

MCP SERVER

NO CODE

CLOUD HOSTED

# VTEX Orders MCP

Manage every order step from conversation.

VTEX Orders MCP gives your AI agent full control over every stage of an e-commerce order, from lookup to cancellation. Use it to search inventory status, track shipments, register invoices, and update fulfillment statuses all through natural conversation. Manage the entire order lifecycle for any VTEX store directly within your favorite AI client.

**A+** Quality Score 100/100

order-lifecycle

order-tracking

fulfillment

order-invoicing

logistics-management

customer-orders



# The connectivity layer between AI and the world's software.



Vinkius sits between AI and every application. All communication passes through Vinkius Cloud via the Model Context Protocol (MCP) — with governance, observability, and security at every layer.

# Your AI Connections Run Through Vinkius Cloud

The world's largest  
managed MCP catalog

Vinkius is the connectivity layer where AI connects to the software your business already runs. We handle the hosting, the security, the credentials, the uptime — you get agents that actually do things.

We operate the world's largest managed MCP catalog. Major SaaS platforms, CRMs, databases, and cloud providers — running, monitored, production-ready. This MCP server is hosted and maintained by the Vinkius Cloud for AI Agents.

*The agent doesn't manage credentials, doesn't manage uptime, doesn't manage security. Vinkius does.*

— Architecture principle

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## Four Pillars of the Vinkius Runtime

### 01 — Security by design

Credentials stay encrypted at rest via AES-256. The AI agent never touches raw keys — they're injected into a sandboxed V8 isolate at runtime. Actions are logged, and connections have an emergency kill switch.

### 03 — Deterministic observability

Eight immutable metrics per endpoint: request volume, p95 latency, error rate, active connections, cost attribution. A live payload feed logs every tool call with mutation detection.

### 02 — Built on MCP Fusion

This MCP server was built with **MCP Fusion**, the open-source framework (Apache 2.0) that powers the entire Vinkius catalog. Schema-as-firewall strips undeclared fields, compiled PII redaction runs at zero overhead, and cryptographic lockfiles produce git-diffable audit trails.

### 04 — Autonomous operations

Servers are deployed, monitored, and patched autonomously. New capabilities and security patches ship weekly. Zero-downtime deployments ensure continuous availability across all managed MCP servers.

**AES-256**

Encryption at rest

**Ed25519**

PKI vault signatures

**24h TTL**

Ephemeral session keys

**V8 Isolate**

Sandboxed execution

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## One Token. Instant Access.

Every MCP server on Vinkius is accessed through a **Connection Token**. Tokens are generated in the cloud dashboard and produce a unique MCP endpoint URL. Paste this URL into any MCP-compatible client — no SDK required.

A single token can serve **multiple AI clients simultaneously**, or you can issue separate tokens per client for granular access control. Each token tracks its own request count, last activity timestamp, and can be individually enabled or revoked.

MCP ENDPOINT

`https://edge.vinkius.com/{token}/mcp`

Claude



Cursor



VS Code



Windsurf



Grok



Gemini

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## Security Is the Architecture

Security in Vinkius is not a feature — it's the foundation of the runtime. The gateway enforces multiple independent protection layers between AI agents and third-party APIs.

### 01 — Ed25519 PKI Vault

Every workspace has an Ed25519 Master Key. Session keys are generated ephemerally (24h TTL) and signed by the Master Key. Credentials never leave the vault boundary.

### 02 — V8 Isolate Sandboxing

Tool code runs inside isolated-vm V8 isolates with 64 MB memory caps and per-request timeouts. No filesystem access, no network access except through the SSRF-guarded fetch bridge.

### 03 — SSRF Guard

All outbound HTTP requests are DNS-resolved and validated before execution. Private IP ranges (10.x, 172.16-31.x, 192.168.x, AWS metadata 169.254.x) are blocked at the network layer.

### 05 — Cryptographic Audit Trail

Every request is signed into a SHA-256 hash chain with Ed25519 signatures. Events form a tamper-proof, SIEM-exportable forensic record.

### 04 — DLP & PII Redaction

A ResponseGuard pipeline intercepts every tool response. Configurable redaction patterns strip sensitive fields (emails, SSNs, card numbers) before data reaches the AI agent.

### 06 — Honeypot Trap System

Phantom credentials are injected into isolated environments. If a honeypot is used outside Vinkius infrastructure, the server is quarantined instantly.

## Emergency Kill Switch

EU AI Act Art. 14(1)  
Compliant

The kill switch is an **emergency halt** mechanism — not a simple toggle. When triggered, it executes three actions atomically:

#### 01 — Server deactivated

The MCP server is immediately taken offline across the entire cluster.

#### 02 — All tokens revoked

Every connection token is invalidated. Total lockout — reconnection blocked until new tokens are issued.

#### 03 — WebSocket connections killed

Active connections terminated via Redis pubsub broadcast. Propagates to every runtime node in the cluster.

## Full Visibility. Zero Guesswork.

The Vinkius cloud dashboard includes a full MCP Governance suite — real-time analytics and security controls for production AI operations.

**Control Plane**

KPI dashboard with request volume, latency, success rate, token consumption, and AI-generated operational briefings.

**FinOps**

Cost tracking per tool, payload compression savings, budget optimization signals, and consumption trends.

**Firewall & DLP**

PII redaction activity, sensitive data protection counters, and security event timeline.

**Agent Activity**

Which AI clients are connecting, how often, and what they're doing — real-time session tracking.

**Tool Health**

Slowest and most error-prone tools, with actionable root-cause insights and performance baselines.

**Incident Log**

Error trends, failure rates, status-code breakdowns, and forensic audit trail access.

Get started at [cloud.vinkius.com](https://cloud.vinkius.com) — connect your AI agent in under 60 seconds.

# VTEX Orders MCP

6 tools available

Cloud-hosted on Vinkius

Managing online orders doesn't have to mean clicking through five different backend tabs just to get a simple status check. This MCP connects your VTEX Order Management System (OMS) straight into your agent, letting you handle the whole order lifecycle using plain conversation. Need to know what happened with an order? You can ask for full details—items, payment method, even logistics info. If a shipment is delayed, you just need to check the tracking number. When it's time to finalize things, you don't have to manually attach tax invoices; your agent handles that and moves the status automatically. This centralized access means whether you're on a live support call or running end-of-day reports, you can move orders through the fulfillment pipeline with precision. If you need an overview of all pending items, you can search and filter large lists of orders by specific statuses. Because this MCP lives in the Vinkius catalog, you connect once from your preferred AI client—Claude, Cursor, or any compatible agent—and instantly gain full control over your store's operations.

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## Core Capabilities

**01 — Look up complete order details**

Retrieve every piece of information about a specific order, including the customer, items purchased, payment type, and current status.

**03 — Advance fulfillment stages**

Update an order's internal status, moving it logically through the warehouse process (e.g., from 'ready' to 'handling').

**05 — Finalize orders with invoicing**

Attach necessary tax invoices and shipping numbers to an order, automatically transitioning it into 'Invoiced' status.

**02 — Search and filter order queues**

Filter large groups of orders by specific statuses like 'invoiced' or 'ready-for-handling', helping you find exactly what you need fast.

**04 — Check package tracking information**

Get real-time carrier data for shipped packages, including the tracking number and direct URL.

**06 — Process cancellations and refunds**

Cancel an entire order using natural language prompts, triggering the automatic refund process based on the original payment method.

# One Click on Vinkius — From Prompt to Execution

Available at [vinkius.com/mcp/vtex-orders](https://vinkius.com/mcp/vtex-orders) — connect your AI agent in three steps.

- 01** First, you subscribe to this MCP within Vinkius and provide your VTEX Account Name, App Key, and App Token from your store's Admin settings.
- 02** Next, you connect your preferred AI client—like Claude or Cursor—to the catalog. Your agent now has access to all order management tools.
- 03** Finally, tell your agent what you need done: 'Show me the tracking for v-1234567890' or 'Cancel this order and refund the customer.' The MCP executes the task.

The bottom line is you manage complex e-commerce logistics using only conversation, without ever opening a backend dashboard.

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## Built For

This MCP solves the massive pain point of context switching. It's for anyone who spends time in multiple dashboards (VTEX Admin, Excel sheets, email threads) just to get one task done—like updating a status or confirming a refund.

### Customer Support Agent

Needs instant access to order details and tracking information during live chat conversations without having to copy-paste IDs into separate lookup tools.

### Fulfillment Team Lead

Must monitor large queues of orders, batch updating statuses or registering invoices quickly to keep the physical warehouse running efficiently.

### Operations Manager

Needs an overview of order flow and bottlenecks across multiple sellers. They use this to audit performance and identify where manual intervention is slowing down the process.

## What Changes When You Connect

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- 01** Cut down on manual status checks. Instead of navigating the VTEX Admin to manually change a record, your agent uses `update_order_status` and handles it instantly via chat.

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  - 02** Handle refunds and cancellations in one go. Use `cancel_order` to process an entire order cancellation, logging reasons and triggering payment reversals without leaving the conversation.

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  - 03** Stop searching through massive spreadsheets for status updates. The `search_orders` tool lets you filter thousands of records by criteria like 'ready-for-handling' instantly.

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  - 04** Accelerate invoicing. When goods ship, use `register_invoice` to attach tax documents and tracking numbers simultaneously, moving the order straight to 'Invoiced' status.

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  - 05** Get a full picture every time. If a customer asks about an ID, you get everything they need—items, payment, logistics—using `get_order` in seconds.
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## Real-World Applications

**A customer calls asking where their package is.**

The agent doesn't waste time copying IDs. They ask the MCP to use ``get_tracking_info``, which immediately pulls the carrier, tracking number, and link into the chat window for the customer.

**A customer reports an item was wrong size.**

The support agent simply tells the MCP: 'Cancel order v-444.' The system uses ``cancel_order`` to process the cancellation and automatically initiates the refund, keeping a clear audit trail.

**The fulfillment team needs to process 50 orders daily.**

Instead of clicking through 50 different records to mark them as 'handled', the agent uses ``search_orders`` to pull all pending items, and then runs a batch status update via ``update_order_status``, logging progress for everyone.

**End of day reporting on paid orders.**

The operations manager asks for all orders that need final tax documentation. The agent runs ``search_orders`` by status (e.g., 'pending invoicing') and then uses ``register_invoice`` to finalize them all in bulk.

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## Patterns to Avoid

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**Treating the MCP like a simple lookup tool****X AVOID**

Asking the agent only for an order ID, and then having to ask follow-up questions about status or payment separately. This is slow.

**✓ INSTEAD**

Always treat the query as a full command. Instead of two steps, combine them: 'Get details for v-1234567890 and tell me if it needs an invoice.' The agent handles all data retrieval in one go.

**Forgetting to specify the reason for cancellation****X AVOID**

Simply saying 'Cancel order' without context. This fails because the system requires a logged reason, which is crucial for audits.

**✓ INSTEAD**

Be explicit with your command: 'Cancel order v-444 and log the reason as wrong size.' The tool uses ``cancel_order`` to process both steps correctly.

**Trying to update status without invoicing****X AVOID**

Manually moving an item's status from 'ready' to 'shipped' but forgetting to attach the tax documentation. This leaves a compliance gap.

**✓ INSTEAD**

Use ``register_invoice`` before changing statuses that signal completion. This ensures both the physical tracking and the financial record are updated simultaneously.

## The Right Fit

Use this MCP if your primary pain point is coordinating multiple steps across different VTEX backend sections (e.g., checking status, then updating it, then invoicing). It's perfect for live support or operations teams that need to execute full order life cycles via conversation.

Don't use this if you only need basic data retrieval; a simple lookup tool might suffice. More importantly, don't rely on this MCP for complex accounting ledger adjustments (like tax code recalculations) outside of the documented `register_invoice` function—this is an OMS connector, not a general ERP system. If your workflow requires integrating with entirely different systems that aren't VTEX-related, you may need a dedicated middleware connection instead.

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## Dealing with order status updates and tracking numbers used to be a nightmare of clicks.

Think about it: A customer calls. You pull up the order in one tab. The payment info is in another. The current logistics status requires clicking a third link, which takes you off-site. If you need to update that status, you have to go back and click through three more menus just to mark it 'Handling.' It's slow, it's prone to human error, and the customer gets frustrated waiting.

With this MCP, all of that clicking disappears. You simply tell your agent: 'Update order v-1234567890 status to Handling and check its tracking info.' Your agent handles the whole sequence—the status change, the data pull, and the response—in one fluid conversation.

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## Mastering Order Lifecycle Management with VTEX Orders MCP

You no longer have to jump between order lookup tools, fulfillment dashboards, and invoicing pages.

It's immediate control over the entire journey. You talk to your agent; it talks to VTEX, completing

The agent coordinates all these actions for you.

everything from cancellation refunds to final invoice registration without you lifting a finger.

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# VTEX Orders MCP: 6 Tools for Fulfillment

These tools allow you to perform specific order management actions like searching, tracking packages, updating statuses, or processing cancellations via your AI agent.

#	TOOL	DESCRIPTION
01	<code>cancel_order</code>	Cancels a specific customer order, automatically initiating the refund process if applicable.
02	<code>get_order</code>	Retrieves complete details for one single, specified order ID.
03	<code>register_invoice</code>	Attaches tax invoices and tracking numbers to an existing order record.
04	<code>search_orders</code>	Searches and filters large sets of orders based on criteria like status or date range.
05	<code>update_order_status</code>	Changes the internal fulfillment status of an order to advance it through the workflow process.
06	<code>get_tracking_info</code>	Retrieves shipping tracking details, including the carrier and the dedicated tracking URL.

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## See It in Action

Real prompts you can use once this MCP is connected to your AI agent through Vinkius Cloud.

### U Show me the details of order v-1234567890



Order **v-1234567890** found! Status: **Ready for Handling**.



Customer: Maria Silva (maria@example.com)



Items: 2x 'Nike Air Max 90' (SKU: 12345) — R\$ 599.90 each



Payment: Credit Card (Visa ending 4321)



Shipping: PAC (5-7 business days) to CEP 01310-100

**Total: R\$ 1,212.30** (including R\$ 12.50 shipping). Shall I move it to 'handling'?

### U List all orders with status 'ready-for-handling'



Found **23 orders** in 'ready-for-handling' status. Here are the first 5:

1. **v-111** — Maria Silva, R\$ 299.90 (1 item)
2. **v-222** — João Souza, R\$ 1,450.00 (3 items)
3. **v-333** — Ana Lima, R\$ 89.90 (1 item)
4. **v-444** — Pedro Santos, R\$ 2,100.00 (2 items)
5. **v-555** — Carla Fernandes, R\$ 450.00 (1 item)

Would you like to move any of these to 'handling' status?

### U Cancel order v-444 — customer requested wrong size



Order **v-444** has been canceled. Reason logged: 'Customer requested wrong size'. The payment refund of R\$ 2,100.00 has been automatically initiated via the original payment method (Credit Card). The customer will receive the refund within 5-10 business days.

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# Frequently Asked Questions

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**01 How do I find out what happened to an order using the VTEX Orders MCP?**

You use ``get_order`` to pull up all details for any specific ID. This shows you the customer, items, payment method, and current status in one comprehensive report.

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**02 Can the VTEX Orders MCP handle bulk status updates?**

Yes, you can use ``search_orders`` to filter a large list of orders by specific statuses. Then, your agent can batch update those records using ``update_order_status``.

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**03 Does the VTEX Orders MCP automatically process refunds?**

Yes, when you use ``cancel_order``, it triggers the automatic refund process against the original payment method, saving you the manual reconciliation steps.

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**04 What tools do I need to finalize an order for accounting?**

You should use ``register_invoice`` after confirming shipment. This tool attaches tax invoices and tracking numbers, moving the order into its 'Invoiced' status.

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**05 How accurate is the shipping tracking info from the VTEX Orders MCP?**

The agent uses ``get_tracking_info`` to pull data directly from the carrier. It provides the official tracking number and URL for real-time updates.







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# Go Live in 60 Seconds

Get your connection token from [cloud.vinkius.com](https://cloud.vinkius.com), then paste the endpoint URL into any MCP-compatible client.











YOUR MCP ENDPOINT

```
https://edge.vinkius.com/[TOKEN]/mcp
```

CLIENT	WHERE TO CONFIGURE
 <b>Claude AI</b>	Profile → Customize → Connectors → "+" → Add custom connector → Paste endpoint
 <b>Cursor</b>	Settings → Features → MCP Servers → "+ Add New MCP Server" → Type: SSE → Paste endpoint
 <b>VS Code</b>	Ctrl/Cmd+Shift+P → "MCP: Add Server" → add <code>"vtex-orders": { "url": "..." }</code>
 <b>Windsurf</b>	MCP Settings → <code>mcp_settings.json</code> → Add endpoint URL
 <b>ChatGPT</b>	Settings → Tools & plugins → Add MCP server → Paste endpoint
 <b>Gemini</b>	Extensions → Add MCP Server → Paste endpoint URL

## ASK AN AI ABOUT THIS

Let your preferred AI explain this MCP server

-  **Ask ChatGPT** 
-  **Ask Claude** 
-  **Ask Perplexity** 
-  **Ask Gemini** 
-  **Ask Grok** 

READY TO CONNECT

# VTEX Orders is live on Vinkius Cloud.

Get your connection token, paste it into your AI agent, and  
start building. No SDK. No deployment. Just results.

[Start at cloud.vinkius.com](https://cloud.vinkius.com) →

[vinkius.com](https://vinkius.com) · [support@vinkius.com](mailto:support@vinkius.com)

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