

Global-e Pro for BigCommerce User Guide

May, 2019



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About this Guide

This document describes how to set up the Global-e Pro application for BigCommerce.

Assumptions

- You have a BigCommerce admin account
- You have a Global-e Pro Merchant account
- Your site have custom domain with sitewide HTTPS support

Overview

As the chosen partner of hundreds of global brands and retailers worldwide, Global-e is the leading provider of cutting-edge cross-border ecommerce solutions. Our comprehensive technology-based solutions make global brand expansion effective and risk-free for online merchants. By connecting people with brands worldwide, Global-e creates a boundless ecommerce world in which selling globally is as simple as selling locally.

The Global-e Pro application for BigCommerce allows you to start boosting your international sales within days. By implementing our Smart cross-border solution and giving shoppers a truly localized experience, Global-e Pro merchants see an immediate and continuous increase in conversion rates and international revenues.

Highlights

With our application installed and your Global-e Pro Merchant account set up, your store will enjoy these enhanced capabilities:

- Browsing and buying in local currencies - let shoppers browse and buy in their local currency; more than 95 supported
- Local pricing- display prices rounded and formatted according to local conventions, adjusted per country
- Local and alternative payment methods - allow shoppers to pay with their preferred local payment method; over 50 supported
- Duty and tax calculation - prevent unpleasant surprises upon delivery and allow shoppers to view and prepay all duties and taxes at checkout
- Multiple shipping options - offer a variety of international shipping methods at competitive rates
- Convenient returns portal - transparent and easy returns process; pre-paid returns option

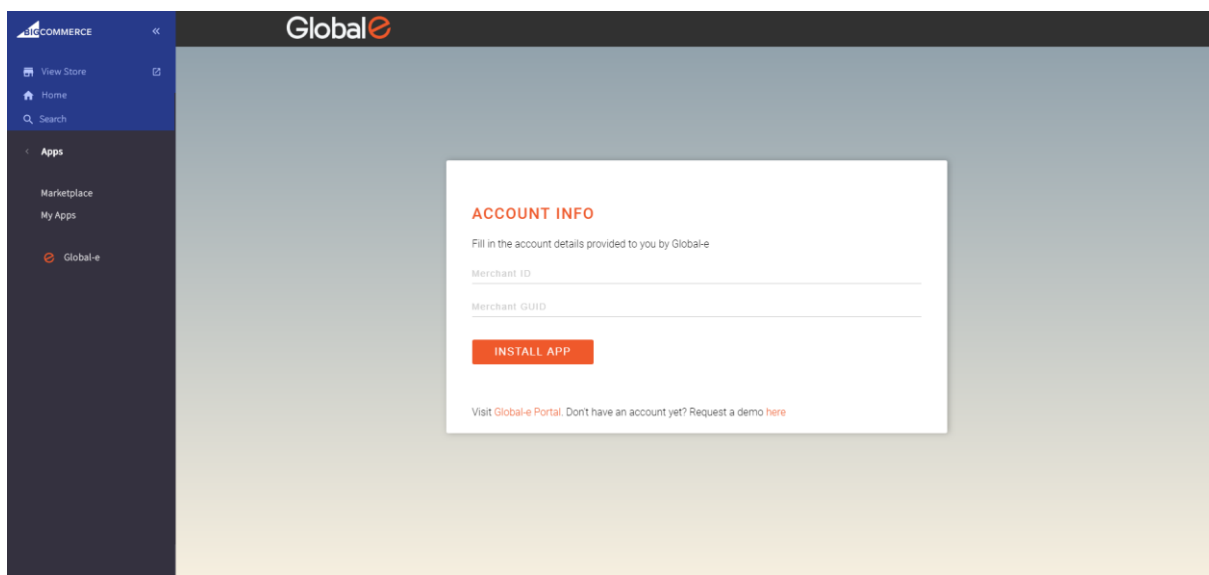
- Localized Welcome and Checkout - complete the shopping experience with a localized welcome message and checkout process, available in 16 languages

Installation

Installation Steps

The installation process consists of the following simple steps:

- Find Global-E app in the marketplace <https://www.bigcommerce.com/apps/global-e/>
- Press "Get this app" to install the app via your BigCommerce account.
- Fill in two required fields to complete process: Merchant Id and Merchant GUID



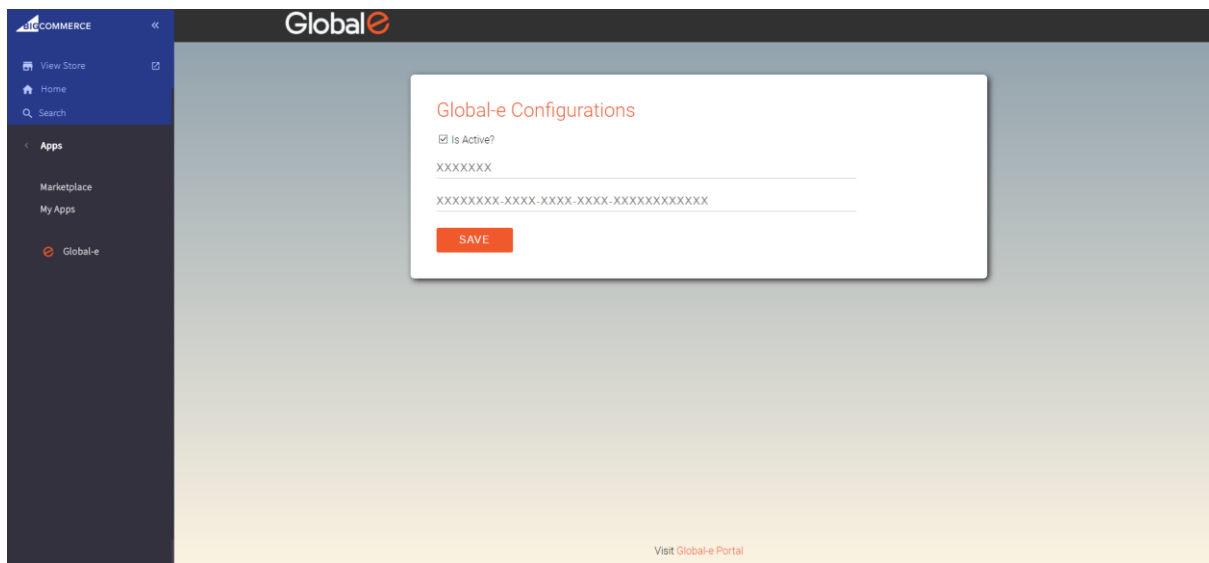
The screenshot shows the BigCommerce dashboard with the 'Apps' sidebar menu open. The main content area displays the 'Global-e' app installation form. The form is titled 'ACCOUNT INFO' and contains the following elements:

- A heading: **ACCOUNT INFO**
- A sub-heading: Fill in the account details provided to you by Global-e
- A text input field for 'Merchant ID'
- A text input field for 'Merchant GUID'
- An orange button labeled 'INSTALL APP'
- A footer link: Visit [Global-e Portal](#). Don't have an account yet? Request a demo [here](#)

If you already have a Merchant Account on Global-e platform and not familiar what your Merchant ID and Merchant GUID are, please contact ProSupport@global-e.com

Default Settings

You can review the default settings by accessing this page - *Apps >> Global-e*.



The following settings will be configured by default:

- Is Active - on/off switcher of Global-e Pro application
- Merchant ID – Merchant Account ID in Global-e
- Merchant GUID – private key of the Merchant Account ID in Global-e

Main Functions

Once the application is installed and switched on and the Merchant Account is configured in the Global-e system, the following functionalities will be available:

- **International Checkout page powered by Global-e** – the checkout page is translated into 21 languages, provides an option to pay with more than 50 local payment methods in more than 95 currencies;
- **Storefront Cart API** – Global-e application uses Storefront Cart API in order to fetch the content of the cart - Host: <store_url>/api/storefront/cart
- **Server-to-Server API** – Global-e application uses BigCommerce Server-to-Server API to create international orders - https://api.bigcommerce.com/stores/{store_hash}/v3/ and https://api.bigcommerce.com/stores/{store_hash}/v2/.
- **View of international orders in BigCommerce** – the orders will be injected similarly to the orders placed via the native BigCommerce checkout page:

Orders->View

Home

View Store

Home

Search

Orders

View

Add

Search

Export

Draft Orders

Shipments

Tracking Numbers

Gift Certificates

Order Statuses

Help

View Orders

All Orders

Awaiting Payment

Awaiting Fulfillment

Awaiting Shipment

High Risk

Pre-Orders

More

Custom Views

Add

Export All

Choose an action

Confirm

Filter by Keyword

Filter

Search

1

2

3

4

5

6

7

...

10

Next

View 20

☐			Date	Order ID	Customer	Status	Total	Action
☒			24th Apr 2019	301	International Customer	Awaiting Fulfillment	£102.16	
☐			19th Apr 2019	278	Local Customer	Awaiting Fulfillment	£84.00	
☐			18th Apr 2019	266	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	265	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	264	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	263	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	262	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	261	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	260	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	259	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	258	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	257	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	256	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	255	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	254	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	253	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	252	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	251	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	250	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	249	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	248	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	247	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	246	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	245	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	244	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	243	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	242	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	241	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	240	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	239	Local Customer	Awaiting Fulfillment	£100.00	
☐			18th Apr 2019	238	Local Customer	Awaiting Fulfillment	£100.00	

Expanding a specific order will show Order details, which will be similar to an order placed using the native BigCommerce checkout:

3rd May 2019

336

International Customer (Guest)

Awaiting Fulfillment

£540.04

Billing

Copy

United States

0000000000

international.customer@gmail.com

03 May 2019 08:31:53

External

Manual

Manual Tax

Shipping

Copy

United States

0000000000

international.customer@gmail.com

No Shipping Method

£0.00

N/A

Order

2 x [Sample] Able Brewing System

ABS

Ship Items

Subtotal

Shipping

GRAND TOTAL

Tax Included in Total

£540.04

£0.00

£540.04

£90.01

Order placed via Global-e checkout will have the following differences in BigCommerce admin:

- **Global-e Order ID** – before the order is injected into BigCommerce, it is created on Global-e's side and has a Global-e Order ID. In order to cross-reference the order in the Global-e Merchant Portal, you can use either the BigCommerce Order ID or the Global-e Order ID, which will be shown in the Order Comments and Notes section:

Order Comments and Notes

Use the text boxes below to make notes on this order.

Order Comments

Type any comments about this order here. The order comments will be visible on invoices printed from the store.

Staff Notes

Global-E Order Id: GE99863635GB.

Cancel Save

- **Billing.** Order Source will always show "External" instead of Storefront, payment Method will always show "Manual":

IP External Manual Manual Tax

NOTE: the actual order is placed in the Global-e checkout page in any of 95 supported currencies. However, the order is always injected in merchant base currency, as a currency of reconciliation between Global-e and the merchant. The price actually paid by customer can be viewed in the Global-e Merchant Portal.

- **Shipping.** Shipping Method will always show "No Shipping Method". Shipping Price will always show £0.00.

No Shipping Method £0.00 N/A

NOTE: the price actually paid by the customer for shipping can be viewed in the Global-e Merchant Portal.

- **Product Prices** – product prices in BigCommerce admin shown in the merchant base currency and not in the currency used by the customer in Global-e checkout. The amounts shown in BigCommerce admin reflect the reconciliation amounts between Global-e and the merchant.
To verify actual amounts paid by customers, please use the Global-e Merchant Portal.

Order	
1 item	
1 x [Sample] Orbit Terrarium - Small	£107.19
OTS	
Ship Items	
Subtotal	£107.19
Discount	-£5.03
Shipping	£0.00
GRAND TOTAL	£102.16
Tax Included in Total	£17.03

Version Control

Version	Date	Author
1.0	April 24, 2019	Andrii Meretskyi
1.1	May 5 th , 2019	Ira Vinitsky