P.	MercadoLibre Integration for Magento Guide
MercadoLibre Integration for Magento Guide	
by CedComr	merce Products Documentation

1. Overview	3
2. Configuration	
3. Profile Management	
3.1. Adding a Profile	
3.2. Editing a Profile	
3.3. Change the Status of Profile	
3.4. Delete Profile(s)	
4. Product Management	
5. Mlibre Orders	
6. Failed Orders	
7. Mlibre Activity Logs	
8. Mlibre Crons	
9. Knowledge Base	

1. Overview

MercadoLibre is an Argentine eCommerce company and the most popular e-commerce site in Latin America when it comes to the number of visitors.

On this largest e-commerce ecosystem in Latin America, products that are available to be sold by sellers and purchased by buyers are huge in number and fall under multiple categories such as Electronics and Accessories, Fashion, Home and Garden, Car Accessories, Sporting Goods etc. MercadoLibre has about 212 million recorded users as of 2017 and in the first quarter of 2018, the net revenue of MercadoLibre was 321 Million US dollars.

To enable the sellers to sell on this gigantic marketplace, CedCommerce has developed the MercadoLibre Integration for Magento.(https://cedcommerce.com/magento-extensions/mercadolibre-magento-integration)

This advanced and cutting-edge extension focuses on empowering the store owners with the Magento framework to sell on MercadoLibre and make their products reach out to their target buyers in the Latin American region.

Have a look at the up-to-the-minute and all-inclusive features of this extension that help the sellers to manage their selling in the most convenient manner.

Features:

Bulk Upload Technology: You have the flexibility to upload the number of products on MercadoLibre.com using the bulk product upload feature.

Profile Based Product Upload: Enables the admin to create a profile based on the single category, and then assign the products to the profile to automate the product upload.

Auto Synchronization: Auto synchronizes the product listing, order, inventory, and pricing at regular intervals between Magento and MercadoLibre.com.

Product Data Validation: The extension enables validating the product information in accordance with MercadoLibre.com standard and values.

Automated Order Fetch: It eases the process of orders being fetched from MercadoLibre to your Magento store automatically by the help of crons.

Notifications Emails: Admin receives notification for new order creation, low stock, and if the product is rejected from MercadoLibre.com.

Auto Shipment through 3rd Party Software Integration: Provides you an ability to automatize process of shipment with ShipStation, ShipWorks, Stamps.com, Linnworks, XTENTO, Shiprush.

Magento Orders Creation: The newly placed orders on MercadoLibre.com are automatically created in the Magento store with all the required details as it is on MercadoLibre.com.

2. Configuration

Once the installation of MercadoLibre Integration for Magento Extension has been done, the next important step is to complete the configuration which works as the foundation for the integration process.

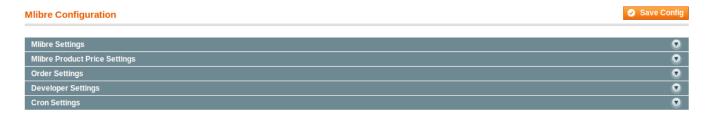
To complete the configuration,

- Go to your Magento admin panel.
- On the top navigation bar, place the cursor on Mlibre.

• When the menu appears, click Configuration.



• On clicking it, you will be navigated to the configuration page which appears as:

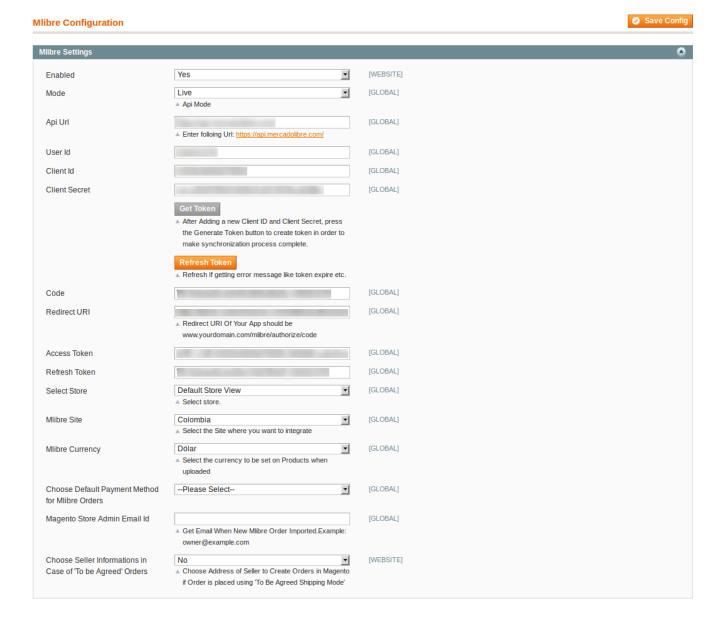


Mlibre Settings

• Click on Mlibre Settings and the section will expand as:



- In **Enabled**, select **Yes** to enable the extension.
- On selecting Yes, the section expands as:



Now,

- In Mode, select the mode.
- In API URL, enter https://api.mercadolibre.com/
- The User Id gets filled automatically but for that you need to fill the Client Id and Client Secret.
- Fill your client ID in the **Client Id** field, which you may get from your MercadoLibre seller panel once you have created the app there.
- Fill your client secret in the **Client Secret** field, which you may get from your MercadoLibre seller panel once you have created the app there.
- Once done, click on the **Save Config** Button.
- Now click on the Get Token button which is next to the Client Secret field.
- On clicking Get Token button, the User Id, Code(which is the next field), Access Token and Refresh Token get automatically filled.
- The Code field, as mentioned earlier gets filled automatically when you click Get Token button.
- In **Redirect URL** field, enter www.yourdomain.com/mlibre/authorize/code where you need to add your store domain in the place of 'your domain' in the URL.
- The Access Token field, as mentioned earlier gets filled automatically when you click Get Token button.
- The Refresh Token field, as mentioned earlier gets filled automatically when you click Get Token button.

- In Select Store, select your Magento store which you are integrating with MercadoLibre marketplace.
- In Mlibre Site, select the MercadoLibre site with which you want to integrate your store.
- In Mlibre Currency, select the currency to be set on products when you upload them.
- In **Choose Default Payment Method for Mlibre Orders**, select the payment method for the orders which will be placed for your products on Magento.
- In **Magento Store Admin Email Id**, enter the email address on which you want to get email whenever a new MercadoLibre order is imported on Magento.
- In Choose Seller Informations in Case of 'To be Agreed' Orders, if you select yes, you may choose
 the address of the seller to create orders in Magento if order is placed using 'To Be Agreed Shipping
 Mode'.

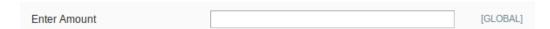
Mlibre Product Price Settings



• In **Mlibre Product Price**, you may select the price option as they are shown in the image below, to be sent for your products on MercadoLibre.

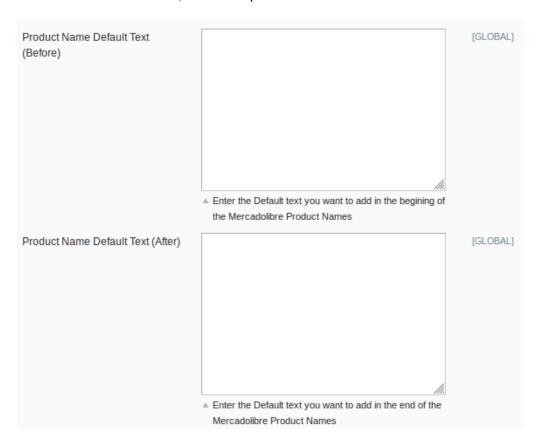


- **Default Magento Price:** If this option is selected, the price for which your product will be available on MercadoLibre will be same as the price of your product on Magento store.
- Increase By Fixed Price: You may select this option if you want your product price to be increased on MercadoLibre as compared to you Magento store. If you select this option, a box appears as shown below:

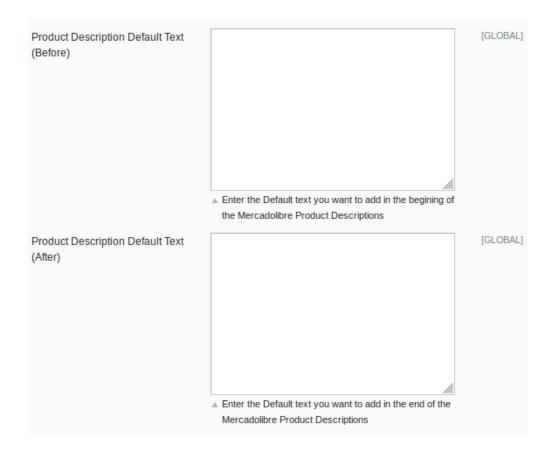


- By choosing this option, you may enter in the Enter Amount box the amount by which you want your
 product price to be increased on MercadoLibre as compared to your Magento store. Suppose if you enter
 50 in this field and your product is for 100 on your Magento store, then the amount that your product will
 be available for on MercadoLibre would be 150 (as the amount entered is 50 for Increase by fixed
 amount, so the price entered would be added to the price for which product is available on Magento store).
- Increase By Fixed Percentage: You may use this option if you want the price of your Magento product to
 be increased on MercadoLibre by a certain percentage. By choosing this option, you may enter in the
 Enter Amount box the percentage amount by which you want your product price to be increased on
 MercadoLibre as compared to your Magento store. Suppose if you enter 20 in this field and your product is

- for 100 on your Magento store, then the amount that your product will be available for on MercadoLibre would be 120 (as 20% of 100 is 20 which gets added to 100).
- Decrease By Fixed Price- You may use this option if you want the price of your Magento product to be
 decreased on MercadoLibre. By choosing this option, you may enter in the Enter Amount box the amount
 by which you want your product price to be decreased on MercadoLibre as compared to your Magento
 store. Suppose if you enter 50 in this field and your product is for 100 on your Magento store, then the
 amount that your product will be available for on MercadoLibre would be 50 (as the amount entered is 50
 for Decrease by fixed amount, so the price entered would be subtracted from the price for which the
 product is available on Magento store).
- Decrease By Fixed Percentage- You may use this option if you want the price of your Magento product
 to be decreased on MercadoLibre by a certain percent. By choosing this option, you may enter in the
 Enter Amount box the percentage amount by which you want your product price to be decreased on
 MercadoLibre as compared to your Magento store. Suppose if you enter 20 in this field and your product is
 for 100 on your Magento store, then the amount that your product will be available for on MercadoLibre
 would be 80 (as 20% of 100 is 20 which gets subtracted from 100).
- Customize MercadoLibre Product Names field is for sellers to customize their product names. If Yes is selected in this field, the field expands as:

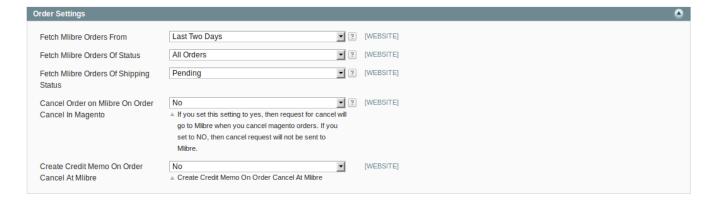


- In the **Product Name Default Text (Before)**, you can add the default text that would be added and appear at the beginning of your MercadoLibre product names.
- In the **Product Name Default Text (After)**, you can add the default text that would be added and appear at the end of your MercadoLibre product names.
- The **Customize MercadoLibre Product Descriptions** field is for sellers to customize their product descriptions. If **Yes** is selected in this field, the field expands as:



- In the **Product Description Default Text (Before)**, you can add the default text that would be added and appear at the beginning of your MercadoLibre product description.
- In the **Product Description Default Text (After)**, you can add the default text that would be added and appear at the end of your MercadoLibre product description.

Order Settings



- In Fetch Mlibre Orders From field, select the point of time from which you want the orders to be fetched, till date. for your products on MercadoLibre.
- In **Fetch Mlibre Orders of Status**, select the status which if a MercadoLibre order has, it will be fetched from MercadoLibre to Magento. It means that if you select a particular status in this field, then all the orders on MercadoLibre with that status will be fetched to Magento.
- In **Fetch Mlibre Orders of Shipping Status**, select the shipping status which if a MercadoLibre order has, it will be fetched from MercadoLibre to Magento. It means that if you select a particular shipping status in

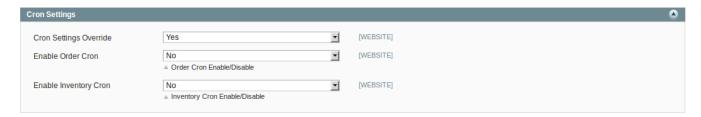
- this field, then all the orders on MercadoLibre with that shipping status will be fetched to Magento.
- In Cancel Order on Mlibre On Order Cancel in Magento, you may select Yes if you want an order to be
 canceled on MercadoLibre if it is canceled on Magento. If you select No, then no such actions will be
 taken.
- In Create Credit Memo On Order Cancel At MercadoLibre, if you select Yes, then a credit memo for refund gets created if an order gets canceled at MercadoLibre. If you select No, then the credit memo doesn't get created.

Developer Settings



- In **Debug Mode**, you may select Yes if you want the log to be created.
- In **Product Chunk Size**, select the number of products to be sent to MercadoLibre in one batch.

Cron Settings



- In **Cron Settings Override**, you may select **Yes**, you will be able to make changes in the Cron Settings and the section will expand as shown above.
- In **Enable Order Cron**, you may enable the order cron by selecting **Yes**. On selecting **Yes**, a field will appears as:



- In **Order Cron**, you can enter the cron expression to execute the order cron. You may enter it for minutes, hours, or seconds.
- In **Enable Inventory Cron**, you may enable the Inventory cron by selecting **Yes**. On selecting **Yes**, a field will appears as:



• In **Inventory Sync Cron**, you can enter the cron expression to execute the inventory sync cron. You may enter it for minutes, hours, or seconds.

Now, when you have taken all these actions, you need to click on **Save Config** button and the configuration process will be completed.

3. Profile Managaement

The **Manage Profile** section while selling on MercadoLibre with our extension, includes the following actions that you may take:

- · Adding a profile
- · Editing a profile
- · Changing the status of a profile
- · Deleting a profile

3.1. Adding a Profile

To add a profile.

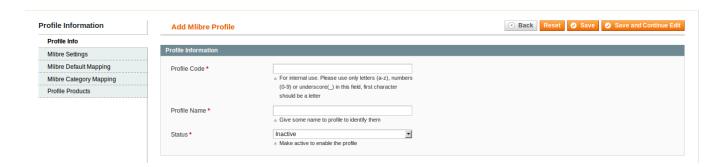
- Go to your Magento admin panel.
- On the top navigation bar, place the cursor on Mlibre.
- When the menu appears, click on Manage Profile.



• On clicking it, you will be navigated on the page which appears as:



- Now click on **Add New Profile** which is highlighted in the above image.
- On clicking it, you will be navigated to the page which appears as:



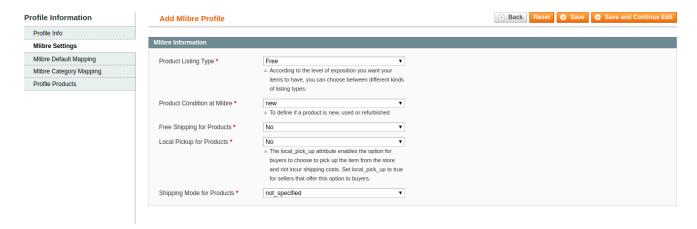
Now you need to fill the necessary details in all the sections that you can see on the left side of the page.

Profile Info

- In **Profile Code**, enter the code for your profile.
- Enter the name that you want for your profile in Profile Name.
- In Status, select Active to enable the profile.

Click on Mlibre Settings from the left side.

Mlibre Settings



- In Product Listing Type, select the listing type for your product according to the level of exposition you
 want your items to have, from options such as Free, Premium, Classic etc.
- In Product Condition at Mlibre, select the condition of your product that you want to upload on MercadoLibre, from options such as New, Refurbished, Used etc.
- In **Free Shipping For Products**, select **Yes** if you want to provide free shipping for your products. Select **No** if you don't want to opt for free shipping.
- In **Local Pickup for Products**, select **Yes** if you want the buyers to have an option to pick the products up from the store without any shipping charges being incurred.
- Select Shipping Mode for Products in the next field. If Custom is selected, the Add Up to 10 Custom Shipping Prices for Shipping Mode "Custom" section appears as shown below:

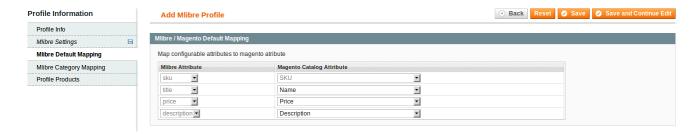


- In Add Up to 10 Custom Shipping Prices for Shipping Mode "Custom" section, you may select up to 10 custom shopping prices for different modes of shipping.
- In **Shipping Cost**, enter the cost for shipping product.
- In **Description**, enter the description that you want to be applied for that particular **Shipping Cost**.
- You may add the shipping by clicking on **Add Shipping** button on the bottom right of the section as you may see on the above image.

Now click on Mlibre Default Mapping.

Mlibre Default Mapping

• On clicking Mlibre Default Mapping, the section appears as:

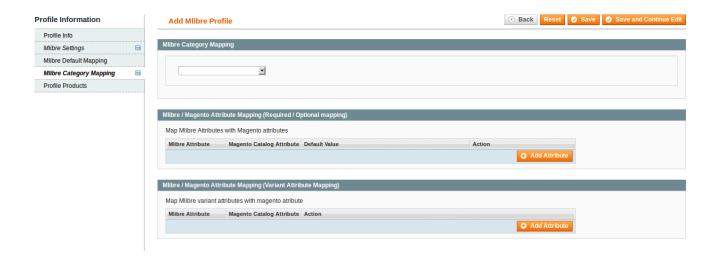


- In Mlibre/Magento Default Mapping section, you need to map MercadoLibre Attributes to Magento Catalog Attribute.
- Select Magento Catalog Attributes to map them with MercadoLibre SKU, Title, Price, and Description.

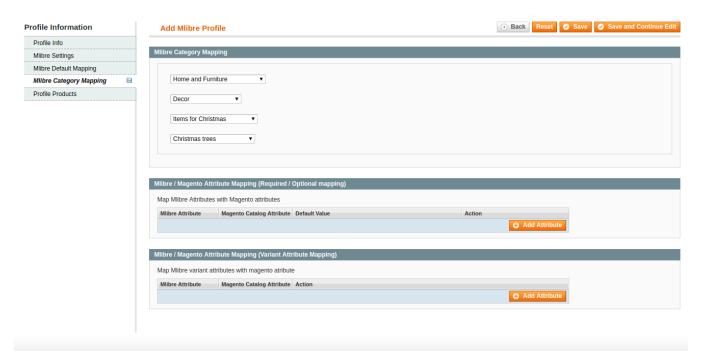
Once done, click Mlibre Category Mapping from the left side menu.

Mlibre Category Mapping

• On clicking Mlibre Category Mapping, the section appears as:



- Under Mlibre Category Mapping, select the parent category of your product.
- On selecting the parent category, the sub-categories appear as:



• In Mlibre/Magento Attribute Mapping (Required/Optional Mapping), you may map the Mlibre Attribute with Magento Catalog Attribute by clicking on **Add Attribute** button at the bottom right of this section. On clicking it, the section appears as:



- You may select the Mlibre Attribute and then the Magento Catalog Attribute and click on Map Options
 to map the attributes.
- You may click **Add Attribute** button to add more attributes to map them.
- In Mlibre/Magento Attribute Mapping (Variant Attribute Mapping), you may map the Mlibre Attribute
 with Magento Catalog Attribute by clicking on Add Attribute button at the bottom right of this section. On
 clicking it, the section appears as:

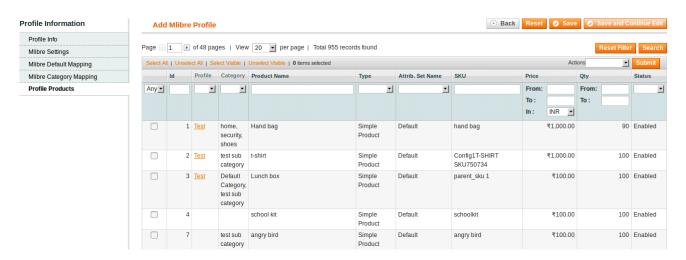


- You may select the Mlibre Attribute and then the Magento Catalog Attribute and click on Map Options
 to map the attributes.
- You may click Add Attribute button to add more attributes to map them.

Now click on Profile Products

Profile Products

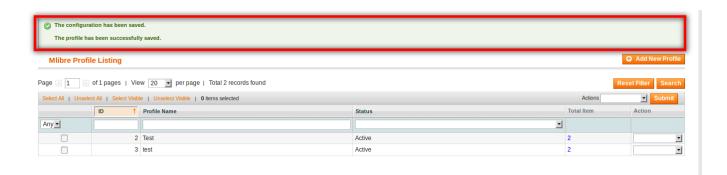
On clicking profile products, the section appears as:



- Click Reset Filter button on top right part of the page if the products are not listed on page. On clicking the Reset Filter button, products appears as shown in the above image.
- Select the products that you want to assign to this profile by checking the boxes corresponding to the products.

Now once you have taken all these actions in the sections mentioned above, click on **Save** button on the top right side of the page.

Profile will get created and you will be able to see it on the **Mlibre Profile Listing** page, with a success message appearing on the page as highlighted on the image below.



3.2. Editing a Profile

To edit a profile,

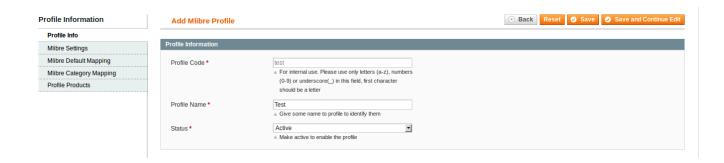
- Go to your Magento admin panel.
- On the top navigation bar, place the cursor on Mlibre.
- When the menu appears, click on Manage Profile.



• On clicking it, you will be navigated on the page which appears as:



- Now click on the drop down menu under **Actions**, in the last column corresponding to the product you wish to edit.
- When the menu appears as shown in the above image, click on **Edit Profile** which you can see in the option as shown in the above image.
- On clicking it, you will be navigated to the page which appears as shown below:

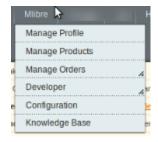


- Now you may edit the profile section by section by going to each section from the left menu- Profile Info,
 Mlibre Settings, Mlibre Default Mapping, Mlibre Category Mapping, and Profile Products.
- Once the changes are made by you, click on the Save button on the top right side of the page.
- The changes you have made will be saved and the editing will be done.

3.3. Change the Status of Profile

To change the status of profile,

- · Go to your Magento admin panel.
- On the top navigation bar, place the cursor on Mlibre.
- When the menu appears, click on Manage Profile.



• On clicking it, you will be navigated on the page which appears as:



- Select the profile(s) by checking the corresponding box(es).
- Now click on **Actions** drop down on the top right side of the page as shown in the above image.
- When the menu appears as shown in the above image, you can see the Change Status option which you need to click at.
- Once you select it, the **Status** field appears next to it as shown below, with **Active** and **Inactive** options. Select the status that you want for selected profile(s).



- · Now click on Submit button next to the Status field.
- The status of the profile(s) will be changed from **Active** to **Inactive** or vice-versa.

To change status of all profiles,

• Click **Select All** on the upper left side of the page as shown below:



• Now click on **Actions** drop down on the top right side of the page as shown in the image below.



- When the menu appears as shown in the above image, you can see the **Change Status** option which you need to click at.
- Once you select it, the **Status** field appears next to it as shown below, with **Active** and **Inactive** options. Select the status that you want for all the profiles.



- Now click on Submit button next to the Status field.
- The status of all the profile will be changed from Active to Inactive or vice-versa.

3.4. Delete Profile(s)

To delete profile(s),

- Go to your Magento admin panel.
- On the top navigation bar, place the cursor on **Mlibre**.
- When the menu appears, click on Manage Profile.



• On clicking it, you will be navigated on the page which appears as:



- Select the profile(s) by checking the corresponding box(es).
- Now click on **Actions** drop down on the top right side of the page as shown in the above image.
- When the menu appears as shown in the above image, you can see the **Delete** option which you need to click at.
- Now click on Submit button.
- The selected profile(s) will be deleted.

To delete all profiles,

• Click Select All on the upper left side of the page as shown below:



• Now click on **Actions** drop down on the top right side of the page as shown in the image below.



- When the menu appears as shown in the above image, you can see the **Delete** option which you need to click at.
- Now click on Submit button.
- The selected profile(s) will be deleted.

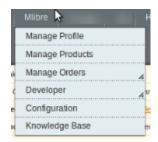
4. Product Management

When a profile has been created and products have been assigned to it, the next part is to manage the products. Under the section of Manage Products, you may take the following actions:

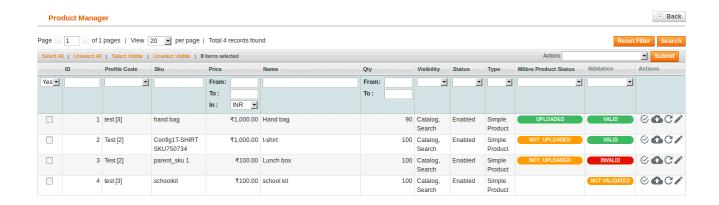
- Validate Product(s)
- Validate and Upload Product(s)
- Sync Product(s) Status
- Delete Product(s) at Mlibre
- Edit a Product

To take these actions,

- Go to your Magento admin panel.
- On the top navigation bar, place cursor on Mlibre.
- When the menu appears, click on Manage Products.



• On clicking the Manage Products, you will be navigated to the page as shown below:



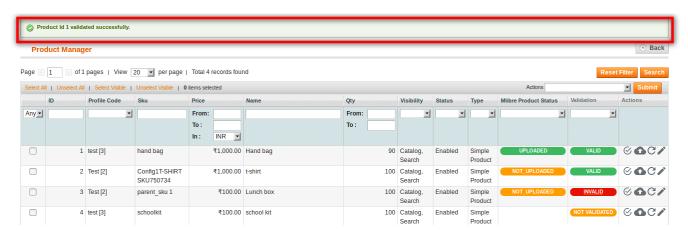
Now,

To validate single products,

• Click the validate sign for the product you want to validate, under **Actions** column which has been highlighted inside red box in the image below:

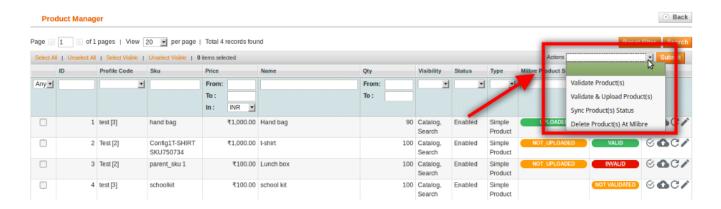


• Product gets validated and you may see the message on the top of the page, as has been highlighted in the below image.

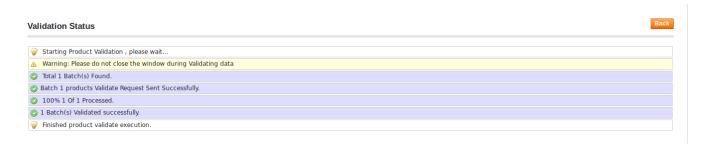


To validate multiple products,

- To validate multiple or all products, select multiple products by checking the corresponding check boxes or you may click **Select All** option on the upper left side of the page.
- Now click on **Actions** drop down on the upper right side of the page. When the menu appears, click on **Validate Product(s)** and click **Submit** button.



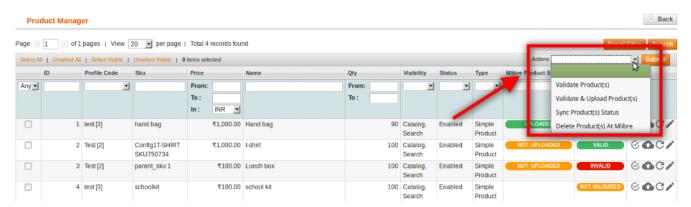
You will be navigated to the page which shows you the validation status, as shown below:



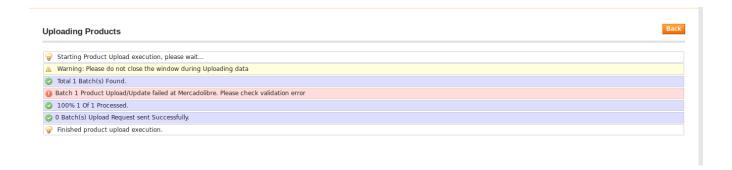
 Now click Back button on the top right side of the page and you will again get redirected to the Manage Products page where you may take other actions.

To validate and upload product(s),

- Select the products by checking the corresponding check boxes or select all products, if you want by clicking on **Select All** on the top left side of the page.
- Now click on **Actions** drop down on the upper right side of the page. When the menu appears, click on **Validate and Upload Product(s)** and click **Submit** button.



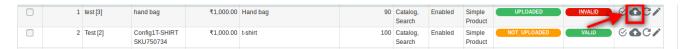
• You will be navigated to the page which shows you the status of your action, as shown below:



 Now click Back button on the top right side of the page and you will again get redirected to the Manage Products page where you may take other actions.

To upload/update single products,

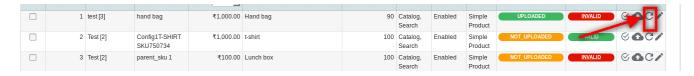
• Click the upload/update sign for the product you want to upload or update, under **Actions** column which has been highlighted inside red box in the image below:



Product gets uploaded/updated and you may see the message on the top of the page.

To sync the status of the products,

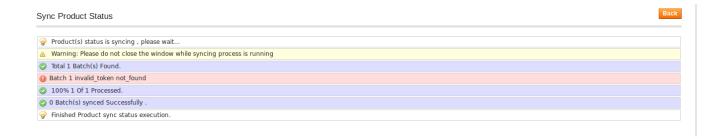
• Click the sync product status sign for the product that you want to sync status for, under **Actions** column which has been highlighted inside red box in the image below:



On doing so, the product status will be synced and the message will appear on the top of the page.

To sync status of multiple products,

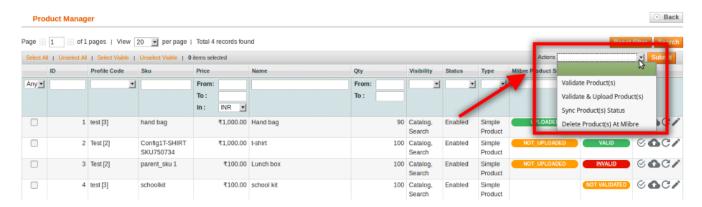
- To sync status of multiple or all products, select multiple products by checking the corresponding check boxes or you may click **Select All** option on the upper left side of the page.
- Now click on Actions drop down on the upper right side of the page. When the menu appears, click on Sync Product(s) Status and click Submit button.
- You will be navigated to the page which shows you the sync status message, as shown below:



 Now click Back button on the top right side of the page and you will again get redirected to the Manage Products page where you may take other actions.

To delete products,

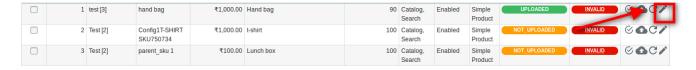
- Select the products by checking the corresponding check boxes or select all products if you want, by clicking on **Select All** on the top left side of the page.
- Now click on Actions drop down on the upper right side of the page. When the menu appears, click on Delete Product(s) At Mlibre and click Submit button.



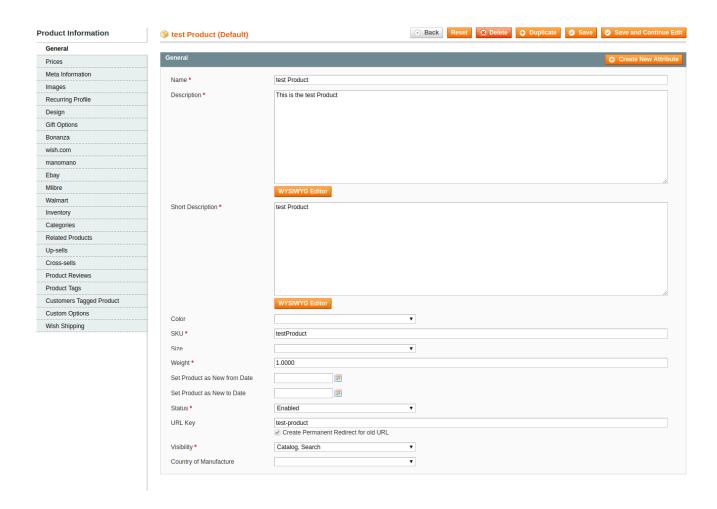
Product(s) will be deleted and a message will appear to you.

To edit a product,

 Click the edit sign for the product you want to edit, under **Actions** column which has been highlighted inside red box in the image below:



• On clicking it, you will be navigated to the page which appears as:



- On this page, you may make the changes as required section-by-section.
- Once the changes have been made, click on the Save button on the top right side of the page.
- · Changes will be made.

5. Mlibre Orders

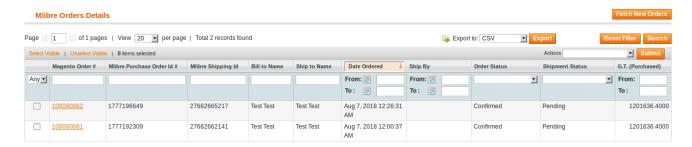
Using the MercadoLibre Integration for Magento Extension by us, you may see the MercadoLibre orders as well as ship them.

To view the MercadoLibre Orders,

- Go to your Magento admin panel.
- On the top navigation bar, place cursor on Mlibre.
- When the menu appears, place cursor on Manage Orders.
- The menu further expands and you need to click on View Mlibre Orders.



• On clicking it, you will be navigated to the page as shown below:



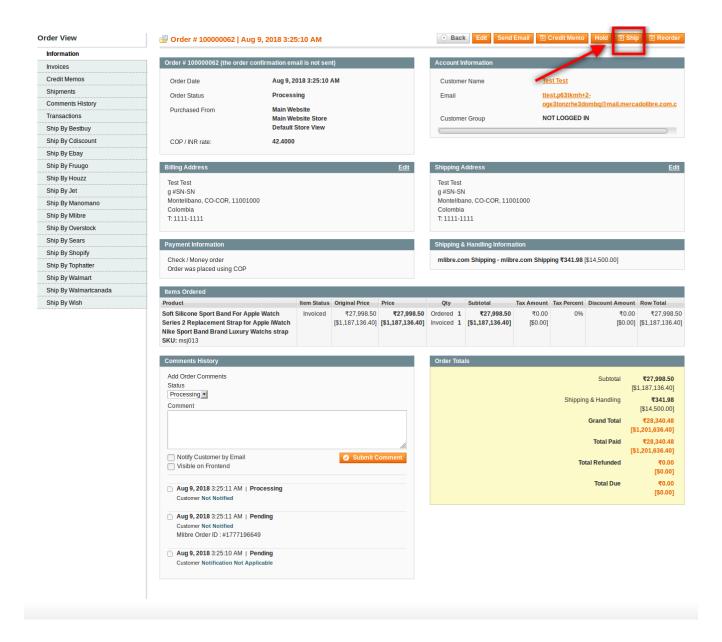
- Click on Fetch New Orders button on the top right side of the page.
- The orders will be listed as shown in the above image.
- You may see here the Magento Order #, Mlibre Purchase Order #, Mlibre Shipping ID, Bill to Name, Ship to Name, Date Ordered, Ship By, Order Status, Shipment Status, G.T. (Purchased).

To see the address and other such details of the order,

• Click on the Magento Order # for that particular order.

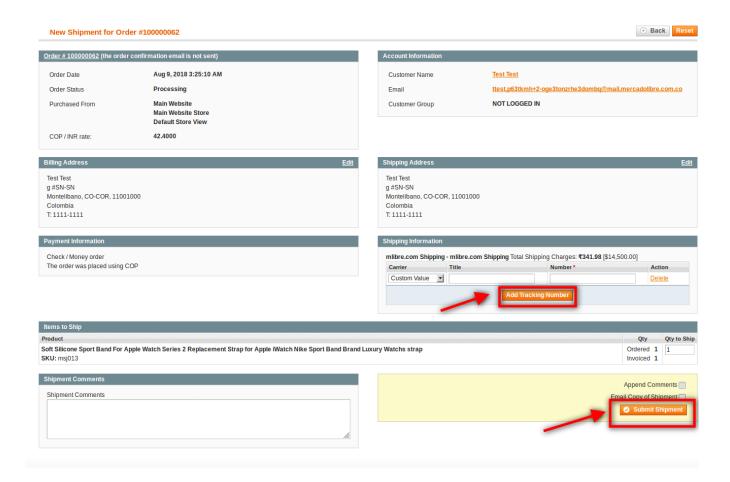


• On clicking it, you will be navigated to the page as shown below:



To ship the order,

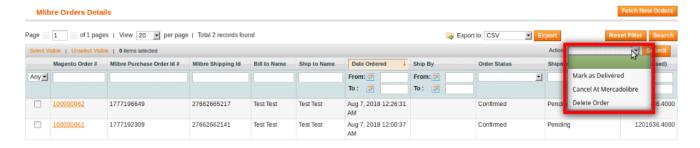
- Click on the **Ship** button on the top of the page, as highlighted in the above image.
- On clicking it, you will be navigated to page as shown below:



- On this page you may see the billing address, ordered product details etc.
- Now you need to enter the shipping information. For that click on **Add Tracking Number** as highlighted in the above image.
- On clicking it, you may enter the shipment Carrier, Title, Number etc for the shipment.
- Once done, click on the Submit Shipment button at the bottom of the page as highlighted in the above image.
- The shipment will be submitted.

To mark the order(s) as delivered,

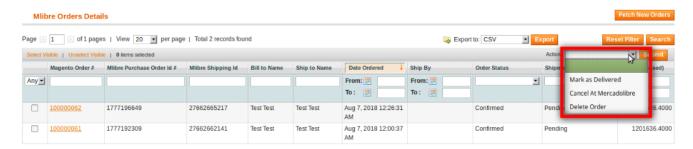
- On the Mlibre Orders Details page, select the orders by checking the corresponding boxes.
- Click on the **Actions** drop down on the top right side of the page.
- When the menu appears, select the Mark as Delivered option.
- Click Submit button next to it.



• Order(s) will be marked as delivered.

To cancel the order(s) at MercadoLibre.

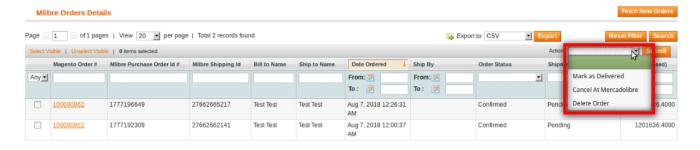
- On the Mlibre Orders Details page, select the orders by checking the corresponding boxes.
- Click on the **Actions** drop down on the top right side of the page.
- When the menu appears, select the Cancel At MercadoLibre option.
- · Click Submit button next to it.



• Order(s) will be canceled as MercadoLibre.

To delete the the order at MercadoLibre.

- On the Mlibre Orders Details page, select the orders by checking the corresponding boxes.
- Click on the **Actions** drop down on the top right side of the page.
- When the menu appears, select the **Delete Order** option.
- · Click Submit button next to it.



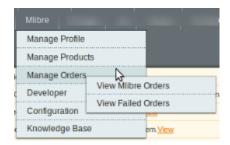
• Order(s) will be deleted.

6. Failed Orders

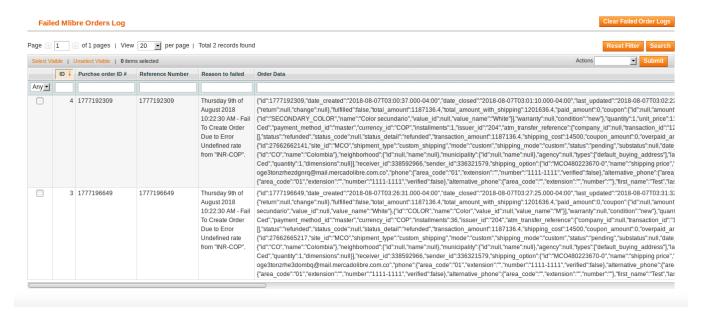
If an order gets failed, it can be seen on the Magento admin panel itself.

To see the failed orders,

- Go to your Magento admin panel.
- On the top navigation bar, place cursor on Mlibre.
- When the menu appears, place cursor on Manage Orders.
- The menu further expands and you need to click on View Failed Orders.



• On clicking it, you will be navigated to the page as shown below:



• Here on this page, you may see the MercadoLibre Purchase order Id, Reference Number, Reason to Failed means reason of order getting failed, and the order Data.

To delete failed order(s),

- Select the order(s) that you want to delete by checking the corresponding boxes.
- Now click the Actions drop down on the top right side of the page.
- When the menu appears, click Delete Order.
- · Click Submit button next to it.



• The selected order(s) will be deleted.

To clear the failed order logs,

- Click the Clear Failed Order Logs button on the top right side of the page.
- · The failed order logs will be cleared.

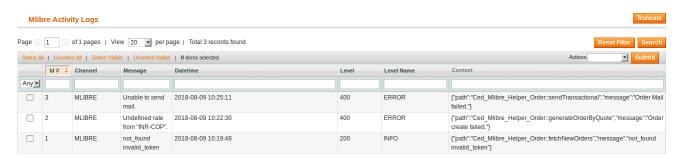
7. Mlibre Activity Logs

To view the MercadoLibre Activity Logs,

- · Go to your Magento admin panel.
- On the top navigation bar, place cursor on Mlibre.
- When the menu appears, place cursor on **Developer**.
- When it further expands, click on Activity Logs.



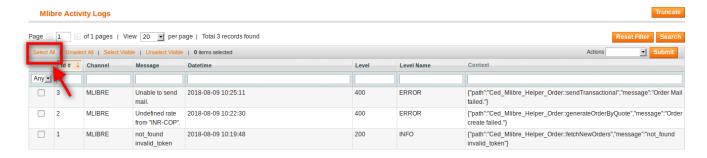
• On clicking it, you will be navigated to the page which appears as:



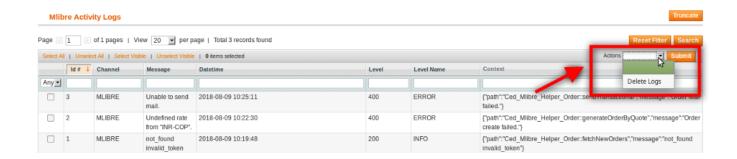
• On this page, you may see the activity logs and its details such as Id #, Channel, Message, Date & Time, Level, Level Name, and Context.

To delete the MercadoLibre Activity Logs,

- Select the logs to be deleted by checking the corresponding boxes.
- If you want to delete all the logs, click Select All on the upper left side of the page above log list.



- Now click on the Actions drop down on the upper right side of the page.
- When the menu appears, click Delete Logs.



- Now click Submit button.
- The selected activity logs will be deleted.

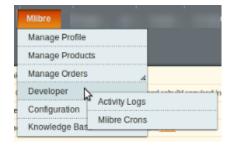
To delete all the logs at once,

- Click on **Truncate** button on the top right side of the page.
- All the activity logs will be cleared.

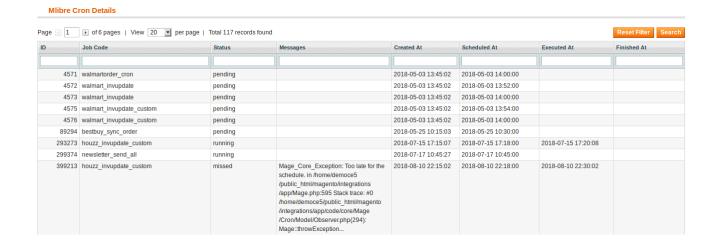
8. Mlibre Crons

To view the MercadoLibre Crons,

- Go to your Magento admin panel.
- On the top navigation bar, place cursor on Mlibre.
- When the menu appears, place cursor on **Developer**.
- When it further expands, click on Mlibre Crons.



• On clicking it, you will be navigated to the page which appears as:



- You may click **Reset Filter** button on the top right side of the page for the Crons to be listed as shown in the above image.
- On this page, you may see the Job Code, Cron Status, Messages, Cron Created At time, Cron Executed At time, and Cron Finished At time.

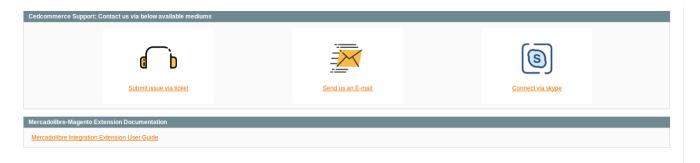
9. Knowledge Base

For knowledge base which includes help and support from CedCommerce,

- Go to your Magento admin panel.
- On the top navigation bar, place cursor on Mlibre.
- When the menu appears, click on Knowledge Base.



• On clicking, you will be navigated to the page as shown below:



• Under the CedCommerce Support: Contact us via below available mediums, you may see the

- different ways to get in touch with us.
- Click **Submit issue via ticket** and you will be navigated to our website where you just need to raise a ticket and we will be there to help you in no time.
- Click **Send us an E-mail** and your mailbox will get opened and you may mail us your question or query.
- Click **Connect via Skype** and you will be able to join us on Skype instantly where we are available 24×7.
- Under MercadoLibre-Magento Extension Documentation, click MercadoLibre Integration Extension
 User Guide and you will be able to see our user guide using which you may know how to integrate your
 Magento store with MercadoLibre easily.