

Global-e Pro for Magento 1

User Guide

June, 2018



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About this Guide

This document describes how to set up the Global-e Pro extension for Magento 1.

Assumptions

- You have a Magento admin account
- You have a Global-e Pro Merchant account

Overview

As the chosen partner of hundreds of global brands and retailers worldwide, Global-e is the leading provider of cutting-edge cross-border ecommerce solutions. Our comprehensive technology-based solutions make global brand expansion effective and risk-free for online merchants. By connecting people with brands worldwide, Global-e creates a boundless ecommerce world in which selling globally is as simple as selling locally.

The Global-e Pro extension for Magento 1 allows you to start boosting your international sales within days. By implementing our Smart cross-border solution and giving shoppers a truly localised experience, Global-e Pro merchants see an immediate and continuous increase in conversion rates and international revenues.

Highlights

With our extension installed and your Global-e Pro Merchant account set up, your store will enjoy these enhanced capabilities:

- Browsing and buying in local currencies - let shoppers browse and buy in their local currency; more than 95 supported
- Local pricing- display prices rounded and formatted according to local conventions, adjusted per country
- Local and alternative payment methods - allow shoppers to pay with their preferred local payment method; over 50 supported
- Duty and tax calculation - prevent unpleasant surprises upon delivery and allow shoppers to view and prepay all duties and taxes at checkout
- Multiple shipping options - offer a variety of international shipping methods at competitive rates
- Convenient returns portal - transparent and easy returns process; pre-paid returns option

- Localised Welcome and Checkout - complete the shopping experience with a localised welcome message and checkout process, available in 16 languages

Installation

Installation Steps

The installation process consists of the following simple steps:

- Copy the **app** folder into the Magento root directory.
- The install will run automatically the first time you open the Magento Admin after the app folder is copied

Default Settings

You can review the default settings by accessing this page - *System >> Configuration >> Global-e PRO >> Setting*.

The following settings will be configured by default:

- Enable JS/CSS include – on/off switcher of Global-e Pro extension
- Merchant ID – Merchant Account ID in Global-e
- Merchant GUID – private key of the Merchant Account ID in Global-e
- API Path – path to Global-e API:
 - //glite.bglobale.com/ - in QA environment
 - //stglite.bglobale.com/ - in Staging environment
 - //gex.global-e.com/ - in Production environment
- Default store – default store for product names and descriptions in English (relevant if the store supports more than one language).
- Extra Product Attributes – by default, the Global-e extension will fetch the following attributes:
 - Size

- Color

These attributes will be shown in the Global-e checkout, in transactional emails and in the Merchant Portal View Orders interface, next to the related products. If you need to add additional attributes, they must be added in Extra Product Attributes as comma separated values. For example:



Main Functions

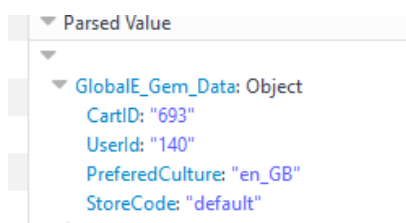
Once the extension is installed and switched on and the Merchant Account is configured in the Global-e system, the following functionalities will be available:

- **International Checkout page powered by Global-e** – the checkout page is translated into 16 languages, provides an option to pay with more than 50 local payment methods in more than 95 currencies;
- **Global-e Cookie *GlobalE_Gem_Data*** - a new cookie will be added as part of the Global-e Pro extension so we can recognise the user, the cart and the relevant store instance. The cookie will be populated with the required data from Magento in json format:

Cookie data:

- CartID – Magento Cart ID;
- UserId – ID of the registered user. In case of guest will be populated by 0;
- PreferredCulture -> Magento culture code of store;
- StoreCode – Magento store code;

GlobalE_Gem_Data Cookie example in browser



- **Get Cart Info** – Global-e extension uses Get Info API in order to fetch the content of the quote - Pathname → <base_host >/international-pro/cart/getInfo
- **SOAP API** – Global-e extension uses Magento SOAP API to create international orders. The installation script adds to Magento Global-e Soap API username & password.

Username → *app/code/community/Globale/Pro/Model/Initializer.php*
GLOBALE_API_USERNAME

ApiPass → `app/code/community/Globale/Pro/sql/globale_pro_setup/install-1.0.0.php`
\$api_key

- **View of international orders in Magento** – the orders will be injected similarly to the orders placed via the native Magento checkout page:

Sales->Orders

Order #	Purchased From (Store)	Purchased On	Bill to Name	Deliver to Name	G.T. (Base)	G.T. (Purchased)	Status	Action
100007610	Storename	8 Jun 2018 22:27:55	UK Customer1	UK Customer1	£85.00	£85.00	Complete	View Delete
100007609	Storename	8 Jun 2018 16:10:28	UK Customer1	UK Customer2	£125.00	£125.00	Complete	View Delete
100007608	Storename	8 Jun 2018 11:05:28	International Customer	International Customer	£75.00	£75.00	Complete	View Delete
100007607	Storename	8 Jun 2018 11:00:19	UK Customer3	UK Customer3	£140.00	£140.00	Complete	View Delete
100007606	Storename	8 Jun 2018 07:38:25	UK Customer4	UK Customer4	£158.50	£158.50	Complete	View Delete

Clicking on Order will show Order View page, which will be similar to an order placed using the native Magento checkout, with a few differences:

- **Global-e Order ID** – before the order is injected into Magento, it is created on Global-e's side and has a Global-e Order ID. In order to cross-reference the order in the Global-e Merchant Portal, you can use either the Magento Order ID or the Global-e Order ID, which will be shown in the comments section:

Comments History

Add Order Comments

Status: Complete

Comment:

☐ Notify Customer by Email ☐ Visible on Frontend [Submit Comment](#)

- ☐ 8 Jun 2018 12:36:16 | Complete
Customer Notified ✓
- ☐ 8 Jun 2018 11:05:54 | Processing
Customer Notified ✓
- ☐ 8 Jun 2018 11:05:31 | Pending
Customer Notified ✓
GE182932495GB
- ☐ 8 Jun 2018 11:05:28 | Pending
Customer Notified ✓

- **Payment Information** – will always show “International Payment, Order was placed using GBP.” **NOTE:** The actual order is placed in the Global-e checkout page in any of 95 supported currencies. However, the order is always injected in GBP, as this is the currency of reconciliation between Global-e and the

merchant. The price actually paid by customer can be viewed in the Global-e Merchant Portal:

Payment Information
International Payment Order was placed using GBP

- **Delivery Information** – will always show “International Shipping Standard £0.00.” **NOTE:** The shipping price shown here will always show £0.00. The price actually paid by the customer for shipping can be viewed in the Global-e Merchant Portal:

Delivery Information
Track Order International Shipping - Standard £0.00

- **Product Prices** – whenever prices are shown, they will be shown in the merchant base currency and not in the currency used by the customer in Global-e checkout. In addition, these prices will represent the base price set by the merchant - variations due to any business rules applied to international prices via the Global-e Platform will not be displayed (for example, rounding rules or country coefficients). Therefore, it is important to remember that these product prices differ from those used in the reconciliation process. To verify actual amounts paid by customers, please use the Global-e Merchant Portal.

Items Ordered										
Product	Item Status	Original Price	Price	Qty	Subtotal	VAT Amount	VAT Percent	Discount Amount	Row Total	
Micro Bamboo Hoops SKU: E405-GP	Dispatched	£75.00	£75.00	Ordered 1	£75.00	£0.00	0%		£0.00	£75.00
				Invoiced 1						
				Dispatched 1						

Sales->Orders->Order View

Order # 100007608 | 8 Jun 2018 11:05:28 Back Send Email Credit Memo Delete Order

Order # 100007608 (the order confirmation email was sent)

Order Date: 8 Jun 2018 11:05:28

Order Status: Complete

Purchased From: Storename

Placed from IP: 93.38.0.185

Account Information

Customer Name: International Customer

Email:

Customer Group: NOT LOGGED IN

Billing Address Edit

International Customer

Address 1:

City, ZIP:

Country:

T: 0000000000

Delivery Address Edit

International Customer

Address 1:

City, ZIP:

Country:

T: 00000000

Payment Information

International Payment

Order was placed using GBP

Delivery Information

Track Order

International Shipping - Standard £0.00

Gift Options

Gift Message for the Entire Order

From: To:

Name:

Gift Message:

Save Gift Message

Items Ordered

Product	Item Status	Original Price	Price	Qty	Subtotal	VAT Amount	VAT Percent	Discount Amount	Row Total
Micro Bamboo Hoops SKU: E405-GP	Dispatched	£75.00	£75.00	1	£75.00	£0.00	0%	£0.00	£75.00
	Ordered			1					
	Involved			1					
	Dispatched			1					

Comments History

Add Order Comments

Status: Complete

Comment:

☐ Notify Customer by Email

☐ Visible on Frontend

Submit Comment

8 Jun 2018 12:36:16 | Complete
Customer Notified ✓

8 Jun 2018 11:05:54 | Processing
Customer Notified ✓

8 Jun 2018 11:05:31 | Pending
Customer Not Notified
QE182932495GB

8 Jun 2018 11:05:28 | Pending
Customer Notified ✓

Order Totals

Subtotal	£75.00
Delivery	£0.00
Grand Total	£75.00
Total Paid	£75.00
Total Refunded	£0.00
Total Due	£0.00

Troubleshooting

Multi-site setup

Problem

If a store has multi-site setup and server redirects, calls from the Global-e server could be redirected to another domain according to IP detect.

Solution

The Global-e route **"international-pro"** should be excluded from the redirect list.

Version Control

Version	Date	Author
1.0	June 14, 2018	Ira Vinitsky