

Explanation of Order API (Custom CGI) feature

Product: ShopSite SC

Version: All

What is the Order API / Custom CGI feature, and what can it be used for?Solution ID: S03755

The Order API feature in ShopSite Pro allows the merchant to create their own custom CGI script that will run at the very end of the order process and has access to all information collected during the order. Because the cgi is run at the very end of the order process, it cannot change any of the information collected during an order which limits some of its capabilities. For example, these usages would have some limitations:

1. Integration with UPS shipping table. While it is possible to have a custom cgi run that would examine the products ordered and their weights and the ZIP code of the buyer to calculate the final UPS shipping cost, the order placed in the ShopSite back office would still have the shipping cost and total price from before the UPS calculations. Also, the e-mail receipts to the merchant and customer and also the HTML receipt presented to the buyer after the purchase would have the incorrect totals, although these could be rewritten by the custom CGI.
2. Use of a third-party payment processor. Like the above situation, there are limitations because the cgi is run at the end of the order process. If the credit card used by the buyer was denied, for example, the order would have already been placed and logged in the back office. One big problem with this is that the buyer would need to completely reorder their products if they wished to place the order with a different card number. The CGI would also need to use some method to flag the order to notify the merchant that the payment was denied.

The following are some uses that the Order API is well suited for:

1. Delivery of software or other digital goods purchased in the store to download.
2. Notification of orders placed to a fulfillment center.
3. Inventory control, under certain circumstances. You cannot use Order API to remove one product from an order because it is out of stock, but you can use it to notify the customer that the product ordered is out of stock and will take additional time to ship.

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