



## INTRODUCTION

Since 2003, International Checkout Inc. (IC) has been the leader of global e-commerce solutions, providing retailers access to the billions of dollars spent online by international consumers with none of the associated risks or difficulties. With eight years of experience and over 1200+ merchant partners (including DrMartens.com, bebe.com, and many of the Internet Retailer Top 500), IC's record of success is unparalleled. IC guarantees against fraud, provides shipping to over 250 countries, and offers world class multi-lingual customer service. Within hours, retailers can tap into the world market with a minimal investment of internal resources. With the click of an "International Checkout" button, the retailer's shopping cart is seamlessly transferred to a user friendly branded AJAX-driven single page checkout which includes real time price quotes, settlement in 38 currencies, and duties and taxes at a guaranteed rate. International Checkout Inc. is a privately held corporation located in Van Nuys, California.

Readers may visit <http://www.InternationalCheckoutSolutions.com> to learn more.

## SUMMARY OF BENEFITS

International Checkout Inc.'s comprehensive solution provides:

- 100% Guarantee against international fraud
- Fulfillment to over 250 countries and territories
- Preparation of all customs documentation
- Optional landed cost at a guaranteed rate upon checkout for your customers
- Prices displayed in 38 foreign currencies at a product level on the merchant's site.
- Full range of international payment options.
- World class multilingual customer service.
- Accurately quoted shipping prices with Standard or Priority option.
- On demand reporting: order data and customer lists

## IMPLEMENTATION SUMMARY

Implementation of the IC solution will consist of two main components, shopping cart integration and foreign currency pricing on the merchant's site.

Shopping Cart integration can usually be performed by the merchant's in house programmer and is typically completed within one day. The integration will transfer the contents of the international customer's shopping cart to the merchant's International Checkout page. Cart contents include, but are not limited to, product images, product description, product SKU, product color and size, product price, and subtotal of merchandise.

Product prices may be displayed on the merchant's website in 38 foreign currencies. More currencies may be added by request. The merchant will work with IC's foreign currency provider, Planet Payment, to populate prices via a currency exchange rate feed which will update daily. Customers shopping from any country for which the currency is supported will see all product prices in their local currency via an IP read. If the customer's local currency is not supported, the prices will be displayed in USD. Additionally, there will be an option for customers, regardless of IP, to manually choose their local currency. Development for foreign currency pricing implementation will be 10 -120 hours. Pricing will be displayed on the IC checkout page in the customer's supported local currency regardless of implementation of foreign currency pricing on the merchant's site when the Visa or Master Card payment option is selected.

## PAYMENT OPTIONS AND RISK

Visa | Master Card | American Express | Discover | JCB | PayPal | Moneybookers | Bank Transfer | SafetyPay

Visa and Master Card transactions will be processed in the customer's local currency (38 local currencies supported at this time) JCB is settled in Japanese Y. All other payment methods will be processed in USD. Risk of loss due to exchange rate is assumed by International Checkout.

Payment to the merchant will be made in USD via IC's corporate credit cards.

Receivables risk due to non-payment, fraud, or chargeback by the end consumer is assumed by IC.

## GUARANTEE AGAINST FRAUD & CHARGEBACKS

International Checkout (IC) will accept payment and charge the customers' credit cards, becoming the Merchant of Record and assuming all risk of fraud and charge-backs. IC will pay the merchant for merchandise purchased on behalf of all customers using its U.S. corporate credit cards.

## FULFILLMENT

IC will provide fulfillment for all orders placed by international customers to any destination in the world. The merchant will ship to IC's Los Angeles area warehouse. Upon arrival at the IC warehouse, merchandise will be inspected for damage and to ensure that the correct merchandise (style, color, size, etc.) has been received. Items will then be packed and processed for shipment to the customer and all required documentation will be prepared. All merchandise received will ship to the end consumers within 24 hours of arrival at the IC warehouse.

## INTERNATIONAL SHIPPING

IC provides Standard or Priority shipping options with real time pricing upon checkout. All parcels are trackable and insured. Most shipments up to 3 pounds receive a complimentary Priority upgrade due to the competitive rates received through contracts with the carriers.

## CARRIERS: DHL (Primary) | UPS | FedEx | USPS

### STANDARD SHIPPING TRANSIT TIMES

Canada	4-6 business days
Asia	4-6 business days
Western Europe	4-6 business days
Middle East	5-7 business days
Australia / New Zealand	5-8 business days
Eastern Europe	5-8 business days
Africa	5-8 business days

### PRIORITY SHIPPING TRANSIT TIMES

Canada	1-2 business days
Asia	3-4 business days
Western Europe	2-3 business days
Middle East	3-5 business days
Australia / New Zealand	3-5 business days
Eastern Europe	2-5 business days
Africa	2-5 business days

## INTERNATIONAL ORDER FLOW:

- Customer goes to the merchant's website with product prices displayed in his/her local currency.
- Customer selects desired products and places them in the merchant's Shopping Cart.
- Customer selects the International Checkout button.
- The contents of the customer's Shopping Cart are transferred to the merchant's International Checkout page, either on the merchant's site or hosted by IC.
- Customer selects Payment Method, Standard or Priority Shipping, and may choose to pre-pay Duties and Taxes at a guaranteed rate.
- Customer completes checkout on IC's AJAX-driven Single Page Checkout and submits the order.
- Customer receives Order Confirmation via email.
- IC verifies the order and forwards it to the IC Purchasing Team.
- IC places the order on behalf of the customer on the merchant's website, paying with an IC corporate credit card.
- Customer receives email notification that the order has been placed with the merchant.
- IC charges the customer's credit card, becoming the Merchant of Record and assuming all risk of fraud or chargeback.
- The merchant ships the merchandise to IC's warehouse in Van Nuys, CA, USA.
- IC receives the merchandise and inspects it for obvious damage or defect and to confirm that the correct item has been received.
- Customer receives email notification that the order has arrived at the IC warehouse and will ship within 24 hours.
- IC professionally repackages the merchandise, prepares all required documentation, and ships the order to the international consumer's exact address within 24 hours of receipt at its warehouse.
- Customer receives email with tracking link and details.

## CUSTOMER SERVICE

IC prides itself on providing excellence in customer service on a global scale. Customer support is provided in 7 languages via email and telephone. Local telephone numbers are provided for customer convenience in 14 countries. IC customer service hours are 6:30AM – 6:30PM PST (M-F) and Email Support from 8am to 4pm on Saturday and Sunday. IC will provide customer support throughout the shopping, ordering, and shipping experience as needed, and will facilitate all Returns and Exchanges, as per the policies and procedures of the merchant.

Supported Languages: Afrikaans | Chinese | Dutch | English | German | Italian | Portuguese | Spanish

## CUSTOMER STATUS UPDATES

IC order status updates are sent via email to the customer throughout the order process. Additionally, customers may login to their account at [www.InternationalCheckout.com](http://www.InternationalCheckout.com) to check the latest status of their orders.

### STANDARD UPDATES INCLUDE:

1. Order confirmation
2. Order Placed with Merchant notification
3. Order Received at IC depot
4. Order Shipped with Tracking Link

## RETURNS

IC manages all Returns and Exchanges via an automated Return Authorization system. Customers receive detailed instructions in their parcel, in addition to the instructions posted on the IC site. IC will honor the merchant's existing Return / Exchange policies and will request a Return Authorization from the merchant before issuing an authorization to the international customer.

## MERCHANT LOGIN

Merchants will be provided a login at [www.InternationalCheckoutSolutions.com](http://www.InternationalCheckoutSolutions.com) where they may access reporting features. All Shipped international orders may be searched by date range on demand. Reporting includes the merchant's order numbers, dates, customer email addresses, billing and shipping countries, and merchandise styles, attributes, and value. Reports may be run on demand by date range and imported to Excel.

## COST TO THE MERCHANT AND CUSTOMER

International Checkout does not charge for becoming an official merchant partner and there is no recurring service fee associated with partnership. IC will provide integration guides and technical support for free to assist merchant partners with integration of the IC solution. IC operates on a percentage of the cost of merchandise equivalent to 20%. At a base level, IC passes the 20% fee on to the international customer, bundled in the Shipping and Handling Fee.

As a matter of best practice, IC strongly recommends the merchant offset some or all of the cost to the customer by offering IC a discount on its merchandise. The discount provided will be passed along to the international customer in its entirety via a reduced International Shipping and Handling fee.

For example, given a 10% discount on merchandise extended to IC and an order with a \$100 USD merchandise value, the fees would be distributed as follows:

Total Merchandise Value	\$ 100.00
10% Discount to IC	\$ (10.00)
IC COST of Merchandise	\$ 90.00
20% of IC COST of Merchandise (\$90)	\$ 18.00
IC Collects due to Discount Provided	\$ (10.00)
Collected From Customer at Checkout	\$ 8.00 + Shipping Fee

In the above scenario, the fee charged to the customer will be 8%. ( $\$100 \times 8\% = \$8.00$ )

Discount on merchandise is a recommendation only and is to be determined at the discretion of the merchant.

## MERCHANT PARTNERS

To see all of our current partner stores please visit: [www.internationalcheckout.com](http://www.internationalcheckout.com)