



Global-e for Magento 2

User Guide

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Introduction

As the chosen partner of hundreds of global brands and retailers worldwide, Global-e is the leading provider of cutting-edge cross-border e-commerce 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 extension for Magento 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 merchants see an immediate and continuous increase in conversion rates and international revenues.

This Document

This document provides instructions on how to set up the Global-e extension for Magento and some details on the functionality available after setup. This document is for the personnel in charge of installing and configuring the extension; it assumes familiarity with the terminology and technology.

Prerequisites

The extension setup requires:

- A user on your server with permissions to run the Magento CLI commands.
- A Magento administrator account
- A Global-e merchant account
- A Bitbucket user, if using composer

Overview

Together with your merchant account configuration in the Global-e System, the Global-e Extension for Magento provides the following capabilities:

- **Browsing and buying in local currencies:** Shoppers can browse and buy in their local currency; more than 95 currencies are supported.
- **Local pricing:** Prices are rounded and formatted according to local conventions and adjusted per country.
- **Local and alternative payment methods:** Shoppers can pay with their preferred local payment method; over 50 methods are supported.
- **Duty and tax calculation:** Shoppers can view and prepay all duties and taxes at checkout to prevent unpleasant surprises upon delivery.
- **Multiple shipping options:** Shoppers can choose from 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 shopping experience with a localized welcome message and checkout process, available in 25 languages.

Global-e Extension for Magento 2 - Main Functionality

The Global-e extension provides the following functionality in Magento 2:

- **Shopper's Geo Location**

When the shopper accesses the store, the Global-e extension detects the shopper's location (IP address) and uses that location to predefine the relevant country's currency settings.

- **Shipping switcher**

A shopper can use the shipping switcher to change the order delivery to a different country by clicking the flag at the top of the page, and changing the shipping destination.

- **International checkout page**

The International checkout page is powered by Global-e and opens in an iFrame on the merchant's site.

This page is translated in 25 languages and offers more than 50 local payment methods in more than 95 currencies.

In addition, it provides the ability to pre-pay duties and taxes for the relevant shipping methods.

See [Checking out, Creating, and Viewing Orders](#) for more information.

- **Global-e cookie**

The Global-e GEM cookie collects basic user information allowing to identify the user, the culture, the cart, and the relevant store instance. See [Viewing the Global-e Cookie Information in the Browser](#) for more information.

- **Price conversion by Global-e**

Global-e converts the value of the merchant's products prices to the shopper's local currency. This conversion includes, if applicable, VAT calculation, rounding rules, and more.

- **Fixed prices**

Global-e supports fixed prices in Magento 2, to keep their online pricing aligned with their local stores. This requires configuring the merchant's website to support fixed prices. See [Configuring Your Site to Support Fixed Prices](#).

Installing the Global-e Extension for Magento 2

Preparing the Installation

During the integration process, Global-e provides you with a zipped file of the extension for Magento 2.

Alternative 1: Preparing the installation manually

Download the file to the server on which Magento 2 is installed and unzip it, as detailed below.

To prepare the installation manually:

1. Extract the zip file.
2. Go to the location where you extracted the file.
3. Copy: src/Pro.

To: <magento_root>/app/code/globale/

Alternative 2: Preparing the installation using Composer

Use Composer to download and unzip the file to the server on which Magento 2 is installed, as detailed below.



IMPORTANT

Before implementing this method, make sure that:

- ✓ Your Bitbucket user has access to the Global-e repositories.
- ✓ The composer auth settings contain the auth keys configured on your server.

To prepare the installation using composer

1. In the composer.json "require" section, add:
"globale/magentov2_pro": "1.0.*"
2. In the composer.json "repositories" section, add:

```
{
    "type": "git",
    "url":
    "https://<YOUR_BITBUCKET_USER>@bitbucket.org/globaleteam/
    magentov2_pro.git"
}
```

3. Run `composer update`.

Running the Installation

- Once the source code is ready, run:

```
cd <magento_root_directory>
php bin/magento cache:clean
php bin/magento setup:di:compile
php bin/magento setup:upgrade
php bin/magento setup:static-content:deploy -f
```

The installation is done.

Now, you can review the extension's default configuration, or amend it if needed. See [Configuring the Global-e Settings](#).

Configuring the Global-e Settings

You can view or change the default Global-e settings in Magento.

To view or edit the Global-e default settings:

1. In Magento, navigate to: **Stores → Configuration → Services → Global-e PRO**

The Global-e Settings screen is displayed.

The screenshot shows the Magento Configuration interface. On the left is a sidebar with navigation links: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, SYSTEM, FIND PARTNERS & EXTENSIONS, and MAGENTO HOSTING. The main area is titled 'Configuration' and shows the 'Store View' as 'Default Config'. The left sidebar of the configuration panel lists categories: GENERAL, MGT-COMMERCE.COM, CATALOG, CUSTOMERS, SALES, DOTMAILER, SERVICES, Global-E Pro, Magento Web API, OAuth, and ADVANCED. The 'SERVICES' category is expanded, showing 'Global-E Pro' as the selected option. The right panel displays settings for 'Global-E API Settings', 'Products', and 'Order'. Under 'Global-E API Settings', there are fields for 'Enable JS/CSS include' (set to 'Yes'), 'Merchant ID' (1000029), 'Merchant GUID' (E0A5D098-A71C-4FE3-A18E-0427149ACFE8), and 'API Path' (/stglite.bglobale.com/). Under 'Products', there is a field for 'English Store View' (Default Store View) and 'Product extra attributes' (size,sku). Under 'Order', there is a field for 'Skip Cart Validation' (No).

Configuration Screen - Global-e Default Settings

2. Review the fields or configure them according to your needs, as detailed in the following tables.

The following table details the parameters in the Global-e API Settings section.

Parameters	Description and Settings
Enable JS/CSS Include	ON/OFF switcher of the Global-e extension Values: yes (default), no If set to no, the system does not include the Global-e CSS and JavaScript. If set to yes, the Global-e script appears on your website. However, this script only becomes functional after the extension has been activated by Global-e. While waiting for activation, you can view the solution by adding the following query string to the site's url: ?showpro=true
Merchant ID	Merchant Account ID in the Global-e system (provided by Global-e, as part of the merchant's onboarding process).

Parameters	Description and Settings
Merchant GUID	Private key of the Merchant Account ID in Global-e (provided by Global-e, as part of the merchant's onboarding process).
API Path	Path to the Global-e API QA environment: //glite.bglobale.com/ Staging environment: //stglite.bglobale.com/ Production environment: //gex.global-e.com/

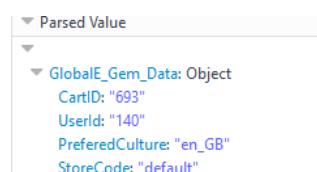
The following table details the parameters in the Products section.

Parameter	Description
Default store	If the store supports more than one language, under the English Store View, you can select the default store for product names and descriptions in English.
Extra Product Attributes	You can create product attributes using the standard Magento functionality. By default, the Global-e extension gets and supports the Size and Color attributes. These attributes are displayed in the Global-e checkout screen, transactional emails, the Merchant Portal View Orders interface, next to the related products. If you create additional attributes in Magento, these must also be configured in the extension's Configuration screen. (Stores → Configuration → Services → Global-e PRO) In the Extra Product Attributes field, add the attributes as comma separated values.

Viewing the Global-e Cookie Information in the Browser

The Global-e extension includes a cookie that enables to recognize the user, the cart, and the relevant store instance.

The cookie is populated with the required Magento data in json format. The following figure shows an example of the Global-e cookie in a browser.



Example of the GlobalE_Gem_Data Cookie in a browser

Cookie data:

Data	Description
CartID	Magento Cart ID
UserID	The ID of the registered user. If the user is a guest, this field is set to 0.
PreferredCulture	Magento culture code of the store.
StoreCode	Magento store code

Checking out, Creating, and Viewing Orders

This section provides information on the Global-e extension's API endpoints used during order placement and on the details of the order after placement.

Checking Out and Creating Orders

When the shopper adds items to the cart, the Global-e extension uses the `getInfo` API to get the content of the quote.

<base_host>/pro/cart/getInfo

When the shopper clicks the checkout button, the extension redirects from the native environment to the Global-e checkout.

Back-end Process

The following process takes place in the backend, while the customer finalizes the checkout.

1. The Global-e server initiates the API call:

<base_host>/pro/order/create

This API creates orders from the customer's quote.

In the Magento Admin, the order status is set to Pending.

2. The payment is cleared by the Global-e Fraud Services.

Note: Usually, the clearing process takes a few seconds, unless the order was flagged for manual review by the Fraud team. In this case, it may take a few hours.

After clearing the payment, the Global-e server initiates the API call:

<base_host>/pro/order/payment

This API updates the payment information.

In the Magento Admin, the order status is set to Processing.

To cancel or set the order to complete:

In the event of fraud, payment reject, or similar, the Global-e server can call the following API:

<base_host>/pro/order/statusupdate

In the Magento Admin, the order status is set to Canceled or Complete, depending on the case.

In the Global-e Merchant Admin, payment information as well as the order status are also updated (**GlobaleAdmin → Orders → View Orders**).



IMPORTANT

If you have 3rd-party extensions intercepting or interfering with Magento's standard flow of orders statuses, these could affect the Global-e order creation process.

Viewing Orders after Creation

After the order was created, you can view the list of orders or the details of each order.

Viewing the list of Orders

To view the list of orders and order information:

- Navigate to: **Sales → Orders**

The Orders screen is displayed, showing the list of Orders.

ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Signifyd Guarantee Decision	Global-E Order #
000000154	Main Website Main Website Store Default Store View	Feb 6, 2020 3:57:52 PM	FirstNAME2 LastName2	FullName LastName	£259.43	£7,204.00	Processing	View		GE11147629GB
000000153	Main Website Main Website Store Default Store View	Feb 5, 2020 7:12:46 PM	Andrii Meretskyl	Andrii Meretskyl	£92.83	£2,600.00	Processing	View		GE11132012GB
000000152	Main Website Main Website Store Default Store View	Feb 4, 2020 4:02:27 PM	FullName LastName	FullName LastName	£26.45	£745.00	Processing	View		GE11104076GB
000000151	Main Website Main Website Store Default Store View	Jan 31, 2020 10:33:54 AM	Halyna Bohachuk	Halyna Bohachuk	£248.48	£964.00	Processing	View		GE11053927GB
000000150	Main Website Main Website Store Default Store View	Jan 31, 2020 10:30:14 AM	Halyna Bohachuk	Halyna Bohachuk	£214.55	£6,050.00	Processing	View		GE11053830GB
000000149	Main Website Main Website Store Default Store View	Jan 23, 2020 3:26:25 PM	yair test	yair test	£78.14	£305.00	Processing	View		GE10966821GB
4000000001	eu eu	Jan 16, 2020 12:12:08 PM	anis test	anis test	£29.42	€36.00	Processing	View		GE10852264GB

Orders Screen - Order List - Global-e Order ID

GLOBAL-E ORDER ID

Before the order is injected into Magento, it is created in the Global-e system and given a Global-e Order ID.

The Orders screen shows the Global-e Order ID listed in the Global-e Order # column. See the example in the Figure above (Order List Screen with the Global-e ID). This ID is also displayed when opening an order and Viewing Order Details.

The Global-e Order ID is preceded by GE and ends with the merchant country code initials. Global-e ID format example: GE11053927GB.

Note that when orders are placed in the native application, the row in the Global-e column remains empty.

ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Signifyd Guarantee Decision	Global-E Order #
000000118	Main Website Main Website Store Default Store View	Oct 16, 2019 1:32:58 PM	FullName LastName	FullName LastName	£45.00	£45.00	Processing	View		GE10351550GB
000000117	Main Website Main Website Store Default Store View	Oct 16, 2019 1:25:51 PM	FullName LastName	FullName LastName	£113.00	£113.00	Pending	View		GE10351453GB
000000114	Main Website Main Website Store Default Store View	Oct 16, 2019 12:40:41 PM	FullName LastName	FullName LastName	£47.00	£47.00	Pending	View	order placed in native application	

Order placed in the native application

To cross-reference the order on the Global-e Merchant Portal, you can use either the Magento Order ID or the Global-e Order ID.

Viewing Order Details

To view Global-e Order details:

- Click a Global-e Order.

The Global-e Order View is displayed, showing the Global-e order information, including the Global-e order ID, order status, payment information.

ORDER AND ACCOUNT INFORMATION

Order Statuses

Order & Account Information

Order # 000000151 (The order confirmation email is not sent)

Order Date	Jan 31, 2020, 10:33:54 AM
Order Status	Processing
Purchased From	Main Website Main Website Store Default Store View
Placed from IP	79.143.45.34
ILS / GBP rate:	0.0000

Account Information

Customer Name	Halyna Bohachuk
Email	halynabmerchants@gmail.com
Customer Group	NOT LOGGED IN

Order View (1) - Order and Account Information - Order status

The following table describes the order statuses in Magento.

Status	Description
Pending	Global-e injects the order in "Pending" status. Fulfillment is not performed at this stage. Status is pending until the payment is cleared.
Processing	Once the payment is processed successfully and the order is cleared by the fraud engines (or via manual fraud team review), the status changes to "Processing" and fulfillment starts. Once the order is in "Processing" status, the order can be prepared for international shipping and dispatched to the end customer.
Canceled	Orders canceled via the Global-e merchant portal are in "Canceled" status in Magento.

PAYMENT & SHIPPING METHOD

Payment Information

The payment information always shows "International Payment" for orders placed via Global-e as well as the customer currency used in the relevant transaction.

In the following example, the local currency is in Japanese Yen (JPY).

#000000158

Payment & Shipping Method

Payment Information
International Payment
The order was placed using JPY.

Shipping & Handling Information
Globle International Shipping - Standard £0.00 [¥0.00]

Items Ordered

Product	Item Status	Original Price	Price	Qty	Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total
Fusion Backpack SKU: 24-MB02	Invoiced	£71.10 [¥8,700.00]	£71.10 [¥8,700.00]	Ordered 1 Invoiced 1	£71.10 [¥8,700.00]	£11.85 [¥1,450.00]	20%	£0.00 [¥0.00]	£71.10 [¥8,700.00]
Push It Messenger Bag SKU: 24-WB04	Invoiced	£54.75 [¥6,700.00]	£54.75 [¥6,700.00]	Ordered 1 Invoiced 1	£54.75 [¥6,700.00]	£9.13 [¥1,116.67]	20%	£0.00 [¥0.00]	£54.75 [¥6,700.00]

Order Total

Notes for this Order

Status: Processing

Comment:

☐ Notify Customer by Email

Order Totals

Subtotal	£125.85 [¥15,400.00]
Shipping & Handling	£0.00 [¥0.00]
Tax	£20.98 [¥2,566.67]
Grand Total	£125.85 [¥15,400.00]

Order View (2) - Payment & Shipping Method - Payment and Shipping Information

Note: The actual order is placed in the Global-e checkout page in one of the 95 supported currencies. However, the order is always injected in the merchant's base currency, as this is the currency of reconciliation between Global-e and the merchant. Prices in the local currency are shown under the prices in the base currency in [XX].

Shipping and Handling Information

Globle International Shipping - Standard 0.00: The shipping price shown in this section always shows 0.00. You can view the actual shipping price paid by the customer on the Global-e Merchant Portal. See *Figure: Order View (2) - Payment & Shipping Method - Payment and Shipping Information*.

ITEMS ORDERED

Product Prices

Prices of orders placed via Global-e are shown both in the merchant's base currency and in the currency used by the customer in the Global-e checkout.

The prices displayed in the Magento orders screen shows the total amount paid by the shopper both in the merchant's currency (example: GBP) as well as in the shopper's local currency (example: Euro).

**TIP**

To verify the actual amounts paid by customers for shipping, refer to the Global-e Merchant Portal:

GlobaleAdmin → Orders → View Orders

The Merchant Orders screen is displayed.

In the Order Details Area, select an order to view the order details, including payment and shipping details.

/GlobaleAdmin/Orders/Order?orderId=GE

Payment Details		Merchant Details	
Order Total	€ 85.31	Merchant	
Paid Total	€ 85.31	Merchant Order ID	
Payment Status	Settled	Merchant Internal Order ID	
Payment Method	iDeal	Confirmed by Merchant	Yes
D&T Threshold Breached	Yes	☒ Create notification	11/02/2020 12:19:53
D&T Prepaid	N/A	☒ Payment notification	11/02/2020 12:20:04
Is 3D Protected	No	Full Merchant Details	

Shipping Details		Comments	
Total Shipping Price	€ 12.89		
Clearance Fee	€ 0.00		
D&T Paid By Customer	€ 0.00		
US Sales Tax	€ 0.00		
Shipped by	DHL European Road... ☒		
Shipped from	Globe-e Hub (GB)		
Prepayment possible	No		
To	der Dierckx Damstraat 2 Amsterdam 1012 JM Netherlands		
Phone Number	0000000000		
Shipping email	der.dierckx@global-e.com		
Return Local Tracking Number	☒	Save	

*Customer Local Currency Prices***ORDER TOTAL AREA**

At the bottom of the Order View screen, in the Order Total area under Submit Comment, note the Global-e Order ID.

#000000154

[← Back](#)
[Send Email](#)
[Credit Memo](#)
[Hold](#)
[Ship](#)
[Reorder](#)

Size: M

Color: Green

Argus All-Weather Tank

Invoiced

£26.47

£26.47

Ordered 1

£26.47

£3.53

20%

£5.29

£21.18

SKU: MT07-S-Gray

[£735.00]

[£735.00]

Invoiced 1

[£735.00]

[£98.00]

[£147.00]

[£588.00]

Size: S

Color: Gray

Order Total

Notes for this Order

Status

Processing

Comment

☐ Notify Customer by Email

☐ Visible on Storefront

Submit Comment

Feb 6, 2020 3:57:52 PM | Pending | Customer Notified

Feb 6, 2020 3:57:52 PM | Pending | Customer Not Notified

Global-e Order ID : GE11147629GB

Feb 6, 2020 3:57:52 PM | Pending | Customer Notified

Order Totals

Subtotal	£324.28 [£9,005.00]
Shipping & Handling	£0.00 [£0.00]
Discount	-£64.85 [-£1,801.00]
Tax	£43.24 [£1,200.67]
Grand Total	£259.43 [£7,204.00]
Total Paid	£259.43 [£7,204.00]
Total Refunded	£0.00 [£0.00]
Total Due	£0.00 [£0.00]

Global-e Order ID

This ID is also displayed both in the Orders screen. For a description of the order ID, see section on [Viewing the list of Orders](#) .

Viewing Invoice Information

The merchant can use this screen to review invoice information.

However, note that this is not the formal invoice and it should not be shared with the customer. The formal invoice is available on the Global-e Merchant's Portal; it is sent by Global-e to customers or customs clearance agencies.

Configuring your Site to Support Fixed Prices

Global-e supports fixed prices on Magento with some setup on the merchant's site.

To set up support for fixed prices in Magento 2:

1. Define the countries for which you wish to set fixed prices.
2. Create separate store views for each country. See Magento documentation: [here](#) and [here](#).
3. Set the products prices for each store view. See documentation [here](#).
4. Contact Prosupport@global-e.com with the request to add fixed prices support and provide the list countries with the links to the new store views.

This information is added to your Global-e account settings.

These store views are now set to fixed prices, as defined in step 3 above. The Global-e extension does not calculate the price conversion for these stores.

See Magento documentation:

- https://devdocs.magento.com/guides/v2.3/config-guide/multi-site/ms_websites.html
- <https://www.mageplaza.com/kb/how-to-setup-multiple-stores-magento-2.html>)
- <https://bsscommerce.com/blog/how-to-set-up-different-prices-of-products-per-magento-2-store-view/>