

# **CedCommerce Amazon Channel**

by CedCommerce Products Documentation

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## 1. Introduction

Amazon is one of the most prominent marketplaces in the world, committed to providing top-notch services, operational excellence, and the best customer experience. The marketplace has a global footprint, with 18 different global marketplaces.

CedCommerce has developed a solution to help and assist sellers who wish to sell their Shopify products on Amazon efficiently. The application CedCommerce Amazon Channel enables you to list the products and manage them on Amazon through a single platform.

### An Introduction to CedCommerce Amazon Channel

A Shopify sales channel app that empowers merchants by allowing them to manage their multiple Amazon accounts from one central platform. The app offers multichannel capabilities like real-time and automated feed syncs of product listings, Orders, Refunds and global currencies between the merchant's Shopify store and Amazon. The app saves a lot of time for sellers by offering a faster and frictionless multichannel experience.

### Check out some highlighted features below:

#### Multiple accounts connect

Connect and govern multiple Amazon accounts from a centralized location when they belong to the same or different countries to as many as 18+ marketplaces with CedCommerce Amazon Channel.

#### Supports All Categories

CedCommerce Amazon Channel supports all the categories on the Amazon marketplace without forcing any restrictions.

#### Product Templates

Experience a simplified and faster workflow when listing products to Amazon. The simple steps include setting the categories and inventories, applying filters, and selecting templates before publishing the products.

#### Create Listings and Offers

The app has functionalities that help you identify your listings as good to go as New Listings or Offers. You can also present offers to the existing listings through CedCommerce Amazon Channel.

#### Sync and Track Inventory

Near real-time synchronization gives you the power to monitor your inventory status. The feature prevents overstocking and stock-outs. The accurate inventory syncing and alert notifications helps you replenish your stocks, especially during heavy sales in the festive season.

#### Manage Order & Shipment

The app is a mediator between your Shopify store and the Amazon marketplace. Orders received on Amazon get fetched to the app and are created on your Shopify store instantly. Also, the updated shipment status for orders fulfilled through your Shopify store gets updated on Amazon.

**Note:** Make sure your Amazon account is set up and running. You need a fully functional account on Amazon to connect and integrate your store.

## Sections in our App

### Subscription

Find the details of your current App Subscription Plan.

### Pricing

**Free Plan**

Payment Details : \$0 / month 0/50 orders processed

---

[Change Plan](#)

### Activities

Stay updated on all your recent activities.

### Recent Activities [All Activities](#)

Variant Delete Queue Initiated  
Tue, 18 Oct 2022 07:25:41 GMT

- ✘ Report not generated. Kindly contact with support.  
Tue, 18 Oct 2022 07:26:46 GMT
- ✔ 256 product(s) imported successfully  
Tue, 18 Oct 2022 07:25:42 GMT
- ✔ Price sync completed of amazon  
Tue, 18 Oct 2022 06:55:15 GMT
- ✔ Price sync completed of amazon  
Tue, 18 Oct 2022 05:17:21 GMT

### Product Status

Know the status of all the Shopify products that you have opted to sync with the Amazon marketplace via Amazon by CedCommerce.

### Product Status [Manage Listings](#)

Not Listed	1059
Inactive	26
Active	1
Incomplete	1

### Product Linking

Discover which products have been successfully linked or have failed to link with each other due to a mismatch of data on Amazon and Shopify.

### Linked Product Status [Manage Linking](#)

Linked	34
Linking Required	63
Close Match	1

### Failed Orders

Discover all the Amazon orders that could not be created/synced on the Shopify Store due to insufficient inventories or missing SKUs, or other possible reasons for failure.

#### Failed Orders

[Manage Failed Orders](#)

Failed Orders 0

### Refund Orders

This section lets you see the list of your Shopify store orders whose refunds couldn't be synced to Amazon. You can search the orders with the Refund Order ID and create refund requests manually as well for the orders.

#### Refund Order

[Manage Orders Refund](#)

Refund Initiated 0

### Cancel Orders

This section contains a list of all those canceled Amazon orders that couldn't get synced with your Shopify store. The canceled orders that have been successfully synced with your Shopify store won't be listed here.

#### Cancel Order

[Manage Failed Canceled Orders](#)

Failed Canceled Orders 0

## 2. Onboarding the App

Here's a look at how to get yourself onboarded on the CedCommerce Amazon Channel app after you have installed the app. The entire process is pretty simple and requires you to satisfy a few prerequisites and follow three simple steps.

### Step 1: Connecting Seller Account

←
Add New Account

## CedCommerce Amazon Channel

Welcome! we're so glad you're here. Start frictionless selling, leverage easy operational management through multi-account connectivity, real-time inventory and order synchronization, and bulk product operations, with incredible time and resource management.

1/3 Steps

---

### Amazon Account Connection

Connect your Amazon Professional account to your Shopify store to enjoy seamless selling. You can add multiple accounts from within the application, once onboarded.

Choose a suitable country \*

🔍 Search

Checklist for a successful account connection:

- I have primary access to the Amazon Seller Central account.
- My seller account is not suspended, inactive, or in vacation mode.
- I have an Amazon Professional account with an updated Payment Method.
- I am connecting my Professional Seller Account, not Amazon Pay or any other account.

Connect Seller Account

The first step in onboarding lets you select the country from where your Amazon seller account is based. Below this search box is a series of checklists every seller must check for a successful Amazon connection.

### 1. Primary Access to the Amazon Seller Central Account

Primary access (owner access) is required to connect the CedCommerce Amazon Channel with your Amazon Seller Central account. We need it to connect and initiate the synchronization between your Shopify store and Amazon Seller Account.

**Note:** Any other access will not work when connecting the account.

### 2. Requires an Amazon Professional Account

One of the prerequisites includes having a Professional Account on the Amazon Marketplace. Individual Account holders cannot connect their seller account with the CedCommerce Amazon Channel application. Also, ensure that your payment method is updated and you are not using an expired/invalid payment method.

### 3. The Seller Account should not be Suspended, Inactive, or in Vacation mode

Suppose the Amazon seller account you want to use has been suspended for some reason or violates Amazon policy. You need to reinstate that suspended account to continue selling on Amazon. Using an Amazon seller account in inactive mode is as good as not using an account. You must ensure the Amazon Seller Central account is active and available to start selling.

### 4. Ensure Professional Seller Account is connected

The onboarding process may not be complete successfully, or our app may not work as per your expectations if you try to use your Amazon Pay/Personal account with our app instead of your Amazon Seller Central account.

After selecting the country and ticking all the checklist boxes, click the Connect Seller Account button. Clicking on

this button will open a new window wherein you'll have to log in to your Amazon Seller Central account and agree to some consents for the proper functioning of the app. Once this has been done successfully, you'll be redirected to the CedCommerce Amazon Channel app.

In case you didn't tick one of the boxes on the checklist, your account connection will be unsuccessful and you'll see a screen as shown below.

 Your account connection was unsuccessful. ✕

**What could have possibly went wrong!!**

1. You have primary access to the seller's central account
2. Not to log in with an Amazon Pay account
3. You Seller Account should not be Suspended Inactive, or in Vacation mode
4. You have Amazon professional account

[Click here to know more](#)

[Retry Connecting](#)



You'll have to restart the entire onboarding process again if you see this screen come up during the onboarding process.

## Step 2: Creating Account Name

**Amazon By CedCommerce**

Welcome! we're so glad you're here. Start frictionless selling, leverage easy operational management through multi-account connectivity, real-time inventory and order synchronization, and bulk product operations, with incredible time and resource management.

**2/3 Steps** [Onboarding Guide](#)

**Create an Account Name**

Create a unique name for this account to make sure that you can easily identify this account later on when you connect multiple accounts with your Shopify Store.

Account Name

Ex: storename\_country 0/32

[Save and Proceed](#)

Once you have successfully connected your Amazon Seller account to our app, you will be redirected to the account name page. This is the second step of the onboarding process, where you must provide a unique name for your account. If you provide a name that's not unique and has been used by you in one of your previous accounts, you'll get an error message asking you to provide a unique name for your account. Click on Save and Proceed to continue to the third and last step of the installation process.

## Step 3: Categorising as a New or Existing Amazon Seller

### Amazon By CedCommerce

Welcome! we're so glad you're here. Start frictionless selling, leverage easy operational management through multi-account connectivity, real-time inventory and order synchronization, and bulk product operations, with incredible time and resource management.

3/3 Steps [Onboarding Guide](#)

Which of the following best describes you?

**New Amazon Seller**  
If you recently created your Amazon seller account and haven't yet used or ever had products listed on Amazon, click on this section. If you have even one product listed on Amazon Seller Central, you are considered an existing seller.

**Existing Amazon Seller**  
If you are an existing seller with live listings on Amazon, you can link your existing Amazon Listings with your Shopify Products.

[Complete Account Setup](#)

The third and final step of the onboarding process is where you will have to describe yourself to which category of sellers you fall. You will have two options: New Amazon Seller and Existing Amazon Seller.

- **New Amazon Seller**

## Attention



### If you are a New Amazon Seller, make sure:

-  Your products have Brands approved by Amazon. If that is not the case, you can [manage it here](#).
-  Your products either have valid barcodes approved by GS1 or Barcode Exemption from Amazon. [Reference Link](#)



#### Consider this before you start

- You have not sold any products from this account.
- It might take 2-3 days for your account to work seamlessly with enabled features.

Ok, I understand

If you choose the New Amazon Seller option, you will first have to reconfirm this by clicking on the Ok, I understand button on the dialogue box, which pops up once you choose the New Amazon Seller option. You will now be directed to the Pricing Plan page of our app where you can select the plan that suits your business needs.

- **Existing Amazon Seller**

3/3 Steps

**Which of the following best describes you?**

**New Amazon Seller**  
If you are just starting with Amazon, you can list your Shopify Products as new listings or new offers on Amazon.

**Existing Amazon Seller**  
If you are an existing seller with live listings on Amazon, you can link your existing Amazon Listings with your Shopify Products.

**Status Syncing**  
By default, Product syncing is set to be off which will not override any other Product settings. You can choose to turn it on for syncing the details corresponding to the products.

SKU  
 Barcode

**Product Detail Syncing Optional**  
By default, Product syncing is set to be off which will not override any other Product settings. You can choose to turn it on for syncing the details corresponding to the products. Not sure about this, refer to this help doc to find out more.

Price  
 Inventory  
 Product Details  
 Images

**Save & Next**

If you select the Existing Amazon Seller option, two more settings will open up:

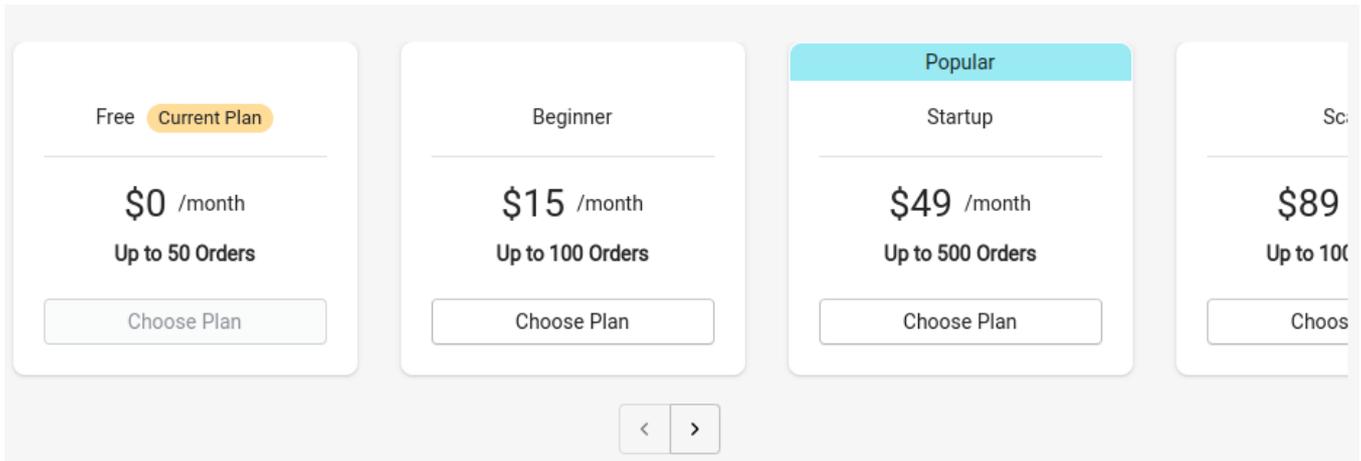
- **Status Syncing**

This option allows our app to link your Amazon products corresponding to your Shopify store products, based on SKUs and Barcodes. You can select either one of these metrics or both of them, depending on your preference. If you select both SKU and Barcode, SKU will get a higher preference.

- **Product Detail Syncing**

This section contains all your Amazon store listings parameters that you can select/unselect for syncing with your Shopify store products. The parameters that you can select include Price, Inventory, Product Details, and Images. If you wish to change any of these settings later, you can always change them from the “Settings” section of the app.

After choosing these sync settings, you must now click the **Save & Next** button. This is when our app starts to import your products and set up your account. However, this process may take some time.



Once all three steps have been completed, you will be directed to our Pricing Plan page. Here, you will have to choose a subscription plan as per your business needs to proceed further. Once you choose a plan and complete the payments, the selected plan will get activated. Once the payment is successful and the plan gets activated, you will be redirected to the Overview page of the CedCommerce Amazon Channel app.

## Things to Remember When Onboarding

### When using a new Amazon Account

Make sure to check if the setup is complete. There may be an instance where your newly created Amazon account might be under review by Amazon Marketplace. Under such circumstances, you may get a Bad Response from Amazon, as shown below,

#### Bad Response! 401 Unauthorized: AccessDenied – Access denied

Kindly check if you have access to the upload of the products, as Amazon restricts product upload during this time.

If the Bad Response persists, connect with us for a guided setup process.

### How to check if your account is restricted?

- Go to Settings and then click on Account.
- Now go to Account Settings, select user permissions, and click on the third-party developer and apps.

If everything is fine, a charge way will send a confirmation Screenshot of the CedCommerce App status and share the token after generating it on Amazon.

<https://sellercentral.amazon.com/gp/mws/registration/register.html?signInPageDisplayed=1&devAuth=1&developerName=Cedcommerce+Inc&devMWSAccountId=337320726556&>

- You need to make sure that you select the correct country when connecting with CedCommerce Amazon Channel.

**Note:** You must complete the authentication process to ensure we can get validation from Amazon to upload the products.

### Do not use any other Amazon Shopify Integration App

It is highly recommended that you disconnect and uninstall all such apps to integrate your Amazon Seller Central Account with the Shopify Store.

Using multiple apps to integrate your Shopify store and Amazon Seller Central Account may lead to duplicate order creation in your Shopify store.

Also, having multiple apps means a different user data feed may get uploaded to the Amazon seller central account from one of the apps, which may be incorrect/outdated in respect of the present status of the product. To avoid any such inaccuracy in data, it is advised that you disconnect and discontinue using any integration service app for the Amazon marketplace and Shopify store.

### 3. Getting Started with CedCommerce Amazon Channel

#### How to connect your Shopify Store with Amazon?

CedCommerce Amazon Channel, the native Shopify Sales Channel App helps you integrate your Amazon Seller Account with your Shopify store faster than ever before. Whether you are selling with a single-account feature or multi-account feature, connecting your accounts with the app is faster, more efficient, and error-free at any given point in time.

To begin with, Install the app from the Shopify App store. However, to ensure a hassle-free installation and working of the app, make sure you are ready with the following pre-requisites:

#### Pre-requisites for using CedCommerce Amazon Channel

- 

##### **Be sure not to Log In with your Amazon Pay Account**

When trying to connect your Amazon account with Shopify through the Shopify Sales channel of Amazon, you must ensure that you are not logging in with your Amazon Pay account. Amazon Pay account is essential for your customers to leverage faster and more secure payments from your site. Make sure to connect with your Professional Amazon account.

- 

##### **Ensure you have a Professional Amazon Account**

Only Professional Account holders can connect their Amazon Seller account with their Shopify Store using the CedCommerce Amazon Channel App. The app services are not available for Individual Accounts, as of now.

Click

Here([https://sellercentral.amazon.com/gp/help/external/64491?language=en\\_US&ref=efph\\_64491\\_cont\\_581](https://sellercentral.amazon.com/gp/help/external/64491?language=en_US&ref=efph_64491_cont_581)) to know more about Amazon's Individual and Professional Seller Plans.

## Account Essentials

### ✔ Primary access to the Professional Seller Account

You can't connect your account if you have an Individual Account. You need access to a Professional Account to connect Amazon by CedCommerce with your Amazon Seller Account.

### ⊘ Account should not be Suspended, Inactive or in Vacation mode

The Amazon Seller Account should be active and is available to start selling. If suspended, reinstate the suspended account to continue selling on Amazon.

I understand

- 

### Select the Same Country

While connecting the account with CedCommerce Amazon Channel app, you need to make sure that you select the same country on the app with which you have logged in to your Amazon seller account. On both platforms, the same country should be selected.

- 

### Seller Account should not be Suspended, Inactive, or in Vacation mode

Before connecting Amazon Seller Accounts to the Shopify store using the app, make sure your Seller Account is active. In case of your account is suspended, get it restored first. In case, your account is inactive or in vacation mode, turn them back to active mode before trying to connect.

- 

### Multi-Account Connectivity with One Shopify Store

The CedCommerce Amazon Channel app offers sellers the convenience of managing multiple Amazon Accounts from the same Shopify Store very quickly. Now, you can easily connect your accounts from one country or multiple Amazon-approved countries. The app now facilitates multiple account connectivity, switching b/w accounts and managing all the feeds from one centralized platform.

If all the prerequisites are met, it is time to connect your Shopify Store to your Amazon Seller Central Account.

## **How to check your Amazon account status**

### Step 1

Log in to your Amazon Seller Central account.

### Step 2

Go to Account Info under the Settings section; you will see your account status, which shows one of two things- Active or Inactive. If the account is ACTIVE, then follow the steps given below.

1. Click on Add a product -> I am adding a product not sold on amazon ? select the category.
2. If any error occurs, it means your account is not set up completely. First, you must set up your account and make it ACTIVE.

## **Problem Connecting your Shopify Store to Amazon using the App?**

Have you encountered any problems with the process of establishing this connection? In that case, ensure you have followed the following few steps:

**Do not use OTHER Amazon-Shopify Integrations in parallel with CedCommerce Amazon Channel.**

In case you are using other Amazon-Shopify Integrations installed in your store, it is recommended that you disconnect them before proceeding with CedCommerce Amazon Channel. This is because using multiple apps to integrate Shopify Store with an Amazon Seller account can lead to Incorrect or Outdated Status updates for Products. This irregularity is a consequence of the different feed information against the same product available on multiple apps at once.

## Do not use any other Amazon Shopify Integration App!

### If you are using another Amazon Integration, disconnect it.

Multiple apps may result in duplicate orders being created in Shopify Store and outdated product information being updated in Amazon Seller Account.

To disconnect your installed Amazon apps, [click here](#)

 Still not sure? [Read Doc](#)

I have disconnected all other Amazon apps.

Proceed

### What to do if you have Products already Listed on Amazon?

In case you have products already listed on Amazon, you can choose which product data you wish to synchronize between the store and Amazon. Initially, the default sync setting is kept disabled to avoid any changes in the synchronization of the product details b/w your store and Amazon listings.

So before starting, enable synchronization by choosing specific information from the below list as per your need:

- Price
- Inventory
- Image
- Product Details

### If products are listed on Amazon

 Synchronization may override product details. By default, product syncing is off from the app to Amazon. But, settings can always be changed later. Enable syncing for the below.

Price

Inventory

Images

Product Details

 Not sure about this? [Read Doc](#)

[Proceed](#)

### When Starting with a New Amazon Account

When starting with a new Amazon Account, ensure that the account is not under review by Amazon. Under such circumstances, an error will appear with the following message:

Bad Response! 401 Unauthorized: AccessDenied- Access Denied

Additionally, there is a possibility that you still do not have permission to upload products on Amazon at the moment.

If you cannot troubleshoot the issue, get in touch with team CedCommerce(<https://join.skype.com/xV5r9L7s6jFG>) for guided resolution.

### How to check if your Account is Restricted?

If you encounter errors with your account, check if your account is restricted. Follow the process below to find out your account status quickly:

1. Go to Settings and then click on Account.
2. Now go to Settings
3. Select user permissions, followed by clicking on the third-party developer and apps.

If everything is okay, a charge way sends a confirmation Screenshot of the Cedcommerce App status and shares the token after generating it on Amazon.

You need to make sure that you select the correct country when connecting with CedCommerce Amazon Channel.

## 4. Overview

This section contains the most important pieces of information regarding your store. You find quick updates on all your crucial operations and recent activities. It also offers you a content-rich knowledge base to enhance your experience with the CedCommerce Amazon Channel app.

You get to access the following fields containing critical information about your store and its updates:

- Activities([https://docs.cedcommerce.com/shopify/multi-account-amazon-cedcommerce/?section=\\_activity](https://docs.cedcommerce.com/shopify/multi-account-amazon-cedcommerce/?section=_activity))
- Product Status([https://docs.cedcommerce.com/shopify/multi-account-amazon-cedcommerce/?section=product\\_status](https://docs.cedcommerce.com/shopify/multi-account-amazon-cedcommerce/?section=product_status))
- Product Linking([https://docs.cedcommerce.com/shopify/multi-account-amazon-cedcommerce/?section=product\\_linking](https://docs.cedcommerce.com/shopify/multi-account-amazon-cedcommerce/?section=product_linking))
- Failed Orders([https://docs.cedcommerce.com/shopify/multi-account-amazon-cedcommerce/?section=failed\\_orders](https://docs.cedcommerce.com/shopify/multi-account-amazon-cedcommerce/?section=failed_orders))
- Failed Refund Orders([https://docs.cedcommerce.com/shopify/multi-account-amazon-cedcommerce/?section=refund\\_orders](https://docs.cedcommerce.com/shopify/multi-account-amazon-cedcommerce/?section=refund_orders))
- Failed Canceled Orders(<https://docs.cedcommerce.com/shopify/multi-account-amazon-cedcommerce/?section=cancel-orders-3>)
- App Guide([https://docs.cedcommerce.com/shopify/multi-account-amazon-cedcommerce/?section=app\\_guide](https://docs.cedcommerce.com/shopify/multi-account-amazon-cedcommerce/?section=app_guide))
- Fulfillment([https://docs.cedcommerce.com/shopify/multi-account-amazon-cedcommerce/?section=\\_fulfillment](https://docs.cedcommerce.com/shopify/multi-account-amazon-cedcommerce/?section=_fulfillment))

**Overview**

You can find a quick update on all of your crucial operations and activities here including your Product(s) and Order(s) updates.

**Welcome**

Let's get you started with this detailed but easy-to-understand User Guide.

**Seller Account**

Jaikant's store

+ Add Account

**User guide to help you start right!**

Want to learn how the Amazon by CedCommerce app simplifies your selling process?...

Read Doc Watch Video Guide

## 4.1. Activities

This section displays a list of all the processes that have been performed. You even get to track all the activities that are ongoing or are yet to be completed.

**Activities**

Stay updated on all of your recent activities from here.

**Recent Activities** [All Activities](#)

Product search in progress  
January 19, 2022, 10:03 GMT

- ✓ Match from Amazon completed  
January 19, 2022, 10:26 GMT
- ✓ Match from Amazon completed  
January 19, 2022, 10:03 GMT
- ✓ Match from Amazon completed  
Jan 19, 2022, 10:00 GMT

Some of the activities that you can track are:

- Match from Amazon
- Search from Amazon
- Product Import Status

You are offered a list of all the activities that have been performed on the app along with the exact date and time at which they have been completed.

← **Activities** Seller Name  
testing Store ▾

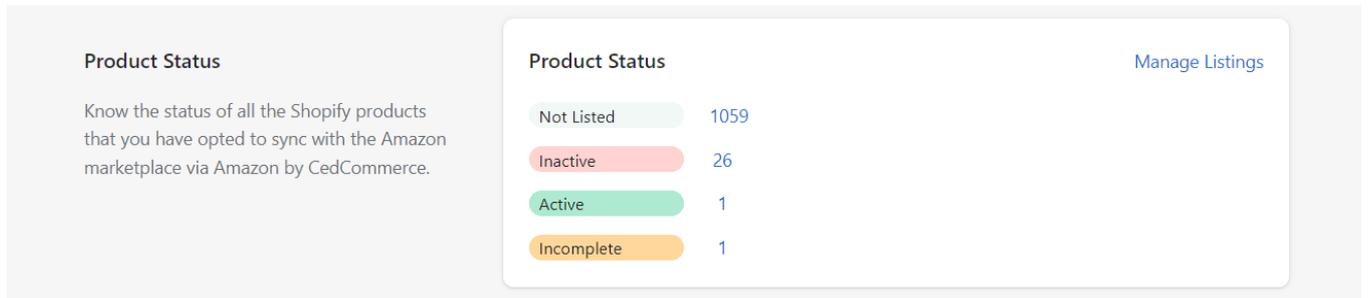
In this section, check out details and logs of all tasks and activities you recently performed in your "Amazon by CedCommerce" app account.

- ✓ Price sync completed of amazon Tue, 18 Oct 2022 04:36:13 GMT
- ✓ Look up completed successfully. Mon, 17 Oct 2022 13:20:01 GMT
- ✓ Look up completed successfully. Mon, 17 Oct 2022 13:12:51 GMT

## 4.2. Product Status

This section demonstrates a list of all the Shopify products that have been synced with the Amazon marketplace. The status for each product keeps updating after specific actions have been performed from the Product Listing

section.



You will encounter the following five statuses for your products, once uploaded to the CedCommerce Amazon Channel app.

### Not listed

When you have just imported your products from the Shopify store to the CedCommerce Amazon Channel app, they get a 'Not Listed' status.

**Not Listed** 12214 products

### Inactive

Products that run out of stock in your Shopify store get listed as 'Inactive'.

**Inactive** 19 products

### Incomplete

The products that are having insufficient description, inventories, or quantities to prevent themselves from getting listed on Amazon are tagged as 'Incomplete'.

**Incomplete** 0 products

### Active

Once the products have been successfully listed on your Amazon Seller Central account, they get a 'Active' status.

Active

20 products

**Error**

When there is a mismatch of data on Amazon and Shopify, such products get an 'Error' status.

Error

100 products

**4.3. Product Linking**

This section highlights the list of products that have been successfully linked or have failed to link for a mismatch of data on Shopify and Amazon. You even get to check all the products that are a close match, need linking or unlinking, and even manually link products as required.

**Product Linking**

Discover which products have been successfully synced or have failed syncing due to a mismatch of data on Amazon and Shopify.

**Linked Product Status** [Manage Linking](#)

- Close Match 10 products
- Linking Required 03 products
- Linked 23 products

You get to see the following three Product Linking statuses, depending on the records on your CedCommerce Amazon Channel app.

**Close Match**

These are the set of products that have been detected automatically among the Amazon and Shopify stores to have similar properties.

Close Match

0

**Linking Required**

These set of products have been listed on Amazon but not yet linked to your Shopify store.

Linking Required

74

## Linked

These products are those Amazon listings that have been successfully linked to your Shopify store.

Linked

23

## 4.4. Failed Orders

This section displays all the Amazon orders that could not be created or synched with the Shopify store for a few specific reasons. The reason behind this could be insufficient inventories, missing SKUs, or other factors.

**Failed Orders**

Discover all the Amazon orders that could not be created/synched on the Shopify Store due to insufficient inventories or missing SKUs, or other possible reasons for failure.

**Failed Orders** [Manage Failed Orders](#)

Failed Orders 0

### Failure to stock inventory

The error usually comes up when you face an out-of-stock situation in your inventory for the given product for which the order failed.

#### Quick Fix to the Error

It is highly advisable to maintain a healthy inventory level for all your products to refrain from experiencing a failed order due to the given reason.

As we map the inventory with the Shopify store, when the app does not find sufficient inventory when creating orders, the orders get listed under failed orders section. To remove the error, kindly update the inventory status on your Shopify store and click on the “Import” button in the app.

### Unavailability of products on the Shopify store

The error is observed when the ordered product does not exist in your Shopify store. Create a Product in your Shopify store with the same Product details. Suppose the product exists on your Shopify store; it is advisable to keep the same SKU on both platforms (Shopify and Amazon Marketplace) for the given product.

You need to map the SKUs such that the products can get managed easily between Shopify and Amazon. Once you’ve completed the process, the inventory & order syncing starts in near real-time.

#### Quick Fix to the error

- **If the product does not exist:** Create a product on the Shopify store with the same details and the same SKU as on Amazon.
- **If the product has a different SKU (map SKU):** Update the SKU on your Shopify store, as you can not update the same on Amazon directly.

- **If the Product has a different SKU (Update via app):** Update the SKU via the app before uploading it to Amazon by editing the product in the app.
- **If the product has a different SKU (using different SKUs):** Update the SKU through the linking unlinking option available on the app.
- **Generating Orders Forcefully:** When you create orders forcefully on Shopify, you lose the option to manage inventory. Under such a situation, you can only manage the orders.

## 4.5. Failed Refund Orders

This section lists out all the orders whose refunds have not been synced on Amazon from the Shopify store. The list of all the past orders whose refund status have been successfully synced are also available here.

### Failed Refund Orders

This section shows a list of those Refund orders that failed to sync with Amazon. You can search the orders with the Amazon Order ID and initiate a refund manually for these orders.

### Failed Refund Orders

[Manage Failed Refund Orders](#)

Failed Refund Orders 0

## 4.6. Failed Canceled Orders

The 'Cancel Orders' section has track of all the orders that got canceled due to syncing errors between your Amazon and Shopify stores.

### Failed Canceled Orders

This section contains a list of all those canceled Amazon orders that couldn't get synced with your Shopify store. The canceled orders that have been successfully synced with your Shopify store won't be listed here.

### Failed Canceled Order

[Manage Failed Canceled Orders](#)

Failed Canceled Orders 0

## 4.7. App Guide

This App Guide section comes with a host of video tutorials to help you understand the functionalities of the CedCommerce Amazon Channel app in an easy and simplified way.

Scroll to discover detailed information about the app functionality and enhance your experience on Amazon.

### App Guide

Check out resources here for a detailed understanding of App functionalities.

#### More tips on getting started

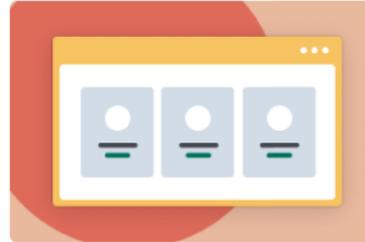
Here are a few video tutorials to help you understand best practices for selling products on Amazon with Amazon by CedCommerce App.



#### Listings vs offers: The dichotomy

Know difference between listings and offers ? With Amazon by CedCommerce app, sellers can now look for products that are eligible for orders and listings

Watch Video



#### Know product Categories and how to apply them

Selling has become easier, check out the multiple ways using which Shopify sellers can add/edit categories to the Amazon by CedCommerce app

Watch Video

< > 1/4

## 4.8. Fulfillment

This section allows you to see the fulfillment status of all your Amazon orders. To make changes to the fulfillment of these Amazon orders, you will have to do it from the Shopify panel.

← Fulfillment

Seller Name  
 manlive ▾

This section helps you see a list of all the Amazon orders. Here you can review all orders and their corresponding details.

Amazon Order Id	Shopify Order Id	Fulfillment Status	Created At
113-4003477-1000006	4595568083096	Unshipped	2023-03-07
113-4003477-1000005	459556745368	Unshipped	2023-03-07

< 1/1 >

📘 Learn more about [CedCommerce Amazon Channel](#)
🆘 Need Help? [Get Support](#) or [Book a Call](#)

## 5. Pricing Plans

The “CedCommerce Amazon Channel” offers you a versatile Pricing Plan([, including a Free Plan, that is tailored around your business needs and the Amazon orders you receive.](https://apps.cedcommerce.com/amazon-by-cedcommerce/?_gl=1*_iruyvy*_ga*MzgxOTMxMjEzLjE2NDMyNzU1ODU.*_ga_L4VGBTVDCQ*MTY0OTQxNzI0MC43My4xLjE2NDk0MTkwNzguNDg.)

With the “Monthly Subscription” option, your due amount will automatically be deducted using your preferred payment method, at the end of every month of the date of purchase of the current plan. This subscription option is best suited for merchants who wish to enjoy the luxury of choosing different plans as per specific demands on a monthly basis.

However, if at any given moment in the month you feel your Amazon orders can increase/decrease, you can easily upgrade/downgrade from your current plan at any time.

Here are some Subscription plans available on the CedCommerce Amazon Channel app:

- 

### **Free Plan**

Merchants going for the “Free Plan” will not have to pay any amount, as long as they are processing less than 50 Amazon orders a month. Once this order limit exceeds, we'd suggest you subscribing to a paid plan.

- 

### **Startup Plan (Most Popular)**

Our most popular plan is the “Startup” Plan that can be subscribed for just \$49 per month and allows you to process up to 500 Amazon orders per month.

- 

### **Enterprise Plan**

Our most expensive plan is the “Enterprise” plan that allows you to process up to 100000 Amazon orders per month at an industry-beating price of just \$666 per month.

As soon as you subscribe to the CedCommerce Amazon Channel app by choosing a plan, you will unlock a new avenue of possibilities in scaling your business to a new level. Some of the more useful features of the app that you'd enjoy using our app include:

- **Near Real-Time Inventory Syncing**
- **Efficient Orders & Shipment management with notifications for Failed/Canceled orders**
- **Bulk update your listings by selecting up to 50 listings at a time**
- **24/7 Customer Care & Support**
- **Add New Or Manage Existing Amazon Listing**
- **Set Product templates using predefined metrics like Inventory, Price, etc., by default.**
- **Set Custom Source Identifier while creating orders in Shopify & add custom tags to orders**
- **Support for all Amazon Product Categories, including Amazon Handmade in the US, Germany and Spain**
- **Order Refund management through the app**

## 6. Listings

The section allows you to manage all your listings of your active Amazon account. You can view the status of your listings and perform actions like Bulk upload, running Sync Status, Amazon Lookup, or linking your unlinked Products by getting directed to the Product Linking section.

**Listings** Seller Name  
testing

The section will enable you to manage all your listings of your active Amazon account. The feature helps you view the status of your listings along with performing actions like Bulk upload, running Sync Status, Amazon Lookup, or linking your unlinked Products by getting directed to the Product Linking section.

All Not Listed 1282 Inactive 0 Incomplete 0 Active 0 Error

Search with Title, Vendor, or Product Type More filters Sync Status Amazon Lookup Bulk Update

<input type="checkbox"/>	Image	Title	Product Details	Template	Inventory	Amazon Status	Activity	Actions
<input type="checkbox"/>		Fizik Ardea Versus	Price:99 Barcode:N/A SKU:Saddle - Fizik - ArdeaVersus Bl ASIN:N/A	N/A	6 in stock	Not Listed	--	

You can find all listings in this section, including the following ones:-

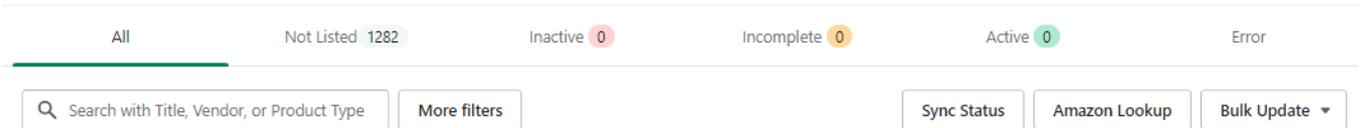
- Not Listed
- Inactive
- Incomplete
- Active
- Error

The app panel also gives you information about your products through the following metrics:-

- **Image:** You get the product image displayed under it.
- **Title:** The product title gets displayed under this section. These titles get imported from Shopify but you can update/modify the title before sending it on Amazon.
- **Product Details:** This section tells you various details about the product based on four key metrics- Price, Barcode, SKU, ASIN.
- **Template:** If you have created any custom template in the app, then the template assigned to the respective product gets displayed here. You can edit the template assigned to the products by clicking the respective template from the product listing section itself.
- **Inventory:** This section tells you the product status in the inventory by displaying the figure for the number of products in stock.
- **Amazon Status:** This section displays the information on the listing status of the product on Amazon.
- **Activity:** Activity lets you know the current action performed on the product. You can get either of the two Activity statuses:
- **Actions:** There are two main actions that you can perform when you click on the button with three vertically placed dots – Edit the Product details or Start Amazon Lookup.

## Functionalities

You can perform multiple actions on your Product listings on CedCommerce – Amazon Integration app courtesy of its multiple functionalities.



These actions include-

### 1. Sync Status

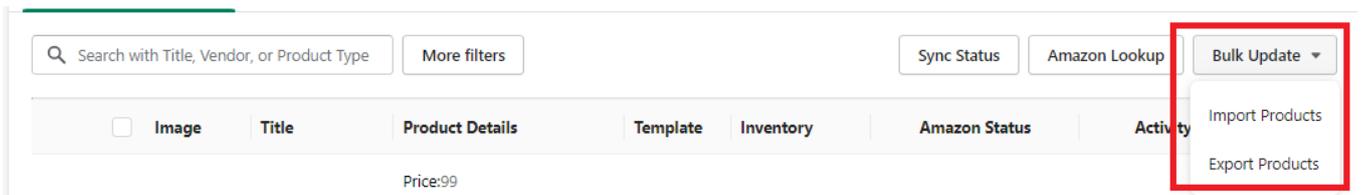
This feature used to be previously known as “Match from Amazon”. With this feature, the app synchronizes the status of your listings on Amazon with the products on your Shopify store. This syncing happens using SKU, Barcodes or both.

### 2. Amazon Lookup

This feature was known as “Search on Amazon”. Using this functionality, the app checks whether your Product’s barcodes are unique. If they aren’t unique and are available on Amazon, the product becomes eligible for offer listing. The product status then changes from ‘Not Listed’ to ‘Not Listed: Offer’.

### 3. Bulk Update

This feature allows you to import/Export your products in bulk by allowing you to select up to 50 products at a time.



## Import Products

This feature lets you import products in bulk using CSV files. You need to perform the operations in the order as shown in the screenshot below for the process to happen without any issues.

## Import Products



### Import Updated Product CSV

To ensure seamless Product update, first export the Product information in the form of a CSV file, make the necessary updates to this CSV file and then import this very same updated CSV file. All changes will be reflected on the App as well as on your Shopify store too.

[Add file](#)

Valid format: .csv file

[Need help importing Products?](#)

cancel

Import Products

## Export Products

This functionality of the CedCommerce – Amazon Integration app lets you export updated product information in bulk through CSV files. You can either select all details of the products to be exported or choose only the ones you'll need to export by clicking on the check box of the required metric (Title, Quantity, Price, Barcode, SKU).

## Export Products



### Export Product Information

Get details of selected/all Products in the form of a CSV document and make the necessary changes to that information.

- Current Page
- All Product
- Selected Products: 0 Product
- Found 50+ matching products corresponding to your search

Please select the columns to be exported based on the applied filters

- All  Title  Quantity  Price  Barcode  SKU

**!** To ensure seamless Product update, export the Product information in the form of a CSV file, make the necessary updates to this CSV file and then import this very same updated CSV file.

cancel

Export Products

## Edit Products

This section lets you make changes to your product listing and various other parameters of the same. To go to Product Edit, you'll first need to go to the Listings section of the app. In the Listings section, click on the three vertical dots next to the listing you want to make changes to, as shown in the image below, and click on Edit Product.

The screenshot displays the 'CedCommerce Amazon Channel' interface. At the top, there is a search bar and several filter buttons: 'More filters', 'Sync Status', 'Amazon Lookup', and 'Bulk Update'. A filter is applied: 'Product Status Equals Not Listed'. Below this is a table with columns: Image, Title, Product Details, Template, Inventory, Amazon Status, Activity, and Actions. Two products are listed: 'Ayres Chambray' and 'Lodge'. The 'Ayres Chambray' product has a 'Not Listed' status and an 'Error' icon. An orange arrow points to the three-dot menu icon in the 'Actions' column for this product. A dropdown menu is open, showing 'Edit Product' and 'Amazon Lookup' options.

Image	Title	Product Details	Template	Inventory	Amazon Status	Activity	Actions
	Ayres Chambray	SKU:6697825599675 ASIN:N/A	N/A	10 in stock for 4 variants	Not Listed	Error	⋮ Edit Product Amazon Lookup
	Lodge	SKU:6697825730747 ASIN:N/A	N/A	0 in stock for 5 variants	Not Listed	Error	

You can make changes to the Product listing of your choice in this section. You can also choose to list the product as an Offer Listing or a New Listing, depending on your choice.

The screenshot shows the 'CedCommerce Amazon Channel' Product Edit page for 'Ayres Chambray'. The product is currently 'Not Listed'. Below the title, there are radio buttons for 'List As' with 'Offer Listing' and 'New Listing' options. A message indicates that the Amazon Category is not selected and provides a link to 'View Solution'. At the bottom, there are links for 'Email', 'Skype', and 'Whatsapp'.

**Errors**

Parent Errors 1 Variant Errors 4

PRODUCT / AYRES CHAMBRAY

**⚠️** Amazon Category is not selected. Click on Product to edit & select an Amazon Category to upload this Product. [View Solution](#)

Can't find the solution? Contact us through [Email](#), [Skype](#) or [Whatsapp](#)

The other Product parameters you can alter in this section include Title, Description, Handling Time, Amazon Parent SKU, Barcode/GTIN Exemption, Add Amazon Category, Image Selection, and Variants.

CedCommerce Amazon Channel

**Variants** Size

You can check out the complete information of your Amazon listings. Manage and edit the variations of the Amazon Listings here.

Image	Variant Title	SKU	Status	Barcode	Price	Quantity	
	XL	43MCHBL5	Not Listed	N/A	₹ 102.00	1	
	M	43MCHBL3	Not Listed	N/A	₹ 98.00	3	
	L	43MCHBL4	Not Listed	N/A	₹ 98.00	2	
	S	43MCHBL2	Not Listed	N/A	₹ 98.00	4	

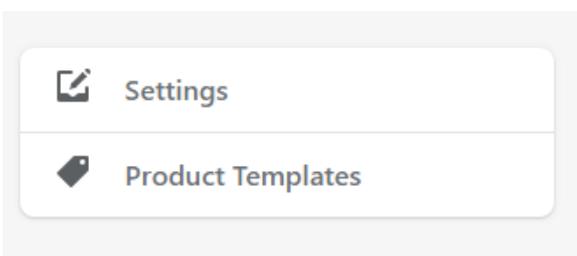
You can edit the Variants of your listings right from this section. You can change the Prices, Quantity, Listing Status, SKU details, and Variant Title by clicking on the Edit button next to the listing of your choice.

## 7. Settings

In this section, you will find all the settings related to Amazon accounts, Product Templates, Amazon Orders, and Price-related setup. Add new accounts or remove existing ones from the Account settings. You can also edit default product templates or create custom templates per your listing requirements. This section contains settings for Orders and Product templates.

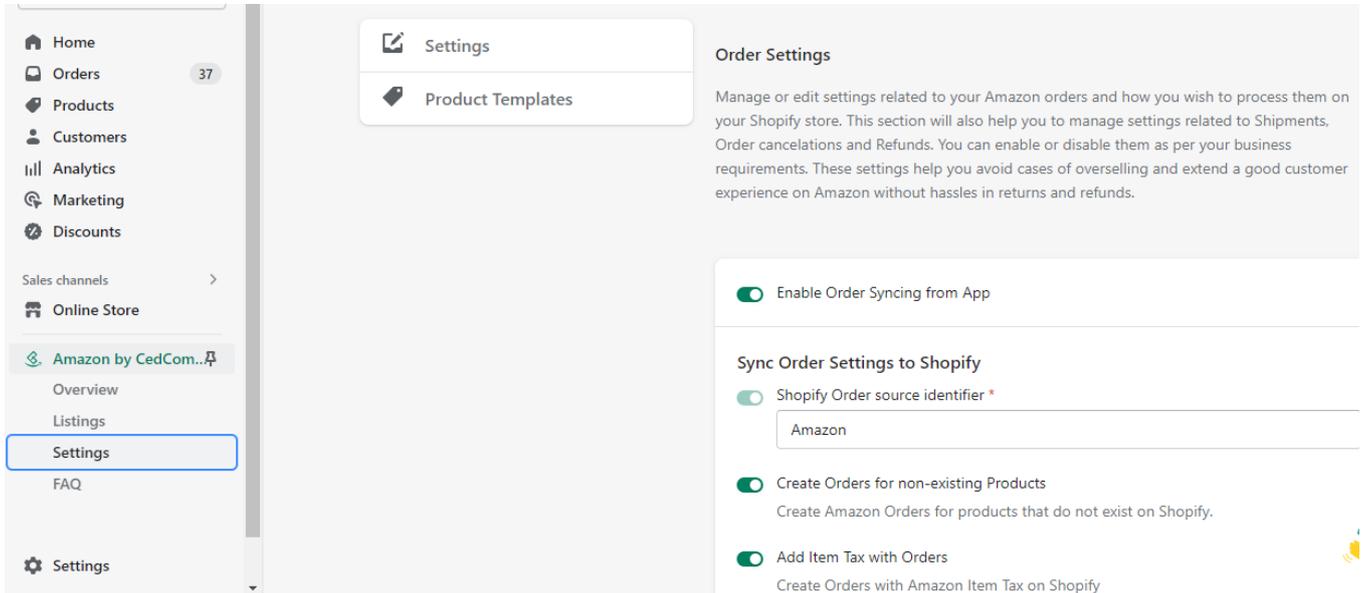
The settings section gives you the following subsections:

- **Order Settings**(<https://docs.cedcommerce.com/shopify/amazon-channel-cedcommerce/?section=order-settings-2>)
- **Product Template**(<https://docs.cedcommerce.com/shopify/amazon-channel-cedcommerce/?section=product-templates>)

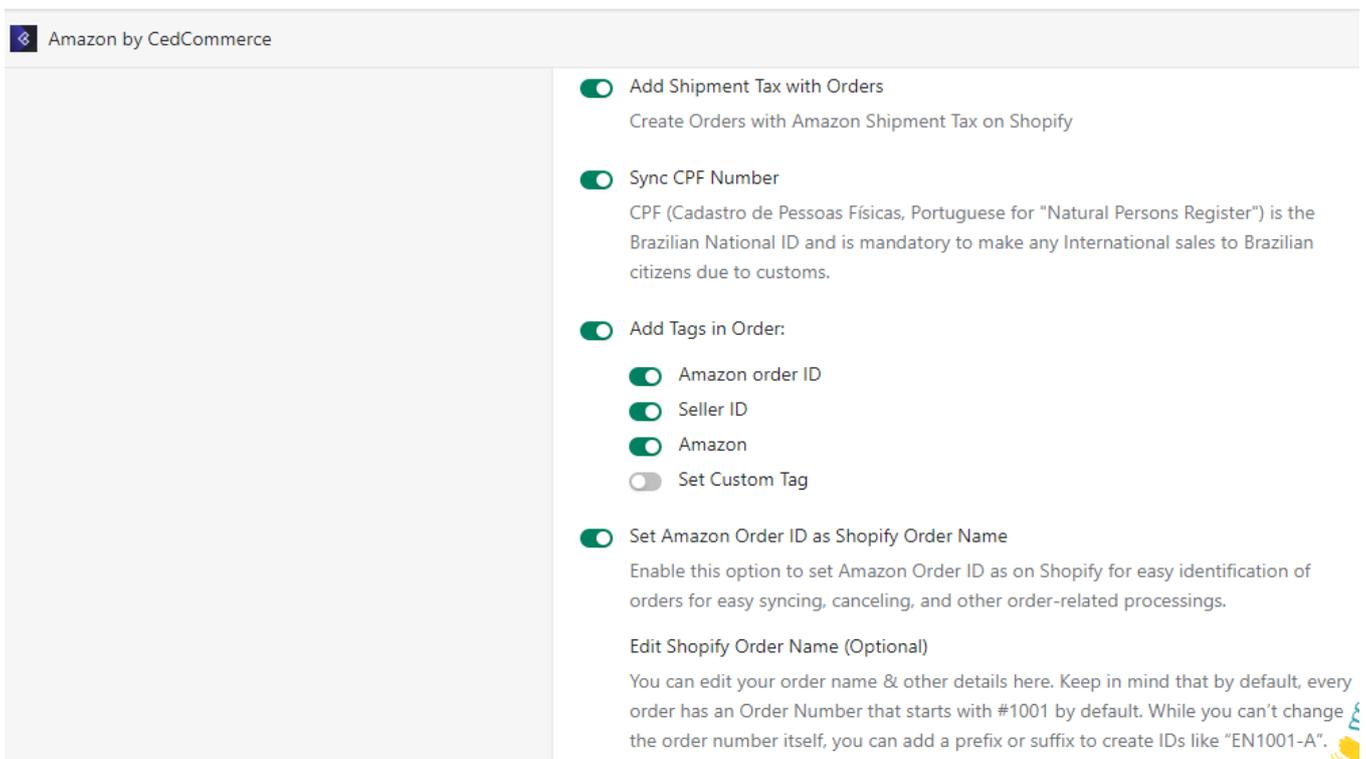


## 7.1. Order Settings

Manage or edit settings related to your Amazon orders and how you wish to process them on your Shopify store. This section will also help you to manage settings related to Shipments, Order cancelations, and Refunds.

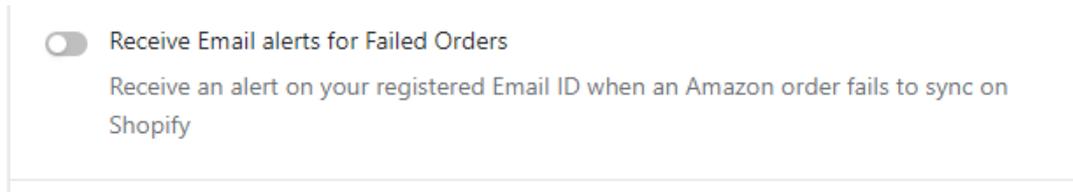


You can enable or disable them as per your business requirements. These settings help you avoid overselling and extend a good customer experience on Amazon without hassles in returns and refunds.



What's more, with this latest app version, you can even toggle to receive notifications about failed orders on your

Email.



## The various options that you get to choose are

### Enable/Disable Order Syncing from App

This option lets you enable/disable the order syncing process. Once you disable it, the app stops fetching order details from Amazon and syncing it to your Shopify store.

### Create Orders for Non-Existing Products

The app allows you to create orders on your Shopify store for the products listed on Amazon that are non-existent on your Shopify store. The option empowers you by providing you with the entire list of orders to be fulfilled on your Shopify store.

### Add Item Tax with Orders

Toggling this option lets you create orders with Amazon item tax on Shopify.

### Add Shipment Tax with Orders

Toggling this setting lets you create orders with Amazon shipment tax on Shopify.

### Sync CPF Number

Selecting this option will sync the CPF number for Brazilian sellers for selling internationally. CPF (Cadastro de Pessoas Físicas, Portuguese for “Natural Persons Register”) is the Brazilian National ID and is mandatory to make any International sales to Brazilian citizens due to customs.

### Add Tags in Orders

The app lets you add tags to the order when creating them on the Shopify store based on your preferences. The options you get when creating tags for Amazon orders on Shopify include

- **Amazon Order ID:** The Amazon order ID gets tagged.
- **Seller ID:** Your Amazon Seller Id gets tagged.
- **Amazon:** The name of the Marketplace, i.e., Amazon, gets tagged.
- **Set Custom Tag:** You can set a Custom tag for your order as per your requirements when the three tags mentioned above don't fulfill your requirements.

### Set Amazon order ID as Shopify Order ID

The order ID created for your orders on the Amazon marketplace is replicated. The exact order ID from Amazon gets assigned as Shopify order ID on your store.

### Sync Shipment Detail

It helps you synchronize the order fulfillment details on the Amazon Marketplace once you've confirmed it from your Shopify store.

### Tracking Number Required

When you opt for Sync Shipment details; the app allows you to update the tracking number for the fulfilled order. You can enable or disable the tracking number sync option as per your need.

## 7.2. Local Selling

### Local Selling: Buy Online Pick-up in Store (BOPIS)

Now, seamlessly incorporate local selling options into your Shopify store's sales and order processes. The Local Selling- BOPIS feature bridges the gap between online and offline operations, providing customers with a convenient shopping experience while streamlining business processes.

This documentation is designed to guide you through the process of incorporating Amazon's Buy Online Pick-up in Store (BOPIS) feature into your business model. By leveraging this solution, you can tap into a host of benefits that enhance customer convenience, boost sales, and streamline operations:

**Expanded Reach:** Tap into a broader customer base by offering the convenience of online shopping and in-store pickups, attracting local buyers.

**Effortless Multi-Channel Management:** Seamlessly handle online and in-store orders within a single platform, eliminating the complexity of managing multiple systems.

**Streamlined Operations:** Centralize order processing for BOPIS and online orders, simplifying your workflow and reducing operational challenges.

**Optimized Inventory Control:** Consolidated data from both online and offline channels enables accurate inventory tracking, minimizing stockouts and overstocking.

**Customer Satisfaction:** Provide customers with flexible shopping options that suit their preferences, enhancing their shopping experience and loyalty.

**Time and Cost Efficiency:** Efficiently manage order fulfillment, inventory, and customer interactions through a unified interface, saving time and resources.

**Insightful Analytics:** Access comprehensive data insights that help make informed decisions, accurately forecast and strategize effectively.

**Enhanced Brand Image:** Offering BOPIS demonstrates your commitment to customer convenience, elevating your brand's reputation and credibility.

#### 7.2.1. What is Amazon Local Selling?

Amazon Local Selling is a suite of services designed for local, regional, and national retailers aiming to strengthen their Amazon presence. This initiative allows you to provide in-store pickup and rapid local delivery options to your customers, effectively marrying the convenience of Amazon's online marketplace with your physical retail environment.

**Reach Local Amazon Customers:** Extend your reach to Amazon customers in your local vicinity. Amazon Local

Selling offers a fast, convenient, and flexible option for customers to shop, while our dedicated team assists you in getting started.

**Increase Foot Traffic and Sales:** Drive more visibility and foot traffic to your physical store. By seamlessly integrating with Amazon, you can harness the power of both online visibility and in-store visits.

**Flexible Fulfillment Options:** Enjoy the flexibility of deciding when, where, and how your customers receive their purchases. With options such as Buy Online, Pick-up In-Store (BOPIS), you provide a convenient and customizable shopping experience.

## What is Buy Online, Pick-up In-Store (BOPIS)?

Empower customers to buy your products through Amazon's online store and pick them up at your physical location within as fast as 90 minutes. This option combines the convenience of online shopping with the immediacy of in-store pickup.

### Standalone Pick-up:

Take advantage of offering products for pick-up that aren't currently available on Amazon's online store. With Buy Online, Pick-up In-Store (BOPIS), you can broaden your product range and cater to a diverse set of customer needs.

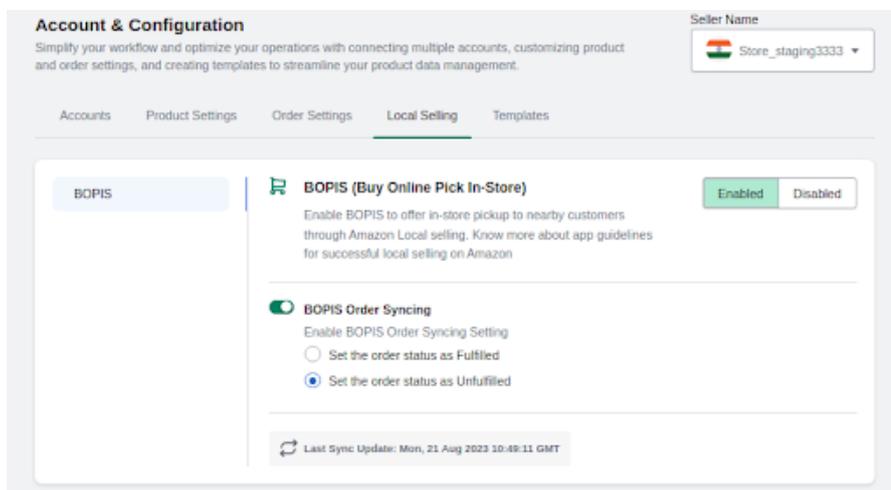
### Seamless Integration and Operations:

Integrating Amazon Local Selling's BOPIS feature seamlessly blends Amazon's vast scale with your unique in-store experience. Upon a customer's BOPIS purchase, you'll receive immediate notifications to prepare, inspect, and set aside the product for pick-up.

## 7.2.2. How to manage Amazon Local Selling via the CedCommerce Amazon Channel App?

Here are a few simple steps to get you all set and ready for seamless Amazon Local Selling operations from Shopify itself.

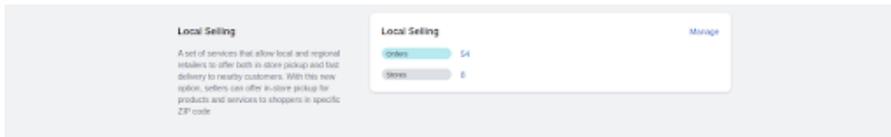
### Configure BOPIS Settings:



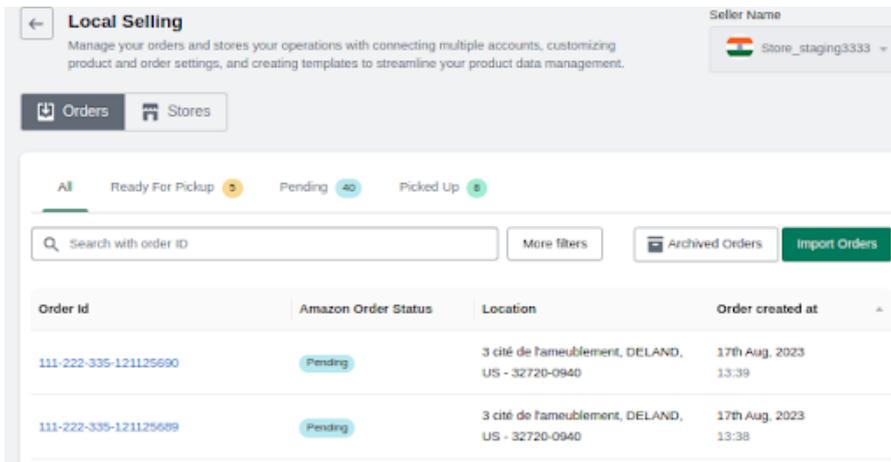
The screenshot shows the 'Account & Configuration' page in the CedCommerce Amazon Channel App. The 'Local Selling' tab is selected. The 'BOPIS (Buy Online Pick In-Store)' section is active, with a toggle switch set to 'Enabled'. Below this, the 'BOPIS Order Syncing' section is also active, with a toggle switch set to 'On'. Under 'BOPIS Order Syncing', there are two radio button options: 'Set the order status as Fulfilled' (unselected) and 'Set the order status as Unfulfilled' (selected). A 'Last Sync Update' timestamp is displayed at the bottom: 'Mon, 21 Aug 2023 10:49:11 GMT'.

- Log in to your account.
- Go to the **“Config”** section.
- Look for the **“Local Selling”** tab.
- Click the **“Enable”** button next to the BOPIS (Buy Online Pick In-store) option.
- Choose to create BOPIS orders in your Shopify store by enabling **“BOPIS Order Synching”**.
- Choose what status your BOPIS order should assume: Fulfilled or Unfulfilled.

## Manage Stores and Orders:

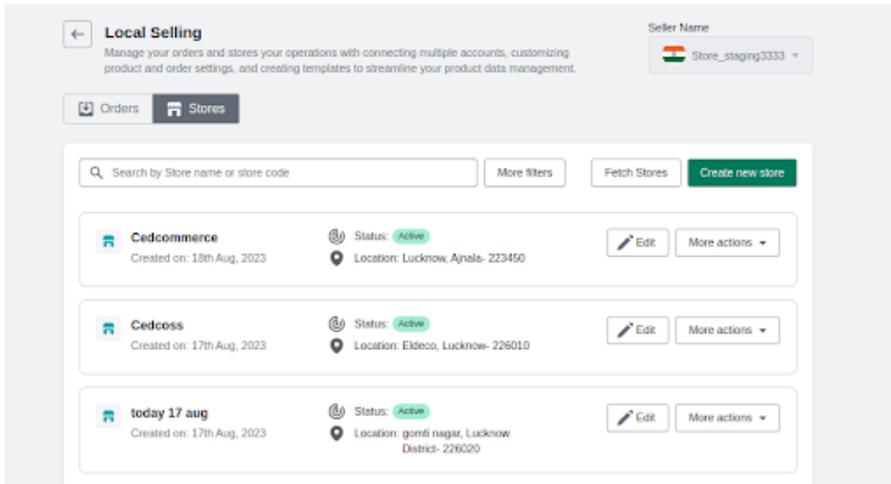


- Once the settings are in place, go to the Overview page.
- Scroll down until you find Local Selling.
- Click **“Manage”** to initiate Store and Order management.

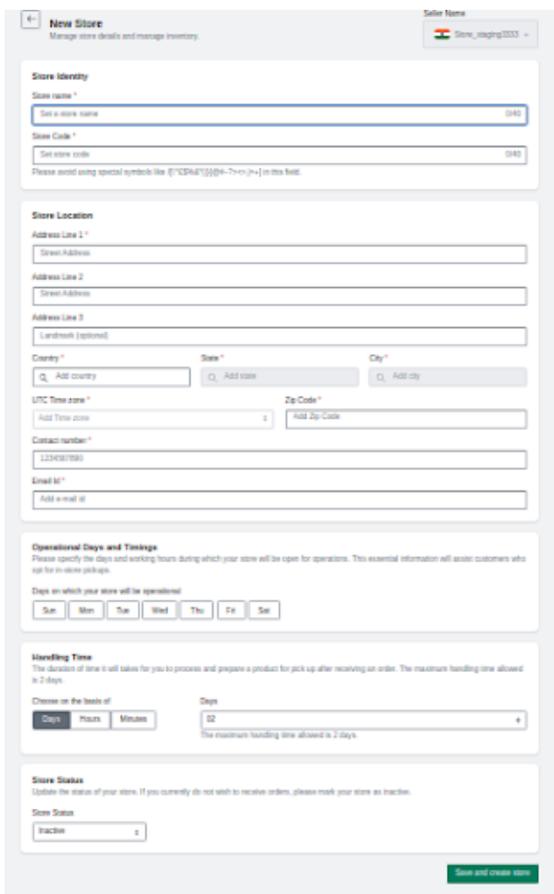


- You will find two options here: Orders and Stores.
- Choose stores to set up or import your local stores.

## Set Up Local Stores:



- Click on “Create New Store” to start setting up your store.



- Once you see the form, start placing the necessary details such as Store name, code, address, hours, and handling time. Please note that, once set, you cannot change the address.
- Here, if you want to keep your store disabled for some time, you can set the status as “Inactive” or if you are ready to use it, update the status as “Active”. Remember, you can change this status at a later point in time as per your requirement.
- Once done, you will see your saved stores in a list.

 <b>Cedcommerce</b> Created on: 18th Aug, 2023	 Status: <span style="color: green;">Active</span>  Location: Lucknow, Ajnala- 223450	Edit More actions
 <b>Cedcross</b> Created on: 17th Aug, 2023	 Status: <span style="color: green;">Active</span>  Location: Eldeco, Lucknow- 226010	Edit Inactivate Store Delete Store

- You can now edit or perform other actions like changing the status or deleting the store.

**Edit Store**
Seller Name  
Store\_magento22

Manage store details and manage inventory.

---

**Store Identity**

Store name \*

Store Code \*

Please avoid using special symbols like @, #, %, ^, &, \* in this field.

---

**Store Location**

Address Line 1 \*

Address Line 2 \*

Address Line 3 \*

Country \*  State \*  City \*

UTC Time zone \*  Zip Code \*

Contact number \*

Email ID \*

---

**Operational Days and Timings**

Please specify the days and working hours during which your store will be open for operations. This essential information will assist customers who opt for in-store pickups.

Days on which your store will be operational:

Sun  Mon  Tue  Wed  Thu  Fri  Sat

**Store Timing**

Please set your store's operational hours (in 24-hour format) for the chosen days. This will help customers determine the order pickup timeframe.

**Sunday Timings**

STORE OPEN TIME	STORE CLOSE TIME
Hours: <input type="text" value="00"/> Minutes: <input type="text" value="00"/>	Hours: <input type="text" value="00"/> Minutes: <input type="text" value="00"/>

---

**Handling Time**

The duration of time it will take for you to process and prepare a product for pick up after receiving an order. The maximum handling time allowed is 7 days.

Choose on the basis of:

Days:  Hours:  Minutes:

The maximum handling time allowed is 7 days.

---

**Store Status**

Update the status of your store. If you currently do not wish to receive orders, please mark your store as inactive.

Store Status:

## Manage Orders:

Order ID: 111-222-335-121125690 Pending Update Status

### Order Details

Product	Items	Total
Syos Soprano Saxophone Mouthpiece, Spark Model, 7 Tip Opening, Carmine Red, Improve the Sound of your Soprano Sax with this Easy-To-Play, Bright and Powerful Soprano Mouthpiece SKU: tyyu41	\$63 x 3	\$189.00 USD
<b>Total</b>	<b>3 Items</b>	<b>\$189.00 USD</b>

#### Customer Information

Customer Name  
Test data

Email ID  
p2v631204223gfgt853ry@marketplace.amaz  
on.com

#### Order Timeline

- Order created on Amazon 12:01
- Order fetched in app 13:39

- Click Orders to find the list of orders. Here you can check the Order Status, corresponding store location, and date of order creation.

Update Status

- ReadyForPickup
- PickedUp

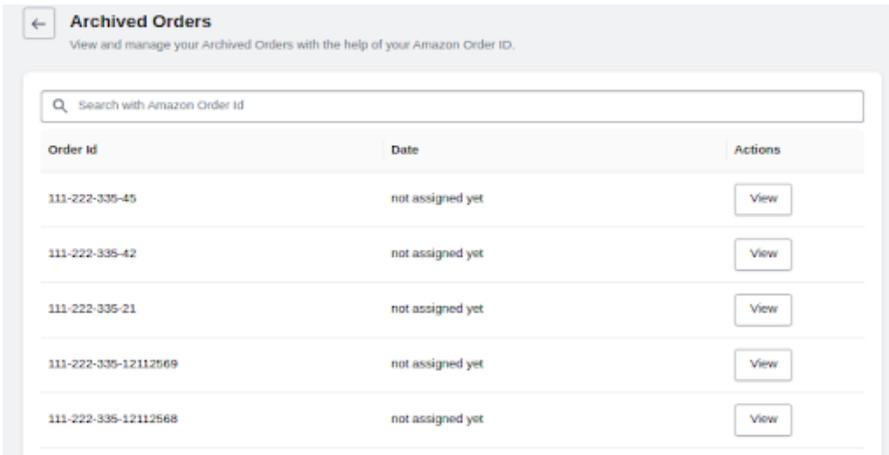
- Click Import Orders to import Amazon BOPIS orders.
- Insert Amazon Order ID and click import.

### Import Order(s)

Amazon order id:

Cancel Confirm

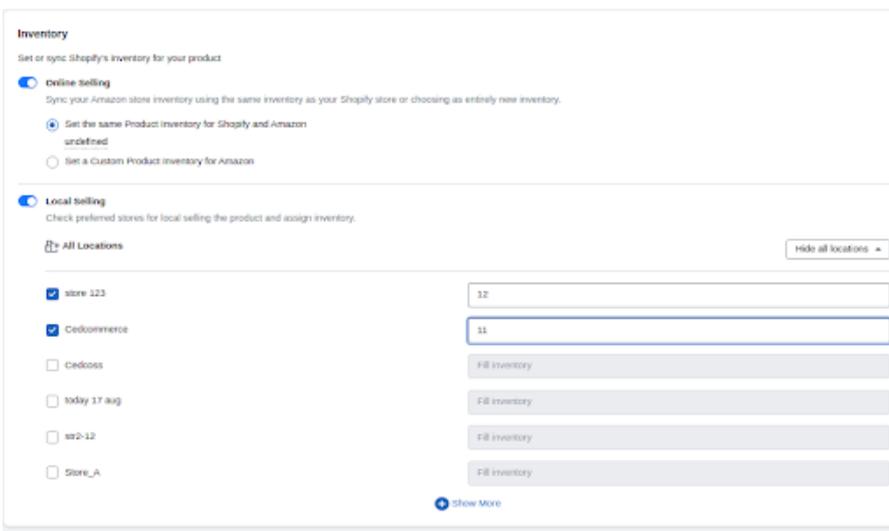
- To find archived orders, you can check the “Archived Orders”.



- There are three Amazon order statuses: Ready For Pick-up, Pending, and Picked-up. You can check filtered orders from corresponding tabs.
- To change the status of orders or check details, click on the order you want and you will find the Order Detail page.
- To update the status click the “Update Status” button and choose the “Ready For Pick-up” option when your product is ready for pick-up in-store. Once your customer has picked up the order from the store you can update the status to “Picked-up”.

### Enable BOPIS for Selective Products:

- Go to the “Listings” section.
- Choose the product you want to apply Local selling to and click on it to edit.
- Once the edit window opens, you can scroll down to find Online Selling and Local Selling options.



- You can choose both or either based on your needs and preferences.
- For Local Selling, select the stores where the product is available and enter the inventory count.

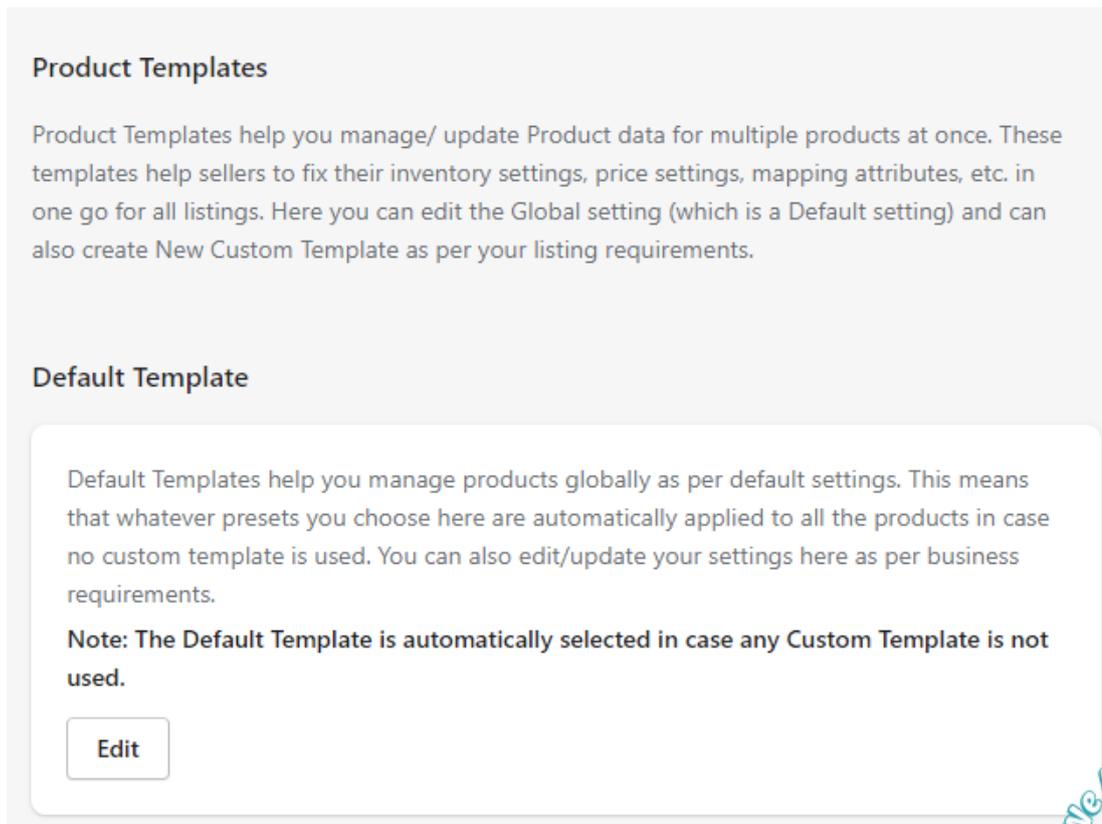
## 7.3. Product Templates

Product Templates help you manage/ update Product data for multiple products at once. These templates help

sellers to fix their inventory settings, price settings, mapping attributes, etc., in one go for all listings.

You can edit the Global (Default) setting and create a New Custom Template per your listing requirements.

- **Default template**(<https://docs.cedcommerce.com/shopify/amazon-channel-cedcommerce/?section=editing-a-template>)
- **Custom Template**(<https://docs.cedcommerce.com/shopify/amazon-channel-cedcommerce/?section=how-to-create-a-new-template-custom-template>)



### Product Templates

Product Templates help you manage/ update Product data for multiple products at once. These templates help sellers to fix their inventory settings, price settings, mapping attributes, etc. in one go for all listings. Here you can edit the Global setting (which is a Default setting) and can also create New Custom Template as per your listing requirements.

#### Default Template

Default Templates help you manage products globally as per default settings. This means that whatever presets you choose here are automatically applied to all the products in case no custom template is used. You can also edit/update your settings here as per business requirements.

**Note: The Default Template is automatically selected in case any Custom Template is not used.**

[Edit](#)

### 7.3.1. Default Template

Default Templates help you manage products globally as per default settings. Whatever presets you choose here are automatically applied to all the products in case no custom template is used. You can also edit/update your settings here as per business requirements.

## Default Template

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**Note: The Default Template is automatically selected in case any Custom Template is not used.**

Edit

Note: The Default Template is automatically selected in case any Custom Template is not used.

## 7.3.2. Custom Template

If you don't want to upload your products with the Default Template Settings, you can create your Custom Template. You can manage/update and edit your custom settings for multiple products at once.

<input type="button" value="⊕ Add New Template"/>		
demo	Applied to 1 product(s)	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
qwe	Applied to 5 product(s)	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
abc	Applied to 0 product(s)	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
st_testing_1	Applied to 0 product(s)	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
st_testing_2	Applied to 1 product(s)	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

## Add New Template

### Template Name

You need to provide a unique name for the template you wish to create.

**Template Name \***

Enter a unique name for the Product Template you wish to create.

Template Name \*

## Category Settings

The Category setting lets you assign an Amazon category to your Templates, Map your Amazon Category Attributes to your Shopify store Product Attributes, or set a custom value of your choice.

**Category Settings \***

Assign an Amazon category to your Templates, Map your Amazon Category Attributes to your Shopify store Product Attributes, or set a custom value of your choice. The Amazon Category attributes are dependent on the selected Amazon category and get changed when a different category gets selected.

**Barcode/GTIN Exemption**  
 Enable this option if you have a GTIN Exemption for your products.  
**If products that you want to upload to Amazon, don't have valid barcodes/ GTIN, kindly apply for the GTIN exemption [here](#). [↗](#)**

Default

Search a Category for this Product. \_\_\_\_\_ OR \_\_\_\_\_

**Browse and Select Category**

Default	<input checked="" type="checkbox"/>
Appliances	>
Apps for Android	>
Baby	>



### Barcode/GTIN Exemption

The section lets you select whether or not you wish to have your barcode displayed on the products uploaded on Amazon.

### Select Category

You can choose the product categories you wish to select for the template.

**Note:** Uncheck the box adjacent to Barcode/GTIN only when you've been officially exempted from sharing the barcode/GTIN from the Amazon marketplace.

### Attributes

This section lets you map your Amazon attributes to your Shopify store based on the Amazon Product category chosen. This includes Required Attributes that have to be mapped with your Shopify store product attributes. You can also add attributes of your own using the Add Attribute option.

### Attributes \*

Map Amazon attributes to your Shopify store products or Set a Custom value of your choice, based on the Amazon Product category selected. Attributes are of two kinds- Required (Must Fill) and Optional.

### Required Attributes

These are a set of Amazon Attributes that you must map with your Shopify store Product Attributes. You can also set a Custom value for the same as per your requirement.

Amazon Attribute \*

condition-type (condition-type) | v

Shopify Attribute

Set Amazon Recommendation | v

Set Amazon Recommendation

CollectibleVeryGood | v

### Optional Attributes

[Add Attribute](#)

 No optional Attribute mapped yet, kindly add some Attributes by using Add Attributes



## Inventory Settings

This section lets you Increase or Decrease your inventory values as per your needs about a fixed value.

you can set is one day, while the maximum value used for handling is 30 days.

- Set a Custom Inventory for those products having 'Continue selling when out of stock' enabled in Shopify store.

#### Set Maximum Inventory

On selecting the "Continue selling when out of stock" option, the default inventory value becomes 999 for Amazon.

- Set Fixed Inventory  
The option allows you to set a fixed inventory value for the products.
- Set Reserve Inventory  
The option allows you to reserve a certain amount of inventory for your Shopify store and send reduced inventory value to Amazon.
- Threshold Inventory  
The option allows you to set a threshold/minimum inventory value. When the inventory reaches that limit, the products will start showing as 'Out of stock' on Amazon. Useful Tip - Set a threshold inventory for products that are in huge demand and are frequently ordered.
- Delete Out of Stock  
Delete listing on Amazon if Out of Stock on Shopify.



## Handling Time

Handling time is the total time period you take to process an order and ship it after a customer has placed the order. The minimum duration you can set is one day, while the maximum value for handling is 30 days.

### Set Fixed Inventory

The option allows you to set a fixed inventory. The product stock level is fixed to the numerical value you enter.

### Set Reserve Inventory

The reserve inventory lets you reserve the products from getting listed on the Amazon Marketplace.

### Threshold Inventory

The option lets you set a minimum limit to the product inventory. Once a product reaches this pre-set value, it gets shown as "out of stock" on Amazon.

You can set the threshold inventory only for the Shopify inventory.

### Delete Out-of-Stock

This setting lets the app automatically delete a listing from Amazon once the product goes out of stock on your Shopify store.

## Warehouse setting

You can select the warehouses to be used for order fulfillment purposes.

Warehouse Settings\*

- Gomti Nagar,Lucknow (Gomti Nagar,Lucknow)
- Warehous1
- Lucknow UP
- Home (lucknow)
- Check warehouse (lucknow)



## Price Settings

You get to set the Price for your Shopify products that are to be uploaded on Amazon settings through this section.

### Standard Price

The option helps you set the normalized price for your Shopify products on Amazon.

#### STANDARD PRICE

Choose trend \*

Map to shopify price



### Sale Price

You get to set the price you wish to offer for your products on Amazon at a discounted rate. The section also lets you set the dates you wish the offer price to run on.

- Sale Price  
Set sale price

Choose trend \*

Map to shopify price

Start date \*

dd-mm-yyyy



End date \*

dd-mm-yyyy



### Business price

This option lets you set the business price for your products. The price gets displayed on Amazon.

- Business Price

Choose Trend\*

Map to Shopify Price

### Minimum price

The section also lets you set the minimum price you're willing to offer for a product.

- Minimum Price

Choose Trend\*

Map to Shopify Price

## Product Settings

The product setting section allows you to select whether or not you want the product attributes synced to Amazon.

You can enable/disable the following.

- Product Syncing
- Product Images

**Product Settings**

Enable Syncing of Product Details and Images.

**Select Attributes for Syncing**

Product Details

Images

## Filter Products

The section lets you filter the products and select them to get assigned to the Custom template you've created. You can filter products using two selection methods – Manual and Advanced.

### Manual Selection

With this selection method, you can perform actions on your products by adding them one by one, per your requirements. You can add multiple products one after the other by searching for the product in the search box and clicking on the “Browse Products” button, as shown in the screenshot below.

**Filter Products \***

Create rules to filter, group and assign Shopify Products to this newly created Template.

Override Existing Products  
Selecting this option will override all the Products that exist in the previous Templates.

---

Manual Selection  
Add Products one by one. Learn more about [manual selections](#)

Advanced Selection  
Existing and future Products that match the conditions you set will automatically added. Learn more about [advanced selection](#)

**Manual Selection**

Search or browse products

Selected products : 2

	<div style="background-color: red; height: 15px; width: 100%;"></div>	Not Listed	×
	No template(s) assigned		
	Lodge	Not Listed	×
	No template(s) assigned		

### Advanced Selection

Unlike Manual Selection, Advanced Selection lets you search for products based on a variety of parameters.

Amazon by CedCommerce

### Filter Products \*

Create rules to filter, group and assign Shopify Products to this newly created Template.

**Tips for Advanced Selection**

How to filter Products for the Product Template?

- Add filters and form the query for filtering Products.
- Then click on Test query for executing and filtering.

**Add Group**  
It refers to the 'OR' condition, which implies that the desired results will be shown when any 'ONE' group condition is 'TRUE'.

**Add Row**  
It corresponds to && (AND) condition. i.e., if all the conditions within that one group are true then results will be shown based on applied filters.

Override Existing Products  
Selecting this option will override all the Products that exist in the previous Templates.

**Advanced Selection** [Edit Filters](#)

Group products by applying filters

[View products](#)

Title Contains Alchemist

Select By	Select By	Value
Title	Contains	Alchemist

[Add row](#)

[Add group](#)

**See Query Result**

You can apply the filter you wish to select after going through the Tips for Advanced Selection section. The option to filter the products will be displayed as shown below.

**Advanced Selection** [Edit Filters](#)

Group products by applying filters

[View products](#)

Title Contains Alchemist

Select By	Select By	Value
Title	Contains	Alchemist

[Add row](#)

[Add group](#)

The first dropdown lets you apply the filter based on attributes fields like

- Title
- Tags
- Type
- Price
- SKU

- **Quantity**
- **Product Status**
- **Variant Attributes**
- **Collections**
- **Product Type**
- **Vendor**

The second dropdown lets you set the conditions that can be utilized when applying the filter. It includes options like

- **Equals**
- **Not Equals**
- **Contains**
- **Does Not Contain**
- **Greater Than**
- **Less Than**
- **Greater than equal to**
- **Less than equal to**

Once you've made the required selection, enter the value you wish to apply the filter and click on the 'See Query Result' button to filter your products.

## **8. FAQs**

### **Why the FAQs?**

The FAQ section has been Introduced with prime focus to assist our users having issues or problems within the application. It is a compilation of the most common and general queries any user might have while using the application.

The FAQ has been divided into six parts to provide the much-needed aid. The segmentation consisting of answers from each topic is as follows:

- **General Queries**
- **Product Section**
- **Inventory Section**
- **Order Section**
- **Shipment Setting**
- **Errors**

[Get Support](#)

## FAQ

Find solutions to all your Queries

### General Queries

What are the eligibility requirements to get started with the app? >

If we added multiple accounts, can we use them both simultaneously? >

What if our plan gives us a certain amount of listings (but) in the middle of the month we need to add more listings and orders? >

Do we have to configure this app for the settings currently being used on the other Shopify app while migrating from there to the Amazon by CedCommerce app? >

## 9. Get Support

From this section, you can Contact Us directly regarding your concerns

- **Skype**(<https://join.skype.com/xV5r9L7s6jFG>)
- **WhatsApp**(<https://chat.whatsapp.com/GOFQ2Gsg7rdBjBSzE9NGAA>)
- **Email**(<mailto:channel-support@cedcommerce.com>)
- **Book a Call**(<https://calendly.com/scale-business-with-cedcommerce/shopify-amazon-integration?>)

Please choose your preferred mode of communication

### WhatsApp

Feel free to reach out to us on WhatsApp at any point of time.



Start Chat

### Skype

In case you wish to contact us via Skype, ping us anytime.



Start Chat

### Email

You can also reach out to us via mail, here's the address:



**channel-support@cedcommerce.com**

**You can also access the FAQs related to the Amazon Marketplace to ease the selling process.**

## Frequently Asked Questions

[View all FAQ articles](#)

**Listings vs offers: The dichotomy** ⊖

Learning the intricacies of the business is crucial. If you're wondering what the terms Listings and Orders for the Amazon marketplace mean, fret not for you'll get the answer here. With the Amazon by CedCommerce app, Shopify sellers can now look for products that are eligible for orders and listings. Keeping yourself updated with the latest information is a must. Be it listings or orders, the concepts should be crystal clear inside the seller's head. Take all the chances you get and step up your selling game.

i Still Confused? Watch the step by step video guide

▶ Play Video

Get along with Templates and the way they work ⊕

Adding an Amazon account: The processes involved ⊕

### Still, have questions or trouble working with CedCommerce Amazon Channel?

Click on the **Book a Call** (<https://calendly.com/scale-business-with-cedcommerce/shopify-amazon-integration?>)

button available on the top right corner of your app panel.

The screenshot shows the 'Settings' page of the CedCommerce app. On the right side, there is a 'Get Support' link and a 'Book a call' button. The 'Book a call' button is highlighted with a red rectangular box, and a red arrow points from the text 'Click Here' below it to the button.

The app lets you **create a calendar event** where you can set the date and time when you want our experts to connect with you, troubleshooting all your problems.

The screenshot displays the 'Book a Call' interface. On the left, there is the CedCommerce logo and the text 'Shopify Amazon Integration' with a duration of '30 min'. Below this, it says 'Web conferencing details provided upon confirmation.' On the right, there is a calendar titled 'Select a Date & Time' for 'October 2021'. The date 'Saturday, October 16' is selected. Below the calendar, there is a list of time slots: '12:00am', '12:30am', '1:00am', '1:30am', '2:00am', and '2:30am'. The '12:00am' slot is selected, and a 'Confirm' button is visible next to it.

## 10. Attribute Value Mapping

Introducing Value Mapping feature in the CedCommerce Amazon Channel app for Shopify sellers. This feature is designed to simplify the process of product listing on Amazon and promptly follow listing standards. By mapping appropriate attribute values, such as different values of size, color, and pattern, you can improve the visibility of your products on Amazon and increase sales. Let's walk you through the steps of using the Value Mapping feature effectively.

### Value Mapping

The Value Mapping feature allows you to map the Amazon-accepted attribute values with your Shopify products. This mapping process only modifies the attribute values for Amazon, without changing them on your Shopify store. It provides a seamless and efficient way to map the required attributes quickly, ensuring they meet the standards of the Amazon marketplace. Value Mapping is available for Templates based on the categories. It is possible to use this feature only for these categories which have variants.

### Here is how it works!

For instance, if Shopify uses 'S' for the 'Size' attribute and correspondingly Amazon requires 'Small' for the 'Size Name' attribute. Using a template you can map Shopify's 'Size' attribute with Amazon's 'Size Name' attribute and then using 'Value Mapping' you can map their values i.e. 'S' to 'Small.' This ensures your listings match Amazon's standards without altering your Shopify store.

**Exceptions:** Currently, within the Value Mapping section of the CedCommerce Amazon Channel App, certain attributes essential for mapping are not being displayed due to some exceptions. These encompass vital elements like,

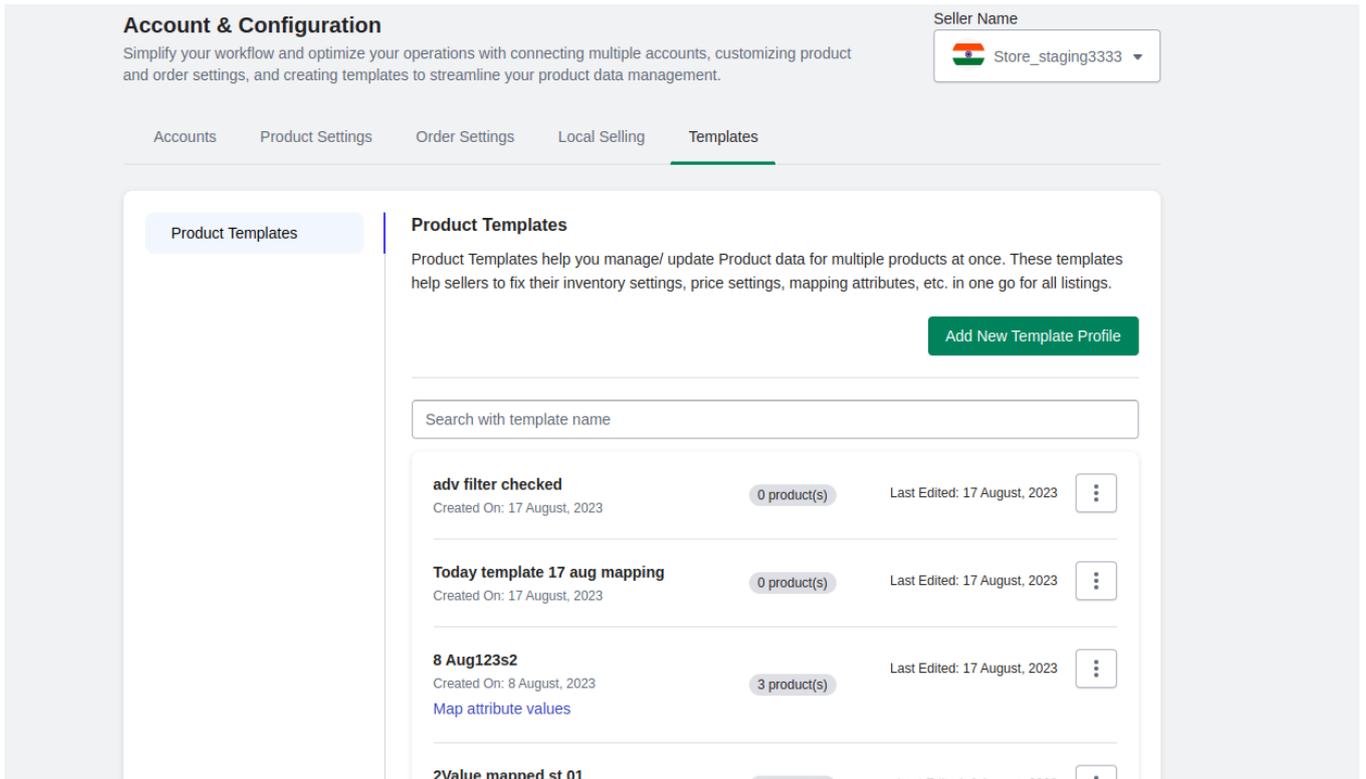
Shopify attributes: Title, description, handle, type, SKU, barcode, price, tags, quantity, and brand.

Amazon attribute: Variation theme

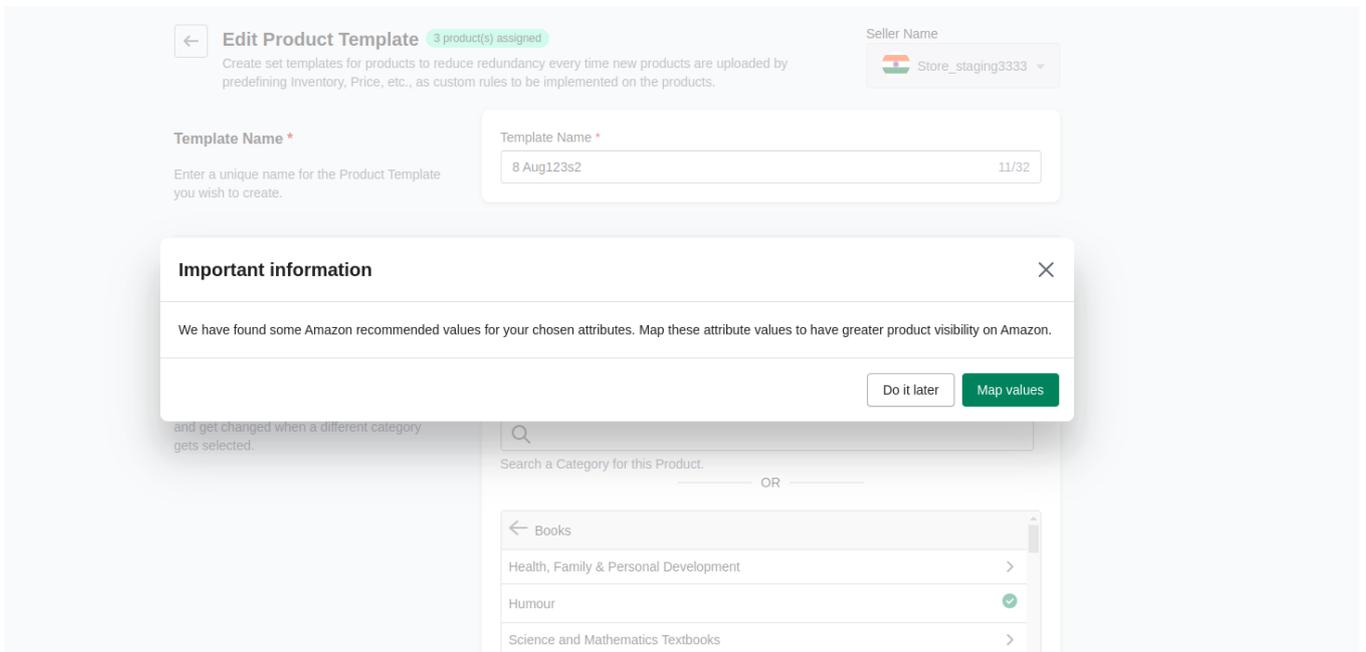
App specific attribute: Type

### How to Use the Value Mapping Feature:

- You can access Value Mapping from either on the Template grid or after saving a Template if it meets the criteria.



- Click on the Map attribute value link on the template grid or after saving the template that prompts you to map values for your attributes.



- Once you open the value mapping section, you will see a list of Shopify attributes based on available Variants.
- For each of the Shopify attributes, the corresponding Amazon attribute values will be displayed on the right side of the screen.

## ← Value Mapping

Map attributes values for better product visibility on Amazon. Select values matching to corresponding Amazon attribute values. Know more on how to map correct values.

Seller Name

Store\_staging3333 ▾

### Template Information

Name : 8 Aug123s2

Category Assigned : Books > Humour

Products Assigned : 3

---

### Value Mapping

Select values matching to corresponding Amazon attribute values.

**Product Type(shopify attribute)** ▾

Corresponding amazon attribute : binding

Search with product\_type's value

Boys&Girl8	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block; font-size: 0.8em;">           Select Amazon Value ▾         </div>
newproduct	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block; font-size: 0.8em;">           Select Amazon Value ▾         </div>

Save Product Type values

< 1/1 >

- When you click on the Amazon attribute, a dropdown will open with the list of standard Amazon-acceptable attribute values.
- Carefully evaluate the available Amazon attribute values and choose the one that best matches your Shopify attribute value.
- Once you have mapped all the Shopify attribute values review your selections.
- Ensure that each Shopify attribute value is paired with the most suitable Amazon attribute value.
- If you are satisfied with the mappings, click the “Save” button to finalize and save the mapping.