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**User's Guide and Reference Manual**  
**Shipping Plugin Service**





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## CHAPTER 1

# TRADEMARKS



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## CHAPTER 2

**COPYRIGHT****The Shipping Plug-in**

Copyright © 1995-2004 ComCity® Corporation. All Rights Reserved.

Document Title: Shipping Plug-in

Reference Number: Rev. 6

Process/Revision Date: 6/29/04

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## CHAPTER 3

# Overview

All versions of SalesCart ship by-default with the ability to manual setup shipping via "Lookup tables". The shipping plugin provides real-time and instant shipping capabilities from United Parcel Service, DHL (who purchased Airborne at the time of this product creation), Federal Express Corporation and the United States Postal Service.

This manual accompanies the product and should be read in its entirety before using the product. Some webpages are replaced. Failure to read and follow the entire document can lead to data loss.

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## Assumptions

This manual does not describe the use of any website design tool including Microsoft FrontPage®, Macromedia Dreamweaver (all versions), Macromedia UltraDev (all versions) or any operating system such as Microsoft Windows®. You are assumed to have working knowledge of both the particular website design tool you are using and the Windows® operating system environment and any other programs created by any other vendor.

Each perspective vendor offers multiple major and minor versions of their products such as Microsoft FrontPage 2000/2002/2003 and Macromedia Dreamweaver 4, Dreamweaver MX/MX 2004 and UltraDev 4. The documentation will show steps and graphics relating to a mixture of these tools so that the user is shown a variety of *typical* displays. We believe it would make the documentation excessively long, convoluted and difficult to read to show you **every** single version of every single graphic in every single design tool.

## Conventions Used in this Manual

Before you start using this guide, it is important to understand the terms and typographical conventions used in the documentation. For more information on specialized terms used in the documentation, see the Glossary at the end of this document.

- Menu items, mouse operations and actions you need to take are shown in bold fonts, with the steps separated by ">>", for example:
- **File>>Open Web>>Web Folders**
- **Start>>Settings>>Control Panel**
- **Click Next>>OK**
- File and directory names, or names of specific emphasis are given in italics thus: *inc.htm*.
- Items of special importance or warnings that may cause data to be lost or misinterpreted, including security warnings, are placed in a box, for example:



**Note:** This is how an important item or note is delineated

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- Examples are placed in a box with a Teaching Example icon, for example:



*For example:*

If you do this, this will happen.

---

The following kinds of formatting in the text identify special information.

<b>Formatting Convention</b>	<b>Type of Information</b>
Triangular Bullet(>>)	Step-by-step procedures. You can follow these instructions to complete a specific task.
<b>Special Bold</b>	Items you must select, such as menu options, command buttons, or items in a list.

<i>Emphasis</i>	Use to emphasize the importance of a point or for variable expressions such as parameters, files or directory names.
CAPITALS	Names of keys on the keyboard, for example, SHIFT, CTRL, or ALT.
KEY+KEY	Key combinations where a user must press and hold down one key and then press another, for example, CTRL+P, or ALT+F4.

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## Software and Licenses

### Plugin Licensing

Unlike the base SalesCart software, plugins are licensed on a per website basis. You must obtain a license for each installation of the plugin if multiple companies require the access or capabilities of the plugin. Having said that, most plugins are not required, they simply provide additional capabilities.

**Shipping plugin:** The Shipping plugin is licensed as a service. You must obtain a license on a per website basis and each license lasts for that calendar year. Each year, the rates are updated and you must obtain a new license(s) to obtain the new rates for UPS and FedEx.

**Product Management plugin:** The product management plugin is licensed on a per website basis. Each website address requires a valid license.

**Order Management plugin:** The product management plugin is licensed on a per website basis. Each website address requires a valid license.

## CHAPTER 4

# Introduction

Discussing the purpose, features and limitations of the SalesCart Shipping Plugin

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## What is the Shipping Plugin?

The SalesCart Shipping Plugin allows SalesCart users to add real-time or instant shipping rate quotes from the world's most popular freight shipping companies including rates from the Federal Express Corporation, DHL, the United States Postal Service (USPS) and the United Parcel Service Corporation.

From Version 1.0, SalesCart has always permitted customized shipping using "Fixed Shipping Lookup Tables". This method offers virtually unlimited shipping customizability but can be very time consuming if shipping is based on zones or complex mathematical calculations relative to specific shipping weights or other more complex attributes. The purpose of the Shipping plugin is to take weight and other information and determine instantly or in real-time more complex shipping cost options from major carriers with a bare-minimum of installation or customization required.

From Version 1.0, SalesCart has always provided support for the United Parcel Service Corporation's Online Realtime shipping tools.

---

## Features

Here is a partial list of features supported with the SalesCart Shipping Plugin

- 1** Instant domestic shipping rate quotes for specific destinations and weights using the Federal Express Corporation publically available shipping rate tables. Only Priority International shipping is supported. All International shipping charges destined for Canada are computed as Zone B.
- 2** Instant domestic shipping rate quotes for specific destinations and weights using the United Parcel Service Corporation publically available shipping rate tables. Only International Express shipping is supported. All International shipping charges destined for Canada are computed as Zone 192. Extended Area Charges (EAC) are not computed.
- 3** Real-time domestic shipping rate quotes for specific destinations and weights using the United States Postal System. (Requires a license from the USPS).
- 4** Real-time domestic shipping rate quotes for specific destinations and weights using DHL.

- 5 Pre-configure a mixture of one or all 4 shipping methods allowing your customers to compare shipping charges.

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## Known Limitations

Here are some known limitations:

- 1 Shipping rate originating from a foreign country is not currently supported due to limitations of the carriers. Shipping from Hawaii, Canada is limited or not yet currently supported.
- 2 The Shipping plugin software is a licensed service that will only operate correctly with the currently defined rates during the term it was purchased for.
- 3 Some SalesCart products come are shipped with this plugin as an introduction to its service but the term of that service expires at the end of the calendar year for which the base product was purchased.

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## A Note about Microsoft .NET

This product is available for the .asp (Active Server Page environment) as well as the Microsoft .NET .aspx environment. You will see that whenever a file is documented as runnable that this file name has the identical same name in both environments the only difference is the extension.

For Example, in the **ASP** environment, you would run:  
*somefile.asp*

in the **.ASPX** environment of Microsoft .NET, you would run:  
*somefile.aspx*

## CHAPTER 5

# Installation

Discussing how to install the Shipping Plugin to your computer

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## Installing the Shipping Plugin on FrontPage

If you are using a different design-tool besides Microsoft FrontPage refer to the applicable section dealing with your particular design-tool.

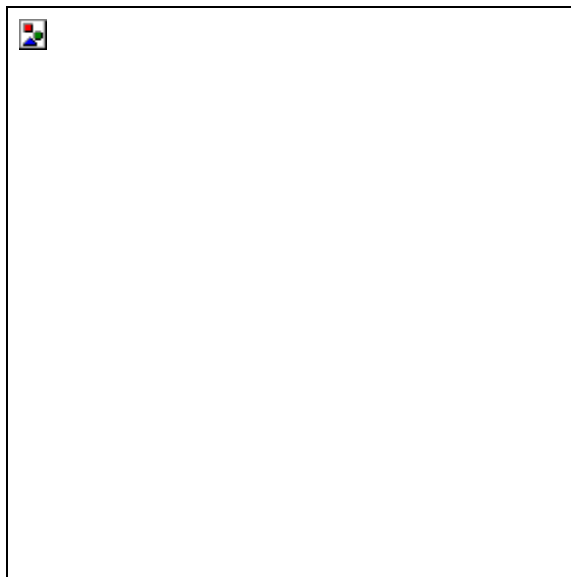
### SalesCart PRO Installation

For SalesCart PRO, follow these directions. If you have SalesCart PRO 3.5 or greater, the Shipping Plugin comes complete with the software and is installed automatically and you may skip this section.

### Default Installation

You will download or receive the shipping plugin as a self-extracting zip file with a .exe extension. This file will self-extract its contents in the FrontPage template folder normally located at c:\Program Files\Microsoft Office\Templates\1033\Webs. If you have installed FrontPage or Office in the default location, proceed with the following; otherwise, refer to the next section.

Copy the self-extracting .exe file to any folder on your hard-drive. Then using the File Manager or Windows Explorer at Start>>Programs>>Windows Explorer, doubleclick on the self-extracting.exe. Make sure the installation path is only c:\.

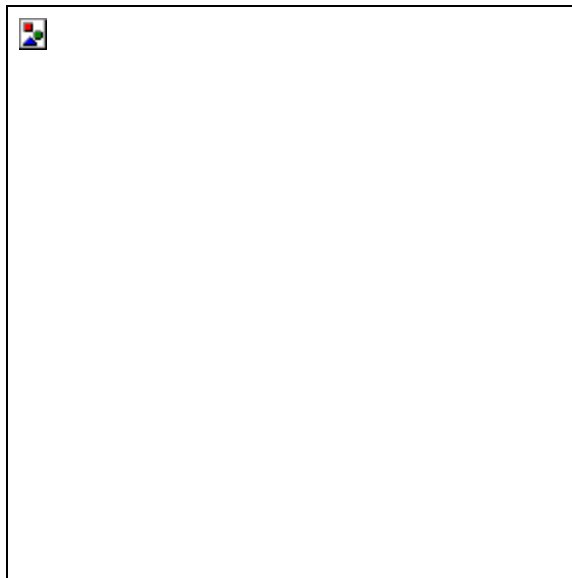


The self-extracting file will self-extract and install itself to the correct FrontPage folder and the installation will be complete. Once the installation is complete, delete the original file and temporary folder to avoid getting confused later.

## Alternative Path Installation

If you have not installed FrontPage in the default location or you have a foreign or international version of FrontPage, you will need to move the SC-Ship.tem template folder and all the files and folders beneath that folder by hand to the correct folder. Ultimately SC-Ship.tem should be located in parallel to wherever empty.tem is located. If the file empty.tem is not located at: c:\Program Files\Microsoft Office\Templates\1033\Webs, then you need to follow this procedure. First locate the empty.tem file by clicking on Start>>Find>>Files or Folders. Specify empty.tem and click on Find. Make note of the parent folder location of this directory and folder on a piece of paper – you will need it later.

Copy the self-extracting .exe file to any folder on your hard-drive. Then using the File Manager or Windows Explorer at Start>>Programs>>Windows Explorer, doubleclick on the self-extracting.exe. Make sure the installation path is only c:\.



The self-extracting file will self-extract and install itself to the normal FrontPage folder. Once the installation is complete, delete the original file and temporary folder to avoid getting confused later.

Now, using the Windows Explorer, cut and paste the empty.tem folder and all the files and folders beneath it and relocate it the same root location (same parent directory/folder) as empty.tem. In other words, cut and paste the SC-Ship.tem folder and make it equivalent to the empty.tem folder off the Webs folder for the alternative FrontPage installation location.

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## Installation Procedure for Macromedia

If you are using a different design-tool besides Macromedia Dreamweaver or UltraDev refer to the applicable section dealing with your particular design-tool.

### Macromedia Installation

On Dreamweaver and UltraDev the process of installing the extension onto your computer and Adding the extension to a particular website that you wish to configure the plugin for is a SINGLE STEP. Follow this procedure each time you wish to add the plugin to a website address.

This procedure will copy the files and configuration directly to your website, you may then publish the site to your Web server.

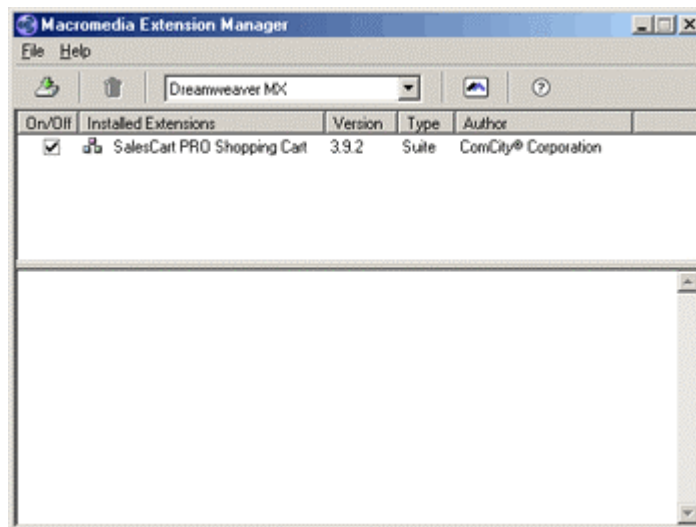
## Adding the plugin/extension with Macromedia

First, you need a working website and this web should be thoroughly tested in its entirety before starting the process of adding the plugin. If you have not completed a working SalesCart website and tested its' operation from start to finish, we suggest you do that first before proceeding.

Once you have created and tested a working SalesCart website, adding the plugin is very simple. It consists simply of running/installing a Macromedia extension but specifying the website folder root where you wish to have the extension added to.

### Adding the Extension

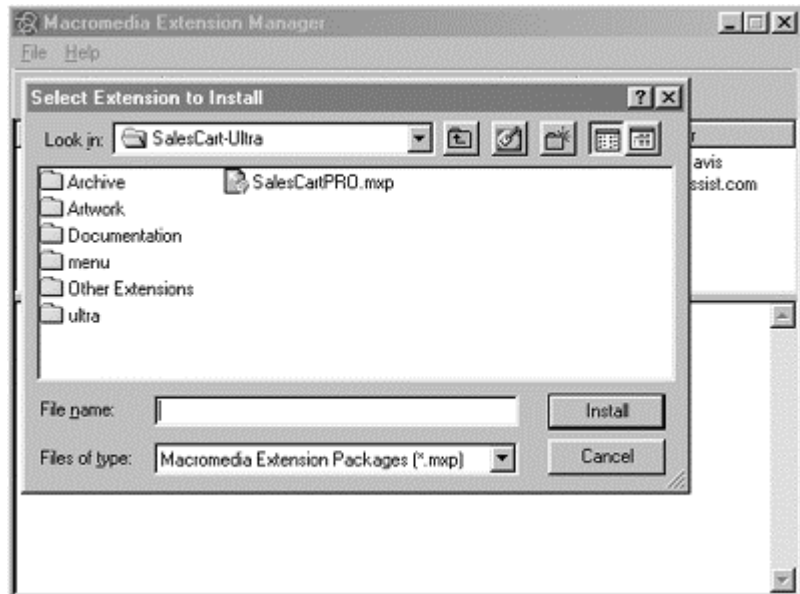
The plugin/extension is installed the same way as other Macromedia extensions are installed in Dreamweaver or UltraDev. The only difference in that the path you specify for the extension should be the path to the website root that you want to have the plugin installed.



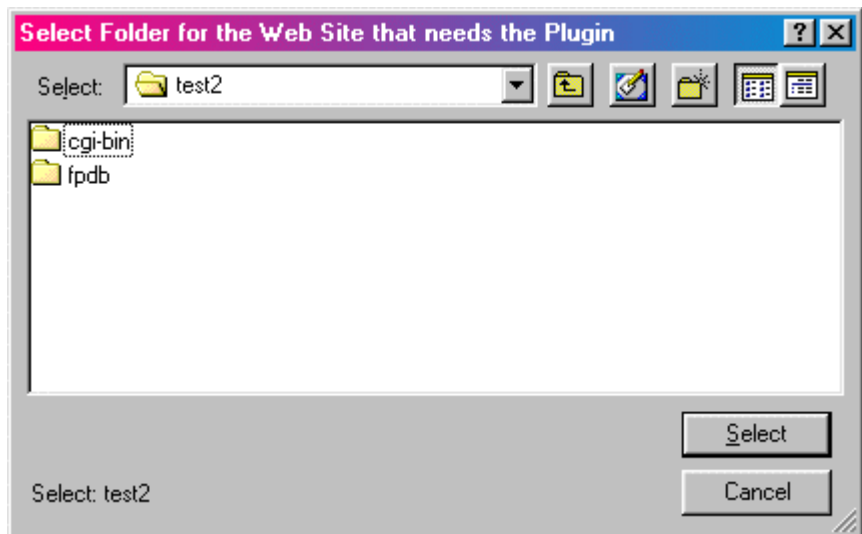
**The Macromedia Extension Manager Dialog Window**

- 1 The SalesCart extension when downloaded will come as a file named with a .mxp extension.
- 2 Save this .mxp extension to your desktop or any other location if you have received it electronically where you will have access to it later or insert the CD setup disk that holds the SalesCart mxp file.
- 3 In Windows®, select **Start>>Programs>Macromedia>>Macromedia Extension Manager**. The *Macromedia Extension Manager Dialog window* should appear.
- 4 Select **File>>Install Extension** and you will see the **Macromedia Select Extension to Install Dialog box** will appear.

- 5 Select the appropriate **SalesCart Plugin .mxd** file and *click* on **Install**.



- 6 Specify the *path/folder* where your website is located. Make sure you **select** the *Root* of the path.



- 7 Wait for the Macromedia Extension Manager to complete the installation of the Extension. This process may take several minutes and should never be interrupted.
- 8 **Select On/Off** such that this option becomes *on* or *checked* next to the version of the SalesCart Extension.

## CHAPTER 6

# Getting Started

Discussing how to Add the Shipping Plugin to your website

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## USPS: Obtaining an Account

Before you can use the shipping plugin to acquire “real-time” shipping rates from the United States Postal Service (USPS), you must obtain a valid account and license.

### **Step 1: Register with USPS**

Visit the USPS website and register your company to obtain a username and password and agree to the terms and conditions of the USPS at this URL: [Http://www.uspsprioritymail.com/et\\_regcert.html](http://www.uspsprioritymail.com/et_regcert.html). The US Post Office will email your username and password once they have completed your application.

### **Step 2: Licensing**

Using this software, you agree to use it abiding to the license supplied as SC-Ship-License1.txt and SC-Ship-License2.txt.

### **Step 3: Activating your License**

Once you have your username and password you will then need to contact USPS's Internet Customer Care Center (ICCC) and have them set your profile to the Production Server. Simply tell them you have the USPS Shipping Plugin from COMCITY.

**The ICCC is manned from 7:00AM to 11:00PM Eastern Time.**

**E-mail: [icustomer care@usps.com](mailto:icustomer care@usps.com)**

**Telephone: 1-800-344-7779 (7:00AM to 11:00PM ET)**

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## Adding the Shipping Plugin with FrontPage

First, you need a working SalesCart web and this web should be thoroughly tested in its entirety before starting this process. If you have not completed a working SalesCart website and tested its' operation from start to finish, we suggest you do that first before proceeding.

Once you have created and tested a working SalesCart website, adding the shipping plugin is very simple. First, **Open** FrontPage and then **Open** the perspective SalesCart website you intend to add real-time and instant shipping to. Next, **click** on **SalesCart>>Create New SalesCart web** or **File>>New>>Web** from the *FrontPage menu bar*. **Choose** the *SalesCart Shipping plugin option* from the *website Templates* and **click** the *Add to Current Web* button **ON**. **Click** on *OK* to continue and add the Shipping Plugin files to your website. The template will add the files to your existing website and create the required folders. **Click** *OK* to confirm the replacement of existing files. The shipping2.asp (or .aspx if using .NET) file in your cgi-bin will be replaced with a version that will seek the real-time and instant rates. If you prevent this file from being updated, the plugin will not work.



**Note:** If the SalesCart Shipping Plugin template is not available, then refer back to the installation section, specifically the alternative path location. All templates at the same level as empty.tem will be seen.

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Once the template finishes, the basic shipping plugin files will be added but you will still need to configure shipping. Continue on with the next applicable section before attempting to review an order.

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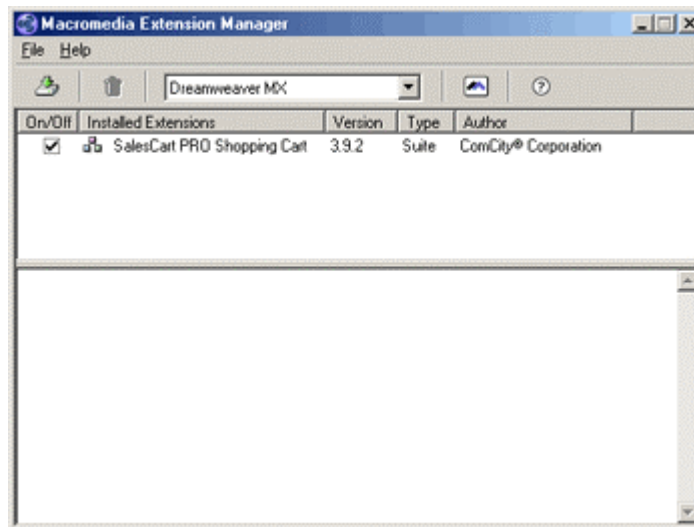
## Adding the plugin/extension with Macromedia

First, you need a working website and this web should be thoroughly tested in its entirety before starting the process of adding the plugin. If you have not completed a working SalesCart website and tested its' operation from start to finish, we suggest you do that first before proceeding.

Once you have created and tested a working SalesCart website, adding the plugin is very simple. It consists simply of running/installing a Macromedia extension but specifying the website folder root where you wish to have the extension added to.

### Adding the Extension

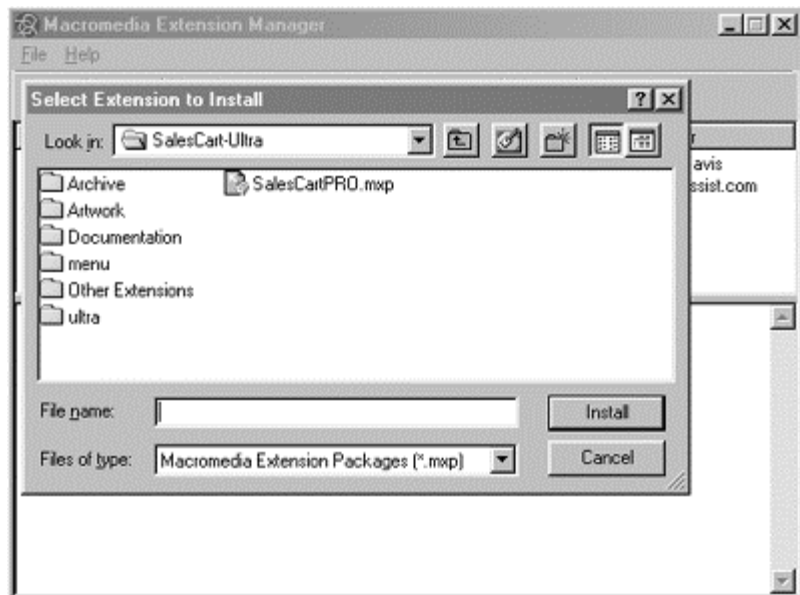
The plugin/extension is installed the same way as other Macromedia extensions are installed in Dreamweaver or UltraDev. The only difference in that the path you specify for the extension should be the path to the website root that you want to have the plugin installed.



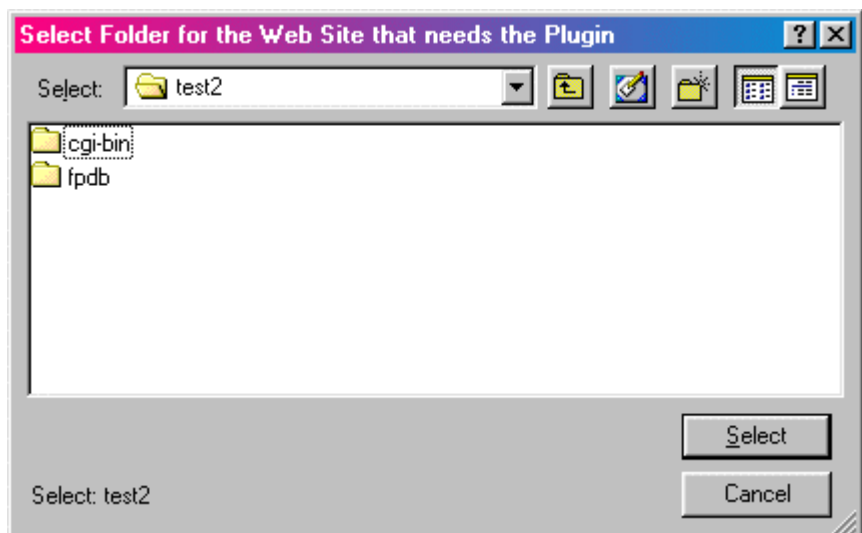
**The Macromedia Extension Manager Dialog Window**

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- 2 Save this .mxp extension to your desktop or any other location if you have received it electronically where you will have access to it later or insert the CD setup disk that holds the SalesCart mxp file.

- 3 In Windows®, select **Start>>Programs>Macromedia>>Macromedia Extension Manager**. The *Macromedia Extension Manager Dialog window* should appear.
- 4 Select **File>>Install Extension** and you will see the **Macromedia Select Extension to Install Dialog box** will appear.
- 5 Select the appropriate **SalesCart Plugin .mxd file** and *click* on **Install**.



- 6 Specify the *path/folder* where your website is located. Make sure you **select** the *Root* of the path.



- 7 Wait for the Macromedia Extension Manager to complete the installation of the Extension. This process may take several minutes and should never be interrupted.

- 8 **Select On/Off** such that this option becomes *on* or *checked* next to the version of the SalesCart Extension.

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## Download Zone Files for your Location

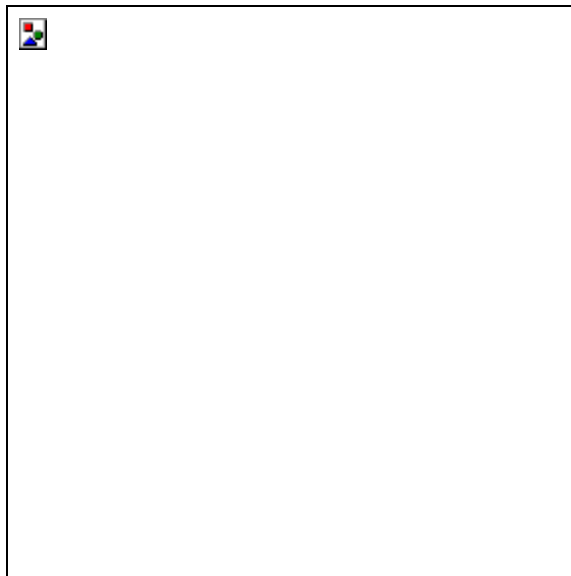
You need to download and update the applicable zone files for your zip code location before the calculated rates will be correct for shipping from your location. This is a rather simple process but attention to detail is important. You must visit the shipping sites you are interested and save the zones files for your origin zip code in the exact same computer format (non-pdf) they provide. Each website provides either a csv (comma separate value) or ASCII text file format. These file contents and formats must be perserved “as is” or the shipping plugin will not operate correctly.

### United Parcel Service Corporation/myups.csv file

The myups.csv is a “comma separated value” file applicable to a specific zip code region that defines correct United Parcel Service Corporation zones relative to a specific location – your location. This file “must-be” updated for your zip code region. Follow this procedure to update this file:

Point your browser to this address

<http://www.ups.com/using/software/currentrates/zones> . You should see something like this.

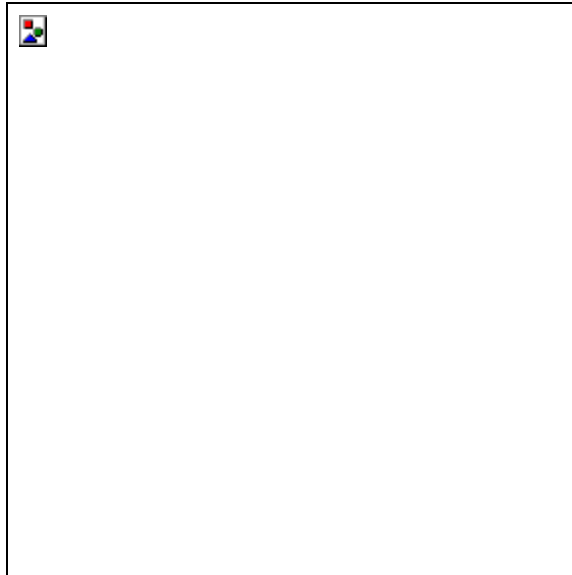


**Enter** your *Origin Zip Code* and **choose** *Download*. **Save** the generated file you obtain to the */cgi-bin* folder as *myups.csv*.

## Federal Express Corporation/myfedex.txt file

The myfedex.txt is a plain ASCII text file applicable to a specific zip code region that defines correct Federal Express Corporation zones relative to a specific location. This file “must-be” updated for your zip code region. Follow this procedure to update this file:

Point your browser to <http://rate.dmz.fedex.com/us/rates/zonelocator/> . You should see something like this.



**Enter** your *5-digit Origin Zip Code* and **choose** *Download ascii Format*. **Save** the generated file you obtain to the */cgi-bin* folder as *myfedex.txt*

---

## Configuring your Shipping

The final step to using your Shipping Plugin is to correctly configure settings for your shipping plugin. This is performed using active server pages (ASP's) that subsequently require a running web-server to view or operate.

If you have a local version of the Personal Web Server running on your local computer, then you may go to the configuration page by calling up a browser and typing the local address of your website as **http://localhost/your\_web\_site\_name/cgi-bin/shipping/forms/index.asp (or .aspx if using .NET)** (where *your\_web\_site* is the name of your FrontPage Web).

Otherwise, you will need to publish your website to a web server or to your web hosting company to finish the configuration. After you publish your website to your Hosting or ISP, continue on. Assuming you are running this ASP configuration file on the Internet, start your browser and point the address to the configuration file on your web server at

**http://your\_web\_site\_address\_name/cgi-bin/shipping/forms/index.asp (or .aspx if using .NET)** (where *your\_web\_site* is your domain name).

You should see something like this in either case:

### Enter Your Shipping Information

City	<input type="text" value="Dublin"/>	Your State	<input type="text" value="CA"/>
Your Zip code	<input type="text" value="94568"/>		
Your Country	<input type="text" value="US"/>		
<input type="button" value="Clear"/>	<input type="button" value="Apply Changes"/>		

Press Button to configure United Parcel Service Corporation Instant-Quote Shipping

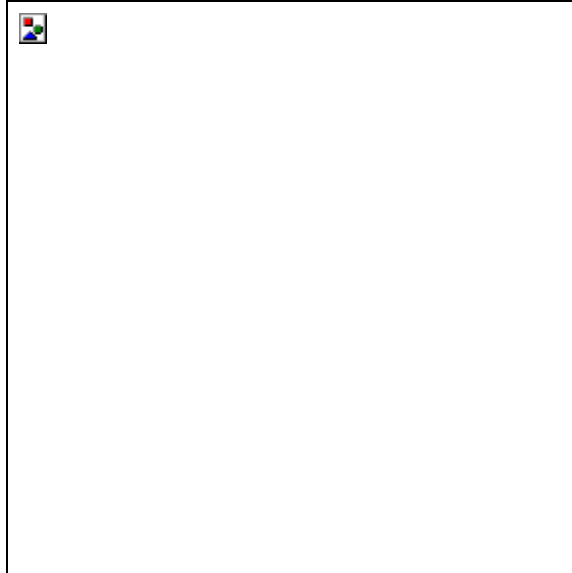
Press Button to configure United States Postal Service Real-time Shipping

Press Button to configure Federal Express Corporation Instant-Quote Shipping

Press Button to configure DHL Real-time Shipping

### Enter Your Shipping Information

**Specify** *your City, Your State, Your Zip code and Your Country* and **press** the *Apply Changes* button. Once these changes have been applied, you will see a screen that says the following:



Press the *Return* button to go back.

### Configure United Parcel Service Corporation Instant Rates

To configure United Parcel Service Corporation Instant Rates **click** on the button labeled *Configure UPS*.

### Configure United Parcel Service Shipping Options

Use United Parcel Service Corporation for Shipping?

Username

(Ignore, not currently used)

Password

(Ignore, not currently used)

License Number

(Ignore, not currently used)

Packaging Code

(Ignore, not currently used)

Packaging Weight

(Additional weight per order for packing)

Additional cost

(Additional cost per order on shipping types below)

Shipping Types Used

Next Day  2nd Day  3 Day  Ground

Weight Unit

Pounds  Ounces  Kilograms

Saved Zone File name (.csv) <sup>1</sup>

/cgi-bin/myUPS.csv

Extra Surcharges (%)

Extra Handling (\$)

Clear

Apply Changes

**Click ON** the checkbox *Use United Parcel Service Corporation for Shipping* to incorporate United Parcel Service Shipping Rate Calculations

**Ignore** *Username, Password, License Number, Packaging Code* fields. These fields are for future considerations

**Click ON** the appropriate radio button for *Weight Unit*. This is the weight your products have been entered in with. You can only specify a single weight.

**Type** in the name you have specified for your *csv zone file*. By default, this file is normally named *myups.csv*.

**Type** in an *Extra Surcharge* percentage to add to the calculated rates. By default, this value is normally 1.25 (%) which the United Parcel Services Corporation is charging in addition to their normal rates to offset additional fuel charges for the year 2001.

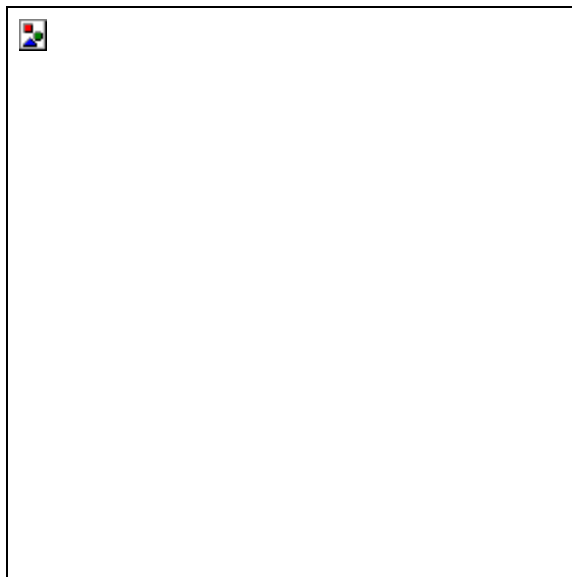
**Type** in an *Extra Handling* amount to add and amount to the base shipping amount. By default, this value is normally \$0.

**Press** the *Apply Changes* button. Once these changes have been applied, you will see a screen that says *Updated UPS Configuration*.

**Press** the *Return* button to go back.

### **Configure USPS Real-time Rates**

To configure United States Postal Service (USPS) Real-time Rates **click** on the button labeled *Configure USPS*.



**Click** on the checkbox *Use USPS* to incorporate US Postage Shipping Rate Calculations.

**Type** in the name provided to you by the US Post Office for your *Username*.

**Type** in the name provided to you by the US Post Office for your *Password*.

**Click** on *Select Services* and **specify** what *US Postage services* you wish to display. You may select an individual service or *All* of them. By default, *All* is specified.

**Click** on *Select Packaging* and **specify** what type of *US Postage packaging* you wish to use. You may select a certain type of packaging or select *My Packaging*. By default, *My Packaging* is normally specified.

**Click** on *Select Size* and specify whether you are using *Normal, Large or Oversized packages*. By default, *Normal* is normally specified.

**Click** on the appropriate radio button for *Weight Unit*. This is the weight your products have been entered in with. You can only specify a single weight.

**Click** on the appropriate radio button for *Registered or Insured*. These options specify whether you plan on sending packages registered or insured and need these prices accumulated into the rate calculations. By default, these are not selected.

**Select** *Yes or No* for the appropriate radio button for *Machinable*. These options specify whether your packages can be sent through a machine to determine the zip code. Check with US Post Office regulations if you are unsure. By default, *Yes* is selected.

**Press** the *Apply Changes* button. Once these changes have been applied, you will see a screen that says *Updated USPS Configuration*.

**Press** the *Return* button to go back.

### **Configure Federal Express Corporation Instant Rates**

To configure Federal Express Corporation Instant Rates **click** on the button labeled *Configure FedEx*.

### Configure Federal Express Corporation Shipping Options

Use Federal Express Corporation Shipping

Saved Zone File name (.txt) <sup>1</sup>  
/cgi-bin/myFedEx.txt

Extra Surcharges (%)      Extra Handling (\$)  
0      0

Weight Unit  
 Pounds    Ounces    Kilograms

Clear      Apply Changes

**Click** on the checkbox *Use Federal Express Corporation Shipping* to incorporate Federal Express Corporation Shipping Rate Calculations

**Type** in the name you have specified for your *saved zone file name(.txt)*. By default, this file is normally named *myfedex.txt*.

**Type** in an *Extra Surcharge* percentage to add to the *calculated rates*. By default, this value is normally 0 (%).

**Type** in an *Extra Handling* amount to add to the base shipping amount. By default, this value is normally \$0.

**Click** on the appropriate radio button for *Weight Unit*. This is the weight your products have been entered in with. You can only specify a single weight.

**Press** the *Apply Changes* button. Once these changes have been applied, you will see a screen that says *Updated FedEx Configuration*.

**Press** the *Return* button to go back.

---

## Configuring DHL Shipping

### Configure DHL Realtime Rates

To configure DHL Realtime Rates **click** on the button labeled *Configure DHL*.

### Configure DHL Shipping Options

Use DHL Shipping

Display Non-Residential Rates

Extra Surcharges (%)

0

Extra Handling (\$)

0

Clear

Apply Changes

**Click ON** the checkbox *Use DHL Shipping* to provide DHL Shipping Rate Calculations as a shipping option to your customer.

**Click ON** the checkbox *Display Non-Residential Rates* if you would like to display non-residential rates for DHL.

**Type** in an *Extra Surcharge* percentage to add a predetermined % amount to the calculated rates.

**Type** in an *Extra Handling* amount to add a fixed amount to the base shipping amount. By default, this value is normally \$0.

**Press** the *Apply Changes* button. Once these changes have been applied, you will see a screen that says *Updated DHL Configuration*.

**Press** the *Return* button to go back.

---

## Testing your Shipping

Once you have configured each shipping option, you may test your shipping by placing a “mock” order. Your shipping2.asp (or .aspx if using .NET) file should automatically display the applicable shipping options depending on your settings and the destination zip code or country.

## CHAPTER 7

# Finalizing Security of the Shipping Plugin

Remember that the web page at [http://your\\_web\\_site\\_address\\_name/cgi-bin/shipping/forms/index.asp](http://your_web_site_address_name/cgi-bin/shipping/forms/index.asp) (or [.aspx](http://your_web_site_address_name/cgi-bin/shipping/forms/index.aspx) if using .NET) was used to configure your shipping originally. Once you have configured and tested your shipping, you **MUST** protect or eliminate this shipping configuration tool web page from your web. Depending on what level of security you desire will depend on what course of action you want to take. The lightest form of security is simply to rename the forms folder to some obscure name only you know. As long as your website is set up so that pages cannot be browsed by the outside public, this will afford some mild level of security. The second level of security is to have your hosting company protect the forms directory and folder with a username and password. The most secure is to totally remove the forms folder from the live server and only add this folder when you need to make a shipping configuration change.

## CHAPTER 8

# Customer Support

How do I get Support if I need Help?

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## Technical Support

SalesCart currently offers two types of support for this product: Standard Free support and Priority Paid support.

## Standard Support

SalesCart comes with 60 days of Standard support from the time of your purchase. The Standard Free support provides for an unlimited number of incidents for the 60 day period as long as you use our on-line support ticketing system is used. The support ticketing system does not preclude phone support. Instead it is a mechanism that allows you to catalog and self-register your own support calls online. If you call in, and we are required to "register" the support incident in our database, then a Priority support incident may apply. Since you know your address, contact information and problem better than anyone else, the chances for data input errors is significantly reduced and ensures the best possible support response. Visit ***<http://support.salecart.com>*** <http://support.salecart.com/support.htm> and **click** on the *Standard support* option then go and complete the on-line support request form and describe the nature and details of your problem. Someone will get back to you with a prompt answer either by phone or email, whichever way is determined to be more appropriate by the support department if you don't specify. You may also specifically request and schedule a callback via phone as well within the work order if you believe support via phone would be the best method to solve your problem.

## Priority Paid Support

Priority support is available on a paid basis. Priority support is handled on a priority paid basis and entitles you to talk immediately to a support engineer on the phone as soon as one is available.

You may purchase **Priority Paid** phone support at any time but it is the only support provided after the initial 60 days of ownership have elapsed. If you need support and your purchased the product over 60 days ago, you will need to purchase Priority Paid support to receive technical support. You may purchase Priority Paid support either as per-incident or you may purchase a 3-month or 6-month support contract. Standard Priority Paid support covers a single installation and/or domain name where SalesCart is running. If you are a developer and need support for lots of websites and domain names then you need an **Enterprise Support** contract. An *incident* is defined as a single situation that is completely resolved and closed. Just go online to the SalesCart support page located at <http://support.salecart.com> (<http://support.salecart.com>) and click on the appropriate option and then purchase the particular support option you desire and complete the on-line request form.

### Support Contract

You may purchase a 3-month or 6-month contract that gives you unlimited on-line or phone support. Go to <http://support.salecart.com> (<http://support.salecart.com>) and click on the Priority Paid Support Option-6 month support option.

### Per-Incident Support

If you have not purchased a Priority Paid Support Contract, you may also purchase a single support incident. Go to <http://support.salecart.com> (<http://support.salecart.com>) and click on the Priority Paid Support Option-Single Incident support option.

## The SalesCart Userroom

SalesCart operates a userroom at <http://userroom.salecart.com>. The purpose of the userroom is to provide mission critical software updates and software information directly to qualified SalesCart license holders. All SalesCart users should enroll in the security updates mailing list described there to ensure you are informed of any security updates.

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## Contact Information

### Support

Complete an *On-line Support Request* at <http://support.salecart.com>  
<http://support.salecart.com/support.htm>. The Support desk is normally  
manned 7am to 5:30pm (PST) (M-F) and on Sat from 9-11:30pm and from  
12:30-3:00pm (PST) excluding holidays.

### Sales

ComCity Corporation  
6690 Amador Plaza Rd., Suite 115  
Dublin, CA 94568  
(888) 8COMCITY  
or (888) 826-6248  
Local: 925-556-6940  
Web Address: <http://www.comcity.com> (<http://www.comcity.com/>)  
E-mail: [sales@comcity.com](mailto:sales@comcity.com) (<mailto:sales@salecart.com>)



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