



How to fulfil BigCommerce print on demand orders with Prodigi

prodigi

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Introduction

Our powerful <u>BigCommerce integration</u> enables you to automate the fulfilment of your BigCommerce print on demand orders for seamless, hands-off order processing. You do the selling – we'll handle the printing, packing and shipping.

Simply connect your store, configure your products, then leave the rest to us. Here are just some of the benefits you can expect when fulfilling your print on demand BigCommerce orders through Prodigi:

- Full access to Prodigi's range of products
- Free image library
- Automatic order processing
- Fast, flexible fulfilment
- Order status updates for you and your customers

Once you've created your <u>BigCommerce store</u>, signed up for your free <u>Prodigi account</u> and listed your <u>print on demand products</u>, you're ready to integrate! All it takes is two easy steps:

- 1. Connect your store
- 2. Configure your products

So, let's get started!

Connecting your BigCommerce store

Effortlessly connect your BigCommerce store to Prodigi

- 1. Log in to your Prodigi dashboard
- 2. Select 'Sales channels' from the menu on the left-hand side
- 3. Click 'Connect your BigCommerce store' on the BigCommerce tile
- 4. Wait until you receive an email from us confirming your BigCommerce store connection before completing step two how quickly we're able to connect your store depends on how many products you have

prodigi	Sales channels Connect with other platforms and have orders flow automatic You can always place orders online or via our fully featured pr			
+ Create order	Connect a new channel			
Dashboard	We currently integrate with the following ecommerce platform	ms. Can't see your platform: Let us know		
Crders Orders	Etsy	W00 COMMERCE	WIX	
Product info	Automatically import new orders from your	Automatically import new orders from your	Automatically import new orders from your	
A Support	Etsy store.	WooCommerce store.	Wix store.	
L Import orders				
8 Apps	Connect your Etsy store	Connect your WooCommerce store	Connect your Wix store	
Sales channels	The term "Etsy is a trademark of Etsy, Inc. This application uses the Etsy API but is not endorsed or certified by Etsy, Inc.			
	SQUARESPACE	Adobe	BIGCOMMERCE	
	Automatically import new orders from your	Automatically import new orders from your	Automatically import new orders from your	
	Squarespace store.	Adobe Commerce (formerly Magento) store.	BigCommerce store.	
	Connect your Squarespace store	Connect your Adobe Commerce store	Connect your BigCommerce store	
	shopify			
	Visit the Shopify App Store to install our			
	dedicated Shopify app.			
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្ភិ News & updates				
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← Sign out				

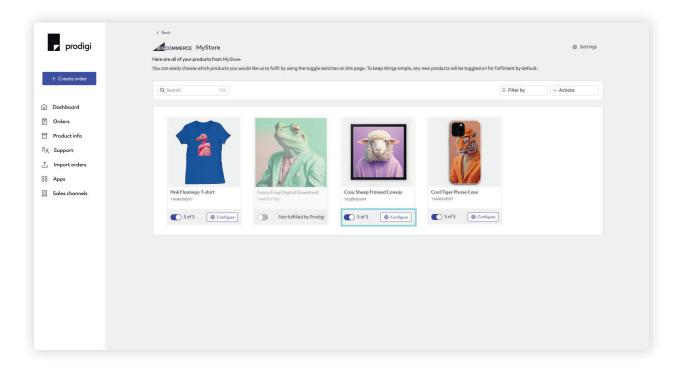
Configuring your products

Configure your BigCommerce print on demand products for automatic fulfilment

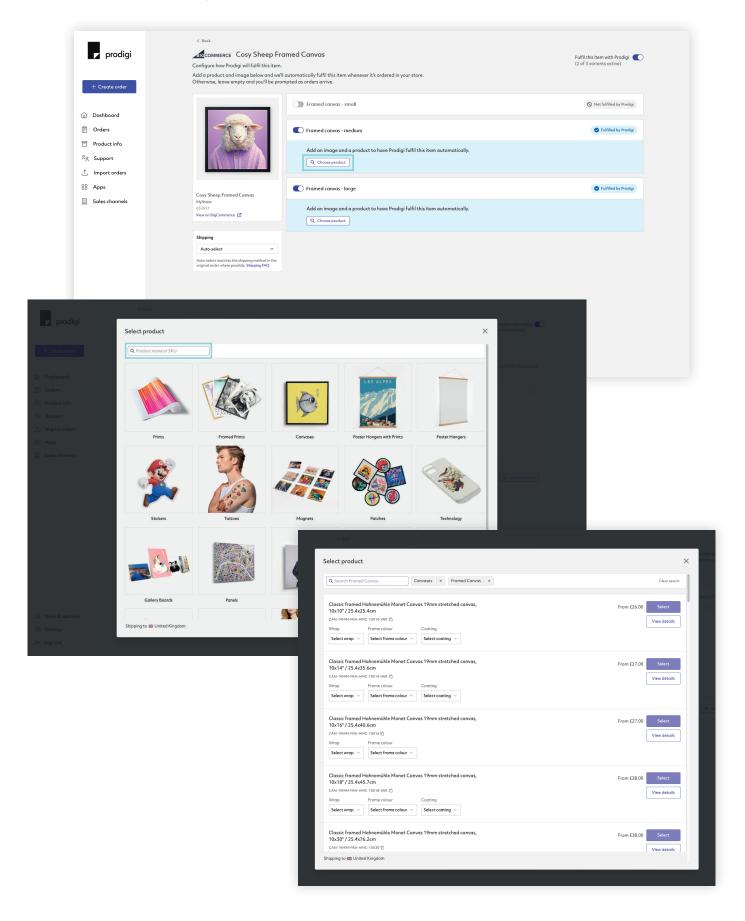
- 1. Upon receiving your BigCommerce store connection confirmation email, log in to your dashboard
- 2. Select 'Sales channels' from the menu on the left-hand side
- 3. Click 'Configure' on your new BigCommerce store connection

prodigi Create ander Dobbeard Orders	Sales channels Connect with other platforms and have orders flow automatica You can always place orders online or via our fully featured prin Active channels		Congress
Product info R Support Import orders	Connect a new channel We currently integrate with the following ecommerce platform	s, Can't see your platform? Let us know	
88 Apps	Etsy		WiX
🔟 Soles channels	Automatically import new orders from your Ety store. Connect-your Ety store The term Stry's a robomonk of Ety, Inc. The oppletone use the Ety APUvit is not endorsed an certified by Ety, Inc.	Automatically import new orders from your VoueCommerce store.	Automotically import new orders from your Wesstore. Connect your Wirestore
	Automatically import new orders from your Squarespace store:	Automatically import new orders from your Adabe Commerce (formely Magento) store.	Automatically import new orders from your BigCommerce store.
 Q News õupdotes ⊗ Settings [e Sign out 	Viat the Shopify Viat the Shopify App Store to install our dedicated Shopify app. Shopify App		

- 4. For any products that you'd like us to fulfil, simply activate the purple toggle. Products that are toggled off and greyed out will not be fulfilled by Prodigi
- 5. Next to the purple toggle, you'll see the number of available variants for each product, all of which will be automatically enabled by default, i.e. 3 of 3. These can be toggled on or off within the product set up



- 6. To set up products and variants, click 'Configure' on the relevant product
- 7. Ensure variants that you do not want Prodigi to fulfil are toggled off and greyed out
- 8. For variants that you do want Prodigi to fulfil, click '**Choose product**', search the Prodigi catalogue and select the relevant product. For some products, you'll need to select specific specifications, such as frame colour or finish, as part of this configuration



9. After selecting your product, you can then upload your artwork and click '**Save**' to enable fully automatic fulfilment. For orders that require personalisation or manual review, please refer to the section below, titled '**Personalising or reviewing orders**'



10. Once you've connected your product and / or uploaded the image for a variant, you can click the three dots on the right-hand side to copy either the selected product or image (or both) to all variants toggled on for automatic fulfilment by Prodigi

+ Create order	« веск сомменсе Cosy Sheep Fr Configure how Prodigi will fulfil this term Add a product and image below and we'll Otherwise, leave empty and you'll be pro Otherwise, leave empty and you'll be pro	II automatically fulfil this item whenever it's ordered in your store.	Fulfil this item with Prodigi
Dashboard		Framed canvas - small	Not fulfilled by Prodigi
] Orders		Framed canvas - medium	Fulfilled by Prodigi automatically
Product info		Global float framed canvas on premium stretcher bars, 20x20" / 50.8x50.8cm	
Import orders		GLOBAL-FRA-CAN-20X20 Wrop: Black Frame colour: Black	8 Copy image & product to all
Apps		Change See prices & shipping	Copy image to all Copy product to all
Sales channels	Cosy Sheep Framed Canvas MyStore 632651 Viewon BigCommerce	図 Edit Image quality: Excellent	
	Shipping	C Framed canvas - large	S Fulfilled by Prodigi
	Auto-select v Auto-select matches the shipping method in the original order where possible. Shipping FAQ	Add an image and a product to have Prodigi fulfil this item automatically. Q. Chaose product	

- 11. If you do choose to copy the product to all variants, you can then hit '**Change product**' and update variant specifications such as size, finish, frame colour, etc.
- 12. To change an image on a product configured for automatic fulfilment, simply click 'Edit', select the bin icon at the bottom to remove and upload a new image, then hit 'Save' to finish

13. To set up shipping, click on the tile labelled '**Shipping**', select the desired shipping option (Budget, Standard, Express or Auto-select) from the drop-down menu and your choice will be saved automatically for that product. Auto-select pulls in the shipping selected by your customer during the checkout process. For example, if you offer a choice of all three options in your store, we'll select the service for shipment when we fulfil the order. By default, we send all BigCommerce orders via Auto-select

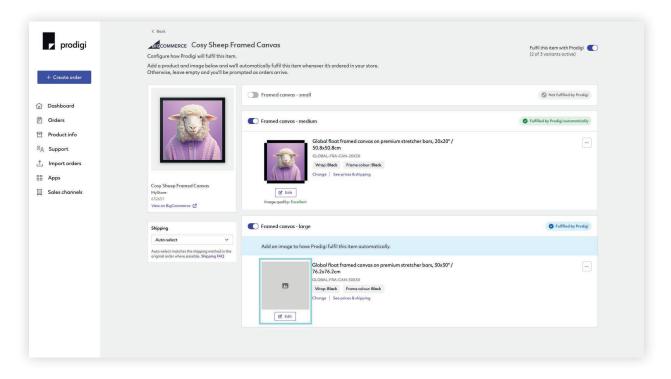
	ć Bock		
🔽 prodigi	SICCOMMERCE Cosy Sheep F	Framed Canvas	Fulfil this item with Prodigi
	Configure how Prodigi will fulfil this iter	m.	(2 of 3 variants active)
	Add a product and image below and w Otherwise, leave empty and you'll be p	re'll automatically fulfil this item whenever it's ordered in your store.	
+ Create order	Otherwise, leave empty and you'll be p	rompted as orders arrive.	
		Tramed canvas - small	Not fulfilled by Prodigi
Dashboard			
Orders		Framed canvas - medium	Fulfilled by Predigi automatically
Product info	a state		
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Support		50.8x50.8cm GLOBAL-FRA-CAN-20X20	
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Sales channels	Cosy Sheep Framed Canvas MyStore	2 Edit	
	632651 View on BigCommerce	Image quality: Excellent	
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	Express Auto-select	Global float framed canvas on premium stretcher bars, 30x30" / 76.2x76.2cm	
		GLOBAL-FRA-CAN-30X30	
		Wrop: Black Frome colour: Black Change See prices & shipping	
		🕑 Edit	
		Image quality: Excellent	

14. Orders placed on your BigCommerce store for products configured for automatic fulfilment will be automatically sent to Prodigi for printing, packing and shipping. Orders set up for automatic fulfilment cannot be cancelled once they've been received

Personalising or reviewing orders

Easily personalise or review your print on demand BigCommerce orders before submitting them to Prodigi for fulfilment

1. We'll notify you when you receive an order for a product that has not been set up for automatic fulfilment, i.e. a product has been selected but an image hasn't been added



- 2. Upon receiving an order notification alert, log in to your dashboard
- 3. Select 'Orders' from the menu on the left-hand side
- 4. Filter by 'Requires attention' to view any orders that need personalising or reviewing

∠ prodigi	Orders				Export + Create order
+ Create order Dashboard	Q Search V.K Status: Requires attention X				E Filter by
Orders Product info	Order	Customer	Date	Source	Toto
Support	1319031 Requires attention	Matt Evans United Kingdom	20 March 2023 at 02:34	A MyStore	Pending
Import orders Apps	1293677 Requires attention	John Smith United Kingdom	20 March 2023 at 02:34	A MyStore	Pendin
Sales channels	1132471 Requires attention	Carla Osbourne United States	20 March 2023 at 13:32	A MyStore	Pending

5. Make any necessary changes or adjustments, such as uploading your custom image

🔽 prodigi	< Book Order 1319031 © Requérs attantion - Mort Evens - 4 October 2022 or 11:35		Submit
+ Create order	📀 Ready		Summary Matt Evans
		Cost Qty Total	United Kingdom
Dashboard	Coys Sheep Photo Print Product Type	£0.25 2 £0.50	2 items, £7.74 Order reference
🕅 Orders	PRODUCT		MyStore
Product info	Professional C-Type, Silver Halide, Lustre Print, 3x4* GLOBAL-PHO-3X4-PRO		
දී Support	😰 Edit		Address
⊥ Import orders	Image quality: Excellent		Me Pastenasi Jalena 15 Tantartan Way Ngeng
BB Apps			Trapes Transfer endpending
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	TEM Cool Tiger Poster Product Type Inter	Cost Qty Total 1	t
	Q. Choose product		Shipping To United Kingdom Budget: £5.95
			L
			Packing slip
	Cost summary Items £0.50	Tax summary	Add packing slip
	Shipping £5.95	I declare that this order has already had sales tax collected.	Only included for global prints, frames and convases shipped from UK, EU and USA. Packing slips are printed as black & white A4.
	Tax £1.29 Total £7.74		
	1000 E7.74		
News & updates			
Settings			
[← Sign out			

6. Click 'Submit' to send us your order for fulfilment.

Fulfilling your order

As soon as we receive your order, we'll get started on the fulfilment.

Each order is automatically routed to the print facility closest to your customers via our <u>global print network</u>, before being printed, packed and dropshipped direct to your customers.

During the order fulfilment stage, order status updates will be made available to you from within your BigCommerce account, including confirmation of when your order has been dispatched and any relevant tracking details.

Got a question?

Our <u>Integrations FAQs</u> should have the answer! If not, feel free to get in touch with us by emailing <u>support@prodigi.com</u>, and one of our friendly customer support advisors will be more than happy to help.

