



TranslatorHQ

Getting Started- Retail Express Store Setup

How the Systems Are Synchronised

The Translator application synchronises information between Retail Express and the chosen type of E-Commerce site. It works by accessing each system separately (through their API's) and setting up a number of synchronisation procedures in the middle to update the products' prices and inventory levels from the POS system and orders from online sales



It is very important to understand the concept of the Retail Express System being the “Master” holder of the truth, whilst the E-commerce site is the receiver of this information. The Translator software will attain from Retail Express product information, including price and quantity and synchronise these in the E-Commerce site. Image variations and detailed product descriptions are added to the E-commerce site before the product is made visible on the online store.

Orders from the E-Commerce site will be shipped back to Retail Express to keep both system's quantity levels synchronised.

For the two systems to communicate all products must have identical SKU's in both systems as a **unique key**. When preparing for an integration, if the E-Commerce site already has products, they will be manually checked to see if the two systems have matching SKU's and can actually be synchronised. If they aren't then a process to correct this needs to be undertaken before anything can be linked.

The REX Connector Client Setup form contains a summary of the information required to get started.

Client Steps:

STEP 1 – Connecting to your Retail Express and E-Commerce Site

Retail Express Access

Firstly, please check that Retail Express has activated the API for your account.

To enable Translator to connect to both systems, please provide your Client ID, Rex Store Address (URL) and setup an Administrator user account as per the below recommendations.

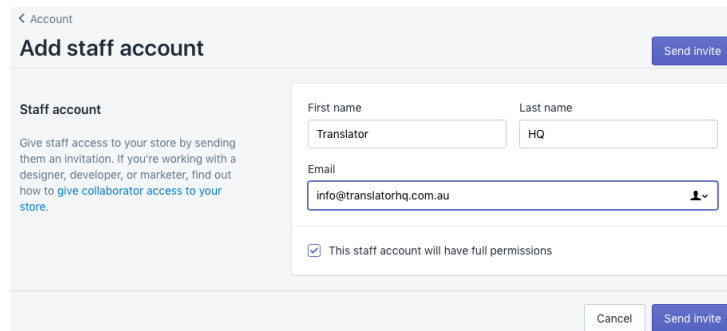
Client ID (Under Help – What’s My Client ID)		
REX Login Address <a href="http://<yourstore>.retailexpress.com.au/">http://<yourstore>.retailexpress.com.au/		
Recommendations		
Username (See recommendations)	<i>Code</i>	Tran
	<i>First Name</i>	Translator
	<i>Surname</i>	HQ
	<i>Password</i>	Tran654
	<i>Profile</i>	Administrator

E-Commerce / Web Store Access

BigCommerce, Shopify & MailChimp

Please invite us to your store as info@translatorhq.com.au

Below example from Shopify



Account

Add staff account Send invite

Staff account

Give staff access to your store by sending them an invitation. If you're working with a designer, developer, or marketer, find out how to [give collaborator access to your store](#).

First name: Last name:

Email: 👤

☒ This staff account will have full permissions

Cancel Send invite

WooCommerce

Please setup a Username with a Role as Administrator



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Username	Tran
Password	Tran654
Role	Administrator
Name	Translator HQ

STEP 2 Enable Retail Express Products for Export

2.1 Setting Up Source Group and Sales Channel

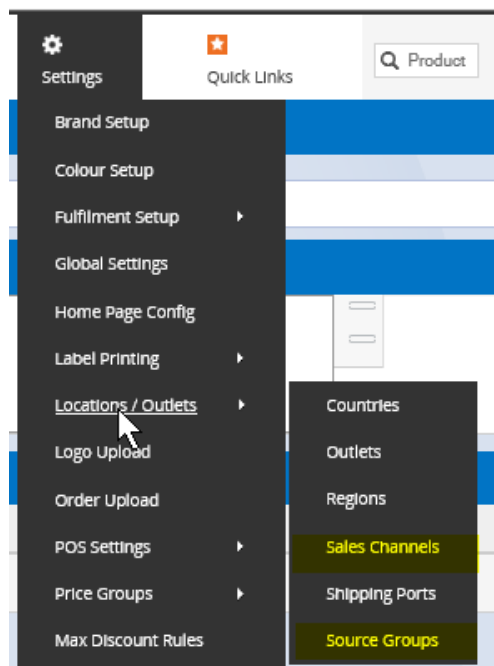
The system **must** have a Sales Channel and Source Group assigned and we recommend the below defaults:

SOURCE GROUP : WEB

SALES CHANNEL : ONLINE

SALES CHANNEL ID: Please confirm if 1 (or other)

Set from Settings – Locations/Outlets – Sales Channels and Source Groups.



Source Group →

Insert/Edit Source Groups

Name	WEB
Apply Source Priority	<input checked="" type="checkbox"/>
<input type="button" value="Update"/> <input type="button" value="Reset"/>	

**Remember to attach all Outlets with available stock –
If you change outlets after go live please notify us to queue a
mass stock level update.**



NOTE : If you .

Sales Channel →

Insert/Edit Channel		
Name		ONLINE
Primary Sales Outlet		Adelaide Hills
Default		<input checked="" type="checkbox"/>
Source from PO Threshold		
<div>Update Reset</div>		

Sales Channel ID →

Channels	
Channel ID	Channel Name
1	ONLINE

Multiple Web Sites, will require multiple Sales Channels but please be aware of a limitation of 3 as the REX API has lockouts for detailed stock information making more than this not possible currently.

SOURCE GROUP : WEB WEB

SALES CHANNEL : WEBSITE1 WEBSITE2

NOTE : You must make sure your Sales Channel outlet is also within your Source Group or we will not see any stock levels as it checks for this first.

2.2 Marking Inventory for Export - Individually

Select from Inventory – Product Search – Then Click on the Product ID link to edit

Then under the heading Web select "Export To Web Service" by ticking *the check box*.

The product **must** also have a Sales Channel and Source group assigned, which means clicking on "ONLINE" and "WEB" to highlight them in blue.

Web		
Export To Web Service <input checked="" type="checkbox"/>	ONLINE	WEB



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2.3 Marking Products for Export – Bulk Update

In most cases you will want to use a much quicker way to mark many products by using the mass Download and Mass Upload method.

Set from Inventory – Mass Download and Mass Upload

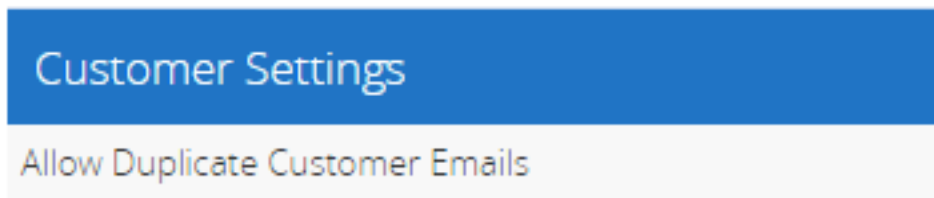
The last columns in the exported Excel spreadsheet will have columns marked: “ExportToWebService” and Channel:ONLINE. These items need to be marked as “TRUE” and WEB and then copied down to all rows that have products to be shown in the Webstore.

an	Boolean	Text (lookup)
' False	True / False	100 chars
led	ExportToWebService	Channel:ONLINE
ALSE	TRUE	WEB
ALSE	FALSE	
ALSE	FALSE	
ALSE	FALSE	
ALSE	FALSE	
ALSE	FALSE	

3 Remove “Allow Duplicate Customer Emails” option

Within Retail Express please **untick** the option “Allow Duplicate Customer Emails”

(Under Settings – POS Settings – Customer Settings.



This is important to allow orders from the E-Commerce site to be attached to the corresponding customer in Retail Express



4. Ensure import and export to perform bulk product Management

Ah thanks I can see what is happening and I agree with you. So the bug is in the Data Entry in to Retail Express.

You should add to your go live checklist to make sure that you can do a mass download and upload. Setting the Source group for Sales Channels through the front end for all products one by one is very hard.

When a customer is creating a product manually inside Retail Express and uses invalid symbols such as commas or back slashes, it will allow the products to be created.

If you then attempt to upload or create new products in a mass upload, the system will pick up that invalid characters have been used and as such will stop the upload from occurring.

Pricing – The Hierarchy

The following hierarchy is setup for new versions

1. If there is a **Web Price**, use this price
2. If there's an Outlet specific **Discount Price** specified within the Primary Sales Outlet and it is within a valid date range, use this price however make sure it is not discounted past the maximum discount rule imposed for the product (if any)
3. If there's an Outlet specific POS Price for this product at the outlet that has been selected as the Primary Sales Outlet, use this price
4. If there's a Master **Discount Price** (on the Main tab of the product rather than on the outlet tab) and it is within a valid date range, use this price however make sure it is not discounted past the maximum discount rules imposed for the product (if any)
5. Use the **Master POS price** (on the main tab of the product)

The RRP is mapped to the Compare at Price. It is up to your theme developer to work with these correctly regarding the presentation of crossed out prices etc.



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Markup Target %	<input type="text"/>	<input type="radio"/> Calc POS by % Markup Target.
POS Price (Inc Tax)	920	<input checked="" type="radio"/> Fixed Price
Date POS Price Changed	23/06/2016	
Promotional Price (Inc Tax)		
Promotional Price Expiry		<input type="text"/>
Maximum Discount Rule	None	<input type="text"/>
Web Price (Inc Tax)		
RRP (Inc Tax)		
Freight Cost (Inc Tax)		

We copy the RRP to the Compare at price in your eCommerce system.

POS Price (Inc Tax)	3	<input checked="" type="radio"/> Fixed Price
Date POS Price Changed	23/06/2016	
Promotional Price (Inc Tax)	2	
Promotional Price Expiry		<input type="text"/>
Maximum Discount Rule	None	<input type="text"/>
Web Price (Inc Tax)	1	
RRP (Inc Tax)	Compare At Price	
Freight Cost (Inc Tax)		