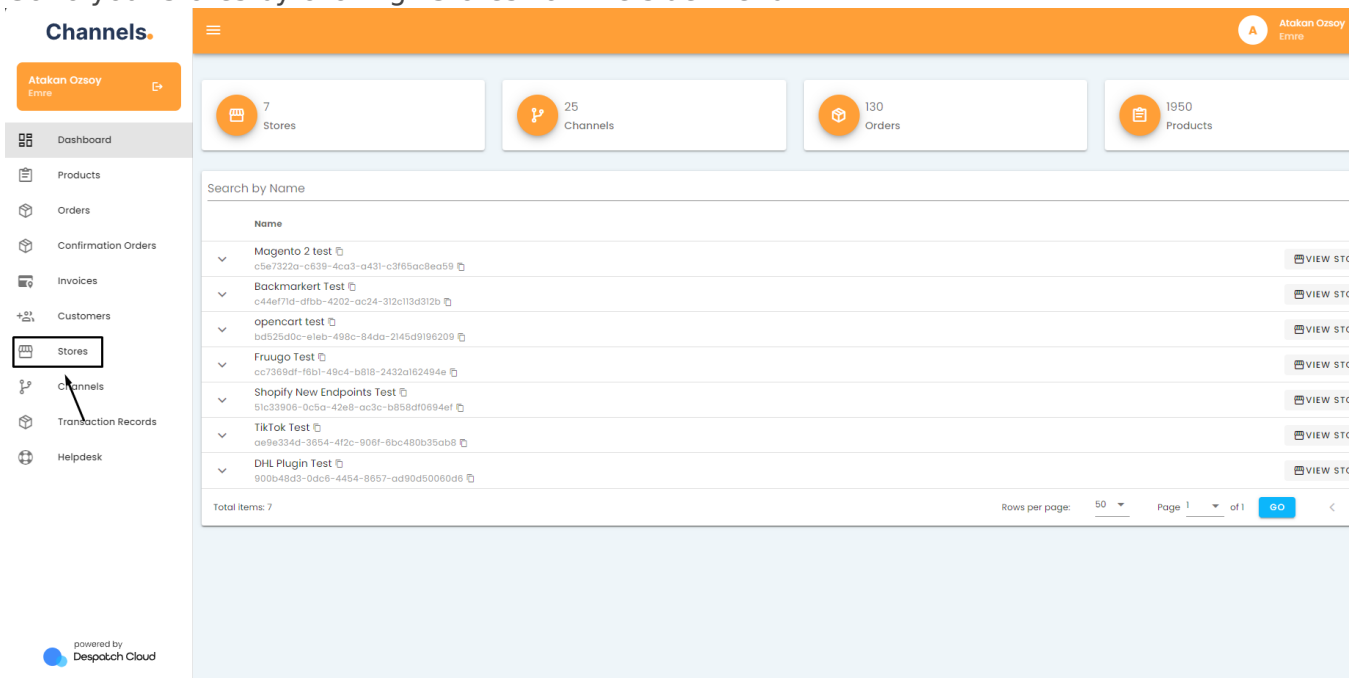


# Product Quantities Not Synced to Sales Channels: What to Do?

## Check If Auto-Sync Setting Is On

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



The screenshot shows the Channels app interface. On the left is a side menu with options: Dashboard, Products, Orders, Confirmation Orders, Invoices, Customers, Stores (highlighted with a red box and an arrow), Channels, Transaction Records, and Helpdesk. The main area has an orange header with the user's name 'Atakan Ozsoy' and a hamburger menu icon. Below the header are four summary cards: 7 Stores, 25 Channels, 130 Orders, and 1950 Products. The main content area is titled 'Search by Name' and contains a table with 7 rows of store data. Each row includes a dropdown arrow, a name, a long alphanumeric ID, and a 'VIEW STC' button. The table footer shows 'Total Items: 7' and pagination controls for 'Rows per page: 50', 'Page 1 of 1', and a 'GO' button.

	Name	
▼	Magento 2 test	
▼	Backmarket Test	
▼	opencart test	
▼	Fruugo Test	
▼	Shopify New Endpoints Test	
▼	TikTok Test	
▼	DHL Plugin Test	

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 <small>c5e7322a-c839-4ca3-a431-c3f65acc8ea59</small>	
Backmarket Test <small>c44ef7fd-dfbb-4202-ac24-3f2c113d312b</small>	
opencart test <small>bd525d0c-e1eb-498c-84da-2145d9f96209</small>	
Fruugo Test <small>cc7369df-f6b1-49c4-b818-2432a162494e</small>	
Shopify New Endpoints Test <small>51c33906-0c5a-42e8-ac3c-b858df0694ef</small>	
TikTok Test <small>ae9e334d-3654-4f2c-906f-6bc480b35ab8</small>	
DHL Plugin Test <small>900b48d3-0dc6-4454-8657-ad90d50060d6</small>	

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 <small>81c57552-8113-4e58-be0f-2a2ad76790c5</small>	backmarket	<input type="checkbox"/>	
CDiscout <small>b00a3b3b-72e7-480b-a5ab-40497b29a4e2</small>	cdiscout	<input type="checkbox"/>	
EKM <small>b60e2d1-66ef-4661-a8a3-f9f671bd3eb8</small>	ekm	<input type="checkbox"/>	
Etsy <small>40311f24-9979-49f6-b9f4-ccd80257270e</small>	etsy	<input type="checkbox"/>	
Fruugo <small>259e4efe-af0a-44b4-a4cf-a6b7a38f2ac3</small>	fruugo	<input type="checkbox"/>	
Groupon <small>0460d20b-810e-43f3-9f1b-ce3c5501daa0</small>	groupon	<input type="checkbox"/>	
Interspire <small>de534c11-ce53-4700-8f01-300e9819f224</small>	interspire	<input type="checkbox"/>	
Linnworks <small>2f840be5-e8b1-4c0f-9ab2-f558599f0ca3</small>	linnworks	<input type="checkbox"/>	
Magento <small>752053d6-e1a5-4922-95a7-e0dd32448ad4</small>	magentovl	<input type="checkbox"/>	
Magento 2 <small>7a13b4ed-08b9-43c9-a224-8f0608089ae6</small>	magento	<input type="checkbox"/>	
ManoMano <small>a8a9b1d4-0476-4f04-a85e-090a7408a890</small>	manomano	<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

Dashboard

Products

Orders

Confirmation Orders

Invoices

Customers

Stores

Channels

Transaction Records

Helpdesk

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Store > Magento 2 test > Back Market

Edit Channel

Is Active

COURIERS

COURIER SERVICE MAPPING

ORDERS

PRODUCTS

TRANSACTION RECORDS

BACK

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

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

Use Default Get Orders Interval

Ignore Orders Before

Order Polling

## Check If the Products Are in the Main Products

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

Channels

Atakan Ozsoy Emre

Dashboard

Products

Orders

Confirmation Orders

Invoices

Customers

Stores

Channels

Transaction Records

Helpdesk

powered by Despatch Cloud

7 Stores

25 Channels

130 Orders

1950 Products

Search by Name

Name	
<div>▼</div> <div>Magento 2 test</div> <div>c5e7322a-c539-4ca3-a431-c3f65ac8ea59</div>	VIEW STC
<div>▼</div> <div>Backmarket Test</div> <div>c44ef71d-dfbb-4202-ac24-312c113d312b</div>	VIEW STC
<div>▼</div> <div>opencart test</div> <div>bd525d0c-e1eb-498c-84da-2145d9196209</div>	VIEW STC
<div>▼</div> <div>Fruugo Test</div> <div>cc7369df-f6b1-49c4-b818-2432a162494e</div>	VIEW STC
<div>▼</div> <div>Shopify New Endpoints Test</div> <div>51c33908-0c5a-42e8-ac3c-b858df0694ef</div>	VIEW STC
<div>▼</div> <div>TikTok Test</div> <div>ae9e334d-3654-4f2c-908f-6bc480b35ab8</div>	VIEW STC
<div>▼</div> <div>DHL Plugin Test</div> <div>900b48d3-0dc8-4454-9657-ad90d50060d8</div>	VIEW STC

Total Items: 7

Rows per page: 50

Page 1 of 1

GO

- 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

powered by Despatch Cloud

Stores

Search by Name

Name	Acti
Magento 2 test <small>c5e7322a-c839-4ca3-a431-c3f65ac8ea59</small>	
Backmarket Test <small>c44ef7fd-dfbb-4202-ac24-3f2c113d32b</small>	
opencart test <small>bd525d0c-e1eb-498c-84da-2145d9f96209</small>	
Fruugo Test <small>cc7369df-f6b1-49c4-b818-2432a162494e</small>	
Shopify New Endpoints Test <small>51c33906-0c5a-42e8-ac3c-b858df0694ef</small>	
TikTok Test <small>ae9e334d-3654-4f2c-906f-6bc480b35ab8</small>	
DHL Plugin Test <small>900b48d3-0dc6-4454-8657-ad90d50060d6</small>	

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

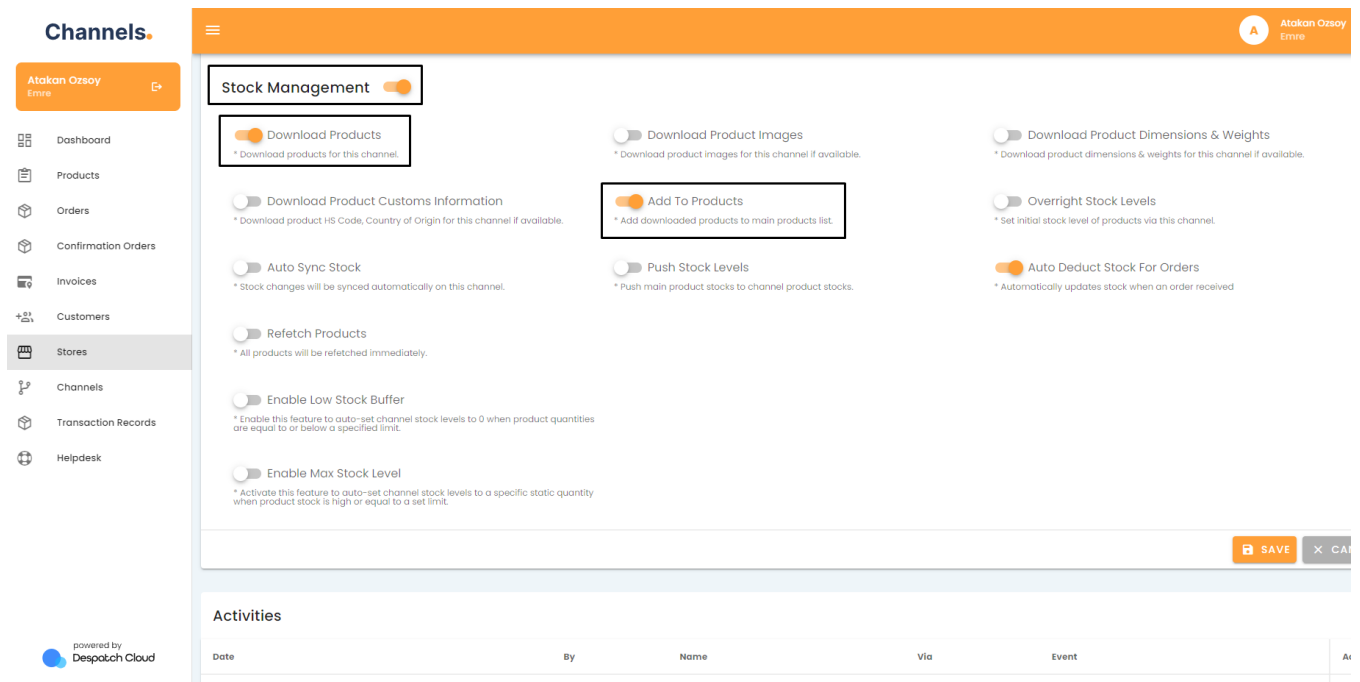
CHANNELS PLUGINS ACCOUNTING CHANNEL WEBHOOKS STORE NOTIFICATIONS SHARED COMPANIES STORE SETTINGS

Channels

Search by Name

Channels ↑	Provider	Active	Acti
Back Market <small>81c57552-8113-4e58-be0f-2a2ad76790c5</small>	backmarket	<input type="checkbox"/>	
CDiscount <small>b00a3b3b-72e7-480b-a5ab-40497b29a4e2</small>	cdiscoun	<input type="checkbox"/>	
EKM <small>b501e2d1-66ef-4661-a8a3-f9f671bd3eb8</small>	ekm	<input type="checkbox"/>	
Etsy <small>40311f24-9979-49f6-b9f4-ccd80257270e</small>	etsy	<input type="checkbox"/>	
Fruugo <small>259e4efe-af0a-44b4-a4cf-a6b7a38f2ac3</small>	fruugo	<input type="checkbox"/>	
Groupon <small>0460d20b-810e-43f3-9f1b-ce3c5501daa0</small>	groupon	<input type="checkbox"/>	
Interspire <small>de534c11-ce53-4700-8f01-300e9819f224</small>	interspire	<input type="checkbox"/>	
Linnworks <small>2f840be5-e8b1-4c0f-9ab2-f558599f0ca3</small>	linnworks	<input type="checkbox"/>	
Magento <small>752053d6-e1a5-4922-95a7-e0dd32448ad4</small>	magentovl	<input type="checkbox"/>	
Magento 2 <small>7a13b4ed-08b9-43c9-a224-8f0608089ae6</small>	magento	<input type="checkbox"/>	
ManoMano <small>a8a9b1d4-0476-4f0a-a8e5-09d7a408a890</small>	manomano	<input type="checkbox"/>	

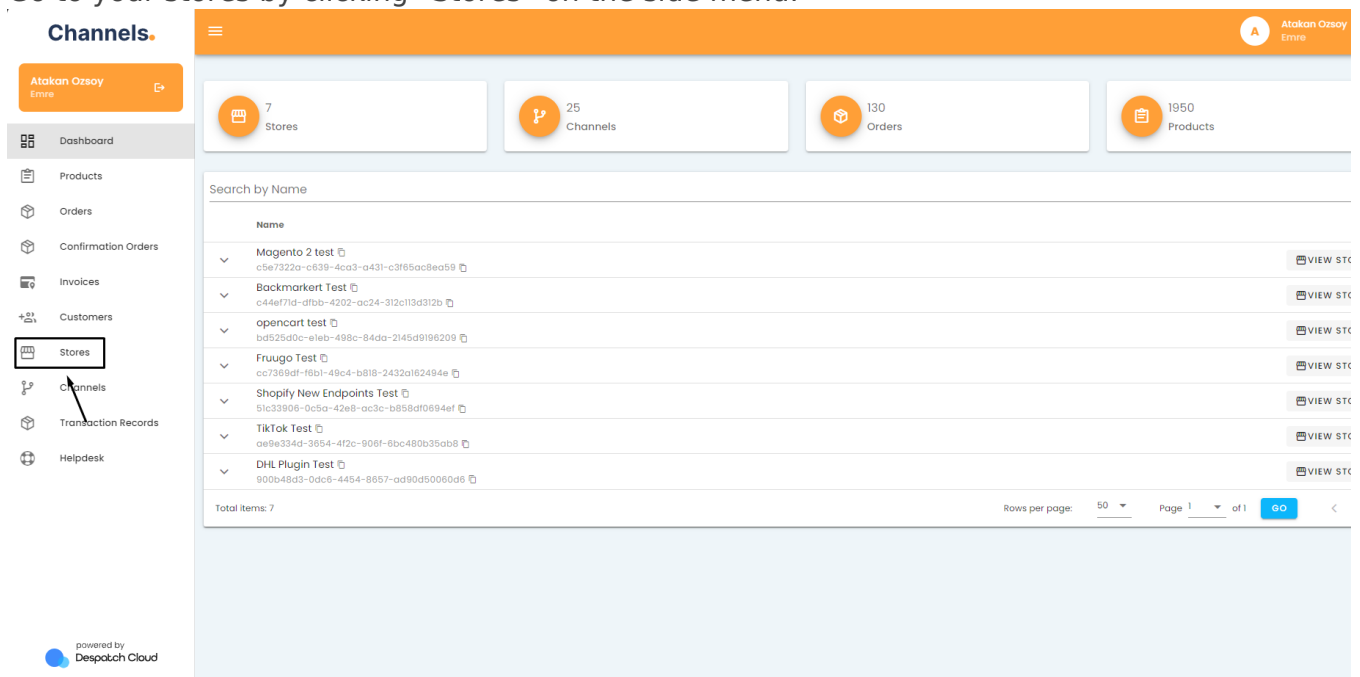
4. Switch on Stock Management, Download Products and Add To Products.



## 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.



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

Channels.

Atakan OzsoyEmre

DashboardProductsOrdersConfirmation OrdersInvoicesCustomersStoresChannelsTransaction RecordsHelpdesk

powered byDespatch Cloud

Stores

Search by Name

Name	Acti
Magento 2 test c5e7322a-c839-4ca3-a431-c3f65ac8ea59	<input checked="" type="checkbox"/>
Backmarket Test c44ef7fd-dfbb-4202-ac24-3f2c113d312b	<input type="checkbox"/>
opencart test bd525d0c-e1eb-498c-84da-2145d9f96209	<input type="checkbox"/>
Fruugo Test cc7369df-f6b1-49c4-b818-2432a162494e	<input type="checkbox"/>
Shopify New Endpoints Test 51c33906-0c5a-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: 50Page 1 of 1GO

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

Channels.

Atakan OzsoyEmre

DashboardProductsOrdersConfirmation OrdersInvoicesCustomersStoresChannelsTransaction RecordsHelpdesk

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Store > Magento 2 test

CHANNELSPUGINSACCOUNTING CHANNELWEBHOOKSSTORE NOTIFICATIONS  
SHARED COMPANIESSTORE 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	cdiscout	<input type="checkbox"/>	<input type="checkbox"/>
EKM b60e2d1-66ef-4661-a8a3-f9f671bd3eb8	ekm	<input type="checkbox"/>	<input type="checkbox"/>
Etsy 40311f24-9979-49f6-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-f558599f0ca3	linnworks	<input type="checkbox"/>	<input type="checkbox"/>
Magento 752053d6-e1a5-4922-95a7-e0dd32448ad4	magentovl	<input type="checkbox"/>	<input type="checkbox"/>
Magento 2 7a13b4ed-08b9-43c9-a224-8f0608089ae6	magento	<input type="checkbox"/>	<input type="checkbox"/>
ManoMano a8a9b114-0476-4f4a-a85e-070a7408a819	manomano	<input type="checkbox"/>	<input type="checkbox"/>

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

Channels

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DashboardProductsOrdersConfirmation OrdersInvoicesCustomersStoresChannelsTransaction RecordsHelpdesk

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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

CANCEL

Activities

Date	By	Name	Via	Event	At
------	----	------	-----	-------	----

5. Click on the save button.

Channels

Atakan OzsoyEmre

DashboardProductsOrdersConfirmation OrdersInvoicesCustomersStoresChannelsTransaction RecordsHelpdesk

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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.

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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

CANCEL

Activities

Date	By	Name	Via	Event	At
------	----	------	-----	-------	----

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