

CoinPayments Set Up Guide for BigCommerce Stores

Integrating CoinPayments into your BigCommerce store is quick and easy. Please follow the Setup Instructions below. As an important note, please do not forget to test your store with crypto payment mentioned in the last step of the Setup Instruction to ensure everything is working.

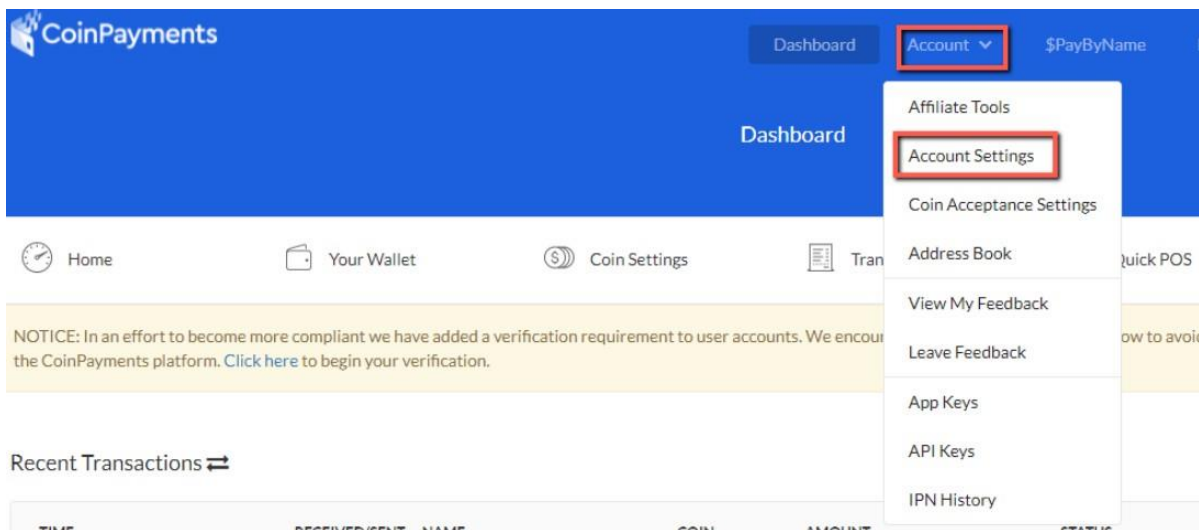
With all said, let us get started!

Setup Instructions

1. Register / Login to Your CoinPayments Account

If you do not have a CoinPayments **Business** account yet, please register [here](#).

Once you have a registered Business account, log in and navigate to **Account > Account Settings**.



2. Set the IPN Secret

In the Account Settings page, there are 4 tabs:

1. Basic Settings
2. Public Info
3. Login & Security
4. Merchant Settings.

Select the **Merchant Settings** tab and fill in the *IPN Secret* field.

Home Your Wallet Coin Settings Transaction History Quick POS

Basic Settings Public Info Login & Security **Merchant Settings**

Merchant Settings

IPN Secret: ← You can set any value which you think is secure. No need to fill other fields just press the update account button.
This is used to verify that an IPN is from us, use

IPN URL:
HTTPS URL recommended (self-signed certs OK)
If you are using one of our shopping cart plugins you can leave this field blank.

Callback Deposit IPN Fiat:

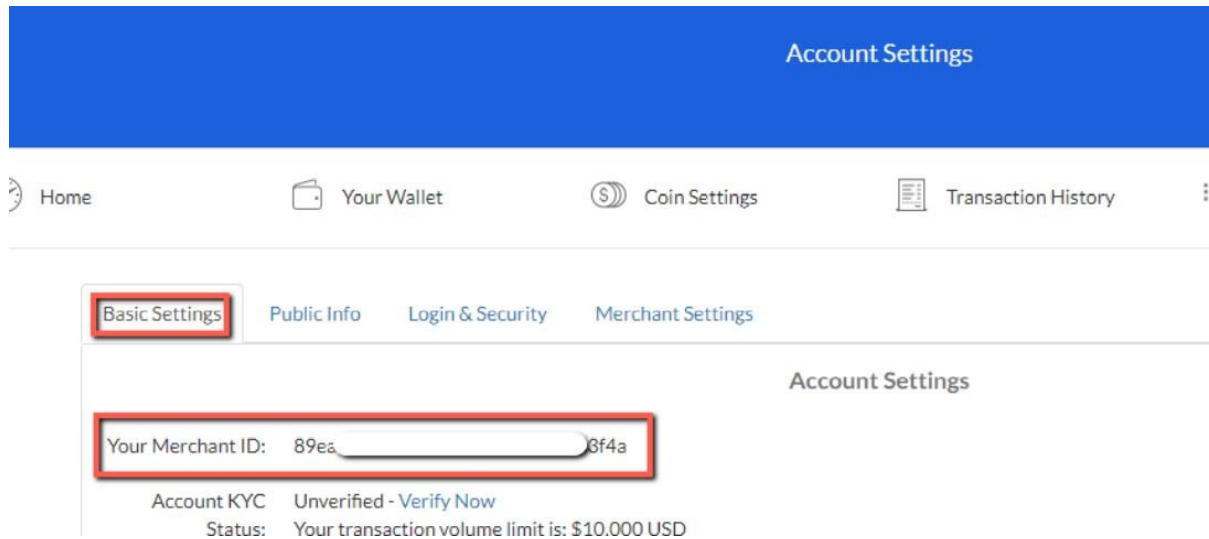
Note: The *IPN Secret* is a passcode that *you define* and is used by the CoinPayments platform to automatically authenticate payment transactions with your BigCommerce store.

Once you have entered an *IPN Secret*, **copy it** for use in Step 5 and click the **update button** to save the *IPN Secret* field.

3. Get the Merchant ID

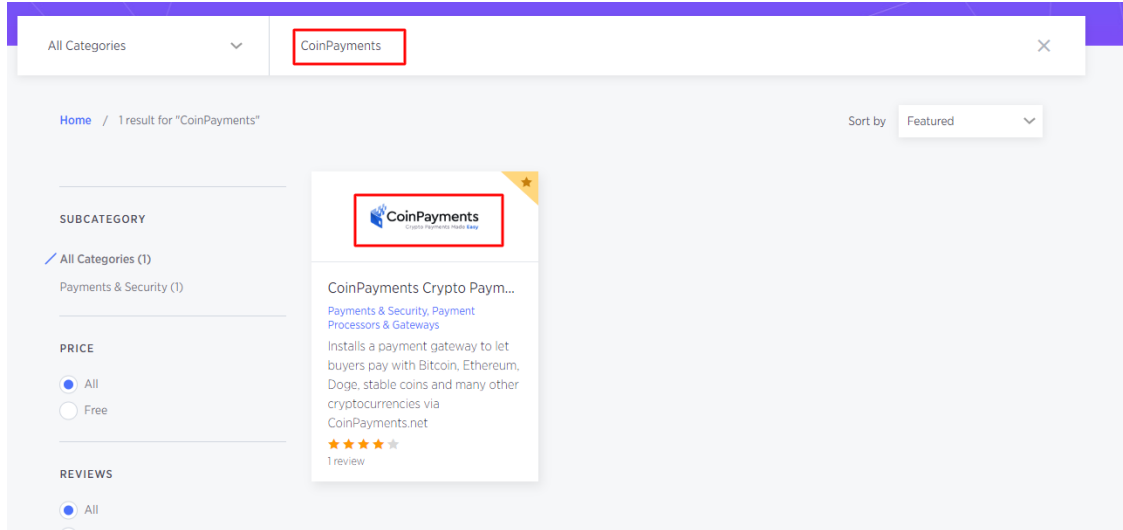
In the same Account Settings menu, select the **Basic Settings** tab. You will then see your *Merchant ID* containing a series of numbers and letters.

Copy the *Merchant ID* field as highlighted below for later use in step 5 of this guide.

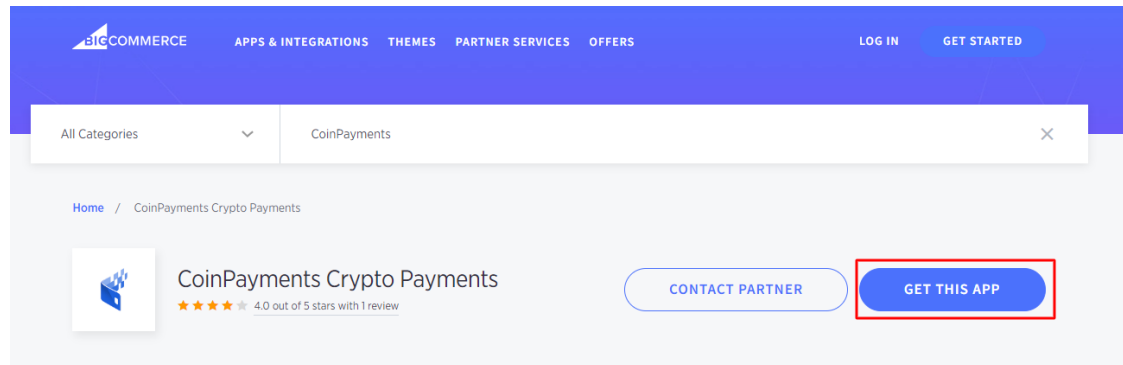


4. Install CoinPayments App from BigCommerce's Marketplace

You need to install the CoinPayments app from BigCommerce's marketplace. Download link can be found [here](#). Once you go to BigCommerce's marketplace, search for **CoinPayments**. Then, click on the app.



Next, click on the **GET THIS APP** button



About the app

With the CoinPayments App for BigCommerce, you can start accepting Bitcoin, Ethereum, Litecoin and other cryptocurrency payments for your business within minutes.

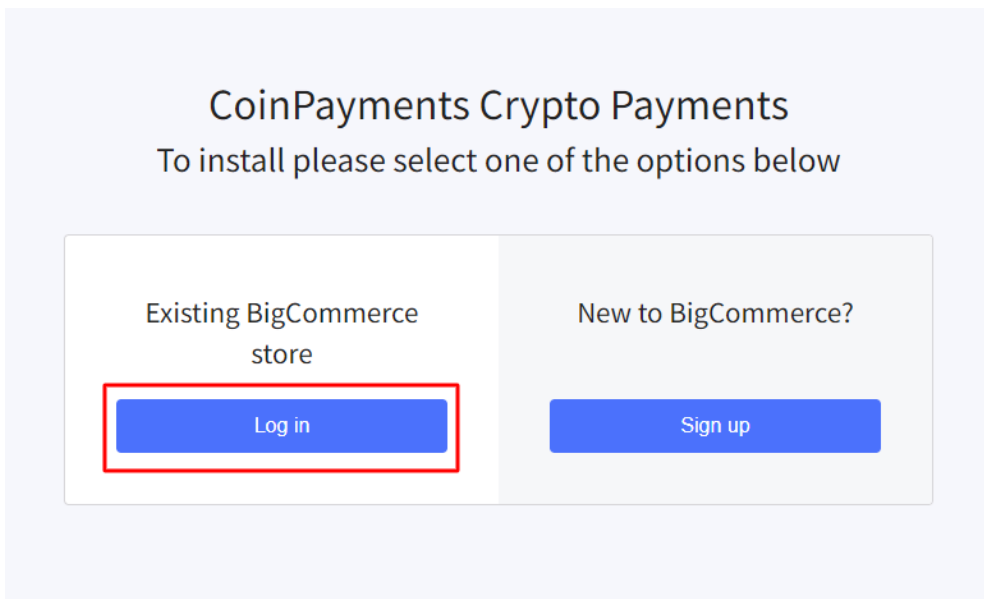
Why should you offer cryptocurrency as a payment method?

Pricing

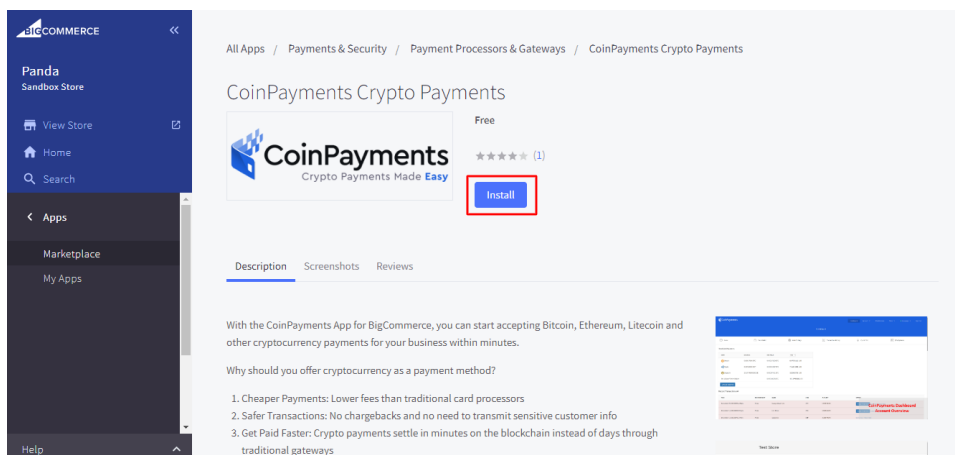
Upfront Fee: Free

Recurring Fee: None

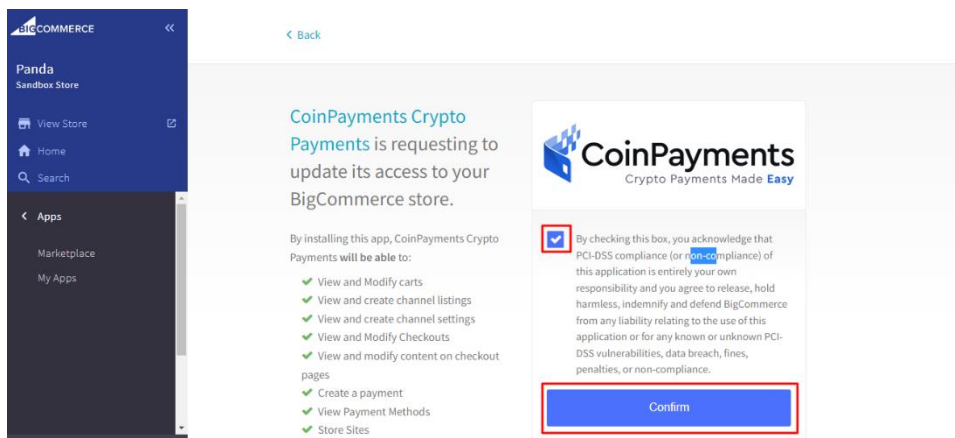
Then, if you have a BigCommerce account, you should click the **Login** button. If you do not have a BigCommerce account, you can set up a new account by clicking the **Sign-up** button.



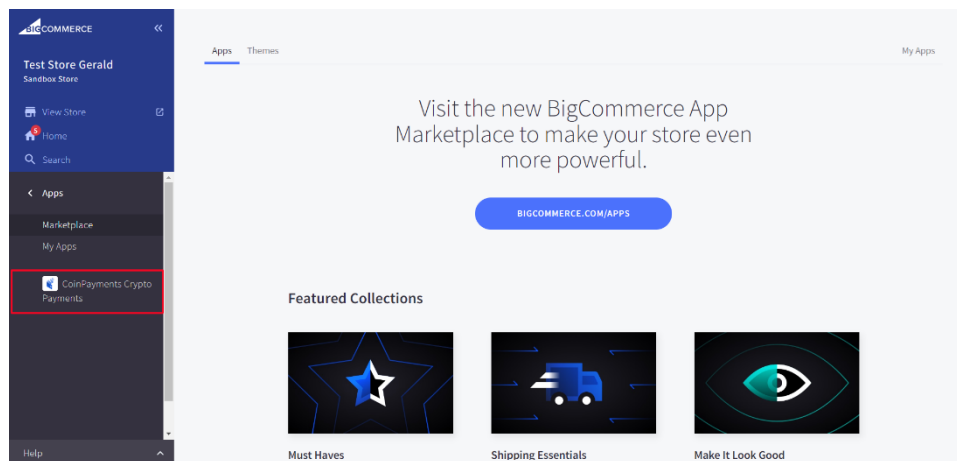
After you logged in successfully, you need to click the **Install** button.



Make sure to check the **non-compliance** checkbox and click the **Confirm** button.

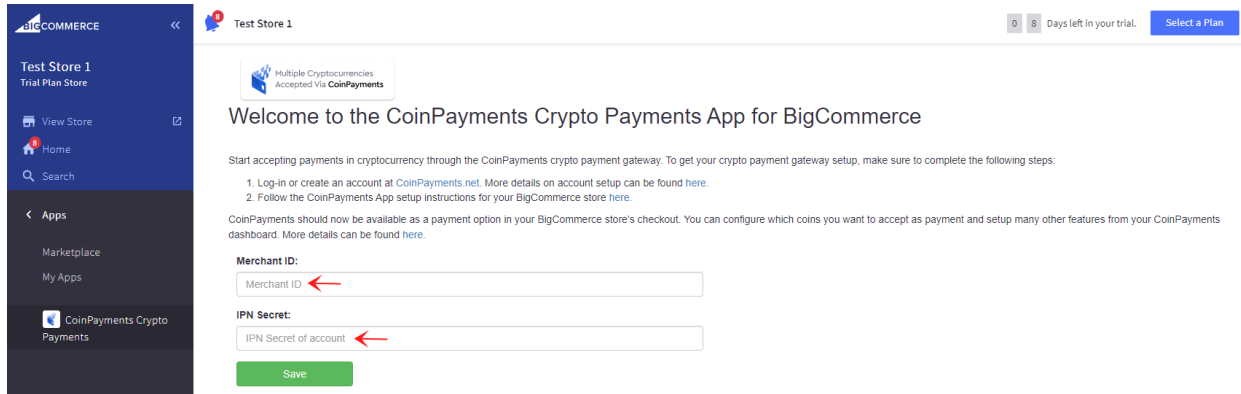


Once the app is successfully installed it will appear in the app section



5. Provide the Merchant ID and the IPN Secret

Enter the *Merchant ID* and *IPN Secret* you copied previously from steps 2 and 3.

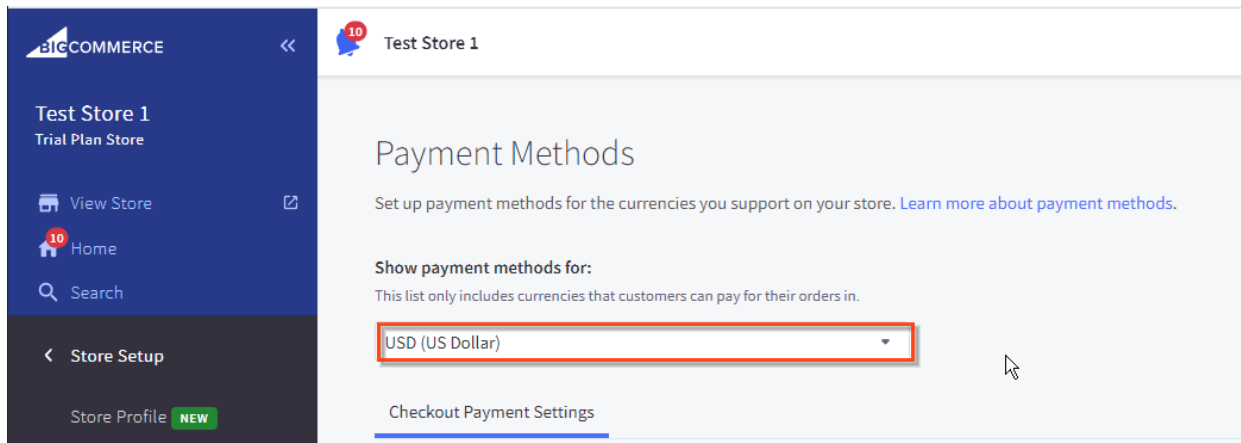


The screenshot shows the BigCommerce admin interface for 'Test Store 1'. The left sidebar contains navigation options: 'View Store', 'Home', 'Search', 'Apps', 'Marketplace', 'My Apps', and 'CoinPayments Crypto Payments'. The main content area is titled 'Welcome to the CoinPayments Crypto Payments App for BigCommerce'. It includes instructions on how to start accepting payments and two numbered steps: 1. Log-in or create an account at CoinPayments.net, and 2. Follow the CoinPayments App setup instructions. Below the instructions, there are two input fields: 'Merchant ID' and 'IPN Secret of account', both with red arrows pointing to them. A green 'Save' button is located at the bottom of the form.

Click **Save** to save the app configuration settings.

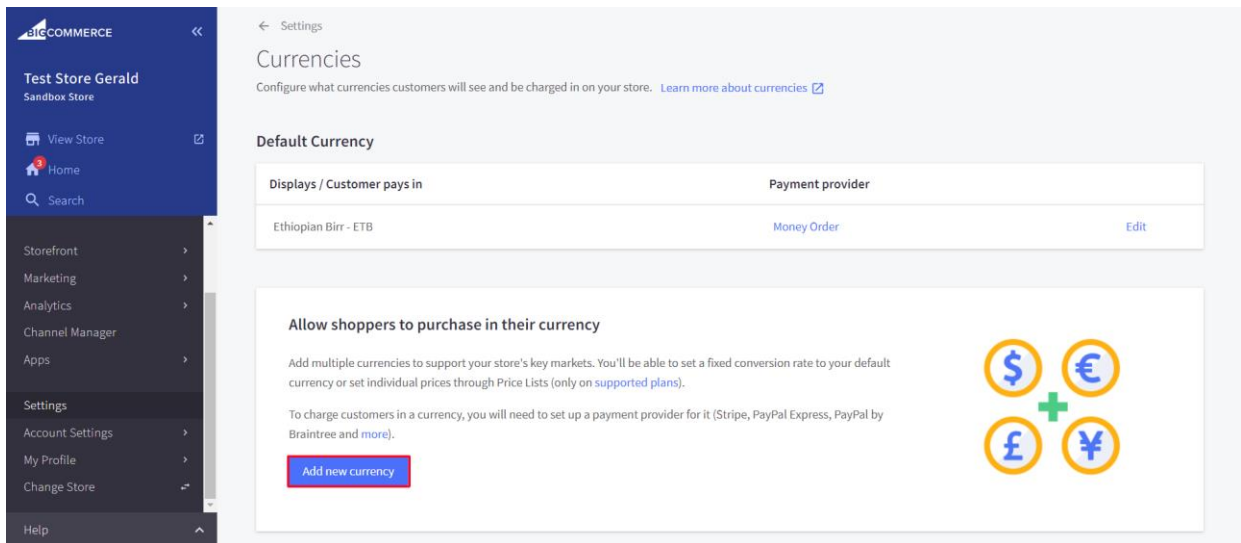
6. Setting up Payment Method

In your BigCommerce side panel, navigate to **Settings > Store Setup > Payments** to view your default currency.



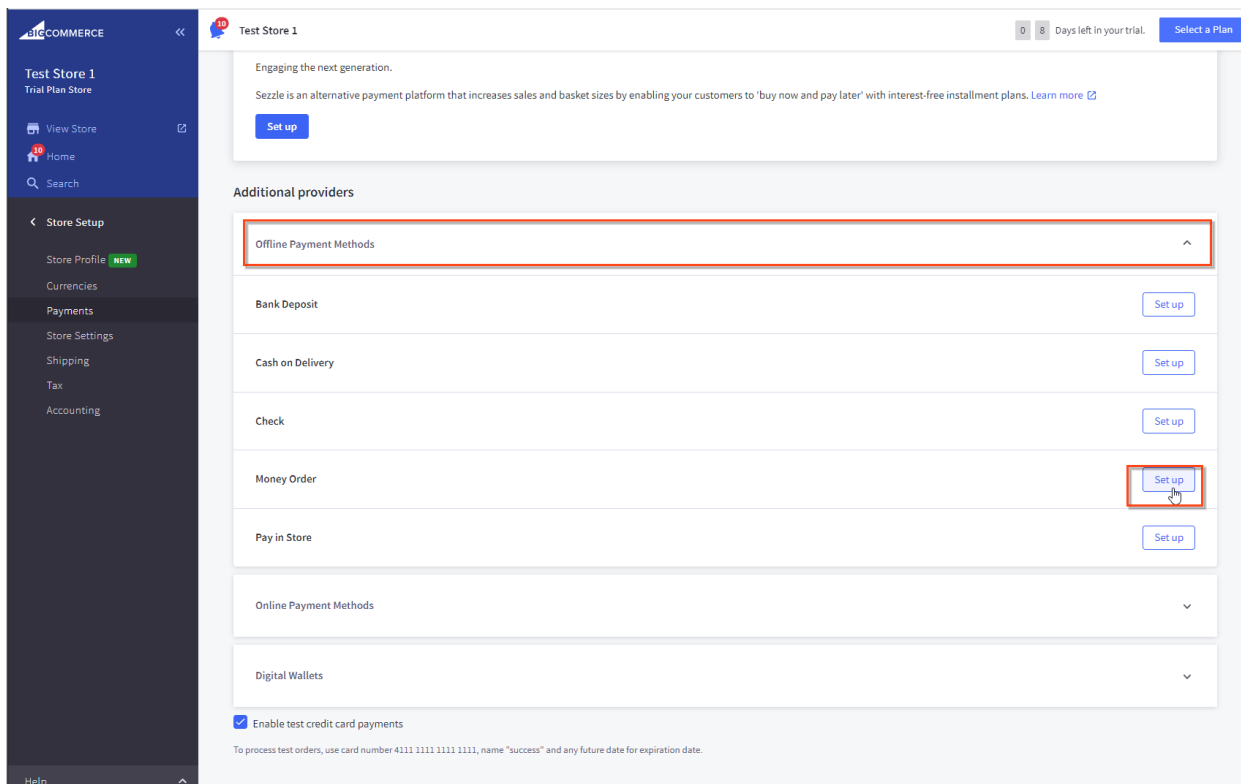
The screenshot shows the 'Payment Methods' settings page in BigCommerce. The left sidebar is expanded to 'Store Setup', with 'Store Profile' marked as 'NEW'. The main content area is titled 'Payment Methods' and includes a link to 'Learn more about payment methods'. Under the heading 'Show payment methods for:', there is a note that the list only includes currencies that customers can pay for. A dropdown menu is shown with 'USD (US Dollar)' selected and highlighted by a red box. Below this, there is a link for 'Checkout Payment Settings'.

You can change your default currency by navigating to **Settings > Store Setup > Currencies** and clicking on the “Add new currency” button.



Note: CoinPayments payment gateway doesn't support all currencies, if a currency is not supported it will return an ERROR: Unknown/unsupported currency! (errno43) during checkout, review the trouble shooting section of this manual on the last page for help

Navigate to the **Settings > Payment > scroll down to Additional providers and click on Offline Payment Methods** to expand the options. Under the **Money Order** option, click **Set up**.



- **Default Currency:** Recommend USD (US Dollars). Review Step 6 – “**Add New Currency**” if your default currency is not supported. You can also change any currency added to the default currency by clicking on the **3 dots (...)** in the image below and clicking “**Set as default**”.

Default Currency

Displays / Customer pays in	Payment provider
Ethiopian Birr - ETB	Money Order Edit

Additional Currencies [Add new currency](#)

To allow customers to pay in a different currency, you will need to set up a payment provider for it (Stripe, PayPal Express, PayPal by Braintree and more). [Click here](#)

Displays in	Conversion rate	Your customer pays in	Payment provider	Visible? ⓘ
US Dollar - USD	0.0192	This currency (USD)	Set up	<input type="checkbox"/> ...

Related Settings

Payments	Tax	Shipping	Price Lists
> Set up a payment provider to support transacting currencies.	> Taxes will be calculated based on the rate you set.	> Shipping costs will be autoconverted from rates set in your default currency.	> Set fixed prices for customer groups by currency.

Dropdown menu for 'US Dollar - USD':

- Edit
- Set as default**
- Set up payment provider
- Delete

7. Configure the Money Order Settings

In the Money Order Settings page, fill in the form to match the highlighted fields.

The screenshot shows the BigCommerce admin interface for configuring Money Order settings. The 'Money Order' section includes the following fields:

- Show payment methods for:** A dropdown menu set to 'USD (US Dollar)'. Below it, a note states: 'This list only includes currencies that customers can pay for their orders in.'
- Display Name:** A text input field containing 'CoinPayments'. A note below it says: 'The text in this box will be used to describe this payment method on your site.'
- Available Countries (optional):** A dropdown menu set to 'All Countries'. A note below it says: 'Which countries do you want to offer Money Orders to? If the customer's billing country matches any of the selected countries then they will have the option to pay by money order.'
- Payment Information:** A text area containing 'Thank you for your crypto payment via CoinPayments.net'. A note below it says: 'If a customer chooses to pay with a money order then he will be shown the text you type into this box once he completes his order. You should include your store address so he can mail the money order to you, and also any information relating to the order including how you will contact the customer when his order is ready to ship, etc.'

At the bottom right of the form, there are 'Cancel' and 'Save' buttons.

- **Display Name:** This field MUST BE **CoinPayments** (Case Sensitive)
- **Available Countries:** Select All Countries if you wish to accept crypto currency payment from all countries. Otherwise, you can customize which countries you would like to accept crypto currency payment.
- **Payment Information:** Enter “*Thank you for your crypto payment via CoinPayments.net*”

Once everything is filled in as shown above, click **Save**.

8. Test Your Store with Crypto Payment and Final Notes

Congratulations, you have now set up your BigCommerce store with CoinPayments crypto payment app. The last and *key step* is to test your store to ensure you can successfully accept crypto payment. Please follow the steps [here](#).

If you are encountering problems, please refer to the Troubleshooting section below.

For additional support, please visit our [support page](#).

Troubleshooting

1. BigCommerce Order ID Does Not Appear on CoinPayments Transaction

At CoinPayments, we always ensure our payment solutions are robust and more importantly, secure. That said, we designed the app such that the BigCommerce orders are created *after* the payment transaction is fulfilled.

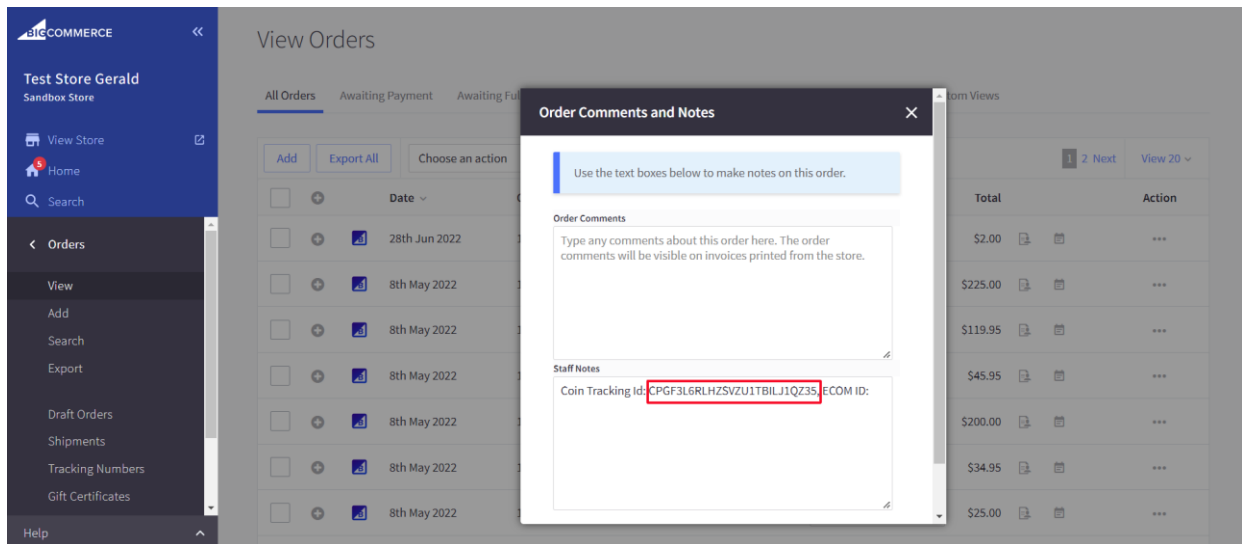
Because the payment transaction cannot be modified by any third party, the BigCommerce Order ID is not included in a CoinPayments transaction. However, a BigCommerce Order includes the Transaction ID you can cross-reference in your CoinPayments *IPN History* as shown below.

IPN handler Payment status rules:

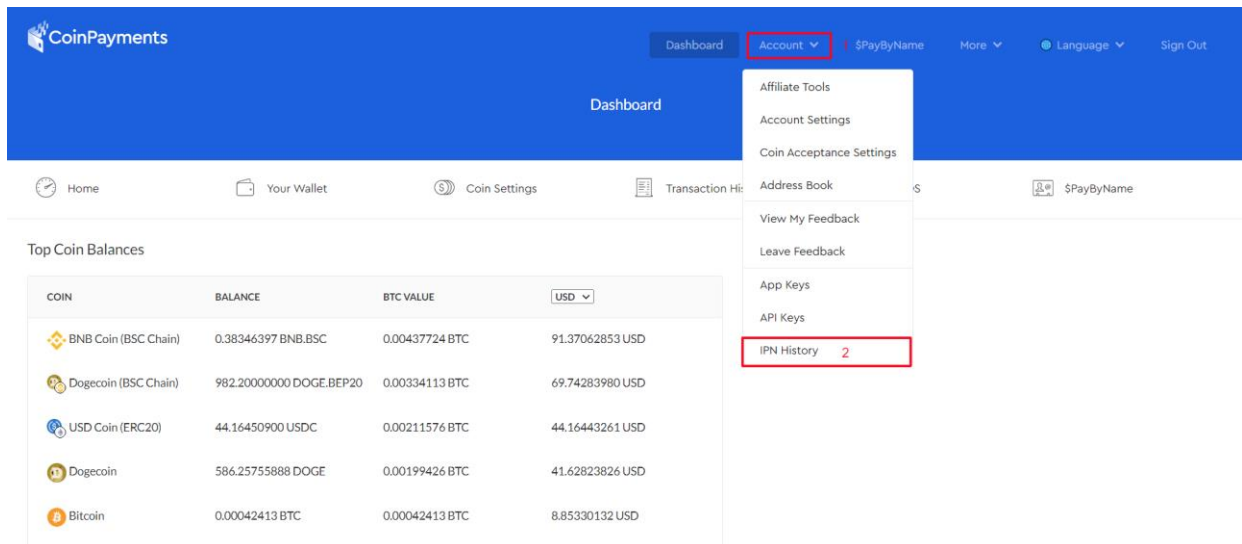
- <0 = Failures/Errors
- 0-99 = Payment is Pending in some way
- >=100 = Payment completed successfully

You can locate the CoinPayments Payment ID in BigCommerce by navigating to **Orders > View > Click on (...) > View Notes**

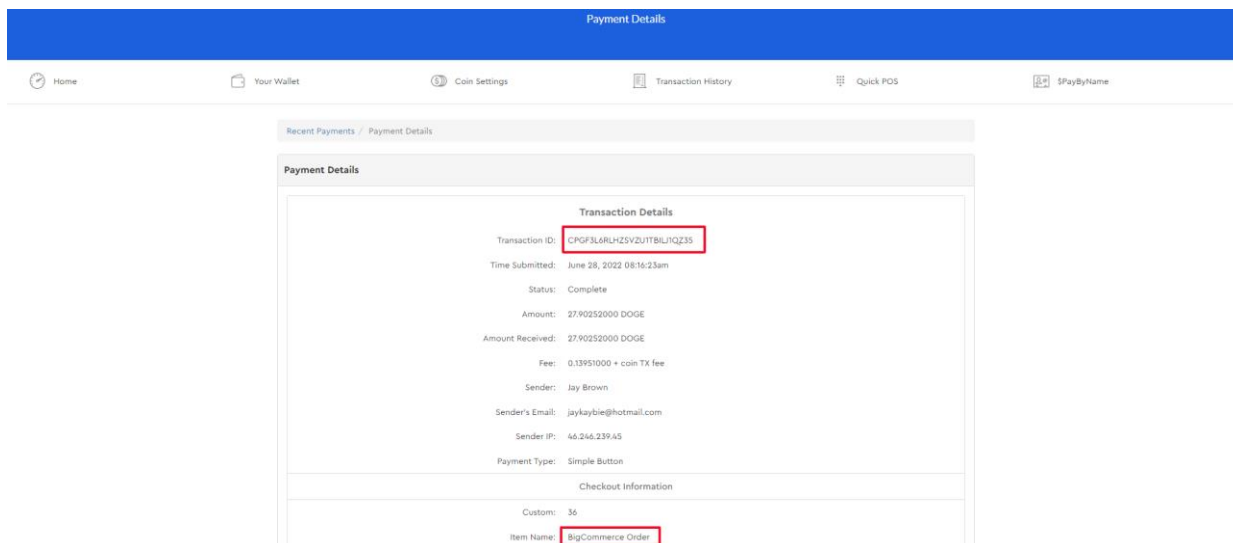
	Date	Order ID	Customer	Status	Total	Action
<input type="checkbox"/>	28th Jun 2022	120	Jay Brown (Guest)	Awaiting Fulfillment	\$2.00	2 ...
<input type="checkbox"/>	8th May 2022	119	gamma leo (Guest)	Awaiting Fulfillment	\$225.00	Edit Order Print Invoice
<input type="checkbox"/>	8th May 2022	118	customer nine (Guest)	Awaiting Fulfillment	\$119.95	Print Packing Slip Resend Invoice
<input type="checkbox"/>	8th May 2022	117	customer seven (Guest)	Awaiting Fulfillment	\$45.95	View Notes 3 Ship Items
<input type="checkbox"/>	8th May 2022	116	customer eight (Guest)	Awaiting Fulfillment	\$200.00	Refund View Order Timeline
<input type="checkbox"/>	8th May 2022	115	gamma leo (Guest)	Awaiting Fulfillment	\$34.95	***
<input type="checkbox"/>	8th May 2022	114	customer five (Guest)	Awaiting Fulfillment	\$25.00	***



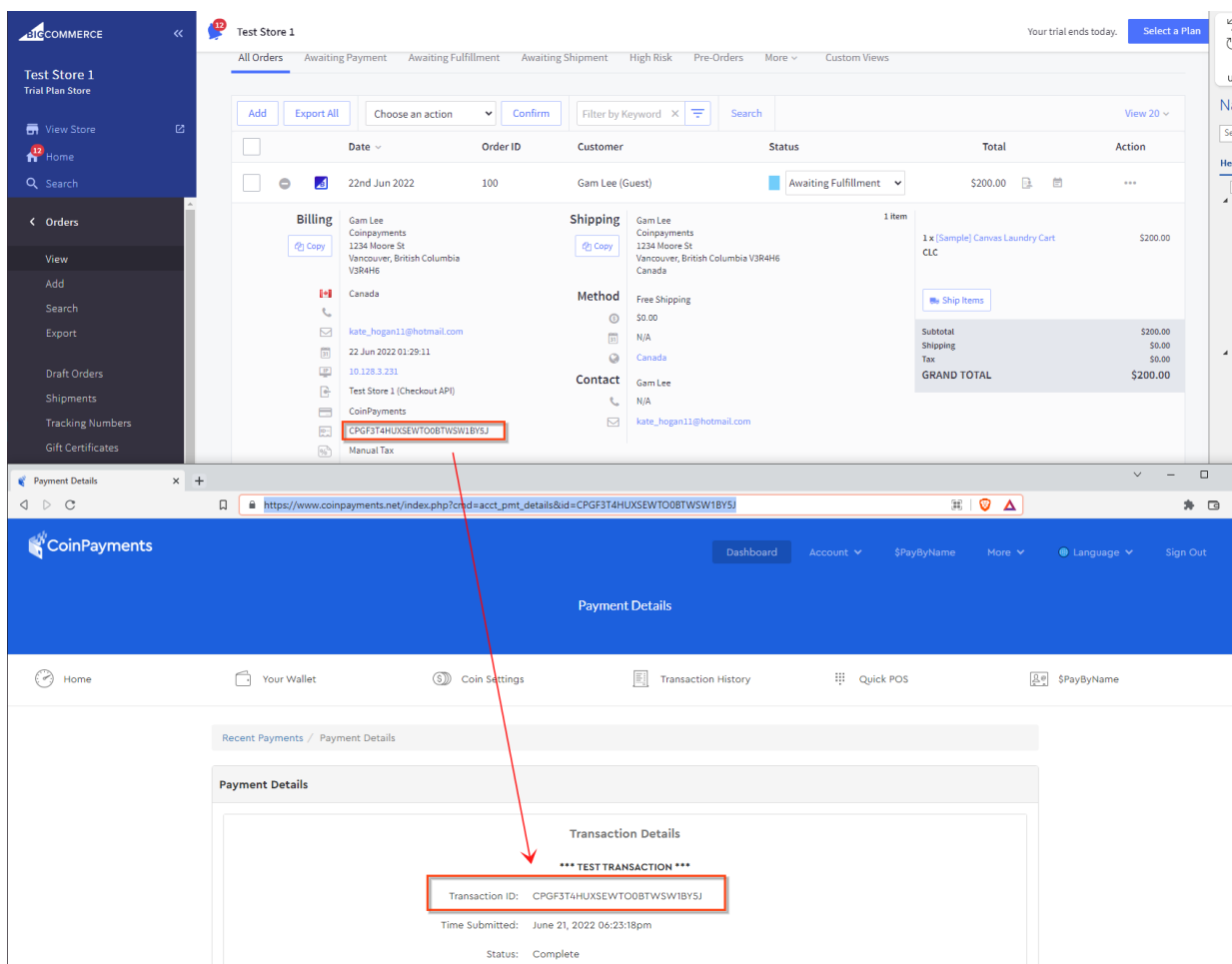
You can locate the CoinPayments Payment ID in CoinPayments by navigating to **Accounts > IPN History**



and then click on a transaction, Under **Checkout Information > Item Name: BigCommerce Order**

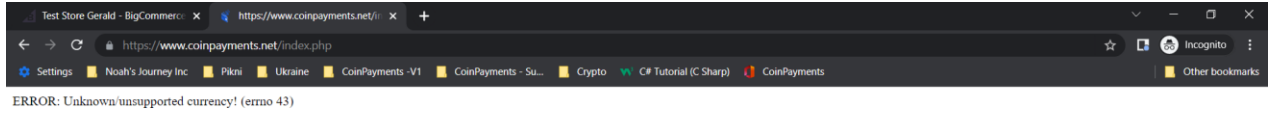


You can then match the transaction information, as detailed below.



2. ERROR: Unknown/unsupported currency! (errno43) during checkout

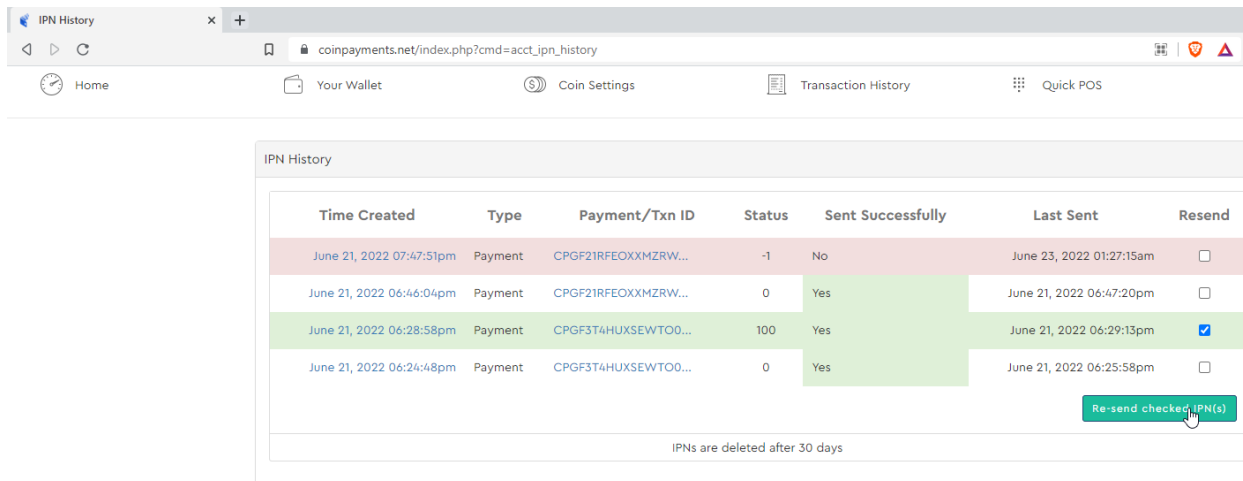
CoinPayments presently only supports USD. If your customers are seeing this error message during checkout, it is due to a misconfiguration of an unsupported currency in your merchant store portal. Please review *Step 7 Configure the Money Order Settings* and ensure a supported currency is configured.



3. BigCommerce Orders are not being created or is taking a long time

BigCommerce orders are created *only* when crypto payment has been fully confirmed. Depending on the cryptocurrency blockchain and its network congestion, it can take up to half an hour before a BigCommerce order is created.

If a BigCommerce order is still not created after an unreasonable amount of time, you can log into your CoinPayments account and *resend* the IPN (Instant Payment Notification) under the IPN History page to manually trigger the BigCommerce app to create the order as shown below. Once the order has been created, resending the IPN for that order will not create duplicates.



The screenshot shows the 'IPN History' page in a web browser. The page contains a table with the following columns: Time Created, Type, Payment/Txn ID, Status, Sent Successfully, Last Sent, and Resend. There are four rows of data. The third row is highlighted in green, indicating it has been successfully sent. A 'Re-send checked IPN(s)' button is visible at the bottom right of the table.

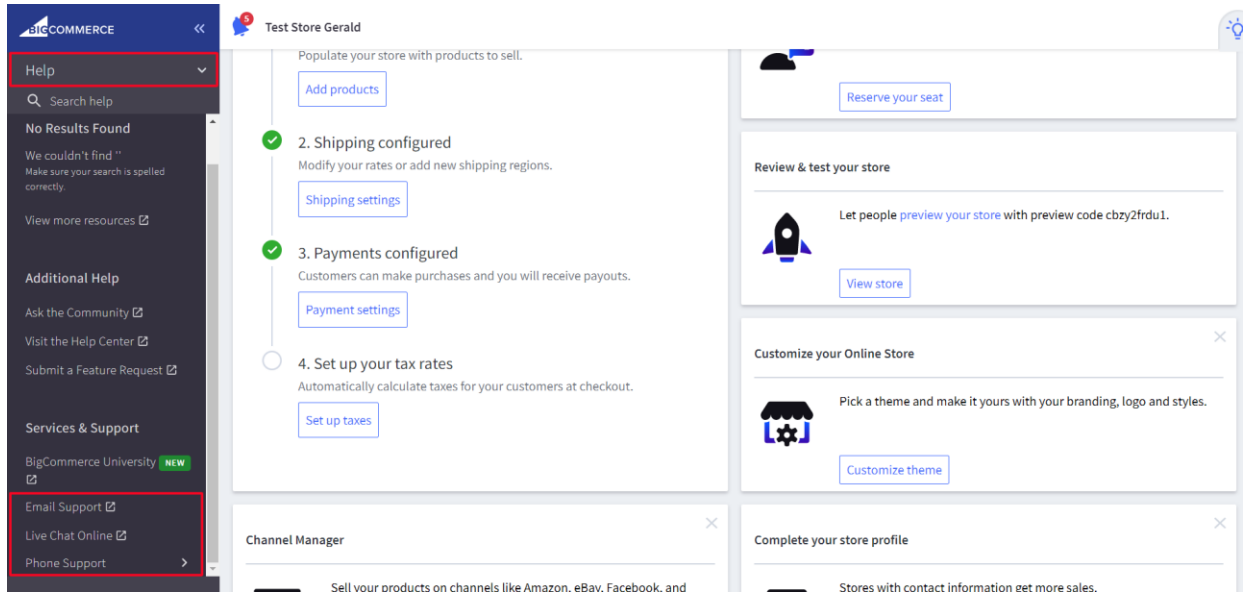
Time Created	Type	Payment/Txn ID	Status	Sent Successfully	Last Sent	Resend
June 21, 2022 07:47:51pm	Payment	CPGF21RFE0XXMZRW...	-1	No	June 23, 2022 01:27:15am	<input type="checkbox"/>
June 21, 2022 06:46:04pm	Payment	CPGF21RFE0XXMZRW...	0	Yes	June 21, 2022 06:47:20pm	<input type="checkbox"/>
June 21, 2022 06:28:58pm	Payment	CPGF3T4HUXSEWTO0...	100	Yes	June 21, 2022 06:29:13pm	<input checked="" type="checkbox"/>
June 21, 2022 06:24:48pm	Payment	CPGF3T4HUXSEWTO0...	0	Yes	June 21, 2022 06:25:58pm	<input type="checkbox"/>

IPNs are deleted after 30 days

Re-send checked IPN(s)

4. CoinPayments App does not Show Up on Store Merchant Portal after Installation / Re-installation

While this is a rare case, it has been known at times that the CoinPayments app may not show up on the store merchant portal navigation bar if the merchant uninstalls and re-installs the app. If this occurs, please contact BigCommerce support to manually uninstall the app and clear any residual store app data that may have caused the installation to fail. You can contact BigCommerce support by clicking on the **Help** tab on your navigation task bar and selecting either **Email Support** or **Live Chat Online**. If you are still encountering issues, please contact us via our [support page](#).



Thank you for choosing CoinPayments as your Crypto Currency Payment Solution!