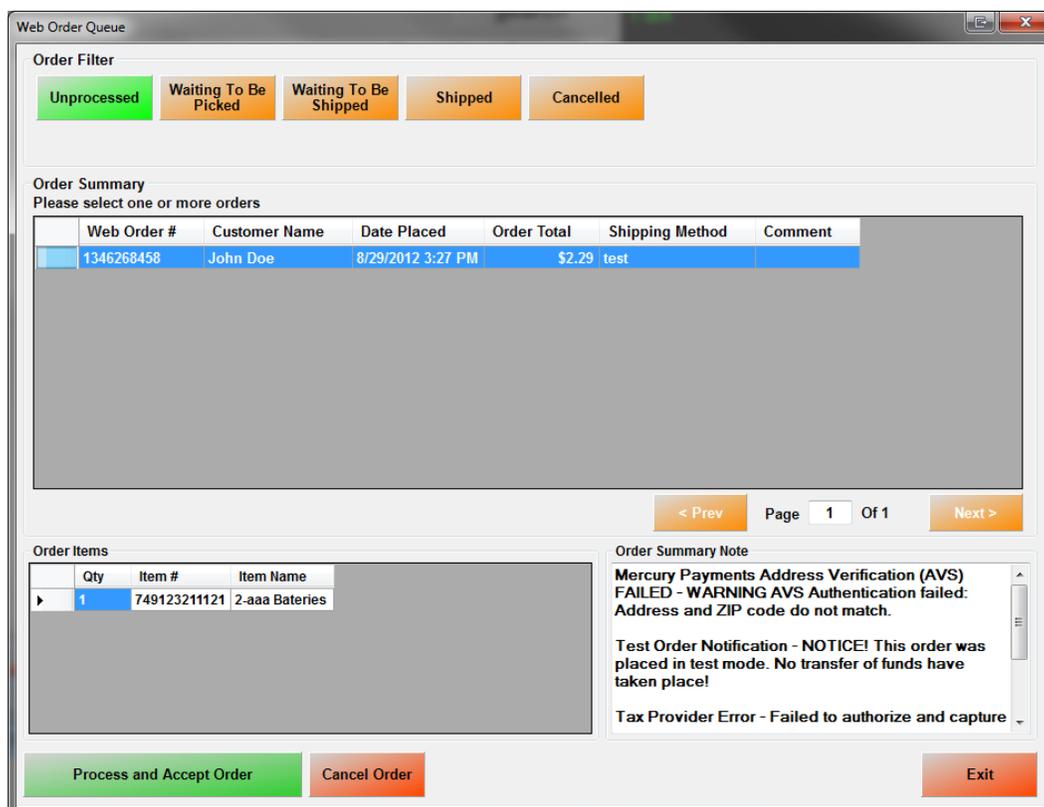# Ecommerce with Cash Register Express – Usage Guide

Cash Register Express now provides ecommerce for your store. This document will explain the process of placing a test order online and working with it in CRE.

Before using this guide please see the following document:

- http://faq.pcamerica.com/file-lockers/pdf-locker/CRE_Ecommerce.pdf

Before beginning the integration you will want to know that only one station will be taking orders from your site.

Important Information Regarding Ecommerce

As there are subtle differences between Nitrosell and Cash Register Express most of your menu will upload although, there will be some required configuration to make the menu ready for Ecommerce orders to be processed. Below are a few differences to be aware of as well as some other important information:

- Most of your inventory items will pull into the Ecommerce site such as, Standard Items and items created using the Styles Matrix. Items created in the styles matrix will be presented online as one item with dropdowns for your customers to select size and color.

- Items that will not pull over into the online store are, Assigned and Unassigned Modifiers, Modifier Groups, Choice Items, Mix & Match Items, Sub Modifiers, Rentals, Fuel Station Items, Disabled Items, Kit Items, Coupons and Tag-Along Items.

- No Tax Rates will be uploaded. Taxcloud.net will be handling all tax rate applications for Ecommerce orders. For more information please contact NitroSell directly.

- If you currently have pictures in place of the buttons on the touch screen in CRE those images will not upload to the Ecommerce interface. It is possible to have an image of your inventory item in the Ecommerce interface which, will have to be configured in Inventory Maintenance.

- 1 station in your store will handle all of the Ecommerce orders. The station designated to handle these orders will need to be running during the hours that Ecommerce orders can be processed.

- All Emails sent to customers will be sent through NitroSell Directly.
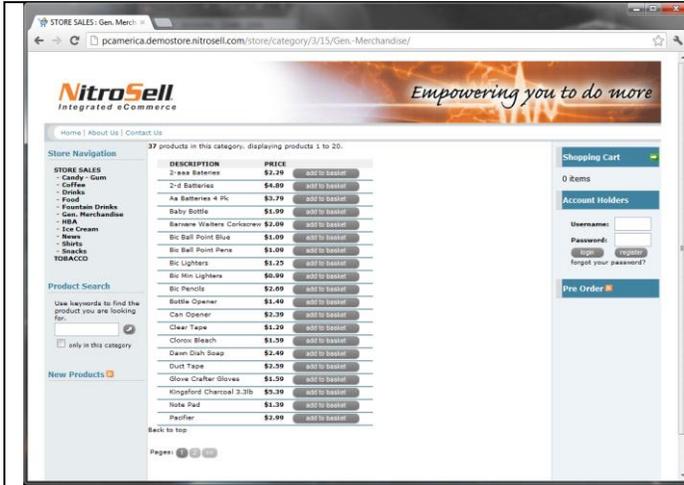
Before setting up Ecommerce with Cash Register Express, please contact your pcAmerica Authorized Reseller or pcAmerica at 1-800-722-6374.
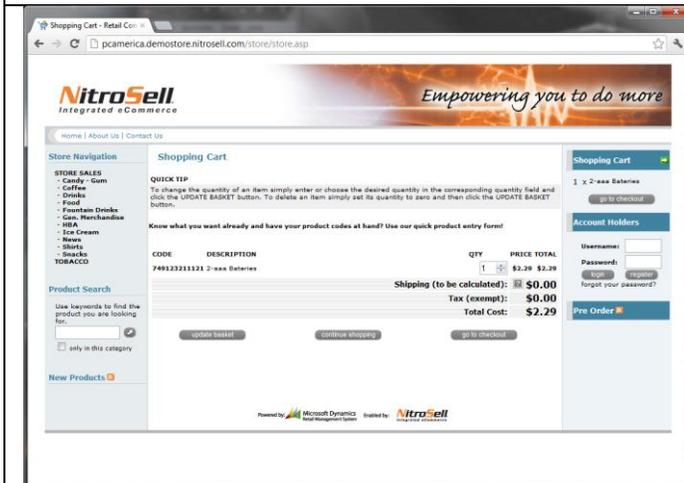
Table of Contents

Placing a Test Order Online

Please login to your website which has been configured with NitroSell.

	1. Find the item you would like to add to the order, by selecting **add to basket** next to the item.
	2. After the item has been added, select **go to checkout**.
	3. Create a new account by entering all the required information. **Note**: Any customer added here will also be added to the CRE database. 4. If you already have an account, enter the **Username** and **Password** and select **Login**.
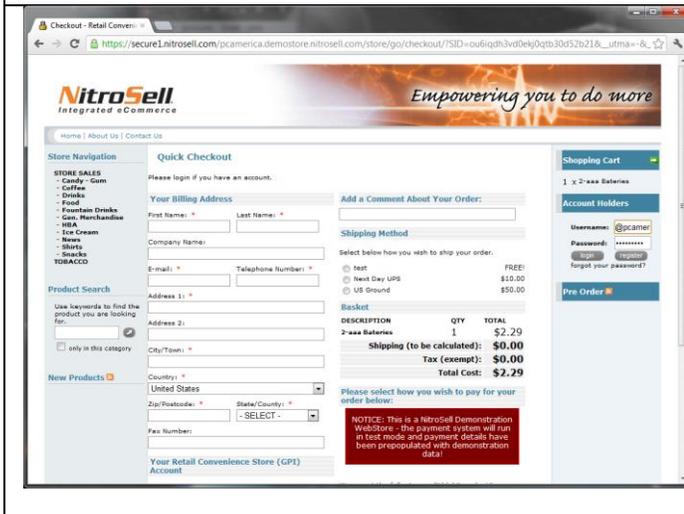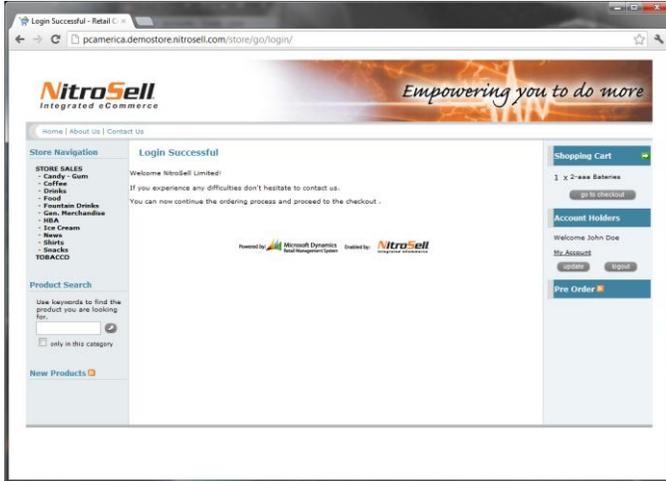
5. If you are not brought to the checkout page select **go to checkout**.
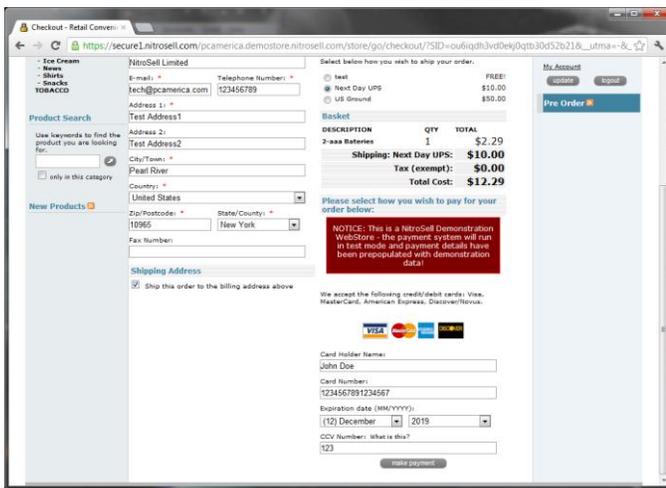
6. Enter the Credit Card Information and any other required information and select **make payment**.

A Confirmation email will then be sent to the customer. An example email is shown on the next page.

John Doe!

Thank you for shopping at Retail Convenience Store! Below is a summary of your order

John Doe,
NitroSell Limited,
1 Blue Hill Plz,
Test Address2,
Pearl River,
New York 10965,
United States
1234567891

Order Summary

CODE	DESCRIPTION	QTY	PRICE	TOTAL
749123211121	[2-aaa Bateries](#)	1	$2.29	$2.29

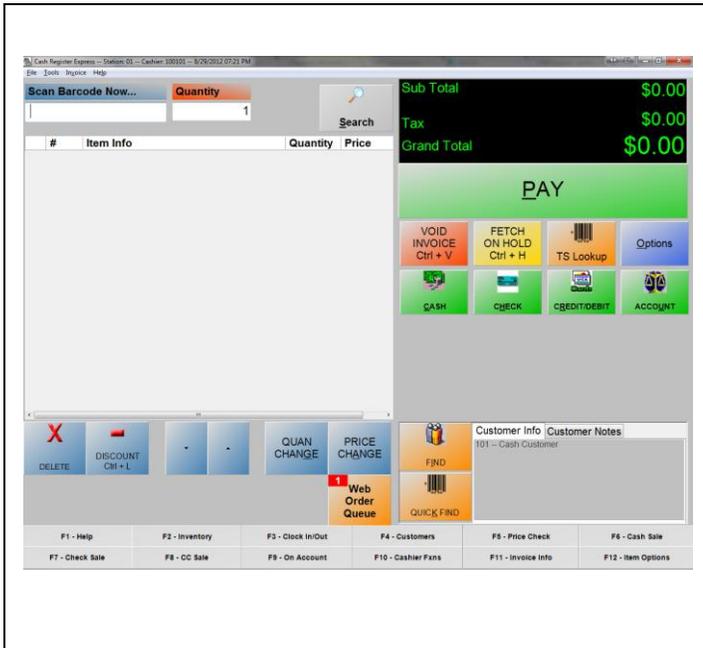Sub Total: $2.29
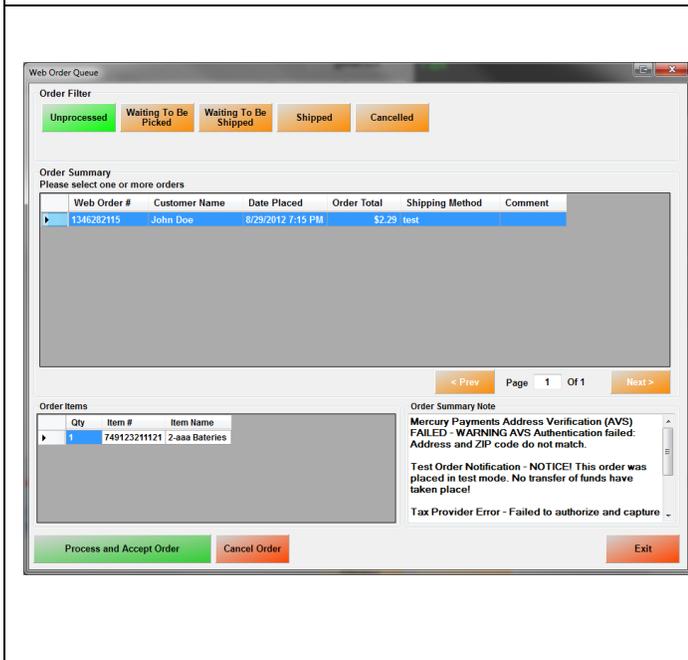
Shipping: test $0.00

Tax (exempt) $0.00

Total Cost $2.29

Process Order in CRE

Orders will be downloaded to your computer approximately every 15 minutes or so. You can manually download the orders using the NSC-Sync application.

1. You will see the counter on the **Web Order Queue** button be updated.

2. To process the order select the **Web Order Queue** button.

3. When the order shows under the **Unprocessed** tab:

   - The new orders will show in the **Order Summary** grid.
   - Use the **< Prev** and **Next >** buttons to move through the pages of orders. Optionally you can enter the page number you would like to view.
   - The items that have been ordered for the selected order will show in the **Order Items** grid.
   - Information about the selected order will show in the **Order Summary Note** section.
   - **Process and Accept Order** will allow the selected order to be processed.
   - **Cancel Order** will cancel the selected order. For more information please see **Cancelling Order in CRE**.
   - **Exit** will exit from this screen.
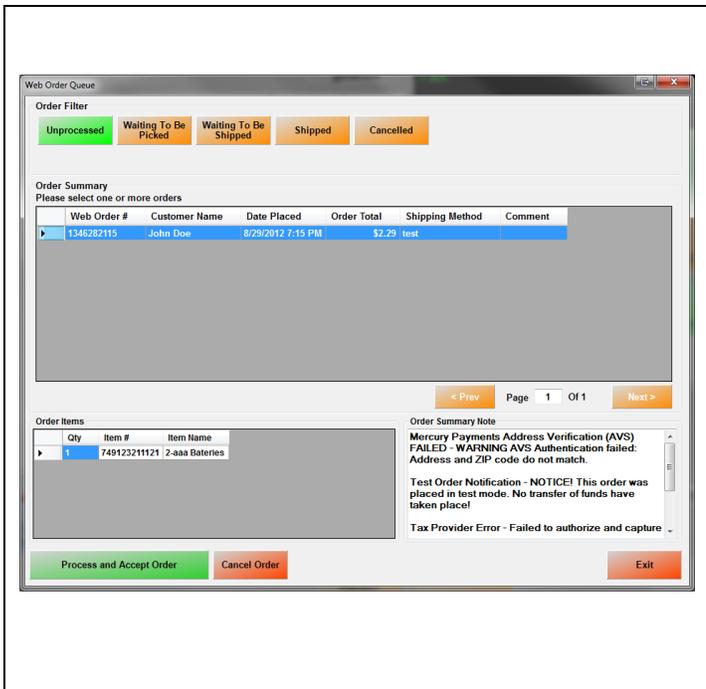
	4. Select **Process and Accept Order**. Depending on what was configured in the setup guide (see below) will determine what will print out from the following choices: • **Receipt** • **Pick List** • **Packing Slip (no Prices)** • **Packing Slip (with Prices)** If multiple orders are selected when Process and Accept Order is clicked only one Pick List will be printed containing, all of the items to be picked. Setup Guide: http://faq.pcamerica.com/file-lockers/pdf-locker/CRE_Ecommerce.pdf
	5. If the item is recorded as out of stock then you will be prompted to proceed with the order. Depending on what was selected regarding inventory stock level tracking.
	6. If you proceed with the order than it will be moved from the **Unprocessed** status window to the next available status.
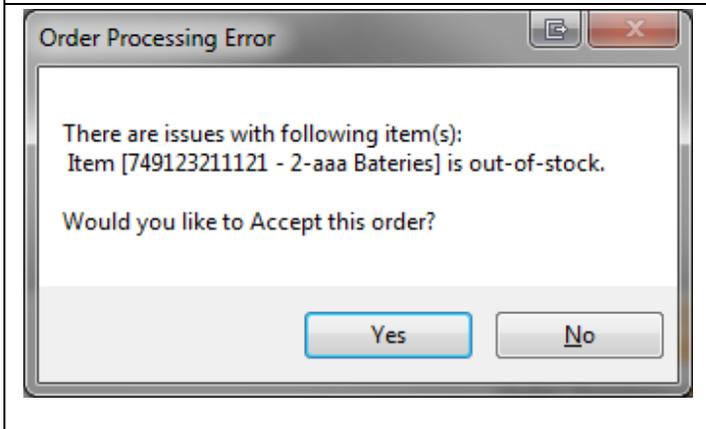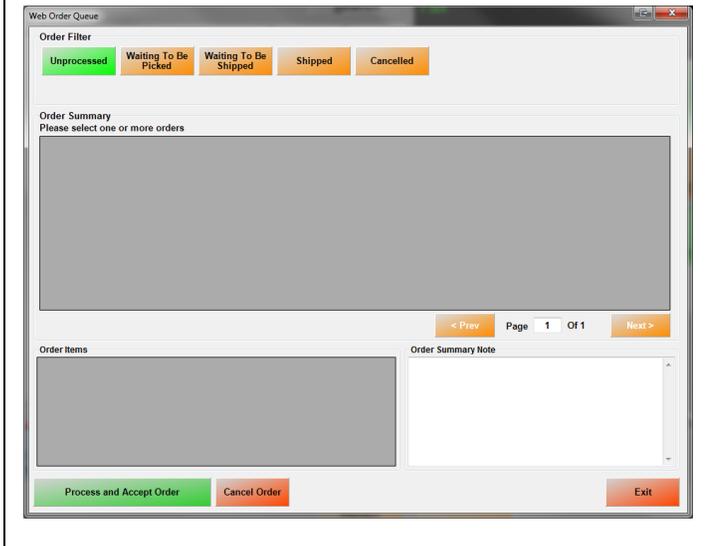
Using Included Statuses in CRE

There are three statuses that cannot be deleted from the system: Unprocessed, Shipped, Cancelled.

By default CRE comes with two additional statuses which can be removed: **Waiting To Be Picked** (Items that have been sold online, but are waiting to be taken off the shelf for shipping), **Waiting To Be Shipped** (items that have been taken off the shelf and are waiting to be packaged and shipped).

Optionally you can add up to 5 statuses to have each order go through. For example you can have Processed, Waiting To Be Picked, Picked, Packaged, Waiting To Be Shipped (in addition to the three which cannot be deleted).

Note: Statuses can be removed only when there are no orders in the status.

Note: Once the order is moved from one status to another it cannot be moved back.

The example in this document will use the two statuses that come by default in CRE.

- o **Waiting To Be Picked**

- o **Waiting To Be Shipped**

For more information on adding/removing statuses please see the document below:

- **http://faq.pcamerica.com/file-lockers/pdf-locker/CRE_Ecommerce.pdf**

Waiting To Be Picked

Items that have been sold online, but are waiting to be taken off the shelf for shipping will be in this status.

	1. When the order shows under the **Waiting To Be Picked** tab: • To only show a specific invoice number regardless of status scan the barcode on the Packing Slip or enter the invoice number (then press enter) in the **Scan Barcode Or Type Invoice #** field. • The orders will show in the **Order Summary** grid. • Use the **< Prev** and **Next >** buttons to move through the pages of orders. Optionally you can enter the page number you would like to view. • The items that have been ordered for the selected order will show in the **Order Items** grid. • Information about the selected order will show in the **Order Summary Note** section. • **Move to 'Waiting To Be Shipped'** will move the selected order to the next status. • **Print Pick List** will print the **Order Pick List** for the selected order. • **Open Invoice** will open the selected invoice in CRE in the same way that Recall Invoice does. • **Exit** will exit from this screen.

Waiting To Be Shipped

Items that have been taken off the shelf and are waiting to be packaged and shipped will be in this status.

<table>
<tr>
<td>

</td>
<td>

1. When the order shows under the **Waiting To Be Shipped** tab:

   - To only show a specific invoice number regardless of status scan the barcode of the Packing Slip or enter the invoice number (then press enter) in the **Scan Barcode Or Type Invoice #** field.
   - The orders will show in the **Order Summary** grid.
   - Use the **< Prev** and **Next >** buttons to move through the pages of orders. Optionally you can enter the page number you would like to view.
   - The items that have been ordered for the selected order will show in the **Order Items** grid.
   - Information about the selected order will show in the **Order Summary Note** section.
   - **Move to 'Shipped'** will move the selected order to the next status.
   - **Print Pick List** will print the **Order Pick List** for the selected order.
   - **Open Invoice** will open the selected invoice in CRE in the same way that Recall Invoice does.
   - **Exit** will exit from this screen.

</td>
</tr>
</table>

Shipping Order From CRE

1. When the order has been moved to shipped you will be prompted to enter the following information:
   - **Shipping Carrier Name** – The name of the carrier that will be handling the shipping of the parcel.
   - **Shipping Tracking Number** – The tracking number associated with the parcell that is being shipped. To enter the tracking number scan the barcode or type the number in and press enter on the keyboard.

2. Select **Done**.

Note: When done is selected an email will be sent to the customer with the tracking number. An example email is displayed on the next page.

3. When the order shows under the **Shipped** tab:

   - To only show a specific invoice number regardless of status scan the barcode of the Packing Slip or enter the invoice number (then press enter) in the **Scan Barcode Or Type Invoice #** field.
   - The shipped orders will show in the **Order Summary** grid.
   - Use the **< Prev** and **Next >** buttons to move through the pages of orders. Optionally you can enter the page number you would like to view.
   - The items that have been ordered for the selected order will show in the **Order Items** grid.
   - Information about the selected order will show in the **Order Summary Note** section.
   - **Print Packing Slip** will print the Packing Slip for the selected order. You will be prompted to print the Packing slip with prices. Selecting **Yes** will print the **Packing Slip (with Prices)**. Selecting **No** will print the **Packing Slip (without Prices)**.
   - **Open Invoice** will open the selected invoice in CRE in the same way that Recall Invoice does.
   - **Exit** will exit from this screen.

Hello John!

This is a short notification email to let you know that we have now processed your order and it is pending shipment to NY today.

The shipping for this order will be handled by **UPS** and has been assigned tracking number **1234568789**. Please note that tracking information will only be available AFTER the courier has picked up your parcel.

If you have any queries don't hesitate to contact us.

Thank you once again.

Regards,

Retail Convenience Store.

Cancelling Order in CRE
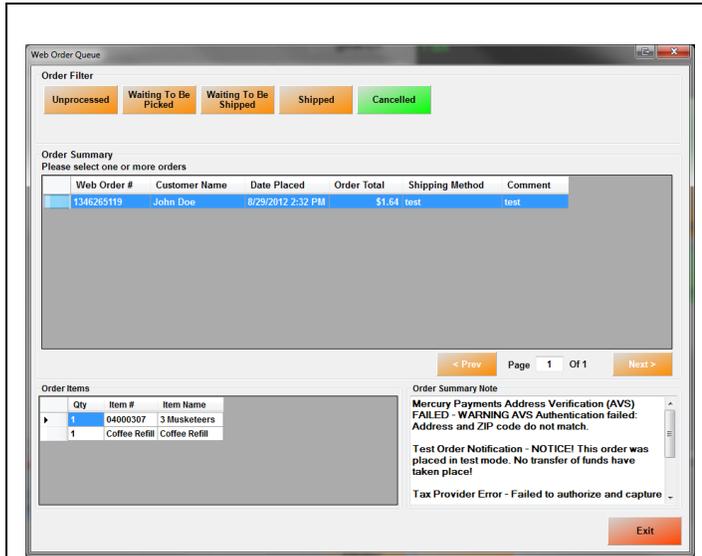
1. When the order shows under the **Cancelled** tab:

    - The cancelled orders will show in the **Order Summary** grid.
    - Use the **< Prev** and **Next >** buttons to move through the pages of orders. Optionally you can enter the page number you would like to view.
    - The items that have been ordered for the selected order will show in the **Order Items** grid.
    - Information about the selected order will show in the **Order Summary Note** section.
    - **Exit** will exit from this screen.

Hello John!

This is a short notification email to let you know that we have CANCELLED your order.
The reason your order was cancelled is as follows:
Not Enough in Stock

If you have any queries don't hesitate to contact us,

Thank you once again for your custom!

Regards,

Retail Convenience Store.

Note: If the order is cancelled the payment processor must be contacted directly for each refund to be processed.

Sample Reports and Printouts

- o **Receipt**

- o **Pick List**

- o **Packing Slip (no Prices)**

- o **Packing Slip (with Prices)**

- o **Financial Summary**

- o **End of Day**

- o **Detailed Daily Report**

- o **Flash Report**

- o **Area Sales Tax Summary**

Receipt

```
            * * * DELIVERY * * *
        Retail Convenience Store (GPI)
              www.pcAmerica.com
          1-800-PC-AMERICA (722-6374)
            Gas Pump Interface Setup

    NAME: John D
    ORDER # ONL-46282115
    INVOICE# 8
    OnHold ID: ONL-46282115
     Closed to Online Purchase

    DATE/TIME: 8/29/2012 7:41:54 PM
    CASHIER: 100101
    STATION: 01

    Customer Info
    =============
    Customer: John Doe

    We would like to know how we are doing.

    For questions or comments please
    contact us:

    Phone: 1-800-722-6374

    Item Count: 2
    =======================================
    1 2-AAA BATERIES                  $2.29
    1 SHIPPING: TEST                  $0.00
    =======================================
    Subtotal                          $2.29
    GRAND TOTAL                       $2.29


    Have a Great Day!!!
    Thank You For Shoping With Us!
```

Pick List

Order Pick List

Print Date: 8/29/2012

Invoice Number [Web Order ID]: 8 [1346282115]

Quantity	Item Number	Description	Location
1	749123211121	2-AAA BATERIES	

Page 1

Packing Slip (no Prices)

Retail Convenience Store (GPI)
www.pcAmerica.com
1-800-PC-AMERICA (722-6374)
Gas Pump Interface Setup

Packing Slip

Invoice #
9

Web Order Id
1346286650

Date
8/29/2012 8:31 PM

Items
2

Bill To:
John Doe
NitroSell Limited
1 Blue Hill Plz
Test Address2
Pearl River NY 10965
(408) 380-7204

Ship To:
John Doe
1 Blue Hill Plz
Test Address2
Pearl River NY 10965
(408) 380-7204

Line #	Quantity	Item Number	Description
1	1	749123211121	2-AAA BATERIES
2	1	Shipping	SHIPPING: TEST

Notes:
Mercury Payments Address Verification (AVS) FAILED - WARNING AVS Authentication failed: Address and ZIP code do not match.

Test Order Notification - NOTICE! This order was placed in test mode. No transfer of funds have taken place!

Tax Provider Error - Failed to authorize and capture tax for this transaction. Please contact your tax provider to manually authorize and capture the tax. Error was: [Error encountered authorizing tax transaction: A matching lookup could not be found for this authorization]

Page 1

Packing Slip (with Prices)

Retail Convenience Store (GPI)
www.pcAmerica.com
1-800-PC-AMERICA (722-6374)
Gas Pump Interface Setup

Packing Slip

	Invoice #
	8
	Web Order Id
	1346282115
	Date
	8/29/2012 7:41 PM
	# Items
	2

Bill To:
John Doe
NitroSell Limited
1 Blue Hill Plz
Test Address2
Pearl River NY 10965
(408) 380-7204

Ship To:
John Doe
1 Blue Hill Plz
Test Address2
Pearl River NY 10965
(408) 380-7204

Line #	Quantity	Item Number	Description	Price Per	Extended
1	1	749123211121	2-AAA BATERIES	$2.29	$2.29
2	1	Shipping	SHIPPING: TEST	$0.00	$0.00

Notes:
Mercury Payments Address Verification (AVS) FAILED - WARNING AVS
Authentication failed: Address and ZIP code do not match.

Test Order Notification - NOTICE! This order was placed in test mode. No transfer of funds have taken place!

Tax Provider Error - Failed to authorize and capture tax for this transaction. Please contact your tax provider to manually authorize and capture the tax. Error was: [Error encountered authorizing tax transaction: A matching lookup could not be found for this authorization]

Totals:	
Sub Total:	$2.29
Total Tax:	$0.00
Grand Total:	$2.29

Page 1

Financial Summary

Retail Convenience Store (GPI)	FINANCIAL REPORT	Print Date: 8/30/2012 1:32:52 PM
Store: 1001	Totals for period: 8/29/2012 - 8/29/2012 11:59:59 PM	

DESCRIPTION	AVG $	QTY	AMOUNT	DESCRIPTION	AVG $	QTY	AMOUNT
Sales Totals				**NONE**			
Net Sales			$6.87				
Net Tax			$0.00	**Sales Breakdown**			
Net Tax 2			$0.00				
Net Tax 3			$0.00	**Cat: NONE**			
Grand Total			**$6.87**	**Dept: NONE**			
				SHIPPING: TES	$0.00	3	$0.00
Gift Cards Sold			$0.00				
Store Credits Issued			$0.00	**Cat: STORE SALES**			
Grand Total + Gift Cards/Tips			**$6.87**	**Dept: Gen. Merchandise**			
Invoice Discount For GC			$0.00	2-AAA BATERIE	$2.29	3	$6.87
GT - Inv DISC for GC			**$6.87**				
				Gen. Merchand Subtotal:		3	$6.87
Total Payouts			$0.00	Dept % of Total Sales:			100.000%
Total Pickups			$0.00				
				STORE SALES Subtotal:		3	$6.87
Remaining			**$6.87**	Cat % of Total Sales:			100.000%
Sale Types							
Total Voided Sales			$0.00	**CATEGORIES TOTAL:**		**6**	**$6.87**
Net Taxed Sales			$6.87				
Net Non-Taxed Sales			$0.00				
Net Tax Exempt Sales			$0.00				
Payment Types							
Cash			$0.00				
Check			$0.00				
Total Cash + Checks			$0.00				
On Account			$0.00				
Total Debit Cards			$0.00				
Total Credit Cards:0			$0.00				
Online Payments			$6.87				
Expected Deposit Breakdown							
Total Cash Sales			$0.00				
Total Debit/EBT Cashback			$0.00				
Total AR Cash Payments			$0.00				
Total Cash Payouts			$0.00				
Total Expected Cash			$0.00				
Total Check Sales			$0.00				
Total AR Check Payments			$0.00				
Total Expected Checks			$0.00				
Total Expected Deposit			$0.00				
Order Source Breakdown							
Online Sales			$6.87				
Coupons Redeemed							

Page 1

End of Day

```
Retail Convenience Store (GPI)      FINANCIAL REPORT         Print Date: 8/30/2012 1:35:31 PM
Store: 1001              Totals for period: 8/29/2012 5:48:49 PM - 8/30/2012 1:35:27 PM
```

DESCRIPTION	AVG $	QTY	AMOUNT	DESCRIPTION	AVG $	QTY	AMOUNT
Sales Totals							
Net Sales			$4.58	**Coupons Redeemed**			
Net Tax			$0.00	NONE			
Net Tax 2			$0.00				
Net Tax 3			$0.00				
				Sales Breakdown			
Grand Total			**$4.58**	**Cat: NONE**			
Gift Cards Sold			$0.00	**Dept: NONE**			
Store Credits Issued			$0.00	SHIPPING: TES	$0.00	2	$0.00
Grand Total + Gift Cards/Tips			**$4.58**	**Cat: STORE SALES**			
Invoice Discount For GC			$0.00				
GT - Inv DISC for GC			**$4.58**	**Dept: Gen. Merchandise**			
				2-AAA BATERIE	$2.29	2	$4.58
Total Payouts			$0.00				
Total Pickups			$0.00	Gen. Merchand Subtotal:		2	$4.58
				Dept % of Total Sales:			100.000%
Remaining			**$4.58**				
				STORE SALES Subtotal:		2	$4.58
Sale Types				Cat % of Total Sales:			100.000%
Total Voided Sales			$0.00				
Net Taxed Sales			$4.58				
Net Non-Taxed Sales			$0.00	**CATEGORIES TOTAL:**		**4**	**$4.58**
Net Tax Exempt Sales			$0.00				
Payment Types							
Cash			$0.00				
Check			$0.00				
Total Cash + Checks			$0.00				
On Account			$0.00				
Total Debit Cards			$0.00				
Total Credit Cards:0			$0.00				
Online Payments			$4.58				
Expected Deposit Breakdown							
Total Cash Sales			$0.00				
Total Debit/EBT Cashback			$0.00				
Total AR Cash Payments			$0.00				
Total Cash Payouts			$0.00				
Total Expected Cash			$0.00				
Total Check Sales			$0.00				
Total AR Check Payments			$0.00				
Total Expected Checks			$0.00				
Total Expected Deposit			$0.00				
Managers Reported Deposit			$0.00				
Difference			$0.00				
Order Source Breakdown							
Online Sales			$4.58				

Page 1

Detailed Daily Report

```
              DETAILED DAILY REPORT


                    8/29/2012

       Printed: 8/30/2012 1:33:25 PM

       Cashier: ALL

            Retail Convenience Store (GPI)
                   www.pcAmerica.com
              1-800-PC-AMERICA (722-6374)
               Gas Pump Interface Setup


       =======================================
                    SALES TOTALS
       =======================================
       Net Sales.................        $6.87
       Net Tax...................        $0.00
       Net Tax 2.................        $0.00
       Net Tax 3.................        $0.00
                                     ----------
       Grand Total Sales.........        $6.87


       Net Taxed Sales...........        $6.87
       Net Non-Taxed Sales.......        $0.00
       Net Tax Exempt Sales......        $0.00

       =======================================
                   AREA TAX RATES
       =======================================

                                     ----------
       Total Tax:                        $0.00


       =======================================
            BREAKDOWN BY ORDER SOURCE
       =======================================
       Online Sales..............        $6.87

       =======================================
            BREAKDOWN BY PAYMENT TYPE
       =======================================
       Cash......................        $0.00
       Check.....................        $0.00
         Total Cash + Checks.....        $0.00
       Total On Account..........        $0.00
       Total Debit Cards.........        $0.00
         Total Credit Cards......        $0.00
       Total Mobile Payment......        $0.00
       Gift Cards Issued.........        $0.00
       Food Stamps...............        $0.00
       Online Payments...........        $6.87
```

Flash Report

FLASH REPORT

8/29/2012 12:00:00 AM

8/29/2012 11:59:59 PM

```
==========================================
             SALES TOTALS
==========================================
Net Sales                          $6.87
Net Sales - Taxed                  $6.87
Net Sales - NOT Taxed              $0.00
Exempt Sales                       $0.00
Taxes                              $0.00
Gross Sales                        $6.87
==========================================
             MEDIA TOTALS
==========================================
Cash                               $0.00
Checks                             $0.00
Credit/Debit                       $0.00
EBT                                $0.00
On Account                         $0.00
Mobile Payment                     $0.00
Online Payments                    $6.87
==========================================
          PERFORMANCE STATISTICS
==========================================
```

PRINT **EXPORT** **EXIT**

```
                FLASH REPORT
Store : 1001

8/29/2012 12:00:00 AM
8/29/2012 11:59:59 PM

==========================================
             SALES TOTALS
==========================================
Net Sales                          $6.87
Net Sales - Taxed                  $6.87
Net Sales - NOT Taxed              $0.00
Exempt Sales                       $0.00
Taxes                              $0.00
Gross Sales                        $6.87
==========================================
             MEDIA TOTALS
==========================================
Cash                               $0.00
Checks                             $0.00
Credit/Debit                       $0.00
EBT                                $0.00
On Account                         $0.00
Mobile Payment                     $0.00
Online Payments                    $6.87
==========================================
          PERFORMANCE STATISTICS
==========================================
# Transactions                         3
Avg Transaction $                  $2.29
==========================================
         ORDER SOURCE BREAKDOWN
==========================================
Online Sales                       $6.87
==========================================
```

Area Sales Tax Summary

Area Sales Tax Summary Between 8/30/2012 and 8/30/2012 11:59:59 PM

8/30/2012

Tax Rate ID	Area	Tax	Taxable Sub Total
2	10965	$1.33	$10.12
3	08021	$0.91	$6.00
4	45056	$0.25	$2.00
	Totals:	$2.49	$18.12

Mass Email for Customers
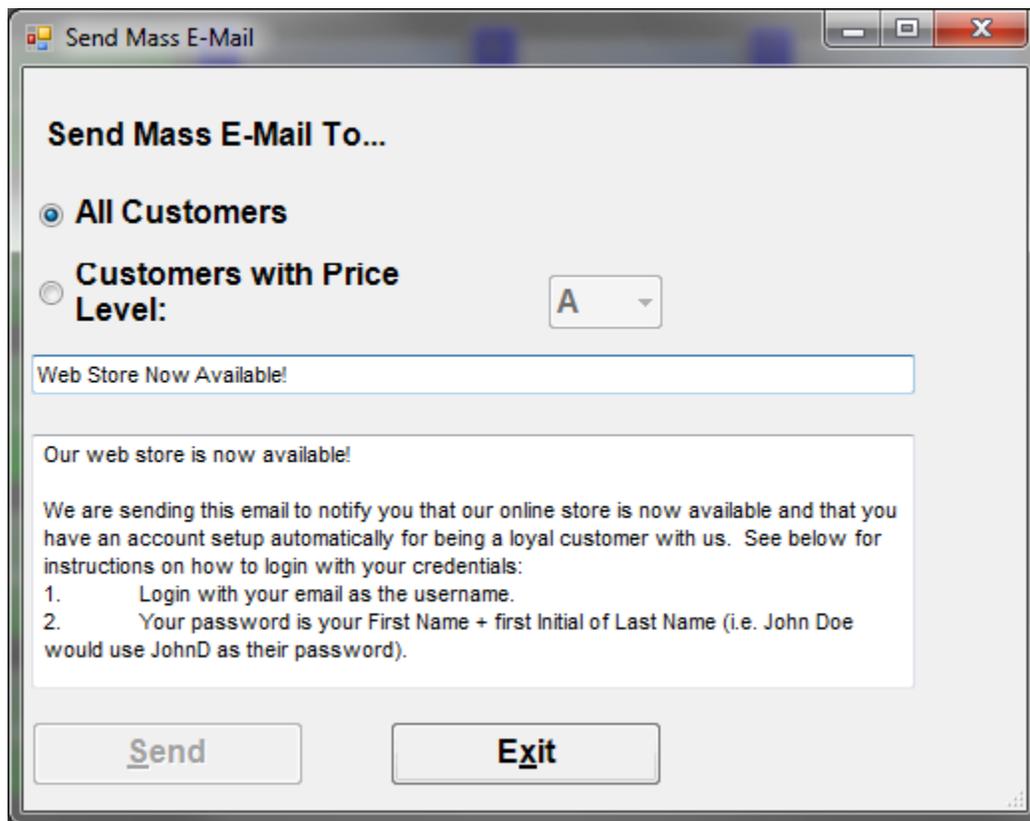
Once your store has been configured and is online you can send an email to your customers using the mass email feature built-in to the CRE application. The Mass Email feature will allow you to email your customers either by price level or to your whole customer base. The Mass Email feature is dependent on customers being setup in your database and their email address being entered in the correct field.

- **Mass Email Setup**
- **Using the Mass Email Feature**

Mass Email Setup

Manager **Options**	1. Select the **Manager** or **Options** button. 2. Enter the administrator password (default: admin) where applicable. 3. Select **Setup** then, **Setup Screen**. 4. Select the **Internet Features** tab.

Setup Screen

Account Control	Company Info	Couponing	Hardware	Internet Features	Inventory	Invoice Settings
Payment Processing		Quick Invoicing & Alerts		Quick-Add	Receipt	Reports
Restaurant Features		Station Specifics		System Access		Touch Screen

SMTP E-mail Options

SMTP Server

SMTP Server Port   120

Connection Timeout   0

SMTP Authentication Type
- ⦿ Anonymous / None
- ○ Basic (Clear Text)
- ○ NTLM

☐ Use SSL

Username

Password

Domain

Send As Address

Bcc

Portal Settings

URL

Portal ID
0

Username

Password   ☐ Enabled

Scale   **Update**   **Exit**

5. At the Left of this screen under SMTP E-mail Options the following information will need to be entered in order for the mass emails to be sent.

Note: This information can be acquired by contacting either the network administrator (who runs your email) or the company who is in charge of your email account (e.g. AOL, Yahoo, Gmail, etc...).

SMTP E-mail Options SMTP Server smtp.gmail.com	6. Under **SMTP Server** enter the address of your outgoing mail server. For example: If you are using Gmail, this field should contain **smtp.gmail.com**.

SMTP Server Port 120	7. Under **SMTP Server Port** enter the port used to communicate with your outgoing mail server. If you are using Gmail, this field should contain **587** or **465**.
Connection Timeout 0	8. Under **Connection Timeout** enter a value (in seconds) that the program will attempt to connect to the server. **Note**: If the value is left at **0** then the connection attempt will not timeout, and will continuously try to connect to the server.
SMTP Authentication Type ◉ Anonymous / None ○ Basic (Clear Text) ○ NTLM	9. Under **SMTP Authentication Type** select the server's authentication method. If you are using Gmail, **Basic (Clear Text)** should be selected.
☐ Use SSL	10. Check **Use SSL** if the server requires the use of a Secure Sockets Layer to communicate with it. If you are using Gmail, check this.
Username Password	11. These fields should contain a valid username and password for an email address on the mail server. If you are using Gmail, your username is your full email address.
Domain	12. This field should contain the domain that you are a part of. For more information please contact your network administrator.
Send As Address	13. This field should contain the email address you would like displayed in outgoing emails.
Bcc	14. If you would like to Blind Carbon Copy the email to another address enter the email address under **BCC**.
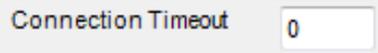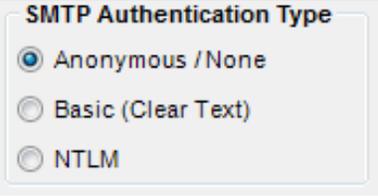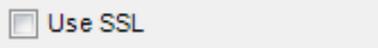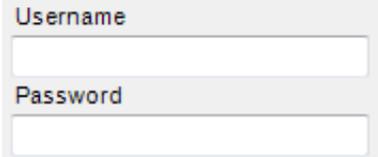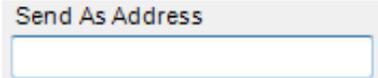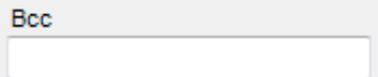
Select Update to save your changes!

Using the Mass Email Feature

Manager **Options**	1. Select the **Manager** or **Options** button. 2. Enter the administrator password (default: admin) where applicable. 3. Select **Tools** then, **Send Mass E-Mail**.
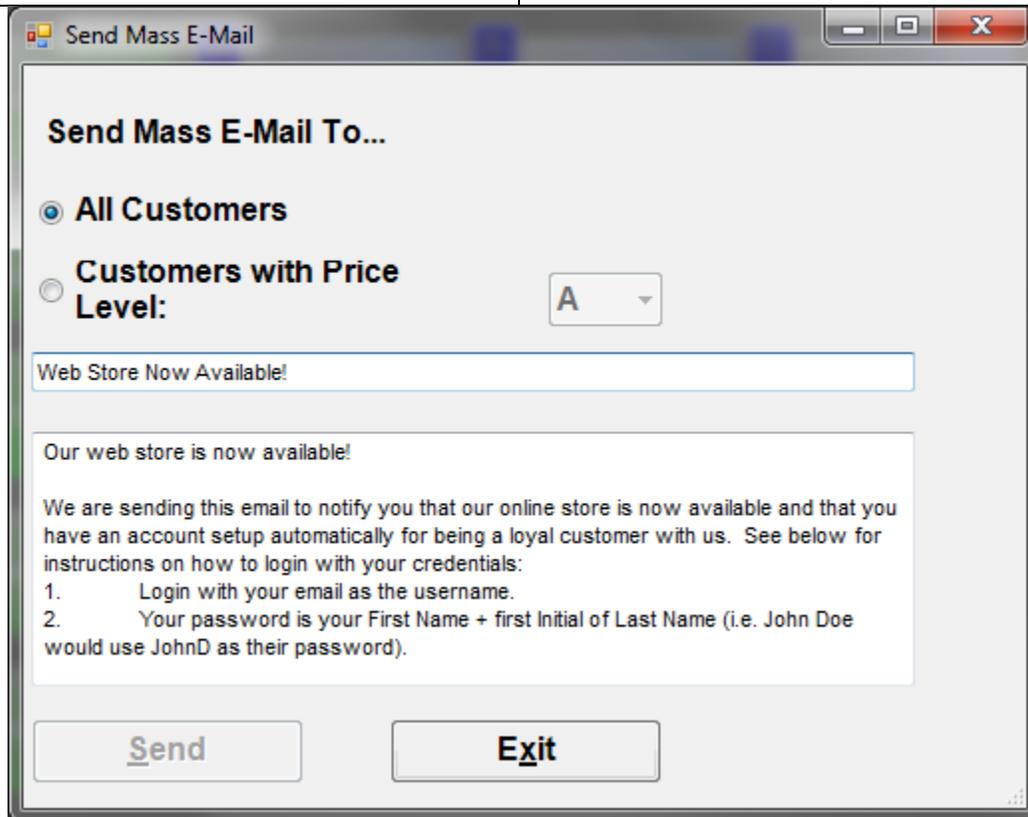
4. Select who will be receiving this email either:

   - **All Customers** (All customers who are setup in your database with an email address)

   - **Customers with Price Level:** (Customers with a price level attached to them) (i.e. for special promotions)

5. After the subject and body of the email have been filled in select **Send** to send the email.

   See the image above for an example email that you can send to your customers.

Important E-Commerce Information

- **Gift Cards**
- **Customer Information**

Gift Cards

Only 3rd party gift cards can be used as a gift card payment type online (i.e. Gift Cards created through Mercury directly). Gift Cards created in CRE will not be able to be redeemed online, only in-store.

Customer Information

If you currently have customers in your database (with a valid Email address) then the customer account will be uploaded. They can then create orders with their auto-created account.

- When the customer goes to your website to place an order online then they can login with the following credentials:
    - Username = E-mail Address
    - Password = First Name + first Initial of Last Name (i.e. John Doe would use JohnD as their password)

    Note: Any special characters (i.e. ' - , …) will be removed from the First and Last Name fields when entering the password online.

- Customers that do not exist in your CRE will be automatically created in CRE when placing an order online.

- If using Customer loyalty with online orders, bonus points will be applied to the customer provided a loyalty plan and incentives have been properly configured.

    For more information please see:

    - http://faq.pcamerica.com/file-lockers/pdf-locker/Customer_Loyalty_Detailed.pdf

- When placing orders online the customer will receive two emails, one as an order confirmation and the other to confirm that the order has been processed. The Processed Confirmation email will also include tracking information for their order (provided it was entered).
    - All Emails sent to customers will be sent through NitroSell Directly.

- The 26 price levels that are configured in CRE for your customers will also be uploaded. This can be used to apply discounts to your customers online.

    For more information please see:
    - http://faq.pcamerica.com/file-lockers/pdf-locker/Price_Levels.pdf

- If a customer is placing an order online and they don't know their password then they can reset it to a new password through their email.

Example Inventory

This section will show examples of the following item types that can be setup to be sold online:

- **Standard Inventory**

- **Matrix Items**

Notes about Inventory

- Most of your inventory items will pull into the Ecommerce site such as, Standard Items and items created using the Styles Matrix. Items created in the styles matrix will be presented online as one item with dropdowns for your customers to select size and color.

- Items that will not pull over into the online store are, Assigned and Unassigned Modifiers, Modifier Groups, Choice Items, Mix & Match Items, Sub Modifiers, Rentals, Fuel Station Items, Disabled Items, Kit Items, Coupons and Tag-Along Items.

- No Tax Rates will be uploaded. Taxcloud.net will be handling all tax rate applications for Ecommerce orders. For more information please contact NitroSell directly.

Standard Inventory

In CRE	Online

Matrix Items

In CRE

Online