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## 01 LightSpeed Web Store FAQ

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#### What is the LightSpeed Web Store?

It is an online store closely integrated with your existing LightSpeed database, allowing your customers to place orders on a website which will display selected products.

#### How does it work?

In LightSpeed's Product card, you check a checkbox indicating you wish to sell it on your Web Store. Once you've completed selecting your Products, you click a button to upload them to the Web Store, including their description, their image, and their price. Your customers then place their orders in the store, providing their contact and credit card information; they will receive a confirmation email that their order will be processed. You download those orders into LightSpeed with the click of a button and process them as you would any other order in the system.



Web tab of Product card

**Is it safe?**

Very. There is encryption when your customer places their order in the Web Store, and all of their information, including their credit card number, is very secure. Your webhost will provide you with a security certificate that secures communications between your customer's browser and the website.

**What do I need?**

In addition to the LightSpeed database, you will need a webhost which will provide you OpenSSL, the security protocol for order submission, PHP 5.2 or later, and an FTP account, necessary for LightSpeed to communicate to the webhost. If you do not have a webhost, we can recommend one.

**What are the steps to setting it up?**

- 1 Find a host. If you prefer, we can recommend one.
- 2 Install the Web Store extensions that we provide.
- 3 Install the Web Store directory to your host.
- 4 Provide us with graphics to customize the header for your store.

**How do I customize the look of my Web Store?**

You can configure the graphical interface yourself in the Web Store setup panel. For more advanced customization, see the *Web Store Customization* document which will help your PHP-proficient webmaster configure the fonts, background and foreground colors, graphics, and layout.

**How do I ensure that I only have available inventory on my Web Store?**

You can select the *Upload products with available inventory* checkbox in your Web Store setup panel to ensure that no out of stock products appear online.

**How are backorders handled?**

If any of the Products that have been ordered on your Web Store are not in stock, you will need to order them as you would place a standard Order, converting it to a PO to be placed with your Supplier. You could contact your customer before processing the Order to confirm their willingness to wait for the backorder to arrive. In any case, you'll have to contact your Customer to arrange the shipping details.

