

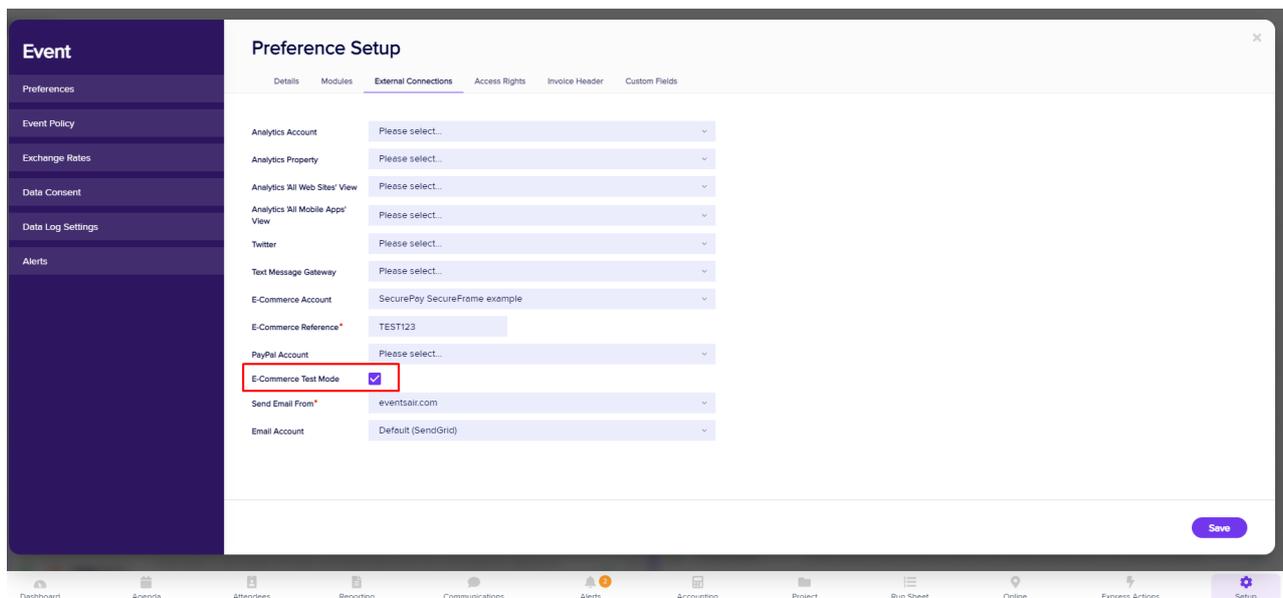
What steps do I take to go live with my interactive site, especially if I'm using an e-commerce gateway?

Last Modified on 11/25/2024 4:18 am EST

* You may also want to review information about payment gateways – search this site or talk to your Account Manager.

Before going live with your interactive site (or any live apps or portals that you'd like to take e-commerce payments in EventsAir), we recommend you test the process.

IMPORTANT – after testing, you'll need to turn off E-Commerce Test Mode (under Event Preferences) before going live. Failing to will prevent payments being received.



1. **Complete a test registration before going live** — Test what your attendees will experience from start to finish when using the online site/app, using a working credit card for your test registration.

2. **If you're accepting e-commerce payments, check the test transaction appears in your gateway and merchant accounts** — You can also void the payment in your e-commerce gateway once you've checked. This may vary depending on your provider.

4. **Check the attendee record** — Check your test registration under Contacts to make sure all the registrations/functions/etc. appear as they should. Verify that the payment status for relevant items now appears as purchased.

5. Review the Audit Trail — Under the Audit Trail tab, verify the credit card payment appears.

The screenshot shows the 'Financials' interface with the 'Audit Trail' tab selected. A table displays a payment record for Thursday, February 17, 2022, with a receipt number of 314 and an amount of 1500.00. The payment type is American Express and the description is Online credit card payment. The interface includes navigation tabs for New Payment, New Refund, Invoices, Misc. Charge, and Audit Trail. A detailed view of the payment is shown below the table, with a red box highlighting the Payment Type (American Express) and Description (Online credit card payment). An 'Edit Payment' button is visible at the bottom.

DATE	RECEIPT NUMBER	DESCRIPTION	AMOUNT
Thursday, February 17, 2022	314	Online credit card payment	1500.00

Receipt Created Date	Feb 17, 2022 1:13 PM (UTC+10:00) Canberra, Melbourne, Sydney	Items	Seller primary delegate - Live and Online	1500.00
Payment Date	Feb 17, 2022			
Receipt Number	314			
Amount	1500.00			
Payment Type	American Express			
Description	Online credit card payment			
Authorization Number				
Entered By				
Comment				

[Edit Payment](#)

6. Review your confirmation email — Review the confirmation email (in your email platform as well as in EA) to make sure the formatting is correct, all the relevant information is included, and the payment details are correct.

7. Check that you (as the 'attendee') received a separate payment receipt from your e-commerce gateway – Most e-commerce gateways will generate a receipt of payment independent of EventsAir and email it to the attendee. If you don't receive this email, you may want to contact your Gateway provider for more information.

8. Switch off test mode before going live with your Interactive Sites — If there are no issues, you can now make your site live to the public.