eCommerce Questions

Products:
Do you need product inventory tracking?

What are the requirements for Search/Sorting of products?

Are product reviews needed?

Will Products have variations (sizes, colors) or other options?

Orders:
What order volume does the store need to support?
- Few orders per month
- Few orders per day
- Few or more orders per hour

Will taxes be collected on sales?

What tools do you expect to be available to manage orders?

Do you want to offer discounts or coupon codes?

Payments:
What payment gateway will be used? We can recommend one if needed.

Do you want to accept paypal, credit cards, or other payment methods?

Should customers be able to create accounts? If so, will accounts be required?

Will guest checkout be an option?

Shipping:
How is shipping handled?
- Live rates (UPS, USPS, FedEx, DHL)
- Table rates
- Flat rate
- Free
- Free over certain purchase amount
- Other

Will multiple ship to address functionality be needed?

Do customers need shipment notifications or shipment tracking?

Hosting:
What's the current hosting? Does it have SSL? Is it PCI Compliant (note: most hosting is not PCI compliant, so this would need to be explicitly stated on your hosting package)?

Do you have a plan for securing and backing up your site (besides the offerings provided by a web host)?

Wholesale:
Do you need the ability to offer a wholesale section on your site? If so, how will this differ in both layout and features from your public site?

Budget:
What is the budget for the eCommerce portion of your site?