Big Commerce Order Setup

Big Commerce is a very limited shopping cart platform with regards to export of orders to fulfillment houses. A call to support will yield a proclamation that you cannot create or format a separate email to send to another party (ie fulfillment house).

You can however add an email address to the invoice email being sent to the customer. The problem with that of course is that if you modify the invoice, all changes will be seen by the customer. In addition, there is no provision for "text only" email. So if you are reading this *prior* to committing to this shopping cart platform, you may want to reconsider as if a cart is this limited for such a simple function, you may find it hard to customize your cart if and when your store grows to a level where such customization is required to facilitate your company's growth.

To be fair, Big Commerce has an api which in theory should allow you to connect programmatically to the system.. however be advised that any such customization will not be economically practical for a fledgling business.

Vervante wanted to help provide access to their system for as many people as possible, so we came up with a "rough" work around for the crude options available from Big Commerce.

Basically, what we do is embed in HTML comments, the information needed by Vervante to fulfill your order. So here are the steps to do that:

- 1. Open your Big Commerce account and click on the word "Design" at the top right hand corner of the page. (Image A)
- 2. Then click on the "More" drop down tab, and the "Emails" from the drop-down.(Image A)
- 3. From the emails list find "invoice_email.html", and click on the drop-down arrow on the right end of the line, then click Edit. (Image B)
- 4. Next, in the top right hand area of the Editor click on "HTML" button, on the right hand end of tool bar. (Image B)
- 5. This will change the view to "HTML source". Now you can edit the source of the email. You will want to copy the following block of text, and paste it into the very top of the document. That way if you have any problems, you can remove it to revert to the original. (Image C)

<!--

<IC_BLOCK>

<IC_ORDERNUMBER>

%%GLOBAL_OrderNumber%%

</IC_ORDERNUMBER>

<IC_SHIPPINGEMAIL>

%%GLOBAL_ShippingEmail%%

</IC_SHIPPINGEMAIL>

<IC_BILLINGEMAIL>

%%GLOBAL_BillingEmail%%

</IC_BILLINGEMAIL>

<IC_SHIPPINGADDRESS>

%%GLOBAL_ShippingAddress%%

</IC_SHIPPINGADDRESS>

<IC_BILLINGADDRESS>

%%GLOBAL_BillingAddress%%

</IC_BILLINGADDRESS>

<IC_ITEMS>

%%SNIPPET_CartItems%%

</IC_ITEMS>

</IC_BLOCK>

-->

- 6. Click on "Update" after pasting this block into the top of the source. Then close the pop up window and click "SAVE" button to save your work. This step is important, as the file will not be saved simply by clicking on "Update". (Image C)
- 7. Next, scroll further down the same list of files, and you will see "Snippets". Click on that + icon, to open the sub-menu. (Image D)
- 8. From the Snippets list find "InvoiceCartItem.html", and click on the dropdown arrow on the right end of the line, then click Edit. (Image D)
- 9. Next, in the top right hand area of the Editor click on "HTML" button, on the right hand end of tool bar. (Image E)
- 10. This will change the view to "HTML source". Now you can edit the source of the email. You will want to copy the following block of text, and paste it into the very top of the document. That way if you have any problems, you can remove it to revert to the original. (Image F)

IC_ITEM (%%GLOBAL_ProductSku%%) X %%GLOBAL_ProductQuantity %% IC_ITEM_END

- 11. Click on "Update" after pasting this block into the top of the source. Then close the pop up window and click "SAVE" button to save your work. This step is important, as the file will not be saved simply by clicking on "Update" (Image F)
- 12. Finally, you need to add "orders@vervante.com" to get a copy of your now modified customers

invoice sent to Vervante. To do this, go to "Setup & Tools" top right tab, select "Store settings" from the drop down in the "Customize your store" column. (Image G)

- 13. In the window that opens up, click on the Miscellaneous tab. If the checkbox next to "Forward Order Invoices" is not checked already, check it now. (Image H)
- 14. Next, include "<u>orders@vervante.com</u>" in the window... be sure each email address in this window is separated by a comma. (Image H)
- 15. Finally, click on the Save button to save your changes.

Screen Shots for Big Commerce Setup

Bigcommerce	Help
A Orders - Products - Customers - Web Content - Marketing - Analytics -	Search Orders, Products (
Store Design	
Themes Long Mobile Carousel & Social Media More	
Themes Logo Mobile Carousel & Social Media More ~	
Design Mode	_
Design Mode	
Current Theme - Customized Design based on B	

Image A

Orders Products Customers Web Content	Marketing Analytics	Search Orders, Prod	ucts and Customers Q
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createguestaccount_email.html	529.00 B	26th May 2014 @ 7:48 PM	Q.v.
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🧭 ebay_listing_failed.html	505.00 B	26th May 2014 @ 7:48 PM	Q.v.
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Image D

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ordermessage_notification.html	440.00 B	18th Jul 2014 @ 12:01 PM	¢*
order_status_downloads_email.html	1.99 KB	26th May 2014 @ 7:48 PM	¢~
gorder_status_email.html	1.44 KB	26th May 2014 @ 7:48 PM	Q.~
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<ic_billingaddress></ic_billingaddress>			
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<pre><div>%%GLOBAL_NoPaymentTaken%%</div></pre>			
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Image E

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HTML Source Editor	Wrap
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Bigcommerce				View Store	Design Setup & Tools 🗸			
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Store Settings	Profile	Checkout	Form fields		Comments			
Ũ	Payments	Inventory	Export templates	3	Live chat			
Update the settings in the form below and click "Sav	Shipping	Order notifications	File Access (We	bDAV)	Shipping managers			
Website Display Images Share La	Тах	Returns						
	Currencies	Gift wrapping						
Email Settings	Web analytics Conversions							
		Gift certificates						
Product Review Emails 🔗 Yes, send emails to customers asking them to review products they have purchased 👔								
7 days after the order is marked as Shipped or Completed (what does the email look like?)								
orders@vervante.com,xyzsomeaddress@y Type the email addresses, separated by commas.								
Use SMTP Server O Use	e my default mail settings i							
Image G								
Bigcommerce				View Store	Design Setup & Tools ~			
Orders Products Customers N	Web Content - Market	ing ~ Analytics ~	:	Search Orders	, Products and Customers Q			

Store Settings

Update the settings in the form below and click "Save", or click "Cancel" to keep the current settings.

🤣 The modified settings have been saved successfully.							
Website	Display	Images	Share	Language & Date	URL Structure	Search	Miscellaneous
Email Set	ttings						
Product Review Emails 🛛 Yes, send emails to customers asking them to review products they have purchased 👔							
				7 days :	after the order is m	arked as S	hipped or Completed (what does the email look like?)
	Forwa	ard Order Inv	/oices	Yes, forward order in	woice emails to i		
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