

# Shopify and Microsoft Dynamics 365 CRM Integration



## SHOPIFY AND MICROSOFT DYNAMICS 365 CRM INTEGRATION

# Synchronization Points

## Customer

- Any new customer registered on the Shopify eCommerce website will be synced back to Microsoft Dynamics 365 CRM as Contact. All details of the web customer including billing and shipping address will be available within the CRM system.

## Customer Update

- Existing customer information if gets updated by Sales Employees within the CRM system, such as Phone Number, Billing or Shipping Address Changes, etc. all these updates will automatically reach Shopify and update customer information.

## Order

- Any orders placed by Shopify web shop customers will be synced to Microsoft Dynamics 365 CRM as 'New' status Order. All the order details like Items Ordered, Amount, Freight, Payment Method, etc. will be available on Microsoft Dynamics 365 CRM side. Shopify Shipping Method and Freight of Microsoft Dynamics 365 CRM will be mapped properly to show exact information and amount.

## Order Fulfillment

- If any order which gets synced from Shopify gets updated in Microsoft Dynamics 365 CRM, like it's Invoiced or Fulfilled, these details will reach to Shopify web shop and will complete the order.

# Transform the way you work and improve business efficiency!

APPSeCONNECT-led business processes streamline your operational workflow and help you expand customer and employee satisfaction amplifying revenue numbers and growth.

## SAVE TIME AND EFFORT

Seamlessly connect business-critical applications and save huge amount of time and effort by automating business processes

## BOOST PRODUCTIVITY

Eliminate the need for manual data entry, resulting reduced risk of errors, increased productivity, quality and a happier workforce

## FOCUS ON PROFITABILITY

Streamlined business processes lets you focus on what matters the most: increasing customer satisfaction, revenue, growth!

## What our customers say...



*Without APPSeCONNECT, I don't think we could have grown our website to where it is now. In terms of what is out there in the market, it is the cheapest option that would deliver a reliable service.*

**Erika Weihmayer**  
Prana Biovegan



*The product is easy to work with. Throughout the process, APPSeCONNECT was very accommodating of our specific requests.*

**Victoria Schweistein**  
Lumondi Inc

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