365vanguard

Universal Marketplace Connector

User Guide

Connect Microsoft Dynamics 365 Business Central to eMAG, Fashion Days, Altex, Amazon, ManoMano, Mirakl-powered marketplaces, Allegro, Octopia (Cdiscount), METRO Markets and Trendyol.

For Business Central administrators and partners, order-desk operators and IT.

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About this guide

This guide explains how to install, set up and use the Universal Marketplace Connector (UCON). It is written for three groups of readers:

Reader	Start with
Business Central administrator or partner consultant	Chapters 1 to 5: what the product does, licensing, installation, Business Central setup and connecting each marketplace.
Order-desk operator	Chapter 6 (daily operations) and chapter 7 (troubleshooting). Chapter 9 explains every status you will see.
IT administrator	Section 3.3 (installing the connector service), chapter 7 (monitoring, backup and upgrade) and chapter 8 (security and data).

Names of buttons, fields and pages are shown in **bold**, exactly as they appear on screen. Values you type and file paths are shown in this font.

> The screenshots of the web console use sample data. Business Central pages are described with tables of their fields and actions.

1. Introduction

1.1 What the connector does

The Universal Marketplace Connector links Business Central to the online marketplaces you sell on. Marketplace orders arrive in Business Central without retyping and become normal sales orders. Your warehouse ships and invoices them as usual, and the connector sends the status, the tracking number and the posted invoice back to the marketplace. In the other direction it publishes your items as offers and keeps stock and prices up to date.

Direction	What is exchanged
Marketplace → Business Central	Orders (buyer, company VAT ID, billing and delivery address, lines, discounts, shipping fee, payment method) and returns.
Business Central → Marketplace	Offers (products), stock, prices, order status (acknowledged, shipped, cancelled), AWB and tracking numbers, shipping labels where the marketplace issues them, and posted invoice PDFs.

Everything the connector does is visible in a web console: an order inbox with errors and retries, holds, SKU remapping, the job schedule, and a full log of every call made to Business Central and the marketplaces.

1.2 Supported marketplaces

Marketplace	Countries and notes
eMAG and Fashion Days	eMAG Romania, Bulgaria and Hungary; Fashion Days Romania and Bulgaria.
Altex	Altex Marketplace, Romania.
Amazon	Amazon Selling Partner API, regions Europe, North America and Far East. Merchant-fulfilled orders (Amazon-fulfilled orders optional).
ManoMano	France, Spain, Italy, Germany, United Kingdom. One account per seller contract.
Mirakl-powered marketplaces	Any retailer marketplace that runs on Mirakl. One account per operator and shop.
Allegro	allegro.pl, allegro.cz, allegro.sk and allegro.hu. Sellers connect by signing in to Allegro.
Octopia (Cdiscount)	Cdiscount and the other sales channels Octopia operates. One account per Octopia seller id.
METRO Markets	The METRO / MAKRO B2B marketplace in Germany, Spain, Italy, Portugal, the Netherlands, France and Croatia. One account per destination market.
Trendyol	Turkey and the international storefronts Romania, Germany, Greece, Slovakia, Czechia, Bulgaria, Saudi Arabia, United Arab Emirates and Kuwait. One account per storefront.

You can connect several accounts of the same marketplace (for example eMAG Romania and eMAG Bulgaria), and any mix of marketplaces. Chapter 5 lists what each marketplace supports.

1.3 How it works

The solution has three parts (Figure 1):

- **The Business Central extension** "Universal Marketplace Connector", installed from Microsoft AppSource. It adds the **Marketplace Orders** and **Marketplace Returns** lists, a setup page, marketplace fields on items and sales orders, and the programming interface the connector service uses. It contains no marketplace-specific logic.
- **The connector service**, which you run on your own Windows or Linux server or in a Docker container. It talks to the marketplaces and to Business Central on a schedule, stores every order in its own database, and keeps your marketplace credentials encrypted on your server. If you prefer not to run a server, 365vanguard can host the service for you (see section 3.3).
- **The web console**, served by the connector service. Operators open it in a browser to follow orders, fix errors and change settings.

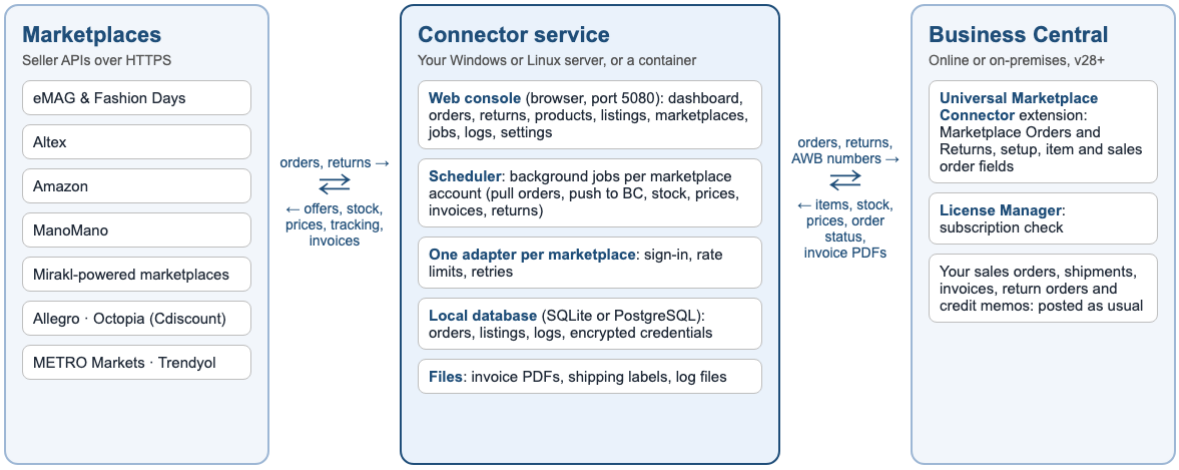


Figure 1. How the parts work together

The life of an order, with all automation switched on:

1. The connector pulls the new order from the marketplace and, where the marketplace requires it, acknowledges it.
2. It creates a **Marketplace Order** record in Business Central and turns it into a sales order (released, if you choose).
3. Your warehouse picks, ships and posts the shipment in Business Central. The connector registers the AWB or tracking number on the marketplace.
4. You post the sales invoice. The connector takes the invoice PDF from Business Central and uploads it to the marketplace order.
5. If the buyer returns goods, the return arrives as a **Marketplace Return** and becomes a sales return order, copied from the posted invoice.

Operators only step in when something needs attention, for example an unknown SKU or a posting setup error in Business Central.

1.4 Requirements

Item	Requirement
Business Central	Version 28.0 (2026 release wave 1) or later, online (SaaS). On-premises is supported by the design but not yet verified on a customer server; contact 365vanguard before planning an on-premises installation.
License Manager	The free License Manager app from Vanguard 360 Solutions. AppSource installs it automatically with the connector.
Business Central access for the service	Online: a Microsoft Entra app registration. On-premises: a Business Central user with a web service access key, a Windows domain account, or Entra. The account needs the permission set **V36 UCON ALL** plus a standard set that allows creating and posting sales documents, such as **D365 BUS FULL ACCESS**.
Server for the connector service	Not needed when 365vanguard hosts the service for you (section 3.3). Otherwise: Windows Server 2016 or later / Windows 10 or later (x64); or Linux x64 with systemd (Debian 12, Ubuntu 22.04 or later, RHEL 9 or later); or Docker Engine 24 or later. 2 vCPU, 2 GB RAM, 5 GB disk. No .NET runtime is needed.
Network	Outbound HTTPS from the server to Business Central and to the marketplace APIs. Inbound TCP 5080 from the operators' browsers. Internet access to the invoice links only when you use eMAG / Fashion Days, or Trendyol with invoice links (section 5.12).
Marketplace accounts	A seller account with API access for each marketplace. Chapter 5 explains what to obtain.
Browser	A current version of Microsoft Edge, Google Chrome, Mozilla Firefox or Safari for the web console.

2. Licensing

2.1 License Manager

The connector is licensed per Microsoft Entra tenant: one subscription covers all production and sandbox environments of your tenant. On-premises installations are identified by their Business Central licence. Licences are not transferable or resellable.

Licensing is handled by **License Manager**, a free app from Vanguard 360 Solutions that is installed together with the connector. License Manager checks in with the 365vanguard licence service once a day and keeps a signed licence in Business Central. You do not enter any licence key.

2.2 The Licenses page

In Business Central, search for **Licenses** to open the **365vanguard Licenses** page. It shows one line per 365vanguard app:

Field	Meaning
App Name, Product Code, Plan Code	The app, its product code (UCON for this connector) and your plan.
Status	**Active**, **Grace**, **Restricted** or **Revoked** (see below).
Reason	Why the status applies, for example Trial, Expired, Not verified, License service unreachable, Suspended.
End Date, Days Left	When the current licence or trial ends.
Last Check	The last successful check-in.
Message	A message from 365vanguard, for example about renewal.

Actions on the page:

Action	Use it to
Check now	Contact the licence service immediately, for example right after you have renewed.
Import offline token	Import a licence file (.v36token) that 365vanguard sent you, for environments that cannot reach the licence service.
Check daily with job queue	Create a job queue entry for the daily check. Useful on-premises when nobody signs in for days.
Copy tenant ID	Show the tenant ID to send to 365vanguard, for example when you need an offline token.
Allow HTTP requests	Open the extension settings of License Manager to turn on **Allow HttpClient Requests**. Sandboxes have it turned off by default.
Check log	See the results of recent checks.

2.3 Trial, start period and notifications

- When the connector is first used in a tenant, License Manager registers the environment and a trial starts automatically. The **Licenses** page shows the days left.
- If License Manager cannot reach the licence service yet (for example because outbound HTTP is blocked), the connector still works during a start period of 14 days online or 30 days on-premises.
- When a licence ends or cannot be renewed, a grace period follows in which everything keeps working.
- The **Universal Marketplace Connector Setup**, **Marketplace Orders** and **Marketplace Returns** pages show a notification during a trial, during grace, and when the connector is not licensed. Notifications have an **Open Licenses** link.

To buy or renew a subscription, contact your 365vanguard partner or 365vanguard. Once the subscription is active, choose **Check now** on the Licenses page.

2.4 What happens when the connector is not licensed

- The connector service can no longer use the connector's Business Central interface. The connection test, the product sync and pushing orders fail, and the error message on the order or in the job run says that Universal Marketplace Connector is not licensed (or that its licence could not be verified), followed by the message from 365vanguard.
- The **Create Sales Order** and **Create Return Order** actions in Business Central stop with the same message.
- Your data stays readable. Standard Business Central is never affected: you can always open, release, ship and post your own sales orders, invoices and return orders.

> Shipments and invoices you post while the connector is not licensed are still recorded on the Marketplace Order in Business Central. The connector only moves its sync position forward after a successful read, so once the subscription is active again it reports them to the marketplace on its next run.

3. Installation

Install in this order: the Business Central extension (3.1), then prepare Business Central access for the service (3.2), then install the connector service (3.3), and finally run the setup wizard (3.4).

3.1 Install the Business Central extension

Business Central online

1. In Business Central open **Extension Marketplace** (or go to Microsoft AppSource) and search for **Universal Marketplace Connector**.
2. Choose **Get it now** and select the environment. Accept the terms.
3. Wait until **Extension Management** shows both **Universal Marketplace Connector** and **License Manager** as installed.
4. Open **Licenses** to check the licence status (chapter 2).

Business Central on-premises

Not yet verified. The steps below follow the standard Business Central procedure, but the connector has not yet been tested on an on-premises server. Contact 365vanguard before you plan an on-premises installation.

Get the signed .app files of License Manager and Universal Marketplace Connector from 365vanguard. In the Business Central Administration Shell, as administrator, publish, synchronise and install License Manager first, then the connector (replace `BC280` with your server instance):

```
$lm   = "C:\deploy\Vanguard 360 Solutions_License Manager.app"
$ucon = "C:\deploy\Vanguard 360 Solutions_Universal Marketplace Connector.app"
foreach ($app in @($lm, $ucon)) {
 $info = Get-NAVAppInfo -Path $app
 Publish-NAVApp -ServerInstance BC280 -Path $app
 Sync-NAVApp    -ServerInstance BC280 -Name $info.Name -Version $info.Version
 Install-NAVApp -ServerInstance BC280 -Name $info.Name -Version $info.Version
}
```

Both apps are code-signed. On a multi-tenant server add `-Tenant <id>`.

3.2 Prepare Business Central access for the service

The connector service signs in to Business Central with its own identity. Choose the option that matches your deployment.

Business Central online: Entra app registration

The service signs in as an application, so it does not use a user licence.

1. Sign in to the Azure portal (portal.azure.com) with an account of **the tenant that owns your Business Central environment**. If your account has access to several directories, check the directory shown at the top right and switch with **Settings → Directories + subscriptions** first. An app registered in another tenant fails later with *AADSTS700016: Application … was not found in the directory*.
2. Open **Microsoft Entra ID → App registrations → New registration**. Name it, for example, `UCON Marketplace Connector`. Supported account types: **Accounts in this organizational directory only**. Leave the redirect URI empty and choose **Register**.
3. On the **Overview** page note the **Application (client) ID** and the **Directory (tenant) ID**.

4. Open **Certificates & secrets → New client secret**. Choose an expiry (for example 24 months) and put the expiry date in your calendar. Copy the secret **Value** now; it is shown only once.
5. Open **API permissions → Add a permission → Dynamics 365 Business Central → Application permissions**, select API.ReadWrite.All and Automation.ReadWrite.All, and add them.
6. Still on **API permissions**, choose **Grant admin consent for <your organization>**. The status column must show **Granted** for both permissions. Do it here, in the Azure portal: the **Grant Consent** action on the Business Central page in the next step needs a redirect URI on the app and otherwise fails with *AADSTS500113: No reply address is registered for the application*. (If you prefer that button, first add the redirect URI https://businesscentral.dynamics.com/OAuthLanding.htm under **Authentication → Add a platform → Web**.)
7. In Business Central search for **Microsoft Entra Applications** and choose **New**. Paste the client ID, enter a description and set **State** to **Enabled**.
8. On the **User Permission Sets** FastTab add **V36 UCON ALL** and **D365 BUS FULL ACCESS** (or an equivalent set that allows creating and posting sales documents, items and customers). Leave **Company** empty for all companies, or select the company you will connect.

The setup wizard will ask for: the tenant ID, the **environment name** exactly as shown in the Business Central admin center (for example Production, or the name of a sandbox such as TEST), the client ID and the client secret. A wrong environment name fails with *Environment does not exist [NoEnvironment]*.

Business Central on-premises

Enable the API on the service instance (Business Central Administration Shell):

```
Set-NAVServerConfiguration BC280 -KeyName ODataServicesEnabled -KeyValue true
Set-NAVServerConfiguration BC280 -KeyName ApiServicesEnabled -KeyValue true
Set-NAVServerConfiguration BC280 -KeyName ODataServicesSSLEnabled -KeyValue true
Restart-NAVServerInstance BC280
```

From the connector server, https://<host>:7048/BC280/api/v2.0/companies must answer (an "unauthorized" answer is fine; a timeout or refused connection is not). Then choose the sign-in method that matches your server's credential type:

Server credential type	Choose in the wizard	What you need
NavUserPassword	Basic (web service access key)	A Business Central user. On the user card generate a **Web Service Access Key** (no expiry or a long one). The key, not the password, is what you enter. Assign **V36 UCON ALL** and **D365 BUS FULL ACCESS**.
Windows	Windows (NTLM)	A domain account that is a Business Central user with the same permission sets. Enter the domain, user name and password separately.
Microsoft Entra (AccessControlService)	OAuth2 (client credentials)	An Entra app registration as for online, plus the on-premises base URL.

The **base URL** has the form https://<host>:<port>/<ServerInstance>, for example https://bc.contoso.local:7048/BC280, without a trailing slash.

> Certificates: the connector checks the server certificate like a browser. Use a certificate from a public or internal certificate authority that the connector server trusts. **Allow untrusted certificate** exists for test systems with self-signed certificates only; do not use it in production.

3.3 Install the connector service

Hosted by 365vanguard

If you prefer not to run a server, 365vanguard can host the connector service for you in an EU data centre, with a dedicated instance for your company, its own HTTPS address, a fixed outbound IP address for the marketplaces that require one (eMAG), monitoring, nightly backups and updates included. You then skip the rest of this section: 365vanguard gives you the console address and you continue with the setup wizard (section 3.4). Hosting is offered with Business Central online; contact 365vanguard for pricing.

Self-hosted

Install the service on one server per Business Central company. All three options end at the same setup wizard. 365vanguard provides the installer, the Linux package and the Docker image for your version.

Windows

1. Run `UniversalConnector-<version>-win-x64-setup.exe` as administrator.
2. Choose the destination folder (default `C:\Program Files\UniversalConnector`), whether to add a firewall rule (tick it if operators work from other computers), and the port (default `5080`).
3. Setup installs the Windows service **Universal Marketplace Connector**, which starts automatically and restarts itself after a failure. Data is kept in `C:\ProgramData\UniversalConnector`.
4. At the end the browser opens `http://localhost:5080/setup`.

Check: in **Services** the service **Universal Marketplace Connector** is running, and `http://localhost:5080/api/system/health` answers `{"status":"ok"}`.

Linux (systemd)

```
sudo apt-get install -y libssl3 zlib1g curl       # RHEL: openssl-libs zlib curl
sudo ./install.sh UniversalConnector-<version>-linux-x64.tar.gz
# other port: sudo ./install.sh --port 8080 <package>
```

The script creates the system user `universalconnector`, installs to `/opt/universalconnector`, keeps data in `/var/lib/universalconnector`, starts the service `universalconnector` and prints the setup address. Open the port in the firewall (for example `sudo ufw allow 5080/tcp`). Useful commands:

```
systemctl status universalconnector
journalctl -u universalconnector -f
sudo systemctl edit universalconnector     # add Environment=UCON_... settings, then restart
```

To uninstall run `sudo ./uninstall.sh` (it asks before deleting data; `--purge` deletes the data and the user).

Docker

```
docker run -d --name ucon --restart unless-stopped \
 -p 5080:5080 -v ucon-data:/data -e TZ=Europe/Bucharest \
 universalconnector:<version>
```

The container runs as a non-root user, keeps everything in the /data volume and has a built-in health check. With Docker Compose, put your settings in the .env file next to the compose file.

Configuration settings

Settings are read from appsettings.Production.json next to the program (Windows) and from environment variables starting with UCON_ (two underscores separate sections). Restart the service after a change.

Setting	Environment variable	Default and use
Data folder	UCON_DataDir	Windows C:\ProgramData\UniversalConnector, Linux /var/lib/universalconnector, Docker /data. Holds the database, the encryption keys, logs, invoices and labels.
Listen address	UCON_Urls	http://0.0.0.0:5080.
Database	UCON_Database__Provider, UCON_Database__ConnectionString	Sqlite (default, a file in the data folder) or Postgres with a connection string.
Public base URL	UCON_PublicBaseUrl	Also editable under **Settings → General**. Needed for eMAG invoices (section 5.12).
Allegro application keys	UCON_Marketplaces__Allegro__ClientId, …__ClientSecret (sandbox: SandboxClientId, SandboxClientSecret)	Needed only for Allegro (section 5.6).

3.4 First-run setup wizard

Open http://<server>:5080/setup in a browser. The wizard is available until setup is complete; afterwards the same settings are under **Settings** and **Marketplaces**.

Step 1: Administrator

This account is for signing in to the connector's web console only. Its e-mail and password have nothing to do with Business Central or the marketplaces; choose any address you use for administration. Enter an **Instance name** (shown in the top bar, for example your company name) and the first administrator's **Display name**, **E-mail** and **Password** (at least 8 characters). Choose **Create account and continue**; you are signed in straight away.

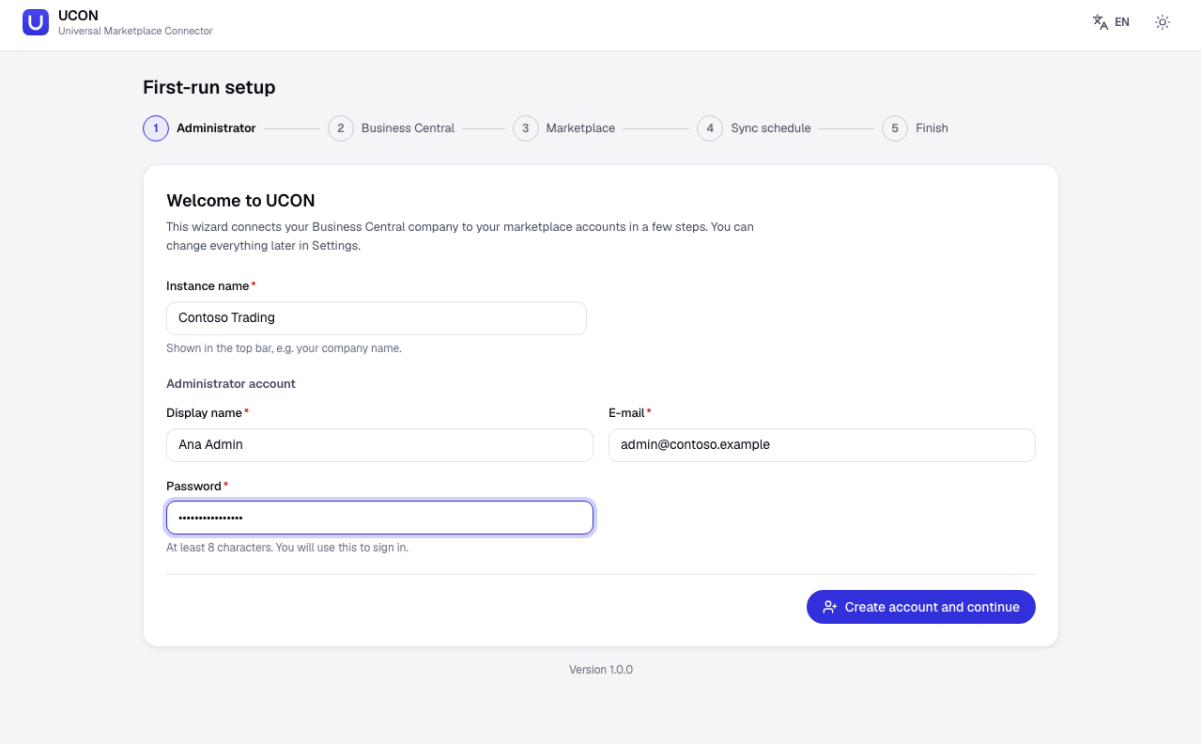


Figure 2. Setup wizard, step 1: administrator

Step 2: Business Central

1. Choose **Business Central online (SaaS)** or **On-premises**.
2. Online: enter **Tenant id**, **Environment**, **Client id (application id)** and **Client secret**. On-premises: enter the **Base URL**, choose the **Authentication** and enter the user name and web service access key (or domain, user name and password); tick **Allow untrusted certificate** only on test systems.
3. Choose **Test connection**. A successful test lists the companies (this proves the sign-in works) and confirms **UCON extension installed** with its version (this proves the extension is installed and licensed). If the company is not chosen yet, the message lists the companies of the environment, for example *company '(none)' was not found. Available: CRONUS, My Company*.
4. Select the **Company** and, optionally, a **Default location code** used for availability and sales orders.
5. Choose **Save connection**, then **Next**.

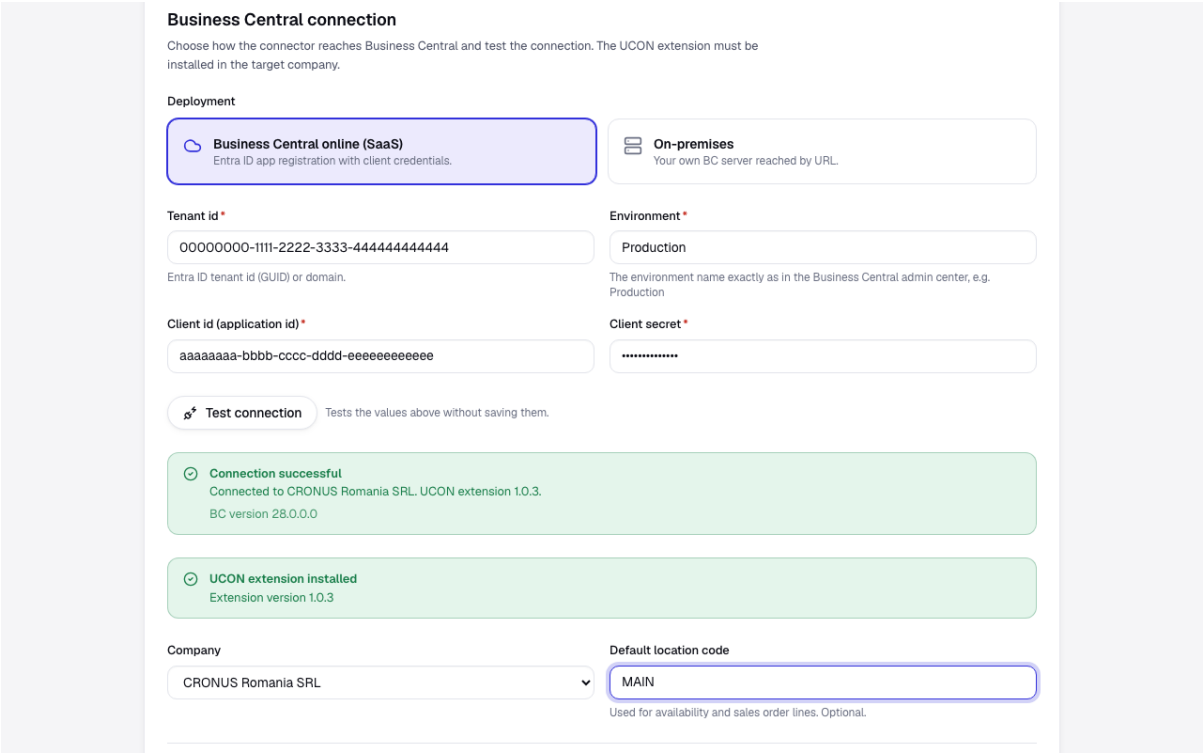


Figure 3. Setup wizard, step 2: a successful Business Central connection test

Step 3: Marketplace

Choose a marketplace provider. Each card shows what the marketplace supports and links to its documentation. Then fill in the account form: a display name, the marketplace settings and credentials (chapter 5), and the Business Central defaults (section 4.5). Choose **Test connection** and then **Save account**. Saving creates the background jobs for that account. Choose **Add another account** to connect more, or **Skip for now** to add accounts later under **Marketplaces**.

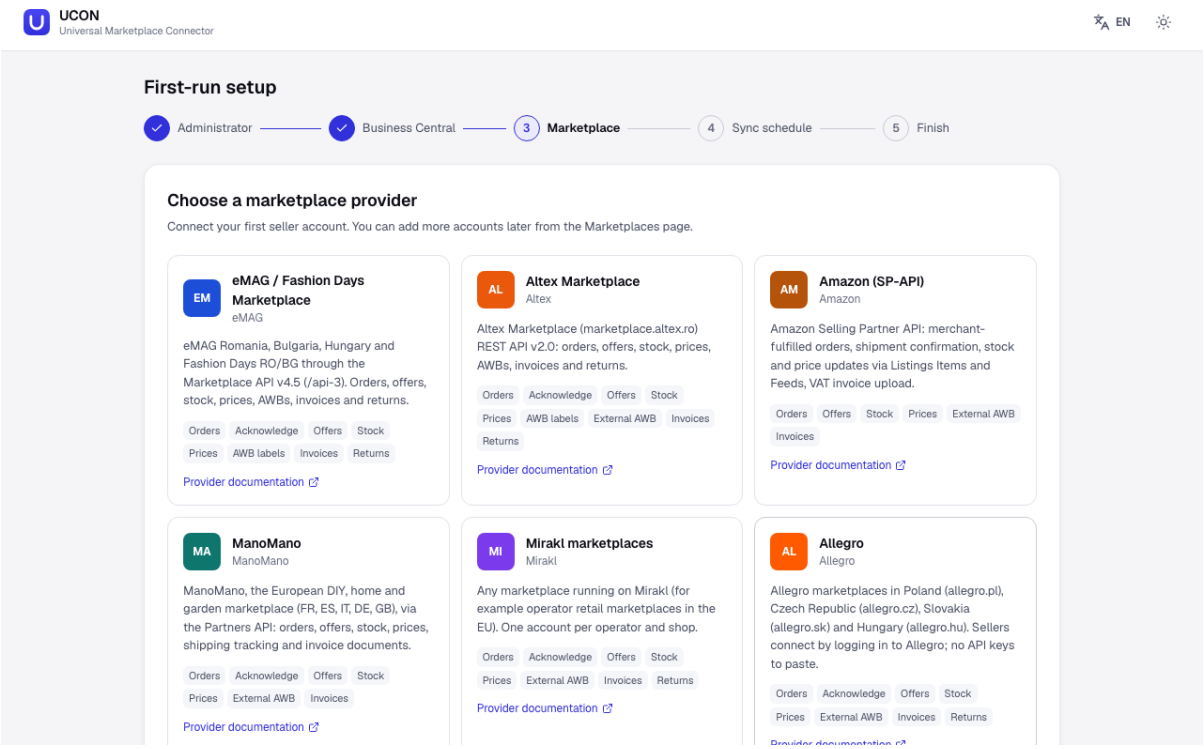


Figure 4. Setup wizard, step 3: choose the marketplace

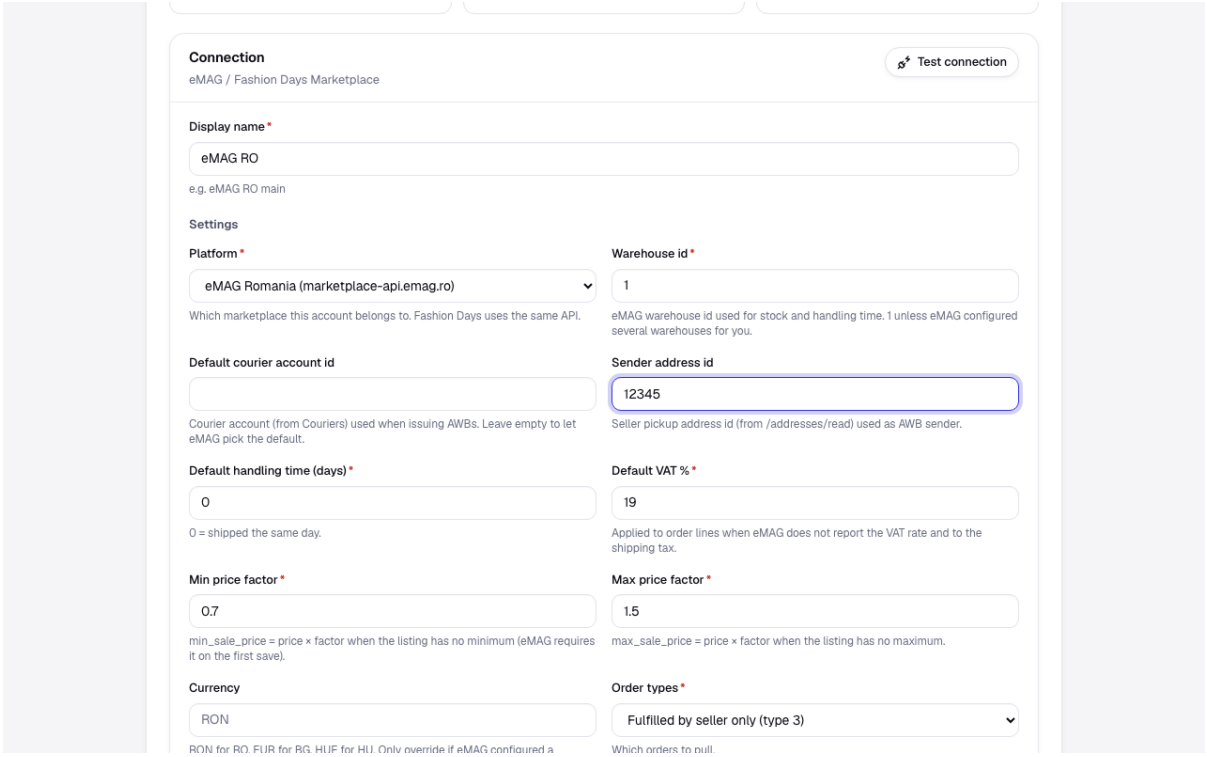


Figure 5. Account form: connection settings (example values)

Step 4: Sync schedule

Review the background jobs and their intervals (section 6.12). The defaults follow each marketplace's recommended polling limits. If you are migrating an existing catalogue, consider switching off **Push stock** and **Push prices** until your listings are mapped.

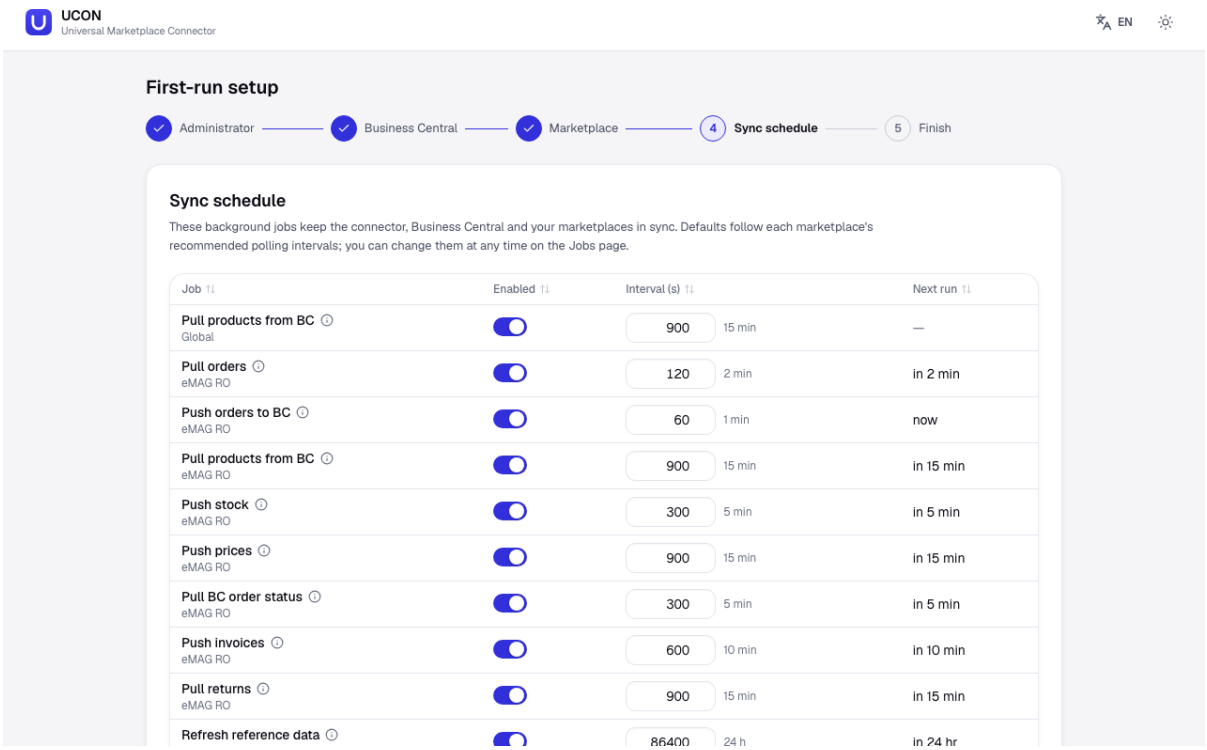


Figure 6. Setup wizard, step 4: sync schedule

Step 5: Finish

Review the summary and choose **Run first sync and open dashboard** (or **Open dashboard without syncing**). The first product sync reads all marketplace-enabled items from Business Central. Next steps: create listings for your products (section 6.11) and map categories and VAT under the account (section 5.1).

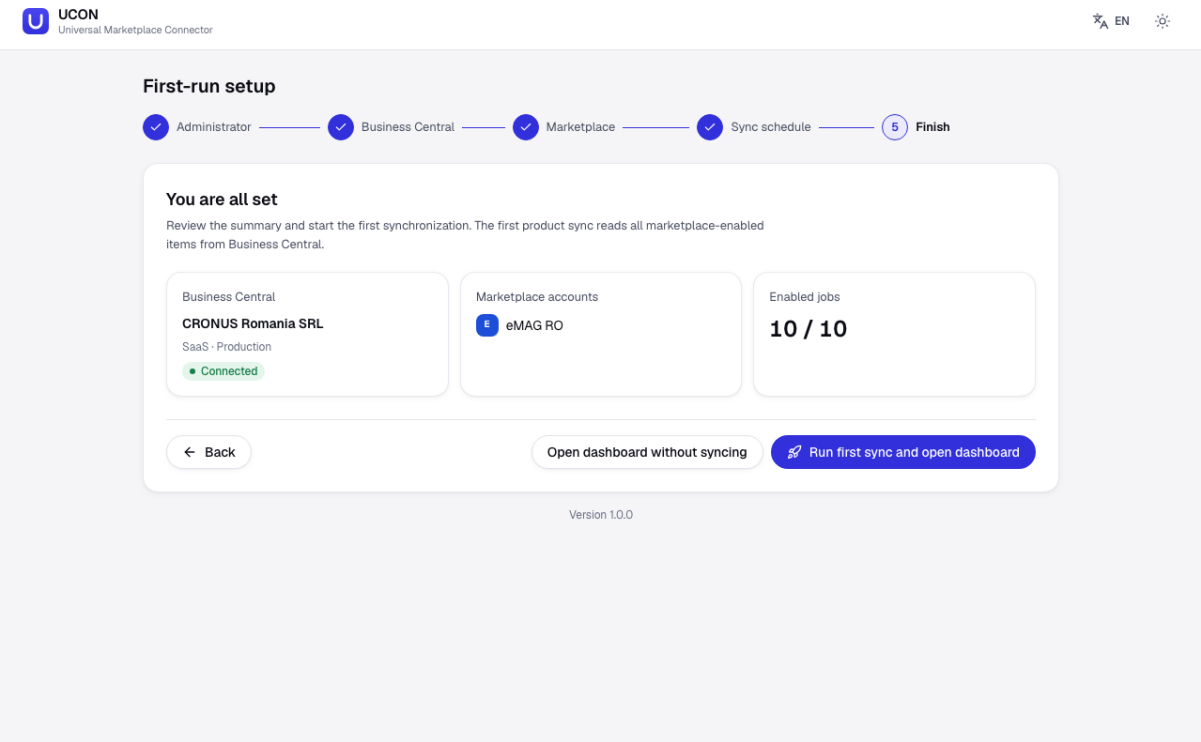


Figure 7. Setup wizard, step 5: finish

4. Business Central setup

4.1 Universal Marketplace Connector Setup

Search for **Universal Marketplace Connector Setup** (or just "marketplace connector"). There is one setup per company. Searching for "marketplace" also finds **Marketplace Orders**, **Marketplace Returns** and **Marketplace Buyers**.

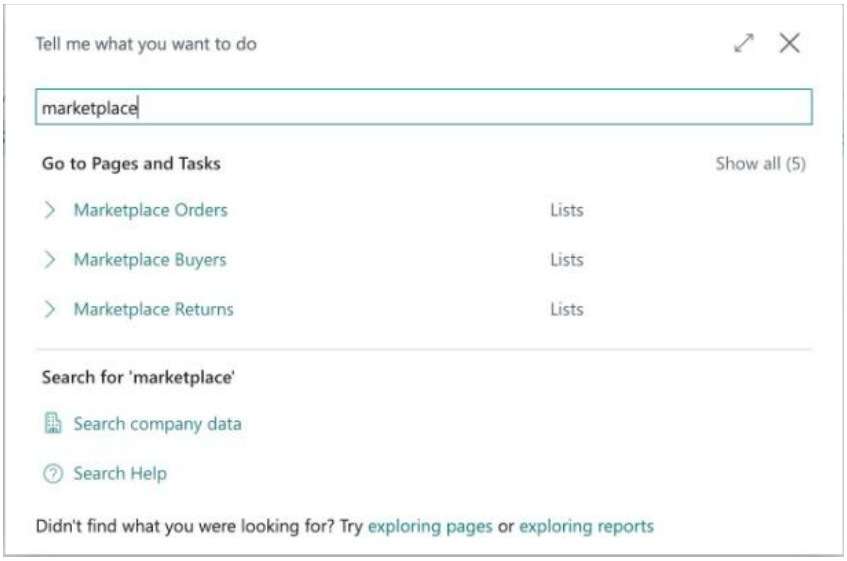


Figure 8. Searching for the connector pages in Business Central

FastTab	Field	What it does
General	Default Location Code	The location used to calculate marketplace stock (inventory and available quantity) and the default location on created sales orders. Empty means all locations.
General	Auto Release Orders	Release sales orders created from marketplace orders automatically.
Pricing & VAT	VAT Bus. Posting Group	Used with each item's VAT product posting group to find the VAT % published to the marketplaces.
Pricing & VAT	Price Group Code	Customer price group whose active sales prices are published as the marketplace price. When empty, or when an item has no active price, the item's unit price is used.
Customers	Customer Template Code	Template applied when a marketplace buyer is created as a new customer.
Customers	Default Customer No.	Customer used for marketplace orders that carry no customer no. and do not create a customer.
Connection info	Extension Version, API Path	Read-only information for support.

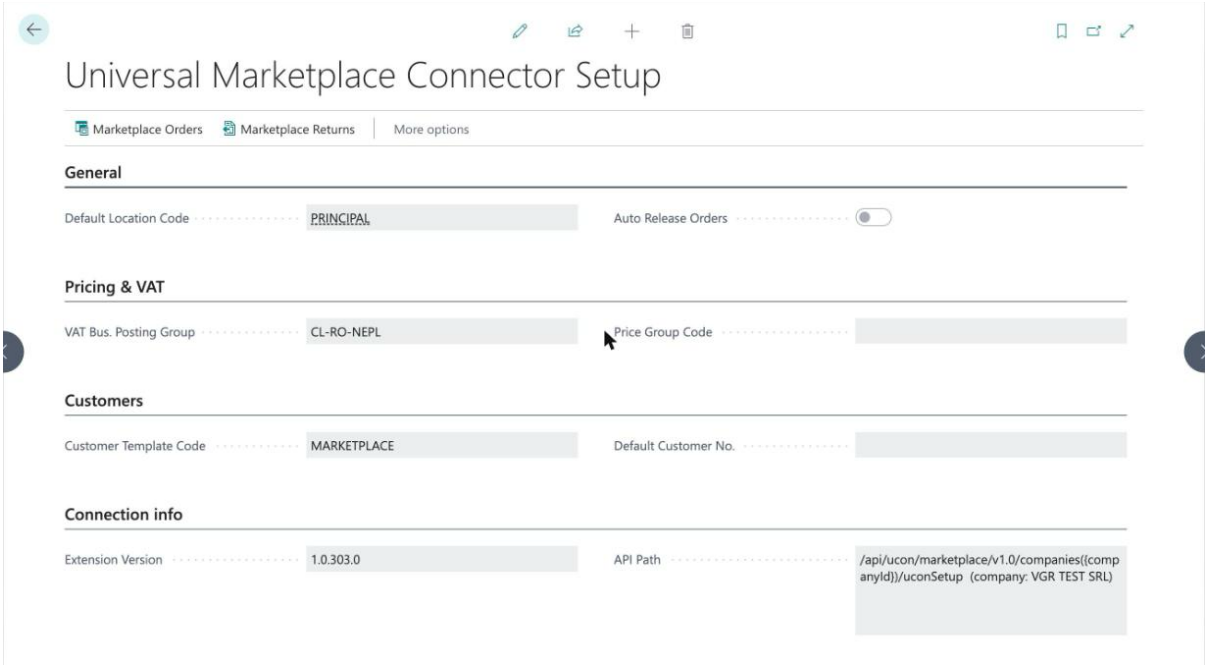


Figure 9. Universal Marketplace Connector Setup of a Romanian company

Typical Romanian setup: **VAT Bus. Posting Group** = the group for customers not registered for VAT (consumers), so the published VAT % matches what consumers pay; **Customer Template Code** = a template with posting groups (section 4.3).

Actions: **Marketplace Orders** and **Marketplace Returns** open the lists described in chapter 6.

4.2 Items: the Marketplace FastTab

Only items you enable are sent to the connector. On the **Item Card**, the **Marketplace** FastTab has:

Field	What it does
Marketplace Enabled	Publish this item through the connector. Only enabled items appear under **Products** in the web console.
Marketplace Brand	Brand name sent with the offer. Many marketplaces require it.
Warranty (Months)	Commercial warranty sent with the offer.

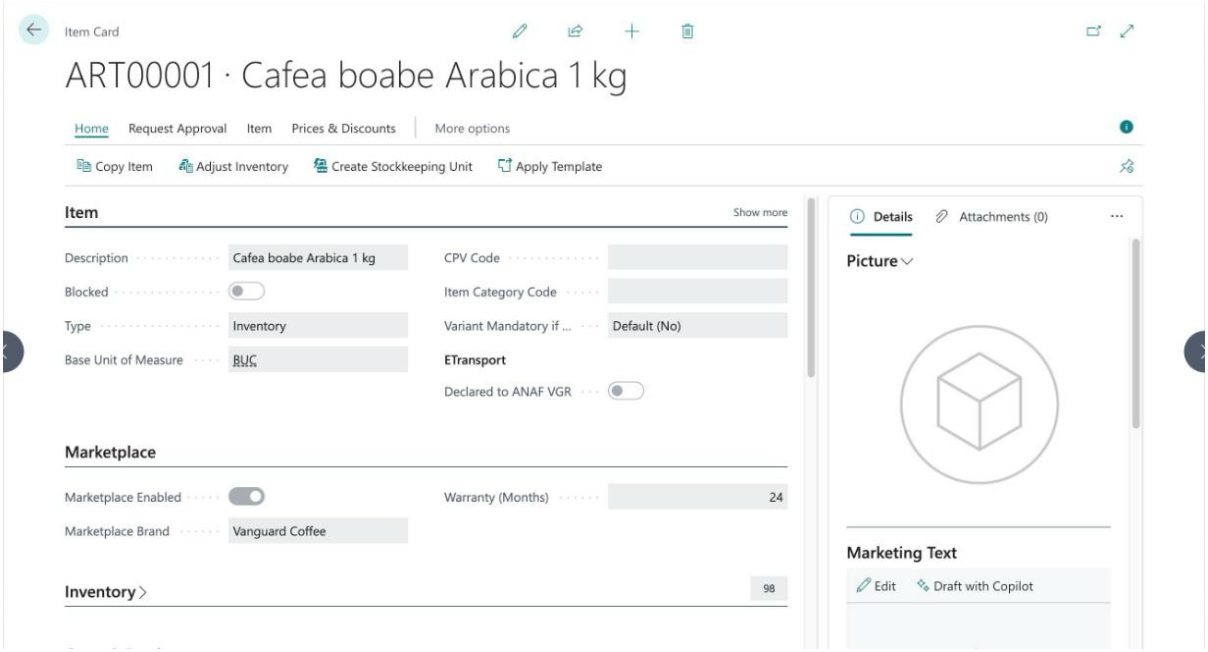


Figure 10. The Marketplace FastTab on the Item Card

The item also needs a **VAT Prod. Posting Group** (Costs & Posting FastTab, under **Show more**) with a VAT posting setup for the VAT bus. posting group of the connector setup; otherwise the published VAT % is 0. Stock comes from normal inventory postings, for example **Adjust Inventory** on the Item Card or an item journal.

The connector also reads the item's description and description 2, GTIN (used as EAN), vendor item no., item category, VAT product posting group, unit price, net weight, base unit of measure, the blocked and sales blocked flags, the picture and the extended text (blank language code). Blocked items cannot be listed. The published stock is the inventory at the default location minus the quantity on sales orders.

4.3 Customers

Each marketplace account decides how buyers become customers (section 4.5). You choose separately for private buyers and for companies:

Choice	What happens
Private buyers: **Generic customer**	Orders are booked to the account's **Default customer** (for example "eMAG – private buyers"). The buyer's name, billing address, phone and e-mail are written on the sales order, so the order, the posted invoice and the printed invoice show the real buyer.
Private buyers: **One customer per buyer**	Every buyer gets a customer card of their own, created from the **Customer Template Code** of the setup the first time they order.
Companies: **Create BC customer for legal entities** on	Every company gets a customer card of its own, with VAT registration no. and trade register no.
Companies: switch off	Company orders are booked to the default customer, with the company name, address and VAT registration no. on the sales order.

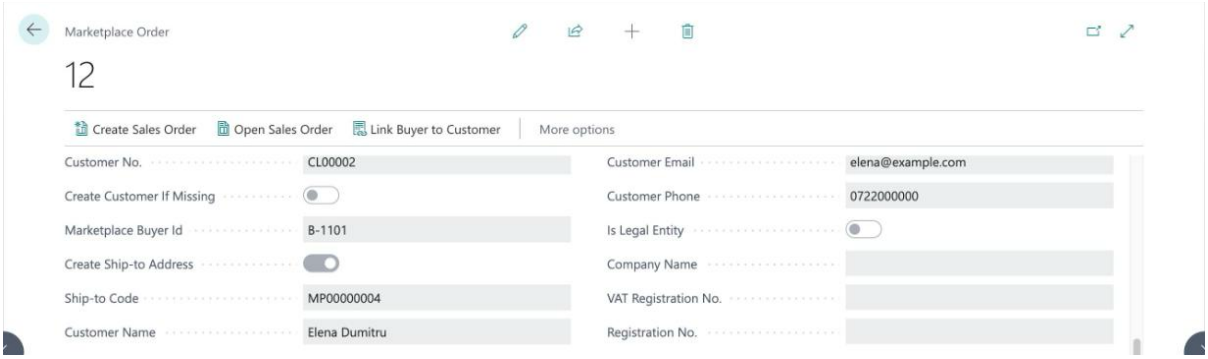


Figure 11. Customer FastTab of a marketplace order: booked to the generic customer CL00002, buyer id and ship-to address

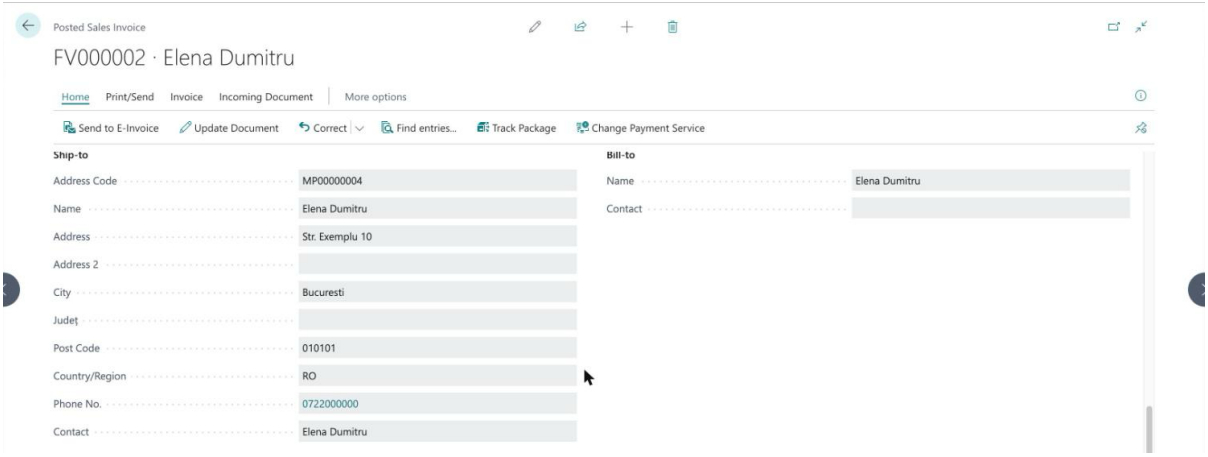


Figure 12. The posted invoice of that order carries the buyer's name and delivery address, not those of the generic customer

Existing customers are always recognised, in both modes. For each order Business Central looks for the buyer's customer in this order:

1. **Marketplace Buyers**: the buyer id of this marketplace account is linked to a customer. The link is stored automatically when an order is booked to a customer of its own, and you can set it yourself (see below). eMAG, Trendyol, METRO, Allegro, Octopia and Mirakl marketplaces send a buyer id; Amazon, Altex and ManoMano do not, so their buyers are recognised by the next two steps only.
2. Companies: **VAT Registration No.**, with or without the country prefix (`RO12345678`, `RO 12345678` and `12345678` are the same).
3. Private buyers: **E-Mail**. Some marketplaces (Amazon, Trendyol) hide the real e-mail, so the buyer id is the reliable key there.
4. Not found: a new customer from the template when the account creates customers, otherwise the default customer of the account, otherwise the **Default Customer No.** of the setup.

The default (generic) customer is never matched by e-mail or VAT number, so it does not "absorb" buyers.

Ship-to addresses

With **Save delivery addresses as ship-to addresses** on (the default), the delivery address of each order is stored as a ship-to address of the order's customer, with codes `MP00000001`, `MP00000002`, … The same name and address is reused, so a buyer who orders again to the same address does not create a new one. The ship-to code is shown on the marketplace order and used on the sales order, and the address is printed on the invoice and the shipment. Switch it off to keep the delivery address on the sales order only.

Ship-to addresses and customer cards contain personal data. When a buyer asks to be erased, delete or anonymise their ship-to addresses on the generic customer as well (section 8.5).

Linking a buyer to a customer

To book a buyer's orders to a particular customer (for example a regular B2B client who also buys on eMAG), open the marketplace order and choose **Link Buyer to Customer**, then pick the customer. All later orders of that buyer are booked to it. For an order that failed or is not created yet, choose **Create Sales Order** again. Search for **Marketplace Buyers** to see all links, point one to another customer, or delete one.

Customer template. Customers created by the connector take their posting groups, VAT business posting group, payment terms and country from the **Customer Template Code** of the setup. Without a template a new customer has no posting groups, and its orders cannot be posted. Create a template (for example MARKETPLACE) with Gen. Bus. Posting Group, VAT Bus. Posting Group (for Romanian consumers typically the group for non-VAT-registered customers), Customer Posting Group and Payment Terms before switching on customer creation.

Romanian e-Factura: county and sector

RO e-Factura requires the county of every Romanian address as an ANAF code (RO-CJ, RO-IS, RO-B for Bucharest), and the sector (SECTOR1 to SECTOR6) for Bucharest. When the 365vanguard **Romania E-Invoice** app is installed, the connector fills these in for you, on the new customer, on the ship-to address and on the sales order (sell-to and ship-to):

- **County** is read from the county the marketplace sends, in any common spelling: with or without diacritics, with "Jud." or "Județul", "Municipiul București", or a two-letter code such as CJ. When the marketplace sends no county, it is taken from the first two digits of the postal code (for example 400114 is Cluj).
- **Sector** (Bucharest only) is read from "Sector 3" or "Sectorul 3" in the county, city or address, otherwise from the postal code (030167 is sector 3).
- When a Romanian county cannot be recognised, the field is left empty and the marketplace order shows a warning. Set the ANAF county on the sales order before posting.
- New customers get **Partner Type** Person for private buyers and Company for companies, which the e-Invoice app requires.

The generic customer of an account (for example "eMAG – private buyers") is a customer like any other for e-Factura: give it Partner Type **Person** and an ANAF county once. Each invoice then carries the buyer's own county and sector from the sales order. Without the Romania E-Invoice app nothing is written, and the connector works as before.

4.4 VAT, prices, payment methods and shipping

- **VAT**: set up VAT posting setup for the **VAT Bus. Posting Group** of the setup and all item VAT product groups you sell. Map VAT groups to the marketplace's VAT ids under the account's **Mappings** tab where the marketplace uses VAT ids (eMAG, Altex, METRO).
- **Prices**: create a sales price list for the customer price group in the setup if your marketplace prices differ from the unit price. A price group chosen on the marketplace account overrides it for that account.
- **Payment methods**: create payment method codes for cash on delivery, card and bank transfer, and assign them on the marketplace account (section 4.5). The code is written on the sales order.

- **Shipping fee**: create an item (for example SHIPPING) for the shipping charge and enter it as **Shipping charge item** on the account. Without it the shipping fee is not added and a warning is shown on the marketplace order.
- **Number series**: sales orders use your normal sales order number series. The marketplace order number is written to **External Document No.**, with the prefix you choose on the account (for example EMAG-300000411).

4.5 Business Central defaults per marketplace account

In the web console every marketplace account has a **BC defaults** tab (also part of the account form in the wizard). These values decide how that account's orders become sales orders.

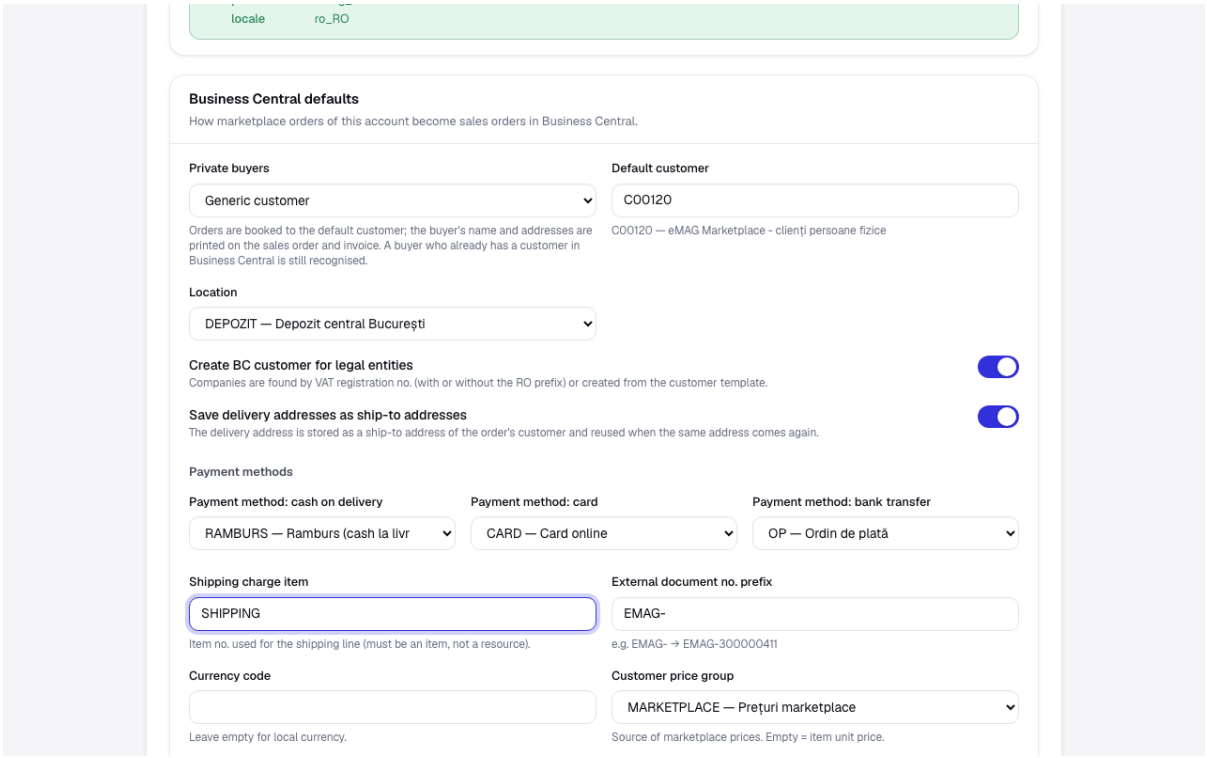


Figure 13. Business Central defaults of a marketplace account

Field	What it does
Private buyers	**Generic customer** (orders of private buyers are booked to the default customer) or **One customer per buyer** (section 4.3).
Default customer	The generic customer of this account. Needed unless both private buyers and companies get their own customer.
Location	Location code written on the sales orders of this account.
Create BC customer for legal entities	Companies get their own customer card, found by VAT registration no. or created from the template (section 4.3).
Save delivery addresses as ship-to addresses	Store each delivery address as a ship-to address of the customer, reused when it comes again (section 4.3).
Payment method: cash on delivery / card / bank transfer	Payment method code written on the sales order, by the payment type of the marketplace order.
Shipping charge item	Item no. used for the shipping fee line.

Field	What it does
External document no. prefix	Put in front of the marketplace order number in External Document No., for example EMAG-.
Currency code	Currency of this account's orders. Empty means local currency.
Customer price group	Source of the prices published to this account. Empty means the item unit price (or the setup's price group).
Push new orders to BC automatically	Create sales orders without operator action. When off, operators use **Push to BC**.
Acknowledge new orders automatically	Confirm new orders on the marketplace as soon as they are pulled (shown when the marketplace supports it).
Upload posted invoices automatically	Send the invoice PDF once the invoice is posted.
Push BC availability as stock / Push BC prices	Keep stock and prices on the marketplace in line with Business Central.
Stock safety buffer	Subtracted from the available quantity before publishing.
Max published stock	Upper limit for the published quantity. 0 means no limit.

4.6 Fields added to the Sales Order

Sales orders created by the connector show a **Marketplace** FastTab with **Marketplace**, **Marketplace Order Id** and **Marketplace Staging Id** (read-only). The action **Marketplace Order** opens the marketplace order the sales order came from. The AWB number is written to **Package Tracking No.** and the buyer's notes to the work description. The same marketplace fields are carried to the posted shipment and invoice.

4.7 Permissions

Permission set	Assign to
V36 UCON ALL ("UCON - All")	The connector's Entra application or Business Central user, and the Business Central users who work with Marketplace Orders and Returns. It includes read access to License Manager. Combine it with the standard sets your users need for sales documents.

5. Connecting the marketplaces

Add an account under **Marketplaces → Add account** (or in step 3 of the wizard). Choose the provider, enter a **Display name**, fill in the provider's settings and credentials, then the BC defaults (section 4.5). Choose **Test connection** and **Save account**. Operators and administrators can add and change accounts; only administrators can delete them.

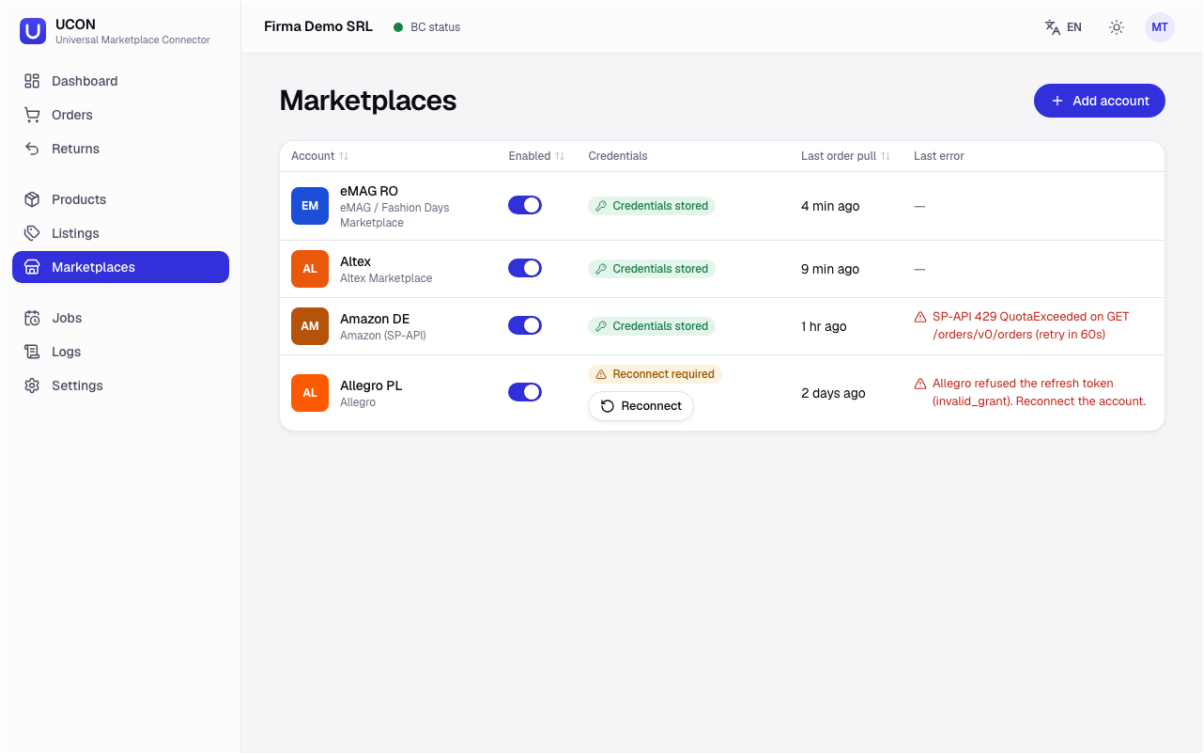


Figure 14. Marketplaces: all accounts with their last order pull and last error

5.1 Working with an account

Open an account to see its capabilities and four tabs:

Tab	Contents
Connection	Display name, the provider's settings and the credentials. Secrets are stored encrypted and never shown again: leave a secret field empty to keep the stored value, or type a new value to replace it. **Test connection** checks the values with the marketplace.
BC defaults	How orders of this account become sales orders (section 4.5).
Reference data	Categories, VAT rates, couriers and warehouses loaded from the marketplace. Choose **Refresh from marketplace** after the marketplace adds categories or couriers.
Mappings	**Category mapping**: which marketplace category each Business Central item category is published to. **VAT mapping**: which marketplace VAT id each VAT product posting group uses (only for marketplaces with VAT ids). Choose **Save** after editing.

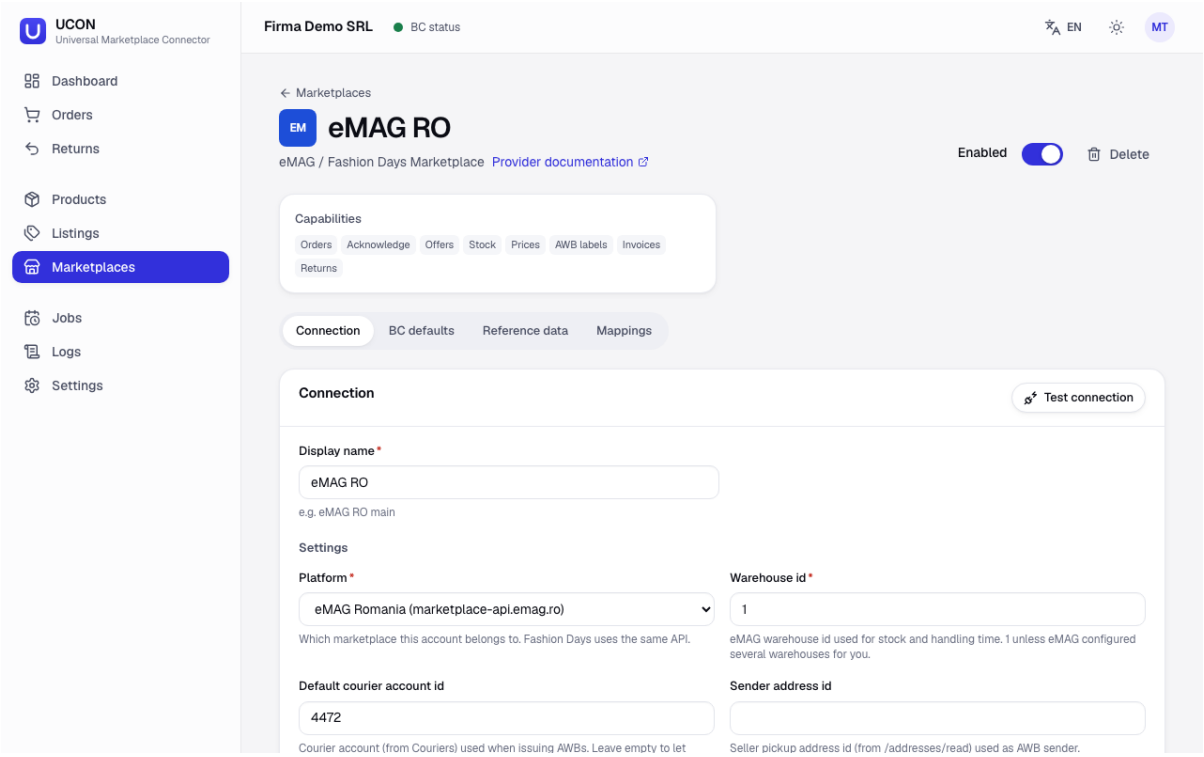


Figure 15. A marketplace account: capabilities and the Connection tab

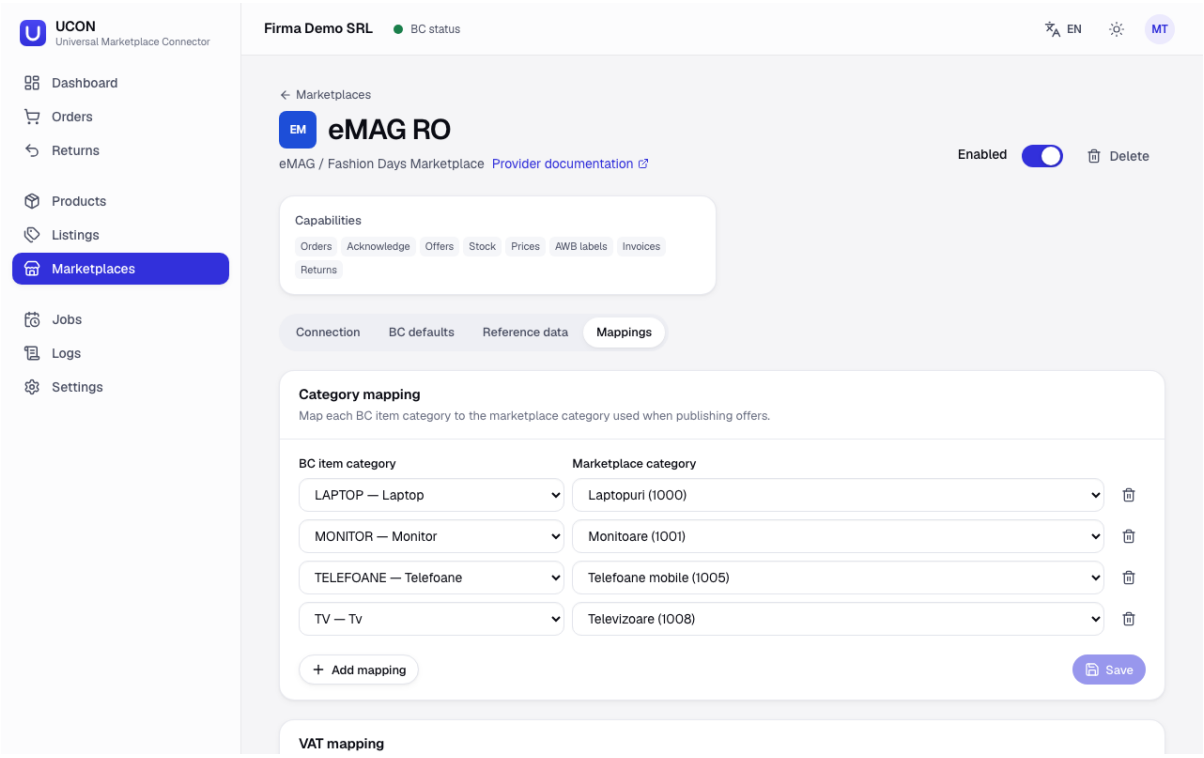


Figure 16. Category mapping on the Mappings tab

The **Enabled** switch pauses an account: its jobs are skipped until you switch it on again. **Delete** removes the account with its jobs and listings from the connector; it does not change anything on the marketplace.

5.2 What each marketplace supports

Feature	eMAG	Altex	Amazon	Mano-Mano	Mirakl	Allegro	Octopia	METRO	Trendyol
Orders	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Acknowledge orders	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Update status, cancel	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Shipping labels (AWB)	Yes	Yes	No	No	No	No	No	No	No
Register own tracking no.	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Invoice upload	By link	Yes	Yes	Yes	Yes	Yes	Yes	Yes	File or link
Returns	Yes	Yes	No	No	Yes	Yes	No	Yes	Yes
Offers, stock, prices	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Categories	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
VAT ids	Yes	Yes	No	No	No	No	No	Yes	No
Courier list	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Order pull default	2 min	3 min	15 min	15 min	5 min	5 min	5 min	5 min	5 min

"By link" means the marketplace downloads the invoice from your connector's public address (section 5.12). Actions a marketplace does not support are hidden in the web console, and their jobs are not created.

5.3 eMAG and Fashion Days

What to obtain

1. A seller account with API access. If the **Technical** section is missing in the seller platform, ask your eMAG account manager.
2. In the seller platform open **Settings → Technical → API** and create an **API user** with API rights for orders, offers, AWB and returns. This is a separate user from your own sign-in.
3. Register the **public outbound IP address** of the connector server with eMAG (same section or through your account manager). eMAG accepts calls only from registered addresses, so use a static IP.
4. Set the connector's **Public base URL** (section 5.12). eMAG does not accept invoice files; it downloads the invoice PDF from a link on your connector.

Account fields

Field	Required	What to enter
Platform	Yes	eMAG Romania, Bulgaria or Hungary, or Fashion Days Romania or Bulgaria.
Warehouse id	Yes	eMAG warehouse for stock and handling time. 1 unless eMAG set up several warehouses for you.
Default courier account id	No	Courier account used when issuing AWBs (see the courier list under Reference data). Empty lets eMAG choose.
Sender address id	No	Your pickup address id, used as AWB sender.

Field	Required	What to enter
Default handling time (days)	Yes	0 means shipped the same day.
Default VAT %	Yes	Used when eMAG reports no VAT rate, and for the shipping fee.
Min price factor / Max price factor	Yes	eMAG requires a minimum and maximum sale price. When a listing has none, they are the price × these factors (defaults 0.7 and 1.5).
Currency	No	RON for Romania, EUR for Bulgaria, HUF for Hungary. Change only if eMAG set a different currency.
Order types	Yes	Fulfilled by seller only, or seller and eMAG fulfilled.
API username / API password	Yes	The API user from step 2.

Notes

- Acknowledge new orders promptly (automatic acknowledgement is recommended). eMAG re-lists unacknowledged orders and it affects your seller rating.
- eMAG limits API calls per API user (12 per second for orders and AWBs, 3 per second for everything else). Use a dedicated API user for the connector and do not shorten the order pull below 2 minutes.
- AWBs are issued through eMAG's couriers with **Create AWB**; the label PDF is stored and can be downloaded from the order.
- eMAG asks sellers to keep API logs for 30 days; the connector's API call log does this by default.

5.4 Altex

What to obtain

Ask the Altex Marketplace team for API access. They issue a **public key** and a **private key** for your seller account. Altex has no IP whitelisting.

Account fields

Field	Required	What to enter
Default courier id	No	Courier from the Altex courier list used for AWB generation when none is chosen.
Default seller address id	No	Your pickup address id from the Altex locations list.
Sender name, contact person, phone, address, county, city, postal code	No	Sender details printed on generated AWBs. Phone: 10 digits. County as Altex spells it (for example Bucuresti).
Default VAT %	No	For shipping fees and offers without a VAT rate (default 19).
Min delivery days /	No	Delivery interval sent with offers (defaults 1 and 3).

Field	Required	What to enter
Max delivery days		
Min price factor	No	Minimum selling price as a fraction of the price when the listing has none (default 0.7).
AWB label format	No	A4 or 10x14.
API base URL	No	Leave the default for production.
Public key / Private key	Yes	From the Altex team. The private key is only used to sign requests and is never sent.

Notes

- Each request is signed with the current UTC date, so the server clock must be correct (use NTP). A wrong clock gives sign-in errors around midnight UTC.
- You can issue AWBs through Altex or register an AWB from your own courier.

5.5 Amazon

What to obtain

1. A Professional seller account in the target region. In **Seller Central → Apps & Services → Develop apps** complete the developer registration as a private developer (approval can take some days).
2. **Add new app client** of type SP-API with at least the roles Orders, Product Listing, Inventory and Order Tracking, Shipping and Tax Invoicing. Note the **LWA client id** and **client secret**.
3. **Authorize** the app for your own seller account to get the **refresh token**. Copy it immediately.
4. Note your **Merchant token** (Seller Central → Account Info).

Account fields

Field	Required	What to enter
Region	Yes	Europe, North America or Far East.
Marketplaces	Yes	Comma-separated country codes (DE, FR, IT, ES, UK, NL, SE, PL, BE, IE, TR, US, CA, MX) or Amazon marketplace ids.
Seller id	Yes	Your merchant token.
Use sandbox	No	Use Amazon's test sandbox instead of production.
Include FBA orders	No	Also pull orders fulfilled by Amazon. Default: merchant-fulfilled orders only.
Default product type	No	Amazon product type for price and stock updates when the listing has none (default PRODUCT).
Default carrier code	No	Carrier for shipment confirmations when none is given (for example DHL, DPD, GLS). Unknown carriers are sent as Other.
Default VAT %	No	Used when Amazon reports no tax and to convert prices to VAT-inclusive values.
Currency	No	Currency of the prices you push (default EUR).

Field	Required	What to enter
Use feeds above	No	Stock and price updates with more items than this are sent as one feed (default 200).
LWA client id / LWA client secret / Refresh token	Yes	From steps 2 and 3.

Notes

- Amazon allows about one order list call per minute per seller, so the order pull runs every 15 minutes by default. Do not set it below 5 minutes.
- Amazon orders are not acknowledged; shipping is confirmed with your carrier and tracking number. Amazon does not issue labels through the connector.
- Returns are not imported for Amazon.
- Access tokens are renewed automatically. If every call fails with "Unauthorized", authorize the app again and enter the new refresh token.

5.6 ManoMano

What to obtain

1. A seller contract for each country (FR, ES, IT, DE, GB). The contract id is shown in the ManoMano Toolbox. Create one connector account per contract.
2. In **ManoMano Toolbox → Settings → API keys** (Admin role required) choose **Create API key**, name it, and copy it. It is shown only once.

Account fields

Field	Required	What to enter
Seller contract id	Yes	Numeric contract id from the Toolbox.
Environment	No	Production or sandbox. The sandbox only works Monday 00:00–20:00 and Tuesday–Friday 07:00–20:00 CEST.
Default carrier	No	Carrier name sent with tracking numbers (for example Colissimo, UPS, DHL).
Tracking URL template	No	Tracking link; {tracking} is replaced by the tracking number.
Default VAT %	No	Used when a line or offer has no rate (default 20).
Currency	No	EUR, or GBP for GB contracts.
Import ManoFulfillment orders	No	Also import orders ManoMano ships from its own warehouses (marked as fulfilled by the marketplace).
Carrier grid	No	Shipping method code configured in the Toolbox, sent with offers.
Min delivery days / Max delivery days	No	Sent with the carrier grid (defaults 2 and 5).
Category language	No	Language of category names.

Field	Required	What to enter
API key	Yes	From step 2.

Notes

- ManoMano does not issue shipping labels. Ship with your own carrier and register the tracking number; it is sent with the shipped quantities.
- When ManoMano issues the invoice itself for an order, the invoice upload is skipped.
- The Orders API allows 250 calls per hour per API key, so orders are pulled every 15 minutes. Do not share the API key with another tool.
- Returns are not available through the ManoMano API.

5.7 Mirakl-powered marketplaces

Mirakl is the platform behind many retailer marketplaces. Create one account per operator and shop.

What to obtain

1. The operator's **instance URL** (for example https://operator-prod.mirakl.net, or the operator's own domain). Ask the operator.
2. In the operator's seller back office, generate the **shop API key** in your user settings. If your user manages several shops, note the **shop id**.
3. Ask the operator for its carrier codes, accepted offer condition and whether returns are enabled.

Account fields

Field	Required	What to enter
Instance URL	Yes	The operator's Mirakl address (https).
Operator	No	Display name of the operator.
Shop id	No	Only when the API key covers several shops.
Currency	No	Empty reads it from the shop.
Default VAT %	No	Used when an order line has no tax lines and to convert offer prices (default 19).
Prices include VAT	No	Yes for consumer marketplaces with VAT-inclusive prices.
Default carrier code	No	Carrier code from the operator's carrier list (Reference data), sent with tracking numbers. Set it: Business Central sends only the tracking number.
Carrier name (unregistered) / Tracking URL template	No	Used only when no carrier code is available.
Invoice document type	No	Document type code used for invoice PDFs.
Offer condition	No	Offer state code (11 = New on most operators).
Lead time to ship	No	Sent with offers.

Field	Required	What to enter
(days)		
Channels	No	Comma-separated channel codes to limit the order pull. Empty = all.
Shop API key	Yes	From step 2.

Notes

- Orders reach Business Central only once Mirakl reports them as accepted and paid. Until then they show as waiting, not as errors.
- Stock and prices are sent as imports that Mirakl allows once per minute each; each push waits up to 5 minutes for the result.
- If the operator registered the connector as an external partner, orders may only be pulled every 15 minutes: set **Pull orders** to 900 seconds.

5.8 Allegro

Allegro works differently from the other marketplaces: the application keys belong to the installation, and sellers connect by signing in to Allegro.

Installation keys (IT, once)

Allegro requires one registered application for all sellers of an integration. 365vanguard or your partner provides the Allegro application keys (client id and client secret). IT enters them on the connector server and restarts the service:

```
UCON_Marketplaces__Allegro__ClientId=<client id>
UCON_Marketplaces__Allegro__ClientSecret=<client secret>
UCON_Marketplaces__Allegro__SandboxClientId=<sandbox client id>        (optional)
UCON_Marketplaces__Allegro__SandboxClientSecret=<sandbox client secret>  (optional)
```

On Windows put them in `appsettings.Production.json` under `"Marketplaces": { "Allegro": { "ClientId": "...", "ClientSecret": "..." } }`. With Docker add them to the `.env` file.

Connect the seller account

1. Add an Allegro account and choose **Environment** and **Marketplace** (allegro-pl, allegro-cz, allegro-sk or allegro-hu).
2. Choose **Connect Allegro account**. The page shows a code and a link.
3. Open the link, sign in to Allegro with the seller account, check that Allegro shows the same code, and approve. The page then shows **Connected as** with your Allegro login.
4. Save the account. No password or token is typed into the connector.

A connection that is not used for 3 months expires. The account is then marked **Reconnect required**; choose **Reconnect** and repeat steps 2 and 3.

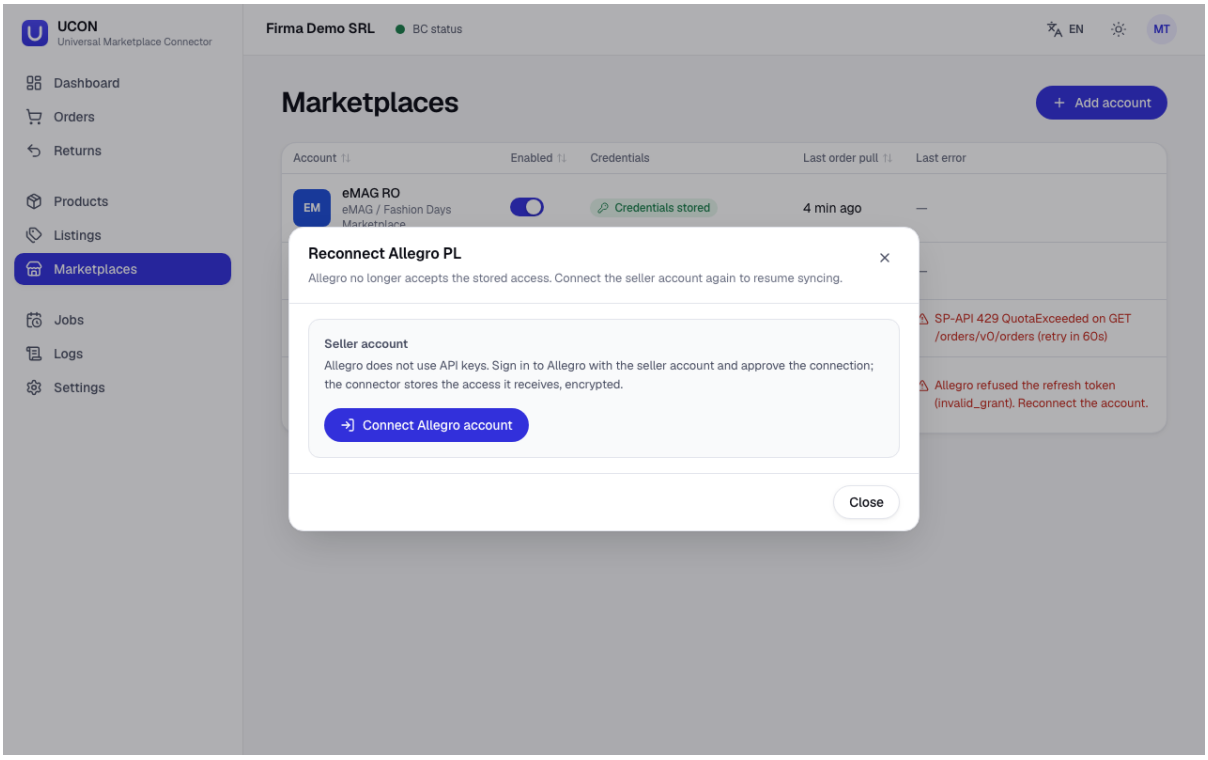


Figure 17. Reconnecting an Allegro account

Account fields

Field	Required	What to enter
Environment	Yes	Production or the Allegro sandbox.
Marketplace	Yes	The Allegro marketplace this account sells on.
Currency	No	Empty = the marketplace currency (PLN, CZK, EUR, HUF).
Default VAT %	No	Empty = the standard rate (PL 23, CZ 21, SK 23, HU 27).
Prices include VAT	No	Yes: Allegro consumer prices are gross; Business Central net prices are converted.
Default carrier / Carrier name (OTHER)	No	Carrier id from Allegro's carrier list (for example INPOST, DPD, DHL, POCZTA_POLSKA) sent with tracking numbers; the name is used with carrier OTHER.
Upload invoices	No	Upload posted invoices also when the buyer did not ask for one (default Yes).
Include One Fulfillment orders	No	Also pull orders shipped by Allegro's warehouse.
Orders from all marketplaces	No	One account handles PL, CZ, SK and HU orders.
Orders to pull	No	All (unpaid orders are held as pending until paid), or paid orders only.
Shipping rates id, Return policy id, Implied warranty id, Warranty id, Handling	No	Needed only for offers the connector creates from Allegro catalogue products.

Field	Required	What to enter
time		

Notes

- Orders reach Business Central only once paid. Unpaid orders wait and are acknowledged automatically when paid.
- New offers can only be created from an existing Allegro catalogue product (product id or EAN).
- Allegro shipping labels are not supported; register your carrier's tracking number.
- All Allegro accounts on one installation share Allegro's limit of 9,000 calls per minute.

5.9 Octopia (Cdiscount)

What to obtain

On the Octopia developer portal open **API credentials** and create credentials. You get a **client id**, a **client secret** and your **seller id**. Integrator credentials covering several sellers also work: create one account per seller id.

Account fields

Field	Required	What to enter
Seller id	Yes	Your Octopia seller id.
Sales channels	No	Comma-separated channel ids (default CDISFR). Orders are pulled from these channels; offers are sent to each. SELLZZ is Octopia's test channel.
Default VAT %	No	Octopia prices include VAT (default 20).
Currency	No	Used when an order has none (default EUR).
Default carrier / Carrier name (not listed) / Tracking URL template	No	Carrier from the Octopia carrier list (Reference data) for shipments.
Include Octopia Fulfilment orders	No	Pull orders shipped by Octopia's warehouse.
Offer condition / Preparation time (days)	No	Sent with offers (defaults New and 2 days).
Delivery modes	No	Required to create new offers: CODE:cost[:additionalCost] entries, VAT inclusive, for example THD:4.99:1,EHD:9.99.
Message language	No	Language of Octopia messages and category names.
Client id / Client secret	Yes	From the developer portal.

Notes

- Orders reach Business Central once Octopia moves them to **InPreparation**, because Octopia hides the delivery address until then.

- Without **Delivery modes**, stock and price updates of existing offers work but new offers are refused with an explanation per item.
- If Octopia already holds a different invoice for an order, the connector does not replace it and reports the conflict on the order.
- Returns are not available through the Octopia seller API.

5.10 METRO Markets

What to obtain

1. Register for API access with METRO Markets. You start in METRO's sandbox. METRO certifies your integration with four test orders and then e-mails the production service addresses.
2. In the Seller Office open **My Account → API keys** and generate a **client key** and **client secret** (sandbox and production keys differ). The secret is shown only once. Regenerating the keys also removes METRO event subscriptions.
3. If you sell cross-border, activate it in the Seller Office first, and create shipping groups for each destination.

Account fields

Field	Required	What to enter
Environment	No	Production or sandbox.
Order service URL, Offer service URL, Category service URL	No	Production addresses from METRO's certification e-mail. Empty uses the environment default.
Origin market	No	Market the goods ship from (DE_MAIN, ES_MAIN, IT_MAIN, PT_MAIN, NL_MAIN, FR_MAIN).
Destination market	No	Market the offers are sold in (DE_MAIN, ES_MAIN, ES_CN, IT_MAIN, PT_MAIN, NL_MAIN, FR_MAIN, HR_MAIN). Create one account per destination.
Only orders for this destination	No	Import only this destination's orders (default Yes).
Processing time (days) / Max processing time (days)	No	Days to dispatch sent with offers.
Business model	No	B2B only, or B2B/B2C.
Shipping group	No	Shipping group name from the Seller Office.
Default carrier	No	METRO carrier id (for example dhl, ups, dpd) used when a shipment names none.
Cancellation reason	No	1 No inventory, or 2 Wrong price.
Default VAT %	No	Used when a line has no rate (DE 19, ES 21, IT 22, PT 23, NL 21, FR 20, HR 25).
Client key / Client secret	Yes	From step 2.

Notes

- METRO prices are **net** (excluding VAT) in EUR. Price drops of 50% or more are blocked by METRO, and too-frequent price changes are throttled.
- Every order action is per order line; the connector handles this for you. Invoices must be PDF, at most 2 MB.
- METRO does not issue shipping labels through the connector; register the tracking number with a METRO carrier id.
- A high cancellation rate can make METRO restrict your account and pause all offers.

5.11 Trendyol

What to obtain

1. Sign in to the Trendyol seller panel with the master (admin) user and open **Account → Integration information**. Note the **seller id** (Satıcı ID), the **API key** and the **API secret**. Only the master user sees them.
2. International sellers: note the storefront you sell on (one connector account per storefront).
3. For tests, Trendyol's stage environment has its own seller id and credentials, and only accepts calls from IP addresses Trendyol has whitelisted. Ask Trendyol to whitelist your connector server's public IP.

Account fields

Field	Required	What to enter
Seller id	Yes	Numeric seller id from the seller panel. Stage and production differ.
Storefront	No	Empty for Turkey. International: RO, DE, GR, SK, CZ, BG, SA, AE or KW.
Environment	No	Production or stage.
Integrator name	No	Sent to Trendyol with every call. Use the default SelfIntegration when you run the connector for your own shop, or the integrator name Trendyol registered.
Default carrier code	No	Carrier code sent with tracking numbers on seller-paid carriers (for example DHLMP, DPDMP, GLS, HERMESMP).
Send tracking numbers	No	Auto (only for seller-paid carriers), Always (for example Germany), or Never (Trendyol always issues the tracking number).
Invoice delivery	No	Upload PDF (default), or Send link (needs the Public base URL; the link must stay reachable for years).
Default VAT %	No	Empty = the storefront's standard rate.
Cancellation reason	No	Reason sent when you cancel lines (default 500 Out of stock).
SGR fee SKU	No	Romania: SKU of the separate line for the SGR deposit fee (default SGR).
Barcode source	No	Barcode for new Trendyol products: SKU or EAN.
Shipment address id /	No	Defaults for new products (see the warehouses list under

Field	Required	What to enter
Returning address id		Reference data).
API key / API secret	Yes	From step 1.

Notes

- Unpaid orders (Trendyol status Awaiting or Verified) are held back and reach Business Central only once paid.
- Romania: the SGR deposit fee included in Trendyol's order total is imported as a separate line with the **SGR fee SKU**. Map that SKU to the Business Central item that posts the deposit (by giving the item that number or with **Map to BC item**), otherwise the order stops with an unmapped-SKU error.
- Acknowledging an order sets it to Picking on Trendyol; posting the invoice sets it to Invoiced and sends the invoice.
- You supply the tracking number (for seller-paid carriers); Trendyol itself sets the order to Shipped when the carrier scans the parcel. Shipping labels are not supported through the connector.
- Trendyol limits the number of calls per minute depending on your listing tier; the default intervals are sized for the smallest tier.

5.12 Public base URL and reverse proxy

eMAG and Fashion Days download invoice PDFs from your connector, and Trendyol does too when **Invoice delivery** is **Send link**. For these, the connector must be reachable from the internet over HTTPS at its **Public base URL**. For all other marketplaces, and for operation on your local network only, this is not needed.

1. Choose a host name, for example ucon.contoso.com, and point it to a reverse proxy (IIS with Application Request Routing, nginx or Caddy) with a valid HTTPS certificate.
2. Forward only the paths /public/ and /webhooks/ from the internet to the connector (port 5080). Allow the rest (/api, /) only from your local network or VPN.
3. Enter the address under **Settings → General → Public base URL**.
4. After the first invoice is posted, open the invoice link from the order page on a phone using mobile data; the PDF must download.

Example for nginx:

```
server {
 listen 443 ssl; server_name ucon.contoso.com;
 ssl_certificate     /etc/letsencrypt/live/ucon.contoso.com/fullchain.pem;
 ssl_certificate_key /etc/letsencrypt/live/ucon.contoso.com/privkey.pem;
 location ~ ^/(public|webhooks)/ { proxy_pass http://127.0.0.1:5080; proxy_set_header Host $host; }
 location / { allow 10.0.0.0/8; allow 192.168.0.0/16; deny all;
              proxy_pass http://127.0.0.1:5080; proxy_set_header Host $host; }
}
```

6. Daily operations

Sign in to the web console at http://<server>:5080 with your e-mail and password. The menu on the left leads to the pages described in this chapter. The top bar shows the instance name and the Business Central connection state, and lets you switch the language (English, Romanian), switch between the light and dark theme (sun and moon button; until you choose, the console follows your system setting), and sign out.

6.1 Dashboard

The start page shows what needs attention today. Anything red is the day's to-do list.

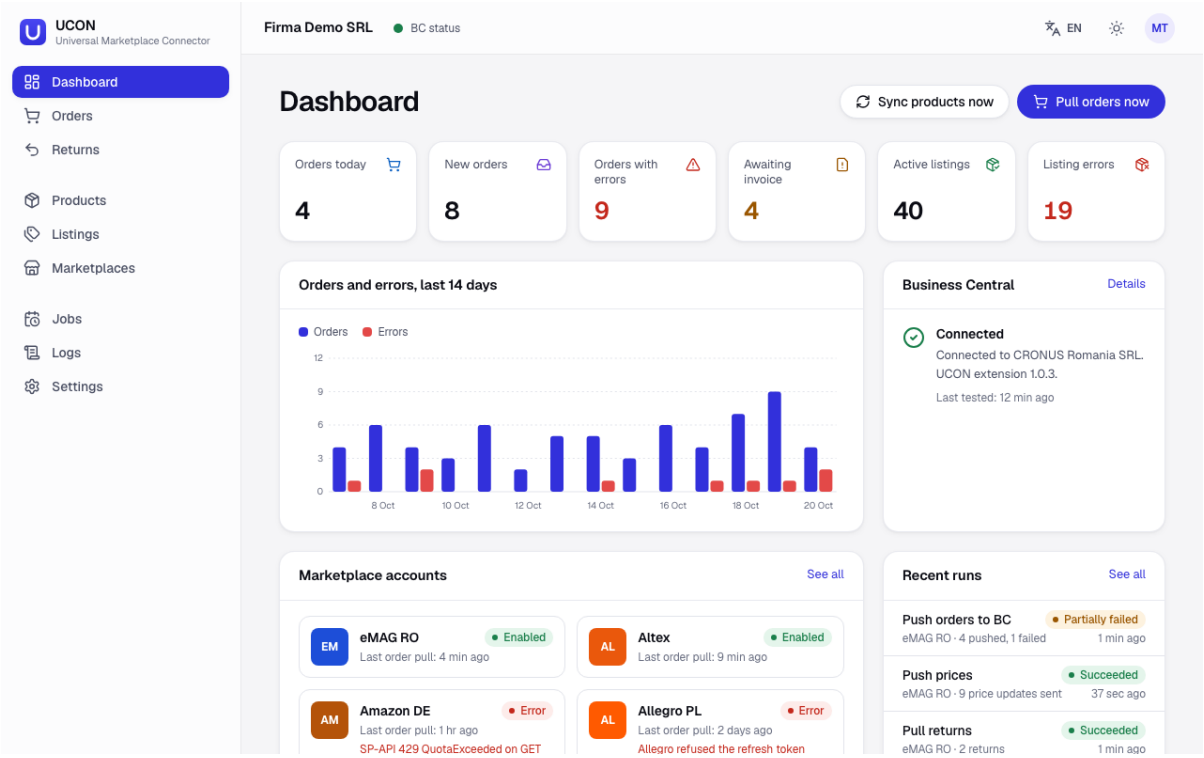


Figure 18. Dashboard

- **Orders today**, **New orders**, **Orders with errors**, **Awaiting invoice**, **Active listings** and **Listing errors**.
- **Orders and errors, last 14 days**.
- **Business Central**: connection state and last test.
- **Marketplace accounts**: each account with its last order pull and last error.
- **Recent runs** of the background jobs.
- **Sync products now** and **Pull orders now** start a run immediately (Operators and Admins).

6.2 The order inbox

Orders lists every marketplace order. Search by order number, customer, e-mail or sales order number, and filter by account, marketplace status, BC status, date range or **Only errors**. **Pull orders** fetches new orders immediately. Orders on hold show a lock icon.

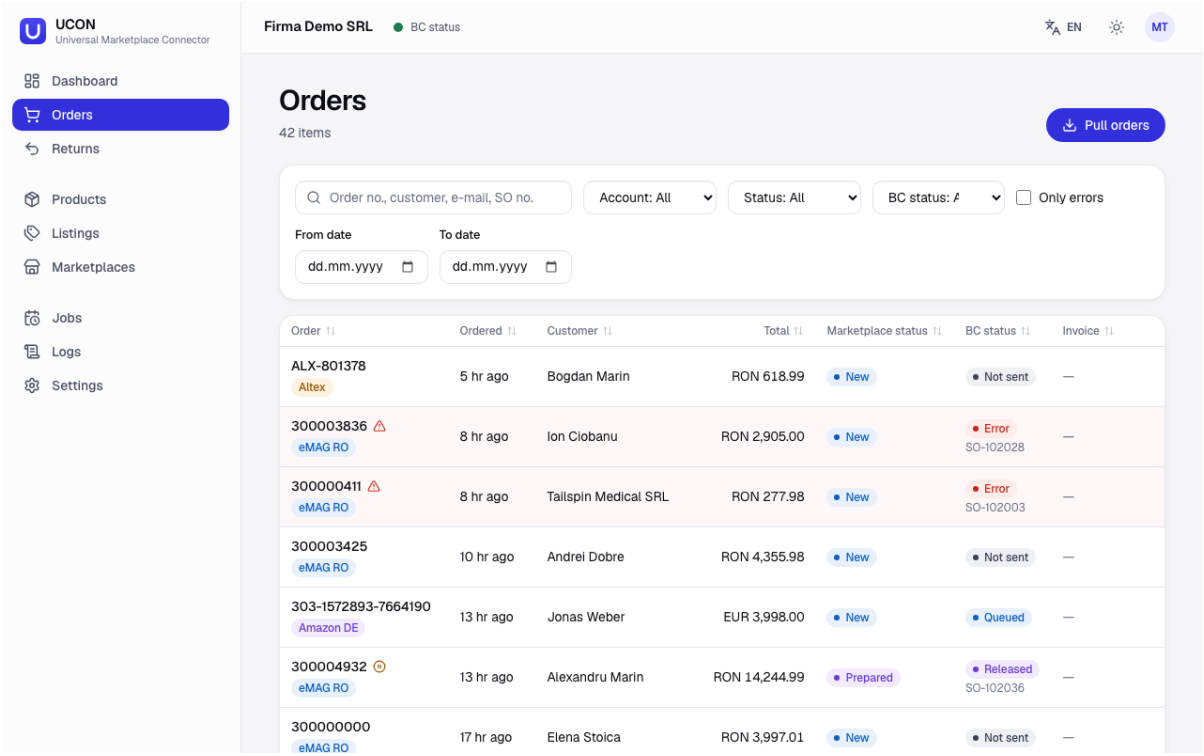


Figure 19. Orders

Each order has two statuses:

Column	Meaning
Marketplace status	The order's state on the marketplace: New → Acknowledged → Prepared → Shipped → Delivered → Finalized, or Cancelled, Returned, Partially returned.
BC status	The hand-off to Business Central: Not sent → Queued → Sent (sales order exists) → Released → Shipped → Invoiced, or Error.

6.3 The order page

Open an order to see its lines, totals, shipments, the activity log, the raw marketplace data, the summary, the Business Central documents (sales order, customer, shipment, invoice, invoice uploaded) and the buyer's details and addresses.

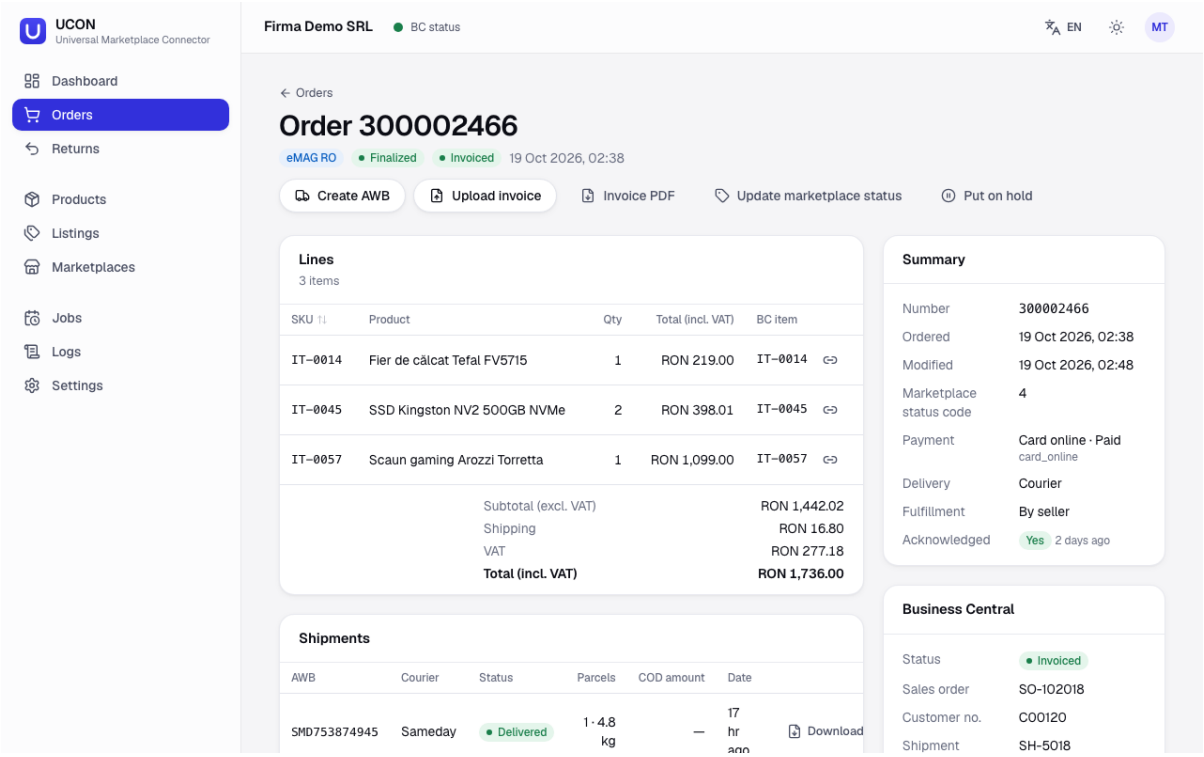


Figure 20. An invoiced order with its shipment

The actions shown depend on the order and on what the marketplace supports:

Action	When to use it
Push to BC	The order has not been sent (automatic push is off), or after you fixed an error.
Retry	Clears the error and queues the order again for the next push (or invoice upload).
Acknowledge	Confirm the order on the marketplace when automatic acknowledgement is off.
Create AWB	Issue a shipping label through the marketplace, or register the AWB / tracking number you created with your own courier.
Upload invoice	Send the posted invoice again, for example after a correction.
Invoice PDF	Download the invoice PDF from Business Central to check it.
Update marketplace status	Set the marketplace status by hand, for example to cancel (a reason is required).
Put on hold / Release hold	Background jobs skip held orders. Use it for fraud checks, missing stock or a call to the customer.
Map to BC item	On a line: choose the Business Central item (and variant) for a SKU that is not known.

6.4 From marketplace order to posted invoice

1. The **Pull orders** job imports the order and, if switched on, acknowledges it.

2. The **Push orders to BC** job creates the Marketplace Order in Business Central and the sales order. The BC status becomes Sent (or Released) and the sales order number appears.
3. Your team picks and ships in Business Central as usual and posts the shipment.
4. Register the shipment on the marketplace with **Create AWB** (label through the marketplace, or your own courier's number). The AWB is also stored on the sales order.
5. Post the sales invoice. The **Pull BC order status** job sees the shipment and invoice; the **Push invoices** job uploads the invoice PDF. **Invoice uploaded** turns to Yes.

> If an invoice upload fails, it is retried automatically for 7 days after posting. After that use **Upload invoice** on the order.

6.5 Marketplace Orders in Business Central

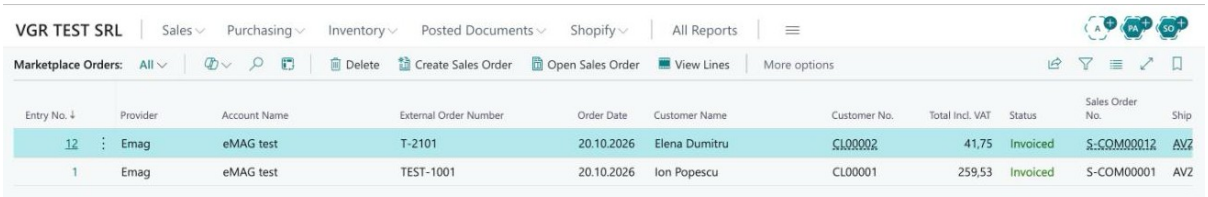


Figure 21. Marketplace Orders in Business Central

Search for **Marketplace Orders** in Business Central. The list shows every order received from the connector, newest first, with Provider, Account Name, External Order Number, Order Date, Customer Name and No., Total Incl. VAT, **Status**, Sales Order No., Shipment No., Invoice No., AWB Number, Courier Name and Error Message.

Action	What it does
Create Sales Order	Create, or retry creating, the sales order for the selected marketplace order.
Open Sales Order	Open the sales order created from it.
View Lines	Show the lines: Item No., Variant Code, Description, Quantity, Unit Price Incl. VAT, VAT %, Line Discount Amount, External Line Id.
Setup	Open the connector setup.

The **Marketplace Order** card shows the same data grouped in FastTabs: **General** (including External Document No., Order Date and Notes), **Customer** (Customer No., Create Customer If Missing, buyer name, e-mail, phone, Is Legal Entity, Company Name, VAT Registration No., Registration No.), **Bill-to**, **Ship-to**, **Lines**, **Terms & Amounts** (Currency Code, Payment Method Code and Name, Prepaid, Location Code, Prices Include VAT, shipping amount, VAT % and item, Total Incl. VAT, Auto Release) and **Processing** (status, documents, AWB, Error Message). On pending or failed orders you can correct data, for example the customer no. or an item no. on a line, and choose **Create Sales Order** again.

> The **Error Message** field also shows warnings that do not stop the order, for example "Shipping amount … was not added: no shipping item no. was provided" or "Sales order total … differs from marketplace total …". Check such orders before invoicing.

6.6 Errors and retries

- When Business Central refuses an order (missing posting setup, blocked item, credit limit, dimension rules and so on), the BC status becomes **Error** and the message is shown on the

order in the web console and on the Marketplace Order in Business Central. Fix the cause in Business Central, then choose **Retry**. Creating the sales order is safe to repeat: an order never creates two sales orders.

- Automatic attempts stop after 5 failures in a row; the order stays in the error list until you choose **Retry**.
- Temporary problems (Business Central or marketplace busy, network) are retried automatically within the same run and do not count as failures.

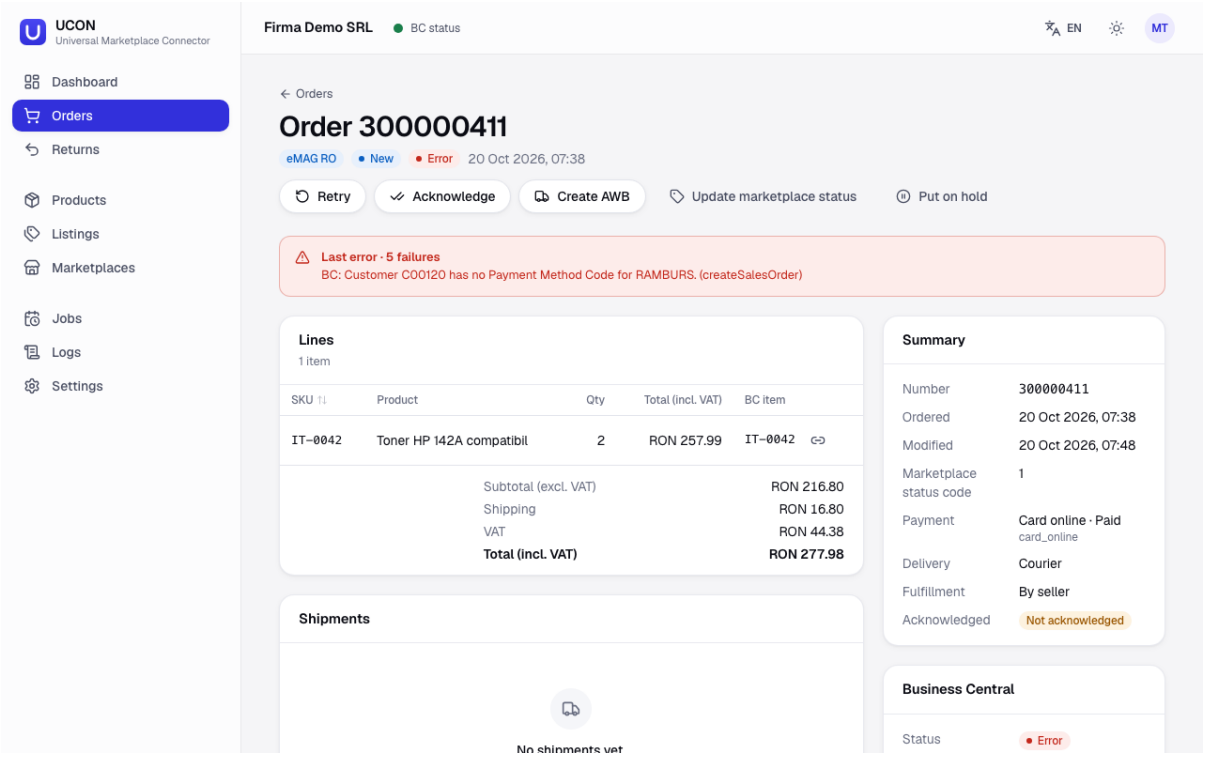


Figure 22. An order with a Business Central error

6.7 Unknown SKUs and remapping

The connector matches each order line to a Business Central item by SKU (the listing SKU, which is the item no. by default). A line it cannot match shows **Not mapped**, and the order is not sent until every line is mapped.

- Choose **Map to BC item** on the line, search by item no., description or EAN, choose the item and, if needed, enter a **Variant code**. The mapping applies to this line only.
- To fix it for future orders, give the listing the right SKU, or enable the item (**Marketplace Enabled**) and run **Sync from BC**.

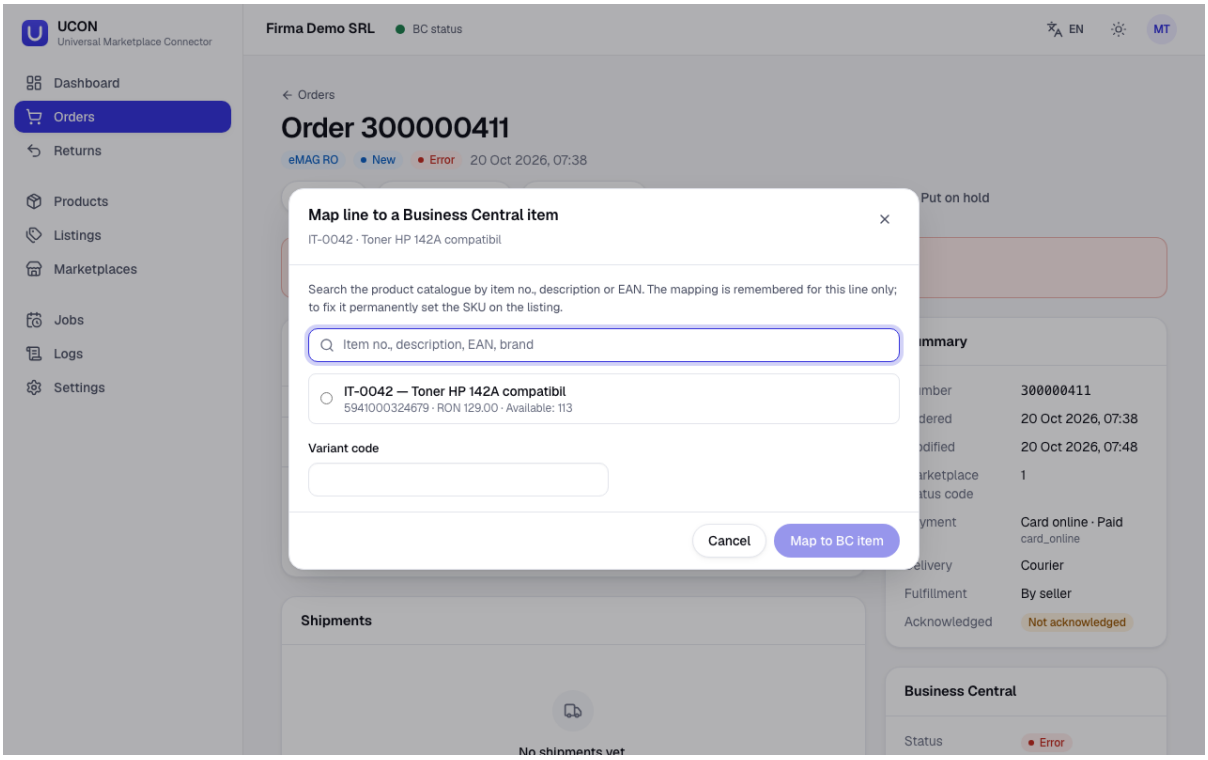


Figure 23. Mapping an order line to a Business Central item

6.8 Shipping, AWB and tracking

Create AWB opens a dialog. For marketplaces that issue labels (eMAG, Altex) choose **Issue AWB via marketplace**, the courier account, the number of parcels, the weight, the cash-on-delivery amount (empty for prepaid orders) and an optional note for the courier; the label PDF can then be downloaded from the **Shipments** section. For all other marketplaces, or when you used your own courier, choose **Register an external AWB** and enter the number. The AWB is also written to the Marketplace Order and the sales order in Business Central.

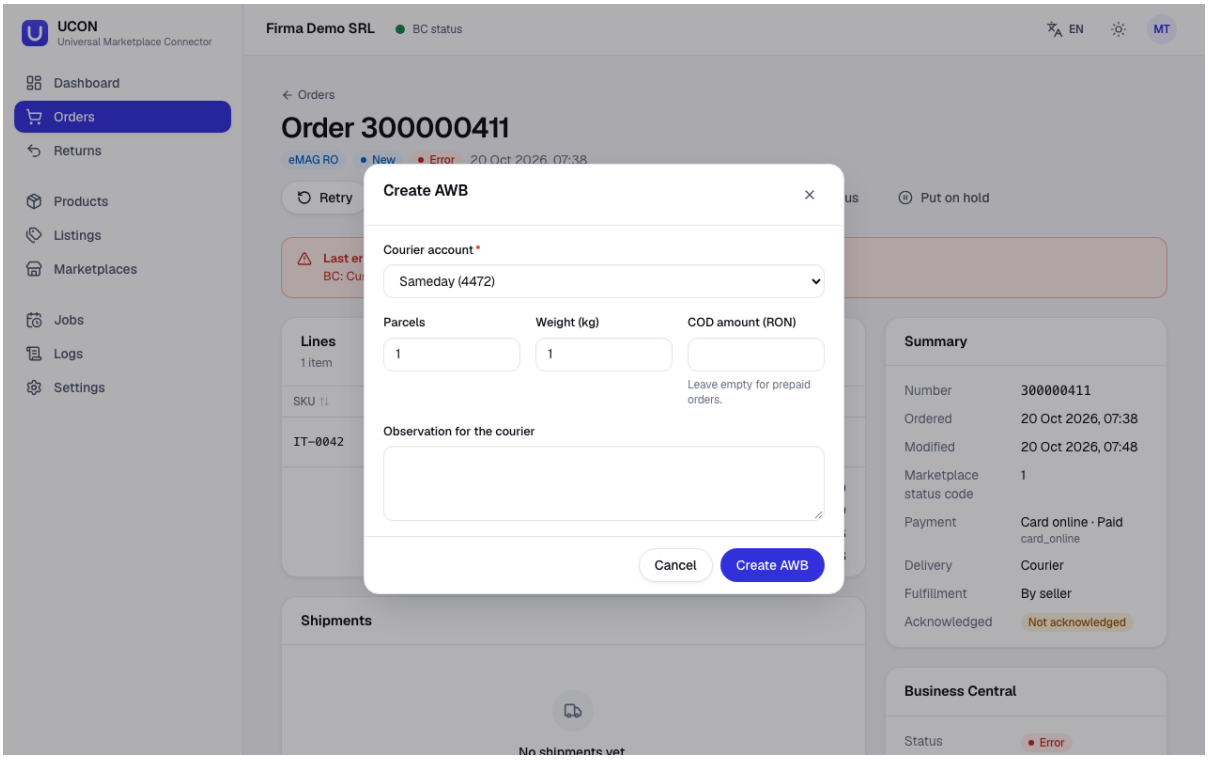


Figure 24. Create AWB

Orders fulfilled by the marketplace (for example Amazon FBA) show a banner, and shipping actions are not available for them.

6.9 Cancellations

To cancel an order on the marketplace, choose **Update marketplace status**, select **Cancelled** and enter a reason (some marketplaces show it to the buyer). An open, unposted sales order created from a cancelled marketplace order is deleted and the Marketplace Order status becomes **Cancelled**. If the sales order is already (partially) posted it is not deleted; handle it in Business Central with a credit memo.

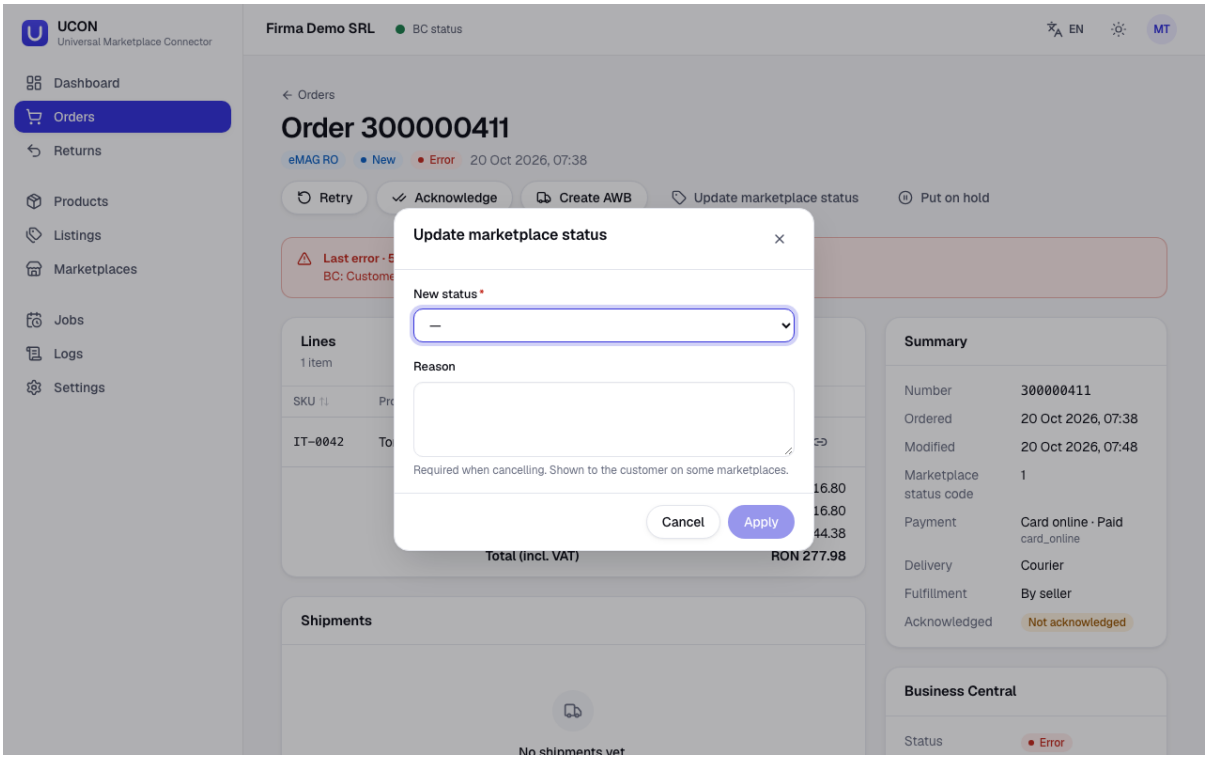


Figure 25. Update marketplace status

6.10 Returns

The **Pull returns** job imports return requests for marketplaces that support them. **Returns** lists them with the order, reason, status, refund amount and BC status; expand a row to see its lines and observations.

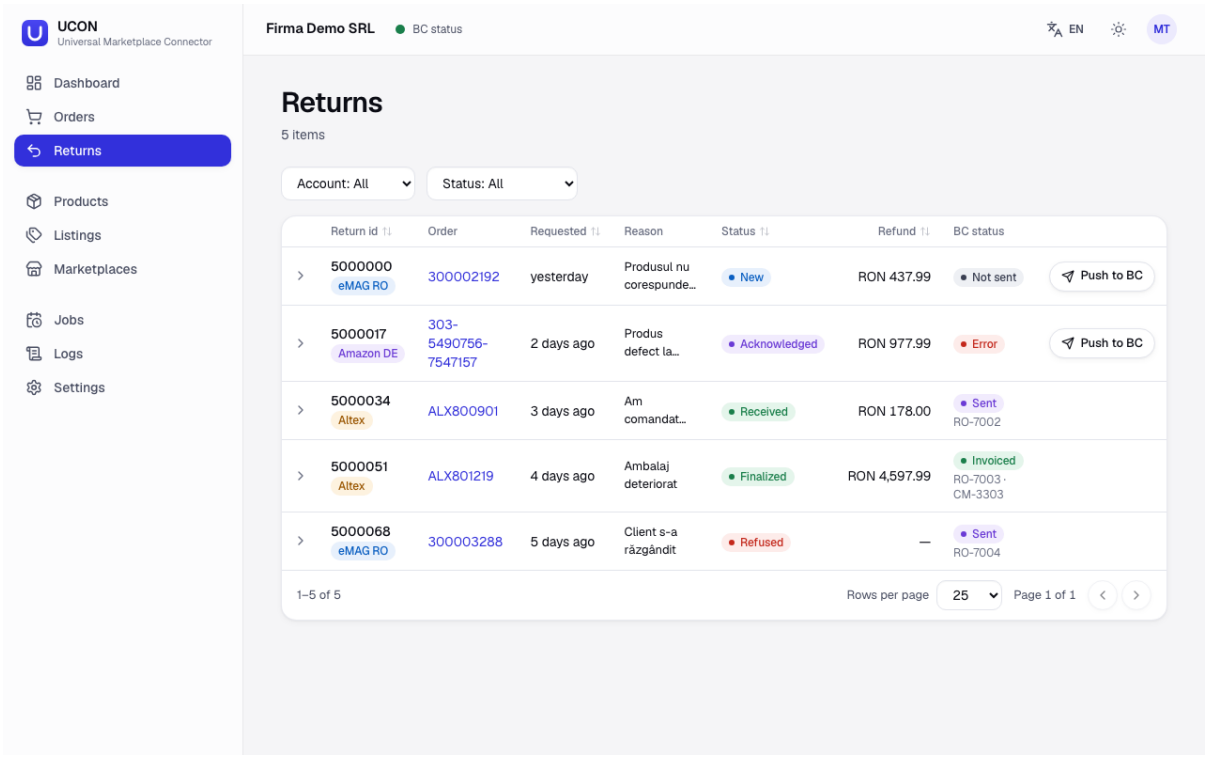


Figure 26. Returns

1. Review the return and choose **Push to BC**. Business Central creates a sales return order, copied from the posted invoice when it is known, otherwise from the return lines.
2. Receive the goods and post the return receipt and credit memo in Business Central as usual.
3. The connector reads back the return order and credit memo numbers.

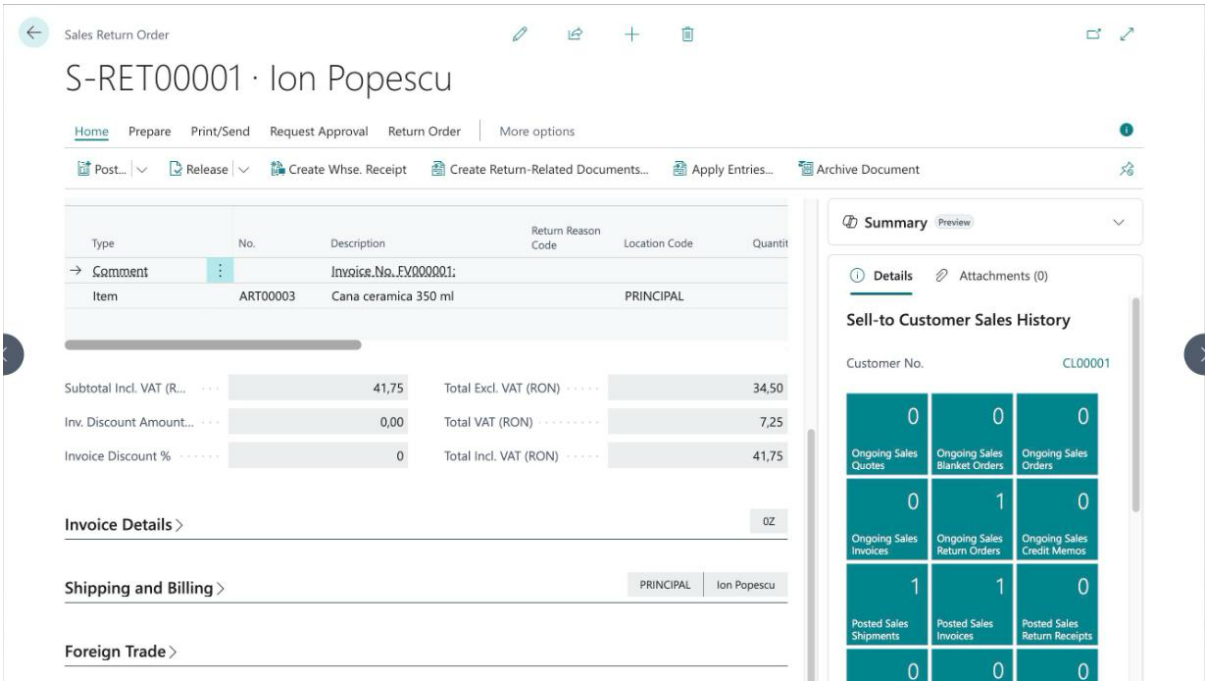


Figure 27. A sales return order created from a marketplace return, copied from the posted invoice

In Business Central, **Marketplace Returns** lists the same returns with Provider, External Return Id, External Order Id, Sales Order No., Invoice No., Customer No., Reason, **Status**, Return Order No., Credit Memo No. and Error Message, and offers **Create Return Order**, **Open Return Order** and **View Lines**.

6.11 Products, listings, stock and prices

Products shows the items read from Business Central (marketplace-enabled items): item no., description, EAN, unit price, marketplace price, availability and the accounts they are listed on. **Sync from BC** reads changes immediately.

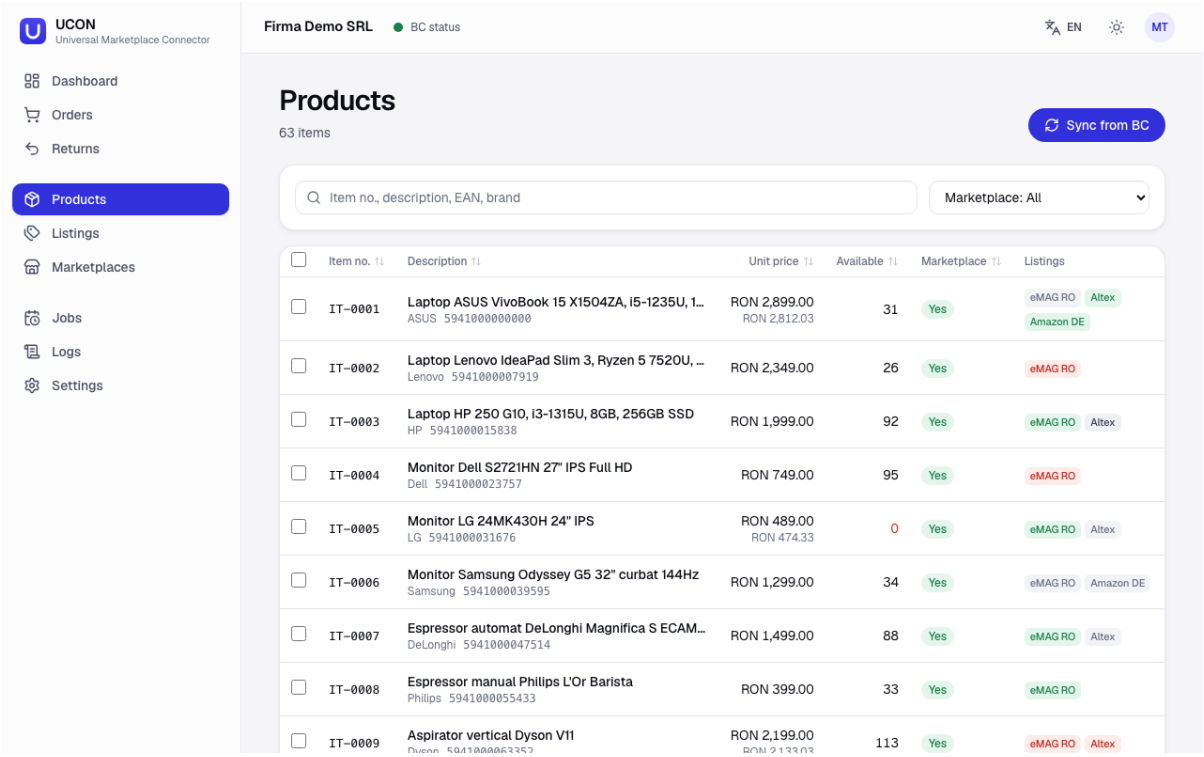


Figure 28. Products

To publish products on a marketplace, select them and choose **Create listings**, then choose the account. This creates draft listings with SKU = item no.

Listings shows what each account has, per account tab: SKU, product, status, price, stock and last push. Flags show when a stock or price change is waiting to be sent.

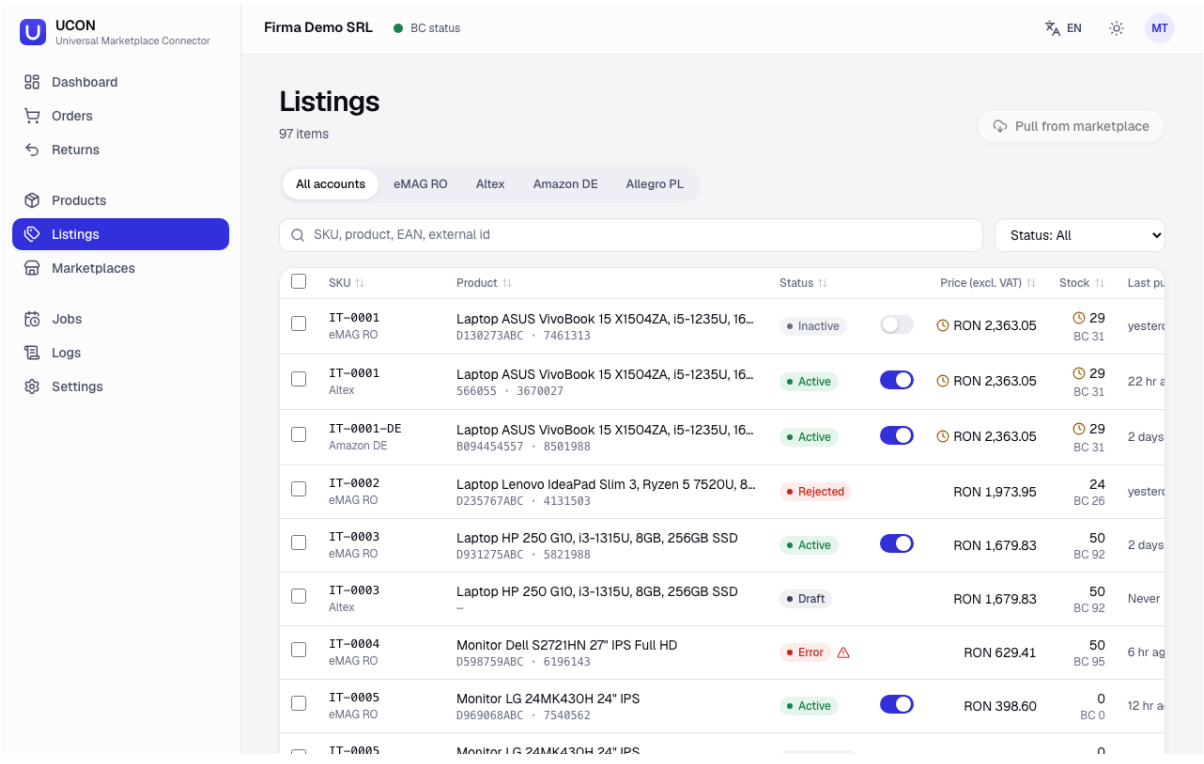


Figure 29. Listings

Action	What it does
Publish	Send the selected listings to the marketplace as offers.
Push stock / Push prices	Send stock or prices for the selected listings now.
Pull from marketplace	Read the listings' status and validation messages back from the marketplace (choose an account tab first).
Edit listing	Change min and max price, a stock override, handling time, warranty, the marketplace category and VAT id, or switch the listing off.
Delete	Remove the listing from the connector. The offer is not removed from the marketplace.

Available quantity = inventory at the setup's default location minus the quantity on open sales orders, so stock reserved by an order from any channel (another marketplace, your shop, the phone) is taken off every marketplace at the next product sync. By default every product sync reads all marketplace items for this reason; for very large catalogues you can read all items less often under **Settings → General → Full product read from Business Central every (minutes)**.

Published stock = available quantity in Business Central minus the account's **Stock safety buffer**, limited to **Max published stock**. Only changed values are sent. A listing that the marketplace refuses shows **Rejected** or **Error** with the marketplace's message: fix the data (EAN, category, price limits, images) and **Publish** again.

6.12 Jobs and schedules

Jobs lists every background job with its interval, next and last run, last status and summary. Switch a job on or off, change its interval (in seconds, at least 60), or choose **Run now**. The **Runs** list keeps the history of each run, with the number of items processed and failed, error details and the log lines of that run.

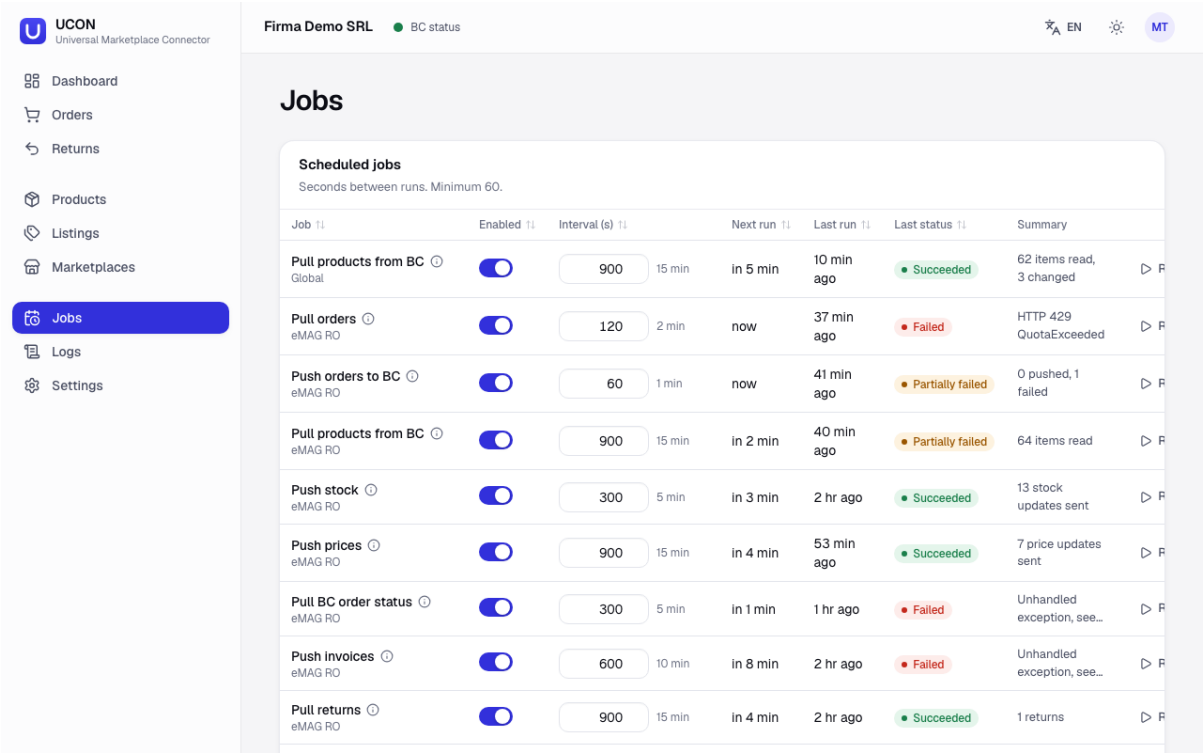


Figure 30. Jobs

Job	Usual interval	What it does
Pull orders	2–15 min, per marketplace	Reads new and changed orders from the marketplace.
Push orders to BC	1–2 min	Creates sales orders in Business Central for orders not yet sent.
Pull products from BC	15 min	Reads items, prices and availability from Business Central.
Push stock	5–15 min	Sends stock changes to the marketplace.
Push prices	15–60 min	Sends price changes to the marketplace.
Pull BC order status	5 min	Reads shipment and invoice state from Business Central.
Push invoices	10–15 min	Uploads posted invoice PDFs to the marketplace order.
Pull returns	15–30 min	Reads return requests from the marketplace.
Refresh reference data	24 h	Refreshes categories, VAT rates, couriers and warehouses.

> Do not shorten intervals below the marketplace's limits (chapter 5). Too many calls make the marketplace refuse requests (HTTP 429) or block the account temporarily.

A run is **Skipped** when its account is switched off, the Business Central connection has not passed a test, or the marketplace does not support the job. Each account runs one job at a time; different accounts run in parallel.

7. Monitoring and troubleshooting

7.1 Logs

Logs has two tabs. **Application log** shows what the connector did, with level, category, message and links to the account, order and run; filter by text, level, category, account and dates. **API calls** shows every call to Business Central and the marketplaces: time, direction, target, method, URL, status, duration, and the request and response bodies. Passwords, tokens and keys are masked before anything is stored. Switch on **Auto-refresh** to follow live.

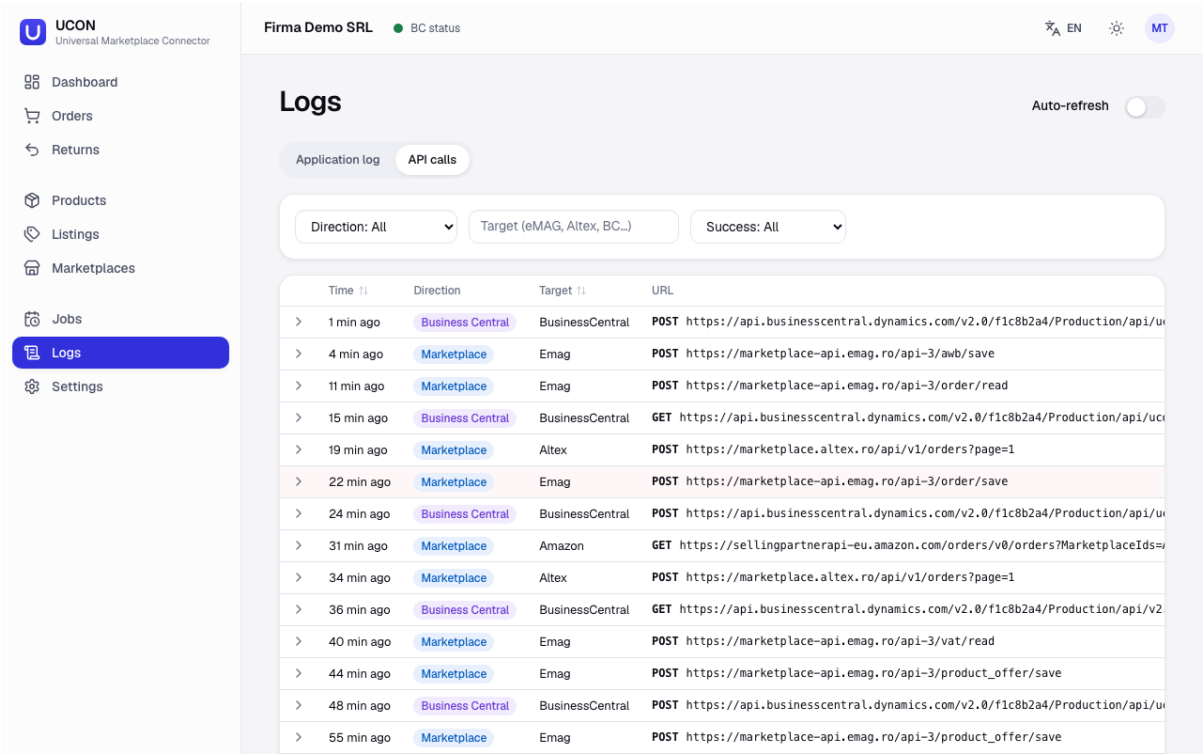


Figure 31. The API call log

Log	Where	Kept
Application log	Web console **Logs**; files `logs/ucon-YYYYMMDD.log` in the data folder	Database: **Application log retention** (default 30 days). Files: 14 days.
API call log	Web console **Logs → API calls**	**API call log retention** (default 30 days, as eMAG requires).
Run history	Web console **Jobs → Runs**	90 days.
Service log	Windows Event Log (Application, source UniversalConnector); Linux `journalctl -u universalconnector`; Docker `docker logs ucon`	Operating system policy.

When you contact support, send the order number, the run's error details, the relevant API calls and the log file of the day. Support may ask you to switch on detailed logging temporarily with the setting `UCON_Logging__LogLevel__Default=Debug` (restart the service; switch it off afterwards because it is very verbose).

7.2 Common problems

Symptom	Likely cause	What to do
Business Central test: 401 Unauthorized (online)	Client secret expired or mistyped; app not added in Microsoft Entra Applications or not Enabled; admin consent missing; wrong tenant id.	Check the secret in Entra and enter it again; check the Entra Applications card in BC; grant admin consent; use the tenant of the BC environment.
Wizard: *AADSTS700016: Application … was not found in the directory*	The app registration is in another tenant than Business Central, or the tenant id is wrong.	Register the app in the tenant of the Business Central environment (section 3.2, step 1) and use that tenant id.
Business Central: *AADSTS500113: No reply address is registered* when granting consent	Consent was granted with the button in Business Central, which needs a redirect URI.	Grant admin consent in the Azure portal (API permissions), or add the redirect URI https://businesscentral.dynamics.com/OAuthLanding.htm.
Wizard: *Environment does not exist [NoEnvironment]*	Environment name differs from the admin center (for example Sandbox instead of the real name).	Copy the name exactly from the Business Central admin center.
Wizard: *company '(none)' was not found. Available: …*	No company selected yet.	Select the company from the list and test again.
Business Central test: 401 (on-premises)	Password used instead of the web service access key; key expired; user disabled.	Generate a new web service access key and enter it.
Business Central test: 403 Forbidden	Permission sets missing.	Assign **V36 UCON ALL** and **D365 BUS FULL ACCESS** (check the Company field of the assignment).
Test shows "UCON extension not found"	Extension not installed in that environment or company, permission set missing, or not licensed.	Check Extension Management, the permission set and the **Licenses** page.
Error: not licensed / licence could not be verified	Subscription ended or License Manager cannot reach the licence service.	Open **Licenses**, choose **Check now**; turn on **Allow HTTP requests** in sandboxes; contact 365vanguard.
Order line Not mapped / "Item … does not exist"	Marketplace SKU differs from the item no.; item not marketplace-enabled; variant needed.	**Map to BC item**, or fix the listing SKU, or enable the item and **Sync from BC**.
Order Error with a Business Central message	Posting setup, dimension, credit limit, blocked customer or item.	Fix in Business Central, then **Retry**.
New marketplace customers cannot be invoiced: posting group missing	No **Customer Template Code** in the setup, or the template lacks posting groups.	Create a template with Gen. Bus., VAT Bus. and Customer Posting Group and payment terms (section 4.3), fill in the missing groups on the customers already created, then post.
Posting stops: ANAF county or sector missing (Romania E-Invoice)	The marketplace sent a county that could not be recognised, or a Bucharest address without a sector or a usable postal code. The marketplace order shows a warning.	Set **ANAF RO County** (and **ANAF RO Sector** for Bucharest) under Sell-to or Shipping and Billing on the sales order, and on the customer or ship-to address if it will be reused, then post again.
Order booked to the wrong customer	The buyer is linked to another customer, or shares an e-mail or VAT no. with an existing customer.	Open the marketplace order, **Link Buyer to Customer** with the right customer (or delete the link under **Marketplace Buyers**), then re-create the sales order.
Published VAT % is 0	No VAT posting setup for the setup's VAT Bus. Posting Group and the item's VAT Prod. Posting Group.	Create the VAT posting setup combination, then **Sync from BC**.
"no customer no., customer	No default customer configured.	Set the account's **Default customer** or

Symptom	Likely cause	What to do
creation is disabled and no default customer..."		**Default Customer No.** in the setup.
eMAG 401/403 "IP not allowed"	Server's public IP not registered or changed.	Register the current public IP with eMAG; use a static IP.
HTTP 429 in runs or API log	Intervals too short, or another tool uses the same API user/key.	Increase intervals; use a dedicated API user or key for the connector.
eMAG shows the invoice as unreachable	Public base URL missing, not HTTPS, or blocked.	Open the invoice link from outside your network; fix the proxy (section 5.12); **Upload invoice** again.
Invoice not uploaded, "PDF not available" or *You tried to invoke the Report object with the ID ... that does not exist*	**Report Selection – Sales** (usage Invoice) points to a report that is not installed in this environment, typically a localization report present in production but not in a sandbox.	Open **Report Selection - Sales**, usage **Invoice**, and choose a report that exists (your localized invoice, or the standard 1306). Then **Upload invoice** again.
Dashboard shows no orders and no marketplaces	No marketplace account is set up yet, or no order has been pulled. The dashboard counts only orders the connector pulled from a marketplace.	Add the account under **Marketplaces**, test the connection and choose **Pull orders now**.
Marketplace stock does not drop after a new sales order	**Full product read** (Settings → General) is set to a long interval, so only changed items are read in between.	Set it to 0 (every sync) or a shorter interval.
Allegro shows Reconnect required	The Allegro connection expired or was revoked.	Choose **Reconnect** and approve again in Allegro.
Amazon: Unauthorized on every call	Refresh token from another seller or region, roles missing, app not authorized.	Authorize the app again, enter the new refresh token, check region and marketplaces.
Stock published as 0 for everything	Default location has no inventory, or the safety buffer is larger than stock.	Check **Default Location Code** in the setup and the account's buffer and cap.
Orders imported twice	Two connector installations use the same marketplace account (for example test and production).	Run exactly one installation per marketplace account.
Service does not start: address already in use	Port 5080 used by another program.	Change the port (`UCON_Urls`) and the firewall rule.
"Secret cannot be decrypted" after moving the server	The `keys` folder was not moved with the database, or (Windows) it was moved to another machine.	Restore `keys/` from backup; on Windows enter the secrets again once.
On-premises: SSL connection could not be established	Server certificate not trusted by the connector server.	Import the certificate authority into the server's trust store.

7.3 Health check and monitoring

- `http://<server>:5080/api/system/health` answers `{"status":"ok"}` without sign-in, or an error when the database is not available. Use it in your monitoring tool or load balancer; the Docker image uses it as its health check.
- **Settings → System** shows the version, data folder, database, uptime, operating system and whether it runs as a service, with **Check health**.
- Watch the dashboard daily, and the free disk space of the data folder (the API call log is the largest part of the database).

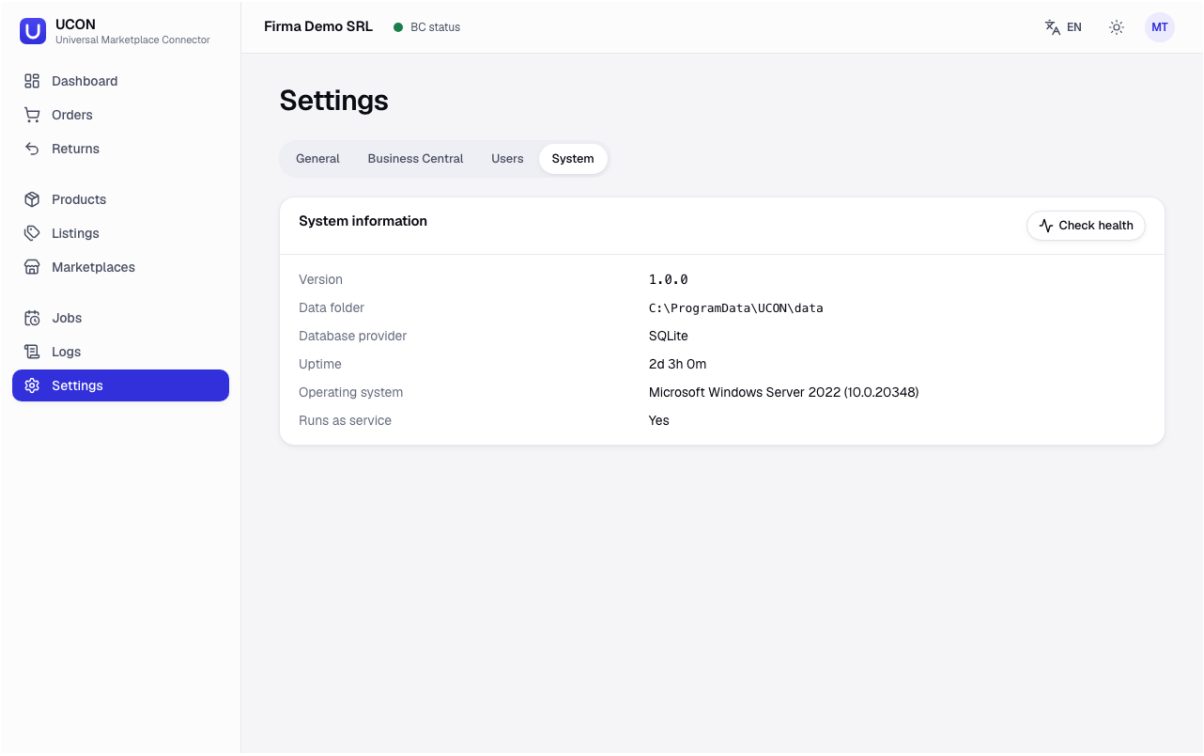


Figure 32. Settings: System

7.4 Backup and restore

Back up the database and the encryption keys together, from the same moment, every day. Without the keys folder no stored password or key can be read.

What	Where
Database	ucon.db (and ucon.db-wal, ucon.db-shm if present) in the data folder, or your PostgreSQL database.
Encryption keys	The keys folder in the data folder.
Optional	invoices, labels, logs and appsettings.Production.json.

```
Windows:  sc stop UniversalConnector
          robocopy C:\ProgramData\UniversalConnector D:\backup\ucon-2026-10-20 /E
          sc start UniversalConnector
Linux:    sudo systemctl stop universalconnector
          sudo tar -czf /backup/ucon-$(date +%F).tar.gz -C /var/lib universalconnector
          sudo systemctl start universalconnector
Docker:   docker stop ucon
          docker run --rm -v ucon-data:/data -v /backup:/backup alpine tar -czf /backup/ucon-$(date +
%F).tar.gz -C /data .
          docker start ucon
```

Restore: install the same connector version, stop the service, replace the contents of the data folder with the backup, fix the file ownership, and start the service. On Windows the keys are protected for the original machine: after restoring on a different machine, enter the Business Central secret and the marketplace credentials again once. Keep at least the last 7 daily backups.

7.5 Upgrade

Component	How
Connector on Windows	Run the new setup program. It stops the service, replaces the program files (keeping settings and data) and starts the service again.
Connector on Linux	Run `sudo ./install.sh <new package>`; settings and data are kept.
Connector on Docker	Start the new image version with the same data volume.
Business Central extension	Online: AppSource updates are applied by Business Central (or update from Extension Management). On-premises: publish and synchronise the new version, run the data upgrade, then unpublish the old version.

Take a backup first. The database is upgraded automatically when the new version starts. When the release notes say so, upgrade the Business Central extension before the connector; the installed extension version is shown under **Settings → Business Central**. To go back to an older version, restore the backup taken before the upgrade.

7.6 Housekeeping

When	Task
Daily	Check the dashboard and the orders with errors. Check that the backup ran.
Before expiry	Renew the Entra client secret: create a new secret, enter it under **Settings → Business Central**, test, save, then delete the old one.
When asked by the marketplace	Change the eMAG API password, renew keys or refresh tokens on the account's Connection tab.
Quarterly	Review the log retention settings and the users list.
After network changes	Check that the public IP is still registered with eMAG (and Trendyol stage).

8. Security and data

8.1 Users and roles

Web console users are managed by administrators under **Settings → Users** (**Create user**, edit, disable, delete). Each user has one role:

Role	Can do
Admin	Everything: settings, Business Central connection, users, deleting marketplace accounts, plus all Operator actions.
Operator	Order and return actions, listings, pushes, job runs and intervals, adding and editing marketplace accounts.
Viewer	Read everything; no changes. Suitable for accounting or a monitoring account.

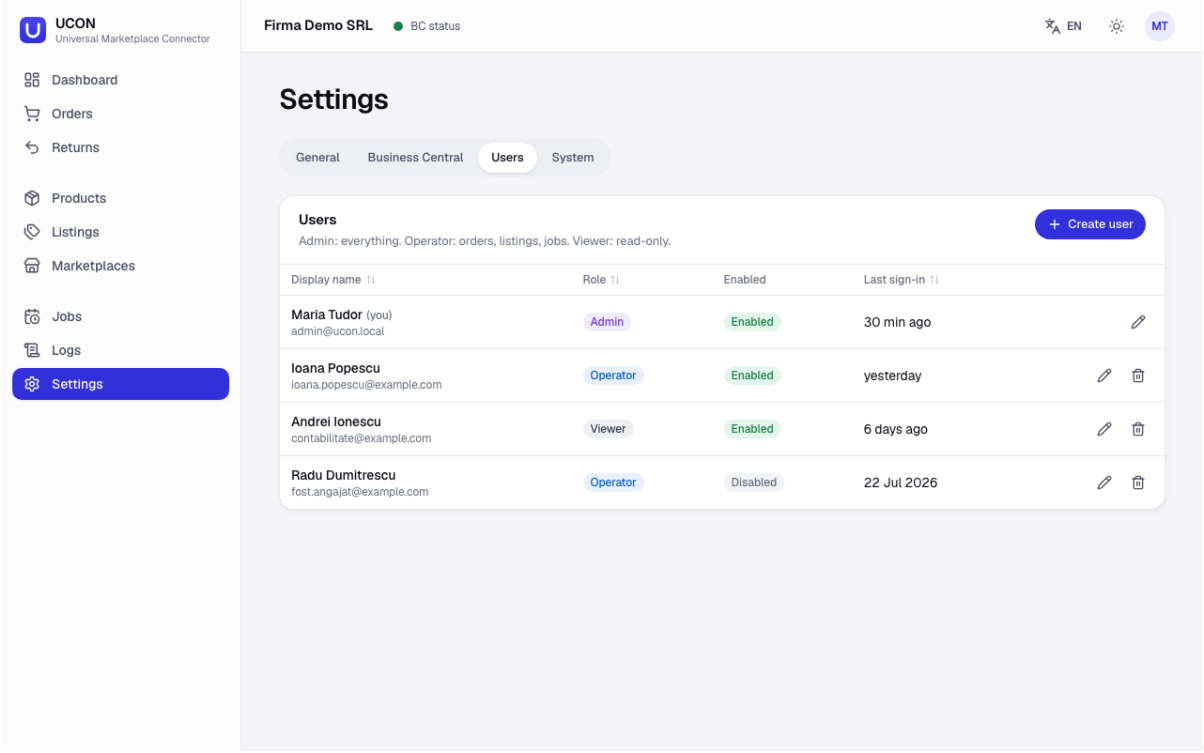


Figure 33. Settings: Users

Passwords are stored as one-way hashes. After 5 failed sign-ins within 15 minutes, further attempts for that e-mail are refused for a while. Sessions end after a period of inactivity.

8.2 Where data and secrets are stored

- Everything the connector stores stays on your server, in its data folder (or your PostgreSQL database): orders with buyer details, listings, logs, invoice PDFs and shipping labels.
- The Business Central secret or password and all marketplace credentials are encrypted before they are stored. The encryption keys are in the `keys` folder; on Windows they are additionally protected for the service account.
- Secrets are never shown again in the web console and never written to logs.

- In Business Central, marketplace orders and returns are stored in the extension's tables in your environment.

8.3 What is sent to whom

Recipient	Data
Each marketplace	Your offers (SKU, EAN, description, brand, warranty, images, price, stock), order acknowledgements and status changes, AWB and tracking numbers, invoice PDFs, return handling. Only to the marketplace accounts you configure.
Business Central	Marketplace orders and returns including the buyer's name, addresses, phone, e-mail and company details, and AWB numbers.
365vanguard	The connector service sends nothing to 365vanguard. In Business Central, License Manager checks the licence once a day and sends environment information (tenant and environment, Business Central version, country, installed 365vanguard apps, number of companies and users). Business Central also sends technical telemetry about the apps (install, update, errors) to 365vanguard.

8.4 Network exposure

- The web console uses plain HTTP on port 5080. Keep it on your local network, or put it behind an HTTPS reverse proxy.
- Only the invoice links (`/public/`) need to be reachable from the internet, and only for eMAG / Fashion Days or Trendyol invoice links. Each invoice link contains a long random token.
- The health check (`/api/system/health`) needs no sign-in and returns only the status.
- All connections to Business Central and the marketplaces use HTTPS with certificate checks.

8.5 Personal data

Orders contain buyers' personal data. In Business Central it is stored on the marketplace orders, the sales documents, the customers created for buyers, the ship-to addresses (also those of the generic customer) and the **Marketplace Buyers** links. To erase a buyer, delete or anonymise their customer (its buyer links are deleted with it) and their ship-to addresses on the generic customer; posted documents stay as the law requires. The API call log keeps request and response bodies for the retention you set (default 30 days, as eMAG requires). Lower **Application log retention** and **API call log retention** under **Settings → General** if your policy requires, and restrict who can sign in. Old data is deleted nightly.

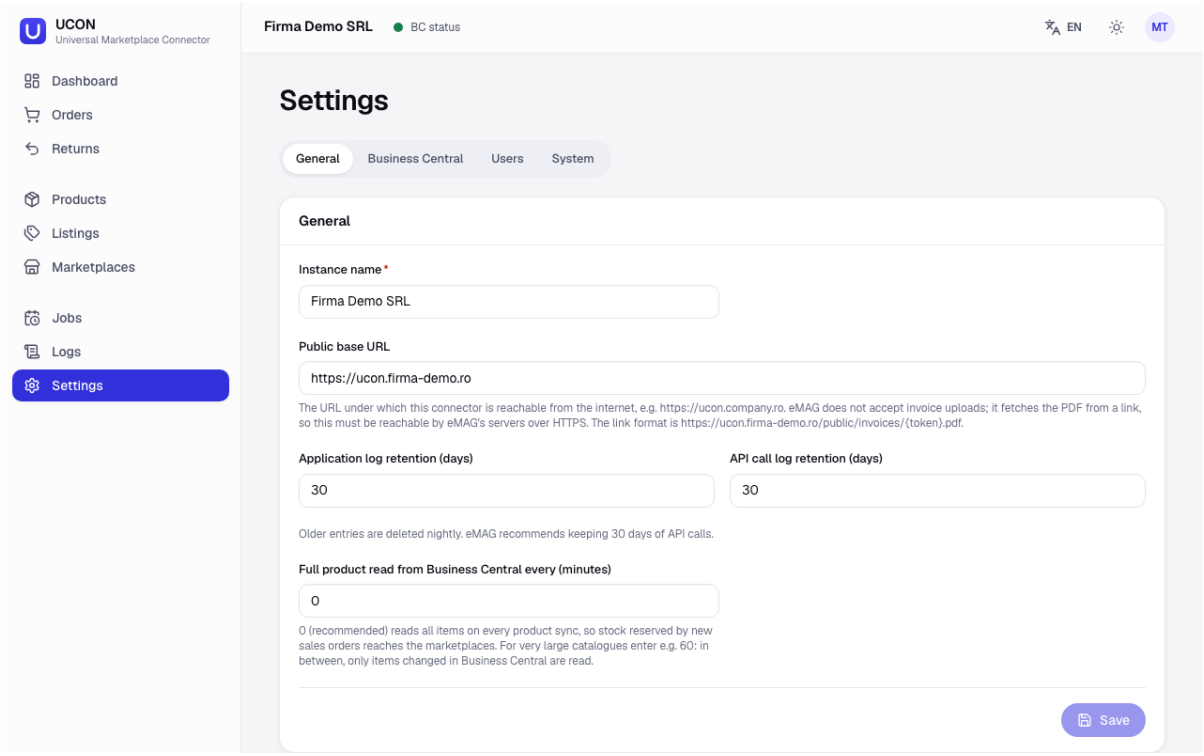


Figure 34. Settings: General

9. Reference

9.1 Status values

Marketplace Order status in Business Central

Status	Meaning
Pending	Received from the connector; no sales order yet.
Created	Sales order created (open).
Released	Sales order released.
Shipped	Sales shipment posted.
Invoiced	Sales invoice posted.
Error	Creating the sales order failed; see Error Message.
Cancelled	Cancelled by the marketplace; the open sales order was deleted.

Marketplace Return status in Business Central

Status	Meaning
Pending	Received from the connector; no return order yet.
Created	Sales return order created.
Received	Return receipt posted.
Credited	Sales credit memo posted.
Error	Creating the return order failed; see Error Message.

Web console: order statuses

Status	Meaning
New, Acknowledged, Prepared, Shipped, Delivered, Finalized	The order's progress on the marketplace.
Cancelled, Returned, Partially returned	The order was cancelled or (partly) returned.
BC status Not sent	Not yet in Business Central (waiting, automatic push off, or lines not mapped).
BC status Queued	Waiting for the next Push orders to BC run.
BC status Sent, Released	Sales order created; released.
BC status Shipped, Invoiced	Shipment or invoice posted in Business Central.
BC status Error	Business Central refused the order; see the error.

Web console: other statuses

Object	Statuses
Return	New, Acknowledged, Received, Refused, Cancelled, Finalized.
Listing	Draft, Pending validation, Active, Inactive, Rejected, End of life, Error.
Shipment	Created, Label ready, In transit, Delivered, Returned, Cancelled, Error.
Job run	Running, Succeeded, Partially failed, Failed, Skipped.
Payment method	Cash on delivery, Bank transfer, Card online, Credit, Marketplace wallet, Unknown.
Delivery method	Courier, Locker, Pickup, Fulfilled by marketplace, Unknown.

9.2 Glossary

Term	Meaning
Account	One seller account on one marketplace, set up under Marketplaces.
Acknowledge	Confirming to the marketplace that you accept an order.
AWB	Air waybill: the courier's consignment number and label.
Connector service	The program that runs on your server and moves data between the marketplaces and Business Central.
Listing	A product published on one marketplace account (an offer).
Marketplace Order	The record in Business Central that holds a marketplace order before and after it becomes a sales order.
Public base URL	The internet address of your connector, needed for invoice links.
Reference data	Categories, VAT rates, couriers and warehouses loaded from a marketplace.
SKU	The seller's product code on the marketplace; by default the item no.
Tenant	Your Microsoft Entra tenant; the unit of licensing.

9.3 Frequently asked questions

Do I need the connector service if I use Business Central online?

Yes. The service does the marketplace communication and runs on your own server or container, or 365vanguard hosts it for you (section 3.3). The extension alone does not talk to marketplaces.

Can one installation serve several Business Central companies?

One installation serves one company. For a second company, install a second instance (separate data folder or container).

Can I connect several accounts of the same marketplace?

Yes, for example eMAG Romania and eMAG Bulgaria, or one ManoMano account per contract.

Does a test installation interfere with production?

It does if both use the same marketplace account: orders would be imported twice. Use sandbox marketplace accounts for tests, or keep the test installation's accounts switched off.

What happens if the server is down for a few hours?

Nothing is lost. When the service starts again, the jobs catch up from where they stopped. Watch marketplace deadlines for acknowledgement and shipping.

Can I post sales orders when the connector is not licensed?

Yes. Standard Business Central is never blocked (section 2.4).

Why is an order not in Business Central yet?

Check its BC status: lines may be Not mapped, the order may be on hold, automatic push may be off, or the marketplace has not released it yet (unpaid or not yet accepted orders wait).

Can I change the sales order after it was created?

Yes, it is a normal sales order. The marketplace is not updated with your changes; use the order actions in the web console for status changes.

Which languages does the web console support?

English and Romanian. Choose the language in the top bar.

9.4 Support

For help, contact your 365vanguard partner or 365vanguard through www.365vanguard.com. Have ready: the connector version (**Settings → System**), the Business Central extension version, the order number or job run concerned, and the error message.