

# Specifications

## FTP Solution



octopia

# SUMMARY

1. What is Octopia Products?
2. Setting up the FTP Solution
3. How to contact us ?



# 1.

## What is Octopia Products?



## The **Octopia Products** offer can be summarized in three main steps :

- 1. Retrieve and publish the Cdiscount Catalog :** Integrate our catalog into the existing offer in your online shop or push out our products to your shops on various marketplaces. Thanks to the credentials provided by us, you can access the Cdiscount products catalog available on our FTP server. This one includes all the essential information for the publication of the offer: stock, categories, prices... This catalog is updated every 4 hours.
- 2. Transmit your orders to Octopia :** When you receive an order, you just have to transmit it to us by respecting the file template provided for this purpose. Orders are then recorded directly in our system every 15 minutes. Our logistic team takes care of the preparation in the meantime.
- 3. Tracking your orders :** Thanks to the various reports provided by Octopia, you can check the correct integration of your orders in our system, identify any errors, track the delivery of your parcels or access to your invoices.

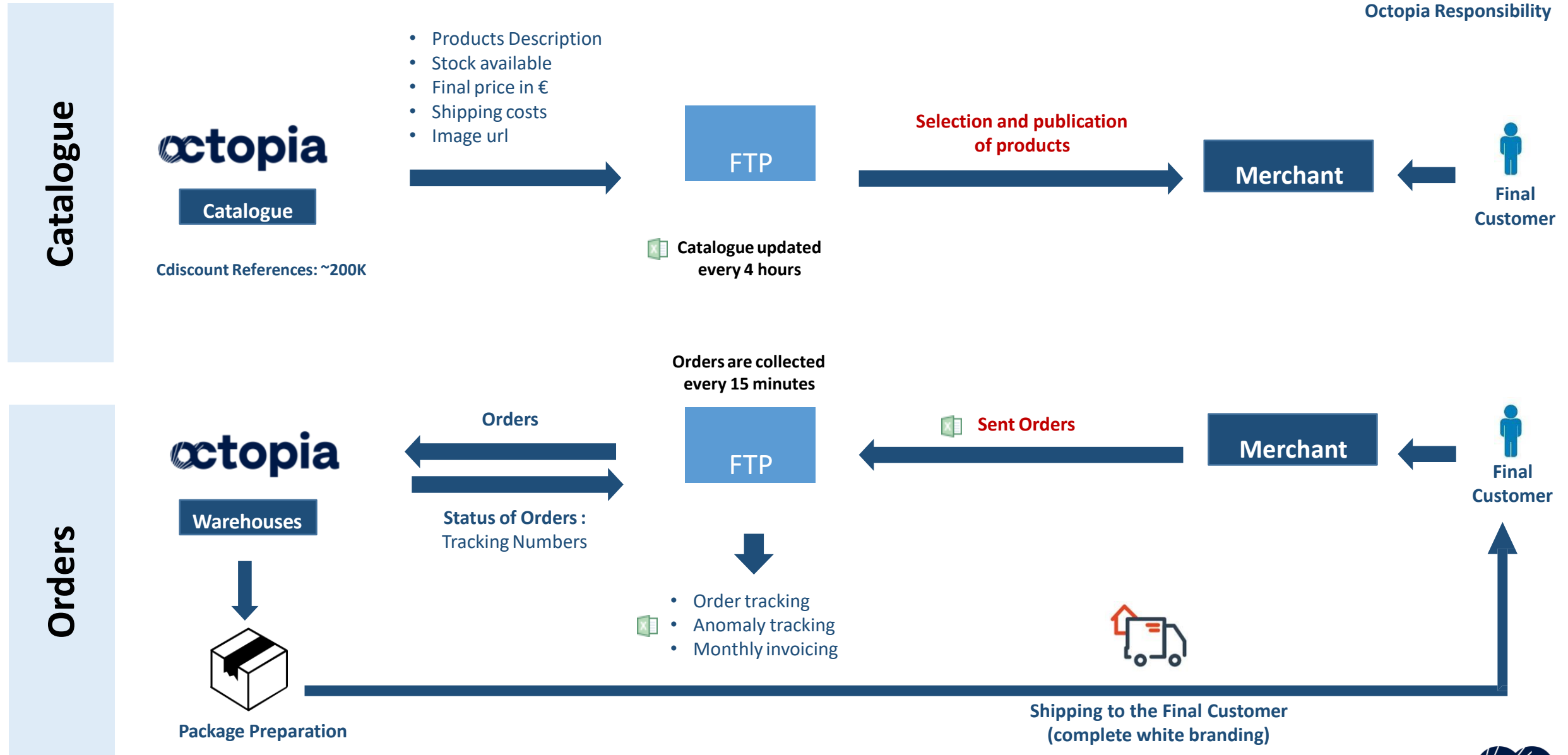


# 2.

## Setting up the FTP Solution



# 2.1 - General process



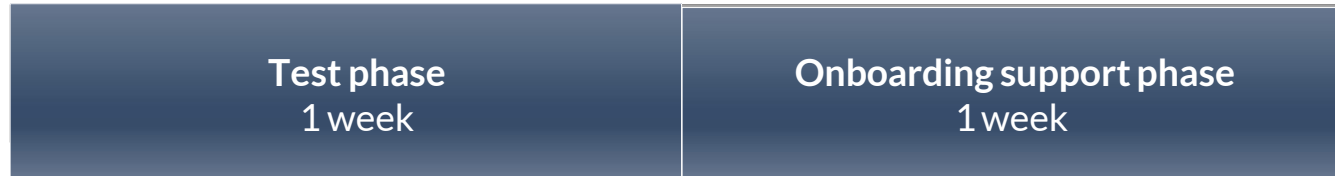
## 2.2 - Scope of support

SUBJECT	Merchant Responsibilities	OCTOPIA Responsibilities
<b>Catalogue</b>	<ul style="list-style-type: none"><li>• Selects and publishes products on its website</li><li>• Sets up prices (all taxes included) and updates its stocks on its site</li></ul>	<ul style="list-style-type: none"><li>• Provides a Catalogue of products on an FTP server several times a day (prices and stocks)</li></ul>
<b>Orders</b>	<ul style="list-style-type: none"><li>• Drops the Orders on the FTP server</li><li>• Gives the trackings Orders to the Final Customer</li></ul>	<ul style="list-style-type: none"><li>• Gathers and handles Orders (Picking, preparation and shipment to Final Customer)</li><li>• Updates order status and trackings on the FTP</li></ul>
<b>After-sales service</b>	<ul style="list-style-type: none"><li>• Handles RCMP Level 1 and answers directly to Final Customer</li></ul>	<ul style="list-style-type: none"><li>• Handles RCMP Level, answers to merchant</li><li>• Sending a return label to Final Customer</li></ul>
<b>Financial flows</b>	<ul style="list-style-type: none"><li>• Pay invoices monthly</li></ul>	<ul style="list-style-type: none"><li>• Generates monthly invoices</li></ul>



## 2.3 - Test & Onboarding

- Your account has been created and you have received your new credentials, these are the next steps:



### 1) Test phase :

- Testing Catalogue access
- Testing FTP access
- Testing purchase order compliance

### 2) Onboarding support phase :

- Using the Catalogue well
- Ensuring purchase order compliance
- Retrieving anomaly tracking
- Retrieving order tracking



# 1. General process

## List of countries delivered by Chronopost

Mode de livraison	Pays	Code pays	Destinations non desservies	Délai livraison Classic
	Belgique	BE		2-3 jours
	Espagne	ES	Canaries, Baléares et Péninsule Almina	2-3 jours
	Italie	IT	San Marin, Vatican, Livigno et Campione d'Italia	2-4 jours
	Allemagne	DE	îles de la mer Baltique, îles de la mer du Nord (Îles de la Frise du Nord, Îles de la Frise-Orientale, Halligen, Heligoland)	2-3 jours
	Grande Bretagne	GB		2-3 jours
	Autriche	AT		3 - 4 jours
	République Tchèque	CZ		3
	Danemark	DK	Iles Féroé et du Groenland	3
	Estonie	EE		6
	Hongrie	HU		3 - 4 jours
	Lettonie	LV		4-6 jours
	Lituanie	LT		4
	Luxembourg	LU		2
	Pays-Bas	NL		2
	Pologne	PL		3
	Portugal	PT	Açores et Madère	2-3 jours
	Slovaquie	SK		2-3 jours
	Slovénie	SI		3-4 jours
	Suède	SE		4-6 jours
	Roumanie	RO		4
	Irlande	IR		3
	Bulgarie	BG		4
	Croatie	HR		4
	Finlande	FI		4
	Grèce	GR		6



## 2. Catalogue

To ensure customers benefit from Octopia extensive offer, a dynamic Catalogue updated every 4 hours.

To ensure stockout is limited, the products presented in the Catalogue are the ones for which an availability calculation ensures they are in stock. Whenever a product becomes out-of-stock, it is no longer presented in the Catalogue.

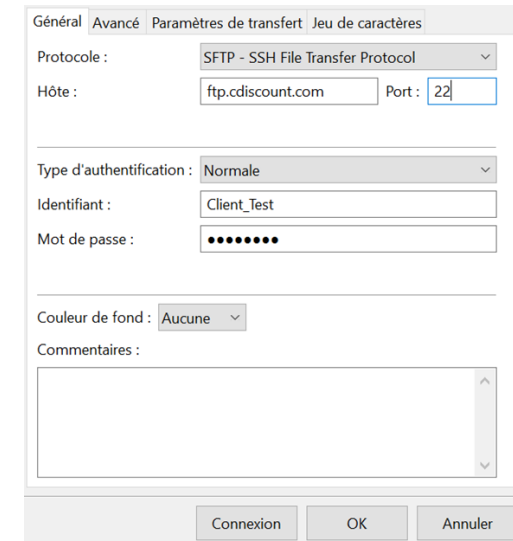
### 2.1 : Access the product Catalogue

A CSV file listing all the data required for integrating the products is uploaded to a private FTP on a daily basis. This Catalogue is filled with products which meet the various criteria set ahead of the launch.

The authentication information is sent by Cdiscount via a E-mail containing .ppk files.

The access can be done thanks to an FTP solution as Filezilla according the following process:

1. **Open Filezilla** and select « **File > Site Manager > New Site** »
  2. **Select SFTP - SSH File Transfer Protocol**
  3. **Host** : ftp.cddiscount.com
  4. **Port** : 22
  5. **Authentication Type** : Normal
  6. **Login** : LOGIN communicated by Cdiscount in your welcome Email.
  7. **Password** : LOGIN communicated by Cdiscount in your welcome Email.
  8. **8. Click on OK** : Your Catalogue is available « Catalogue\_YOURCOMPANY\_inter.csv »
- N.B : This FTP server is dedicated to the Catalogue. Another FTP access is required for placing orders.



The screenshot shows the FileZilla Site Manager dialog box with the following configuration:

- Protocole : SFTP - SSH File Transfer Protocol
- Hôte : ftp.cddiscount.com
- Port : 22
- Type d'authentification : Normale
- Identifiant : Client\_Test
- Mot de passe : [masked]
- Couleur de fond : Aucune
- Commentaires : [empty text area]

Buttons at the bottom: Connexion, OK, Annuler.

## 2.2 - Catalogue contents

The Catalogue made available details all data required for publishing products:

< Retour aux offres Accueil > Electromenager > Petit déjeuner - Café > Machine à café avec broyeur > Machine expresso > Machine expresso delonghi

2



5

DELONGHI ECAM22.140.B MAGNIFICA S Machine expresso automatique avec broyeur - Noir

7

★★★★★ 916 avis - 10 questions ayant une réponse - Vendu et expédié par Cdiscount - Produit Cdiscount à volonté

En stock ! Plus de 50 commandes en cours !

5% à cagnotter avec Cdiscount à volonté

Les points forts :

- Pression : 15 bar
- Capacité du réservoir d'eau : 1.8 litres
- Compatible : Café moulu, grains de café
- Puissance électrique : 1450 Watt
- Couleur : Noir

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[Présentation produit](#) | [Descriptif détaillé](#)

Marina, faites-vous livrer à Bordeaux :

- Livraison Gratuite (1)
- Expédié depuis nos entrepôts régionaux français
- Livré chez vous dès aujourd'hui
- Livré en point retrait dès demain

Offrez-vous plus de tranquillité :

- Garantie Panne + Reprise 3 ans ?  
34,99€ soit 0,97€ /mois
- Garantie Panne + Casse 4 ans ?  
46,99€ soit 0,98€ /mois

Profitez des avantages de notre carte Cdiscount :

50% de remise supplémentaire en souscrivant  
Réglez en 3, 5 ou 10 fois

Retrouvez également ce produit sur CdiscountPro

8

Plus que 2h 49min 07sec pour être livré aujourd'hui

3

299€<sup>99</sup> ~~367,37€~~

4

67€ d'économie  
dont 0,30 € d'éco participation

ou payez en 4x

76€<sup>79</sup> aujourd'hui  
76,79€ dans 1 mois  
76,79€ dans 2 mois  
76,79€ dans 3 mois

Quantité : 1

Ajouter au panier

Autres vendeurs sur Cdiscount

354,49€

Ajouter

Vendu par UJ

380,25€

Ajouter

Vendu par Nouveaux Marchands

3 neufs

Classement

https://www.cdiscount.com/electromenager/petit-dejeuner-cafe/delonghi-ecam22-140-b-magnifica-s-machine-expresso/f-1101720-del8004399325326.html

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## 2.2 – Catalogue contents

The Catalogue made available details all data required for publishing products:

	Column	Field	Number of characters	Comment
1	A	Sku	20	Octopia product ID
	B	Parent Sku	20	Parent product ID (common to variant products under a single reference) - filled in only for variants
	C	Size	50	Product size - filled in only for variants
	D	EAN code	13	Standardized international article numbering for identifying products
2	E	Category 1 ID	digital	Level 1 category digital ID
	F	Category 1 name	255	Level 1 category name
2	G	Category 2 ID	digital	Level 2 category digital ID
	H	Level 2 category	255	Product level 2 category
2	I	Category 3 ID	digital	Level 3 category digital ID
	J	Level 3 category	255	Product level 3 category
2	K	Category 4 ID	digital	Level 4 category digital ID
	L	Level 4 category	255	Product level 4 category
8	M	Brand	50	Product brand
7	N	Name	255	Product name
6	O	Description	2048	Main product description
	P	Product type		Product type (M30)
	Q	Stock indication		Number of products still available (Never more than 30)

## 2.2 – Catalogue contents

	Column	Field	Number of characters	Comment
5	R	Strike-through price (VAT-exclu.)	digital	Recommended retail price (RRP) or strike-through price
	S	VAT-exclu. purchase price (with ecotax)	digital	VAT-exclu. price (to fill in on the order file) - see 3.1.2
	T	Promotion	digital	Specify if the product benefits from a special offer (included in the purchase price)
	U	Discount (%)	digital	Discount granted on the product price – This discount is not included in the purchase price
	V	VAT-exclu. ecotax	digital	VAT-exclu. ecotax
	W	VAT-exclu. Sorecop	digital	VAT-exclu. Sorecop
	X	VAT rate (%)	digital	VAT rate (%)
4	Y	Image 1	100	URL for product image 1 (700*700)
	Z	Image 2	100	URL for product image 2 (700*700)
	AA	Image 3	100	URL for product image 3 (700*700)
	AB	Image 4	100	URL for product image 4 (700*700)
	AC	Image 5	100	URL for product image 5 (700*700)
	AD	Image 6	100	URL for product image 6 (700*700)
	AE	Package length (cm)	digital	Packed product length in cm
	AF	Package width (cm)	digital	Packed product width in cm
	AG	Package height (cm)	digital	Packed product height in cm
	AH	Weight	digital	Product weight

### 3. Catalogue updating



The Catalogue is updated every four hours.

This ensures the Catalogue is as relevant as possible and includes:

- Latest product add-ons
- latest referencing updates, in particular product price
- Stockout products for which stock is deemed insufficient will be removed

Based on the number of products in the data feed, uploading time may vary. We recommend you check once per hour if a new version of the Catalogue is available. If this Catalogueing is impossible, DS support will recommend a suitable solution.

# 3.

## Orders



# 3. Orders

## 3.1 : Create the order file

To transmit orders to Cdiscount Dropshipping, they must be referenced in a **XLS file** which comprises a single sheet entitled "**Dropshipment**". The filename is standardized as follows, without the use of special characters (spaces, accents, etc.):

`orders_YOURCOMPANY_YYYYMMDD_HHMMSS.xls`

To place a mono-product order, **only one line** of the file should be filled in.

N° de Cmd	Date de commande	Référence campagne	ID Cdiscount	Civilite	Nom Bénéficiaire	Prénom Bénéficiaire	Adresse
UK210680691	20200223	XXX	0000000ZH43Q	MME	Minto	Ernest	3 Test Road
UK210676437	20200223	XXX	0000000ZH43Q	MME	Gumbrell	Valerie	14 Test Street
UK210676437	20200223	XXX	0000000ZH43Q	MME	Gumbrell	Valerie	15 Test Street

To place a multi-product order, **as many lines** as products should be filled using the following rules:

- Columns from A to Q and W to X => identical on all lines
- Columns from R to V => different on each line

The 1<sup>st</sup> line of the file is systematically ignored: it must contain the column header.



# 3. Orders

## 3.2 : Data format

Column	Field	Max. no. of characters	Cell format	Comment
A	Order N°*	20	Text	One order per recipient
B	Order date*	8	Text	YYYYMMDD
C	Campaign reference*	16	Text	E.g.: CUSTOMER201102. This code specifies the dropshipment (or multi-address) campaign
D	Cdiscount ID*	12	Text	Customer code provided by Octopia
E	Title*	5	Text	"M" or "MME"
F	Recipient's surname*	35	Text	
G	Recipient's first name*	35	Text	
H	Address*	35	Text	Street N° and name
I	Additional address details	35	Text	Flat / Floor / Door code
J	PB / Locality	35	Text	
K	Business name	35	Text	Compulsory if we deliver to a business.
L	Post code*	5	Text	
M	City*	35	Text	
N	Country*	6	Text	Enter the value of the country (See page 8)
O	Landline*	10	Text	If a landline number is the only one specified, it will be copied into the "mobile phone" field
P	Mobile phone	10	Text	
Q	Customer email*	80	Text	Email indispensable for customer relationship. It is advisable to put your Customer Service email.

## 3. Orders

Column	Field	Max. no. of characters	Cell format	Comment
R	Delivery method*	3	Text	"CHD" for chronopost international
S	Shipping costs*	digital	Text	Shipping costs in €, as described in the contrat
T	Product code*	20	Text	If a recipient orders several products, a line should be created per "product code". Each line must include the data from columns A to R and W to X
U	VAT-exclu. selling price*	digital	Text	VAT-exclu. unit selling price (with ecotax) Decimal separator = "."
V	Quantity*	digital	Text	Whole number

\* required fields



**The amount to be filled in on the order file is the column VAT-exclu. purchase price (with ecotax) (column S of the catalogue.**

# 3. Orders

## 2. : Uploading and retrieving files

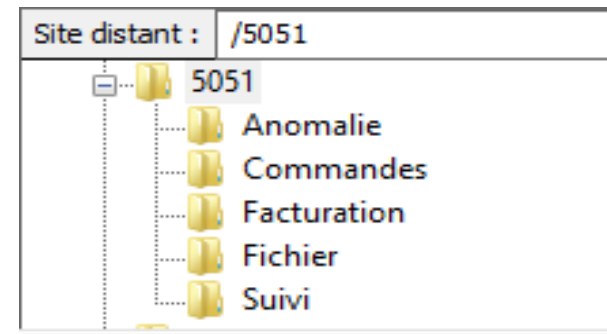
To place your orders, you have to use the Order FTP.

This FTP is different from the catalogue FTP.

The login and identification key have been sent through E-mail (Cf. 2.1 : Access the product Catalogue for more detail).

The FTP access contains 5 folders:

- Commandes
- Anomalie
- Suivi
- Fichier
- Facturation



You have to place your order files into the **“Commandes”** folder.

Orders may be placed 24/7 on the FTP server.

# 4

## Order tracking



# 3. Orders



Cdiscount Dropshipping automatically generates the following 3 documents:

- **The "Compliance report"** to find out if the file has been filled in correctly, it will then be integrated into the dropshipment string.
- **"Anomaly tracking"** lists all the orders integrated over the current day and states if they have been sent for picking or not.
- **"Order tracking"** details preparation for the orders accepted

## 3.1 : Compliance report

The compliance report is used to find out if the order file has been filled in correctly:

The compliance report is generated each time a new order file is uploaded (15 minutes after the order file has been received).

The name of the file generated is: **RapportConformite\_YYYYMMDD\_HHMMSS.xlsx**

It is available in the FTP **Fichier** directory.

Concurrently to the compliance report being generated, a mail is sent to tracking recipients (defined in the account Operation datasheet) stating whether the file has been integrated or not.

### 3. Orders

The list of checks made on order file format are as follows:

- Compulsory text format
- Sheet name = "Dropshipment"
- Number of columns = 22
- Excel file with .xls or .xlsx extension
- Readable file
- Correct Cdiscount ID
- Max. number of characters for each field
- Number in the digital fields (shipping costs, prices, quantity)

File format is as follows:

Column	Field	Corresponding field	Comment
A	SourceFile	Source file name	Uploaded file name
B	ProcessedFile	Name of the Cdiscount-processed file	The file is then renamed by Cdiscount for internal tracking purposes
C	DateTime	Analysis date and time	
D	Status	File status	OK or KO
E	Reason	Reason	If the status is OK, the reason will be "En cours de traitement" If the status is KO, a message will specify the error to correct.

## 3. Orders

### OK file example

	A	B	C	D	E
1	FichierOrigine	FichierTraite	DateHeure	Statut	Motif
2	commandes_CLIENT_20131002_1040.xlsx	CDSPRO_20131002110138_5051_commandes_CLIENT_20131002_1040.xlsx	02/10/2013 11:01	OK	En cours de traitement

### KO file example

	A	B	C	D	E
1	FichierOrigine	FichierTraite	DateHeure	Statut	Motif
2	TestMANTIS120012_23102013_4.xlsx	CDSPRO_20131024082635_5051_TestMANTIS120012_23102013_4.xlsx	24/10/2013 08:26	KO	Non traité : ligne n°3 : FraisPort:n'est pas au format attendu
3	TestMANTIS120012_23102013_3.xlsx	CDSPRO_20131024082635_5051_TestMANTIS120012_23102013_3.xlsx	24/10/2013 08:26	OK	En cours de traitement
4	TestMANTIS120012_23102013_2.xlsx	CDSPRO_20131024082635_5051_TestMANTIS120012_23102013_2.xlsx	24/10/2013 08:26	OK	En cours de traitement
5	TestMANTIS120012_23102013_1.xlsx	CDSPRO_20131024082635_5051_TestMANTIS120012_23102013_1.xlsx	24/10/2013 08:26	OK	En cours de traitement

## 3.2 : Anomaly tracking

Anomaly tracking lists the orders integrated over the current day to state for each order whether it is processed or refused.

The processed orders are then listed in the order tracking document.

Anomaly tracking is only generated if orders have been sent. The name of the XLS file is:  
SuiviAnomalies\_YYYYMMDD.xls It is updated every 2 hours.

It is available in the FTP **Anomalie** directory.

# 3. Orders

Order integration ends at 23:00 and starts again at 0:01, so as to generate the final, exhaustive anomaly tracking for the day around 23:59. Orders uploaded after 23:00 are, as such, integrated into the next day's anomaly tracking. Unanalysed orders being integrated are added to the tracking to ensure optimal transparency along with the message "En attente d'intégration". This is a temporary status pending order processing.

This file format is identical to the purchase order with an extra column containing the wording "traitée" or "non traitée : [reason]".

Column	Field	Corresponding field	Max. no. of characters	Comment
A	CustomerOrderRef	Customer Order N°	20	Fields identical to the purchase order
B	CreationDate	Order date	Date	
C	PartnerOrderRef	Campaign reference	16	
D	CustomerNumber	Cdiscount ID	12	
E	title	Title	5	
F	LastName	Recipient's surname	35	
G	FirstName	Recipient's first name	35	
H	Shipping_address1	Address	35	
I	Shipping_address2	Additional address details	35	
J	Shipping_address3	PB / Locality	35	
K	Shipping_addressTitle	Business name or "at"	35	



### 3. Orders

N.B.: max. character count restrictions do not apply to delivery to countries outside France

Column	Field	Corresponding field	Max. no. of characters	Comment	
K	Shipping_addressTitle	Business name or "at"	35		
L	Shipping_ZipCode	Post code	5		
M	Shipping_City	City	35		
N	Shipping_Country	Country	6		
O	Phone1	Landline	10		
P	Phone2	Mobile phone	10		
Q	Email	Customer email	80		
R	DeliveryMode	Delivery method	3		
S	Shipping_Fee	Shipping costs	digital		
T	ProductId	Product code	20		
U	PriceWithoutTax	VAT-exclu. selling price	digital		
V	Quantity	Quantity	2		
W	MessageError	Integration result	255		Possible values: 1) Processed 2) Unprocessed: "reason"
X	OriginalFileName	Order file name	255		Name of the source order file processed by Cdiscount

# 3. Orders

Processed order tracking is updated 3 times a day, at 5:30, at 11:00 and at 16:30.

This overview file contains a rolling 30-day order archive and provides the following details for each order:

- Its status (created, validated, picked, shipped, etc.)
- carrier tracking.

The file name is : SuiviCommandes.xls.

It is available in the FTP Suivi directory.

The XLS file format is as follows :

Column	Field	Corresponding field	Number of characters	Comments
A	CustomerOrderRef	Campaign reference	50	The column name header does not match the content. The campaign reference is to be entered in this field
B	scopus_id	Cdiscount order N°	20	
C	PartnerOrderRef	Customer order N°	50	The column name header does not match the content. The order number is to be entered in this field
D	ship_name	Recipient's surname	35	

# 3. Orders

Column	Field	Corresponding field	Number of characters	Comments
E	ship_first_name	Recipient's mail	35	
F	ship_phone	Landline	10	
G	ship_portable	Mobile phone	10	
H	cdv_codeta	Order status*	1	See following table
I	eve_codeta	PS status*	1	
J	datval	Shipping date	21 (date)	Corresponds to the PS validation date
K	sku	Product code	20	
L	quantite_livree	Quantity delivered	digital	
M	CDEM_NumColisComple	Package N°	50	Chronopost tracking number
N	ExternalCarrierTrackingURL	Carrier tracking link	1024	Chronopost tracking link
O	OriginalFileName	Order file name	255	Initial name of the order file

The following matrix is used to interpret order status:

cdv codeta	eve codeta	Comments
C		Order created
V		Order validated
V	P	Order validated + PS being prepared
	P	Order validated + PS being prepared
	V	Order validated + PS shipped
V	C	Order validated + PS created
	C	Order validated + PS created
V	V	Order validated + PS shipped
V	S	Order validated + PS shipped
S	P	Order validated + PS shipped
S	C	Order validated + PS shipped

# 3. Orders

PS = Picking Slip => document used by Octopia to prepare orders

Example:

	A	B	C	D	E	F	G	H	I	J
1	CustomerOrderRef	scopus_id	PartnerOrderRef	ship_name	ship_first_name	ship_phone	ship_porta	cdv_codet	eve_codet	datval
2	227990767	13072908056KBNI	CLIENTAAAAMNBOUTIERE	JULIEN		0556575859		S	S	2013-07-29 00:00
3	227990798	13072908021KJKA	CLIENTAAAAMNJACKCES	JULIETTE		0556575860		S	S	2013-07-29 00:00
4	227990836	13072908056IUOM	CLIENTAAAAMNJACKCESM	JULIEN		0556575862		S	S	2013-07-29 00:00
5	227990836	13072908056IUOM	CLIENTAAAAMNJACKCESM	JULIEN		0556575862		S	S	2013-07-29 00:00

	K	L	M	N	O
1	sku	quantite_li	CDEM_NumColisComple	ExternalCarrierTrackingURL	OriginalFileName
2	3333973153808	1	8L80928029376	<a href="http://www.coliposte.net/particulier/suivi_particulier.jsp?colispart=8L80928029376">http://www.coliposte.net/particulier/suivi_particulier.jsp?colispart=8L80928029376</a>	commandes_CLIENT_20131114_185900.xls
3	FUJIAV200PRO	2	7920829122499218	<a href="http://www.tnt.fr/public/suivi_colis/recherche/visubontransport.do?radiochoixrecherche=BT&amp;bonTransport=7920829122499218">http://www.tnt.fr/public/suivi_colis/recherche/visubontransport.do?radiochoixrecherche=BT&amp;bonTransport=7920829122499218</a>	commandes_CLIENT_20131114_185900.xls
4	AO1604	3	8V80928029048	<a href="http://www.coliposte.net/particulier/suivi_particulier.jsp?colispart=8V80928029048">http://www.coliposte.net/particulier/suivi_particulier.jsp?colispart=8V80928029048</a>	commandes_CLIENT_20131115_020014.xls
5	CGRESERVA	1	8V80928029048	<a href="http://www.coliposte.net/particulier/suivi_particulier.jsp?colispart=8V80928029048">http://www.coliposte.net/particulier/suivi_particulier.jsp?colispart=8V80928029048</a>	commandes_CLIENT_20131115_020014.xls

# 5.

## Invoicing



# 4. Invoice

Cdiscount addresses an Excel format invoice summarizing the orders.

The file name is **Invoicing\_YYYYMMDD\_HHMMSS.csv**

It is uploaded on the 5th of the month for the previous month invoicing to the FTP **Invoicing** folder. The following data is specified for each order line:

In the event of invoicing issues, you may contact [commerce.products@octopia.com](mailto:commerce.products@octopia.com)

Column	Field	Comment
A	filename	Name of the order file uploaded by the customer
B	type	Field type
C	number	Invoice number
D	date	Order date
E	customernumber	Customer ID
F	yourcustomerreference	Partner reference
G	customerreference	Customer order number
H	line	Invoice line
I	Psnumber	Octopia picking slip number
J	ordernumber	Octopia internal invoice number
K	productcode	product code
L	quantitydelivered	quantity
M	vat	VAT
N	vatexunitprice	VAT-exclu. product unit price
O	vatexamount	VAT-exclu. product amount
P	vatexshipcost	VAT-exclu. shipping costs
Q	siteld	Internal customer ID
R	extref	Octopia internal order number

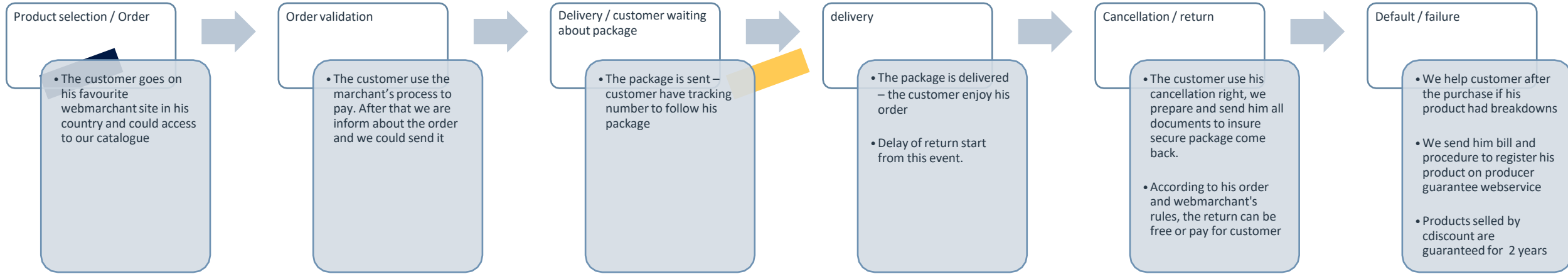
# 6

## Customer Relationship Management

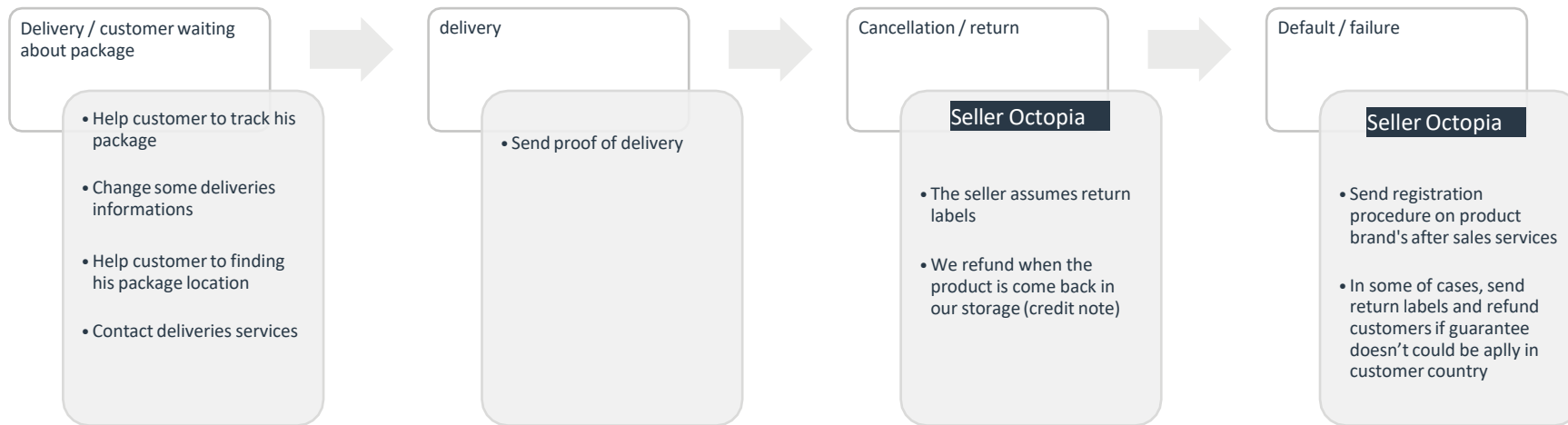


# 4. Invoice

## Customer journey



## Cdiscount actions





# How to contact us?

For any sales or billing requests, please contact our sales team here:

[commerce.products@octopia.com](mailto:commerce.products@octopia.com)

For any technical support assistance, please contact our support team here:

[support.products@octopia.com](mailto:support.products@octopia.com)

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