











QUIVO

Shopify

Important Steps Before Connecting Your Shop

Feature	Details	Who Performs This Step?
<p> Order Import</p>	<p>The Connector will automatically fetch orders from your shop every 15 minutes.</p> <p>This can be activated starting from a specific date, including past dates.</p> <p>( <i>Note: If no Order Import date is specified, we will import ALL open orders.</i>)</p>	<p>Customer Care after Client's Request</p>
<p> Export Inventory</p>	<p>Our Connector will export inventory back to your Shop every hour.</p> <p>The stock level in your Shop will be updated, preventing your customers from booking out-of-stock items.</p>	<p>Customer Care after Client's Request</p>
<p> Missing SKUs in Connector</p>	<p>If you don't add your SKUs in Connector, your Orders will be marked as "Pending" and cannot be Processed.</p>	<p>Client</p>
<p> Client Order Cancellation</p>	<p>If you cancel an order in your Shop, this cancellation will not be reflected in the Connector.</p> <p>Orders need to be cancelled in Connector separately.</p>	<p>Client</p>

Feature	Details	Who Performs This Step?
 Location ID	<p>If you have multiple Location IDs in Shopify, you must specify the one used for Fulfillment with us. This Location ID must also be added in the Connector by our Agents. All orders will be completed in the designated Location ID, and inventory levels will be exported there.</p> <p>Your Responsibility: Ensure all articles are assigned to the correct location in Shopify. If you want to import only from a specific location, you let our Customer Care Team know about it.</p>	<p>Client and Customer Care</p>
 Multi Location Mode	<p>When enabled, inventory from specific warehouses can be mapped to corresponding Location IDs in Shopify.</p> <p>Example: Inventory from AT4 is exported to Location ID 62071603359, and inventory from DE1 is exported to Location ID 62071701663. Your Responsibility: Ensure all SKUs and articles are available in each assigned location to prevent discrepancies.</p>	<p>Client and Customer Care</p>
 Tags	<p>If you specify a tag in the shop page field, only orders with that tag will be imported; all others will be ignored.</p>	<p>Client and Customer Care</p>
 Require Shipping	<p>Applicable to SIY clients who need to differentiate between physical and digital goods.</p> <p>Enabled: The Connector ignores items that do not require shipping (e.g., digital products, tips), ensuring label creation is possible.</p> <p>Disabled: The Connector fetches weights for all products, leading to errors with non-physical goods.</p>	<p>Client and Customer Care</p>
 Inventory Interval	<p>Defines how frequently inventory levels are exported to Shopify. Default: Every hour. Optional: Every 5 minutes if you need a higher frequency.</p>	<p>Client and Customer Care</p>

Order Processing Configuration

To ensure that orders are correctly transmitted to Quivo and not automatically completed by Shopify, please verify the following setting in your Shopify Admin.

Navigate to: **Shopify Admin** → **Settings** → **Checkout** → **Order processing**

Scroll to the section → **After an order has been paid**

You will see the following options:

- *Automatically fulfill the order's line items*
- *Automatically fulfill only the gift cards of the order*
- *Do not automatically fulfill any of the order's line items*

✔ Please make sure the following option is selected:

Do not automatically fulfill any of the order's line items

Order processing

Change how your store responds to checkout and order events. [Learn about order processing](#) .

While the customer is checking out

- Use the shipping address as the billing address by default
Reduces the number of fields required to check out. The billing address can still be edited.
- Enable address autocompletion
Gives customers address suggestions when they enter their shipping and billing address.

After an order has been paid

- Automatically fulfill the order's line items
- Automatically fulfill only the **gift cards** of the order
- Do not automatically fulfill any of the order's line items

After an order has been fulfilled and paid

- Automatically archive the order
Fulfilled orders will be automatically removed from the open orders list.

Integration between Connector and Your Shopify Store

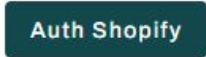
Pre-Requirements:

- ✓ There is a Seller in Connector.
- ✓ There is at least one active user (*logged in at least once and has created a password*)

Main Flow:

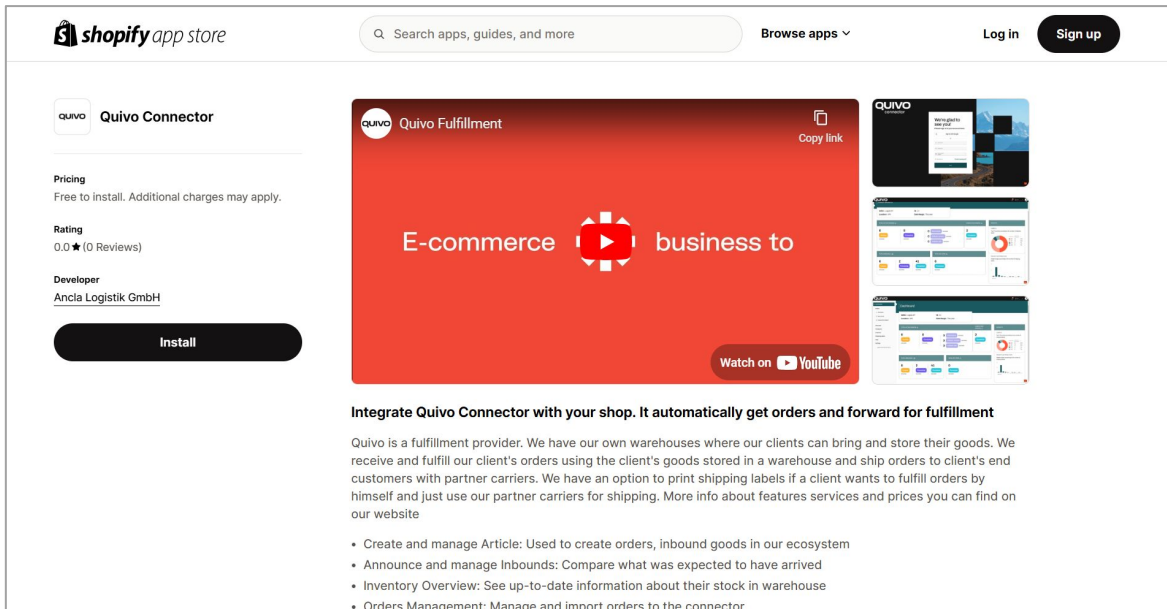
1. Navigate to the Shopify Auth Link

- A user of the seller accesses the link: <https://app.quivo.co/shops-oauth/shopify>
- Click on the “Auth Shopify” button.



2. Log in to Shopify & Install the App

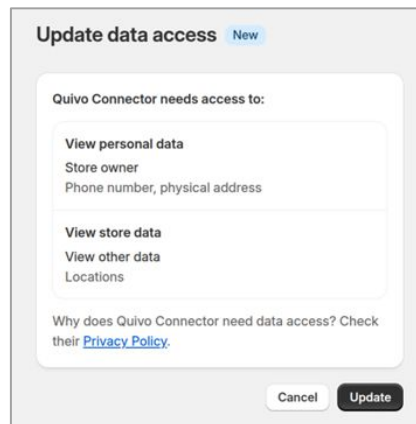
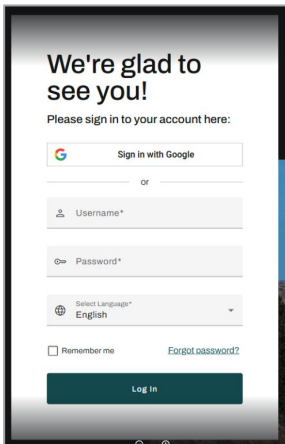
- Log in to the Shopify account (if required).
- The user is redirected to the Quivo Shopify app page.
- Click Install to proceed.



Integration between Connector and Your Shopify Store

3. Open the App & Return to Connector

- Once installed, open the app.
- Click the "Update" button to approve access for the app to your shop's "Location" info. Otherwise, it won't be possible to import/export orders to/from Connector.
- The app automatically redirects the user back to the Connector web app.



4. Verify Shop Creation & Configuration

- Log in to the Connector account (if required).
- A message appears confirming the shop was created and will be configured and activated soon.
- Click "OK" to proceed.

5. Final Redirection

- The user is redirected:
 - Dashboard, if you have a User role.
 - Shops List, if you have an Account Admin role.

✓ A Communication-Center Case is automatically created to inform our agents about the necessity to configure and activate the shop.

Done! Your integration is now set up!