



Google Customer Reviews

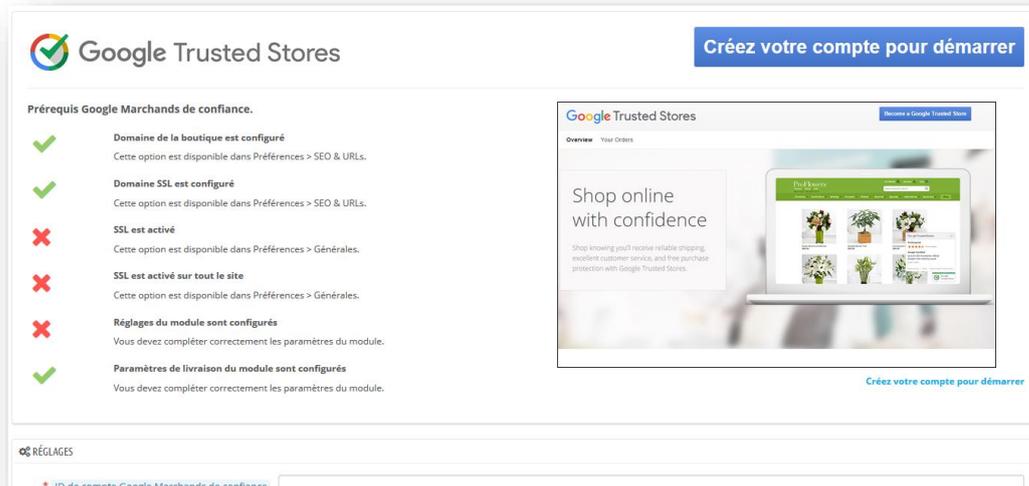
User and technical
documentation

Version 2.3.1 and more



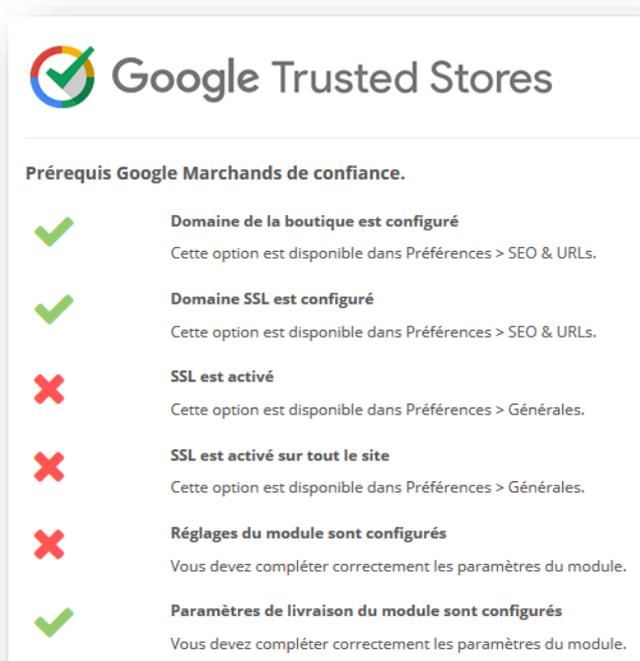
I. Module Overview

Once your module installed, click "Configure" to the various settings. You should find yourself on this page.



If you do not have a Google Merchant Center account, you can click the button that will redirect you to the Google site.

II. Prerequisites



So that the module works perfectly in the environment of your shop, you must ensure that all prerequisites are validated.

To do so, several indicators are there to direct you in the module configuration phase. If either of these indicators is not validated, your registration request to the Google Merchant Program confidence for your shop may not be approved.

The list of these prerequisites are:

- **Shop domain is configured**

As indicated, this option is available in Preferences > SEO & URLs. You must correctly complete the "Shop the Domain" field.



- **Shop SSL domain is configured**

This option is available on the same page as before. You must correctly complete the « Domain SSL » field.

- **SSL is enabled**

As indicated, this option is available in Preferences > General. You must enable SSL on Your Own as well as this parameter to « Yes ».



- **SSL is enabled everywhere**

This option is available on the same page as before. You must activate the field « Force the use of SSL for all pages. »

- **General module settings are configured**

You must configure the various module settings to confirm this step.

- **Delivery module settings are configured**

You must configure the module delivery parameters to validate this step.

III. Program participation

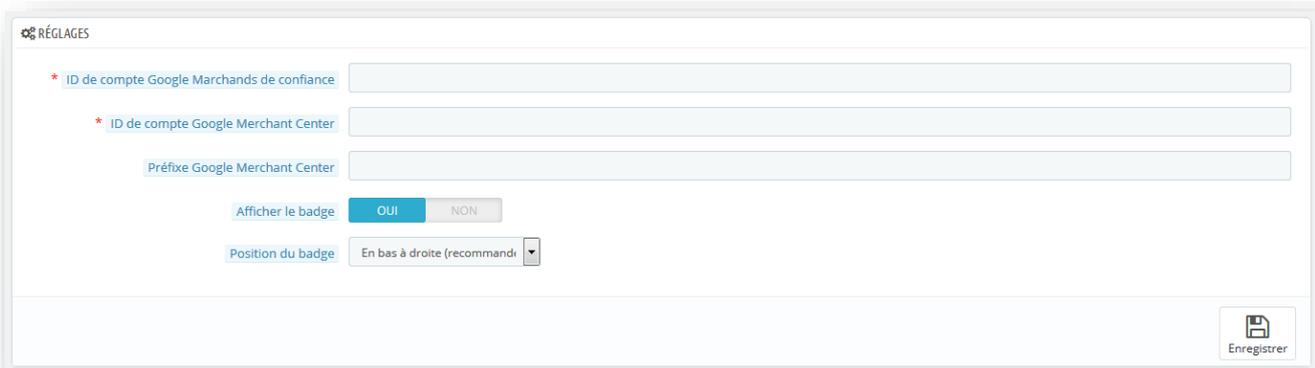
In order to participate in the Google Customer Reviews program, you must have a valid Google Merchant Center account.

To register, nothing could be simpler :

1. Log in to your Merchant Center account
2. Click the **3-dot icon**  dropdown in the upper right corner
3. Select **Merchant Center programs** from the dropdown menu options
4. From the Merchant Center programs page, navigate to the Google Customer Reviews card
5. Click **Get started** to sign up

IV. General Setup

The first step in configuring the module is the most important. You must fill in the different fields correctly to provide feedback on Google's servers.



The screenshot shows a settings interface titled "RÉGLAGES". It includes the following elements:

- A required field: *** ID de compte Google Marchands de confiance** (input field)
- A required field: *** ID de compte Google Merchant Center** (input field)
- A field: **Préfixe Google Merchant Center** (input field)
- A toggle for **Afficher le badge** with options **OUI** (selected) and **NON**.
- A dropdown for **Position du badge** with the selected option **En bas à droite (recommandé)**.
- An **Enregistrer** (Save) button in the bottom right corner.

- **Google Merchant Center account ID**

Please include your account ID Google Merchant Center.

- **Google Merchant Center prefix**

This parameter is not mandatory, so you can leave it blank. If the Google Merchant Center module is installed on your shop, you have the opportunity to complete this field to indicate the condition of the same prefix in the module configuration. The prefix is used to indicate the products uniquely Google.

- **Display badge**

You can temporarily disable the display of the badge on your shop.

- **Badge position**

Several options are available to you to position your badge. The recommended setting is "Bottom Right." By choosing the "Other" option you can position the badge in a fixed position it where you want on your site. To do this, insert the following code in the template, taking care to replace the variable **MERCHANT_ID** with the one corresponding to your account :

```
<script src="https://apis.google.com/js/platform.js" async defer></script>
<g:ratingbadge merchant_id=MERCHANT_ID></g:ratingbadge>
```

If necessary, a "CSS Content" field allows you to format the container of your badge.

You can refer to this page on Google's site for more information :

https://support.google.com/trustedstoresmerchant/answer/6063080?hl=en&ref_topic=60630

V. Settings delivery

The delivery settings are to be entered in the second part of the module configuration. They are very important because Google requires to provide a specific date for shipping and another date for delivery of the order.

The module can automatically estimate these two dates following the various proposed settings.

- **Carriers processing time**

You must indicate for each of these carriers installed on your store different data :

- Average delivery time (in days) from the moment the package is shipped and delivered to the carrier
- Ordering time for an order is shipped the same day.

For example: I place the packages to the carrier daily at 16h. So I treat all orders the same day until 14h time to prepare my expeditions. If a customer places an order on my website before 14h, the order is supported by the carrier the same day (provided that the products ordered are in stock), otherwise it is shipped the next day. So I have to put "14:00" as the cut off for that carrier.

- Delivery Days carrier

- **Holidays**

You must check all holidays and vacations about your country that would generate shipping deliveries and longer than usual dates.

- **Processing time (in stock)**

You can manage the processing time for orders and all products are in stock. Simply specify the number of days it takes processing time to add in the estimated delivery dates and shipping.

- **Processing time (out stock)**

You can manage the processing time for orders or at least one product is not in stock. Simply specify the number of days it takes processing time to add in the estimated delivery dates and shipping.

- **Force stock**

You can force the stock even if one or more of the control products are no longer available. The module does not take into account the field "Processing time (excluding inventory)" in the estimation of the shipping and delivery dates. However it may consider the field "Processing time (in stock)".

- **Extra processing time**

You can add exceptional treatment time in the day (for peak periods like Christmas) that will effectively extend delivery dates and shipping.

- **Closing days**

You can specify the days on your shipping department.

