

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.

1. INTRODUCTION

Are You Tired Of Uploading Inventory All Day?

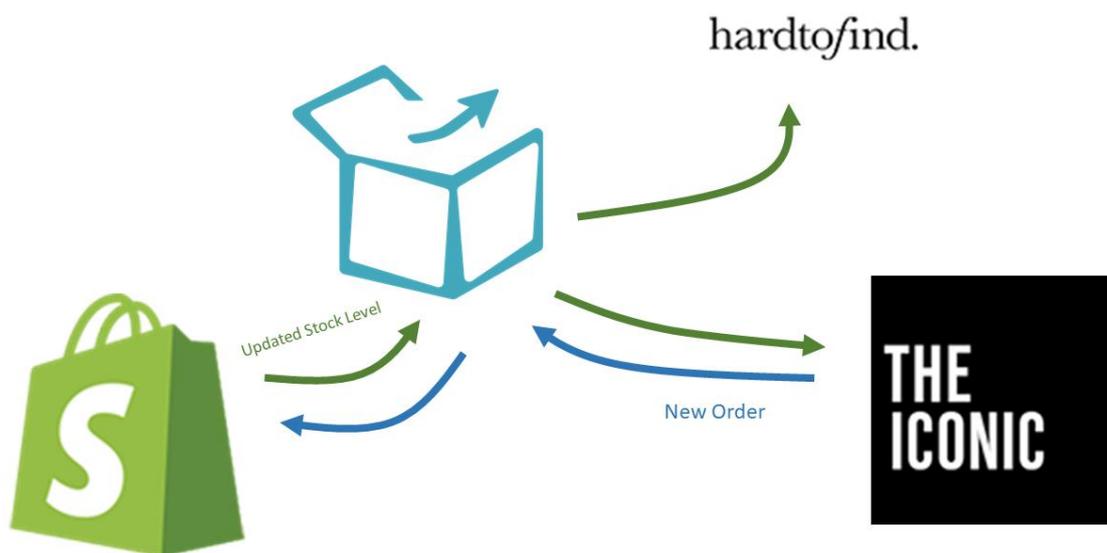
Are you exhausted from copying fulfilment details into multiples sales channels, week after week?

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

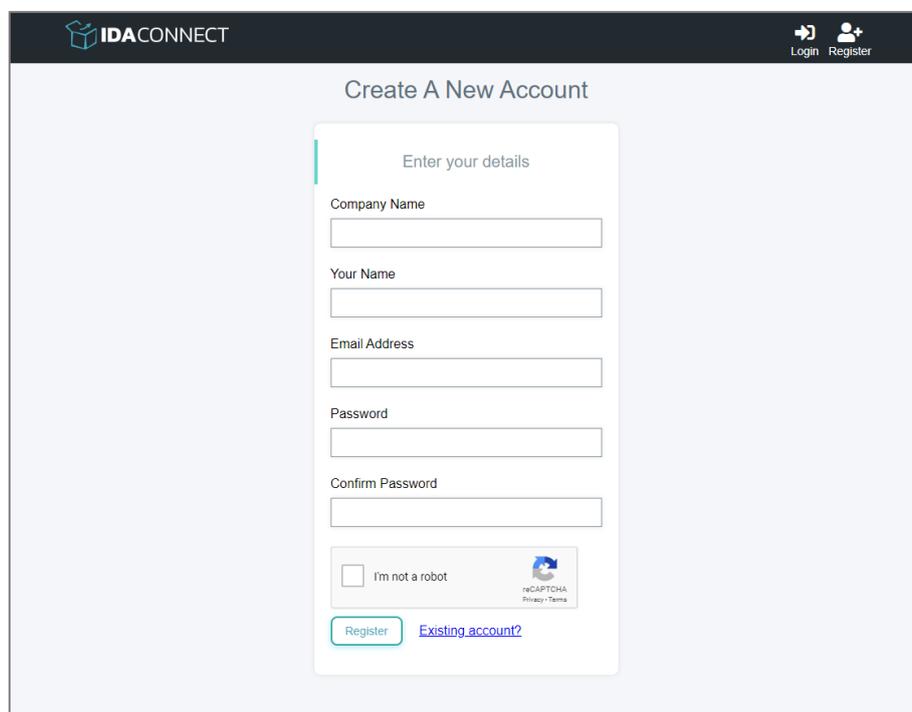
It takes just 5 minutes to create your IDA Connect account and connect your store to your sales channel.

Register

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

<https://go.idaconnect.app/register>

Enter your details and click on the **Register** button

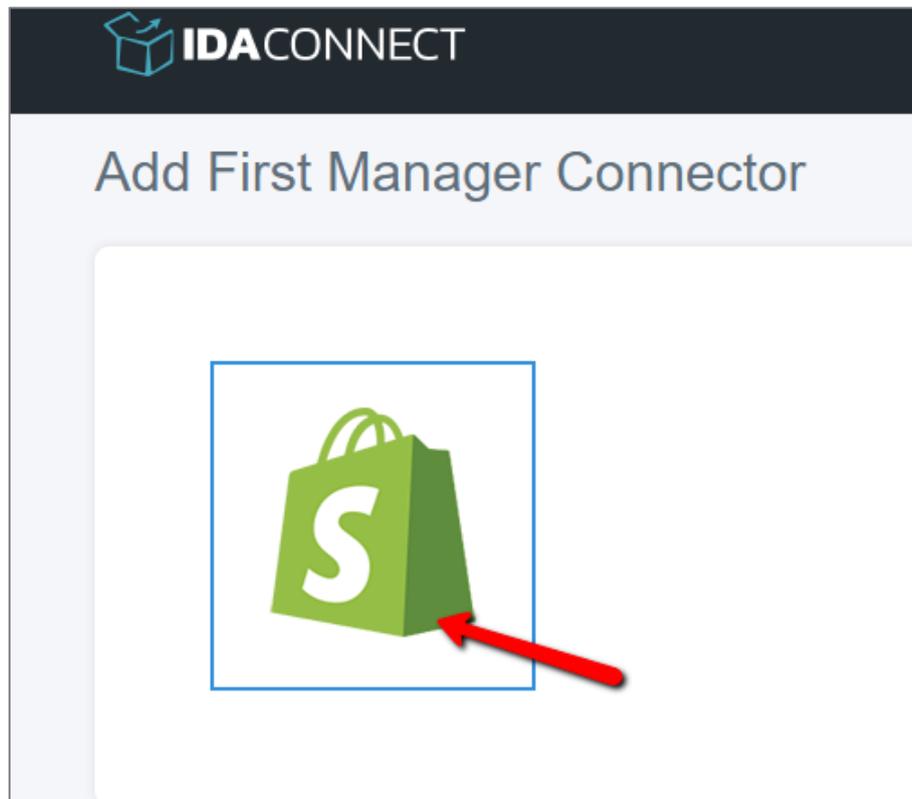
A screenshot of the IDA Connect registration page. The page has a dark header with the IDA CONNECT logo on the left and 'Login Register' on the right. The main content area is titled 'Create A New Account' and contains a form titled 'Enter your details'. The form has five input fields: 'Company Name', 'Your Name', 'Email Address', 'Password', and 'Confirm Password'. Below the fields is a checkbox labeled 'I'm not a robot' with a reCAPTCHA logo and 'Privacy Terms' link. At the bottom of the form are two buttons: 'Register' and 'Existing account?'.

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

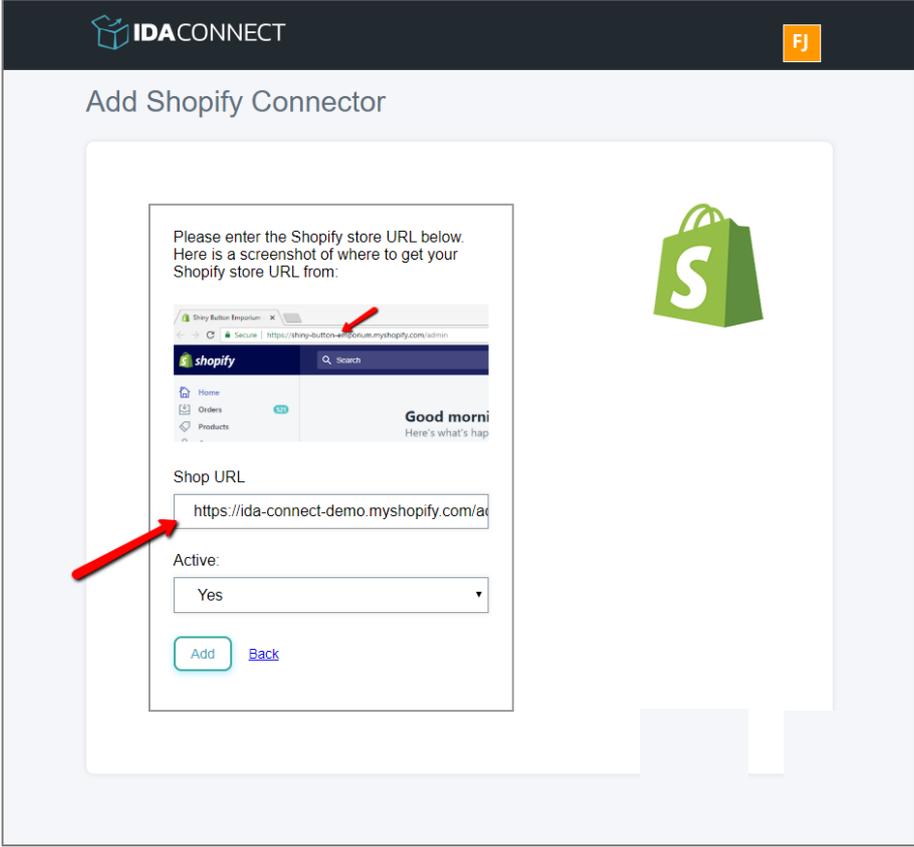
Connect Your Primary Store

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. Paste your Shopify Store admin URL into the 'Shop URL' box.



The screenshot shows the IDA Connect interface for adding a Shopify connector. The main heading is "Add Shopify Connector". Below this, there is a text box with the instruction: "Please enter the Shopify store URL below. Here is a screenshot of where to get your Shopify store URL from:". To the right of this text is a green Shopify shopping bag icon. Below the instruction is a screenshot of a Shopify admin page. A red arrow points to the address bar of the browser in the screenshot, which shows the URL "https://shop-button-420046.myshopify.com/admin". Below the instruction and screenshot is a form with the following fields: "Shop URL" (text input containing "https://ida-connect-demo.myshopify.com/admin"), "Active:" (dropdown menu with "Yes" selected), and two buttons: "Add" and "Back". A red arrow points to the "Add" button.

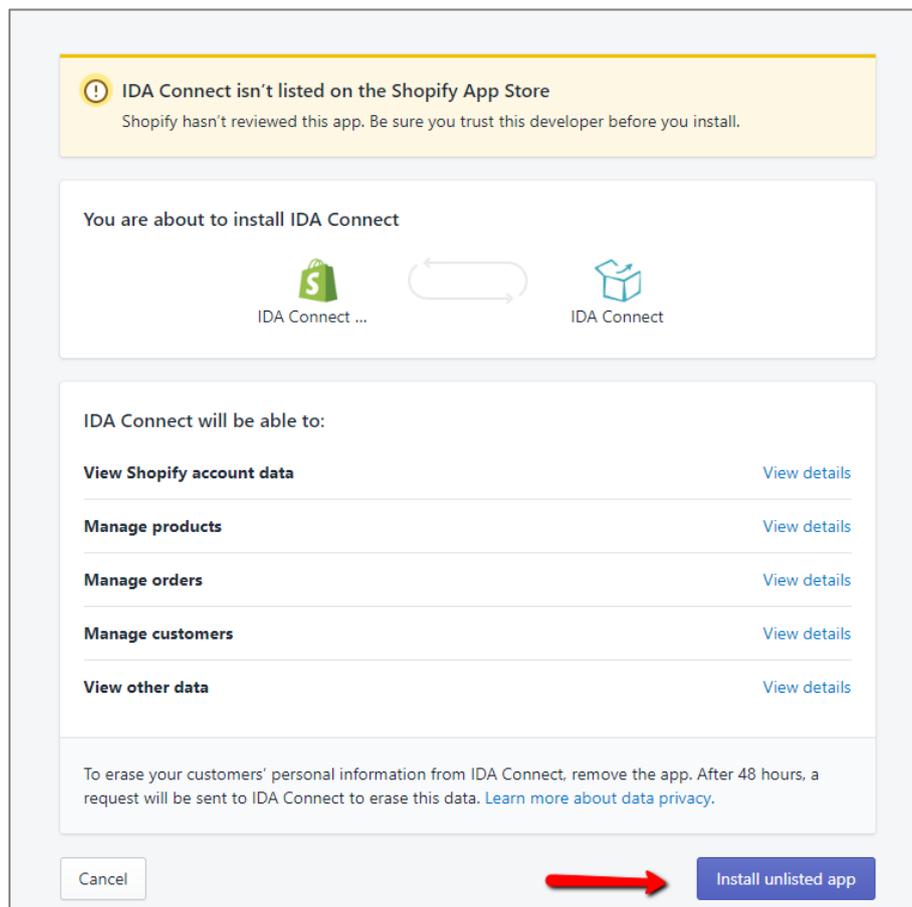
3. Click the **Add** button.

You will be redirected to your Shopify store to confirm the install of the IDA Connect app in your store.

HINT

To find your Shopify Store admin URL, be inside your Shopify Admin area and simply copy the URL from the address window of your browser

4. Shopify will ask if you want to 'Install unlisted app'.

**HINT**

IDA Connect is an 'Unlisted App' so that we can bill you in Australian dollars and to keep our prices low. Shopify listed apps have to be billed through the Shopify platform, which would cost you more.

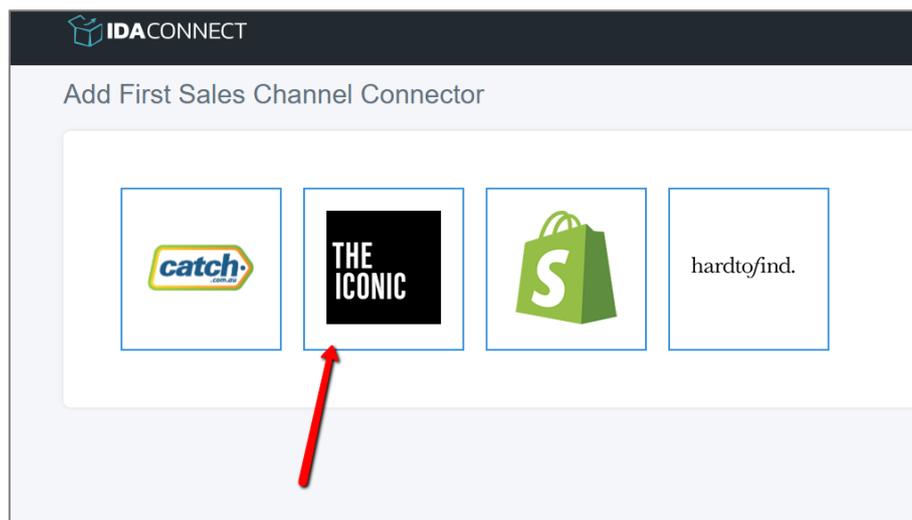
Before agreeing, read through the access settings on the screen. IDA Connect needs access to account, product, order and other information to provide synchronisation.

5. If you are comfortable with allowing access, click [Install unlisted app](#).
Your Primary Shopify account is now added.

Connect Your Sales Channel

6. 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).

7. 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.

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.

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.

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.

< Orders ← →

282450633 August 18, 2018 at 6:47am from IDA Connect Iconic (via import) Paid Unfulfilled

Print order More actions

Unfulfilled (3)

	Blue Kids Tee Blue / 5 SKU: SBE1004-BLU-5	\$99.00 × 1	\$99.00
	Blue Kids Tee Blue / 5 SKU: SBE1004-BLU-5	\$99.00 × 1	\$99.00
	Blue Kids Tee Blue / 5 SKU: SBE1004-BLU-5	\$99.00 × 1	\$99.00

Mark as fulfilled

Paid

Subtotal	3 items	\$297.00
Tax	GST 10% (Included)	\$29.70
Total		\$297.00
Paid by customer		\$0.00

Restock

Timeline Show comments

Notes [Edit](#)

No notes from customer

ADDITIONAL DETAILS [Edit](#)

Sales Channel
The Iconic

Customer [View profile](#)

The Iconic
9 orders

CONTACT INFORMATION [Edit](#)

dropshipments@theiconic.com.au
No phone number

SHIPPING ADDRESS [Edit](#)

Test Customer
1 Test Street
Sydney NSW 2000
Australia
61212344567

BILLING ADDRESS [Edit](#)

The Iconic
Lv 17, 184 Pitt St
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.

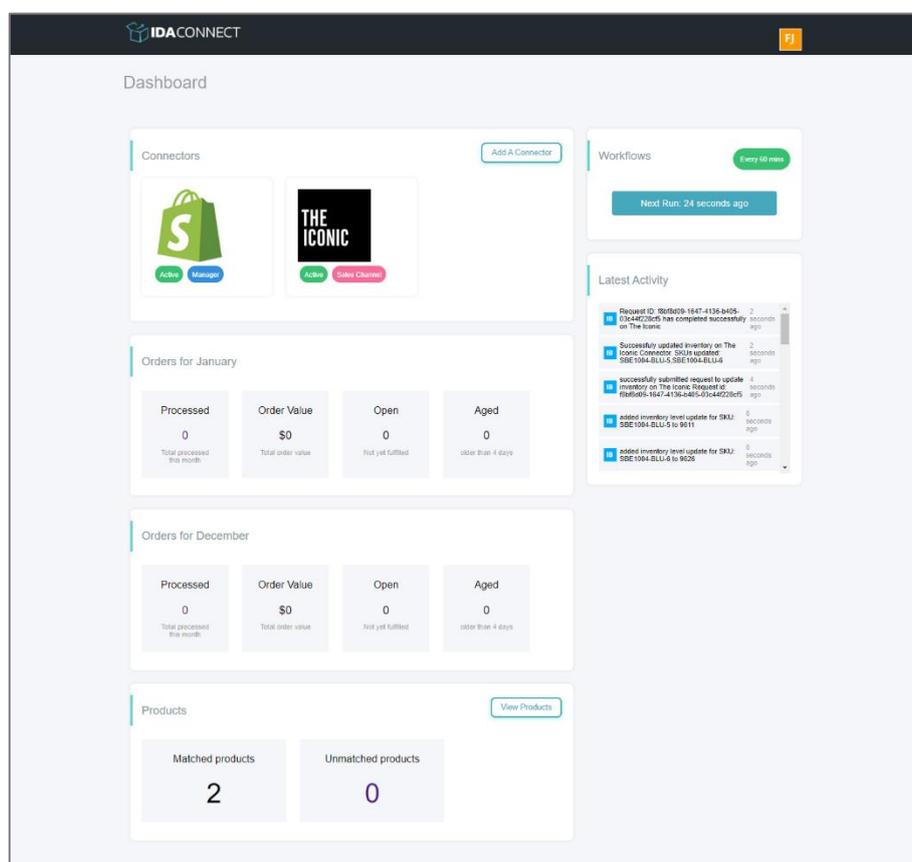
3. USING IDA CONNECT

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: <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**.

My Orders

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

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.

The screenshot displays the IDA Connect Order Detail View for order 118645746. The interface includes several sections:

- Order Details:**

Order Id	11
Order Number	118645746
Manage Order Id	3856549150769
Order Date	2021-09-08 04:37:47
Processed at	2021-09-08 14:37:47
Status	Issue: No Ignored: No Processed: Yes Fulfilled: Yes Completed: Yes
Commission Removed	0%
Total	\$28.71
Num Order Items	2
- Order Items:**

ID	SKU	Name	Quantity	Price
5519	SBE1004-BLU-6	Kids TShirt XS	1	28.71
- Fulfillments:**

Carrier	Bluedart
TrackingUrl	https://www.bluedart.com/tracking
TrackingCode	4234324566
- Source Order:**

```
(
  Array
  (
    [Price] => 60.00
    [Orderid] => 905197
    [Remarks] =>
    [Statuses] => Array
  )
)
```
- Manager Order:**

```
(
  Array
  (
    [id] => 3856549150769
    [name] => ICO-118645746
    [note] =>
    [tags] =>
    [test] =>
  )
)
```
- Billing Address:**

First Name	The
Last Name	Iconic
Email	iconic2109@idaconnect.app
Address 1	Lv 17, 184 Pitt St
Address 2	
City	Sydney
Country	Australia
Country Code	AU
- Shipping Address:**

First Name	Test
Last Name	Customer
Email	test@example.com
Address 1	1 Test Street
Address 2	
City	Sydney
Country	Australia
Country Code	AU
- Associated Events:**
 - 4 weeks ago: set order number 118645746 to fulfilled
 - 4 weeks ago: Order number 118645746 set to Ready to Ship on The Iconic with Tracking number: 4234324566. Carrier: AusPost
 - 4 weeks ago: Order item: 5519 set to Shipped on The Iconic
 - 4 weeks ago: created new order in Shopify. Order number ICO-118645746
 - 4 weeks ago: IDA created an 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.

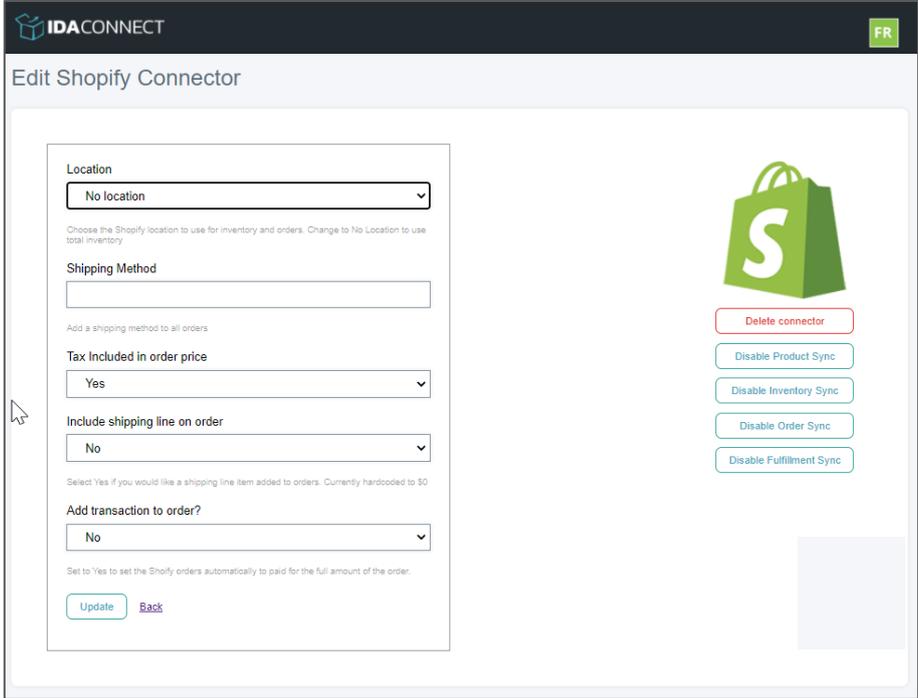
3.5 Configuring Shopify Options

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



The screenshot displays the 'Edit Shopify Connector' interface. On the left, there is a form with the following fields:

- Location:** A dropdown menu currently set to 'No location'. Below it, a note reads: 'Choose the Shopify location to use for inventory and orders. Change to No Location to use total inventory.'
- Shipping Method:** An empty text input field. Below it, a note reads: 'Add a shipping method to all orders.'
- Tax Included in order price:** A dropdown menu set to 'Yes'.
- Include shipping line on order:** A dropdown menu set to 'No'. Below it, a note reads: 'Select Yes if you would like a shipping line item added to orders. Currently hardcoded to \$0.'
- Add transaction to order?:** A dropdown menu set to 'No'. Below it, a note reads: 'Set to Yes to set the Shopify orders automatically to paid for the full amount of the order.'

At the bottom of the form are 'Update' and 'Back' buttons. On the right side of the page, there is a green Shopify logo and a vertical stack of buttons: 'Delete connector' (red), 'Disable Product Sync', 'Disable Inventory Sync', 'Disable Order Sync', and 'Disable Fulfillment Sync' (all blue).

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.

The screenshot shows the 'Edit The Iconic Connector' settings page. The page is titled 'Edit The Iconic Connector' and features a dark header with the IDACONNECT logo and a green 'FR' indicator. The main content area is divided into two columns. The left column contains several form fields: 'API User' (text input with 'fredsbrand@idconnect.app'), 'API Key' (text input with 'thisisnotarealkey6789hdbdg78g3uig7gcf'), 'Reserved Stock Amount' (text input), 'Fulfillment Status' (dropdown menu with 'Shipped'), 'Order Price' (dropdown menu with 'Paid price'), 'Add Iconic Line Item' (dropdown menu with 'No'), and 'Commission Rate' (text input with '%'). Below these fields are instructions and a note about the commission rate. The right column contains a 'The Iconic' logo, a list of steps to connect to the account, and a set of buttons: 'Delete connector', 'Disable Product Sync', 'Disable Inventory Sync', 'Disable Order Sync', and 'Disable Fulfillment Sync'. At the bottom of the page, there are 'Update' and 'Back' buttons.

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

- 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
- 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

Order Price

In The Iconic Connector settings, you can choose which price to use for line items in The Iconic orders.

- Item Price is the listed price in The Iconic and the
- Paid Price is the price paid minus any discounts applied. The discount could be one funded by you or one funded by The Iconic.

The Iconic provide two prices with the order in which you can choose from. The first is the Item Price, as listed on the product. The second is the Paid price, which will include any discounts applied to the order. The discount could be one funded by yourself or one funded by The Iconic.

Commission Rate

Enter the commission rate as the percentage that The Iconic charge (e.g. 20%). 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, so they enter a commission rate of 100%.

Enter as the whole number.

Order Price:

Paid price ▼

Choose which order price to use when fetching iconic orders. Paid price is the item price minus and discounts.

Add Iconic Line Item:

No ▼

Adds and extra zero value line item with SKU and description as The Iconic to help identify iconic orders

Commission Rate:

21 % 

Set this to the 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 created in your master system.

If you want \$0 value line items created, enter the commission rate of 100.

[Update](#) [Back](#)

3.8 Managing Products

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)

If you want IDA Connect to re-match your products you can also do a product reset.

Product reset

A product reset will delete all the internal linkages in IDA Connect then run full product sync and re-match all products across your channels.

Initiate a product reset from the Products section of the IDA Connect dashboard.

Your syncs will be paused during the reset, which takes up to 30 minutes.

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

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.

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

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.

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

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.

5.2 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, the IDA Connect support team will need to match the carrier for you.

5.3 Negative Stock Levels

5	✓
-	✗
-1	✗
-	✗

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

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.

8. TROUBLESHOOTING

Troubleshooting Checklist

If you run into problems, first check the following:

- Are your SKU codes/identifiers unique (no duplicates) and properly matched? See pages 14,15.
- Have you checked when your sync cycle will run? The sync is not instantaneous. See page 24.
- 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.

Other errors:

Accidentally creating 2 IDA Connect accounts that integrate the same stores (this causes duplicate orders to be created)

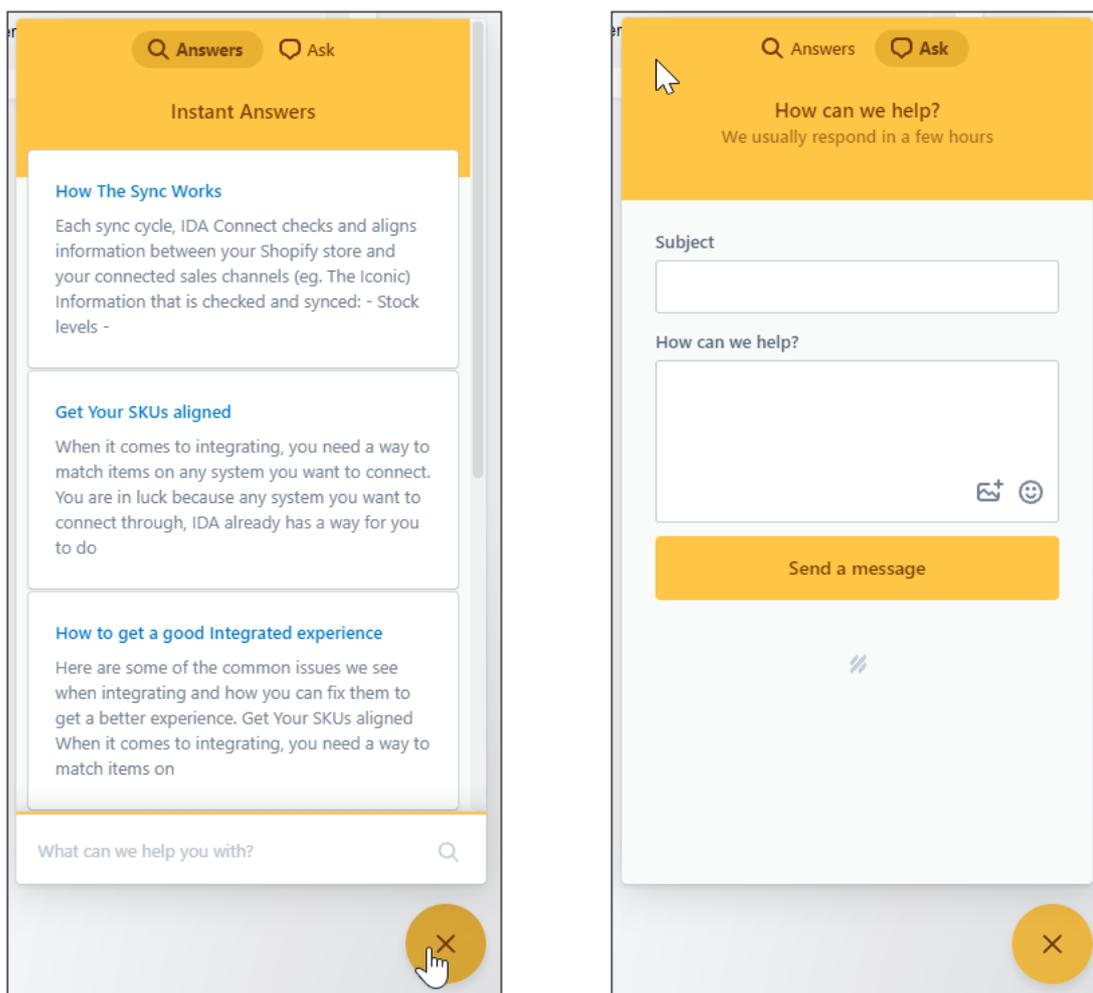
See also 5.1 Oversells, 5.2 Fulfilment Errors, 5.3 Negative Stock Levels.

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 here.



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/>