

### ANALYSIS STEP 3: E-COMMERCE COMPONENTS CHECKLIST

#### 1. Customer Name

**2. Shipping Cost - Calculating the shipping costs can be very a straight-forward process or it can be a very complex one because there are so many shipping options, weights, destinations, etc. For this reason, to save development costs most customers just use built-in product costs by offering Free Shipping.**

- Free shipping
- Minimum order shipping
- Minimum order + sliding scale
- Third party software integration
- Other, Please Specify

#### 3. Comments

#### 4. International Shipping?

- Yes
- No

#### 5. Comments

#### 6. Do you consider the following destinations as International shipping:

- Hawaii
- Alaska
- Canada

#### 7. Comments

#### 8. Who will be the designated shipping company? You can check more than one.

- USPS
- FEDEX
- UPS
- DHL

**9. Comments**

**10. Required third party shipping software integration? Some large companies integrated their online ordering with their existing accounting system or a third party software application provided by companies like UPS and FedEx. The cost of such integration sometimes can exceed \$10,000.**

- Yes
- No

**11. Comments**

**12. Who is your payment gateway? Payment gateway is the company that processes your credit card transaction and forwards the money to your bank such as Authorize.net.**

- Authorized.net - recommended
- Virtual merchant - additional cost
- Verisign - additional cost
- PayPal
- Other, Please Specify

**13. Comments**

**14. Require private SSL? If you have the need to keep customer credit card info such as credit card number, expiration date and security code, you need to have an SSL option to protect your customer from online theft. Most customers don't use this option because of the potential security breach by outsiders and by their own employees.**

- Yes
- No
- Not sure

**15. Require automated recurring billing? Certain services such as "Subscription" based can be programmed to**

**automatically charge monthly or annually. This requires you to disclose the information to your customers and your customers need to check the box agreeing to such payment method unless it has been addressed in your service contract with your customers. Please keep in mind some payment gateway providers do not provide this option. It's your responsibility to check with your payment gateway provider if such service is offered.**

- Yes  
 No  
 Not Sure

**16. Comments**

**17. Require purchase order export and import? Do you have the need to import or export customer data to or from an Excel or CSV file?**

- Yes  
 No  
 Not Sure

**18. Comments**

**19. Who will the order email confirmation / purchase order confirmation be sent to?**

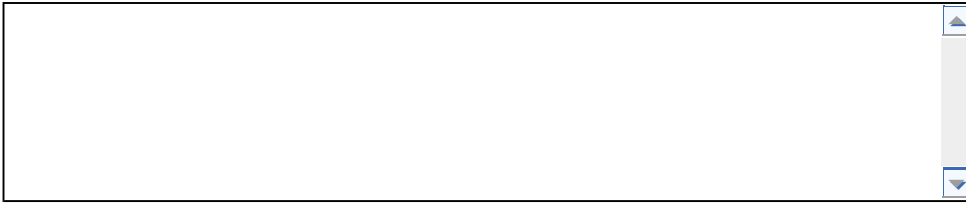
- Customer only  
 Seller only  
 Both

**20. PLEASE ENTER THE EMAIL(S) YOU PLAN TO USE TO HAVE THE PURCHASE ORDER RECEIPT SEND TO. The system will use the default email which is admin@yourdomainname.com if you don't provide one. In case of the customer, the system will send it to the email customer provided.**

**21. Has the customer selected an email purchase order receipt template? We have several styles and designs to choose from or you can provide your own.**

- Yes  
 No

**22. Comments**



**23. Require automated order shipping notification? Most shipping companies like UPS or FedEx has an option for you to enter the E-mail for shipping notification tracking. However, you can also build your own feature to send automated order confirmation from your website once the product is shipped. This requires you to login to your CMS to check the "Shipped" checkbox before the system can send such E-mail.**

- Yes  
 No

**24. Comments**



**25. Order submission method: Most websites use Posting method. For more information on this one, please contact our tech support agents.**

- Email / posting  
 EDI  
 FTP  
 Not Sure

**26. Comments**



**27. Require customer to open an account before buying?**

- Yes  
 No  
 Not Sure

**28. Comments**



**29. Other e-commerce options:**

- Wish list

- Discount option
- Re-ordering option
- Return policy
- Shipping policy
- Product disclaimer
- Term of Use Agreement
- Privacy & Security Agreement
- Copyright Agreement

**30. Comments**