



**Address:** Office 22, Evans House  
107 Marsh Road :: Pinner  
Middlesex :: UK  
**Phone:** +44 (0) 8000112569  
**Email:** [info@holbi.co.uk](mailto:info@holbi.co.uk) . [info@datalinkuk.com](mailto:info@datalinkuk.com)  
**Internet:** <http://www.holbi.co.uk> , <http://www.datalinkuk.com>

## User's M a n u a l

# A m a z o n I n t e g r a t i o n w i t h E - c o m m e r c e S h o p

**Technical Writer: Yana Lovyagina**

Connecting Ecommerce and ERP

Version 1.2



Document created on October 14, 2011

## Table of Contents

INTRODUCTION .....	3
CONFIGURATION .....	3
AMAZON CONNECTOR .....	4
PRODUCTS .....	7
ORDERS .....	13
REPORT .....	17

## Introduction

Amazon Marketplace allows businesses to more effectively have their products advertised and sold online. Many website store owners also have accounts with Amazon Marketplace, receiving orders from these two channels.

This system allows downloading orders from Amazon to the website back end. If the order's status is changed on the website, it's automatically changed on Amazon.

Also, an Administrator of the webshop can upload Products Catalog to Amazon Marketplace. Stock and Price information will be updated to Amazon according to the changes made on the website.

## Configuration

To configure your Amazon in the website's back end, go to the **Admin Panel > Configuration > Amazon SOAP** section.

	Title	Value
Administrator	<b>Seller Auth User</b>	
	Seller Auth Password	
Configuration	Merchant ID	
My Store	Store name	
Minimum Values	Enable Amazon SOAP	
Maximum Values	Run post product feed	
Images	Run post images feed	
Customer Details	Run post relationship feed	
Shipping/Packaging	Run post inventory feed	
Product Listing	Run post price feed	
Stock	Run post shipping feed	
Logging	Get amazon orders	
Cache	New order's status	
E-Mail Options	Shipped order's status	
Download	Default Amazon Product's Note	
GZip Compression	Tax rate	
Sessions	Special price rule	
Affiliate Program		
Dynamic MoPics		
Site Maintenance		
SEO Options		
Links		
Newsdesk configuration options		
Newsdesk Sticky Settings		
Faqdesk Sticky Settings		
Faqdesk Reviews Settings		
Faqdesk Frontpage Settings		
Faqdesk Listing Settings		
<b>Amazon SOAP</b>		

Specify the data you need to use for Amazon Integration in the fields on this page. For example: in the **Seller Auth User** field, specify the Amazon Merchant Username, and in the **Seller Auth Password** field, specify the Amazon Merchant Password (use the **Edit** button).



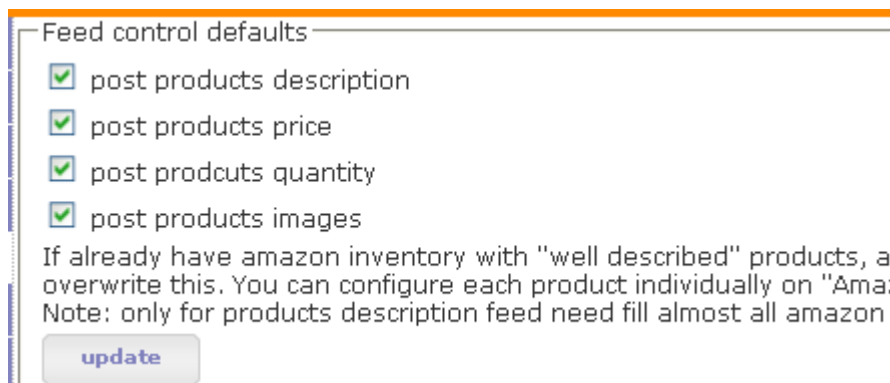
Also, you can specify the **Merchant ID**, **Store Name** and other details here.

### Amazon Connector

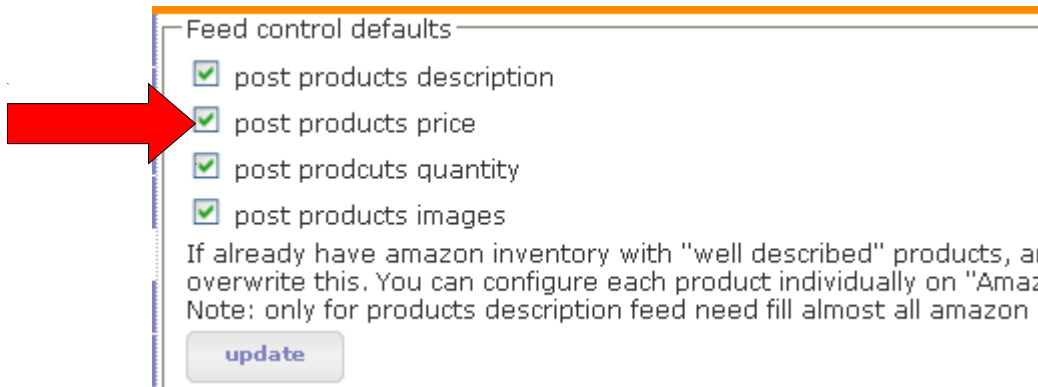
Go to Admin Panel > **Amazon connector** > **Config** page.



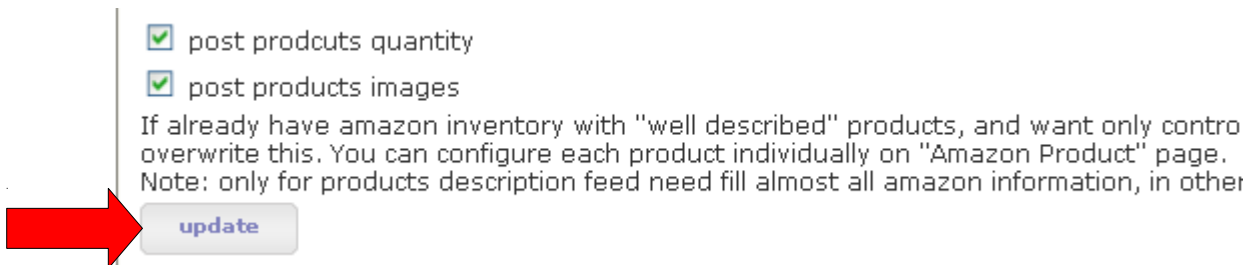
There are 4 checkboxes in the **Feed control defaults** box:



When the checkbox is selected, an item is displayed on Amazon. For example, if you check the **Pots products price**, the products prices will be displayed on Amazon.



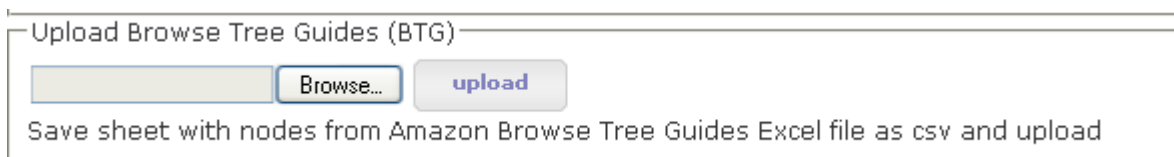
Click on the **Update** button below the «help» text to save changes.



In the **Set variation theme** box, you can setup product's variations display.



In the **Upload Browse Tree Guides (BTG)** box, you can upload the latest list of Amazon categories into the shop using the **Browse** button.



Next checkboxes allow configuring the gift options per product. If you have enabled **Gift Messaging** and **Gift-Wrap Service** in Amazon as "Enabled for Individual Order Items", tick both checkboxes and click **Update**.

Gift options

- Gift Messaging
- Gift-Wrap

Allow configure gift options per product.  
If you have enabled Gift Messaging and Gift-Wrap Service in Amazon as "Enabled for Individual Order"

There is the **Shipping Options** section below, which allows specifying the names of shipping options to display them on Order Total. All the names are specified by default, but you can change any of them as you wish.

Shipping options

Domestic	Title	Internatio
Standard	<input type="text" value="Shipping (Standard)"/>	Standard
Expedited	<input type="text" value="Shipping (Expedited)"/>	Expedited
Scheduled	<input type="text" value="Shipping (Scheduled)"/>	Schedulec
NextDay	<input type="text" value="Shipping (NextDay)"/>	NextDay
SecondDay	<input type="text" value="Shipping (SecondDay)"/>	SecondDa

The **Domestic** shipping types are used for shipping within the webshop's country of origin, the **International** ones - out of the country.

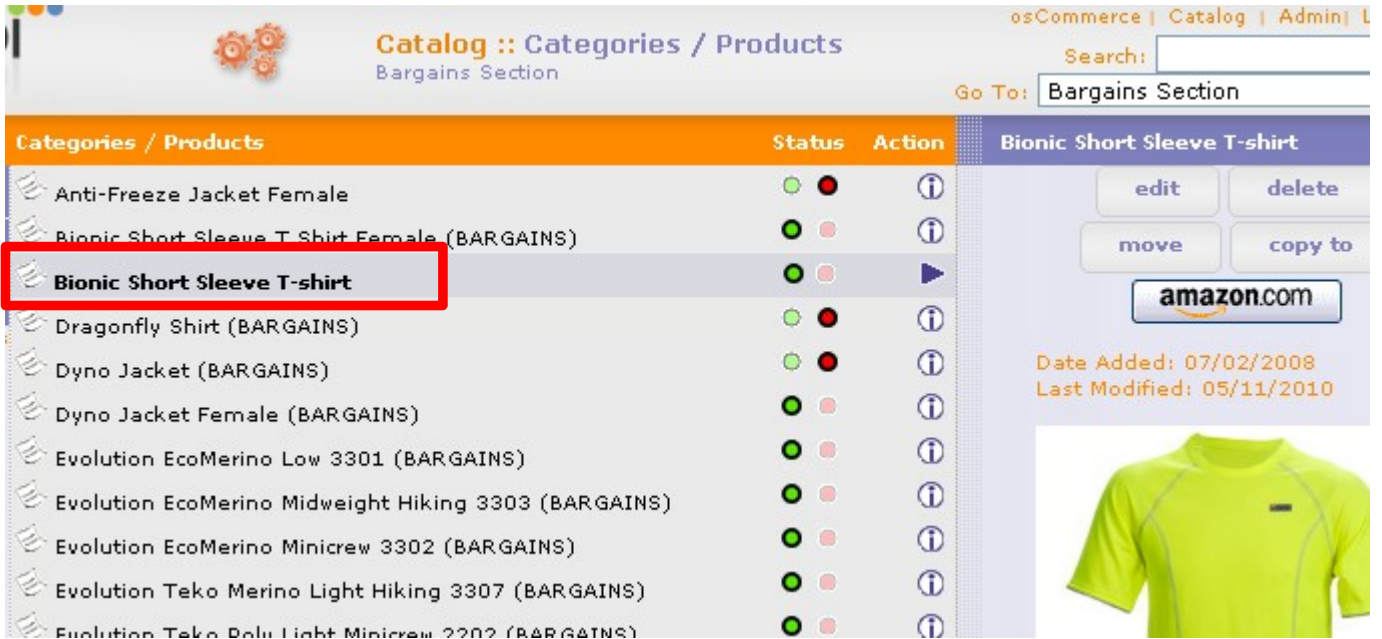
Shipping options

<b>Domestic</b>	Title	<b>International</b>	Title
Standard	<input type="text" value="Shipping (Standard)"/>	Standard	<input type="text" value="Shipping (Standard)"/>
Expedited	<input type="text" value="Shipping (Expedited)"/>	Expedited	<input type="text" value="Shipping (Expedited)"/>

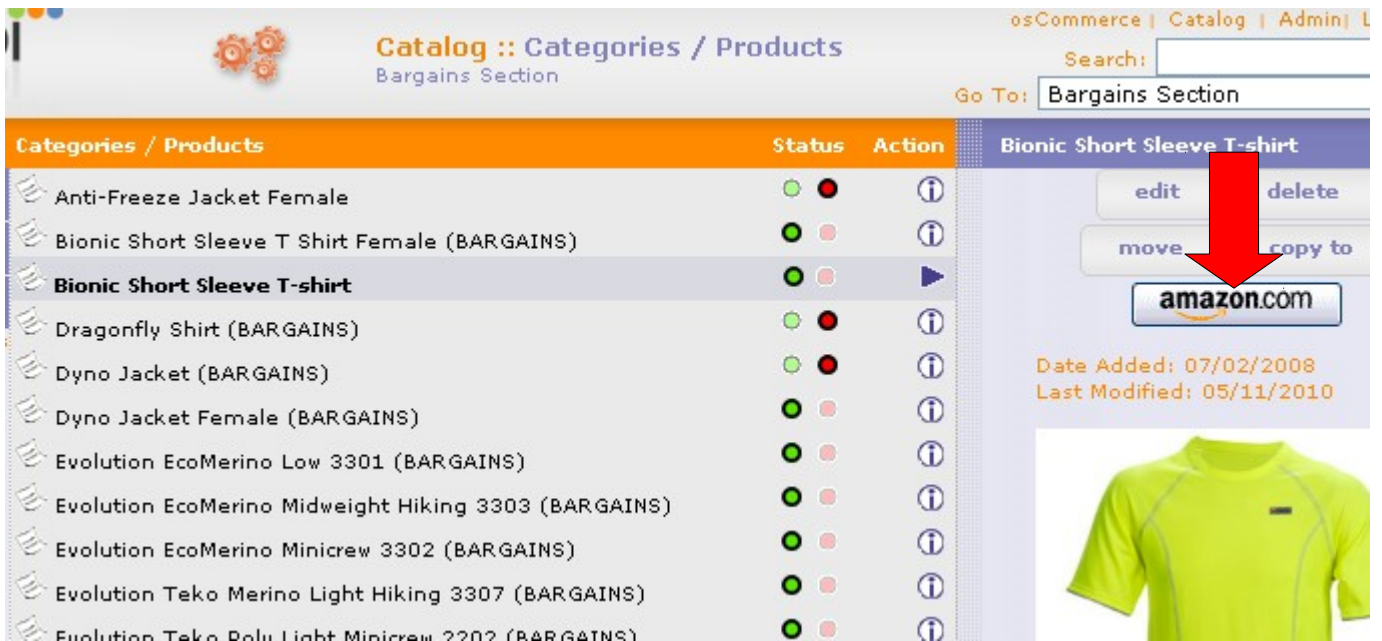
**Note:** Please click on the Update button every time you make any changes.

## Products

To add products to Amazon, go to the Catalog > Categories/Products page in the back end, and then select a product:



Then, click on the **Amazon.com** button.



In the Amazon Products page you can see the product with all its variations. For example, look at the **Bionic Short Sleeve T-shirt** product:

### Amazon products

Bionic Short Sleeve T-shirt Fluoro yellow Small	
Include in datafeed	no
Product name:	Bionic Short Sleeve T-shirt Fluoro yellow
Amazon products ID:	<input type="text"/> ASIN
Merchant SKU:	673{4}139{8}123
Price:	0.0000 <input type="checkbox"/>
Bionic Short Sleeve T-shirt Fluoro yellow XLarge	
Include in datafeed	no
Product name:	Bionic Short Sleeve T-shirt Fluoro yellow
Amazon products ID:	<input type="text"/> ASIN
Merchant SKU:	673{4}139{8}126
Price:	0.0000 <input type="checkbox"/>

With the **Include in datafeed** option you can setup whether to upload product's variation on Amazon or not. Select **'yes'** to upload this product to Amazon, select **'no'** to remove (or not upload) this product from Amazon. For example, select **'yes'** to sell the *"Bionic Short Sleeve T-shirt Fluoro yellow Small"* variation on Amazon, and select **'no'** to not sell the *"Bionic Short Sleeve T-shirt Fluoro yellow XLarge"* variation on Amazon:

### Amazon products

Bionic Short Sleeve T-shirt Fluoro yellow Small	
Include in datafeed	yes
Product name:	Bionic Short Sleeve T-shirt Fluoro yellow Small
Amazon products ID:	<input type="text"/> ASIN
Merchant SKU:	673{4}139{8}123
Price:	0.0000 <input type="checkbox"/>
Bionic Short Sleeve T-shirt Fluoro yellow XLarge	
Include in datafeed	no
Product name:	Bionic Short Sleeve T-shirt Fluoro yellow XLarge
Amazon products ID:	<input type="text"/> ASIN
Merchant SKU:	673{4}139{8}126

In the **Product Name** field, you can edit the product's name, if the checkbox is selected.



## amazon products

Bionic Short Sleeve T-shirt Fluoro yellow Small


Include in datafeed  Show Product feed control

Product name:

Amazon products ID:

Merchant SKU:

Price:



For example, you want to specify some alternative name of this product to display on Amazon:

uro yellow Small

Show Product feed control

ASIN

When the checkbox is not selected, the product's name will be displayed on Amazon as it is in the shop.

uro yellow Small

Show Product feed control

ASIN

Each variation has the **Price** field which can be edited the same way as the **Product name** field. For example:

### Amazon products

Bionic Short Sleeve T-shirt Fluoro yellow Small

Include in datafeed  Show Product feed control

Product name:

Amazon products ID:

Merchant SKU:

Price:

Select the checkbox to edit the price. For example, you wish to sell this variation on Amazon for £25.00:

**Amazon products**

Bionic Short Sleeve T-shirt Fluoro yellow Small

Include in datafeed  no

Product name: Bionic Short Sleeve T-shirt Fluoro yellow Small

Amazon products ID:  ASIN

Merchant SKU: 673{4}139{8}123

Price: 25.00

Then, specify the **Amazon product's ID** and select an appropriate item from the dropdown attached to this field:

**Amazon products**

Bionic Short Sleeve T-shirt Fluoro yellow Small

Include in datafeed  no

Product name: Bionic Short Sleeve T-shirt Fluoro yellow S

Amazon products ID: ASEKRT23 ASIN

Merchant SKU: 673{4}139{8}123

Price: 25.00

In the **Merchant SKU** field, please specify product's model. It should be unique, because it's used during order's creation.

Bionic Short Sleeve T-shirt Fluoro yellow Small

Include in datafeed  no

Product name: Bionic Short Sleeve T-shirt Fluoro yellow Small

Amazon products ID: ASEKRT23 ASIN

Merchant SKU: 673{4}139{8}123

Price: 25.00

Clicking in the **Show Product feed control** link ...

... Show Product feed control

... rge

...will display the following dropdowns for each variation: **Description, Price, Quantity, Image.**

### n products

ort Sleeve T-shirt Fluoro yellow Small

1 datafeed	no	Description:	Price:	Quantity:	Image:
		Config - yes	Config - yes	Config - yes	Config - yes
name:	Bionic Short Sleeve T-shirt Fluoro yellow Small				
products ID:	ASEKRT23	ASIN			
: SKU:	673{4}139{8}123				
	25.00	<input checked="" type="checkbox"/>			

These dropdowns contain the following items:

- **Yes** – if selected, the system will send this parameter to Amazon as it is.
- **No** – if selected, the system will NOT send this parameter to Amazon.
- **Config - yes** – if selected, the system will send this parameter to Amazon according to the settings made in the «Amazon config» section.

There are the **Browse Node 1** and **Browse Node 2** fields below:

Product Type:	Clothing
Browse Node 1:	
Browse Node 2:	
Clothing Type	Shirt
Clothing Department	men

In these fields you can select Amazon categories to assign your product to. Select the categories from the dropdowns:

Browse Node 1:	324264011	Camping, Hiking & Mountaineering
Browse Node 2:	324071011	Camping, Hiking & Mountaineering/Outdoor Bags

The categories IDs will appear in the fields located to the left.

Browse Node 1:	324264011	Camping, Hiking & Mountaineering
Browse Node 2:	324071011	Camping, Hiking & Mountaineering/Outdoor Bags

Click on the **Update** button.

The same way you can assign **Clothing Type** and **Clothing Department** to the product:

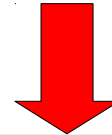
Product Type:	<input type="text" value="Clothing"/>
Browse Node 1:	<input type="text" value="324264011"/> <input type="text" value="Camping, Hiking &amp; Mountaineering"/>
Browse Node 2:	<input type="text" value="324071011"/> <input type="text" value="Camping, Hiking &amp; Mountaineering/Outdoor Bags"/>
Clothing Type	<input type="text" value="Shirt"/>
Clothing Department	<input type="text" value="men"/>
Style Keywords	<input type="text"/>

The ClothingType element identifies a product's general classification within the Apparel category for your product. Products assigned to one of the unisex departments will also be assigned to appear in the Men's and Women's departments.

Click on the **Update** button at the bottom of the page.

Products assigned to one of the unisex departments will also be assigned to the sex-specific departments. For the value "unisex-adult" will also appear in the Men's and Women's departments.

description used to describe an Apparel product. Classification Guide for a complete list of keywords.

Your products will be uploaded to Amazon automatically according to the settings specified in the Configuration section. When the product is purchased on Amazon, the system downloads the order to the website automatically (again, according to the settings specified in the Configuration section).

After the system has downloaded the order from Amazon, the STOCK is changed and you can see this in the item edit mode from the Inventory page.

## Orders

System uploads to Amazon such product's data as Name, Price, Stock Level, and downloads to the website the order's data and its status.

On Amazon, you can find order's ID in the **Orders** section > **Your Merchant Order ID** field:



### Order Details

Displays all actions taken on an order and its current state. [Learn more](#)

**Order ID: # 202-0070088-3924357**

**Your Merchant Order ID: # 206801** [Edit](#)

<p><b>Shipping Address</b></p> <p>Nottingham UK NG9 2 United Kingdom Phone:</p>	<p><b>Purchase Date:</b> 30 October 2008 10:29</p> <p><b>Expected Ship Date:</b> 3 November 2008 10:29</p> <p><b>Shipping Service:</b> Standard</p> <p><b>Contact Buyer:</b></p> <p><b>Sales Channel:</b> Amazon.co.uk</p> <p><b>Fulfilment Channel:</b> Merchant</p>
-------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

In the webshop, an Administrator can find the order in the **Admin Panel** > **Customers/Orders** > **Orders** section.

**Customers/Orders :: Orders**  
Current time: 26/01/2011 15:05:02

	Customers	Shop	Order Total	Date Purchased	Status	Action
Administrator	Barry Platts	HIKE	£13.73	26/01/2011 15:02:30	Pending	▶
Configuration	Alan Henderson	HIKE	£35.95	26/01/2011 14:35:51	Processing	ⓘ
Catalog	James Hartshorn	HIKE	£111.24	26/01/2011 14:27:30	Processing	ⓘ
Amazon connector	IAIN ARSCOTT	HIKE	£40.50	26/01/2011 10:17:15	Shipped	ⓘ
Feeder Systems	Michael Lam	QED	£162.50	26/01/2011 08:41:11	Processing	ⓘ
Info system	john gibbs	QED	£22.49	25/01/2011 20:57:35	Shipped	ⓘ
NewsDesk	Mark Bentley	QED	£20.70	25/01/2011 17:37:36	Shipped	ⓘ
FAQDesk	Peter Harrison	QED	£49.00	25/01/2011 16:40:33	Shipped	ⓘ
Modules	Scott Mitchell	BAREFOOTATHLETE	£89.00	25/01/2011 14:49:20	Shipped	ⓘ
Vouchers/Coupons	Richard Sambrook	HIKE	£45.00	25/01/2011 13:52:57	Shipped	ⓘ
Customers/Orders	Rose Doyle	HIKE	£102.00	25/01/2011 13:47:33	Shipped	ⓘ
Customers/Orders						
Create Orders						
Customers Groups						

You can use the **Search** filter for quick finding of the order: specify order's ID in appropriate field and press **Enter**:

**Customers/Orders :: Orders**  
Current time: 26/01/2011 15:05:02

Order ID:

Status: All Orders Shop: All Shops

Shop	Order Total	Date Purchased	Status	Action
HIKE	£13.73	26/01/2011 15:02:30	Pending	▶
HIKE	£35.95	26/01/2011 14:35:51	Processing	ⓘ
HIKE	£111.24	26/01/2011 14:27:30	Processing	ⓘ
HIKE	£40.50	26/01/2011 10:17:15	Shipped	ⓘ
QED	£162.50	26/01/2011 08:41:11	Processing	ⓘ

[12254] 26/01/2011 15:02:30

Last Modified: 26/01/2011

edit delete

update

invoice packing slip

packing slip (pending orders)

The Order Edit mode will be open on the screen:

**Customers/Orders** Orders | Returned Products | Support Tickets | Catalog | Logoff

**Orders** Order ID: 206801

**Current time:** 03/11/2008 15:03:38 Status: All Orders

---

<b>Customer:</b>	<b>Shipping Address:</b>	<b>Billing Address:</b>
Nottingham, NG9 2 United Kingdom	Nottingham, NG9 2 United Kingdom	Nottingham, NG9 2 United Kingdom
<b>Telephone Number:</b>		
<b>FAX #:</b>		
<b>E-Mail Address:</b>		
<b>Order #</b> 206801		
<b>Order Date &amp; Time</b> 30/10/2008 10:29:36		
<b>Payment Method:</b> Amazon		

Products	Model	Tax	Price (ex)	Price (inc)	Total (ex)	Total (inc)
----------	-------	-----	------------	-------------	------------	-------------

At the bottom of this page you can find information about **order's status changed**:

Date Added	Customer Notified	Status	Comments
30/10/2008 12:05:01	X	Processing	Amazon Order ID: 202-0070088-3924357 Amazon Payments Date: 2008-10-30 10:29:36 Amazon Listing ID: 12754369331907 Amazon Purchase Date: 2008-10-30 10:29:36 Delivery Instructions:
30/10/2008 14:04:10	✓	Picking	
30/10/2008 15:27:02	✓	Shipped	City Link Tracking ID: EXF41809

**Comments**

There are also **Tracking ID** and **Date** of status changing displayed:

30/10/2008 12:05:01	X	Processing	Amazon Listing ID: 12754369331907 Amazon Purchase Date: 2008-10-30 10:29:36 Delivery Instructions:
30/10/2008 14:04:10	✓	Picking	
30/10/2008 15:27:02	✓	Shipped	City Link <b>Tracking ID: EXF41809</b>

#### Comments

The same information you can find on Amazon (at the bottom of the Order Info page):

Shipping Details			
<b>Ship Date:</b> 30 Oct 2008	<b>Carrier:</b> City Link	<b>Shipping Service:</b> Initial, Next Working Day Courier Delivery	<b>Tracking ID:</b> EXF41809



## Report

All information about Amazon Connector's activities is saved to the **Amazon Run Stats** section of Admin Panel.

Reports :: Amazon Run Stats	
Date	Feed
<b>2008-09-19 20:34:25</b>	<b>_POST_PRODUCT_DATA_</b>
DocumentTransactionID: 397211316	MessagesProcessed: 1672
StatusCode: Complete	MessagesSuccessful: 1657
MessageID: 10 Error[8026]	
Seller is not authorized to sell products in this category. Please contact your Amazon account manager. [SKU=3115-{1}1 ]	
MessageID: 22 Error[8123]	
The item with SKU 905 cannot be modified because it matches a deleted item. For more information, please [SKU=905 ]	
MessageID: 62 Error[8026]	
Seller is not authorized to sell products in this category. Please contact your Amazon account manager. [SKU=3117 ]	
MessageID: 165 Error[8123]	
The item with SKU 2536 cannot be modified because it matches a deleted item. For more information, please [SKU=2536 ]	
MessageID: 196 Error[8123]	
The item with SKU 956 cannot be modified because it matches a deleted item. For more information, please [SKU=956 ]	
MessageID: 225 Error[8026]	
Seller is not authorized to sell products in this category. Please contact your Amazon account manager. [SKU=1997 ]	
MessageID: 229 Error[8123]	
The item with SKU 1348 cannot be modified because it matches a deleted item. For more information, please [SKU=1348 ]	
MessageID: 233 Error[8123]	
The item with SKU 2663-{1}91 cannot be modified because it matches a deleted item. For more information, please [SKU=2663-{1}91 ]	
MessageID: 317 Error[8026]	
Seller is not authorized to sell products in this category. Please contact your Amazon account manager. [SKU=2923 ]	
MessageID: 479 Error[8123]	
The item with SKU 1355 cannot be modified because it matches a deleted item. For more information, please [SKU=1355 ]	
MessageID: 646 Error[8026]	
Seller is not authorized to sell products in this category. Please contact your Amazon account manager. [SKU=3022-{1}1 ]	
MessageID: 647 Error[8026]	
Seller is not authorized to sell products in this category. Please contact your Amazon account manager. [SKU=3022-{1}87 ]	
MessageID: 1164 Error[8123]	
The item with SKU 2677-{1}1 cannot be modified because it matches a deleted item. For more information, please [SKU=2677-{1}1 ]	
MessageID: 1423 Error[8123]	
The item with SKU 1346 cannot be modified because it matches a deleted item. For more information, please [SKU=1346 ]	
MessageID: 1427 Error[8123]	
The item with SKU 1350 cannot be modified because it matches a deleted item. For more information, please [SKU=1350 ]	
<b>2008-09-18 13:57:34</b>	<b>_POST_INVENTORY_AVAILABILITY_DATA_</b>