

eBay Multi-Account Integration For Magento 2 Guide

by CedCommerce Products Documentation

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1. Overview

Keeping in mind the competitive dynamics of the e-commerce world and the increasing demands of the merchants in the cutthroat competition, we at CedCommerce have developed the eBay Multi-Account Integration Extension for Magento. This extension is created for Magento 2 users which enables them to list their products by using multiple accounts on eBay.

The advanced, easy to use eBay Multi-Account Integration for Magento from CedCommerce brings you an exclusive option to list your products using multiple accounts on eBay marketplace and earn globally.

Key features of the extension

- **Switch between multiple eBay Accounts easily** – Start managing your eCommerce business and sell using multiple eBay accounts, all at a single place.
- **Sending products on eBay gets easy** – Create a profile for the similar type of products, add the products to it, and send those on eBay every time, easily.
- **Upload products on eBay in one go** – With seller friendly interface, it enables you to send the Magento products on eBay in an instant.
- **Enable/Disable products on eBay** – Disable your listed products on eBay marketplace and retire them. When needed, enable them once again.
- **Map Magento attributes with eBay** – The advanced extension enables you to map the Magento 2 store's product attributes to that of eBay marketplace.

2. Installation of the Extension

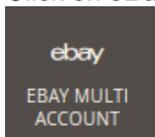
To install the extension

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

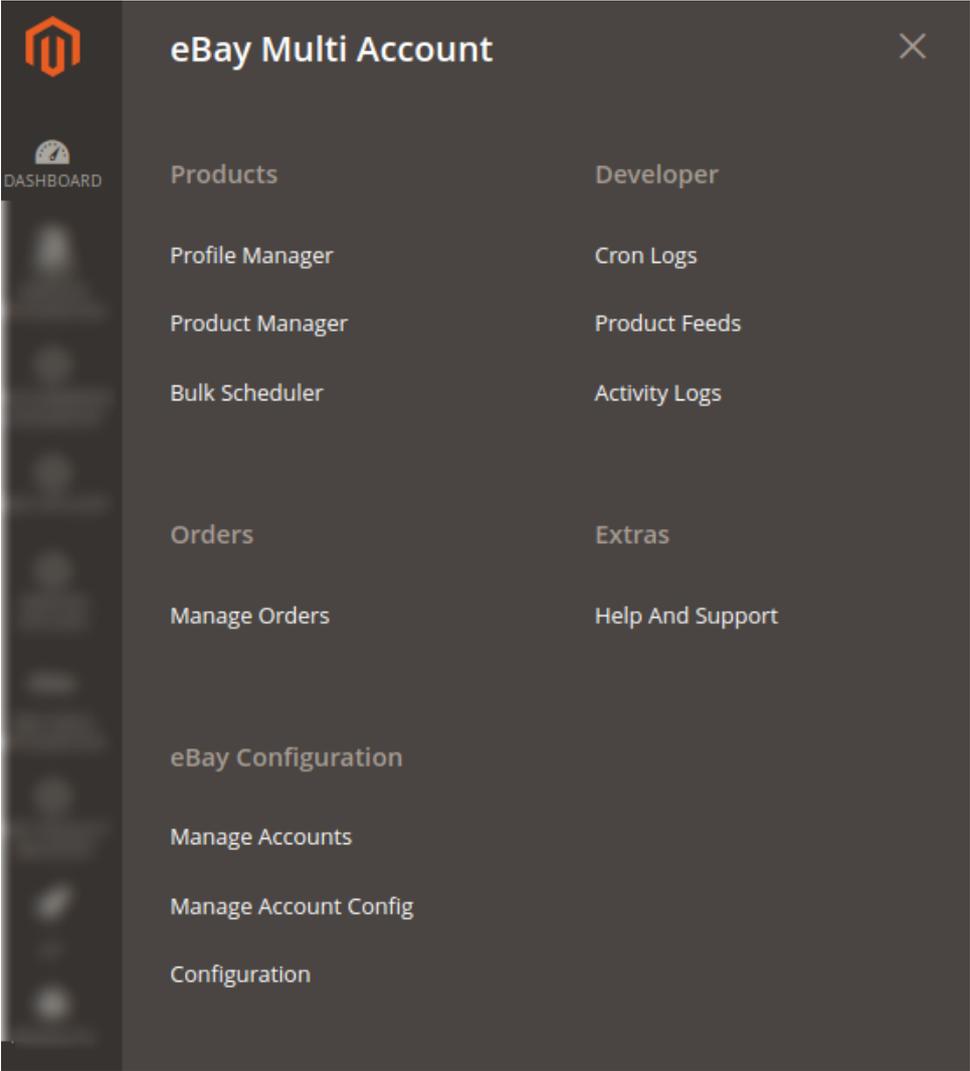
3. eBay Multi-Account Configuration

To complete the configuration,

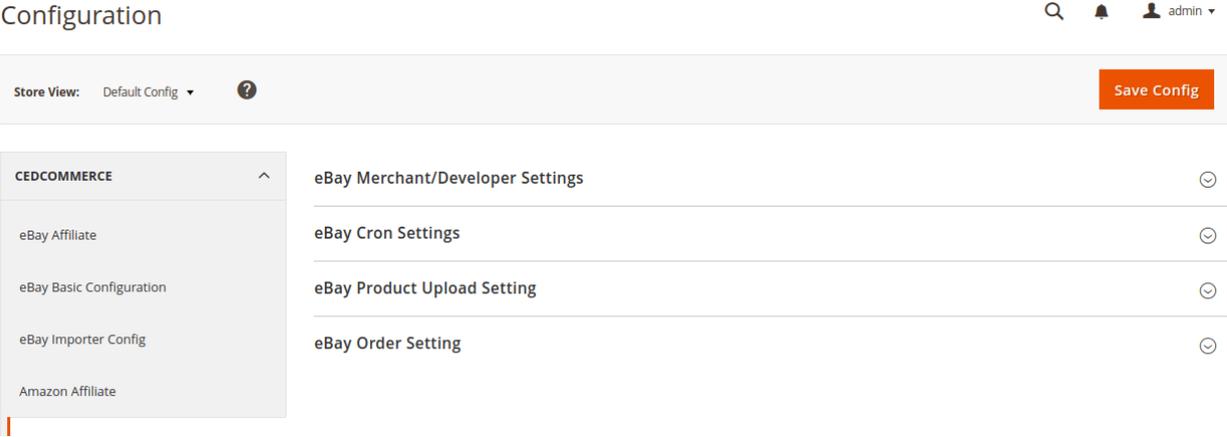
- Go to your Magento 2 admin panel.
- Click on **eBay Multi-Account Integration** present on the left navigation bar.



- When the menu appears, click on eBay **Configuration**.



- You will be navigated to the configuration page as shown below:



eBay Merchant/Developer Settings

Click on eBay Merchant/Developer Settings and the section will expand as

eBay Merchant/Developer Settings

Use Developer Account [global] 

If you want to access as a developer and you have a **Developer Account**. Click **Yes** from the dropdown menu.

The Menu will expand as :

eBay Merchant/Developer Settings

Use Developer Account [global] 

eBay App ID (Client ID) [global]

eBay Cert ID (Client Secret) [global]

eBay Dev ID [global]

eBay Redirect URL name [global]

Primary Account [global] 

Fill the client ID in the section **eBay App ID**,

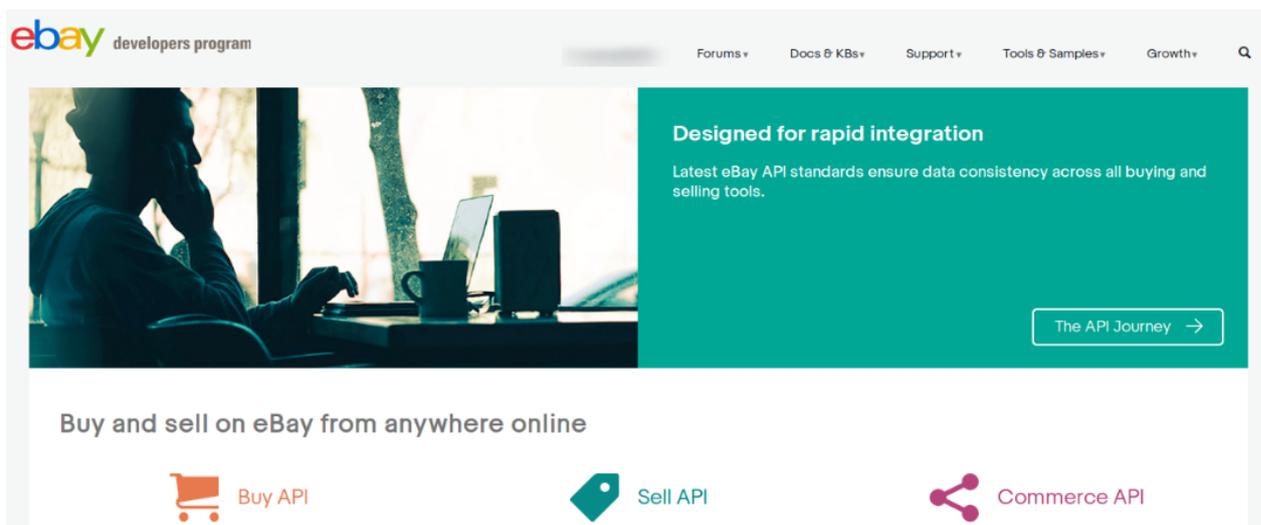
Enter the Client Secret Id in the section **eBay Cert ID**,

Enter the developers Id in the **eBay Dev ID**,

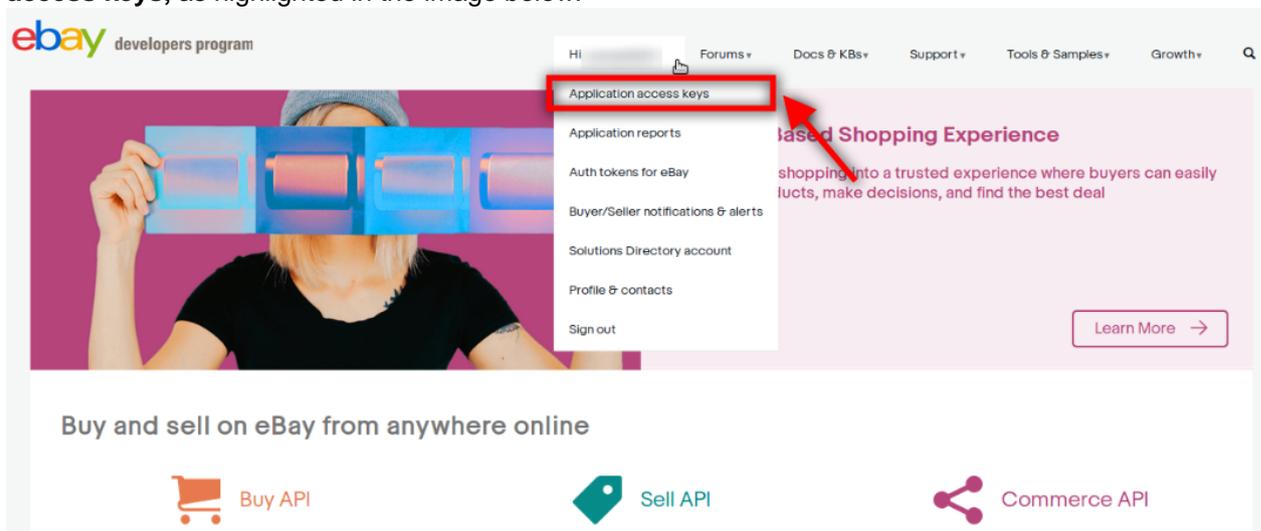
In the next section fill the **eBay Redirect URL Name**,

Select the **account** you want to access, from the drop-down menu under the name **Primary Account**.

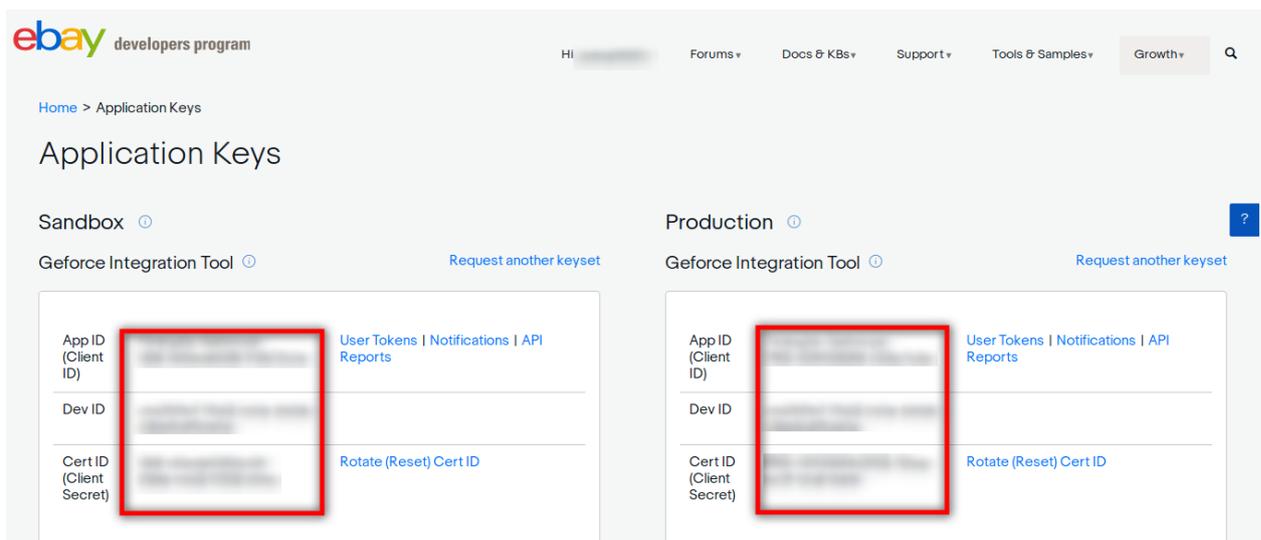
- The **eBay developers program page** opens.
- Click **Sign In** on the top, the sign in page opens and you need to login.
- Enter the login credentials and then click the sign in button. The page appears as shown below:



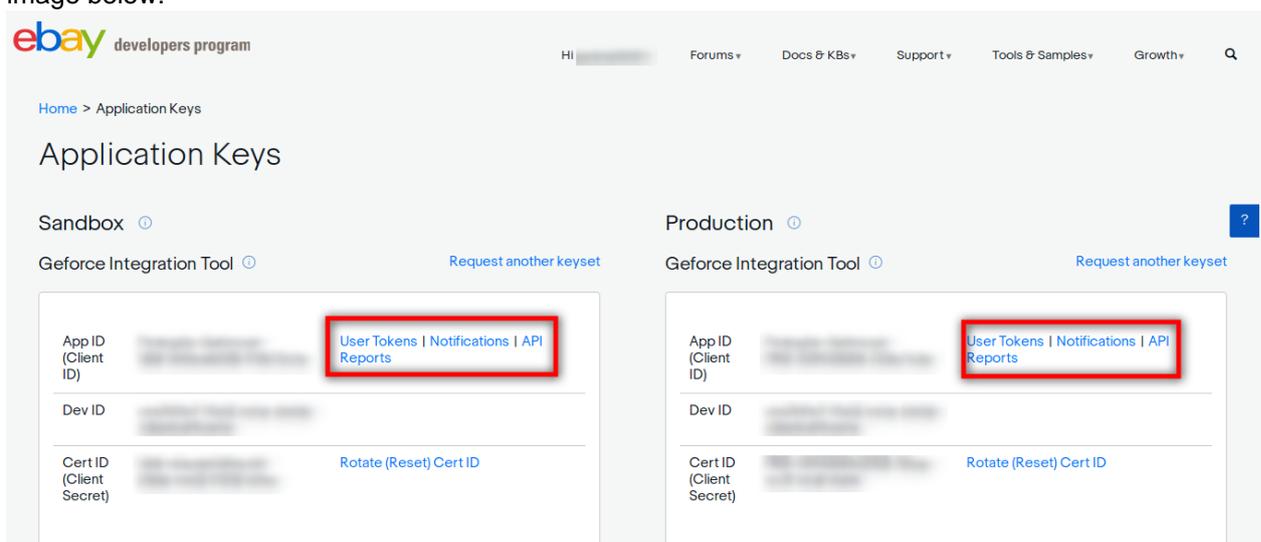
- Now, click on your profile name on the top of the page, and when the menu appears, click **Application access keys**, as highlighted in the image below:



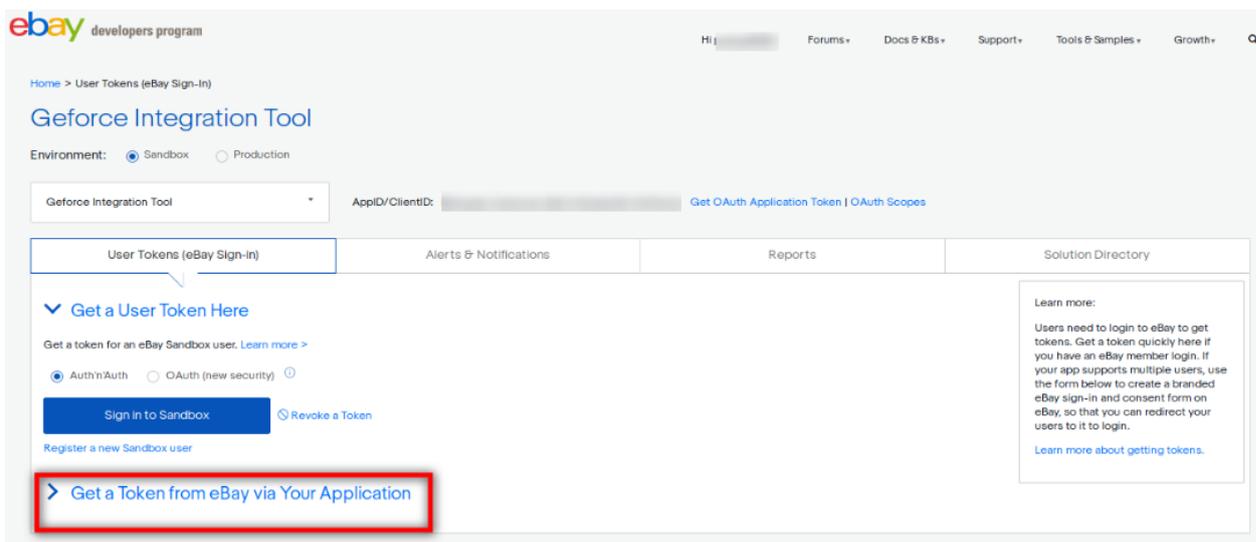
- On clicking it, a tab will get opened and you may see your App Id, Dev Id and the Cert Id on the page for Sandbox/Production as highlighted in red boxes in the image below:



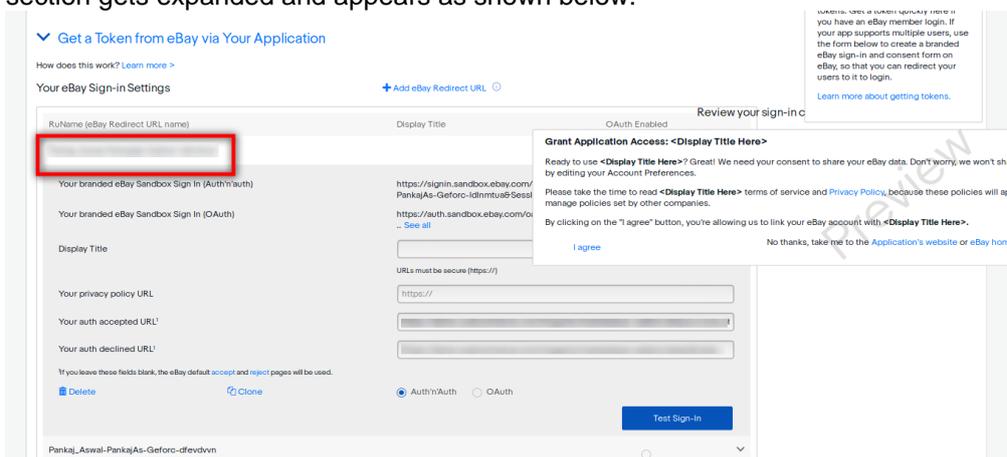
- Copy the API Keys and enter them in the respective fields displayed in the section of the **eBay Configuration page**.
- Now, for **Redirect URL Name** for either Sandbox or Production, click on the corresponding **User Token | Notifications | API Reports** on the seller page's section where you get the ID's. It is highlighted in the image below:



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



- Click the **Get a Token from eBay via Your Application** Button as highlighted in the above image. The section gets expanded and appears as shown below:



- Now copy the **Redirect URL Name** as highlighted inside the red box in the above image and paste it in the **eBay Redirect URL Name** field on **eBay Configuration page**. (In **Your auth accepted URL** and **Your auth declined URL** fields present on the same page as shown in the above image, you need to enter the URL's given to you by CedCommerce and save the settings.)

eBay Cron Setting:

Now move to the next section:

- Click on **eBay Cron Setting** and the section will expand as:

eBay Cron Settings

Order Cron <small>[global]</small>	<input type="text" value="Disable"/>
Report File Processing Cron <small>[global]</small>	<input type="text" value="Disable"/>
Job Syncing <small>[global]</small>	<input type="text" value="Disable"/>
File Creation Cron <small>[global]</small>	<input type="text" value="Disable"/>
File Upload Cron <small>[global]</small>	<input type="text" value="Disable"/>

- In this section you can **Enable/Disable** the **Cron** according to the requirements.

eBay Product Upload Setting

- Click on **eBay Product Upload Setting** and the section will expand as:

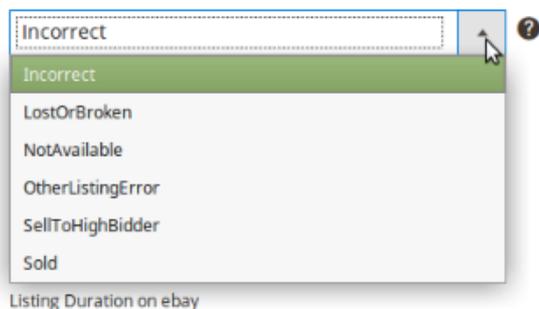
eBay Product Upload Setting

Max Quantity Purchased <small>[global]</small>	<input type="text"/>	Max Quantity can be Purchased by user
Item Location <small>[global]</small>	<input type="text"/>	For Product Location
Postal Code <small>[global]</small>	<input type="text" value="10001"/>	For Product Location
Reason For End Listing <small>[global]</small>	<input type="text" value="Incorrect"/>	select reason in case of end listing on eBay ?
Product Price <small>[global]</small>	<input type="text" value="Default Magento Price"/>	Select to send different product price to ebaymultiaccount.com
Currency <small>[global]</small>	<input type="text" value="US Dollar"/>	Please select the item Currency ?
Country <small>[global]</small>	<input type="text" value="Albania"/>	Please select the item location country ?
Product Chunk Size <small>[global]</small>	<input type="text" value="5"/>	Enter the size of a chunk

- You can adjust the Maximum Quantity that can be purchased by user under **Maximum Quantity**

Purchased.

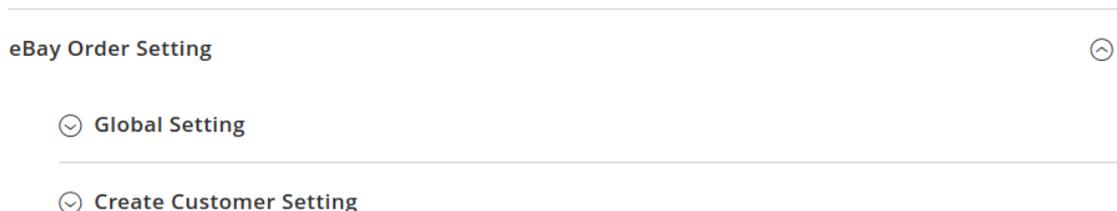
- Enter the **Item Location** in the next section.
- In **Postal Code**, enter the postal code for your product location.
- In **Reason For End Listing**, select the reason in case of listings' ending on eBay, from the options shown below:



- In **Listing Type**, select the listing type for product upload.
- You can adjust the **Product Price** as per requirement.
- In the **Currency** section, choose the preferred currency.
- In the **Country** section select the country you wish to sell the product in.
- You can adjust the **Product Chunk** size in the next section.

eBay Order Setting:

- Click on **eBay Order Setting** and the section will expand as:



- Now click on **Global Setting** and the menu expands:

eBay Order Setting

⌵ Global Setting

Allow Order Notification <small>[global]</small>	Disable	▼
Order Fetch For Out Of Stock Product <small>[global]</small>	No	▼
Fetch Orders No. Of. Days from Today <small>[global]</small>	15	
Shipping Method of eBay Orders <small>[global]</small>	Amazon Shipping Method	▼
eBay Order Id Prefix <small>[global]</small>	<input type="text"/>	
	<small>Prefix for eBay Order Increment ID</small>	
Create New Product (if Not Exist) <small>[global]</small>	No	▼
	<small>Create New Product if SKU not found in Magento Store</small>	
Carrier Mapping <small>[website]</small>	Magento Carrier	eBay Carrier Action
	<input type="button" value="Add"/>	
	<small>Map Shipping Carrier for Auto Shipment</small>	

You can adjust the preferred **Shipping Method** and alter the order setting accordingly.

- Now Click on **Create Customer Setting** and the menu will expand as:

⌵ Create Customer Setting

Create Real Customer <small>[global]</small>	No	▼
Customer First Name <small>[global]</small>	Mr. Peter	
Customer Last Name <small>[global]</small>	Parker	
Customer Group <small>[global]</small>	NOT LOGGED IN	▼
Customer Email <small>[global]</small>	Peter@parker.com	
Customer Password <small>[global]</small>	iamspiderman	

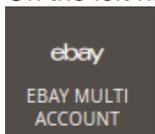
- Enter all the required Customer details.

- Once all the actions have been taken so far, click on **Save Config** button on the top right of the page.
- The configuration will be saved.

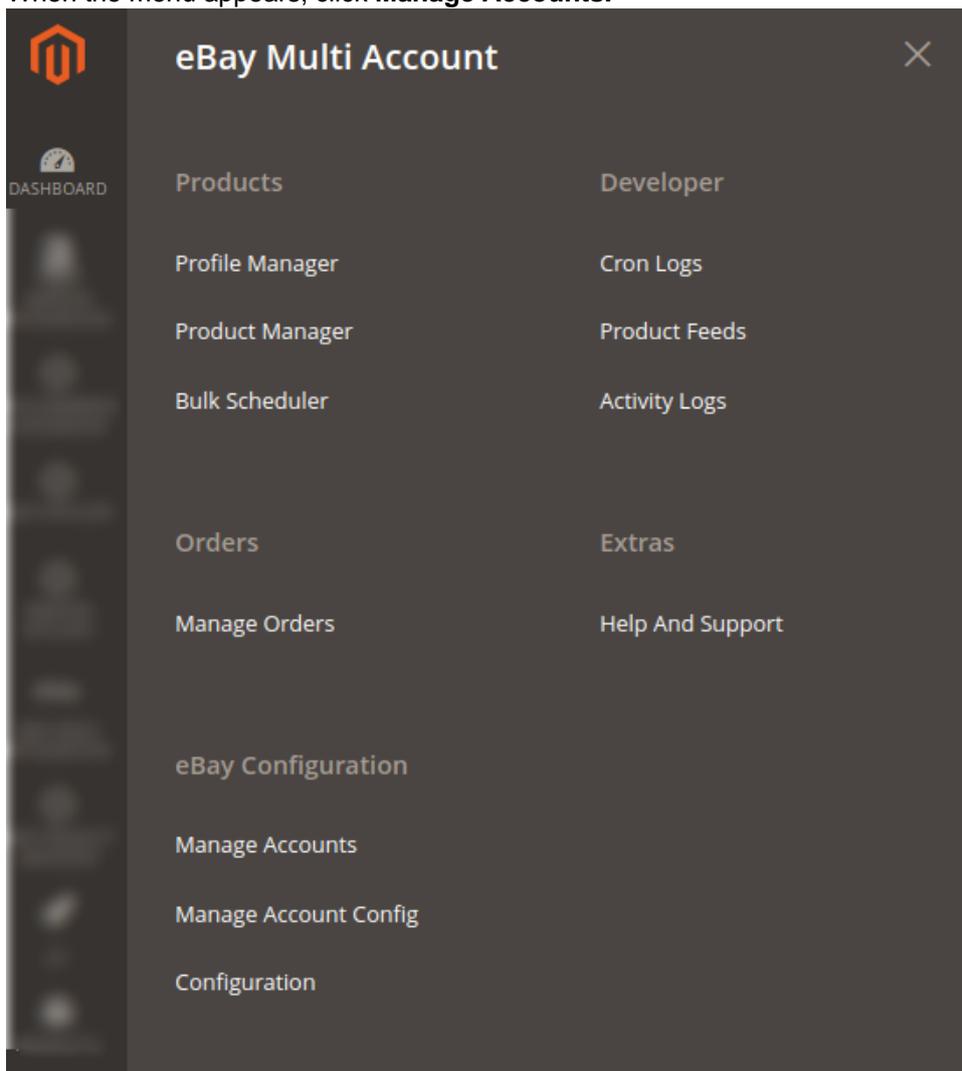
4. Manage Account

TO MANAGE ACCOUNT ON EBAY,

- Go to the Magento 2 admin panel.
- On the left navigation bar, click **Ebay Multi-Account Integration**.



- When the menu appears, click **Manage Accounts**.



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

Manage Account

Search, Notification, admin

Add Account

Filters, Default View, Columns

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

ID	Account Code	Account Location	Account Status	Magento Store	Account Environment	Actions (Edit/Fetch)
----	--------------	------------------	----------------	---------------	---------------------	----------------------

- To add a new account, click on **Add Account** button on the top right corner.
- You'll be redirected on a new page:

New Account

Search, Notification, admin

Back, Reset, Save

ACCOUNT INFORMATION

Account Information

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

Account Environment * Production

Account Location * US

Account Status * Disabled

Account Store * Default Store View

Token

- In **Account Code**, enter the code you wish to remember your account. This is totally for your own purpose so that you might not get confused in different accounts
- Select the **Account Environment** from the drop-down menu.
- Move to the next section and enter the **Account Location**.
- You can choose the status of the account under the section **Account Status**.
- In the **Account Store** section choose the view of the store.
- Once all the actions have been taken so far, click on **Save** button on the top right of the page.

While creating the account 1st time, These two symbols appear after saving the account.

<input type="checkbox"/>	12	ced_test560	US	Enabled	test view	production		Fetch Token
--------------------------	----	-------------	----	---------	-----------	------------	--	-------------

To Fetch Token Click on the **Fetch Token Button**.

<input type="checkbox"/>	12	ced_test560	US	Enabled	test view	production	
--------------------------	----	-------------	----	---------	-----------	------------	---

Now another button is added alongside the two previous buttons.



This is the to **Fetch Other Details**.

The further explanation is given in the next section.

4.1. Fetch Token & Other Details

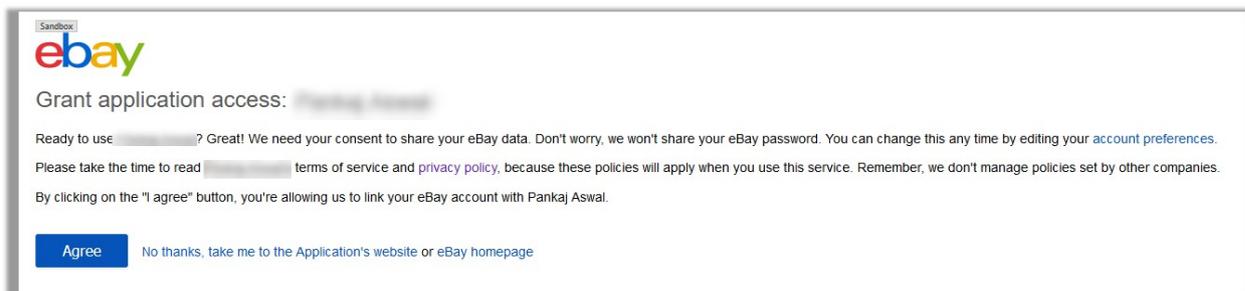
1. When you click on the **Fetch Token** button.



The page is redirected to the **eBay SignIn** page as shown in the following figure:

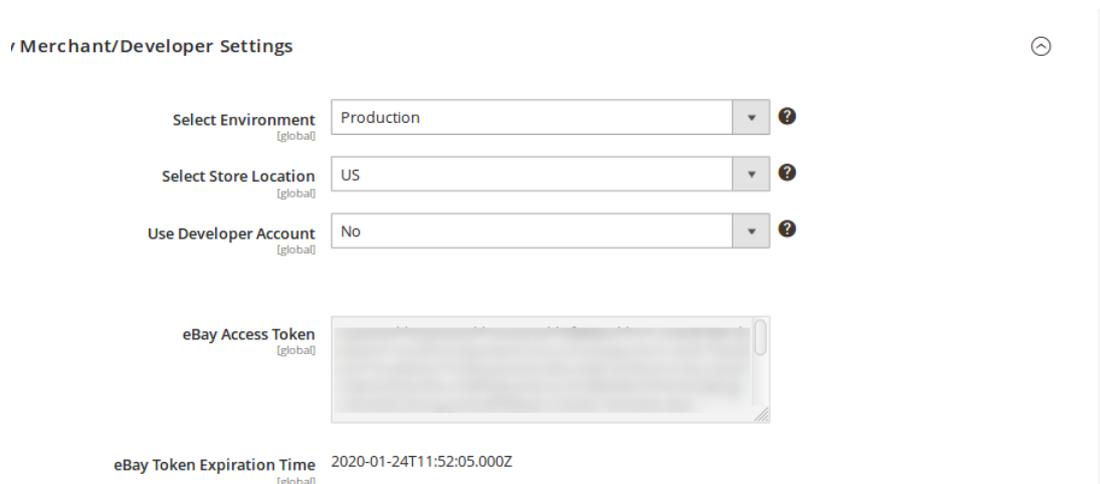


2. Enter the eBay login credentials, and then click the **Sign in** button.
The page appears as shown in the following figure:



3. Click the **Agree** button.

You will be redirected to the configuration page as shown in the following figure, with the Access Token being filled:



The following required information is fetched from the eBay website to the Magento store:

- eBay Access Token
- eBay Token Expiration Time
- eBay Token Created Time
- eBay Token Session ID

4. Click on the **Fetch Other Details** button.

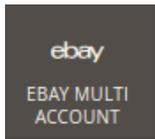


All the Other details such as Payment details, Shipping details, and Return policy are fetched from the eBay website to the Magento store.

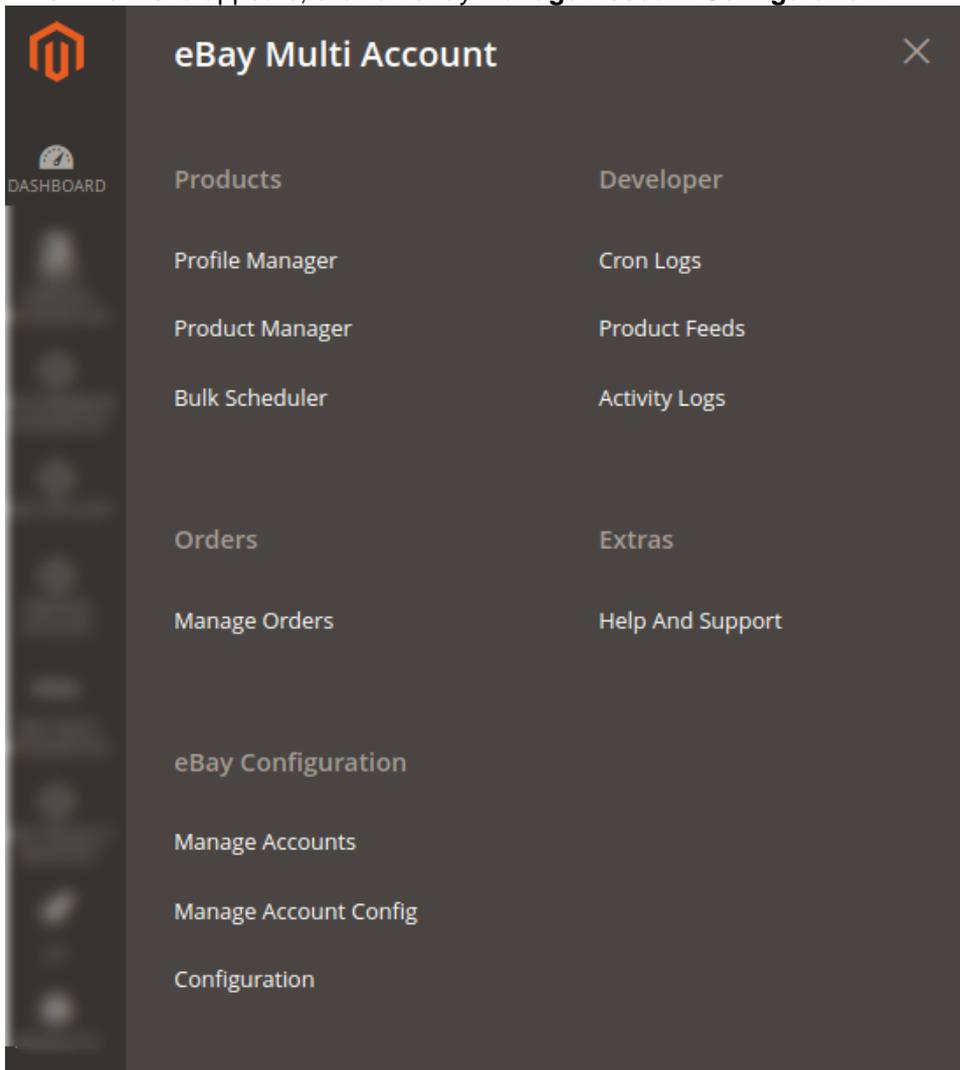
5. Manage Account Configuration

To manage account configuration.

- Go to your Magento 2 admin panel.
- Click on **eBay Multi Account Integration** present on the left navigation bar.



- When the menu appears, click on eBay **Manage Account Configuration**.



- You will be navigated to the **manage account configuration** page as shown below:

Manage AccountConfig

Search, Notifications, admin

+Add Account Configuration



Filters | Default View | Columns | 20 per page | 1 of 1

ID	Account Configuration	Return Policy	Payment Details	Shipping Details	eBay Account	Actions
4	configuration_1				account1	

Add Account Configuration

- Click on **Add Account Configuration** and the section will expand as:

New Account Configuration

Search, Notifications, admin

Back | Reset | Save

CONFIGURATION SETTING

Configuration Details

Required Configuration

Account Configuration Information

Configuration Code *

For internal use. Must be unique with no spaces

- In **Configuration Code**, Enter the code you wish to remember your configuration with. This is totally for your own purpose so that you might not get confused in different configurations:
- Now click on **Required Configuration**, and this page will open up:

New Account Configuration

Search, Notifications, admin

Back | Reset | Save

CONFIGURATION SETTING

Configuration Details

Required Configuration

Account Configuration Information

Select Account *

eBay Payment Details/ Shipping Details/ Return Policy

- Select the account you wish to associate with this configuration under the drop-down menu.
- As soon as you select the account, The eBay Payment Details/Shipping Details/ Return Policy section expands as follows:

New Account Configuration

[← Back](#) [Reset](#) [Save](#)

CONFIGURATION SETTING

Configuration Details

Required Configuration

Account Configuration Information

Select Account *

eBay Payment Details/ Shipping Details/ Return Policy

Payment Details

Payment Method *

PayPal

IntegratedMerchantCreditCard

PayPal Email

Return Policy

Return Accepted *

Return Option

Return Days

Ship Cost Paid By

Shipping Policy

Service Type *

Free Shipping

Shipping Service	Charges	Additional Charges	Action
<input type="button" value="Add"/>			
Excluded Areas	<input type="text" value="Africa"/> <input type="text" value="Asia"/> <input type="text" value="Central America and Caribbean"/> <input type="text" value="Europe"/> <input type="text" value="Middle East"/>		
Global Shipping	<input type="text" value="No"/>		
Free Shipping	<input type="text" value="No"/>		

Sales Tax Details

Sales Tax %

Sale Tax State

Shipping Includes

Payment Details

- Click on **Payment Details** and the section will expand as:

Payment Details

Please select payment methods for eBay products

Payment Methods
[global]

Visa/Mastercard 

PayPal

IntegratedMerchantCreditCard

Discover

CashOnPickup

American Express

Select one or more payment methods

PayPal Email Address
[global]

Fill Only if PayPal Payment Type Selected 

- In **Payment Methods**, select the payment methods that buyers will use for buying your eBay products.
- In **PayPal Email Address**, enter your PayPal email address. It is only if you have selected the PayPal Payment type.

Shipping Details

- Click on **Shipping Details** and the section will expand as:



Shipping Details

Please fill shipping details for eBay products

Service Type [global] ▼

Shipping Methods [website]

Services	Charges	Additional Charges	Action
Add Method			

Add a shipping method, using the 'Add Method', and set the 'Shipping Charges' and 'Additional Shipping Charges'

- In **Service Type**, select from the options shown in the image below,

Service Type [global]

Shipping Methods [website]

CustomCode

Flat

Calculated

Calculated Domestic Flat International

CustomCode

Flat Domestic Calculated International

Freight Flat

Not Specified

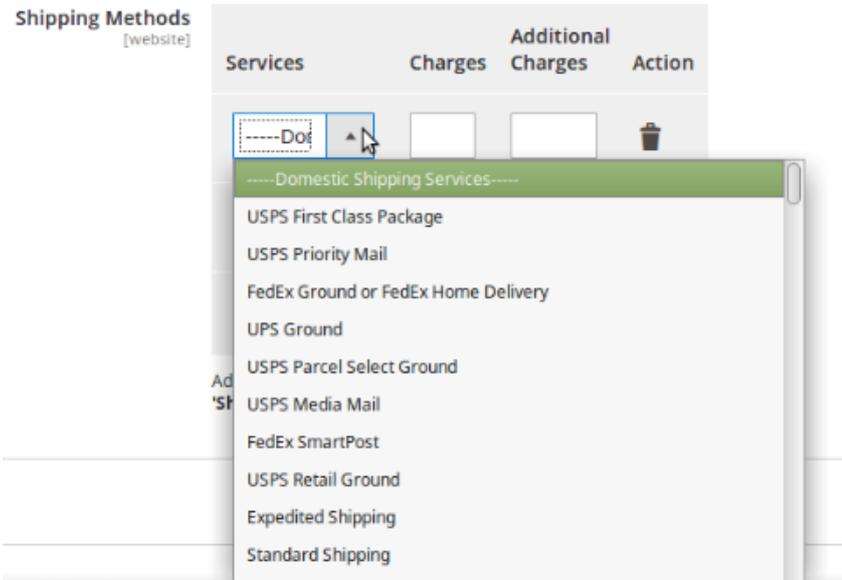
- In **Shipping Method**, you may add the methods by clicking on Add Method button. On clicking it, the fields will appear as:

Shipping Methods [website]

Services	Charges	Additional Charges	Action
-----Dor ▼	<input type="text"/>	<input type="text"/>	
-----Dor ▼	<input type="text"/>	<input type="text"/>	
Add Method			

Add a shipping method, using the 'Add Method', and set the 'Shipping Charges' and 'Additional Shipping Charges'

- You may select **Services** from the below mentioned options,



- You need to enter **Charges** and **Additional Charges** in the next two fields.
- You may delete the method by clicking on delete button under **Action** in the same section.

Return Policy

- Click on **Return Policy** and the section will expand as:

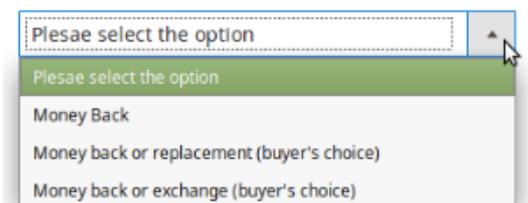
Return Policy



Please fill return policy for eBay products

Refund Option <small>[global]</small>	Plesae select the option	▼
	Required for US only	
Return Accepted <small>[global]</small>	Returns Accepted	▼
Return With-In Days <small>[global]</small>	14 Days	▼
Shipping Cost Paid By <small>[global]</small>	Buyer	▼

- In **Refund Option**, select the option from the list of options shown below:



- In **Return Accepted**, select if returns will be accepted by you or not.

- In **Return With-in Days**, select the time duration under which the return can be requested.
- In **Shipping Cost Paid By**, select whether the shipping cost of the product being returned will be paid by buyer or by seller.

eBay Product Upload Setting

- Click on **eBay Product Upload Setting** and the section will expand as:

eBay Product Upload Setting ⌵

Postal Code [global]
For Product Location

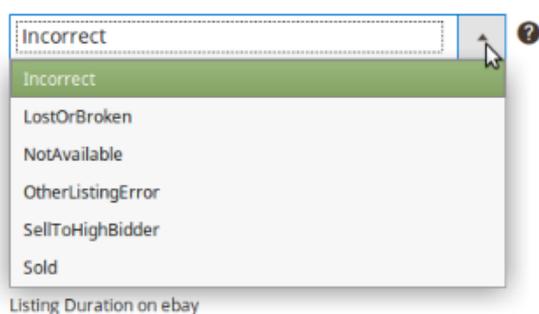
Reason For End Listing [global] ?
select reason in case of end listing on eBay

Listing Type [global] ▼
Listing Type of product upload

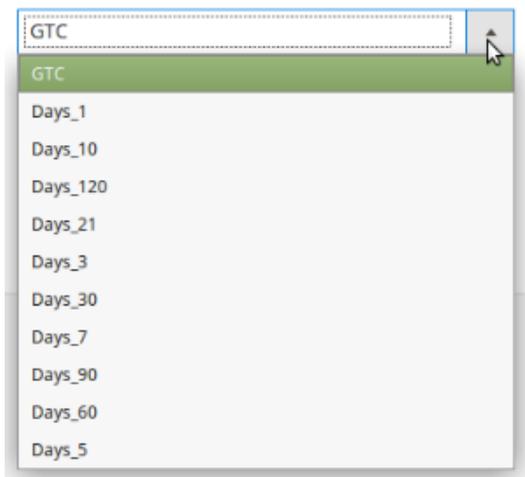
Listing Duration [global] ▼
Listing Duration on ebay

Maximum Dispatch Time [global]
Maximum Dispatch Time for the product

- In **Postal Code**, enter the postal code for your product location.
- In **Reason For End Listing**, select the reason in case of listings' ending on eBay, from the options shown below:



- In **Listing Type**, select the listing type for product upload.
- In **Listing Duration**, select the listing duration on eBay from the options shown below:



- In **Maximum Dispatch Time**, enter the maximum days to be taken to dispatch the product.
- Once all the actions have been taken so far, click on **Save Config** button on the top right of the page.
- The configuration will be saved.

6. Profile Management

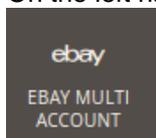
In the **Profile Listing** section of the eBay Multi Account Integration for Magento, you may take the following actions:

- Adding a new profile
- Editing the Existing Profile
- Enabling a Profile
- Disabling a Profile
- Deleting a Profile

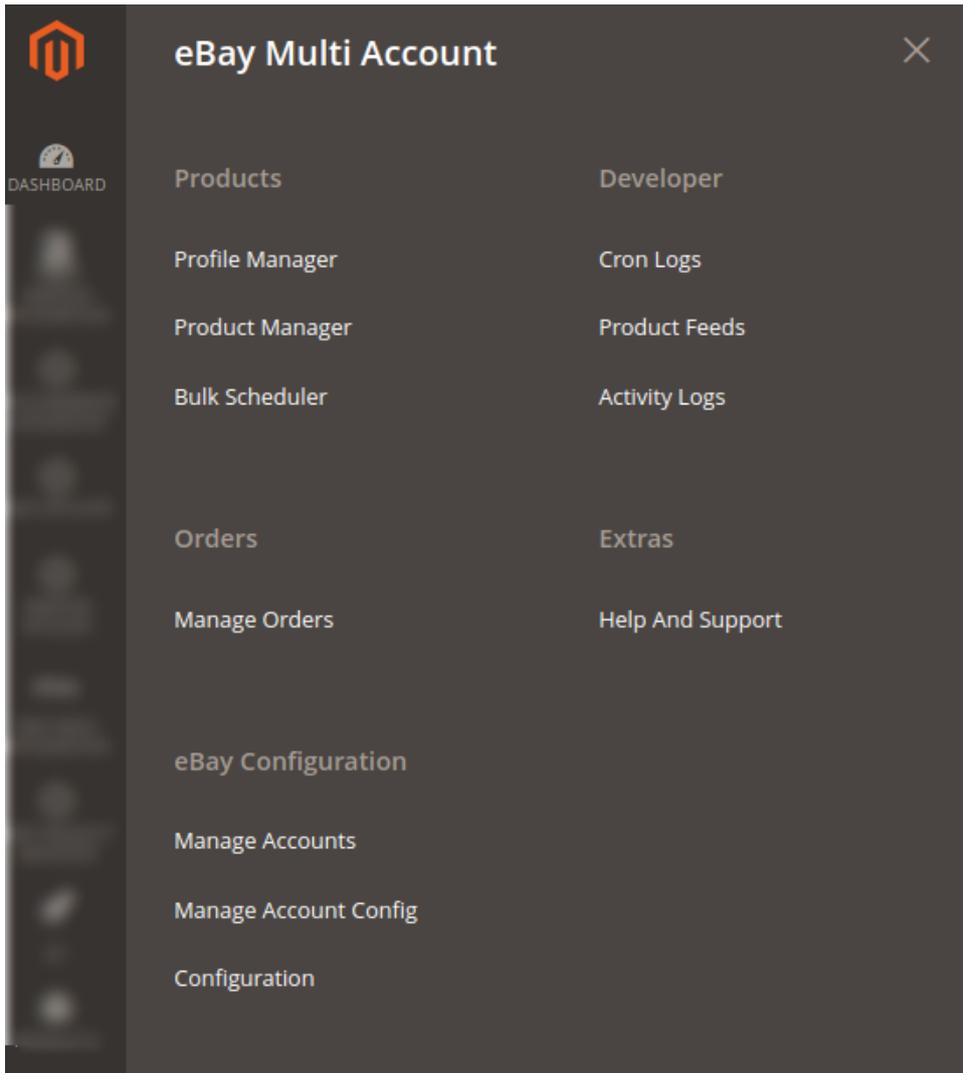
6.1. Adding a New Profile

TO ADD A NEW PROFILE,

- Go to the **Magento 2** admin panel
- On the left navigation bar, click the **eBay Multi Account Integration**



- When the menu appears as shown in the following figure, click **Profile Listing**.



- On clicking it, you will be navigated to a page as shown below:

Manage Profile 🔍 🔔 4 👤 admin ▾

Add New Profile

Filters
👁 Default View ▾
⚙ Columns ▾

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

▾	ID	Profile Code	Profile Name	Status	Action
<input type="checkbox"/>	1	test	test	Enabled	Edit

- Click the **Add New Profile**
- This section appears where you can select the account you wish to create a profile:

Select Account

2 records found

Id	Account Code	Actions
1	account1	
2	account2	

- NOTE: In case you want to avoid this dialog box, you can select the primary account from the **Configuration page**. Then all the profile will be created for that particular primary account. The **New Profile** page appears as shown in the following figure:

New Profile

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

PROFILE INFORMATION

- Profile info
- Category & Attribute
- Profile Products

Profile Information

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

Profile Name *

Profile Status

- In the right panel, under **Profile Information**, do the following steps:
 - In the **Profile Code** box, enter a profile code.
Note: It is only for the internal use. Use the unique profile code with no spaces.
 - In the **Profile Name** box, enter the name of the profile.
Note: Use the unique name to identify the profile.
 - In the **Profile Status** list, select **Enabled** to enable the profile.
Note: The **Disabled** option disables the profile.
- In the left navigation panel, click the **Category & Attribute**
In the right panel, the page appears as shown in the following figure:

PROFILE INFORMATION

Profile info

Category & Attribute

Profile Products

Category Mapping

Root Level Category *

Level 1 Category *

Level 2 Category *

Level 3 Category *

Level 4 Category *

Level 5 Category *

Search Root Category

Ebay-Magento Category Dependent Attributes Mapping

eBay Attribute	Magento Catalog Attribute	Default Value	Action
<input type="button" value="Add Attribute"/>			

Ebay-Magento Required Attributes Mapping

eBay Attribute	Magento Catalog Attribute	Default Value	Action
<input type="text" value="Product Name"/>	<input type="text" value="Product Name"/>		
<input type="text" value="SKU"/>	<input type="text" value="SKU"/>		
<input type="text" value="Description"/>	<input type="text" value="Description"/>		
<input type="text" value="Inventory And Stock"/>	<input type="text" value="Quantity"/>		
<input type="text" value="Price"/>	<input type="text" value="Price"/>		
<input type="button" value="Add Attribute"/>			

- In the right panel under **Category Mapping**, do the following steps:
 - In the Root Level **Category** list, select the required parent category. If the selected category has the child categories then the relevant sub-category list that appears below to it is activated.
 - In the **Sub Category** list, select the required subcategories.

Category Mapping

Root Level Category *

Level 1 Category *

Level 2 Category *

Level 3 Category *

Level 4 Category *

Level 5 Category *

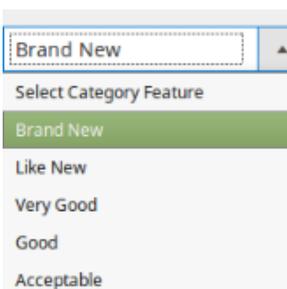
Search Root Category

- In **eBay-Magento Category Dependent Attributes Mapping**, you need to select the required Magento attributes to map the Magento Catalog Attributes with the eBay attributes. The attributes appear depending on the category you have chosen.

Ebay-Magento Category Dependent Attributes Mapping

eBay Attribute	Magento Catalog Attribute	Default Value	Action
<input type="text" value="Brand"/>	<input type="text" value="Product Name"/>		
<input type="button" value="Add Attribute"/>			
Category Feature *	<input type="text" value="Select Category Feature"/>		

- You may click the **Add Attribute** button to add attributes if required and repeat the mapping.
- In **Category Feature**, select the feature from the options shown in the below image.



- In **eBay-Magento Required Attributes Mapping**, select the Magento Catalog Attributes from the columns and map them with eBay attributes.
- In case of default values, select **Set Default Value** and a box will appear as shown below in which you may enter the default value.

Ebay-Magento Required Attributes Mapping

eBay Attribute	Magento Catalog Attribute	Default Value	Action
Product Name	Product Name		
SKU	SKU		
Description	Description		
Inventory And Stock	--Set Default Value--	<input type="text"/>	
Price	Price		

- In the case of **Description** by choosing the default value.

Description	--Set Default Value--	<input type="text"/>	<input type="button" value="Add MultiAttribute"/>
-------------	-----------------------	----------------------	---

- To add the multiple attributes in your description according to your own choice, click on **Add Multi-Attribute**

Merge Multiple Attributes



Magento Attribute Option	Action
<input type="text" value="Product Name"/>	<input type="button" value="Add Attribute"/>

- Now you can provide the description according to attributes of your choice.
- While adding the magento attribute product name you can add the media gallery using the HTML code.
 - **##media_gallery_{image_number}## => By using this tag it will replace your actual image URL where {image_number} will be the numeric number which is actually the priority of image in the media gallery entered by you.**
 - **##media_gallery_tag_{image_number}## => This tag is basically used before and after HTML tag of an image which will automatically remove if the image for that priority is not found in Magento store.**

Example of these tags for your better understanding are:

- **##media_gallery_tag_0##<p></p>##media_gallery_tag_0##**
- **##media_gallery_tag_1##<p></p>##media_gallery_tag_1##**
- **##media_gallery_tag_2##<p></p>##media_gallery_tag_2##**
- **##media_gallery_tag_3##<p></p>##media_gallery_tag_3##**

- Click on **Save**.
- To add attribute(s), click on **Add Attribute** button and continue the mapping.

<input type="text"/>	<input type="text" value="--please select--"/>	<input type="button" value="Delete"/>
<input type="button" value="Add Attribute"/>		

- Now click the **Profile Products** from the left side menu.
- The right side will appear as:

Search [Reset Filter](#)

32 records found

20 per page 1 of 2

	Product Id	SKU	Product Name	Type	Category	Product Status	Attribute Set Name	Price
Any	From To							From To USD
<input type="checkbox"/>	1	24-MB01	Joust Duffle Bag	Simple Product	Gear, Bags	Enabled	Bag	\$34.00
<input type="checkbox"/>	2	24-MB04	Strive Shoulder Pack	Simple Product	Gear, Collections, Bags	Enabled	Bag	\$32.00
<input type="checkbox"/>	3	24-MB03	Crown Summit Backpack	Simple Product	Gear, Bags	Enabled	Bag	\$38.00
<input type="checkbox"/>	4	24-MB05	Wayfarer Messenger Bag	Simple Product	Gear, Collections, Bags, New Luma Yoga Collection	Enabled	Bag	\$45.00
<input type="checkbox"/>	5	24-MB06	Rival Field Messenger	Simple Product	Gear, Collections, Bags, New Luma Yoga Collection	Enabled	Bag	\$45.00
<input type="checkbox"/>	6	24-MB02	Fusion Backpack	Simple Product	Gear, Bags	Enabled	Bag	\$59.00
<input type="checkbox"/>	7	24-UB02	Impulse Duffle	Simple Product	Gear, Bags	Enabled	Bag	\$74.00
<input type="checkbox"/>	8	24-WB01	Voyage Yoga Bag	Simple Product	Gear, Bags	Enabled	Bag	\$32.00
<input type="checkbox"/>	9	24-WB02	Compete Track Tote	Simple Product	Gear, Bags	Enabled	Bag	\$32.00

- If products are not visible, click **Reset Filter** button on top of the page. Products will appear.
- Select the products you want to add to this profile.
- Click on **Save** button on the top right of the page.
- You will be taken back to the Manage Profile page on which you may see the success message for the profile creation and you can see the new profile listed on the page.

Manage Profile











2 records found

20

per page



1

of 1

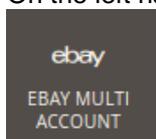


	ID	Profile Code	Profile Name	Status	Action
<input type="checkbox"/>	1	test	test	Enabled	Edit
<input type="checkbox"/>	2	test001	test001	Enabled	Edit

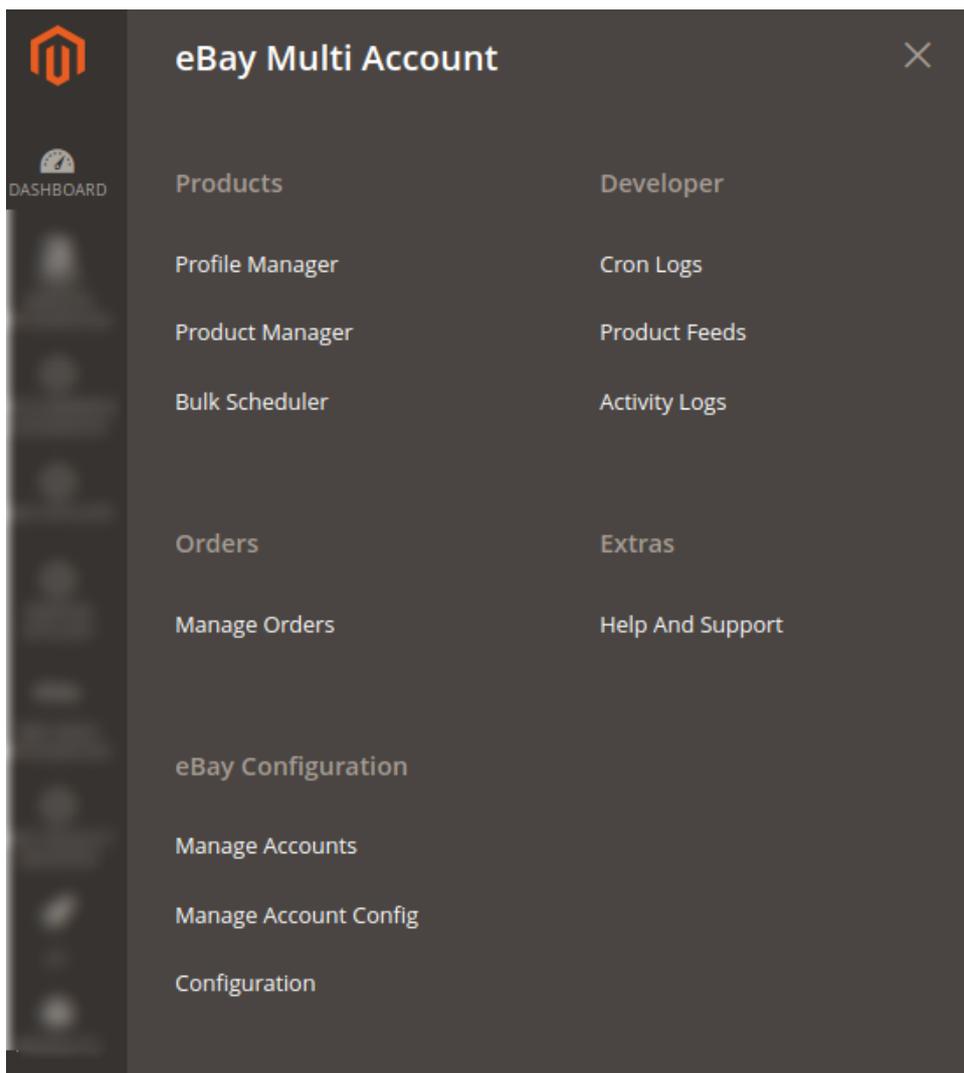
6.2. Editing a Profile

TO EDIT AN EXISTING PROFILE.

- Go to the **Magento 2** admin panel.
- On the left navigation bar, click the **eBay Multi Account Integration**.



- When the menu appears, click **Profile Listing**.



- On clicking it, the **Manage Profile** page appears as shown in the following figure:

Manage Profile 🔍 🔔⁴ 👤 admin ▾

Add New Profile

Filters
👁️ Default View ▾
⚙️ Columns ▾

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

▾	ID	Profile Code	Profile Name	Status	Action
<input type="checkbox"/>	1	test	test	Enabled	Edit

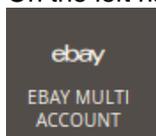
- Scroll down to the required profile row.
- In the **Action** column of the respective row, click the **Edit** link.
The profile editing page appears as shown in the following figure:

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

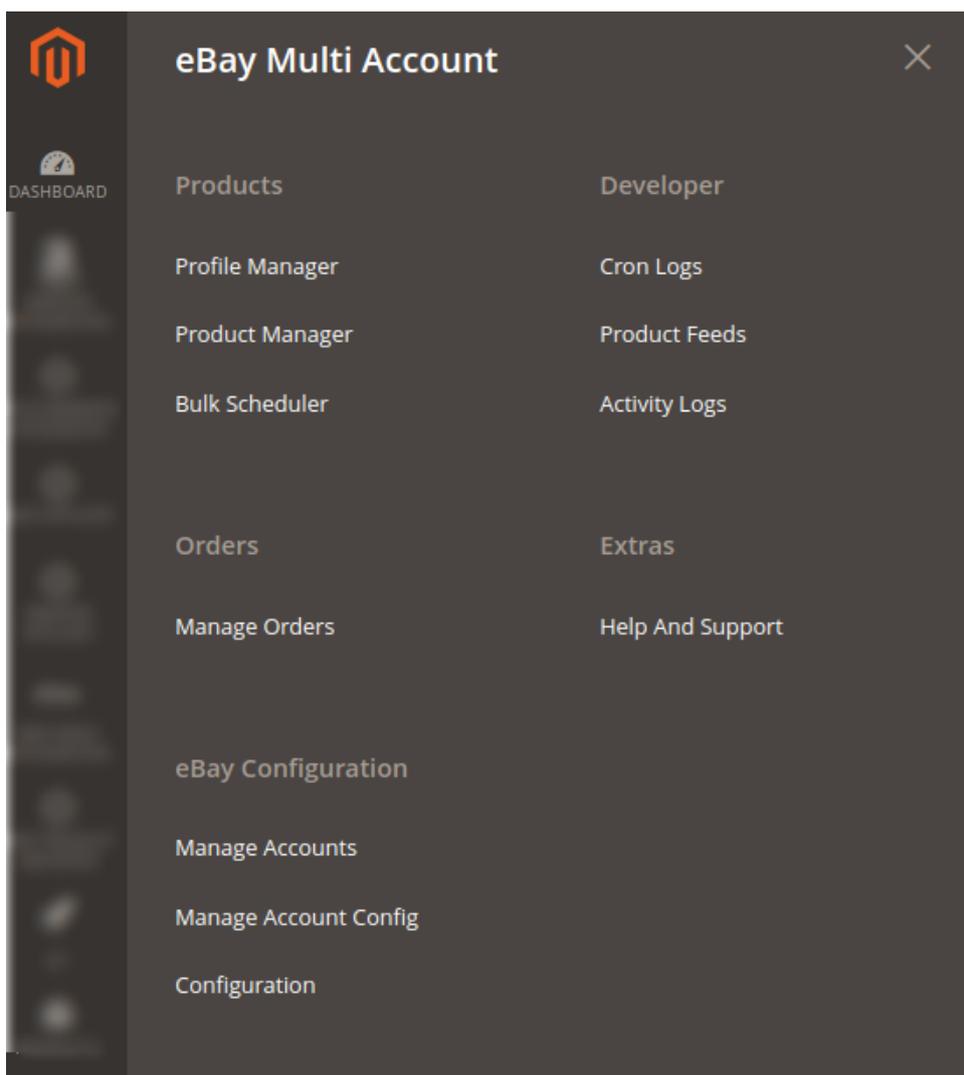
6.3. Disabling a Profile

TO DISABLE A PROFILE,

- Go to the **Magento 2** admin panel.
- On the left navigation bar, click the **eBay Multi Account Integration**.



- When the menu appears, click **Profile Listing**.



- On clicking it, the **Manage Profile** page appears as shown in the following figure:

Filters | Default View | Columns

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

<input type="checkbox"/>	ID	Profile Code	Profile Name	Status	Action
<input type="checkbox"/>	1	test	test	Enabled	Edit
<input type="checkbox"/>	2	test001	test001	Disabled	Edit

- Select the profile(s) that you want to disable by checking the corresponding boxes.
- On the top left of the page, click the **Actions** drop-down.

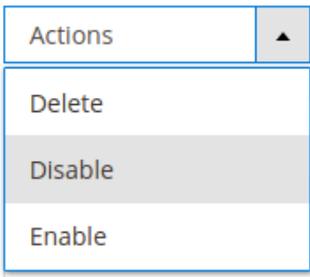
Filters | Default View | Columns

20 per page | 1 of 1

2 records found

Profile Code	Profile Name	Status	Action
test	test	Enabled	Edit
test001	test001	Enabled	Edit

- When the menu appears, select **Disable**.



- The profile will get disabled and a success message appears as:

✓ Total of 1 record(s) have been disabled.

Filters | Default View | Columns

20 per page | 1 of 1

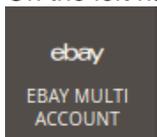
2 records found

ID	Profile Code	Profile Name	Status	Action
1	test	test	Enabled	Edit
2	test001	test001	Disabled	Edit

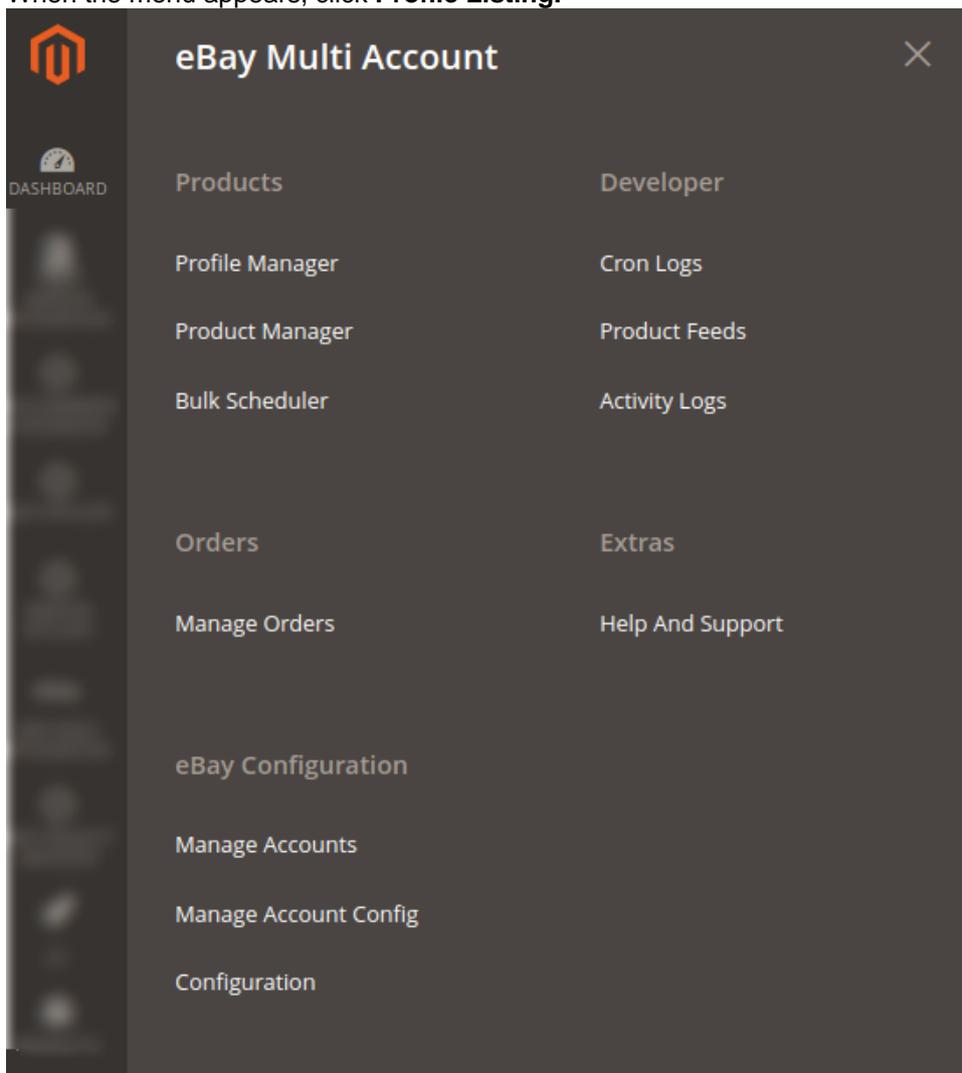
6.4. Enabling a Profile

TO ENABLE A PROFILE,

- Go to the **Magento 2** admin panel.
- On the left navigation bar, click the **eBay Multi Account Integration**.



- When the menu appears, click **Profile Listing**.



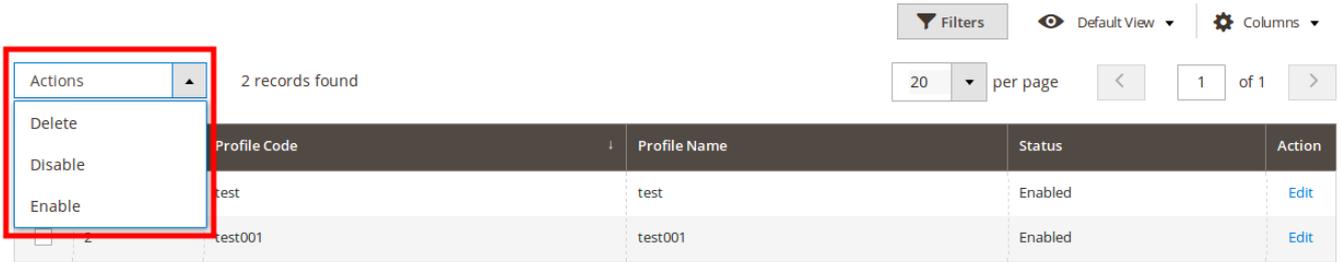
- On clicking it, the **Manage Profile** page appears as shown in the following figure:

Filters | Default View | Columns

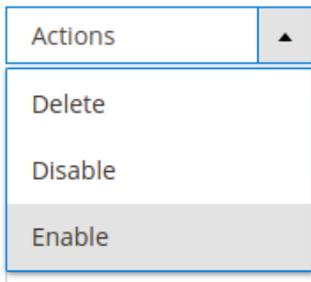
Actions | 2 records found | 20 per page | 1 of 1

	ID	Profile Code	Profile Name	Status	Action
<input type="checkbox"/>	1	test	test	Enabled	Edit
<input type="checkbox"/>	2	test001	test001	Disabled	Edit

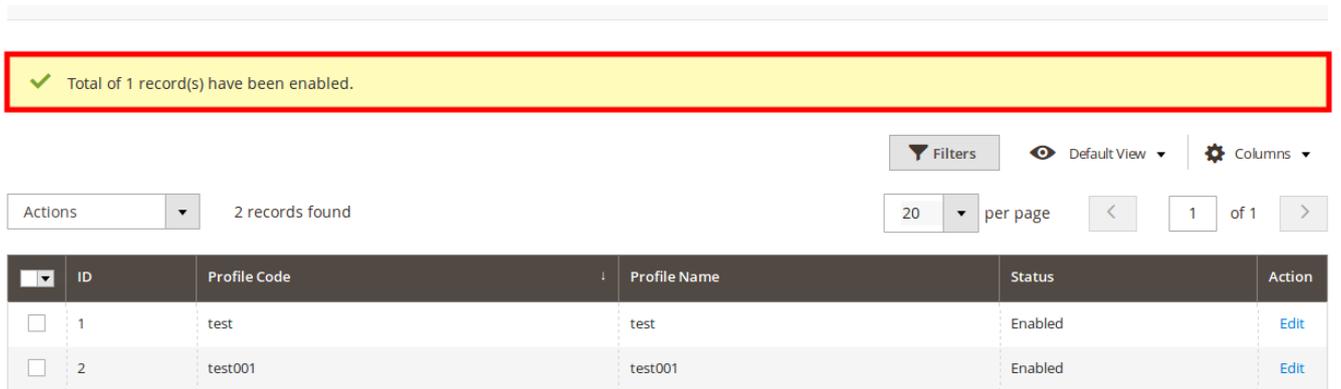
- Select the profile(s) that you want to enable by checking the corresponding boxes.
- On the top left of the page, click the **Actions** drop-down.



- When the menu appears, select **Enable**.



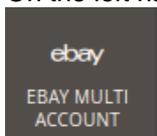
- The profile will get enabled and a success message appears as:



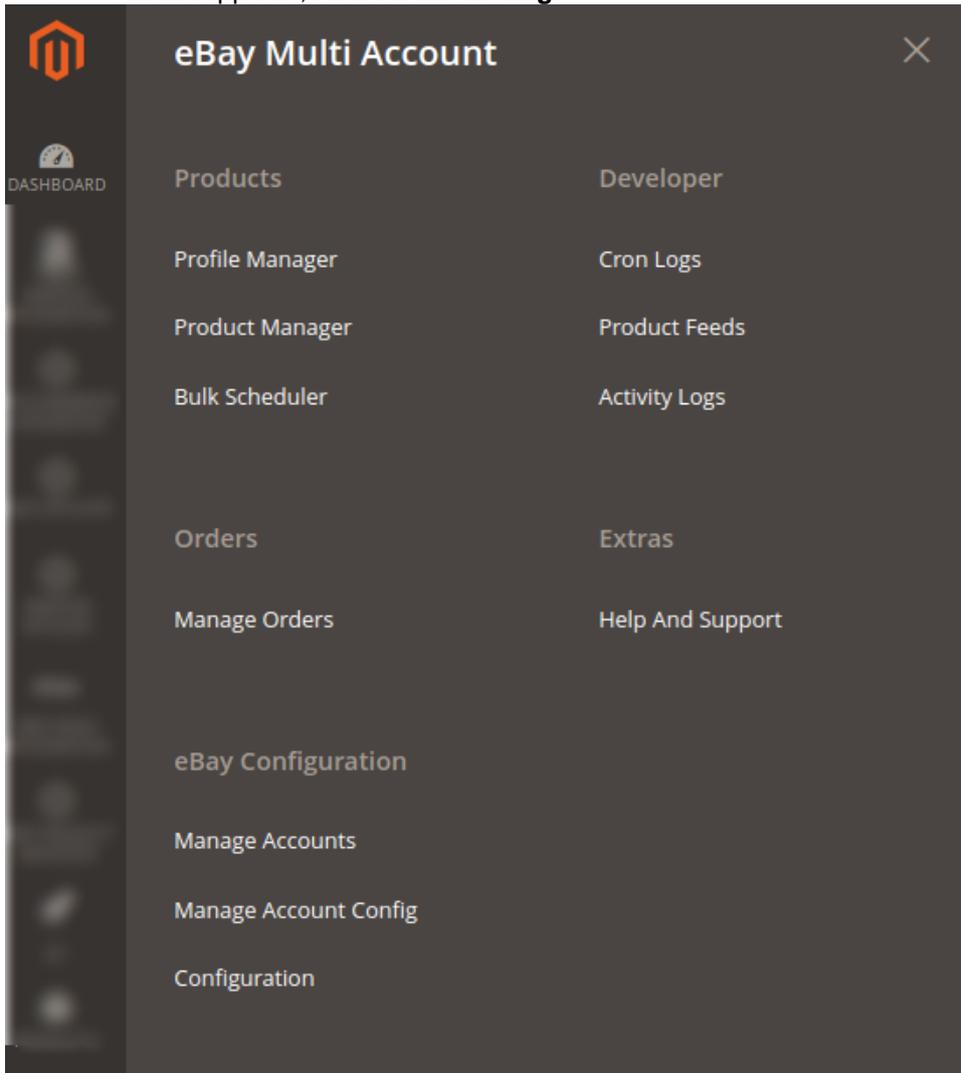
6.5. Deleting a Profile

TO DELETE A PROFILE,

- Go to the **Magento 2** admin panel.
- On the left navigation bar, click the **eBay Multi Account Integration**.



- When the menu appears, click **Profile Listing**.



- On clicking it, the **Manage Profile** page appears as shown in the following figure:

Manage Profile 🔍 🔔 4 👤 admin ▾

[Add New Profile](#)

⌵ Filters |
 👁 Default View ▾ |
 ⚙ Columns ▾

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

<input type="checkbox"/>	ID	Profile Code	Profile Name	Status	Action
<input type="checkbox"/>	1	test	test	Enabled	Edit

- Select the profile(s) that you want to delete by checking the corresponding boxes.
- Click on **Actions** drop down form the top left side of the page.

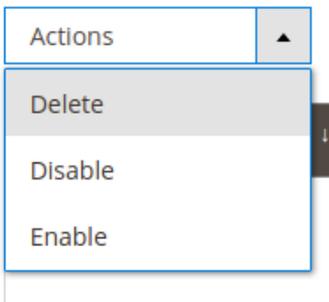
Manage Profile Add New Profile

Filters | Default View | Columns

2 records found 20 per page | 1 of 1

Profile Code	Profile Name	Status	Action
test	test	Enabled	Edit
test001	test001	Enabled	Edit

- Select **Delete**.



- A box will appear as,

Delete items

Are you sure you want to delete selected items?

Cancel

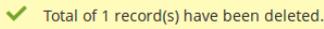
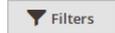
OK

- Click **OK**.
- Selected profile(s) will get deleted and a success message will appear on top of the page, as shown below,

Manage Profile



 admin



 Actions  1 records found

 20  per page
 
 1 of 1
 

	ID	Profile Code	Profile Name	Status	Action
<input type="checkbox"/>	1	test	test	Enabled	Edit

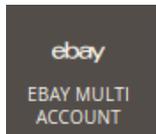
7. Manage Orders

To Manage eBay Multi Account Orders:

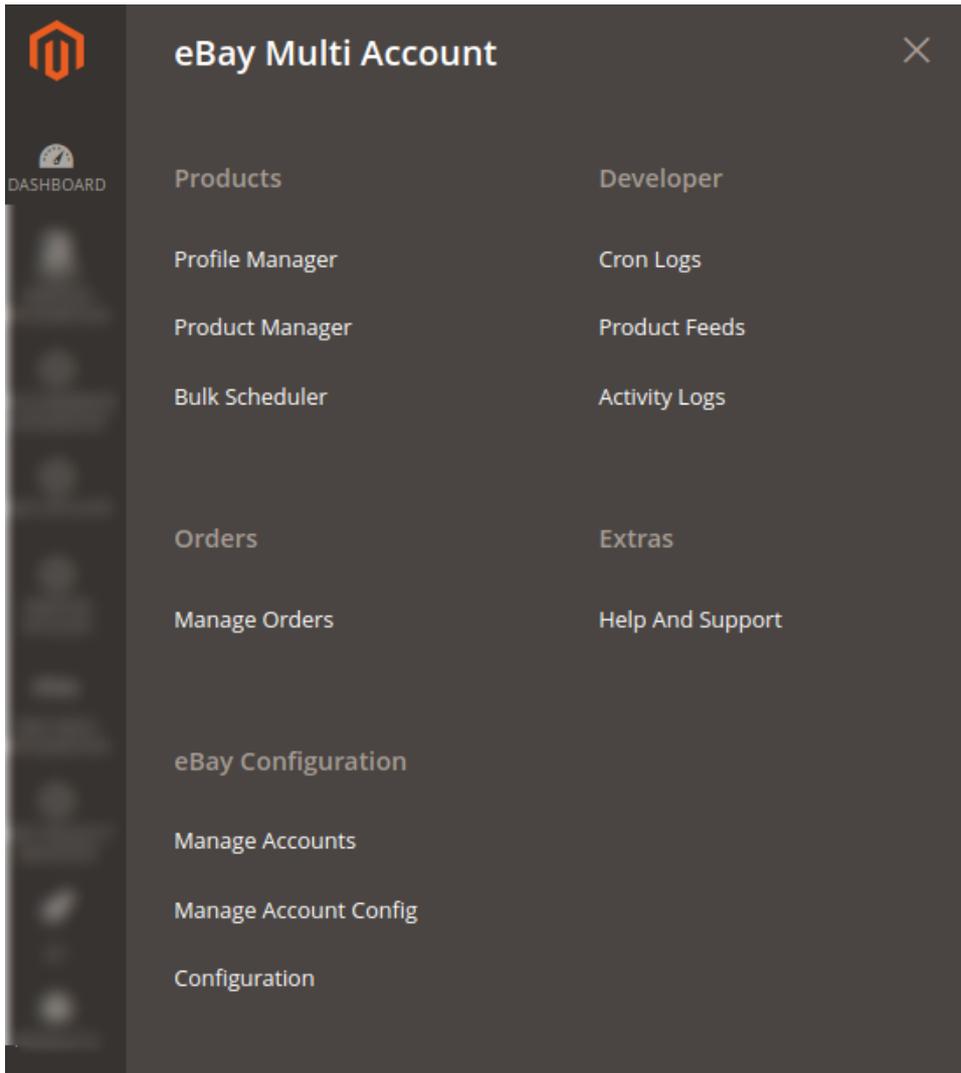
The admin can **fetch and view** all the order details fetched from eBay. Also, the admin is allowed to **ship or cancel** the eBay product orders.

To fetch new orders from eBay.

1. Go to the Admin panel.
2. On the left navigation bar, click the **eBay Multi Account Integration** menu.

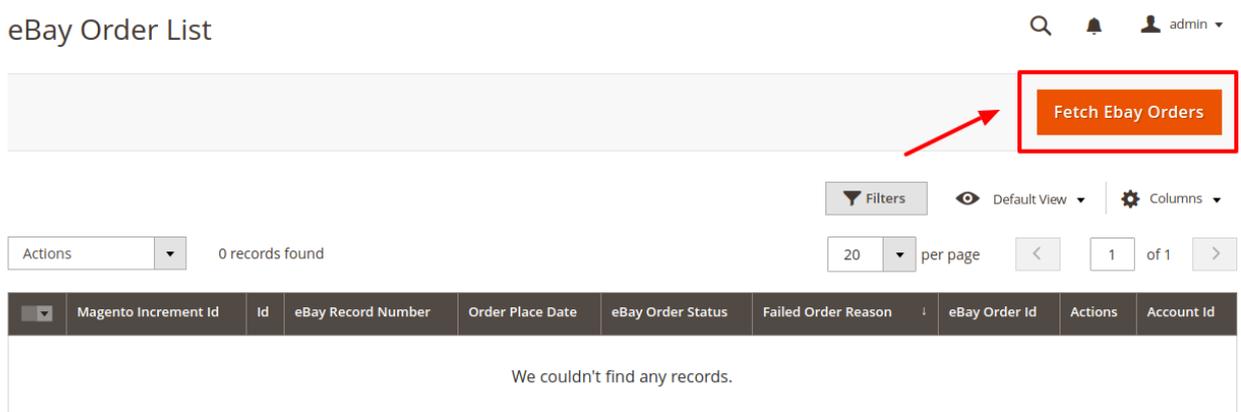


The menu appears as shown in the following figure:



3. Click **Manage Orders**.

The **eBay Order List** page appears as shown in the following figure:



4. On the top navigation bar, click the **Fetch New Orders** button.

Order Fetch Status

- 💡 Starting Order Fetch execution, please wait...
- ⚠️ Warning: Please do not close the window during order fetch
- ✅ Total 2 Batch(s) Found.
- ❗ Batch1: Batch 1 for account1 accounts : No New Orders Found
- ❗ Batch2: Batch 2 for account2 accounts : please fetch the token
- ✅ 100% 2 Of 2 Processed.
- ✅ 0 Batch(s) Successfully Fetched.
- 💡 Finished order fetch execution.

All the available orders are listed on the page.

<input type="checkbox"/>	Magento Order id	eBay Order Id	Order Place Date	eBay Order Status
<input type="checkbox"/>	000000073	110203823579-28669042001	2017-06-24	shipped

To Ship or Cancel orders.

1. On the **eBay Order List** page, scroll down to the product that the admin wants to ship or cancel.
 2. In the **Magento Order** column, click the link associated with the required order.
- The page appears as shown in the following figure:

#000000073 Q 🔔 👤 admin ▾

← Back Send Email Credit Memo Reorder

ORDER VIEW

- Information
- Invoices
- Credit Memos
- Shipments
- Comments History
- Transactions
- Ship eBay Order

eBay Order Information

Order Placed on eBay	Saturday, June 24th 2017
Shipping Carrier	<input type="text" value="USPSPriority"/>
Tracking Number	<input type="text"/>
eBay Delivery Date	<input type="text" value="📅"/>

Shipment Order Items

Product sku	Quantity ordered	Quantity to Ship	Quantity to Cancel
24-UG06	1	<input type="text" value="1"/>	<input type="text" value="0"/>

[Submit Shipment](#)

3. In the right panel, under **eBay Order Information**, do the following steps:
 - a. In the **Tracking Number** box, enter a value.
 - b. In the **eBay Delivery Date** box, click the **Calendar** icon, and then enter the required date.
4. In the right panel, under Shipment Order Items, do the following steps:
 - a. In the **Quantity to Ship** box, enter a value.
The number of the 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 the quantity that the user wants to reject. The value cannot be greater than the **Qty Available for Ship** value.
 - c. Click the **Submit Shipment** button.
The success message appears if the order is shipped successfully.

#000000073 🔍 🔔 👤 admin ▾

← Back Send Email Credit Memo Reorder

ORDER VIEW

Information

Invoices

Credit Memos

Shipments

Comments History

Transactions

Ship eBay Order

eBay Order Details

Order Placed on eBay	Saturday, June 24th 2017
Shipping Carrier	USPS Priority
Tracking Number	45879674564
eBay Delivery Date	1498780800

Shipment Order Items

Product sku	Quantity ordered	Quantity to Ship	Quantity to Cancel
24-UG06	1	1	0

Order Shipped Successfully

8. Manage Products

In this section of the integration, the following actions can be performed.

- Selected Product Upload
- Synchronize Inventory and Price
- Revise Item(s)
- End Item(s)
- Relist Item(s)

Note: Before going any further with Product management ensure to select the **account** for which all the mass actions will be performed, from the drop-down menu.

eBay Product Listing

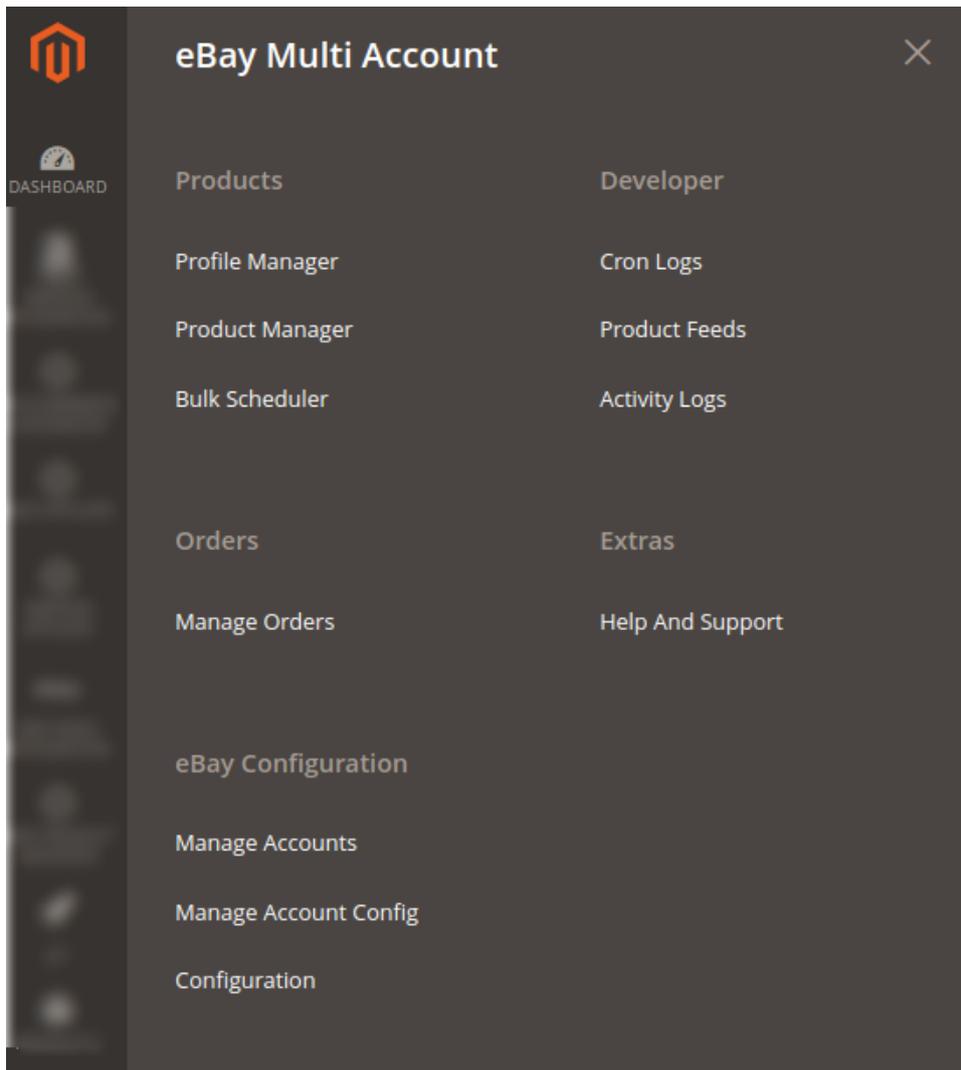
🔍 🔔 👤 admin ▾

Account View: Primary Account ▾

8.1. Upload Selected Products

To upload selected products,

1. Go to the Admin panel.
2. On the left navigation bar, click the **eBay Multi-Account Integration** menu.
The menu appears as shown in the following figure:
3. Click **Product Manager**.



4. The **eBay Product Listing** page appears as shown in the following figure:

eBay Product Listing

Search, Notifications, User: admin

Account View: Primary Account

Filters | Default View | Columns

Actions | 2037 records found | 20 per page | 1 of 102

ID	Thumbnail	Name	Type	SKU	Price	Quantity	eBay Profile	eBay Product Status	Product Upload Status	Height (inches)	Length (inches)	Width (inches)	H * L * W (Cubic Inches)	Shipping Type	Commodities	eBay Item ID
3		Crown Summit Backpack	Simple Product	24-MB03	\$38.00	88.0000			NOT VALIDATED					Ordinary	Other	1103720
4		Wayfarer Messenger Bag	Simple Product	24-MB05	\$45.00	99.0000			NOT VALIDATED					Ordinary	Other	1103720

5. Select the check boxes associated with the required products that the admin wants to upload.

eBay Product Listing

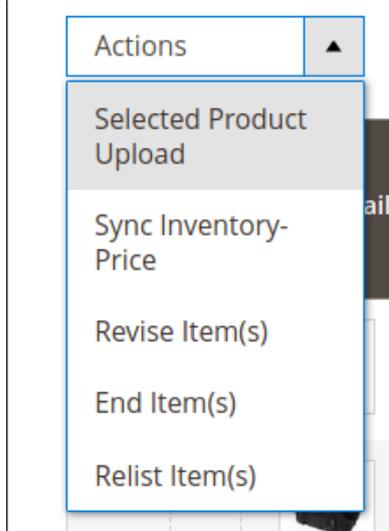
Account View: Primary Account

Filters | Default View | Columns

Actions | 2037 records found | 20 per page | 1 of 102

ID	Thumbnail	Name	Type	SKU	Price	Quantity	eBay Profile	eBay Product Status	Product Upload Status	Height (inches)	Length (inches)	Width (inches)	H * L * W (Cubic Inches)	Shipping Type	Commodities	eBay Item ID
3		Crown Summit Backpack	Simple Product	24-MB03	\$38.00	88.0000			NOT VALIDATED					Ordinary	Other	1103720
4		Wayfarer Messenger Bag	Simple Product	24-MB05	\$45.00	99.0000			NOT VALIDATED					Ordinary	Other	1103720
5		Rival Field Messenger	Simple Product	24-MB06	\$44.00	71.0000			NOT VALIDATED					Ordinary	Other	1103720

6. Click the **Arrow** button next to the **Actions** list, and then click **Selected Product Upload**.



A Confirmation dialog box appears as shown in the following figure:



7. Click the **OK** button.

If the products are valid, then only the selected products are uploaded on eBay. Otherwise, an error message appears for the specific products that are not valid.

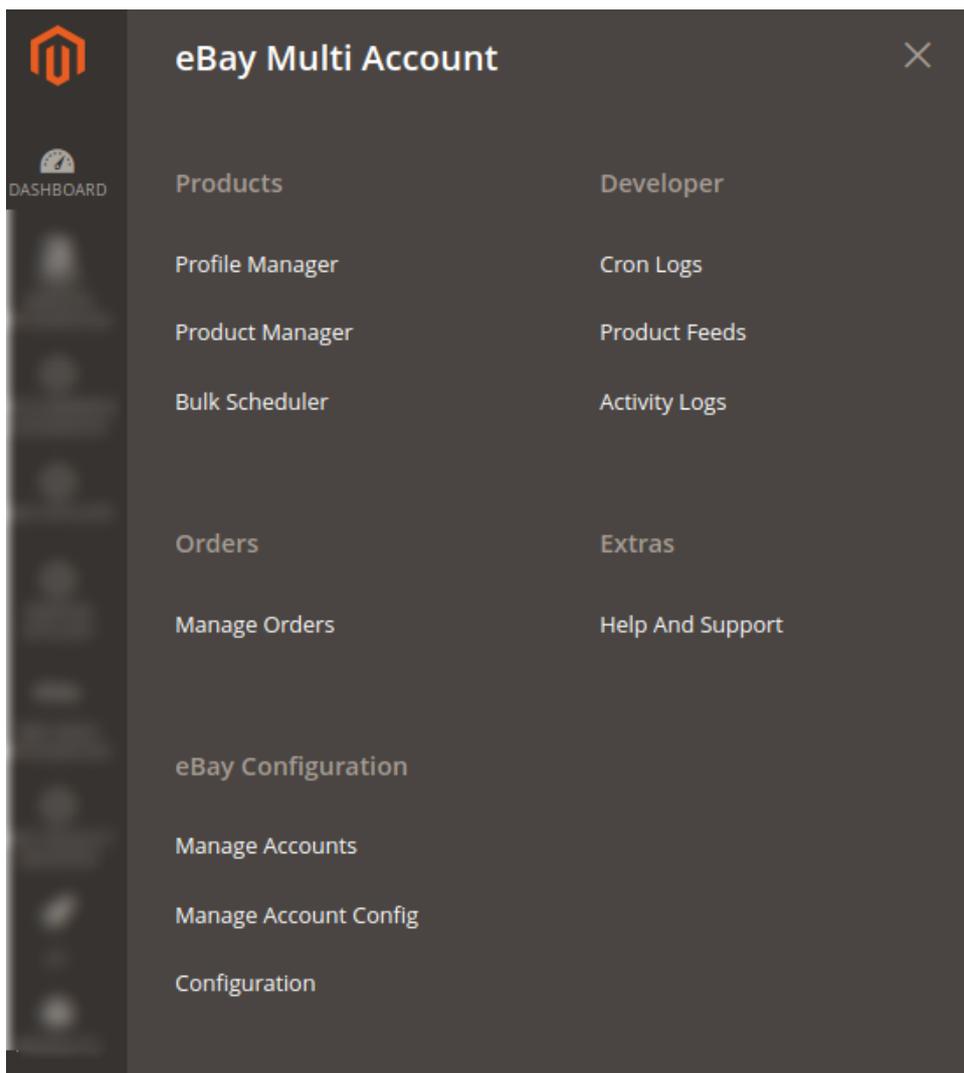
8.2. Inventory and Price Sync

To sync inventory and price

1. Go to the Admin panel.
2. On the left navigation bar, click the **EBAY MULTI ACCOUNT INTEGRATION** menu.



The menu appears as shown in the following figure:



3. Click **Product Listing**.

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

eBay Product Listing 🔍 🔔 👤 admin ▾

Account View: Primary Account ▾

⌵ Filters 👁 Default View ▾ ⚙ Columns ▾

Actions ▾ 2037 records found 20 ▾ per page < 1 of 102 >

<input type="checkbox"/>	ID	Thumbnail	Name	Type	SKU	Price	Quantity	eBay Profile	eBay Product Status	Product Upload Status	Height (inches)	Length (inches)	Width (inches)	H * L * W (Cubic Inches)	Shipping Type	Commodities	eBay Item
<input type="checkbox"/>	3		Crown Summit Backpack	Simple Product	24-MB03	\$38.00	88.0000			NOT VALIDATED					Ordinary	Other	1103720
<input type="checkbox"/>	4		Wayfarer Messenger Bag	Simple Product	24-MB05	\$45.00	99.0000			NOT VALIDATED					Ordinary	Other	1103720

4. Select the products for which you want to sync the price and inventory, by checking the corresponding boxes.

eBay Product Listing 🔍 🔔 👤 admin ▾

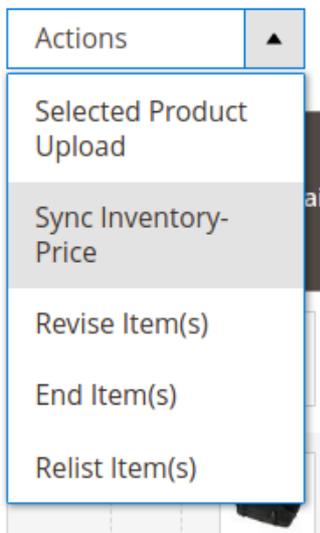
Account View: Primary Account ▾

Filters | Default View ▾ | Columns ▾

2037 records found | 20 per page | 1 of 102

Actions	Name	Type	SKU	Price	Quantity	eBay Profile	eBay Product Status	Product Upload Status	Height (inches)	Length (inches)	Width (inches)	H * L * W (Cubic Inches)	Shipping Type	Commodities	eBay Item ID
	Down Summit Backpack	Simple Product	24-MB03	\$38.00	88.0000			NOT VALIDATED					Ordinary	Other	1103720
<input type="checkbox"/>	Wayfarer Messenger Bag	Simple Product	24-MB05	\$45.00	99.0000			NOT VALIDATED					Ordinary	Other	1103720
<input type="checkbox"/>	Rival Field Messenger	Simple Product	24-MB06	\$44.00	71.0000			NOT VALIDATED					Ordinary	Other	1103720

5. Click the **Arrow** button next to the **Actions** list, and then click **Sync Inventory-Price**.



6. A Confirmation dialog box appears as shown in the following figure. Click **OK**.



7. The page appears as shown in the following figure with the status:

Sync Price Inventory On eBay

Q 🔔 👤 admin ▾

[Back](#)

Inventory Price Syncing Status

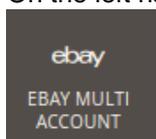
- 🔔 Starting Product Inventory Price Sync execution, please wait...
- ⚠ Warning: Please do not close the window during Inventory Price Syncing data
- ✅ Total 1 Batch(s) Found.
- ✅ Batch 1: success
- ✅ 100% 1 Of 1 Processed.
- ✅ 1 Batch(s) Successfully Inventory Price Synced.
- 🔔 Finished product Inventory Price Syncing execution.

The inventory and price of selected products get synced between Magento and eBay.

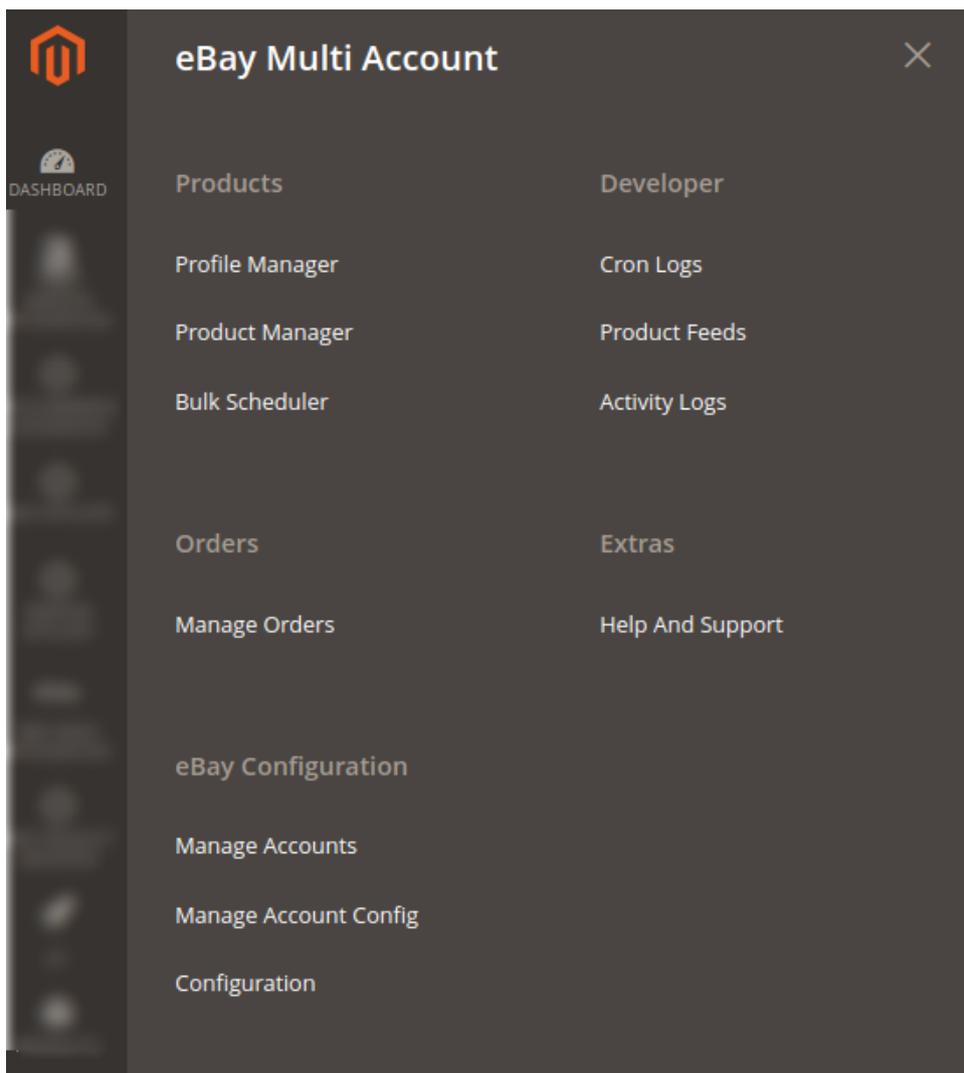
8.3. Revise Items

To revise items.

1. Go to the Admin panel.
2. On the left navigation bar, click the **EBAY MULTI ACCOUNT INTEGRATION** menu.



The menu appears as shown in the following figure:



3. Click **Product Listing**.

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

eBay Product Listing 🔍 🔔 👤 admin ▾

Account View: Primary Account ▾

⌵ Filters
👁 Default View ▾
⚙ Columns ▾

Actions ▾ 2037 records found 20 ▾ per page < 1 of 102 >

<input type="checkbox"/>	ID	Thumbnail	Name	Type	SKU	Price	Quantity	eBay Profile	eBay Product Status	Product Upload Status	Height (inches)	Length (inches)	Width (inches)	H * L * W (Cubic Inches)	Shipping Type	Commodities	eBay Item ID
<input type="checkbox"/>	3		Crown Summit Backpack	Simple Product	24-MB03	\$38.00	88.0000			NOT VALIDATED					Ordinary	Other	1103720
<input type="checkbox"/>	4		Wayfarer Messenger Bag	Simple Product	24-MB05	\$45.00	99.0000			NOT VALIDATED					Ordinary	Other	1103720

4. Select the products that you want to revise by checking the corresponding boxes.

eBay Product Listing 🔍 🔔 👤 admin ▾

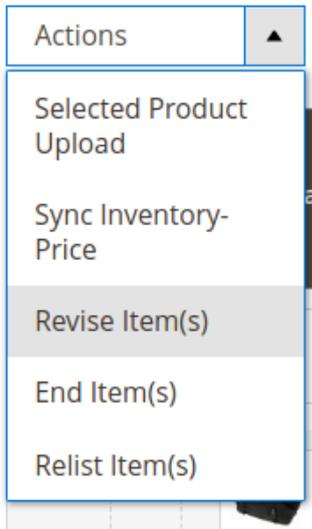
Account View: Primary Account ▾

Filters | Default View ▾ | Columns ▾

2037 records found 20 per page | 1 of 102 >

Actions	Name	Type	SKU	Price	Quantity	eBay Profile	eBay Product Status	Product Upload Status	Height (inches)	Length (inches)	Width (inches)	H * L * W (Cubic Inches)	Shipping Type	Commodities	eBay Item ID
<ul style="list-style-type: none"> Selected Product Upload Sync Inventory-Price Revise Item(s) End Item(s) Relist Item(s) 	Mountain Summit Backpack	Simple Product	24-MB03	\$38.00	88.0000			NOT VALIDATED					Ordinary	Other	1103720
<input type="checkbox"/>	4		Wayfarer Messenger Bag	Simple Product	24-MB05	\$45.00	99.0000						Ordinary	Other	1103720
<input type="checkbox"/>	5		Rival Field Messenger	Simple Product	24-MB06	\$44.00	71.0000						Ordinary	Other	1103720

5. Click the **Arrow** button next to the **Actions** list, and then click **Revise Item(s)**.



6. A Confirmation dialog box appears as shown in the following figure. Click **OK**.



The page appears as shown in the following figure with the status:

Sync Product(s) On eBay

Q 🔔 👤 admin ▾

[Back](#)

Syncing Status

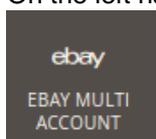
- 🕒 Starting Product Sync execution, please wait...
- ⚠ Warning: Please do not close the window during syncing data
- ✅ Total 1 Batch(s) Found.
- ✅ 100% 1 Of 1 Processed.
- ✅ 0 Batch(s) Successfully Synced.
- 🕒 Finished product syncing execution.

The selected products get revised on eBay.

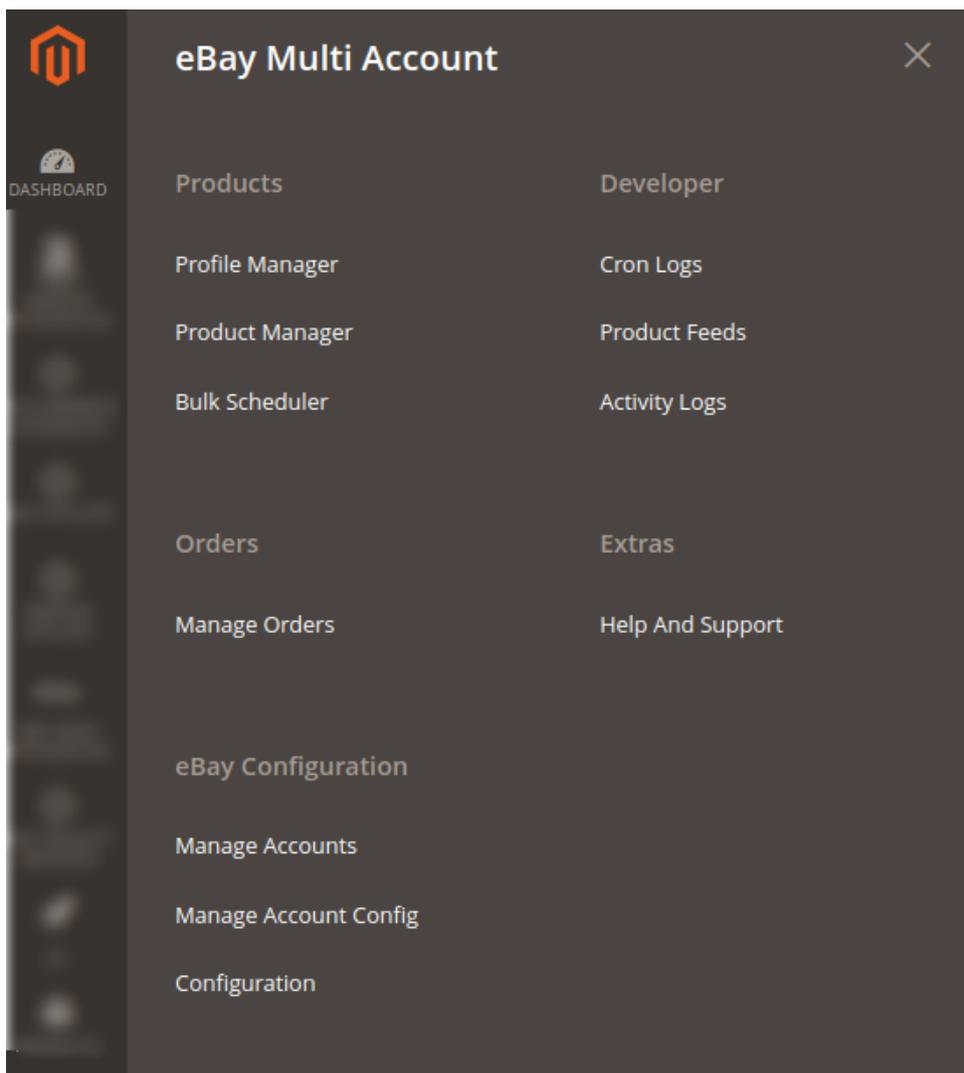
8.4. End Items on eBay

To end items on eBay.

1. Go to the Admin panel.
2. On the left navigation bar, click the **EBAY MULTI ACCOUNT INTEGRATION** menu.

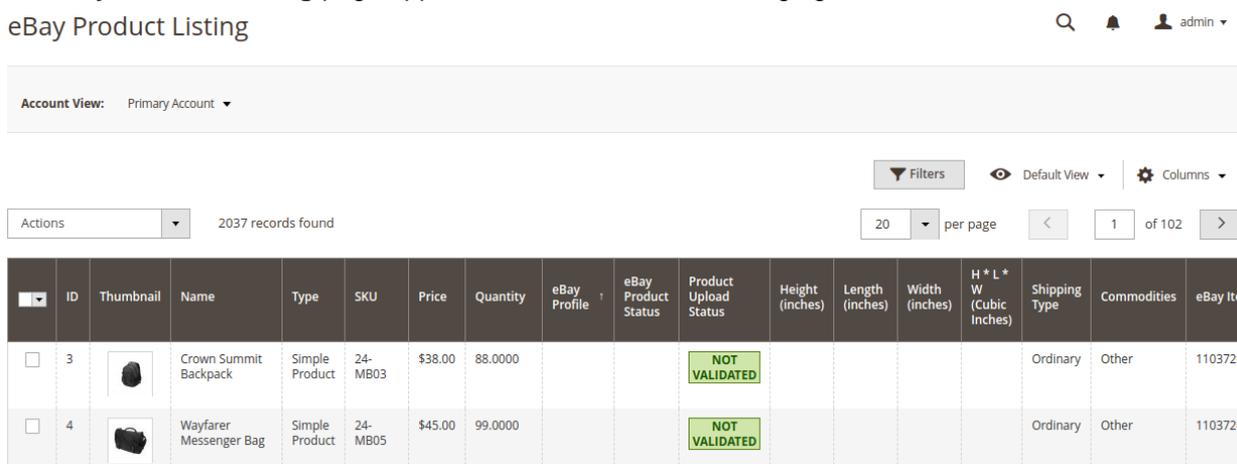


The menu appears as shown in the following figure:



3. Click **Product Listing**.

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



4. Select the products that you want to end on eBay by checking the corresponding boxes.

eBay Product Listing 🔍 🔔 👤 admin ▾

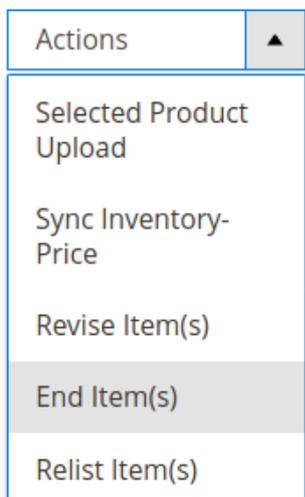
Account View: Primary Account ▾

Filters | Default View ▾ | Columns ▾

2037 records found 20 per page | 1 of 102

Actions	Name	Type	SKU	Price	Quantity	eBay Profile	eBay Product Status	Product Upload Status	Height (inches)	Length (inches)	Width (inches)	H * L * W (Cubic Inches)	Shipping Type	Commodities	eBay Item ID
<input type="checkbox"/>	Down Summit Backpack	Simple Product	24-MB03	\$38.00	88.0000			NOT VALIDATED					Ordinary	Other	1103720
<input type="checkbox"/>	Wayfarer Messenger Bag	Simple Product	24-MB05	\$45.00	99.0000			NOT VALIDATED					Ordinary	Other	1103720
<input type="checkbox"/>	Rival Field Messenger	Simple Product	24-MB06	\$44.00	71.0000			NOT VALIDATED					Ordinary	Other	1103720

5. Click the **Arrow** button next to the **Actions** list, and then click **End Item(s)**.



6. A Confirmation dialog box appears as shown in the following figure. Click **OK**.



The page appears as shown in the following figure with the status:

End Product(s) On eBay

Q 🔔 👤 admin ▾

Back

End Listing Status

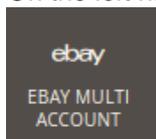
- 🕒 Starting Product end execution, please wait...
- ⚠️ Warning: Please do not close the window during endlisting data
- ✅ Total 1 Batch(s) Found.
- ✅ Batch 1: SKU(s): 24-MB03successfully ended
- ✅ 100% 1 Of 1 Processed.
- ✅ 1 Batch(s) Successfully Ended.
- 🕒 Finished product endlisting execution.

The selected products get ended or retired from eBay.

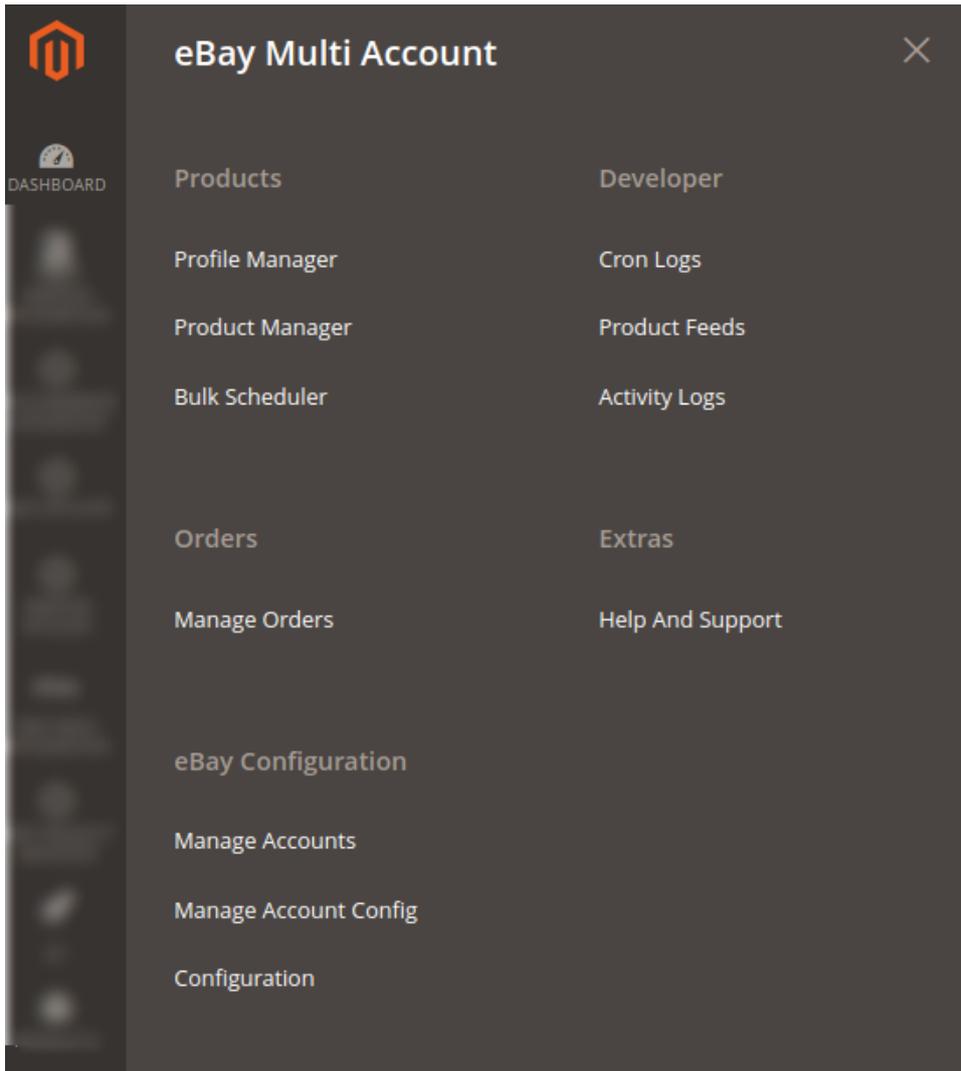
8.5. Relist Items on eBay

To relist items on eBay.

1. Go to the Admin panel.
2. On the left navigation bar, click the **EBAY MULTI ACCOUNT INTEGRATION** menu.



The menu appears as shown in the following figure:



3. Click **Product Listing**.

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

eBay Product Listing 🔍 🔔 👤 admin ▾

Account View: Primary Account ▾

⌵ Filters 👁 Default View ▾ ⚙ Columns ▾

Actions ▾ 2037 records found 20 ▾ per page ⏪ 1 of 102 ⏩

<input type="checkbox"/>	ID	Thumbnail	Name	Type	SKU	Price	Quantity	eBay Profile	eBay Product Status	Product Upload Status	Height (inches)	Length (inches)	Width (inches)	H * L * W (Cubic Inches)	Shipping Type	Commodities	eBay Item ID
<input type="checkbox"/>	3		Crown Summit Backpack	Simple Product	24-MB03	\$38.00	88.0000			NOT VALIDATED					Ordinary	Other	1103720
<input type="checkbox"/>	4		Wayfarer Messenger Bag	Simple Product	24-MB05	\$45.00	99.0000			NOT VALIDATED					Ordinary	Other	1103720

4. Select the products that you want to relist on eBay by checking the corresponding boxes.

eBay Product Listing 🔍 🔔 👤 admin ▾

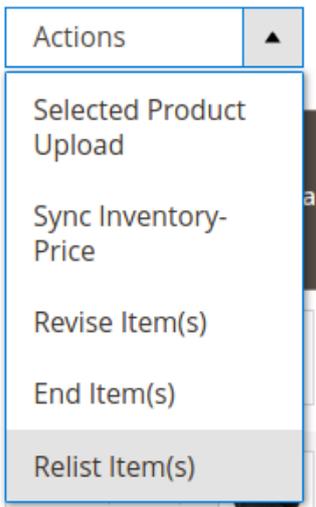
Account View: Primary Account ▾

Filters | Default View ▾ | Columns ▾

2037 records found | 20 per page | 1 of 102

Actions	Name	Type	SKU	Price	Quantity	eBay Profile	eBay Product Status	Product Upload Status	Height (inches)	Length (inches)	Width (inches)	H * L * W (Cubic Inches)	Shipping Type	Commodities	eBay Item ID
	Down Summit Backpack	Simple Product	24-MB03	\$38.00	88.0000			NOT VALIDATED					Ordinary	Other	1103720
<input type="checkbox"/>	4  Wayfarer Messenger Bag	Simple Product	24-MB05	\$45.00	99.0000			NOT VALIDATED					Ordinary	Other	1103720
<input type="checkbox"/>	5  Rival Field Messenger	Simple Product	24-MB06	\$44.00	71.0000			NOT VALIDATED					Ordinary	Other	1103720

5. Click the **Arrow** button next to the **Actions** list, and then click **Relist Item(s)**.



6. A Confirmation dialog box appears as shown in the following figure. Click **OK**.



The page appears as shown in the following figure with the status:

Relist Product(s) On eBay

Q 🔔 👤 admin ▾

Back

ReListing Status

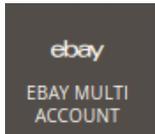
- 🕒 Starting Product ReList execution, please wait...
- ⚠️ Warning: Please do not close the window during ReListing data
- ✅ Total 1 Batch(s) Found.
- ✅ 100% 1 Of 1 Processed.
- ✅ 0 Batch(s) Successfully ReListed.
- 🕒 Finished product ReListing execution.

The selected products will be relisted on eBay.

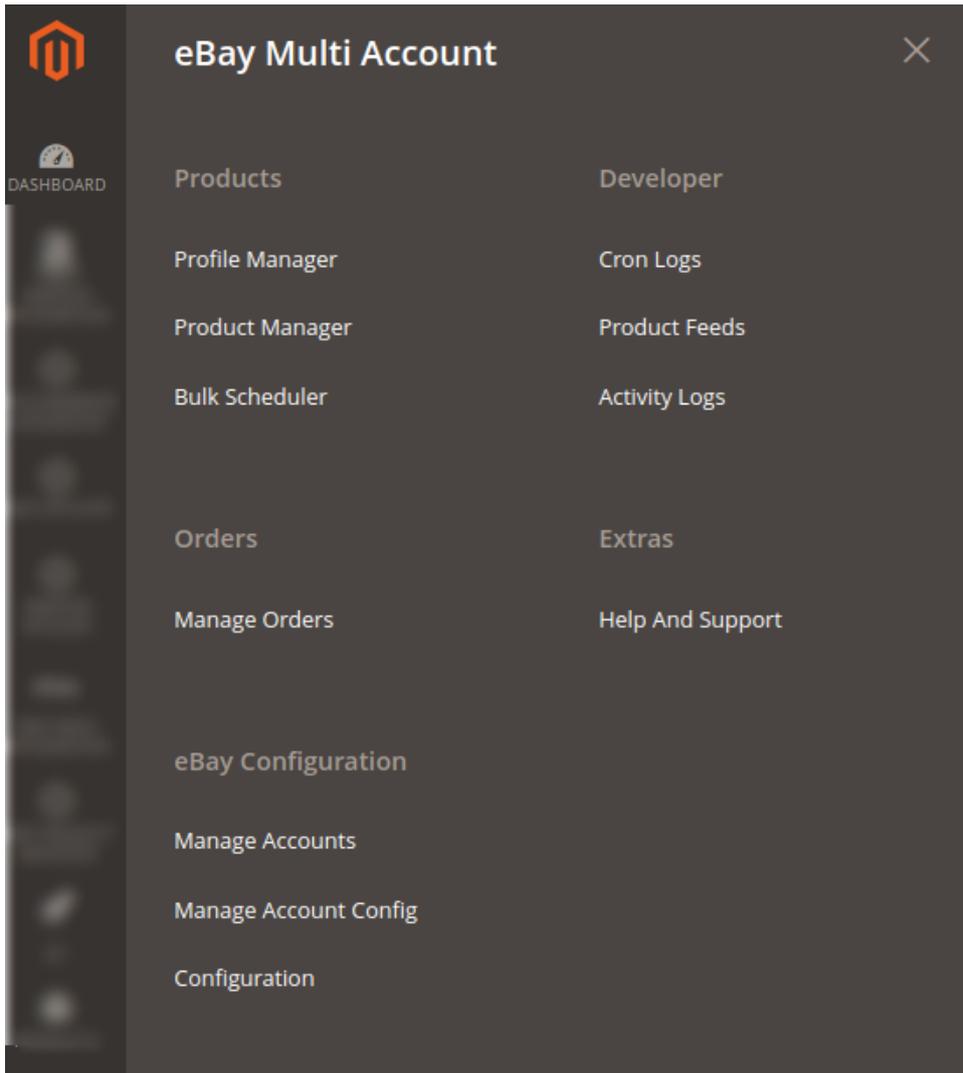
9. Cron Logs

To view eBay Cron Grid.

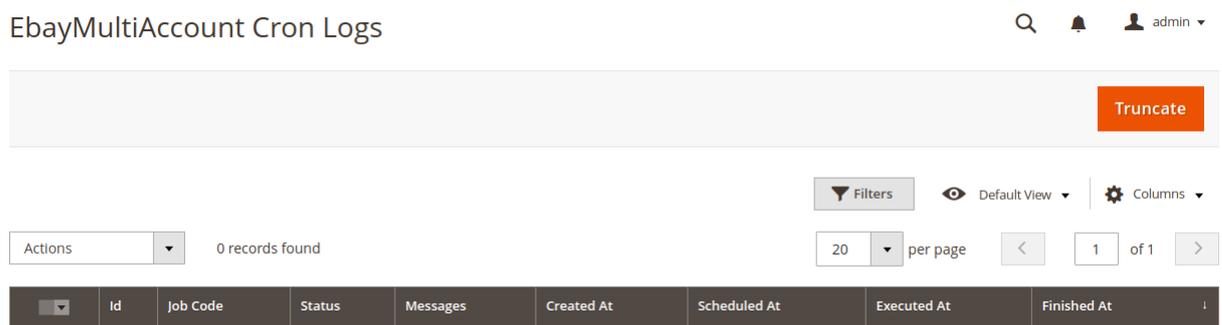
1. Go to the **Admin** panel.
2. On the left navigation bar, click the **eBay Multi Account Integration** menu,



3. then click **Cron Logs**.



4. The **Cron Grid** page appears as shown in the following figure:



To truncate the crons.

1. Click on the **Truncate** button on the top right side of the page.

EbayMultiAccount Cron Logs

Truncate

Filters Default View Columns

Actions 0 records found 20 per page 1 of 1

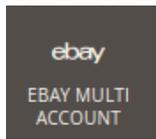
Id	Job Code	Status	Messages	Created At	Scheduled At	Executed At	Finished At
----	----------	--------	----------	------------	--------------	-------------	-------------

2. All the crons will be cleared.

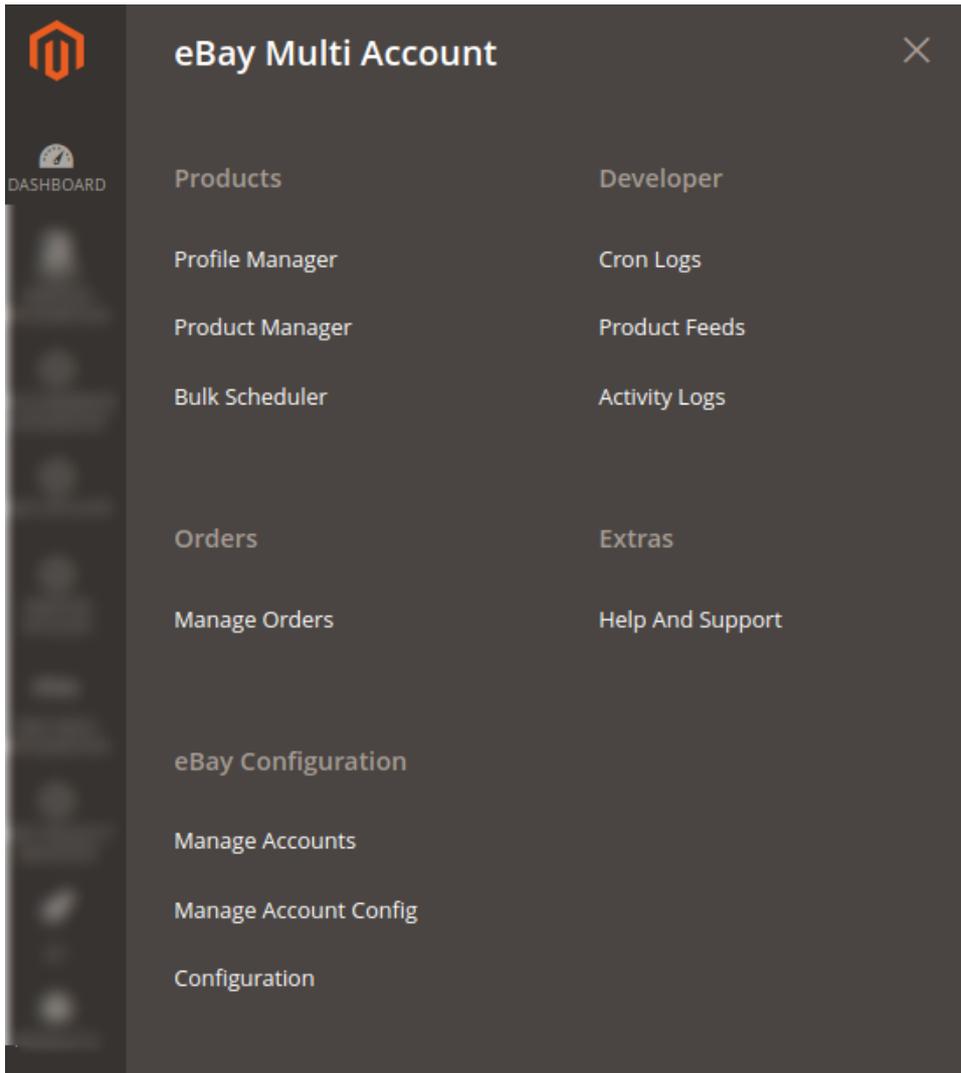
10. Activity Logs

To view eBay Log Grid,

1. Go to the **Admin** panel.
2. On the left navigation bar, click the **eBay Multi Account Integration** menu,



3. click **Activity Logs**.



The **eBay Log Grid** page appears as shown in the following figure:

Activity Log 🔍 🔔 👤 admin ▾

Truncate

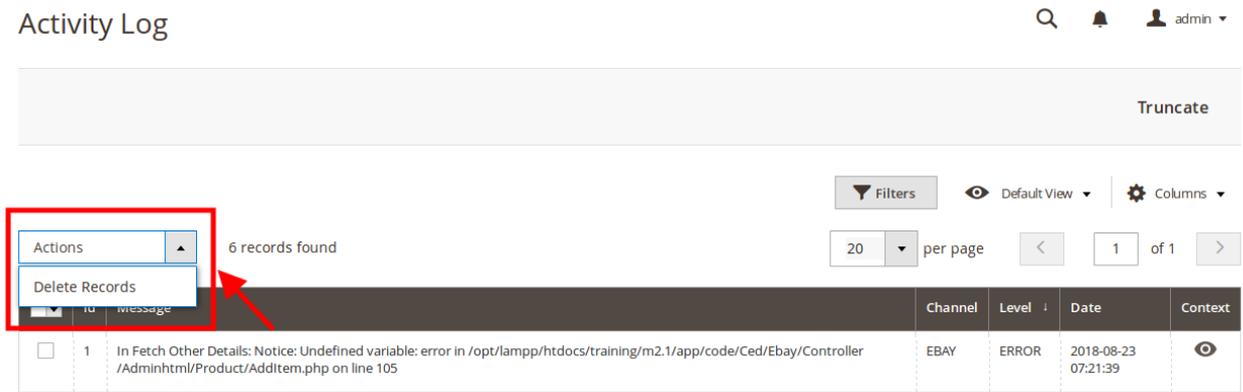
⌵ Filters |
 👁 Default View ▾ |
 ⚙ Columns ▾

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

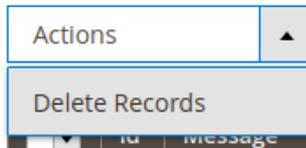
<input type="checkbox"/>	Id	Message	Channel	Level	Date	Context
<input type="checkbox"/>	1	In Fetch Other Details: Notice: Undefined variable: error in /opt/lampp/htdocs/training/m2.1/app/code/Ced/Ebay/Controller/Adminhtml/Product/Additem.php on line 105	EBAY	ERROR	2018-08-23 07:21:39	👁
<input type="checkbox"/>	2	In Fetch Other Details: Notice: Undefined property: Ced\Ebay\Controller\Adminhtml\Product\AddItemInterceptor::SubjectManager in /opt/lampp/htdocs/training/m2.1/app/code/Ced/Ebay/Controller/Adminhtml/Product/Additem.php on line 79	EBAY	ERROR	2018-08-23 07:48:03	👁
<input type="checkbox"/>	3	In Fetch Other Details: Notice: Array to string conversion in /opt/lampp/htdocs/training/m2.1/app/code/Ced/Ebay/Controller/Adminhtml/Product/Additem.php on line 115	EBAY	ERROR	2018-08-23 13:11:49	👁
<input type="checkbox"/>	4	In Fetch Other Details: Notice: Undefined property: stdClass::\$itemId in /opt/lampp/htdocs/training/m2.1/app/code/Ced/Ebay/Controller/Adminhtml/Product/Additem.php on line 101	EBAY	ERROR	2018-08-23 13:16:31	👁

To delete the selected logs.

1. Select the logs you want to delete.
2. Click **Actions** on the top left side of the page.



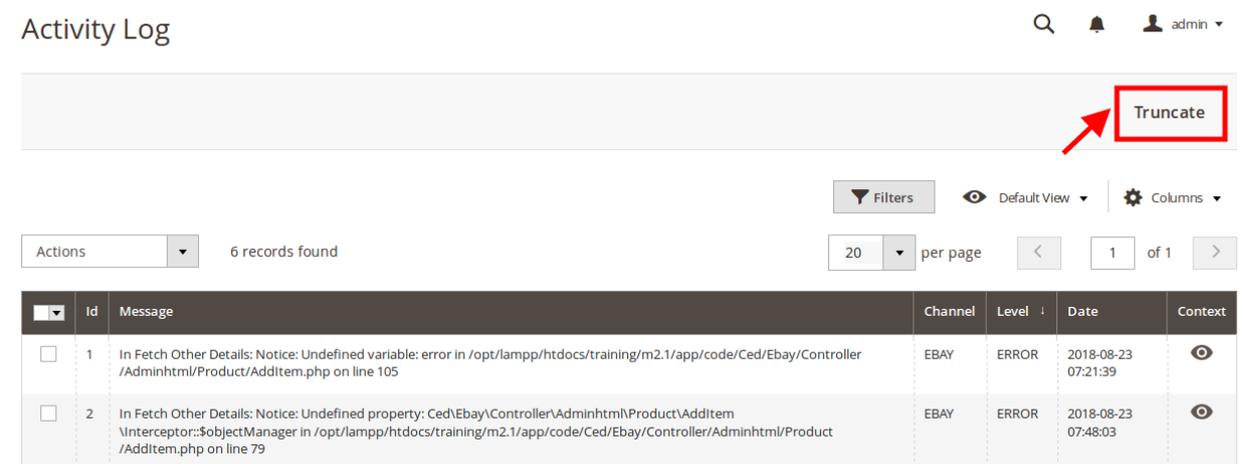
3. Click **Delete Records.**



4. Selected logs will be deleted.

To truncate the logs.

1. Click the **Truncate** button on the top right side of the page.

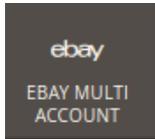


2. All the logs will be cleared.

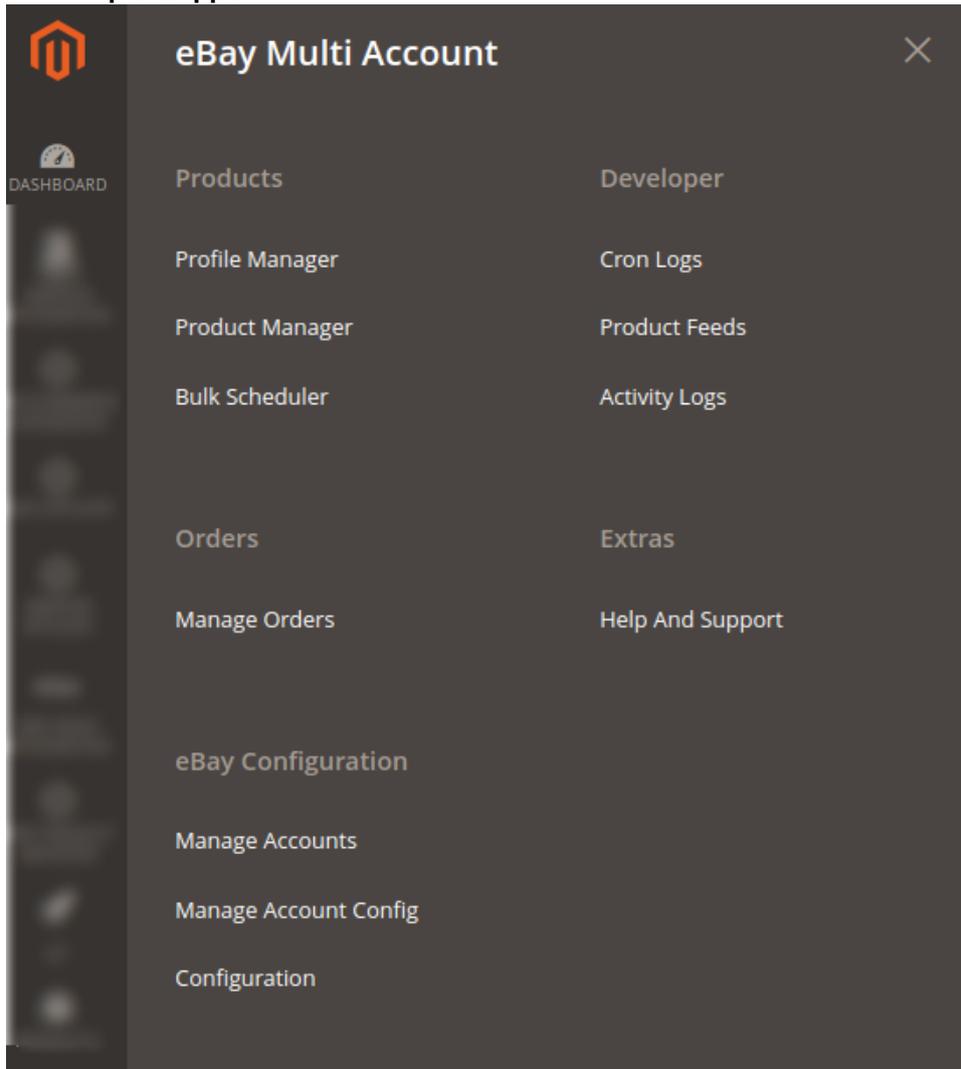
11. Help and Support

To view Help & Support section,

1. Go to the **Admin** panel.
2. On the left navigation bar, click the **eBay Multi Account Integration** menu



3. click **Help & Support**.



The **Help & Support** page appears as shown in the following figure:

Ebay Knowledge Base



Cedcommerce Support ⌵

Documentation ⌵

Contact Us via Below Available Mediums ⌵

CedCommerce Support

1. Click **CedCommerce Support** and the section will expand as:

Cedcommerce Support ⌵

[EbayMultiAccount Integration Knowledge base](#)

2. Click **eBay Integration Knowledge Base** and you will be navigated to our product page.

Documentation

1. Click **Documentation** and the section will expand as:

Documentation ⌵

[EbayMultiAccount Integration Extension User Guide By CedCommerce](#)

2. On clicking the **eBay Integration Extension User Guide By CedCommerce**, the users will be navigated to the guide/document to integrate the Magento store with eBay.

Contact Us via Below Available Mediums

1. Click **Contact Us via Below Available Mediums** and the section will expand as:

Contact Us via Below Available Mediums ⌵



[Contact Us 24*7 via Skype Call](#)



[Submit Issue via Ticket](#)



[Send us an E-mail](#)



[Connect via Skype Chat](#)

For More Informations Please Contact Us: **Toll-Free Number: 888-882-0953 (FOR USA)**

2. Under **Contact Us via Below Available Mediums**, you may see the different ways to get in touch with us.
3. You may call us on Skype by clicking on **Contact Us 24*7 vis Skype Call**.
4. Click **Submit issue via Ticket** and you will be navigated to our support page on which you may raise a ticket and get your issue solved by us in no time.
5. Click **Send us an E-mail** and your mailbox will get opened and you may mail us your question or query.
6. Click **Connect via Skype** and you will be able to join us on Skype instantly where we are available 24x7.