Daymerce

Daymerce manual

A practical handbook for shop owners and their team, with a separate technical section for agencies. Read a task, follow the steps and check the actual outcome.

Reviewed 25 October 2026

Read the online version

This handbook documents supported workflows, not a guarantee that every module is enabled on every shop. A saved draft is not a publication, a rehearsal is not a send, and a recorded request is not proof of delivery. Check capabilities, permissions and the actual result. Examples use fictional DYMR data.

Menu names and available actions depend on your app language, permissions and connected shop. Screens show the real Daymerce interface with fictional DYMR data; original screen labels are preserved.

On this page

Getting started

Connect your WooCommerce shop

Start your day with a clear overview

Work from your phone

Give your team the right access

Orders & packing

Find an order and decide what happens next

Pack an order with the details beside you

Handle a packing problem without losing the order

Make a delivery promise you can keep

Products & publication

Create a product people can understand

Keep sizes, colours and stock clear

Use clear images without making the shop heavy

Publish a change and check the real result

Offer useful additions and alternatives

Customers & service

See the person behind a customer question

Answer a customer with a useful template

Keep newsletter choices separate from purchases

Campaigns & loyalty

Prepare a campaign around a real customer need

Build a message in Mail Studio

Check an automation before it can act

Make a loyalty programme understandable

Content, insight & shop care

Turn product knowledge into useful content

Understand a result before making the next decision

Check purchase invoices and cost estimates

Check bookings, availability and rental returns

Turn shop-care findings into useful work

Check the checkout your customers actually use

Keep shop information and help answers consistent

Handle data and privacy requests carefully

For agencies & developers

Understand where shop data lives

Install and verify Daymerce Edge

Set up agency access and execution permissions

Check synchronisation and source freshness

Keep local background work moving

Verify the frontend, not just the source write

Investigate a connection or uncertain action

Disconnect without confusing access and data deletion

Connect your WooCommerce shop

Bring your existing shop into your Daymerce workspace. You approve the connection in WooCommerce; your shop does not move to a new platform.

Before you start

Have a Daymerce account, access to the right organisation and administrator access to the WooCommerce shop. Use a secure HTTPS address.

A recognisable example

DYMR sells at shop.example.com. Its owner connects that shop, rather than entering the address of a WordPress administration screen.

Step by step

1. Open Organisation & shops in Manage and choose Connect shop. Check that you are working in the right organisation.
2. Enter the public shop address without /wp-admin, product paths or tracking parameters. If WooCommerce has a different source address, select that option and enter its HTTPS address separately.
3. Continue to the permission step. Read which access is requested, open the WooCommerce authorisation screen and approve only the intended shop.
4. Return to Daymerce. Wait for the connection and initial import to be confirmed; then inspect one familiar order and product before starting work.

What you should see

A connected shop appears in your shop overview. An initial import may still be processing; a connection alone does not prove that every record is already available.

If it does not work

No confirmation after returning? Check the existing connections before trying again. Ask your administrator to check HTTPS, the source address, the Edge plugin and permissions. Never send API keys or passwords in a support message.

Read the online version

Start your day with a clear overview

Use Today to choose the next useful task, rather than opening every part of your shop to find out what needs attention.

Before you start

Select the right shop and check whether data is current. Your permissions determine which information and actions are visible.

A recognisable example

At breakfast, the DYMR owner checks the workday, opens the orders that need packing and leaves a less urgent improvement for later.

Step by step

1. Open Today and read the available priorities and any messages about missing or delayed information.
2. Choose one item and open the order, customer or work area behind it. Read the details before taking an action.
3. Complete the task in that work area and check its confirmation. Returning to Today does not itself mark a task as finished.
4. Refresh when you need a new picture, particularly after a connection problem or an action in WooCommerce outside Daymerce.

What you should see

You have a useful starting point for the day and a direct route to the work behind a signal. A quiet overview only describes the checks and data available to it.

If it does not work

Missing something you expected? Check the selected shop, date range, permissions and connection. An empty or incomplete overview is not proof that your whole shop needs no attention.

Read the online version

Work from your phone

Keep the useful context with you when you are away from your desk. Start with a small task that fits the moment.

Before you start

Use your own phone, a current browser and a stable connection. Sign in at my.daymerce.app and select your shop.

A recognisable example

On the train, a DYMR customer asks about an order. The owner opens the customer history, checks the order and prepares an accurate reply.

Step by step

1. Open the menu and choose the task you need: Today, customers, conversations or orders. Check the shop name before editing.
2. Open the relevant record. Read the details and any warning about stale information; do not rely on a notification alone.
3. For a message, review the recipient, channel and final wording. For packing, check the actual items at the packing table before confirming them.
4. After saving or sending, wait for the result. If reception drops, check the existing record or action status before submitting it again. Sign out on a shared device.

What you should see

You can complete a suitable task without returning to a laptop. Mobile access does not make a disconnected phone a fully synchronised offline workspace.

If it does not work

Cannot find an action? Look in the record menu and check your permissions. If a page keeps loading, restore the connection and reopen the record; avoid repeating a payment, publication or message while its outcome is unknown.

Read the online version

Give your team the right access

Let colleagues do their work with their own accounts and appropriate permissions. You keep ownership and access changes visible.

Before you start

You need permission to manage the team. Available places and roles depend on the organisation and its configured access.

A recognisable example

DYMR gives its packing colleague access to orders, while the person preparing campaigns receives the permissions needed for that work.

Step by step

1. Open Manage, then Team & access. Review existing team members and open invitations before adding somebody.
2. Choose Invite team member. Enter the colleague's own email address and select the role that matches their work.
3. Review the invitation and confirm it. Check the invitations list; an invitation is not the same as an accepted membership.
4. Review permissions when responsibilities change. Remove access for departing colleagues and inspect the log when you need to understand a change.

What you should see

People work under their own identities. A role may provide broad permissions, so check its scope instead of assuming that a job title limits access to one task.

If it does not work

An invitation appears to be missing? Check pending invitations and use the outcome check after an uncertain response. Do not send repeated invitations blindly. Ask an owner or administrator if your own permissions are insufficient.

Read the online version

Find an order and decide what happens next

Put the customer, purchased items and order state together before you act. A payment status and a packing status describe different things.

Before you start

Choose the correct shop. Have an order number, customer name or email address ready if you are looking for a specific purchase.

A recognisable example

Noor asks DYMR about order #1048. The owner opens that order and checks the actual items and state instead of answering from memory.

Step by step

1. Open Orders and use the available search and filters. Check the active filter if you cannot see the order you expect.
2. Open the order and verify the customer, products, quantities, delivery information and relevant notes.
3. Choose the next task from the order context: inspect the customer, prepare a reply or open the packing flow. Review any action confirmation before proceeding.
4. After a change, inspect the refreshed state. For payment, refund or dispatch questions, check the source confirmation rather than inferring success from a closed dialog.

What you should see

You know which order you are handling and why the next action is appropriate. An order can be packed without being handed to a carrier or confirmed as dispatched.

If it does not work

An order is absent or out of date? Clear filters, refresh and check the connection. Compare with WooCommerce when necessary. Avoid creating a replacement order merely because an import has not yet caught up.

Read the online version

Pack an order with the details beside you

Follow a packing round with products, quantities and special instructions together. You check the real parcel before confirming the order.

Before you start

Use the correct shop and a current packing queue. Keep the items and any required gift materials within reach.

A recognisable example

DYMR packs four tees for Noor. The packing view keeps the selected items and any gift instructions beside the work.

Step by step

1. Open Orders, then Packing, and choose Begin packing. Review your round. Choose to collect items first if that helps your workspace.
2. Open an order in the round. Compare each item and quantity with the actual products and mark the required checks only after checking them.
3. Read gift instructions and complete any required gift checks. Use the exception or later option if something prevents correct packing.
4. Confirm Packed when the order is ready. Continue through the round, then open the handover step and check what your shop has confirmed.

What you should see

The order is recorded as packed in the Daymerce round. Handover to WooCommerce and any labels or carrier steps have their own confirmation; packing alone does not prove dispatch.

If it does not work

Is a required check still open? Review the item quantities and gift instructions. If another colleague holds the round, coordinate before taking it over. If the queue is stale, refresh its confirmed state before continuing.

Read the online version

Handle a packing problem without losing the order

Keep an exception visible rather than marking an incomplete parcel as finished. A postponed order remains work to resolve.

Before you start

Open the affected order in the packing round. Check with colleagues before changing a round that somebody else is handling.

A recognisable example

DYMR finds that a tee is damaged. The packer sets the order aside, records the exception and checks the order before deciding what to tell the customer.

Step by step

1. Stop on the affected order. Read its products, quantities and instructions again to make sure the problem belongs to this order.
2. Use Exception or Pack later as appropriate. Describe the actual problem clearly; do not mark an absent item as checked to get past a requirement.
3. Open the order details if you need context or a customer follow-up. Coordinate a stock correction or refund through its own authorised flow.
4. Return to the queue and review the orders for later. Resume only when the problem is resolved, then check handover at the end of the round.

What you should see

The exception stays separate from a correctly packed order. Recording a problem does not automatically refund, replace stock, send an email or change every WooCommerce status.

If it does not work

Connection interrupted during confirmation? Check the round and handover receipts before repeating the action. A locally visible packed state is not sufficient evidence that WooCommerce accepted the handover.

Read the online version

Make a delivery promise you can keep

Connect customer choices, lead times and delivery exceptions. Test the combinations your customers actually buy.

Before you start

Have your carrier agreements, dispatch days, destination countries and real handling times available. Confirm which delivery capabilities your storefront supports.

A recognisable example

DYMR can send an in-stock tee quickly, but a made-to-order item needs longer. The checkout promise should reflect the basket rather than the fastest product alone.

Step by step

1. Open Delivery. Review the customer choices, lead-time settings, delivery areas and product exceptions relevant to your shop.
2. Compare the configured promise with your packing days and carrier arrangements. Check costs and the customer contribution separately.
3. Use the available test workspace for representative baskets: one standard item, an exception, a mixed basket and a destination outside your normal area.
4. After a publication, test the real shop as a customer. Check that the product page, basket and checkout do not give conflicting promises.

What you should see

Customers see a promise supported by your configured rules. A delivery option does not by itself book a carrier or prove that a label was created.

If it does not work

Unexpected result? Check the destination, product exception and active configuration first. Keep a record of the test basket and observed result for your agency; do not adjust every rule at once.

Read the online version

Create a product people can understand

Prepare the product information, images and price together. Saving your work and publishing it to your shop are separate steps.

Before you start

Have confirmed product facts, a selling price and images you are entitled to use. Select the right shop before starting.

A recognisable example

DYMR prepares a new overshirt. The owner writes the fit, fabric and care information from the real garment instead of accepting invented details.

Step by step

1. Open Products in the catalogue and start a product. Choose the appropriate product type and give it a clear, recognisable name.
2. Add the facts a customer needs: what it is, important characteristics, price and stock information. Use variants for actual choices such as size or colour.
3. Add relevant images and check the selected main image. Review any prepared text against the real product; correct unsupported claims.
4. Save the work, review validation messages and prepare publication when the product is ready. Check the published product in your shop after confirmation.

What you should see

You have a coherent product record. A saved draft is useful work, but it is not proof that the product is visible or purchasable on the storefront.

If it does not work

Publication blocked? Open the validation details and fix the named field or missing source connection. Do not create a second product to work around an uncertain first publication.

Read the online version

Keep sizes, colours and stock clear

Use variants for choices that affect what the customer receives. Keep each real combination identifiable.

Before you start

Know which combinations you actually sell and how stock is recorded. A product-level total may not describe the availability of an individual size.

A recognisable example

DYMR sells a tee in Chalk and Ink, each in three sizes. Chalk M must not borrow the stock or image of Ink L.

Step by step

1. Open the product and review its attributes and variants. Include only combinations that you can supply.
2. Check each variant's identifying information, price, stock settings and image where relevant. Keep an existing SKU stable unless you deliberately change the identification.
3. Review warnings for missing or conflicting values. Save the changes, then use the publication workflow rather than assuming every edit is already live.
4. Open the shop and select several combinations, including one that is unavailable. Check the displayed price, image and purchase behaviour.

What you should see

The customer can choose the intended combination and your team can recognise it when handling an order. Stock still changes as purchases and source updates occur.

If it does not work

An unavailable variant looks purchasable? Compare the actual WooCommerce variant and stock policy with the published page. Ask your agency to check stale frontend data before editing every stock figure.

Read the online version

Use clear images without making the shop heavy

Keep the original image and let supported local optimisation prepare useful delivery variants. Check the result rather than judging only the file size.

Before you start

Upload a suitable original to the shop. Your host needs supported image processing and a working background scheduler.

A recognisable example

DYMR wants fabric detail to remain visible on an overshirt while a phone should not download a needlessly large image.

Step by step

1. Check the original and the product's main image. Remove a wrong or unsuitable source before starting optimisation.
2. Open Care, then Speed & images. Review the available checks, queue state and any reported processing issue.
3. Allow the shop's background processing to finish. Compare the resulting product image on a phone and desktop; check sharpness, crop and transparency where relevant.
4. Keep the original available. If a variant fails, investigate the job before repeatedly uploading or replacing a good image.

What you should see

The shop can use locally generated image variants where its renderer supports them. Optimisation alone does not prove a faster whole page or repair an unsuitable source photograph.

If it does not work

Jobs stay queued? Ask your agency to check the shop scheduler, Imagick or GD, storage and image limits. With very little visitor traffic, the normal visitor-triggered WordPress scheduler may need a reliable hosting schedule.

Read the online version

Publish a change and check the real result

Separate preparing work from applying it to WooCommerce and showing it to customers. Read the result at each stage.

Before you start

You need the appropriate publication permissions, a connected shop and the capabilities required by the change.

A recognisable example

DYMR saves a new product description. It is ready in Daymerce, but the owner still checks publication and the ordinary product page.

Step by step

1. Review the change and its validation messages. Check the target shop, affected products or pages and any schedule.
2. Prepare the publication. Review the proposed action before confirming; a prepared item is not yet an executed change.
3. Inspect the publication result and source confirmation. If your shop has a separate frontend, allow its refresh and visitor-page verification to finish too.
4. Open the normal customer-facing page, select the relevant variant or basket and confirm the expected result. Keep the publication reference if anything needs investigation.

What you should see

A successful source write and a visible storefront result are different pieces of evidence. Use the reported state; do not call a still-refreshing or uncertain change complete.

If it does not work

Unknown outcome or old page? Check the existing publication and source record before retrying. Ask your agency to inspect the frontend refresh and cache. A browser timeout does not prove that the source write failed.

Read the online version

Offer useful additions and alternatives

Help a customer make a relevant next choice. Start with a small, deliberate relationship between products you know belong together.

Before you start

Check that your storefront supports the specific addition, alternative, set or gift capability you want. A general integration label is not sufficient.

A recognisable example

DYMR offers a matching tee beside an overshirt. A different available size or style can be an alternative; it should not silently alter the rest of the basket.

Step by step

1. Open Together selling in the catalogue. Choose the products and the kind of relationship you want to prepare.
2. Set the applicable conditions and placement supported by your shop. Check the actual variants, availability and price rules.
3. Save and review the draft, then prepare publication. Treat gift options and stored-value gift cards as different features.
4. Test the published result as a customer. Check an eligible and ineligible basket, and make sure an alternative changes only the intended basket line.

What you should see

Customers receive a relevant choice in the supported place. A product relationship does not guarantee extra sales, and different storefronts may support different placements.

If it does not work

An offer is absent? Check capability support, publication, conditions and current WooCommerce availability. Avoid adding unrelated suggestions simply to fill space; remove a relationship when it no longer helps.

Read the online version

See the person behind a customer question

Use Customer 360 to put purchases and recorded customer context together before answering or choosing a next step.

Before you start

Select the right shop and identify the customer from a reliable order or contact detail. Similar names do not prove that two records are the same person.

A recognisable example

Noor asks about her last order. DYMR checks her purchase history and the relevant order rather than asking her to repeat information already available.

Step by step

1. Open Customers and find the customer, or open the customer directly from the relevant order.
2. Check identity and shop context. Review the available order history, conversations and recorded details relevant to the question.
3. Open the actual order or conversation to continue. Use only information needed for this task and correct an inaccurate note through the appropriate record.
4. Check communication preferences before a marketing action. A previous purchase alone does not establish newsletter consent.

What you should see

You can give a better-informed response without piecing the history together in several places. Only available, authorised and imported information can be shown.

If it does not work

History seems incomplete? Check filters, shop selection and source freshness. Do not merge people or promise an order state from a matching name alone. Refer access and correction requests to the verified privacy workflow.

Read the online version

Answer a customer with a useful template

Use a template as a starting point, then check the facts and make the answer fit this customer. A prepared answer is not a sent message.

Before you start

Open the correct conversation and check the customer and order. Make sure the intended communication channel is available.

A recognisable example

On the train, the DYMR owner chooses an order-update template for Noor, checks the current order and changes the wording before responding.

Step by step

1. Open Conversations or the conversation attached to the customer. Read the latest question and any response already given.
2. Choose an answer template where offered. Preview the rendered text, including substituted names, order details and any fields that still need attention.
3. Adjust the answer to the actual situation. Do not repeat a delivery promise, refund or action that has not been confirmed.
4. Review the destination and submit the reply through the available channel. Check the conversation afterwards to confirm what was recorded and whether sending has its own status.

What you should see

You have answered with context and consistent wording. A reply placed in a customer account is not automatically proof of an email delivered to the inbox.

If it does not work

The template does not fit or a value is missing? Edit the response or choose another template. After an uncertain send, inspect the conversation and delivery status before sending the same message again.

Read the online version

Keep newsletter choices separate from purchases

Record what the customer chose and which signup text was shown. Use that recorded preference when preparing marketing communication.

Before you start

Decide what your newsletter is for and write a clear signup text. Sending also requires a configured delivery connection.

A recognisable example

Noor buys a tee from DYMR but does not subscribe. Her purchase can help answer an order question; it is not a reason to add her silently to a newsletter.

Step by step

1. Open the newsletter settings in your shop's management area. Review the audience name, identifier, customer signup text and text version.
2. Enable the supported signup choice only when the explanation is correct. Save and check the resulting configuration.
3. Inspect a customer's communication preferences when needed. Keep the recorded request and its context; do not overwrite a refusal because the customer bought again.
4. Before a campaign, check eligibility, opt-outs and the actual sending connection. Test signup and unsubscribe behaviour on your own shop.

What you should see

You have an understandable choice and a recorded preference. Configuring an audience does not itself send a newsletter or connect an unsupported external provider.

If it does not work

No subscription or delivery appears? Check whether signup and sending are configured separately. Ask your privacy adviser about the appropriate basis and wording for your situation; the presence of a checkbox is not a compliance certificate.

Read the online version

Prepare a campaign around a real customer need

Bring the audience, offer and message into one plan. Start with a reason for the customer to care, rather than a discount for everybody.

Before you start

Know which products and customers are relevant. Check stock, communication preferences, campaign permissions and the capabilities of the connected shop.

A recognisable example

DYMR prepares an overshirt offer for customers whose purchases make it relevant. The owner checks the selection instead of assuming that every past buyer wants the same message.

Step by step

1. Open Campaign plans and create or open a plan. Give it a recognisable name and define the intended outcome and period.
2. Choose the supported audience and review why people match. Check the offer, eligible products, conditions and overlap with other promotions.
3. Prepare the message and review the actual copy, product links and required communication settings. A preview is not a send.
4. Review the plan and publication or execution checks. After confirmation, inspect the active result and later compare outcomes over a suitable period.

What you should see

You have a deliberate campaign with connected ingredients. Preparing an audience does not establish marketing consent, and a scheduled action still needs its own successful execution.

If it does not work

The plan cannot proceed? Open its checks and resolve the specific blocker: audience, source, permissions, timing or sending setup. Do not remove protective conditions merely to get a green status.

Read the online version

Build a message in Mail Studio

Prepare a readable message with a clear purpose. Check its content and recipient experience before handing it to a sending workflow.

Before you start

Have confirmed product facts, destination links and an appropriate audience. Sending requires a configured channel and the right permissions.

A recognisable example

DYMR prepares a short launch email: one product story, one useful image and a clear button to the relevant product.

Step by step

1. Open Mail Studio and create a document. Choose a suitable starting template, such as a campaign or order update, rather than reusing an unrelated message unchanged.
2. Set the subject and preview text. Add or edit blocks, images, product information and the action button. Check personalisation and image descriptions.
3. Review the desktop and phone previews. Follow the intended destination links and check the marketing footer and unsubscribe information where required.
4. Save the document and review its checks. Continue through the appropriate campaign or sending workflow and inspect its outcome separately.

What you should see

The message is prepared and stored. A saved document or clean preview does not mean that a campaign has been activated or an email delivered.

If it does not work

A token is unresolved or a link is wrong? Correct the document before sending. If sending is unavailable, check channel setup and permissions; copying a document into a campaign does not configure a provider automatically.

Read the online version

Check an automation before it can act

Make the trigger, audience, timing and intended action explicit. Treat a rehearsal as a check of the plan, not a real customer send.

Before you start

Know the business situation you want to respond to. Check the available execution capabilities and channel setup for your shop.

A recognisable example

DYMR prepares a follow-up plan for an appropriate customer group. The owner checks exclusions and timing before considering activation.

Step by step

1. Open Automations and create or inspect a plan. Define a recognisable purpose and review its trigger and customer selection.
2. Inspect the steps, referenced offer or message, timing and exclusions. Avoid a plan that can repeatedly contact the same person without a deliberate limit.
3. Run the available plan checks and rehearsal. Read blockers and the stated coverage; an estimated group is not a confirmed list of reachable recipients.
4. Save the reviewed plan. Use activation only where supported and explicitly available, and check execution history rather than inferring activity from a saved plan.

What you should see

You understand what the plan is intended to do and which checks it passed. A rehearsal performs no external customer actions, and saving alone does not activate a workflow.

If it does not work

No activation or send control? Do not assume the plan is running. Check the capabilities and blockers with your administrator. After an uncertain action, inspect its existing history before trying again.

Read the online version

Make a loyalty programme understandable

Give returning customers a clear reason to participate. Start with rules you can explain and benefits your shop can actually deliver.

Before you start

Check which loyalty capabilities are active for your shop and storefront. Prepare understandable participation and benefit conditions.

A recognisable example

DYMR wants to recognise returning customers. The owner checks how a benefit is earned, shown and used before promoting it.

Step by step

1. Open Customer programmes and inspect an existing programme or prepare a new one with the available editor.
2. Review eligibility, earning or benefit rules, limits and validity. Check how returns or changes affect the supported programme.
3. Inspect the programme from a relevant customer record and test the customer-facing experience with an authorised test account.
4. Publish or activate only through the available confirmed flow. Check the visible result and handle customer questions from their actual recorded history.

What you should see

You have a programme with a clear promise. A programme record does not establish that every wallet, payment or redemption capability is enabled on every shop.

If it does not work

A benefit is not visible or usable? Check eligibility, programme state, expiry and frontend support. Do not manually promise credit from a marketing description; investigate the actual customer record and confirmed rules.

Read the online version

Turn product knowledge into useful content

Use Content Studio to prepare pages and articles connected to what you sell. Brain can help prepare work where enabled; you remain responsible for the facts.

Before you start

Have reliable product information and a specific reader question. Check whether AI assistance is available and configured for the selected task.

A recognisable example

DYMR writes a guide to layering an overshirt. It explains fit and combinations using confirmed products rather than inventing fabric claims or promising search rankings.

Step by step

1. Open Content Studio and choose Articles or Pages. Start from a clear customer question and choose the intended source or destination.
2. Add confirmed product facts and useful links. Where Brain is available, ask for a focused preparation task and inspect what it used.
3. Review the resulting text, product references, images, headings and metadata. Correct unsupported claims, awkward language and irrelevant repetition.
4. Save the work and follow publication. Open the real published page and check the links and mobile reading experience.

What you should see

You have useful content with a clear product connection. AI preparation is not fact verification, and a saved document is not proof of publication or indexing.

If it does not work

AI is unavailable? Continue with the editor and your confirmed information. If the output is poor, narrow the task and improve the source facts rather than accepting a confident but unsupported answer.

Read the online version

Understand a result before making the next decision

Use Insights to connect a number with its period, definition and supporting data. Growth is more useful when you can explain what changed.

Before you start

Choose the shop and period you mean to assess. Check whether the data is complete and whether the comparison periods are genuinely comparable.

A recognisable example

DYMR sees more orders after an offer. The owner also checks margin, returns and the comparison period before calling the campaign a success.

Step by step

1. Open Insights and choose the relevant view: overview, products, campaign impact, customer retention or costs and margin.
2. Review the selected period and available explanation of the measurement. Note missing data or a limited evidence base.
3. Open the products, customers or campaign behind the result. Compare like with like and distinguish observed sales from a proven effect of one action.
4. Choose one concrete follow-up, then review the result again over a suitable period. Keep the original assumptions so the comparison remains meaningful.

What you should see

You have an informed decision, not just an attractive number. Revenue is not profit, and a change after a campaign does not by itself prove that the campaign caused it.

If it does not work

Numbers differ from another tool? Compare time zones, dates, order states, taxes, refunds and data freshness before treating either total as wrong. Ask for the measurement definition when it is unclear.

Read the online version

Check purchase invoices and cost estimates

Use confirmed purchase lines to support product cost estimates. Review the document and its product links before relying on the resulting margin picture.

Before you start

Have a purchase invoice and permission to manage the catalogue. The import supports structured UBL and specific PDF recognition; other documents need manual details.

A recognisable example

DYMR receives a supplier invoice for packaging. The owner checks quantities and net amounts, then links the confirmed line to the appropriate comparison group.

Step by step

1. Open Insights, then Costs & margin, and choose Purchase & cost prices. Add an accepted PDF or UBL invoice within the file limit shown by the interface.
2. Review supplier, invoice number, date, currency, net amounts and individual lines. Complete unrecognised information manually and check credits separately.
3. Confirm the relevant purchase lines and link a specific observation, supplier item or comparison group to the product or variant as appropriate.
4. Review the supported quantity and price range. Check the age and number of observations before using the estimate in a decision.

What you should see

Confirmed purchases support an estimate; historical orders and confirmed shop cost prices are not rewritten by this workflow. It is not an automatic full bookkeeping entry or tax filing.

If it does not work

Recognition failed or the range seems odd? Inspect the original invoice, units, currency and quantity. Do not treat a phone photo or every supplier PDF as a supported automatic receipt scan. Keep the original document for your normal accounting process.

Read the online version

Check bookings, availability and rental returns

Keep a reservation, its resources and payment information together. A booking is a different task from packing a physical order.

Before you start

The booking module must be active for the shop. Check the time zone, configured offer, resources and your permissions.

A recognisable example

A small rental business checks tomorrow's reservations. One returned item still needs inspection, so an empty calendar slot must not be treated as proof that the item is ready.

Step by step

1. Open Bookings or the booking calendar. Choose the relevant day or week, resource and filters.
2. Open a reservation and read its start, end, time zone, people or items and assigned resources. Review the payment summary independently from the booking state.
3. For rental, use the available handout, return and inspection steps. Resolve attention flags before assuming that an item can be issued again.
4. For availability questions, inspect other pages, closures and scheduled activities. Review the scope warning when the calendar is incomplete.

What you should see

You know what is reserved, when it is due and which follow-up needs attention. Recording a return does not necessarily mean the item passed inspection or a refund was paid.

If it does not work

A reservation seems missing or a slot looks free? Clear filters and inspect pagination and completeness. Check the resource and time zone. A partial calendar cannot prove full availability.

Read the online version

Turn shop-care findings into useful work

Use Care, described as Daycare on the website, to see available maintenance and content checks together. Open the evidence before changing anything.

Before you start

Select the right shop and check which scans have finished. Some checks require source access or enough current data.

A recognisable example

DYMR advertises free delivery while another page names a minimum spend. The owner compares both passages and corrects the actual promise.

Step by step

1. Open Care and read the attention items. Also review checks and progress to see what is pending or could not be established.
2. Open a finding in its work area: images, trust information, content promises or technical maintenance. Read its evidence and affected scope.
3. Choose a proportionate correction. For a plugin issue, involve your agency and test a change on your own staging shop before production.
4. After correcting the source, refresh or rerun the relevant check and verify the actual customer-facing result.

What you should see

You have addressed a specific finding. No current tasks means no open tasks in the checked scope; it does not certify the entire shop as secure, lawful or error-free.

If it does not work

A finding seems wrong? Compare its date and quoted source with the current page. Keep uncertain observations separate from confirmed defects. Do not disable plugins or rewrite policies solely because of an unexplained warning.

Read the online version

Check the checkout your customers actually use

Test the whole purchase path, including the rules and customer choices that your shop supports. Start with a real customer situation.

Before you start

Agree a safe test method with your agency, including payment-provider test mode where appropriate. Use fictional customer data and avoid accidental real charges.

A recognisable example

DYMR tests a standard tee, an offer and a mixed basket. The owner checks price, delivery and optional extras instead of reviewing only the checkout design.

Step by step

1. Review the relevant shop-experience and checkout configuration. Confirm which capabilities your actual frontend supports.
2. Test product selection, basket updates, eligible and ineligible offers, delivery address and the displayed totals. Include a phone-sized browser.
3. Check that optional choices remain optional and that payment and delivery explanations are consistent. Review the final confirmation and the resulting order in WooCommerce.
4. If you also sell to business customers, test an authorised business account and a normal customer separately. Check actual prices, tax display and conditions; a customer label alone does not prove wholesale pricing.

What you should see

You have evidence of the tested purchase path. A public Store Check cannot see every logged-in, payment-provider or order-confirmation state and cannot replace this own-shop test.

If it does not work

An amount or option is wrong? Keep the exact basket, account type, destination and steps. Compare WooCommerce source rules with frontend behaviour before changing multiple plugins or promotions.

Read the online version

Keep shop information and help answers consistent

Use confirmed business details and published information pages as the basis for customer help. Keep private account details separate from public contact information.

Before you start

Have approved business details, contact choices and the WordPress pages you intend customers to read. Have policy wording reviewed for your situation.

A recognisable example

DYMR changes its return instructions. The owner updates the published source and checks the help answer instead of leaving a second contradictory version.

Step by step

1. Open Manage, then Shop information. Review the business identity, public contact information and relevant service facts.
2. Link each document role to the intended published WordPress page. Check that the page really contains the information its role suggests.
3. Open Help & FAQ and review the answers against those confirmed facts. Leave an explicit fallback for a question whose answer has not been established.
4. After changing a source document, review its approval again and check the normal customer-facing help and links.

What you should see

Customers receive help based on the information you approved. Editing a linked page can invalidate an approval; an old check is not proof that the changed text is still correct.

If it does not work

A help answer or document is missing? Check publication, the assigned page and its current approval. Do not fill a legal or delivery fact with an AI guess. A stored contact request is also not proof that an email reached your team.

Read the online version

Handle data and privacy requests carefully

Distinguish your personal Daymerce account from customer data belonging to a shop. Keep the scope and identity of a request clear.

Before you start

Confirm who is making the request and which organisation, shop and records it concerns. Only authorised people should handle personal data.

A recognisable example

Noor asks DYMR to correct her contact details. The team verifies the request and checks the source record rather than changing a similarly named customer's information.

Step by step

1. Record the request through the appropriate customer or shop workflow. Use My account for your own account preferences and data, not as a substitute for a shop customer's request.
2. Check which system owns the affected information. Compare the WooCommerce record with relevant Daymerce working data and connected communication preferences.
3. Use the supported authorised correction, export or deletion process for that scope. Review retention obligations before deleting business records.
4. Check the outcome in the affected systems and tell the requester what actually happened. Store the minimum useful handling record.

What you should see

You have dealt with a defined request. Disconnecting a shop, removing a team member and deleting stored data are different actions; none should be presented as automatically completing the others.

If it does not work

Cannot establish identity, scope or deletion outcome? Pause the change and involve the responsible owner or privacy adviser. Do not send a full customer export through an unsecured channel or promise erasure from systems you did not verify.

Read the online version

Understand where shop data lives

Daymerce is a working layer connected to WordPress and WooCommerce through Edge. Document ownership per data type instead of treating synchronisation as a full database copy.

Before you start

Identify the actual WordPress source, frontend, Daymerce organisation and installed capabilities. Separate the production and test environments.

A recognisable example

DYMR edits a product in Daymerce. The reviewed change goes to WooCommerce; the storefront then needs the confirmed source result, not an unverified editor preview.

Step by step

1. Map core products, orders, customers and media to the shop's WordPress/WooCommerce source. Keep originals and large files in the user-owned environment where the supported flow provides that.
2. Map Daymerce's necessary working data separately: account and organisation access, compact projections, plans, job references and audit or verification records.
3. For each frontend module, record which approved configuration runs locally, its validity and fallback. Native WooCommerce purchase processing must not depend on a synchronous Daymerce cloud request.
4. Check the actual write, readback and storefront-verification path. Record any explicit external processor and its data scope rather than assuming that no data ever leaves the shop.

What you should see

Your architecture distinguishes authoritative shop data, local runtime configuration and Daymerce working data. The user-owned direction is not evidence that every existing feature has already moved all processing or storage locally.

If it does not work

Cannot place a data type? Trace its actual feature implementation and retention before promising deletion or independence. Disconnecting does not automatically erase working history or uninstall local modules.

Read the online version

Install and verify Daymerce Edge

Edge connects the shop's approved WooCommerce capabilities to Daymerce. Treat installation, authorisation and feature verification as separate checks.

Before you start

Have an authorised plugin package, a current backup, WordPress administrator access and a representative test environment. Check the package's requirements and supported versions.

A recognisable example

An agency prepares DYMR's connection on a test shop first. Installing the package is only the beginning; the agency also checks permissions, synchronisation and storefront behaviour.

Step by step

1. Record the existing WordPress, WooCommerce, PHP, theme and plugin versions. Back up files and database and confirm how restoration would work.
2. Install the approved Edge package through the normal WordPress plugin workflow. Activate it and check reported prerequisites and capabilities before authorising the intended environment.
3. Connect the shop through Daymerce and verify a small read path: a known product, order and customer record. Grant writes only to authorised people and supported workflows.
4. Test one reversible approved change with readback and storefront verification. Record the environment, package version and actual results before a production rollout.

What you should see

You have evidence of an installed and functioning connection for the tested scope. Plugin activation alone does not establish compatibility with every theme, extension or custom checkout.

If it does not work

Activation or checks fail? Read the specific error, verify requirements and use the agreed restoration procedure if needed. Never patch production by disabling unrelated safeguards or exposing credentials in browser code.

Read the online version

Set up agency access and execution permissions

Separate organisation membership, shop access and permission to execute changes. Access to a screen is not permission to perform every action behind it.

Before you start

Use named accounts and confirm the owner's authorisation. Know the shop, environment and duration for which access is needed.

A recognisable example

DYMR asks its agency to investigate a publication problem. The agency receives the necessary shop access rather than the owner's shared password.

Step by step

1. Review Team & access and the relevant shop permissions with the owner. Choose the minimum role that supports the agreed task.
2. Review Execution & safety for the intended write path. Check whether the action requires review, a capability grant or another explicit authorisation.
3. Use the supported workflow and keep its job or publication reference. Record who approved the action and which source result was confirmed.
4. After the work, remove temporary or support access and review the log. Revoke obsolete source credentials through the appropriate source settings too.

What you should see

The agency can work within an agreed scope. Removing a person from an organisation does not automatically prove that every separately issued WooCommerce credential has been revoked.

If it does not work

Permission denied? Check the organisation, selected shop, role and action scope. Do not widen access until the reason is understood. If a grant expires, obtain a fresh approved grant rather than bypassing the check.

Read the online version

Check synchronisation and source freshness

Daymerce uses working views of shop information. Distinguish a connected installation from a completed import and from the current state of a particular record.

Before you start

Identify the authoritative WooCommerce shop and a small set of known records. Keep production and test references separate.

A recognisable example

DYMR changes stock directly in WooCommerce. The agency compares the source variant with the Daymerce working view before diagnosing a missing update.

Step by step

1. Check the selected shop and connection state. Note any import, source or freshness warning rather than treating the absence of an error as proof of completeness.
2. Compare one known order, product and customer against their source records. Check identifiers and times, not just similar names.
3. For a write, inspect the action receipt and readback. A completed request without a matching source result needs investigation before retry.
4. Refresh through the supported interface and inspect progress. Keep large work in bounded batches and preserve useful job references for diagnosis.

What you should see

You know which data was confirmed and which is still delayed or unknown. Do not describe synchronisation as an instant full mirror or assume that a partial list proves no other records exist.

If it does not work

Repeated delay? Check source availability, credentials, permissions and background work. After a timeout, inspect the existing action outcome before replaying it; otherwise an apparently failed request can create duplicate work.

Read the online version

Keep local background work moving

Use the shop's background queue for supported heavy work, with bounded jobs and progress. Normal visitor requests should not perform a long conversion themselves.

Before you start

Check hosting access, WordPress scheduling, PHP limits, image libraries and writable storage. Agree a maintenance window for configuration changes.

A recognisable example

DYMR has little traffic overnight. Image jobs should still progress, so its agency checks a reliable host schedule instead of waiting for a customer to visit.

Step by step

1. Inspect queue state, last progress and errors for the affected feature. Confirm that jobs belong to the intended shop and source files.
2. Check whether WP-Cron is disabled or visitor traffic is too low to trigger it reliably. Configure a supported system schedule or runner through the host when needed.
3. For local images, verify Imagick or GD, source and output limits, disk capacity and protected staging storage. Respect locks, retry limits and execution budgets.
4. Run a small supported job and verify its result and manifest. Monitor a second scheduled run; one manual success does not prove that recurring execution works.

What you should see

The supported queue can progress without loading heavy processing into a customer request. Originals and the last valid output remain important recovery sources.

If it does not work

Jobs keep failing? Preserve the error and source reference, check resource limits and repair the cause. Do not delete locks, increase retries indefinitely or move customer files to a central server as an unapproved fallback.

Read the online version

Verify the frontend, not just the source write

A separate storefront needs an explicit integration contract. The supported path checks the WooCommerce source, refreshes the frontend and verifies ordinary visitor HTML.

Before you start

Document the actual frontend adapter, supported capability versions, environment registration and protected refresh configuration. Keep secrets outside public code.

A recognisable example

DYMR publishes an addition beside an overshirt. The source confirms the rule, but the agency also verifies that an eligible customer can see and use it.

Step by step

1. Check the specific capability required by the feature. General support for Daymerce does not imply support for every set, gift, alternative or checkout placement.
2. Publish through the approved path and confirm the Edge write and source readback. Let the authenticated frontend refresh run for that exact publication.
3. Verify the ordinary visitor page and relevant basket behaviour. Check an ineligible case as well as the successful one.
4. Review local fallback, configuration validity and revocation behaviour. Prices, stock and discount eligibility must still be validated by the WooCommerce source at the appropriate purchase step.

What you should see

You have evidence that the intended frontend result is visible. A source receipt alone may still mean that the page is updating; uncertain verification is not a completed publication.

If it does not work

Source correct but page stale? Trace the refresh, adapter contract, durable cache and visitor verification. Do not bypass the check by accepting editor HTML as proof or trusting an old cached price.

Read the online version

Investigate a connection or uncertain action

Start with the smallest affected task. Distinguish an unavailable Daymerce workspace, an unavailable WooCommerce source and a stale storefront.

Before you start

Record the shop, time, affected action and visible error. Do not include credentials, full customer exports or unnecessary personal data.

A recognisable example

DYMR sees a publication timeout. The agency checks whether WooCommerce already accepted the change before attempting another publication.

Step by step

1. Check whether normal visitors can still browse and purchase through the shop's own path. Then check source access and Daymerce access separately.
2. Inspect the existing job, publication or handover result and compare with the source. An interrupted response does not establish whether the action was applied.
3. Check recent changes, permission expiry, source credentials, capability support, scheduling and cache. Change one cause at a time and keep the original evidence.
4. After recovery, refresh the relevant records and verify one complete affected task. Tell the owner what was confirmed and what remains unknown.

What you should see

You have a bounded diagnosis and a checked recovery. A temporary Daymerce outage is not the same as disconnecting the shop or removing Edge.

If it does not work

Still uncertain? Keep the job reference and sanitised steps for the responsible administrator. Pause repeated writes. Do not uninstall Edge as a first troubleshooting step, because local features may depend on it.

Read the online version

Disconnect without confusing access and data deletion

Disconnecting revokes the Daymerce connection. It is a different operation from deleting stored data, removing Edge or undoing published shop configuration.

Before you start

The authorised owner should review active tasks, integrations and local modules first. Keep a backup and identify separately issued WooCommerce API keys.

A recognisable example

DYMR stops using the connection. The owner wants normal WooCommerce sales to continue and asks the agency which local features still depend on Edge.

Step by step

1. Review active imports and pending publications. Resolve uncertain writes and record the state of any approved local configuration before disconnecting.
2. Open the shop's disconnect action in Daymerce. Read the confirmation and verify the intended shop before approving it.
3. Check that the connection is absent or revoked. Existing imports stop at a subsequent connection check; already imported data is not automatically deleted.
4. Review separate WooCommerce API keys and revoke obsolete ones in WooCommerce. Test the ordinary shop path. Handle data deletion or plugin removal as separately reviewed tasks.

What you should see

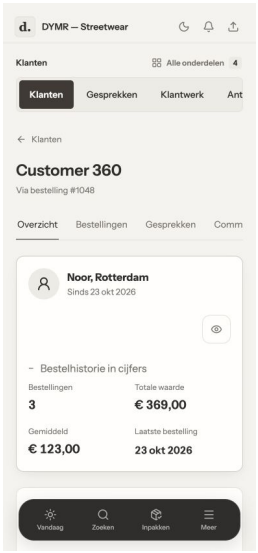
Daymerce access through the revoked connection stops. Core WooCommerce data stays in the shop. Local modules depend on their installed code, configuration validity and fallback; not every Daymerce-related feature is guaranteed to continue indefinitely.

If it does not work

Need to remove Edge too? Inventory dependent checkout and local features first and test restoration or replacement. For privacy deletion, follow the appropriate data process instead of treating a successful disconnect as an erasure receipt.

Read the online version

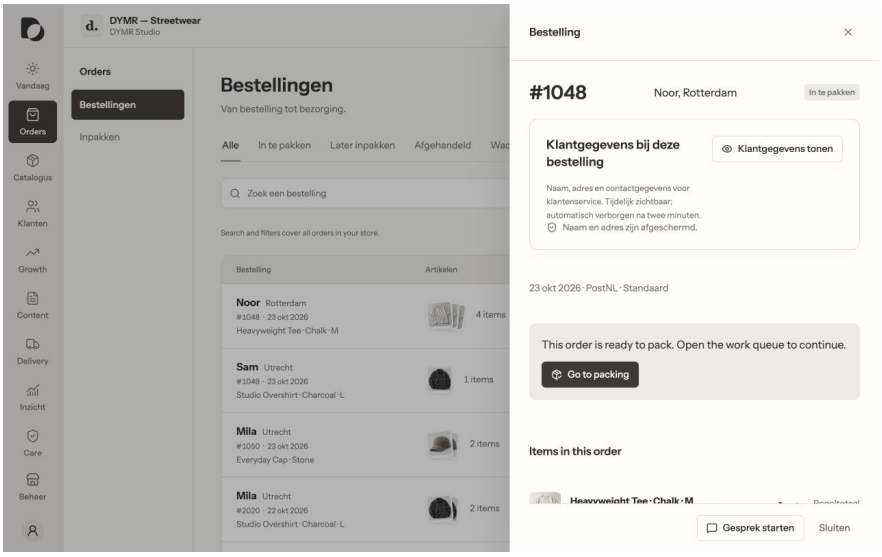
Work from your phone



Actual Daymerce interface with fictional DYMR data. Use PDF zoom or open the online article for a full-size view. Original screen labels are preserved.

Read the online version

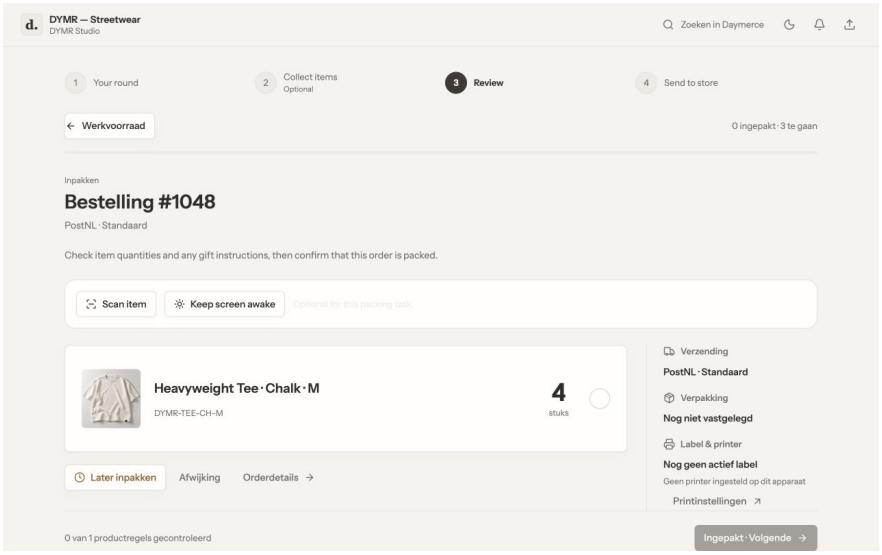
Find an order and decide what happens next



Actual Daymerce interface with fictional DYMR data. Use PDF zoom or open the online article for a full-size view. Original screen labels are preserved.

Read the online version

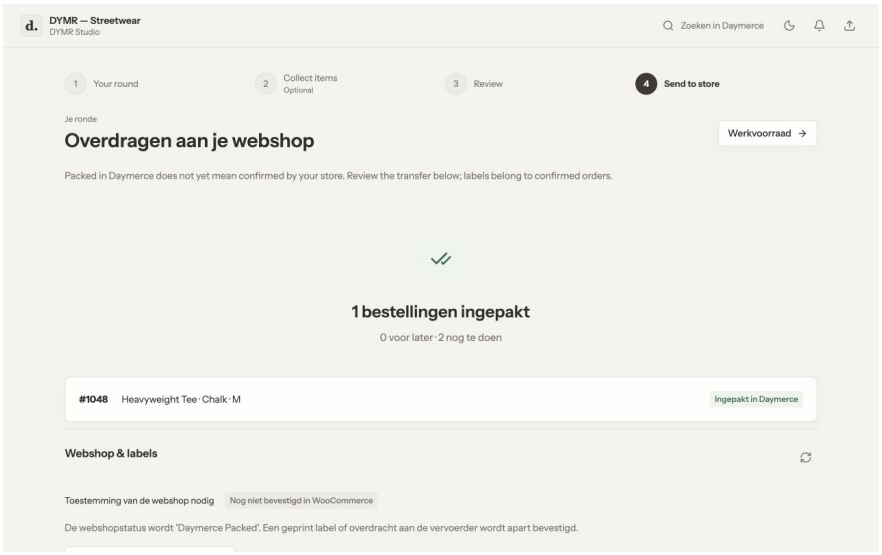
Pack an order with the details beside you



Actual Daymerce interface with fictional DYMR data. Use PDF zoom or open the online article for a full-size view. Original screen labels are preserved.

Read the online version

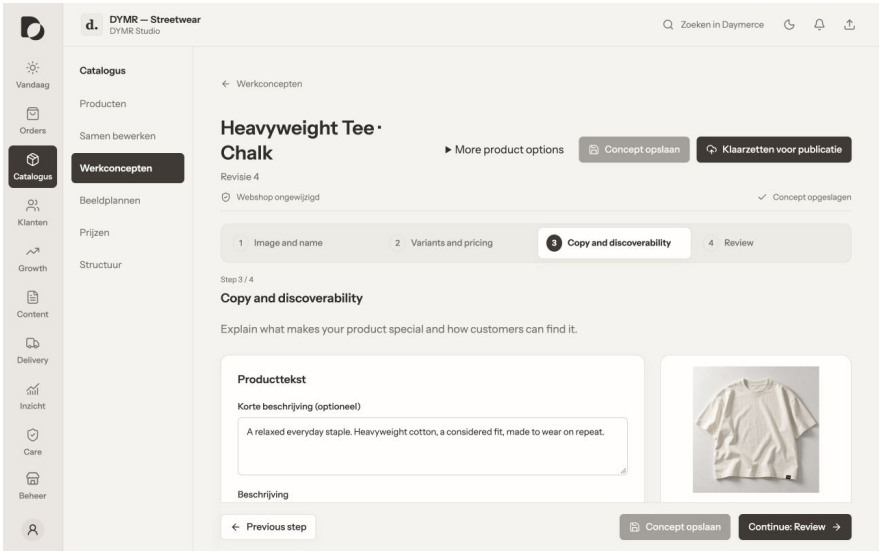
Handle a packing problem without losing the order



Actual Daymerce interface with fictional DYMR data. Use PDF zoom or open the online article for a full-size view. Original screen labels are preserved.

Read the online version

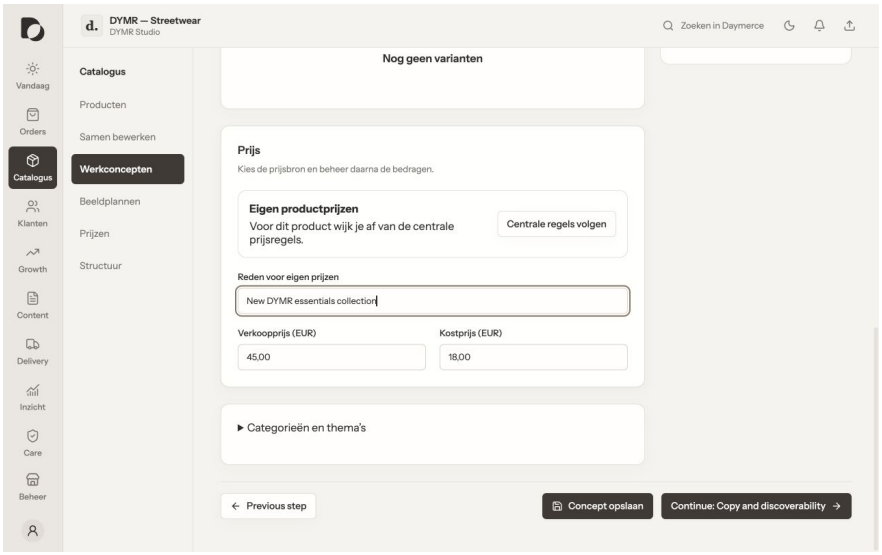
Create a product people can understand



Actual Daymerce interface with fictional DYMR data. Use PDF zoom or open the online article for a full-size view. Original screen labels are preserved.

Read the online version

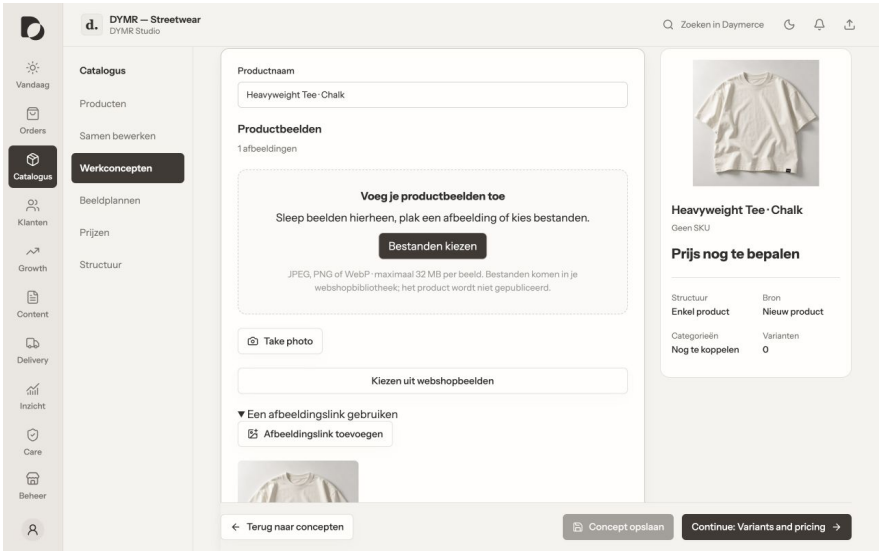
Keep sizes, colours and stock clear



Actual Daymerce interface with fictional DYMR data. Use PDF zoom or open the online article for a full-size view. Original screen labels are preserved.

Read the online version

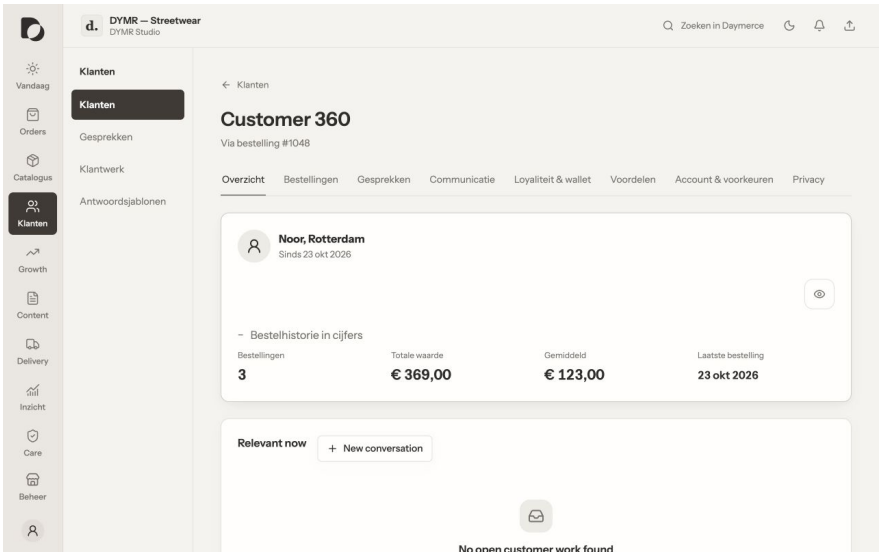
Use clear images without making the shop heavy



Actual Daymerce interface with fictional DYMR data. Use PDF zoom or open the online article for a full-size view. Original screen labels are preserved.

Read the online version

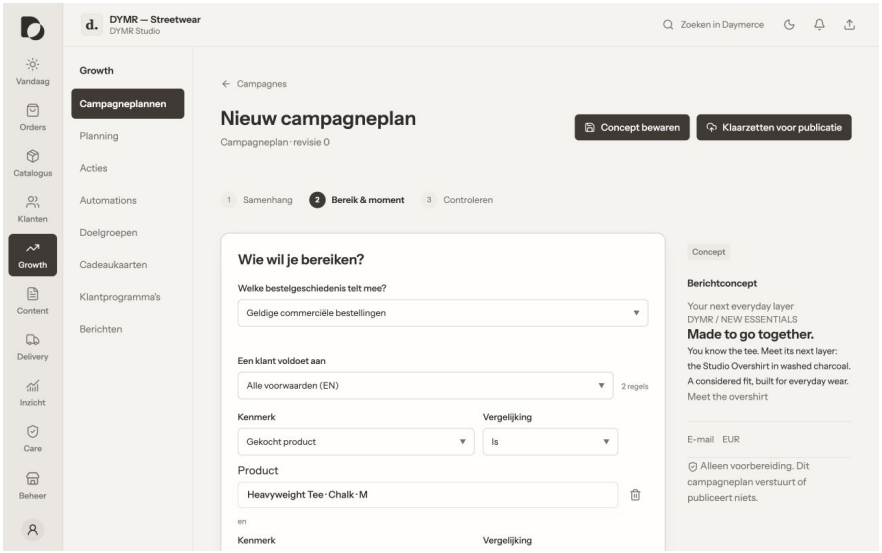
See the person behind a customer question



Actual Daymerce interface with fictional DYMR data. Use PDF zoom or open the online article for a full-size view. Original screen labels are preserved.

Read the online version

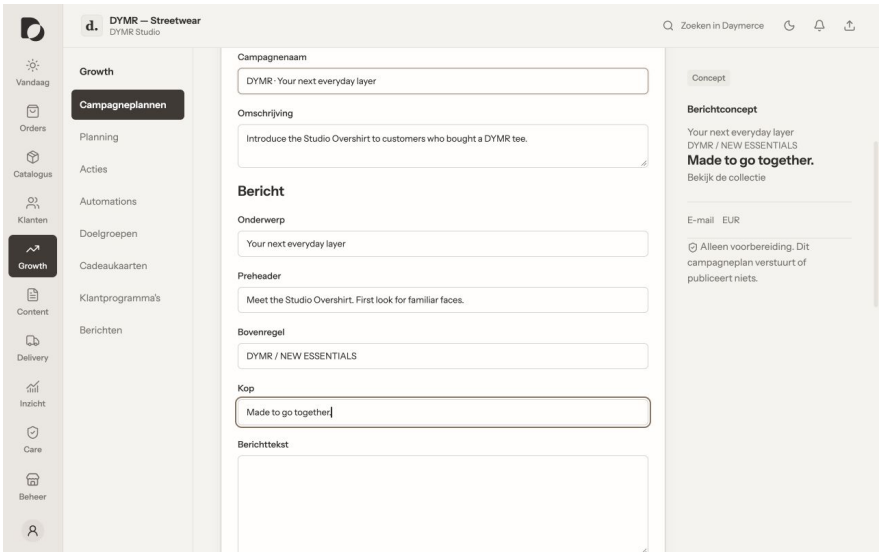
Prepare a campaign around a real customer need



Actual Daymerce interface with fictional DYMR data. Use PDF zoom or open the online article for a full-size view. Original screen labels are preserved.

Read the online version

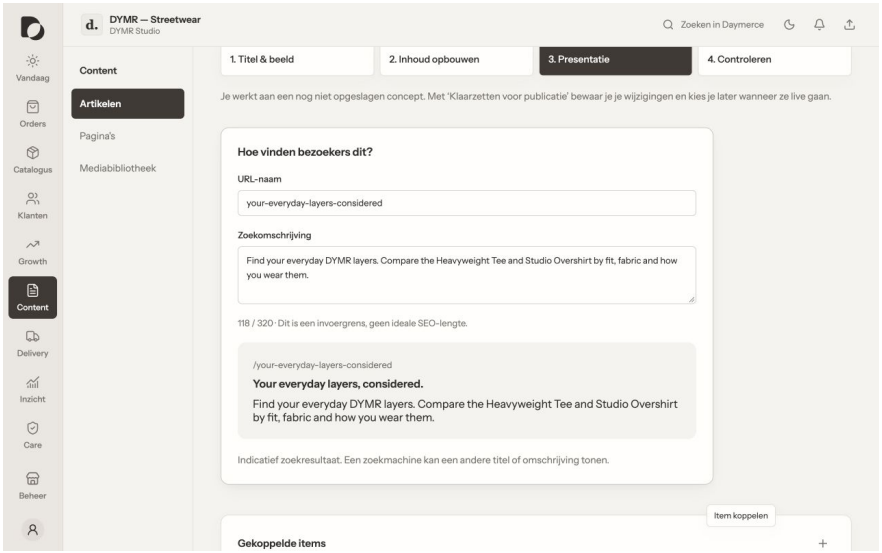
Build a message in Mail Studio



Actual Daymerce interface with fictional DYMR data. Use PDF zoom or open the online article for a full-size view. Original screen labels are preserved.

Read the online version

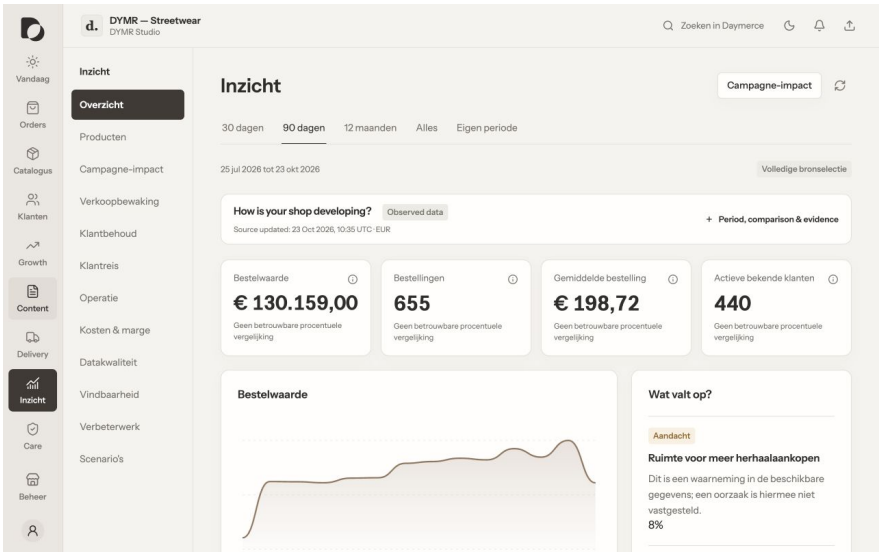
Turn product knowledge into useful content



Actual Daymerce interface with fictional DYMR data. Use PDF zoom or open the online article for a full-size view. Original screen labels are preserved.

Read the online version

Understand a result before making the next decision



Actual Daymerce interface with fictional DYMR data. Use PDF zoom or open the online article for a full-size view. Original screen labels are preserved.

Read the online version