

Technical FAQ

Frequently asked Questions

What does the plugin do?

Installing Webinterpret on your store will extend the native capabilities of your ecommerce platform so that you can automatically offer your products in multiple languages and currencies.

The plugin will create 60+ international versions of your store in local language, local currency and with local shipping options providing the international visitors to the store with an unbeatable end-to-end local shopping experience.

The plugin will:

- Create 60+ international versions of your store
- Translate your product titles and attributes into 4 international languages (French, Spanish, Italian, German)
- Convert the prices of your products into local currencies
- Enable international SEO indexing
- Provide a fully localized checkout for international visitors
- Provide an integrated international shipping solution

Why is a Plugin needed?

The plugin gives us access to your product catalogue, stock levels and prices so that we can translate, localize and publish your products to the international versions of your store.

Once the international versions of your store are live the plugin will also synchronize your product catalog and stock levels across all versions of your store.

Finally the plugin will create new orders whenever a purchase is made in the international versions of your store. These orders can then be fulfilled in exactly the same way as you fulfil orders today.

We support the following ecommerce platforms:

	Supported version	Supported PHP Version
Shopify	All	N/A
Magento	1.6 - 1.9 2.1	5.3.2 - 7.0
WooCommerce	2.1 - 2.6	5.3.2 - 7.0
Bigcommerce	All	N/A



Installation Guidance:

The installation process for each ecommerce platform is slightly different, please see below for full details on the process you require.

Hosted platforms

Shopify:

1. Register your information [here](#)
2. You will receive a confirmation email with a unique key and link to complete installation.

BigCommerce:

1. Register your information [here](#)
2. One of our support team will contact you to guide you through the installation process.

Self-hosted platforms:

Merchants running open-source ecommerce platforms may need to add IP addresses to a whitelist in order to give the Webinterpret plugin access to their store, for more information click [here](#).

WooCommerce:

1. Download the latest version of the WooCommerce plugin and follow the installation instructions [here](#)

Magento:

1. Register your information [here](#)
2. You will receive an email with a unique key, link to download the plugin and full installation instructions.

Initial configuration

By default the plugin will create over 60 international versions of your store, each preconfigured with international shipping options that will be provided, charged and handled by Webinterpret.

PayPal configuration:

You will need to update your PayPal settings to accept international payments. You will find full instructions [here](#).

International store configuration:

- Country settings
- Shipping rates
- VAT settings
- Design settings
- PayPal settings

WooCommerce

If you are using our WooCommerce plugin you will be able to update all these settings from your Wordpress admin panel.

See full instructions [here](#)

All other platforms

If you are running any of our other platforms you will need to contact our support team to update these settings

Contact our support team [here](#)

Timelines

- **15 minutes**
It will take roughly 15 minutes to download and install our plugin on your store
- **48 hours**
Within 48 hours we will create the international versions of your store. We'll also turn ON the ability to accept payments in 25 currencies within your store. International shipping via our Parcel forwarding service will also be enabled.
- **48 hours**
Within a further 48 hours, the new international versions of your store will be populated with translated and localized versions of your products and will be ready to launch.

At this point we will contact you to review the new international versions of your store and their settings before the full launch.

Support

To quickly find answers to frequently asked questions, tips, tricks and reference materials, visit our Help Center [here](#).

Finally, we'd like to congratulate you on taking the first steps to truly go worldwide with PayPal & Webinterpret.

Webinterpret Contact

Help & Support: <https://webinterpret.zendesk.com/hc/en-us>

Blog: <http://blog.webinterpret.com>

Website: www.webinterpret.com