

# 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



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



"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."



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

"IDA Connect helped Von-Röutte synchronise all **VON-RÖUTTE** 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."



"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

Create A New Account		→)+ Login Register
Enter your details	Create A New Account	
Company Name Your Name Email Address Email Address Password Confirm Password Confirm Password Confirm Password Email Address Existing account?	Enter your details Company Name Tour Name Tour Name Email Address Password Confirm Password Confirm Password Tour Confirm Password T	

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).

Connector Name		
	۵	5
URL		
[hostname].myshopify.com		
Арр Кеу		
App Secret		
Access Token		

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

3. Log into your Shopify Admin page

🛐 shopify
Log in Continue to Shapify
Email
Continue with Email
or
Continue with Apple
Continue with Facebook     Continue with Google
New to Shopify? Get started
Help Privacy Terms

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

Apps × Type to find apps
Installed apps
Email Email
Recommended apps
د App and sales channel settings

Click "Apps and sales channel settings" at the bottom of the popup

5. Click on "Develop Apps for your store" button

pps and sales channels	Develop apps Cus	tomize your store
Showing 2 apps and sales channels	Sort b	y Name (A–Z) 🗘
Email	Get support	Remove >
Online Store • Sales channel		Remove >
Build custom apps for your unique needs Develop custom apps to integrate data or build a custom store Develop apps for your store Learn more	front.	

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

← App development
Start developing apps on your store
Develop your own apps to integrate your store's data with external services or build custom storefronts.
App development should only be done by trusted developers on your team. Apps can give API access to your data, and that data can be accessed outside of Shopify.
All apps are subject to the Shopify API License and Terms of Use.
Allow custom app development
Learn more about <u>developing apps for your store</u>

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

Integrate your store's data with external services or build a custom storefront. Apps are subject to the Shopify API License and Terms of Use.	← App development	
Create a custom app Integrate your store's data with external services or build a custom storefront. Apps are subject to the <u>Shopify API License</u> and Terms of Use.		
Integrate your store's data with external services or build a custom storefront. Apps are subject to the <u>Shopify API License</u> and <u>Terms of Use</u> . Create an app		Create a custom app
Create an app		Integrate your store's data with external services or build a custom storefront. Apps are subject to the <u>Shopify API License</u> <u>and Terms of Use.</u>
		Create an app

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.

Create an app	×
App name IDA Connect	
App developer Devid demoitels: Admin (besing® biskonwectus)g	¢
Can only be assigned to staff and collaborators with permission to develop apps. We'll contact them about development updates, like changes to Shopify APIs.	
Apps are subject to the <u>Shopity API License and Terms of Use</u> .           Cancel         Create	ajja

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

op development > IDA Connect				
Overview	Configuration	API credentials App settings		
Select your	access scopes to	get started		
with t	the Admin API.	experiences with Storefront API.		
Configure	Admin API scopes	Configure Storefront API scopes		

Click on 'Configure Admin API scopes' button'

Overview	Configuration	API credentials	App settings
Configuration	> Admin API in	tegration	
Admin API a	access scopes		
All Sel	ected 0		
Q Filter a	ccess scopes		
Analytics			
View store me	etrics	🗌 read_an	alytics
Assigned fulf	illment orders		
View or mana	ge fulfillment orders	<pre>write_a orders read_as orders</pre>	ssigned_fulfillment_

Find 'Filter access scopes' search box

Overview Confi	guration /	API credentials	App settings	
onfiguration > Ac	lmin API integ	gration		
Admin API access	scopes			
All Selected				
Q read_orders				
Orders Includes personal	ly identifiable in	formation		
View or manage orde fulfillments, and aban	rs, transactions, doned checkout	ts   read_or	rders ders	

Search for access scopes

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

Admin API access scopes	
All Selected 13	
Q Filter access scopes	
Customers Includes personally identifiable information	mation
View or manage customers, customer addresses, order history, and customer groups	<pre>vrite_customers vread_customers</pre>
Fulfillment services <ul> <li>Includes personally identifiable information</li> </ul> View or manage fulfillment services	mation write_fulfillments read_fulfillments

Ensure there are 13 admin API access scopes selected

### 11. Click on the "Save" button

Webhook subscriptions		Subscribe to events using <u>webhooks</u> , or use a cloud service to scale your event integration.
2022-10 (Latest) If your app creates a webhook subscription, it'll use this API version.	\$	Work with versioned webhooks
Google Cloud Pub/Sub	~	Start using Google Cloud Pub/Sub
Amazon EventBridge	~	
		Cancel

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.

App development > IDA Connect	Install app
Overview Configuration API credentials App settings	
Configuration > Admin API integration	
lick on the "Install App" button	
Install IDA Connect on 📭 💼 🚛 🛌 ?	×
Installing gives this app access to your data. You'll get an access token that's limi API scopes you selected. Make sure you've only selected scopes that your app ne	ted to the eeds to work.
IDA Connect will be able to access personally identifiable information.	
This app is subject to the Shopify API License and Terms of Use.	
Cancel	Install

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.

API access token New	
access token to request data from the Admin Af	<u>ગ</u> .
o protect your data, you'll only be able to reveal once. Copy and save your Admin API access toke	l your Admin API token n in a secure place.
	API access token New access token to request data from the Admin Al To protect your data, you'll only be able to reveal once. Copy and save your Admin API access toke

Click on the "Reveal Token Once" button

Admir	n API access token New
Use yo	ur access token to request data from the Admin API.
9	To protect your data, you'll only be able to reveal your Admin API token once. Copy and save your Admin API access token in a secure place.
Created	d Dec 20, 2022 at 01:38 UTC

Copy the Admin API Access Token

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

Connector Name		
Shopify		S
URL		
[hostname].myshopify.com		
App Key		
App Secret		
Access Token		

### 16. In the second section copy the API key.

Arrikey and secret key	
API key	
	J.
API secret key	-
	•

Copy API key

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

Connector Name		
Shopify	Ľ	5
URL		
[hostname].myshopify.com		
App Key		
App Secret		
Access Token		

Paste the API key to the App Key field



Copy API secret key

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

Connector Name		
Shopify	Å	5
URL		
[hostname].myshopify.com		
App Key		
App Secret		
Access Token		

Paste the API secret key to the App Secret field

### 20. Copy the Shopify store URL

IDA Connect ida-connect.myshopify.com	App development > IDA Connect Installed
<ul><li>Store details</li><li>Plan</li></ul>	Overview Configuration API credentials App settings
Billing     Users and permissions	API credentials
O obers and permissions	

Copy the Shopify store URL

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

Connector Name		
Shopify	±.	D
URL		
[hostname].myshopify.com		
Арр Кеу		
App Secret		
Access Token		

paste the Shopify store URL to the URL field

### 22. Click the Add button.

Connector Name		C
Shopify	ă.	S
URL		
[hostname].myshopify.com		
App Key		
App Secret		
Access Token		

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.

Which Site? Live Set to Live for all connections. Test used for internal Line only API User API Key ACtive: Yes Active: Stack Back	•	<ul> <li>The contract of the contract of t</li></ul>	
		Your The Iconi	c Seller
		Center API Use	er is in th
		form of an ema	ail
		address.	

## **Connected!**

Congratulations! You're All Done.	
You have finished the initial setup of your IDA Connect account.	
First things first. We need to get your product information before we can enable the sync for you. This is running in the background and we will send you an email to fred@example.com when the process is completed.	
You will also get notified if there are any problems we find like unmatched SKUs or a carrier configurtion issue.	•
Keep an eye out for the email. If you need help or have a question, click the blue question mark in the bottom right to start a chat or send us an email outside of business hours. We will get back to you quickly with a response.	
Thank you for choosing IDA Connect.	
Go To Dashboard	

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.
- 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 <u>product matching processes</u>. 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.

			5 ( ) - <b>6</b> ( <b>6</b> )	$\leftrightarrow$ $\rightarrow$
Print order More actions -	IDA Connect Iconic (via Imp	iont) e Paid	Ontuitillea	
Unfulfilled (3)			Notes No notes from customer	Edit
Blue / 5 SKU: SBE1004-BLU-5	\$99.00 × 1	\$99.00	ADDITIONAL DETAILS	Edit
Blue Kids Tee Blue / 5 SKU: SBE1004-BLU-5	\$99.00 × 1	\$99.00	Thelconic	
Blue Kids Tee Blue / 5 SKU: SBE1004-BLU-5	\$99.00 × 1	\$99.00	Customer The Iconic	0
Paid	Mark	as fulfilled	CONTACT INFORMATION dropshipments@theiconic.com.au No phone number	Edit
Subtotal 3 items Tax GST 10% (included) Total		\$297.00 \$29.70 <b>\$297.00</b>	SHIPPING ADDRESS Test Customer 1 Test Street Svidney, NSW 2000	Edit
Paid by customer		\$0.00	Australia 61212344567	
		Restock	BILLING ADDRESS The Iconic	
Timeline	✓ Sh	ow comments	Sydney NSW 2000 Australia 1300668345	

- 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: <u>https://go.idaconnect.app/login</u>

Dashboard	I			8. 
Connectors			Add A Connector	Workflows
S	THE	IC		Next Run: 24 seconds ago
Active Manager	Active	Salos Charmel		Latest Activity
Orders for Januar	y.			Request ID: 105040/01-617-135-04-05-2     or The Lears     Successify updated investigating seconds     Successify updated investigating
Processed 0	Order Value \$0	Open 0	Aged O	soccessfully submitted request to update 4 methods/s642/alco addated investory of the local of Request (d) addated investory level update for SRU2 addated investory
this month				SBE1004.BLUG to 903
Orders for Decem	ber			
Processed 0 Total processed this month	Order Value \$0 Total order value	Open 0 Not yet fulfilled	Aged O adder than 4 days	
Products			View Products	
Matched proc	ducts Un	matched products		

## 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.

Orders										
Order Number	Order Date	Order Processed	Source Order ID	Shopify ID	Issue Ig	gnored	Processed	Fulfilled	Completed	Actions
269138373	2020-01-20 20:05:19	Tue, Jan 21, 2020 7:05 AM		1978846412849			~			0
273320164	2020-01-20 20:05:19	Tue, Jan 21, 2020 7:05 AM		1978846609457			~			0
130530151	2020-01-20 20:05:19	Tue, Jan 21, 2020 7:05 AM		1978846838833			~			0
224013990	2020-01-20 20:05:19	Tue, Jan 21, 2020 7:05 AM		1978846937137			~			0

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.

	.1					ľ
Irders / 118645746				Retry Fulfillment	Retry Order	Go B
Orde	er Details	Order Items				
Order Id	11	ID	Sku	Name	Quantity	Price
Order Number	118645746	5519	SBE1004-BLU-6	Kids TShirt XS	1	28.71
Manage Order Id	3856549150769					
Order Date	2021-09-08 04:37:47	Fulfillments				
Processed at	2021-09-08 14:37:47	Carrier		Bluedart		
Status	Issue: No Ignored: No Processed: Yes Fulfilled: Yes Completed: Yes	TrackingUrl TrackingCode		https://www.bluedar 4234324566	t.com/tracking	
Commission Removed	0%	Source Ore	der			
Total	\$28.71	( [Price] => ( [OrderId] =	Array 60.00 > 905197			Â
Num Order Items	2	[Statuses]	=> Array			•
Billin	Address				10	
First Name	The	Manager O	rder		Vie	w source
Last Name	Iconic	( [id] => 385	Ai 6549150769	rray		Â
Email i	conic2109@idaconnect.app	[name] => [note] => [tags] =>	ICO-118645746			-
Address 1	Lv 17, 184 Pitt St	[test] =>				11
Address 2		Associated	Events			
City	Sydney	Activity	Litents	Detail		
Country	Australia					
Country Code	AU	<mark>в</mark> 💬 4 we	eks ago set o	rder number 118645746 to fulfil	led	
		18 💬 4 we	eks ago Orde Iconi	r number 118645746 set to Rea c with Tracking number: 423432	ady to Ship on The 24566. Carrier: Au	e isPost
Shippi	ng Address	<b>IB</b> 💬 4 we	eks ago Orde	r item: 5519 set to Shipped on	The Iconic	
First Name	Test	18 💬 4 we	eks ago creat	ed new order in Shopify. Order	number ICO-1186	645746
Last Name	Customer	1B 😡 4 we	eks ago IDA d	created an order		
Email	test@example.com					
Address 1	1 Test Street					
Address 2						
City	Sydney					
Country	Australia					
Country Code	AU					

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

	FR
Edit Shopify Connector	
Location <ul> <li>Occose the Shophy location to use for inventory and orders. Change to No Location to use that inventory:</li> <li>Shipping Method</li> <li>Add a shipping method to all orders:</li> </ul> Add a shipping method to all orders:           Tax Included in order price           Yes              Include shipping line on order <ul> <li>No</li> <li>Select Yes if you would like a shipping line item added to orders. Currently hardcoded to 30</li> <li>Add transaction to order?</li> <li>No</li> <li>Set to Yes to set the Shoily orders automatically to paid for the full amount of the order.</li> <li>Update</li> <li>Eack</li> </ul>	Delet connector Disable Product Sync Disable Fulfilment Sync

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.

DACONNECT		FR
Thelconic Connector		
	1	
API User	To connect to your lconic account, you will need to create a special type of user for	
fredsbrand@idconnect.app	your Seller Center account. To do so, follow these steps:	TUC
API Key	1. Log into seller center	
thisisnotarealkey6789hdbdg78g3uig7gcf	<ol> <li>Click on Manage Users menu option in the Settings menu</li> <li>Click on the Add User button</li> </ol>	ICUNIC
	<ol> <li>Fill in the user details as follows:         <ul> <li>Role – select Seller API Access</li> <li>Email: set to</li> </ul> </li> </ol>	
Reserved Stock Amount:	<ul> <li>Email: Set to yourbrandname@idconnect.app changing 'yourbrandname' for your</li> </ul>	Delete connector
	<ul> <li>brand</li> <li>Name: set to 'IDConnect App'</li> <li>5. Click Save</li> </ul>	Disable Product Sync
Set the amount of stock you want to reserve when syncing stock levels to The Iconic. Num of units.	This will create a new user in your loopic	Disable Inventory Sync
Fulfillment Status:	Seller Center account. Copy and paste the email and API key details from The Iconic	
Shipped 🗸	Seller Center into this page and click connect.	Disable Order Sync
Choose which fulfilment status to set orders to in Seller Center. If you choose Ready To Ship, you will need to mannually complete the order in Seller Center as Shipped. Order Price:		Disable Fulfillment Sync
Paid price 🗸		
Choose which order price to use when fetching Iconic orders. Paid price is the Item price		
minus and discounts.		
10		
Adds and extra zero value line item with SKU and description as The loonic to help identify loonic orders		
Commission Rate:		
%		
Set this to the percentage commission rate that The loonic 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 created in univ matter partner.		
If you want \$0 value line items created, enter the commision rate of 100.		
Undate Back		

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-wellknown carriers. See <u>3.9 Carrier Matching</u>.

- 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 <u>3.7 Understanding Order Value</u> 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 <u>The</u> <u>Iconic Connector settings</u> 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 <u>The Iconic Connector</u> <u>settings</u> 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 Pr	ice:	
Paid	price	~
Choose wh minus and	ich order price to use when fetching Iconic orders. Paid pr discounts.	ice is the item price
Add Icon	hic Line Item:	
No		Ŷ
Adds and e loonic order	xtra zero value line item with SKU and description as The	Iconic to help identify
Adds and e loonic order Commiss 21	xtra zero value line item with SKU and description as The sion Rate:	Iconic to help identify
Adds and e loonic order Commiss 21 Set this to t	xtra zero value line item with SKU and description as The sion Rate: %	Iconic to help identify
Adds and e loonic order Commiss 21 Set this to t for 20% cor value when	Atra zero value line item with SKU and description as The sion Rate: % % he percentage commision rate that The Iconic charge as a minision rate enter number 20) and this will be removed for order created in your master system.	Iconic to help identify a whole number (EG om each line item
Adds and e loonic order Commis: 21 Set this to t for 20% cor value when If you want	xtra zero value line item with SKU and description as The rs sion Rate: %  6  6  6  6  6  6  6  6  6  7  7  8  7  8  7  8  9	Iconic to help identify a whole number (EG om each line item

## **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.
1010	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 <u>product reset</u>.

### 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 <u>Product</u> <u>Management</u> 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 <u>Carrier Matching</u> 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
	New sellers	Moderate order volume	
Best for	or	or	High volumes
	Low order volumes	Lower order values	

## **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

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

- 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!

### **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 <u>https://go.idaconnect.app/login</u>.

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 passwordprotected 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 <u>Product</u> <u>Management, Best Practices</u>.
- Run a <u>Product Rest</u> 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 <u>Sync Cycles</u>.
- □ 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 <u>3.7 Understanding Order</u> <u>Value</u>.

# 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 <u>Shopify product</u> <u>IDs</u>. 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**

## DROPSHIP 💋 CONNECT

### 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/