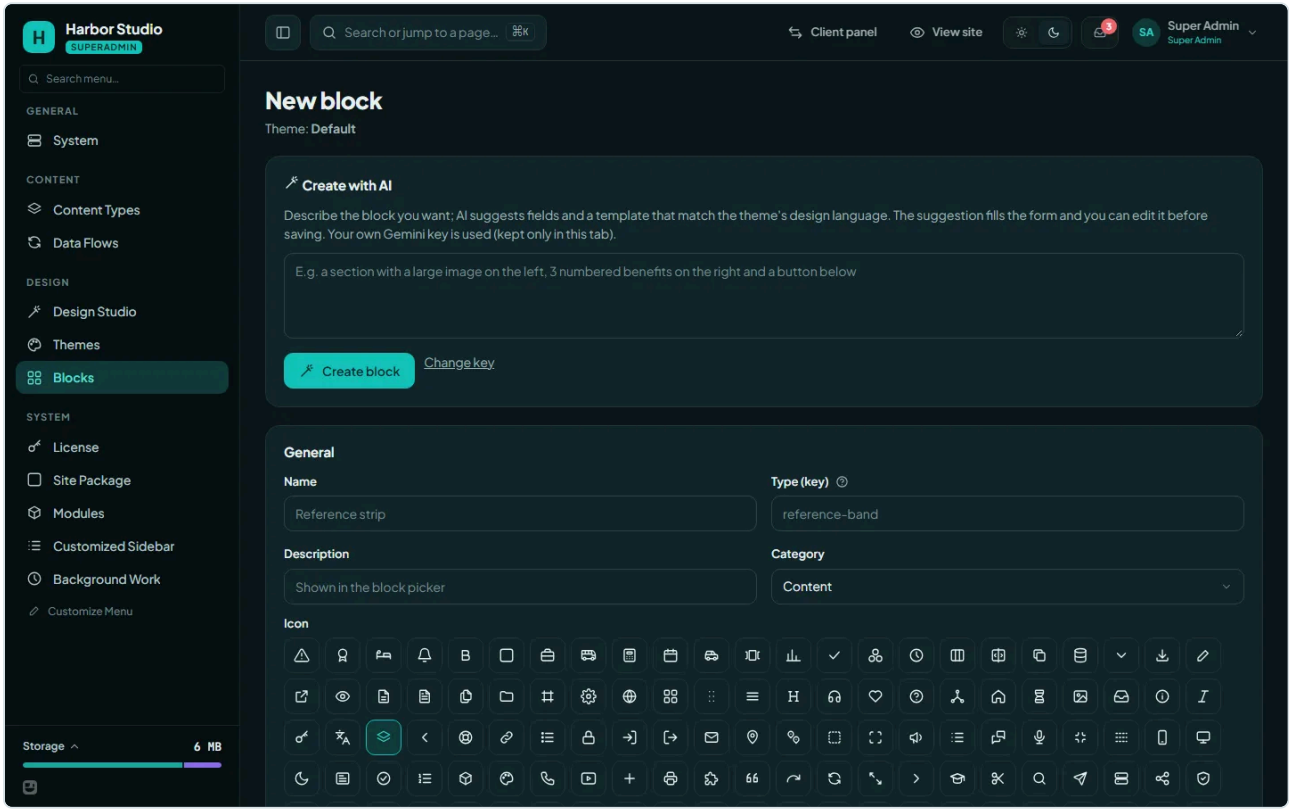
> **AI design check:** Similarity to the mockup alone is not enough. Also test the header/footer, menu, all blocks, dark/light color mode, token use, the 1280 px and phone views, forms and focus states.

54 Superadmin: custom blocks

The Blocks screen is for defining a new block specific to the active theme or editing an existing theme-specific block. The field contract of core blocks is not changed here; their appearance can be overridden in the theme file.

54.1 Block definition

The name, key, category, icon, description and fields determine how the block appears in the editor. The field key is later used in the Liquid template; changing a key on a published block breaks compatibility with old content. Keep required fields to a minimum, and do not turn fixed interface texts into content fields.



A new block is defined by its name, key, category, icon and fields, or suggested by AI.

54.2 Template and preview

If the template is empty, the system can generate a starting Liquid from the fields. The block must produce a single root element; editable-field markers, section settings and theme tokens must be preserved. After saving, check it in the block view and in the all-blocks preview.

54.3 Creating a block with AI

The request suggests fields and a Liquid view using the theme's DESIGN.md and CSS context. The suggestion is only filled into the form; before saving, review the keys, required flags, safe filters, empty-data behavior and the mobile view.

54.4 Shared blocks

The Shared Blocks screen shows a block automatically on selected groups of pages without adding it to each content record one by one. For example, a breadcrumb or a shared call-to-action block can be applied to all News details. The order of the rules in the list is the rendering order. If the same block is also added manually in the content, it will appear twice, so remove the copy in the content. Keep the target scope narrow and test with a sample record, an empty record and a different language.

54.5 Effect of deleting

If a theme-specific block definition is deleted, the block data in content records may remain, but the view can no longer be rendered. First research where the block is used, remove it from pages or move it to a replacement block; take a theme backup.

55 Superadmin: data flows

A data flow lets public blocks use external or computed data in a structured form.

55.1 Configuration

You define the flow's permanent key, display name, whether it is available to the client/theme, the API address and an optional access header. The source address and the secret header are stored encrypted; the raw response is not kept permanently. For JSON, the row path and field mapping are set with a JSON Pointer; for XML, with an XPath per row. Choose en-US as the number culture for `1,234.56` and tr-TR for `1.234,56`.

55.2 Preview, schedule and history

Fetch and preview mapping shows, without saving, which rows and fields the mapping produces. You can choose a minute interval or a daily time according to the site time zone. The last successful data is kept along with a 30-day history of up to 100 fetches; if the source returns an error, the last successful data continues to be used. If the IIS application sleeps, a call to `/cndk/cron` must be scheduled from a scheduled task.

Fetch now runs a trial without waiting for the schedule. The definition can be exported; on import, the access secret is not carried and the flow comes turned off. If the same key exists, preview the effect of the replace option on the mapping and history.

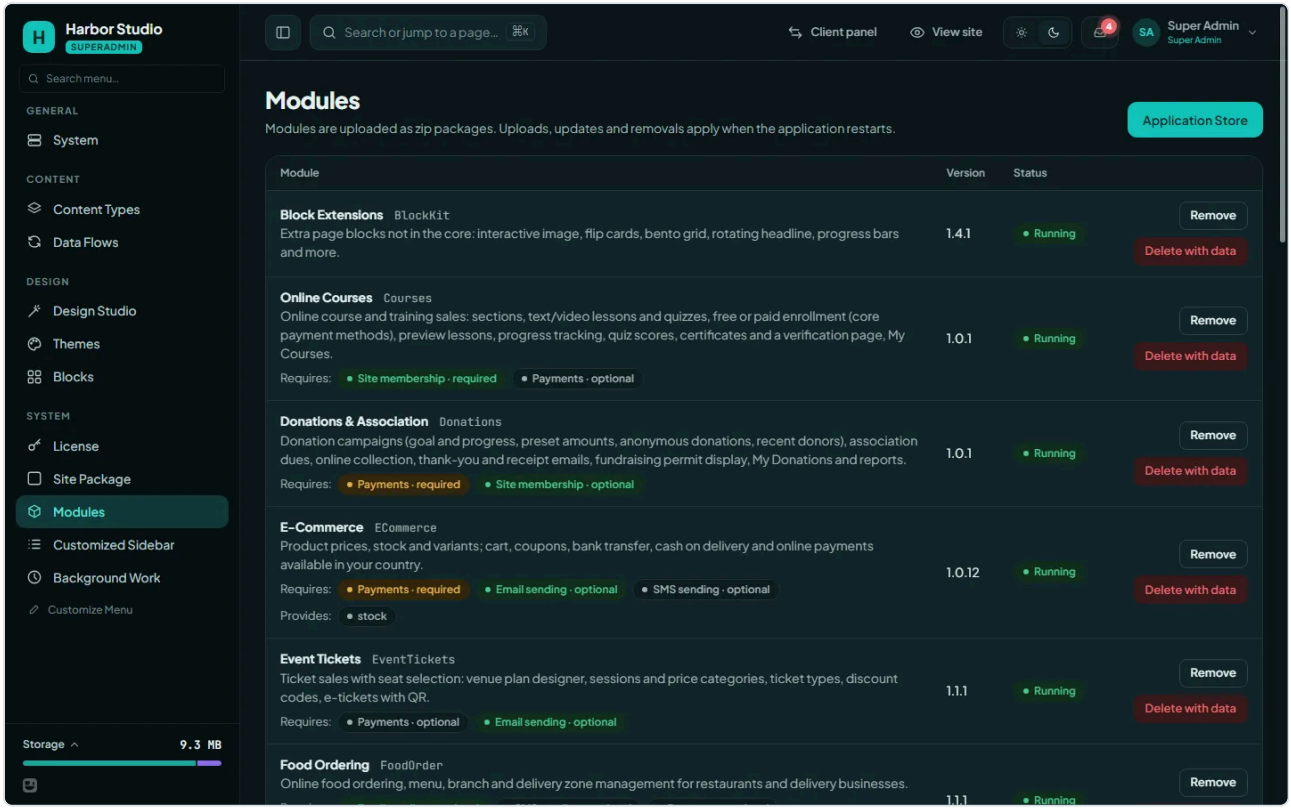
55.3 Security and accuracy

Use only trusted HTTPS sources; if an access key is needed, do not write it openly in the URL. External data is not data published by your organization: tell the visitor the source and the update time, and add a warning for critical decisions.

56 Superadmin: modules and the store

Pending install and update rows show the capability, requirement type and minimum version required by the verified signed manifest. These are not yet the details of the running module.

Modules are uploaded as zip packages and kept under `App_Data/installed-modules`. They are not hot-loaded into the running application; installation, update and removal are applied **on restart**.



The Modules screen shows each module's version, requirements and status, with remove options.

56.1 Uploading and updating

1. Take a current data + media backup and check the module's core version requirement.
2. Upload a trusted module zip package. A new version of the same module is queued as an update.
3. Review the pending operation and the version transition on the screen.
4. Start the short outage with **Restart now**; the screen refreshes when the new process is ready.
5. Verify the module panel, the public blocks/endpoints, the permissions and, if any, the migration result.

56.2 Removal options

Remove takes the module code out of service; it keeps its tables and files, and if it is installed again the data comes back. **Delete with data** irreversibly removes the module's tables and files. Download and verify a backup before the second option.

56.3 Requirements

Under each running module, the **Requires** row shows the site features the module needs (for example, Payments · required, Email sending · optional): green means ready, yellow means required, or configured but not yet ready. The **Provides** row lists the features the module offers to other applications. If another module uses a feature, its name is written in the removal confirmation; removal does not delete their data, only the functions that depend on that feature stop working. An unmet required requirement also appears as a warning on the client dashboard.

56.4 Statuses

Running, to be updated, to be removed, to be installed on restart, not in license or error statuses appear in the list. "Not in license" means the code is installed but there is no right to run it for this domain. Send the error details to support together with the core/module version.

56.5 Application Store

The store lists applications from the CMS.Cndk catalog server and can show the last catalog in the local cache when there is a connection error. The card shows core compatibility, installation, and free/paid status. The panel downloads from the catalog address and installs only a package that is **free, signed and compatible with the current core**. A paid card directs the user to the system administrator; a trusted zip is uploaded manually.

56.6 Free, main license scope and a separate domain license

- **Free module:** It is marked as free in its signed manifest. No separate module license is needed; however, a valid main CMS license is required on the production domain.
- **Paid module included in the main license:** The module ID or the "all" right is in the main license's module list. When the license changes, the pending module access is applied on restart.
- **Separate module license:** Grants a perpetual right to a single module for one or more domains without changing the main license. The `CNDK-MOD1…` key is uploaded from the License screen.
- **Local development:** Localhost, IP and test addresses also need a signed license covering the address; there is no development exemption.

For a module to run in production, the main license must cover the domain; the module must be free or must get its right from the main or a separate module license. In addition, the module feature must be on in Superadmin → System and the user's role must have the module permission. If one of the conditions is missing, the files may stay on disk and the data in the database, but the module is not used.

> **Backup scope:** The panel site backup covers the module's shared database tables and the `App_Data/modules` files; it does not cover the installation zip package. For full disaster recovery, also keep a copy of the whole data folder.

57 Superadmin: background work

System → Background Work shows the jobs that the modules and the core run in the background. It is not visible in the client panel; modules show the progress of their own jobs on their own screens.

57.1 Stuck events

When a module cannot process a persistent event (for example, sale completed → issue invoice), delivery is retried at increasing intervals for about a day. When the attempts run out, the delivery becomes a **stuck event** and is not retried automatically. Read the error text and fix the cause (the external service was down, a setting was missing), then queue it with **Retry** or **Retry all**. **Abandon** means accepting that the listener will never process the event; it is written to the audit log and cannot be undone.

Pending deliveries of a module that is removed or turned off are not deleted and are not counted as stuck; they are processed when the module comes back.

57.2 Jobs

Long jobs such as bulk import and bulk documents run one by one, in order. You can stop a queued or running job with **Revoke**; a running job stops at its next step. A job that failed or was revoked continues from the last point it saved with **Retry**. If the application restarts, a job left half-done resumes on its own where it stopped.

57.3 Scheduled tasks and listeners

The modules' regular tasks (releasing expired reservations, reminders) are listed with their schedules, last run time and last error; **Run now** runs a task without waiting for its time. At the bottom you can see which module listens to which events.

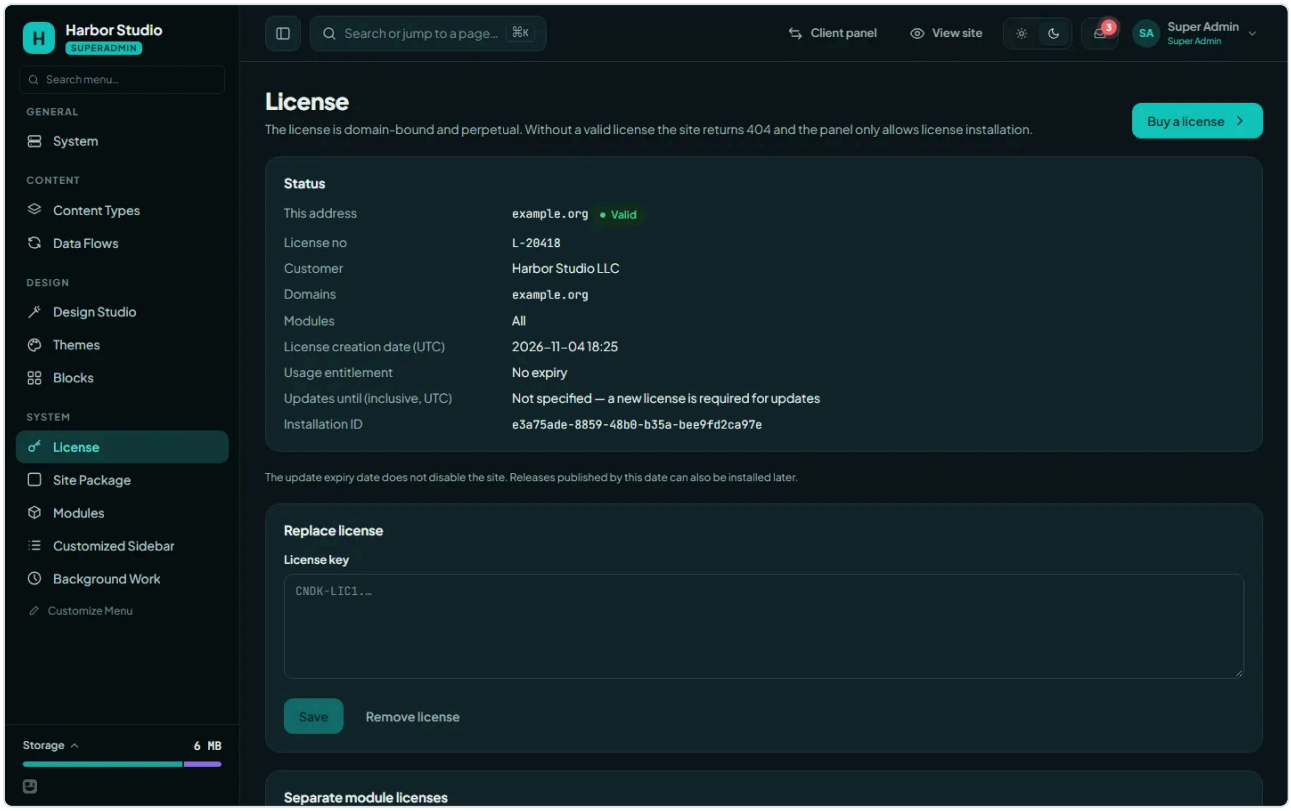
If IIS puts the application to sleep when idle, events, tasks and jobs wait as well. From Plesk scheduled tasks, call the `/cndk/cron` address every few minutes.

58 Superadmin: license

The license is bound to the domain and is perpetual. Without a valid license, the public site returns 404. In the panel, only superadmin sign-in/recovery and uploading the core license are available; other pages redirect to the license screen and other actions are blocked. Local development addresses are subject to the same license rules. The Buy a license button opens the cms.cndk.org product site in a new tab.

58.1 Status information

The statuses valid, no license, invalid or domain out of scope are shown, along with the license number, customer, domains, modules, production date and installation ID. Compare the `www` and bare forms of the domain name with the license scope.



The License screen shows the status, domains and modules covered, with the field for replacing the license.

58.2 Uploading/changing a license

Paste the whole `CNDK-LIC1…` key from the product owner and save. No additional password is requested when you upload the main and separate module license; a superadmin session is required. Removing the license closes the client panel on this domain. If the module list changed, a warning to restart the application appears.

58.3 Separate module licenses

For a specific paid module, a domain-bound, signed and perpetual license can be uploaded without changing the main license. The main license itself must still allow the domain. A free signed module does not need a separate license; a paid module whose ID is in the main license does not need one either. Removing a separate license does not delete the module code or data, it only removes the right to run. Do not share license keys over open channels, in screenshots or in a repository.

58.4 If the superadmin password is lost

Get the site ID from Site Settings → General in the client panel. With the license tool, the product owner generates a one-time reset code for this ID, either unlimited or time-limited in hours. When the code is used, a new one is needed; the superadmin password cannot be read back in the system.

59 Superadmin: site package

The site package is for moving a site prepared locally to the client's server or selectively merging it with another installation. Unlike a classic backup, it re-maps identifiers to the target site.

59.1 Package contents

Languages, content types, content and its translations, media, menus, redirects, non-secret settings and the editable active theme go into the package. Users, passwords, API/SMTP keys, AI settings, the license and form submissions do not.

59.2 Exporting

Create the zip with **Download site package**. Store the file securely with the client and date information. The package is not a full system backup; for server recovery you need the Backups screen and a full `App_Data` strategy.

59.3 Importing

1. Upload the zip; the system builds a plan without changing anything.
2. Review each item's **New**, **Conflict** or **Same** status.
3. Select the new records and the conflicts to be overwritten, one by one or in bulk.
4. Apply. The system first takes a SQLite database backup, then maps the identifiers and media relations to the target.
5. Check the warnings, the home page, menus, relations, media, theme settings and public addresses.

> **Conflict:** "Overwrite" can replace the content and settings of the existing record in the target with the values in the package. Do not select in bulk without comparing the package's date with the last edit in the target.

60 Superadmin: recovery and handover

60.1 When a change fails

1. Stop making new changes; record the error you see, the address, the date-time and the last action.
2. Review the application/module status with the Error Log. Do not share a password, license or API key together with the error text.
3. Use the theme backup for a theme change, the version history for content, and revoking the pending operation for a module.
4. If data is lost, meet the condition of a security backup from the last 24 hours and restore only the part you need.
5. If the application does not open, move on to technical support for the full `App_Data`, logs and process management at the hosting level.

60.2 Handover check for the client

- The domain license is valid, development mode is off and the HTTPS redirect works.
- Admin users, roles, strong passwords and 2FA are set up; there are no unnecessary accounts.
- Content types, languages, menus, system/legal pages and SEO are complete.
- The theme has been checked on desktop/phone, in light/dark mode and with the basic blocks.
- The form, SMTP, inbox and, if needed, Turnstile have been tested end to end against the real service.
- Modules are licensed, running, and there is no pending restart.
- Automatic + remote backup works; the restore responsibility and the retention period are documented.
- The client has been given the everyday Admin account, the guide address and the support process; the superadmin account was not shared for everyday use.