iOmniC - Linnworks App Integration Guide

1. Features

iOmniC offers the fastest way of launching your products on multiple channels using Linnworks while reducing the budget on your management costs. Our Linnworks integration provides near real-time connectivity with multiple platforms. It also includes failover detection to ensure the integrity of your data Linnworks can be configured to be either the data Hub or Target platform for integration. Our core features are as follows:

Near Real Time Inventory Data Updates & Stock Synchronization

Product Inventory data changes and updates like changes to product titles, prices, descriptions etc. as well as Stock QTY levels and even newly added products are detected (by default) every 15 minutes and pulled from the Hub into the target platform(s).

Order Management and Fulfillment

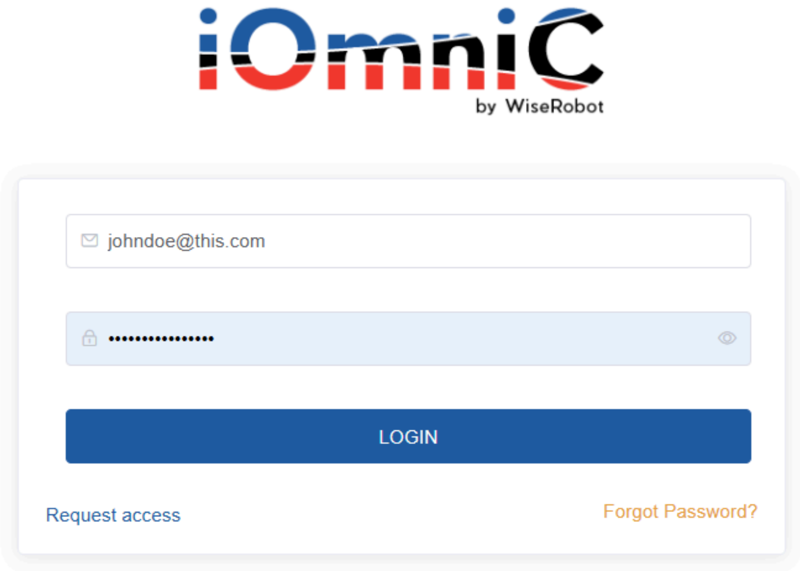
New orders in the target platform are collected at a designated interval, the default configuration is every 15 minutes. iOmniC will detect any new orders since the last check and pull those from the target and transmit them into your data hub ready for fulfillment or refund/cancellation. In turn we check your data Hub every 15 minutes to pick up any order status changes and pull fulfillment information or any cancellations or refunds. iOmniC will send fulfillment details (shipping carrier, type and shipping details) back to the target platform when the relevant order status is detected. You can map shipping and billing methods to match your business needs making the order import and fulfillment flows flexible and easy to manage.

2. Install the iOmniC app

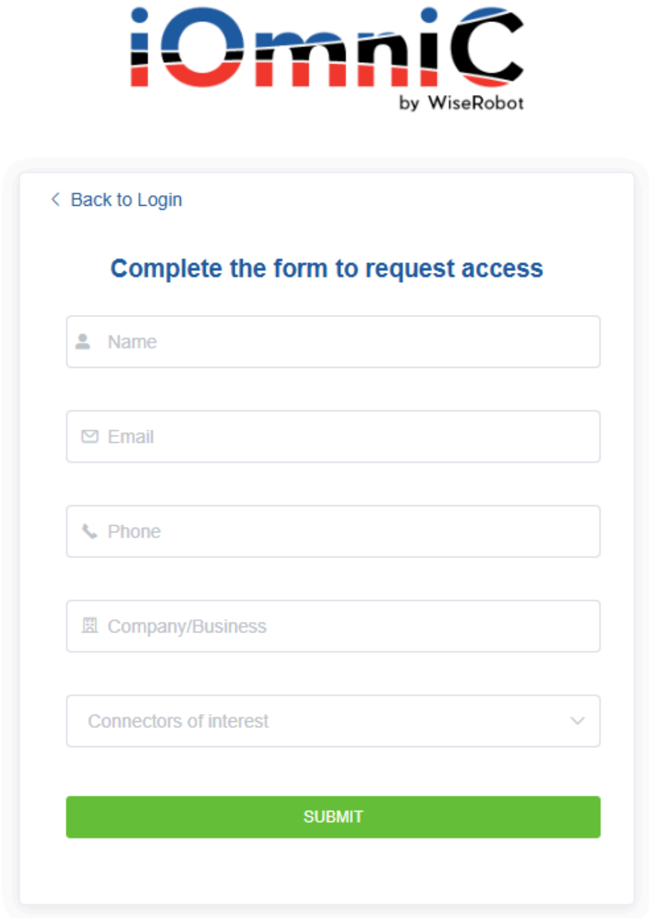
- Install the app from the Linnworks app store
- Log into your Linnworks account
- Select the version to install
- Save the Authentication Key

3. Create iOmniC account

- To create an iOmniC account, please access https://app.iomnic.com/, then select **Request access** and complete our access request form.



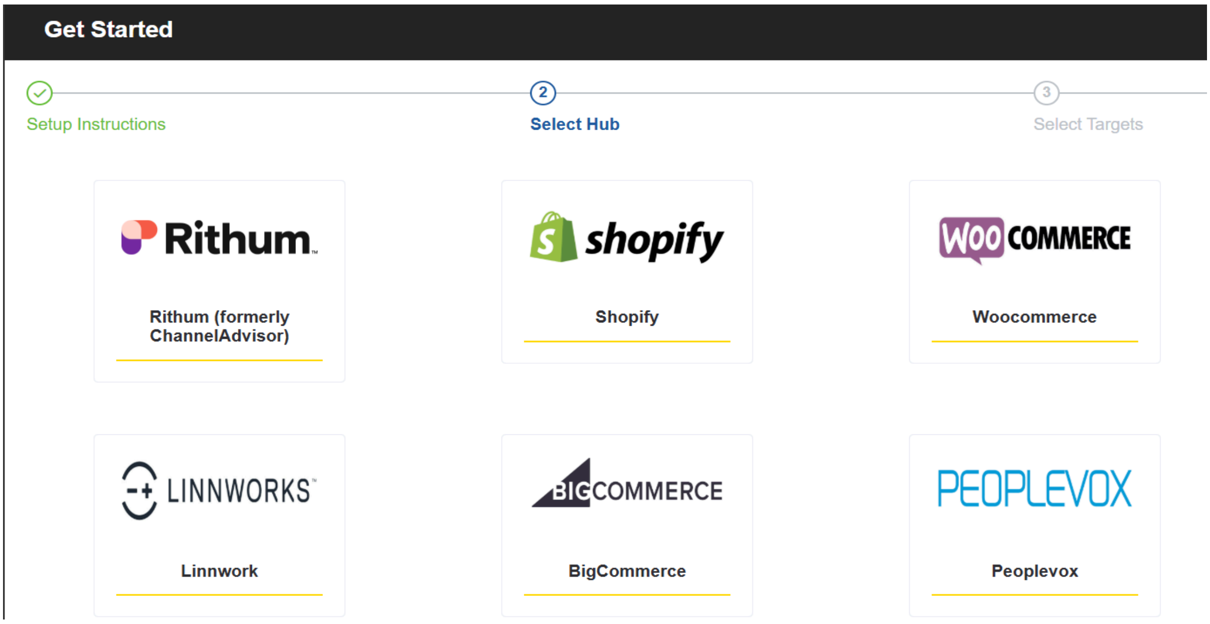
- We then create and share your access via email.



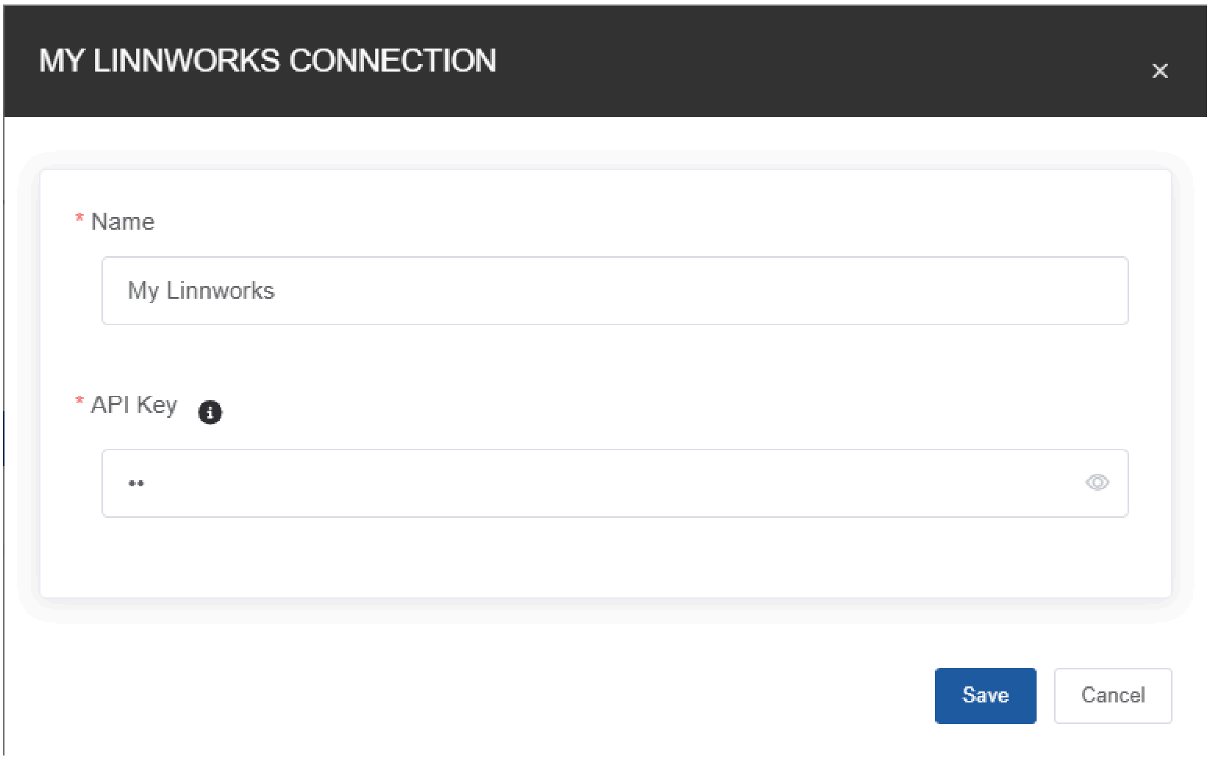
4. Set up the integration

   a. Select Linnworks as Hub or Target depending on your desired sync flow.

- After logging into iOmniC admin, please select Linnworks as your hub or target.
    - Select Linnworks as hub if Linnworks is your source of inventory data (source of truth), otherwise select Linnworks as the target



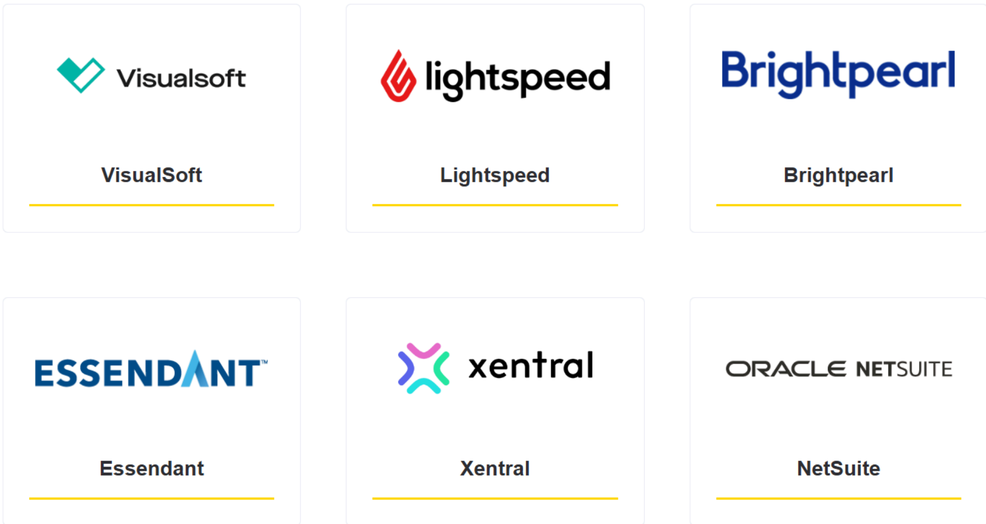
- Enter the required information to connect Linnworks with iOmniC.

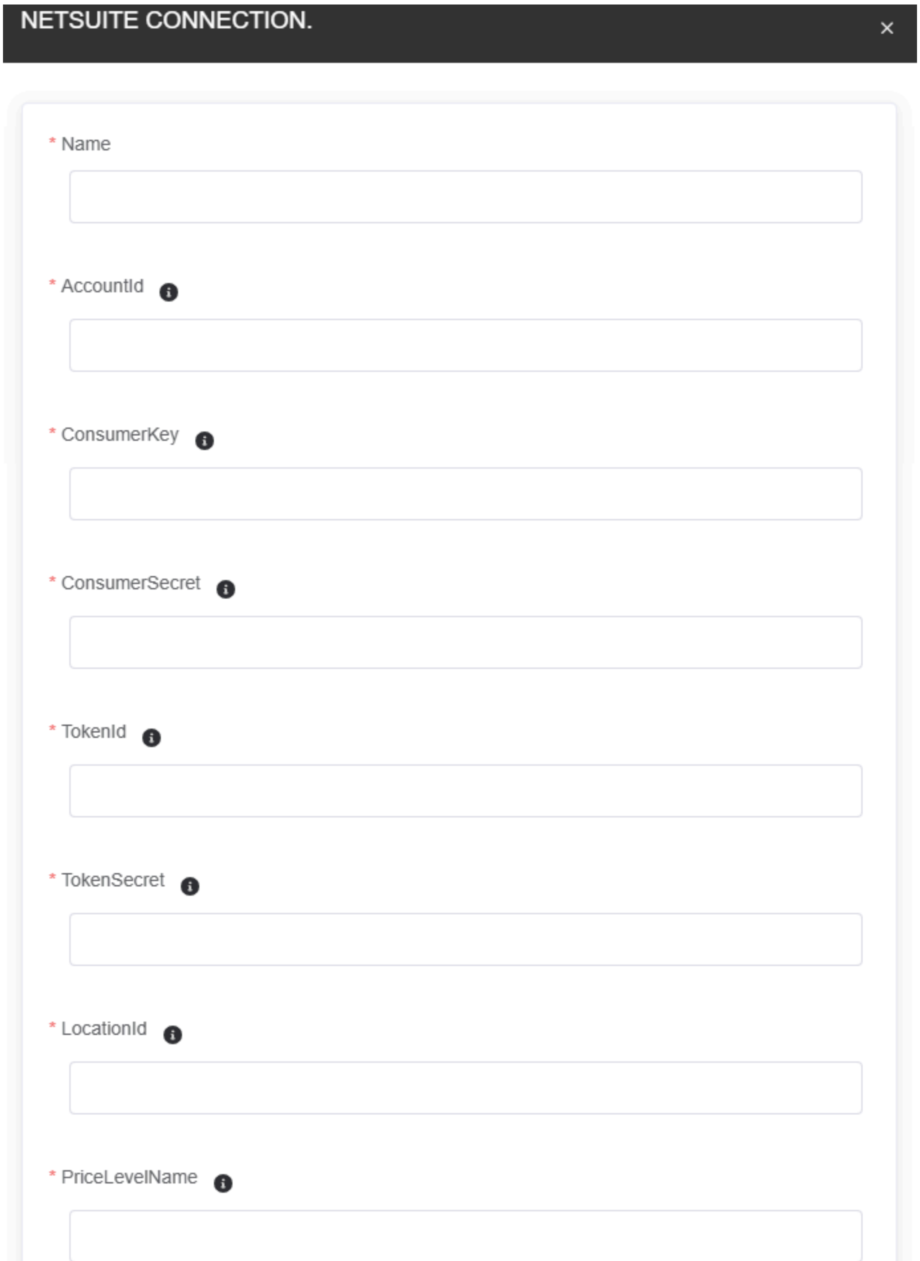


    - Name: Input a name for your connection
    - API Key: Input the authentication key you received when installing the app
    - Click Save once everything has filled up.

b. Select the platform you would like to integrate Linnworks with

- Select your desired platform from the available list and input the required info to complete the set up.
- Please note that the connection parameters are different for each platform.
- In the example below we show how the settings will look when selecting Netsuite.





- Name: Input a name for your connection
- AccountId: This parameter can be found in Netsuite admin -> Setup -> Company -> Company Information -> ACCOUNT ID
- ConsumerKey
- ConsumerSecret
- TokenId
- TokenSecret
- LocationId: Netsuite admin -> Setup -> Company -> Warehouse -> select the warehouse you would like to connect with Linnworks -> the value under field INTERNAL ID. If you would like to connect multiple warehouse, please contact our support support@wiserobot.com.

- PriceLevelName: Netsuite admin -> Setup -> Accounting -> Accounting Lists -> select the price level you would like to connect with Linnworks -> the value under field PRICE LEVEL. If you would like to connect multiple price levels, please contact us via: support@wiserobot.com.

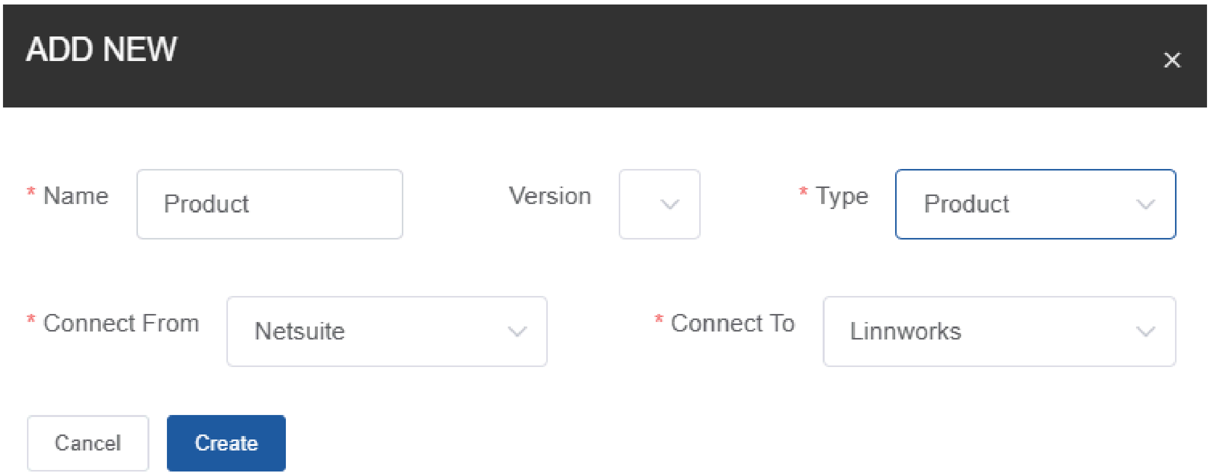
- Follow the instructions in [Netsuite_Setup.pdf]() to get the ConsumerKey, ConsumerSecret, TokenId and TokenSecret.

c. Review the connection summary and our Terms and Conditions, then click Confirm

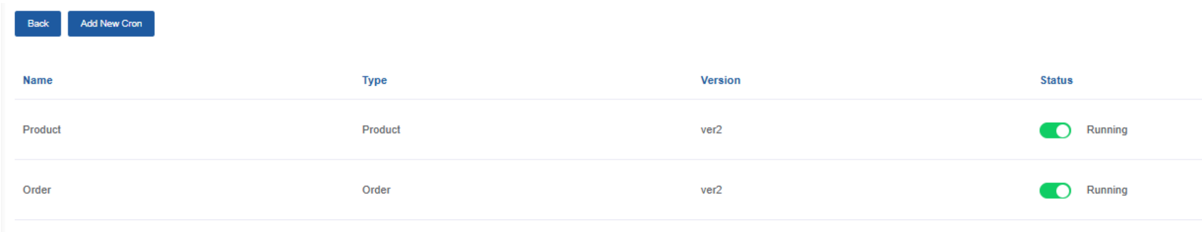
5. Enable the auto-sync

a. Product sync

- Access iOmniC admin > Products > Crons > Add New Cron
- Input the following required info
  - Name: Input a name for product cron
  - Type: Select “Product”
  - Connect From: Select the Hub
  - Connect To: Select the Target
- Click Create



- Change the “Status” toggle to green to enable the product auto-sync

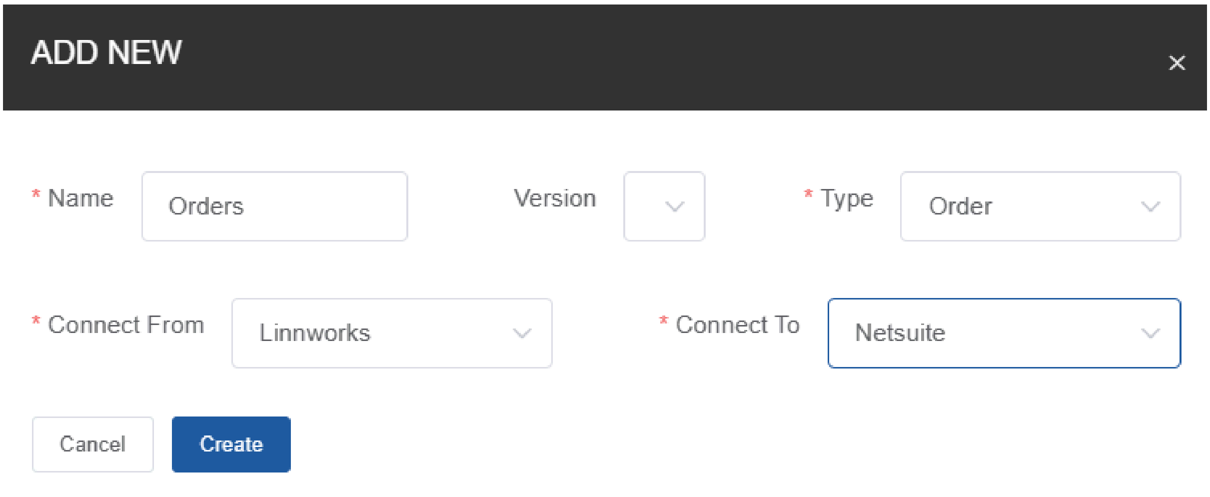


- The synced product data can be viewed in iOmniC admin -> Products.

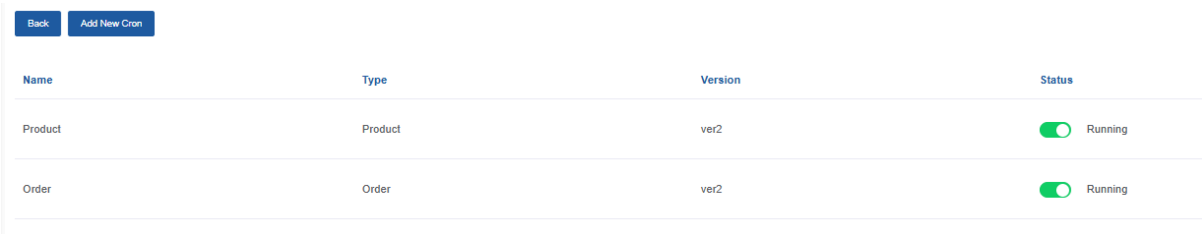
b. Order sync

- Access iOmniC admin > Orders > Crons > Add New Cron
- Input the required info

- Name: Input a name for order cron
- Type: Select “Order”
- Connect From: Select the Target platform
- Connect To: Select the platform as Hub



- Change the “Status” toggle to green to enable the order auto-sync

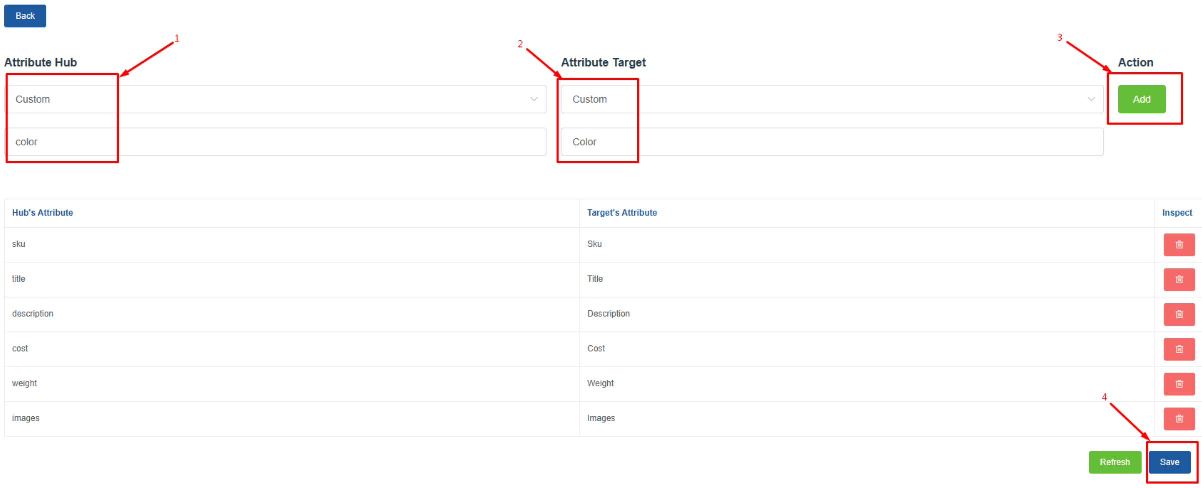


- The synced order data can be viewed in iOmniC admin -> Orders.

6. Other Configuration

a. Product Attribute Mapping

- Access iOmniC admin > Products > Attribute Mapping
- Select the attribute from the Hub/Target attribute list (or if the desired attribute is not in the provided list, select Custom then input the attribute’s name)
- Click Add > Save to add the new mapping to current mapping list



b. Product Mass Sync (to upload the full catalog into the Target)

- Access iOmniC admin > Products > Mass sync
- Select All Products > Confirm
- The Mass Sync would be started in the next cron run