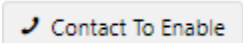


Product Restriction Enquiry

Is this feature disabled?

 **Contact To Enable**

This page works with the Product Restriction feature and needs to be switched on for your site by Commerce Vision.

On this page:

- [Overview](#)
- [Use Product Restriction Enquiry](#)
 - [Quick Reference Guide to Product Restrictions Enquiry page](#)
- [Additional Information](#)
 - [Minimum Version Requirements](#)
- [Related help](#)
 - [Related widgets](#)

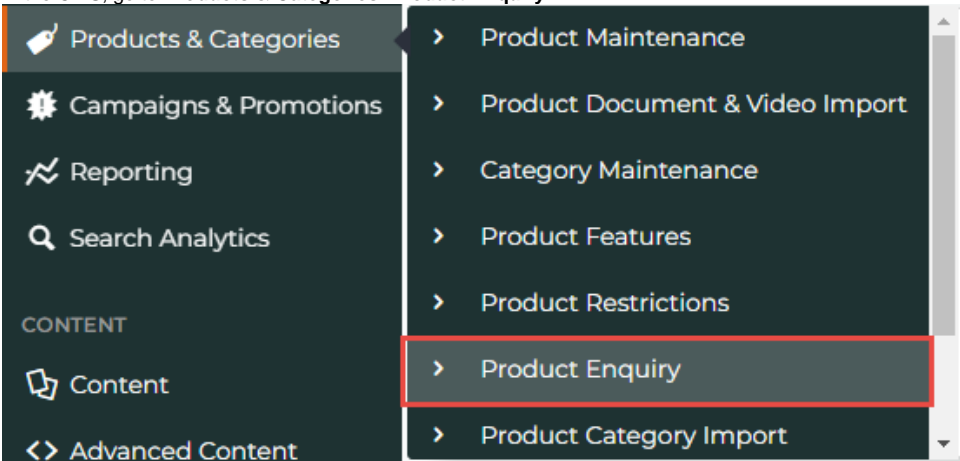
Overview

Use the Product Restriction Enquiry page to find out whether a customer is restricted from purchasing a particular product. Restricted products will not be visible to users on the customer account. This enquiry will find product restrictions added online with [Product Restrictions](#) and stock restrictions integrated from the ERP.

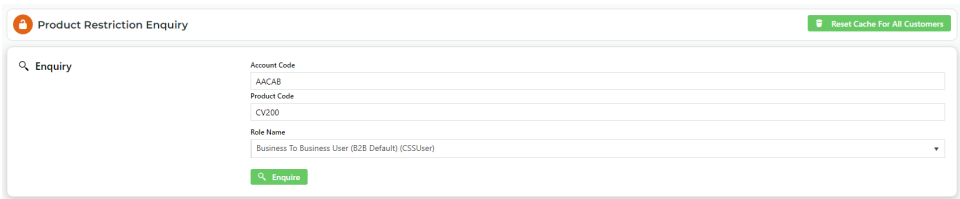
Use Product Restriction Enquiry

Product Restriction Enquiry appears on the Products & Categories menu when Product Restrictions is enabled.

1. In the CMS, go to **Products & Categories** **Product Enquiry**.



2. On the **Product Restriction Enquiry** page, enter:

A screenshot of the 'Product Restriction Enquiry' form. At the top, there's a title bar with a red status icon and a green 'Reset Cache For All Customers' button. Below the title bar, there's a search bar with the placeholder text 'Enquiry'. To the right of the search bar, there are three input fields: 'Account Code' (with 'AACAB' entered), 'Product Code' (with 'CV200' entered), and 'Role Name' (a dropdown menu with 'Business To Business User (B2B Default) (CSSUser)' selected). A green 'Enquire' button is located at the bottom right of the form.

- a. **Account Code:** customer account code
- b. **Product Code:** product code
- c. **Role Name:** role (some products may have restrictions set by role)

3. To run the search, click **Enquire**.
4. Check the table below for a guide.


Quick Reference Guide to Product Restrictions Enquiry page

	Details	Search Results
Customer Check	<p>Does the customer exist?</p> <div> <div>Customer Information</div> <div> <div>Customer Code: NIFTY</div> <div>Name: Nifty Gifts</div> </div> </div>	<p>Pass. Customer Cr</p> <p>Fail. Customer Cor</p>
Role Check	<p>Does the role exist against the customer?</p> <div> <div>Role Information</div> <div> <div>Role Name: CSSUser</div> <div>Description: Business To Business User (B2B Default)</div> </div> </div>	<p>Pass. Role exists.</p> <p>Fail. Role not found</p>
Product Check	<p>Does the product exist on your site?</p> <div> <div>Product Information</div> <div> <div>Product Code: CV339</div> <div>Description: Bush Cubix L-Desk, Mobile Pedestal, Dark Cherry & Graphite</div> <div>Item Valid: False</div> <div>Stock Group: DEMO</div> <div>Condition Code:</div> <div>Category Code SX</div> </div> </div>	<p>Pass. Product exists</p> <p>Fail. Product not found</p>

Display Status	<p>Is the product available on your website?</p> <div data-bbox="332 199 998 1165"> <div> Product Information </div> <div> <div>Product Code:</div> <div>CV100</div> </div> <div> <div>Description:</div> <div>Endurance T10HRC Treadmill</div> </div> <div> <div>Is Valid:</div> <div>Yes</div> </div> <div> <div>Condition Code:</div> <div></div> </div> <div> <div>Sales Type Code:</div> <div></div> </div> <div> <div>Stock Type:</div> <div>S</div> </div> <div> <div>Stock Group:</div> <div>DEMO</div> </div> <div> <div>User Group 1:</div> <div></div> </div> <div> <div>User Group 2:</div> <div></div> </div> </div> <div> <div>Product Information</div> <div> <div>Product Code:</div> <div>CV339</div> </div> <div> <div>Description:</div> <div>Bush Cubix L-Desk, Mobile Pedestal, Dark Cherry & Graphite</div> </div> <div> <div>Is Valid:</div> <div>No</div> </div> <div> <div>Condition Code:</div> <div></div> </div> <div> <div>Sales Type Code:</div> <div></div> </div> <div> <div>Stock Type:</div> <div>S</div> </div> <div> <div>Stock Group:</div> <div>DEMO</div> </div> <div> <div>User Group 1:</div> <div></div> </div> <div> <div>User Group 2:</div> <div></div> </div> </div>
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Stock Security

Are there any specific inclusion/exclusion rules controlling product availability for this customer?

 Collapse Section

Stock Security Settings	
Customer Stock Security On	Yes
Customers Stock Mode:	Inclusion
Cache Customer Code:	AACAB

Stock Security Data	
Product Code:	CV201
Stock Group:	DEMO
Warehouse:	MEL

The customer is in "Inclusion" mode. The last rule below determines whether the product is available for the user.

Type Available? Stock Key Account (Warehouse for WE)

SI Yes CV201 AACAB

Stock Security Settings

Customer Stock Security On	Yes
Customers Stock Mode:	Exclusion
Cache Customer Code:	NIFTY

Stock Security Data

Product Code:	CV100
Stock Group:	DEMO
Warehouse:	NDC

The customer is in "Exclusion" mode. The last rule below determines whether the product is available for the user.

Type	Available?	Stock Key	Account (Warehouse for WE)
** No stock security entries are relevant to this enquiry **			

Stock Security Se

Customer Stock S
Customers Stock I
Cache Customer C

Stock Security Da

Product Code:
Stock Group:
Warehouse:

The customer is in

Type Available? :

SY No

☐ Customer St

Inclusion

Exclusion

Stock Security Cache

Rules affecting product restrictions are cached. Are there any cache entries for this product?

Customer Information

Customer:	NIFTY
Bill To:	NIFTY
Cache Customer Code:	NIFTY
Security Mode:	Exclusion
Cache Code Expiry:	05-Jul-2022
Product Cache Expiry:	05-Jul-2022

Customer Product Records

No relevant stock security cache entries found.

Included is informa

Customer I

Customer:

Bill To:

Cache Custc

Security Mo

Cache Code

Product Cac

Customer P

Customer C

AACAB

Refresh cache at tl

Product Restrictions	<p>Are there any settings that control this customer's access to this product?</p> <div> <div>Price Limit</div> <div> System Price Limit: \$ 0 Product Price: \$ 4300 </div> </div> <div> <div>Obsolete</div> <div> Available Qty: 84.0000 Product Condition Code: Customer can order obsolete items: No System allows order or obsolete items: No Note: This is the fallback if the customer level setting above is not relevant. </div> </div> <div> <div>Order Entry Restrictions</div> <div> Use Order Entry: permitted at system Level: Yes Use Order Entry: permitted at role level: Yes </div> </div> <div> <div>Product Order Restriction</div> <div> Product Condition Code: Product Stock Group: DEMO Invalid Condition Codes D, I, N, Y, T Zero Price Order Restricted: No Order Restriction Data </div> </div>	Price Limits - are t Obsolete - can the Order Entry Restr Product Order Res Warehouse Restrict
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Additional Information

Minimum Version Requirements	4.37.00
Prerequisites	
Self Configurable	Yes

Business Function	Products & Categories
BPD Only?	Yes
B2B/B2C/Both	Both
Third Party Costs	n/a

Related help

- [Product Restrictions](#)
- [Product Restriction Enquiry](#)

Related widgets

- [Product Reviews Widget](#)