

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)

```
<p style="display: none;">IC_ITEM (%%GLOBAL_ProductSku%%) X %%GLOBAL_ProductQuantity
%% IC_ITEM_END</p>
```

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 “orders@vervante.com” 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

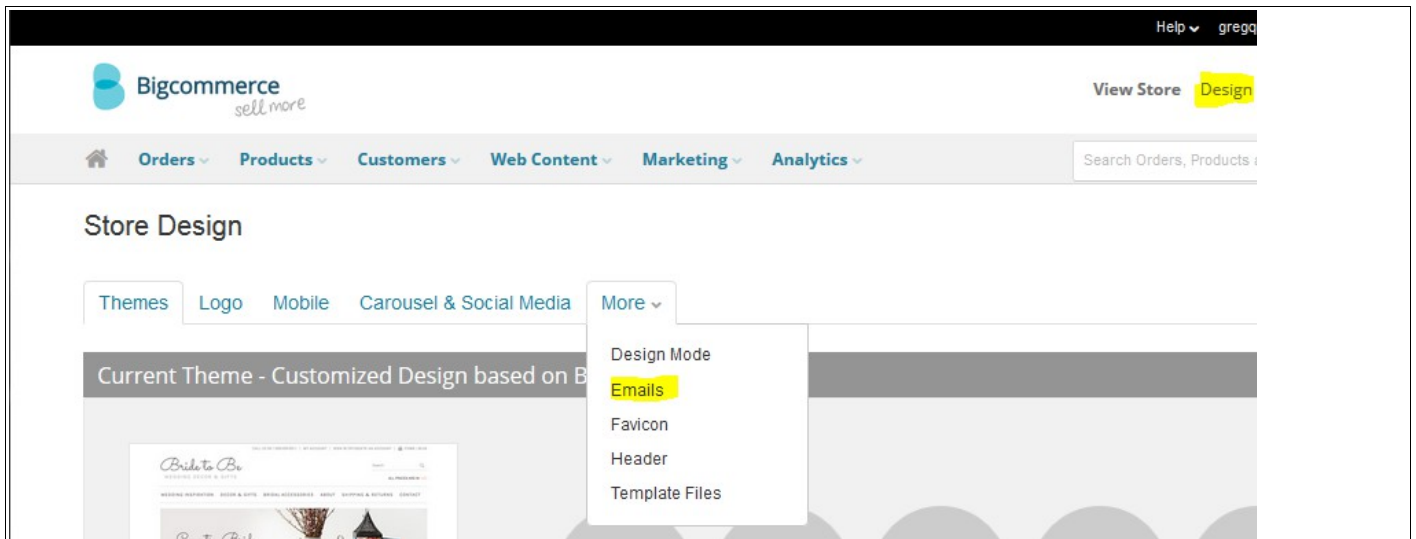


Image A

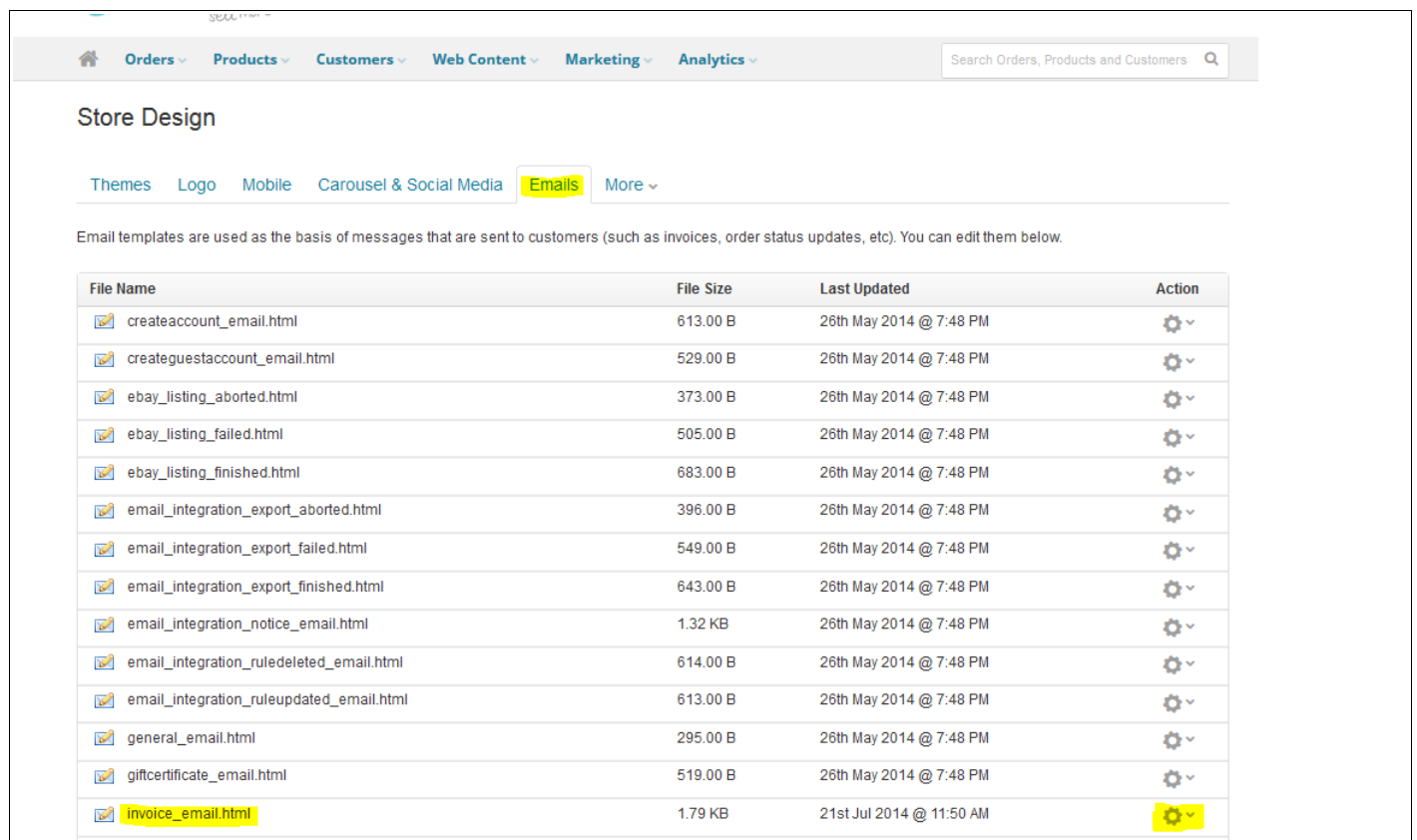


Image B

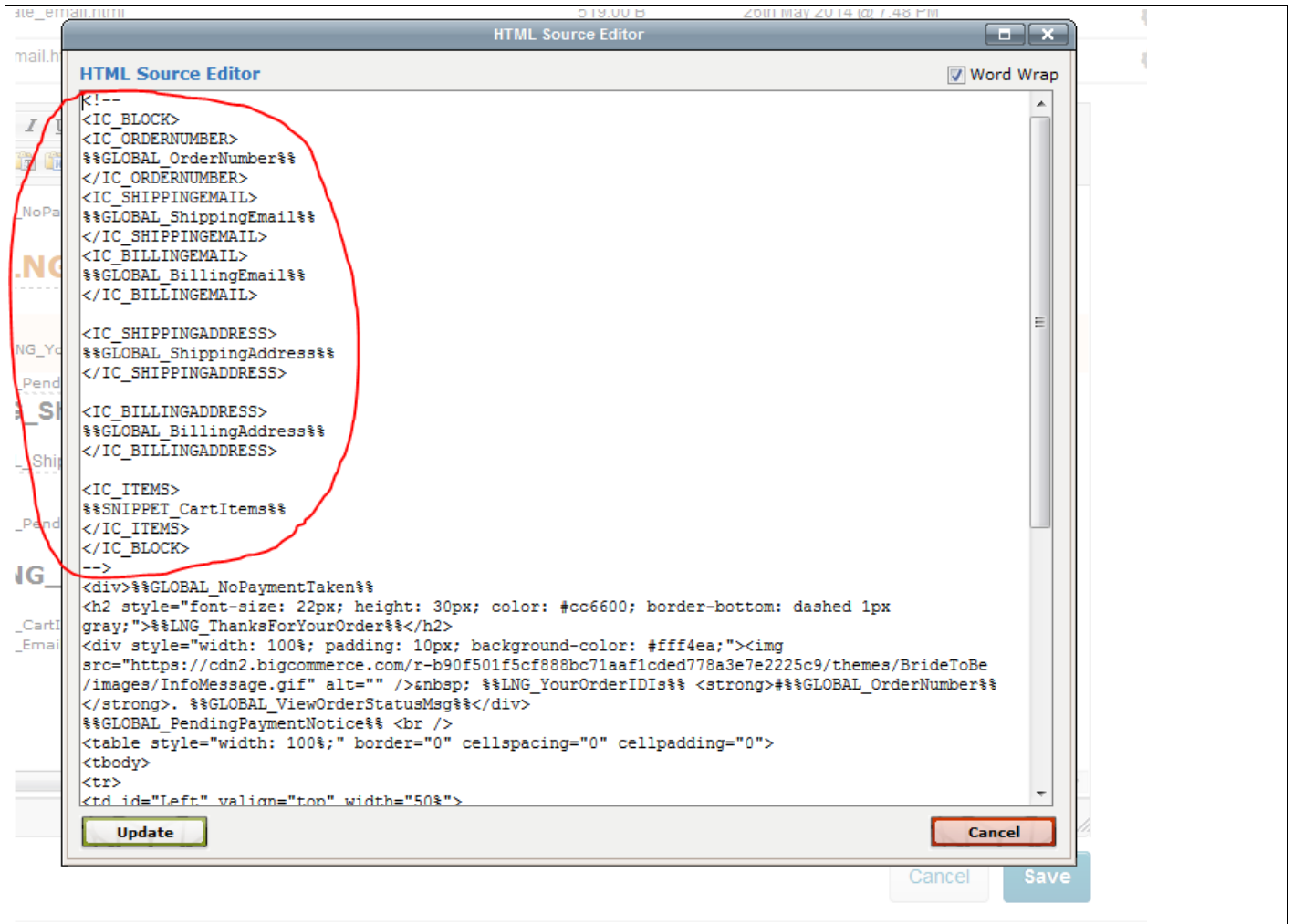


Image C

giftcertificate_email.html	519.00 B	26th May 2014 @ 7:48 PM	
invoice_email.html	1.79 KB	21st Jul 2014 @ 11:50 AM	
low_inventory_email.html	746.00 B	26th May 2014 @ 7:48 PM	
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	
order_status_email.html	1.44 KB	26th May 2014 @ 7:48 PM	
out_of_stock_inventory_email.html	744.00 B	26th May 2014 @ 7:48 PM	
page_contact_email.html	602.00 B	26th May 2014 @ 7:48 PM	
product_review_email.html	618.00 B	26th May 2014 @ 7:48 PM	
return_confirmation_email.html	1.87 KB	26th May 2014 @ 7:48 PM	
return_notification_email.html	2.28 KB	26th May 2014 @ 7:48 PM	
return_statuschange_email.html	685.00 B	26th May 2014 @ 7:48 PM	
REVISION	41.00 B	26th May 2014 @ 7:48 PM	
Snippets	N/A	N/A	
AddressLabel.html	222.00 B	26th May 2014 @ 7:48 PM	
ContactFormField.html	197.00 B	26th May 2014 @ 7:48 PM	
EmailFooter.html	448.00 B	26th May 2014 @ 7:48 PM	
InvoiceCartItem.html	994.00 B	18th Jul 2014 @ 3:09 PM	

Image D

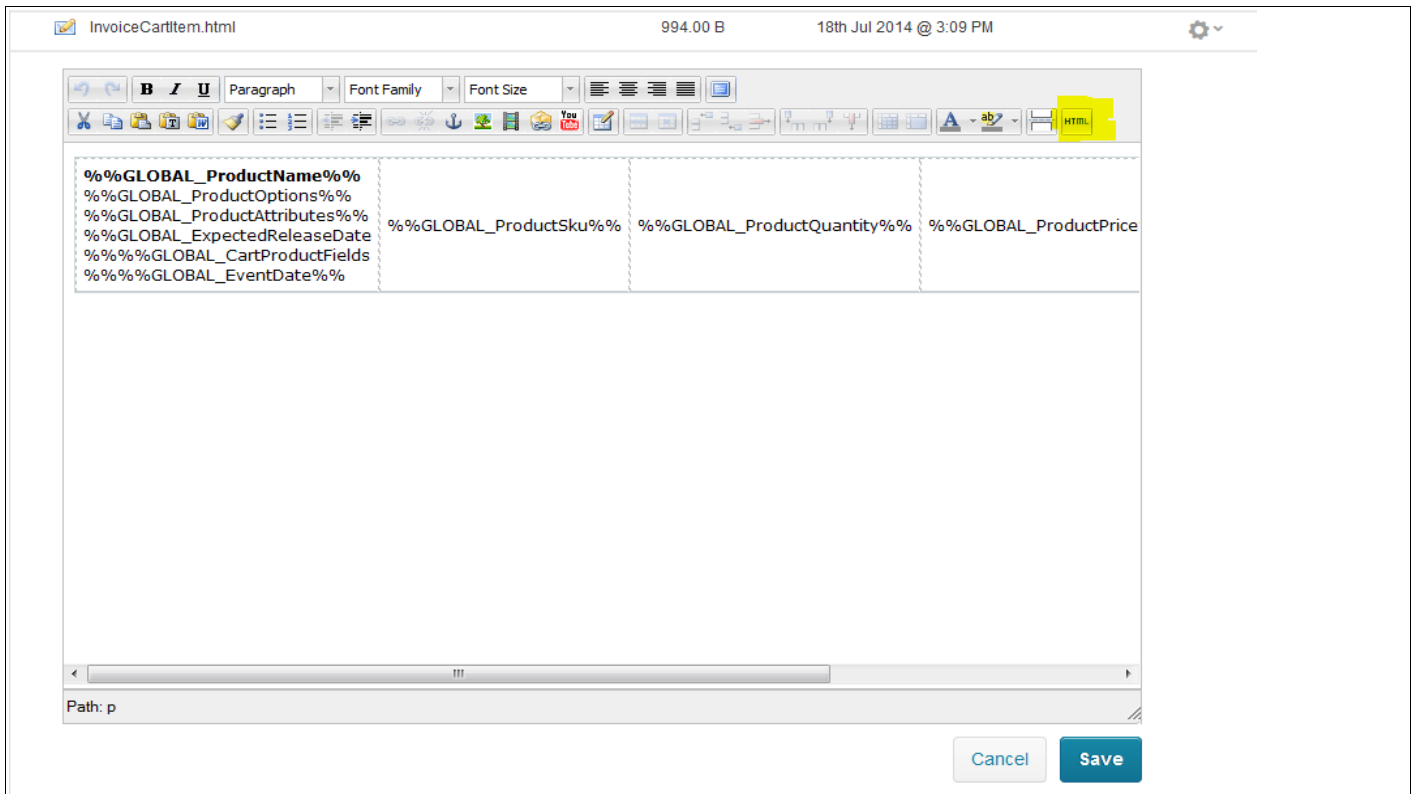


Image E

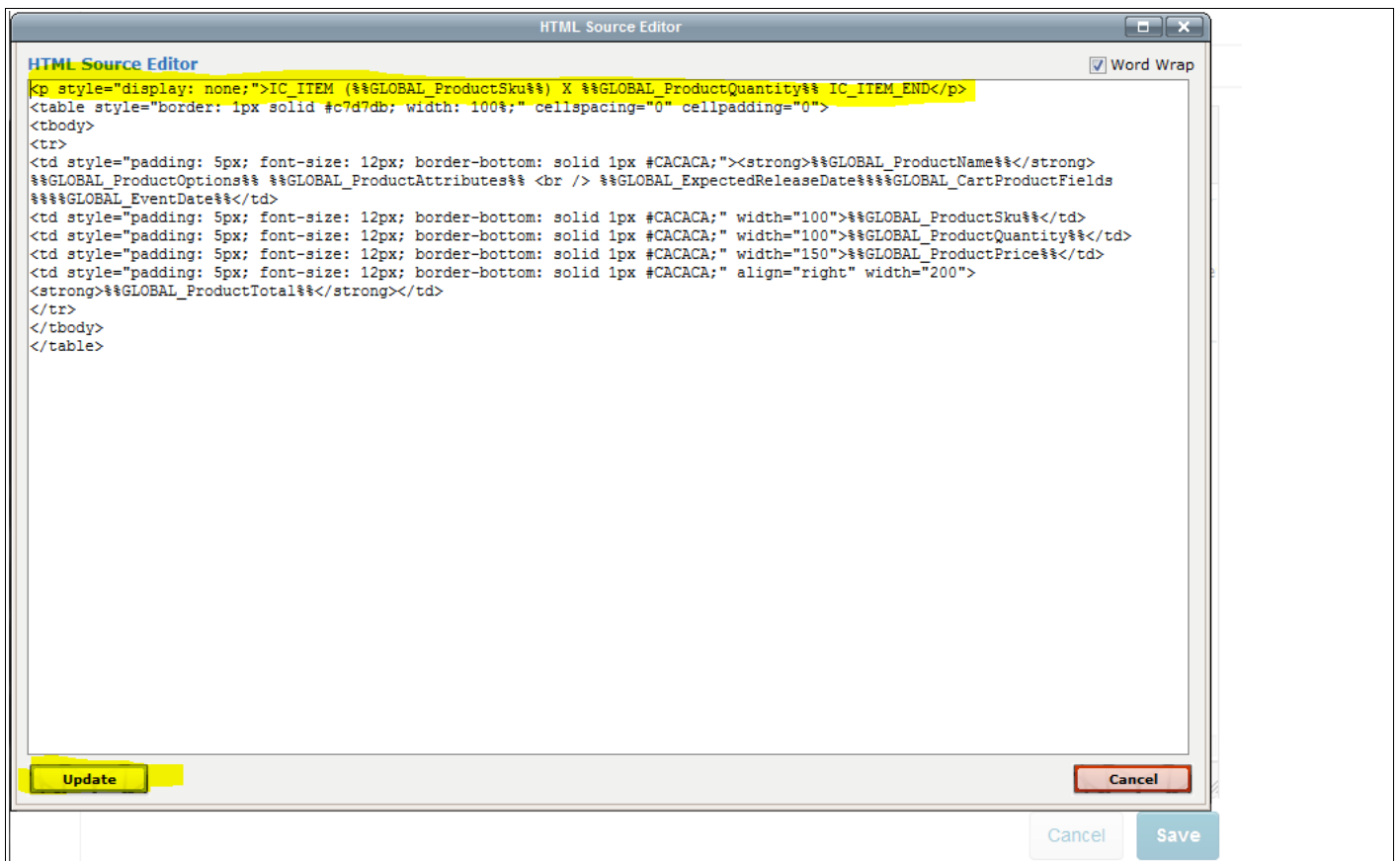


Image F

Store Settings

Update the settings in the form below and click "Save"

Email Settings

Product Review Emails Yes, send emails to customers asking them to review products they have purchased *i*
7 days after the order is marked as Shipped or Completed ([what does the email look like?](#))

Forward Order Invoices Yes, forward order invoice emails to *i*
 Type the email addresses, separated by commas.

Use SMTP Server Use my default mail settings *i*

- Set up your store**
 - Design
 - Profile
 - Payments
 - Shipping
 - Tax
 - Currencies
 - Web analytics
- Customize your store**
 - Store settings**
 - Checkout
 - Inventory
 - Order notifications
 - Returns
 - Gift wrapping
 - Conversions
 - Gift certificates
- Advanced tools**
 - Email accounts
 - Form fields
 - Export templates
 - File Access (WebDAV)
- Integrations**
 - Accounting
 - Comments
 - Live chat
 - Shipping managers

Image G

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.

Email Settings

Product Review Emails Yes, send emails to customers asking them to review products they have purchased *i*
7 days after the order is marked as Shipped or Completed ([what does the email look like?](#))

Forward Order Invoices Yes, forward order invoice emails to *i*
 Type the email addresses, separated by commas.

Use SMTP Server Use my default mail settings *i*

Image H