



Orders Configuration

Channable Connect for Magento 2

This guide covers the marketplace order import settings for [Channable Connect](#). When you sell through marketplaces like bol.com, Amazon, or eBay via Channable, orders can be imported directly into Magento. This keeps your order management centralized and ensures stock levels stay synchronized. We'll also cover return handling and the shipping carrier settings.

Location: Channable → Orders

General

Enable

Turns marketplace order import on or off. When enabled, Channable can push orders to your Magento store via the webhook.

Settings

Shipping Method

Default Shipping Method

Select which Magento shipping method to assign to imported marketplace orders.

When to use:

- Choose a shipping method that matches your marketplace fulfillment process
- Many stores create a dedicated "Marketplace" shipping method for these orders

Custom Shipping Method

When "Custom" is selected as the shipping method, enter custom carrier codes here. Separate multiple codes with semicolons.

Example: `paaZL_AVG;paaZL_EPS_C`

Fallback for Shipping Method

If the selected shipping method isn't available (e.g., not enabled for the store), this method is used instead.

Advanced Shipping Methods Mapping

Maps shipping methods from marketplaces to specific Magento shipping methods. This ensures orders from different channels get the correct shipping method assigned.

For example, you can map Amazon Prime shipping to a specific carrier, or bol.com shipping to your standard method.

Customers

Import Customers

When enabled, customer accounts are created in Magento for marketplace orders. When disabled, orders are placed as guest orders.

When to enable:

- You want to build customer profiles for marketing
- You need customer accounts for warranty or service purposes

When to disable:

- You prefer to keep marketplace customers separate from your direct customers
- You want simpler order management without extra customer accounts

Customer Group

When importing customers, assign them to this customer group. Useful for applying specific pricing rules or identifying marketplace customers.

Address & Invoice

Separate House Number

Enable if your address setup uses the second street line as a dedicated house number field. Common in Dutch/Belgian webshops.

Send Order E-mail to Customer

Whether to send Magento's order confirmation email to marketplace customers.

Consider: Most marketplaces already send their own order confirmations. Sending another email from Magento might confuse customers.

Create an Invoice for the Order

Automatically creates an invoice when the order is imported. This also changes the order state from "Pending" to "Processing."

When to enable:

- Payment is already collected by the marketplace (most marketplace orders)
- You want orders ready for shipment immediately

Send Invoice E-mail to Customer

When invoices are auto-created, whether to also email the invoice to the customer.

Use Non-Default Order Status

Allows you to set a custom order status instead of the default "Processing" status.

Status Processing

When using non-default status, select which status to assign to imported orders.

Order ID Settings

Use Channel Order ID

Uses the marketplace's order ID as the Magento increment ID instead of generating a new one.

When to enable:

- Easier to match orders between Magento and the marketplace
- Customer service can reference the same order number

Order ID Prefix

When using channel order IDs, add a prefix to ensure uniqueness. Magento increment IDs must be unique, and marketplace order IDs might conflict with your regular order numbers.

Recommended: Set a prefix like "M-" or "CH-" to prevent conflicts.

Alphanumeric Order ID

Strips non-alphanumeric characters from the channel order ID. Recommended, as some marketplaces include special characters that can cause issues.

Import Company Name on Order

Includes the company name in the order address when provided by the marketplace.

Advanced

Enable Order for Out of Stock Items

Allows importing orders even when products are out of stock in Magento. Normally, Magento blocks orders for unavailable items.

When to enable:

- Stock in Magento doesn't perfectly match marketplace stock
- You can fulfill orders from alternative sources

Accept FBB/LVB Orders

Enables Fulfillment by Bol (FBB) or Logistiek via Bol (LVB) order import. These are orders where bol.com handles fulfillment from their warehouse.

Disregard Stock for FBB/LVB Orders

For FBB/LVB orders, temporarily adds the required stock to prevent stock-related import failures. The stock is managed by bol.com, not your Magento inventory.

Auto Ship FBB/LVB Orders

Automatically marks FBB/LVB orders as shipped since bol.com handles fulfillment. Combined with "Create invoice for order," this sets orders directly to Complete.

Include Transaction Fee for CDiscount Orders

For CDiscount marketplace orders, includes the transaction fee in the order total.

Deduct Fees/Fixed Product Taxes (FPT) Before Import

Subtracts marketplace fees or fixed product taxes from product prices before import. Useful when your Magento prices include components that shouldn't apply to marketplace orders.

Enable Business Orders

For B2B marketplace orders, sets taxes to zero when the order is marked as a business order.

Return Labels

Enable

Controls how return tracking information is shared with Channable:

- **Disabled** - Don't send return labels
- **All Tracks** - Send all tracking numbers as potential return labels
- **Regex** - Use pattern matching to identify return tracking numbers

Regexp

When using regexp mode, define patterns to identify which tracking numbers are return labels. This lets you separate outbound shipping from return labels.

Product Types Support (Experimental)

Grouped Products

Enables order import for grouped products. Only works when grouped products have fixed prices, available stock, and default selected options.

Bundle Products

Enables order import for bundle products. Same requirements as grouped products—fixed pricing and default options must be configured.

Logging

Enable

Logs all incoming marketplace orders to help with debugging. Check the logs when orders aren't importing correctly.

Webhooks

At the bottom of the Orders configuration, you'll find webhook URLs for each store view. Copy these URLs into your Channable account to enable order import.

Test orders: Add `/test/{productID}` to the webhook URL to simulate a test order and verify your configuration.

Returns

Location: Channable → Returns

Enable

Turns marketplace return processing on or off.

Webhooks

Webhook URLs for each store view where returns should be processed. Configure these in your Channable account.

Magento Credits and Channable Returns

Link Channable returns with Magento credit memos for streamlined refund processing.

Show Return Block on Credit Memo Page

Adds a return selection block to the credit memo creation page for Channable orders. This lets you associate credit memos with specific marketplace returns.

Automatically Match Returns

When creating a credit memo for a Channable order with a pending return, automatically approves the return. This overrides the manual selection from the return block.

When to enable:

- You have automated credit memo workflows
- You want returns processed without manual intervention

Creditmemo Completed Returns

Automatically creates credit memos for returns that arrive with status "complete" (already processed by the marketplace).

Channable Carrier Settings

Location: Stores → Configuration → Sales → Shipping Methods → Channable

The Channable carrier is a virtual shipping method used for marketplace orders.

Title

The carrier title shown on orders (default: "Channable").

Replace by Channel Name

Uses the marketplace name (e.g., "Amazon," "bol.com") as the carrier title instead of "Channable."

Name

The shipping method name shown on orders (default: "Channable Shipping").

Replace by Selected Shipping Method

Uses the marketplace's shipping method name (e.g., "Prime," "Standard Delivery") instead of the generic name.

Need More Help?

Documentation:

- [All Help Articles](#) - Complete documentation overview

Support:

- [Contact Support](#) - Get help from our team

For a complete overview of features and configuration options, see the Channable Connect extension on magmodules.eu

All articles for Channable Connect

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace
3	Install through FTP and SSH

Configuration

1	Quick Start Guide
2	Product Feed Configuration
3	Orders Configuration (current)
4	Product Updates Configuration

Troubleshooting

1	Troubleshooting
2	Test Feed
3	Test Orders

Grids

1	Returns Grid
2	Product Updates Grid
3	Orders Grid

Background

1	Best Practices
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2	CLI Commands
3	How does the Return process work

