



Octopia Fulfillment Plugin

For Shopify



Get to know Octopia Fulfillment plugin

Functional coverage

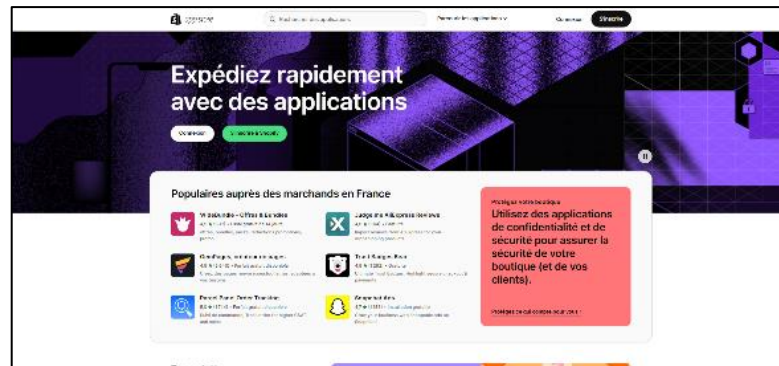
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Availability & price



Shopify: **free** download

Important: on Shopify, the **Shopify Basic offer** is limiting in terms of flow volume. Adopting a **Shopify Advanced or Plus offer** allows you to **synchronize your inventory and orders more frequently and quickly.**



The App is available on the Shopify AppStore
<https://apps.shopify.com/octopia-fulfillment?locale=fr>

The conditions of use and the price are identical to the previous European Fulfillment plugin

Get in touch with our Sales team to start using Octopia Fulfillment and ship all accross Europe

<https://octopia.com/fulfillment/contact/>



Functional coverage of the current v1 version



Main features	Availability in Shopify
Choice of shipping countries	Manually at the plugin initialization. Selection can be updated at anytime in the plugin Settings
Shipping modes mapping	Manually set at the plugin initialization. Selection can be updated at anytime in the plugin Settings
Shipping statuses mapping	Automatically managed by the plugin (Shopify restrictions)
Auto-fill of the SellerProductReference (SPR)	Auto copy of the existing SKU or barcode fields from the Shopify store to OF App at the plugin initialization
Import SPR massively through a file	Not available yet
Stock threshold	Not available yet
Auto-refresh of the Stock level	Auto-sync every 15 min Manual sync is also available by clicking on the Sync button in the App
Orders split	Not available yet
Auto-send of the Orders to OF	Immediate everytime an order is placed and eligible to OF
Exposition of shipping statuses	Auto-sync every 15 min
Display of the shipping details when an Order is managed by OF	Available in the Details of each orders when the order is at "Shipped" level and further



Important information on general operation of the plugin



GENERAL

For an order to be eligible for processing by Octopia Fulfillment, **all of the following conditions** must be met:

- At least one **shipping country** is selected from the list offered by Octopia Fulfillment
- **Shipping methods/carriers** must be mapped
- The product was **created** in the seller's Store
- The product must **weigh strictly less than 30kg**
- The product must have a **SellerProductID** entered whose value must be **identical to what was entered in the OF Portal**
- Product **stock is >0**
- The **telephone number and email** fields must be completed
 - For Shopify, it is appropriate in the Store settings to request email and telephone number to validate the placing of an order
- **First and last name** fields must contain **<35 characters** (including spaces)

The **Express delivery method** is currently only available for **France and the UK**, any order placed by Express in another country will be the responsibility of the seller.

Authentication information is provided by Octopia Fulfillment teams. They are different from those used for the Octopia Fulfillment Portal.

FAQs and User guides are available in the plugin

- **Technical support** requests (problem installing or using the App) are referred to Support operated by partners
- **Support requests** related to specific orders, Supply Orders or synchronization problems with the Octopia Fulfillment Portal are sent to the KAMs or failing that to the Octopia Fulfillment form



Important information to properly configure the plugin



SETTING

- The **User guide** is available in the FAQ section of the Octopia Fulfillment module.
- The choice of delivery countries **automatically determines the delivery methods available** in the mapping (e.g. if neither France nor UK are chosen, the Express delivery method will not be available).
- For the mapping of Shipping modes, **at least one choice must be mapped** to be able to validate the screen.
- International Shipping modes are **conditioned by the country in which the order is placed** on the end user side, depending on the location of the seller's store (eg: if the store is located in Spain and an order is placed in Portugal, Shopify will choose automatically Standard International or Express International delivery methods).

STOCK MANAGEMENT & ORDERS

- To link products present in the store to Octopia Fulfillment, it is essential to enter the **SellerProductReference**. When initializing the plugin, it is possible to **automatically copy the data present in the Shopify SKU or barcode** fields. For any new product, you will need to fill in the SellerProductReference in the product sheet concerned in the SKU or barcode field depending on the selection you made during initialization.
- Once a product has been created with a SKU or barcode, it will be recognized by Octopia Fulfillment **if the value is identical to the SellerProductReference in the Octopia Fulfillment Portal**, any order placed on this SKU will be automatically transmitted to Octopia Fulfillment.
- Hybrid orders containing products eligible for Octopia Fulfillment delivery and products not related to Octopia Fulfillment **are not sent to Octopia Fulfillment**. They must be fully supported by the seller as usual in Shopify.

CANCELLATION MANAGEMENT

- In the event of a cancellation by the end customer or the seller, you should contact your **Key Account Manager** and, if the cancellation is possible and effective, make the change of order status in Shopify
- In the event of a cancellation by the warehouse (breakage or breakage of the last product), the order will appear in Partially shipped status. If a Partially shipped status is observed on an order for more than 2 days, it is possible to contact the **Key Account Manager** for more details.

For any questions regarding returns, please contact the **Key Account Manager**.

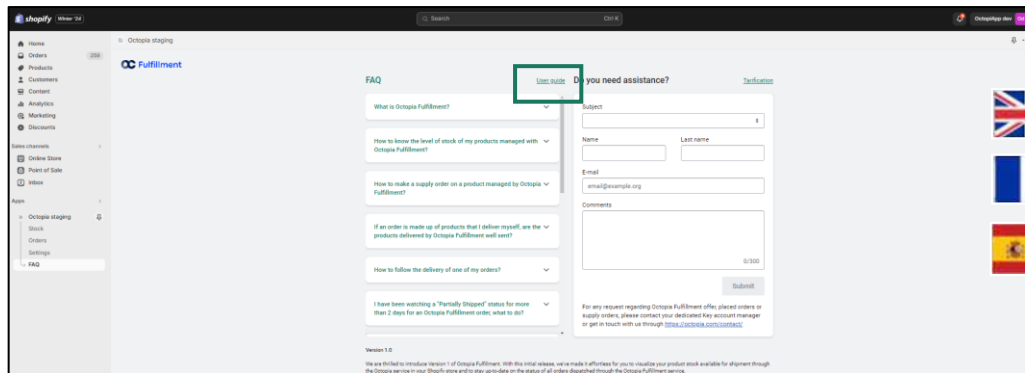


Additional information to help you install and configure the plugins

User guide can be downloaded in the plugin

In Prestashop, go to:

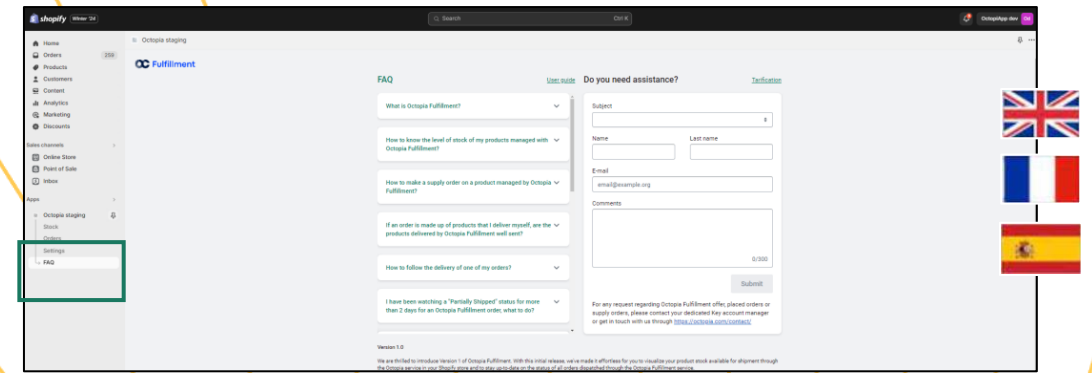
- Modules
- Module Manager
- Configure Octopia Fulfillment plugin
- **User guide link is in the header**



FAQ section is available in the plugin

In Prestashop, go to:

- Modules
- Module Manager
- Configure Octopia Fulfillment plugin
- **FAQ tab**



Get to connected to Octopia Fulfillment

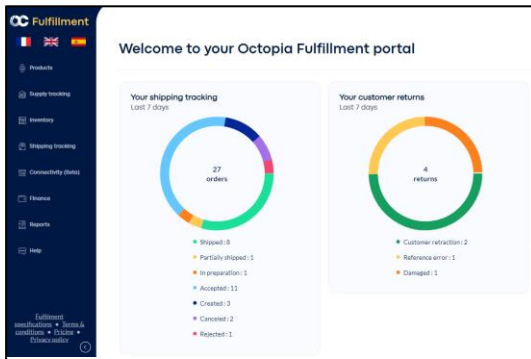
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Few steps to get connected to Octopia Fulfillment



Once you have been in touch with our Sales team to share your needs and business ambitions, you can connect to your Octopia Fulfillment portal to manage your product storage and supply orders. Please follow the few steps described below.

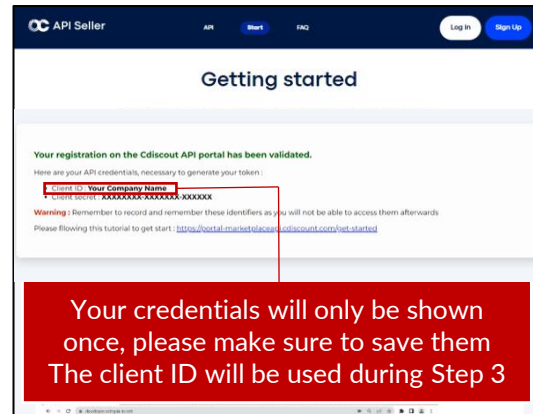
1. **ONBOARD ON THE OCTOPIA FULFILLMENT PORTAL**
 - Request OFP credentials to our Sales team
 - Log in to <https://fulfillment.octopia.com>



For any help on this step, please contact your Key Account Manager

2. **CREATE AN OCTOPIA API PROFILE**

Go to <https://developer.octopia.io/seller/get-started#ogzen> and follow the steps to create your API account.

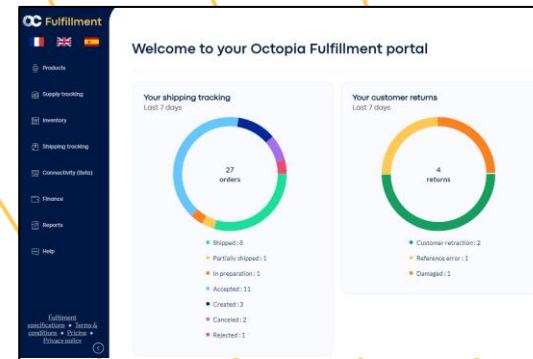


Your credentials will only be shown once, please make sure to save them
The client ID will be used during Step 3

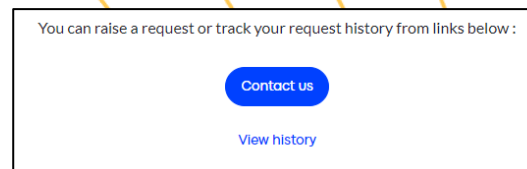
For any help on this step, please contact your API team
support.api@octopia.com

3. **ASK FOR API DELEGATION**

Go to <https://fulfillment.octopia.com>

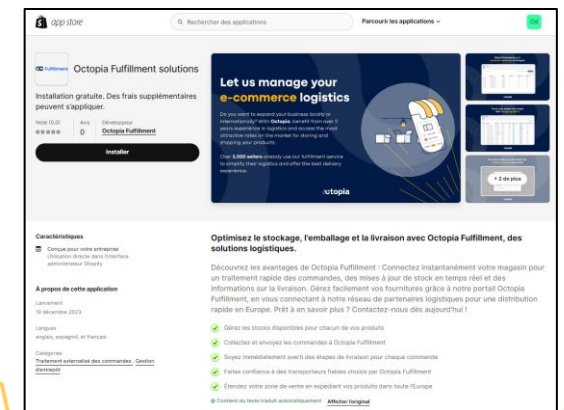


Under the Help section, use the Contact us bouton to log your request please precise the Client ID showed during step 2



4. **DOWNLOAD THE PLUGIN ON THE SHOPIFY APP STORE**

Go to <https://apps.shopify.com/octopia-fulfillment?locale=fr>



To help you configure the module, please refer to the User Guide included in the plugin

