



INDITION COMMERCE

Merchant Mall — FAQ

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How do I get Merchant Mall? From your admin's App Store — one click on Install. If it isn't listed, it hasn't been offered to your store yet; ask your platform contact.

Do I need API keys or configuration? No. Install enrolls your store automatically, and there is nothing to configure — the connection is managed centrally. If your access is ever re-provisioned, the app re-enrolls itself on its next sync.

Why don't I see a particular vendor? Vendors are offered per store. If a vendor you expect is missing from Browse, it hasn't been made available to your store — that's a platform-side setting.

What exactly comes across when I add a product? The product and all its SKUs, prices on your price levels, categories (placed under your own category tree), attributes and variant options like Color and Size, and images. Complete, sellable products.

Will adding products mess up my existing categories or attributes? No. Everything matches by name first — an incoming "Color: Red" reuses your existing Color group and Red value. Only things you genuinely don't have get created.

I already sell some of these products. What happens? Products match by the vendor's identity and SKU, so re-adding updates your existing listing instead of duplicating it. Your store membership, price locks, and locally edited content are never overwritten.

Can I take a vendor's whole catalog? Yes — **Add ALL** queues the entire catalog and works through it automatically in the background. Progress is visible, and products appear as they land.

How do price changes reach me? Automatically, on your store's sync schedule. If you've locked a price locally, your lock always wins.

And content changes? Never automatically. Name and description changes arrive in **Catalog Updates** as from/to proposals; you apply or dismiss each one. Discontinued products raise alerts, and a vendor's new products are offered the same way.

How do I hear about vendor catalog refreshes? The bell toggle on a vendor subscribes your admin user's email to its refresh notifications.

Does my store connect to the master's database? No — everything rides authenticated HTTPS APIs. Your store holds no master credentials, and the master holds none of yours.

What happens if I uninstall? The app and its own bookkeeping are removed. Products you added stay — they're your catalog rows — but updates stop flowing.