

# eBay Multi-Account Integration For Magento 2 Guide

by CedCommerce Products Documentation

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## 1. Overview

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

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

### Key features of the extension

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

## 2. Installation of the Extension

### To install the extension

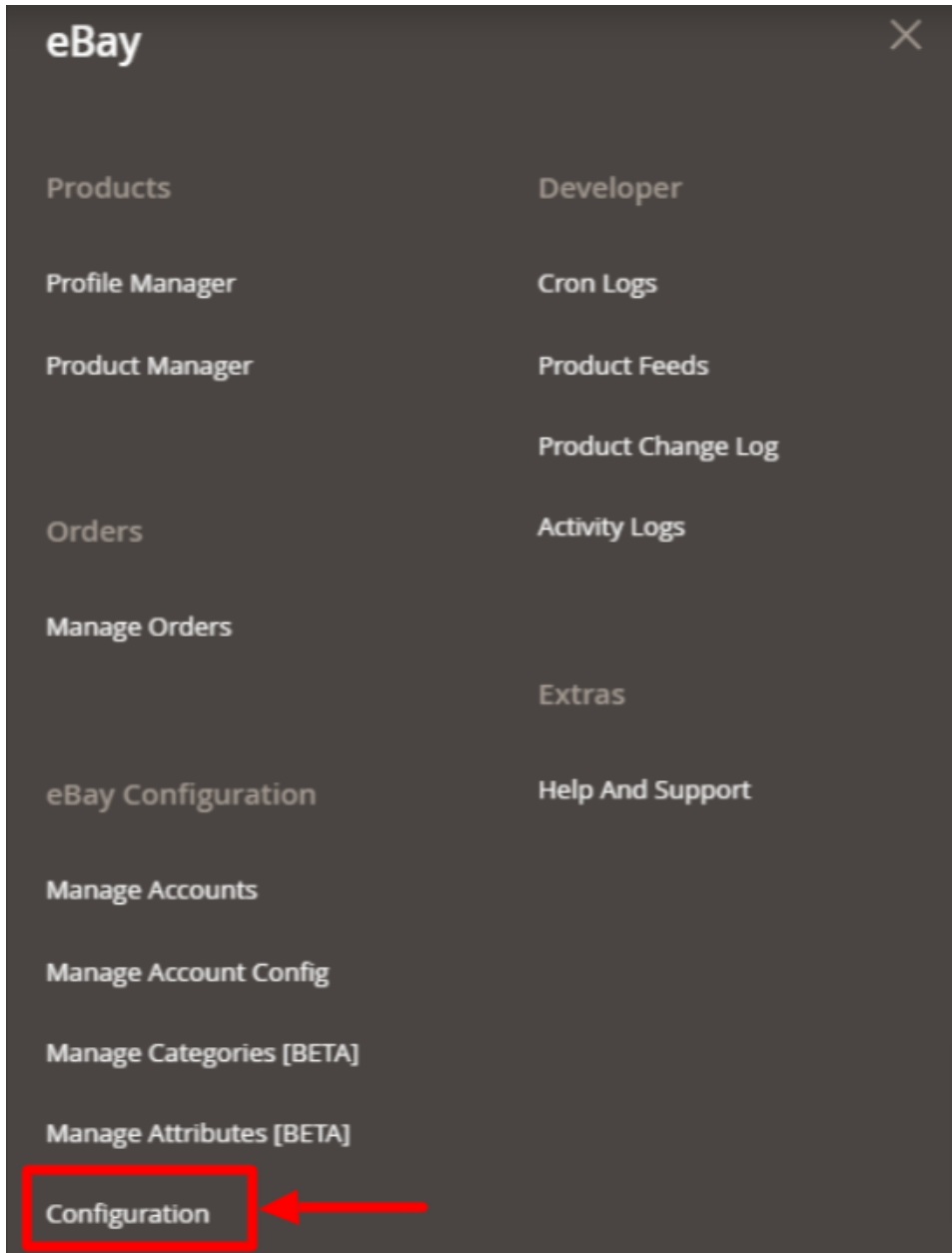
- Upload and Extract the Ebay package and Integrator file inside the `<magento-root>/app/code/Ced/` directory and run the below command from magento root.  

```
php -dmemory_limit=5G bin/magento setup:upgrade
php -dmemory_limit=5G bin/magento setup:di:compile
php -dmemory_limit=5G bin/magento setup:static-content:deploy -f
php -dmemory_limit=5G bin/magento index:reindex
php -dmemory_limit=5G bin/magento cache:clean
php -dmemory_limit=5G bin/magento cache:flush
```

## 3. eBay Multi-Account Configuration

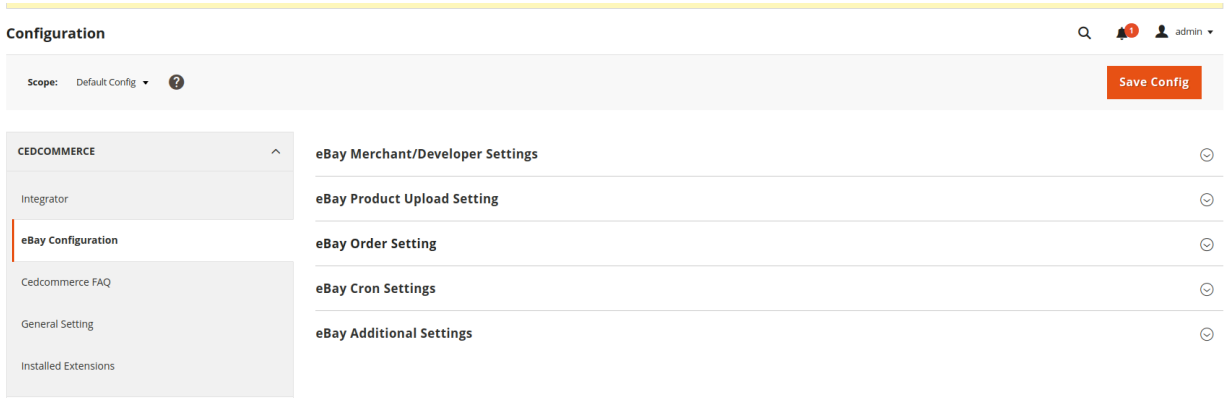
To complete the configuration,

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



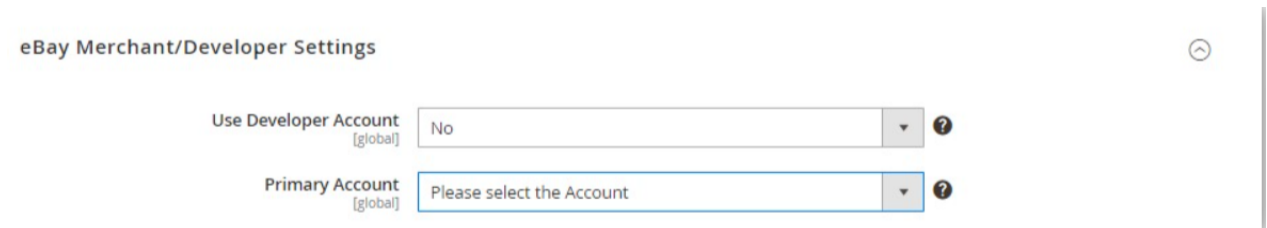
3. Click on **Configuration**.

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:



The screenshot shows the 'eBay Merchant/Developer Settings' section. It contains two dropdown menus. The first, 'Use Developer Account', is set to 'No'. The second, 'Primary Account', is set to 'Please select the Account'. Both dropdowns have a question mark icon to their right.

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

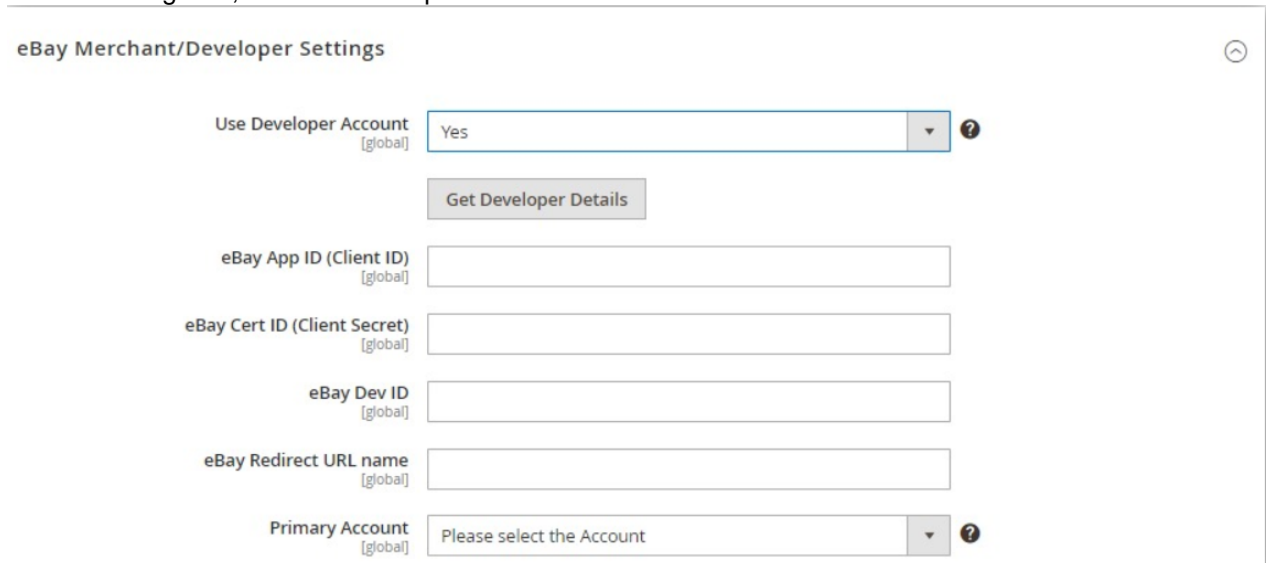
- In **Use Developer Account**, if you select **No** then the cedcommerce internal developer account will be used for API calling.

*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:

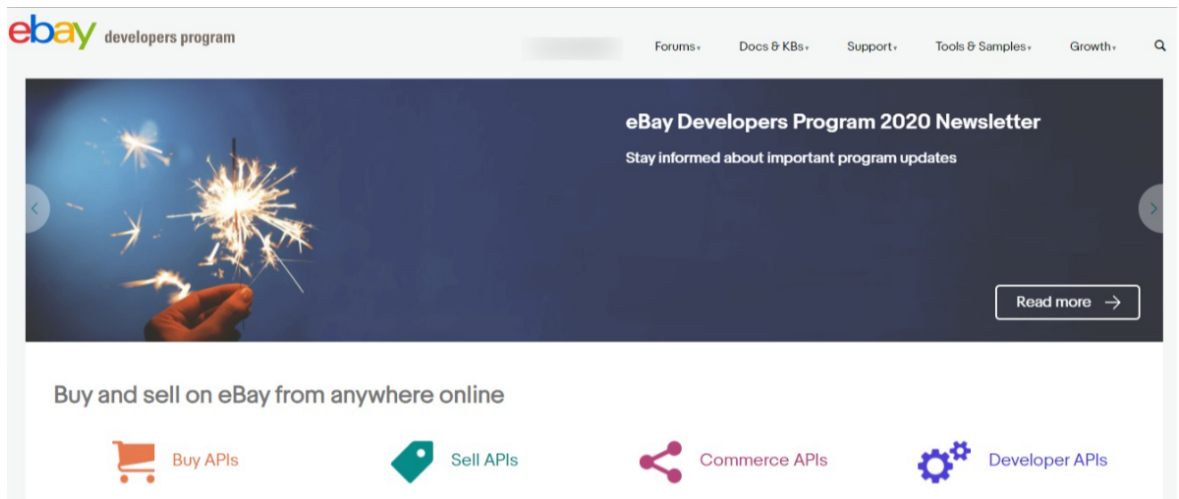
<https://developer.ebay.com/signin?tab=register>(<https://developer.ebay.com/signin?tab=register>) to register yourself for creating a developer account.

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

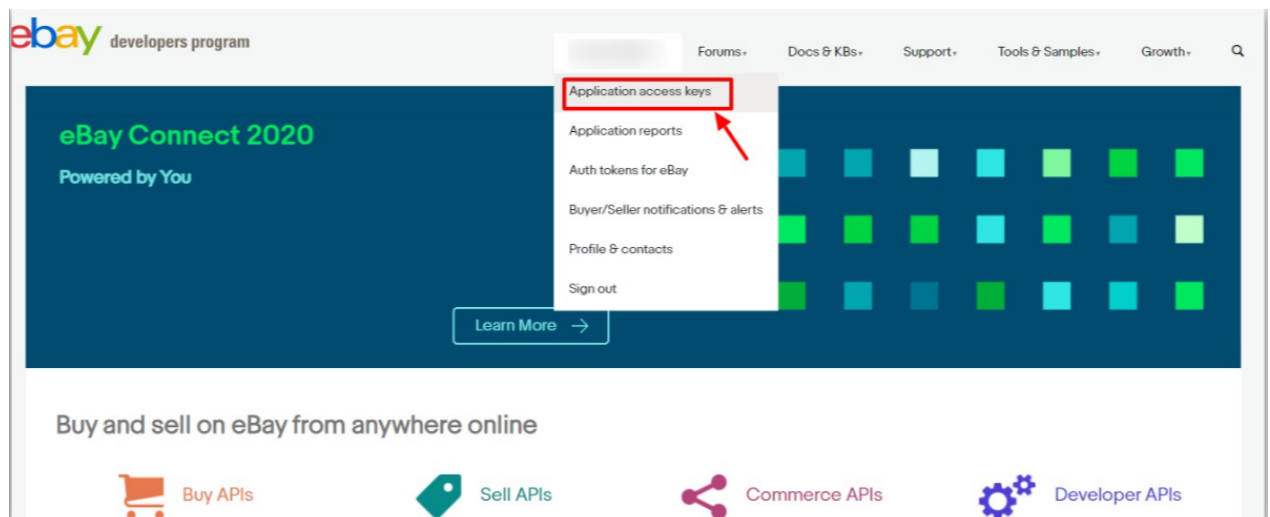


The screenshot shows the 'eBay Merchant/Developer Settings' section with 'Use Developer Account' set to 'Yes'. Below this, there is a 'Get Developer Details' button. The following fields are expanded and ready for input: 'eBay App ID (Client ID)', 'eBay Cert ID (Client Secret)', 'eBay Dev ID', and 'eBay Redirect URL name'. The 'Primary Account' dropdown remains set to 'Please select the Account'.

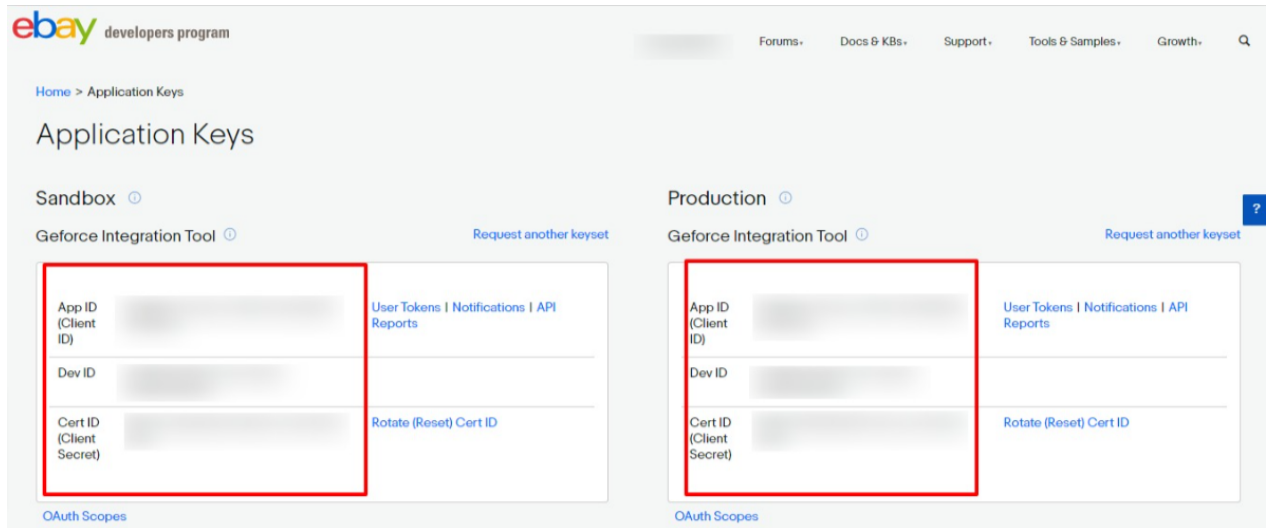
- Now for entering the **Client ID, Client Secret Key, Developer ID** you need to follow the steps below:
  - Login to the **ebay developers Program Page**, by clicking here: <https://developer.ebay.com/signin?tab=register>(<https://developer.ebay.com/signin?tab=register>)
  - Enter the login credentials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

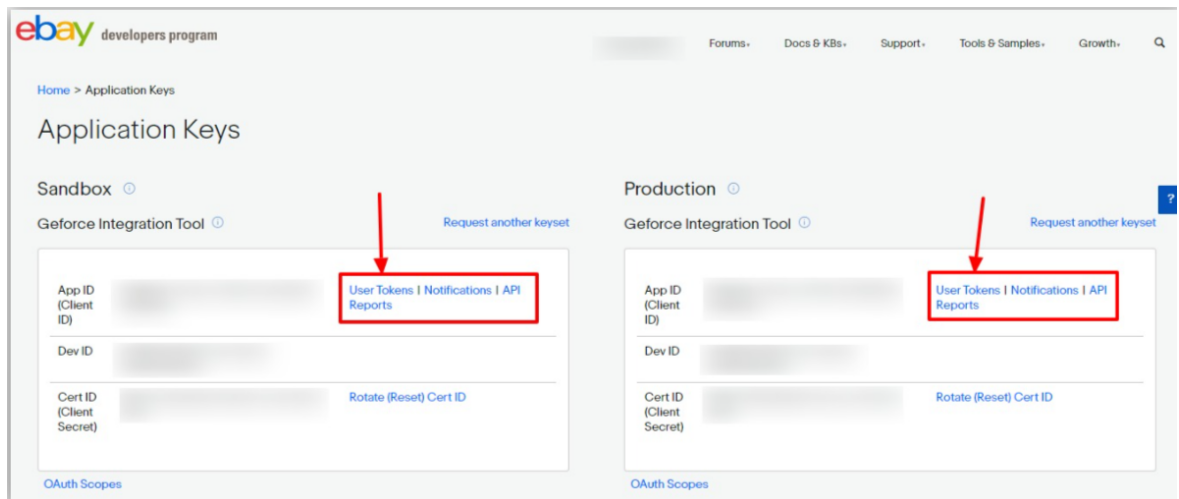


- On clicking it, a tab will get opened and you may see your **App Id**, **Dev Id**, and **Cert Id** on the page for **Sandbox/Production** as highlighted in red boxes in the image below:



Copy the **Api Keys** from here to enter in ebay Configuration Page in the 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:

ebay developers program

Home > User Tokens (eBay Sign-In)

## Geforce Integration Tool

Environment: ☒ Sandbox ☐ Production

Geforce Integration Tool AppID/ClientID:  [Get OAuth Application Token](#) | [OAuth Scopes](#)

User Tokens (eBay Sign-In) Alerts & Notifications Reports

Get a User Token Here

Get a token for an eBay Sandbox user. [Learn more >](#)

☒ Auth'n/Auth ☐ OAuth (new security) ⓘ

[Sign in to Sandbox](#) [Revoke a Token](#)

[Register a new Sandbox user](#)

[Get a Token from eBay via Your Application](#)

Learn more:  
Users need to login to eBay to get tokens. Get a token quickly here if you have an eBay member login. If your app supports multiple users, use the form below to create a branded eBay sign-in and consent form on eBay, so that you can redirect your users to it to login.  
[Learn more about getting tokens.](#)

- 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:

ebay developers program

Home > User Tokens (eBay Sign-In)

## Geforce Integration Tool

Environment: ☒ Sandbox ☐ Production

Geforce Integration Tool AppID/ClientID:  [Get OAuth Application Token](#) | [OAuth Scopes](#)

User Tokens (eBay Sign-In) Alerts & Notifications Reports

Get a User Token Here

Get a Token from eBay via Your Application

How does this work? [Learn more >](#)

Your eBay Sign-in Settings [+ Add eBay Redirect URL ⓘ](#)

RuName (eBay Redirect URL name)	Display Title	OAuth Enabled
<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>

Your branded eBay Sandbox Sign In (Auth'n/auth)

Your branded eBay Sandbox Sign In (OAuth)

Display Title

URLs must be secure (https://) and should not be eBay's Privacy Policy URL.

Your privacy policy URL

Your auth accepted URL<sup>1</sup>

Your auth declined URL<sup>1</sup>

<sup>1</sup>If you leave these fields blank, the eBay default [accept](#) and [reject](#) pages will be used.

[Delete](#) [Clone](#) ☒ Auth'n/Auth ☐ OAuth

[Test Sign-In](#)

Review your sign-in

[I agree](#) [No thanks, take me to the Application's website or eBay home page.](#)



- 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 Product Upload Setting

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

*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.*

- 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:

The screenshot shows the 'eBay Product Upload Setting' form. The 'Inventory Settings' section is expanded. The 'Use MSI' dropdown menu is set to 'No'. Below this, the 'MSI Source Code' field is empty, and the 'Use Salable Quantity' dropdown menu is set to 'No'. The 'MSI Source Code' field has a placeholder text: 'Put name of your Source ( Stores -> Inventory -> Sources ) which you would like to use for catch e.g. default for Default Source'.

- ° 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**)
- 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 Simple Custom Option as Configurable**, if you select **Yes** then combination will prepare based on custom options and then upload as variation otherwise upload as Simple.
- 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** is 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: (ebay 15)

The screenshot shows a settings form with the following fields:

- Use Watermark** [global]: A dropdown menu set to "Yes". Below it is a note: "Please read eBay policy regarding watermark [here](#) before using this feature as Watermark is not allowed as per the policy".
- Image** [global]: A file upload button labeled "Choose File" with the text "No file chosen" next to it.
- Image Height** [global]: An empty text input field.
- Image Width** [global]: An empty text input field.
- Image Opacity** [global]: An empty text input field.
- Image Position** [global]: A dropdown menu set to "Stretch".

- 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 16)

The screenshot shows the "eBay Order Setting" section expanded, displaying two sub-sections:

- Global Setting**: Indicated by a downward arrow icon.
- Create Customer Setting**: Indicated by a downward arrow icon.

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.

**Sync Ship Details from eBay** [global]

**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]

**Magento Increment Id as** [global]

Magento Increment Id to use Magento formatted increment id eg. 100012345, eBay order Id to use eBay order Id as increment id eg. 04-05047-00123. Custom Increment Id to follow provided number as start value and plus 1 for every order

**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.

**Use Magento Taxes** [global]

Applicable Magento tax percentage will also apply to eBay Orders.

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: (ebay int 18)

- 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.
- In **Use Magento Taxes**, select **Yes** if you want to use the Magento tax. (ebay int 19)

#### Create Customer Setting

- 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.

## eBay Cron Settings

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

**Configuration** Save Config

**eBay Cron Settings**

Order Cron

Order Cron Frequency

Cancelled Order Status Sync Cron   
This cron will generate the credit memo for all items of magento order which are canceled on eBay.

Order Shipment Cron

Inventory Cron

Inventory Cron Chunk   
How many products can be sync in one cron, by default 20 products will be sync in one cron execution. You can increase chunk size as per your server capability.

Status Sync Cron

Full Inventory Sync Cron [BETA]

Product Sync Cron [BETA]   
This will update all product information which are recently change in Magento.

Product Sync Cron Chunk   
How many products can be sync in one cron, by default 20 products will be sync in one cron execution. You can increase chunk size as per your server capability.

Product Upload Cron [BETA]   
This cron will auto upload all your assigned products.

Assign Profile Products Cron [BETA]   
This cron will auto assign all product whose eBay Category id is same with selected category of profile.

End/Relist Cron [BETA]

Parse Feed Response Into CSV [BETA]   
This will send email with csv as attachment which contains errors of feeds

Receiver Email

Receiver Name

Sender Email

Mail Content

a. 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 Additional Settings

In order to avail additional settings enable the notification. This will send the email notification regarding critical information.

### eBay Additional Settings

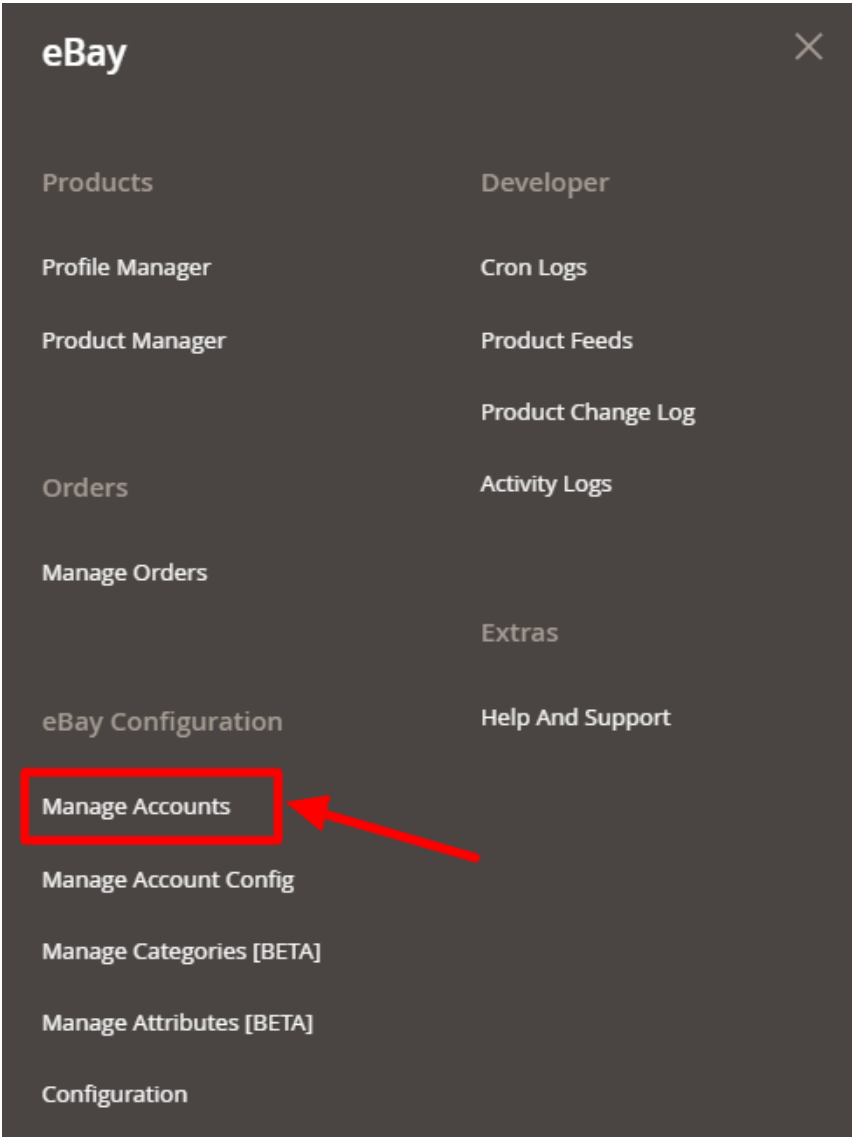
Enable Notification <small>[store view]</small>	<div>Enable</div> <div>This will send email notification for some critical information like if token get expired/invalid.</div>
Receiver Email <small>[store view]</small>	<input type="text"/>
Receiver Name <small>[store view]</small>	<input type="text"/>
Sender Email <small>[store view]</small>	<input type="text"/>



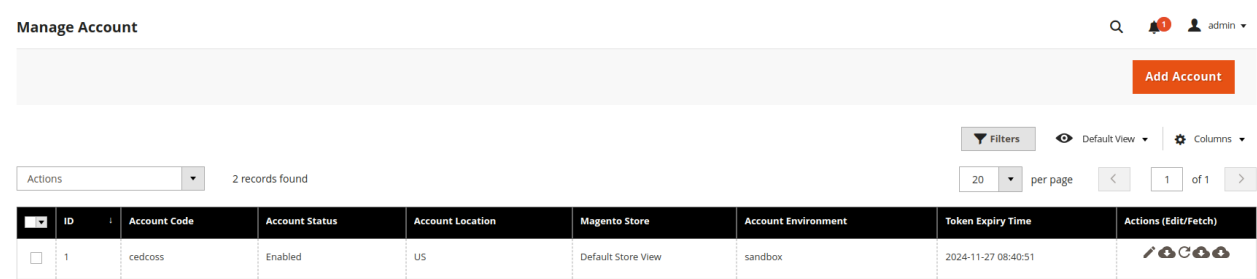
## 4. Manage Account

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:

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/\(https://sandbox.ebay.com/\)](https://sandbox.ebay.com/(https://sandbox.ebay.com/))
- For Production, the link is: [https://www.ebay.com/\(https://www.ebay.com/\)](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

🔍 🔔 6

Add Account

Filters
👁 Default View
⚙ Columns

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

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

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

🔍 🔔 6

← Back Reset Save

ACCOUNT INFORMATION

Account Information

Account Information

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

Account Environment \* Sandbox ▾

Account Location \* US ▾

Account Status \* Enabled ▾

Account Store \* Default Store View ▾

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

[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)
<input type="checkbox"/>	1		Enabled	US	Default Store View	sandbox	
<input type="checkbox"/>	2		Enabled	Netherlands	Default Store View	production	

- 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

[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)
<input type="checkbox"/>	1		Enabled	US	Default Store View	sandbox	
<input type="checkbox"/>	2		Enabled	Netherlands	Default Store View	production	

- 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



Add Account

Filters

Default View

Columns

Actions

2 records found

20





per page

&lt;

1

of 1

&gt;

<input type="checkbox"/>	ID	Account Code	Account Status	Account Location	Magento Store	Account Environment	Actions (Edit/Fetch)
<input type="checkbox"/>	1		Enabled	US	Default Store View	sandbox	  
<input type="checkbox"/>	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.

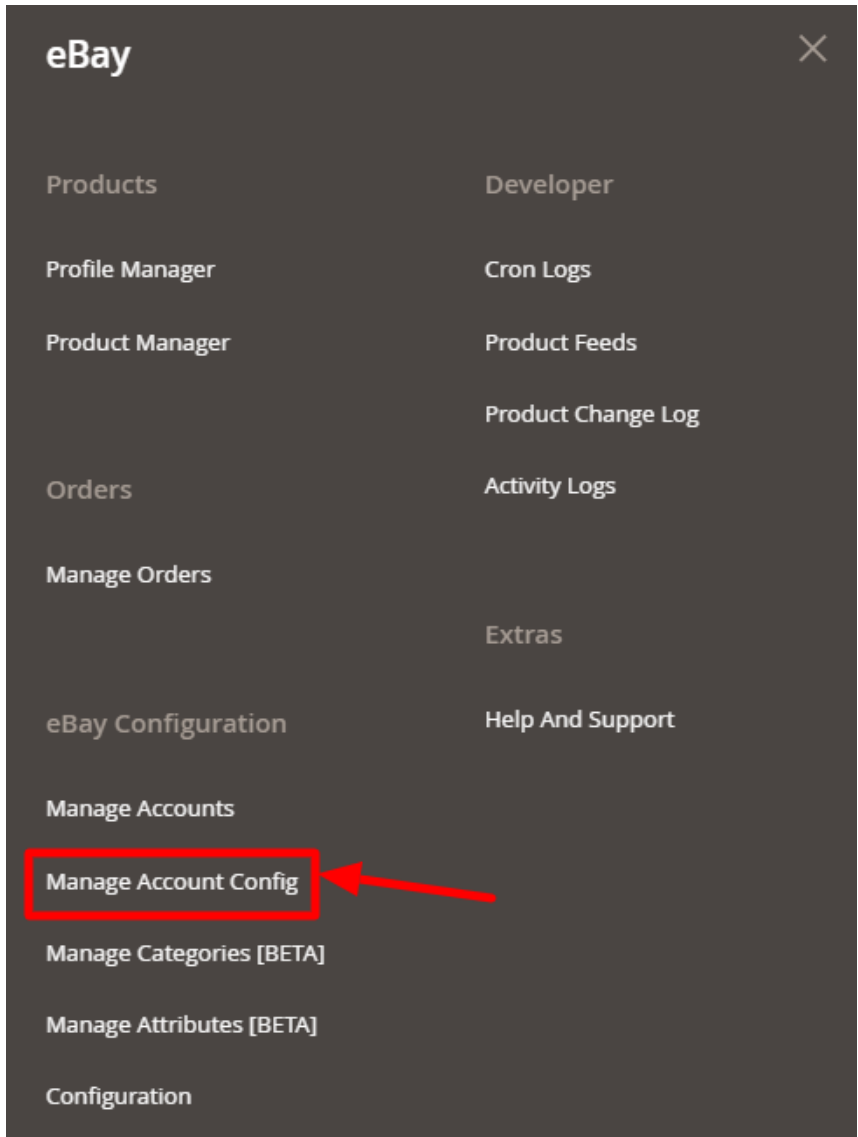


3. The selected accounts will be deleted.

## 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

+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
<input type="checkbox"/>	1		US				
<input type="checkbox"/>	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:

The screenshot shows the 'New Account Configuration' page. On the left, there is a sidebar with 'CONFIGURATION SETTING' containing 'Configuration Details' and 'Required Configuration'. The main area is titled 'Account Configuration Information' and contains a 'Configuration Code' field with a red asterisk. Below the field is a note: 'For internal use. Must be unique with no spaces'. At the top right, there are search, notification, and user icons. At the bottom right, there are 'Back', 'Reset', and 'Save' buttons.

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:

The screenshot shows the 'New Account Configuration' page with the 'Required Configuration' section active. The sidebar on the left has 'Required Configuration' highlighted. The main area is titled 'Account Configuration Information' and contains a 'Select Location' dropdown menu with a red asterisk. Below this is a section titled 'eBay PaymentPolicies Details/ Shipping Details/ Return Policy'. Underneath is a 'Product Setting' section with several input fields: 'Max Quantity Purchased', 'Item Location', 'Postal Code', 'Price Setting' (a dropdown menu), 'Set Inventory on Basis of Threshold' (a dropdown menu with 'No' selected), 'Threshold Buffer', and 'Buffer Percentage'. At the top right, there are search, notification, and user icons. At the bottom right, there are 'Back', 'Reset', and 'Save' buttons.

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



6



← 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 \* 

Visa/Mastercard

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
<div>Add</div>			

Excluded Areas 

Asia

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 *	<input type="button" value="Yes"/> ▼
Inventory Threshold Value	<input type="text"/>
Send Inventory for Lesser Than Threshold Case	<input type="text"/>
Send Inventory for Greater Than Threshold Case	<input type="text"/>
Threshold Buffer	<input type="text"/>
Buffer Percentage	<input type="text"/>

- 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

Product Profiling is a process of arranging similar types of products from a catalog and bundling them to perform multiple bulk actions. Product profiling saves a lot of time and effort especially in the case of sellers who have large catalogs.

Let's say you are selling Clothing – you create a profile labeled as Men's T-shirts and add all the t-shirts in the same profile. Now with product profiling, you have the feasibility to take actions such as bulk upload, alter the prices, edit details and even remove them in bulk with just a few clicks.

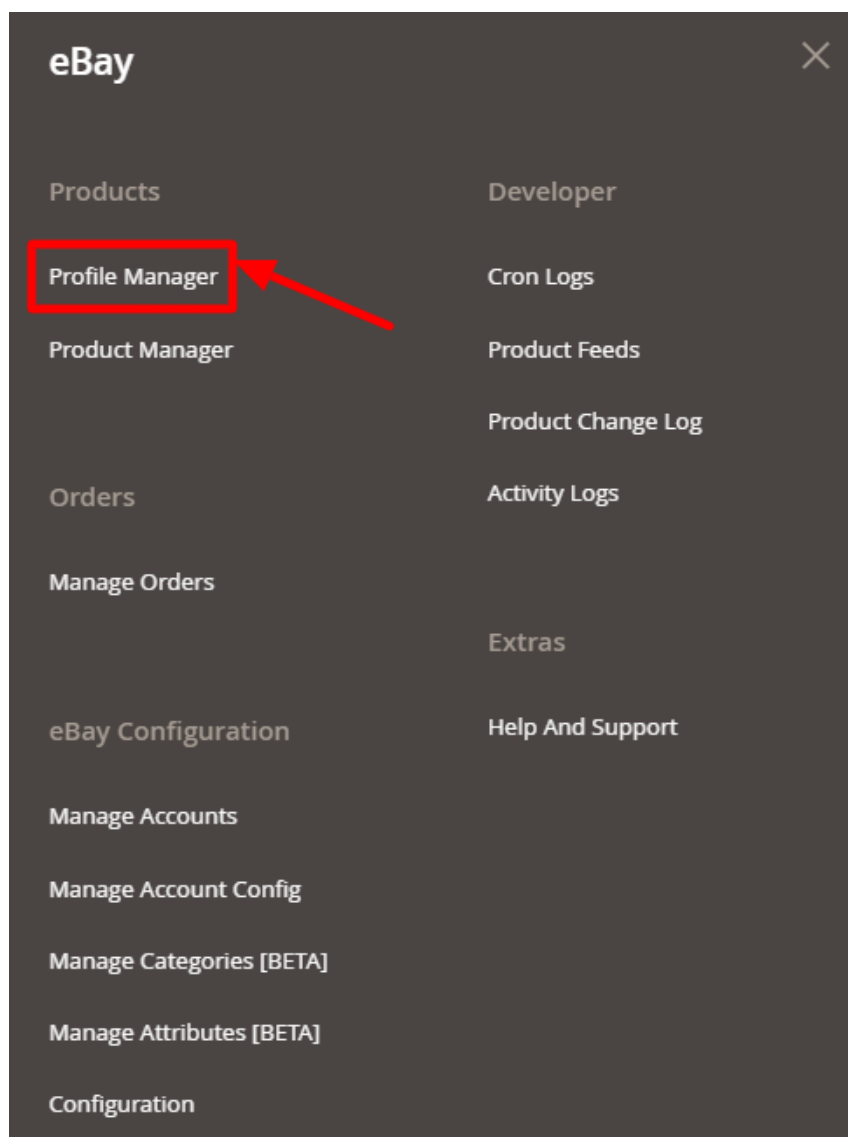
In the **Profile Listing** section of the eBay Multi Account Integration for Magento, you may take the following actions:

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

## 6.1. Adding a New Profile

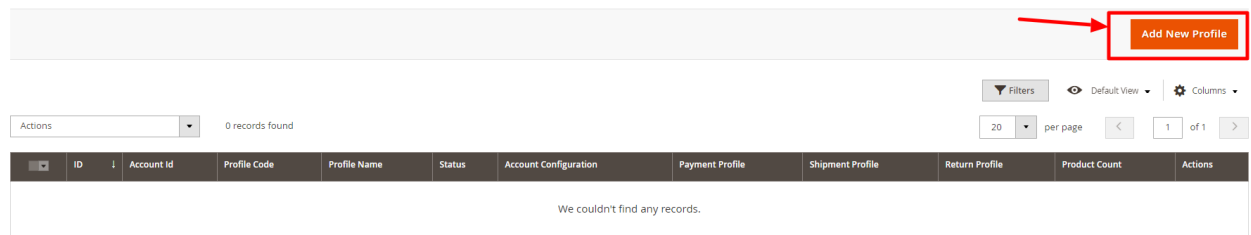
TO ADD A NEW PROFILE,

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:

## Manage Profile



0 records found

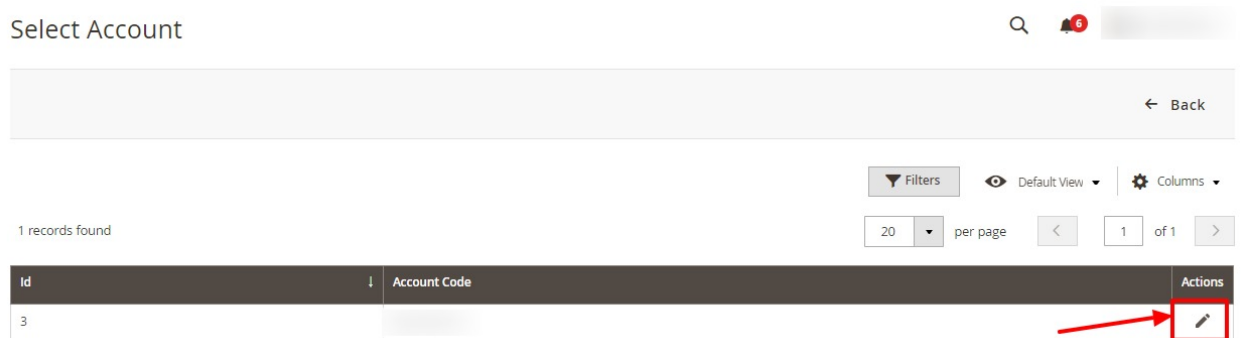
ID	Account Id	Profile Code	Profile Name	Status	Account Configuration	Payment Profile	Shipment Profile	Return Profile	Product Count	Actions
We couldn't find any records.										

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


4. Click on **Add New Profile** Button.

The **New Profile Page** appears as shown below:

## Select Account



1 records found

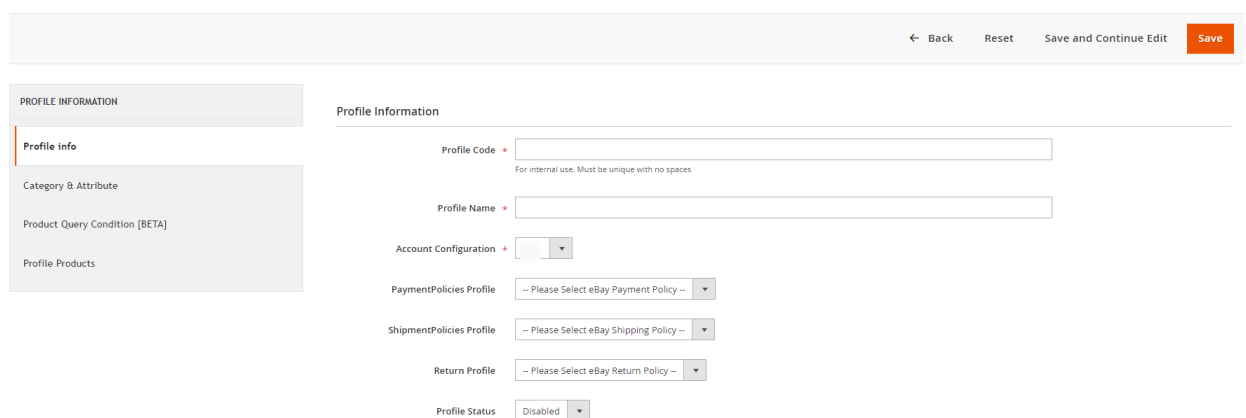
Id	Account Code	Actions
3		

**\*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**.

5. Select the account and click on the **Edit** option under the **Actions** column.

The New Profile page appears as:

## New Profile



Profile Information

Profile Code \*

For internal use. Must be unique with no spaces

Profile Name \*

Account Configuration \*

PaymentPolicies Profile -- Please Select eBay Payment Policy --

ShipmentPolicies Profile -- Please Select eBay Shipping Policy --

Return Profile -- Please Select eBay Return Policy --

Profile Status Disabled

6. 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 Q 

[← Back](#)   [Reset](#)   [Save and Continue Edit](#)   [Save](#)

**PROFILE INFORMATION**

Profile Info

**Category & Attribute**

Product Query Condition (BETA)

Profile Products

### Category Mapping

Leaf Category (BETA) --Please Select--

Root Level Category + Please select root-category

Level 1 Category + Please select level 1 category

Level 2 Category + Please select level 2 category

Level 3 Category + Please select level 3 category

Level 4 Category + Please select level 4 category

Level 5 Category + Please select level 5 category

Use Secondary Category + No

Search Root Category

### Ebay-Magento Category Dependent Attributes Mapping

eBay Attribute	Magento Catalog Attribute	Default Value	Action
<a href="#">Add Attribute</a>			

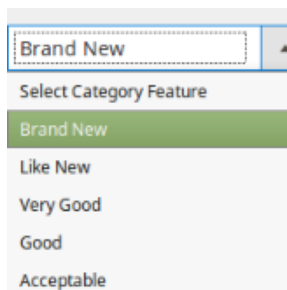
### Ebay-Magento Required Attributes Mapping

eBay Attribute	Magento Catalog Attribute	Default Value	Action
Product Name	Product Name		<a href="#">Map Options</a>
SKU	SKU		<a href="#">Map Options</a>
Description	Description		<a href="#">Map Options</a>
Inventory And Stock	Quantity [ select ]		<a href="#">Map Options</a>
Maximum Dispatch Time	--Please Select--		<a href="#">Map Options</a>
Listing Type	--Please Select--		<a href="#">Map Options</a>
Listing Duration	--Please Select--		<a href="#">Map Options</a>
	--Please Select--		<a href="#">Map Options</a> <a href="#">Delete</a>
<a href="#">Add Attribute</a>			

8. In the right panel under **Category Mapping**, do the following steps:
- In **Leaf Category**, if you have an eBay category in any of your attributes at product level then you can use directly select the leaf category here instead of selecting the hierarchy.

**NOTE:** You have to mention your attribute code ( where you have an ebay category for your products ) under **Attribute Code For Leaf EBay Category [BETA]** setting of configuration then all attribute options will come up in this drop-down.

- Else, you can select a complete hierarchy of the eBay category by selecting **Root Level category** first then **First Level Category** & so on.  
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 the **Search Root Category**, enter the root category for searching directly.
- 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. **FixedPriceItem** – 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
<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Product Name</div> <div style="border: 1px solid #ccc; width: 10px; height: 10px; display: inline-block; vertical-align: middle;"></div>	<div style="border: 1px solid #ccc; padding: 2px 10px; display: inline-block;">Add Attribute</div>

Save

- 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##**

- In the left navigation panel click on **Product Query Condition[BETA]**, the section on the right side appears as shown below:



New Profile 🔍 42

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

PROFILE INFORMATION

Profile Info

Category & Attribute

**Product Query Condition [BETA]**

Profile Products

Apply the rule only if the following conditions are met.

---

If ALL of these conditions are TRUE:

⊕

10. In the **Product Query Condition[BETA]**, choose a product query condition on the basis on which you want to assign the products in profile.
11. Now click the **Profile Products** from the left side menu.  
The right side will appear as:

New Profile 🔍 42

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

PROFILE INFORMATION

Profile Info

Category & Attribute

Product Query Condition [BETA]

**Profile Products**

**Search**   [Reset Filter](#)

0 records found

20 per page   1 of 1

	Product Id	eBay Profile	SKU	Product Name	Ebay Category	Type	Category	Product Status	Attribute Set Name	Price
Yes	From To									From To

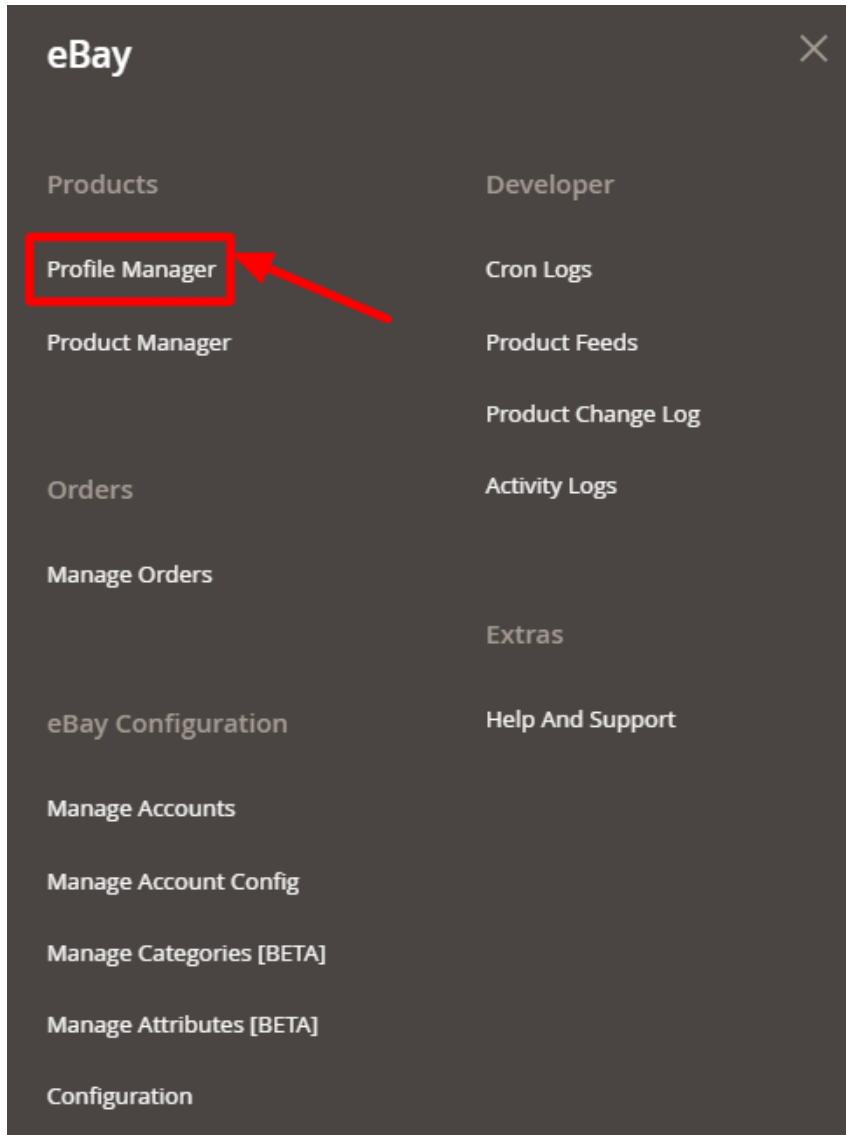
We couldn't find any records.

12. Profile Products, this section is now just used to show already assigned products of profile. **NOTE: To assign a product to a profile, Product Query Condition rules are used.**
13. Click on the **Save** button on the top right of the page.
14. 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

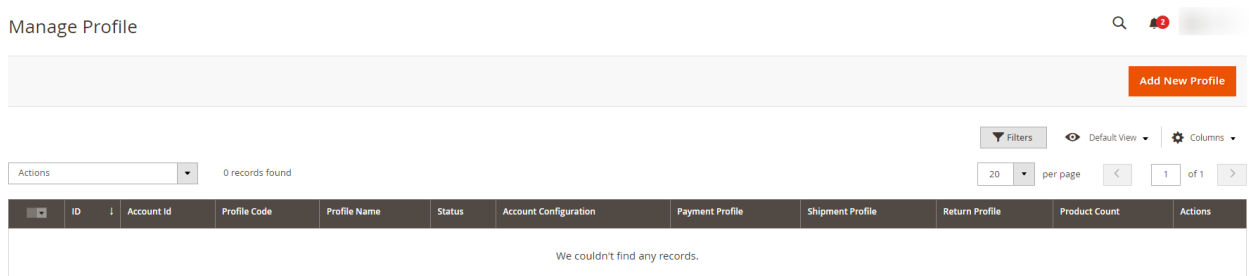
### TO EDIT AN EXISTING PROFILE,

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:



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.

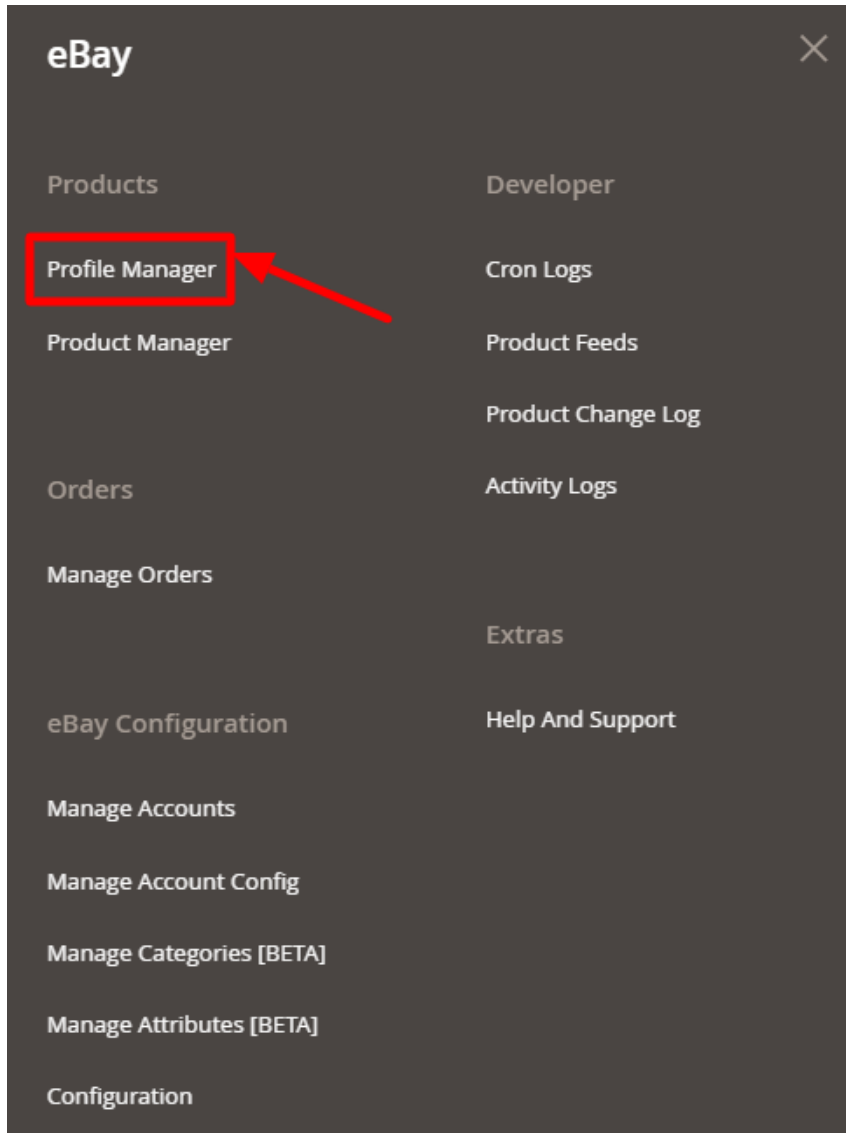
7. Click the **Save** button.

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

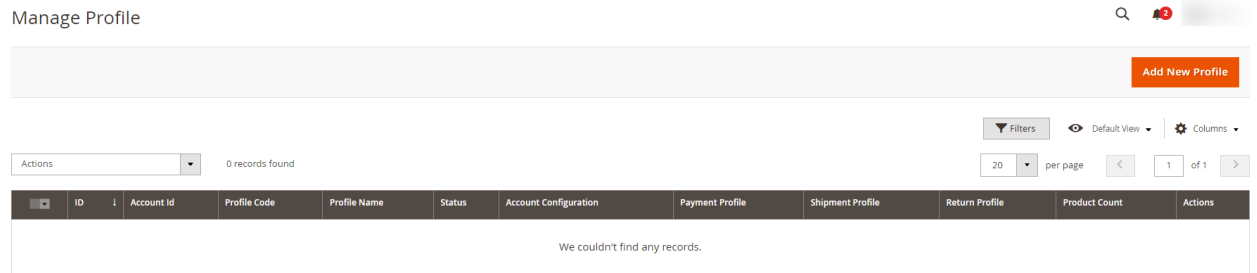
## 6.3. Assign Products to Profile

TO ASSIGN PRODUCTS TO A PROFILE,

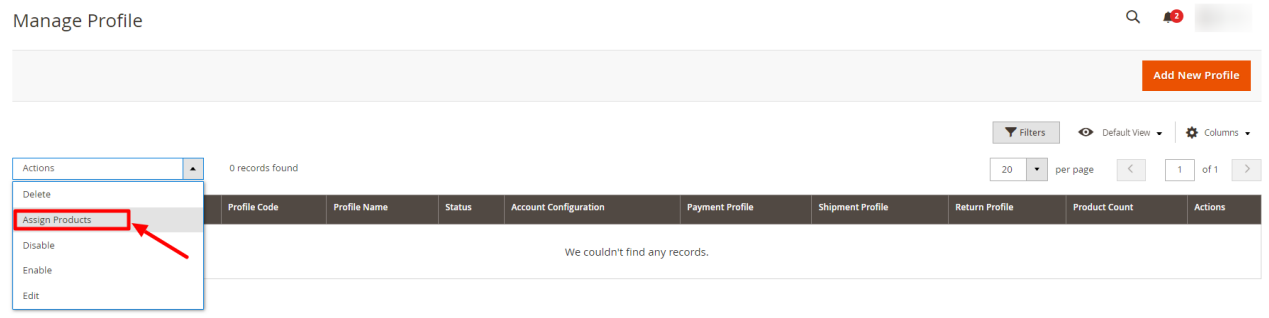
1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.



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



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.

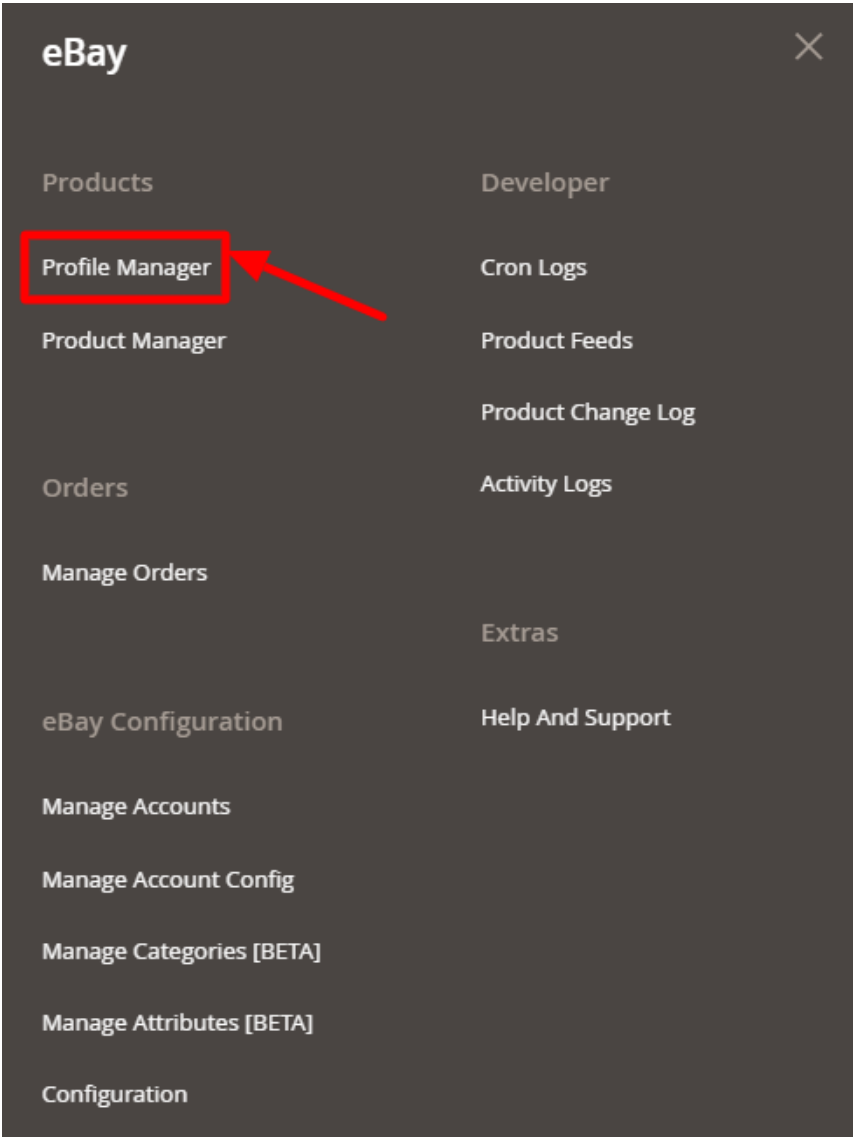


6. When the menu appears, select **Assign Products**.
7. The products will be assigned to the selected profiles.

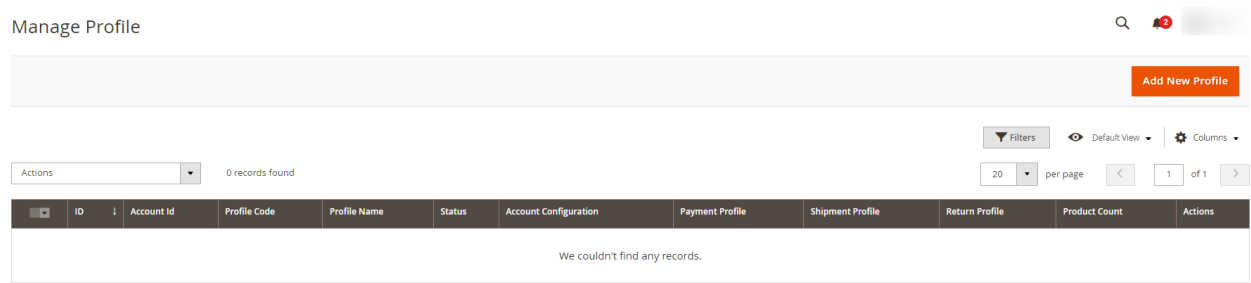
## 6.4. Disabling a Profile

### TO DISABLE A PROFILE,

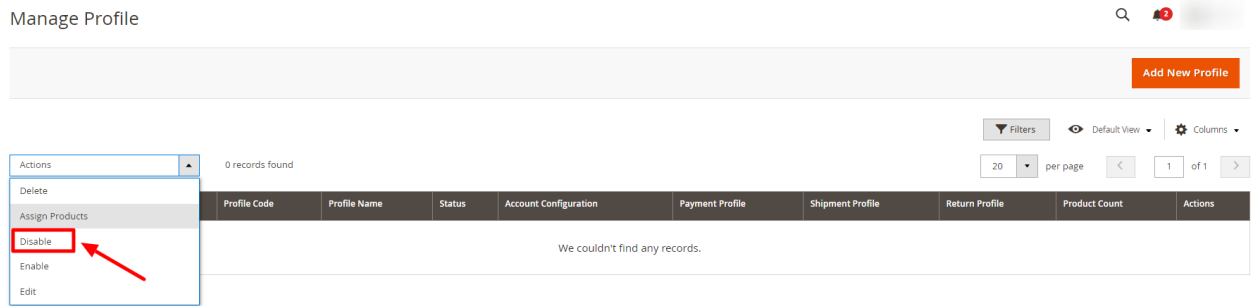
1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.



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



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.

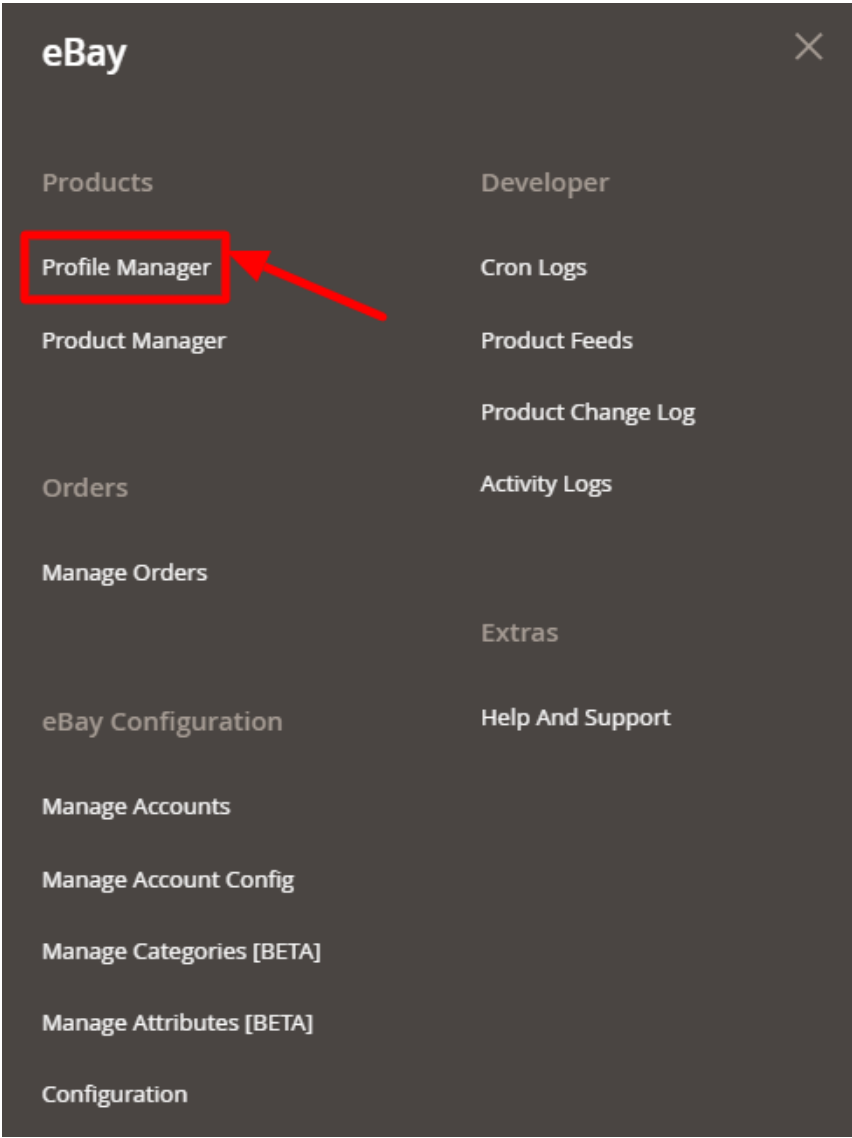


6. When the menu appears, select **Disable**
7. The selected profile(s) will get disabled and a success message appears.

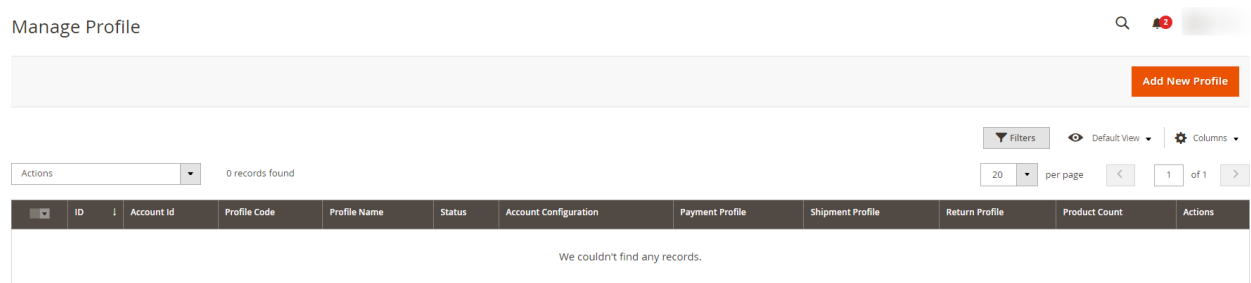
## 6.5. Enabling a Profile

### 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 🔍 1

[Add New Profile](#)

0 records found

Filters

Default View

Columns

20 per page 1 of 1

Profile Code	Profile Name	Status	Account Configuration	Payment Profile	Shipment Profile	Return Profile	Product Count	Actions
We couldn't find any records.								

Actions

Delete

Assign Products

Disable

**Enable**

Edit

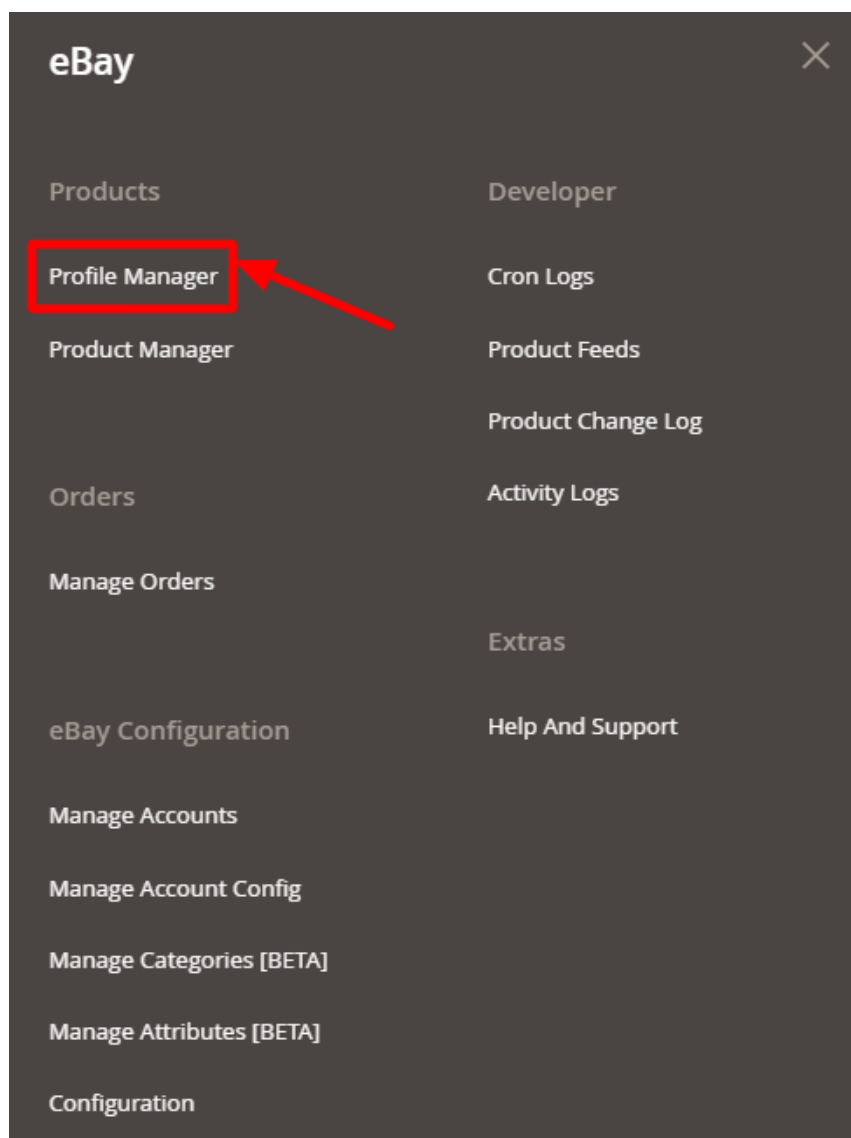
6. When the menu appears, select **Enable**.
7. The selected profile(s) will get enabled and a success message appears.

## 6.6. Deleting a Profile

### TO DELETE A PROFILE,

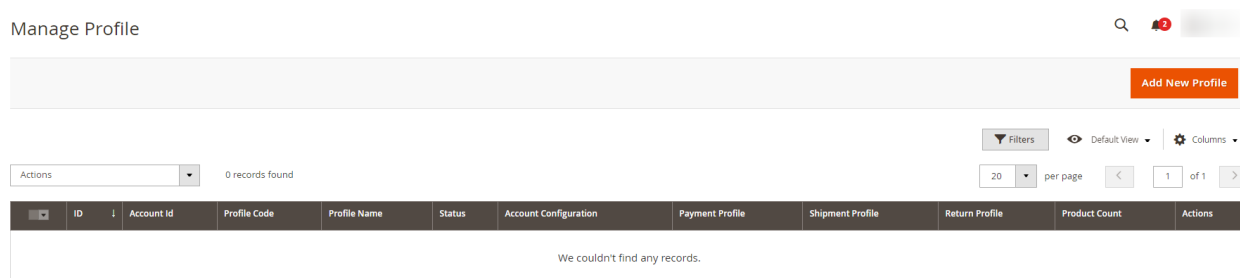
1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.





3. Click on **Profile Manager**.

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



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

Search   admin[Add New Profile](#)

0 records found

20 per page 1 of 1

Profile Code	Profile Name	Status	Account Configuration	Payment Profile	Shipment Profile	Return Profile	Product Count	Actions
We couldn't find any records.								

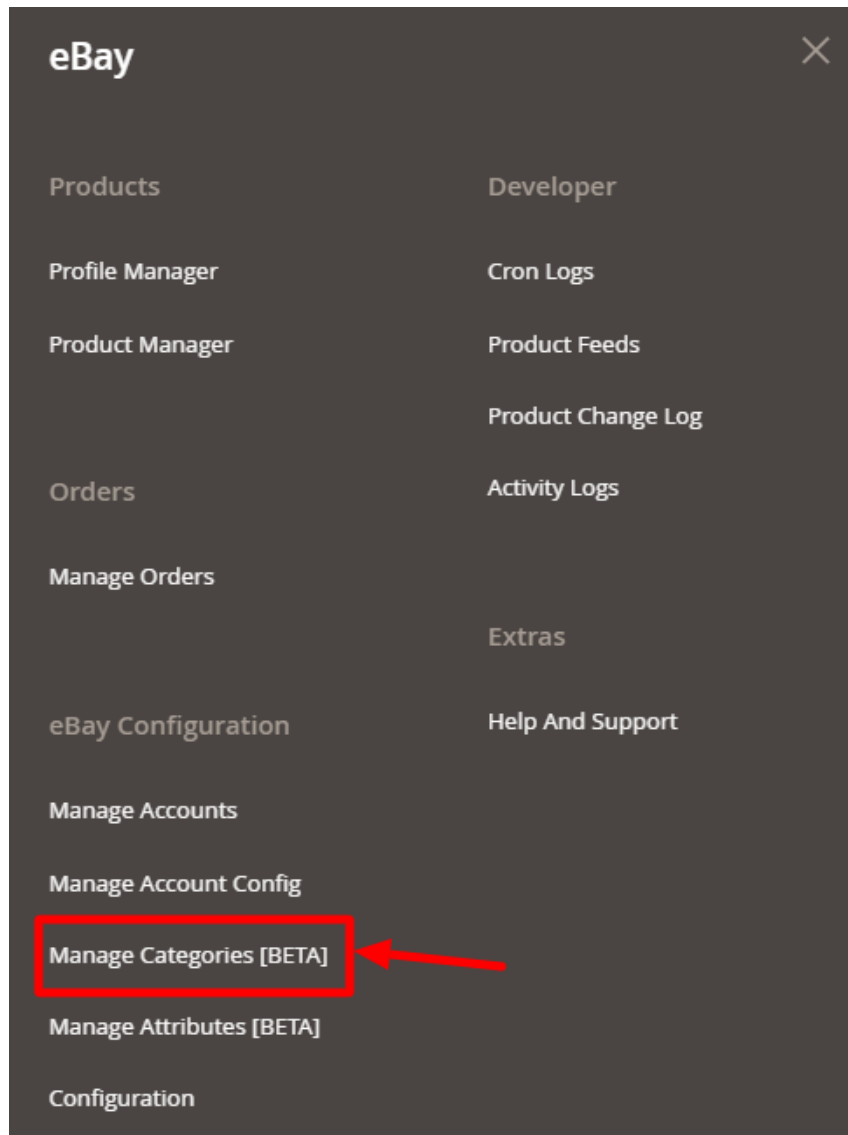
- When the menu appears, select **Delete**.
- The selected profile(s) will get deleted and a success message appears.

## 6.7. Manage Categories

**Note:** This is an alternate way to create profiles.

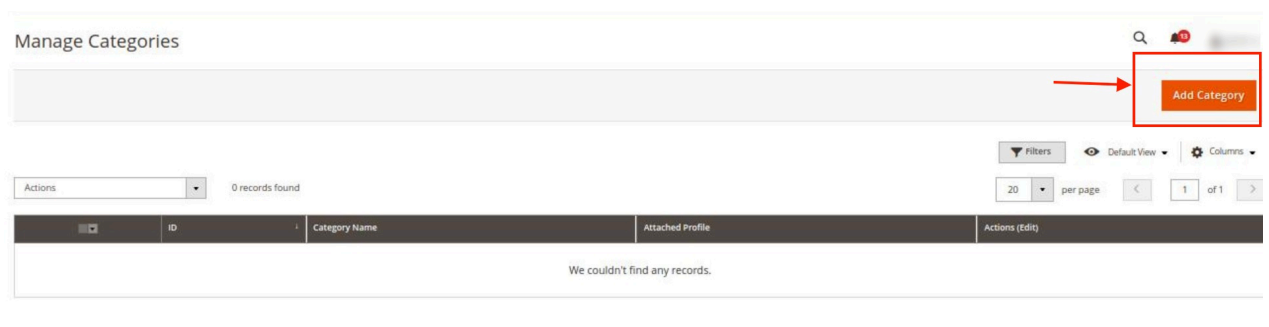
*To manage categories for profiles*

- Go to the **Admin** panel.
- On the left navigation bar, click the **eBay Integration** menu.



3. Click on **Manage Categories**.

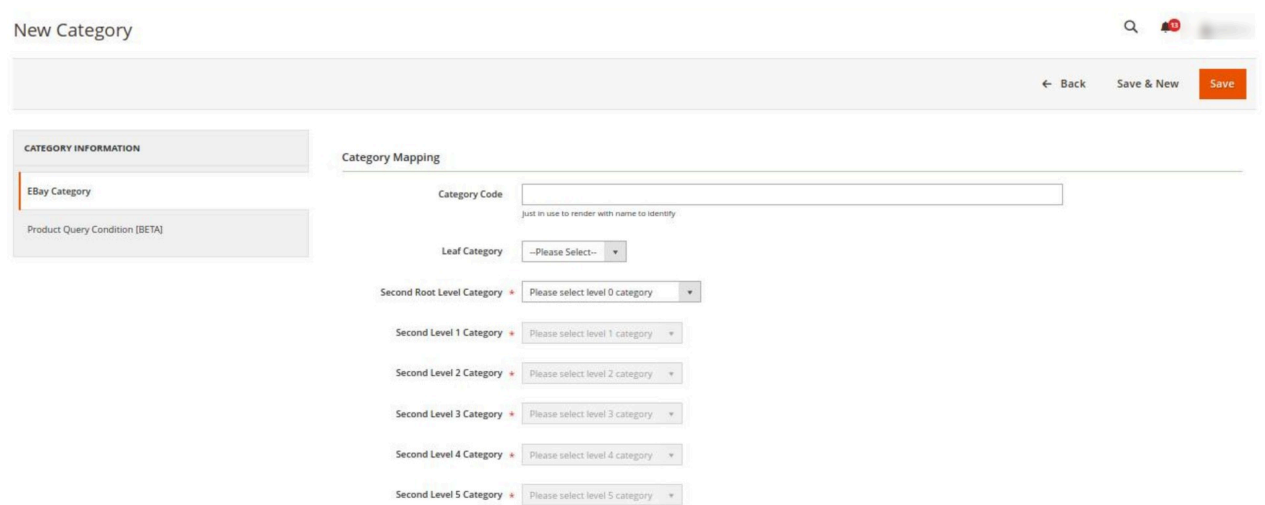
The **Manage Categories** page appears as shown below:



4. To add a new category, click on **Add Category** button. First, you need to select the account for which you want to create a category.



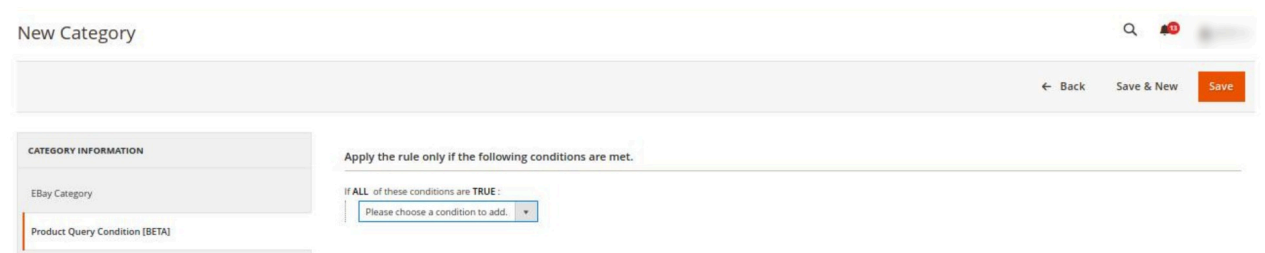
5. After clicking on the account the new category page will appear as shown below:



6. In the left navigation panel, click on **eBay Category**. Under this do the following steps:

- In **Category Code**, enter the category code that you have entered in Configuration settings.
- In **Leaf Category**, if you have an eBay category in any of your attributes at product level then you can use directly select the leaf category here instead of selecting the hierarchy. **NOTE: You have to mention your attribute code ( where you have ebay category for your products ) under Attribute Code For Leaf EBay Category [BETA] setting of configuration then all attribute option will comes up in this drop down.** Else, you can select the complete hierarchy of eBay categories by select the Root Level category first then First Level Category & so on

7. In the left navigation panel, click on **Product Query Condition**. The section appears as shown below:



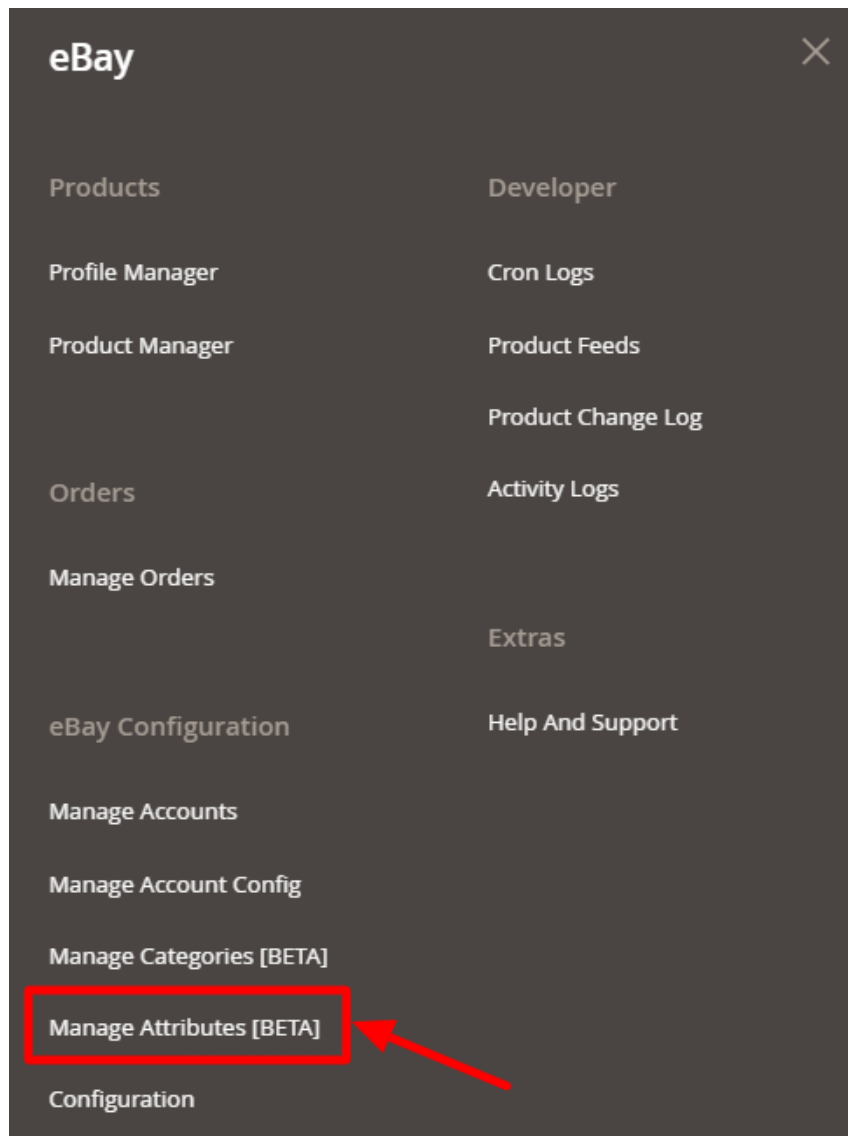
8. In **Product Query Condition** choose the condition from the list to add for mapping the product.

9. Click on **Save** Button, the category will be saved and displayed in the Categories grid.

## 6.8. Manage Attributes

*To manage attributes for profiles,*

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



3. Click on **Manage Attributes**.  
The **Manage Attributes** page appears as shown below:

Manage Attributes

Truncate **Sync/Fetch Attributes**

0 records found

ID	eBay Attribute Name	Category Dependent	Required	eBay Attribute Type	Mapped Category Id	Magento Attribute Code	Default Value	Actions (Edit)
We couldn't find any records.								

- To synchronise or fetch new attributes, click on the **Sync/Fetch Attributes** button.  
The attributes will be fetched and displayed on the grid.
- To map any attribute, click into that row of attributes then map the appropriate Magento attribute from the Magento Attribute Code column & click into **Save**.
- If you want to map any default value then have to choose **–Set Default Value–** in the **Magento Attribute Code** column & put a default value in the **Default Value** column.  
*Note: To view applicable values for the List type of attribute you can click on the View Option button of the Action column.*
- To do a Value Mapping of your Magento Attribute options with the eBay attribute option, you can follow below process:
  - First, save the Magento Attribute Code for that eBay attribute.
  - Click into Map options button ( edit button ) of the Action column.
  - Then Click into the **Add Row**, & **choose the mapping** which is equivalent to each other.
- To search for any attribute, click on the **Filter** button.

Manage Attributes

Truncate **Sync/Fetch Attributes**

0 records found

**Filters**

ID from:  to:

eBay Attribute Name:

Category Dependent:

Required:

eBay Attribute Type:

Mapped Category Id:

Magento Attribute Code:

**Cancel** **Apply Filters**

ID	eBay Attribute Name	Category Dependent	Required	eBay Attribute Type	Mapped Category Id	Magento Attribute Code	Default Value	Actions (Edit)
We couldn't find any records.								

- Enter the required option by which you want to filter the attributes for mapping.  
The applied filter will display the results.

### To Edit Attributes in Bulk,

- Select the attributes that you want to edit.
- In the **Actions** list, click on **Edit**.



3. Edit all the required attributes in bulk.

**Note:**

- **Make sure you mapped all the attributes which are required here in this Manage Attribute grid**
- **Once attribute mapping is done, then you can proceed with profile creation by using Create Profile mass action of Manage Category Section**

## 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

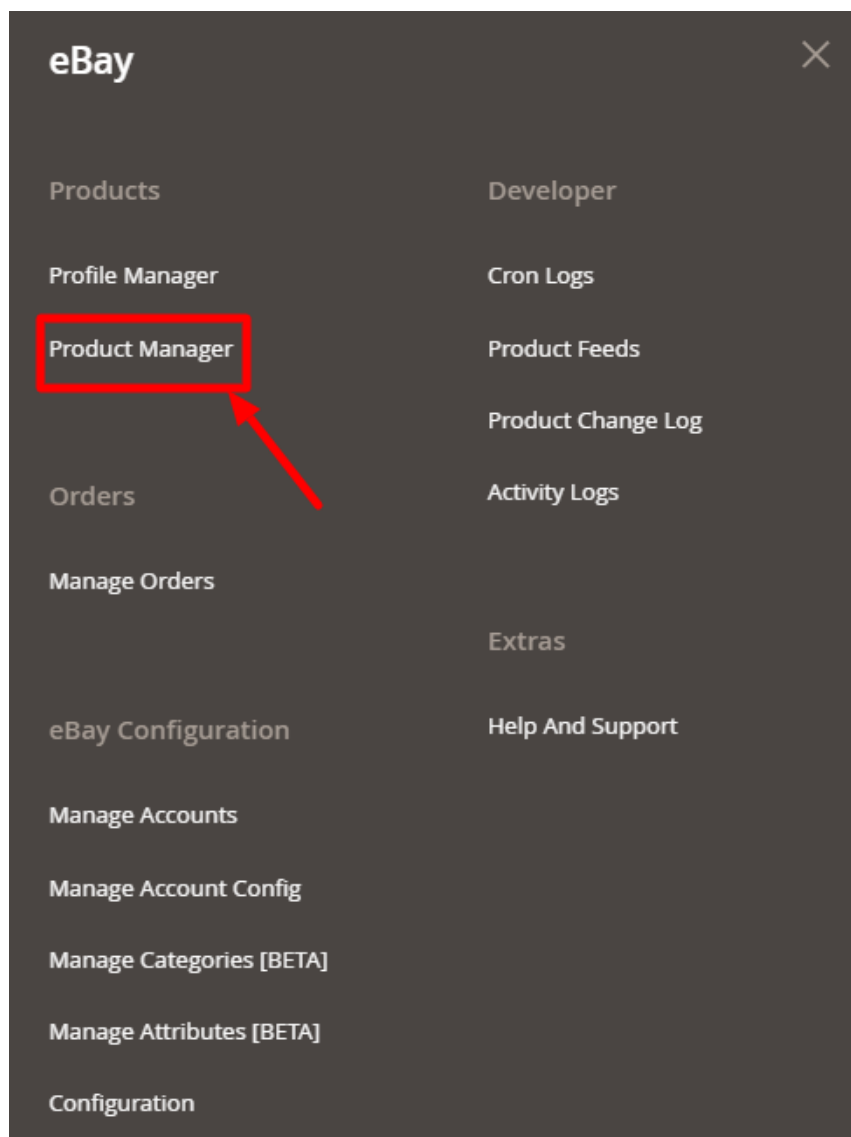
🔍 🔔 👤 admin ▼

Account View: Primary Account ▼

### 7.1. Upload Selected Products

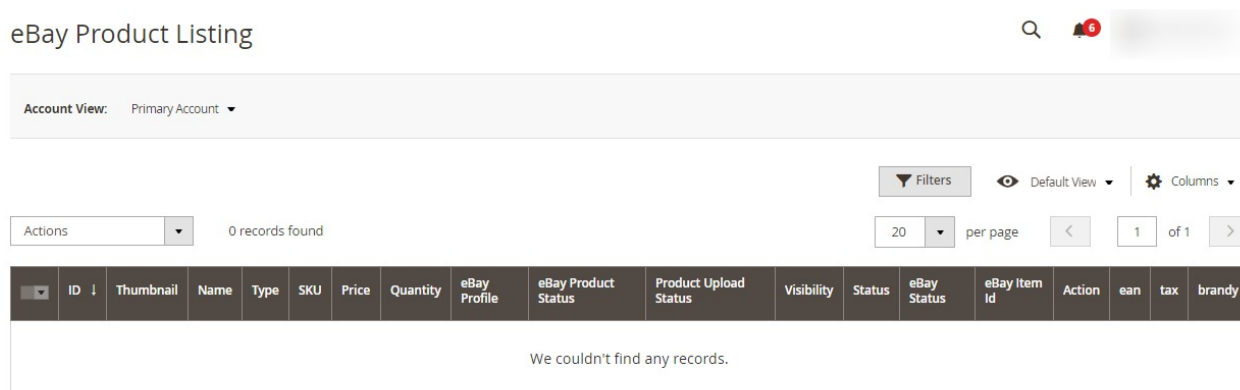
To upload selected products,

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



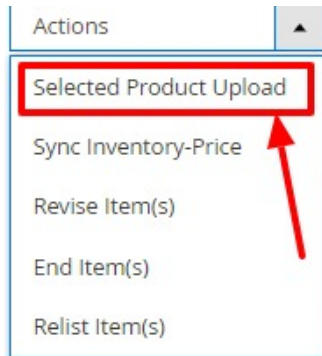
3. Click on **Product Manager**.

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





4. Select the check boxes associated with the required products that you want to upload.
5. 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:**

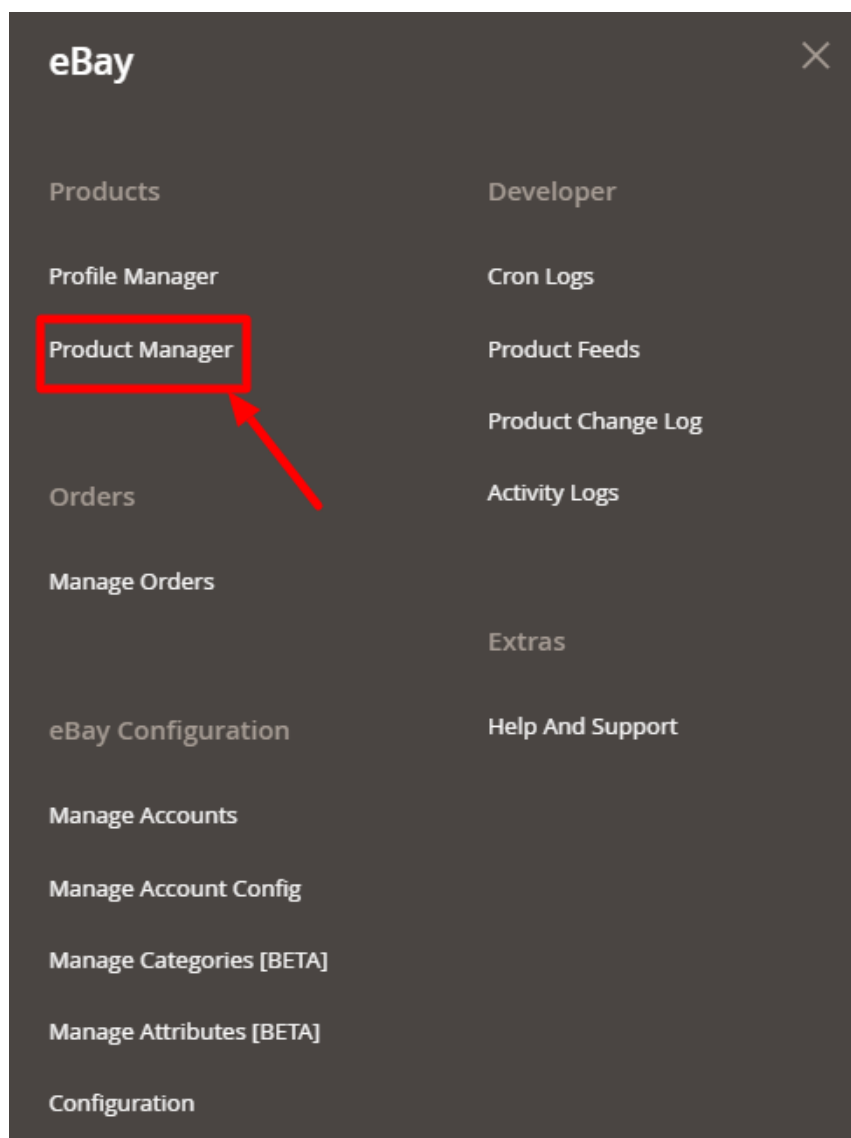
- If Item ID is available for listing then you select this Upload product Action and the action won't be performed because it already exists on Magento.
- If you have an ebay item id and want to upload it again then first edit it on Magento, expand the ebay tab, and then for that particular account remove 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->select 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.

6. 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

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

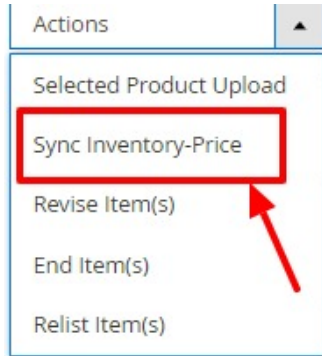
Actions 0 records found 20 per page 1 of 1

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.																	

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

boxes.

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



- 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

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

### Sync Price Inventory On eBay

Search Notifications admin

Back

#### Inventory Price Syncing Status

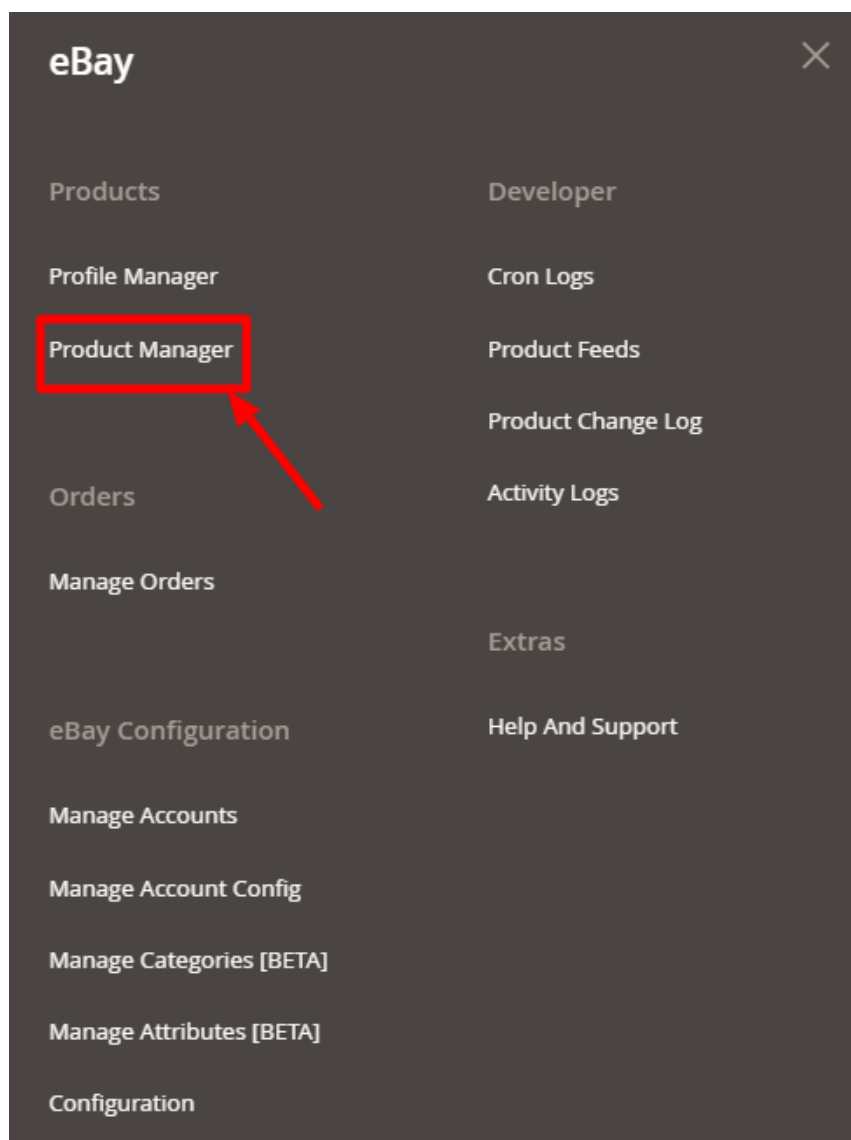
- Starting Product Inventory Price Sync execution, please wait...
- Warning: Please do not close the window during Inventory Price Syncing data
- Total 1 Batch(s) Found.
- Batch 1: success
- 100% 1 Of 1 Processed.
- 1 Batch(s) Successfully Inventory Price Synced.
- Finished product Inventory Price Syncing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

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

## 7.3. Revise Items

To revise items,

- 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:

eBay Product Listing

Account View: Primary Account ▼

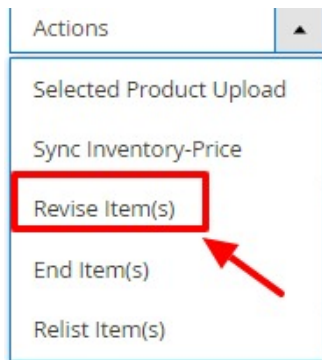
Filters Default View Columns

Actions 0 records found 20 per page 1 of 1

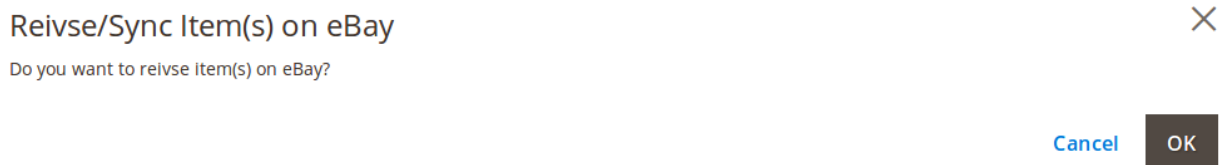
ID	Thumbnail	Name	Type	SKU	Price	Quantity	eBay Profile	eBay Product Status	Product Upload Status	Visibility	Status	eBay Status	eBay Item Id	Action	ean	tax	brandy
We couldn't find any records.																	

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

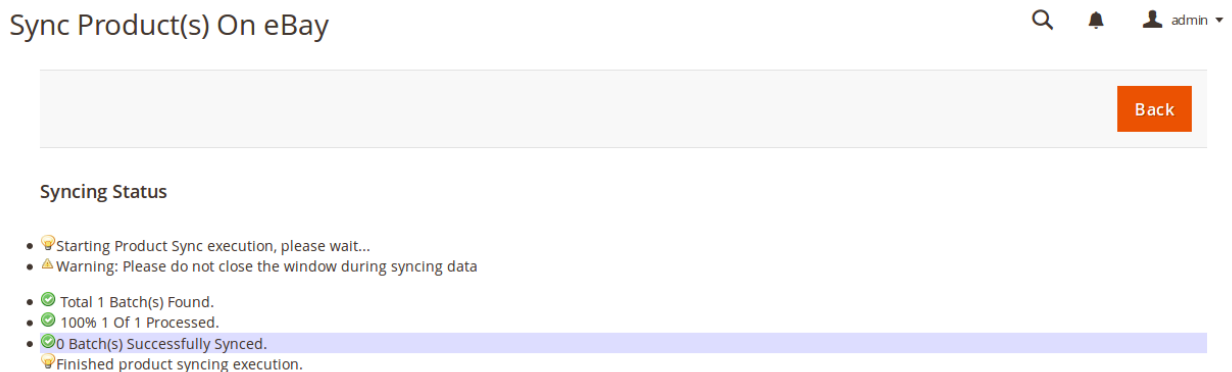
5. Click the **Arrow** button next to the **Actions** list, and then click **Revise Item(s)**.



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



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

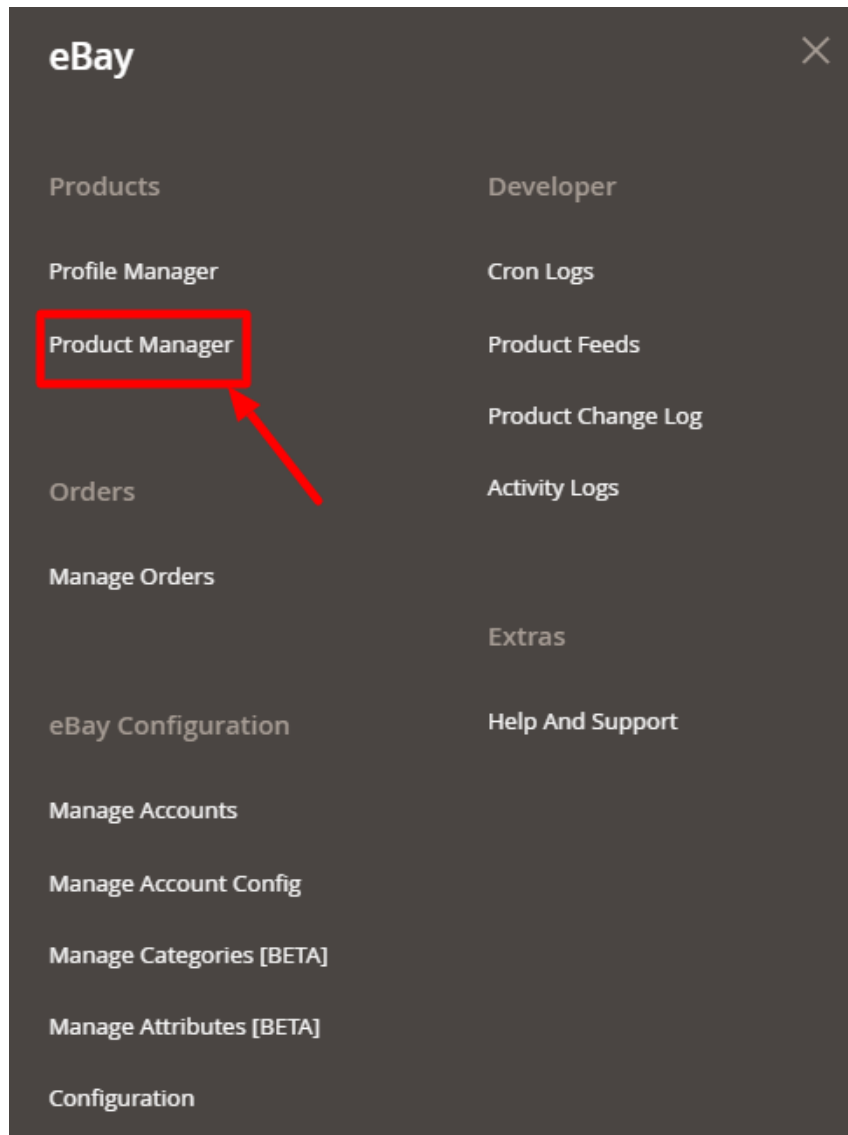


The selected products get revised on eBay.

## 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:

eBay Product Listing

Account View: Primary Account ▼

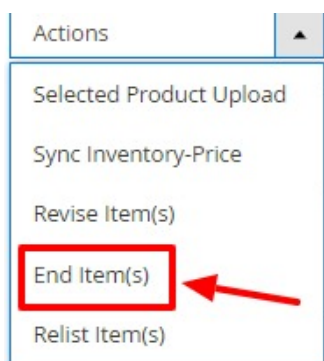
Filters Default View Columns

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.																	

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

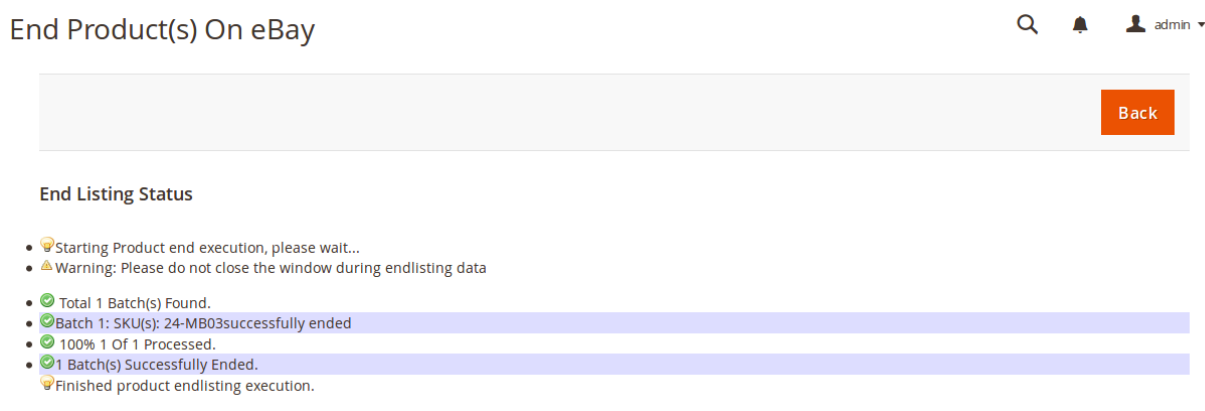
5. Click the **Arrow** button next to the **Actions** list, and then click **End Item(s)**.



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



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

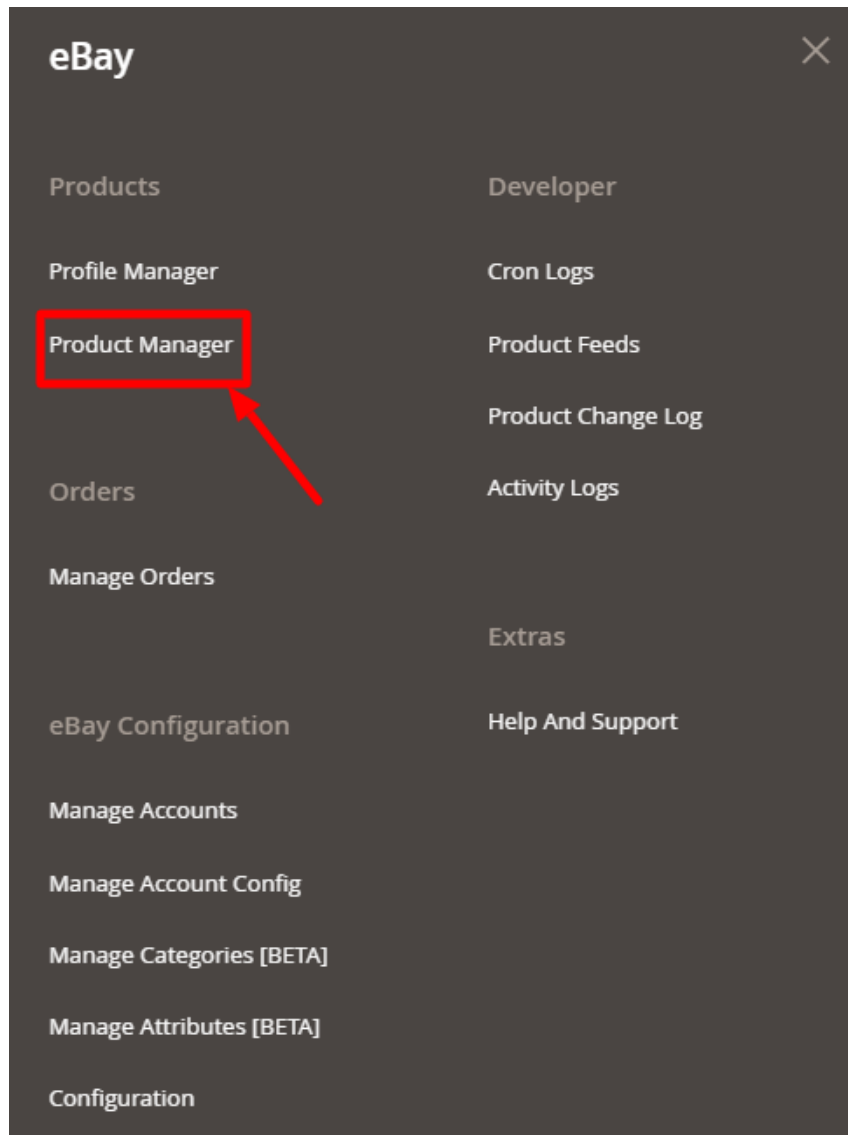


The selected products get ended or retired from eBay.

## 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:

eBay Product Listing

Account View: Primary Account ▼

Filters Default View Columns

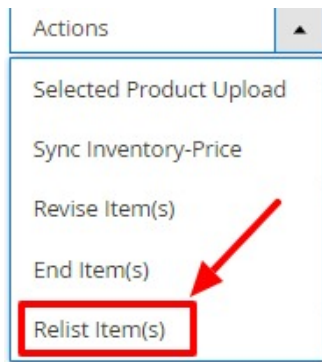
Actions 0 records found 20 per page 1 of 1

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.																	

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**.

ReList Item(s) on eBay  
Do you want to relist item(s) on eBay?

Cancel

OK

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

Relist Product(s) On eBay

Q 🔔 👤 admin ▾

Back

#### ReListing Status

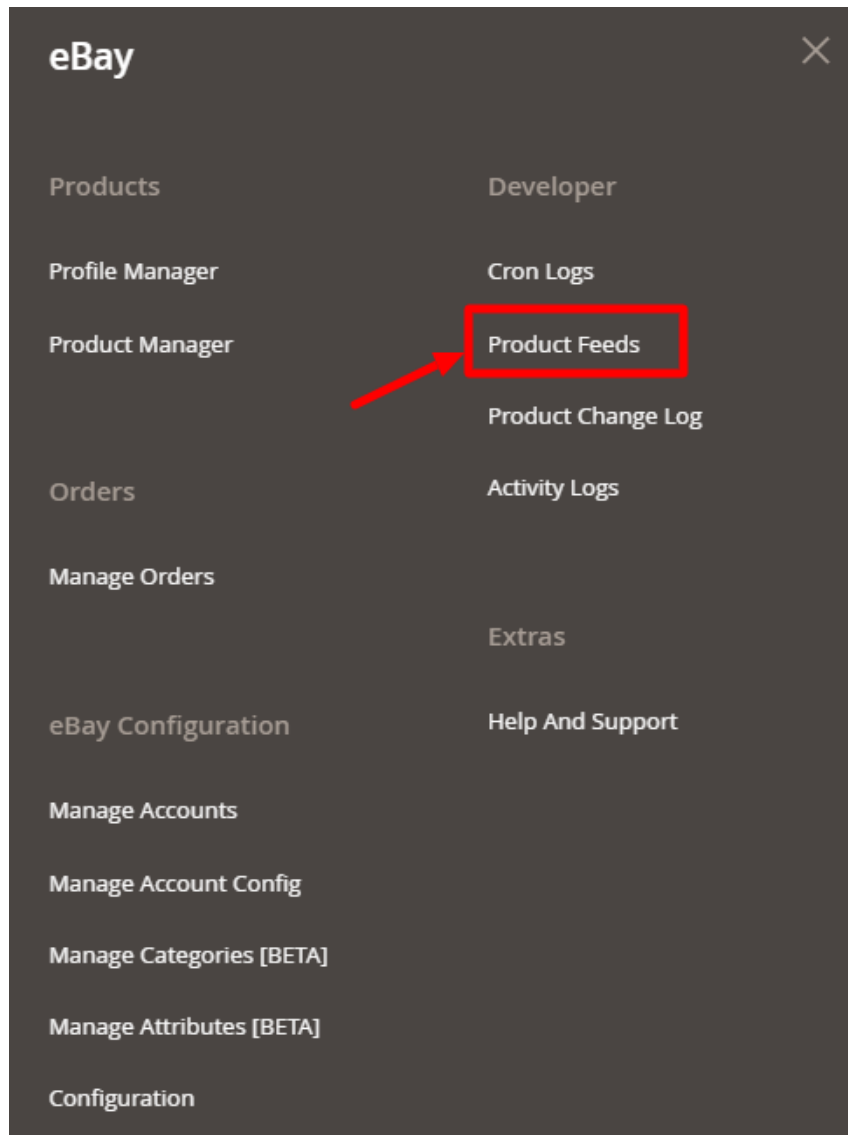
- 🕒 Starting Product ReList execution, please wait...
- ⚠️ Warning: Please do not close the window during ReListing data
- ✅ Total 1 Batch(s) Found.
- ✅ 100% 1 Of 1 Processed.
- ✅ 0 Batch(s) Successfully ReListed.
- 🕒 Finished product ReListing execution.

The selected products will be relisted on eBay.

## 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



Truncate Feeds

Filters

Default View

Columns

Active filters: Account Id: x

Clear all

22 records found

20

per page

&lt;

1

of 2

&gt;

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 TypesAddItems** => 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: x

Clear all

Store View

Feed Id

Account Id

Feed Type

Feed Status

Feed Date

Product Ids

Cancel

Apply Filters

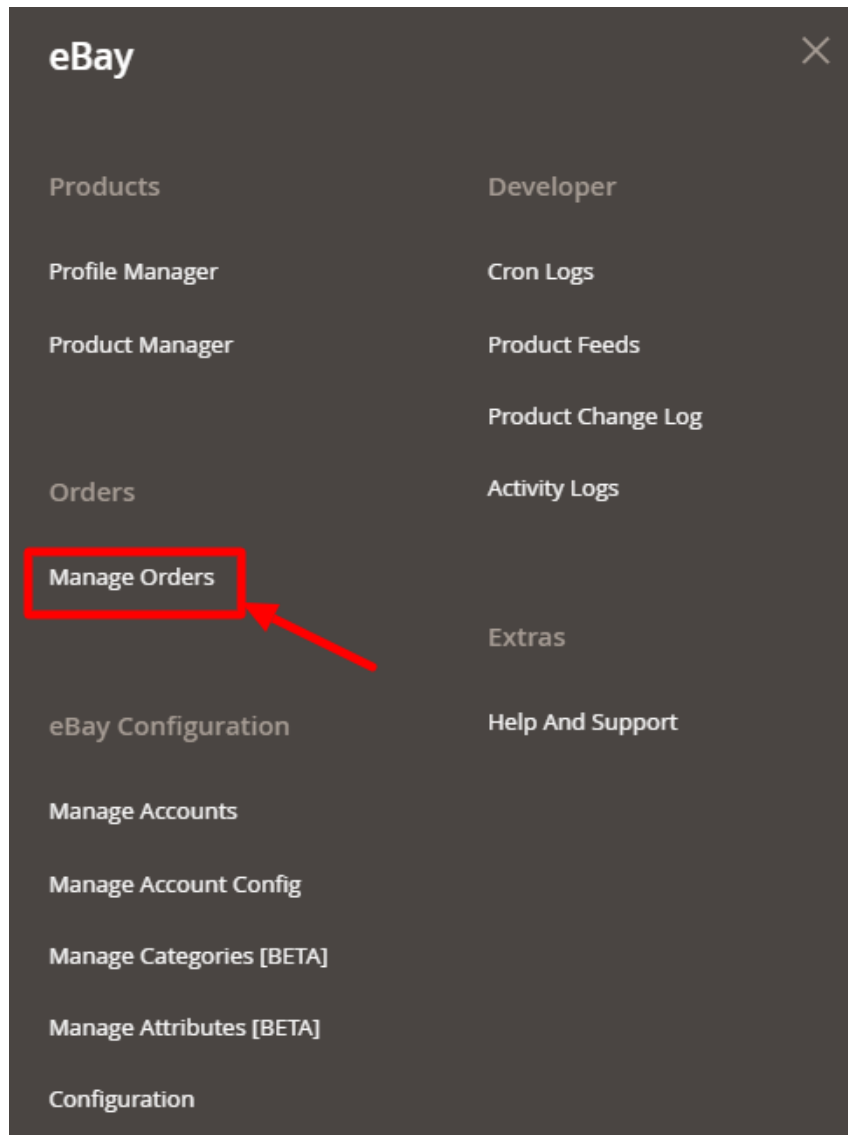
**Note:** If any request is failing or you getting any error then you can check in this **Product Feed Section**.

## 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

Fetch Ebay Orders

Filters Default View Columns

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

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



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	  

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

Ebay Order



Cancel

OrderID	OrderStatus	AdjustmentAmount	AmountPaid	AmountSaved	CheckoutStatus																								
	Completed	<table><tr><th>_value</th><th>_attribute</th></tr><tr><td>0.0</td><td><table><tr><th>currencyID</th></tr><tr><td>USD</td></tr></table></td></tr></table>	_value	_attribute	0.0	<table><tr><th>currencyID</th></tr><tr><td>USD</td></tr></table>	currencyID	USD	<table><tr><th>_value</th><th>_attribute</th></tr><tr><td>41.79</td><td><table><tr><th>currencyID</th></tr><tr><td>USD</td></tr></table></td></tr></table>	_value	_attribute	41.79	<table><tr><th>currencyID</th></tr><tr><td>USD</td></tr></table>	currencyID	USD	<table><tr><th>_value</th><th>_attribute</th></tr><tr><td>0.0</td><td><table><tr><th>currencyID</th></tr><tr><td>USD</td></tr></table></td></tr></table>	_value	_attribute	0.0	<table><tr><th>currencyID</th></tr><tr><td>USD</td></tr></table>	currencyID	USD	<table><tr><th>eBayPaymentStatus</th><th>LastModifiedTime</th><th>Payment</th></tr><tr><td>NoPaymentFailure</td><td>2018-10-08T19:25:08.000Z</td><td>CreditCa</td></tr></table>	eBayPaymentStatus	LastModifiedTime	Payment	NoPaymentFailure	2018-10-08T19:25:08.000Z	CreditCa
_value		_attribute																											
0.0	<table><tr><th>currencyID</th></tr><tr><td>USD</td></tr></table>	currencyID	USD																										
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_value	_attribute																												
41.79	<table><tr><th>currencyID</th></tr><tr><td>USD</td></tr></table>	currencyID	USD																										
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_value	_attribute																												
0.0	<table><tr><th>currencyID</th></tr><tr><td>USD</td></tr></table>	currencyID	USD																										
currencyID																													
USD																													
eBayPaymentStatus	LastModifiedTime	Payment																											
NoPaymentFailure	2018-10-08T19:25:08.000Z	CreditCa																											

## 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](#)

Default View

Columns

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	

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

#

← Back
Login as Customer
Send Email
Credit Memo
Hold
Ship
Reorder

**ORDER VIEW**  


---

 Information  


---

 Invoices  


---

 Credit Memos  


---

 Shipments

Order & Account Information

Order # The order confirmation email is not sent

Order Date Mar 18, 2021, 2:23:06 PM

Order Status Processing

Purchased From Main Website  
Main Website Store  
Default Store View

Account Information [Edit Customer](#)

Customer Name

Email

Customer Group NOT LOGGED IN

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.

## Payment &amp; Shipping Method

## Payment Information

eBay Payment Method(Default)  
The order was placed using USD.

## Shipping Information

eBay Shipping Method - USPSParcel  
Total Shipping Charges: **\$10.79**

Carrier	Title	Number	Action
Custom Value			
Add Tracking Number			


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

Shipment Total

Shipment Comments

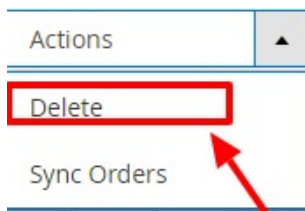
Comment Text

Shipment Options

☐ Append Comments☐ Email Copy of Shipment

 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.*

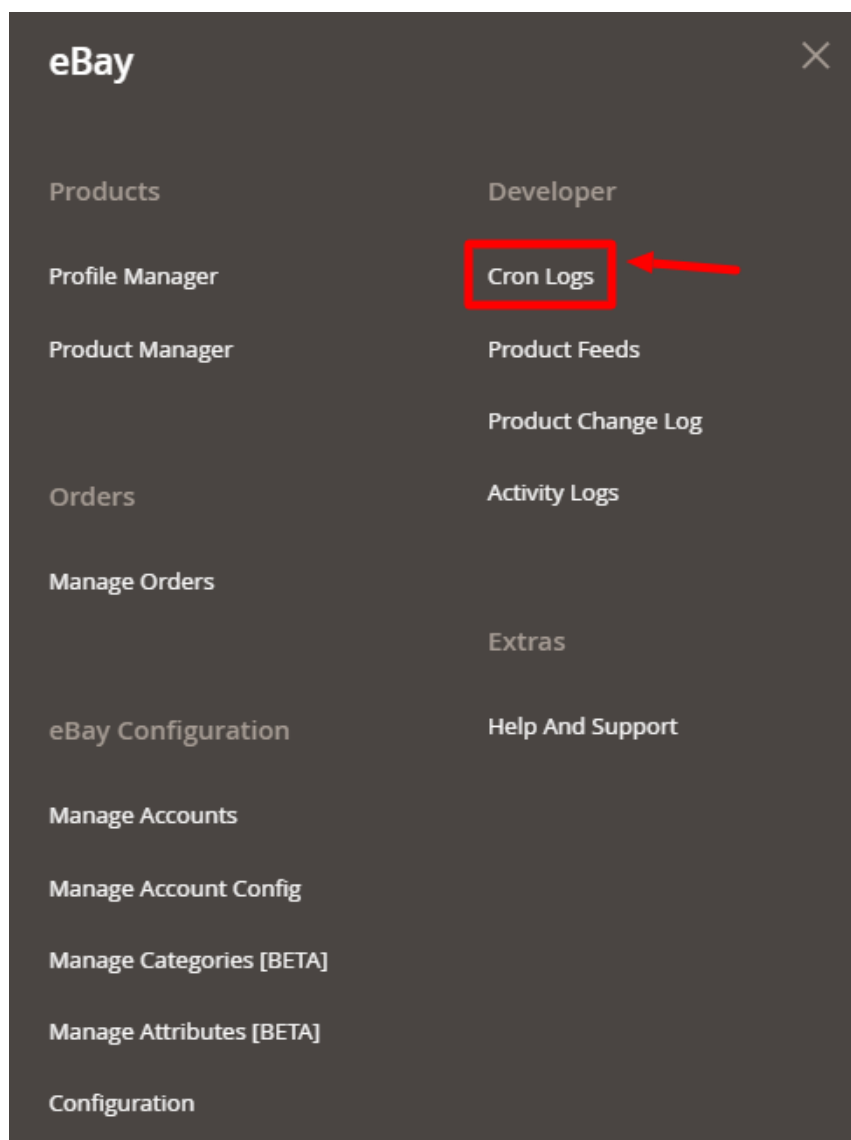
*-After deleting Order if you fetch ebay orders again then it will be fetched again and will be duplicated in the Sales order grid.*

## 10. Cron Logs

### To view eBay Cron Grid,

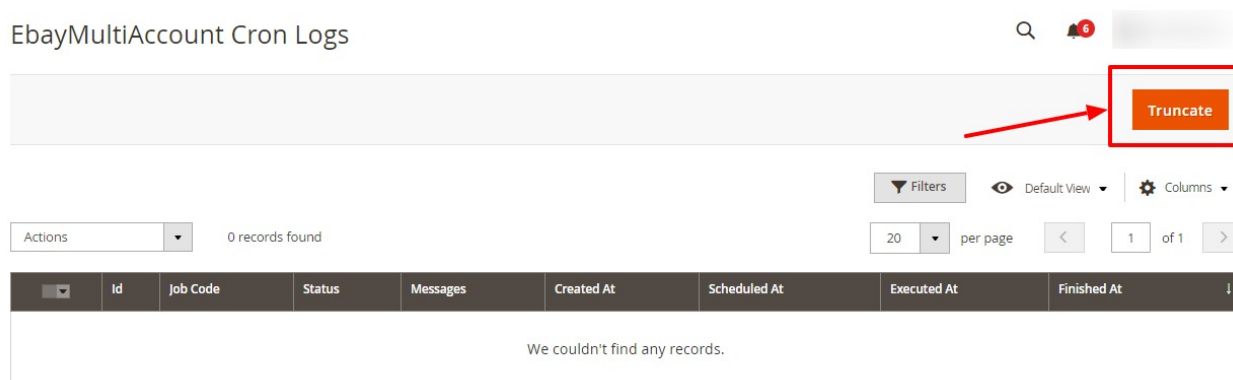
1. Go to your **Magento 2 admin panel**.
2. Click on **eBay** present on the left navigation bar.





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.

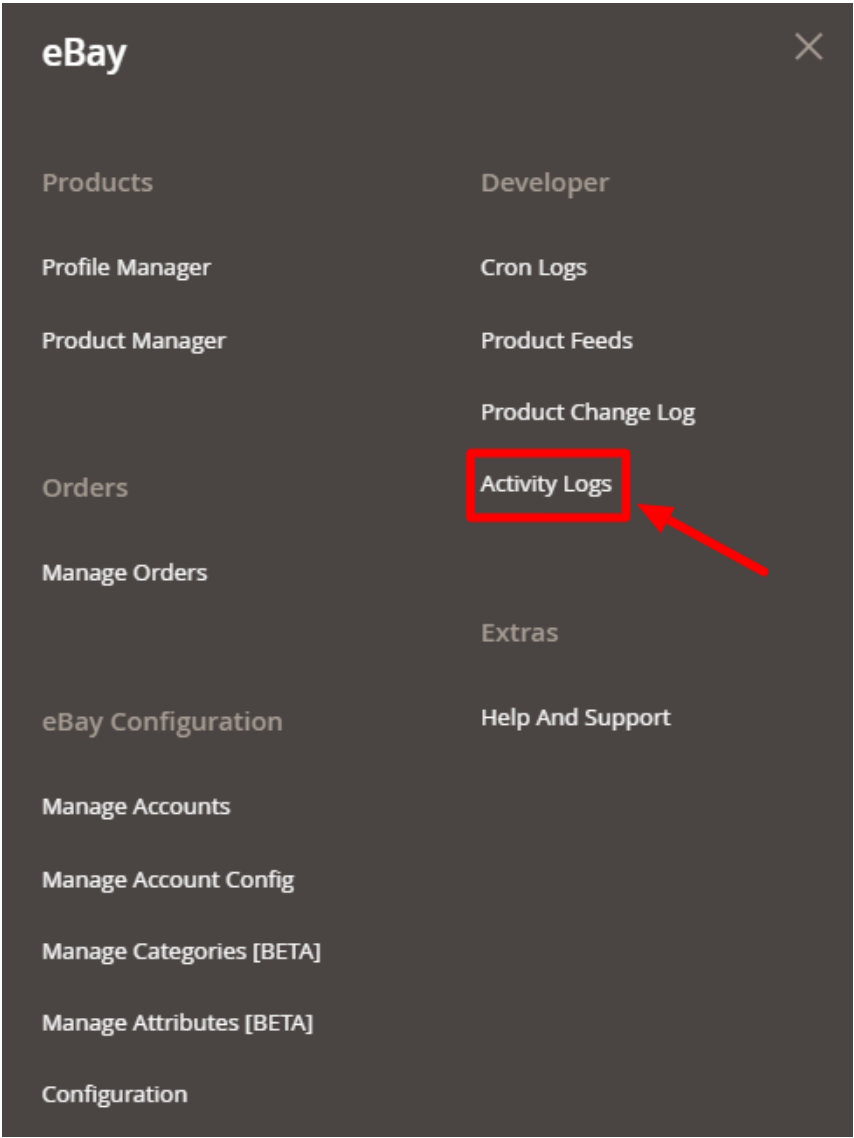
**List of Crons and their Use:**

- **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

Truncate

Filters Default View Columns

Actions 9 records found 20 per page 1 of 1

	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.

The screenshot shows the 'Activity Log' page. At the top right, there is a 'Truncate' button. Below the header, there is a search bar, a notification bell with '6' alerts, and a 'Truncate' button. The main content area has a 'Filters' button, a 'Default View' dropdown, and a 'Columns' dropdown. Below these, there is a '20 per page' selector and a pagination control showing '1 of 1'. The 'Actions' dropdown menu is open, showing 'Delete Records' as an option. The table below shows 9 records found. The first two records are highlighted in blue.

			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	

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.

The screenshot shows the 'Activity Log' page. At the top right, there is a 'Truncate' button. Below the header, there is a search bar, a notification bell with '6' alerts, and a 'Truncate' button. The main content area has a 'Filters' button, a 'Default View' dropdown, and a 'Columns' dropdown. Below these, there is a '20 per page' selector and a pagination control showing '1 of 1'. The 'Actions' dropdown menu is open, showing 'Delete Records' as an option. The table below shows 9 records found. The first two records are highlighted in blue.

	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	

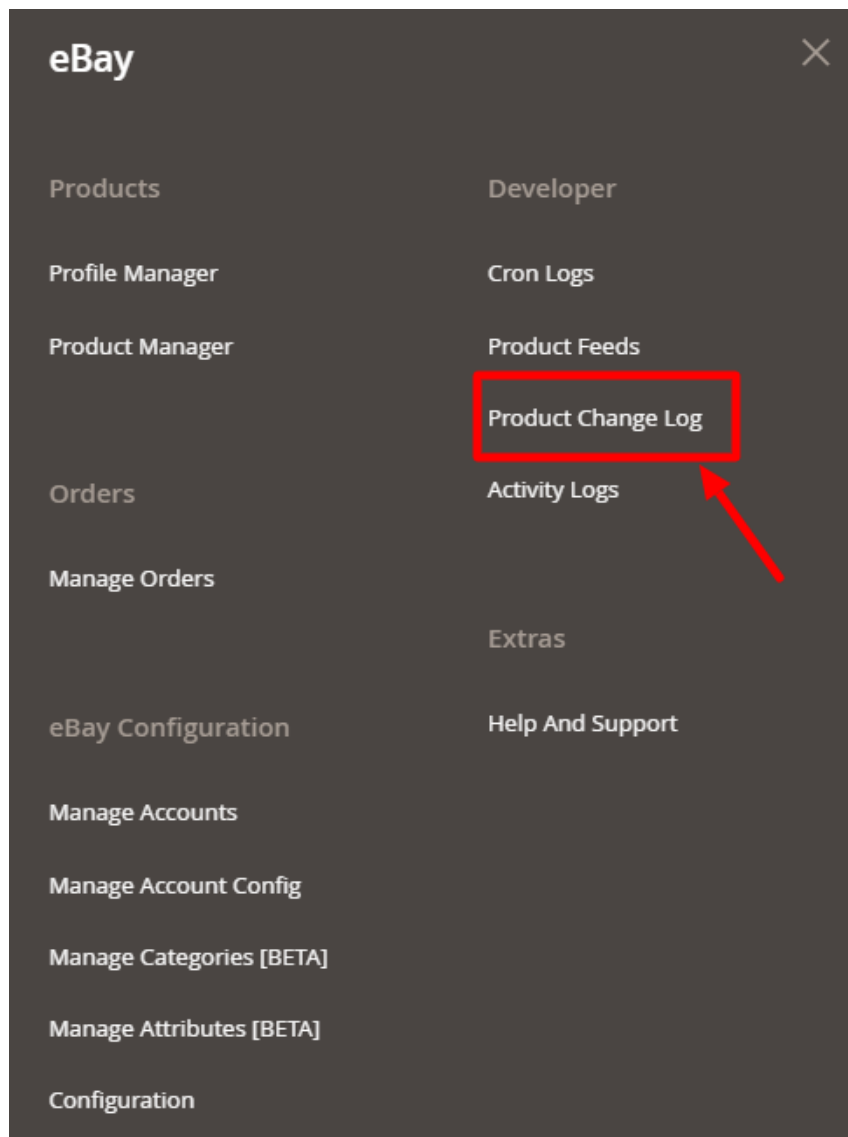
2. All the logs will be cleared.

**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

Truncate

Filters Default View Columns

Actions 2108 records found 20 per page 1 of 106

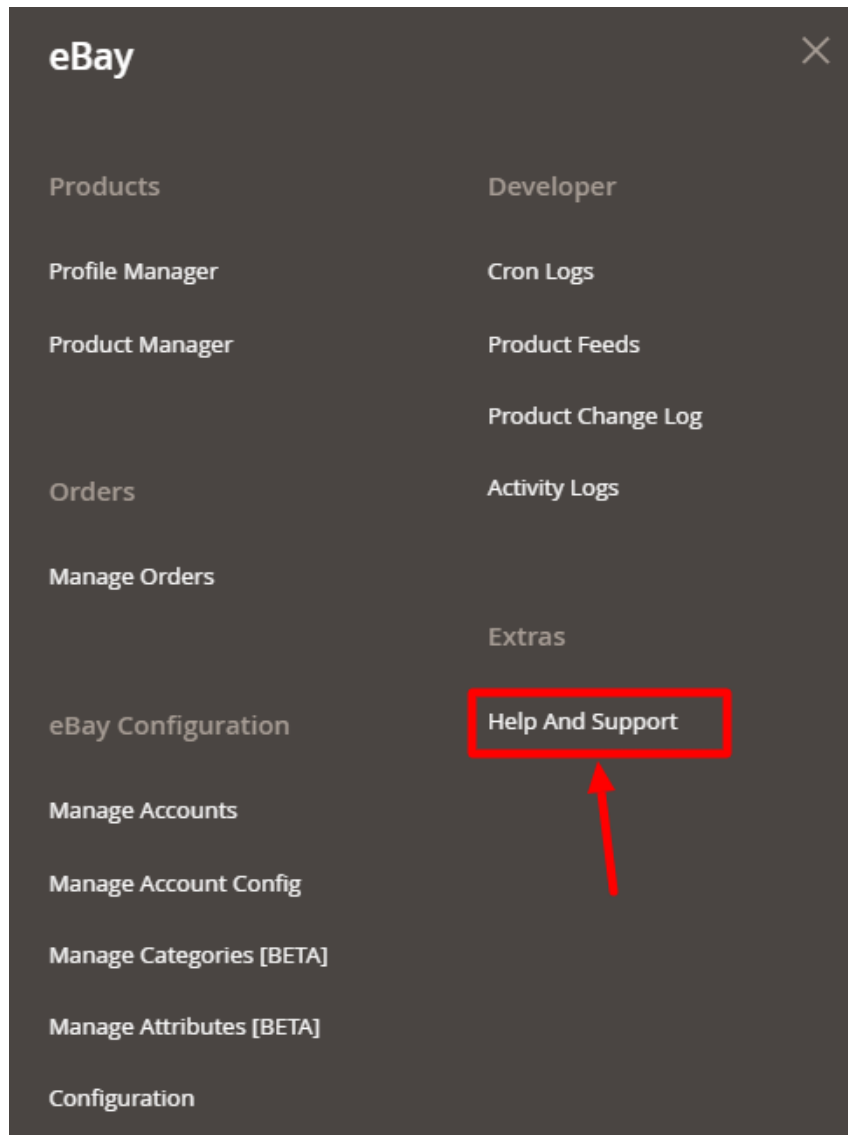
	Id	Account Id	Product Id	Type	Modified At	Updated At	Number of Times Processed	
<input type="checkbox"/>	11		54	relist	2021-02-03 05:19:32		0	
<input type="checkbox"/>	2112		116	product	2021-03-13 05:40:45		0	
<input type="checkbox"/>	20		116	product	2021-03-13 05:40:45		0	
<input type="checkbox"/>	19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

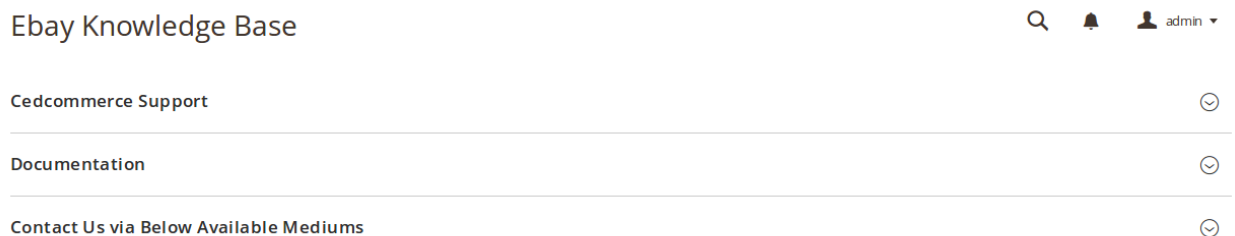
### To view Help & Support section.

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:

Cedcommerce Support

[EbayMultiAccount Integration Knowledge base](#)

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

## Documentation

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

Documentation

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

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

## Contact Us via Below Available Mediums

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

Contact Us via Below Available Mediums

[Contact Us 24\\*7 via Skype Call](#)[Submit Issue via Ticket](#)[Send us an E-mail](#)[Connect via Skype Chat](#)For More Informations Please Contact Us: **Toll-Free Number: 888-882-0953 (FOR USA)**

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