

Module Google Trusted Stores

Date : Novemberth 2014

Business Tech Installation Service

If you need help installing and configuring your module, we can offer you an installation service, which can be purchased on our modules online shop:

<http://prestashop-modules.businessstech.fr/en/installation-service/14-installation-and-configuration-service.html>

IMPORTANT : Don't forget to select the correct module from the pull-down menu.

For shop in the USA

In order to manage the badge validation please follow this link :

https://docs.google.com/document/d/1MEIDxfm7zvl_SSQSKaeyBCZ07abTXTo7jSLpC8uifgM/edit

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Module purpose

The Google Trusted Stores provides you with all the tools you need to pass all the application steps and submit your application to Google and become a certified Trusted Stores merchant. It includes:

- Generation of the necessary JavaScript code for the Google Trusted Stores badge
- Order markup tags on the order confirmation page
- Generation of shipment feed
- Generation of cancellation feed
- Includes a technical prerequisites checking tool to help you easily get past Google's technical requirements

Technical description

Version : 1.1.0

Latest update : 10/02/2014

Development : Business Tech – <http://www.businessstech.fr/en/contact-us>

Demo : <http://prestashop-modules.businessstech.fr>

Server prerequisites

- Minimum PrestaShop version : **1.4**
- Your website must have an SSL certificate installed on your domain to satisfy Google's performance and security requirements

Google prerequisites

- You need to work with a carrier that provides you with parcel tracking numbers, such as UPS, Fedex, or any other carrier satisfying this condition
- You need to have a minimum of 200 orders per month to qualify for the program
- You need to register for Trusted Stores on <https://www.google.com/trustedstores>
- If not already done, you need to register for a Google Merchant Center account on <http://www.google.com/merchants/> and we recommend you upload a product feed – For best results, we highly advise you use our Google Merchant Center module in conjunction with this module. It is available separately on <http://addons.prestashop.com/en/seo-prestashop-modules/1768-google-merchant-center-the-best-google-shopping-module.html>

PrestaShop prerequisites

- Your order confirmation page needs to be on SSL / https. This is not the standard default behavior in PrestaShop, even with SSL installed on your website. You will need to install a small override file which we have conveniently included in the module and documented later in this document, so you can satisfy this Google demand
- You must indicate a parcel tracking number in your back-office for every order when you process it for shipping and once your carrier has given you the tracking numbers for every order
- SSL must be enabled in your PrestaShop back-office
- We'll get back to that later, but you will need to have 4 separate order statuses created in your PrestaShop back-office:
 - o Cancelled - customer (rename the regular, built-in "Cancelled" status in PrestaShop to that)
 - o Cancelled - Merchant
 - o Cancelled - invalid order
 - o Cancelled - fraud
- Your theme's header.tpl file needs to have the proper DOCTYPE in the very beginning:

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.1//EN"
"http://www.w3.org/TR/xhtml11/DTD/xhtml11.dtd">
```

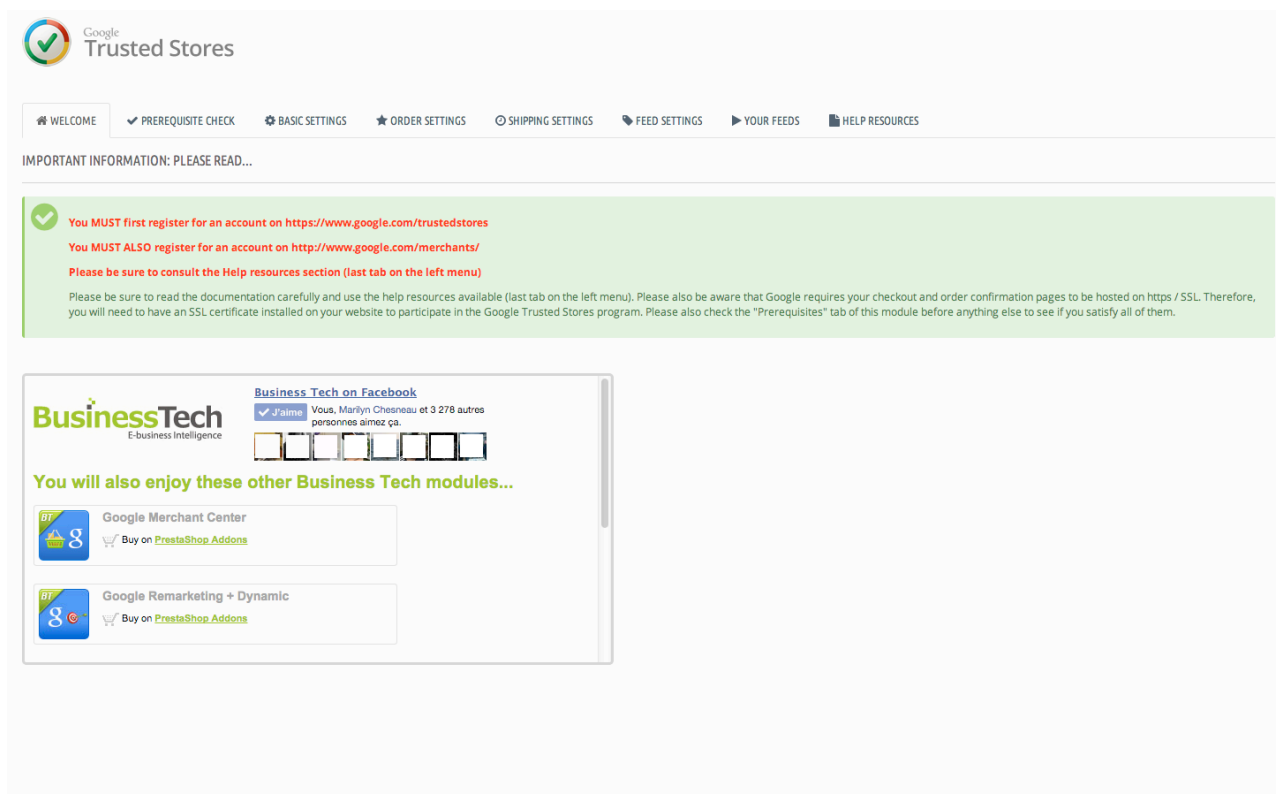
Module installation

As for any other module, unzip the .zip file and upload the "gtrustedstores" folder via FTP inside the "modules" folder on your server.

Install the module via the back-office as usual.

Module configuration

Welcome screen



The screenshot shows the 'Google Trusted Stores' configuration interface. At the top, there's a navigation bar with links: WELCOME, PREREQUISITE CHECK, BASIC SETTINGS, ORDER SETTINGS, SHIPPING SETTINGS, FEED SETTINGS, YOUR FEEDS, and HELP RESOURCES. Below this, a green box contains important information and instructions. A preview window shows the BusinessTech logo, a Facebook link, and recommendations for other modules like Google Merchant Center and Google Remarketing + Dynamic.

Google Trusted Stores

WELCOME | PREREQUISITE CHECK | BASIC SETTINGS | ORDER SETTINGS | SHIPPING SETTINGS | FEED SETTINGS | YOUR FEEDS | HELP RESOURCES

IMPORTANT INFORMATION: PLEASE READ...

✓ You **MUST** first register for an account on <https://www.google.com/trustedstores>
You **MUST ALSO** register for an account on <http://www.google.com/merchants/>
Please be sure to consult the **Help resources** section (last tab on the left menu)

Please be sure to read the documentation carefully and use the help resources available (last tab on the left menu). Please also be aware that Google requires your checkout and order confirmation pages to be hosted on [https](https://) / SSL. Therefore, you will need to have an SSL certificate installed on your website to participate in the Google Trusted Stores program. Please also check the "Prerequisites" tab of this module before anything else to see if you satisfy all of them.

BusinessTech E-business Intelligence

[Business Tech on Facebook](#)
✓ J'aime Vous, Marilyn Chesneau et 3 278 autres personnes aiment ça.

You will also enjoy these other **Business Tech** modules...

Google Merchant Center
Buy on [PrestaShop Addons](#)

Google Remarketing + Dynamic
Buy on [PrestaShop Addons](#)

Verification check



WELCOME PREREQUISITE CHECK BASIC SETTINGS ORDER SETTINGS SHIPPING SETTINGS FEED SETTINGS YOUR FEEDS HELP RESOURCES

Prerequisites check



This section lets you verify that your store is properly configured and meets all necessary technical requirements to qualify for Google's Trusted Stores program and for the module to function properly. You should see a green check next to each item. If not, then there will be an explanation next to the icon to help you fix the issue.

Please also be aware that Google requires your checkout and order confirmation pages to be hosted on https / SSL. Therefore, you will need to have an SSL certificate installed on your website to participate in the Google Trusted Stores program.



Shop domain is configured



Shop SSL Domain is configured



SSL is enabled



Override file is installed for order confirmation on SSL



DOCTYPE tag is on your header tpl



Shop prefix is setted



Feed output file is correctly copied at website root

⌘ **Shop Domain configured & Shop SSL Domain configured:** This must be configured in the Preferences -> SEO & URLs (for each separate shop if you are in a multishop environment on PrestaShop 1.5).

MODULES

SHIPPING

LOCALIZATION

PREFERENCES

General

Orders

Products

Customers

Themes

SEO & URLs

CMS

Images

Store Contacts

Search

Maintenance

Geolocation

ADVANCED PARAMETERS

ADMINISTRATION

STATS

SET UP URLs

Friendly URL

☒ Yes
☐ No

Accented URL

YES
 NO

Redirect to the canonical URL

302 Moved Temporarily (recommended)

Disable Apache's MultiViews option

YES
 NO

Disable Apache's mod_security module

YES
 NO

Save

SET SHOP URL

Here you can set the URL for your shop. If you migrate your shop to a new URL, remember to change the values below.

Shop domain

dev1609-git.ps.lan

SSL domain

dev1609-git.ps.lan

Base URI

/

Save

⚠ **SSL enabled:** This must be configured in the Preferences -> General (for each separate shop if you are in a multishop environment on PrestaShop 1.5). The “Enable SSL” parameter must be on.

Search

DASHBOARD

CATALOG

ORDERS

CUSTOMERS

PRICE RULES

MODULES

SHIPPING

LOCALIZATION

PREFERENCES

General

Orders

Products

Customers

Themes

SEO & URLs

CMS

Images

Store Contacts

Search

Maintenance

Geolocation

ADVANCED PARAMETERS

ADMINISTRATION

STATS

PREFERENCES / GENERAL

General

Help

GENERAL

Enable SSL

Please click here to use HTTPS protocol before enabling SSL.

Increase Front Office security

YES
 NO

Enable or disable token in the Front Office to improve PrestaShop's security.

Allow iframes on HTML fields

YES
 NO

Allow iframes on text fields like product description. We recommend that you leave this option disabled.

Use HTMLPurifier Library

YES
 NO

Clean the HTML content on text fields. We recommend that you leave this option enabled.

Round mode

classical

You can choose how to round prices: always round up, always round down or classic rounding (up if > .5, down if < .5).

Display suppliers and manufacturers

YES
 NO

Enable suppliers and manufacturers pages on your Front Office even when their respective modules are disabled.

Display best sellers

YES
 NO

Enable best sellers page on your Front Office even when its respective module is disabled.

Enable Multistore

YES
 NO

The multistore feature allows you to manage several e-shops with one Back Office. If this feature is enabled, a "Multistore" page will be available in the "Advanced Parameters" menu.

Main Shop Activity

Fashion and accessories

Save

Note that, on PrestaShop 1.5 only, you can choose to also enable SSL on all pages of your site. If you do that, you won't need to complete the override installation step. **But, if your store has already been running for some time without that option enabled,**

then we recommend not to change it as it will change all your URLs from http to https and this will have serious consequences on things like SEO and “Likes” or “Tweets” on social networks such as Facebook or Twitter, because the URL will no longer be the same, and it will reset your Likes counter to 0.

⌘ **Override file installed for order confirmation on SSL:** Unless you have used the “Force the SSL on all the pages” option in the back-office (again, not recommended for a shop that has already been in production with this setting off), you will need to install our override file. Please visit our online FAQ at <http://faq.businessstech.fr/faq.php?id=70>

⌘ **DOCTYPE tag OK in your theme's header.tpl file:** This is another requirement by Google. Most PrestaShop themes respect this and our module will attempt to detect it, so in most cases, this checkmark will be green. But File permission rights problems could prevent our module from detecting it, in which case, you’ll need to manually verify this. To do so, go to your PrestaShop installation in the /themes/your_active_theme/ (where “your_active_theme” is the name of the folder that contains the theme currently installed on your shop) and open the header.tpl file. The very first line should be this:

```
- <!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.1//EN"
  "http://www.w3.org/TR/xhtml11/DTD/xhtml11.dtd">
```

If this is not the case, then you need to add this code at the very beginning of the header.tpl file, save, upload it to your server, and then force Smarty Compilation in your back-office (Preferences -> Performance on PrestaShop 1.4 or Advanced Parameters -> Performance on PrestaShop 1.5) to force the header template to be regenerated.

⌘ **Shop prefix set:** If you are already using our Google Merchant Center module, this needs to be the same as in the Merchant Center module, unique for each separate shop if you are in a multishop context on PrestaShop 1.5. Otherwise, you may leave it blank.

⌘ **Feed output file correctly copied at website root ?:** If this is not green, go into the /modules/gtrustedstores/ folder and copy the file gtrustedstores.feed.php to the root (/) of your PrestaShop installation on your server (where you will find 404.php, address.php etc...)

Basic Settings

You can customize the badge position, with the module feature.

You can get all information following this link :

https://support.google.com/trustedstoresmerchant/answer/6063080?hl=en&ref_topic=6063044

The most important information is about the insertion of the `<div>` as as you can see below

- `<div id="GTS_CONTAINER"></div>`

This is the container that defines the location of the Trusted Stores badge. For any page with a `USER_DEFINED` position, you must place this `<div>` in the location where you would like the Google Trusted Stores badge to appear on that page.

This is all the basic parameters. See screenshots below (as of December 19th, 2013) to locate your Google Trusted Stores ID on <https://www.google.com/trustedstores/sell#setup/overview/> and Google Merchant Center ID on <http://www.google.fr/merchants/merchandtdashboard>, respectively :

If you are in USA

You will need your store ID, you can find it on the email send by Google.

If you forgot this code you can ask to Google from this form :

https://support.google.com/trustedstoresmerchant/contact/merchant_contact?p=contact&rd=1

Otherwise

Google

Marchands de confiance > **Tableau de bord du marchand** [Centre d'aide](#)

Accueil
Statistiques du marchand
Réclamations
Gestion du compte
Éligibilité
Informations sur l'entreprise
Contrat
Droits d'accès
Contacts du service client
Sites marchands

Intégration au site marchand

Pour effectuer l'intégration de votre site, vous devez y ajouter deux éléments de notre code JavaScript :

- Le code de badge : insérez-le sur toutes les pages de votre site afin d'afficher le badge Google Marchands de confiance.
- Le module de confirmation des commandes : insérez-le sur vos pages de confirmation des commandes. Il permet à vos clients de recevoir une enquête (pour les sites participants) ou d'activer la protection des achats (pour les sites agréés).

[En savoir plus sur le badge et l'activation de la protection des achats](#)

Cliquez sur "Afficher" pour consulter les instructions relatives à l'intégration de notre code JavaScript.
Une fois que vous avez ajouté le code du badge et le module de confirmation des commandes à vos sites, cliquez sur "Tester". Vous pourrez ainsi découvrir un aperçu du badge sur votre site, tout en validant le code et les valeurs que vous transmettez à Google.

Nom	Instructions	Validation du code
<input type="text"/>	Afficher	Tester Validation réussie avec avertissements

[Ajouter un site marchand](#)

(Account ID [REDACTED])

Dashboard

[Data feeds](#)

[Products](#)

[Data quality](#)

[API Dashboard](#)

[Settings](#)

Dashboard

Products overview

Shopping Active Awaiting Review Disapproved Expiring

Dec 5, 2013 2:28 pm EST Dec 19, 2013 10:28 am EST

Data Feeds

Filename	Schedule	Status
googleshopping.us.xml	Daily	OK - All items available (More info)
gts_cancellations.txt	Daily	No items available
gts_shipments.txt	Daily	All OK - Items available

[All data feeds »](#)

The Product prefix part is explained directly on screen.

Order Settings



WELCOME PREREQUISITE CHECK BASIC SETTINGS **ORDER SETTINGS** SHIPPING SETTINGS FEED SETTINGS YOUR FEEDS HELP RESOURCES

Order settings

? This section contains the settings that will determine when and how the order confirmation script will be executed on the order confirmation page, after a customer has placed an order, paid, and returned to your PrestaShop website.

Valid order statuses

- ☐ Annulé
- ☐ En attente de réapprovisionnement
- ☐ En attente du paiement par chèque
- ☐ En attente du paiement par PayPal
- ☐ En attente du paiement par virement bancaire
- ☐ En cours de livraison
- ☐ Erreur de paiement
- ☒ Livré
- ☐ Paiement à distance accepté
- ☐ Paiement accepté
- ☐ Préparation en cours
- ☐ Remboursé

Update settings

Again, everything is indicated on screen for that part. Check only statuses that correspond to a valid transaction, paid in full. “Payment accepted” is therefore typically the only one you should check, unless your business rules decide otherwise and you have additional statuses that apply.

Shipping Settings

Shipping settings



Google has strict requirements if you want to be accepted in their program. From fast order processing during business days to working with shipping carriers that provide online tracking, this section allows you to configure everything related to shipping and order processing.

Same-day order processing ☐

Cut off time

Estimated order processing time

Week-end / closed days

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☒ Saturday
- ☒ Sunday

National holidays / additional closed days

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
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Average transport time (in days) for each carrier

Your carrier	Average transport time (in days)
dev1609	<input type="text" value="3"/>
My carrier	<input type="text" value="3"/>

Here as well, you'll want to follow the instructions on screen, which are already very detailed. If you feel additional configuration options should be available here, don't hesitate to send us your suggestions at modules@businesstech.fr.

Feed Settings

Before you configure this part, you have to make sure that you have 4 distinct order cancellation statuses.

This is because Google requires the order cancellation feed to include a reason for the cancellation. Therefore, in the module, we let you match each distinct status to the corresponding reason in the predefined list of 4 reasons defined by Google. More

information on this topic can be found on

https://support.google.com/trustedstoresmerchant/answer/3272615?hl=en&ref_topic=327286

So:

- 1) In your PrestaShop back-office, go to Orders -> Statuses
- 2) Find the standard "Cancelled" status and rename it to "Cancelled - customer" as this is the most frequent reason
- 3) Create 3 new statuses (see model screenshot below, no need to check any of the checkboxes, but do upload a small icon which you can just save to your hard drive with a right click -> Save Image As from the existing "Cancelled" status and then upload here):
 - Cancelled - Merchant
 - Cancelled - invalid order
 - Cancelled - fraud
- 4) Go back to the module
- 5) Match the reasons to the proper statuses you just created.

STATUSES (12)						
ID	Name	Icon	Send email to customer	Delivery	Invoice	Email template
1	En attente du paiement par chèque		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	cheque
2	Paiement accepté		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	payment
3	Préparation en cours		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	preparation
4	En cours de livraison		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	shipped
5	Livré		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
6	Annulé		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	order_canceled
7	Remboursé		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	refund
8	Erreur de paiement		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	payment_error
9	En attente de réapprovisionnement		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	outofstock
10	En attente du paiement par virement bancaire		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	bankwire
11	En attente du paiement par PayPal		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
12	Paiement à distance accepté		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	payment

* Status name: Paiement accepté fr

Icon:

Color: #32CD32

☒ Consider the associated order as validated.

☒ Allow a customer to download and view PDF versions of his/her invoices.

☐ Hide this status in all customer orders.

☒ Send an email to the customer when his/her order status has changed.

☐ Set the order as shipped.

☒ Set the order as paid.

☐ Show delivery PDF.

Template: payment fr Preview

Only letters, numbers and underscores (" _ ") are allowed.
Email template for both .html and .txt.

For the carriers matching, simply select for each of your carriers the carrier that matches in Google's list. If it is not there, select the very last one, "Other: All other carriers".

But please be aware that all your orders **MUST** contain tracking numbers. Therefore, you must indicate a parcel tracking number in your back-office for every order when you process it for shipping and once your carrier has given you the tracking numbers for every order.

As mentioned on screen, for the shipment feed statuses, you need to check all order statuses that indicate that an order has been shipped. This is usually only the "Shipped" status, but according to your business rules, you may have additional ones.

Your feeds

Only if your shop is in USA

This is the section that gives you the correct links to copy / paste on the Google Merchant Center website for your order shipment and order cancellation feeds. See below for the rest of the procedure.

Sending your order shipment and order cancellation feeds to Google

Log in and go to your account on Google Merchant Center at
<http://www.google.fr/merchants/>

Go to "Data feeds" and click "New data feed". Select "Trusted Stores Order Shipments"

Creed Boutique (Account ID 6703960)

[Dashboard](#)

Data feeds

[Products](#)

[Data quality](#)

[API Dashboard](#)

[+ Settings](#)

Data feeds >

Google Shopping is not available in Canada. Feeds targeting Canada are only eligible for Google Product Ads, not for Google Shopping. French

New data feed

After you register your feed, you can create and upload it. We will use the information you supply here to process your feed.

Type

Trusted Stores Order Shipments

Target country

United States

Data feed filename (Example: data_feed.txt)

shipment_feed.txt

Note: Filenames with special characters are not supported

[Save changes](#)

[Cancel](#)

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Select the desired country. For now, Google Trusted Stores is US only, but later, when Google opens up news countries, you can create multiple order feeds, one for each country (only orders from the target country will be included in the feed, per Google's requirements).

Enter shipment_feed.txt for the filename and save changes.

Then, in the list view, click the "Create schedule" link on the line of the feed you just created:

Target country: United States			
<input type="checkbox"/>	shipment_feed.txt Settings	Create schedule Manual upload	None
Type: Trusted Stores Order Shipments Target country: United States			
New Data Feed New Test Data Feed Delete selected			

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This window will open :

Scheduled Upload

Schedule for **shipment_feed.txt**:

Upload **Daily** at **10:00 PM**

Timezone
(GMT-05:00) Eastern Time

Feed URL [?](#) (supported protocols: http, https, ftp, sftp)
<http://dev1560-git.ps.lan/gtrustedstores.feed.php?action=shipments&t>

If your URL is password protected, please provide your login information.

Username: (optional)

Password: (optional)

[Manual upload](#)

Set the schedule to Daily, and set a time when all the day's orders have already been shipped, like 10PM.

Go back to the module configuration, “Your feeds” tab and copy / paste the appropriate link for the desired target country.

WELCOME ✓ PREREQUISITE CHECK ⚙️ BASIC SETTINGS ★ ORDER SETTINGS ⚙️ SHIPPING SETTINGS 📡 FEED SETTINGS ▶ YOUR FEEDS 📖 HELP RESOURCES

Your feeds

! These options below are available ONLY for USA

? Here, you will find the links you will need to copy / paste in the Google Merchant Center website to tell Google how to get your shipment and cancellation feeds. There is one feed link per country for each type of feed, as each feed must contain ONLY orders for the destination country matching the feed country on the Google Merchant Center website.

? **WARNING:** Only orders placed and shipped AFTER the module has been installed will show up in the feeds. Therefore, when you first install the module, the feeds will be empty. This is entirely normal and is actually required for everything to check out correctly on Google's end. It will populate after your receive and ship your first order following the module's installation.

Your data feed

Country	Link to copy / paste on the Google Merchant Center website
États-Unis	http://dev1609-git.ps.lan/gtrustedstores.feed.php?action=shipments&token=c491acf396fc61125d40f6c5d98c96f0&id_country=21
France	http://dev1609-git.ps.lan/gtrustedstores.feed.php?action=shipments&token=c491acf396fc61125d40f6c5d98c96f0&id_country=8

Cancellation feeds

Country	Link to copy / paste on the Google Merchant Center website
États-Unis	http://dev1609-git.ps.lan/gtrustedstores.feed.php?action=cancellations&token=c491acf396fc61125d40f6c5d98c96f0&id_country=21
France	http://dev1609-git.ps.lan/gtrustedstores.feed.php?action=cancellations&token=c491acf396fc61125d40f6c5d98c96f0&id_country=8

Scheduled Upload

Schedule for **shipment_feed.txt**

Upload **Daily** at **10:00 PM**

Timezone **(GMT-05:00) Eastern Time**

Feed URL [\(supported protocols: http, https, ftp, sftp\)](#)

http://dev1560-git.ps.lan/gtrustedstores.feed.php?action=shipments&t

If your URL is password protected, please provide your login information.

Username: (optional)

Password: (optional)

Manual upload

Click the “Schedule and fetch now” button.

Repeat these steps for the « Cancellations » feed, selecting the correct URL in the module.

What now ?

As mentioned in the module itself, **Only orders placed and shipped AFTER the module has been installed will show up in the feeds. Therefore, when you first install the module, the feeds will be empty.** This is entirely normal and is actually required for everything to check out correctly on Google's end. It will populate after you receive and ship your first order following the module's installation.

Once Google successfully receives your 2 feeds (shipments and cancellations) at least once, the feeds submission step will be complete.

Note: even after that step is complete, it will take 24 hours for this step to become an "OK" check mark on Google Trusted Stores. The link with Google Merchant Center is not real time. Just be patient and it will happen the next day.

Testing the Google Trusted Store badge code on your website

Google provides you with a special link to test your badge and order confirmation code. You will need to do a full test, and place a valid order on your website, which you will then cancel in your back-office.

You will need to do this 3 times, once for each browser: Internet Explorer, Google Chrome and Mozilla Firefox.

Simply follow Google's instructions.

Getting help from us

If you are stuck on any of the steps, feel free to e-mail us via our contact form on <http://www.businesstech.fr/en/contact-us>

All of this is pretty new for everyone, and so we will do our best to answer your questions and help you get all your steps validated, as it can be a little challenging.

It's part of the service you receive for purchasing a Business Tech module ;-)

Otherwise, if all went well without our help, congratulations ! You're on your way to becoming a Google Trusted Stores merchant if Google approves your application.

Getting help from Google

You could run into issues that have nothing to do with the module, but rather with Google itself. The link to their contact form is not easy to find, so here it is:

https://support.google.com/trustedstoresmerchant/contact/merchant_contact?hl=en

Training your customer service team

Being a Google Trusted Stores merchant also has implications in the physical world as far as your customer service is concerned.

Please be sure to read their recommendations on this topic on

https://support.google.com/trustedstoresmerchant/answer/2609903?hl=en&ref_topic=3271869