



Shopify

What is Shopify?

Shopify is an ecommerce platform that lets you build and manage your online store. You can integrate with the payment gateway of your choice, create discount codes and gift cards, and gain insight into your store's performance with accurate reports.

Important note

❗ We have deprecated the current version of Shopify in Zoho Flow.

As per the latest updates from Shopify, we're required to change the authentication scheme that authorizes Shopify connections in Zoho Flow. The changes will be in effect from **October 3, 2022**. Shopify has assured us that the existing authentication scheme for Shopify connections will continue to work fine till March 2023. **However, we highly recommend that you reconnect your Shopify app connections with the updated authentication scheme as soon as possible to ensure that your flows keep running without interruptions.**

How to switch to the new authentication scheme?

You'll need to *reconnect* your Shopify app connection to switch to the new authentication scheme. Once reconnected, your existing Shopify flows will automatically use the updated connection.

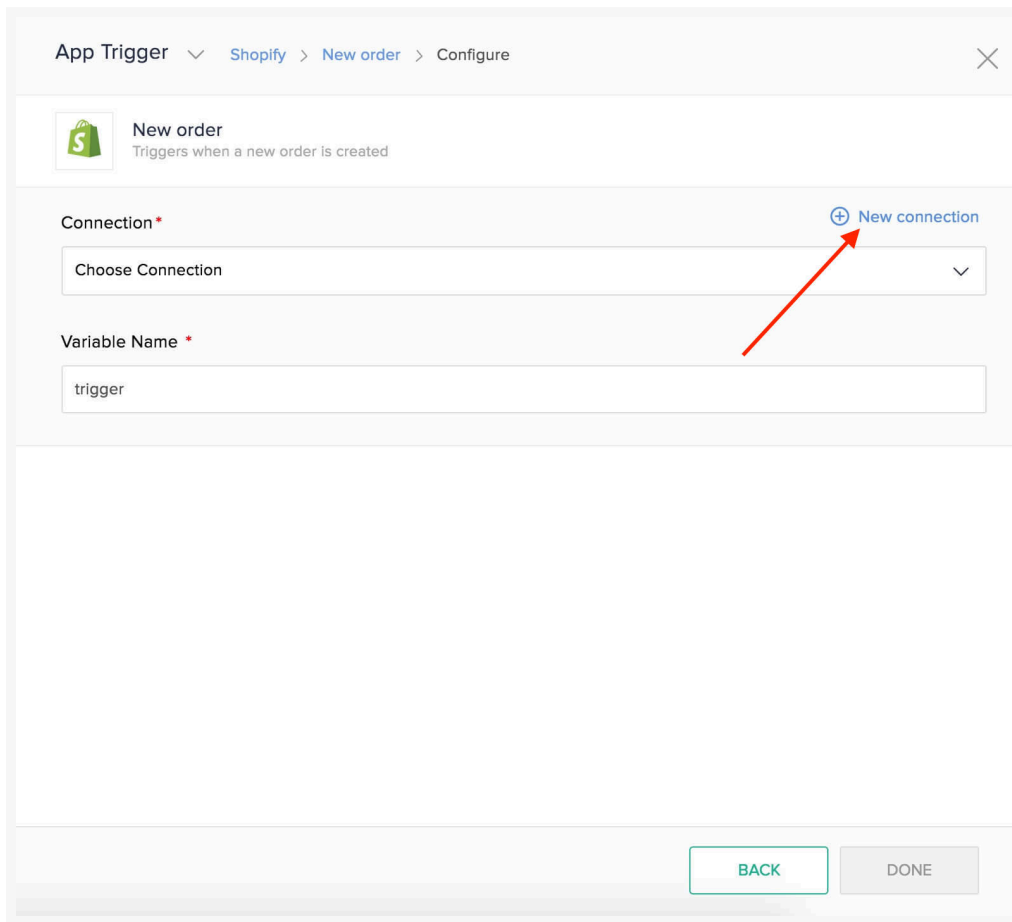
Note: You should be the owner of the Shopify connection to perform this action.

To reconnect your connection:

1. Log in to your Zoho Flow account.
2. Switch off all your existing flows that involve Shopify triggers or actions.
3. Navigate to **Settings > Connections**.
4. Click **Reconnect** adjacent to your required Shopify connection.
5. Provide the shop name and the API credentials, then click **Authorize**. [Learn how to get the API credentials here](https://help.zoho.com/portal/en/kb/flow/user-guide/app-specific-documentation/articles/shopify-help)
6. If there are multiple connections, repeat the steps for them as well.
7. Switch the flows back on that you switched off in step 2.

How to connect your Shopify account to Zoho Flow

1. Select the required trigger or action. If you select a trigger, click **Next**.
2. If there are no other Shopify connections in your account, click **Connect**. Otherwise, click **New connection**.



The screenshot shows the 'App Trigger' configuration window for a Shopify 'New order' trigger. The breadcrumb navigation at the top reads 'App Trigger > Shopify > New order > Configure'. The trigger is labeled 'New order' with a Shopify logo and the description 'Triggers when a new order is created'. Below this, the 'Connection' field is marked with a red asterisk and contains a dropdown menu labeled 'Choose Connection'. To the right of the dropdown is a blue link with a plus icon that says 'New connection'. A red arrow points from the 'Variable Name' field to the 'New connection' link. The 'Variable Name' field is also marked with a red asterisk and contains the text 'trigger'. At the bottom of the window are two buttons: 'BACK' and 'DONE'.

Alternatively, you can create a new connection by navigating to **Settings**, then **Connections**. Click **Create connection** and choose **Shopify**.

3. Enter a **Connection name**.

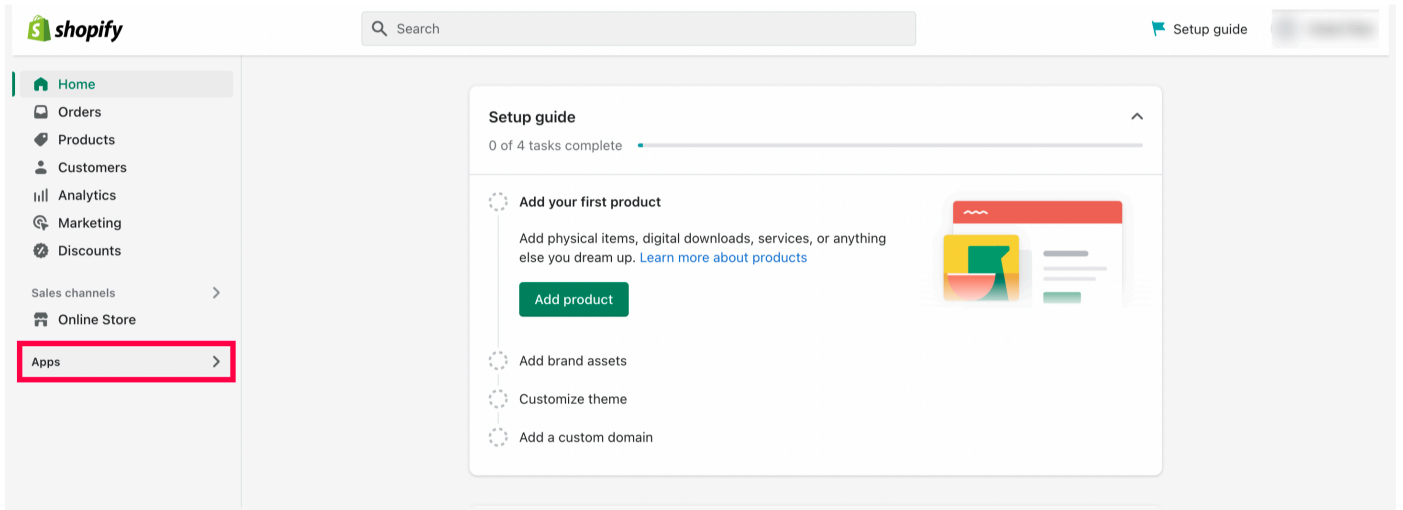
You will need the *Shop ID*, *API Key*, *API Secret*, and *Access Token* of your Shopify store to proceed.

Finding the Shop ID of your Shopify store

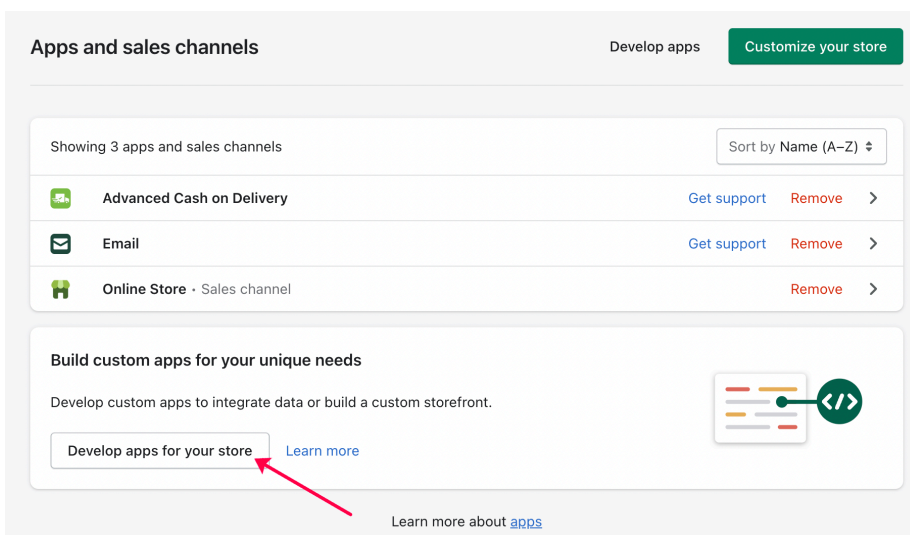
1. In a new browser tab, log in to your Shopify account, then click on your Shopify store to access the admin dashboard.
2. In your browser's address bar, if the URL looks like <https://example.myshopify.com/admin>, then **example** is your Shop ID. Copy the shop ID and paste it in the Shop ID field in Zoho Flow.

Generating the API key, API Secret, and the Access Token

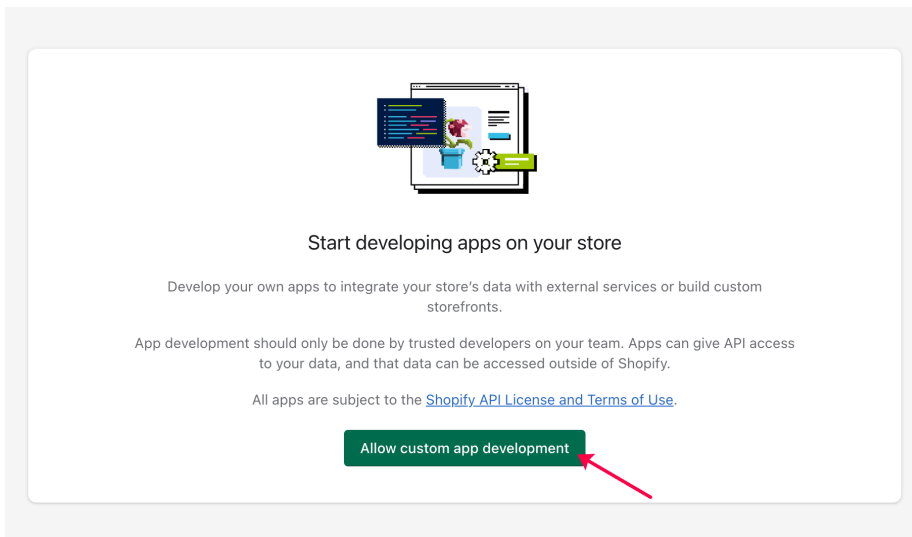
1. Return to your Shopify admin dashboard.
2. Navigate to the **Apps** menu in the left panel.



3. In the dialog box that appears, click **App and sales channel settings**.
4. Click **Develop apps for your store**.



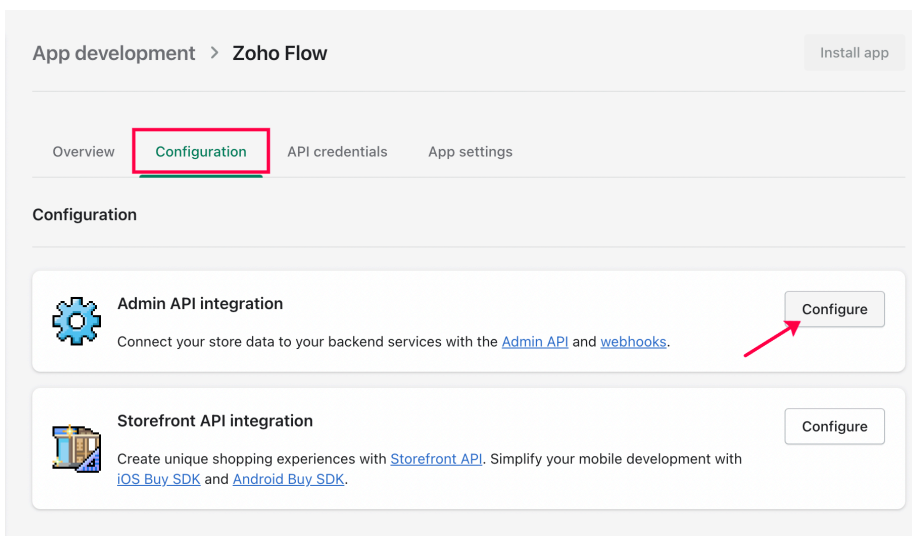
5. Then, click **Allow custom app development**. You'll need to confirm it once again by clicking on **Allow custom app development**.



6. Click **Create an app**.

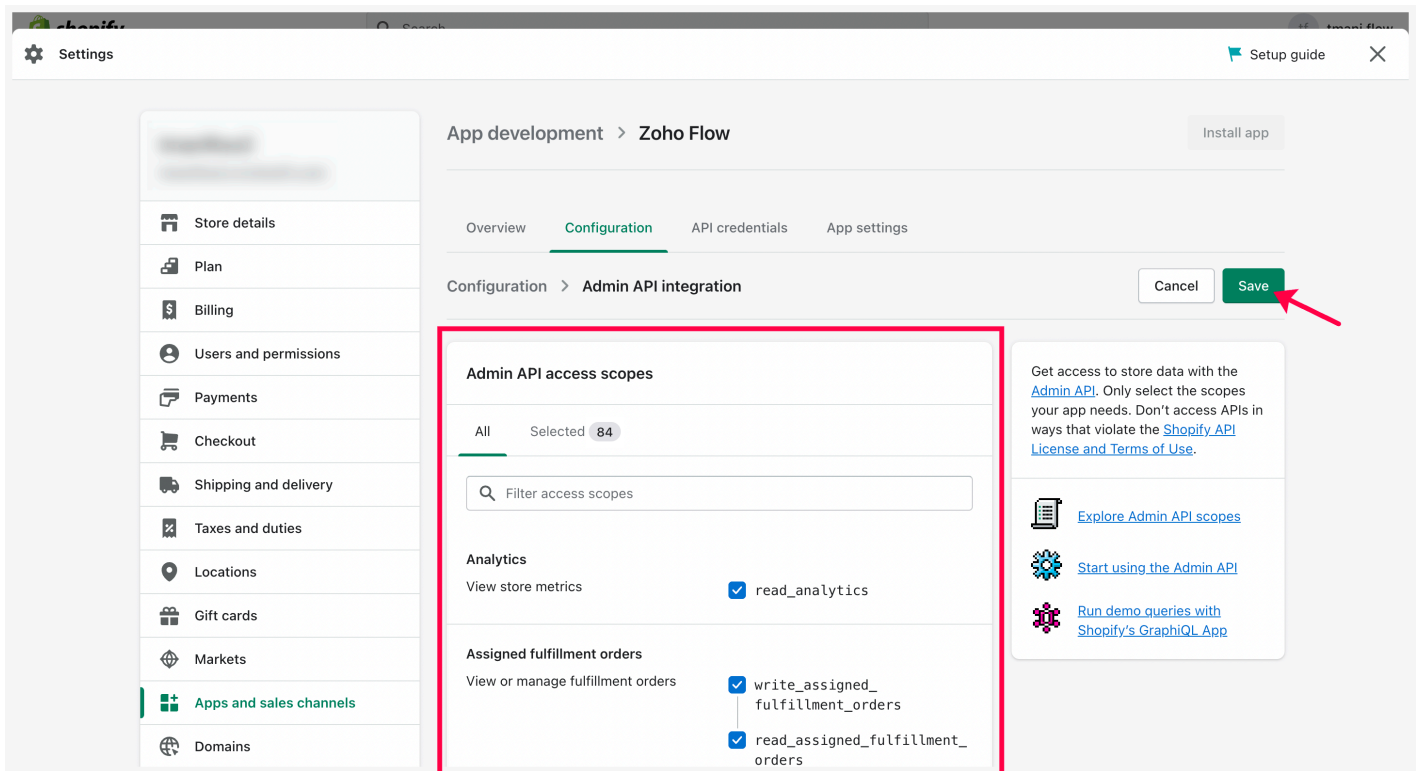
7. In the dialog box that appears, provide a name for the app (for example, Zoho Flow), select the app developer, and click **Create app**.

8. You'll now be taken to the app development settings page for the app, ie., Zoho Flow. Here, you need to configure the required API access scopes. To do so, navigate to the **Configuration** tab, then click **Configure** adjacent to Admin API Integration.



9. Check all the required boxes for API scopes, then click **Save**.

Note: The following scopes are essential, and we recommend that you enable them: ***read_gift_cards, write_gift_cards, read_content, read_fulfillments, write_customers, write_inventory, read_locations, read_orders, read_draft_orders, write_price_rules, read_price_rules, write_orders, write_draft_orders, write_content, read_customers, write_products, read_products, read_product_listings***



10. Once saved, navigate to the **API credentials** tab, then click **Install app**.
11. When prompted to confirm, click **Install**. A new section, Admin API Access Token will appear.
12. Click **Reveal token once**.

API credentials

Admin API access token New

Use your access token to request data from the [Admin API](#).

! To protect your data, you'll only be able to reveal your Admin API token once. Copy and save your Admin API access token in a secure place.

[Reveal token once](#)


Created Sep 28, 2022 at 13:13 UTC

API key and secret key

API key



API secret key

Created Sep 28, 2022 at 12:53 UTC

Warning: To protect your data, you'll only be able to reveal your Admin API token once. Copy and save your Admin API access token in a secure place.

13. Copy the *Admin API access token*, *API key*, and *API secret*, then return to Zoho Flow, and paste it in their respective fields.
14. Click **Authorize**. Your connection will be reconnected.

API documentation

If you experience any Shopify-related errors in your flows or if you wish to learn more about the Shopify API, the API documentation can be found [here](#).

[Learn how to fix app-specific errors using API documentation](#)

Triggers and actions available in Zoho Flow

Triggers

[Canceled order](#)

Use this trigger to send updates of cancelled orders to customers, follow up with surveys, and notify your team to initiate refunds.

New blog

This trigger can help you announce on social media when you launch a blog.

New blog post

When your marketing team writes a new blog post, set up workflows to let your customers know and view the blog's metrics.

New customer

Welcome new customers with discount offers and add data to your CRM software with this trigger.

New order

Send a message to your team with order details, create an estimate, and add the data to your analytics software when a customer places an order.

New paid order

This trigger lets you automate sending invoices to customers, adding order details to a spreadsheet, and informing your team about new paid orders.

New product

Trigger workflows to notify customers who pre-booked the product, keep your inventory updated, and share details of the new product on social media.

Updated order

Keep your team notified about order updates, send a confirmation message to customers, and generate estimates or invoices based on the update, automatically with this trigger.

Actions

Create blog

When a blog topic is approved, use this action to create new blogs in Shopify.

Create blog post

With this action, you can post blogs periodically, or when a product is launched.

Create customer

Use this action to sync customer details with your CRM or add leads from marketing campaigns as customers.

Create order

Create orders based on payments, emails, or form submissions, depending on stock availability.

Create product

This action helps you create products in your shop with details from the inventory. You can also create a product in your shop based on a schedule trigger.

Create product variants

Create product variants based on form submissions or from a spreadsheet.

Fetch customer

When an order is placed, use this action to check if the customer is present in your CRM. If they are a new customer, add the details to CRM and welcome them with an email.

Fetch product

Fetch the product to update details, or to check if it is available.

Fetch product variant

Fetch the product variant to update details, or to check if it is available.

Send invite

You can use this action to invite leads to your shop.

Update customer

Keep your customer details updated with the details in your CRM and helpdesk software with this action.

Update product

Update product details from documents or sync data with your inventory using this action.

Update product variant

This action lets you update the product variant details based on a form entry or from your inventory.

Working with products and variants

When you create a product without variants in Shopify (not via Zoho Flow), the price and inventory details are displayed as product details. When you create a variant, you enter the price and inventory details specific to each variant.

Using Flow to create products and variants in Shopify

Variants

Cancel

Add variants if this product comes in multiple versions, like different sizes or colors.

Option name

Option values

Color

Blue ×

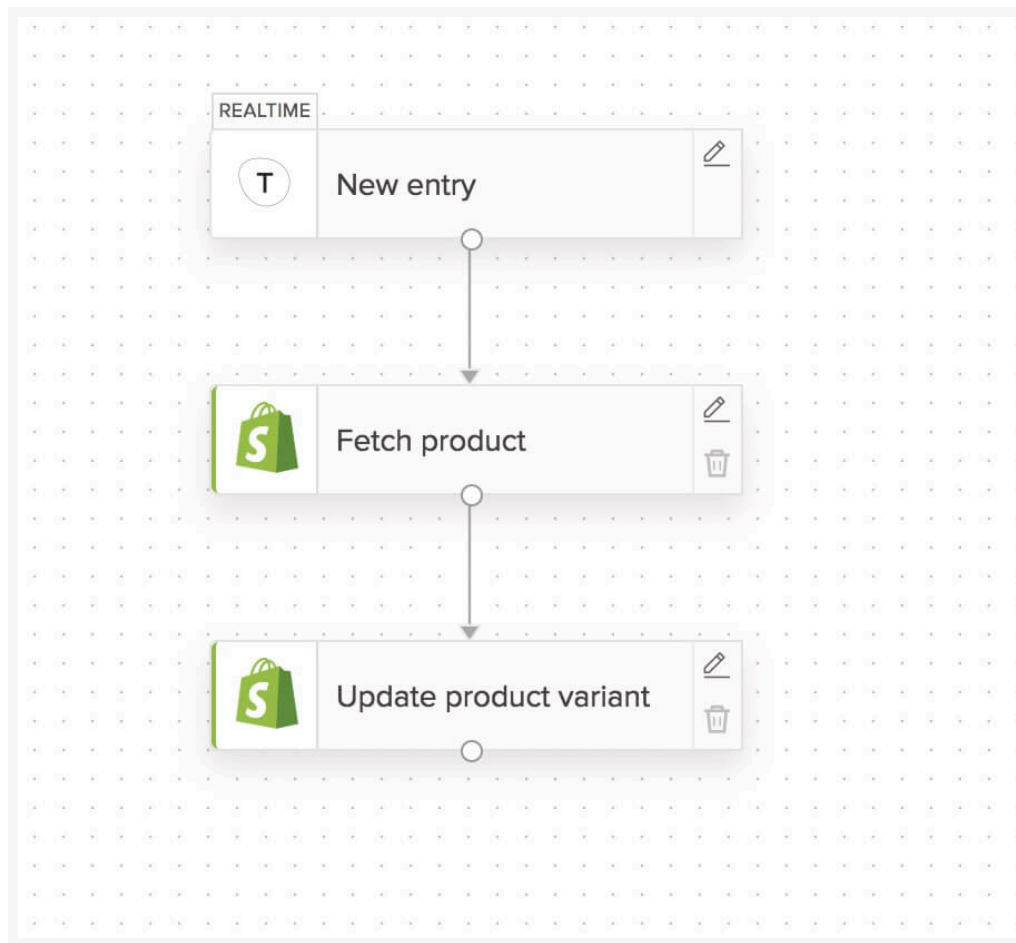
Add another option

Modify the variants to be created:

Variant	Price	SKU	Barcode	Inventory
<input checked="" type="checkbox"/> Blue	47.00	B32		180

Creating a product (without variants) in Shopify using Flow is similar to creating it manually. However, Shopify considers the price and inventory details to be the default variant's details. This is because a product must have at least one variant according to Shopify.

If you want to update details such as price, you need to fetch the product details, and use the variant ID to perform the update action.



When you're updating variant details, remember to enter the values in the Variant option values field in the same order as that of the options in Shopify. For example, if you have your options as **Size** and **Color**, ensure that you enter **3, Yellow**, and not vice versa. This ensures that the values are entered in the right order in Shopify.

When you're creating the product using Flow, you can provide the option names and values for the variant. You can create a single variant in the **Create product** action. To create multiple variants, use the **Create product variants** action.

If you don't want to provide option names and values, you have to manually create options in Shopify before you can create or update variants using Zoho Flow.