

Connecting your Upgates shop to Pamatik

This guide walks you through the setup. It takes about 15 minutes and is done once. No developer needed: everything is clicked through in the Upgates admin and in Pamatik.

What you get

- Shop orders appear in Pamatik **instantly** – including cash on delivery and the Packeta pick-up point.
- Warehouse stock is **written back** to Upgates automatically – you do not sell what you do not have.
- A fulfilled order gets the chosen **status** and the **tracking number** in Upgates.
- An order cancelled in Upgates is cancelled in Pamatik too, if it has not left the warehouse yet.

What you need

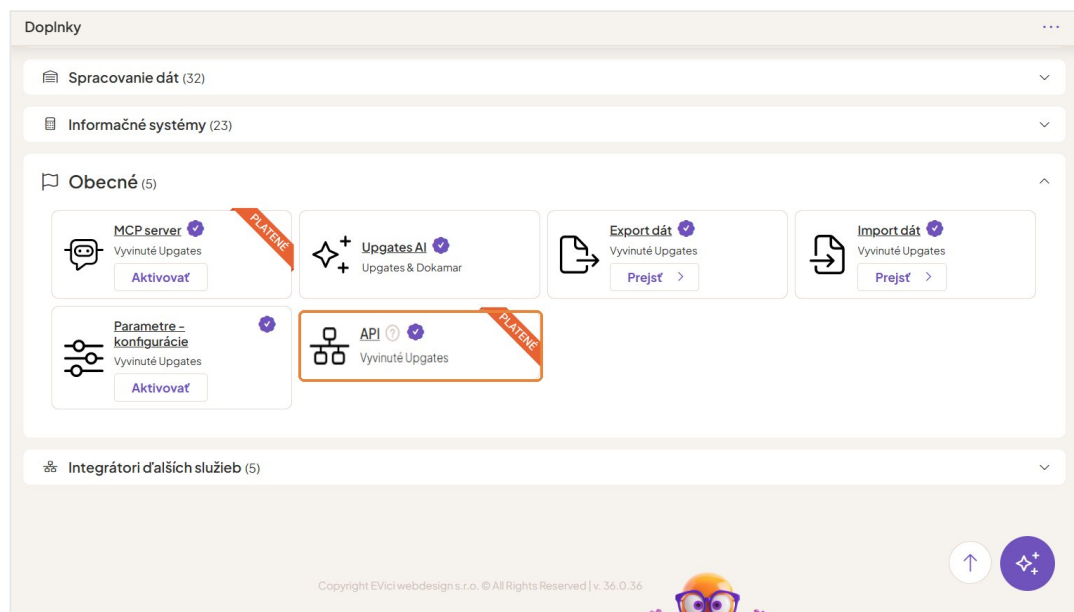
What	Note
Access to the Upgates admin	A user who can see the Add-ons (Doplňky) menu.
The Upgates API add-on	A paid add-on, billed by Upgates. In the test shop shown on the screenshots it costs €5/month with 10 requests per hour and 100 per day – price and limit may differ by plan.
A Pamatik account with admin rights	Only an administrator can set up integrations.

The screenshots come from the Slovak Upgates admin. In the Czech admin the menu names differ slightly (e.g. Doplňky, Nastavení), but they are in the same place.

1 Enable the API add-on in Upgates

In the Upgates admin open the add-ons and, in the **Obecné** (General) group, click the **API** card:

Upgates admin → Doplňky (Add-ons) → Obecné → API



The “PLATENÉ” ribbon means the add-on is paid. If it is not active yet, switch it on here.

2 Create an API access

On the API page, in the **Prepojenie** (Connections) section, click **+ Nové** (New) – mark 1 on the next step's picture. Name it (e.g. **Pamatik**) and set the rights:

Right (Oprávnenie)	Setting	Needed for
Objednávky (Orders)	Čítanie a zápis (read & write)	importing orders, writing status and tracking number
Produkty (Products)	Čítanie a zápis	product list, stock write-back
Webhooky (Webhooks)	Čítanie a zápis	setting up instant order notifications
Stavy objednávok (Order statuses)	Iba čítanie (read only)	recognising cancelled orders
Nastavenia e-shopu (Shop settings)	Iba čítanie (read only)	whether the shop stores prices with VAT – to import prices
everything else	Zakázat (deny)	not needed – fewer rights, less risk

Nové prepojenie

Aktívne ☒

1

OPRÁVNENIE	ZAKÁZAŤ	IBA ČÍTANIE	2 ČTENÍ A ZÁPIS
Aktuality ?	☐	☒	☐
Cenníky ?	☐	☐	☒
Články ?	☐	☐	☒
Doprava ?	☐	☐	☒
Dostupnosti ?	☐	☐	☒
Faktúry ?	☐	☒	☐
Grafika ?	☐	☐	☒
Jazyky ?	☐	☒	☐
Kategórie ?	☐	☐	☒

Uložiť

The new access form. (1) the name, (2) the “Čítanie a zápis” column. Note: by default many rows are already on “Čítanie a zápis” – switch the unneeded ones to “Zakázať”.

The three read & write rights are required.

If one is missing, Pamatik says on save “The API user lacks full access to: ...” and lists what to allow. After a rights change Upgates switches the webhook off – save the integration in Pamatik again.

3 Copy the details

After saving, the access appears in the list. Pamatik needs three things from here:

#	What	Where you see it
2	API URL	below the list: <code>https://...admin....upgates.com/api/v2</code>
3	Login	in the LOGIN column – a number (e.g. 18525849), not your email
4	API key	by clicking Zobrazíť API kľúč (Show API key)

API

Prepojenie

1 [+ Nové](#) [Filtre](#) [?](#) [^](#)

NÁZOV	TYP	LOGIN	KLÚČ API	MAXIMUM H/D
pamatiktest	API	3 18525849	4 Zobrazíť API kľúč	8 / 9

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API URL: **2** <https://pamatik.admin.t4.upgates.com/api/v2> Celkem

Obmedzenia a ceny

Počet požiadaviek je teraz prednastavený podľa štatistik za posledných 30 dní.

Limit žiadostí (hodinový / denný) [?](#)

10 / 100 [-](#) 0 [+](#) [Maximum 1 510 / 24 100](#)

PLATBA	POŽIADAVKY	CENA / MESIAC
API ?	10 / 100	5 €

The API page: (1) new access, (2) API URL, (3) login, (4) show the key. The "Obmedzenia a ceny" (Limits and prices) section below shows the request limit and the price.

The API key is a password.

Do not email it or put it on screenshots. If it leaked, delete the access in Upgates and create a new one.

4 Connect in Pamatik

Log in to Pamatik and open:

Settings → Webshop integrations → Add new integration → Platform: upgates

Field	What to enter
Name	Anything you recognise – e.g. your shop name.
Upgates API URL	The address from step 3 (2). The shop address alone is enough – Pamatik completes it.
API user (login)	The number from step 3 (3).
API key	The key from step 3 (4).
Prices set by Pamatik	On (recommended): order line prices come from the products in Pamatik, and a later import does not overwrite prices set in Pamatik. Off = the shop's prices rule.
Create missing products	Turn on only if the Pamatik catalogue is still empty – see step 5.

New webshop integration

Platform: upgates Designation: My shop

Upgates API URL: https://mojobchod.admin.s1.upgates.com/api/v2

API user (login): 18525849 API key:

Upgates admin → Add-ons → API → Connections → + New. The API URL is on the same page (...upgates.com/api/v2), the login is the NUMBER in the LOGIN column (not an email), the key appears via "Show API key". Rights: Orders, Products and Webhooks – read and write; deny the rest.

Upgates limits API requests by plan (Bronze –340/day). Pamatik therefore only sends changed stock and receives orders via instant notifications.

☒ **Pamatik owns the prices**
Recommended. Only what and how much was ordered comes from the shop; line price and VAT come from the Pamatik product. The product sync then never overwrites your price list. Turn off only if you want shop prices – with a different currency they would be copied without conversion.

☐ **Create missing products**
Turn on ONLY if the Pamatik catalogue is still empty. If you already uploaded products (e.g. by CSV import), leave it off – otherwise every product that does not match an existing Pamatik product (by the "Webshop / supplier code" field, for Upgates also by EAN) is added a SECOND time. Unmatched products are not lost: the sync reports them.

Cancel Save

The Upgates form in Pamatik.

After **Save** Pamatik checks the access and **sets up** the notifications (webhooks) in Upgates **itself** – nothing to do for you. The **Test** button on the card re-checks any time: if all is well it shows ✓ **Connection OK**.

upgates Active ✓ Connection OK Test History Turn off 🌐 🗑️

My shop
https://mojobchod.admin.s1.upgates.com/api/v2
[Send stock now](#)

Link products
Pick which shop products belong to which Pamatik products.
3 products linked Link products

Order status after fulfilment
Sent
The name or ID of a status from YOUR shop (Upgates admin → Settings → Order statuses, NAME column) – e.g. "Sent". On fulfilment the order gets this status and the tracking number; Upgates emails the customer per the status settings. Empty = status unchanged, only the tracking number is written.

The card of a working integration: connection OK, linked products, status after fulfilment.

5 Products: code and EAN

Pamatik recognises a product by its Upgates **code** (Kód) – order lines carry it too. The **EAN** also helps matching. **A product without a code cannot be managed over the Upgates API**, so we cannot send its stock either – give every product you sell a code.

Hinge

Popis Varianty a konfigurácie 2 Súvisiace 1 Prehľad

Hlavné

Zobrazíť na e-shope ☒

Název

URL adresa

/p/hinge

Pokiaľ nie je pole vyplnené, URL adresa sa automaticky vytvorí z názvu.

Krátky text

Using variations, configurations and quantities, as shown in this item, allows you to create products with specific settings.

Dlhý text

A long description is displayed here below the main image of the product. Along with the long description, parameters, downloads and other related information are also displayed.

Uložiť

25 EUR

Akce Novinka

Stav zásob

Dostupnosť

DOPLŇUJÚCE INFORMÁCIE

1 **Kód**

2 **EAN**

Výrobca

A product in Upgates: (1) Kód (code), (2) EAN.

Variants (colour, size): every variant has **its own code** and becomes a separate product in Pamatik with its own stock. The parent product has no stock of its own.

Produkty

Hinge

Zobrazit

Viac

Popis

Varianty a konfigurácie 2

Súvisiace 1

Prehľad

Varianty (2)

+ Nová

?

HLAVNÉ	FARBA	KÓD	DOSTUPNOSŤ	STAV ZÁSOB	POD LIMITOM	CENA	
☐	Grey	P00002-2	☒	In stock	10	25	...
☐	Beige	P00002-1	☒	In stock	10	25	...

Upraviť hromadne

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Konfigurácia (0)

Uložiť

Variants with their own code (1).

Two ways - pick one:

Situation	What to do
The Pamatik catalogue is still empty	On the Products page click Import from ... – the shop's products (with variants) come over in one click. The shop code goes into “Webshop / supplier code”, the EAN into “Barcode (EAN)”.
Your products are already in Pamatik	On the integration card open Link products . Where the code or EAN matches, the pair is pre-selected – just review and save. Pick the rest by hand, once.

What comes over with a product?

Updages	Pamatik	Note
Code / EAN	Webshop code / Barcode (EAN)	
Base price (price_original)	Sales price	converted to net if the shop stores gross prices
Sale / discount	Sale price	the price the customer actually pays (with the shop's rounding), if lower than the base price
Purchase price	Purchase price	
VAT	VAT rate	from your company country's rates; if there is no such rate, the import says so and you set it by hand
Stock	Opening stock	only if the product has no stock yet; for a product with variants the variants' stock counts, not the parent's

A **new product** gets everything. For an **existing product** – if Pamatik sets the prices – only empty fields are filled; your own prices are never overwritten.

Link products
×

Pick which shop products match which Pamatik products. Only ticked rows get linked.

4 products · 3 linkable · 1 unmatched

Select all matched Clear selection

☒	Kávový hrnček P00001 · 12 db	☒ Kávový hrnček 8.05
☒	Hinge – P00002-1 P00002-1 · 10 db	☒ Pánt – béžový 16.67
☒	Hinge – P00002-2 P00002-2 · 10 db	☒ Pánt – sivý 16.67
☐	Darčková taška P00003 · 4 db	☐ No matching product

Nothing needs rewriting – just link the products below. Leave the barcodes in Pamatik as they are.

Also fetches barcodes from the shop. Slower, but it finds the matches automatically for most warehouses.

Close ✓ Save links

The “Link products” window: green-ticked rows are pre-matched, the yellow one needs a manual choice.

Without linking, no stock goes back.

While the card shows “No products linked yet”, Pamatik sends no stock to the shop.

6 Order status after fulfilment

On the card, enter in **Order status after fulfilment** the status the order should get in Upgates when you fulfil it in Pamatik. The Upgates status list is here:

Upgates admin → Nastavenie (Settings) → Stavý objednávok (Order statuses)

Enter the name from the **NÁZOV** (Name) column **exactly** (e.g. Sent), or the status ID (hover the status and it shows at the bottom of the browser: order_status_id=7). Upgates emails the customer if the status is set up to do so. Empty = status unchanged, only the tracking number is written.

NÁZOV	TYP	SYSTÉMOVÝ EMAIL	POČET	
Received	Prijatá	Objednávka prijatá (prihlásený), Objednávka prijatá (prihlásený, bankový prevod), Objednávka prijatá (neprihlásený), Objednávka prijatá (neprihlásený, bankový prevod)	0	...
Payment in process	Platba prebieha	--	0	...
Payment successful	Platba úspešná	--	0	...
Payment failed	Platba zlyhala	--	0	...
Payment canceled	Platba zrušená	--	0	...
Unresolved	Nedoriešená	Súhrn objednávky	0	...
Canceled	Stornovaná	--	0	...
Sent	Odoslané	--	0	...

Položky 1 - 8

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order_status_id=7&do=edit 2

Statuses in Upgates: (1) the name you enter, (2) the status ID at the bottom of the browser.

How it works afterwards

	What happens	Who
1	A customer places an order in the shop.	the customer
2	Within seconds the order appears in Pamatik and the stock is reserved . With cash on delivery the amount, with Packeta the pick-up point is shown too.	automatic
3	You pick, print the label and fulfil the order.	you
4	In Upgates the order gets the configured status and the tracking number.	automatic
5	The changed stock is written back to the shop within 15 minutes.	automatic

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 #2026000123
 09/26/2026

Excel
 Fulfil
 Picking list PDF
 Delivery note PDF
 Issue invoice
 45.90 €

COD 45.90 €
 [Edit cash on delivery](#)

SHIPPING LABEL
 The carrier collects cash on delivery: 45.90 €
 Pick-up point: Z-BOX Trnava, Hlavná 1

Packeta
 0.5 kg
 Shipping label

An Upgates order in Pamatik: cash on delivery, Packeta pick-up point and the label button.

Request limit.

Upgrades limits how many requests Pamatik may send per hour and per day. That is why Pamatik only sends **changed** stock and receives orders via notifications instead of constant polling. If the limit still runs out, Pamatik waits and then continues on its own. For many products or orders the limit can be raised under "Obmedzenia a ceny".

Checklist

If you can tick every line, the setup is done:

- ☐ The API add-on is active, the access has Objednávky, Produkty and Webhooky on "Čítanie a zápis".
- ☐ In Pamatik the URL, the login (a number!) and the key are entered, **Test** shows ✓ Connection OK.
- ☐ Every product (and variant) you sell has a code in Upgates.
- ☐ The products are linked (or imported), the card shows no warning.
- ☐ The status after fulfilment is entered exactly as it appears in Upgates.

If something does not work

What you see	Likely cause and what to do
"Upgrades rejected the login"	Wrong login or key. The login is the number from the LOGIN column, not an email. Paste the key again (no spaces).
"Upgrades denied access"	The access is inactive, a right is missing, or there were too many failed logins (5 per hour) – wait an hour and check the login and key.
"The API user lacks full access to: ..."	Set "Čítanie a zápis" for the listed parts, then save the integration again.
"The Upgates API request limit is used up"	The limit resets every hour. If it runs out often, raise it under "Obmedzenia a ceny".
Orders arrive late (up to 1 hour)	The webhooks are not set up – Pamatik reports this on save. Check the Webhooky right and save the integration again.

What you see	Likely cause and what to do
The order arrives but a line has no product	The product is not linked or has no code. Open the "Link products" window.
Shop stock does not update	No product is linked, or the product has no code. Pamatik writes the Upgates main warehouse ; it does not touch the extra warehouses of the multi-warehouse add-on.
Products have no price after import	We could not tell whether the shop stores prices with VAT. Allow "Nastavenia e-shopu – Iba čítanie" and import again.
"The shop's 23% VAT is not among your country's rates"	The shop uses another country's VAT than your company. Set the rate by hand on the affected products.
The status does not change on fulfilment	The entered name does not exactly match the Upgates status name – enter it exactly or use the ID.

We help if you get stuck.

Tell us at which step you stopped and what the screen says. Contact: hello@pamatikwms.eu