



# Adding Multiple Shopify Stores

## OUR CUSTOMER

Kitchen Supply  
Retailer

## ABOUT OUR CUSTOMER

This kitchen supply retailer has been selling high quality products since the 1980s. Their inventory includes everything for the home chef from bakeware and cookware to kitchen knives and cheese boards.

Not only do they have their own branded products, they are also exclusive sellers of kitchen products from countries across Europe.

## KEY FOCUS FOR THIS PROJECT

Shopify Integration, API, EDI, Order Management

## THE ISSUES TO RESOLVE

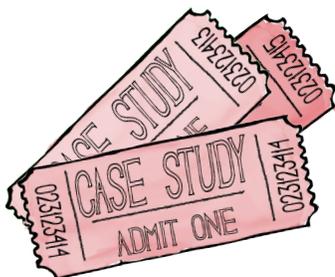
With the rise of Shopify as a popular eCommerce site for retailers, several of our clients have come to us with order management questions on how we can help them take advantage of this dynamic platform.

One of our existing clients, a kitchen supply retailer, already had two Shopify stores plus several EDI connections to retailers which were being managed with our order management software Commerce Desktop.

They had a store for their Canadian-based customers and another one for customers in the US. They were looking to add additional Shopify stores for a new line of products they were about to introduce.

This would mean more potential headaches for the retailer as they would now have three or four different Shopify stores, each with its own account as well as an increased need for up-to-date inventory management.

With our experience working with Shopify and our expertise in API integration, we were immediately able to assist this long-term customer of ours.





## THE INTEGRAL GROUP SOLUTION

The challenge to adding additional Shopify stores is that each requires a separate account with the inventory managed individually for each store.

Originally, the retailer had the two Shopify stores which were being integrated through our Commerce Desktop software. When orders were placed from one of their two stores, our system would pull the order information directly from Shopify via API.

To simplify the process of adding this new line of products, we had them set up just one additional store for both Canadian and US-based customers. Once we were connected to this new Shopify store, we set up a parameter which indicated whether the customer purchase was Canadian dollars or US dollars.

The retailer now has three stores and the process is the same for each. Once a customer makes a purchase from either of the three stores, the order information is automatically sent to Commerce Desktop via API.

The retailer sends out the product and then accesses Commerce Desktop and updates our system with the shipping information. Our system then updates Shopify with those details via API.

To ensure Shopify always has the correct inventory balances, the retailer also sends a file of their current inventory numbers which is then updated in Shopify via API.

The retailer now has three Shopify stores and each is running smoothly.

