

CSM FOR BIGCOMMERCE

An App by Suite Engine

Microsoft Dynamics 365 Business Central

Listing Management Setup

Release: 2.0

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LISTING MANAGEMENT SETUP

Channel Sales Manager (CSM) for BigCommerce | Release: 2.0 (D365 Business Central Version 20.0 (Platform 20.0.37114.39012 + Application 20.0.37253.39101)

This document presents Listing Management setup information regarding CSM for BigCommerce Listing Management functionality for Microsoft Dynamics 365 Business Central. CSM for BigCommerce Listing Management functionality is additional functionality available for subscription purchase with the CSM for BigCommerce Order Management module.

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CSM Setup

CSM for BigCommerce Listing Management requires that you have already setup the CSM for BigCommerce Order Management functionality. Please follow the setup instructions for CSM for BigCommerce Order Management

CSM Sales Channel

There is a 'Listing Management' Fast tab on the Sales Channel Card. These fields are mostly defaults that CSM uses to build a Channel Listing from Business Central Item Data using the Create Listing Wizard.

Listing Management Fast Tab				
Field	Description	Example Value		
Prod Information Purpose	This field is for future use, it will allow you to specify a purpose for product information you populate in CSM			
Auto Build Attributes From	Indicates the method used to auto build attributes for a Sales Channel attribute set	Item Attributes		
Enable New Attribute Design	Enabling this field will instruct CSM to store listing attribute information in separate tables. The full functionality of this table structure has not been added to CSM and this field should be turned off. Enabling this field at this time will break existing attribute functionality.	No/False		
Price Group Code	Price Group to use in Listing Management for pricing.	ECOMB2C		
Listing Default Long Description / Listing Default Short Description	CSM can populate the Long Description sent to BigCommerce based on a Long Description CSM Product Information record attached to the CSM Listing. This Product Information record can be something you create, or linked to Business Central data: Manual: CSM will not link the Long Description to any value, however the user can create a long description product information record (with HTML tags supported) as a CSM Product Information entry for the listing. Extended Texts: CSM will link the Long Description Product Information record to the Extended Text entry for the item being listed. Description 2: CSM will link the Long Description Product Information record to Description of the Item being listed. LS Item HTML: If the LS Central extension from LS Retail is installed, CSM can link the LS Central Item HTML value to the Long Description product information record for the listing.			
Default Images	CSM can send links/URLs to BigCommerce. BigCommerce does not receive images.	Item Picture		
API Image File Path Base Image External ID Small Image External ID Thumbnail Image External D	The ability to assign and manage item pictures is not supported in CSM for BigCommerce 1.0. This functionality will be added in a subsequent product version.			
Listing Management Fast Tab (Availability Defaults)				
Field	Description	Example Value		



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Send Availability	This field indicates whether CSM should send inventory availability to BigCommerce for this	Switched On (True)
Information	Sales Channel.	
Default Availability Basis	The Business Central Inventory method to use when calculating availability. This is a default that every CSM Listing for this Sales Channel will be created with. You can however override this value for each individual Listing. All of the below methods use the location specified on the Sales Channel for the calculation. • Availability – (Item Availability) On hand, less what is due to ship on a sales order + what can be received on a Purchase Order where the expected release date is today or less. • Available Inventory – On hand minus what is on reserve for other demand • Inventory – On hand inventory for the Location specified by this Sales Channel.	Availability
Default Availability Percent	Allows you to specify a percentage to reduce the above calculated availability basis by before sending the value to BigCommerce. For Example, if the Availability Basis calculation was 100, and the Availability percent was 80%, then a value of 80 would be sent to BigCommerce. This value will be used when creating the listing and can be changed for each listing.	100
Default Availability Threshold	A minimum inventory threshold that must exist before CSM will send a calculated value. If the actual Inventory basis calculation was 9 and the threshold was set to 10, the CSM would send 0 to BigCommerce for the availability of this listing. If the calculation was 11, then CSM would send 11 to BigCommerce (except if the Subtract Threshold From Avail switch is On). A threshold value of 0 indicates that threshold adjustments should not be considered.	0
Subtract Threshold from Avail	A switch that indicates whether the threshold value should be subtracted from the calculated inventory availability before sending to BigCommerce. For Example, If the Availability Basis yielded 100, and the Availability Percent was 80, and the Threshold value was 10, CSM would send a value of 70 to BigCommerce for the Listing.	,
Inventory Ship Plan Number Series	The number series CSM should use when creating new shipping plans	Shipping plans are not used in BigCommerce
Default Replenishment Location	The default replenishment location for Inventory Management moves.	Inventory Management is not used in BigCommerce

CSM Tax Groups

Most eCommerce platforms contain some sort of way to group or categorize the different types of tax that are applied to products. The terminology for these records varies from platform to platform, but within CSM these categorizations are referred to as "CSM tax groups." CSM tax groups are set up to correspond to existing Business Central tax group codes.

CSM tax groups correspond to "tax class" records in BigCommerce. By default, BigCommerce offers tax classes for default taxes, non-taxable products, shipping tax, and gift wrapping tax, although you can create additional classes to meet your company's needs. Each tax class in BigCommerce has an external ID number that identifies it as unique. You can obtain the external ID for a tax class via BigCommerce's API reference tool:

- 1. On the left-hand side of the API Reference tool, choose the **Tax Classes** menu option, select **Taxes**, and then choose **Get All Tax Classes**.
- 2. In the Send a Test Request area, choose the Send button in the Send a Test Request area.

BigCommerce will return the tax classes and their external IDs from your platform.

You must link BigCommerce tax classes to CSM tax groups to ensure that the proper tax group codes are assigned to sales orders that are retrieved from BigCommerce. This is a manual process in which you associate an external ID from BigCommerce to a CSM tax group record in Business Central:

- 1. Open the CSM sales channel record for which you want to set up the tax group.
- 2. Choose the **Related** ribbon, then select the **Setup** menu and choose the **Tax Groups** action.



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- 3. Create a new line. The API set code and sales channel code will be automatically populated by the application.
- 4. In the **Tax Group Code** field, enter or use the AssistButton to select the Business Central tax group code you want to assign.
- 5. In the External ID field, enter the external ID for the tax class you obtained from BigCommerce.

CSM Price Groups

Most eCommerce platforms contain some sort of way to group or categorize customer pricing. This makes it possible to set up difference pricing schemas for different groups of customers, then assign customer records to these groups. When a customer orders products, the platform uses the pricing that has been defined for that customer's pricing group.

The terminology for these records varies from platform to platform, but within CSM these categorizations are referred to as "CSM price groups." CSM channel categories are set up to correspond to existing Business Central customer price group codes.

CSM price groups correspond to "customer group" records in BigCommerce. Each customer group in BigCommerce has an external ID number that identifies it as unique. You can obtain the external ID for a customer group by opening the customer group record in edit mode from BigCommerce's administration interface and then reviewing the URL in your browser. The BigCommerce customer group's ID can be identified as the final value that appears directly before the "edit" portion of the URL. For example, in the sample below, the customer group's external ID is 1:

https://mybigcommerce.com/manage/customers/groups/1/edit

It is recommended that you use CSM price groups to link your Business Central customer price groups and your BigCommerce customer groups, as this association can streamline the process of building channel listings. This is a manual process in which you associate an external ID from BigCommerce to a CSM price group record in Business Central:

- 1. Open the CSM sales channel record for which you want to set up the price group.
- 2. Choose the **Related** ribbon, then select the **Setup** menu and choose the **Price Groups** action.
- 3. Create a new line. The API set code and sales channel code will be automatically populated by the application.
- 4. In the **Price Group Code** field, enter or use the AssistButton to select the Business Central customer price group code you want to assign.
- 5. In the External ID field, enter the external ID for the customer group you obtained from BigCommerce.

CSM Channel Categories

Most eCommerce platforms contain some sort of way to group or categorize the different types of items that are available for sale. The terminology for these records varies from platform to platform, but within CSM these categorizations are referred to as "CSM channel categories." CSM channel categories are set up to correspond to existing Business Central item category codes. Just as Business Central supports the ability to have multiple item category hierarchy levels, CSM channel categories can be set up as "parents" to one or more "children" categories.

CSM channel categories correspond to "product category" records in BigCommerce. Each product category in BigCommerce has an external ID number that identifies it as unique. You can obtain the external ID for a product category by opening the product category record in edit mode from BigCommerce's administration interface and then reviewing the URL in your browser. The BigCommerce product category's ID can be identified as the final value that appears directly before the "edit" portion of the URL. For example, in the sample below, the category's external ID is 23:

https://mybigcommerce.com/manage/products/categories/23/edit

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Although linking your BigCommerce product categories to CSM channel categories is not required, it is recommended, as this association can streamline the process of building channel listings. CSM provides a wizard tool that allows you to automatically create channel categories from Business Central item categories. Once you have created these records, you can manually assign the external ID from the relevant BigCommerce product category to each one.

- 1. Open the CSM sales channel record for which you want to set up the category.
- 2. Choose the **Related** ribbon, then select the **Listing** menu and choose the **Create Category Wizard** action.
- 3. On the first page, in the **Method** field, choose the *Item Category* option, the choose the **Next** button.
- 4. On the second page, in the **Item Category Code** field, enter or use the AssistButton to select the Business Central item category for which you are setting up a CSM channel category.
- 5. If the item category you have selected has children categories and you want to create corresponding CSM channel category records, enable the **Auto Add Category Children** option.
- 6. Choose the Finish button. New CSM channel category records are created for the selected item categories.
- 7. From the CSM sales channel record, choose the **Related** ribbon, then select the **Listing** menu and choose the **Channel Categories** action.
- 8. On the lines for the newly-created channel categories, enter the external ID for the product category you obtained from BigCommerce in the **External ID** field.

CSM Attributes and CSM Attribute Sets

Most eCommerce platforms contain some sort of way to define product characteristics, which then have a number of predefined values. For example, we might set up a product characteristic called "Color" and then define color values such as Red, Blue, and Yellow. Oftentimes, it will also be possible to organize these characteristics into defined groups that represent the characteristics that are applicable to different products or products lines. For example, we might have a category called "Apparel" that includes categories such as Brand, Color, Material, and Size.

The terminology for these records varies from platform to platform, but within CSM these categorizations are referred to as "CSM attributes," while the category-specific values exist as "CSM attribute options." Finally, a collection of attributes is an "CSM attribute set." CSM attribute sets are set up to correspond to existing Business Central item category records.

CSM Attributes

CSM attributes correspond to "product variant option" records in BigCommerce. CSM attribute options correspond to "attribute terms" in BigCommerce).

It is possible to set up CSM attributes in Business Central by obtaining the record's external ID on the BigCommerce platform and manually assigning it to a CSM attribute record in Business Central. You can obtain the external ID for a product variant option and its defined product variant option values via BigCommerce's API reference tool:

- 1. Opening a product record to which the product variant option has been assigned in edit mode from BigCommerce's administration interface
- 2. Review the URL in your browser. The BigCommerce product's ID can be identified as the final value of the URL. For example, in the sample below, the product's external ID is 114:

https://mybigcommerce.com/manage/products/edit114

- 3. Open the BigCommerce API reference tool.
- 4. On the left-hand side of the API reference tool, choose the **Catalog** menu option, select **Product Variant Options**, and then choose **Get All Product Variant Options**.



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- 5. In the **Send a Test Request** area, choose the **Settings** tab.
- 6. For the **product_id** path parameter query, enter the product ID you obtained in step 2.
- 7. Choose the **Send** button in the **Send a Test Request** area.

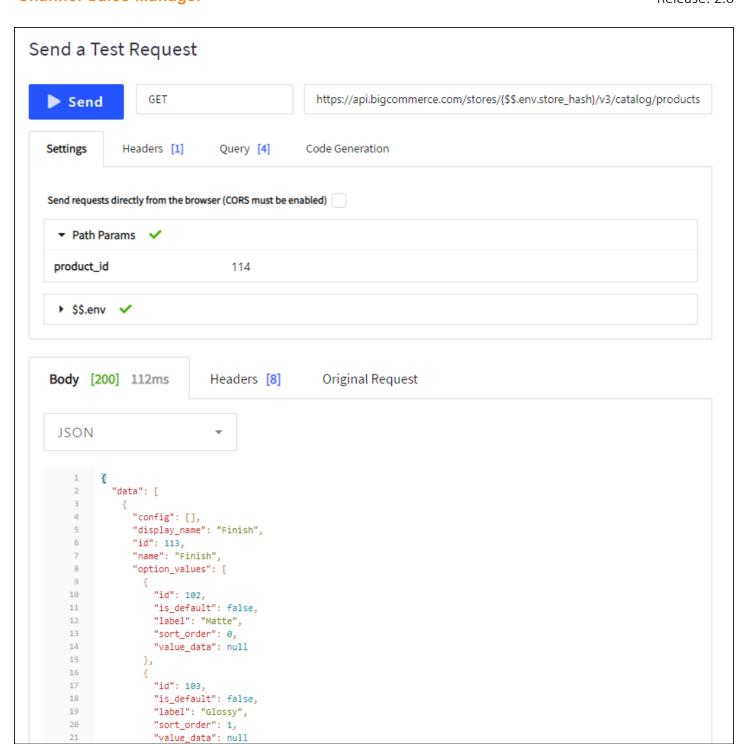
BigCommerce will return the ID for the product variant options, as well as each option's defined product variant option values. In the following example, we can see that the BigCommerce ID for Finish product variant option is 113. In turn, the Finish product variant option has product variant option values of Matte and Glossy, with IDs of 102 and 103, respectively.

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Once you have obtained a product variant option's external ID from BigCommerce, you can set it up as a CSM attribute in Business Central:

- 1. Open the CSM sales channel record for which you want to set up the attribute.
- 2. Choose the **Related** ribbon, then select the **Listing** menu and choose the **Channel Attributes** action.
- 3. Create a new line for the attribute and assign an identifying description in the CSM Name field.



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- 4. In the External ID field, enter the attribute value you obtained from BigCommerce.
- 5. To assign options to the new attribute record, choose the **Actions** ribbon, then select the **Data Sync** menu and choose the **Show Option Values** action.
- 6. Create a new line for the attribute option and assign an identifying description in the CSM Option Name field.
- 7. In the External ID field, enter the attribute term value you obtained from BigCommerce.

CSM Attribute Sets

The concept of an attribute set does not exist in BigCommerce, although it may be of value to still define these groupings within Business Central. This process is performed manually in the **CSM Attribute Sets** page, which is accessed from the CSM channel record by choosing the **Related** ribbon, selecting the **Listing** menu, and choosing the **Channel Attribute Sets** action. It is also possible to create CSM attribute sets as part of the <u>CSM category creation process</u>; when working with the Create Category Wizard, there is an option to create corresponding attribute sets for each selected category.

Product Listings

Now that basic CSM For BigCommerce setup is complete, we can concentrate on creating CSM Listings which can then be sent to BigCommerce for inclusion in its Products page.

Relevant Dynamics 365 Business Central Item Information

Let's start by looking at a D365 BC Item and related information and showing the relevant data that CSM can send to BigCommerce.

In D365 BC on the item you have already defined/created, let's pay attention to the values that CSM will look for. Note that all the information is not required for CSM to transmit product information to BigCommerce. CSM will send what it finds, and it can always be updated later.

- Item No.
- Type (Physical or digital)
- SKU
- Regular price
- Weight
- Primary category code
- Catalogue visibility
- Item Category
- Tax Class ID
- Width
- Depth
- Height
- Cost price
- GTIN
- Inventory tracking flag
- Extended Text (on the field 'Description,' type 'Short description')
- Set Special Prices (standard functionality for sales prices)
- Identifiers (CSM can use this to link a BigCommerce Product SKU that is different than the Item Number)



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Note: the ability to assign and manage item pictures is not supported in CSM for BigCommerce 1.0. This functionality will be added in a subsequent product version.

In BC, the image is on the CSM Listing card, in the Listing Product Information section, on a line with "Information Type" = Image. The URL that CSM sends is built from the "API Image File Path" on the Listing Management tab of the Sales Channel Card plus the "CSM Name" field on the Listing Product Information line.

Use the action Channel Integration > Send Images to Channel. BigCommerce should return an External ID and fill some other fields with "External" in the name. On BigCommerce, the image should be assigned to the product.

CSM Listing

Channel Sales Manager

Now that we have reviewed the Item Information in D365 BC, we are ready to define the product listing in CSM for our BigCommerce Sales Channel.

To create a new listing on BigCommerce, we can use the Create Listing Wizard from the Sales Channel Card.

Go to the BigCommerce Sales Channel > click Listing > click Create Listing Wizard

The CSM Listing Wizard is then displayed.

- a. Enter the D365 BC Item No. that you would like to list on BigCommerce.
- b. If Variants existed for this item, you could choose the Variant.
- c. If more than one Unit of Measure exists for the item, you would be able to select an alternate for this listing. It is possible to have multiple SKUs listed on BigCommerce with varying Units of Measure and Variants.
- d. Press Next to continue the Listing Wizard.
- e. Populate the SKU (or Identifier) that the Channel (BigCommerce) should know this listing as. Note that the value will default to an entry in the Item Identifier table, however you can override this value by typing in a new SKU. The SKU does, however, need to be a unique value for this Sales Channel.
- f. When finished, press Next.
- g. Press Finish.

We can now review and fine tune the listing information that CSM just created.

To view the listing:

Go to the Sales Channel Card > Listing > Channel Listing

OR

Search for 'Channel Listings'

This will show a list of all the listings we have defined for our BigCommerce Sales Channel.

Select the item just added to open it and view the details.



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Now, let's review the sections of the listing that CSM assembled from the D365 BC Item Data.

The first two Fast Tabs on the listing are the General Fast Tab and the Listing Fast Tab.

Listing - General Fast Tab				
Field	Description	Example Value		
Sales Channel Code	The Sales Channel Code this listing is for.	BIGCOMMERCEB2C		
Channel Item SKU	The SKU which BigCommerce uses to identify the product.	79999		
Type	 The Business Central Sales Line Type that this listing links: Item: The listing links to a D365 BC Item. G/L Account: The Listing links to a D365 BC General Ledger Account. Resource: The Listing links to a D365 BC Resource. Charge (Item): The Listing links to a D365 BC Item Charge. Note that the Wizard will only build Listings for Items, however, you could create a listing manually with a different item type. Example use case: You would like your customers to be able to donate to a charity on your site, you could then record these donations to a "Due to Charity" G/L account on the Sales Order. 			
No.	The No. representing the Type. If the type was Item, this would be the Item No.	1936-S		
Variant Code	This is valid for Type Item only. If you are using D365 BC Variants for the item, you can specify which Variant is to be listed in this field.			
Unit of Measure	This is only valid for Type Item. This represents the Unit of Measure for the Item being listed. The wizard will default this to the Item base unit of measure, but you can select which item unit of measure is to be listed.	PCS		
Blocked	This value corresponds to the "Is Visible" setting for listings in BigCommerce. You can use this field to control a listing's visibility.			
Channel Product Type	This controls the BigCommerce Product Type (Simple, Configurable, Grouped, Virtual, Bundle, Downloadable). Note that this documentation will only cover Simple Items. Configurable items are possible but requires a more advanced setup of attributes.	Simple		
Listing Fast Tab				
Field	Description	Example Value		
Channel Product Name	The product name representing the listing.	BERLIN Guest Chair, yellow		
CSM Channel Primary	The CSM Channel Category linked to this Listing.			
Category				
	If you need to change the categories that this item is part of, please go to BigCommerce admin and change it there.			
Channel Attribute Set	Enter or use the AssistButton to assign an attribute set to the CSM listing record.			
	BigCommerce does not utilize attribute sets, but it may still be beneficial to assign attribute sets to listings for grouping purposes.			

The next Fast Tab is the **Listing Product Information** Fast Tab. This is a powerful piece of CSM functionality allowing you to add additional product information (descriptions, images, etc.) to the listing that can be sent to BigCommerce.

The CSM Listing Wizard brings product information record(s) for the listing based on the Sales Channel settings.

You can see more details: **click Manage > click View/Edit**. The Product Information Card associated with the Listing is displayed.



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Adding a Long HTML Description to the Listing

You can add a Long Description, including HTML tags to the listing by adding a Product Information Record to the listing.

Go to the CSM Listing> click Add Description to Product.

A line will be added to this list with a default Information Type of Description. Enter **Long Description** in the Tags field of this new record.

CSM uses this Tag value to know that this description should be sent to BigCommerce as the Products Long Description.

On the Listing Product Information > on Manage > View / Edit and the detail Product Information Card will appear.

We set the Source Type to Blob, which allows for very long descriptive text to be entered. We then go to the Description Fast Tab and enter our text in the Description HTML area. We have now completed the Additional Product Information for our Long Description. If you wish to make changes, just edit the Product Information record again from the CSM Listing and make changes to the Description HTML text.

CSM Listing Attributes

On the Product Information card, CSM also brings in the D365 BC Item Attribute values for a linked item. You can manually maintain them there if you would like, but there is also an update button in the Actions Functions that will sync the attribute values from D365 BC. If you add an attribute and value to the item that is linked to the Channel Category, CSM brings those new or changed values in when you Synchronize Attributes.

Retrieving Product Variants

BigCommerce allows you to set up a single product and then define multiple product variants as children records to the main item. For example, if an item is offered in multiple colors or sizes, a single product record could be set up in BigCommerce, followed by multiple product variation records that reflect the various color/size combinations that exist for the item.

If you have properly <u>set up CSM attribute and CSM attribute option records</u>, you can instruct CSM to automatically retrieve and create listing records for a product's defined variations:

- 1. Set up a CSM listing record for the primary item, according to the standard listing creation process.
- 2. In the **Channel Product Type** field, choose the *Configurable* option.
- 3. Ensure that the **External ID** field on the **Listing Status** FastTab has been populated with the unique identification number that BigCommerce has assigned to the product record.
- 4. Choose the **Actions** ribbon, then choose the **Get External Inventory Supply** action in the **External Inventory** group.

CSM will automatically retrieve the product's variations from BigCommerce and create a new CSM listing record for each one. These records will have an assigned channel product type field of *Variation* and be associated as children to the main configurable item.



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Sending the Listing Data to BigCommerce

To have CSM Create this product on BigCommerce:

Open the Listing > click Actions > Click Channel integration > Send All Listing Data to Channel

Note, that if you send up individual components, you should Send Listing Base Info to Channel First, this is the only component function that will create a product on BigCommerce, all others will update an existing BigCommerce product linked by the Listings External ID.

The Send All Listing Data may take a few seconds as it sends information to BigCommerce, but you should end up with the External ID field being populated with a number. If there are any issues, a message in the Last External Update Result should give a completion status, or any errors that may have been received from BigCommerce.

CSM follows standard Business Central sales pricing logic when it comes to sending a product's unit price to BigCommerce. If the **Price Group Code** field on the relevant sales channel record has been populated, CSM will first attempt to locate a price for the item within that price group; if a price exists, it will be sent to BigCommerce. If CSM is unable to identify a price within the assigned price group, it will use the unit price that has been defined for the item record.

Product Listing Availability

CSM can also send inventory availability for the product to BigCommerce.

Please review the Sales Channel Settings described in the Sales Channel Setup Section.

For each listing on the 'Inventory Information' FastTab, make sure to turn on 'External Tracks Inventory' for the inventory quantity to be sent. The field corresponds to the Track Inventory value you can define for each product in BigCommerce.

CSM performs a calculation to determine the value to send to BigCommerce. It then compares that value to the last value sent to BigCommerce and if they are not equal, CSM sends the new value.

The Automation can be set to automatically calculate and send if the value is different. We can also perform these actions manually from the CSM Listing Card. When turning on the switch for Subtract Threshold From Availability and recalculate, BigCommerce will show the new Qty received from CSM. Also, on the product itself, depending on the qty sent from D365 BC, it will set itself to **out of stock** if less than 1 and it will be **in stock** if the quantity is greater than zero.

The listing is then updated with the Available Last Qty Sent and the Availability Requires Update switch is turned off.

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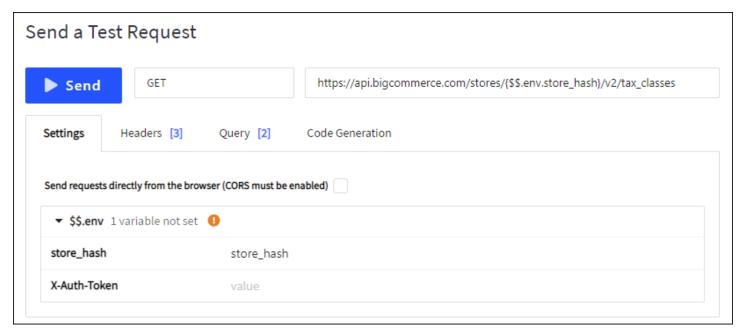
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Working with the BigCommerce API Reference Tool

Whenever a new record is created within BigCommerce, a unique identification number is assigned to that record. For the purposes of the end user, these numbers are not as informative as the record's name or title, but they are necessary to identify each record as unique within the system.

As part of configuring your CSM for BigCommerce solution, it is necessary to establish links between corresponding Business Central and BigCommerce records. In order to complete this setup, it is necessary to supply the BigCommerce record's unique ID; it is this value that is associated to a Business Central record.

As stated above, a BigCommerce record's ID is generally not of value to the end user. As such, record IDs are not readily visible or accessible from within BigCommerce. In some instances, it is possible to obtain this information by opening the record in BigCommerce and deriving the ID from the URL. In other scenarios, however, this is not an option. CSM typically recommends the use of a tool such as Postman that can retrieve this information from an eCommerce platform. However, in the case of BigCommerce, an out-of-the-box API reference tool is also available. This tool can be accessed at https://developer.bigcommerce.com/api-reference. The various types of BigCommerce record you can obtain are presented on the left-hand side of this page. Selecting a record type will present a list of available options. From here, you can choose the type of request you want to send. Each selection includes a Send a Test Request area in which you can define necessary parameters and then obtain information from BigCommerce according to those parameters. The first time you perform this activity, it is necessary for you to associate the API reference tool to your BigCommerce store by populating the store_hash and X-Auth-Token settings with your relevant credentials:



It is only necessary to enter these credentials one time; they will be stored within the API reference tool for all future requests.

After you have assigned the necessary credentials, you must define any other required parameters. The specific parameters you must provide will differ from record type to record type. You can then choose the **Send** button to instruct the API reference tool to present a list of values from your BigCommerce platform according to the established parameters.