# Cedcommerce MCF channel for eBay

by CedCommerce Products Documentation

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# 1. About Amazon MCF

Amazon MCF is a service that enables sellers to fulfill orders from various channels using their inventory stored in Amazon's fulfillment centers. With MCF, Amazon handles the picking, packing, and shipping of orders placed on other channels, which helps sellers offer fast and reliable fulfillment without having to invest in the complex task of managing their inventory or logistics. MCF includes order tracking, automatic inventory tracking, and customer service support.

## About CedCommerce MCF Channel for eBay

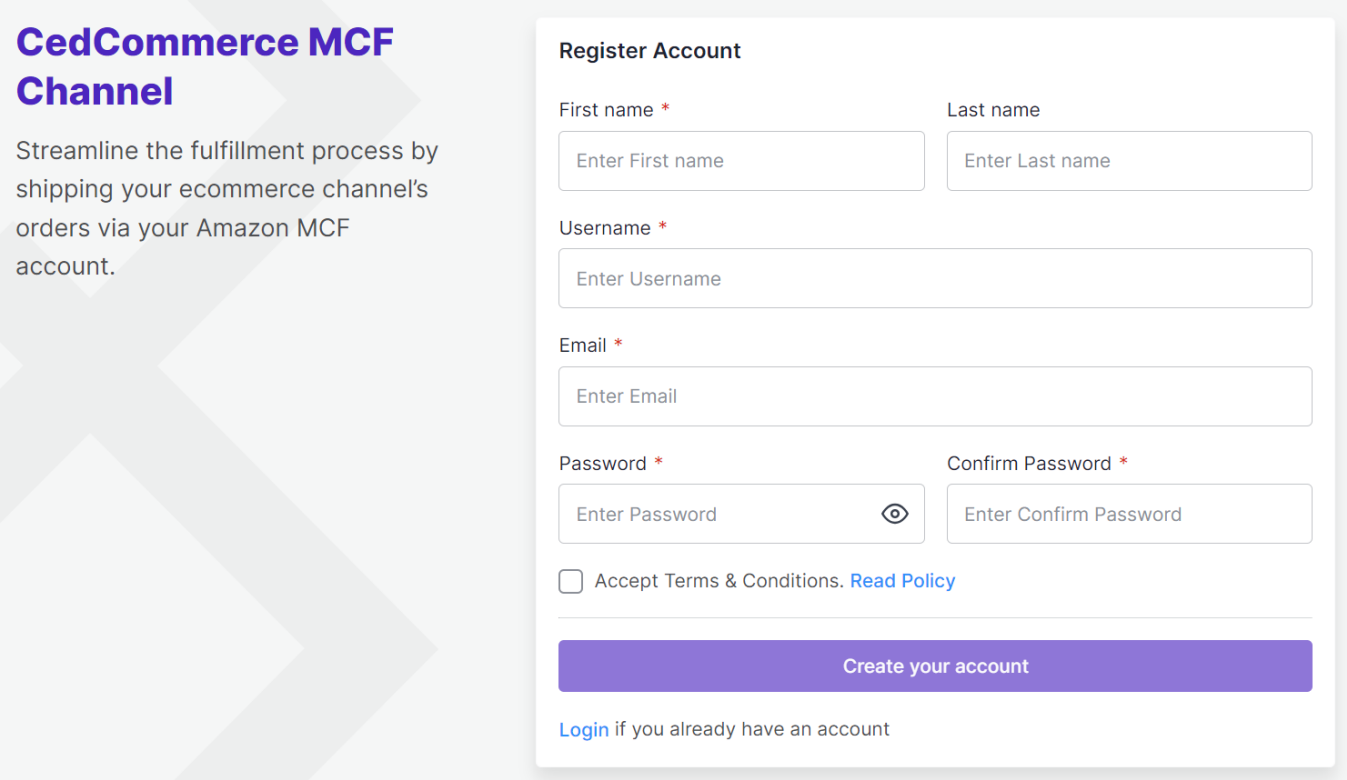
CedCommerce MCF Channel for eBay provides a seamless integration solution between your eBay store and Amazon Multi-Channel Fulfillment (MCF). Its purpose is to simplify and streamline the order management and fulfillment processes for eBay sellers who utilize Amazon's fulfillment network.

This app offers an efficient system for managing and fulfilling orders through Amazon MCF. By bridging the gap between your eBay account and Amazon MCF, the app enables you to optimize your operations, expanding your capabilities while providing customers with a superior experience.

## Key Features of the App

- 
- **Order Routing and Tracking:** You can easily route orders from eBay to Amazon MCF for fulfillment, while real-time tracking updates keep customers informed about the status of their orders.
- **Industry-leading Functionalities:** Implementation of advanced MCF features such as Kitting, Blank box, and Block Amazon Logistics, etc.
- **Early Tracking Number (ETN):** A tracking number will be assigned to the orders before their shipment. This tracking number will be accessible to customers on eBay, enhancing their trust & improving their overall shopping journey.
- **Product Linking:** Establish a link between your eBay and MCF products using SKU or barcode or both for accurate inventory syncing as well as order management.
- **Blank Box & Block Amazon Logistics:** You can enable Blank Box for shipping your orders, which ensures that the order packaging is unbranded and not Amazon-branded. Also, orders can be fulfilled using 3PL instead of Amazon Logistics.

# 2. Register/Login in the app




Here's how you can easily complete the onboarding process on the CedCommerce MCF Channel for eBay. Follow the below-mentioned steps to complete your onboarding:

## Register/Login to the app:

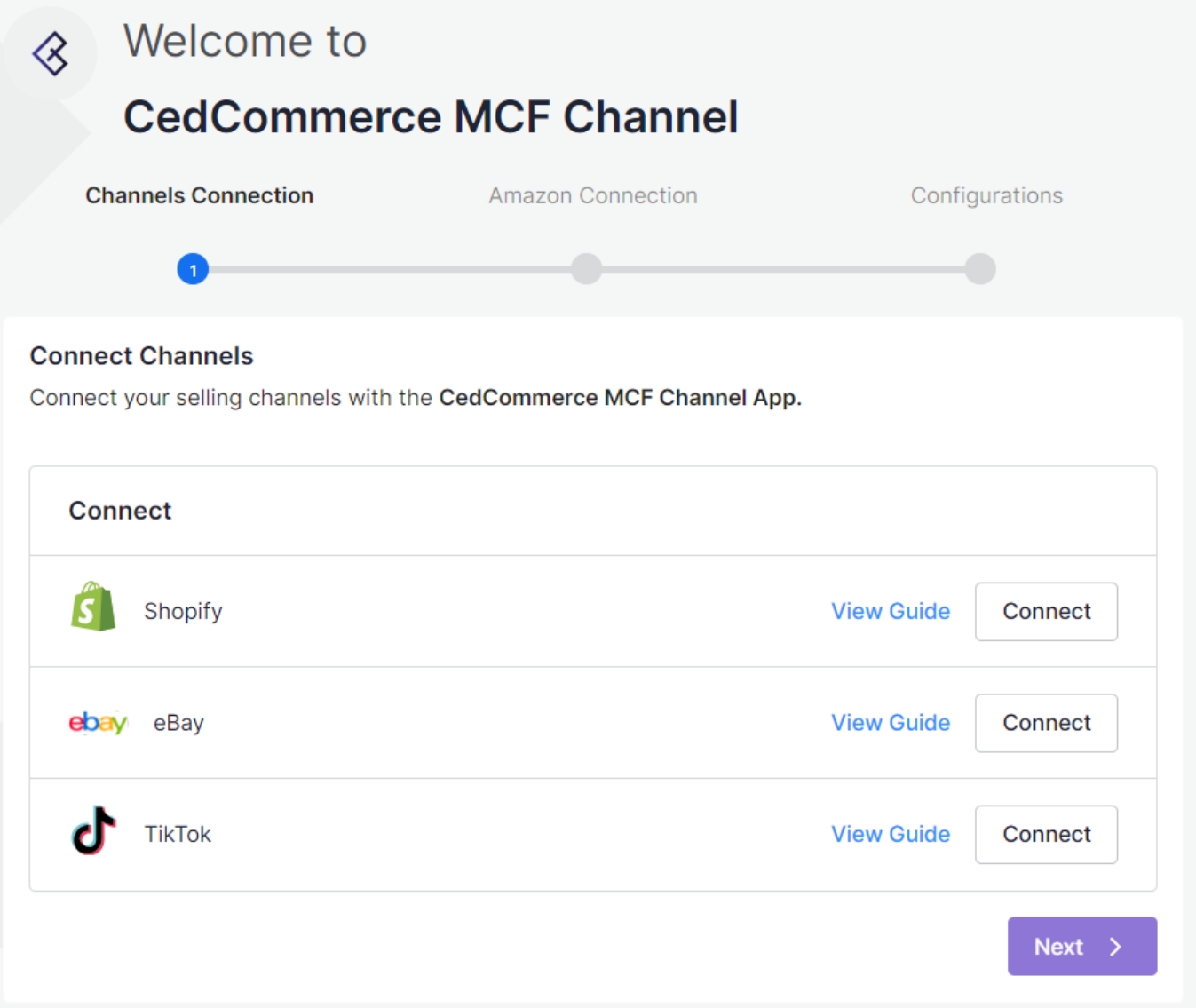
To create an account on the app, you need to follow these steps:

1. Open the app through this link(https://cedcommerce.com/marketplace-integration/fulfill-ecommerce-orders-with-amazon-mcf)
   .
2. Fill in your first and last name, set up a username, password, and enter your email ID. Ensure your password has at least 8 characters, an uppercase & a lowercase letter, a number, and a special character.
3. Accept the Terms & Conditions and click "Create your account."
4. Check your email for a verification link.
5. Click on the link to confirm your account.
6. Once confirmed successfully, your account will be ready to use. Log in to your account and move to the next step.

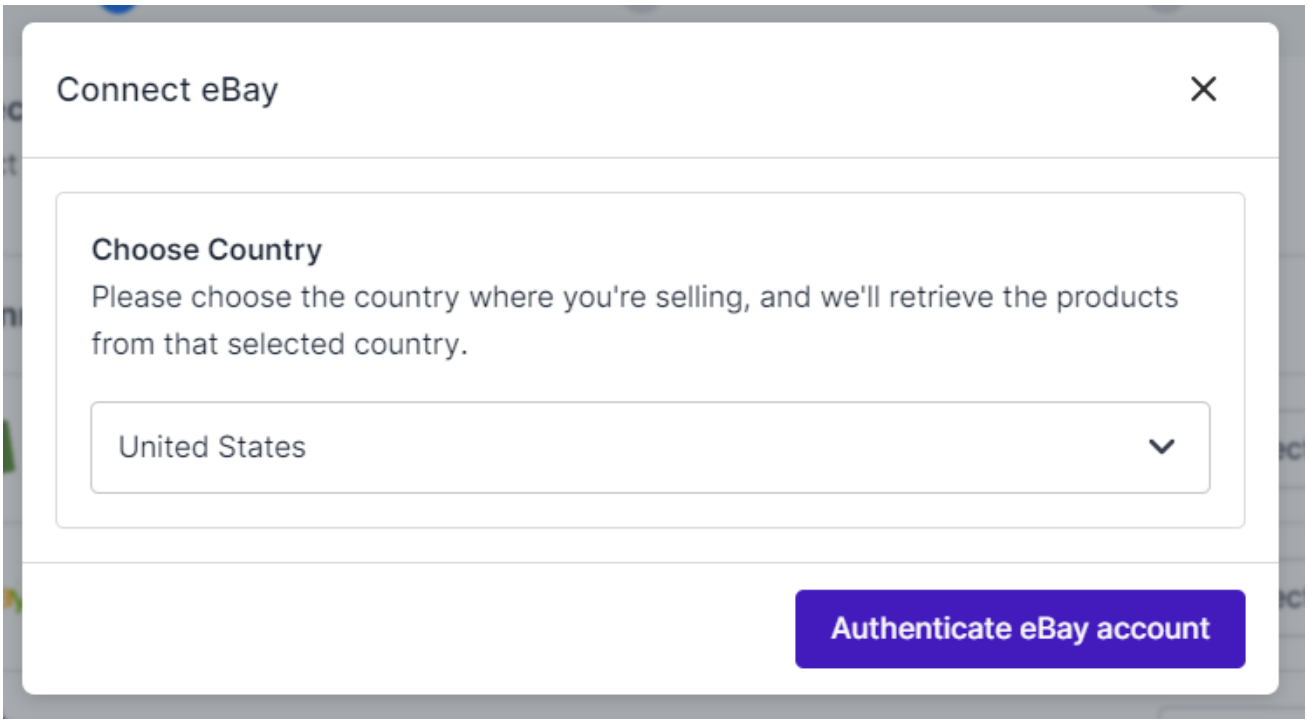
***?Note:*** *If you already have an account, then you can simply log in using your email ID/Username & password. In case, you have forgotten your password, you can reset it through a password reset link.*

## 2.1. Connect eBay Seller Account

Once you are successfully logged in, you will be redirected to the channels' listing page, where the supported channels that can be integrated with the app are listed.




Click on the Connect button for the eBay Channel and follow these steps:
1. Select a country in which your seller account exists.
2. Click on the **“Authenticate eBay account”** button.




3. You will be redirected to the eBay website on which you have a seller account.
4. Enter your eBay credentials and log in to the account.
5. Once you've linked and logged in to your account, you need to review and grant the application access. Go through the permissions and privacy policy.
6. Once done, click on Agree and Continue.

Upon completion, your eBay seller account is successfully connected with the app.

*Note: If you have a specific eBay seller account logged in on another tab of the current browser, then clicking the "Connect" button will seamlessly establish the connection with that specific eBay seller account. Once connected successfully, you'll be transitioned to the next configuration step.*

## 2.2. Authorize & Connect your Amazon MCF Account

In the next step, you need to authorize your MCF account to build a connection with the app. To do so, you must –

Select the desired country to which your MCF Account belongs from the drop-down and click the "Sign in with Amazon MCF Account" button.

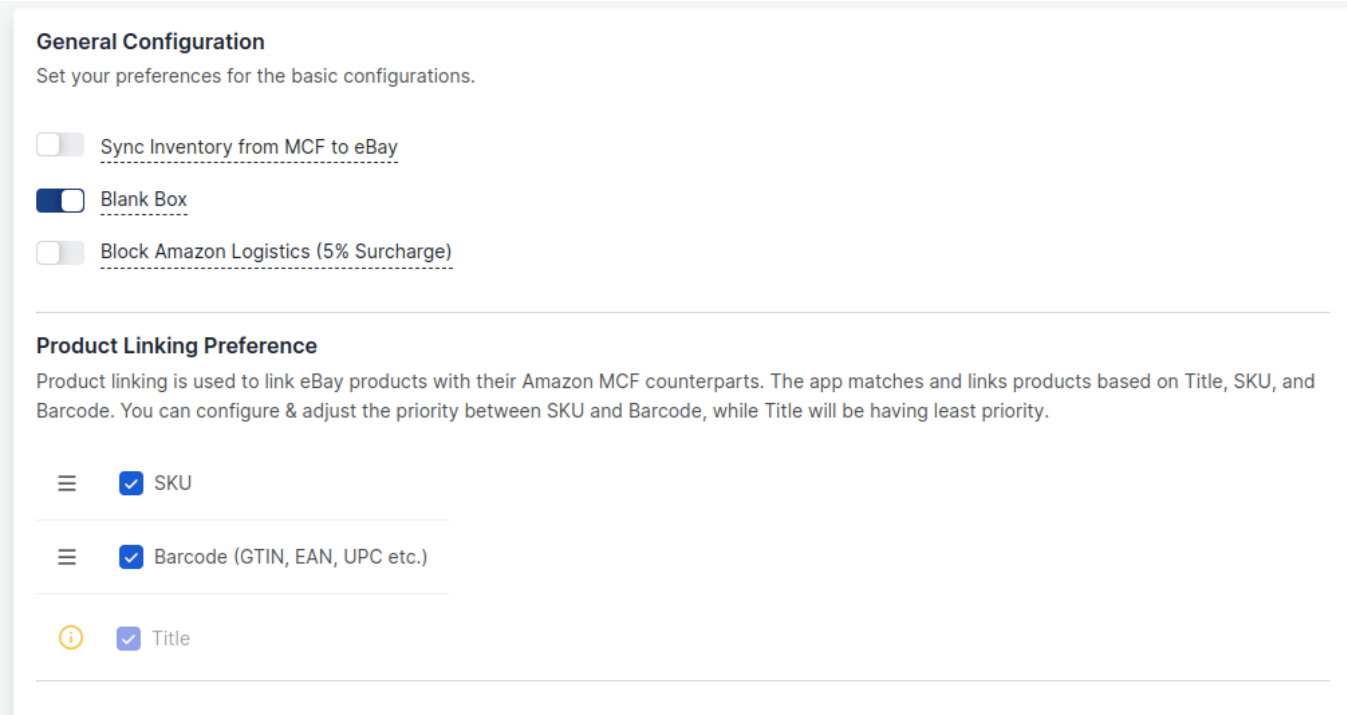
In the second step, you'll be required to provide your Amazon credentials (email and password) to log in. If the credentials are correct & you have enabled 2-step verification then, you will be prompted to provide a One-Time Password (OTP) received on your registered phone number.

Once your account is verified, a consent screen will appear, showing the permissions and access scopes that the app requires to operate on your behalf. You'll need to select the checkbox and then click on the Confirm button to proceed further with the onboarding process. This action grants the necessary permissions for the app to function properly with your Amazon MCF account.

Once confirmed, you will be redirected to the app on the configuration step.

## 2.3. Configurations

This is the last step of the onboarding process. Here you need to adjust several fundamental settings to ensure seamless integration. These settings encompass inventory, product linking, and order configurations, etc.

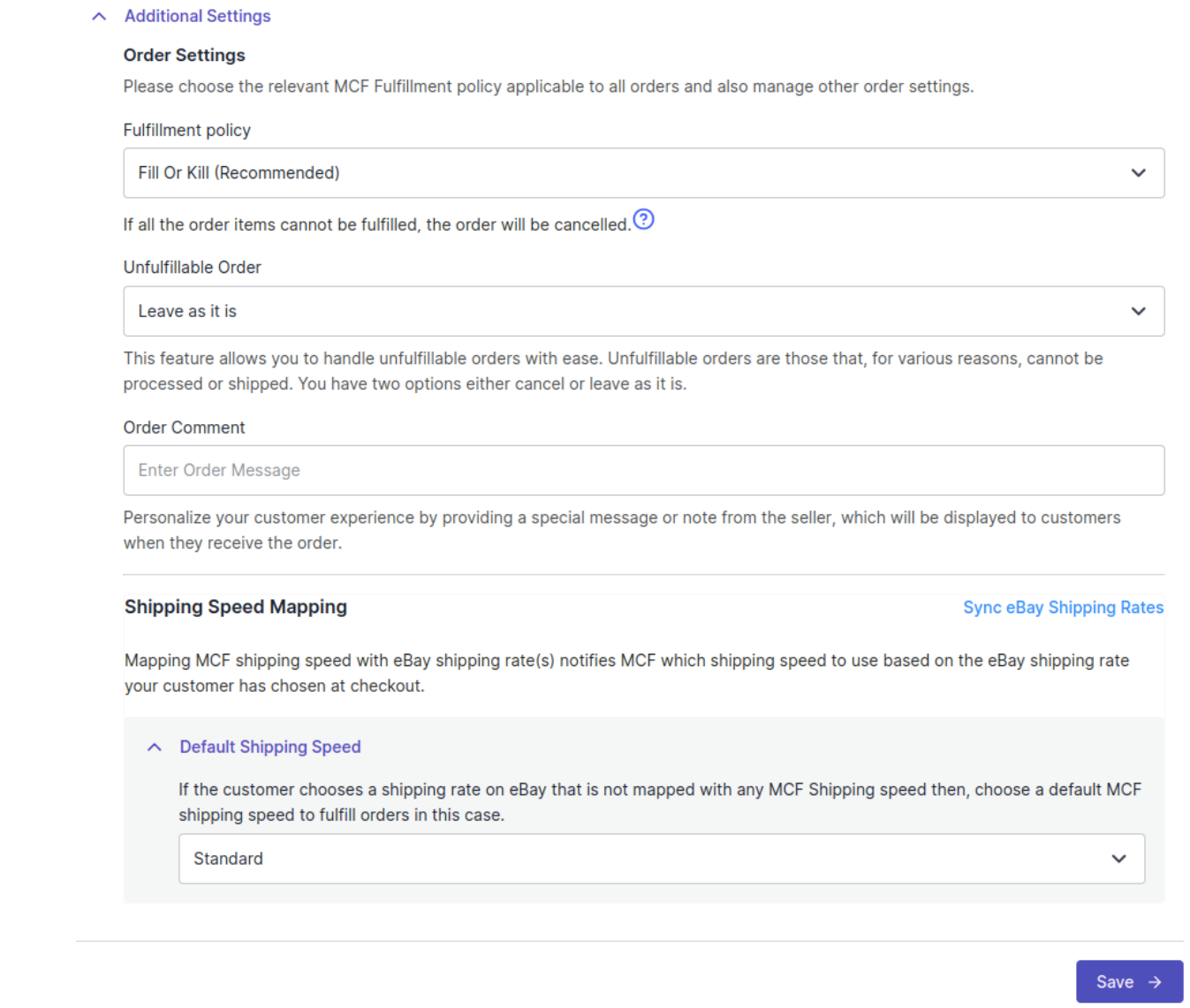



1. **General Configurations:** You need to set your preferences for the following basic settings:

- **Sync Inventory from MCF to eBay –** Enable this option to sync inventory automatically from MCF to eBay. However, kindly note that enabling this option initiates automatic inventory syncing between MCF and eBay, replacing the current inventory on eBay with the inventory available on MCF. On the other hand, if you choose to disable the option, inventory will not be synced automatically.
- **Blank Box –** By enabling this option, you can choose to ship your orders in unbranded packaging. If you disable this option, the orders will be shipped in boxes with Amazon branding.

*Note: You should only enable the "Blank Box" option if your Amazon MCF account is permitted for it.*

- **Block Amazon Logistics –** Enable this option to prevent orders from being shipped by Amazon Logistics. However, opting out of Amazon Logistics will attract an additional 5% surcharge on all MCF orders. Furthermore, there is an increased risk that some of your orders may remain unfulfilled or experience delayed delivery estimates if no alternative carriers are available.
  Please note that the preference you set for carrier usage here will be applied to all of your MCF orders. **2. Product Linking Preference:** Use this option to link your Amazon MCF products with their eBay counterparts based on SKU, Title, and Barcode for accurate inventory & order management. You can select either SKU or Barcode or both of them. Additionally, you can set the priority between SKU & barcode, determining which one will take precedence during the linking process. While the Title will be fixed with the least priority & will remain enabled always. Products matching with Titles will be displayed in the close match section only.




**3. Order Settings:** Within this section, you can configure your preferences for order management. The following options are available here:

- **Fulfillment Policy:** You need to select the relevant MCF “Order Policy” from the drop-down menu:
  - *Fill Or Kill – If all order items cannot be filled, the order will be canceled. For example, if an order is placed for the following 2 products, each with one quantity:*

    *SKU A has 10 inventory available in the Amazon MCF*

    *SKU B has 0 inventory available in the Amazon MCF*

*If the “Fill or Kill” option is chosen, the entire order will be canceled.*

*Fill All – Fill all order items that can be filled and put any items that cannot be filled on hold. They will be shipped when the stock comes in. For example, if an order is placed for the following 2 products, each with one quantity:*

*SKU A has 10 inventory available in the Amazon MCF*

*SKU B has 0 inventory available in the Amazon MCF*

*If the “Fill All” option is chosen, SKU A will be shipped instantly while SKU B will be shipped as soon as it gets restocked.*

*Fill All Available – Fill all order items that can be filled and cancel any that cannot be filled. For example, if an order is placed for the following 2 products, each with one quantity:*

*SKU A has 10 inventory available in the Amazon MCF*

*SKU B has 0 inventory available in the Amazon MCF*

*If the “Fill All Available” option is chosen, SKU A will be shipped instantly while SKU B’s order will get canceled.*

**Unfulfillable Order:** Unfulfillable orders are those orders that cannot be processed or shipped. This option enables you to manage unfulfillable orders effortlessly. Two options are available here: Cancel or Leave as it is.
**Order Comment:** This option allows you to personalize your customer’s experience by providing a special message or note. It will be displayed to customers when they receive the order.

**4. Shipping Speed Mapping:** This feature informs MCF of the shipping speed to use based on the eBay shipping policy selected by your customer at checkout.

- **Default Shipping Speed:** If a customer selects an eBay shipping that isn’t mapped to any MCF Shipping speed, then the default MCF shipping speed will be taken into consideration to fulfill orders.
- **Advance Shipping Mapping:** Here, you need to map MCF Shipping speeds with the corresponding eBay shipping policies.

*?Note: If you’ve made any changes to the shipping policies on your eBay seller account, remember to sync the updates with the app by clicking on “Sync eBay Shipping Policies”.*

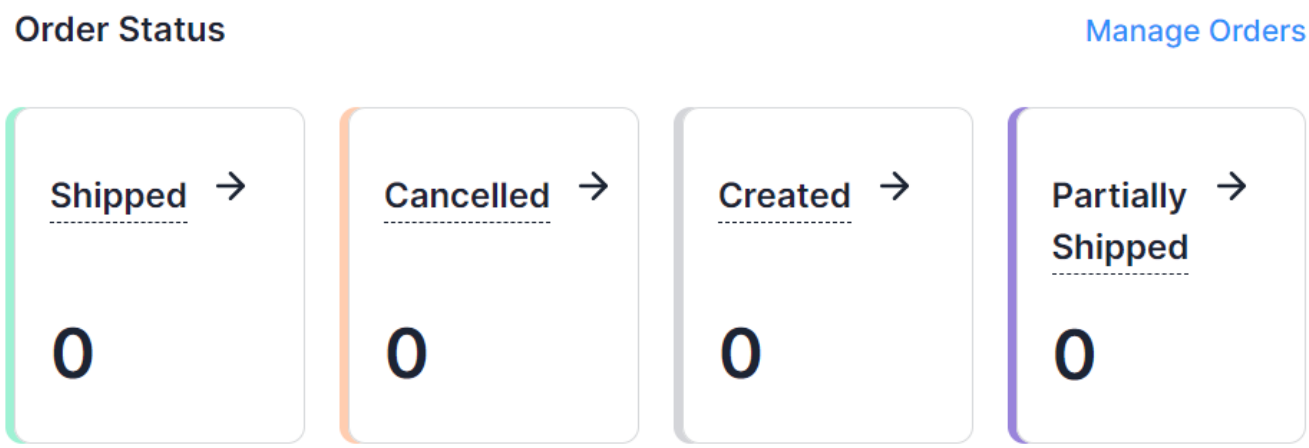
Once you have completed the above settings, you can proceed with the final account setup by clicking the **“Save”** button.

## 3. Dashboard

The dashboard provides an overview of crucial operations and updates. Its unique feature categorizes product linking and orders based on their statuses, allowing you to efficiently prioritize tasks that require your attention. Let’s have a look at each section:

## Order Status

Orders play a vital role in a successful business. The app’s dashboard reflects real-time updates on order statuses, and you will be able to see the counts under various order statuses. You can also navigate to the order listing page to check the details of the orders with a particular status by clicking the arrow next to each order status.

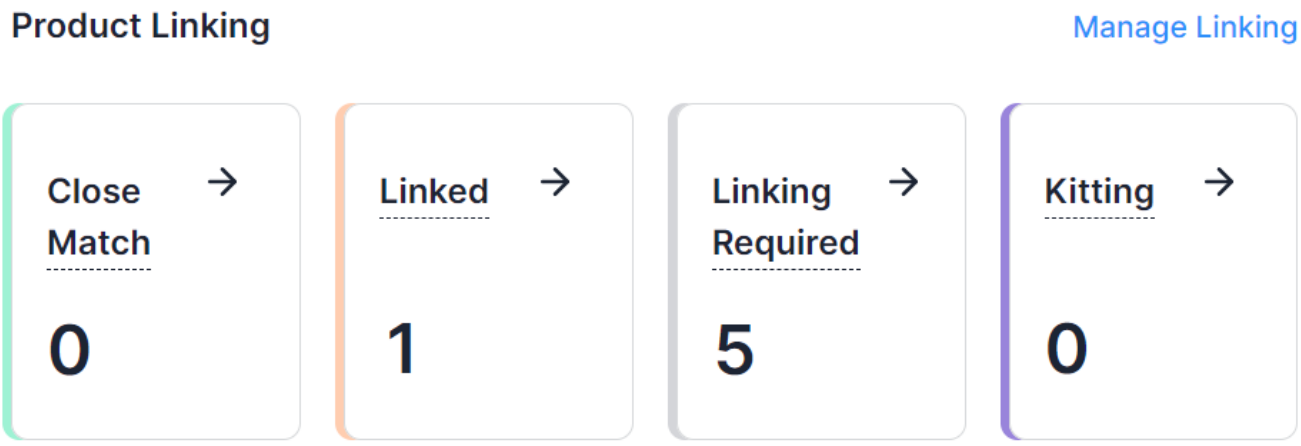



The following order statuses will be displayed on the dashboard:

- **Shipped:** Orders that have been shipped successfully from Amazon MCF.
- **Canceled:** It will denote the orders that have been canceled.
- **Created:** Orders that are successfully synced to Amazon MCF, but shipment is pending.
- **Partially Shipped:** If some line items have been shipped from Amazon MCF while others have not yet shipped, then the order will be in this status.

## Product Linking

This section highlights the list of products that have been successfully linked or have failed to link due to a mismatch of Amazon MCF & eBay data. You can check the counts of products that are a close match, linked, linking required, and kitting.




The following product-linking statuses will be available:

- **Close Match:** These are the sets of products that have been automatically detected as close matches by having similar properties of SKU & Barcode between Amazon MCF and eBay products.
- **Linked:** These products represent the Amazon listings that have been successfully linked to their corresponding eBay products.
- **Linking Required:** Sets of products listed on the app that has not yet been linked with their counterparts.
- **Kitting:** A kitted product consists of an eBay product linked with one or more MCF products.

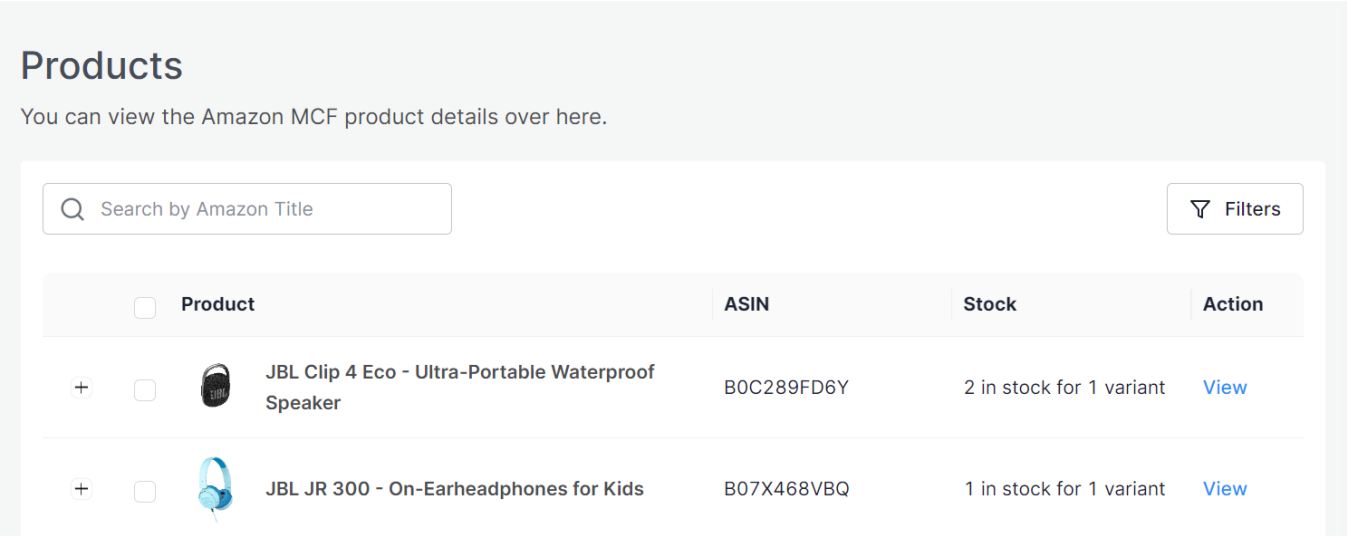
## Activities

In this section, both ongoing and recently completed activities will be displayed to keep you well-informed. Additionally, you have the option to review all activities by simply clicking the “View all” button.

## 4. Product Listing Grid

## Product Listing Grid

You can navigate to the product listing grid by clicking the “Product Listing” option available on the left navigation bar. In the grid, each column provides specific information about your products, except for the ‘Action’ column, which lets you access and view the details of each product.




Here are the details of each column:

- **Image**: This section displays the main product image for your item on MCF.
- **Title:** Under this section, you’ll find the title of your product.
- **ASIN:** It shows the Amazon Standard Identification Number.
- **Stock:** This column provides an overview of available stock across your product variations.
- **Action:** The view button available here will allow you to view the product details on a dedicated page within the app.

## Sync Inventory

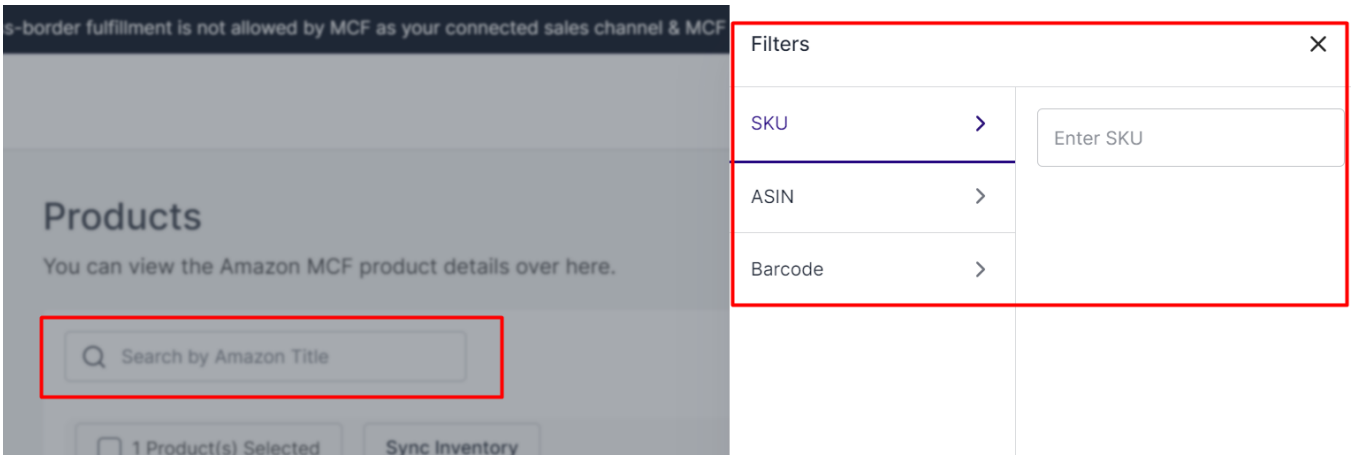
If you have enabled the “Sync Inventory” option in the General Settings section, then the app will sync inventory automatically from MCF to eBay. However, you can sync the inventory manually as well. To do so, follow these steps:

1. Choose the specific Product(s).
2. Click on the “Sync Inventory” option.

3. A notification will appear in the activities section once the inventory syncing process starts successfully.
4. A message confirming the successful completion will also be displayed in the activities section upon the completion of the process.

## Search/ Filter product

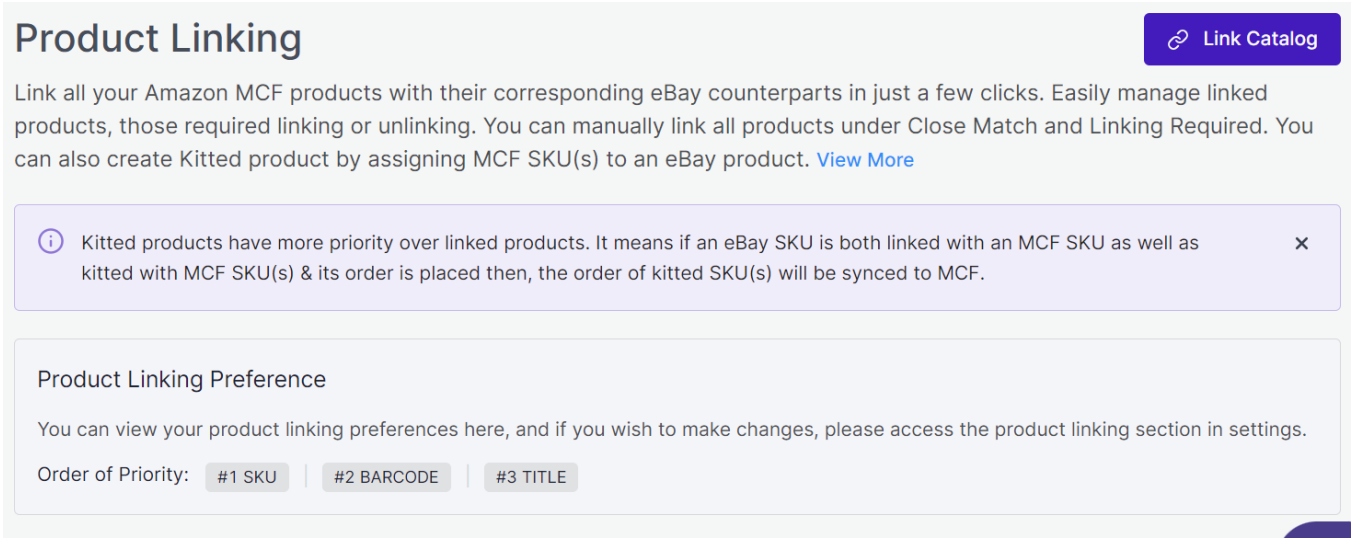
If you are looking for a particular product(s), you can easily search for them from the ‘Search Bar’ using the Amazon product title or apply a filter based on the SKU, Barcode & ASIN.




## 5. Product Linking

## Product Linking

You can visit this section by clicking the linking & kitting option on the left side menu. This section will allow you to link Amazon MCF products with their eBay counterparts and manage the kitting of products.




Above the grid, you can also view the current product linking preference configured within the app. You can reinitiate the auto-linking process anytime you want with a dedicated “Link catalog” button available on the top right of the product linking grid.

This section will consist of four tabs as follows:

1. **Close Match(https://docs.cedcommerce.com/shopify/ebay-mcf-cedcommerce/?section=close-**

**match-products)**

2. **Linking Required(https://docs.cedcommerce.com/shopify/ebay-mcf-cedcommerce/?section=linking-required-products-2)**

3. **Linked**(https://docs.cedcommerce.com/shopify/ebay-mcf-cedcommerce/?section=linked-products-3)

4. **Kitting**(https://docs.cedcommerce.com/shopify/ebay-mcf-cedcommerce/?section=kitting)

Let's have a look at the functionalities of each tab.

*Note: Kitted products are prioritized over linked products. This means if an eBay SKU is both linked with an MCF SKU as well as kitted with MCF SKU(s) & its order is placed then, the order for kitted SKU(s) will be synced to MCF.*

## 5.1. Close Match Products

In this tab, you will find sets of MCF & eBay products that the app has automatically detected as close matches due to the same title. However, these products are not currently linked with each other. Inside the grid, you can search for MCF products using their Title & SKUs to facilitate the linking process.

The following columns will be displayed in this section:

- **Amazon MCF Products:** It will show the Title, SKU, Barcode & thumbnail of the product.
- **eBay Products:** If there is a product as a close match then the Title, SKU, Barcode & thumbnails of the product will be shown and the count of closed matches will be shown.
- **Actions:** For cases where one MCF product has only one eBay product suggestion as a close match, the "Link" & "Select Manually" buttons will be displayed, while in cases where one MCF product has multiple eBay product suggestions as close matches, the link button will be disabled & only the "Select Manually" button will be active.

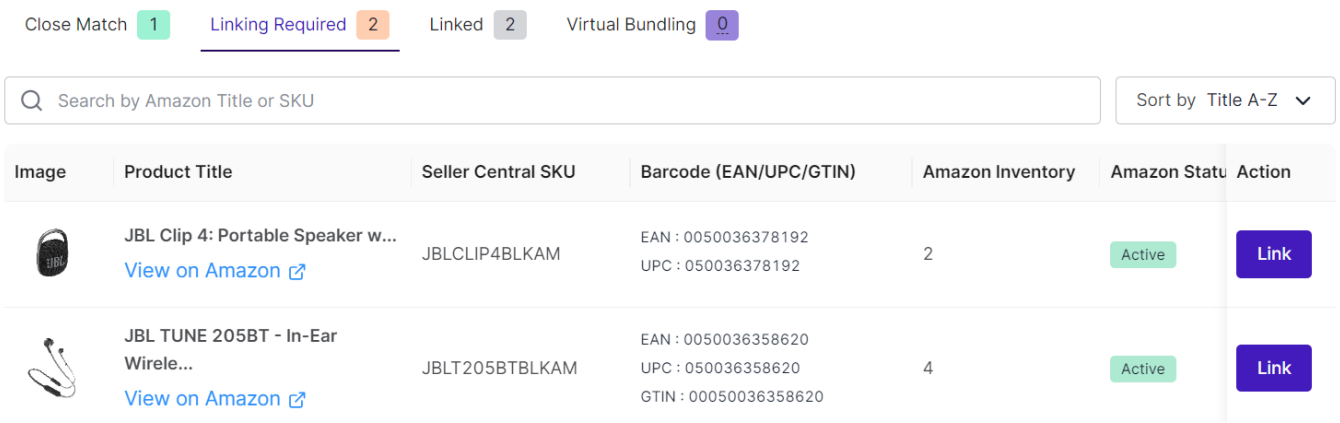
**There are two ways to link these suggested products:**

1. For cases where one MCF product has only one eBay product suggestion as a close match, you can link them with a single click or select other products manually.
2. In situations where one MCF product has multiple eBay product suggestions as close matches, one-click linking won't be available. Instead, it will be required to manually select the products to be linked.

To link an MCF product manually with an eBay product, follow these steps:
1. Click the "Link" button available for each MCF product in the "Actions" column.
2. A popup will appear showing the details of the selected MCF product that needs to be linked.
3. Beneath the MCF product details, a grid will display available eBay products for linking.
4. Click the "Link" button for the desired eBay product from the grid.

## 5.2. Linking Required Products

This tab presents a list of MCF products that require linking with their corresponding eBay counterparts. To facilitate the process, you can easily search for Amazon products using their Title & SKU and also have the option to sort the products by their title.

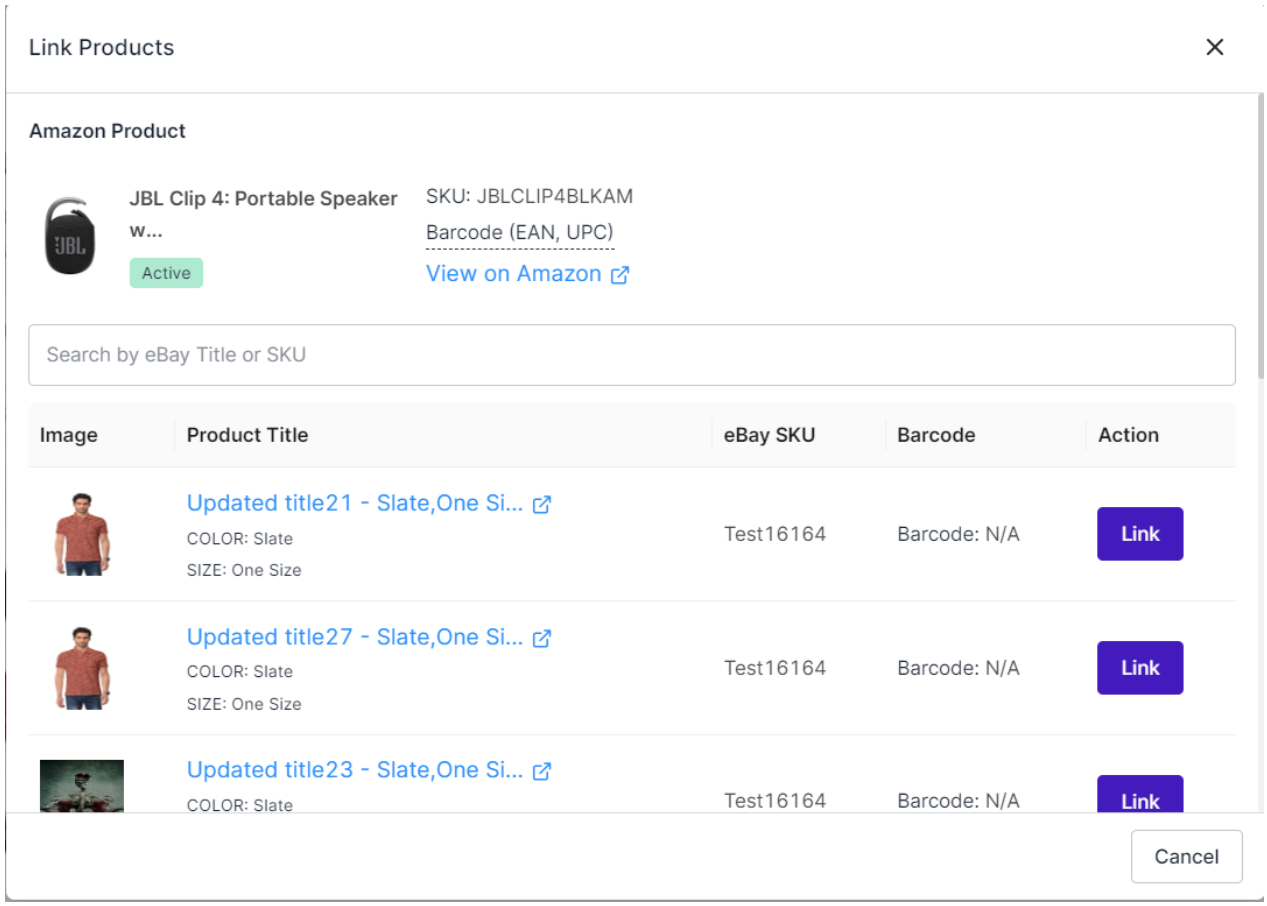



The following columns will be displayed in this section:

- **Image:** Thumbnail image of the product.
- **Product Title:** You can also view the same product on Amazon using the “View on Amazon” button.
- **Amazon SKU:** SKU of the product on Amazon MCF.
- **Barcode:** It displays the EAN/UPC/GTIN of the product.
- **Amazon Inventory:** It denotes the available inventory of the product on Amazon MCF.
- **Amazon Status:** The Status of the product on Amazon MCF, which can be either Active or Inactive.
- **Action:** It will have a Link button only.

To link an MCF product with an eBay product, follow these steps:

1. Click the “Link” button available for each MCF product in the “Actions” column.
2. A popup will appear showing the details of the selected MCF product that needs to be linked.
3. Beneath the MCF product details, a grid will display available eBay products for linking.
4. If required, you can search for the required eBay products using their Title or SKU to find the best match.
5. Click the “Link” button for the desired eBay product from the grid.

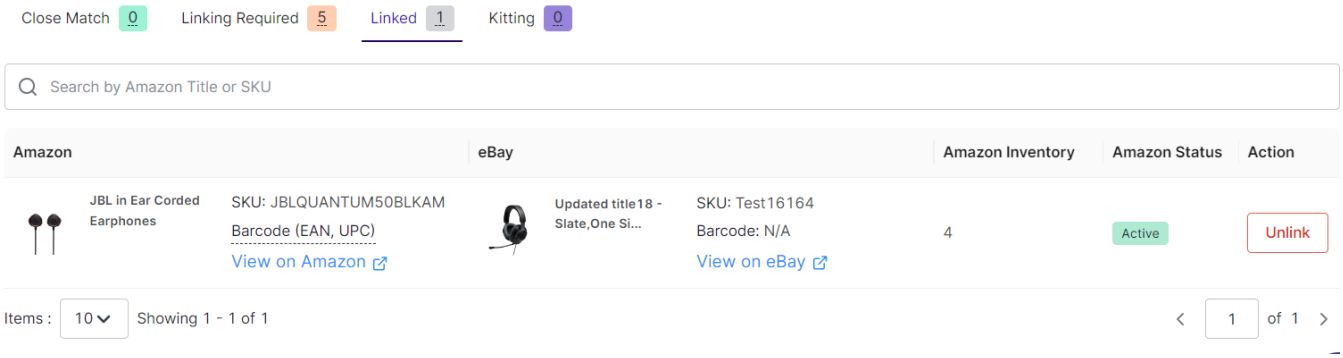



6. Confirm the linking action in the popup.
7. Upon confirmation, the MCF product will be successfully linked to the chosen eBay product.

***?Note:*** *If a product gets deleted from eBay, then it will automatically get unlinked from its corresponding MCF product in the app.*

## 5.3. Linked Products

In this tab, you will find a list of MCF products that are successfully linked with their corresponding eBay counterparts. If you wish to unlink any of these linked products, simply click on the “Unlink” button in the corresponding MCF product row. A confirmation popup will ensure the unlinking action once you click the button.



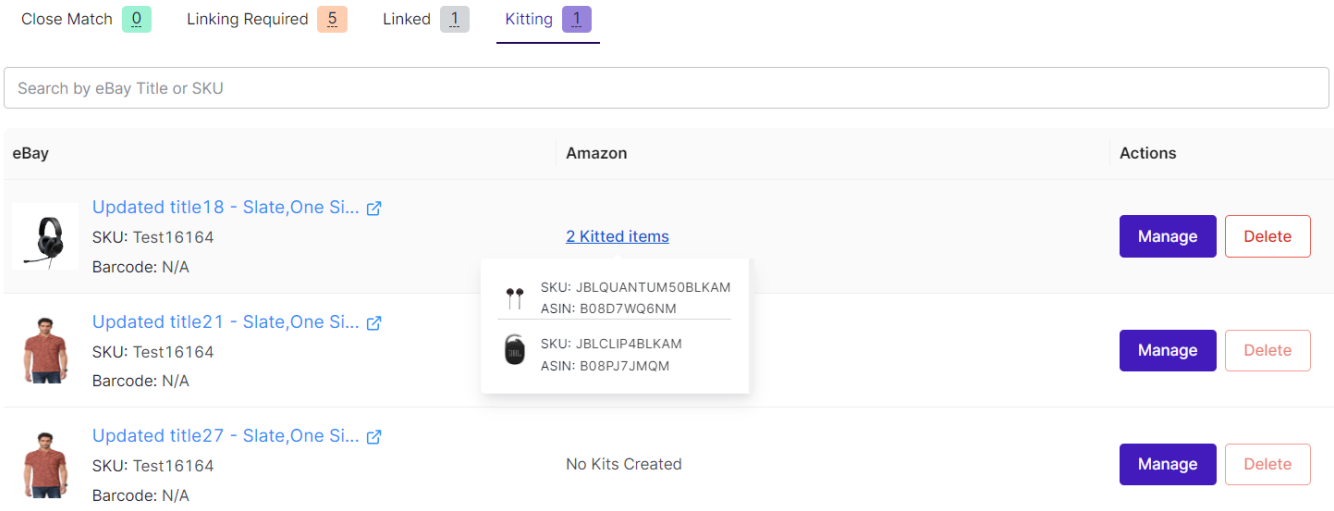
The following columns will be displayed in this section:

- **Amazon MCF Products:** It will show the Title, SKU, Barcode & Thumbnail of the product. You can also view the same product on MCF using the “View on Amazon” button.
- **eBay Products**: It will show the Title, SKU, Barcode & Thumbnail of the product. You can also view the same product on eBay using the “View on eBay” button.
- **Status:** The status of the product on Amazon MCF, which can be either Active or Inactive.
- **Action:** It will have an “Unlink” button only.

***?Note:*** *It is worth noting that unlinking an MCF product will modify the inventory of its linked counterpart to zero quantity on eBay.*

## 5.4. Kitting

The app facilitates the creation of kitted products for Amazon MCF since the platform does not inherently support these types of products. To do this, switch to the “Kitting” tab in the product linking section.

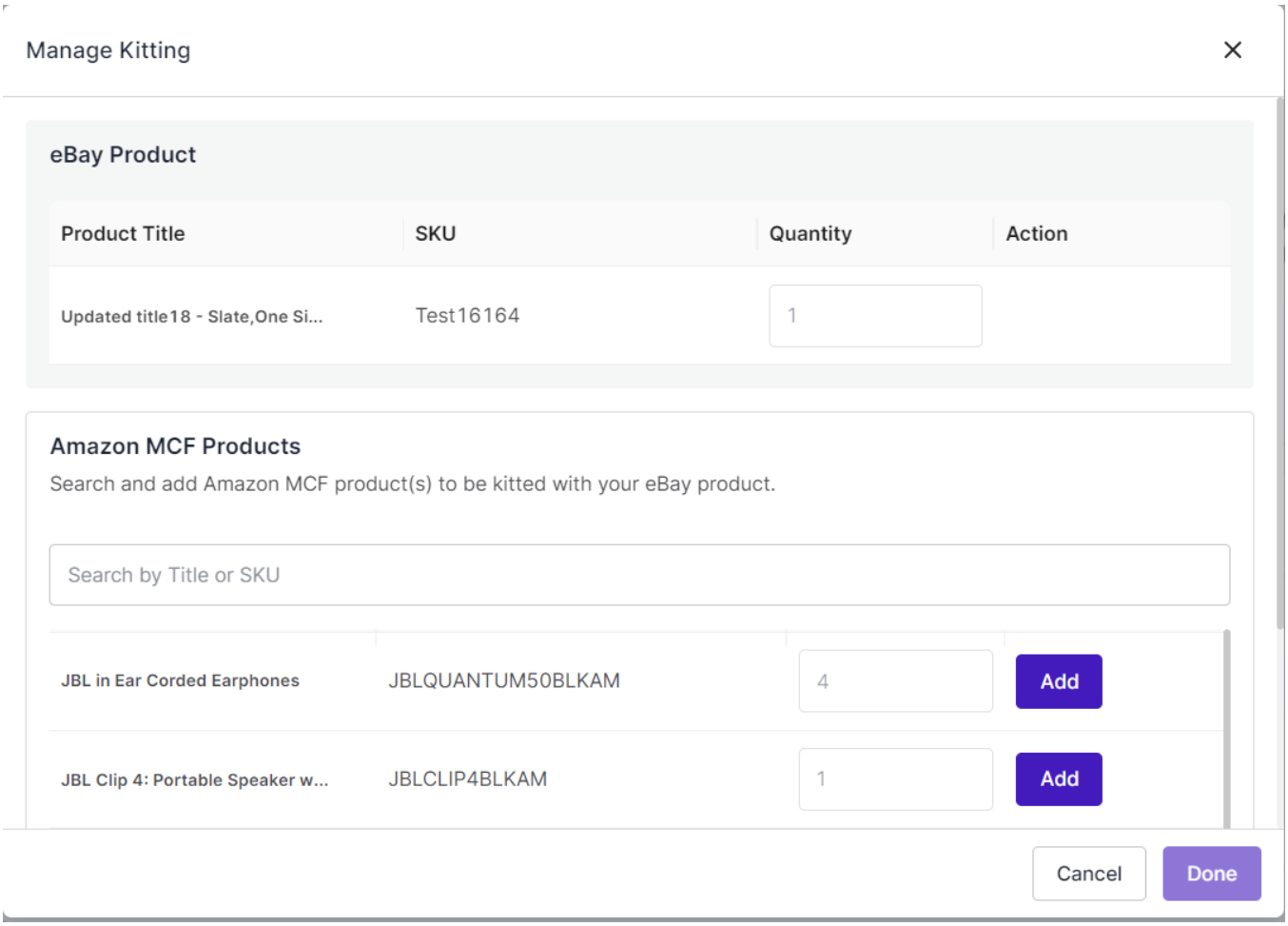



The following columns will be displayed in the Kitting section’s grid:

- **eBay Products**: It will show the Title, SKU, Barcode & Thumbnail of the product.
- **Amazon MCF Products:** If a kitted product has not been created for a specific eBay product, there will be no products listed. However, if a kitted product is created, the count of items in the kit will be shown in the grid. Hovering over the count will display the associated MCF products.
- **Action:** It will have a “Manage” button only.

## New Kitted Product Creation

When you click the “Manage” button, a new popup will open, allowing you to create the kitted product. You can add MCF product(s) to be included in the kitted product. Furthermore, you have the flexibility to adjust the quantities of each MCF product.




The app provides the convenience of searching for MCF products by their Title or SKUs, as well as the option to remove MCF products inside a kitted product.

## 6. Order Listing Grid

## Order Listing

This section will display a list of orders from eBay. You can also look at all the details of each order in the Order grid. In the grid, each column provides specific information about your orders, except for the ‘Action’ column, which lets you access and view the details of each order. Here are the details of each column:

- **Order ID**: This is the unique identification number of the order, which remains consistent across both eBay and Amazon MCF.
- **Cost:** This column displays the total amount paid by the buyer for the order.
- **Items:** This figure represents the combined quantity of all the individual items within the order.
- **Created At:** This column indicates the date when the order was created.
- **Status:** This column displays the current status of the order on eBay. Possible statuses include:

  **Created:** This status indicates orders that have been successfully created on Amazon MCF.
  **Shipped:** These are orders that have been shipped by Amazon MCF to their destination.
  **Partially Shipped:** These are orders where some items have been shipped from MCF.
  **Canceled:** This status applies to orders that have been canceled.

**Errors:** Orders falling into this category have encountered issues and were not successfully created on Amazon MCF. Errors might occur due to one of the following reasons:

*Items in the order are out of stock in your inventory.*
*The specific SKU not being available on Amazon MCF.*
*The eBay product is not linked/kitted with any MCF product.*
*Other cases of errors in the order.*

## 6.2 Search/Filter order(s)

When you only have a few orders, it's not hard to locate a specific one in the list. But if you have hundreds or even thousands of orders, the app helps you find what you need faster. You can use the Search Bar or Filters to quickly locate a specific order or a bunch of orders that meet certain criteria.

You can search orders by the order ID or using filters such as status, and date range. When you choose a "From" and "To" date, the app will display orders received during that time. Additionally, you can choose "Today" on the date range filter to see orders received only on the current day. This way, you can narrow down your search for specific orders more easily.

## 6.1. Order Details Page

Once an eBay order is synced to the app, you can easily access its details by clicking the "View" button in the actions column of the order listing grid. This action will take you to the order details page, where you'll find essential information:

- **eBay Item:** Here you will get the eBay product details.
- **Linked MCF Product:** It displays the corresponding MCF product, which is linked within the app.
- **Kitted MCF Product(s):** If this eBay product is kitted with MCF product(s) then kitted MCF product(s) will be displayed here.
- **Quantity:** It denotes the count of products sold.
- **Price:** It displays the total amount paid by the buyer for the order along with shipping charge & tax.
- **Customer Information:** Buyer's name & email ID will be available here.
- **Shipping Address:** It displays the shipping information of the order that was provided by the buyer for the order on eBay.

## Bulk actions

In the orders grid, you can carry out several actions in bulk. Once you choose the order(s), the "Select Actions" section will become visible at the top of the grid. From there, click the "Select Actions" and carry out the action you need. There are two bulk actions available:

- **Cancel Order(s)**

This button allows you the capability to cancel orders within the app, as well as on eBay and Amazon MCF. Nonetheless, it's important to note that there exists a specific timeframe for order cancellations. Specifically, an order must be in the planning phase on Amazon MCF for it to be eligible for cancellation.

- **Sync Order(s)**

This function facilitates the synchronization of orders between eBay and Amazon MCF. Simply choose the specific orders you wish to sync, then opt for the 'Sync Order(s)' action from the provided dropdown menu. The

app will then initiate the synchronization process. Upon its completion, a confirmation message will appear in the notification center.

## 7. Settings

In this section, you'll have the ability to configure various preferences, including product, order, linking, and shipping settings. The app's automated functionalities will work seamlessly between your Amazon MCF account and eBay based on your preferences.

You can set your preferences for the following types of configurations:

**1. General Configurations(https://docs.cedcommerce.com/shopify/ebay-mcf-cedcommerce/?section=general-configurations-3)**

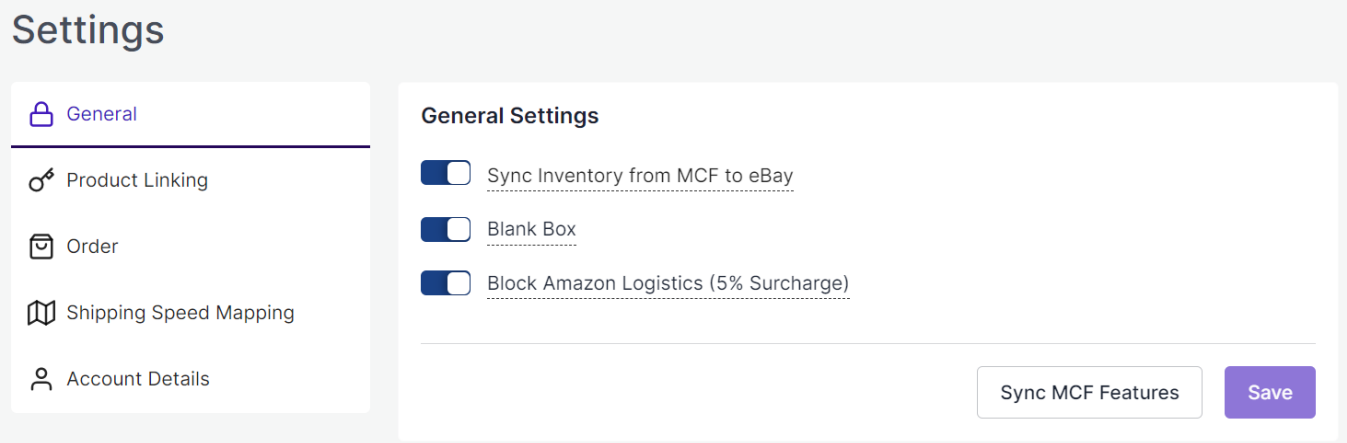
**2. Product Linking Configurations(https://docs.cedcommerce.com/shopify/ebay-mcf-cedcommerce/?section=product-linking-configurations)**

**3. Order Configurations(https://docs.cedcommerce.com/shopify/ebay-mcf-cedcommerce/?section=order-configurations)**

**4. Shipping Speed Mapping(https://docs.cedcommerce.com/shopify/ebay-mcf-cedcommerce/?section=shipping-speed-mapping-3)**

**5. Account Details(https://docs.cedcommerce.com/shopify/ebay-mcf-cedcommerce/?section=account-details-9)**

## 7.1. General Configurations




You can update your preferences as & when required for the following basic settings:

- **Sync Inventory from MCF to eBay –** Enable this option to sync inventory automatically from MCF to eBay. However, kindly note that enabling this option initiates automatic inventory syncing between MCF and eBay, replacing the current inventory on eBay with the inventory available on MCF. On the other hand, if you choose to disable the option, you will have to sync the inventory manually.

- **Blank Box –** By enabling this option, you can choose to ship your orders in unbranded packaging. If you disable this option, the orders will be shipped in boxes containing Amazon branding.

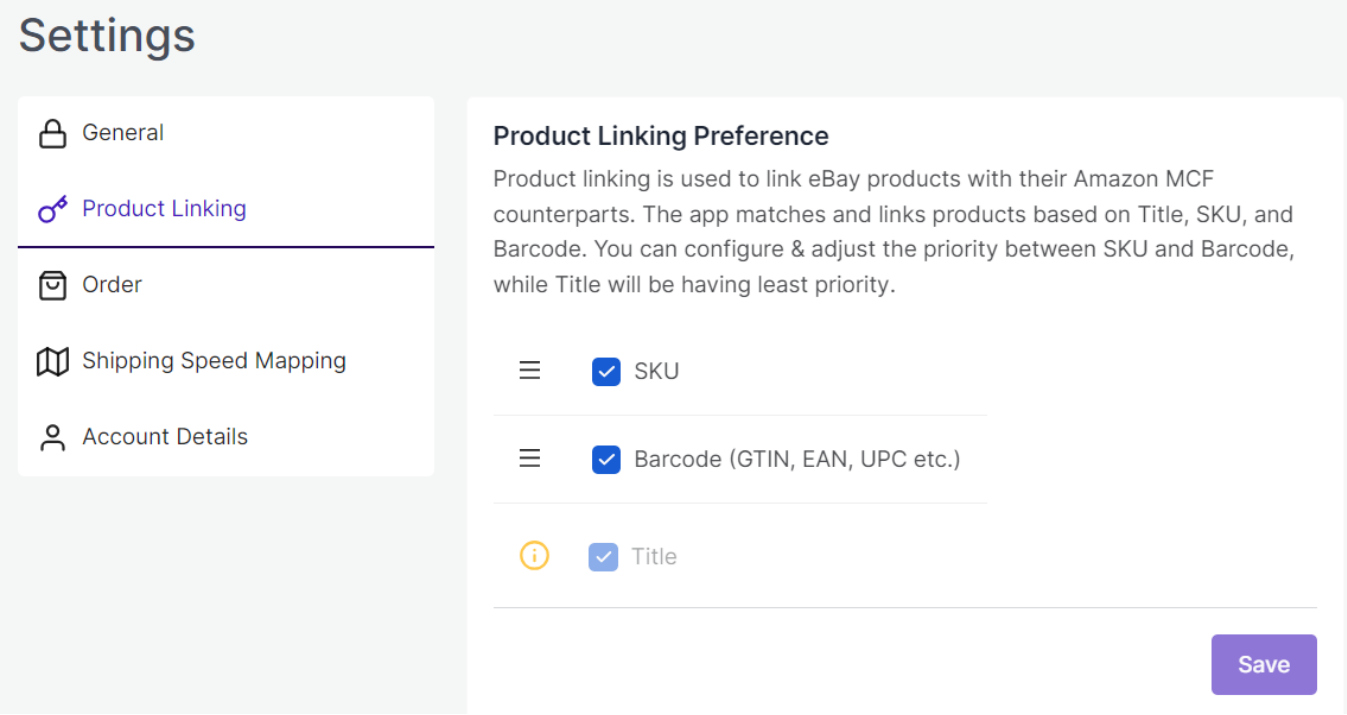
*Note: You should only enable the "Blank Box" option if your Amazon MCF account is permitted for it.*

You can also sync the availability of Blank Box features with the app through a dedicated "Sync MCF Feature" button placed at the bottom.

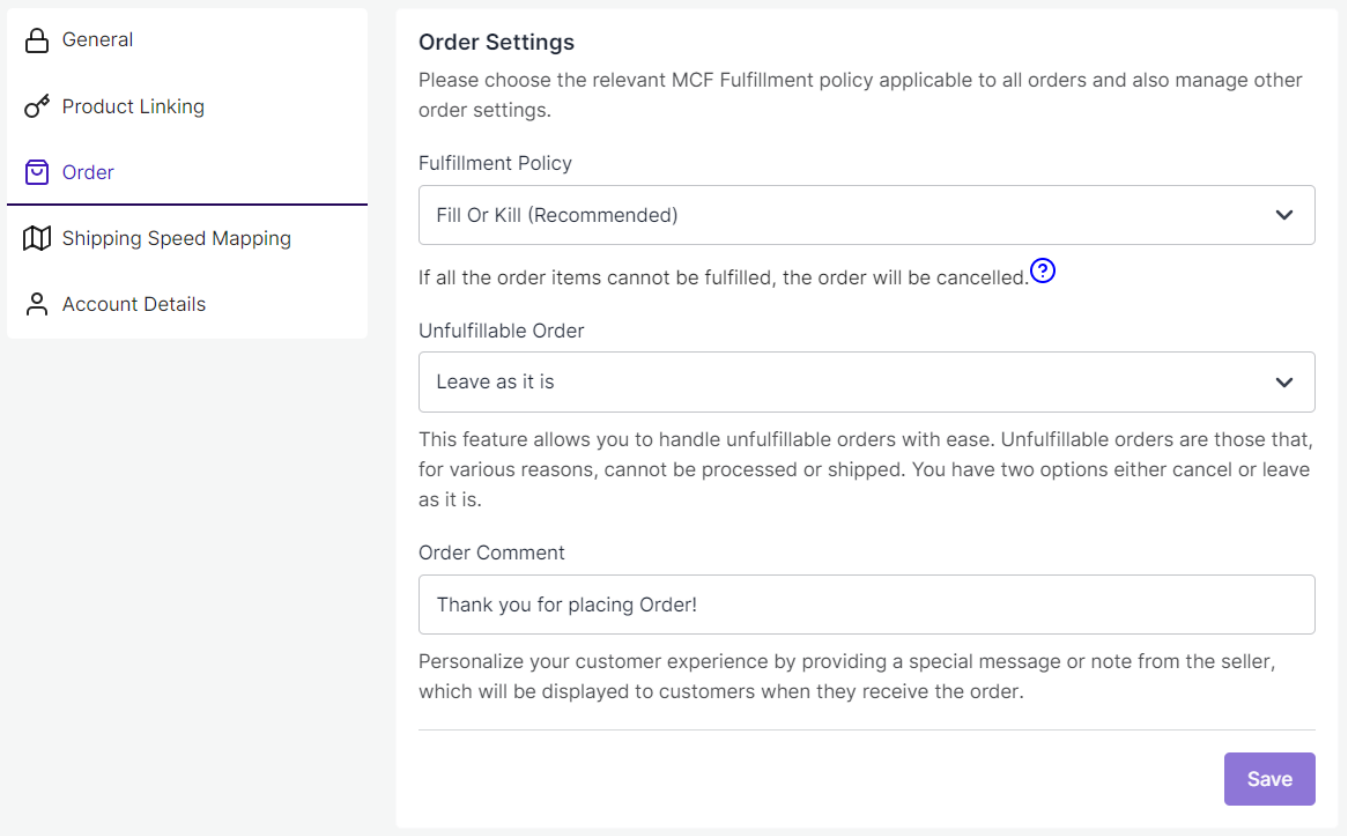
- **Block Amazon Logistics –** Enable this option to prevent orders from being shipped by Amazon Logistics. However, opting out of Amazon Logistics will attract an additional 5% surcharge on all MCF orders. Furthermore, there is an increased risk that some of your orders may remain unfulfilled or experience delayed delivery estimates if there are no alternative carriers available.
  Please note that the preference you set for carrier usage here will be applied to all of your MCF orders.

## 7.2. Product Linking Configurations

This option allows the app to link your Amazon MCF products corresponding to your eBay products based on SKU, Title, and Barcode. You can select either one of these metrics or all of them. Additionally, you can set the priority of these entities, determining which one will take precedence during the linking process.




## 7.3. Order Configurations




Within this section, you can configure your preferences for order management. The following options are available here:

- **Fulfillment Policy:** You need to select the relevant “Order Policy” from the dropdown options available:

    *Fill Or Kill – If all order items cannot be filled, the order will be canceled. For example, if an order is placed for the following 2 products, each with one quantity:*

        *SKU A has 10 inventory available in the Amazon MCF*

        *SKU B has 0 inventory available in the Amazon MCF*

*If the “Fill or Kill” option is chosen, the entire order will be canceled.*

    *Fill All – Fill all order items that can be filled and put any items that cannot be filled on hold. They will be shipped when the stock comes in. For example, if an order is placed for the following 2 products, each with one quantity:*

        *SKU A has 10 inventory available in the Amazon MCF*

        *SKU B has 0 inventory available in the Amazon MCF*

*If the “Fill All” option is chosen, SKU A will be shipped instantly while SKU B will be shipped as soon as it gets restocked.*

    *Fill All Available – Fill all order items that can be filled and cancel any that cannot be filled. For*

*example, if an order is placed for the following 2 products, each with one quantity:*

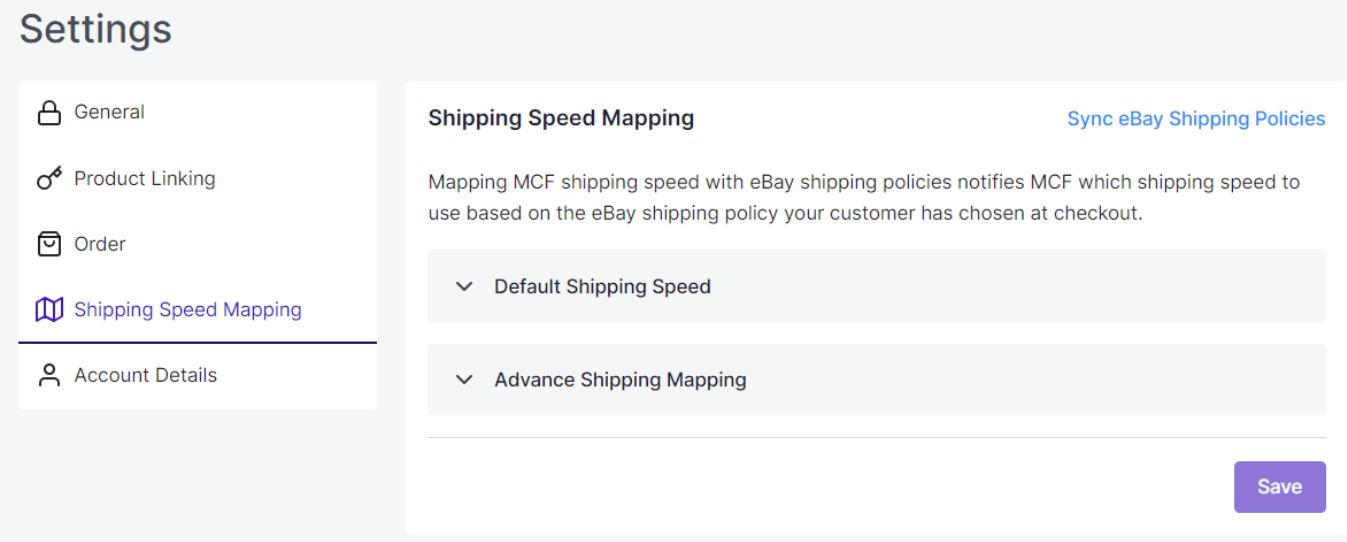
*SKU A has 10 inventory available in the Amazon MCF*

*SKU B has 0 inventory available in the Amazon MCF*

*If the "Fill All Available" option is chosen, SKU A will be shipped instantly while SKU B's order will get canceled.*

- **Unfulfillable Order:** Unfulfillable orders are those orders that cannot be processed or shipped. This option enables you to manage unfulfillable orders effortlessly. Two options are available here: Cancel or Leave as it is.
- **Order Comment:** This option allows you to personalize your customer's experience by providing a special message or note. It will be displayed to customers when they receive the order.

## 7.4. Shipping Speed Mapping




Mapping MCF shipping speed with eBay shipping policy notifies MCF which shipping speed to use based on the eBay shipping policy your customer has chosen at checkout.

**4.1 Default Shipping Speed:** If you have chosen a shipping policy on eBay that is not mapped with any MCF Shipping speed then, you can choose a default MCF shipping speed to fulfill orders.

**4.2 Advance Shipping Mapping:** Here you need to map MCF Shipping speeds with the corresponding eBay shipping policies.

*?Note: If you've made any changes to the shipping policies on your eBay seller account, remember to sync the updates with the app by clicking on "Sync eBay Shipping Policies".*

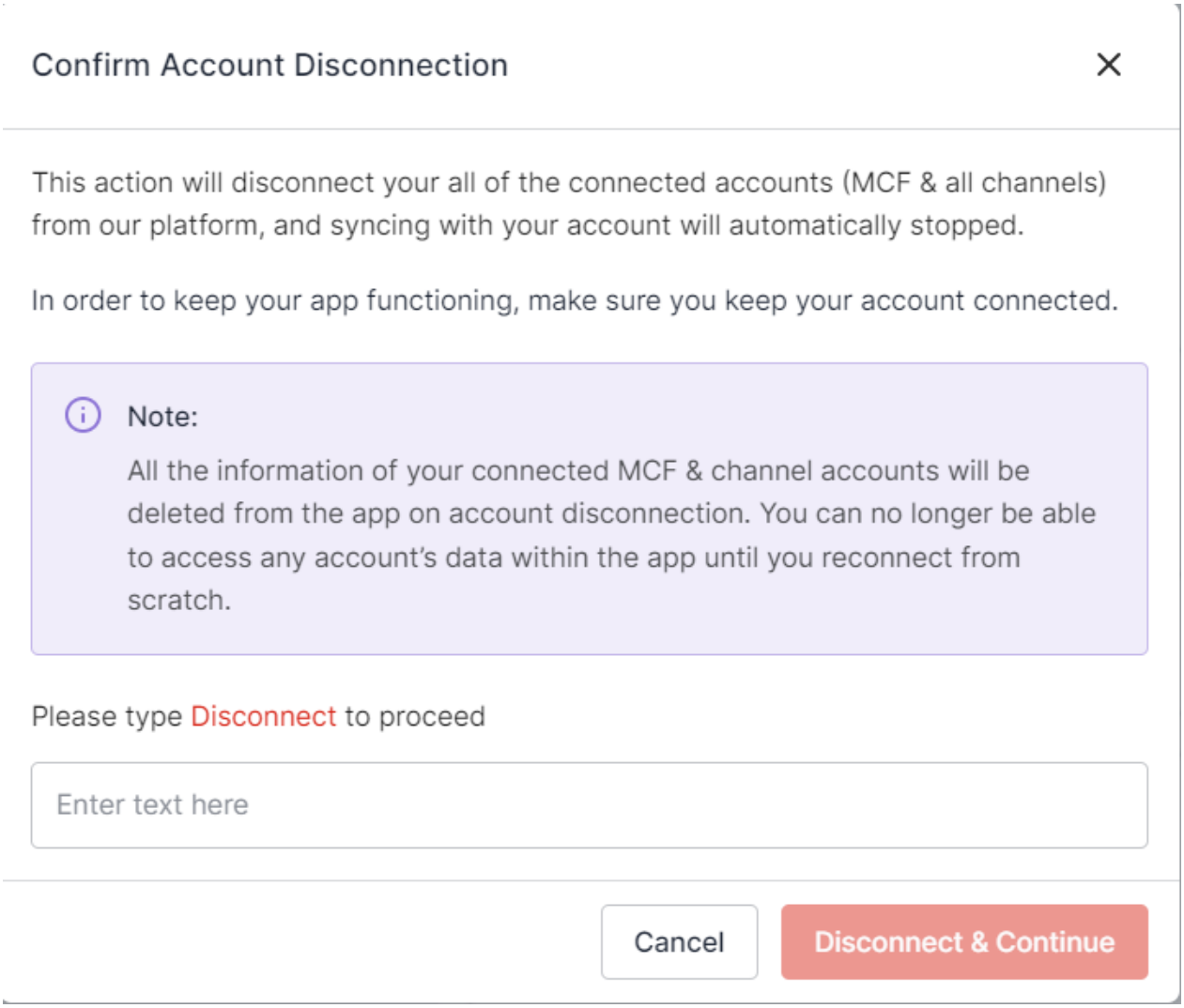
## 7.5. Account Details

This section will give you an overview of the connected accounts. Here you can check Amazon MCF account details such as Seller ID & associated country with that Seller ID. You can also check the username and email

related to your eBay account.

This section also enables you to disconnect the connected accounts. To disconnect your Amazon MCF or eBay seller account, you need to:

- Click the **“Disconnect”** button.
- A pop-up window will appear, as shown in the image below. You need to read the details mentioned.




- Then type the word “**Disconnect”** in the given box, as shown in the image above.
- Lastly, click the “**Disconnect & Continue”** button to confirm your action.

If you disconnect your eBay account, then all associated information will be removed from the app while maintaining the MCF connection. You won’t be able to access eBay account data in the app until you reconnect it.

Once the eBay account is disconnected, you will be automatically redirected to another connected channel, if any. If only eBay was connected, you’ll return to Step 1, where you can connect any supported channel.

It is worth noting that if you disconnect the MCF account then both the MCF & eBay accounts get disconnected. You can no longer access the data of both accounts within the app until you reconnect them from scratch.