The Step-by-Step Guide:

Integration of a service provider

on the

Content

Introduction

In this document you will find all the information about the integration process. Partner Connector Management is the partner at your side and supports you in developing a stable and scalable interface so that the first partner can already count on a reliable performance. In this way, we create the basis for a sustainable exploitation of potential on both sides.

This document is the central source of information for your integration with OTTO Market. In order to ultimately create a valid interface, it is essential to read this document and to always consult the information as an assistance.

In addition to an overview of the entire connection process and information about contact persons, the document contains detailed information about the individual process steps. Finally, you will find information on marketing and the development process.

Before you start working through the document, you will find explanations of OTTO language usage here:
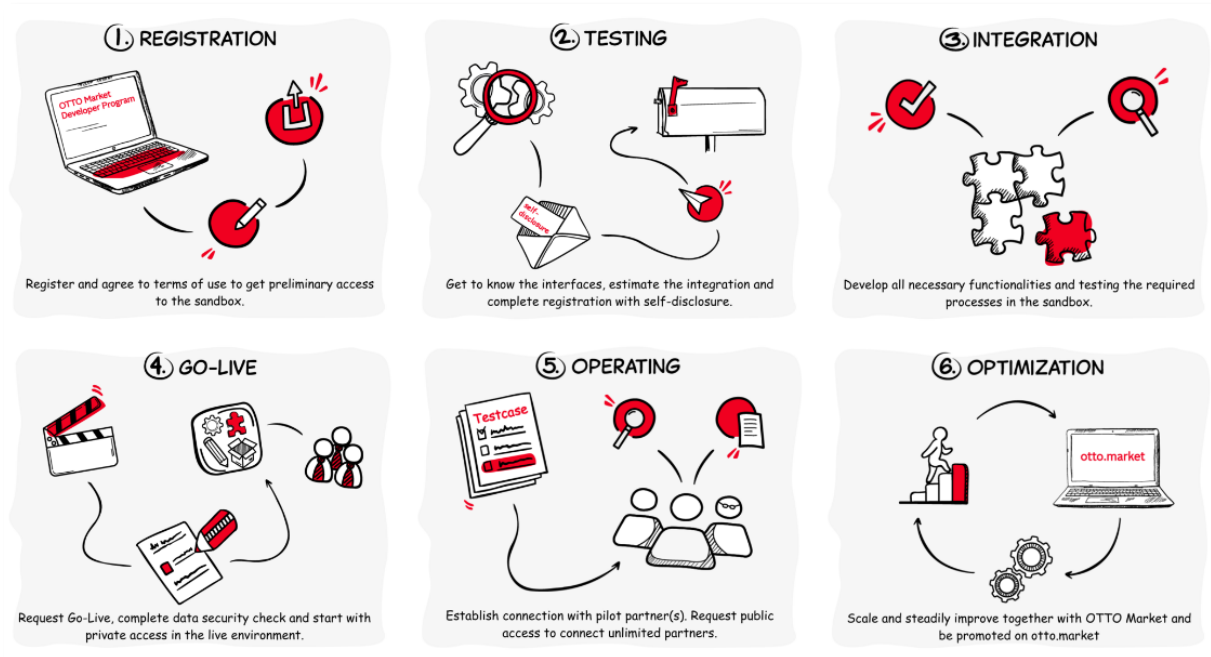
Partner: Merchants who sell on otto.de.

Developer: Developer as a technical service provider

PCM: Partner Connector Management

We look forward to working with you as partners and are happy to answer any questions you may have. If you have any suggestions or feedback, please do not hesitate to contact us.

Process Visualization - The Integration Process in a Graphic

This process visualization gives you a general overview of the mandatory process of integration. The defined process ensures a smooth integration, so it should be followed exactly.

After you have completed the self-disclosure and we have successfully validated your provided data, you will be activated for the integration start and in the course of this you will receive unlimited access to our test environment.

Important: The integration process is aimed at technical service providers who would like to operate at least one of our API endpoints.

Integration

With the start of the integration phase, you will be unlocked for our sandbox environment with unrestricted access and can start developing the interface. In our sandbox environment, you can test all the features of the API endpoints, including our new authentication flow. How exactly you can create an app in the sandbox and test the connection between a fictitious retailer and the app you have created is described in our Sandbox Guide for testing the integration of a retailer. You can find the guide in our download section: https://developer.otto.market/en/ressources/downloads.html. In addition, you'll find a basic guide to the new OAuth2 authorization flow there.

Throughout the integration and beyond, we are at your side as a permanent contact and want to support you as best as we can with the integration. Therefore, it is important for us to have a regular update on the development status. We therefore welcome any feedback and will actively engage in exchange with you in order to prepare you for live operation in the best possible way.

Go-Live

As soon as the development of the processes you require has been completed and you now wish to use the live environment to exchange data, you must request the permissions for the private public app with the necessary endpoints in the permission management in the portal. You will then receive our data security check, which is the last step before going live. After you have completed this, we will activate you for the live environment.

Operating

After activation, you have the option of creating an app for up to three partners and exchanging data. We recommend that you use the limit of three partners first and test the processes in the live environment with the pilot partners. After that, you can also request a "public access" (Public Production Apps). Public Access would allow an unlimited number of connections in the long run and you do not have to create an invitation link for each connection. However, public access also entails further testing on our part. For example, a pilot approval will be conducted and a mandatory OTTO Market Training will be scheduled.

Optimization

After successfully completing the OTTO Market training, you will have the opportunity to be promoted in our service provider network as a certified OTTO Market service provider. You will also receive your own subpage where retailers can see more detailed information about your service.

Classification of Service providers

Depending on the type and scope of the support you intend to offer to your partners, you as a service provider will be categorized into one of four distinct Service-Provider-classifications.

In the following overview, these classifications outlining the scope of services will be presented briefly in order to give you a better understanding of what Service-Provider classification you will have.

1. Full-service-Provider
   The full-service providers support you with data handling in all management processes. The scope of services ranges from product listing, inventory management and the processing of order and shipping data to the reporting of returns data and the retrieval of customer invoices.

   In short if you use all six API endpoints (Products, Returns, Price Reduction, Quantities, Shipments, Receipts, Orders) you are a Full-service-Provider.

2. General-Service-Provider
   The general service providers support you with data handling in the core functions of the management processes. Their scope of services includes handling product listings, inventory management, and order and shipping data processing.

   In short if you use all API endpoints except for Receipts and/or Returns, you are a General-Service-Provider.

3. Specialized-Service-Provider
   Specialized service providers offer different levels of support for selected data processing functions, such as product listing, order and shipping processing, and document handling.

   In short if you use at least one of the six API endpoints you are a Specialized-Service-Provider.

4. Aggregation & Agencies
   Aggregators & Agencies support you in all matters relating to your marketplace business. The scope of services ranges from pure strategic or operational consulting to the complete takeover of account activities on the marketplace.

Please note that the API endpoint price reductions is not considered here due to it being an edge case.