IDACONNECT

Your Guide to Integrating

IDA CONNECT INTEGRATION GUIDE

This guide covers all you need to know about how to get the best experience when connecting your store to another Sales Channel via IDA Connect. Be sure to read it through and act where needed.

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1. INTRODUCTION

Are You Tired Of Uploading Inventory All Day?

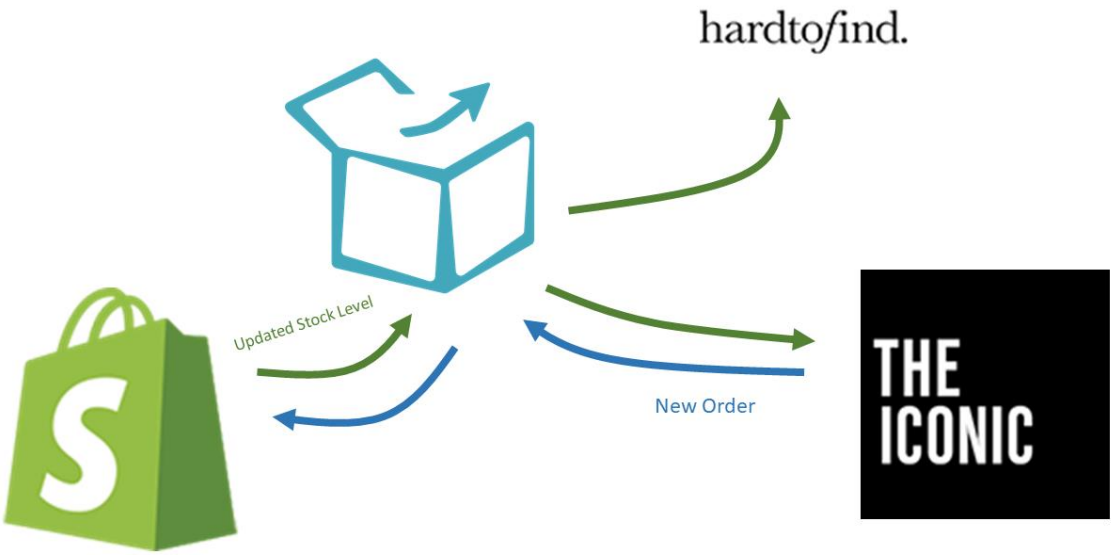
Are you exhausted from copying fulfilment details into multiples sales channels, week after week?

Do you wish you could keep your stock levels correct without having to email spreadsheets back and forth?

There is a better way.

Welcome to IDA Connect

IDA Connect is cloud-based software that forms a 'bridge' between your marketplace (e.g. The Iconic Seller Center) and your Shopify to automate the sync of inventory levels, new orders and fulfilment statuses.



IDA Connect periodically checks and syncs your stock levels and orders.

IDA Connect can also add smart information to your orders and fulfilment information.

IDA Connect removes the need to manually update stock levels between your store(s) and channels. Order fulfilment statuses and shipping information are sent automatically to your sales channels.

IDA Connect frees up your time so you can focus on what you do best.

Stop playing with spreadsheets and start enjoying your e-commerce business.

Since 2017, IDA Connect has processed more than $75 million worth of orders for our customers.

What Others Are Saying

RITMO BARCELONA

"IDA Connect saves me a tonne of time every day so I can get on with selling my products"

ALPHA-BE THE LABEL

"The IDA Connect app is a life saver! It saves us so much time in fulfilling our orders. The support we receive from the app is amazing and efficient."

mosmann™ australia

"We get a lot of orders from The Iconic and save so much time and money by integrating with IDA Connect"

VON-RÖUTTE

"IDA Connect helped Von-Röutte synchronise all inventory levels across our website and our marketplace partners. We used to have a high number of backorders due to inaccurate stock and now we decreased this number to almost 0 at The Iconic."

KOHLE

"IDA Connect is an absolute game-changer for KOHLE. Prior to installing the app we had to take numerous steps to fulfil our Iconic orders, it was incredibly time consuming and tedious, now it's merely a couple of steps. I would highly recommend this app to anyone who is drop shipping with The Iconic, it's a necessity."

KAJA CLOT

"IDA Connect saves us at least 30 hours a week in admin time"

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2. START TODAY

2.1 What do I need to get started?

- A Shopify store.
- An account at one of our connected marketplaces, such as The Iconic or Hard to Find.
- An email address.
- A laptop* and an internet connection.

That's it!

You don't even need to add your credit card to get started, you can add it later if you want.

*IDA Connect is not a mobile app, you will need a laptop to view your dashboard easily.

Simply follow the steps in this guide to start your free trial.

2.2 Connect in 5 Minutes

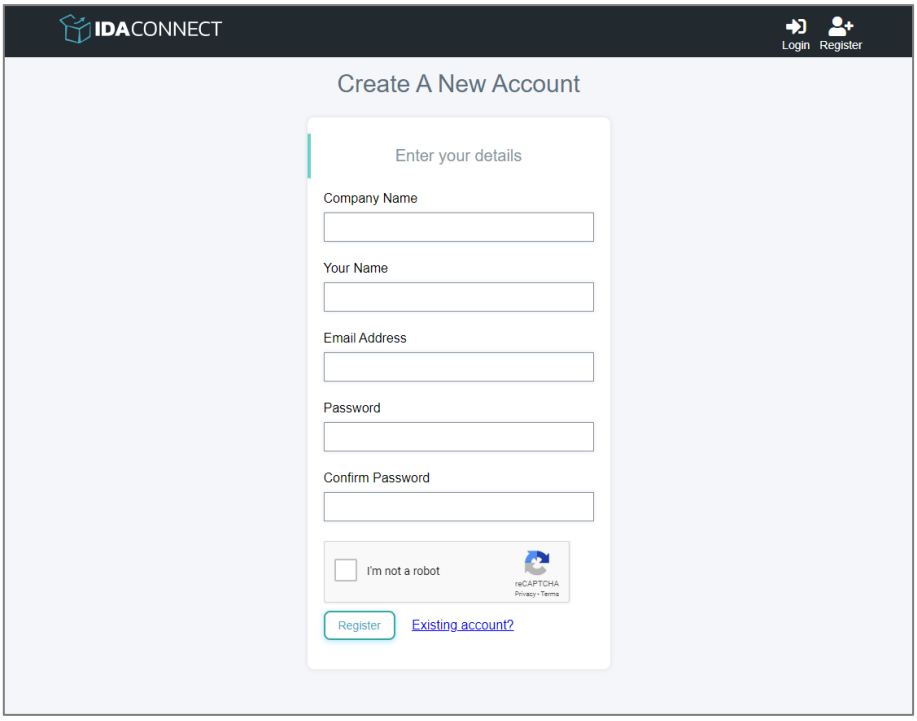
It takes just 5 minutes to create your IDA Connect account and connect your store to your sales channel.

Register

To get started, visit the Register page and create your IDA Connect account:

https://app.idaconnect.com/register

Enter your details and click on the Register button

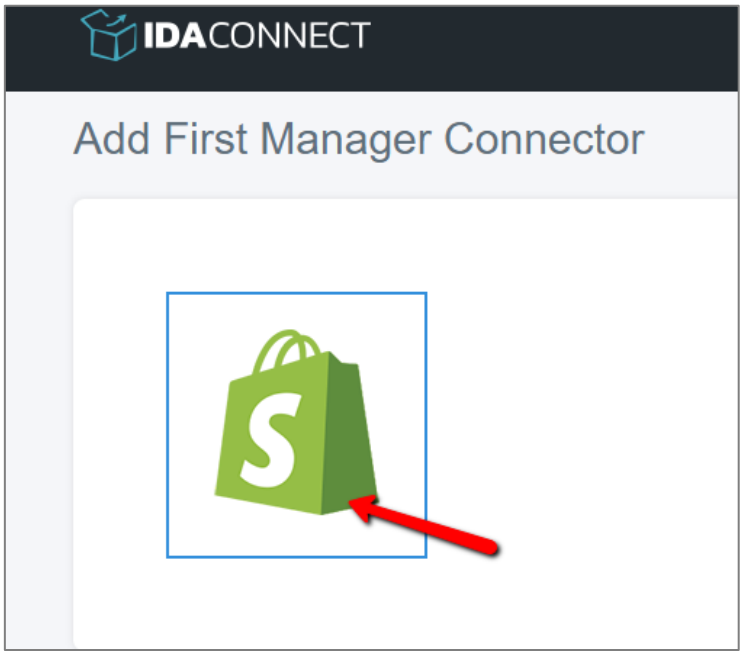


Once your account is created, the setup wizard will begin.

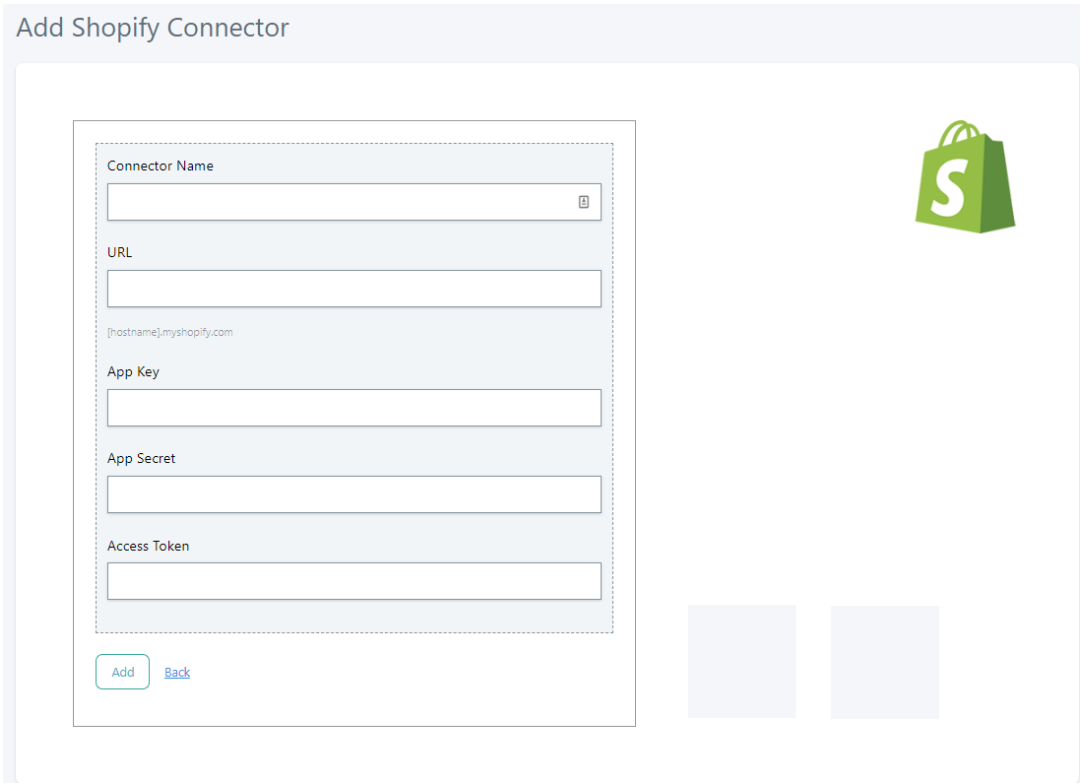
Connect Your Primary Store

The next step is to connect your Shopify store to your IDA Connect account. Your Shopify store is your Manager Connector. It controls the master stock levels and it is where orders are created and fulfilled.

1. Click on the Shopify icon

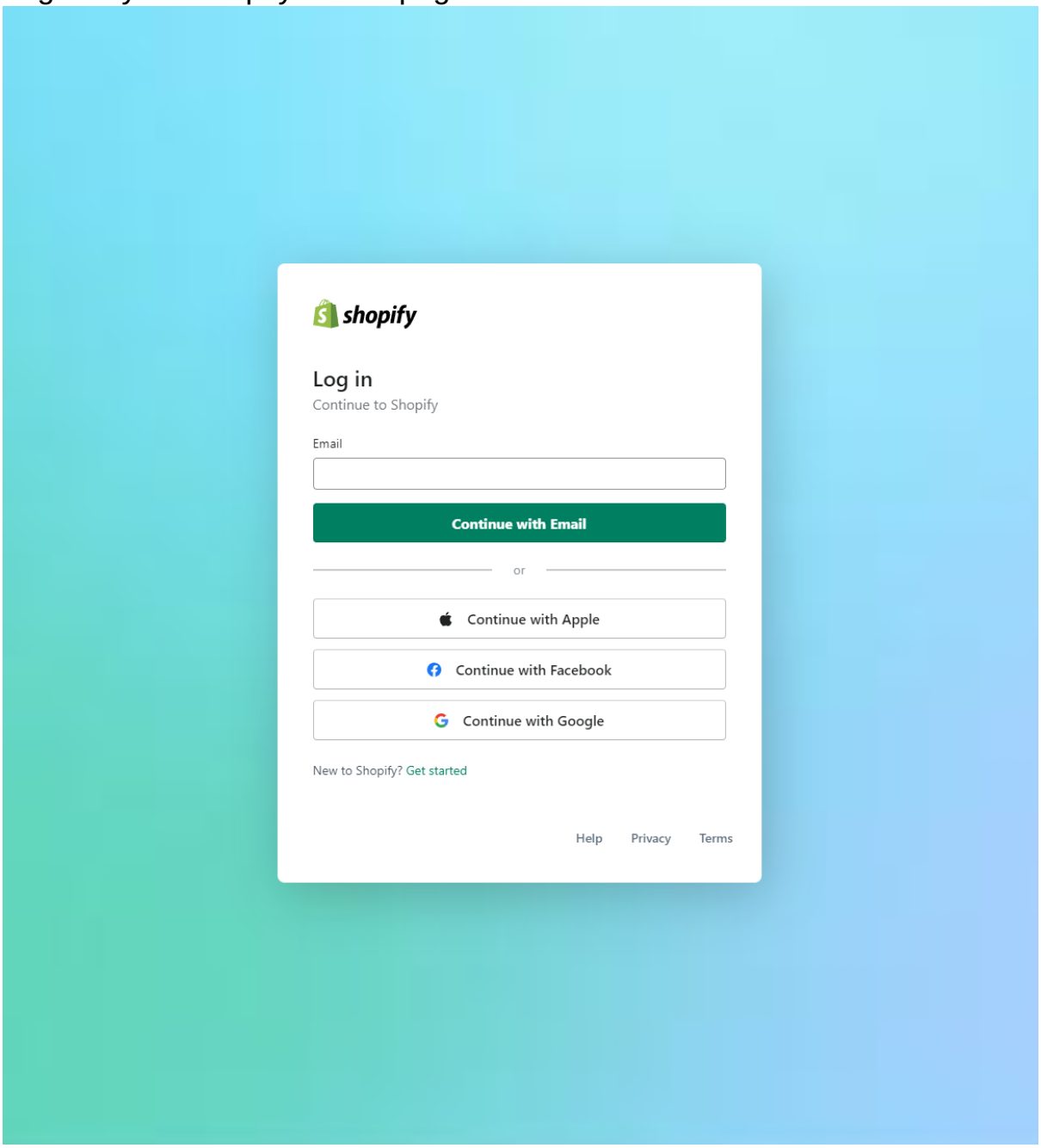


2. Enter a connector name (e.g. Shopify).



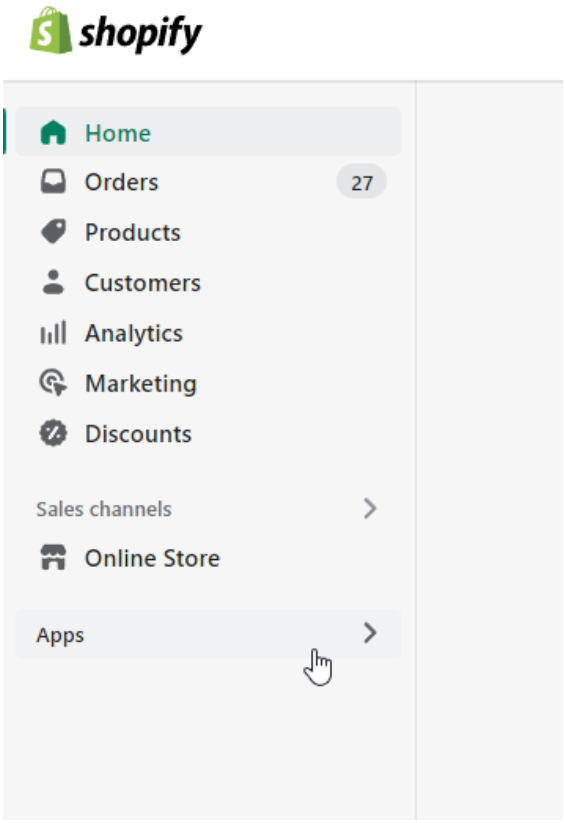
To get the URL, App Key, App Secret and Access Token, please follow the following steps

3. Log into your Shopify Admin page

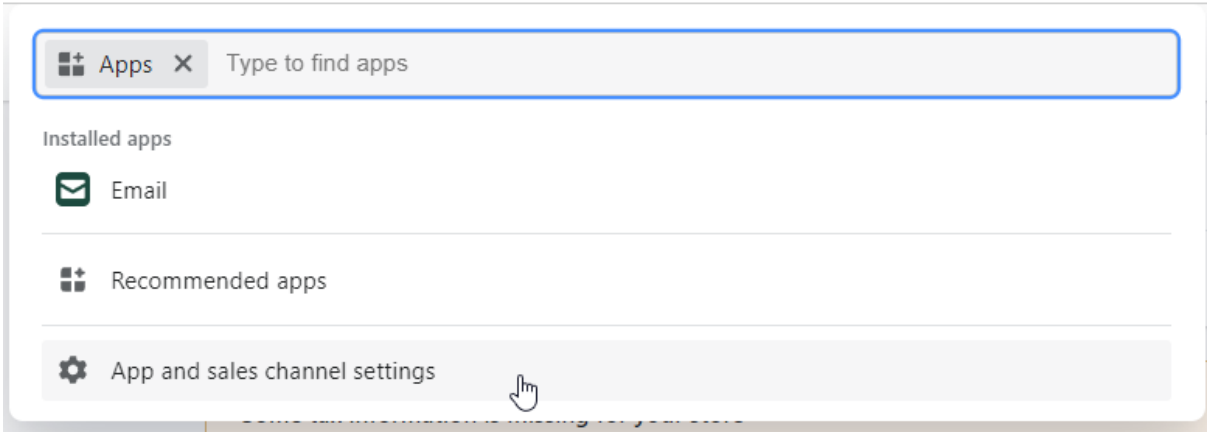


Log into your Shopify Admin page

4. In the left side menu, click Apps and then choose “Apps and sales channel settings” at the bottom of the popup.

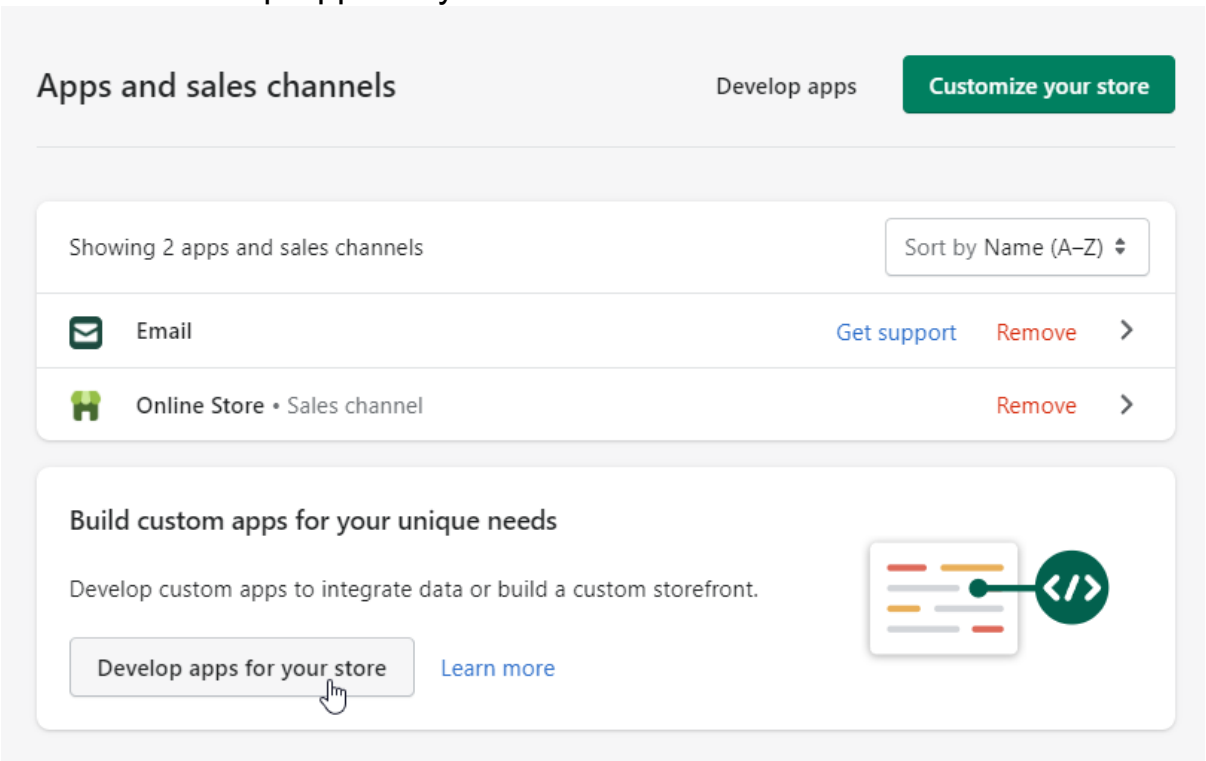


Click Apps in the left side menu



Click “Apps and sales channel settings” at the bottom of the popup

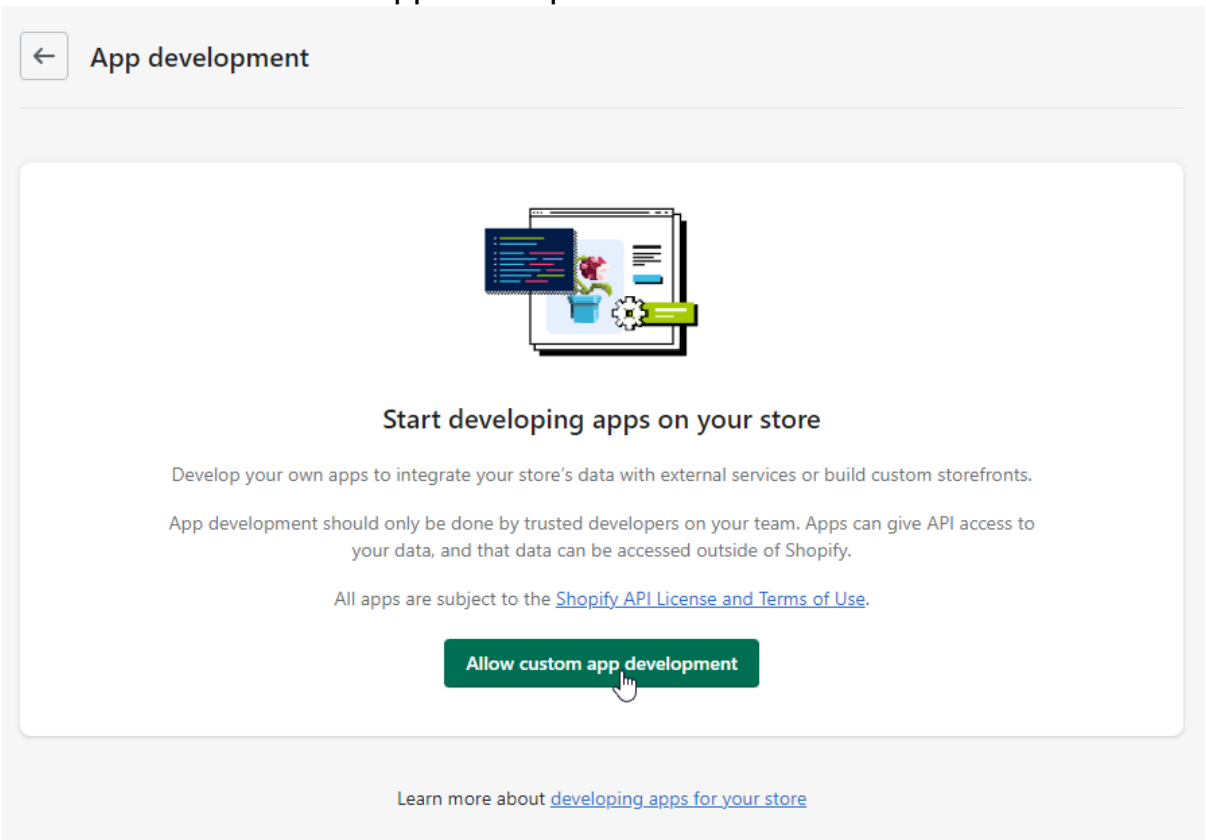
5. Click on “Develop Apps for your store” button



Click on “Develop Apps for your store” button

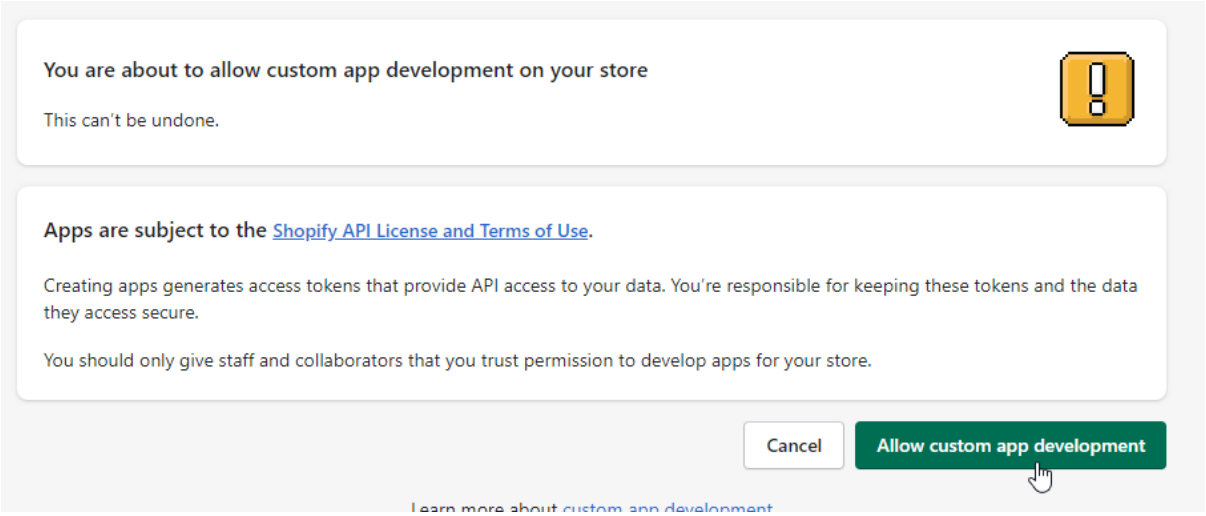
   a. Note: You will require Admin permissions in order to activate app development.

6. Click on “Allow custom app development” button



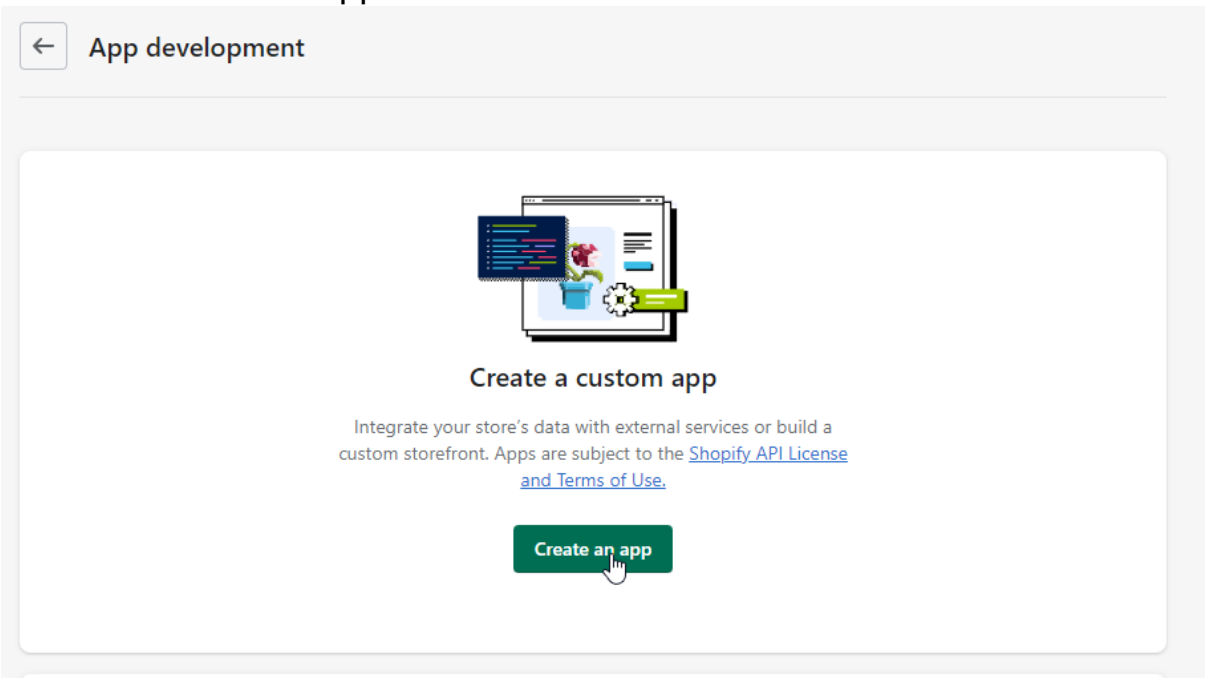
Click on “Allow custom app development” button

7. Click on “Allow custom app development” button



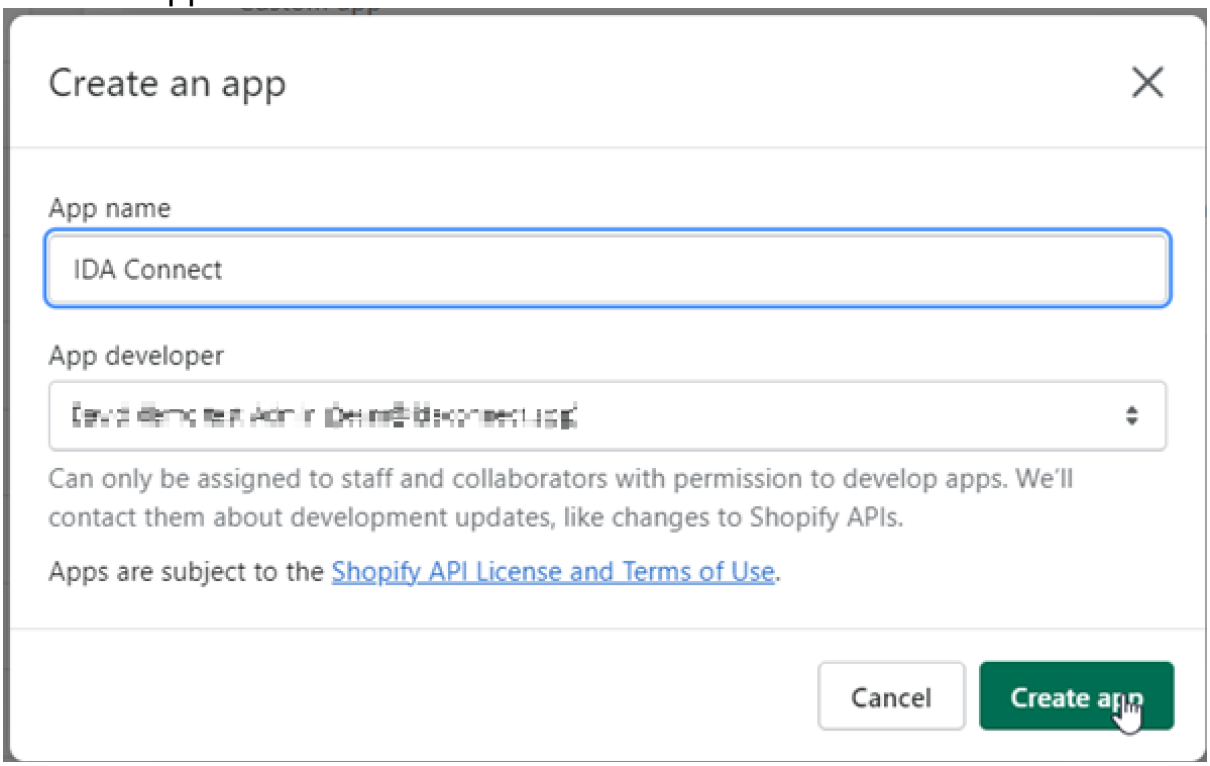
Click on “Allow custom app development” button

8. Click on “Create an app” button



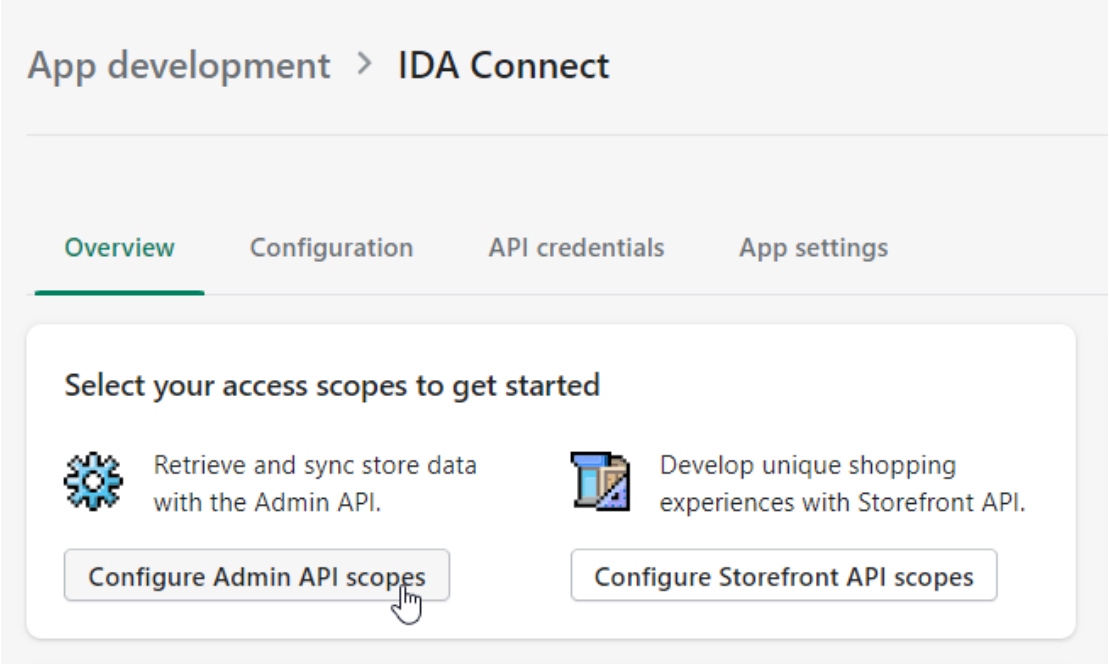
. *Click on “Create an app” button*

9. Enter “IDA Connect” as the App name and click Create app button. The page will refresh and you will now be able to configure the IDA Connect app.

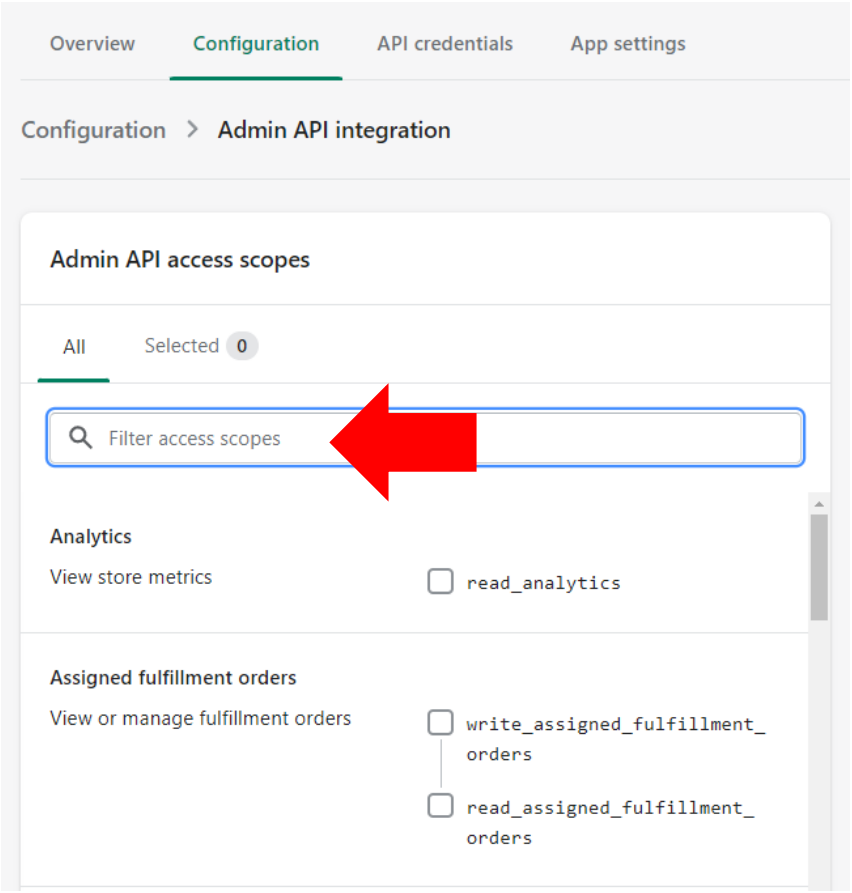


Enter an app name and click 'Create app' button

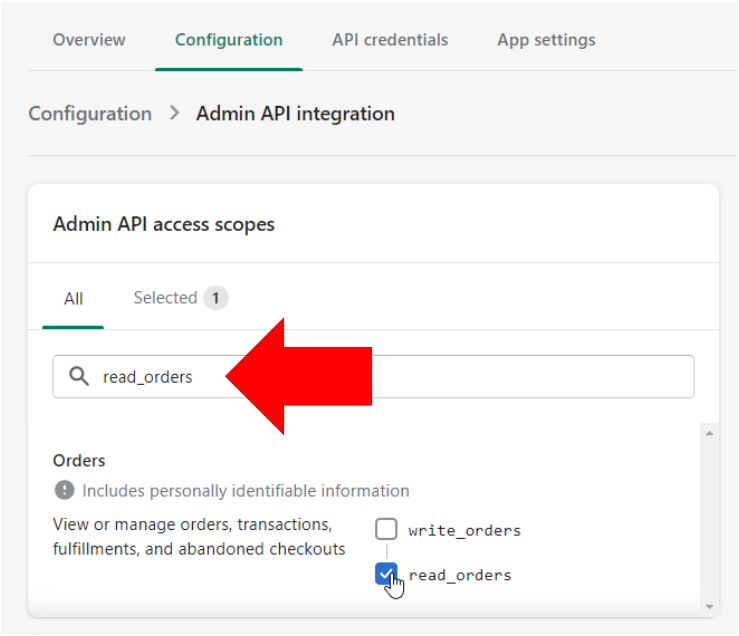
10. Click on “Configure Admin API scopes”. Inside the Admin API access scopes, search for and enable the following access scopes from the list
    - read_orders
    - write_orders
    - read_customers
    - write_customers
    - read_products
    - write_products
    - read_inventory
    - write_inventory
    - read_locations
    - read_fulfillments
    - read_shipping
    - read_merchant_managed_fulfillment_orders
    - write_merchant_managed_fulfillment_orders



Click on 'Configure Admin API scopes' button'

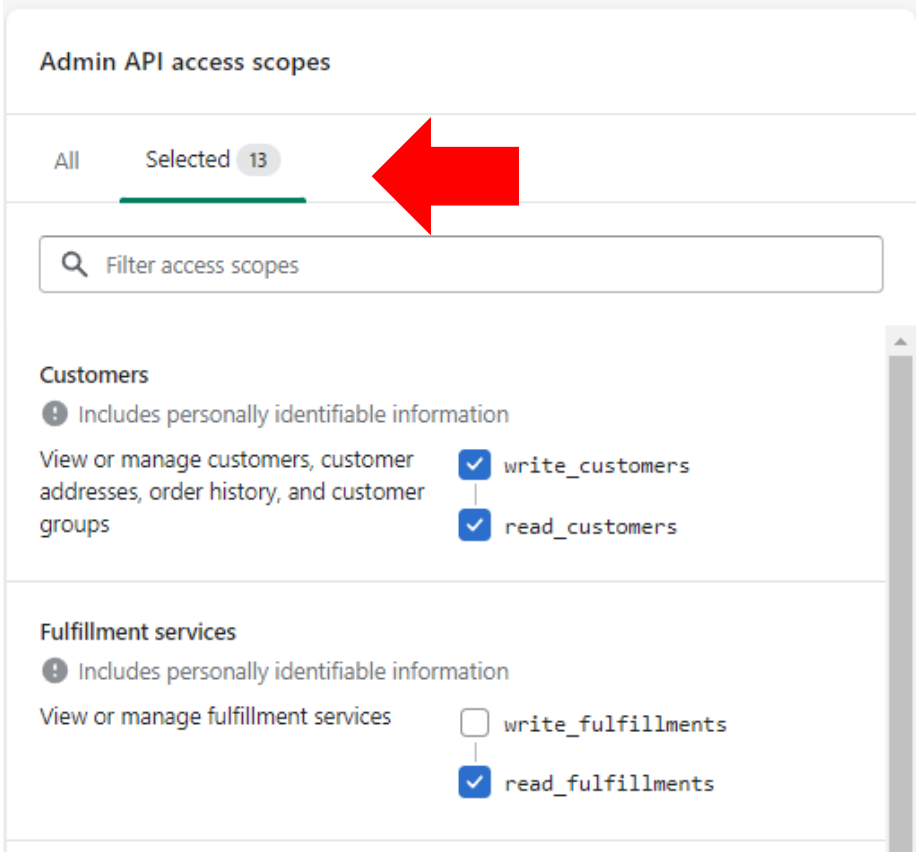


Find 'Filter access scopes' search box



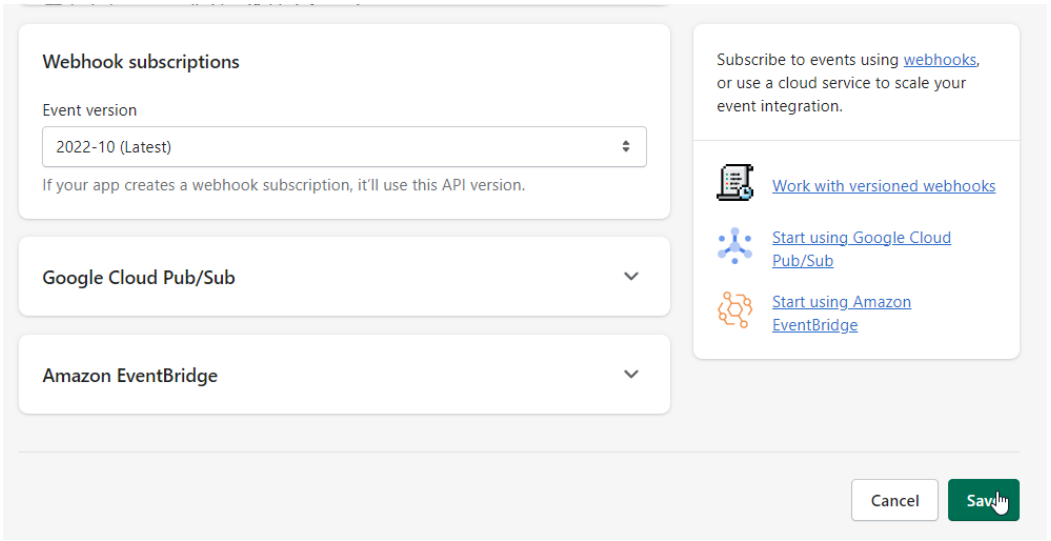
Search for access scopes

*Please ensure that you have selected all the **13** admin API access scopes that IDA Connect requires.*



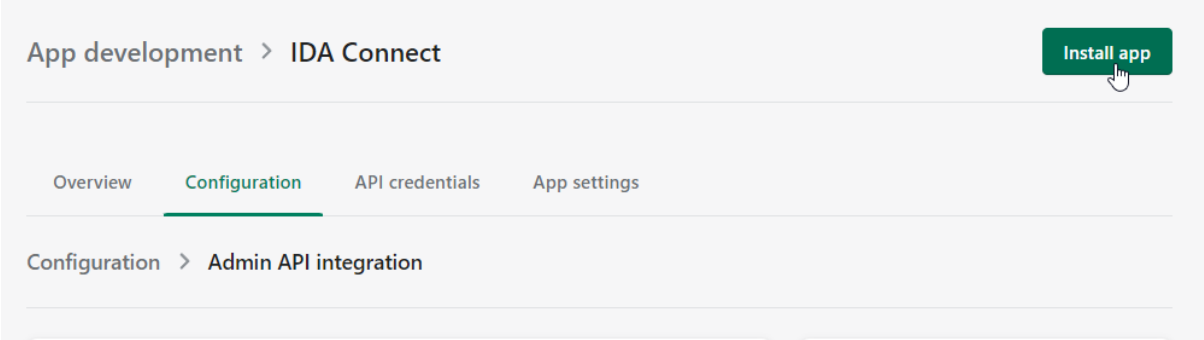
Ensure there are 13 admin API access scopes selected

11. Click on the “Save” button

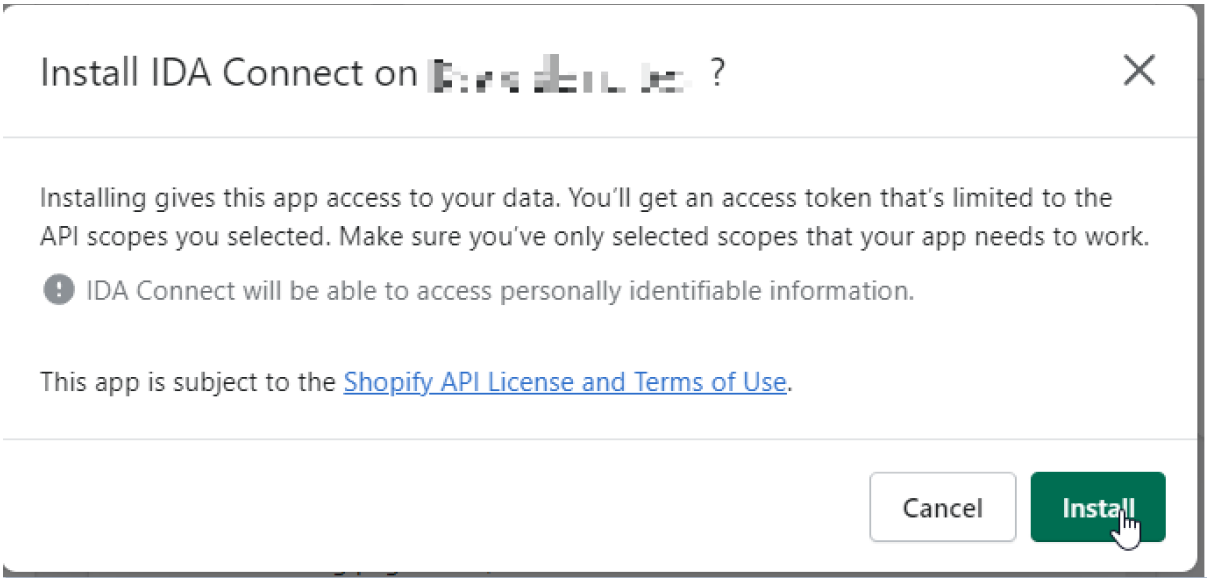


Click on the 'Save' button

12. Click on the “Install App” button – a popup button will appear confirming the app install. Click on the “Install” button.

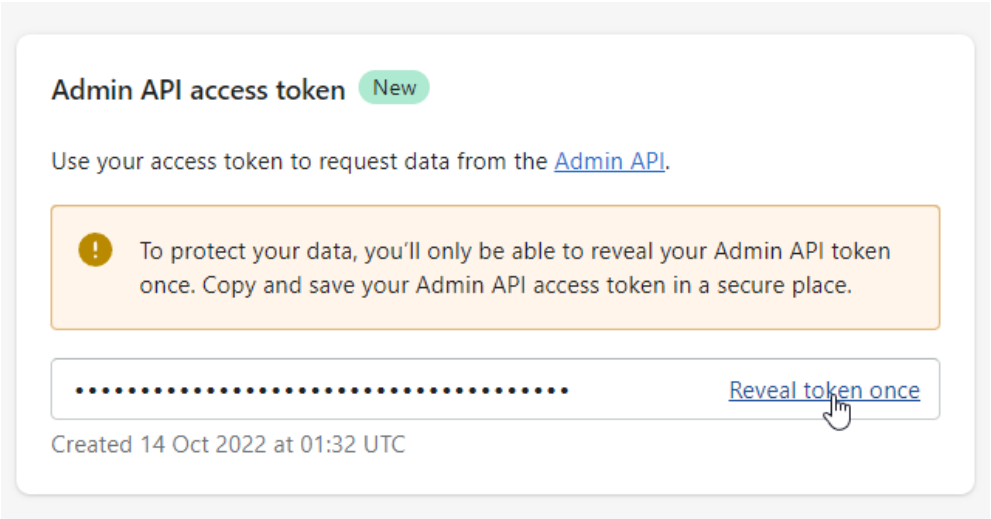


Click on the “Install App” button

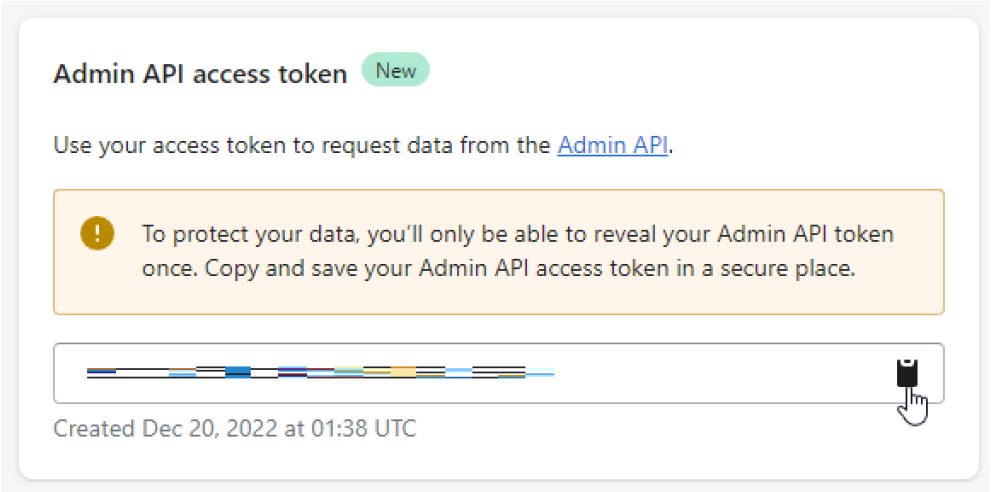


Click on the “Install” button

13. You will be directed to the API Credentials tab.
14. The first section required you to reveal the Admin API Access Token. Click on the “Reveal Token Once” button.
    b. Note: You can only reveal this token once. Please copy and save it somewhere safe immediately after revealing.

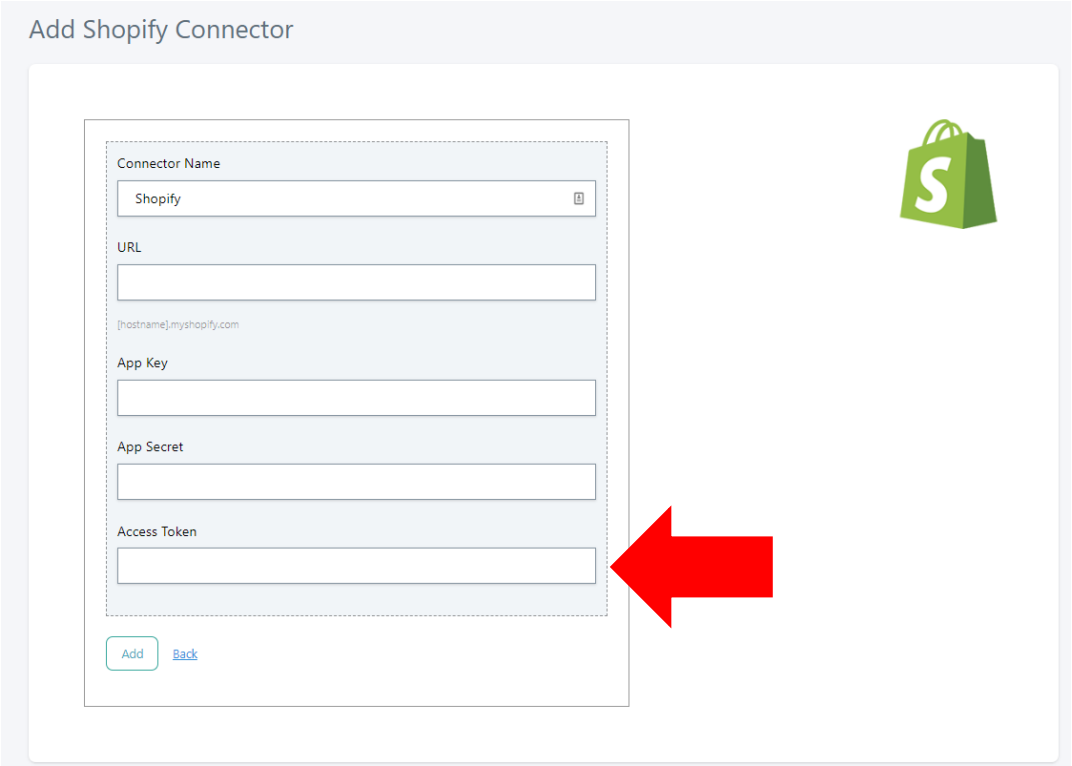


Click on the “Reveal Token Once” button

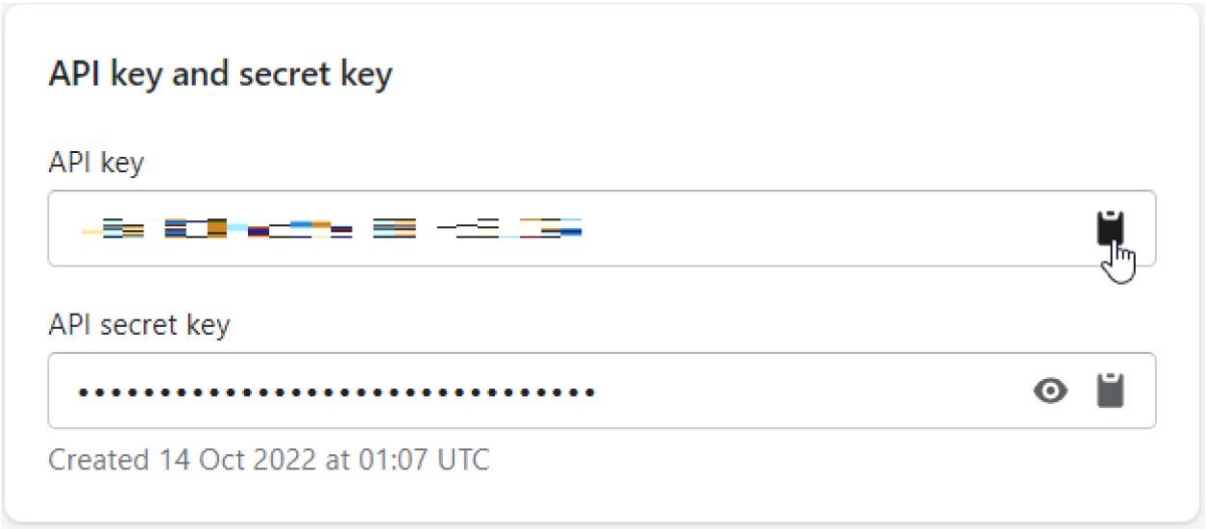


Copy the Admin API Access Token

15. Paste the Admin API Access Token to the Access Token field.

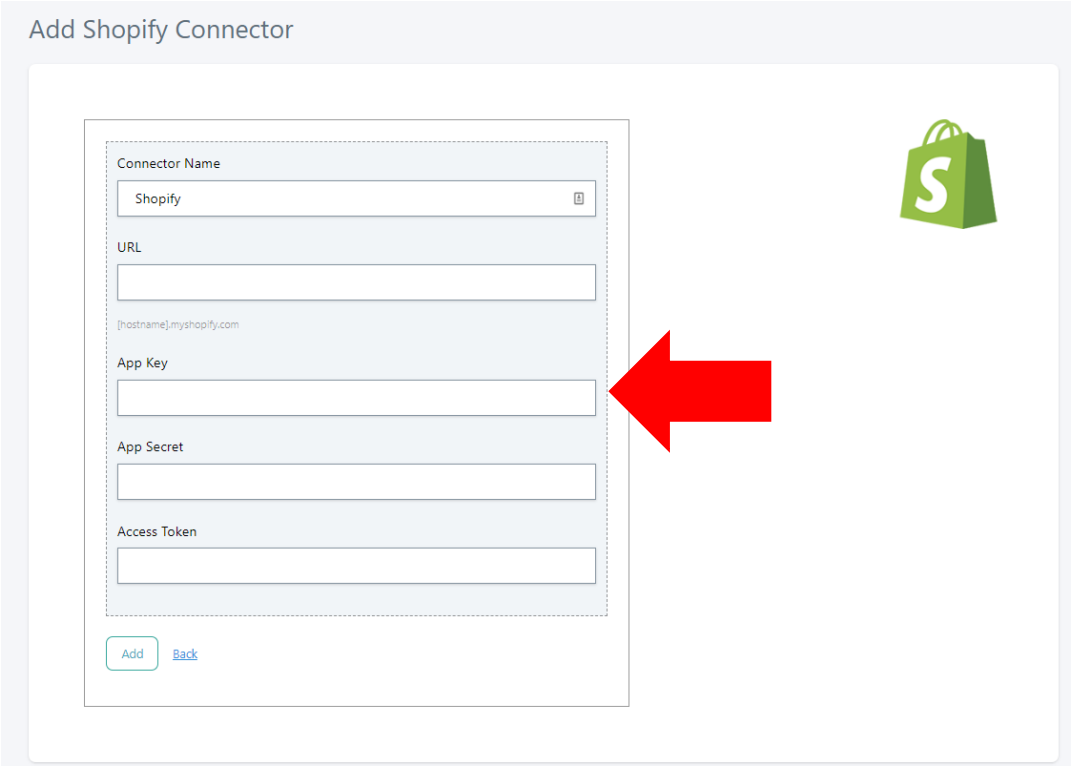


16. In the second section copy the API key.



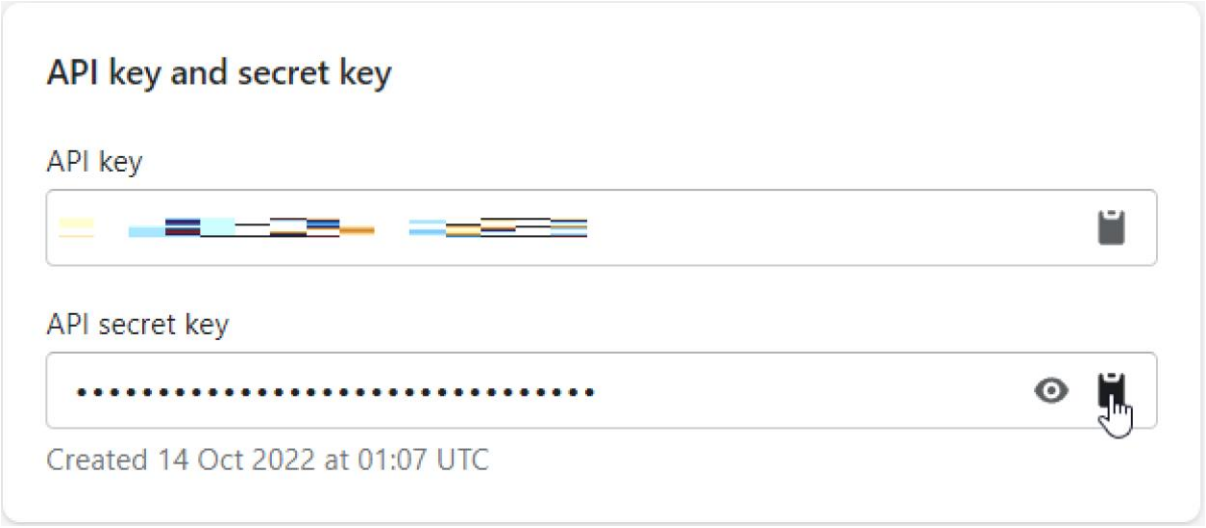
Copy API key

17. Paste the API key to the App Key field.



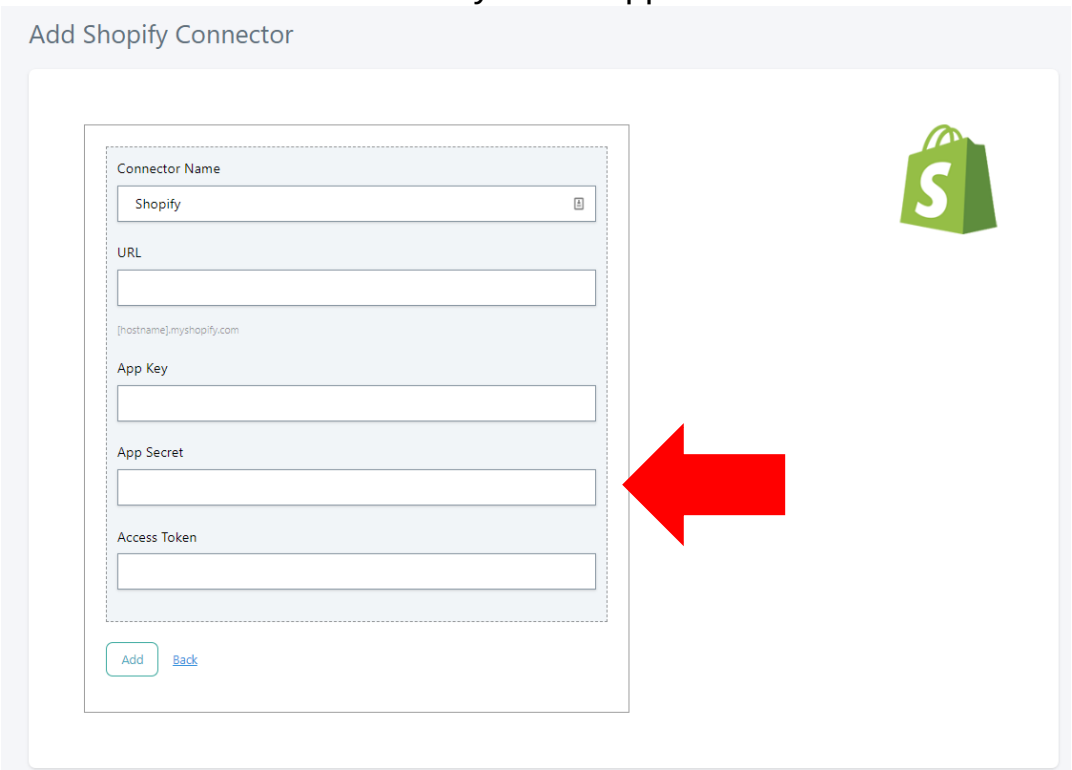
Paste the API key to the App Key field

18. Copy the API secret key.



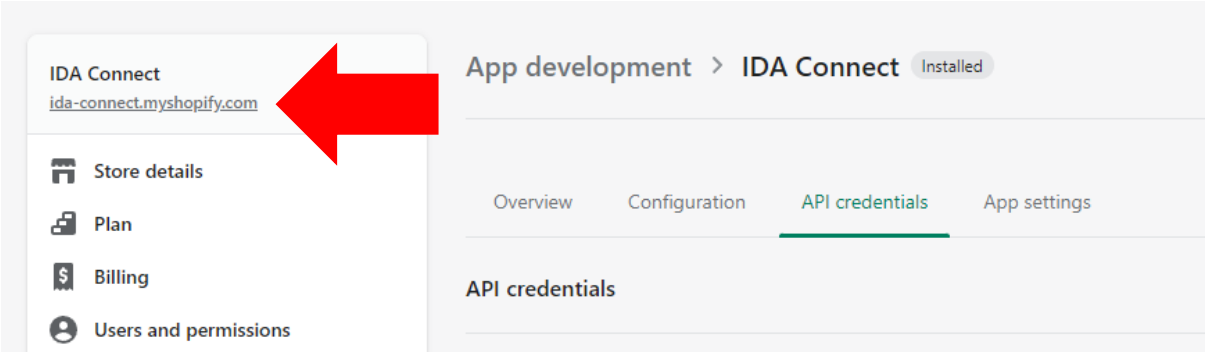
Copy API secret key

19. Paste the API secret key to the App Secret field.



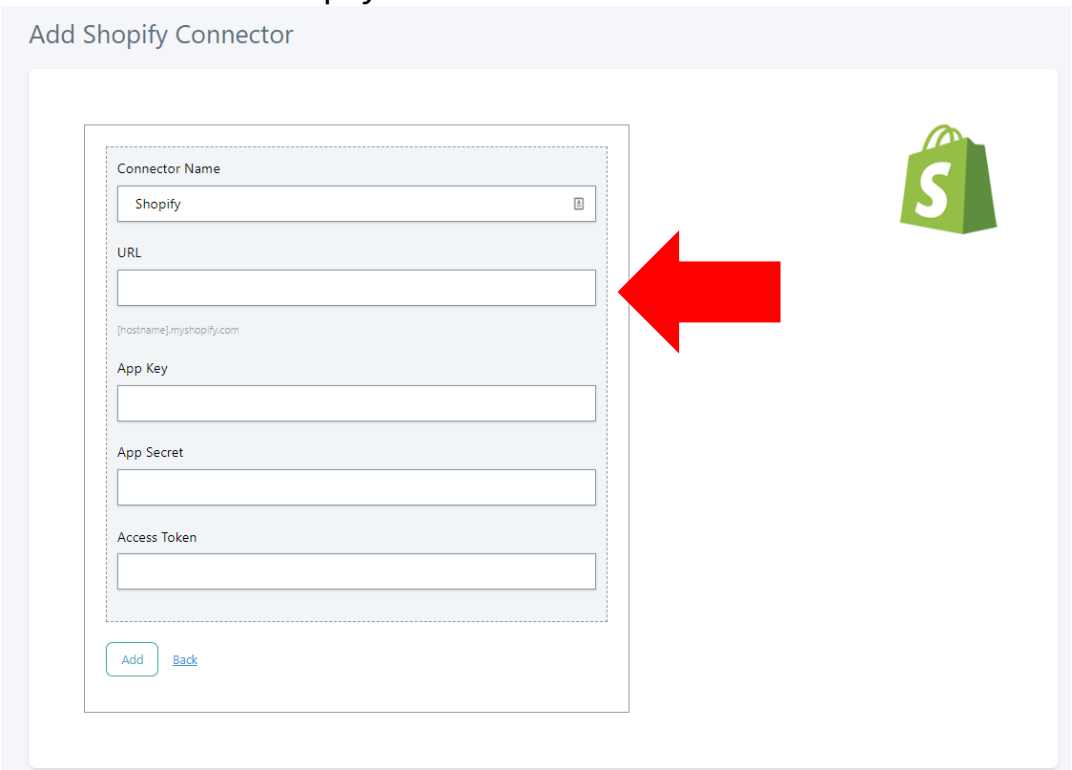
Paste the API secret key to the App Secret field

20. Copy the Shopify store URL



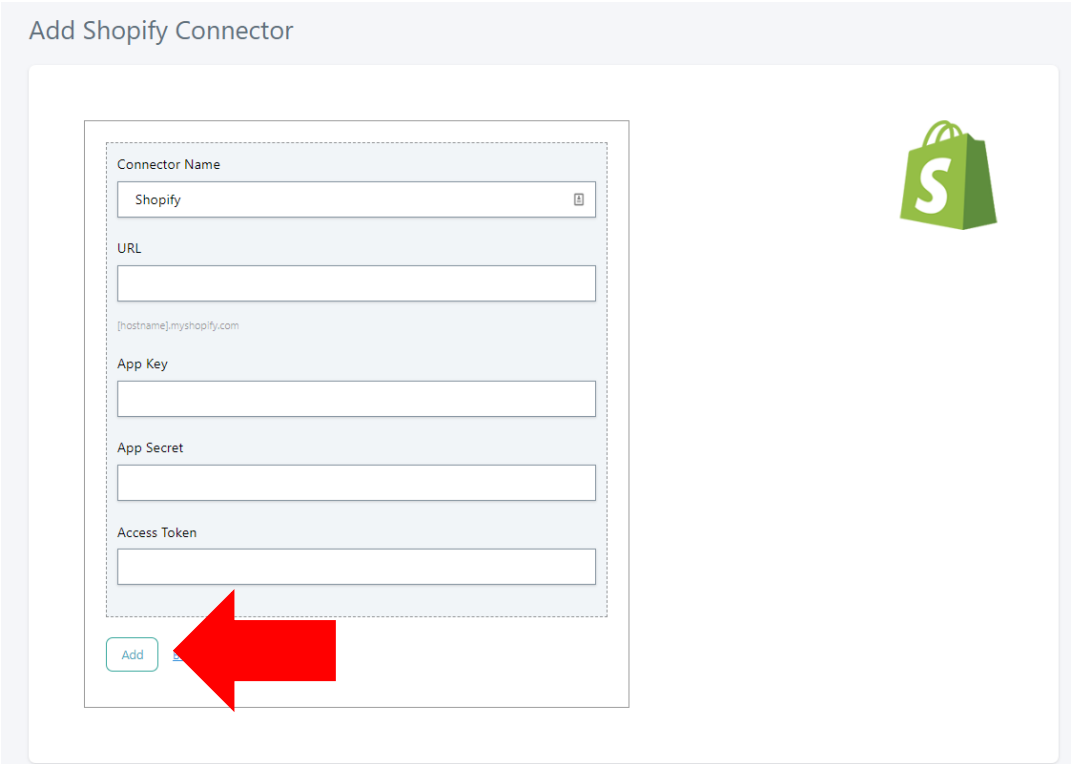
Copy the Shopify store URL

21. Paste the Shopify store URL to the URL field.



paste the Shopify store URL to the URL field

22. Click the Add button.

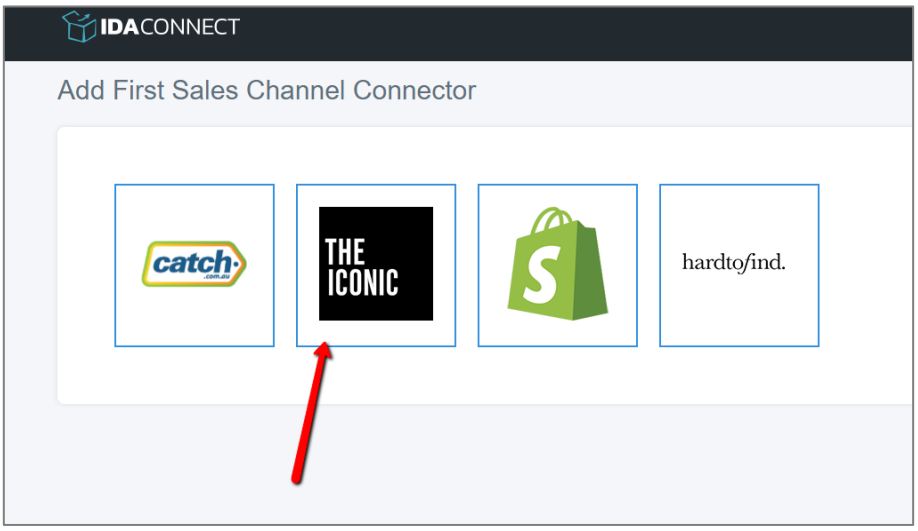


Your Primary Shopify account is now added.

Connect Your Sales Channel

23. Next select the Sales Channel you would like to connect.

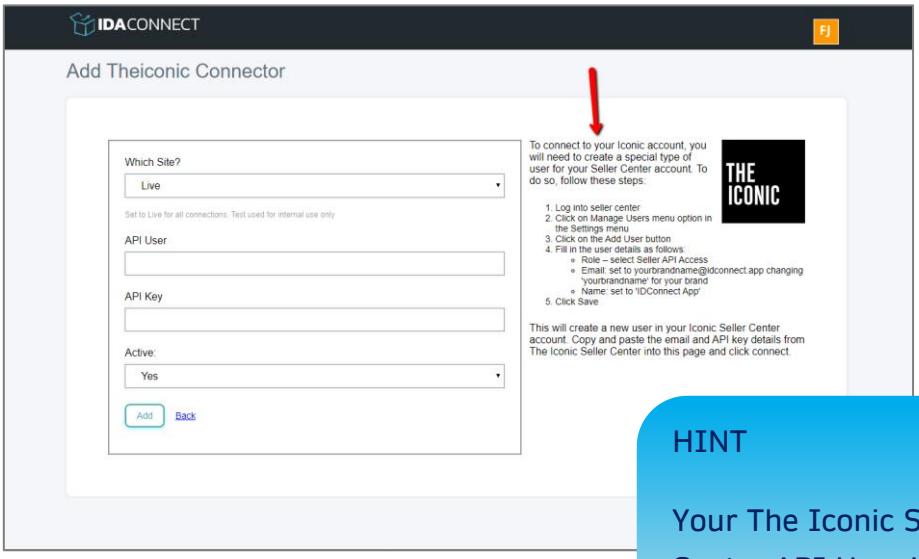
In this example, we will install The Iconic channel.



NOTE

Catch of the Day connection is not currently available, due to changes to their API (software code).

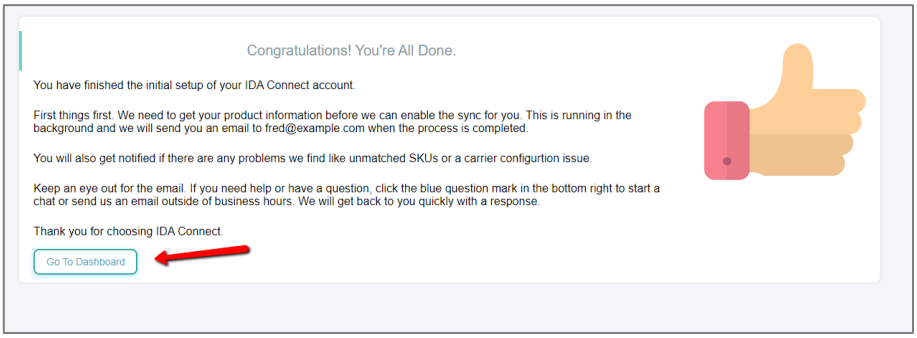
24. The next screen will ask you to follow some steps to connect your sales channel. Each channel has different instructions. Follow each step, add the information back to IDA Connect and click the Add button.



HINT

Your The Iconic Seller Center API User is in the form of an email address.

Connected!



Your account is now set up and your 30 day trial has started.

IDA Connect will now start to sync your products. The first sync can take up to two hours, depending on the number of products you have in your Shopify and sales channel accounts. Once this is done, your will receive a notification email.

You can monitor the progress of the sync on your IDA Connect Dashboard.

2.3 Matching Products/Variants

The sync process starts with IDA Connect matching products between your store and your sales channel.

Matched: Products/variants that IDA Connect has matched. IDA Connect can manage stock levels for matched products.

Unmatched: Variants/products found on a sales channel that could not be matched to a product on the Shopify store. These items are unmanaged: IDA Connect will not sync orders or stock levels.

Use the Unmatched screen in the IDA Connect Dashboard to see if all your items have been matched.

Product matching is done using SKUs. If some of your products/variants have not been matched, it will be because of their SKUs.

For products/variants to be matched automatically, you must have your SKUs set up correctly. See 2.4 SKU Management.

2.4 SKU Management

IDA Connect uses SKUs (Stock Keeping Unit Identifiers) to identify and match your products and product variants.

If there are problems with your SKUs, IDA Connect will not be able to match your products and the sync may not work properly.

SKU Hygiene

1. SKUs must be unique. That means you must have a different SKU for every size and every colour (variant) of every product you stock.
2. SKUs must be identical on each channel/store. Every product/variant must have ***exactly*** the same SKU in your sales channel as it does in your Shopify store.
3. Check for duplicate SKUs and replace them with unique codes.
4. Avoid having spaces at the beginning or end of SKUs.
5. ***Do not change SKUs*** while you are using IDA Connect, without performing a Product Reset.

Some issues we see with matching SKUs include having spaces in the SKU or using an underscore instead of a dash or vice versa.

If you are having problems getting your SKUs aligned, it might be worth using an app like Microsoft Excel to analyse your products and SKUs. You can export your lists from your systems and plug them into Excel to see what is happening.

You can also open your exported file in a plain text editor like Notepad (Windows) or TextEdit (Mac). This helps identify when there are extra characters like spaces in your SKU.

2.5 Old/Unused Products

To maintain good performance, IDA Connect only syncs items that are active.

If you have a large number of historical products or you maintain a seasonal catalogue, you should deactivate all old/unused products instead of relying on a zero stock count. You can reactivate them at any time.

Go through your sales channels and make sure you deactivate any products that are not selling now. This keeps things moving fast and reduces the risk of delayed stock level updates.

Do not recycle 'old' product listings into new products in Shopify. This will confuse the product matching processes. Instead, create a brand new product listing in Shopify, or use the "Duplicate Listing" feature in Shopify to create a new listing.

2.6 What to Expect

Now that you are connected, there is not much more to do. IDA Connect will process your inventories, orders and fulfillments for you. We call this the IDA Connect sync. Note that the synchronisation does not happen instantaneously.

Each sync cycle, IDA Connect checks and aligns information between your Shopify store and your connected sales channels (e.g. The Iconic).

Information that is checked and synced:

(1) Stock levels
(2) Orders
(3) Optional extras, if you have configured them

1) Stock level sync

Every sync cycle, IDA Connect checks each ***matched SKU*** in turn. It compares the master stock levels in your Shopify store with the stock levels in your connected sales channel (such as The Iconic).

A ***matched SKU*** is a product variant that has exactly the same SKU in your Shopify store and your sales channel. If the SKUs are not identical, the stock levels cannot be synced.

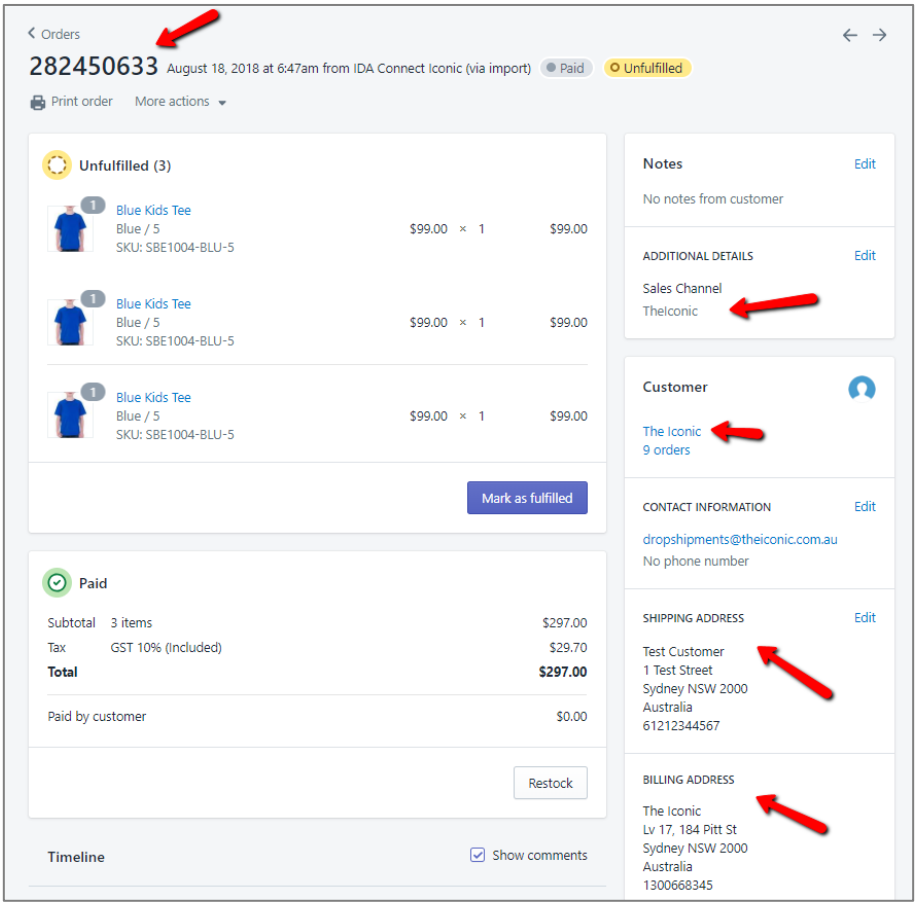
See 3.4 Sync Cycles, for more about sync cycles

2) Order sync

Every sync cycle, IDA Connect checks for new orders on your connected sales channels (e.g. The Iconic). If it finds a new order, it sends the order to your Shopify store.

After the order has been fulfilled in your Shopify store, IDA Connect pushes the details of the fulfilled order back to your sales channel. This includes information such as the name/ID of the carrier and the carrier tracking code.

Here's a screenshot of an example order from The Iconic, showing what an order will look like in Shopify.



- The Iconic order number is used as the order name in Shopify
- The sales channel of The Iconic is added as a note on the order
- The customer is set to The Iconic. This is because you do not get access to the full customer details. Only the Shipping address. And you are selling to The Iconic when you drop ship through their marketplace.
- The billing address is set to The Iconic
- The shipping address is set to the end customer you will be shipping to

3) Optional other actions during sync process

Some account owners have configured IDA Connect to do more during a sync. Examples include adding an extra line item to an order to identify the sales channel, or setting a shipping method based on which country the product was purchased in. These are optional configurations, available on all plans.

See 3.5 Configuring Shopify Options and 3.6 Configure The Iconic Options for more information.

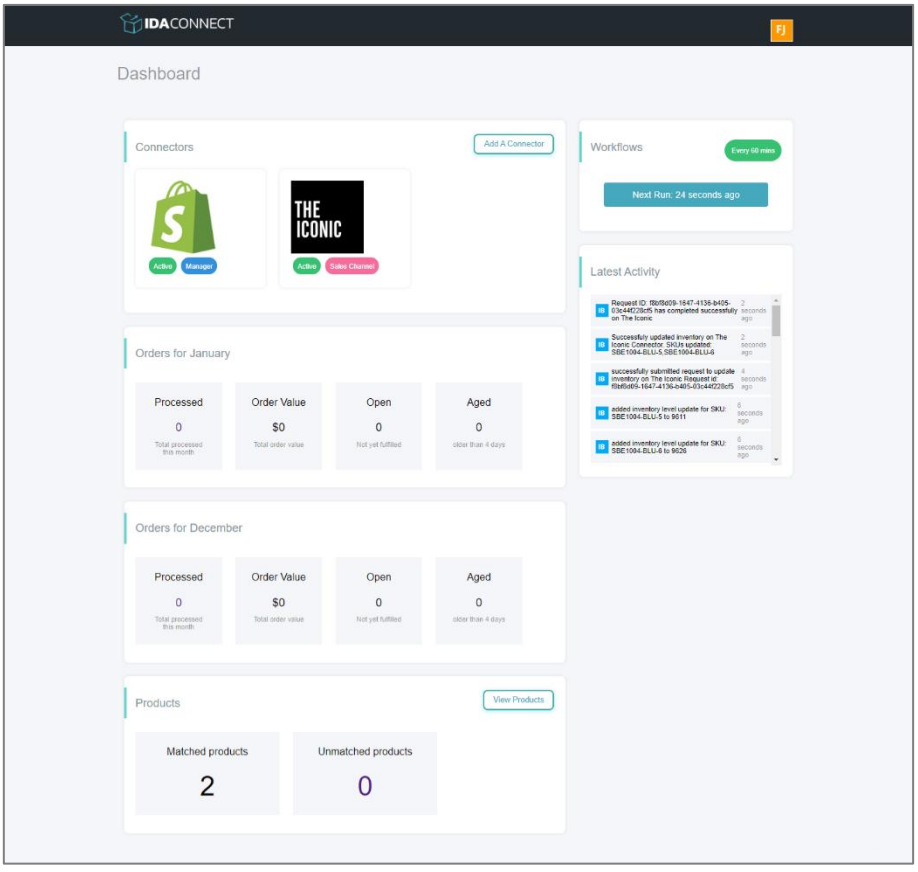
3. USING IDA CONNECT

Once you are set up, there are a few pages you should get familiar with. Use these pages to confirm things are working for you.

3.1 Main Dashboard (Home Screen)

The main dashboard is an overview of how your account is going.

Find it here: https://go.idaconnect.app/login



Connectors

- At the top of the dashboard, you can see your connected channels
- You can add more sales channels from here.

Orders

- Orders for the current and previous months are displayed.
- Click Processed Orders to see a list of orders for the month.

Products

- Access your product list(s) from here.
- Product matched/unmatched status is displayed here.
- Be sure to review and correct any unmatched products (see 3.8 Managing Products)

Workflows

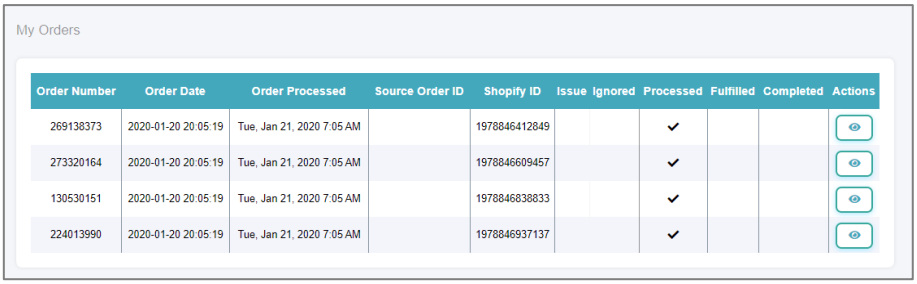
- The workflow area reports on the status of your system (errors appear here)
- Next sync cycle time is displayed here.

Latest Activity

This area displays an activity feed. You can scroll down this feed to see what tasks IDA Connect has performed.

3.2 Order List View

The order list can be accessed by clicking Processed Orders.



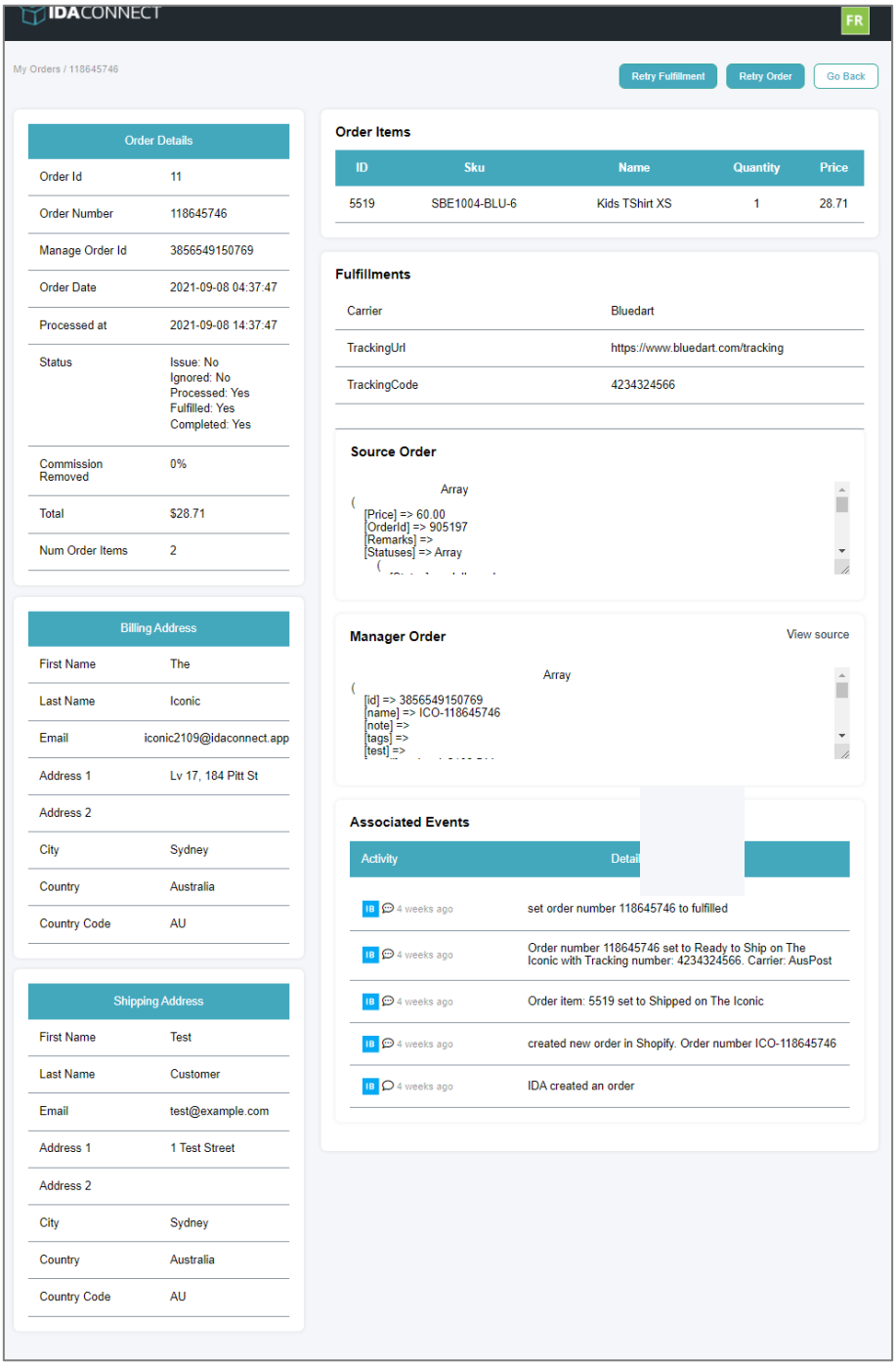
On the list, you will see

- all orders that have been processed,
- orders that have been ignored (because the SKUs don't match),
- errors or other issues with the order.

Click the button in the Actions column to view details for the order.

3.3 Order Detail View

This shows you the details of a single order and the tasks IDA Connect has performed with the order.



Use the Retry Order button at the top of the screen if you want IDA Connect to attempt to reprocess this order into Shopify. If the order already exists in Shopify, you will first need to cancel the order before retrying.

Use the Retry Fulfilment button if you want IDA Connect to attempt to resend the fulfilment status to the sales channel.

3.4 Sync Cycles

Your sync cycle depends on your IDA Connect billing plan. To check which plan you are on, find the user menu at the top right of your IDA Connect Dashboard and click on Billing.

- Starter Plan: Every 60 minutes
- Grow Plan: Every 30 minutes
- Scale Plan: Every 5 minutes

During your 30 free trial you will be on the Scale Plan

You can check when your sync is next due to run from your IDA Connect dashboard.

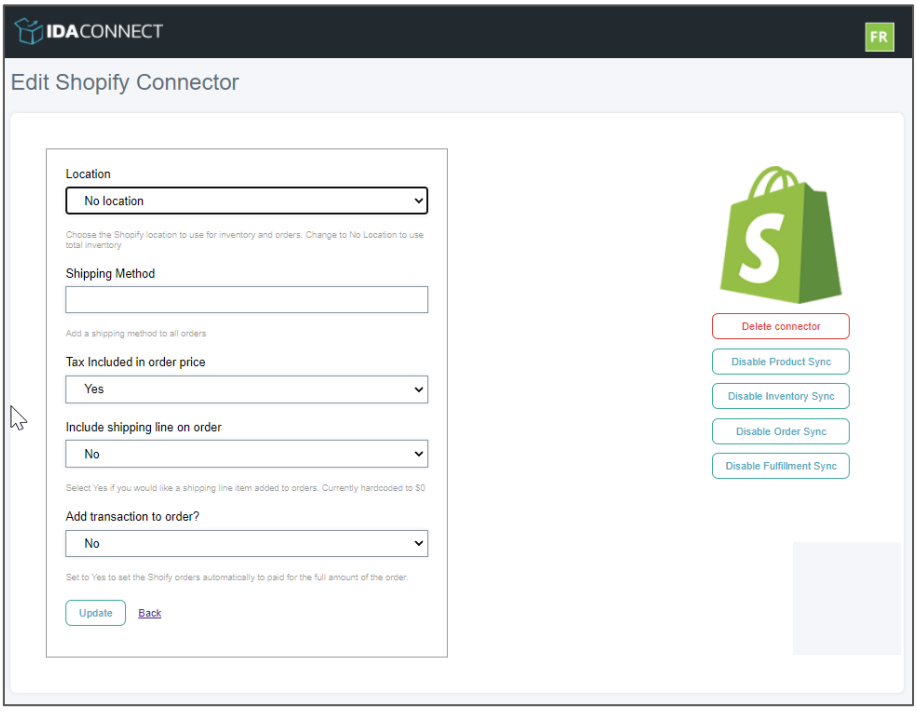
3.5 Configuring Shopify Options

IDA Connect allows for extra actions to be performed during the sync process. For example, IDA Connect can

- add an extra line item to an order to identify the sales channel,
- automatically set a shipping method based on which country the product was purchased in.

These are optional configurations, available on all plans.

To change the Shopify settings, click on the Settings button next to your Shopify connector on the dashboard. This will take you to the settings screen



Here you can make the changes you like and click on Update to save.

The Shopify settings are:

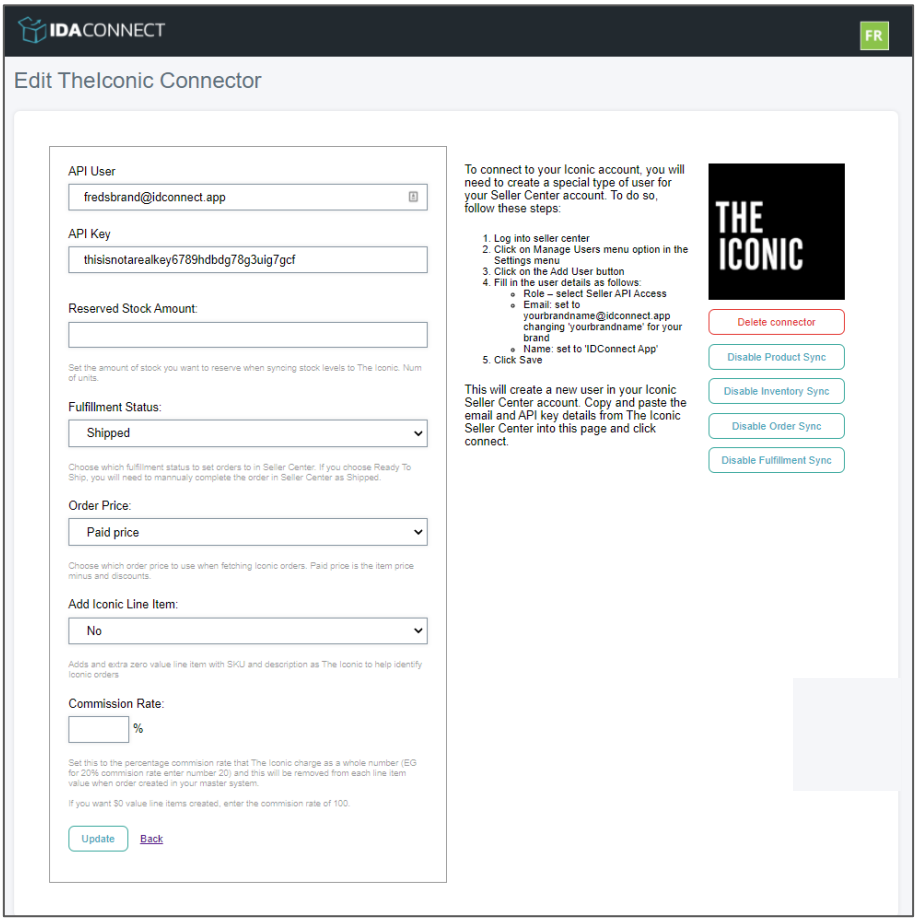
- Shipping Method – Add a shipping line to each order created in Shopify
- Tax included – Will create the order based on inclusive tax
- Include shipping line on order – Adds a Free Shipping method to the order

The actions include:

- Delete connector – De-connect your store
- Disable Product sync – Will stop product sync from running automatically
- Disable Inventory sync – Will stop inventory sync from running automatically
- Disable Order sync – Will stop the order sync from running automatically
- Disable Fulfillment sync – Will stop inventory sync from running automatically.

3.6 Configure The Iconic Options

To change the Iconic settings, click on the Settings button next to your Seller Center connector on the dashboard. This will take you to the settings screen.



Here you can make the changes you like and click on Update to save.

The settings are:

- API user and password – As set during the install process. If you need to change the details you can do so here.
- Reserved Stock Amount – Set a reserved stock amount and have this removed from the inventory level synced to The Iconic to make sure you always have stock to fulfil Iconic orders.
- Fulfillment Status – Choose which fulfillment status you wish orders to be set to in Seller Center.
- Carrier Matching – use this feature to match new or less-well-known carriers. See 3.9 Carrier Matching.

- Order Price – Choose which price to use for line items in Iconic orders. Item price is the listed price in Iconic and the Paid price is minus any discounts applied. Order prices are an estimate only. See 3.7 Understanding Order Value for an explanation of how the order price feature works.
- Order Prefix – You can choose up to 8 characters that will be added to the front of orders that IDA Connect sends to your Shopify store from The Iconic (optional).
- Add Iconic Line Item - Choose yes if you would like to add an extra zero value line item with SKU and description as The Iconic to help identify Iconic orders.
- Commission Rate - Enter a percentage commission rate that The Iconic charge as a whole number (EG for 20% commission rate enter number 20) and this will be removed from each line item value when order is created by IDA Connect.

The actions include:

- Delete connector – De-connect your store
- Disable Product sync – Will stop product sync from running automatically
- Disable Inventory sync – Will stop inventory sync from running automatically
- Disable Order sync – Will stop the order sync from running automatically
- Disable Fulfillment sync – Will stop inventory sync from running automatically.

3.7 Understanding Order Value

The order value in your Shopify store is ***an estimate*** of the order value from your connected sales channel. It is not guaranteed to be correct. This is because fees and discounts applied by sales channels are not always passed through.

IDA Connect provides an **estimated order value** to give you an indication of what your sales channel will pay you. **For the actual value you must check your sales channel, such as Seller Center**.

Order Price

The Iconic can send orders with one of these two types of prices:

- Item Price = the price listed on The Iconic.
- Paid Price = the actual price paid by the consumer, minus any discount. The discount could be one funded by you or one funded by The Iconic.

In IDA Connect, you can choose which of these two prices will be used for line items in Shopify orders that originated in The Iconic. Do this in The Iconic Connector settings part of your dashboard.

Important: If you choose to have orders sent with 'Paid Price', some of your orders may come through with a lower value than what The Iconic will pay. This happens when The Iconic has funded a discount, because these Iconic-funded discounts are not passed through to IDA Connect.

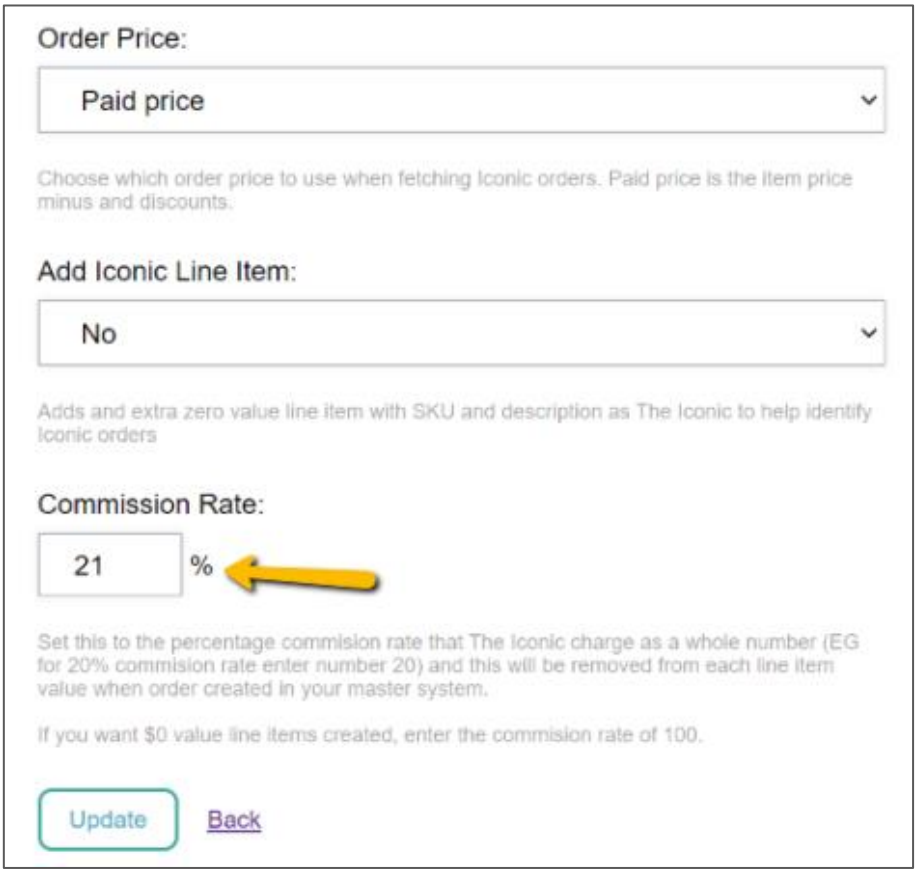
Commission Rate

You can enter the amount of commission that The Iconic charges you into IDA Connect (optional). Set the commission rate in The Iconic Connector settings part of your dashboard. This makes the Shopify order value closer to what The Iconic will pay to you, however ***it is not guaranteed to be exact***.

For example, if The Iconic takes 20% then enter 20 to the Commission Rate box in The Iconic Connector settings part of your dashboard. This will remove 20% from the value of each line item when the order is created in your Shopify store.

Some sellers want all items to have $0 value, for accounting purposes, so they enter a commission rate of 100%.

Commissions should be entered as a whole number.



Order Value Discrepancy

Order values in Shopify are estimates, based on the information chosen by you, such as which price to use and which commission rate you entered to IDA Connect, as well as information provided by the sales channel, such as some discounts.

Obtain the exact order value from your sales channel, e.g. Seller Center.

Order value estimate lower in Shopify

When your sales channel funds a consumer's discount, your Shopify order value will be lower than the actual amount you will receive.

Order value estimate higher in Shopify

If your sales channel levies a fee or fine, your Shopify order value will be higher than the actual amount you will receive.

For example, if The Iconic levies a Delayed Dispatch Fee on an order, this information is not available to IDA Connect. Your order value will be higher in Shopify. To check for fees, fines and discounts, check the transaction details in your sales channel, e.g. Seller Center.

3.8 Managing Products

How IDA Connect Works with Products

IDA Connect uses Shopify IDs to create orders in Shopify. Shopify IDs allow IDA Connect to work with variants.

Shopify IDs are long strings of numbers assigned by Shopify automatically, they are different to SKU codes assigned by store owners. You can see the Shopify ID of a variant in the URL of the listing in the admin screen.

IDA Connect cannot detect if you change the SKU code on a Shopify product. If you do not also change the SKU code in your sales channel (for example The Iconic Seller Center) then errors will occur. The paragraphs below explain how to avoid these errors.

Product Management, Best Practices

The most important thing about managing products in IDA Connect is practicing good SKU Hygiene.

You should also disable old and unused products in your sales channels (see 2.5 Old/Unused Products).

For a **new season or new product range**, it is best practice to *not* change SKUs of existing products in Shopify, but rather create new listings:

- Duplicate the old product, then archive it
- Use the copy to create a new product listing with a new, unique SKU in Shopify.

If changing SKUs is unavoidable, you can change SKUs, noting the important points below.

IMPORTANT: If you change SKUs in Shopify you must:

1. Also change the same SKUs in your sales channels (eg. The Iconic Seller Center);

2. Use the Product Reset function to rematch the Shopify IDs and SKUs between Shopify and the sales channel after your changes.

Unmatched SKUs

Unmatched SKUs are product variants that are currently active on Seller Center but could not be matched to your Shopify store by IDA Connect.

The number of unmatched SKUs is shown in the Products Section of your IDA Connect dashboard (at the bottom). To see a list of the SKUs that are unmatched, click on the number.

It is okay to have unmatched SKUs, but be aware that ***IDA Connect does not process inventory updates or orders for unmatched products/variants***.

If the products should be matched, but are not, the most probable reason is that the SKUs have been changed in either Shopify or Seller Center.

To match SKUs that have been unmatched, You may need to update SKUs, and then perform a *Product Reset*.

If the products are old or discontinued, deactivate them on Seller Center.

Product Reset

Initiate a *Product Reset* from the Products section of the IDA Connect dashboard.

A product reset refreshes all the internal linkages in IDA Connect, by first deleting old links, then performing a complete new match of all products across your channels.

Your order, fulfilment and inventory syncs will be paused during the reset, which takes up to 60 minutes.

You will be notified by email when the sync is completed.

What to do after a product reset:

- ✓ check the *Unmatched SKU* list which you can find just to the left of the *Product Reset* button. This list contains all the SKUs that are currently active on Seller Center but could not be matched to your Shopify store by IDA Connect.
- ✓ If the products should be matched, check that the SKUs are the same in Shopify and Seller Center.
- ✓ If the products are old or discontinued, deactivate them on Seller Center.
- ✓ It is okay to have unmatched SKUs, but be aware that ***IDA Connect does not process inventory updates or orders for unmatched variants.***

Deleting Products

If you delete or disable a product in Shopify **you must also deactivate or delete it in your sales channel** (e.g. The Iconic Seller Center).

If you do not do this, IDA Connect will continuously update the inventory with the last inventory it found in Shopify, which may result in oversells.

WARNING

Deleting products in Shopify, without also deleting/deactivating in your sales channel may result in oversells!

Changing SKUs

Changing the SKU code of a listed product/variant in Shopify can cause problems such as oversells if you do not also update the SKU in your sales channels.

See *Product Management* for advice on changing SKUs.

TAKE CARE when changing SKUs to avoid inventory errors and accidental oversells.

Always perform a Product Reset after changing SKUs.

3.9 Carrier Matching

Shopify and The Iconic have different internal codes for the same carriers, so carriers must be "matched" for fulfilment updates to work correctly.

IDA Connect automatically matches well-known carriers between Shopify and Seller Center. For example: 'Australia Post' is matched to 'AusPost'.

For other carriers, you can create your own matches in IDA Connect.

Why create a carrier match:

The Iconic rejects fulfilments if they do not recognise the carrier. The carrier must be set up and active in Seller Center. The carrier must be set to 'available' in Seller Center.

Create a match so that The Iconic can recognise the carrier in the fulfilment information sent from your Shopify store by IDA Connect.

How to create a carrier match:

To create a new match between carriers in Shopify and Seller Center,

(1) Check that the carrier is set up, active and available in Shopify and in Seller Center. Consult Seller Center help docs for complete instructions.

(2) In your IDA Connect dashboard, go to The Iconic Connector Settings > Custom Carrier Matching

(3) Enter your Shopify and Seller Center carrier names and press '+' to add the new match.

Alternatively, if you want to fulfil orders using an unmatched shipping carrier, Seller Center will (continue to) reject these. For such orders, you will need to update the shipping information and fulfilment status manually in Seller Center.

Good to know:

New matches overwrite previous matches for your IDA Connect account. Check you have entered the carrier names accurately when creating a new match.

If you create a new match that happens to already exist, including matches already known to IDA Connect, this will not cause problems.

4. DAILY OPERATIONS

Once you are connected, IDA Connect will sync your stock levels, orders and fulfillment statuses automatically.

Here's what you need to do:

- ✓ check your email every day
- ✓ check your dashboard every day
- ✓ know how to process orders manually in case of an outage.

4.1 Daily Checks

	Check your email inbox every day. We send emails if we detect an error with an order. Emails are sent to the email you signed up with, by default. You can change or add email addresses in your Account settings ('Notification recipients').
	Log in to your IDA Connect dashboard at least once per day. Check that orders are being processed as expected. Check for unexpected unmatched SKUs. We will let you know by email if we detect any errors with an order.

If there are any problems, you will see an error message in the Workflow status part of your dashboard.

4.2 Manual Process

It's important that you have a backup system for when things go wrong.

Most of the time, if a sync encounters a problem such as a time-out, it will process normally on the next sync cycle and complete properly. However, on rare occasions, IDA Connect may not be able to complete a sync or process an order properly.

If IDA Connect has been unable to complete a sync, you will be notified by email and you may have to complete the process manually.

You must have a manual process on standby so you can update a fulfilment status and/or stock levels if necessary.

DISCLAIMER:
IDA Connect is a tool to help you keep your inventory and orders in sync. It doesn't replace the need for a human eye.
IDA Connect is an independent Australian business and cannot prevent Shopify or the sales channels from making unexpected changes to their computer code that might interfere with our processes. Problems with internet connectivity is also outside our control.

5. WHAT CAN GO WRONG

5.1 Oversells

An oversell occurs when a product is sold on a sales channel, but you have no stock available.

Oversells can happen for a number of reasons:

(1) The product has been purchased at the same time on two different sales channels.

(2) The sales channel (e.g. The Iconic) has instigated a manual payment review on an order. When this happens the order goes through hours or days later and in the mean time you have sold out.

(3) Duplicate SKUs in your Shopify store

(4) Deleted or amended SKUs in your Shopify store

(5) Recycled or reused product listings for new products.

What to do:

1) **If the product has been purchased at the same time on two different sales channels**

   There is a time lag between a sale being made and the stock level being updated by IDA Connect. The time depends on your IDA Connect sync cycle. IDA Connect Starter Plan accounts sync every 60 minutes. Scale Plan accounts sync every 5 minutes (see 3.4 Sync Cycles).

   If too many products have been sold before the sync cycle has run, then you might get an oversell.

To find out if this has happened, check the inventory history for the SKU (variant) in your Shopify store. You will be able to check the time that the stock level went to zero.

If the stock level went to zero *after* the IDA Connect sync, then two products were sold at (approximately) the same time.

In this case, it is best to cancel one of the customer orders.

You can prevent this from happening by setting reserve stock levels. To do this, go to your sales channel connector settings page on the IDA Connect Dashboard. The reserve stock level is a number subtracted from the master stock level to reduce the risk of oversells.

If the stock level went to zero *before* the order was synced then you should log the oversell with us. We can check our logs to see if the sales channel sold the product despite its stock level being zero (see reason (2)).

2) The sales channel has instigated a manual payment review on an order

Sometimes, a sales channel will delay an order. This can happen if they place an order on hold to do a manual payment review or for other reasons. When this happens, the order goes through hours or days later and in the meantime you have sold out.

3) Duplicate SKUs in your Shopify store

If you have the same SKU attached to more than one product variant in your Shopify store, this can cause problems. Duplicate SKUs cause inventory levels for the affected product variants to flip flop between different numbers each sync cycle.

If you think this is happening, check for duplicate SKUs in your Shopify store.

4) Deleted or amended SKUs in your Shopify store

If you have deleted or changed the SKU code of a listed product/variant in Shopify, this can cause oversells.

If you delete a SKU be sure to also delete or deactivate in your sales channels.

If you change a SKU for a listed product, be sure to also change it in your sales channels. Then perform a product reset.

5) Recycled or reused product listings

If you recycle an old Shopify product listing to create a new product it can cause errors with the matching process for IDA Connect.

For a new season or new product range, it is best practice to create new listings:

- ✓ Duplicate the old product, then archive it
- ✓ Use the copy to create a new product listing with a new, unique SKU in Shopify.

If changing SKUs is unavoidable, follow the instructions in Product Management to prevent problems. .

5.2 Fulfilment Errors

If your sales channel runs into a problem with fulfilment, it sends an error message to IDA Connect. You will receive an email from IDA connect, titled 'Fulfilment Error'.

Common fulfilment errors:

- the sales channel does not recognise the carrier or
- the tracking ID has been used before.

What causes this?

A common cause of fulfilment update errors is changing carriers or setting up a new carrier. Shopify and the sales channel have different internal codes for the same carriers, which can sometimes create problems.

How to fix fulfillment update problems

1) Within your sales channel dashboard (e.g. The Iconic Seller Center) find the order and update the tracking details manually.
2) Review your carrier's configuration instructions for the sales channel to check that the carrier is set up properly in your sales channel.
3) In your sales channel (e.g. The Iconic Seller Center) make sure the carrier is set as 'active' and 'available'.
4) Use the Retry Fulfilment button if you want IDA Connect to attempt to resend the fulfilment status to the sales channel.

If you change your carrier, IDA Connect cannot always automatically match the identity of the carrier between your Shopify store and your connected sales channel(s). This might happen with less well-known carrier or a new carrier. In this case, you can use the Carrier Matching feature to create a match for the new carrier.

Note that *The Iconic Seller Center does not accept OTHER as a shipping carrier*. If you choose OTHER as a shipping carrier when fulfilling a The Iconic order in Shopify, you will get an error notification from IDA Connect. You then need to update the shipping information and fulfilment status manually in Seller Center.

5.3 Negative Stock Levels

The Iconic Seller Center reserves stock for pending orders, which can result in negative stock levels in Seller Center.

This means that when IDA connect syncs a product's stock level to zero, The Iconic immediately and automatically adjusts it to a negative value until the order is fulfilled.

You can safely ignore these negative numbers. You can also check that the item's stock level returns to '0 available' after you have fulfilled the order.

Example

Let's take a look at Item 1 that has a stock level of 1 and see how it progresses through the order lifecycle.

Action	Iconic Stock	Shopify Stock
Last inventory sync	Quantity: 1 Available: 1	1
Order for 1 Item1	Quantity: 1 Available: 0	1
Order created in Shopify	Quantity: 1 Available: 0	0
Stock level sync to Iconic of 0 quantity 1 item still reserved due to pending order	Quantity: 0 Available: -1	0
Order mark as sent in Seller Center	Quantity: 0 Available: 0	0

Negative stock levels in Seller Center are nothing to worry about. They are a symptom of the combination of having your stock levels in sync and The Iconic wishing to reserve stock while orders are pending.

6. PLANS AND BILLING

6.1 Plans and Pricing

Each month, on the anniversary of your start date, your credit card will be charged automatically.

We have three plans, Start, Grow and Scale.

	Start	Grow	Scale
Best for	New sellers or Low order volumes	Moderate order volume or Lower order values	High volumes

Start Plan

- Best value if you are just starting out or if you have low order volumes
- Costs $1 per order processed by IDA Connect (plus GST)
- No connection fees
- No other ongoing fees
- Billed per month based on the number of orders processed in the previous month
- The sync processes run every 60 mins
- Completely risk-free; if you sell nothing, you pay nothing!

You can easily change your plan at any time from within the Payments section of your IDA Connect dashboard.

Grow Plan

- Best value for moderate order volumes or lower order values
- Costs 1% of total order value processed by IDA Connect
- Billed per month with a minimum of $79 (plus GST)
- Sync runs every 30 mins
- No lock-in contract, leave any time.

Scale Plan

- Best value for high volumes
- Connect multiple brands and Shopify stores
- Costs 1% of total order value processed by IDA Connect per month
- Billed per month with a minimum of $199 (plus GST)
- Sync runs every 5 mins
- No lock-in contract, leave any time.

When you start a free trial, you will begin on the Scale Plan for the trial period.

You can change plans at any time; just go to the billing section in your IDA Connect dashboard.

Check out the Accounts and Billing section of this guide for more information.

6.1 How Will I Be Charged?

At the end of your trial period, you will be prompted to choose a plan and add your credit card. We will start counting your orders for billing purposes. This is your start date.

Each month, on the anniversary of your start date, your credit card will be charged automatically.

IDA Connect uses Stripe, the world's largest and most trusted secure payment processor, for credit card processing. Stripe stores your card details securely on behalf of IDA Connect. IDA Connect does not have access to your credit card details

Shopify processing fees are not charged on orders created by IDA Connect

6.2 Will I Get an Invoice/Receipt?

Each month, on the anniversary of your start date, your credit card will be charged automatically.

The account owner receives an email with a link to the invoice/receipt each month. Other email addresses can be added for receipt of invoices.

You can also find your invoices inside the billing page on the app dashboard.

6.3 How Do I Change My Plan?

When you start a free trial, you will begin on the Scale Plan for the trial period.

You can change plans at any time; just go to the billing section in your IDA Connect dashboard.

7. FREQUENTLY ASKED QUESTIONS

Do I need a developer?

No!

We have built IDA Connect to make it easy for you. You do not need a developer. There is a simple 4 step setup that will allow you to create an IDA Connect account, connect your Shopify and Seller Center stores and start the integration.

Easy instructions are in this guide.

How long will it take to get connected?

The setup process is simple takes about 5 minutes.

This guide includes details on each of the options available for the integration and will help you get set up. Start here: 2.2 Connect in 5 Minutes.

IDA Connect is built for self-serve but we are here to help if you get stuck.

I just took over a business with IDA Connect where do I start?

If you have just started at a business that has IDA Connect, or just purchased a business that is running IDA Connect it's super easy to get started.

You might want to update your billing details or reset the account password, but should not need to do anything else.

To get started, log into IDA connect and have a look around. You can do so by going to https://go.idaconnect.app/login.

Note that if you are changing products, be sure to read section 2.3 Matching Products/Variants to make sure your SKUs remain properly matched between your Shopify store and your marketplace.

The USING IDA CONNECT section of this Integration Guide explains how IDA Connect works and what to expect.

Should I have a “channel” on Shopify for Iconic orders?

Shopify Sales Channels are not compatible with IDA Connect.

Some sellers use a second password protected (private) Shopify store purely for their The Iconic sales to make things like reporting and inventory easier. You can simply add the Shopify connector in IDA Connect to your password-protected store. The password will not cause any issues as the process is connected to the Shopify admin and not the store-front.

Can I use IDA Connect on a password-protected Shopify store?

Yes, many of our sellers use a password protected (private) Shopify store purely for their The Iconic sales to make things like reporting and inventory easier. You can simply add the Shopify connector in IDA Connect to your password-protected store. The password will not cause any issues as the process is connected to the Shopify admin and not the store.

I have more than one Shopify store, will this work for me?

Yes!

If you want to connect 2 or more Shopify stores, our Scale plan is what you need. Talk to our support team to get started. You will get a separate IDA Connect account for each brand but just one billing account.

Which marketplaces can I connect to?

At the moment we only connect to The Iconic and Hard To Find.

Coming soon: Catch Of The Day.

We don’t keep stock quantity in Shopify. Is IDA Connect right for us?

IDA Connect is designed to help businesses keep track of inventory in more than one place. If you don’t keep track of your quantity of stock in Shopify, then you probably don’t need IDA Connect.

What about Shopify Fees?

Shopify processing fees are not charged on orders created by IDA Connect in your Shopify store.

8. TROUBLESHOOTING

Troubleshooting Checklist

If you run into problems, go through this checklist:

- ☐ Are your SKU codes/identifiers unique (no duplicates) and properly matched? Check that SKUs haven't been changed in one place but not the other (this will cause errors). See Product Management, Best Practices.
- ☐ Run a Product Rest by clicking the button near the bottom of your IDA Connect dashboard. This will attempt to re-match products between your Shopify store and The Iconic.
- ☐ Have you checked when your sync cycle will run? The sync is not instantaneous. See Sync Cycles.
- ☐ Are you, your staff or your 3PL changing orders in Shopify AFTER it has been received from the sales channel?
- ☐ Have there been any changes to the affected order in your sales channel after IDA Connect has sent it to Shopify?
- ☐ Is the carrier information properly matched (are the carrier codes correct in both channels?). Note that Shopify and The Iconic use different codes for the same carrier. See 5.2 Fulfilment Errors.
- ☐ Have you checked there are no spaces or other dis-allowed characters in tracking numbers?
- ☐ Is the email address on your IDA Connect account correct?
- ☐ Check that any products you have deleted from Shopify have also been removed from Seller Center.
- ☐ Check that SKUs haven't been changed, or listings reused.
- ☐ For order value discrepancies, see 3.7 Understanding Order Value.

Troubleshooting checklist, other possible errors

Accidentally creating two IDA Connect accounts that integrate the same stores (this causes duplicate orders to be created).

Unusual matching errors. Matching errors are usually caused by differences in SKU codes. However, occasionally matching errors can be caused by an independent Shopify app making changes to Shopify product IDs. This can affect order creation and inventory level updates. If you have checked your SKUs and run a product reset and you are still getting problems, contact support desk so we can investigate.

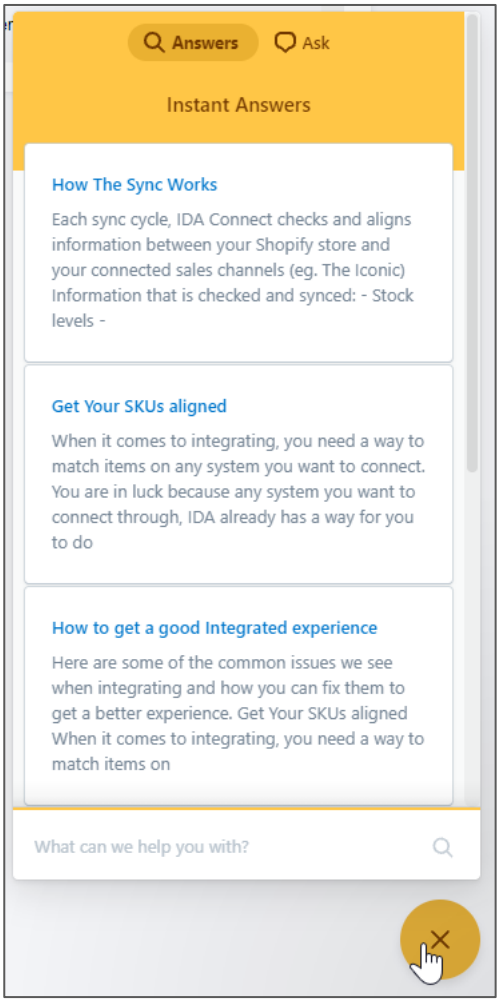
More troubleshooting guidance

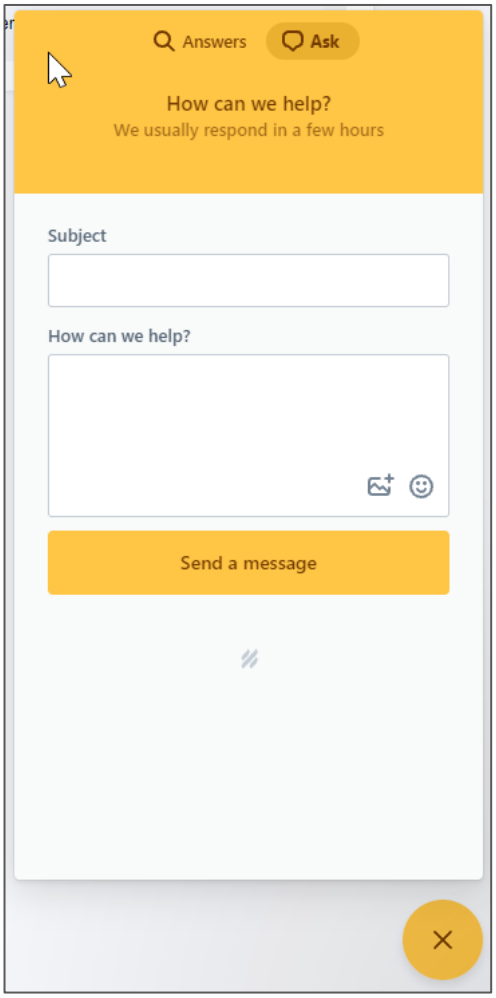
See also 5.1 Oversells, 5.2 Fulfilment Errors, 5.3 Negative Stock Levels.

Getting Help

If you need any help through the install process or any time after install, you can log a ticket to our helpdesk by clicking on the yellow question mark in the bottom right from the screen.

You can start by browsing the available answers and see if the problem is described.





If you cannot find the answer, click on the Ask icon at the top. Fill in the form to log a ticket with our support desk. Someone will get back to you quickly.

Support Testimonials

Hi Jenny,

Thank you for that.

I'd like to provide some feedback that both times I have reached out to IDA Connect for help recently, the response has been extremely prompt and the issue rectified the same day. Much appreciated :)

Regards,

Director

Fashion brand, Myaree, WA 6960

9. ABOUT IDA CONNECT

About Us

At IDA Connect we think life is too short to be wasting time performing manual admin tasks – tasks that a computer should be taking care of for you.

We are here to help e-commerce store owners reduce frustration, deliver better customer experiences and make the best use of their time. So you can do the good things!

We Automate Your Work So You Can Focus On The Important Things

IDA Connect was founded in 2016 in Sydney's Northern Beaches by Brad, an IT solutions architect and fan of e-commerce fashion.

IDA Connect is the registered trading name of YOUNGER CAPITAL PTY LTD (ABN: 49 643 008 771).

Our Other Products/Solutions

Take Your Dropship Business To The Next Level

Dropship Connect

- ✓ Connects Shopify stores for easy dropshipping
- ✓ Keeps inventory in sync
- ✓ Charges retailers automatically per order; the money is sent straight to your bank account
- ✓ Creates orders in your store so you can manage them as if they are your own
- ✓ Syncs fulfilment status
- ✓ Manages product listings; you select which products retailers may promote and they can create the product listing in their Shopify store at a click of a button

How it works

1. You Create an account
2. You Invite Retailers
3. You select product to make available
4. Retailer adds products to their store
5. They promote products to their customers
6. Their customer buys a product
7. You get paid straight away for the products
8. You send the products to the customer
9. Sit back, relax and watch your business grow

Check it out today:

https://www.dropshipconnect.co/