

# Unofficial FAQs and Tips and Tricks for T-Rex Stores

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## Support

T-Rex Support: <http://support.trexwp.com/>

T-Rex Open New Ticket: <http://support.trexwp.com/support/tickets/new>

T-Rex Members Area: <http://members.trexwp.com/>

T-Rex Knowledge Base: <http://support.trexecom.com/support/home>

T-REXecom Private Facebook Group: <https://www.facebook.com/groups/173416243066151/>

There is also a T-REXecom Facebook page with more general and sales information:

<https://www.facebook.com/TREXecom/> (This is not the page to get support on. Use the private group for that)

Files in TRex Facebook Group: <https://www.facebook.com/groups/173416243066151/files/>

**TIP:** Be sure to download Greg's "T-Rex New User Checklist.pdf"

Printex: [customerservice@printexinc.com](mailto:customerservice@printexinc.com)

### Skype Groups

T REXecom Help - <https://join.skype.com/wHLWcnewHpGd>

TREXecom Community - <https://join.skype.com/ByzqT3HZIW0z>

## Your Store's Admin URL

<http://yourdomain.com/wp-login.php>

## Your Store's CPanel URL

<http://yourdomain.com/cpanel>

## Your Store's Email (Webmail Access)

<http://yourdomain.com/webmail>

### Emails Created By Default (by T-Rex Support)

[admin@yourdomain.com](mailto:admin@yourdomain.com)

[support@yourdomain.com](mailto:support@yourdomain.com)

## How Do I Change The Logo to My Logo?

Instructions Document by Ellen Bryant Benegar: <https://www.facebook.com/download/preview/739994499525598>

Instructions in the T-Rex Knowledge Base: <http://support.trexecom.com/support/solutions/articles/19000068807-changing-your-logo>

### Changing the Logo In Business Settings for Global Default Cart Logo

1. T-REX > Business Settings
2. Scroll down to Select Global Default Cart Logo
3. Select your image

4. Save Changes

### Changing the Logo In Business Settings for Global Default Campaign Logo

1. T-REX > Business Settings
2. Scroll down to Select Global Default Campaign Logo
3. Select your image
4. Save Changes

### Changing the Logo on the Home Page in Divi Theme

1. Divi > Theme Options
2. Logo > Upload
3. Save Changes

### Alternate Method: Replacing Logo in CPanel

#### Find the Path to the Current Logo

1. Right click the current logo and Open Image In New Tab
2. That will show you the file path

#### CPanel File Manager

1. Open CPanel
2. Click on File Manager
3. Open folder public\_html\wp-content\uploads\  
4. Open the folder that your logo is in (see step 2 from Find Path to the Current Logo above) (ie. 2017\09\)
5. Find the logo just to make sure you're in the right place
6. Click "Upload"

### Changing the Logo on Misc. Campaigns with TRex Logo

Logos in some campaigns have a different file path than all of the other logos so you will have to change them manually or change the 2<sup>nd</sup> logo in CPanel (changing in CPanel is less work).

1. Open a Campaign that has the TRex logo
2. Scroll down to the "Logo Image"
3. Either replace these one by one by Selecting Image and Updating page  
OR
4. Right click Image and Open Image in New Tab
5. Follow the instructions above for Replacing Image in CPanel

## How Do I Change The FavIcon?

### Changing the FavIcon In Divi Theme

1. Divi > Theme Options
2. Logo > Upload
3. Save Changes

### Changing the FavIcon In Business Settings

1. T-REX
2. Business Settings
3. FavIcon > Choose File
4. SaveChanges

## Changing the FavIcon In Customize Divi Theme Settings

1. Appearance
2. Customize
3. General Settings
4. Site Identity
5. Site Icon
6. Change Image
7. Save changes

## How Do I Add a New Page of Items on My Website?

### Option #1

1. Create Products
2. Create Campaign and add Products to the Campaign
3. Add a Collection that has all of the Campaign\Products
4. Create a Page that has [collection\_campaign id='xxxxx'] where the x's is your collection\_campaign ID
5. Point the Menu to that Page's Permalink

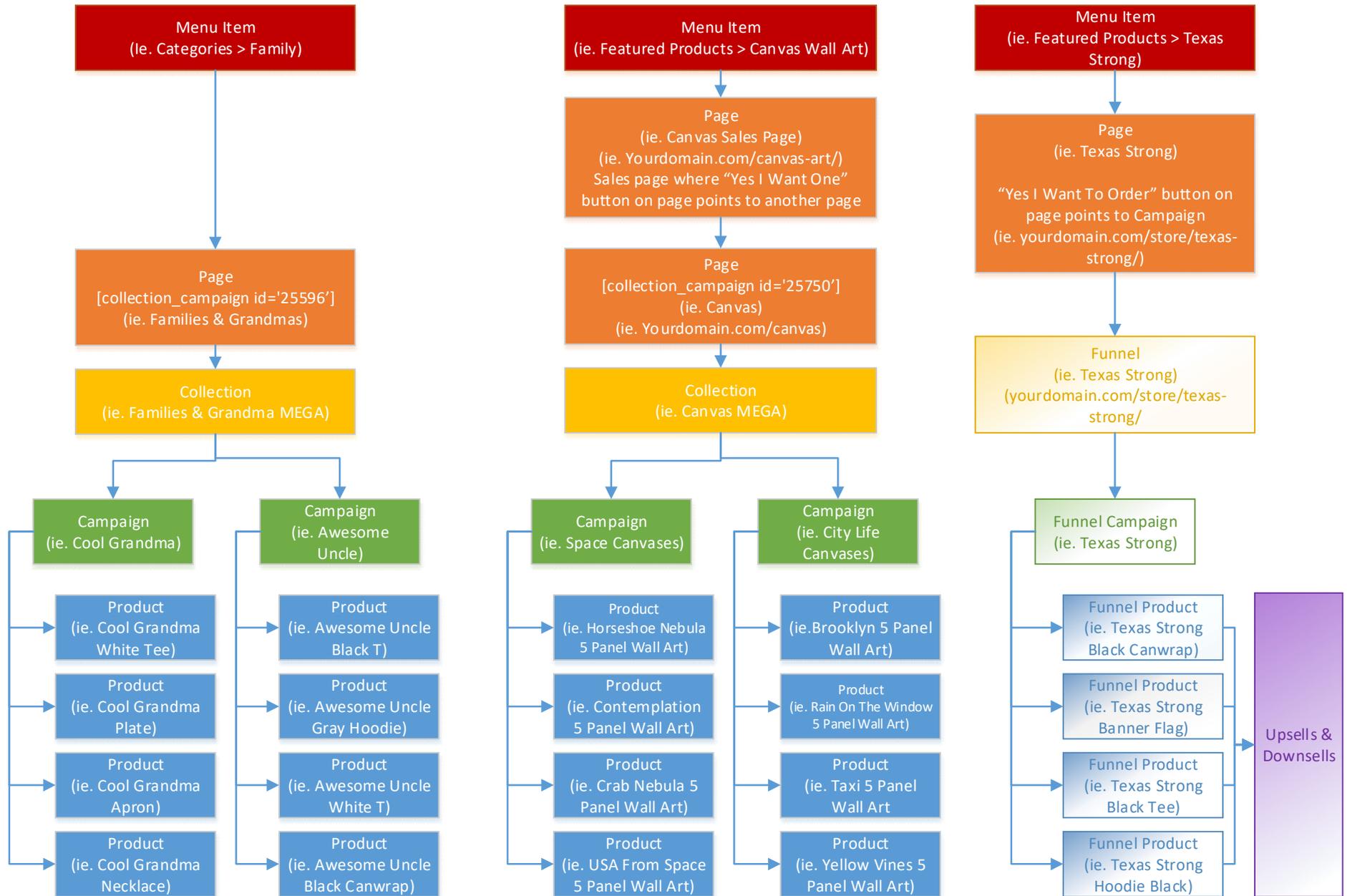
### Option #2

1. Create Products
2. Create Campaign and add Products to the Campaign
3. Add a Collection that has all of the Campaign\Products
4. Create a Page that has [collection\_campaign id='xxxxx'] where the x's is your collection\_campaign ID
5. Create a Page that is a sales page with a button that points to the 2<sup>nd</sup> Page (step 4)
6. Point the Menu to the Sales Page's Permalink

### Option #3

1. Create *Funnel* Products
2. Create *Funnel* Campaign and add *Funnel* Products to the *Funnel* Campaign
3. Add a Funnel that has of the *Funnel* Campaign selected and all Upsell and Downsell *Funnel* Products
4. Create a Page that is a sales page with a button that points to the Funnel Permalink
5. Point the Menu to the Sales Page's Permalink

# Trex Store – Website Front End Product Page Options



## Custom Logo Size

Additional Info Here: <https://divibooster.com/changing-the-divi-logo-height/>

The "menu height" setting sets the height of the menu in pixels. However, Divi actually adds an extra 23 pixels to your setting to come up with the actual displayed height of the menu bar. So, for instance, the default menu height setting of 66 translates to an actual menu bar height of  $66+23 = 89\text{px}$ .

Once you have set the menu bar height, you can then set the logo height using the "logo max height" setting. This setting is given as a percentage of the menu bar height. That means that a setting of 100 will make the logo equal in height to the final menu bar height (after the 23px is added).

### Adjust Logo on Home Page, Campaign Pages and Product Pages

1. Login to WP
2. Appearance
3. Customize
4. Header and Navigation
5. Primary Menu Bar
6. Logo max height
7. Type in a larger number or use the slider bar to adjust the max size

### CSS for Divi Theme to Adjust Logo Size on "Pages"

```
.logo_container #logo {  
    max-height: 100% !important;  
}
```

Add that to theme options and additional css

Or

```
.et_fixed_nav #logo {  
    margin-bottom: 0;  
    max-height: 60px;  
}
```

### How to Set the Divi Logo Height: Pre Divi 2.4

By adding some CSS code to Divi, you can accurately control the height of the logo in both its full-size and shrunken states. It also sets the page padding correctly to avoid the page "jumping" as it adjusts to the modified header size. Here's the CSS to add:

```
/* Only apply to full-size displays, not mobiles */  
@media only screen and ( min-width:981px ) {  
  
    /* Set full-size logo height to 200px */  
    #logo { height: 200px; max-height: 200px !important; padding-bottom:18px; }
```

```
/* Set the "shrunk" logo height to 100px */  
.et-fixed-header #logo { max-height: 100px !important; padding-bottom:10px !important; }  
  
/* Set the padding correctly (It should be: full-size height + 36px) */  
div#page-container { padding-top: 236px !important; }  
}
```

You can of course modify the values to suit your needs.

## Payment Options

### PayPal Setup

Everyone needs to check that your PAYPAL IPN is set up right.

<https://www.youtube.com/watch?v=QcApIfPeKGI>

Please watch this video and check your PayPal settings.

### Payment Options Non-USA

**Q:** What countries is Stripe available in?

**A:** Available for businesses in 25 countries. <https://stripe.com/global>

- Australia
- Austria
- Belgium
- Canada
- Denmark
- Finland
- France
- Germany
- Hong Kong
- Ireland
- Japan
- Luxembourg
- Netherlands
- New Zealand
- Norway
- Singapore
- Spain
- Sweden
- Switzerland
- United Kingdom
- United States
- Italy PREVIEW
- Portugal PREVIEW

**Q:** Should we use Payoneer Linked with Stripe? How do we set this up?

A: One TRex user based in the Netherlands says he uses a “USD account with Stripe” and no Payoneer.

## Where Can I Get A Toll Free Number?

- Kall8.com (voice mail only)
- Line2.com (includes system attendant)
- Grasshopper.com
- In Australia I got a 1800 with international forwarding voicemail etc to my cell here.  
[www.tollfreeforwarding.com](http://www.tollfreeforwarding.com)
- Freedomvoice.com
- (Google “toll free number” to find more)

## Printex

### Lockerstock Account

To sign up for a Printex account, fill out this form: <http://lockerstock.printexinc.com/register>

### Pricing Sheet

<http://printexinc.com/pricing/> (shows your wholesale price + shipping costs)

### What is T-Rex vs Printex?

T-Rex (<http://trexecom.com/>) is the e-commerce software which runs as a child-theme to the Divi theme in a WordPress site. It allows you to setup the ecommerce portion of your website, storefront, add products, configure sales funnels, etc. Since it's built on WordPress, you still have all of the standard WordPress options in addition to the Divi Theme and T-Rex configurations.

Printex (<http://printexinc.com/>) is a supplier/vendor of products such as print-on-demand items, LED night lights, items that can be engraved, etc.

Printex is fully integrated with T-Rex, however you need a LockerStock account with Printex in order to place orders for products from Printex.

## Do I need SparkPost?

No. SparkPost was something T-Rex used to recommend but it's no longer used. Feel free to use MailChimp or any other email platform you'd like. MailChimp is supported in T-REX > Business Settings so may be an easy email program to use. You can also setup your email in CPanel and access it via <http://yourdomain.com/webmail>

## Mega Store: Items with No Price or No Shipping

From Kenneth Lare

Here is the list of items that have either no price or no shipping entered. The entries in the Price and Shipping columns look a little funny because I left them as they are in the database. But you can easily see which ones have no price (they are either zeroes or they have no numbers at all). You will also see that some of them are there twice. This is because they are in the Products Table and also in the Funnel Products Table. The easiest way to fix them (short of being a SQL programmer!) is to copy the name on each line and then paste it into the Search box on the Products page. Again, this is not an exhaustive list, it is just a starting point to make sure you don't get caught by somebody getting free product or free shipping (unless you want them too). We have the ultimate responsibility for our own sites, they have given us a starting point that is miles ahead of where we would be (and where some of us were!) with a basic, empty site.

## I'm Getting 404 Error on Thank You Page After Placing Test Order

Kenneth Lare said:

"Clone the Thanks page, rename it from Dup-Thanks to Thank You and change the permalink from dup-thanks to thank-you, then publish it and try the test again."

His longer answer was,

"I have two pages created, one Titled "Thanks" with a permalink of "<domain>/thanks/thanks" and one titled "Thank You" with a permalink of "<domain>/thanks/thank-you". My link in the Business setting is to the "Thanks" page, but, as long as both pages are created, it shouldn't matter.

Just tried the thank-you link and get a 404 still. Try creating a page with "<domain>/thanks/thanks" and let's see if I can see it. Also, on the Thank-you, make sure there are no spaces in the permalink and update again.

## MegaStore Items To Check (by Kenneth Lare and Added to By Others)

<https://www.facebook.com/groups/173416243066151/permalink/304094643331643/>

Two things as a preface, first, this is a long-winded post, and second, I am just a customer like the rest of you. I am putting this out to give those who want it a starting point for finding and correcting some things I have found in my site. These guys have put together an amazing product, but in any large dataset, there are going to be errors. I am putting this out to make things easier for those of us who were early buyers and maybe cut down a few support calls so the support guys can focus on setting up sites!

Here are some of the things I have found so far for those who already have their Mega Store build. I am giving them to Rio and the team to look at fixing in new builds, but thought all you that are already going might want a consolidated list. It might be a good thing to try to put all the things we find in a single conversation so people can follow it more easily. We all need to go through our entire sites and set pricing and verify that everything works as we want them to.

### Pricing

Everyone really needs to look at their pricing.

First, because pricing is totally a personal thing, and second, there are many items on the site that either have no pricing or no shipping costs assigned. You may want to sell at the prices that are preset, or you may want to set your own scheme. Blindly putting your site up and active could result in some nasty surprises! Greg's team has put a lot together in a short time. While the site is a DFY site, the pricing is not something you should blindly accept. Typos happen. Some of the items were entered into the system by different people with different pricing philosophies. One might charge standard retail and have shipping, while another might have a higher retail with free shipping, and some may be entered with standard retail and no shipping! You should check all the prices, as you are ultimately responsible for the pricing on your site. I exported the entire product table with the prices and shipping, and found about 110 products that have either no price entered or no shipping cost. I have given the list to Rio, and he and the support team are looking at whether to come up with a script to change them, but I am going through all of them on my site and setting my own pricing. I will put up a spreadsheet of the pricing items I have found. That doesn't mean there aren't others that are wrong, or even that I caught all of them. It just gives you a starting point for making sure you don't get a nasty surprise on free items or shipping. I will upload the file in a few minutes.

## Campaigns

Here are some of the Campaign Issues I have found. Some of them are personal preference, and some of them have already been discussed. I just wanted to throw everything into one post. Hopefully, everyone can understand what I mean on each of them, but feel free to ask if you don't know what I am talking about on any of them.

1. Couples Pillow Cases, add %form% and associated text from Pet Pillow Cases
2. Jesus in my Heart, Should the Bible Verse be centered? Personal preference...
3. Real Men Pray Bible Cover, black one needs to add second size
4. Bible covers, on all the campaigns with other items that are not personalized, I would change wording for step two to match the text on the Real Men Pray campaign (less confusing for people on the non-personalized products)
5. Christmas Mugs, add %form%, %manual\_form% and appropriate text
6. Grandparents Mugs, make sure %form%, %manual\_form% and appropriate text are there
7. Couple's Pillows, needs %form% and appropriate text

## Product issues

1. My Greatest Blessings Black Coffee Mug is not set to Personalized.
2. On my Proud Army Uncle campaign, the description relates to "Grandpa/Pretty Granddaughter" & the order step sequence was off
3. All of the long sleeved tee shirts are mis-label as either Hoodies or Crew Sweat shirts in the style box on the product page. Also the pricing and shipping are for Hoodies not Long Sleeves

## Thank You Pages

T-REX > Thanks

You should have two pages: Thanks and Thank You.

Edit each one. In the Thank You Text

1. Make sure the support@ email address is changed to your domain and not trexecom.com
2. Make sure the website address at the bottom is your domain
3. Make sure the website address LINK links to your domain

Optionally, add your store logo to the top of the pages.

1. Place your cursor above all of the text and hit Enter
2. Place your cursor above all of the text and click the "Add Media" button
3. Select your logo and Insert Into Post
4. Click your logo and select the Link button
5. Enter your store URL (ie. <http://yourdomain.com>) and hit Enter
6. Update the page to save changes