Starting Your Free Trial

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HOW TO START YOUR FREE TRIAL

Welcome to Glew! We're excited to have you start a free trial. To make it as easy as possible for you to get started, we put together this quick guide - it includes everything you need to know to set up your account, connect your data and kick off your trial.

Getting started

☐ **1. Create an account with Glew**

Great news - if you're reading this guide, you've probably already done this!

☐ **2. Add your store**

Once you've created your account, you'll need to add the store you want to report on in Glew, including the name, domain and ecommerce platform. (Have multiple stores? No problem - you can always add them later).

☐ **3. Connect your data sources**

Next, you need to integrate your ecommerce platform (and any other data sources you want to use) with Glew. You'll do this in your Store Settings.

☐ **4. Set your revenue preferences**

Also in Store Settings, you can set your revenue preferences to control how Glew handles things like discounts, refunds, sales tax and shipping cost.

☐ **5. Import your data**

Once your data sources are integrated, you'll need to kick off an import of your data. This initial import can take anywhere from 24-72 hours or more, depending on the amount of data you're importing into Glew. You'll get an email from us when your import is kicked off, and when it's complete.

☐ **6. Start your free trial!**

When your initial data import is complete, your 10-day free trial will official begin. You'll be able to see all your ecommerce data in Glew, explore all our features, and connect with your Glew Business Advisor to walk you through your data in the app.

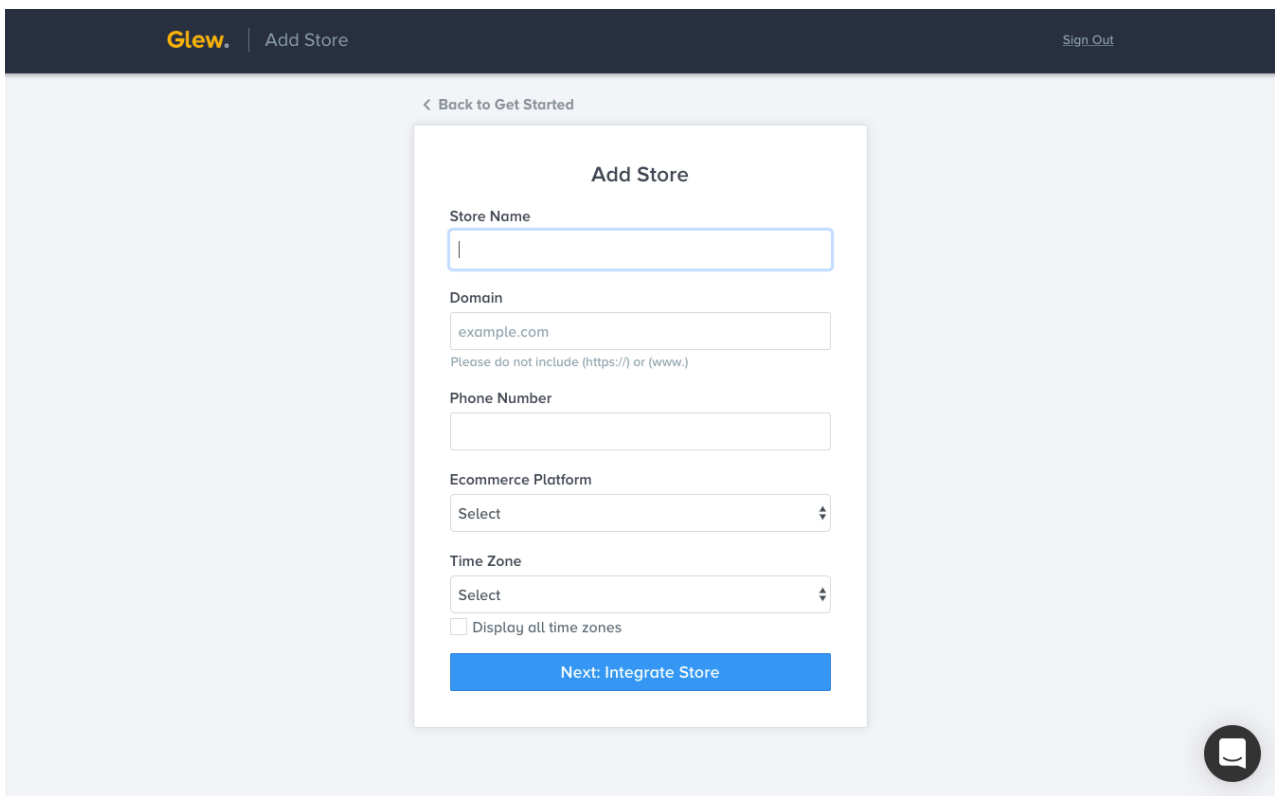Keep reading for more information on each of these steps!

1. Creating your account

You'll create your account on this screen. Just add your name and email address, and create a password.

NOTE:

If you create an account, leave, and then come back, you'll need to log into Glew using the login you created here and add a store through your account - it won't take you through the rest of the free trial sign-up. It will look a little different, but you'll follow the same steps.

2. Adding your store

Here's where you'll add your store. Enter your store name, domain (the URL of your store), your phone number, the ecommerce platform your store is hosted on, and your time zone.

NOTE:

Have more than one store? No problem. Just add one to start with to get your free trial kicked off - you can always go back later and add more.
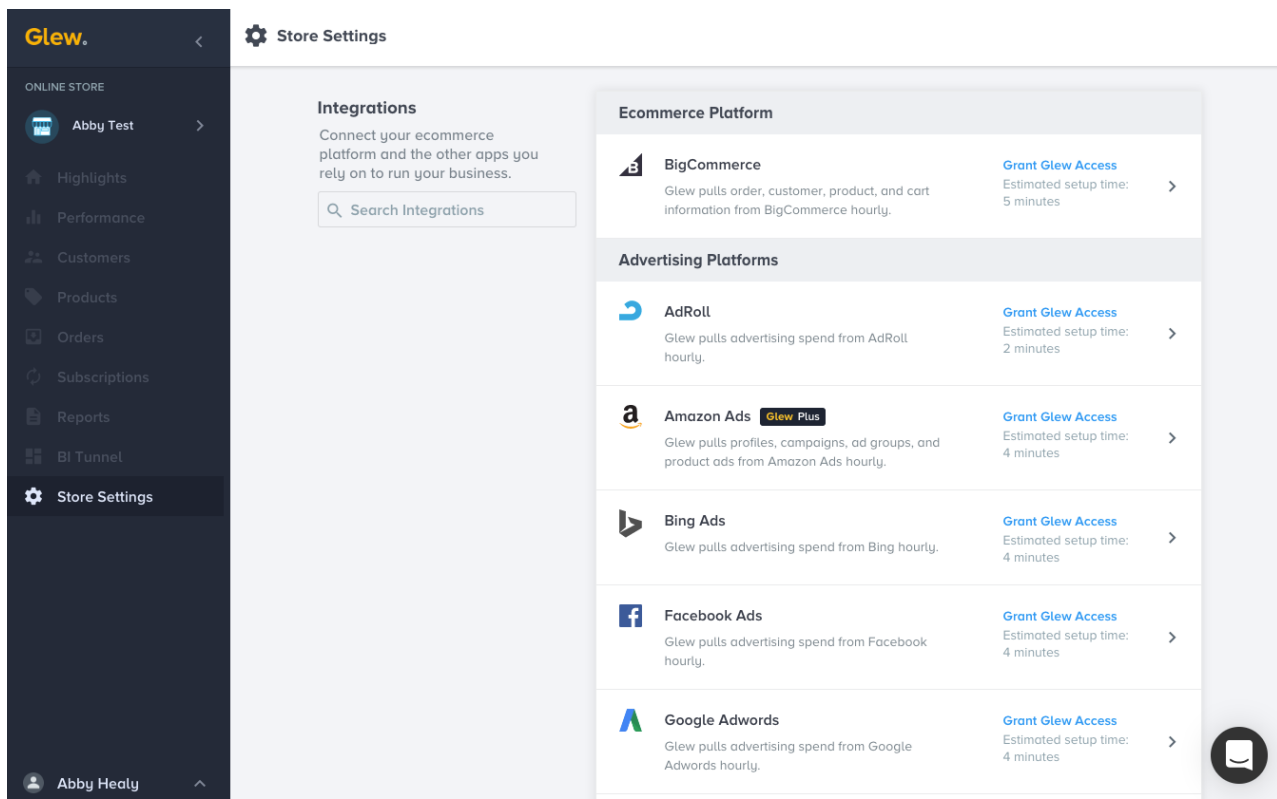
3. Connecting your data sources

Once you've added your store, you need to integrate it with Glew - this allows Glew to pull your ecommerce data in for reporting. You'll see a message like the one above in your Store Settings - click "Show Me How" and follow the instructions to integrate your store.

3. Connecting your data sources (continued)

Once you've added your ecommerce platform, choose the other integrations you want to add. We recommend starting with your ecommerce platform and Google Analytics to get access to a wide range of data, but you can also add your email marketing platform, advertising channels and more.

NOTE:

Some of our integrations are only available with an upgraded Glew Plus or Enterprise subscription. You won't be able to add these integrations during your free trial. If you're interested in Glew Plus or Enterprise, reach out to your Glew Business Advisor for a demo!
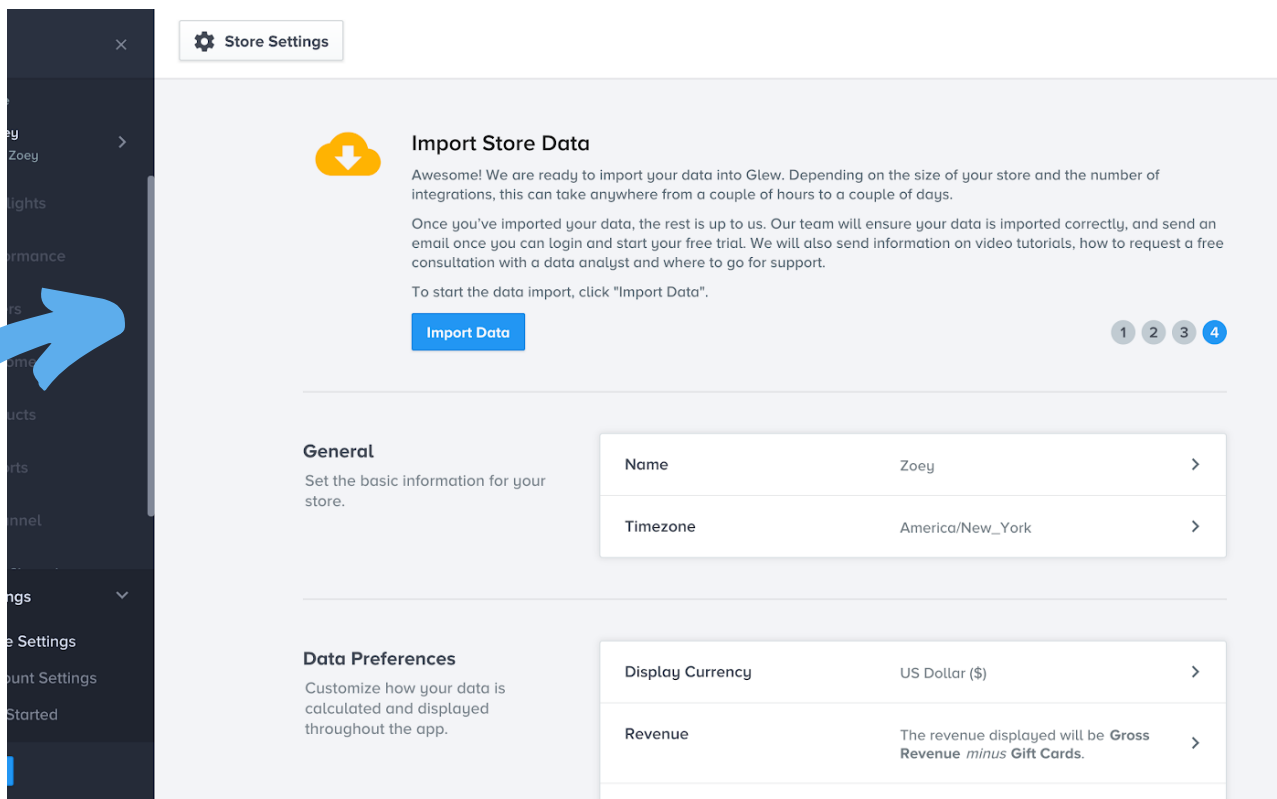
4. Set your revenue preferences

Next, before importing your data, make sure to set your revenue preferences. This controls how Glew handles things like discounts, refunds, sales tax, and shipping costs throughout the app. Once you're at this step, click "Show Me How" to be guided through this section.

NOTE:

Revenue preferences apply to most ecommerce platform-specific revenue metrics in Glew, including on the Highlights, Performance Overview and Customers tabs. They do not apply on the Products or Orders tab, where we calculate revenue slightly differently. They also do not apply to revenue metrics that don't come directly from your ecommerce platform, including on the Advertising and Subscriptions tabs.

Revenue on Products and Orders is calculated without shipping or taxes, because an order can contain multiple products, but has a single shipping and tax charge - the individual items in an order do not have a shipping cost or tax associated. We break out discounts, taxes, refunds and shipping separately on the Orders tab for this reason.

5. Import your data

Now, it's time to import your data! Remember that you're importing data from all the integrations you connected previously - depending on how much data you're importing, this can take anywhere from 24-72 hours or more.

Your free trial won't start until your data is fully and accurately imported, and you'll receive an email from us both when your import is kicked off and when it's complete.

6. Start your free trial!
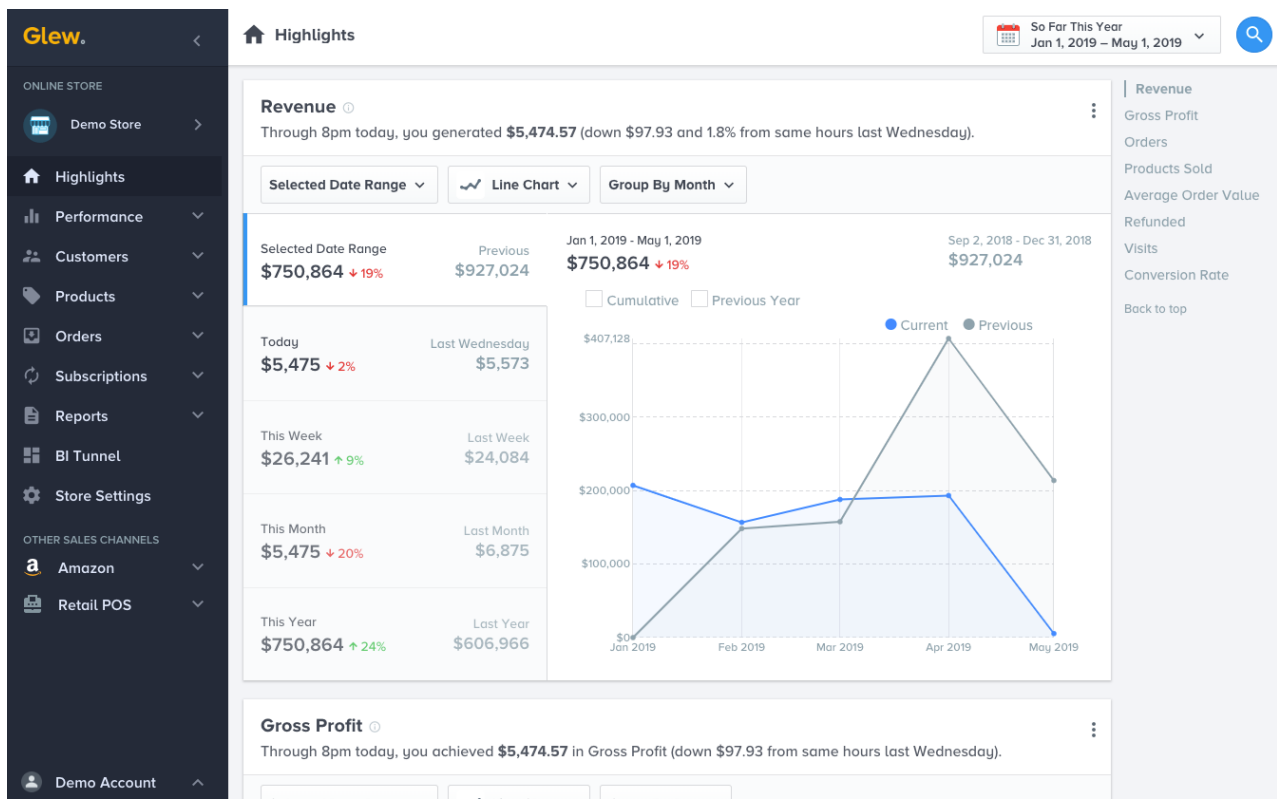
Once your data is fully imported, your free trial will officially begin and you'll have 10 days to see your ecommerce data in Glew, explore our reporting and analytics features, and decide if you want to subscribe.

Here's what to expect during your free trial:

- There's no credit card and no commitment required
- Your Glew Business Advisor will reach out to answer any questions and walk you through your data
- We'll send some helpful onboarding materials and suggestions as you explore the app

We can't wait to see how we can help your business grow! Let us know if you have any questions.