



Amazon Seller Central Extension for Zoho CRM

Zoho CRM Extension



User Manual

Version 1.0

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TABLE OF CONTENTS

1. OVERVIEW	3
1.1. INSTALL THE AMAZON EXTENSION	3
1.2. FINDING YOUR AMAZON CREDENTIALS	5
1.3. UNINSTALL THE AMAZON EXTENSION FOR ZOHO CRM.....	8
2. SYNC AMAZON SELLER CENTRAL ACCOUNT DATA'S	8
2.1. MANUAL SYNC	8
2.2. PRODUCT.....	9
2.3. SALES ORDER	9
2.4. CONTACTS	10
2.5. SYNCING HISTORY RESPONSE.....	11
2.6. EXCEPTION RESPONSE/ ERROR RESPONSE.....	11
2.7. NO ORDER RESPONSE	12
3. SUPPORT CONTACTS FOR AMAZON EXTENSION – TIARA HELP DESK	12

Amazon – Zoho CRM Extension: User Manual

1. Overview

Amazon Corporation is an American electronic commerce and cloud company. **Amazon** is a Zoho CRM Extension developed by Tiara, a Zoho Alliance Partner, and available in Zoho Marketplace for all Zoho users to deploy as an extension for Zoho CRM. This extension syncs the Amazon seller account data's like Customer Details, Product Details and Sales Order Details. Once the data is sync, the record will create and update data in Zoho CRM.

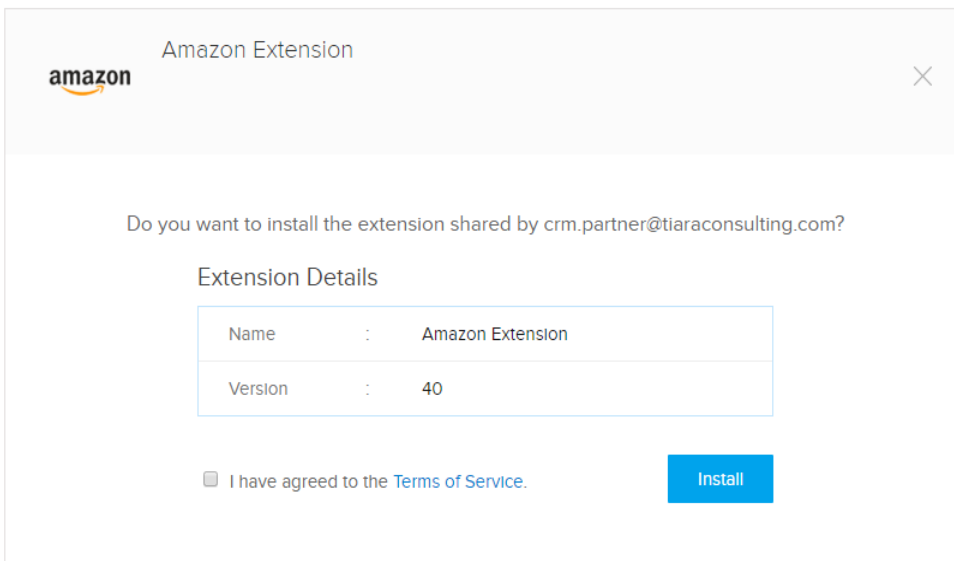
1.1. Install the Amazon Extension

The extension is found in the Zoho Marketplace from where it can be installed or it can be installed from a Zoho CRM account as well. Steps to install the extension from a Zoho CRM account is mentioned below.

You can either go to the Zoho Marketplace and install the Amazon extension or log in to your Zoho CRM account and install.

To install the Amazon extension from Zoho CRM:

- ❖ Go to **Setup** → **Marketplace** → **All**. By default, all the Zoho extensions currently installed within your Zoho CRM account are listed. Go to “**All Extensions**” **tab** to view all the available extensions.
- ❖ Click **All Extensions**, browse/search for **Amazon**, locate and click on the extension. The details about the extension will be shown as per screenshot below.
- ❖ Check the ‘**Agree to the Terms of Service**’ and Click **Install**.
- ❖ Make sure you check the “**Agree to the Terms of Service**” *checkbox* and click **Install**.



Amazon Extension

Do you want to install the extension shared by crm.partner@tiaraconsulting.com?

Extension Details

Name	:	Amazon Extension
Version	:	40

I have agreed to the [Terms of Service](#).

Install

Amazon Seller Central Extension for Zoho CRM – User Manual

- ❖ Select the users / profiles for which the extension needs to be installed and click '**confirm**'.

All Extensions **Installed** Updates

The screenshot shows a dialog box titled "Amazon Extension" with the Amazon logo in the top left and a close button in the top right. The main heading is "Choose Users/ Profiles". Below this heading is a list of three radio button options: "Install for admins only" (which is selected), "Install for all users", and "Choose profiles". At the bottom left of the dialog is a blue link that says "< Back", and at the bottom right is a blue button labeled "Confirm".

- ❖ Provide the *credentials* of the Amazon account and click **Save**.

The screenshot shows a dialog box titled "Amazon Extension" with the Amazon logo in the top left and a close button in the top right. The main heading is "Extension Settings". Below this heading are several input fields, each with a red underline: "Aws Accesskey", "Seller ID", "Secret Key", "MWS Authtoken", "MarketplaceID 1", "MarketplaceID 2", and "MarketplaceID 3". At the bottom right of the dialog are two buttons: a white button labeled "Skip" and a green button labeled "Save".

Note: Please refer section 1.2 to know how to get the Amazon credentials

1.2. Finding your Amazon Credentials

To activate the Amazon Extension, the below mentioned credentials are mandatory. This section explains each of the credential information that has to be entered while installing the extension as shown in the screenshot. In this section, each of the Amazon credential fields and how to obtain the data from your paid Amazon seller account are explained.

❖ Seller ID

Login to the Amazon seller account

- Go to **Settings** → **User Permissions**.
- Under **Amazon MWS Developer Permissions** → **Your Account Information**, **Seller ID** value will be available.

Amazon MWS Developer Permissions

Use the Amazon MWS Developer Permissions to view which developers have access to your account, and revoke their access if necessary. [Learn more](#)

Your Account Information						
Seller ID: XXXXXXXXXX						
Developer Access Renewal: Enabled						
Current Authorizations						
Developer ID	Developer Nickname	Authorization date	Date last renewed	Access expiration date	MWS Auth Token	Action
7681-2387-9353	Tiara Consulting (You)	Jan 28, 2018 10:16:12 PM PST				View your credentials
Showing 1-1 of 1 item(s)						
10 results per page						
Edit your developer profile Authorize a Developer						
Authorization history						
Currently there are no revoked authorizations.						

❖ AWS Access Key and Secret Key:

To get the **AWS Access Key** and **Secret Key**, please login to your Amazon Seller Central account and follow the below steps.

- Go to **Login Amazon Seller Central** → **Settings** → **User Permissions**.
- Under **Amazon MWS Developer Permissions**, click on **View Your Credentials**.

Amazon MWS Developer Permissions

Use the Amazon MWS Developer Permissions to view which developers have access to your account, and revoke their access if necessary. [Learn more](#)

Your Account Information

Seller ID: A2X13Y8357WGYA

Developer Access Renewal: Enabled

Current Authorizations

Developer ID	Developer Nickname	Authorization date	Date last renewed	Access expiration date	MWS Auth Token	Action
7681-2387-9353	Tiara Consulting (You)	Jan 28, 2018 10:16:12 PM PST				View your credentials

Showing 1-1 of 1 item(s)
10 results per page

[Edit your developer profile](#) [Authorize a Developer](#)

Authorization history

Currently there are no revoked authorizations.

- Your Developer Account Information screen pops up and the **AWS Access Key and Secret Key** values are displayed in the pop-up window.

The screenshot shows the 'Amazon MWS Developer Permissions' page. A modal window titled 'Your Developer Account Information' is open, displaying the following details:

Your Developer Keys	
AWS Access Key ID:	[Redacted]
Secret Key:	[Redacted] Hide
Status:	Enabled

An 'OK' button is located at the bottom of the modal window.

❖ **MWS Authtoken and Marketplace ID:**

To get the **MWS AuthToken** and **Marketplace ID**, please login to your Amazon Seller Central account and follow the below steps.

- Go to **Login Amazon Seller Central** → **Settings** → **User Permissions**.
- Under **Amazon MWS Developer Permissions**, click on **Authorize a Developer**.

Amazon MWS Developer Permissions

Use the Amazon MWS Developer Permissions to view which developers have access to your account, and revoke their access if necessary. [Learn more](#)

Your Account Information

Seller ID:	
Developer Access Renewal	Enabled

Current Authorizations

Developer ID	Developer Nickname	Authorization date	Date last renewed	Access expiration date	MWS Auth Token	Action
7681-2387-9353	Tiara Consulting (You)	Jan 28, 2018 10:16:12 PM PST				View your credentials

Showing 1-1 of 1 item(s)
10 results per page

[Edit your developer profile](#) [Authorize a Developer](#)

Authorization history
Currently there are no revoked authorizations.

- Provide the Amazon developer's name and ID and click on **Next**.

The screenshot shows the Amazon Services authorization page. At the top, it says "amazon services" and "Hello Tiara Consulting (Not Tiara Consulting?)". Below that is a banner for "Amazon Marketplace Web Service (Amazon MWS)". There are two input fields: "Developer's Name" and "Developer ID". The "Developer ID" field has a hint: "For example: 1234-1234-1234 or 123412341234". A "Next" button is located at the bottom right of the form.

- MWS Authtoken** and **Marketplace ID** will be displayed in a window as shown in the screenshot below.

Hello Tiara Consulting ([Not Tiara Consulting?](#))

Amazon Marketplace Web Service (Amazon MWS)

Congratulations!

Tiara Consulting can now access your Amazon Seller account with MWS

These are your account identifiers, which Tiara Consulting will need to access your Amazon seller account. These are the only identifiers that you need to provide. You should not share additional credentials such as your username or password. You will need to register with Tiara Consulting and provide these identifiers before they can make Amazon MWS API calls on your behalf.

Note: To help make sure your Amazon MWS authorizations are up to date, from time to time we may ask you to confirm the developers and applications you have authorized. You can learn more about our Developer Access Renewal program [here](#).

Seller account identifiers for Tiara Consulting	
Seller ID:	A2X13Y83S7WGYA
Marketplace ID:	[REDACTED]

Seller-Developer Authorization	
MWS Auth Token:	[REDACTED]

1.3. Uninstall the Amazon Extension for Zoho CRM

Uninstalling this extension from Zoho CRM will delete all its associated data.

To uninstall Amazon Extension from Zoho CRM, please follow the below steps:

- Go to **Setup** → **Marketplace** → **All** → **Installed tab**. All the installed extensions will be listed.
- Browse for **Amazon** and click on **Uninstall** link.
- Click **Okay** to confirm in the confirmation pop-up that follows. The extension will be uninstalled.

2. Sync Amazon Seller Central Account data's

By Installing the Amazon Extension in Zoho CRM, 'Sync Amazon Record' and 'Update Order Status' Scheduler will be added into your Zoho CRM account. Through this scheduler, we can sync all the Amazon seller account data into Zoho CRM account unidirectionally. This scheduling process is automated to run daily at 11.55 PM based on your local time zone.

2.1. Manual Sync

If you want to sync the Amazon account data with Zoho CRM manually, please follow the below steps in Zoho CRM,

- Go to **Setup** → **Schedules (Under Automation)** → Click **'Run Now'** button in the scheduling function.

Schedules ? Help

Schedules are customizable actions that can be triggered automatically using functions. Schedules can be used to integrate your Zoho CRM data with Zoho apps, your company's website, and other third-party applications.

[+ Create New Schedule](#)

SCHEDULE NAME	LAST RUN	NEXT RUN	FREQUENCY	STATUS
<input type="checkbox"/> Sync Amazon Record	-	In 41 minutes Run Now	Daily	<input checked="" type="checkbox"/>
UpdateOrderStatus	-	In 41 minutes	Daily	<input checked="" type="checkbox"/>

The above two schedulers will be allowed to manual sync the data two times per day. With the installation of the Amazon Extension in Zoho CRM, **“Amazon Sync History”** and **“Order History”** modules will be added in default. All the historical data of the extension will be maintained in the above two modules.

2.2. Product

With the installation of the Amazon Extension, the following custom fields are created in the Products module.

- ❖ **ASIN No (Amazon Seller Identification Number)** : Text Field
- ❖ **Currency Code** : Text Field

Edit Product [Save](#) [Save and New](#) [Cancel](#)

Product Code	Vendor Name
Product Active <input checked="" type="checkbox"/>	Manufacturer -None-
Product Category -None-	Sales Start Date mm/dd/yyyy
Sales End Date mm/dd/yyyy	Support Start Date mm/dd/yyyy
Support End Date mm/dd/yyyy	Currency Code
ASIN No	
Price Information	
Unit Price \$ 0	Commission Rate \$ 0
Tax None	

ASIN No and Currency Code:

While scheduling or syncing the data manually from Amazon account to Zoho CRM, the Amazon products will be added in the products module and corresponding ASIN No and Currency Code will be added automatically to each product.

2.3. Sales Order

With the installation of the Amazon Extension, the following custom fields will be created in the Sales Order module.

- ❖ **Order Type** : Text Field

Amazon Seller Central Extension for Zoho CRM – User Manual

- ❖ Amazon Order Status : Text Field
- ❖ Sales Channel : Text Field
- ❖ Amazon Order ID : Text Field

Create Sales Order Save Save and New Cancel

Sales Order Owner	MPC Gokila	Deal Name	
Subject		Purchase Order	
Customer No.		Due Date	mm/dd/yyyy
Quote Name		Contact Name	
Pending		Excise Duty	\$
Carrier	FedEX	Status	Created
Sales Commission	\$	Amazon Order ID	
Account Name		Order Type	
Amazon Order Status			
Sales Channel			

Order Type, Order Status, Sales Channel and Amazon Order ID:

While Scheduling or syncing manually, the Amazon seller account sales orders will be created in Sales Order module of Zoho CRM.

2.4. Contacts

With the installation of the Amazon Extension, the following fields are created in the Contacts module.

- ❖ Buyer Name : Text Field
- ❖ Amazon Order ID : Text Field
- ❖ Amazon Buyer Email : Text Field

Create Contact Save Save and New Cancel

Assistant	Date of Birth	mm/dd/yyyy
Reports To	Asst Phone	
Reporting To	Email Opt Out	<input type="checkbox"/>
Buyer Name	Skype ID	
	Secondary Email	
	Twitter	@
	Amazon Order ID	
	Amazon Buyer Email	
Address Information		Copy Address
Mailing Street	Other Street	

Amazon Seller Central Extension for Zoho CRM – User Manual

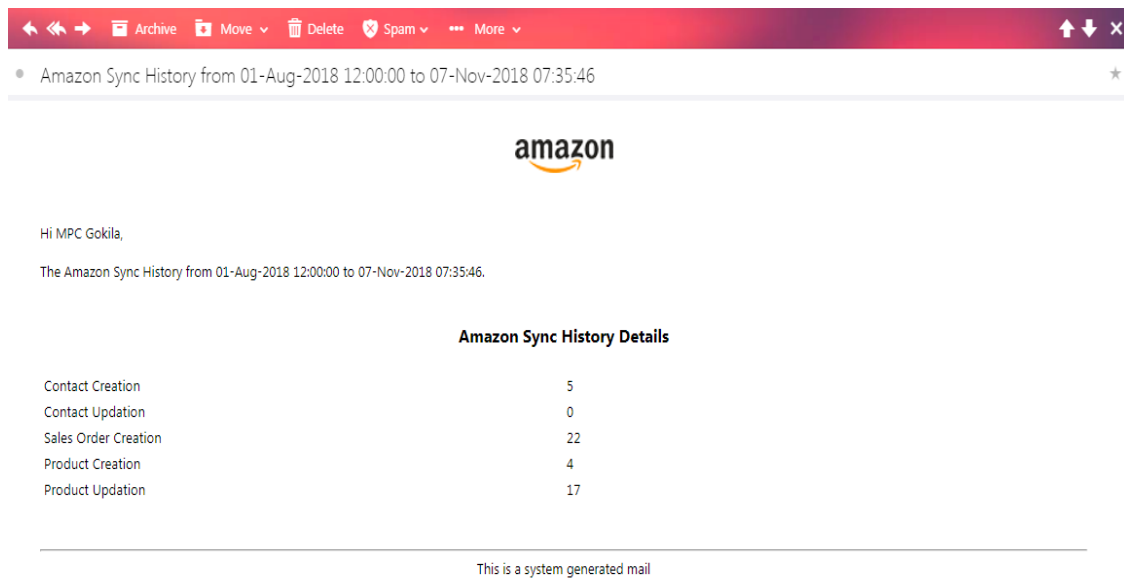
Buyer Name, Amazon Order ID and Amazon Buyer Email:

By scheduling or syncing the data manually from Amazon account to Zoho CRM, the Amazon seller account customer records will be added to the 'Contacts' modules in Zoho CRM.

On every schedule function execution, the contacts, Sales Order and Products information will be created in the respective module. The run history will be maintained in the Amazon Sync History and Order History module. Notification on the Error Response/Syncing History/Exception Response will be sent to the Super Administrator of the Zoho CRM.

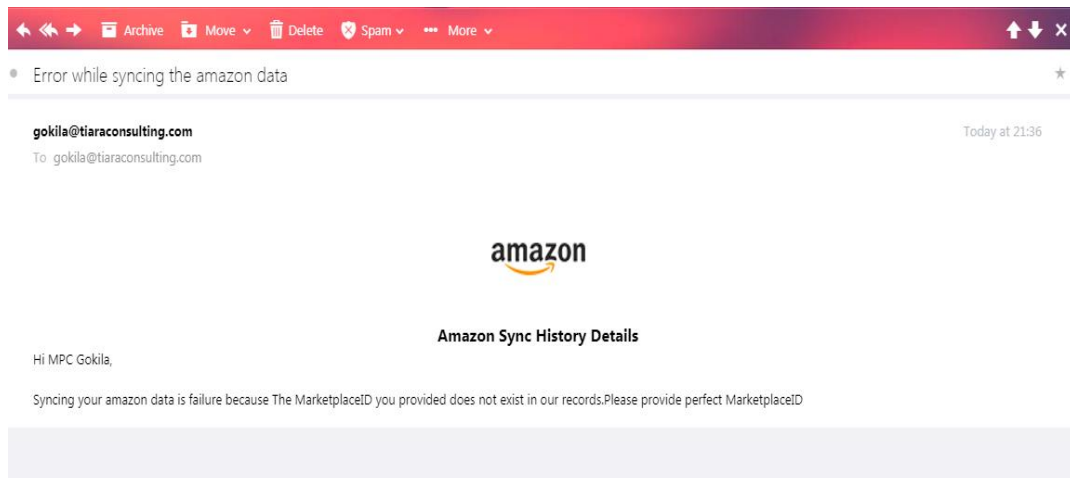
2.5. Syncing History Response

On every successful execution of the Scheduling process, the corresponding status mail will be sent to the Super Administrator of the Zoho CRM. Below is the sample email for reference.



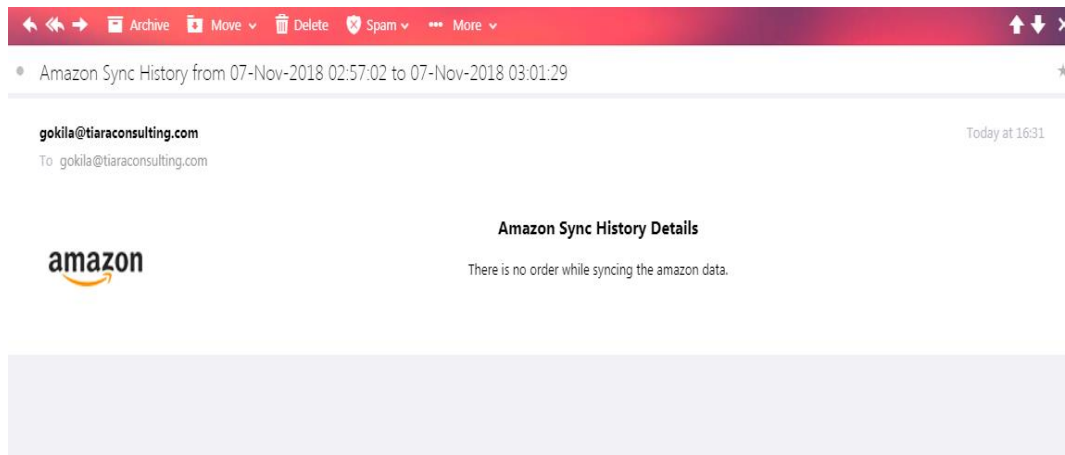
2.6. Exception Response/ Error Response

In case of any exception caused with the Amazon Seller Central credentials, the corresponding error message will be sent to the Super Administrator of the Zoho CRM.



2.7. No Order Response

During the scheduling process, if there is no data available to process from Amazon account to Zoho CRM, then the status will be sent as an email to the Super Administrator of the Zoho CRM.



3. Support Contacts for Amazon Extension – Tiara Help Desk

Thank you for installing Amazon Extension for Zoho CRM. If you have any installation issues or query, please contact Tiara Support Desk for Zoho Extensions via email at zohosupport@tiaraconsulting.com or call us at **(925) 218 4080**.