

Marketplace Order Updates

You can send order updates to the B&Q Marketplace through NCompass. NCompass will handle this automatically as long as the process is followed.

There is only one order status update for B&Q which can be sent. This is sending the order status update of "Shipped" after completing a field call linked to the imported sale.

After a B&Q order is imported into NCompass, the customer will be booking a field call for the order. Once this field call is marked as "Completed" NCompass will queue to send a "Shipped" status update to the associated WebOrder.

Steps: Open NCompass B&Q Web order > Book field call > Mark field call as completed > NCompass sends update

Relevant Settings:

Order Update Sync Frequency - how often to send order updates in minutes

--- This is all for the B&Q Integration ---

If you're not sure call into Support to ask for more information [01892 342 916](tel:01892342916)

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