

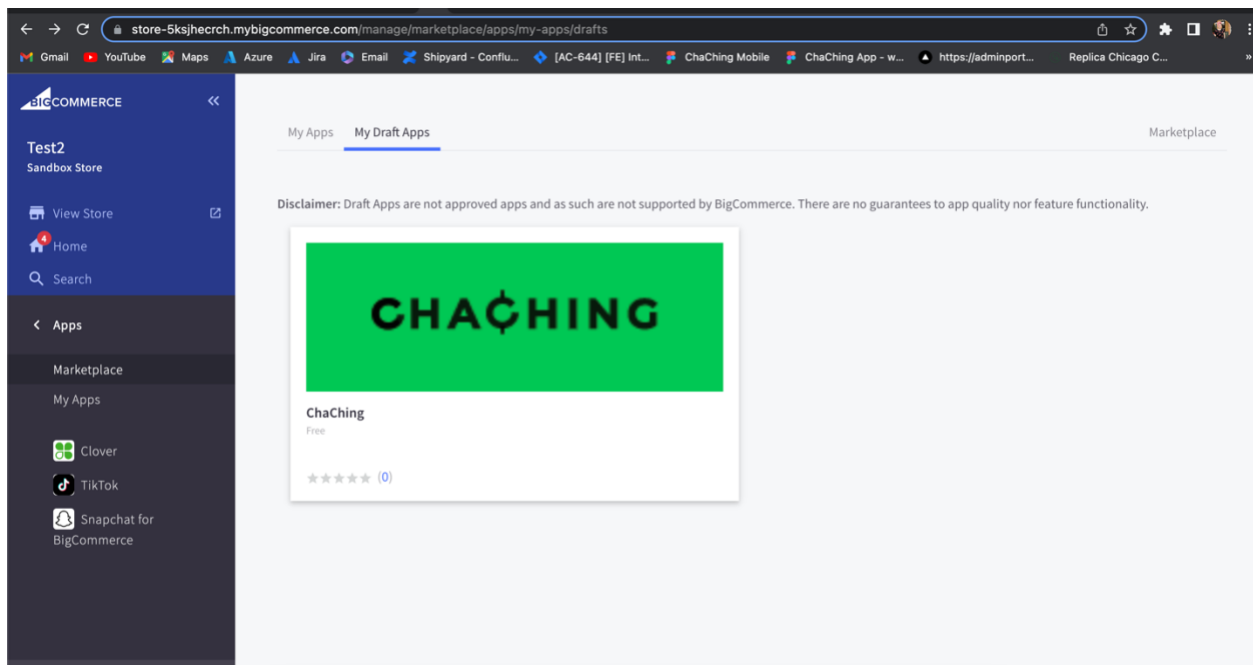
# USER GUIDE

The following document explains how to install, uninstall, and connect the ChaChing app on BigCommerce.

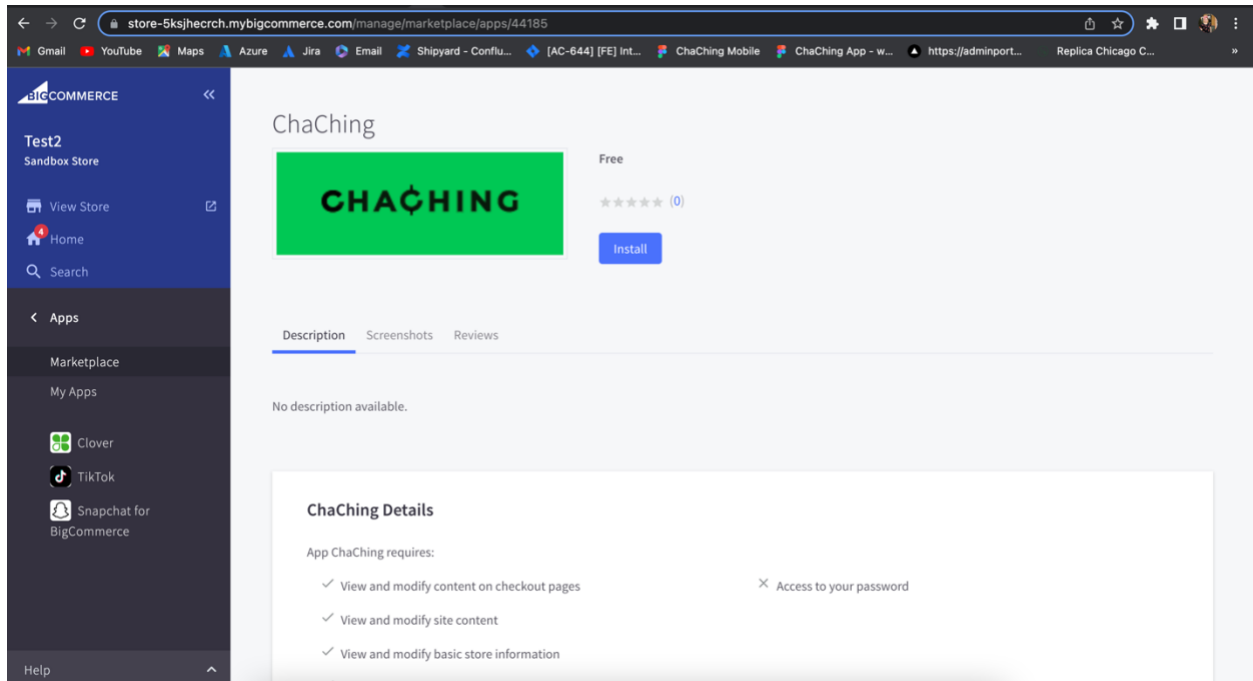
## How to install it?

Look for the app on <https://www.bigcommerce.com/apps/> and find Chaching and install it. Once the ChaChing app is already set up inside the <https://devtools.bigcommerce.com/my/apps>, and the user has a Store created on BigCommerce please follow the next steps:

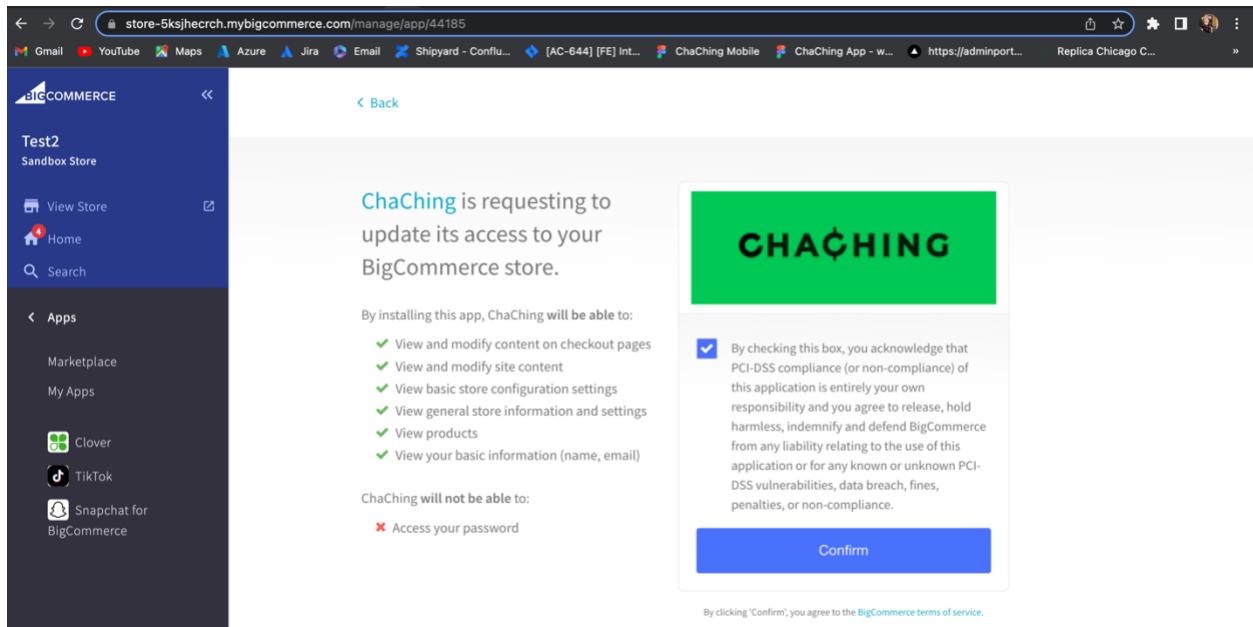
1. On the left menu click on the Apps option and select my Apps > Click on ChaChing



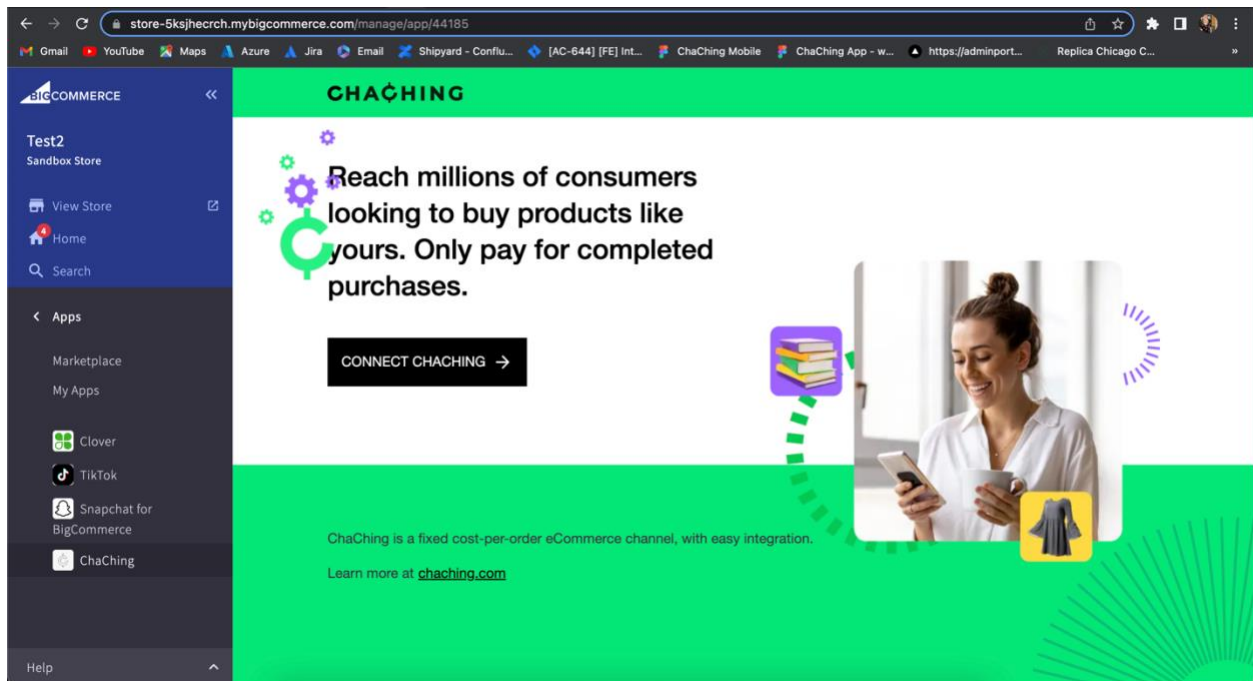
2. Click on "Install"



3. Once the user clicks the "install" button, the ChaChing app request access to your BigCommerce store, click on the checkbox to allow access and click on confirm



4. The application should be installed and should display the interface to connect with ChaChing.



## How to connect with Chaching?

### Create an Account.

After the installation process of the app, the ChaChing interface allows the store to connect with ChaChing, the next steps describe how to create an account and connect to the app.

1. Click on the button “Connect Chaching”, and the user is redirected to a new tab “Your Login Information”, that request the following information
  - First Name
  - Last Name
  - Title (Job Title)
  - Email (This is a not editable field, the application takes the email used to log in on BigCommerce).
  - Phone Number ( The user can click on the flag to change the country if the phone number is not in the US), and allows adding a numeric value on the field.
  - Password and Confirm Password (Both fields should match, the user should enter a password that passes the requirements described on the site)
2. Fill in the requested information for the form.



## Your Login Information

|   |             |
|---|-------------|
| First Name *  | Last Name * |
| Monica  | Guevara     |
| Title *   |             |
| QA  |             |
| Email *   |             |
| monica.guevara@boatyardx.com  |             |
| Phone Number  |             |
|  +573006939187 |             |
| Password *  |             |
| *****        |             |
| Confirm Password *  |             |
| *****        |             |


## Password requirements:

- At least 8 characters. The more characters, the better.
- A mixture of both uppercase and lowercase letters.
- A mixture of letters and numbers.
- Inclusion of at least one special character, e.g., ! @ # ? ]


[HAVE AN ACCOUNT?](#)[CONTINUE →](#)**Note:**

- All fields are mandatory, if the user leaves it blank or the field doesn't match the requirement of the form, the field appears in red, For example:

CHAÇMING



### Your Login Information



**Public Password**


password

**Password must include:**

- A. At least 8 characters. Two more characters, for better
- B. Inclusion of both uppercase and lowercase letters
- C. Inclusion of letters and numbers
- D. Inclusion of at least one special character (e.g., !@#\$%^&\*)

[HAVE AN ACCOUNT?](#)

[CONTINUE](#) →



CHAÇMING

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Web 2022

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- If the user is already registered a red alert appears on the top of the screen.



## Your Login Information

ⓘ This email already belongs to a user, please log in or use a different email.

|                              |             |
|------------------------------|-------------|
| First Name *                 | Last Name * |
| Monica                       | Guevara     |
| Title *                      |             |
| QA                           |             |
| Email *                      |             |
| monica.guevara@boatyardx.com |             |
| Phone Number                 |             |
| +573006939187                |             |
| Password *                   |             |
| *****                        |             |
| Confirm Password *           |             |
| *****                        |             |

Password requirements:

- At least 8 characters. The more characters, the better.
- A mixture of both uppercase and lowercase letters.
- A mixture of letters and numbers.
- Inclusion of at least one special character, e.g., ! @ # ? ]

[HAVE AN ACCOUNT?](#)

CONTINUE →



## Create a business account.

In the previous step, the user is able to create an account with their personal information, the following describes how to create a business account with the Store information.

### Step 1: eCommerce website information

1. Once the user clicks on “continue” the user is redirected to a new screen “Create a new account on ChaChing”, this screen contains the Your eCommerce website’s information.

The information that appears on this screen is not editable, the Store information comes from its configuration in BigCommerce.

2. The information should match with BigCommerce and the user can click on “Continue”

## Create a New Account in ChaChing

Account Information MID Tracking Tag

## Your eCommerce website's information

Store Name

Test2

This can be the name of the business/brand you want to manage ads for

URL For Webstore

https://test2-k3.mybigcommerce.com

Advertising Country

USA

Currency

USD

Your store's products will be uploaded and displayed with USD values.

Time Zone

GMT-05:00 Eastern Time - New York...

[← BACK](#)[CONTINUE →](#)**Note:**

An error message appears when BigCommerce country is not on the list of supported countries (UK, US for now)

## Create a New Account in ChaChing

Account Information MID Tracking Tag

**Unsupported country.** We only support US and UK. Update in BigCommerce - [Click here](#)

Store Name

This can be the name of the business/brand you want to manage ads for

URL For Webstore

Advertising Coun...

Currency

Your store's products will be uploaded and displayed with USD values.

[← BACK](#)[CONTINUE →](#)**Step 2: MIDs associated with your eCommerce store**

The second step to creating a business account corresponds to the MID, this form allows the user to Add all MIDs associated with your eCommerce store you're advertising for, and contains the following fields.

1. MIDs (Visa - MasterCard - Amex): This is a numeric field and contains min 5 characters

If one of these MIDs is missing or inaccurate, your account setup will take longer as we verify the information or contact you. You will not be able to advertise until these MIDs are verified.

2. A checkbox to allow to share of information with Fidel.

3. Address that contains:

- Country (Is not an editable field and coming from BigCommerce)
- Address 1 (Mandatory field)
- Address 2 (Optional)
- City (Mandatory field should contain min 2 characters)
- State (Dropdown list, with the list of the states for the country)
- Postal code (Mandatory and numeric field should contain min 4 characters)

4. Once all information is filled the "Continue" button appears enabled, please click it to go to the next step.

**CHACHING**

Create a New Account in ChaChing

Account Information

MID

Tracking Tag

**Add all MIDs associated with your eCommerce store you're advertising for**

MIDs

Visa Merchant ID

VISA

\*\*\*\*\*

Master Merchant ID

\*\*\*\*\*

Amex Merchant ID

\*\*\*\*\*

ⓘ

If one of these MIDs is missing or inaccurate, your account setup will take longer as we verify the information or contact you.

You will not be able to advertise until these MIDs are verified.

Fidel Information Sharing \*

☒ I agree to share MID and conversion details from ChaChing with Fidel [Read More](#)

Address

ⓘ This is the address used to register your online business with your payment processor

Country

USA

Address 1

Street view 52b

Address 2

House 9

City

new york

State

New York

Postal Code

112233

← BACK

CONTINUE →

**Note:**



- Create a New Account in ChaChing

Account Information

MID

Tracking Tag

Add all MIDs associated with your eCommerce store you're advertising for

MIDs

VISA  
.....

Master Merchant ID  
.....

Amex Merchant ID  
.....

If one of these MID's is missing or inaccurate, your account setup will take longer as we verify the information or contact you.

You will not be able to advertise until these MID's are verified.

Fidel Information Sharing \*

I agree to share MID and conversion details from ChaChing with Fidel.[Read More](#)

Address

This is the address used to register your online business with your payment processor

Country  
USA

Address 1  
**Street view 52b**

Address 2  
**House 9**

City

State  
New York

Postal Code  
1

Field should contain min 4 characters

City is required

< BACK

CONTINUE >

The last step is to agree to let ChaChing connect to your store in BigCommerce, on this one a checkbox appears to accept the terms and conditions, and the “Continue” button only appears active once the user clicks the checkbox.

**CHAÇHING**

Create a New Account in ChaChing

Account Information

MID

Tracking Tag

**Tracking Pixel**

You'll need to agree to let ChaChing connect to your store in BigCommerce

☐ I agree to let ChaChing share information with BigCommerce. This also verifies that you own your ecommerce store. [Read More](#)

← BACK

FINISH →

1. Click on the checkbox and click on “Finish”

**CHAÇHING**

Create a New Account in ChaChing

Account Information

MID

Tracking Tag

**Tracking Pixel**

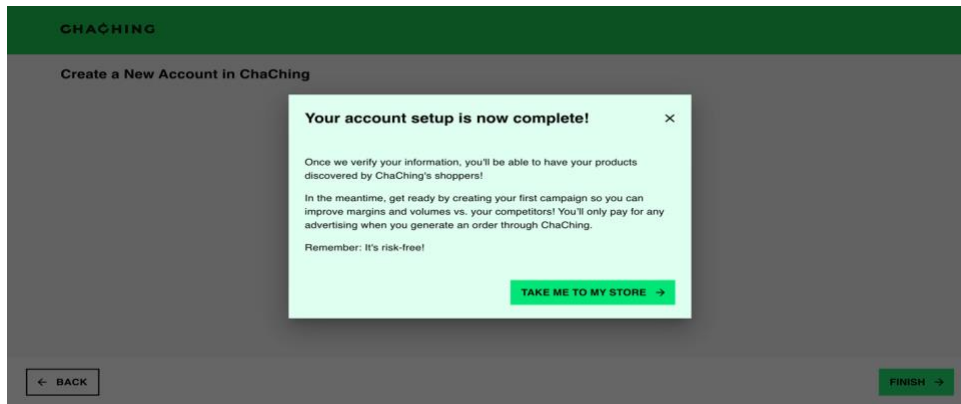
You'll need to agree to let ChaChing connect to your store in BigCommerce

☒ I agree to let ChaChing share information with BigCommerce. This also verifies that you own your ecommerce store. [Read More](#)

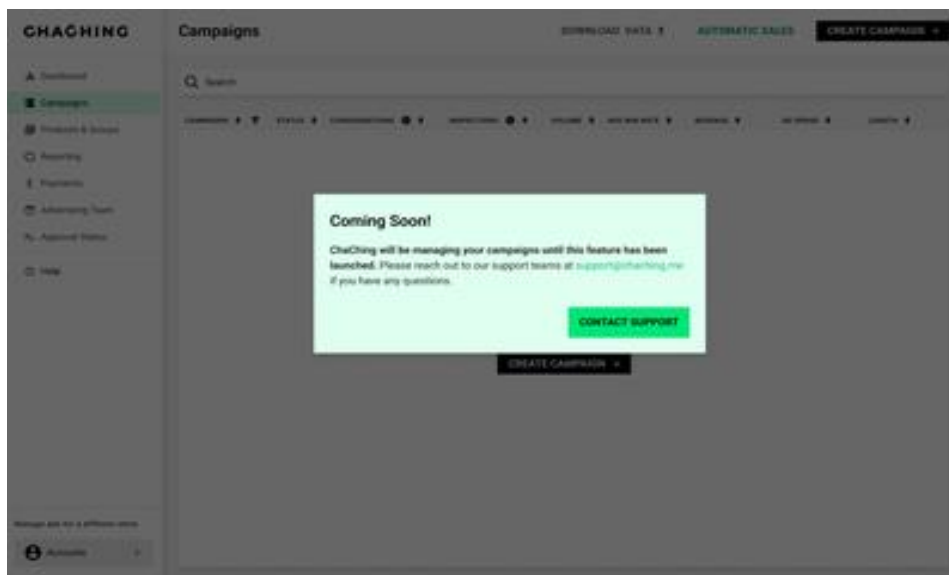
← BACK

FINISH →

2. A success screen appears once all steps are finished.



3. If the user clicks on “Take me to my Store”, is redirected to the ChaChing application, the production version for the ChaChing administrator page is under construction with a coming soon pop-up on the website.



4. In order to validate in BigCommerce that everything is working as expected, please go back to your store on the BigCommerce URL. On the left menu click on the Apps option and select my Apps > Click on ChaChing.

The screen displays an overview of the initial status of the App:

- Application Status
- Resources (The user be able to contact ChaChing support)
- Listed products with the detail of the Sync and not Sync products and what the errors are.
- Listed Campaigns with the detail of the campaign's different statuses.

BigCommerce

Test2  
Sandbox Store

View Store

Home

Search

Orders

Products

Customers

Storefront

Marketing

Analytics

Channel Manager

Apps

Settings

Account Settings

My Profile

Change Store

Overview

Refresh

Last sync: Friday, February 17, 2023 2:58 PM

Chaching

By Chaching

CONNECTED

Resources

Contact support

Get additional help from the BigCommerce support team.

Listed products

View the status of products added to ChaChing or update existing listings.

Listed

13

Errors

8

Pending

13

Item level issues

Items below are products that are pending system review or have issues that need resolving before they can successfully list to ChaChing.

8 Products

1 - 5 of 8

| Name                        | SKU  | Issue                               |
|-----------------------------|------|-------------------------------------|
| Product 1 (no sku or image) | 1756 | No image provided                   |
| product 4.2 (no image)      | 1759 | No image provided                   |
| product 5 (no sku)          | 1760 | No sku provided for product/variant |
| product 6 (no description)  | 1761 | No product description              |
| product 7 (no brand)        | 1762 | No product brand                    |

Ads campaigns

ChaChing ads are created through ChaChing. Use the link to get started.

Active

0

Errors

0

Paused

0

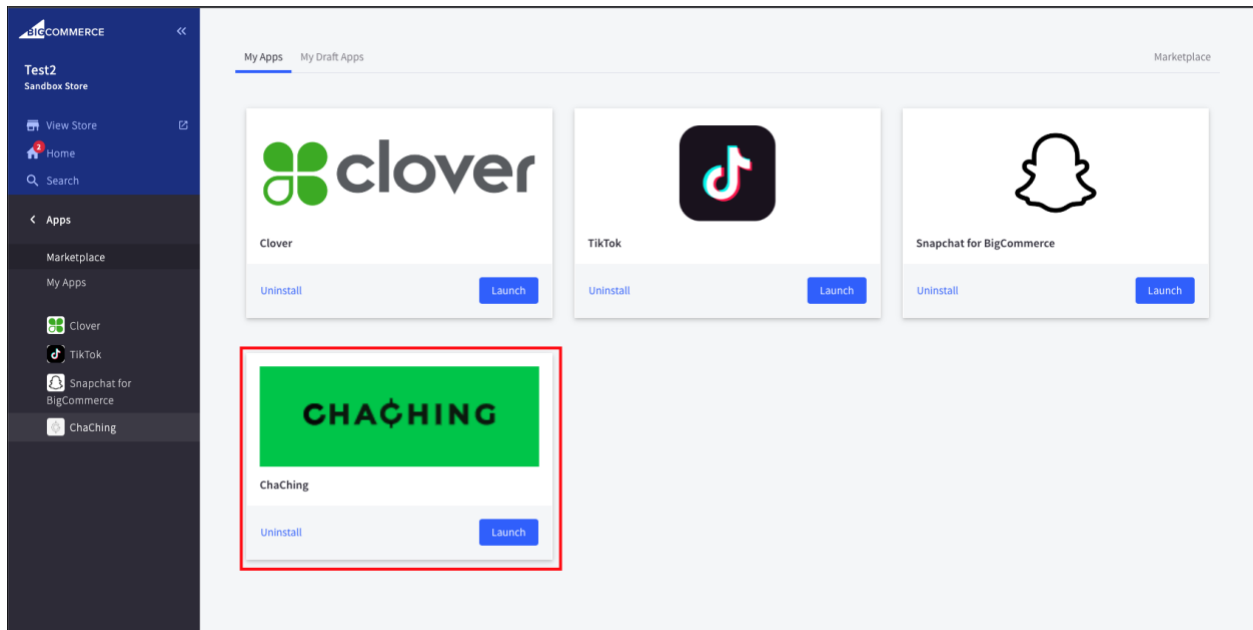
Start campaign

View all campaigns

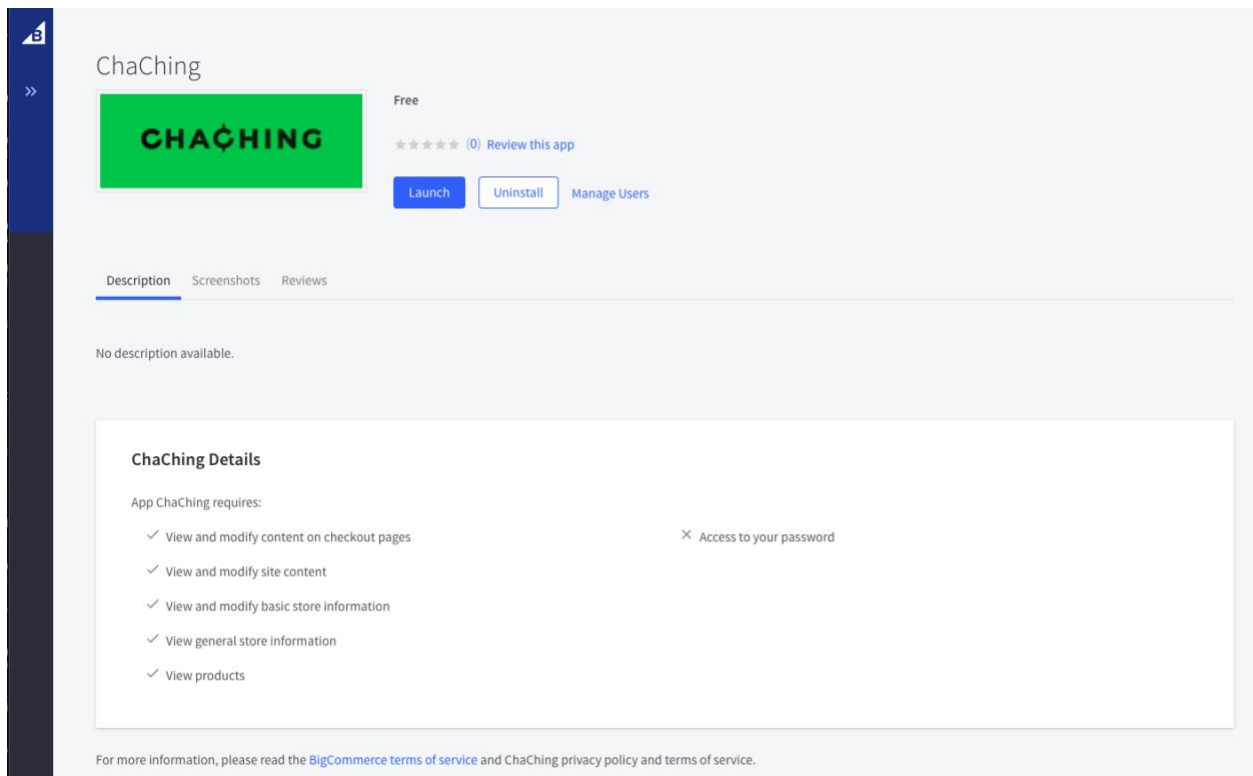
## How to uninstall the ChaChing app?

The following steps describe how to uninstall that ChaChing app from BigCommerce.

1. On the left menu click on the Apps option and select my Apps > Click on ChaChing

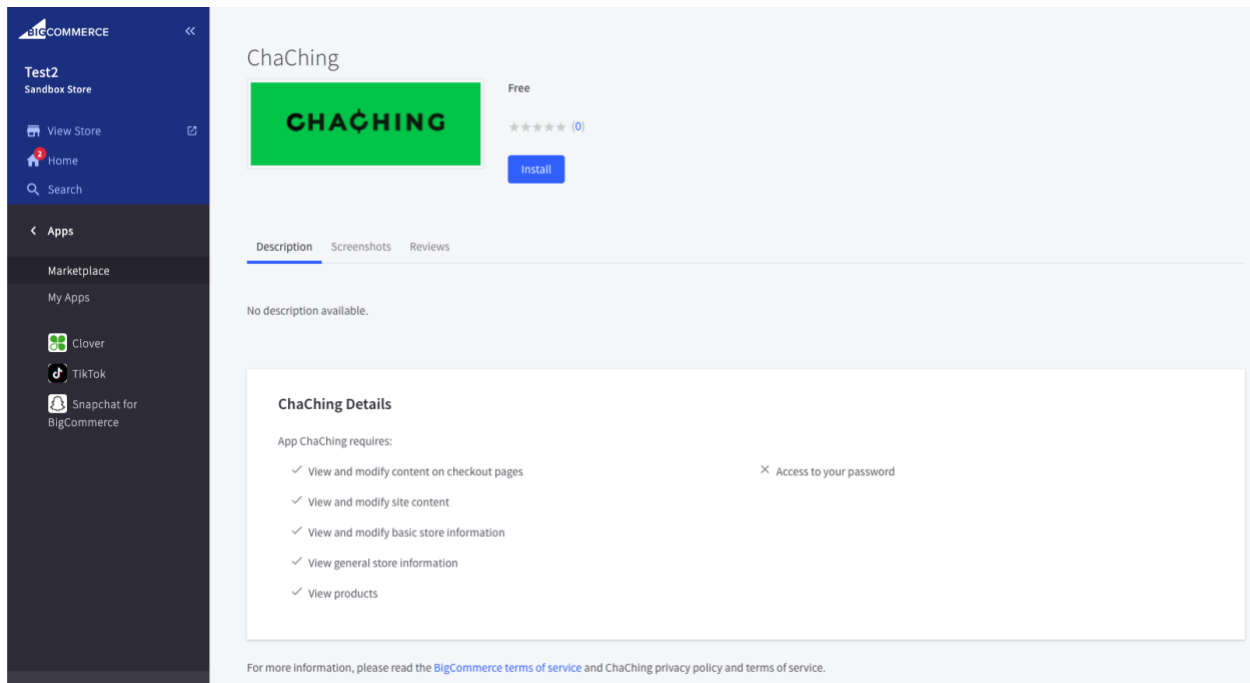


2. Inside the ChaChing app, click on “Uninstall”.



3. Once the clicks on “Uninstall” the application is deleted from the BigCommerce account and from the ChaChing database, the uninstall process deletes the information for Store ser, store, Synchronization status, and user on the database.

Application on BigCommerce after the uninstall process appears ready to install again.



4. Click on “Install”, The application is installed on BigCommerce, this time is not necessary to create an account because the user was created previously and the overview screen appears in BigCommerce. If the app detects that the user was not created the user is redirected to “connect to ChaChing” and create an account.

