

Table of Contents

1. Features	3
2. New user on-board	
2.1. Select Hub	6
2.2. Select Targets	8
2.3. Confirmation	8
2.4. Done	8
3. Configuration	9
3.1. Products	9
3.1.1. Attribute Mapping	10
3.1.2. Crons	11
3.1.3. Mass Sync	13
3.2. Orders	14
3.2.1. Shipment Mapping	15
3.2.2. Payment Mapping	16
3.3. Connections	17
3.3.1. Hub Configuration	17
3.3.2. Target Configuration	18
3.4. Update/Change Connection	20
3.4.1. Update Created connection information	20
3.4.2. Update Access Token	20
3.4.3. Attribute Mapping	20
3.4.4. Shipment Mapping	20
3.4.5. Payment Mapping	20
3.4.6. Delete	20
3.5. Platform Integration	21
3.5.1. ChannelAdvisor Integration	21
3.5.2. WooCommerce Integration	24
3.5.3. Magento 2	26
3.5.4. Shopify	28
4. Users	30
5. Notifications	31
6. Invoices	32

7. My Profile	33
7.1. My Details	33
7.2. My Cards	34

1. Features

iOmnic SAAS system offers the fastest way of launching your online store while saving the budget on your website design and development. SAAS Content Management Systems (SAAS) offer the ideal solution for launching your online business. The module provides real-time connectivity with multiple platforms (Shopify, Magento 2, ChannelAdvisor, Woocommerce) and fast updates. It also includes failover detection to ensure the integrity of your data. Its features are as follow:

Real Time Inventory Updates & Stock Synchronization

As soon as the customer places an order for a product, the product should be debited from the stock. Similarly, an item should be added in stock as soon as purchased from the supplier or manufactured. Apart from immediate sync of stock level, real time inventory also extends to tracking the inventory. For example AM for amazon – these prefixes can be user defined, the module then identifies the orders based on these prefixes and sends fulfillment details (shipping carrier, type and shipping details) back to the marketplace via ChannelAdvisor when the order is marked as complete or another user designated order status. You can map the shipping and billing methods to match your business needs so order importing and fulfillment updates are very flexible.

Order Management and Fulfillment

Orders flow from our system at a user designated interval (default 15 minutes). 15 minutes is advised by Ebay to be the required notification period of new orders from their marketplace. Orders are prefixed by a combination. Example AM for amazon – these prefixes can be user defined, the module then identifies the orders based on these prefixes and sends fulfillment details (shipping carrier, type and shipping details) back to the marketplace via the platform when the order is marked as complete or another user designated order status. You can map the shipping and billing methods to match your business needs so order importing and fulfillment updates are very flexible.

Variation Items Support

Both Configurable products and Grouped products will update as variation items with their child products associated. Create configurable and grouped products from variation items when products are imported.

2. User on-board

- To create an account, please select **Register** and enter your account name, email passwords and confirm passwords.
- Payment notification will be sent to registered email
- Able to add connection by using registered email



[Fogot Password?](#)



[< Back to Login](#)

REGISTER

Returning Users :

- You will need a verification code to login
- The verification code will be sent to your email
- Copy and paste the code from the email sent by WiseRobot to proceed.



Two Factor Authentication

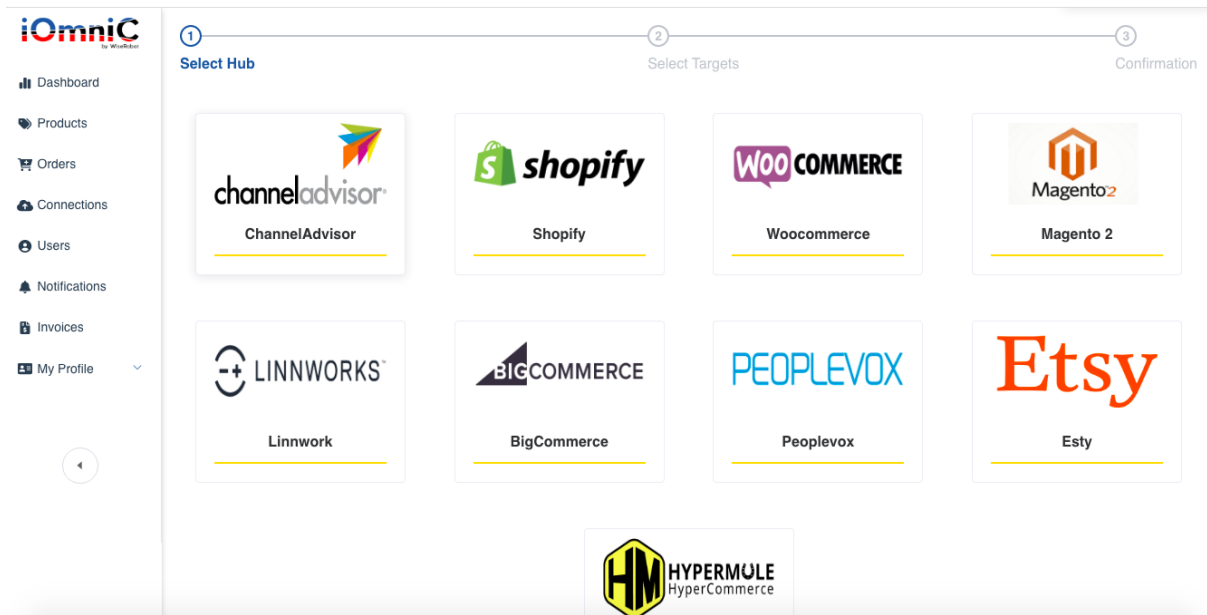
A verification code has been sent to your email

This code will be valid for 15 minutes.

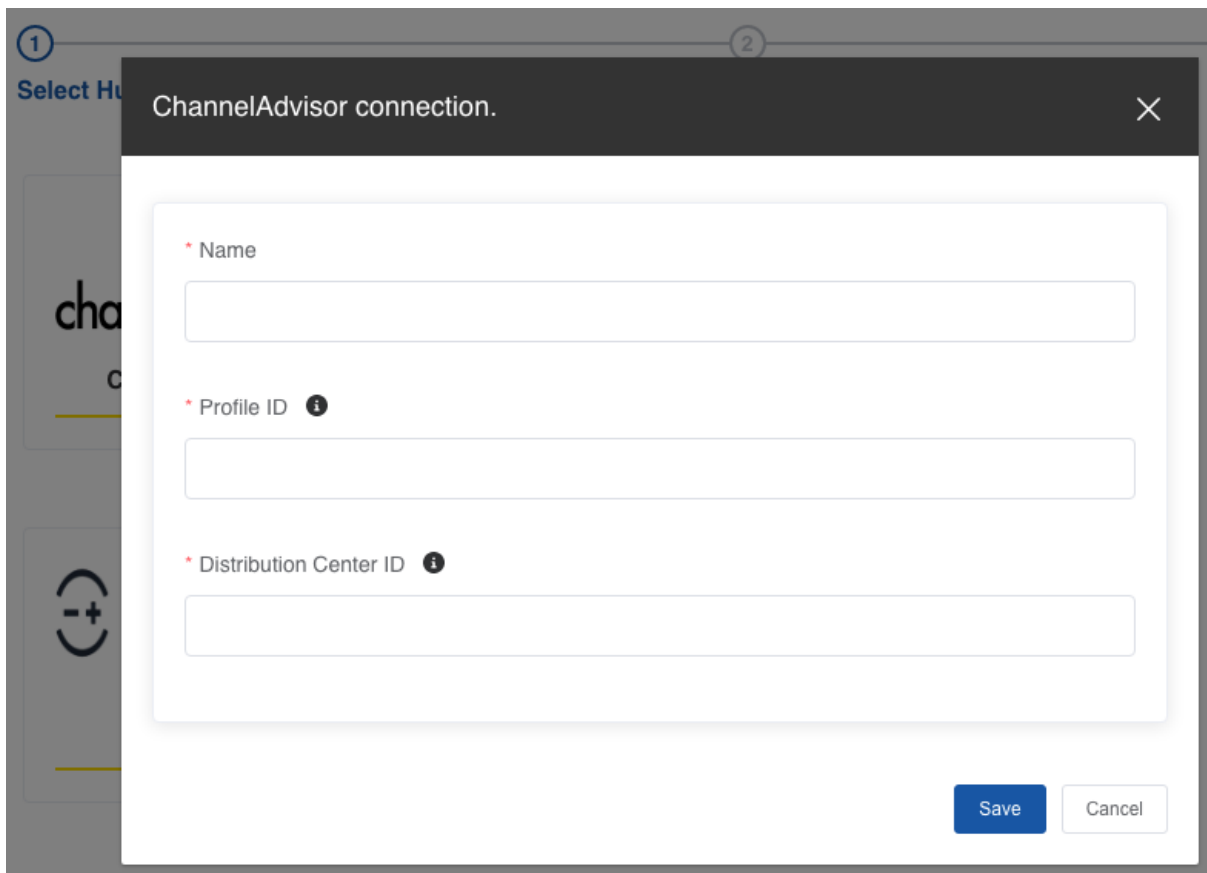
Didn't receive the verification code email? [Resend email](#) (26s)

2.1. Select Hub

Please select your desired hub for data to be sent from hub to target.



Enter the required information to set up your hub. If you have any inquiry on how to get your ID, please refer to [3.3](#) for the instructions. Example: ChannelAdvisor connection:



There will be a pop up page of your selected hub. (Shopify and ChannelAdvisor only). Please login your account and grant access for iOmniC to view and manage your orders and inventory. After updating the access token, select **Next Step** on Wiserobot IO.

*Note: You can only add **1 hub** on iOmniC. Please contact support@wiserobot.com for further support if you would like to set up additional hubs.*

login.channeladvisor.com/?redirectUrl=https%3a%2f%2fapi.channeladvisor.com%2foauth2%2fauthorize%3fcli...

Need help? Visit the Knowledge Center.

Product Help


Find how-to articles, strategies, and tips

[VIEW HELP](#)

What's New

Discover the latest features and enhancements

[LEARN WHAT'S NEW](#)



Log In

Email

Password

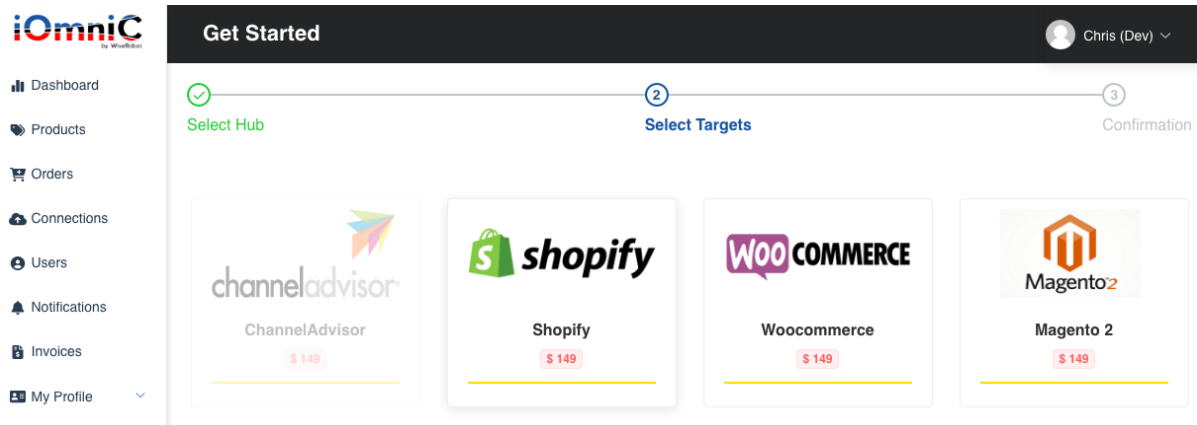
[Log In](#)

[Forgot your password?](#)

2.2. Select Targets

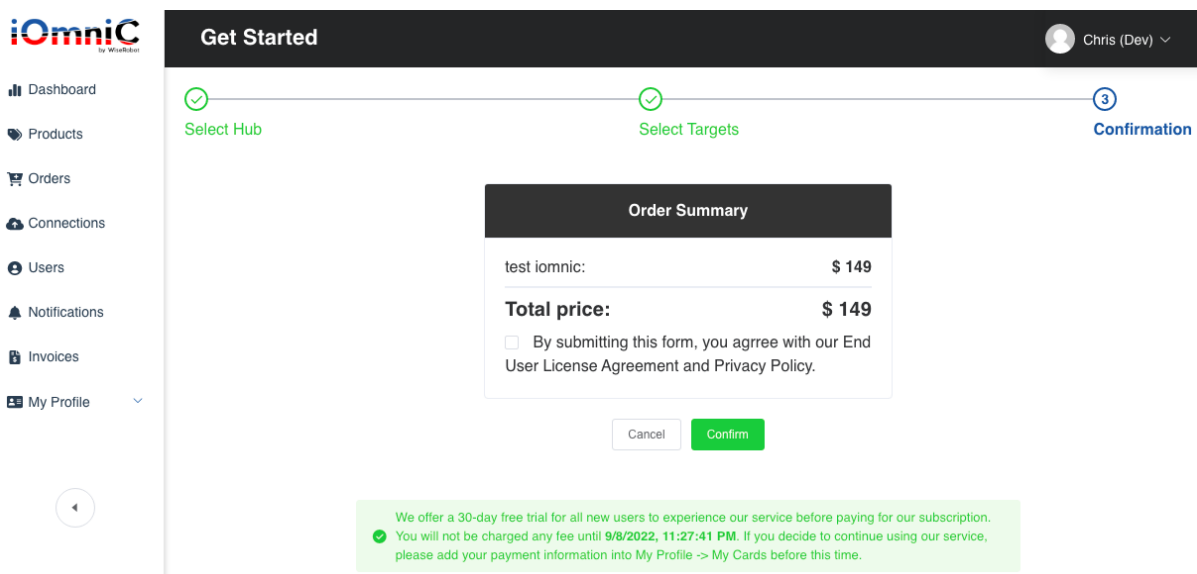
Please select your target for data to be sent from the hub. You can select multiple targets.

You will be entitled for a **discount** for each subsequent target if you subscribe on the same platform.



2.3. Confirmation

After selecting your target, please tick the checkbox to agree to the **End User License Agreement and Privacy Policy** and **confirm**.



2.4. Done

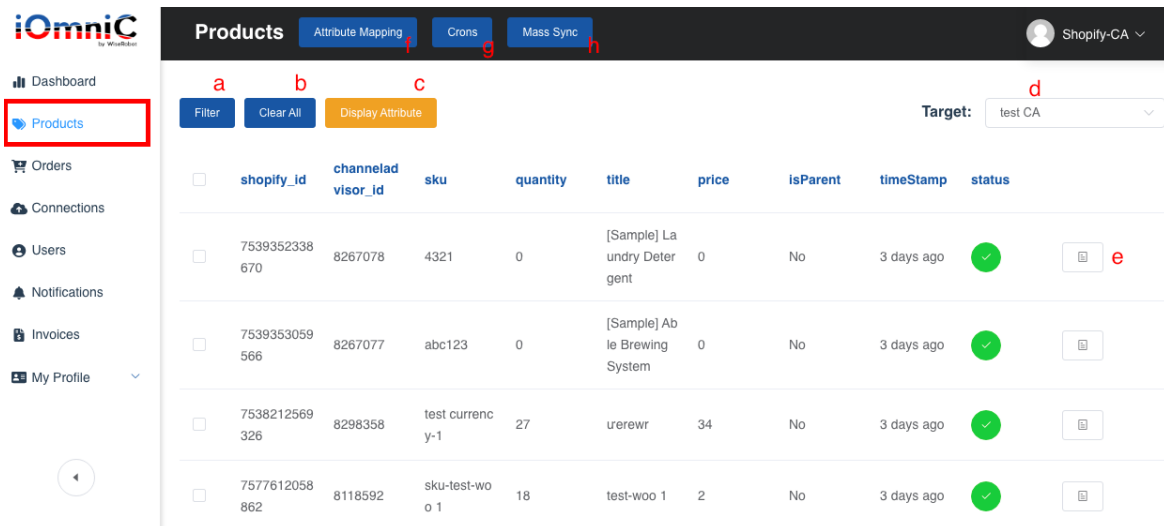
- You have successfully set up a hub and target. We offer a 30-day free trial for all new users to experience our service before paying for our subscription.

3. Configuration

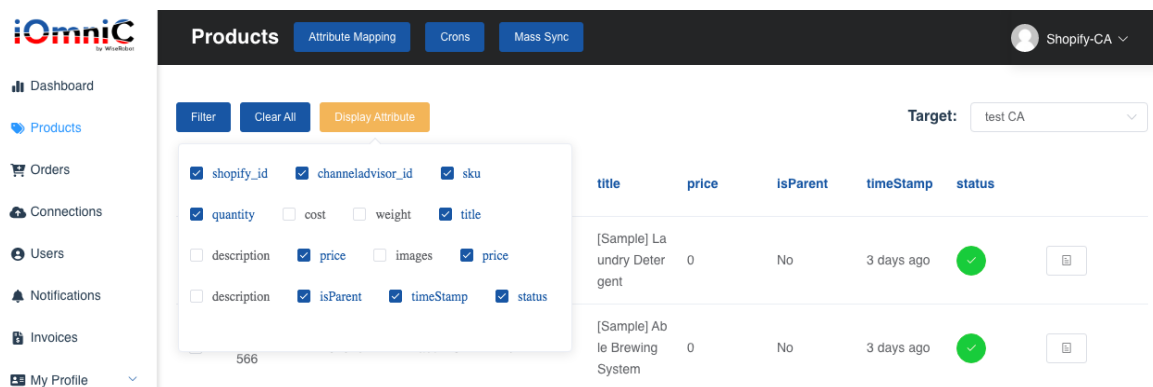
The configuration can be seen from the sidebar which includes these main categories: **Products**, **Orders**, **Connections**, and **Users**. It allows users to select and perform settings as required.

3.1. Products

To access this menu, press the **Products** option in the sidebar. In this menu, user will be able to see the list of products in the catalog.



- a. **Filter** : button can be used to search products according to their SKU / Title
- b. **Clear All**: Deselect all selected products
- c. **Display attribute**: select the checkbox to view the attributes and attributes will be displayed accordingly in the table of products.



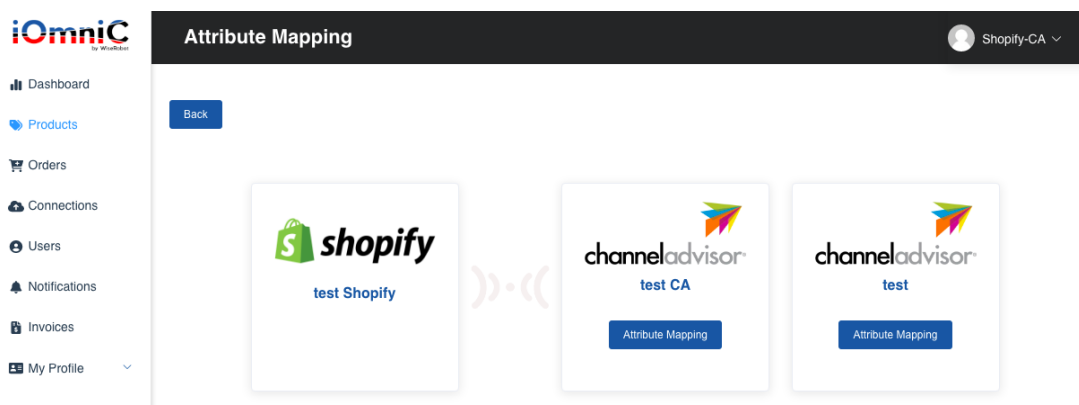
- d. **Target**: Find products based on your Target's data

- e. **View product Info** : click on the **Detail** icon on the right side of the table to view the information of certain products.

- f. **Attribute Mapping** - Click to access the Attribute Mapping function. Refer to [3.1.1](#) for more info.
- g. **Crons** - Click to access the Crons function. Refer to [3.1.2](#) for more info.
- h. **Mass Sync** - Click to access the Attribute Mapping function. Refer to [3.1.3](#) for more info.

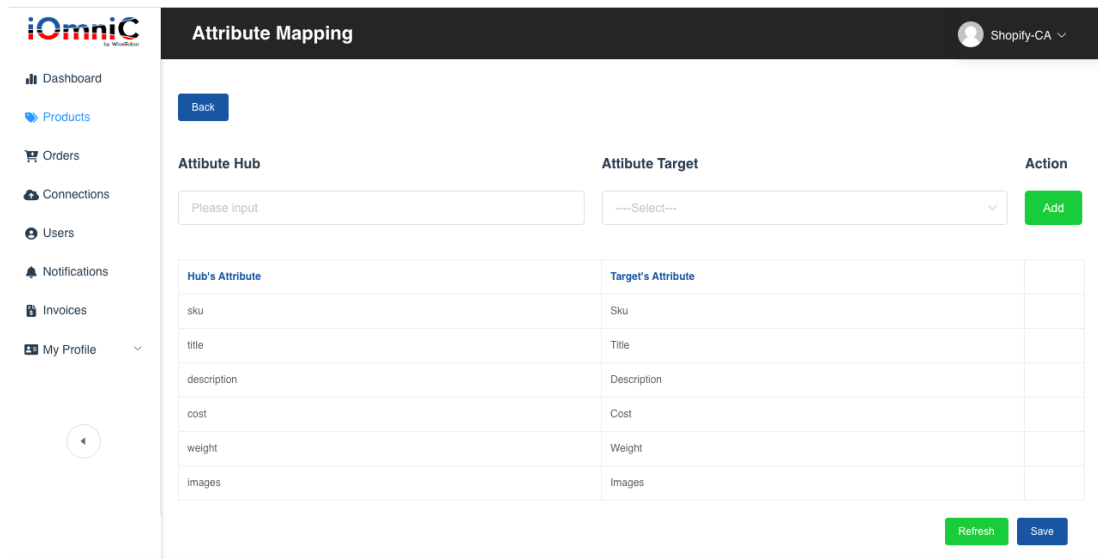
3.1.1. Attribute Mapping

This config lets the user add the attribute mapping they need to sync across platforms. Click on **Attribute Mapping** on an existing account to bring up the current mapping list. This function can also be accessed from **Connections**.



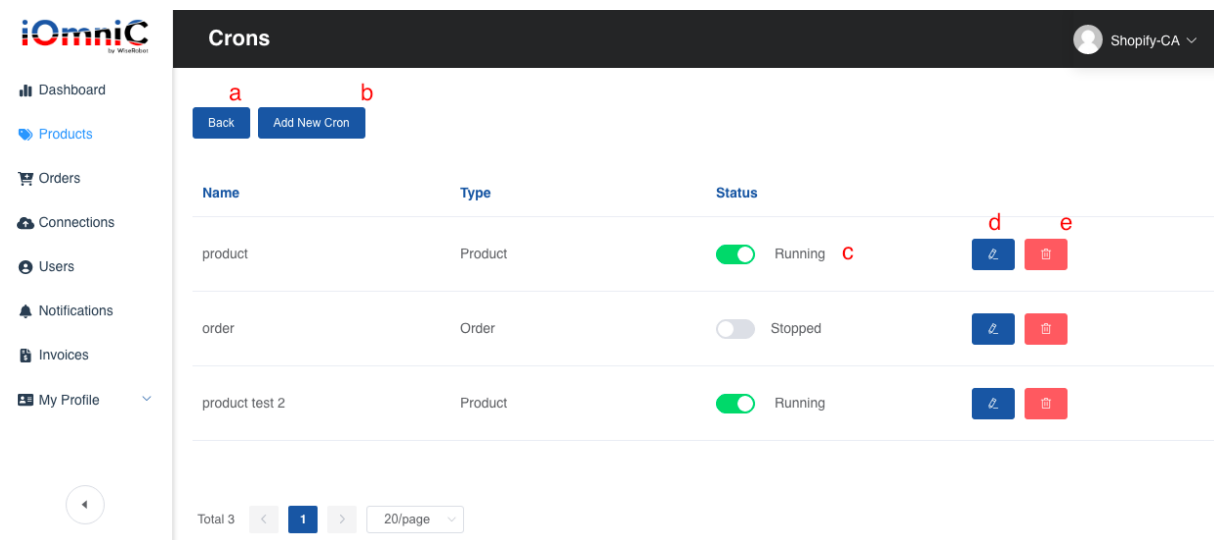
User can add a mapping by filling in the **Attribute Hub** and selecting its corresponding target from **Attribute Target** list, then pressing the **Add** button. Once the user has finished adding attributes, they need to press **Save** to finalize the changes. The change may not reflect immediately upon saving, user may click on **Refresh** to view the updated attribute list.

If an attribute is a custom attribute, a **red trash icon** will appear to the attribute allowing the user to delete them when necessary. The default attributes (such as SKU, Title, etc.) cannot be removed.



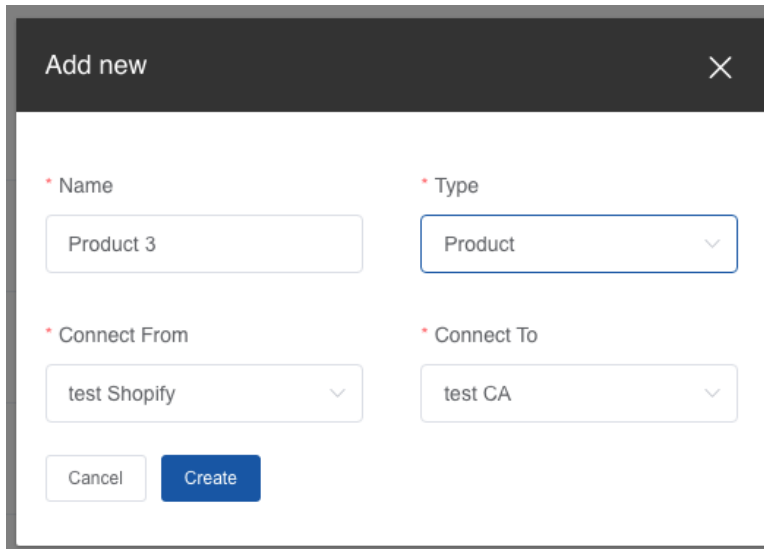
3.1.2. Crons

This option allows user to add a cron to manage the sync process.



- a. **Back** - Returns user to Product page.

- b. **Add New Cron** - Click to add a new cron, select the type to update (Product/Order) followed by specifying the connection points.



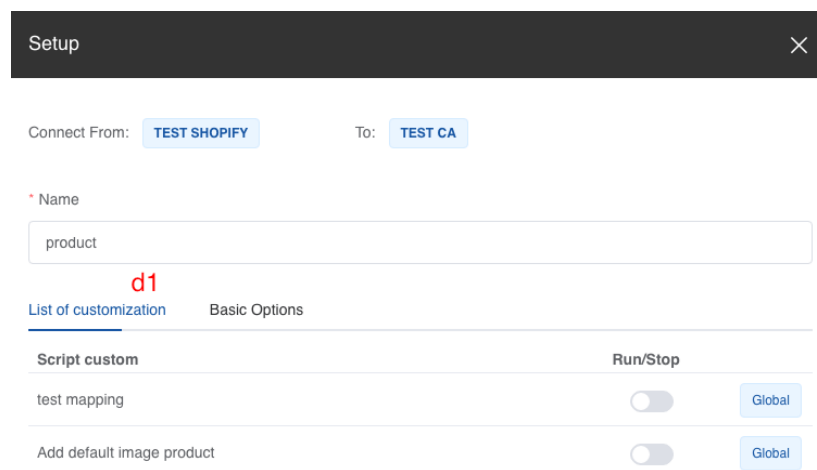
The 'Add new' dialog box is shown with the following fields and values:

- Name:** Product 3
- Type:** Product
- Connect From:** test Shopify
- Connect To:** test CA

Buttons: Cancel, Create

- c. **Status** - Toggle to turn on/off an existing cron.
- d. **Setup** - click on the *pencil* icon on the right side of the table to edit the information of certain products. Then click on **Update** button to update the product's info.

d1. User can toggle the activation of custom scripts via the **List of Customization** tab.



The 'Setup' dialog box displays the following configuration:

- Connect From:** TEST SHOPIFY
- To:** TEST CA
- Name:** product
- Tab:** List of customization

Script custom	Run/Stop
test mapping	<input type="checkbox"/> Global
Add default image product	<input type="checkbox"/> Global

d2. User can configure the basic sync options (time interval, sync mode, include/exclude images, and allow/block product creation) in the **Basic Options** tab.

The screenshot shows a 'Setup' dialog box with a dark header and a close button (X). Below the header, it displays 'Connect From: TEST SHOPIFY' and 'To: TEST CA'. A text input field labeled '* Name' contains the word 'product'. Below this is a section titled 'List of customization' with a sub-tab 'Basic Options' and a red 'd2' icon. A 'Time cycle run (minutes)' spinner control is set to 5. A group of three dropdown menus is shown: 'Sync Mode' (set to 'Product info and Quantity'), 'Sync images' (set to 'Yes'), and 'Allow to create product' (set to 'Yes'). At the bottom, there are 'Cancel' and 'Update' buttons.

e. **Delete** - Select the red *Trash Icon* to remove an existing cron.

3.1.3. Mass Sync

This function allows user to initiate a mass sync of their products, upon confirmation, the mass sync process will begin in the background without further input.



3.2. Orders

To access this menu, press the **Orders** option in the sidebar. In this menu, user will be able to see the list of orders in the catalog and it's related information.

Target Order ID	Hub Order ID	Target Name	Status	Number Of Retry	Timestamp
2015475		test CA	✗	10	5 days ago
2003512		test CA	✗	10	5 days ago
2016353	4884708950254	test CA	✓		6 days ago
2016325	4884689912046	test CA	✓		6 days ago
2004255	4850416943342	test CA	✓		25 days ago
2003649	4848590979310	test CA	✓		26 days ago
2003505	4848492544238	test CA	✓		26 days ago
2002422	4847691923694	test CA	✓		27 days ago

a. **Order Details** - User can see the full information for each order by clicking on the list icon.

Order Detail ✕

Target Order ID:	20154752015475	Hub Order ID:	
Date created:	7/25/2022, 10:21:43 AM	Currency:	GBP
Shipping Method:		Payment Method:	

Products

SKU	Item Price	Quantity	Row Total
ALT-ERES-15ST	12.50	1	12.50

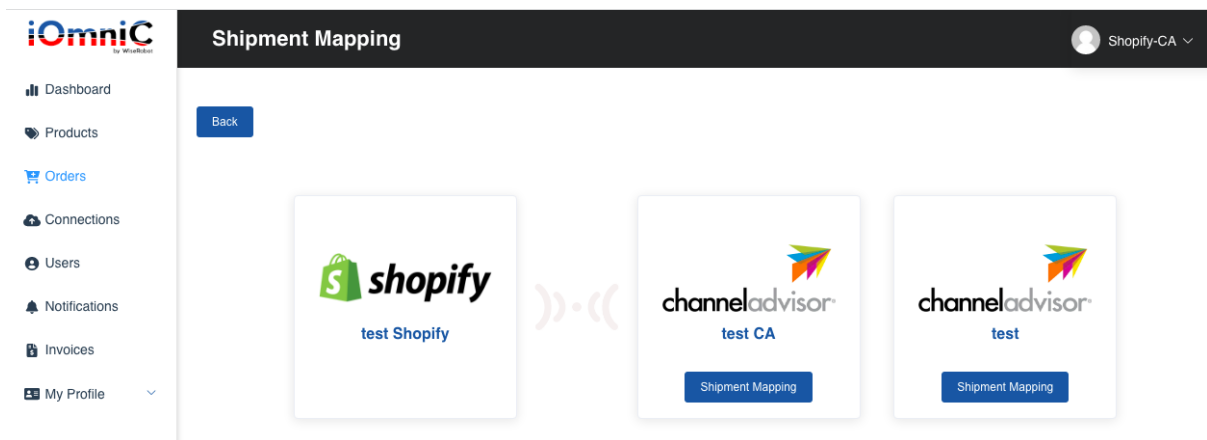
Price

Shipping:	0.00	Tax:	1.14	Total:	12.50
------------------	------	-------------	------	---------------	-------

- b. **Shipment Mapping** - Click to access the Shipment Mapping function. Refer to [3.2.1](#) for more info.
- c. **Payment Mapping** - Click to access the Payment Mapping function. Refer to [3.2.2](#) for more info.
- d. **Crons** - Click to access the crons function. Refer to [3.1.2](#) for more info.

3.2.1. Shipment Mapping

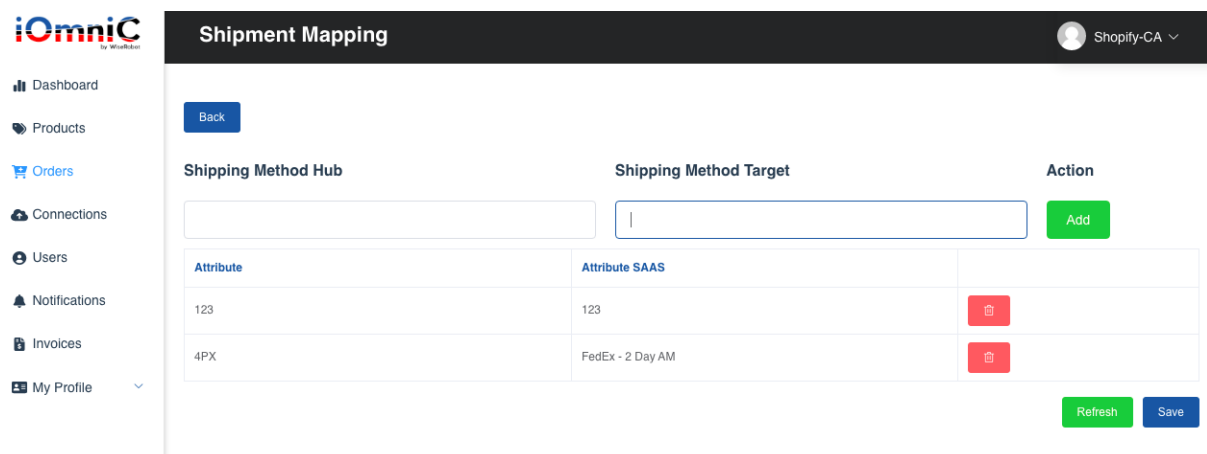
Used for mapping a ChannelAdvisor Shipping Method with its corresponding Shopify Shipping Method. Click on **Shipment Mapping** on an existing hub/account to bring up the current mapping list. This function can also be accessed from the **Connections** page.



User can add a mapping by filling in the **Shipping Method Hub** and **Shipping Method Target** field, then pressing the **Add** button.

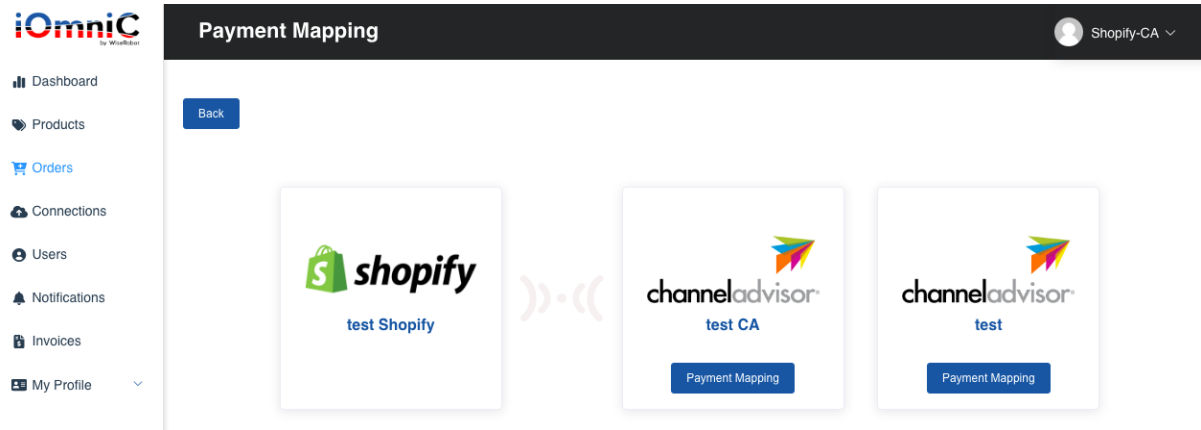
Once the user has finished adding the mapping, press **Save** to finalize the changes. User can also delete an existing mapping by clicking on the **red trash icon** beside the mapping.

The change may not reflect immediately upon saving, user may click on **Refresh** to view the updated list.



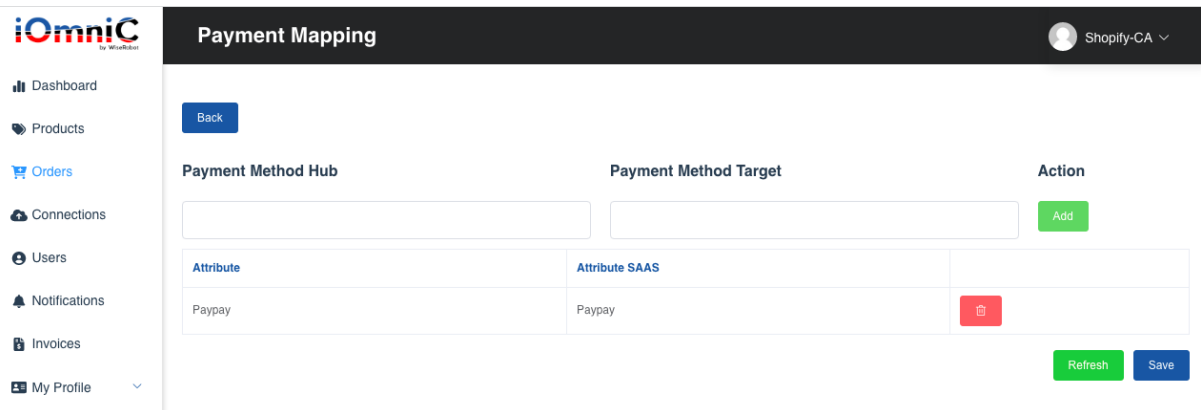
3.2.2. Payment Mapping

Used for mapping a ChannelAdvisor Payment Method with its corresponding Shopify Payment Method. Click on **Payment Mapping** on an existing hub/account to bring up the current mapping list. This function can also be accessed from the **Connections** page.



User can add a mapping by filling in the **Payment Method Hub** and **Payment Method Target** field, then pressing the **Add** button. Once the user has finished adding the mapping, press **Save** to finalize the changes. User can also delete an existing mapping by clicking on the **red trash icon** beside the mapping.

The change may not reflect immediately upon saving, user may click on **Refresh** to view the updated list.



3.2.3. Crons

This option allows user to add a cron to manage the sync process similar to that of the product page. Please refer to [3.1.2](#) for more information.

3.3 Connections

The connection allows users to add multiple platforms such as Shopify, Magento 2, ChannelAdvisor, Woocommerce and BigCommerce. Users can connect each store view so you can keep all your ecommerce accounts in synchronization. The store view attribute data will be used to send to the account you connect to.

- On the sidebar, select **Connections**

3.3.1. Hub Configuration

- You will be asked to set up a hub once you register an account.
- You will be asked to pick targets as well but you may add more later.
- However, you can only have 1 hub for each account.
- Then, click on the “Next Step” button to proceed to payment.

*Note: You can only add **1 hub** on Wiserobot IO. Please contact support@wiserobot.com for further support if you would like to set up additional hubs.*

The image displays two screenshots of the iOmniC user interface during the connection setup process.

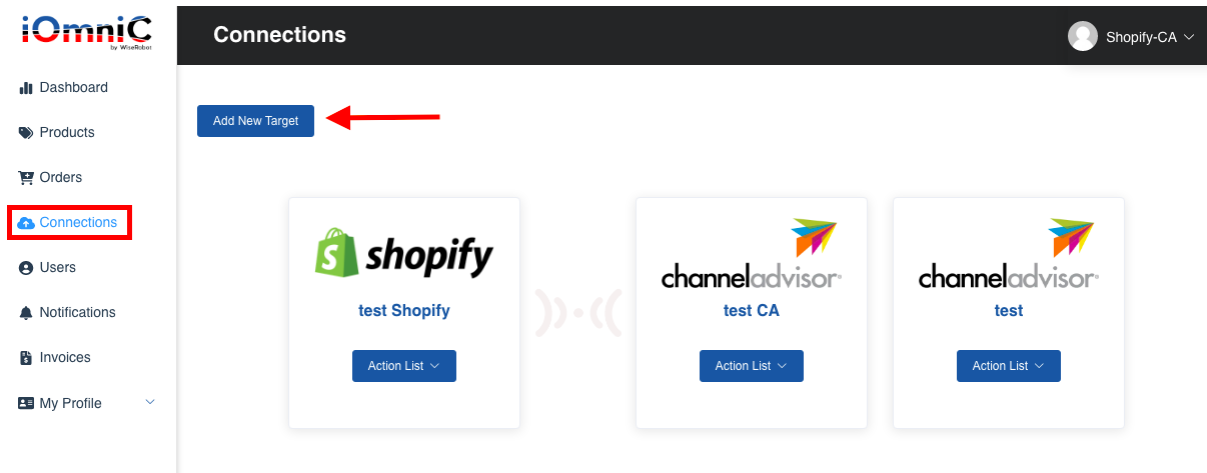
Top Screenshot: Select Hub

- Progress Bar:** 1. Select Hub (active), 2. Select Targets, 3. Confirmation.
- Available Hubs:** ChannelAdvisor, Shopify, Woocommerce, Magento 2, Linnwork, BigCommerce, Peoplevox, Etsy, and HYPERMULE HyperCommerce.
- Sidebar:** Dashboard, Products, Orders, Connections, Users, Notifications, Invoices, My Profile.

Bottom Screenshot: Select Targets

- Header:** Get Started, Chris (Dev) (user profile).
- Progress Bar:** 1. Select Hub (completed), 2. Select Targets (active), 3. Confirmation.
- Selected Hub:** ChannelAdvisor (highlighted with a green checkmark and a price tag of \$149).
- Available Targets:** Shopify, Woocommerce, and Magento 2 (each with a price tag of \$149).
- Sidebar:** Dashboard, Products, Orders, Connections, Users, Notifications, Invoices, My Profile.

3.3.2. Target Configuration



- To add additional Target connection between iOmniC and (ie: Shopify) , go to Connection on sidebar -> click “**Add New Target**”-> select your connection ie: Shopify-> input the required information to connect correctly to the CA store

1 Select Hu

2

Shopify connection. X

* Name

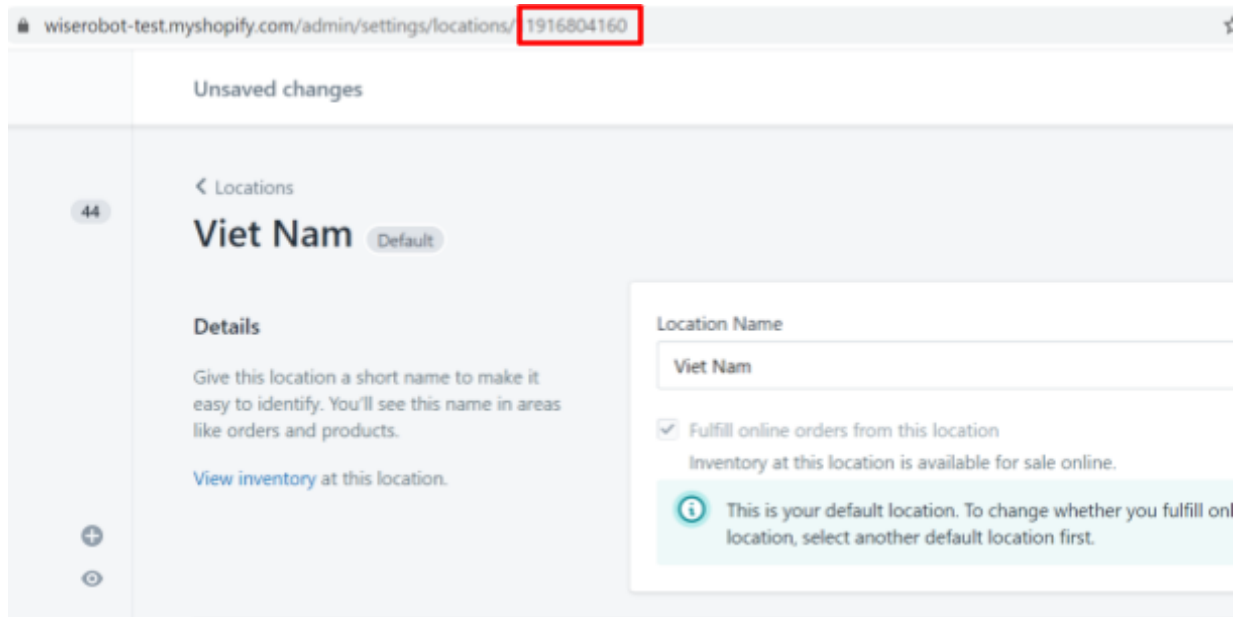
* Store Address ⓘ

* Location ID ⓘ

Save Cancel

- Name : Input a name for your connection
- Store address: Your Shopify Store URL (For example: wiserotest.myshopify.com). Enter the store name according to the requirement as shown in picture above.

- Location ID:
 - o From your Shopify admin dashboard, navigate to Settings > Locations.
 - o Select the desired location to see its details.



- o On the detail page, the Location ID will be in the URL of the page, as shown in the illustration below.

- Click Save

3.4. Update/Change Connection

*To make changes/update connections, hover over to the Hub/Target's **Action list** dropdown to make changes.*

3.4.1. Update (For created connection information)

- Under the Action List, select "Update" to make changes.
- Make changes to the connection detail then click "Save"

3.4.2. Update Access Token

- To update access Token, select the "Update access token" from the Action List dropdown
- A pop up page will appear, log in to the website accordingly
- Select Grant Access, then you're done!

3.4.3. Attribute Mapping

This will bring out the Attribute Mapping function. Please refer to [3.1.1](#) for details.

3.4.4. Shipment Mapping

This will bring out the Shipment Mapping function. Please refer to [3.2.1](#) for details.

3.4.5. Payment Mapping

This will bring out the Payment Mapping function. Please refer to [3.2.2](#) for details.

3.4.6. Delete

- Click "Delete" remove the created connection
- A warning pop up menu will appear to confirm the delete action, click on OK to proceed on deleting action

3.5 Platform Integration

3.5.1. ChannelAdvisor Integration

- To add a connection between iOmniC and ChannelAdvisor, on the “Add” button on the connection page

Add new connection. ×

Select Connection

ChannelAdvisor

* Name

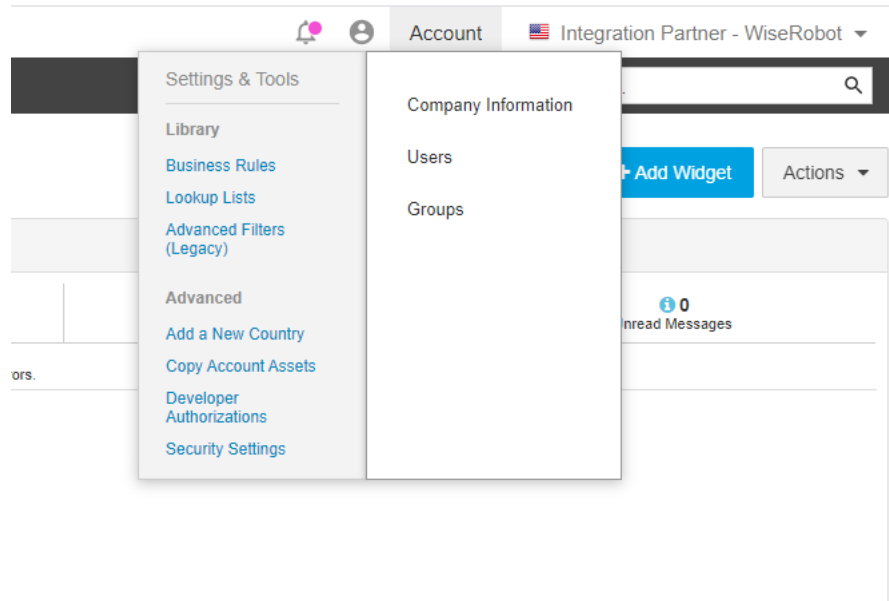
* Profile Id

* Distribution Center Id

Save Cancel

- Select ChannelAdvisor as connection
- Name Connect: Input a name for your connection
- Profile ID:

- From the CA account admin dashboard, navigate to Account > Advanced -> Developer Authorizations



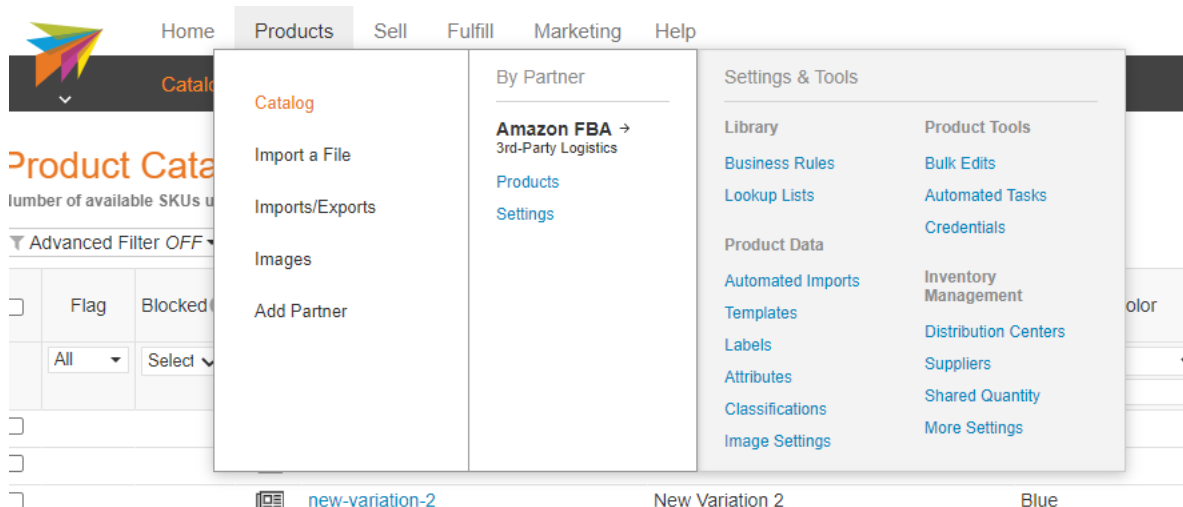
- From the account list, find the Profile ID of the account you would like to connect with iOmniC.

Developer Authorizations

Account	Profile ID
Integration Partner - WiseRobot	12012197
WiseRobot UK	12030967

- Distribution Center ID

- From the CA account admin dashboard, navigate to Products > Inventory Management -> Distribution Centers.

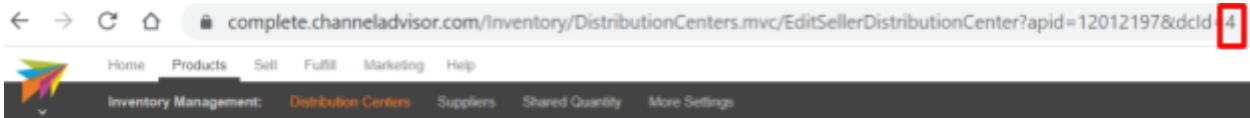


- Select the Distribution center you would like to connect with iOmniC

Distribution Centers (DC) Setup Priority

Name ↑	Code	DC Type	Status	Actions	Co
Contains	Contains				Contains
Search...	Search...				Search...
DC UK	DC_UK	Warehouse		Delete	
WISE TEST	WISE	Drop Ship		Delete	
WiseRobot Global	WR-Global	Warehouse		Delete	
WiseRobot Holdings Limited - Sheung Wan	Sheung Wan	Warehouse	✓ Default		

- On the detail page, the Distribution Center ID will be in the URL of the page, as shown in the illustration below.



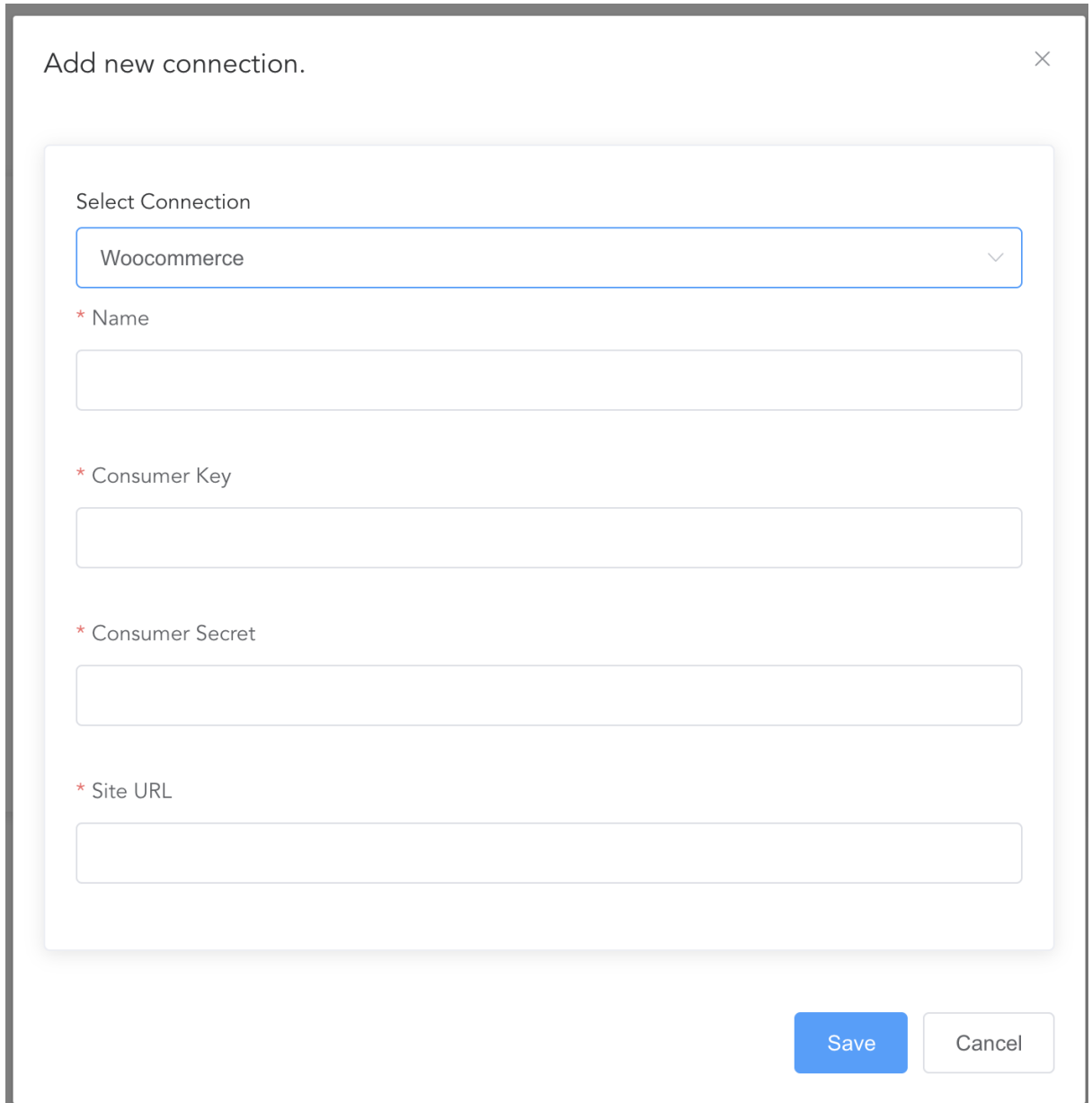
Edit Distribution Center (DC): "DC UK"

Basic Info

* Distribution Center Name:	<input type="text" value="DC UK"/>
* Distribution Center Code:	<input type="text" value="DC_UK"/> <small>Code may not be changed after creation.</small>
* Distribution Center Type:	<input type="text" value="Warehouse"/>
* Address 1:	<input type="text" value="29-nha trang"/>
Address 2:	<input type="text"/>
* City:	<input type="text" value="los angeles"/>
* State or Province:	<input type="text" value="California"/>
* Postal Code:	<input type="text" value="92000"/>
* Country:	<input type="text" value="United States"/>

3.5.2. WooCommerce Integration

- To add a connection between iOmniC and WooCommerce, click “Add Connection”-> select “Type” as Woocommerce -> input the required information to connect correctly to the Woocommerce store



The screenshot shows a modal dialog box titled "Add new connection." with a close button (X) in the top right corner. Inside the dialog, there is a section titled "Select Connection" with a dropdown menu currently set to "Woocommerce". Below this, there are four required input fields, each marked with a red asterisk (*):

- * Name: An empty text input field.
- * Consumer Key: An empty text input field.
- * Consumer Secret: An empty text input field.
- * Site URL: An empty text input field.

At the bottom right of the dialog, there are two buttons: a blue "Save" button and a white "Cancel" button with a grey border.

- Name Connect: Input a name for your connection
- Consumer Key, Consumer Secret: Consumer Key and Consumer Secret are included in the API Key. In order to generate an API please refer to the following manual: <https://docs.woocommerce.com/document/woocommerce-rest-api/>.
- Site URL: Input the URL of your WooCommerce store
- Click Save and exit

- Update Connection: Under WooCommerce Action List drop down -> select Update

Woo connection. ×

Select Connection

WooCommerce

* Name

Woo

* Consumer Key

ck_0a7a098afca18d98d1e63d371e92644cf40f8d3e

* Consumer Secret

cs_500bed19f90cd4384984eb72460b5155a793509b

* Site URL

https://woo.wiserobot.space/

Save Cancel

- Make changes to the connection detail then click "Save"

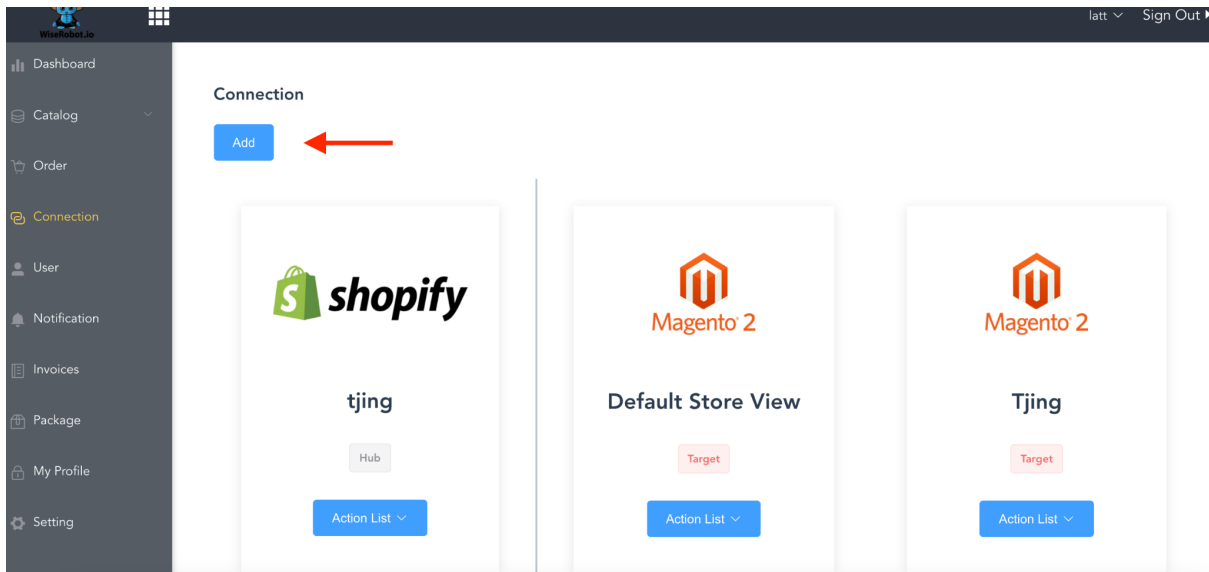
To update Mapping Attribute, Payment, Shipping:

- Please refer to section [3.4.3.](#) above

Delete Connection

- Click to remove the created connection
- Click Save Changes

3.5.3. Magento 2



- To add a connection between iOmniC and Magento 2, click “Add” button under connection -> select “Type” as Magento 2 -> input the required information to connect correctly to the Magento 2 store

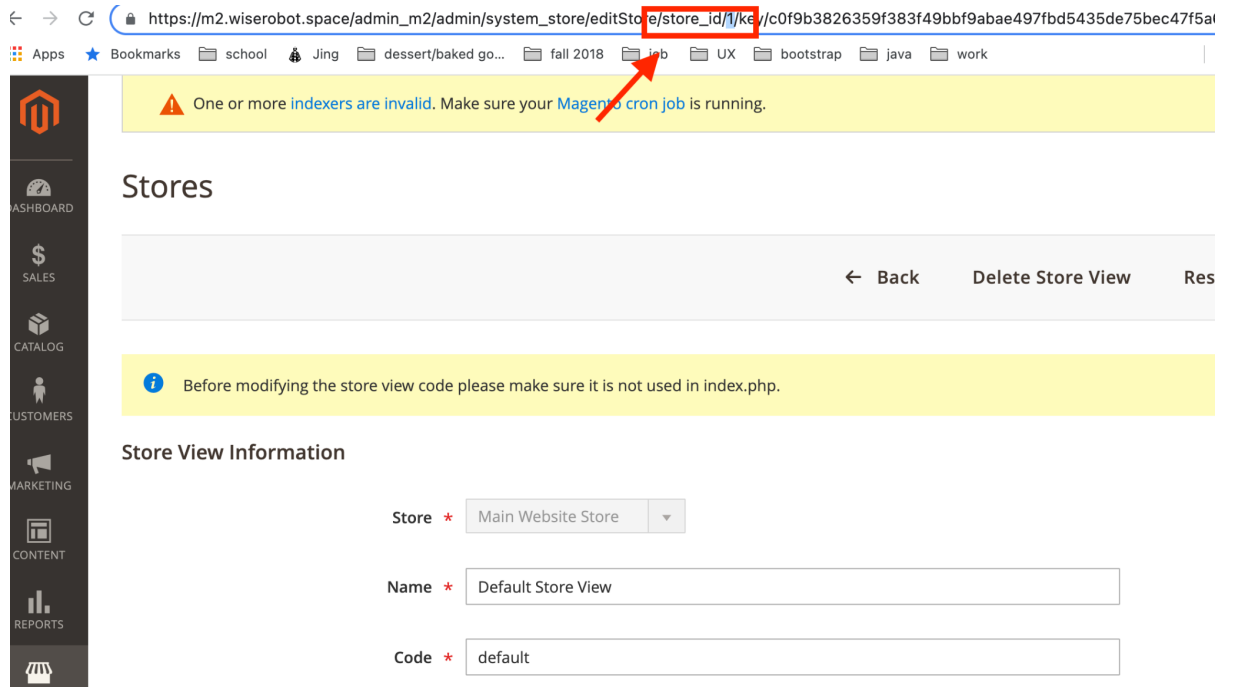
The image shows a modal dialog box titled 'Magento 2 connection.' with a close button (X) in the top right corner. The dialog contains four required input fields, each marked with an asterisk (*):

- Name:** The input field contains the text 'trong'.
- Site URL:** The input field contains the text 'https://m2.wiserobot.space/'.
- Access Token:** The input field contains the text '9zsonryft91h6m8jei5p23rs06ys6ygg'.
- Store ID:** The input field contains the text '1'. Below this field, a red error message reads 'Please input Store ID'.

At the bottom of the dialog, there are two buttons: a blue 'Add' button and a white 'Cancel' button with a grey border.

- Name Connect: Input a name for your connection
- Site URL: Input the URL of your Magento 2 store

- Access Token: In order to generate access token please refer to the following manual: <https://devdocs.magento.com/guides/v2.3/get-started/authentication/ga-authentication-oauth.html>
- Store ID can be found on Magento -> Stores -> All stores -> *select your store view*. Store ID will appear on the URL



- Click Add once everything has filled up.

To Update Connection: Under Magento Action List drop down -> select Update

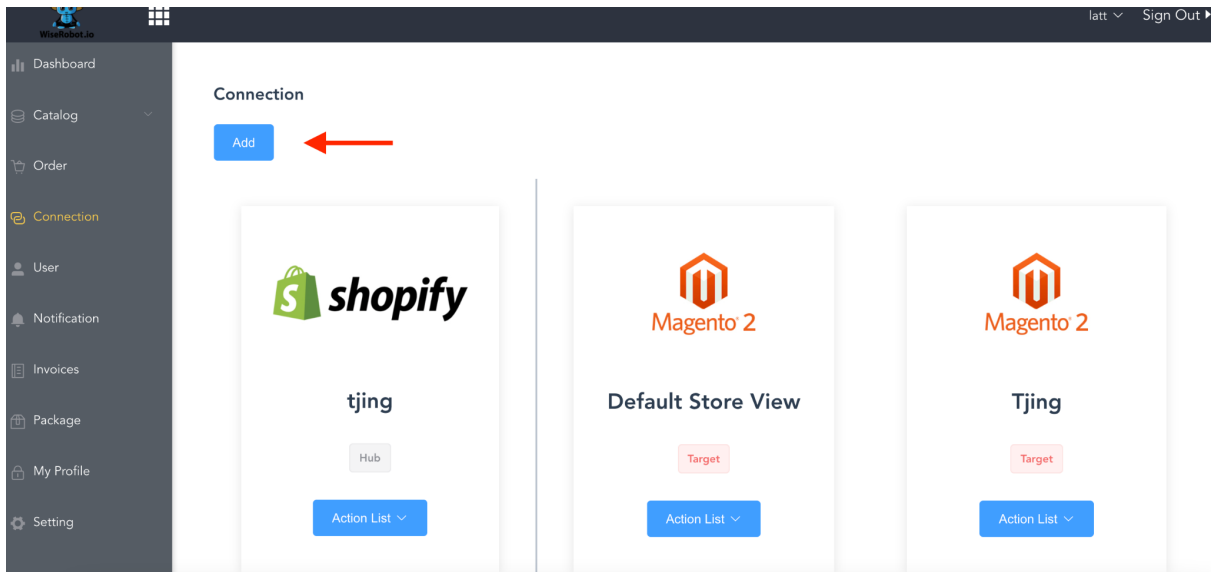
To update Mapping Attribute, Payment, Shipping:

- Please refer to section [3.4.3](#). above
- The added mapping now should be shown in “Table”. You can also remove it by clicking the trash icon
- After finishing your change, click “Save Changes”.
- Notes: To synchronize variations data from Magento 2 to a platform or vice versa, both variations mapping of Magento 2 with iOmniC are necessary.

Delete Connection

- Click to remove the created connection
- Click Save Changes

3.5.4. Shopify



- To add a connection between iOmniC and Shopify, click “Add” button under connection -> select “Type” as Shopify -> input the required information to connect correctly to the Shopify store

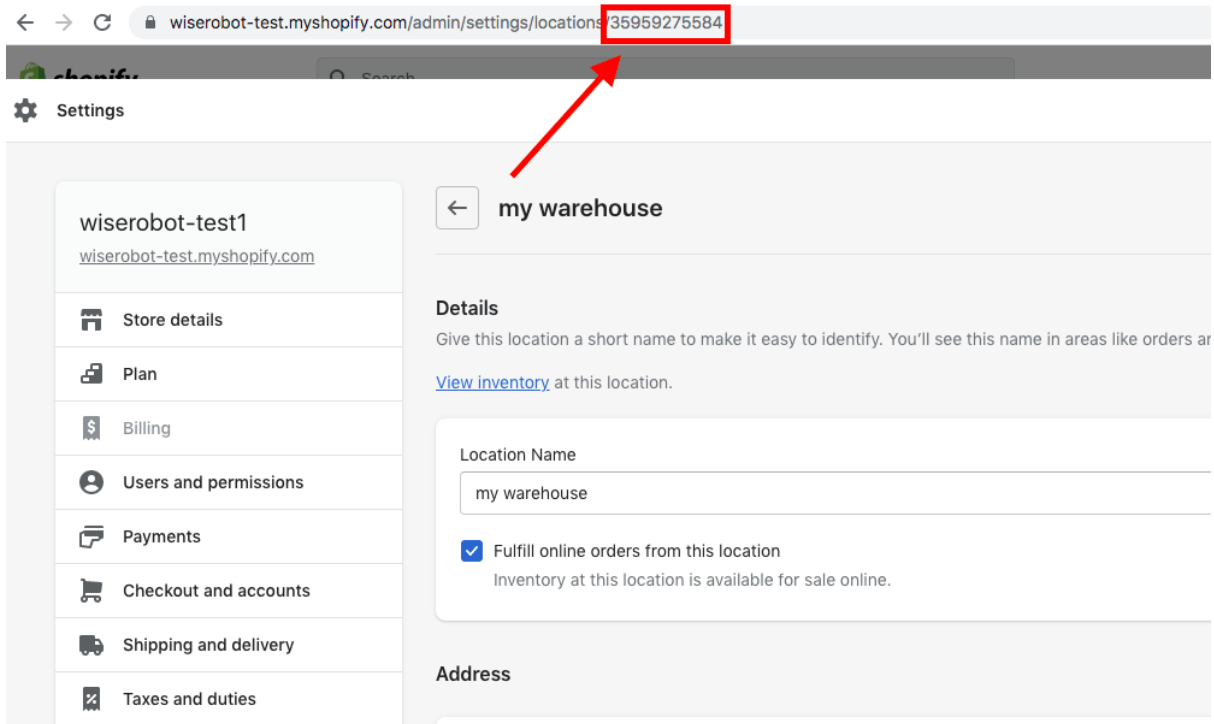


* Name

* Store Address ⓘ

* Location ID ⓘ

- Name: Input a name for your connection
- Store Address: Enter the store name specified in your Store URL (Eg. if your store URL is https://storename.myshopify.com, please enter “storename”)
- Location ID: From your Shopify admin dashboard, navigate to **Settings > Locations**. Select the desired location to see its details. On the detail page, the Location ID will be in the URL of the page.



- Click “Save” once all information has been filled.

To Update Connection: After the information has been saved, navigate to Shopify **Action List** drop down and select **Update Access Token**.

To update Mapping Attribute, Payment, Shipping:

- Please refer to section [3.4.3](#). Above.

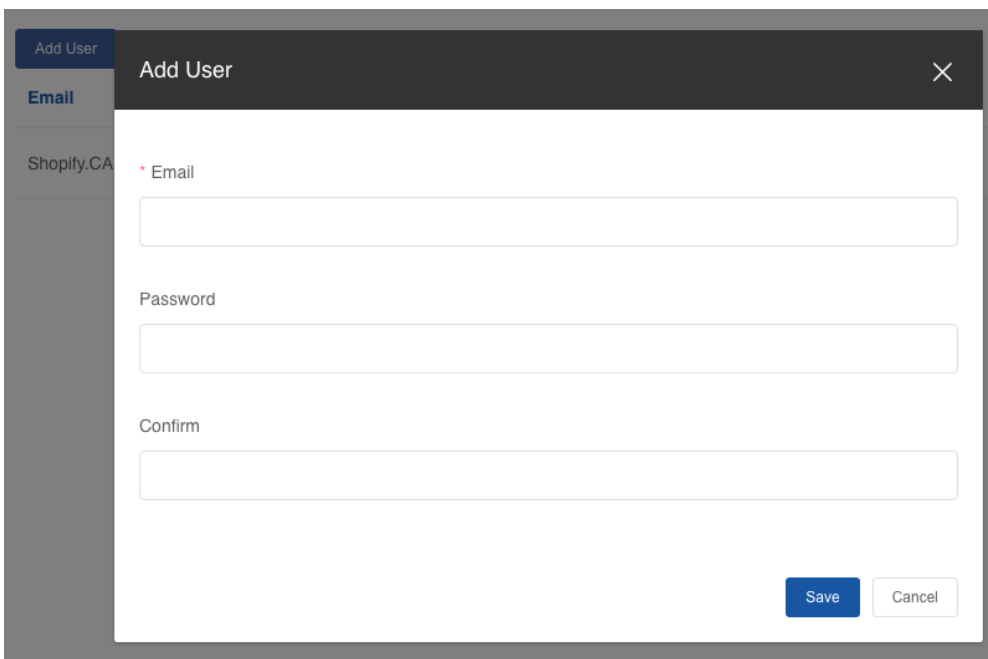
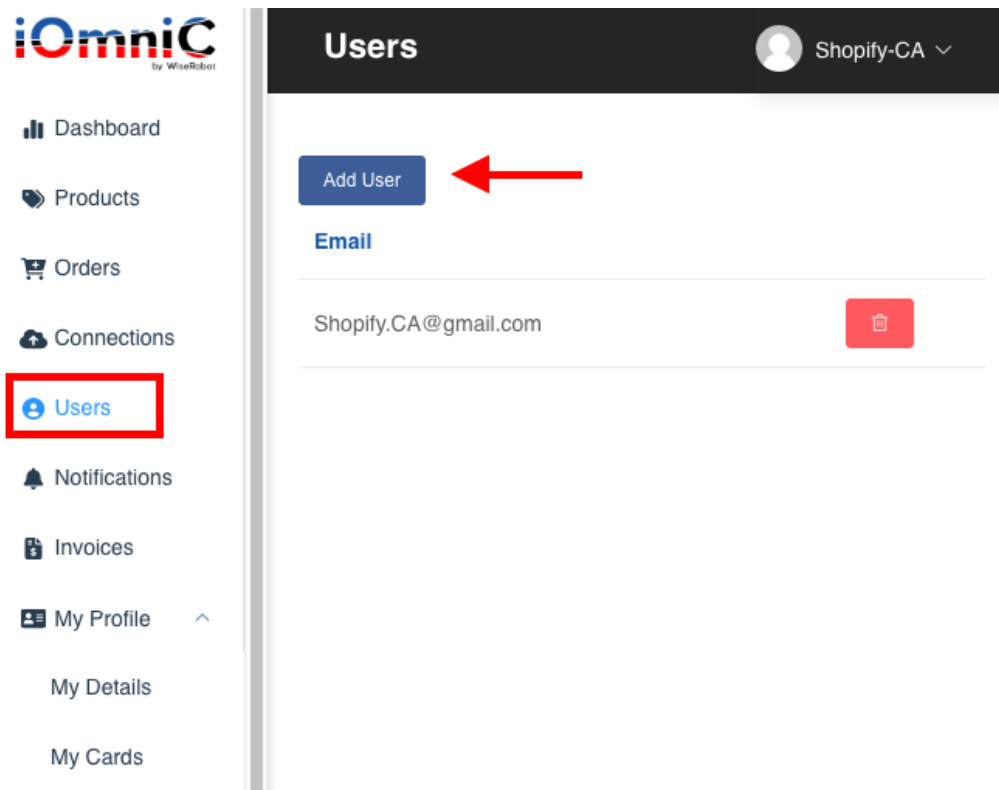
Delete Connection

- Click to remove the created connection
- Click Save Changes

4. Users

When you have several users needing access to your iOmniC account, it's a good idea to have access set up for each user. You can either add an existing user to your account or create a new user.

- From the sidebar, select **Users**.
- Click on **Add User**. Fill up the required details (email address, password, and confirm password) and click **Save**.
- To delete an existing user, click on the *Red trash icon* beside the user.



5. Notification

It is advisable to enable email notification to inform you when errors occur during synchronization.

The screenshot shows the 'Notifications' section of the iOmniscy dashboard. On the left is a sidebar with navigation options: Dashboard, Products, Orders, Connections, Users, Notifications (highlighted), Invoices, and My Profile. The main content area has a dark header with the 'Notifications' title and a user profile icon. Below the header is a table with columns 'Email' and 'Status'. A table row shows an email address ending in '@wiserobot.com' with a disabled status toggle. To the right of the table are three icons: a blue pencil icon (c), a red trash icon (d), and a blue gear icon (e). Above the table is an 'Add Email' button (a).

- a. Add Email: Input email address to send email notification
- b. Status button: Enable or disabled email notification
- a. **Pencil** writing blue icon: To update email address
- b. **Trash red** Icon: To remove the created email address
- c. **Gear** icon: Option to configure sending email in user designated intervals (in hours)

6. Invoices

You will be able to export invoices and check the details. Invoices indicate packages name and dates, their value and the terms or proposed terms of the sale.

#	Connection Name	Release Date	Expiry Date	Total	Status
IO2700002682	test CA	7/16/2022, 8:00:58 AM	8/15/2022, 4:13:25 PM	\$149.00	Paid

- Details button:** Invoice details - Status, Date Created, Package Name, Subscription and etc
- Export Invoice:** Click on the *green download button* to download the PDF File version of the invoice.

Name	Price	Discount(%)	Platform
test CA	149.00	0	ChannelAdvisor

7. My Profile

In the My Profile, there are the subcategories which are **My Details** and **My Cards**.

You need to fill in/edit your personal information, your name and billing address into your account.

7.1. My Details

- Fill in your personal information and billing address
- Save Changes: Save the filled in or edited information.

iOmniC Account Information Shopify-CA

Dashboard
Products
Orders
Connections
Users
Notifications
Invoices
My Profile
My Details
My Cards

Personal Information

* First Name * Last Name

* Email Address * Phone Number

Shopify.CA@gmail.com

Billing Address

* Company Name * Address Line 1

Address Line 2 * City

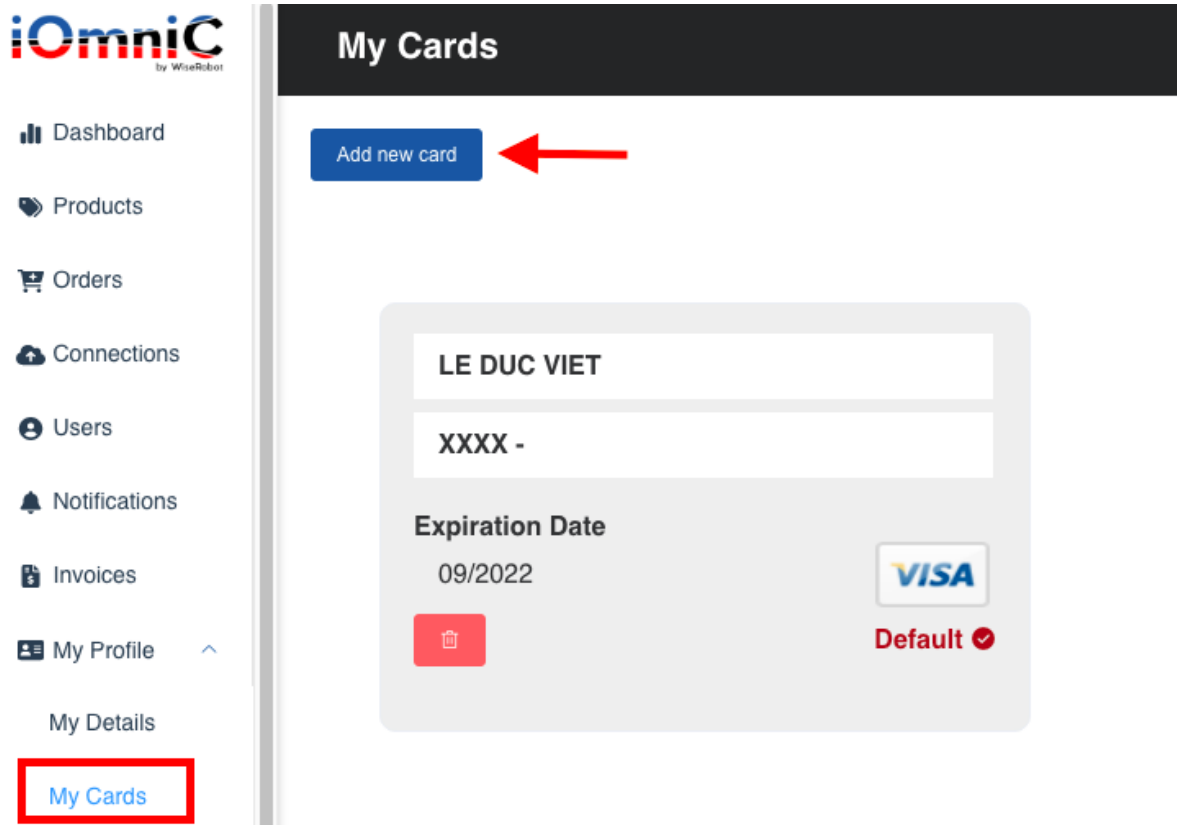
* State/Region * Zip Code * Country

Save changes

7.2. My Cards (Disabled for account using Shopify)

You need to add a credit card in order to subscribe to the packages.

- From My Cards ---> "Add New Card"
- Fill in the information required and Click on "Add New Card" button



The 'Add new card' modal form is displayed. It has a dark header with the title 'Add new card' and a close button (X). The form contains four input fields: 'Cardholder Name' with a person icon and the placeholder 'Please input'; 'Card Number' with a card icon and a masked input field showing '.... .'; 'Expiration Date' with a calendar icon and the placeholder 'MM / YYYY'; and 'CVV' with a lock icon and a masked input field showing '...'. A blue 'Confirm' button is located at the bottom of the form.