

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.

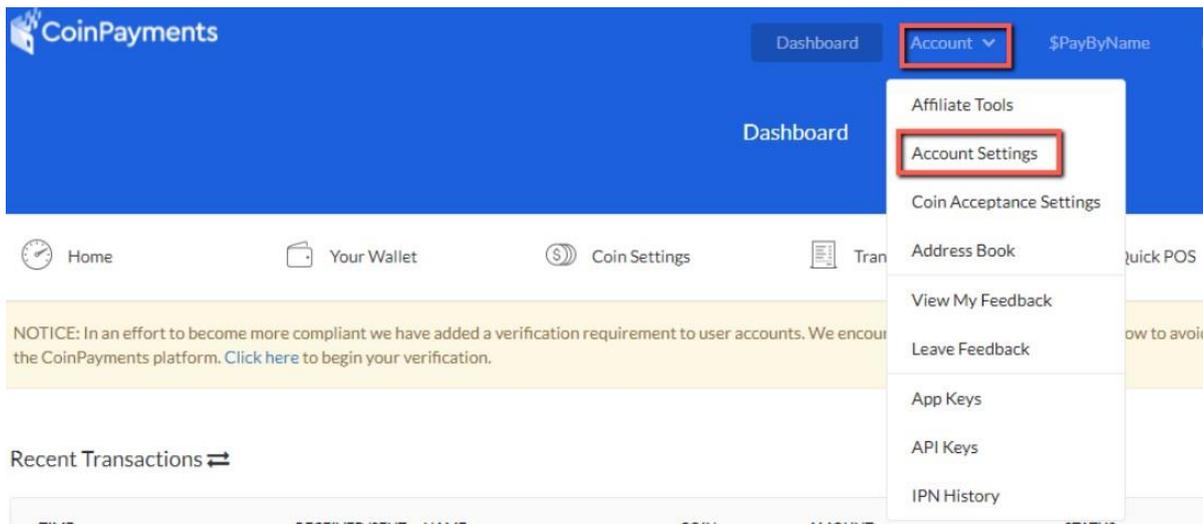
With all said, let us get started!

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:

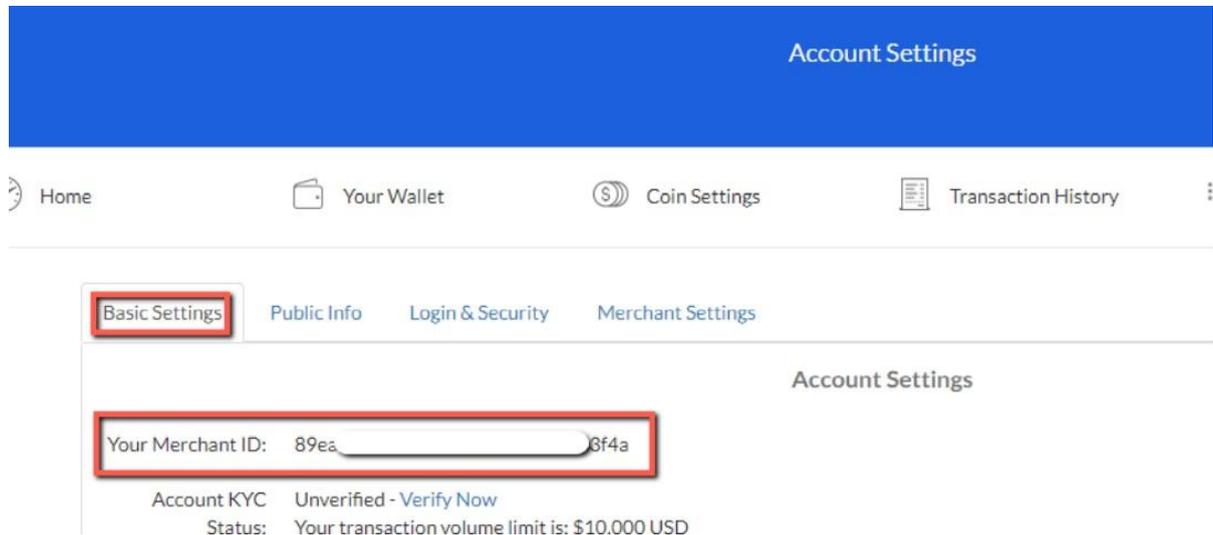
Note: The *IPN Secret* is a passcode that *you define* and is used by the CoinPayments platform to automatically authenticate payment transactions with your BigCommerce store.

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.

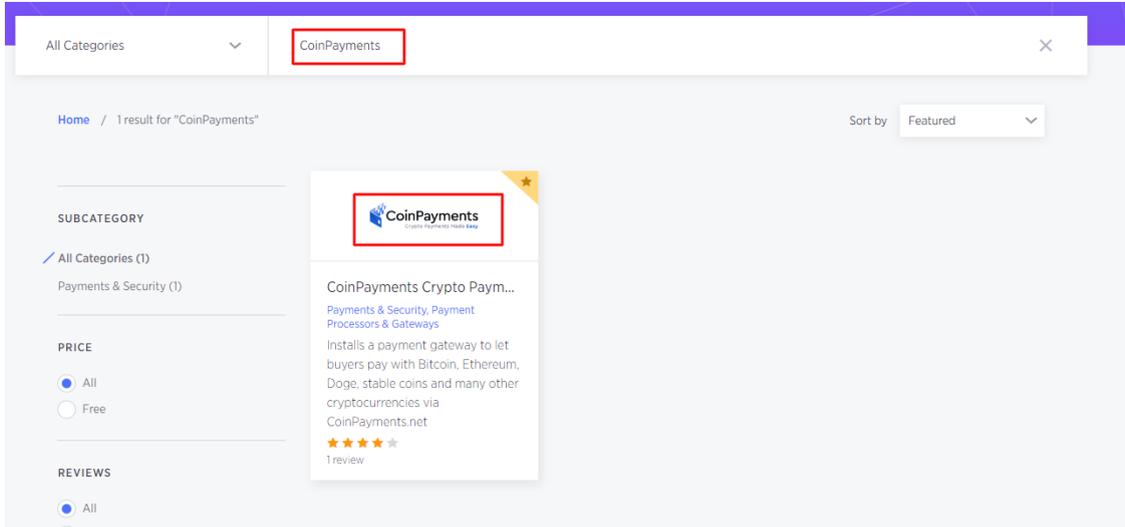
Copy the *Merchant ID* field as highlighted below for later use in step 5 of this guide.



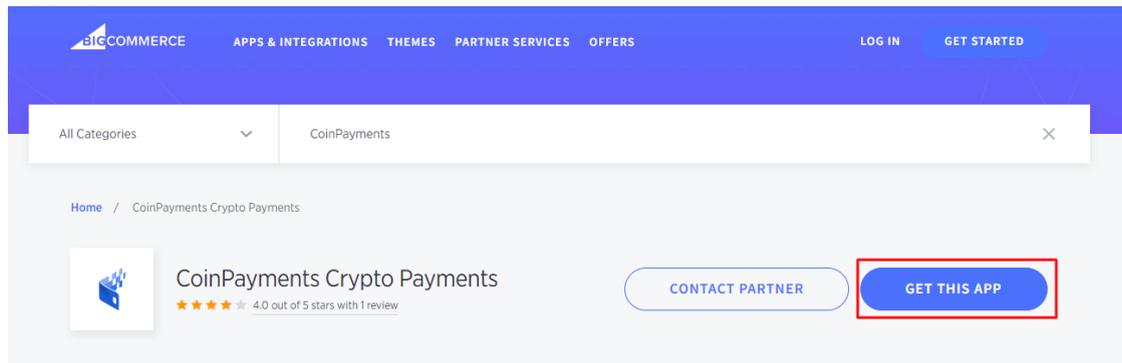
The screenshot displays the 'Account Settings' interface. At the top, a blue header bar contains the text 'Account Settings'. Below this is a navigation bar with icons and labels for 'Home', 'Your Wallet', 'Coin Settings', and 'Transaction History'. The main content area features a sub-menu with tabs for 'Basic Settings', 'Public Info', 'Login & Security', and 'Merchant Settings'. The 'Basic Settings' tab is selected and highlighted with a red box. Underneath, the 'Account Settings' section is visible, with the 'Your Merchant ID' field highlighted by a red box. The field contains the alphanumeric string '89ea...' followed by a scrollable area and ends with '3f4a'. 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.

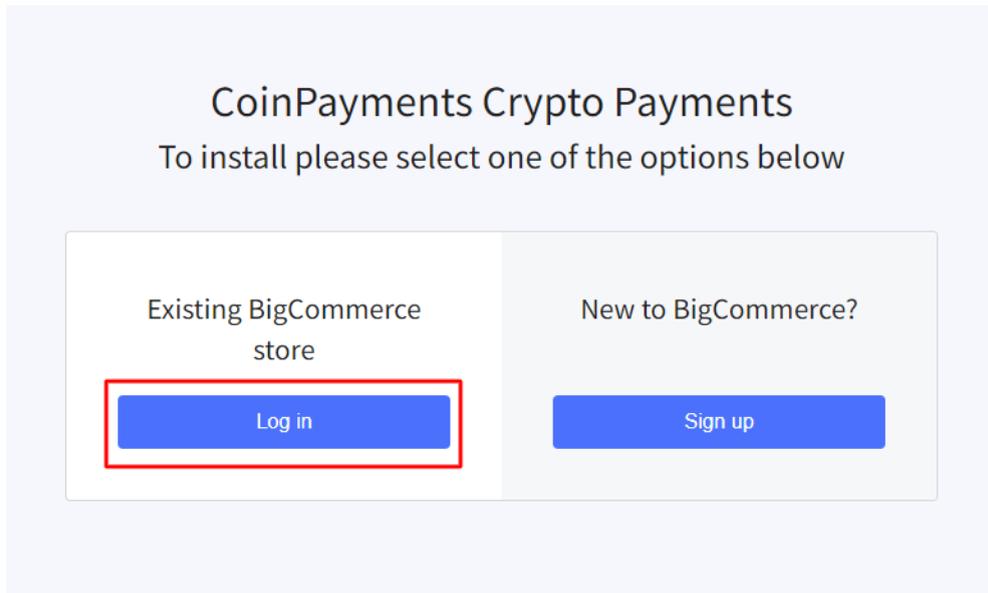
Why should you offer cryptocurrency as a payment method?

Pricing

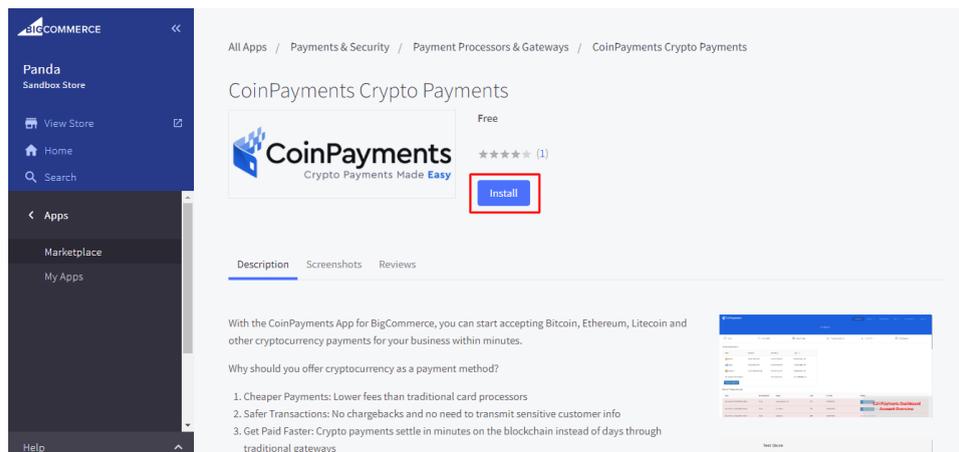
Upfront Fee: Free

Recurring Fee: None

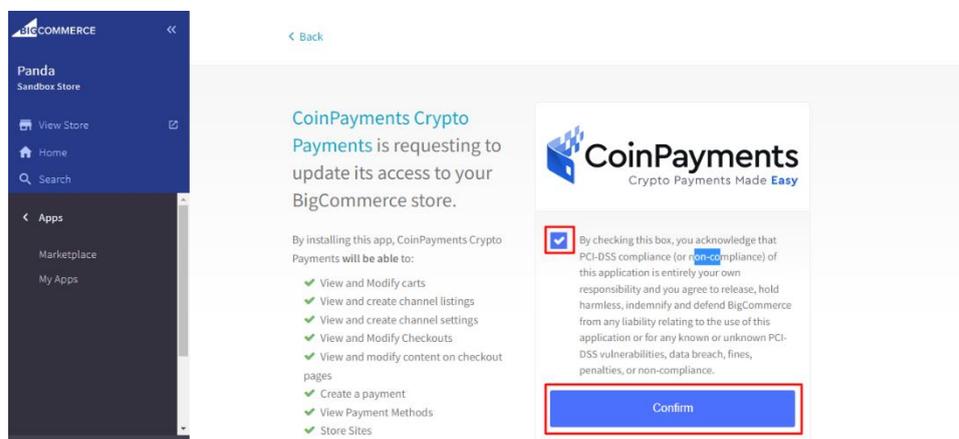
Then, if you have a BigCommerce account, you should click the **Login** button. If you do not have a BigCommerce account, you can set up a new account by clicking the **Sign-up** button.



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



BIGCOMMERCE <<

Test Store Gerald
Sandbox Store

View Store
Home
Search

< Apps

Marketplace
My Apps
CoinPayments Crypto Payments

Help

Apps Themes My Apps

Visit the new BigCommerce App Marketplace to make your store even more powerful.

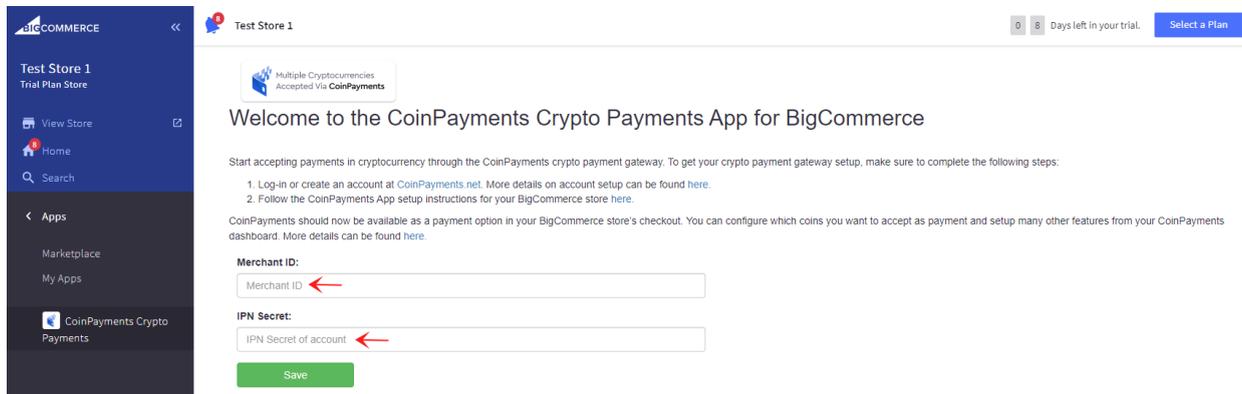
[BIGCOMMERCE.COM/APPS](https://bigcommerce.com/apps)

Featured Collections

- 
Must Haves
- 
Shipping Essentials
- 
Make It Look Good

5. Provide the Merchant ID and the IPN Secret

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



Multiple Cryptocurrencies Accepted Via **CoinPayments**

Welcome to the CoinPayments Crypto Payments App for BigCommerce

Start accepting payments in cryptocurrency through the CoinPayments crypto payment gateway. To get your crypto payment gateway setup, make sure to complete the following steps:

1. Log-in or create an account at [CoinPayments.net](#). More details on account setup can be found [here](#).
2. Follow the CoinPayments App setup instructions for your BigCommerce store [here](#).

CoinPayments should now be available as a payment option in your BigCommerce store's checkout. You can configure which coins you want to accept as payment and setup many other features from your CoinPayments dashboard. More details can be found [here](#).

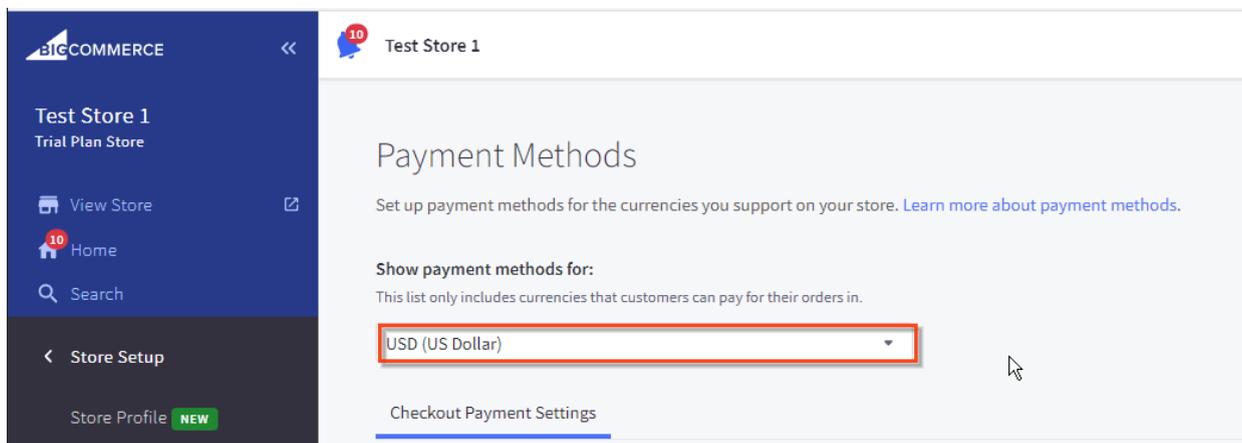
Merchant ID:
Merchant ID

IPN Secret:
IPN Secret of account

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.



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.

[Checkout Payment Settings](#)

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. The left sidebar is titled 'Test Store Gerald' and includes options like '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' and includes 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: 'Ethiopian Birr - ETB' and 'Money Order'. To the right of the table is an 'Edit' link. Below the table is a section titled 'Allow shoppers to purchase in their currency' with a sub-header 'Allow shoppers to purchase in their currency'. The text below the sub-header reads: 'Add multiple currencies to support your store's key markets. You'll be able to set a fixed conversion rate to your default currency or set individual prices through Price Lists (only on supported plans). To charge customers in a currency, you will need to set up a payment provider for it (Stripe, PayPal Express, PayPal by Braintree and more).' There is an 'Add new currency' button below the text. To the right of the text is a graphic showing four currency symbols: Dollar (\$), Euro (€), Pound (£), and Yen (¥) arranged in a 2x2 grid 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 titled 'Test Store 1' and includes options like 'View Store', 'Home', 'Search', 'Store Setup', 'Store Profile', 'Currencies', 'Payments', 'Store Settings', 'Shipping', 'Tax', 'Accounting', and 'Help'. The main content area is titled 'Additional providers' and includes a sub-header 'Additional providers'. Below this is a list of payment methods: 'Offline Payment Methods', 'Bank Deposit', 'Cash on Delivery', 'Check', 'Money Order', and 'Pay in Store'. Each method has a 'Set up' button. The 'Money Order' button is highlighted with a red box. Below the list is a section titled 'Online Payment Methods' and 'Digital Wallets'. At the bottom of the page, there is a checkbox labeled 'Enable test credit card payments' which is checked. Below the checkbox is a note: 'To process test orders, use card number 4111 1111 1111 1111, name "success" and any future date for expiration date.'

- **Default Currency:** Recommend USD (US Dollars). Review Step 6 – “Add New Currency” if your default currency is not supported. You can also change any

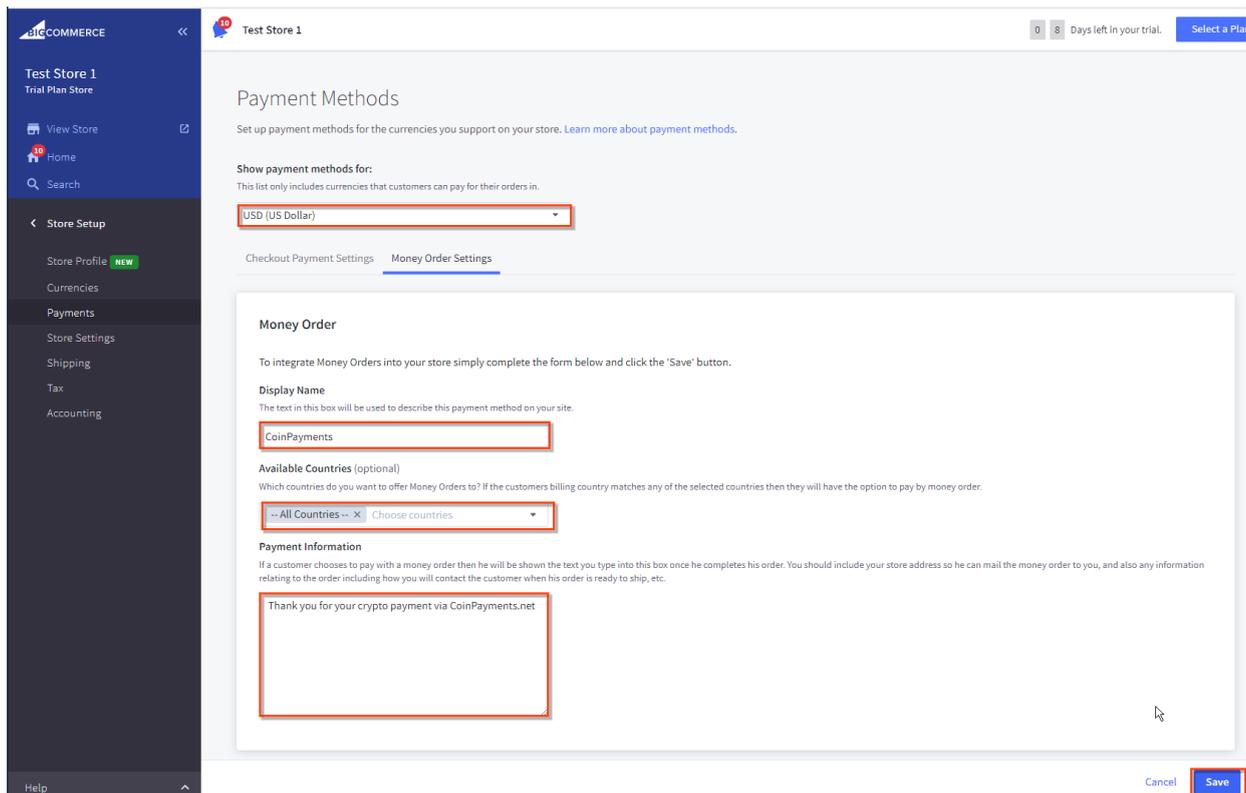
currency added to the default currency by clicking on the **3 dots (...)** in the image below and clicking **“Set as default”**.

The screenshot shows the BigCommerce settings interface. On the left is a navigation sidebar with options like Storefront, Marketing, Analytics, Channel Manager, Apps, Settings, Account Settings, My Profile, Change Store, and Help. The main content area is titled 'Default Currency' and 'Additional Currencies'. Under 'Default Currency', there is a table with columns 'Displays / Customer pays in' and 'Payment provider'. The first row shows 'Ethiopian Birr - ETB' and 'Money Order' with an 'Edit' link. Below this is the 'Additional Currencies' section, which includes a table with columns: 'Displays in', 'Conversion rate', 'Your customer pays in', 'Payment provider', and 'Visible?'. The first row in this table is 'US Dollar - USD' with a conversion rate of 0.0192 and 'This currency (USD)'. A 'Set up' button is next to it. To the right of the 'Set up' button is a toggle switch and a three-dot menu icon. A red arrow points to this icon, and a dropdown menu is open, showing options: 'Edit', 'Set as default' (highlighted with a red box), 'Set up payment provider', and 'Delete'. Above the dropdown, a red arrow points to the text '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"/>

7. Configure the Money Order Settings

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



- **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

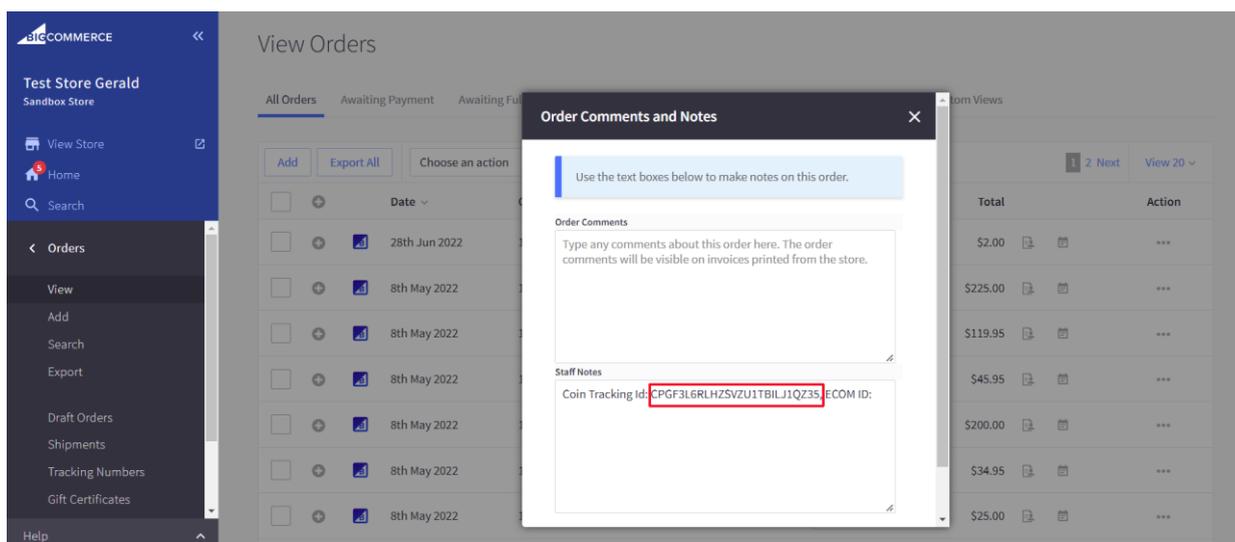
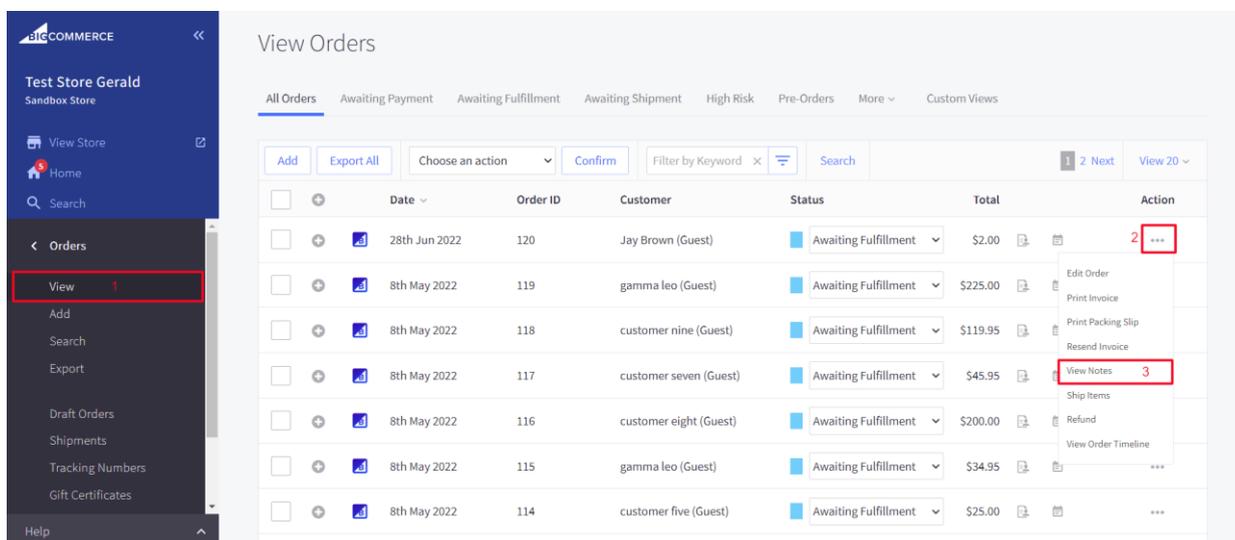
At CoinPayments, we always ensure our payment solutions are robust and more importantly, secure. That said, we designed the app such that the BigCommerce orders are created *after* the payment transaction is fulfilled.

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**



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

The screenshot shows the CoinPayments dashboard. At the top, there is a navigation bar with 'Dashboard', 'Account', '\$PayByName', 'More', 'Language', and 'Sign Out'. The 'Account' menu is open, showing options like 'Affiliate Tools', 'Account Settings', 'Coin Acceptance Settings', 'Address Book', 'View My Feedback', 'Leave Feedback', 'App Keys', 'API Keys', and 'IPN History' (which has a '2' next to it). Below the navigation bar, there are icons for 'Home', 'Your Wallet', 'Coin Settings', and 'Transaction History'. The main content area is titled 'Top Coin Balances' and contains a table with the following data:

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

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

The screenshot shows the 'Payment Details' page. The navigation bar includes 'Home', 'Your Wallet', 'Coin Settings', 'Transaction History', 'Quick POS', and '\$PayByName'. The main content area is titled 'Payment Details' and contains the following information:

Transaction Details

- Transaction ID: CPGF3L6RLHZSVZUJTBILIQZ35
- 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 two screenshots. The top screenshot is from a 'Test Store 1' interface, displaying an order for 'Gam Lee (Guest)' with a total of \$200.00. The order details include Billing, Shipping, Method, and Contact information. A red box highlights the transaction ID 'CPGF3T4HUXSEWTO0BTWSW1BY5J' in the 'CoinPayments' field. The bottom screenshot is from the 'CoinPayments' website, showing the 'Payment Details' page for the same transaction ID. A red arrow points from the transaction ID in the top screenshot to the transaction ID in the bottom screenshot. The transaction details on the CoinPayments site include: Transaction ID: CGPF3T4HUXSEWTO0BTWSW1BY5J, Time Submitted: June 21, 2022 06:23:18pm, and Status: Complete.

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

Billing
Gam Lee
Coinpayments
1234 Moore St
Vancouver, British Columbia V3R4H6
Canada
kate_hogan11@hotmail.com
22 Jun 2022 01:29:11
10.128.3.231
Test Store 1 (Checkout API)
CoinPayments
CPGF3T4HUXSEWTO0BTWSW1BY5J
Manual Tax

Shipping
Gam Lee
Coinpayments
1234 Moore St
Vancouver, British Columbia V3R4H6
Canada

Method
Free Shipping
\$0.00
N/A
Canada

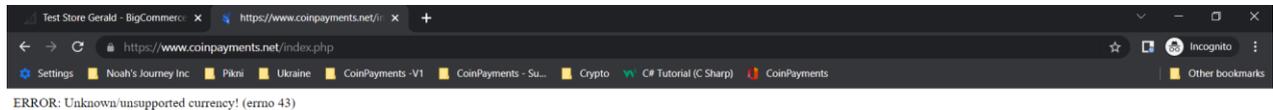
Contact
Gam Lee
N/A
kate_hogan11@hotmail.com

1 Rem
1 x [Sample] Canvas Laundry Cart CLC \$200.00
Subtotal \$200.00
Shipping \$0.00
Tax \$0.00
GRAND TOTAL \$200.00

Transaction ID: CGPF3T4HUXSEWTO0BTWSW1BY5J
Time Submitted: June 21, 2022 06:23:18pm
Status: Complete

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

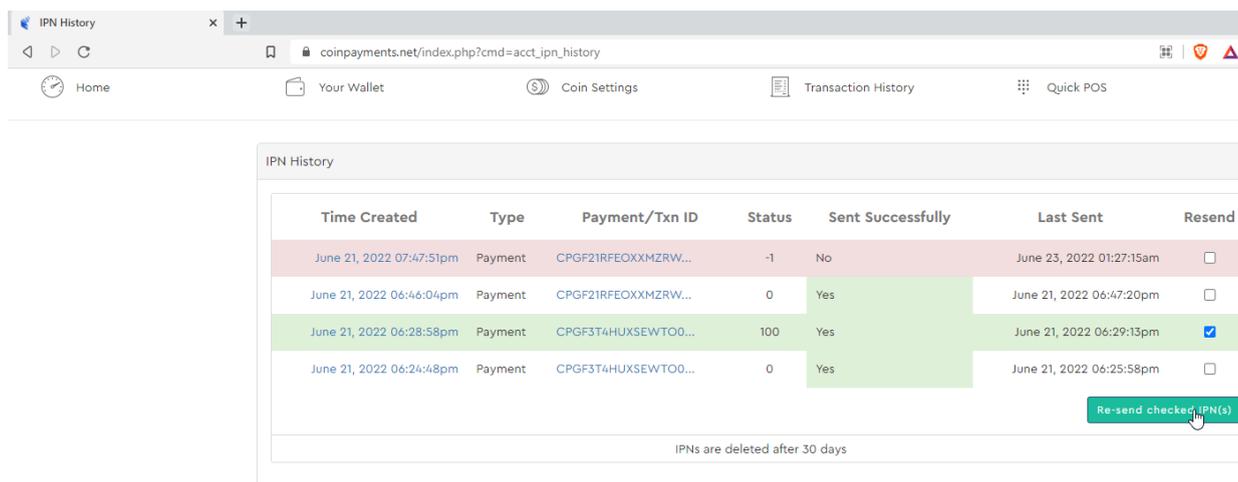
CoinPayments presently only supports USD. If your customers are seeing this error message during checkout, it is due to a misconfiguration of an unsupported currency in your merchant store portal. Please review *Step 7 Configure the Money Order Settings* and ensure a supported currency is configured.



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.



The screenshot shows the 'IPN History' page in a web browser. The page has a navigation bar with links for Home, Your Wallet, Coin Settings, Transaction History, and Quick POS. The main content area is titled 'IPN History' and 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 and has a checked checkbox in the 'Resend' column. A green button labeled 'Re-send checked IPN(s)' is located at the bottom right of the table. Below the table, a note states 'IPNs are deleted after 30 days'.

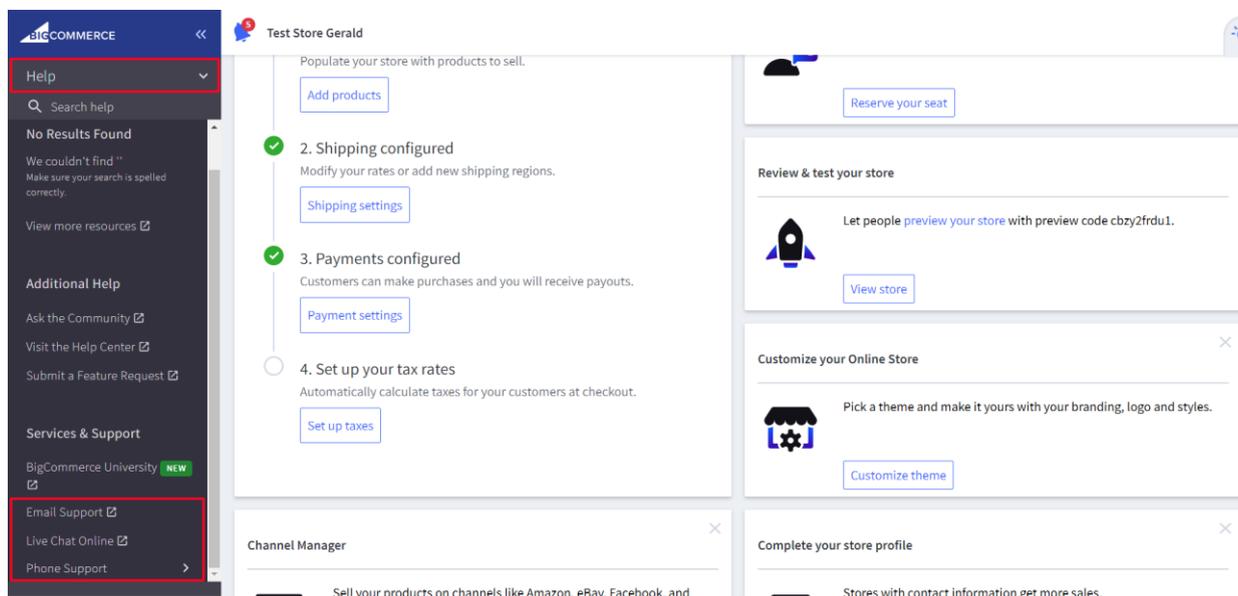
Time Created	Type	Payment/Txn ID	Status	Sent Successfully	Last Sent	Resend
June 21, 2022 07:47:51pm	Payment	CPGF21RFE0XXMZRW...	-1	No	June 23, 2022 01:27:15am	<input type="checkbox"/>
June 21, 2022 06:46:04pm	Payment	CPGF21RFE0XXMZRW...	0	Yes	June 21, 2022 06:47:20pm	<input type="checkbox"/>
June 21,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

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!