NGAGE SOFTWARE

Sales process via website

Demonstrates how a customer would purchase products from your website

Establish Product within the NgageCMS System → Input stock inventory and any required product information → Save the Product (Now becomes available on the website) → Customer adds products to basket on your website → Customer navigates to checkout

Customer is taken to the merchants website to pay ← Customer clicks on a payment option (example PayPal) ← Customer selects a delivery option and enters any promotional codes ← Customer selects or enters new Billing/Delivery address ← Customer will login, register or continue as a guest

Order is stored in the CMS with a status of "Awaiting Payment"

If the customer is allowed credit, customer enters a payment reference and clicks complete order

Payment Not Completed (Lost internet connection etc or customer decided not to pay)

Customers basket is stored ready for the next login and repeat process, Customer auto email options are available

Payment has been completed
The order status is updated with "Payment Complete" or "Error" if the payment has failed for any reason like fraud etc

No payment required
The order status is updated with "Invoice Required"

Stock level deducted and added to Stock Allocated → Business receives new email notifying of new order, order is then listed within the CMS orders area, Desktop POS and iOS scanner, ready for warehouse picking (see warehouse picking PDF)