Amazon Extension

User Manual

Summary

Overview

Amazon for Magento is an extension to manage products and sales synchroization between Magento and Amazon Market Place

Main features:

- • Send magento products on amazon, matching EAN codes or creating new products
- • Automatically update product stock levels and prices every 2 hours
- • Automatically download order placed on Amazon in Magento
- • Automatically confirme order shipment to Amazon

Our extension is compatible with the following countries :

- FR
- USA
- UK
- DE
- CA

Prerequiresites

To use our extension, you need an Amazon vendor account : a Merchand ID and a Market Place ID.

It is also mandatory to have EAN codes on products, withtout EAN codes, our extension can not send new products on Amazon and you'll have to manually create products on Amazon :

- If you are using Embedded ERP, you can manage barcodes from the ERP product sheet and also mass import them using ERP profiles
- Without ERP, you must create a product attribute and fill barcodes

Our extension also use the Amazon API to synchronize Magento with Amazon. To get a API account, follow this steps :

- • Go on the amazon developper website (depending of your country):
    - • https://developer.amazonservices.fr/

- https://developer.amazonservices.co.uk/
- https://developer.amazonservices.de/
- …

- If you are already logged in click on "Suscribe to MWS"
- If you are not logged in, click on "Connect with vendor account" and fill your credentials
- Tick checkbox "I want access to my Amazon vendor account via MWS"
- Save information
- Then, save access key ID et la secret access key in the settings

If you want to upload products with only EAN matching, you need a Advertising Product API Account : https://affiliate-program.amazon.com/gp/advertising/api/detail/main.html

Installation

Upload files

- Enable magento cache in menu system > cache management
- Upload all files
- Refresh magento cache
- Log out from admin panel and log in again

Note : if you are using Embedded ERP, you must also upload files from directory « patch_erp »

Cron

To perform automatic updates, our extension uses Magento Cron, it is mandatory to have cron working on your server to ensure a the extension works properly.

Configuration

To configure extension, go in menu system > configuration > Market Place.

General

- **Website name**
- **Website description**
- **Taxes** : tax percent applied when product prices are sent to Amazon
- **EAN attribute code** : if you are not using Embedded ERP, you must set the product attribute containing ean code
- **Max products updated** : number of products updated every 2 hours
- **Manufacturer attribute code** : select the product attribute that contains the manufacturer
- **Brand attribute code** : select the product attribute that contains the brand
- **Margin warning level** : displays a warning in the product list when margin is lower than this value
- **Root category** : to properly export products to Amazon, you must match your categories with Amazon categories. This setting defines what categories you use.
- **Category depth** : depth of category from the root category used to set category association
- **Generate invoice** : automatically creates invoice when orders are downloaded
- **Order state** : set order default state when they are imported from Amazon
- **Default payment method** : payment method used when extension downloads orders from Amazon
- **Store ID** : downloaded orders are associated to this store
- **Default currency** : used to export product prices
- **Default shipping method** : this is the shipping method used when extension downloads orders from Amazon
- **Default delay** : default shipping delay for products
- **Delta tracking** : when a shipment does not contain a tracking number, it is not confirmed to Amazon. To avoid not confirmed orders on Amazon, this settings allow to send a generic tracking code to amazon if no tracking are filled in shipment after X hours
- **Tracking default value** : tracking number sent to Amazon when is is missing in shipment
- **Email bug report** : when an error occurs, a notification email is sent to this address
- **Debug mode** : display additional controls in main Amazon screen for development purposes
- **Show ID** : display product ID in main product grid
- **Show force delay** : display force delay column in product grid
- **Show force qty** : display force qty column in product grid
- **Default payment method** : payment method used when extension downloads orders from Amazon
- **Max products updated** : number of products updated every 2 hours

Logs settings

- The system auto prunes logs. This setting defines how many logs must be kept

Amazon Settings

- **Enable CRON** : enabling this settings will automatically update products stock levels / prices and download new orders.
- **Web service URL** : select the country you want to work with
- **Price coefficient** : coefficient to apply to product price when updating prices on Amazon. For example, il you fill « 1.1 », prices sent to Amazon are Magento prices + 10 %. Warning : if you dont want to apply a coefficien, set 1.
- **Store ID** : store id used when downloading Amazon orders
- **Margin mini** : if product margin is below this value, product is NOT exported to Amazon
- **Merchant ID**
- **MarketPlace ID**
- **Access Key ID**
- **Secret Key**
- **Connection** : once credentials are filled, click on save button and after, use this button to ensure that connection works fine
- **Access Key ID**
- **Secret Key**
- **Associate Tag**
- **Feed** : display the feed's grid

Once all settings are filled, click on the save button. If an error is displayed, check your credentials.

Initialization

Download Amazon products

If you already have products on Amazon, you must first download the product list so the extension can update product association status in Magento. If you dont have products on Amazon, you can skip this step.

Note : this step will inform our extension that some Magento products are already on Amazon : to match products, our extension uses product skus.

To import products, follow these steps :

• Login on Amazon merchant back office

• Go in stock > download stock file and save stock report on your computer. If no report is available, request a new one : a report can take a few minutes to be available.

• Then, go back to Magento, select menu Sales > Market Place > Amazon and upload the file using « Import amazon products » section :

Once import is done, you can see results in "log" tab

Category matching

To send Magento products to Amazon, the system needs to know how to match Magento categories with Amazon categories. This step is mandatory.

To define associations, select menu Sales > Market Place > Categories, select a category to associate and click on the « edit » button :

For each magento category, you must select 2 Amazon categories :

- The main category (domain)
- The sub category

Then, click on the save button.

Attributes matching

When the extension sends new products to amazon, depending of the product type, Amazon requires some information. To automatically send these information, our extension needs to match magento attributes with Amazon attributes.

To match attributes, go in menu Sales > Market Place > Amazon and select « required fields » tab :

Attributes are gouped by categories, you must configure only categories for which you have products : click on the « edit » link to set values :

Automatic streams

Our extensions supports several automatic streams to ensure synchronization with Amazon. Each stream has a fix schedule :

Stream	Schedule	Description
Price / Stocks update	Every 2 hours	
Sales order import	Every 2 hours	Can be done manually
Shipping confirmation	Every 2 hours	
Product creation	Every 4 hours	

However, you can run manually each streams using the debug button. To get debug buttons :

- Enable debug mode in system > configuration > market place

- Go back in Sales > Market Place > Amazon > Debug tab

Among all buttons, you can use these one to manually run the streams :

- **Product Creation > Check Product Creation (CRON)** : try to get the confirmation from Amazon that product are properly created.
- **Product update > Export stock and price (CRON)** : update price & stocks on Amazon
- **Manage orders > Import orders (CRON)** : download pending orders on Amazon
- **Manage trackings > Send Trackings (CRON)** : send shipping confirmation to Amazon

Export new products to Amazon

Note : It is recommended to perform a first test with 20 products to check configuration settings

To be able to syncronize prices and stock levels, the products must first be created on Amazon. Our extension support 2 processes to upload products to Amazon :

- **EAN matching** : our extension exports product EAN code to Amazon : if the ean exists on Amazon, then the product is automatically associated. This is the best method !
- **Creation from scratch** : our extension will submit to Amazon all product information (name, description, ean, category, images). This method is harder to process as Amazon is extremly demanding and accurate on product information.

Method 1 : Creation from scratch

In both case, to send a product to Amazon, follow these steps :

- Go in menu Sales > Market Place > Amazon
- Check the products you want to submit
- Select « Add to market place » in the mass action menu
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Method 2 : EAN Matching

- Go in menu Sales > Market Place > Amazon
- Check the products you want to submit
- Select « Matching EAN » in the mass action menu

Next Step

When products are submitted to Amazon, a « Request » is sent with the product information. THen, the product status goes to :

- Pending in Magento
- Incomplete on Amazon (because stock level are not initialized yet)

You can check that the request has been properly executed using the « Logs » tab :

A few hours after (usually 4 hours), Amazon release a report with a result for each product :

- If the product submission succeed, product status goes to « Created » and a few hours later, the Amazon product ID (ASIN) is saved and shown in the grid (column Amazon reference)
- If the product submission failed, product status goes to « Error », you can get more information about the error using the « bulb » icon in the status column : you can then apply fix depending of the error and submit the product again.

Once product status goes to « created », you can log in on Amazon back office to see the new product.

Important notices :

- you can submit many products at once but it is recommended to not send more than 10 product submission feed per day as Amazon may ignore the last one.

Manage products information

You can manage product information sent to Amazon from the product grid in menu Sales > Market place > Amazon :

Columns

- **ID** : product ID in Magento

- **Manufacturer**

- **Sku**

- **Product EAN code** : this information is mandatory to send product to Amazon

- **Product description**

- **Price excl tax**

- **Margin** : displayed in red if the margin level is below the warning level (can be set in system > configuration > market place).

- **VIsibility** : Product visibility in Magento

- **Enabled** : Product status in Magento

- **Reference** : Amazon ASIN numbero

- **Exclude** : if enabled, product stock level will be exported to 0, whatever the Magento stock level is.

- **Force qty** : set a custom value as stock level instead of Magento stock level. This is usefull for drop shipping.

- **Delay** : delivery delay (in days) : if empty, the extension will used the default value set in system > configuration > Market Place

- **Stock level**

- **View** : display magento product sheet

- **Status** : product status with Amazon :

    - **Not Created** : Product is not matched withAmazon

    - **Pending** : product has been submitted to Amazon, the system is waiting for Amazon response

    - **Incomplete** : product is matched on Amazon but stock and price information have not been updated

    - **Error** : the product has been submitted to Amazon but an error occured : you can get more information about this error using the « bulb » icon

- **Created** : product is matched to Amazon

Mass actions

- **Export** : using the export dropdown menu, you can export product grid in a CSV file
- **Update stock and prices** : update prices and stocks for selected products on Amazon
- **Update image** : update image for selected products on Amazon
- **Matching EAN** : see "Initialization" section
- **Add to Market Place** : see "Initialization" section
- **Set as XXX** : manually change product status (must be used with care)

Other tabs

- **Manual import** : allow to import catalog and orders from csv file generated from Amazon back office
- **Logs** : display logs
- **Required fields** : allow to match magento attributes with amazon attributes
- **Debug** : display debug actions, must be enabled in system > configuration > market place

Sales history

You can view all orders downloaded from Amazon and get statistics about them using menu Sales > Market Place > Sales history :

Logs

Each time a stream is synchronized with Amazon, a log entry is added. Logs can be view :

- In sales > Market place > log (usefull if you have several Market Place extension from Boostmyshop
- In sales > market place > Amazon > Logs

If an error happened, the log message is displayed in RED (an email is also sent to the manager configured in system > configuration > market place

Several type of logs are saved :

- **Orders imported** : download orders from Amazon
- **Tracking send** : send shipping confirmatin & tracking number to Amazon
- **Prices & Stocks exported** : update prices & stocks on Amazon
- **Products have been matched** : confirm that all Amazon products are in Magento
- **Product creation checked / Product added to market place** : confirm in Magento products created on Amazon

- **Skipped orders** : when order has already been downloaded

Debug mode

You can enable debug mode in System > Configuration > Market Place.

This mode is designed to display additional controls in Amazon screen to manually perform synchronization steps with Amazon.

Debug buttons are displayed in the "debug" tab in Amazon view.

- MWS Manage reports
    - o Must not be used
- MWS Manage feeds
    - o Must not be used
- Product creation
    - o **Check product creation (CRON)** : match existing product on Amazon with Magento catalog and confirm in Magento products sent to Amazon
    - o **Request listing products** : ask Amazon to create a report with all products on your Amazon account
    - o **Show listing products** : download Amazon products report
- Product update
    - o **Export stock & price (cron)** : update product prices and stock levels to Amazon
    - o **Get inventory feed** : build inventory file from Magento
    - o **Send inventory feed** : send inventory file to Amazon
    - o **Get price feed** : build price file from Magento
    - o **Send price feed** : send price file to Amazon
    - o **Get image feed** : build image file from Magento
    - o **Send image feed** : send image file to Amazon
- Manage orders
    - o **Import orders (cron)** : send a request to Amazon to download pending orders and create orders in Magento
    - o **Get amazon orders** : download pending orders but do not create them in Magento
- Manage trackings
    - o **Send tracking (CRON)** : send shipping confirmation to Amazon
    - o **Request actionable order data** : download orders from Amazon that are pending shipping confirmation
    - o **Get shipping confirmation feed** : build shipping confirmation file from Magento :
    - o **Send tracking** : send shipping confirmation feed to Amazon