

Internal Reports

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Reporting Features and Automation

In this video, I walk you through our Pentagon Connect reporting features, focusing on manual exports and predefined reports that can be customized to meet your specific needs. We cover various report types, including customized orders, refunds, and stock levels, detailing the key data points such as order dates, quantities, fees, and profit calculations. I also highlight the ability to automate these reports for daily or weekly generation, which can be sent via email or uploaded to an FTP server. I encourage you to consider how these reports can be tailored to enhance your operations and let me know if you have any specific requirements.

► Video walkthrough · <https://www.loom.com/share/906348bb7bba4b348045e4034ce91d43>

Where reports live

Internal reporting lives under the Export section, specifically **Manual Exports**. A set of predefined reports is available out of the box, and on top of those, additional custom reports can be built to fit your specific needs. Every predefined report can also be amended or adjusted — none of them are fixed. Reports are generated on demand via the Download action and produced as CSV files.

Customized Orders report

This report gives a full order-and-sale breakdown per order line. It includes:

- Order date, return date (if any), and received date
- Order status, source marketplace, and warehouse
- Original marketplace order ID and purchase/order numbers
- Product details — SKU, part number, and the marketplace's own item ID (for example, an Amazon ASIN)
- Quantity, sale price, sale fee, and return fee (if the order was returned)
- Output price, taxes, and total cost amount
- Shipping cost as reported by the marketplace, alongside the estimated shipping cost from the warehouse
- Commissions and VAT amounts, plus calculated profit and profit percentage
- Shipping tracking number, and — for returns — the return shipping tracking number, when it shipped, and which carrier handled the return

As with all reports, every field in the Customized Orders report can be added, removed, or adjusted to match what you actually need.

Orders, SKUs & Refunds report

This report gives a performance breakdown by SKU: how many orders were received for it, how many units were sold, the total amount received, and — where applicable — how many refunds occurred and the total amount refunded. For example, filtering to a single SKU might show one order for four units, the total amount received for that order, and how much of it was later refunded.

Stock report

This report gives an overview of current stock levels, driven by Pentagon Connect's internal stock recalculation, which factors in internal buffers and open orders. Two figures matter most here:

- **Warehouse stock** — the raw quantity received from your warehouse management system, ERP, or connector
- **Listing quantity** — the quantity actually pushed to the marketplace, calculated from the warehouse stock after accounting for buffers and open orders

Automating reports

Any report — predefined or custom — can be automated on a schedule. For example, a Customized Orders report can be set to generate every morning covering the last 24 hours, or every Sunday covering the full week. Automated reports can be delivered by email or dropped onto an FTP server, and can be generated in a choice of formats: plain text, CSV with any delimiter, or Excel.