

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](#)

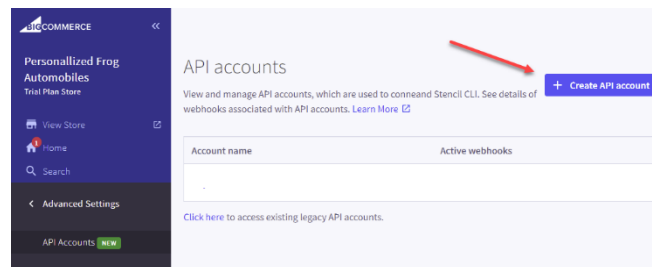
1. Create a BigCommerce account

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:

API path

```
https://api.bigcommerce.com/stores/j4r5th3eof/v3/
```



TIP

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

Token type

V2/V3 API token

Name

Logicbroker API Connection

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

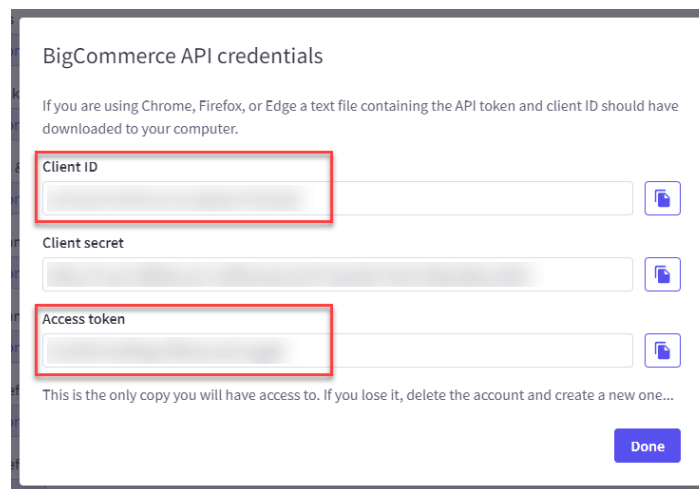
Orders

None	read-only	modify
------	-----------	--------

Products

None	read-only	modify
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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**



BigCommerce API credentials

If you are using Chrome, Firefox, or Edge a text file containing the API token and client ID should have downloaded to your computer.

Client ID

Client secret

Access token

This is the only copy you will have access to. If you lose it, delete the account and create a new one...

Done



TIP

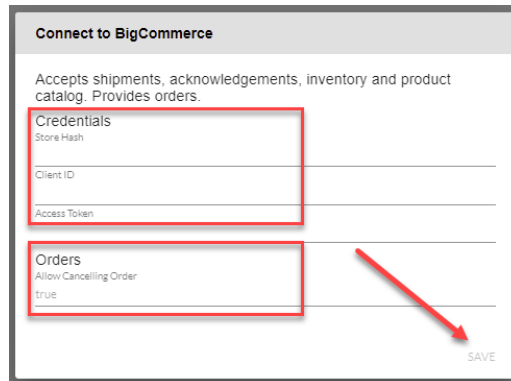
Do not lose this information

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)

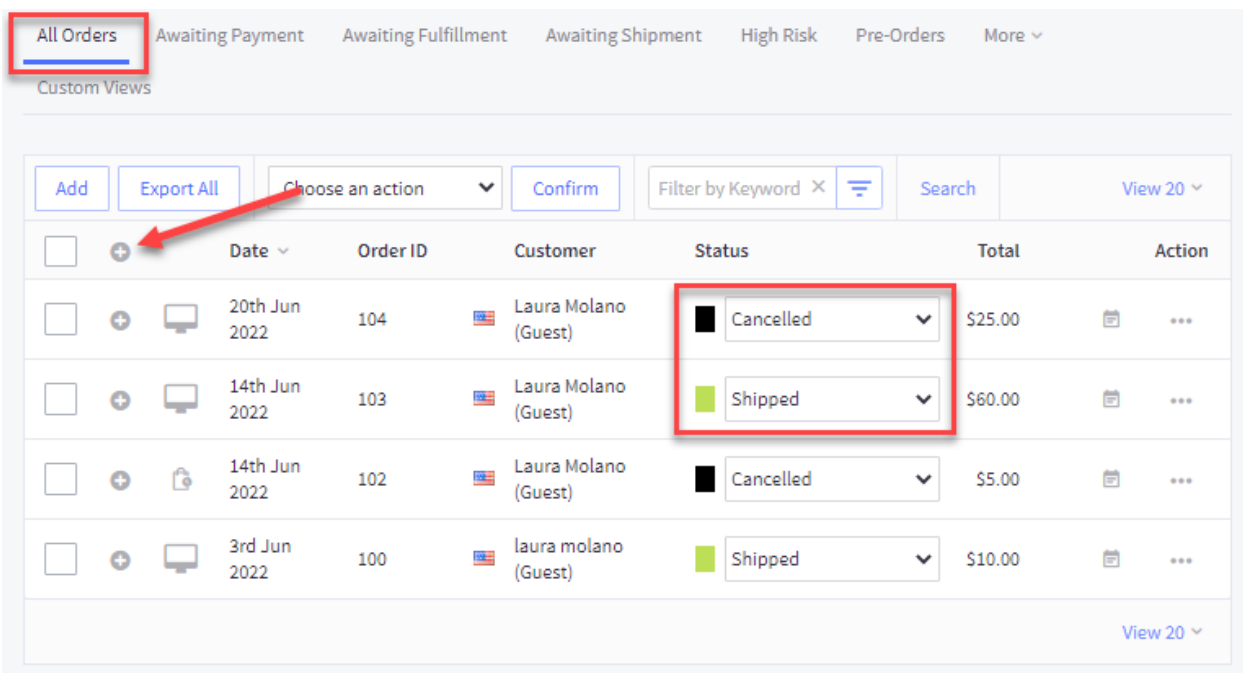


Orders submitted prior to setting up BigCommerce

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



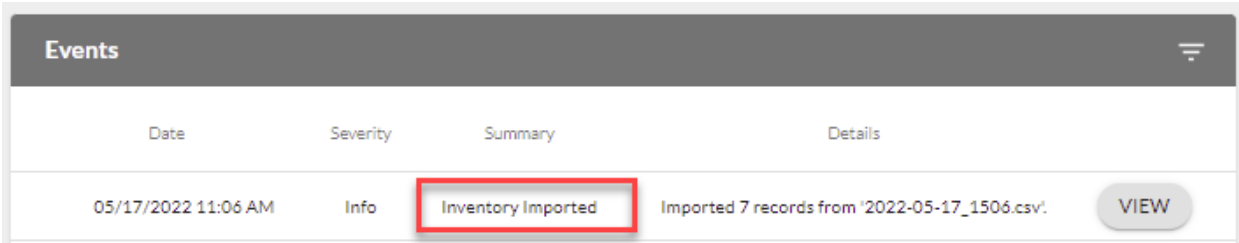
The screenshot shows the BigCommerce Orders page. At the top, there are tabs for 'All Orders', 'Awaiting Payment', 'Awaiting Fulfillment', 'Awaiting Shipment', 'High Risk', 'Pre-Orders', and 'More'. The 'All Orders' tab is selected and highlighted with a red box. Below the tabs, there are buttons for 'Add', 'Export All', 'Choose an action', 'Confirm', 'Filter by Keyword', 'Search', and 'View 20'. A red arrow points to the '+' button in the first column of the table. The table has columns for 'Date', 'Order ID', 'Customer', 'Status', 'Total', and 'Action'. The 'Status' column contains dropdown menus with 'Cancelled' and 'Shipped' options. The 'Cancelled' status is highlighted with a red box. The table contains five rows of order data.

	Date	Order ID	Customer	Status	Total	Action
<input type="checkbox"/>	20th Jun 2022	104	Laura Molano (Guest)	Cancelled	\$25.00	...
<input type="checkbox"/>	14th Jun 2022	103	Laura Molano (Guest)	Shipped	\$60.00	...
<input type="checkbox"/>	14th Jun 2022	102	Laura Molano (Guest)	Cancelled	\$5.00	...
<input type="checkbox"/>	3rd Jun 2022	100	laura molano (Guest)	Shipped	\$10.00	...

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



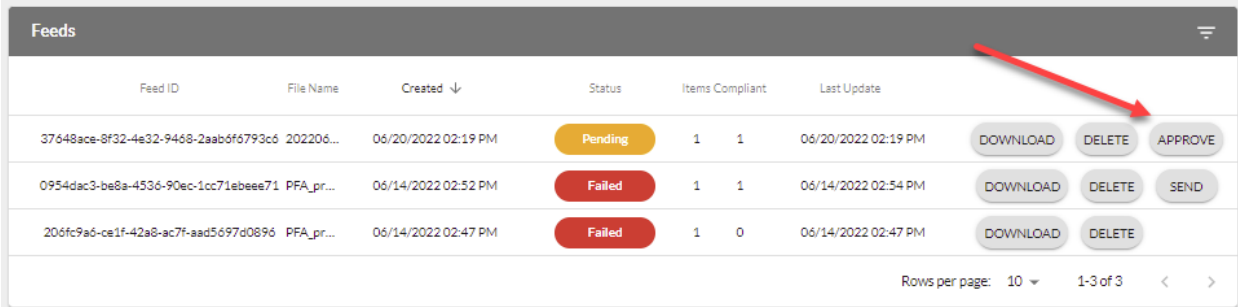
Date	Severity	Summary	Details
05/17/2022 11:06 AM	Info	Inventory Imported	Imported 7 records from '2022-05-17_1506.csv'. VIEW

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**



Feed ID	File Name	Created ↓	Status	Items Compliant	Last Update	
37648ace-8f32-4e32-9468-2aab6f6793c6	202206...	06/20/2022 02:19 PM	Pending	1 1	06/20/2022 02:19 PM	DOWNLOAD DELETE APPROVE
0954dac3-be8a-4536-90ec-1cc71ebeee71	PFA_pr...	06/14/2022 02:52 PM	Failed	1 1	06/14/2022 02:54 PM	DOWNLOAD DELETE SEND
206fc9a6-ce1f-42a8-ac7f-aad5697d0896	PFA_pr...	06/14/2022 02:47 PM	Failed	1 0	06/14/2022 02:47 PM	DOWNLOAD DELETE

Rows per page: 10 1-3 of 3 < >

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