

# 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.

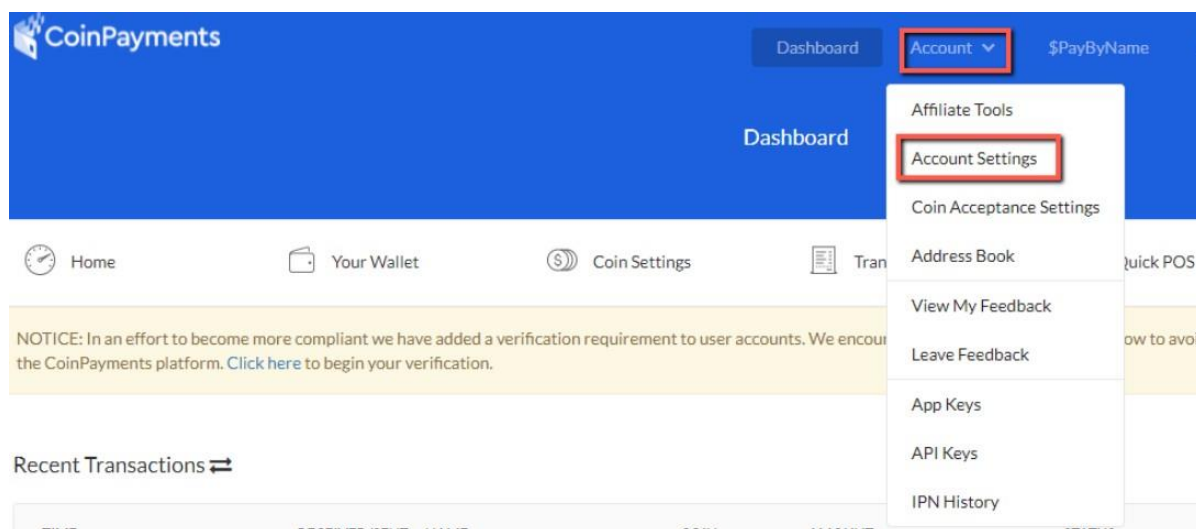
With all said, let us get started!

## 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

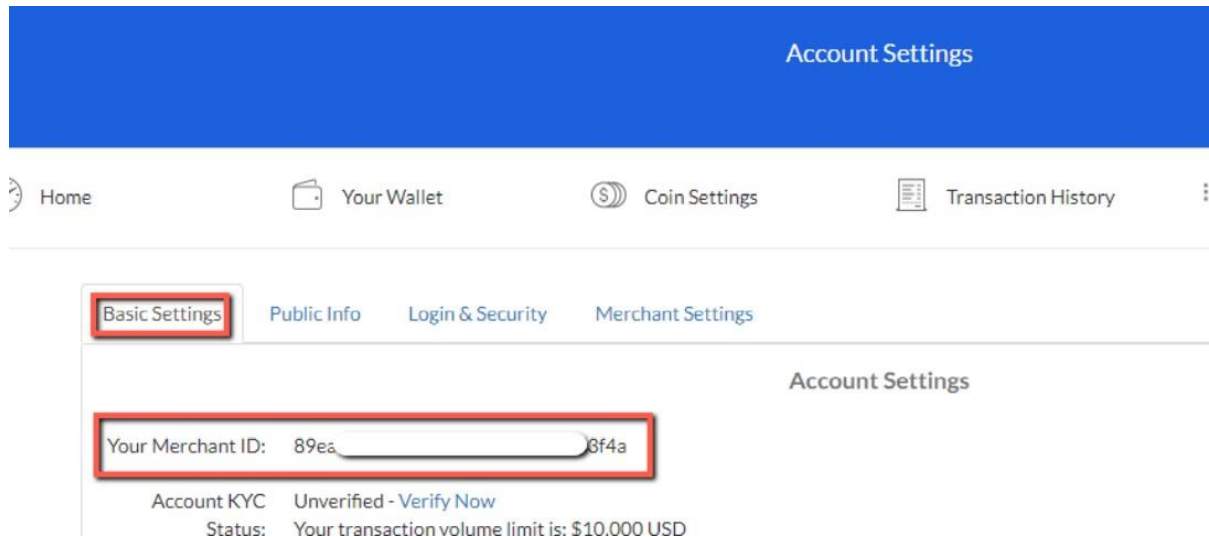
Note: The *IPN Secret* is a passcode that *you define* and is used by the CoinPayments platform to automatically authenticate payment transactions with your BigCommerce store.

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.

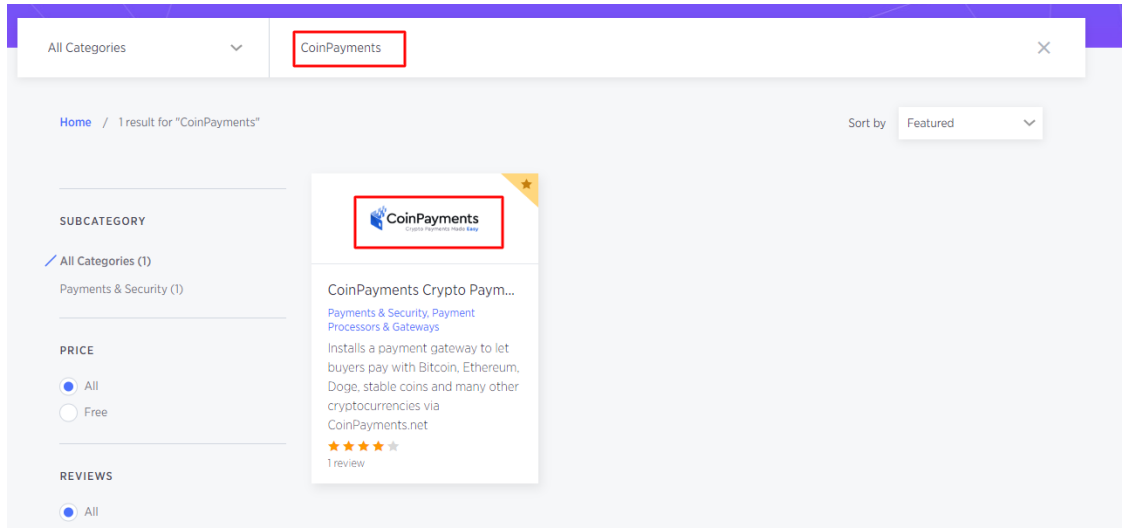
Copy the *Merchant ID* field as highlighted below for later use in step 5 of this guide.



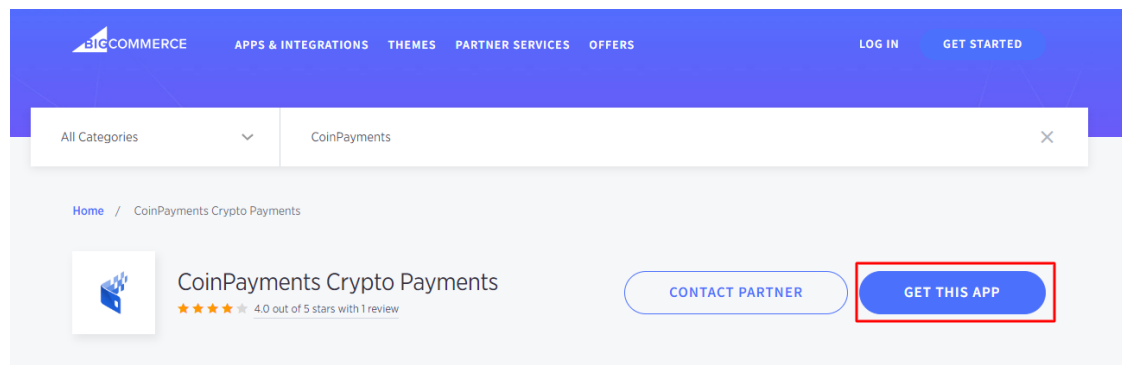
The screenshot displays the 'Account Settings' interface. At the top, a blue header bar contains the text 'Account Settings'. Below this is a navigation bar with icons and labels for 'Home', 'Your Wallet', 'Coin Settings', and 'Transaction History'. Underneath, a sub-navigation bar features four tabs: 'Basic Settings' (highlighted with a red box), 'Public Info', 'Login & Security', and 'Merchant Settings'. The main content area, also titled 'Account Settings', shows the 'Your Merchant ID' field, which contains the alphanumeric string '89ea...' followed by a redacted section and '3f4a'. This entire field is enclosed in a red rectangular box. Below the Merchant ID, the 'Account KYC' status is shown as 'Unverified - Verify Now', and the 'Status' is noted as 'Your transaction volume limit is: \$10,000 USD'.

## 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.

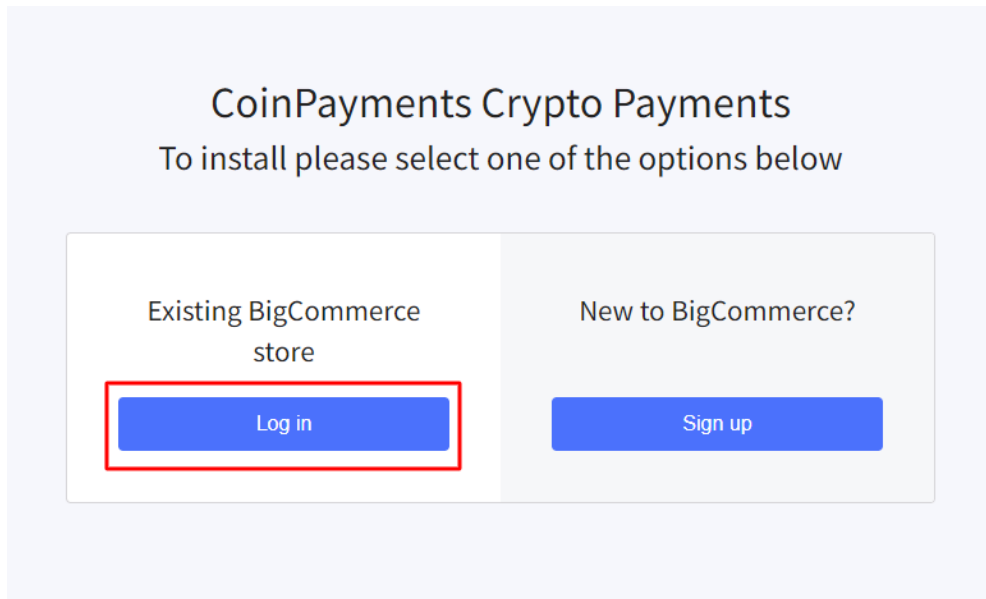
Why should you offer cryptocurrency as a payment method?

### Pricing

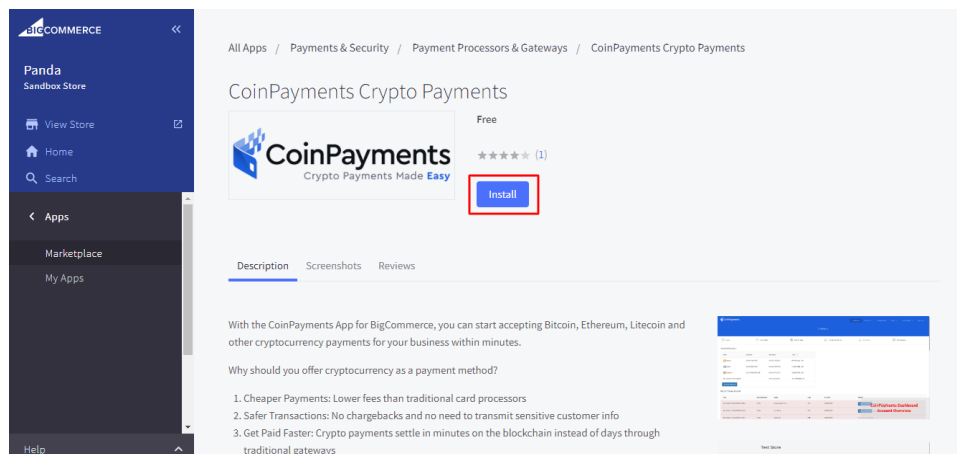
**Upfront Fee:** Free

**Recurring Fee:** None

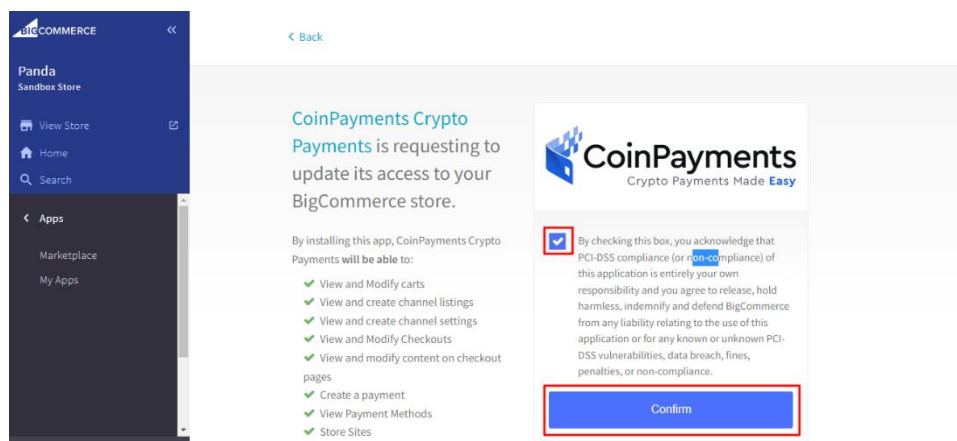
Then, if you have a BigCommerce account, you should click the **Login** button. If you do not have a BigCommerce account, you can set up a new account by clicking the **Sign-up** button.



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

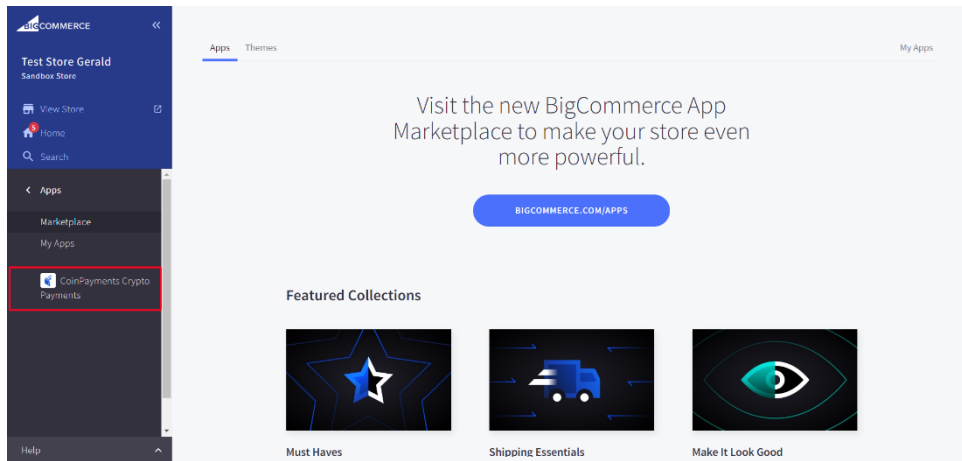


Make sure to check the **non-compliance checkbox** and click the **Confirm** button.



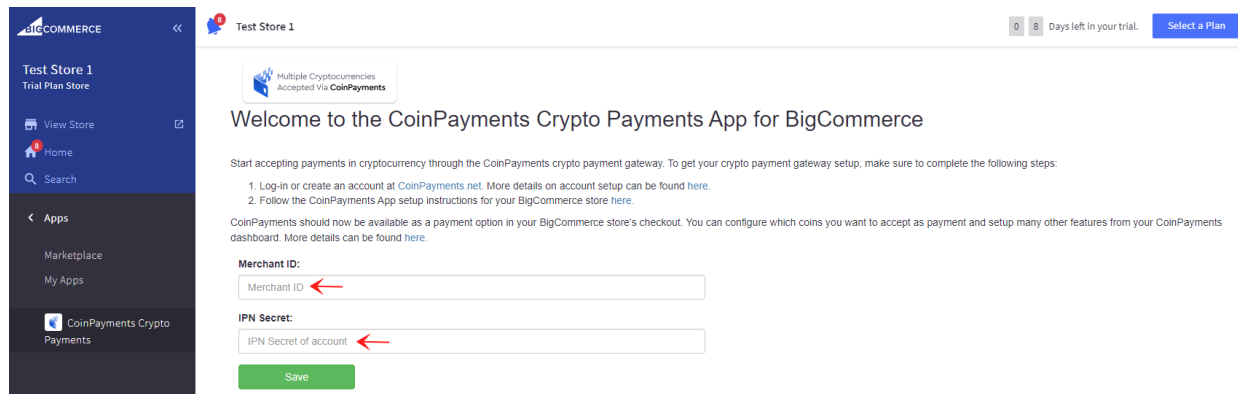
Once the app is successfully installed it will appear in the app section





## 5. Provide the Merchant ID and the IPN Secret

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

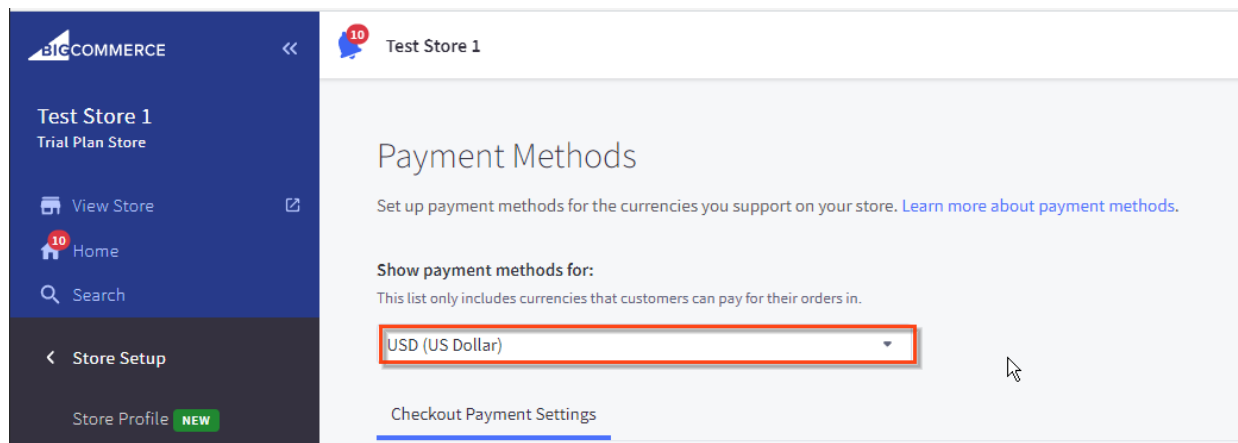


The screenshot shows the BigCommerce dashboard for 'Test Store 1'. The left sidebar contains navigation links: 'Test Store 1 Trial Plan Store', 'View Store', 'Home', 'Search', 'Apps', 'Marketplace', 'My Apps', and 'CoinPayments Crypto Payments'. The main content area is titled 'Welcome to the CoinPayments Crypto Payments App for BigCommerce'. It includes instructions on how to start accepting payments and links to account setup and app setup instructions. Below the instructions, there are two input fields: 'Merchant ID' and 'IPN Secret', both with red arrows pointing to them. A green 'Save' button is at the bottom.

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 BigCommerce dashboard for 'Test Store 1' with the 'Payment Methods' settings page. The left sidebar shows the navigation path: 'Store Setup' > 'Store Profile' (NEW). The main content area is titled 'Payment Methods' and includes instructions on how to set up payment methods. A dropdown menu is shown with 'USD (US Dollar)' selected, highlighted by a red box. A mouse cursor is pointing at the dropdown arrow.

You can change your default currency by navigating to **Settings > Store Setup > Currencies**

and clicking on the “Add new currency” button.

The screenshot shows the BigCommerce 'Currencies' settings page. On the left is a sidebar with navigation links: Test Store Gerald, View Store, Home, Search, Storefront, Marketing, Analytics, Channel Manager, Apps, Settings, Account Settings, My Profile, Change Store, and Help. The main content area is titled 'Currencies' with a sub-header 'Default Currency'. Below this is a table with two columns: 'Displays / Customer pays in' and 'Payment provider'. The table contains one row for 'Ethiopian Birr - ETB' with 'Money Order' as the payment provider and an 'Edit' link. Below the table is a section titled 'Allow shoppers to purchase in their currency' with instructions on adding multiple currencies and a blue 'Add new currency' button. To the right of the text are icons for the Dollar (\$), Euro (€), Pound (£), and Yen (¥) arranged in a square with a plus sign in the center.

*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**.

The screenshot shows the BigCommerce 'Additional providers' settings page. The left sidebar is the same as the previous screenshot, but with 'Store Setup' expanded, showing links to Store Profile, Currencies, Payments, Store Settings, Shipping, Tax, and Accounting. The main content area has a header 'Engaging the next generation.' with a 'Set up' button. Below this is a section titled 'Additional providers' with a red box around the 'Offline Payment Methods' dropdown. Under this dropdown is a list of payment methods: Bank Deposit, Cash on Delivery, Check, Money Order, and Pay in Store, each with a 'Set up' button. The 'Money Order' 'Set up' button is highlighted with a red box and a mouse cursor. Below the list are two more dropdowns: 'Online Payment Methods' and 'Digital Wallets'. At the bottom, there is a checkbox for 'Enable test credit card payments' which is checked, and a note about using test card numbers.

- **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 <a href="#">Edit</a>

**Additional Currencies**

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)	<a href="#">Set up</a>	<div>*** <a href="#">Edit</a> <a href="#">Set as default</a> <a href="#">Set up payment provider</a> <a href="#">Delete</a></div>

**Related Settings**

**Payments** >  
Set up a payment provider to support transacting currencies.

**Tax** >  
Taxes will be calculated based on the rate you set.

**Shipping** >  
Shipping costs will be autoconverted from rates set in your default currency.

**Price Lists**  
Set fixed prices for customer groups by currency.

## 7. Configure the Money Order Settings

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

**Payment Methods**

Set up payment methods for the currencies you support on your store. [Learn more about payment methods.](#)

Show payment methods for:  
This list only includes currencies that customers can pay for their orders in.

USD (US Dollar)

Checkout Payment Settings Money Order Settings

**Money Order**

To integrate Money Orders into your store simply complete the form below and click the 'Save' button.

**Display Name**  
The text in this box will be used to describe this payment method on your site.

CoinPayments

**Available Countries (optional)**  
Which countries do you want to offer Money Orders to? If the customers billing country matches any of the selected countries then they will have the option to pay by money order.

All Countries Choose countries

**Payment Information**  
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.

Thank you for your crypto payment via CoinPayments.net

Cancel Save

- **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	3 View Notes
<input type="checkbox"/>	8th May 2022	116	customer eight (Guest)	Awaiting Fulfillment	\$200.00	Ship Items Refund
<input type="checkbox"/>	8th May 2022	115	gamma leo (Guest)	Awaiting Fulfillment	\$34.95	View Order Timeline
<input type="checkbox"/>	8th May 2022	114	customer five (Guest)	Awaiting Fulfillment	\$25.00	...

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

Coin Tracking ID: CPGF3L6RLHZSVZU1TBILJ1QZ35 ECOM ID:

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

Dashboard
Account
\$PayByName
More
Language
Sign Out

Dashboard

Home
Your Wallet
Coin Settings
Transaction History
\$PayByName

Top Coin Balances

COIN	BALANCE	BTC VALUE	USD
BNB Coin (BSC Chain)	0.38346397 BNB.BSC	0.00437724 BTC	91.37062853 USD
Dogecoin (BSC Chain)	982.20000000 DOGE.BEP20	0.00334113 BTC	69.74283980 USD
USD Coin (ERC20)	44.16450900 USDC	0.00211576 BTC	44.16443261 USD
Dogecoin	586.25755888 DOGE	0.00199426 BTC	41.62823826 USD
Bitcoin	0.00042413 BTC	0.00042413 BTC	8.85330132 USD

Affiliate Tools
Account Settings
Coin Acceptance Settings
Address Book
View My Feedback
Leave Feedback
App Keys
API Keys
IPN History 2

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

Payment Details

Home
Your Wallet
Coin Settings
Transaction History
Quick POS
\$PayByName

Recent Payments / Payment Details

Payment Details

Transaction Details

Transaction ID: CNPF3L6RLHZSVZUJTBLIQZ35

Time Submitted: June 28, 2022 08:16:23am

Status: Complete

Amount: 27.90252000 DOGE

Amount Received: 27.90252000 DOGE

Fee: 0.13951000 + coin TX fee

Sender: Jay Brown

Sender's Email: jaykaybie@hotmail.com

Sender IP: 46.214.239.45

Payment Type: Simple Button

Checkout Information

Custom: 36

Item Name: BigCommerce Order

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

The image shows a workflow for matching a transaction from a BigCommerce order to a CoinPayments transaction. A red arrow points from the transaction ID in the BigCommerce order details to the same ID in the CoinPayments transaction details.

**BigCommerce Order Details:**

Date	Order ID	Customer	Status	Total	Action
22nd Jun 2022	100	Gam Lee (Guest)	Awaiting Fulfillment	\$200.00	***

**Billing Information:**

- Name: Gam Lee
- Address: Coinpayments, 1234 Moore St, Vancouver, British Columbia V3R4H6
- Country: Canada
- Email: kate\_hogan11@hotmail.com
- Phone: 10.128.3.231
- Order Date: 22 Jun 2022 01:29:11
- Payment Method: Test Store 1 (Checkout API)
- Payment Processor: CoinPayments
- Transaction ID: **CPGF3T4HUXSEWTO0BTWSW1BY5J**
- Tax: Manual Tax

**Shipping Information:**

- Name: Gam Lee
- Address: Coinpayments, 1234 Moore St, Vancouver, British Columbia V3R4H6
- Country: Canada
- Method: Free Shipping
- Cost: \$0.00
- Contact: Gam Lee, kate\_hogan11@hotmail.com

**Item Details:**

Item	Price
1 x [Sample] Canvas Laundry Cart CLC	\$200.00

**Summary:**

Subtotal	Shipping	Tax	GRAND TOTAL
\$200.00	\$0.00	\$0.00	\$200.00

**CoinPayments Transaction Details:**

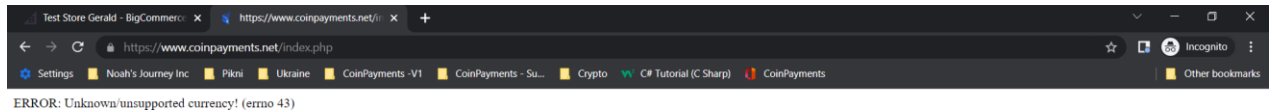
Transaction ID: **CPGF3T4HUXSEWTO0BTWSW1BY5J**

Time Submitted: June 21, 2022 06:23:18pm

Status: Complete

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

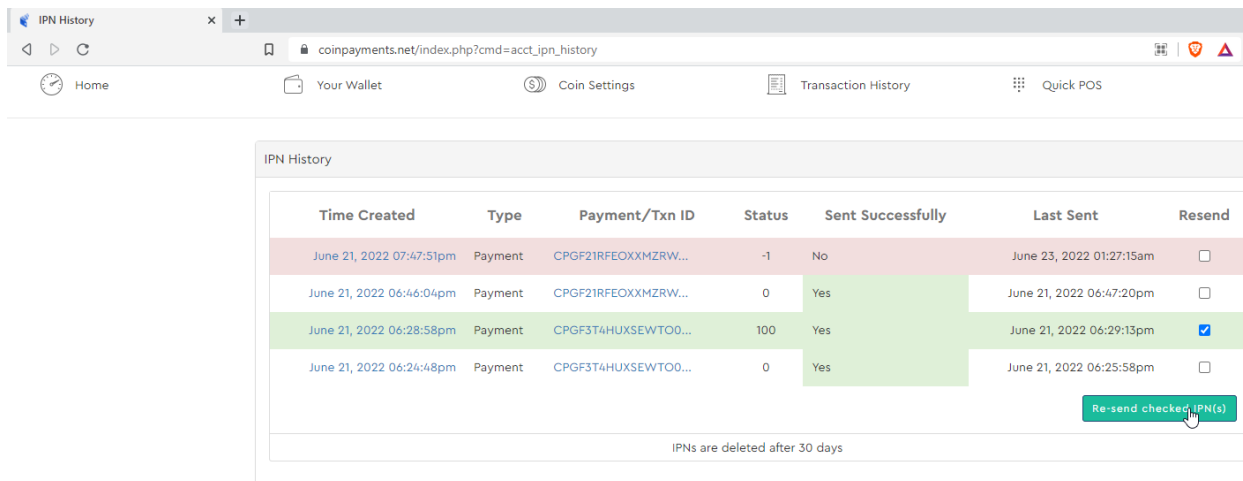
CoinPayments presently only supports USD. If your customers are seeing this error message during checkout, it is due to a misconfiguration of an unsupported currency in your merchant store portal. Please review *Step 7 Configure the Money Order Settings* and ensure a supported currency is configured.



## 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.



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"/>

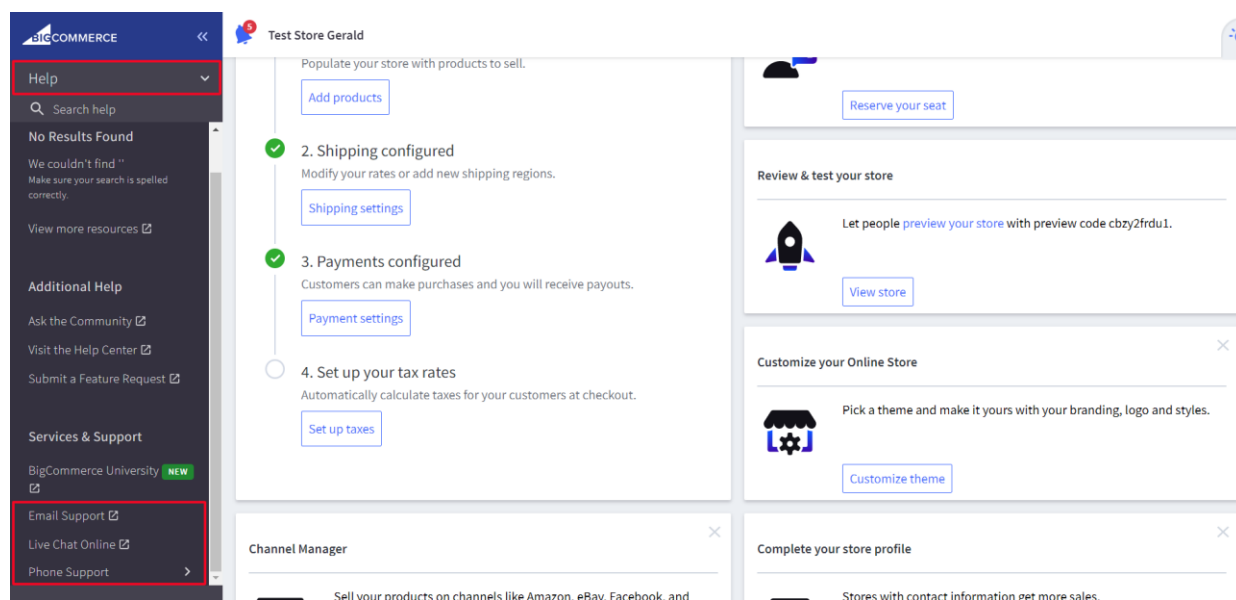
Re-send checked IPN(s)

IPNs are deleted after 30 days

#### 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!