Amazon Integration for Magento 2 - User Guide

by CedCommerce Products Documentation

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1. Overview

Amazon is the largest online retailer in the worldwide. The company was originally a bookseller but has expanded to sell a wide variety of consumer goods and digital media and also its own electronic devices such as the e-book reader, tablet, and many more items that you can sell on amazon(https://cedcommerce.com/blog/best-selling-items-on-amazon-2021/)
.
Amazon Marketplace is an e-commerce platform owned and operated by Amazon.com that enables the third-party sellers to sell new or used products on a fixed-price online marketplace alongside the regular offerings of Amazon. Using Amazon Marketplace, the third-party sellers can gain the access to the customer base of Amazon, and it expands the offerings on its website without having to invest in additional inventory.
Amazon Integration for Magento 2 store is an amazing API integration that helps Magento® 2 store owners to synchronize inventory, price, and other product details for product creation and management between Magento® 2 store and the Amazon marketplace.
The **Amazon Integration for Magento 2 Integration** extension interacts with the Amazon marketplace to integrate the synchronized product listing between Magento® 2 store and Amazon retailers. After the installation, the merchant can create Amazon categories and the dependent attributes on the Magento® 2 store.
It enables admin to perform product related task such as product upload and product view using bulk management system.
With the help of this extension, the store owners can create a profile in which they can assign the products and then can upload to Amazon.com. It enables the Magento store owner to manage the Amazon orders on the Magento stores without making any significant changes in the operational functionalities.
You can boost up your business at Amazon by integrating your store as it interacts with the Amazon APIs to connect your Magento store to the Amazon marketplace and thus, you have the opportunity to cover a wide range of customers.
The Magento® 2 store owners can boost their business at Amazon by integrating their store as it interacts with the Amazon APIs to connect their Magento store to the Amazon marketplace and thus, they have the opportunity to cover a wide range of customers.

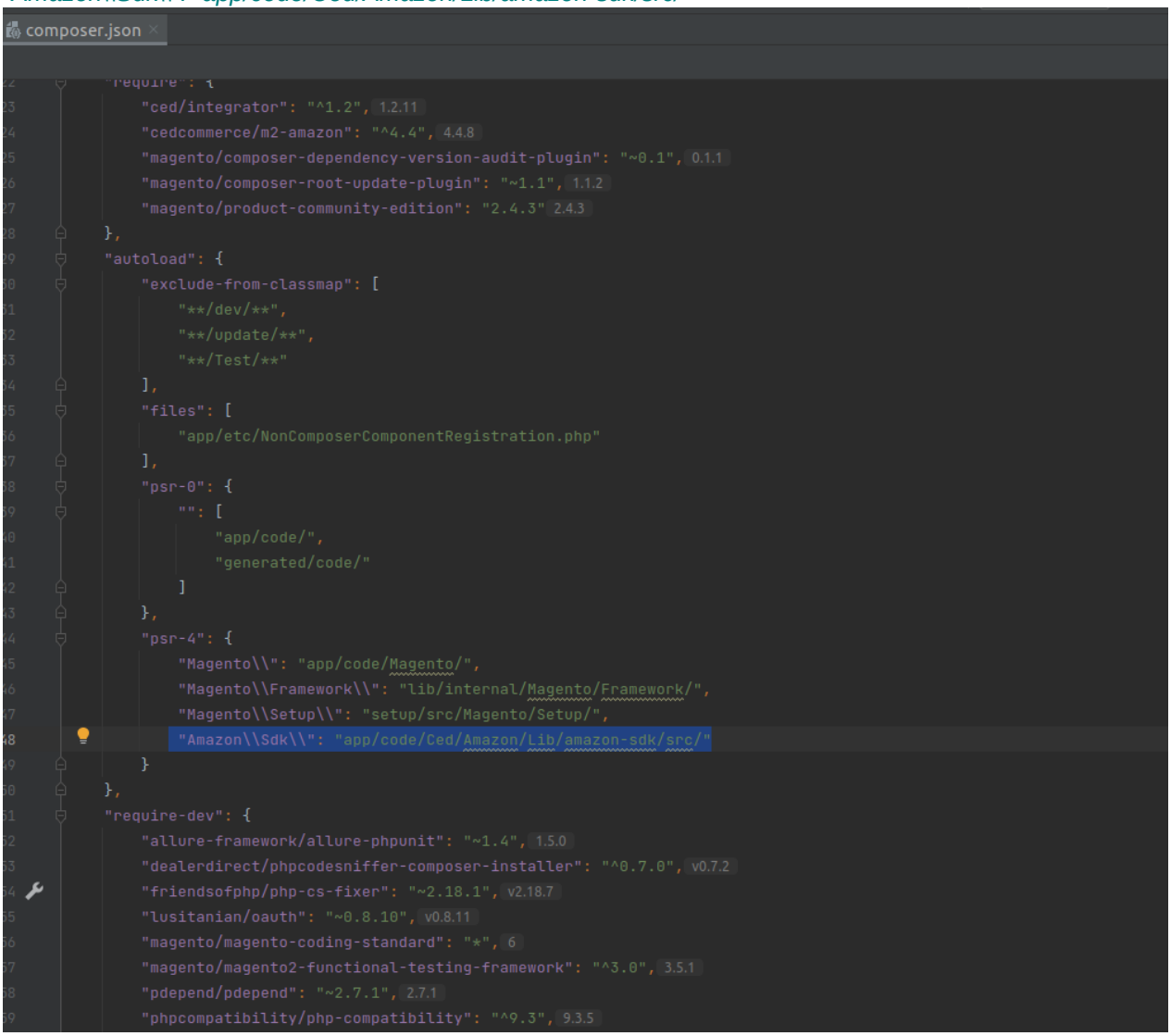
Key features are as follows:

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

2. Amazon Magento 2 Store Integration Extension Installation

To install the extension

1. Create a new folder named *code* (if not exists) under the *app* folder.
    - Extract the Ced.zip on your system and then Drag and Drop *app/code/Ced/Amazon* and *app/code/Ced/Integrator.*
2. Update composer.json file by adding the code written below and as shown in the image *“Amazon\\Sdk\\”: “app/code/Ced/Amazon/Lib/amazon-sdk/src/”*



3. Now run the following upgrade command in *cmd*

    - *composer require cedcommerce/validator*
    - *composer dump*
    - *php bin/magento setup:upgrade*
    - *php bin/magento setup:di:compile*
    - *php bin/magento setup:static-content:deploy -f*

- *php bin/magento indexer:reindex*
- *php bin/magento cache:flush*

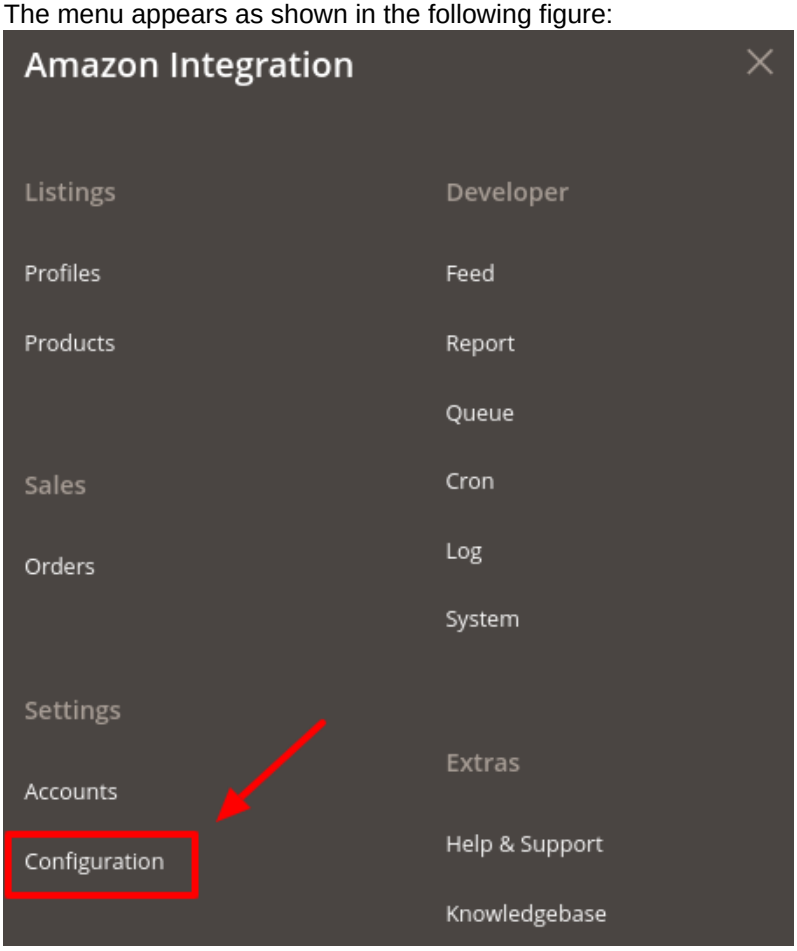
4. After successfully uploading the directory, the extension will be installed/upgraded.

3. Amazon Integration Configuration Settings

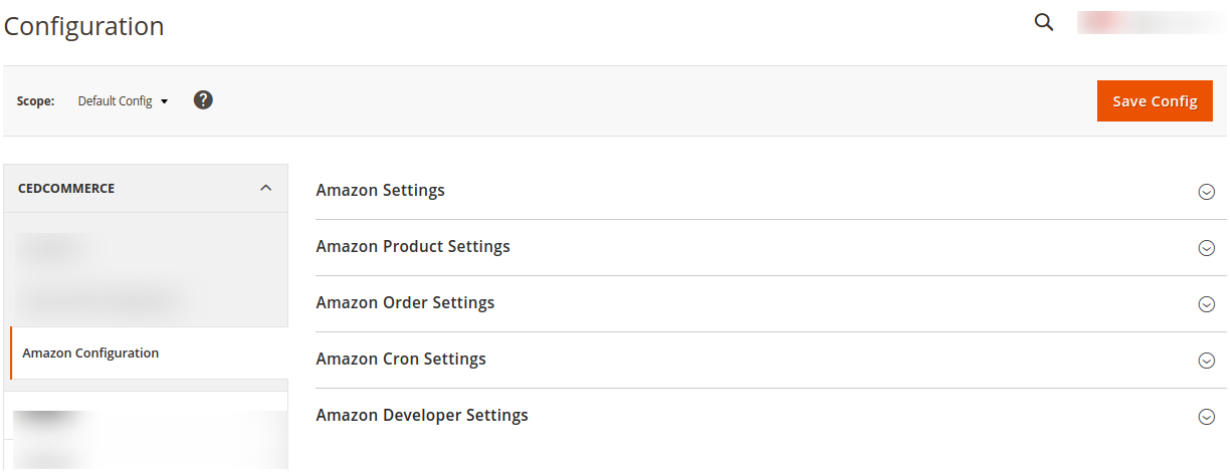
You can refer to this video for configuration of the extension:

You can also read these steps to set up the configuration settings in the Magento 2 Admin panel

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

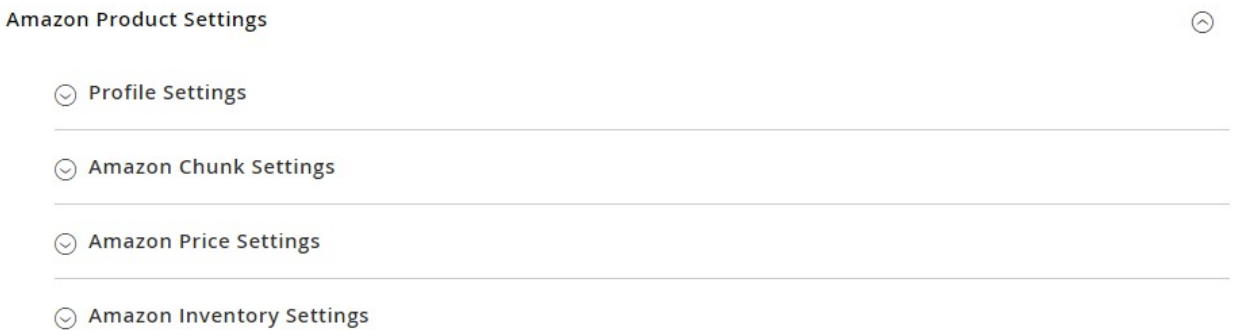


3. Click **Configuration**.
   The **Configuration** page appears as shown in the following figure:

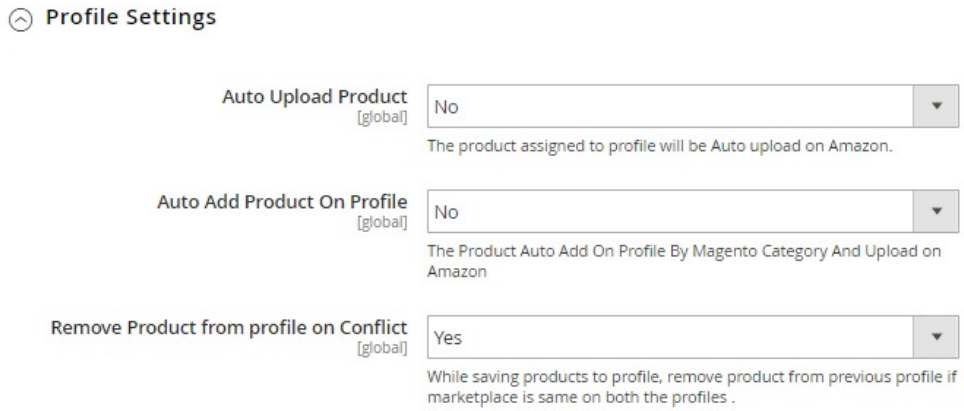


4. In the right panel, click the **Amazon Settings** tab.
   The **Amazon Settings** tab is expanded and the relevant fields appear as shown in the following figure:

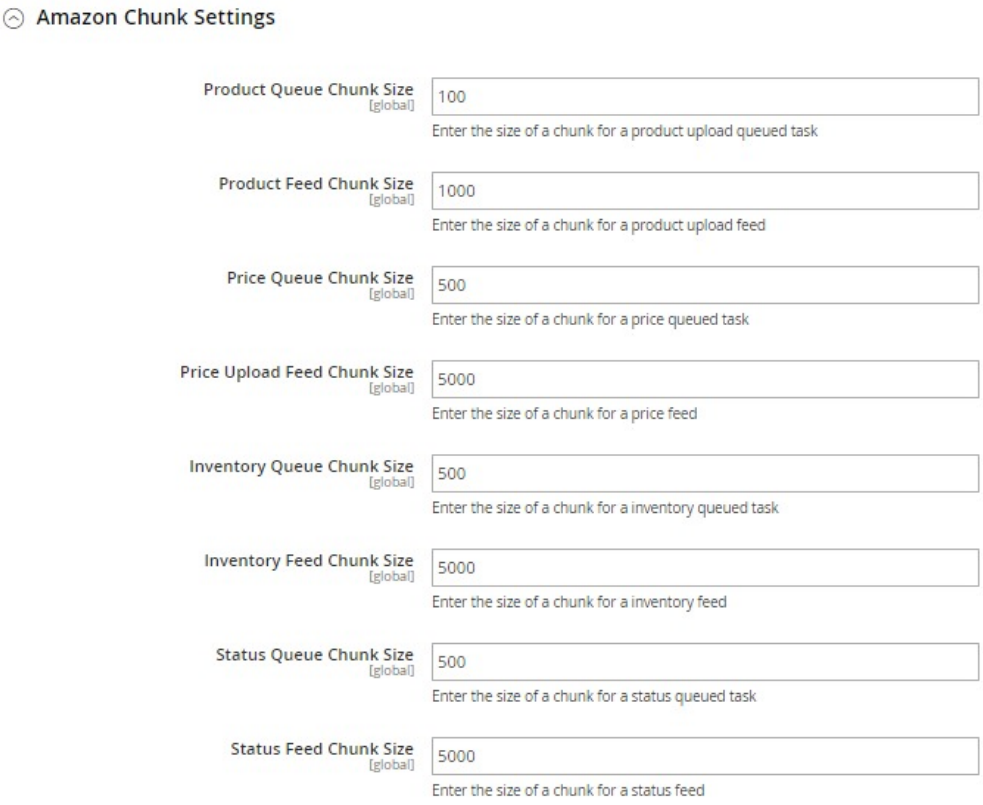
5. Under **Amazon Settings**, do the following:
   a. In the **Enabled** list, select the **Yes** option.
6. Scroll down to the **Amazon Product Settings** tab, and then click the tab.
   The **Amazon Product Settings** tab is expanded and the expanded section appears as shown in the following figure:



7. Click on **Profile Settings**, the section will expand as:



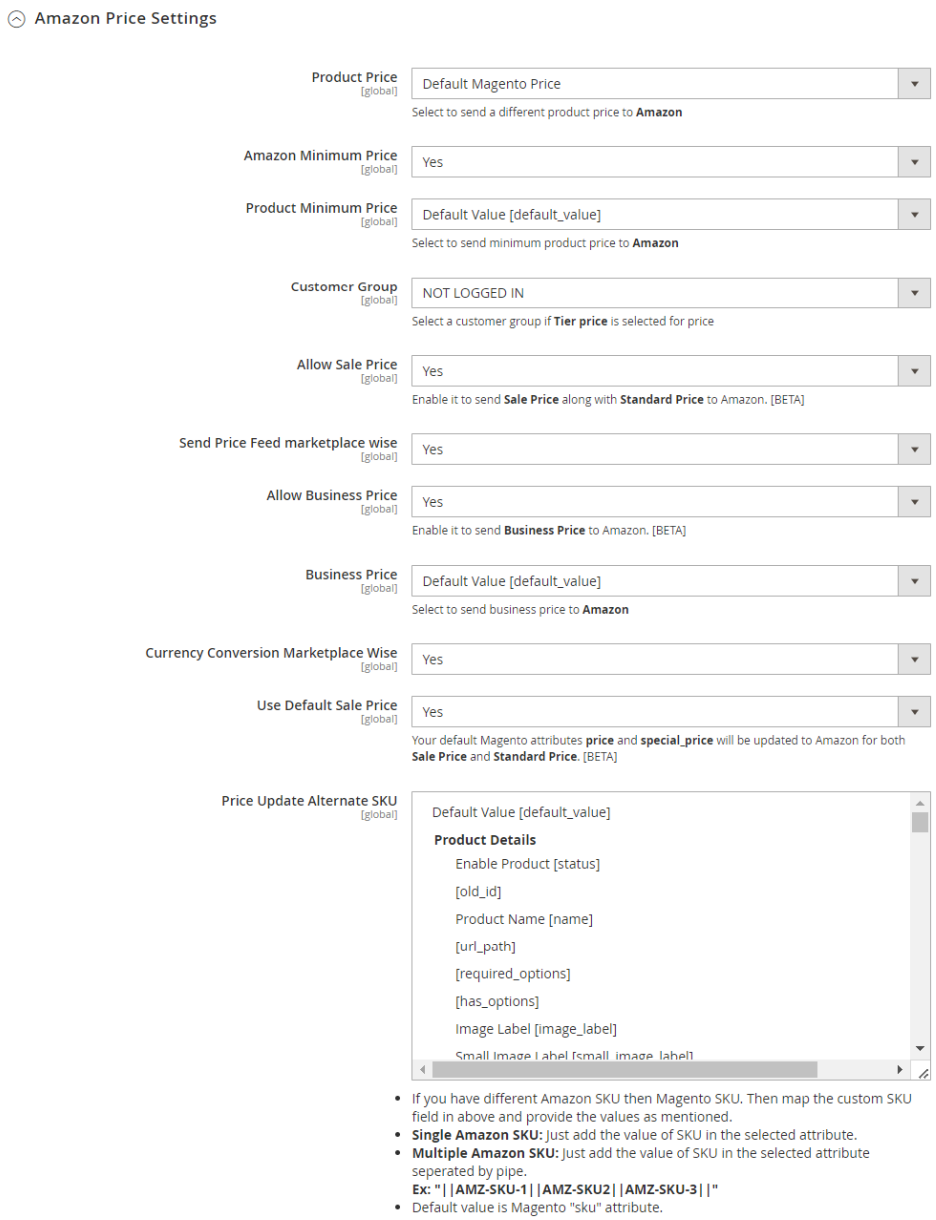
8. Under this **Profile Settings**, do the following steps:
    - In **Auto Upload Product**, select **Yes** if you to automatically upload the product on Amazon.
    - In **Auto Add Product On Profile**, select **Yes** if you want to automatically add products to profile and upload on Amazon.
    - In **Remove Product from Profile on Conflict**, select **Yes** if you want to remove the products from the profile if the marketplace is the same on both the profile while saving the products.
9. Click **Amazon Chunk Settings,** the section will expand as:



In the **Product Queue Chunk Size** box, enter the size number of a chunk for a product upload queued task.
In the **Product Feed Chunk Size** box, enter the size number of a chunk for a product

upload feed.
In the **Price Queue Chunk Size** box, enter the size number of a chunk for a price queued task.
In the **Price Upload Feed Chunk Size** box, enter the size number of a chunk for a price feed.
In the **Inventory Queue Chunk Size** box, enter the size number of a chunk for an inventory queued task.
In the **Inventory Feed Chunk Size** box, enter the size number of a chunk for an inventory feed.
In the **Status Queue Chunk Size**, enter the size of the chunk for the queued status.
In the **Status Feed Chunk Size**, enter the size of the chunk for status feed.

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

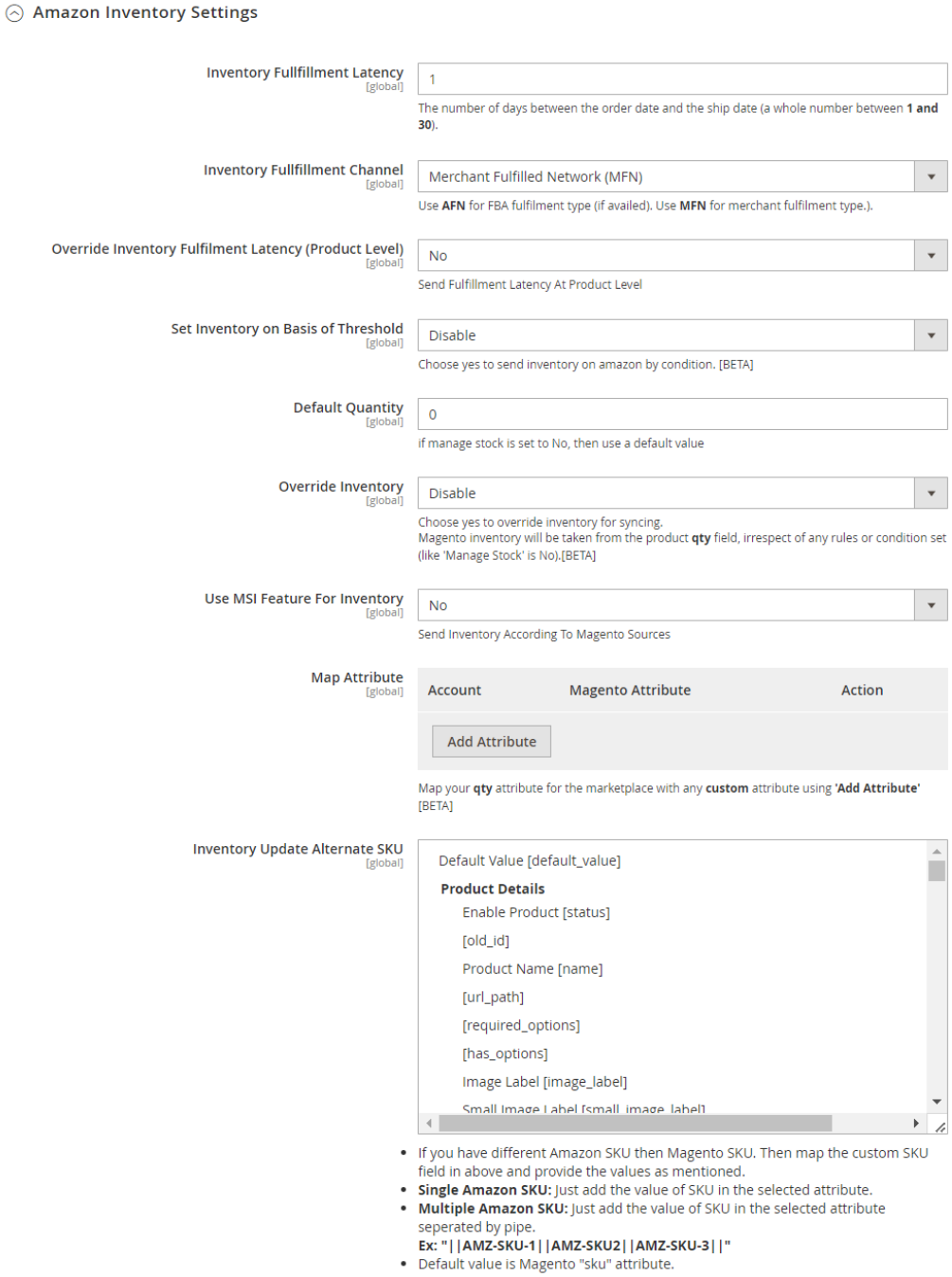


a. In the **Product Price** list, select one of the following options:
   `. **Increase by Fixed Price**: If selected, then the **Modify by Fix Price** field appears.

- **Increase by Fixed Percentage**: If selected, then the **Modify by Percentage Price** field appears.
  Enter the numeric value to increase the price of the **Amazon**, product price by the entered value % of the Magento 2 store price.
  For Example,
  Magento 2 price + 5% of Magento 2 price.
  Magento 2 Price = 100
- Select **Increase By Fixed Percentage** option
  Modify by Percentage Price = 5
  100 + 5% of 100 = 100 + 5 = 105
  Thus, Amazon Product Price = 105
- **Decrease by Fixed Price**: If selected, then the **Modify by Fix Price** field appears.
- **Decrease by Fixed Percentage**: If selected, then the **Modify by Percentage Price** field appears.
  Enter the numeric value to decrease the price of the Amazon product price by the entered value % of Magento 2 price
  For Example,
  Magento 2 price – 5% of Magento 2 price.
  Magento 2 Price = 100
- Select **Decrease By Fixed Percentage** option
  Modify by Fix Price = 5
  100 – 5% of 100 = 100 – 5 = 95
  Thus, Amazon Product Price = 95

b. In **Amazon Minimum Price**, if you want to set the minimum price.
c. In **Product Minimum Price**, select to send minimum product price to Amazon.
d. In **Customer Group**, select a customer group if tier price is selected for price.
e. In **Allow Sale Price**, select **Yes** if you want to enable the Sale Price along with the standard price.
f. In **Send Price Feed Marketplace wise**, select **Yes** to send separate price feed for every marketplace
g. In **Allow Business Price**, select **Yes** to send the business price to Amazon.
h. In **Business Price**, select the business price to send to Amazon.
i. In **Currency Conversion Marketplace wise**, select **Yes** if you want to send the price after converting it to marketplace currency.
j. In **Use Default Sale Price**, your default Magento attributes price and special price will be updated to Amazon for both Sale Price and Standard Price.
k. In **Price Update Alternate SKU**, select the price update for alternate SKU.

11. Now click on **Amazon Inventory Settings**, the section is expanded as:



12. Under **Amazon Inventory Settings**, do the following steps:
    - In **Inventory Fulfilment Latency**, enter the number of days for the inventory fulfilment from the order date to the Shipment date.
    - In **Inventory Fulfilment Channel**, select the channel for fulfilment i.e, FBA or FBM.
    - In **Override Inventory Fulfilment Latency (Product Level)** , select **Yes** to send fulfillment latency at product level.
    - In **Set Inventory on Basis of Threshold**, select **Enable** it if you want Threshold value for your inventory.
        - In **Inventory Threshold Breakpoint Value**, enter the threshold quantity for inventory.
        - In **Inventory Value for Less Than**, enter the inventory value which will send to Amazon if it is less than the set threshold value.
        - In **Inventory Value for Greater Than**, enter the inventory value which will send to

Amazon if it is greater than the set threshold value.

- In **Default Quantity**, enter the default value.
- In **Override Inventory**, select **Enable** if you want the inventory to be synced from product ‘qty’ field despite any other setting or customization for inventory.
- In **Use MSI Feature for Inventory**, select **Yes** if you want to send inventory according to Magento sources.
- In **Map Attribute**, map Amazon qty attribute with the Magento Attribute.
- In **Inventory Update Alternate SKU**, select the SKU from the field.

13. Scroll down to the **Amazon Order Settings** tab, and then click the tab.
    The tab is expanded and the section appears as shown in the following figure:

Amazon Order Settings

Status for auto import [global]

Pending
Unshipped
Partially Shipped
Failed
Imported
Not Imported
Acknowledged
Shipped
Completed
Cancelled

Cron auto import order from Amazon for the selected "Amazon Status".

Time for auto import [global]: -1 days

Cron auto import order from Amazon by reducing the current time with above selected.

Auto invoice imported order [global]: Enable

Auto Invoice Order Imported from Amazon in any case of successfull import.

Auto acknowledge imported orders [global]: Enable

Auto acknowledge order on Amazon in any case of successfull import.

Auto cancel failed order [global]: Enable

Auto Cancel Order on Amazon in any case of failure such as 'No Inventory'.

Increment Id Rules [global]

Add Marketplace Code
Add Amazon Order Id
Add Prefix
Add Fulfillment Channel

- **Add Marketplace Code**: It will add the Marketplace Code as prefix in the Magento Order Increment Id.
  Ex: US-1100001
- **Add Amazon Order Id**: It will replace the Magento Order Increment Id with Amazon Order Id.
  Ex: 111-111111-111111
- **Add Prefix**: It will add a prefix provided in the Magento Order Increment Id.
  Ex: AMZN-1100001
- **Add Fulfillment channel**: It will add Fulfillment channel AFN or MFN in the Magento Order Increment Id.
  Ex: AFN-1100001 or MFN-1100001
- **All Rules Applied**: the increment id will look like
  Ex: AMZ-AFN-US111-111111-111111

Amazon order id prefix [global]: AMZN

Prefix for Amazon Increment ID

Enable Order Import Notification [global]: Enable

Order import notification in Notifications for store admin

Enable Email Notification [global]: Enable

Order import notification via email to store admin

Notification Email [global]

Receive Email notification [global]: Imported Order

Create Backorder [global]: Yes

Create Backorder in case the Magento product qty is 'out of stock' or 'less than the order qty'.

Enable Default Customer [global]: Yes

Default Customer [global]

Provide the email for the default customer for order import

Use Default Customer's Billing Address [global]: Yes

Import Tax [Only For GA, FL, NC] US Marketplace [global]: Yes

Import Shipping Tax [global]: Yes

Create Region/State [global]: Yes

Allow to create the state or region in Magento Directory on order import if state/region is not available.

Create Default Region [global]: Yes

Create and Use Default value "-" if state/region is not available.

Alternate SKU [global]: Default Value [default_value]

- If you have different Amazon SKU then Magento SKU. Then map the custom SKU field in above and provide the values as mentioned.
- **Single Amazon SKU:** Just add the value of SKU in the selected attribute.
- **Multiple Amazon SKU:** Just add the value of SKU in the selected attribute seperated by pipe.
  Ex: "||AMZ-SKU-1||AMZ-SKU2||AMZ-SKU-3||"
- Default value is Magento "sku" attribute.

Is Tracking Number Required [global]: Yes

If Required, then empty tracking number shipments will be ignored.

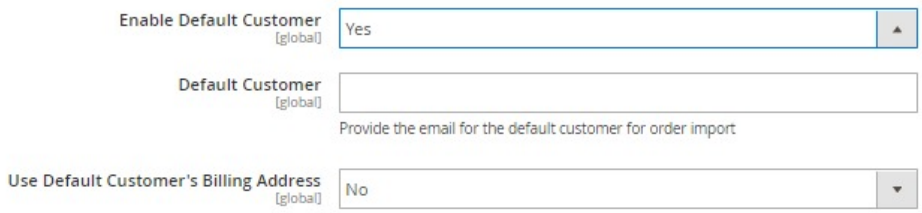
Automatically create unavailable product [global]: Yes

If yes, then it will automatically create unavailable product during order import.

Upload Invoice to Amazon [global]: Enable

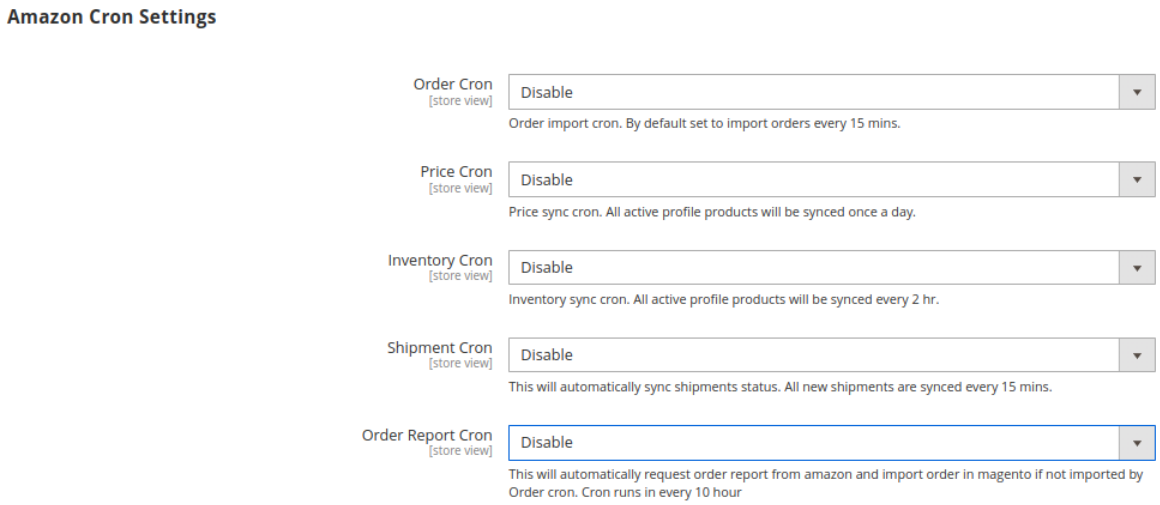
Select Invoice Type [global]: Magento Default Invoice Upload

- In **Status for Auto Import,** select the status of the Amazon orders for auto import.
- In **Time for Auto Import**, select the time for which cron will automatically import the order.
- In **Auto Invoice Imported Order**, select **Enable** to create an invoice in Magento for imported order.
- In **Auto Acknowledge Imported Orders**, select **Enable** if you want to automatically acknowledge the imported orders on Amazon.
- In the **Auto Cancel Failed Order** box, select the **Enable** option to auto-cancel the orders on Amazon in any case of failure such as ***No Inventory***.
- In **Increment Id Rules**, you have the rules to **Add Marketplace Code, Add Amazon Order Id, Add Prefix, Add Fulfillment Channel.**
- In the **Amazon Order Id Prefix** box, enter the required order Id prefix.
- In **Enable order Import Notification**, select **Enable** to receive notifications of orders import.
- In **Enable Email Notification**, select **Enable** to receive notifications via email.
- In the **Create Backorder**, select **Yes** if you want to create an order if the product is out of stock.
- In **Enable Default Customer**, select **Yes** if you want to create an order with default customer, no new customer will be created during order import.

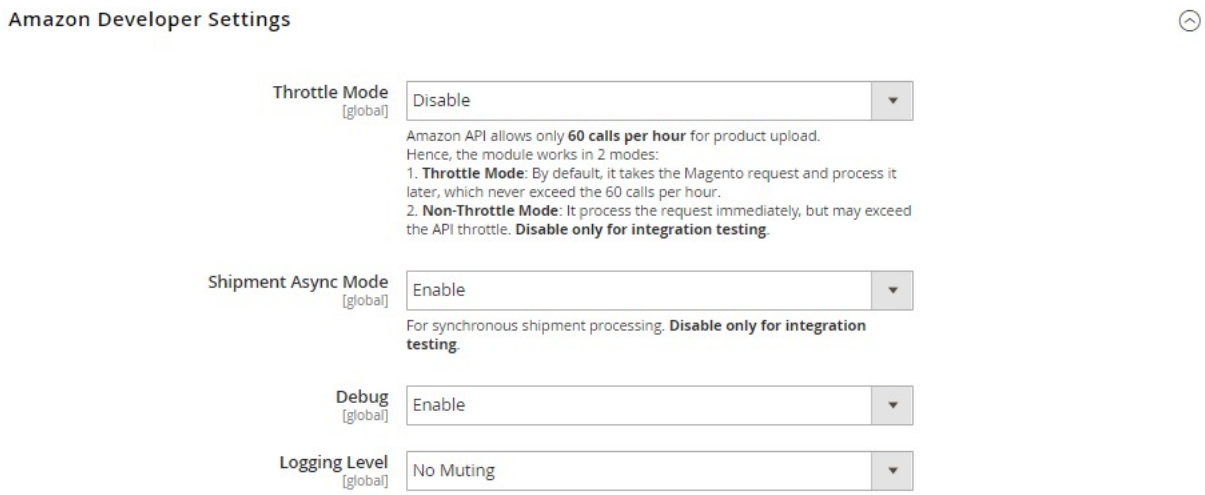


  - Once you select **Yes**, a field appears of **Default Customer**, enter the email of the customer.
  - In **Use Default Customer's Billing Address**, select **Yes** if you want to use the billing address of the customer.
- In **Enable Guest Customer**, select **Yes** if you want to create guest customers on order import.
- In **Import Tax [Only For GA, FL, NC] US Marketplace**, select **Yes** if you want to add the tax in order for these regions in the US.
- In **Import Shipping Tax**, select **Yes** if you want to enable the tax on Shipping.
- In **Create Region/State**, select **Yes** if you want to create the region or state in the Magento directory if it is not present at the time of order import.
- In **Create Default Region**, select **Yes** if you want to create the region for the order by default.
- In **Alternate SKU**, select the alternate Amazon SKU.
- In **Is Tracking Number Required,** select **Yes** if you want to sync tracking number for the order to amazon.
- In A**utomatically create unavailable product**, select **Yes** to create the product automatically if it is not available.
- In **Upload Invoice to Amazon**, select **Enable** to upload the Amazon order invoice.
- In **Select Invoice Type,** select the type of invoice.

14. Click **Amazon Cron Settings** and the section will expand as:



15.
16. In the **Order Cron** list, select the **Enable** option to enable the fetch order cron.
17. In the **Price Cron** list, select the **Enable** option to enable the price sync cron.
18. In the **Inventory Cron** list, select the **Enable** option to enable the inventory sync cron.
19. In the **Shipment Cron** list, select the **Enable** option to enable the shipment cron and to generate shipments automatically.
20. In the **Order Report Cron** list , select the **Enable** option to automatically enable request order report from Amazon and import order in Magento if not imported by Order cron. Cron runs in every 10 hours.
21. Scroll down to the **Amazon Developer Settings** tab, and then click the tab.
    The tab is expanded and the section appears as shown in the following figure:



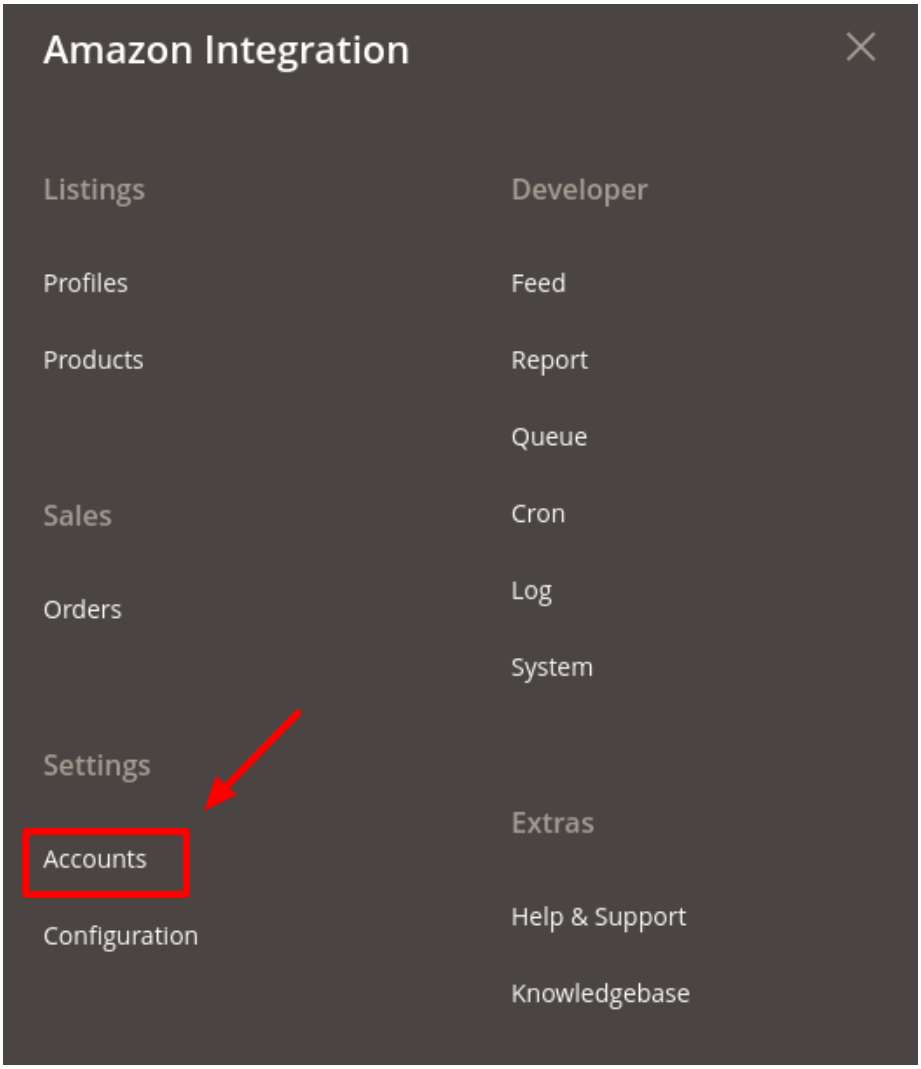
22.
23. In the **Throttle Mode** list, select the Enable option to process the upload and sync task through the queue. Disable only for integration testing.
24. In **Shipment Async Mode**, select **Enable** to send multiple order shipment in a single feed.
25. In **Debug,** select **Enable** for the logs to be created.
26. In **Logging Level**, select the level of the logs created, select **No Muting** for all the levels.
27. Click the **Save Config** button to save the entered values and information. The configuration will be saved.

4. Manage Accounts

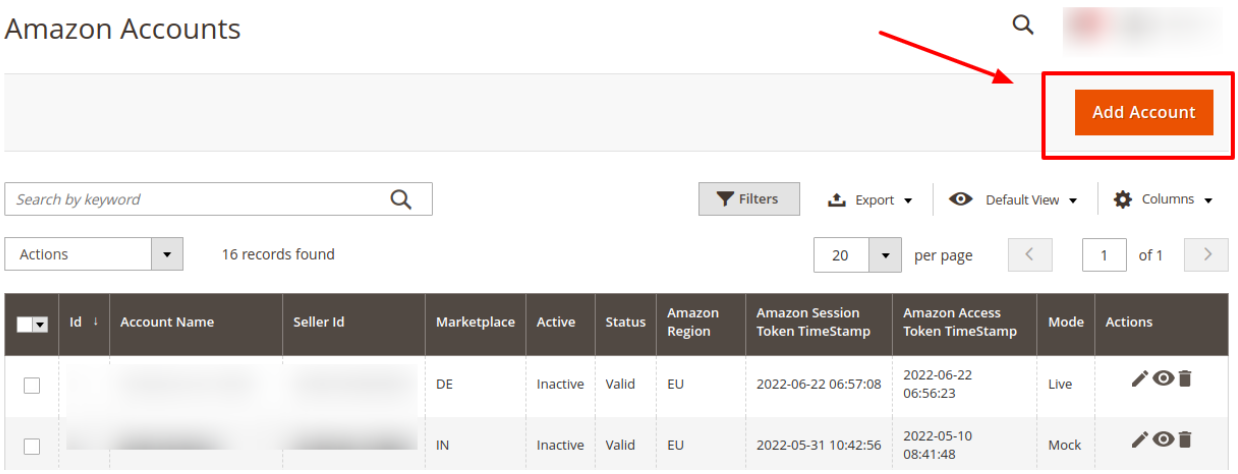
The merchant has to first create a seller account in the Amazon seller panel. Once the seller account is created and is approved by Amazon, the Magento 2 store owners have to obtain the AWS API Key values from the Amazon Seller account, and then the Magento® 2 store owners have to paste it into the respective fields displayed on the Amazon Account Form of the admin panel.

To add the account,

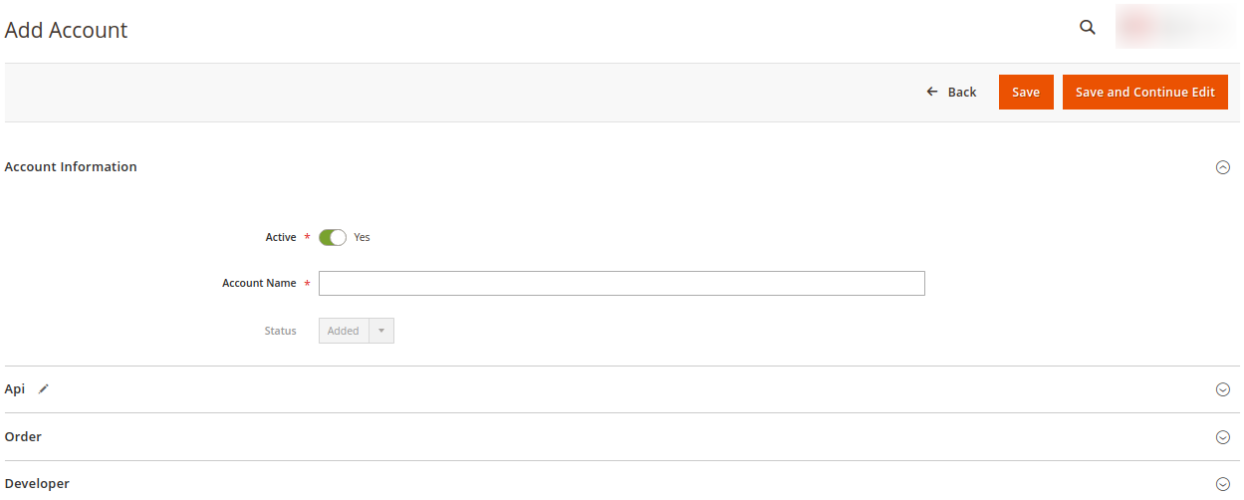
1. Go to the **Magento 2 Store Admin**
2. On the left navigation bar, click the **AMAZON INTEGRATION**
   A menu appears as shown in the following figure:



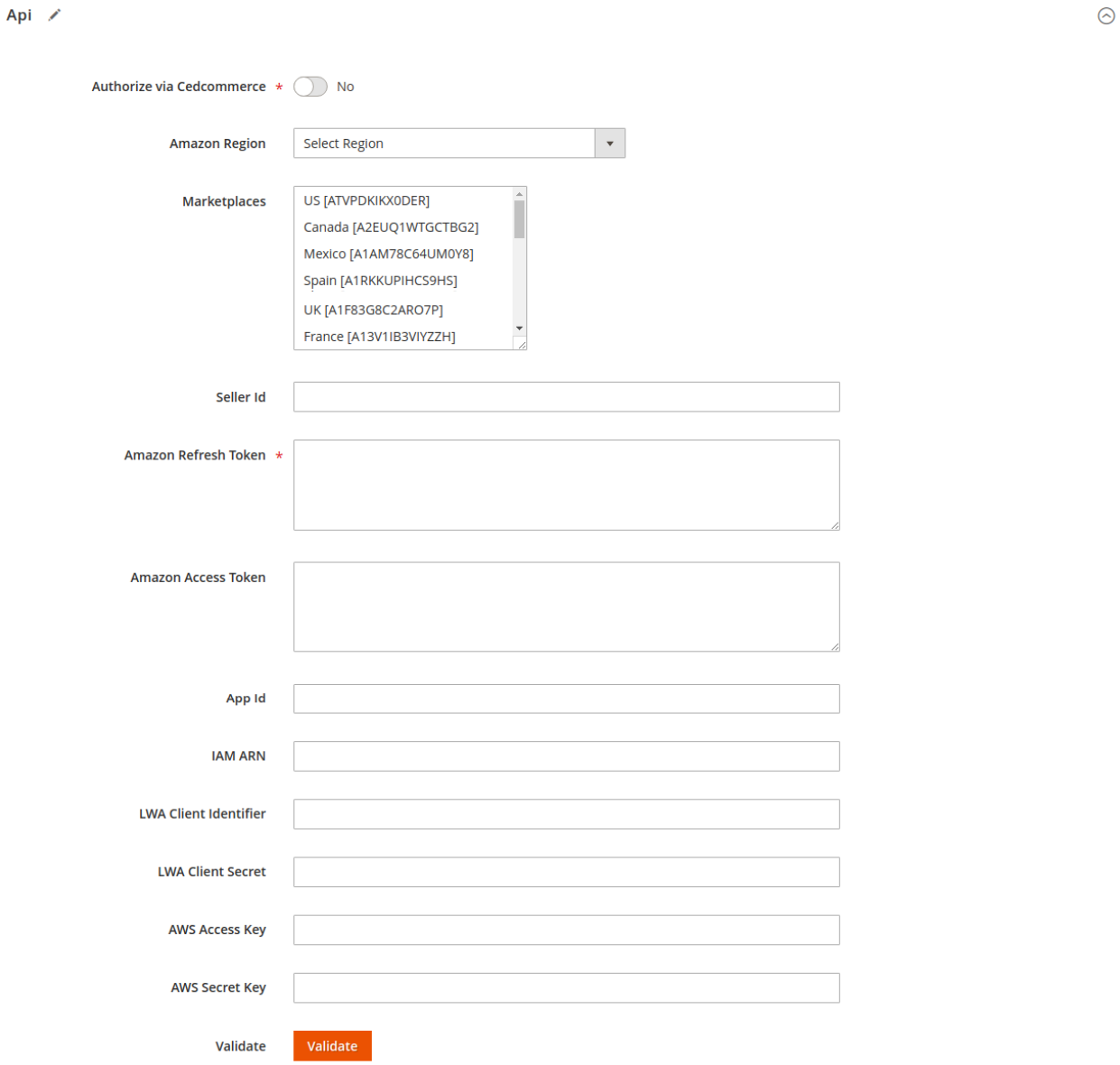
3. Click **Manage Accounts**.
   The **Manage Accounts** page appears as shown in the following figure:



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



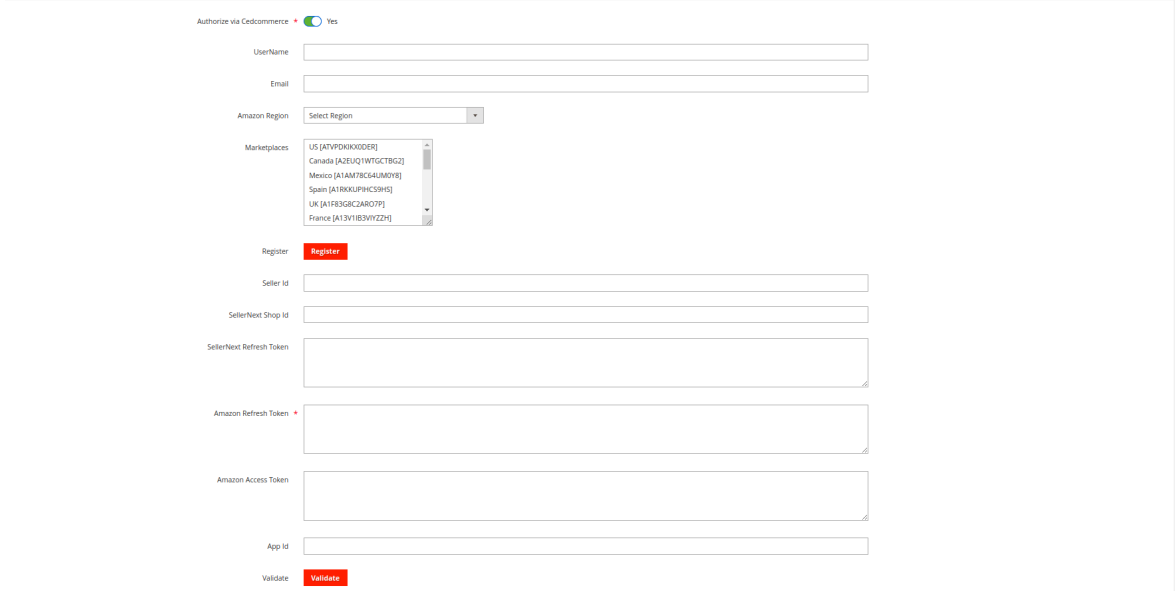
   - In **Active**, select **Yes**
   - Enter the **Account Name** in the corresponding field.
5. Now scroll down and click on **API Information.** The section will expand as:



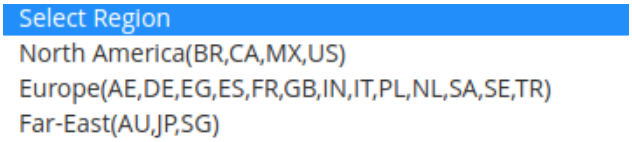
NOTE: There are 2 options to do so –
(1) Authorise Via CedCommerce – If you don't have an SP API developer account on Amazon
(2) Authorise by Yourself – If you have an active SP API developer account on Amazon

Case 1: You Do Not have an Amazon SP API developer account.

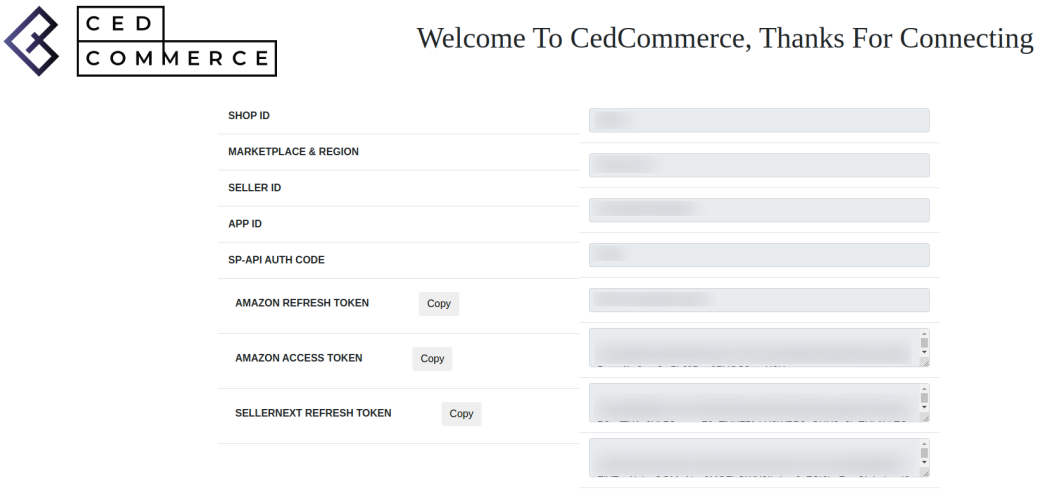
6. Under API Information do the following steps:
    - In **Authorize Via CedCommerce**, select **Yes** if you want the authorization to be done from our end.
    - You can notice that after selecting yes, additional options open up as shown below:



- In the **UserName**, option enter a Unique Username for your account
- In the **Email** section, mention the email you wish to associate with your account.
- In the Amazon Region, from the drop-down choose the region you are selling



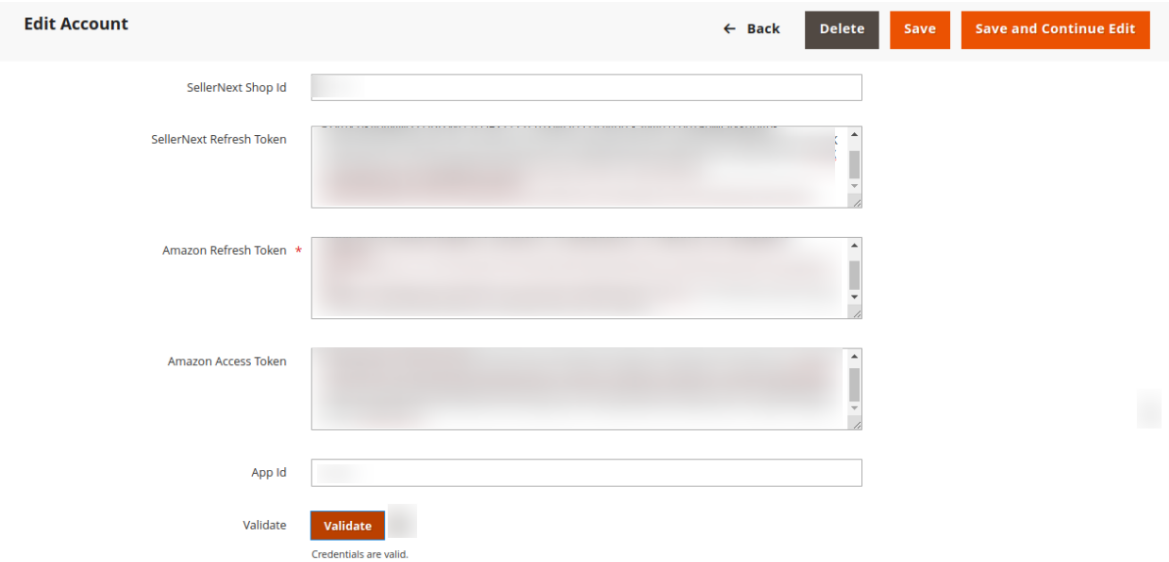
- Once you select the region then move on to the marketplace where you can select the exact Amazon marketplace you are selling on.
- You will be redirected to a new page containing the following details



- Now you can fill out the remaining 5 fields with details available from here:

- **Seller Id**
- **SellerNext Shop Id**
- **SellerNext Refresh Token**
- **Amazon Refresh Token**
- **Amazon Access Token**

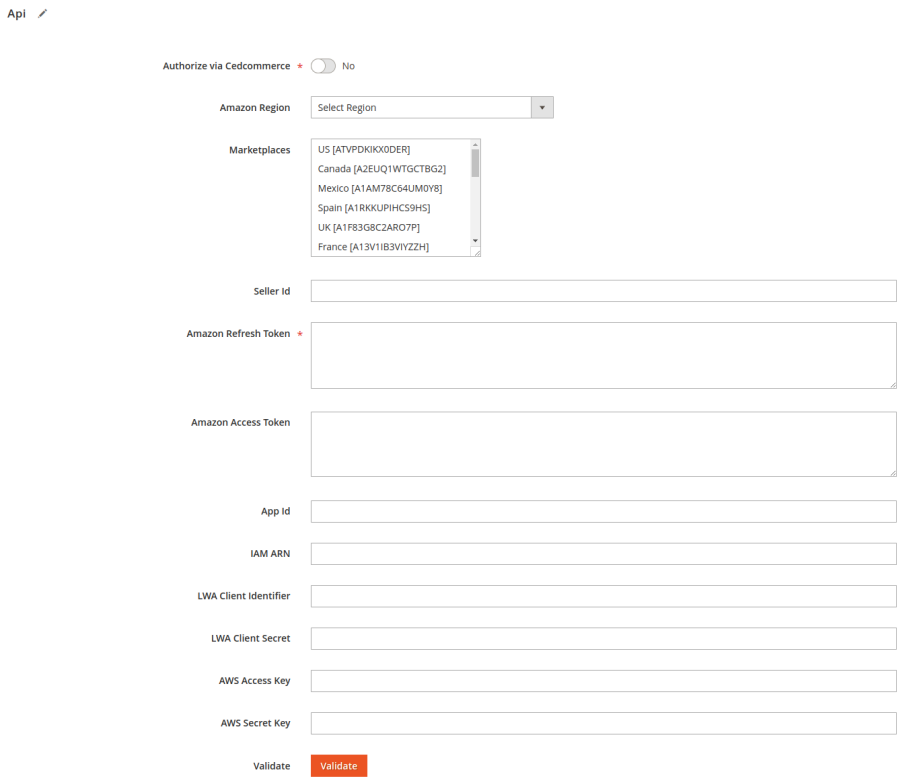
- When all the above fields are filled click on **Validate**.



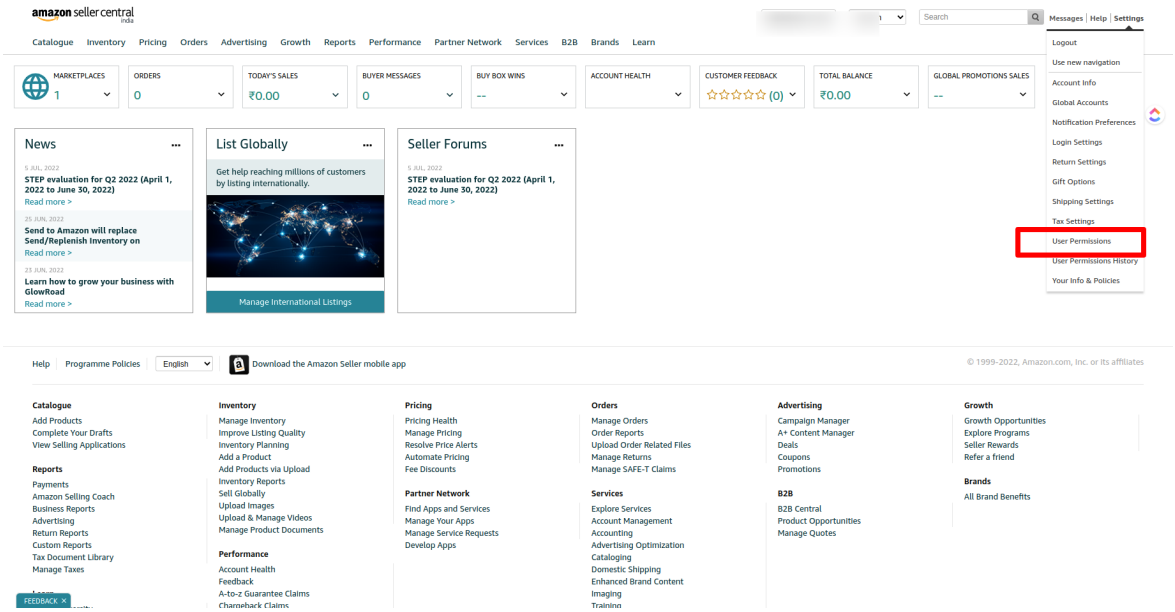
- A success Message Appears saying that the **Credentials are Valid.**
- Click on **Save**.

Case 2: You already have an Amazon SP API developer account.

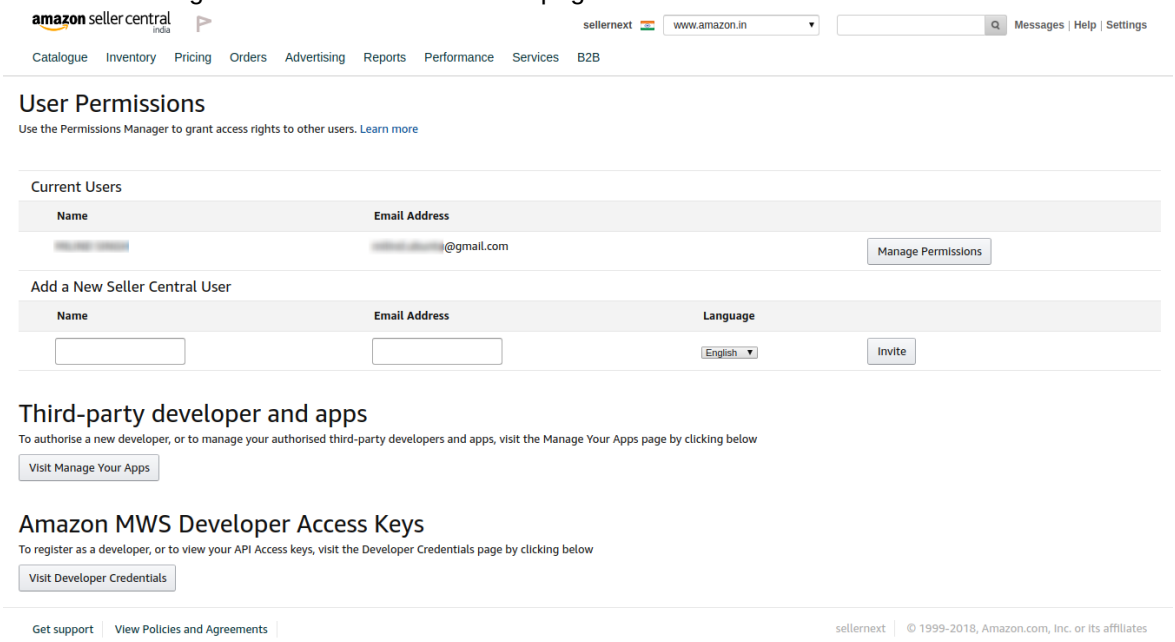
- Choose **No** in the Authorize via CedCommerce section
- Now the menu will appear like this:



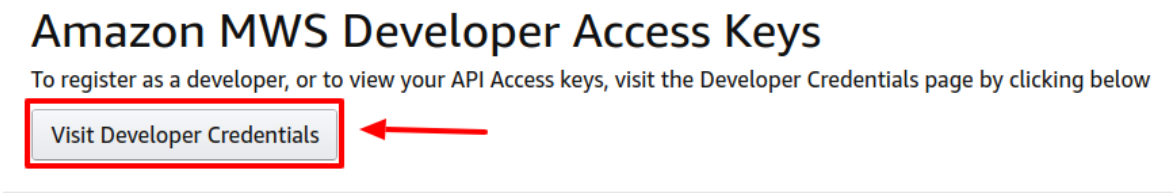
- The first 2 fields are the same as in Case 1
- In the **Amazon Region,** from the drop-down choose the region you are selling.
- In the **Marketplace**, select the Amazon marketplace you are selling on.
- To know the information that you need to fill in this section **(Seller Id, Amazon Refresh Token, Amazon Access Token, App Id, etc),** you need to go to the **Amazon** seller account. For that,
- Log in to the Amazon seller account.
- On the top right side of Amazon seller central, place the cursor on **Settings.**



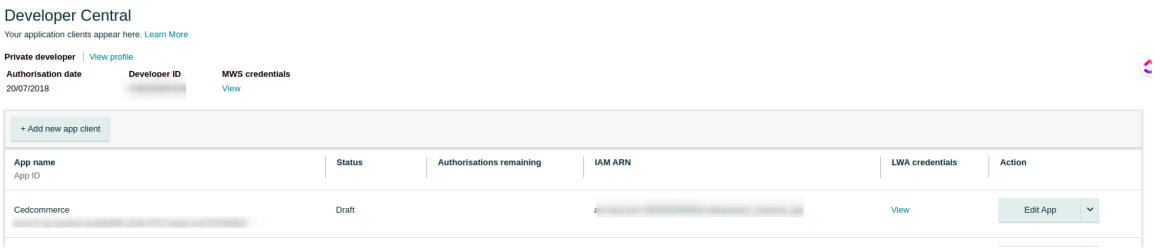
- When the menu appears, click **User Permission.**
- You will be navigated to the User Permission page which looks like this:



- Scroll down to the **Amazon MWS Developer Access Keys** section and click on **View Developer Credential Buttons.**



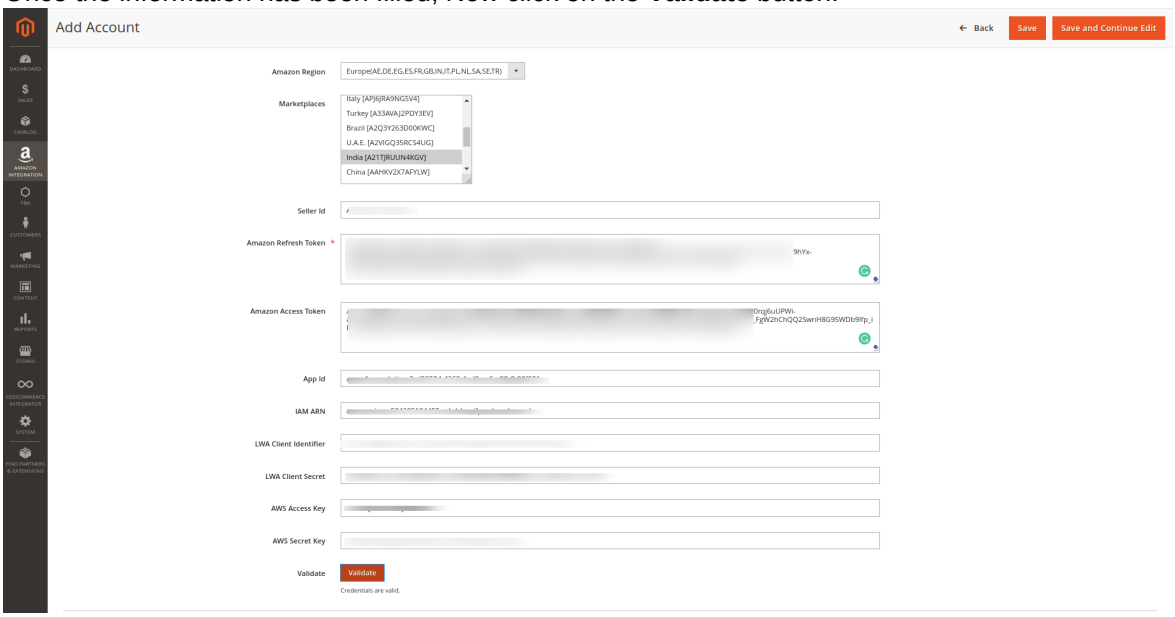
- On clicking you will be redirected to the Developer Central Page where all the desired info is listed:



- The LWA details can be viewed by Clicking on View Button under the LWA credential heading:
- Now comes the last 2 sections
  - AWS Access Key
  - AWS Secret Key
- Here you have 2 options:
  - (1) Use Details from an existing AWS account
  - (2) Create a new AWS account
    Note: Watch these Reference Videos For APP creation(https://www.youtube.com/watch?v=KSjPTqNBlGc&list=PLyrrqKCT7jFKENJO9n_Y68-5o2GZLgLUU&index=4)
    and For AWS Creation(https://www.youtube.com/watch?v=EAJOsBNRIQA&list=PLyrrqKC

T7jFKENJO9n_Y68-5o2GZLgLUU&index=3)

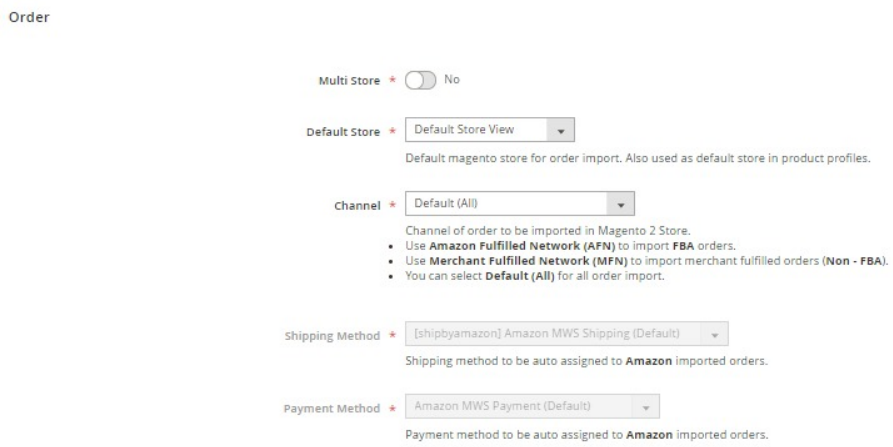
- Once the information has been filled, Now click on the **Validate** button.



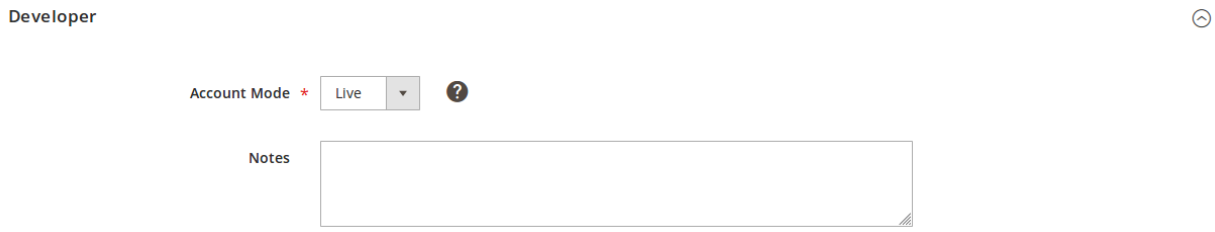
- The message **Credentials are valid** will appear.

Order Settings:

- Scroll down and click the **Order** section and it will expand as:



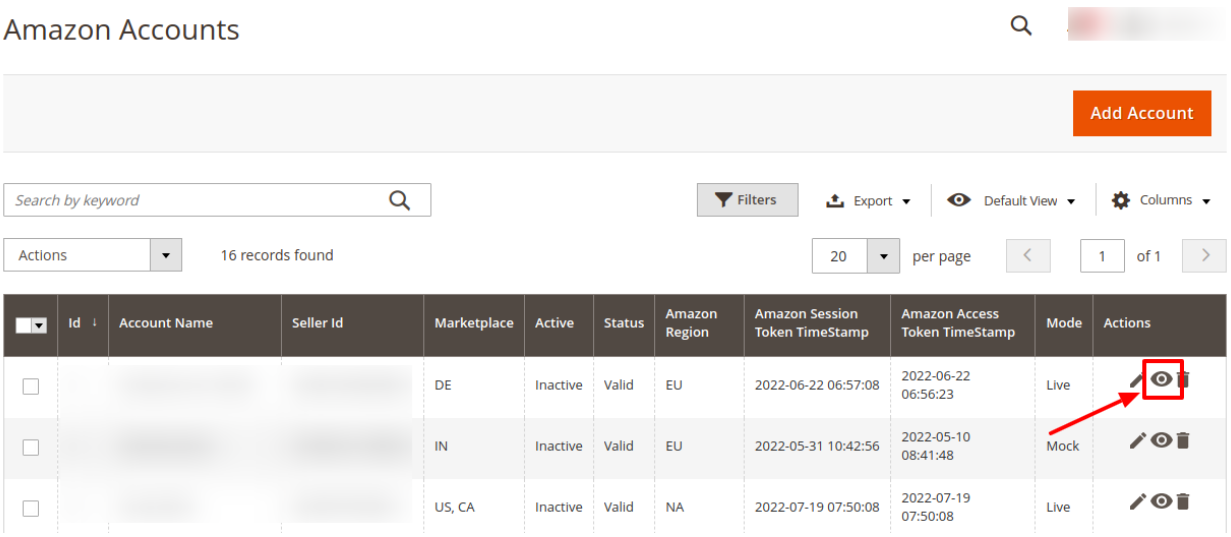
1. In **Order Section**, do the following steps:
    - In **Multi-Store**, select **Yes** for multiple stores.
    - In the **Default Store**, select the default Magento store view.
    - In the **Channel**, select the channel for order import.
    - The **Shipping Method** is automatically assigned.
    - The **Payment Method** is also automatically assigned.
2. Scroll down and click on **Developer** section and it will appear as:



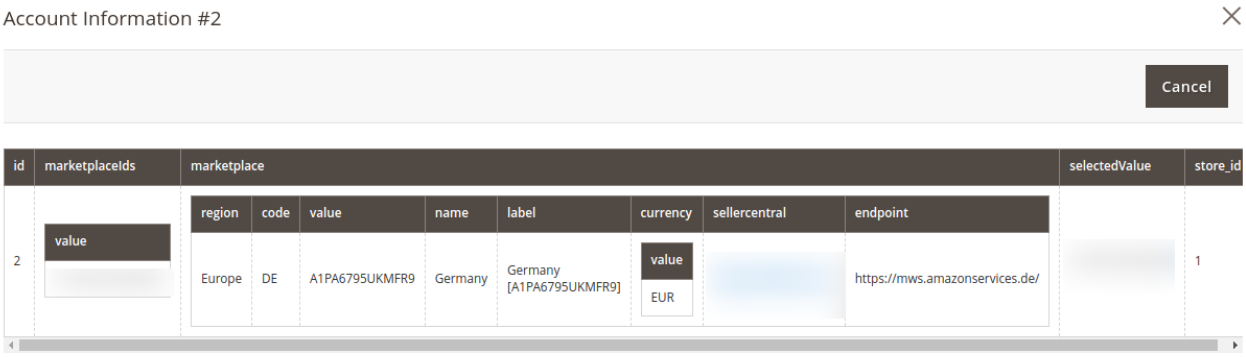
3. Select **Account Mode.**
4. Add **notes** if you want any.
5. Click on **Save** on the top right side of the page.
6. The account will be created.

To view the account,

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

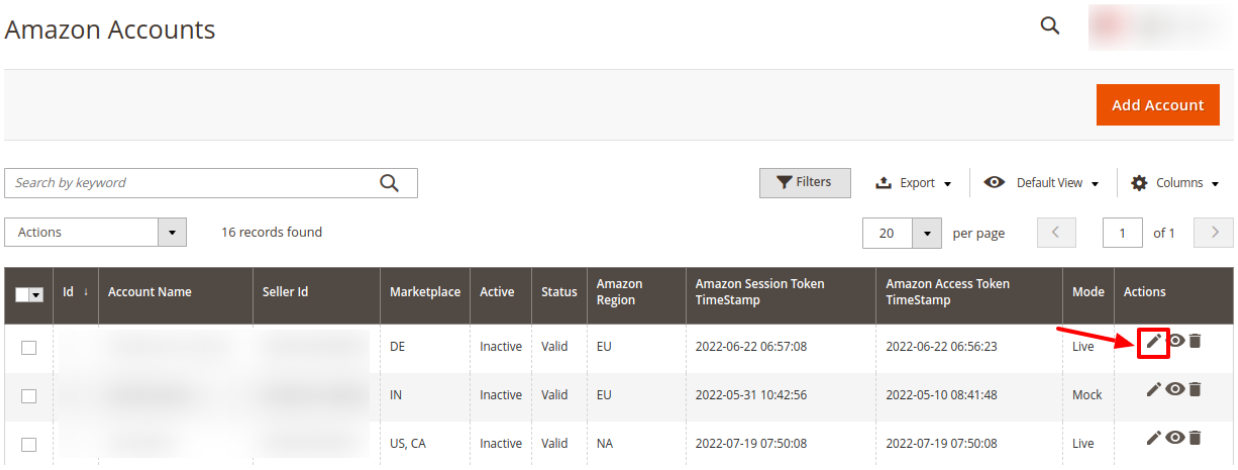


2. On clicking it, the details would appear on the page as shown:

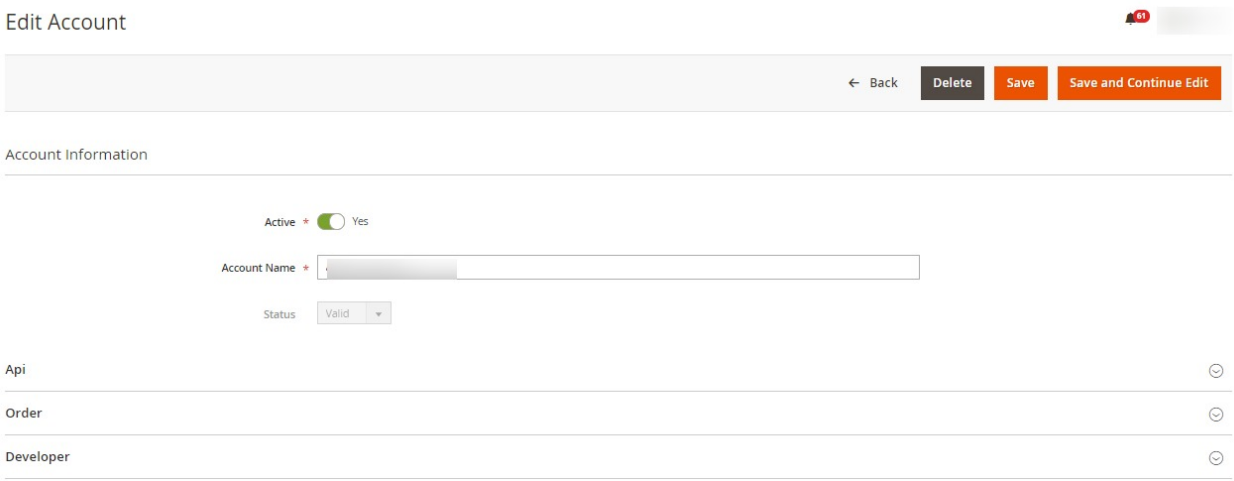


To edit the account,

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



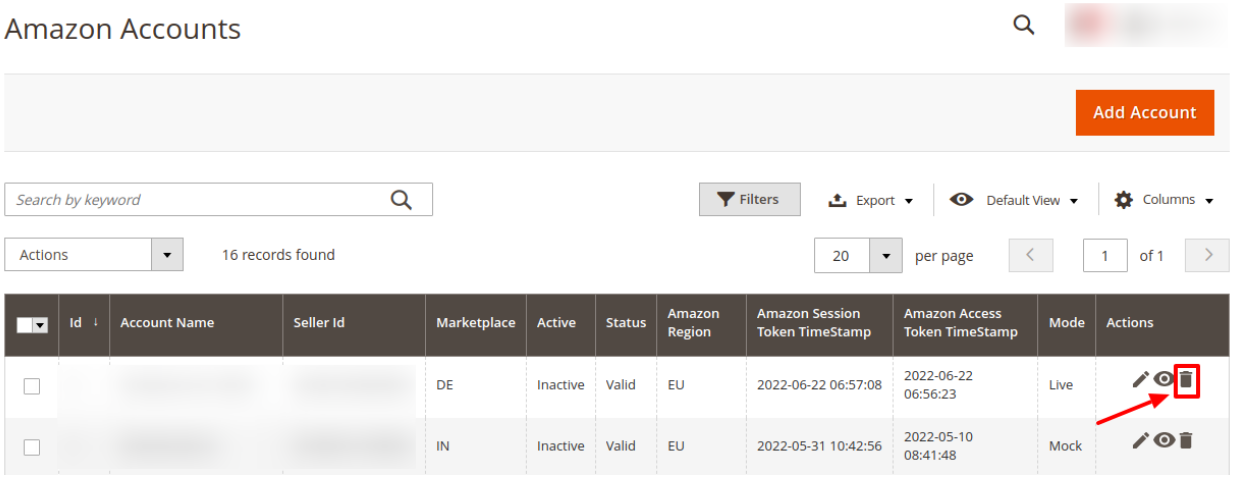
2. The page will appear as:



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

To delete the account,

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



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

5. Manage Amazon Profiles

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

To perform the tasks you can watch this video:

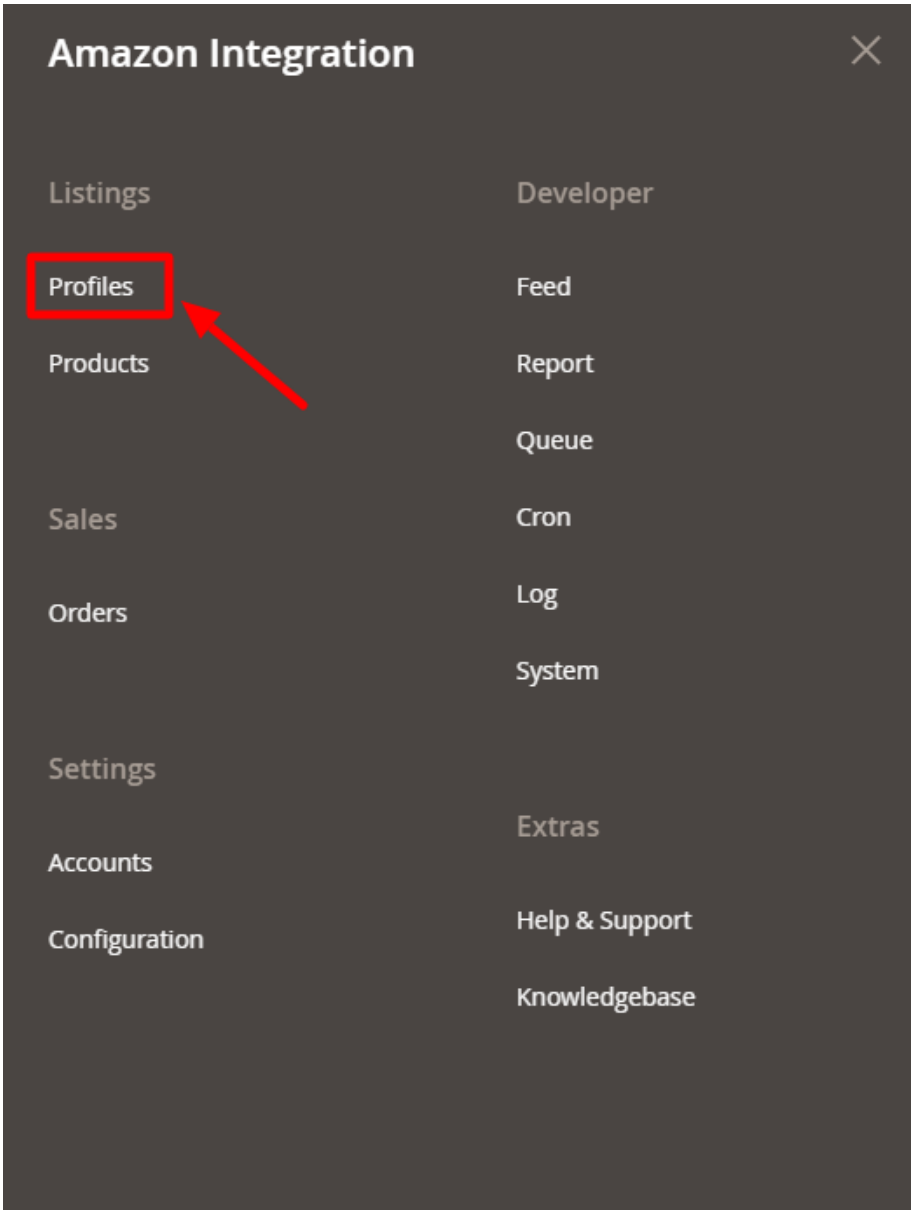
You can also read the following links to perform the different functions mentioned:

- Add new profile(https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=add-a-new-profile-29)
- Edit the existing profile(https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=edit-the-existing-profile-39)
- Upload profile products to Amazon(https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=upload-the-profile-products-on-amazon)
- Deleting profiles(https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=delete-the-profiles-19)
- Bulk Action on the Selected Profiles(https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=submit-bulk-action-on-the-selected-profiles-7)

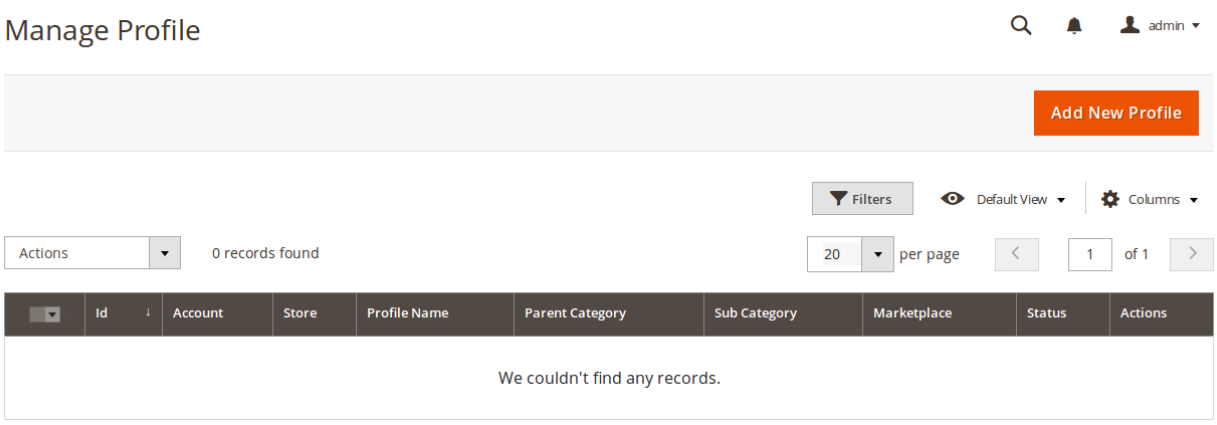
5.1. Add a New Profile

To add a new profile

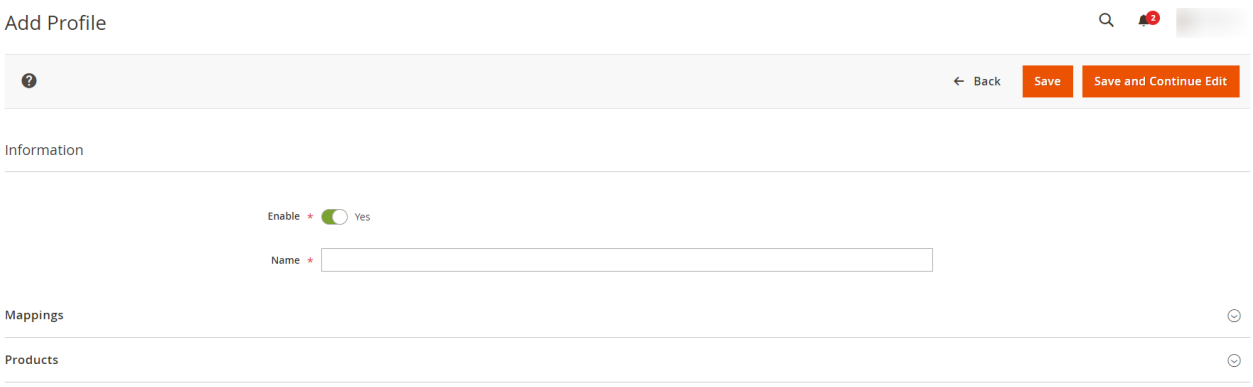
1. Go to the **Magento 2 Store Admin**
2. On the left navigation bar, click the **AMAZON INTEGRATION**
   A menu appears as shown in the following figure:



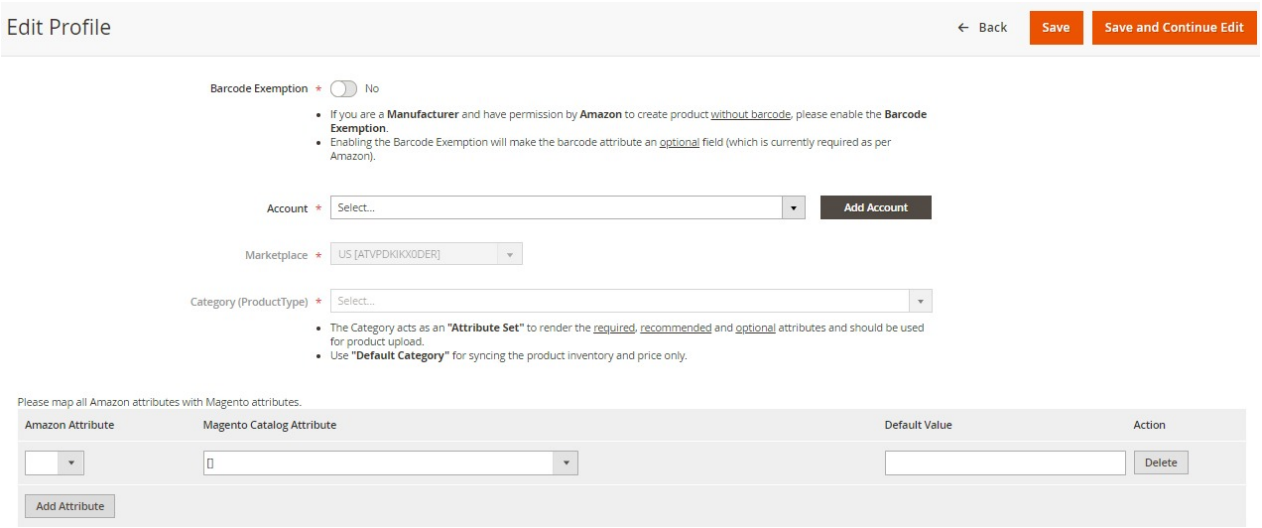
3. Click on **Profiles**.
   The **Manage Profile** page appears as shown in the following figure:



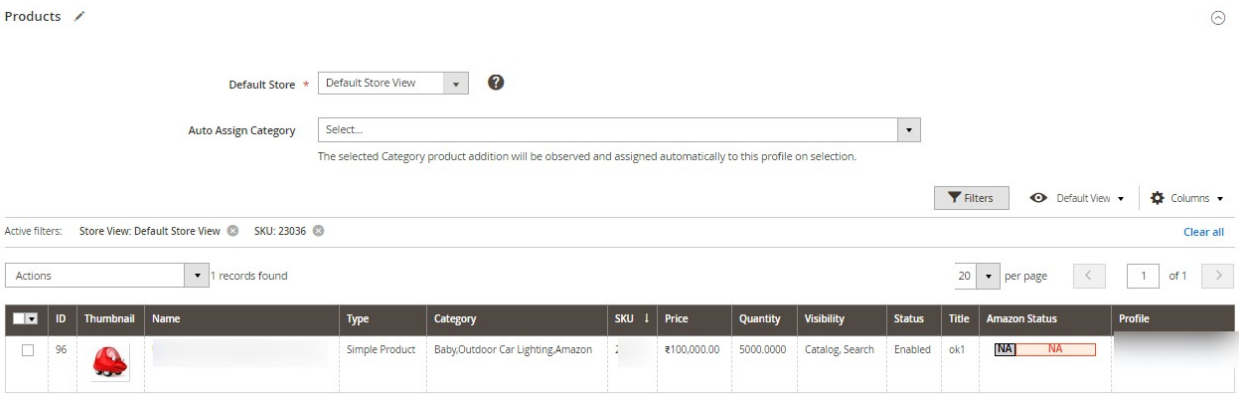
4. Click the **Add New Profile**
   The **New Profile** page appears as shown in the following figure:



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



7. Under the **Mappings** section, do the following steps:
    - In **Barcode Exemption**, select **Yes** if you have permission from Amazon to upload products without barcode for your Brand.
    - In **Account**, select the account.
    - In **Marketplaces**, the marketplace will be automatically selected.
    - In **Category**, select the product category.
        - Select 'Default Category' as amazon category if products are already present in amazon either in your account or in any other seller's account.
        - Select the relevant Amazon category if you are going to upload a new product to Amazon.
    - Now map the attributes. You may also add attributes by clicking on the **Add Attribute** button.
8. Scroll down to **Products** and the section will appear as:

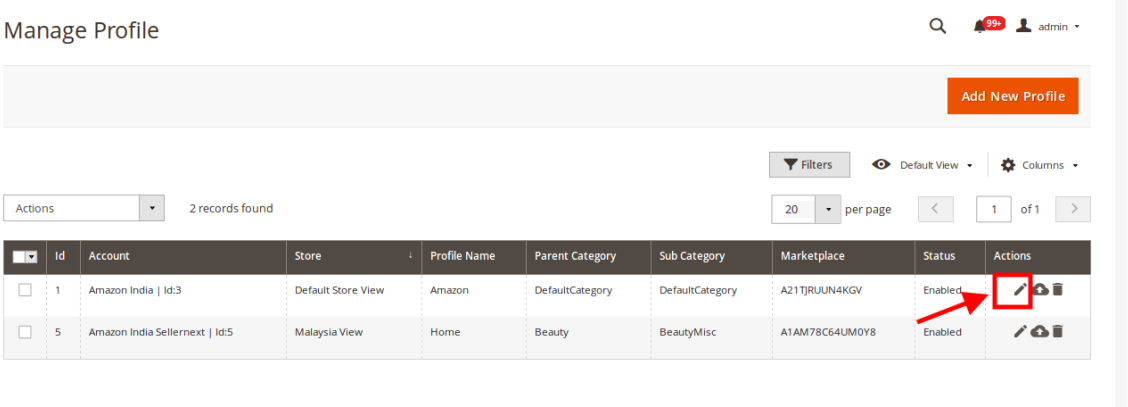


9. In the **Default Store**, select the Magento store from where you want product details to be updated on Amazon.
10. In **Auto Assign Category**, select the Magento category, whenever a new product is created in that category, that product will automatically assign to this profile. Enable 'Auto Add Product On Profile' setting from the configuration for this.
11. Click **Save** on the top right side of the page.
    The profile will be created.

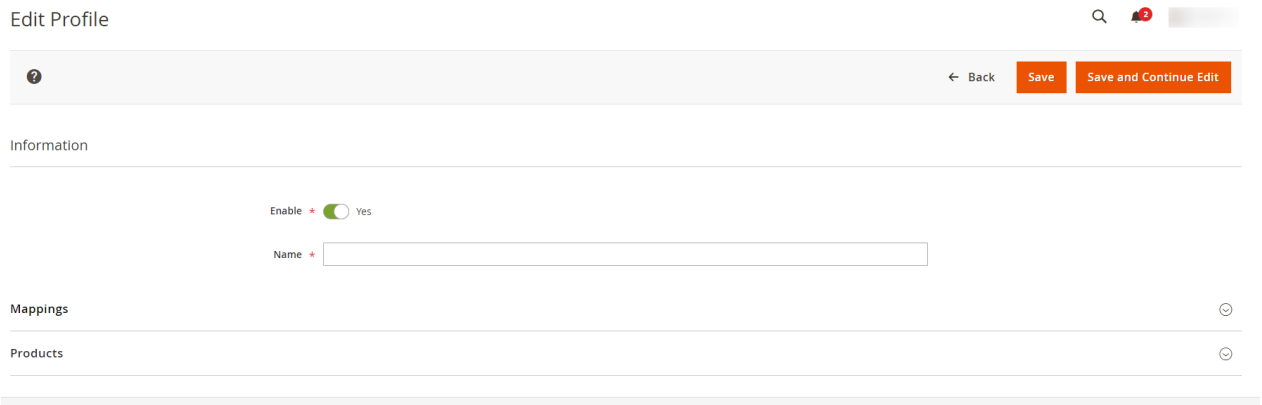
5.2. Edit the Existing Profile

To edit the existing profile

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



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

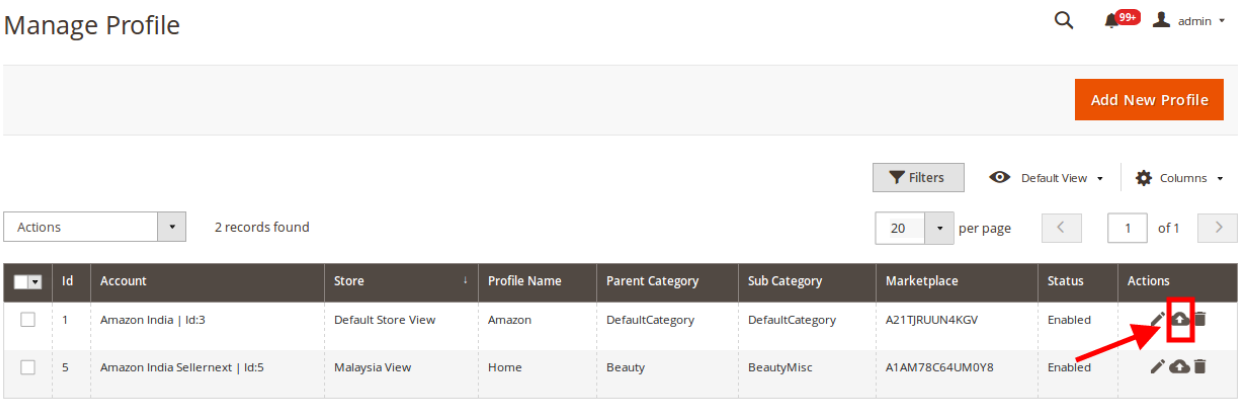


5. Click the required section, and then make the changes as per requirement in the respective section.
6. Click the **Save** button.
   The edited profile is saved and the success message appears on the **Manage Profile** page.

5.3. Upload the profile products on Amazon

To upload the profile products

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

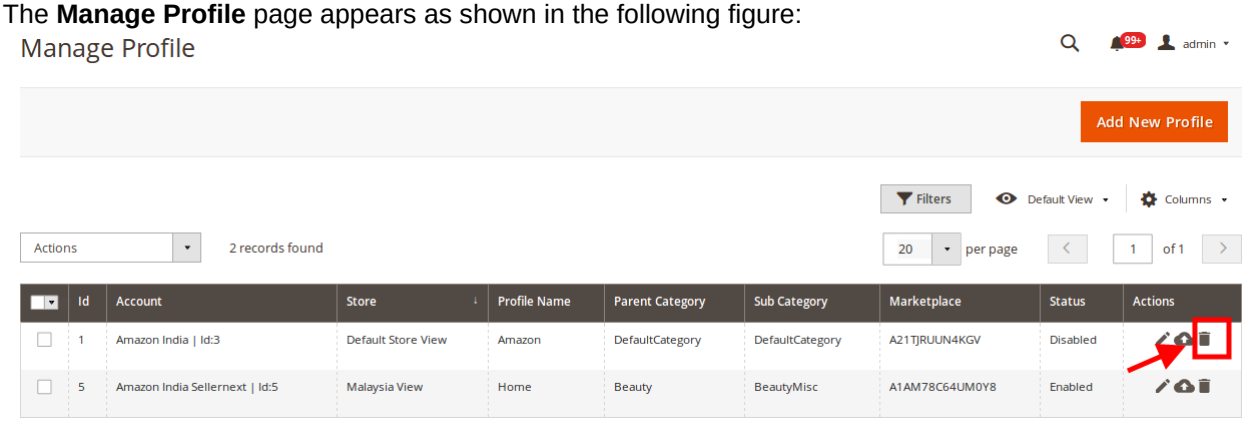


3. Scroll down to the required profile row.
4. In the **Action** column of the respective row, click the **Upload** button as highlighted in the above image. You will be navigated to the **Amazon Product Listing** page from where you may take necessary actions.

5.4. Delete the Profiles

To delete a profile

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



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

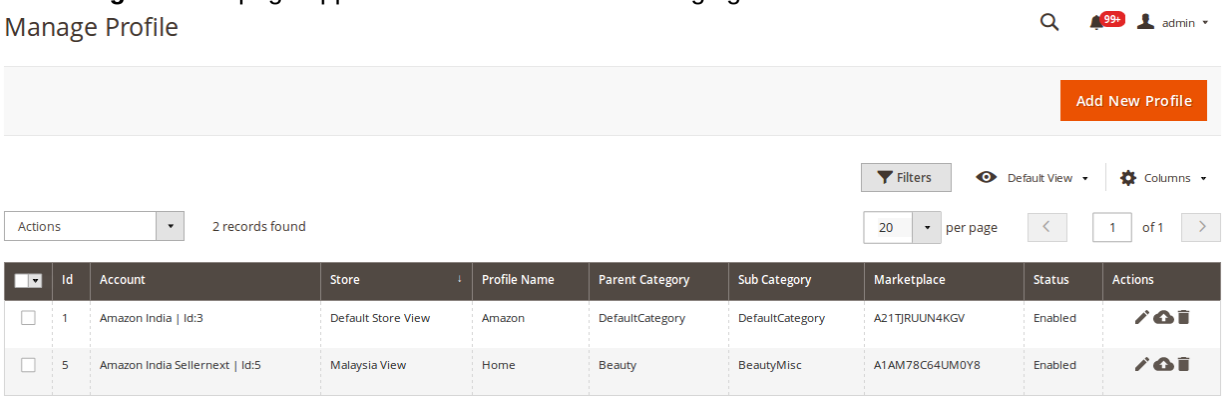
5.5. Submit Bulk Action on the Selected Profiles

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

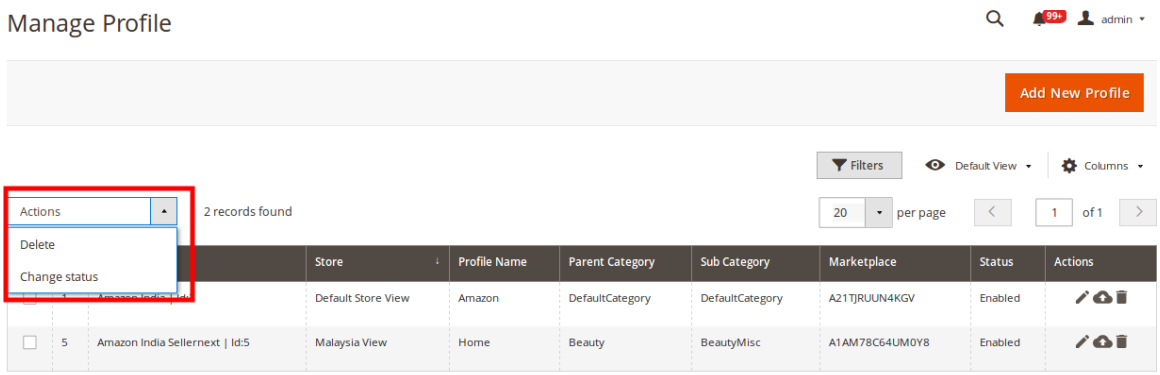
To submit the selected action on the selected profiles in Bulk

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

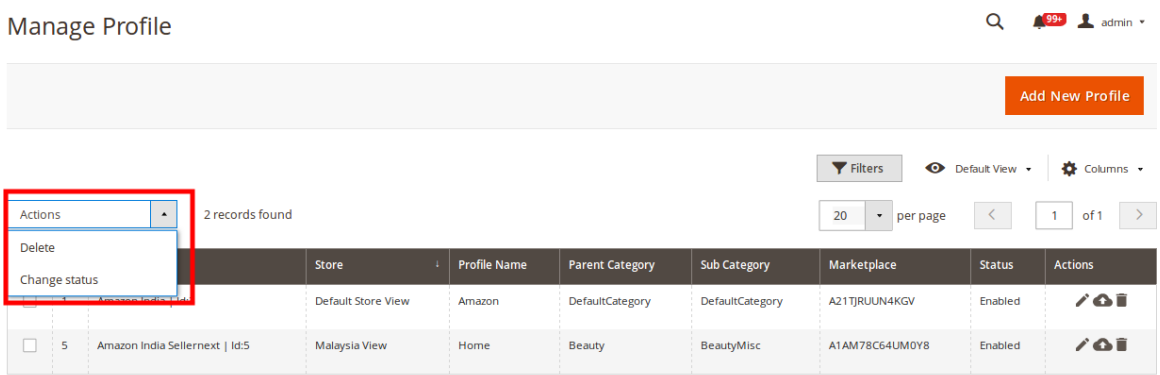
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu, and then click **Profile Manager**.
   The **Manage Profile** page appears as shown in the following figure:



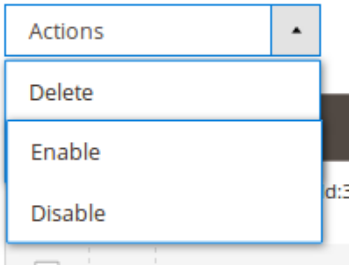
   On this page, all the available profiles are listed.
3. *To delete the selected profiles*, do the following steps:
   a. Select the profiles those are no more required.
   b. Click the **Arrow** button next to the **Actions** field.
      The **Actions** list appear as shown in the following figure:



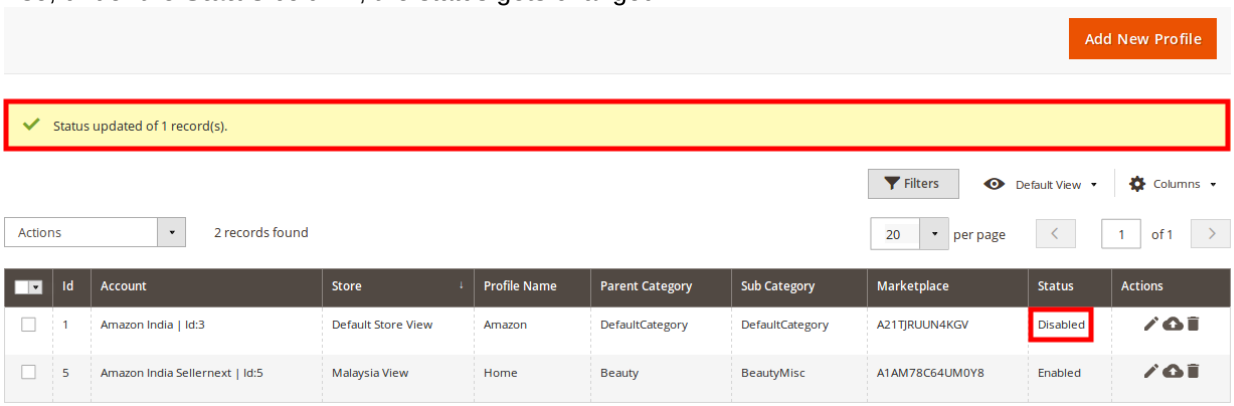
   c. Click the **Delete** option.
      A confirmation dialog box appears.
   d. Click the **OK** button.
      The selected profiles are deleted.
4. *To change the status of the selected profiles*, do the following steps:
   a. Select the required profiles.
   b. Click the **Arrow** button next to the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



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



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



6. Amazon Product Listing

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

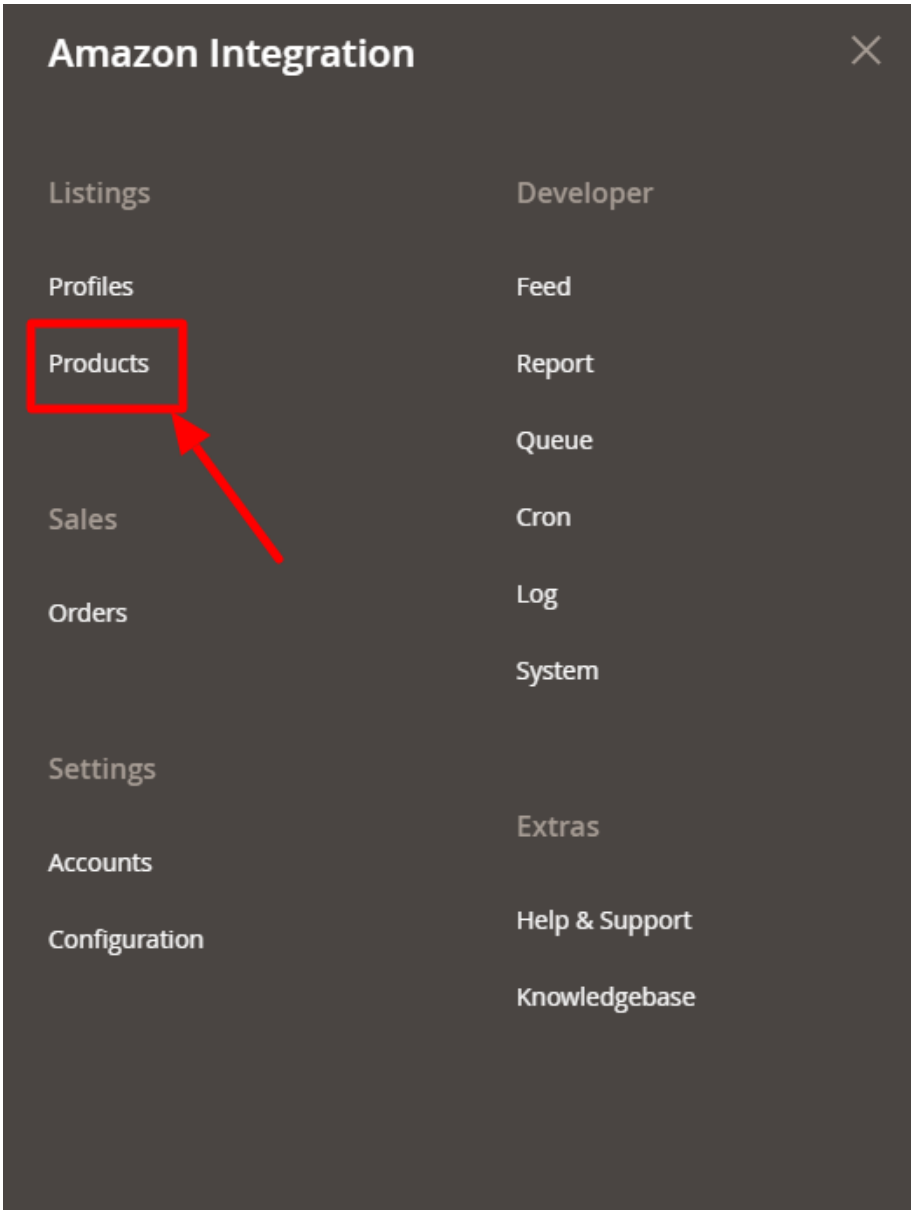
This section covers the following topics:

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

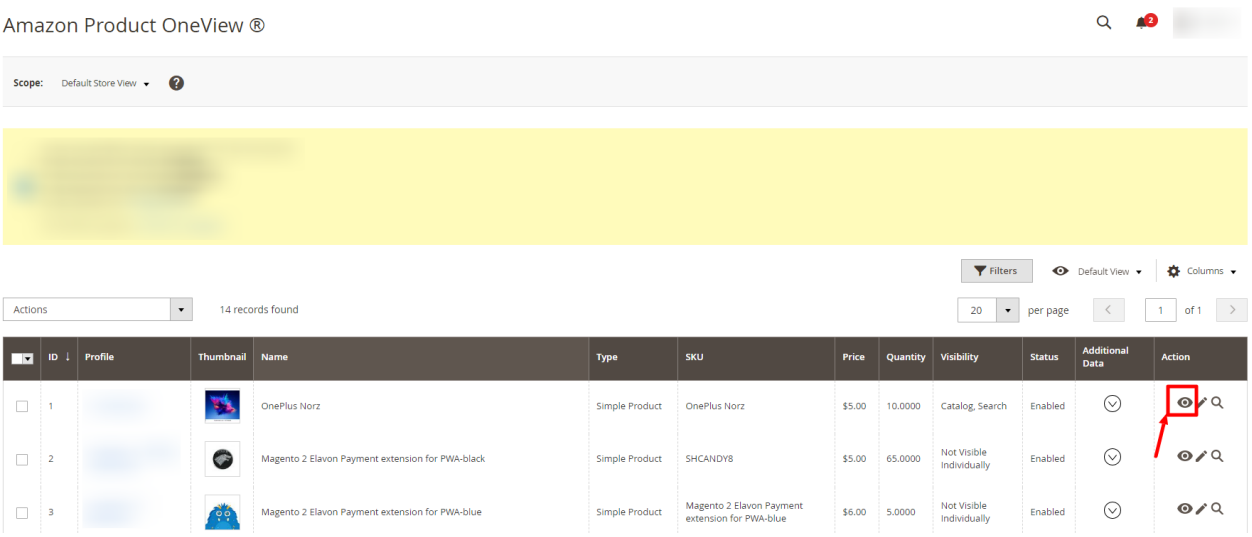
6.1. View the Product Details

To view the product details

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



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



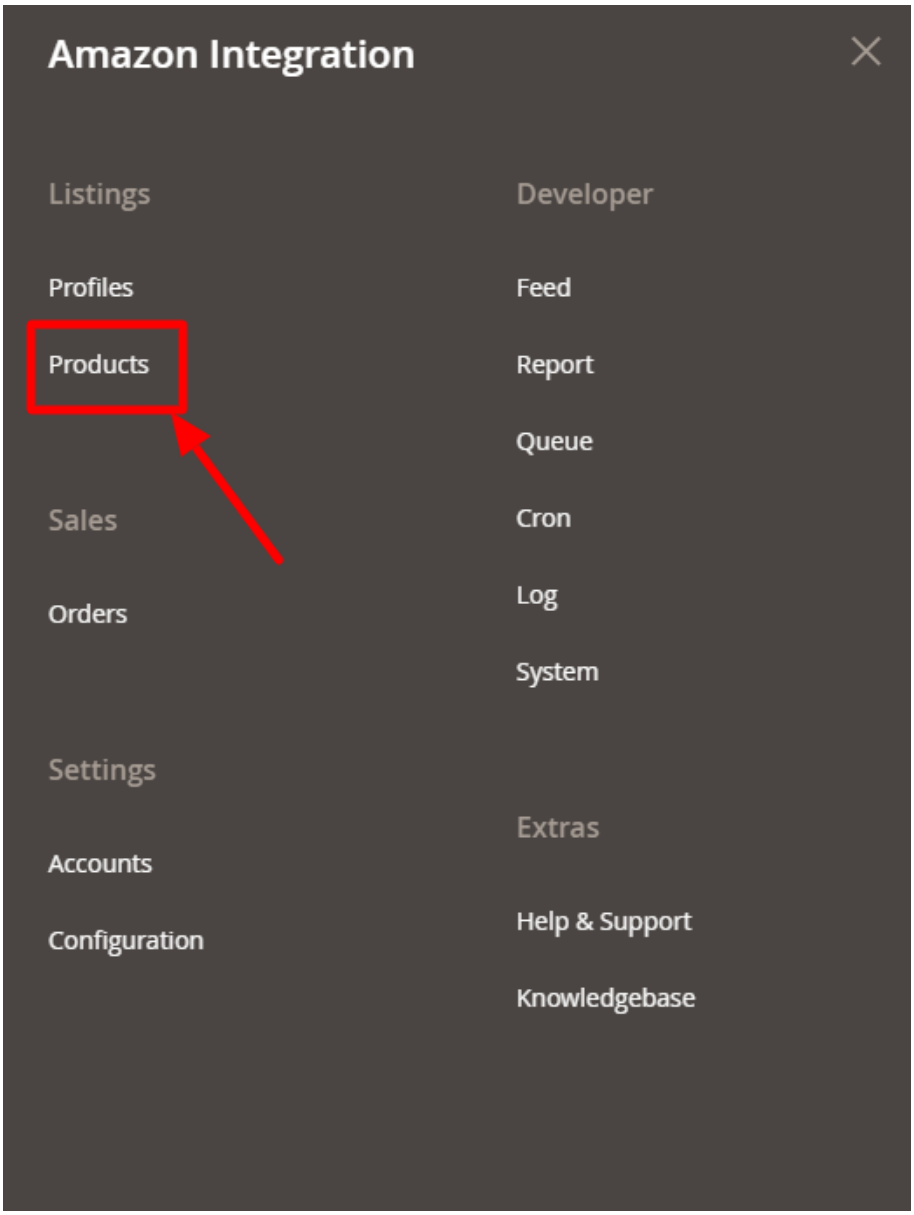
4. Scroll down to the required product row.
5. In the **Action** column of the respective row, click the **View**

   icon.
   A page appears where the user can view all the product-related details present on Amazon. If that SKU is not present on amazon, then it will show an error message.
6. Click the **Cancel** button to close the page.

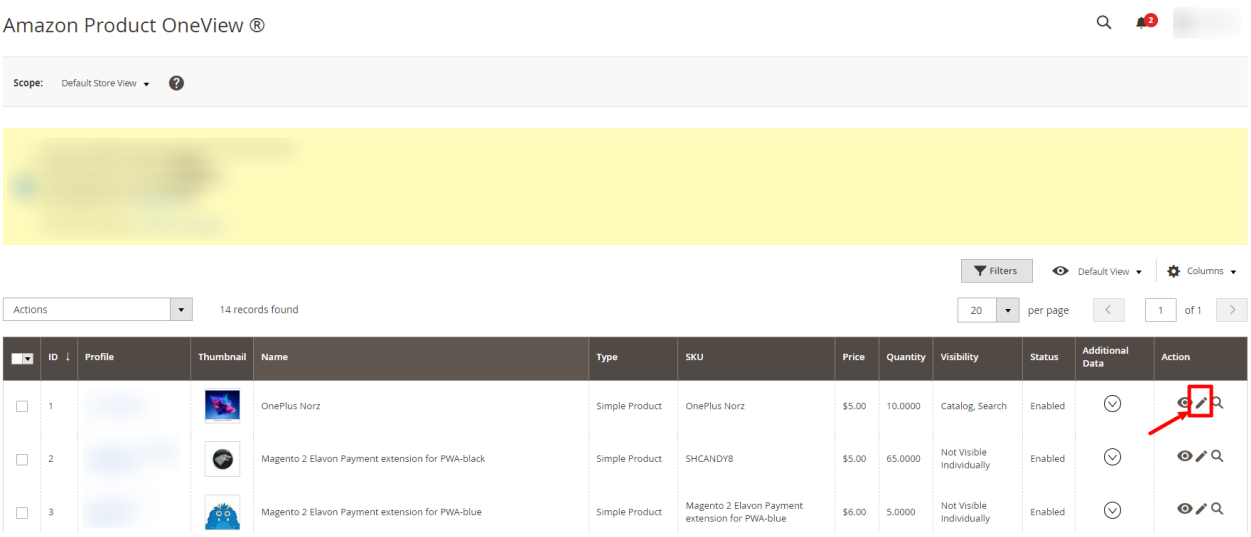
6.2. Edit the Amazon Products

To edit the Amazon product details

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

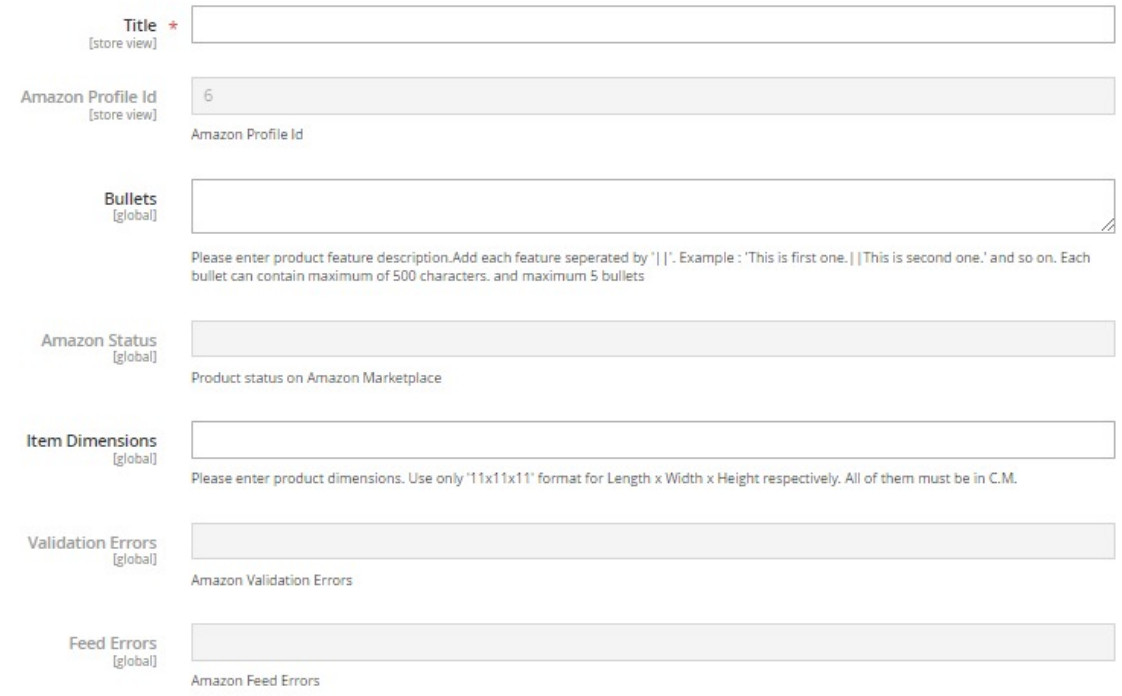


3. Click on **Products**.
   The **Amazon Products Listing** page appears as shown in the following figure:



4. Scroll down to the required product row to edit the product or view the existing Amazon product details.
5. In the **Action** column of the respective row, click the **Edit**

   icon.
   The product editing page appears.
6. Scroll down to the **Amazon** tab, and then click the tab.
   The tab is expanded and the expanded section appears as shown in the following figure:

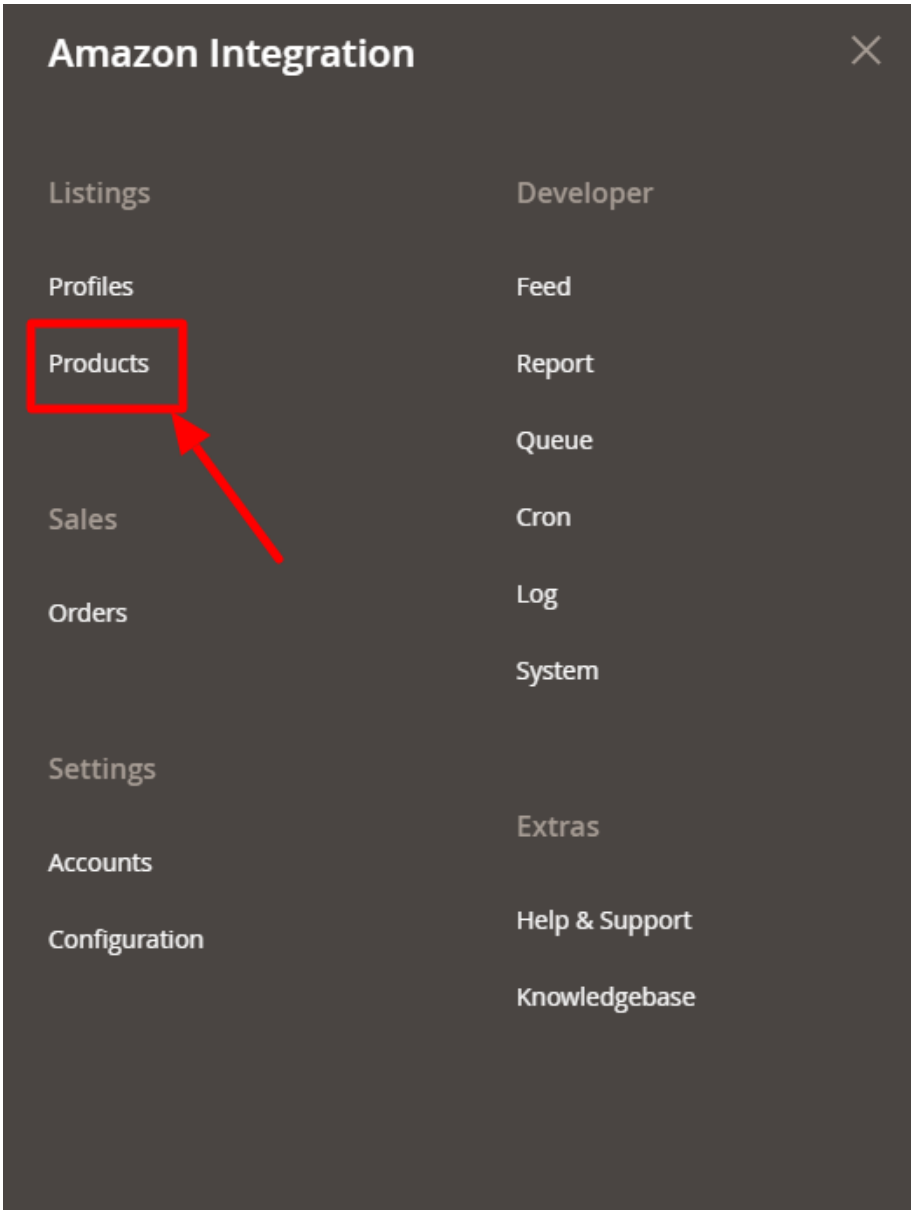


7. Enter the required information or edit the values in the required fields, and then click the **Save** button.
   The changes are saved and the success message appears on the **Amazon Product Listing** page.

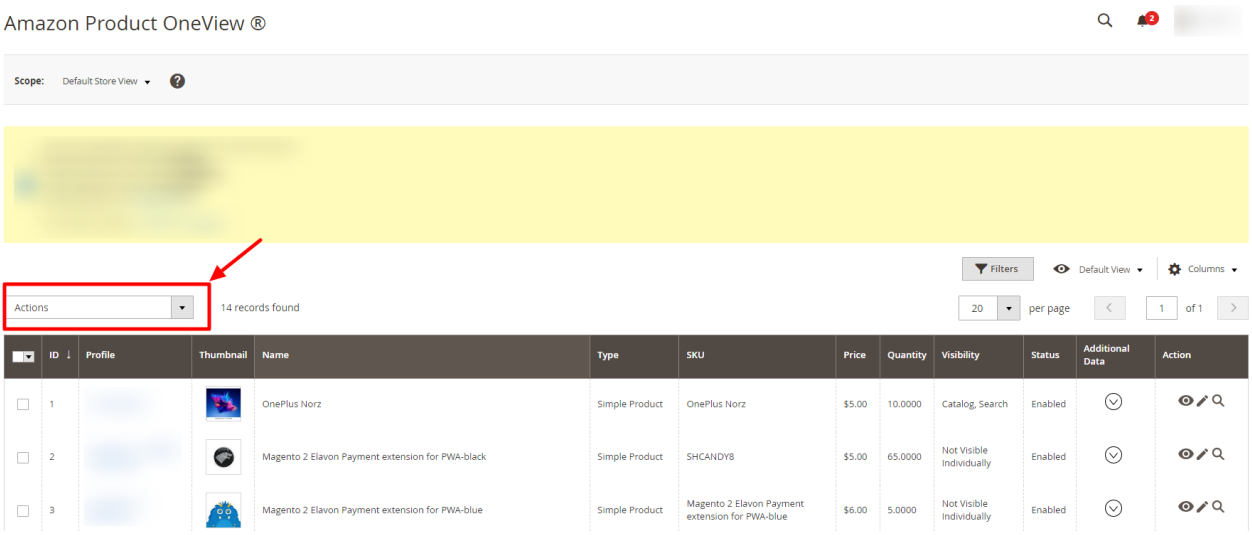
6.3. Submit Bulk Action on the Selected Products

To submit the selected bulk action on the selected products

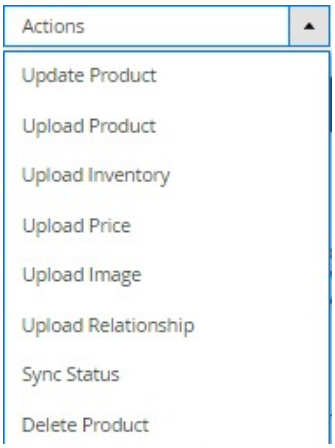
1. Go to the **Magento 2 Store Admin**
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
   A menu appears as shown in the following figure:



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



4. In the **Actions** list, click the arrow button.
   A list appears as shown in the figure:



5. Select the checkboxes associated with the required products.
6. To update products, click on the **Update Product**. Selected Products will be updated.
7. To upload products, click on the **Upload Product**. Selected products will be uploaded.
8. To upload inventory, click on **Upload Inventory**. The inventory will be uploaded.
9. To upload price, click on **Upload Price**. The price for selected products will be uploaded.
10. To upload images, click on **Upload Image**. The image for selected products will be uploaded.
11. To upload a relationship, click on **Upload Relationship**. The relationship for selected products will be uploaded.
12. To synchronize status, click on **Sync Status**. The status of selected products will be synced.
13. To delete products, click on **Delete Product**. The selected products will be deleted.

7. Manage Amazon Orders

To manage Amazon orders you can refer to this video:

Or you can also read here to manage the Amazon orders:

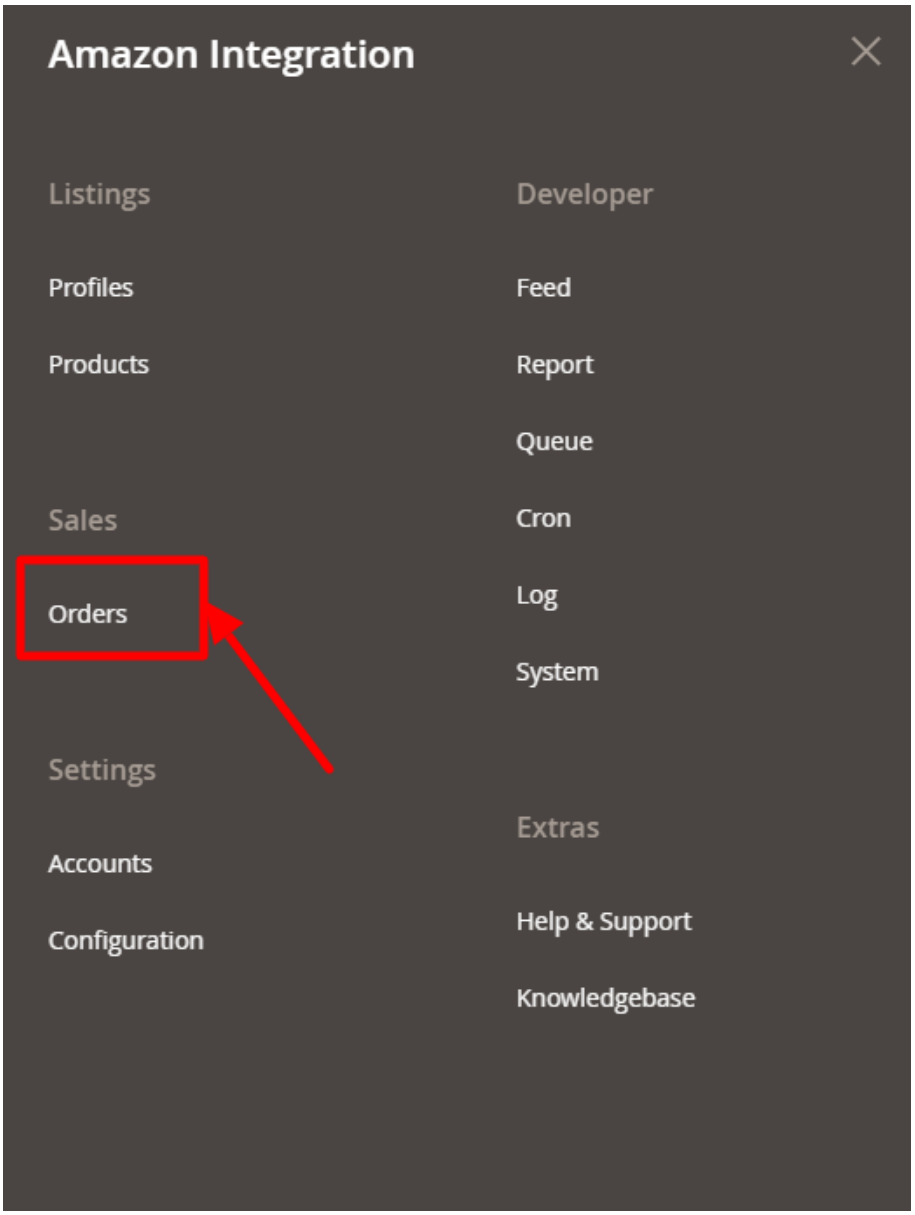
- Fetch, View, Ship, and delete the Amazon Orders(https://docs.cedcommerce.com/magento-2/amazon-integration-magento-2-user-guide/?section=ship-and-delete-the-amazon-orders)

7.1. Ship and Delete the Amazon Orders

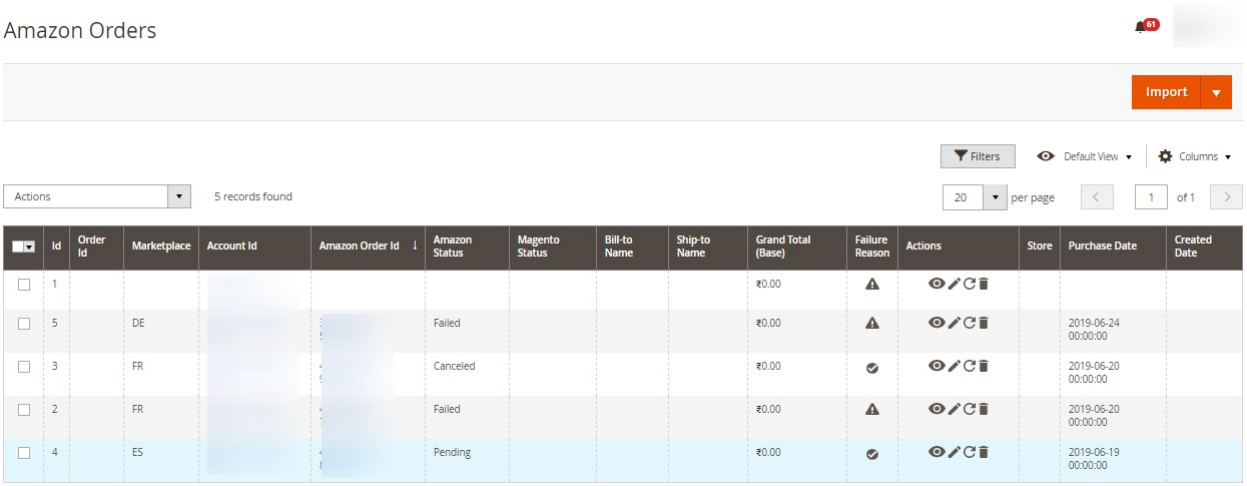
The Magento 2 store owners can fetch the new orders and view all the order details fetched from Amazon. They can also ship the required orders and can delete the orders those are no more required.

To fetch and view new orders

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



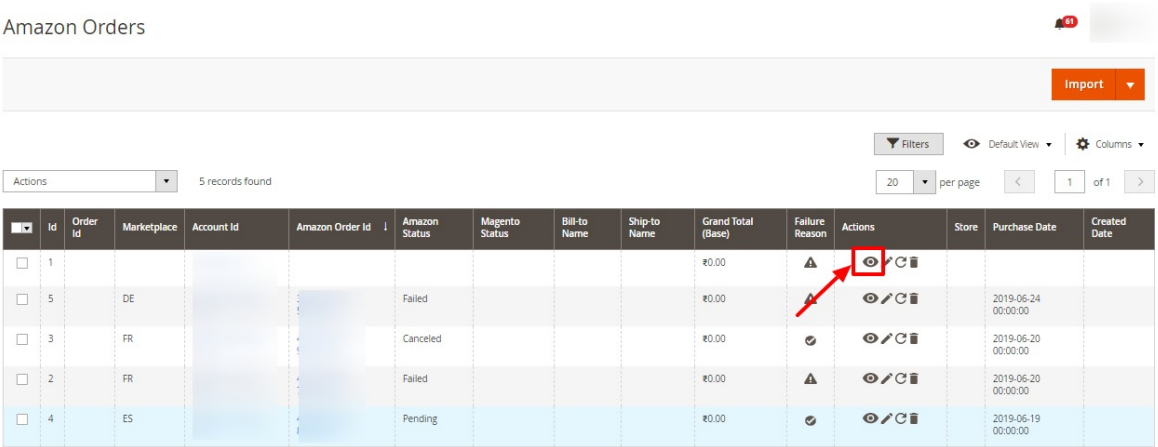
3. Click on **Orders**.
   The **Manage Amazon Orders** page appears as shown in the following figure:



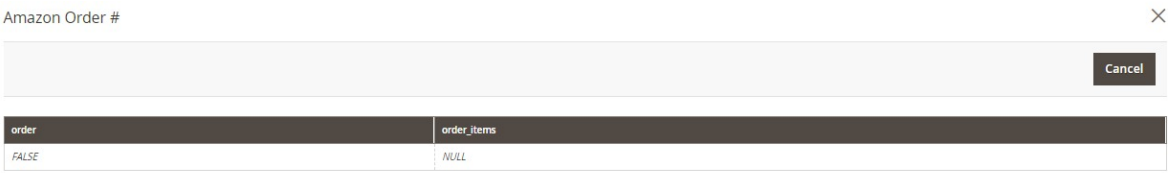
4. Click the **Import Orders** button.
   If the order is imported successfully then, a new record is found in the Orders Grid table as shown in the figure.
   Notes:

   - Orders are automatically imported through CRON every 10 minutes.
   - Whenever the latest orders are imported from Amazon, a Notification appears in the notification area of the Admin panel for those orders and they are Auto-Acknowledged as soon as they are imported in the Magento 2 store admin panel.
   - If no order is imported, then check the Failed orders listed on the **Amazon Failed Order** page.
   - Order is auto-rejected on Amazon in the following conditions:
     - When Amazon Product SKU does not exist in Magento 2 store.
     - When Product is Out of Stock in Magento 2 store.
     - When a product is disabled in Magento 2 store.

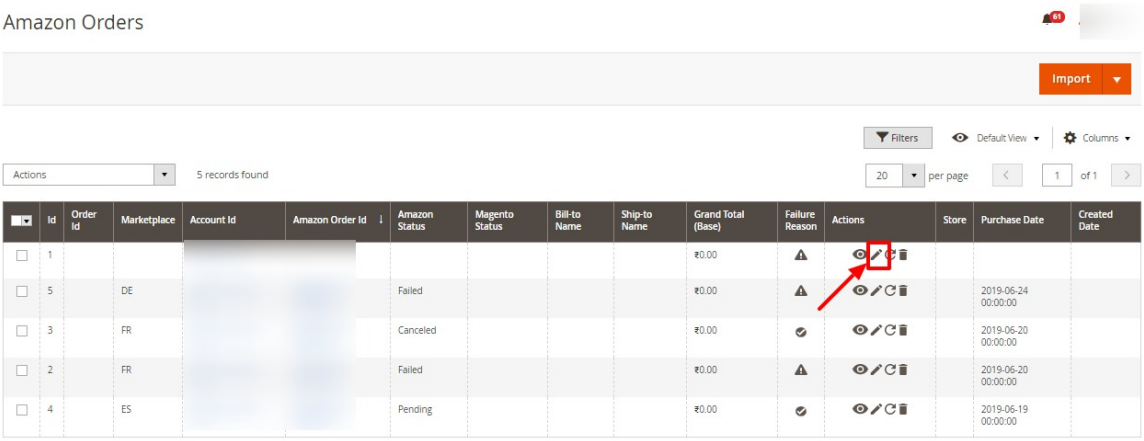
5. **To View the Amazon order, do the following steps:**
   a. Scroll down to the required order row.
   b. In Actions column of the respective row, click the **View** icon.



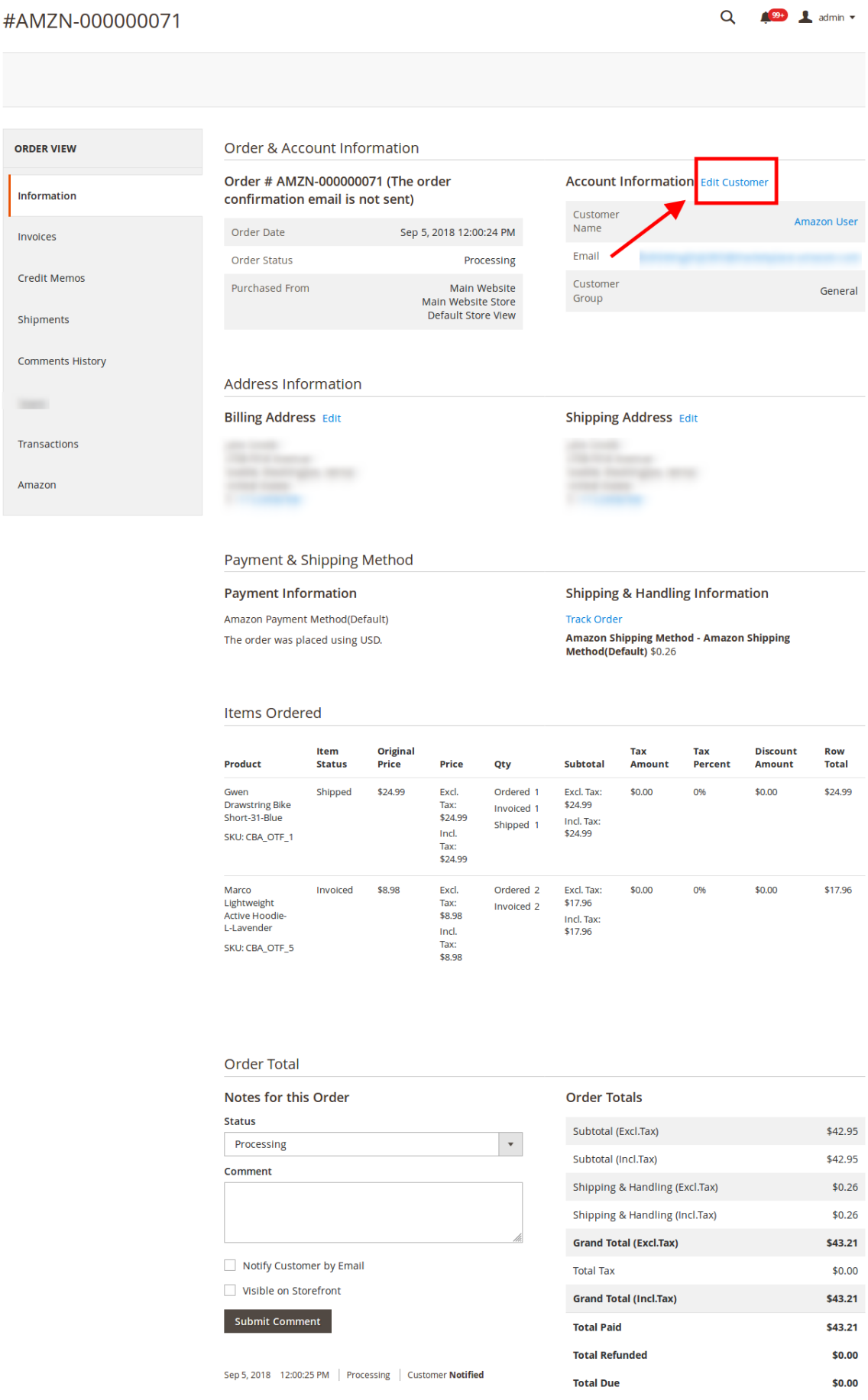
The specific order appears as shown:



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

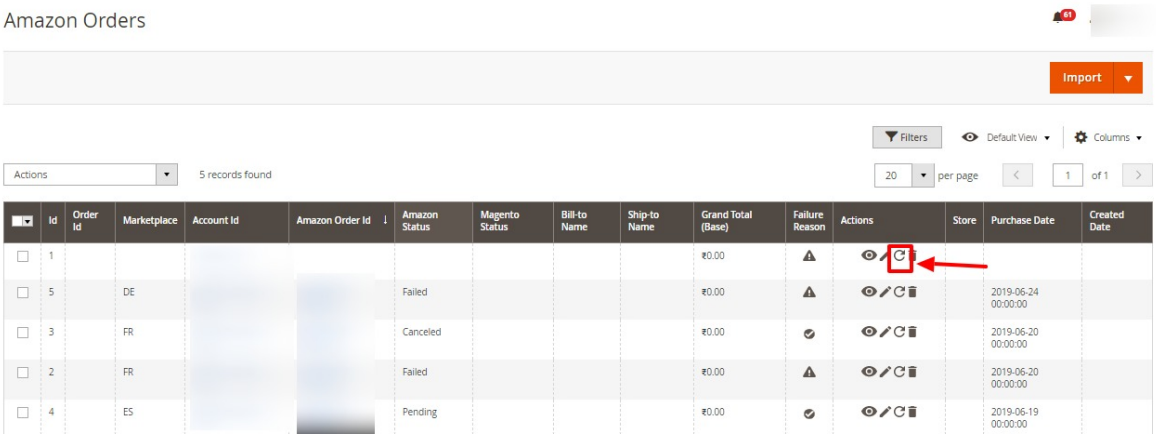


The order gets opened to be edited as shown below:


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

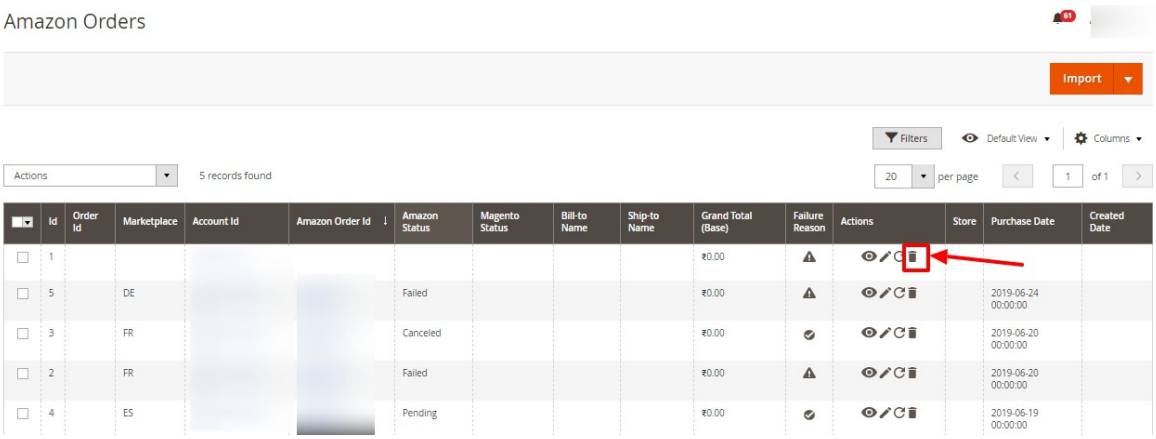
c. You may edit the customer details by clicking on the **Edit Customer** button highlighted in the above image. Similarly, you may edit the **Address Information** under the corresponding field.

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



The specific order is synchronized and a success message appears.

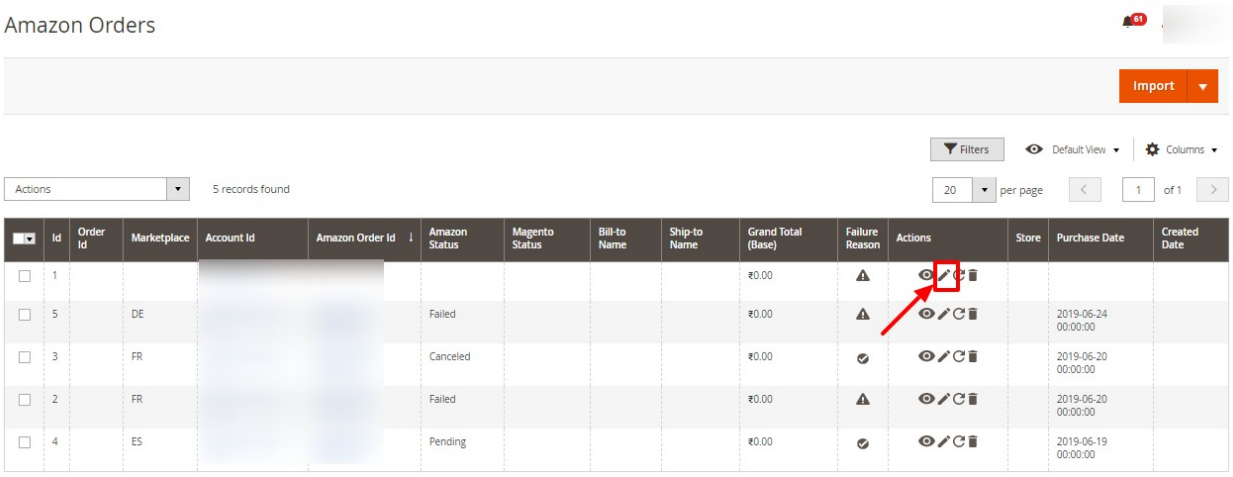
8. **To delete the Amazon order, do the following steps:**
   a. Scroll down to the required order row.
   b. In the Actions column of the respective row, click the **Delete** icon.



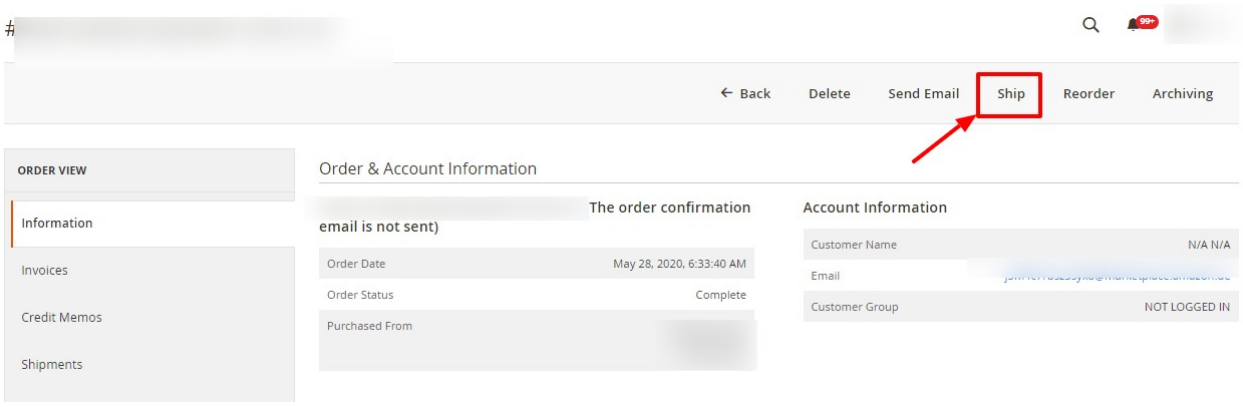
The specific order is synchronized and a success message appears.

To ship the Amazon order

1. Go to the Amazon Orders Grid.
2. In the **Action** column of the respective row, click the **Edit** icon.



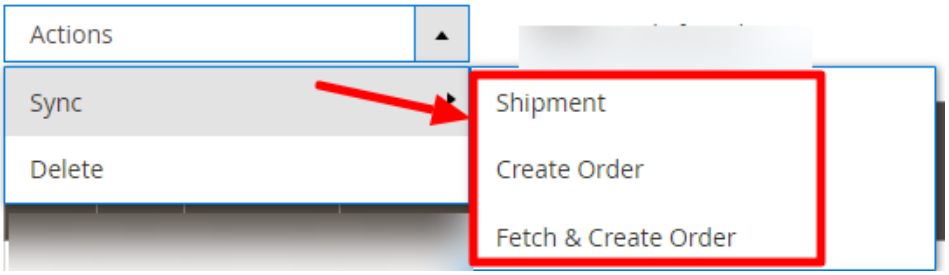
3. You will be navigated to the Amazon Order Information Page. Click on Ship.



4. Do the Shipment from the navigated panel. The shipped orders will be synced with the crons.

To perform actions in bulk

1. To **Sync** the *selected* Amazon *orders in bulk*, do the following steps:
    - Select the checkboxes associated with the orders that you want to sync.
    - Click the **Arrow** button next to the **Actions** list.
    - Click on **Sync**. The menu further expands as shown below:



    - To synchronise the shipment of the orders, click on **Shipment**.
    - To create an order again if the order is failed, click on Create Order.
    - Click on Fetch & Create Order, to run the API call again and create the order.
2. *To **delete** the selected* Amazon *orders in bulk*, do the following steps:

- Select the checkboxes associated with the orders those are no more required.
- Click the **Arrow** button next to the **Actions** list.
  A menu appears as shown in the following figure:

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

8. How to Upload a Product

Complete product upload steps is like this:

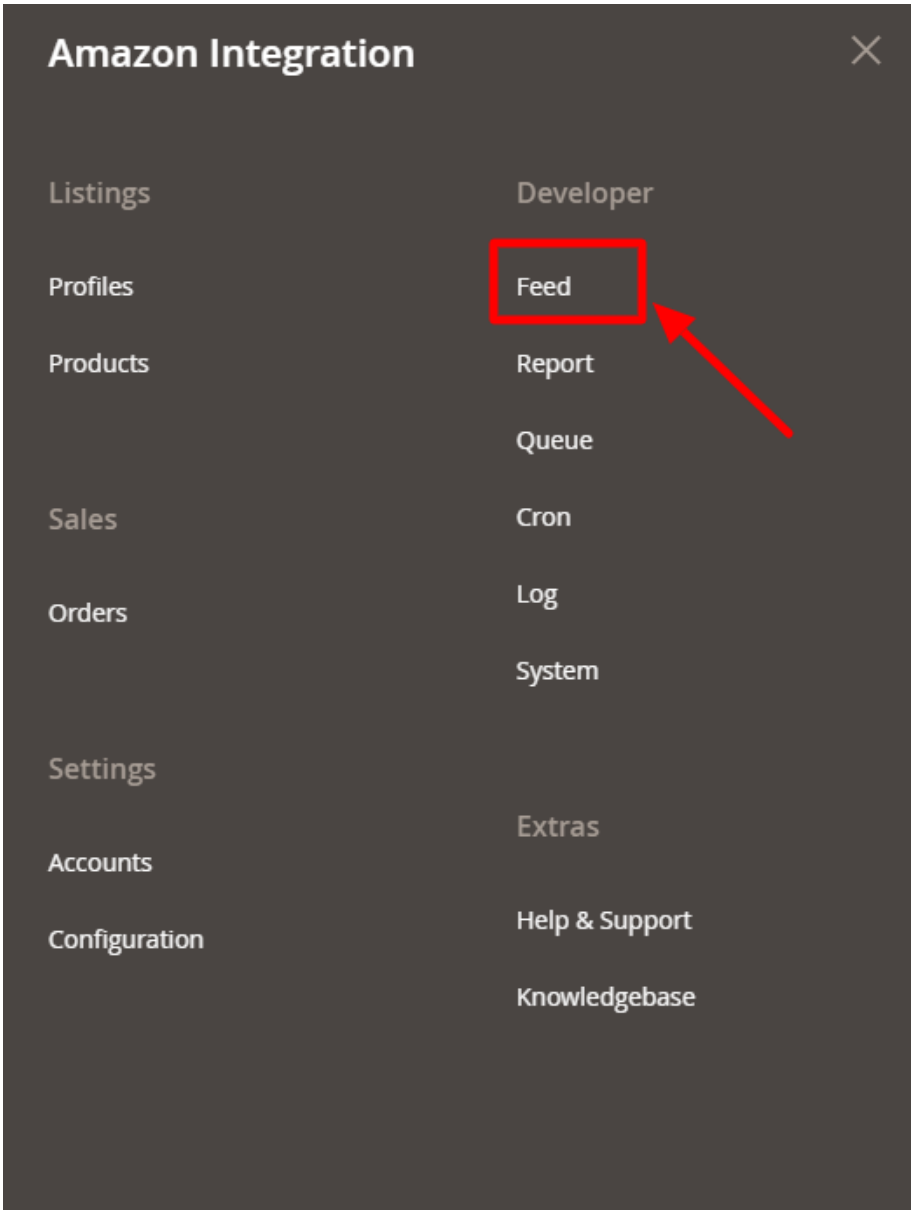
1. If you are uploading a new product
   - Create a profile and select relevant amazon category, do attribute mapping, assign products, then save
   - Go to Amazon products and upload in this sequence:
     - upload product
     - upload relationship (if the product is configurable)
     - upload image
     - upload qty
     - upload price
2. If the product is already present in your account (assuming SKU is same)
   - Create a profile and select ‘Default category’ as amazon category, do attribute mapping, assign products, then save
     - upload qty and price from Amazon-> products grid
3. If the product is present in Amazon but not in your account (SKU and barcode(UPC or EAN or ASIN) should be present in Magento)
   - Create a profile and select ‘Default category’ as amazon category, do attribute mapping, assign products , then save
     - upload product (it will add to your account)
     - upload price
     - upload qty

9. Amazon Feeds

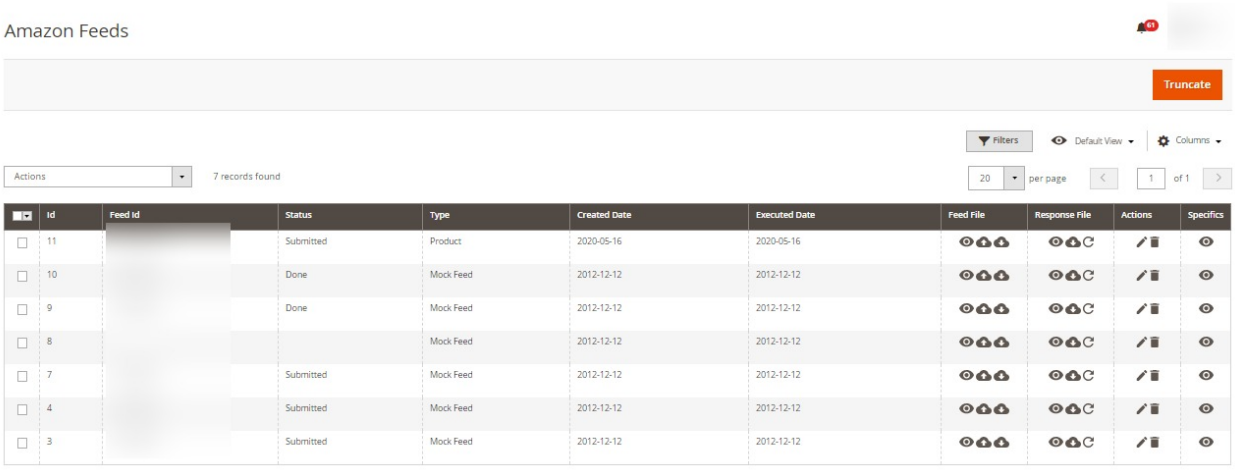
After uploading the product on Amazon or after updating the product inventory or the product price, the user can check the status of the feed and sync the selected feeds from the **Amazon Feeds** page.

To view and manage the product feeds

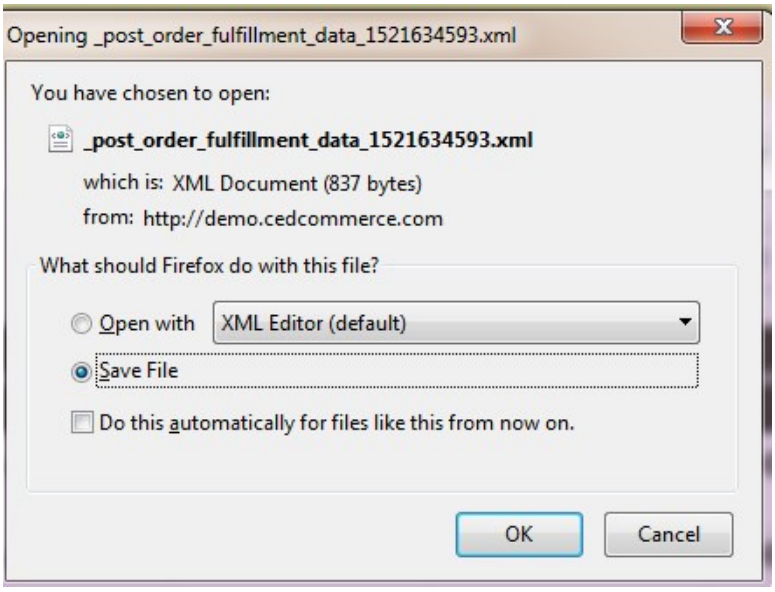
1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
   The menu appears as shown in the following figure:



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



4. Do the following tasks if required:
    a. View the status of the feed in the **Status** column.
    b. *To view the **Feed File***, do the following steps:
        i. Scroll down to the required row.
        ii. In the **Feed File** column of the respective row, click the **View Feed file** icon.
        The page appears as shown in the following figure:
    c. *To download the **Feed File***, do the following steps:
        i. *Scroll* down to the required row.
        ii. In the **Feed File** column of the respective row, click the **Download file** icon.
        A dialog box appears as shown in the following figure:



        iii. Click to select the required option to Save the file, and then click the **OK** button.
    d. *To resend the specific feed*, do the following steps:

i. *Scroll* down to the required row.
ii. In the **Feed File** column of the respective row, click the **Upload**

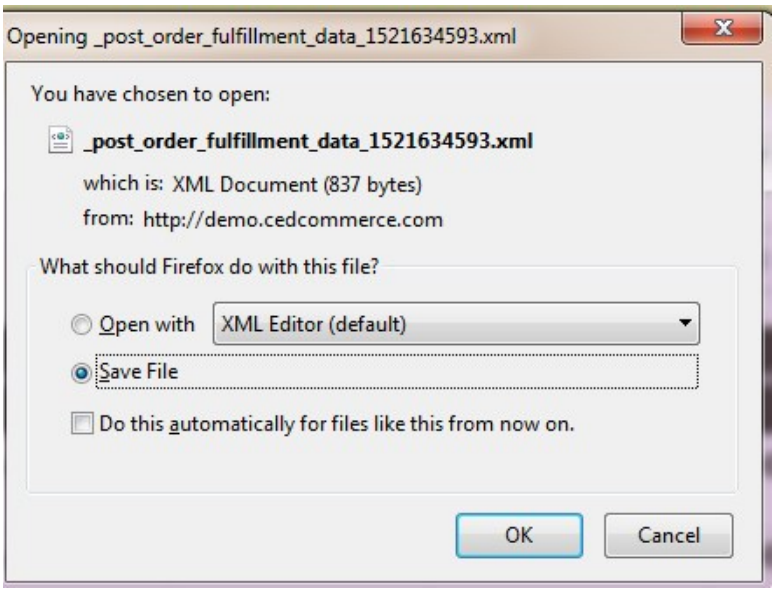
icon.
A message appears as shown in the following figure:

e. *To view the Feed response*, do the following steps:
i. Scroll down to the required row.
ii. In the **Response** column of the respective row, click the **View Feed Response**

icon.
The page appears as shown in the following figure:

f. *To download the **Response File***, do the following steps:
i. *Scroll* down to the required row.
ii. In the **Response File** column of the respective row, click the **Download file**

icon.
A dialog box appears as shown in the following figure:

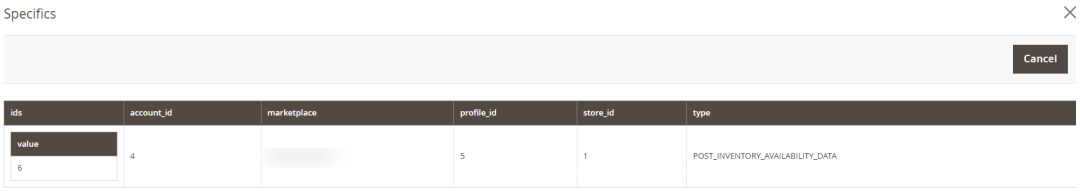


iii. Click to select the required option to Save the file, and then click the **OK** button.

g. *To synchronize the specific feed between Amazon and Magento 2*, do the following steps:
   i. Scroll down to the required row.
   ii. In the **Response** column of the respective row, click the **Sync** icon.

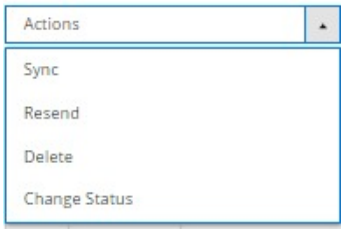
h. *To delete the specific feed*, do the following steps:
   i. Scroll down to the required row.
   ii. In the **Actions** column of the respective row, click the **Delete Feed** icon.

i. *To view the Specifics*, *do* the following steps:
   i. Scroll down to the required row.
   ii. In the **Specifics** column of the respective row, click the **View** icon.
   The Specifics page appears as shown in the following figure:



To perform a bulk action on selected feeds

1. Select checkboxes associated with the required feeds.
2. Click the **Arrow** button next to the **Actions** field.
   The **Actions** list appear as shown in the following figure:

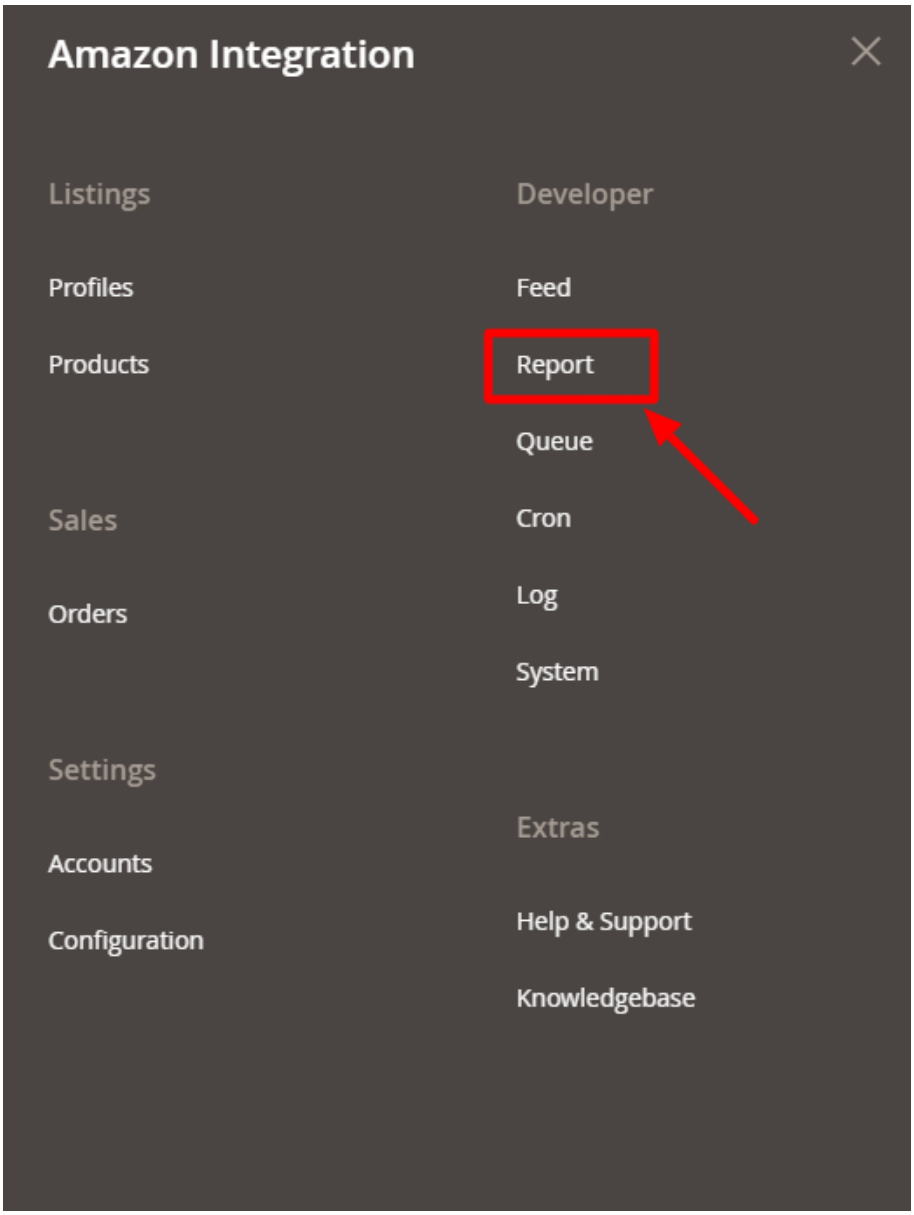


3. Select the required option.
   A confirmation dialog box appears.
4. Click the **OK** button.
   The action is performed and a success message appears if there is no error.

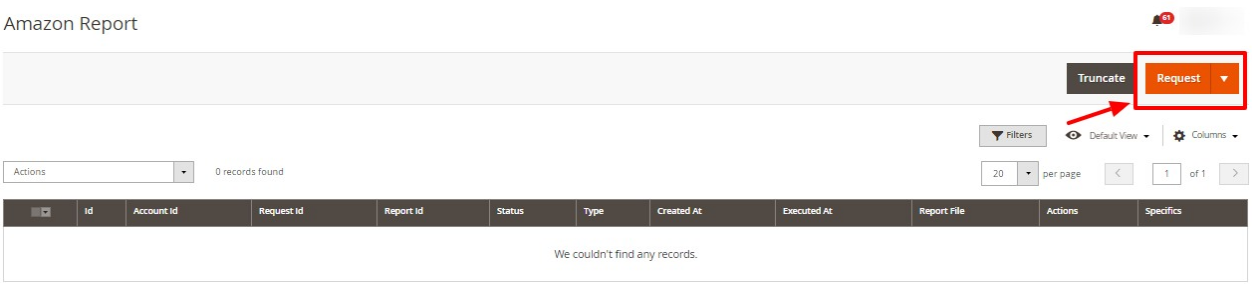
10. Amazon Reports

To view the Amazon Reports

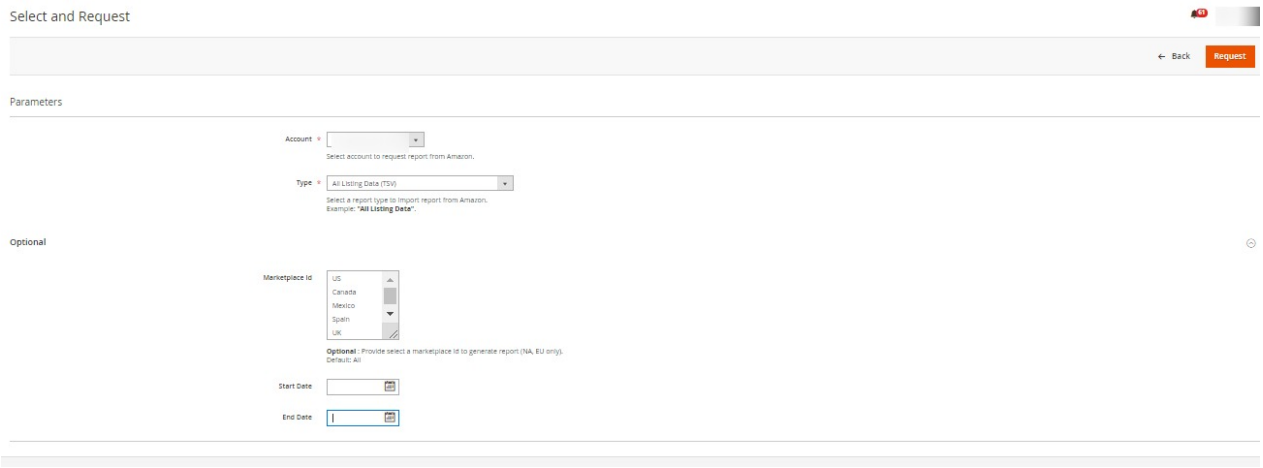
1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
   The menu appears as shown in the following figure:



3. Click on **Report**.
   The **Amazon Report** grid opens as shown below:



4. Click on **Request**.
   The Request tab opens as shown:



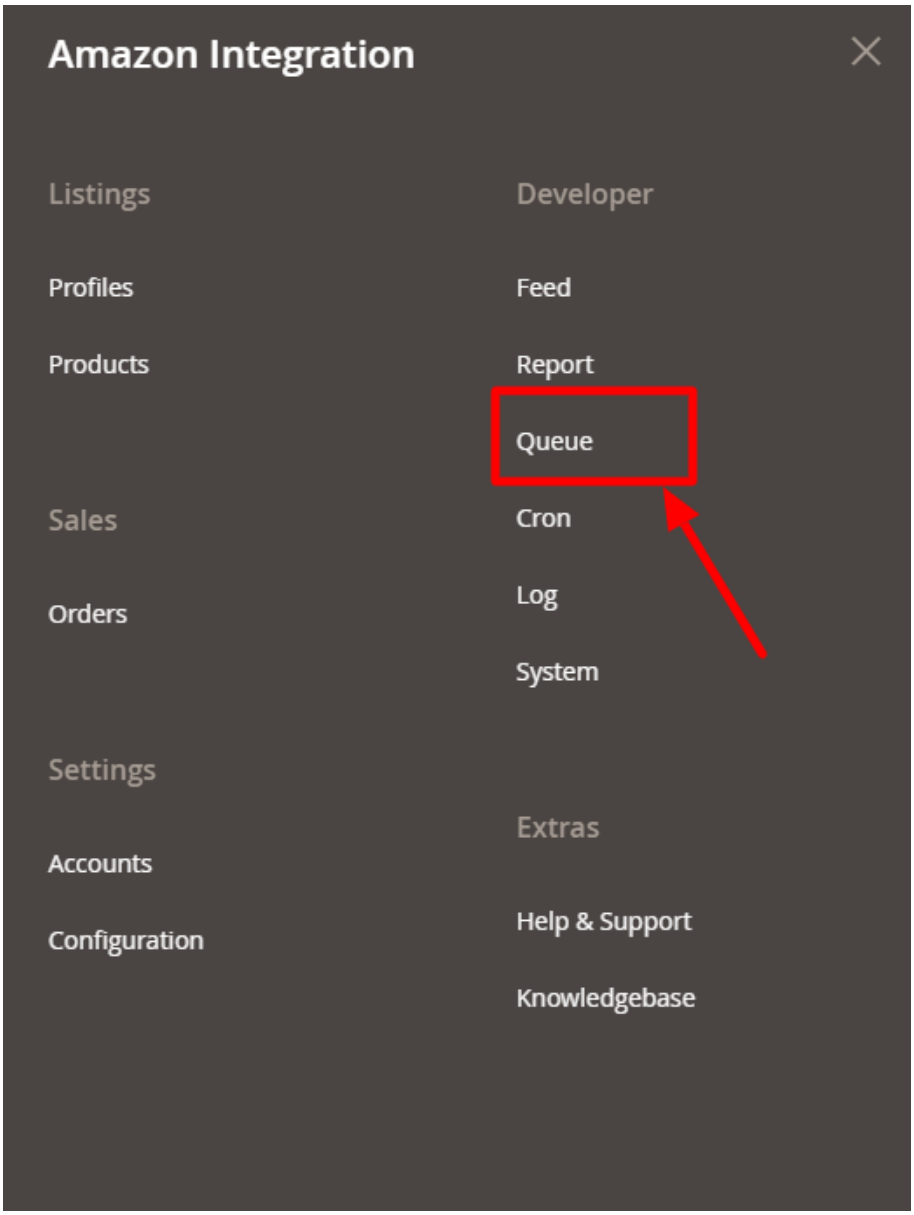
5. In the **Account**, select the account.
6. In **Type**, select the type of report you want to request from Amazon.
7. In **Marketplace Id**, select the marketplace id for which you want to generate the report.
8. In **Start Date**, select the date of starting.
9. In **End Date**, select the date of end.

11. Amazon Queues

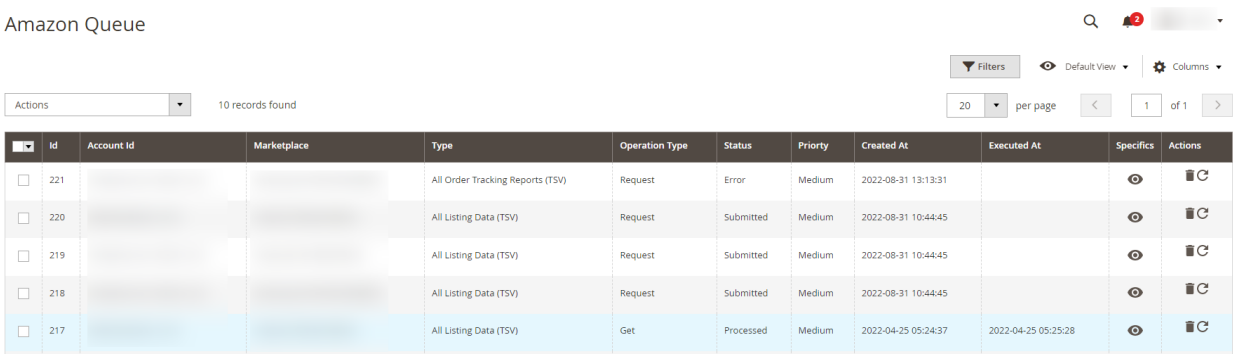
The Magento 2 store owners can view and manage the Amazon Queues.

To view the Amazon Queues

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

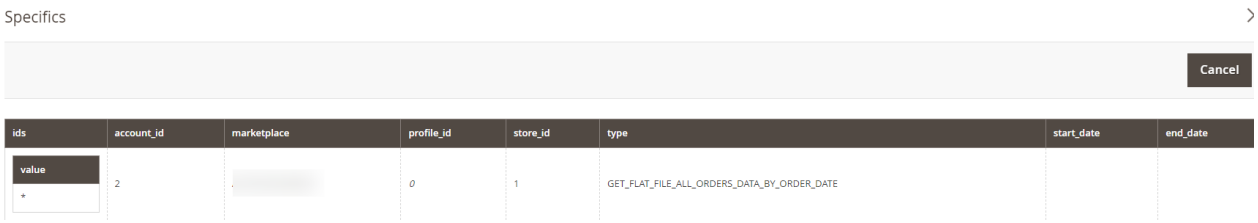


3. Click **Queues**.
   The **Amazon Queue** page appears as shown in the following figure:

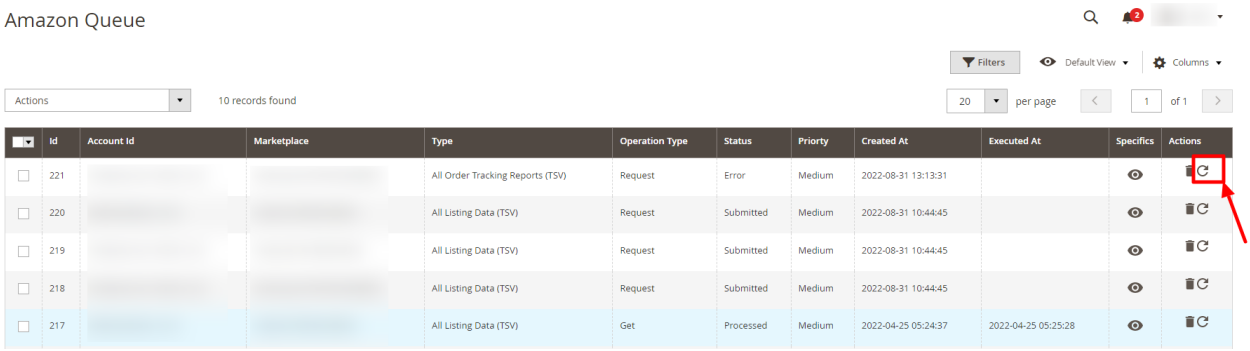


All the Amazon Queue records are listed on this page.

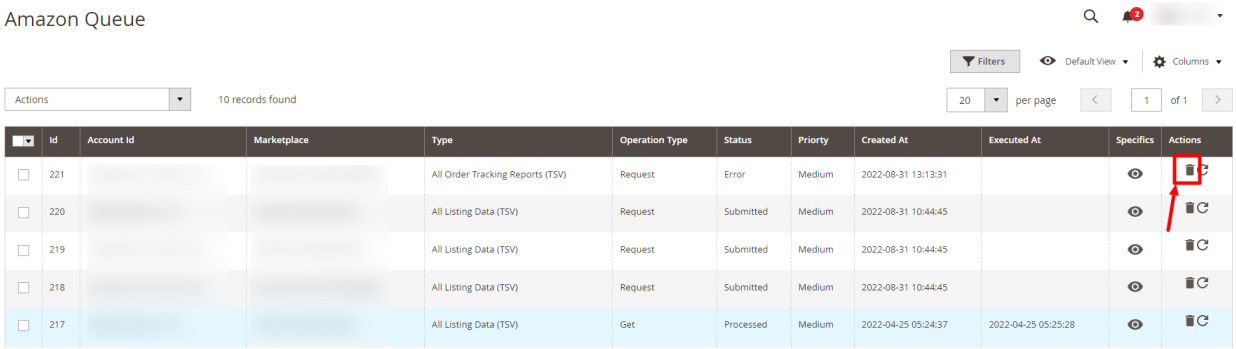
4. **To view the queue record,** click on the view button under **Specific** column. The queue will appear as:



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



6. To delete the queue record, click on the Delete button under the **Actions** column.

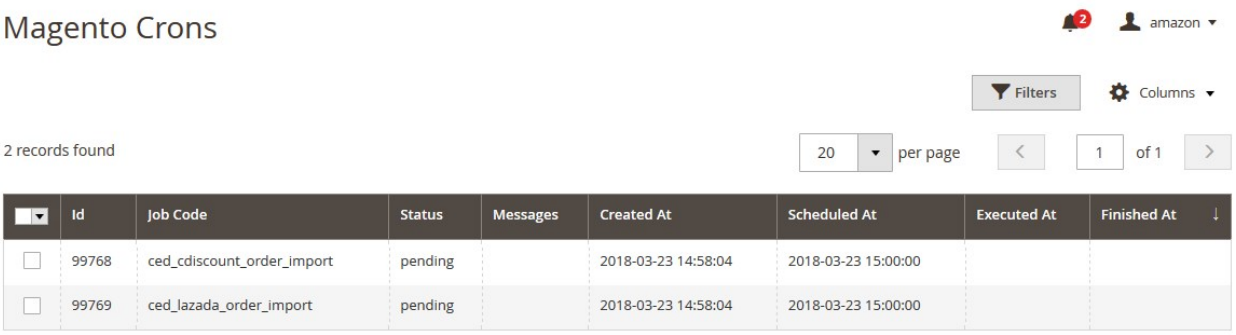


7. On doing so, the selected queue record will be deleted.

12. Amazon Cron Details

To view Amazon Cron Details

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

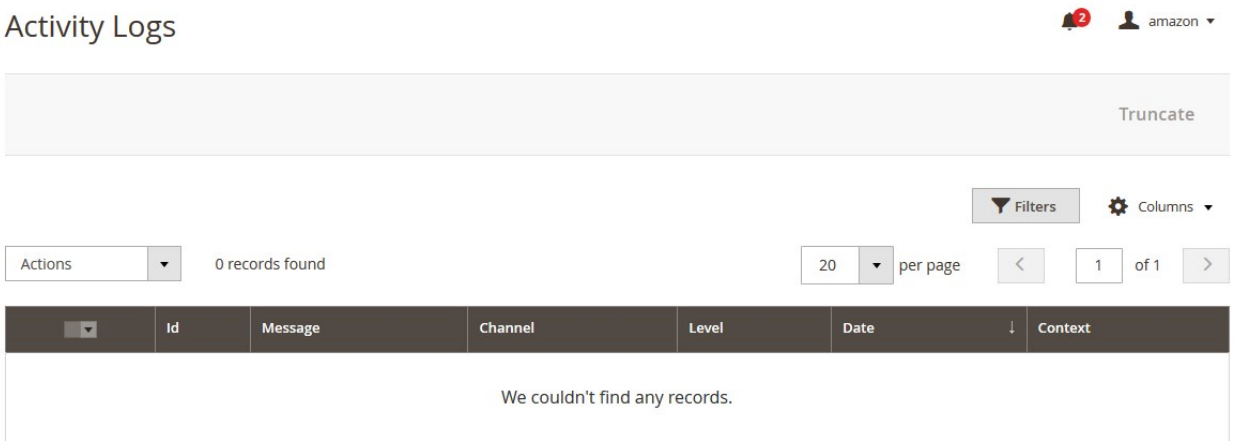


13. Amazon Activity Logs

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

To view the Amazon activity logs

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

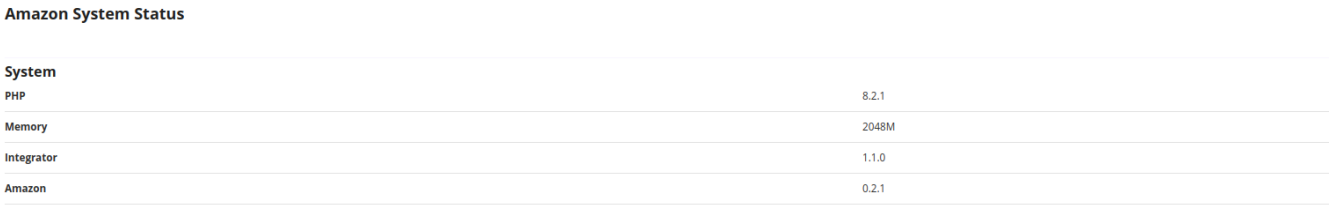


All the Amazon Activity logs records are listed on this page.

14. Amazon System Status

Amazon System Status

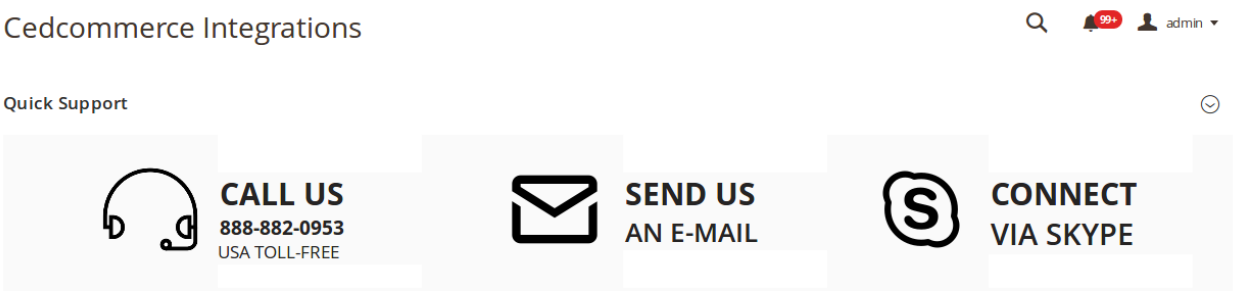
You can check PHP version, Memory, Latest version of CedCommerce Amazon and CedCommerce integrator . Also can check List of Marketplace participation.



15. Amazon Help And Support

To view Help and Support

1. Go to the **Magento 2 Admin** panel.
2. On the left navigation bar, click the **AMAZON INTEGRATION** menu.
3. Click **Help and Support**.
   The **Amazon Help and Support** page appears as shown in the following:



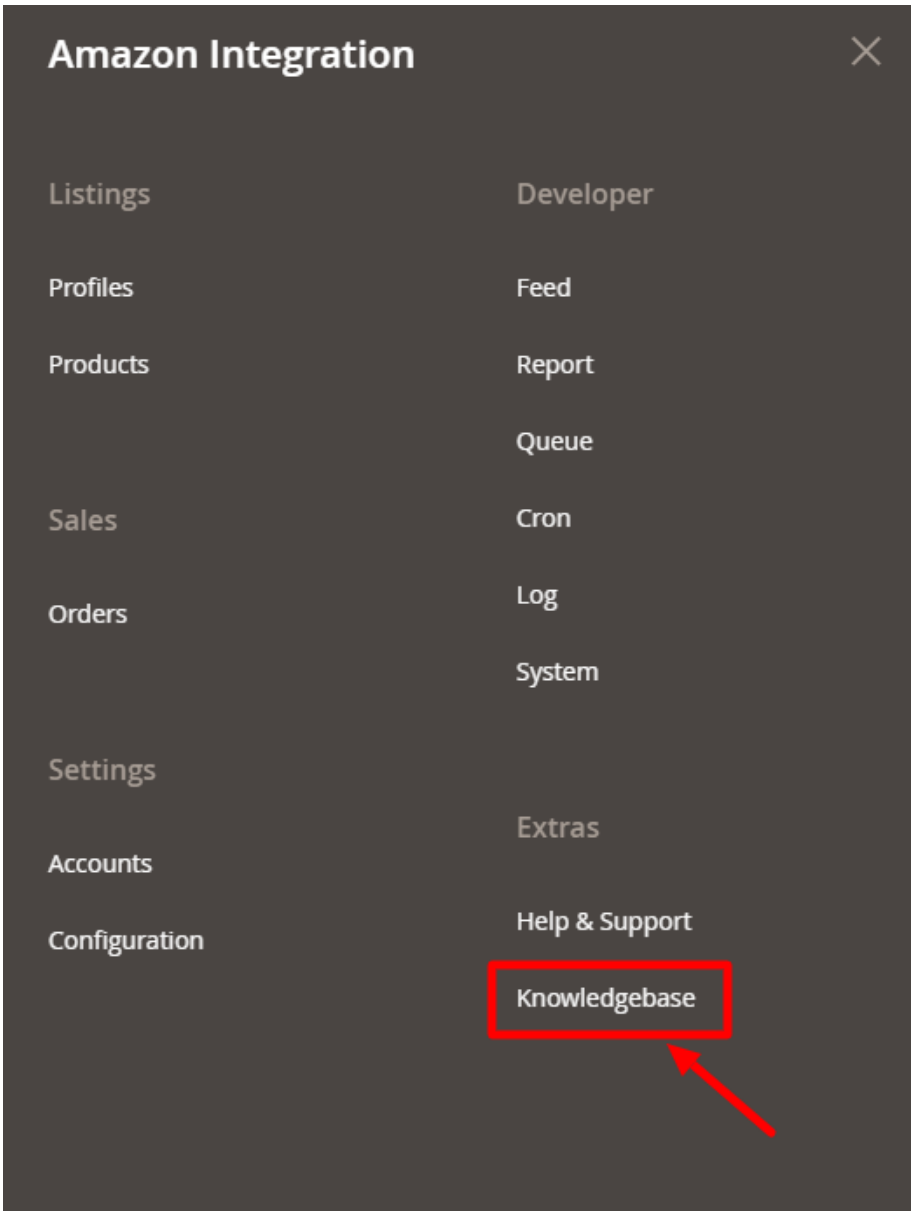
4. On this page, the admin has the option to contact us via call, sending an email, or by getting connected with us on Skype.

16. Knowledge Base

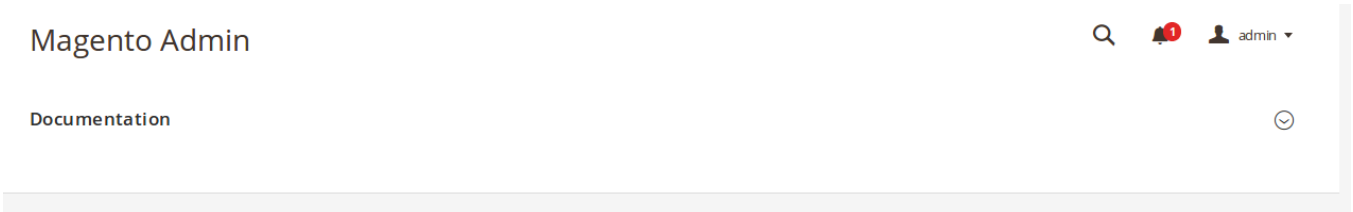
While doing the integration, the admin may go through this guide by accessing the Knowledge Base section of the module.

To do so,

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



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



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

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