

## **EasyStoreMaker 1.5 Frequently Asked Questions (FAQ):**

**Version 1.0**

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### **1. What is EasyStoreMaker?**

EasyStoreMaker is a robust solution developed by iSelect Internet to target small to medium sized businesses that want a fast e-commerce solution. This fully secure on-line store can be created in just a few minutes!

This powerful e-commerce tool allows for an unlimited number of products and creates an unlimited number of SKU's for easy product tracking.

EasyStoreMaker is more reliable because it operates on a clustered server environment that is both fully redundant and monitored 24X365. Most e-store applications today are optimized for a single server environment that can dramatically impair operational continuity.

### **2. How do I access EasyStoreMaker?**

To access EasyStoreMaker simply log into the WebsiteOS control panel and look under the "E-commerce" tool set.

### **3. Do I need a merchant account?**

No merchant account is required to use the EasyStoreMaker on-line store.

### **4. Do I need a payment gateway?**

No, you do not need a payment gateway to use EasyStoreMaker.

### **5. Is EasyStoreMaker secure?**

Yes, EasyStoreMaker is secure. A generic 128-bit encryption SSL (Secure Socket Layer) is used to create a completely secure environment for transactions that occur within your on-line store.

#### **6. How many products can I offer?**

EasyStoreMaker allows you to offer an unlimited amount of products to your customers

#### **7. How do I integrate this on-line store into my website?**

If you are using iSelect Internet Website Wizard, the buttons page will display the option to link your on-line store to your site as one of the default options in the drop down menu. If you are not using the Website Wizard you may create a link on your website to <http://www.yourdomain.com/cgi-bin/online/store.php>.

#### **8. Which currencies does EasyStoreMaker support?**

EasyStoreMaker supports all international currencies.

#### **9. Can I assign shipping and handling rates?**

Yes, EasyStoreMaker will allow you to assign shipping and handling charges based on a flat rate, and/or additional charges based on international orders/out of state/province.

#### **10. Can I assign tax rates?**

The tax table settings in EasyStoreMaker allow you to set State/Province tax amounts as well as Federal tax amounts.

#### **11. How do I assign SKUs to products**

EasyStoreMaker automatically assigns an unlimited number of SKUs to products you offer.

#### **12. Can I import images of products I wish to offer?**

Yes, you can import pictures of products you wish to offer.

EasyStoreMaker gives you two different ways to do so:

- Import the picture file into the "public/storemaker/images" directory and then list the name of the picture file under the "Products" tab in EasyStoreMaker, or
- Enter in the complete URL of an online image in the space provided.

#### **13. Will I get order notification?**

Yes, you will get order notification when an order is placed. This notification will be sent by email and will contain a link to the "EasyStoreMaker Order Processing" web site, which contains all of your order information. Absolutely no customer sensitive information is sent via email.

**14. How do I check the number of orders currently placed?**

In order for you to check the number of orders currently placed, you must log into the “EasyStoreMaker Order Processing” page. This page can be accessed through the EasyStoreMaker tool in WebsiteOS.

The beginning screen will give you the option to “Click here to access your orders”. The URL to this page is: <https://www.securewebexchange.com/www.yourdomain.com/cgi-bin/online/orders.php>.

**15. Does EasyStoreMaker perform credit card verification?**

Yes, EasyStoreMaker does perform credit card verification. The program will look for the correct amount of digits used in a credit card, as well as confirm that the credit card has not expired.

**16. Where will my Secure Socket Layer be assigned?**

Your SSL will be assigned to <https://securewebexchange.com/www.yourdomain.com>.

**17. What payment methods does EasyStoreMaker support?**

EasyStoreMaker supports Visa, MasterCard, American Express and Other, where you can offer and define the option for a different payment method