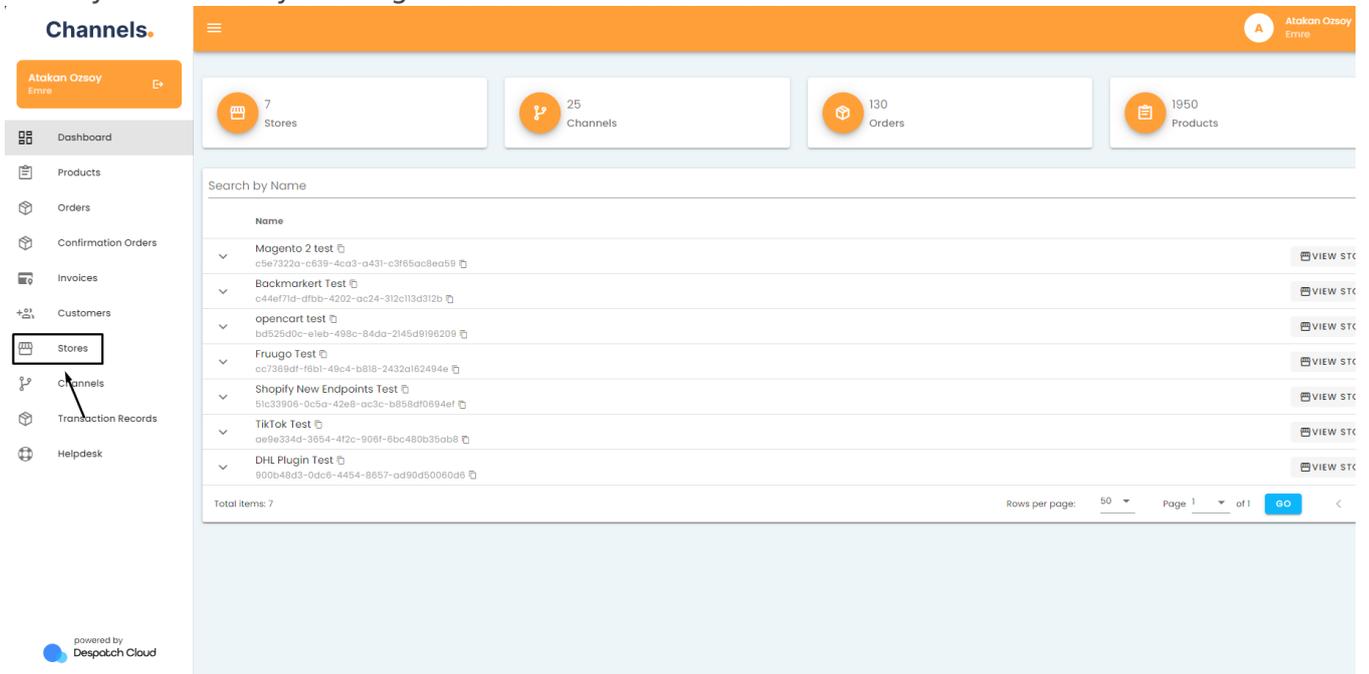


Product Quantities Not Synced to Sales Channels: What to Do?

Check If Auto-Sync Setting Is On

1. Go to your stores by clicking “Stores” on the side menu.



The screenshot displays the 'Channels' management interface. On the left, a sidebar menu includes 'Dashboard', 'Products', 'Orders', 'Confirmation Orders', 'Invoices', 'Customers', 'Stores' (highlighted with a red box and an arrow), 'Channels', 'Transaction Records', and 'Helpdesk'. The main content area features a top navigation bar with the user's name 'Atakan Ozsoy Emre' and a summary dashboard with four cards: '7 Stores', '25 Channels', '130 Orders', and '1950 Products'. Below this is a search bar and a table of stores. The table has a 'Name' column and a 'VIEW STC' button for each row. The stores listed are:

Name	VIEW STC
Magento 2 test c5e7322a-c639-4ca3-a431-c3f65ac8ea59	VIEW STC
Backmarket Test c44ef71a-afb-4202-ac24-312c113d312b	VIEW STC
opencart test bd525d0c-e1eb-498c-84da-2145d9196209	VIEW STC
Fruugo Test cc7368df-16b1-48c4-b818-2432a162484e	VIEW STC
Shopify New Endpoints Test 51c33906-0c5a-42e8-ac3c-b958df0694ef	VIEW STC
TikTok Test ae9e334f-3654-4f2c-906f-6bc480b35ab8	VIEW STC
DHL Plugin Test 900b48a3-0dc6-4454-8657-ad90d50060d8	VIEW STC

At the bottom of the table, it shows 'Total Items: 7' and pagination controls: 'Rows per page: 50', 'Page 1 of 1', and a 'GO' button.

2. Click on the pencil icon next to the store your channel is in.

Atakan Ozsoy
Emre

- Dashboard
- Products
- Orders
- Confirmation Orders
- Invoices
- Customers
- Stores**
- Channels
- Transaction Records
- Helpdesk

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Stores

Search by Name

Name	Acti
Magento 2 test c5e7322a-c839-4ca3-a431-c3f65acc8ea59	<input type="checkbox"/>
Bookmark Test c44ef7fd-dfbb-4202-ac24-312e113d312b	<input type="checkbox"/>
opencart test bd525d0c-e1eb-498c-84da-2145d9196200	<input type="checkbox"/>
Fruugo Test cc7369df-fb11-49c4-b818-2432a162494e	<input type="checkbox"/>
Shopify New Endpoints Test 51c3390b-0c5a-42e8-ac3c-b858df0694ef	<input type="checkbox"/>
TikTok Test ae9e334d-3654-4f2c-906f-6bc480b35ab8	<input type="checkbox"/>
DHL Plugin Test 900b48d3-0dc6-4454-8657-ad90d50060d6	<input type="checkbox"/>

Total items: 7

Rows per page: 50 Page 1 of 1 GO

3. Click on the pencil icon next to the channel you'd like to activate.

Atakan Ozsoy
Emre

- Dashboard
- Products
- Orders
- Confirmation Orders
- Invoices
- Customers
- Stores**
- Channels
- Transaction Records
- Helpdesk

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Store > Magento 2 test

CHANNELS PLUGINS ACCOUNTING CHANNEL WEBHOOKS STORE NOTIFICATIONS SHARED COMPANIES STORE SETTINGS

Channels

Search by Name

Channels ↑	Provider	Active	Acti
Back Market 81c57552-8113-4e58-be0f-2a2ad76790c5	backmarket	<input type="checkbox"/>	<input type="checkbox"/>
CDiscount b00a3b3b-72e7-480b-a5ab-40497b29a4e2	cdiscount	<input type="checkbox"/>	<input type="checkbox"/>
EKM b501e2d1-65ef-4661-a6a3-19f671bd3eb8	ekm	<input type="checkbox"/>	<input type="checkbox"/>
Etsy 40311f24-9979-4916-b9f4-ccd90257270e	etsy	<input type="checkbox"/>	<input type="checkbox"/>
Fruugo 259e4efe-af0a-44b4-a4cf-a6b7a38f2ac3	fruugo	<input type="checkbox"/>	<input type="checkbox"/>
Groupon 0460d20b-810e-43f3-9f1b-ce3c5501daa0	groupon	<input type="checkbox"/>	<input type="checkbox"/>
Interspire de634c11-ce53-4700-8f01-300e9819f224	interspire	<input type="checkbox"/>	<input type="checkbox"/>
Linnworks 2f840be5-e8b1-4c0f-9ab2-f556599f0ca3	linnworks	<input type="checkbox"/>	<input type="checkbox"/>
Magento 752053d6-e1a5-4922-95a7-e0dd32448ad4	magentov1	<input type="checkbox"/>	<input type="checkbox"/>
Magento 2 7a13b4ed-08b6-43c9-a224-8f0608080ae6	magento	<input type="checkbox"/>	<input type="checkbox"/>
ManoMano c829b14-2476-41d1-aa65-090-7408a899	manomano	<input type="checkbox"/>	<input type="checkbox"/>

4. Check if the "Auto Sync Stock Levels" setting is on. If it's not, please turn it on.

Channels

Atakan Ozsoy Emre

Store > Magento 2 test > Back Market

Edit Channel Is Active **COURIERS** **COURIER SERVICE MAPPING** **ORDERS** **PRODUCTS** **TRANSACTION RECORDS** < BA

Channel Name: Back Market Account Nominal Code

Access Token: 123

Country: Belgium Language: en-au

Order Management

- Auto Sync Orders
* Mark orders as synced when fetched via API.
- Use Default Get Orders Interval
- Ignore Orders Before
- Auto Hold Aged Orders
* Auto hold aged orders will hold any order that is more than 24 hours old at the time of system import.
- Add Prefix to the Beginning of Order Numbers

Order Polling

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Check If the Products Are in the Main Products

1. Go to your stores by clicking "Stores" on the side menu.

Channels

Atakan Ozsoy Emre

7 Stores 25 Channels 130 Orders 1950 Products

Search by Name

Name	VIEW STC
Magento 2 test c5e7322a-c639-4ca3-a431-c3f65ac9ea59	VIEW STC
Backmarket Test c44ef71d-dfbb-4202-ac24-312c113d312b	VIEW STC
opencart test bd525d0c-e1eb-498c-84da-2145d9196209	VIEW STC
Fruugo Test cc7969df-16b1-49c4-b818-2432a162494e	VIEW STC
Shopify New Endpoints Test 51c33906-0c5a-42e8-ac3c-b858df0694ef	VIEW STC
TikTok Test ae9e334d-3654-4f2c-908f-8bc480b35ab8	VIEW STC
DHL Plugin Test 800b46a3-0dc8-4454-8657-ad90d50060d8	VIEW STC

Total Items: 7 Rows per page: 50 Page 1 of 1 GO

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2. Click on the pencil icon next to the store your channel is in.

Channels

Atakan Ozsoy Emre

- Dashboard
- Products
- Orders
- Confirmation Orders
- Invoices
- Customers
- Stores**
- Channels
- Transaction Records
- Helpdesk

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Stores

Search by Name

Name	Acti
Magento 2 test c5e7322a-c839-4ca3-a431-c3f65acc8ea59	<input checked="" type="checkbox"/>
Bookmark Test c44ef7fd-dfbb-4202-ac24-312e113d312b	<input type="checkbox"/>
opencart test bd525d0c-e1eb-498c-84da-2145d9196200	<input type="checkbox"/>
Fruugo Test cc7369df-fb1-49c4-b818-2432a162494e	<input type="checkbox"/>
Shopify New Endpoints Test 51c3390b-0c5a-42e8-ac3c-b858df0694ef	<input type="checkbox"/>
TikTok Test ae9e334d-3654-4f2c-906f-6bc480b35ab8	<input type="checkbox"/>
DHL Plugin Test 900b48d3-0dc6-4454-8657-ad90d50060d6	<input type="checkbox"/>

Total items: 7 Rows per page: 50 Page 1 of 1 GO

3. Click on the pencil icon next to the channel you'd like to activate.

Channels

Atakan Ozsoy Emre

- Dashboard
- Products
- Orders
- Confirmation Orders
- Invoices
- Customers
- Stores**
- Channels
- Transaction Records
- Helpdesk

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Store > Magento 2 test

CHANNELS PLUGINS ACCOUNTING CHANNEL WEBHOOKS STORE NOTIFICATIONS SHARED COMPANIES STORE SETTINGS

Channels

Search by Name

Channels ↑	Provider	Active	Acti
Back Market 81c57552-8113-4e58-be0f-2a2ad76790c5	backmarket	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CDiscount b00a3b3b-72e7-480b-a5ab-40497b29a4e2	cdiscoun	<input type="checkbox"/>	<input type="checkbox"/>
EKM b501e2d1-65ef-4661-a6a3-19f671bd3eb8	ekm	<input type="checkbox"/>	<input type="checkbox"/>
Etsy 40311f24-9979-4916-b9f4-ccd80257270e	etsy	<input type="checkbox"/>	<input type="checkbox"/>
Fruugo 259e4efe-af0a-44b4-a4cf-a6b7a38f2ac3	fruugo	<input type="checkbox"/>	<input type="checkbox"/>
Groupon 0460d20b-810e-43f3-9f1b-ce3c5501daa0	groupon	<input type="checkbox"/>	<input type="checkbox"/>
Interspire de634c11-ce53-4700-8f01-300e9819f224	interspire	<input type="checkbox"/>	<input type="checkbox"/>
Linnworks 2f840be5-e8b1-4c0f-9ab2-f556599f0ca3	linnworks	<input type="checkbox"/>	<input type="checkbox"/>
Magento 752053d6-e1a5-4922-95a7-e0dd32448ad4	magentovl	<input type="checkbox"/>	<input type="checkbox"/>
Magento 2 7a13b4ed-08b6-43c9-a224-8f0608080ae6	magento	<input type="checkbox"/>	<input type="checkbox"/>
ManoMano c829b14-2476-41d1-a665-0907408a899	manomano	<input type="checkbox"/>	<input type="checkbox"/>

4. Switch on Stock Management, Download Products and Add To Products.

Channels.

Atakan Ozsoy Emre

Stock Management

- Download Products
* Download products for this channel.
- Download Product Images
* Download product images for this channel if available.
- Download Product Dimensions & Weights
* Download product dimensions & weights for this channel if available.
- Download Product Customs Information
* Download product HS Code, Country of Origin for this channel if available.
- Add To Products
* Add downloaded products to main products list.
- Overright Stock Levels
* Set initial stock level of products via this channel.
- Auto Sync Stock
* Stock changes will be synced automatically on this channel.
- Push Stock Levels
* Push main product stocks to channel product stocks.
- Auto Deduct Stock For Orders
* Automatically updates stock when an order received.
- Refetch Products
* All products will be refetched immediately.
- Enable Low Stock Buffer
* Enable this feature to auto-set channel stock levels to 0 when product quantities are equal to or below a specified limit.
- Enable Max Stock Level
* Activate this feature to auto-set channel stock levels to a specific static quantity when product stock is high or equal to a set limit.

SAVE X CANCEL

Activities

Date	By	Name	Via	Event	At
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Initiate an Order Push to the Sales Channel

If the "Auto Sync" and the "Add To Products" settings are on, it is best to run a stock push job manually. To do that, follow these steps.

1. Go to your stores by clicking "Stores" on the side menu.

Channels.

Atakan Ozsoy Emre

7 Stores 25 Channels 130 Orders 1950 Products

Search by Name

Name	VIEW STC
Magento 2 test c5e7322a-c639-4ca3-a431-c3f65ac8ea59	VIEW STC
Backmarker Test c44ef71d-dfbb-4202-ac24-312c113d312b	VIEW STC
opencart test bd525d9c-e1eb-498c-84da-2145d9196209	VIEW STC
Fruugo Test cc7369df-f6b1-49c4-b818-2432af62494e	VIEW STC
Shopify New Endpoints Test 51c33906-0c5a-42e8-ac3c-b858df0694ef	VIEW STC
TikTok Test ae9e334d-3654-4f2c-906f-6bc480b35ab8	VIEW STC
DHL Plugin Test 900b48d3-0dc6-4454-8657-ad90d50060d6	VIEW STC

Total Items: 7

Rows per page: 50 Page 1 of 1 GO

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2. Click on the pencil icon next to the store your channel is in.

Channels

Atakan Ozsoy Emre

- Dashboard
- Products
- Orders
- Confirmation Orders
- Invoices
- Customers
- Stores**
- Channels
- Transaction Records
- Helpdesk

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Stores

Search by Name

Name	Acti
Magento 2 test c5e7322a-c839-4ca3-a431-c3f65acc8ea59	<input type="checkbox"/>
Bookmark Test c44ef7fd-dfbb-4202-ac24-312e113d312b	<input type="checkbox"/>
opencart test bd525d0c-e1eb-498c-84da-2145d9196200	<input type="checkbox"/>
Fruugo Test cc7369df-fb1-49c4-b818-2432a162494e	<input type="checkbox"/>
Shopify New Endpoints Test 51c3390b-0c5a-42e8-ac3c-b858df0694ef	<input type="checkbox"/>
TikTok Test ae9e334d-3654-4f2c-906f-6bc480b35ab8	<input type="checkbox"/>
DHL Plugin Test 900b48d3-0dc6-4454-8657-ad90d50060d6	<input type="checkbox"/>

Total items: 7 Rows per page: 50 Page 1 of 1 GO

3. Click on the pencil icon next to the channel you'd like to activate.

Channels

Atakan Ozsoy Emre

- Dashboard
- Products
- Orders
- Confirmation Orders
- Invoices
- Customers
- Stores**
- Channels
- Transaction Records
- Helpdesk

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Store > Magento 2 test

CHANNELS PLUGINS ACCOUNTING CHANNEL WEBHOOKS STORE NOTIFICATIONS SHARED COMPANIES STORE SETTINGS

Channels

Search by Name

Channels ↑	Provider	Active	Acti
Back Market 81c57552-8113-4e58-be0f-2a2ad76790c5	backmarket	<input type="checkbox"/>	<input type="checkbox"/>
CDiscount b00a3b3b-72e7-480b-a5ab-40497b29a4e2	cdiscount	<input type="checkbox"/>	<input type="checkbox"/>
EKM b501e2d1-65ef-4661-a6a3-19f671bd3eb8	ekm	<input type="checkbox"/>	<input type="checkbox"/>
Etsy 40311f24-9979-4916-b9f4-ccd80257270e	etsy	<input type="checkbox"/>	<input type="checkbox"/>
Fruugo 259e4efe-af0a-44b4-a4cf-a6b7a38f2ac3	fruugo	<input type="checkbox"/>	<input type="checkbox"/>
Groupon 0460d20b-810e-43f3-9f1b-ce3c5501daa0	groupon	<input type="checkbox"/>	<input type="checkbox"/>
Interspire de634c11-ce53-4700-8f01-300e9819f224	interspire	<input type="checkbox"/>	<input type="checkbox"/>
Linnworks 2f840be5-e8b1-4c0f-9ab2-f556599f0ca3	linnworks	<input type="checkbox"/>	<input type="checkbox"/>
Magento 752053d6-e1a5-4922-95a7-e0dd32448ad4	magentov1	<input type="checkbox"/>	<input type="checkbox"/>
Magento 2 7a13b4ed-08b6-43c9-a224-8f0608080ae6	magento	<input type="checkbox"/>	<input type="checkbox"/>
ManoMano a829b14-2476-41d1-a665-090-7408a899	manomano	<input type="checkbox"/>	<input type="checkbox"/>

4. Turn on “Stock Management” and “Push Stock Levels”.

Channels

Atakan Ozsoy Emre

Dashboard
Products
Orders
Confirmation Orders
Invoices
Customers
Stores
Channels
Transaction Records
Helpdesk

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Stock Management

- Download Products
* Download products for this channel.
- Download Product Images
* Download product images for this channel if available.
- Download Product Dimensions & Weights
* Download product dimensions & weights for this channel if available.
- Download Product Customs Information
* Download product HS Code, Country of Origin for this channel if available.
- Add To Products
* Add downloaded products to main products list.
- Overright Stock Levels
* Set initial stock level of products via this channel.
- Auto Sync Stock
* Stock changes will be synced automatically on this channel.
- Push Stock Levels
* Push main product stocks to channel product stocks.
- Auto Deduct Stock For Orders
* Automatically updates stock when an order received.
- Refetch Products
* All products will be refetched immediately.
- Enable Low Stock Buffer
* Enable this feature to auto-set channel stock levels to 0 when product quantities are equal to or below a specified limit.
- Enable Max Stock Level
* Activate this feature to auto-set channel stock levels to a specific static quantity when product stock is high or equal to a set limit.

SAVE X CA

Activities

Date	By	Name	Via	Event	At
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5. Click on the save button.

Channels

Atakan Ozsoy Emre

Dashboard
Products
Orders
Confirmation Orders
Invoices
Customers
Stores
Channels
Transaction Records
Helpdesk

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Stock Management

- Download Products
* Download products for this channel.
- Download Product Images
* Download product images for this channel if available.
- Download Product Dimensions & Weights
* Download product dimensions & weights for this channel if available.
- Download Product Customs Information
* Download product HS Code, Country of Origin for this channel if available.
- Add To Products
* Add downloaded products to main products list.
- Overright Stock Levels
* Set initial stock level of products via this channel.
- Auto Sync Stock
* Stock changes will be synced automatically on this channel.
- Push Stock Levels
* Push main product stocks to channel product stocks.
- Auto Deduct Stock For Orders
* Automatically updates stock when an order received.
- Refetch Products
* All products will be refetched immediately.
- Enable Low Stock Buffer
* Enable this feature to auto-set channel stock levels to 0 when product quantities are equal to or below a specified limit.
- Enable Max Stock Level
* Activate this feature to auto-set channel stock levels to a specific static quantity when product stock is high or equal to a set limit.

SAVE X CA

Activities

Date	By	Name	Via	Event	At
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6. Wait a while for the system to finish stock syncing for all your products.

Revision #1

Created 30 May 2024 08:32:20 by Despatch Cloud

Updated 30 May 2024 08:34:32 by Despatch Cloud