

# Patxira

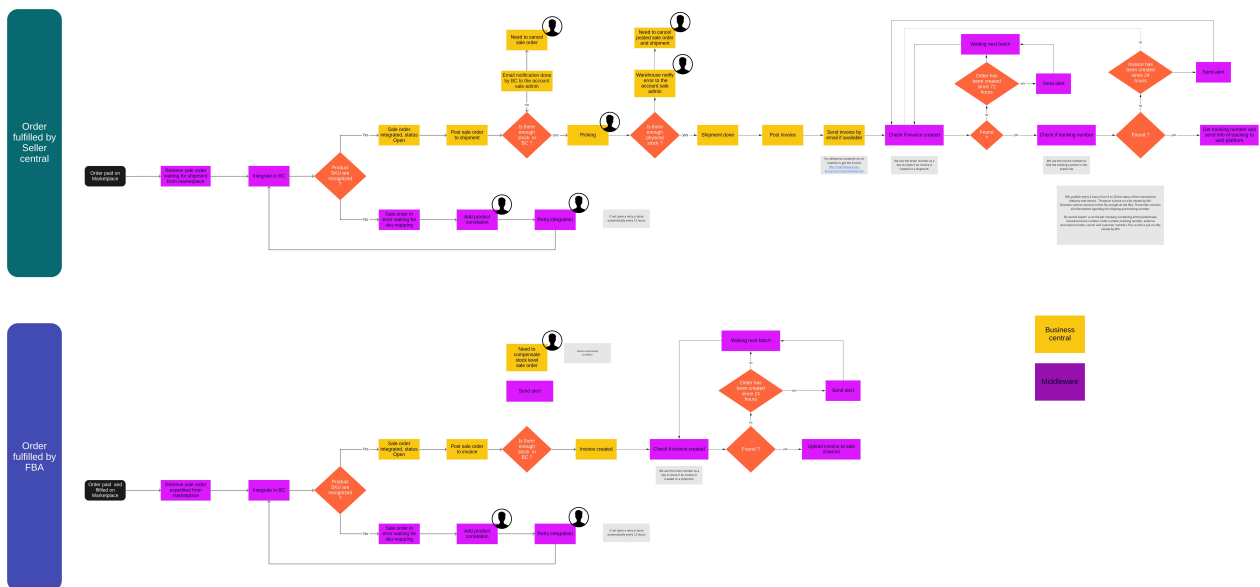
## Purposes

The app aims to be a middleware between some of online sale channels providing IT solutions to solve sincronization and integration problematics.

### Order synchronisation

The main task executed by the app is the integration in Business central. Each sale order belongs to a sale channel and through a integration channel (Channeladvisor, Aliexpress, ...). Sale order will be integrated and regarding the carrier solution (3PL or own managed) will be posted as invoice or as shipment. In case of a own managed shipment, tracking will be send through sale channel. Invoice will be sent automatically by email or through the sale channel.

A full picture of the process is visible on [this schema](#)



### Stock synchronization

The app connects hourly to Business central to get the level of stocks (La Roca, Madrid) of every SKU and send available level of stock to every sale channel. Some rules are added to add some buffer and avoid sincronization error. For the warehouse in La Roca, if the level is greater than 5, the available of stock is calculated as 70% of the real available stock. If the real stock is less than 5, the stock is considered equal to 0. For the warehouse in Madrid, real stock is sent.

### FBA and Amazon reporting

The app connects to different reports provided by Amazon and uses the content to provide some helpers to manage Business.

- stock level on FBA and alert regarding skus that need to be sent to FBA

- returns and reimbursements of FBA
- financial events linked to FBA transactions
- export datas to Power BI to provide datas to consume

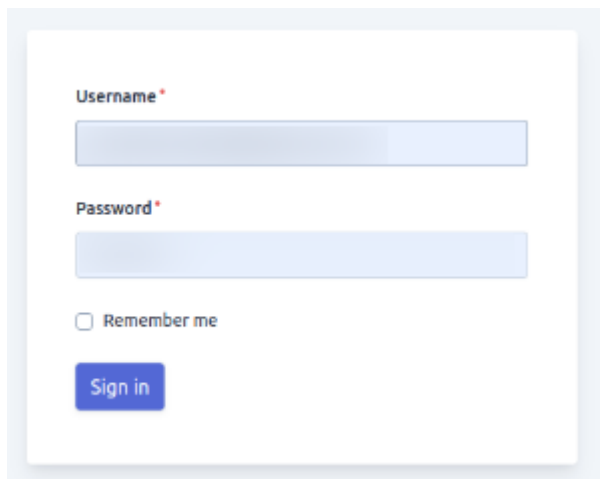
## Pricing

The app can manage prices and promotions prices to the different setup sale channels. The sale channel is a combination of a marketplace and a company, then Amazon.es will be involved in 2 companies that means there will be 2 sale channels for each company. For a sku given, users can manage if a product price is enabled on a sale channel and then define its price. The promotion system will help users to manage finely promotion prices.

## Usage

### Login

App is accessible through web <https://marketplace.kps-group.com>

A login form interface with a light blue border. It contains two input fields: 'Username\*' and 'Password\*', both with red asterisks indicating required fields. Below the password field is a checkbox labeled 'Remember me'. At the bottom left is a blue button with the text 'Sign in' in white.

You need to provide your email as username and the password that have been provided.

### Interface

	Channel	Marketplace	Company	Customer	Document N°	Fulfillment	Warehouse	Status	Purchase date	Created at	Last update	Last message logged
	CHANNELADVISOR	Amazon UK	KP FRANCE	000223	WPV22-19768	EXTERNALLY MANAGED	AMAZON	Order integrated	2022-09-20 18:24	2022-09-21 07:05	2022-09-21 07:05	Integration done WPV22-19768
	CHANNELADVISOR	Amazon UK	KP FRANCE	000223	WPV22-19767	EXTERNALLY MANAGED	AMAZON	Order integrated	2022-09-19 17:27	2022-09-21 07:05	2022-09-21 07:05	Integration done WPV22-19767
	CHANNELADVISOR	Amazon UK	KP FRANCE	000223	WPV22-19766	EXTERNALLY MANAGED	AMAZON	Order integrated	2022-09-19 18:24	2022-09-21 07:05	2022-09-21 07:05	Integration done WPV22-19766
	CHANNELADVISOR	Amazon UK	KP FRANCE	000223	WPV22-19765	EXTERNALLY MANAGED	AMAZON	Order integrated	2022-09-19 20:33	2022-09-21 07:05	2022-09-21 07:05	Integration done WPV22-19765
	CHANNELADVISOR	Amazon UK	KP FRANCE	000223	WPV22-19764	EXTERNALLY MANAGED	AMAZON	Order integrated	2022-09-19 12:12	2022-09-21 07:05	2022-09-21 07:05	Integration done WPV22-19764
	CHANNELADVISOR	Amazon UK	KP FRANCE	000223	WPV22-19763	EXTERNALLY MANAGED	AMAZON	Order integrated	2022-09-19 15:45	2022-09-21 07:05	2022-09-21 07:05	Integration done WPV22-19763
	CHANNELADVISOR	Amazon UK	KP FRANCE	000223	WPV22-19762	EXTERNALLY MANAGED	AMAZON	Order integrated	2022-09-19 01:35	2022-09-21 07:05	2022-09-21 07:05	Integration done WPV22-19762
	CHANNELADVISOR	Amazon UK	KP FRANCE	000223	WPV22-19761	EXTERNALLY MANAGED	AMAZON	Order integrated	2022-09-19 03:35	2022-09-21 07:05	2022-09-21 07:05	Integration done WPV22-19761
	CHANNELADVISOR	Amazon Seller Central - ES	KP FRANCE	000230	WPV22-19760	EXTERNALLY MANAGED	AMAZON	Order integrated	2022-09-20 09:48	2022-09-21 06:05	2022-09-21 06:05	Integration done WPV22-19760
	CHANNELADVISOR	Amazon Seller Central - ES	KP FRANCE	000230	WPV22-19759	EXTERNALLY MANAGED	AMAZON	Order integrated	2022-09-20 09:54	2022-09-21 06:05	2022-09-21 06:05	Integration done WPV22-19759
	CHANNELADVISOR	Amazon Seller Central - ES	KP FRANCE	000230	WPV22-19758	EXTERNALLY MANAGED	AMAZON	Order integrated	2022-09-20 15:08	2022-09-21 06:05	2022-09-21 06:05	Integration done WPV22-19758
	CHANNELADVISOR	Amazon Seller Central - ES	KP FRANCE	000230	WPV22-19757	EXTERNALLY MANAGED	AMAZON	Order integrated	2022-09-20 09:10	2022-09-21 06:05	2022-09-21 06:05	Integration done WPV22-19757

Interface has common functionality through all screens

1. Menu and submenus : Regarding your roles you will not access to every section of the application
2. Search bar. Fill up and tap enter on your keyboard. Search only in the section you are in.
3. Logout button
4. Filtering and general actions. This zone provide all general actions for a list. (ex : filter, add new item, export in csv, batch delete, ...). Regarding your roles you will not access to every action
5. Sorting. Only column with this sign provide sort asc or desc functionality
6. Individual action. (ex : detail, edit, delete, ...). Regarding your roles you will not access to every action.

## Orders

Patxira

Orders

Amazon

Aliexpress

Fitbitexpress

Owletcare

Flashled

Minibatt

On delivery

Errors

All

Amazon & FBA

Pricing

Configuration

Search

Order Amazon UK n°204-3849893-4225964 (#54588)

Marketplace

Status

Order integrated

Channel

CHANNELADVISOR

Fulfillment

EXTERNALLY MANAGED

Order lines

Sku	Title	Unit Price	Qty	Shipping fees
P3D2451	PAX 3 Premium Portab	149 GBP	1	0 GBP
Total shipping				0 GBP
Total price				149 GBP

Billing Address

Yoya Muraki

FLAT 3 159 161 CAMBERWELL ROAD

SE5 0HB LONDON, Greater London, GB

Shipping Address

Yoya Muraki

UPPER FLAT 31 CHAMPION ROAD SYDENHAM

SE26 4HD LONDON, West Yorkshire, GB

History

Created at

2022-09-21 07:05

Last update

2022-09-21 07:05

Logs

2022-09-21 07:05:12

Retrieved from ChannelAdvisorApi

2022-09-21 07:05:12

Marked on channel advisor as exported

2022-09-21 07:05:12

Order transformation to fit to ERP model

2022-09-21 07:05:12

Order transformation adjustments prices regarding to taxes

2022-09-21 07:05:12

Order creation in the ERP KP FRANCE

2022-09-21 07:05:13

Order created in the ERP KP FRANCE with number WPV22-19768

2022-09-21 07:05:13

Integration done WPV22-19768

Business Central

Company

KP FRANCE

Customer

000223

Warehouse

AMAZON

Order N°

WPV22-19768

Invoice N°

Null

Billing Address

YOYA MURAKI

FLAT 3 159 161 CAMBERWELL ROAD

SE5 0HB LONDON, Greater London, GB

Shipping Address

YOYA MURAKI

UPPER FLAT 31 CHAMPION ROAD SYDENHAM

SE26 4HD LONDON, Greater London, GB

Order lines

Sku	Title	Unit Price	Qty	Net Amount	Net Tax Amount	Amount with tax
PX-P3D2451	PAX 3.5 Device (Basic KIT 2020)-SAGE	149 GBP	1	124.17 GBP	24.83 GBP	149 GBP
Total excl taxes					124.17 GBP	
Total tax amount					24.83 GBP	
Total price					149 GBP	

Amazon

20-09-2022

Delivery

1 x P3D2451

Shipped

ShipmentEvent

ItemChargeList (Principal)

124.17 GBP

ShipmentEvent

ItemChargeList (Tax)

24.83 GBP

ShipmentEvent

ItemFeeList (FBAPerUnitFulfillmentFee)

-2.53 GBP

ShipmentEvent

ItemFeeList (Commission)

-22.8 GBP

ShipmentEvent

MarketplaceFacilitator (MarketplaceFacilitatorVAT-Principal)

-24.83 GBP

1. List of all sale channels

- 2. Common action as See online the sale order (Amazon, Aliexpress, ...), download the pdf invoice form Business central, ...
- 3. Display all the elements retrieved from sale channel regarding the order + status of the integration in the information system
- 4. Display a chronology of the integration of the order
- 5. Display all the elements retrieved from Business central, especially the VAT rates or shipping rates.
- 6. For Amazon only, we retrieve all the financial datas associated with this transaction (order,r eturn, cashback, fee or shipping)

Amazon & FBA

Inventory

Fees

FBA Returns

Pricing

Prices

Promotions

Import

Sale Channel

Config

Sku mappings

Patxira

Orders

Amazon & FBA

Pricing

Configuration

SKU Mapping

Users

Search

SKU Mappings

Export to csv

Add a new Sku Mapping

	SKU Marketplace	SKU Business Central	
<input type="checkbox"/>	0819913016110	PK-P3D2043	<div><div></div><div></div></div>
<input type="checkbox"/>	0819913016103	PK-P3D2045	<div><div></div><div></div></div>
<input type="checkbox"/>	0819913011436	PK-P2A1016	<div><div></div><div></div></div>
<input type="checkbox"/>	0819913014901	PK-P2A1740	<div><div></div><div></div></div>
<input type="checkbox"/>	0819913016073	PK-P3D2051	<div><div></div><div></div></div>
<input type="checkbox"/>	0819913016042	PK-P3D2050	<div><div></div><div></div></div>
<input type="checkbox"/>	0819913016059	PK-P3D2053	<div><div></div><div></div></div>

For some reasons, the skus created in the sale channel is not corresponding to any sku in Business central. This interface enables operators to add, edit or delete sku mappings between a sku used in a sale channel and the sku used in Business central.

Products

Patxira

Orders

Amazon & FBA

Pricing

Configuration

Product

Brand

Category

SKU Mapping

Users

Q Search

Products

Filters

Export to csv

SKU	Brand	Category	Product name
AMF-B2177EU1N	AMAZFIT	-	Amazfit Band 7 Black M100
AMF-B2177EU2N	AMAZFIT	-	Amazfit Band 7 Beige M100
AMF-W2166EU1N	AMAZFIT	-	Amazfit GTR 4 Black M30
AMF-W2166EU2N	AMAZFIT	-	Amazfit GTR 4 Grey M30
AMF-W2168EU1N	AMAZFIT	-	Amazfit GTS 4 Infinite Black M30
AMF-W2168EU3N	AMAZFIT	-	Amazfit GTS 4 Rosebud Pink M30
AMF-W2168EU4N	AMAZFIT	-	Amazfit GTS 4 Misty White M30
AMF-W2170OV6N	AMAZFIT	-	Amazfit T-Rex 2 Ember Black
AMF-W2171OV1N	AMAZFIT	-	Amazfit Bip 3 Pro Black
AMF-W2171OV2N	AMAZFIT	-	Amazfit Bip 3 Pro Pink
AMF-W2171OV3N	AMAZFIT	-	Amazfit Bip 3 Pro Cream
AMF-W2171OV4N	AMAZFIT	-	Amazfit Bip 3 Pro Black M60
AMF-W2171OV5N	AMAZFIT	-	Amazfit Bip 3 Pro Pink M60
AMF-W2171OV6N	AMAZFIT	-	Amazfit Bip 3 Pro Cream M60
AMF-W2172OV1N	AMAZFIT	-	Amazfit Bip 3 Black
AMF-W2172OV2N	AMAZFIT	-	Amazfit Bip 3 Pink
AMF-W2172OV3N	AMAZFIT	-	Amazfit Bip 3 Blue
AMF-W2172OV4N	AMAZFIT	-	Amazfit Bip 3 Black M60
AMF-W2172OV5N	AMAZFIT	-	Amazfit Bip 3 Pink M60
AMF-W2172OV6N	AMAZFIT	-	Amazfit Bip 3 Blue M60
AMF-W2176OV5N	AMAZFIT	-	Amazfit GTS 4 Mini Black M60

Products are integrated through some other services of sincronization. (PIM, Product Onboarding, Business Central). You can edit the description, category and brand if it is not well setup.

Brands

Patxira

Orders

Amazon & FBA

Pricing

Configuration

Product

Brand

Category

SKU Mapping

Users

Q Search

Brands

Export to csv

Add a new Brand

Name
AMAZFIT
AUTEL
BUDKUPS
CAVUS
CRICUT
DJI
DREAME
ECOFLOW
FITBIT
FLASHLED
GOOGLE
GYROOR
INFACE
INSTA360
KRUSH
MICHELIN
MINIBATT
OWLET CARE
PAX
REDFI

You can add, edit and delete Brand from this interface. This data will be use essentially in the PowerBI report.

Categorys

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Patxira

Orders

Amazon & FBA

Pricing

Configuration

Product

Brand

Category

SKU Mapping

Users

Search

Categories

Export to csv

Add a new Category

Name
ACCESSORIES
ACCESSORIES AUDIO
ACCESSORIES CHARGER
ACCESSORIES MOBILE
ACCESSORIES VAPE
BABY CARE
BEAUTY
COMPONENT
DEVICES P2
DEVICES P3.5B
DEVICES P3.5C
DEVICES P3B
DEVICES P3C
EMERGENCY LIGHT
HOVERBOARD
JUMP STARTER
PRESS
PRINTER
SEXUALITY

You can add, edit and delete Category from this interface. This data will be use essentially in the PowerBI report.

Users

Patxira

Orders

Amazon & FBA

Pricing

Configuration

SKU Mapping

Users

Search

Create User

Create and add another

Create

Email

test@kpsport.com

New password

.....

Repeat password

.....

Channel Alerts

ALIEXPRESS x FLASHLED x

Receive alerts for orders done on this channels of integration

Manage FBA

Manage price

Sale Channels

Amazon.es KP France x Amazon.uk KP France x

Manage pricings on sale channels

Manage users

Define the role the user will have in the application

- Email is required and unique
- New password and repeat password should be provide at creation and when you want to update it
- Channel alerts. Select the list of the sale channels for which the user will receive alerts by emails
- Manage FBA. Enable to get all Amazon & FBA section
- Manage price. Enable to add prices and manage promotions.
- Sale channels. List of sale channels for which the user will be able to manage price and promotions
- Manage users. The user can create new users.

## Errors

During synchronisation, some alerts can be sent by email to advice operators about the operations they should operate to

### Sku mapping

In the case, you received an error with SKU mapping error. the steps are :\

1. Find on Business central what is the real SKU
2. Connect to the application.
3. Go in the Sku mapping section
4. Add a new sku mapping. Put the sku used on marketplace and the one in Business central
5. Save.
6. Go to the order marked as Error of integration.
7. Click on Retry.
8. The Weborder is integrated. If you don't do the steps 6 to 8, a process would do it twice a day for you.

### Address length

If you received messages containing those information *The BC sale order WPV21-01103 corresponding to the weborder 8155312123395027 has been created with an address length of the street over 40 characters. Please modify it on Business central* The DHL connector has a restriction of 40 characters for the address section. A script try to reduce the address at the maximum but it happens that the limit is exceeded. In this case :

1. Find on Business central the sale order or the sale shipment if it is already created
2. Modify the delivery address to suit the limitation of 40 characters, keeping the essential information.

### Delay of treatment

If you received messages containing those information *Order AliExpress n°3017869929123012 (#53100) > Shipping should be processed in 30 hours for Order AliExpress n°3017869929123012 (#53100)* Some Business rules have been added to check the integration process.

Every sale order managed by 3PL should be invoiced in less than 24 hours

Every sale order managed by our own warehouse should be processed in the 30 hours after the purchase.

In this case, you need to analyse why the sale order was not processed. Reasons can be multiple (stock, tracking, problem of posting orders). In this case :

1. Find on Business central the sale order and check if it is released
2. Check the availability of the stock of all the lines
3. Check if the shipment has been done
4. Check if the carrier has the tracking information

## Delay of tracking

If you received messages containing those information *Order AliExpress n°3018294824139882 (#54539) has been sent with the invoice GFV22/0900124 but no tracking is retrieved. Please confirm tracking on ALIEXPRESS* The invoice is created in Business central and shipment also has been created. But no tracking code is available. Normally, in the process, we get the tracking code in the next 12 hours after the creation of the invoice.

In this case, you should investigate if there is some issues with tracking or with warehouse to resolve the issue. In the same time, you should add the tracking code on the marketplace of you get it to avoid any penalties.