



How to fulfil
BigCommerce
print on demand
orders with Prodigy



Contents

Introduction	3
Connecting your BigCommerce store	4
Configuring your products	5
Personalising or reviewing orders	9
Fulfilling your order	11



Introduction

Our powerful [BigCommerce integration](#) 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 Prodigy:

- Full access to Prodigy'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 [BigCommerce store](#), signed up for your free [Prodigy account](#) and listed your [print on demand products](#), you're ready to integrate! All it takes is two easy steps:

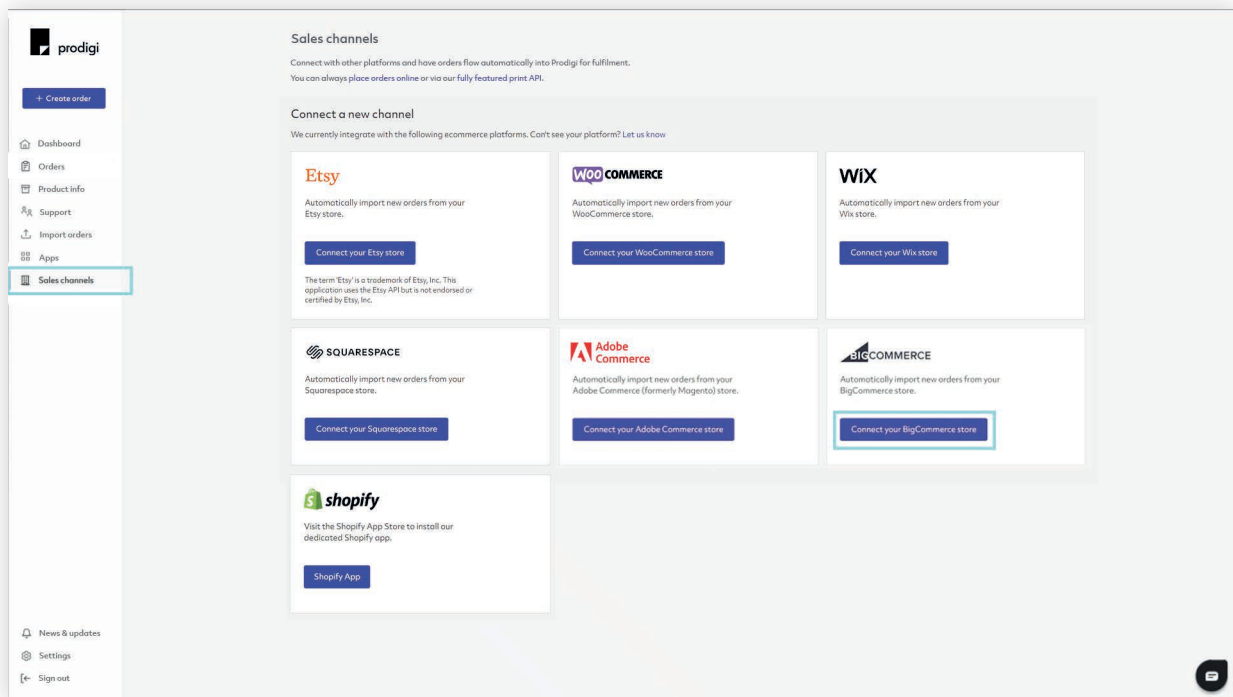
1. Connect your store
2. Configure your products

So, let's get started!

Connecting your BigCommerce store

Effortlessly connect your BigCommerce store to Prodigi

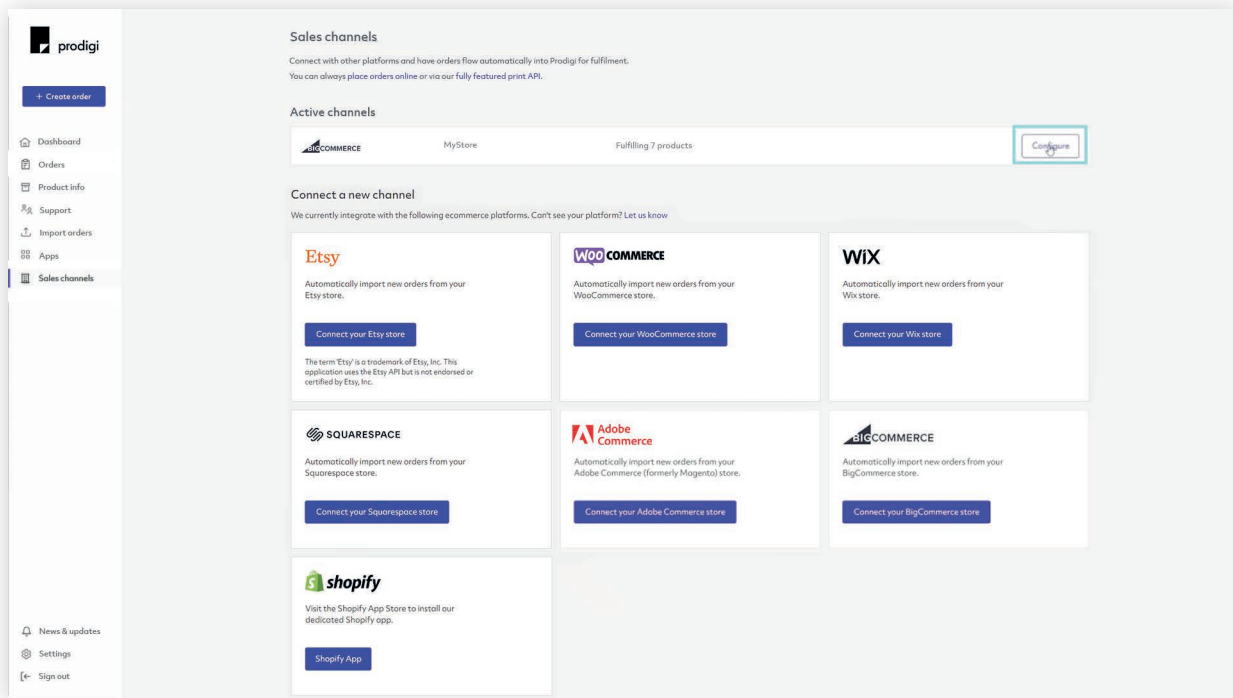
1. [Log in](#) to your Prodigi dashboard
2. Select 'Sales channels' from the menu on the left-hand side
3. Click 'Connect your BigCommerce store' on the BigCommerce tile
4. Wait until you receive an email from us confirming your BigCommerce store connection before completing step two – how quickly we're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



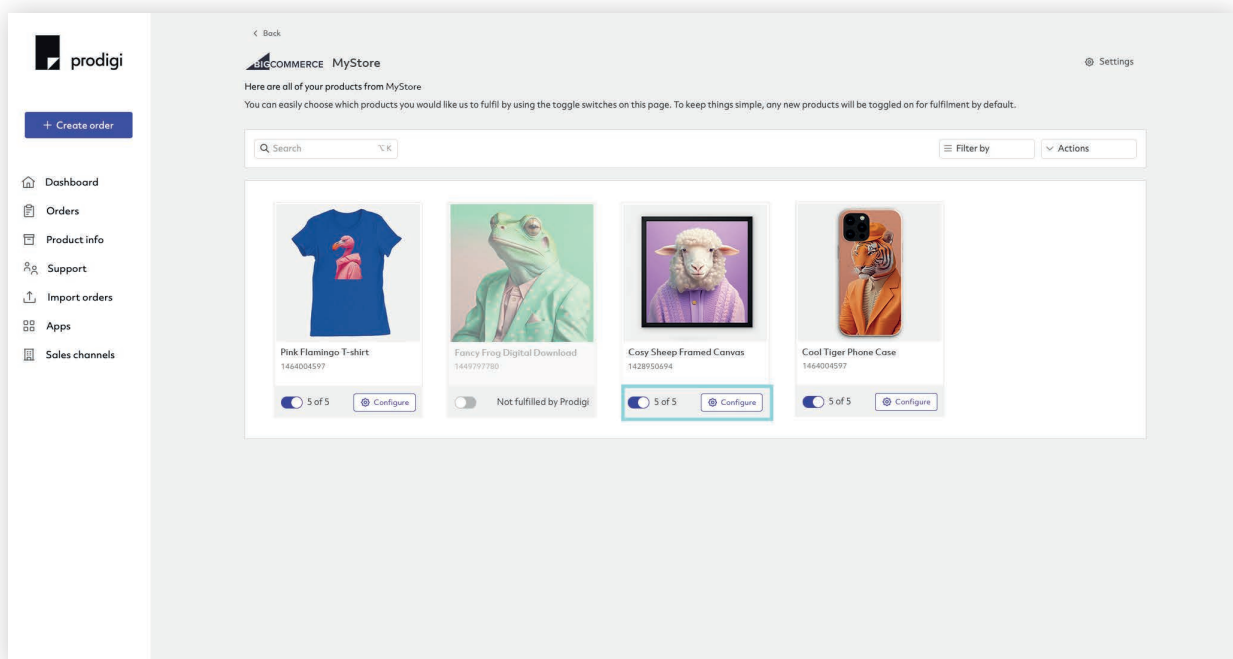
Configuring your products

Configure your BigCommerce print on demand products for automatic fulfilment

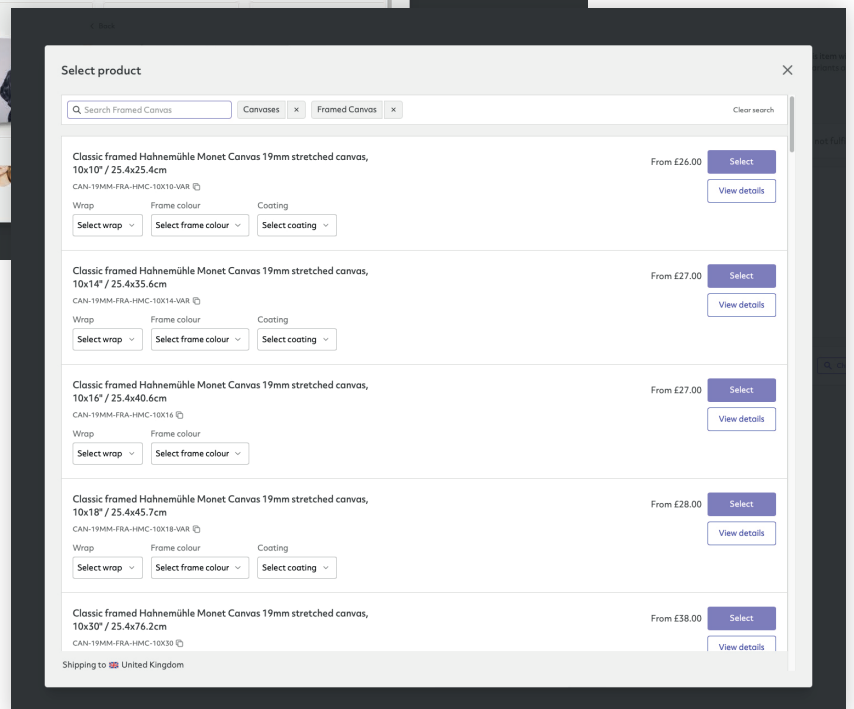
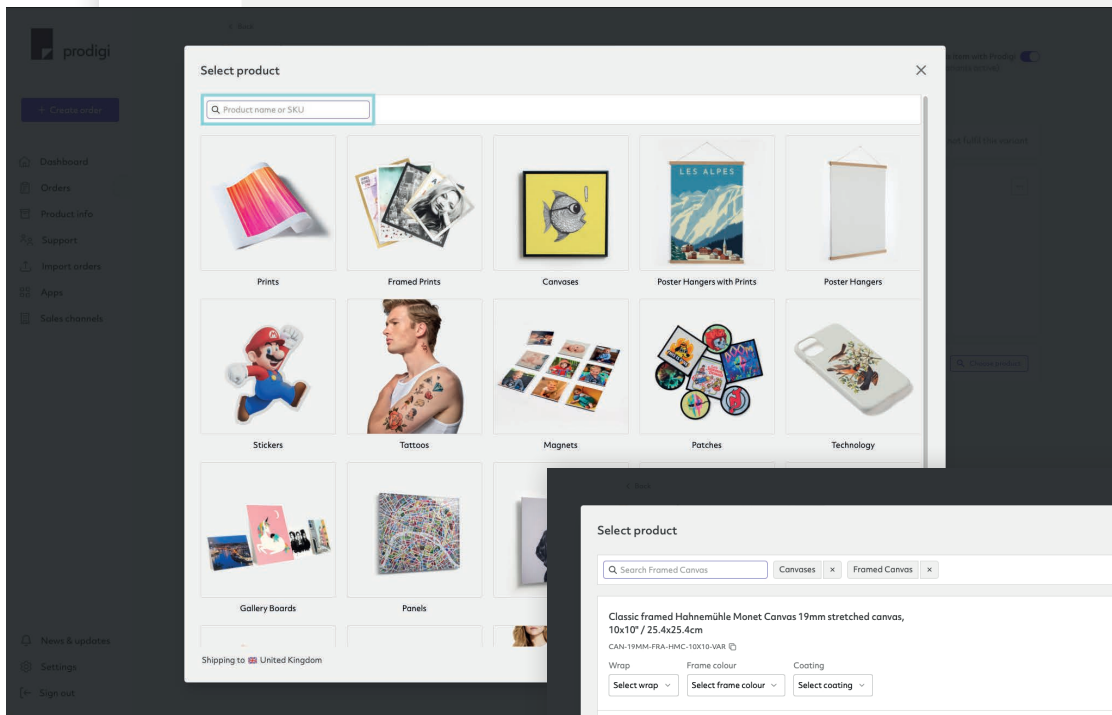
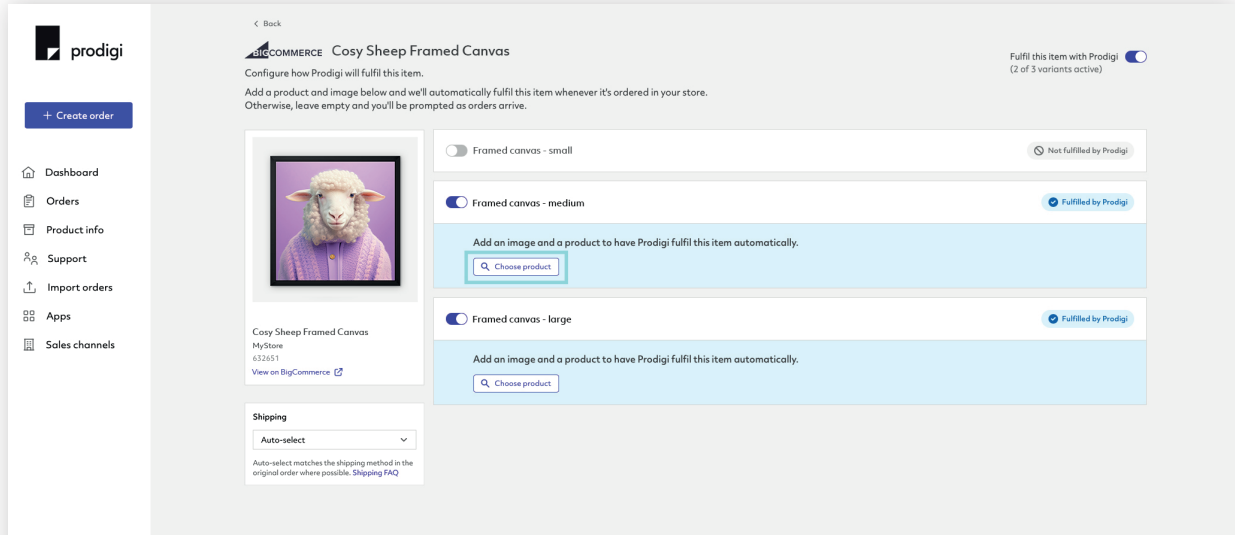
1. Upon receiving your BigCommerce store connection confirmation email, [log in](#) to your dashboard
2. Select 'Sales channels' from the menu on the left-hand side
3. Click 'Configure' on your new BigCommerce store connection



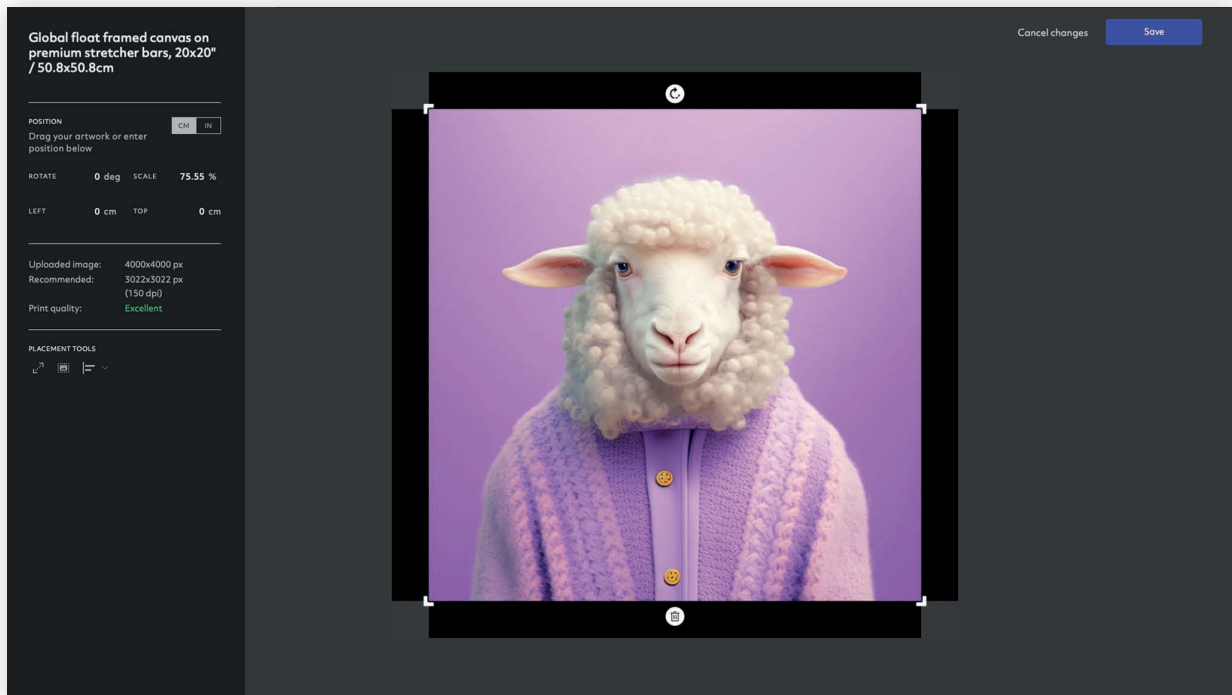
4. For any products that you'd like us to fulfil, simply activate the purple toggle. Products that are toggled off and greyed out will not be fulfilled by Prodigy
5. Next to the purple toggle, you'll see the number of available variants for each product, all of which will be automatically enabled by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



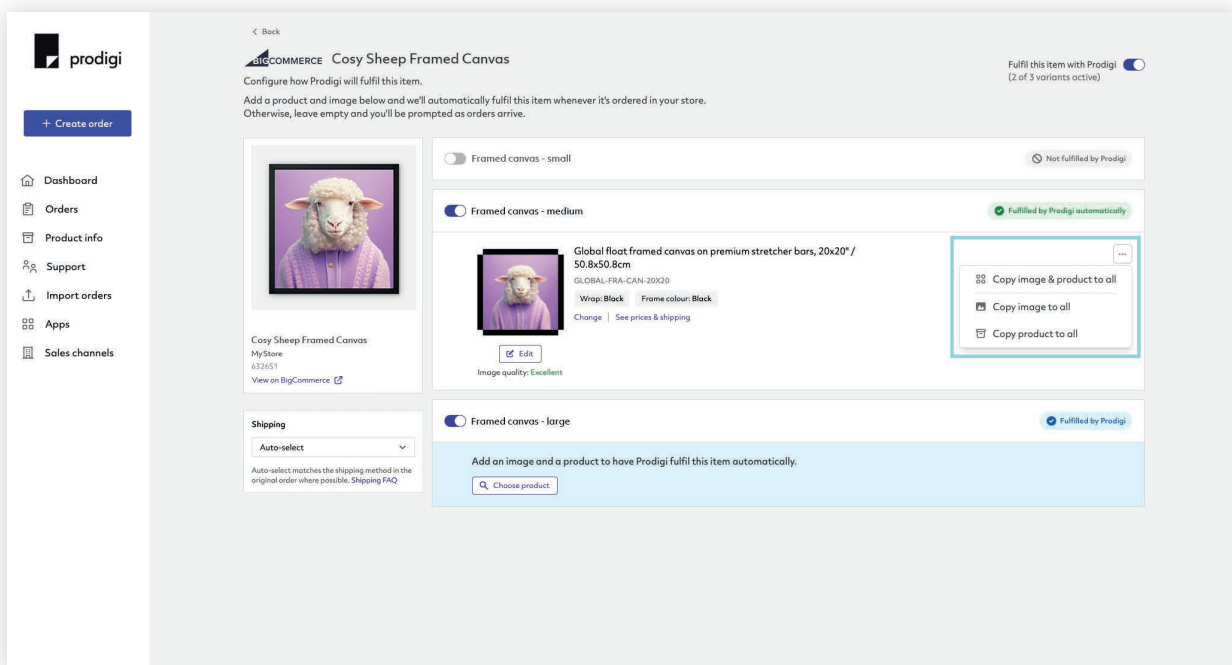
- To set up products and variants, click **'Configure'** on the relevant product
- Ensure variants that you do not want Prodigy to fulfil are toggled off and greyed out
- For variants that you do want Prodigy to fulfil, click **'Choose product'**, search the Prodigy catalogue and select the relevant 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'

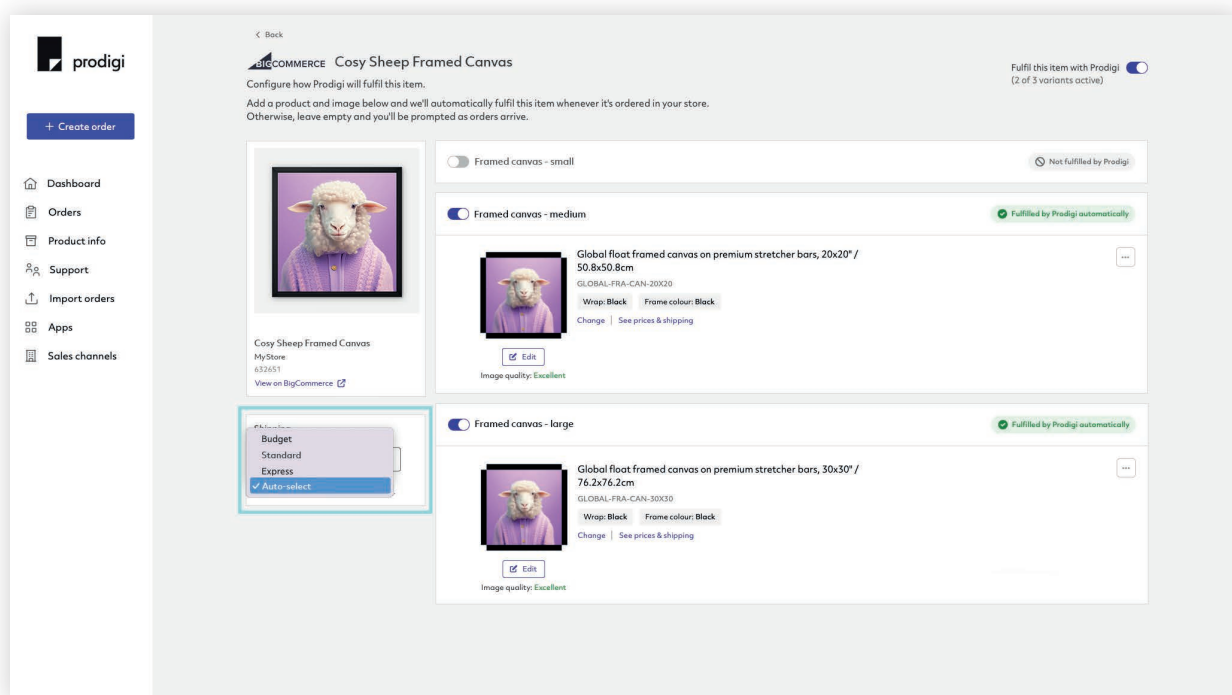


10. Once you've connected your product and / or uploaded the image for a variant, you can click the three dots on the right-hand side to copy either the selected product or image (or both) to all variants toggled on for automatic fulfilment by Prodigy



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

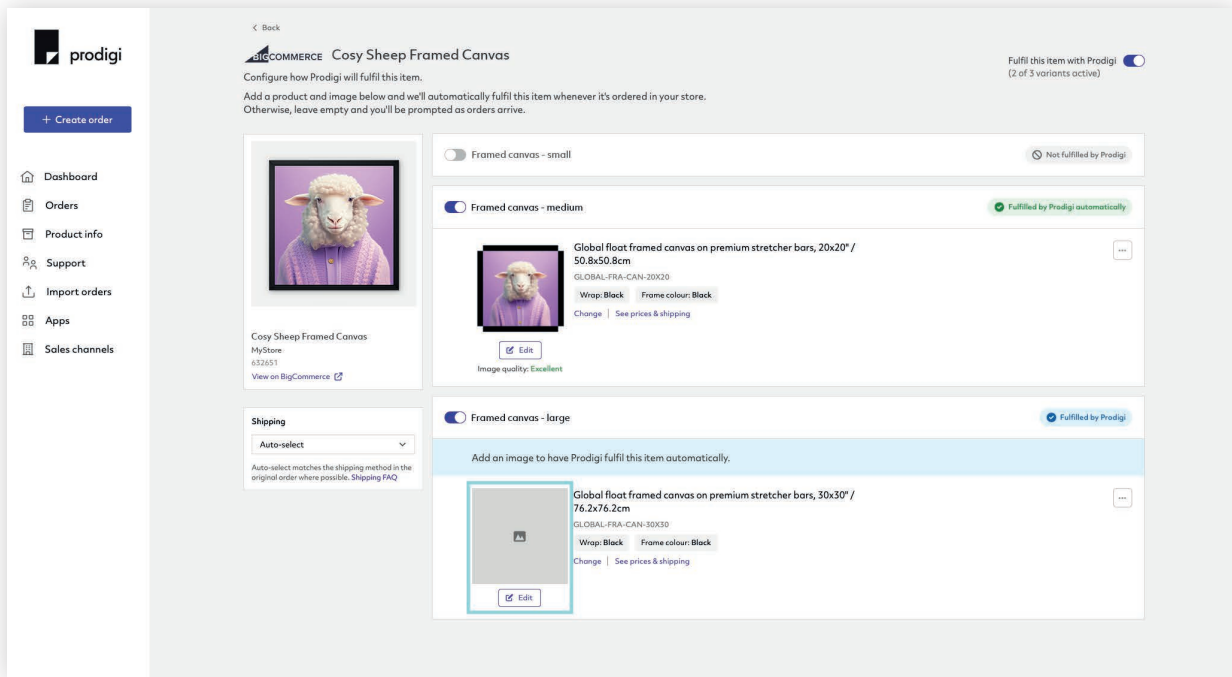


14. Orders placed on your BigCommerce store for products configured for automatic fulfilment will be automatically sent to Prodigy for printing, packing and shipping. Orders set up for automatic fulfilment cannot be cancelled once they've been received

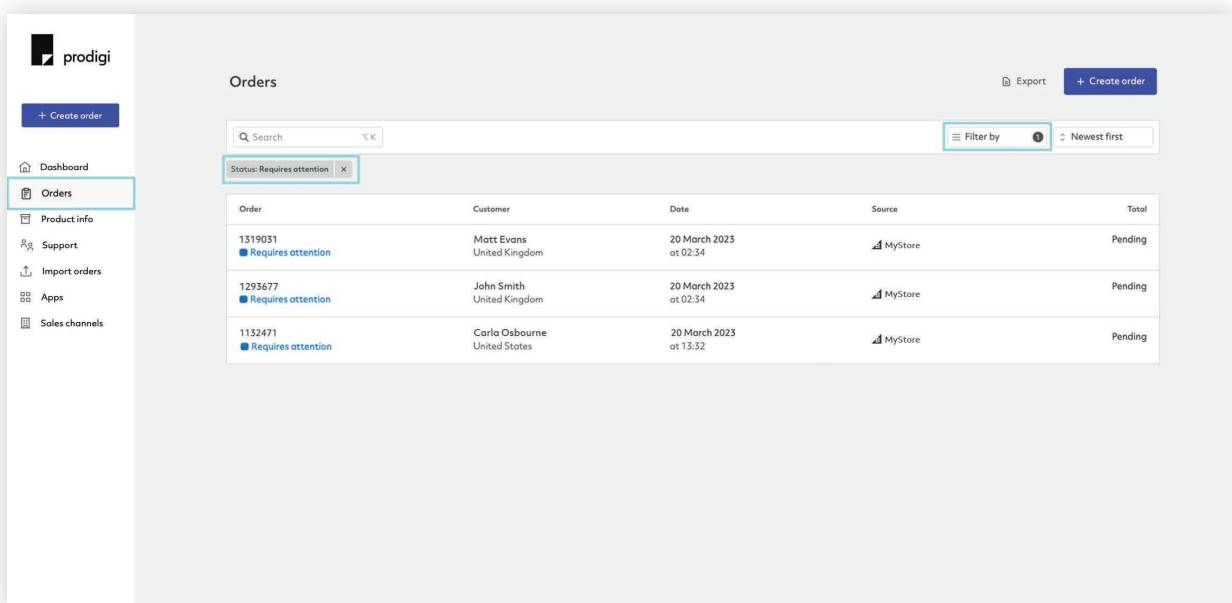
Personalising or reviewing orders

Easily personalise or review your print on demand BigCommerce orders before submitting them to Prodigy 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



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

The screenshot displays the Prodigy order management interface. On the left is a sidebar with navigation links: Dashboard, Orders, Product info, Support, Import orders, Apps, Sales channels, News & updates, Settings, and Sign out. The main content area shows an order for 'Order 1319031' with a status of 'Requires attention' and a timestamp of '4 October 2022 at 11:35'. A 'Submit' button is in the top right. The order is divided into two sections: 'Ready' and 'Required: Product'. The 'Ready' section lists an item 'Cosy Sheep Photo Print' with a cost of £0.25, quantity of 2, and total of £0.50. It includes a product image of a sheep and buttons for 'Edit' and 'Change'. The 'Required: Product' section lists an item 'Cool Tiger Poster' with a cost of £5.95, quantity of 1, and total of £5.95. It includes a placeholder image and a 'Choose product' button. Below these sections is a 'Cost summary' table and a 'Tax summary' section. The 'Cost summary' table has columns for Item, Cost, and Total. The 'Tax summary' section has a checkbox for 'I declare that this order has already had sales tax collected.' On the right side, there are three panels: 'Summary' with customer details and order reference, 'Address' with shipping address and contact information, and 'Shipping' with destination and budget. The 'Packing slip' panel has an 'Add packing slip' button and a note about global prints.

Order 1319031
Requires attention · Matt Evans · 4 October 2022 at 11:35

Ready

ITEM	Cost	Qty	Total
 Cosy Sheep Photo Print Product Type Professional C-Type, Silver Halide, Lustre Print, 3x4" GLOBAL-PRO-354-PRO Edit Change Image quality: Excellent	£0.25	2	£0.50

Required: Product

ITEM	Cost	Qty	Total
 Cool Tiger Poster Product Type here Choose product	£5.95	1	£5.95

Cost summary

Item	Cost	Total
Items	£0.50	
Shipping	£5.95	
Tax	£1.29	
Total		£7.74

Tax summary

☐ I declare that this order has already had sales tax collected.

Summary

Matt Evans
United Kingdom
2 items, £7.74
Order reference
Computer Creation Team Order
MyStore

Address

Mr Matthew Jones
15 Tottenham Way
Wigan
Lancashire
WN1 1AA
United Kingdom
t: 019 2016 8888
e: matthew.jones@prodigy.com

Shipping

To United Kingdom
Budget: £5.95

Packing slip

[Add packing slip](#)

Only included for global prints, frames and canvases shipped from UK, EU and USA. Packing slips are printed as black & white A4.

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 [global print network](#), 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 [Integrations FAQs](#) should have the answer! If not, feel free to get in touch with us by emailing support@prodigi.com, and one of our friendly customer support advisors will be more than happy to help.

