

# **eBay Multi-Account Integration For Magento 2 Guide**

by CedCommerce Products Documentation

<b>1. Overview</b>	<b>3</b>
<b>2. Installation of the Extension</b>	<b>3</b>
<b>3. eBay Multi-Account Configuration</b>	<b>3</b>
<b>4. Manage Account</b>	<b>16</b>
<b>5. Manage Account Configuration</b>	<b>21</b>
<b>6. Profile Management</b>	<b>27</b>
6.1. Adding a New Profile	27
6.2. Editing a Profile	34
6.3. Assign Products to Profile	36
6.4. Disabling a Profile	37
6.5. Enabling a Profile	39
6.6. Deleting a Profile	41
<b>7. Manage Products</b>	<b>43</b>
7.1. Upload Selected Products	45
7.2. Inventory and Price Sync	46
7.3. Revise Items	48
7.4. End Items on eBay	50
7.5. Relist Items on eBay	52
<b>8. Product Feeds</b>	<b>54</b>
<b>9. Manage Orders</b>	<b>56</b>
<b>10. Cron Logs</b>	<b>61</b>
<b>11. Activity Logs</b>	<b>63</b>
<b>12. Product Change Log</b>	<b>65</b>
<b>13. Help And Support</b>	<b>67</b>

## 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

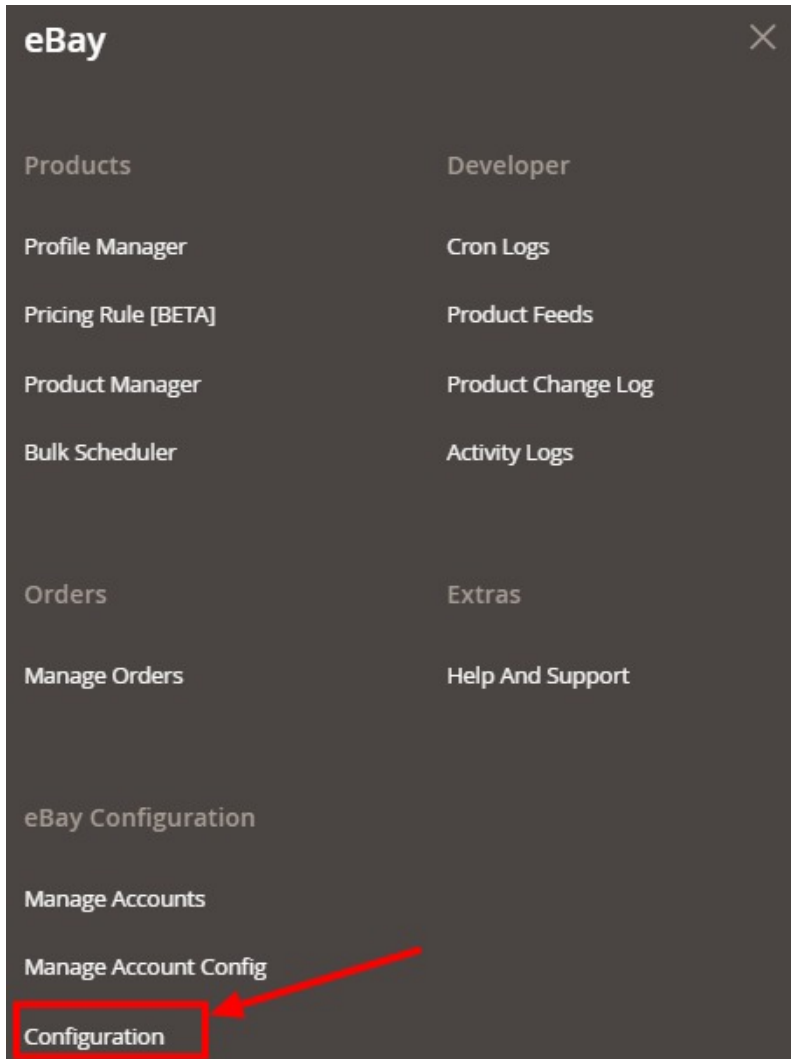
- Log in the **ftp**, and then go to Magento 2 root folder (generally present under the **public\_html** folder).
- Create a new folder named **code** under the **app** folder; under **code** folder, create a folder named **Ced**.
  - a. Upload or Drag and Drop **app/code/Ced/EbayMultiAccount** directory.
  - b. After successfully uploading the directory, the extension is ready to install through **CLI** commands.
  - c. Now run the following upgrade command in *cmd*:
 

```
php bin/magento setup:upgrade
php bin/magento setup:di:compile
php bin/magento setup:static-content:deploy
```

## 3. eBay Multi-Account Configuration

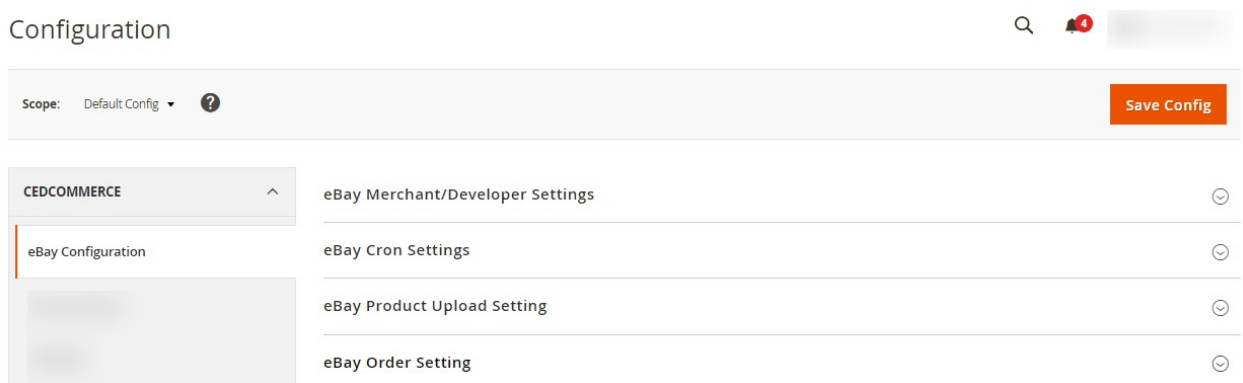
To complete the configuration,

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.



3. Click on **Configuration**.

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



### eBay Merchant/Developer Settings

1. Click on **eBay Merchant/Developer Settings** and the section will expand as:

## eBay Merchant/Developer Settings



Use Developer Account [global]  ?

Primary Account [global]  ?

2. Under **eBay Merchant/Developer Settings** do the following steps:

- In **Use Developer Account**, if you select **No** then the cedcommerce internal developer account will be used for API calling.

*Note: The developer account is used for API calling and for every developer account there are some separate API limits that ebay provides for API calling. The developer account is different from the seller account.*

If you select **Yes**, then you must have a developer account but if in case you do not have a developer account then click here: <https://developer.ebay.com/signin?tab=register>(<https://developer.ebay.com/signin?tab=register>)

to register yourself for creating a developer account.

After selecting **Yes**, the sections expand as shown below:

## eBay Merchant/Developer Settings



Use Developer Account [global]  ?

eBay App ID (Client ID) [global]

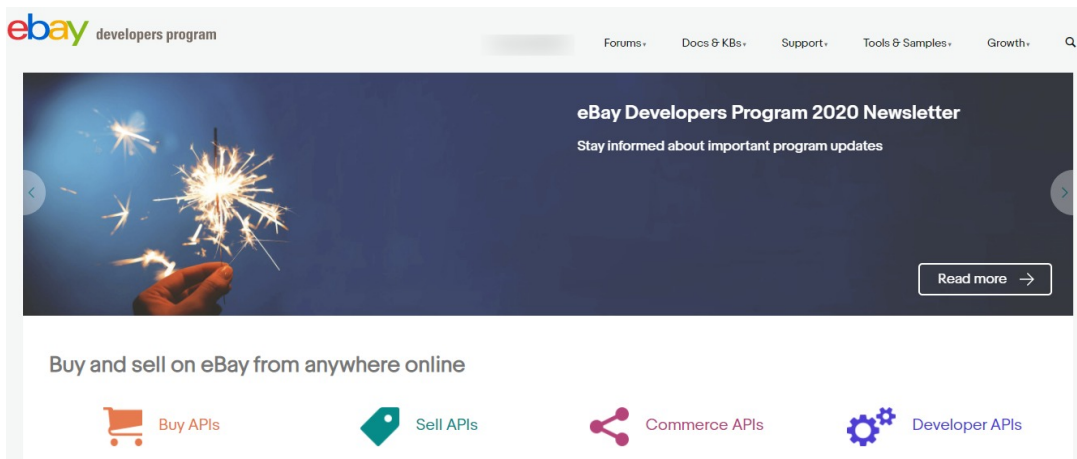
eBay Cert ID (Client Secret) [global]

eBay Dev ID [global]

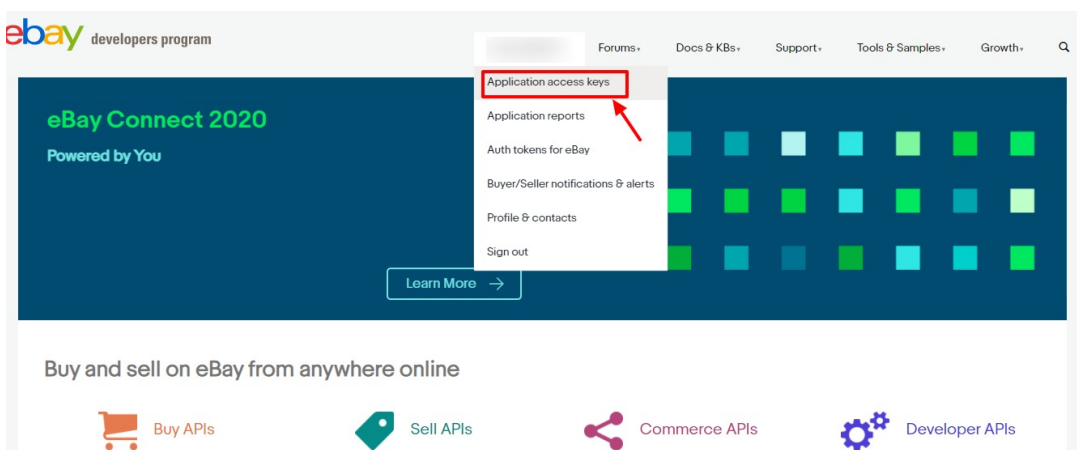
eBay Redirect URL name [global]

Primary Account [global]  ?

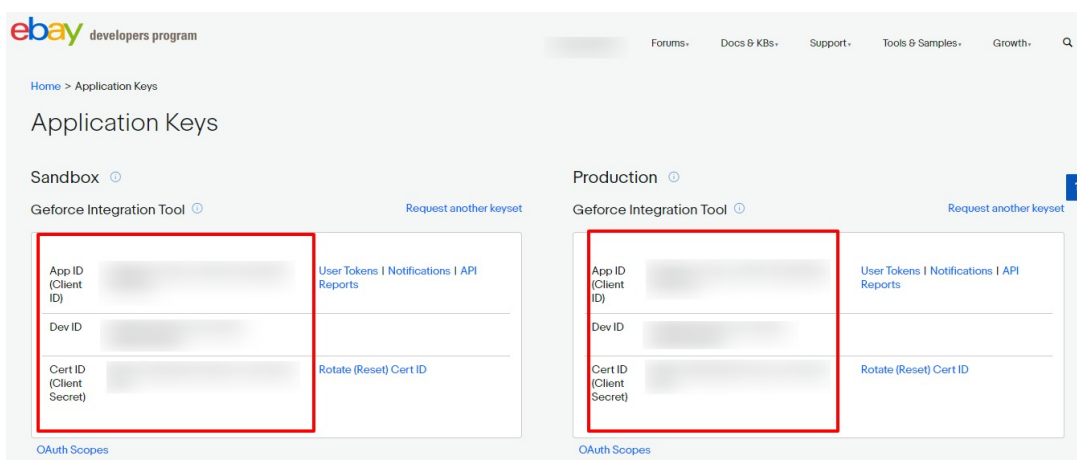
- Now for entering the **Client ID**, **Client Secret Key**, **Developer ID** you need to follow the steps below:
  - Login to the **ebay developers Program Page**, by clicking here: <https://developer.ebay.com/signin?tab=register>(<https://developer.ebay.com/signin?tab=register>)
  - Enter the login 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:

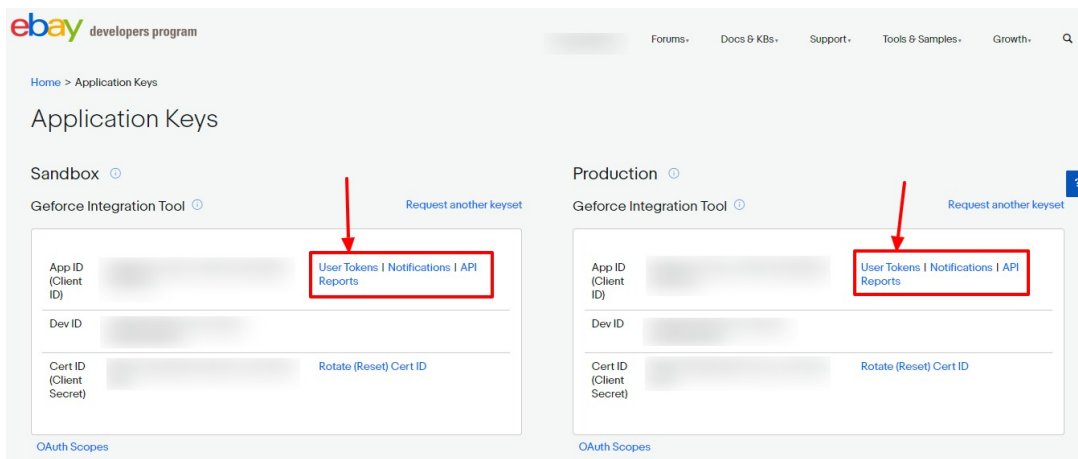


- On clicking it, a tab will get opened and you may see your **App Id**, **Dev Id**, and the **Cert Id** on the page for **Sandbox/Production** as highlighted in red boxes in the image below:

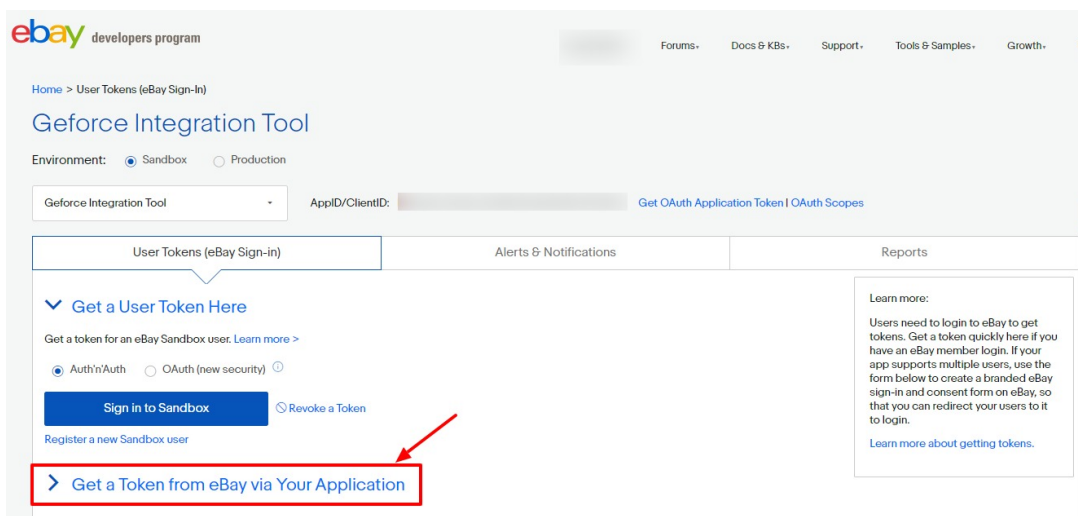


- Copy the **Api Keys** from here to enter in ebay Configuration Page in Magento panel.
  - In **eBay App ID(Client ID)**, paste the App ID you had copied from the developer account.

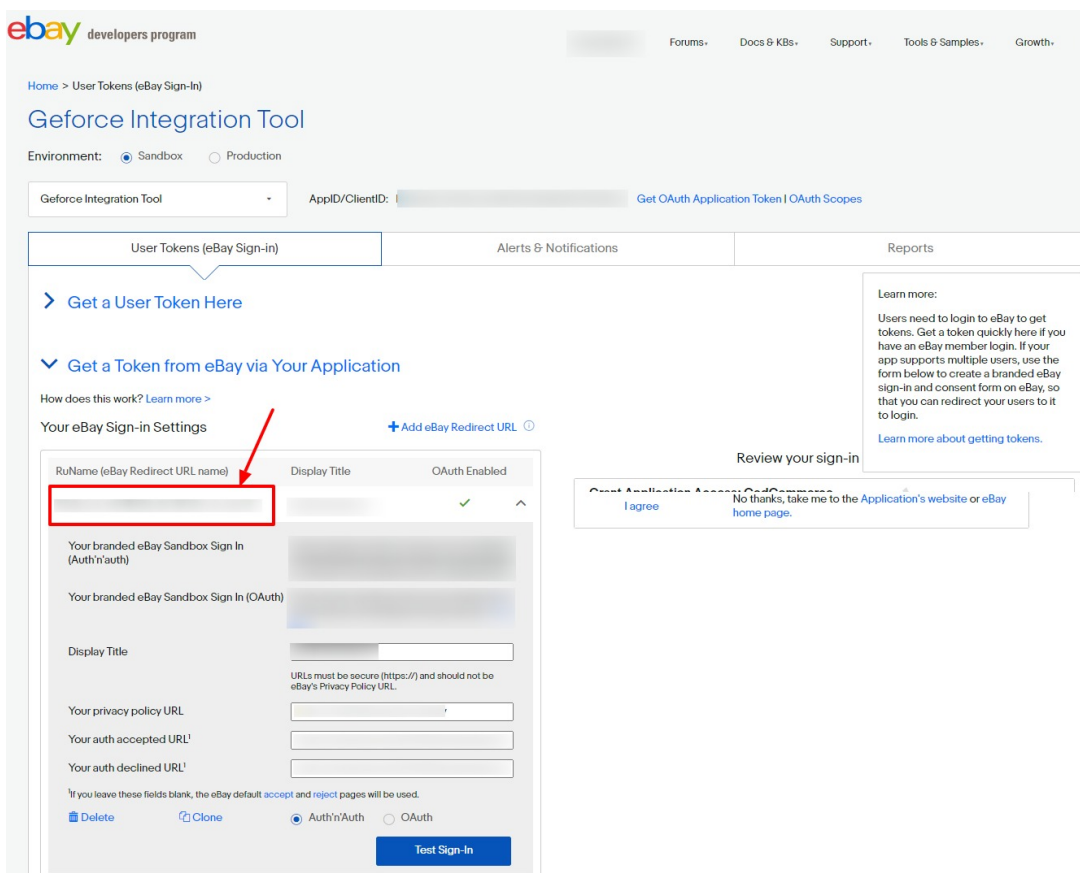
- In **eBay Cert ID(Client Secret)**, paste the secret ID you had copied from the developer account.
- In **eBay Dev ID**, paste the ID copied from the developer account.
- For **eBay Redirect URL** name, do the following steps:
  - Now, for **Redirect URL Name** for either Sandbox or Production, click 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 the **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.)

- In the **Primary Account**, select the account you want to set as primary.

*Note:*

- If the primary account is selected here then wherever in further process account selection is required then it will be skipped and the selected primary account will be chosen by default.
- If you do not select any primary account here then you have to select an account at every step where the account selection is required.

**eBay Cron Settings**

1. Now move to the section **eBay Cron Settings**, the section is expanded as:



## eBay Cron Settings

Order Cron <small>[global]</small>	Disable	▼
Cancelled Order Status Sync Cron <small>[global]</small>	Disable	▼
	This cron will generate the credit memo for all items of magento order which are cancelled on eBay.	
Order Shipment Cron <small>[global]</small>	Disable	▼
Inventory Cron <small>[global]</small>	Disable	▼
Full Inventory Sync Cron [BETA] <small>[global]</small>	Disable	▼
Status Sync Cron <small>[global]</small>	Disable	▼
Report File Processing Cron <small>[global]</small>	Disable	▼
Job Syncing <small>[global]</small>	Disable	▼
File Upload Cron <small>[global]</small>	Disable	▼
File Creation Cron <small>[global]</small>	Disable	▼
Product Sync Cron [BETA] <small>[global]</small>	Disable	▼
	This will update all product information which are recently change in Magento.	
Product Upload Cron [BETA] <small>[global]</small>	Disable	▼
	This cron will auto upload all your assigned products.	
Scheduled Price Cron [BETA] <small>[global]</small>	Disable	▼
	This cron will auto update offer for all your scheduled PricingRule products.	
Assign Profile Products Cron [BETA] <small>[global]</small>	Disable	▼
	This cron will auto assign all product whose eBay Category Id is same with selected category of profile.	
End/Relist Cron [BETA] <small>[global]</small>	Disable	▼

2. Under **eBay Cron Setting**, do the following steps:

- In the **Order Cron**, select **Enable** if you want to fetch the orders. Order Crons are used to fetch waiting for shipment orders at approx 10 minutes. based on the combination of three order settings- Order Status, Fetch Shipped Order, and Fetch Orders No. Of. Days the orders are automatically fetched if this cron is enabled.
- In **Cancelled Status Order Sync Cron**, the orders canceled on ebay whose refund has been sent, those orders can be synced again and the credit memo/refund can be generated if you **Enable** this cron.
- In **Order Shipment Cron**, the tracking details of orders existing in Magento will be updated as it is on the eBay orders also if you select **Enable** option.
- In **Inventory Cron**, the recent changes in the inventory/price attributes are updated every 10 minutes on eBay if you **Enable** this cron.

- In **Full Inventory Sync Cron**, all the products that are live on eBay are scheduled chunk wise and the inventory and price are synced if this cron is **Enabled**.
- In **Status Sync Cron**, the feed is processed completely on eBay or not,i.e., the status of the feed is synced if this cron is **Enabled**.
- In **Report File Processing Cron**, the feed errors in the bulk scheduler uploaded or its error report files will be synced to Magento if this cron is **Enabled**.
- In **Job Syncing**, the files uploaded on the bulk scheduler will be processed and synced and the data will be shown that how much feed has been processed if you **Enable** this cron.
- In **File Upload Cron**, the scheduled IDs whose file is created will be uploaded on eBay automatically if you **Enable** this cron.
- In **File Creation Cron**, for the products that are scheduled in the bulk scheduler a feed is created if this cron is **Enabled**.
- In **Product Sync Cron**, if you select **Enable** then the additional details of the products are updated if there is any change in it.
- In **Product Upload Cron**, the products that are not uploaded on the ebay product manager grid are uploaded automatically if you select **Enable** in this cron.
- In **Scheduled Price Cron**, select **Enable** if you want to assign products/items based on the criteria set in ebay pricing rules.
- In **Assign Profile Products Cron**, the products are assigned automatically in the profiles whose ebay category ids are the same for the selected category id. This Cron is equivalent to the Mass action Assign Products.
- In **End/Relist Cron**, if the ebay status attribute is **Yes** and the product there is ended on Magento then this cron will relist it if you **Enable** it and perform vice versa.

## eBay Product Upload Setting

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

eBay Product Upload Setting ⌵

⌵ Inventory Settings

Use MSI [global]

*Note: MSI or Multi-Source Inventory is the feature that manages inventory by the locations. MSI makes it easier for the merchants to manage and control their multi-channel inventories.*

2. Under **Inventory Settings**, do the following steps:
  - In **Use MSI**, if you select **No** then the actual Magento product quantity will be used. But if you select **Yes** then it is expanded as:

Use MSI [global]

MSI Source Code [global]

Put name of your Source ( Stores -> Inventory -> Sources ) which you would like to use for catch e.g. default for Default Source

Use Salable Quantity [global]

- In **MSI Source Code**, enter that source code for the particular inventory whose code is required for

ebay listings.(Path: Stores -> Inventory -> Sources)

- In **Use Salable Quantity**, if select **No** then product actual source quantity will go for the ebay listings, and if you select **Yes** then under **MSI Stock Name**, put the stock name that you want to use for the ebay listing.(Path: Stores -> Inventory -> Stocks)

3. Now proceed to the further product upload settings:

- In **Ebay Category Id**, enter a single category ID of Magento that will be specific for eBay only. You can get this id from catalog ->Categories. The products present in these categories will be used in the profiles assignment else they will not.
- In **Max Quantity Purchased**, enter the maximum quantity the user can purchase at the time of checkout of the particular listing.
- In **Upload Bundle Product as Configurable**, if the setting is **Yes** then the product will be uploaded as variation and if you select **No** then it will be uploaded as Simple.
- In **Upload Bundle Child as Simple**, if you select **No** then Parent Product will be uploaded as Simple and if you select **Yes** then the child will be also uploaded as simple.
- In **Upload Qty as Maximum Number of Bundles that can be made**, if you select **Yes** then quantity for your bundle parent product will be calculated based on quantities of each child SKU and divide by the bundle default quantity and use minimum value otherwise if **NO** selected then the quantity of first child product will be used.
- In **Upload Grouped Product as Configurable**, select **Yes** then the grouped Products will be uploaded as configurable and if you select **No** then it will be uploaded as simple.
- In **Default Quantity for Non-Managable Stock Product**, for some products the manage stock is selected as **No**, so the quantity you enter here will be used for those products.
- In **Item Location**, enter the geographical location of the item listings. This setting can be overridden under the **Account Configuration** also.
- In **Postal Code**, enter the postal code of the place where the item is located. This setting can be overridden under the **Account Configuration** also.
- In **Reason For End Listing**, select the reason for the end listing on eBay. This setting is required if you want to end any of the listings from the module.
- In **Product Price**, you can increase or decrease the price accordingly to display, for this do the following steps:-
  - **Increase by Fixed Price**: If selected, then the **Modify by Fix Price** field appears.
  - **Increase by Fixed Percentage**: If selected, then the **Modify by Percentage Price** field appears.  
Enter the numeric value to increase the price of the **ebay**, product price by the entered value % of Magento 2 price.  
*For Example,*  
Magento 2 price + 5% of Magento 2 price.  
Magento 2 Price = 100  
Select **Increase By Fixed Percentage** option  
**Modify by Percentage Price = 5**  
 $100 + 5\% \text{ of } 100 = 100 + 5 = 105$   
Thus, eBay Product Price = 105
  - **Decrease by Fixed Price**: If selected, then the **Modify by Fix Price** field appears.
  - **Decrease by Fixed Percentage**: If selected, then the **Modify by Percentage Price** field appears.  
Enter the numeric value to decrease the price of the **eBay** product price by the entered value % of Magento 2 price.  
*For Example,*  
Magento 2 price – 5% of Magento 2 price.  
Magento 2 Price = 100  
Select **Decrease By Fixed Percentage** option  
**Modify by Fix Price = 5**  
 $100 - 5\% \text{ of } 100 = 100 - 5 = 95$   
Thus, eBay Product Price = 95
- In **Import Field Mapping setting** is for Import Item ID Actions. For this, you need to map the ebay

and Magento attributes here. Once done the ebay id is imported to Magento.

- In **Convert Currency**, if you select **No** then Magento pricing selected will be chosen as default but if you select No then the currency rate set up in Magento will change the final price according to the currency of the store location.
- In **Brand Attribute For Pricing Rule**, select enter code for making the brand according to the pricing rules you have selected.
- In **Custom Item Specifics**, if you have any custom items specifics that are not provided by eBay then you can add here like Chinese Collar which can be sent with a particular category by adding in this setting.
- In **Show Only Active Ebay Status Product**, selected products where ebay attributes are selected yes will be shown.
- In **Use Watermark**, select **No** if you don't want the watermark to be shown and the gallery images will be selected as the ebay images. If you want to show Watermark on any image then select **Yes**.  
*Note: Watermark is a faint design made in some paper during manufacture that is visible when held against the light and typically identifies the maker.*

On selecting Yes the menu expands as:

Use Watermark [global]

Please read eBay policy regarding watermark [here](#) before using this feature as Watermark is not allowed as per the policy

Image [global]  No file chosen

Image Height [global]

Image Width [global]

Image Opacity [global]

Image Position [global]

- In **Image**, upload the image you want.
- In **Image Height**, enter the height according to you for the image.
- In **image Width**, enter the width according to you for the image.
- In **Image Opacity**, enter the transparency of the image according to you.
- In **Image Position**, select the position where you want to place the image.
- In **Use MPN as Variation Specifics**, select **Yes** if the brand and MPN are marked then the brand will go to the parent level and MPN will go to the child with the specifics.

### eBay Order Setting:

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

eBay Order Setting



⌵ Global Setting

---

⌵ Create Customer Setting

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

⏪ Global Setting

**Alternate SKU attribute** [global]

If eBay sku doesn't match with your magento sku, then you can map alternate sku where eBay attribute exist in Magento

**Order Status** [global]

Select the status of order to be fetch from Ebay.

**Fetch Shipped Order** [global]  ?

**Fetch Orders No. Of. Days from Today** [global]  ?

Maximum value can be 90.

**Fetch Order For Out Of Stock Product** [global]  ?

**Allow Order Notification** [global]

**Carrier Mapping** [website]

Magento Carrier	eBay Carrier	Action
<input type="button" value="Add Carrier"/>		

Map Shipping Carrier for **Shipment**

**Shipping Method of eBay Orders** [global]

**Use ebay Order Id as Magento Increment Id** [global]

NO to use Magento formated increment Id eg. 100012345, Yes for eBay order Id as increment id eg. 04-05047-00123

**eBay Order Id Prefix** [global]

Prefix for eBay Order Increment ID

**Create New Product (if Not Exist)** [global]

Create New Product if SKU not found in Magento Store

**Use Ebay Order Date As Magento Order Date** [global]  ?

**Using Taxjar** [global]  ?

Need to use only if you are using Taxjar module.

- Under **Global Settings**, do the following steps:
  - In **Alternate SKU Attribute**, enter a code that will be used to fetch the orders when Magento SKU does not match with the eBay/Custom SKUs.
  - In **Order Status**, the particular state of the order will be fetched. If you select **Waiting for Shipment Policies** then those orders will be fetched whose tracking details have not been entered. And if you select **Waiting for Payment Policies** then orders whose payment is pending will be fetched.  
By default, we use the Shipment Policies Option.

- In **Fetch Shipped Order**, if you select **Yes** then the orders which are already shipped on eBay and have tracking on eBay are fetched. If you select **No** then it will fetch only the unshipped orders which do not have the tracking on eBay.
- In **Fetch Orders No. Of. Days from Today**, enter the number of days from the current day for which you want the orders to be fetched.
- In **Fetch Order For Out Of Stock Product**, select **Yes** if you want to fetch the orders for the products that are out of stock. If **No** is selected then the orders will move to the failed orders in the eBay order grid.
- In **Allow Order Notification**, Select **Enable** if you want to receive notifications via email about the order status either fetched or failed. On selecting Enable it is expanded as:

<b>Allow Order Notification</b> <small>[global]</small>	Enable <div style="float: right; border-left: 1px solid #ccc; border-right: 1px solid #ccc; border-top: 1px solid #ccc; border-bottom: 1px solid #ccc; width: 15px; height: 15px; text-align: center; line-height: 15px;">▼</div>
<b>Order Notification Email</b> <small>[global]</small>	
<b>Order Notification Sender Email</b> <small>[global]</small>	

- In the **Order Notification Email**, enter the email to whom you want to send it.
  - In the **Order Notification Sender Email**, enter the email from which it will be sent.
- The **Carrier Mapping** setting is related to the shipment of orders. The Magento carriers are different from the ebay carriers hence here you map the Magento carriers with the ebay carriers for the Shipment.
- In the **Shipping Method of eBay Orders**, the Magento shipping method is required for Magento every order. So here you need to select the Magento shipping method for ebay order which you will choose from our extension.  
*Note: Mostly ebay Shipping method is preferred in this list because the shipping prices is properly managed by us.*
- In **Use ebay Order Id as Magento Increment Id**, select **Yes** if you want to override the Magento Increment Id with the eBay Order Id/Extended Order Id.
- In **eBay Order Id Prefix**, enter the prefix for the Magento orders.
- In **Create New Product (if Not Exist)**, select **Yes** if you want to create a new product if it is not existing in the Magento with the same or any alternate SKU. A product will be created with the name of default\_ebay\_SKU and this will be used for all other orders which are not existing in Magento with item id as a custom option.
- In **Use Ebay Order Date As Magento Order Date**, select **Yes** you want the Magento order date to be as same as the eBay order date.
- In **Using Taxjar**, select **Yes** if you are using only Taxjar Module.
- Now scroll down to **Create Customer Setting**, the section is expanded as:

### ⏪ Create Customer Setting

Create Real Customer <small>[global]</small>	<input type="text" value="No"/>
Customer First Name <small>[global]</small>	<input type="text"/>
Customer Last Name <small>[global]</small>	<input type="text"/>
Customer Group <small>[global]</small>	<input type="text" value="NOT LOGGED IN"/>
Customer Email <small>[global]</small>	<input type="text"/>
Customer Password <small>[global]</small>	<input type="password"/>

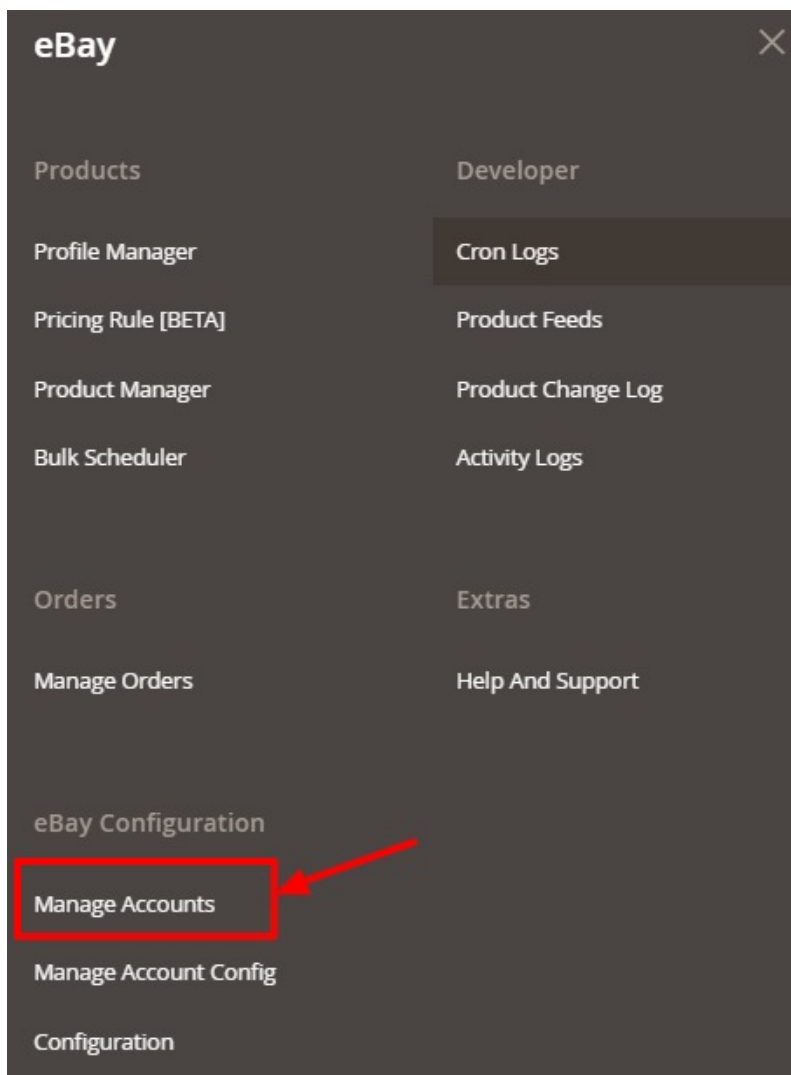
- Under **Create Customer Setting**, do the following steps:
  - In **Create Real Customer**, select **Yes** if you want to create a customer by default. If you select **No** then enter the customer's details manually in the fields shown above in the image.
  - In **Customer First Name**, enter the first name of the customer.
  - In **Customer Last Name**, enter the last name of the Customer.
  - In **Customer Group**, select what type of customer he is from the menu.
  - In **Customer Email**, enter the email of the customer.
  - In **Customer Password**, enter the password.
- Click on the **Save Config** button to save the settings  
The configuration settings will be saved.

## 4. Manage Account

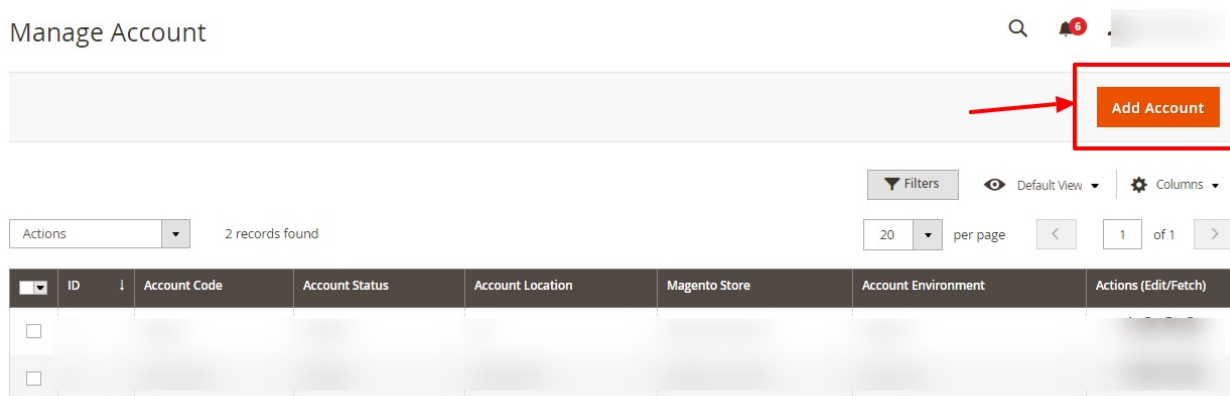
### TO MANAGE ACCOUNTS ON EBAY,

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.





3. When the menu appears, click on **Manage Accounts**.  
On clicking it, you will be navigated to the page as shown below:



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

## New Account

5. In **Account Code**, enter the code you wish to remember for your account. This is totally for your own purpose so that you might not get confused in different accounts.

6. Select the **Account Environment** from the drop-down menu i.e, **Sandbox** for testing purpose or **Production** for the live website.

For Sandbox account, the link is: <https://sandbox.ebay.com/>(<https://sandbox.ebay.com/>)

For Production, the link is: <https://www.ebay.com/>(<https://www.ebay.com/>)

7. In the **Account Location**, select the location of the account for which you want to connect your store.

8. In the **Account Status**, if you select **Enable** the connectivity will be there for product sync, order fetch, etc. and if you select **Disable** then the account will be disconnected from Magento.

9. In the **Account Store** section choose the Magento store view you want to use for your ebay store.

10. The **Token** field is disabled and automatically filled when the fetch token process is done in the next steps.

11. Once all the actions have been taken so far, click on the **Save** button on the top right of the page.

The Account will be created and displayed on the Manage account page.

### To Edit an Account-

1. Go to the **Manage account** Page, click on the **Edit** button under the **Actions** column.

## Manage Account

Manage Account interface showing a table with 2 records found. The table columns are: ID, Account Code, Account Status, Account Location, Magento Store, Account Environment, and Actions (Edit/Fetch). A red arrow points to the 'Fetch Token' button in the Actions column for the first record.

ID	Account Code	Account Status	Account Location	Magento Store	Account Environment	Actions (Edit/Fetch)
1		Enabled	US	Default Store View	sandbox	[Edit] [Fetch Token] [Refresh] [Delete]
2		Enabled	Netherlands	Default Store View	production	[Edit] [Fetch Token] [Refresh] [Delete]

2. On clicking it you will be navigated to the **Edit Account** Page as shown below:

Edit Account page showing the Account Information form. The form includes fields for Account Code, Account Environment, Account Location, Account Status, Account Store, and Token. The Account Code field has a note: "For internal use. Must be unique with no spaces".

Account Information

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

Account Environment \*

Account Location \*

Account Status \*

Account Store \*

Token

3. Do the required changes and click on the **Save** button.  
The edits will be saved.

### To Fetch Token-

1. Go to the **Manage account** Page, click on the **Fetch Token** button under the **Actions** column.

## Manage Account

Manage Account

Search 6

Add Account

Filters Default View Columns

Actions 2 records found 20 per page 1 of 1

ID	Account Code	Account Status	Account Location	Magento Store	Account Environment	Actions (Edit/Fetch)
1		Enabled	US	Default Store View	sandbox	<input type="checkbox"/> <span>Fetch Other Details</span> <span>Edit</span> <span>Delete</span>
2		Enabled	Netherlands	Default Store View	production	<input type="checkbox"/> <span>Fetch Other Details</span> <span>Edit</span> <span>Delete</span>

- The token will be fetched from the ebay store to the Magento Store and will be saved in the Account details.

**To Fetch Other Details-**

- Go to the **Manage account** Page, click on the **Fetch Other Details** button under the **Actions** column.

## Manage Account

Manage Account

Search 6

Add Account

Filters Default View Columns

Actions 2 records found 20 per page 1 of 1

ID	Account Code	Account Status	Account Location	Magento Store	Account Environment	Actions (Edit/Fetch)
1		Enabled	US	Default Store View	sandbox	<input type="checkbox"/> <span>Fetch Other Details</span> <span>Edit</span> <span>Delete</span>
2		Enabled	Netherlands	Default Store View	production	<input type="checkbox"/> <span>Fetch Other Details</span> <span>Edit</span> <span>Delete</span>

- The details of the account will be fetched from the ebay store to the Magento store.

**To Import Item Ids**

- Go to the **Manage account** Page, click on the **Import Item Ids** button under the **Actions** column.

## Manage Account

Manage Account

Search 6

Add Account

Filters Default View Columns

Actions 2 records found 20 per page 1 of 1

ID	Account Code	Account Status	Account Location	Magento Store	Account Environment	Actions (Edit/Refresh)
1		Enabled	US	Default Store View	sandbox	
2		Enabled	Netherlands	Default Store View	production	

2. The item ids will be imported to that particular account.

### To Delete Multiple Accounts-

1. Select the accounts you want to delete.
2. Under the **Actions** list click on the **Delete** option.

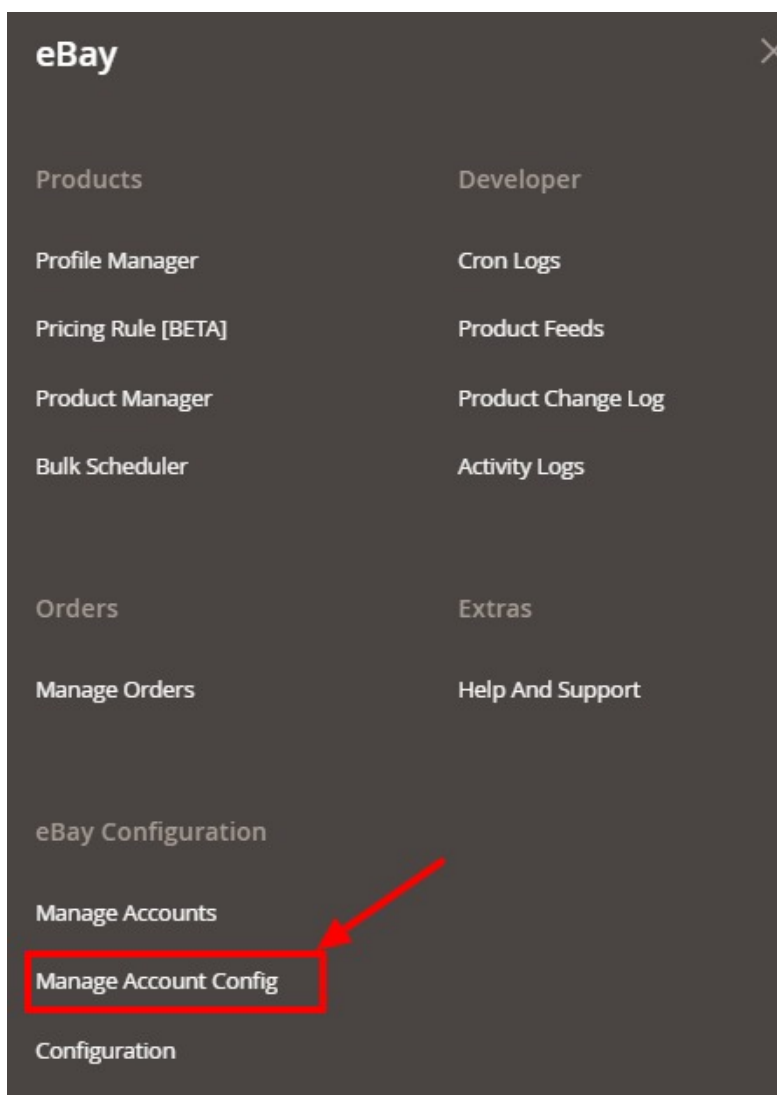


3. The selected accounts will be deleted.

## 5. Manage Account Configuration

### To manage account configuration.

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.



**Note:** In Manage Account Configuration, account-related information like Payment Details, Return Policy, Shipping Policy that needs to go along with the product details are entered. This Account section needs to be selected at the time of Profiling.

3. 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 🔍 6

+Add Account Configuration

Filters
Default View
Columns

Actions
2 records found
20 per page
1 of 1

ID	Account Configuration	Account Location	Payment Details	Return Policy	Shipping Details	Actions
1		US	👁	👁	👁	✎
2		Netherlands	👁	👁	👁	✎

4. To add a new account Click on **Add Account Configuration**.

You will be navigated to the **New Account Configuration** Page as shown below:

## New Account Configuration

🔍 🔔 6 👤

← Back Reset Save

CONFIGURATION SETTING

Configuration Details

Required Configuration

### Account Configuration Information

---

Configuration Code \*

For internal use. Must be unique with no spaces

5. 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.
6. Now click on **Required Configuration**, and this page will open up:

## New Account Configuration

🔍 🔔 6 👤

← Back Reset Save

CONFIGURATION SETTING

Configuration Details

Required Configuration

### Account Configuration Information

---

Select Location \*

### eBay PaymentPolicies Details/ Shipping Details/ Return Policy

---

#### Product Setting

Max Quantity Purchased

Item Location

Postal Code

Price Setting

Set Inventory on Basis of Threshold \*

Threshold Buffer

Buffer Percentage

7. Under **Account Configuration Information**, in **Select Location** choose the location of the account for which you want the information to be configured.
- Note:** *Details will only be rendered here if the account details have been fetched successfully for that particular location in the Manage Account section(<https://docs.cedcommerce.com/magento-2/ebay-multi-account-integration-magento-2-guide/?section=manage-account>)*

8. Once the location is selected, the details on the page expand as shown below:



New Account Configuration

Search

← Back    Reset    **Save**

**CONFIGURATION SETTING**

Configuration Details

**Required Configuration**

Account Configuration Information

Select Location \*

eBay Payment Policies Details/ Shipping Details/ Return Policy

Payment Details

Payment Method \*

- PayPal
- IntegratedMerchantCreditCard
- Discover
- CashOnPickup
- American Express

PayPal Email

Paypal email is required if Paypal selected as Payment Method.

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

- Middle East
- Southeast Asia
- Tajikistan
- Bangladesh

Global Shipping

Sales Tax Details

Sales Tax %

Sale Tax State

Shipping Includes

Product Setting

Max Quantity Purchased

Item Location

Postal Code

Price Setting

Set Inventory on Basis of Threshold \*

Threshold Buffer

Buffer Percentage

9. Now under **Payment Details**, do the following steps:
  - In the **Payment Method**, select the type of payment method that you want to allow for your products on eBay.
  - In **PayPal Email**, enter your PayPal email address. It is only if you have selected the PayPal payment type.
10. Under **Return Policy** do the following steps:
  - In **Return Accepted**, select the option of **return accepted** if you want the products to be applicable for return after purchase else select **Return Not Accepted**.
  - In the **Return Option**, select the option according to you that you wish for the return.
  - In **Return Days**, select the time duration under which the return can be requested.
  - In **Ship Cost Paid By**, select the Buyer or Seller who will pay the shipping cost in case of the return.
11. Now **Under Shipping Policy**, do the following steps:
  - In the **Service Type**, select the option for the type of service for the shipping.
    - If you select **Flat** then it means that the shipping amount that we will give from our end will be applied for the products directly.
    - If you select **Calculated** then it means that the shipping amount will be directly calculated on ebay based on the product weight.
    - If you select **Calculated Domestic Flat International** then it means that for domestic it will be calculated and for international, the rate will be flat based.
    - If you select **Flat Domestic Calculated International** then it means that for domestic the shipping amount will be flat type and for international, it will be Calculated.
  - In **Free Shipping**, select **Yes** if want the shipping to be free of cost.
  - In **Excluded Areas**, select the regions for which you don't want to allow the shipping of the products.
  - In **Global Shipping**, select **Yes** if you want the products to be shipped globally.
  - In **Ship to location**, select the location of the countries for which the products will be shipped.
12. Under **Sales Tax Details**, enter the tax details for the particular state for which you want. Do the following steps:
  - In **Sales Tax %**, enter the tax percent applicable for the product for a particular state
  - In **Sales Tax State**, select the state for which you want to apply the sales tax.
  - In **Shipping Includes**, select **Yes** if you want the shipping amount or tax to be applicable else select **No**.
13. Under **Product Settings**(the generic settings for products) do the following steps:
  - In **Max Quantity Purchased**, enter the maximum quantity the user can purchase at the time of checkout of the particular listing. (Can override this setting in Configuration Setting)
  - In **Item Location**, enter the geographical location of the item listings. (Can override this setting in Configuration Setting)
  - In **Postal Code**, enter the postal code of the place where the item is located. (Can override this setting in Configuration Setting)
  - In **Price Setting**, select the Price according to you.
 

**Note: In the above four mentioned Product settings you will override the main configuration setting based on the account location.**
  - In **Set Inventory on the Basis of Threshold**, select **Yes** if want the inventory value by the threshold.

Set Inventory on Basis of Threshold \*

Inventory Threshold Value

Send Inventory for Lesser Than Threshold Case

Send Inventory for Greater Than Threshold Case

Threshold Buffer

Buffer Percentage

- In the **Inventory Threshold Value** box, enter the required value.
- In the **Send Inventory for Lesser Than Threshold Case** box, enter the required value.
- In the **Send Inventory for Greater Than Threshold Case** box, enter the required value.
- In **Threshold Buffer**, enter the negative or positive values for the products uploading. The value updated will be buffered according to the value entered.
- In **Buffer Percentage**, it is applied with Magento Quantity. The quantity entered here will only be sent on ebay from the Magento store.

**Note:** *The priority is given to Buffer Percentage then Threshold Case and then Threshold Buffer.*

14. Click on **Save** Button.

The Account Configuration created will be displayed in the grid.

## 6. Profile Management

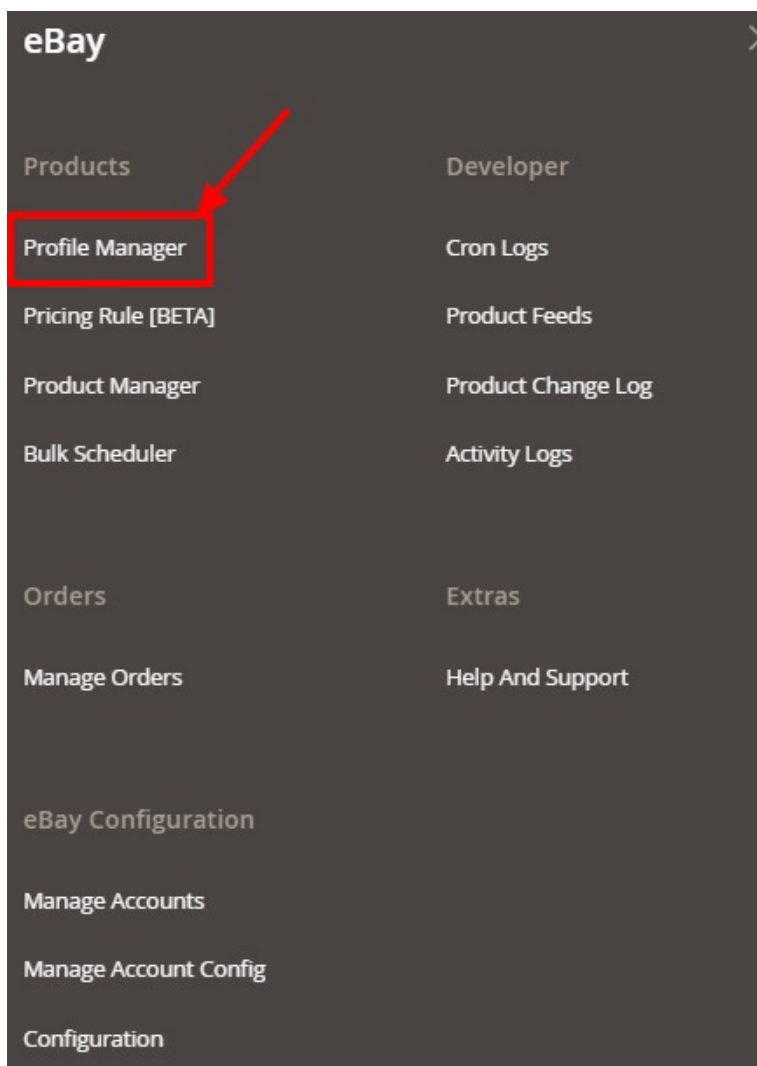
In the **Profile Listing** section of the eBay Multi Account Integration for Magento, you may take the following actions:

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

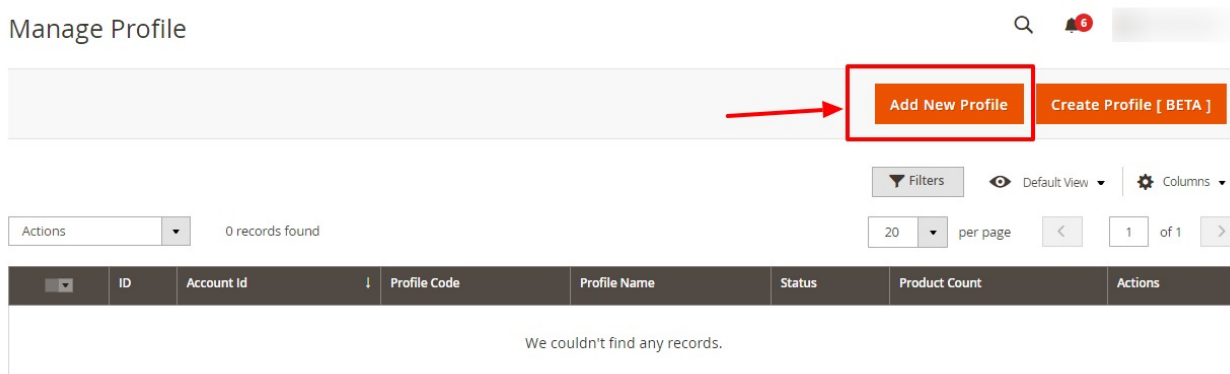
### 6.1. Adding a New Profile

**TO ADD A NEW PROFILE,**

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.

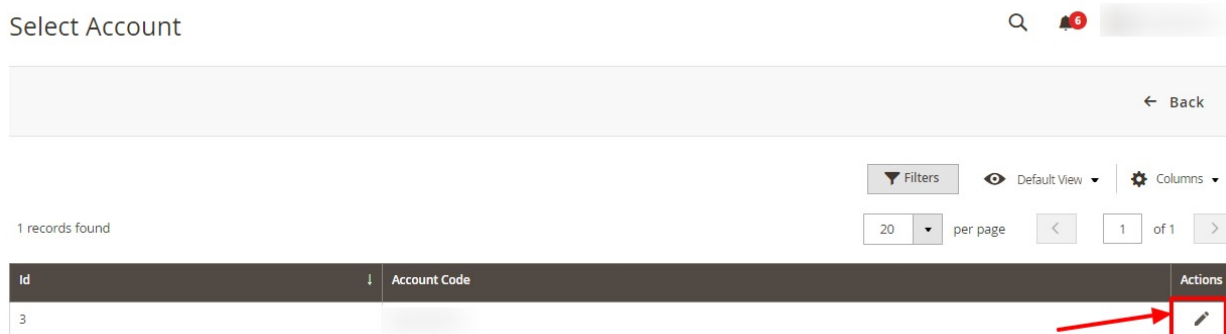


3. Click on **Profile Manager**.  
The **Profile Manager Grid** appears as shown below:



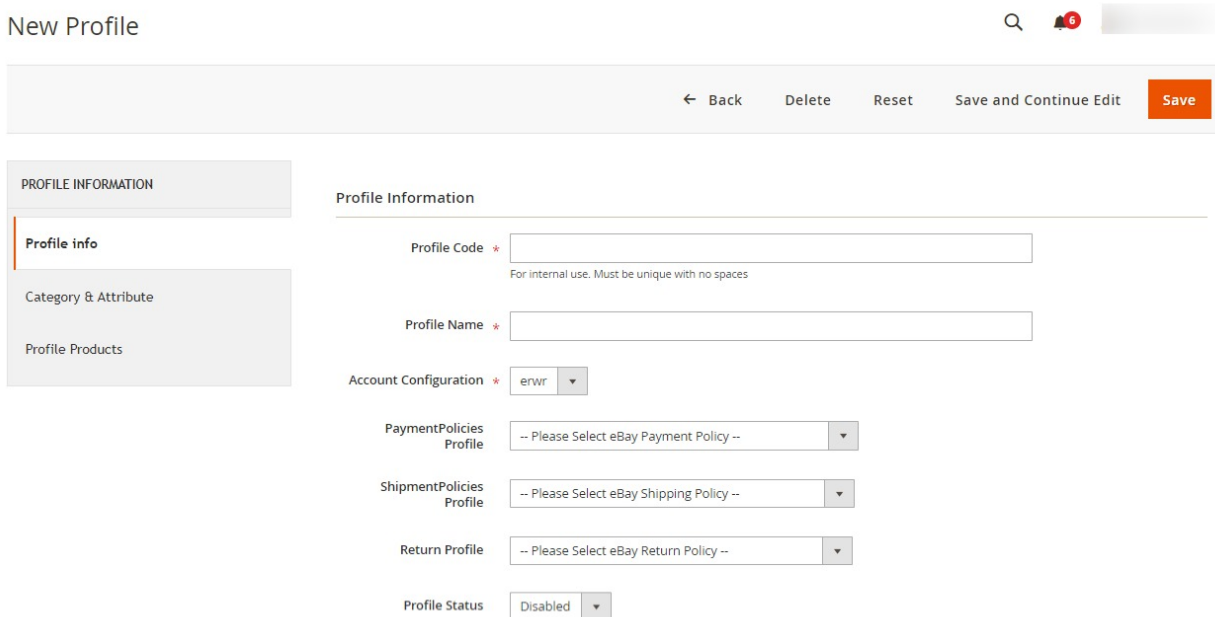
**Note:** In the Profile section for an ebay category we map the Magento required/optional attributes.

- Click on **Add New Profile** Button.  
The **New Profile Page** appears as shown below:



*\*Note: If you have selected the Primary Account in Configuration settings then this tab displayed above won't be shown and you will be directly redirected to New Profile Page.\**

- Select the account and click on the **Edit** option under the **Actions** column.  
The New Profile page appears as:



- 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 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 **Account Configuration**, select from the dropdown the configuration of the account based on the location for which you want to create a profile.
  - In **PaymentPolicies Profile**, select your eBay business policy of payment that will be created on the eBay seller panel.
  - In **ShipmentPolicies Profile**, select your eBay business policy of shipment that will be created on the eBay seller panel.

- In **Return Profile**, select your eBay business policy of return that will be created on the eBay seller panel.  
*Note: If you select business policies here then the once set up during account configuration level will be ignored and the eBay seller policies created will be applied.*
  - In the **Profile Status** list, select **Enabled** to enable the profile.  
*Note: The Disabled option disables the profile.*
7. In the left navigation panel, click on the **Category & Attribute**  
In the right panel, the page appears as shown in the following figure:

New Profile



← Back Delete Reset Save and Continue Edit Save

- PROFILE INFORMATION
- Profile info
- Category & Attribute
- Profile Products

Category Mapping

Leaf Category

Root Level Category \*

Level 1 Category \*

Level 2 Category \*

Level 3 Category \*

Level 4 Category \*

Level 5 Category \*

Use Secondary Category \*

Search Root Category

Ebay-Magento Category Dependent Attributes Mapping

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

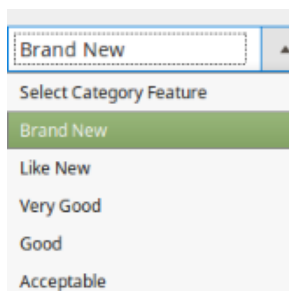
Ebay-Magento Required Attributes Mapping

eBay Attribute	Magento Catalog Attribute	Default Value	Action
<input type="text" value="Product Name"/>	<input type="text" value="Product Name"/>		<input type="button" value="Map Options"/>
<input type="text" value="SKU"/>	<input type="text" value="SKU"/>		<input type="button" value="Map Options"/>
<input type="text" value="Description"/>	<input type="text" value="Description"/>		<input type="button" value="Map Options"/>
<input type="text" value="Inventory And Stock"/>	<input type="text" value="Quantity [ select ]"/>		<input type="button" value="Map Options"/>
<input type="text" value="Maximum Dispatch Time"/>	<input type="text" value="--Please Select--"/>		<input type="button" value="Map Options"/>
<input type="text" value="Listing Type"/>	<input type="text" value="--Please Select--"/>		<input type="button" value="Map Options"/>
<input type="text" value="Listing Duration"/>	<input type="text" value="--Please Select--"/>		<input type="button" value="Map Options"/>
<input type="button" value="Add Attribute"/>			

8. 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. Once you select the attributes the item specifics/required item specifics will

be listed in this section.

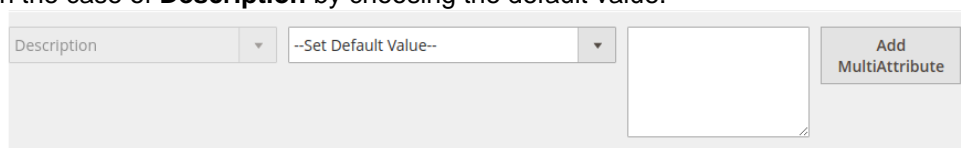
- In **Use Second Category**, select **Yes** if want secondary categories for the profile.
- In **eBay-Magento Category Dependent Attributes Mapping**, you need to select the required Magento attributes to map the Magento Catalog Attributes with the eBay attributes. The attributes/item specifics appear depending on the category you have chosen. You can also choose the optional attribute and map it with the Magento Attributes.
- You may click the **Add Attribute** button to add attributes if required and repeat the mapping.
- **Category Feature**, is for item conditions of the products which you can select from the menu.



- In **Ebay-Magento Required Attributes Mapping**, those generic attributes are mapped which are category dependent.

- **Generic Mapping terms:**

- **Max Dispatch Time** is the Product handling time in at which the product will be delivered to the buyer.
- **Listing Type** tells the product is of which type, a normal purchase type product or an auction type product. It is of 4 types:
  - a. **AdType**– This enumeration value represents a classified ad in a Real Estate category.
  - b. **Chinese**- This value indicates an auction listing.
  - c. **Custom Code**– Reserved for internal or future use.
  - d. **FixedPriceltem** – A fixed-price listing can offer a single item, or if the seller has multiple quantities of the same item, multiple quantities of that same item can be made available for sale through the same listing.
- **Listing Duration** is For fixed-price listings on the eBay Australia marketplace, only the Good 'Til Cancelled (GTC) listing duration will be supported for all new items and relisted items.
- In the case of **Description** by choosing the default value.



- 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 the attributes of your choice. The description can be added directly or by adding the file URL where whole HTML is saved in ##. Ex-

**##html\_description\_file\_url#file URL##html\_description\_file\_url#**

*Note: If want to add a description then we recommend using this URL format.*

- **To Use Images in Description**

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##**

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

## New Profile

6

---

**PROFILE INFORMATION**

Profile info

Category & Attribute

Profile Products

[Reset Filter](#)
20  per page
< 1 of 1 >

0 records found

<input type="button" value="v"/>	Product id	eBay Profile	SKU	Product Name	Ebay Category	Type	Category	Product Status	Attribute Set Name	Price
<input type="button" value="Yes"/> <input type="button" value="v"/>	From To	<input type="button" value="v"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>	From To

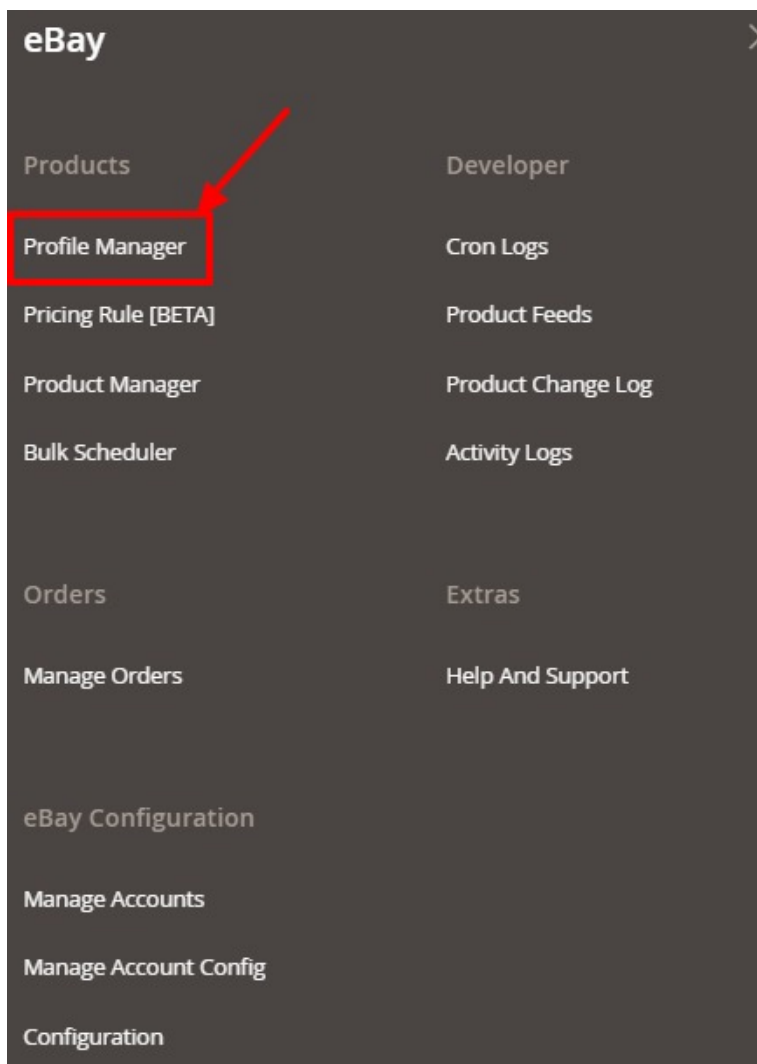
We couldn't find any records.

10. If products are not visible, click **the Reset Filter** button on top of the page. Products will appear.
11. Select the products you want to add to this profile.
12. Click on the **Save** button on the top right of the page.
13. 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.

## 6.2. Editing a Profile

### TO EDIT AN EXISTING PROFILE,

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.



3. Click on **Profile Manager**.

The **Profile Manager Grid** appears as shown below:

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	<a href="#">Edit</a>

4. Scroll down to the required profile row.

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

6. Make the changes as per requirement in the respective section.

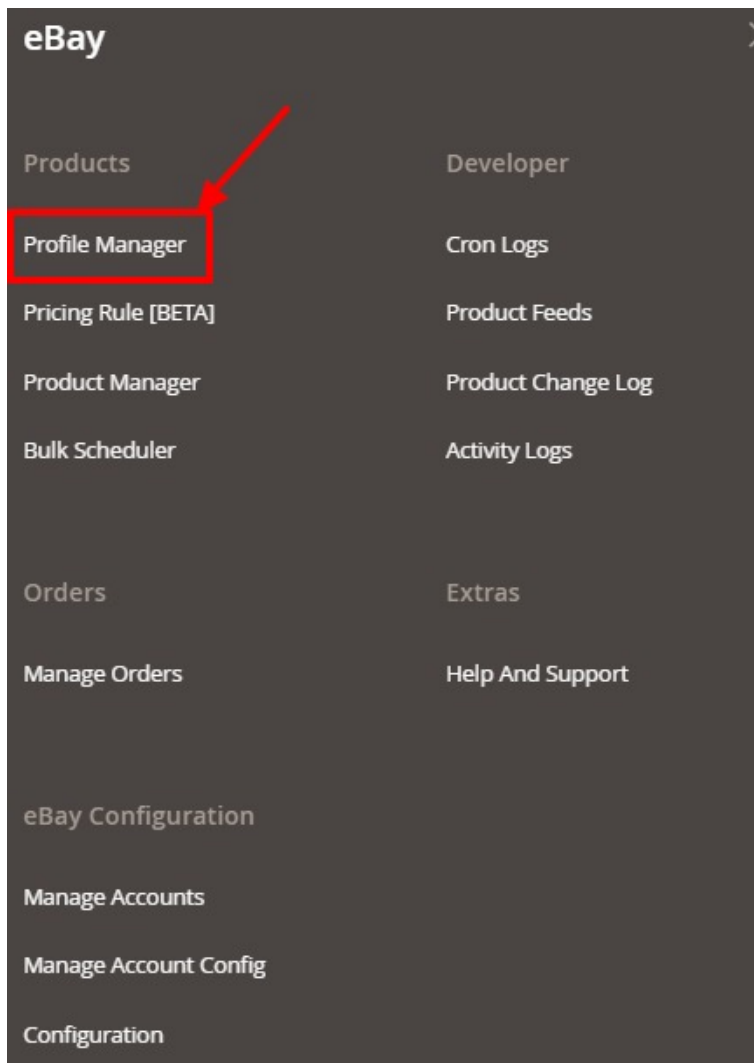
7. Click the **Save** button.

The edited profile is saved and the success message appears on the **Manage Profile** page.

### 6.3. Assign Products to Profile

#### TO ASSIGN PRODUCTS TO A PROFILE,

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.



3. Click on **Profile Manager**.  
The **Profile Manager Grid** appears as shown below:

## Manage Profile

The screenshot shows the 'Manage Profile' interface. At the top right, there is a search icon and a notification bell with a red '6'. Below this are two orange buttons: 'Add New Profile' and 'Create Profile [ BETA ]'. A 'Filters' button is visible, along with 'Default View' and 'Columns' dropdowns. On the left, an 'Actions' dropdown menu is open, showing '0 records found'. The table below has columns: ID, Account Id, Profile Code, Profile Name, Status, Product Count, and Actions. The table body contains the message 'We couldn't find any records.'.

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

## Manage Profile

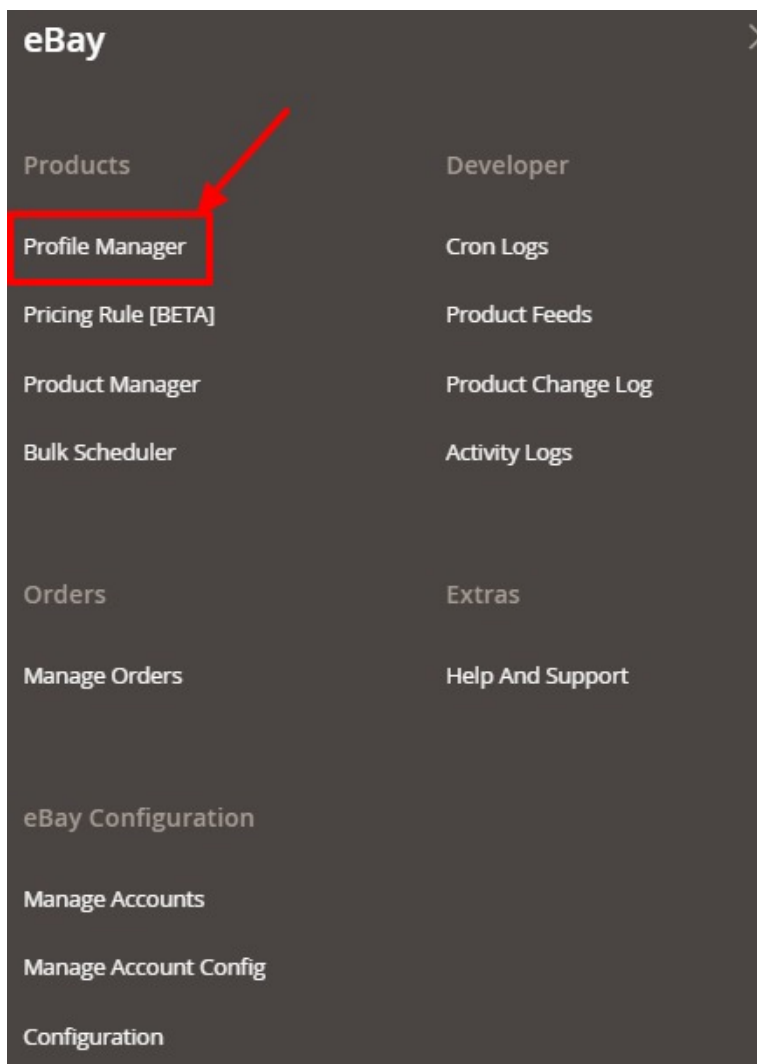
This screenshot is similar to the previous one, but the 'Actions' dropdown menu is open. The menu items are 'Delete', 'Assign Products', 'Disable', and 'Enable'. The 'Assign Products' option is highlighted with a red box, and a red arrow points to it. The rest of the interface, including the table with '0 records found', remains the same.

6. When the menu appears, select **Assign Products**.
7. The products will be assigned to the selected profiles.

## 6.4. Disabling a Profile

### TO DISABLE A PROFILE,

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.



3. Click on **Profile Manager**.

The **Profile Manager Grid** appears as shown below:

Manage Profile 🔍 🔔 6

[Add New Profile](#) [Create Profile \[ BETA \]](#)

Filters | Default View | Columns

Actions | 0 records found | 20 per page | 1 of 1

ID	Account Id	Profile Code	Profile Name	Status	Product Count	Actions
We couldn't find any records.						

4. Select the profile(s) that you want to disable by checking the corresponding boxes.

5. On the top left of the page, click the **Actions** drop-down.

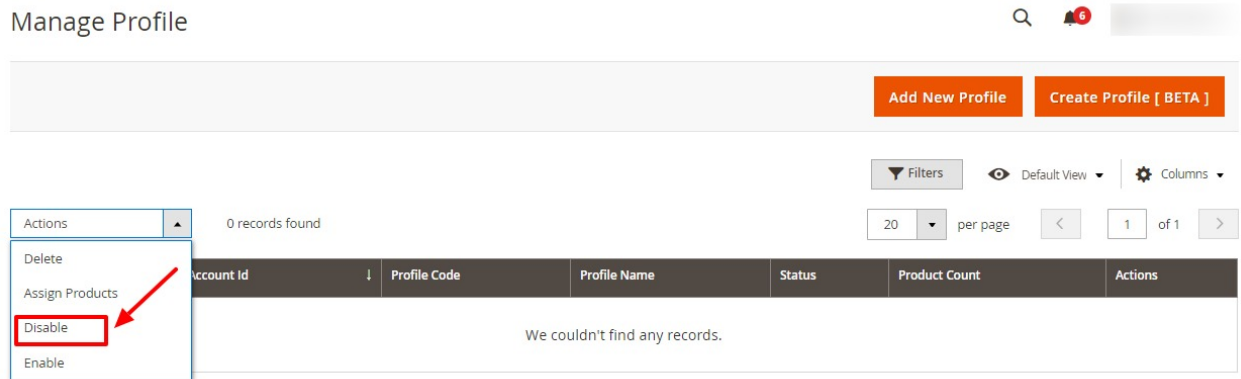
Manage Profile

0 records found

20 per page 1 of 1

Account Id	Profile Code	Profile Name	Status	Product Count	Actions
We couldn't find any records.					

Actions menu: Delete, Assign Products, **Disable**, Enable



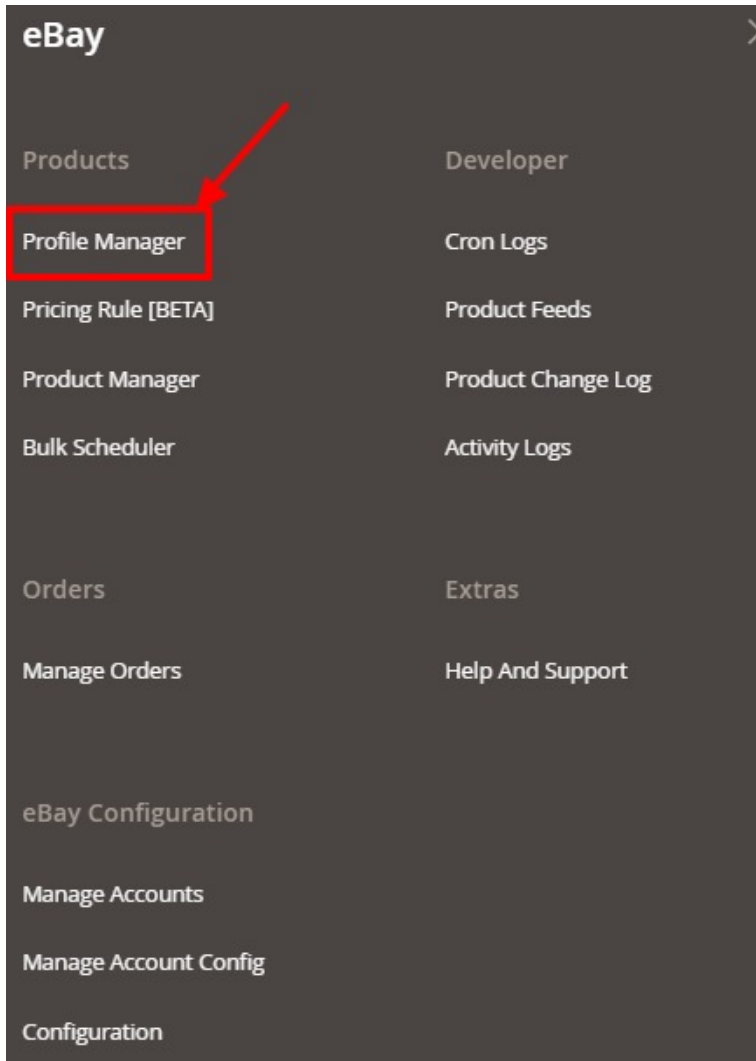
6. When the menu appears, select **Disable**

7. The selected profile(s) will get disabled and a success message appears.

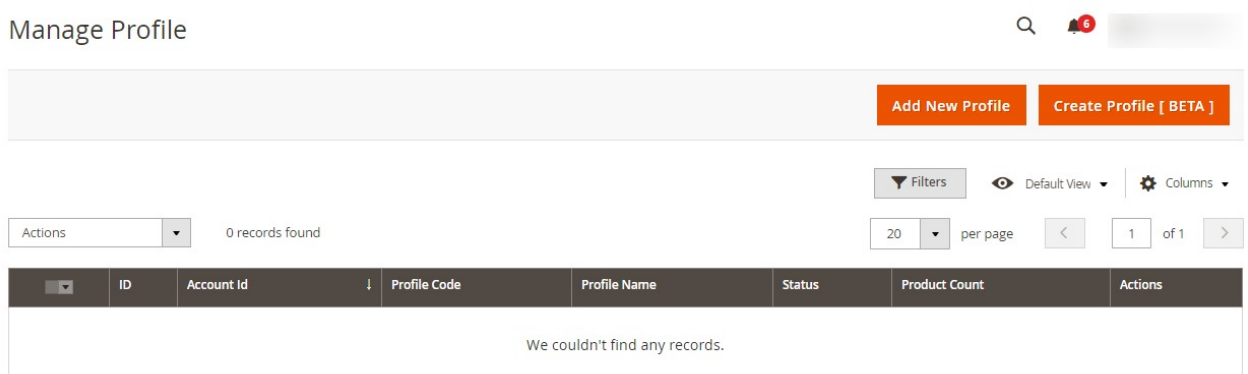
## 6.5. Enabling a Profile

### TO ENABLE A PROFILE,

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.



3. Click on **Profile Manager**.  
The **Profile Manager Grid** appears as shown below:



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



## Manage Profile

0 records found

Account Id	Profile Code	Profile Name	Status	Product Count	Actions
We couldn't find any records.					

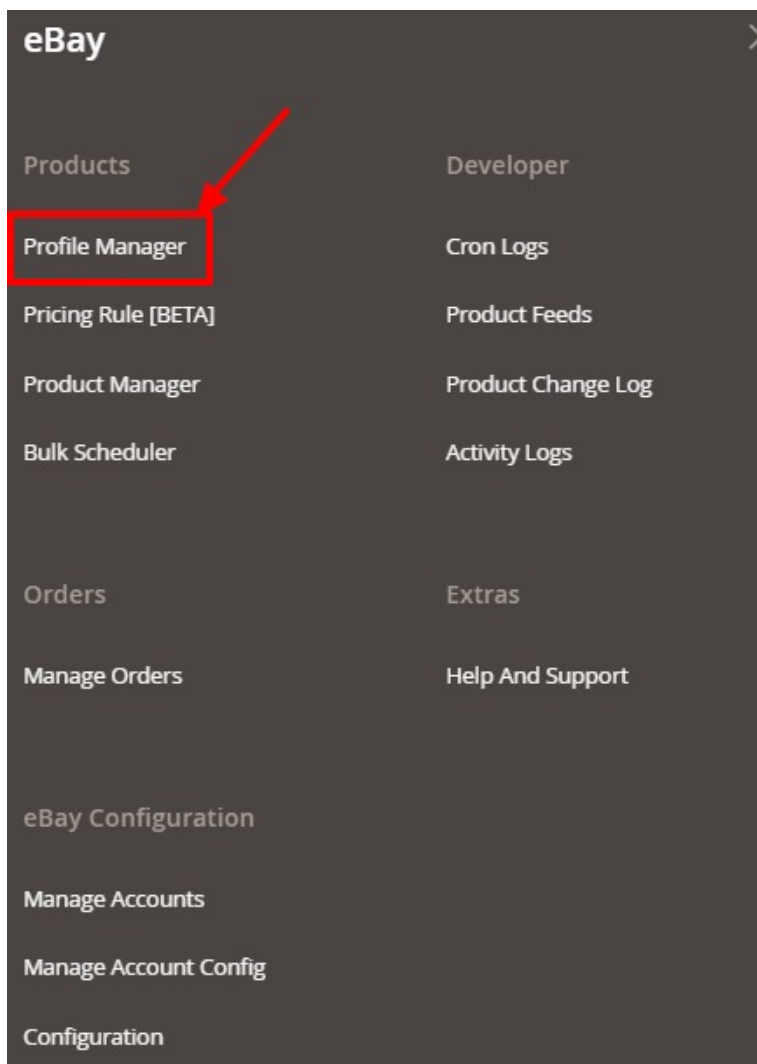
6. When the menu appears, select **Enable**.

7. The selected profile(s) will get enabled and a success message appears.

## 6.6. Deleting a Profile

### TO DELETE A PROFILE,

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.



3. Click on **Profile Manager**.

The **Profile Manager Grid** appears as shown below:

Manage Profile 🔍 🔔 6

[Add New Profile](#) [Create Profile \[ BETA \]](#)

Filters | Default View | Columns

Actions | 0 records found | 20 per page | 1 of 1

<input type="checkbox"/>	ID	Account Id	Profile Code	Profile Name	Status	Product Count	Actions
We couldn't find any records.							

4. Select the profile(s) that you want to Delete by checking the corresponding boxes.

5. On the top left of the page, click the **Actions** drop-down.

## Manage Profile

The screenshot shows the 'Manage Profile' interface. At the top right, there are search and notification icons. Below that are two orange buttons: 'Add New Profile' and 'Create Profile [ BETA ]'. A 'Filters' button is visible. The table header includes columns for 'Account Id', 'Profile Code', 'Profile Name', 'Status', 'Product Count', and 'Actions'. The table body is empty, displaying '0 records found' and a message: 'We couldn't find any records.' An 'Actions' dropdown menu is open, with 'Delete' highlighted by a red box and a red arrow pointing to it. Other options in the menu include 'Assign Products', 'Disable', and 'Enable'. The pagination shows '20 per page' and '1 of 1'.

6. When the menu appears, select **Delete**.

7. The selected profile(s) will get deleted and a success message appears.

## 7. 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)

In the Manage Product Section, you can see all the products assigned in the accounts where you can check the item id, price, etc.

**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

Search, Notification, User: admin

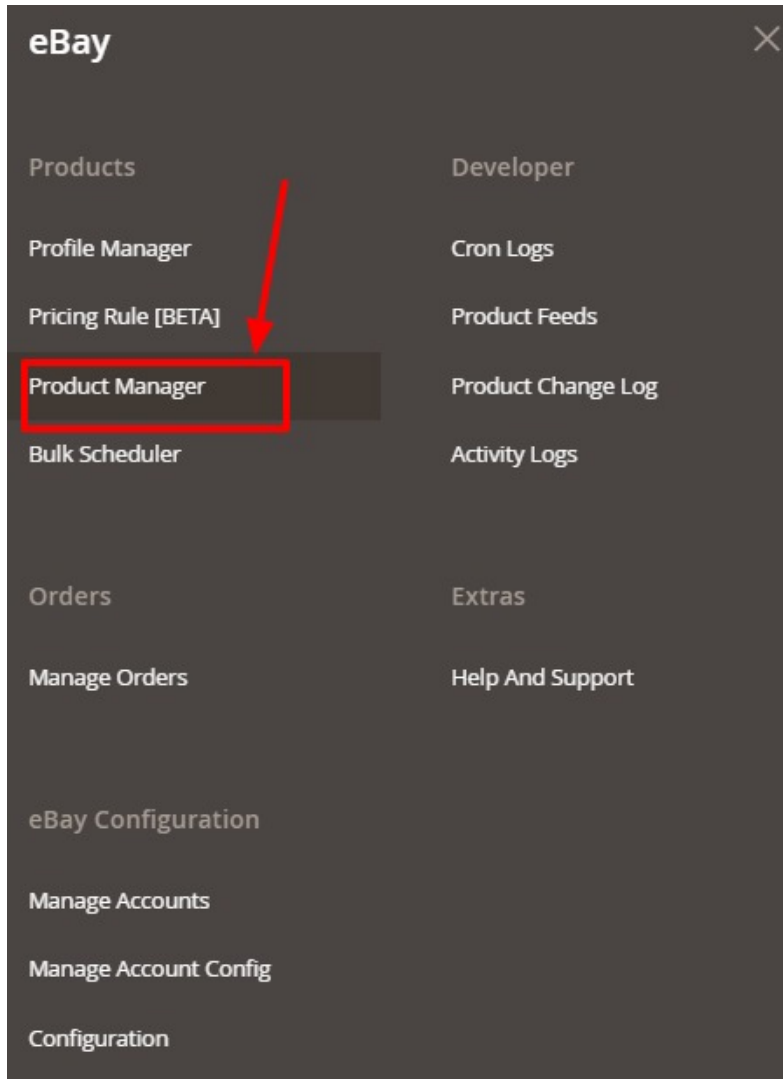
Account View: Primary Account



## 7.1. Upload Selected Products

To upload selected products,

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.



3. Click on **Product Manager**.  
The **eBay Product Listing** page appears as shown in the following figure:

eBay Product Listing

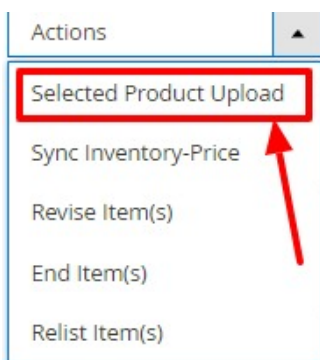
Account View: Primary Account

Filters Default View Columns

Actions 0 records found 20 per page 1 of 1

ID	Thumbnail	Name	Type	SKU	Price	Quantity	eBay Profile	eBay Product Status	Product Upload Status	Visibility	Status	eBay Status	eBay Item Id	Action	ean	tax	brandy
We couldn't find any records.																	

- Select the check boxes associated with the required products that you want to upload.
- Click the **Arrow** button next to the **Actions** list, and then click **Selected Product Upload**(It is for those products which on the grid are shown as Not a Product and do not have the item ids).



**Note:**

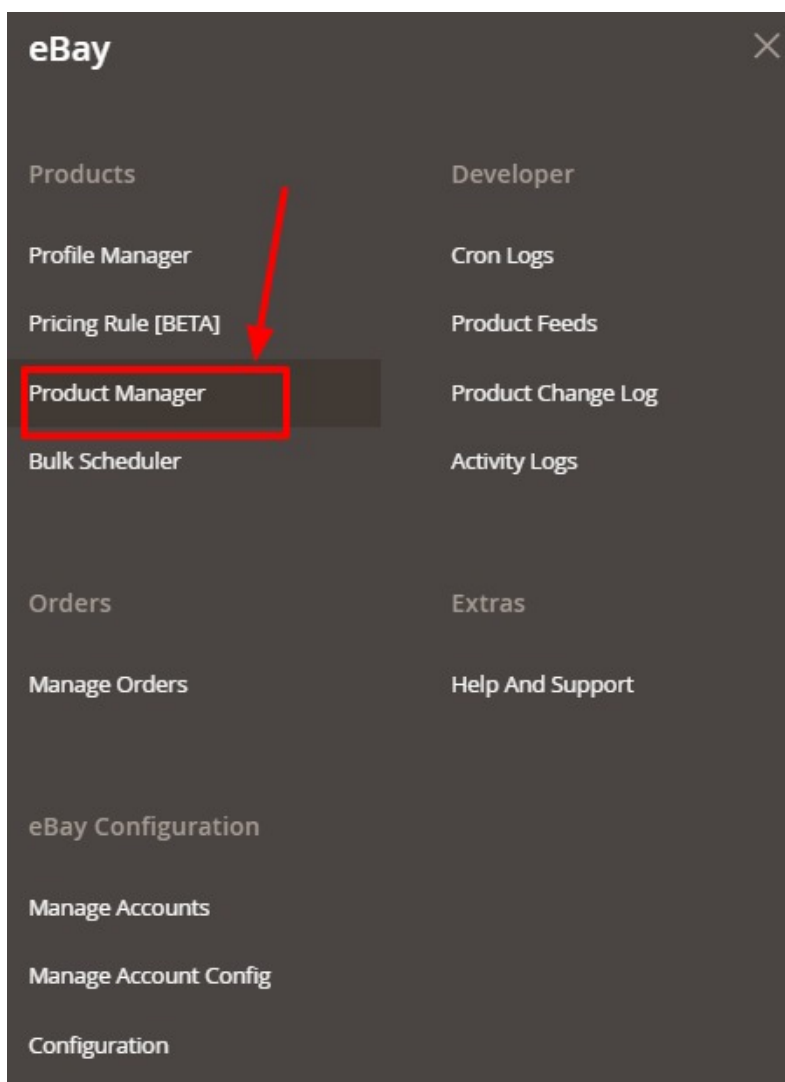
- If Item ID is available for listing then you select this Upload product Action and the action won't be performed because it already exists on Magento.
- If you have an ebay item id and want to upload it again then first edit it on Magento, expand the ebay tab, and then for that particular account remove the item id and the product will be replaced.
- If you want to remove item id in the bulk of multiple products then goto catalog->products->selecte the products for which you want to remove item id->then select the updated mass action->set the item ids to Null of the same account. Hence the item ids will be removed.

- 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.

## 7.2. Inventory and Price Sync

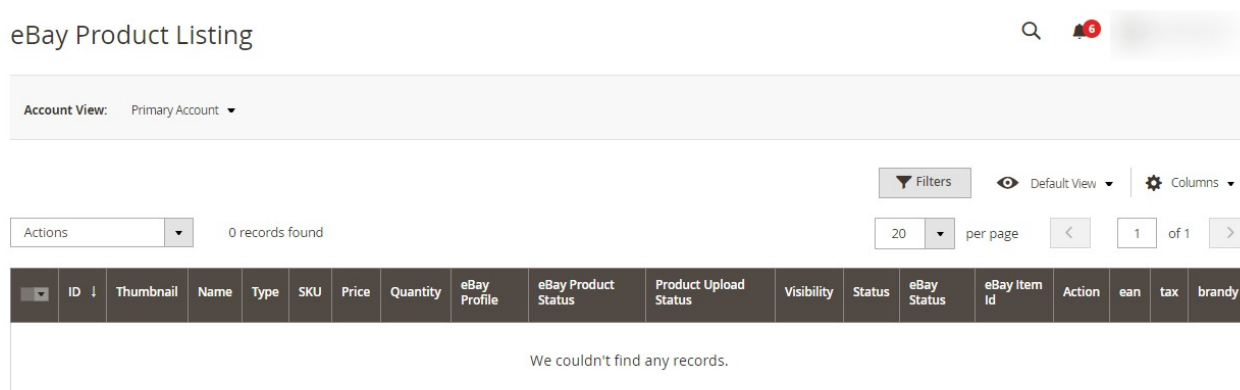
### To sync inventory and price

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

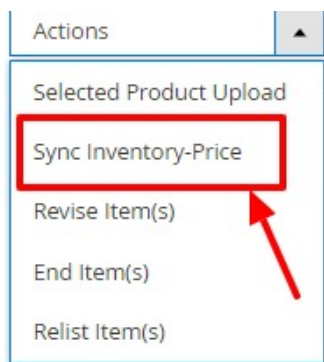


3. Click on **Product Manager**.

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



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

### Sync Inventory And Price

Do you want to sync inventory and price of item(s) on eBay?

Cancel

OK

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

### Sync Price Inventory On eBay

Search, Notifications, User: 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.

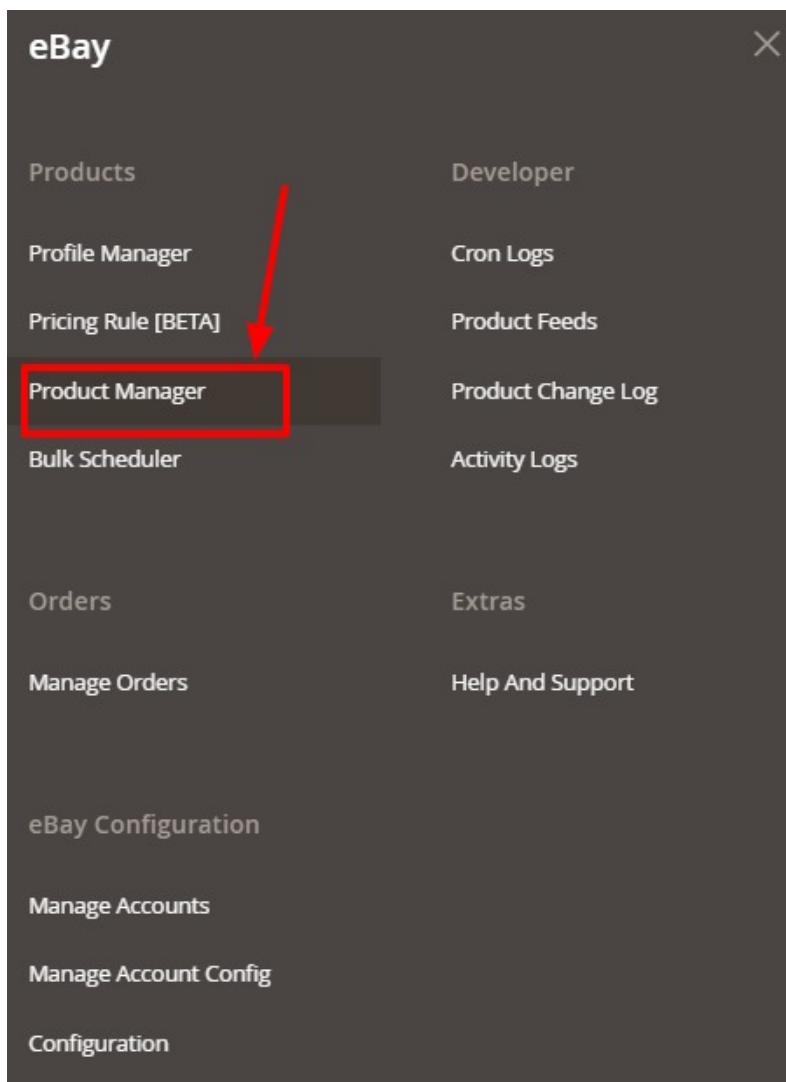
The inventory and price of selected products get synced between Magento and eBay.

## 7.3. Revise Items

To revise items,

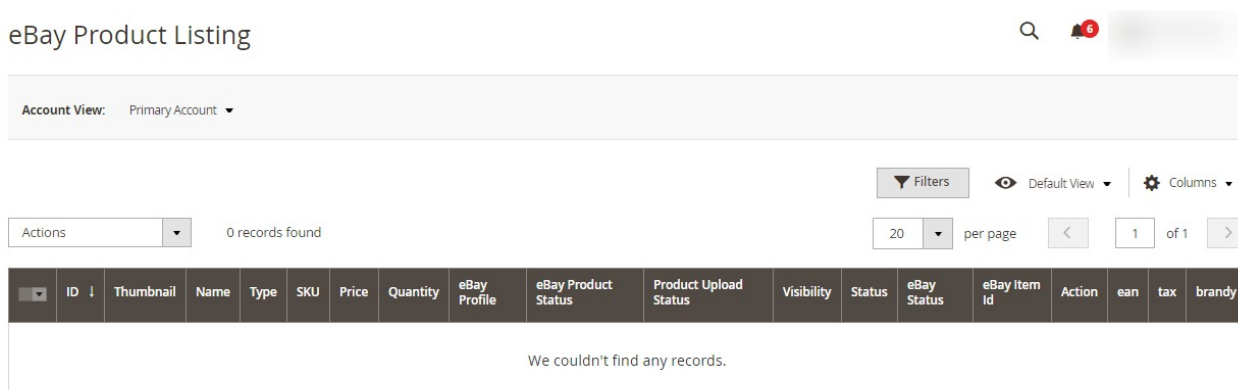
1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.





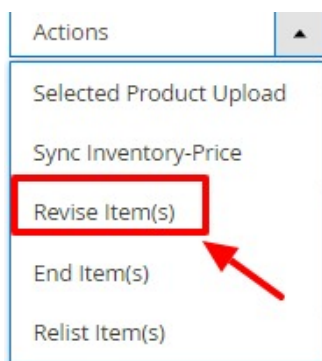
3. Click on **Product Manager**.

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



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

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**.

Reivse/Sync Item(s) on eBay

Do you want to reivse item(s) on eBay?

Cancel

OK

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

Sync Product(s) On eBay

Q 🔔 👤 admin ▾

Back

Syncing Status

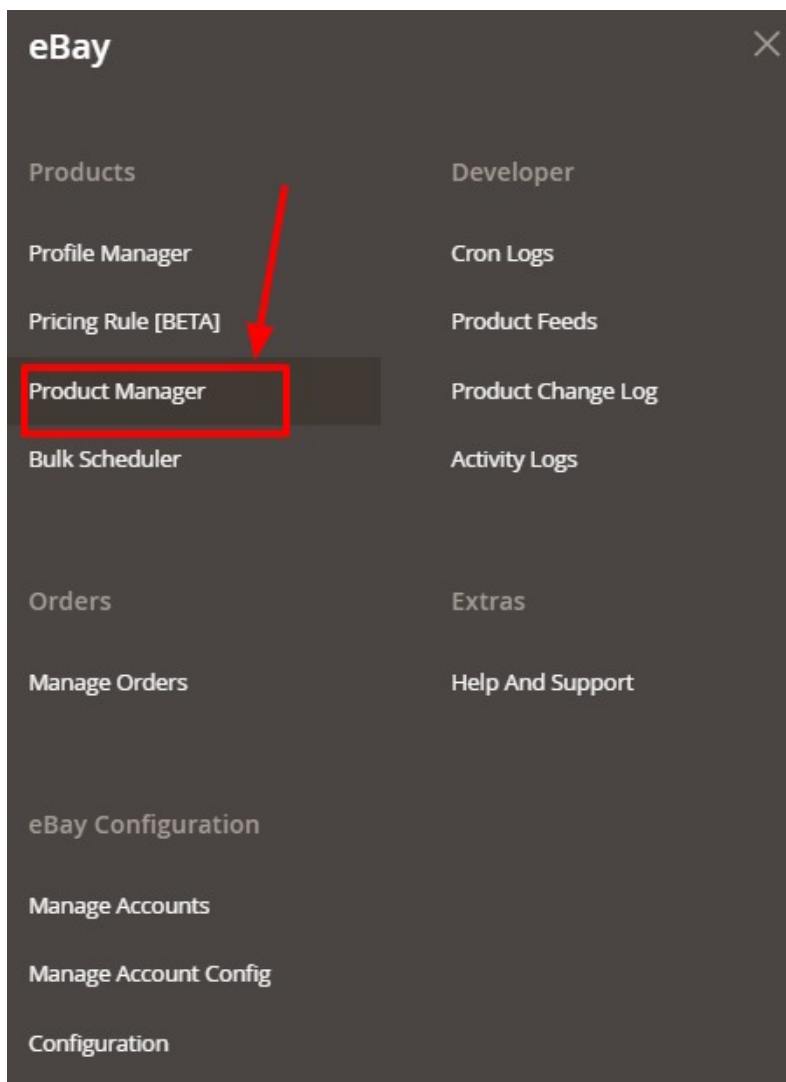
- 🕒 Starting Product Sync execution, please wait...
- ⚠ Warning: Please do not close the window during syncing data
- 🟢 Total 1 Batch(s) Found.
- 🟢 100% 1 Of 1 Processed.
- 🟢 0 Batch(s) Successfully Synced.
- 🕒 Finished product syncing execution.

The selected products get revised on eBay.

## 7.4. End Items on eBay

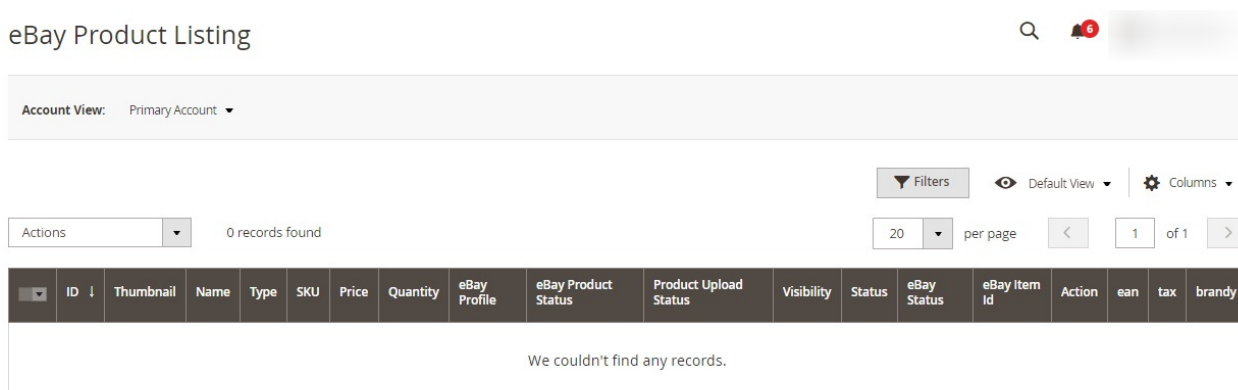
To end items on eBay,

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.



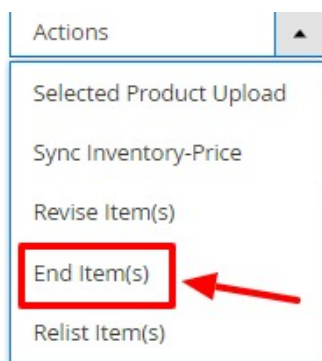
3. Click on **Product Manager**.

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.

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**.

### End Item(s) on eBay

Do you want to end Item(s) on eBay?

Cancel

OK

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

### End Product(s) On eBay

Search 🔍 Notifications 🔔 User: admin

Back

#### End Listing Status

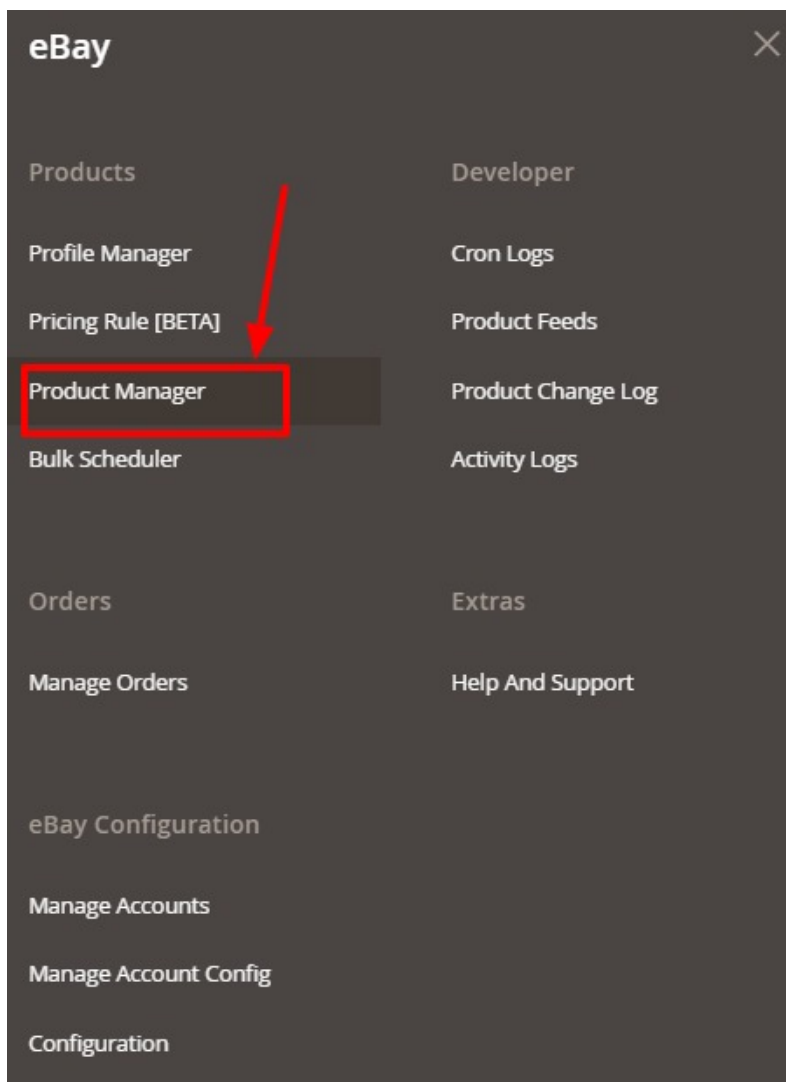
- 🟡 Starting Product end execution, please wait...
- ⚠️ Warning: Please do not close the window during endlisting data
- 🟢 Total 1 Batch(s) Found.
- 🟢 Batch 1: SKU(s): 24-MB03successfully ended
- 🟢 100% 1 Of 1 Processed.
- 🟢 1 Batch(s) Successfully Ended.
- 🟡 Finished product endlisting execution.

The selected products get ended or retired from eBay.

## 7.5. Relist Items on eBay

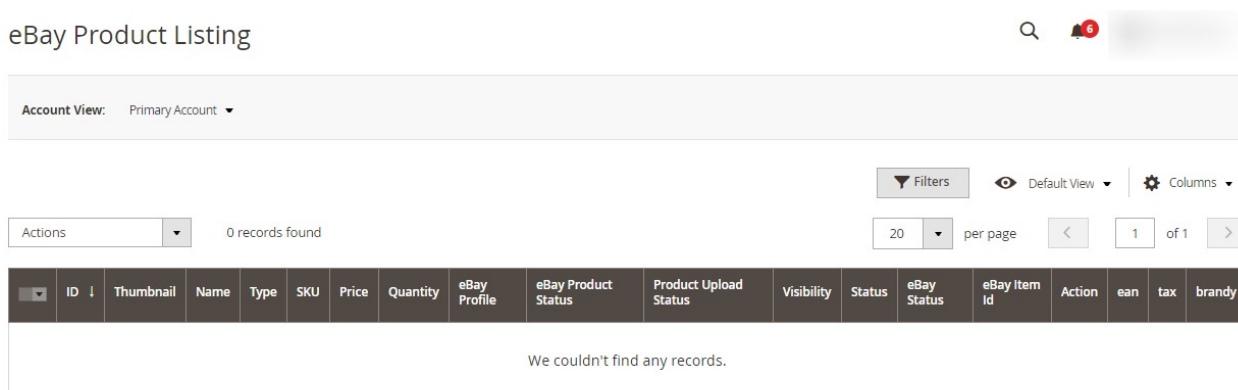
To relist items on eBay,

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.



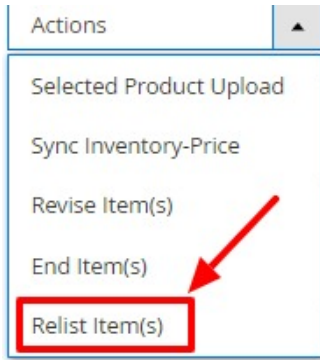
3. Click on **Product Manager**.

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



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

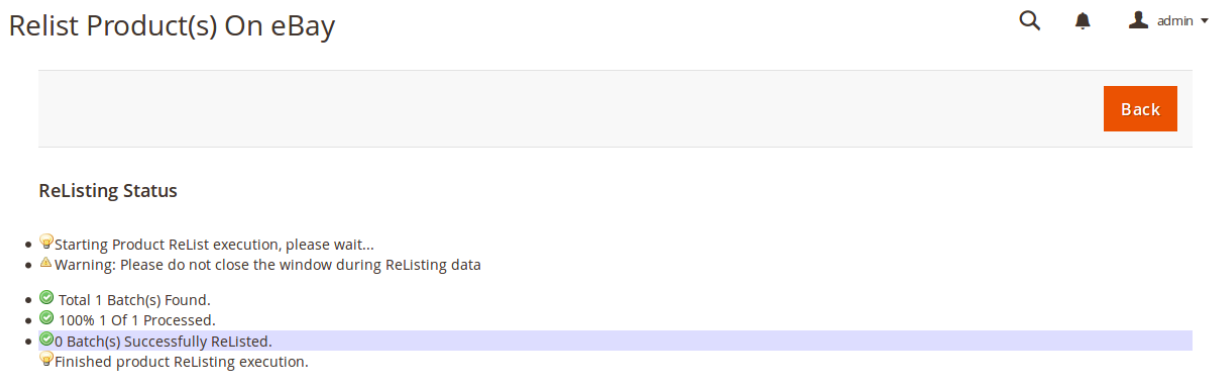
5. Click the **Arrow** button next to the **Actions** list, and then click **Relist Item(s)**.



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:

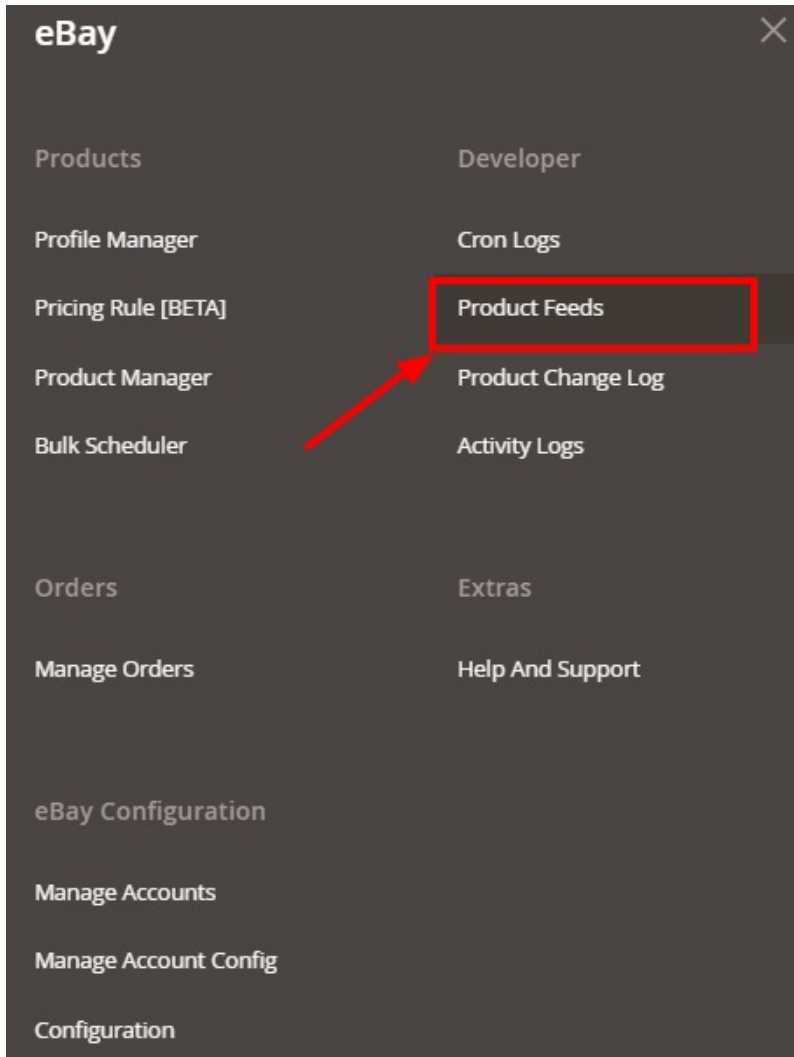


The selected products will be relisted on eBay.

## 8. Product Feeds

**To View Product Feeds,**

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.



3. Click on **Product Feeds**. The Product section contains all the feeds or data that we are sending to eBay and the response which we are getting from the request. The **Product Feed Page** appears as shown:

Manage Feeds 🔍 6

Truncate Feeds

⌵ Filters | 👁 Default View | ⚙ Columns

Active filters: Account Id: ✕ [Clear all](#)

22 records found 20 per page < 1 of 2 >

Feed Id	Account Id	Feed Type	Feed Status	Feed Date	Feed File	Response	Product Ids
60			Warning	2021-02-18 07:43:07	👁 📄	👁	👁
59			Failure	2021-02-17 12:26:01	👁 📄	👁	👁
58			Warning	2021-02-16 07:23:13	👁 📄	👁	👁

4. In **Account ID**, the id will be mentioned for the particular account for which the request has been sent.
5. In **Feed Type**, there are various types of feed types based on the actions like Add Item(whenever a new feed is added), Revise entry Status(Inventory Price), etc.

### **Feed Types**

**AddItems** => For New Product Uploads

**ReviseItem** => When using Revise Items ( basically when updating all product info like name, description, images, etc. )

**ReviseInventoryStatus** => When using Sync Inventory Price mass action ( basically when only inventory price sync for the product )

**RelistItem** => When use Relist Items mass action

**EndItems** => When use Relist Items mass action

6. **Feed Status** is mainly of 3 types- Warning, Failure, Success that shows the status of your feed.
7. **Feed Date** shows the particular time at which the feed has been generated.
8. In **Feed File**, you can view the data and can also download it.
9. In **Response**, you can view the response from ebay for the particular feed.
10. In **Product Ids**, the feeds for which products have created will be shown.
11. If you want to filter for any product then you can do it by entering the product id.

Filters | Default View | Columns

Active filters: Account Id:

Clear all

Store View: All Store Views

Feed Id:

Account Id:

Feed Type:

Feed Status:

Feed Date:

Product Ids:

Cancel Apply Filters

**Note: If any request is failing or you getting any error then you can check in this Product Feed Section.**

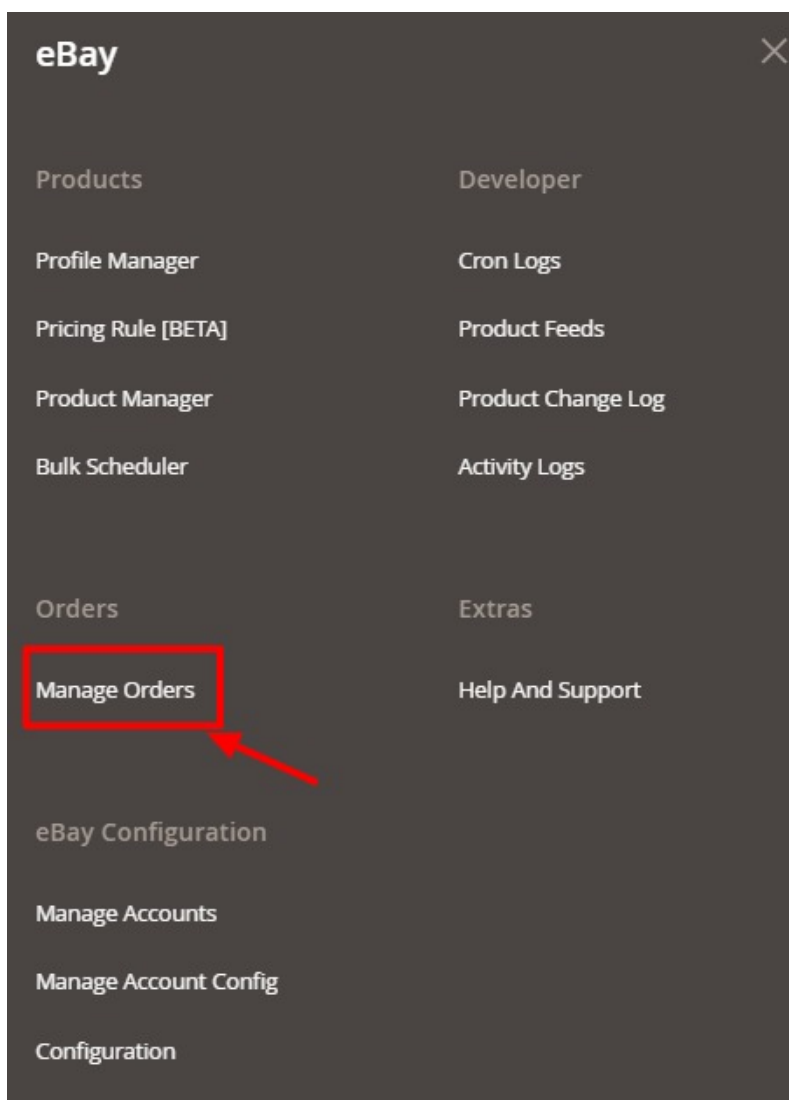
## 9. Manage Orders

### Manage eBay Multi-Account Orders

In this section, those orders will be shown which have been fetched through our modules. You can fetch new orders and manage the shipment of those orders.

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.





3. Click on **Manage Orders**.

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

eBay Order List

Fetch Ebay Orders

Filters Default View Columns

Actions 1 records found 20 per page 1 of 1

Id	Account Id	eBay Record Number	eBay Order Id	eBay Extended Order Id	Magento Increment Id	Order Place Date	Failed Order Reason	eBay Order Status	Actions
1		109				2018-10-05		acknowledge	

4. To fetch new orders, click on **Fetch eBay Orders**. The orders will be fetched based on the following configuration settings: Order Status, Fetch Shipped Order, and Fetch Orders No. Of. Days. The orders will be fetched and displayed on the Order Grid.

### To View Failed Orders

If not able to find order in sales orders then follow these steps:

1. In the **Order grid**, in the eBay Order Status column if any order is failed then **Failed** will be mentioned in the respective order's column.
2. Also, you can see the **Failed Order Reason** in the Order Grid Itself. If you do not understand the failure reason then you can connect with CedCommerce Support(<https://join.skype.com/Bt2iDGpVFRs0>) with your query.
3. To filter Failed Orders, click on the **Filter** Option in the Grid and Filter it according to by feed status for all failed orders or by Order ID if you want to check for any specific order.

eBay Order List 🔍 6

Fetch Ebay Orders

Filters
👁 Default View
⚙ Columns

Cancel
Apply Filters

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

Id	Account Id	eBay Record Number	eBay Order Id	eBay Extended Order Id	Magento Increment Id	Order Place Date	Failed Order Reason	eBay Order Status	Actions

### To View Response,

1. On the **eBay Order List** page, in the Actions Column click on the **View** button.

eBay Order List 🔍 6

Fetch Ebay Orders

Filters
👁 Default View
⚙ Columns

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

id	Account Id	eBay Record Number	eBay Order Id	eBay Extended Order Id	Magento Increment Id	Order Place Date	Failed Order Reason	eBay Order Status	Actions
1		109				2018-10-05		acknowledge	<span style="border: 2px solid red; padding: 2px;">👁</span> <span style="margin-left: 5px;">✎</span> <span style="margin-left: 5px;">🗑</span>

2. The **Order Response Data** will be shown as below:

Ebay Order ✕

**Cancel**

OrderID	OrderStatus	AdjustmentAmount	AmountPaid	AmountSaved	CheckoutStatus																		
	Completed	<table border="1"> <thead> <tr> <th>_value</th> <th>_attribute</th> </tr> </thead> <tbody> <tr> <td>0.0</td> <td>currencyID USD</td> </tr> </tbody> </table>	_value	_attribute	0.0	currencyID USD	<table border="1"> <thead> <tr> <th>_value</th> <th>_attribute</th> </tr> </thead> <tbody> <tr> <td>41.79</td> <td>currencyID USD</td> </tr> </tbody> </table>	_value	_attribute	41.79	currencyID USD	<table border="1"> <thead> <tr> <th>_value</th> <th>_attribute</th> </tr> </thead> <tbody> <tr> <td>0.0</td> <td>currencyID USD</td> </tr> </tbody> </table>	_value	_attribute	0.0	currencyID USD	<table border="1"> <thead> <tr> <th>eBayPaymentStatus</th> <th>LastModifiedTime</th> <th>PaymentMethod</th> </tr> </thead> <tbody> <tr> <td>NoPaymentFailure</td> <td>2018-10-08T19:25:08.000Z</td> <td>CreditCard</td> </tr> </tbody> </table>	eBayPaymentStatus	LastModifiedTime	PaymentMethod	NoPaymentFailure	2018-10-08T19:25:08.000Z	CreditCard
_value	_attribute																						
0.0	currencyID USD																						
_value	_attribute																						
41.79	currencyID USD																						
_value	_attribute																						
0.0	currencyID USD																						
eBayPaymentStatus	LastModifiedTime	PaymentMethod																					
NoPaymentFailure	2018-10-08T19:25:08.000Z	CreditCard																					

**To Ship Orders,**

1. On the **eBay Order List** page, scroll down to the product that you want to ship and click on **Edit** Button.

eBay Order List 🔍  

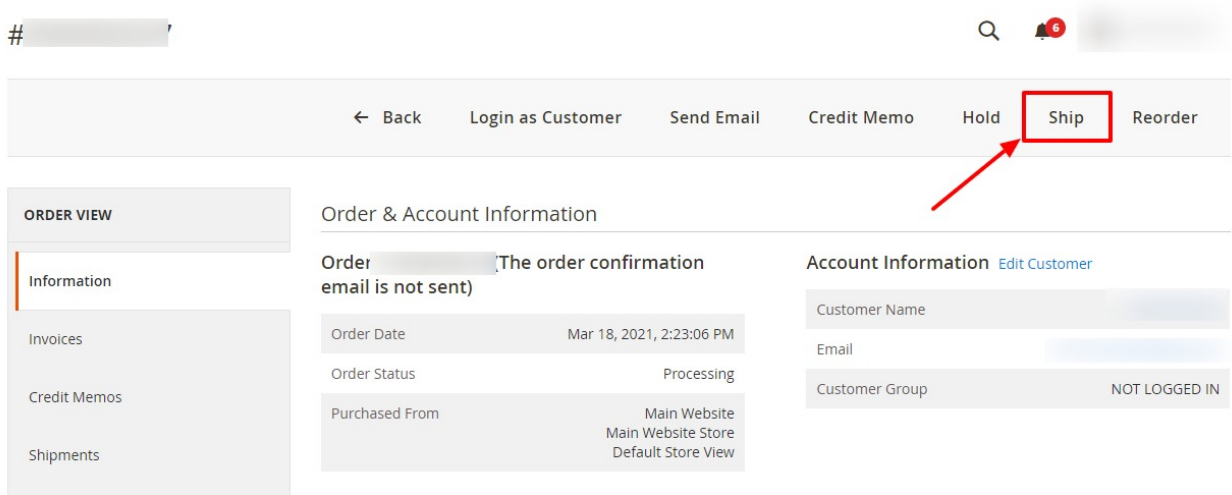
**Fetch Ebay Orders**

Filters 👁 Default View ⚙ Columns

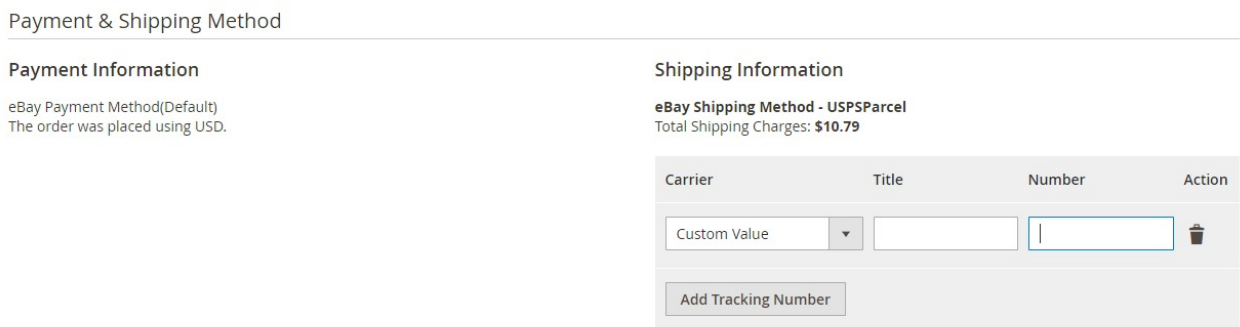
Actions 1 records found 20 per page 1 of 1

Id	Account Id	eBay Record Number	eBay Order Id	eBay Extended Order Id	Magento Increment Id	Order Place Date	Failed Order Reason	eBay Order Status	Actions
1		109				2018-10-05		acknowledge	<span style="border: 1px solid red; padding: 2px;">🔍 ✎ 🗑</span>

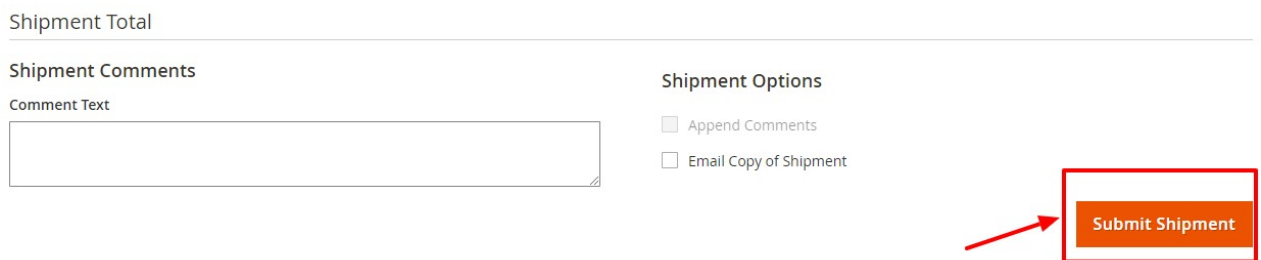
2. You will be redirected to **Magento Order Panel**, Click on **Ship**.



3. The **New Shipment Order** page will appear. Under **Payment and Shipping Method**, enter the Magento Carrier, Title, and Tracking Number of the Order to be Shipped.

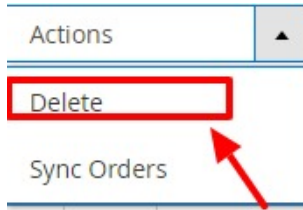


4. Then Click on **Submit Shipment**.



**To Delete Orders,**

1. Select the orders you want to delete. Then in the **Actions** menu, click on **Delete**.



2. The selected Orders will be deleted from the eBay Order grid.

**Note:**

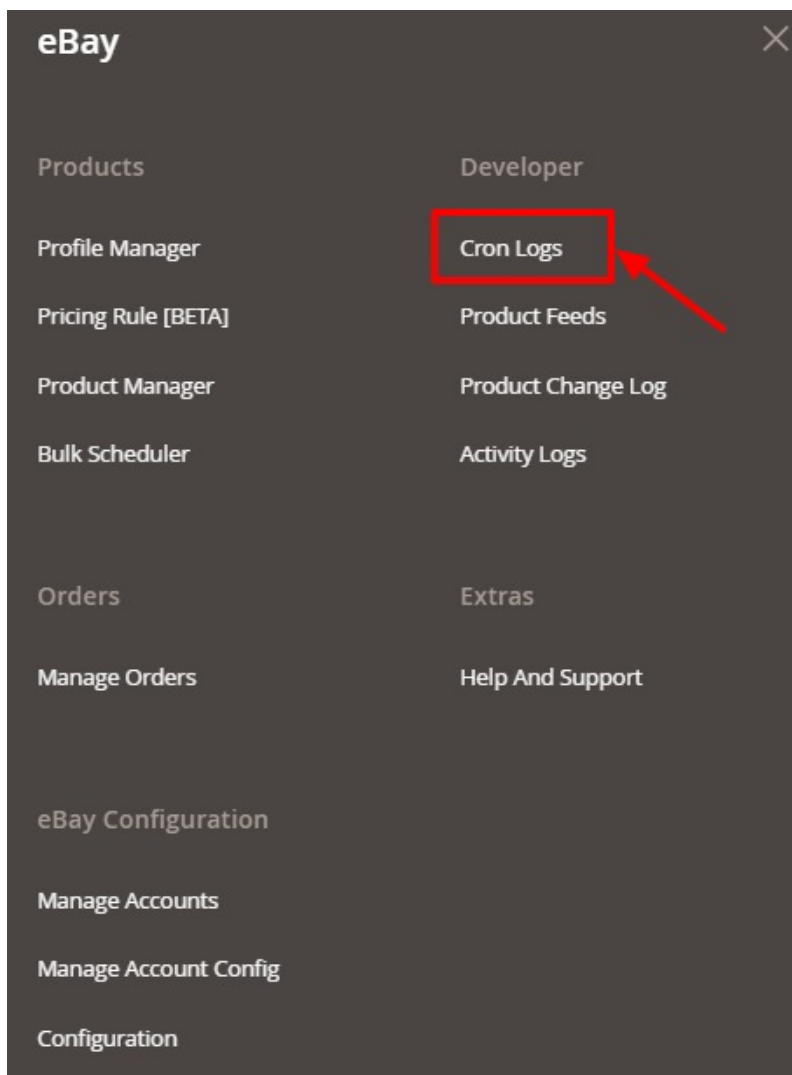
*-This Delete option will only remove orders from our custom eBay Order Grid/Table and not from Sales Order Grid.*

*-After deleting Order if you fetch ebay orders again then it will be fetched again and will be duplicated in the Sales order grid.*

## 10. Cron Logs

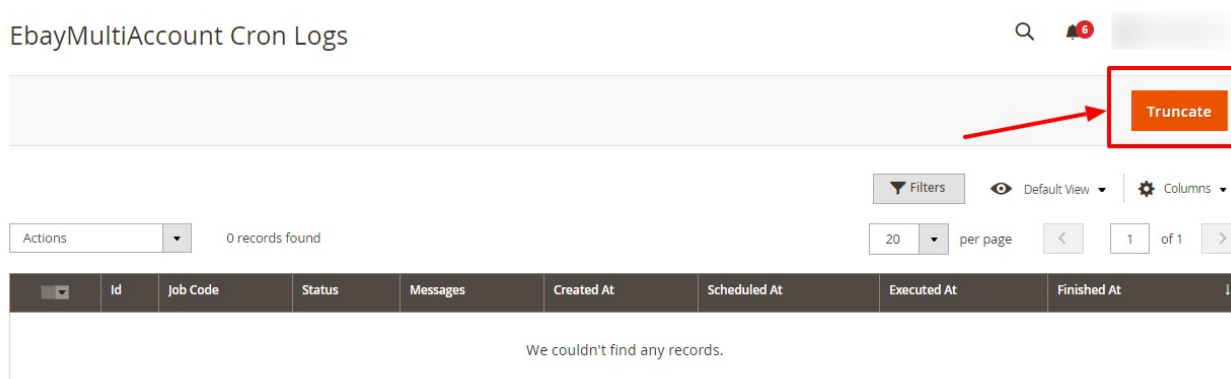
To view eBay Cron Grid,

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.



3. Click on **Cron Logs**.

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



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

5. All the crons will be cleared.

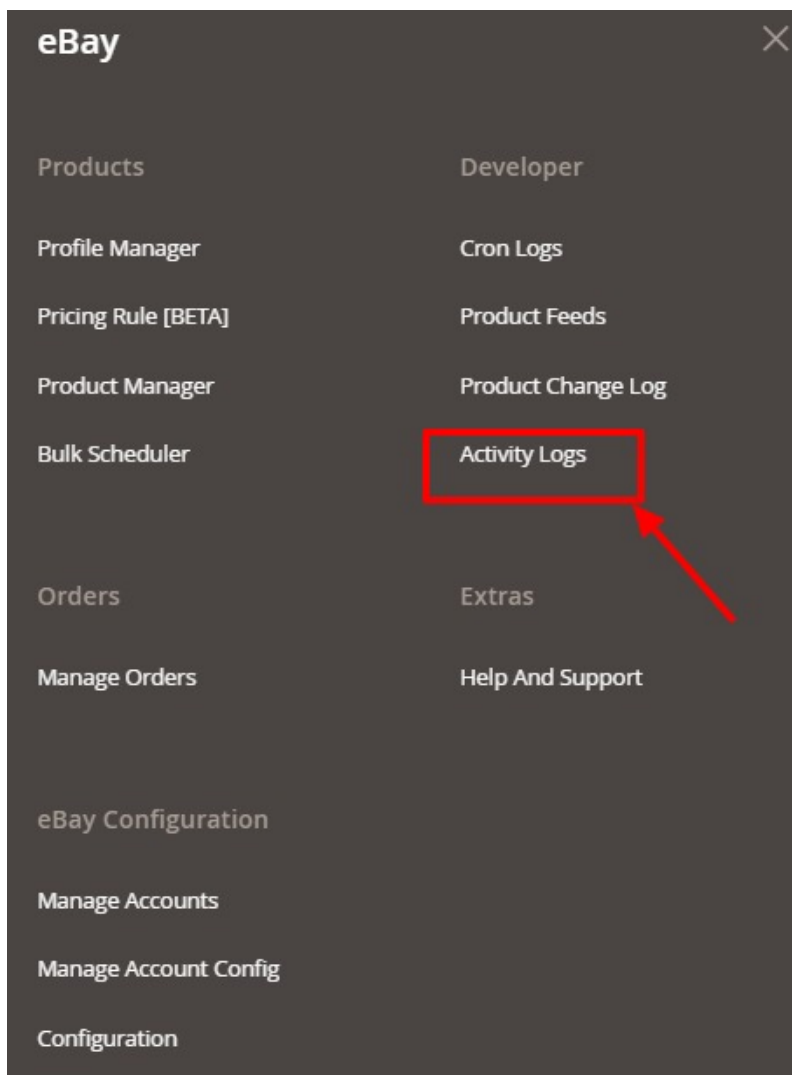
**List of Crons and their Use:**

- **ced\_ebaymultiaccount\_order** => to fetch order based on those three configurations ( equivalent to Fetch Orders button of manage Orders grid )
- **ced\_ebaymultiaccount\_sync\_cancel\_order** => this cron will get the Cancelled Order from ebay and create credit memo for those orders in Magento
- **ced\_ebaymultiaccount\_invprice** => Sync Inventory/Price for those products whose inventory or price are recently changed in Magento ( equivalent to Sync Inv Price mass action of manage product grid )
- **ced\_ebaymultiaccount\_status\_sync** => Syncs the status from eBay to Magento to set Uploaded/Ended based on eBay
- **ced\_ebaymultiaccount\_shipment\_cron** => Sync Shipment/Tracking details to eBay for those order which are completed in Sales Order but exist as Acknowledge status in eBay order
- **ced\_ebaymultiaccount\_cleanfeeds** => Delete the Product Feed that is existing in the Product Feeds section which is created for every product related action
- **ced\_ebaymultiaccount\_product\_update** => Sync Product details for those products whose any attribute values are recently updated in Magento ( equivalent to Revise Items mass action of manage product grid )
- **ced\_ebaymultiaccount\_product\_upload** => This will upload all those products which don't have Item Id in the product and assigned to any profile
- **ced\_ebaymultiaccount\_status\_difference\_log** => this cron will log those products whose ebay\_status attribute value of Magento does not match with the status of the eBay product
- **ced\_ebaymultiaccount\_end\_relist\_item** => this cron will end/relist those product which are logged in product change log table /grid as relist/endlist

## 11. Activity Logs

To view eBay Log Grid,

1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.



3. Click on **Activity Logs**.

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

Activity Log 🔍 🔔 6

Truncate

Filters Default View Columns

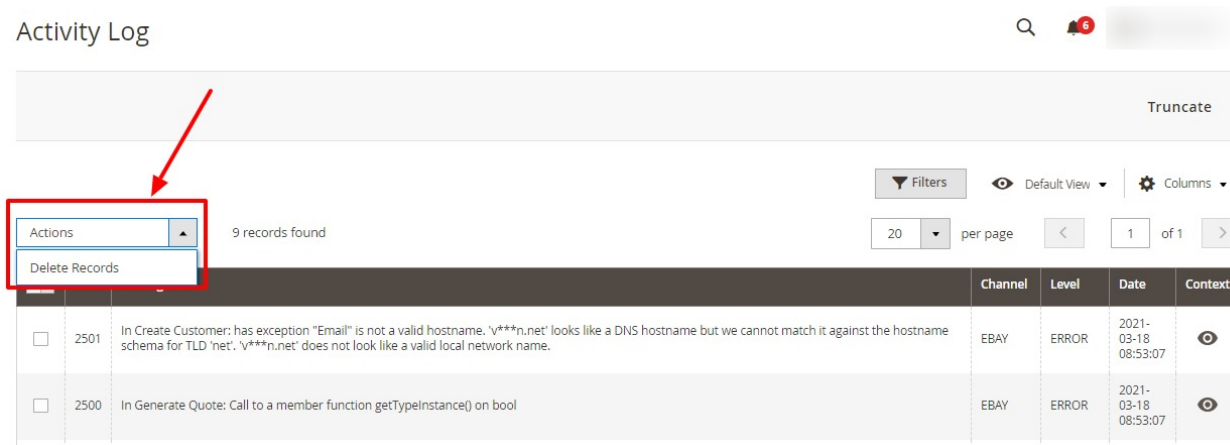
Actions 9 records found 20 per page 1 of 1

<input type="checkbox"/>	Id ↑	Message	Channel	Level	Date	Context
<input type="checkbox"/>	2501	In Create Customer: has exception "Email" is not a valid hostname. 'v***n.net' looks like a DNS hostname but we cannot match it against the hostname schema for TLD 'net'. 'v***n.net' does not look like a valid local network name.	EBAY	ERROR	2021-03-18 08:53:07	🔗
<input type="checkbox"/>	2500	In Generate Quote: Call to a member function getTypeInstance() on bool	EBAY	ERROR	2021-03-18 08:53:07	🔗
<input type="checkbox"/>	2499	Sales Order Observer: success	EBAY	ERROR	2021-03-18 08:53:04	🔗



**To delete the selected logs,**

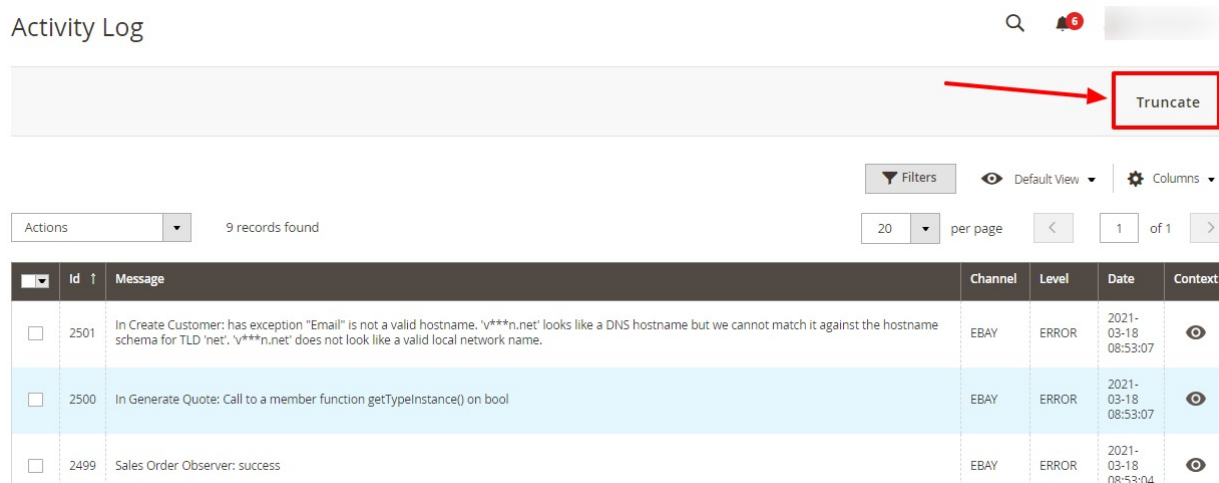
1. Select the logs you want to delete.
2. Click **Actions** on the top left side of the page.



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.



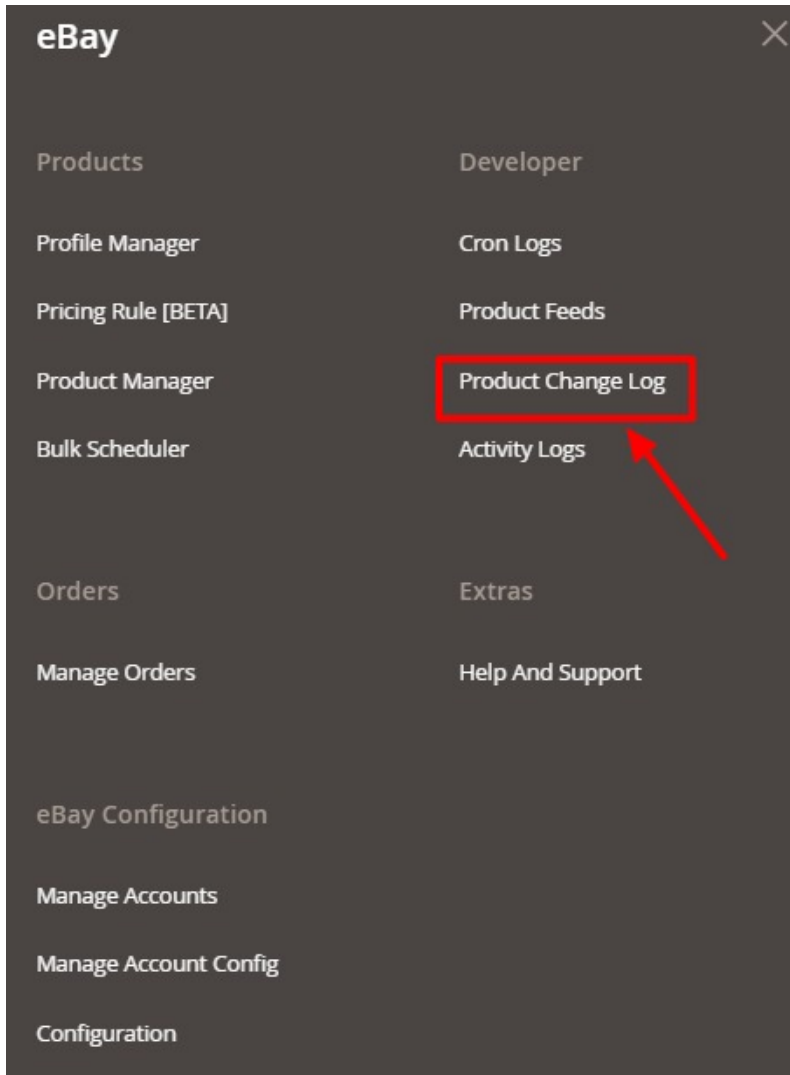
2. All the logs will be cleared.

## 12. Product Change Log

In this section, all the Product changes being done will be displayed in the Product Change Log grid along with the details.

1. Go to your **Magento 2 admin panel**.

2. Click on **eBay** present on the left navigation bar.



3. Click on **Product Change Log**. The page appears as shown below:

Product Change Log 🔍 🔔 6

Truncate

Filters Default View Columns

Actions 2108 records found 20 per page 1 of 106

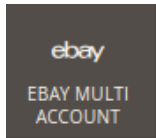
<input type="checkbox"/>	Id	Account Id	Product Id	Type	Modified At	Updated At	Number of Times Processed	↑
<input type="checkbox"/>	11		54	relist	2021-02-03 05:19:32		0	
<input type="checkbox"/>	2112		116	product	2021-03-13 05:40:45		0	
<input type="checkbox"/>	20		116	product	2021-03-13 05:40:45		0	
<input type="checkbox"/>	19		100	product	2021-03-13 05:40:45		0	
<input type="checkbox"/>	18		14	product	2021-03-13 05:40:45		0	

4. All the Product related details like **Account Id, Product Id, Type, Modified At, Updated At, and Number of Times Processed** will be displayed.
- The **Product Id** shows which Magento product is modified and for which it is logged.
  - In **Type**, you can see the information type of the product. It is of 4 types based on the Mass Actions of eBay Product Status: **Relist, Endlist, Inventory/Price(Inventory), Revise(Product)**.
  - In **Modified At**, the date and time will be mentioned at which the log has been modified in Magento.
  - In **Updated At**, the date will be mentioned at which the log has been processed from our end.
  - In **Number of Time Processed**, displays how many times the log has been processed from our end. The least number will be the priority, i.e. if it is 0 then that will be synced first then number 1 will be synced.

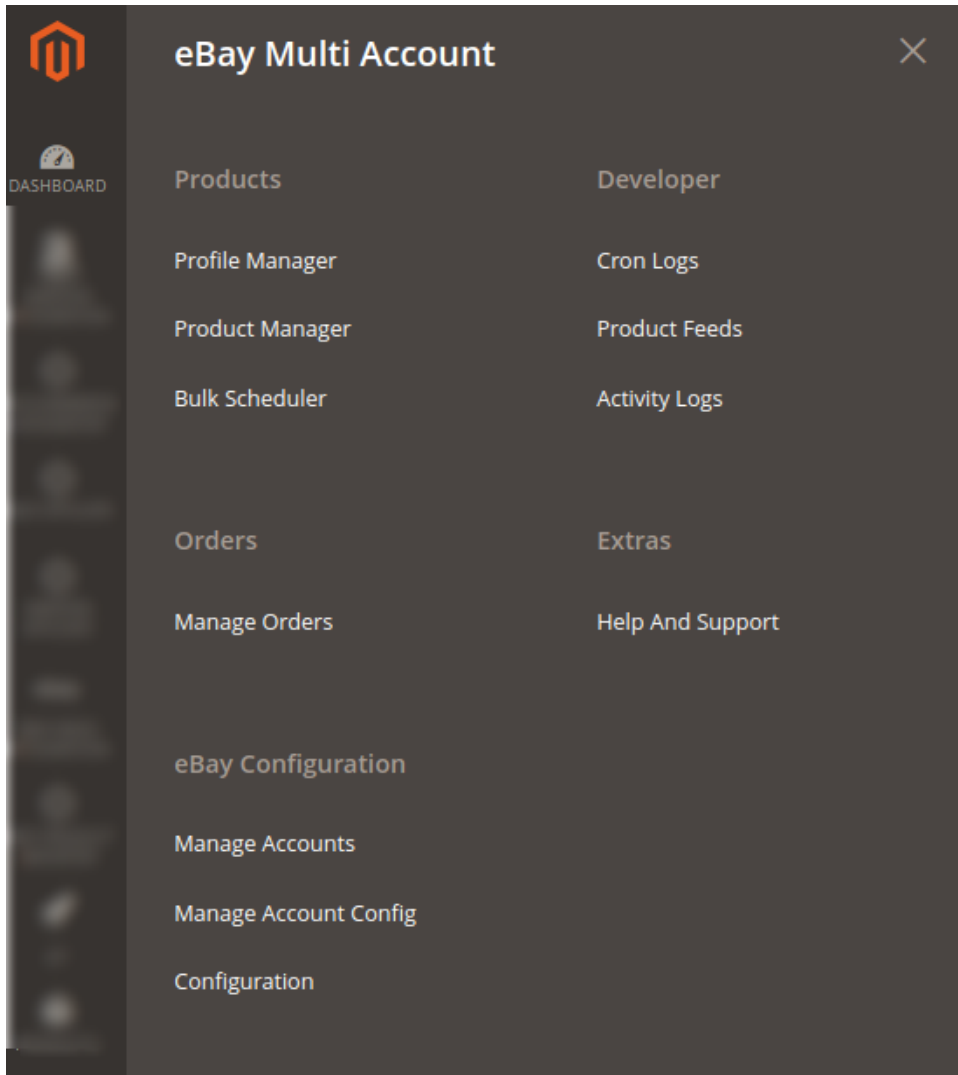
## 13. Help and Support

### To view Help & Support section,

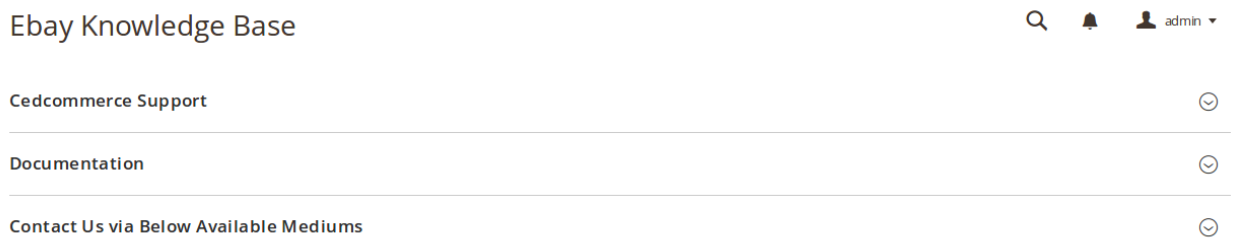
1. Go to the **Admin** panel.
2. On the left navigation bar, click the **eBay Multi Account Integration** menu



3. click **Help & Support**.

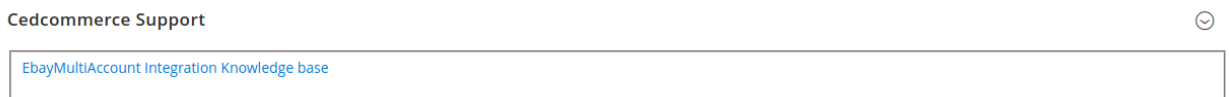


The **Help & Support** page appears as shown in the following figure:



## CedCommerce Support

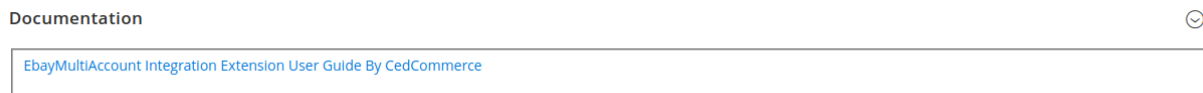
1. Click **CedCommerce Support** and the section will expand as:



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

## Documentation

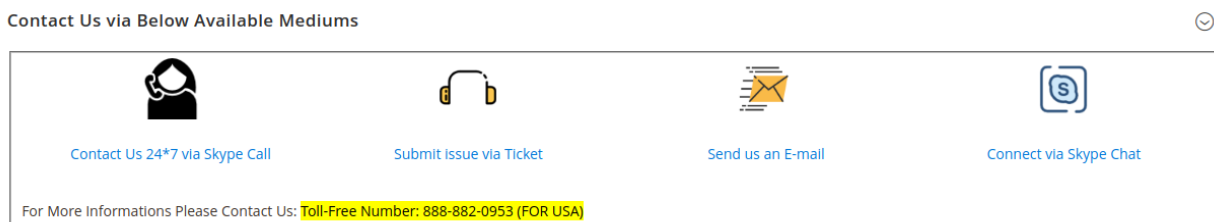
1. Click **Documentation** and the section will expand as:



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:



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.