

Prepare for a focused pilot

One merchant workflow. One fulfillment provider.

Business and catalog

Identify the product categories, merchant legal entity, target geography, typical order size, and approximate monthly volume. Review catalog eligibility with the payment provider before launch.

Storefront and data

Bring your current storefront, catalog/SKU mapping, source of prices, stock rules, shipping/tax requirements, and examples of order records. Confirm which system owns each field.

Payments

Confirm the intended payment provider and merchant onboarding route. Plan sandbox tests for approvals, declines, timeouts, duplicate requests, and reconciliation. Assign ownership for refunds, disputes, fraud decisions, and support before live use.

Fulfillment

Identify one warehouse/provider and its API contact. Review order acceptance, duplicate handling, provider interruptions, shipment events, and tracking. Define how failures are investigated and resolved.

Access and operations

Define merchant roles, tenant data boundaries, customer-data handling, support contacts, monitoring, and incident/rollback procedures. The public demo is not an authenticated merchant portal.

Success measures

Set a baseline for manual handoffs and time spent resolving exceptions. Agree on pilot acceptance criteria such as one approved order per checkout, no fulfillment on declines, review of unknown results, retained queues, and traceable shipment events.

Commercial scope

Agree setup work, software fees, billable-order rules, provider charges, support scope, and cancellation terms. Payment residual eligibility and partner pricing require a separate written agreement.

Before launch

Complete merchant/product approval, sandbox and provider acceptance, access controls, and a documented go/no-go review. No live activity should be enabled merely because the simulation works.