

FAQs



alletronic
your paperless convenience

DIGITAL RECEIPT DELIVERY - Where do the consumer's digital receipts go?

Unlike other "digital receipts" being sent to an already cluttered inbox, allEtronic.com is a free tool for consumers to house all of their digital receipts within one, centrally located website.

STORAGE - How long are the receipts stored for each consumer?

allEtronic will store a consumer's receipts for up to 3 years. At that point, the consumer will have the option to archive, or download their receipts to their own computer, and/or integrate into their accounting software.

IMPLEMENTATION - Is allEtronic difficult to implement?

allEtronic is a web-based application making integration a straight forward process. In the most complex situations we estimate SIX to EIGHT weeks time for complete implementation from start to finish.

COMPATIBILITY - Is allEtronic compatible with my Point-of-Sale software?

Because allEtronic is Language Independent, we are compatible with virtually any POS software.

RETAILER COSTS - What costs are involved in offering allEtronic?

Retailers are charged an initial one-time integration fee based on the complexity of a retailer's internal and external infrastructure and a reoccurring monthly fee. In order to streamline monthly costs for the retailer, we work with you to determine the actual paper usage and transaction volume. By switching to our paperless system, retailers actually save money on paper, printing and related maintenance and labor costs.

CONSUMER COST - How much does the customer have to pay to use allEtronic?

The allEtronic service is free to every single consumer. Customers are NOT billed or charged for the use and/or download of receipts.

CUSTOMER INFO & PRIVACY - What customer information will my company acquire as customers use allEtronic?

As customers use allEtronic, they will complete an online profile. Profile data may be shared with retailers as the customer provides such information and as determined by allEtronic. Shared information may include but is not limited to: Consumer name, mailing address, phone number, and e-mail address. The Consumer has the option to "OPT IN" or "OPT OUT" of sharing their data with each of retailers they patronize. However, in order to receive certain benefits of the allEtronic system, a customer must choose to "OPT IN". allEtronic reserves the right to determine which benefits apply. Personally identifiable consumer data is maintained in strict compliance with privacy laws.

SECURITY - What security parameters are in place for our customers?

a.) Registration into the allEtronic program is similar to the registration processes for other websites. When an allEtronic account is created by a consumer, they are required to generate their own unique password and maintain its privacy in order to access their account.

b.) A consumer NEVER submits a full credit/debit card number. As an added measure of safety, allEtronic is PCI Compliant and registered as a Level 2 Service Provider. This safety measure protects any and all information regarding their payment card information. To learn more about the security of our system, please see the "Security Overview" brochure.

PAPER RECEIPTS - What if customers still want a paper receipt?

A paper receipt may be issued as well as a digital receipt at the same time. We assume that some consumers will take advantage of this option until they feel confident that their digital receipt was in fact delivered.

RETURNS & EXCHANGES - Will the consumer need to print their receipt for returns?

Absolutely not! All a consumer needs to do is take the product they wish to return to the appropriate counter in the store. When they present an allEtronic identifier to the cashier (i.e., a linked phone number or payment card) the cashier can use said identifier to retrieve the customer's digital proof of purchase. Once the return is completed, the digital receipt will be updated automatically to reflect the returned item.

THROUGHPUT - Will this slow down customer checkout?

No. In fact, it reduces checkout time. Our system can identify a consumer's account within 3-7 milliseconds of swiping a linked card or keying a linked phone number. Digital receipts can actually reduce the number of interactions between a customer and a cashier by eliminating the printing and handling of a paper receipt. It also reduces the time taken to change paper rolls, due to less paper transactions.

BRANDING - What type and how much branding will be given to a retailer?

Aside from a few basic parameters, you can customize your digital receipts to work for you. If a consumer signs up at your Point of Sale or website, the allEtronic dashboard page will clearly show your logo as a reminder that the customers signed up at your store. It's our "Thanks!" to you for enrolling that customer.

GOING GREEN - How does allEtronic help my company "Go Green"?

Paper receipts in the U.S.A. cost our environment over 9 million trees per year, releasing millions of tons of CO₂ in to the atmosphere contributing to global warming and deforestation. Paper receipts cannot be recycled due to the many toxic chemicals they are saturated in, including bisphenol A (BPA), causing them to wind up in a land fill where paper makes up 25% of the waste. The allEtronic service is a green effort that your customers can realize immediately, involve themselves in for free, and actually help make a difference.

PAYING WITH CASH - Can Customers still get a digital receipt if they use cash to pay?

Yes. If they pay cash, all they have to do is enter in their phone number, and the digital receipt will be sent to their online account.