

Frequently Asked Questions

Do I have to have a web site to use Pinnacle Cart?

No, Pinnacle Cart is not only shopping cart software, but is an entire web site builder as well.

Do I need any programming knowledge?

No, you can set up a complete store without any HTML knowledge. You can completely design a professional looking web site directly from our administrative panel. We give you the ability to control every aspect of your cart's design including layout, colors, design, buttons, headers and much more. If you still need help, you may want to use one of our pre-defined templates.

Is it difficult to use Pinnacle Cart?

No, not at all. In fact some clients start selling within hours of getting the cart. We've designed an administrative area that is very easy to use and understand.

I want to accept credit cards through my store, do I need a merchant account?

No, Pinnacle Cart allows you to use PayPal as a payment method. [PayPal](#) doesn't have monthly fees and takes a very small percentage of the sale for a transaction fee. Using PayPal does have one disadvantage; the customer will be directed off your store to make the payment on PayPal. If you're looking for a low-cost alternative to PayPal, you should look into [PayPal Payments Pro](#), which keeps the customer on your site through the entire payment process.

Where can I get a merchant account?

We offer a complete package with a payment gateway and merchant account through our partner e-onlinedata, to get started [click here](#). Your application will be processed in one to three business days. If you're accepted, you will receive information on how to set up your account through the administrative area of Pinnacle Cart.

Do you charge fees per transaction?

No, there are no transaction fees or any other hidden fees when you use Pinnacle Cart.

Does the cart support different languages and currencies?

Yes, we support any number of different currencies and languages. This is all managed through the "Localization" setting in the administrative area of your cart. We are currently integrated with several international gateways including WorldPay, HSBC-CPI, DataCash, ProTx and more.

Are there any additional features I can purchase for the cart?

We have a number of compatible applications that work with Pinnacle Cart.

Is there an additional charge for source code?

Yes, Pinnacle Cart charges an additional \$195 fee for licensed clients and you will be required to sign the Pinnacle Cart source code agreement.

Can I customize the code?

Pinnacle Cart is built using PHP / MySQL, which is considered to be the programming language of the Internet. Almost any developer with PHP experience can make customizations to your cart.

Does the shopping cart support inventory tracking?

Yes, it will even notify you when inventory is getting low. Additionally you can create custom messages to display when items are out of stock.

I need an affiliate program, who do you recommend?

Pinnacle Cart has a seamless integration with iDevAffiliate, but any affiliate program will work with the cart. The cart can even pass over in-depth information to the affiliate program to help with reporting and advanced commission management.

Is the shopping cart search engine friendly?

Yes, in fact it's one of the most search engine friendly software applications available today. We have worked diligently with some of the leading SEO firms in the country to ensure our application is the most hardened SEO app on the market.

Is there a quick-buy feature or do customers need to register?

With our cart, you have complete control over how the customer purchases your products. You can select One-Page Checkout or traditional, require them to register or checkout without registration, you also have the ability to add / remove additional fields in the checkout process.

Can I set up my own shipping method based on weight / price / number or items ordered?

Yes, using a custom payment method you can create shipping rates based on weight, price, base plus weight, quantity and more.

Can the cart support non credit card and offline payment methods?

Yes, the cart supports phone, fax, mail, secure credit card storage and more.

How does the cart determine sales tax?

The cart has two different methods for setting up sales tax, simple and advanced. For transactions in the US, we recommend using the simple method. If you need to set up VAT or other types of complex taxing structures, we suggest using the advanced mode.

Does the cart generate any reports?

Yes, the cart will generate many different reports related to sales and traffic. Additionally it seamlessly integrates with Google Analytics to provide you even greater insight into the buying habits of your customers.

How does Pinnacle Cart compare to some other E-Commerce solutions?

Take a look for yourself, visit:

- [Miva Merchant vs Pinnacle Cart](#)
- [OS Commerce vs Pinnacle Cart](#)
- [X-Cart Pro vs Pinnacle Cart](#)

What kind of payment gateways are supported?

Supported Payment Gateways...

PayPal

[PayPal Payments Standard](#)
[PayPal Payments Advanced](#)
[PayPal Payments Pro](#)
[PayPal Payflow Link](#)
[PayPal Payflow Pro](#)
[PayPal Express Checkout](#)

Authorize.net

www.authorize.net

2Checkout

www.2checkout.com

Chase Paymentech

Includes Payment Tokenization
www.chasepaymentech.com

Datacash

www.datacash.com

iTransact

www.itransact.com

NETbilling

<http://www.netbilling.com>

First Data

First Data Global Gateway
(Formally LinkPoint)
www.linkpoint.com

sage pay

www.sagepay.com

Shift4

www.shift4.com

PSi Gate

www.psigate.com

Pay Leap

www.payleap.com

Moneris Solutions

www.moneris.com

WorldPay

www.worldpay.com

PayJunction

www.PayJunction.com

USA ePay

www.USAepay.com

What kind of payment gateways are supported?

Supported Payment Gateways...

eProcessing Network

www.eprocessingnetwork.com

Amazon Payments

(SimplePay)

payments.amazon.com/guarantee

SecurePay

www.securepay.com.au

Skrill

Traditional checkout only

www.skrill.com

Pivotal Payments

www.pivotalpayments.com

bean stream

www.beanstream.com

What kind of shipping options are offered?

Supported Shipping Options...



www.usps.com



www.ups.com



www.fedex.com



www.canadapost.ca

Visit us online at www.centurylink.com to learn more, or call us at 877.720.3429.

