



Pentagon Connect Wiki

Pentagon Connect product documentation

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Pentagon Connect Wiki

Last updated 22 Sept 2026

Overview

What Pentagon Connect Is

There's no single Confluence page called "Pentagon Hub" — this page instead pulls together the product-overview material that's...

Pentagon Connect Menu

1. Dashboards: analytics overviews. - Orders Analytics, Products Analytics, Inventory. 2. Products: the master catalogue and its channel...

Active Marketplaces and Connectors

Every marketplace, connector and courier Pentagon Connect currently integrates with, reproduced from "Pentagon Connect Integrations —...

Listings Management

Products & Listings

In this video, we will walk you through the Pentagon Connectduct section and structure on our platform. We explain the difference...

AI Listing Builder

This video introduces AI Listing Builder, an AI-powered workflow designed to transform raw product data into complete, marketplace-ready...

Bundles

In this video, we provide an overview of how Pentagon Connect bundles are structured and managed. We explain the distinction between...

Inventory

Documentation coming soon.

Pricing

Documentation coming soon.

Imports & Exports

Imports

--- If you want to create multiple products using a spreadsheet or need to automate your shipping updates, you can use our Import...

Exports

--- You can automate your order management, run custom reports or make a backup your product info by using the Export Data functionality...

Import & Export Log

--- All Import & Export request are recorded in the system, allowing you to see when they were executed, monitor their status and check...

Order Management

Orders Data

Documentation coming soon.

Order Acknowledgment

Order acknowledgement is the process of accepting or rejecting an order once it's received. It only applies to channels that support...

Order Shipments

Documentation coming soon.

Order Refunds

Documentation coming soon.

Order Labels

Documentation coming soon.

Order Custom Filtering

Documentation coming soon.

Reporting

Internal Reports

In this video, I walk you through our Pentagon Connect reporting features, focusing on manual exports and predefined reports that can be...

Amazon Reports

In this video, I walk you through the Pentagon Connect Amazon Reports, highlighting how we can automate the generation of various...

Additional Features

Actions and Triggers

Action triggers let you push changes from Pentagon Connect to your connected sales channels without logging in to each one. Actions live...

FTP File Mover

The FTP File Mover moves files from one FTP location to another, without needing to route them through any other import or export...

Email Notification

Email Notifications let you automatically message buyers as their order progresses, without any manual sending. Notifications are...

FTP

FTP integration is a file exchange between a client's own system and Pentagon Connect, typically in CSV or a similar flat-file format,...

FAQ

Frequently Asked Questions

- How fast can I launch my inventory on a new marketplace? Pentagon Connect can launch your business on a new marketplace in just a few...

Support FAQs

How to handle customer support and answer the most common customer questions. - How to handle customer messages: - Response time...

What Pentagon Connect Is

Last updated 29 Sept 2026

Purpose & scope

There's no single Confluence page called "Pentagon Hub" — this page instead pulls together the product-overview material that's scattered across a few pages (How It Works, Hemi GTM) plus the current internal facts on platform structure, pricing and roadmap, into one place that answers "what is Pentagon Connect?" for anyone new to the product. For the full integrations list, see "Active Marketplaces and Connectors"; for exact API/connector behaviour, see the per-marketplace Feature & Process Guides (e.g. TikTok Integration – Feature & Process Guide).

This page is now the single source of truth for "what Pentagon Connect is and how it works." The "How It Works" and "Pentagon Connect" pages point here rather than repeating this content.

What it is

Pentagon Connect (internally called **Hemi**) is We Are Pentagon's ecommerce multichannel and order-management platform. It's built for brands and sellers with complex catalogs — fitment data, thousands of SKUs, multi-warehouse fulfillment — who are drowning in point solutions as they expand into new sales channels.

It competes with Rithum (ChannelAdvisor + CommerceHub), Linnworks, ChannelAdvisor, Mirakl, and Sellercloud.

How it works

The product is built around three stages, each removing a manual, platform-by-platform task:

- 1. Connect Channels.** Pentagon Connect links directly into a seller's existing ecommerce ecosystem via secure API integrations — Amazon, Walmart, Shopify, TikTok Shop, eBay and more. Access is authorized once; there's no manual data pulls or CSV uploads. Products, inventory, orders and messages then sync automatically, creating a single source of truth across every channel and near-real-time data consistency.
- 2. Publish Listings.** Product listings are built once, centrally — titles, attributes, images, pricing — then automatically mapped to each marketplace's own requirements, validated against that channel's listing rules, and pushed out (price, stock, content) to every connected channel simultaneously. This is what lets a seller launch thousands of SKUs in hours instead of weeks, while avoiding listing rejections and keeping branding/product data consistent everywhere.
- 3. Manage Orders.** Every order from every connected channel lands in one unified dashboard. Routing rules decide how each order gets fulfilled — sent automatically to a warehouse, FBA, a 3PL, or an internal fulfillment team — with status, shipments and exceptions tracked in real time. This

removes manual order handling and copy-paste errors, and lets order volume scale without adding headcount.

Core platform

Pentagon Connect is built on AWS around three pillars:

Pillar	What it covers
Listings Management	Bulk listing operations, AI-assisted listing optimization, price/stock sync across channels
Order Management / OMS	Unified order dashboard, rule-based routing to FBA/3PL/warehouse, shipping label automation, inventory ledger
Integrations Hub	29 active / 9 inactive marketplaces across 38 listings, 13 active connectors, 2 active couriers — see "Active Marketplaces and Connectors" for the full current list

Modules

Add-on modules that extend the core platform:

- **AI Listing Builder** — AI listing optimization (via DeepSeek models)
- **Drop Shipping Module**
- **Advanced Order Routing**
- **Open API**
- **Invoicing** — automatic invoice/credit-note generation on order status changes

Services

Beyond the software, Pentagon Connect offers:

- **Strategic Account Management**
- **Customer Service** — managed buyer support
- **TikTok Affiliate Marketing**
- **Listing Content Service**

Key Benefits

- **Lower software stack costs** — up to ~30% reduction by consolidating listings, orders and helpdesk into one platform instead of separate point solutions
- **Faster channel launches** — up to ~12x faster rollout onto a new marketplace (e.g. Puma's full TikTok Shop catalog launched in two weeks versus the 4–6 months other listings tools typically

take)

- **Near-zero fulfillment errors** — from consolidated, automated order routing instead of manual, platform-by-platform handling

These figures are carried over from earlier product-marketing material; treat them as directional rather than independently verified.

Pentagon Connect Menu

Last updated 24 Sept 2026

1. **Dashboards:** analytics overviews.
 - Orders Analytics, Products Analytics, Inventory.
2. **Products:** the master catalogue and its channel listings.
 - Products, Listings, Products & Listings (combined view), Location Quantities (stock per warehouse), Content Changes (pending content edits).
3. **Ai Listing Builder:** AI-assisted product enrichment.
 - Raw Products, AI Processes (enrichment jobs), Review & Publish (approve AI output before it's pushed).
4. **Imports:** getting data into the hub.
 - Imported Layouts (mapping templates), Manual Import, Automatic Import (scheduled), Log.
5. **Exports:** sending data out.
 - Manual Export, Automatic Export, Exported IS & VS, Taxonomy exports, Log.
6. **Orders:** order processing after the sale.
 - Orders, Products (order line items), Shipments, Refunds, Claims, Manifests (courier handover lists).
7. **Documents:** printed and generated paperwork.
 - Packing Slips, Shipping Labels, Returns Labels, Document Templates, Generated Documents.
8. **Invoices:** invoicing and invoice emails.
 - Invoice Templates, RRP Sticker Templates, SMTP Settings & Layouts, Emails with Invoices.
9. **Promotions:** marketplace marketing.
 - eBay Campaigns, eBay Promotion, eBay Reports, TikTok Promotions, TikTok Promotion Products.
10. **System:** background jobs and system utilities.
 - Custom Views, Import/Export Schedule, Marketplace Feeds, eBay LMS Jobs, Stock Updates in Listings, SKUs Suffix Addition, FTP File Mover, Amazon Reports.
11. **Channels:** marketplace accounts and the setup around them.
 - Channels, Account Stock Profiles, Locations, Sellers.
 - Courier Service Providers.
 - FTP Credentials, Users, Group Rights, Content Manager Group.

12. **Connectors:** links to external systems.

- Shopify, Magento2, StoreFeeder, Its Perfect, OMS Pro, Ship Engine, Amazon MCF, Fuse5, ShippingEasy, Pimento, ShipStation, ShipWise, AIM.

13. **Couriers:** courier setup, each item with a quick-add.

- Couriers, Courier Service Providers, Courier Shipping Rules.

14. **Custom:** client-specific modules, each with a quick-add.

- Part Synergy Target Profit, Part Synergy Shipping Target Profit, Part Synergy Channel.

Active Marketplaces and Connectors

Last updated 22 Sept 2026

Purpose & scope

Every marketplace, connector and courier Pentagon Connect currently integrates with, reproduced from "Pentagon Connect Integrations — Marketplaces, Connectors & Couriers" (the source-of-truth page behind the AIPA dashboard's Integrations tab — that page is what stays current day-to-day; this one is a snapshot for reference).

As of this page's source (last updated 31 Aug 2026): 29 Active / 9 Inactive marketplaces across 38 listings, 13 Active connectors, 2 Active couriers.

Marketplaces

Marketplace	Territory	Status	Description
Amazon	Global	Active	The world's largest marketplace.
Walmart	US	Active	Second-largest ecommerce platform in the US.
eBay	Global	Active	Global resale and retail giant — test demand and reach niche communities.
TikTok Shop	US / UK / SEA	Active	Shoppable video — the fastest-growing channel across the US, UK, and SEA.
Shopify	Global	Active	Leading platform for brand-owned storefronts with powerful apps.
Etsy	Global	Inactive	Marketplace for handmade, custom, or vintage items.
Zalando	EU	Inactive	Europe's top fashion marketplace with smart logistics.
Shein	Global	Active	Ultra-fast fashion platform with massive Gen Z reach.
Temu	Global	Active	Rising global marketplace with direct-from-manufacturer pricing.
Lazada	Southeast Asia	Inactive	Southeast Asia's ecommerce giant.
Trendyol	Turkey	Active	Turkey's top ecommerce platform.
Noon	Middle East	Active	Fast-growing Middle East marketplace with full fulfillment.
Cdiscount	France	Inactive	France's #2 ecommerce marketplace by volume.

Marketplace	Territory	Status	Description
La Redoute	France / EU	Active	France's leading home and fashion marketplace.
Back Market	EU	Inactive	Europe's top refurbished goods marketplace.
ASOS	UK / Global	Active	Fashion-forward global platform with Gen Z reach.
B&Q	UK	Active	UK's leading home improvement retailer.
John Lewis	UK	Active	Premium British department store with loyal, affluent shoppers.
Next	UK	Active	Top UK fashion and home brand with a curated marketplace.
Tesco	UK	Active	UK's biggest supermarket expanding its marketplace.
Asda	UK	Active	One of the UK's biggest supermarkets, expanding its online marketplace.
Matalan	UK	Active	UK value fashion and homeware retailer with a growing marketplace.
Freemans	UK	Active	Established UK online department store for fashion and home.
Autodoc	EU	Active	Europe's leading online marketplace for car parts and accessories.
AP Fusion	EU / Global	Active	Automotive parts marketplace and data platform for the aftermarket.
Debenhams	UK	Active	Legacy UK department store reborn online under Boohoo Group.
Best Buy	US	Active	North America's top destination for consumer electronics.
Newegg	US	Inactive	US marketplace focused on electronics and PC hardware.
BigCommerce	Global	Active	Flexible ecommerce for fast-growing brands.
WooCommerce	Global	Active	Open-source ecommerce for WordPress.
Decathlon	EU / Global	Active	Global leader in sporting goods.
MIRAKL	Global	Active	Enterprise marketplace ecosystem.
Fruugo	Global (cross-border)	Inactive	Cross-border marketplace with automatic translations.
OnBuy	UK	Inactive	UK-based challenger marketplace.

Marketplace	Territory	Status	Description
Namshi	Middle East	Active	Middle East fashion and lifestyle platform.
VogaCloset	Middle East / UK	Active	Cross-border fashion connecting UK brands to Gulf buyers.
Spartoo	France	Inactive	European fashion marketplace, strong in France.
Yoox	EU / Global	Active	Luxury and outlet fashion platform by YNAP.

Connectors

All 13 connectors are currently Active:

Connector
Shopify Connector
Magento2 Connector
StoreFeeder Connector
Its Perfect Connector
OMS Pro Connector
Ship Engine Connector
Amazon MCF Connector
Fuse5 Connector
ShippingEasy Connector
Pimento Connector
ShipStation Connector
ShipWise Connector
AIM Connector

Couriers

Courier	Status	Description
Ship Station	Active	Multi-carrier shipping hub for labels, rates, and tracking across your orders.
Ship Stallion	Active	Discounted multi-carrier shipping and fulfillment for high-volume sellers.

Notes

Territory values are best-known primary markets per brand rather than exhaustive coverage lists. This page is a point-in-time copy — for the live, editable version that feeds the AIPA dashboard, see "Pentagon Connect Integrations — Marketplaces, Connectors & Couriers".

Products & Listings

Last updated 24 Sept 2026

Owner Bogomil Pavlov

Tags Product

Products & Listings Structure

In this video, we will walk you through the Pentagon Connectduct section and structure on our platform. We explain the difference between products, which contain general information like SKU and images, and listings, which are specific to each marketplace, such as eBay or Amazon. We highlight features like bulk editing, inline editing, and the ability to manage listings through triggers for updates. We also touch on the variation group that allows us to combine products effectively. Please take a moment to familiarize yourself with these features as they will help streamline our processes.

► Video walkthrough · <https://www.loom.com/share/edefffee9942465c92f7ebc32689ac4b>

Products vs. listings

A **product** holds the general information that stays the same regardless of which marketplace it's sold on — SKU, barcode, EAN, condition, dimensions, and images. A **listing** holds the marketplace-specific information for one channel — for an eBay listing, for example, that's the eBay title, eBay category, eBay description, eBay attributes, eBay price, and eBay quantity. Keeping these separate avoids duplicating the same product data across channels and keeps that shared information consistent everywhere it's sold.

Product section

The Products screen shows a multi-record view of every product. From here you can select records for bulk edit and bulk export directly, or use inline editing to change values without opening a record. Each row also has Edit and View actions.

Opening a product shows its single-record view, made up of:

- Title — for internal use only; this is never sent to a marketplace
- SKU, condition, images, brand, and all barcodes held for the product
- Video URLs, if any
- Product dimensions
- Bundle settings — covered separately on the [Bundles](#) page
- Its listings — one product can have many listings. A single SKU might currently be selling on both eBay and Amazon, each with its own price, quantity, and title, and each identified by its own **Channel Item ID** — the unique identifier assigned by that marketplace. Listings can be edited inline from here, or opened in their own single-record view.

Listings section

The Listings screen mirrors the Products screen — a multi-record view with the same bulk edit, bulk export, edit, and view actions, but scoped to individual marketplace listings rather than products.

Opening a listing shows its single-record view, made up of:

- The title actually sent to that marketplace, and the Channel Item ID assigned by it
- A direct link to the live listing on the marketplace, once published
- The channel (and seller) the listing is selling under
- Quantity and price
- Internal statuses — whether the listing is active or inactive, and whether it's published or still awaiting creation
- Category, description, item specifics, and variation specifics

Each listing also has three **triggers** — Update Quantity, Update Price, and List/Update Whole Item. Setting any of these to a pending status queues that specific action (a stock update, a price update, or a full listing update) to be sent to the marketplace.

Variation groups

A listing's **variation group** groups several individual listings together into one variation product. Adding the item and variation attribute columns via the column chooser shows exactly how the group varies — for example, a variation group of three listings that differ by colour (black, red, white) while sharing the same standard item attributes.

Products & Listings combined view

The Products & Listings screen is a custom view that combines both product and listing data in one place, with advanced search: filters can be applied on any field with a range of comparisons, and multiple conditions can be combined. For example, filtering by channel = Amazon surfaces every SKU currently selling on Amazon, along with each one's active/inactive and published status.

AI Listing Builder

Last updated 29 Sept 2026

This video introduces AI Listing Builder, an AI-powered workflow designed to transform raw product data into complete, marketplace-ready listings with minimal manual effort.

AI Listing Builder enables users to select raw product data — either imported or manually created — and automatically generate optimized listings aligned with marketplace-specific requirements and taxonomy.

► Video walkthrough · <https://www.loom.com/share/39c15c05f488435998a8508d9be1985b>

How it differs from product mapping

AI Listing Builder is the next step up from the existing product mapping functionality. Where product mapping is manual, AI Listing Builder relies entirely on AI to turn raw product data into a ready-to-go listing. It appears as its own section in the navigation menu, split into three parts: **Raw Data**, **AI Process**, and **Review & Publish**.

Raw Data

Raw Data is a separate structure from the regular Products & Listings section — it holds the minimum information needed to optimize and transform a raw product into a finished listing. Raw data can be brought in three ways:

- Imported from a CSV or Excel file
- Imported directly from a channel, such as Amazon or eBay
- Added manually

Each raw product is scored for **data quality**. If core fields such as title, brand, or key attributes are missing, the product is ranked as low quality; if all of that detail is present, it's ranked as high quality, which leads to better results during the AI transformation.

The Raw Data view also shows **listed channels** — whether a given product is already listed on Amazon, eBay, both, or neither — and supports filtering on any field, for example filtering down to high-quality products that aren't yet listed on Amazon.

Selecting one or more raw products surfaces a **Create Listing** action, in two steps:

1. Choose which marketplace to transform the raw data into, and optionally apply a seller.
2. Set the price rule: a fixed value, a percentage increase, or a multiplier. The multiplier option is particularly useful when converting between currencies — for example, taking raw data imported from Amazon US and transforming it into listings for Amazon Spain.

AI Process

Once a listing transformation is created, you're taken to the AI Process section, which tracks every transformation in progress and shows, per process: a process ID, its status, the target marketplace, when it started, current progress, and an estimated time remaining. Completed processes are also shown here, broken down into how many succeeded, how many failed (and why), and when each finished.

Review & Publish

Every completed transformation has a review result, shown in the Review & Publish section, where you can check exactly what was transformed and how before it goes live. Each result includes:

- A **confidence** score — the AI's own confidence in the transformation, for example whether the raw data was matched to the correct marketplace category and whether required attributes were populated
- **Internal validations** against marketplace rules — for example, eBay titles cannot exceed 80 characters, and the system checks for and flags cases where the AI-generated title runs over that limit
- The **AI process ID**, so a given transformation can always be traced back to the process that produced it

If you're happy with the result, you publish it directly from this section. Once published, the item is automatically removed from Review & Publish and moves into the regular Products & Listings section as a ready-to-go listing.

Supported channels

Listing Transformation currently supports: eBay, Amazon, B&Q, Debenhams, Walmart, TikTok, Freemans, and Best Buy.

Bundles

Last updated 24 Sept 2026

In this video, we provide an overview of how Pentagon Connect bundles are structured and managed. We explain the distinction between products and bundles, review bundle configuration settings, and outline the debundling logic, along with other key concepts. Please take a moment to familiarize yourself with these features, as they are designed to help streamline and improve our processes.

► Video walkthrough · <https://www.loom.com/share/212758f3ec5a4d05afa1dce479439f47>

What a bundle is

A bundle is a virtual product that exists only inside Pentagon Connect — it never needs to exist in your warehouse management system, ERP, or any connector. Every product has an **Is Bundle** flag marking whether it's a bundle. A bundle product is made up of one or more **bundle components** underneath it: a bundle can have a single component at a higher quantity, or several different components each with their own quantity, with no limit on the combination. For example, a bundle could be set up as component 1 at quantity 2 plus component 2 at quantity 1 — meaning a buyer who purchases that bundle receives three individual items in total.

Since the bundle only exists in Pentagon Connect, it's the bundle itself that gets listed on the marketplace and that the buyer actually purchases — not the individual components directly.

Stock and pricing

Pentagon Connect automatically tracks whether there's enough stock across all of a bundle's components to fulfil it, and uses the component stock and pricing to calculate the bundle's availability and price. If any single component runs out of stock, the whole bundle is automatically set as out of stock.

Components are physical products that exist in your warehouse and can also be listed and sold individually on marketplaces in their own right. The bundle price is built up from the component prices, with two ways to adjust it:

- Apply a discount percentage to an individual component's price within the bundle (for example, reduce component 1's price by 10% while leaving component 2 at full price)
- Import a custom fixed price for the bundle as a whole, instead of relying on the calculated component total

How bundle orders work

Once a bundle sells — for example, on TikTok — the order shows both the bundle and its components, with an indicator on each product line showing whether it's the bundle or one of its components. Pentagon Connect automatically adds the relevant components onto the order underneath the bundle, based on how that bundle is configured.

When forwarding the order on to your own systems (warehouse, ERP, etc.), you have full flexibility over what gets exported:

- **Components only** — useful since the components are the products that physically exist in your warehouse, not the bundle itself
- **Both bundle and components**
- **Bundle only**

This gives full visibility into which product is the bundle, exactly what it's made up of, and how it should flow into your downstream systems. Pricing is kept consistent throughout: component prices roll up to form the bundle's price, and the bundle's line item price on the order matches the order total.

Inventory

Last updated 23 Sept 2026

Tags Product

Written documentation for this feature is coming soon.

Pricing

Last updated 23 Sept 2026

Owner Bogomil Pavlov

Tags Product

Written documentation for this feature is coming soon.

Imports

Last updated 22 Sept 2026

Owner Bogomil Pavlov

Tags Data Management

Import Data

If you want to create multiple products using a spreadsheet or need to automate your shipping updates, you can use our Import layouts and schedules. This section will cover all import types and configuration rules.

What you will learn

1. File requirements and how to create a file
2. What type of information can be imported
3. How to upload a file
4. How to map your information to the correct system field
5. How to set up automated imports

Create your file

Whether you are just getting started and need to upload product information for all of your items, have a new product range you would like sell on online marketplaces, or are expanding into new territory, creating products using a file will save you a lot of time compared to creating products one by one. You can integrate your product feed with few to no changes as long as it meets the requirements outlined in this section.

The system accepts files in the following *formats*:

- Delimited files, such as *.csv*, *.psv*, *.tsv*
- Spreadsheets in *.xlsx*

The file *encoding* should be set to *UTF-8* to avoid issues with *special characters*, which is a common problem when listing on international marketplaces.

Under** File Specifics,** we have listed the *unique identifiers* and *mandatory fields* for each import type. Usually, these are the product **SKU** or **order ID**. Headers are not mandatory, but will make it easier to map your data to system fields. Mapping also allows you to skip columns, so there is no

need to remove unused columns prior to uploading a file. Remember to clear any formulas from your file. That can be quickly done by selecting the range of cells you would like to import,* copying them, and *pasting them as values* in a new file.

Files should be under *100 MB* or the upload would fail.

There are no specific requirements, when it comes to how you would name your files, however we recommend including:

- the import type, as this is usually used as a filter, when setting up automatic imports
- an indication whether the file includes all of your records or only a fraction
- a time stamp, to stay on track of the last uploaded file and identify request status more easily

A sample file name, which follows these recommendations would be 'StockLevels_IncrementalUpdate_161120171105.csv'.

To recap the requirements:

- Files should be in one of the accepted formats
- The encoding should be set to UTF-8
- They must include a unique identifier and mandatory fields
- No formulas should be present
- The file size should be less than 100 MB

Import types

The first step when creating a Manual or Automatic import is to select one of the various import types, which are designed to access specific parts of the system, based on the data type. In this section you would find more information about the layouts you could use, the additional configurations and system fields you can access.

Item Import Layout Overview

The **Item Import** is used when you would like to create or update multiple products at once. You can upload information per one account at a time so multiple files would be required if you want to manage the content for more than one marketplace.

Under **Type Specifics**:

1. Select **Items Import** from the drop-down menu.
2. Select the respective **Account** where you want to list or update your products.

3. Select **Seller** profile from the drop-down if you have integrated suppliers.
4. Tick **Update only existing SKU's** field, if you do not want to create new products and only update already existing ones.
5. Tick ****Update only existing Product Accounts ****field, if you do not want to create new product accounts and only to update the existing ones

Field Specification

The following lists cover the system fields, which can be populated with data via an import. Please note each marketplace has their own requirements when it comes to mandatory information or format of the data. You can also create custom fields and import data in already existing ones.

Products

Field	Pentagon Field Name	Required Field	Description
SKU	SKU	Yes	Unique product identifier.
InventoryTitle	Inventory Title	No	Generic product title.
ConditionID	ConditionID	No	Item condition.
MainImage	Main Image	No	Main product image URL.
ListingImage	Listing Image	No	Not in use.
PictureURL	More Picture URLs	No	Additional product image URLs.
VariationGroup	Variation Group	No	Identifier that groups individual SKUs in a variation listing.
barcode	Barcode	No	Self-generated barcode.
UPC	UPC	No	Universal Product Code.
ISBN	ISBN	No	International Standard Book Number.
EAN	EAN	No	EAN barcode.
is_bundle	Is Bundle	No	Specifies whether the product is a bundle .
calculate_price	Calculate Price	No	Specify whether the bundle price should be taken from the individual components.
MPN	MPN	No	Manufacturer part number.

Product accounts

Field	Pentagon Field Name	Required Field	Description
AutoPay	Immediate Payment	No	States that immediate payment is required when the product is bought. Subject to marketplace functionality.
ConditionDescription	Condition Description	No	More detailed description of the product condition.
delete_me	Specific field for deleting items	No	Field used for deleting products/product accounts in bulk. "Delete specific items" functionality in System Tasks → More Actions tab uses this field.
Description	Description	No	Product description.
discount_price_info	Discount Price Info	No	Specify the price to be pushed as RRP, if the marketplace account supports strike through pricing.
DispatchTimeMax	Dispatch Time Max	No	Dispatch time on product account level. Overrides the default value set in the Account settings. Set to -1 if the value in Account settings is used.
duty	Duty	No	Product duty in local currency. Reserved for future use.
end_item	End Item	No	If ticked, the system will attempt to end an item.
ending_reason	End Reason	No	Field to specify the reason for ending an item.
home_VAT	Home Country VAT Rating	No	Reserved for future use.
item_closed	Closed	No	Specifies whether a product is discarded. If checked the system would not attempt to list the product.
ItemSpecifics	Item Specifics	No	Contains product specifications such as "Material", "Style", "Patern" ect. Map this filed with all columns in your file, which contain item specifics. *
list_logic	List logic	No	Not in use.
ListingDuration	Listing Duration	No	Duration the product will be live on the marketplace before de-listing.
ListingType	Listing Type	No	Type of the listing on the marketplace (auction, fixed price item).

location	Location	No	Virtual warehouse where the product is stored within the system.
original_price	Original Price	No	The original, non-converted price of a product
payment1	Payment Method 1	No	Payment method used to collect the payment when a product is ordered on the marketplace.
payment2	Payment Method 2	No	Second payment method used to collect payments (optional).
price_incl_vat	Prices Includes VAT	No	Reserved for future use.
PrimaryCategoryID	Primary Category ID	No	Primary marketplace product category.
protect_price	Protect Price	No	If checked the system would not import new price for the product selected.
protect_whole_item	Protect Whole Item	No	Protects the products from any changes being made to it.
return_policy1	Return Policy	No	Return policy on product account level. Overrides the default return policy set in the Account settings.
revise_item	List / Update the Whole Item	No	Field used to list/create a product on the marketplace.
RRP	RRP	No	Recommended Retail Price
SecondaryCategoryID	Secondary Category ID	No	Secondary marketplace product category.
seller_id	Seller	No	Product's seller name within the system.
shipping_amount	Shipping Amount	No	Reserved for future use.
shipping_template_id	Shipping Template	No	Shipping template on product account level. Overrides the default shipping template set in the Account settings.
StartPrice	Price	No	Sale price of the listing in the appropriate currency according to the marketplace the product is being listed on.
StoreCategoryID	Store Category2 ID	No	eBay store design category 2.

StoreCategory2ID	Store Category ID	No	eBay store design category 1.
SubTitle	Sub Title	No	Sub title of the listing on the channel.
tags	Tags	No	Internal to the system field with the only use to store common information for different products.
target_VAT	Target Country VAT Rating	No	Reserved for future use.
TemplateID	Design Template	No	Design template on product account level. Overrides the default value set in the Account settings.
Title	Title	No	Title of the listing that will be shown on the channel.
update_price	Update Price	No	Field used to update the price of a product on the channel.
update_quantity	Update Quantity	No	Field used to update the quantity of a product on the channel.
VariationGroup	Variation Group	No	The variation group that states which products with the same details (title, item specifics) but different variation specifics will be listed as one variation listing.
VariationSpecifics	Variation Specifics	No	Contains the variation specifications of the product such as 'Size' and 'Colour'. Map this field with all columns in your file, which contain variation specifics.*
VATPercent	VAT	No	VAT set on product account level. -1 means no VAT is used or calculated in any way.

* It is important to make sure the column headers are exactly the same each time when you update already existing Item or Variation specifics. The fields are case sensitive and if they do not match with the field names in the system, instead of updating the already created records, you will create new Item or Variation specific fields.

Sample Templates

Stock Import Layout Overview

The Stock Import accommodates regular stock level updates to ensure only available products are listed for sale. The system allows you to create different locations, which gives you greater control and flexibility when your stock is stored in multiple fulfillment centers.

When creating a new Stock Import, under **Type Specifics**:

1. Always specify the **Location**, which would hold the stock, even if you have only one fulfillment center.
2. If you are setting up Automatic import, and the feed would always include all of your products that are in stock you can use the **Zero Stock** script, which would set the quantity to 0 in the chosen location, for all products that are not present in the file compared to the previous one. This is only recommended if you do not provide quantity of 0 prior to removing a SKU from the feed. To set this up:
 1. Tick **Use Zero Stock**
 2. Enter ****Percent for zero stock ****to define the allowed percentage of changes in the number of SKUs, for example if it set to 20%, your first feed contained 100 products and the file, you attempt to upload, contains 79, the system would block the file.
 3. **Mails for file zero stock notification** will send an email to a list of addresses, if there is a blocked file. Use comma "," to add more than one recipient.

Field Specification

Field	Pentagon Field Name	Required Field	Description
Stock Number	SKU	Yes	Must match a SKU in the Pentagon system
Stock Level	Quantity	Yes	The quantity of a particular product that is available for sale

In case you are not using the Zero Stock script, you must provide an update of "0" (zero) for out of stock items otherwise items will stay as available for sale on marketplaces.

Sample Templates

[Sample_Stock_Update_With_Data.csv](#)

Price Import Layout Overview

The **Price Import** is used when you would like to update your sale and RRP* prices on a particular marketplace account. The prices in the file should be in the local currency of the marketplace where you sell. When you want to update more than one marketplace, you have to import one file per account.

Under **Type Specifics**:

1. Select **Price Import** from the drop-down menu.

2. Select the **Account** where you would like to update your prices.
3. Tick **Use File Price Difference** field if you would like the system to check whether the number of price changes is above a certain threshold. For example, if you have 100 products in your file and 30 of them have new prices, compared to the prices in the system, you can set the import to either block the file upload or send you an alert, if the threshold is set to 30%.
4. Tick **Use Product Price Difference** field if you would like the system to check for each product whether its price in the file, varies from the product price set in the tool. If there is a difference higher than the set threshold, the system can block the item from being updated or send you an alert. For example, if an item is selling for £100, the price in the file is £20 and the threshold is set to 80%, the selected action will be triggered.
5. To set-up **File or Product Price Difference**:
 - **Tick** the respective checkbox.
 - **Specify** the threshold in **Percent for file price difference**.
 - Select an action to be performed by the system.
 - **Notification** will send an email to a list of addresses set in **Mails for file price difference**. Use comma "," to add more than one recipient.
 - **BlockFile / Price Update** would not process the update.
 - ****Both Operations ****should be selected if you wish to receive a notification and block the updates.

Field Specification

Field	Pentagon Field Name	Required Field	Description
Stock Number	SKU	Yes	Must match a SKU in the Pentagon system
Price	StartPrice	Yes	The price of a particular product that is available for sale
RRP	RRP	No	The recommended retail price. You should provide RRP only if it is higher than the sale price

- Subject to marketplace functionality and local regulations.

Sample Templates

[Sample_Price_Update_With_Data.csv](#)

Bundle Import Layout Overview

The **Bundle Import** is used when you offer several products for sale as one combined product, such as multi-packs or kits. A bundle is a collection of multiple SKUs, therefore they are not physical items and the stock is defined by the individual components. In order to create bundles with this import, both the parent and bundle SKUs should be already created.

Field Specification

Field	Pentagon Field Name	Required Field	Description
Parent Bundle SKU	Product Details - SKU	Yes	The product, which would be listed on the marketplace as a collection of SKUs. Must match a SKU in the Pentagon system.
Child Bundle SKU	Bundles - SKU	Yes	The stock number of a product, which is part of the bundle. Must match a SKU in the Pentagon system.
Child Bundle Quantity	Bundles - Quantity	No	Defines how many items of the Bundle - SKU are required to form the bundle product.

Sample Templates

[Sample_Bundle_Import.csv](#)

Kcodes Import Layout Overview

The **Kcodes Import** is specifically built to support the eBay Fitment functionality which allows VPA sellers to specify the compatibility of an accessory or a spare part with a set of vehicles. This import allows you to set a Ktype value from the Master Vehicle List, exclude specific years or add notes related to the fitment. To add multiple Ktypes to the same SKU, simply add more rows in the file.

Under **Type Specifics**:

- Select **Kcodes Import** from the type drop-down menu.
- Select the **Account** where you would like to list products using the eBay Fitment*.
- Please note that not all eBay sites support the Fitment functionality. You can still upload Kcodes to Accounts, which do not support eBay Fitment, however the information would not be displayed on the respective marketplace.

Field Specification

Field	Pentagon Field Name	Required Field	Description
Stock Number	Product Details - SKU	Yes	Must match a SKU in the Pentagon system
Ktype	EBay Kcodes - Ktype	Yes	The eBay MVL Ktype value to be added to the Product Account
Notes	EBay Kcodes - Notes	No	Additional fitment information, which would be displayed to the buyer
Deletion	EBay Kcodes - Deletion	No	List of year(s) an automotive part does not fit. Use pipe " , " to list all deletions.

If you would like to delete any Kcodes this is possible as well with file import you have to follow the same structure but in EBay Kcodes - Notes to specify [DELETE]

Sample Templates

[Sample_Ktype_Import_With_Data.csv](#)

Orders Import Layout Overview

The Orders Import is built for specific integration solutions. If you need to create a replacement order, we recommend doing this manually. Do not hesitate to contact our Integration & Support team, if you would like to regularly integrate multiple orders.

Shipping Import Layout Overview

The Shipping Import allows you to mark as shipped multiple orders and triggers an update to the marketplace channel where the sale took place. It can be used in order to process automatically data from your warehouse management system or to upload manually a file on an ad hoc bases.

Under **Type Specifics**:

- Select **Shipping Import** from the drop-down menu.
- Untick the **Raise flag Shipping Update** box to prevent shipping update to be sent to the channel.
- If the Order ID in your file contains a prefix, you could specify it in the **Remove OrderID Prefix** field

Field Specification

Field	Pentagon Field Name	Required Field	Description
Order ID	ID	Yes	Must match the Pentagon Order ID
Carrier	Shipping Carries	Yes	Carrier used to deliver the order
Tracking Number	Shipping Track Number	No	The number assigned by the carrier to track the shipment.

Sample Templates

Uploading a file

After you have started creating either a **Manual** or **Automatic Import** and you have selected the import type and configured it's **Type Specifics**, you should proceed with uploading the file. To do so go to ****File Specifics**** and:

1. Click on **Choose file** to **** Locate**** the file you have already prepared.
2. Click on the **Upload** button.
3. If there is an upload error, you should review the file and layout requirements outlined above.

If you are setting up an Automatic Import and you would like to use one of the already existing layouts, you can skip the file upload. This is only recommended when you are confident that your file matches the selected data mapping.

Please note the maximum allowed file size is **100 MB**. Files larger than that would not be imported.

Map your data

Once you load the file you would like to import, you should proceed with mapping your data with the relevant system fields. In this section, we would review how this is done when importing data for the first time and what you can do in order to speed the process going forward.

Under **Layout Specifics** you would find two fields:

- **Layout** allows you to map your file columns with the tool's system fields. When importing data, you can create a new layout or choose from already existing ones.

- **Has Header Row** identifies whether the file contains a header row. When ticked, the system would start the import from the second row.

While uploading the file, the system will read its headers and try to find a similar import layout. When doing this for the first time, it is most likely to find out no such layout is available. You would be prompted to create a new one. To do so:

1. Click the **Create** icon . A new screen would pop-up.
2. **Enter a name** for your **Import Layout**.
3. The data from the header row in your file would be displayed in the first column. To select a corresponding system field you can either:
 1. Select a field from the drop-down list or
 2. Click on the **Search** icon under **Select Field From View** to browse through the tool interface in order to locate and select the field you want to update.
4. **Save** the new layout.
5. Go back to Layout Specifics
 1. If you are creating a **Manual Import**, click **Save** in order to import the file.
 2. If you are creating an **Automatic Import**, proceed to **Setting-up Automatic Imports**.

If there is not a matching field for your data, you can create a new custom field to store the information. Simply select "**New Custom Field**" from the *Select Field From DropDown* or "**Import as New Custom Fields**" from the *Select Field From View* tool. The column header will be used for a name of the new field.

In case there is a match between your file headers and any previously created import layout, you would be able to select an option from the Layout drop-down menu. Therefore it is important to use keywords or specify the system fields when defining the Import Layout Name. This will save you time the next time when you want to upload a similar file. When you select an option from the drop-down list, the mapping will be displayed on the screen. If you want to change the mapping, simply create a new layout or edit the selected one from the **Imported Layouts** menu, where you can access all previously created layouts.

Automate the import

In case you need to update regularly specific fields, you can set up automatic feeds. You can create schedules (cron job) to set the system to search for files on sFTP accounts, the tool's local server or URL links.

To specify the file location, type and actions after it has been processed, go to **Automatic Specifics**.

1. **Enter a name** for your Automatic Import Feed.

2. Select where your file is located by choosing one of the available **Storage Type** options.

Uploading file from (s)FTP

The File Transfer Protocol (FTP) is used for the transfer of files between a client and a server on a computer network, such as the Internet. SFTP is a separate protocol that works in a similar way over a secure connection. The import can be set to upload files from an (s)FTP server and rename and move them to another folder after they have been processed.

To set up a file import from an (s)FTP server: 1. Select **(s)FTP** from the **Storage Type** options. 1. For an **sFTP** account, tick the **Is SFTP** checkbox. 1. Enter the **FTP Host address, e.g. 'test.myhost.com'**. 1. Enter the **Username for the (s)FTP account**. 1. Enter the **Password for the respective Username**. 1. Specify the **Port**, where 21 is the default value for an FTP server and 22 for an sFTP connection. 1. Enter the **relative file path** under **File Name**. You can use a wild card ' ' to import files with different names that are in the same folder. This is often required if the filename contains a time-stamp. Valid File Name is in the following format: /Sub-folder/sample_update_*.csv. 1. Select an **Operation After the CronJob End**.

1. ****Rename / Move**** will change the file name and location once the file gets processed.

1. Under ****New Path / Name**** enter the new relative file path followed by FILENAME.proc
1. Select ****Delete****, if you would not like to keep a copy of the processed files on the (s

Uploading file from the local server

The software can also import files which are stored on your WAP system server. This functionality is used for some custom integrations. As it requires an absolute path to the file on the server, this is usually set by our Integration & Support Team.

To set up a Local File import: 1. Select **Local File** from the **Storage Type** options. 1. Enter the **relative file path** under **Local Path**. 1. Select an **Operation After the CronJob End**.

1. ****Rename / Move**** will change the file name and location once the file gets processed.

1. Under ****New Path / Name**** enter the new relative file path followed by FILENAME.proc
1. Select ****Delete****, if you would not like to keep a copy of the processed files on the (s

Uploading file from a URL

The WAP Technology System can import files hosted on a URL. Such files are often used by some fulfillment companies, who provide daily shipping updates or supplier sharing stock availability and product data.

To set up a URL import: 1. Select **URL (internet link)** from the **Storage Type** options. 1. Enter your **absolute file URL** including the protocol. Examples include:

1. `http://Host/Path/FileName`
1. `https://User:Password@Host/Path/FileName`

1. Specify the type of your file from **Import Format**:

1. **Excel Workbook** is used when uploading spreadsheets in .xlsx format.
2. **CSV** is used for all plain text formats, regardless the delimiter. Once selected, you would be able to specify:
 - Fields Delimiter - by default it is set to comma (,)
 - Fields Enclosing Character
 - Fields Escaping Character
 - Character used for Line End

2. Click **Save** to create a new **Automatic Import**

Once you have created an **Automatic Import** you should set up a **cron job** to schedule a regular import of your files. Cron jobs can be set up only by users with administrator access. You can request a cron job to be created for you by submitting an [integration request](#) for a new import in our support system. You should specify:

1. When the import should be activated.
2. The name of the Automatic Import.
3. How often you would like the Cron Job to search for files. You can choose anything between 5 minutes and 12 hours.

Exports

Last updated 22 Sept 2026

Owner Bogomil Pavlov

Export Data

You can automate your order management, run custom reports or make a backup your product info by using the Export Data functionality to extract different types of information stored in the database.

What you would learn

1. What type of information can be exported.
2. How to build a custom export layout.
3. How to filter the data.
4. How to sort the data.
5. How to automate an export.

Export types

There are various export types, which are designed to access specific parts of the system, based on the data type. In this section you would find more information about the layout types you could use, how to access them and what are the system fields you can export.

The three main export types can be selected when creating a new **Export Layout**:

You can extract information stored in Product Details, Accounts and related Custom Fields. Here is a full list of fields for each system section.

Product Fields

Export Layout Field	System Field Name	Description
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item.Application Data	Application Data	Not in use.
item.Barcode	Barcode	Self-generated barcode.
item.Bundle Error	Bundle Error	Indicates a system error with the bundle.
item.Calculate Price	Calculate Price	Specify whether the bundle price should be taken from the individual components.
item.ConditionID	ConditionID	Item condition.
item.Date Created	Date Created	Date when the product was last modified.
item.EAN	EAN	EAN barcode.
item.Error Text	Error Text	Specifies the exact bundle error.
item.ID	ID	Unique item ID in the tool's database.
item.Inventory Title	Inventory Title	Generic product title.
item.Is Bundle	Is Bundle	Specifies whether the product is a bundle .
item.ISBN	ISBN	International Standard Book Number.
item.Listing Image	Listing Image	Not in use.
item.Main Image	Main Image	Main product image URL.
item.More Picture URLs	More Picture URLs	Additional product image URLs.
item.MPN	MPN	Manufacturer part number.
item.SKU	SKU	Unique product identifier.
item.UPC	UPC	Universal Product Code.
item.Variation Group	Variation Group	Identifier that groups individual SKUs in a variation listing.

Product Account Fields

Export Layout Field	System Field Name	Description
item_account.Account	Account	The channel where the product should be listed.
item_account.Account Profile	Account Profile	Account Profile assigned to the product.

item_account.Channel Item ID	Channel Item ID	Marketplace listing identifier.
item_account.Channel Status	Channel Status	Listing status received from the marketplace. Please note the field is Not in use. for all integrated marketplaces.
item_account.Closed	Closed	Specifies whether a product is discarded. If checked the system would not attempt to list the product.
item_account.Condition Description	Condition Description	More detailed description of the product condition.
item_account.Country	Country	Country of origin.
item_account.Currency	Currency	Price currency on product account level. Overrides the default value set in the Account settings.
item_account.Date Created	Date Created	Date the product account was last modified.
item_account.Description	Description	Product description.
item_account.Design Template	Design Template	Design template on product account level. Overrides the default value set in the Account settings.
item_account.Discount Price Info	Discount Price Info	Specify the price to be pushed as RRP, if the marketplace account supports strike through pricing.
item_account.Dispatch Time Max	Dispatch Time Max	Dispatch time on product account level. Overrides the default value set in the Account settings. Set to -1 if the value in Account settings is used.
item_account.Duty	Duty	Product duty in local currency. Reserved for future use.
item_account.End Error	End Error	Error message if the system failed to end an item.
item_account.End Item	End Item	If ticked, the system will attempt to end an item.
item_account.End Reason	End Reason	Field to specify the reason for ending an item.
item_account.Error Code	Error Code	The numerical code of the error message.
item_account.Error Updating Quantity	Error Updating Quantity	Error message if the system fails to update the quantity of an item.
item_account.Has gallery	Has gallery	Used for eBay. States if the product's images should be made into a gallery in eBay.
item_account.Home Country VAT Rating	Home Country VAT Rating	Reserved for future use.
item_account.ID	ID	Unique listing ID in the tool's database.

item_account.Immediate Payment	Immediate Payment	States that immediate payment is required when the product is bought.
item_account.Is Clearanse	Is Clearanse	Not in use.
item_account.Is Flat Shipping Charge	Is Flat Shipping Charge	Activates "Flat Shipping Charge". Used only for TradeMe marketplace.
item_account.Item Specifics	Item Specifics	Contains product specifications such as "Material", "Style", "Patern" ect.
item_account.K Codes	K Codes	eBay specific field. Used to define fitment for vehicle parts and accessories.
item_account.List / Update the Whole Item	List / Update the Whole Item	Field used to list/create a product on the marketplace.
item_account.List logic	List logic	Not in use.
item_account.Listing Duration	Listing Duration	Duration the product will be live on the marketplace before de-listing.
item_account.Listing Status	Listing Status	Not in use.
item_account.Listing Type	Listing Type	Type of the listing on the marketplace (auction, fixed price item).
item_account.Location	Location	Virtual warehouse where the product is stored within the system.
item_account.Long Error Message	Long Error Message	The long error message if the system fails to list a product on the marketplace.
item_account.Original Price	Original Price	The original, non-converted price of a product
item_account.Payment Method 1	Payment Method 1	Payment method used to collect the payment when a product is ordered on the marketplace.
item_account.Payment Method 2	Payment Method 2	Second payment method used to collect payments (optional).
item_account.Price	Price	Sale price of the listing in the appropriate currency according to the marketplace the product is being listed on.
item_account.Prices Includes VAT	Prices Includes VAT	Reserved for future use.
item_account.Primary Category ID	Primary Category ID	Primary marketplace product category.

item_account.Product status	Product status	Not in use.
item_account.Protect Price	Protect Price	If checked the system would not import new price for the product selected.
item_account.Protect Whole Item	Protect Whole Item	Protects the products from any changes being made to it.
item_account.Quantity	Quantity	Quantity to be listed on the marketplace account based on stock allocation rules.
item_account.Quantity Available	Quantity Available	Total quantity held in Location Quantities.
item_account.Quantity Last Updated at	Quantity Last Updated at	The date quantity of the product was last updated on the marketplace.
item_account.Random	Random	Not in use.
item_account.Result	Result	Not in use.
item_account.Return Policy	Return Policy	Return policy on product account level. Overrides the default return policy set in the Account settings.
item_account.Revise Description	Revise Description	If checked, the system would attempt to revise the description of the listing.
item_account.Revise Description Error	Revise Description Error	Error message if the system fails to revise the description of a listing.
item_account.RRP	RRP	Recommended Retail Price
item_account.Secondary Category ID	Secondary Category ID	Secondary marketplace product category.
item_account.Seller	Seller	Product's seller name within the system.
item_account.Shipping Amount	Shipping Amount	Reserved for future use.
item_account.Shipping Template	Shipping Template	Shipping template on product account level. Overrides the default shipping template set in the Account settings.
item_account.Short Error Message	Short Error Message	The short error message if the system fails to list a product on the marketplace.
item_account.Skip Low Price Protection	Skip Low Price Protection	Allows the system to change the price of a product

item_account.Specific field for deleting items	Specific field for deleting items	Field used for deleting products/product accounts in bulk. "Delete specific items" functionality in System Tasks → More Actions tab uses this field.
item_account.Store Category ID	Store Category ID	eBay store design category 1.
item_account.Store Category2 ID	Store Category2 ID	eBay store design category 2.
item_account.Sub Title	Sub Title	Sub title of the listing on the channel.
item_account.Tags	Tags	Internal to the system field with the only use to store common information for different products.
item_account.Target Country VAT Rating	Target Country VAT Rating	Reserved for future use.
item_account.Title	Title	Title of the listing that will be shown on the channel.
item_account.Update Item Error	Update Item Error	Error message if the system fails to list/update the product on the channel.
item_account.Update Price	Update Price	Field used to update the price of a product on the channel.
item_account.Update Price Error	Update Price Error	Error message if the system fails to update the price of the product.
item_account.Update Quantity	Update Quantity	Field used to update the quantity of a product on the channel.
item_account.Variation Group	Variation Group	The variation group that states which products with the same details (title, item specifics) but different variation specifics will be listed as one variation listing.
item_account.Variation Specifics	Variation Specifics	Contains the variation specifications of the product such as 'Size' and 'Colour'.
item_account.VAT	VAT	VAT set on product account level. -1 means no VAT is used or calculated in any way.
item_account.View Count	View Count	The number of times the listing has been viewed on eBay.

Product Custom Fields

You can pull in the export all of the custom fields assigned to products.

You can extract information stored in **Location Quantities**. Here is a full list of fields for this system section.

Product Location Quantities Fields

Export Layout Field	System Field Name	Description
item_location_quantity.Import ID	Import ID	The ID of the last stock update of a SKU received via Automatic Stock Import. Reserved for internal use.
item_location_quantity.Is Updated	Is Updated	Reserved for internal use.
item_location_quantity.Location	Location	Warehouses in the system against which stock can be stored for every SKU.
item_location_quantity.Magento Date	Magento Date	The last stock update of a SKU received via Magento Connector.
item_location_quantity.New Quantity	New Quantity	Reserved for internal use.
item_location_quantity.New Updated	New Updated	Reserved for internal use.
item_location_quantity.Quantity	Quantity	Quantity that is stored in the location.
item_location_quantity.SKU	SKU	Unique product identifier.

You can extract information stored in **Orders**, **Order Items** and **Order Item Lines**. Here is a full list of fields for this system section.

Orders Fields

Export Layout Field	System Field Name	Description
orders.ID	ID	Unique order ID in the database.
orders.Date Created	Date Created	The date, the order is created/downloaded in the system.
orders.Account	Account	The channel where the sale took place.
orders.Arcade Order Shipping ID	Arcade Order Shipping ID	Reserved for internal use.
orders.Billing City Name	Billing City Name	Buyer's billing city name.

orders.Billing Country Code	Billing Country Code	The two letter code of buyer's billing country.
orders.Billing Country Name	Billing Country Name	Buyer's billing country name.
orders.Billing Info Received	Billing Info Received	States if there is a billing information received.
orders.Billing Name	Billing Name	Buyer's name.
orders.Billing Phone	Billing Phone	Buyer's phone for contact.
orders.Billing Postal Code	Billing Postal Code	The postal code of buyer's city/region.
orders.Billing State Province	Billing State Province	The state or province of buyer's address.
orders.Billing Street 1	Billing Street 1	The main billing address of the buyer.
orders.Billing Street 2	Billing Street 2	Secondary billing address of the buyer.
orders.Buyer mail	Buyer mail	Buyer's marketplace e-mail.
orders.Buyer User ID	Buyer User ID	Marketplace user ID of the buyer.
orders.CS Notes	CS Notes	Internal system field, used for notes.
orders.Error Export	Error Export	Not in use.
orders.External Trans Fee Currency	External Trans Fee Currency	Shows the currency of the transaction fee. Please note the field is not used for all integrated marketplaces.
orders.External Trans Fee Or Credit	External Trans Fee Or Credit	Shows the payment external transaction fee amount. Please note the field is not used for all integrated marketplaces.
orders.External Trans ID	External Trans ID	The payment external transaction ID for the given order. Please note the field is not used for all integrated marketplaces.
orders.External Trans Payment Or Refund Currency	External Trans Payment Or Refund Currency	Shows the currency of the payment/refund. Please note the field is not used for all integrated marketplaces.
orders.External Trans Payment Or Refund	External Trans Payment Or Refund	Shows the external transaction payment/refund amount. Please note the field is not used for all integrated marketplaces.

orders.External Trans Status	External Trans Status	Shows if the transaction is processed successfully.
orders.External Trans Time	External Trans Time	Shows the time the transaction was processed.
orders.Magento Error	Magento Error	Magento Connector Field. Error message if the order could not be received properly by Magento.
orders.Magento Order Id	Magento Order Id	Magento Connector Field. Populated when the order is successfully received by Magento.
orders.Marketplace Fulfillment Channel	Marketplace Fulfillment Channel	Amazon specific fields. Specifies the fulfillment type.
orders.Marketplace Order ID	Marketplace Order ID	Channel order ID.
orders.Marketplace status	Marketplace status	The channel status of the order.
orders.Note	Note	Internal system field. Contains additional information and/or notes.
orders.Order Created Time	Order Created Time	The time the order was created on the channel.
orders.Order Currency	Order Currency	The currency of the given order.
orders.Order Error	Order Error	Not in use.
orders.Order Paid Time	Order Paid Time	The time order payment was downloaded into the system.
orders.Order Payment Hold Status	Order Payment Hold Status	Specifies if a PayPal transaction is on hold.
orders.Order Payment ID	Order Payment ID	The payment transaction ID for the given order. Usually filled in if External Transaction ID is empty. Please note the field is not used for all integrated marketplaces.
orders.Order Payment Method	Order Payment Method	The payment method used by the channel.
orders.Order Status	Order Status	Internal system field. Shows the status of the order ('Cancelled', 'Shipped' ect.)
orders.Refunded So Far Sum	Refunded So Far Sum	The already refunded amount out of the total order amount.
orders.Refunded	Refunded	If ticked, shows that the order is being refunded.

orders.Selling Manager SalesRecordNumber	Selling Manager SalesRecordNumber	eBay Sales record number of the order. Please note the field is Not in use. for all integrated marketplaces.
orders.Shipping Address ID	Shipping Address ID	Order buyer's shipping address ID. Please note the field is not used for all integrated marketplaces.
orders.Shipping Buyer Name Transliterate	Shipping Buyer Name Transliterate	Transliterated buyer name.
orders.Shipping Buyer Name	Shipping Buyer Name	Buyer's name.
orders.Shipping Carrier	Shipping Carrier	The name of the carrier used for shipping the order.
orders.Shipping City Transliterate	Shipping City Transliterate	Transliterated buyer's shipping city name.
orders.Shipping City	Shipping City	Buyer's shipping city name.
orders.Shipping Country Code	Shipping Country Code	Two letter code of buyer's shipping country.
orders.Shipping Country Name Transliterate	Shipping Country Name Transliterate	Buyer's transliterated shipping country name.
orders.Shipping Country Name	Shipping Country Name	Buyer's shipping country name.
orders.Shipping Ext Address ID	Shipping Ext Address ID	Not in use.
orders.Shipping Get It Fast	Shipping Get It Fast	Not in use.
orders.Shipping ID	Shipping ID	Marketplace ID of the shipping address.
orders.Shipping Phone	Shipping Phone	Buyer's shipping telephone number.
orders.Shipping Postal Code	Shipping Postal Code	The postal code of buyer's shipping city/region.
orders.Shipping Sales Tax	Shipping Sales Tax	Reserved for future use. Tax for the shipping cost.
orders.Shipping Service Cost	Shipping Service Cost	Service cost of the shipping service provider.
orders.Shipping Service	Shipping Service	Name of the shipping service provider.
orders.Shipping Shipped Date	Shipping Shipped Date	The date the order is dispatched.

orders.Shipping Shipped Time	Shipping Shipped Time	Not in use.
orders.Shipping State Province Transliterate	Shipping State Province Transliterate	Transliterated shipping state province of the buyer.
orders.Shipping State Province	Shipping State Province	Buyer's shipping state province name.
orders.Shipping Street 1 Transliterate	Shipping Street 1 Transliterate	Transliterated main shipping address of the buyer.
orders.Shipping Street 1	Shipping Street 1	The main shipping address of the buyer.
orders.Shipping Street 2 Transliterate	Shipping Street 2 Transliterate	Transliterated secondary shipping address of the buyer.
orders.Shipping Street 2	Shipping Street 2	Secondary shipping address of the buyer.
orders.Shipping Track Number	Shipping Track Number	Courier's tracking number of the given order.
orders.Shipping Tracking URL	Shipping Tracking URL	The URL link used to reach courier's tracking orders page for the given order.
orders.Take action	Take action	States that the given order is being actioned (will be cancelled/refunded ect). Please note the field is Not in use. for all integrated marketplaces.
orders.Total Tax Ammount	Total Tax Ammount	Reserved for future use. The tax amount of the order.
orders.Total tax percent	Total tax percent	Reserved for future use. The tax percentage of the order.
orders.Update shipping error	Update shipping error	Error message if the system fails to send shipping update to the channel.
orders.Update Shipping Pending	Update Shipping Pending	If ticked, the system will attempt to send a shipping update to the channel for the given order.
orders.Order Subtotal Amount	Order Subtotal Amount	The amount of the ordered excluding the shipping.
orders.Order Total Amount	Order Total Amount	The total amount of the order.

Order Item Fields

Export Layout Field	System Field Name	Description
order_item.Accept Order Item	Accept Order Item	System field used to accept orders based on stock levels. If ticked, the ordered should be shipped. Used for marketplaces which require order acceptance.
order_item.Account	Account	The channel where the sale took place.
order_item.Amount for Refund	Amount for Refund	The amount that is about to be refunded.
order_item.Channel Item ID	Channel Item ID	Ordered product's marketplace listing identifier. Please note the field is Not in use. for all integrated marketplaces.
order_item.Check For Bundle	Check For Bundle	Not in use.
order_item.Exported	Exported	Shows if the ordered product is exported (sent) to the client.
order_item.Is Bundle Component	Is Bundle Component	If ticked, means the product is a part of a bundle.
order_item.Is Bundle	Is Bundle	If ticked, means the ordered product is a bundle.
order_item.Item Order Line ID	Item Order Line ID	Unique order item line ID in tool's database.
order_item.Item Price	Item Price	Sale price of the ordered product.
order_item.Item Shipping Cost	Item Shipping Cost	Shipping cost of the ordered product.
order_item.Item Title	Item Title	Listing title of the ordered product.
order_item.Item Transaction ID	Item Transaction ID	The transaction ID for the given product.
order_item.Item Variations	Item Variations	Variation specifics of the ordered product.
order_item.Magento Exported	Magento Exported	Magento Connector Field. Shows if the product is sent to the Magento system.
order_item.Note	Note	Used to store internal notes.
order_item.Out of Stock	Out of Stock	Shows if the ordered product doesn't have available quantity in tool's locations.

Export Layout Field	System Field Name	Description
order_item.Quantity	Quantity	Ordered quantity of the given product.
order_item.Refund Note	Refund Note	Used to store notes regarding the refund of the given product.
order_item.Refunded Amount	Refunded Amount	The amount refunded for the given product.
order_item.Rejected order item	Rejected order item	If ticked, the product would be rejected on the marketplace. Used for marketplaces which require order acceptance.
order_item.Sales tax amount	Sales tax amount	Reserved for future use. Product's sale tax amount.
order_item.SKU	SKU	The unique product identifier of the ordered product.
order_item.Status	Status	Marketplace status of the ordered product.

Order Item Lines Fields

Export Layout Field	System Field Name	Description
order_item_line.ID	ID	Unique order item line ID in tool's database.
order_item_line.Date Created	Date Created	The date the order item line is created in the system.
order_item_line.document_url	document_url	Not in use.
order_item_line.Line ID	Line ID	The ID of the order item line row created.
order_item_line.mp_order_item_id	mp_order_item_id	Not in use.
order_item_line.shipping_tracking_number	shipping_tracking_number	The tracking number for the given ordered product.
order_item_line.Status	Status	Not in use.

There is one pre-defined export layout, which allows you to extract product item and variation specifics. The **Exported IS and VS** layout is located under the **Import / Export** navigation menu.

You can extract information stored in the **Item and Variation Specifics**. Here is a full list of fields for this system section. The fields are preselected. and cannot be amended. Each item or variation

specific group would be exported as a separate column.

Expored IS and VS Fields

Export Layout Field	System Field Name	Description
item.SKU	SKU	Unique product identifier.
item_account.ItemSpecifics	ItemSpecifics	All item specifics assigned to a product account.
item_account.VariationSpecifics	VariationSpecifics	All variation specifics assigned to a product account.

You can also request **custom exports** to combine data from multiple system sections by submitting an [integration request](#) for a new export in our support system.

Build a custom export layout

After you select the type of data you would like to export, you should specify which fields you require to be exported. The **Export Layouts** functionality is enhanced by the ability to filter, sort and save searches for later use. To build a new export layout:

1. Go to **Import / Export → Export Layouts** and click the Create icon .
2. **Select** the export type form the available options.
 - Product
 - Product Location Stock Update
 - Order
3. **Choose** form the available **fields** displayed on the left-hand side by dragging to the right the ones you would like to export.
 - You can **reorder** the fields using the drag and drop functionality.
 - To **remove** a selected field, double-click on it.
4. Set required **filters**, if any.
5. **Sort** the export, if required.
6. To export the data:
 - Click **Manual**, if you need an ad hoc export and you would not like to keep a copy of the layout.
 - Select **Automatic** and enter a name of the Export Layout to keep it for later use or configure an Automatic Export Feed.

Filter the export data

To limit the data in the export, you can utilise the powerful filtering options. In this step, we will explain how to use different search techniques to help you build structured queries containing the data you need.

Constructing filter expressions

A simple filter consists of a *field*, followed by an *operator*, followed by one or more *values*. For example:

```
item_account.Quantity > '2'
```

This query will include only records which have quantity higher than "2". It uses the "item_account.Quantity" *field*, the "greater than" *operator*, and the *value* "2" .

Here is an explanation of each filter element.

Filter element	Description
field	Represents a system field or an already existing custom field. The fields, which can be filtered are defined by the export type.
Operator	One or more symbols or words that compare the value of a field on its left with a value on its right. Only true results are retrieved by the clause.
Value	A search term, that could be an exact phrase, number, date. Also specified as reference value.

To construct a filter expression:

1. **Select** a *field* from the "Comparison (and Sort)" section.
2. **Enter** a *value. *Depending on the field type, you would be prompted to:
 - Type down a text.
 - Select a date.
 - Choose an option from a drop-down list.
3. **Select** an *operator* .

Type of operators

There are 4 types of operators, which accommodate complex search criteria.

Category	Operator	Description	Example
Comparison	=	Equal to.	item_account.Quantity = '10'
	<	Less than.	item_account.Quantity < '10'
	>	Greater than.	item_account.Quantity > '10'
	<=	Less than or equal to.	item_account.Quantity <= '10'
	>=	Greater than or equal to.	item_account.Quantity >= '10'
	NOT Equal To	Not equal to.	item_account.Quantity <> '10'
Partial Comparison	Contains	Returns the records which contain the reference value in the specified field.	item_account.Title LIKE '%shirt%'
	Starts With	Returns the records where the values in the specified field start with the reference value.	item_account.Title LIKE 'shirt%'
	Ends With	Returns the records where the values in the specified fields end with the reference value.	item_account.Title LIKE '%shirt'
	Does NOT Contain	Returns the records which do not contain the reference value in the specified field.	item_account.Title NOT LIKE '%shirt%'
	Does NOT Start With	Returns the records where the values in the specified field do not start with the reference value.	item_account.Title NOT LIKE 'shirt%'
	Does NOT End With	Returns the records where the values in the specified field do not end with the reference value.	item_account.Title NOT LIKE '%shirt'
Unit Comparison	IN List	Works with text fields. Returns the records where the values in the specified field match any of the reference values, separated by comma.	item.SKU IN ('SKU123','SKU345')

	NOT IN List	Works with text fields. Returns the records where the values in the specified field does not match any of the reference values, separated by comma.	item.SKU NOT IN ('SKU123','SKU345')
Logical, Grouping and other operators	AND	Used to group expressions. Returns records which satisfy all conditions separated by AND.	item_account.Quantity > '10' AND item_account.Title LIKE '%shirt%'
	OR	Used to group expressions. Returns records which satisfy any of the conditions separated by OR.	item_account.Quantity > '10' OR item_account.Title LIKE '%shirt%'
	Is Empty	Returns records which do not have values in the specified field.	item_account.Title = ''
	Is NOT Empty	Returns records which have any values in the specified field.	item_account.Title <> ''
	(	Opening parenthesis. You can use parentheses to apply the precedence of operators and group expressions. Note that if you do not use parentheses, the statement will be evaluated left-to-right.	(item_account.Quantity > '10' OR item_account.Title LIKE '%shirt%') AND item.SKU NOT IN ('SKU123','SKU345')
	)	Closing parenthesis. You can use parentheses to apply the precedence of operators and group expressions. Note that if you do not use parentheses, the statement will be evaluated left-to-right.	

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Sort the export data

You might want to arrange a list of product titles in alphabetical order or compile a list of stock levels from highest to lowest. Sorting data helps you quickly organize and find the data that you want. You can sort the results in the export by specifying ascending or descending order for text, numbers and dates and times in one or more columns.

To sort an export:

1. **Select** a *field* from the "Comparison (and Sort)" section.

2. **Select** an "*order by*" clause.

- **Sort ascending**, where text results are ordered from A to Z, numbers are displayed from the smallest to the largest and dates and times begin with oldest and end with newest.
- **Sort descending**, where text results are ordered from Z to A, numbers are displayed from the largest to the smallest and dates and times begin with the newest and end with the oldest.

3. To add another *field* to sort by, repeat the above steps. The sort clauses would be performed left-to-right.

Automate the export

In case you need to export regularly specific data, you can set up **Automatic Export Feeds**. You can create schedules (cron jobs) to set the system to export files to sFTP accounts or the tool's local server.

To specify the Export Layout, file location, format and specifics:

1. Go to **Import / Export → Automatic Export Feeds** and click the Create icon .

2. Under **Main Fields**:

1. **Enter a name** for your Automatic Export Feed.
2. Select an **Export Layout** from the **Export Filter** drop-down list.

3. Proceed with configuring the **Header Row** of your Automatic Export Feed:

1. Choose whether you would like to have a header row. If you prefer to have one, you can:
 - Use the system fields names by selecting Automatic Header Row;
 - Setup Custom Header Row by entering headers divided by comma (,);

4. Specify the type of your file from **Export Format**:

1. **Excel Workbook** is used when exporting spreadsheets in .xlsx format.
2. **CSV** is used for all plain text formats, regardless the delimiter. Once selected, you would be able to specify:
 - Fields Delimiter - by default it is set to comma (,)
 - Fields Enclosing Character
 - Fields Escaping Character
 - Character used for Line End

3. **Fixed width export** - is used for files with fixed length for every field (column).

5. Select where to export your file

Exporting file to (s)FTP

The File Transfer Protocol (FTP) is used for the transfer of files between a client and a server on a computer network, such as the Internet. SFTP is a separate protocol that works in a similar way over a secure connection. The **Automatic Export Feed** can be set to export files to an (s)FTP server.

To set up a file import from an (s)FTP server: 1. Select **(s)FTP** from the **Storage Type** options. 1. Enter the **FTP Host address**, e.g. '<ftp://test.myhost.com>'. 1. Enter the **Username for the (s)FTP account**. 1. Enter the **Password for the respective Username**. 1. Specify the **Port**, where 21 is the default value for an FTP server and 22 for an SFTP connection. 1. Enter the relative file path to specify where the feed should be exported under **File Name**. Valid File Name is in the following format:
`/archive/file_name_YYYYMM/YYYYMMDD_HHMISS.csv`

Exporting file to the local server

Files can be exported to your WAP system server. This functionality is used for some custom integrations. As it requires an absolute path to the directory on the server, this is usually set by our Integration & Support Team.

To set up a Local File export: 1. Select **Local File** from the **Export to where** options. 1. Enter the relative file path under Local Path. If the specified folder does not exist it will be created on the local machine.

You can include time-stamps in your filenames using the following syntax:

Format specifier	Description
YYYY	Current year. Will be replaced with 4 digits.
MM	Current month. Will be replaced with 2 digits.
DD	Current day. Will be replaced with 2 digits.
HH	Current hour. Will be replaced with 2 digits.
MI	Current minutes. Will be replaced with 2 digits.
SS	Current seconds. Will be replaced with 2 digits.

-
1. Click **Save** to create the new **Automatic Export Feed**.

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Once you have created an **Automatic Export Feed** a **cron job** should be set up to schedule a regular export of your files. Cron jobs can be set up only by users with administrator access. You can request a cron job to be created for you by submitting an [integration request](#) for a new export in our support system. You should specify:

1. When the Export should be activated.
2. The name of the Automatic Export Feed.
3. How often you would like the Cron Job to export files. You can choose anything between 5 minutes and 12 hours.

Import & Export Log

Last updated 22 Sept 2026

Import & Export Log

All Import & Export request are recorded in the system, allowing you to see when they were executed, monitor their status and check whether any errors were encountered.

What you would learn

1. How to access a record and information available in the Import & Export log.
2. How to find the log you need.
3. What each import and export request status means.

Accessing and viewing a log

Both import and export requests are recorded in the Import & Export log. To view a log:

1. Navigate to the **Import / Export → Import Export** screen.
2. **Locate** the record.
3. Click the **View** icons on the right side of the screen.
4. The following information can be obtained:
 1. Import / Export specifies the type of the record.
 2. Name of the automatic export feed or import layout.
 3. Status - the current stage of the import or export request. For more information on each status see the [Glossary](#) section.
 4. Initial file - the import file name.
 5. Result file - a system log that provides further information about the import or export request execution.
 6. Imported / Exported Records is the number of unique references which were created, updated or exported by the system.
 7. Import / Export Total Records is the number of unique references which the uploaded file contained.
 8. Errors provides information about detected faults.

9. Started at is the time when the import or export request was made.
10. Finished time is the time when the import or export request was completed by the system.

Please note that there might be a difference between **Imported / Exported records** and **Import / Export Total Records**. This could be due to multiple reasons such as:

- Update only existing SKUs is enabled when importing product data
- Problem with the data itself, which cannot be processed by the system

Find an Import / Export log

Multiple sort and filter options are available to make it easier to locate the record you are searching for and provide a snapshot of the most recent uploaded and exported files.

1. By default, the most recently processed files would appear at the top of the screen.
2. You can **sort** all fields present on the screen using the **ascending** and **descending** arrows.
3. The data can be **sorted on multiple levels**. Just sort the main column and then select another one.
4. To filter the Import / Export records you can search for a specific expression in the search row. Most users use the following fields to find a record:

1. Import / Export type
2. Import / Export name
3. Import / Export status

Glossary of the Import / Export log statuses

In the process of executing an import or export request, it goes through a series of stages. Here's a quick guide to easily decode the statuses you see when checking the request.

Status	Description
Pending	The request is queued and waiting for the system to start processing it.
In Progress	The import is in progress.
Finished Successfully	The import is complete.
Success Warning	The import is complete with warnings.

Failed	The import failed.
Export In Progress	The export is in progress.
Export Failed	The export failed.
Success - File Has Been Created	The export is complete.
No Export Rows Found	There are no records which satisfy your filter conditions.
No File Found	There are no unprocessed files in the import file location.
(s)FTP Error	The system cannot access the (s)FTP server.
Unknown Error	The import or export failed due to unknown error.

Orders Data

Last updated 23 Sept 2026

Owner Bogomil Pavlov

Tags Data Management

Written documentation for this feature is coming soon.

Order Acknowledgment

Last updated 24 Sept 2026

Owner Bogomil Pavlov

Tags Data Management

Order acknowledgement is the process of accepting or rejecting an order once it's received. It only applies to channels that support acknowledgement in the first place — the setting is configured per channel.

Automatic vs. manual acknowledgement

- **Automatic acknowledgement** — every order received from that channel is accepted by default, with no manual step required.
- **Manual acknowledgement** — incoming orders are downloaded with a status of **Awaiting Acknowledgement**, and each order line has its own accept or reject action.

Once an order (or order line) is accepted, it moves to the **Ready for Shipping** status and can then be processed for fulfilment.

Order Shipments

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Owner Bogomil Pavlov

Tags Data Management

Written documentation for this feature is coming soon.

Order Refunds

Last updated 23 Sept 2026

Owner Bogomil Pavlov

Tags Data Management

Written documentation for this feature is coming soon.

Order Labels

Last updated 23 Sept 2026

Owner Bogomil Pavlov

Tags Data Management

Written documentation for this feature is coming soon.

Order Custom Filtering

Last updated 23 Sept 2026

Owner Bogomil Pavlov

Tags Data Management

Written documentation for this feature is coming soon.

Internal Reports

Last updated 24 Sept 2026

Owner Bogomil Pavlov

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.

Amazon Reports

Last updated 24 Sept 2026

In this video, I walk you through the Pentagon Connect Amazon Reports, highlighting how we can automate the generation of various reports from Amazon, including the settlement report and merchant listing report. These reports can be scheduled based on specific date intervals, such as every day or every week, and will be dropped onto an FTP server for easy access. I emphasize that this automation eliminates the need for manual report requests, allowing us to efficiently cross-check our internal sales data with Amazon's reports. I encourage you to utilize these automated reports to streamline our processes and improve our data accuracy. Thank you for your attention!

► Video walkthrough · <https://www.loom.com/share/15795682a4bc452787817185a8879aa9>

Supported reports

On top of Pentagon Connect's internal reports, Amazon Reports lets you request and generate reports natively from Amazon without leaving the platform. Currently supported report types are:

- Settlement report
- Merchant listing report
- Sales performance report
- Product returns report

Automating report generation

Every report type can be automated, so there's no need to log into Amazon each day to request one. Two scheduling options are available:

- **Rolling date interval** — e.g. generate a merchant listing report covering the last 48 hours, running every day, every evening, or every two days.
- **Fixed date range** — specify a start and end date, e.g. generate a merchant listing report covering the last three months, running every Monday.

Generated reports are dropped onto an FTP server for retrieval. Every request is logged with a timestamp and the report's external Amazon report ID, so you can always see exactly when a report was requested and what it covered.

What the reports are used for

- **Merchant listing report** — can be used to automatically add products into Pentagon Connect.
- **Settlement report** — used to cross-check against Pentagon Connect's internal sales data, to reconcile commissions and profit.

The goal is that everything relating to Amazon reporting sits inside Pentagon Connect — there's no need to separately log into Amazon to request, schedule, or download a report.

Actions and Triggers

Last updated 24 Sept 2026

Overview

Action triggers let you push changes from Pentagon Connect to your connected sales channels without logging in to each one. Actions live in two places: **Products** and **Orders**.

- **Product actions** keep your listings accurate: create, update, price, stock and removal.
- **Bulk actions** apply the same change to many products at once.
- **Order actions** move an order through fulfilment: acknowledge, request a label, ship or refund.

Each action is sent to the channel, processed there, and returns a result (success or error) you can review in Pentagon Connect.

Quick reference

Eleven actions are available: six on products, one bulk action, and four on orders.

Action	Where	What it does
Create product	Products	Publishes a new listing on the channel
Update product	Products	Sends changed product details (title, description, images, attributes)
Update price	Products	Sends the current price only
Update stock	Products	Sends the current available quantity only
Zero stock update	Products	Sets quantity to 0 so the listing can't be bought, but keeps it live
Delete listing	Products	Removes the listing from the channel
Bulk actions	Products / Orders	Applies one change to many selected records at once
Acknowledge order	Orders	Confirms to the channel that you've received the order
Request label	Orders	Generates a shipping label for the order
Ship order	Orders	Marks the order shipped and sends tracking to the channel
Refund order	Orders	Refunds all or part of the order to the buyer

Product actions

Use the narrowest action that covers your change: a price-only change should use Update price, not Update product. Narrow actions are faster and less likely to be rejected by the channel.

Create product

Publishes a product from Pentagon Connect as a new listing on the selected channel.

- **Use when:** the product doesn't exist on that channel yet.
- **Before you trigger:** check the required fields for the channel (title, SKU, price, stock, category, images) are filled in.
- **Result:** the channel returns a listing ID, which Pentagon Connect stores against the product.

Update product

Sends the latest product details to an existing listing.

- **Use when:** you've changed the title, description, images, attributes or category.
- **Tip:** if only the price or stock changed, use the dedicated action instead.

Update price

Sends the current price to the channel and changes nothing else.

- **Use when:** running a promotion, correcting a price or applying a repricing rule.

Update stock

Sends the current available quantity to the channel and changes nothing else.

- **Use when:** stock was received, counted or adjusted and the channel needs to match.

Zero stock update

Sets the listing's quantity to 0 on the channel. The listing stays live, so its history, reviews and ranking are kept, but buyers can't purchase it.

- **Use when:** an item is temporarily out of stock, or you need to pause sales quickly.
- **To resume selling:** trigger Update stock once you have quantity again.

Delete listing

Removes the listing from the channel. The product stays in Pentagon Connect.

- **Use when:** the product is discontinued on that channel for good.

- **Caution:** on most channels this can't be undone — relisting creates a new listing without the old history. If the pause is temporary, use Zero stock update instead.

Bulk actions

Bulk actions apply the same change to many records in one go — for example, a price update across a whole category or zeroing stock on every item from one supplier.

How to run a bulk action:

1. Open the Products or Orders list.
2. Filter the list to the records you want (by channel, category, SKU, status and so on).
3. Select the records — individually or with Select all.
4. Choose the action from the bulk actions menu and set any values it asks for.
5. Review the summary (number of records, channels affected) and confirm.

After it runs: each record is processed separately, so a few can fail while the rest succeed. Check the results view, fix the failed records and re-run the action on those only.

Good practice:

- Test the change on 2–3 records before running it on hundreds.
- Double-check your filter before using Select all, especially with Delete listing or Refund order.

Order actions

Order actions follow the life of an order: acknowledge it, get a label, ship it — and refund if needed.

```
flowchart LR
    A[New order] --> B[Acknowledge order]
    B --> C[Request label]
    C --> D[Ship order]
    B -. -> R[Refund order]
    D -. -> R
```

The solid path is the normal flow; Refund order can be used before or after shipping.

Acknowledge order

Tells the channel you've received the order and will fulfil it.

- **Use when:** a new order arrives. Many channels expect this within a set time and may flag or cancel unacknowledged orders.

Request label

Generates a shipping label for the order with your carrier.

- **Before you trigger:** check the delivery address, package weight and dimensions.
- **Result:** the label is ready to print and a tracking number is attached to the order.

Ship order

Marks the order as shipped on the channel and sends the carrier and tracking number to the buyer.

- **Use when:** the parcel has been handed to the carrier.
- **Tip:** make sure the tracking number is on the order first — some channels reject shipments without one.

Refund order

Returns money to the buyer through the channel.

- **Full or partial:** refund the whole order or select specific items or an amount.
- **Caution:** refunds are processed by the channel and usually can't be reversed. Confirm the amount and reason before triggering.

Best practices and troubleshooting

Most failed actions come from missing data or a channel rule, and the error message usually names the field to fix.

Problem	Likely cause	What to do
Create product fails	A required channel field is empty or invalid	Fill in the field named in the error and trigger again
Price or stock not changing on the channel	Action still processing, or the channel caches listings	Check the action status; allow a few minutes for the channel to refresh
Listing still visible after Zero stock update	Expected — the listing stays live at quantity 0	Use Delete listing only if you want it removed for good
Ship order rejected	No tracking number, or order not acknowledged	Request the label or add tracking, acknowledge, then ship again
Some records failed in a bulk action	Each record is processed on its own	Filter the results by failed, fix them, and re-run on those only
Refund rejected	Amount above what's refundable, or order already refunded	Check the order's payment and refund history

Good habits:

- Use the most specific action (price, stock) rather than a full product update.
- Prefer Zero stock update over Delete listing for anything temporary.
- Acknowledge new orders promptly to stay within channel deadlines.
- Review action results after every bulk run.

Need help? If an action keeps failing and the error isn't clear, contact support with the product SKU or order number, the action you triggered, and the error message.

FTP File Mover

Last updated 24 Sept 2026

Owner Bogomil Pavlov

The FTP File Mover moves files from one FTP location to another, without needing to route them through any other import or export process. The source and destination FTPs are configured using your existing FTP credentials.

Configuration options

- **File name** — set the name the file should have once it's moved
- **Action when moving the file** — choose whether the file is **moved** (removed from the source FTP once transferred) or **copied** (left in place on the source FTP as well as being placed on the destination)
- **Action when the file already exists on the destination FTP** — choose whether to **replace** the existing file, or **rename** it so both files are kept

Email Notification

Last updated 24 Sept 2026

Owner Bogomil Pavlov

Email Notifications let you automatically message buyers as their order progresses, without any manual sending.

How it works

Notifications are triggered by an order's status. Each order status can have its own email tied to it — for example:

- A new order reaches **Ready for Shipping** → send a "Thank you for your purchase" email
- An order is marked **Shipped** → send a "Your shipment is on its way" email

In principle, any order status can be configured to trigger its own email, so the buyer is automatically kept informed at each stage of the order without anyone needing to send a message by hand.

FTP Integration – Feature & Process Guide

Last updated 2 Oct 2026

FTP integration is a file exchange between a client's own system and Pentagon Connect, typically in CSV or a similar flat-file format, carried over the FTP (or SFTP) protocol. It's the fallback integration method for retailers whose order management system can't connect via a native API: inventory, price, and stock updates flow in as files, orders flow out as files, and shipping confirmations flow back in — all on an agreed schedule, dropped into and picked up from a dedicated FTP location that Pentagon provisions.

This is a different thing from [FTP File Mover](#), which moves files between two FTP locations a client already has. This page covers the client-facing data-feed integration itself — the feeds, formats, and schedule a client's own system needs to produce and consume.

Quick Reference

Feed	Direction	Format	Recommended frequency	Remote directory
Inventory (new listings)	Incoming	CSV, TXT, XLS, XLSX	Ad hoc, as new items are added	Inventory
Price Update	Incoming	CSV, TXT, XLS*, XLSX*	Every 24 hours, or as often as prices change	Prices
Stock Level Update	Incoming	CSV, TXT, XLS*, XLSX*	Every 30 minutes	Stock Levels
Sales Order Export	Outgoing	CSV, TXT, XLS*, XLSX*	Every 15 minutes (the minimum interval)	SalesOrders
Shipping Update	Incoming	CSV	Once a day	Shipping

* XLS/XLSX can only be used for a feed if the fields it requires are available in that feed's layout.

Getting Set Up

An FTP or SFTP account is required for automated file exchange, and is provisioned by We Are Pentagon as part of onboarding. During project scope, the frequency and timing of each automatic file exchange is discussed and agreed with the client.

Supported file extensions across all feeds: [.csv](#) , [.txt](#) , [.xls](#) , [.xlsx](#) . Supported delimiters for CSV/TXT files: comma (,), tab, space (|), and semicolon (;).

Inventory

File format	CSV, TXT, XLS, XLSX
Recommended frequency	Ad hoc
Remote directory	Inventory
File name	Sellersname_Inventory_timestamp.csv

Inventory doesn't need to be automated — it's provided by the client ad hoc, whenever new items are to be added to the store. The exact layout is agreed during the implementation phase. Pentagon fully optimizes the raw product data the client provides against each marketplace's best practices, and fully manages the resulting listings.

Price Update

File format	CSV, TXT, XLS*, XLSX*
Recommended frequency	Every 24 hours, or as often as prices change
Remote directory	Prices
File name	Marketplace_PriceUpdate_timestamp.csv
Fields	Stock Number (unique text) · Price (number) · RRP — optional (number)

The price update file must contain at minimum two columns — SKU and Price. A client wanting different prices per marketplace provides a separate file per marketplace. Adding a third RRP column enables eBay's strike-through pricing; RRP should only be sent for products where it's genuinely higher than Price.

Stock Level Update

File format	CSV, TXT, XLS*, XLSX*
Recommended frequency	Every 30 minutes
Remote directory	Stock Levels
File name	Sellersname_StockLevels_timestamp.csv
Fields	Stock Number (unique text) · Stock Level (number)

Sales Order Export

File format	CSV, TXT, XLS*, XLSX*
Recommended frequency	Every 15 minutes — this is the minimum interval, it cannot be shortened further
Remote directory	SalesOrders
File name	Sellersname_Orders_timestamp.csv

Orders export automatically on the agreed schedule. This feed is often used for fulfilment by external suppliers, or to generate daily sales reports. Every field on the order is available to export, and both the field selection and their order in the file are customized per client and agreed before the feed is set up. One export file can contain more than one order.

As a best practice, the client's system should rename the file (e.g. to a `.old` extension) once it's been picked up successfully, so it isn't processed twice.

Shipping Update

File format	CSV
Recommended frequency	Once a day
Remote directory	Shipping
File name	Sellersname_ShippingUpdate_timestamp.csv
Fields	Order ID (Pentagon order number) · Carrier (if applicable) · Tracking Number (if applicable)

Importing a shipping update marks the order as shipped, and — where configured — sends a confirmation email to the buyer and notifies the sales channel the order came from. This is an important step for maintaining positive marketplace ratings.

Take note: if an order has multiple items and only some of them can be shipped, don't include that order in the Shipping Update feed — doing so marks the *whole* order as dispatched, which can create a poor customer experience. Instead, inform Pentagon's CS team directly (a flat file can be used for this if needed).

Returns & Refunds

Returns and refunds are handled manually, not through the FTP feeds. Pentagon's Customer Service team covers the specifics of each marketplace's process during implementation and agrees the returns/refunds process with the client directly.

Integration Testing

Before any items are listed on sales channels, the integration is tested end-to-end:

Process	Seller does	Pentagon does
Stock level feed via FTP	Auto-export Stock Update feed to FTP	Check stock levels import correctly
Price Update feed via FTP	Auto-export Price Update feed to FTP	Check prices import correctly
Sales order test file	Receive and process test order files	Create test order sales
Shipping update test file via FTP	Update order as shipped, provide tracking	Check order is marked as dispatched
Real item listed	—	List the real item
Item purchased & payment received	Buy the real item	Check order and payment are received
Sales order received (not yet shipped)	Receive order + payment	—
Shipping update provided	Send shipping update	Check order is marked as shipped
Order cancelled and refunded	Receive cancellation notice and funds	Cancel and refund order (manually)

Once the setup runs cleanly through this checklist, the integration is ready to go live.

FAQ and Troubleshooting

Is my order management system able to integrate via FTP?

It needs to support inbound and outbound file transfers, with customizable import/export layouts.

Can Pentagon send FTP files to a customer's email address instead?

No — files are only made available via FTP, so that only people with the correct username and password can retrieve them.

I can't connect to the FTP server.

Check with your IT department that you have permission to use FTP and that no firewall rule is blocking the protocol.

I've lost my login details.

Contact your Implementation Manager for a reminder.

I haven't received any sales orders in a day.

Connect to the FTP and check the `SalesOrders` directory for files your system hasn't processed yet. If files are sitting there unprocessed, contact your own support team; if there are no files at all, contact your Implementation Manager.

Can I change the Sales Order file layout?

Yes — submit the new requirements to your Implementation Manager, who can add, remove, or reorder the columns.

How long does the integration process take?

It depends on project complexity — anywhere from a couple of weeks to over a month if custom scripting is involved.

Can orders be cancelled and refunded automatically?

No — this is currently a manual-only process, and automating it isn't recommended.

Known Limitations

- **No partial shipments via feed** — a partially-shipped order must not go through the Shipping Update feed; it has to be handled directly with Pentagon's CS team instead.
- **Sales Order Export has a 15-minute floor** — it cannot be scheduled more frequently than that.
- **Returns, refunds and cancellations are manual-only** — there's no FTP feed for these; they go through Pentagon's CS team.
- **Shipping Update is CSV-only** — unlike the other feeds, it doesn't support XLS/XLSX.

Source Materials

This guide was built from Pentagon Commerce's "FTP Integration – Information and User Guide" PDF.

Frequently Asked Questions

Last updated 22 Sept 2026

- **How fast can I launch my inventory on a new marketplace?**

Pentagon Connect can launch your business on a new marketplace in just a few days. While other listings management tools take 4-6 months to list complex inventories, we launched Puma's entire catalog on TikTok Shop in just two weeks.

- **Do I need to use every part of Pentagon Connect?**

No. Pentagon Connect is modular, so you can use just the parts that improve your operations while keeping other tools that work for you. But using the whole of Pentagon Connect cuts software costs by 30% on average.

- **How does Pentagon Connect compare to other ecommerce operations tools?**

Many tools handle just one piece, like inventory or customer service. Pentagon Connect unifies all core operations into a single platform, ensuring real-time visibility across orders, listings, and support. Instead of patching together separate solutions, you get one system that's built to scale.

Support FAQs

Last updated 23 Sept 2026

Owner Bogomil Pavlov

Tags Knowledge Base

How to handle customer support and answer the most common customer questions.

Support Processes

- How to handle customer messages:
 - Response time standards (e.g., 24h for email, 2h for chat)
 - How to escalate technical issues
 - Who's responsible for each support channel

Written documentation for these support processes is coming soon. For general product FAQs, see the [Frequently Asked Questions](#) page.

Marketplaces

Last updated 22 Sept 2026

Feature & process guides for every marketplace and platform integration (26 guides).

Amazon

Amazon is really three integrations under one roof, all sharing the same Amazon SP-API sign-in: the standard Seller model the seller...

AP Fusion

AP Fusion is a REST-based order and fulfilment platform built on the open-source Spree Commerce framework. It's most commonly used by...

Asda

Asda is a drop-ship vendor DSV channel, not a Mirakl marketplace. Asda owns the product listing on its George.com storefront and the...

ASOS

ASOS is one of the Mirakl-based marketplaces connected to Pentagon Connect. Rather than running a bespoke ASOS API, the integration...

Autodoc

Autodoc is a Germany-based, multi-country marketplace for car parts and accessories, built on the Mirakl marketplace platform — the same...

B&Q

B&Q is Kingfisher's UK home-improvement marketplace and one of the Mirakl-based integrations connected to Pentagon Connect. It's a...

Best Buy Canada

Best Buy Canada is one of the Mirakl-based marketplaces connected to Pentagon Connect. It runs on standard Mirakl mechanics — product...

Best Buy US

Best Buy US is one of the Mirakl-based marketplaces connected to Pentagon Connect. On Mirakl, a product the catalog entry — title,...

BigCommerce

BigCommerce is a storefront platform connector, not a third-party marketplace like Amazon, eBay or TikTok Shop. There's no "listing onto...

Debenhams

Debenhams is one of the Mirakl-based marketplaces connected to Pentagon Connect. Products are sent to Debenhams in two steps — the...

Decathlon

Decathlon's marketplace runs on the Mirakl platform, connecting third-party sellers into Decathlon's own storefronts across multiple...

eBay

Pentagon Connect Hemi has sold on eBay for years through eBay's legacy Trading API, a long-standing XML-based integration. eBay itself...

Freemans

Freemans is one of the Mirakl-based marketplaces connected to Pentagon Connect. Like our other Mirakl sellers, product and offer data is...

John Lewis

John Lewis runs its third-party marketplace on Mirakl, so from Pentagon Connect's side this is a standard Mirakl integration rather than...

La Redoute

La Redoute is one of the Mirakl-based marketplaces connected to Pentagon Connect. The integration was rebuilt from scratch in 2023 as...

Matalan

Matalan is one of the Mirakl-based marketplaces connected to Pentagon Connect. It runs on standard Mirakl seller-platform behaviour,...

Next

Next is connected to Pentagon Connect through "Platform Plus", a bespoke SFTP/XML feed integration — not a Mirakl marketplace like La...

Noon

Noon is one marketplace family covered by two structurally different integration models in Pentagon Connect, and both also cover the...

Secret Sales

Secret Sales Group is a flash-sale marketplace running five UK/EU brand sites on a single shared connection: Secret Sales owns the...

Shopify

Shopify is different in kind from the other channels Pentagon Connect connects to: it isn't a third-party marketplace with its own buyer...

Temu

Temu is a self-hosted, non-Mirakl marketplace that Pentagon Connect connects to directly through Temu's own seller API. Sellers...

Tesco

Tesco Marketplace is one of the Mirakl-based marketplaces connected to Pentagon Connect. It is a standard Mirakl Seller API...

TikTok

TikTok Shop is a listing-oriented social-commerce marketplace: the same product sold by different sellers shows up as a separate listing...

Walmart

Walmart is a feed-based marketplace connected to Pentagon Connect through a direct integration — Pentagon Connect is not a member of...

WooCommerce

WooCommerce is not a third-party marketplace like Amazon, eBay or TikTok — it's the seller's own self-hosted WordPress store, connected...

Yoox

Yoox is one of the Mirakl-based marketplaces connected to Pentagon Connect. Unlike some of Pentagon Connect's other Mirakl integrations,...

Amazon Integration – Feature & Process Guide

Last updated 23 Sept 2026

Amazon is really three integrations under one roof, all sharing the same Amazon SP-API sign-in: the standard **Seller** model (the seller lists and fulfils their own orders), **Amazon Smart Connect** ("Seller Flex" / Seller Fulfilled Prime, where Amazon treats the seller's own warehouse as one of its own delivery nodes), and the **Vendor** model (Amazon buys stock wholesale via Purchase Orders and resells it itself, rather than the seller fulfilling consumer orders). Which one an account runs as is a single account-level setting, and it changes what's supported quite a bit — this page calls out Seller vs. Vendor vs. Smart Connect wherever they differ.

Pentagon Connect connects to all three via Amazon's own authorisation flow (the seller or vendor approves access once per account, per marketplace region), after which products, prices, stock and orders sync automatically on a schedule — there's no manual per-item action needed from day to day.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Seller only. Against an existing Amazon catalogue entry, or as a brand-new catalogue item if none exists yet
Update product content (title, description, images, attributes)	Yes	Seller only
Remove / end a listing	Yes	Removes the seller's own listing only — the shared Amazon catalogue entry itself is never deleted
Download existing listings	Yes, with a limitation	Only merchant-fulfilled (non-FBA) listings are pulled in, and only once a listing's data is fully complete
Product variants	Yes	Each variant is its own listing, linked into a variation family
Bulk taxonomy/attribute export	Yes	Lets ops review what a category requires without digging through raw Amazon data
GPSR (EU product-safety) data	Yes	Required on EU listings since Nov 2024 regardless of seller location — manufacturer contact, safety attestation, compliance media details
A+ Content	No — not yet built	Scoped but not live; treat as a roadmap item

Capability	Supported	Notes
Vendor-side product listing	Not applicable	As a Vendor, products/listings aren't created by Pentagon Connect — Amazon manages the catalogue; the vendor only supplies inventory against existing Amazon-owned listings

Pricing & Stock

Capability	Supported	Notes
Update price	Yes	Seller only. Individually for low volumes, or in bulk for larger catalogues
Update stock/quantity	Yes	Seller only. Same low-volume/bulk split as price
Price locked by an Amazon promotion	Blocked by Amazon	Amazon can reject a price update outright if the listing is currently locked into one of its own promotions
Per-account on/off control	Yes	Price and stock updates can each be switched on or off per account
Vendor inventory submission	Yes, Direct Fulfilment only	Vendor Direct Fulfillment vendors submit warehouse inventory directly; standard Vendor Procurement does not — stock is managed through Purchase Order fulfilment instead

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	New orders and status changes are both picked up on a schedule, across Seller, Vendor and Smart Connect
Ship orders (tracking + mark shipped)	Yes	Seller and Vendor both supported
Buy shipping labels through Amazon	Yes	Seller Fulfilled Prime / Smart Connect accounts can get rates and purchase a shipping label directly through Amazon
Automatic invoice submission	Yes, in 5 markets	Seller only, and only required (so only implemented) for Spain, UK, France, Germany and Italy
Partial shipment	Depends on model	Standard Seller orders support partial shipment; a Smart Connect Shipment must be accepted or rejected in full, no partial acknowledgement
Filter orders by fulfilment channel	Yes	Amazon-fulfilled vs. merchant-fulfilled orders can be pulled in separately

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation (pre-shipment)	Yes	Seller only. Full refund only — no partial cancellation before shipment
Refund / adjustment (post-shipment)	Yes	Seller only. Full or partial, broken down by product, tax and shipping
Buyer-initiated cancellation request	Yes	Amazon gives buyers a 30-minute cancellation window; requests are automatically tracked as a claim on the order and can trigger an automatic refund depending on account settings
Returns (Smart Connect)	Yes	Handled through Amazon's Returns mechanism; a cancellation and refund (including a per-unit shipping refund) is only created once the return is confirmed back at the seller's warehouse
Vendor returns/refunds	Not applicable	As a Vendor, the customer relationship (and any consumer return/refund) belongs to Amazon, not the vendor

Product Management

Creating products

When a new product already exists somewhere in Amazon's shared catalogue, Pentagon Connect only needs to create an **offer** against it (price, stock, availability). When no matching catalogue item exists yet, Pentagon Connect creates a brand-new catalogue listing instead, validated against that specific product category's rules.

- Every Amazon category has its own required/optional attribute set, and these can differ by marketplace (e.g. a UK listing and a German listing in the same category can have different mandatory fields) — a product missing a category-required attribute is the most common reason a listing fails to go live.
- Listing creation is acknowledged immediately as received, but the actual pass/fail only comes back from Amazon afterwards (typically within minutes, occasionally longer) — a listing can sit as "sent" for a short time before its real status is known.
- Products can be grouped into variant families (e.g. size/colour of the same item); each variant is still its own listing, submitted individually.
- EU listings must carry GPSR product-safety information (manufacturer contact, a safety attestation, and compliance media details) — this applies regardless of where the seller itself is based.

Updating products

- Content updates (title, description, images, attributes) and price/stock updates can each be sent independently — a price refresh doesn't require resending the whole listing.
- A full content update must be validated against the specific category's own rules, even when the original offer was created against an existing catalogue item.
- As with creation, update success/failure is confirmed asynchronously by Amazon after the update is submitted.

Deactivating / removing products

A listing can be removed at the level of a single variant, or the whole variation family can be ended at once. Either way, this only removes the seller's own offer — the underlying Amazon catalogue entry itself is never deleted, since other sellers may still be selling against it.

Pricing & Stock Sync

- Price and stock changes are picked up and pushed to Amazon on a schedule; smaller pending batches are sent one item at a time, larger batches are sent together for efficiency.
- Amazon can reject a price update if the listing is currently locked into one of Amazon's own promotions or automated pricing rules.
- Price updates and stock updates can each be switched on or off per account, independently of each other — a client can have stock sync running while price sync is paused, or vice versa.
- Only merchant-fulfilled (non-FBA) listings are kept in sync through the standard product flow; Amazon-fulfilled (FBA) listings aren't managed this way.
- On the Vendor side, Vendor Direct Fulfillment vendors submit their own warehouse stock levels directly; standard Vendor Procurement vendors don't manage stock levels this way at all — inventory is worked out from Amazon's Purchase Orders instead.

Order Management

Getting orders

New orders and status/detail changes on existing orders are both picked up automatically and continuously — no manual import step is required. Amazon gives buyers a 30-minute window to cancel after placing an order, so a brand-new order is held in a pending state until that window has passed, at which point any items the buyer cancelled in that window are dropped from the order.

Orders can optionally be filtered by fulfilment channel (Amazon-fulfilled vs. merchant-fulfilled) if a client only wants one or the other synced.

As a Vendor, orders arrive as Purchase Orders rather than consumer orders, and Amazon can change a PO's contents (add, remove or change quantities on line items) any time before it ships —

so PO changes are checked for on an ongoing basis, not just downloaded once.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status, order type, currency, and the date/time the order was created
- Buyer email address and payment method
- Order subtotal, order total, discount amount, and total VAT
- Billing name, phone number and company name
- Shipping name, phone number, company name, country, state, street (two lines), city and postal code
- Shipping service level and the fulfilment channel (Amazon-fulfilled vs. merchant-fulfilled)
- Per line item: SKU, quantity, order status, item price, shipping cost, and the tax/VAT breakdown for both the product and its shipping
- Whether the order was flagged for buyer-requested cancellation, and the buyer's stated reason

If an item's shipping address can't be obtained from Amazon for an order that's otherwise ready to ship, the order is stored as *Incomplete* rather than being dropped.

Shipping orders

Once an order is ready, Pentagon Connect sends the shipment confirmation (carrier, tracking number, ship date) to Amazon in one step, which charges the buyer, credits the seller and notifies the buyer their order has shipped.

- Carrier name and tracking number are passed through to Amazon as free text — there's no fixed carrier list to match against (see Carriers Supported below).
- Seller Fulfilled Prime / Smart Connect accounts can additionally get live shipping rates and buy a label directly through Amazon in the same flow, rather than only reporting a tracking number after the fact.
- **As a Vendor**, shipment confirmation works the same way in principle, but is sent against a Purchase Order rather than a consumer order, and (for Direct Fulfillment) ships from the vendor's own warehouse rather than into an Amazon fulfilment centre.

Cancellations

Pre-shipment, an order can only be cancelled in full — there's no partial cancellation before an order has shipped. Amazon also tracks a fixed set of cancellation reasons, listed under Return & Refund Reason Codes below.

As a Vendor, the vendor acknowledges (accepts or rejects) each Purchase Order line individually rather than "cancelling" in the seller sense; bundle SKUs are acknowledged only at the bundle level, not per component.

Smart Connect shipments follow their own rule: a shipment can only be accepted or rejected in full, never partially.

Refunds & returns

Post-shipment, refunds are handled as adjustments and can be full or partial, broken down separately by product price, tax, shipping and shipping tax. Amazon tracks a fixed set of adjustment/refund reasons — see Return & Refund Reason Codes below.

- When a buyer requests a cancellation within Amazon's 30-minute window, this is tracked as a claim on the order; depending on the account's configured default action, this can automatically generate a refund once the request is confirmed.
- **Smart Connect returns** go through Amazon's own Returns mechanism: a cancellation and refund in Pentagon Connect are only created once the return reaches a final, confirmed status back at the seller's warehouse, and the refund includes a calculated per-unit share of the original shipping cost when the return was part of a multi-item order.
- **As a Vendor**, there is no consumer-facing refund/return at all — the customer relationship and any consumer refund belong to Amazon, not the vendor.

Claims / incidents

A buyer-requested cancellation is tracked in Pentagon Connect as a claim against the order (marketplace reason, initiated by the buyer), separately from the order's main status, and — depending on the account's default handling setting — can be actioned automatically or left for manual review.

Carriers Supported

Amazon doesn't publish or require a fixed carrier list for standard shipment confirmation — the carrier name and tracking number are sent through as free text alongside the shipment, so any carrier can be recorded. For Seller Fulfilled Prime / Smart Connect accounts using Amazon's own "buy shipping" option, the carrier and service are chosen from whichever live rates Amazon returns for that shipment (configured with a from-location, label format — PDF or PNG — and label size, 4×6 or standard 8.5×11).

Return & Refund Reason Codes

Cancellation reasons (pre-shipment, as recognised by Amazon):

- No inventory
- Shipping address undeliverable
- Customer exchange
- Buyer cancelled

- General adjustment
- Carrier credit decision
- Risk assessment information not valid
- Carrier coverage failure
- Customer return
- Merchandise not received
- Cannot verify information
- Pricing error
- Reject order
- Weather delay

Refund / adjustment reasons (post-shipment, as recognised by Amazon):

- No inventory
- Customer return
- General adjustment
- Could not ship
- Different item
- Abandoned
- Customer cancel
- Price error
- Product out of stock
- Customer address incorrect
- Exchange
- Other
- Carrier credit decision
- Risk assessment information not valid
- Carrier coverage failure
- Transaction record
- Undeliverable
- Refused delivery

Known Limitations

- Listing creation/update success is only confirmed asynchronously by Amazon after submission — a "sent" status isn't yet a confirmed outcome.
- Only merchant-fulfilled (non-FBA), fully complete listings are pulled into the standard product sync — Amazon-fulfilled listings aren't kept in sync this way.
- Pre-shipment cancellation only supports a full cancellation — partial cancellation before shipping isn't available; partial refunds are only possible after shipment.

- Automatic invoice submission is only required, and only supported, for Spain, UK, France, Germany and Italy.
- A Smart Connect shipment can only be accepted or rejected in full — no partial acknowledgement.
- Smart Connect inventory updates are one SKU at a time — there's no bulk stock update for Smart Connect accounts.
- Smart Connect shipping-label printing isn't handled directly for the client — it's exposed as a pass-through layer that mirrors Amazon's own label/rate calls.
- Vendor Purchase Orders can be changed by Amazon (quantities, added/removed lines) any time up to shipment, so vendor orders need ongoing reconciliation rather than a one-time download.
- Vendor order acknowledgement and invoice submission have no explicit "success" signal from Amazon — a successful outcome is inferred after a wait period if no failure is reported.
- A+ Content is scoped but not yet built.
- Carrier names aren't validated against a fixed list, so a mistyped or unusual carrier name is still accepted and passed through as-is.

Source Materials

This guide was built from Pentagon Connect's Amazon SP-API integration specifications covering account setup and authorisation, product and taxonomy management, order management, Amazon Smart Connect, and the Vendor (Procurement and Direct Fulfillment) technical scope.

AP Fusion Integration – Feature & Process Guide

Last updated 23 Sept 2026

AP Fusion is a REST-based order and fulfilment platform built on the open-source Spree Commerce framework. It's most commonly used by sellers of automotive and aftermarket parts, though the integration works the same way for any AP Fusion account. Pentagon Connect connects to each shop individually using a Client ID and Client Secret issued by AP Fusion.

Once connected, Pentagon Connect keeps price and stock in sync and pulls orders in automatically, pushing shipping confirmations back to AP Fusion once an order is ready to go. There is no product-creation or listing-management capability in this integration today.

Quick Reference

Product Management

Capability	Supported	Notes
Update product title	Yes	Sent together with a price update, not as a separate action
Update full product content (description, images, attributes)	Not currently documented	No listing/content-management source document exists for this integration
Create new products	Not currently documented	No product-creation source document exists for this integration
Deactivate / remove products	Not currently documented	No deactivation source document exists for this integration

Pricing & Stock

Capability	Supported	Notes
Update price	Yes	Single price field per SKU; there is no separate RRP/strike-through price
Update stock/quantity	Yes	Written to one warehouse location per channel
Multiple stock locations / per-SKU warehouse split	No	Only one AP Fusion location can be configured per channel
Lock price or stock from being overwritten	Not currently documented	No such flag exists in the source material

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	First sync looks back 90 days; later syncs use a 90-minute overlap on the last run
Ship orders (tracking + mark shipped)	Yes	
Carrier & tracking number	Yes	AP Fusion only accepts carriers from its own fixed list — see Carriers Supported below
Partial shipment	No	AP Fusion only accepts full-order shipments
Click & collect / pick-up point delivery	Not currently documented	

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation	Not currently documented	No cancellation source document exists for this integration
Full or partial refund	Not currently documented	No refund source document exists for this integration
Returns	Not currently documented	No returns source document exists for this integration
Claims / incidents	Not currently documented	This concept does not appear anywhere in the source material

Pricing & Stock Sync

Price updates are sent per SKU and carry just two values: the listing title and the price. AP Fusion only accepts a single price per SKU — there's no separate RRP, compare-at, or strike-through price field, so discount/was-price display isn't something this integration can drive.

Stock updates are also sent per SKU, against a single warehouse location that's configured once at the channel level (covering every SKU on that channel). There's no per-SKU or multi-warehouse stock split. If that location hasn't been configured for a channel, stock updates fail with a hard error rather than silently being skipped, so a channel with unexpected stock-sync failures should be checked for a missing location setting first.

Order Management

Getting orders

Orders are pulled from AP Fusion automatically: Pentagon Connect first retrieves a page of order summaries, then fetches each order individually for full detail. On a shop's first sync, orders are pulled from the last 90 days; after that, each sync overlaps the previous one by 90 minutes to avoid missing anything. Anything older than 90 days at first connection, or a very old order that's edited outside that rolling overlap window, can be missed.

AP Fusion tracks order progress through several of its own internal states, and a few of those states don't map one-to-one onto Pentagon Connect's order statuses. In particular, several distinct "in progress" states on the AP Fusion side all show up as the same "Ready for Shipping" status in Pentagon Connect, so support can't distinguish those sub-states from the Pentagon Connect order status alone — that's expected behaviour, not a sync fault.

Order information we store

For each order, Pentagon Connect currently stores:

- Marketplace order ID and order number
- Order total and shipping cost
- Buyer's user ID and email address
- Order created and last-updated timestamps
- Any order note / special instructions text

Billing and shipping addresses, individual line-item/product detail, tax breakdown, and payment state are present in AP Fusion's own order data but are **not currently captured** by this integration — see Known Limitations below.

Shipping orders

An order can be shipped once it's in "Ready for Shipping" status with its shipment still pending. AP Fusion only accepts full-order shipments — there's no partial/split shipment support, so an order can't be shipped in multiple parcels through this integration.

Courier resolution uses a three-step fallback when a tracking update is sent: first, a mapping table that translates our carrier names onto AP Fusion's own carrier codes; if there's no mapping for that carrier, a channel-level default carrier (if one is configured); if neither applies, the shipment update fails and is flagged as an error until a mapping or default is put in place. AP Fusion only accepts carrier codes from its own fixed list (see below) — an unrecognised carrier name won't work.

Carriers Supported

AP Fusion only accepts tracking updates for carriers on its own fixed list — an unlisted carrier can't be used unless it's mapped to one of these or covered by the channel's default carrier. The list currently includes: An Post, APC Postal Logistics, Aramex, Australia Post, bpost, Canada Post, Canpar Courier, China Post, Chronopost France, Colissimo, DHL Express, DHL eCommerce US, DPD, EVRi, Fastway Australia, FedEx, FedEx Ground Economy, Hermesworld, Hong Kong Post, Japan Post, Landmark Global, Malaysia Post, Mondial Relay, onTrac, Quantum, Royal Mail, Correos Spain, StarTrack, Swiss Post, TNT, Toll Priority, United Parcel Service (UPS), UPS Mail Innovations, U.S. Postal Service, USPS (discounted), and Yodel.

Known Limitations

- **No product creation, content updates, or deactivation** — only price and stock can be updated on an existing product; there's no documented way to create, fully edit, or take down a listing through this integration.
- **No cancellations, refunds, returns, or claims** — none of this integration's source material covers these flows, so none of them are supported today.
- **Only full-order shipments** — AP Fusion has no partial/split shipment capability.
- **One stock location per channel** — stock is written to a single configured warehouse location; there's no per-SKU multi-warehouse split, and a missing location setting is a hard error blocking stock updates.
- **No RRP/strike-through pricing** — price sync sends a single price value only.
- **Carrier codes are a fixed, closed list** — a carrier not on AP Fusion's list can't be used unless mapped or covered by a default carrier; otherwise the shipment update fails.
- **Order status can be ambiguous** — several distinct AP Fusion order states collapse into the same "Ready for Shipping" status in Pentagon Connect.
- **Limited order data capture** — full billing/shipping addresses, line-item/product detail, tax breakdown, and payment state aren't currently stored, even though AP Fusion returns them.
- **Order sync lookback window** — a first-time sync only looks back 90 days, and later syncs use a 90-minute overlap, so very old or late-edited orders can be missed.

Source Materials

This guide was built from AP Fusion's technical integration specifications covering authentication, order retrieval, order shipment, and price/stock updates.

Asda Integration – Feature & Process Guide

Last updated 23 Sept 2026

Asda is a drop-ship vendor (DSV) channel, not a Mirakl marketplace. Asda owns the product listing on its George.com storefront and the customer relationship end-to-end; the seller's role is limited to receiving purchase orders and fulfilling them, either by shipping to the customer's home or by delivering to an Asda store for Click & Collect. There is no product or offer catalogue to manage on this channel — it is purely an order lifecycle and stock-feed integration, with orders, acknowledgements, shipments and cancellations exchanged as files rather than through a live request/response API, and no confirmation is sent back by Asda once a file is uploaded successfully.

Carrier labelling and manifesting for most shipments runs through Metapack, a separate courier-management step outside Pentagon Connect. Click & Collect orders are the one exception: they are always routed through Asda's own "toyou" in-store collection service regardless of what carrier logic would otherwise apply.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products / listings	No	Asda owns the product listing on George.com; sellers cannot create or manage listings through this channel
Update product content (title, description, images, attributes)	No	Not applicable — there is no catalogue flow
Deactivate / remove a listing	No	Listing lifecycle is entirely controlled by Asda

Pricing & Stock

Capability	Supported	Notes
Price updates	No	Asda sets and owns pricing on George.com; there is no price feed from the seller
Stock / quantity updates	Yes, optional	A stock feed can be sent, but whether it's used is controlled by Asda per seller, not mandatory

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Asda sends a purchase order the moment a customer buys on George.com; one order per file
Order acknowledgement	Yes, full acceptance only	Every received order must be acknowledged in full — no partial acceptance or rejection is possible at this step
Ship orders (tracking + mark shipped)	Yes	Includes courier and tracking reference
Partial shipment	Yes	An order can be shipped across multiple dispatch messages, as long as every unit is eventually shipped or cancelled
Home delivery	Yes	
Click & Collect	Yes	Customer collects from a named Asda store; always shipped via the "toyou" service

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Pre-shipment cancellation	Yes	Full order or full individual lines only
Post-shipment cancellation	No	Not permitted once an order has shipped
Partial-quantity cancellation on a line	No	A line can only be cancelled in full, not partially
Shipping-cost refund	No	Cannot be communicated to Asda; treated as complete on our side only
Returns	No	No return flow exists for this channel
Claims / incidents	No	No claims mechanism is documented for this channel

Product Management

Creating products

Not applicable. Asda owns and manages the product listing on George.com; sellers do not create products or listings through this integration.

Updating products

Not applicable, for the same reason — there is no product content, pricing or offer flow to update on this channel.

Deactivating / removing products

Not applicable. Listing lifecycle (adding, changing or removing an item from sale on George.com) sits entirely with Asda.

Pricing & Stock Sync

Pricing is not exchanged on this channel — Asda sets and controls the price customers see on George.com. A stock (inventory) feed can be sent from the seller showing quantity available, but it is optional and Asda decides per seller whether it's used. The feed always reports available stock net of anything already allocated to open orders; it does not separately report quantity currently on order.

Order Management

Getting orders

Orders arrive automatically: Asda sends a purchase order as soon as a customer buys the item on George.com. One order is expected per file, and Asda does not amend an order after it's issued — any change to the ordered quantity is handled later through a cancellation, not an edit to the original order.

Every order carries a fulfilment type of either **Home Delivery** (ship to the customer's address) or **Click & Collect** (customer collects from a named Asda store).

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID and Asda's customer-facing order number
- Order created date, requested ship-by date, and promised delivery date
- Order (fulfilment) type — Home Delivery or Click & Collect
- Delivery address (or collection store, for Click & Collect) and customer phone number
- Per line item: quantity, line number, item price, shipping cost, SKU, and EAN/barcode where available

SKU is frequently missing on the order as received from Asda. When that happens, Pentagon Connect falls back to matching by EAN, then by Asda's own item ID against an existing listing; if neither resolves, the order is still stored but flagged as incomplete rather than lost.

Shipping orders

Once an order is ready, Pentagon Connect sends a dispatch notice with the courier and tracking reference. Multiple dispatch notices can be sent against a single order to cover partial shipments, and between shipments and cancellations every ordered unit needs to end up accounted for — nothing should be left neither shipped nor cancelled.

Day-to-day carrier labelling and manifesting for shipments is done through **Metapack**, a separate courier-management portal outside Pentagon Connect: orders are imported and allocated to a carrier service, labels are printed, and the batch is manifested to the courier for collection.

Click & Collect orders are handled differently — they always report the courier as **"toyou"** (Asda's in-store collection service) with a toyou tracking link, regardless of normal carrier logic.

Cancellations

Cancellations can only be made **before an order has shipped** — once shipped, an order can no longer be cancelled through this channel. A cancellation can cover a whole order or specific lines within it, but only in full: there's no way to cancel part of a line's quantity, only the whole line.

No specific cancellation reason codes are documented for this channel.

Refunds & returns

There is no returns flow for this channel — Asda's source material is explicit that returns aren't managed through this integration. A refund of the product itself is only possible pre-shipment, via the cancellation mechanism above. Refunding shipping charges specifically cannot be communicated to Asda at all; any such refund is recorded as complete on our side only, with no message sent to Asda.

Claims / incidents

Not documented in the current source material — no claims or incident mechanism is described for this channel.

Carriers Supported

No fixed, named carrier list is documented for this channel. Home Delivery shipments are typically labelled and manifested through Metapack, which routes to whichever carrier service is allocated to the order in the Metapack portal, so the effective carrier list depends on what's configured there rather than a set Pentagon Connect maintains. Click & Collect orders are the one fixed case: they always go through Asda's own **"toyou"** service.

Known Limitations

- **No product or pricing flow** — Asda owns the George.com listing and price; this channel is orders and stock only.
- **Orders can't be amended by Asda after being sent** — any change comes later as a cancellation, not an update to the original order.
- **Order acknowledgement must be full acceptance** — partial acceptance or rejection at the acknowledgement stage isn't supported.
- **No post-shipment cancellation.**
- **No partial-quantity cancellation on a line** — only whole lines or whole orders.
- **Shipping-cost refunds can't be communicated to Asda.**
- **No returns flow** for this channel.
- **No claims/incidents mechanism** documented for this channel.
- **Stock feed is optional** and controlled by Asda, not guaranteed to be in use for every seller.
- **SKU is often missing** on incoming orders and is resolved via fallback matching, which can occasionally leave an order incomplete if no match is found.
- **No live confirmation from Asda** on acknowledgements, shipments, cancellations or stock updates — each is treated as successful once sent, so problems only surface if something fails on our side or is queried by Asda later.
- **Orders left neither shipped nor cancelled** are not currently auto-resolved after any time threshold — this has been flagged as a possible future improvement but isn't built.

Source Materials

This guide was built from Asda's DSV integration and onboarding documentation, Pentagon Connect's internal implementation scope for the Asda channel, and the Metapack carrier-management guide.

ASOS Integration – Feature & Process Guide

Last updated 23 Sept 2026

ASOS is one of the Mirakl-based marketplaces connected to Pentagon Connect. Rather than running a bespoke ASOS API, the integration talks to ASOS's own Mirakl-hosted operator instance through the standard Mirakl seller interface — the same pattern used for other Mirakl marketplaces such as La Redoute — with ASOS's own business rules layered on top: a wider set of accepted product conditions (including four Refurbished tiers), RRP-based discount pricing, per-product protect flags, and a courier list and reason-code set specific to ASOS's own back office.

This page describes what the ASOS integration supports — which product, pricing, order and refund actions are available, what data we capture, and what isn't currently supported.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Matched to ASOS's own product catalogue by EAN; a populated EAN is required for the listing-create check to pass
Update product content (title, description, images, attributes)	Yes	Runs through the same offer-update call used for price/stock
Update price	Yes	Automatically split into a "with price" and "without price" feed depending on the Protect Price flag
Update stock/quantity	Yes	
Lock price from being overwritten	Yes	Protect Price flag
Lock stock from being overwritten	Yes	Protect Quantity flag
Lock the whole item from updates	Yes	Stock-only updates still go through; price and full updates are skipped
Pause/deactivate a listing	Yes	Zero-stock update, full delisting, or the stronger "Closed" flag — see Deactivating / removing products below
Product variants (size/colour groups)	Yes	Grouped using a shared Supplier Reference across the variant's product records
Multiple product images	Yes	Main image plus additional images

Capability	Supported	Notes
Product condition other than "New"	Yes	New, Excellent, Very Good, Good, Sufficient, and four Refurbished tiers

Pricing & Stock

Capability	Supported	Notes
RRP / strike-through pricing	Yes	Shown as a discount whenever RRP is higher than Start Price
Automatic discount date window	Yes	Defaults to "now" through "now + 2 years" if no dates are set
Multi-channel / multi-currency pricing	No	Hardcoded to the GB channel only
Per-country VAT	Not documented	Not covered in the current ASOS source material
Eco-tax / eco-contribution	Not documented	Not covered in the current ASOS source material

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	New orders and status changes on existing orders are pulled in via two separate, continuously-running processes
Order acceptance	Yes	Order lines are accepted automatically by default
Order phone number captured	Yes	Both billing and shipping contact
Customer email captured	Yes	Marketplace-anonymised notification address
Billing & shipping address captured	Yes	Full address, including company name where given
Ship orders (tracking + mark shipped)	Yes	
Carrier & tracking number	Yes	See Carriers Supported below
Partial shipment	No	An order always ships in full in one call to ASOS

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation	Yes	Two different calls depending on whether the customer has already been debited — see Cancellations below
Full refund	Yes	
Partial refund (quantity or amount)	Yes	
Refund shipping charges	Yes	Can be included alongside a product refund
Returns	Yes	Handled through the refund flow with a dedicated "Item returned" reason, not as a separate return type
Claims / incidents	Yes	Marketplace "Incident" mechanism, tracked per order line — see Claims / incidents below

Product Management

Creating products

Products are sent to ASOS as a product record first, matched to ASOS's own product catalogue by EAN. ASOS maintains the authoritative product master on their own system; Pentagon Connect's job is to push a record ASOS can match against it, not to own the full catalogue. A populated EAN is mandatory — without one, the listing-create check fails outright and no listing can be created.

A product carries category, SKU, name, description, brand, EAN, one or more images, colour, and — for items that belong to a variant group (e.g. the same style in different sizes or colours) — a shared Supplier Reference that groups the individual product records together. A sellable offer is created separately once the product exists, carrying SKU, price, quantity, condition, availability dates and logistics class.

- There are no further enforced validations or mandatory attribute rules on ASOS product creation beyond a populated EAN — the product taxonomy currently in use for ASOS covers a small, fixed set of five categories, and none of them carry required item-specific attributes.
- Once a product is successfully created, its SKU becomes the permanent identifier used for all further matching — there's no separate marketplace listing ID to track.

Updating products

ASOS has no separate "update" mechanism — an update reuses the same call used to create a product and offer, simply flagged as an update. What actually changes on ASOS depends on which fields are included in that update, which in turn depends on the protect flags set on the product.

- **Updates are always split into two feeds.** Mirakl won't accept a single feed that mixes offers carrying price data with offers that don't, so every update run is automatically split: one feed for offers where Protect Price is off (full data, including price and discounts), and one for offers where Protect Price is on (price fields stripped out entirely).
- **Price sent to ASOS** is normally the Start Price, unless an RRP is set and is higher than the Start Price — in that case RRP is sent as the price and the discount fields are populated so the item shows as reduced from RRP.
- **Discount window** is only populated when RRP is higher than price. If explicit discount dates are set those are used; otherwise the window defaults to "now" through "now + 2 years" — worth knowing, since it can put a long discount live if dates aren't set deliberately.
- **Pricing is GB-only for now** — there is no multi-channel or multi-currency pricing wired up for ASOS.
- **Logistics class** is taken from the product if one is set there, otherwise it falls back to the account-level default.
- **Availability dates and internal descriptions** aren't currently mapped, so changes to those fields won't reach ASOS.
- If an update fails, the reason is captured and shown against the product so support can see why without needing to chase it separately.

Product condition. Unlike some Mirakl marketplaces that only accept "New", ASOS accepts several condition levels: New, Excellent, Very Good, Good, Sufficient, and four tiers of Refurbished (like new, very good, good, acceptable). These map to Pentagon Connect's own condition values — the "Refurbished – acceptable" tier needed a brand-new condition value to be created specifically to support ASOS, since ASOS's condition set doesn't line up one-to-one with the platform's defaults out of the box.

Protect flags. These only apply to offers that already exist on ASOS — a product that hasn't been created yet ignores them.

- **Protect Quantity** — a stock-only update is skipped entirely; a price-only or full update still goes out, but with stock left out.
- **Protect Price** — mirror behaviour: a price-only update is skipped; a stock-only or full update still goes out, but with price left out.
- **Protect the whole item** — a stock-only update still goes through; a price-only update is skipped; a full update is skipped entirely.

Deactivating / removing products

Three mechanisms exist, from softest to hardest:

- **Zero-stock update** — pushes quantity down to zero, which takes the listing off-sale on ASOS while keeping the product record in place. It can be reversed by sending a positive stock update again.
- **Delisting (End Listing)** — removes the offer entirely rather than just zeroing its stock.
- **"Closed" flag** — the strongest option. It stops all further updates to that product apart from pushing stock down to zero, and it applies even to products that were never successfully listed

in the first place. This is the closest ASOS equivalent to a full pause/delete.

Pricing & Stock Sync

- **RRP-based discounting:** if an RRP is set and it's higher than the Start Price, ASOS shows the item as discounted (RRP is sent as the price, with the discount fields populated). If no discount dates are set, the window defaults to two years from today.
- **GB-only pricing:** pricing is currently only sent for the GB channel — there's no multi-channel or multi-currency pricing configured for ASOS.
- **Condition:** ASOS accepts New, Excellent, Very Good, Good, Sufficient, and four Refurbished tiers, each mapped to its own condition value.
- **VAT and eco-tax:** not documented for ASOS's pricing/offer side in the available source material. Order data does capture separate sales-tax, marketplace-VAT and internal-VAT figures (see Order information we store below), but how VAT is calculated or applied when sending prices to ASOS isn't covered — treat any question about VAT or eco-tax on ASOS pricing as unanswered rather than assuming other Mirakl marketplaces' rules apply.

Order Management

Getting orders

Orders are pulled from ASOS through two separate, continuously-running processes:

- **New orders** — the first run looks back 90 days; after that, each run picks up anything created since the last successful run, so new orders are brought in continuously without a manual import step.
- **Modified orders** — re-checks orders from the last 30 days that aren't yet in a final state (i.e. not yet Closed, Cancelled or Shipped) and updates their status, delivery and payment details as they progress. This process only updates orders already in Pentagon Connect; it never creates new ones.

Marketplace order and line statuses are translated into plain order statuses in Pentagon Connect:

- Awaiting acceptance, awaiting debit, and awaiting debit payment → **Pending** (something still needs to happen before the order can ship — acceptance, or clearing payment)
- Shipping (ready to ship) and "to collect" → **Ready for Shipping**
- Shipped and received → **Shipped**
- Refused, cancelled, and refunded → **Cancelled**
- Closed → handled case by case: if the order was already Ready for Shipping, its lines are checked for refunds/cancellations to decide whether it should now read as Cancelled or Shipped, since a "Closed" order status on its own doesn't say which

- An open incident is tracked as a flag on the affected order line, independent of the order's main status (see Claims / incidents below)
- Test/staging orders are kept separate and not treated as real customer orders

Order acceptance: by default, Pentagon Connect accepts all incoming order lines automatically. Lines that are already cancelled or refunded on ASOS's side are correctly excluded from acceptance rather than causing an error. Internal teams can also flag a specific order line for rejection so it's excluded from the automatic accept step. An "acknowledged" flag is tracked per order (pending/sent/completed/error) so the same acceptance is never sent to ASOS twice.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status, currency, channel, created date, paid date, shipping deadline
- Buyer email (marketplace-anonymised) and buyer ID
- Payment method, order subtotal, order total, shipping cost, discount amount/type, marketplace fee/commission
- **Billing address:** name, phone number, company, country, state, street (2 lines), city, postal code
- **Shipping address:** name, phone number, company, country, state, street (2 lines), city, postal code
- Carrier, tracking number, tracking URL, shipped date
- Per line item: SKU, product title, category, item price, quantity, line status, shipping cost, commission, whether that line is eligible for a refund or cancellation
- Sales tax, marketplace VAT and internal VAT are tracked as three separate figures at both order and line level, so different tax views can be reconciled independently
- Refund and cancellation history per line, including amount, quantity, reason and status

Shipping orders

Once an order is accepted and ready, Pentagon Connect pushes the carrier and tracking details to ASOS and then marks the order shipped, as two steps run back to back in a single automated cycle.

- **Carrier matching:** the carrier on the order is matched against ASOS's registered carrier list; if there's a match, the mapped ASOS carrier is sent. If there's no match, an account-level default carrier is used if one is set. If neither applies, the carrier name and tracking number are still sent through under a generic "Other" carrier code, so tracking information is never lost even when the exact courier isn't registered with ASOS.
- **Partial shipment is not supported** — Mirakl always ships the full order in a single shipment. Pentagon Connect can still record multiple internal shipments against an order, but only one, full shipment reaches ASOS.
- If ASOS already shows the order as shipped by the time Pentagon Connect tries to confirm shipment (e.g. it was actioned directly in ASOS's own back office), that's treated as success

and the order is simply marked shipped on our side too.

Cancellations

Which cancellation request is used depends on whether the customer has already been debited for the order:

- **Not yet debited** — the order is cancelled at order level, and only a full cancellation is allowed; a partial cancellation isn't possible for an order that hasn't been charged yet.
- **Already debited** — cancellation happens at order-line level, using the same mechanism as a refund, and can be partial.

Two flags on the order — whether it can be cancelled, and whether it can be refunded — combined with whether the customer has been debited, determine which of these two paths applies for a given order at any point in time.

Refunds & returns

Refunds are requested per order line and can be full or partial (by quantity or amount), and can cover the product only or the product plus shipping charges. A fixed list of refund reasons is used (see Return & Refund Reason Codes below); a customer return is handled as a refund with the reason *Item returned*, rather than as a separate return type.

Because ASOS can process a refund as several separate transactions behind a single request, a refund can complete only partially: if some but not all of the underlying transactions succeed, the refund is marked "Partially Completed" overall, with each individual line marked Completed or Error so it's clear exactly which part failed.

Claims / incidents

ASOS's Mirakl "Incident" mechanism can be opened by the customer or by ASOS once an order line is shipping, shipped, or received. An incident is tracked per order line rather than as a whole-order status change, and it exists independently of the line's normal refund/cancellation status.

- Reasons for **opening** an incident include: item not received, item not as ordered, defective item, right to retract the order, counterfeit item, and delivery taking longer than expected.
- Reasons for **closing** an incident include: client did not respond, order finally received, item fit the description after all, replacement item received, agreement made with the vendor, solution found by the operator, and customer service handled by the vendor.

If an order isn't yet paid when an incident is raised on it, we don't get paid for it — a useful thing to know when an order looks stuck with an open incident.

Carriers Supported

Carriers aren't a fixed list we maintain — they're whichever couriers ASOS has registered on their side, which Pentagon Connect reads live from ASOS (examples seen include FedEx, UPS and Evri). A carrier used on an order is matched against that live list via an internal carrier-mapping table, or an account-level default carrier if no mapping matches; if it doesn't match anything registered, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost.

Return & Refund Reason Codes

Refund reasons (as shown in ASOS's own back office):

- No response from the shop
- Out of stock
- Cancelled by the client prior to shipping
- Item returned
- Item not received
- Agreement found with the vendor

Cancellation reasons:

- Cancelled by the client prior to shipping
- Unable to ship — out of stock
- Cancelled due to late shipment (system-generated)
- Customer cancelled via seller

Known Limitations

- **No partial shipment** — every order ships to ASOS as one complete shipment, a Mirakl platform constraint rather than a configurable choice.
- **Pricing is GB-only** — no multi-channel or multi-currency pricing is wired up for ASOS.
- **Every product update goes out as two separate feeds** (with prices and without), driven by the Protect Price flag — this is a Mirakl platform constraint, not a configurable choice.
- **Discount dates default to a 2-year window** whenever RRP is higher than price and no explicit discount dates are set — this can put an unintended long-running discount live if dates aren't populated deliberately.
- **VAT and eco-tax handling on pricing/offers is not documented** for ASOS specifically — order-level tax figures are captured, but how tax is calculated or applied when sending prices to ASOS is unconfirmed.
- **Availability dates and internal descriptions** aren't mapped from Pentagon Connect to ASOS, so changes to those fields won't reach the marketplace.

- **No documented rate-limit behaviour or credential-rotation process** — authentication uses a single API key issued from the ASOS seller account, with no documented process for rotating it or handling rate limits.
- **Condition mapping required a new value:** ASOS's "Refurbished – acceptable" condition didn't have an equivalent and needed a new one created — a reminder that ASOS's condition set doesn't map cleanly onto the platform's defaults.

Source Materials

This guide was built from ASOS's Mirakl integration specification documents covering authentication, taxonomy, product and offer creation, price and stock synchronisation, order retrieval and status mapping, order shipment and carrier matching, and the refund, cancellation and incident (claims) flow.

Autodoc Integration – Feature & Process Guide

Last updated 23 Sept 2026

Autodoc is a Germany-based, multi-country marketplace for car parts and accessories, built on the **Mirakl** marketplace platform — the same platform behind our La Redoute integration. As a standard Mirakl implementation, most of the integration follows familiar Mirakl behaviour, with a set of Autodoc-specific rules layered on top: vehicle/fitment data on products, its own courier list, and a strict "New condition only" rule.

This page describes what the Autodoc integration supports — which product, pricing, order and refund actions are available, what data we capture, and what isn't currently supported.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Sent to Autodoc as products first; an offer can only go live once the product exists on Autodoc's catalogue
Update product content (title, description, images, attributes)	Yes	Resent through the same product-import mechanism used for creation
Vehicle/fitment data (compatible vehicles, TecDoc codes, OEM cross-reference)	Yes	Category-dependent — see Creating products below
Product variants (e.g. size/colour groups)	Yes	Linked by a parent-product reference rather than a separate "group" object
Multiple product images	Yes	1 mandatory main image + up to 5 secondary images
Product condition other than "New"	No	Autodoc only accepts "New" condition offers
Deactivate an offer without deleting it (zero stock)	Yes	Dedicated zero-stock action; listing stays in place, off-sale
Remove/delete an offer entirely	Yes	Dedicated delete action, separate from a zero-stock deactivation

Pricing & Stock

Capability	Supported	Notes
Price-only updates	Yes	Independent of stock/content updates
Stock-only updates	Yes	Also how an item is reactivated after a zero-stock deactivation
RRP / strike-through pricing	Yes	Automatically generates a discount price/date pair when RRP is higher than price
Automatic discount date window	Yes	Defaults to "now" through "now + 2 years" if no dates are set
Lock price from being overwritten	Yes	Per-product "Protect Price" flag
Lock stock from being overwritten	Yes	Per-product "Protect Quantity" flag
Lock the whole item from being overwritten	Yes	Skips the item entirely for that update cycle
Combined price + stock + content update in one go	Yes, with a rule	Split into two separate batches depending on whether price is protected — see Updating products

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Same process also refreshes the status/details of orders already stored
Automatic order acceptance	Yes	Orders are accepted by default; specific lines can be flagged for rejection instead
Ship orders (tracking + mark shipped)	Yes	
Carrier & tracking number	Yes	See Carriers Supported below
Partial shipment	No	An order always ships to Autodoc in full, in one call

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation	Yes	Which action applies depends on the order's payment/status flags — see Cancellations below
Full refund	Yes	
Partial refund (quantity or amount)	Yes	
Refund shipping charges	Yes	Can be included alongside a product refund
Returns	Yes	Handled through the refund flow using an "Item returned" reason, not as a separate return type
Claims / incidents	No	Autodoc/Mirakl exposes an incident concept, but it has no defined handling in Pentagon Connect yet — see Known Limitations

Product Management

Creating products

New products are sent to Autodoc as products first, then offers (price/stock/availability) second — an offer can't go live until its product exists on Autodoc. Both steps happen automatically once a product is ready; there's no manual per-product action needed from the seller.

- **Category-specific attributes:** every product is checked against its Autodoc category's required/optional attribute set before it's sent. A product missing a category-required attribute is the most common reason a product fails to reach Autodoc.
- **Vehicle/fitment data (car-parts specific):** depending on category, a product can carry a "universal fit" flag for trucks/cars/motorcycles, TecDoc/K-type vehicle compatibility codes, a free-form compatible-vehicle list, whether the fitment is TecDoc-sourced, and an OEM/manufacturer cross-reference list. This is what sets Autodoc apart from a general-goods Mirakl marketplace like La Redoute.
- **Images:** a main image is required (meeting Autodoc's size requirement) plus up to 5 secondary images; listing-level images take priority over product-level ones.
- **Brand:** the brand set at listing level takes priority over the product's own brand; a brand Autodoc doesn't already recognise has to be requested from their marketplace team before it can be used.
- **Variants:** products are grouped into a variant set by linking each one to the same parent product. Each variant is still created as its own product record, and siblings don't need to be submitted together. A product can be detached from its variant group later by resending it without that parent link.

- **Units:** weight is stored internally in grams and converted to kilograms for Autodoc.

Updating products

Product content, price and stock can each be refreshed independently after a product is live:

- **Content updates** (title, description, images, attributes, vehicle/fitment data) are resent through the same import mechanism used to create the product in the first place.
- **Price-only updates** and **stock-only updates** each run as their own lightweight flow.
- **Full updates** (content, price and stock together) are split into two separate batches — one for items with price protection off, one for items with it on — because Autodoc's system rejects a batch that mixes priced and price-less rows.
- **Protect Price / Protect Quantity / Protect whole item** flags work as on our other Mirakl integrations: the protected field (or the whole item) is left out of whatever update is being sent, so it's never overwritten on Autodoc.

Deactivating / removing products

Autodoc supports two distinct ways to take a listing down:

- **Zero-stock update:** sets the offer's stock to zero without removing it. The listing stays in place, off-sale, and can be brought back by pushing a positive stock update later.
- **Offer delete:** removes the offer entirely. The product is then marked as taken down internally and can be re-listed later by creating a fresh offer against the same product.
- A "Closed" account-level flag stops all new product creation and most other updates, but still allows the zero-stock and delete actions through — so a listing can always be pulled down even when the integration is otherwise closed.

Pricing & Stock Sync

- **RRP-based discounting:** if an RRP is set and it's higher than the current price, Autodoc automatically shows the item as discounted (RRP as the "was" price), and a discount date window is generated. If no discount dates are set, the window defaults to two years from today. When RRP is not higher than price, no discount is sent.
- **Condition:** only "New" condition items are accepted by Autodoc; any other condition value is rejected.
- **Stock:** stock updates keep quantity in sync while an offer is active, and are also the mechanism used to bring an item back on-sale after a zero-stock deactivation.
- **Protect flags:** Protect Price and Protect Quantity (see Product Management above) apply equally here — a protected field is simply left out of the update sent to Autodoc.

Order Management

Getting orders

Orders are pulled from Autodoc automatically and continuously — the same process both picks up new orders and refreshes the status and details of orders already stored in Pentagon Connect, so there's no separate "check for updates" step. When an account first connects, Pentagon Connect looks back 90 days for existing orders; after that it checks for anything changed since the last run. An order can also land in Pentagon Connect already accepted, already shipping, or already shipped (for example after a resync), so status isn't assumed to always progress in a straight line.

New orders are accepted automatically by default. If a specific order line has been internally flagged for rejection, that line is sent back to Autodoc as rejected rather than accepted; everything else is accepted as a matter of course.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status, currency, created date, delivery-by date
- Buyer email and buyer ID
- Payment method, order subtotal, order total, discount amount/type, marketplace fee, total fee
- **Billing address:** name, phone number, company name, country, state, street (2 lines), city, postal code
- **Shipping address:** name, phone number, country, state, street (2 lines), city, postal code
- Carrier, tracking number, tracking URL, shipping service label
- Per line item: SKU, product title, item price, quantity, line status, shipping cost, VAT amount/percentage
- Sales tax, marketplace VAT and internal VAT are tracked as three separate figures at both order and line level, so different tax views can be reconciled independently

Order status is tracked in Pentagon Connect as one of: Incomplete, Pending, Ready for Shipping, Shipped, or Cancelled — several distinct Autodoc statuses (e.g. both "Refused" and "Refunded") collapse into Cancelled on our side. Status moves in one direction only: once an order is Shipped it can only move to Cancelled, and Cancelled is final. An order carrying an open "incident" on Autodoc's side isn't currently reflected as a distinct status in Pentagon Connect — see Claims / incidents below.

Shipping orders

Once an order is accepted and ready, Pentagon Connect pushes the carrier and tracking details to Autodoc and marks the order shipped as one linked pair of actions.

- **Carrier matching:** the carrier on the order is matched against Autodoc's own registered carrier list (see Carriers Supported below); if there's no match, an account-level default carrier is used

if one is set; if neither applies, the carrier name and tracking number are still sent through as a generic fallback.

- **Partial shipment is not supported** — Autodoc always expects the full order shipped in a single call, even if it physically ships in multiple parcels.
- If Autodoc already shows an order as shipped before Pentagon Connect's own shipment call goes through (for example, shipped from Autodoc's own back office), this is treated as a success rather than an error.

Cancellations

Which cancellation action applies depends on the order's own status flags — whether it can still be cancelled, and whether it's already been charged:

- An order that hasn't been charged yet can be cancelled in full.
- An order that has already been charged is cancelled at the line level instead, so specific items can be cancelled rather than the whole order.
- Only full-order cancellation is available for a not-yet-charged order — a partial cancellation isn't sent for those.

See Return & Refund Reason Codes below for the cancellation reasons available.

Refunds & returns

Refunds can be full or partial (by quantity or amount), and can cover the product, the shipping charge, or both, at the line-item level. Autodoc doesn't have a separate "return" object — a customer return is handled as a refund using the "Item returned" reason.

- Each refund line is sent to Autodoc as its own individual request; bundling multiple refund lines into one batch isn't safe, because Autodoc fails the entire batch if even one line in it fails.
- If some lines succeed and others fail, the refund is marked "Partially Completed" so partial success is still reflected accurately rather than shown as a flat failure.
- A default refund reason and a default cancellation reason can be configured, and are used automatically whenever no specific reason is supplied with a request.

Claims / incidents

Autodoc's Mirakl platform has its own "incident" concept (an order can carry an open incident status), which can delay seller payment even before a formal refund or cancellation is raised. This isn't currently mapped to a Pentagon Connect status or workflow, so an order with an open incident on Autodoc's side may not be visibly flagged as such in Pentagon Connect today — see Known Limitations.

Carriers Supported

Carriers aren't a fixed list Pentagon Connect maintains — they're whichever couriers Autodoc has registered on their side, read live from Autodoc. A carrier used on an order is matched against that live list (via our own carrier-mapping table, or an account-level default); if it doesn't match anything registered, the carrier name and tracking number are still sent through under a generic "Other" fallback so tracking information isn't lost, though not every Mirakl marketplace is guaranteed to accept that fallback. Example couriers referenced in Autodoc's own documentation include DHL, DPD, FedEx, TNT and UPS, but the authoritative, current list is always whatever is registered on the account at the time.

Return & Refund Reason Codes

Reason codes are read from Autodoc/Mirakl for reference, but the working list used in Pentagon Connect's refund screen is maintained internally. Because our own reason list can't otherwise distinguish a refund reason from a cancellation reason, each one is labelled with its type when shown in the UI.

Refund reasons:

- No response from the shop
- Out of stock
- Cancelled by the client prior to shipping
- Item returned
- Item not received on delivery
- Agreement found with the seller
- Item not received on return
- Faulty item – no return required
- Faulty item
- Item unable to be shipped

Cancellation reasons:

- Cancelled by the client prior to shipping
- Cancelled due to late shipment
- Debit failed
- Debit timed out

A default reason (one per type) is used automatically whenever a refund or cancellation is requested without a specific reason supplied.

Known Limitations

- **No partial shipments** — every order ships to Autodoc as one complete shipment, even when it physically goes out in multiple parcels.
- **Only "New" condition is accepted** for offers — any other condition value is rejected outright.
- **Offer SKUs are capped at 40 characters** and cannot contain a "/".
- **Full product/offer updates must be split into two separate batches** (with vs without price) depending on the Protect Price flag — Autodoc rejects a batch that mixes the two.
- **Refund and cancellation requests are all-or-nothing per batch**, which is why each refund/cancellation line is sent individually rather than bundled together.
- **The "Other" carrier fallback isn't guaranteed to work on every Mirakl marketplace**, even though Pentagon Connect sends it as a standard fallback when no courier mapping or default carrier is set.
- **Vehicle-variant/variation-group handling was still an open item** in the source documentation at the time this guide was written — variants are linked purely by a parent-product reference, with no dedicated "group" object.
- **Autodoc's "incident" order status has no defined handling in Pentagon Connect yet** — this is a known, acknowledged gap rather than an oversight, and incidents can delay seller payment even before a refund or cancellation is formally raised.
- **Orders and offers sync on a polling schedule, not instantly** — a status change on Autodoc's side can take a short while to appear in Pentagon Connect.

Source Materials

This guide was built from Autodoc's Mirakl integration specification documents covering account setup, taxonomy, product and offer creation and updates, order retrieval and acceptance, shipment, and refunds/cancellations.

B&Q Integration – Feature & Process Guide

Last updated 23 Sept 2026

B&Q is Kingfisher's UK home-improvement marketplace and one of the Mirakl-based integrations connected to Pentagon Connect. It's a standard Mirakl Marketplace Platform implementation, so most of its behaviour matches Pentagon Connect's other Mirakl-powered marketplaces, with B&Q's own attribute requirements, condition list and courier set layered on top.

This page describes **what the B&Q integration supports** — which product, pricing, order and refund actions are available, what data we capture, and what isn't currently supported.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Products are created first, offers (price/stock) second — an offer can't go live until its product exists on B&Q
Update product content (title, description, images, attributes)	Yes	
Update price	Yes	Can run as a price-only update or as part of a full update
Update stock/quantity	Yes	
Lock price from being overwritten	Yes	Per-product "Protect Price" flag
Lock stock from being overwritten	Yes	Per-product "Protect Quantity" flag
Pause/deactivate a listing	Yes	"Closed" flag — only a zero-stock update is ever sent for that product afterwards
Product variants (size/colour groups)	Yes	Linked via a shared Variation Group
Multiple product images	Yes	1 mandatory main image + up to 8 secondary images
Product condition other than "New"	Yes	New, Excellent, Very Good, Good, Sufficient, and four Refurbished grades are all accepted

Pricing & Stock

Capability	Supported	Notes
RRP / strike-through pricing	Yes	Shown as a discount only when RRP is higher than the selling price
Automatic discount date window	Yes	Defaults to "now" through "now + 2 years" if no dates are set
Multiple product conditions	Yes	Fixed condition list — see Pricing & Stock Sync below
VAT-per-country / eco-tax handling	Not documented in current source material	Not covered in the B&Q source documents, unlike some other Mirakl integrations

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	First run pulls the last 90 days; every run after picks up new and changed orders together
Auto-acceptance of orders	Yes	Orders are auto-accepted by default
Order phone number captured	Yes	Both billing and shipping contact
Billing & shipping address captured	Yes	
Ship orders (tracking + mark shipped)	Yes	
Carrier & tracking number	Yes	See Carriers Supported below
Partial shipment	No	Mirakl always marks the whole order shipped, even if only part of it was actually shipped
Orders arriving already at a later stage (e.g. pre-shipped)	Yes	Handled automatically — acceptance/shipment details are backfilled rather than assumed to start from scratch

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation	Yes	Full cancellation only before an order is charged; line-level cancellation after — see below
Full refund	Yes	

Capability	Supported	Notes
Partial refund (quantity or amount)	Yes	
Refund shipping charges	Yes	Can be included alongside a product refund
Returns	Yes	Handled through the refund flow with a return-style reason, not as a separate return type
Claims / incidents	Yes	Marketplace "Incident" mechanism — see Claims / incidents below

Product Management

Creating products

New products are sent to B&Q as products first, then offers (price/stock/availability) second — an offer can't go live until its product exists on B&Q. Both steps run automatically once a product is ready.

- **Required fields:** category, SKU, and a main image, plus an EAN (barcode) sourced from a B&Q-specific EAN field first, falling back to the product's general EAN. A missing EAN blocks product creation entirely, before anything is sent.
- **Recommended fields:** up to 8 secondary images.
- **Category-specific attributes:** B&Q's catalogue is organised into categories, each with its own required/recommended attribute set (a long list of B&Q-specific fields — unique selling points, pack quantity/type, guarantee terms, sustainability/material flags, and similar). Every product is checked against its category's requirements before being sent — a product missing a category-required attribute is the most common reason a product fails to reach B&Q.
- **Variants:** products are grouped into variant sets (e.g. size/colour of the same item) by setting a shared Variation Group. Without a Variation Group, only general product attributes are sent; with one, both general and variant-specific attributes are sent, and if the same attribute is set at both levels, the variant-specific value wins. Each variant is still created as its own product record; removing a product from a group is done by resending it without that field.
- **Warnings count as success:** warning-level results on the product import report are treated as a successful creation (standard Mirakl behaviour), though this was still being confirmed specifically for B&Q at the time of writing.

Updating products

Price, stock and full product content can each be updated after a product is live, and price/stock can be updated independently of the rest of the content:

- **Price-only updates** run as their own lightweight flow.
- **Full updates** (content, images, attributes, price and stock together) run as a separate flow.

- **Protect Price** — when set, that product's price is left out of every update sent to B&Q, so its price on the marketplace is never overwritten.
- **Protect Quantity** — when set, stock is left out of updates, so the quantity live on B&Q isn't touched.
- **Protect the whole item** — when set, the product is skipped entirely for content/price updates; a quantity-only update can still go through.

Deactivating / removing products

Marking a product "Closed" means only a zero-stock update is ever sent for it going forward — this applies to both brand-new and already-listed products. There's no separate delete action; closing is how a listing is taken down.

Pricing & Stock Sync

- **RRP-based discounting:** if RRP is set and higher than the selling price, B&Q receives RRP as the reference ("was") price and the selling price as the discounted price, so the item displays as on sale. If no discount dates are set, the window defaults to two years from today. If RRP isn't set or isn't higher than the price, no discount fields are sent.
- **Condition:** unlike some Pentagon Connect Mirakl integrations, B&Q accepts a full condition range — New, Excellent, Very Good, Good, Sufficient, and four grades of Refurbished (like new, very good, good, acceptable) — matched against a fixed condition list.
- **Protect Price / Protect Quantity** flags (see Product Management above) apply equally to routine price and stock sync, not just full updates.
- VAT-per-country and eco-tax/EPR handling are not covered in the B&Q source material — see Known Limitations.

Order Management

Getting orders

Orders are downloaded from B&Q automatically. The first run pulls the last 90 days of orders; every run after that picks up anything new or changed since the previous run, with new orders and status updates handled in the same automated pass — no manual import step is required.

Orders don't always arrive at Pentagon Connect at the very start of their lifecycle — an order can be downloaded for the first time already at a later stage (e.g. already shipping or already shipped), and the integration handles this by picking up wherever the order actually is rather than assuming every order starts fresh. If an order is downloaded already accepted, it's recorded as accepted straight away; if it's downloaded already shipped, its shipment and tracking details are backfilled automatically rather than waiting for a separate shipping step.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status, currency, and key dates
- Buyer contact details, including billing and shipping phone numbers
- Billing and shipping addresses
- Payment method, order subtotal/total, discount amount, and marketplace fee information
- Carrier, shipping cost, tracking number/URL, and shipped date
- Per line item: SKU, product title, item price, quantity, and line status
- Sales tax, marketplace VAT and internal VAT are tracked as three separate figures at both order and line level, so different tax views can be reconciled independently
- Whether the order has an open claim/incident on any line (see Claims / incidents below), tracked independently of the order's main status

Order status is tracked as one of: Incomplete, Pending, Ready for Shipping, Shipped, or Cancelled. Orders are auto-accepted by default.

Shipping orders

Once an order is accepted and ready, Pentagon Connect pushes carrier and tracking information to B&Q and marks the order shipped.

- **Carrier matching:** the carrier on the order is checked against B&Q's registered courier list via an account-level courier-mapping table; if there's no match, an account-level default carrier is used if one is set; if neither applies, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost.
- **Partial shipment is not supported** — Mirakl always marks the whole order shipped once any shipment is sent for it, even if only part of the order actually went out.
- If B&Q already considers an order shipped (for example, it was marked shipped directly on the marketplace) when Pentagon Connect tries to ship it, the attempt is rejected by B&Q — this is treated as a status-sync situation and the order is simply marked shipped internally rather than as a failure.

Cancellations

- Before an order has been charged to the customer, only a **full** cancellation of the order is possible — partial cancellation isn't available at that stage.
- Once an order has been charged, cancellation can be requested at the order-line level.
- If an order is somehow both cancellable and refundable at the same time, cancellation is treated as the default action.
- See Return & Refund Reason Codes below for the cancellation reasons available.

Refunds & returns

- Refunds are requested at the order-line level and can be full or partial, covering products and/or shipping charges.
- Each refund or cancellation line is sent to B&Q as its own separate request, so one failure doesn't affect the others in the same batch.
- A single refund can correspond to more than one transaction on B&Q's side; the outcome is tracked accordingly as fully successful, partially successful (with the failing part flagged separately), or failed.
- B&Q doesn't have a distinct "return" object — a customer return is handled as a refund, using a reason that describes the return (e.g. changed mind, wrong product delivered, damaged). See Return & Refund Reason Codes below.

Claims / incidents

Operators and customers can open a claim ("Incident") on an order once it's shipping, shipped, or received. An incident is tracked per order line rather than as a change to the whole order's status. If an order hasn't been paid yet when an incident is opened, the seller doesn't get paid for that line. Exactly how to handle an order that's downloaded for the very first time already showing an open incident was still an open question in the source documentation — see Known Limitations.

Carriers Supported

Carriers aren't a fixed list we maintain — they're whichever couriers B&Q has registered on their side, which Pentagon Connect reads live from B&Q. A carrier used on an order is matched against that live list via an account-level courier-mapping table, or an account-level default carrier if no match is found; if neither applies, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost. Exactly when the integration should fall back to "Other" versus flag an error was still an open question in the source documentation, so treat unmapped-carrier shipping issues as worth double-checking against current behaviour.

Return & Refund Reason Codes

Refund reasons (current, seller-selectable):

- Damaged
- Missing part
- Overbought
- Wrong product delivered
- Could not assemble
- Product recall
- Out of stock

- Item not received by customer
- Order cancelled prior to dispatching (customer requested)
- Customer has changed mind

Cancellation reasons:

- Cancelled by the customer prior to shipping
- Cancelled due to late shipment (system-generated)
- Cancelled due to payment/debit failure (system-generated)
- Cancelled due to payment/debit timeout (system-generated)

B&Q's reason list also still returns a set of older, deprecated refund reasons alongside the current ones above; these are legacy values from before the reason list was refreshed and shouldn't be relied on for new refunds.

Known Limitations

- **No documented authentication/API-key setup steps for B&Q** exist in the current source material — flag this as a documentation gap if credential setup is ever needed, not necessarily a technical gap.
- **No partial shipment** — a shipment covering only part of an order still marks the whole order as shipped on B&Q.
- **Open-incident-on-first-download is unresolved** — how to handle an order downloaded for the first time already showing an open claim/incident was an open question in the source documentation.
- **Shipping an already-shipped order is a real, expected case** — if an order is shipped directly on B&Q outside the normal flow, our attempt to ship it is rejected and handled as a status-sync case, but support should expect to see this, not treat it as a bug.
- **Carrier fallback logic still had open questions** at time of writing about when to use "Other" versus flag an error — treat unmapped-carrier issues as an area to verify against current behaviour.
- **EAN is mandatory** — a product without an EAN (at either the B&Q-specific or general product level) cannot be listed at all.
- **Discount pricing is entirely RRP-driven** — if RRP isn't set or kept in sync with price, discounts won't appear even when intended.
- **Variant attribute conflicts resolve silently** — if the same attribute is set both generally and per-variant, the variant-specific value wins without a warning.
- **Warning-level import results are treated as success**, following standard Mirakl convention — this was still unconfirmed specifically for B&Q at the time of writing.
- **VAT-per-country, eco-tax/EPR fields and multiple free-shipping thresholds** are not covered in the B&Q source material, unlike some of Pentagon Connect's other Mirakl integrations — treat as undocumented rather than confirmed unsupported.

Source Materials

This guide was built from Pentagon Connect's internal B&Q integration specifications covering taxonomy, product and offer creation, order retrieval and acceptance, shipping, and refunds/cancellations, together with B&Q's own Mirakl marketplace seller documentation.

Best Buy Canada Integration – Feature & Process Guide

Last updated 23 Sept 2026

Best Buy Canada is one of the Mirakl-based marketplaces connected to Pentagon Connect. It runs on standard Mirakl mechanics — product imports, offer/price/stock imports, order polling, and refund/cancellation requests — the same pattern shared with other Mirakl-powered marketplaces we connect to.

What's specific to this integration is the Canadian storefront: CAD currency, GST/QST/HST tax handling instead of a single VAT line, Canadian shipping zones and carriers, and a couple of Best Buy-specific data quirks (very long attribute names, a two-condition mapping for New/Vintage items). Best Buy US is a separate integration and isn't assumed to behave identically.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Products are sent first, then an offer is created against them
Update product content (title, description, images, attributes)	Yes	Reuses the same import flow as creation
Update price	Yes	Dedicated price-only update
Update stock/quantity	Yes	Dedicated stock-only update; also reactivates a previously deactivated listing
Lock price from being overwritten	Yes	Per-product "Protect Price" flag
Lock stock from being overwritten	Yes	Per-product "Protect Quantity" flag
Pause/deactivate a listing	Partial	A "Closed" flag stops all further creation/updates being sent; a dedicated delete flow exists on Best Buy's side but wasn't part of this documentation scope
Product variants (size/colour groups)	Yes	Each variant is its own product record, linked by a shared variant group code
Multiple product images	Yes	1 required main image + up to 5 additional images

Capability	Supported	Notes
Product condition other than "New"	Partial	"Vintage" is also supported, but the source material is inconsistent on its exact code — see Known Limitations

Pricing & Stock

Capability	Supported	Notes
RRP / strike-through pricing	Yes	Shown as a discount when RRP is set and higher than price
Automatic discount date window	Yes	Defaults to "now" through "now + 2 years" if no dates are set
CAD currency	Yes	All offers are priced and sent in CAD
Canadian tax handling (GST/QST/HST)	Yes	Tracked as Sales Tax, Marketplace VAT and Internal VAT separately, at both order and line level
Canadian shipping-zone pricing	Yes	Zone codes such as BC Local, QC Local drive shipping fields on the offer

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	New orders and status changes are pulled in continuously
Order phone number captured	Yes	Both billing and shipping contact
Customer email captured	Yes	Marketplace-anonymised notification address
Billing & shipping address captured	Yes	Full address, including company name where given
Ship orders (tracking + mark shipped)	Yes	Carrier and tracking details are pushed, then the order is marked shipped, in one automated step
Carrier & tracking number	Yes	See Carriers Supported below
Partial shipment	No	An order always ships in full in one shipment

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation	Yes	Full order only, and only before the customer has been debited
Full refund	Yes	After the customer has been debited
Partial refund (per order line)	Yes	Refunds and cancellations are always sent per order line, one line at a time
Refund shipping charges	Yes	Shipping tax is included only when there's actually shipping tax to account for
Returns	Yes	Handled through the same refund mechanism, distinguished by reason code
Claims / incidents	Yes	Marketplace "Incident" mechanism — see Claims below

Product Management

Creating products

New products are sent to Best Buy Canada as products first; an offer (price/stock/availability) can only be created once the product exists on the marketplace. Both steps happen automatically once a product is ready — there's no manual per-product action needed.

- **Required fields:** category, SKU, brand, and a main image. A product missing any of these is blocked from being created.
- **Optional but recommended:** a barcode (EAN) and up to 5 additional images, on top of the required main image.
- **Category-specific attributes:** Best Buy Canada's taxonomy is downloaded and cached before any product push, then used to validate every product's category-specific attributes before it's sent — a product missing a category-required attribute is a common reason a product fails to reach Best Buy.
- **Long attribute names:** some Best Buy attributes have names longer than what our standard field can store; these are stored as a shortened label rather than the raw attribute name so they don't get truncated or collide with another attribute.
- **Variants:** products are grouped into variant sets (e.g. size/colour of the same item) by giving them a shared variant group code. Each variant is still created as its own product record — you don't need to submit every sibling variant together, and a variant can be pulled back out of a group by resending it without that code.
- **Language scope:** only English content is sent for this integration; French-language fields available in the underlying Mirakl template aren't used here.

Updating products

Product content updates reuse the same import mechanism as creation — a product is simply resent with its existing SKU. Price and stock can also be updated independently of the rest of the product content:

- **Price-only updates** run as their own lightweight flow for cases where only the price needs refreshing.
- **Stock-only updates** run as a separate flow, and are also how a previously deactivated offer is brought back — there's no separate "reactivate" action.
- **Protect Price** — when set, that product's price is left out of every update sent to Best Buy, so its price on the marketplace is never overwritten.
- **Protect Quantity** — when set, stock is left out of updates, so the live quantity isn't touched.
- **Protect the whole item** — when set, the product is skipped entirely for that update cycle.

Deactivating / removing products

Marking a product's account "Closed" stops all further creation and update calls being sent for it to Best Buy Canada. This is the mechanism available today for taking a listing out of sync. A dedicated delete or zero-stock deactivation flow is referenced in Best Buy's own Mirakl setup, but it wasn't part of the documentation scope compiled here, so its exact behavior in Hemi isn't captured on this page.

Pricing & Stock Sync

- **RRP-based discounting:** if an RRP is set and it's higher than the current price, Best Buy Canada automatically shows the item as discounted. If no discount dates are set, the discount window defaults to two years from today. If RRP isn't higher than price, no discount fields are sent.
- **Currency:** all offers are priced and sent in Canadian dollars.
- **Condition:** New and Vintage items are both accepted, mapped from the product's condition field.
- **Shipping zones:** offers carry Canadian shipping-zone information (e.g. British Columbia local, Quebec local) as part of the pricing/stock payload.

Order Management

Getting orders

Orders are pulled from Best Buy Canada automatically and continuously — new orders are picked up, and orders already stored have their status and details kept in sync as they progress. The first run after setup looks back 90 days; after that, each run picks up from where the last one left off.

Best Buy Canada's order lifecycle doesn't map one-to-one onto ours in every case:

- A "closed" order on Best Buy's side doesn't tell us on its own whether it shipped or was cancelled — when that happens, we look at whether the order's lines were refunded to decide which way to record it.
- If a buyer or Best Buy opens a dispute ("incident") while an order is shipping, shipped, or received, the affected order line is flagged rather than the whole order — see Claims below. If the order hasn't been paid yet when this happens, we don't get paid for it.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status, currency, created date, paid date, and delivery-by date
- Buyer email (marketplace-anonymised) and buyer ID
- **Billing address:** name, phone number, company, country, state, street (2 lines), city, postal code
- **Shipping address:** name, phone number, company, country, state, street (2 lines), city, postal code
- Carrier, shipping cost, tracking number, tracking URL, and shipped date
- Per line item: SKU, product title, category, item price, quantity, line status, shipping cost, and marketplace fee
- Sales tax, marketplace tax (GST/QST/HST) and our own internal tax are tracked as three separate figures at both order and line level, so different tax views can be reconciled independently
- Order total and any applied discount/promotion amount

Shipping orders

Once an order is accepted and ready, Pentagon Connect pushes carrier and tracking details to Best Buy Canada, then marks the order shipped — both steps run back-to-back as one automated action.

- **Carrier matching:** the carrier on the order is matched against Best Buy's registered carrier list (see Carriers Supported below) via a priority order: an explicit mapping first, then an account-level default carrier, then — if neither applies — the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost.
- **Partial shipment is not supported** — Best Buy Canada always ships the full order in a single shipment, even though Pentagon Connect can still record individual line-level shipment detail internally.
- If Best Buy Canada reports an order as already shipped from elsewhere, we still record it as shipped on our side with the shipping details we have, rather than treating that as a failure.

Cancellations

Cancellation is only available for a full order, and only before the customer has been debited for it. Once the customer has been debited, the order can no longer be cancelled outright — a refund is

used instead. Cancellation and refund requests are always sent one order line at a time, never batched together, so a single failing line doesn't take down the rest of the request.

Refunds & returns

Refunds are sent per order line, either for the full line quantity or a partial amount, and can include shipping charges when there's shipping tax to account for. Best Buy Canada doesn't structurally separate "refund" from "return" in its reason list, so we label each one accordingly when it's shown to users. Every refund or cancellation needs a resolvable reason code — a default has to be configured for both types, or the request fails outright.

Once a refund or cancellation is sent, the outcome is tracked per line: if everything on the request succeeds, the whole payment is marked complete; if some lines succeed and others fail, the payment is marked partially complete with the failing lines flagged individually; if everything fails, the whole payment is marked as errored.

Claims / incidents

Best Buy Canada's incident/dispute mechanism can be opened by the customer or by Best Buy once an order is shipping, shipped, or received. An incident is tracked per order line rather than as a whole-order status change. What should happen when an order is downloaded for the very first time already showing an open incident was left as an open question in the source material — worth confirming current behaviour before relying on it.

Carriers Supported

Carriers aren't a fixed list we maintain — they're whichever couriers Best Buy Canada has registered on their side, which Pentagon Connect reads live from Best Buy. As of the last check, the registered list included Canada Post, Canpar, Day & Ross (Freight and Same Day), DHL, FedEx, Intelcom, Lettermail, Loomis, Purolator, Scheduled Delivery (LTL), Swiship, Uni Uni, UPS and USPS. A carrier used on an order is matched against that list via our own carrier-mapping table, or an account-level default; if it doesn't match anything registered, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost. At the time this page was written, there was no way to refresh that mapping table's carrier options directly in the UI — new carriers need to be added manually.

Return & Refund Reason Codes

Cancellation reasons (used before the customer is debited): no response from the shop, out of stock, cancelled or changed mind before shipping, item returned as damaged/defective/wrong, item not received, price discount where the customer keeps the item, chargeback, tax refund, fraud suspicion, shipping fee refund, can't ship to a PO box, pricing error, and a system-generated EDI refund reason.

Return/refund reasons (used after the customer is debited): broken, defective or counterfeit items; damaged packaging; wrong size or colour; missing items; product not as described; and buyer's-remorse reasons such as "don't want it", "don't like it", or "quality not as expected", plus a general "other" reason.

Known Limitations

- **No partial shipment** — every order ships to Best Buy Canada as one complete shipment.
- **No dedicated pause/delete flow documented** — the "Closed" flag stops further sync, but a proper delete or zero-stock deactivation flow referenced on Best Buy's side wasn't covered in this documentation scope.
- **Vintage condition code is inconsistent in the source material** — two different numeric codes appear across the source documents for "Vintage"; "New" is consistent. Confirm the live mapping before relying on it.
- **Cancellation is full-order only** and only available before the customer has been debited; after that, only a refund is possible.
- **First-time orders downloaded already in an open-incident state** have unconfirmed handling — flagged as an open question in the source material.
- **Carrier list refresh is manual** — new couriers Best Buy registers aren't automatically pulled into our carrier-mapping options.
- Standard Mirakl rate limits apply account-wide; exceeding them returns a "too many requests" response with a wait time attached.

Source Materials

This guide was built from Best Buy Canada's Mirakl integration specification documents covering authentication, taxonomy, product and offer creation, price and stock updates, order retrieval, order shipment, and refunds/cancellations.

Best Buy US Integration – Feature & Process Guide

Last updated 23 Sept 2026

Best Buy US is one of the Mirakl-based marketplaces connected to Pentagon Connect. On Mirakl, a **product** (the catalog entry — title, images, attributes, category) and an **offer** (price, stock, condition and shipping class) are separate objects, and an offer can only go live once its underlying product already exists on Best Buy.

Most of how the integration behaves follows the standard Mirakl seller platform rather than anything Best Buy-specific, with a small number of Best Buy rules layered on top — a limited set of accepted product conditions, a fixed set of shipping/logistic classes, and Best Buy's own live carrier and refund-reason lists.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Products and offers are pushed as two linked steps; both happen automatically once a product is ready
Update product content (title, description, images, attributes)	Yes	
Product variants (size/colour groups)	Yes	Each variant is still its own product record, linked to the others
Multiple product images	Yes	Main image plus additional images
Product condition	Partial	Only "New" and "Refurbished – Excellent" are accepted
Logistic/shipping class	Yes	Best Buy's own Small/Large classes, plus 8 generic seller-defined size/weight tiers
Lock price from being overwritten	Yes	Per-product "Protect Price" flag
Lock stock from being overwritten	Yes	Per-product "Protect Quantity" flag
Pause/deactivate a listing	Yes	"Closed" flag stops all further creation and updates

Pricing & Stock

Capability	Supported	Notes
RRP / strike-through pricing	Yes	Shown as a discount when RRP is higher than price; defaults to a 2-year discount window if no dates are set
Price-only update	Yes	Runs independently of a full content update
Stock-only update	Yes	Runs independently; also used to reactivate a previously deactivated offer
Deactivate a single offer without deleting the product	Yes	"Force zero stock" – takes the offer off sale, product stays in the catalog
Remove an offer entirely	Yes	Dedicated delete action, separate from zero-stock deactivation

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	New orders and status changes are pulled in continuously
Billing & shipping address captured	Yes	
Ship orders (tracking + mark shipped)	Yes	
Carrier & tracking number	Yes	See Carriers Supported below
Partial shipment	No	An order always ships in full in one call to Best Buy
Click & collect / pick-up point delivery	Not documented	No supporting information in the current source material

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation	Yes	Full-order only before payment is taken; line-level once payment has been taken – see Cancellations below
Full refund	Yes	
Partial refund (quantity or amount)	Yes	

Capability	Supported	Notes
Refund shipping charges	Yes	Can be included alongside a product refund
Returns	Yes	Handled through the refund flow with their own set of return reasons
Claims / incidents	Partial	Best Buy can flag an order as having an open incident, but how this should be handled isn't fully defined yet – see Known Limitations

Product Management

Creating products

New products are sent to Best Buy as a catalog entry first; an offer (price, stock, condition) is created against it once the product exists. Both steps run automatically once a product is ready – there's no manual per-product action needed from the seller.

- **Required content:** category, SKU, title and description, brand, a barcode/identifier (resolved from whichever of a marketplace-specific code, EAN or GTIN is available, in that priority order), and a main image.
- **Additional images:** supported alongside the main image.
- **Category-specific attributes:** every product is checked against the attribute requirements of its specific Best Buy category before it's sent. A product missing a category-required attribute is the most common reason a product fails to reach Best Buy. Some attributes accept multiple values at once (sent as a single combined value rather than one per option).
- **Logistic/shipping class:** each offer is assigned a Best Buy shipping class – either "Small" or "Large", or one of eight generic size/weight-based tiers we can map our own products onto.
- **Variants:** products can be grouped into variant sets (e.g. size/colour of the same item) by setting a shared variation group. Products without a variation group are created as standalone items; once a variation group is set, variant-specific attributes take priority over the shared ones, and a variation group with no variant-specific attributes at all is treated as an error. Each variant is still its own product record – siblings don't need to be submitted together, and a product can be pulled back out of a variation later.
- **Condition:** only "New" and "Refurbished – Excellent" are accepted; no other condition grades are supported.

Updating products

Price, stock and full product content can each be updated after a product is live, and price/stock can be updated independently of the rest of the content:

- **Price-only updates** run as their own lightweight flow, for cases where only the price needs refreshing.

- **Stock-only updates** likewise run independently, and are also how a previously deactivated offer is brought back – sending a positive stock level reactivates it, there's no separate "activate" action.
- **Full updates** (content, images, attributes, price and stock together) run as a separate flow.
- **Protect Price** – when set on a product, price is left out of updates sent to Best Buy, so its live price never gets overwritten.
- **Protect Quantity** – when set, stock is left out of updates, so the quantity live on Best Buy isn't touched.
- **Protect the whole item** – when set, the product is skipped entirely for that update cycle.

Deactivating / removing products

Two distinct capabilities are available, and they behave differently:

- **Force zero stock** takes a single offer off sale (sets it inactive) without deleting the underlying product or catalog listing. It's reversed simply by sending a positive stock quantity again through a normal stock update.
- **Delete listing** removes the offer outright rather than just deactivating it.
- Marking a product "Closed" stops all further creation and updates to it on Best Buy – with one exception: the zero-stock/delete-listing action is still allowed through even when a product is Closed, so a closed product can still be pulled off sale.

Pricing & Stock Sync

- **RRP-based discounting:** if an RRP is set and it's higher than the current price, Best Buy automatically shows the item as discounted (RRP as the "was" price). If no discount dates are set, the discount window defaults to two years from today.
- **Independent price and stock updates:** price and stock can each be pushed on their own, without needing a full content update.
- **Condition:** pricing and stock apply per offer, and only "New" and "Refurbished – Excellent" condition offers are supported (see Product Management above).

Order Management

Getting orders

Orders are pulled from Best Buy automatically and continuously – the first run looks back 90 days, and every run after that keeps checking for anything new or changed since the last run. Existing orders already in Pentagon Connect have their status and details kept in sync as they progress. No manual import step is required.

Order status only ever moves forward through Pentagon Connect's own status stages (never backwards, and a cancelled order is always final). One status Best Buy sends can mean either "completed" or "cancelled" depending on what actually happened to the order's items, so Pentagon Connect checks the underlying line-level refund/cancellation detail to work out which one applies, both when an order first arrives in that state and if it transitions into it later.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status, currency, created date, payment-taken date, delivery date
- Buyer ID and a marketplace-anonymised notification email address
- **Billing address:** name, phone number, company, country, state, street, city, postal code
- **Shipping address:** name, phone number, company, country, state, street, city, postal code
- Carrier, shipping cost, tracking number, shipped date
- Per line item: SKU, product title, item price, quantity, line status, shipping cost, category, tax amounts
- Sales tax, marketplace VAT and internal VAT are tracked as three separate figures at both order and line level, so different tax views can be reconciled independently

Shipping orders

Once an order is accepted and ready, Pentagon Connect pushes the carrier and tracking details to Best Buy first, then marks the order shipped – always in that order, as a paired step in the same run.

- **Carrier matching:** the carrier on the order is matched against Best Buy's registered carrier list (see Carriers Supported below); if there's no match, an account-level default carrier is used if one is set; if neither applies, the carrier name and tracking number are still sent through as a generic fallback.
- **Partial shipment is not supported** – Best Buy always ships the full order in a single shipment. Pentagon Connect can still record multiple internal shipments against an order, but only one, full shipment reaches Best Buy.
- If Best Buy already considers an order shipped (for example from an earlier attempt), Pentagon Connect treats that as a successful outcome and still records the shipping details, rather than surfacing it as an error.

Cancellations

Whether a cancellation can happen, and at what level, depends on whether the customer's payment has already been taken:

- **Before payment is taken:** only a full-order cancellation is possible – partial cancellation isn't allowed at this stage.
- **After payment is taken:** cancellation moves to the line level, so individual items can be cancelled.

- In the rare case where an order looks eligible for both a cancellation and a refund at the same time, Pentagon Connect defaults to treating it as a cancellation.

Refunds & returns

Refunds can be full or partial (by quantity or amount), and can cover products only, or products plus shipping charges. Returns are handled through the same refund flow, using their own set of return-specific reasons (see Return & Refund Reason Codes below). Each returned/refunded item is submitted to Best Buy individually, so one item's failure doesn't block the others in the same order. A default reason can be configured for refunds and for cancellations separately, so a request isn't blocked just because no specific reason was given.

Claims / incidents

Best Buy orders can carry an open "incident" flag. What Pentagon Connect should do when an order first arrives already in this state isn't fully defined in the current source material – see Known Limitations.

Carriers Supported

Carriers aren't a fixed list we maintain – they're whichever couriers Best Buy has registered on their side, which Pentagon Connect reads live from Best Buy. A carrier used on an order is matched against that live list (via our own carrier-mapping table, or an account-level default); if it doesn't match anything registered, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost.

Return & Refund Reason Codes

Refund and return reasons are downloaded live from Best Buy rather than being a fixed list we can quote in full here. They fall into two families:

- **Cancellation-side reasons** – e.g. out of stock, item returned damaged, cancelled by the customer prior to shipping – used when an order or order line is cancelled.
- **Return-side reasons** – e.g. defective item, customer no longer wants the item – used when a refund is issued for a returned item.

A default reason can be set for each family, so a refund or cancellation isn't blocked just because no specific reason was supplied.

Known Limitations

- **No partial shipment** – every order ships to Best Buy as one complete shipment.
- **Only two condition grades are accepted** – "New" and "Refurbished – Excellent".

- **No dedicated "activate" action** – reactivating a deactivated offer is done purely by sending it a positive stock quantity again.
- **Non-debited order cancellations only support full-order cancellation**, never partial, until payment has been taken.
- **Open "incident" order status isn't fully defined** – what should happen when an order first arrives already flagged this way is an open question in the source material.
- **Carrier list and refund/return reason list are both dynamic**, not fixed sets we can quote in advance – they depend on what Best Buy has registered/configured for the account at the time.
- **Carrier mapping has to be maintained manually** – there's no automatic refresh of Best Buy's carrier list into our mapping table.

Source Materials

This guide was built from Best Buy US's Mirakl integration specification documents covering product and offer creation and updates, order retrieval, order shipment, and order cancellation/refund handling.

BigCommerce Integration – Feature & Process Guide

Last updated 23 Sept 2026

BigCommerce is a storefront platform connector, not a third-party marketplace like Amazon, eBay or TikTok Shop. There's no "listing onto someone else's marketplace" here — a BigCommerce store is the seller's own store, and Pentagon Connect pulls and pushes that seller's own catalog, orders and refunds to and from it. It behaves much more like our Shopify connector than like a marketplace integration: categories, brands, pricing, stock and order data all belong to the seller's own BigCommerce instance, and the seller (via Pentagon Connect) has full control over their own store's listings and orders.

A BigCommerce store is connected using credentials issued once from the store's own control panel and stored against the Pentagon Connect account from then on. A store can be set up as a **Single Store** or a **Multi Store** account, which changes how a new product goes live — see Product Management below.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Created one product (or one full variant group) at a time
Add new variants to an existing product	No	Variant set is locked once created; the product has to be deleted and relisted to change it
Update product content, price and stock	Yes	
Update product images	No	Images can only be set when the product is created, not changed afterwards
Lock price from being overwritten	Yes	Protect Price
Lock stock from being overwritten	Yes	Protect Quantity
Deactivate / remove a listing	Yes	
Multiple categories per product	Yes	One primary category plus additional categories

Capability	Supported	Notes
Product condition	Partial	Only New, Used, or Refurbished are accepted

Pricing & Stock

Capability	Supported	Notes
Automatic price sync	Yes	
RRP / strike-through pricing	Yes	Shown automatically as a discount when RRP is higher than price
Automatic stock/quantity sync	Yes	
Immediate publish on all sales channels	Partial	Multi Store accounts need an extra channel-assignment step before a product is fully live

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Continuous, including status changes on existing orders
Shipping address captured	Yes	
Coupon captured	Yes	BigCommerce allows at most one coupon per order
Ship orders (tracking + mark shipped)	Not documented	See Shipping orders below

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Full refund	Yes	
Partial refund by quantity	No	Only whole line quantities can be refunded, not part of a line
Refund shipping charges	Partial	Only the full shipping amount can be refunded, never a partial amount
Refund gift-wrap cost	Yes	
Returns as a distinct process	No	Handled through the refund flow

Capability	Supported	Notes
Claims / incidents	No	No buyer-initiated claims mechanism — this is the seller's own store

Product Management

Creating products

- Products are created one at a time; if a product has variants (e.g. size/colour), the whole variant group is created together in one step.
- **Once a variant group exists on BigCommerce, no further variants can be added to it** — the only way to add variants later is to delete the product and relist it from scratch.
- Variant options are limited to BigCommerce's own variant types (colour, size, etc.); of everything else recorded against the product, only the brand carries through onto a variant.
- Brand and category are checked against the store's own BigCommerce brand and category list before a product is sent — a brand or category that doesn't already exist in the store blocks that product from being created.
- On a **Single Store** account, a successful create publishes the product immediately. On a **Multi Store** account, a successful create only marks the product as created — it still needs a separate step to be assigned to the store's actual sales channels before it goes live.
- Only three conditions are accepted: New, Used, or Refurbished. Anything else is rejected before it's sent to BigCommerce.

Updating products

- Content, price and stock can each be updated once a product is live.
- **Product images can't be changed through an update** — they're only set when the product is first created.
- **Protect Price** and **Protect Quantity** stop those fields being overwritten by an update. If either is set on even one variant within a variant group, that field is protected for the whole group.
- Closing (deactivating) even one variant in a listing stops the update for the **entire** listing, since BigCommerce updates all variants in a group together.
- Custom name/value fields on the product are kept in sync automatically — added, updated or removed to match what's recorded in Pentagon Connect — without creating duplicate fields.
- Multi Store accounts get the same channel-assignment step as creation, but only after a successful update; if the update itself fails, that step is skipped.

Deactivating / removing products

- Closing a listing stops any further updates being sent for it.

- Deleting removes the product outright; deleting a single variant removes the **entire variant group** it belongs to, not just that one variant.
- Deleting a product that no longer exists on BigCommerce is silently skipped rather than raising an error, and a bulk delete of many products at once can partially succeed with no error surfaced for the ones that didn't go through.

Pricing & Stock Sync

- Price and stock keep in sync automatically once a product is live on BigCommerce.
- **RRP-based discounting:** if an RRP is set and it's higher than the current price, BigCommerce shows the item as discounted, with the RRP as the "was" price; if RRP isn't higher than price, only the standard price is sent.
- A store-level default weight is used for any product that doesn't have its own weight set.
- A product's shipping cost and free-shipping display come from whichever shipping option is assigned to it (or the store's default); if more than one option is configured, the highest-priced one is used, and if none is configured those fields are simply left blank.
- No rate limits are documented for how much or how often data can be pushed to a BigCommerce store.

Order Management

Getting orders

Orders are imported automatically and continuously — the first import looks back 90 days, and later runs pick up anything created or changed since the last check. Each order's line items, shipping address and any coupon (BigCommerce allows at most one per order) come in as part of the same import.

Order information we store

- Order ID, order status, currency and key dates
- Customer email
- Shipping address (name, company, full address)
- Discount detail — whether a discount came from a promotion, a coupon, or both, and the amount
- Per line item: product, quantity, price, and how much of that line has shipped or been refunded so far
- Gift-wrap cost, where applicable, worked out per unit

Order status is simplified into Pentagon Connect's own set (Pending, Ready for Shipping, Shipped, Partially Shipped, Cancelled). Orders that were abandoned at checkout and never completed are not imported at all. A couple of BigCommerce statuses (disputes and partial refunds) get extra handling

rather than a simple one-to-one mapping, so the status shown may lag slightly behind BigCommerce's own label in those specific cases.

Shipping orders

Not documented. A large reference list mapping carrier names to the codes BigCommerce expects was found alongside the other order-management material, which strongly suggests tracking numbers and "mark as shipped" are supported — but the detailed shipping/consignment flow itself wasn't part of the source material reviewed for this guide. Treat shipping-flow questions as a gap to confirm against the live integration rather than something this guide can answer directly.

Cancellations

Not documented. No dedicated seller-triggered cancellation flow was found in the source material reviewed; cancelled and declined orders are reflected in the order status Pentagon Connect stores, but a distinct cancel action isn't covered here.

Refunds & returns

- Every refund is checked and quoted before anything is sent — if that check fails, the refund is never attempted, so an ineligible refund is stopped up front rather than erroring out at BigCommerce.
- Full refunds, and combined product-plus-shipping refunds, are supported.
- Partial refunds are supported by whole line quantity — refunding only some of the units on a multi-quantity line is not supported.
- Shipping refunds can only be for the full shipping amount, never a partial amount.
- Gift-wrap cost can be refunded as its own item, alongside a product or shipping refund.
- Whether a refund is recorded as processed "offline", and whether refunded amounts include tax, are both controlled by account-level settings rather than decided per refund.
- Only one refund per order is processed at a time — an order with two refunds queued needs a second pass to clear the second one.
- BigCommerce doesn't have a separate "return" concept — a return is handled the same way as any other refund.

Claims / incidents

Not applicable. BigCommerce has no buyer-initiated claims or incident mechanism to support — since this is the seller's own store rather than a marketplace, refund and cancellation decisions rest entirely with the seller (via Pentagon Connect), with no third-party operator role to raise or resolve a claim.

Carriers Supported

BigCommerce ships with a large built-in list of carrier codes (well over 500) that a tracking number can be matched against when marking an order shipped. However, since the shipping/consignment flow itself is not documented (see Shipping orders above), exactly how carrier matching behaves in practice — including what happens when a carrier isn't on the list — should be confirmed against the live integration rather than assumed from this guide.

Known Limitations

- **No adding variants after creation** — a variant set is locked once created; the product must be deleted and relisted to change it.
- **No image updates** — product images can only be set at creation, not changed afterwards.
- **Condition is limited** to New, Used, or Refurbished.
- **No partial-quantity product refunds** — only whole line quantities can be refunded.
- **No partial shipping refunds** — only the full shipping amount can be refunded.
- **One refund per order per cycle** — an order with multiple refunds queued clears them one at a time.
- **One coupon per order** is all BigCommerce allows.
- **Bulk delete can partially succeed silently** — invalid or already-missing product IDs are skipped with no error raised.
- **Deleting one variant removes the whole variant group** it belongs to.
- **Multi Store accounts need an extra step** after create/update to assign a product to sales channels before it's fully published.
- **No documented rate limits** for how much or how often data can be pushed to a store.
- **Shipping/tracking flow and seller-triggered cancellations are not documented** in the source material this guide was built from — treat both as open questions to confirm rather than assume unsupported.

Source Materials

This guide was built from Pentagon Connect's internal BigCommerce integration specifications covering authentication, product catalog management, order retrieval, and refunds.

Debenhams Integration – Feature & Process Guide

Last updated 23 Sept 2026

Debenhams is one of the Mirakl-based marketplaces connected to Pentagon Connect. Products are sent to Debenhams in two steps — the product itself is created first, and only once it exists on Debenhams is an offer (price and stock) created for it — with a small number of Debenhams-specific rules layered on top, such as millimetre-based dimensions and its own main image, swatch and secondary image requirements.

This page describes what the Debenhams integration supports — which product, pricing, order and refund actions are available, what data we capture, and what isn't currently supported.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Products are imported via a file (CSV, XML or XLSX); a single import can include multiple SKUs
Update product content (title, description, images, attributes)	Yes	Re-submitted through the same product import used for creation, and re-validated against Debenhams' category rules each time
Update price	Yes	Dedicated price-only update, or as part of a full offer update
Update stock/quantity	Yes	Dedicated stock-only update, plus a separate zero-stock/deactivation flow
Lock price/stock/whole item from being overwritten	Yes	Separate "Protect Price", "Protect Quantity" and "Protect the whole item" flags
Pause/deactivate a listing	Yes	"Closed" flag stops new sends; a separate "remove offer" action takes a live listing down
Product variants (size/colour groups)	Yes	
Multiple product images	Yes	1 main image, 1 swatch (thumbnail) image, and up to 11 secondary images
Product condition other than "New"	No	Debenhams only accepts "New"; any other condition is rejected

Pricing & Stock

Capability	Supported	Notes
Creating/sending an offer (price + stock)	Yes	Can only happen once the product already exists on Debenhams
Price-only update	Yes	Automatic RRP-based discount pricing applied where relevant
Stock-only update	Yes	Works both for live listings and for reactivating one from zero stock
Zero-stock / deactivation update	Yes	Dedicated flow, distinct from a regular stock update
Full offer update (content, price and stock together)	Yes	
Removing an offer	Yes	

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Orders and status changes are pulled in continuously
Automatic order acceptance	Yes	Order lines are accepted by default; a line can be flagged for rejection internally
Ship orders (tracking + mark shipped)	Yes	
Carrier & tracking number	Yes	See Carriers Supported below
Partial shipment	No	An order always ships in full in one call to Debenhams

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation	Yes	Full-order or line-level, depending on whether the order has already been charged — see Cancellations below
Full/partial refund	Yes	By quantity or amount, product and/or shipping
Returns	Yes	Handled through the refund flow with an "item returned" reason, not as a separate return type

Capability	Supported	Notes
Claims / incidents	Partially documented	Debenhams' Mirakl "incident" concept exists, but Pentagon Connect's internal handling of it isn't fully documented — see Claims / incidents below

Product Management

Creating products

New products are sent to Debenhams as products first; an offer can't be created until the product already exists on Debenhams. Both steps happen automatically once a product is ready — there's no manual per-product action needed from the seller. Every submission is checked against Debenhams' category taxonomy first, and a product missing a required attribute for its category will fail to send.

- **Required fields:** category, SKU, EAN (barcode), brand, title, description, colour, colour group, gender, a main image, and a swatch (thumbnail) image. A returns statement is also required, but if none is set Pentagon Connect falls back to a default value of "standard".
- **Recommended fields:** up to 11 secondary images; fabrication type is optional but recommended where relevant.
- **Image sizing:** the main image must be 1500px high × 1000px wide; the swatch image must be 120 × 120px.
- **Optional fields:** ethics statement, sustainability detail, pre-loved flag and condition rating, country of origin, customs (HS) code, item dimensions and weight, and a customisation group — none of these have a fallback value if left blank.
- **Dimensions:** Debenhams expects item length/width/height in millimetres. Where a more specific value has been set for the listing it's used as-is (assumed already correct); otherwise Pentagon Connect converts the product's dimensions from centimetres to millimetres automatically.
- **Variants:** products can be grouped into variant sets (e.g. size/colour of the same item) by setting a shared Variation Group on the product account. Each variant is still created as its own product record and doesn't need to be submitted together with its siblings — only a shared reference ties them into the same group. Removing that shared reference on a later update takes the product out of the group. If a Variation Group is set but no variant-level attributes are provided, the product is rejected as an error.
- **Attribute conflicts:** where the same attribute is available at both the general listing level and the variant level, the variant-level value is always used.

Updating products

Content updates (title, description, images, attributes) are sent through the same product import mechanism used for creation — the product file is re-submitted, and the same category/taxonomy validation runs again on every update. A product with a missing or invalid required attribute will fail

the same way an initial creation would, and the error is captured and made available for the seller to review. Price and stock are updated independently through their own dedicated flows — see Pricing & Stock Sync below.

Deactivating / removing products

Two separate mechanisms are available:

- Marking a product "Closed" stops it from being sent to Debenhams for creation, and stops nearly all other updates going out for it — the one documented exception is that a zero-stock push can still be sent for a closed product, so it can be pulled off sale even after being closed.
- A dedicated "remove offer" action takes a live listing down from Debenhams entirely. Once it completes, the product is marked as removed and the listing goes inactive on Debenhams.

Pricing & Stock Sync

- **Creating an offer:** once a product exists on Debenhams, its price, stock and condition are sent as an offer. Only "New" condition is accepted — any other condition value is rejected as an error.
- **RRP-based discounting:** if an RRP is set and it's higher than the current price, Debenhams automatically shows the item as discounted (RRP as the "was" price). If no discount dates are set, the discount window defaults to two years from today. This same logic applies to price-only updates, full offer updates, and offer creation alike.
- **Price-only updates** run as their own lightweight flow, for cases where only the price needs refreshing, without resending the rest of the offer.
- **Stock-only updates** run as their own flow too, and work both to update stock on a live listing and to bring a previously zeroed-out listing back with positive stock.
- **Zero-stock updates** are a distinct flow from a regular stock update — setting stock to zero this way also takes the listing inactive on Debenhams once it completes.
- **Full offer updates** (content, price and stock together) are split into two variants behind the scenes depending on whether the item's price is protected, so that a price-protected item's update never includes a price value at all, rather than sending a price that shouldn't be touched.
- **Protect Price** — when set, that item's price is left out of updates sent to Debenhams, so its live price is never overwritten.
- **Protect Quantity** — when set, stock is left out of updates (including full updates), so the quantity live on Debenhams isn't touched.
- **Protect the whole item** — when set, the item is skipped entirely for that update cycle, including price updates.
- **Closed** — stops all offer updates to Debenhams for that item.

Order Management

Getting orders

Orders are pulled from Debenhams automatically and continuously, with existing orders kept in sync as their status and details change (accepted, paid, shipped, refunded, etc.). The first run covers the last 90 days; after that, new and changed orders are picked up on an ongoing basis with no manual import step required.

Order lines are accepted automatically by default once they arrive in a "waiting acceptance" state. A line can be flagged internally for rejection before acceptance is sent, and any line that's already been cancelled or refunded on Debenhams is left out of acceptance automatically.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status, order currency, created date, paid date, and delivery-by date
- Buyer email (marketplace-anonymised) and buyer/customer ID
- Payment method, order subtotal (excluding shipping), order total, shipping cost, discount amount/type, and total marketplace fee/commission
- **Billing address:** name, phone number, company name, country name and code, state, street (2 lines), city, postal code
- **Shipping address:** name, phone number, company name, country name and code, state, street (2 lines), city, postal code
- Carrier/courier name, shipping cost, shipping service label, tracking number, and tracking URL
- Per line item: SKU, product title, item price, quantity, line status, per-line shipping cost, and any refund or cancellation history for that line (amount and reason)
- Sales tax, marketplace VAT and internal VAT are tracked as three separate figures at both order and line level, so different tax views can be reconciled independently
- Payment and refund transaction references, stored against the order for reconciliation

Order status is tracked in Pentagon Connect as one of: Incomplete, Pending, Ready for Shipping, Shipped, or Cancelled. Underneath that, each order line also carries its own more detailed status (e.g. awaiting acceptance, shipping, shipped, received, cancelled, refunded, or incident open) so that a partial action on one line — a single-line cancellation or refund, for example — can be tracked without moving the whole order.

Shipping orders

Once an order is accepted and ready, Pentagon Connect pushes the carrier and tracking details to Debenhams and marks the order shipped, as a single automated step.

- **Carrier matching:** the carrier on the order is matched against Debenhams' registered carrier list (see Carriers Supported below) through an internal carrier-mapping table; if there's no match, an account-level default carrier is used if one is set; if neither applies, the carrier name and tracking number are still sent through under a generic fallback so tracking information isn't lost.
- **Partial shipment is not supported** — Debenhams always ships the full order in a single shipment. Pentagon Connect can still record multiple internal shipments against an order, but only one, full shipment reaches Debenhams.
- If Debenhams already shows the order as shipped by the time Pentagon Connect's own shipping update reaches it, Pentagon Connect still records the order as shipped on our side rather than treating this as a failure.

Cancellations

Whether an order is cancelled, and which of two cancellation routes is used, is driven automatically by flags Debenhams sets on the order — sellers don't need to work out which route applies:

- An order that hasn't yet been charged to the customer ("not yet debited") can only be cancelled in full — a partial cancellation of an uncharged order isn't allowed.
- An order that has already been charged is cancelled at the order-line level, the same way a refund is.

A reason is required for every cancellation — see Return & Refund Reason Codes below.

Refunds & returns

Refunds are requested per order line and can be full or partial (by quantity or amount), covering the product, the shipping charge, or both. Pentagon Connect validates that a line isn't refunded for more than remains available on it. A customer return is handled as a refund using an "item returned" reason rather than as a separate return object.

When a refund or cancellation request covers several order lines, each line's outcome is tracked individually — if some lines succeed and others fail, the request is recorded as partially completed, with the specific failed lines and their error kept for review, rather than the whole request being treated as one pass/fail unit.

If no reason is supplied with a refund or cancellation, Pentagon Connect can fall back to a default reason configured for the account (set separately for refunds and for cancellations).

Claims / incidents

Debenhams' Mirakl order data includes an "incident" concept: the customer or Debenhams can open one on an order line once the order reaches shipping, shipped, or received status. If the order hasn't been paid yet when an incident is raised, we don't get paid for it. Unlike the rest of the order-management flow, exactly how Pentagon Connect represents and tracks an open incident internally is not fully documented in the current source material — this is a genuine documentation gap rather than a confirmed statement that incidents aren't handled.

Carriers Supported

Carriers aren't a fixed list we maintain — they're whichever couriers Debenhams has registered on their side, which Pentagon Connect reads live from Debenhams. A carrier used on an order is matched against that live list via an internal carrier-mapping table, or an account-level default carrier if no mapping matches; if neither applies, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost. Illustrative carriers seen in Debenhams' Mirakl environment include FedEx, UPS, DHL, DPD and TNT, though the live list read from Debenhams at send time is what's actually used.

Return & Refund Reason Codes

Refund reasons (as read from Debenhams' own back office):

- No response from the shop
- Out of stock
- Cancelled by the client prior to shipping
- Item returned
- Item not received on delivery
- Agreement found with the seller
- Item not received on return
- Faulty item – no return required
- Faulty item
- Item unable to be shipped

Cancellation reasons:

- Cancelled by the client prior to shipping
- Cancelled due to late shipment (system-generated)
- Debit failed (system-generated)
- Debit timed out (system-generated)

If a refund or cancellation is requested without a specific reason, Pentagon Connect can apply a default reason for the account — configured separately for refunds and for cancellations.

Known Limitations

- **No partial shipment** — every order ships to Debenhams as one complete shipment.
- **Only "New" condition** is accepted for offers; any other condition is rejected.
- **Uncharged orders can only be cancelled in full** — a partial cancellation isn't possible before the customer has been charged.

- **Full offer updates are split into two variants** (with price / without price) behind the scenes depending on whether price is protected — a quirk of the underlying file format rather than something sellers need to act on.
- **Claims/incidents handling isn't fully documented** — the concept exists on Debenhams' side, but Pentagon Connect's internal tracking of an open incident isn't confirmed in the current source material.
- **Variant-level attributes silently win over general ones** when the same attribute is set in both places — worth knowing when troubleshooting an unexpected value on a variant.
- **A Variation Group with no variant-level attributes is a hard error** — an easy case to misdiagnose as a mapping bug when it's actually missing data.
- **Dimension units require conversion.** Product dimensions are converted from centimetres to millimetres when falling back to generic product fields; a listing-level value is trusted as-is, so a mismatch there could push the wrong unit through.
- **Returns statement defaults to "standard"** if none is set on the product.

Source Materials

This guide was built from Debenhams' Mirakl integration specification documents covering authentication and rate limits, taxonomy, product and offer creation and updates, order retrieval and acceptance, shipment, and refunds and cancellations.

Decathlon Integration – Feature & Process Guide

Last updated 23 Sept 2026

Decathlon's marketplace runs on the Mirakl platform, connecting third-party sellers into Decathlon's own storefronts across multiple European countries. Pentagon Connect integrates with Decathlon as a standard Mirakl seller connection, handling product and offer creation, price and stock synchronisation, and the full order lifecycle from acceptance through to shipping, cancellations, refunds and claims.

This page describes what the Decathlon integration supports — which product, pricing, order and refund actions are available, what data we capture, and what isn't currently supported.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	A product is created first, then an offer is attached to it — an offer can't go live before its product exists on Decathlon
Update product content (title, description, images, category)	Partial	Only offer-level update examples were available; no example of updating core product content itself was in the source material
Update price	Yes	Dedicated price-only update, or as part of a full update
Update stock/quantity	Yes	Dedicated stock-only update, or as part of a full update
Lock price from being overwritten	Yes	Per-product "protect price" flag
Lock stock from being overwritten	Yes	Per-product "protect quantity" flag
Pause/deactivate a listing without removing it	Yes	A zero-stock update takes an offer off sale while keeping the listing
Remove a listing entirely	Yes	A separate action deletes the offer from Decathlon
Product variants (size/colour groups)	Yes	Variants are linked together via a shared parent product reference
Multiple product images	Yes	1 main image plus up to 4 secondary images
Product condition other than "New"	Yes	9 condition grades supported, from New through several Refurbished grades

Pricing & Stock

Capability	Supported	Notes
Set/update price	Yes	
Discounted/strike-through price	Yes	Calculated automatically when RRP is higher than price; defaults to a "now" through "now + 2 years" window if no discount dates are set
Update stock/quantity	Yes	
Low-stock alert threshold	Yes	Optional minimum-quantity alert value
Per-country/channel pricing	Yes	Price can be overridden per individual country storefront
VAT handling	Not documented	No dedicated tax-rate field was seen; a note on the price field suggests tax may already be included in the price — the standard Mirakl pattern, but not confirmed specifically for Decathlon
Environmental eco-tax reporting	Yes	Per-producer eco-contribution amounts, applying to specific categories
Free returns flag	Yes	Per-offer flag indicating the item qualifies for a free return
Shipping/logistic size class	Yes	Small, Medium, Large, Oversize 1, Oversize 2, or Free Shipping

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Orders and status changes are pulled in continuously
Multi-channel / multi-country orders	Yes	Decathlon can list on up to 13 country storefronts; each has its own Pentagon Connect account
Order phone number captured	Partial	Captured for the billing contact; not confirmed for the shipping contact in the source material
Customer email captured	Yes	Marketplace-anonymised notification address
Billing & shipping address captured	Yes	Full address, including company name where given
Ship orders (tracking + mark shipped)	Yes	
Carrier & tracking number	Yes	See Carriers Supported below

Capability	Supported	Notes
Partial shipment	No	An order always ships in full in one call to Decathlon
Order acceptance	Yes	Orders are accepted automatically by default; individual order lines can be rejected before acceptance if needed

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation	Yes	Two different cancellation actions depending on whether the order has been paid yet — see Cancellations below
Full refund	Yes	
Partial refund (quantity or amount)	Yes	
Refund shipping charges	Yes	Can be included alongside a product refund
Returns	Yes	Handled through the refund flow with a dedicated "Item returned" reason, not as a separate return type
Claims / incidents	Yes	Marketplace "Incident" mechanism — see Claims below

Product Management

Creating products

Products are sent to Decathlon as products first, then as offers — an offer can't go live until its product already exists on Decathlon. Both steps happen automatically once a product is ready; there's no manual per-product action needed from the seller.

- **Required fields:** category, the seller's own SKU, a barcode (EAN or UPC), and a brand chosen from Decathlon's own fixed brand list rather than free text. A missing barcode or category blocks a product from being created at all.
- **Recommended fields:** a main title, and up to 5 images (1 main plus 4 secondary).
- **Category-specific and locale-specific content:** a long block of category-specific attributes is validated on top of the core fields, and content such as the title, tagline and description is tracked separately per country storefront the product is sold on (for example, the same content field becomes a different value per language-country combination such as English/Great Britain or Spanish/Spain). Only one category was present in the sample data, so it isn't possible to

confirm from this material how attribute requirements vary across Decathlon's wider category tree — only that they do vary by category.

- **Variants:** products can be grouped into variant sets (e.g. size/colour of the same item) by linking each sibling product to a shared parent product reference. Each variant is still created as its own product record; you don't need to submit every sibling variant together. Removing a product from a variant set is done by resubmitting it for update without that parent reference.

Every submitted product is checked against its category's required attributes (downloaded from Decathlon's own taxonomy) before being sent; a product missing a category-required attribute is the most common reason a product fails to reach Decathlon, and the resulting error is reported back per SKU.

Updating products

Price, stock and full offer content (description, condition, dispatch lead time, per-country pricing, eco-tax, free-return flag) can each be updated after a product is live, and price/stock can be updated independently of the rest of the offer:

- **Price-only and stock-only updates** each run as their own lightweight flow, for cases where only that one value needs refreshing.
- **Full offer updates** are split into two separate feeds — one that includes price and one that excludes it — so that a price-protected product can still receive its other updates.
- **Protect Price** — when set on a product, price is left out of every update sent to Decathlon, so its price on the marketplace never gets overwritten.
- **Protect Quantity** — when set, stock is left out of updates, so the quantity live on Decathlon isn't touched.
- **Protect the whole item** — when set, only quantity updates are sent through; everything else is skipped for that update cycle.

No example of updating a product's core content (title, images, category, description) separately from an offer was present in the source material, so it isn't confirmed here.

Deactivating / removing products

Two distinct actions are available. Sending a zero-stock update takes an offer off sale immediately while keeping the listing itself in place — useful for a temporary pause. A separate "remove listing" action deletes the offer from Decathlon entirely. Marking a product "Closed" internally stops all further updates to Decathlon apart from that zero-stock update. There's no example in the source material of deleting the underlying product record itself, only its offer.

Pricing & Stock Sync

- **RRP-based discounting:** if an RRP is set and it's higher than the current price, Decathlon automatically shows the item as discounted (RRP as the "was" price). If no discount dates are set, the discount window defaults to two years from today.

- **Low-stock alert:** an optional per-offer threshold quantity that can trigger a stock alert once inventory drops below it.
- **Per-country pricing:** price (and its discount) can be overridden per individual Decathlon country storefront, alongside a list of which storefronts the offer is actively published on.
- **Eco-tax / eco-contribution:** an environmental producer-responsibility fee, reported per producer identifier and amount; it appears to apply only to certain categories.
- **Free returns:** a per-offer yes/no flag indicating the item qualifies for a free return.
- **Shipping/logistic class:** each offer carries a size and weight class (Small, Medium, Large, Oversize 1, Oversize 2, or Free Shipping) that drives its shipping template on Decathlon; it can be set as a default at account level and overridden per product.
- **VAT:** not confirmed for Decathlon specifically — there's no dedicated tax-rate field in the source material. A note on the price field suggests the price may already include tax, which is the standard Mirakl pattern seen elsewhere, but this hasn't been confirmed for Decathlon.

Order Management

Getting orders

Orders are pulled from Decathlon automatically and continuously: the first run looks back 90 days, and after that new and changed orders are picked up on a rolling basis. Existing orders already in Pentagon Connect have their status and details kept in sync as they progress — an order can also arrive already partway through its lifecycle (for example already shipped), and Pentagon Connect still fills in the missing shipment and status details correctly. No manual import step is required.

Decathlon can list a single product across up to 13 country storefronts (Belgium, Switzerland, Germany, Spain, France, Great Britain, Italy, Netherlands, Poland, Portugal, Romania, Hungary and the Czech Republic); each storefront is tracked as its own Pentagon Connect account, and every incoming order is matched to the correct account by its storefront. Mirakl doesn't support bundled products, so bundles are broken down using Pentagon Connect's standard internal logic.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status, currency, created date, paid date, delivery-by date
- Buyer email (marketplace-anonymised) and buyer ID
- Payment method, order subtotal, order total, shipping cost, discount amount/type, marketplace fee
- **Billing address:** name, phone number, company, country, state, street (2 lines), city, postal code
- **Shipping address:** name, company, country, state, street (2 lines), city, postal code — a phone number specifically for the shipping contact was not confirmed as captured in the source material

- Carrier, shipping service label, tracking number, tracking URL, shipped date
- Per line item: SKU, product title, item price, quantity, line status, shipping cost, tax amount and rate
- Sales tax, marketplace VAT and internal VAT are tracked as three separate figures at both order and line level, so different tax views can be reconciled independently

Order status is tracked in Pentagon Connect as one of: Pending, Ready for Shipping, Shipped, or Cancelled (closed, refused, cancelled and fully refunded orders on Decathlon's side all map to Cancelled). An order line can also carry an open "Incident" flag independently of the order's main status — see Claims / incidents below.

Shipping orders

Once an order is accepted and ready, Pentagon Connect pushes the carrier and tracking details to Decathlon and marks the order shipped in a single automated step.

- **Carrier matching:** the carrier on the order shipment is matched against Decathlon's own registered carrier list using a dedicated carrier-mapping table; if there's no match, an account-level default carrier is used if one is set; if neither applies, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost.
- **Partial shipment is not supported** — Decathlon (via Mirakl) always ships the full order in a single shipment. Pentagon Connect can still record multiple internal shipments against an order, but only one, full shipment reaches Decathlon.

Cancellations

Which cancellation action is used depends on whether the order has already been paid (debited) by the customer:

- **Orders not yet debited** can only be cancelled in full — partial cancellation isn't offered before payment.
- **Orders already debited** can be cancelled per order line, including a partial quantity or amount.

Cancellation reasons include: cancelled by the client prior to shipping, unable to ship (out of stock), cancelled due to late shipment (system-initiated), and customer cancelled via seller. See Return & Refund Reason Codes below for the full list.

Refunds & returns

Refunds can be full or partial (by quantity or amount), and can cover the product price, the shipping charge, or both. They're requested per order line, with each refunded line submitted as its own request. Decathlon doesn't have a separate "return" object — a customer return is handled as a refund with the reason *Item returned*. The only validation applied is that a line can't be refunded for more than its remaining refundable amount.

When a refund or cancellation covers several order lines, it's only tracked as fully completed once every line succeeds; if some lines succeed and others fail, it's tracked as partially completed, with

the failed lines' error kept separately so it can be investigated.

See Return & Refund Reason Codes below for the full refund reason list.

Claims / incidents

Decathlon's claims mechanism ("Incident") can be opened by the customer or by Decathlon once an order is shipping, shipped, or received. An incident is tracked per order line rather than as a whole-order status change. If an order isn't yet paid when an incident is raised, we don't get paid for it.

Incidents are opened and closed with their own reason codes, for example:

- **Opening a claim:** item not received, item not as ordered, defective item, right to retract the order, counterfeit item, delivery took longer than expected
- **Closing a claim:** item finally received, item fit the description after all, replacement item received, agreement made with the vendor, solution found by the operator, customer service handled by the vendor, no response from the customer

Carriers Supported

Carriers aren't a fixed list we maintain — they're whichever couriers Decathlon has registered on their side, which Pentagon Connect reads live from Decathlon (examples seen in the source material include FedEx, UPS and Evri, but the live list can differ by account). A carrier used on an order shipment is matched against that live list via our own carrier-mapping table, or an account-level default; if it doesn't match anything registered, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost.

Return & Refund Reason Codes

Refund reasons (as shown in Decathlon's own back office):

- No response from the shop
- Out of stock
- Cancelled by the client prior to shipping
- Item returned
- Item not received
- Agreement found with the vendor

Cancellation reasons:

- Cancelled by the client prior to shipping
- Unable to ship — out of stock
- Cancelled due to late shipment (system-initiated)
- Customer cancelled via seller

Known Limitations

- **No partial shipment** — every order ships to Decathlon as one complete shipment, even if it's picked and packed in several parts internally.
- **Full cancellation only before payment** — an order not yet debited from the customer can only be cancelled in full, not by line or partial quantity.
- **No confirmed example of updating a product's core content** (title, images, category, description) independently of its offer — only offer-level updates were documented in the source material.
- **No confirmed example of deleting a product record itself**, as opposed to removing or zeroing out its offer.
- **VAT/tax handling on price is inferred, not confirmed** — there's no dedicated tax-rate field in the source material.
- **Only one category appeared in the sample data**, so how required attributes vary across Decathlon's full category tree cannot be confirmed from this material — only that they do vary.
- **Carrier list is dynamic**, not a fixed set we can quote in advance — it depends on what Decathlon has registered for the account at the time.
- **Shipping-address phone number is not confirmed as captured** — only the billing contact's phone number is confirmed in the source material.

Source Materials

This guide was built from Decathlon's Mirakl integration specification documents covering authentication and account setup, taxonomy download, product and offer creation and update, price and stock synchronisation, listing deactivation and removal, and order management — getting orders, accepting orders, shipping, cancellations, refunds and claims.

eBay Integration – Feature & Process Guide

Last updated 23 Sept 2026

Pentagon Connect (Hemi) has sold on eBay for years through eBay's legacy Trading API, a long-standing XML-based integration. eBay itself is now retiring that surface piece by piece — category lookups are already gone, order-management fields disappeared in January 2024, and the image-upload call the legacy integration depends on shuts down on 30 September 2026 — so continuing to run purely on the legacy integration carries real, growing risk of things simply stopping working.

"eBay Rework" is Pentagon Connect's in-flight replatform onto eBay's current Sell API family, connected behind a single modern sign-in. It is currently in the sandbox-build/pilot phase — the target architecture, not yet the only thing running in production. Order retrieval is the first flow live on the new integration, and it works independently of whether a merchant's listings have migrated; listing management and the full set of order actions (cancellations, refunds) are following. Until a merchant is fully cut over, their orders and listings continue running on the legacy integration in parallel. Where this guide says "legacy" or "Trading", that's the older integration still serving merchants who haven't cut over; where it says "Rework" or "modern", that's the new one.

Quick Reference

Product Management

Capability	Supported	Notes
Create new listings	Yes (legacy)	Modern (Rework) listing creation is being built but is not yet the primary path for most merchants
Update listing content (title, description, images, attributes)	Yes (legacy)	Modern update path is planned; only reaches listings already migrated to the modern model
Update price	Yes	Sent together with stock in a single combined update
Update stock/quantity	Yes	Sent together with price in a single combined update
Lock price / stock from being overwritten	Yes	Per-product protect flags for price, quantity, or the whole item
Product variants (size/colour groups)	Yes	Each variant is its own linked record, grouped by a shared variation key
Multiple product images	Yes	Current image-upload method retires 30 Sept 2026; being replaced ahead of that deadline as a standalone fix, independent of the wider rework
Motors fitment / parts compatibility	Yes	Carried over unchanged from Pentagon Connect's existing fitment data

Capability	Supported	Notes
Multiple condition grades (New, Like New, refurbished, used, etc.)	Yes	Broad set of eBay condition grades supported and mapped
Auction-style listings	No	Being dropped entirely — cannot move to the modern listing model and won't be carried forward by the rework

Pricing & Stock

Capability	Supported	Notes
Combined price & stock update	Yes	Single update; eBay applies both together
Read & sync existing business policies (fulfilment, payment, return)	Yes, read/update only	Pentagon Connect does not create or delete policies — sellers set these up in eBay Seller Hub first. Requires the seller to be opted into eBay's Business Policies programme
Shipping rate tables	Partial	Only available on 8 marketplaces (US, CA, GB, DE, AU, FR, IT, ES); Pentagon Connect can update the costs in an existing table but can't create one or change its shape — that's Seller Hub only
French EPR / eco-participation fee	Partial / mid-migration	Handled today in the legacy integration; not yet re-documented as its own capability for the modern integration

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	First flow live on the modern integration; runs independently of listing migration status
Ship orders (tracking + mark shipped)	Yes	
Partial shipment	Yes	Each shipped package is sent as its own shipment update
Carrier & tracking number	Yes, mapped carriers only	Every carrier used must be mapped to one of eBay's own carrier codes first — see Carriers Supported and Known Limitations
Click & collect / in-store pickup	No	Explicit non-goal of the rework; the old in-store-pickup path is being removed outright

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation	Yes (legacy) / planned (Rework)	Legacy handles this today; the modern equivalent is mapped but not yet confirmed for the first rework release
Refunds (managed payments)	Yes (legacy) / planned (Rework)	Legacy already handles managed-payments refunds; modern equivalent is mapped, with EU/UK refunds requiring an extra digital-signature step, but is not yet confirmed for the first rework release
Returns	Not confirmed	eBay's separate return process is mapped as a rework target but not yet confirmed for v1 — see Known Limitations
Claims / incidents	Not documented	No equivalent concept found in the current source material

Product Management

Creating products

- Today, listings are created and revised through the legacy integration.
- The modern (Rework) model splits a listing into two linked pieces: a product record (keyed by SKU) carrying the content — title, description, category attributes, images, identifiers, condition, weight, quantity — and a separate offer carrying the commercial side — price, category, listing status, VAT rate — plus the live eBay listing ID that orders arrive tagged with.
- **Only listings created directly in the modern model, or explicitly migrated across, are visible to it.** A listing still on the legacy integration is invisible to the modern product tools, which is why the legacy creation and update path stays running in parallel for any merchant not yet migrated.
- Category-specific requirements are downloaded per eBay marketplace from eBay's own category data and checked locally before a listing is submitted, so a listing missing a required attribute for its category is caught before eBay ever sees it.
- Variants (e.g. by size or colour) are each created as their own linked product record, grouped by a shared variation key — siblings don't need to be submitted together.
- Motors fitment / parts compatibility data carries over unchanged from Pentagon Connect's existing fitment database.
- **EU/UK product safety data (GPSR):** safety documents (certificates of conformity/analysis, declarations of conformity, instructions for use, safety data sheets, troubleshooting guides, user guides, installation instructions), energy-efficiency label information and image, a product-sheet image, and hazmat data (component, pictogram, signal word, and a conditional hazmat statement) can all be set at product level or account level, with the account-level value acting as a fallback for products with nothing set.

- Auction-style listings are not supported going forward and won't be carried into the modern model in any form.

Updating products

- Price and stock update together in a single combined action — eBay applies both at once, the same way the legacy integration always has.
- Full content updates (title, description, images, attributes) run as a separate action from the price/stock update.
- **Protect flags:** a product's price can be locked from being overwritten, its stock can be locked, or the product can be excluded entirely from a given update run.
- The modern update path only reaches listings that have been created or migrated into the modern model; a listing not yet migrated is skipped by it and continues to update through the legacy path instead — this is the intended parallel-run behaviour, not a gap.

Deactivating / removing products

- Ending a listing takes it down; a listing can also simply be excluded from further updates via the protect-the-whole-item flag without formally ending it.
- **Migrating a listing from the legacy model into the modern model is one-way.** Once migrated, that listing can never again be revised through the legacy integration by anyone — including any legacy-based tool the merchant runs themselves. There is no per-listing rollback.
- A handful of older listing features freeze permanently at the point of migration and can never be edited again by anyone, though they remain visible on the listing: buyer requirements, charity donation, listing-designer templates, and enhancements like bold title or gallery-style upgrades.
- Because migration can't be undone, it is always sequenced as the last step for a merchant, only after order and listing flows have been proven out running in parallel.

Pricing & Stock Sync

- Price and stock always update together in one action, never sent to eBay as two separate updates.
- Protect flags are honoured: price-only, stock-only, or the whole product can be excluded from an update run.
- eBay's own bounds on quantity and price are checked locally before sending, so an out-of-range value is caught early rather than bouncing back as a rejected update.
- eBay reports success or failure per product inside a single batch response — a batch as a whole can come back as accepted even though individual products within it failed. A failed product is automatically retried on the next run.
- Very high-volume accounts are routed through a separate bulk file path automatically at large volumes; this is a performance detail invisible to how the feature is used day to day.

- **Business policies** (fulfilment, payment and return) are read from eBay and kept in sync, but they're configured by the seller in eBay's own Seller Hub — Pentagon Connect reflects and reuses what's there rather than creating or deleting policies. Requires the seller to be opted into eBay's Business Policies programme; accounts that aren't opted in are skipped for policy sync entirely.
- **Shipping rate tables** (the cost tables a fulfilment policy's shipping cost can reference) are supported on 8 marketplaces only — US, CA, GB, DE, AU, FR, IT and ES. Only the costs inside an existing table can be updated via the integration; creating a table or changing its structure has to be done directly in Seller Hub.
- **French EPR / eco-participation fee:** producer-responsibility data for in-scope categories is already handled in the legacy integration. It hasn't yet been re-documented as its own capability for the modern integration, so treat it as present today but not yet fully specified going forward.

Order Management

Getting orders

- Orders are pulled automatically and continuously on the modern integration — new orders are picked up and existing orders are kept in sync as they progress. This flow works independently of whether a merchant's listings have migrated, so a merchant can be fully on the new order flow while their listings are still entirely legacy-managed.
- The first run for a newly connected account looks back 90 days; every run after that only pulls what's new or changed since the last successful run, with a built-in overlap so nothing is missed at the edges.
- Orders are only marked as processed once a full batch succeeds — if part of a batch fails, the whole batch is retried on the next run rather than silently skipped.
- A detailed tax/fee breakdown (VAT, marketplace VAT, sales tax) is captured on every order, which EU/UK sellers in particular rely on.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status (derived from eBay's own fulfilment and payment status together), currency, created date
- Buyer user ID and buyer email
- **Billing details:** name, phone number, company, country, state/province, street (2 lines), postal code. Note: eBay itself stops returning full billing name, address lines and phone number once an order is more than 90 days old — that's an eBay limitation, not a gap in Pentagon Connect
- **Shipping details:** name, phone number, company, country, state/province, street (2 lines), city, postal code

- Payment method, order subtotal, order total, discount code/type/value, shipping cost, marketplace fee, final value fee
- Per line item: SKU, item title, quantity, item price, item shipping cost, discount amount, and variation details (e.g. size/colour) where applicable
- Sales tax and marketplace VAT are tracked as separate figures at both order and line level, so different tax views can be reconciled independently
- Ship-by and deliver-by dates, order type, shipping service, and carrier/tracking number once shipped
- **Refunds:** only refunds that have actually completed are stored (a pending or failed refund is not); each is captured against its line item with an amount and a reference ID
- A free-text note is kept when eBay attaches one to a cancellation or refund, but eBay doesn't return this as a fixed set of codes — it's a working note, not a picklist Pentagon Connect controls (see Return & Refund Reason Codes below)

Shipping orders

- Once an order is ready, Pentagon Connect sends carrier and tracking details to eBay and marks it shipped.
- **Partial shipment is supported.** An order shipped in multiple packages sends one shipment update per package, each carrying only the items in that package.
- **Carrier codes must be mapped.** Unlike some other marketplaces, eBay only accepts its own fixed set of carrier codes on a shipment — a free-text carrier name is not accepted. Every internal carrier used has to be mapped to eBay's equivalent first (see Carriers Supported below), or that shipment fails locally and is never sent to eBay, with the unmapped carrier named in the error.
- Shipping rate tables (see Pricing & Stock Sync) feed the shipping cost shown on a fulfilment policy but aren't part of the per-order shipping action itself.

Cancellations

- The legacy integration supports order cancellation as part of its existing flow.
- The modern integration's cancellation capability is mapped to eBay's own cancellation API family and is planned, but is flagged as an open decision at time of writing — recommended for the first rework release, not yet committed to it.
- eBay's own cancellation status and reason note are captured read-only on every order regardless of which integration is handling the actual cancellation (see Order information we store above).

Refunds & returns

- The legacy integration already handles refunds through eBay's managed-payments flow.
- The modern integration's refund capability is mapped to eBay's Fulfillment refund action, with EU/UK refunds requiring an extra digital-signature step (already built for the legacy integration and being reused for the rework) — not yet confirmed for the first rework release.

- Returns specifically run through eBay's separate return process (search, decide, issue a return refund). This is mapped as a rework target but not yet confirmed for v1.
- Not documented in the current source material: eBay's own return-policy framework (returns-accepted flag, return period/method, who pays return shipping, and an optional international-returns override) is read and kept in sync as seller configuration, but the specific reason codes a return or refund is raised under aren't captured as a fixed list — see Return & Refund Reason Codes below.

Claims / incidents

Not documented in the current source material — no eBay claims or incident concept equivalent to some other marketplaces' "incident" mechanism was found in the available source documents.

Carriers Supported

Carriers aren't a fixed list Pentagon Connect maintains — on the modern integration they're downloaded live from eBay, per eBay marketplace region (for example, a seller active on both the UK and Germany sites gets two separate carrier lists), and mapped to Pentagon Connect's own carrier records before they can be used for dispatch. A carrier eBay stops returning is left in place rather than removed, since a merchant may already have mapped it. Example carriers seen on a UK account include Evri, Royal Mail and UPS — the live list for any given account and region is the source of truth, not this example. The legacy integration instead used a fixed, manually maintained set of eBay carrier codes rather than a live download.

Return & Refund Reason Codes

Not documented in the current source material. eBay orders carry a free-text cancellation/refund note rather than a fixed set of reason codes in what's captured today, and the available source documents don't include eBay's own return/refund reason list as it would be surfaced to sellers.

Known Limitations

- **eBay is actively decommissioning the legacy Trading integration piece by piece.** Category lookups are already gone, order-management fields disappeared in January 2024, and the image-upload call the legacy integration depends on shuts down on 30 September 2026. Any merchant still running on legacy carries real break/fix exposure as each piece is withdrawn, independent of Pentagon Connect's own rework timeline.
- **Listing migration to the modern model is one-way with no rollback** — once a listing is migrated it can never again be revised through the legacy integration by anyone.
- A handful of older listing features freeze permanently at migration (buyer requirements, charity donation, listing-designer templates, certain title/gallery enhancements) and can never be edited again by anyone.

- A seller can still edit price or stock by hand in eBay's own seller tools after migration; those changes don't sync back to Pentagon Connect, so the two can drift silently unless Pentagon Connect is treated as the single source of truth.
- **The modern integration only sees listings created or migrated into it** — legacy-managed listings are invisible to it, so the legacy product-download path has to keep running in parallel for any merchant not fully migrated.
- Listing/offer lookups on the modern side are done one product at a time, not in bulk — a real latency consideration for merchants with large catalogues.
- **Auction-style listings cannot move to the modern model at all** and are being dropped entirely, in any form.
- eBay itself is narrowing the cancellation/return API family it offers (several methods were removed in Q1 2026); if that continues, there may be no supported way to do cancellations or returns via API at all — tracked as an ongoing risk requiring regular review.
- Rate tables are only available on 8 marketplaces, and even there only the costs can be updated, not a table's structure.
- Carrier names must be mapped to eBay's fixed list; an unmapped carrier fails dispatch locally rather than reaching eBay.
- Business policies require the seller to be opted into eBay's Business Policies programme; sellers who aren't are skipped for policy sync entirely.
- Sandbox testing has limited fidelity for some order-action and claims flows, which pushes some validation out to the live pilot phase rather than catching it earlier.

Source Materials

This guide was built from Pentagon Connect's eBay integration and rework specification documents covering product and listing management, order retrieval and shipment, business policies, rate tables, courier mapping, and EU/UK product safety requirements.

Freemans Integration – Feature & Process Guide

Last updated 23 Sept 2026

Freemans is one of the Mirakl-based marketplaces connected to Pentagon Connect. Like our other Mirakl sellers, product and offer data is pushed to Freemans as file imports, and orders, shipments, cancellations and refunds are handled through Mirakl's standard order flow — so most of the behaviour here follows the same patterns as our other Mirakl integrations, with a number of Freemans-specific rules layered on top (a larger set of Freemans-only mandatory product fields, a single accepted product condition, and VAT/discount handling that's more limited than on some other marketplaces).

This page describes **what the Freemans integration supports** — which product, pricing, order and refund actions are available, what data we capture, and what isn't currently supported.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Product and offer are created as two separate, automatic steps
Update product content (title, description, images, attributes)	Yes	
Update price	Yes	Dedicated price-only update, or as part of a full update
Update stock/quantity	Yes	
Lock price from being overwritten	Yes	Per-product "Protect Price" flag
Lock stock from being overwritten	Yes	Per-product "Protect Quantity" flag
Lock an entire item from updates	Yes	Stock can still be zeroed even when this is set — see Deactivating below
Deactivate a listing (zero stock)	Yes	Still goes out even when a product is otherwise fully locked
Delete a listing outright	Yes	Separate from deactivation/zero-stock
Product variants (size/colour groups)	Yes	Each variant is created as its own product, linked by a shared group reference
Product condition other than "New"	No	Freemans only accepts "New"

Pricing & Stock

Capability	Supported	Notes
RRP / recommended retail price	Yes	Sent alongside price, but not turned into an automatic discount
Automatic discount date window	No	Explicitly out of scope for this integration
VAT	Limited	VAT amount is currently fixed at zero; only the VAT rate/code is set dynamically
Eco-tax / eco-contribution	No	Not documented for this UK marketplace
Logistic class assignment	Yes	Used by Freemans to determine how an item is shipped and handled

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Continuous; first run looks back 90 days
Automatic or manual order acceptance	Yes	Configurable per account
Line-level order acceptance	No	Accept/reject applies to the whole product line, including bundles
Ship orders (tracking + mark shipped)	Yes	
Carrier & tracking number	Yes	See Carriers Supported below
Partial shipment	No	An order always ships to Freemans as one complete unit
Click & collect / pick-up point delivery	Not documented	Not covered in the current source material

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation before customer is charged	Yes	Full order only — no partial cancellation at this stage

Capability	Supported	Notes
Order cancellation after customer is charged	Yes	Goes through the same flow as a refund; can be partial
Full refund	Yes	
Partial refund (quantity or amount)	Yes	
Refund shipping charges	Yes	Can be included alongside a product refund
Returns	Yes	Handled through the refund flow, tagged with a return-type reason
Claims / incidents	Yes	Marketplace "incident" mechanism — see Claims below

Product Management

Creating products

New products are sent to Freemans as products first, then offers (price, stock and availability) second — an offer can't go live until its product exists on Freemans. Both steps happen automatically once a product is ready.

- **Required data:** category, SKU, description, images, fabric/composition, dimensions, and packaging/returns/dispatch details. Every product is checked against Freemans' category-specific requirements before it's sent, and a missing required attribute is the most common reason a product fails to reach Freemans.
- Freemans requires a larger set of mandatory fields than most marketplaces, including approval terms, returns handling method, country of dispatch, country of supplier, and warehouse/storage location. Most of these have sensible defaults (for example, country of dispatch defaults to UK) but can be overridden per product.
- Product SKU is capped at 50 characters — longer values are rejected.
- **Variants:** products can be grouped into variant sets (e.g. size/colour of the same item) via a shared variation group reference. Each variant is still created as its own product record — you don't need to submit every sibling variant together, and a product can be taken out of a variation group later by re-sending it without that reference.
- Only one product condition is supported: **New**.

Updating products

Price, stock and full product content can each be updated independently after a product is live:

- **Price-only updates** run as their own lightweight flow, for cases where only the price needs refreshing.
- **Full updates** (content, images, attributes, price and stock together) run as a separate flow. Products with price protection on are always processed separately from products without it — Freemans doesn't allow priced and non-priced changes to be mixed together in the same update.
- **Protect Price** — when set, a product's price is left out of every update sent to Freemans, so its live price is never overwritten.
- **Protect Quantity** — when set, stock is left out of updates, and dedicated stock-only updates are skipped entirely for that product.
- **Protect the whole item** — when set, the product is skipped from content and price updates entirely. Stock can still be zeroed (see below) even when this is set.
- RRP can be sent alongside the regular price, but Freemans doesn't support the automatic discount-window feature available on some other marketplaces — discount pricing is out of scope for this integration.

Deactivating / removing products

Freemans supports two distinct ways to take a listing down:

- **Zero-stock:** sets the product's stock to zero and moves the listing to inactive. This still goes out even when a product is otherwise fully locked ("Closed") — it's the one update type that a full lock doesn't block.
- **Delete:** removes the offer from Freemans outright, rather than just zeroing its stock.
- **Closed** — when set on a product, it stops all creation and updates to Freemans, with the zero-stock exception above.

Pricing & Stock Sync

- RRP is supported and sent to Freemans alongside price, but isn't turned into an automatic on-site discount — Freemans doesn't currently support the discount-date-window feature used on some other marketplaces.
- VAT is mandatory, but the amount sent is currently fixed at zero — only the VAT rate/code is set dynamically, taken from the listing's VAT setting or the account default. This is a known limitation rather than a configurable choice.
- Eco-tax / eco-contribution is not documented for Freemans (this is a requirement seen on some other, France-based marketplaces; Freemans is a UK marketplace).
- **Condition:** only "New" condition items are accepted.
- **Logistic class:** each product is assigned a logistic class (e.g. Small, Large, or a supplier-specific class) that Freemans uses to determine how the item is shipped and handled.

Order Management

Getting orders

Orders are pulled from Freemans automatically and continuously — the first run looks back 90 days, and every run after that picks up from where the previous one left off. Existing orders already in Pentagon Connect have their status kept in sync as they progress (accepted, shipped, refunded, etc.); no manual import step is required.

Freemans' own "closed" order status doesn't distinguish between a shipped outcome and a cancelled one on its own — when an order reaches it, Pentagon Connect checks the refund/cancellation history on each line to work out whether the order actually shipped or was cancelled.

Order information we store

For every order, Pentagon Connect stores the buyer, delivery and line-item details needed to fulfil it, along with:

- Marketplace order ID and current status
- Whether the customer has actually been charged yet — this determines whether a cancellation or a refund request is used
- Whether the order is currently eligible for cancellation and/or refund
- Per-line cancellation and refund history
- Carrier and tracking number once shipped
- The transaction ID(s) Freemans returns for each refund/cancellation — a single refund covering multiple items can produce several transaction IDs, since each item is processed separately

Shipping orders

Once an order is accepted and ready, Pentagon Connect sends the carrier and tracking details to Freemans and marks the order shipped in the same pass.

- **Carrier matching:** the carrier on the shipment is matched against Freemans' own registered carrier list; if there's no match, an account-level default carrier is used if one is set; if neither applies, the carrier name and tracking number are still sent through as a generic fallback so tracking information isn't lost.
- **Partial shipment is not supported** — Freemans always shows the full order as shipped in one go, even though Pentagon Connect can record multiple internal shipments against the order.
- If Freemans already shows the order as shipped by the time we try to mark it (for example, a timing clash with another process), that's treated as a success rather than an error.

Cancellations

Before the customer has been charged, only a full-order cancellation is supported — a partial cancellation can't be requested at this stage. Once the customer has been charged, cancellation-style requests go through the same flow as refunds (see below) and can be partial.

Refunds & returns

Refunds can be full or partial (by quantity or amount), and can cover product cost, shipping charges, or both. Freemans doesn't have a separate "return" object — a customer return is handled through the same refund flow, tagged with a return-type reason rather than a refund-type reason so the two stay distinguishable.

Each item on a refund or cancellation request is sent to Freemans as its own separate action. If a request covers several items and some succeed while others fail, the order is marked partially complete with the specific failures recorded — the whole request isn't rolled back or retried automatically.

Claims / incidents

Freemans has an incident concept: a buyer (or Freemans) can raise an incident against an order once it's shipping, shipped, or received. Incidents are tracked per order line rather than as a whole-order status change. The correct handling for an order that arrives already showing an open incident on its very first download was left as an open question in the original scope material — worth double-checking against current behaviour if it comes up in support.

Carriers Supported

Carriers aren't a fixed list we maintain — they're whichever couriers Freemans has registered on their side, read live from Freemans. A carrier used on a shipment is matched against that list via our own carrier-mapping table (or an account-level default); if it doesn't match anything registered, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost.

Return & Refund Reason Codes

Refund and cancellation reasons aren't a fixed list maintained in Pentagon Connect — they're read directly from Freemans' own reason list and filtered down to refund-type and return-type entries (other reason types Freemans exposes are ignored). Because refund and return reasons can otherwise look identical, each one is labelled "[REFUND]" or "[RETURN]" so they stay distinguishable.

A default reason can be configured per type (refund, cancellation, or both); if a refund or cancellation is requested with no reason given and no default configured, the request is blocked until one is set. The specific reason text Freemans exposes is not enumerated in the current source material.

Known Limitations

- **No partial shipment** — an order always ships to Freemans as one complete unit, regardless of how it's fulfilled internally.
- **No line-level order acceptance** — a product line must be entirely accepted or entirely rejected; this also means bundle components can't be acknowledged individually.
- **Only "New" condition** is accepted for offers.
- **No automatic discount window** — RRP is supported, but the discount-date-window feature available on some other marketplaces is explicitly out of scope for Freemans.
- **VAT amount is currently fixed at zero** at the offer level — only the VAT rate/code is set dynamically.
- **SKU length limits** — product SKU is capped at 50 characters, and offer SKU is capped at 40 characters and can't contain a "/".
- **No partial cancellation before the customer is charged** — only full-order cancellation is supported at that stage.
- **Refund/cancellation requests are processed one item at a time**, so a request covering several items can succeed for some and fail for others.
- **Freemans' "closed" order status is ambiguous** — it doesn't distinguish a shipped outcome from a cancelled one on its own; this has to be inferred from each line's refund/cancellation history.
- The correct handling for an order that first arrives already showing an **open incident** was left as an open question in the original scope material.
- **Carrier list is dynamic**, not a fixed set we can quote in advance — it depends on what Freemans has registered for the account at the time.

Source Materials

This guide was built from Freemans' Mirakl integration specification documents covering product and offer creation and updates, order retrieval, order acknowledgement, shipment, and refund/cancellation handling.

John Lewis Integration – Feature & Process Guide

Last updated 23 Sept 2026

John Lewis runs its third-party marketplace on Mirakl, so from Pentagon Connect's side this is a standard Mirakl integration rather than a bespoke John Lewis build. Products and offers are pushed to John Lewis's Mirakl instance, orders are pulled back automatically, and shipments, cancellations and refunds flow through the same standard Mirakl mechanisms Pentagon Connect uses for its other Mirakl marketplaces.

A small number of John Lewis-specific rules sit on top of the standard Mirakl pattern — notably a pay-on-acceptance payment workflow that changes how cancellations work, a courier-mapping table for shipping, and some John Lewis-specific field limits and reason codes.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Products are created first, then offers (price/stock/availability); an offer can't go live until its product exists on John Lewis
Update product content (title, description, images, attributes)	Yes	
Update price	Yes	Dedicated price-only update, or as part of a full update
Update stock/quantity	Yes	Dedicated stock-only update, or as part of a full update
Lock price from being overwritten	Yes	Per-product "Protect Price" flag
Lock stock from being overwritten	Yes	Per-product "Protect Quantity" flag
Pause/deactivate a listing	Yes	"Closed" flag stops all updates to that item, including creation — except the zero-stock push, which still goes out
Product variants (size/colour groups)	Yes	Grouped via a shared Variation Group; each variant is still its own product record
Multiple product images	Yes	1 main image plus up to 10 secondary images

Capability	Supported	Notes
Product condition other than "New"	No	John Lewis only accepts "New" — anything else is rejected before it's even sent

Pricing & Stock

Capability	Supported	Notes
RRP / strike-through pricing	Yes	Sent as the offer price whenever RRP is set and higher than the standard price, shown as a discount
Automatic discount date window	Yes	Defaults to "now" through "now + 2 years" if no dates are set
Lead time / dispatch time	Yes	Taken from the product's own dispatch time, falling back to a shipping template, then the account default
Zero-stock handling	Yes	A dedicated flow always pushes a zero quantity when a listing needs to end, overriding pause/protection flags

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	New orders and status changes are pulled in continuously
Order acknowledgement (accept/reject)	Yes	Automatic or manual, but only at the whole-product level — not per line
Ship orders (tracking + mark shipped)	Yes	
Carrier & tracking number	Yes	See Carriers Supported below
Partial shipment	No	An order always ships in full to John Lewis in one go
Line-level order acceptance	No	All lines belonging to the same product must be accepted or rejected together

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Full refund	Yes	
Partial refund (quantity or amount)	Yes	

Capability	Supported	Notes
Refund shipping charges	Yes	Can be refunded alongside or instead of product lines
Full order cancellation	Yes	Only for orders accepted but not yet shipped
Partial / line-level cancellation	No	Not supported for John Lewis — see Cancellations below
Returns	Yes	John Lewis has its own return reason list, separate from refund reasons
Claims / incidents	Yes	Marketplace "Incident" mechanism, tracked per order line — see Claims below

Product Management

Creating products

New products are sent to John Lewis as products first, then offers (price/stock/availability) second — an offer can't go live until its product exists on John Lewis. Both steps happen automatically once a product is ready; there's no manual per-product action needed.

- **Required fields:** category, SKU, title, description, brand, and a main image, plus every attribute John Lewis's category taxonomy marks as required for that product's category. A product missing a category-required attribute is the most common reason a product fails to reach John Lewis.
- **Barcode (EAN):** Pentagon Connect looks for a marketplace-specific EAN first, then falls back to the product's own EAN, then its UPC. If none of those are available, Pentagon Connect can still get the product accepted by asking John Lewis to auto-generate a barcode rather than blocking the listing.
- **Title and description length limits:** the short title John Lewis displays is trimmed to 20 characters, and the product name is capped at 50 characters by John Lewis itself — long titles are silently truncated, not rejected.
- **Variants:** products can be grouped into variant sets (e.g. size/colour of the same item) by setting a shared Variation Group. Each variant is still created as its own product record; you don't need to submit every sibling variant together, and removing a product from a group is done by re-pushing it without that grouping.
- Warnings returned during import are treated as a successful creation — this is standard Miraki behaviour, not something specific to John Lewis, and isn't something to chase as an error.

Updating products

Price, stock and full product content can each be updated after a product is live, and price/stock can be updated independently of the rest of the content:

- **Price-only updates** run as their own lightweight flow, for cases where only the price needs refreshing.
- **Stock-only updates** run as their own flow too — used both for everyday quantity changes and for re-activating a previously zero-stocked offer.
- **Full updates** (content, images, attributes, price and stock together) are split into two variants depending on whether price is protected, because John Lewis rejects a batch that mixes priced and un-priced offers.
- **Protect Price** — when set on a product, price is left out of every update sent to John Lewis, so its price on the marketplace never gets overwritten.
- **Protect Quantity** — when set, stock is left out of updates, so the quantity live on John Lewis isn't touched.
- **Protect the whole item** — when set, the product is skipped entirely for a full content update, though a stock-only update can still go through.
- **Zero-stock override:** if a product is due to be zero-stocked (taken off sale), Pentagon Connect always sends quantity 0 for it, even if Protect Price, Protect Quantity, Protect the whole item, or Pause are all set — ending a listing always wins.

Deactivating / removing products

Marking a product "Closed" stops all further creation and updates to it on John Lewis, with one exception: if that item also needs its stock zeroed out, that zero-stock push still goes out even while it's closed, so the listing actually comes off sale rather than being left showing as available. There's no separate delete action — ending a listing on John Lewis (removing it from sale) is a distinct, final step from simply pausing it.

Pricing & Stock Sync

- **RRP-based discounting:** if an RRP is set and it's higher than the current price, Pentagon Connect sends the RRP as the discount reference and the item shows as discounted on John Lewis. If no discount dates are set, the discount window defaults to two years from today.
- **Lead time to ship:** taken from the product's own dispatch time if set, otherwise from its shipping template, otherwise from the account's default shipping template; if none of those apply, no lead time is sent.
- **Condition:** only "New" condition items are accepted by John Lewis — any other condition is rejected before it's sent.
- **Stock updates and zero-stock (ending a listing)** run as separate flows from a full content update, so stock can be kept in sync independently of price or content changes.

Order Management

Getting orders

Orders are pulled from John Lewis automatically and continuously — the first run brings in the last 90 days of orders, and every run after that picks up anything new or changed since the last check. Because an order can first be seen by Pentagon Connect at any point in its life (not just brand new), the integration has to recognise and correctly backfill an order that already arrives part-way through its lifecycle — for example, one that's already shipped by the time it's first downloaded — rather than assuming every order starts from scratch.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status, currency, created date
- Buyer ID, buyer email, buyer first and last name, buyer locale
- **Billing address:** name, phone number, company, country, state, street (2 lines), city, postal code
- **Shipping address:** name, phone number, company, country, state, street (2 lines), city, postal code
- Payment method, order subtotal, order total, discount amount/type, marketplace fee, total fee, payment date and transaction ID
- Carrier (name and code), shipping service, shipping cost, tracking number, tracking URL, shipped date
- Per line item: channel item ID, SKU, product title, item price, quantity, line status, line shipping cost and shipping tax
- Sales tax, marketplace VAT and internal VAT are tracked as three separate figures at both order and line level, so different tax views can be reconciled independently

Order status is tracked in Pentagon Connect as one of: Incomplete, Awaiting Acknowledge, Pending, Ready for Shipping, Shipped, or Cancelled. An order can also carry an open "Incident" flag at the line-item level (see Claims below) independently of its main status.

Shipping orders

Once an order is accepted and its shipment is ready, Pentagon Connect pushes the carrier and tracking details to John Lewis and validates the shipment in the same run.

- **Courier matching** follows a priority order: first, the carrier on the order is matched against a John Lewis-specific courier-mapping table; if there's no match, an account-level default carrier is used if one is set; if neither applies, the carrier name and tracking number are still sent through as a generic "Other" carrier so tracking information isn't lost (not every Mirakl marketplace supports this fallback, but it's implemented as the Mirakl standard).

- The tracking URL shown to the customer comes from the order's own tracking URL if set, or from the matched courier's tracking-URL template with the tracking number substituted in.
- **Partial shipment is not supported** — John Lewis always ships the full order in a single shipment. Pentagon Connect can still record multiple internal shipments against an order, but only one, full shipment reaches John Lewis. Because of this, it's expected (not an error) for an order to sometimes already show as shipped on John Lewis's side by the time Pentagon Connect tries to validate the shipment — in that case Pentagon Connect just re-syncs the order to "Shipped" instead of treating it as a failure.

Cancellations

John Lewis runs on a pay-on-acceptance payment workflow, meaning the order is charged as soon as it's accepted. This has a direct effect on what cancellation looks like:

- **Line-level cancellation is not used for John Lewis at all** — by the time a line could be cancelled it has usually already been charged, so refunds are used instead for anything post-acceptance. Partial cancellations aren't supported.
- **Full-order cancellation** is available for orders that have been accepted but not yet shipped — this is treated as the "not yet charged" window. Only whole-order cancellation is supported here; partial cancellation attempts are blocked.

Refunds & returns

Refunds can be full or partial (by quantity or amount), and can cover products only, or products plus shipping charges. Each refund line is sent to John Lewis as its own individual request rather than batched together, because a single bad line would otherwise fail the entire batch. Pentagon Connect's own validation makes sure a line isn't refunded for more than what's left refundable on it.

Returns are supported and use their own dedicated set of return reasons (see Return & Refund Reason Codes below), separate from the refund reason list.

Claims / incidents

John Lewis's claims mechanism ("Incident") can be opened by the customer or by John Lewis once an order is shipping, shipped, or received. An incident is tracked per order line rather than as a whole-order status change. If an order isn't yet paid when an incident is raised, payment for that order isn't received.

Carriers Supported

Carriers aren't a fixed list Pentagon Connect maintains — they're whichever couriers John Lewis has registered on their side, read live from John Lewis. A carrier used on an order is matched against that live list via a John Lewis-specific carrier-mapping table, or an account-level default; if it doesn't match anything registered, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost.

Return & Refund Reason Codes

Refund reasons (as returned by John Lewis's own reason list) include:

- Goods are faulty / damaged / not wanted / wrong goods supplied / parts missing
- Safety concern
- Returning under warranty or guarantee (multiple guarantee-length variants, e.g. 1, 2, 5, 7 or 10 year)
- Delivery issue, sleep/comfort trial return, product recall, or lost on the return journey
- Out of stock, no response from the shop, or agreement reached directly with the vendor
- Item returned, item not received, unable to process return, or return reason unknown
- Product allowance or a price-match adjustment
- Supplier fulfilment failure, or no stock available for the order line

Return reasons (used specifically for customer returns, separate from the refund list) include:

- Broken, damaged, defective, or counterfeit item
- Delivered product different from what was ordered, or a missing item
- Changed my mind / don't want the product anymore / don't like the product
- Quality not as expected
- Wrong size or wrong colour, or product doesn't fit (too big / too small)
- Defective on arrival
- Other reason

Cancellation reasons include a small set of seller-visible reasons (e.g. cancellation or price adjustment before acceptance) alongside several system-generated reasons Pentagon Connect can encounter but doesn't itself trigger — for example a failed or timed-out debit, a failed fraud check, or a late-shipment cancellation.

Known Limitations

- **No partial shipment** — every order ships to John Lewis as one complete shipment, even if it was recorded as multiple shipments internally.
- **No line-level order acceptance** — accept/reject is all-or-nothing per product, and bundle SKUs are only acknowledged at the parent level, never their component lines.
- **No line-level or partial cancellation** — only full-order cancellation is available, and only in the window after acceptance but before shipment; after that, refunds are the only route.
- **Only "New" condition** is accepted for offers — anything else is rejected before it reaches John Lewis.
- **Title/description length limits** — the short title is trimmed to 20 characters and the product name capped at 50; long values are truncated silently rather than rejected.

- **Carrier list is dynamic**, not a fixed set that can be quoted in advance — it depends on what John Lewis has registered for the account at the time.
- **Refunds are sent one line at a time**, never batched, so a single bad refund line doesn't fail every other refund line on the same order.

Source Materials

This guide was built from Pentagon Connect's internal John Lewis Mirakl integration scope documents covering authentication, taxonomy, product and offer creation and updates, order retrieval, order acknowledgement, shipping, and the refund/cancellation flow.

La Redoute Integration – Feature & Process Guide

Last updated 23 Sept 2026

La Redoute is one of the Mirakl-based marketplaces connected to Pentagon Connect. The integration was rebuilt from scratch in 2023 as part of La Redoute's own migration onto standard Mirakl, so it is a clean, standard Mirakl implementation with a small number of La Redoute-specific rules layered on top (VAT-per-country, eco-tax, and its own courier list).

This page describes **what the La Redoute integration supports** — which product, pricing, order and refund actions are available, what data we capture, and what isn't currently supported.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Including bulk creation of multiple SKUs at once
Update product content (title, description, images, attributes)	Yes	
Update price	Yes	Dedicated price-only update, or as part of a full update
Update stock/quantity	Yes	
Lock price from being overwritten	Yes	Per-product "protect price" flag
Lock stock from being overwritten	Yes	Per-product "protect quantity" flag
Pause/deactivate a listing	Yes	Stops all updates to that item, including creation
Product variants (size/colour groups)	Yes	
Multiple product images	Yes	1 mandatory main image + up to 5 secondary images
Product condition other than "New"	No	La Redoute only accepts "New"

Pricing & Stock

Capability	Supported	Notes
RRP / strike-through pricing	Yes	Automatically shown as a discount when RRP is higher than price
Automatic discount date window	Yes	Defaults to "now" through "now + 2 years" if no dates are set
Per-country VAT	Yes	Sent automatically with country default rates unless overridden
Eco-tax / eco-contribution (French EPR)	Yes	
Multiple free-shipping thresholds	No	Only one threshold per account

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Orders and status changes are pulled in continuously
Order phone number captured	Yes	Both billing and shipping contact
Customer email captured	Yes	Marketplace-anonymised notification address
Billing & shipping address captured	Yes	Full address, incl. company name where given
Ship orders (tracking + mark shipped)	Yes	
Carrier & tracking number	Yes	See Carriers Supported below
Partial shipment	No	An order always ships in full in one call to La Redoute
Click & collect / pick-up point delivery	No	Not available on this integration

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation	Yes	Only 2 reasons offered; restricted by order status — see below
Full refund	Yes	
Partial refund (quantity or amount)	Yes	

Capability	Supported	Notes
Refund shipping charges	Yes	Can be included alongside a product refund
Returns	Yes	Handled through the refund flow, not as a separate return type
Claims / incidents	Yes	Marketplace "Incident" mechanism — see Claims below

Product Management

Creating products

New products are sent to La Redoute as products first, then offers (price/stock/availability) second — an offer can't go live until its product exists on La Redoute. Both steps happen automatically once a product is ready; there's no manual per-product action needed from the seller.

- **Required fields:** category, SKU, title, EAN (barcode), brand, description, and a main image. A missing EAN or main image blocks a product from being created at all.
- **Recommended fields:** up to 5 secondary images (highly recommended, not mandatory).
- **Category-specific attributes:** La Redoute's product catalogue is organised into roughly 1,900 categories, each with its own required/optional attribute set (e.g. Brand may be required in one category and optional in another). Every product is checked against its category's requirements before it's sent — a product missing a category-required attribute is the most common reason a product fails to reach La Redoute.
- **Variants:** products can be grouped into variant sets (e.g. size/colour of the same item) by setting a shared Variation Group on the product account. Each variant is still created as its own product record; you don't need to submit every sibling variant together.

Updating products

Price, stock and full product content can each be updated after a product is live, and price/stock can be updated independently of the rest of the content:

- **Price-only updates** run as their own lightweight flow, for cases where only the price needs refreshing.
- **Full updates** (content, images, attributes, price and stock together) run as a separate flow.
- **Protect Price** — when set on a product, that product's price is left out of every update sent to La Redoute, so its price on the marketplace never gets overwritten.
- **Protect Quantity** — when set, stock is left out of updates, so the quantity live on La Redoute isn't touched.
- **Protect the whole item** — when set, the product is skipped entirely for that update cycle.

Deactivating / removing products

Marking a product "Closed" stops all further updates to it on La Redoute — both creation and any future updates. There's no separate delete action; closing/pausing is how a listing is taken down.

Pricing & Stock Sync

- **RRP-based discounting:** if an RRP is set and it's higher than the current price, La Redoute automatically shows the item as discounted (RRP as the "was" price). If no discount dates are set, the discount window defaults to two years from today.
 - **VAT:** VAT is mandatory and set automatically per destination country (Belgium, Luxembourg, Italy, Spain, Germany, Netherlands, Switzerland, Portugal, plus a general rate) using country-standard default rates, unless a specific VAT value is set on the account or product.
 - **Eco-tax / eco-contribution:** supported for categories subject to French EPR (extended producer responsibility) requirements — included automatically when a producer ID and contribution amount are set.
 - **Condition:** only "New" condition items are accepted by La Redoute.
-

Order Management

Getting orders

Orders are pulled from La Redoute automatically and continuously — new orders are picked up, and existing orders already in Pentagon Connect have their status and details kept in sync as they progress (accepted, paid, shipped, refunded, etc.). No manual import step is required.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status, currency, created date, paid date, delivery-by date
- Buyer email (marketplace-anonymised) and buyer ID
- Payment method, order subtotal, order total, discount amount/type, marketplace fee, total fee
- **Billing address:** name, phone number, company, country, state, street (2 lines), city, postal code
- **Shipping address:** name, phone number, company, country, state, street (2 lines), city, postal code
- Carrier, shipping cost, shipping service label, tracking number, tracking URL, shipped date
- Per line item: SKU, product title, item price, quantity, line status, shipping cost, VAT amount/rate
- Sales tax, marketplace VAT and internal VAT are tracked as three separate figures at both order and line level, so different tax views can be reconciled independently

Order status is tracked in Pentagon Connect as one of: Incomplete, Pending, Ready for Shipping, Shipped, or Cancelled. An order can also carry an open "Incident" flag at the line-item level (see Claims below) independently of its main status.

Shipping orders

Once an order is accepted and ready, Pentagon Connect pushes the carrier and tracking details to La Redoute and marks the order shipped in a single automated step.

- **Carrier matching:** the carrier on the order is matched against La Redoute's registered carrier list (see Carriers Supported below); if there's no match, an account-level default carrier is used if one is set; if neither applies, the carrier name and tracking number are still sent through as a generic fallback.
- **Partial shipment is not supported** — La Redoute always ships the full order in a single shipment. Pentagon Connect can still record multiple internal shipments against an order, but only one, full shipment reaches La Redoute.

Cancellations

Only two cancellation reasons are offered on La Redoute: *cancelled by the customer prior to shipping*, and *out of stock*. Who can cancel an order depends on its status — see the role/status table below.

Refunds & returns

Refunds can be full or partial (by quantity or amount), and can cover products only, or products plus shipping charges. La Redoute doesn't have a separate "return" object — a customer return is handled as a refund with the reason *Customer return*. See Return & Refund Reason Codes below for the full reason list.

Who can refund or cancel, by order status:

Order status	Customer	La Redoute (operator)	Us (seller)
Pending acceptance	Cancel only	Cancel only	No actions available
Payment in progress	No actions available	All actions	No actions available
Awaiting shipment	Raise a claim only	Refund or raise a claim	Refund only
Shipped	Raise a claim only	Refund or raise a claim	Refund only
Received	Raise a claim only	Refund or raise a claim	Refund only
Closed	No actions available	All actions	Not applicable

In short: before an order ships, only La Redoute itself can issue a refund or raise a claim. After shipping, we can also issue a refund, but only La Redoute can raise a claim. If a refund or cancellation

request looks like it's being blocked, it's very likely this table, not a fault in the integration.

Claims / incidents

La Redoute's claims mechanism ("Incident") can be opened by the customer or La Redoute once an order is shipping, shipped, or received. An incident is tracked per order line rather than as a whole-order status change. If an order isn't yet paid when an incident is raised, we don't get paid for it.

Carriers Supported

Carriers aren't a fixed list we maintain — they're whichever couriers La Redoute has registered on their side, which Pentagon Connect reads live from La Redoute. A carrier used on an order is matched against that live list (via our own carrier-mapping table, or an account-level default); if it doesn't match anything registered, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost.

Return & Refund Reason Codes

Refund reasons (as shown in La Redoute's own back office):

- Parcel not received / lost
- Parcel not delivered or refused
- Delivery dispute
- Item missing from parcel / empty parcel
- Damaged parcel
- Customer return
- Disagreement on refund amount
- Defective on receipt
- Item doesn't match order
- Defective in use

Cancellation reasons:

- Cancelled by the customer prior to shipping
- Out of stock

Known Limitations

- **No partial shipment** — every order ships to La Redoute as one complete shipment.
- **No click & collect / pick-up point delivery.**
- **Only one free-shipping threshold** per account (no multi-tier thresholds).

- **Only "New" condition** is accepted for offers.
- **Carrier list is dynamic**, not a fixed set we can quote in advance — it depends on what La Redoute has registered for the account at the time.

Source Materials

This guide was built from La Redoute's Mirakl integration specification documents covering product creation, offer/price management, order retrieval, order shipment, and the marketplace back-office action matrix for cancellations, refunds and claims.

Matalan Integration – Feature & Process Guide

Last updated 23 Sept 2026

Matalan is one of the Mirakl-based marketplaces connected to Pentagon Connect. It runs on standard Mirakl seller-platform behaviour, with a small number of Matalan-specific business rules layered on top — a single UK VAT setting, Matalan's own logistic classes for sizing/delivery type, and its own carrier list.

This page describes **what the Matalan integration supports** — which product, pricing, order and refund actions are available, what data we capture, and what isn't currently supported.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Products are created first, offers second; both steps run automatically
Update product content (title, description, images, attributes)	Yes	
Update price	Yes	Dedicated price-only update, or as part of a full update
Update stock/quantity	Yes	Dedicated stock-only update
Lock price from being overwritten	Yes	Per-product "protect price" flag
Lock stock from being overwritten	Yes	Per-product "protect quantity" flag
Pause/deactivate a listing	Yes	Stops all updates to that item, including creation
Product variants (size/colour groups)	Yes	
Multiple product images	Yes	Main image plus additional images
Remove an offer entirely	Yes	Separate from pausing/deactivating — see Deactivating / removing products
Product condition other than "New"	No	Matalan only accepts "New"

Pricing & Stock

Capability	Supported	Notes
RRP / strike-through pricing	Yes	Automatically shown as a discount when RRP is higher than price
Automatic discount date window	Yes	Defaults to "now" through "now + 2 years" if no dates are set
VAT	Yes	Single UK rate (standard or zero-rated), not per-country
Logistic class / delivery sizing	Yes	Affects how Matalan categorises the item for delivery — see Pricing & Stock Sync
Custom dispatch/lead time per listing	Yes	Overrides the account's default dispatch time

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Orders and status changes are pulled in continuously
Order phone number captured	Yes	
Customer email captured	Yes	
Billing & shipping address captured	Yes	
Order acceptance/acknowledgement	Yes	Automatic or manual, depending on account setting
Line-level order acceptance	No	All of a product's lines must be accepted or rejected together
Ship orders (tracking + mark shipped)	Yes	
Carrier & tracking number	Yes	See Carriers Supported below
Partial shipment	No	An order is always marked fully shipped on Matalan
Click & collect / pick-up point delivery	No	Not currently captured or supported on this integration

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation	Yes	Full cancellation always; partial cancellation only once the customer has been charged — see Cancellations
Full refund	Yes	
Partial refund (quantity or amount)	Yes	
Refund shipping charges	Yes	Can be included alongside a product refund
Returns	Yes	Handled through the refund flow, not as a separate return type
Claims / incidents	Limited	Visible at order-line level; no documented flow for us to open or manage one — see Claims / incidents below

Product Management

Creating products

New products are sent to Matalan as products first, then offers (price/stock/availability) second — an offer can't go live until its product exists on Matalan. Both steps happen automatically once a product is ready; there's no manual per-product action needed from the seller.

- **Required fields:** category, SKU, and a main image, plus an EAN/barcode and brand — Matalan-specific image, EAN and brand fields take priority over the general product-level fields when both are set.
- **Category-specific attributes:** Matalan's catalogue is organised into categories, each with its own required/optional attribute set. Every product is checked against its category's requirements before it's sent — a product missing a category-required attribute is a common reason a product fails to reach Matalan.
- **Dimensions:** height, length and width are combined into a single dimensions value — if even one of the three is missing, the whole thing is left blank. Weight is converted to kilograms automatically.
- **Variants:** products can be grouped into variant sets (e.g. size/colour of the same item) by setting a shared variation group. Each variant is still created as its own product record; you don't need to submit every sibling variant together. A variant product with none of its own variant-level attributes set is rejected as an error.

Updating products

Price, stock and full product content can each be updated after a product is live, and price/stock can be updated independently of the rest of the content:

- **Price-only updates** run as their own lightweight flow, for cases where only the price needs refreshing.
- **Stock-only updates** run as their own flow as well, used both for normal restocks and for bringing a previously zeroed-out item back with positive stock.
- **Full updates** (content, images, attributes, price and stock together) run as a separate flow. When some products in the same update have their price locked and others don't, the update is automatically split into two separate submissions behind the scenes (one with pricing, one without) — Matalan doesn't accept a single mixed batch.
- **Protect Price** — when set on a product, that product's price is left out of every update sent to Matalan, so its price on the marketplace never gets overwritten.
- **Protect Quantity** — when set, stock is left out of updates, so the quantity live on Matalan isn't touched.
- **Protect the whole item** — when set, the product is skipped entirely for that update cycle.

Deactivating / removing products

There are two distinct ways to take a listing down on Matalan:

- **Zero-stock / end item:** forces the item's stock to zero and marks the listing inactive on Matalan, without removing the underlying offer. This still goes through even when the connection is otherwise paused/closed — it's the one update type that isn't blocked by the closed flag.
- **Offer delete / end listing:** removes the offer from Matalan entirely (the product itself is marked removed on Matalan's side).
- **Pausing the whole connection ("Closed")** stops all further product creation and offer updates — with the zero-stock push as the one deliberate exception above.

Pricing & Stock Sync

- **RRP-based discounting:** if an RRP is set and it's higher than the current price, Matalan automatically shows the item as discounted (RRP as the "was" price), and RRP is sent as the live price. If no discount dates are set, the discount window defaults to two years from today.
- **VAT:** Matalan is UK-only, so a single VAT rate applies per listing — either standard-rated or zero-rated. If nothing is set on the listing itself, the account's default VAT setting is used as a fallback.
- **Logistic class:** each listing can be tagged with one of Matalan's logistic classes (e.g. Small, Large, or a set of seller-defined size/weight classes), which determines how Matalan categorises the item for delivery — for example, whether it needs a single-person or two-person delivery. This is a Matalan-side classification, not something we can override once sent.
- **Dispatch time:** a specific dispatch/lead time can be set per listing, overriding the account's general shipping-template default.
- **Condition:** only "New" condition items are accepted by Matalan.

Order Management

Getting orders

Orders are pulled from Matalan automatically and continuously — the first sync looks back 90 days of order history, and every run after that re-checks recently with a short overlap buffer so nothing gets missed. No manual import step is required.

Orders aren't always brand new when we first see them — Matalan can hand us an order that's already been accepted, shipped, or even closed out. When that happens, Pentagon Connect fills in the missing shipment and status history in one pass rather than assuming every order starts from scratch.

One status is worth calling out: Matalan's generic "closed" order status doesn't say on its own whether the order actually shipped or was cancelled. When we see it, we check whether every item on the order has been refunded — if so, the order is treated as cancelled; otherwise it's treated as shipped.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status, currency, order/paid/delivery-by dates
- Buyer name, email and phone number
- **Billing address:** city, country, state/province, street (2 lines), postal code
- **Shipping address:** city, country, state/province, street (2 lines), postal code
- Carrier, tracking number, tracking URL, shipping cost
- Payment method, order subtotal, discount, total, marketplace fee
- Per line item: product reference, SKU, item title, item price, quantity, line status
- Sales tax, marketplace VAT and internal VAT are tracked as three separate figures at both order and line level, so different tax views can be reconciled independently

Order status is tracked in Pentagon Connect as one of: Pending, Incomplete, Ready for Shipping, Shipped, or Cancelled. An order line can also carry an open "incident" flag independently of the order's main status (see Claims / incidents below).

Shipping orders

Before an order can ship, it has to be accepted first — either automatically on download, or through a manual review step, depending on the account's setting. Matalan doesn't support accepting some of a product's order lines while rejecting others — all lines belonging to the same product must be accepted or rejected together.

Once an order is accepted and ready, Pentagon Connect pushes the carrier and tracking details to Matalan and marks the order shipped, in one automated step.

- **Carrier matching:** the carrier on the order is matched against Matalan's registered carrier list (see Carriers Supported below); if there's no match, an account-level default carrier is used if one is set; if neither applies, the carrier name and tracking number are still sent through as a generic fallback.
- **Partial shipment is not supported** — Matalan always considers the order fully shipped in one go. Pentagon Connect can still record multiple internal shipments against an order, but Matalan only ever sees it as fully shipped.
- If Matalan already shows an order as shipped (for example, from an earlier attempt that didn't get acknowledged on our side), a repeat shipping attempt is treated as a success rather than an error, and our own records are still updated.

Cancellations

Whether an order can be cancelled — and how — depends on whether the customer has already been charged:

- **Before the customer is charged,** an order can only be cancelled in full; a partial cancellation isn't possible at this stage.
- **After the customer is charged,** cancellation follows the same per-line rules as a refund (see below), and can be partial.

See Return & Refund Reason Codes below for the cancellation reasons available.

Refunds & returns

Refunds can be full or partial (by quantity or amount), and can cover products only, or products plus shipping charges. Matalan doesn't have a separate "return" object — a customer return is handled as a refund with the reason *Item returned by customer*. Each refund line is submitted to Matalan as its own individual request, so one failing line never affects the others in the same batch. See Return & Refund Reason Codes below for the full reason list.

Claims / incidents

Matalan can flag an order line as having an open incident — for example, a delivery dispute raised by the customer or by Matalan itself once an item has shipped. This is reflected in Pentagon Connect at the order-line level so it's visible alongside the order. **We don't currently have a documented flow for opening, escalating or resolving an incident ourselves** — that side of the process sits with Matalan.

Carriers Supported

Carriers aren't a fixed list we maintain — they're whichever couriers Matalan has registered on their side, which Pentagon Connect reads live from Matalan. A carrier used on an order is matched against that live list (via our own carrier-mapping table, or an account-level default); if it doesn't match

anything registered, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost.

Return & Refund Reason Codes

Refund reasons (customer/seller-facing):

- No response from the seller
- Out of stock
- Cancelled by the client prior to shipping
- Item returned by customer
- Item not received
- Agreement found with the vendor

Cancellation reasons (customer/seller-facing):

- Cancelled by the customer prior to shipping
- Cancelled due to out of stock
- Supplier cannot ship to this address

Matalan also applies a handful of cancellation reasons automatically through its own systems rather than as a manual choice — for example, a failed or timed-out payment debit, a failed fraud check, or a late shipment. These appear on cancelled orders but aren't something we select ourselves.

Known Limitations

- **No line-level order acceptance** — a product's order lines must all be accepted or all rejected together.
- **No partial shipment** — every order is marked fully shipped on Matalan in one go, even if fulfilment happened in parts.
- **No click & collect / pick-up point delivery.**
- **Only "New" condition** is accepted for offers.
- **Partial cancellation isn't available before the customer has been charged** — only a full cancellation is possible at that stage.
- **Claims/incidents raised on an order are visible but not actionable by us** — see Claims / incidents above.
- **Carrier list is dynamic**, not a fixed set we can quote in advance — it depends on what Matalan has registered for the account at the time.

Source Materials

This guide was built from Matalan's Mirakl-based integration specification documents covering authentication, taxonomy, product and offer management, order retrieval and acknowledgement, shipment, and refund/cancellation handling.

Next Integration – Feature & Process Guide

Last updated 23 Sept 2026

Next is connected to Pentagon Connect through "Platform Plus", a bespoke SFTP/XML feed integration — not a Mirakl marketplace like La Redoute, ASOS, Debenhams, Decathlon or Yoox. Files are exchanged on a fixed set of SFTP paths rather than through a live API, and each feed runs on its own polling schedule.

Next owns and controls its own product catalogue. This integration does not create, update or manage products or offers on Next in any way — it matches products that already exist on Next's system by Brand and EAN, and handles two things only: pushing stock levels for those products, and managing the order lifecycle (receiving orders, acknowledging them, and sending shipment and cancellation status back).

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	No	Next owns the catalogue; this integration has no product-creation flow
Update product content	No	No content/offer feed exists in this integration
Product matching	Yes	Products are matched to Next's existing catalogue by Brand + EAN
Deactivate / delist a product	No	A closed product results only in a zero-quantity stock push, not a delisting call

Pricing & Stock

Capability	Supported	Notes
Stock/quantity updates	Yes	Sent as delta updates at least every 15 minutes, plus a full refresh every 24 hours
Per-brand warehouse / feed setup	Yes	Each brand is set up on Next's side with its own warehouse code and stock feed name
Price updates	Not documented	Price is not part of this feed; the source material does not describe any price-sync mechanism

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Orders are picked up from an SFTP inbox, one order per file, checked every 5–10 minutes
Order acknowledgement	Yes	Sent once an order is ready for shipping and its lines are validated
Ship orders (status + tracking)	Yes	A "Dispatched" status with tracking reference is sent per line; this is final
Partial shipment	Not documented	Status is tracked per order line, but no distinct partial-shipment concept is described

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Cancellation (pre-shipment)	Yes	Sent as a line-level "Cancelled" status, only while the line is still "acknowledged"
Refunds	Yes, pre-shipment only	Communicated using the same line-level "Cancelled" status push — there is no separate refund mechanism
Refunds/cancellations after shipment	No	Once a line has been marked Dispatched, no further status update can be sent for it
Claims / incidents	Not documented	No such concept appears in this integration

Product Management

Creating products

Not supported. Next does not support product or offer creation through this integration. Products are matched by Brand + EAN against Next's own existing catalogue — if a product doesn't already exist on Next's system under that Brand/EAN combination, it cannot be created or listed through this integration.

Updating products

Not supported. There is no product-content or offer-update flow. The only thing ever pushed to Next about a product is its stock quantity (see Pricing & Stock Sync below).

Deactivating / removing products

There is no delisting or deactivation call. When a product is closed or ended on our side, the only action taken is to push a stock quantity of zero for it on the next stock feed — the product record itself remains whatever it is on Next's own catalogue.

Pricing & Stock Sync

Stock updates are sent as an XML feed, keyed on Brand and EAN, with files named in the pattern `INV-MM-DD-HHMMSS.xml` and posted to a dedicated inbox path on the SFTP.

- **Delta updates:** sent no faster than every 15 minutes, containing only the quantities that have changed.
- **Full refresh:** once every 24 hours, a complete feed of current quantities for all non-closed products is sent, in addition to the delta updates.
- **Zero-quantity on close:** whenever a product is closed or ended, a quantity of zero is sent for it, regardless of whether it falls on a delta or full-refresh cycle.
- **Per-brand setup:** each brand supplying stock to Next is set up with its own warehouse code and stock feed name on Next's side (for example, a brand's warehouse code and stock feed name are agreed and configured once per brand before its stock can flow).

Price is not part of this feed. No price-sync mechanism of any kind is documented for this integration — this is a genuine gap in the source material, not an oversight on this page.

Order Management

Getting orders

Orders are delivered by Next as one XML file per order, dropped into an SFTP inbox and archived once consumed. The order inbox is polled every 5–10 minutes. Each order line is matched to a product by EAN (with a brand-specific SKU used instead, when supplied); the ordered quantity per line is always 1. Once an order is successfully matched, it is set to a "waiting for delivery" status, with currency GBP and UK as the shipping country.

Order information we store

For every order received from Next, Pentagon Connect stores:

- The unique order reference provided by Next
- Per line: the EAN, the marketplace's own line/item reference, and the brand-specific SKU (matched from the EAN when not supplied directly)
- Quantity ordered per line (always 1)
- The promised delivery date given by Next to the end customer

- A marketplace order reference used for orders not handled by Next's own warehouse, where provided
- The destination distribution centre, where provided
- The date and time the order was placed

Shipping orders

Once an order has been acknowledged and its lines are ready to ship, a "Dispatched" status is sent per line, together with a tracking reference, on a feed checked every 5–10 minutes. **This status update is final** — once a line has been marked Dispatched, no further status update is ever sent for that line.

Cancellations

Cancellations are sent as a line-level "Cancelled" status on the same feed and file structure used for shipping status, checked every 5–10 minutes. A cancellation can only be sent while every affected order line is still in an "acknowledged" status — that is, not yet Shipped or Dispatched. If any affected line has already moved past acknowledged, the cancellation is blocked and logged as an order error rather than sent.

Refunds & returns

There is no separate refund action in this integration. A refund is communicated back to Next in exactly the same way as a cancellation: once a refund is approved internally (following our standard pre-shipment refund logic), the affected line or lines are pushed to Next as a "Cancelled" status. The same acknowledged-only restriction applies — a refund can only be communicated back to Next while the affected line has not yet shipped.

This is a real limitation to be aware of: if a line has already been marked Dispatched, neither a cancellation nor a refund for that line can be communicated back to Next through this feed at all.

Carriers Supported

Not documented in the current source material. Only a generic tracking/shipping reference field is sent alongside a Dispatched status — there is no named carrier field and no carrier list involved in this integration.

Return & Refund Reason Codes

Not documented in the current source material. No fixed list of return or refund reason codes exists for this integration.

Known Limitations

- **No product or offer creation/update** — Next owns and manages its own catalogue; this integration only ever pushes stock levels for products that already exist there.
- **No price sync documented** — price is not part of any feed in this integration.
- **Refunds and cancellations are pre-shipment only** — once a line has been marked Dispatched, no further status (including a refund or cancellation) can be sent back to Next for it.
- **Status updates are final and one-way** — there is no mechanism to undo or amend a Dispatched or Cancelled status once sent.
- **One order per file, one file per order** — the order feed does not batch multiple orders into a single file.
- **SFTP-based, not a real-time API** — every feed runs on a polling interval (roughly every 5–15 minutes depending on the feed), so there is always some latency rather than instant delivery.

Source Materials

This guide was built from Next's Platform Plus SFTP/XML integration specification, covering the stock, order, order acknowledgement, order ship status, and order cancellation feeds.

Noon Integration – Feature & Process Guide

Last updated 23 Sept 2026

Noon is one marketplace family covered by two structurally different integration models in Pentagon Connect, and both also cover the related Namshi storefront through the same code path. Sellers can be on either or both models at once: a legacy model where Noon fulfils the order itself and data moves as batch files, or an API-based model ("FBP") where the seller's own warehouse fulfils the order and the integration talks to Noon close to real time. Support needs to know which model a given seller is on before troubleshooting, since expected behaviour differs significantly between the two.

Scope note: the source documentation for this integration is explicit that its first version ("v1") covers order management and stock/price updates only — creating or updating product listings on Noon or Namshi is not part of this integration, and there is no flow for pushing a new listing. Since that scope was set, Noon has also run a "partner migration" (mid-2026) that changed underlying request and response formats, and cancellation/returns handling for the merchant-fulfilment model were only added as recently as September 2026. Some behaviour may have moved on further than the source material reflects, and a few details are flagged there as unconfirmed.

Quick Reference

Product Management

Capability	Supported	Notes
Create new product listings	No	Not supported — v1 scope excludes listing creation
Update product content (title, description, images, attributes)	No	Not supported — v1 scope excludes listing creation
Update price on an existing listing	Yes	Available on both the legacy file-based model and the API model
Update stock/quantity on an existing listing	Yes	Available on both models; API model is capped at 1,000 SKUs per update
Pause/deactivate a listing	Not documented	No mention of a pause/deactivate flow in the current source material

Pricing & Stock

Capability	Supported	Notes
Price updates	Yes	Via API (Noon/Namshi) or CSV file, depending on the seller's model
Automatic discount/RRP-based pricing	Yes	Legacy file model only — sends a sale price alongside a valid promo date window
Bulk stock updates	Yes	API model is capped at 1,000 SKUs per call; larger updates are split automatically
Confirmation that Noon applied a price update	No	Legacy file model is one-way — Noon gives no acknowledgment either way

Orders & Fulfilment

Capability	Supported	Notes
Automatic order retrieval	Yes	API model: near real time. Legacy model: batch file of orders already fulfilled by Noon
Ship orders (tracking)	Yes	API model only — legacy orders arrive pre-shipped by Noon, so there is no shipping step for them
Multiple tracking numbers per shipment	Yes	API model only
Real courier/carrier selection	No	Carrier is a fixed marketplace label, not a real courier list — see Carriers Supported below

Cancellations & Returns

Capability	Supported	Notes
Order cancellation	Yes	API model only, and only before the order ships — Noon treats a shipped item as final
Full/partial refund	Yes	
Returns	Yes	API model: matched from a returned-item notification. Legacy model: handled via credit note files
Claims / incidents mechanism	No	Not documented in the current source material

Product Management

Product listing creation and content updates are **not supported** by this integration. The source scope for Noon explicitly limits the first version to order management and stock/price — there is no flow for creating a new Noon or Namshi listing, or for updating an existing listing's title, description, images, category or other content. Any product content changes have to be made directly in Noon's own seller tools.

What *is* supported is keeping **price and stock in sync on listings that already exist** on Noon or Namshi. Depending on which model a seller is on, this runs either through a live API call (for sellers using merchant fulfilment, "FBP") or through a batch file exchange (for sellers on the legacy, Noon-fulfilled model). Both reach the same outcome — price/stock on an existing listing reflects what's in Pentagon Connect — but the mechanics and timing differ.

Pricing & Stock Sync

Stock updates are sent in batches of up to 1,000 SKUs per call on the API model; larger updates are automatically split into multiple calls. Stock is sent per seller account separately, even where two accounts share the same warehouse — this can mean the same stock figure is sent twice, which is a deliberate simplification rather than a fault.

Price updates differ slightly between the Noon and Namshi storefronts on the API model: Namshi rejects a strike-through/RRP price that is lower than the actual selling price, so that field is only sent when it is equal to or higher than the price; Noon accepts any RRP value, including one below the price.

On the legacy (file-based) model, pricing supports RRP-based discounting: when a valid promotional start and end date are set and the RRP is higher than the price, both the regular and sale price are sent together with the promo dates; otherwise, only the regular price is sent. This channel is **one-way** — Noon does not confirm whether a price update was received or applied, so a successful file upload is always treated as a success on our side, even if Noon silently rejects or ignores it.

Order Management

Getting orders

On the API (FBP) model, orders are picked up automatically as they happen: Noon notifies us whenever an order changes, and we then retrieve the order's full detail. Buyer name, city and region come from Noon; the rest of the shipping address is not provided by Noon for this integration and is filled with placeholder values.

On the legacy model, orders arrive already fulfilled — Noon exports a batch file of completed orders, and virtually all buyer/shipping information (name, address, phone, email, carrier) is a fixed

placeholder rather than real customer data, since Noon has already shipped the order itself by the time we see it.

In both models, Noon does not send a quantity per order line — every unit ordered is listed as its own line, and Pentagon Connect reconstructs quantity by grouping matching lines for the same product and price. If the price differs across otherwise identical lines, they're kept as separate order lines rather than combined, which can occasionally affect how order quantities look in reporting.

Order information we store

For every order, Pentagon Connect stores the order status, currency and key dates, buyer contact details (subject to the placeholder caveats above), billing/shipping address, carrier label and tracking number, and per-line detail such as SKU, product, price, quantity and line status.

Shipping orders

Shipping only applies to the API (FBP) model — legacy orders arrive pre-shipped by Noon, so there is no shipping step to perform for them. On the API model, once an order is ready, tracking information is sent to Noon and the order is marked shipped; multiple tracking numbers can be attached to a single shipment. Unusually among the marketplaces Pentagon Connect supports, Noon does not require a tracking number to be present before a shipment is sent.

Cancellations

On the API model, cancellation is only possible **before** an order has shipped. Once a shipment has gone out for an item, Noon treats it as final and it cannot be reversed through this integration — it would need to be handled as a return instead. Partial cancellation of a multi-item order is supported; the rest of the order continues to fulfilment as normal.

On the legacy model, cancellations arrive as credit note files from Noon. Importantly, a cancellation on this model **does not change the order's status to Cancelled** — the order stays marked as Shipped regardless of whether the cancellation is partial or full. This is a deliberate rule matching how Noon itself represents these orders, and is a common source of confusion when comparing against other marketplaces.

Refunds & returns

On the API model, returns are handled through a dedicated post-shipment flow: Noon notifies us that a return has arrived, and we look up what it contains and match it back to the original order line. Each returned line becomes its own refund. On the legacy model, refunds arrive the same way as cancellations, via credit note files, and are recorded as completed refund payments against the order, full or partial depending on how many lines are covered.

Carriers Supported

Noon does not provide a real courier/carrier list for this integration. On the API model, the "carrier" recorded against a shipment is a fixed marketplace label — literally "Noon" or "Namshi" depending on which storefront the order came through — rather than an actual courier such as DHL or Aramex. The tracking number itself is the meaningful piece of information; the carrier field should not be read as naming a real delivery company. On the legacy model, carrier is likewise a fixed placeholder value rather than a real courier.

Known Limitations

- **No listing creation or update.** This integration's v1 scope explicitly excludes creating or updating Noon/Namshi listings — only price and stock updates to existing listings are supported. Any product content work has to happen directly in Noon's own seller tools.
- **Possible drift since Noon's mid-2026 partner migration.** Noon migrated its partner API in 2026, changing request/response formats, and cancellation/returns handling for the merchant-fulfilment model were only added as recently as September 2026. Actual behaviour may have moved on further than what's reflected in the source documentation, and a few field mappings — including the source for ship-by/delivery-by dates, and the exact response format for stock updates — are flagged there as unconfirmed against Noon's current documentation.
- **Two incompatible order models coexist.** A seller is either on the legacy, Noon-fulfilled batch-file model or the API-based merchant-fulfilment model — expected behaviour (shipping, cancellation, what data is available) is very different between them, so confirming which model a seller is on is the first troubleshooting step.
- **Cancellation is pre-shipment only** on the API model; once an item has shipped, Noon does not allow it to be cancelled through this integration.
- **Legacy cancellations never change order status to Cancelled** — affected orders remain marked Shipped by design.
- **Legacy price updates are one-way and unconfirmed** — Noon does not acknowledge receipt, so a successful file upload is always treated as applied even if Noon rejects it.
- **No real courier/carrier data** — carrier is a fixed "Noon"/"Namshi" label, not an actual delivery company.
- **No documented claims/incident process** for this integration, unlike some other marketplaces Pentagon Connect supports.

Source Materials

This guide was built from Pentagon Connect's internal Noon v1 technical scope documentation, covering both the legacy file-based integration and the newer API-based merchant-fulfilment model shared by Noon and Namshi.

Secret Sales Integration – Feature & Process Guide

Last updated 23 Sept 2026

Secret Sales Group is a flash-sale marketplace running five UK/EU brand sites on a single shared connection: Secret Sales owns the customer relationship, the brand site and the payment, while we list, price, fulfil and refund. Physical returns are handled by ZigZag and customer-facing delivery tracking by Parcel Perform, so neither needs any work on our side. There are no live push notifications from Secret Sales for orders, returns or stock — everything is picked up on a regular polling schedule instead.

Secret Sales does not currently appear on Pentagon Connect's list of active marketplaces, and this integration is understood to update an existing setup rather than being built from a blank slate. Treat this guide as describing what the integration is designed to support, not as confirmation that every part of it is live today.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Submitted as a batch and picked up by a scheduled job; no manual per-product action needed
Update product content (title, description, images, attributes)	Yes	Runs through the same batch process as creation
Update price	Yes	Always sent together with stock — see Pricing & Stock Sync
Update stock/quantity	Yes	Always sent together with price — see Pricing & Stock Sync
Lock price from being overwritten	No	Price-protection settings are not honoured on this integration
Lock stock from being overwritten	No	Stock-protection settings are not honoured on this integration
Product variants (colour/size groups)	Yes	Colour and size are the two variant-driving attributes
Multiple product images	Yes	One main image plus up to five additional images; anything beyond that is ignored

Capability	Supported	Notes
Pause/deactivate a listing	Not documented in current source material	No explicit deactivation mechanism is described in the specs reviewed

Pricing & Stock

Capability	Supported	Notes
RRP / strike-through pricing	Yes	When RRP is set higher than the selling price, the higher figure is shown as the "was" price
Independent price-only or stock-only updates	No	Price and stock are modelled as one combined update; changing either sends both
Price/stock protection flags respected	No	"Protect price", "protect quantity" and "protect whole item" are not honoured here, unlike most other marketplaces

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Orders are picked up on a regular polling schedule, not pushed to us
Order acceptance / acknowledgement	Yes	A distinct step required before an order can be shipped — see Accepting orders
Ship orders (tracking + mark shipped)	Yes	
Partial shipment	Partial	An order can be split across shipments, but only at the full-line level; a line can't later move to a different shipment
Carrier & tracking number	Yes	See Carriers Supported below

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation	Yes	Only once an order has been accepted and is ready for shipping
Reject	Yes	A distinct action from cancel/refund, used before an order is accepted
Full refund	Yes	Once the relevant line has shipped

Capability	Supported	Notes
Partial refund (by quantity)	Yes	
Returns	Yes	Physical handling managed by ZigZag; we refund once the return is inspected
Claims / incidents	Not documented in current source material	No equivalent to La Redoute's claims/incident mechanism appears in the specs reviewed

Product Management

Creating products

New products are submitted as a batch and picked up by a scheduled job — there's no manual per-product action needed. Required information per product includes size, category, brand, our own SKU, gender, colour, a variant grouping, the sales channel/locale, and a main image; a product missing any of these is not sent. Beyond that, a fairly rich set of descriptive content can be attached — product name, description, warranty, care instructions, measurements and composition — each in the appropriate language for the market it's listed on, plus details like country of origin, along with up to five additional images alongside the main one.

Every product is checked against Secret Sales' own category, brand, colour, size and gender lists before being sent; a value that doesn't match a known option blocks the product rather than being sent through invalid. Which attributes are required varies slightly by category — brand and size are required everywhere, but colour, gender and material each have specific categories where they don't apply or are optional (for example, colour isn't required for Electricals or Homeware, and material isn't required for Beauty & Grooming or Technology).

Products are listed across five UK/EU brand sites depending on which locale the content is provided for, with UK-market content used as the fallback where another language isn't supplied.

Updating products

Product content updates run through the same batch process as creation, picked up by the same scheduled job. Price and stock are handled separately through the pricing/stock sync process described below — they aren't part of a content update.

Deactivating / removing products

Not documented in current source material. No explicit "pause", "deactivate" or "close" action for a live listing is described in the specs reviewed.

Pricing & Stock Sync

Price and stock are modelled as a single combined update rather than two separate flows — updating either one always pushes both together, for every product with a pending price or stock change. This means price-only or stock-only updates aren't possible on this integration, which is worth flagging to anyone used to marketplaces where the two are independent.

Pricing follows a strike-through model: when our RRP is set higher than our selling price, the RRP is sent as the "was" price and the selling price as the discounted price; otherwise the selling price is sent with no discount shown. Stock quantity is aggregated across our locations before being sent.

Price and stock protection settings are not honoured for this integration — a change always goes through in full regardless of any "protect price", "protect quantity" or "protect whole item" flag. This is a deliberate departure from how those protections behave on most other marketplace connectors, so it's worth calling out proactively if a seller asks why a protected price or stock level changed anyway.

Order Management

Getting orders

Orders are picked up automatically on a polling schedule intended to run roughly every minute once live — there are no live push notifications on this integration for orders or anything else, so everything is picked up on the next scheduled check rather than in real time. A newly placed order first appears awaiting our acknowledgement.

Accepting orders

Before an order can be shipped, it must be acknowledged — this is a distinct step, separate from shipping. Acceptance confirms which lines we can actually fulfil, and only whole-order acceptance is supported; accepting some lines while rejecting others in the same action isn't possible. Any line that can't be fulfilled is turned down through the reject action instead (see Cancellations below) rather than left unactioned. Once accepted, the order becomes ready for shipping.

Order information we store

The specs reviewed focus mainly on order status and fulfilment mechanics rather than a full field-by-field list of captured order data. What is documented:

- Order status, tracked through Pentagon Connect as: newly placed, awaiting our acknowledgement, accepted and being prepared, shipped, or cancelled
- A single customer order can arrive from Secret Sales already split into more than one delivery, each carrying its own order reference
- Carrier and tracking details, once an order has shipped

A delivered order is shown the same way as a shipped order, since Pentagon Connect doesn't have a separate "delivered" status for this integration. Further field-level detail beyond this (e.g. full billing/shipping address capture, buyer contact details, pricing breakdown) is not documented in the current source material.

Shipping orders

Once an order is accepted, we register shipment details against it, which also marks it shipped. A single order can be split across multiple shipments, but only at the full-line level — a line's entire quantity ships together in one go, and a line can't be moved to a different shipment once assigned, so any split needs to be planned upfront rather than adjusted afterwards.

Carriers are matched to Secret Sales' own courier list, using our own carrier-mapping first, falling back to an account-level default courier, and finally to the carrier name as we have it recorded — so tracking information is never lost even without an exact match. Customer-facing tracking display itself is handled by Parcel Perform and needs no separate work on our side.

Cancellations

An order can be cancelled once it has been accepted and is ready for shipping. This is distinct from a reject, which happens earlier, before an order is accepted.

Refunds & returns

Refunds can be issued once the relevant line has shipped, and can be full or partial by quantity. Returns are managed physically by ZigZag; once a returned item is inspected, we process the refund, with an expected turnaround of 7 days from receiving the return back.

Reject is a separate action from both cancel and refund — it applies only at the acceptance stage, before an order is confirmed, and is used to turn down a line we can't fulfil (for example, because it's out of stock) rather than leave it unactioned.

The specific reasons available for refunds, cancellations and rejects are maintained by Secret Sales and refreshed on our side regularly, rather than being a fixed list we control — see Return & Refund Reason Codes below for what's currently documented.

Claims / incidents

Not documented in current source material — no equivalent to La Redoute's claims/incident mechanism appears in the Secret Sales specs reviewed.

Carriers Supported

Secret Sales maintains its own controlled list of couriers, covering major carriers such as Evri, DHL, DPD, FedEx, Royal Mail and Amazon Logistics, among dozens of others and regional variants. A carrier used on a shipment is matched against that list via our own carrier-mapping first; if there's no

match, an account-level default carrier is used; if neither applies, the carrier name is still sent through as recorded, so tracking information isn't lost.

Return & Refund Reason Codes

Reason codes for refunds, cancellations and rejects are not a fixed list we maintain — they're defined and controlled by Secret Sales and pulled in on our side regularly, so exact wording can change over time. The one reason applied automatically on our side: a rejected line is always recorded against "out of stock". Beyond that, the current full list of refund/cancel reason text isn't reproduced here since it's centrally managed and subject to change.

Known Limitations

- **No real-time order/return/stock updates** — everything is picked up on a polling schedule rather than pushed to us instantly
- **Price and stock can't be updated independently** — a change to either always pushes both together
- **Price and stock protection settings are not honoured** on this integration, unlike most other marketplace connectors
- **Order acceptance is whole-order only** — there's no way to accept some lines and reject others in the same action
- **Partial shipment is supported only at the full-line level** — a line's full quantity must ship together, and can't be reassigned to a different shipment afterwards
- **No separate "delivered" status** — a delivered order is shown the same as a shipped one
- A handful of order status mappings (rejected orders, full returns, and partial returns) are flagged in the source material as still needing confirmation before this goes live
- **Cancelled doesn't automatically mean fully refunded**, or vice versa — the two aren't currently tracked as strictly linked
- Secret Sales does not currently appear on Pentagon Connect's list of active marketplaces, and this integration is understood to update an existing setup rather than being a brand-new build
- Deactivating or removing a live listing isn't documented in the current source material

Source Materials

This guide was built from Secret Sales' own integration specifications covering authentication, taxonomy, product and inventory management, order retrieval and acceptance, shipping, and refunds, cancellations and rejects.

Shopify Integration – Feature & Process Guide

Last updated 23 Sept 2026

Shopify is different in kind from the other channels Pentagon Connect connects to: it isn't a third-party marketplace with its own buyer traffic, category taxonomy or listing review process — it's a merchant's **own storefront**. Pentagon Connect connects to a seller's Shopify store much like it connects to BigCommerce or WooCommerce, and the seller's Shopify store is the single source of truth for its own products and orders rather than a shared marketplace catalogue. Because of that, there's no operator/seller/customer permission matrix to document here — the seller, via Pentagon Connect, has full control over their own store's listings, orders and refunds at every stage.

The connection is authorised once, via Shopify's standard app-install (OAuth) flow, and from then on Pentagon Connect reads and writes products, stock, orders, shipments and refunds directly against that store. Shopify stores track inventory by **Location** (a warehouse, physical store or pickup point); Pentagon Connect discovers a store's Locations and lets the seller choose a single default Location that all stock updates and shipments are pushed to. It does not currently split stock across multiple Locations — see Known Limitations.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products (with variants and images)	Yes	Single call creates or updates the product and all its variants together
Update product content (title, description, images, attributes)	Yes	
Product variants (size/colour/etc.)	Yes	Each variant becomes its own product record in Pentagon Connect, linked as a group
Multiple product images, incl. per-variant images	Yes	
Custom attributes / extra product data (metafields)	Limited	Only simple text-value metafields are supported; one at a time
Product condition (New/Used/Refurbished, etc.)	No	Shopify has no condition concept — everything is treated as New
Store category assignment (Collections)	Partial	Adding a product to a collection and downloading collections is supported; renaming/creating a collection from Pentagon Connect is not

Capability	Supported	Notes
Deactivate / remove a listing	Yes	Deletion is permanent — a deleted product can't be recovered by re-pushing it

Pricing & Stock

Capability	Supported	Notes
Update price	Yes	Sent product by product, all variants of a product together
RRP / strike-through pricing	Yes	Only sent when the RRP is actually higher than the price
Update stock/quantity	Yes	Sent product by product
Multi-location stock allocation	No	Stock is pushed to a single, seller-chosen default Location, not split across a store's Locations

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Continuous sync; first connection backfills the last 90 days
Billing & shipping address captured	Yes	Except pickup/in-store orders — see Getting orders
Ship orders (tracking + mark shipped)	Yes	
Partial shipment	Yes	An order can be shipped in multiple packages/shipments
Update tracking after shipment	Yes	
Click & collect / in-store pickup orders	Yes (import only)	These orders are imported but arrive without a shipping address

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation	Yes	Full, unshipped orders cancel and refund in one step; anything else is handled as a refund
Full refund	Yes	

Capability	Supported	Notes
Partial refund (quantity or amount)	Yes	Available regardless of shipment status
Refund shipping charges	Yes	A specific amount or a full shipping refund, alongside or separate from a product refund
Returns	Yes	Handled through the same refund flow, not as a separate return type
Notify customer of shipment/refund	Yes	Controlled by an account-level toggle; off by default for refunds
Claims / incidents	Not applicable	Shopify has no marketplace-style claims/incident mechanism — it's the seller's own store

Product Management

Creating products

A product, its variants and its images are created in a single step. There's no separate marketplace-style category/attribute taxonomy to satisfy and no listing review process — once the product data is ready, it goes live on the store directly.

- **Variants:** every Shopify variant (e.g. each size/colour combination) is created as its own product record in Pentagon Connect and grouped together, the same way size/colour groups are handled on other channels. A product with only one variant is treated as a simple, non-variant product.
- **Weight is mandatory** on every product pushed to Shopify.
- **Brand** is sent as free text — Shopify has no brand taxonomy to validate against.
- **Other item specifics** (beyond weight and brand) are sent through as tags on the product rather than as structured attributes, since Shopify doesn't have a category-specific attribute system the way marketplaces do.
- **Images** can be set at both product and variant level — a shared image across all variants only needs to be set once and the rest inherit it; a distinct image per variant is also supported. Whether images are refreshed on an update is controlled by a per-listing setting, so images can be locked from being overwritten.
- New products are always pushed as active/live — there's no draft or staged state.

Updating products

Full content updates (title, description, images, attributes) run separately from price and stock updates, so any of the three can be refreshed independently without needing to resend the others.

- **Metafields** — Shopify's mechanism for custom/extra product attributes — are supported for simple text values, but each metafield has to be created or updated one at a time (no bulk write), and only the plain single-line-text type is supported out of the many types Shopify offers. When Pentagon Connect re-reads a product's metafields, it reconciles its own records against what Shopify currently has: existing ones are updated and anything that no longer exists on Shopify's side is removed locally.
- Updating an existing product's images can be switched off per listing, so a listing's photos on Shopify are left untouched even while other content keeps updating.

Deactivating / removing products

Shopify supports permanently deleting a product, and Pentagon Connect uses that hard delete rather than a pause/deactivate state. This is different from most marketplace integrations: once a product is removed this way, it can't be recovered simply by pushing it again — it has to be created from scratch.

Pricing & Stock Sync

- **Price updates** are sent product by product, with all of that product's variants included in the same update.
- **RRP / strike-through pricing** is only sent to Shopify when an RRP is set and is actually higher than the sale price; otherwise it's left out rather than sent as an invalid value.
- **Stock updates** are also sent product by product, though (unlike price) they aren't batched together with other variants in a way that survives a partial failure — if part of an update fails, Pentagon Connect can't always tell which specific variant caused it, so stock is pushed more conservatively than price.
- **Multi-location stock** is not split across a store's Locations. A Shopify store's Locations are discovered and made available so the seller can choose a single default Location; all stock updates and shipments go to that one Location rather than being allocated across several warehouses or pickup points.
- Shopify has no product-condition concept, so every product is treated as New — there's no equivalent of a "condition" field to sync.

Order Management

Getting orders

Orders are pulled in automatically and continuously. On first connection, the last 90 days of order history is backfilled; after that, orders and status changes are kept in sync on an ongoing basis.

One thing worth knowing: orders placed for **local pickup or in-store (POS) delivery** don't come through with a shipping address at all. Pentagon Connect fills the address in using the address configured on the store's relevant Location; if that Location also has no address on file, the order is

still imported, but flagged as Incomplete with a note that the address is missing, rather than silently dropped.

Order information we store

For every order, Pentagon Connect stores:

- Order ID, order status, currency, order total and subtotal
- Buyer's billing and shipping address (name, company, address lines, city, state, postal code, country)
- Carrier, tracking number/URL and shipped date once shipped
- Per line item: SKU, product title, price, quantity, and that line's own shipped/unshipped/cancelled status

An order's overall status is worked out from its individual lines: if every line has shipped it's marked Shipped, if none have it's Unshipped, if every line is cancelled it's Cancelled, and any mix of shipped, unshipped and cancelled lines is marked Partially Shipped.

Shipping orders

Once an order (or part of an order) is ready, Pentagon Connect sends the carrier and tracking details to Shopify and marks it shipped.

- **Partial shipment is supported** — an order can be fulfilled and shipped in more than one package or batch, unlike some marketplace integrations that require a single full shipment.
- **Carrier name** is sent as free text; when it matches a carrier Shopify recognises (major couriers such as Royal Mail, UPS, DHL, FedEx, etc.), Shopify automatically generates a tracking link. An unrecognised carrier name is still accepted and stored, just without an automatic tracking link.
- **Tracking can be updated later** — if a tracking number is issued or changed after the fact, it can be pushed as an update to the existing shipment rather than needing a new one.

Cancellations

A full cancellation — covering every line of an order at full quantity, before anything has shipped — is handled as a single clean cancel-and-refund action. Any other cancellation scenario (part of an order, or an order that's already shipped) is handled through the refund flow instead, described below, rather than as a true cancellation.

Cancellation reasons available are: Customer Request, Fraud, Out of Stock, Payment Declined, Staff Error, and Other.

Refunds & returns

Refunds can be issued regardless of whether an order has shipped yet, which is a meaningful difference from marketplace channels where refund rights before shipment are often restricted to the marketplace operator. A refund can be:

- Full or partial, by quantity or amount, on the product lines
- Shipping-only, either a specific amount or a full shipping refund
- Product and shipping combined

There's no separate "return" object on Shopify — a customer return is processed as a refund, the same as any other refund scenario. Because it's the seller's own store, there's no operator/seller permission table to apply here: the seller has refund authority on their own orders at every stage, from before shipment through to after delivery.

Claims / incidents

Not applicable. Shopify, as a storefront rather than a marketplace, has no separate claims/incident mechanism the way marketplace operators (who mediate disputes between buyer and seller) do — refunds and returns cover this ground directly.

Known Limitations

- **Stock is not split across multiple Locations.** A store's Locations are discovered so a single default can be chosen, but stock updates and shipments all go to that one Location rather than being allocated across several warehouses or pickup points.
- **Metafields are limited to plain text values**, one at a time — no bulk writes and no support for Shopify's other metafield types (numbers, dates, references, etc.).
- **Store collections (categories) can't be created or renamed** from Pentagon Connect — only adding products to an existing collection and downloading the collection list are supported. Shopify offers no rename operation, and a delete-and-recreate approach would break every product already linked to the old collection.
- **Collections can't be tied to the storefront's navigation menu.**
- **Pickup and in-store orders can arrive without a shipping address** and depend on the store's Location having one configured, or the order is imported as Incomplete.
- **Very large variant catalogues** (stores using Shopify's extended variant model, with very high variant counts on a single product) may take multiple additional calls to fully download.
- **Product/order syncing is additive** — items removed on the Shopify side are not automatically detected or cleaned up on the Pentagon Connect side.
- **No product-condition field** — every product is treated as New, since Shopify has no condition concept.

Source Materials

This guide was built from Pentagon Connect's Shopify integration specifications covering authentication, product and catalogue management, pricing and stock sync, order retrieval, shipping, cancellations and refunds.

Temu Integration – Feature & Process Guide

Last updated 23 Sept 2026

Temu is a self-hosted, non-Mirakl marketplace that Pentagon Connect connects to directly through Temu's own seller API. Sellers authorize a Pentagon Connect (Hemi) application in their Temu seller account, and each region a seller sells into (EU, US, or the shared Mexico/Japan/global territory) is treated as its own connected account with its own access credentials and its own access token.

The integration covers product creation, price updates, stock updates, shipping template retrieval, order retrieval, order shipment (including partial shipment) by self-shipment, and read-only visibility of customer-initiated refunds and returns. Temu's own warehouse fulfilment option is not part of this integration. Temu does not allow sellers to initiate cancellations or refunds themselves — that information is retrieved and stored once Temu confirms it, but no cancellation or refund action can be sent back to Temu. General content updates (title, description, images, attributes) and listing deactivation are not currently covered.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Multi-step: images are uploaded to Temu first, then (where the category needs it) custom attribute values are registered, then the product itself is created. Single products and multi-variant listings are both supported.
Update price	Yes	Dedicated price-only update, per product variation group. Only the base/supplier price can be changed this way — not the RRP.
Update stock/quantity	Yes	Dedicated stock-only update, per product variation group
Update general content (title, description, images, attributes)	Not documented	No general content-update flow exists in the current source material — only creation, price and stock are covered
Deactivate / remove a listing	Not documented	No pause, close or delete flow is described for Temu listings
Product variants (colour/size etc.)	Yes	Via Temu's own sales attributes; attribute value combinations form variants automatically

Pricing & Stock

Capability	Supported	Notes
Update price after a listing is live	Yes	Base/supplier price only; Temu does not allow the RRP to be changed through this flow
Update stock/quantity	Yes	See Product Management above
RRP / strike-through pricing	Partial	Can be set when a product is created; automatically left out of the creation request if there's no RRP or the price isn't lower than it. No ongoing sync of RRP is documented.
Multi-currency pricing	Yes	Price and RRP are each set per listing with an explicit currency

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Continuous; full order detail requires multiple sequential lookups per order
Ship orders (tracking + mark shipped)	Yes	Self-shipment by the merchant only
Partial shipment	Yes	Multiple packages/tracking numbers for one order, submitted together in a single call
Temu-fulfilled orders (Temu's own warehouses)	No	Out of scope for this integration

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Seller-initiated cancellation	No	Temu only allows the customer to cancel; there is no seller-facing cancellation action
Seller-initiated refund	No	Temu only allows the customer to start a refund; sellers cannot submit one through this integration
Refund & return visibility	Yes	Customer-initiated refunds are retrieved and stored automatically, read-only
Partial refund visibility	Yes	Refunded quantity is tracked back to the specific order line/SKU it applies to

Capability	Supported	Notes
Claims / incidents	Not documented	No claims or incident mechanism is described for Temu

Product Management

Creating products

Creating a Temu listing is a multi-step process: product images are uploaded to Temu first, then — only for categories that allow free-text/custom attribute values — those custom values are registered with Temu, and finally the product itself is created. A shipping template (downloaded from Temu, one per product) must already be selected on the product before it can be created, and determines the maximum dispatch time Temu is told to expect for that product.

- Images have different size and aspect-ratio requirements depending on whether the category is Apparel or Non-Apparel, and are uploaded one at a time. If even one image in the set fails to upload, the whole product is blocked from creation.
- Category attributes (colour, size, brand, and so on) come from Temu's own product taxonomy and must be resolved before a product can be created. Every category has its own required/optional attribute set, and some categories only allow picking from Temu's predefined attribute values, while others also allow custom, free-text values that have to be registered with Temu first before they can be used.
- Where a product identifier is available, EAN is sent with priority, then UPC, then ISBN — whichever one is populated is what's sent.
- Both single products and multi-variant listings (e.g. the same item in different colours/sizes) are supported. A variant listing groups multiple SKUs under one product record, formed from the combination of Temu's own colour/size-style "sales attributes".
- Brand can optionally be set; when a brand is sent, the matching Temu trademark reference is resolved and included automatically behind the scenes.
- A size-chart image can be attached to a product. Temu doesn't disclose which categories require one before sales are allowed, so this is a silent risk for restricted categories — sales can be quietly limited even though creation itself succeeded.

Updating products

Price and stock can each be updated independently once a product is live — see Pricing & Stock Sync below. There is no documented flow for updating general content — title, description, images or category attributes — once a product has been created; only creation, price and stock are covered. This is a real gap compared with other marketplaces in this integration family and is called out again in Known Limitations.

Deactivating / removing products

Not documented in the current source material. No pause, close or delete action for a Temu listing is described in what has been scoped.

Pricing & Stock Sync

Price sync is supported. Price changes are grouped by product variation group and sent one group at a time, with only the specific items whose price actually changed needing to be included. Only the base/supplier price can be changed this way — Temu does not allow the RRP (the strike-through reference price) to be changed once a product exists; RRP can only be set at product-creation time. If Temu reports that the price sent is already the same as what's on file, that's treated as a successful update rather than an error. A "price update already pending" response from Temu is treated as a temporary, retryable condition rather than a hard failure.

Stock sync is supported. Stock changes are grouped by product variation group in the same way and sent a group at a time. Temu's own confirmation of whether a stock update actually worked is not always reliable — some partial-failure responses come back with no usable error detail at all, so a stock update can occasionally look inconclusive even when it has gone through, or vice versa.

RRP / strike-through pricing: can be set when a product is first created, and is shown by Temu as a discount when the RRP is higher than the price. It's automatically left out of the creation request if there's no RRP set, or if the price isn't actually lower than it. No mechanism for updating RRP on a live listing is documented.

Multi-currency: both price and RRP are set per listing with an explicit currency at the time they're sent.

Order Management

Getting orders

Orders are pulled from Temu automatically and continuously. Getting the full picture of an order requires gathering the order and its line items, a pricing breakdown, and the shipping address as separate lookups — an order isn't considered complete until all of these have been attempted. The first sync after connecting an account pulls the last 90 days of order history; after that it runs on a rolling, overlapping window so nothing is missed between runs.

Already-shipped or already-cancelled orders don't come back with a shipping address from Temu at all — that's expected behaviour, not a fault, and it doesn't stop those orders from being stored. If pricing can't be retrieved for an order, everything else that could be gathered is still stored and the order is flagged as incomplete rather than dropped.

Order information we store

- Marketplace order ID, order status, currency, created/updated times, and the latest date the order must ship by
- Buyer's shipping and billing details: name, address lines, region/country, postcode, phone number, and a Temu-anonymised relay email address rather than the buyer's real email
- Per line item: which of our products/SKUs it matches to, item title, quantity, and item price
- Order and line-level money detail: subtotal, shipping cost, tax, discounts and order total

Shipping orders

Pentagon Connect supports self-shipment by the merchant only — Temu's own warehouse fulfilment option ("Logistics Online Shipment") is not part of this integration. Both full shipment (one package, one tracking number covering the whole order) and partial shipment (multiple packages/tracking numbers for the same order, submitted together in a single call) are supported.

Before a shipment can be sent, the carrier used has to be matched against Temu's own registered courier list for that seller's region — see Carriers Supported below. If there's no matching courier and no default courier set on the account, the shipment update is blocked until one is set, rather than being guessed at. Temu tracks couriers separately per region, so the list used is scoped to the regions where the seller actually has a connected account, not Temu's full worldwide list of 100+ regions.

Cancellations

Temu does not allow sellers to cancel an order — cancellations can only be initiated by the customer through Temu themselves, so there is no seller-facing cancellation action in this integration, and none is available from Temu's own API to build one from. The only related behaviour is indirect: when a buyer cancels part of an order before it ships, Pentagon Connect briefly holds that order to give time for the corresponding refund to be picked up and recorded through the refund sync described below.

Refunds & returns

As with cancellations, Temu only allows the customer to initiate a refund — Pentagon Connect cannot submit a refund or return request back to Temu. What the integration does is read and store the refund information Temu confirms, keeping our own order and payment records up to date, read-only.

- Refunds are pulled in on a rolling basis (the first sync covers the last 90 days, then a rolling, overlapping window after that) and matched back to the original order.
- Each refund record distinguishes between two types — *Refund Only* and *Return and Refund* (i.e. the customer also sent the item back). This is the closest thing to a reason Temu exposes to sellers — see Return & Refund Reason Codes below.
- A refund can cover one or more order lines/quantities; each refunded quantity is tracked back to the specific line and SKU it applies to, so partial refunds are captured accurately even when several lines are refunded separately.

- Temu has confirmed that shipping is always refunded on a full-order refund; when that happens, the order is also marked as cancelled in our records. Partial refunds do not include a shipping refund.
- Temu doesn't provide a cost breakdown for a refund directly — the refunded amount is calculated from the order's own line-level pricing already on file, rather than being supplied by the marketplace.

Carriers Supported

As with other marketplaces, carriers aren't a fixed list Pentagon Connect maintains — they're read live from Temu, per the region of each connected seller account (only for regions where an account actually exists, not Temu's full list of 100+ regions worldwide). Couriers seen in the source material include: DHL, DHL Paket, UPS, FedEx, TNT, GLS, GLS (IT), GLS Spain (National), Chronopost, Colissimo, Mondial Relay, Colicoli, PPL, Hermes, Hermes (DE), Correos, Colis Privé, La Poste, Paack, Poste Italiane, Packeta, DPD (FR, DE, PL, CZ, IE, NL), Hellmann, Kuehne+Nagel, DSV, Raben Group, Dachser, SDA, GEODIS, BRT Bartolini, CAINIAO, Rhenus Logistics (IT), DB Schenker, YunExpress, GEL Express, CIRRO PARCEL, swiship (DE, FR), Amazon Shipping (IT, FR), and PostNL International Mail — the exact list available depends on the seller's connected region. If the courier used on a shipment isn't in that list and no default courier is set on the account, the shipment can't be sent until one is resolved.

Return & Refund Reason Codes

Temu doesn't expose a descriptive reason code to sellers the way some other marketplaces do. The only classification available on a stored refund is its type:

- Refund Only
- Return and Refund (the customer also sent the item back)

Known Limitations

- **No general product-update flow.** Updating title, description, images or attributes on a live listing is not covered — only creation, price and stock updates are.
- **No listing deactivation/removal flow** is documented.
- **No RRP update after creation.** Only the base/supplier price can be changed via the price-update flow; RRP can only be set when a product is first created.
- **No seller-initiated cancellations or refunds.** Temu's own API only allows the customer to start these. Pentagon Connect can read and store what Temu confirms, but cannot submit a cancellation or refund itself.
- **No claims/incidents mechanism** is described for Temu in this integration.

- **Self-shipment only.** Temu's own warehouse fulfilment model ("Logistics Online Shipment") is not covered.
- **Region routing matters.** Every call has to go to the right regional endpoint (EU, US, or the shared Mexico/Japan/global one) based on the seller's country — getting this wrong for a given action affects only that action, which can make problems hard to spot.
- **Shared rate limit.** Temu's request-rate limit (20 requests per second per app credential) is shared across every seller connected through Pentagon Connect, not given per seller, so timing across many sellers needs to be coordinated.
- **Access token lifecycle is unresolved.** Tokens expire every 3 months and only manual token entry is currently supported; automatic renewal is not yet built.
- **Courier data is limited to connected regions.** A seller shipping into a region with no connected account may have no courier mapping and no fallback beyond an optional default courier.
- **Size-chart requirements aren't disclosed by category** — Temu can silently restrict sales in categories that need one without saying which ones.
- **Stock-update confirmations aren't always reliable** — some partial-failure responses come back with no usable error detail, so an update can occasionally look inconclusive even though it went through.

Source Materials

This guide was built from Pentagon Connect's internal Temu integration scoping and specification documentation covering authorization, product taxonomy, product creation, pricing and stock synchronisation, shipping templates, order retrieval, order shipment, and refund handling.

Tesco Integration – Feature & Process Guide

Last updated 23 Sept 2026

Tesco Marketplace is one of the Mirakl-based marketplaces connected to Pentagon Connect. It is a standard Mirakl Seller API implementation, with a handful of Tesco-specific rules layered on top — Clubcard pricing, a defined logistic-class/shipping-size system, and its own registered carrier list.

This page describes **what the Tesco integration supports** — which product, pricing, order and refund/cancellation actions are available, what data we capture, and what isn't currently supported.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Products are created first, then offers (price/stock/availability) second; both steps run automatically once a product is ready
Update product content (title, description, images, attributes)	Yes	Runs as a full update, separate from the lightweight price-only or stock-only flows
Update price	Yes	Dedicated price-only update, or as part of a full update
Update stock/quantity	Yes	Dedicated stock-only update
Lock price from being overwritten	Yes	Per-product "Protect Price" flag
Lock stock from being overwritten	Yes	Per-product "Protect Quantity" flag
Pause/deactivate a listing (stop all updates)	Yes	"Closed" flag — stops everything except the zero-stock and offer-delete calls below
Take a listing off sale (zero stock)	Yes	Dedicated zero-stock/deactivation flow, independent of a full "Closed" pause
Remove an offer entirely	Yes	Dedicated offer-delete flow
Product variants (size/colour groups)	Yes	Grouped via a shared Variation Group
Multiple product images	Yes	Up to 10 images

Capability	Supported	Notes
Product condition other than "New"	No	Tesco only accepts "New" condition offers

Pricing & Stock

Capability	Supported	Notes
RRP / strike-through pricing	Yes	Automatically shown as a discount when RRP is higher than price; discount window defaults to now – now+2 years if no dates are set
Clubcard pricing	Yes	Separate, optional price tier; only sent when enabled on the listing
Logistic classes (shipping size/weight tiers)	Yes	2 standard classes (1-man / 2-man delivery) plus up to 8 custom tiers
Multiple free-shipping thresholds	Not documented in the current source material	No threshold configuration is described for Tesco

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Runs on a recurring cron; also refreshes status/shipping info on orders already stored
Order acknowledgement (accept/reject)	Yes	Automatic or manual mode; whole-product only, not per line
Ship orders (tracking + mark shipped)	Yes	
Carrier & tracking number	Yes	See Carriers Supported below
Partial shipment	No	An order always ships in full in one call to Tesco
Click & collect / pick-up point delivery	Not documented in the current source material	A pick-up-point reference exists in the raw order data, but no supported flow for it is described in the source documents

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation (before customer is debited)	Yes	Full order only — partial cancellation isn't possible until the order has been debited
Order cancellation (after debit)	Yes	Per order line, once the order has been debited
Full refund	Yes	
Partial refund (quantity or amount)	Yes	
Refund shipping charges	Yes	Can be included alongside a product refund
Returns	Yes	Handled through the refund flow with a "returned"/"not received"-style reason, not as a separate return type
Claims / incidents	Not documented in the current source material	No dedicated claims/incident mechanism is described for Tesco (unlike some other Mirakl marketplaces)

Product Management

Creating products

New products are sent to Tesco as products first, then offers (price/stock/availability) second — an offer can't go live until its product exists in Tesco's catalogue. Both steps run automatically once a product is ready; there's no manual per-product action needed from the seller.

- **Key fields:** SKU, description, marketing text, brand, unit quantity, country of origin, age restriction, colour, barcode, VAT rate, up to 10 images, dimensions/weight, shipping dimensions, packaging and safety-warning information.
- **Category-specific attributes:** every product is checked against Tesco's category attribute requirements (downloaded from Tesco's taxonomy) before it's sent — a product missing a category-required attribute is the most common reason a product fails to reach Tesco.
- **Channel Item ID:** once a product is created, its Channel Item ID is set to its EAN/barcode.
- **Variants:** a product is only treated as part of a variant set when it's assigned to a shared Variation Group. Each variant is still created as its own product record, so sibling variants don't need to be submitted together — only the ones actually changing. Removing the group reference takes a product out of the variation group. A variation group with no variant-level attributes at all is treated as an error.
- **Pausing before creation:** marking a product "Closed" stops it from being created at all.

Updating products

Price, stock and full product content can each be updated independently once a product is live on Tesco:

- **Price-only updates** run as their own lightweight flow, for cases where only the price needs refreshing.
- **Stock-only updates** run as their own lightweight flow, used both while a product is active and to push stock back up after it's been deactivated.
- **Full updates** (content, images, attributes, price and stock together) run as a separate flow, and are only picked up once a product is already live on Tesco.
- **Protect Price** — when set, price is left out of every update sent to Tesco, so the price live on the marketplace is never overwritten.
- **Protect Quantity** — when set, stock is left out of updates (a dedicated stock update is skipped entirely).
- **Protect the whole item** — when set, the product is skipped entirely for a full content update (its stock can still update independently).
- **Clubcard pricing** — when enabled on a listing, an additional Clubcard price/RRP/discount block is sent alongside the standard price; when disabled, that block is left out entirely.

Deactivating / removing products

There are two distinct ways to take a Tesco listing off sale:

- **Zero-stock / deactivation** — pushes the item's stock to zero and marks it inactive on Tesco, without removing it from the catalogue. This keeps working even when the account is otherwise marked "Closed."
- **Offer delete** — a dedicated flow that removes the offer from Tesco's marketplace entirely, distinct from a zero-stock update.

Marking a product "Closed" stops all other updates (creation, full update, price, stock) but not the two actions above, so listings can still be pulled from sale even while an account is administratively closed.

Pricing & Stock Sync

- **RRP-based discounting:** if an RRP is set and it's higher than the current price, Tesco automatically shows the item as discounted. If no discount dates are set, the window defaults to two years from today.
- **Clubcard pricing:** a Tesco-specific price tier for Clubcard members, sent only when explicitly enabled on the listing; it sits alongside, not instead of, the standard price update.
- **Condition:** only "New" condition items are accepted by Tesco.
- **Logistic classes:** every offer carries a logistic class — either "Small" (1-man delivery) or "Large" (2-man delivery), or one of eight custom "Supplier Logistic Class" slots that can be

mapped to specific size/weight tiers. This is what Tesco uses to cost and handle delivery for that item, alongside a per-listing lead time to ship.

- **Feed splitting:** price-protected and non-price-protected products can't be sent in the same update batch — Hemi automatically splits full-update feeds in two so a protected price is never accidentally overwritten. See Known Limitations.

Order Management

Getting orders

Orders are pulled from Tesco automatically on a recurring schedule — new orders are picked up, and orders already stored in Pentagon Connect have their status and shipping/tracking info kept in sync as they progress. No manual import step is required. The very first run looks back 90 days of order history.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status, currency, created date, last-updated date, expected delivery window (earliest/latest), and the ship-by deadline
- Buyer name, buyer ID, and a marketplace-anonymised notification email address
- **Billing address:** name, phone number, company, country, state, street (2 lines), city, postal code
- **Shipping address:** name, phone number, company, country, state, street (2 lines), city, postal code
- Carrier, tracking number, tracking URL, shipped date
- Per line item: SKU, product title, category, item price, quantity, line status, shipping cost
- Sales tax, marketplace VAT and internal VAT are tracked as three separate figures at both order and line level, so different tax views can be reconciled independently
- Whether the order has an open customer message, and whether it's been fully refunded

Order status is tracked in Pentagon Connect following Tesco's own status flow (from awaiting acceptance, through ready-for-shipping and shipped, to cancelled). Tesco's terminal "Closed" status doesn't say whether an order shipped or was cancelled, so Pentagon Connect resolves it by checking whether all order lines ended up refunded.

Shipping orders

Once an order is accepted and its information is complete, Pentagon Connect sends the carrier and tracking details to Tesco and marks the order shipped in a closely-linked pair of automated steps.

- **Carrier matching:** the carrier on the order is matched against Tesco's registered carrier list (see Carriers Supported below); if there's no match, an account-level default carrier is used if

one is set; if neither applies, the carrier name and tracking number are still sent through as a generic fallback.

- **Partial shipment is not supported** — Tesco always ships the full order in a single shipment. Pentagon Connect can still record multiple internal shipments against an order, but only one, full shipment reaches Tesco.
- If Tesco already shows an order as shipped by the time Pentagon Connect tries to confirm it, that's treated as a success rather than an error — the order is marked shipped and its shipping info populated anyway.

Cancellations

Whether an order can be cancelled, and which flow applies, depends on whether the customer has already been debited:

- **Before debit:** only a full-order cancellation is possible; a partial cancellation can't be requested until the order has been debited.
- **After debit:** cancellation happens per order line, each with its own reason code and amount.

See Return & Refund Reason Codes below for the reasons available.

Refunds & returns

Refunds can be full or partial (by quantity or amount), and can cover products only, or products plus shipping charges. Tesco doesn't have a separate "return" object — a customer return is handled as a refund using a "returned"/"not received"-style reason code. Each refunded order line is submitted to Tesco as its own request, so one failing line doesn't block the rest of a multi-line refund — a multi-line refund can end up partially completed, with some lines refunded and others left in an error state for support to retry.

Carriers Supported

Carriers aren't a fixed list we maintain — they're whichever couriers Tesco has registered on their side, which Pentagon Connect reads live from Tesco. Couriers seen on this account include DPD, DHL, Evri (Hermes), UPS, Royal Mail, Yodel, ParcelForce, Tuffnells, Whistl, XDP and ArrowXL, plus an explicit untracked option for deliveries with no tracking number. A carrier used on an order is matched against that live list (via our own carrier-mapping table, or an account-level default); if it doesn't match anything registered, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost.

Return & Refund Reason Codes

Refund reasons (as registered on Tesco's Mirakl account):

- No response from the shop

- Out of stock
- Cancelled by the client prior to shipping
- Item returned
- Item not received
- Agreement found with the vendor
- Cancelled before fulfilment
- Cancelled by customer
- Refunded through EDI integration (*system-generated*)

Cancellation reasons:

- Cancelled by the client prior to shipping
- Cancelled due to late shipment (*system-generated*)
- Debit failed (*system-generated*)
- Debit timed out (*system-generated*)
- Cancelled through EDI integration (*system-generated*)
- Cancelled due to a failed fraud check (*system-generated*)
- Cancelled due to a fraud-check timeout (*system-generated*)
- Default reason, used only when none is given (*system-generated*)

Known Limitations

- **No partial shipment** — every order ships to Tesco as one complete shipment.
- **No line-level order acknowledgement** — Tesco only supports accept/reject at the whole-product level; a mixed accept/reject across the same product's lines is rejected before it's even sent.
- **Only "New" condition** is accepted for offers.
- **Only full cancellation before debit** — partial cancellation isn't possible until an order has been debited, at which point per-line cancellation applies instead.
- **Price-protected and non-protected products must travel in separate feeds** — Tesco/Mirakl rejects a feed that mixes the two.
- **Closed accounts still push zero-stock and offer-delete** — the "Closed" flag stops nearly everything else, but listings can still be pulled off sale while an account is administratively closed.
- **A "Closed" terminal order status on Tesco's side is ambiguous** — Pentagon Connect has to infer shipped vs. cancelled by checking whether all order lines were refunded.
- **Clubcard pricing only applies when explicitly enabled per listing**; it isn't part of the standard price update.
- **No documented click & collect / pick-up point delivery flow.**
- **Order polling and updates are subject to Mirakl rate limits** (e.g. order status checks are capped at once per minute), so a delayed order sync is more likely a rate-limit backoff than a

fault.

Source Materials

This guide was built from Tesco's Mirakl integration specification documents covering taxonomy, product and offer creation/updates, order retrieval, order acknowledgement, shipment, and cancellation/refund handling.

TikTok Integration – Feature & Process Guide

Last updated 23 Sept 2026

TikTok Shop is a listing-oriented social-commerce marketplace: the same product sold by different sellers shows up as a separate listing rather than one shared catalogue entry, and buyers discover and buy directly from short-form videos, livestreams and the in-app shop tab. Pentagon Connect connects to TikTok Shop through a seller-authorized connection — once a seller approves access, Hemi keeps product, price, stock, order and after-sales data flowing automatically, refreshing the connection on a regular schedule so it doesn't lapse.

This page describes **what the TikTok integration supports** — which product, pricing, order and refund/claims actions are available, what data we capture, and what isn't currently supported.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	All images must finish uploading before a product is created; brand is matched against TikTok's own brand list
Update product content (title, attributes, images, variants)	Yes	Every live/pending variant has to be resent together on each update — see Updating products
Explicit activate / deactivate control	Yes	Separate actions from create/update; TikTok re-reviews a product after activation before it goes live
Product variants (size/colour etc.)	Yes	
Multiple product images	Yes	Tagged by role — main, attribute, description, certification, size-chart
Product identifiers (GTIN/EAN/UPC/ISBN)	Yes	Locked once set on a SKU — can't be changed or removed later
Delete a product outright	No	Deactivating is how a listing is taken down; there's no separate delete

Pricing & Stock

Capability	Supported	Notes
Update price	Yes	Dedicated price-only update, independent of stock and content
Update stock/quantity	Yes	Dedicated stock-only update, independent of price and content
Lock price from being overwritten	Yes	Per-product "protect price" flag
Lock stock from being overwritten	Yes	Per-product "protect quantity" flag
RRP / strike-through ("compare at") pricing	No	TikTok's price update only carries a single sale price per SKU
Multiple warehouses / split stock per SKU	No	TikTok supports one warehouse per seller per SKU

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Pulled continuously; first run looks back 90 days
Ship orders (tracking + mark shipped)	Yes	Requires a courier that's on TikTok's own registered list for the account
Partial shipment	Yes	A multi-unit order line can be shipped in parts
Carrier & tracking number	Yes	See Carriers Supported below
Zero-value / 100%-discount orders	Yes	Downloaded and exported like any other order — common for influencer promotions
Click & collect / pick-up point delivery	Not documented	Not covered in the current source material

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Seller-initiated cancellation (pre-shipment)	Yes	Whole order, or a single line item in the US/UK when out of stock
Seller-initiated return/refund (post-shipment)	Yes	Raised by the seller on the buyer's behalf

Capability	Supported	Notes
Full and partial refunds	Yes	Partial by specific line item
Buyer-initiated claims (cancel/return/refund)	Yes	TikTok's own after-sales flow — see Claims / incidents below
Auto-accept/reject claims by default	Yes	Configurable per account, split by claim type
Undo a cancel/reject decision	No	Irreversible once sent to TikTok

Product Management

Creating products

A product is only picked up for creation once every one of its images has finished uploading to TikTok — images are tagged by role (main image, attribute image, description image, certification image, size-chart image) and any single failed upload blocks the whole product.

Before a product is sent, it's checked against TikTok's own taxonomy: the category, that category's required attributes, and any category-specific rules such as whether a size chart or product certification is required. A product missing something its category requires is blocked rather than sent through incomplete. Brand is matched against TikTok's brand list by name — an exact match first, then a case-insensitive fallback.

TikTok doesn't confirm approval on the create call itself; the product's review outcome (approved, still under review, or rejected) is checked separately afterwards. Product identifiers — GTIN, EAN, UPC or ISBN — can be set once on a SKU but can't be changed or removed on a later update, so it's worth getting them right the first time.

Updating products

A full product update (content, images, attributes, price and stock together) uses the same shape as creation, with a few rules specific to updating an existing listing:

- Adding a new variant: simply include it without an existing variant ID.
- Updating an existing variant: include its variant ID.
- Any published or awaiting-creation variant left out of the update is **deleted** from TikTok — so every live/pending variant has to be resent together on every update, not just the ones that changed.
- A closed variant is the exception: if a product has a closed variant that isn't included in an update, the whole update is blocked rather than silently removing that variant, and an error is raised instead.
- Products flagged "Protect the whole item", "Protect Price" or "Protect Quantity" are skipped from updates accordingly.

Price and stock can each be updated independently of a full content update, and of each other — see Pricing & Stock Sync below.

Deactivating / removing products

TikTok has explicit Activate and Deactivate actions, separate from create and update. Deactivating a product also deactivates all of its variants; draft, frozen or already-deleted products can't be activated or deactivated. Reactivating requires positive stock to already be in place — pushing stock to a deactivated product does not bring it back automatically, Activate has to be called first and stock pushed afterwards. Both actions can be applied to at most 20 products in a single request.

After activation, TikTok routes the product through its own review team before it actually goes live, so there's a short pending window rather than an instant switch. There's no separate delete action — deactivating is how a listing is taken down.

Pricing & Stock Sync

Price and stock are each updated through their own dedicated, lightweight flow, independent of a full product update and of each other — useful when only one of them needs refreshing.

- **Price:** a single sale price per SKU. There's no separate RRP / "compare at" / strike-through price field — TikTok's price update only supports one price per SKU. A price update can be rejected if the SKU is currently locked by an active TikTok promotion.
- **Stock:** a non-negative quantity per SKU, tied to a single warehouse. TikTok supports only one warehouse per seller per SKU, so splitting stock for the same SKU across multiple warehouses isn't supported.
- **Protect Price / Protect Quantity:** per-product flags that leave that product's price and/or stock out of every update sent to TikTok, so the live values on TikTok aren't overwritten.

Order Management

Getting orders

Orders are pulled from TikTok automatically and continuously, with the first run looking back 90 days; after that, each run picks up anything new or changed since the last check. Zero-value orders are downloaded and exported like any other order — TikTok frequently runs 100%-discount influencer promotions that still need to be fulfilled.

A newly paid order sits in a short buyer grace period (about an hour, during which the buyer can still cancel for free) before it's treated as ready to ship. As an order progresses on TikTok — paid, partially shipped, shipped, delivered, cancelled — its status in Pentagon Connect is kept in sync automatically, with no manual import step required.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status, currency, and key dates (created, paid)
- Buyer email (marketplace-anonymised) and buyer ID
- Recipient name, phone number and delivery address — address detail varies by market: the UK stores several administrative levels plus a dedicated town field, the US uses a narrower set of levels, and elsewhere the city is derived from the full address text when no explicit city/district level is given
- Per line item: SKU, product name, quantity, price, and sales tax amount/rate
- Order-level shipping fee, shipping tax, product tax and total tax
- Carrier and tracking details once an order has shipped

Shipping orders

Before shipping anything, Hemi downloads the delivery options TikTok has enabled for the seller's warehouse, and, per delivery option, the couriers TikTok will accept — an order can only be shipped with a courier that's on TikTok's own list for that account. Courier selection follows a priority order: an explicit courier mapping configured for that account, then a direct name match against TikTok's own courier list, then the account's configured default courier. If none of those resolve, the shipment is blocked and an error is stored rather than guessing at a courier — unlike some other marketplaces, there's no generic fallback.

Partial shipment is supported: a single order line with more than one unit can be shipped in parts as stock allows, rather than requiring the whole order to go out in one shipment.

Cancellations

A seller can cancel an order before it ships — the whole order, or (in the US and UK) a single line item when that item is out of stock. Partially shipped orders can also have their not-yet-shipped lines cancelled. See Return & Refund Reason Codes below for the reasons available.

Refunds & returns

A seller can register a refund or return on the buyer's behalf after an order has shipped — in full or by specific line item — using one of a defined set of refund reasons (see Return & Refund Reason Codes below). This seller-initiated flow is separate from a buyer opening their own claim directly with TikTok, covered next.

Claims / incidents

TikTok has its own after-sales system that lets a buyer open a cancellation, return or refund request directly with TikTok, rather than going through the seller first — this is the "Claims Handle" flow, and it runs alongside (not instead of) the seller-initiated cancellations and refunds above. Pentagon Connect checks TikTok regularly for new buyer-raised requests and records each one against the order as a claim.

Each account can be configured with a default response — Accept or Reject — set separately for cancellation claims, refund-only claims, and return-and-refund claims, so routine claims can resolve automatically without a person touching every one. Where a cancellation is rejected because the item has already been packed for shipping, that reason is passed back to TikTok automatically as part of the rejection.

Approving a return is a two-step process: the return request is approved first, and then, once the physical item is actually back with the seller, a second step confirms receipt and triggers the refund itself. Cancelling or rejecting a claim is **irreversible** — there's no way to restart the order process afterwards, so it's worth reviewing claims carefully before an account is set to auto-reject.

Carriers Supported

Carriers aren't a fixed list we maintain — they're whichever couriers TikTok has enabled for the seller's warehouse and delivery options at the time, which Pentagon Connect reads live from TikTok. A carrier used on an order is matched against that list via a configured mapping, then a direct name match, then an account-level default. Unlike some other marketplaces, there's no generic fallback if none of those match: the shipment is blocked and flagged rather than sent through under a placeholder carrier.

Return & Refund Reason Codes

Refund reasons (available to the seller when refunding a shipped order):

- Package lost
- Product wouldn't arrive on time
- Missing product or accessories
- Package wasn't received
- Product doesn't match description
- Package or product is damaged
- Wrong product was sent
- Missed estimated delivery date
- Product is defective or doesn't work
- Suspected counterfeit

Cancellation reasons (available to the seller before an order ships):

- Out of stock
- Pricing error
- Buyer did not pay on time
- Unable to deliver to buyer address

The exact wording can differ slightly by market (UK reasons are near-identical variants of the US ones), but the lists above hold consistently as the reasons on offer.

Known Limitations

- No separate RRP/compare-at price — only a single sale price per SKU.
- One warehouse per SKU — no split-stock support for TikTok.
- At most 20 products per activate/deactivate request.
- Product identifiers (GTIN/EAN/UPC/ISBN), once set, can't be changed or removed later.
- A closed variant left out of an update blocks the whole update, by design, rather than being silently removed.
- Shipping requires a resolvable courier (mapping, name match, or account default) — there's no marketplace-side fallback if none match.
- Claim decisions (cancel/reject) can't be undone.
- Click & collect / pick-up point delivery: not documented in the current source material.

Source Materials

This guide was built from Pentagon Connect's TikTok Shop integration specifications covering authentication, taxonomy, product creation and updates, activation, pricing and stock, order retrieval and shipment, and cancellations, returns and claims.

Walmart Integration – Feature & Process Guide

Last updated 23 Sept 2026

Walmart is a feed-based marketplace connected to Pentagon Connect through a direct integration — Pentagon Connect is not a member of Walmart's Partner Network, so it acts on the seller's behalf rather than as an approved partner. Listings, prices, stock and orders are exchanged with Walmart in batches rather than one-at-a-time in real time, and each type of update (product content, price, stock) runs on its own schedule with its own limits.

Ship With Walmart is available as an optional add-on: instead of only recording tracking information after a shipment has already happened elsewhere, Pentagon Connect can pull shipping rate estimates from Walmart and purchase and download a Walmart shipping label directly.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Item goes live for purchase as soon as the submission is accepted – there is no separate publish step
Update product content (title, description, images, attributes)	Yes	Sent as a lighter update with a shorter required-field list than creation
Update SKU / product ID on a live listing	Yes	Treated as a priority update that runs ahead of any pending content update on the same item
Product variants (size/colour groups)	Yes	Products share a variation group, the same grouping concept used elsewhere in Pentagon Connect
Multiple categories in one submission	No	Every submission can only cover a single product category; mixed-category batches must be split
Deactivate / remove a listing	Not documented	No delisting, deactivation or delete flow is described in the current source material

Pricing & Stock

Capability	Supported	Notes
Update price	Yes	Runs as its own update, independent of product content

Capability	Supported	Notes
RRP / promotional pricing	Yes	Shown as a discount only when a valid reduction type is configured and the reference price is genuinely higher; otherwise only the plain price is sent
Scheduled / multiple promotions per item	No	Walmart's separate scheduled-promotions feature is not wired up
Update stock/quantity	Yes	Single item or bulk, depending on how many SKUs change at once
Per-location / multi-warehouse stock	No	Only one stock number per SKU is supported
Price update on a brand-new listing	Restricted	Blocked for the first 24 hours after creation, per Walmart's own processing window

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Pulled in on a recurring basis; first pull for a new account looks back 90 days
Order acknowledgement	Yes	Required within 4 hours of an order becoming ready, before anything else can happen to it besides cancellation
Ship orders (tracking + mark shipped)	Yes	
Partial shipment	Yes	A line can ship for fewer than its full ordered quantity, with the remainder shipped later
Ship With Walmart (buy labels through Walmart)	Yes	Optional add-on; rate estimate, label purchase and label download in one flow
Filter orders by fulfilment type (seller / Walmart / 3rd-party fulfilled)	Yes	
Convert a seller-fulfilled listing to Walmart-fulfilled	No	

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Cancellation status & reason tracking	Yes	Cancellations reported by Walmart are recorded against the order and its lines, with reason text stored where Walmart provides one

Capability	Supported	Notes
Refund status & reason tracking	Yes	Same – refund amounts and reasons Walmart reports are recorded against the order
Seller-initiated cancellation	Not documented	No call for Pentagon Connect to request a cancellation on Walmart's side is described in the source material
Seller-initiated refund	Not documented	No outbound refund call is described – refunds appear to be read in, not submitted
Returns as a distinct object	Not documented	No separate "return" flow distinct from a refund is described
Claims / incidents	Not documented	No such concept exists for Walmart in the current source material

Product Management

Creating products

Products are created through a single-step listing process — once a submission is accepted, the item is live for purchase immediately, with no separate "publish" step.

- **Product identifiers** follow a strict priority order: EAN, then MPN, then UPC, then ISBN (books only) – whichever is populated first is what gets sent to Walmart.
- **Brand** is taken from the item's own specifics first, falling back to the product's general brand field if not set there.
- **One category per submission** – if a batch of products spans more than one Walmart category, it has to be split into separate submissions.
- **Variants:** products can be grouped into variant sets (e.g. size/colour of the same item) using a shared variation group, the same grouping concept used elsewhere in Pentagon Connect.
- **Units:** dimensions and weight are converted automatically – Pentagon Connect stores them in metric, Walmart only accepts US units (inches/pounds), so the conversion happens on the way out.
- Empty, non-required fields are left out of the submission entirely rather than sent as blank values.

Updating products

Content updates (title, description, images, attributes) run as a lighter, separate flow from creation, since Walmart only expects the fields that actually changed.

- **SKU / product ID changes** are handled as a special case – they go out ahead of, and take priority over, any standard content update queued for the same item.

- Price and stock are each updated through their own independent flows – see Pricing & Stock Sync below.

Deactivating / removing products

Not documented in the current source material. No delisting, deactivation or delete flow for Walmart is described in these specs – the one document that looked like it might cover this turned out, on inspection, to be a stray duplicate export of the product-creation spec rather than a real delete feature.

Pricing & Stock Sync

- **Price updates** run through their own dedicated flow, independent of product content.
- **Promotional pricing:** an item is shown as discounted only when a valid reduction type is configured (on the item or as an account default) and the reference price is genuinely above the current price; otherwise only the plain price is sent and the item is treated as having no active promotion.
- Walmart's separate scheduled-promotions feature is not used – only standard base/reduced pricing is supported.
- **New listings** cannot receive a price update for the first 24 hours after creation – this is a Walmart processing-reliability window, not a Pentagon Connect restriction.
- **Stock updates** support a single quantity per SKU only; Walmart's per-location inventory is not split out.

Order Management

Getting orders

Orders are pulled in automatically on a recurring basis; on the very first pull for a new account, Pentagon Connect looks back 90 days to catch up. Orders only become fully available to process once Walmart's own internal grace period (30 minutes from placement) has passed – before that, order details can still shift on Walmart's side.

Order information we store

- Marketplace order ID, order status, order and delivery-related dates
- Buyer details and shipping/billing address
- Payment, pricing, tax and shipping charge totals, at both order and line level
- Per line item: SKU, product, quantity, price, status, and any cancellation or refund reason Walmart supplies
- Carrier, tracking number and tracking URL once an order has shipped

Shipping orders

Once an order has been acknowledged, Pentagon Connect can ship it – including partial shipments, where a line ships for fewer than its full ordered quantity and the remainder is left for a later shipment.

- Orders must be acknowledged within 4 hours of being ready; unacknowledged orders cannot be shipped.
- Carriers must come from Walmart's own approved list; a carrier that is not on that list is still sent through under a generic "other carrier" field so tracking information isn't lost.
- **Ship With Walmart** is a separate, optional feature that lets Pentagon Connect buy shipping labels directly through Walmart – getting rate estimates, purchasing a label and downloading it – rather than only recording tracking info after a shipment has already happened elsewhere. It is tied to a single Walmart account per label-provider setup.

Cancellations

Not documented as a seller-initiated action. The source material describes Pentagon Connect reading cancellation status and reason text back from Walmart once a line has been cancelled (by the customer or by Walmart) and reflecting that on the order, but no call for Pentagon Connect to request a cancellation on Walmart's side is described.

Refunds & returns

Not documented as a seller-initiated action, for the same reason as cancellations – refund amounts and reasons are read in from Walmart's order data and recorded against the order, but no outbound refund call is described in the current source material. There is no separate "return" concept distinct from a refund.

Carriers Supported

Carriers must be selected from Walmart's own approved list – a large set covering the major national carriers (UPS, USPS, FedEx, DHL) plus dozens of regional and country-specific couriers (e.g. Canada Post, Purolator), mapped through Pentagon Connect's own carrier list. A carrier that isn't on Walmart's approved list is still sent through under a generic "other carrier" field, so tracking information isn't lost, but it won't be recognised as one of Walmart's own named couriers.

Known Limitations

- No deactivation/delisting flow is documented – there is no described way to take a listing down.
- No seller-initiated cancellation or refund action is documented – cancellations and refunds appear to be customer- or Walmart-initiated, with Pentagon Connect reading and recording the result rather than submitting one.
- No documented reason-code list for cancellations or refunds – Walmart sends free-text reasons rather than a fixed set Pentagon Connect maps against.

- Stock updates support only a single quantity per SKU – no per-location/warehouse split.
- New products cannot receive a price update for the first 24 hours after creation.
- Walmart's scheduled promotions feature is not integrated – only standard base/reduced pricing is supported.
- Converting a seller-fulfilled listing to Walmart-fulfilled (WFS) is not built – only seller-fulfilled listings are supported end-to-end. Walmart- and third-party-fulfilled orders can optionally be excluded from the order pull instead.
- Ship With Walmart's label-download step was never fully verified end-to-end, so the exact file response behaviour is not confirmed.
- Every product submission can only cover one category – mixed-category batches must be split before sending.

Source Materials

This guide was built from Pentagon Connect's Walmart Marketplace integration specifications covering authentication, taxonomy, product creation and updates, pricing, stock, order retrieval, acknowledgement, shipment and Walmart's own label-purchasing feature.

WooCommerce Integration – Feature & Process Guide

Last updated 23 Sept 2026

WooCommerce is not a third-party marketplace like Amazon, eBay or TikTok — it's the seller's own self-hosted WordPress store, connected to Pentagon Connect through a companion plugin. There's no shared catalogue, no central marketplace approval process and no other company sitting between the seller and their customers: it's the seller's store, so refunds, cancellations and listing decisions are entirely under the seller's own control through Pentagon Connect, not gated by an operator/marketplace role.

Because each connected store is its own independent WordPress installation, exact behaviour can vary slightly from store to store depending on which plugins the merchant has installed. Two capabilities in particular only work because of a plugin: shipping and tracking depend entirely on a third-party **Shipment Tracking** plugin being installed on the store (core WooCommerce has no shipping/tracking capability of its own), and partial shipments plus a true customer returns workflow depend on a custom plugin Pentagon Connect would need to build for that store — not available today. If a store doesn't have the required plugin installed, the corresponding feature simply doesn't work for that store.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Simple products, plus variant groups (e.g. size/colour)
Update product content (title, description, images, attributes)	Yes	
Update price	Yes	Can be included or excluded from an update via a per-product lock
Update stock/quantity	Yes	Sent in batches of up to 100 items
Lock price from being overwritten	Yes	Per-product "Protect Price" setting
Lock stock from being overwritten	Yes	Per-product "Protect Stock" setting
Pause all updates to an item	Yes	"Protect the whole item" stops future updates — it does not unpublish or remove the listing
Deactivate / unpublish / remove a listing	No	Not currently a supported action — see Deactivating / removing products below

Capability	Supported	Notes
Product variants (size/colour groups)	Yes	
Multiple product images	Yes	
"External" / dropshipped products	No	Not currently supported

Pricing & Stock

Capability	Supported	Notes
Independent price and stock updates	Yes	Can be sent without touching the rest of the product content
Price-higher-than-RRP validation	Yes	WooCommerce itself accepts this silently; Pentagon Connect flags it as an error
Bulk stock/price updates	Yes	Up to 100 items per batch
Automatic RRP-based discount window	Not documented	No evidence of this in the WooCommerce integration — pricing/discount display is whatever the store itself is configured to do

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Continuous, with a rolling overlap window so nothing is missed
Ship orders (tracking + mark shipped)	Yes, if plugin installed	Requires the store to have the Shipment Tracking plugin
Carrier & tracking number	Yes, if plugin installed	See Carriers Supported below
Partial shipment	No	Only full-order shipments are supported today
Click & collect / pick-up point delivery	Not documented	No evidence this exists for this integration

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Seller-initiated cancellation	No, indirectly via refund	No separate cancel action — a full refund moves the order to a cancelled status
Full refund	Yes	Items and shipping together
Partial refund (items only, or shipping only)	Yes	
Refund shipping charges only	Yes	
Customer-initiated returns	No	No native return-request workflow — depends on a custom plugin not yet built
Claims / incidents	Not applicable	WooCommerce has no marketplace-style claims mechanism — it's the seller's own store

Product Management

Creating products

- Products can be created as standalone ("simple") items, or as part of a variant group — for example, the same item in several sizes or colours grouped under one listing.
- For a variant group, one variant is used to create the parent "container" listing first, and the rest are added underneath it as purchasable variants; the parent listing itself can never be purchased directly.
- Every value that appears across the group's variants (e.g. every size offered) has to be present on the parent listing, or the store won't recognise the full set of variations.
- Images differ by level: a simple product sends all of its images; a variant group's parent listing sends only its primary and secondary images; each individual variant sends just its own single image.
- Products can carry multiple categories and multiple brands.
- The barcode/identifier sent for a product is resolved from whichever source is available, in priority order (marketplace-provided EAN, product EAN, barcode, MPN, then UPC).
- Pentagon Connect checks price against RRP at creation time and flags an error if the price is higher than the RRP — WooCommerce's own store would otherwise accept this without complaint (it just wouldn't display it as a discount).
- "External" (dropshipped) products aren't currently supported.
- The most common reason a product fails to create is a duplicate or invalid SKU.

Updating products

- Content, price and stock can each be updated, and price or stock can be left out of a given update using per-product lock settings.
- **Protect Price** — excludes price from what's sent, so the price live on the store is left untouched.
- **Protect Stock** — excludes stock/quantity from what's sent.
- **Protect the whole item** — skips the update entirely for that item, rather than sending a partial update; the item is left flagged for review instead.
- Updates to a variant group always update the parent listing and its variants together, since Pentagon Connect can't reliably tell from an update alone whether the change was meant for the parent or a specific variant.
- Updates are sent in batches of up to 100 items at a time.

Deactivating / removing products

Not currently a supported action on this integration. Pentagon Connect always creates and keeps products in a published/live state on the store; the closest available control is **Protect the whole item**, which stops an item from receiving any further updates — it does not unpublish, hide or remove the listing from the store itself. There's no delete or unpublish action documented for WooCommerce today.

Pricing & Stock Sync

- Stock and price can each be synced independently of a full content update, and either can be locked per product (see Protect Price / Protect Stock above) so Pentagon Connect never overwrites a value the merchant wants to manage manually on their own store.
- Stock and price changes are sent in batches of up to 100 items at once.
- WooCommerce's own store accepts a sale price higher than the regular price without complaint — it just won't display it as a discount on the storefront. Pentagon Connect runs its own check and flags an error if this happens, so it's caught before going live rather than silently failing to show.

Order Management

Getting orders

- Orders are pulled in automatically and continuously. The first check looks back 90 days; every check after that picks up from where the previous one left off, with a small overlap window built in so an order can't be missed at the boundary.
- If a store doesn't provide a currency on an order, Pentagon Connect falls back to the currency configured for that connection.

- WooCommerce doesn't break shipping cost out per product line on an order, so Pentagon Connect spreads the order's shipping total evenly across its products.
- If an order has no payment/transaction reference (common with direct bank transfer orders), Pentagon Connect uses the store's own order number in its place.
- Order status (e.g. pending payment, processing, on hold, completed, cancelled, refunded, failed) is mapped to Pentagon Connect's own status set; a small number of purely internal WooCommerce statuses aren't mapped and are ignored.

Order information we store

- Order ID, status, currency, and the dates it was created and paid
- Customer email and buyer reference
- Payment method, order subtotal and total, discount amount, and any marketplace/platform fees
- Billing address: name, phone, company, country, state, street, city, postal code
- Shipping address: name, phone, company, country, state, street, city, postal code
- Carrier, shipping cost, shipping service, tracking number, and shipped date
- Per line item: SKU, product name, price, quantity, and line status

Shipping orders

- Shipping and tracking only work if the seller's store has the **Shipment Tracking** plugin installed — core WooCommerce has no shipping or tracking capability of its own, so without that plugin Pentagon Connect can't mark an order shipped or send tracking information for that store.
- When available, Pentagon Connect reads that store's own live list of registered couriers by country and matches the carrier on the order against it. If there's no match, it falls back to a default carrier set on the connection, and if that doesn't apply either, the carrier name is still sent through as free text so tracking information is never lost.
- Adding tracking information and marking an order as shipped happen as two steps that normally run together. If the first succeeds but the second fails, Pentagon Connect remembers and retries just the second step next time, rather than re-sending the tracking information.
- Only full-order shipments are supported through this plugin — no per-item or partial-quantity shipping information is sent.

Cancellations

There's no separate cancellation action on this integration. Once an order is fully refunded, the seller's store moves it to a cancelled status itself, and that status flows back into Pentagon Connect as Cancelled. There's no fixed list of cancellation reasons — refunds, which serve this purpose, take a free-text reason instead.

Refunds & returns

- Refunds are always initiated by the seller through Pentagon Connect — not requested by a customer through WooCommerce itself, since (unlike a marketplace) there's no buyer-facing

return-request flow built into the store.

- Supported: a full refund (items and shipping together), an items-only refund, or a shipping-only refund.
- The reason given for a refund is free text, not a fixed set of reason codes.
- There's currently no way to pull a store's own refund history back into Pentagon Connect — only refunds that Pentagon Connect itself issues are reflected against the order.
- A true customer-initiated returns workflow (request, approval, tracking through to completion) isn't available yet. It depends on a custom plugin that hasn't been built; until then, any return request a customer makes has to be handled by the seller outside Pentagon Connect, with the outcome processed as a manual refund.

Carriers Supported

Pentagon Connect doesn't maintain its own fixed carrier list for WooCommerce — it reads whichever couriers are registered in the Shipment Tracking plugin on that specific store, live. A carrier on an order is matched against that list (via a mapping table or a default carrier); if nothing matches, the carrier name is still sent through as free text so tracking information isn't lost. Which carriers are available therefore varies store to store, depending on what that merchant has configured.

Return & Refund Reason Codes

Not applicable. WooCommerce refunds take a free-text reason rather than a fixed set of reason codes, and there's no separate cancellation-reason list — this is the seller's own store, not a marketplace with standardised reason codes.

Known Limitations

- Behaviour can vary store to store, since each connected store is an independent WordPress/WooCommerce installation and depends on which plugins that merchant has installed.
- Shipping and tracking only work if the store has the Shipment Tracking plugin installed — there's no fallback shipping capability in core WooCommerce.
- No partial shipments — every order ships to the store in full.
- No native customer returns/claims workflow yet — it depends on a custom plugin that hasn't been built.
- Store-side refund history isn't pulled back into Pentagon Connect — only refunds issued through Pentagon Connect are reflected.
- WooCommerce doesn't validate a sale price against the regular price itself — Pentagon Connect's own check is the only safety net against a price higher than RRP going live.
- "External" (dropshipped) products aren't currently supported.

- There's no supported way to unpublish, deactivate or remove a listing from the store through this integration.

Source Materials

This guide was built from Pentagon Connect's internal WooCommerce integration specifications covering authentication and setup, product and taxonomy management, order retrieval, shipping, and refunds.

Yoox Integration – Feature & Process Guide

Last updated 23 Sept 2026

Yoox is one of the Mirakl-based marketplaces connected to Pentagon Connect. Unlike some of Pentagon Connect's other Mirakl integrations, Yoox is catalogue-based and multi-channel: a single product is created once and can then carry a separate offer for each Yoox storefront it sells on (for example Yoox Italy, Yoox France or Yoox Spain), each with its own channel-specific price while stock stays shared across all of them.

Each Yoox storefront is set up as its own account in Pentagon Connect, so prices, offer statuses and orders are all tracked per channel even though they share the same underlying product catalogue on Yoox's side.

Quick Reference

Product Management

Capability	Supported	Notes
Create new products	Yes	Required fields are set by Yoox's own category taxonomy and vary by category
Update offer content (price, stock, condition, description, discount dates)	Yes	Dedicated price-only, stock-only, or combined full-offer update feeds
Update core product content (images, materials, taxonomy attributes) after creation	Not documented	No flow was found for resubmitting a product's full content once it has been created — only the initial creation flow is documented
Product variants (size/colour groups)	Yes	Variants of the same style are linked with a shared variant group code; each variant is still its own product record
Attribute value validation	Yes	Many attributes are checked against Yoox's own per-category allowed-value lists; an unrecognised value is rejected, not accepted
Deactivate / remove a listing	Yes	Via an "end listing" action, or a "closed" flag that stops further updates and zeroes the stock

Pricing & Stock

Capability	Supported	Notes
Set price	Yes	Set per offer, per Yoox storefront/channel
Set stock/quantity	Yes	Stock is shared across all of a product's channels; only price differs per channel
Per-storefront/channel pricing	Yes	Eleven Yoox channels are supported — see Order Management below
Discount/sale pricing	Yes	RRP-based; if no discount dates are set they default to now through now + 2 years
Lock price from being overwritten	Yes	Per-product "protect price" flag
Lock stock from being overwritten	Yes	Per-product "protect quantity" flag
Pull an offer from sale without deleting it (zero stock)	Yes	Dedicated zero-stock update; reversible later with a positive stock update

Orders & Fulfilment

Capability	Supported	Notes
Automatic order import	Yes	Continuous; looks back 90 days on first connection, then checks recent activity on a rolling basis
Multi-quantity order line handling	Yes	Yoox returns one order line per unit purchased; Pentagon Connect recombines matching lines into one
Order acceptance / rejection	Yes	Orders are accepted by default; specific order lines can be flagged for rejection instead
Ship orders / push tracking	Yes	Carrier and tracking details are pushed, then the order is marked shipped
Carrier matching with fallback	Yes	See Carriers Supported below
Partial shipment	No	An order always ships in full in a single call to Yoox
Click & collect / pick-up point delivery	Not documented	No mention found in the source material

Refunds, Returns, Cancellations & Claims

Capability	Supported	Notes
Order cancellation	Yes	The call used depends on whether the order has already been debited; only full-order cancellation is allowed before debit
Full refund	Yes	
Partial refund (quantity or amount)	Yes	
Refund shipping charges	Yes	Can be included alongside a product refund
Returns	Yes	Handled through the refund flow with reason "Item returned", not as a separate return type
Claims / incidents	Not documented	Orders can carry an open "incident" flag, but no process for handling or resolving one was found

Product Management

Creating products

New products are submitted to Yoox with a set of fields that changes depending on the product's category — Yoox's own category taxonomy decides what's required and what values are allowed, so there isn't one fixed field list that applies everywhere. Pentagon Connect downloads and stores that taxonomy (categories, required/optional attributes and their allowed values) and validates every product against it before sending.

- **Core required fields** for every product: category, SKU, title, and brand. A missing required field, or a value that isn't on Yoox's allowed list for that attribute, is rejected outright.
- **Images:** a main image is required, and a secondary image is also required (with up to four further optional images), giving up to six images per product.
- **Materials:** up to five materials can be listed with their composition percentages.
- **Descriptions:** product descriptions can be submitted in multiple languages, each mapped to the Yoox storefronts that use that language (for example English for the Benelux, Central Europe, Eastern Europe, Holland, Scandinavia-Eire and Southern Europe channels; Italian for Italy; French for France; Spanish for Spain; German for Germany; Greek for Greece).
- **"Made of fur?" flag:** a required yes/no attribute on every product, defaulting to "No".
- **Variants:** products are grouped into a variant set (for example the size/colour options of the same style) by giving them a shared variant group code. Each variant is still created as its own product record, and only the variant(s) actually being created or changed need to be submitted, not every sibling in the group. Removing a product from a variant set is done by resubmitting it without the group code.

- **Priority rules:** where a value can come from more than one place (for example brand, main image, or the product identifier used with Yoox), an account-specific override takes priority over the general product-level value when both are populated.
- When a batch of products is submitted and some rows fail, the failure response identifies which row failed and why, so a rejected batch can be diagnosed and corrected without resubmitting everything.

The field list above reflects the one confirmed worked example (footwear); other categories will require a different attribute set under Yoox's taxonomy, which Pentagon Connect validates against automatically rather than following a single fixed template.

Updating products

Once a product exists on Yoox, its **offer** — the price, stock, condition, description and discount-window record tied to that product on a given channel — can be refreshed in several documented ways:

- **Price-only update** — a lightweight feed for cases where only the price needs refreshing.
- **Stock-only update** — refreshes just the quantity, including sending a positive quantity again after an item has previously been zeroed out.
- **Full offer update** — refreshes description, price, stock, condition and discount dates together, sent as one of two variants (one including price fields, one excluding them) depending on whether price protection is set for that product.
- **Protect price / protect quantity / protect the whole item** flags can each be set per product to exclude that data from any of the updates above, so the price or stock already live on Yoox is left untouched by a given update run.

Re-submitting the underlying **product record** itself — its title, images, materials or taxonomy attributes — once it has already been created is not documented in the source material reviewed for this page; only the initial product-creation flow, and the offer-level updates above, were described.

Deactivating / removing products

- **End listing:** flagging an offer to end its listing removes it from sale on Yoox; the product record is marked removed and the offer goes inactive.
- **Zero-stock update:** a dedicated feed can pull an item from sale by sending a zero quantity, without ending the listing outright — this can later be reversed with a normal positive stock update.
- **Closed flag:** setting a product to "closed" stops all further updates to Yoox for that product except a final zero-stock push, taking it off sale while leaving the listing itself in place. This applies to already-created products and to new ones not yet sent.

There's no separate hard-delete action beyond these — ending the listing or closing the product is how an item is taken down.

Pricing & Stock Sync

- **Per-channel pricing:** Yoox is catalogue-based with one product and many offers — one per activated channel. Each channel carries its own price (shown as the sale price on that storefront), while a default/account-level price is still sent with every feed because Yoox requires it. Stock, by contrast, is shared: all of a product's offers carry the same quantity.
- **Channels supported:** Benelux (BE), Central Europe (CEU), Eastern Europe (EEU), France (FR), Germany (DE), Greece (GR), Holland (NL), Italy (IT), Scandinavia-Eire (DK), Southern Europe (SEU) and Spain (ES). Each Pentagon Connect account corresponds to one Yoox channel.
- **RRP-based discounting:** if an RRP is set and it's higher than the current price, the item is automatically sent as discounted (RRP as the "was" price). If no discount dates are set, the window defaults to now through now + 2 years; this applies to both the default price and each channel-specific price.
- **Currency and tax:** all prices are sent in EUR with VAT included.
- **Condition:** offers are created with a fixed marketplace-defined condition/state code; the confirmed mapping in the source material is for "New" condition items.
- A minimum-stock alert threshold field exists on the offer feed, but is not currently populated by Pentagon Connect.

Order Management

Getting orders

Orders are retrieved automatically and continuously — a single scheduled process both picks up brand-new orders and keeps the status and details of orders already stored in sync, so there is no separate update step. On first connection it looks back 90 days; after that it checks recent activity on a rolling basis so nothing is missed between runs.

By default, every new order is accepted automatically once it reaches a "waiting acceptance" state on Yoox. Specific order lines can instead be flagged internally for rejection; only lines that haven't already been cancelled or refunded are eligible to be accepted or rejected. Once acceptance is confirmed and the order's details are refreshed, the order becomes ready for shipping.

Yoox has one notable quirk among Pentagon Connect's Mirakl marketplaces: when a customer buys more than one of the same item, Yoox returns that as several separate order lines — one per unit — rather than a single line with a quantity greater than one. Pentagon Connect recombines matching lines (same SKU, price and tax) back into a single line so order data reads normally.

Because Yoox is multi-channel, every order also carries the storefront/channel it was placed through, so it is stored against the matching Pentagon Connect account for that channel automatically.

Order information we store

For every order, Pentagon Connect stores:

- Marketplace order ID, order status, currency, order created date, payment date and delivery-by date
- Buyer ID and a marketplace-anonymised notification email address
- The buyer's tax identification number, when the marketplace supplies one
- **Billing address:** name, company, country, state/province, street (2 lines), city and postal code
- **Shipping address:** name, country, state/province, street (2 lines), city and postal code
- The sales channel/storefront the order was placed through
- Order and line-level pricing: item price, quantity, shipping cost, discount/promotion amount, and marketplace commission
- Sales tax, marketplace VAT and internal VAT are tracked as three separate figures at both order and line level, so different tax views can be reconciled independently
- Payment method and payment workflow used by the buyer
- Whether the order can currently be cancelled, and whether shipping is currently allowed on it, as flagged by Yoox
- Refund and cancellation history already actioned on the marketplace side — amount, reason and date, for each refund/cancellation on the order
- Carrier, tracking number and tracking URL, once the order has shipped
- Whether an order line has an open "incident" raised by the customer or by Yoox

Shipping orders

Once an order is accepted and ready, Pentagon Connect pushes the shipment to Yoox in two steps run together: first the carrier, tracking number and tracking URL are sent, then the order is marked shipped.

- **Carrier matching:** the carrier on the order is matched against Yoox's own live list of registered carriers, via an internal carrier-mapping table; if there's no match, an account-level default carrier is used if one is set; if neither applies, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost.
- **Partial shipment is not supported** — Yoox, like other Mirakl marketplaces, requires the full order to ship in a single call. Pentagon Connect can still record multiple internal shipments against an order, but only one, full shipment reaches Yoox.
- If an order has already been marked shipped directly on Yoox's side before Pentagon Connect processes it, that's handled without erroring — the order is still updated locally as shipped, with its shipment details recorded.

Cancellations

Which call is used to cancel an order depends on whether the customer has already been charged, based on two flags Yoox returns on the order (whether it can currently be cancelled, and whether it can currently be refunded):

- **Not yet debited** (accepted but not yet charged): cancelled using a dedicated "cancel a not-yet-debited order" call. Only full-order cancellation is allowed on this path — partial cancellation is

not.

- **Already debited:** cancelled using the order-line cancellation call, which does allow specific lines to be cancelled rather than the whole order.

If a multi-line cancellation only partly succeeds, that's tracked line by line, so a failure on one line doesn't block the lines that did succeed. See Return & Refund Reason Codes below for the cancellation reason list.

Refunds & returns

Refunds are requested per order line, each with an amount, quantity, and reason code, and can cover the item price, the shipping charge, or both. Multiple lines can be refunded in one request, but each refund line is its own transaction on Yoox's side — if one line's refund fails, that failure is tracked against that line individually rather than failing the whole batch. Both full and partial (quantity or amount) refunds are supported.

Yoox doesn't have a separate "return" object — a customer return is handled as a refund with the reason "Item returned". See Return & Refund Reason Codes below for the full reason list.

Claims / incidents

An order line can carry an open "incident", which the customer or Yoox can raise once the order has reached shipping, shipped, or received status. If the order hasn't been paid yet when an incident is raised, the seller doesn't get paid for it. Pentagon Connect stores this open-incident flag at the order-line level and reflects it in the order data retrieved, but the source material has no defined process for handling, responding to, or resolving an incident from Pentagon Connect's side — that gap is called out directly in the underlying specification itself rather than assumed.

Carriers Supported

Carriers aren't a fixed list Pentagon Connect maintains — they're whichever couriers Yoox has registered, read live from Yoox. The carrier used on an order is matched against that live list via an internal carrier-mapping table, or an account-level default carrier; if it doesn't match anything registered, the carrier name and tracking number are still sent through under a generic "Other" carrier so tracking information isn't lost.

Return & Refund Reason Codes

Reason codes are pulled live from Yoox's own reason list (which the source material notes can run to dozens of entries); the following are the reasons captured in the reviewed source material as worked examples, not necessarily the complete live list:

Refund reasons:

- No response from the shop

- Out of stock
- Cancelled by the client prior to shipping
- Item returned
- Item not received
- Agreement found with the vendor
- Marketplace adjustment / discount

Cancellation reasons:

- Cancelled by the client prior to shipping
- Canceled due to late shipment (system-generated)
- Debit failed (system-generated)
- Debit timed out (system-generated)
- Faulty product
- No stock

Known Limitations

- **No partial shipment** — every order ships to Yoox as one complete shipment.
- **No documented flow for updating core product content** (images, materials, taxonomy attributes) once a product has been created — only offer-level updates (price, stock, condition, description, discount dates) are documented for existing products.
- **No defined process for handling or resolving claims/incidents** — only the open-incident flag itself is captured and stored.
- **No click & collect / pick-up point delivery** found in the source material.
- **Product and offer creation are documented in full for one confirmed worked example category** (footwear); other categories will use a different attribute set under Yoox's own taxonomy, which is validated automatically rather than individually catalogued on this page.
- **Reason code lists** above reflect the source material's example response rather than a guaranteed-complete live list — the live list is read directly from Yoox and may contain more entries.
- **Carrier list is dynamic**, not a fixed set that can be quoted in advance — it depends on what Yoox has registered for the account at the time.

Source Materials

This guide was built from Yoox's Mirakl integration technical specifications and example payloads, covering authentication and database structure, product and offer creation and management, pricing and stock synchronisation, and order retrieval, acknowledgement, shipping, cancellation and refund flows.

Connectors

Last updated 22 Sept 2026

This section is being built out. For the current list of active connectors and couriers, see [Active Marketplaces and Connectors](#). Platform connectors such as Shopify, WooCommerce, BigCommerce and FTP are documented under [Marketplaces](#).