edge:tariff

BigCommerce App Technical Guide

Version
1.0 – Draft

Date
05-Dec-2024

Content

Overview

This guide shows you how to install and connect your BigCommerce store with EdgeCTP and its EdgeTariff App (ETA).

EdgeTariff provides the BigCommerce store owner with three key features:

1. **Product Pre-Classification (PPC)** – Pre-Classify your product(s) with Harmonized Systems (HS) codes, which allows international customs authorities to recognise the duty and tax category your products fall into for applying the correct customs clearance duties & taxes. HS codes can be at the 6-digit universal level (HS6), i.e., applicable to over 200 countries globally, and Fully Qualified (FQ), which are HS6 and 4 (or more) additional digits tagged onto the HS6, for country specific imports, and therefore, more accurate calculations of duties & taxes. You only need to classify products once in their life-time (usually) and only the parent products, i.e., variants inherit the same product HS classification.
2. **Estimated Duties & Taxes (EDT)** – Shows to the online buyer, on the check-out, the expected duties & taxes, along with shipping and cost of goods, i.e., the buyer gets to see the total landed (received goods) cost of their purchase BEFORE they pay for it. This allows the buyer to make an informed buying decision, preventing buyers remorse (and potential return of goods) if the duty & tax is a later surprise upon receiving the goods.
3. **Restricted Party Screening (RPS)** – Allow you, as the seller, to screen your customer to comply with international trading embargos or restrictions, and reduce the risk of fine/penalties if trading with individuals on a denied party list.

Pre-Requisite Steps

Before starting with this guide make sure that you have:

1. Access and authority to install Apps into your BigCommerce store.
2. Signed up to and EdgeCTP (https://edgectp.com/signup/) and have received the relevant login credentials on your sign-up email address.
3. Confirmed that the EdgeCTP login is working and you have logged in successfully.
4. Connected your BigCommerce store to EdgeCTP (i.e., **Settings** > **eCommerce** > **BigCommerce**.) and set the relevant store connection details.

A valid Access Token,   Having completed the above steps, you can now continue with the reminder of this guide, in sequence, to conclude the finish of EdgeTariff.

Installing the EdgeTariff App

Perform the following steps to install the EdgeTariff App:

1. Log into the BigCommerce store you'd like to connect to EdgeTariff.
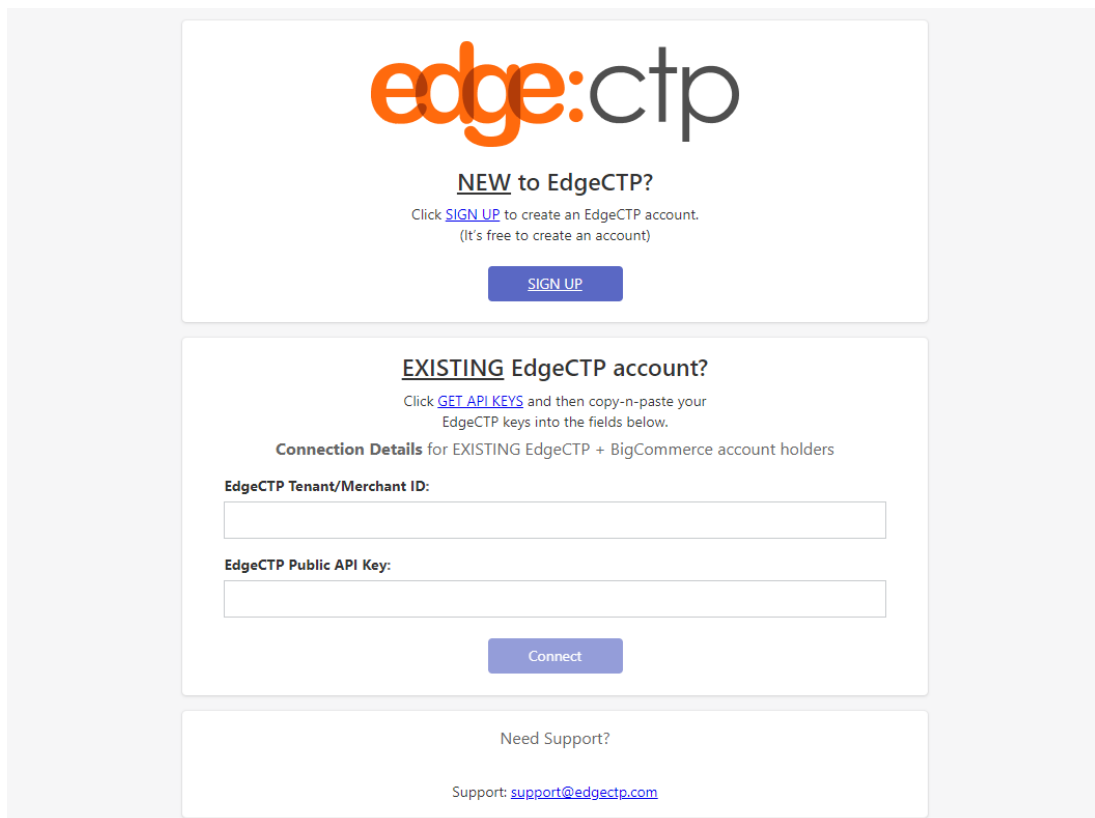2. Install the EdgeTariff App from the BigCommerce Marketplace.

Connecting BigCommerce with EdgeTariff

This section shows you how to connect your BigCommerce store with EdgeTariff.

1. Login to EdgeCTP and navigate to **Settings** > **eCommerce** > **BigCommerce**. and make sure you have access to the Connection Keys.
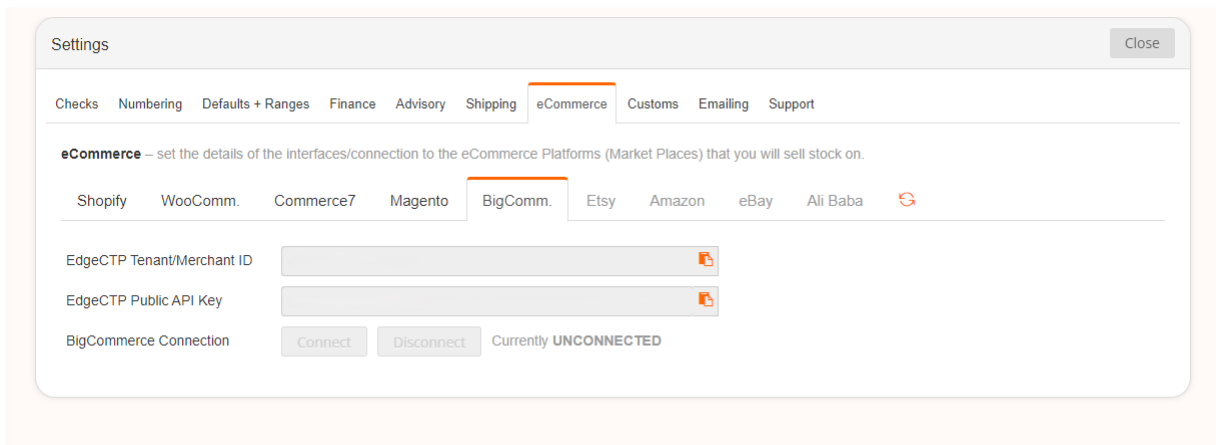

2. You now need to **copy** the two keys: **EdgeCTP Tenant/Merchant ID** and **EdgeCTP Public API Key** and **paste** them into the connection section of the EdgeTariff App in your BigCommerce store.
3. Login to your BigCommerce store and in the left menu, click on **EdgeTariff** and add/paste the connection keys from EdgeCTP into the **EdgeCTP Tenant/Merchant ID** and **EdgeCTP Public API Key** values.

4. Click on **Connect** button and wait a few moments for the connection to be established.
5. Once the connection is established you will see the Connected screen.
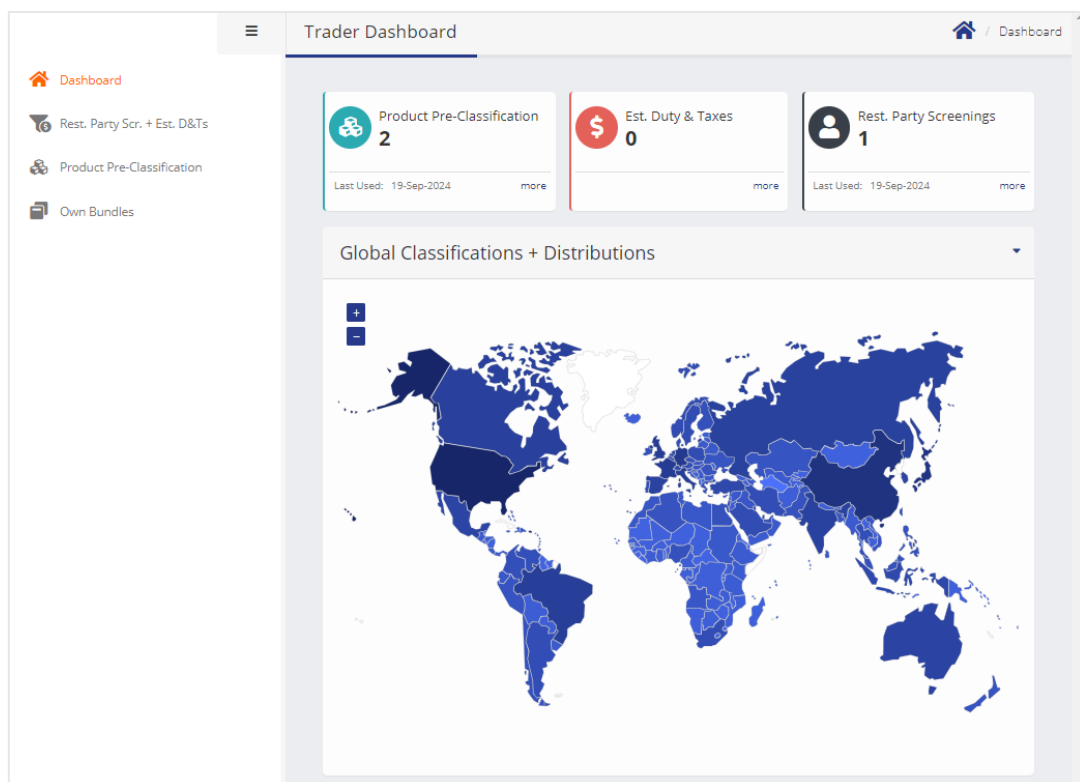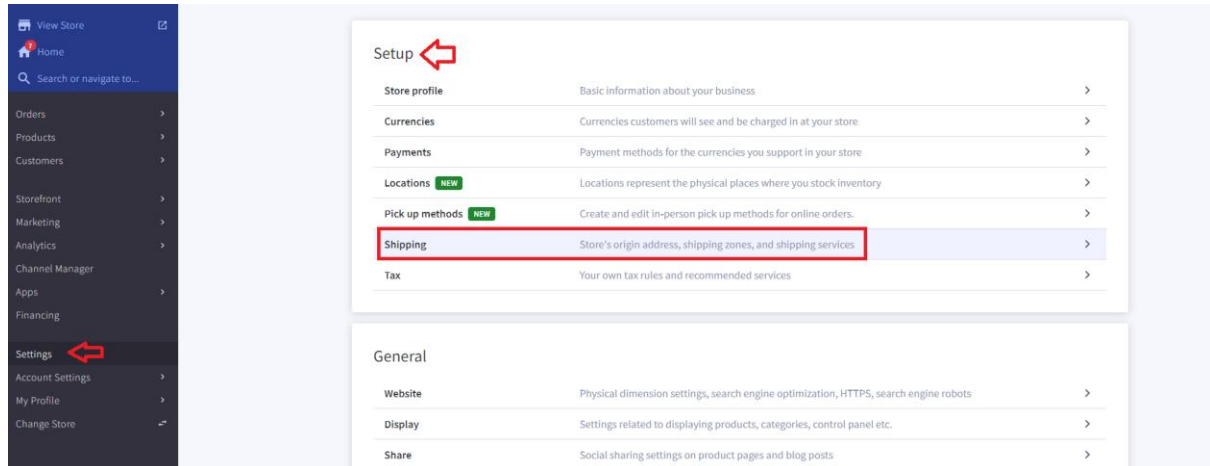

You have now connected the EdgeTariff App from your BigCommerce store to EdgeTariff in EdgeCTP.
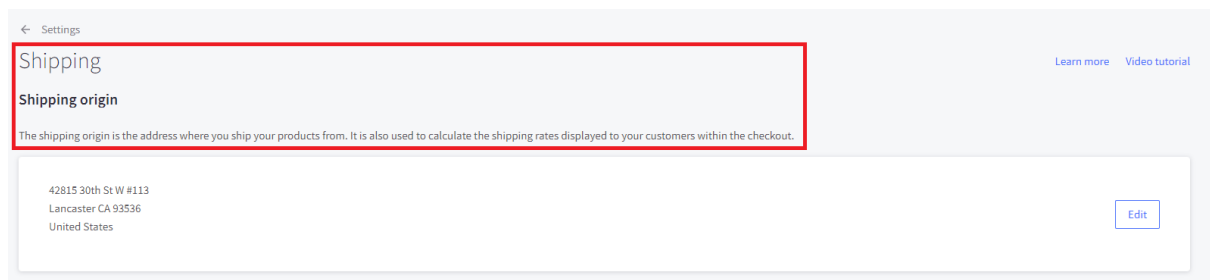
# Configuration EdgeTariff within BigCommerce
Configure Shipping Address

1. Log in to your BigCommerce dashboard.
2. From the dashboard, go to **Settings**.
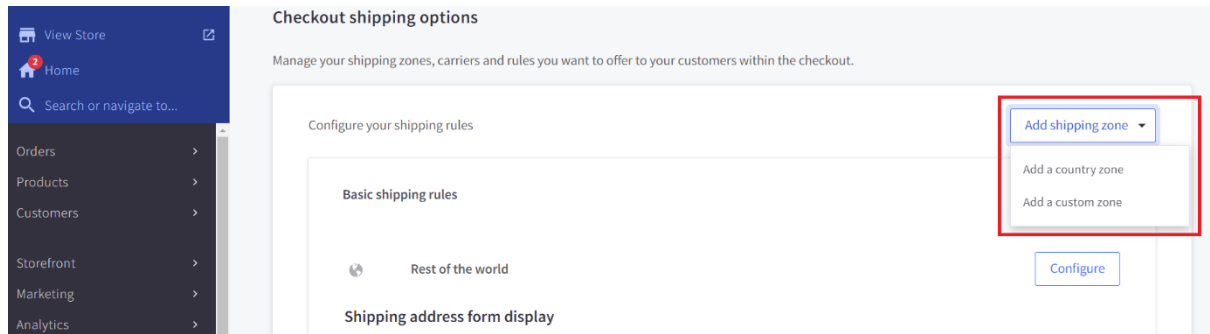3. Navigate to **Shipping**.

4. Under **Shipping Origin**, Enter the address of your store to configure the shipping address.
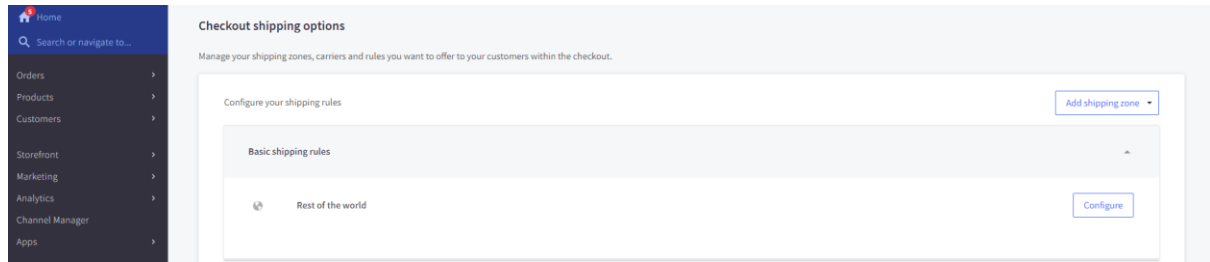   a. This step is essential for ensuring accurate shipping rate calculations.

5. Under **Checkout shipping options** configure **Basic shipping rules**
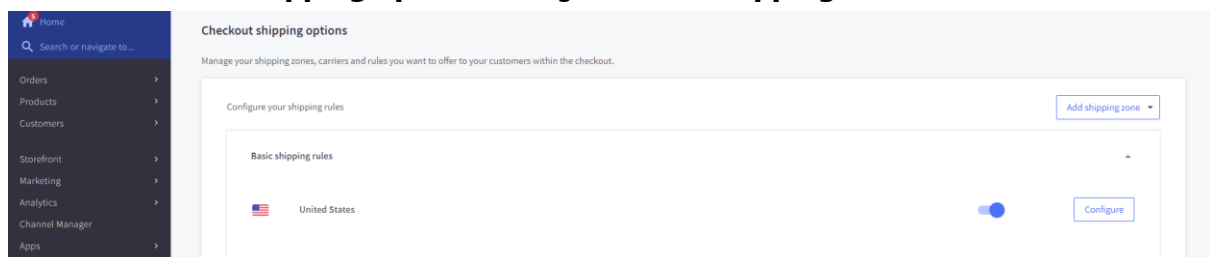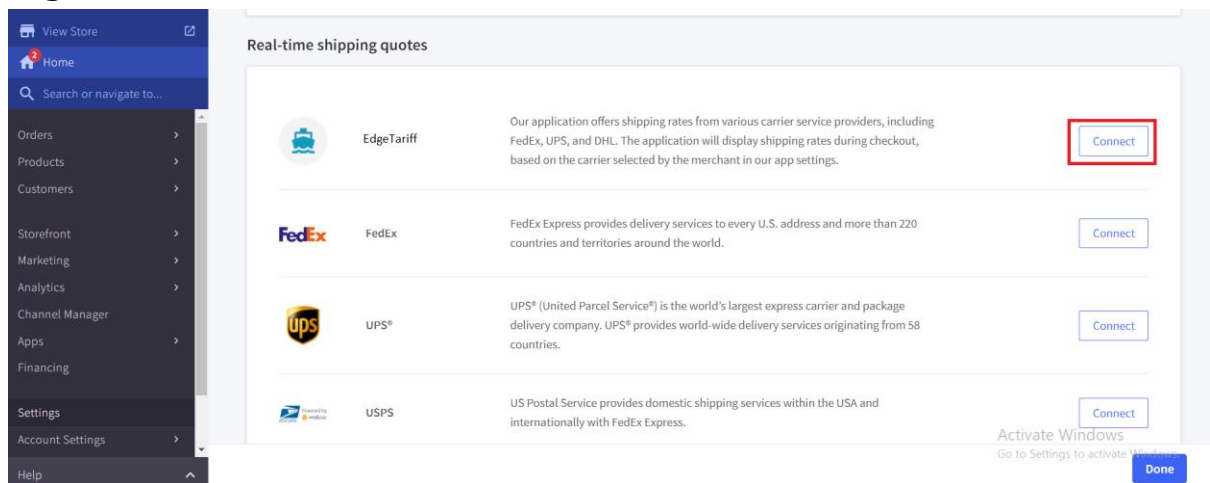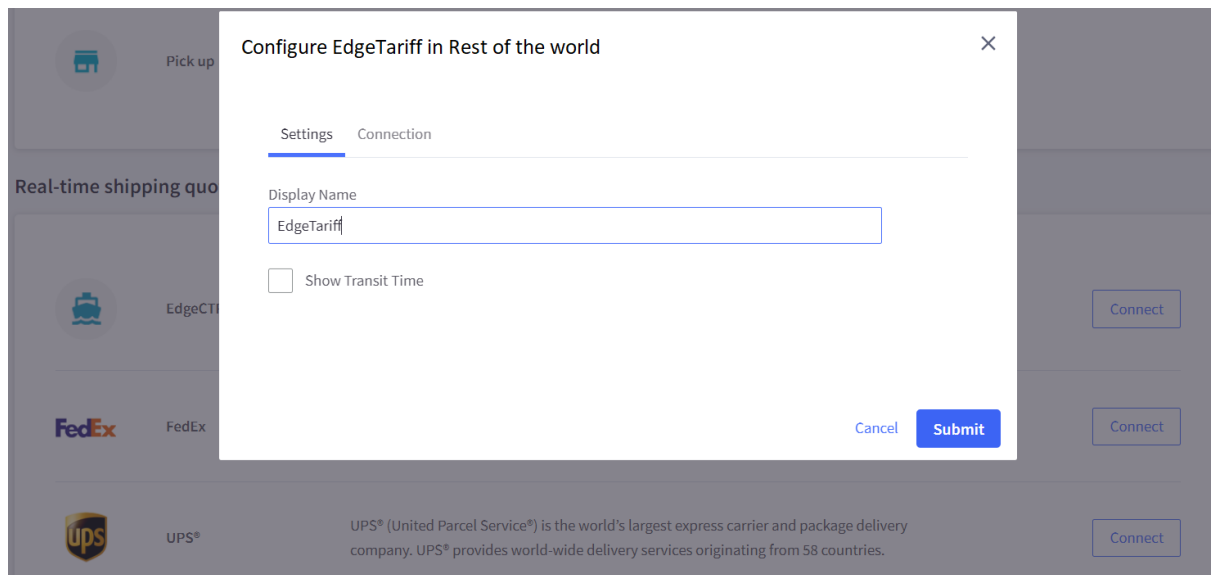
6. Click on dropdown of **Add shipping zone**

7. Delete other shipping zones except **Rest of the world**
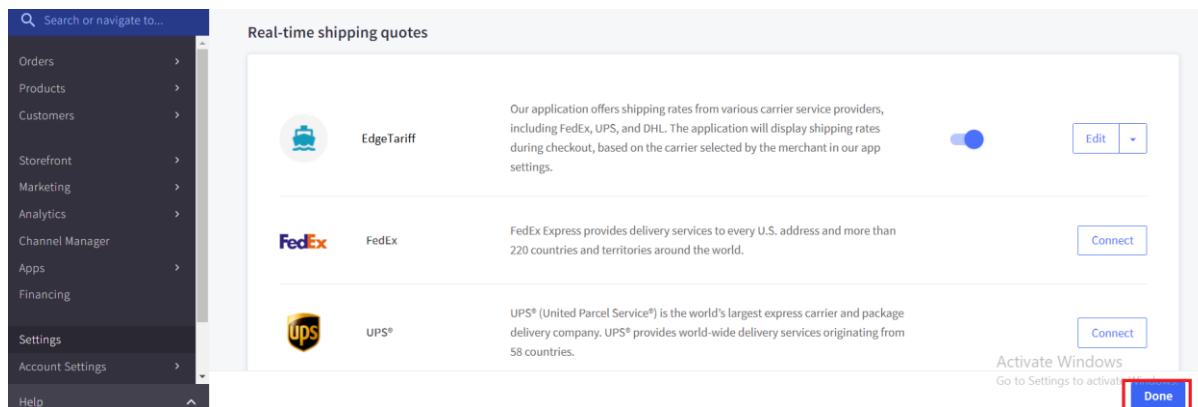

8. Click on **Configure** the Rest of World zone

9. Click on **Add the Rest of the world** and under the **Rest-time shipping quotes** flick
    to **'Connect'** of **EdgeTariff** and click on **Submit** of the popup open of **Configure
    EdgeTariff in Rest of the world**

10. Click on Done in the right bottom and now shipping quotes is enable

Configure Shipping Options

1. In the **Shipping** section, scroll down to **Checkout Shipping Options**.
2. Look for the **Configure Shipping Rules** section.
3. Several shipping regulations will be shown; locate the **EdgeTariff** and click the **Connect** button.

Note: This allows your store to use advanced shipping calculations and methods based on your preferences.

Basic Functionality of EdgeTariff

This section covers the basic functionality of EdgeTariff based on PPC, EDT and RPS. Perform this section to test that EdgeTariff is setup correctly within your BigCommerce store.
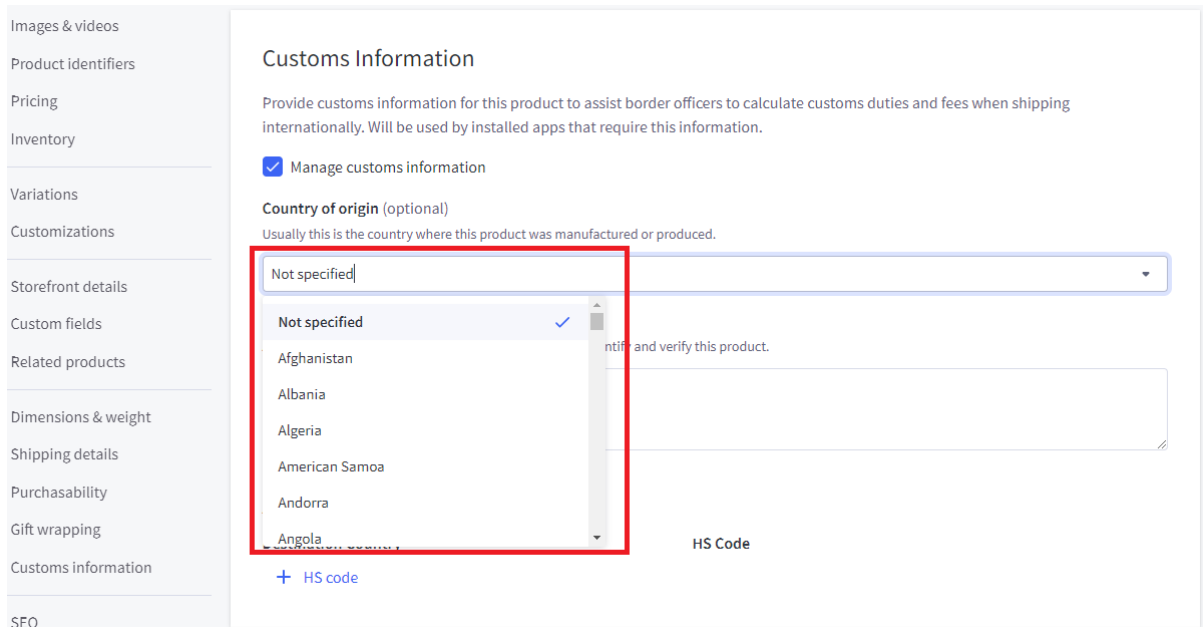
Request Pre-Classification

To calculate the duties & taxes of any product being shipped to a destination country, the Harmonized System (HS) code (of at least 6-digits) and Country of Origin (where a product has been made, i.e., where the greatest economic activity on the product creation took place) need to be pre-populated.

You can either perform this Request Pre-Classification manually, one-product at a time based on what you know is the HS code, or use the Request Pre-Classification functionality to request a trained customs expert to classify the product for you.

Manually Add Country of Origin and HS6 Code Values

1. For each product, **edit** and add the **Country of origin/manuf.**

Get Professional Request Pre-Classification Service

If you would prefer a customs trained professional to pre-classify your product(s) to BOTH HS6 (first 6-digits) and country specific Fully Quality (FQ) level (10-digits or more), then follow this process.

1. Find and **edit** the product you wish to get classified.
2. In the "Description" section, navigate to the top-right corner where you'll find a three-dot icon (indicated as the ellipsis menu).
3. Click the ellipsis (three dots) icon.
4. From the dropdown menu, select **Request Pre-Classification**.
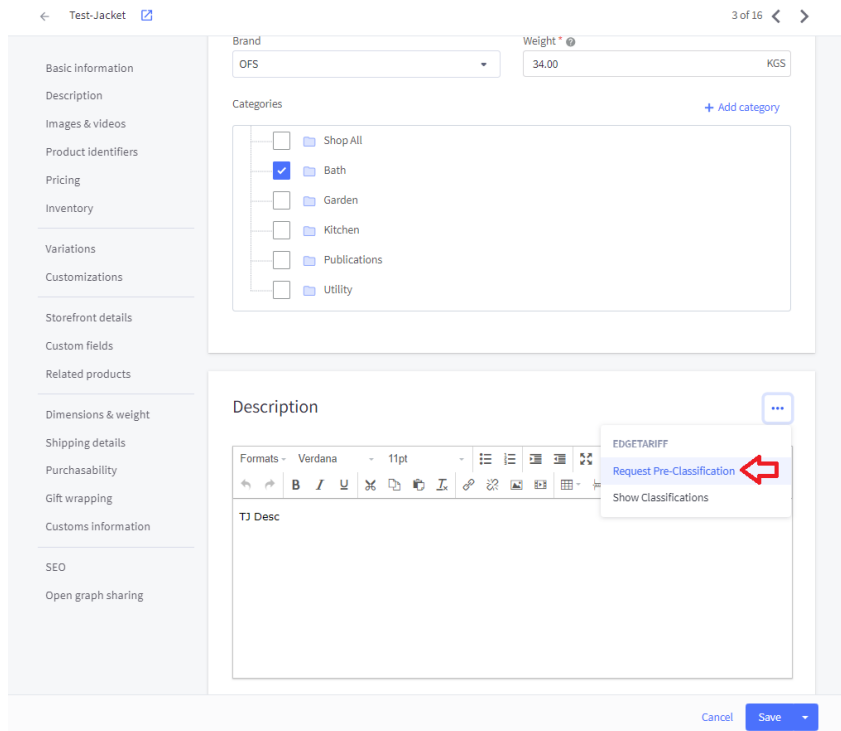
5. When requested, add the **country or countries** you MAY ship the product to and click on **Request Pre-Classification** button.
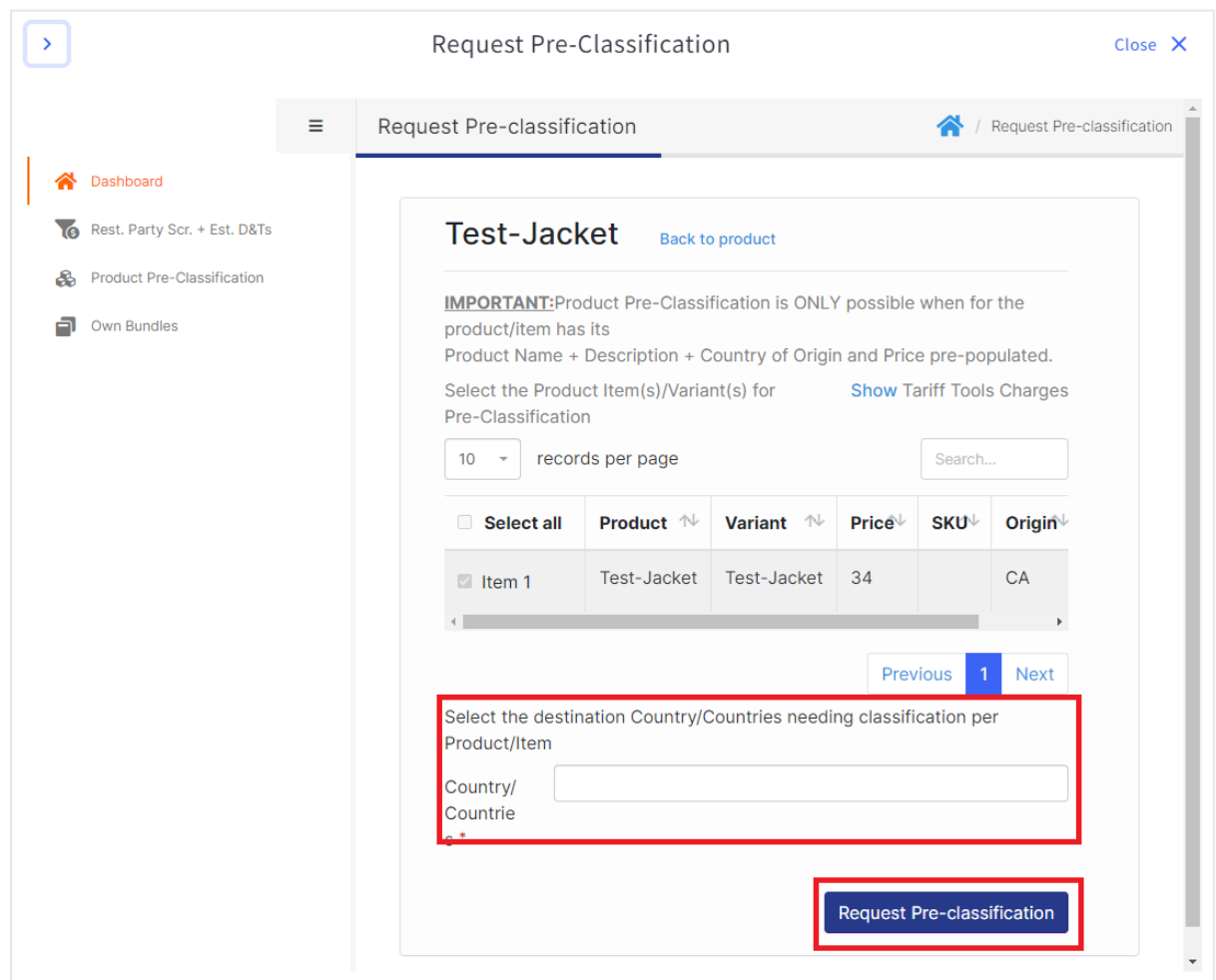
Note: Request Pre-Classification is performed by a HUMAN and therefore, could take an hour or so to be classified and returned to you, i.e., there is NO immediate classification shown.

6. You can on occasion come into the **EdgeTariff** > **Product Pre-classification** to show the Request Pre-Classification table.
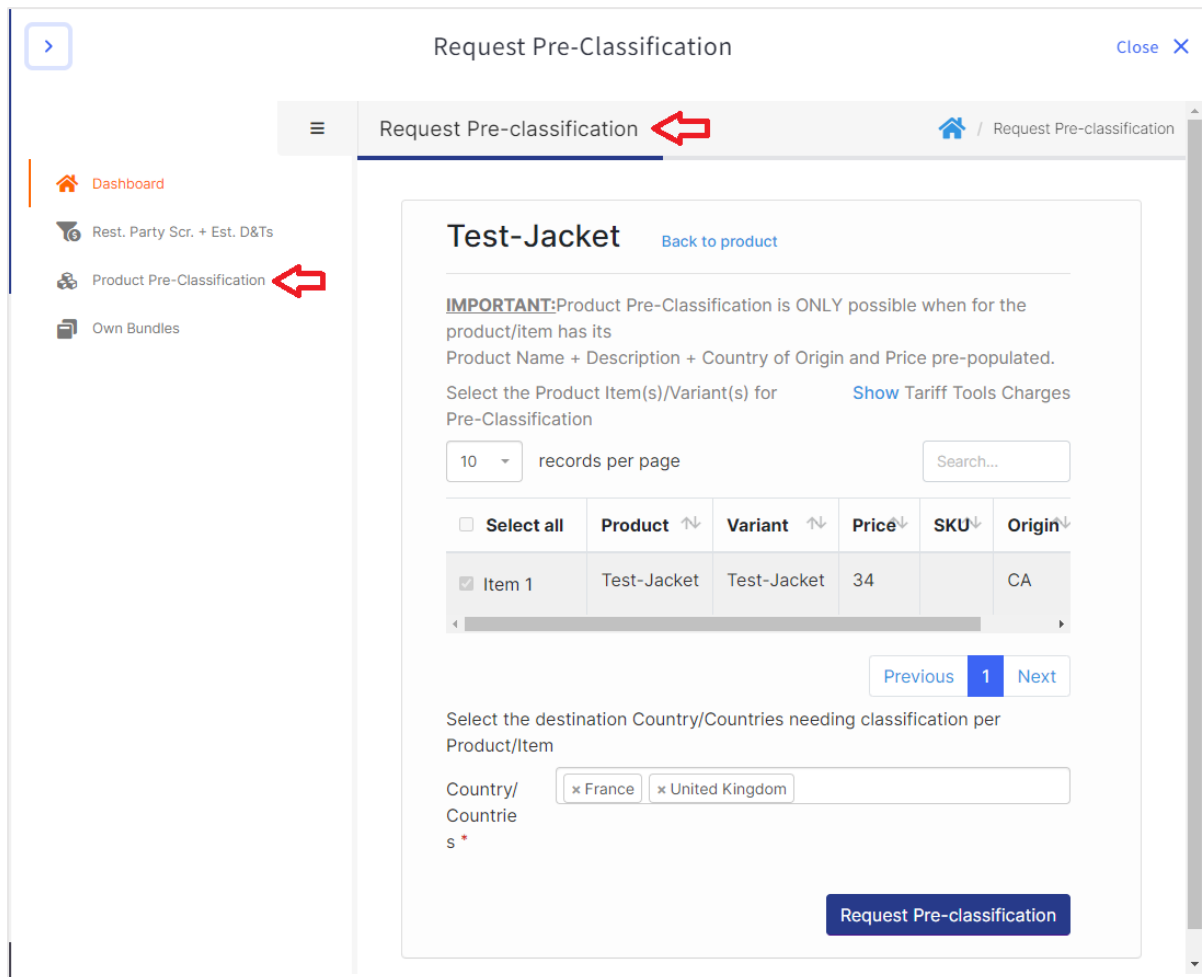
7. The returned value should be shown in the **HS6** and **Tariff Code** columns (both HS6 + Tariff Code = the **Fully Qualified** value that is country specific), with EdgeTariff automatically populating the HS6 value for the product in the BigCommerce store.

Perform Estimate Duty and Tax (EDT)

This section assumes that an overseas buyer is purchasing an item from your online store.

Additionally, to show the shipping rates along with the duties & taxes, you will need to make sure that the shipping rates connection (to a carrier) or your own shipping rates has been setup within EdgeCTP **Settings > Logistics**.

To see EDT on the checkout, do the following:

1. Go to the online store and select an item(s) to purchase by placing them into the cart.
2. Process to the checkout and complete the required DESTINATION address fields.
3. Wait for the checkout to appear showing the **shipping rates** with the associated **Duties & Taxes** for each shipping method.

4. Once a shipping method is selected the total for the order will be shown.

5. If you are simply testing this functionality, then you can abandon the cart here, otherwise, you can place the order and look at the confirmed order in your order screen within BigCommerce.

Restricted Party Screening (RPS)

The RPS functionality allows you to screen a customer BEFORE you ship goods to them. To request RPS on any placed order do the following:

1. **Find** and **edit** the order you wish to screen the customer.
2. Click the **Request RPS** button
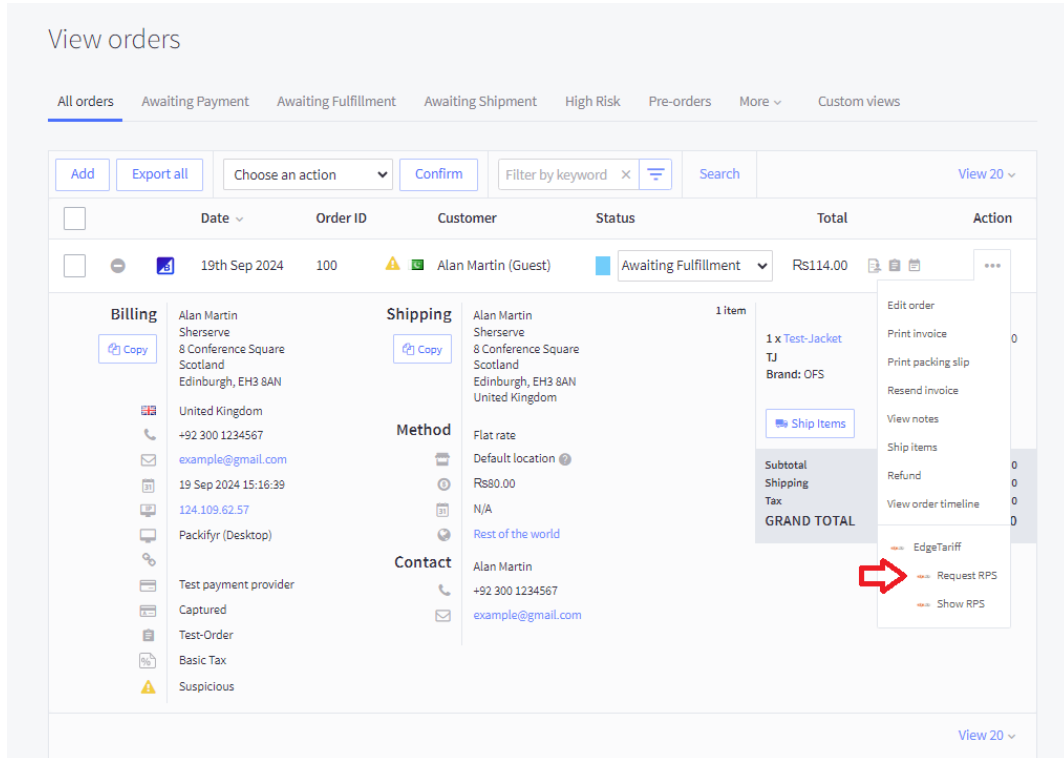
3. EdgeTariff will then screen the customer details across a range of global denied party lists and return the result on the RPS screen, **Party Restricted** column (Yes or No), of the EdgeTariff App within BigCommerce.
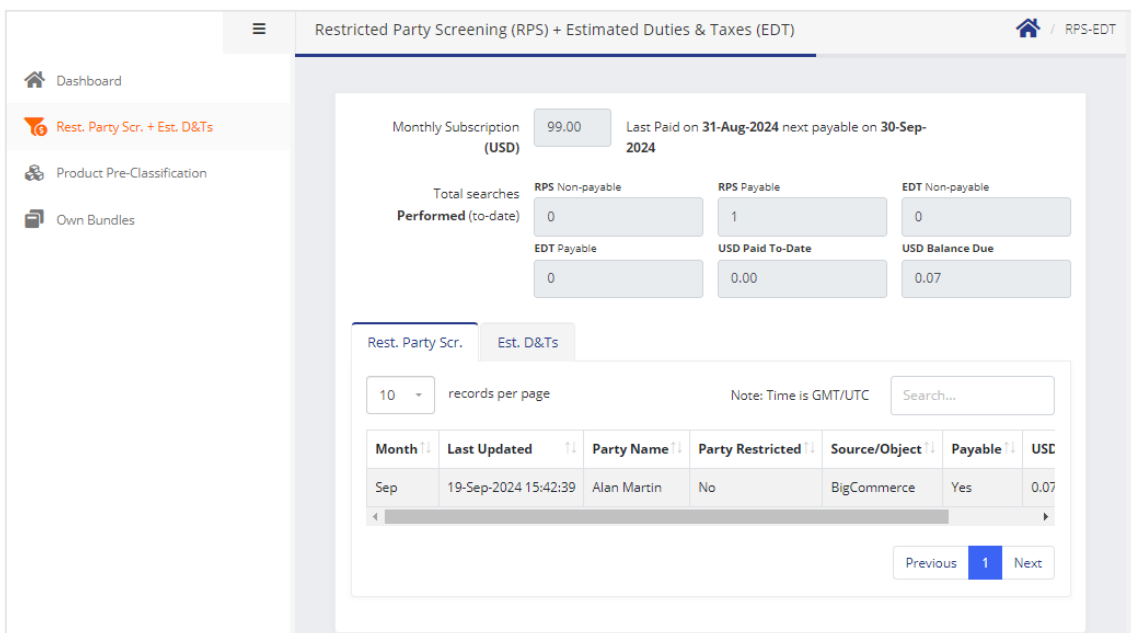
4. Returning to the associated order screen you will also get an order note (party not restricted).

EdgeTariff Bundled Products
Bundle Product Feature

1. **Accessing the Bundle Feature**

   After installing the app, users can find the "Own Bundle" option at the bottom of the sidebar.

   - **First-time Users**: Click "Own Bundle," and a **Create New Bundle** button will appear.

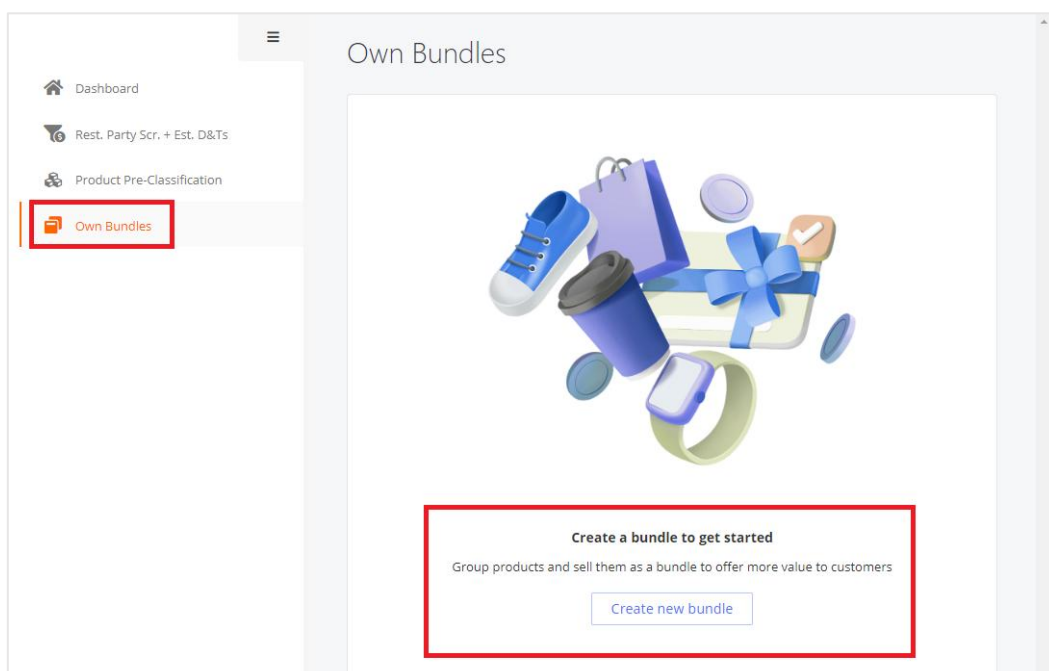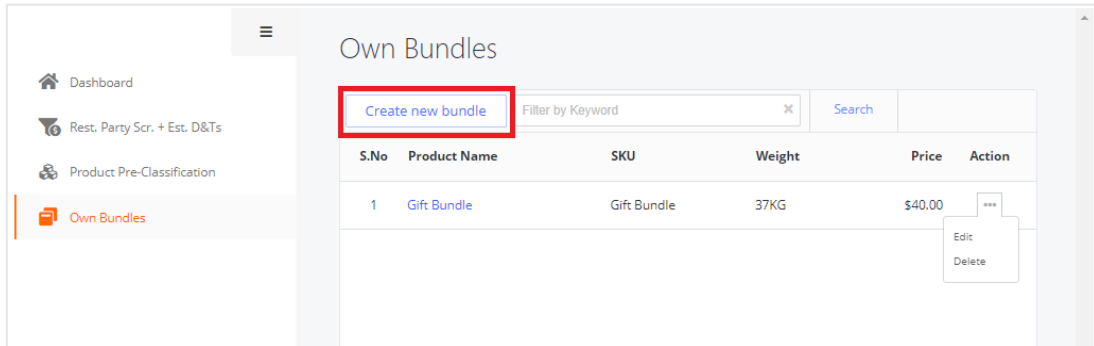- **Returning Users**: If bundles have already been created, the **Bundle List** will be displayed, along with a **Create New Bundle** button at the top.

2. Creating a Bundle

    a. To create a new bundle, follow these steps:

    b. Click on **"Create New Bundle"**.

    c. Fill in the required fields:

        i. **Bundle/Kit Name:** Enter the bundle name.

        ii. **Description:** Provide a brief description of the bundle.

        iii. **Media:** Upload images for the bundle.

        iv. **Select Products:** Add multiple products to the bundle. Each selected product will appear in the "Products Within Bundle" section.

        v. **Product Quantities:** Set the quantity for each product in the bundle.

        vi. **Bundle Price:** Set the total price for the bundle.

    d. **Save** the bundle. It will now appear in the **Bundle List**.
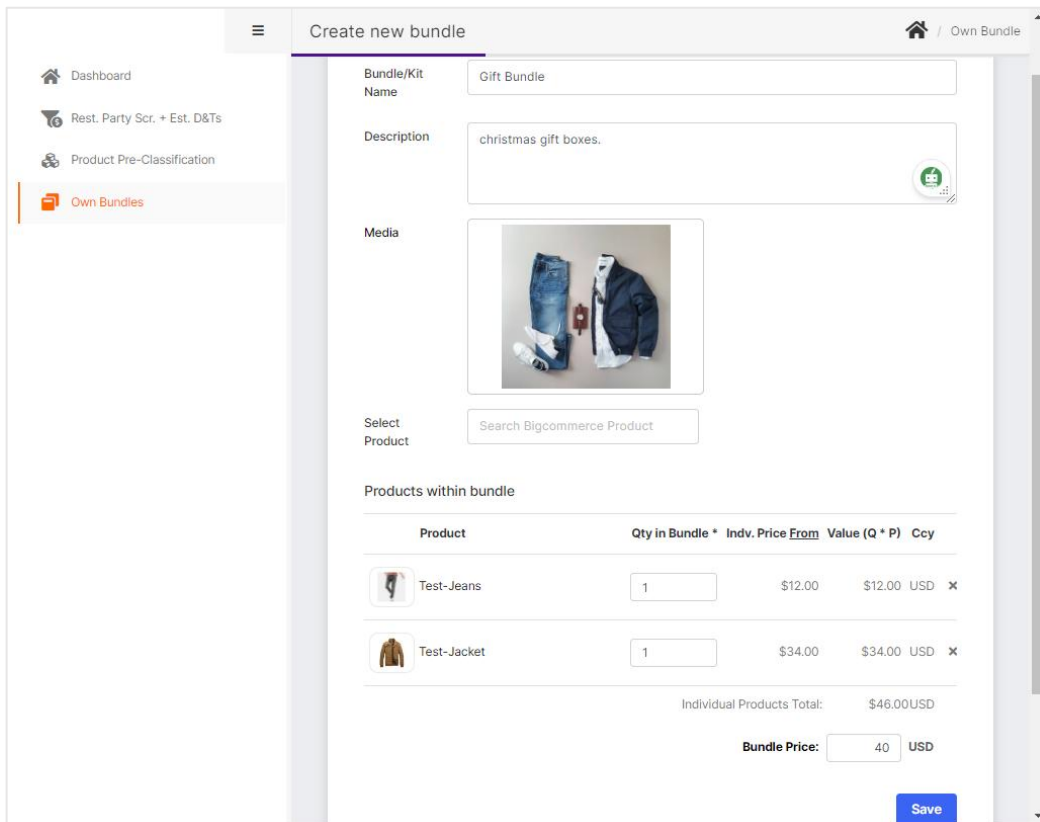
3. Managing Bundles

- If bundles are already created, the **Bundle List** is shown when "Own Bundle" is selected from the sidebar.
- The **Action** menu offers two options:
    - **Edit**: Modify any bundle using the same fields as in the creation process.
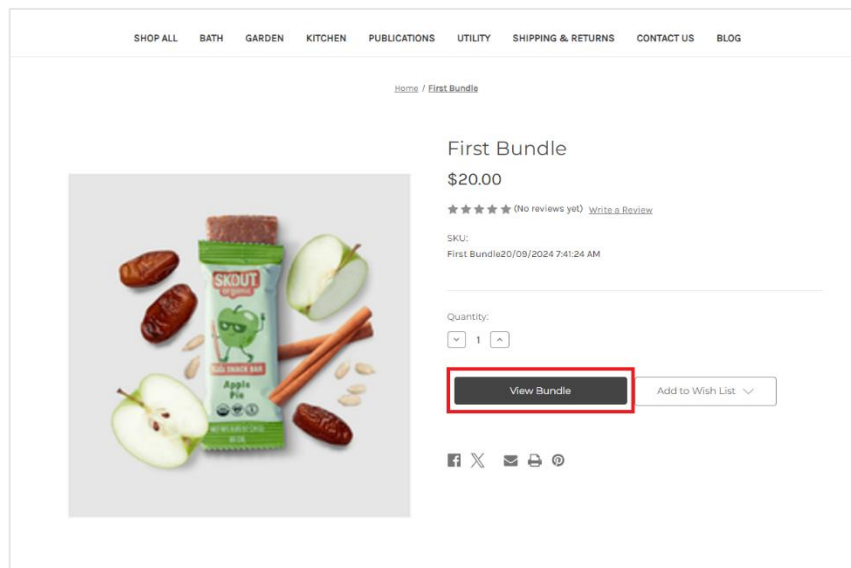   - **Delete:** Remove the bundle from the list.
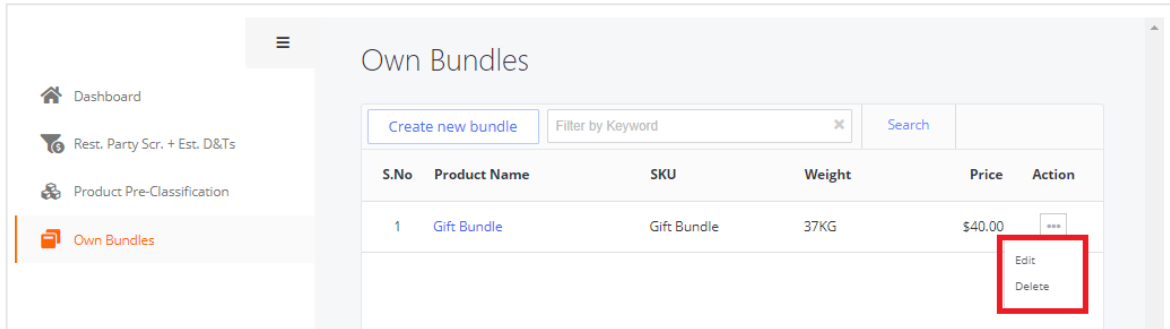
4. Front-End User Experience

- When users click on a bundle product or **Choose Options**, they are redirected to the **Product Detail Page**.

- On the Product Detail Page, there is a **View Bundle** button. Clicking this will open a popup displaying:
    - **Bundle Details**: Including a quantity option for the bundle.
    - **Bundle Products:** Select variant goods from the package of variant products.
- Users can adjust quantities and variants directly in the popup.
- Finally, clicking **Add to Cart** in the popup will add the entire bundle to the cart.
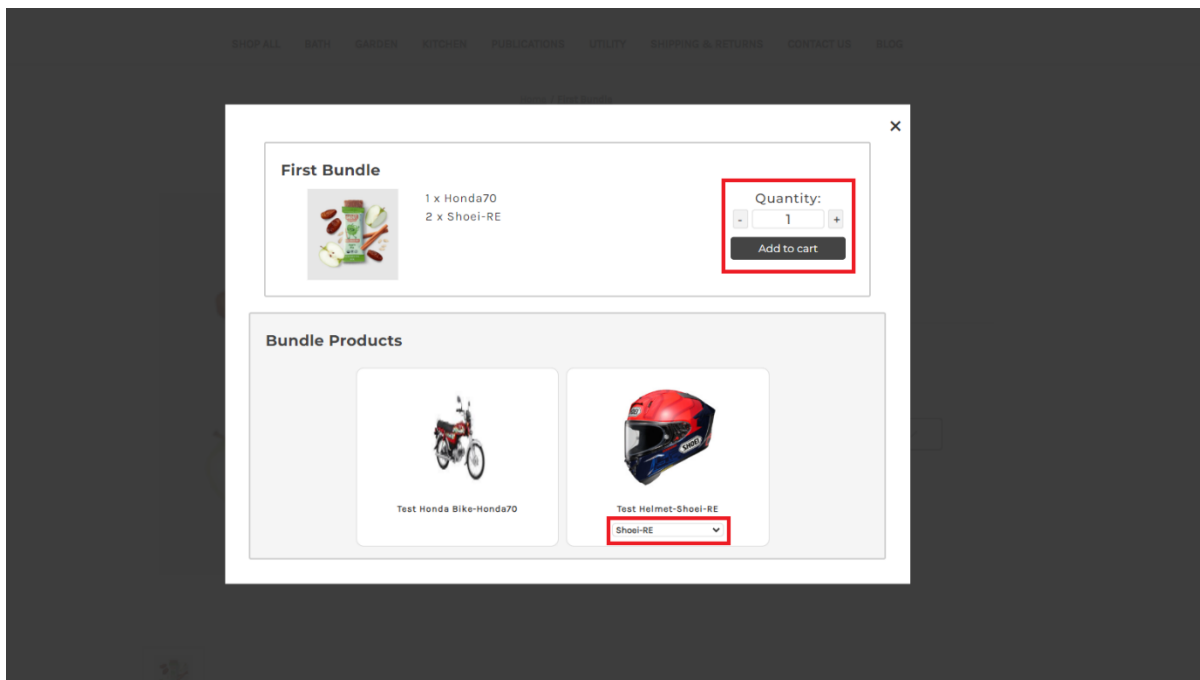
Use this section to create your own customised bundled products, which are a basket/group of products bundled into one sellable product.

1. To **add products to the bundle**, search for each product and click add. Please NOTE that each product added MUST have been PPC (i.e., have a country of origin and HS6 value pre-populated).
2. You can **add the shipping details for the bundle** (as a whole), e.g., weights and dimensions etc.
3. Once you have added all the products within the bundle, you can **publish the bundle product** to your online store.

Fulfilling and Order with ShipStation

If you plan on using ShipStation to fulfil your BigCommerce orders, which have been "tagged" as DDP (Delivery and Duty Paid) by EdgeTariff, then you will FIRST need to establish a connection between EdgeCTP and ShipStation, i.e., EdgeCTP > Settings > Fulfilment > ShipStation and follow the setups to connection the two systems together.