Shopify Web Store Procedures
Order Coordinator

1. Orders placed by customers via the Shopify store will come into NetSuite as a Sales Order.
2. The payment method is set to "Shopify CARDNAME" with CARDNAME being Visa, Discover, Mastercard, etc.
3. Orders are structurally similar to Sales Orders that currently come in from Point of Sale. The payment has already been processed but the order has not been transformed into a Cash Sale and Fulfillment has not happened.
4. When an order is ready to be fulfilled and processed, the Bill and Fulfill buttons work the same as POS Sales Orders.
5. If a change has to be made to the order that does not affect the total amount (ex. glaze change of a same priced item), then the Sales Order can be modified before fulfilling and turning into a Cash Sale.
6. If a change has to be made to the order that DOES affect the total amount, a refund and new transaction will have to occur. The credit card is not stored in NetSuite so it will have to be manually obtained from the customer. Shopify does not allow for order modification on the Shopify side.

Gift Cards on the Web

Purchase and use of gift cards on the web was flagged as a Phase 2 project for the web store. However, there are currently web gift cards in the hands of our customers that need to easily be recognized. Below is the current alternative solution to accepting gift cards. No new online gift cards are currently being sold.

1. Gift card balances have been entered into Shopify. This will allow the customer to enter the gift card number at checkout and receive the correct amount off.
2. Due to security concerns, Shopify will not send over the gift card number in an order confirmation email nor will it send it via the NetSuite connection. However, the email order confirmation emails have been programmed to display in exclamatory text that a gift card has been used on a transaction.
3. When you see that an order has used a gift card, login to pewabic-live.myshopify.com/admin and click on 'Orders.'
4. Find the order that used the gift card and open it.
5. You will find the last four digits of the gift card on that order page.
6. Go to the Saved Search called 'WBST | Gift Certificates Last Four Digits.' This will list all of the gift certificates and display their last four digits as seen by Shopify.
7. Find the correct gift card.
8. On the Sales Order, edit and under the Billing tab, add the gift certificate.
9. When you process the Sales Order, the gift certificate will be billed appropriately.

10. NOTE: If ever an order is processed *in NetSuite* without selecting the gift card – the customer will not know the difference. We will be able to fix it without causing customer service issues for the customer.
11. NOTE: There are approximately 6 duplicate last four digits out of the hundreds of gift cards and almost all are from point of sale and/or pre-go live transactions. On the rare chance that one is submitted through by a customer, then power of deduction may be used (customer name on order vs name on gift cert record) or as a last case scenario, the customer has to be contacted to confirm their gift certificate number.