

Miinto order sync manual



The Miinto order synchronization is currently supported for [Shopify](#), [Magento](#), [Magento 2](#), [WooCommerce](#), [Lightspeed](#), [Shoplo](#), [Prestashop](#), [BigCommerce](#) and [CCV Shop](#) platforms.

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Update your Koongo plan

Prior the Miinto order sync setup, you need to upgrade your plan and add a **connection**. For more details, please check [My Plan & Pricing manual](#).



This step is not applied to the **CCV Shop** platform.

Current Usage

1 stores	5 channels	193 products	0 connections	0 orders
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💡 Stores limit of your current plan has been reached. [Upgrade your plan!](#)

Change plan limits

Shopify App	Pay only the resources you use!
 Current limits	 New limits
1 language ↕	1 language ↕
10 channels ↕	10 channels ↕
2000 products ↕	4000 products ↕
0 connections ↕	1 connection ↕
0 orders ↕	100 orders ↕ \$13 for each 100 additional orders above plan
Support through Support Desk via e-mail ↕	Support through Support Desk via e-mail ↕
\$30 /month Excluding VAT	\$57 /month Excluding VAT
Expiration Date: Never	I agree with this plan
	<small>This is NOT double charge. Your previous charge will be canceled!</small>

Order sync setup

To activate the Miinto order synchronization, please follow the steps below:

Add connection

Click **Add Connection** button.

The screenshot shows the Koongo interface for managing orders. At the top, there is a navigation bar with 'Stores', 'Channels', 'Orders', and 'Products' tabs. The 'Orders' tab is active. Below the navigation bar, the 'Orders' section is displayed. It features a 'Order Syncing Connections' section with an 'Add Connection' button highlighted in a red box. To the right of this button is a 'Synchronize Orders' button. Below this section is an 'Order List' table with columns for ID, Channel, Market, ID in Store, Customer, Created At, Price, Status, and Details. The table shows 1 item(s) and includes search and filter options.

Select the Miinto connection

Select the Miinto connection from the list

The screenshot shows the 'Add New Connection' dialog box in the Koongo interface. The dialog has a title bar with 'Add New Connection' and a close button. Below the title bar, there is a list of connection options: 'amazon', 'bol.com', 'beslist.nl', and 'miinto'. The 'miinto' option is highlighted with a red box.

Fill user details

Fill your Miinto account **username and password**, set **Test Mode** to "No". Click **Get Available Stores** button.

Channel API Connection - Miinto Orders

Connection Form

Manual

Back

Save And Continue Edit

Save

Connection Info

Connection Label *

Miinto Orders (v21)

Status

CONNECTED

Auth Config

Login *

Password *

Test Mode

No

Get Available Stores

Shop Id *

Orders Config

Activate Order Synchronization

ACTIVE

Order Synchronization Level

Orders & Stock

Accept Orders Automatically *

Yes

Auto Accept Orders - Price Attribute

Price final include tax

Shipping Provider

Please select shipping provider

Product Identification Attribute

Id

Select store

Select **Store Id** and set **Activate Order Synchronization** to **ACTIVE**. Save the settings.

Channel API Connection - Miinto Orders

Connection Form

Manual

Back

Save And Continue Edit

Save

Connection Info

Connection Label *

Miinto Orders (v21)

Status

CONNECTED

Auth Config

Login *

Password *

Test Mode

No

Get Available Stores

Shop Id *

2654 (DK)
2654 (DK)
2121 (SE)

Orders Config

Activate Order Synchronization

ACTIVE

Order Synchronization Level

Orders & Stock

Accept Orders Automatically *

Yes

Auto Accept Orders - Price Attribute

Price final include tax

Auto Accept Orders - Shipping Provider

Please select shipping provider

Product Identification Attribute

Id

Sync your orders

Click **Synchronize Orders** button

Koongo [Stores](#) [Channels](#) [Orders](#) [Products](#) [English](#) [Help](#)

Orders

Order Syncing Connections

[+ Add Connection](#) [Synchronize Orders](#)

ID	Channel	Market	API	Sync Orders	Status	Message	Actions
939	Miinto Orders (v21)		miinto_orders_v21	<input checked="" type="checkbox"/>	ACTIVE		

Order List

[Reset Filter](#) [Search](#)

ID	Channel	Market	ID in Store	Customer	Created At	Price	Status	Details
<input type="text"/>	From: <input type="text"/> To: <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				

There are no items matching this selection.

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Orders configuration

You can modify various parameters in the **Orders Config** section

Koongo Stores Channels Orders Products English Help

Channel API Connection - Miinto Orders

Connection Form Manual Back Save And Continue Edit Save

Connection Info

Connection Label: Status: CONNECTED

Auth Config

Login:

Password:

Test Mode:

Get Available Stores

Shop Id:

Orders Config

Activate Order Synchronization:

Order Synchronization Level:

Accept Orders Automatically:

Auto Accept Orders - Price Attribute:

Auto Accept Orders - Price Attribute Treshold:

Shipping Provider:

Product Identification Attribute:

Activate Order Synchronization

You can set the connection to **Active** or **Disabled**.

Order Synchronization Level

The Order Synchronization Level option can be set to **Orders&Stock** or **Stock only**.

Accept Orders Automatically

The Accept Orders Automatically option can be set to **Yes**.



Accept Orders Automatically - Yes

Koongo can automatically decide whether Miinto order should be accepted or not. Acceptance is based on the merchant stock and price of certain order items.

The order is accepted automatically if the product is in stock and the order price equals or is higher than the reference Price Attribute - **Price final include tax** or **Price original include tax** can be used.

By default, the Accept Orders Automatically option is set to **No**. Each order needs to be accepted manually in your Miinto or Koongo account.

Koongo Stores Channels Orders Products English Help

Orders

Order Syncing Connections Add Connection Synchronize Orders

ID	Channel	Market	API	Sync Orders	Status	Message	Actions
814	Miinto Orders (v21)		miinto_orders_v21	<input checked="" type="checkbox"/>	ACTIVE		
1035	Miinto Orders (v21)		miinto_orders_v21	<input checked="" type="checkbox"/>	ACTIVE		

Order List Reset Filter Search

Items 1 to 50 of 5251 total 1 2 3 4 5 ... 106 Show 50 per page

ID	Channel	Market	ID in Store	Customer	Created At	Price	Status	Details	Actions
					From: <input type="text"/>	From: <input type="text"/>			
					To: <input type="text"/>	To: <input type="text"/>			
1550473	miinto		<input checked="" type="checkbox"/> Accept				PENDING APPROVAL		
1550448	miinto		NOT INSERTED				CANCELED		

Auto Accept Orders - Price Attribute

Auto accept order functionality price reference can be set either to **Price final include tax** or **Price original include tax**. By default **Price final include tax** attribute is used.

Auto Accept Orders - Price Attribute Threshold

Threshold which is applied to price attribute before comparison with order item's price (price attribute is multiplied by threshold). Recommended value is 0.97, which means that order is accepted if order item price is equal or higher than 97% of product price.

Shipping Provider

You can define the shipping service default value. The default value will be used in case the order shipping service defined in the store doesn't match Miinto allowed providers.

Product Identification Attribute

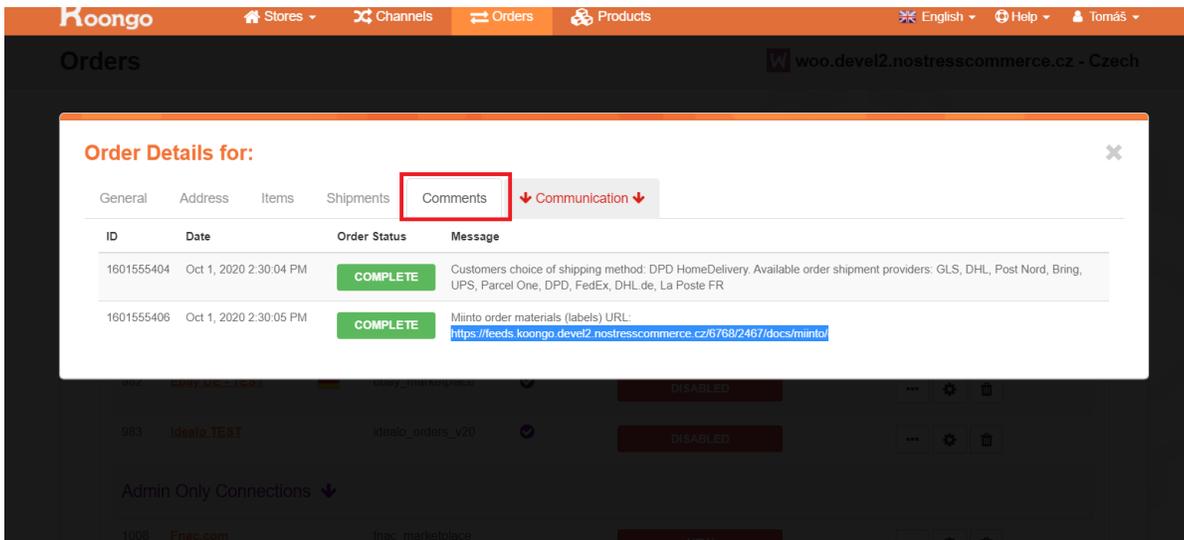
You can select attribute for product identification on Miinto. By default id attribute is used.

Order details

You can check each [order details](#).

Miinto Labels Transfer

In the Miinto order Comment tab, there is a link to the order labels in PDF. The file is stored at our server, but only users who know the link can access it.



Miinto Return merchandise authorization (RMA)



Miinto RMA availability

Miinto Return merchandise authorization (RMA) is currently available for all order sync supported e-commerce platforms. The Miinto order synchronization needs to be activated to process RMA.

The **refund synchronization is available only for Shopify users**. The other e-commerce platforms will be added later this year.

Return merchandise authorization (RMA) is a part of the process of returning a product to receive a refund, replacement, or repair during the product's warranty period.

Koongo supports Miinto **RMA functionality** (Return merchandise authorization) as part of the Miinto order management. This functionality allows merchants to process Miinto RMA in Koongo.

Koongo RMA supported features

- RMA management at Koongo
 - Check RMAs at particular orders
 - Accept RMA
 - Reject RMA with the definition of rejection reason
- Once RMA is accepted at Koongo or Miinto, then a relevant refund action is translated from Miinto to the store.
- Refund syncing - Once the merchant refunds order items at the store, then it will be transferred into Miinto and a new RMA Request is created. (**Available only for Shopify platform**)

Miinto RMA and RMA request processing

Scenario 1 - Buyer returns the product, no RMA created in Miinto

- The buyer sends back the product to the merchant without creating RMA in Miinto
- The merchant check the returned product
- The merchant creates an RMA Request in Miinto
 - The Shopify users can create a product refund in Shopify. Then, the RMA Request is created in Miinto automatically
- The refund itself will be performed by Miinto marketplace

Scenario 2 - Buyer creates RMA, merchant accepts RMA

- The buyer creates an RMA in Miinto and sends the product back to the merchant
- The merchant check the returned product
- The merchant accepts the RMA in Miinto or in Koongo

The RMA is marked as **Accepted/Declined**.

Order Details for: 031-3607 ✕

General Address Items Shipments **RMA** Refunds Comments Communication

ID	Channel RMA ID	Store RMA ID	Return Reason	Type	Created At	Status	Details
294	294		Jas maakt enorm dik.	return	2020-12-	ACCEPTED	Show details

Refund (Shopify supported only)

The refund is transferred to the store automatically. **This functionality is available only for Shopify platform.**

Order Details for: 031-3607 ✕

General Address Items Shipments RMA Refunds **Refunds** Comments Communication

ID	Channel Refund ID	Store Refund ID	Return To Stock	Reason	Comment	Items
294		691211	1	Jas maakt enorm dik.		Show items