
Business in non-US countries

Posted by cindyc - 2008/08/28 20:33

Okay, so to some this may sound like a silly question but I don't know the answer and I thought someone here might so here goes...

I recently launched a membership site. Currently we are advertising in the US and beginning to drive traffic to the site.

The question is...what about non-US traffic? Can I take payments through Infusion sales forms with a standard Authorize.net merchant account from non-US countries?

I hate to admit it but I have no idea how money from other countries works, I don't know if they have Visa and Mastercard like I do or if it is something different. I don't know if I have to have a special merchant account to do business on the internet with someone from South Africa or the UK.

So...can anyone out here enlighten me?

I would really appreciate any information someone would like to offer. Even a web address that will give me the answer would be fine. I did a Google search but everything I found was about opening a business overseas, not really about doing business online with people who are overseas.

Thanks

Have a great evening,
Cindy
Phoenix Arizona

Re:Business in non-US countries

Posted by joshnelson - 2008/08/29 08:52

Hi Cindy,

In order to process credit cards from other countries you will need to have a merchant account that has multi-currency processing enabled.

If you go to <http://www.stradafee.com/Multi-Currency-Merchant-Account.htm> you will find an explanation of some of the different options available for doing business with people from other countries.

Re:Business in non-US countries

Posted by joshnelson - 2008/08/29 08:57

Just as a note, I don't really know anything about the company stradafee where the link goes to. I just thought the information on their site helpful.

Have a wonderful day!

Re:Business in non-US countries

Posted by gfinzer - 2008/08/29 09:16

Cindy,

Just an FYI, according to Infusion support. Infusion does not currently support international characters. What this means is that you can bill your international customers and the contacts will go into Infusion, there are some known issues:

1. If you send a plain text campaign email, contacts with special characters will be translated into the question mark

character. For example, ColÃ³n will be shown as Col?n in your email.

2. Exports to CSV files will show as Col?n as well.

3. Contacts transferred via the API into Infusion will be imported as Col?n.

4. When searching for customers, the hyperlink will display with Col?n.

5. Strangely enough single plain text emails to international customers will be sent correctly due to the content encoding. Bulk plain text emails are sent with 7bit encoding and single emails are sent using ISO-8859-1 encoding.

I haven't heard anything if Infusion will support International characters in the future. Currently the work around is to filter international characters and replace them with non accented characters. This can be done before the contact is transferred using the API. If you are not using the API, you will have to do this manually.

Thanks,
Greg

Re:Business in non-US countries

Posted by hazu - 2008/10/20 01:18

Hi Cindy,

I am an "international" user of Infusionsoft. My business is located in The Netherlands.

Are your customers consumers or companies?

From all credit cards, people use MasterCard and Visa the most. AMEX and Diners are "smaller credit cards" in Europe. But in a lot of countries it is still more popular to make money transfers. The banks are trying to set up internet payment systems. But unfortunately, we still do not have something that covers the whole of Europe.

If you are going "international" the one thing to consider is whether you want your customers to pay in their own currency. If you want to use dollars only, then Infusion and Authorize.net will be sufficient, and you do not have to do anything special. Just consider that because of exchange rate fluctuations between the dollar and the other currencies, your international customers would never know exactly they pay. The price in their own currency can go up or down.

If you want your customers to have the possibility to pay in their own currency, you have to realize that Infusion currently only supports the British Pound. And even then, you probably need an extra account with Infusion, because I don't believe they support multi currencies on one account. Also, you need to check with Authorize whether your account supports multiple currencies.

I hope this helps.

Re:Business in non-US countries

Posted by FrancisW - 2008/11/21 17:18

Hey Cindy,

I have been selling an ebook in France. I have been using PayPal Payflow Pro and was getting paid in Euros. I had to host my own secure web form because you can't change the language from English to another language with Infusionsoft. Getting paid has not been a problem, but accents in French and other languages are not supported.

-Francis
<http://profile.to/franciswolff/>

Re:Business in non-US countries

Posted by KLeavitt - 2008/11/28 06:45

Those of you interested in foreign currency support should check out our customer self-service add-on for Infusionsoft (called CustomerHub).

<https://www.infusedsystems.com/products/customerhub>

Using this, your customers can view their invoice history, etc in the currency of your choice. We currently support the following currencies:

- Dollar
- Pound
- EURO
- Yen
- Franc
- Lira

Hope this helps!

Kyle

Re:Business in non-US countries

Posted by hazu - 2008/12/01 03:01

Kyle,

Your add on may support foreign currencies, but Infusion does not. We have an Infusion account with which we can accept only one currency (in our case dollars). Infusion does not offer the possibility to accept payments in Euro's for example (and they only allow one currency per account).

How will your plugin help me to accept payments in other currencies?

I cannot find any pricing information. What will this service cost?

Re:Business in non-US countries

Posted by KLeavitt - 2008/12/01 07:09

The only thing that will determine what currencies you can accept (bill in) is your merchant account.

Granted, Infusionsoft can only DISPLAY currencies in a few formats on the back end, however they do have integrations with merchant gateways that support billing in other foreign currencies (see list here: <http://help.infusionsoft.com/default.asp?id=1801&SID=&Lang=1>).

So for all intensive purposes, you could bill in a foreign currency even though the currency symbol may not match in Infusionsoft---and as long as you know this you should be fine.

The real problem though is with customers. They WON'T be okay with currency displaying in a different format that what they paid in---thus the other currency symbols are supported via CustomerHub.

As a matter of clarification, in the case of both Infusionsoft and CustomerHub, 'supporting' different currencies simply refers to displaying the correct symbols, not anything relating billing (which is all done at the merchant gateway level).

We offer a free 30-day trial of CustomerHub, after which the service is \$39/month.

Best,

Kyle

Re:Business in non-US countries

Posted by PatrickL - 2008/12/17 00:27

Hello all,

we use Optimal Payments as a company- we are in Switzerland and need to bill in CHF.

Although Infusion shows the amounts in USD, the Merchant Account is set to CHF, so the charges happen in CHF, and we can use the recurring features.

The invoices are unusable though, as they are not customizable and show the amount in USD.

Maybe this helps anyone. All the best,

Patrick Leypold

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Re:Business in non-US countries

Posted by Pam at Tri Plan - 2009/01/05 08:28

Hi,

I'm totally new and we are not yet using our Infusion, but would like to sell products so people can choose whether to buy in US\$, Pounds Sterling or the Euro. Our objective is for them to have charges go through on their VISA or MC or AMEX in their currency, but have the exchanged amount end up in our Pounds Sterling bank account.

I'm doing this now personally with Paypal and it works fine. My little shopping cart gets around the currency display problem by letting me set up each product three times - one for each currency - and the shopping cart display and invoices just use a line of type to say: Currency used for this invoice is "X"

At them moment I'm under the impression we simply can't use the Infusion shopping cart, and support did not offer any useful workarounds when I asked about multi-currency.

Is there something I'm missing? I'd love to use Infusion e-commerce linked to inventory, but right now I believe that I can't.

Thanks for any enlightenment.

Pam

Can someone explain if this can be

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Re:Business in non-US countries

Posted by PatrickL - 2009/01/06 06:00

Hey Pam,

right now, Infusion supports USD, Pounds and the Australian Dollar. No Euro.

For processing credit cards, you need a Merchant Account, if you search in the knowledge base, you will find a list of supported ones for Infusion.

You will face at least 2 issues: 1.) you can not change the invoices in Infusion, thus you will see e.g. the US tax on the form, which makes no sense at all for any country but the US.

Also, if you charge Euros, you will have customers with names with mutated vowels, e.g. french, spanish, german, etc., and Infusion does not support mutated vowels.

There is a feature request running at

<http://ideas.infusionsoft.com/pages/general/suggestions/39544-support-international-character-sets>

for the vowel issue, there are other threads there for the billing and other international user issues.

Also, e.g., Voice Broadcast is not per se functioning. Infusion is using Protus, and somewhere in the process, the ability to send to international mobile phones is getting lost.

I know about all these issues as I have been working on them for the past 9 months, ever since we bought Infusion.

Right now, in my company, we are doing a business model to see if it would be worth it to create our own international Voice Broadcasting provider system, as we have the technical resources to do so.

But the point is, you can not use the integration that Infusion offers, you have to go via custom programmed solutions, for which you need a programmer.

I would highly recommend you post a comment with 3 voting points on the thread mentioned above, which would help all the international users, me included, to get heard with our issues.

If I can help you with anything, please let me know,

Patrick Leypold

Re:Business in non-US countries

Posted by hazu - 2009/06/30 21:25

Can someone explain me what is the problem to change the Infusionsoft system to be able to display international characters? I always thought this was a rather simple server setting...

I still desperately awaiting for the support of other currencies. At this moment I am forced to use another shopping cart for foreign currencies.

Re:Business in non-US countries

Posted by Bregazzi - 2009/07/23 08:10

I'm just trying to set up in Infusion - we are in the UK and believed that Infusion would be able to do this as they are such a powerful tool but alas we are finding out that they are US centric. They are happy to take international customers and their cash but can't quite get round to being a global company. I have decided to use the dollar though to sell goods online as downloadable things for us have a bigger market in the US and we will be using an order form for £ event selling in the UK.

Infusion should recognise their global partners to deal in a global market.

Re:Business in non-US countries

Posted by batateam - 2009/11/08 22:23

I hate to admit it Ottawa Asian Escort but I have no idea how money from other countries works, I don't know if they have Visa and Mastercard like I do or if it is something Ottawa Asian Escorts different. I don't know if I have to have a special merchant account to do business on the internet with someone from South Africa or the UK. I Ottawa Escort hate to admit it but I have no idea how money from other countries works, I don't know if they have Visa and Mastercard like I do or if it is something different. I don't know if I have to Ottawa Escorts have a special merchant account to do business on the internet with someone from South Africa or the UK.

