

# BC Publishing Overview

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## Plan for Publishing an App on BigCommerce

### 1. Develop & Test the App

- **Follow Best Practices:** Refer to BigCommerce's [best practices](#). Key areas include security, OAuth flow, efficient API requests, webhooks, user session management, and UI/UX guidelines.
- **Multi-User Access:** Ensure that your app supports multiple users as BigCommerce merchants often need this feature.

### 2. Use an External Installation Button

- **Install Button:** Create an external [install button](#) to embed on external sites or platforms to direct merchants for app installation.

### 3. Ensure Compliance with Requirements

- **Meet Platform Requirements:** Review the [requirements guide](#) to ensure the app adheres to the necessary API, OAuth, and security standards.

### 4. Submit & Publish the App

- **Publishing Steps:** Follow the detailed [publishing guide](#), which includes adding listing details, screenshots, legal documents, and ensuring your app passes BigCommerce's review process.

### 5. Post-Launch Monitoring & Updates

- **Maintain App:** Continue monitoring your app for performance and compliance with BigCommerce API updates and merchant needs.

This step-by-step plan ensures your app is compliant, optimized, and ready for publishing in the marketplace.

# Links

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BigCommerce Tax Provider API	<a href="https://developer.bigcommerce.com/docs/rest-contracts/tax">https://developer.bigcommerce.com/docs/rest-contracts/tax</a>
BigCommerce App Development	<a href="https://developer.bigcommerce.com/docs/integrations/apps/guide">https://developer.bigcommerce.com/docs/integrations/apps/guide</a>
BigCommerce App Publishing Guide	<a href="https://developer.bigcommerce.com/docs/integrations/apps/guide/publishing">https://developer.bigcommerce.com/docs/integrations/apps/guide/publishing</a>
SOVOS Developer Hub QuickStart guide	<a href="https://developer-guide.sovos.com/simple-connect-api/getting-started/quickstart-guide-for-sandbox-environment/">https://developer-guide.sovos.com/simple-connect-api/getting-started/quickstart-guide-for-sandbox-environment/</a>
SOVOS Simple Connect API -Tax Determination	<a href="https://developer.sovos.com/docs/sovos-simple-connect/1/overview">https://developer.sovos.com/docs/sovos-simple-connect/1/overview</a>

# Step 1: Develop App Functionality and Add BigCommerce Buttons

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Ref: [BigCommerce Buttons](#)

- **Purpose:** Ensure your app's features are seamlessly integrated into the BigCommerce dashboard via buttons and actions.
- **Add BigCommerce Action Buttons:** Your app needs to have buttons that fit within the BigCommerce store's control panel, enabling users to trigger actions relevant to your app.
  - **Use Case Examples:**
    - For tax quoting software, add buttons like "Calculate Taxes" or "Sync with SOVOS" to streamline functionality.
  - **Placement:**
- Make sure buttons are added to appropriate sections (like orders, products, or customer areas) where the app's features are useful. **Technical Implementation:**
  - Use BigCommerce APIs to create the actions associated with the buttons.
  - Ensure that buttons trigger webhooks or backend processes that align with user workflows, such as tax calculations, invoice generation, etc.
  - Follow the UX guidelines so that buttons are clearly labeled and easy to use.

# Step 2: Align with Best Practices

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Ref: [Best Practices](#)

- **Security Standards:**

- Ensure that data is encrypted both in transit (using HTTPS) and at rest. This is critical since your app handles tax data, which could include sensitive financial information.
- Implement OAuth authentication, requiring users to log in securely to use the app.

- **Scalability:**

- Design your app to handle large volumes of transactions. As your app grows in popularity, it must support a growing number of merchants without performance degradation.
- Use techniques like **pagination** for retrieving large datasets and **batch processing** for bulk tax calculations.

- **Error Handling:**

- Ensure detailed error reporting is built into your app. If a tax calculation fails, the user should receive a clear, actionable error message.
- Implement retry logic where appropriate, especially in cases of API failures due to rate limiting.

- **User Experience:**

- Your app's interface should be intuitive and easy to navigate. Include tooltips, onboarding instructions, and concise help documentation.
- Ensure your app is **mobile-friendly**, as BigCommerce store owners may need to use it on different devices.

# Step 3: Meet App Requirements

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Ref: [App Requirements](#)

- **Basic Requirements:**

- **OAuth 2.0:** Authenticate users via OAuth 2.0. Implement all scopes required to perform tax calculations, customer data access, and order management.
- **App Manifest:** Ensure your app has a valid manifest file that defines key metadata, including name, description, callback URLs, and OAuth scopes.
- **Callback URLs:** Ensure your callback URLs are secure (using HTTPS) and properly configured for user authentication and action handling.

- **App Hosting:**

- Your app needs to be hosted on secure, scalable infrastructure with global reach. Cloud-based platforms like AWS, Azure, or Google Cloud are ideal for this purpose.
- Set up monitoring and alerting systems to ensure the app runs smoothly, with minimal downtime.

- **GDPR Compliance:**

- If your app interacts with merchants from the EU, ensure it complies with GDPR. Specifically, include data deletion options and detail how user data is processed in your terms of service.

- **API Rate Limits:**

- BigCommerce imposes API rate limits. Ensure your app is optimized to avoid exceeding these limits, especially during tax calculations and bulk updates.
- Implement caching strategies and avoid unnecessary API calls to stay within the usage limits.

- **Billing:**

- If your app is a paid service, integrate BigCommerce's billing APIs to handle monthly billing and payments through the marketplace.
- Make sure your app allows users to easily upgrade, downgrade, or cancel their

# Step 4: Prepare for Publishing

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Ref: [Publishing Guidelines](#)

- **Step-by-Step Publishing Process:**

1. **Developer Portal:**

- Register your app in the BigCommerce Developer Portal, providing all necessary details such as:
  - ☐ App Name
  - ☐ App Description
  - ☐ Logo
  - ☐ Version history

2. Detailed instructions for use **App Submission:**

- Submit your app to BigCommerce for review. Ensure the submission includes:
  - ☐ Screenshots and demo videos
  - ☐ A sandbox environment for BigCommerce to test the app
  - ☐ Documentation, including onboarding instructions and API usage

- **User Documentation:**

- Provide a **comprehensive user manual**. This should include installation steps, a description of the features, common troubleshooting steps, and links to support channels.
- Publish **API Documentation** if your app provides an API for third-party integration.

- **App Review:**

- The BigCommerce team will review your app to ensure it meets quality, security, and functionality standards.
- If your app is rejected, BigCommerce will provide feedback for necessary changes.

- **Post-Launch Support:**

- Ensure that a **support plan** is in place to handle customer issues post-launch. Set up a support email, chat, or ticketing system to address user inquiries efficiently.

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- Prepare to offer bug fixes, updates, and new features based on user feedback.

# Step 5: Marketing Your App on the Marketplace

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Once published, you'll need to drive traffic and downloads to your app.

- **BigCommerce Marketplace Optimization:**

- Use targeted **keywords** in your app's title and description to ensure it's discoverable by store owners looking for tax or financial tools.
- Highlight your app's unique value propositions, such as the integration with SOVOS and ease of automating tax compliance.

- **App Promotion:**

- Use **email marketing**, social media, and blog content to promote your app to existing BigCommerce merchants.
- Partner with influencers in the eCommerce space to increase visibility.

- **Collect Reviews:**

- Encourage early users to leave positive reviews on the marketplace. This helps improve app credibility and visibility.