

Cedcommerce MCF channel for TikTok

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 platforms, which helps sellers offer fast and reliable fulfillment without managing their inventory or logistics. MCF includes order tracking, automatic inventory updates, and customer service support. However, using MCF comes with additional fees and requirements for the packaging and labeling of products.

About CedCommerce MCF Channel for TikTok

CedCommerce MCF Channel for TikTok provides a seamless integration solution between TikTok Shop and Amazon Multi-Channel Fulfillment (MCF). Its purpose is to simplify and streamline the order management and fulfillment processes for TikTok 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 TikTok Shop 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 TikTok Shop 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 TikTok, enhancing their trust & improving their overall shopping journey.
- **Product Linking:** Establish a link between your TikTok 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

CedCommerce MCF Channel

Streamline the fulfillment process by shipping your ecommerce channel's orders via your Amazon MCF account.

Register Account

First name *

Last name

Username *

Email *

Password *

Confirm Password *

Accept Terms & Conditions. [Read Policy](#)

Create your account

[Login](#) if you already have an account

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

1. Open the app.
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 one special character.
3. Accept the Terms & Conditions and tap "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 TikTok Shop Account

Welcome to
CedCommerce MCF Channel

Channels Connection Amazon Connection Configurations

1

Connect Channels
Connect your selling channels with the **CedCommerce MCF Channel App**.

Connect		
 Shopify	View Guide	<button>Connect</button>
 eBay	View Guide	<button>Connect</button>
 TikTok	View Guide	<button>Connect</button>

[Next >](#)

Once logged in successfully, 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 TikTok Channel which will redirect you to the TikTok Shop account connection page where you need to follow these steps:

1. Choose either 'US' or 'Outside US' in the country options and click on 'Connect TikTok Shop Account'.
2. A pop-up window will appear.
3. Log in to your TikTok Shop account.
4. Navigate to the settings or integration section.
5. Locate the option to connect with third-party apps.
6. Search for CedCommerce MCF Channel and click on "Authorize."
7. Follow the prompts to complete the connection process.

Once completed, your TikTok Shop account is now successfully connected with the app.

2.2. Authorize & Connect your Amazon MCF Account

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

Select the desired country to which your MCF Account belongs from the drop-down and click on 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 successfully you will be redirected back 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, order configurations, etc.

General Configuration

Set your preferences for the basic configurations.

- Sync Inventory from MCF to TikTok
- Blank Box
- Block Amazon Logistics (5% Surcharge)

 Enabling this option has blocked Amazon logistics and an alternative 3rd party carrier will deliver your TikTok orders. For seamless order fulfillment, it's advisable to map TikTok shipping carriers with alternative 3rd party shipping carriers. If already mapped, no action is needed; otherwise, navigate to [Shipping Carrier Mapping](#) to establish the necessary mappings.

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

- **Sync Inventory from MCF to TikTok** – Enable this option to sync inventory automatically from MCF to TikTok. After enabling this option, select a relevant TikTok warehouse where you want the inventory to be synced from MCF to TikTok. 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. It is worth noting that Amazon logistics will be blocked once you enable this option, and an alternative 3rd party carrier will deliver your TikTok orders. For seamless order fulfillment, it's advisable to map TikTok shipping carriers with alternative 3rd party shipping carriers at the bottom of this page.

Manage TikTok Warehouses

[Sync Warehouses](#)

Warehouse (For Syncing Inventory) *

Select a TikTok warehouse where you want the inventory to be synced from MCF to TikTok.

[+ Create new Warehouse on TTS](#)

Product Linking Preference

In case you already have products listed on TikTok, then Product linking is used to link those products with their Amazon MCF counterparts. The app matches and links products based on Title, SKU, and Barcode. You can configure & adjust the priority between SKU and Barcode, while Title will be having least priority.

SKU

Barcode

Title

2. Manage TikTok Warehouses:

- **Warehouse (For Syncing Inventory)** – Select a TikTok warehouse here where you want the inventory to be synced from MCF to TikTok.

Additionally, you can create a new warehouse on your TikTok Shop from the app as well. Just click on “Create new warehouse on TTS” and you will be redirected to the warehouse creation page on TikTok in a popup. Once created successfully, the new warehouse will be synced to the app automatically so you can choose them accordingly in the above fields.

?Note: If you have made any changes to warehouses on your TikTok Shop then you need to sync those changes to the app by clicking on the “Sync Warehouses” button.

3. Product Linking Preference: Use this option to link your Amazon MCF products with their TikTok 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 & it will remain enabled always. Products matching with titles will be displayed in the close match section only.

^ Additional Settings

Order Settings


Please choose the relevant MCF Fulfillment policy applicable to all orders and also manage other order settings.

Fulfillment policy

Fill Or Kill (Recommended) 

If all the order items cannot be fulfilled, the order will be cancelled. 

Unfulfillable Order

Leave as it is 

This feature allows you to handle unfulfillable orders with ease. Unfulfillable orders are those that, for various reasons, cannot be processed or shipped. You have two options either cancel or leave as it is.

Order Comment

Thank you for placing Order!

Personalize your customer experience by providing a special message or note from the seller, which will be displayed to customers when they receive the order.

4. 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 “Order Policy” from the drop-down options:
- *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 that has 10 inventory available in the Amazon MCF*
 - SKU B that has zero inventory available in the Amazon MCF*

In the event, 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 that has 10 inventory available in the Amazon MCF*
 - SKU B that has zero inventory available in the Amazon MCF*

In the event, 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 that has 10 inventory available in the Amazon MCF*

SKU B that has zero inventory available in the Amazon MCF

In the event, 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 to choose from: 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.

Shipping Speed Mapping

Mapping MCF shipping speed with TikTok shipping day(s) notifies MCF which shipping speed to use based on the TikTok shipping day your customer has chosen at checkout.

^ Default Shipping Speed

If the customer chooses a shipping day on TikTok that is not mapped with any MCF Shipping speed then, choose a default MCF shipping speed to fulfill orders in this case.

Standard

∨ Advance Shipping Mapping

Shipping Carrier Mapping

[Sync Shipping Carriers](#)

If you want to fulfill orders through third-party logistics and not by Amazon Logistics itself then enable the “Block Amazon Logistics” option in the General settings. Once done, then map 3rd party shipping carriers with TikTok shipping carriers here for streamlined order fulfillment. Enter the third-party carrier name and link it with the TikTok shipping carrier from the drop-down menu:

3rd Party Shipping Carrier

Enter Shipping Carrier

TikTok Shop Carriers

Select Carrier



Save →

4. Shipping Speed Mapping: This feature allows you to map MCF shipping speeds with TikTok shipping days. This informs MCF of the shipping speed to use based on the TikTok shipping day selected by your customer at checkout.

- **Default Shipping Speed:** If a customer selects a TikTok shipping day that isn’t mapped to any MCF

Shipping speed, then set a default MCF shipping speed to fulfill orders in this scenario.

- **Advance Shipping Mapping:** In this section, you'll need to map an MCF Shipping speed to the corresponding TikTok shipping day(s).

5. Shipping Carrier Mapping: With this option, you can map the Amazon shipping speeds with the TikTok Shop shipping carrier.

For example, if you ship products from TikTok Shipping carrier DFL but DFL is available on TikTok Shop with another name – DFL US, you can map these shipping carriers. So, when you ship a product on TikTok using DFL, it will automatically sync and show the TikTok Shop shipping carrier as DFL US. Thus it saves you from any shipping errors.

Note: You can map any TikTok shipping carrier with a TikTok Shop carrier, like DFL with Arrow XL or Parcel Force.

Once you have completed the above settings, you can proceed with the final account setup by clicking on "Save".

3. Dashboard

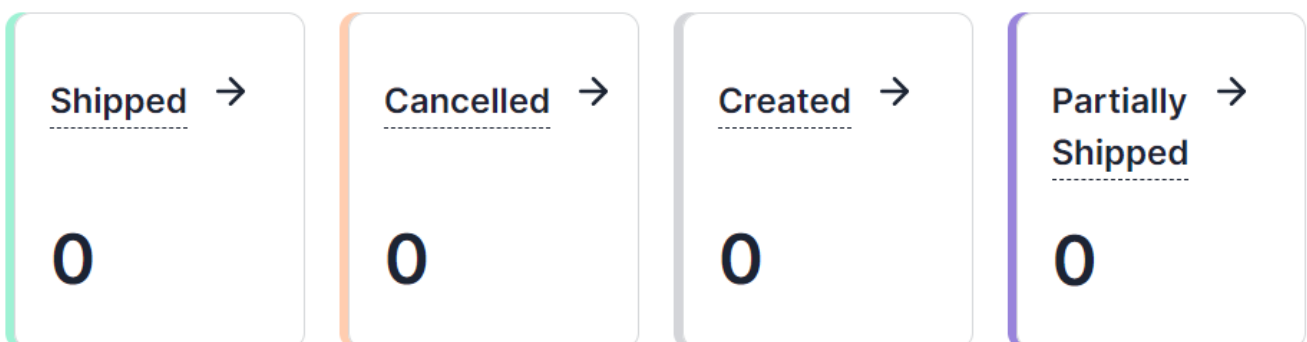
The dashboard provides an overview of crucial operations and updates. Its unique feature categorizes product linking and orders based on their statuses, allowing you to efficiently prioritize tasks that require your attention immediately. Let's have a look at each section:

Order Status

Orders play a vital role in a successful business. To keep you well-informed, the app's dashboard will present real-time updates on order statuses and you'll 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.

Order Status

[Manage Orders](#)



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 have been synced successfully to Amazon MCF but shipment is pending.

Partially Shipped: If some line items have been shipped from Amazon MCF while some are not

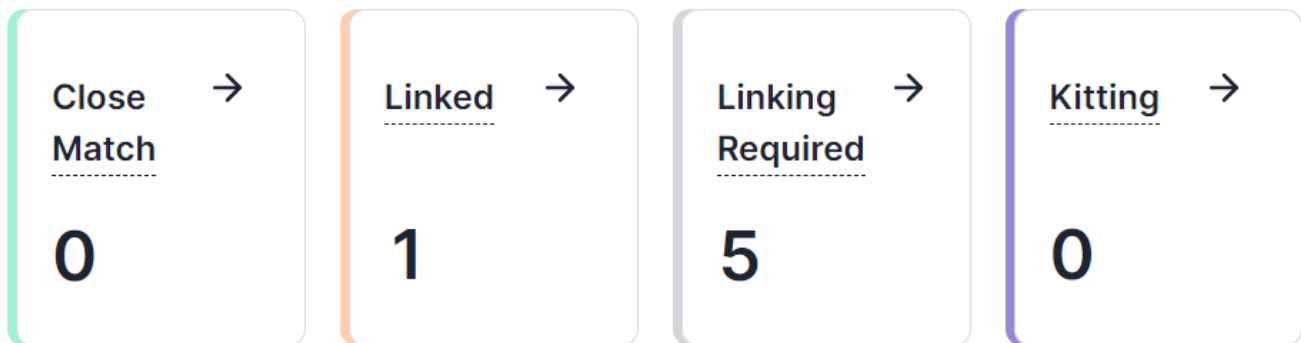
yet shipped then the order will be in this status.

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 & TikTok data. You can check the counts of products that are a close match, linked, unlinked, and kitted.

Product Linking

[Manage Linking](#)



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 between Amazon MCF and TikTok products.
- **Linked:** These products represent the Amazon listings that have been successfully linked to their corresponding TikTok products.
- **Linking Required:** Sets of products listed on the app that have not been linked with their counterparts yet.
- **Kitting:** A kitted product consists of a TikTok 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 on the “View all” button.



4. Product Listing Grid

You can navigate to the product listing grid by clicking on the “Product Listing” option in 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.

Products

You can view the Amazon MCF product details over here.

Filters

	<input type="checkbox"/>	Product	ASIN	Stock	Action
+	<input type="checkbox"/>	 JBL Clip 4 Eco - Ultra-Portable Waterproof Speaker	B0C289FD6Y	2 in stock for 1 variant	View
+	<input type="checkbox"/>	 JBL JR 300 - On-Earheadphones for Kids	B07X468VBQ	1 in stock for 1 variant	View

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

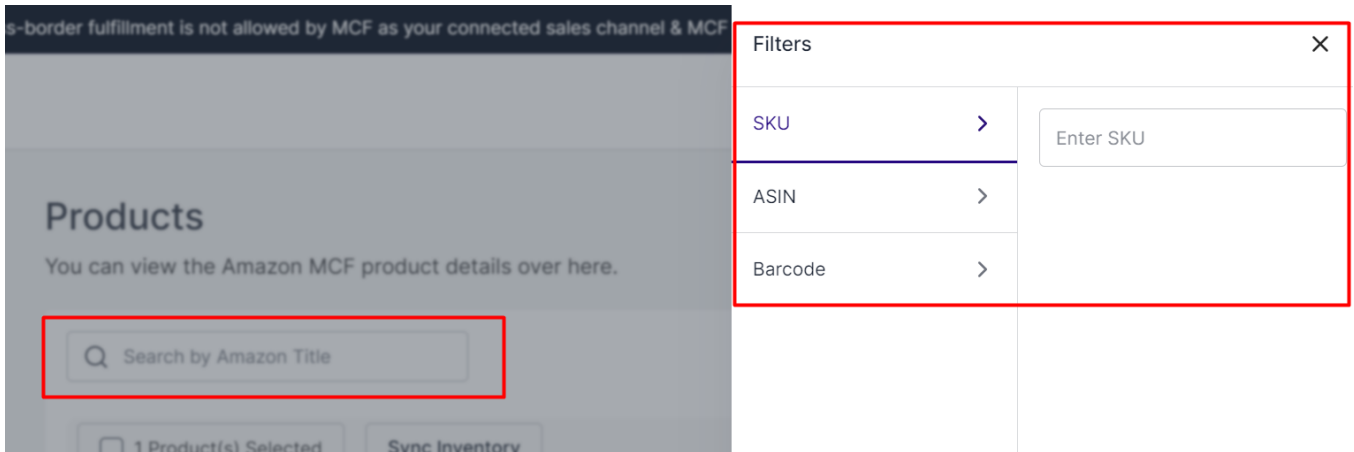
If you have enabled the “Sync Inventory” option in the General Settings section then the app will sync inventory automatically from MCF to TikTok. However, you can sync the inventory manually as well, to do so, follow these steps:

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 when the operation is complete.

However, if you have disabled the “Sync Inventory” option in the General Settings then you won't be able to sync inventory manually as well from here. If you wish to do so then please navigate to Settings > General Settings & enable the “Sync Inventory” option. Then navigate back to the products listing grid & sync inventory manually by following the above steps.

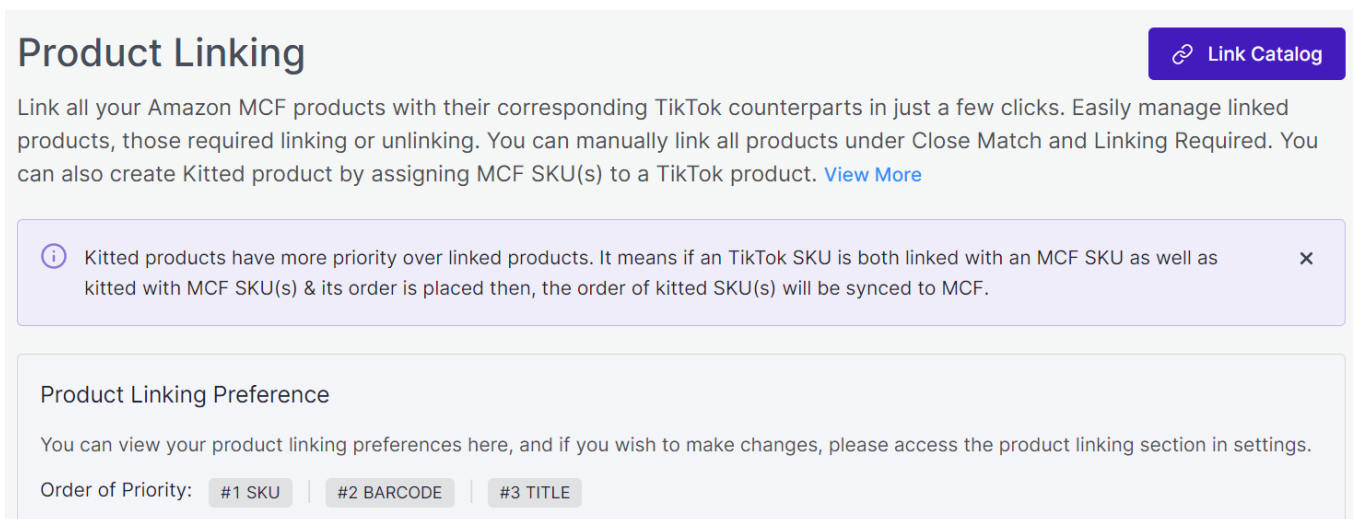
Search/ Filter product

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

You can visit this section by clicking on the linking & kitting option on the left side menu. This section will allow you to link Amazon MCF products with their TikTok 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 reinstate 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 various tabs as follows:

1. **Closed Match Products**(<https://docs.cedcommerce.com/shopify/cedcommerce-mcf-channel-tiktok/?section=close-match-products-2>)
2. **Linking Required Products**(<https://docs.cedcommerce.com/shopify/cedcommerce-mcf-channel-tiktok/?section=linking-required-products-3>)
3. **Linked**

Products(<https://docs.cedcommerce.com/shopify/cedcommerce-mcf-channel-tiktok/?section=linked-products-4>)

4. **Kitting**(<https://docs.cedcommerce.com/shopify/cedcommerce-mcf-channel-tiktok/?section=kitting-2>)

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

Note: Kitted products have more priority over linked products. It means if a TikTok SKU is linked with an MCF SKU and 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 & TikTok 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.
- **TikTok Products:** If there is a single product as a close match then the Title, SKU, Barcode & thumbnails of the product will be shown & if there are many products as close matches then the count of closed matches will be shown.
- **Actions:** For cases where one MCF product has only one TikTok product suggestion as a close match, the Link & Select Manually buttons will be displayed while in cases where one MCF product has multiple TikTok product suggestions as close matches, the link button will be disabled & only 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 TikTok 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 TikTok product suggestions as close matches, one-click linking won't be available. Instead, it is required to manually select the products to be linked.

To link an MCF product manually with a TikTok product, follow these steps:



1. Click on 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 TikTok products for linking.
4. Click on the "Link" button for the desired TikTok product from the grid.

5.2. Linking Required Products

This tab lists MCF products that require linking with their corresponding TikTok 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.

Close Match **1** Linking Required **2** Linked **2** Virtual Bundling **0**

Q Search by Amazon Title or SKU Sort by Title A-Z ▾

Image	Product Title	Seller Central SKU	Barcode (EAN/UPC/GTIN)	Amazon Inventory	Amazon Status	Action
	JBL Clip 4: Portable Speaker w... View on Amazon	JBLCLIP4BLKAM	EAN : 0050036378192 UPC : 050036378192	2	Active	Link
	JBL TUNE 205BT - In-Ear Wirele... View on Amazon	JBLT205BTBLKAM	EAN : 0050036358620 UPC : 050036358620 GTIN : 00050036358620	4	Active	Link

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 having Link button only.

To link an MCF product with a TikTok product, follow these steps:

1. Click on 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 TikTok products for linking.
4. If required, you can search for the required TikTok products using their title or SKU to find the best match.
5. Click on the “**Link**” button for the desired TikTok product from the grid.

Link Products ✕

Amazon Product



JBL JR 300 - On-Ear Headphones...



Active

SKU: JBLJR300REDAM

Barcode (EAN, GTIN, UPC)

[View on Amazon](#)

Search by TikTok Title or SKU

Image	Product Title	TikTok SKU	Barcode	Action
	The Multi-managed Snowboard	sku-managed-1	Barcode: N/A	Link
	[sugar] Low Sugar Sugar Free O...		Barcode: N/A	Link

Cancel

6. Confirm the linking action in the popup.
7. After your confirmation, the MCF product will be successfully linked to the chosen TikTok product.



?Note: If a product gets deleted from TikTok 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 TikTok 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.

Close Match 0
Linking Required 5
Linked 1
Kitting 0

Q JBLJR300REDAM ✕

Amazon	TikTok	Amazon Inventory	Amazon Status	Action
 <p>JBL JR 300 - On-Ear Headphones...</p> <p>SKU: JBLJR300REDAM</p> <p>Barcode (EAN, GTIN, UPC)</p> <p>View on Amazon</p>	 <p>The best is yet to come' Frame...</p> <p>SKU: demo_6_1</p> <p>Barcode: N/A</p> <p>View on TikTok</p>	1	Active	Unlink

Items : 10 Showing 1 - 1 of 1
< 1 of 1 >

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.

- **TikTok Products:** It will show the Title, SKU, Barcode & thumbnail of the product. You can also view the same product on TikTok using the “View on TikTok” button.
- **Amazon Inventory:** It displays the available inventory of the product on Amazon MCF.
- **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 TikTok.

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.

TikTok	Amazon	Actions
<p>The Multi-managed Snowboard SKU: sku-managed-1 Barcode: N/A</p>	<p>1 Kitted items</p> <div style="border: 1px solid gray; padding: 5px;"> <p>SKU: JBLJR300REDAM ASIN: B07P577MS7</p> </div>	<p>Manage Delete</p>
<p>[sugar] Low Sugar Sugar Free O... SKU: Barcode: N/A</p>	<p>No Kits Created</p>	<p>Manage Delete</p>

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

- **TikTok Products:** It will show the product’s Title, SKU, Barcode & thumbnail.
- **Amazon MCF Products:** If a kitted product has not been created for a specific TikTok 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 bundle button only.

New Kitted Product Creation

When you click on 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.

Manage Kitting



TikTok Product

Product Title	SKU	Quantity	Action
The Multi-managed Snowboard	sku-managed-1	<input type="text" value="1"/>	

Amazon MCF Products

Search and add Amazon MCF product(s) to be kitted with your TikTok product.

JBL JR 300 - On-Ear Headphones...

JBLJR300REDAM

[Add](#)[Cancel](#)[Done](#)

6. Order Listing Grid

This section will display a list of orders from TikTok. You can also look at all the details of each order from 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.

Orders

Here you can see a list of TikTok orders, enabling you to review all order details.

<input type="checkbox"/>	Order ID	Cost	Items	Created At	Status	Action
<input type="checkbox"/>	576587653359702452	USD 0.01	1	19 February 2024	△ Error	View
<input type="checkbox"/>	576587578876006820	USD 1	1	19 February 2024	△ Error	View

Here are the details of each column:

- **Order ID:** This is the unique identification number for the order, which remains consistent across both TikTok 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 TikTok. 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.
 - **Cancelled:** 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:

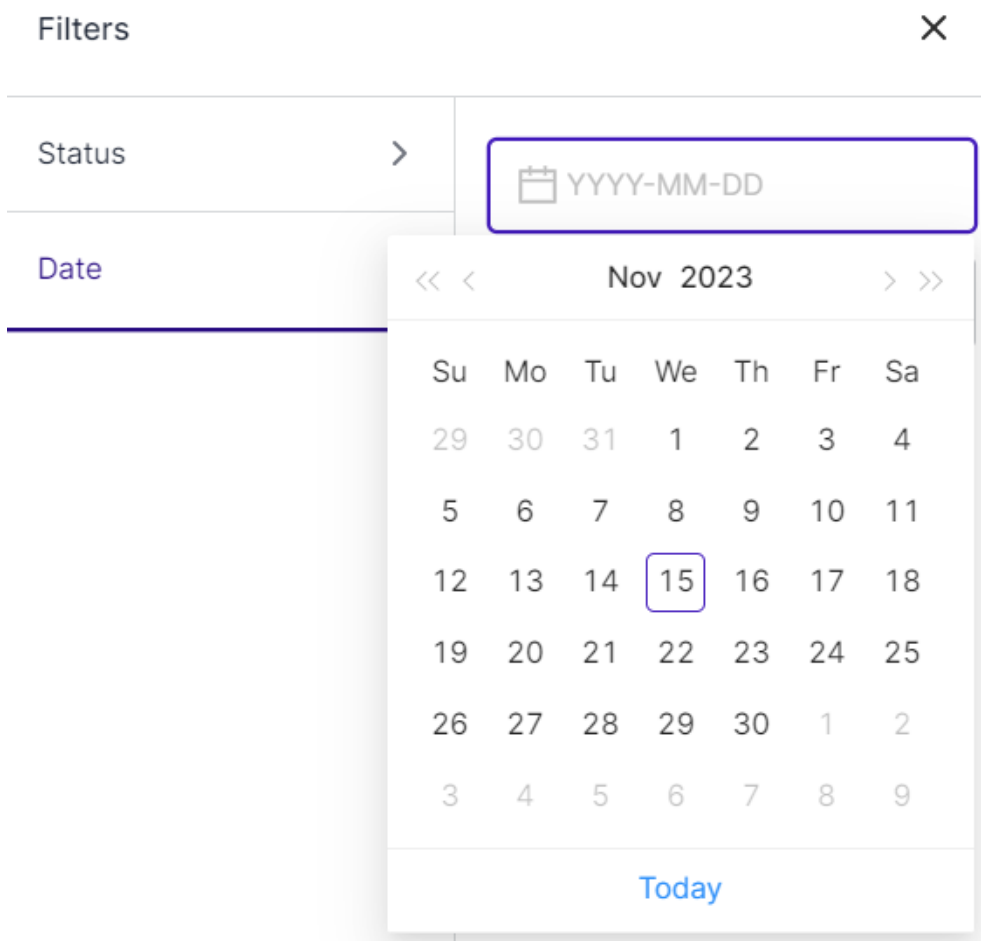
Items in the order are out of stock in your inventory.

The specific SKU not being available on Amazon MCF.

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. View Order & Bulk Actions

Once a TikTok order is synced to the app, you can easily access its details by clicking on a “view” button in the actions column of the order listing grid.

←
#576587653359702452
Error

Order Details

TikTok Item	Linked MCF Product	Kitted MCF Product(s)	Tracking Details	Quantity	Price/Unit
test 1 Birthday Children Colorful SKU:	--	--	No Details Found	1 unit	USD 0.01
				Subtotal Price	USD 0.01
				Shipping Charge	USD 0
				Estimated Tax	USD 0
				Total	USD 0.01

Customer Information

Name: ██████████

Email: ██████████

Shipping Address

██████████

██████████

Peshastin WA United States, ██████████

This action will take you to the order details page, where you’ll find essential information:

- **TikTok Item:** Here you will get the TikTok product details.
- **Linked MCF Product:** It displays the corresponding MCF product which is linked within the app.
- **Kitted MCF Product(s):** If this TikTok product is kitted with MCF product(s) then kitted MCF product(s) will be displayed here.
- **Tracking Details:** It displays shipment tracking details for this particular order such as carrier code & tracking number.
- **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:** Displays the shipping information for the order that was provided by the buyer for the order on TikTok.

Bulk actions

Orders

Here you can see a list of TikTok orders, enabling you to review all order details.

▽ Filters

2 Order(s) Selected

Select Actions
^

Cancel Order(s)

Sync Order(s)

<input checked="" type="checkbox"/>	576587653359702452		1	19 February 2024	⚠ Error	View
<input checked="" type="checkbox"/>	5765875788760000		1	19 February 2024	⚠ Error	View
<input type="checkbox"/>	576587541883097508	USD 1	1	19 February 2024	⚠ Error	View

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, you can click on the Select Actions dropdown to pick 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 TikTok 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 TikTok 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 TikTok based on your preferences.

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

1. **General Configurations**(<https://docs.cedcommerce.com/shopify/cedcommerce-mcf-channel-tiktok/?section=general-configurations-5>)
2. **Product Linking Configurations**(<https://docs.cedcommerce.com/shopify/cedcommerce-mcf-channel-tiktok/?section=product-linking-configurations-4>)
3. **Order Configurations**(<https://docs.cedcommerce.com/shopify/cedcommerce-mcf-channel-tiktok/?section=order-configurations-3>)
4. **Warehouse & Carrier Mapping**(<https://docs.cedcommerce.com/shopify/cedcommerce-mcf-channel-tiktok/?section=shipping-carrier-mapping-2>)
5. **Shipping Speed Mapping**(<https://docs.cedcommerce.com/shopify/cedcommerce-mcf-channel-tiktok/?section=shipping-speed-mapping-4>)
6. **Accounts**(<https://docs.cedcommerce.com/shopify/cedcommerce-mcf-channel-tiktok/?section=account-details-10>)

7.1. General Configurations

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

- **Sync Inventory from MCF to TikTok** – Enable this option to sync inventory automatically from MCF to TikTok. After enabling this option, select a relevant TikTok warehouse where you want the inventory to be synced from MCF to TikTok. 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.

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.


It is worth noting that Amazon logistics will be blocked once you enable this option, and an alternative 3rd party carrier will deliver your TikTok orders. For seamless order fulfillment, it's advisable to map TikTok shipping carriers with alternative 3rd party shipping carriers. If already mapped, no action is needed; otherwise, navigate to Shipping Carrier Mapping to establish the necessary mappings.


7.2. Product Linking Configurations

This option allows the app to link your Amazon MCF products corresponding to your TikTok 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.

Settings


 General

 Product Linking

 Order

 Shipping Speed Mapping

 Shipping Carrier Mapping

 Account Details

Product Linking Preference

Product linking is used to link TikTok products with their Amazon MCF counterparts. The app matches and links products based on Title, SKU, and Barcode. You can configure & adjust the priority between SKU and Barcode, while Title will be having least priority.

 SKU

 Barcode

 Title

Save

7.3. Order Configurations

Order Settings

Please choose the relevant MCF Fulfillment policy applicable to all orders and also manage other order settings.

Fulfillment Policy

If all the order items cannot be fulfilled, the order will be cancelled. [?](#)

Unfulfillable Order

This feature allows you to handle unfulfillable orders with ease. Unfulfillable orders are those that, for various reasons, cannot be processed or shipped. You have two options either cancel or leave as it is.

Order Comment

Personalize your customer experience by providing a special message or note from the seller, which will be displayed to customers when they receive the order.

Save

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 drop-down options:

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 that has 10 inventory available in the Amazon MCF

SKU B that has zero inventory available in the Amazon MCF

In the event, 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 that has 10 inventory available in the Amazon MCF

SKU B that has zero inventory available in the Amazon MCF

In the event, 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 that has 10 inventory available in the Amazon MCF

SKU B that has zero inventory available in the Amazon MCF

In the event, 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. Warehouse Management

Warehouse (For Syncing Inventory) – Select a TikTok warehouse here where you want the inventory to be synced from MCF to TikTok.

Manage TikTok Warehouses

[Sync Warehouses](#)

Warehouse (For Syncing Inventory) *

Alice test4\$



Select a TikTok warehouse where you want the inventory to be synced from MCF to TikTok.

[Create new Warehouse on TTS](#)

Additionally, you can create a new warehouse on your TikTok Shop from the app as well. Just click on “Create new warehouse on TTS” and you will be redirected to the warehouse creation page on TikTok in a popup. Once created successfully, the new warehouse will be synced to the app automatically so you can choose them accordingly in the above fields.

?Note: If you have made any changes to warehouses on your TikTok Shop then you need to sync those changes to the app by clicking on the “Sync Warehouses” button.


Shipping Carrier Mapping

If you have enabled the “Block Amazon Logistics” settings then map 3rd party shipping carriers with TikTok shipping carriers here for streamlined order fulfillment. Enter the third-party carrier name and link it with the relevant TikTok shipping carrier by selecting it from the drop-down menu. You can map more shipping carriers or remove the ones not required anymore as well.

Shipping Carrier Mapping

[Create Shipping Template on TTS](#)

If you want to fulfill orders through third-party logistics and not by Amazon Logistics itself then enable the “Block Amazon Logistics” option in the General settings. Once done, then map 3rd party shipping carriers with TikTok shipping carriers here for streamlined order fulfillment. Enter the third-party carrier name and link it with the TikTok shipping carrier from the drop-down menu:

TikTok Shop Carriers		3rd Party Shipping Carrier
Spee-Dee Delivery		FSEFS
+ Add carrier method		

[Sync Shipping Carriers](#)

[Save](#)

7.5. Shipping Speed Mapping

Shipping Speed Mapping

Mapping MCF shipping speed with TikTok shipping days notifies MCF

[Read More...](#)

^ Default Shipping Speed

If the customer chooses a shipping day on TikTok that is not mapped with any MCF Shipping speed then, choose a default MCF shipping speed to fulfill orders in this case.

Standard



∨ Advance Shipping Mapping

Save

Mapping MCF shipping speed with TikTok shipping day(s) notifies MCF which shipping speed to use based on the TikTok shipping days your customer has chosen at checkout.

- **Default Shipping Speed:** If the customer chooses a shipping day on TikTok that is not mapped with any MCF Shipping speed then, here you can choose a default MCF shipping speed to fulfill orders in this case.
- **Advance Shipping Mapping:** Here you need to map MCF Shipping speeds with the corresponding TikTok shipping day(s).

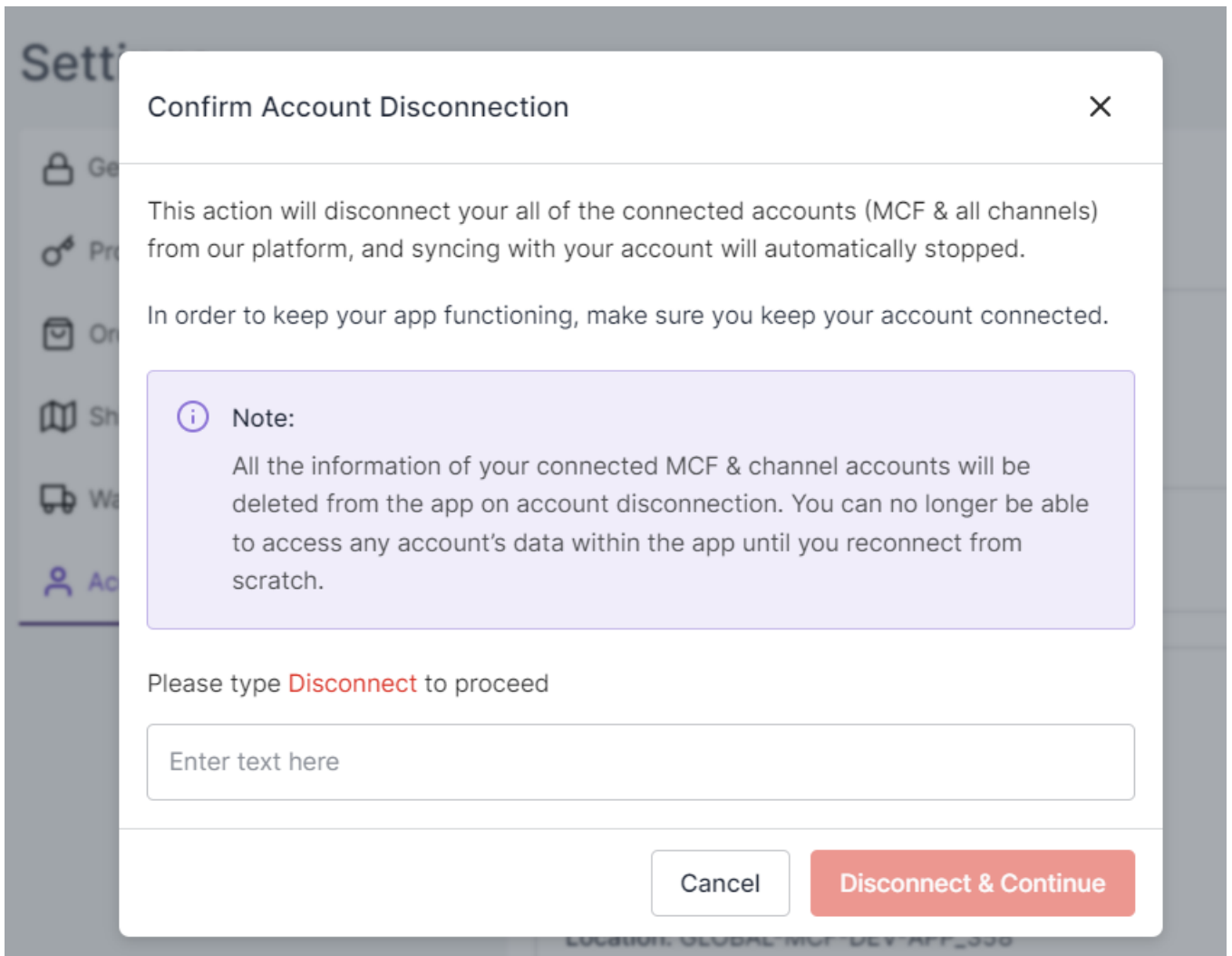
7.6. Account Details

This section will give you an overview of the connected account details. 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 TikTok account.

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

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

- Then type the word “**Disconnect**” in the given box, as shown in the above image.



- Lastly, click the “**Disconnect & Continue**” button to confirm your action.

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

After the disconnection of the TikTok account, if other channels are connected, you'll get switched to that section automatically. However, if only TikTok 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 & TikTok accounts get disconnected. You can no longer access both account's data within the app until you reconnect them from scratch.