

Shopify–Cin7 Core: 12-Step Troubleshooting Checklist



#	Tasks	✓
01	Integration Active <ul style="list-style-type: none">▶ Confirm the Shopify integration is live in Cin7 Core under Integration → Shopify → Setup Page.	
02	Order Capture Settings <ul style="list-style-type: none">▶ Check the “Capture order when it is” setting. Make sure Shopify orders are reaching the selected status:<ul style="list-style-type: none">• Created – Captures instantly. Best for B2B or when edits are needed.• Paid – Captures after payment (recommended default).• Fulfilled – Captures only after fulfillment.	
03	Order Lock Date <ul style="list-style-type: none">▶ Orders dated before the Order Lock Date won’t auto-sync. Adjust this date or manually load affected orders.	
04	Tax Rule Mapping <ul style="list-style-type: none">▶ Ensure all Shopify tax rules are correctly mapped to Cin7 Core. Unmapped rules will prevent imports.	
05	Location Mapping <ul style="list-style-type: none">▶ Map Shopify locations 1:1 with Cin7 Core locations. This ensures proper stock allocation, partial fulfillment, and fulfillment sync.	
06	Payment Account Mapping <ul style="list-style-type: none">▶ Link Shopify payment methods to payment accounts in Cin7 Core.▶ Unlinked payments won’t apply automatically and will require manual input.	

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07	Customer Requirement for Processing <ul style="list-style-type: none">▶ Every pending order must have a customer assigned to process successfully.	
08	Handling Shopify Order Edits <ul style="list-style-type: none">▶ Post-capture edits in Shopify won't sync automatically.▶ To reflect changes:<ul style="list-style-type: none">• Void or cancel the original order in Cin7 Core• Delete the sync log• Re-import the order from Shopify	
09	Auto-Retry Sale Order Sync <ul style="list-style-type: none">▶ Ensure Auto-Retry is enabled to re-attempt failed syncs daily at midnight.▶ Review the Operations Log to resolve persistent issues.	
10	Shopify API Limits <ul style="list-style-type: none">▶ High-volume events (e.g., BFCM) can trigger API throttling.▶ Orders may show as "To be loaded" but can be manually synced.	
11	Pending Orders Screen <ul style="list-style-type: none">▶ Use the red exclamation mark (!) icon in Pending Orders for issue details and resolution steps.	
12	Product Mapping Issues <ul style="list-style-type: none">▶ If products sync as service items:<ul style="list-style-type: none">• Check for mismatched SKUs between Shopify and Cin7 Core• Use the Bulk Listing or Catalog Page to correct mapping	