

OTTO: Why are some manually set sale prices removed during price updates?

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Category:	Support Questions::00 Marketplaces::06 OTTO::02 Inventory Synchronization	Votes:	0
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Keywords

OTTO, Sales, Prices, Updates,

Frage (public)

Why are sale prices manually entered in OTTO sometimes removed despite price updates via magnalister?

Lösung (public)

If a sale is created manually in OTTO and a price update is triggered via magnalister before the next synchronization, the offer may be removed.

Background:
OTTO synchronizes inventory data, including offers, only once per day with the magnalister API.

When performing a price update, OTTO also requires that all price fields be fully included in the update request.

If the current sale information has not yet been transmitted to magnalister at that point, it cannot be taken into account during the price update.

Recommendation:
If you create sale prices manually directly in OTTO, please wait for the next daily synchronization before triggering any further price changes via magnalister.

Important:
This behavior affects sales created manually in OTTO if a price update via magnalister is performed between the creation of the sale and the next daily synchronization.