



A Guide to Global Commerce

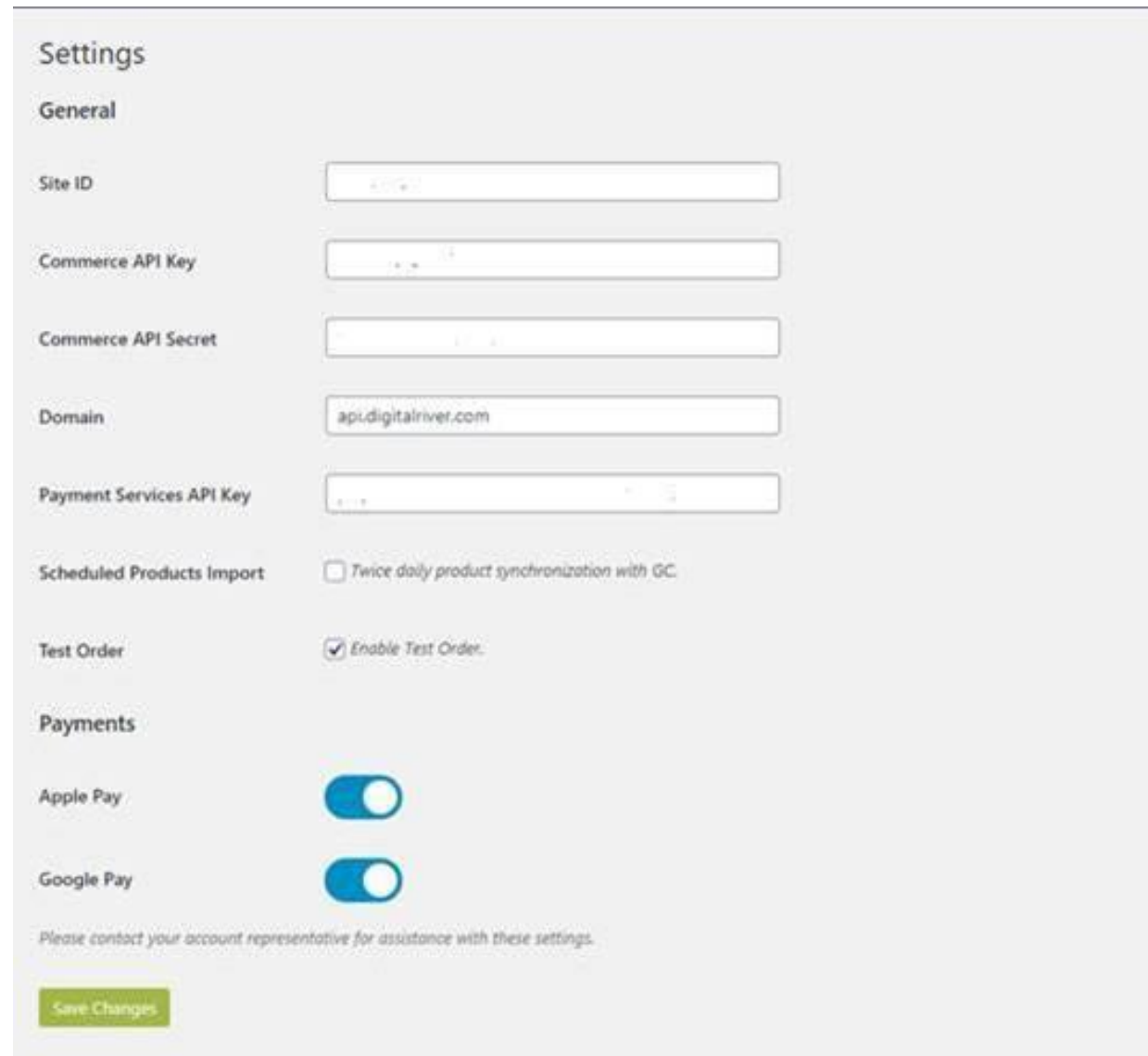
An Overview of Global Commerce for WordPress Clients

This documentation presumes that the following tasks have been completed:

- Site created
 - The siteId has been created by Partner Enablement in the Global Commerce (GC) platform
 - The site has been updated to include a Catalog, Price List and one test product
- Digital River / WordPress plugin added
 - Partner has downloaded and added the Digital River plugin to WordPress
- API keys created
 - Public and Confidential keys have been created for the site
 - DigitalRiver.js key (Payment Services Key) has been created

Once the Digital River plugin has been installed to the WordPress application, complete the following:

- Site ID
- API Key and Secret
- Domain (always api.digitalriver.com)
- Payment Services API Key
- Enable the Test Order feature
- Enable Apple Pay and Google Pay if desired



The screenshot shows the 'Settings' page for the Digital River plugin, specifically the 'General' tab. The page has a light gray background. At the top, the title 'Settings' is in a bold, dark gray font. Below it, the 'General' section is highlighted. The settings are organized into several groups:

- Site ID:** A text input field with a small 'x' icon on the right.
- Commerce API Key:** A text input field with a small 'x' icon on the right.
- Commerce API Secret:** A text input field with a small 'x' icon on the right.
- Domain:** A text input field containing the value 'api.digitalriver.com'.
- Payment Services API Key:** A text input field with a small 'x' icon on the right.
- Scheduled Products Import:** A checkbox labeled 'Twice daily product synchronization with GC.' which is currently unchecked.
- Test Order:** A checkbox labeled 'Enable Test Order.' which is currently checked.
- Payments:** A section header.
- Apple Pay:** A toggle switch that is currently turned on (blue).
- Google Pay:** A toggle switch that is currently turned on (blue).

At the bottom of the settings area, there is a line of text: 'Please contact your account representative for assistance with these settings.' Below this, there is a green button labeled 'Save Changes'.



Introduction to Products

The Digital River plugin includes a Product section.

- 'Product Import' – pulls data from the Global Commerce product catalog
- Product lookup in WordPress is read-only.

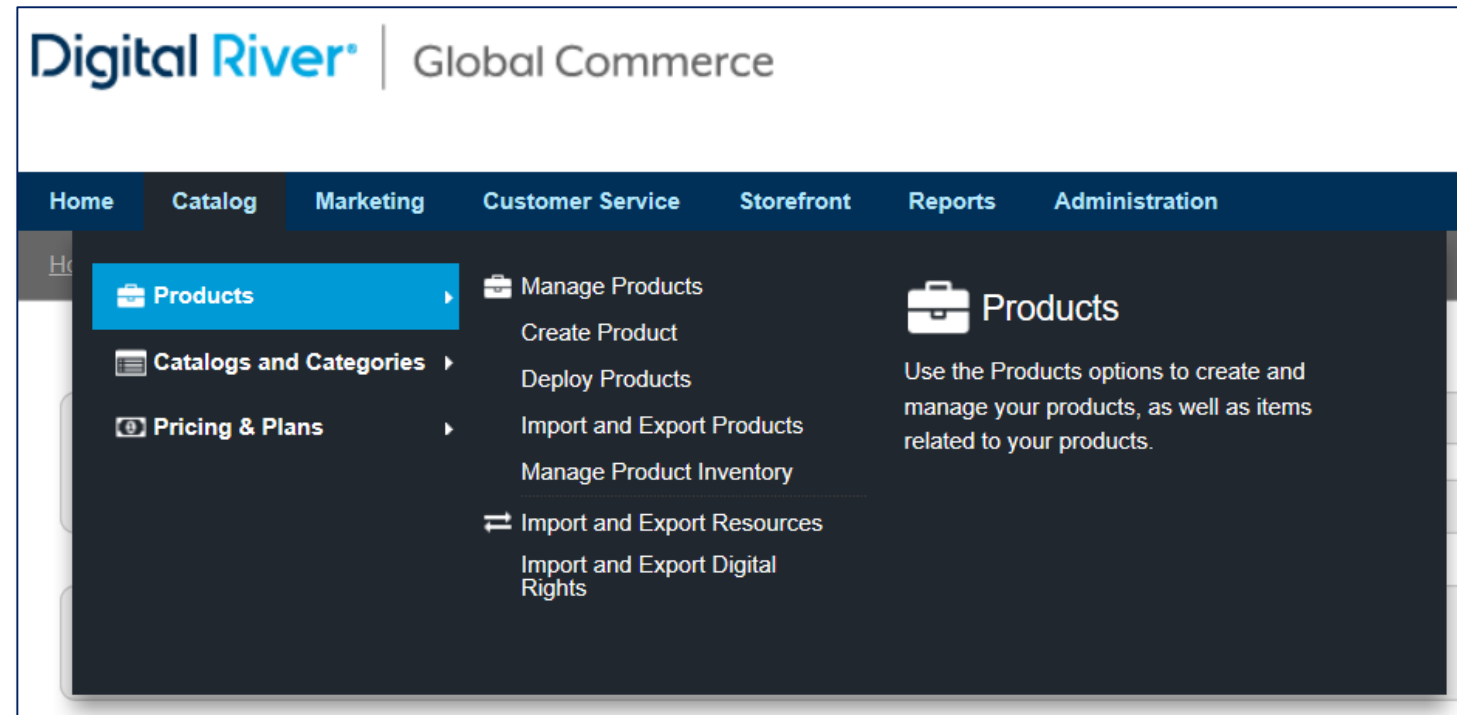
The screenshot displays the Digital River WordPress plugin interface. On the left is a sidebar with navigation links: Dashboard, Posts, Digital River, Products (highlighted), Categories, Variations, Settings, Media, Pages, Comments, Appearance, Plugins, Users, Tools, Visual Composer, Settings, and Collapse menu. The main content area shows the 'Products' section with a notification for WordPress 5.4, an 'Import Products' button, and filters for 'All (119)', 'Published (113)', and 'Pending (6)'. Below these are bulk action controls and a table of products.

<input type="checkbox"/>	Title	Product ID
<input type="checkbox"/>	Digital River Toy Robot	323669200
<input type="checkbox"/>	Wireless Trackball M570	5085033500
<input type="checkbox"/>	Digital River Anti-Virus for PC (DIGITAL)	5145368000
<input type="checkbox"/>	Digital River Anti-Virus for PC (DIGITAL)	5145366100
<input type="checkbox"/>	5073651500	5073651600
<input type="checkbox"/>	Grasshopper	5063595900

A 'Product Details' modal is open on the right, showing fields for GC Product ID (323669200), External Reference ID, SKU (123456), Price (\$39.99), Short Description, and Long Description. The Long Description field contains HTML code for a tabbed interface with tabs for Overview, Product Specs, Additional Info, and Shipping.

Note: product details are imported from Global Commerce (GC) to WordPress. Therefore, it is important to understand where the data comes from and how it relates to the storefront display.

- Relationship between catalogs, categories, and products
- Types of product templates
- Product features and fields
- Product statuses
- Bulk product upload feature in GC



What is a Catalog?

A **catalog** is a collection of products that have been organized into meaningful groups (called categories) for your store. Catalogs are created at the site-level and categories are created within a catalog.

Catalogs are associated to price lists and can also be associated with a volume license plan. Your default catalog was created by Digital River when your site/store was built.



Please Note:

Each site should use only one catalog. If a site uses more than one catalog, only one of those catalogs will be the default catalog for the site.

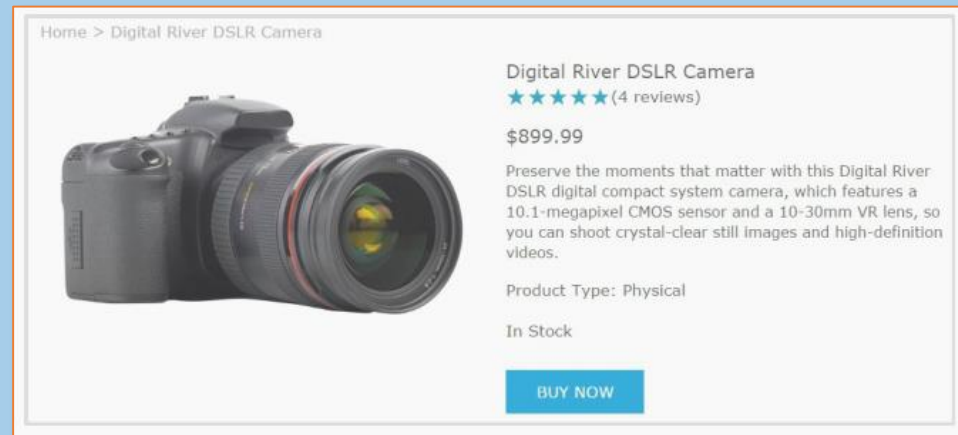
What is a Category?

A **category** is a way to organize your products into meaningful groups within a catalog.

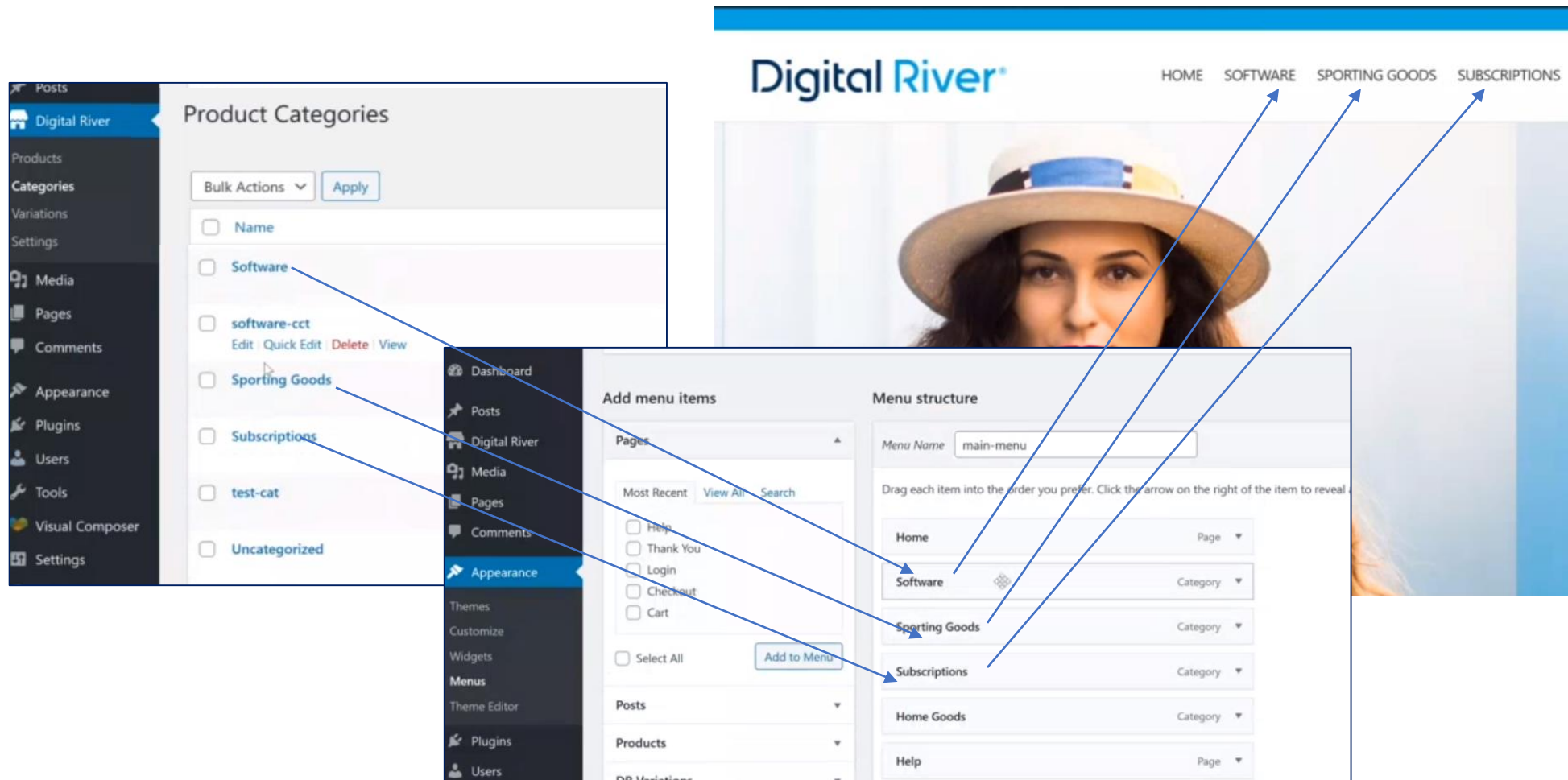
What is a Product?

A **product** is something that you sell on your store. It can be anything from:

- Physical object (digital camera)
- Service (a warranty or phone support)
- Digital delivery (downloadable music)
- Subscription (Annual software license)



Categories in Global Commerce are also imported into WordPress. The categories can then be added to the Main Menu via a drag/drop feature in WordPress.

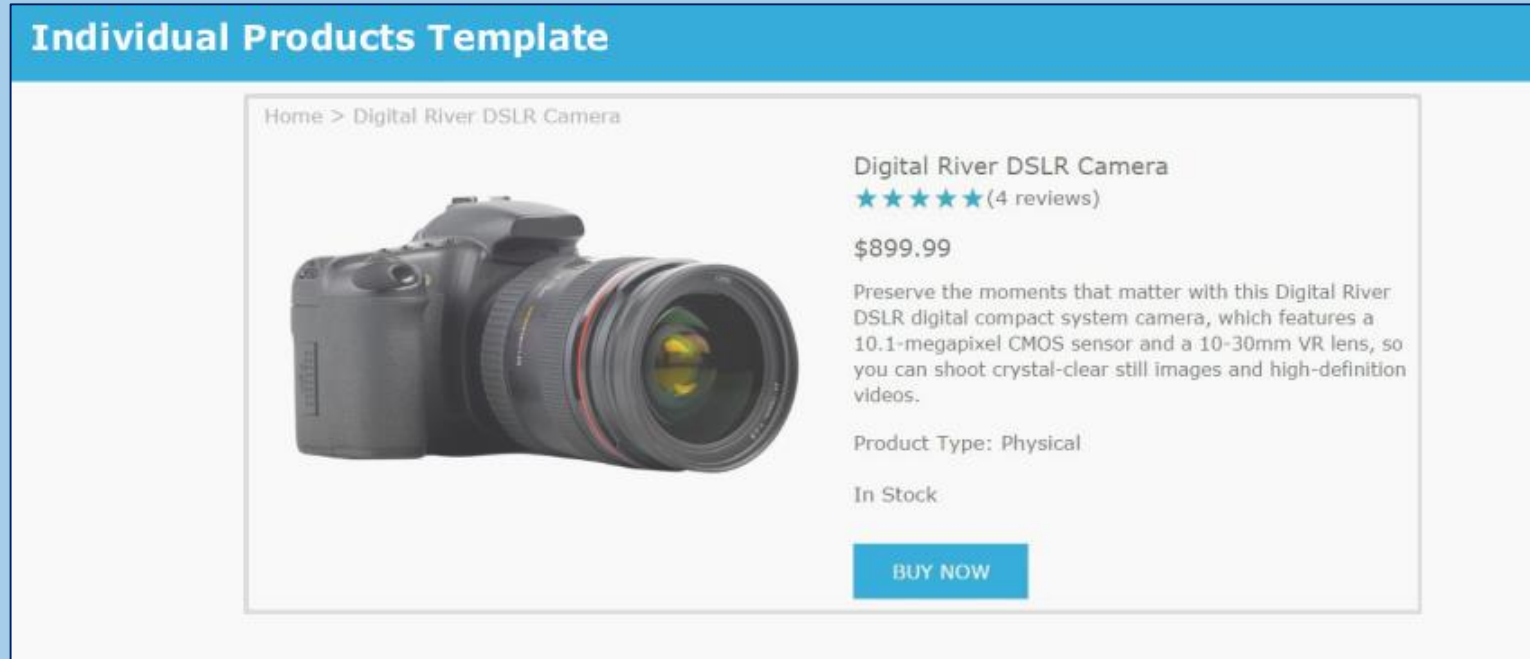


What is a Product Template?

The **product template** determines the available settings and the defaults for those settings on a given product type. The platform uses 3 types of product templates to build a robust catalog.



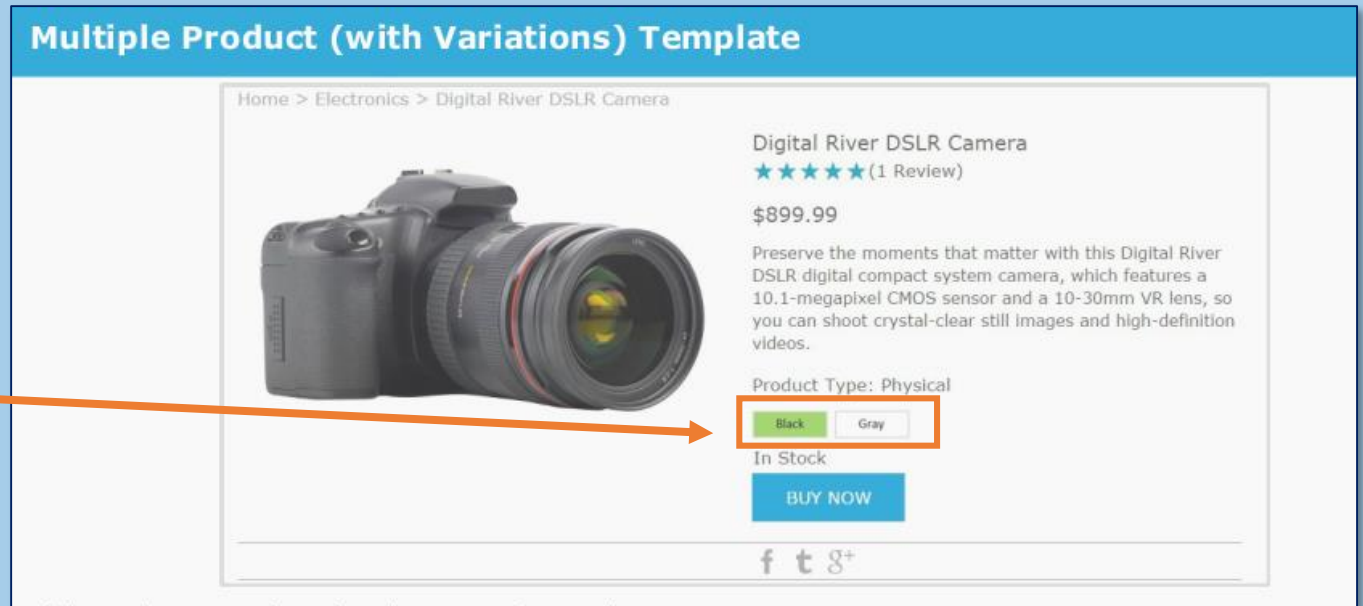
The **Individual Products** template is used for products that are not sold in different versions or variations in your store. There is only one option available for shoppers and no selection is required. All product information is maintained independently, and no inheritance is required.



The **Multiple Product (with Variations)** is a template used for products that have variations, such as choice of color, different versions for operating systems, size, or capacity. In this type of products, the shopper must make a choice to add a product to the cart.

Multiple products with variations are comprised of a base product and the variations of that base product. The base product acts as the source or origin for the variations in a multiple product. A base product cannot be purchased on your store. It is simply a container or “parent” for the variations you will sell on your store.

Variations are different versions of the same product.



The **Product Combination (with Components)** template is used for multiple individual products that are sold as a “unit.” *(**Note:** Combination products cannot include a subscription.)

The unit is considered a virtual product that consists of two or more separate (already existing) products. This Virtual Product displays as a single line item during the shopping experience. The shopper only sees one price for the unit and does not see the individual prices of each component.

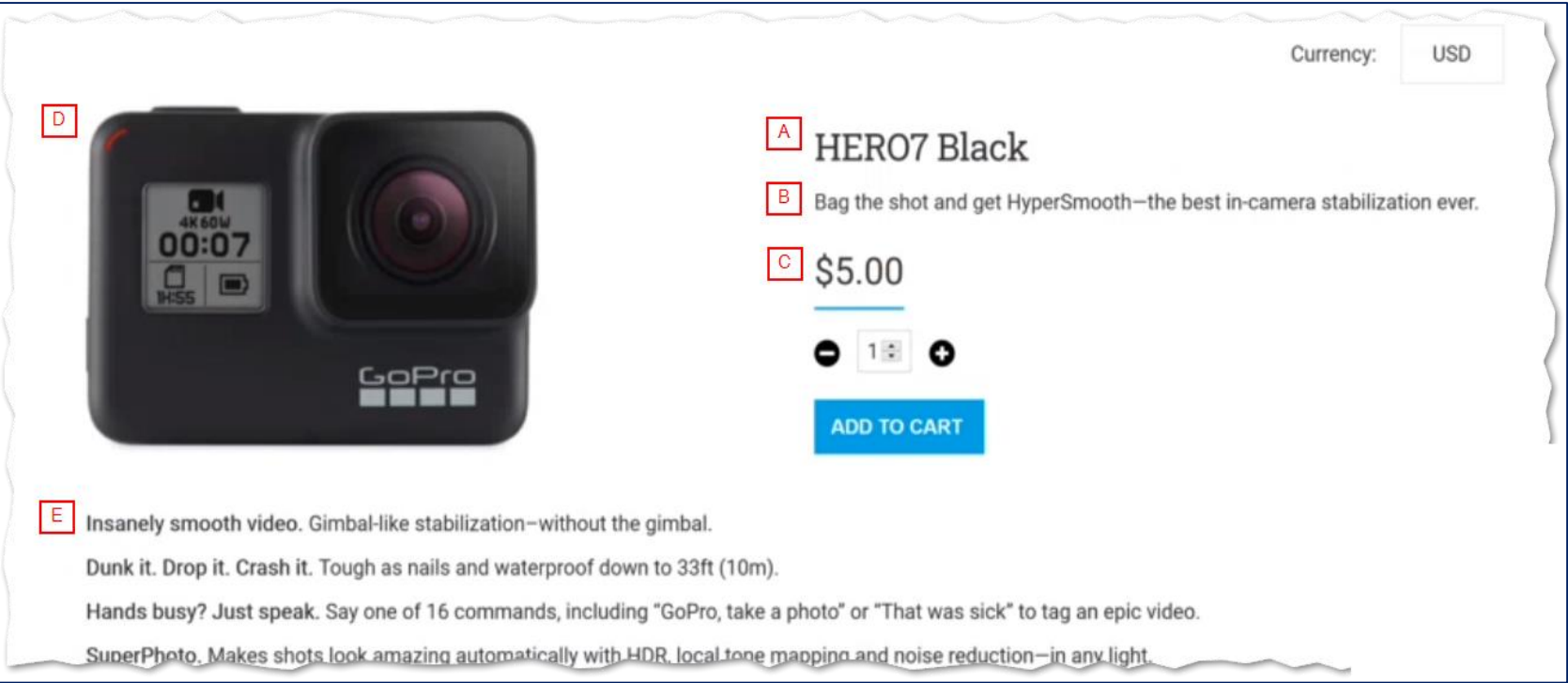
Product Name	Quantity	Price
<ul style="list-style-type: none">Camera and Auto Maintenance Package Includes the following products: Digital River DSLR Camera Quantity: 1 Easy Auto Maintenance Quantity: 1	1  	\$810.00
Estimated Shipping		

Combination products list out each component the customer will receive in their order.

The Global Commerce system offers the following additional product features:

Feature	Description
Product Status	The product's status indicates whether the product is new, has recently been changed, is deployed on the store, or is retired from use. Changes to a product must be deployed to be seen on the store.
External Reference Number	This number can be used to link to a product id on the client's CMS, if applicable.
Tax Type	Tax Group and Type must be set on each product so that the item is taxed correctly.
Images	Thumbnail and Product Images are used throughout the shopping experience and in emails to the shopper.
Product Lifecycle	If the product will not be immediately available or if it will have an 'end of life' date a start and/or end date can be added to the product details.
Search Engine Optimization	Meta data, including key words and tags, can be added to the product to optimize browser searches.

The storefront page below pulls details from the Global Commerce product detail page.



Field	GC Product Field
A	Site Product Name
B	Short Description
C	Pricing (USD)
D	Product Image 1
E	Long Description

The field letters in the storefront page correlate to the data fields on the product details page (see next page)

The layout of this storefront page can be updated in WordPress to provide the desired look and feel.

The product detail pages below will provide the data on the store

en_US > Storefront Settings

tchang (Digital River) owns this product. It was last modified on 11/14/19, 9:17:41 PM Central Standard Time.

Internal Product Name:

HERO7 Black

A Site Product Name:

HERO7 Black

SKU:

CHDHX-701

Available For:

☒ Public Store and Private Store

☐ Private Store Only

Options:

☒ Display Product

☒ Purchasable

☐ Exclude from Autocomplete (Only compatible with Enhanced Search)

Product Details Page

Email Settings

Checkout Settings

Minimum/Maximum

These values appear on the Digital River-hosted pages of your store, such as the Product Detail and list pages.

B

Short Description:

Bag the shot and get HyperSmooth—the best in-camera stabilization ever.

E

Long Description:

<p>Insanely smooth video. Gimbal-like stabilization—without the gimbal. </p> <p>Dunk it. Drop it. Crash it. Tough as nails and waterproof down to 33ft (10m). </p> <p>Hands busy? Just speak. Say one of 16 commands, including “GoPro, take a photo” or “That was sick” to tag an epic video. </p> <p>SuperPhoto. Makes shots look amazing automatically with HDR, local tone mapping and noise reduction—in any light. </p> <p>Send it. Live. Stream to Facebook Live. YouTube™ and more to share must-see

Keywords:

Thumbnail Image 1:

HERO7_Black_0-2x.png

View

Thumbnail Image 2:

No file selected

View

Appears on Category and Product List pages near the Short Description. Maximum five Images. [Show All](#).

D

Product Image 1:

CC_H7Black_2X_D.png

View

Product Image 2:

No file selected

View

Appears on Product Detail page near the Long Description. Maximum five Images. [Show All](#).

Pricing

DR Standard Offering

Price List Name: DR Standard Offering

Currency	Locale	Price
USD	en_US	5.00
EUR		
GBP		
KRW		
USD	en_SG	
JPY		6,529.00
USD		

Field	GC Product Field
A	Site Product Name
B	Short Description
C	Pricing (USD)
D	Product Image 1
E	Long Description

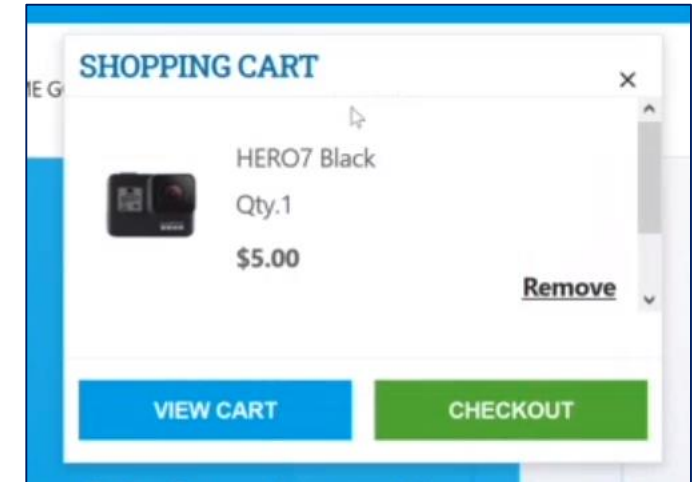
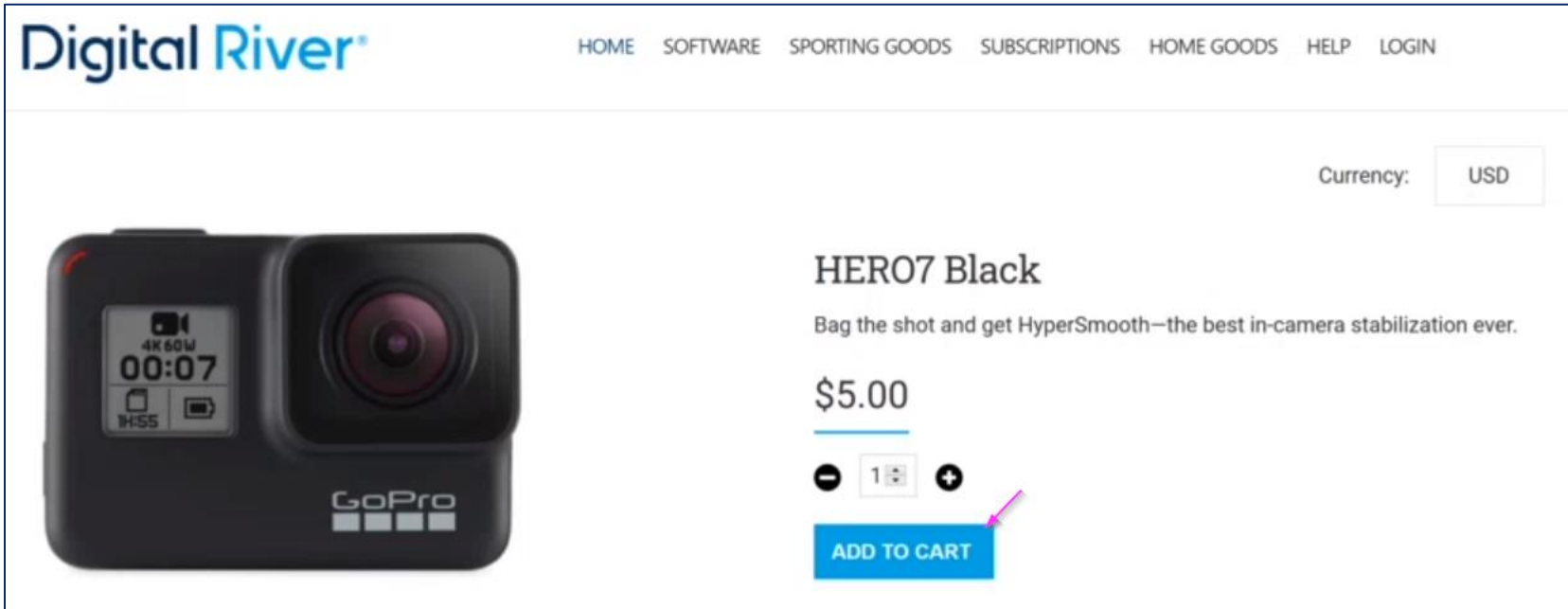
Please note that changes to product details in Global Commerce require a re-import in WordPress. This import will override the data in WordPress for all products.

Add to Cart / Mini Shopping Cart

Clicking Add to Cart will put the item into the Shopping Cart.

The mini-cart will be updated to include the selected product.


The shopper can View Cart or Checkout from the mini Shopping Cart.



In the cart, you can

- add or remove quantity,
- add promo (discount) code,
- continue shopping

Cart




HERO7 Black

Product #5318163100

-

2

+



\$5.00

Currency:

USD

Subtotal

\$10.00

Estimated Shipping

\$8.08

Add Promo Code +

Promo Code

APPLY

PROCEED TO CHECKOUT

[Continue Shopping](#)

The Cart page can be updated in WordPress to provide the desired look and feel.

Store can be set up for anonymous and/or authenticated shopping

Login

RETURNING CUSTOMER

If you have an existing account, please sign in.

LOGIN

[Forgot password?](#)

NEW CUSTOMER

You can checkout as a guest or become a member for faster checkout and great offers.

I

SIGN UP

CONTINUE AS GUEST

Additional Checkout fields are exposed after data is entered and shopper clicks Save and Continue

Checkout

[< Back](#)

EMAIL

Please enter your email address

SAVE AND CONTINUE

SHIPPING INFORMATION

BILLING INFORMATION

DELIVERY OPTIONS

Shopper Action

Enter Email address

Clicks Save and Continue button

Page Response

Email address is captured.

Shipping information section is expanded.

lpollonais@digitalriver.com

SHIPPING INFORMATION

Fields marked with * are mandatory

First Name *

Last Name *

Address line 1 *

Address line 2/Company

City *

Select Country *

Zipcode *

Phone

Additional Checkout fields are exposed after data is entered and shopper clicks Save and Continue

lpollonais@digitalriver.com

SHIPPING INFORMATION

Fields marked with * are mandatory

First Name *

Last Name *

Address line 1 *

Address line 2/Company

City *

Select Country *

Zipcode *

Phone

SAVE AND CONTINUE

BILLING INFORMATION

DELIVERY OPTIONS

Shopper Action

Enter Shipping Information

Clicks Save and Continue button

Page Response

Shipping address is captured.

Billing information section is hidden unless Billing address is different than delivery address.

SHIPPING INFORMATION

EDIT>

Lance Pollonais, 123 Sesame Street, Minneapolis, US

BILLING INFORMATION

What is your billing address?

☒ Billing address is the same as delivery address

SAVE AND CONTINUE

BILLING INFORMATION

What is your billing address?

☐ Billing address is the same as delivery address

First Name *

Last Name *

Address line 1 *

Address line 2/Company

City *

Delivery options are controlled in Global Commerce and available to display by WordPress on the store

SHIPPING EDIT> BILLING EDIT>

Lance Pollonais, 123 Sesame Street, Minneapolis, US

Lance Pollonais, 123 Sesame Street, Minneapolis, US

DELIVERY OPTIONS

☒ Standard \$8.08 ☐ Express \$12.50

SAVE AND CONTINUE

PAYMENT

[Continue Shopping](#)

Page Response

Delivery option is captured

Payment section is expanded

PAYMENT

How would you like to pay?

☒ Credit Card ☐ PayPal

Credit Card Number MM/YY CVV

PAY WITH CARD

[Continue Shopping](#)

Shopper Action

Selects Delivery Option

Shopper can continue shopping

Shopper can edit addresses

Clicks Save and Continue button

Payment page uses DigitalRiver.js and provides secure payment via Digital River’s payment gateway

PAYMENT

How would you like to pay?

Credit Card

Credit Card Number

MM/YY

CVV

PayPal

PAY WITH CARD

[Continue Shopping](#)

SHIPPING

EDIT>

Lance Pollonais, 123 Sesame Street, Minneapolis, US

BILLING

EDIT>

Lance Pollonais, 123 Sesame Street, Minneapolis, US

DELIVERY OPTIONS

EDIT>

Standard \$8.08

PAYMENT

EDIT>

Credit card ending in 1111

Please review your order details and place your order below.

☐ By submitting the order, I agree to [Terms of Sale](#) and [Privacy Policy](#) of Digital River, Inc.

PLACE ORDER

[Continue Shopping](#)

HERO7 Black

Product #5318163100

Qty 2

\$10.00

Subtotal - (2 items)

\$10.00

Tax

\$0.72

Shipping

\$8.08

Total

\$18.80

Shopper Action

- Enters payment details
- Clicks Pay With Card

Page Response

- Payment details are saved
- Review Order page is displayed
- Shopper can edit addresses and/or continue shopping
- Shopper must click checkbox to agree to Digital River Terms

Final page before order is completed is the Order Review page

SHIPPING

EDIT>

Lance Pollonais, 123 Sesame Street, Minneapolis, US

BILLING

EDIT>

Lance Pollonais, 123 Sesame Street, Minneapolis, US

DELIVERY OPTIONS

EDIT>

Standard \$8.08

PAYMENT

EDIT>

Credit card ending in 1111

Please review your order details and place your order below.

☐ By submitting the order, I agree to [Terms of Sale](#) and [Privacy Policy](#) of Digital River, Inc.

PLACE ORDER

Continue Shopping

HERO7 Black

Product #5318163100

Qty 2

\$10.00

Subtotal - (2 items)

\$10.00

Tax

\$0.72

Shipping

\$8.08

Total

\$18.80

Your order was completed successfully.

Order number is: 17741767110

You will receive an email confirmation shortly at lpollonais@digitalriver.com

Print Receipt

HERO7 Black

Product #5318163100

Qty 2

Shipping Address

Lance Pollonais

123 Sesame Street

Minneapolis, 55434

United States

Billing Address

Lance Pollonais

123 Sesame Street

Minneapolis, 55434

United States

Subtotal - (2 items)

\$10.00

Tax

\$0.72

Shipping

\$8.08

Total

\$18.80

Shopper Action

Clicks checkbox

Clicks Place Order

Page Response

Order is placed

Thank you page is displayed

Introduction to Merchandising

The following merchandising offer types are supported on WordPress implementations:

Offer Type	Description
Discount Offer	Product specific or order level. It can be a percentage or a dollar amount. The discount can be always triggered or require a coupon.
Cross Sell (aka Candy Rack)	This offer will suggest additional products that are set to trigger based on adding a product to the cart. Can be displayed as a candy rack or interstitial page
Upsell	Is an offer that suggests a better version to replace what they put in the cart, “Would you rather have this product than that?” Typically an interstitial page
Bundle	Adding an item to the cart will trigger additional child products to be added to the cart with the parent product.
Buy M, Get N	With product “M”, you get product “N”. The shopper will have to agree to have this added to the cart, it is not automatic. This is intended for 1:1 ratios.

A **shipping offer** is one that provides a discount on the shipping costs when an order meets certain criteria such as a specific product is purchased, the total value of the order exceeds a certain amount, a specific shipping destination is chosen, or a specific shipping method is selected.

There are various types of offers that can be separated into the following categories:

Discount Shipping on
Individual Product(s)

Discount Shipping on Order
When a Specific Product is
Purchased

Discount Shipping on Order
Regardless of Products
Purchased

When selecting your shipping offer type, make sure you select the correct shipping offer type. For instance, if you want to have the shipping discount based on shipping method, select that offer type. If you do not, the shipping discount will be present on all orders regardless of which shipping method used.

The Global Commerce system offers the following additional offer features:

Feature	Description
Offer Status	The offer's status indicates whether the offer is new, has recently been changed, is deployed on the store, or is retired from use.
Offer Triggers	An offer trigger determines how the offer is activated or redeemed by shoppers. Depending on the trigger, shoppers may have to click a link or enter a coupon code during checkout to redeem the offer.
Offer Usage Controls	Offer Usage Controls are used to limit the number of times an offer can be redeemed. Limits can be defined at the offer or shopper level
Bundle Policy	In bundle offers, the relationship between the parent and child products is called the Bundle Policy. There are four types of bundle policies: Loose, Tight, Semi-Tight, Tight with Independent Child Quantity
Offer Arbitration	Offer arbitration is the systemic process that occurs when two or more competing offers are analyzed so that only the best discount is given to a shopper.

Troubleshooting Storefront Display Issues

What is Happening	Troubleshooting Suggestions
Product shows unavailable or the buy button is missing	<ul style="list-style-type: none">➤ Verify product is displayable and purchasable➤ Verify pricing is set up for that product and currency➤ Verify the product has stock/inventory➤ Verify the product is deployed
Product images or product meta data is not correct	<ul style="list-style-type: none">➤ Verify the most recent changes have been deployed➤ Verify changes have been imported into WordPress➤ Ensure the locale for the product is the locale for the store's product page➤ If the product has variations, ensure the images and meta data is on the variation (not the base) product id
Product is showing out of stock	<ul style="list-style-type: none">➤ For fulfiller-managed via Global Fulfillment (GF) – look up product in GF (by Part Number in GC), SKU or MPN and verify inventory exists in GF➤ For self-managed – look up product in GC, open Inventory Options and verify available inventory is greater than 0
Discount offer is not shown on product page or other offer is not triggering	<ul style="list-style-type: none">➤ Verify offer is deployed➤ Verify offer is not expired➤ Verify offer is set to 'Always Triggered'➤ Verify product id matches product setup on the offer

Check [Help Center](#) for any questions about things in Global Commerce

DRU: <https://digitalriver.talentlms.com/index>

Introduction to Email Notifications

Feature	Description
User Roles	The Email Notification Manager role is required to access and manage email notifications
Email Templates	Global Commerce has over 100 email notification templates. The templates include default text and macros that pull order and shopper details.
Self-Service Features	<p>The Self-Service features of the Email Notifications module include</p> <ul style="list-style-type: none">➤ Emails can be customized with HTML and client logos and style by site and locale➤ Character Set options for utf-8, iso-8859-1, ISO-2022-JP and several others to accommodate non-English text➤ Edit, Save, Preview, Test and Publish capabilities
Other features	<ul style="list-style-type: none">➤ Additional emails can be enabled by your Digital River resource if needed for the site➤ Event rule recipients have been defined for each template. Additional or different recipients can be added by your Digital River resource

To access the Email Notifications page, the feature must first be enabled for the site.

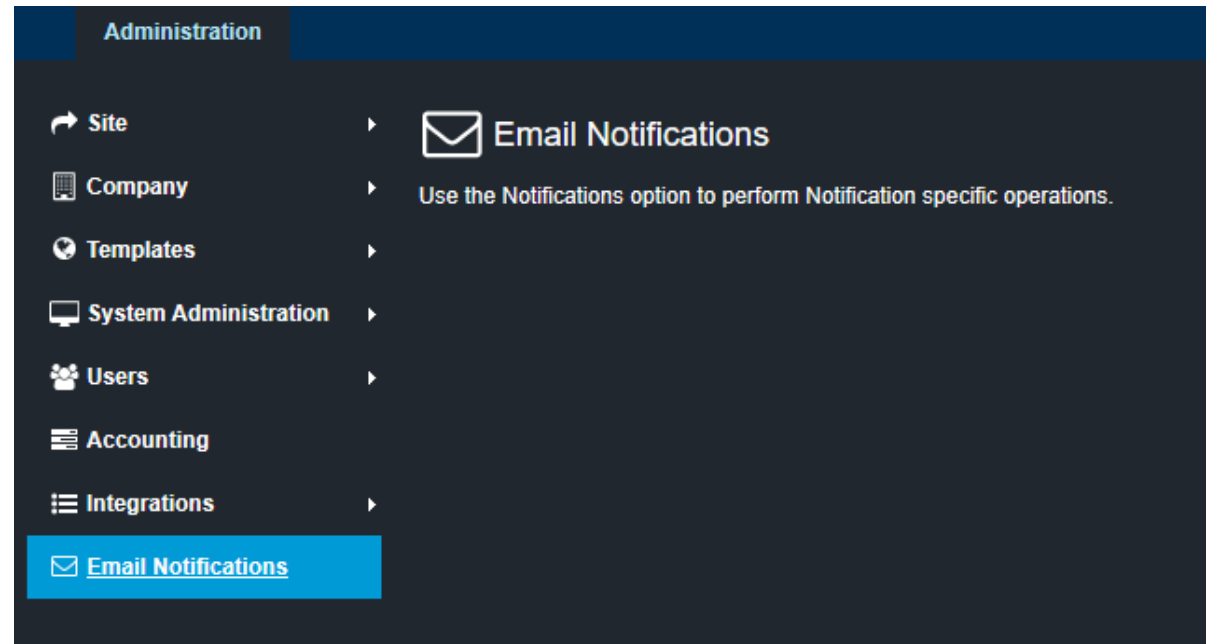
Self-Service Email Notifications

Allows clients to self-manage their email notifications. With this setting enabled, the Email Notifications option will be visible in the menu and clients will be able to edit the content of any email notification enabled on this site.

Enabled

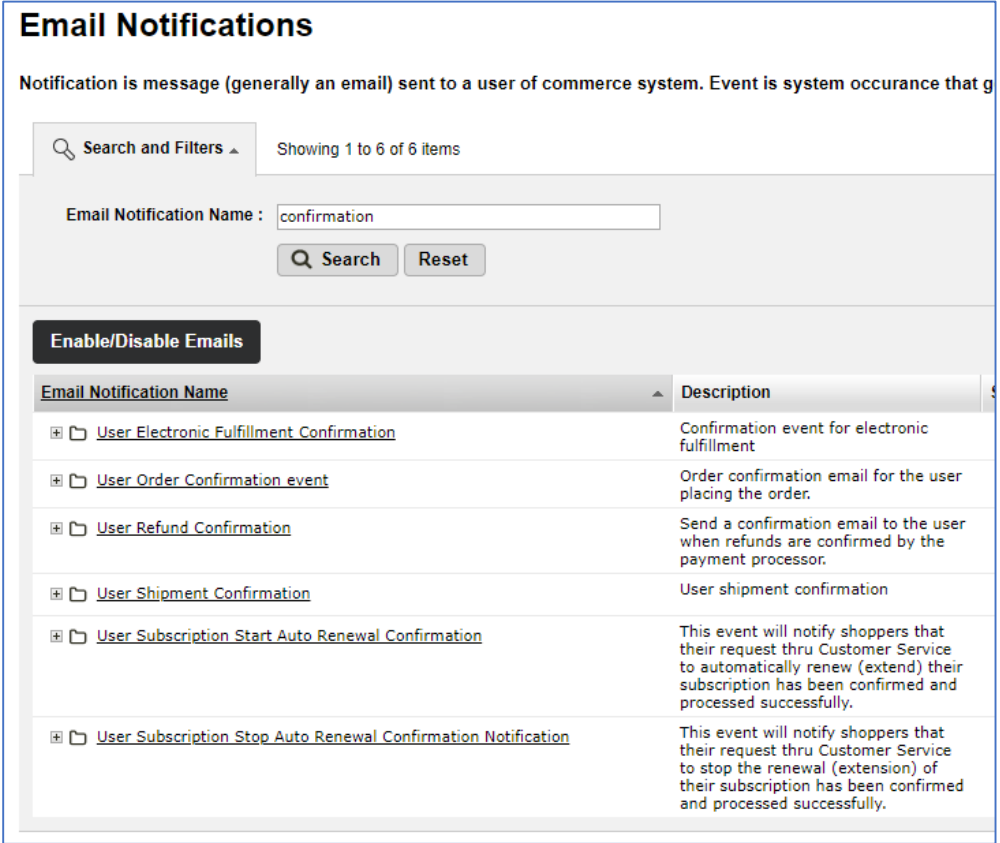
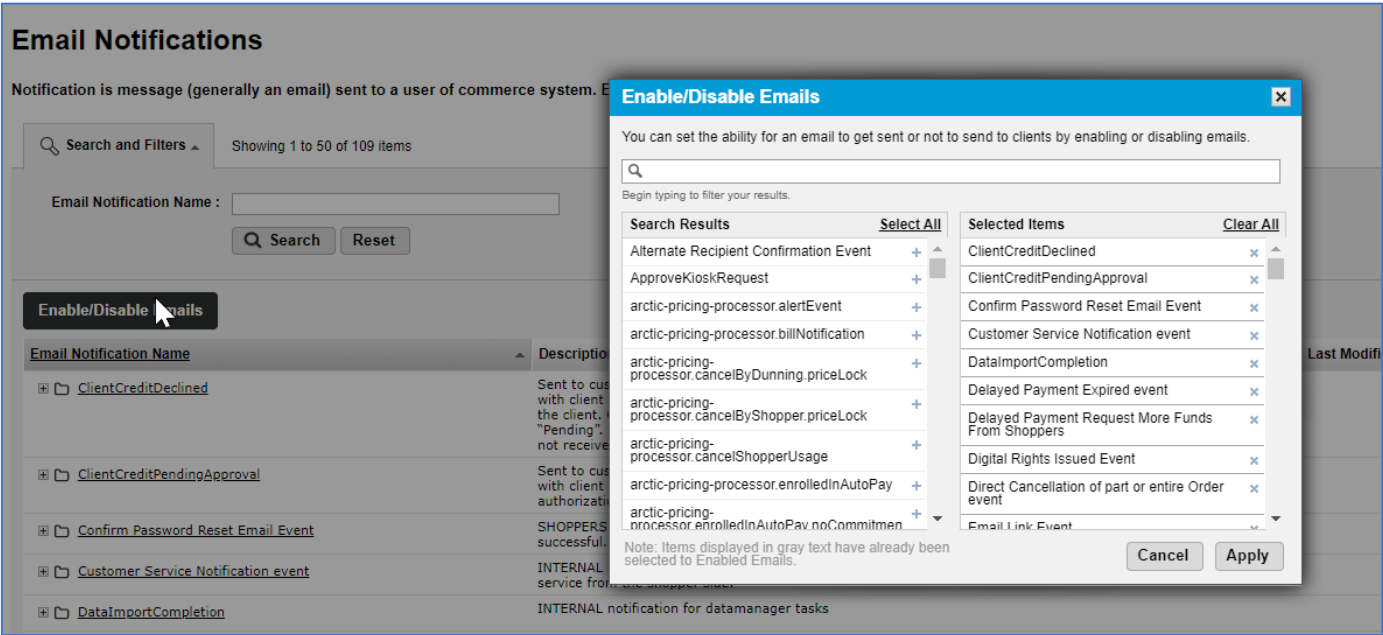


Then the **Email Notifications** option will appear under the **Administration** menu.



The Email Notifications page will list all enabled emails for the client. Use the search feature to locate emails you want to preview or modify.

Other email templates may be added using the Enable / Disable Emails function.



Click the email notification name

User Order Confirmation event

To access the template details, including the available locales and email triggers.

Email Notification

[Back To List](#)

Details

Enter the name and description for the event.

Email Name

User Order Confirmation event

Description

Order confirmation email for the user placing the order.

199 of 255 characters remaining

Templates Details

Select the Template Name to view or edit the template

↓

[Add Template](#) [Delete Template](#)

	Name	Description	Status	Locale	Type	Last Modified By	Last Modified On	Action
<input type="checkbox"/>	User Order Confirmation email	default	<div>✓</div> Published	Japanese (Japan)	text		7/2/18, 9:45:06 AM Central Daylight Time	Preview Test
<input type="checkbox"/>	User Order Confirmation email	default	<div>✓</div> Published	Arabic (United Arab Emirates)	text		12/4/14, 9:41:59 AM Central Standard Time	Preview Test
<input type="checkbox"/>	User Order Confirmation email	default	<div>✓</div> Published	Hungarian (Hungary)	text		7/2/18, 9:40:07 AM Central Daylight Time	Preview Test
<input type="checkbox"/>	User Order Confirmation email	default	<div>✓</div> Published	Chinese	text		3/2/15, 2:07:32 PM	Preview Test

↑

[Add Template](#) [Delete Template](#)

Email Triggers

Select the Event Rule that system will use to trigger the templates.
At least one email trigger must be selected.

Event Rule	Description
<input type="checkbox"/> NotifyLocalSiteCustomerService	Notify Localized Customer Support Contact
<input type="checkbox"/> NotifyEsubsSupport	Notify Esubs Support
<input type="checkbox"/> NotifyOptInRecipient	NotifyOptInRecipient
<input type="checkbox"/> NotifyDigitalRightAdmin	Notify Digital Right Administrator
<input type="checkbox"/> NotifySiteOwningCompany	Notify Site Owning Company
<input type="checkbox"/> NotifyNokiaRequisitionBillingAddressEmailAndSetNotifiable	NotifyNokiaRequisitionBillingAddressEmailAndSetNotifiable
<input type="checkbox"/> Deprecated - do not use	should not be used, not deleting from database at this time due to production risk. Ticket 363645
<input type="checkbox"/> NotifyUser	Notify User

Within the Templates Details, click the Name associated with the locale version to view the email content.

Email Notification Template

Last Modified On: 7/11/18, 12:25:34 PM Central Daylight Time


Email Template

Email Notification Name: User Order Confirmation event

Email Description: Order confirmation email for the user placing the order.

Edit

Locale: English (United States)

Status:  Published

Content: Default

Template Details

NameUser Order Confirmation email

Descriptiondefault

Comments

Character Setutf-8

PreviewTest

Email Content

Sender<%CS_EMAIL_BY_LOCALE%>

Subject<%REQ_SITE_NAME%> - Order Confirmation (Order #<%REQUISITION_ID%>)

Type text

Email Body

Dear <%REQ_BILLTO_NAME%>,

Thank you for ordering from <%REQ_SITE_NAME%> on <%REQ_DATE_I18N%>. The following email is a summary of your order. Please use this as your proof of purchase. <%REQ_DEFERRED_PAYMENT_DATE%> If you paid by credit card, please look for <%CHARGING_MERCHANT%> on your credit card billing statement.

Note: If your order contains download products, you can complete the download by looking up your order using the information and link below. When the order summary appears, click on the Download link next to the product name. If your order contains physical products, you will receive a separate email notification when your products have shipped.

To look up your order, please visit: <%ORDER_LOOKUP_URL%>

Please note: This email message was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

Sincerely,
<%REQ_SITE_NAME%> Customer Service
<%CS_CUST_SERVICE_URL%>

CancelSavePublish

Click Edit to modify the Email Content fields

Email Content

PreviewTest

Sender<%CS_EMAIL_BY_LOCALE%>

Subject<%REQ_SITE_NAME%> - Order Confirmation (Order #<%REQUISITION_ID%>)

Type text

Email Body

Dear <%REQ_BILLTO_NAME%>,

Thank you for ordering from <%REQ_SITE_NAME%> on <%REQ_DATE_I18N%>. The following email is a summary of your order. Please use this as your proof of purchase. <%REQ_DEFERRED_PAYMENT_DATE%> If you paid by credit card, please look for <%CHARGING_MERCHANT%> on your credit card billing statement.

Note: If your order contains download products, you can complete the download by looking up your order using the information and link below. When the order summary appears, click on the Download link next to the product name. If your order contains physical products, you will receive a separate email notification when your products have shipped.

To look up your order, please visit: <%ORDER_LOOKUP_URL%>

Please note: This email message was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

Sincerely,
<%REQ_SITE_NAME%> Customer Service
<%CS_CUST_SERVICE_URL%>

CancelSavePublish

The following emails are enabled for all WordPress clients.

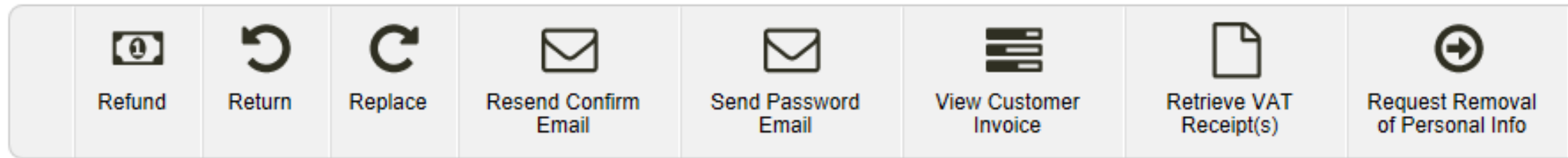
Transaction Email Title	Purpose	Digital River Event Name
Successful Cancellation of order	To notify the purchaser when any items ordered are cancelled and will not be fulfilled.	Direct Cancellation of part or entire Order event
Failed Cancellations of order	When the purchaser requests cancellations, but the request cannot be honored, the purchaser will be notified that the order or remaining items are still active.	User Cancellation Request Failed event
Order Confirmation	To notify purchaser of successful completion of order.	User Order Confirmation event
Shipment Confirmation	When an order contains physical goods, the purchaser will be notified when the shipment has occurred. When available the tracking number will be provided.	User Shipment Confirmation
Refund Confirmation	To notify the purchaser when a refund has been completed against an order and a credit has been issued.	User Refund Confirmation

Transaction Email Title	Purpose	Digital River Event Name
Delay in Order Processing	Notifies the purchaser that the order has been received. Order has not yet been completed due to systems processing or fraud screening.	User Order In Review
Physical Goods Return Instructions	When a purchaser requests a return of a physical good, it is best practice to provide written return instructions	User Return Physical PostExternalInstruction event
Delay Shipment -Right to cancel US only	When a physical good is ordered but is not able to be shipped within 30 days of the order date, the purchaser must be notified and given the opportunity to cancel the delayed order	User FTC Right to Cancel Notification
Delayed Shipment- Right to cancel- 2nd notice US only	In case of further delay following the above notice, a 2 nd notice to the purchaser is also required	User FTC Affirmative Consent Notification
VAT Invoice	VAT invoice from purchase	VAT Invoice Notification event
VAT Credit Memo	Notifies the purchaser when a VAT refund is processed.	VAT Credit Memo Notification event



Introduction to Customer Service

Feature	Description
User Roles	<p>Roles control what menus a user can see and what actions they can take. There are three roles available for Customer Service agents:</p> <ul style="list-style-type: none">➤ Customer Service Representative: Use most Customer Service features, including order look up, cancelling orders applying refunds, and processing returns.➤ Customer Service Approver: If a workflow is setup to do so, the approver will approve returns, refunds, and replacements that are pending or require further approval.➤ Customer Service Supervisor: Has access to all Customer Service features, including the ability to override site settings, such as return policy restrictions.
Order Search	<p>Order searches can be completed by entering the order number, email address, phone number or first and last name.</p>
Order Details	<p>Order Details include:</p> <ul style="list-style-type: none">➤ Customer Information (name, email, billing and shipping addresses, etc.)➤ Order Information (date, status, order total, refund/return indicators)➤ Products details - different information will appear depending on the type of product in and the status of the order, i.e., for physical products that have shipped you will see the tracking number.➤ Order Log – includes a chronological history of the order and Customer Service comments➤ Transaction Detail – includes transaction dates, transaction status and payment method type➤ Notification details – includes a history of the email events triggered during the life of the order



The icons on the Order Summary page allow the Customer Service agents (subject to user roles) to initiate:

- **Refunds** – Initiate a refund, select a refund type, reason, and amount
- **Returns** – Initiate a refund with return instructions for physical products
- **Replace** – Initiate a replacement for damaged or wrong product without having to refund and reorder (replacements require a contract addendum)
- **Request Cancellation** – Request to cancel the order before it is shipped. This is dependent on order status.

In addition, the Customer Service agent can:

- **Resend Confirmation Email**
- **View Customer Invoice**
- **Retrieve VAT Receipts**
- **Request Removal of Personal Info**

The logo for Digital River, featuring the words "Digital River" in a sans-serif font. "Digital" is white and "River" is a light blue color. A registered trademark symbol (®) is located at the top right of the word "River".

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