

Amazon Integration for Magento 2 - User Guide

by CedCommerce Products Documentation

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|---|-----------|
| 1. Overview | 3 |
| 2. Amazon Magento 2 Store Integration Extension Installation | 3 |
| 3. Amazon Integration Configuration Settings | 4 |
| 4. Manage Amazon Profiles | 12 |
| 4.1. Add a New Profile | 12 |
| 4.2. Edit the Existing Profile | 16 |
| 4.3. Submit Bulk Action on the Selected Profiles | 17 |
| 5. Amazon Product Listing | 19 |
| 5.1. View the Product Details | 19 |
| 5.2. Edit the Amazon Products | 21 |
| 5.3. Synchronize the Amazon Products between Amazon and the Magento 2 Store | 23 |
| 5.4. Submit Bulk Action on the Selected Products | 25 |
| 6. Manage Amazon Orders | 29 |
| 6.1. Ship and Delete the Amazon Orders | 29 |
| 6.2. View and Delete the Failed Orders | 33 |
| 7. Amazon Feeds | 35 |
| 8. Amazon Queues | 41 |
| 9. Amazon Cron Details | 42 |
| 10. Amazon Activity Logs | 44 |
| 11. Amazon Help And Support | 45 |

1. Overview

Amazon is the largest online retailer in the worldwide. The company was originally a bookseller but has expanded to sell a wide variety of consumer goods and digital media and also its own electronic devices such as the e-book reader, tablet, and so on.

Amazon Marketplace is an e-commerce platform owned and operated by Amazon.com that enables the third-party sellers to sell new or used products on a fixed-price online marketplace alongside the regular offerings of Amazon. Using Amazon Marketplace, the third-party sellers can gain the access to the customer base of Amazon, and it expands the offerings on its website without having to invest in additional inventory.

Amazon Integration for Magento 2 store is an amazing API integration that helps Magento® 2 store owners to synchronize inventory, price, and other product details for product creation and management between Magento® 2 store and the Amazon marketplace.

The **Amazon Integration for Magento 2 Integration** extension interacts with the Cdiscount marketplace to integrate the synchronized product listing between Magento® 2 store and Cdiscount retailers. After the installation, the merchant can create Amazon categories and the dependent attributes on the Magento® 2 store. It enables admin to perform product related task such as product upload and product view using bulk management system.

With the help of this extension, the store owners can create a profile in which they can assign the products and then can upload to Amazon.com. It enables the Magento store owner to manage the Amazon orders on the Magento stores without making any significant changes in the operational functionalities.

You can boost up your business at Amazon by integrating your store as it interacts with the Amazon APIs to connect your Magento store to the Amazon marketplace and thus, you have the opportunity to cover a wide range of customers.

The Magento® 2 store owners can boost their business at Amazon by integrating their store as it interacts with the Amazon APIs to connect their Magento store to the Amazon marketplace and thus, they have the opportunity to cover a wide range of customers.

Key features are as follows:

- **Cron:** Cron jobs automate the process to fetch the Amazon orders from the Amazon marketplace to the Magento® of customers.
- **Debug Mode:** Provides easy debug process for hassle-free product upload to the Amazon marketplace.
- **Product Category Mapping:** Follow many to one category mapping methodology. Admin can map many categories of Magento® 2 store to a single category of Amazon.
- **Profile Based Products Upload:** Admin can create a profile and after assigning the products to the profile can easily upload on Amazon.
- **Simple Product Upload:** It enables admin to upload simple type of product on Amazon.com.
- **Auto Acknowledgement of Order:** Admin receives an acknowledgement of Orders automatically as soon as orders are created.
- **Automated Synchronization:** Auto synchronization of the product listing, order, inventory, return, and refund, and pricing at regular intervals is established between Magento® 2 store and Amazon.com.
- **Product Data Validation:** The extension enables the admin to validate the product information in accordance with Amazon standard and values.
- **Low Stock Notifications:** Whenever the stock diminishes lower than the threshold, a notification is sent informing the status of the same.
- **New Order Notifications:** Whenever a new order is fetched from Amazon.com, the admin receives a notification.
- **Rejected products notification:** If any product containing some invalid details is rejected, then its information is fetched from the auto synchronization request along with the error due to which it is rejected.

2. Amazon Magento 2 Store Integration Extension Installation

To install the extension

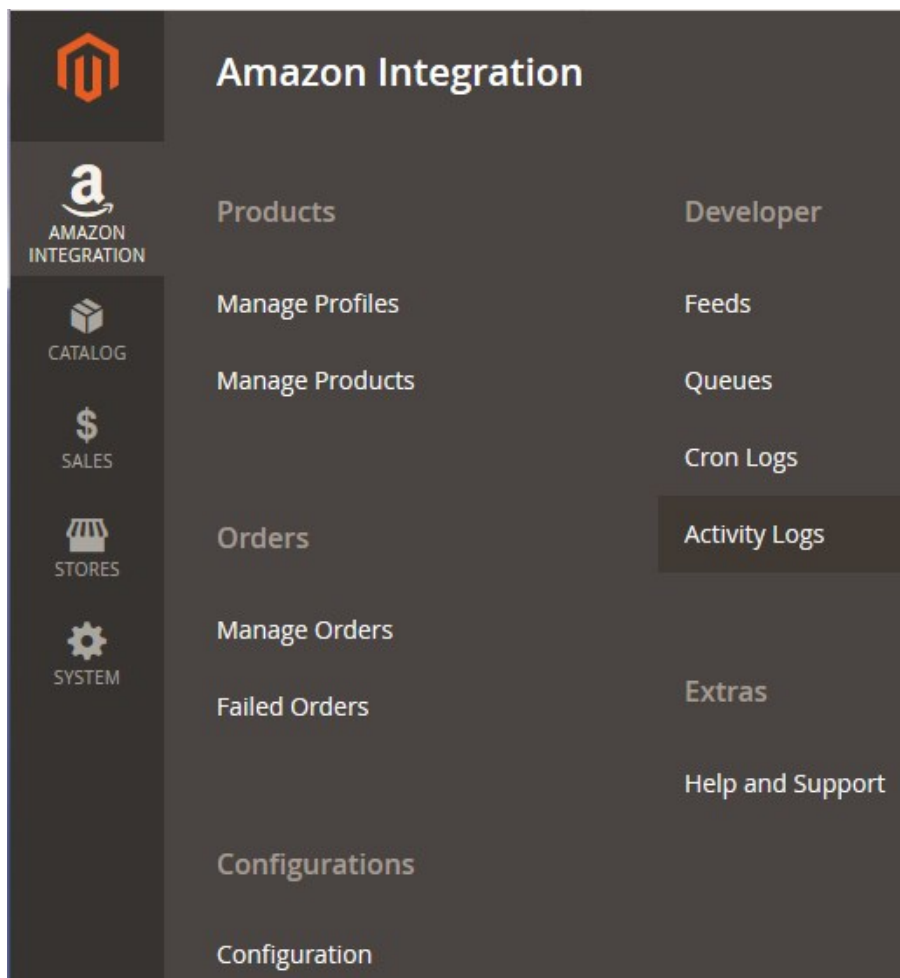
1. Log in the **ftp**, and then go to Magento 2 root folder (generally present under the *public_html* folder).
2. Create a new folder named *code* under the *app* folder; under *code* folder, create a folder named *Ced*.
 - a. Upload or Drag and Drop *app/code/Ced/Amazon* directory.
 - b. After successfully uploading the directory, the extension will be installed/upgraded.
 - c. Now run the following upgrade command in *cmd*
php bin/magento setup:upgrade.

3. Amazon Integration Configuration Settings

Once the extension is successfully installed in the Magento 2 store, the **AMAZON INTEGRATION** menu appears on the left navigation bar of the Magento 2 store Admin panel. The merchant has to first create a seller account in the Amazon seller panel. Once the seller account is created and is approved by Amazon, the Magento 2 store owners have to obtain the AWS API Key values from the Amazon Seller account, and then the Magento® 2 store owners has to paste it in the respective fields displayed on the **Amazon Configuration** page of the admin panel.

To set up the configuration settings in the Magento 2 Admin panel

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
The menu appears as shown in the following figure:




3. Click **Configuration**.





The **Configuration** page appears as shown in the following figure:

Configuration

  amazon ▾

Store View: Default Config ▾ 

Save Config

| | | |
|----------------------|----------------------------------|---|
| CEDCOMMERCE ^ | Amazon Seller/Developer Settings |  |
| Amazon Configuration | Amazon Product Settings |  |
| | Amazon Order Settings |  |
| | Amazon Cron Settings |  |

4. In the right panel, click the **Amazon Seller/Developer Settings** tab.

The **Amazon Seller/Developer Settings** tab is expanded and the relevant fields appear as shown in the following figure:

Amazon Seller/Developer Settings

| | | |
|--|--|---|
| Enabled [global] | Yes | ▼ |
| Mode [global] | Mock | ▼ |
| Default Service Url [global] | mws.amazonservices.com | ▼ |
| Seller Id [global] | <input type="text"/> | |
| Marketplaces [global] | <div style="border: 1px solid #ccc; padding: 5px;"> <ul style="list-style-type: none"> <li style="background-color: #0070c0; color: white; padding: 2px;">Amazon [ATVPDKIKX0DER] <li style="padding: 2px;">Amazon Canada [A2EUQ1WTGCTBG2] <li style="padding: 2px;">Amazon Mexico [A1AM78C64UM0Y8] <li style="padding: 2px;">Amazon Europe [A1PA6795UKMFR9] <li style="padding: 2px;">Amazon Europe [A1RKKUPIHCS9HS] <li style="padding: 2px;">Amazon Europe [A13V1IB3VIYZZH] <li style="padding: 2px;">Amazon Europe [APJ6JRA9NG5V4] <li style="padding: 2px;">Amazon Europe [A1F83G8C2ARO7P] <li style="padding: 2px;">Amazon India [A21TJRUUN4KGV] <li style="padding: 2px;">Amazon Japan [A1VC38T7YXB528] </div> | |
| AWS Access Key Id [global] | <input type="text"/> | |
| AWS Auth Id [global] | <input type="text"/> | |
| Secret Id [global] | <input type="text"/> | |
| Select Store [global] | Default Store View | ▼ |
| Debug [global] | Enable | ▼ |

5. Under **Amazon Seller/Developer Settings**, do the following steps:
 - a. In the **Enabled** list, select the **Yes** option.
 - b. In the **Mode** list, select the **Sandbox** option.
 - c. In the **Default Service Url** list, select the **Sandbox API URL** option.
 - d. In the **Seller Id** box, enter the Amazon Seller Account User Name.

- e. In the **Marketplaces** list, select the required marketplaces among the various Amazon marketplaces.
 - f. In the **AWS Access Key Id** box, paste the corresponding value copied from the Amazon Seller Account.
 - g. In the **AWS Auth Id** box, paste the corresponding value copied from the Amazon Seller Account.
 - h. In the **Secret Id** box, paste the corresponding value copied from the Amazon Seller Account.
 - i. In the **Select Store** list, select the required store.
 - j. In the **Debug** list, select the **Enable** option.

Note: Choose **Enable** to start the extension in the debug mode. It captures the log for the debug process.
6. Click the **Save Config** button to save the entered values.
 7. Scroll down to the **Amazon Product Settings** tab, and then click the tab.

The **Amazon Product Settings** tab is expanded and the expanded section appears as shown in the following figure:

Amazon Product Settings

Throttle Mode [global]

Enable throttled api use.

- ⌵ Amazon Chunk Settings

- ⌵ Amazon Price Settings

- ⌵ Amazon Inventory Settings

8. Under **Amazon Products Settings**, do the following steps:
 - a. In the **Throttle Mode** list, select the **Enable** option to restrict the API use if required. Otherwise, disable the option.
 - b. Click the **Amazon Chunk Settings** tab.

The **Amazon Chunk Settings** tab is expanded and the section appears as shown in the following figure:

⊖ Amazon Chunk Settings

Product Queue Chunk Size
[global]

Enter the size of a chunk for a product upload queued task

Product Feed Chunk Size
[global]

Enter the size of a chunk for a product upload feed

Price Queue Chunk Size
[global]

Enter the size of a chunk for a price queued task

Price Upload Feed Chunk Size
[global]

Enter the size of a chunk for a price feed

Inventory Queue Chunk Size
[global]

Enter the size of a chunk for a inventory queued task

Inventory Feed Chunk Size
[global]

Enter the size of a chunk for a inventory feed

- c. Under **Amazon Chunk Settings**, do the following steps:
- In the **Product Queue Chunk Size** box, enter the size number of a chunk for a product upload queued task.
 - In the **Product Feed Chunk Size** box, enter the size number of a chunk for a product upload feed.
 - In the **Price Queue Chunk Size** box, enter the size number of a chunk for a price queued task.
 - In the **Price Upload Feed Chunk Size** box, enter the size number of a chunk for a price feed.
 - In the **Inventory Queue Chunk Size** box, enter the size number of a chunk for an inventory queued task.
 - In the **Inventory Feed Chunk Size** box, enter the size number of a chunk for an inventory feed.
- d. Click the **Amazon Price Settings** tab.
The **Amazon Price Settings** tab is expanded and the section appears as shown in the following figure:

⏪ Amazon Price Settings

Product Price [global] ▼
 Select to send a different product price to **Amazon**

e. Under **Amazon Price Settings**, do the following step:

i. In the **Product Price** list, select one of the following options:

Increase by Fixed Price: If selected, then the **Modify by Fix Price** field appears.

Increase by Fixed Percentage: If selected, then the **Modify by Percentage Price** field appears.

Enter the numeric value to increase the price of the **Amazon**, product price by the entered value % of the Magento 2 store price.

⏪ Amazon Price Settings

Product Price [global] ▲
 Select to send a different product price to **Amazon**

Modify by Percentage Price [global]
 Numeric value Required for **Add/subtract % on Magento price** 5 for Example: Magento price +/- 5% of Magento price.

For Example,

Magento 2 price + 5% of Magento 2 price.

Magento 2 Price = 100

Select **Increase By Fixed Percentage** option

Modify by Percentage Price = 5

$100 + 5\% \text{ of } 100 = 100 + 5 = 105$

Thus, Amazon Product Price = 105

Decrease by Fixed Price: If selected, then the **Modify by Fix Price** field appears.

Decrease by Fixed Percentage: If selected, then the **Modify by Percentage Price** field appears.

Enter the numeric value to decrease the price of the Amazon product price by the entered value % of Magento 2 price

For Example,

Magento 2 price – 5% of Magento 2 price.

Magento 2 Price = 100

Select **Decrease By Fixed Percentage** option

Modify by Fix Price = 5

$100 - 5\% \text{ of } 100 = 100 - 5 = 95$

Thus, Amazon Product Price = 95

f. Click the **Amazon Inventory Settings** tab.

The **Amazon Inventory Settings** tab is expanded and the section appears as shown in the following figure:

⊟ Amazon Inventory Settings

Inventory Fulfillment Latency
[global]

Days to fulfill the inventory on amazon in case of **out of stock**

Set Inventory on Basis of Threshold
[global]

Choose yes to send inventory on walmart by condition

- g. Under **Amazon Inventory Settings**, do the following steps:
- In the **Inventory Fulfillment Latency** box, enter the number of days to fulfill the inventory on Amazon in case of the product is out of stock.
 - In the **Set Inventory on Basis of Threshold** list, select the **Enable** option if required to set the inventory based on threshold.
- Note:** Only when the admin selects **Enable**, the other fields appear. Threshold Inventory is the minimum count of an item that the store owner wants to keep in stock. The section appears as shown in the following figure:

⊟ Amazon Inventory Settings

Inventory Fulfillment Latency
[global]

Days to fulfill the inventory on amazon in case of **out of stock**

Set Inventory on Basis of Threshold
[global]

Choose yes to send inventory on walmart by condition

Inventory Threshold Value
[global]

Set inventory quantity on which lesser and greater condition can control.

Send Inventory for Lesser Than Threshold Case
[global]

Send Quantity to Amazon for those products, whose inventory is LESSER than the inventory threshold.

Send Inventory for Greater Than Threshold Case
[global]

Send Quantity to Amazon for those products, whose inventory is GREATER than the inventory threshold.

- In the **Inventory Threshold Value** box, enter the required value.
- In the **Send Inventory for Lesser Than Threshold Case** box, enter the required value.
- In the **Send Inventory for Greater Than Threshold Case** box, enter the required value.

9. Click the **Save Config** button to save the entered values.
10. Scroll down to the **Amazon Order Settings** tab, and then click the tab.
The tab is expanded and the section appears as shown in the following figure:

Amazon Order Settings

| | |
|--|----------------------|
| Auto Reject Failed Order [global] | Disable |
| Auto Reject Order on Amazon in any case of failure such as 'No Inventory'. | |
| Amazon Order Id Prefix [global] | |
| Prefix for Amazon Increment ID | |
| Order Notification Email [global] | test@cedcommerce.com |
| Enable Default Customer [global] | No |

11. Under **Amazon Order Settings**, do the following steps:
 - a. In the **Auto Reject Failed Order** box, select the **Enable** option to auto reject the Order on Amazon in any case of failure such as **No Inventory**.
 - b. In the **Amazon Order Id Prefix** box, enter the required order Id prefix.
 - c. In the **Order Notification Email** box, enter the required email Id.
 - d. In the **Enable Default Customer** list, select the **Yes** option to enable the default customer.
The field appears as shown in the following figure:
 - e. In the **Default Customer** list, select the required customer name.
12. Click the **Save Config** button to save the entered values.
13. Scroll down to the **Amazon Cron Settings** tab, and then click the tab.
The tab is expanded and the section appears as shown in the following figure:

Amazon Cron Settings

| | | |
|-----------------------------------|--|---|
| Order Cron [global] | Enable | ▼ |
| | Order Fetch Cron | |
| Price Cron [global] | Enable | ▼ |
| | Price Sync Cron | |
| Inventory Cron [global] | Enable | ▼ |
| | Inventory Sync Cron | |
| Shipment Cron [global] | Enable | ▲ |
| | This will automatically generate shipments | |

14. Under **Amazon Cron Settings**, do the following steps:
 - a. In the **Order Cron** list, select the **Enable** option to enable the fetch order cron.
 - b. In the **Inventory |Price Cron** list, select the **Enable** option to enable the Inventory & Price Sync cron.
15. Click the **Save Config** button to save the entered values.

4. Manage Amazon Profiles

Admin can create a new profile and assign the required products to the profile. While creating and editing the profile, admin can map the Magento 2 attributes to the Amazon attributes. These attributes are applicable to all the products that are assigned to the profile.

Admin can do the following tasks:

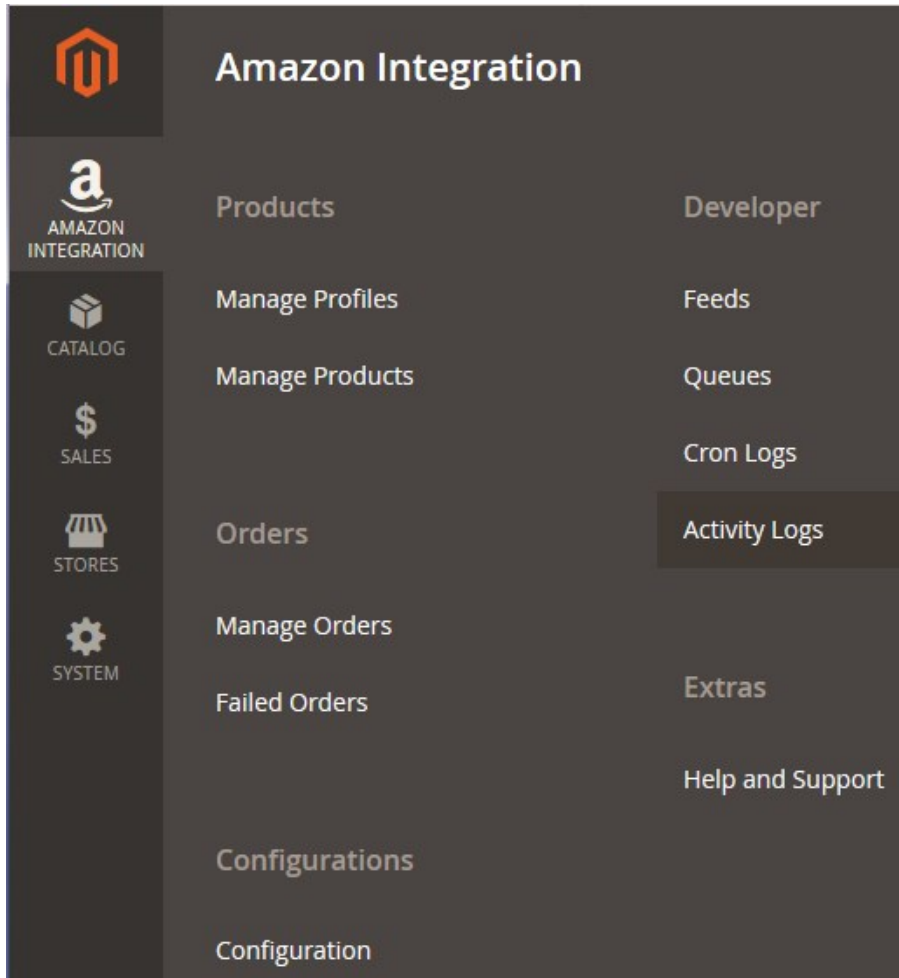
- Add new profile(<https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=add-a-new-profile-29>)
- Edit the existing profile(<https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=edit-the-existing-profile-39>)
- Bulk Action on the Selected Profiles(<https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=submit-bulk-action-on-the-selected-profiles-7>)

4.1. Add a New Profile

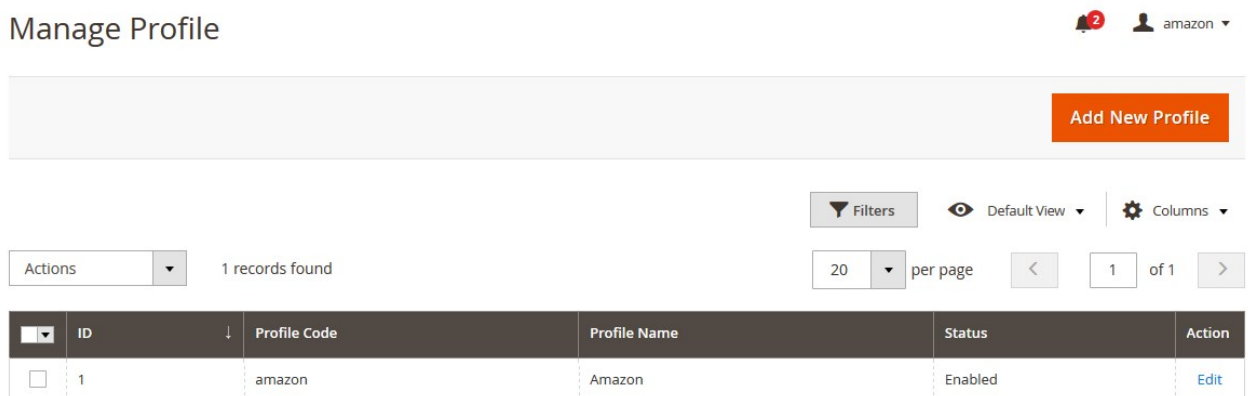
To add a new profile

1. Go to the **Magento 2 Store Admin**

- On the left navigation bar, click the **AMAZON INTEGRATION**. A menu appears as shown in the following figure:



- Click **Manage Profiles**. The **Manage Profile** page appears as shown in the following figure:



- Click the **Add New Profile**. The **New Profile** page appears as shown in the following figure:

New Profile


 amazon

← Back Delete Reset Save and Continue Edit Save

PROFILE INFORMATION

Profile info

Category & Attribute

Magento Category Mapping

Profile Information

Profile Code *
For internal use. Must be unique with no spaces

Profile Name *

Profile Status Enabled ▲

5. In the right panel, under **General Information**, do the following steps:

a. In the **Profile Code** box, enter a profile code.

Note: It is only for the internal use. Use the unique profile code with no spaces. Start with small letters.

b. In the **Profile Name** box, enter the name of the profile.

Note: Use the unique name to identify the profile.

c. In the **Profile Status** list, select **Enabled** to enable the profile.

Note: The **Disabled** option disables the profile.

6. In the left navigation panel, click the **Category & Attribute**


In the right panel, the page appears as shown in the following figure:

New Profile


 amazon

← Back Delete Reset Save and Continue Edit Save

PROFILE INFORMATION

Profile info 

Category & Attribute

Magento Category Mapping

Amazon Category Listing

Category *

Sub Category *

Amazon Attributes Mapping

Please map all Amazon attributes with Magento attributes.

| Amazon Attribute | Magento Catalog Attribute | Action |
|----------------------------|---------------------------|--------|
| Add Attribute | | |

7. In the right panel under **Amazon Category Listing**, do the following steps:

a. In the **Category** list, select the required parent category.

If the selected category has the child categories then the relevant sub-category list that appears below to it is activated.

b. In the **Sub Category** list, select the required subcategories.

Based on selected category and subcategories, the Amazon Attributes and the Corresponding Magento Catalog Attributes, if exist, are listed as shown in the following figure:

New Profile 🔔 2 amazon ▾

← Back Delete Reset Save and Continue Edit **Save**

PROFILE INFORMATION

Profile info ✎

Category & Attribute ✎

Magento Category Mapping

Amazon Category Listing

Category * Home ▾

Sub Category * Bed And Bath ▾

Amazon Attributes Mapping

Please map all Amazon attributes with Magento attributes.

| Amazon Attribute | Magento Catalog Attribute | Action |
|--|---------------------------|--------|
| SKU ▾ | SKU ▾ | |
| StandardProductID_Value ▾ | Barcode Value ▾ | |
| Title ▾ | Product Name ▾ | |
| Brand ▾ | Brand ▾ | |
| Description ▾ | Description ▾ | |
| MfrPartNumber ▾ | MPN ▾ | |
| <input type="button" value="Add Attribute"/> | | |


- c. Click the **Add Attribute** button to add more attributes if required.
 - d. In the **Magento Catalog Attribute** column, select the required Magento attribute from the corresponding list to map it with the corresponding Amazon attribute.
 - e. Repeat the mapping of all the required or optional Magento attributes listed with the corresponding Amazon attributes.
8. In the left navigation panel, click the **Magento Category Mapping** menu.
In the right panel, the page appears as shown in the following figure:


New Profile




← Back Delete Reset Save and Continue Edit Save

PROFILE INFORMATION

Profile info 

Category & Attribute 

Magento Category Mapping

Magento Category Mapping

Select Category *

9. In the right panel under **Magento Category Mapping**, do the following step:
 - In the **Select Category** list, select the required Magento Category.

Magento Category Mapping

Select Category *

Collections [7]

Please select a magento category.

Gear [3]

Collections [7]

Training [9]

Men [11]

Women [20]

Promotions [29]

Sale [37]

What's New [38]

Shoes [42]

Women's Clothing & Accessories [51]

Cellphones & Telecommunications [54]

10. Click the **Save** button.
The profile is created and listed on the **Manage Profile** page.

4.2. Edit the Existing Profile

To edit the existing profile

1. Go to the **Magento 2 Store Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu, and then click **Profile Manager**.
The **Manage Profile** page appears as shown in the following figure:

Manage Profile


 amazon

Add New Profile

Filters
Default View
Columns

Actions
1 records found
20 per page
1 of 1

| | ID | Profile Code | Profile Name | Status | Action |
|--------------------------|----|--------------|--------------|---------|---|
| <input type="checkbox"/> | 1 | amazon | Amazon | Enabled | Edit |

3. Scroll down to the required profile row.
4. In the **Action** column of the respective row, click the **Edit** link.
The profile editing page appears as shown in the following figure:

Amazon


 amazon

← Back
Delete
Reset
Save and Continue Edit
Save

PROFILE INFORMATION

Profile info

Category & Attribute

Magento Category Mapping

Profile Information

Profile Code *
For internal use. Must be unique with no spaces

Profile Name *

Profile Status

5. In the left navigation panel, click the required menu, and then make the changes as per requirement in the respective section.
6. Click the **Save** button.
The edited profile is saved and the success message appears on the **Manage Profile** page.

4.3. Submit Bulk Action on the Selected Profiles

Admin can delete the selected profiles and also can change the status of the profiles in bulk.

To submit the selected action on the selected profiles in Bulk

1. Go to the **Magento 2 Store Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu, and then click **Profile Manager**.
The **Manage Profile** page appears as shown in the following figure:

Manage Profile


 amazon

Add New Profile

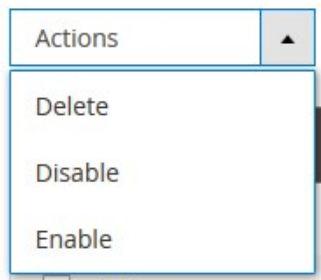
Filters
Default View
Columns

Actions
1 records found
20 per page
1 of 1

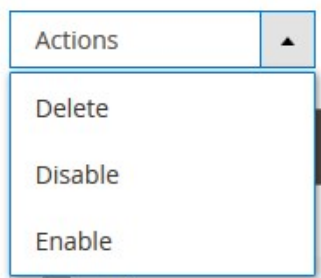
| | ID | Profile Code | Profile Name | Status | Action |
|--------------------------|----|--------------|--------------|---------|---|
| <input type="checkbox"/> | 1 | amazon | Amazon | Enabled | Edit |

On this page, all the available profiles are listed.

3. To *delete the selected profiles*, do the following steps:
 - a. Select the profiles those are no more required.
 - b. Click the **Arrow** button next to the **Actions** field.
The **Actions** list appear as shown in the following figure:

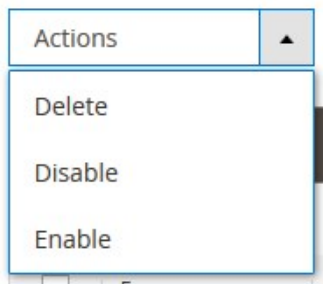


- c. Click the **Delete** option.
A confirmation dialog box appears.
 - d. Click the **OK** button.
The selected profiles are deleted.
4. To *disable the selected profiles*, do the following steps:
 - a. Select the required profiles.
 - b. Click the **Arrow** button next to the **Actions** field.
The **Actions** list appear as shown in the following figure:



- c. Click the **Disable** option.
The selected profiles are disabled.
5. To *enable the selected profiles*, do the following steps:
 - a. Select the required profiles.
 - b. Click the **Arrow** button next to the **Actions** field.

The **Actions** list appear as shown in the following figure:



- c. Click the **Enable** option.
The selected profiles are enabled.

5. Amazon Product Listing

On this page, admin can view, edit, and validate the individual product. Also, the admin can view the error message if any error exists in any product details. After uploading the product on Amazon or after updating the product inventory or the product price, the user can check the status of the feed, Also, can view the feed error if any. The admin can also submit certain actions on the selected products available on the **Amazon Product Listing** page.

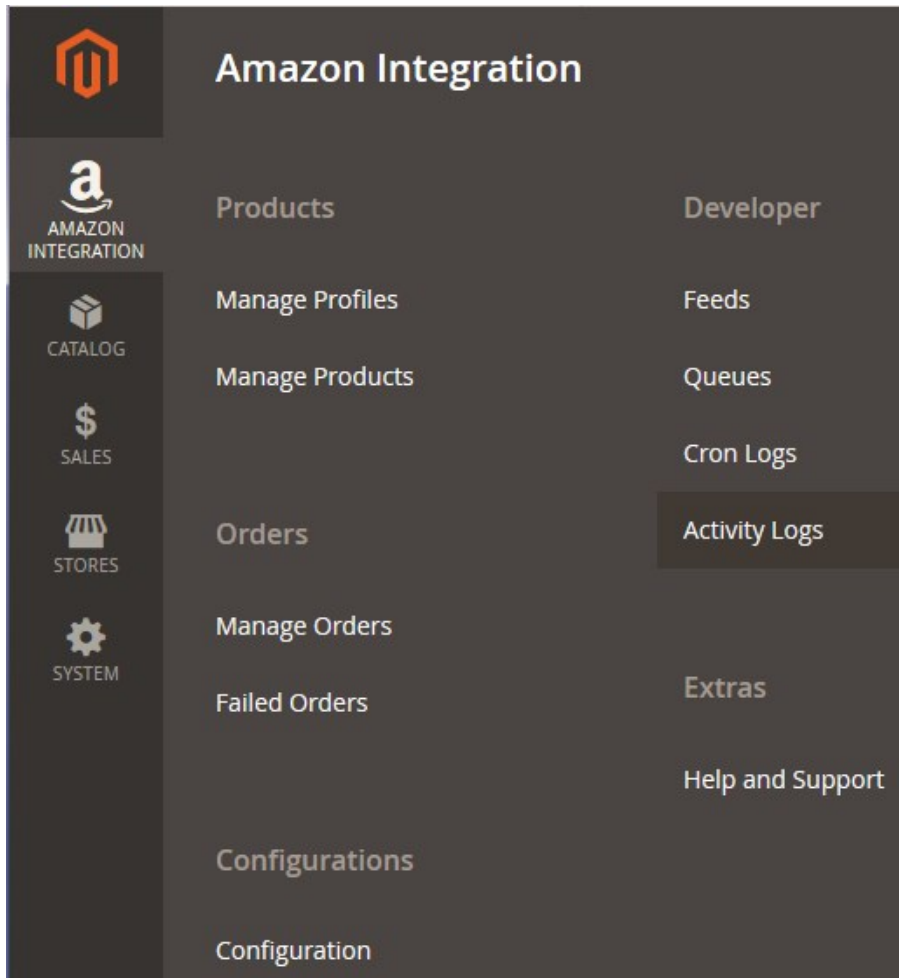
This section covers the following topics:

- View the Product Details(<https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=view-the-product-details-7>)
- Edit the Amazon Products(<https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=edit-the-amazon-products>)
- Synchronize the Single Product(<https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=synchronize-the-amazon-products-between-amazon-and-the-magento-2-store>)
- Submit Bulk Action on the Selected Products(<https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=submit-bulk-action-on-the-selected-products-7>)

5.1. View the Product Details

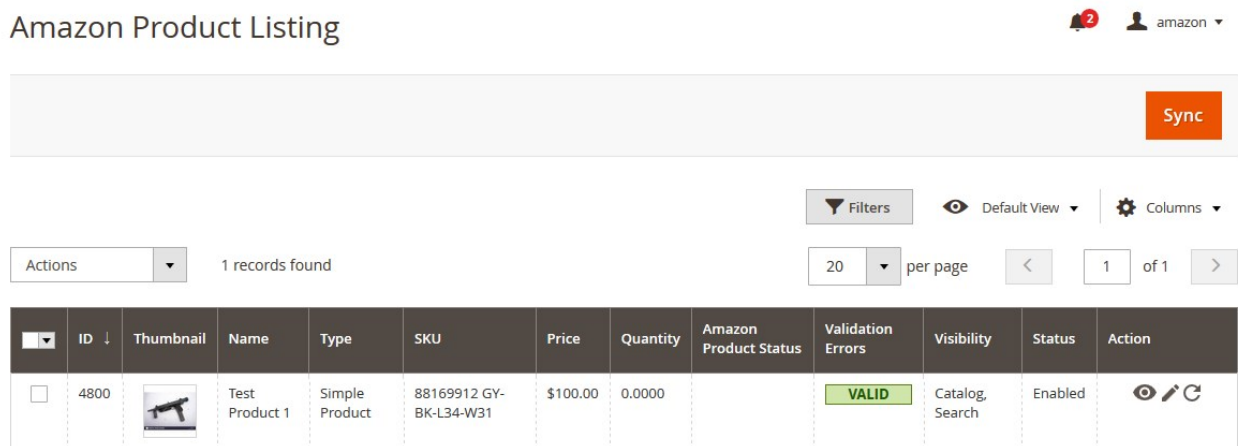
To view the product details

1. Go to the **Magento 2 Store Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
The menu appears as shown in the following figure:



3. Click **Manage Products**.

The **Amazon Products Listing** page appears as shown in the following figure:



4. Scroll down to the required product row.

5. In the **Action** column of the respective row, click the **View**



icon.

A page appears where the user can view all the product related details.

Amazon Product #88169912 GY-BK-L34-W31



```
[  
  "Product data not available for SKU: 88169912 GY-BK-L34-W31."  
]
```

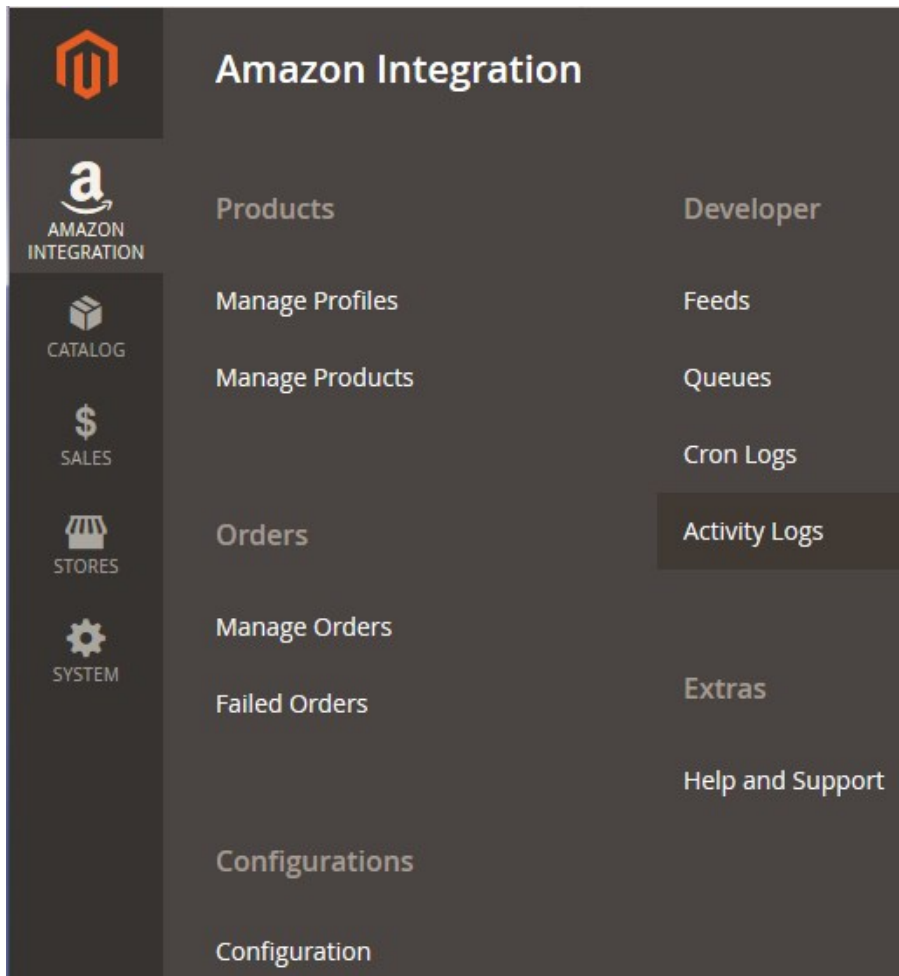
Cancel

6. Click the **Cancel** button to close the page.

5.2. Edit the Amazon Products

To edit the Amazon product details

1. Go to the **Magento 2 Store Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
The menu appears as shown in the following figure:



3. Click **Manage Products**.





The **Amazon Products Listing** page appears as shown in the following figure:

Amazon Product Listing 🔔 2 amazon ▾

[Sync](#)

Filters | Default View ▾ | Columns ▾

Actions ▾ 1 records found 20 ▾ per page < 1 of 1 >

| | ID ↓ | Thumbnail | Name | Type | SKU | Price | Quantity | Amazon Product Status | Validation Errors | Visibility | Status | Action |
|--------------------------|------|---|----------------|----------------|------------------------|----------|----------|-----------------------|-------------------|-----------------|---------|---|
| <input type="checkbox"/> | 4800 |  | Test Product 1 | Simple Product | 88169912 GY-BK-L34-W31 | \$100.00 | 0.0000 | | VALID | Catalog, Search | Enabled |    |

4. Scroll down to the required product row to edit the product or view the existing Amazon product details.

5. In the **Action** column of the respective row, click the **Edit**



icon.

The product editing page appears.

6. Scroll down to the **Amazon** tab, and then click the tab.

The tab is expanded and the expanded section appears as shown in the following figure:

Amazon

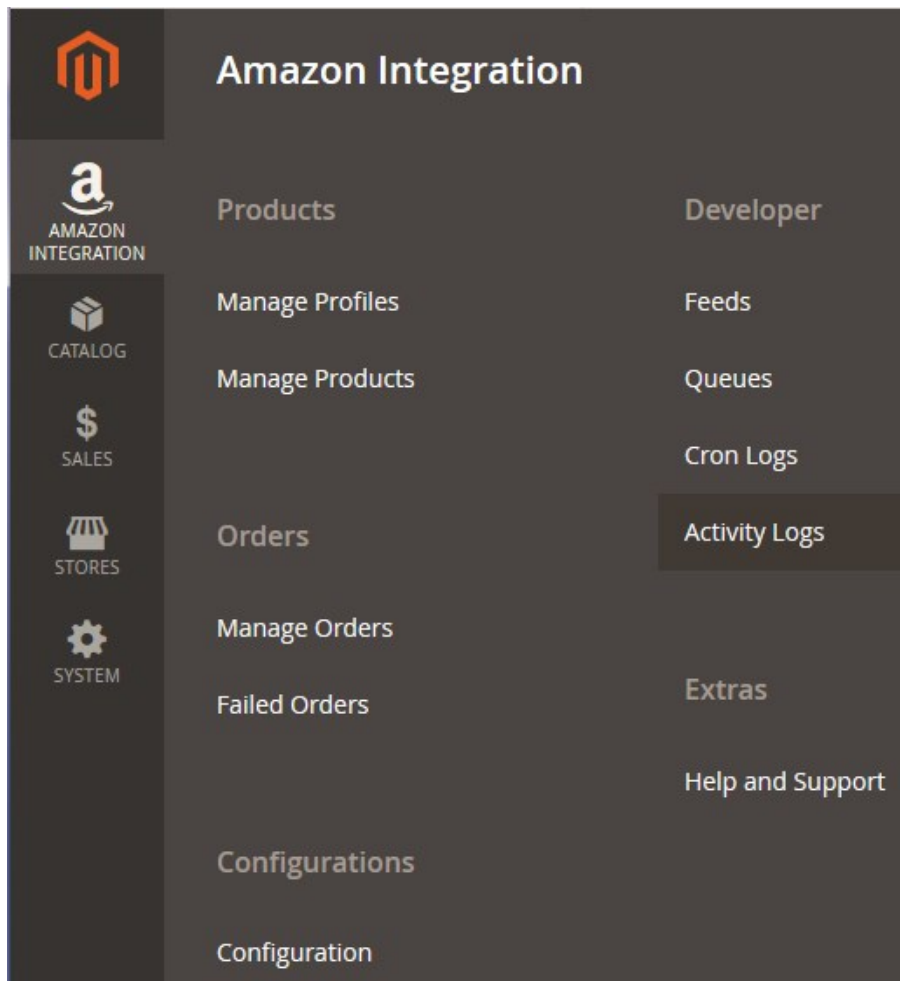
| | |
|---|--|
| Barcode [global] | <input type="text" value="UPC"/> |
| | Please Select type of barcode |
| Condition Type [global] | <input type="text" value="New"/> |
| | Please Select type of condition type |
| Barcode Value [global] | <input type="text"/> |
| MPN [global] | <input type="text"/> |
| | 1 to 50 characters |
| Bullets [global] | <input type="text"/> |
| | Please enter product feature description. Add each feature separated by ' '. Example: 'This is first one. This is second one.' and so on. Each bullet can contain maximum of 500 characters, and maximum 5 bullets |
| Amazon Product Status [global] | <input type="text"/> |
| | product status on Amazon |
| Item Dimensions [global] | <input type="text"/> |
| | Please enter product dimensions. Use only '11x11x11' format for Length x Width x Height respectively. All of them must be in C.M. |
| Amazon Validation Errors [global] | <input demo.c\""="" mp06015956-0012\":{\"sku\":\"mp06015956-0012\",\"id\":\"4800\",\"url\":\"http:="" type="text" value="{\"/> |
| | Amazon Validation Errors |
| Amazon Feed Errors [global] | <input type="text"/> |
| | Amazon Feed Errors |

7. Enter the required information or edit the values in the required fields, and then click the **Save** button. The changes are saved and the success message appears on the **Amazon Product Listing** page.

5.3. Synchronize the Amazon Products between Amazon and the Magento 2 Store

To synchronize the Amazon product details

1. Go to the **Magento 2 Store Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu. The menu appears as shown in the following figure:



3. Click **Manage Products**.

The **Amazon Products Listing** page appears as shown in the following figure:

Amazon Product Listing 🔔 2 amazon ▾

[Sync](#)

Filters
👁 Default View ▾
⚙ Columns ▾

Actions ▾
1 records found
20 ▾ per page
< 1 of 1 >

| | ID ↓ | Thumbnail | Name | Type | SKU | Price | Quantity | Amazon Product Status | Validation Errors | Visibility | Status | Action |
|--------------------------|------|-----------|----------------|----------------|------------------------|----------|----------|-----------------------|-------------------|-----------------|---------|---|
| <input type="checkbox"/> | 4800 | | Test Product 1 | Simple Product | 88169912 GY-BK-L34-W31 | \$100.00 | 0.0000 | | VALID | Catalog, Search | Enabled | 👁 ✎ 🔄 |

4. To synchronize the all the Amazon Products, click the **Sync** button.

All the Amazon products are synchronized and a success message appears.

5. To synchronize the specific Amazon Product, do the following steps:

- a. Scroll down to the required product row.
- b. In the **Action** column of the respective row, click the **Sync**



icon.

The specific product is synchronized and a success message appears.

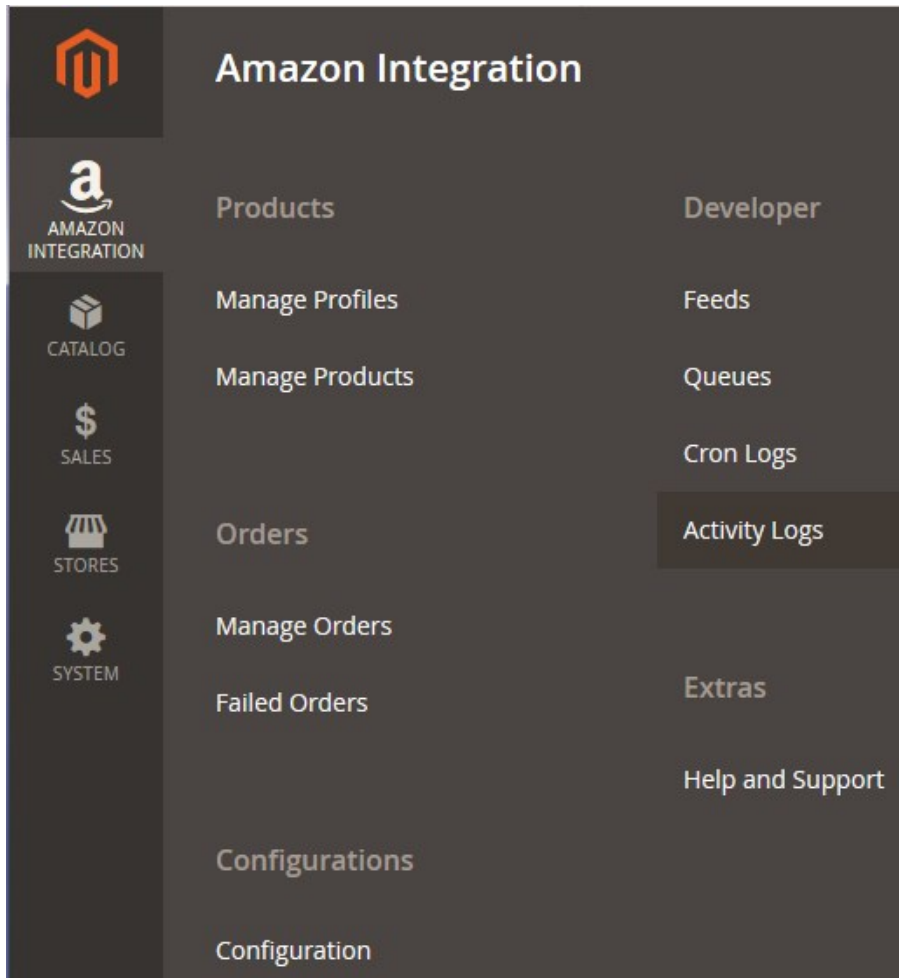
5.4. Submit Bulk Action on the Selected Products

Admin can perform the following tasks through the Bulk Action feature:

- **Upload Products:** To upload the selected products to the Amazon website. If there is no error, then the selected products are uploaded, and a success message appears.
- **Upload Inventory:** To upload the inventories of the selected products to the Amazon website. If there is no error, then the inventories of the selected products are uploaded, and a success message appears.
- **Upload Price:** To upload the prices of the selected products to the Amazon website. If there is no error, then the prices of the selected products are uploaded, and a success message appears.
- **Upload Image:** To upload the images of the selected products to the Amazon website. If there is no error, then the images of the selected products are uploaded, and a success message appears.
- **Delete Products:** Removes the selected products from the Amazon website.

To submit the selected bulk action on the selected products

1. Go to the **Magento 2 Store Admin**
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
A menu appears as shown in the following figure:



3. Click **Manage Products**.

The **Amazon Product Listing** page appears as shown in the following figure:

Amazon Product Listing 🔔 2 amazon ▾

Sync

Filters
👁 Default View ▾
⚙ Columns ▾

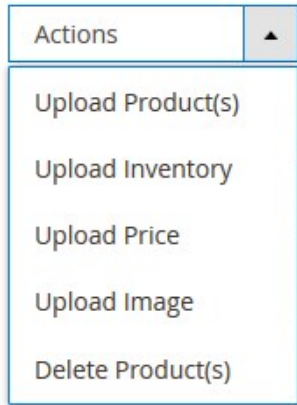
Actions ▾
1 records found
20 ▾ per page
< 1 of 1 >

| | ID ↓ | Thumbnail | Name | Type | SKU | Price | Quantity | Amazon Product Status | Validation Errors | Visibility | Status | Action |
|--------------------------|------|-----------|----------------|----------------|------------------------|----------|----------|-----------------------|-------------------|-----------------|---------|--------|
| <input type="checkbox"/> | 4800 | | Test Product 1 | Simple Product | 88169912 GY-BK-L34-W31 | \$100.00 | 0.0000 | | VALID | Catalog, Search | Enabled | 👁 ✎ ↻ |

4. To upload the selected products, do the following steps:

- a. Select the check boxes associated with the required products.
- b. In the **Actions** list, click the arrow button.

A list appears as shown in the figure:



- c. Select the **Upload Product(s)** option.

A confirmation dialog box appears.

- d. Click the **OK** button.

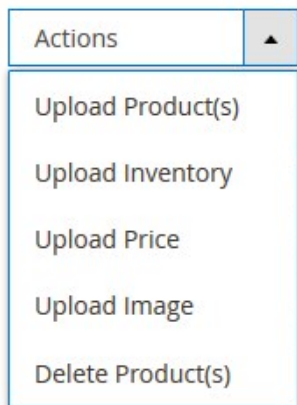
The selected products are uploaded and a success message appears on the page.

5. To upload the inventories of the selected products, do the following steps:

- a. Select the check boxes associated with the required products.

- b. In the **Actions** list, click the arrow button.

A list appears as shown in the figure:



- c. Select the **Upload Inventory** option.

A confirmation dialog box appears.

- d. Click the **OK** button.

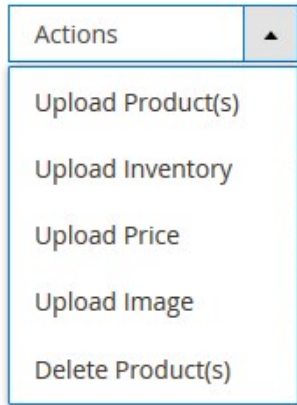
The inventories of the selected products are uploaded and a success message appears on the page.

6. To upload the prices of the selected products, do the following steps:

- a. Select the check boxes associated with the required products.

- b. In the **Actions** list, click the arrow button.

A list appears as shown in the figure:



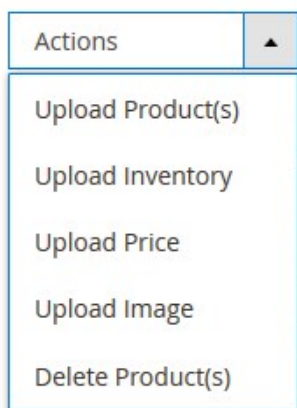
- c. Select the **Upload Price** option.
A confirmation dialog box appears.
- d. Click the **OK** button.

The prices of the selected products are uploaded and a success message appears on the page.

7. To upload the images of the selected products, do the following steps:

- a. Select the check boxes associated with the required products.
- b. In the **Actions** list, click the arrow button.

A list appears as shown in the figure:



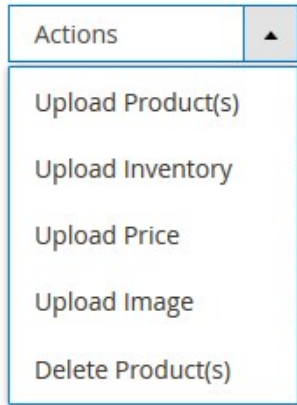
- c. Select the **Upload Image** option.
A confirmation dialog box appears.
- d. Click the **OK** button.

The images of the selected products are uploaded and a success message appears on the page.

8. To delete the selected products, do the following steps:

- a. Select the check boxes associated with the required products.
- b. In the **Actions** list, click the arrow button.

A list appears as shown in the figure:



- c. Select the **Delete Product(s)** option.
A confirmation dialog box appears.
- d. Click the **OK** button.
The selected products are deleted and a success message appears on the page.

6. Manage Amazon Orders

Admin can do the following tasks while managing the Amazon orders:

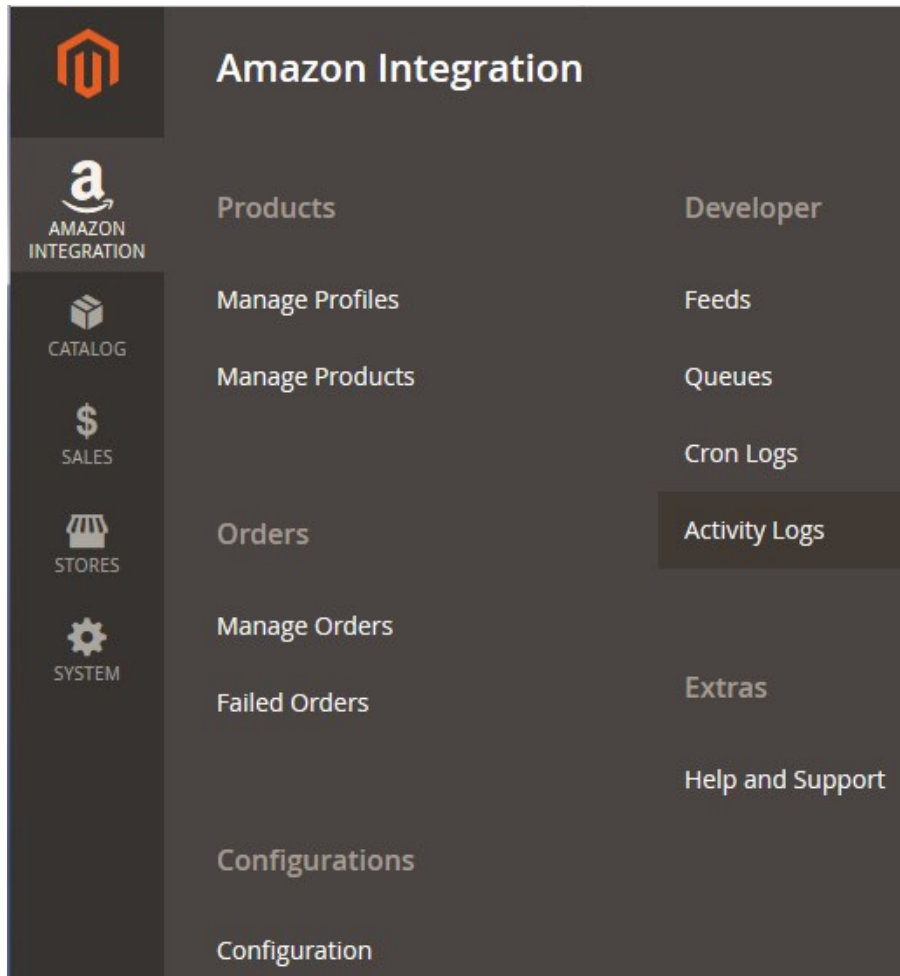
- Fetch, View, Ship, and delete the Amazon Orders(<https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=ship-and-delete-the-amazon-orders>)
- View and delete the Failed Orders(<https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=view-and-delete-the-failed-orders-5>)

6.1. Ship and Delete the Amazon Orders

The Magento 2 store owners can fetch the new orders and view all the order details fetched from Amazon. They can also ship the required orders and can delete the orders those are no more required.

To fetch and view new orders

1. Go to the **Magento 2 Store Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
The menu appears as shown in the following figure:



3. Click **Manage Orders**.

The **Manage Amazon Orders** page appears as shown in the following figure:

Manage Amazon Orders 🔔 2 👤 amazon ▾

[Import Orders](#)

Filters | Default View | Columns

Actions ▾ 2 records found | 20 per page | 1 of 1

| <input type="checkbox"/> | Order Id | Amazon Order Id | Order Place Date | Amazon Order Status | Actions |
|--------------------------|-----------|---------------------|------------------|---------------------|--|
| <input type="checkbox"/> | 000000018 | 058-1233752-8214740 | 2010-10-05 | Shipped | ✎ 🔄 🗑️ |
| <input type="checkbox"/> | 000000019 | 123-1234567-4567890 | 2012-10-11 | Imported | ✎ 🔄 🗑️ |

4. Click the **Import Orders** button.

If the order is imported successfully then, a new record is found in the Orders Grid table as shown in the figure.

Notes:

- Orders are automatically imported through CRON in every 10 minutes.
 - Whenever the latest orders are imported from Amazon, a Notification appears in the notification area of the Admin panel for those orders and they are Auto-Acknowledged as soon as they are imported in the Magento 2 store admin panel.
 - If no order is imported, then check the Failed orders listed on the **Amazon Failed Order** page.
 - Order are auto-rejected on Amazon in the following conditions:
 - When Amazon Product SKU does not exist in Magento 2 store.
 - When Product is Out of Stock in Magento 2 store.
 - When a product is disabled in Magento 2 store.
5. To synchronize the Amazon order, do the following steps:
- a. Scroll down to the required order row.
 - b. In Actions column of the respective row, click the **Sync**



icon.

The specific order is synchronized and a success message appears.

To ship the Amazon order

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu, and then click **Manage Orders**. The **Manage Amazon Orders** page appears as shown in the following figure:

Manage Amazon Orders 🔔 2 amazon

[Import Orders](#)

Filters | Default View | Columns

Actions | 2 records found | 20 per page | 1 of 1

| <input type="checkbox"/> | Order Id | Amazon Order Id | Order Place Date | Amazon Order Status | Actions |
|--------------------------|-----------|---------------------|------------------|---------------------|---------|
| <input type="checkbox"/> | 000000018 | 058-1233752-8214740 | 2010-10-05 | Shipped | |
| <input type="checkbox"/> | 000000019 | 123-1234567-4567890 | 2012-10-11 | Imported | |

3. Scroll down to the required row of the order to ship.
4. In the **Action** column of the respective row, click the **Edit**



icon.

The Order view page appears

5. In the left navigation panel, click the **Amazon** menu. The page appears in the right panel as shown in the following figure:

#000000019


 amazon

[← Back](#) [Send Email](#) [Credit Memo](#) [Hold](#) [Ship](#)

ORDER VIEW

Information

Invoices

Credit Memos

Shipments

Comments History

Transactions

Amazon

Amazon Order Information


Order Placed on Amazon Thursday, October 11th 2012

Shipping Carrier

or

Shipping Method

Tracking Number

Fulfillment Date 

Shipment Order Items

| Product sku | Quantity ordered | Quantity to Ship | Quantity to Cancel |
|-------------|------------------|--------------------------------|---|
| CBA_OTF_1 | 1 | <input type="text" value="0"/> | <input type="text" value="0"/> <input type="text" value="Select a reason"/> |
| CBA_OTF_5 | 2 | <input type="text" value="0"/> | <input type="text" value="0"/> <input type="text" value="Select a reason"/> |

6. In the right panel, under **Amazon Order Information**, do the following steps:
 - a. In the **Shipping Carrier** list, select the required shipping carrier.
OR
In the **Shipping Carrier** box, enter the required shipping carrier name.
 - b. In the **Shipping Method** box, enter the required shipping method.
 - c. In the **Tracking Number** box, enter the required value.
 - d. In the **Fulfillment Date** box, click the **Calendar** icon to enter the fulfillment date.
7. Scroll down to the **Shipment Order Items** section.
8. Under **Shipment Order Items**, enter the corresponding values in the following fields:
 - a. In the **Quantity to Ship** box, enter a value.
The number of quantity that the user can ship. The value cannot be greater than the **Qty Available for Ship** value.
 - b. In the **Quantity to Cancel** box, enter a value.
The number of quantity that the user wants to reject. The value cannot be greater than the **Qty Available for Ship** value.
 - c. In the **Select a reason** list, select a reason.
9. Click the **Submit Shipment** button.
A success message appears if the order is shipped successfully.

Notes:

- Order **Shipments** sent to Amazon.
- Order **Invoice** and **Shipment** is created automatically in Magento Store.
- Order **Status** changes to **Complete** on Amazon.
- The **status** of order changes to **Completed** on Magento store.

To delete the Amazon Orders

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu, and then click **Manage Orders**.
The **Manage Amazon Orders** page appears as shown in the following figure:

Manage Amazon Orders 🔔 2 amazon

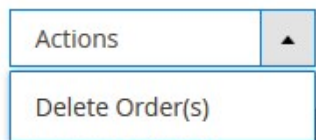
[Import Orders](#)

Filters | Default View | Columns

Actions 2 records found | 20 per page | 1 of 1

| | Order Id | Amazon Order Id | Order Place Date | Amazon Order Status | Actions |
|--------------------------|-----------|---------------------|------------------|---------------------|---------|
| <input type="checkbox"/> | 000000018 | 058-1233752-8214740 | 2010-10-05 | Shipped | |
| <input type="checkbox"/> | 000000019 | 123-1234567-4567890 | 2012-10-11 | Imported | |

3. To delete the single order, do the following steps:
 - a. Scroll down to the order row no more required.
 - b. In the **Action** column of the respective row, click the **Delete** icon.
A confirmation dialog box appears.
 - c. Click the **OK** button.
The order is deleted from the Amazon Marketplace.
4. To delete the selected Amazon orders in bulk, do the following steps:
 - a. Select the check boxes associated with the orders those are no more required.
 - b. Click the **Arrow** button next to the **Actions** list.
A menu appears as shown in the following figure:



- c. Click **Delete Order(s)**.
A confirmation dialog box appears.
- d. Click the **OK** button.
The selected orders are deleted from the Amazon Marketplace.

6.2. View and Delete the Failed Orders

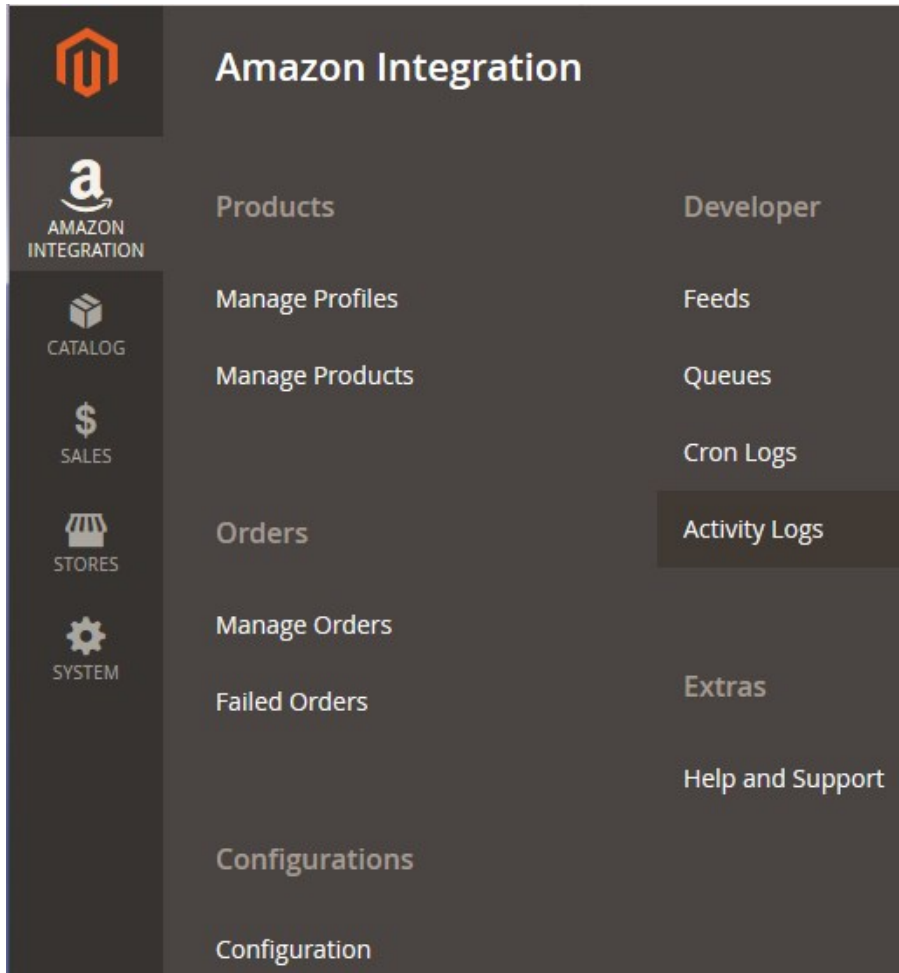
The users can view the list of failed Amazon orders on the Amazon Failed Orders page.

In the following conditions, Orders are not imported from Amazon:

- If any product in the Amazon Order is Out of Stock in the Magento 2 store.
- If any product in the Amazon Order is disabled in the Magento 2 store.
- If any Product does not exist in Magento 2 store or is deleted from the Magneto 2 store after uploading on Amazon.
- If the selected Payment Method in Amazon System Configuration Setting is not available in the Magento 2 store.

To view Amazon failed orders

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
The menu appears as shown in the following figure:



3. Click **Failed Orders**.
The **Amazon Failed Order** page appears as shown in the following figure:

Amazon Failed Orders 🔔 2 amazon

Filters | Default View | Columns

Actions 2 records found 20 per page | 1 of 1

| <input type="checkbox"/> | Amazon Order Id | Status | Reason | Order Place Date |
|--------------------------|---------------------|--------------|---|------------------|
| <input type="checkbox"/> | 058-1233752-8214740 | not_imported | ["CBA_OTF_1 not exist on store","CBA_OTF_5 not exist on store"] | 2010-10-05 |
| <input type="checkbox"/> | 123-1234567-4567890 | not_imported | ["CBA_OTF_1 not exist on store","CBA_OTF_5 not exist on store"] | 2012-10-11 |

This page displays the failed orders with the order id and the reason for the failure.

To delete the selected failed orders

1. Go to the **Amazon Failed Order** page.
The **Amazon Failed Order** page appears as shown in the following figure:

Amazon Failed Orders amazon

Filters | Default View | Columns

Actions 2 records found | 20 per page | 1 of 1

| <input type="checkbox"/> | Amazon Order Id | Status | Reason | Order Place Date |
|--------------------------|---------------------|--------------|---|------------------|
| <input type="checkbox"/> | 058-1233752-8214740 | not_imported | ["CBA_OTF_1 not exist on store","CBA_OTF_5 not exist on store"] | 2010-10-05 |
| <input type="checkbox"/> | 123-1234567-4567890 | not_imported | ["CBA_OTF_1 not exist on store","CBA_OTF_5 not exist on store"] | 2012-10-11 |

2. Select the check boxes associated with the failed orders those are no more required.
3. Click the **Actions** list Arrow button.
A menu appears as shown in the following figure:



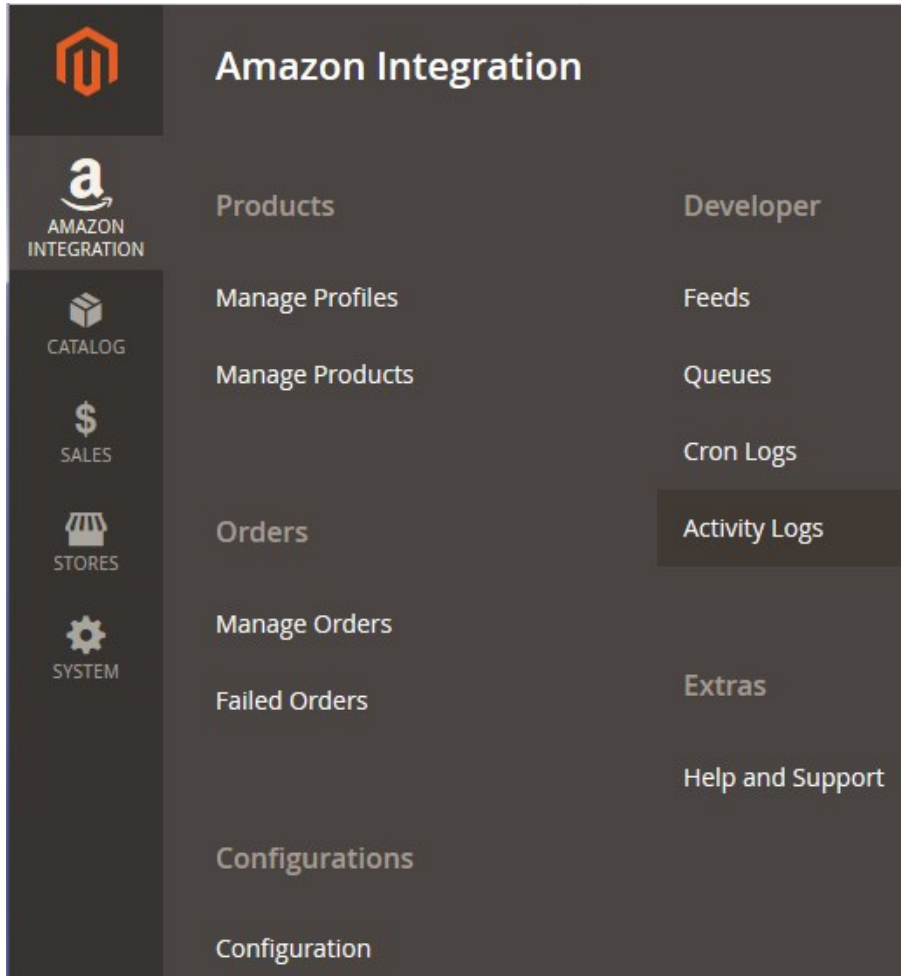
4. Click **Delete**.
A confirmation dialog box appears.
5. Click the **OK** button.
The selected failed orders are deleted.
- 6.

7. Amazon Feeds

After uploading the product on Amazon or after updating the product inventory or the product price, the user can check the status of the feed and sync the selected feeds from the **Amazon Feeds** page.

To view and manage the product feeds

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
The menu appears as shown in the following figure:



3. Click **Feeds**.

The **Amazon Feeds** page appears as shown in the following figure:

Amazon Feeds 🔔 2 👤 amazon ▾

Truncate

Filters 👁 Default View ▾ ⚙ Columns ▾

Actions ▾ 6 records found 20 ▾ per page < 1 of 1 >

| ☑ | Feed Id | Status | Type | Created Date | Executed Date | Feed File | Response File | Actions | Product Ids |
|--------------------------|------------|-----------|-----------|--------------|---------------|-----------|---------------|---------|-------------|
| <input type="checkbox"/> | 1234567890 | Submitted | Mock Feed | 2012-12-12 | 0000-00-00 | 👁 ⬆ ⬇ | 👁 ⬆ 🔄 | 🗑 | 👁 |
| <input type="checkbox"/> | 1234567890 | Submitted | Mock Feed | 2012-12-12 | 0000-00-00 | 👁 ⬆ ⬇ | 👁 ⬆ 🔄 | 🗑 | 👁 |
| <input type="checkbox"/> | 1234567890 | Submitted | Mock Feed | 2012-12-12 | 0000-00-00 | 👁 ⬆ ⬇ | 👁 ⬆ 🔄 | 🗑 | 👁 |
| <input type="checkbox"/> | 1234567890 | Submitted | Mock Feed | 2012-12-12 | 0000-00-00 | 👁 ⬆ ⬇ | 👁 ⬆ 🔄 | 🗑 | 👁 |
| <input type="checkbox"/> | 1234567890 | Submitted | Mock Feed | 2012-12-12 | 0000-00-00 | 👁 ⬆ ⬇ | 👁 ⬆ 🔄 | 🗑 | 👁 |

4. Do the following tasks if required:

a. View the status of the feed in the **Status** column.

b. To view the **Feed File**, do the following steps:

i. Scroll down to the required row.

ii. In the **Feed File** column of the respective row, click the **View Feed file**



icon.

The page appears as shown in the following figure:

c. To download the **Feed File**, do the following steps:

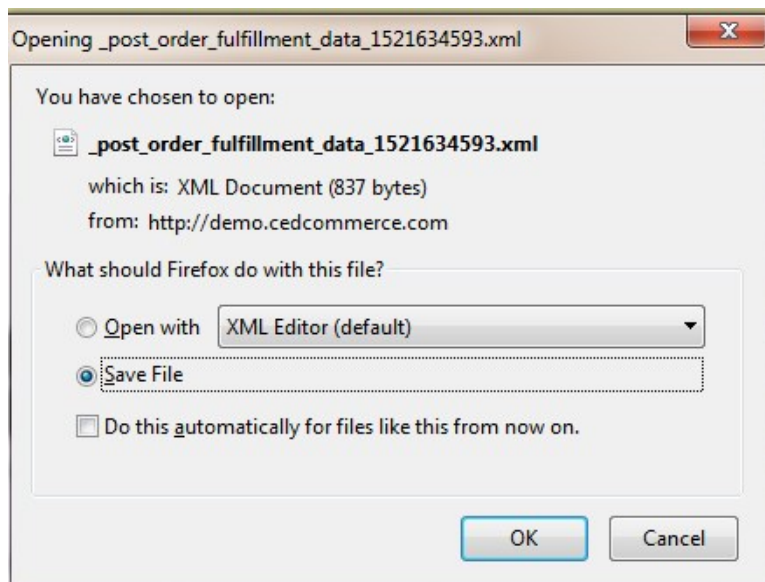
i. Scroll down to the required row.

ii. In the **Feed File** column of the respective row, click the **Download file**



icon.

A dialog box appears as shown in the following figure:



iii. Click to select the required option to Save the file, and then click the **OK** button.

d. To resend the specific feed, do the following steps:

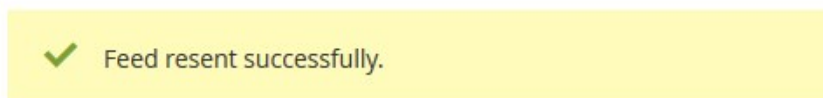
i. Scroll down to the required row.

ii. In the **Feed File** column of the respective row, click the **Upload**



icon.

A message appears as shown in the following figure:



e. To view the **Feed response**, do the following steps:

i. Scroll down to the required row.

- ii. In the **Response** column of the respective row, click the **View Feed Response**



icon.

The page appears as shown in the following figure:



- f. To download the **Response File**, do the following steps:

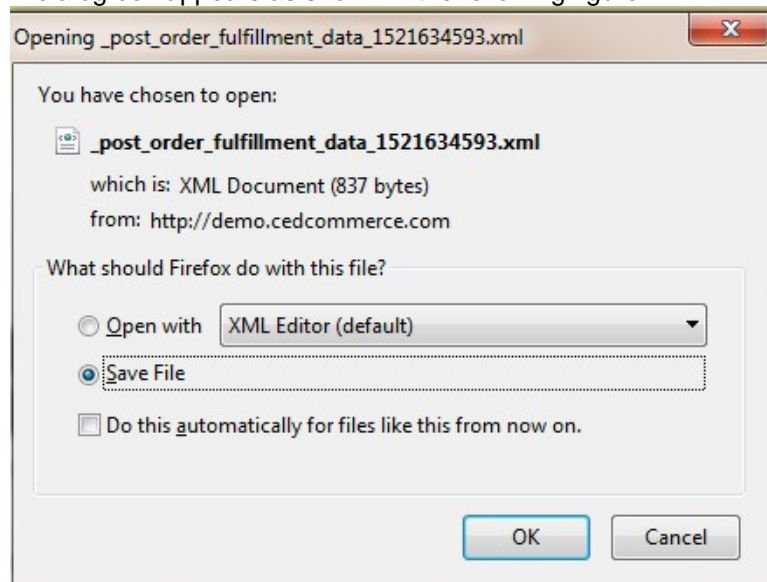
i. Scroll down to the required row.

- ii. In the **Response File** column of the respective row, click the **Download file**



icon.

A dialog box appears as shown in the following figure:



- iii. Click to select the required option to Save the file, and then click the **OK** button.

- g. To synchronize the specific feed between Amazon and Magento 2, do the following steps:

i. Scroll down to the required row.

- ii. In the **Response** column of the respective row, click the **Sync**



icon.

h. To delete the specific feed, do the following steps:

i. Scroll down to the required row.

ii. In the **Actions** column of the respective row, click the **Delete Feed**



icon.

i. To view the Product Ids in the specific feed, do the following steps:

i. Scroll down to the required row.

ii. In the **Product Ids** column of the respective row, click the **View Product Ids** icon.

The Product Ids page appears as shown in the following figure:

Product Ids

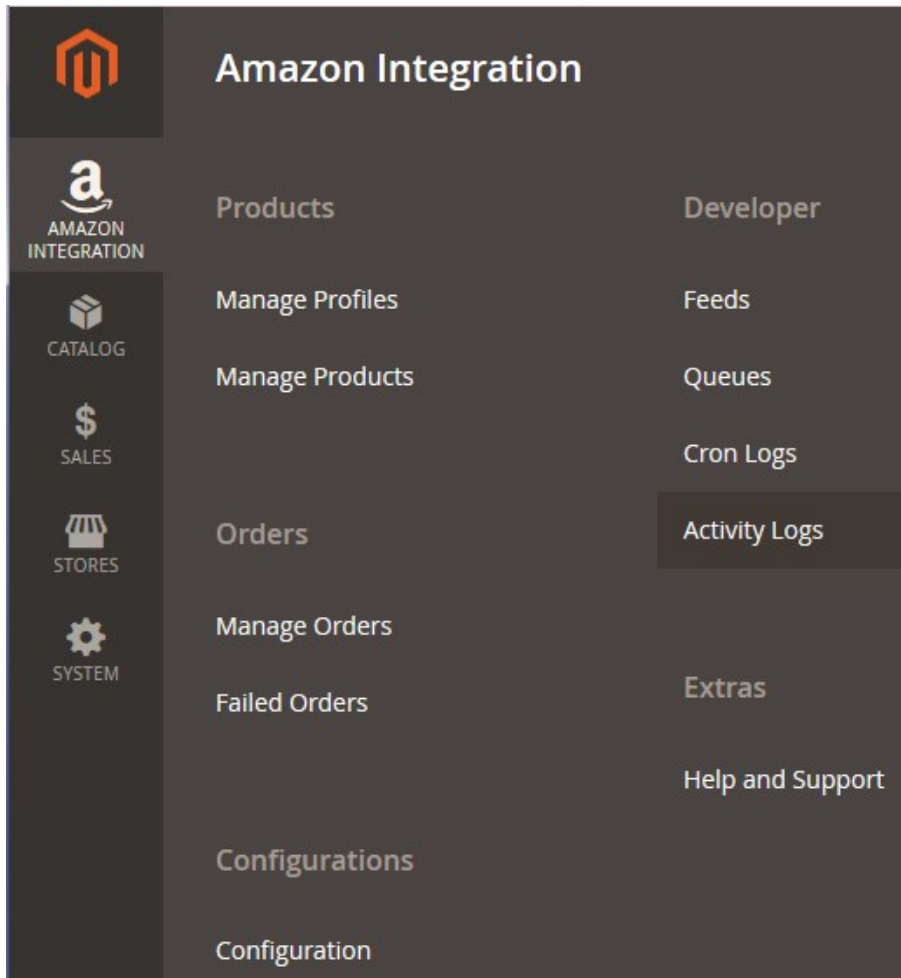


["4800"]

Cancel

To perform bulk action on selected feeds

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
The menu appears as shown in the following figure:



3. Click **Feeds**.

The **Amazon Feeds** page appears as shown in the following figure:

Amazon Feeds 🔔 2 👤 amazon ▾

Truncate

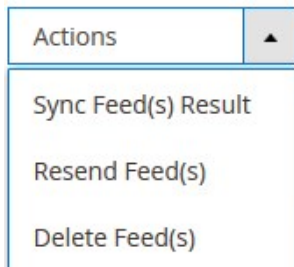
Filters
👁 Default View ▾
⚙ Columns ▾

Actions ▾
6 records found
20 ▾ per page
< 1 of 1 >

| ☑ | Feed Id | Status | Type | Created Date | Executed Date | Feed File | Response File | Actions | Product Ids |
|--------------------------|------------|-----------|-----------|--------------|---------------|-----------|---------------|---------|-------------|
| <input type="checkbox"/> | 1234567890 | Submitted | Mock Feed | 2012-12-12 | 0000-00-00 | 👁 ⬆ ⬇ | 👁 ⬆ 🔄 | 🗑 | 👁 |
| <input type="checkbox"/> | 1234567890 | Submitted | Mock Feed | 2012-12-12 | 0000-00-00 | 👁 ⬆ ⬇ | 👁 ⬆ 🔄 | 🗑 | 👁 |
| <input type="checkbox"/> | 1234567890 | Submitted | Mock Feed | 2012-12-12 | 0000-00-00 | 👁 ⬆ ⬇ | 👁 ⬆ 🔄 | 🗑 | 👁 |
| <input type="checkbox"/> | 1234567890 | Submitted | Mock Feed | 2012-12-12 | 0000-00-00 | 👁 ⬆ ⬇ | 👁 ⬆ 🔄 | 🗑 | 👁 |
| <input type="checkbox"/> | 1234567890 | Submitted | Mock Feed | 2012-12-12 | 0000-00-00 | 👁 ⬆ ⬇ | 👁 ⬆ 🔄 | 🗑 | 👁 |

4. Select checkboxes associated with the required feeds.
5. Click the **Arrow** button next to the **Actions** field.

The **Actions** list appear as shown in the following figure:



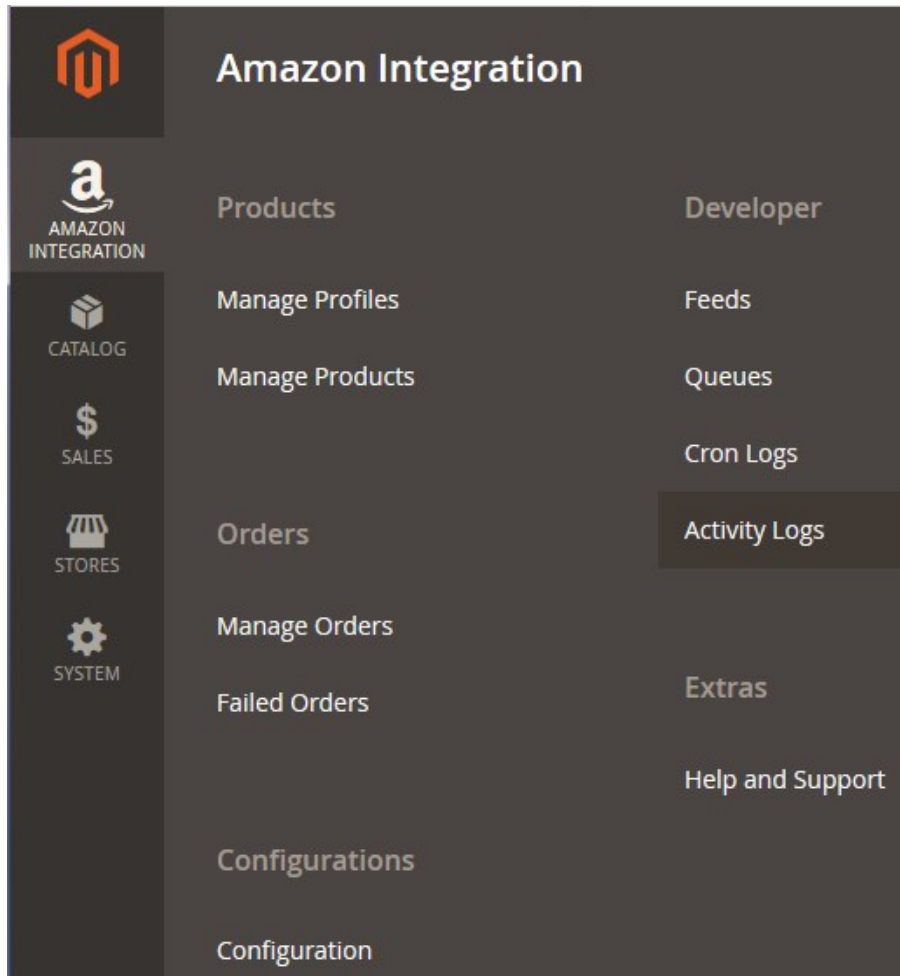
6. Select the required option.
A confirmation dialog box appears.
7. Click the **OK** button.
The action is performed and a success message appears if there is no error.

8. Amazon Queues

The Magento 2 store owners can view and manage the Amazon Queues.

To view the Amazon Queues

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
The menu appears as shown in the following figure:



3. Click **Queues**.

The **Amazon Queue** page appears as shown in the following figure:

Amazon Queue 🔔 2 amazon ▾

Filters ▾ | Default View ▾ | Columns ▾

Actions ▾ | 0 records found | 20 ▾ per page | < | 1 of 1 | >

| ▾ | Id | Operation Type | Type | Status | Priority | Created At | Executed At | Actions | Product Ids |
|-------------------------------|----|----------------|------|--------|----------|------------|-------------|---------|-------------|
| We couldn't find any records. | | | | | | | | | |

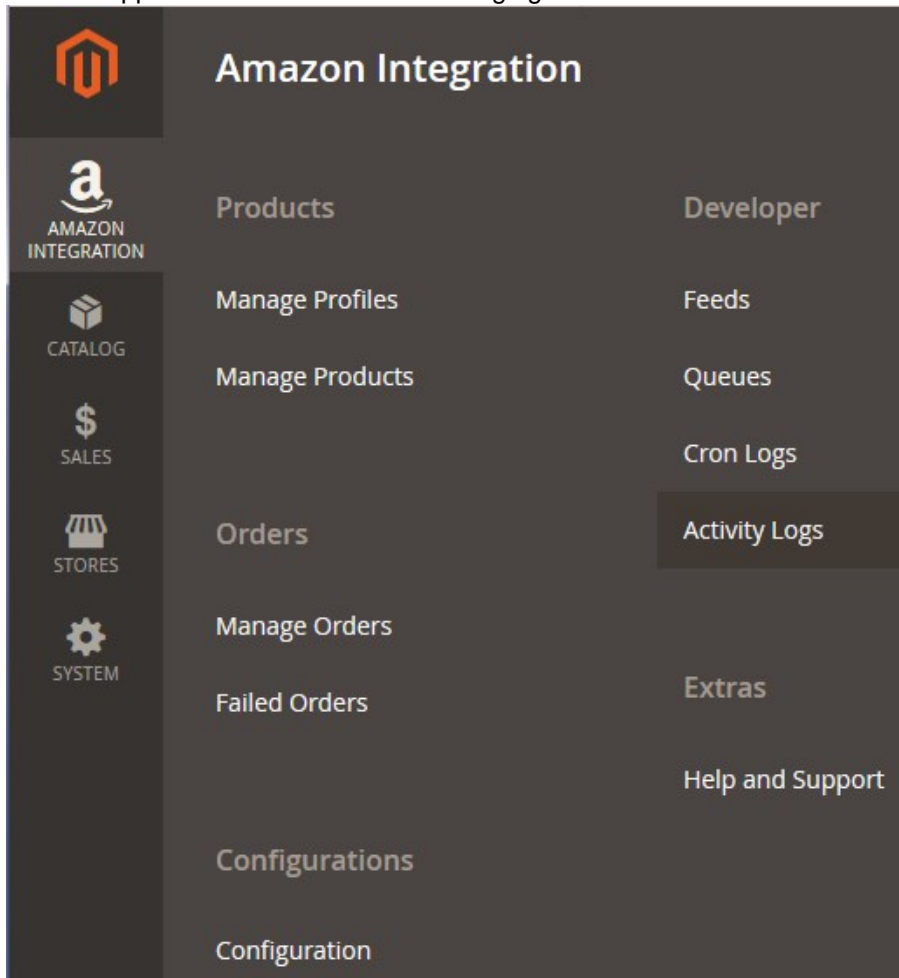
All the Amazon Queue records are listed on this page.

9. Amazon Cron Details

To view Catch Cron Details

1. Go to the **Magento 2 Admin** panel.

- On the left navigation bar, click the **AMAZON INTEGRATION** menu. A menu appears as shown in the following figure:



- Click **Cron Logs**. The **Amazon Cron** page appears as shown in the following figure:

Magento Crons

🔔 2 👤 amazon

Filters Columns

2 records found

20 per page < 1 of 1 >

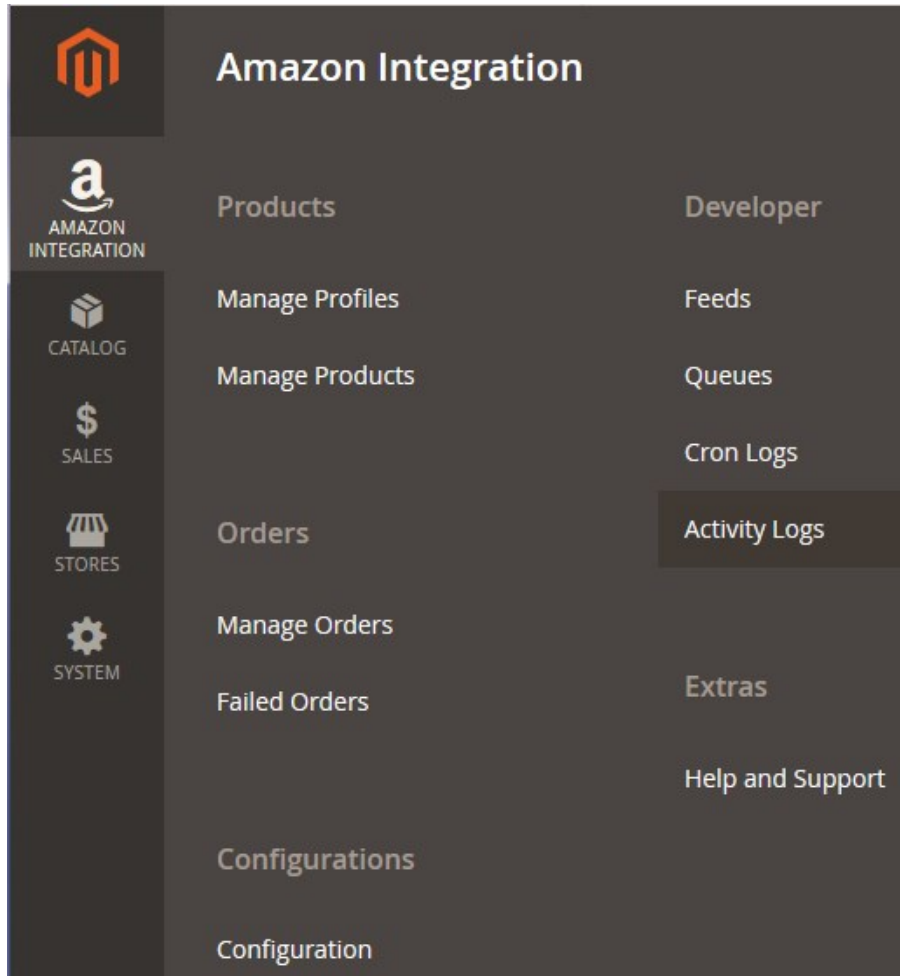
| <input type="checkbox"/> | Id | Job Code | Status | Messages | Created At | Scheduled At | Executed At | Finished At |
|--------------------------|-------|---------------------------|---------|----------|---------------------|---------------------|-------------|-------------|
| <input type="checkbox"/> | 99768 | ced_cdiscout_order_import | pending | | 2018-03-23 14:58:04 | 2018-03-23 15:00:00 | | |
| <input type="checkbox"/> | 99769 | ced_lazada_order_import | pending | | 2018-03-23 14:58:04 | 2018-03-23 15:00:00 | | |

10. Amazon Activity Logs

The Magento 2 store owners can view and manage the Amazon Activity logs

To view the Amazon activity logs

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
The menu appears as shown in the following figure:



3. Click **Activity Logs**.

The **Activity Logs** page appears as shown in the following figure:

Activity Logs

  amazon ▾

[Truncate](#)

Filters Columns ▾

Actions ▾ 0 records found 20 ▾ per page < 1 of 1 >

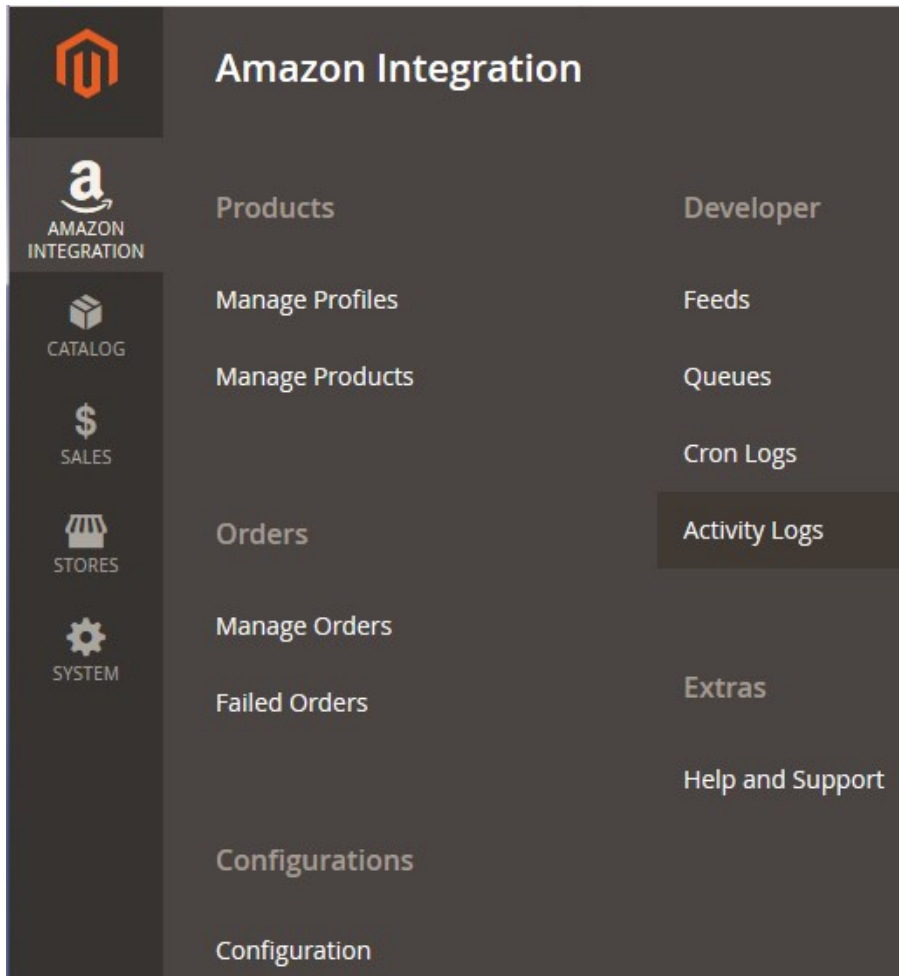
| | Id | Message | Channel | Level | Date | | Context |
|-------------------------------|----|---------|---------|-------|------|--|---------|
| We couldn't find any records. | | | | | | | |

All the Amazon Activity logs records are listed on this page.

11. Amazon Help And Support

To view Help and Support

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
A menu appears as shown in the following figure:



3. Click **Help and Support**.

The **Amazon Help and Support** page appears as shown in the following:

