

Tikkivo Catalog Sync — merchant manual and FAQ

First import

1. Open Sources and add a file, HTTPS feed, published Google Sheets CSV or read-only JSON REST API. Use product content you own or have permission to import.
2. Choose the correct format. For JSON specify the records path if multiple arrays exist; products is a common path. XLSX can select a worksheet. Supported CSV separators are comma, semicolon and tab.
3. Map a product group key, unique SKU or barcode and, when available, stable variant ID. Rows in one product share a group key. Distinct variants need distinct option combinations.
4. Select update, create, or create-and-update mode. Use a small test file first. New products are drafts. Missing rows do not delete products.
5. Declare the feed currency to match your store. This does not convert money. The current release supports the currencies listed in the app and assumes two decimal places.
6. Map only the fields this source should manage. To update stock, choose one location and explicitly confirm that the feed controls available stock. Review safety-buffer and source-version settings.
7. Save and preview changes. Inspect product values and validation issues. Approve the intended manual changes, then inspect the results and download the report.

REST supports GET JSON, bearer token, X-API-Key or Api-Key, single response, page-until-empty, or same-origin next URL. OAuth, custom arbitrary headers, POST endpoints and private network targets are unsupported. Treat credentials as secrets; never paste them into a support screenshot.

Editing and automation

Bulk edits need unique, nonempty SKUs. Preview before approving. Pricing rules apply percentage adjustment, fixed amount and rounding in that order. Category maps require real Shopify taxonomy IDs, not supplier category labels. Metafields support text, long text, integer, decimal, boolean, date and dimension with unit. Shopify may reject incompatible existing definitions.

Free runs are manual; Starter schedules are daily or slower; Growth hourly or slower. Automatic application is an explicit source setting and follows configured safety limits. A plan change can pause incompatible sources. Upgrading does not resume them automatically. Timing depends on worker availability and Shopify API limits; scheduled feeds are not real-time synchronization.

FAQ

Will my theme slow down? Catalog Sync runs in Shopify admin and a server worker; it installs no storefront widget or theme script. Do not interpret this as a measured guarantee of zero performance impact for every resulting catalog change.

Does it replace all my product data? Only map fields you intend this source to control. Unmapped fields stay unchanged. Blank values are ignored by default; supported explicit clear operations need deliberate

review.

Why is my run queued? A worker prepares/imports queued work and serializes safe updates. If a run remains queued without progress, contact support with its run ID. Repeated clicks do not repair worker downtime.

Why are there no valid changes? Inspect validation issues, source currency, update versus create mode, matching keys and inventory authority. An unchanged feed can legitimately have no operations.

Why did an image fail? Shopify must be able to fetch and process a public HTTPS image. Check that the URL returns an actual image without login or access denial. Other product fields may already have applied.

What does Unverified mean? The app cannot yet prove the write outcome. Use Check unverified outcomes for read-only verification. Do not force a new write into uncertain inventory. Known terminal image failures can be accepted explicitly only after all other mapped fields are independently verified; those images remain failed in the report.

Can I undo a run? Cancellation stops remaining pending work. It does not reverse applied changes. Keep a source export and test with draft products before larger imports.

Can I sync multiple stores or migrate another platform? Not in this release. Supported sources feed one Shopify store. FTP/SFTP, private cloud-drive OAuth, platform migrations, AI content and collection sorting are not implemented.

What counts toward usage? Distinct variants linked by the app, plus reserved approved/unresolved changes. Multiple feeds touching one variant count it once. Bulk operations use variant capacity but no reusable feed slot. Pausing releases a feed slot, not its variant history. Externally deleted linked variants currently need support review; do not promise automatic capacity reclamation.

How long is data kept? Uploaded files expire after seven days; upload sources then pause. Resolved detailed reports expire after 30 days, minimal totals up to 90 days. Unresolved write evidence stays until resolution or shop redaction. Final production backup retention must be published before launch.

How do I get help? Email arthugot@gmail.com with store domain, source/run ID, error text and the result you expected. Share a redacted sample if useful. Never send passwords, access tokens, private API keys or customer data.