

Linnworks integration options and features for User Manuals

In this document you can find a list of all default options and feature-settings that are available in Linnworks Channel and Shipping integrations with the standard texts and links used in Linnworks Documentation for these options.

Feel free to copy-paste the options applicable to your channel or shipping integration into your User Manual/Documentation which you need to provide with the application for any users downloading and using the application in Linnworks.net.

Once your application is approved for publishing in the Linnworks Application store, in order for it to be featured in Linnworks Documentation, [fill in this form](#) and provide a logo in your submission ticket:

- For channel/shipping integration - Sales Channel/Vendor wordmark logo with transparent background. Preferably PNG format.
- For other applications - The logo used in Linnworks application store. Preferably PNG format.
- *Optional*: your own logo can also be added to the application page if provided.

NB! The application will be featured in Linnworks documentation **only** if a URL to the User Manual/Documentation of the application is provided in the [request form](#).

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Channel integrations

Below are all default and additional channel features and options available in Linnworks channel integration settings.

Account:

- **Enabled:** tick to allow communication between Linnworks and the channel. When unticked, no information is sent to or received from the channel.
- **Test:** used to confirm the supplied credentials work correctly allowing communication between the channel and Linnworks.

Order:

- **Currency:** All orders downloaded will display this currency.
- **Despatch Notes:** when enabled, Linnworks will send order processed status, tracking number (if available) and selected shipping service to your sales channel once the order is processed. See more [here](#).
- **Cancellation Notes:** when enabled Linnworks will send order cancellation notes to your sales channel once the order is cancelled. See more [here](#).
- **Order Refund:** when enabled, refunds can be actioned on the channel when created in Linnworks. Only orders with the status of Shipped can be refunded and the value being refunded must be less than or equal to the amount the customer paid. See more [here](#).
- **Use channel tax settings:** when enabled Linnworks will use the tax percentage directly from the channel order data when it is downloaded to Linnworks. If the option is not enabled Linnworks will back calculate tax based on the stock item tax or country tax as defined in Linnworks.
- **Order sync date:** the date and time when Linnworks last synchronised with the channel.

Inventory:

- **Update Inventory:** when enabled, Linnworks submits changes in stock levels to the channel. See more [here](#).
- **Max Listed:** specifies the maximum level of available stock that is submitted to the channel. See more [here](#).
- **Stock Percentage:** specifies the percentage of available stock that is submitted to the channel. See more [here](#).
- **End When:** enables to force the listing to end when the stock level gets to the specified amount as opposed to the default value of zero. See more [here](#).

Price Change:

- **Price Change:** enables to automate the process of updating prices on the sales channel once a new listing price is added to the Linnworks stock item. See more [here](#).

Listings:

- **Listing download in progress:** this box is automatically ticked when a Listing Update has started.
- **Listing download start time:** shows the date and time a listing update has started.
- **Last listing download completion time:** the time when the last listing download was completed (launched via the Download listings button).
- **Listing download estimated completion:** displays an estimate of when the currently running listings download will be completed – the time can vary depending on server speeds and the number of listings.
- **Download Listings:** clicking this button forces Linnworks to request an update from the channel for your active listings to update the [Channel Mapping screen](#).

Shipping integrations

Each external shipping integration provides the option to use Linnworks Customs Declaration by default. Full details on the feature are available [here](#).

This means that by default, each external shipping integration includes the below listed settings in the specified sections.

Config

This section is used for the customs documentation printed using Linnworks Customs Declaration. Full details on using this feature are available [here](#).

Linnworks Custom Declaration - Sender Details

- Sender's name
- Address Line 1
- Address Line 2
- Address Line 3
- Town
- Region
- Postcode
- Country

Services > Edit (per service)

Additional Labels

This section enables you to use the Linnworks Customs Declaration feature. Full details on using this feature are available [here](#).

- **Print Linnworks Customs Declaration** - When ticked, the setting is enabled and the Linnworks Customs Declaration is printed with the shipping label if required for the destination country. When unticked, no additional label is printed.
- **Linnworks Customs Declaration Shipment Type** - dropdown, where the following values can be selected for the type:
 - Other
 - Documents
 - Gift
 - Sample
 - Sale of Goods
 - Returned Goods

- **Electronic Signature** - when ticked, the Signature name from the next field will be printed on the Customs Declaration. When unticked, only the date is printed on the declaration.
- **Signature** - specify the name you wish to display on the customs declaration
- **Validate Linnworks Customs Declaration** - when ticked, an error message will appear if the order item(s) are missing the HS Tariff Code and/or Country Of Origin.
- **Linnworks Customs Declaration Copies** - specify the number of copies that will be printed.

International Shipping

- **Customs Value Includes Tax:** when enabled, Linnworks will use the tax-inclusive order Total Value and the Unit Value of each item on any printed customs documentation. More details [here](#).
 - **NB!** This setting is enabled by default. Disable it to instruct Linnworks to use the order Total Value and the Unit Value with tax excluded.

Properties

There are extra details that may be required by the vendor that are not a standard field in Linnworks. This information can be added as extended properties in Linnworks and mapped to the appropriate property in the shipping integration (*Shipping > Integrations > Properties*) Information about creating and using extended properties is available [here](#).

- **Item Property Mapping** is used to submit additional data from a Linnworks inventory item to the courier when requesting a shipping label.
- **Order Property Mapping** is used to submit additional data from a Linnworks order to the courier when requesting a shipping label.

NB! All item and order extended properties must be set to type [Attribute](#).

The below item extended properties enable you to use the Linnworks Customs Declaration feature. Full details on using this feature are available [here](#).

- HSTariffCode
- CountryOfOrigin
- CommodityDescription