Connect to BigCommerce

This guide will walk you through the steps needed to connect your BigCommerce account to Logicbroker.

See the link below for general information, how it works, requirements, troubleshooting, connector updates and more.

BigCommerce

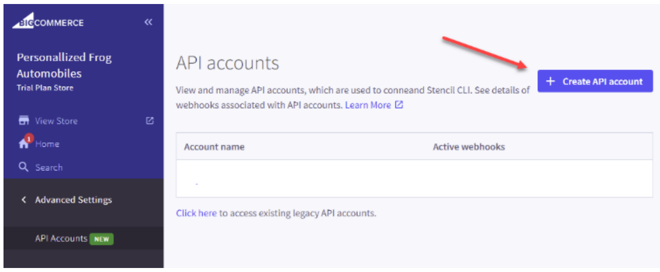
1. Create a BigCommerce account

Review pricing and register for a BigCommerce account.

BigCommerce Pricing

2. Create an API account

1. In the BigCommerce portal, navigate to Advanced Settings
2. Click on + Create API account if you do not have one already



3. Save your store hash

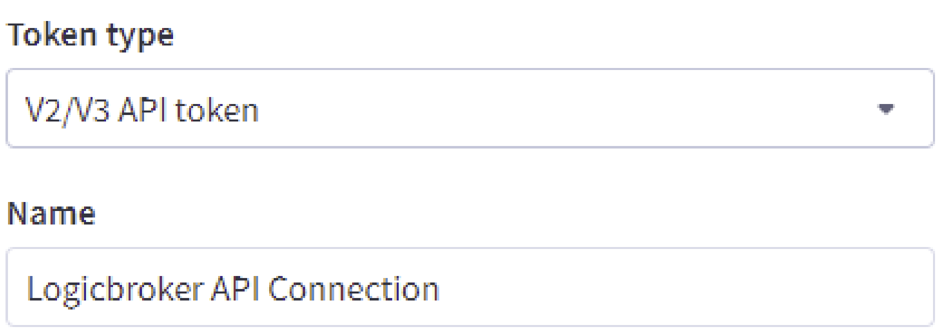
In this step, you will save your store hash – you will need it in Step 5

1. Under the **API path** field, look for your store hash – it should be within the second-to-last forward slashes and **save** it:

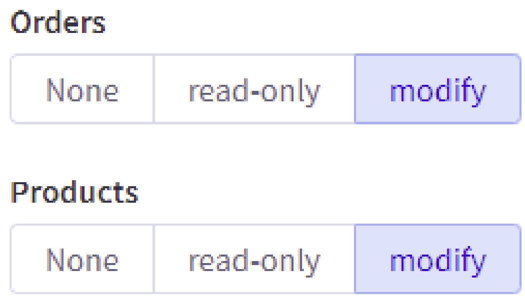
What is the store hash?
The BigCommerce Store Hash is a unique identifier for your store comprised of a short sequence of lower-case letters and number. It can be found in the URLs assigned to your store by BigCommerce.

4. Set up your API account

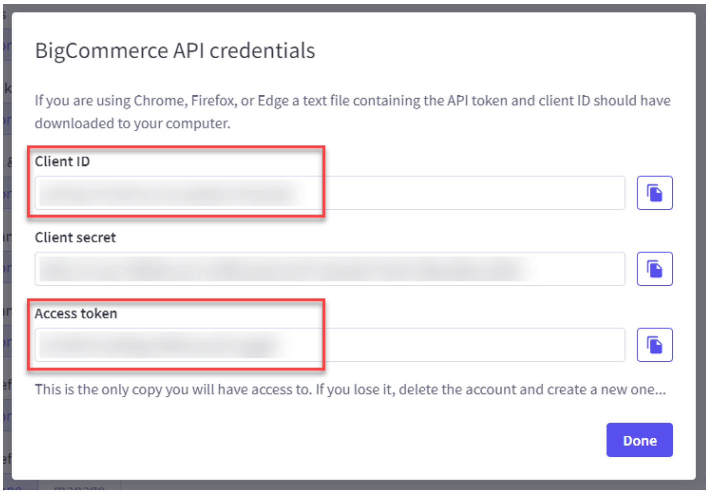
1. For the **Token type**, select **V2/V3 API token** from the dropdown
2. **Name** the account whatever you'd like



3. Set the **Orders** and **Product OAuth scopes** to **modify**. Set the rest to **None**



4. **Save**
5. A pop-up will appear with your API credentials. On most browsers, a file (usually in .txt format) will also be downloaded containing the same info with the additional API path containing your store hash.
6. **Save** this info, especially the **Client ID** and **Access Token** as you will need it in Step 5



Do not lose this information

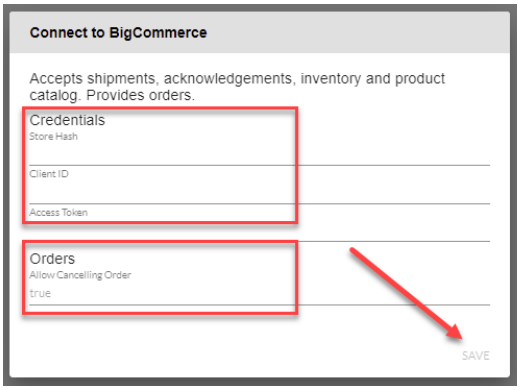
TIP

This is the only time you will be provided your API credentials. If you lose it, you'll need to create a new one. Creating a new API account will break existing connections and the new set of credentials will need to be configured.

5. Add API details to Logicbroker

In this step you will make the connection between BigCommerce and Logicbroker by using your BigCommerce API details. It is recommended to begin this process in the Logicbroker stage portal first to verify your data is processing properly.

1. In the Logicbroker portal, navigate to Settings > Connections
2. Click on Connect to a New System and search for BigCommerce
3. Paste in your Store Hash, Client ID and Access Token
4. Under Allow Cancelling Orders, select true or false depending on if you want to accept cancellations through the connector



5. Save

TIP

Testing the connection

BigCommerce does not have a test environment. If you wish to test in a separate store, you can create a new trial store which will be valid for 15 days. In this case, you would provide us the API credentials for your test store in our stage portal and your production store in our production portal.

Set up complete

Congrats! You have successfully connected your Logicbroker account to BigCommerce. Read on to see your connection in action.

See it in action

Once you have completed the steps above, you are able to start directing BigCommerce orders to Logicbroker. See the steps below to see your connection in action and confirm the process works between Logicbroker and BigCommerce. For more details on this connector, review the following link:

BigCommerce

Orders

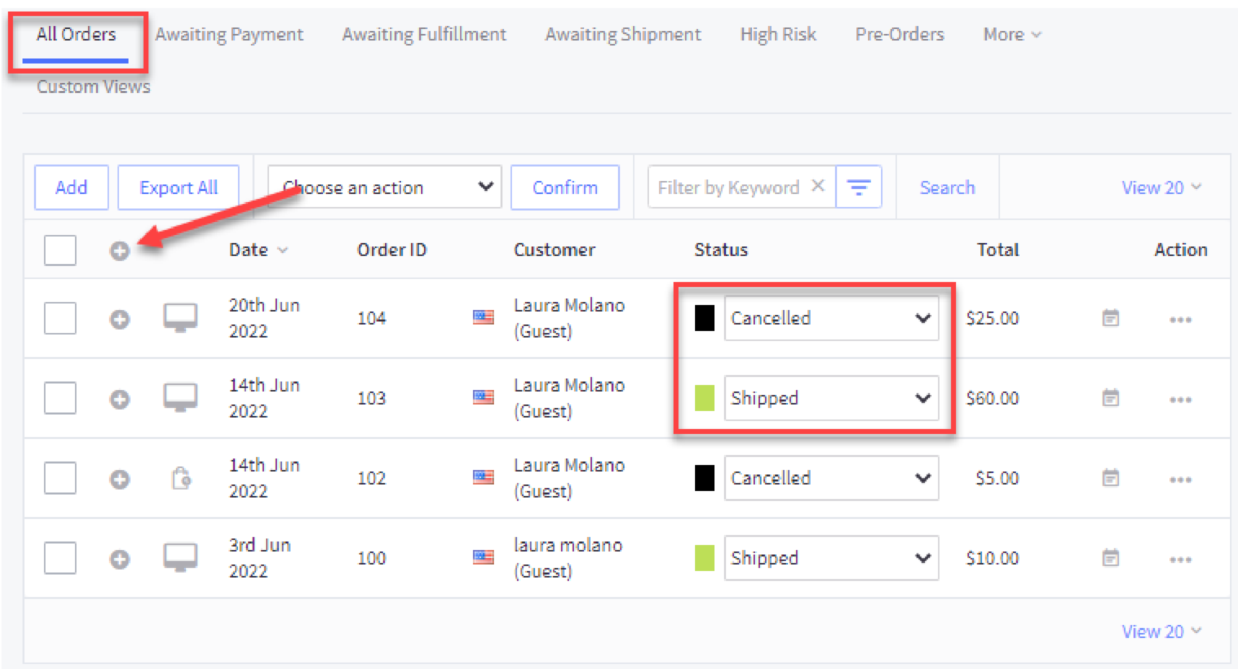
1. View or place an order in your eCommerce site
2. In the BigCommerce portal, navigate to **Orders** > **View** > locate the order and note the **Order ID**
3. In the Logicbroker portal, navigate to **Orders** > look for the **Order ID** in Logicbroker's **Reference Number** field **Orders are sent from BigCommerce to Logicbroker every 15 minutes*
4. You should see the **Sales Order** (the Order ID = the Reference Number) and the **Purchase Order** (this is the PO that gets sent out to the supplier)

TIP

Orders submitted prior to setting up BigCommerce
Any order submitted to your site prior to the BigCommerce connection being set up will not be transmitted so be sure to work on or create a new order

Shipments and Cancellations

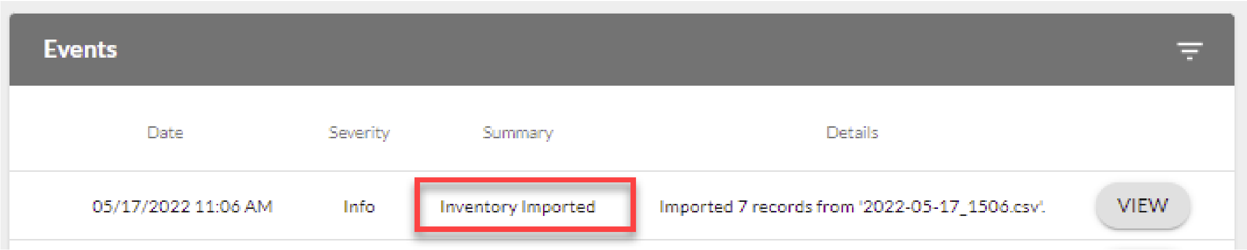
1. In the BigCommerce portal, navigate to **Orders** > **All Orders** > locate the order you are working with > look for the **Status**
2. Orders that have been cancelled or shipped by the supplier will appear here with the corresponding status of either **Shipped** or **Cancelled**
3. Click on the **+** button to view more details about the shipment or cancellations



4. All associated documents pertaining to that order should appear in Logicbroker. You can also go to the order in Logicbroker > click on **View** > scroll down to **Related Documents** and any shipments/cancellations (shown as acknowledgements) should appear here as well

Inventory

1. Confirm you have set up your products in BigCommerce's portal
2. In the Logicbroker portal, navigate to **Products** > **Inventory Feeds** > select the **Partner** you are working with > review the **Events** tab to make sure the supplier has imported inventory into Logicbroker

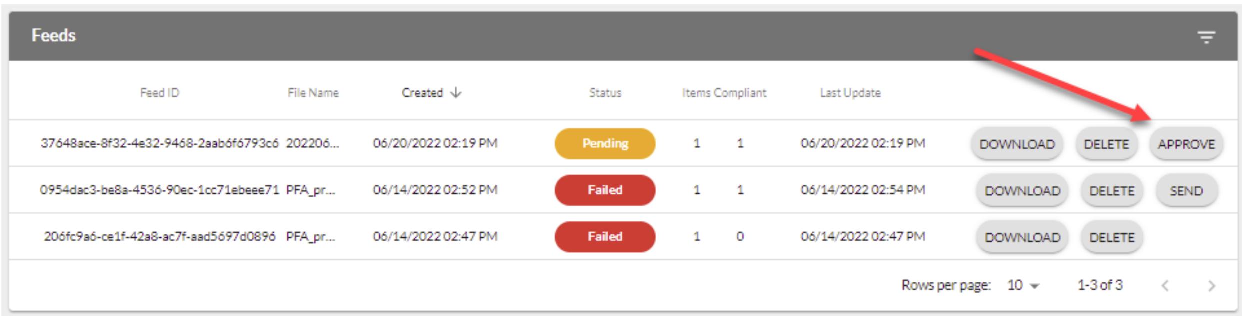


3. Make sure you have uploaded a **Matching File** into the portal - this file matches the **Supplier SKU** to the **Merchant SKU**
4. As long as the BigCommerce **product_ID's** match the Logicbroker **Supplier SKU** that the supplier imported into their Logicbroker feed, Logicbroker will send inventory updates into BigCommerce for those items every 10 minutes past the hour
5. In the BigCommerce portal, navigate to **Products** > **Inventory** > locate the items that were updated through the inventory feed

Product Feed

1. In the Logicbroker portal, suppliers would download the retailer Product Feed, fill in required data, and upload it into the portal for the appropriate retailer
2. The status will remain as Pending until the retailer approves it

3. **Retailer approval**: In the Logicbroker portal, navigate to **Products** > **Product Feeds** > select the supplier you are working with from the dropdown > under **Feeds**, review the latest feed > **Approve**



4. Once approved, the feed status will move to **Complete**
5. In the BigCommerce portal, navigate to **Products** > **View** > locate the new products that were sent in through the product feed

TIP

Make sure the export worked

Under the **Events** tab, look for **Product Feed Exported** to make sure the export worked and was successfully exported into BigCommerce with no errors.

Need more information?

Visit our Knowledge Base or log into Learn Logicbroker for more details on how to optimize your Logicbroker experience.

Helpful Links

BigCommerce

BigCommerce Pricing

BigCommerce Support

Support

Reach out to support@logicbroker.com