Amazon Integration for Magento 2 - User Guide

by CedCommerce Products Documentation

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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 Amazon marketplace to integrate the synchronized product listing between Magento® 2 store and Amazon 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

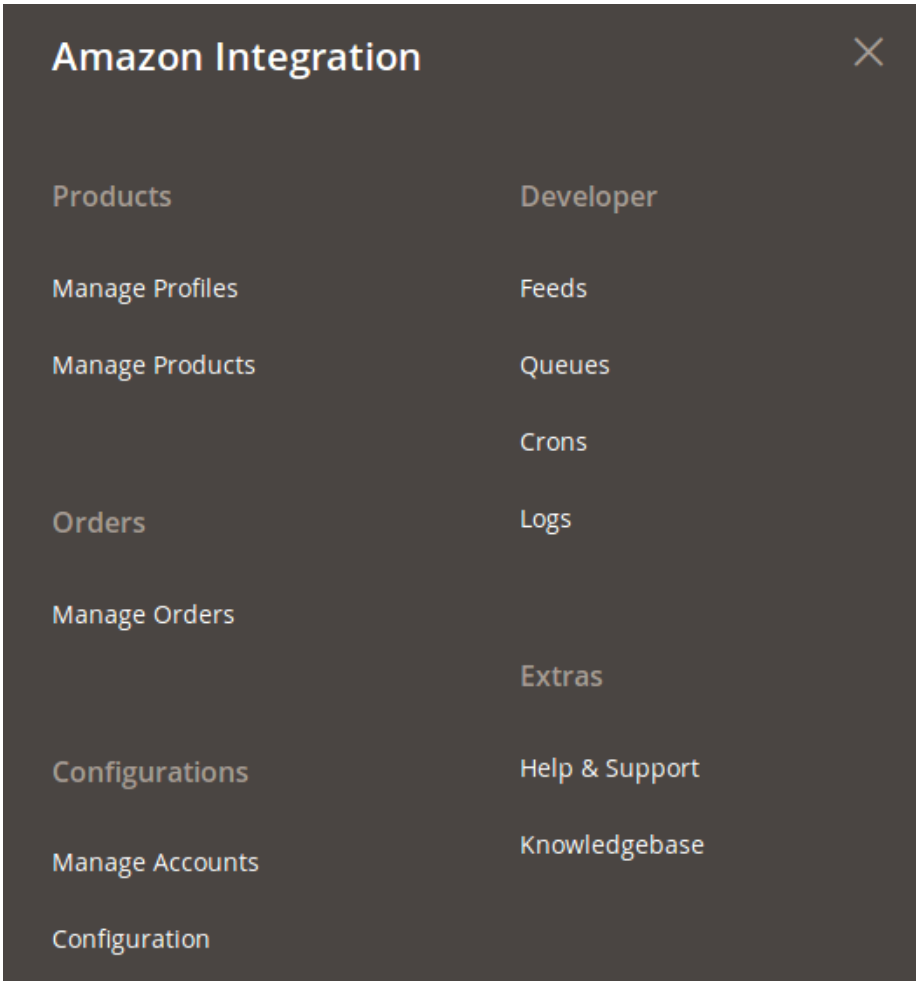
1. Log in the **ftp**, and then go to Magento 2 root folder (generally present under the *public_html* folder).
2. Create a new folder named *code* under the *app* folder; under *code* folder, create a folder named *Ced*.
    - Upload or Drag and Drop *app/code/Ced/Amazon* directory.
    - After successfully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

3. Amazon Integration Configuration Settings

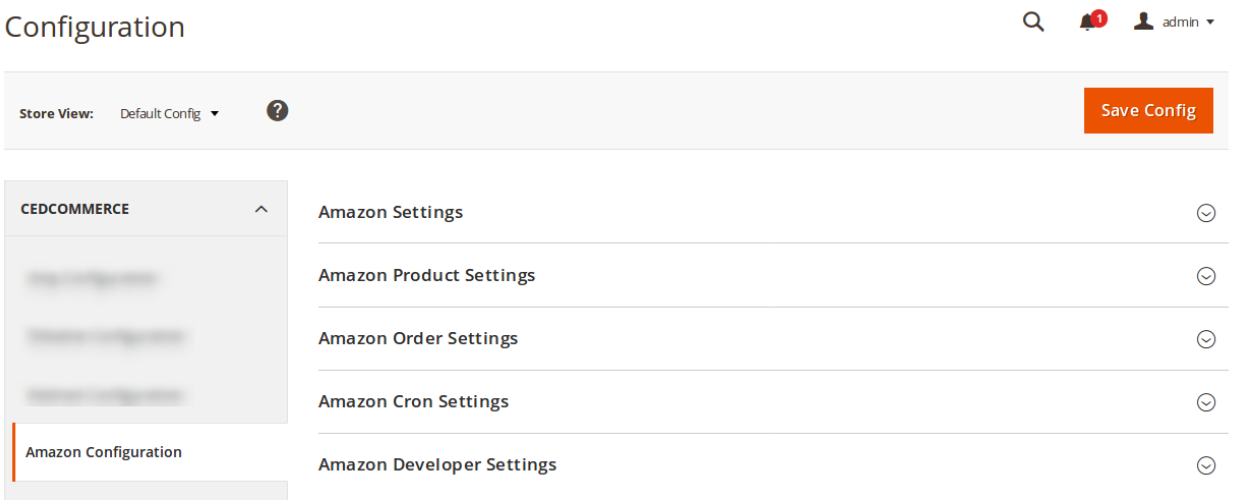
Once the extension is successfully installed in the Magento 2 store, the **AMAZON INTEGRATION** menu appears on the left navigation bar of the Magento 2 store Admin panel. The merchant has to first create a seller account in the Amazon seller panel. Once the seller account is created and is approved 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:

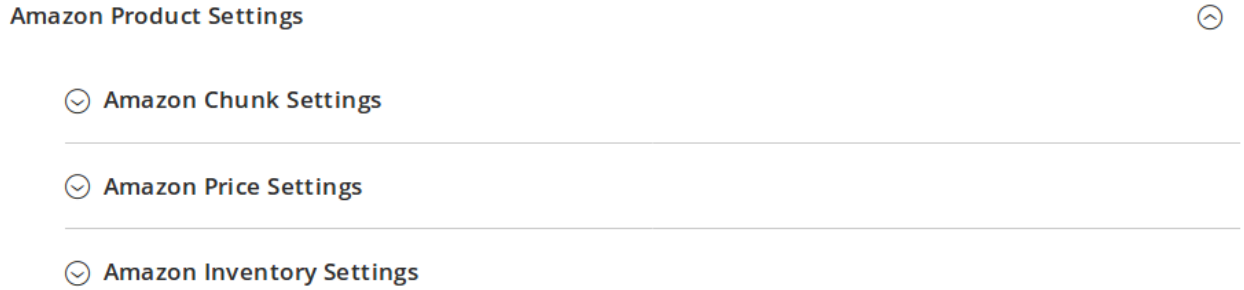


3. Click **Configuration**.
   The **Configuration** page appears as shown in the following figure:

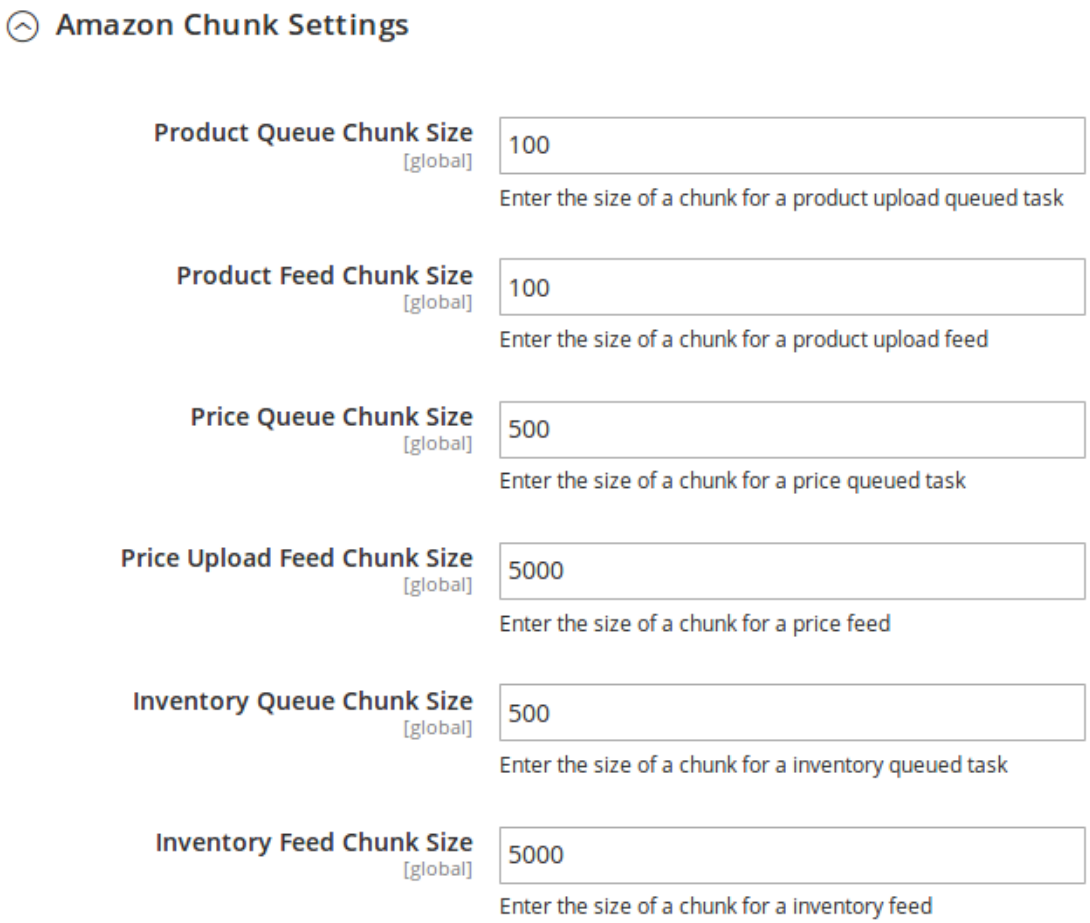


4. In the right panel, click the **Amazon Settings** tab.
   The **Amazon Settings** tab is expanded and the relevant fields appear as shown in the following figure:

5. Under **Amazon Settings**, do the following:
   a. In the **Enabled** list, select the **Yes** option.
6. 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:

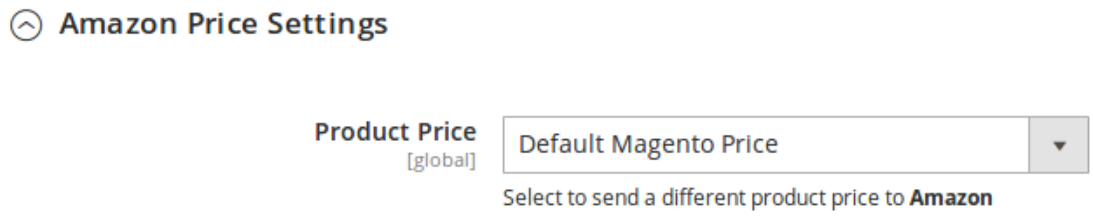


7. Click **Amazon Chunk Settings,** the section will expand as:



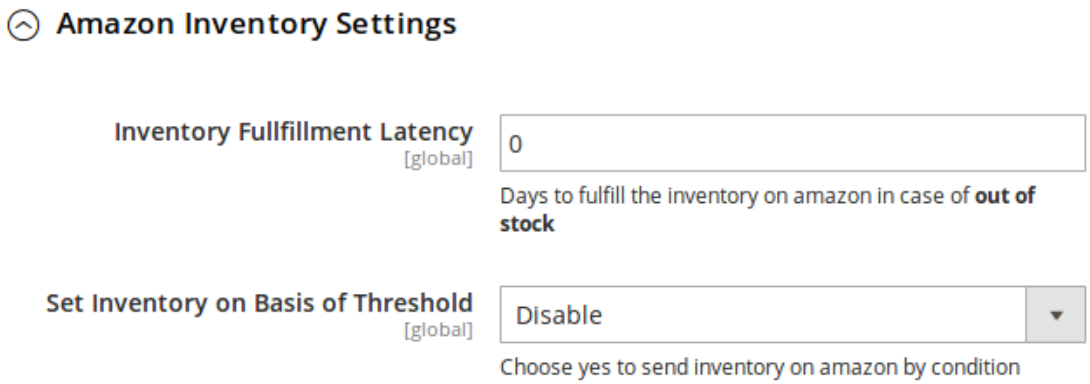
i. In the **Product Queue Chunk Size** box, enter the size number of a chunk for a product upload queued task.
ii. In the **Product Feed Chunk Size** box, enter the size number of a chunk for a product upload feed.
iii. In the **Price Queue Chunk Size** box, enter the size number of a chunk for a price queued task.
iv. In the **Price Upload Feed Chunk Size** box, enter the size number of a chunk for a price feed.
v. In the **Inventory Queue Chunk Size** box, enter the size number of a chunk for an inventory queued task.
vi. In the **Inventory Feed Chunk Size** box, enter the size number of a chunk for an inventory feed.

8. Click **Amazon Price Settings,** the tab gets expanded as:



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.
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% 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% of 100 = 100 – 5 = 95
Thus, Amazon Product Price = 95

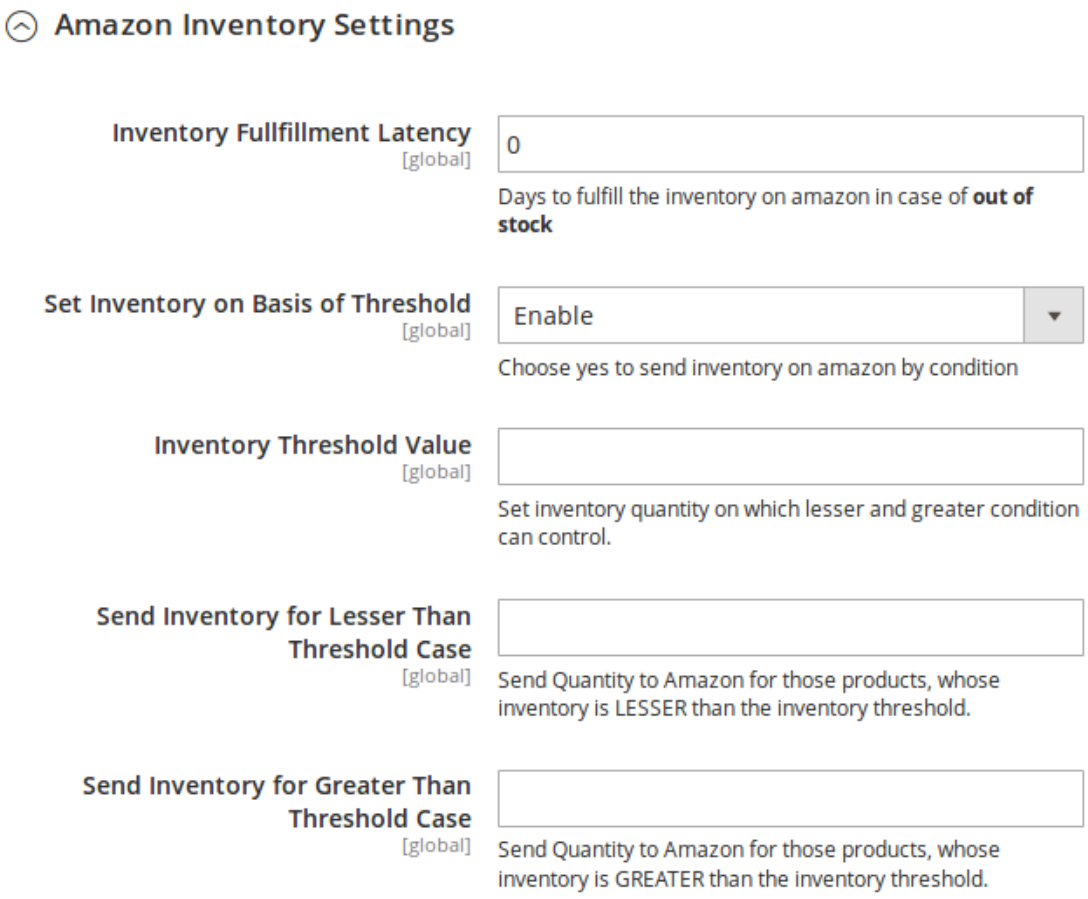
9. Click on **Amazon Inventory Settings,** the tab gets expanded as:



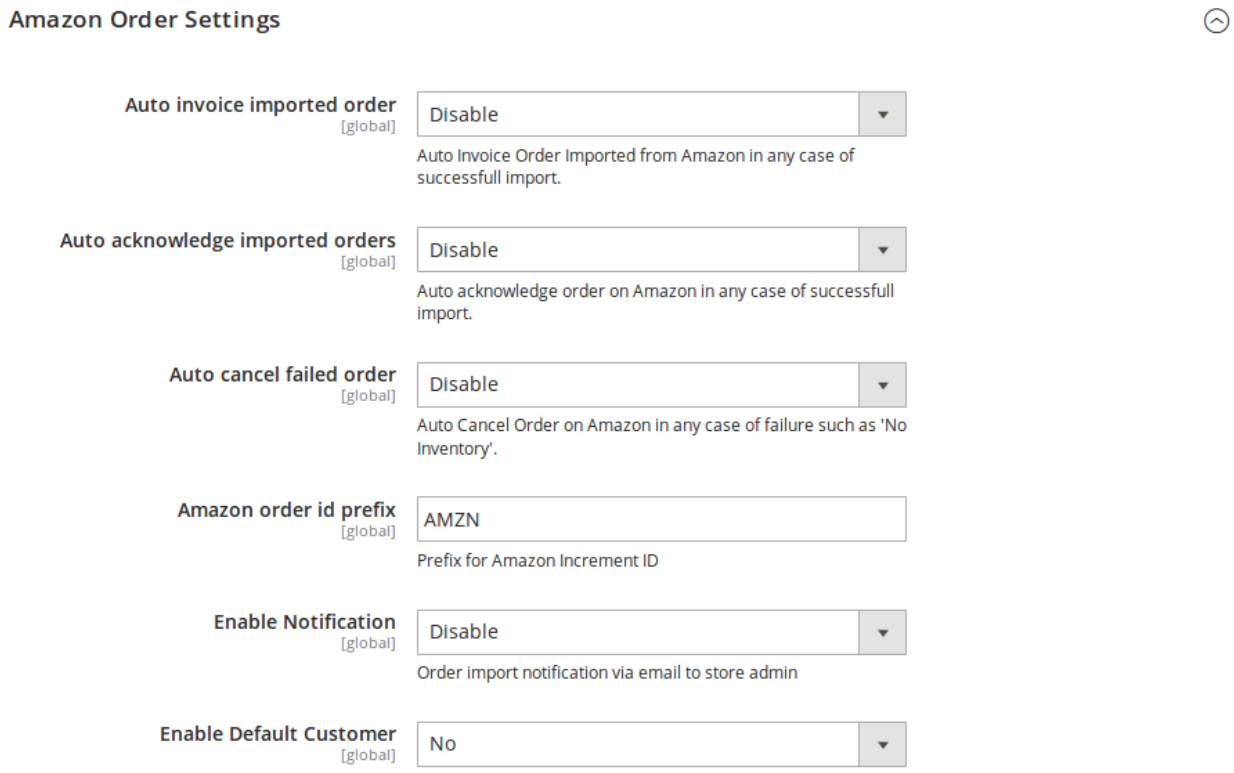
10. In the **Inventory Fulfillment Latency** box, enter the number of days to fulfill the inventory on Amazon in case of the product is out of stock.
11. In the **Set Inventory on Basis of Threshold** list, select the **Enable** option if required to set the inventory based on threshold.

i. ***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.

12. The section will expand as:



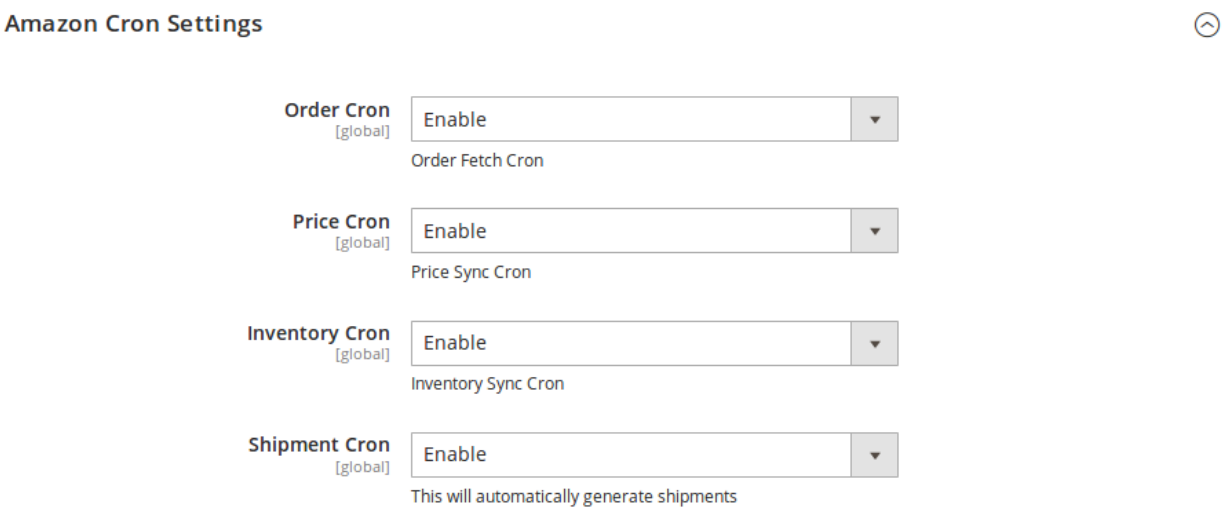
13.
14. In the **Inventory Threshold Value** box, enter the required value.
15. In the **Send Inventory for Lesser Than Threshold Case** box, enter the required value.
16. In the **Send Inventory for Greater Than Threshold Case** box, enter the required value.
17. Scroll down to the **Amazon Order Settings** tab, and then click the tab.
    The tab is expanded and the section appears as shown in the following figure:



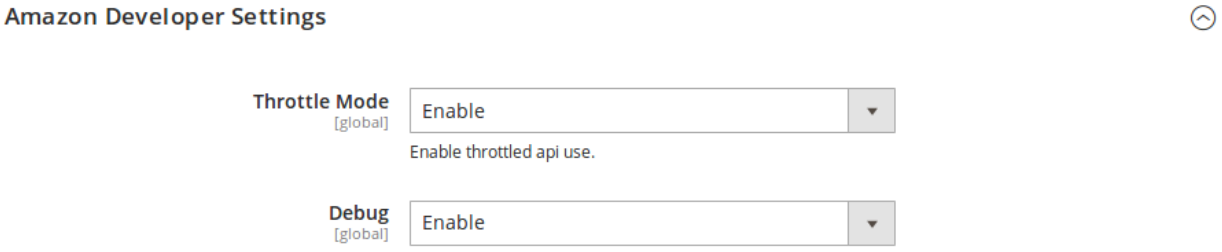
18. Under **Amazon Order Settings**, do the following steps:
    a. In **Auto Invoice Imported Order,** select Enable if you want auto invoice order imported from Amazon in any case of successful import.
    b. In **Auto acknowledge imported orders,** select **Enable** if you want the orders to be acknowledged automatically in case of successful import.
    c. In the **Auto Cancel Failed Order** box, select the **Enable** option to auto cancel the orders on Amazon in any case of failure such as ***No Inventory***.
    d. In the **Amazon Order Id Prefix** box, enter the required order Id prefix.
    e. In the **Enable Notification** list, select the **Enable** option to get order import notification via email. The field appears as shown in the following figure:

    f. In the **Notification Email** field, enter the email id on which you may get the notifications.
    g. In the **Enable Default Customer** field, select the **Yes** option to enable the default customer.
        i. The field appears as shown in the following figure:

    h.
    i. In the **Default Customer** list, select the required customer name.
19. Click **Amazon Cron Settings** and the section will expand as:



20.
21. In the **Order Cron** list, select the **Enable** option to enable the fetch order cron.
22. In the **Price Cron** list, select the **Enable** option to enable the price sync cron.
23. In the **Inventory Cron** list, select the **Enable** option to enable the inventory sync cron.
24. In the **Shipment Cron** list, select the **Enable** option to enable the shipment cron and to generate shipments automatically.
25. Scroll down to the **Amazon Developer Settings** tab, and then click the tab.
    The tab is expanded and the section appears as shown in the following figure:



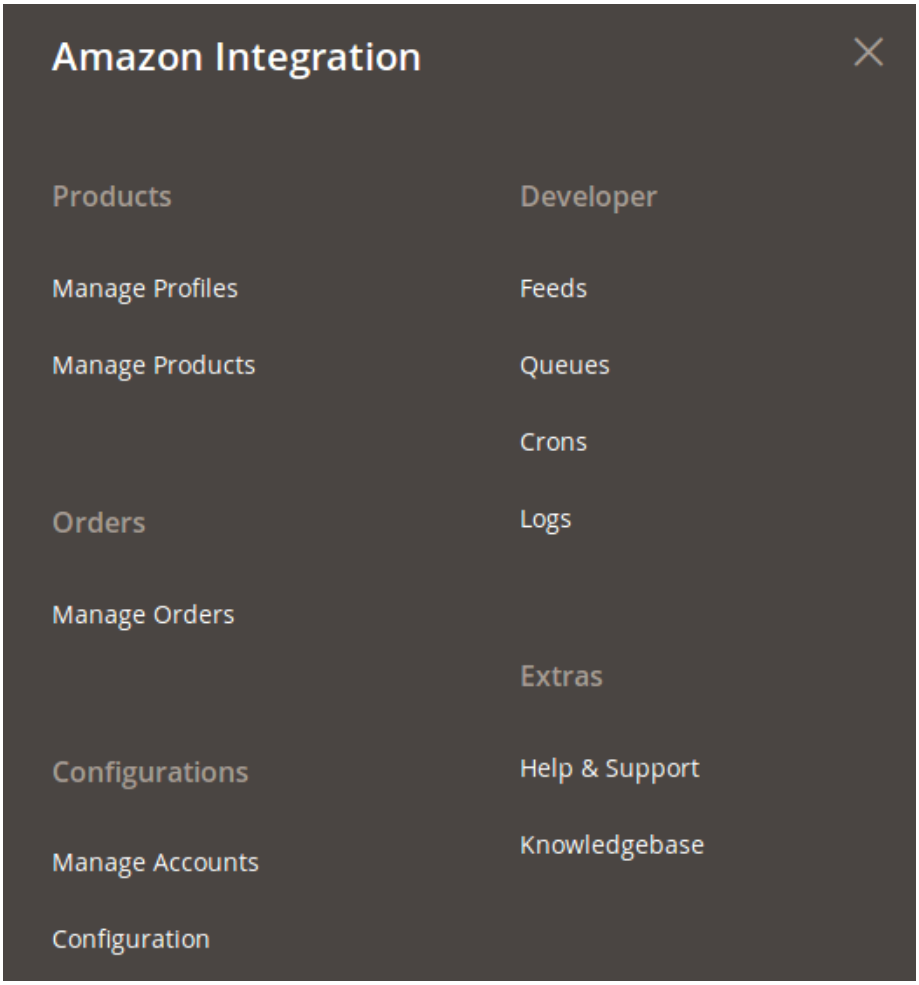
26.
27. In the **Throttle Mode** list, select the **Enable** option to restrict the API use if required.
28. In **Debug,** select **Enable** for the logs to be created.
29. Click the **Save Config** button to save the entered values and information. Configuration will be saved.

4. Manage Accounts

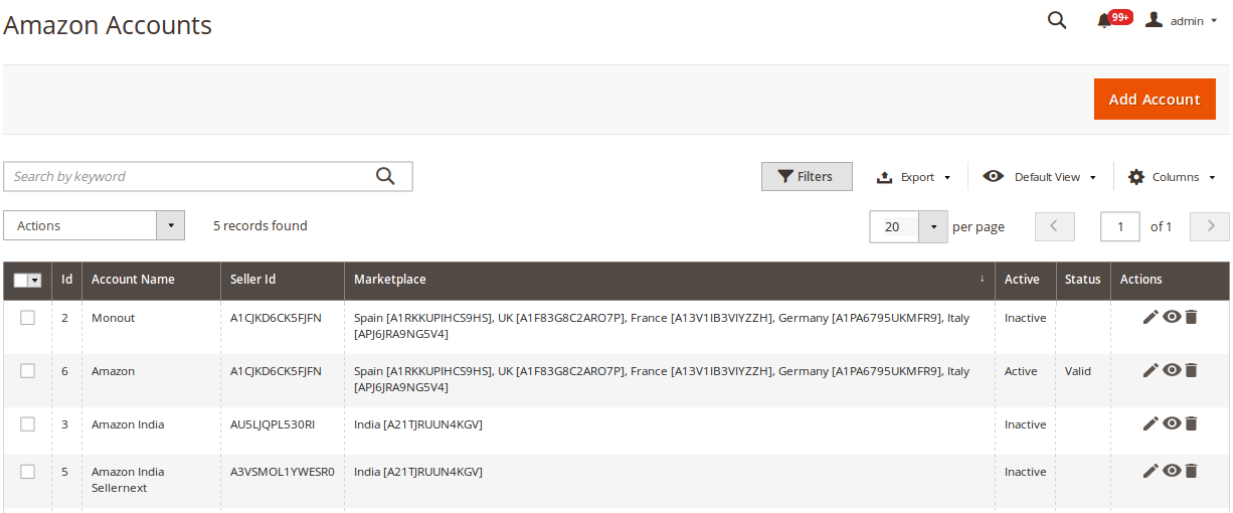
In the Manage Accounts section, the Amazon accounts can be managed- Added, Edited, Viewed, and Deleted.

To add the account,

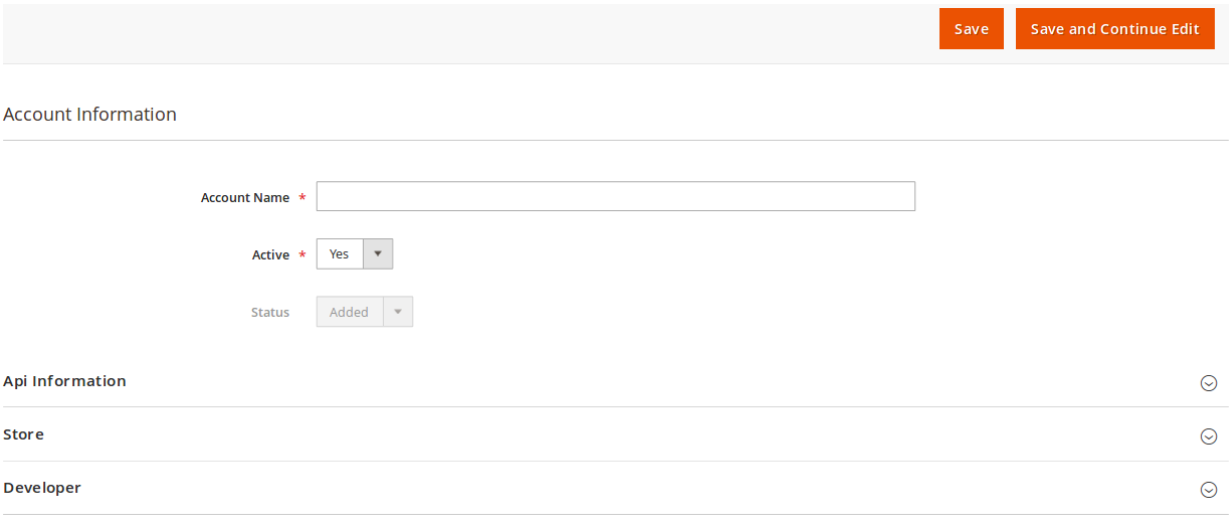
1. Go to the **Magento 2 Store Admin**
2. On the left navigation bar, click the **AMAZON INTEGRATION**
   A menu appears as shown in the following figure:



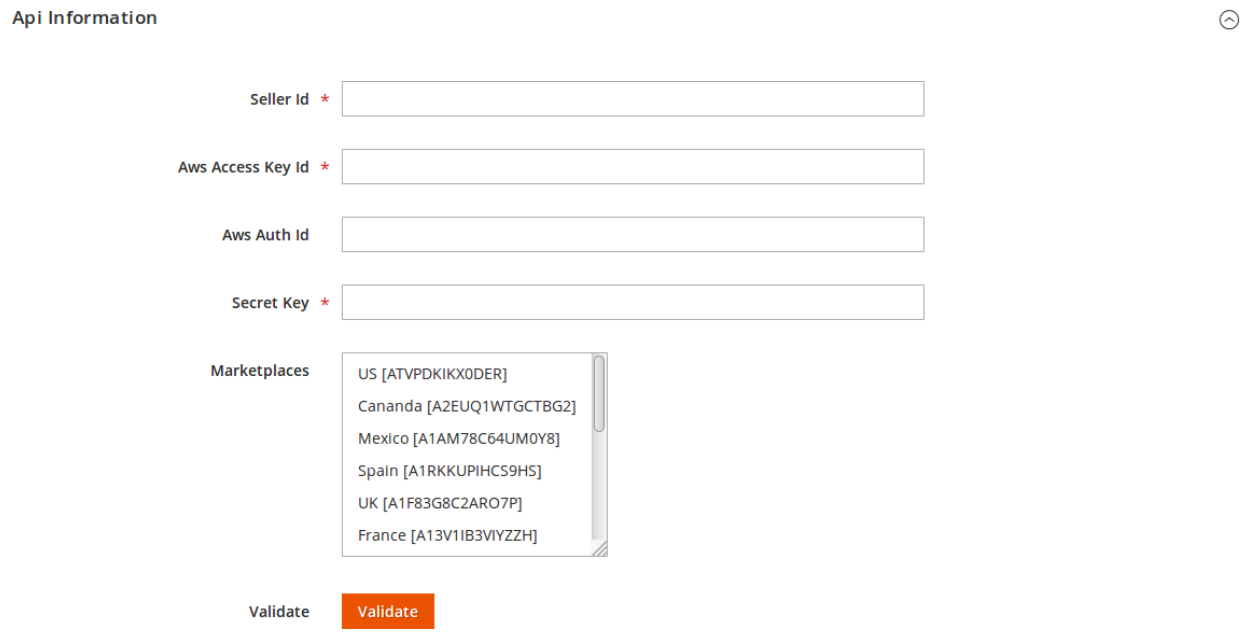
3. Click **Manage Accounts**.
   The **Manage Accounts** page appears as shown in the following figure:



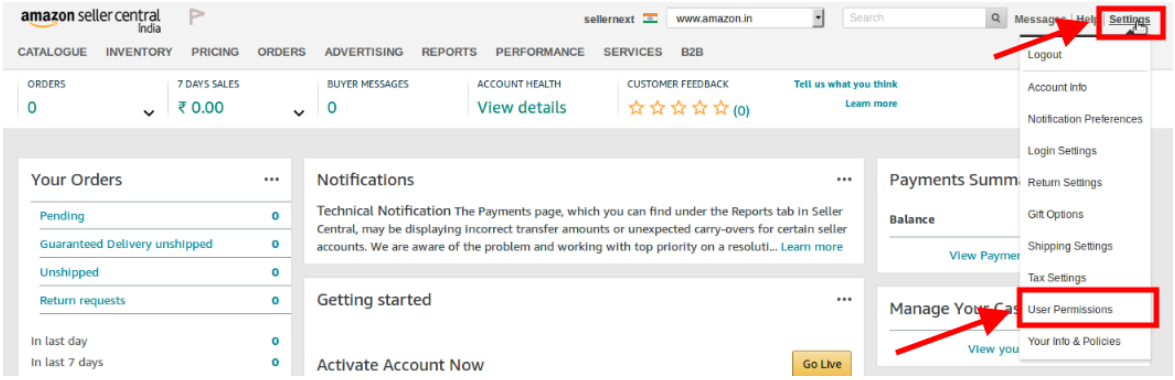
4. Click the **Add Account**
   The page appears as shown in the following figure:



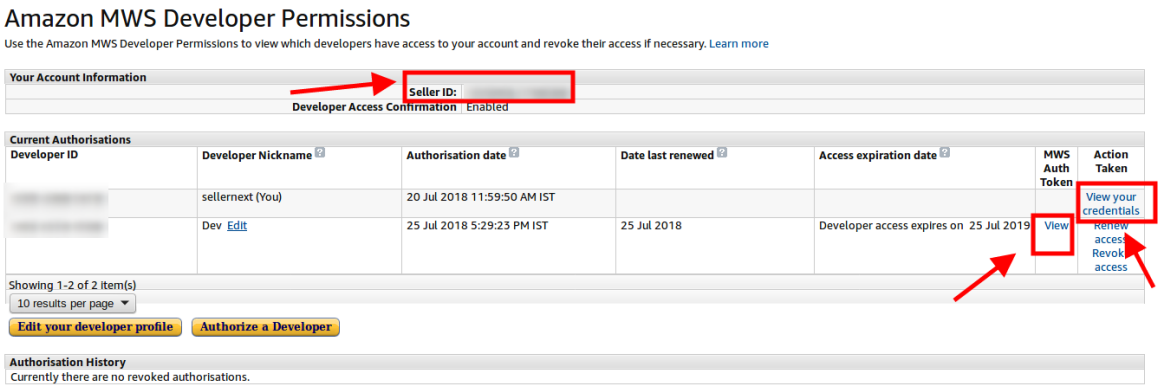
5. Enter the **Account Name** in the corresponding field.
6. In **Active**, select **Yes**.
7. Now scroll down and click **Api Information.** The section will expand as:



8. To know the information that you need to fill in this section**(Seller Id, Aws Access Key Id, Secret Key),** you need to go to the **Amazon** seller account. For that,
    a. Log in to the Amazon seller account.
    b. On the top right side of the Amazon seller central, place cursor on **Settings.**
    c. When the menu appears, click **User Permission.**

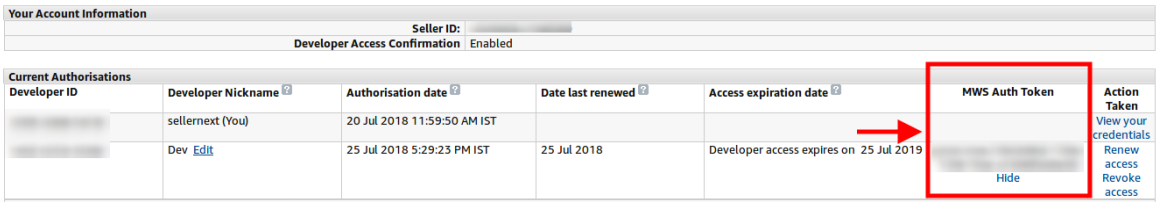


d. You will be navigated to the page which will have the following section:

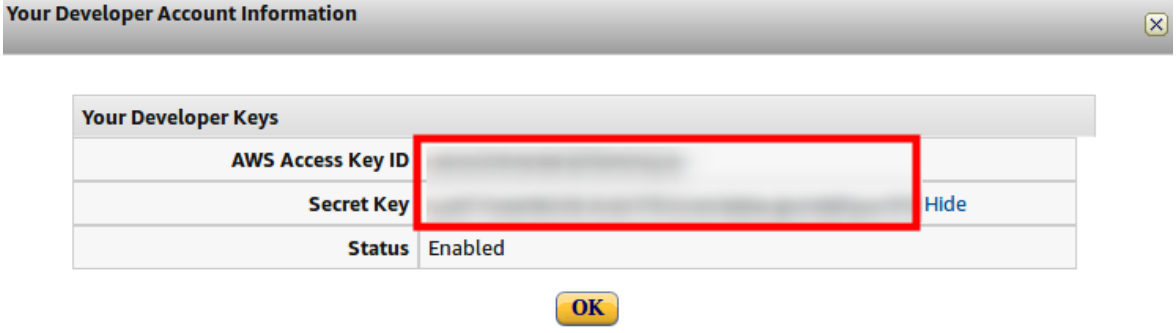


e. Now on the top of the section, you may see the **Seller ID** which has been highlighted inside the red box.

f. If you want to know the **MWS Auth Token** for the developer you've created in your account, click **View** under MWS Auth Token. It appears on the same place as:

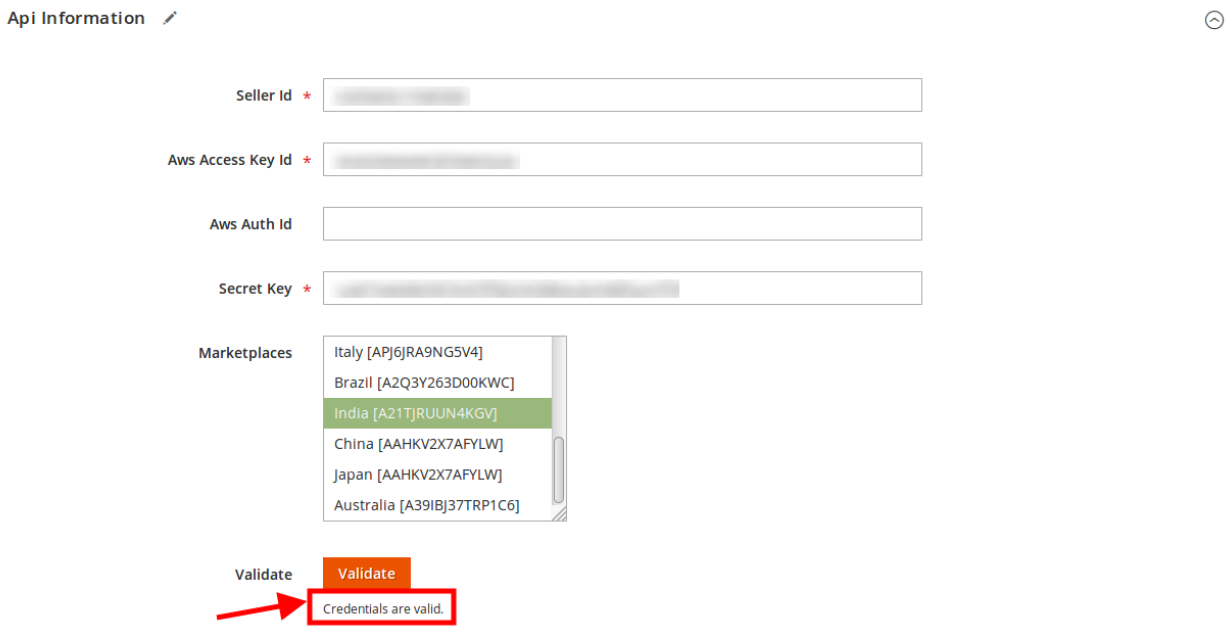


g. To know the **Aws Acess Key Id** and the **Secret Key,** click on the **View your credentials** under **Action Taken** column. A box will appear as:



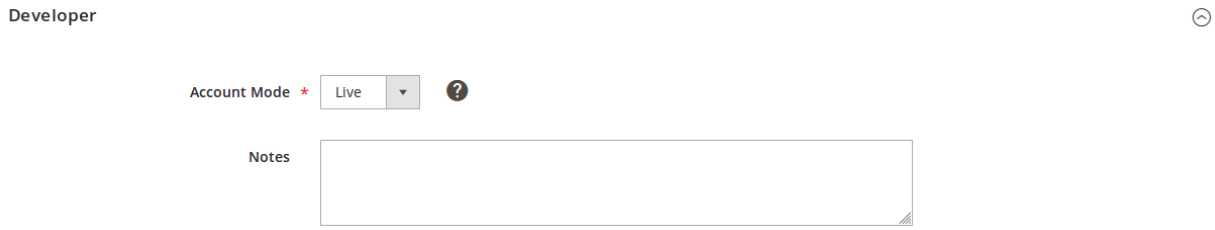
h. You may get the **Aws Acess Key Id** and the **Secret Key** from here.

9. Now that you have got the necessary details, fill them in the section as:



10. Once the information has been filled, select **Marketplaces** in the corresponding field.
11. Now click on **Validate** button and the message of **Credentials are valid** will appear as it has been mentioned in the above image.
12. Scroll down and click the **Store** section and it will expand as:

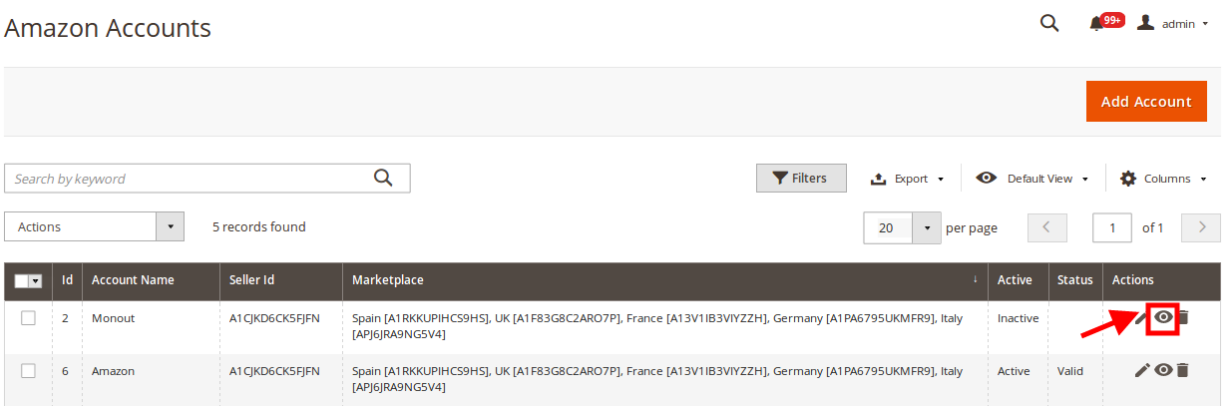
13. Scroll down and click on **Developer** section and it will appear as:



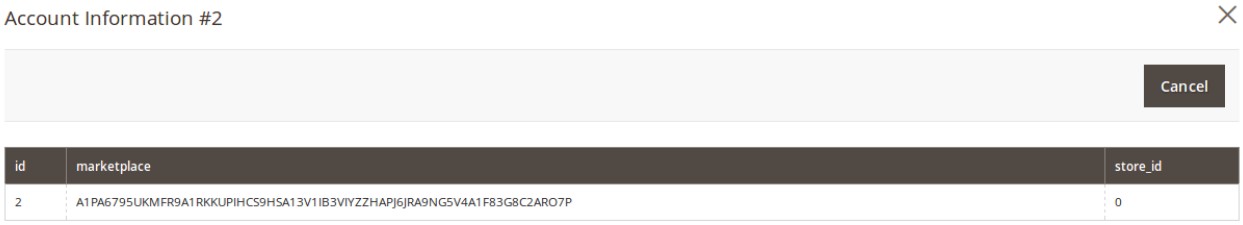
14. Select the **Account Mode.**
15. Add notes if you want any.
16. Click on **Save** on the top right side of the page.
17. The account will be created.

To view the account,

1. On the Amazon Accounts page, click the view button for the account that you want to see, as highlighted in the image below.

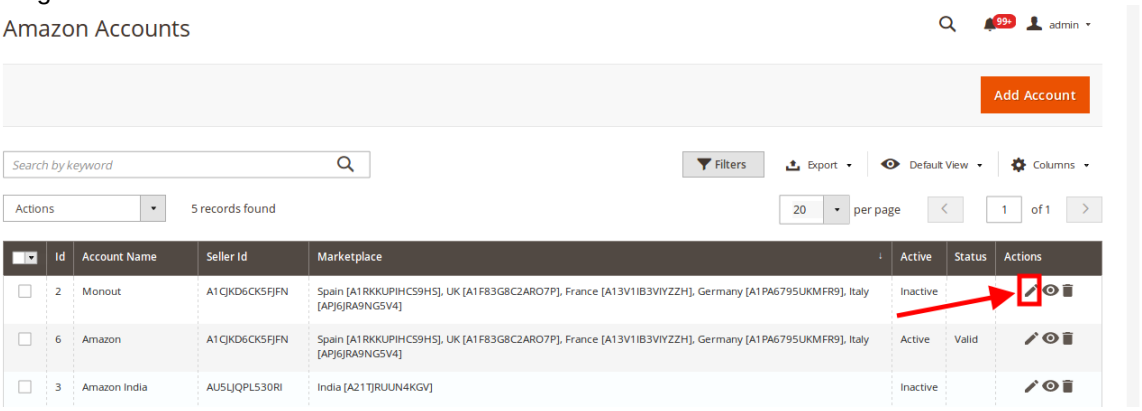


2. On clicking it, the details would appear on page as shown:

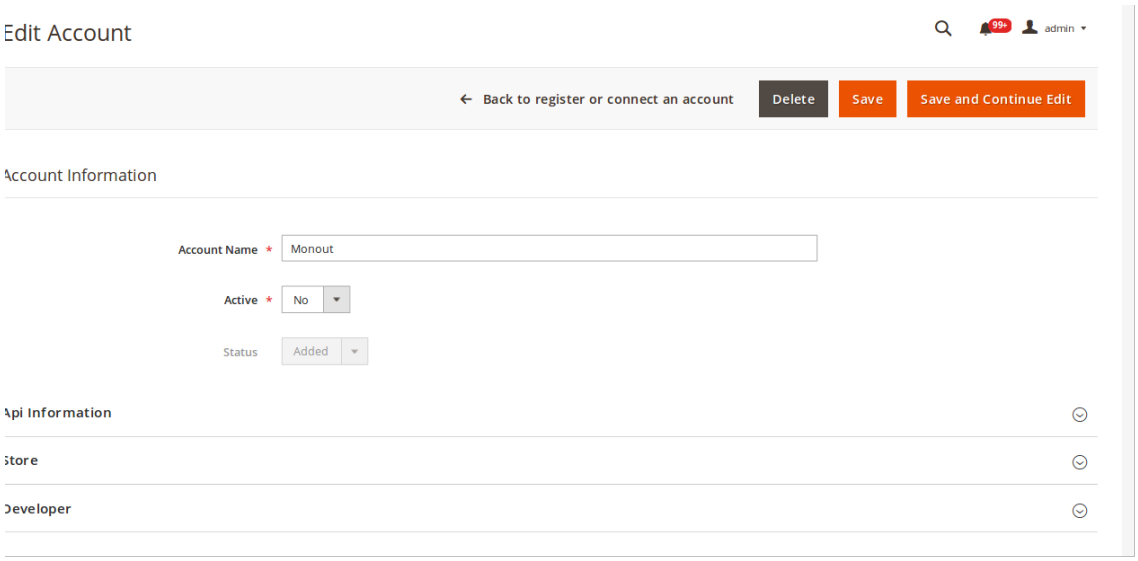


To edit the account,

1. On Amazon Accounts page, click the edit button for the account that you want to edit, as shown in the image below:



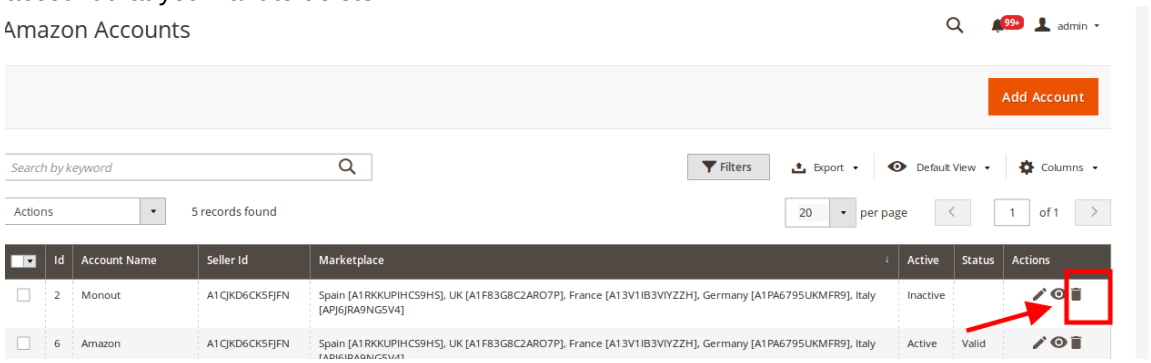
2. The page will appear as:



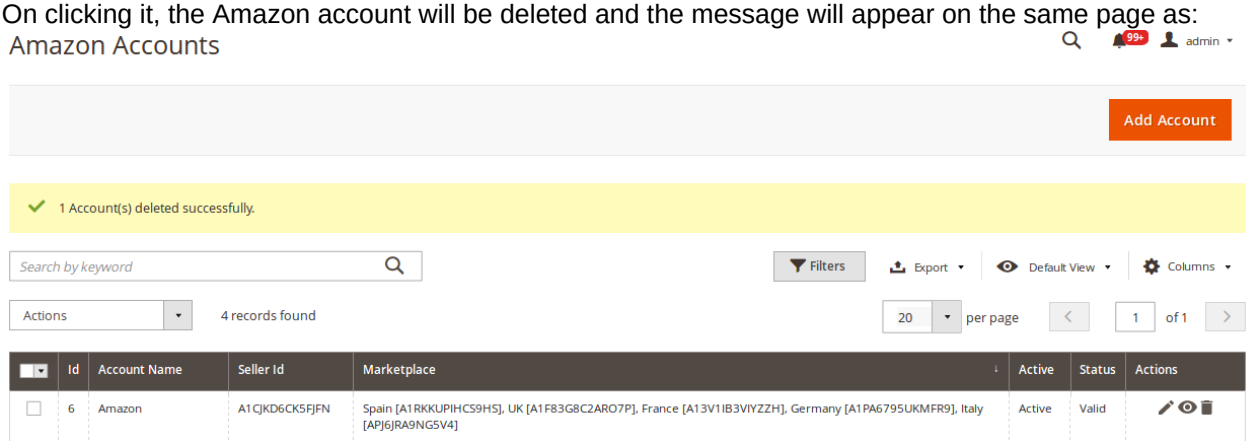
3. Click the required section, and then make the changes as per requirement in the respective section.
4. Click the **Save** button.
   The edited account will be saved.

To delete the account,

1. On the Amazon Accounts page, click on the delete button as highlighted in the image below, for the account that you want to delete.



2. On clicking it, the Amazon account will be deleted and the message will appear on the same page as:



5. 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.

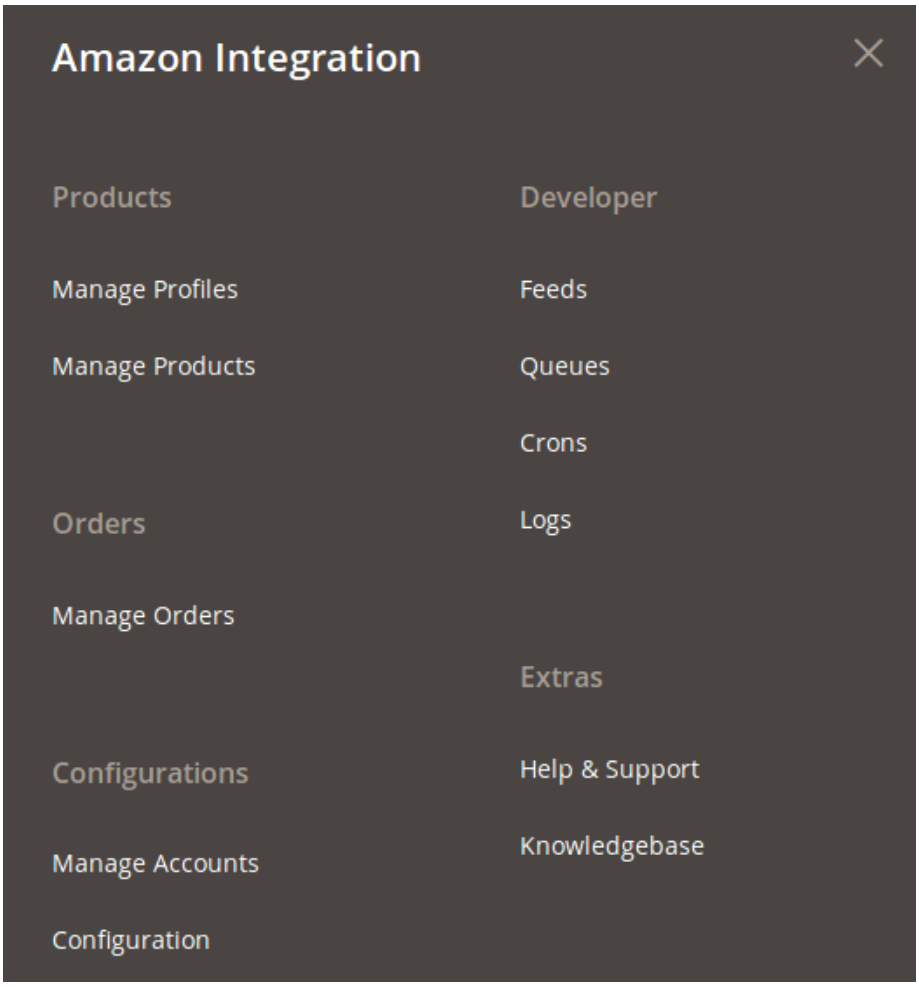
Admin can do the following tasks:

- 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)
- Upload profile products to Amazon(https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=upload-the-profile-products-on-amazon)
- Deleting profiles(https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=delete-the-profiles-19)
- 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)

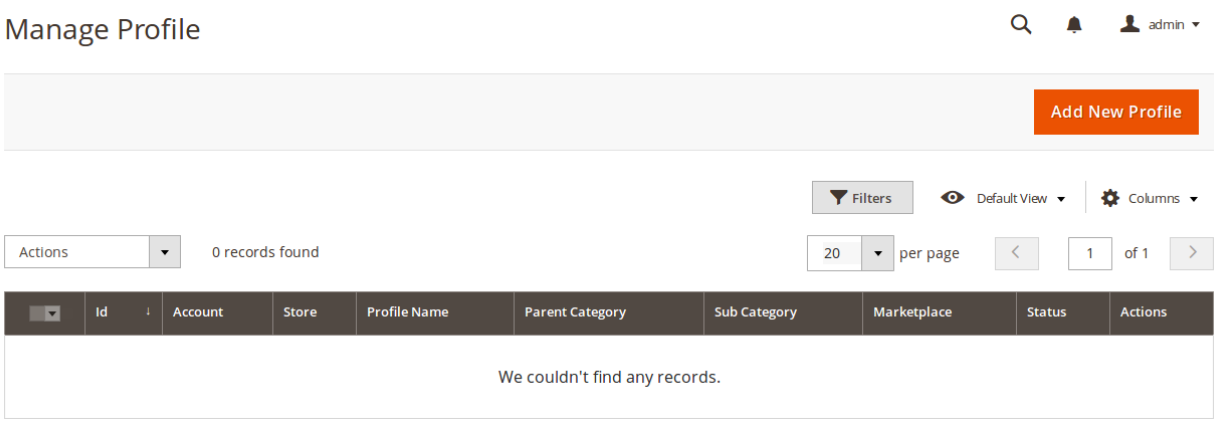
5.1. Add a New Profile

To add a new profile

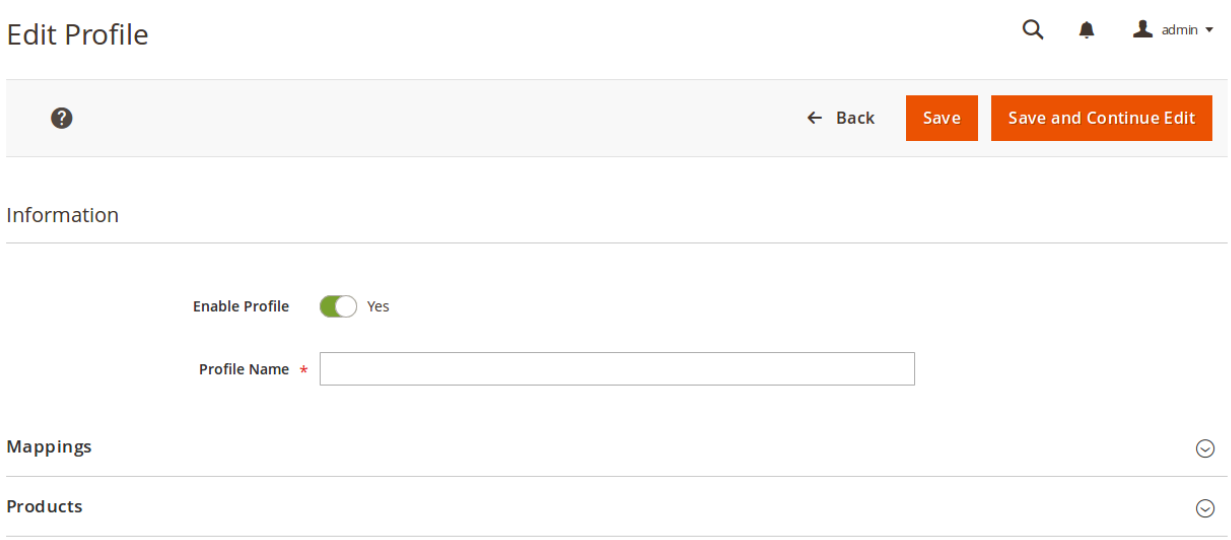
1. Go to the **Magento 2 Store Admin**
2. On the left navigation bar, click the **AMAZON INTEGRATION**
   A menu appears as shown in the following figure:



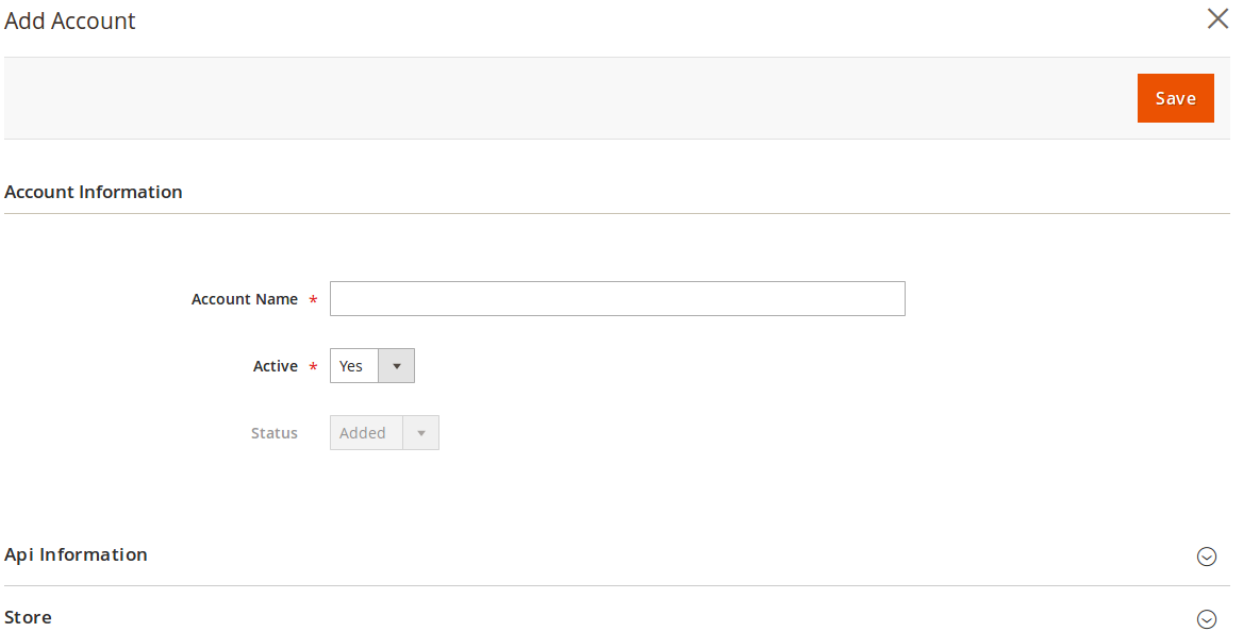
3. Click **Manage Profiles**.
   The **Manage Profile** page appears as shown in the following figure:



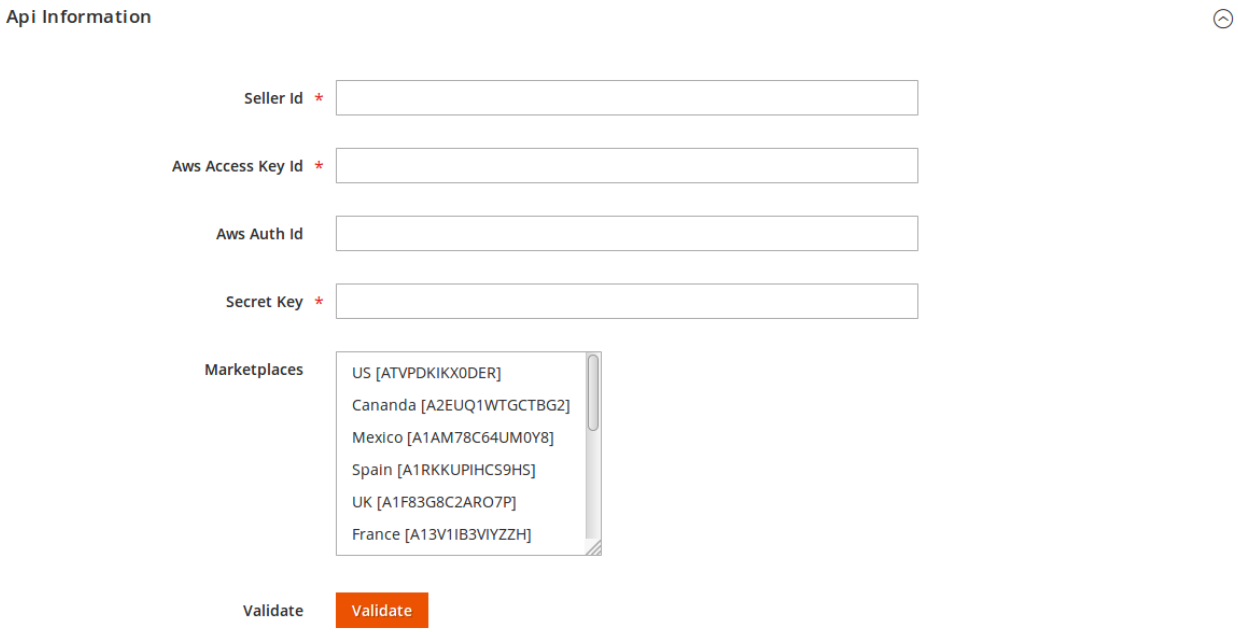
4. Click the **Add New Profile**
   The **New Profile** page appears as shown in the following figure:



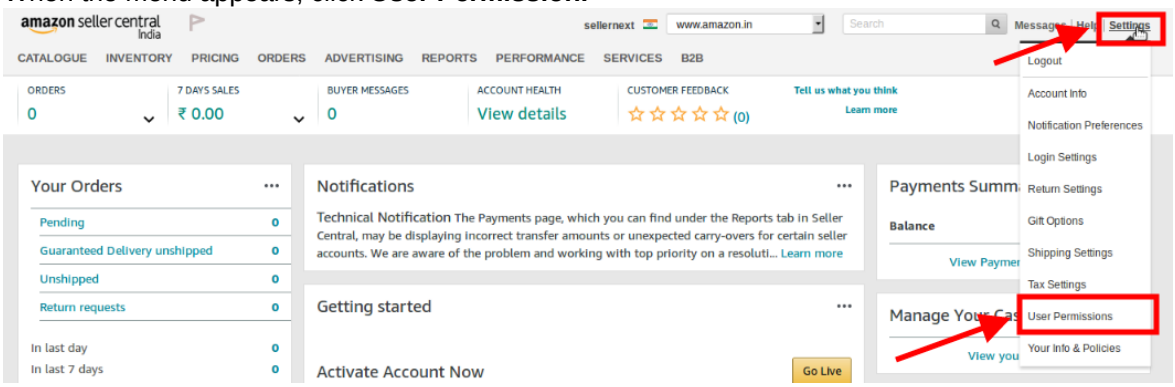
5. In the right panel, under **Information**, do the following steps:
    a. In the **Enable Profile**, select **Yes** to enable the profile that you are creating.
    b. In **Profile Name,** enter the name for the profile.
6. Scroll down and click the **Mappings** section. The section will expand as:



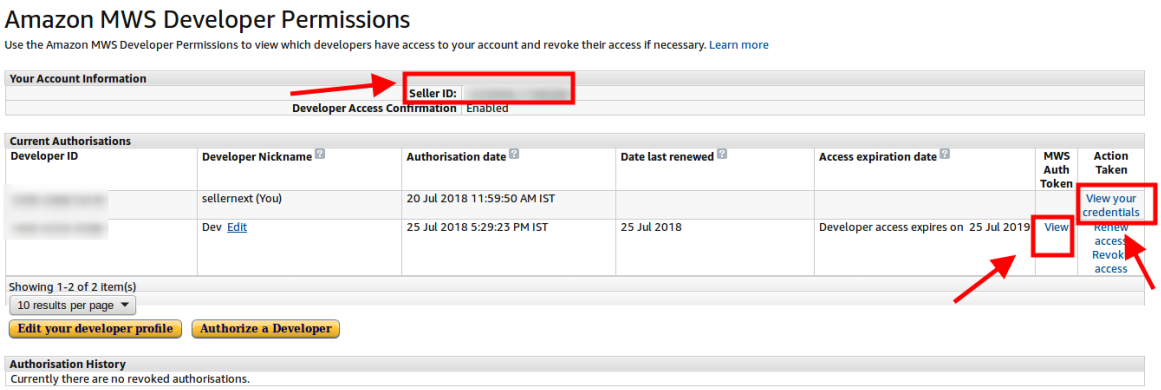
7. Enter the **Account Name** in the corresponding field.
8. In **Active**, select **Yes**.
9. Now scroll down and click **Api Information.** The section will expand as:



10. To know the information that you need to fill in this section**(Seller Id, Aws Access Key Id, Secret Key),** you need to go to the **Amazon** seller account. For that,
    a. Log in to the Amazon seller account.
    b. On the top right side of the Amazon seller central, place cursor on **Settings.**
    c. When the menu appears, click **User Permission.**

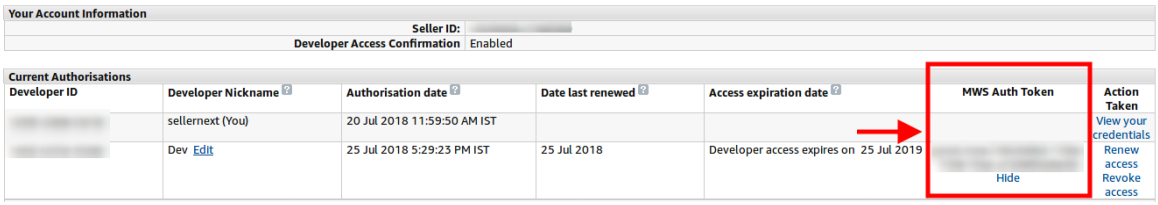


    d. You will be navigated to the page which will have the following section:

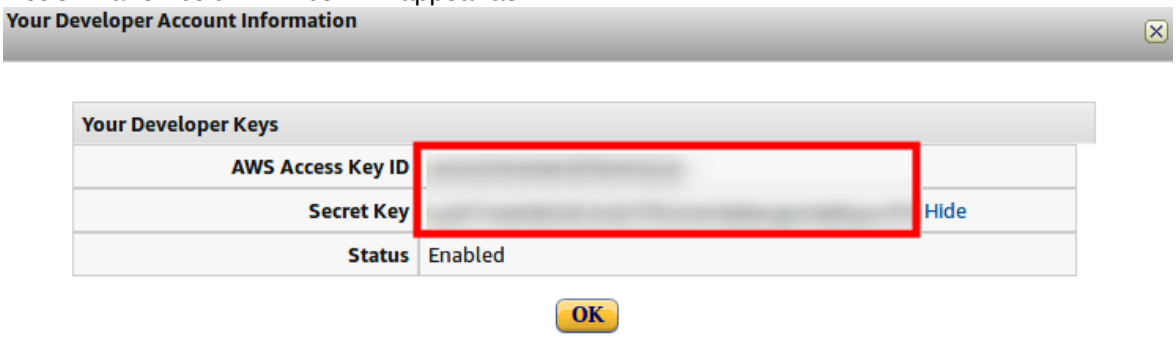


e. Now on the top of the section, you may see the **Seller ID** which has been highlighted inside the red box.

f. If you want to know the **MWS Auth Token** for the developer you've created in your account, click **View** under MWS Auth Token. It appears on the same place as:

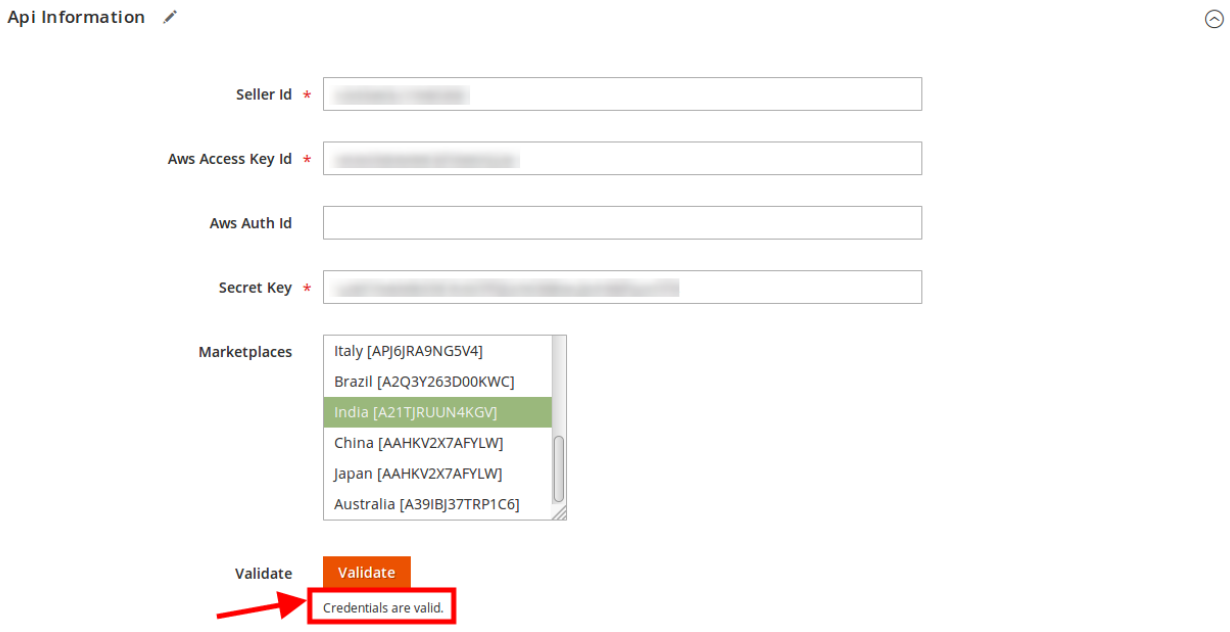


g. To know the **Aws Acess Key Id** and the **Secret Key,** click on the **View your credentials** under **Action Taken** column. A box will appear as:



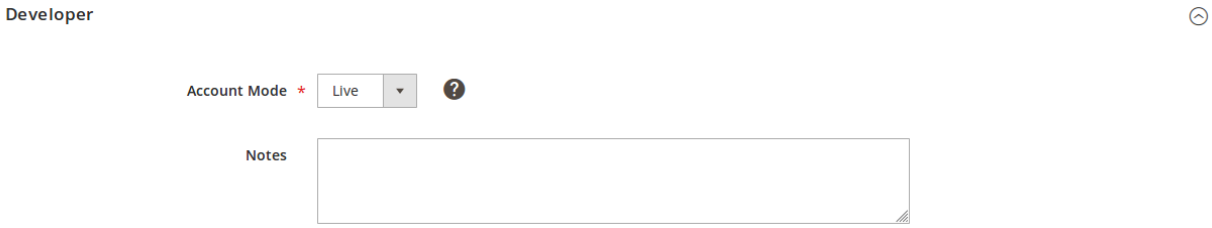
h. You may get the **Aws Acess Key Id** and the **Secret Key** from here.

11. Now that you have got the necessary details, fill them in the section as:



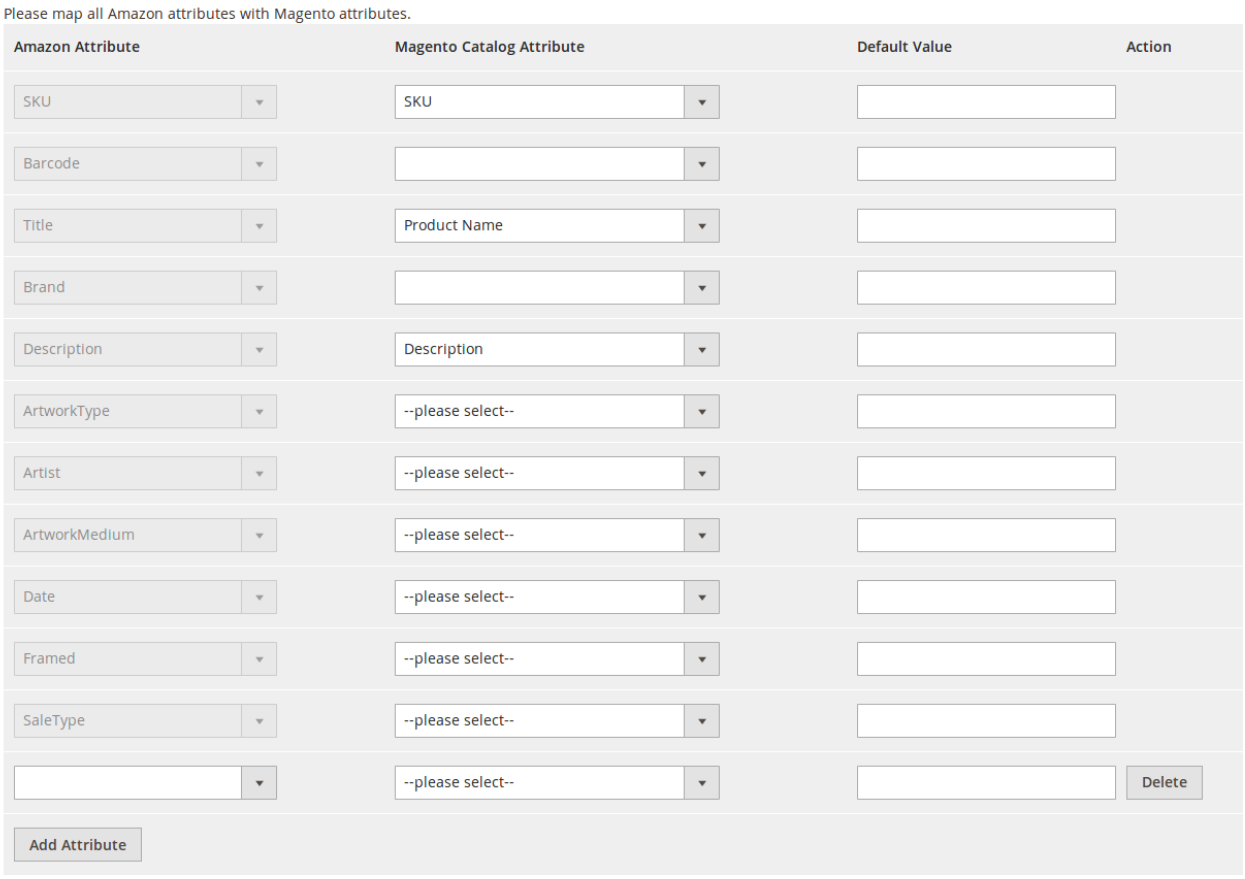
12. Once the information has been filled, select **Marketplaces** in the corresponding field.
13. Now click on **Validate** button and the message of **Credentials are valid** will appear as it has been mentioned in the above image.
14. Scroll down and click the **Store** section and it will expand as:

15. Scroll down and click on **Developer** section and it will appear as:

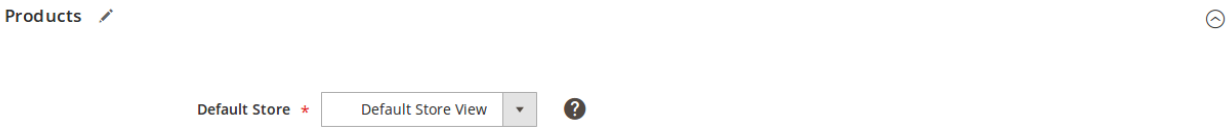


16. Select the **Account Mode.**
17. Add notes if you want any.
18. Click on **Save** on the top right side of the page.
19. The account will be created.
20. When done, you need to select the profile category in the corresponding field.

21. On selecting the profile category, attribute section appears as:



22. Now map the attributes. You may also add attributes by clicking on the **Add Attribute** button.
23. Scroll down to Products and the section will appear as:

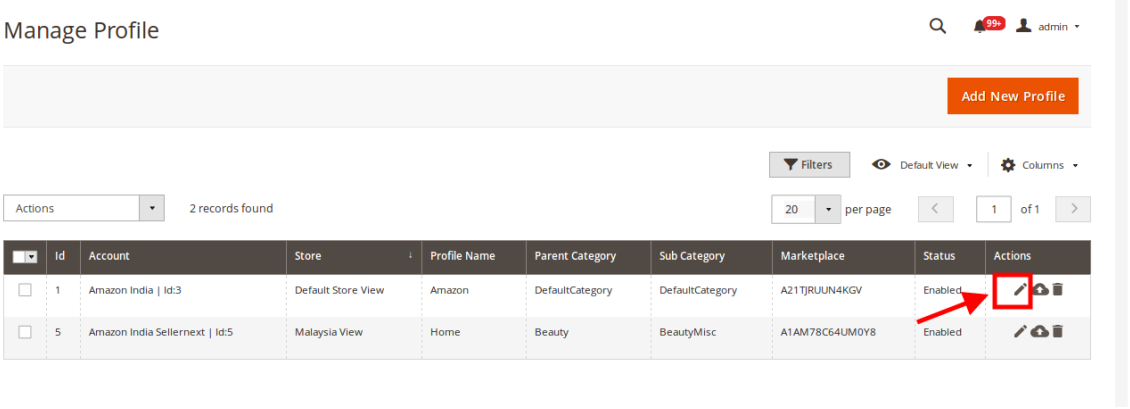


24. In **Default Store**, select the default store.
25. Click **Save** on the top right side of the page. Profile will be saved.

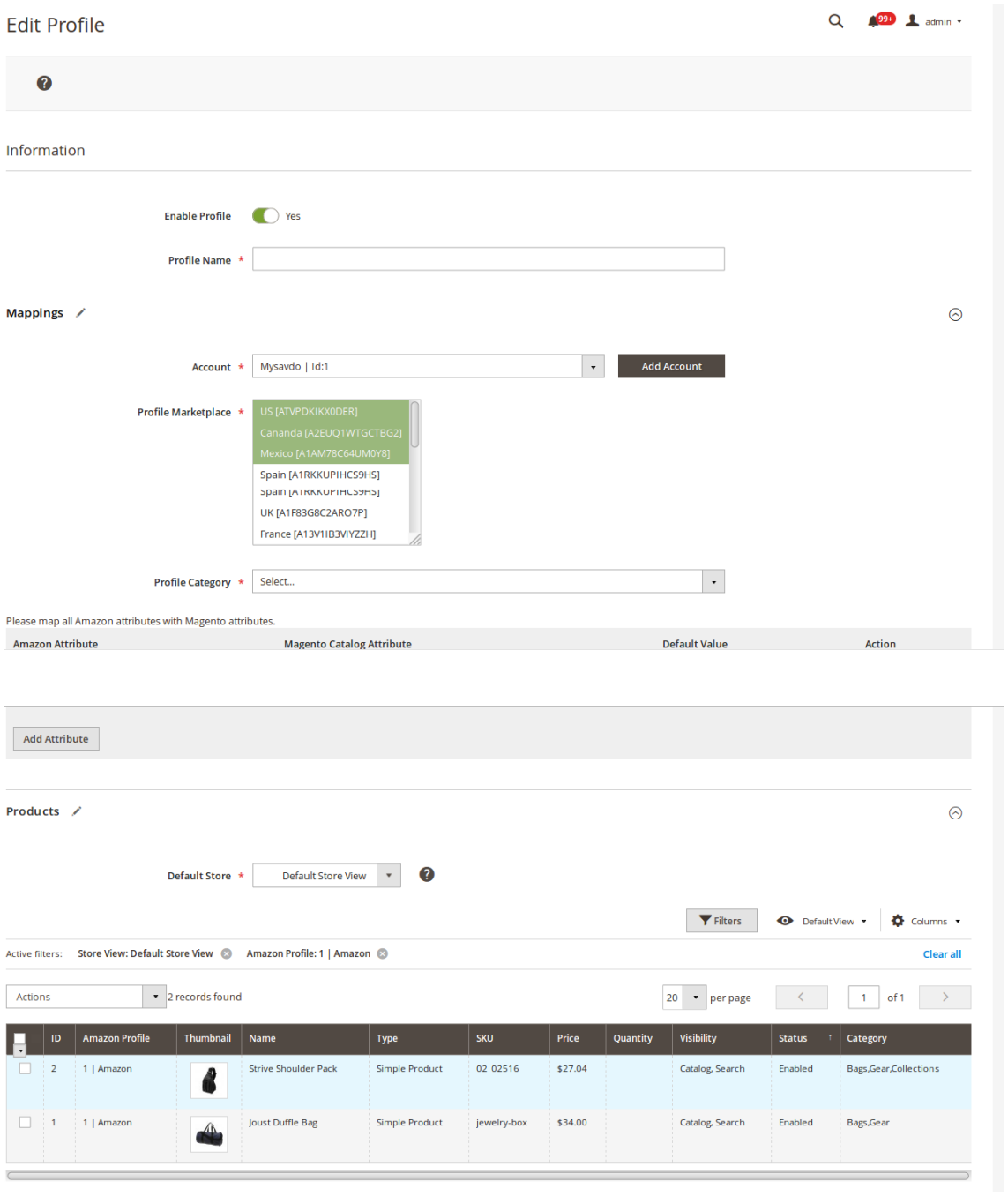
5.2. Edit the Existing Profile

To edit the existing profile

1. Go on **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:



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



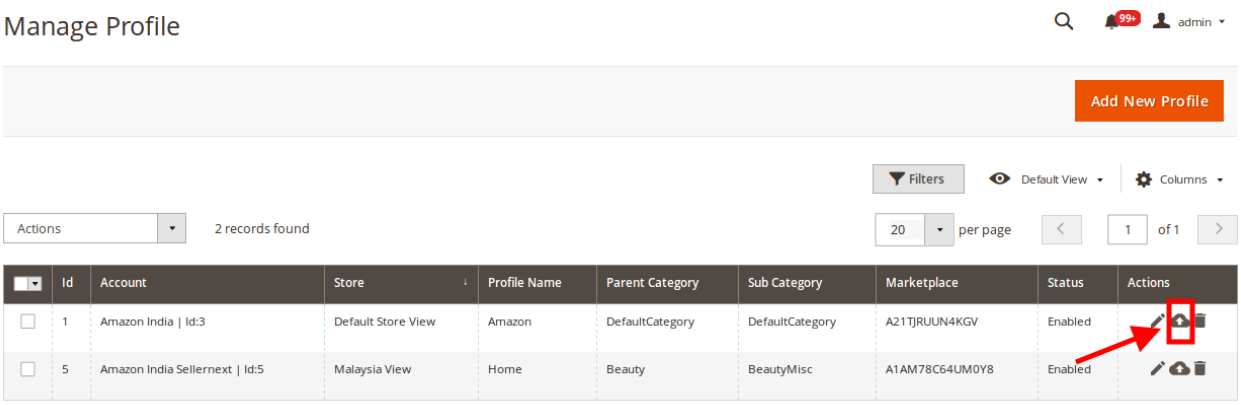
5. Click the required section, and then make the changes as per requirement in the respective section.
6. Click the **Save** button.
   The edited profile is saved and the success message appears on the **Manage Profile** page.

5.3. Upload the profile products on Amazon

To upload the profile products

1. Go on **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:

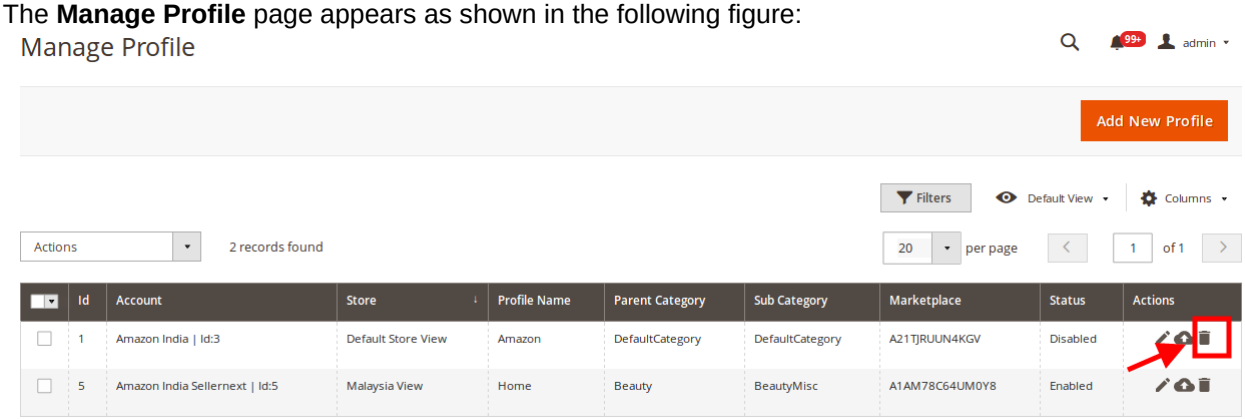


3. Scroll down to the required profile row.
4. In the **Action** column of the respective row, click the **Upload** button as highlighted in the above image. You will be navigated to the **Amazon Product Listing** page from where you may take necessary actions.

5.4. Delete the Profiles

To delete a 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:



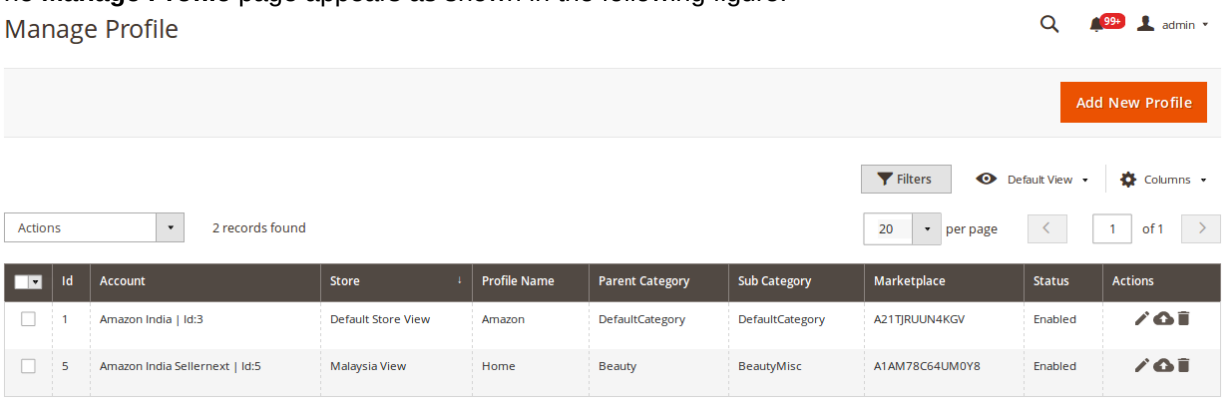
   On this page, all the available profiles are listed.
3. *To delete a profile*, click the delete sign as highlighted in the above image.
4. A box will appear asking you to confirm your action of deleting a profile.
5. Click **OK.**
6. The profile will be deleted.

5.5. Submit Bulk Action on the Selected Profiles

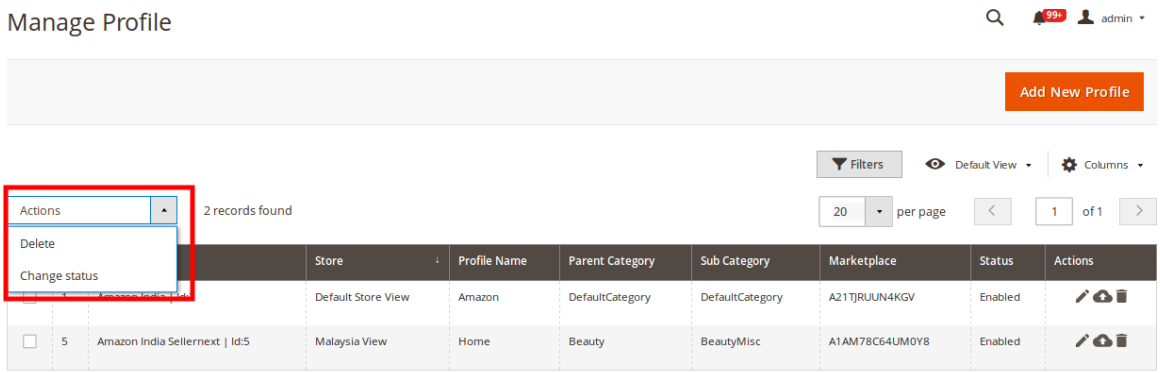
Admin can delete the selected profiles and also can change the status of the profiles in bulk.

To submit the selected action on the selected profiles in Bulk

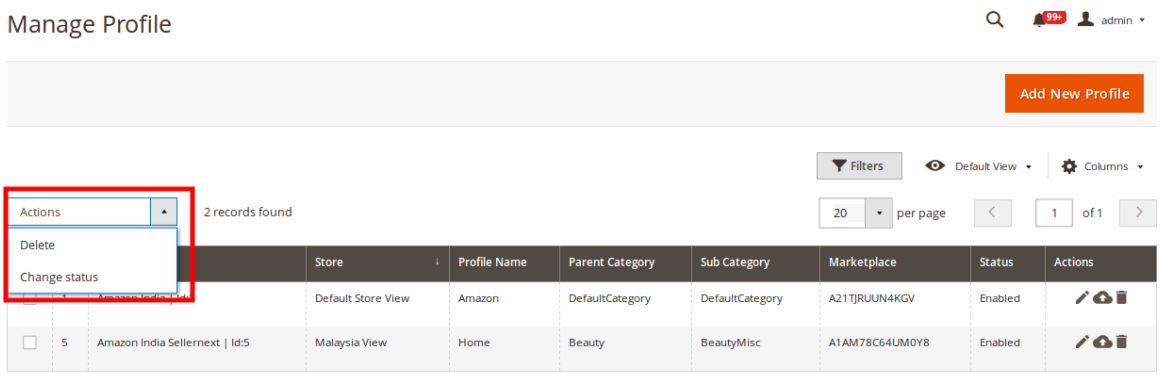
1. Go to the **Magento 2 Store Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu, and then click **Profile Manager**.
   The **Manage Profile** page appears as shown in the following figure:



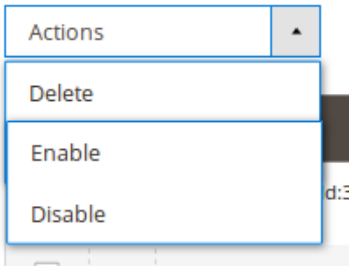
   On this page, all the available profiles are listed.
3. *To delete the selected profiles*, do the following steps:
   a. Select the profiles those are no more required.
   b. Click the **Arrow** button next to the **Actions** field.
      The **Actions** list appear as shown in the following figure:



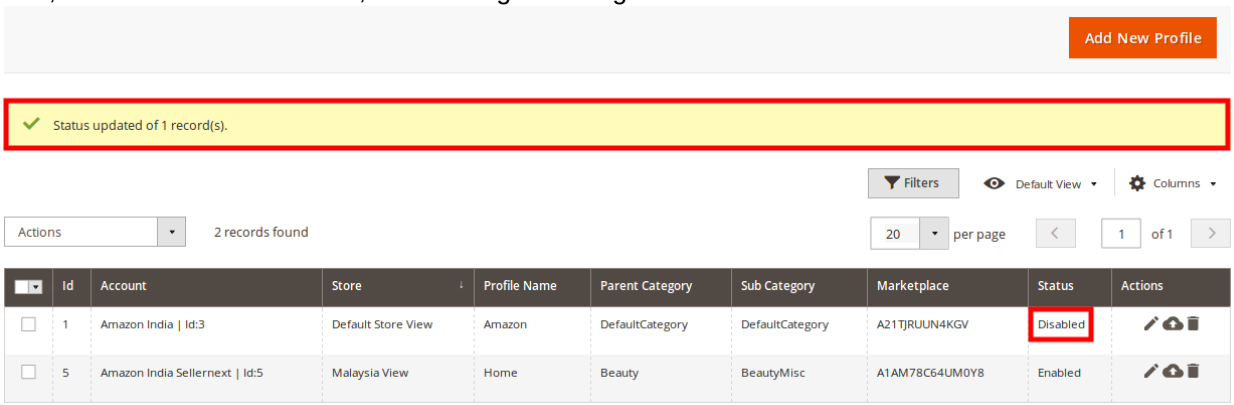
   c. Click the **Delete** option.
      A confirmation dialog box appears.
   d. Click the **OK** button.
      The selected profiles are deleted.
4. *To change the status of the selected profiles*, do the following steps:
   a. Select the required profiles.
   b. Click the **Arrow** button next to the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



c. Click the **Change Status** option. On selecting it, the options for status appear as:



5. Select **Enable** or **Disable**.
6. Selected profiles get enabled or disabled and a message appears as on top of the page as shown below. Also, under the **Status** column, the status gets changed.



6. 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, the admin can view the feed error if any. The admin can submit certain actions on the selected products available on the **Amazon Product Listing** page.

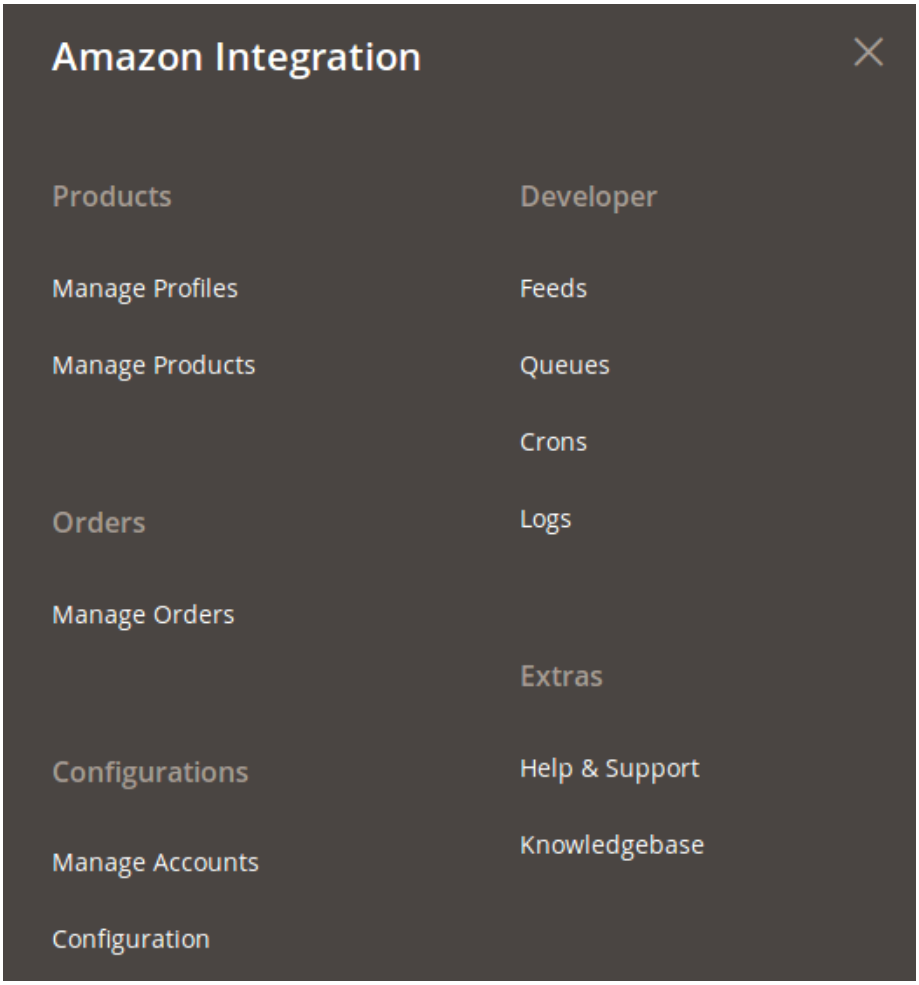
This section covers the following topics:

- 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)

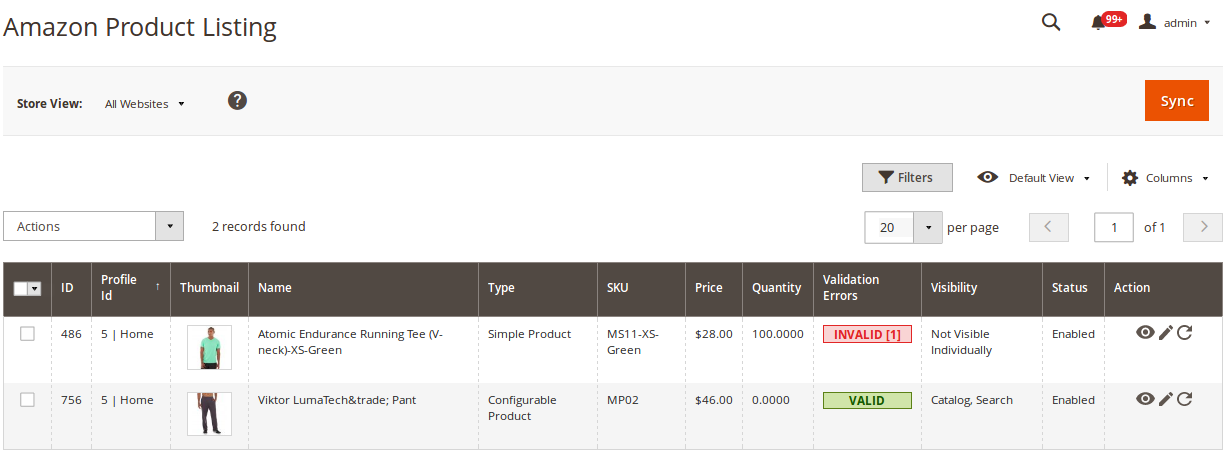
6.1. View the Product Details

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:

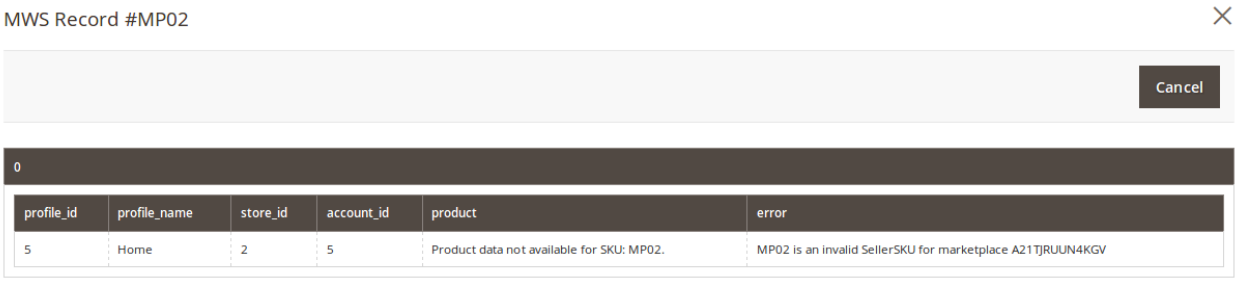


3. Click **Manage Products**.
   The **Amazon Products Listing** page appears as shown in the following figure:



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.

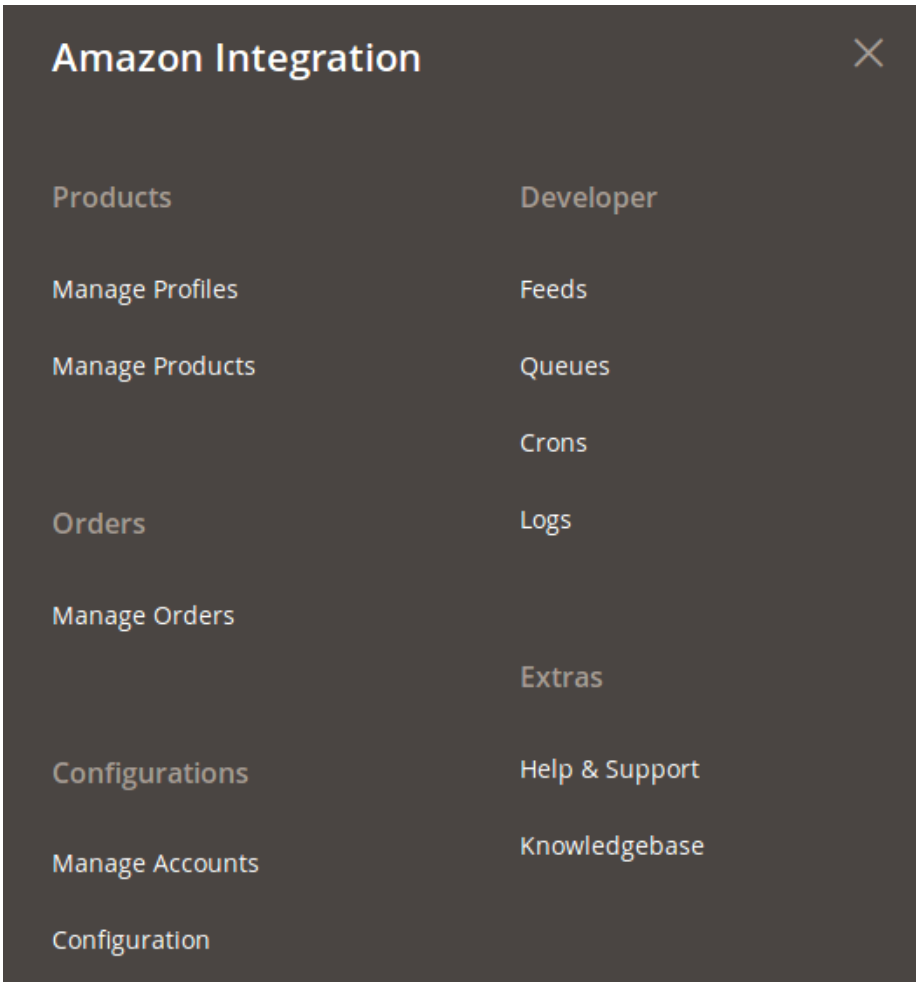


6. Click the **Cancel** button to close the page.

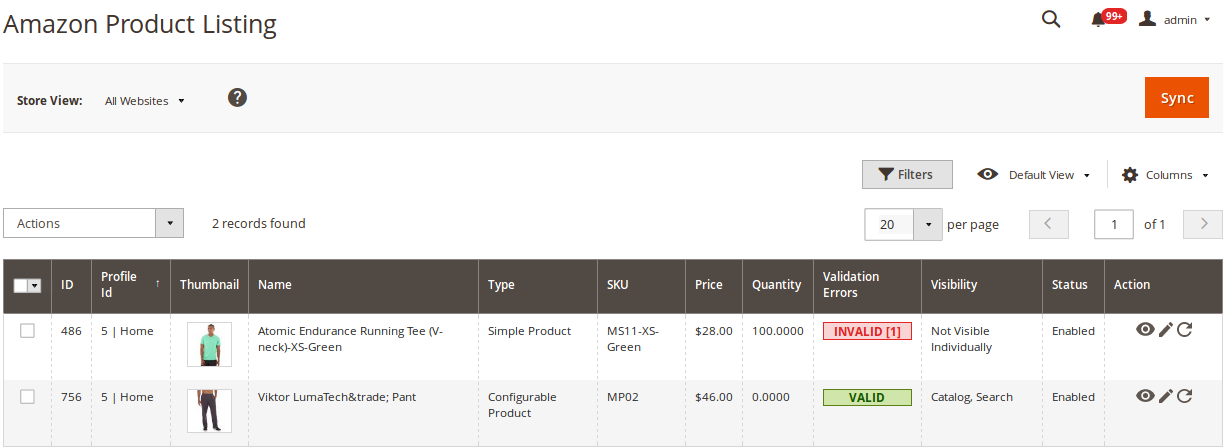
6.2. Edit the Amazon Products

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:



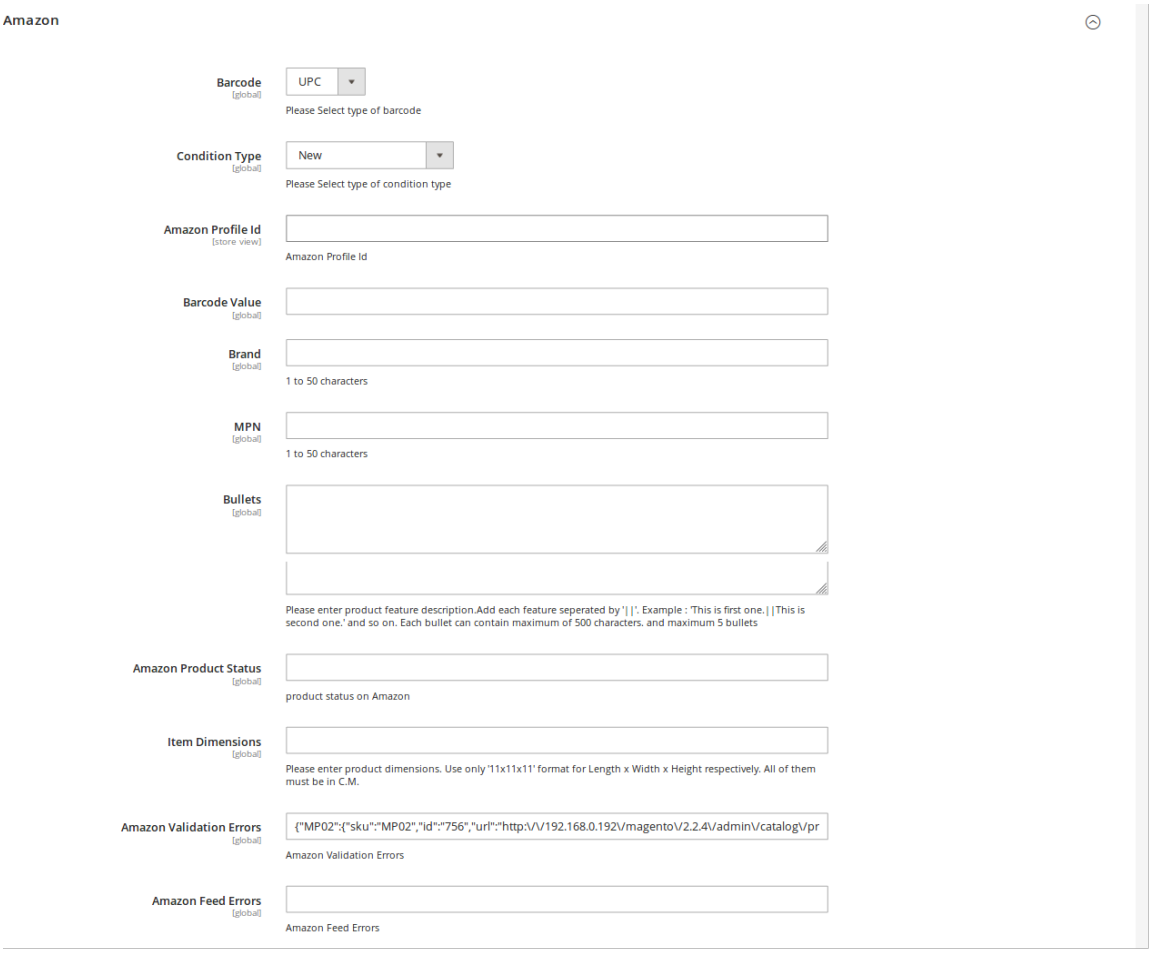
3. Click **Manage Products**.
   The **Amazon Products Listing** page appears as shown in the following figure:



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:

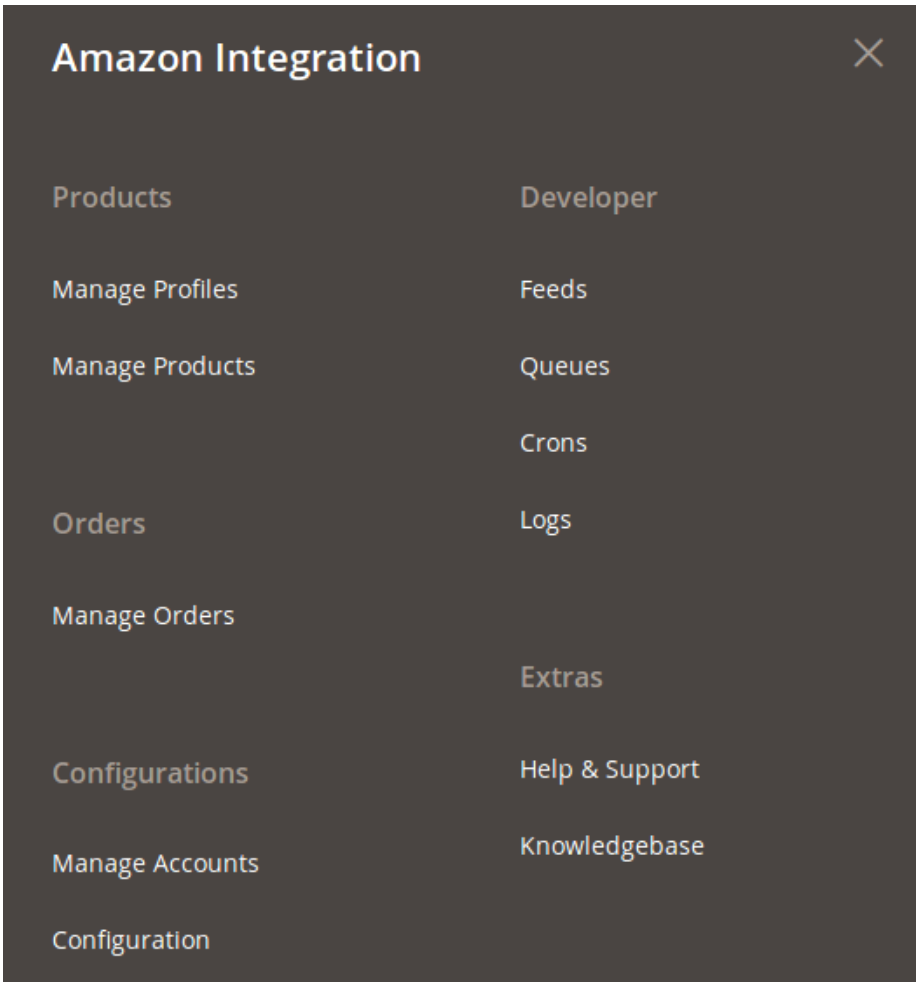


7. Enter the required information or edit the values in the required fields, and then click the **Save** button.
   The changes are saved and the success message appears on the **Amazon Product Listing** page.

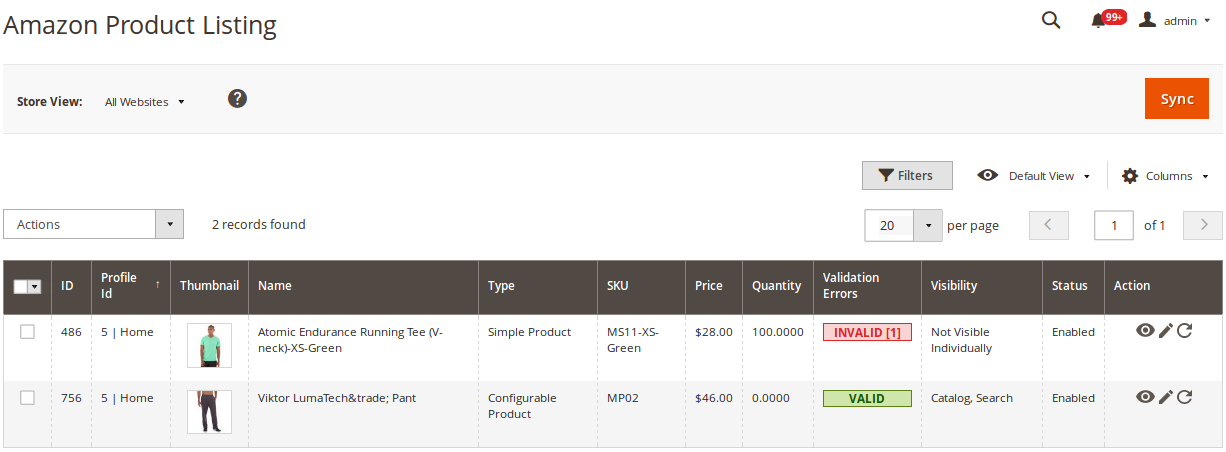
6.3. Synchronize the Amazon Products between Amazon and the Magento 2 Store

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:



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

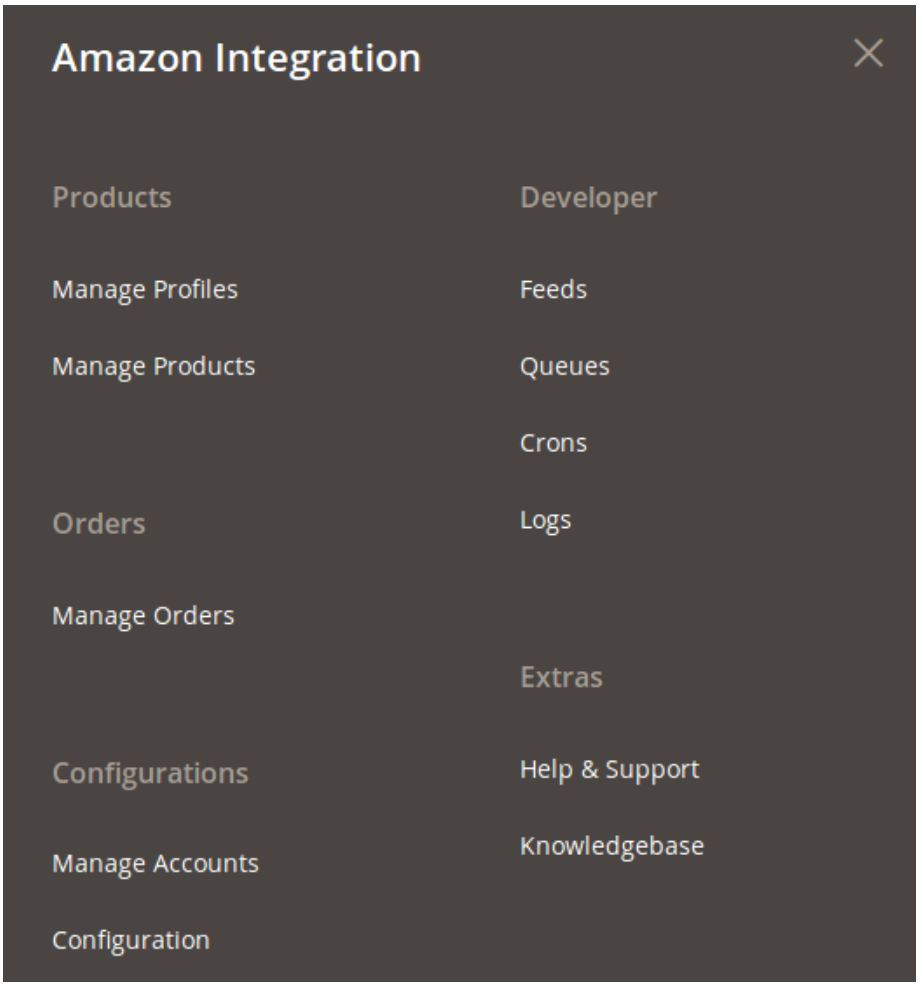
6.4. Submit Bulk Action on the Selected Products

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

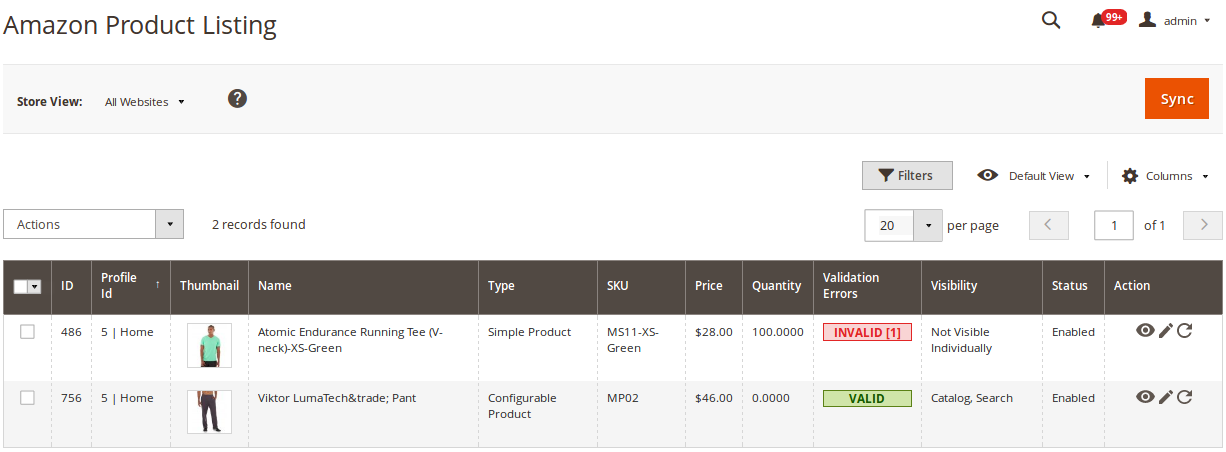
- **Upload Products**: To upload the selected products to the Amazon website. If there is no error, then the selected products are uploaded, and a success message appears.
- **Upload Inventory**: To upload the inventories of the selected products to the Amazon website. If there is no error, then the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

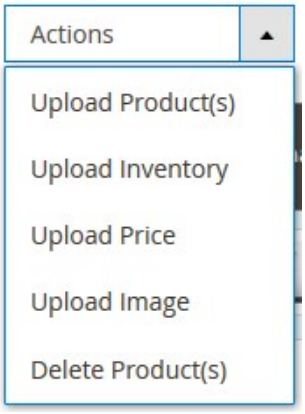
1. Go to the **Magento 2 Store Admin**
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
   A menu appears as shown in the following figure:



3. Click **Manage Products**.
   The **Amazon Product Listing** page appears as shown in the following figure:

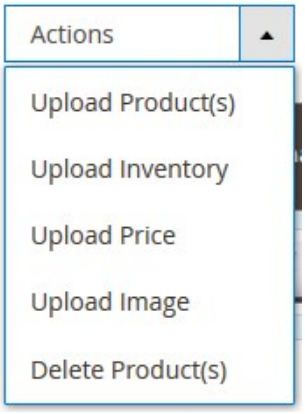


4. *To upload the selected products*, do the following steps:
   a. Select the check boxes associated with the required products.
   b. In the **Actions** list, click the arrow button.
      A list appears as shown in the figure:



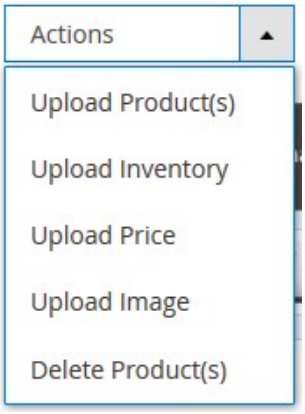
c. Select the **Upload Product(s)** option.
A confirmation dialog box appears.
d. Click the **OK** button.
The selected products are uploaded and a success message appears on the page.

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:



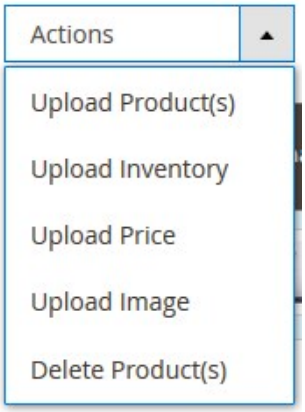
c. Select the **Upload Inventory** option.
A confirmation dialog box appears.
d. Click the **OK** button.
The inventories of the selected products are uploaded and a success message appears on the page.

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:



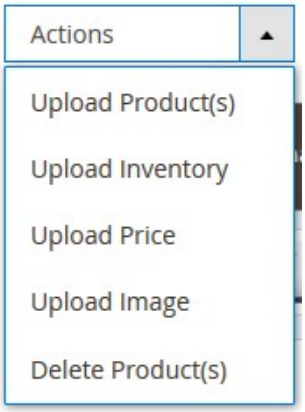
c. Select the **Upload Price** option.
A confirmation dialog box appears.
d. Click the **OK** button.
The prices of the selected products are uploaded and a success message appears on the page.

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.

7. Manage Amazon Orders

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

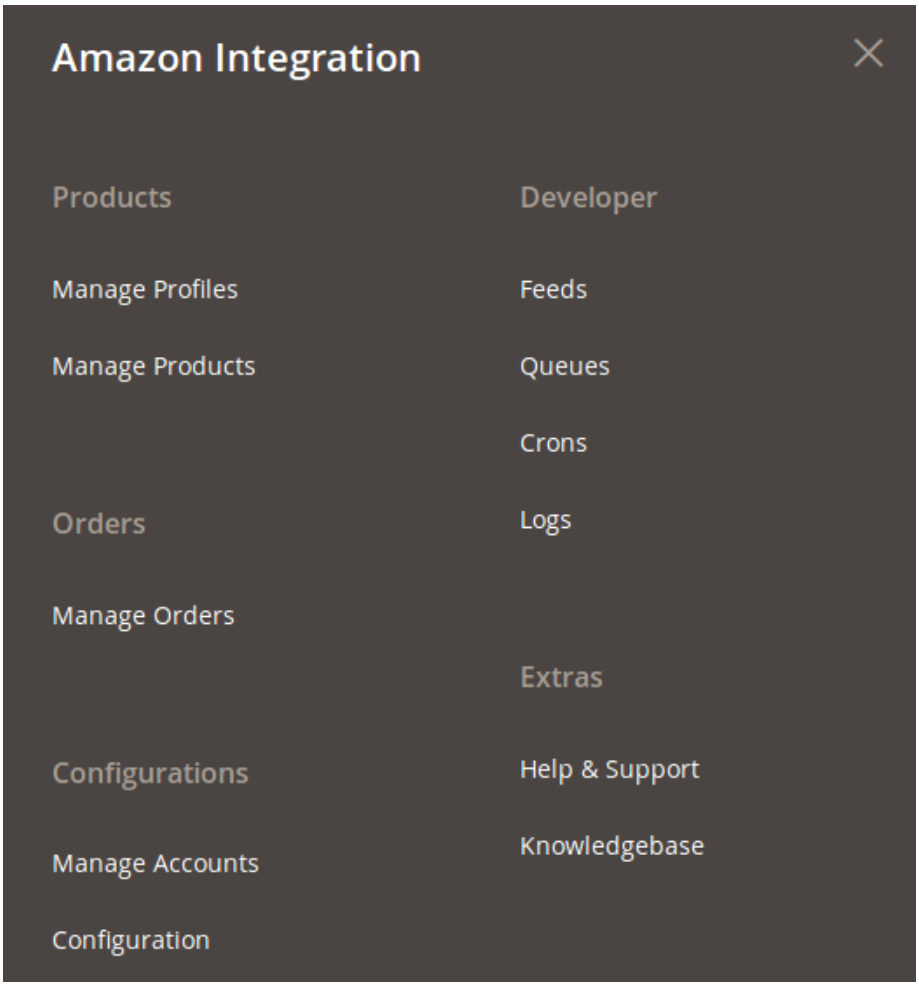
- Fetch, View, Ship, and delete the Amazon Orders(https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=ship-and-delete-the-amazon-orders)
- View and delete the Failed Orders(https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=view-and-delete-the-failed-orders-5)

7.1. Ship and Delete the Amazon Orders

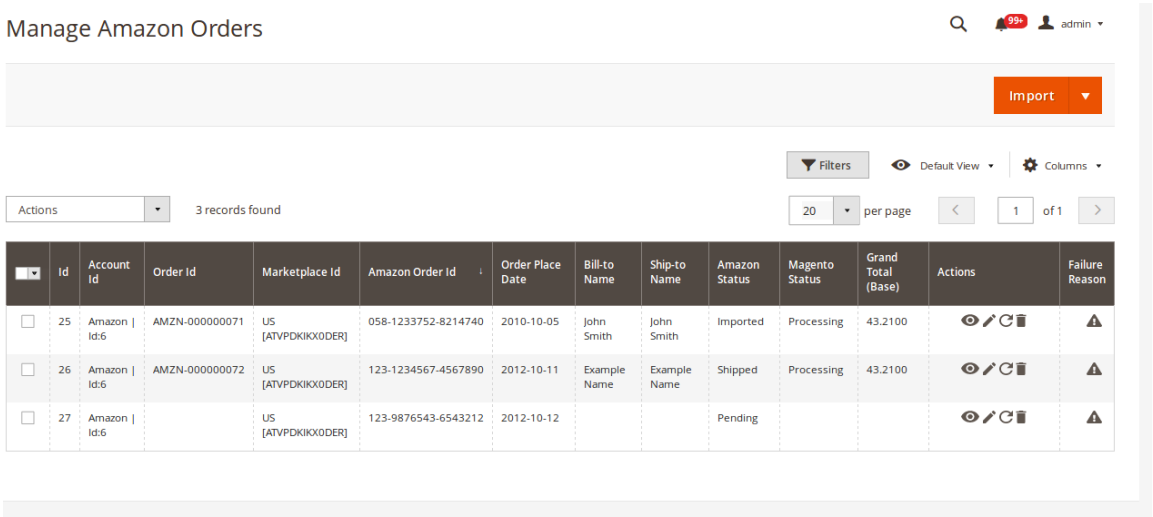
The Magento 2 store owners can fetch the new orders and view all the order details fetched from Amazon. They can also ship the required orders and can delete the orders those are no more required.

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:

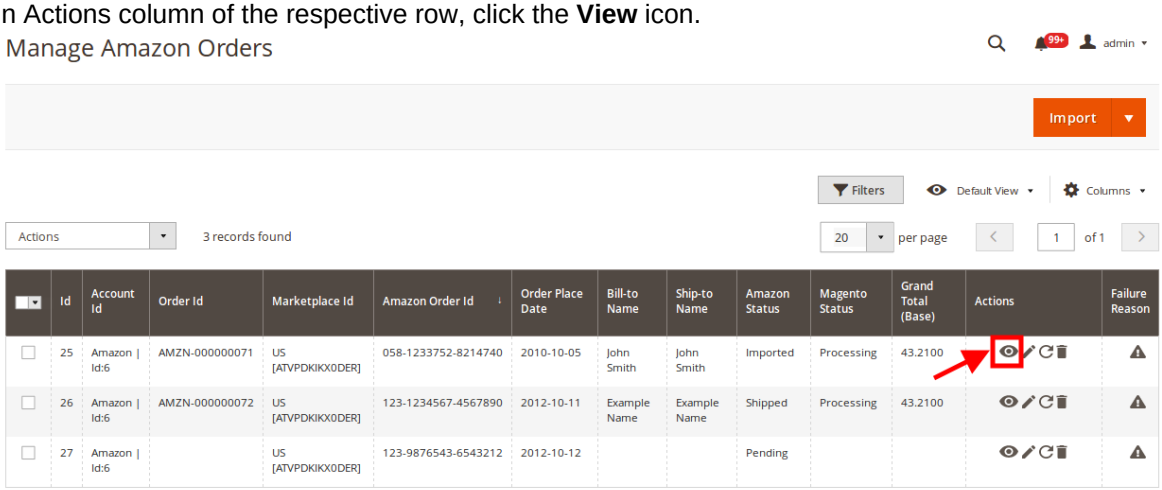


4. Click the **Import Orders** button.
   If the order is imported successfully then, a new record is found in the Orders Grid table as shown in the figure.

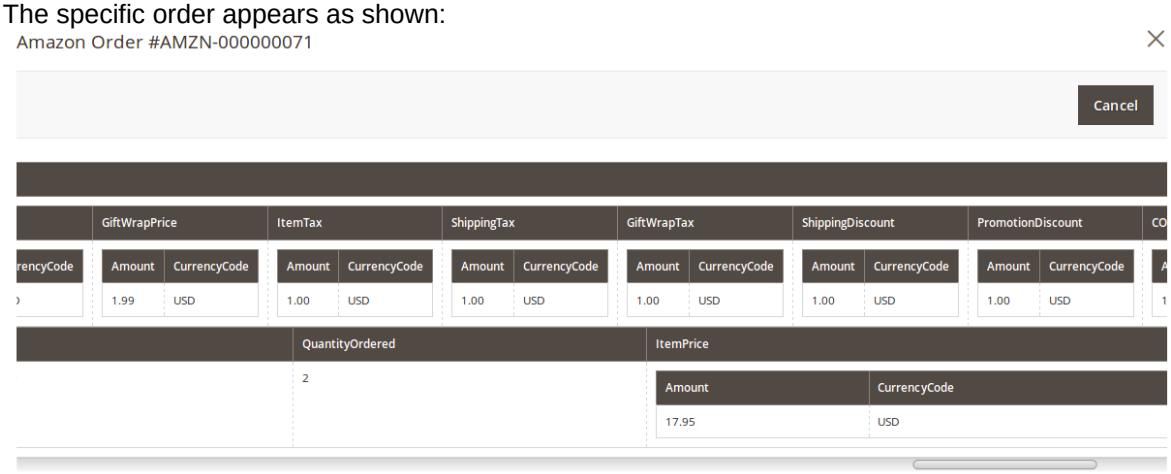
Notes:

- 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.

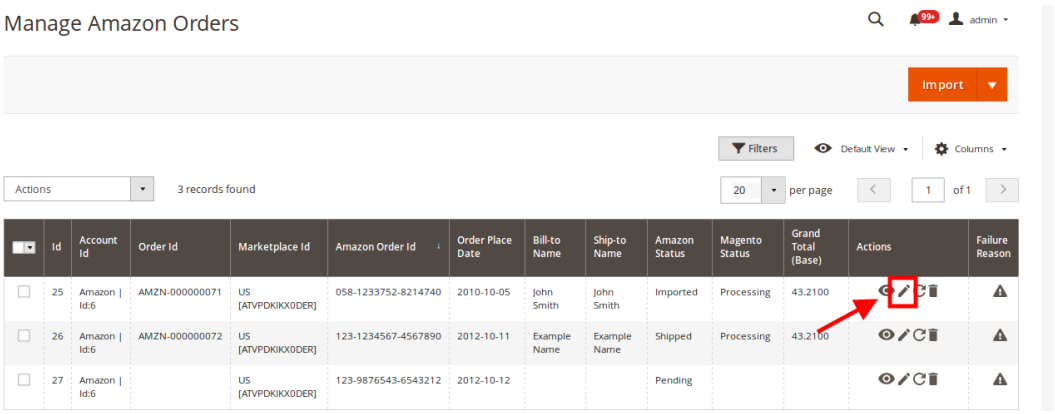
5. **To View the Amazon order, do the following steps:**
   a. Scroll down to the required order row.
   b. In Actions column of the respective row, click the **View** icon.



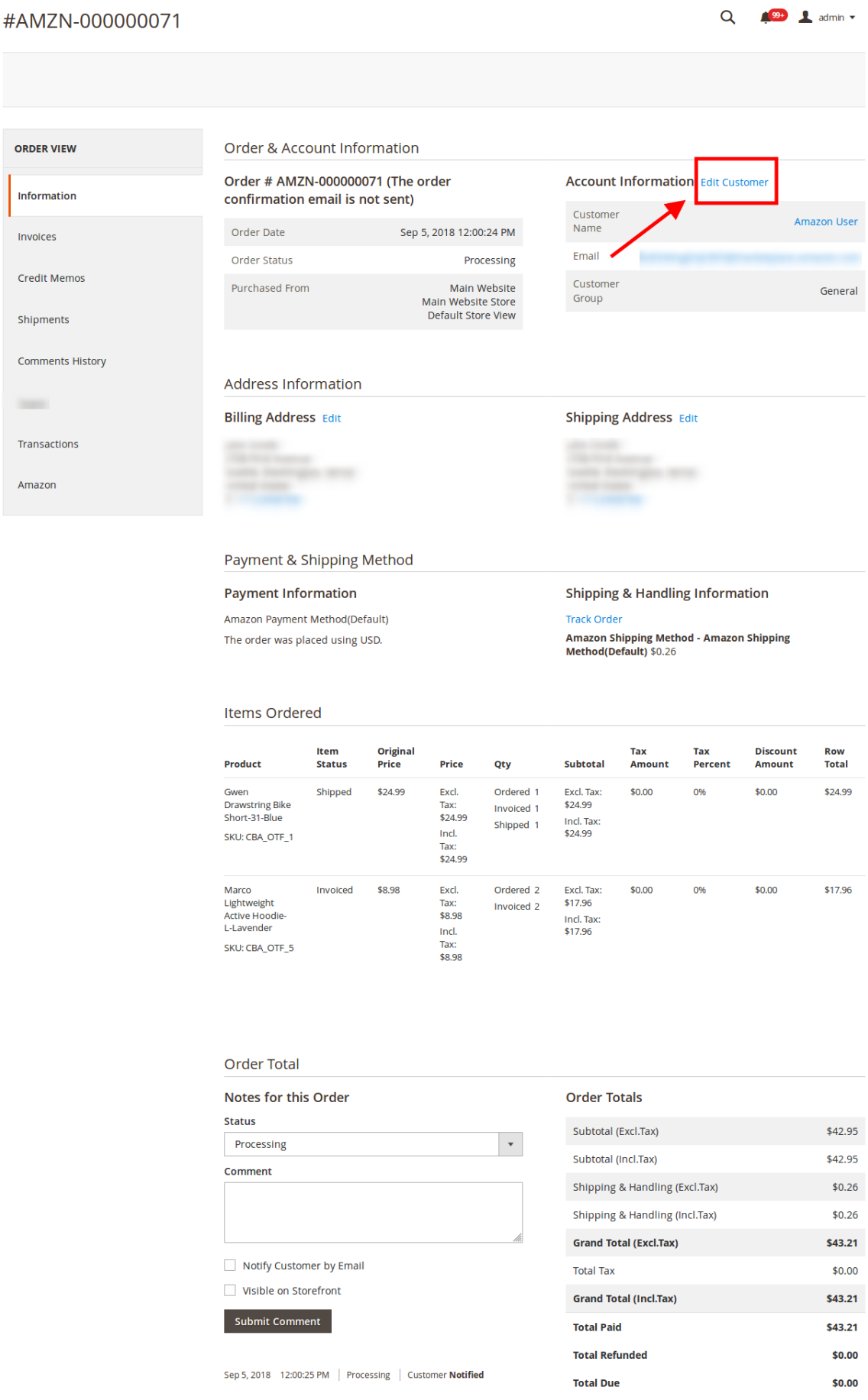
The specific order appears as shown:



6. **To edit 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 **Edit** icon.

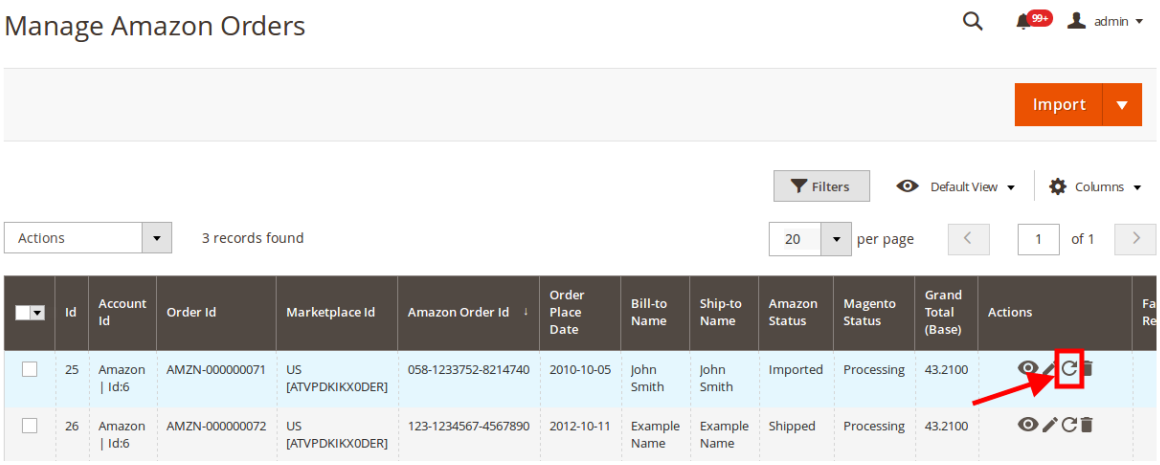


The order gets opened to be edited as shown below:


#AMZN-000000071
admin
ORDER VIEW
Information
Invoices
Credit Memos
Shipments
Comments History
Transactions
Amazon
Order & Account Information
Order # AMZN-000000071 (The order confirmation email is not sent)
Order Date
Sep 5, 2018 12:00:24 PM
Order Status
Processing
Purchased From
Main Website
Main Website Store
Default Store View
Account Information
Edit Customer
Customer Name
Amazon User
Email
Customer Group
General
Address Information
Billing Address
Edit
Shipping Address
Edit
Payment & Shipping Method
Payment Information
Amazon Payment Method(Default)
The order was placed using USD.
Shipping & Handling Information
Track Order
Amazon Shipping Method - Amazon Shipping Method(Default) $0.26
Items Ordered
Product
Item Status
Original Price
Price
Qty
Subtotal
Tax Amount
Tax Percent
Discount Amount
Row Total
Gwen Drawstring Bike Short-31-Blue
SKU: CBA_OTF_1
Shipped
$24.99
Excl. Tax: $24.99
Incl. Tax: $24.99
Ordered 1
Invoiced 1
Shipped 1
Excl. Tax: $24.99
Incl. Tax: $24.99
$0.00
0%
$0.00
$24.99
Marco Lightweight Active Hoodie-L-Lavender
SKU: CBA_OTF_5
Invoiced
$8.98
Excl. Tax: $8.98
Incl. Tax: $8.98
Ordered 2
Invoiced 2
Excl. Tax: $17.96
Incl. Tax: $17.96
$0.00
0%
$0.00
$17.96
Order Total
Notes for this Order
Status
Processing
Comment
Notify Customer by Email
Visible on Storefront
Submit Comment
Sep 5, 2018 12:00:25 PM | Processing | Customer Notified
Order Totals
Subtotal (Excl.Tax) $42.95
Subtotal (Incl.Tax) $42.95
Shipping & Handling (Excl.Tax) $0.26
Shipping & Handling (Incl.Tax) $0.26
Grand Total (Excl.Tax) $43.21
Total Tax $0.00
Grand Total (Incl.Tax) $43.21
Total Paid $43.21
Total Refunded $0.00
Total Due $0.00

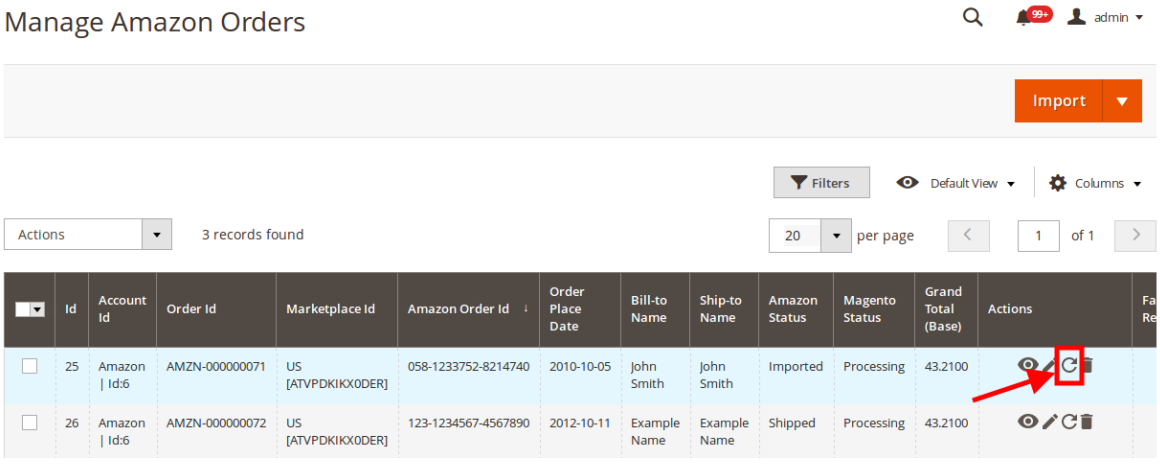
c. You may edit the customer details by clicking on **Edit Customer** button highlighted in the above image. Similarly, you may edit the **Address Information** under the corresponding field.

7. **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.

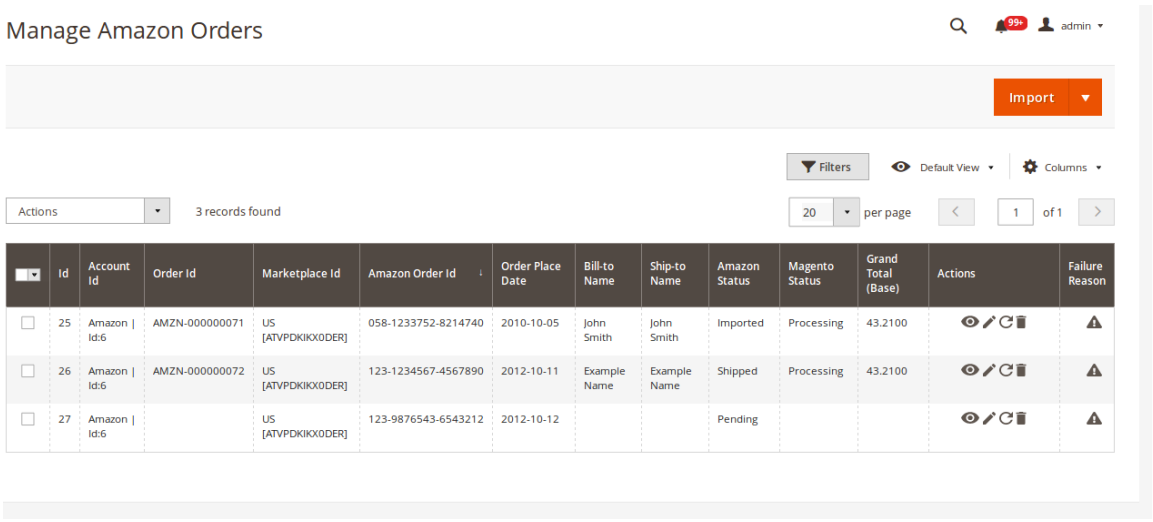
8. **To delete the Amazon order, do the following steps:**
   a. Scroll down to the required order row.
   b. In Actions column of the respective row, click the **Sync** icon.



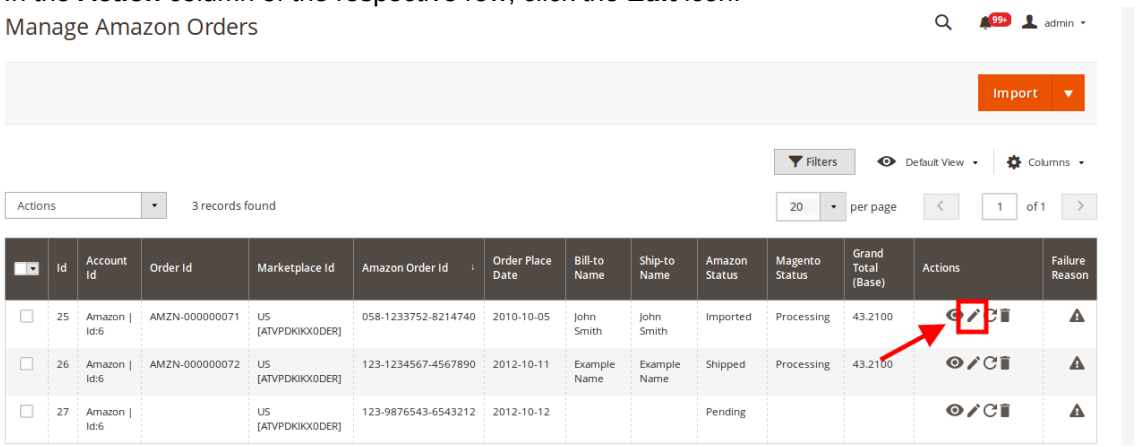
The specific order is synchronized and a success message appears.

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:

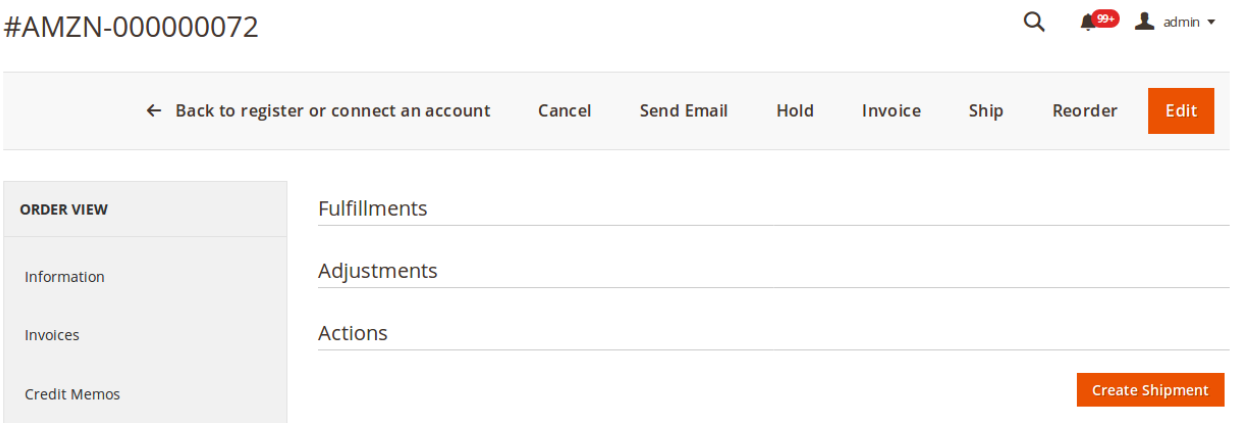


3. Scroll down to the required row of the order to ship.
4. In the **Action** column of the respective row, click the **Edit** icon.



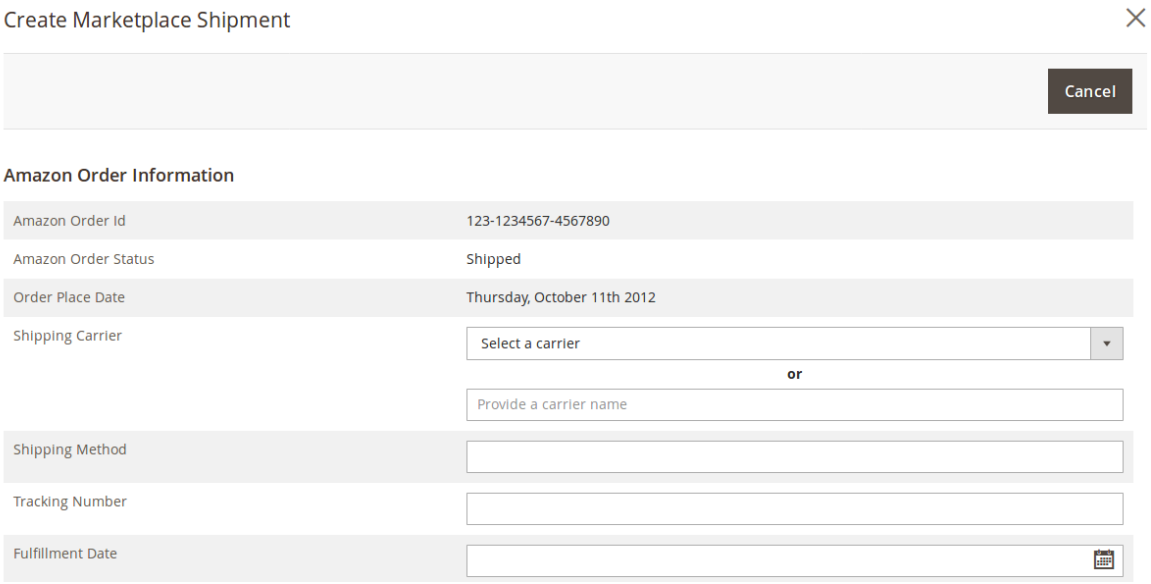
The Order view page appears

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



6. In the right panel, under **Amazon Order Information**, do the following steps:
   a. Click on **Create Shipment** button.

b. A box will appear as:



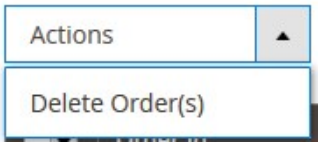
c. In the **Shipping Carrier** list, select the required shipping carrier.
OR
In the **Shipping Carrier Name** box, enter the required shipping carrier name.
d. In the **Shipping Method** box, enter the required shipping method.
e. In the **Tracking Number** box, enter the required value.
f. In the **Fulfillment 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 **Shipment**is 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 in bulk

1. *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:



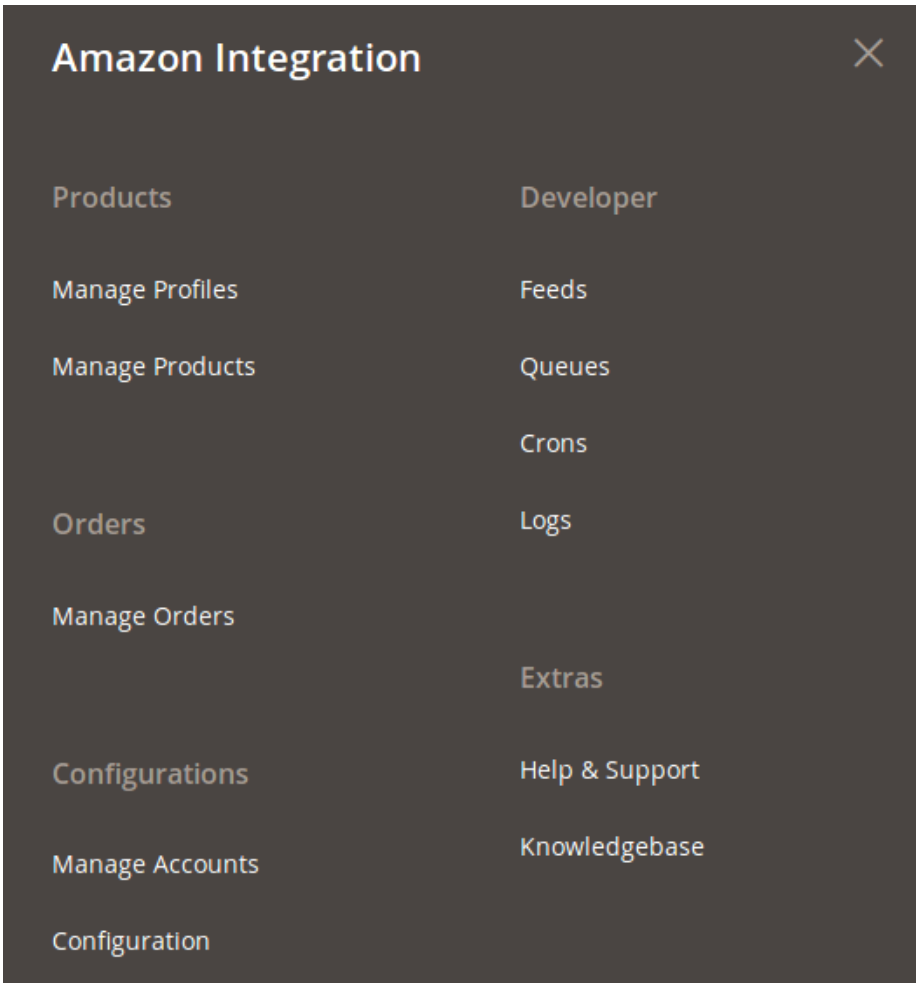
c. Click **Delete Order(s)**.
   A confirmation dialog box appears.
d. Click the **OK** button.
   The selected orders are deleted from the Amazon Marketplace.

8. Amazon Feeds

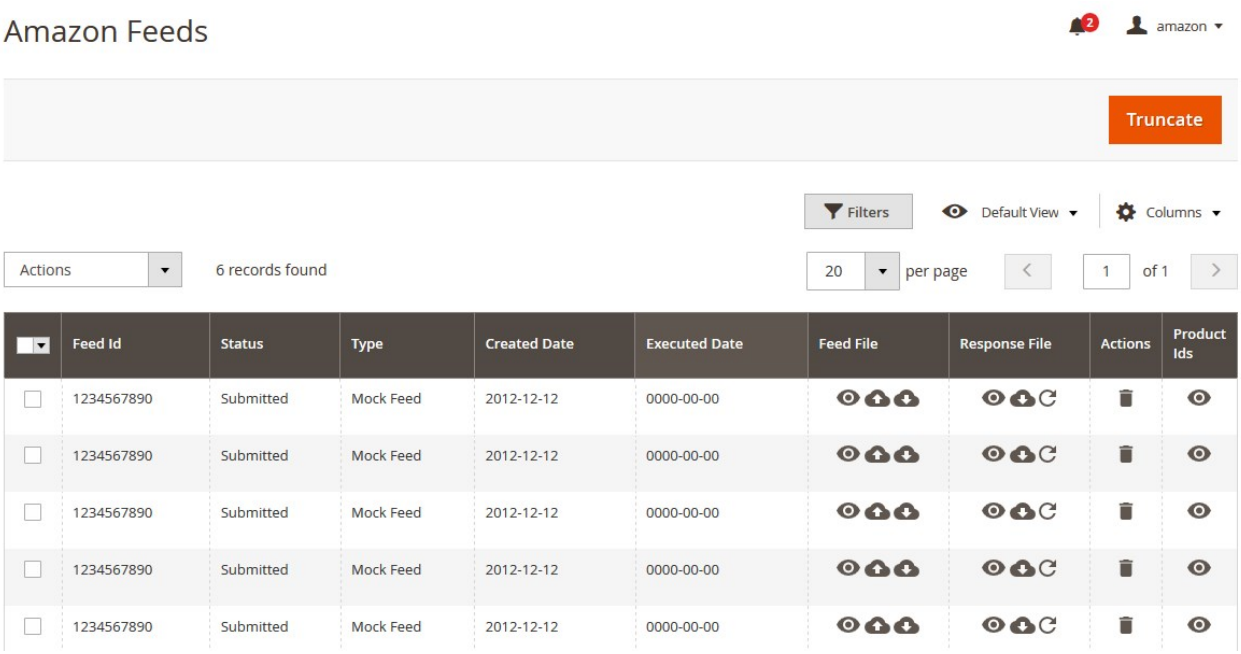
After uploading the product on Amazon or after updating the product inventory or the product price, the user can check the status of the feed and sync the selected feeds from the **Amazon Feeds** page.

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:



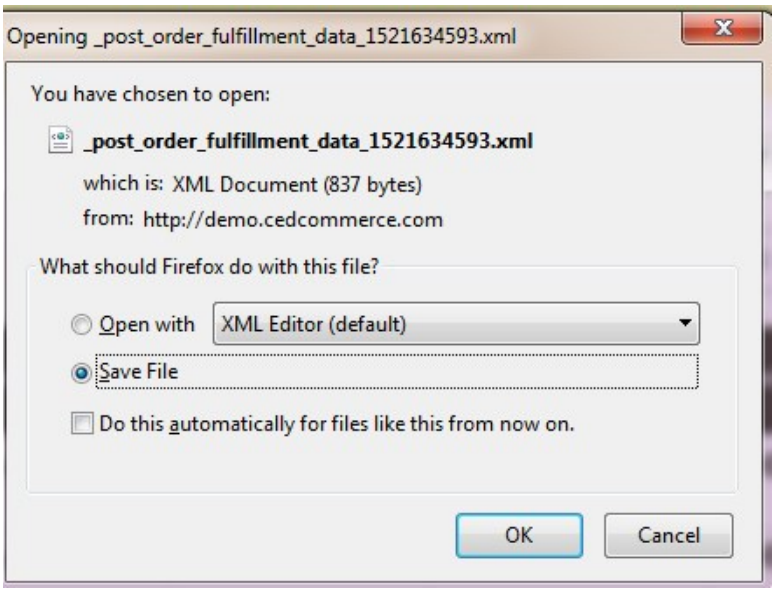
3. Click **Feeds**.
   The **Amazon Feeds** page appears as shown in the following figure:



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.

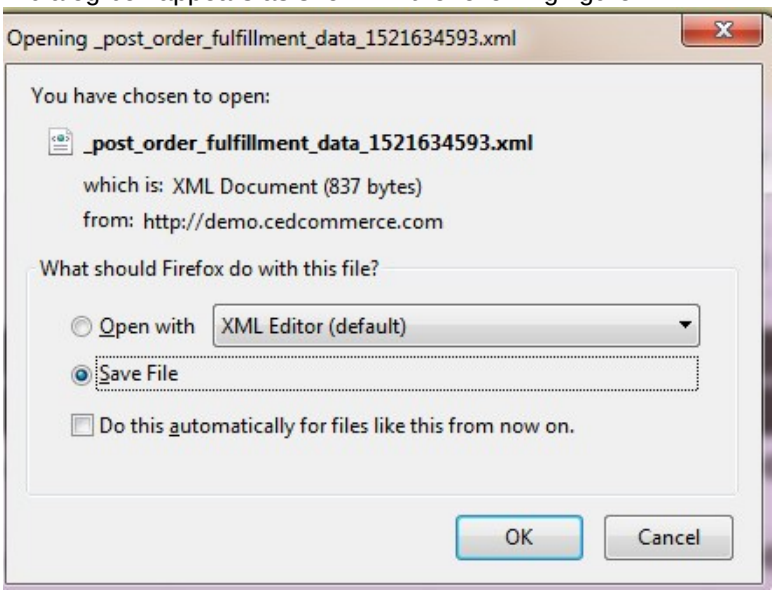
ii. In the **Response** column of the respective row, click the **View Feed Response**

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.

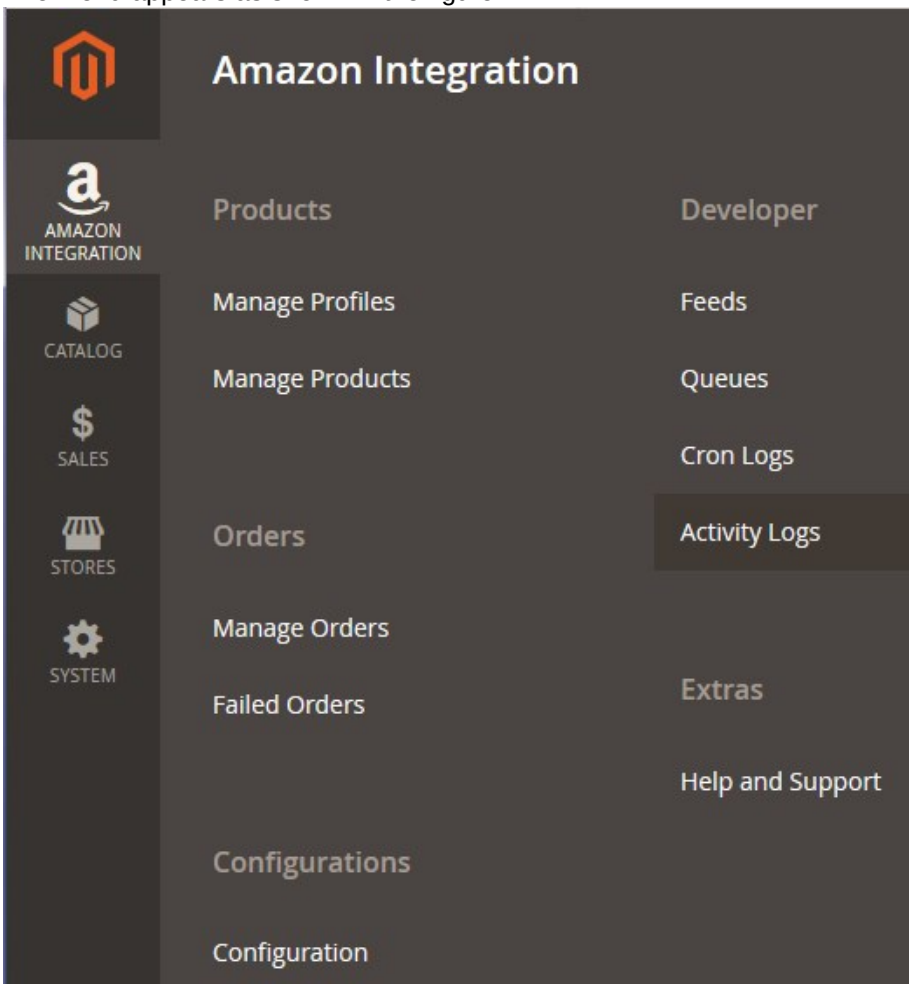
i. *To view the Product Ids in the specific feed*, *do* the following steps:

i. Scroll down to the required row.

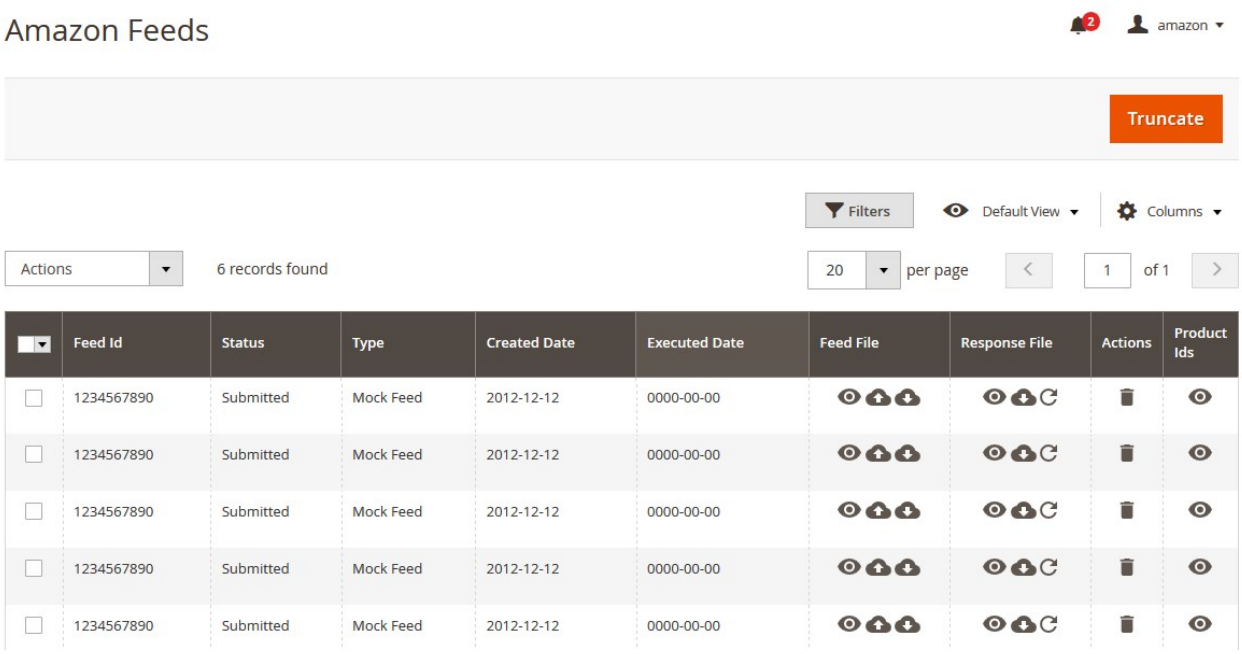
ii. In the **Product Ids** column of the respective row, click the **View Product Ids** icon.
The Product Ids page appears as shown in the following figure:

To perform bulk action on selected feeds

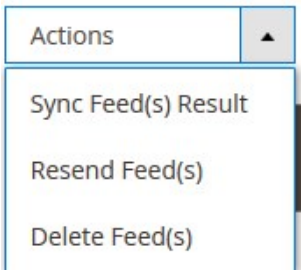
1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
The menu appears as shown in the figure:



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



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:



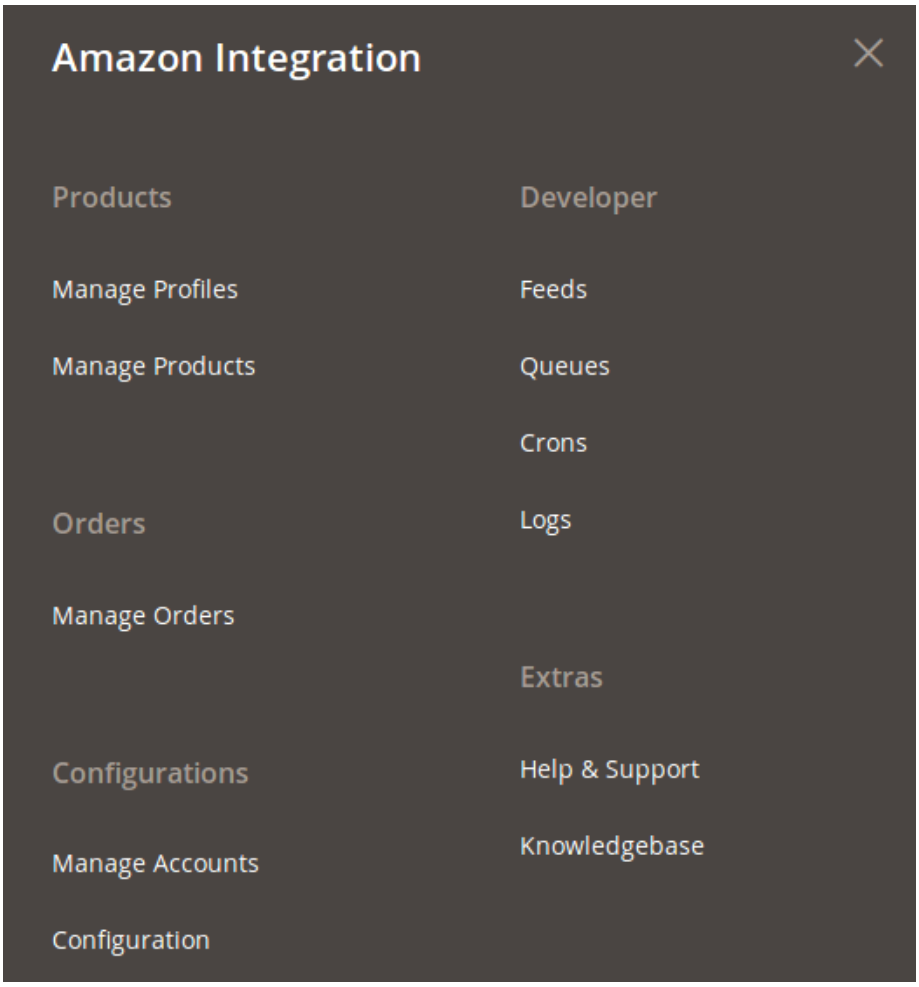
6. Select the required option.
   A confirmation dialog box appears.
7. Click the **OK** button.
   The action is performed and a success message appears if there is no error.

9. Amazon Queues

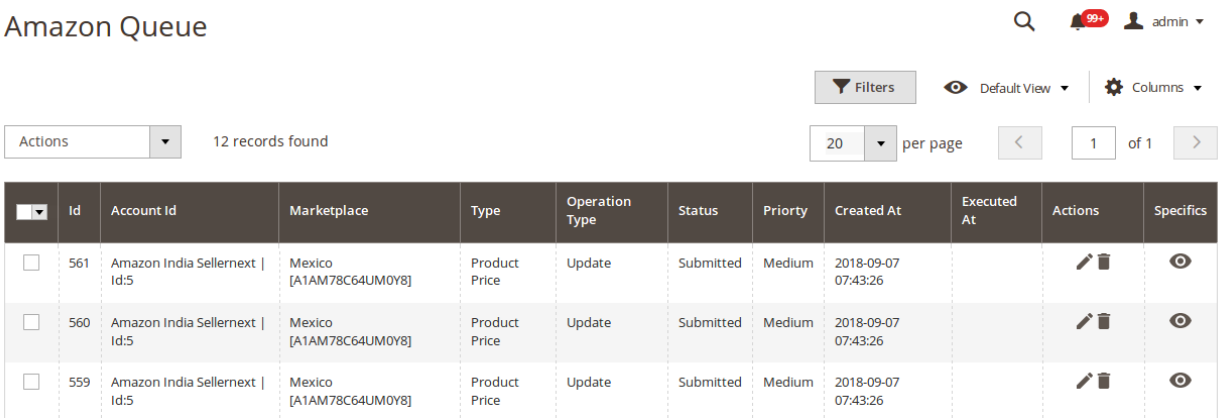
The Magento 2 store owners can view and manage the Amazon Queues.

To view the Amazon Queues

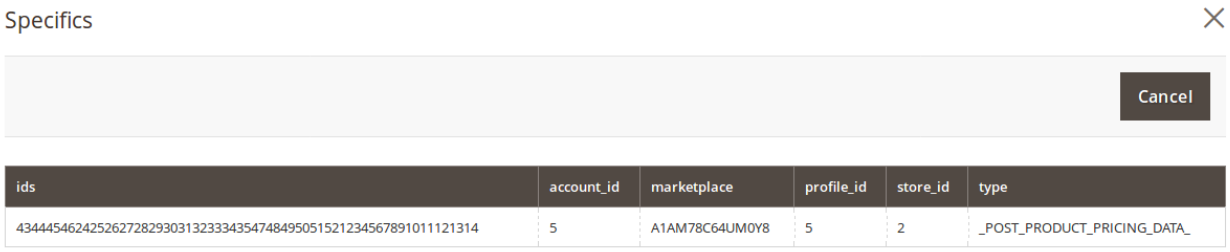
1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
   The menu appears as shown in the following figure:



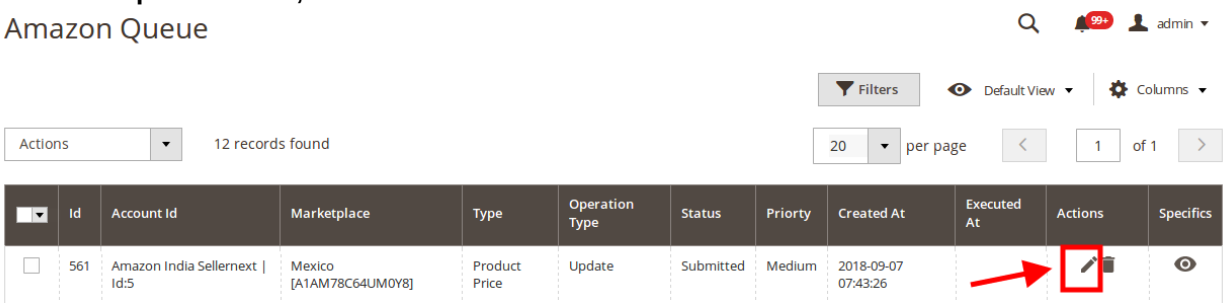
3. Click **Queues**.
   The **Amazon Queue** page appears as shown in the following figure:



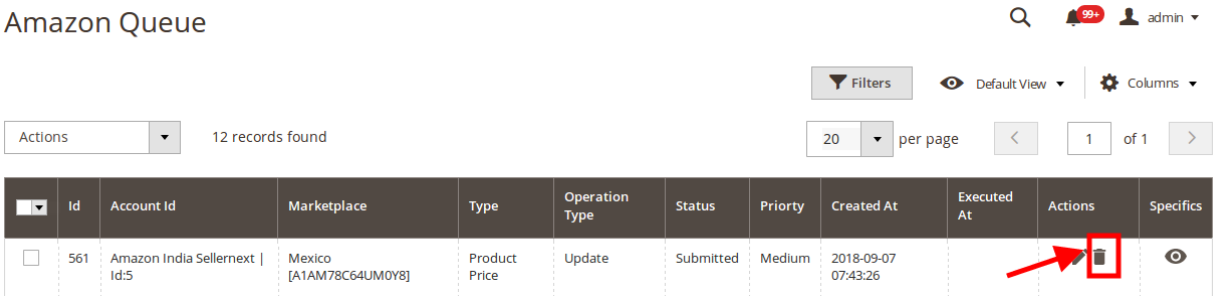
   All the Amazon Queue records are listed on this page.
4. **To view the queue record,** click on view button under **Specific** column. The queue will appear as:



5. **To edit the queue record,** click on edit button under the **Actions** column.



6. You will see the page on which you may make the changes and edit the queue record.
7. To delete the queue record, click on delete button under the **Actions** column.

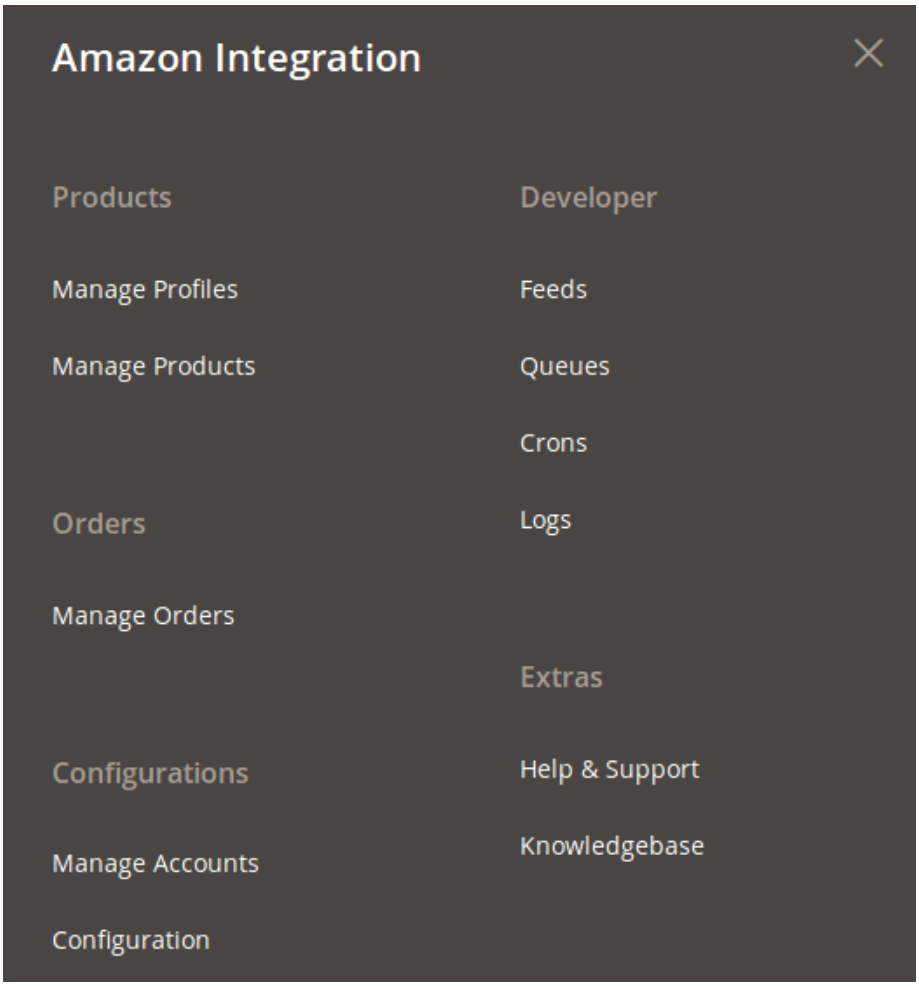


8. On doing so, selected queue record will be deleted.

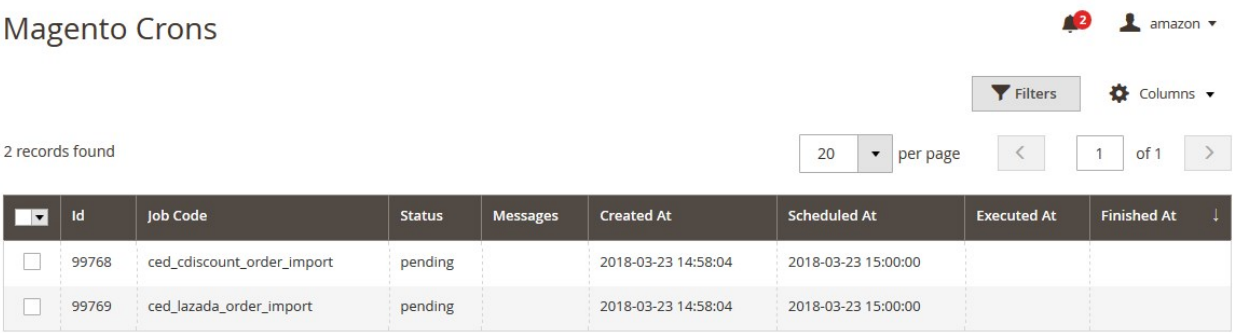
10. Amazon Cron Details

To view Catch Cron Details

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

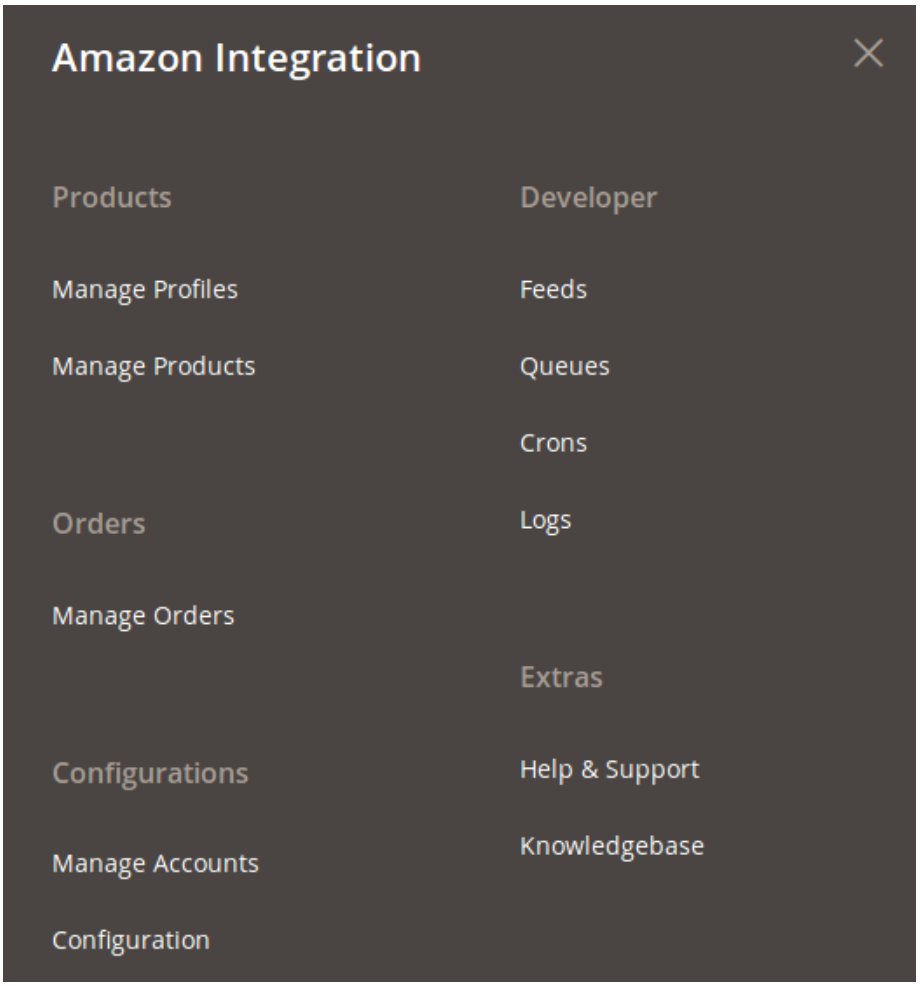


11. Amazon Activity Logs

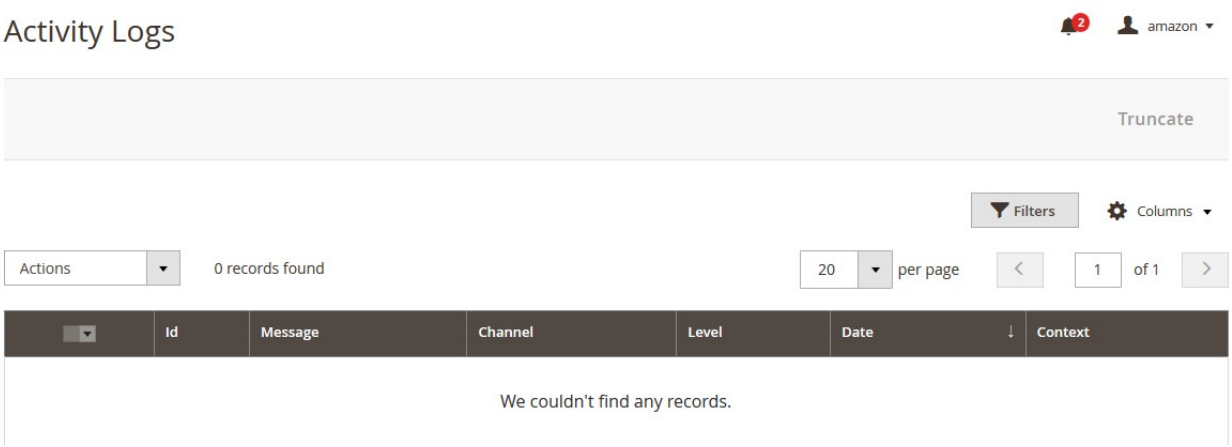
The Magento 2 store owners can view and manage the Amazon Activity logs.

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:

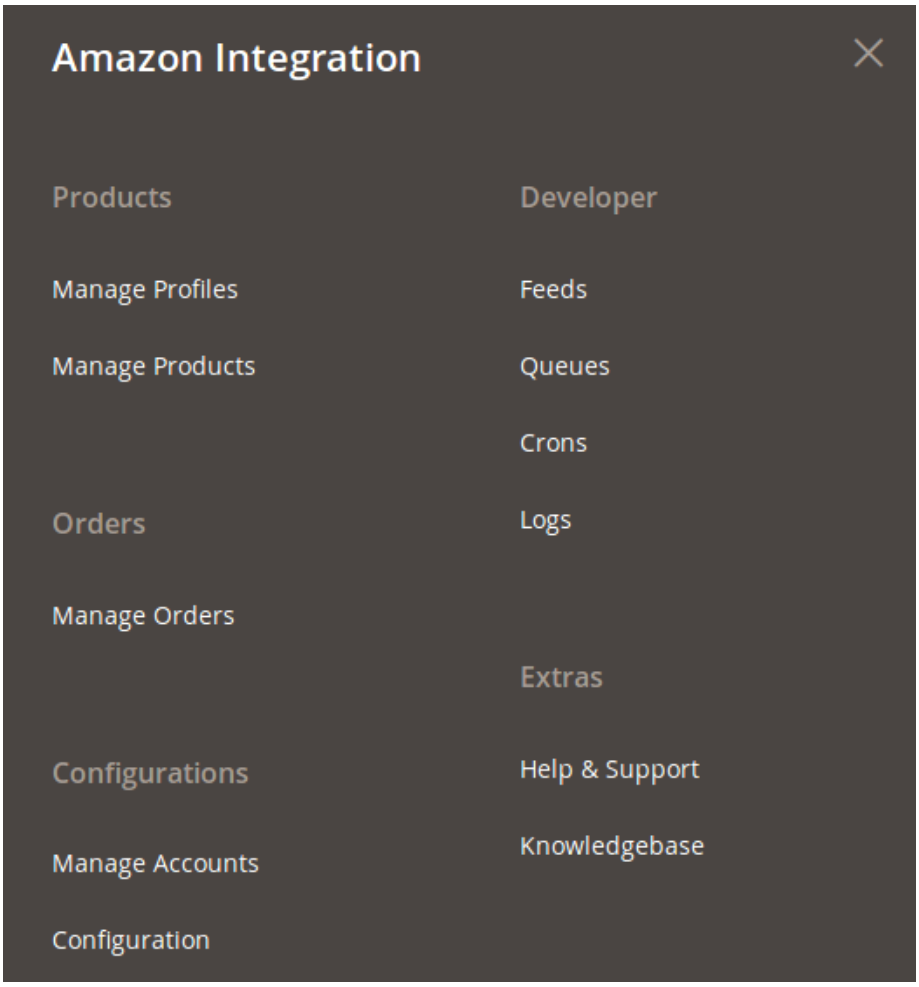


All the Amazon Activity logs records are listed on this page.

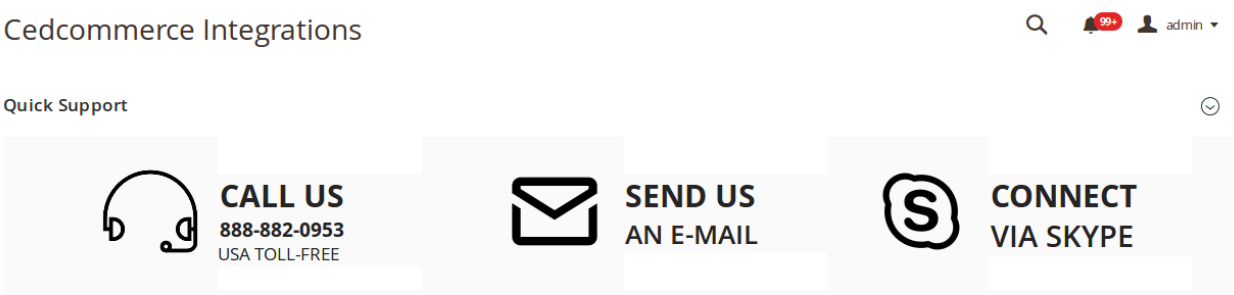
12. Amazon Help And Support

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:



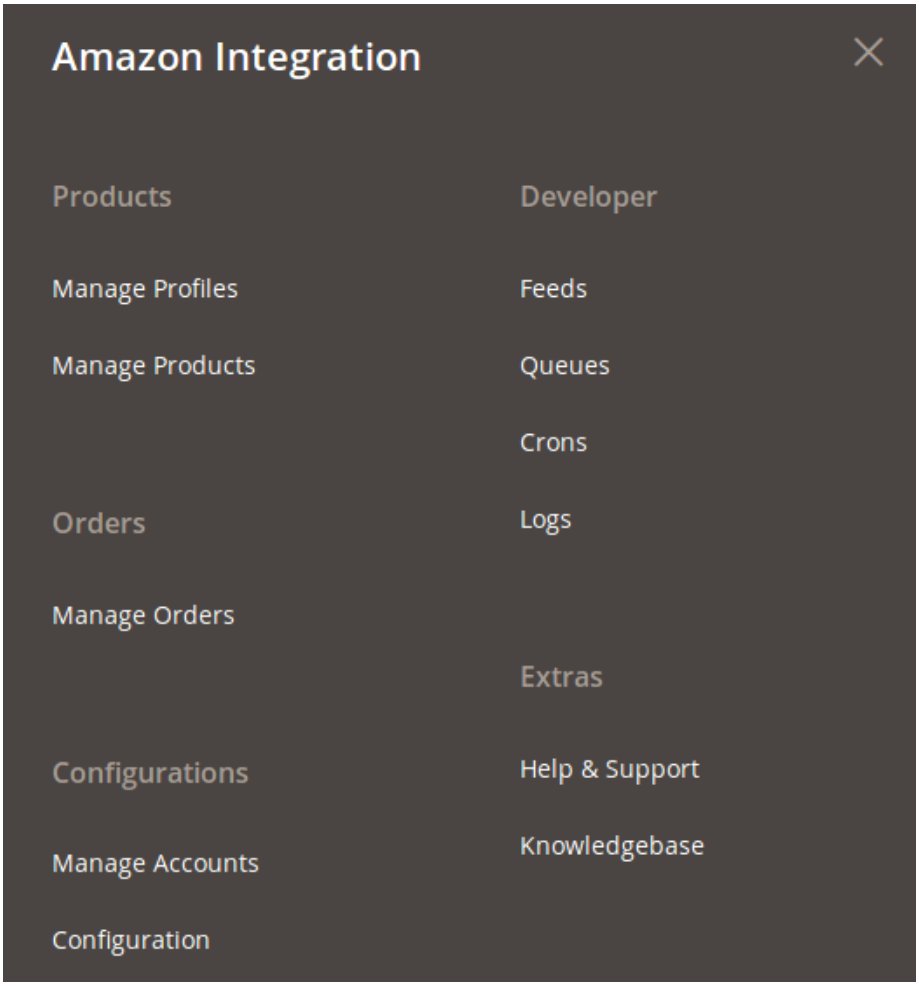
4. On this page, the admin has the option to contact us via calling, sending an email, or by getting connected with us on Skype.

13. Knowledge Base

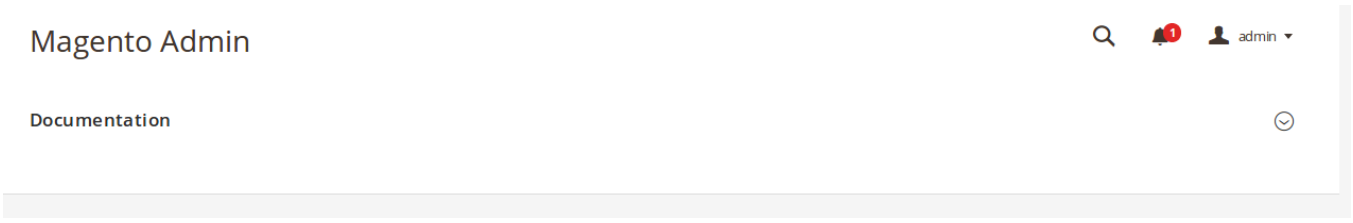
While doing the integration, the admin may go through this guide by accessing the Knowledge Base section of the module.

To do so,

- Click on **Amazon Integration** on the left navigation bar.
- When the menu appears, click on **Knowledge base.**



- On clicking it, you will be navigated to page that appears as:



- Now click on **Documentation** and the section will expand as:

- On clicking the **Amazon Integration Extension User Guide By CedCommerce** you will be able to see the guide to integrate the Magento store with Amazon.