

# Omnichannel Service

Ready to use API Gateway that connect and aggregate all marketplace and webstore Open API into single format API

## Product Profile

February-2025



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Omnichannel capability and list of API ready to use

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Example how client can use the API







# 01. Product Background

Started in 2020 when Takodam help our partner who has main business in 4PL Logistic for solving their operation issue regarding order and stock across all sales channel (marketplace, webstore, omnichannel, manual order, open API). Takodam successfully create backend service to automate order fulfillment and stock synchronization flow between Warehouse Management System and sales channel.

Million daily order and stock transaction in more than 500 shop in all channel has been supported using Takodam Omnichannel Service until today!

# Key Feature

## Marketplace Auth

Self integration API that can be used for authorize shop account in marketplace into omnichannel service. Once authorized, all order and stock will keep sync between WMS to all marketplace and webstore.

## Product

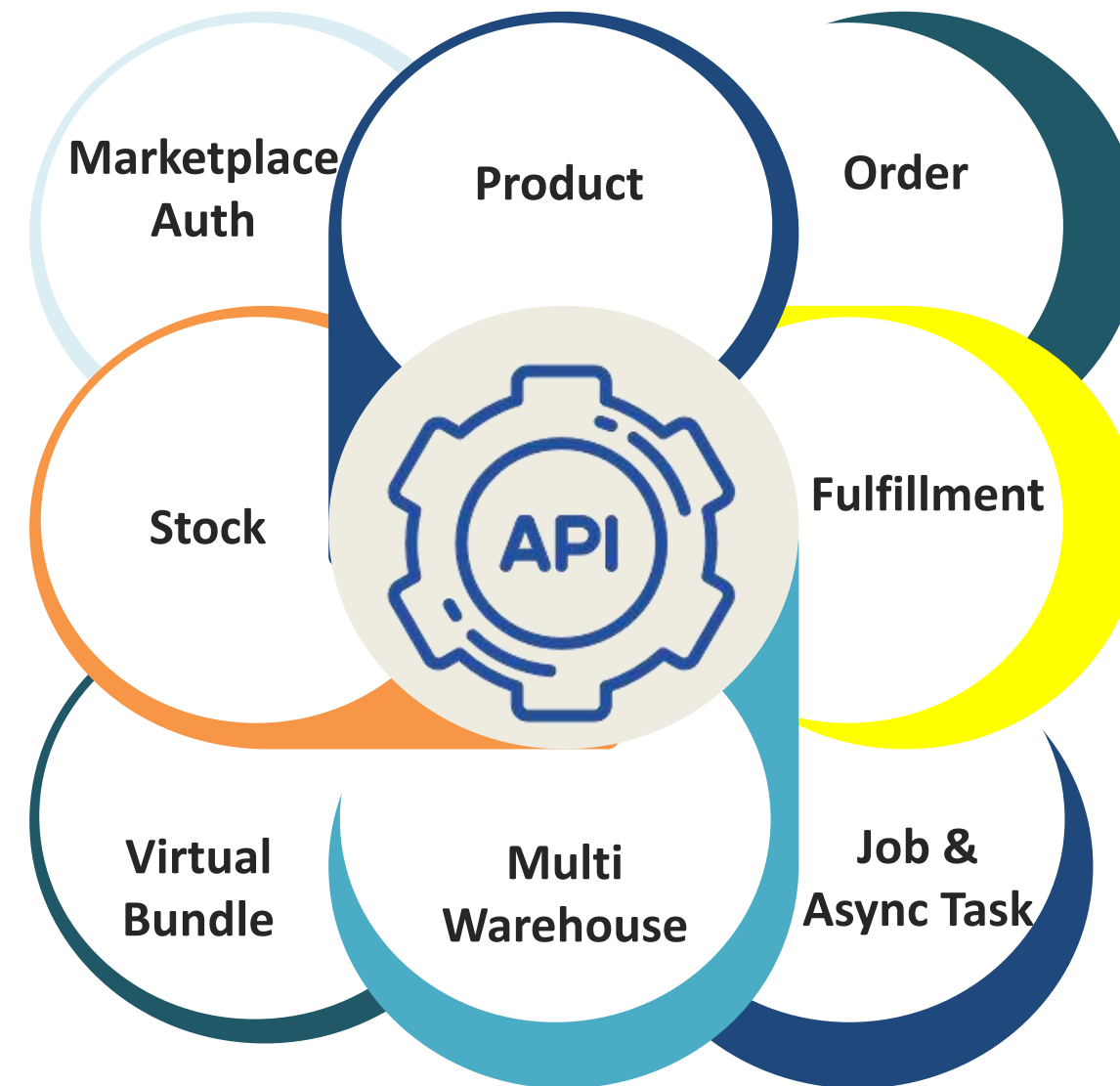
Product API for item publish and update to marketplace. Including auto download category and attribute from marketplace.

## Order

Automate order processing in marketplace using webhook or pull mechanism using cron job. Order will be accepted and do request pickup to logistic provider when the goods is ready for pickup. Seamless flow between warehouse and fulfillment in marketplace.

## Virtual Bundle

Create virtual bundle that consist of separate goods in rack/bin but sold in marketplace as 1 product. Usually used for combining fast moving with slow moving product. All complex stock flow handled by omnichannel service.



## Stock

All inventory event like goods receipt, goods delivery, stock transfer in WMS will be updated automatically to marketplace. Ensuring physical stock will sync to marketplace.

## Fulfillment

Set of fulfillment API such as accept order, print shipping label, configure pickup delivery and pickup rule and request pickup to courier. Usually called by WMS once the goods is processed in warehouse and ready for pick up.

## Multi Warehouse

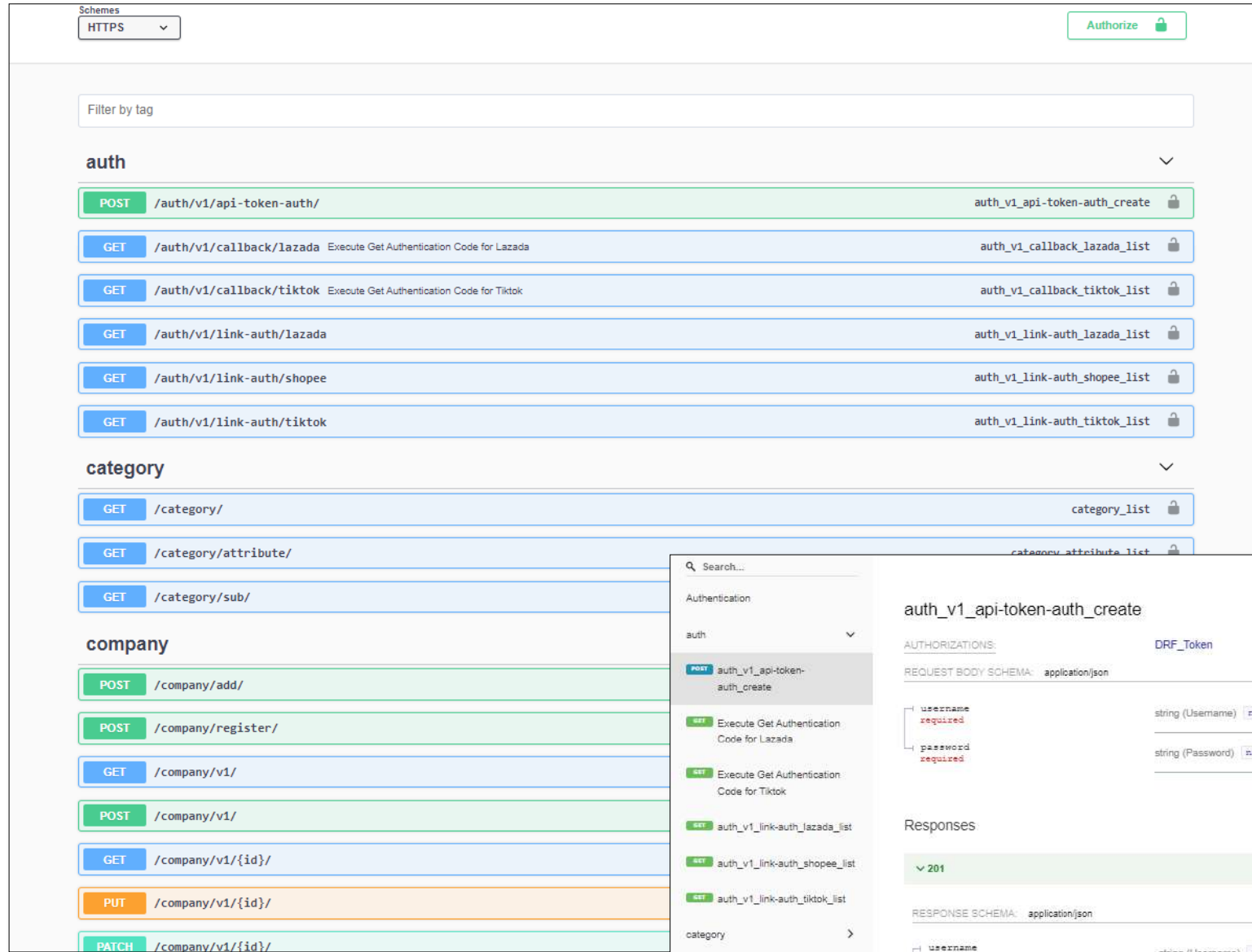
Allocate each order to specific location or warehouse, so that different shop or item category can be fulfilled from multiple warehouse.

## Job & Async Task

Automate order flow, reconcile stock flow, get marketplace data using job and queue. Comply with API limit call rule in marketplace using queue and worker mechanism.

# API Preview

- Single API specification for all marketplace
- Order, logistic, fulfillment, product API in all marketplace already implemented
- Customizeable API spec, depend on external system needs
- API auth, rate limiting on API gateway side supported
- Swagger for testing the API
- Redoc for auto API documentation generation



The screenshot shows the API Explorer interface with a sidebar on the left and a main content area. The sidebar has a 'Schemes' dropdown set to 'HTTPS' and an 'Authorize' button. Below it is a 'Filter by tag' input. The main content area is divided into two sections: 'auth' and 'category'. The 'auth' section lists several endpoints with their methods, paths, and names: 

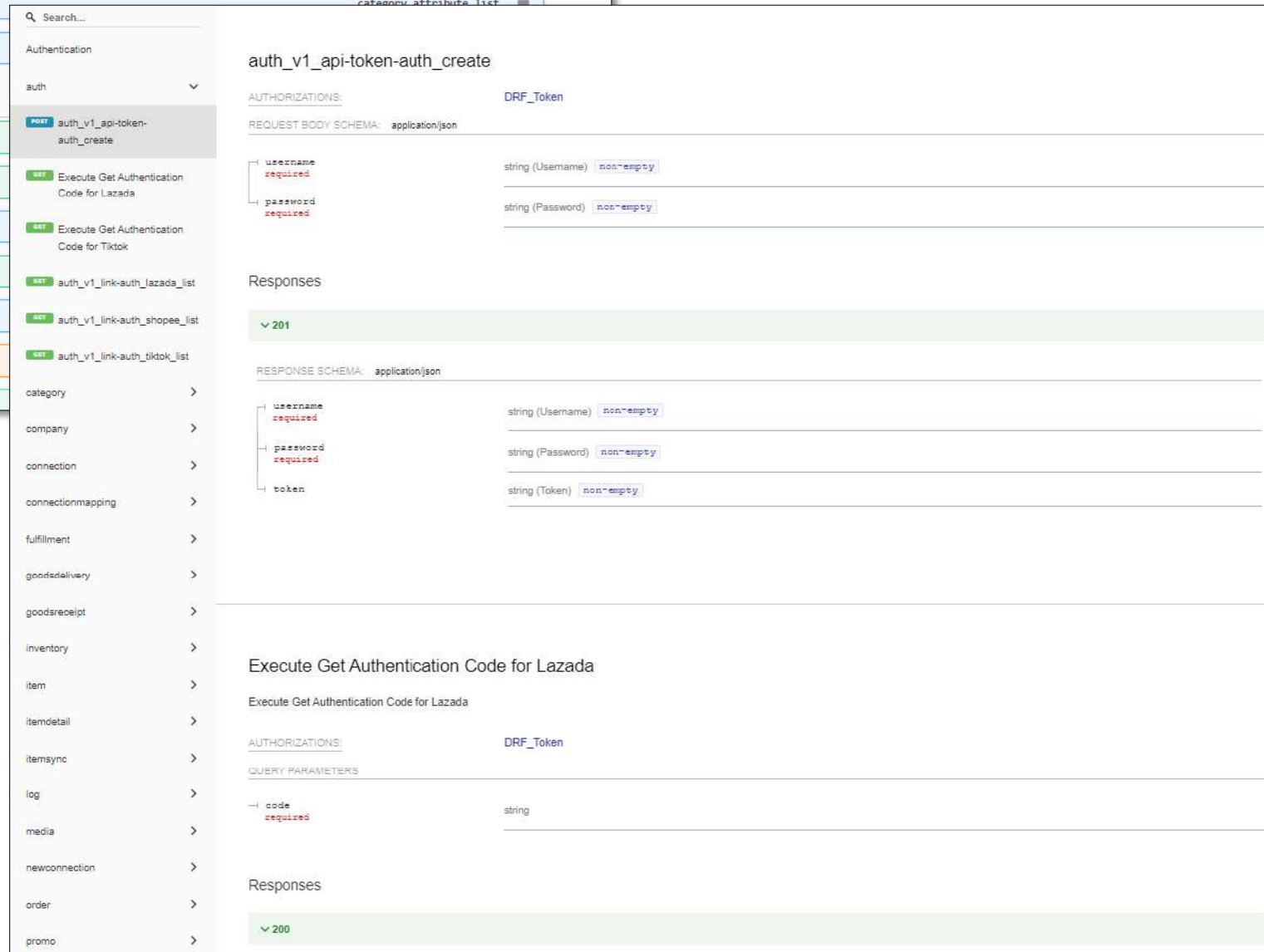
- POST /auth/v1/api-token-auth/ (auth\_v1\_api-token-auth\_create)
- GET /auth/v1/callback/lazada (auth\_v1\_callback\_lazada\_list)
- GET /auth/v1/callback/tiktok (auth\_v1\_callback\_tiktok\_list)
- GET /auth/v1/link-auth/lazada (auth\_v1\_link-auth\_lazada\_list)
- GET /auth/v1/link-auth/shopee (auth\_v1\_link-auth\_shopee\_list)
- GET /auth/v1/link-auth/tiktok (auth\_v1\_link-auth\_tiktok\_list)

 The 'category' section lists: 

- GET /category/ (category\_list)
- GET /category/attribute/ (category\_attribute\_list)
- GET /category/sub/ (category\_sub\_list)

 The 'company' section lists: 

- POST /company/add/
- POST /company/register/
- GET /company/v1/
- POST /company/v1/
- GET /company/v1/{id}/
- PUT /company/v1/{id}/
- PATCH /company/v1/{id}/



The screenshot shows the details of the 'auth\_v1\_api-token-auth\_create' endpoint. The left sidebar has a search bar and a list of categories: auth, category, company, connection, connectionmapping, fulfillment, goodsdelivery, goodsreceipt, inventory, item, itemdetail, itemsync, log, media, newconnection, order, and promo. The main content area shows the endpoint details: 

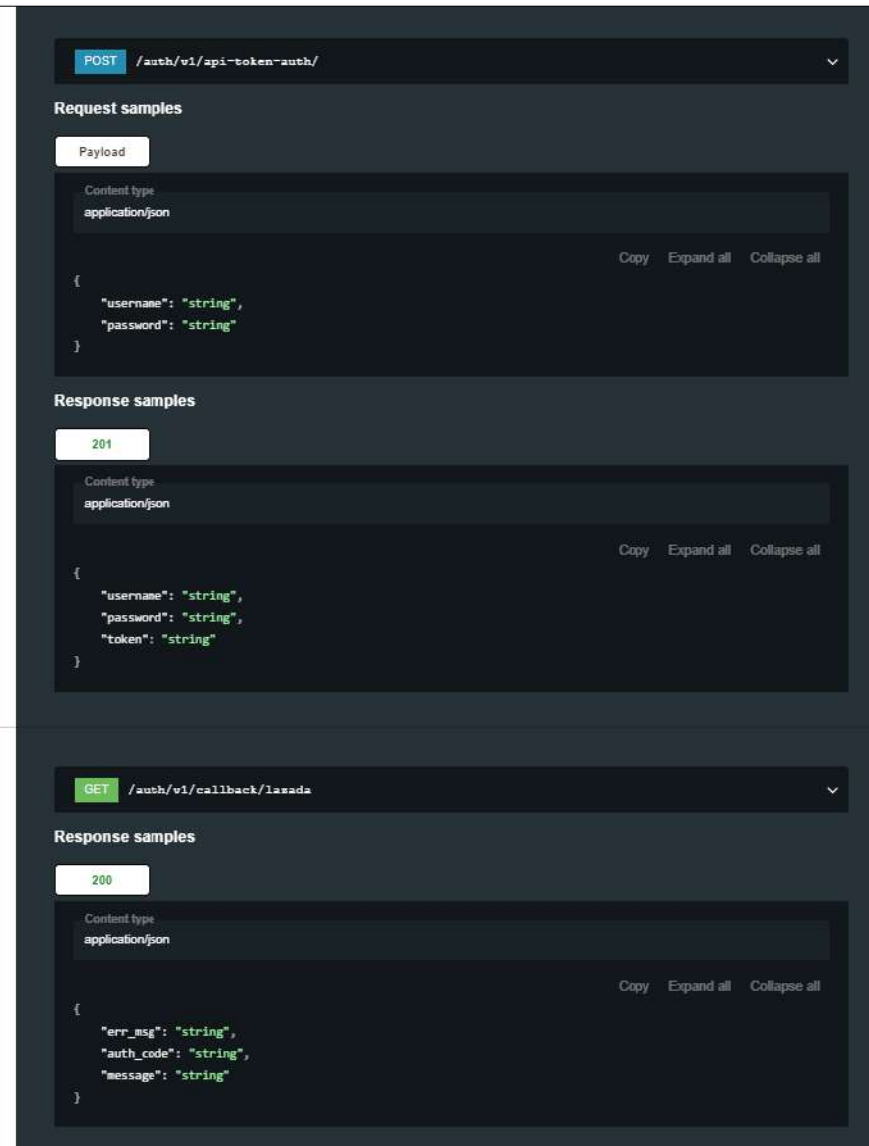
- auth\_v1\_api-token-auth\_create**
- AUTHORIZATIONS:** DRF\_Token
- REQUEST BODY SCHEMA:** application/json
- Responses:** 201
- RESPONSE SCHEMA:** application/json

 The request body schema is defined as: 

```
{  "username": "string (Username) [non-empty]",  "password": "string (Password) [non-empty]"}
```

 The response schema is defined as: 

```
{  "username": "string (Username) [non-empty]",  "password": "string (Password) [non-empty]",  "token": "string (Token) [non-empty]"}
```



The screenshot shows the details of the 'auth\_v1\_callback\_lazada' endpoint. The left sidebar has a search bar and a list of categories: auth, category, company, connection, connectionmapping, fulfillment, goodsdelivery, goodsreceipt, inventory, item, itemdetail, itemsync, log, media, newconnection, order, and promo. The main content area shows the endpoint details: 

- auth\_v1\_callback\_lazada**
- AUTHORIZATIONS:** DRF\_Token
- QUERY PARAMETERS:** code (required, string)
- Responses:** 200

 The response schema is defined as: 

```
{  "err_msg": "string",  "auth_code": "string",  "message": "string"}
```



# Admin Page Preview

Home » Rest\_Api » Connections

Select connection to change

Search 9 results (14 total)

Action: ----- Go 0 of 9 selected

<input type="checkbox"/>	ID	COMPANY	WAREHOUSE	MARKETPLACEID	ISWEBHOOKENABLED	ISSTOCKSYNCD	USERNAME	BLIBLIBUSINESSPARTNERCODE	SHOPEESHOPID	TOKOPEDIASHOPID	SELLINALLACCOUNTNO	LAZADASHOPID	CREATED ON	CREATED BY	UPDATED ON
<input type="checkbox"/>	56	1-Apa Aja-AJA	2-1-Apa Aja-AJA-Apa Aja HQ	TIKTOK	<span>✗</span>	<span>✓</span>	7494083458493286289	-	-	-	-	-	Dec. 13, 2021, 2:32 p.m.	admin	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	54	1-Apa Aja-AJA	2-1-Apa Aja-AJA-Apa Aja HQ	SHOPIFY	<span>✗</span>	<span>✓</span>	Logswalker Dev Store	-	-	-	-	-	Nov. 10, 2021, 3:18 p.m.	admin	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	48	1-Apa Aja-AJA	2-1-Apa Aja-AJA-Apa Aja HQ	TOKOTALK	<span>✗</span>	<span>✓</span>	admin	-	-	-	-	-	Sept. 6, 2021, 1:30 p.m.	admin	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	46	1-Apa Aja-AJA	2-1-Apa Aja-AJA-Apa Aja HQ	JUBELIO	<span>✗</span>	<span>✓</span>	lnw@pts.sc	-	-	-	-	-	Aug. 30, 2021, 11:29 a.m.	admin	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	44	1-Apa Aja-AJA	2-1-Apa Aja-AJA-Apa Aja HQ	BLIBLI	<span>✗</span>	<span>✓</span>	LOR-70000	LOR-70000	-	-	-	-	May 27, 2021, 7:43 a.m.	admin	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	33	1-Apa Aja-AJA	2-1-Apa Aja-AJA-Apa Aja HQ	LAZADA	<span>✗</span>	<span>✓</span>	ID67XIG518	-	-	-	-	ID67XIG518	April 9, 2021, 10:06 a.m.	admin	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	27	1-Apa Aja-AJA	2-1-Apa Aja-AJA-Apa Aja HQ	SELLINALL	<span>✗</span>	<span>✓</span>	samy-paul@sellinall.com	-	-	-	602f6eb708b4d7552fe3de98	-	March 29, 2021, 9:54 a.m.	admin	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	25	1-Apa Aja-AJA	2-1-Apa Aja-AJA-Apa Aja HQ	TOKOPEDIA	<span>✗</span>	<span>✓</span>	11081807	-	-	11081807	-	-	March 29, 2021, 9:31 a.m.	admin	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	1	1-Apa Aja-AJA	2-1-Apa Aja-AJA-Apa Aja HQ	SHOPEE	<span>✗</span>	<span>✓</span>	3025	-	3025	-	-	-	Jan. 29, 2021, 9:18 a.m.	admin	Dec. 28, 2021, 3 p.m.

9 connections

- Admin page for all table
- Use for operation like manual update or download the data
- Manual action like sync inventory to all marketplace, request pickup directly from admin page
- Audit trail supported for stock update to MP, last stock in MP, API call to MP

Home » Rest\_Api » Sales orders

Select sales order to change

Search 643 results (659 total)

All dates June 2021 July 2021 August 2021 September 2021 October 2021 November 2021 December 2021

Action: ----- Go 0 of 100 selected

<input type="checkbox"/>	INVOICENUMBER	CONNECTIONID	WAREHOUSE	BRANDID	MARKETPLACEID	MARKETPLACESTATUS	ISPROCESSED	ISPAID	OVERALLSTATUS	PENDINGSOSTATUS	POSTPTPSSTATUS	AWBSTATUS	PORTALSTATUS	CREATEDTIME	LASTUPDATE
<input type="checkbox"/>	SO-AJA654321	-	2-1-Apa Aja-AJA-Apa Aja HQ	Apa Aja	PORTAL	READY_TO_SHIP	<span>✗</span>	<span>✓</span>	<span>✗</span>	OK	In sales order: Date format is invalid. Please use %d %b %Y format	OK	N/A	Dec. 28, 2021, 3:18 p.m.	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	SO-AJA55555	-	2-1-Apa Aja-AJA-Apa Aja HQ	Apa Aja	PORTAL	READY_TO_SHIP	<span>✗</span>	<span>✓</span>	<span>✗</span>	-	-	-	N/A	Dec. 28, 2021, 3 p.m.	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	SO-AJA7777777	-	2-1-Apa Aja-AJA-Apa Aja HQ	Apa Aja	PORTAL	READY_TO_SHIP	<span>✗</span>	<span>✓</span>	<span>✗</span>	-	-	-	N/A	Dec. 28, 2021, 2:48 p.m.	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	SO-AJA6262626	-	2-1-Apa Aja-AJA-Apa Aja HQ	Apa Aja	PORTAL	READY_TO_SHIP	<span>✗</span>	<span>✓</span>	<span>✗</span>	-	-	-	N/A	Dec. 28, 2021, 1:57 p.m.	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	SO-AJASO-0002202	-	2-1-Apa Aja-AJA-Apa Aja HQ	Apa Aja	PORTAL	READY_TO_SHIP	<span>✗</span>	<span>✓</span>	<span>✗</span>	-	-	-	N/A	Dec. 28, 2021, 1:13 p.m.	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	SO-AJASO-9292929	-	2-1-Apa Aja-AJA-Apa Aja HQ	Apa Aja	PORTAL	UNPAID	<span>✗</span>	<span>✗</span>	<span>✗</span>	-	-	-	UNPAID	Dec. 28, 2021, 1:13 p.m.	-
<input type="checkbox"/>	SO-AJA9292929	-	2-1-Apa Aja-AJA-Apa Aja HQ	Apa Aja	PORTAL	READY_TO_SHIP	<span>✗</span>	<span>✓</span>	<span>✗</span>	-	-	-	N/A	Dec. 28, 2021, 1 p.m.	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	SO-AJA1010101	-	2-1-Apa Aja-AJA-Apa Aja HQ	Apa Aja	PORTAL	READY_TO_SHIP	<span>✗</span>	<span>✓</span>	<span>✗</span>	OK	In sales order: Date format is invalid. Please use %d %b %Y format	OK	N/A	Dec. 28, 2021, 12:55 p.m.	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	SO-AJA2222222	-	2-1-Apa Aja-AJA-Apa Aja HQ	Apa Aja	PORTAL	READY_TO_SHIP	<span>✗</span>	<span>✓</span>	<span>✗</span>	OK	In sales order: Date format is invalid. Please use %d %b %Y format	OK	N/A	Dec. 28, 2021, 9:59 a.m.	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	SO-AJA11222333	-	2-1-Apa Aja-AJA-Apa Aja HQ	Apa Aja	PORTAL	READY_TO_SHIP	<span>✗</span>	<span>✓</span>	<span>✗</span>	OK	In sales order: Date format is invalid. Please use %d %b %Y format	OK	N/A	Dec. 28, 2021, 9:50 a.m.	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	SO-AJASHF-1036	54-Apa Aja-SHOPIFY-Logswalker Dev Store	2-1-Apa Aja-AJA-Apa Aja HQ	Apa Aja	SHOPIFY	READY_TO_SHIP	<span>✓</span>	<span>✓</span>	<span>✗</span>	Not Posted	OK	AWB Error	N/A	Dec. 28, 2021, 9:26 a.m.	Dec. 28, 2021, 3 p.m.
<input type="checkbox"/>	SO-AJASHF-1035	54-Apa Aja-SHOPIFY-Logswalker Dev Store	2-1-Apa Aja-AJA-Apa Aja HQ	Apa Aja	SHOPIFY	UNPAID	<span>✗</span>	<span>✗</span>	<span>✗</span>	-	-	-	UNPAID	Dec. 28, 2021, 9:22 a.m.	-
<input type="checkbox"/>	SO-AJA12323432-0	-	2-1-Apa Aja-AJA-Apa Aja HQ	Apa Aja	PORTAL	READY_TO_SHIP	<span>✗</span>	<span>✓</span>	<span>✗</span>	OK	In sales order: Date format is invalid. Please use %d %b %Y format	OK	N/A	Dec. 27, 2021, 9:54 a.m.	Dec. 28, 2021, 3 p.m.

643 results (659 total)

IMPORT EXPORT ADD SALES ORDER +

**FILTER**

X Clear all filters

By Brandid

All

Apa Aja

Company Testing

Company Testing 2

LNW Storee

Nizar Store 21

By Marketplaceid

All

BLIBLI

JUBELIO

LAZADA

PORTAL

SELLINALL

SHOPEE

SHOPIFY

TIKTOK

TOKOPEDIA

TOKOTALK

By MarketplaceStatus

All

UNPAID

PENDING

READY\_TO\_SHIP

IN\_CANCEL

CANCELLED

SHIPPED

TO\_CONFIRM\_RECEIVE

COMPLETED

TO\_RETURN

By PendingSOSTatus

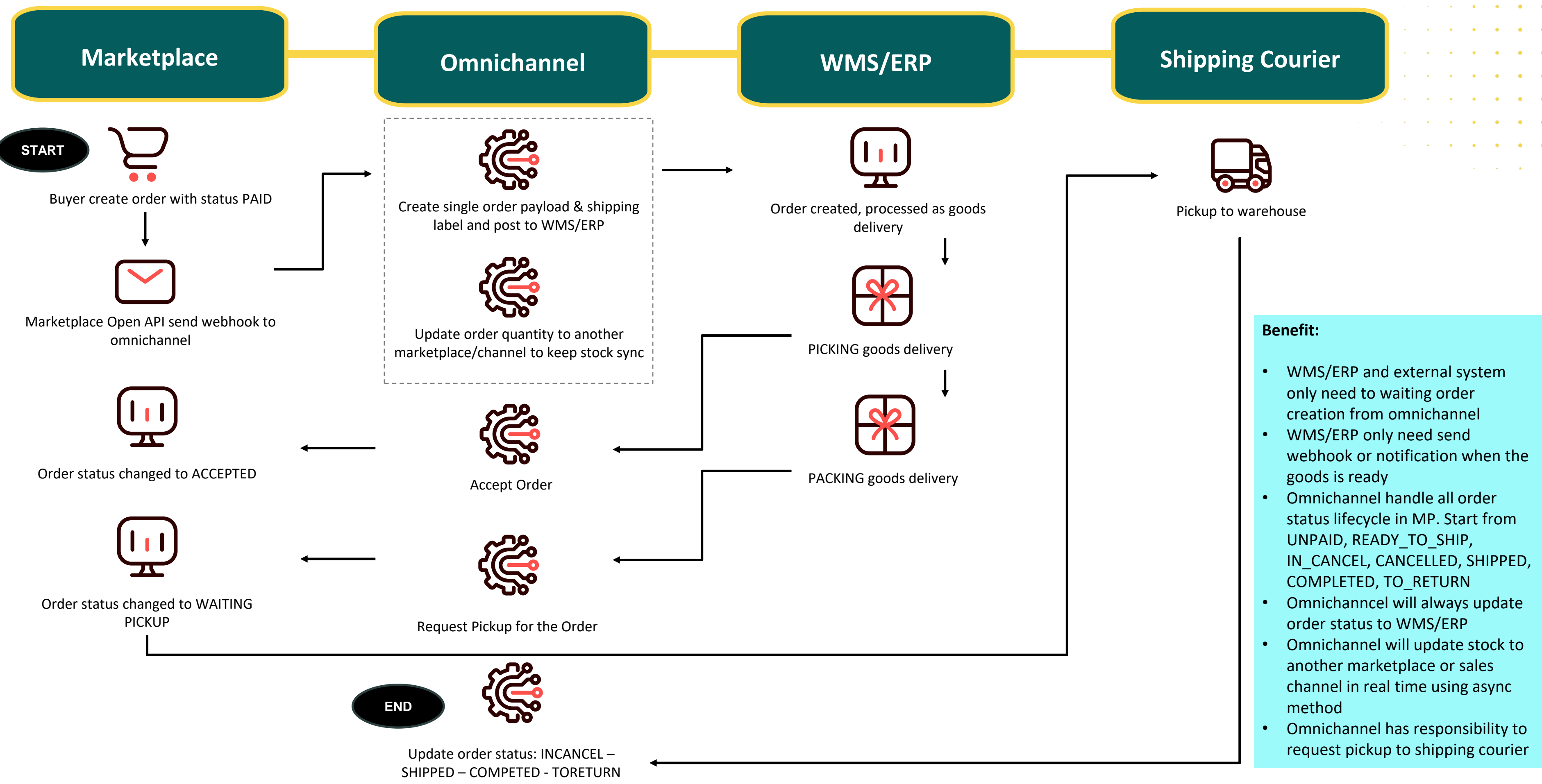


## 02. Use Case

Example use case between client WMS, ERP or webstore integrate with Omnichannel Service

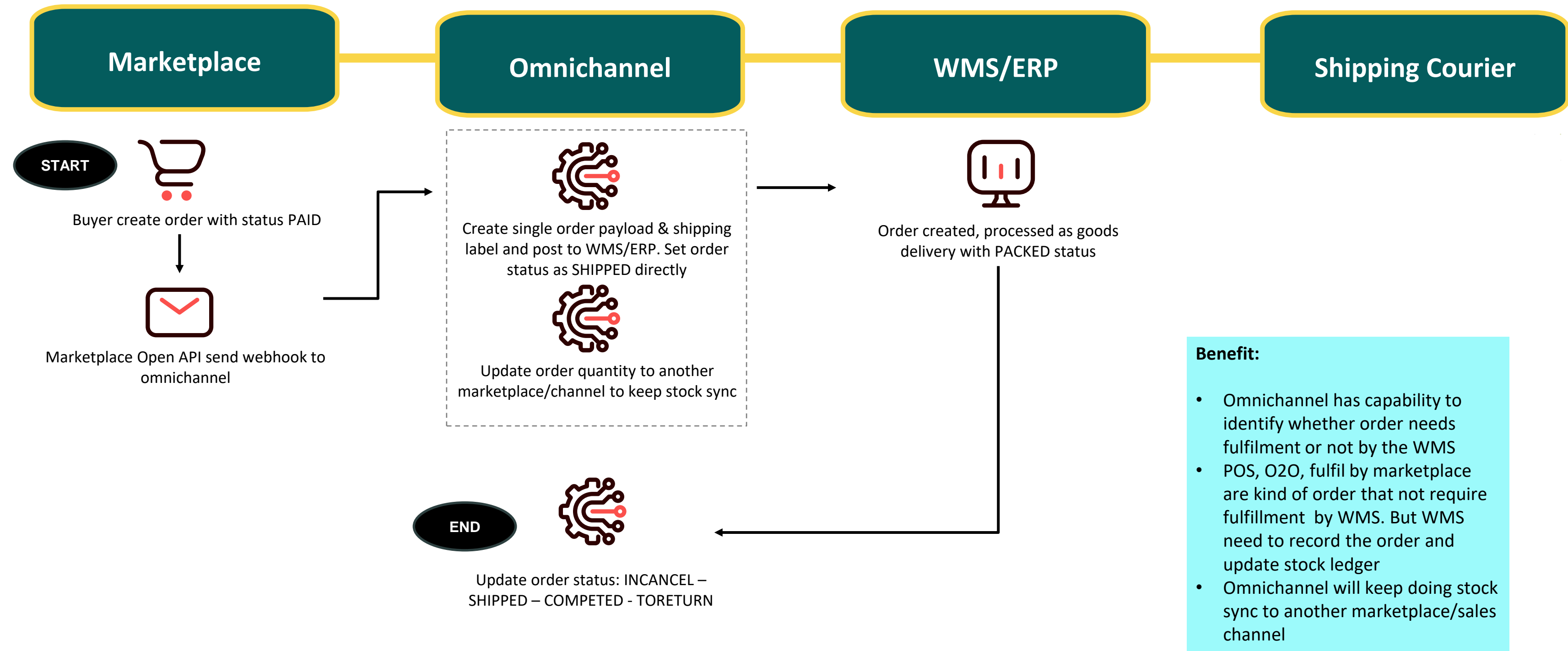


# a. Order Fulfillment

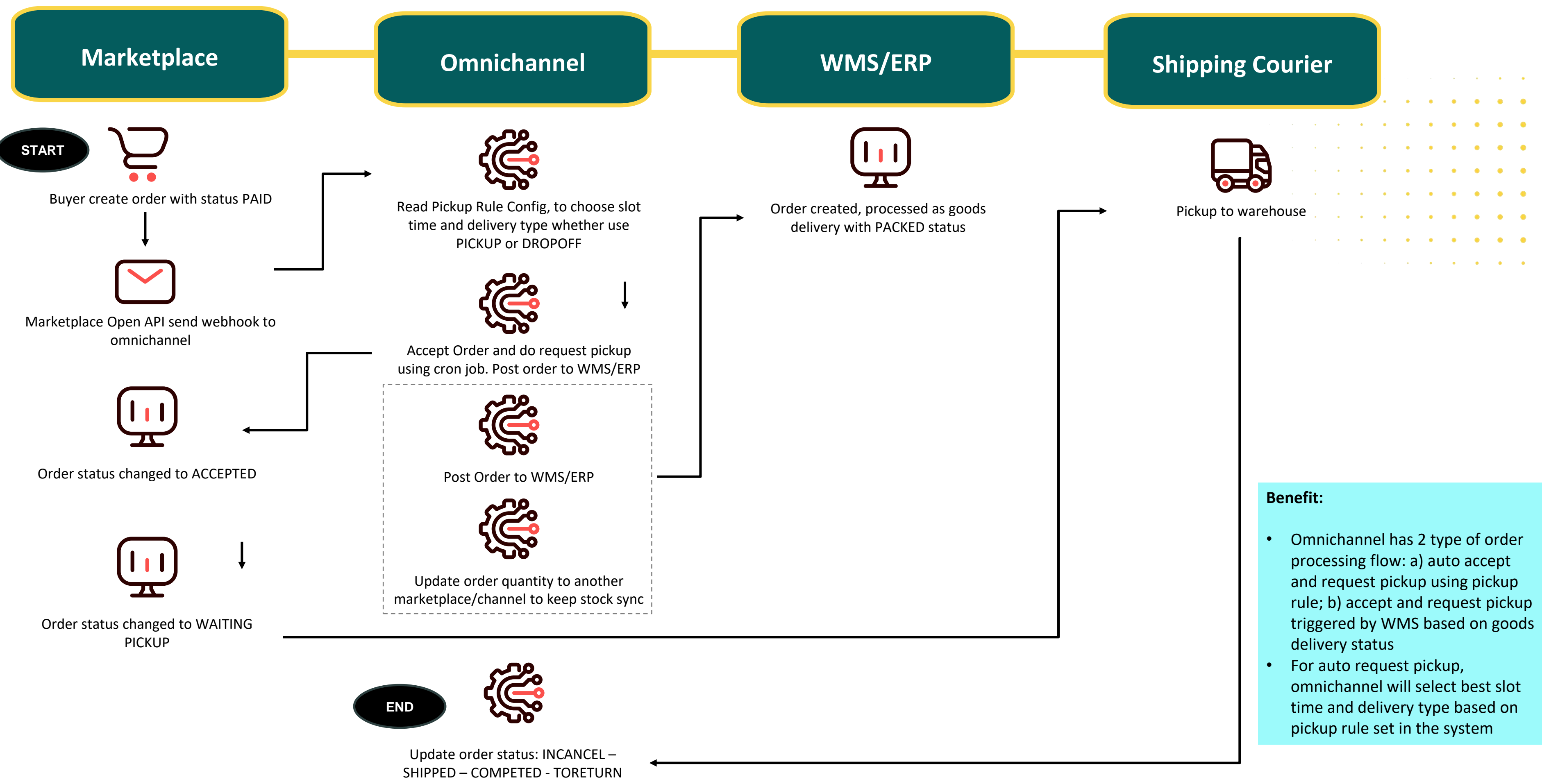




# b. Order from POS/O2O/Fulfil by Marketplace



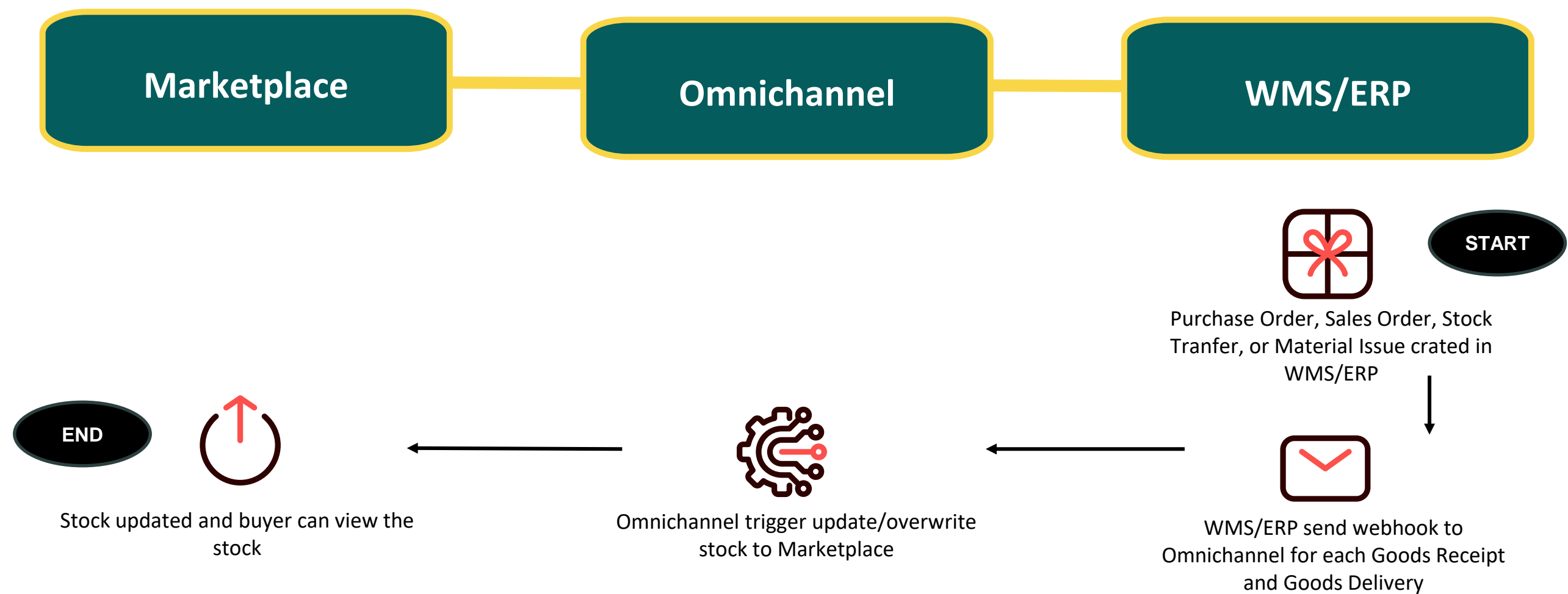
# c. Auto Request Pickup to Courier



- Benefit:**
- Omnichannel has 2 type of order processing flow: a) auto accept and request pickup using pickup rule; b) accept and request pickup triggered by WMS based on goods delivery status
  - For auto request pickup, omnichannel will select best slot time and delivery type based on pickup rule set in the system

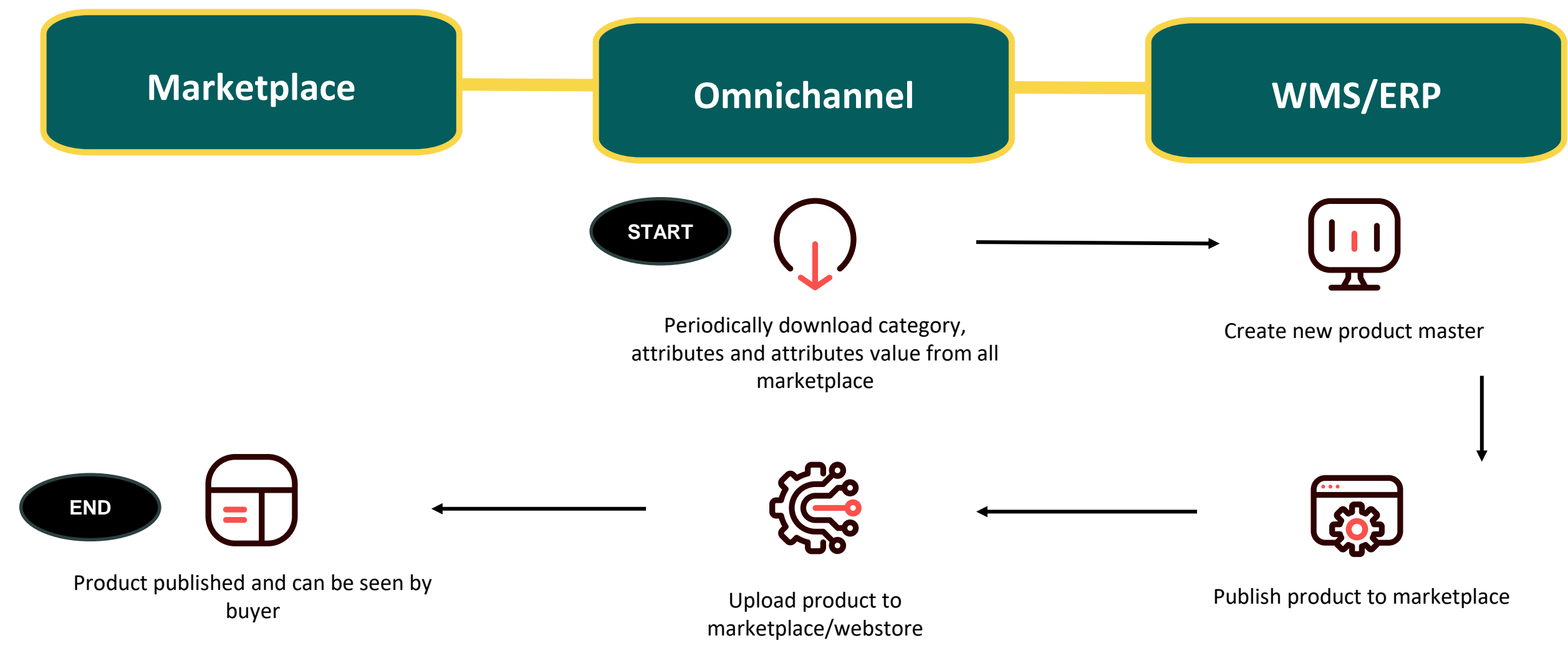


# d. Inbound / Outbound Stock



- Benefit:**
- All inventory event in WMS whether inbound or outbound will be updated to marketplace or sales channel automatically
  - WMS/ERP only need send webhook to Omnichannel

# e. Product Publish and Update



- Benefit:**
- Omnichannel maintain data master for product category, attribute and value. Including tree of category using cron job
  - WMS/ERP can create product in 1 system and automatically published to marketplace
  - Support activate and deactivate the product



# f. Safety Stock

Marketplace

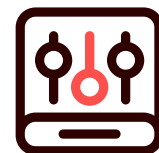
Omnichannel

WMS/ERP

START



Seller register in marketplace promo and flash sale



Set safety stock for the marketplace that has promo running



Reduce stock to another marketplace for prevent oversale in the promo



END



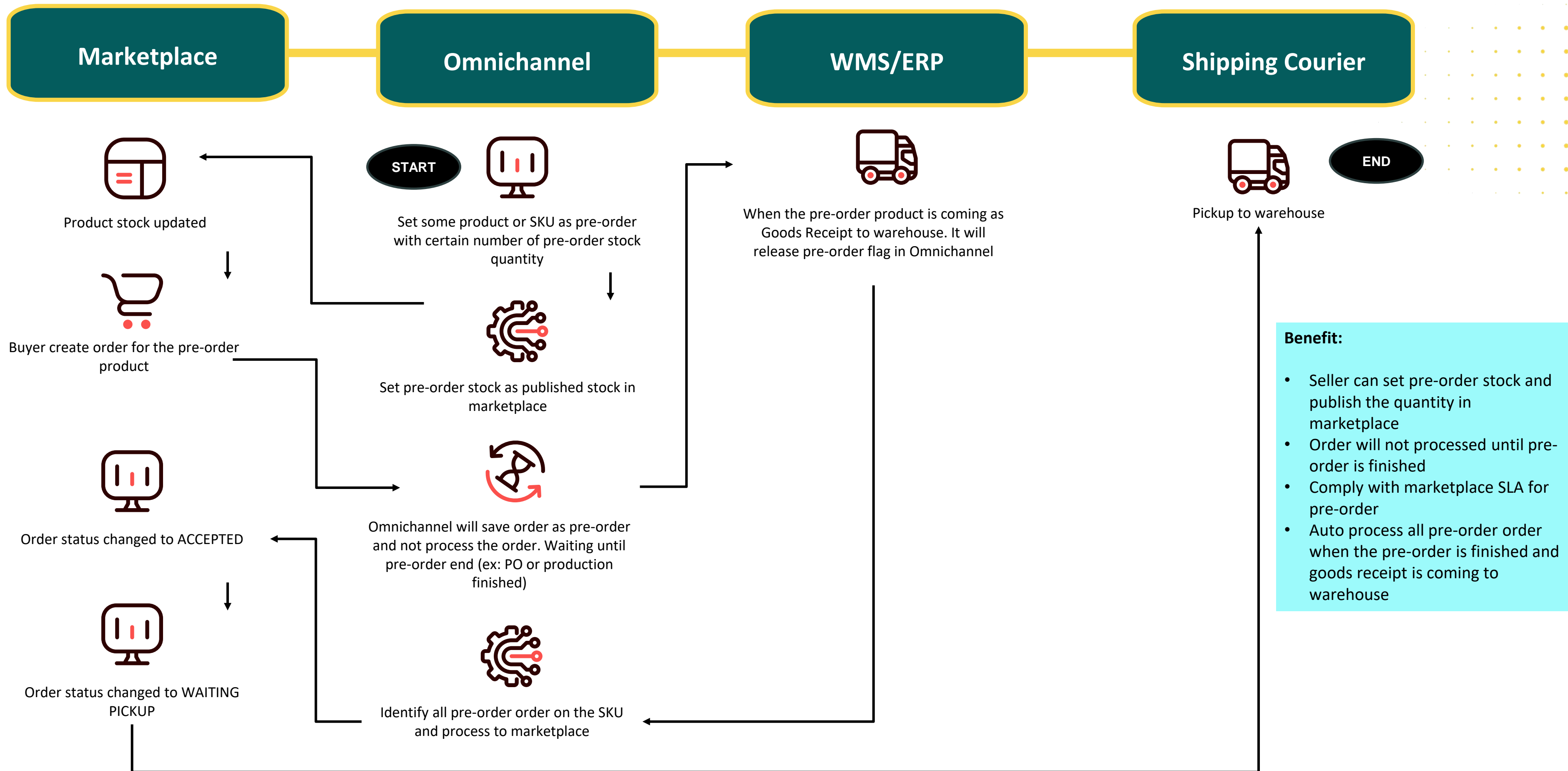
Safety stock only can be bought in the promo marketplace

## Benefit:

- Omnichannel will maintain dedicated stock in some marketplace that set for safety stock
- Ensure safe promo and prevent oversale
- Also can be applied for priority sales channel with more stock allocated rather than other sales channel

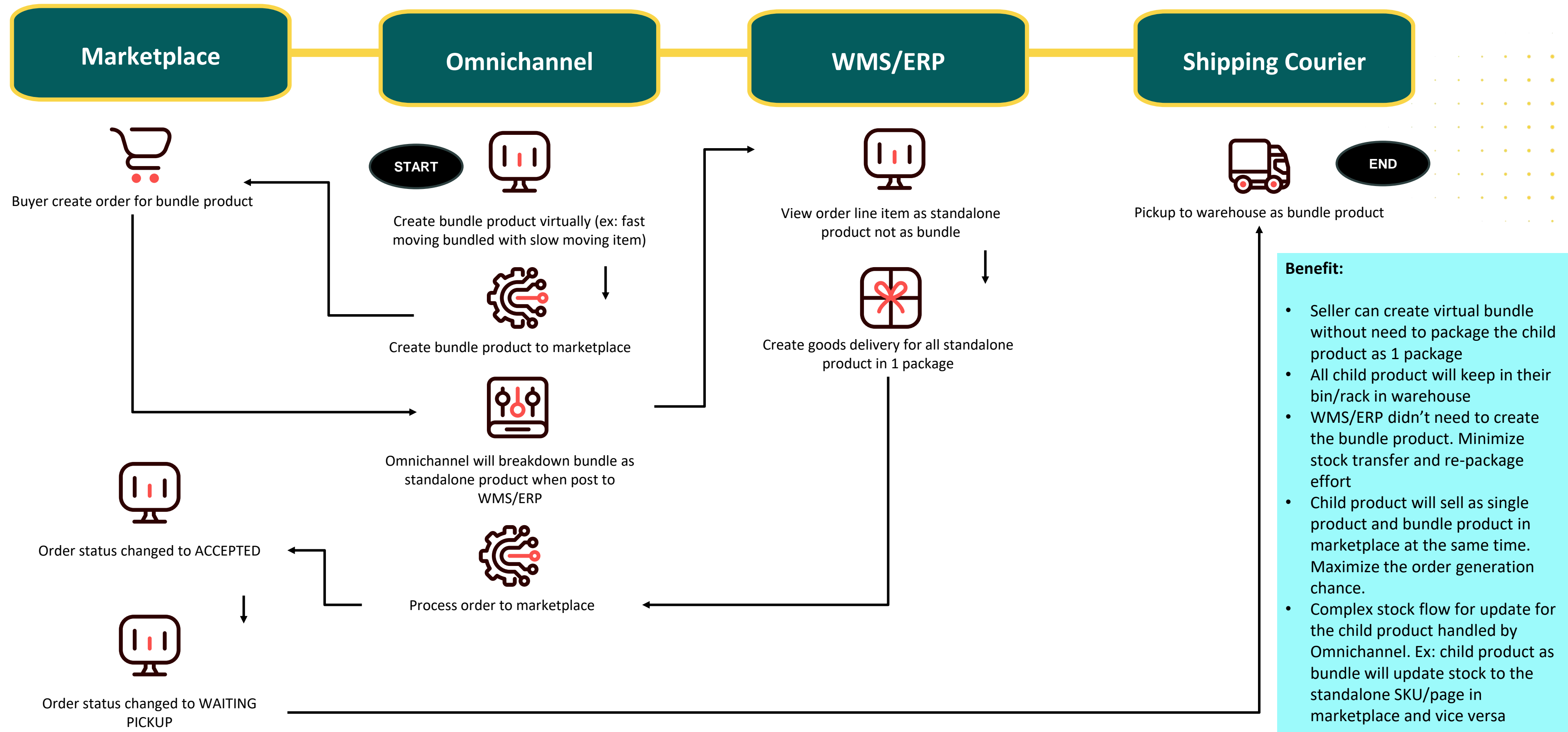


# g. Pre-Order Stock

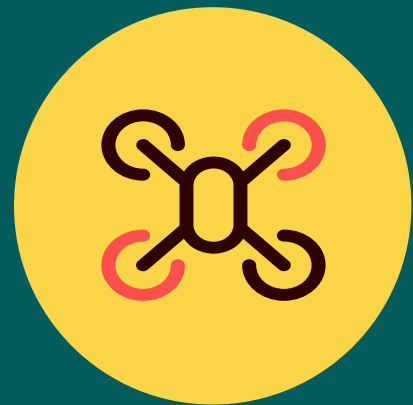




# h. Virtual Bundle



# WHAT WE OFFER



## **Not build from scratch**

Code is ready, proven and use in live environment with million daily transaction



## **5 Marketplace, 2 Webstore, 1 Omnichannel, 1 ERP**

9 sales channel has been implemented



## **Taylor Made**

Can be fully customize based on client needs



## **Expertise**

4 years experience on marketplace and e-commerce technical and non technical flow



# Example Product build using our Omnichannel Service

One of our client has successfully launch their product using our omnichannel as the backend. Not only related to marketplace and sales channel flow, even all inbound outbound flow in their warehouse is managed through our backend service.

Client only needs to develop the front-end and also integrate WMS/ERP with Omnichannel.



# Marketplace Authorization

Client use omnichannel for their brand to self manage their shop account in omnichannel

General Settings









Company Information ⓘ

Your Account ⓘ

Integration ⓘ

Brand : Apa Aja


+ Add New Sales Channel


Store Name	Warehouse	Status	Connected Date	Notes
 TIKTOK Development Shop	PTS HQ	Connected	6 Jan 2025 20:53	- <div>Action</div>
 edrictesttiktokfromserba	Apa Aja HQ	Pending	17 Dec 2024 10:57	- <div>Action</div>
 TIKTOK Staging SHOP	Apa Aja HQ	Connected	11 Sep 2024 16:27	- <div>Action</div>
 -	Apa Aja HQ	Failed	3 Jan 2025 16:27	-
 SHOPEE PRAS	Apa Aja HQ	Connected	3 Jan 2025 16:27	-
 Sanboxing	Apa Aja HQ	Pending	3 Jan 2025 16:27	-
 Sanboxing	Apa Aja HQ	Pending	3 Jan 2025 16:27	-
 ViceCollection	Apa Aja HQ	Pending	3 Jan 2025 16:27	-


General Settings > Add Sales Channel


Add Sales Channel


Marketplace

 Tokopedia


 Tiktok


 Shopee

 Lazada

 Bibii

Webstore

 Shopify

 Woocommerce



# Item Master and Publish

Client use omnichannel for their brand to manage product in all sales channel

Item Master ?

10 row

Medium View




Search your items here (max : 5)

All Filter


Item Tools


Export Data


Create Item


<input type="checkbox"/>	Item	Sales Channel	Variant	Action
<input type="checkbox"/>	<div></div> <div><div>Radiant Sculpted Oversize Tees</div><div>RTOS</div></div>	5 Sales Channel	Radiant Sculpted Oversize Tees-XL	<div>Action</div>
<input type="checkbox"/>	<div></div> <div><div>Radiant Sculpted Oversize Tees</div><div>PARENT   RTOS-XL</div></div>			
<input type="checkbox"/>	<div></div> <div><div>Bundle Test Upload Test</div><div>PARENT   BTUT1</div></div>			


Sales Channel

 LAZADA\_PRAS

 BLIBLI-1

 TIKTOK\_PRAS

 -

 SHOPEE\_PRAS

Item Master > Item Master Details

Labu Kids - Kimono Set | Baju Bayi Kimono

Details

Sales Channel

Activity Log

Item Information

Item Name

Labu Kids - Kimono Set | Baju Bayi Kimono

Category

Fashion Bayi & Anak > Pakaian Bayi > Set

Brand Name

-

Item Dimension Category

Small (10×10×10 cm - 13×13×13 cm or 1000-2743 cm3)

Description

MATERIAL & SIZE  
Material: Soft & Strechy Rib  
Size: 0M+ & 6M+

Pre-Order

X

Item Photos

Photo 1 (Default)

Photo 2

Photo 3

Photo 4

Photo 5

Photo 6

Photo 7

Photo 8

Photo 9



# Sales Order

Client use omnichannel for their brand to monitor sales order across all channel with complete visibility on the order status

admin

admin

Sales Order ?

Export Data

Import Data

+ Create New

All

Unpaid

New Orders

Hold

Ready to Ship

Shipping

Completed

Cancelled






Oversell

10 row

Medium View

Search your orders here (max : 5)

All Filter

<input type="checkbox"/>	SO Number	Customer	Status	Sales Channel	Total Qty.	Action
<input type="checkbox"/>	SO-AJASP-2501093FU6MDTU	Thareq Siregar	Hold	 SHOPEE_PRAS	1 Pcs	Action
<input type="checkbox"/>	SO-AJA250109153937	testingtesting	Ready To Ship	 JUAL	1 Pcs	Action
<input type="checkbox"/>	SO-AJASO-000000218 Pre-Order	Yugi Chan	New Order	 new-jubelio-staging	1 Pcs	Action
<input type="checkbox"/>	SO-AJATOK-577781006606894903	T***ing o***r t*** P***tis	Cancelled	 Tiktok-JBS Stores	2 Pcs	Action
<input type="checkbox"/>	SO-AJASHF-00459-1858 Pre-Order	Fionna Testing	New Order	 Yahyabrand	5 Pcs	Action



# Safety Stock

Client use omnichannel for their brand to ensure their promo in marketplace is safe and prevent oversale

[illegible]

# Virtual Bundle

Client use omnichannel for their brand to freely create virtual bundle

Item Master > Create Item Bundle

Create Item Bundle

Item Information

Bundle Name \*

e.g. Radiant Rose Petal Lipstick/Glamour Gaze Eyeshadow Palette/Sculpted Serenity Yoga Leggings

0/255

Minimum characters 10, Maximum characters 255

Category\*

Select Category

Description \*

B I U S L

e.g. [Enter your fashion or beauty product name]

1. Introduction (Approx. 300 characters):

- Indulge in the epitome of elegance with our [Product Name]. Elevate your style and embrace beauty with this must-have fashion statement. Immerse yourself in a world where sophistication meets trendsetting allure.

2. Key Features (Approx. 500 characters):

- Luxurious Fabric: Crafted from premium [Specify fabric], our [Product Name] offers unmatched comfort and a touch of opulence.

3. Benefits (Approx. 500 characters):

- Radiant Confidence: Unleash your inner radiance with a fashion piece that celebrates your unique style and confidence.

Navigation

Item Information

Item Photos

Shipment Information

Item Details

Bundle Details

Bundle Variant

Selling Price

0 variant(s)

Rp 0

Shipment Information

Weight \*

10

gram

Length

10

cm

Width

10

cm

Height

10

cm

Item Details

Is item active?

Yes

Bundle Stock ?

73

Source Location ? \*

Apa Aja HQ

Bundle Master SKU \*

PSBOY-001

Bundle Selling Price \*

Rp 150.000

Bundle Details

☐ Your bundle has variants

+ Add Items

Bundle Composition (max. 3) ? \*

Item	Available Stock	Selling Price	Bundle Qty ? *
Kaos Ganteng Ganteng Sering Galak GGS-001	2132 pcs	Rp 1.000	<div>1</div> <div></div>
Ganteng Ganteng Sering Galak Kaos Series... GGS-003	339 pcs	Rp 10.000	<div>1</div> <div></div>
KAOS POLO MAHAL MP-00001 PLO-P-MP-00301	73 pcs	Rp 10.200	<div>1</div> <div></div>

Navigation

Item Information

Item Photos

Shipment Information

Item Details

Bundle Details

Bundle Variant

Selling Price

0 variant(s)

Rp 150.000

Create Item Bundle

Cancel

Create Item Bundle

You can directly publish this item to the integrated sales channel. If you wish to publish this item, press 'Yes.' If you want to create item master only then press 'No'.


No, Create Item Bundle Master Only

Yes, Publish Item Bundle Master





# CONTACT US

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