

Etail Systems Tip Sheet

Objective: To add related, associated, recommended & replacements products against other products in COMS.

The following tells you how to achieve this:-

First, you need to find the product you wish to add your related, associated, recommended & replacement products to. Go to 'Products' and search for your item with the boxes provided. Or, click 'Search' & leave the boxes empty to bring up all your products.

CHL	Product	Reference / Description / Price	Skus	Depts	Info	Relations	Status	Image	Edit
1		FS70621N 21st Birthday Gift Photo Album - Personalised 16.6458 - 17.6250	4	5		Associated: 2 Recommended: 1 Related: 2	Suspended ⊕ ⊖		Edit Product
2		21PW 21st Birthday Gift Tankard Personalised with FREE Engraving 21.0000	1	3		Associated: 1 Recommended: 0 Related: 0	Live !		Edit Product

Once in the edit product screen, you need to click the 'Relations' button just under the main navigation bar.

Product Search **Import Export** **Image Check** **Attributes** **Types** **Lists** **Files** **Flags** **Articles** **Tracea**

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Editing: 21st Birthday Gift Photo Album - Personalised [Additional Info & Overrides](#) [Departments](#) [Files and Flags](#)

Product Information for (21st Birthday Gift Photo Album - Personalised)

You will then see a screen with this box on.

Replacement product - When this product is obsolete 301 redirect to a replacement. If not there will be a 301 redirect to the first department this product is in.

Select relationship search 2 way relationship ☒ Yes ☐ No

In the 'Select relationship' dropdown, you need to select what relationship you want. The four options are; Associated | Recommended | Related | Replacement












Apart from 'Replacement' product, you can rename the other options so they are called something different on the front end of your site e.g. 'Customers Also Bought', 'You Might Like...'

You then need to search for the product you want to add to this one – a drop down will appear and you need to select the one you desire.

Always select a 'Yes' next to '2 way relationship' – this means that the products you link will appear on each other's pages, halving your workload.

Once all this is complete, click the 'Add product' button.

21st Birthday Gift Photo Album - Personalised

Relationship	Client Ref	Description	Status	Display order	Create Date	Created By	
Associated products							
	L1245	A Louise	Live	1			 
	21PW	21st Birthday Gift Tankard Personalised with FREE Engraving	Live	2			 
Recommended products							
	eBay Test Product	eBay Test Product	Live	1			 
Related products							
	30 Piece Rectangle Jigsaw	30 Piece Personalised Photo Jigsaw	Suspended	1			 
	Test Red Balloon	Red Balloon	Live	2	03/09/12 10:55	matt.morrison	 
Replacement product - When this product is obsolete 301 redirect to a replacement. If not there will be a 301 redirect to the first department this product is in.							
	L1245	A Louise	Live				
Replacement product	<input type="text" value="louise"/>	<input type="button" value="search"/>	2 way relationship <input checked="" type="radio"/> Yes <input type="radio"/> No		<input type="button" value="Add Product"/>		

We recommend around 4 or 5 products for associated, recommended or related products.

You can remove the product that's link to the listing but clicking the red '-' button.

You can choose what order the products are displayed in buy changing the dropdown numbers one at a time and clicking the green arrows button.

Replacement Products

With a replacement product, it means that if product listing you're editing isn't available, there will be an automatic redirect to the new product (in this case, 'A Louise'). You can only have one replacement product at a time. You can remove this by clicking the little red '-' button. The redirect information is below:

- If a product is **dead** (so no stock is coming in ever again / it'll never been live again), a 301 redirect (permanent) is put in place to the replacement product.
- If a product is **suspended** (assuming it's coming back into stock / will be live again), a 302 redirect (temporary) is put in place to the replacement product.

- If there is **no replacement product** set up & the product is suspended/dead, then there will be a 301 redirect to the first department the product is in.
- If a product is set to new, there's no redirect (doesn't appear on the site).

NB: Replacement products should always be used instead of normal Website Redirects.

If you need support using this feature, please email support@etailsystems.com or call 0844 482 0908.