

Terminology	1
Shopify Credentials	2
Admin API Permissions	3
Webhooks	5
Products	5
Inbound	5
Outbound	6
Orders	8
Outbound	8

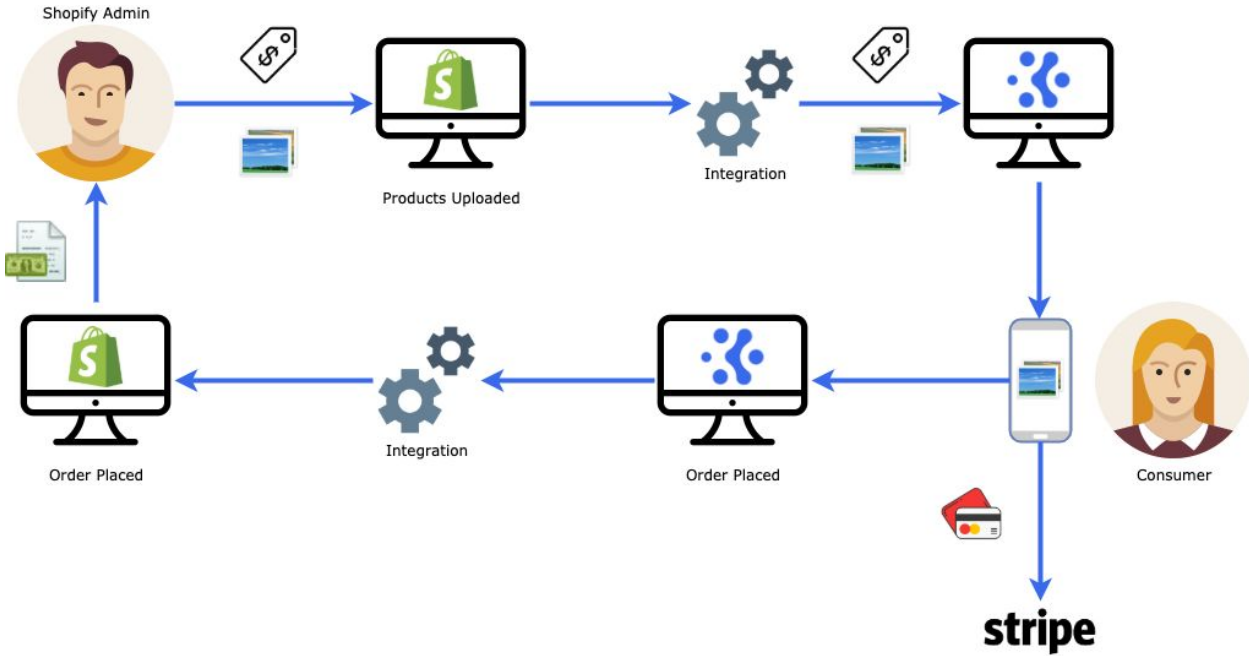
Terminology

Shopify	Kaddra	Description
Collection	Category	The way products are grouped together in the app or on the website
Product	Product	The product that is shown on the app or website. It has images and metadata.
Variant	Variant	The variations to the product e.g. Size, Colour
Vendor	Partner	The supplier/producer of the
Product Type	Product Type	The type of product, used for organisation of products

N/A	Market	The market where the product/variant is available to be sold
Inventory Location	Warehouse	The location of the inventory
Order	Order	

Flows

Shopify-first customer



- Home
- Orders 1
- Products
- Customers
- Analytics
- Marketing
- Discounts
- Apps

SALES CHANNELS +

- Online Store 👁
- Mobile App - Plobal

Apps Visit the Shopify App Store

Installed apps

Showing 1 app Sort by App name (A-Z) ▾

Shopify GraphQL App

[About](#) [Delete](#)

Apps for Black Friday Cyber Monday ⋮

Marketing
Selling
Inventory
Retail

MARKETING FOR THE HOLIDAYS

Plan and execute innovative marketing strategies for the 2020 holiday season.

CarHook Post Purchase Offers

The leading way to add real one-click post-purchase offers.

★ 4.3 (4 reviews) • 14-day free trial

One Click Upsell - Zipify OCU

Best Upsells & Cross Sells - Pre & Post Purchase Funnels :-)

★ 4.5 (37 reviews) • 30-day free trial

PayWhirl Recurring Payments

Sell subscriptions and offer payment plans to your customers.

★ 4.9 (32 reviews) • Free

Promo.com - Promo Video Maker

Create professional product videos in minutes!

★ 4.7 (573 reviews) • Free

[View more apps in this collection](#)

[How app recommendations work](#) [🔗](#)

Working with a developer on your shop? [Manage private apps](#)

- Home
- Orders 229
- Products
- Customers
- Analytics
- Marketing
- Discounts
- Apps

SALES CHANNELS +

- Online Store 👁

Private apps Create new private app

Working with an external developer or agency? ✕

Shopify recommends asking your external developer to create a custom app. Like private apps, custom apps are built exclusively for your shop, but don't require open API access to your store or access to your Shopify admin.

[Learn more](#)

Private app name	API key	Contact email

Use private apps with caution

Private apps are subject to the [Shopify API License and Terms of Use](#). In addition, you should not use private apps to customize checkout.

The store owner and any staff accounts with full permissions can create and edit private apps.

Enabled on Sep 23, 2020 by Production (devops+1@kaddra.com)

[Learn more about using and managing private apps](#) [🔗](#)

Admin API

You should only choose the permissions your private apps need to work. Don't use API access in ways that violate the [Shopify API License and Terms of Use](#).

[Learn more about Shopify's APIs.](#)

Keep these credentials secure. They provide open API access to your store.

API key

Password

Example URL

Private applications authenticate with Shopify through basic HTTP authentication, using the URL format `https://{apikey}:{password}@{hostname}/admin/api/{version}/{resource}.json`

Shared Secret

Secrets are used to [validate the integrity of webhooks](#).

Admin API Permissions

Permission	Access Level
<p>Customers</p> <p>View or manage customers, customer addresses, order history, and customer groups</p> <p>Access scopes: read_customers, write_customers</p>	Read and Write
<p>Draft orders</p> <p>View or manage orders created by merchants on behalf of customers</p> <p>Access scopes: read_draft_orders, write_draft_orders</p>	Read and Write
<p>Inventory</p> <p>View or manage inventory across</p>	Read and Write

<p>multiple locations</p> <p>Access scopes: read_inventory, write_inventory</p>	
<p>Order editing</p> <p>View or manage edits to orders</p> <p>Access scopes: read_order_edits, write_order_edits</p>	Read and Write
<p>Orders</p> <p>View or manage orders, transactions, fulfillments, and abandoned checkouts</p> <p>Access scopes: read_orders, write_orders</p>	Read and Write
<p>Product listings</p> <p>View or manage product or collection listings</p> <p>Access scopes: read_product_listings, write_product_listings</p>	Read and Write
<p>Products</p> <p>View or manage products, variants, and collections</p> <p>Access scopes: read_products, write_products</p>	Read and Write

Webhooks

The integration is based on a Webhooks model. How this works is when an action happens e.g. Product is saved it will send an update to Kaddra and vice versa.

Products

Inbound

With this configuration it means that Shopify is the source of truth for all product data.

Category Mapping

- Integration will look for a category in Kaddra based on the collection name, if none found then the product will not be imported.
- The primary category in Kaddra will be set to the first collection in Shopify, any subsequent collections will be added as Related Categories in Publishing Tab
- **Categories must be published in Kaddra**

NB: Due to a limitation of Shopify API if only the product/collection relationship is changed in Shopify it won't trigger the webhook

Publishing Rules

- Shopify does not have a concept of publishing rules
- Each product arriving from Shopify will copy the publishing rules from the matched Category

Partners

- If a Vendor in Shopify does not exist in Kaddra then it will be created as a Partner

Product Type

- If a Product Type in Shopify does not exist in Kaddra then it will revert to a default product type with the code "INTEGRATION_PRODUCT_TYPE"

Variants

- When an order is placed in Shopify then the inventory will be updated in Kaddra

Inventory

- The inventory locations in Shopify will be matched with a Market in Kaddra
 - As long as one matches the product will be imported, but only the inventory for the inventory location that is matched will be set.

Outbound

With this configuration it means that Kaddra is the source of truth for all product data.

Products

- When a product in Kaddra is saved as Draft it will be sent to Shopify
 - NB: If the product has been published in Kaddra and a change is made in Kaddra (changing it to the Draft) the change won't be synchronized to Shopify until the product is Published in Kaddra.

Category Mapping

- Integration will look for a collection in Shopify based on the category name, if none found then the product will be imported but won't be associated with the collection.
- The primary category in Kaddra will be set as the first collection in Shopify, any related categories will be added as collections.
- **Categories must be published**

Partners

- If a Partner in Kaddra does not exist in Shopify then it will be added.

Product Type

- If a Product Type in Kaddra does not exist in Shopify then it will be added.

Variants

- The price will be set highest price available or come from a tier called "Web"
- "This is a physical product" will come from the Product Type "Physical Delivery Required" but only when variants
- Inventory management will be enabled by default

Inventory

- Kaddra will match the warehouse if it's set or the market name with a Shopify inventory location, if no match is found then no inventory will be set.

Pricing

- Shopify has no concept of tier-based pricing. The integration will look for a tier named "Web" and will use this price, if there is no "Web" tier then it will take the highest price available for the variant.
- Tax will be charged if the variant is available in a market that has a tax rate > 0

Publishing

- Shopify does not allow to have a published version and draft version at the same time. Because of this, once a product is published in Kaddra any change in Kaddra will set it in Kaddra as draft, only once the product is published will the changes be synchronized with Shopify.
 - **Exception:** Price and Inventory changes will be synchronized irrespective of

Limitations

- Product expiry.
 - Shopify does not have a concept of expiration date on products, as such to remove products from Shopify would need to be done manually.
- Multi-markets
 - Shopify does not have a concept of multiple markets, as such there is no match for this. **It will take the inventory across all markets and find a matching inventory location based on warehouse name, or market name**

Orders

Outbound

Customers

- When an order is created, the customer will be created in Shopify if it doesn't exist already.
- Customers created by Kaddra will be tagged with "Kaddra"

Notification Settings

- Orders originating in Kaddra will have notifications managed by Kaddra and so Shopify will not send notifications

Identifying Kaddra Orders in Shopify

- The source_name field will be set to kaddra
- Also a tag called "kaddra" will be added.

Inventory Policy

- Kaddra will use the "decrement_obeying_policy" option when creating an order
 - "Follow the product's inventory policy and claim inventory, if possible."

Delivery Fees

- Any delivery fee in Kaddra will be added as the Shipping fee and the name of the fee will be in the Delivery Method.

Pricing

- Kaddra allows different prices for the same SKU, Shopify however does not support this. When the price in Kaddra is lower than or higher than the price in Shopify, when the Order goes to Shopify the price taken will be the price as stored in Shopify.
- Discounts applied in Kaddra will not be reflected in Shopify

Cancellations

- If the order is cancelled in Kaddra it will be cancelled in Shopify
 - On Hold / PayNow / Credit Terms transactions will be marked as Voided
 - CC Transactions will be marked as Refunded, but the refund will be via Kaddra

Addresses

- Changes to the Shipping Address will be updated in Shopify
- Changes to the Billing address will NOT be updated in Shopify due to a limitation of Shopify API and System.
 - <https://community.shopify.com/c/Payments-Shipping-Fulfillment/Change-Customers-Billing-Address/td-p/201980>
 -

Fulfillment

- Fulfillment in Shopify will be done when in Kaddra the order is marked as “Dispatched”
 - The inventory location to fulfill from will match based on the market or warehouse name.

Status Changes

Kaddra Status	Shopify Fulfillment Status
Confirmed	Unfulfilled
Preparing	Unfulfilled
Dispatched	Fulfilled
Delivered	Fulfilled

Kaddra Status	Shopify Payment Status
Paid	Paid / Capture
Pending	Authorized
On Hold	Authorized