eBay Marketplace Integration

by CedCommerce Products Documentation

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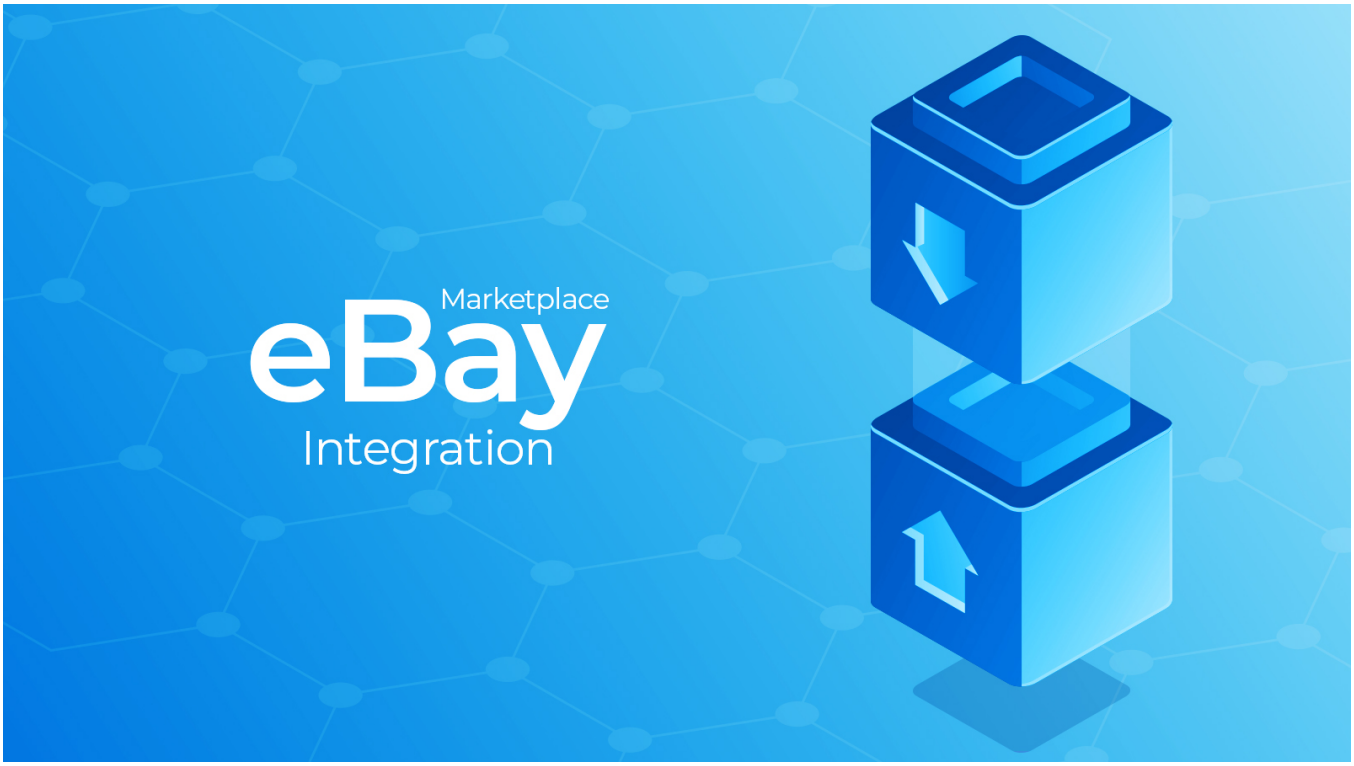
1. Overview

As an eCommerce seller, would you not want to sell on leading Marketplaces to sell your online store products? If the answer to the above question, is, yes, then let's acquaint you to one of the world's top-selling Marketplaces- eBay.

eBay, a global Marketplace, started in 1995 with a view to help online sellers from all over the world to ensure a seamless selling experience.

To make the process of selling Shopify products on eBay easier, we have come up with eBay Marketplace Integration.
This solution has been designed with a perspective, that sellers who wish to sell their Shopify products on eBay can effortlessly list the products and manage them on eBay through a single platform.



(https://docs.cedcommerce.com/wp-content/uploads/2019/05/main-banner-image-modify.jpg)

Explore the prominent features of our solution:

1) Quick Onboarding: Executing the initial steps of getting your hands on the app is just a matter of a few minutes. The Onboarding Steps consist of all the important procedures (Registration, Category Mapping, etc). This reduces further efforts while using the app.

2) Profiling: The app provides the option to group products and assigns various business policies (Shipping, Payment & Return), templates(Inventory, Pricing, Title & Category). You can put products in a profile on the basis of different product properties such as product type, vendor, etc.

3) Manageable Templates: There is a segregated section in the app that allows the users to create Title, Inventory, Category (apart from the one set during Onboarding) & Price Templates to make the process of selling on eBay automated.

4) Easy Listing: The app helps to easy list Shopify products on eBay. The product details are properly fetched from Shopify to the app and are flawlessly conveyed to eBay.

5) Product Management: The app helps you to edit/update the details of your Shopify products and reflect the same on eBay.

6) Order Management: Fetch the orders received on eBay to the app & fulfill them from your Shopify store through the app.

Sections in our app:

Onboarding

Complete the Registration process that includes connecting your eBay account to Shopify store & required fields to fill for smooth selling on eBay.

(https://docs.cedcommerce.com/wp-content/uploads/2019/05/Onboarding.png)

Profiles

In this section, you can create multiple groups, to which you can assign Business Policies (Shipping, Payment, Return), Templates (Inventory, Pricing, Title, Category). You can add products to each profile on the basis of desired product properties (Title, SKU, Description, etc.)

(https://docs.cedcommerce.com/wp-content/uploads/2019/05/eBay-profiles.png)

Products

View your product details such as image, title, eBay Item Id, associated profile, Inventory, eBay Status (Uploaded/Not uploaded), etc.

(https://docs.cedcommerce.com/wp-content/uploads/2019/05/products.png)

Orders

View your order details such as eBay Order ID, Customer Name, Shopify Order Name, Date of Product Import,etc.

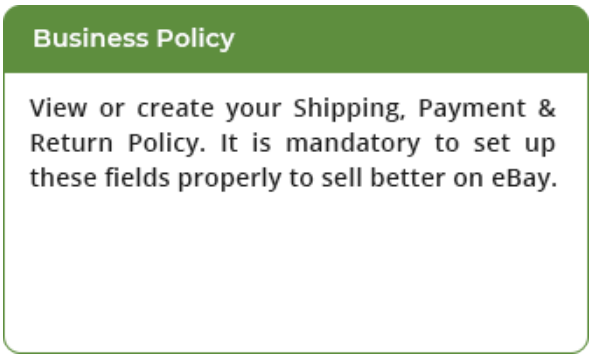
You can also check order status (Unfulfilled /Fulfilled/Failed/Cancelled).

(https://docs.cedcommerce.com/wp-content/uploads/2019/05/order.png)

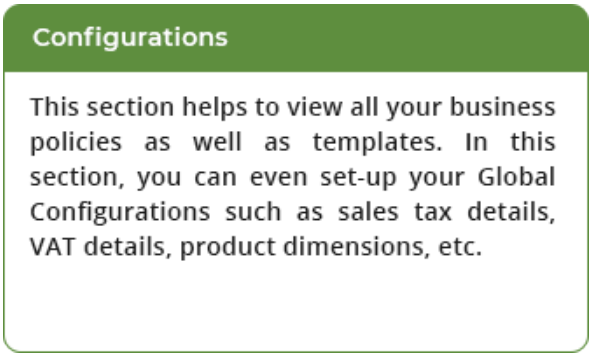
Templates

This section helps in viewing Category Templates as set up at the time of Onboarding. One can also manage Inventory, Pricing & Title of their products by creating respective templates.

(https://docs.cedcommerce.com/wp-content/uploads/2019/05/Templates.png)



(https://docs.cedcommerce.com/wp-content/uploads/2019/05/Business-Policy.png)



(https://docs.cedcommerce.com/wp-content/uploads/2019/05/Configurations-1.png)

(https://docs.cedcommerce.com/wp-content/uploads/2019/05/Activities.png)

2. Onboarding

To use an app efficiently, it is very important to onboard yourself appropriately. We have segmented the onboarding process into 6 steps. Each step is an effort to bring you closer to becoming an outstanding eBay seller.

The Onboarding process of the doc is quite effortless as the actions to perform are well divided into six simple steps:

1) Registration(https://docs.cedcommerce.com/shopify/ebay-channel-integration-

guide/?preview=true&section=regstn)

2) eBay account linking(https://docs.cedcommerce.com/shopify/ebay-channel-integration-guide/?preview=true&section=link-your-ebay-account)

3) Plan selection(https://docs.cedcommerce.com/shopify/ebay-channel-integration-guide/?preview=true&section=choose-a-plan)

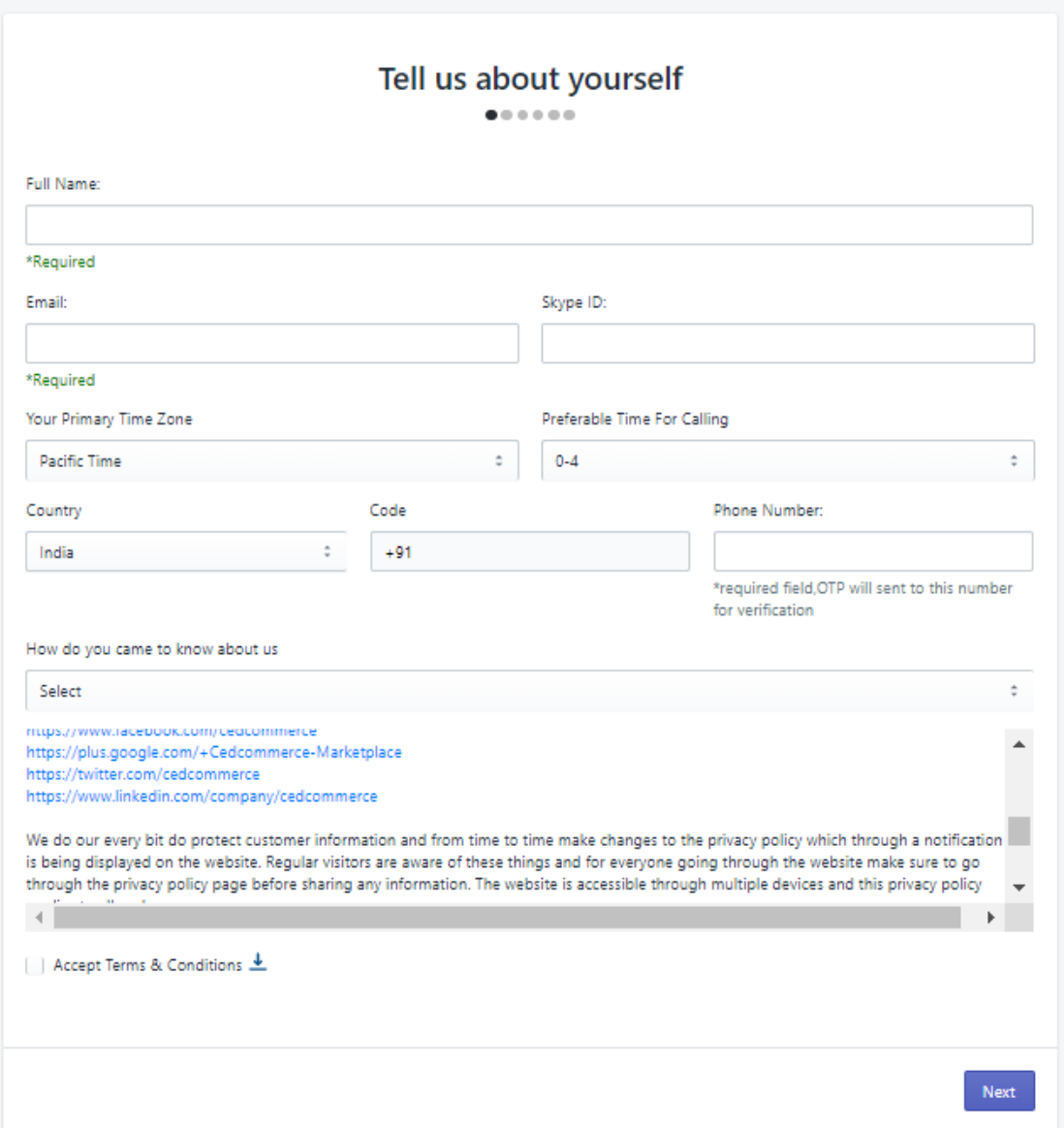
4) eBay & Shopify attribute mapping(https://docs.cedcommerce.com/shopify/ebay-channel-integration-guide/?preview=true&section=map-ebay-shopify-fields)

5) Business policy set-up(https://docs.cedcommerce.com/shopify/ebay-channel-integration-guide/?preview=true&section=set-your-business-policies)

6) Default category template set-up(https://docs.cedcommerce.com/shopify/ebay-channel-integration-guide/?preview=true&section=execute-category-mapping)

2.1. Registration

The first step of the onboarding process is all about filling in the below for:



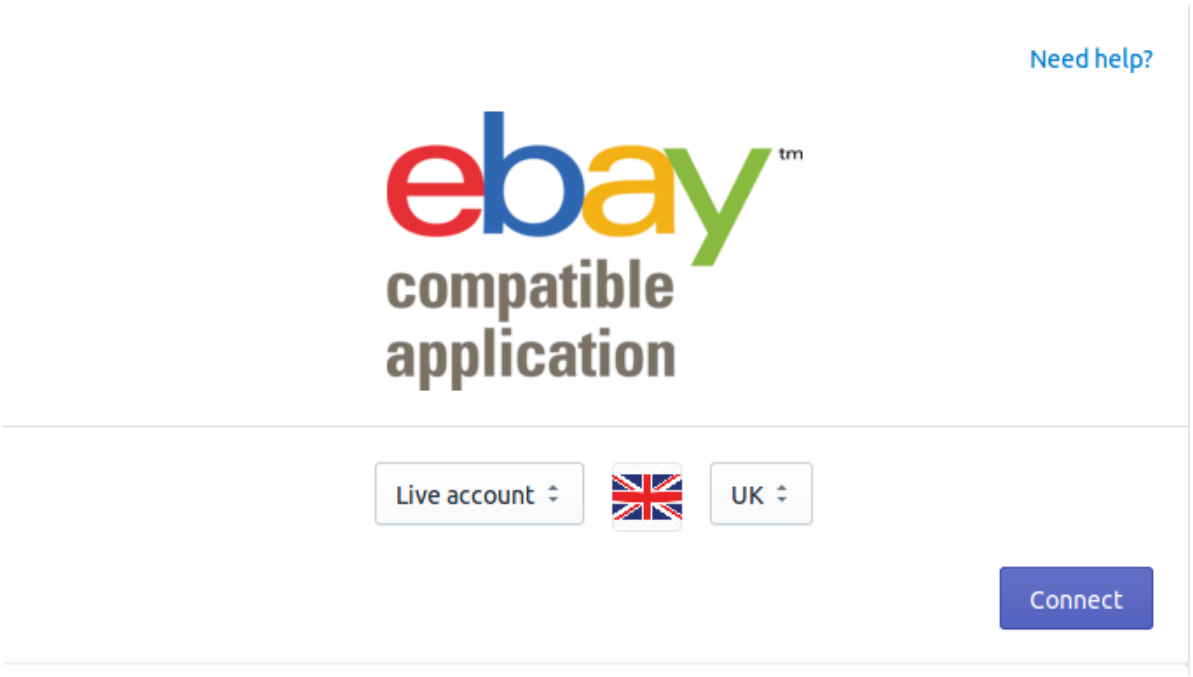
(https://docs.cedcommerce.com/wp-content/uploads/2019/05/eBay-registration.png)

Make sure that you do not forget to accept the terms & conditions after reading them properly.

Mobile Number Verification: Enter the OTP received on your mobile phone & verify the same to proceed.

2.2. Link your eBay account

Choose a location & connect your eBay account with the app.



(https://docs.cedcommerce.com/wp-content/uploads/2019/05/connect.png)

After clicking on the “Connect” button, you will see a pop-up, which will re-direct you to the eBay store. Having reached eBay.com, you need to sign in if, you already sell on eBay, or else register.

Succeeding this, you will see eBay terms & conditions, to which you need to agree by tapping on the “I agree” button.

Watch the video below to know more:

2.3. Choose a plan

Select a payment plan of your choice to enjoy the perks of the app. To explore the app, you can try the free plan and know the app inside out.

Choose a plan

$ 39
/month

Choose this plan

Silver

Manage upto 3000 products and sync upto 1000 orders

Silver plan services

- Upload and manage upto 3000 products
- Sync upto 1000 orders
- Real time product and inventory syncing

$ 69
/month

Choose this plan

Gold

Manage upto 10000 products and sync upto 5000 orders

Gold plan services

- Upload and manage upto 10000 products
- Sync upto 5000 orders
- Real time product and inventory syncing

$ 99
/month

Choose this plan

Platinum

Manage unlimited products and unlimited order syncing

Platinum plan services

- Upload and manage unlimited products
- Unlimited order sync
- Real time product and inventory syncing

$ 0
/month

Choose this Plan

Free plan

Manage upto 250 products and sync upto 50 orders

Free plan services

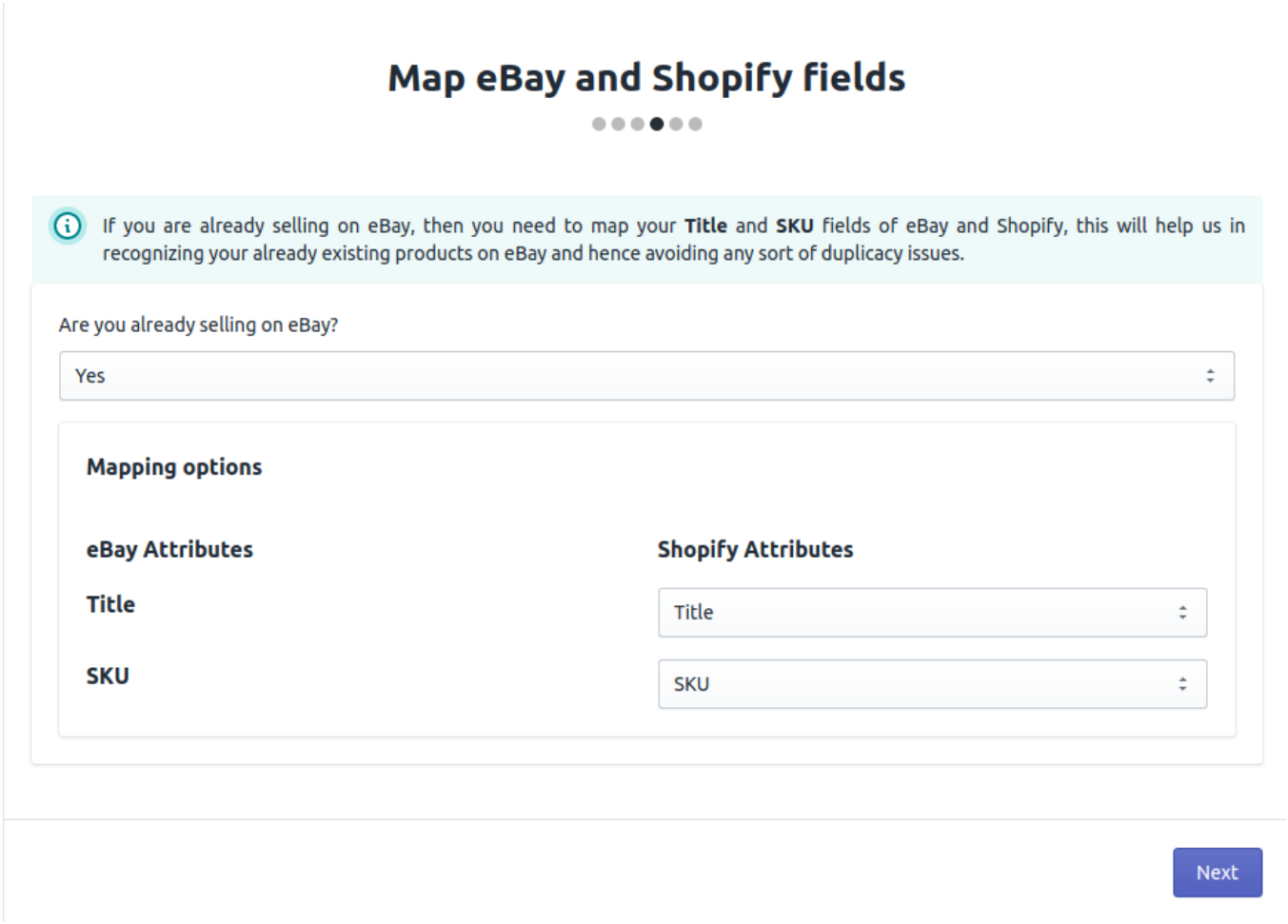
- Upload upto 250 products
- Sync upto 50 orders
- Real time inventory syncing

Next

(https://docs.cedcommerce.com/wp-content/uploads/2019/05/paym.png)

2.4. Map eBay & Shopify fields

This functionality of the app ensures that you effortlessly map eBay and Shopify attributes of already existing eBay products. This process is to help you avoid duplicate product upload of Shopify products on eBay. You can map Shopify attributes with eBay Title or SKU.



(https://docs.cedcommerce.com/wp-content/uploads/2019/05/map.png)

2.5. Set your business policies

It is very important to have appropriate business policies (Payment, Shipping, Return) before you start to sell on eBay. In this step, you need to either choose an existing business policy or create a new one(https://docs.cedcommerce.com/shopify/ebay-channel-integration-guide/?section=bsns-policies)
, which will be used as a default business policy for your products.
This section has been created with a point of view to help existing eBay sellers choose business policies that can be used as the default ones.

This section even helps to set selling details such as Sales Tax Details, item location, and excluded shipping locations.

1) Sales tax details: Select a country and the tax percentage you want to implement for that particular country. You can even apply shipping & handling costs.

2) Item location: Postal code of the place where the item is located. This value is used for proximity searches. This field is mandatory to proceed to the next step.

3) Excluded shipping location: You can create an exclusion list of the locations where you don’t want to ship your products.

Set your business policies

Business Policy

Policies you create or choose below will be set as **default profile** for products but you can change your default settings from **Configuration** section of the app.

Payment policy

Create new

Choose from existing

Choose..

Shipping policy

Create new

Choose from existing

Choose..

Return policy

Create new

Choose from existing

Choose..

Selling details

SALES TAX DETAILS

Country

United States

Tax Percentage

%

Also apply to shipping and handling costs

ITEM LOCATION

Zip Code

EXCLUDED SHIPPING LOCATION

Create Exclusion List

Next

(https://docs.cedcommerce.com/wp-content/uploads/2019/05/no.png)

2.6. Set a default category template

We have listed all the available eBay categories for you to assign to your products. Also, you can search for the desired category using the “Category Search” Bar.

You can assign categories up to 6 levels to be very specific about your product category.

If a category, assigned by you to any product has attributes, you can map them to Shopify attributes through our app.

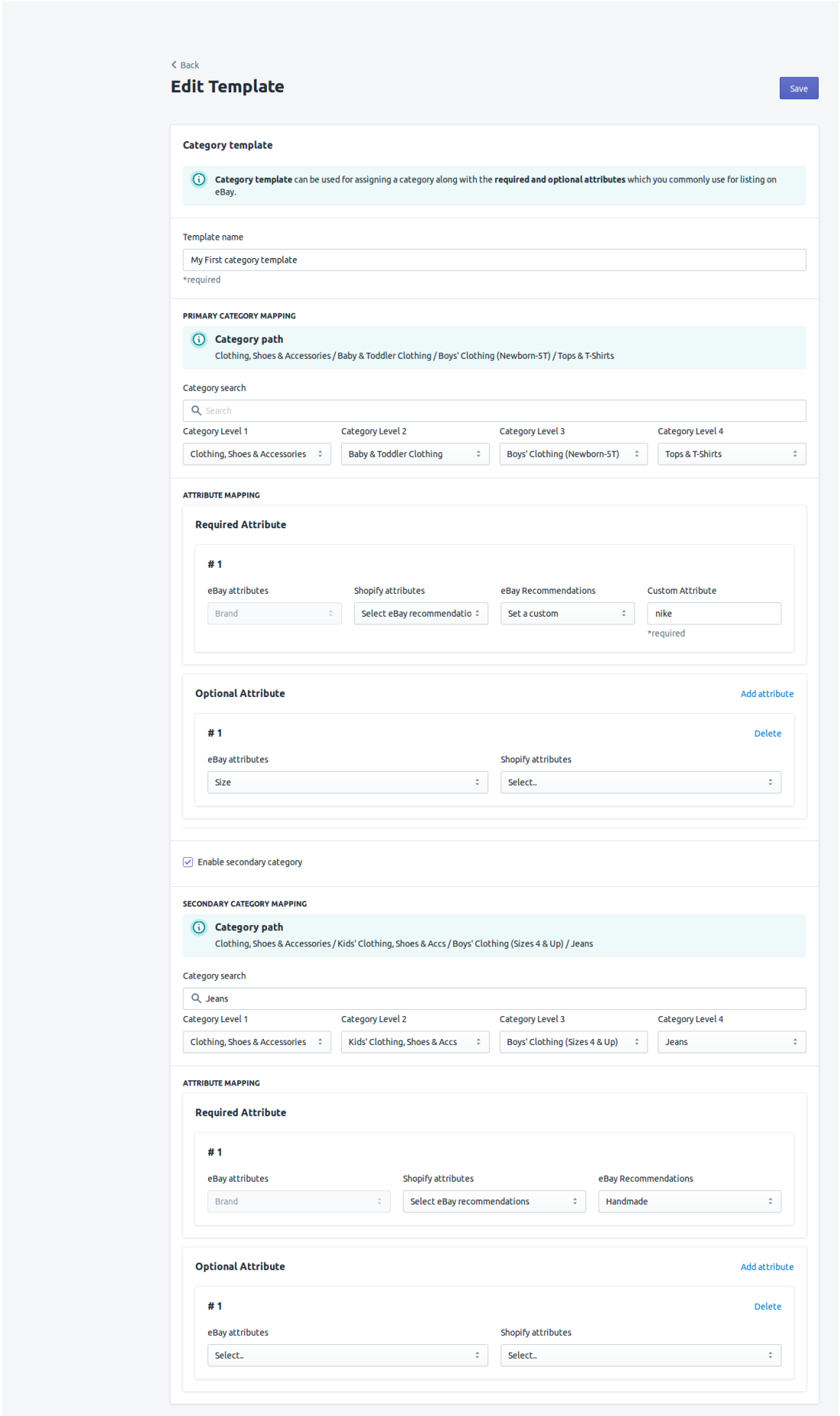
You can choose the categories suitable for your products from the recommendations(as available on eBay) as well.

This is how the Attribute Mapping section looks like:

Product Condition: The seller can choose any one of the following options from the dropdown to tell about his product condition.

Additional Information: eBay recommends sellers to the seller all the relevant details about his product such as ISBN, UPC, EAN, etc.

Secondary Category Mapping: You can also execute Secondary Category Mapping by clicking on “Enable secondary category” as shown in the figure below.
eBay allows you to sell a product in two different categories. Thus, we have provided the option to choose an additional category, apart from the primary category.


Back
Edit Template
Save
Category template
Category template can be used for assigning a category along with the required and optional attributes which you commonly use for listing on eBay.
Template name
My First category template
*required
PRIMARY CATEGORY MAPPING
Category path
Clothing, Shoes & Accessories / Baby & Toddler Clothing / Boys' Clothing (Newborn-5T) / Tops & T-Shirts
Category search
Search
Category Level 1
Clothing, Shoes & Accessories
Category Level 2
Baby & Toddler Clothing
Category Level 3
Boys' Clothing (Newborn-5T)
Category Level 4
Tops & T-Shirts
ATTRIBUTE MAPPING
Required Attribute
1
eBay attributes
Brand
Shopify attributes
Select eBay recommendatio
eBay Recommendations
Set a custom
Custom Attribute
nike
*required
Optional Attribute
Add attribute
1
Delete
eBay attributes
Size
Shopify attributes
Select..
Enable secondary category
SECONDARY CATEGORY MAPPING
Category path
Clothing, Shoes & Accessories / Kids' Clothing, Shoes & Accs / Boys' Clothing (Sizes 4 & Up) / Jeans
Category search
Jeans
Category Level 1
Clothing, Shoes & Accessories
Category Level 2
Kids' Clothing, Shoes & Accs
Category Level 3
Boys' Clothing (Sizes 4 & Up)
Category Level 4
Jeans
ATTRIBUTE MAPPING
Required Attribute
1
eBay attributes
Brand
Shopify attributes
Select eBay recommendations
eBay Recommendations
Handmade
Optional Attribute
Add attribute
1
Delete
eBay attributes
Select..
Shopify attributes
Select..

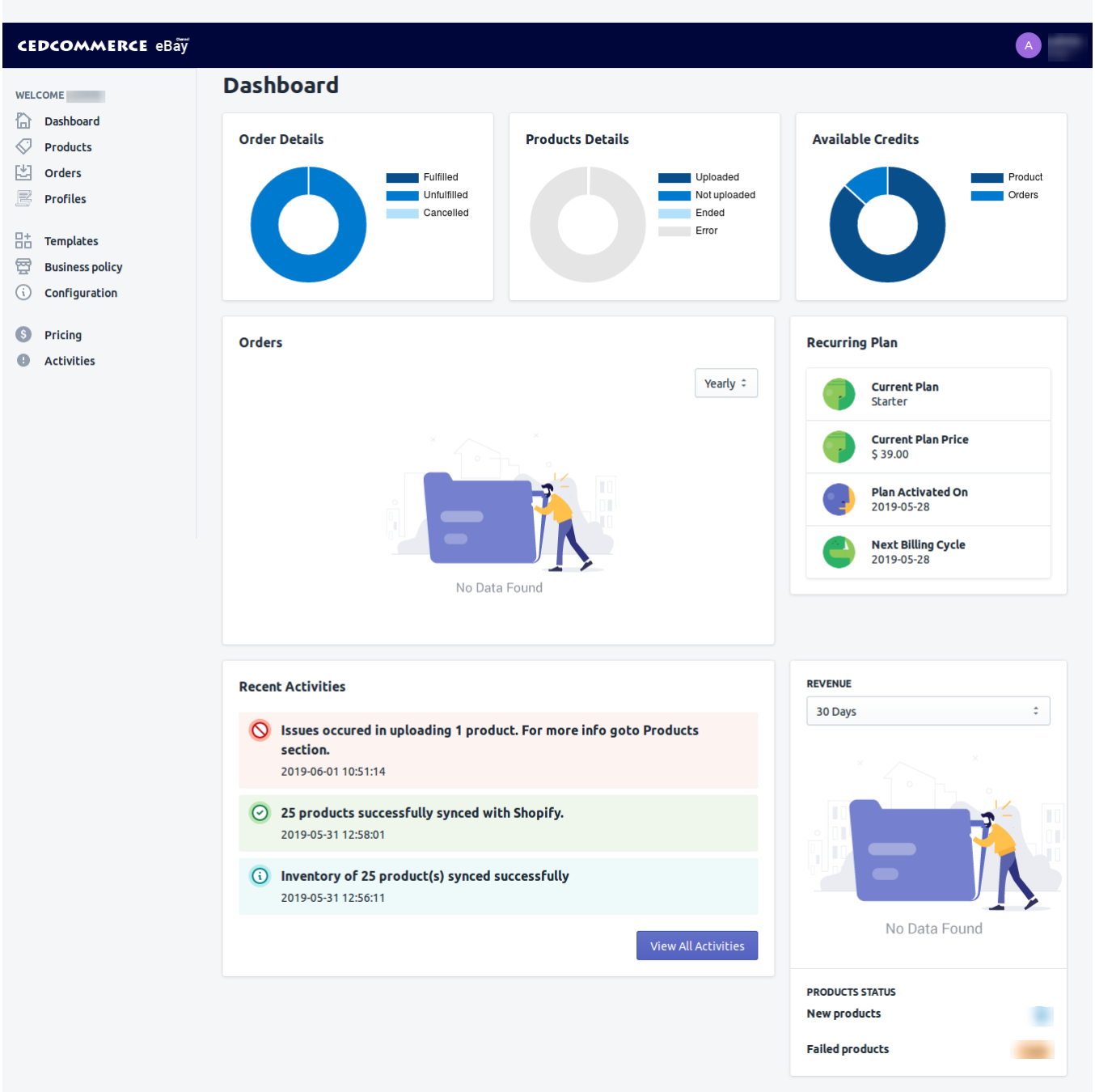
(https://docs.cedcommerce.com/wp-content/uploads/2019/05/cAT.png)

3. Dashboard

The app’s dashboard is solely intended to help sellers have complete insight into orders, product status, credits, plans, sales, and activities.
Just by a glimpse of the dashboard, one can get a clear picture of the entire ongoings on the app.

Isn’t it amazing?

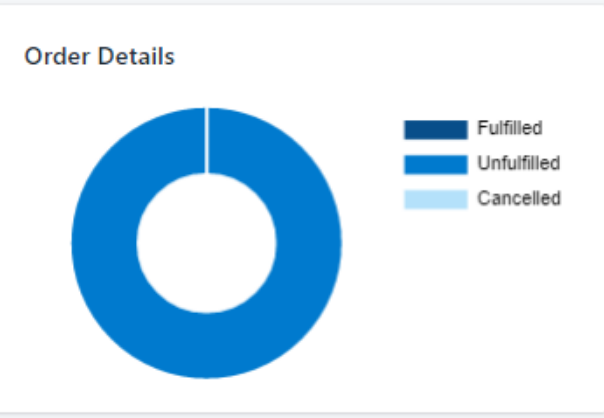
This is how our dashboard looks like:



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/dashboard-final.png)

3.1. Order Details

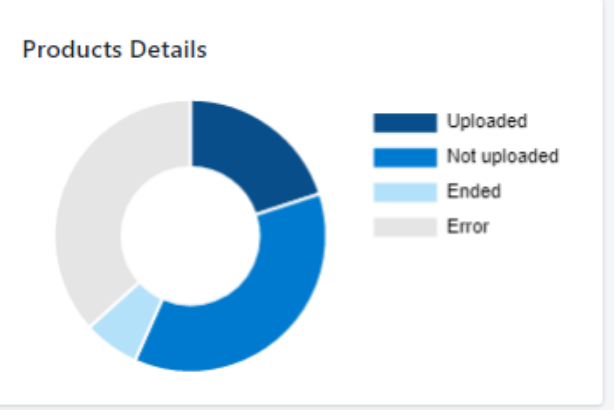
This subsection of the dashboard statistically states the proportion of fulfilled, unfulfilled and canceled orders.



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/order-details.png)

3.2. Product Details

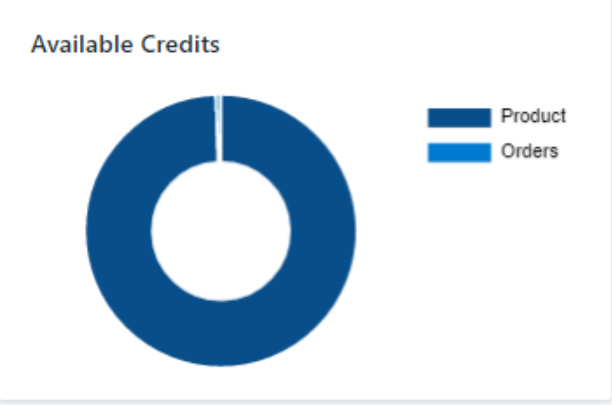
View the appropriate statistics of uploaded, not uploaded and ended products. You can check the error for the products which could not be uploaded.



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/op.png)

3.3. Available Credits

This section helps you to stay updated about the credits left for your products and orders.

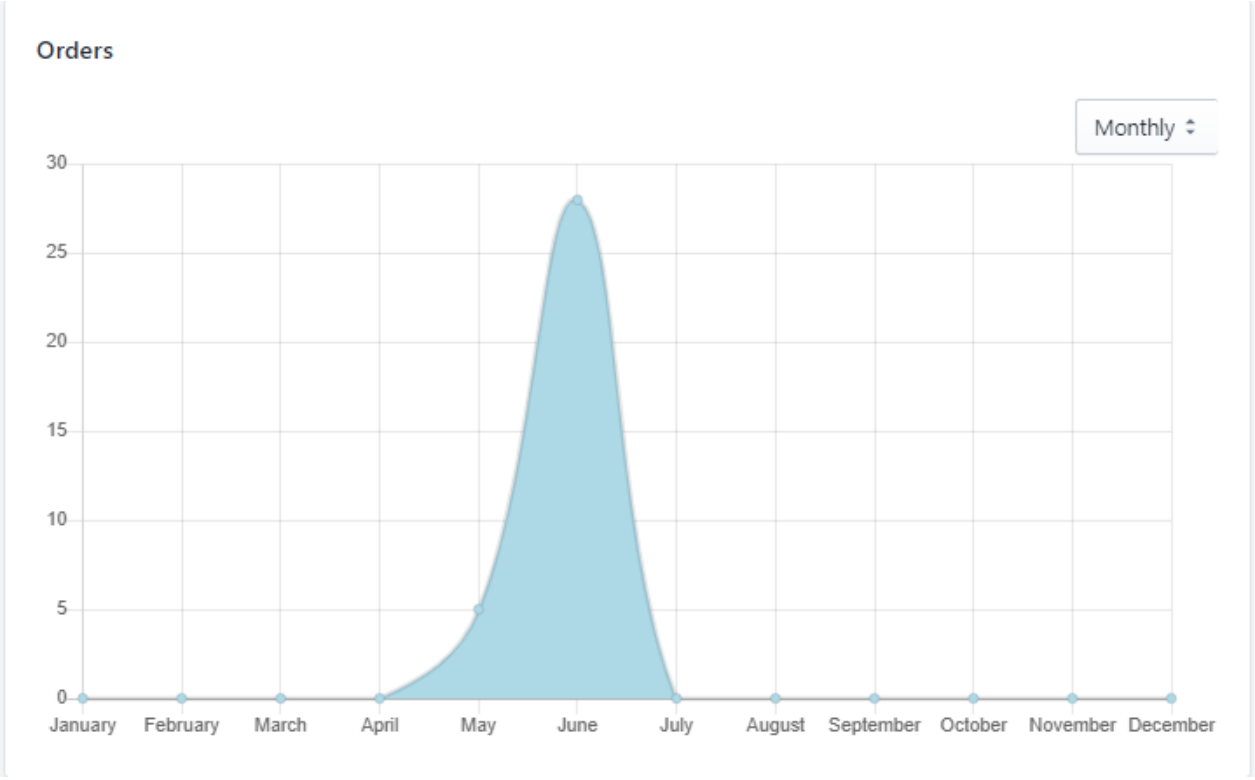


(https://docs.cedcommerce.com/wp-content/uploads/2019/06/available-credits.png)

3.4. Orders

View a graphical representation of the orders received on eBay and managed through the app.

This is the order graph would look like:



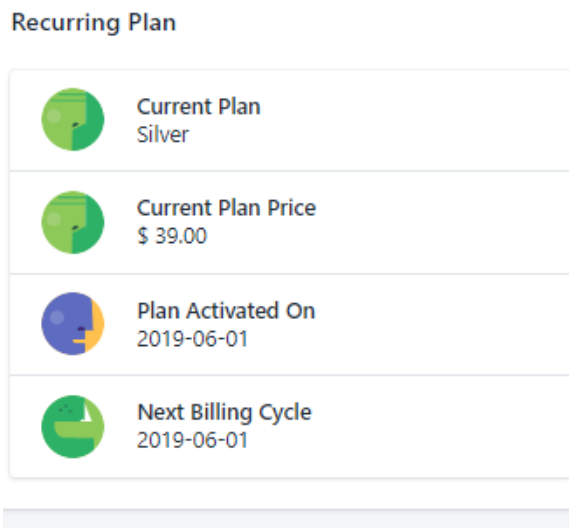
(https://docs.cedcommerce.com/wp-content/uploads/2019/06/order4.png)

The above graph depicts that the maximum orders have been received in between the months of April & July.

You can set the time span for which you want to view the order stats.

3.5. Recurring plan

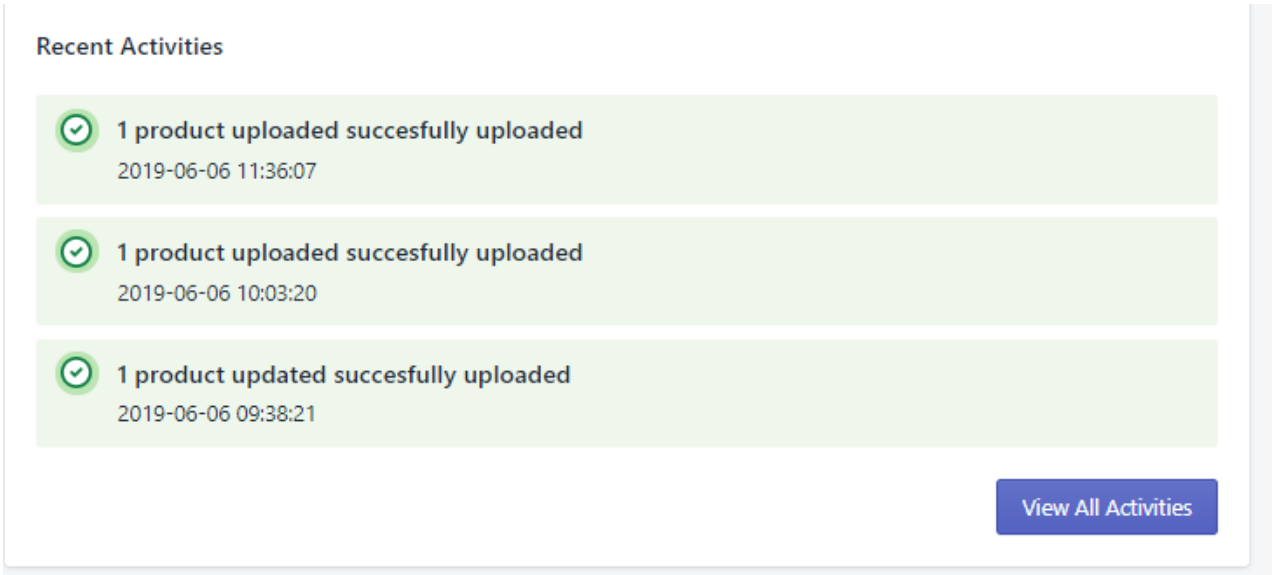
View your plan, current plan price, date of plan activation and date of start of next billing cycle.



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/rp.png)

3.6. Recent Activities

Have a track of recent on goings of the app such as the number of products successfully uploaded, etc.



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/recent-activities.png)

On clicking on View All Activities, you have a look at not only recent activities but also the currently running processes of the app.

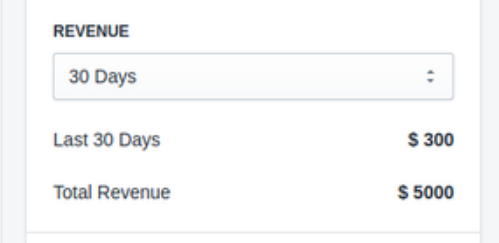
In this section (currently running processes), you can view the activities going on in the background of the app.

For eg: if the order syncing is in the process, the percentage of task completion will be visible here.

3.7. Revenue

View the total income of your eBay orders, that have been managed through the app.

You can set the time range for which you want to fetch the data.



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/AK21.png)

3.8. Products Status

Know the number of new products and failed products.

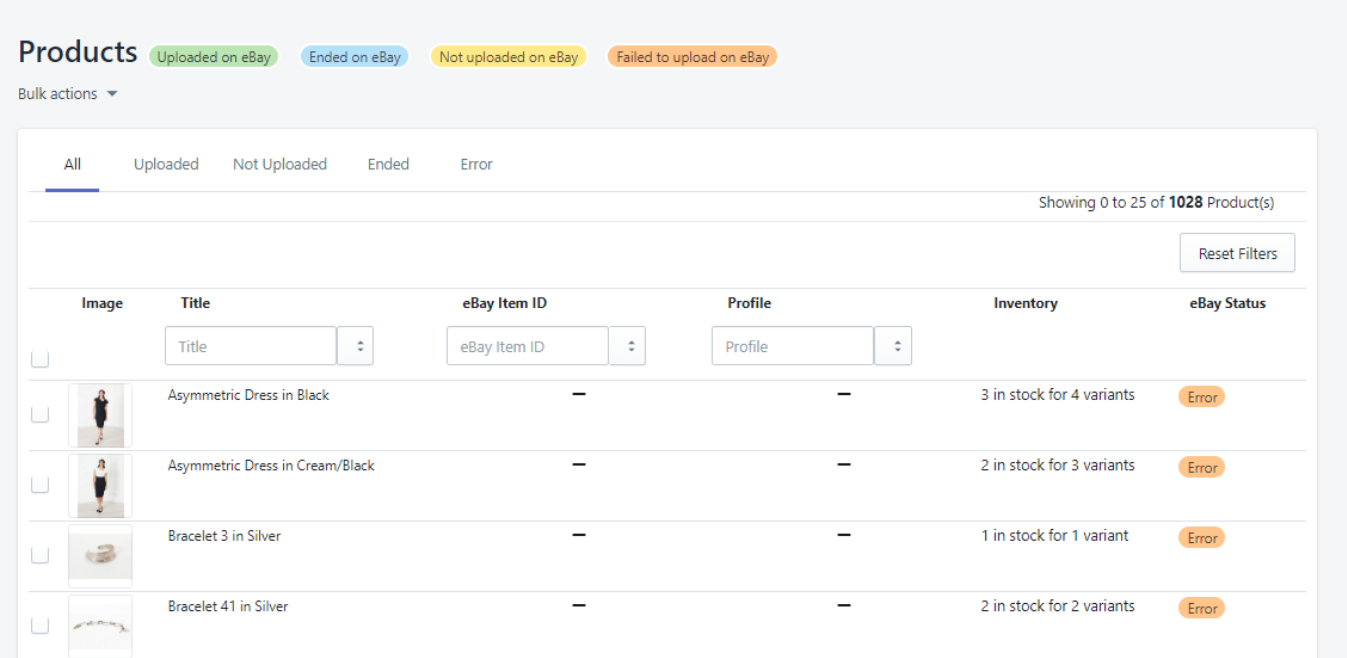
New products- These are the newly imported products from Shopify.

Failed products- These are the products that could not be uploaded on eBay.

(https://docs.cedcommerce.com/wp-content/uploads/2019/06/ps21.png)

4. Products

Product section helps to easily manage your Shopify products on eBay. You will be able to see all the Shopify products that you have imported to the app. You can view the Product Details (Tile, Profile Name, eBay Item Id, etc), Product Status (Uploaded/Not Uploaded/Ended), Bulk Actions (that can be performed on mass actions) and select & perform (to perform actions on chosen products).



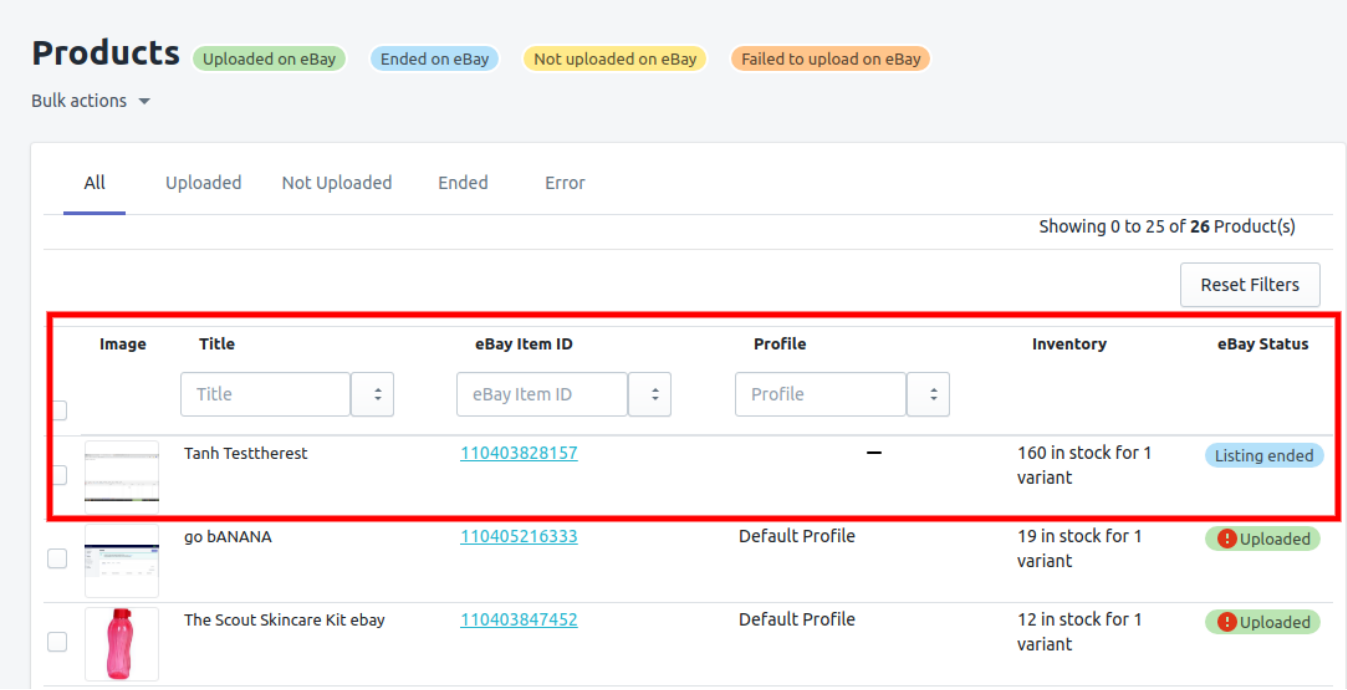
(https://docs.cedcommerce.com/wp-content/uploads/2019/06/products-21.png)

What will you be able to see about your products?

The app helps to see the important Product Details, Product Status, Recent Updates. You can also perform bulk actions and actions on the desired product(s) from the grid.

4.1. Product Details

You can view the Product images, Title (as appears on Shopify), Profile Name (as assigned to the product), eBay Item Id (clicking on this id will help you see details of your products, as visible on eBay).

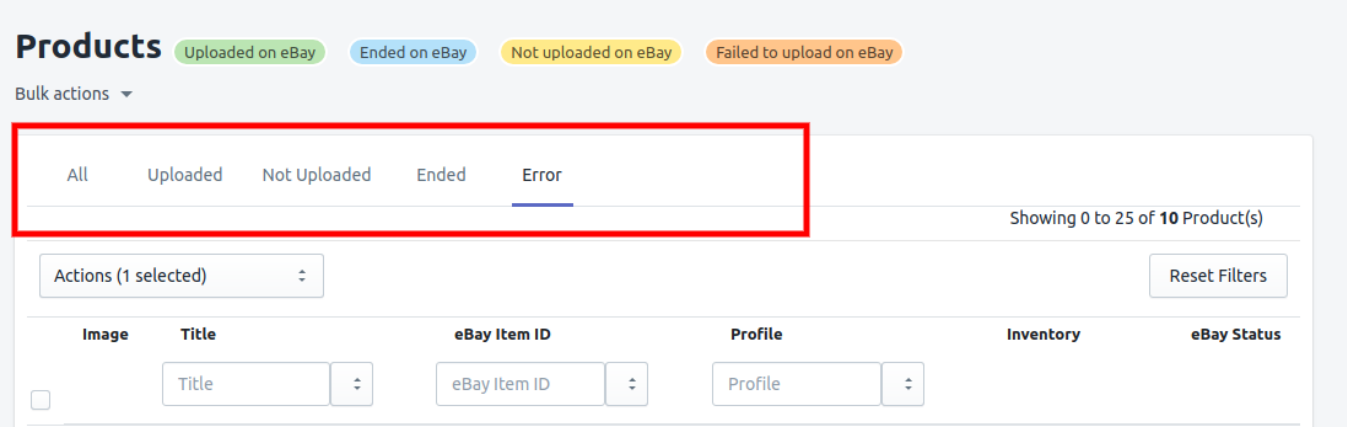


(https://docs.cedcommerce.com/wp-content/uploads/2019/06/product-details-1-1.png)

4.2. Product Status

You can see the Uploaded, Not Uploaded & Ended products separately since we have separate sections for both. You can also view the error encountered while uploading certain products which now fall in in the Not Uploaded category.

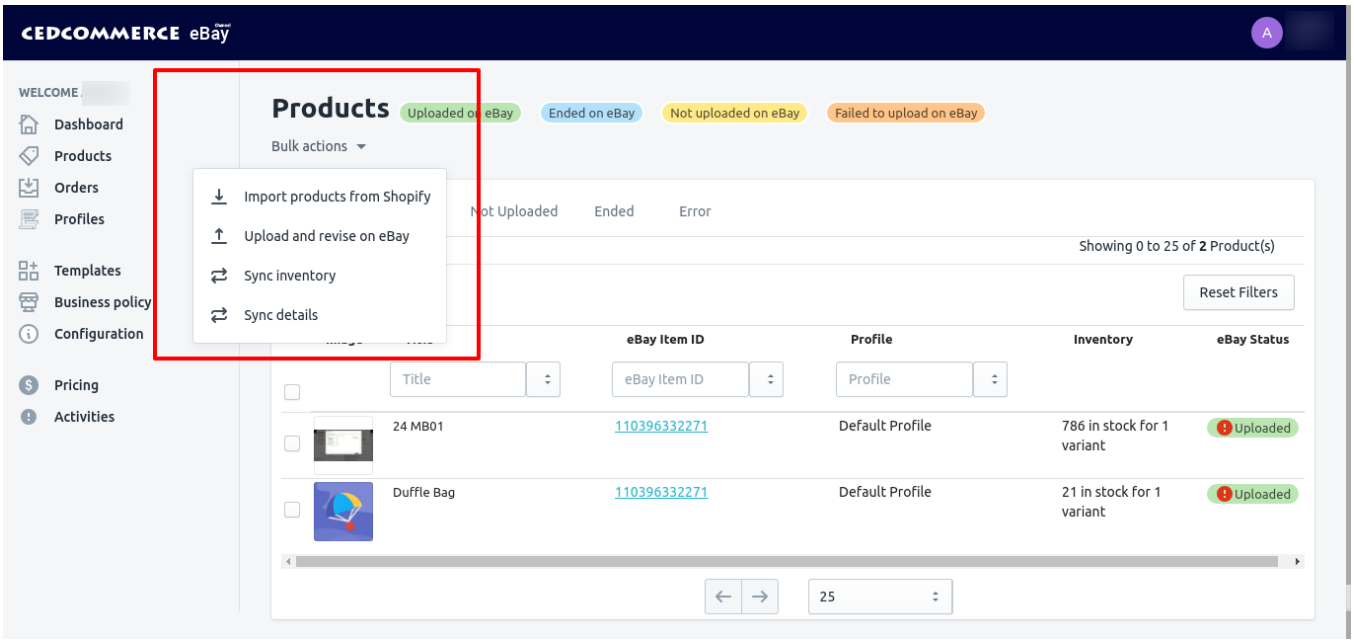
Uploaded products are the Shopify products that are listed on eBay and Not Uploaded products, obviously, aren't listed on eBay.



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/producct-status.png)

4.3. Bulk Action

These are the actions which can be performed on a group of products.



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/bulk-actions.png)

i) Import Products From Shopify: This action helps to fetch Product Details from Shopify to the app in a single go.

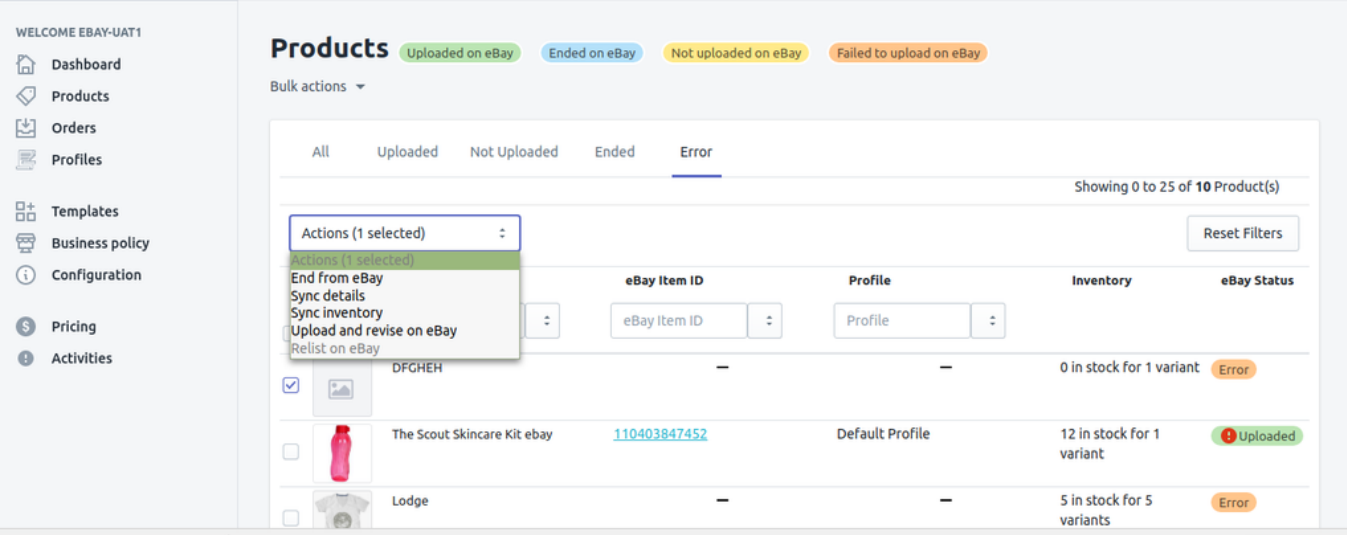
ii) Upload And revise on eBay: One can List the Shopify products to eBay through the app with a single click of the mouse.

iii)Sync Inventory: Update the quantity of your Shopify products on eBay through the app.

iv) Sync Details: Fetch the product details from your Shopify store to the app and update the edited details, if any, on eBay (if the products already exist on eBay).

4.4. Select & Perform

You can choose the desired products from the grid and perform the following actions:



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/product-2020-1.png)

i) End From eBay: This will help to remove the selected product(s) from eBay.

ii) Sync Details: This action will help to bring the edited/updated product details, if any, from Shopify to the app.

iii) Sync Inventory: Have a track of the number of your products and convey the same on eBay through the app.

iv) Upload & Revise on eBay: List the selected Shopify product(s) from the grid on eBay in a single go.

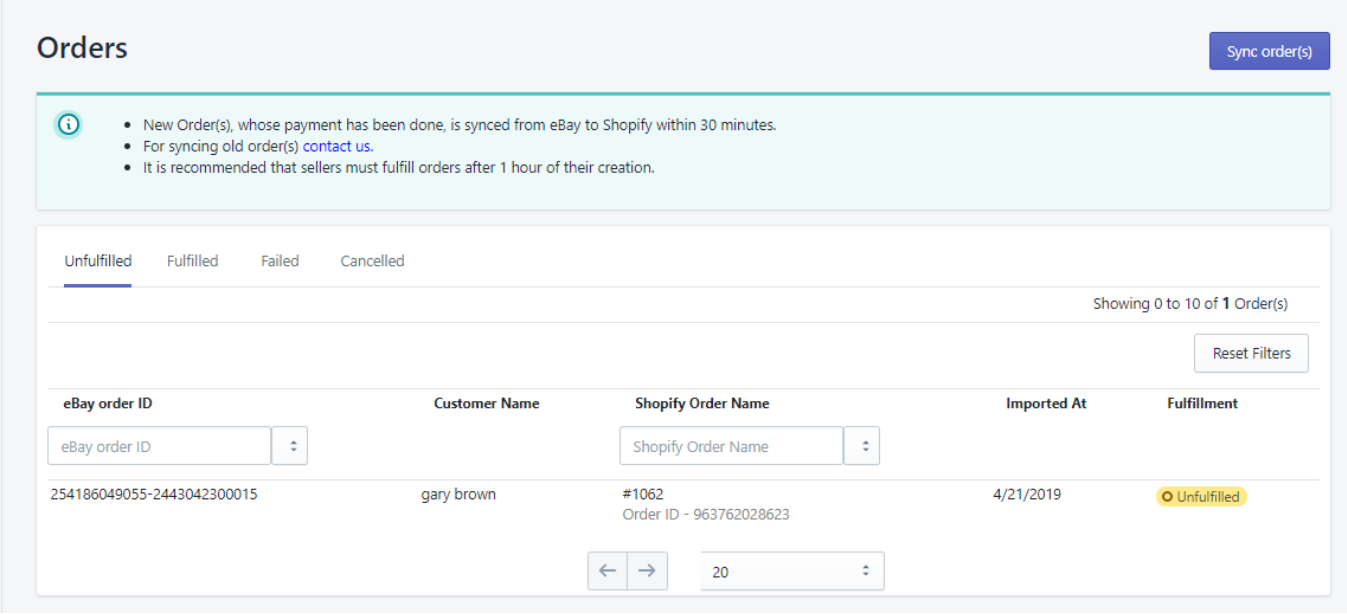
v) Relist on eBay: Enables a seller to relist a listing that has recently ended on a specified eBay site.

Note: The app consists of relevant messages to guide you through each step you perform.

5. Orders

This section is dedicated to syncing eBay orders with Shopify store to successfully create and fulfill them from your Shopify store. You can also view the order status (Unfulfilled/Fulfilled/Failed/Canceled). This section also helps to view important order details such as eBay order Id, Customer name, Shopify order name and such information as visible in the image below.

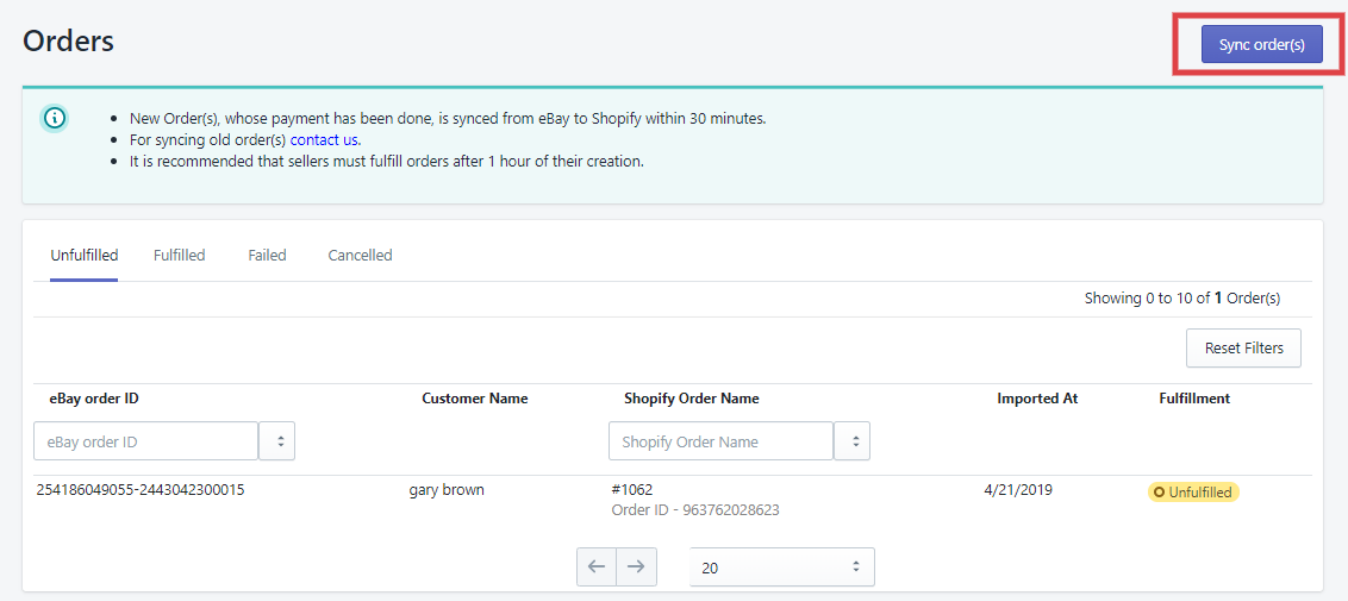
You can also sync new orders received on eBay Marketplace to fulfill them easily from your Shopify store through the app.



(https://docs.cedcommerce.com/wp-content/uploads/2019/05/orders12.png)

5.1. Sync Order(s)

On clicking the bold blue button at the upper right-hand corner, you will sync all the newly received eBay orders to the app.



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/sync-orders.png)

You can view the order syncing status in the “Activities” Section, which has been later explained.

5.2. Order Status

In the order section, you can view the state and progress of an order.

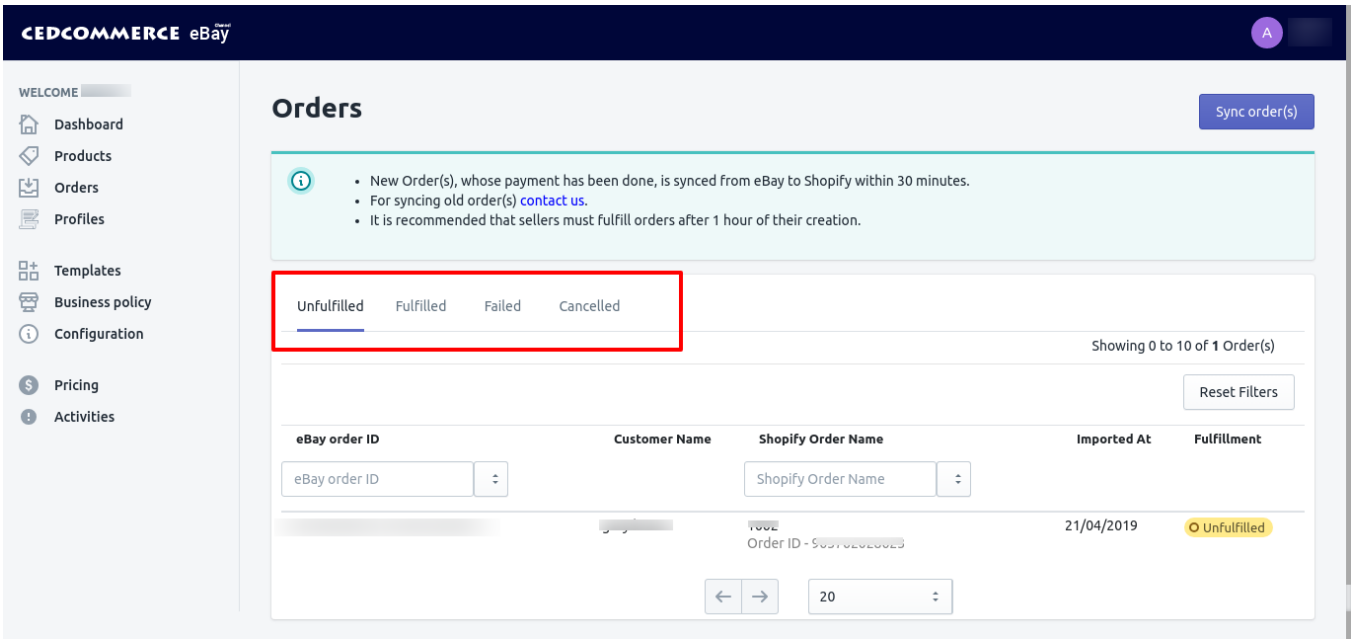
The orders can fall in any one of the following statuses:

1) Unfulfilled: These are the orders that have been received on eBay but are not yet shipped from Shopify.

2) Fulfilled: These are the orders (received on eBay), that have been successfully shipped from Shopify.

3) Failed: The orders that have been received on eBay but cannot be created on Shopify due to insufficient inventory or missing SKU details.

4) Canceled: These are the orders that have been canceled by you due to lack of required inventory, missing SKU, etc.



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/order-status.png)

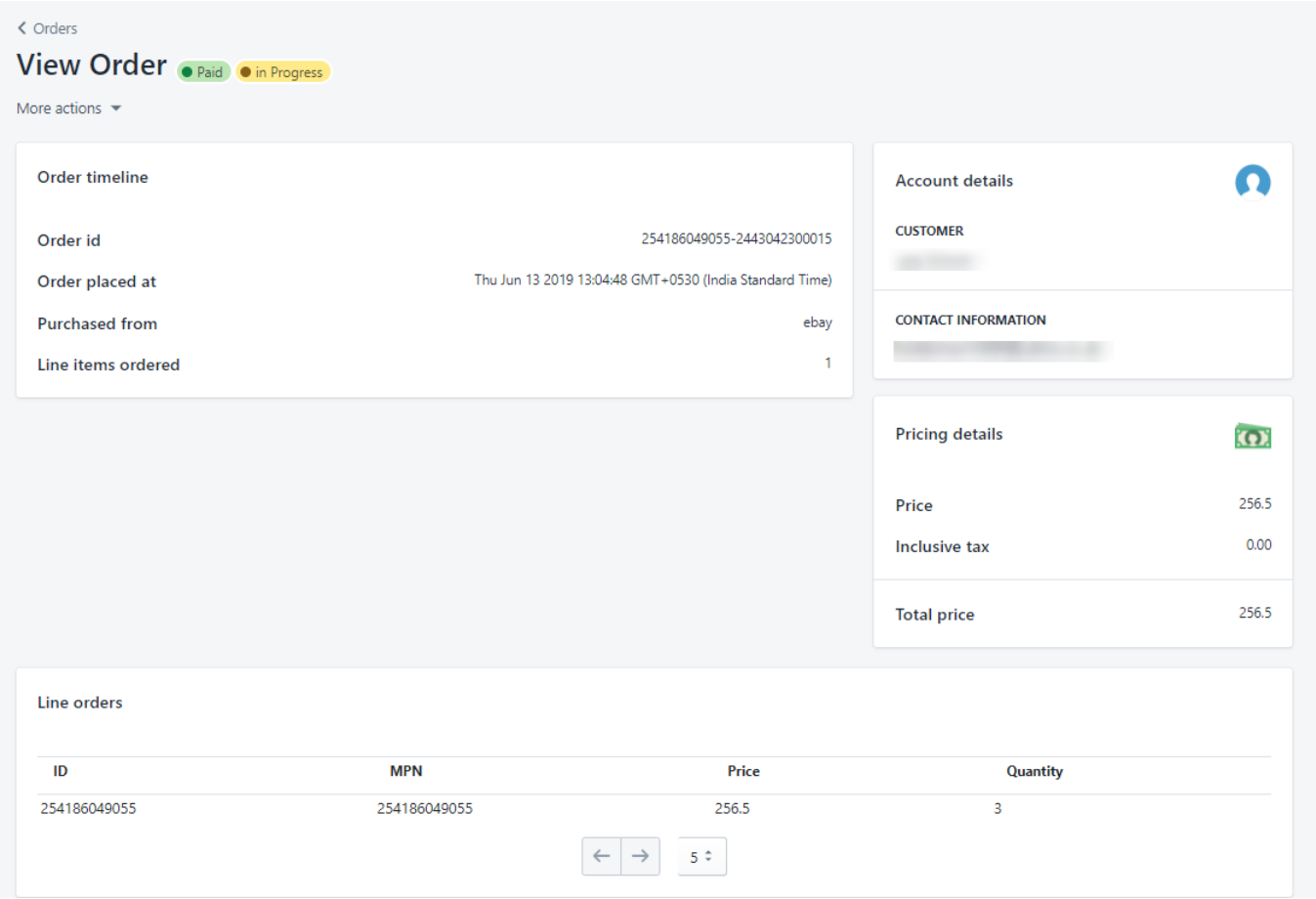
5.3. Order Details

The order section elaborates on all the important order details such as eBay order ID, Customer Name, Shopify Order Name, etc.

Let’s give you crystal clear description about each order detail that you can view in the order details:

1) eBay order ID: This is a hyphened numeric value assigned to orders received on eBay.

On clicking eBay order ID, you can view the following order details:



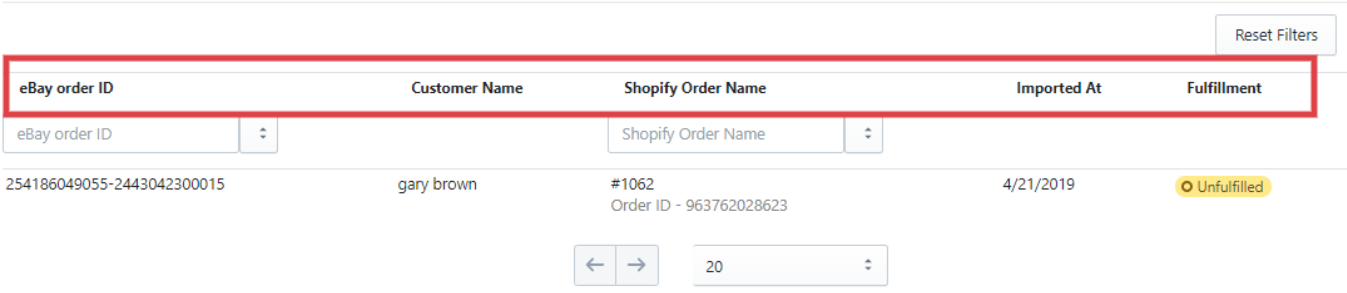
(https://docs.cedcommerce.com/wp-content/uploads/2019/06/view-order.png)

2) Customer Name: Know the name of the person, who placed the order.

3) Shopify Order Name: This is a record number which assigned by eBay for the order. we can call it sequence number on eBay.

4) Imported At: Reflects the date on which you brought your products from Shopify to the app.

5) Fulfillment: Know whether the order has been fulfilled or not.



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/order-123.png)

6. Profiles

Profiles refer to a group of products created, on the basis of different product properties such as title, vendor, etc. In a profile, one can assign different business policies(Return, Payment, Shipping) and templates(Category, Title, Price & inventory). As a seller, if you create feasible profiles, it becomes very easy for you to upload products on eBay.

You can select profiles at the time of product upload.

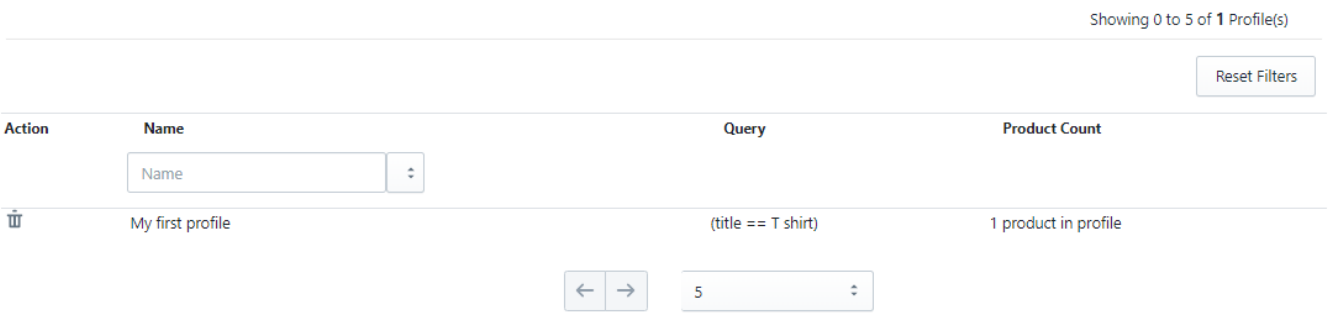
As soon as you open this section of the app, you can see the following relevant details about already existing profiles:

i) Action: From here, you can delete the created profiles.

ii) Name: View the name of the product.

iii) Query: This is the condition type used to filter products.

iv) Product Count: Updates you about the number of products assigned to a particular profile.



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/existing-profiles.png)

To create a new profile, you need to click on the “Create” button, present on the upper-right corner of the screen as shown in the image below:

Important fields to fill during profile creation:

1) PROFILE NAME: Fill in the **desired name** for the profile you are creating.

2) BUSINESS POLICIES: These are the policies that either you may already have if you are an existing eBay seller or must have created during the onboarding process. You need to have business policies to sell on eBay.

The following three types of business policies find existence on eBay:

i) Shipping Policy: This policy is concerned with Shipping Configurations such as the number of shipping days, shipping charges, etc.

ii) Payment Policy: This, majorly, is regarding, the mode of payment, you want to offer to the buyers.

iii) Return Policy: This business policy is regarding the number of days within which, you will accept the returned products & other related conditions. It also is concerned with money return terms in case a buyer returns a product.

3) TEMPLATES: This subsection will help you to choose the following templates* for your products-

i) Inventory
ii) Pricing
iii) Title
iv) Category

Note: You can create the aforementioned templates from the succeeding **“Templates”** section.

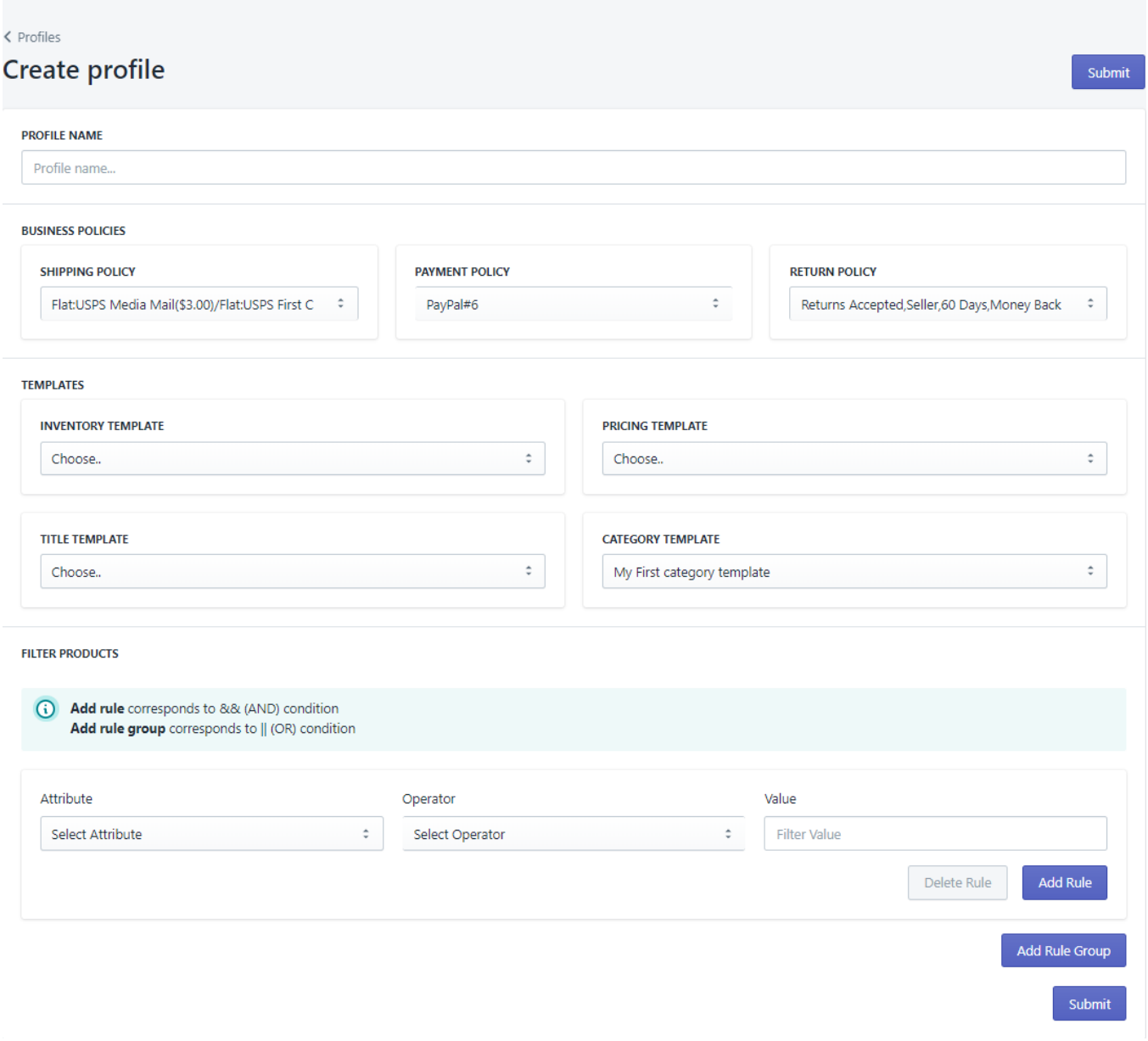
4) FILTER PRODUCTS: You can filter products that you want to assign in a particular profile.
The app provides feasibility to add conditions based on the following product properties:

- Id
- Title
- SKU
- Price
- Description
- Product Type
- Vendor

Usage of Add Rule & Add Rule Group buttons:

In the Filter Products section, click on “Add Rule” button, will help to add conditions. For example, if you have two conditions created using the “Add Rule” button, your products will be filtered if both the conditions hold true.

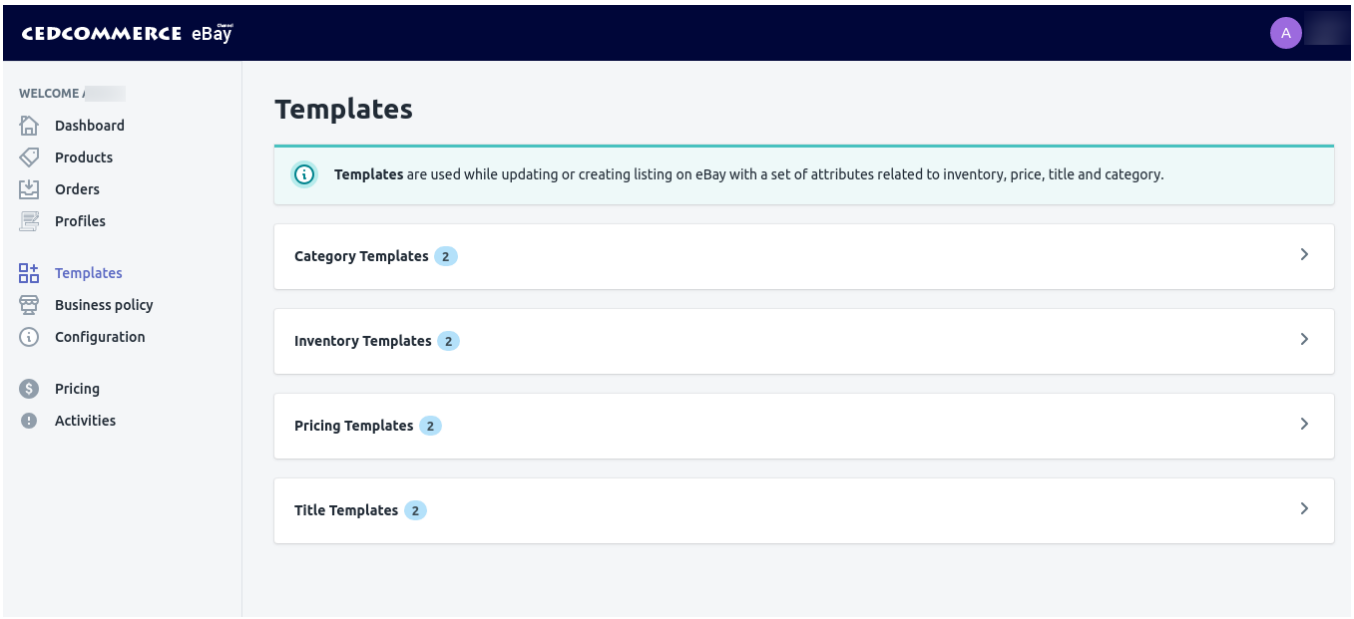
If you add conditions using “Add Rule Group”, then the products will be filtered if any one of the conditions holds true.



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/final-image.png)

7. Templates

The concept of “templates” has been introduced to ensure that sellers can easily edit/update the essential details about their products such as Category, Title, Price & Inventory. We have a dedicated section for users to edit an existing template or to create a new one. However, Category Template is one such template which we provide to be created at the time of onboarding as this is the mandatory template (on eBay).



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/Templates.png)

7.1. Category Templates

You can view the number of existing category templates and the details about them. You can also create a new Category Template to suit your needs.

To create a new Template, you must fill the following fields:

i) Template Name: We provide flexibility to let you assign the desired name to the templates. You can choose a name as per your convenience.

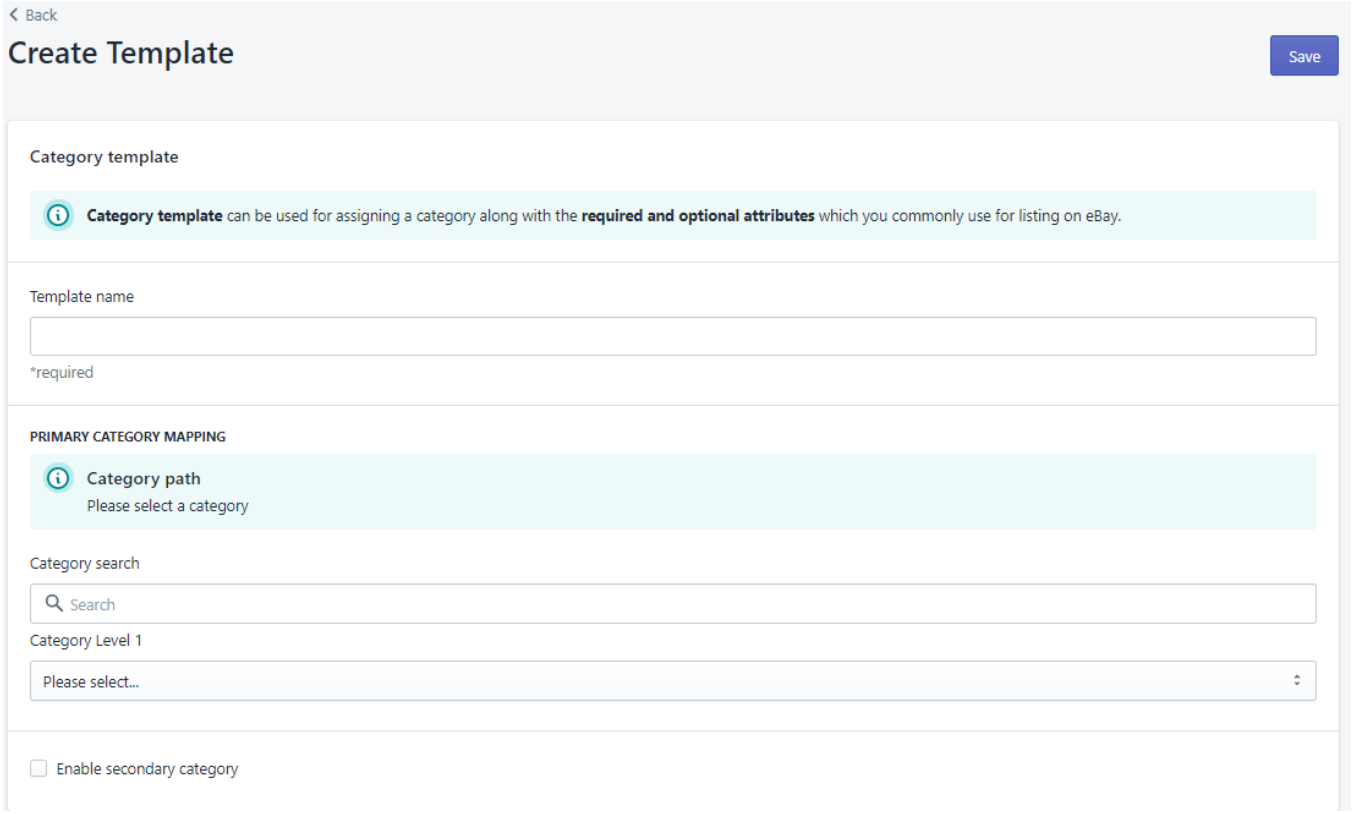
ii) Primary Category Mapping: We have listed all the available eBay categories for you to assign to your products. Also, you can search for the desired category using the “Category Search” Bar.

You can assign categories up to 6 levels to be very specific about your product category.

Product Condition: The seller can choose any one of the following options from the dropdown to tell about his product condition.

Additional Information: eBay recommends sellers to the seller all the relevant details about his product such as ISBN, UPC, EAN, etc.

iii) Secondary Category Mapping: You can also execute Secondary Category Mapping by clicking on “Enable secondary category” as shown in the figure below.
eBay allows you to sell a product in two different categories. Thus, we have provided the option to choose an additional category, apart from the primary category.

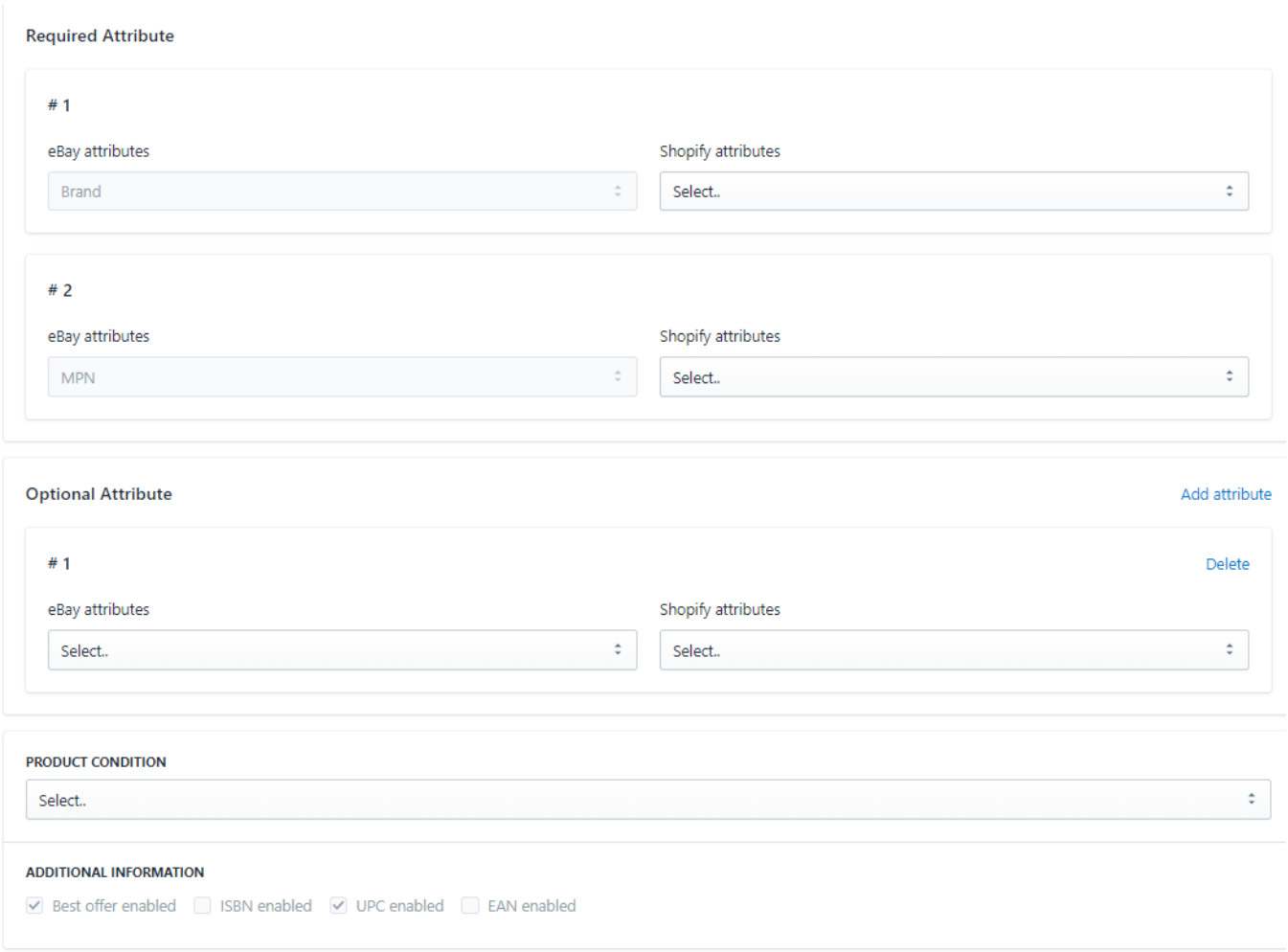


(https://docs.cedcommerce.com/wp-content/uploads/2019/06/cm.png)

Note: If a category, assigned by you to any product has attributes, you can map them to Shopify attributes through our app.

You can choose the categories suitable for your products from the recommendations(as available on eBay) as well.

This is how the Attribute Mapping section looks like:



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/attribute-mapping-1.png)

7.2. Inventory Template

You can see the existing inventory templates (as created on eBay). You can create a new inventory template to manage your Shopify products well on the app as well as on eBay.

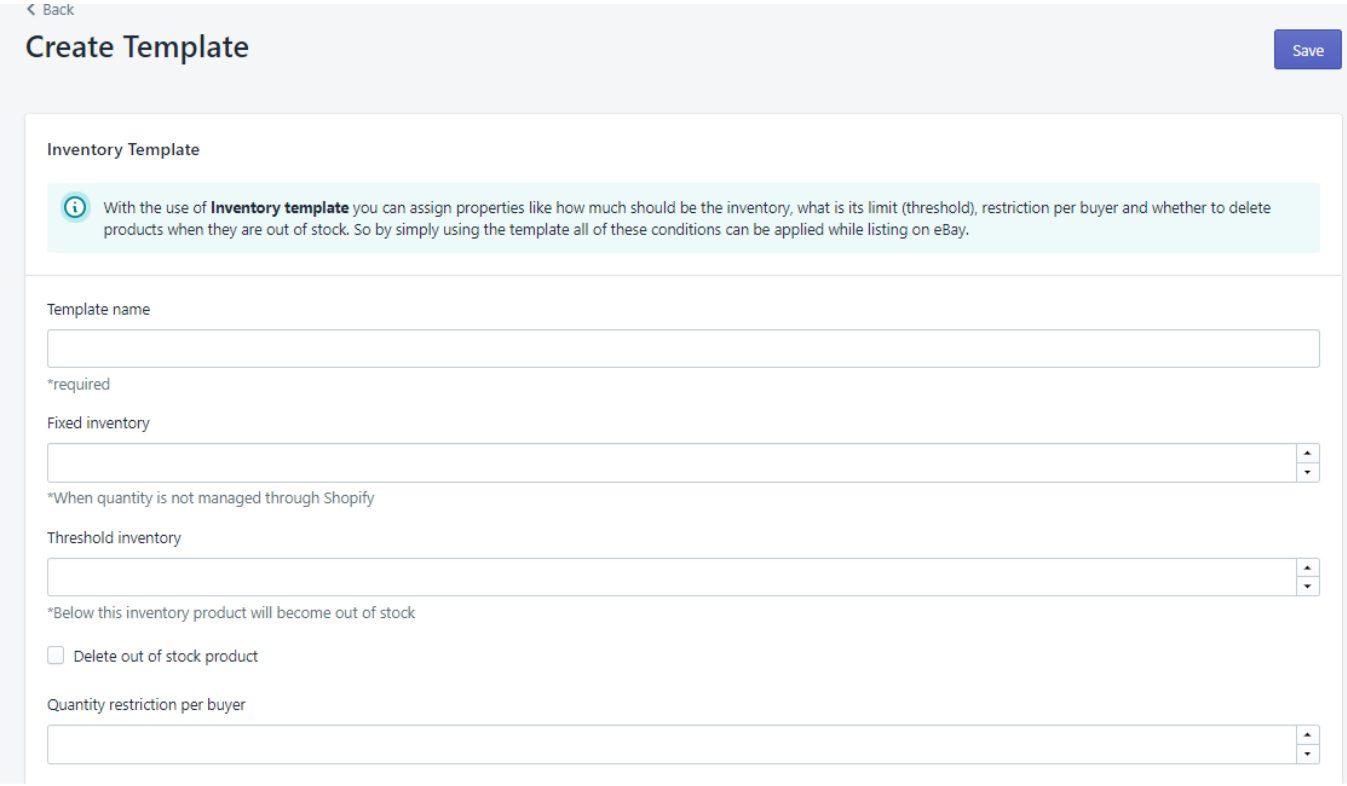
i) Template Name: Enter the template name as per your choice.

ii) Fixed Inventory: You can give a fixed value to the products (that will be assigned this template) if you do not want to manage product quantity on Shopify.

iii) Threshold Inventory: Set a minimum quantity to the product that will use a particular template. Once a product reaches its minimum value, it will be shown as “out of stock”. The app also provides you the option to delete such products.

iv) Delete out of stock product: This option helps to delete those products from eBay which are out of stock.

v) Quantity restriction per buyer: You can fix the quantity of a product that you want to offer to each buyer. For example- if you enter 2 as Quantity restriction per buyer in a template, then all the products that will be assigned this template can be purchased by a single buyer just twice.



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/inventory-template.png)

7.3. Pricing Templates

View the existing pricing templates or create a new one. To create a pricing template enter the following details:

i) Template Name: Enter the template name of your choice.

ii) Selling Configurations: From here, you can choose the method for selling your products as eBay allows selling products at a fixed price or you can auction your products.

Format(Listing Type): Either select **“Fixed Price”** or **“Auction-Style”** for your products.

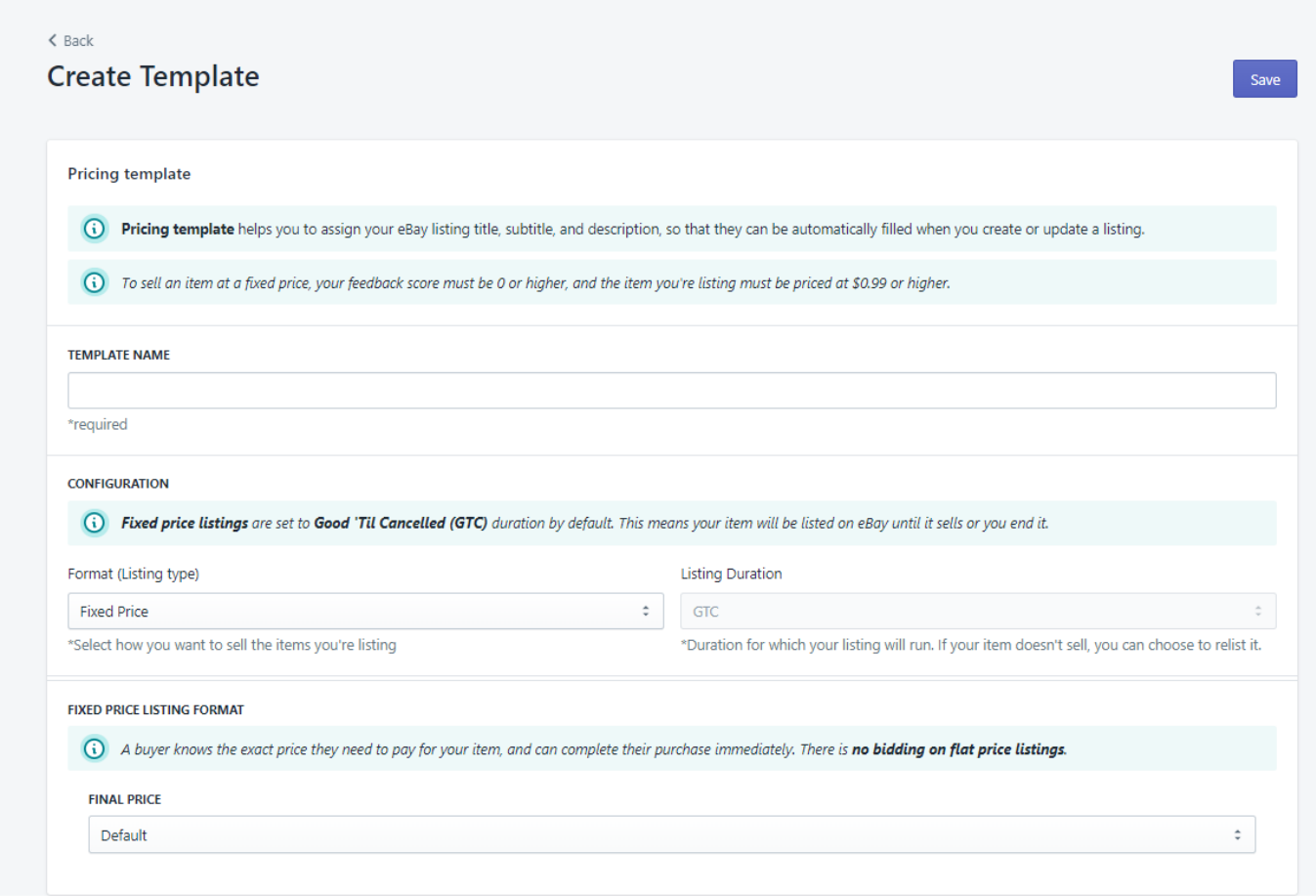
If you choose **“Fixed Price”,** the following price listing format will open up:

In this price listing format, you can choose one of the following pricing options:

1) Custom price: From here, you can increase/decrease the prices of your products either by a fixed value or a percentage.

2) Flat price: This is the fixed price that you can set for your product.

3) Default: On selecting this option, the price of the product, as available on Shopify, will be fetched.



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/pricing-template-1.png)

If you choose auction-style, the following price listing format will open up:

a) Start price: This is the price at which bidding of your product will start.

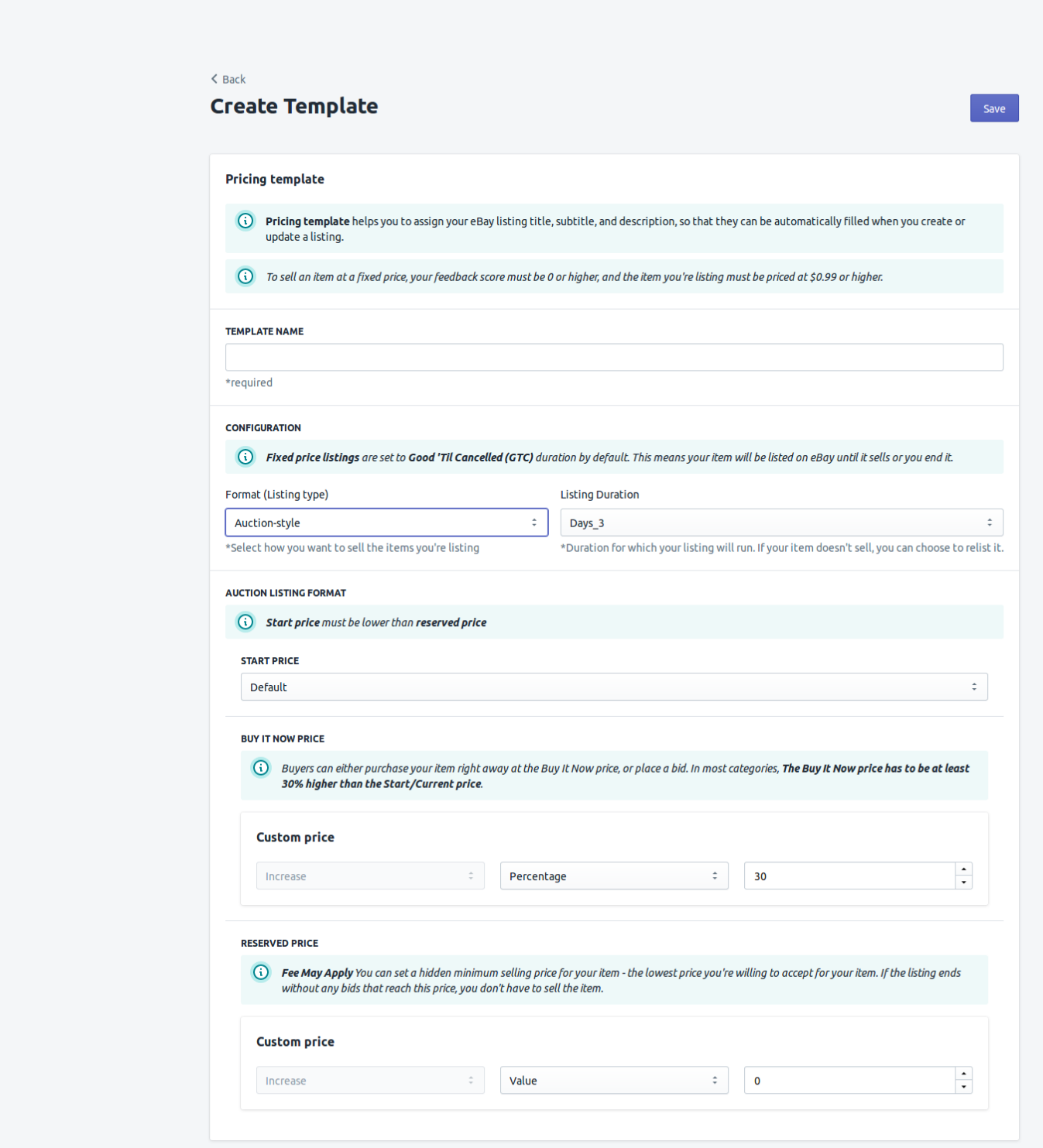
b) Buy it now price: By specifying a ‘Buy It Now’ price, a seller is allowing prospective buyers the opportunity to purchase the item in the auction listing at this price immediately. When a buyer uses the ‘Buy It Now’ option to purchase the item, the auction listing will end immediately.

The “Buy It Now’ price should at least be 30% above the start price.

c) Reserve price: The lowest price at which a seller is willing to sell an auction item. (Reserve price must be greater than start price).

“Auction-Style”, the following format will appear:

In Auction-Style, you can put your products out for bidding.



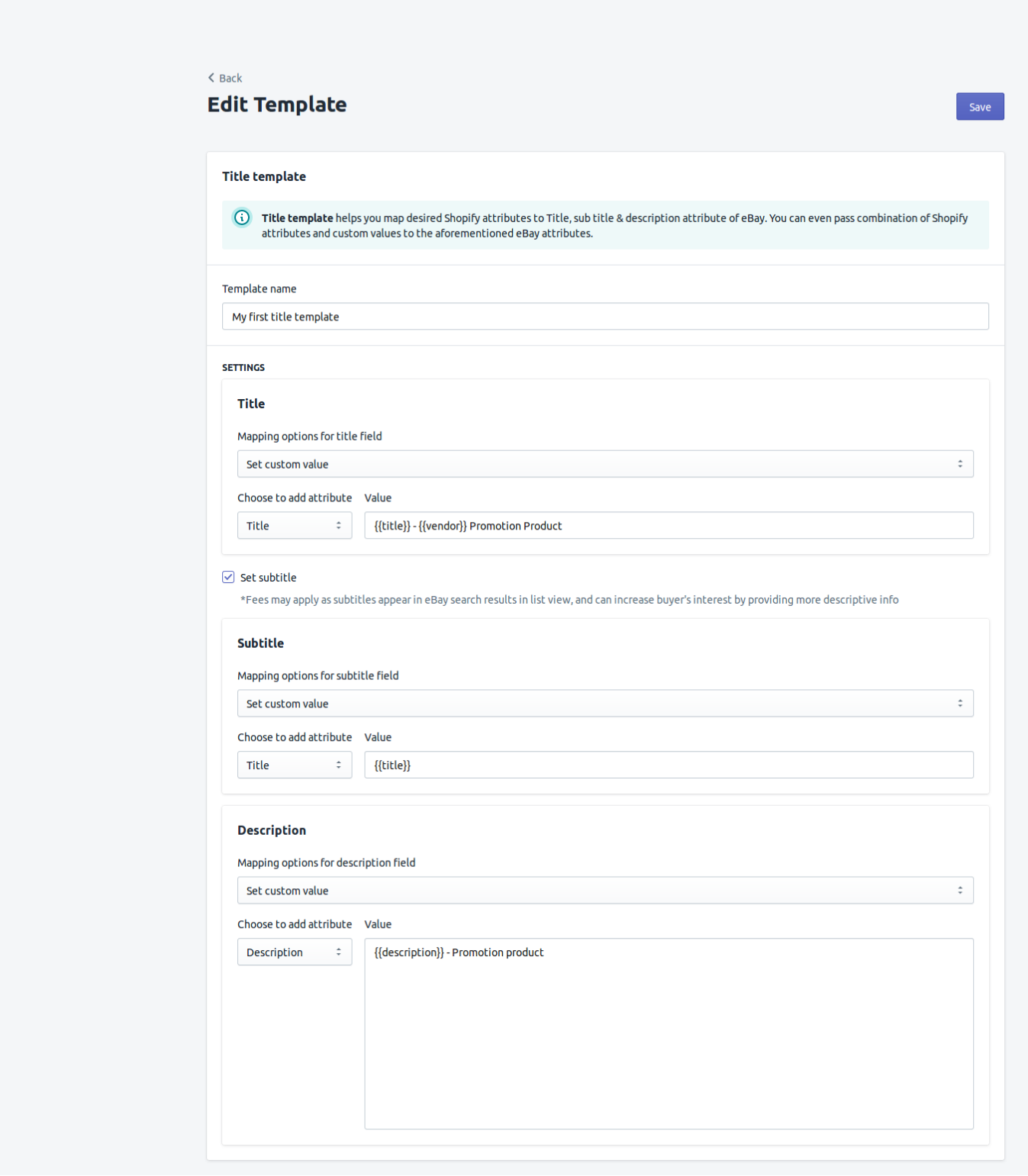
(https://docs.cedcommerce.com/wp-content/uploads/2019/06/tempauction.png)

7.4. Title Templates

Title template helps you map desired Shopify attributes to Title, subtitle & description attribute of eBay. You can even pass a combination of Shopify attributes and custom values to the aforementioned eBay attributes. You can map Title, Sub Title & Description (on eBay) with the following Shopify fields:

- Title
- Vendor
- Description
- Product Type

You can also create custom values for Title, sub-title & description (on eBay) in combination with above-mentioned attributes to have personalized mapping process by choosing **“set custom value”** from the dropdown.

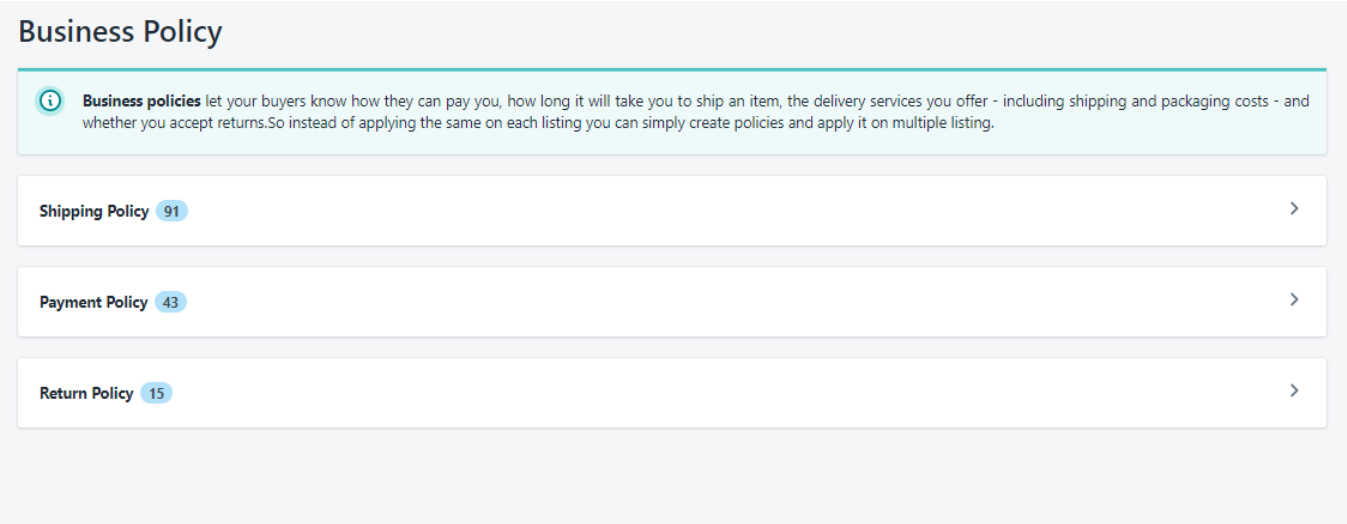


(https://docs.cedcommerce.com/wp-content/uploads/2019/06/title-1.png)

8. Business Policy

eBay requires its sellers to create business policies to ensure a seamless selling process. You can edit an existing business policy or you can create a new business policy (Shipping/Return/Payment) as per your choice.

In this section, you can create multiple business policies as per your choice.

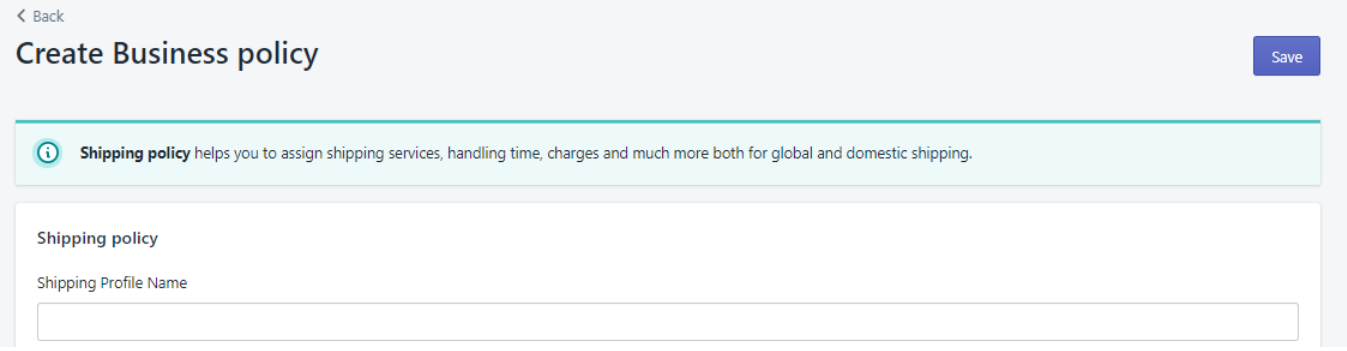


(https://docs.cedcommerce.com/wp-content/uploads/2019/06/Business-Policy-1.png)

8.1. Shipping policy

This is associated with the shipping services and charges that you provide to the buyers.

First of all, you need to enter the Shipping Profile Name in the field shown below:

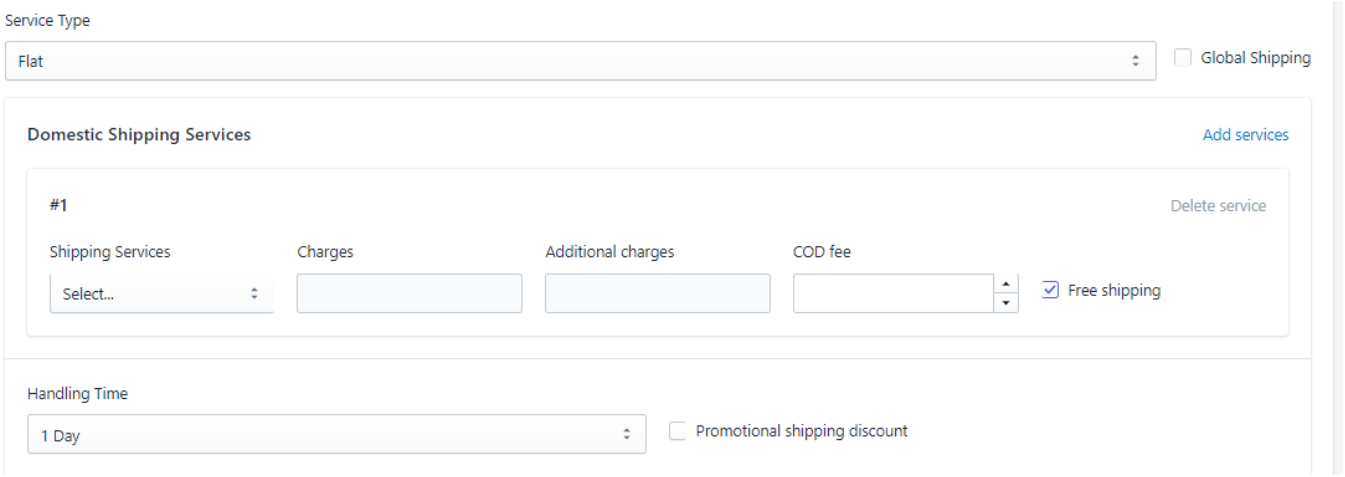


(https://docs.cedcommerce.com/wp-content/uploads/2019/06/shipping-profile-name.png)

You can choose one of the following **Service Type** (The shipping cost model offered by the seller. This is not returned for various calls since shipping type can be deduced):

i) Flat: This service includes choosing a fixed shipping price. You need to fill the details shown in the image

below. This is applicable for both Domestic & International shipping services.



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/flat-1.png)

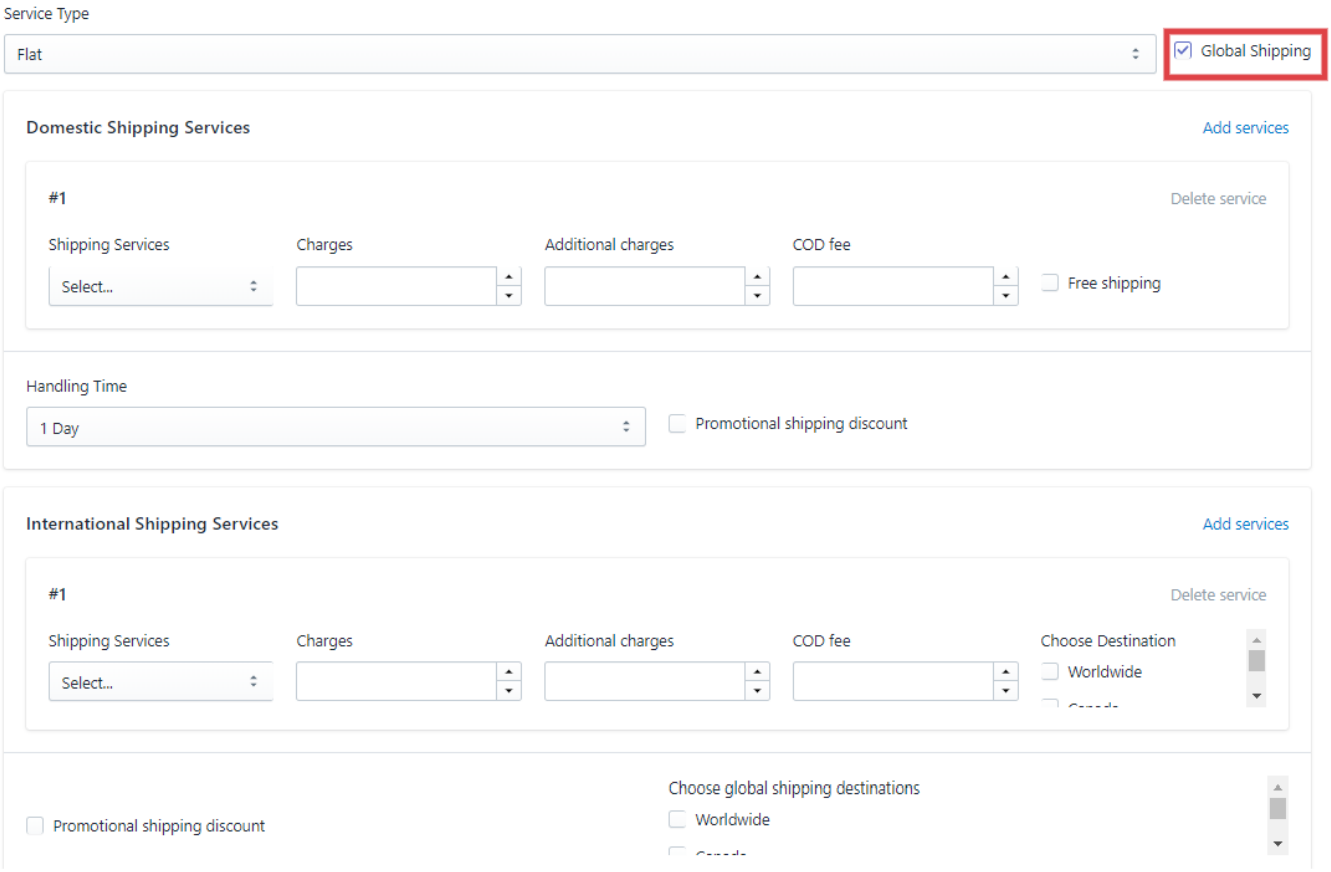
You can even opt for free shipping by marking the check-box.

ii) Calculated: the cost of shipping is determined in large part by the seller-offered and buyer-selected shipping service.

iii) Calculated Domestic Flat International: The seller specified one or more calculated domestic shipping services and one or more flat international shipping services.

iv) Flat Domestic Calculated International: The seller specified one or more flat domestic shipping services and one or more calculated international shipping services.

NOTE: For each Shipping service type you select, you have Domestic Shipping Services fields and International Shipping Service fields(visible when you tick-mark the following checkbox).



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/global-shipping.png)

Let's brief you on the **fields to be filled** the Shipping Services:

1) Handling Time: Describes the number of days the seller wants the listing to be active (available for bidding/buying). The duration specifies the seller's initial intent at listing time.

2) Shipping Service: offered by the seller to ship an item to a buyer who is located within the same country as the item.

3) Charges: The base cost of shipping one unit of the item using the shipping service specified in the corresponding Shipping Service field.

4) Additional Charges: The cost of shipping each additional item if the same buyer purchases multiple quantities of the same line item. This field is required when creating a multiple-quantity, fixed-price listing.

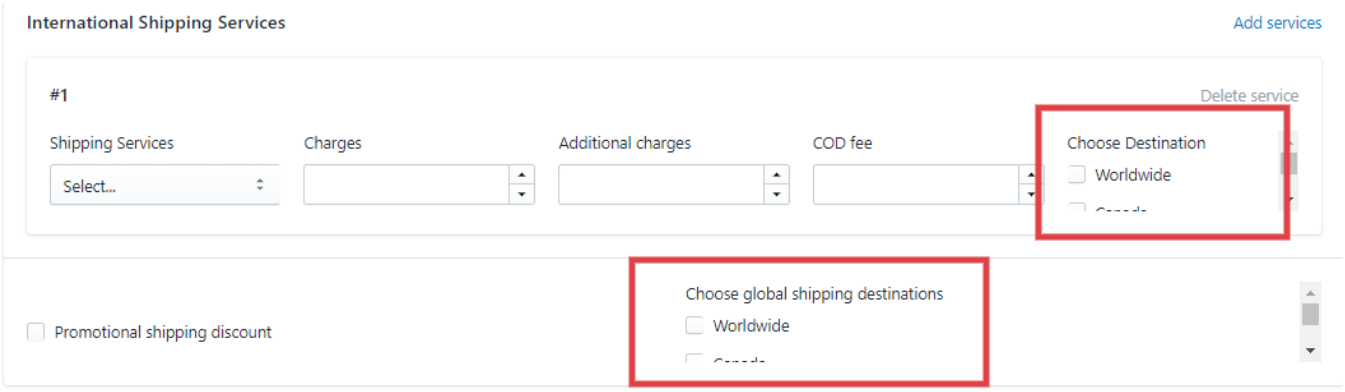
5) COD fee: This dollar value indicates the money due from the buyer upon delivery of the item.

6) Free Shipping: This boolean field indicates whether or not the corresponding domestic shipping service option is free to the buyer.

7) Promotional Shipping Discount: This specifies whether to offer the promotional shipping discount for the domestic shipping services of this listing (only applicable if the seller has a promotional shipping discount in effect at the moment).

8) Ship To Locations: An international location or region to which the seller is willing to ship, regardless of shipping service. The country of the listing site is added by eBay.

You can select an individual location for each Shipping Service option from below:



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/int-shipping-1.png)

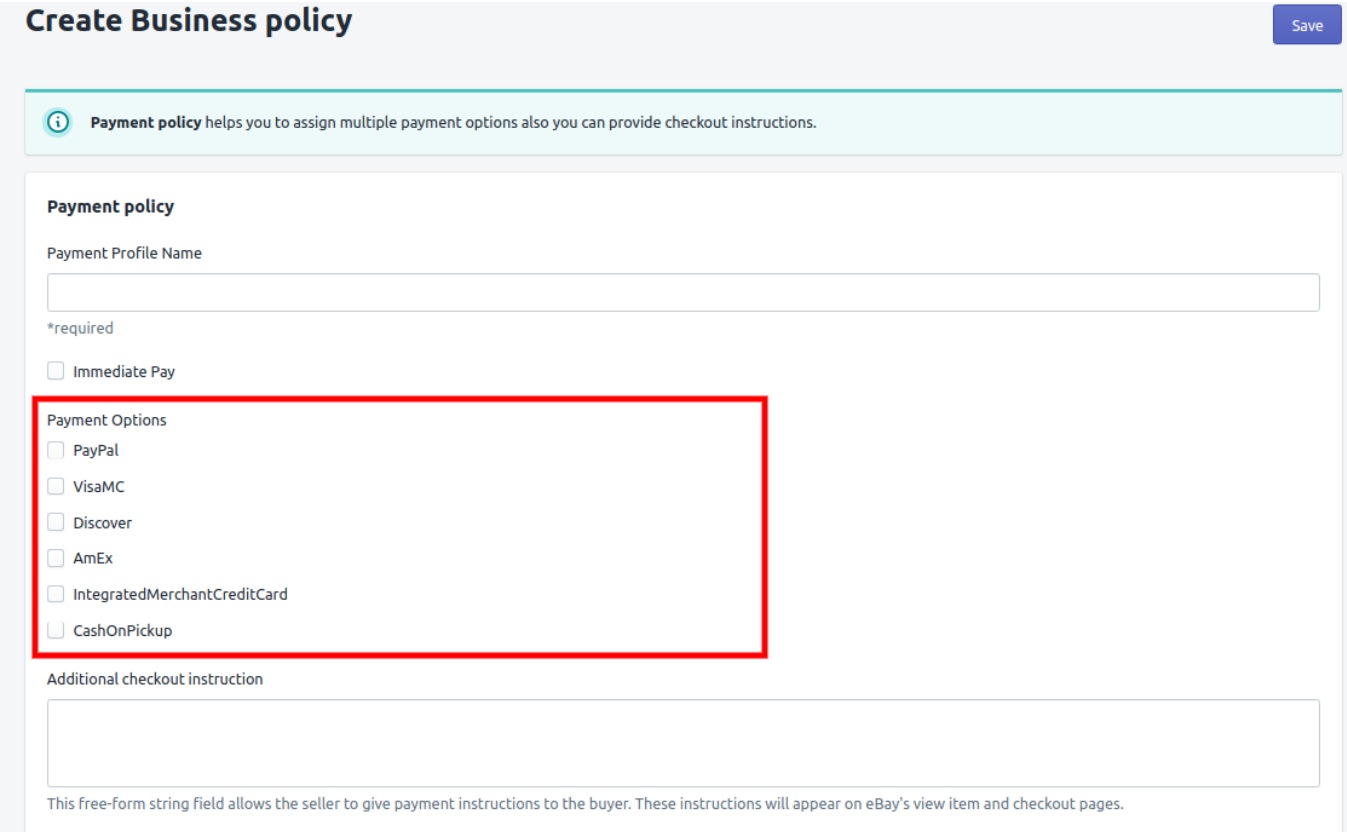
or you can set a location to all the Shipping Service options from the checkboxes as shown above.

8.2. Payment Policy

This is concerned with filling in Payment Information that you want to set up for your products.

You need to fill in the “Payment Profile Name” as per your choice.

You can either choose “immediate pay” option or you can choose one of the payment options, shown in the image below:

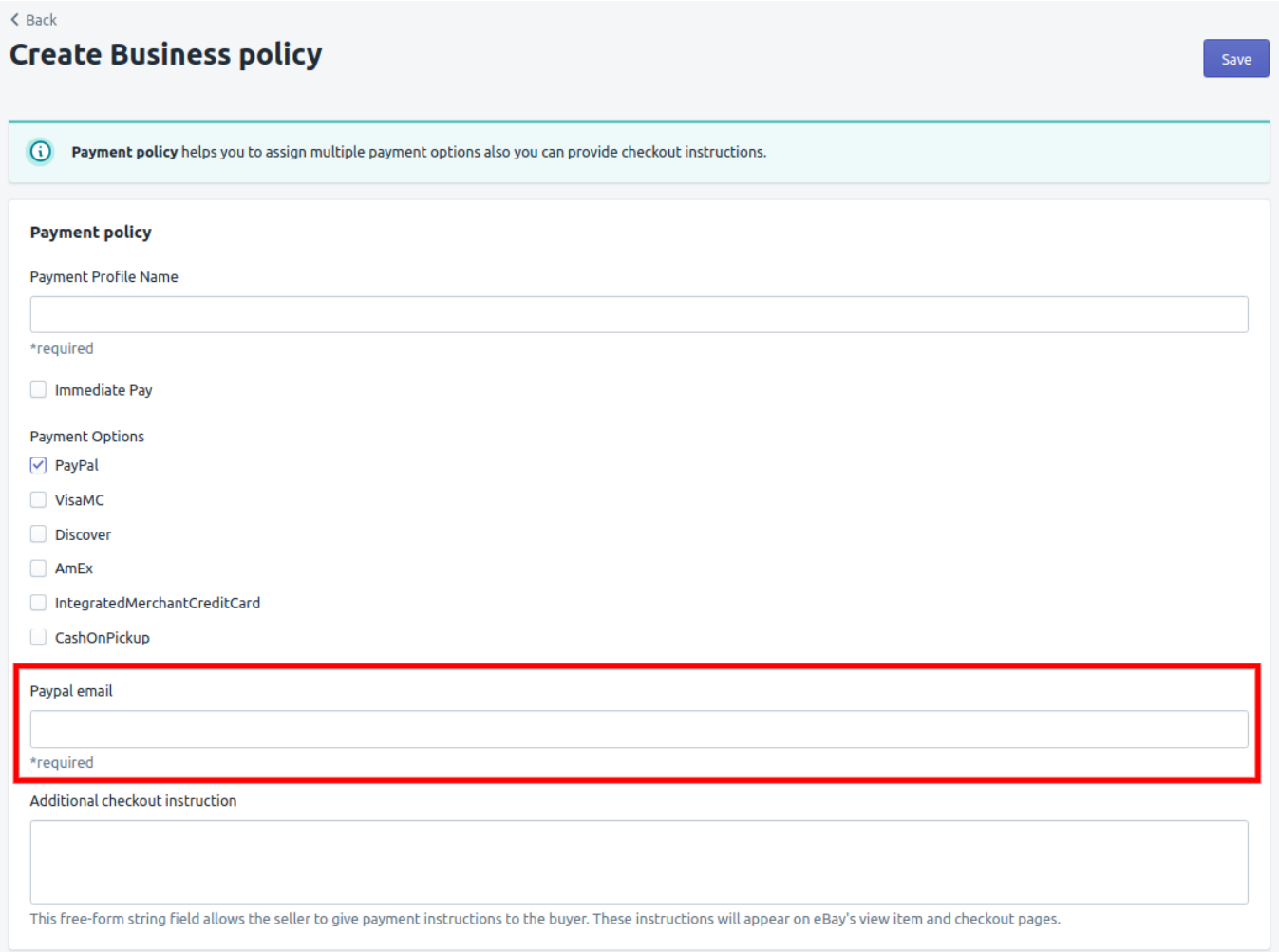


(https://docs.cedcommerce.com/wp-content/uploads/2019/06/payment-op-1.png)

In order for a seller to apply an **immediate payment** requirement for an item, the following must be true:

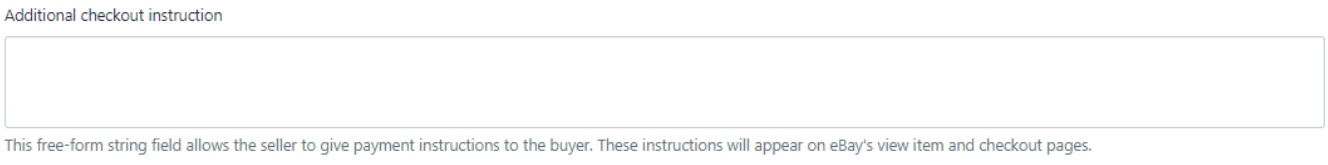
- the seller must have a Premier or Business PayPal account;
- the Buy It Now price (if applicable) cannot be higher than $10,000 USD;
- the listing site supports PayPal payments;
- the category supports PayPal payments;
- the listing type is fixed-price or auction (with Buy It Now option).

You can enter your PayPal email id in the field shown below:



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/paypal-email-1.png)

If you want your buyers to see any relevant message at the time of checkout, then you can type the message in the field shown below:



(https://docs.cedcommerce.com/wp-content/uploads/2019/06/checkout-message.png)

8.3. Return Policy

This section helps you to modify an existing return policy or create a new one.

You can choose whether you want to accept returns or not.

Enter the **Return Profile Name** as per your choice.

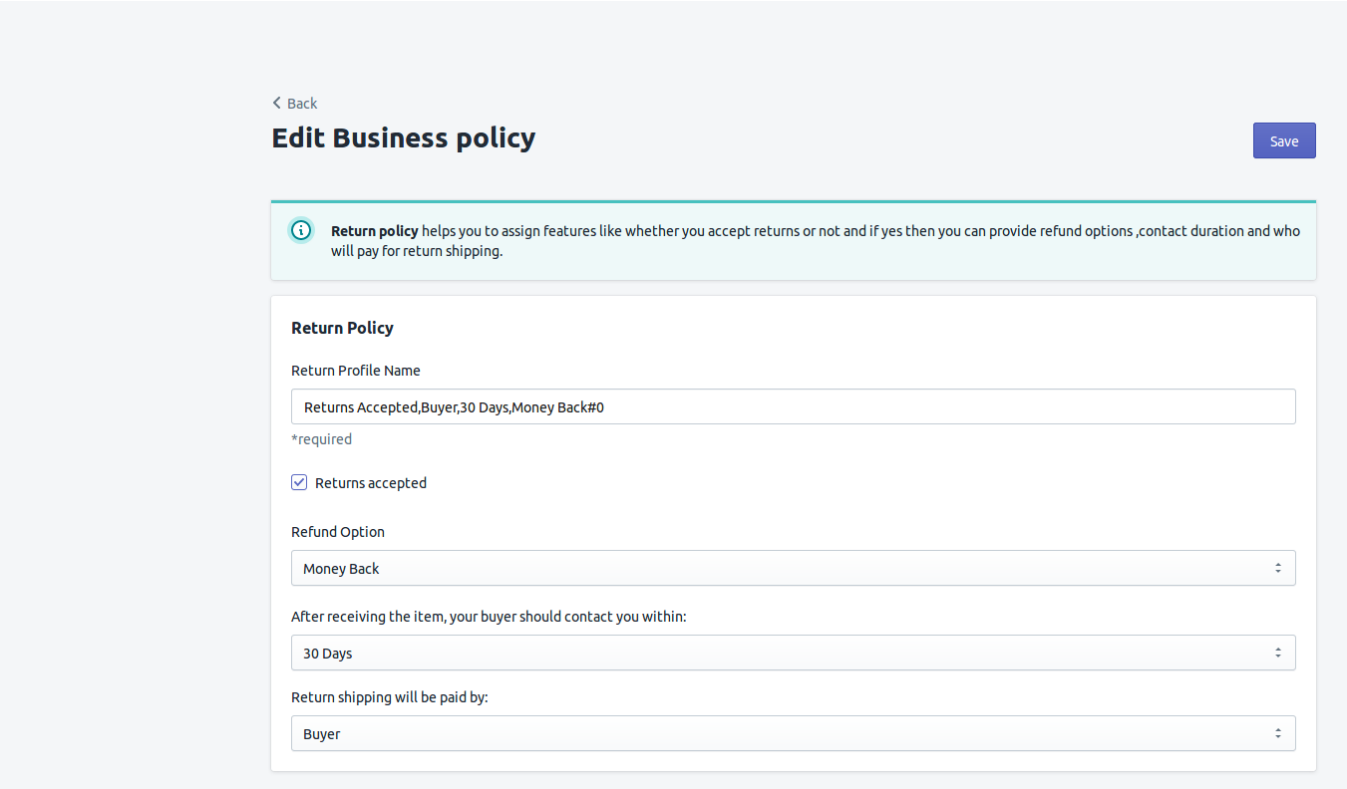
Refund Options: This field indicates how the seller compensates buyers for returns.

Note: You must set this value to MoneyBack for all eBay marketplaces except for the US marketplace.

You can also select the number of days of return acceptance from the buyer (calculated from the date of the item received by the buyer).

This section has a field where you can enter the number of days, after receiving the item, your buyer should contact you within.

You can also select as to who will pay the shipping charges while the return of an item from the dropdown.

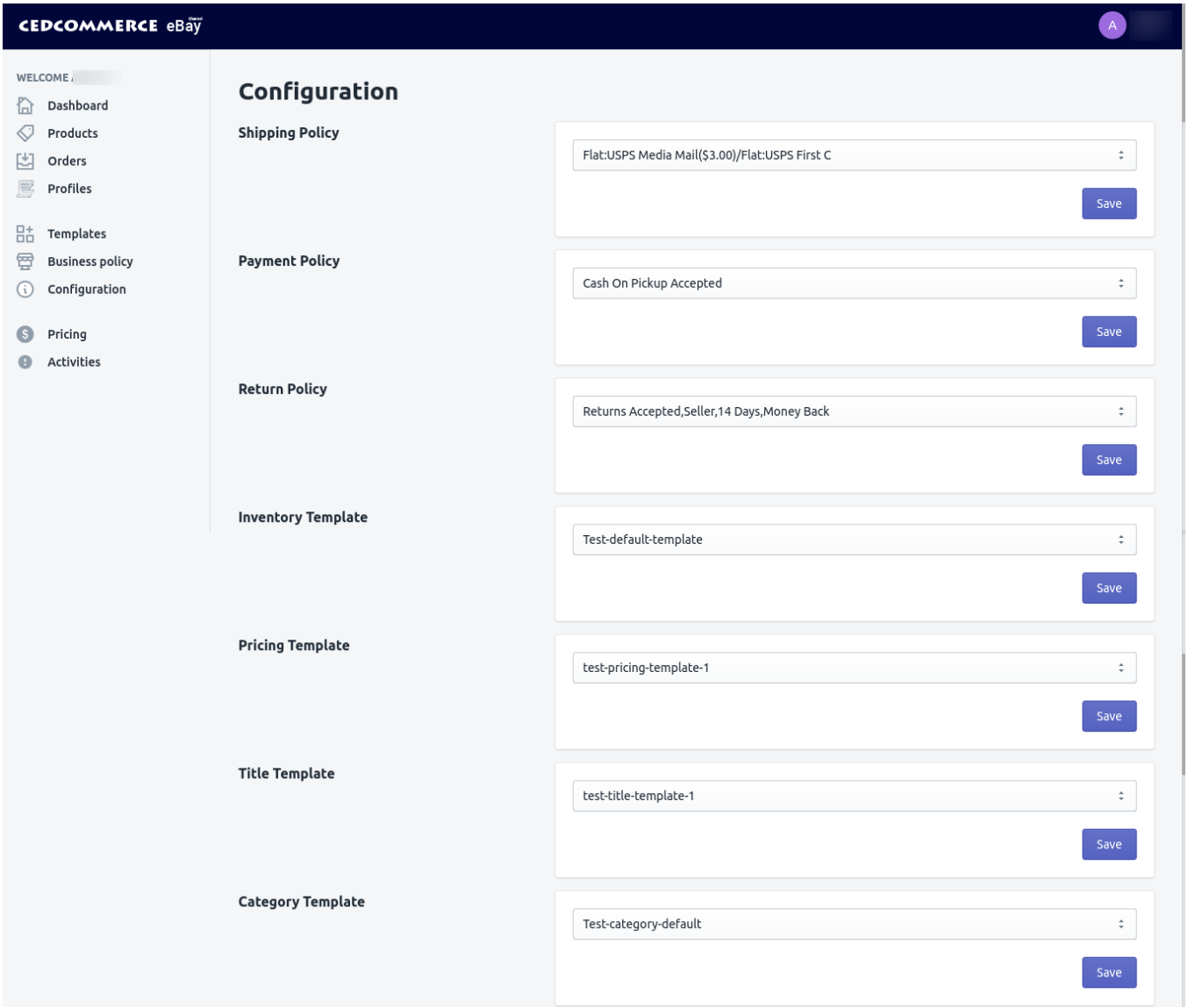


(https://docs.cedcommerce.com/wp-content/uploads/2019/06/21.png)

9. Configuration

This section is dedicated to filling in all the relevant configurations, required to make the process of product listing & management on eBay seamless.

This section had been created with a view to helping Shopify sellers, selling on eBay, to manage shipping policies & templates from a single interface.



(https://docs.cedcommerce.com/wp-content/uploads/2019/05/configuration.png)

1) Business Policies & Templates: You need to choose business policies (Shipping, Payment & Return) and Templates(Inventory, Pricing, Title & Category) to create a default profile for the easy listing of products on eBay.

2) Global Configurations: This subsection includes the sales tax details (Sales Tax Details, VAT Details), Product Dimension (to aid the shipping process), Variations setting, Webhook setting, etc.

2.1) SALES TAX DETAILS: it indicates whether or not the seller applies sales tax to shipping charges in addition to the item cost. The concept of **'sales tax'** is only applicable to eBay US and Canada (English and French) sites**.**

2.2) VAT DETAILS: The VAT (Value-added Tax) percentage rate that will be charged to buyers when an item is purchased from the listing, and to enable Business Seller-related features.

2.3) PRODUCT DIMENSIONS: This section helps you to fill in length, width & height of your variants. This helps to set your shipping charges accordingly.

2.4) GENERAL SETTINGS:

2.4 a) Variation image setting: if you want to send variation images then please select the attribute which you want to use for variation images

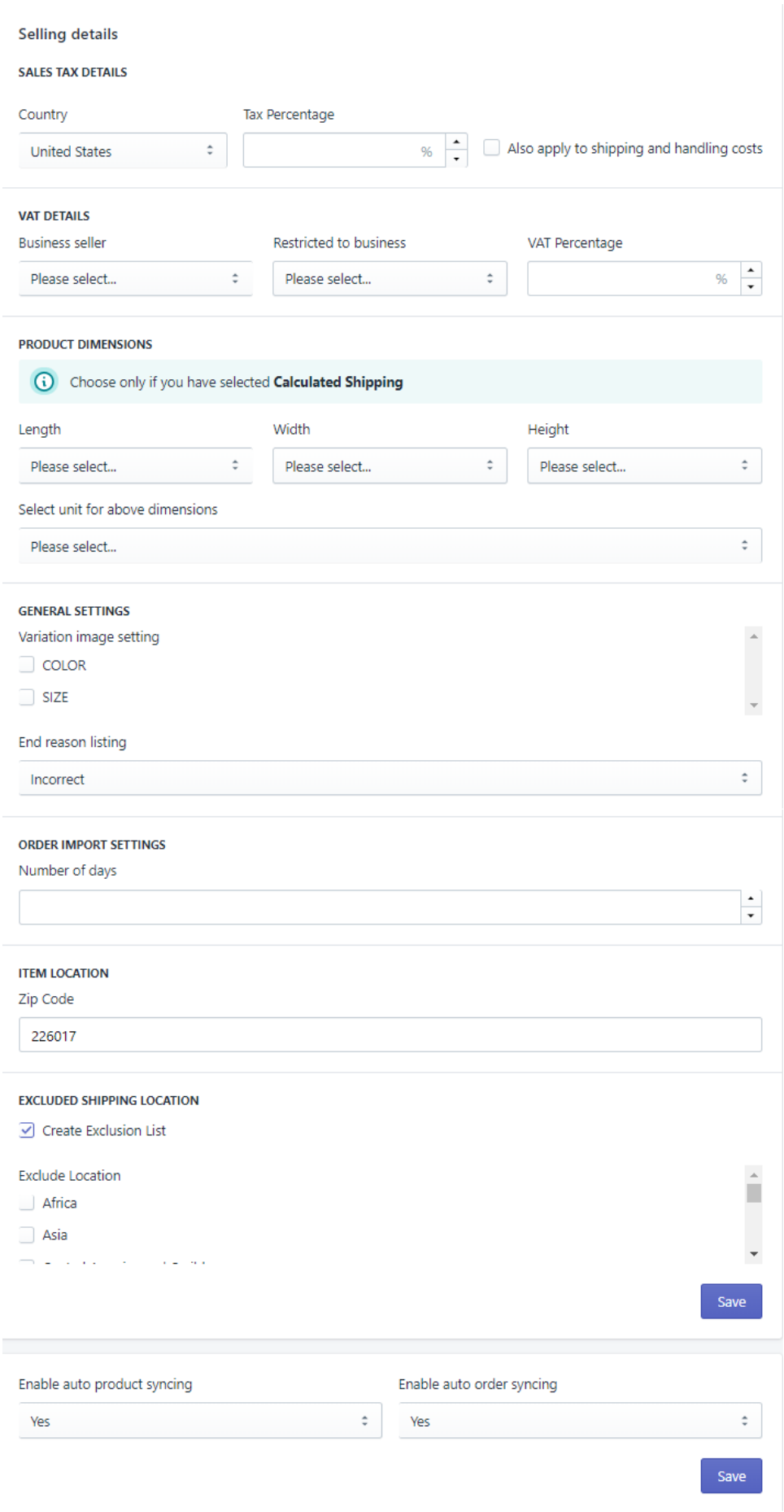
2.4 b) End reason listing: If you want to end the product listing on eBay then you have sent the reason.

2.5) ORDER IMPORT SETTINGS: Set the limit to the number of days to see newly received order(on eBay) within that particular range of days.

2.6) ITEM LOCATION: Postal code of the place where the item is located. This value is used for proximity searches

2.7) EXCLUDED SHIPPING LOCATION: You can create an exclusion list of the locations where you don't want to ship your products.

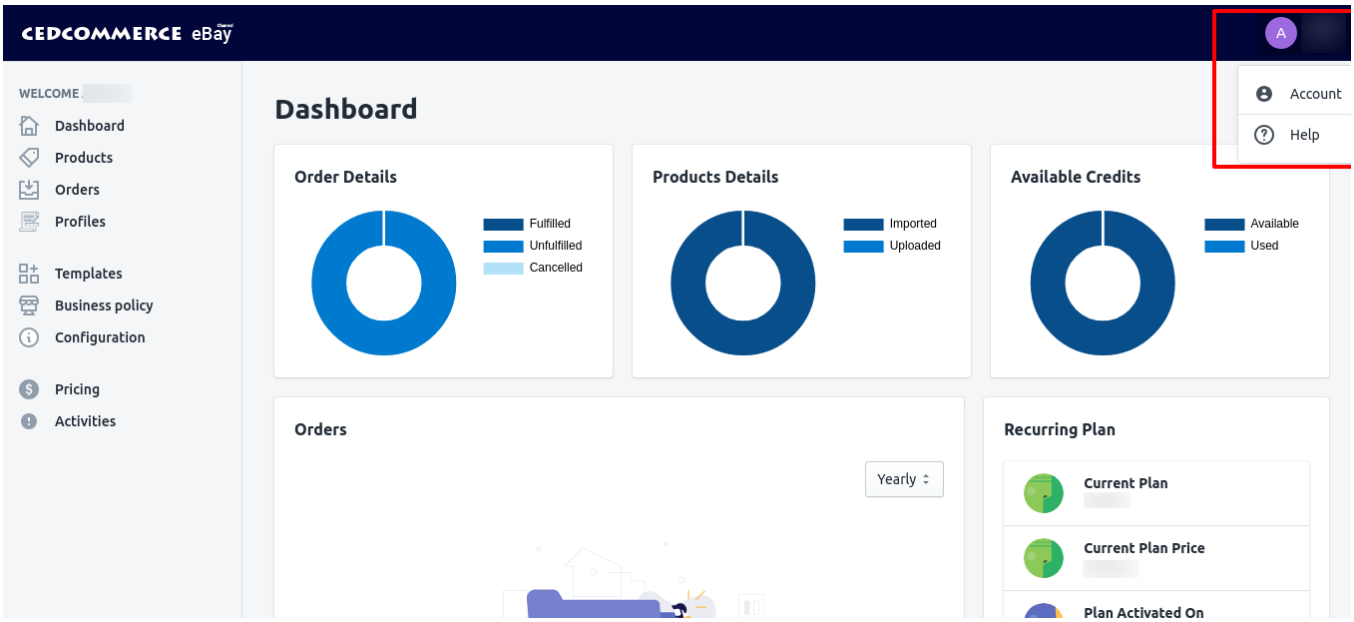
3) App Settings: You can enable auto product syncing and auto order syncing from this section.


Selling details
SALES TAX DETAILS
Country
United States
Tax Percentage
%
Also apply to shipping and handling costs
VAT DETAILS
Business seller
Please select...
Restricted to business
Please select...
VAT Percentage
%
PRODUCT DIMENSIONS
Choose only if you have selected Calculated Shipping
Length
Please select...
Width
Please select...
Height
Please select...
Select unit for above dimensions
Please select...
GENERAL SETTINGS
Variation image setting
COLOR
SIZE
End reason listing
Incorrect
ORDER IMPORT SETTINGS
Number of days
ITEM LOCATION
Zip Code
226017
EXCLUDED SHIPPING LOCATION
Create Exclusion List
Exclude Location
Africa
Asia
Save
Enable auto product syncing
Yes
Enable auto order syncing
Yes
Save

(https://docs.cedcommerce.com/wp-content/uploads/2019/05/conf.png)

10. Top-Right Thumbnail

The top-right thumbnail has the following sections:

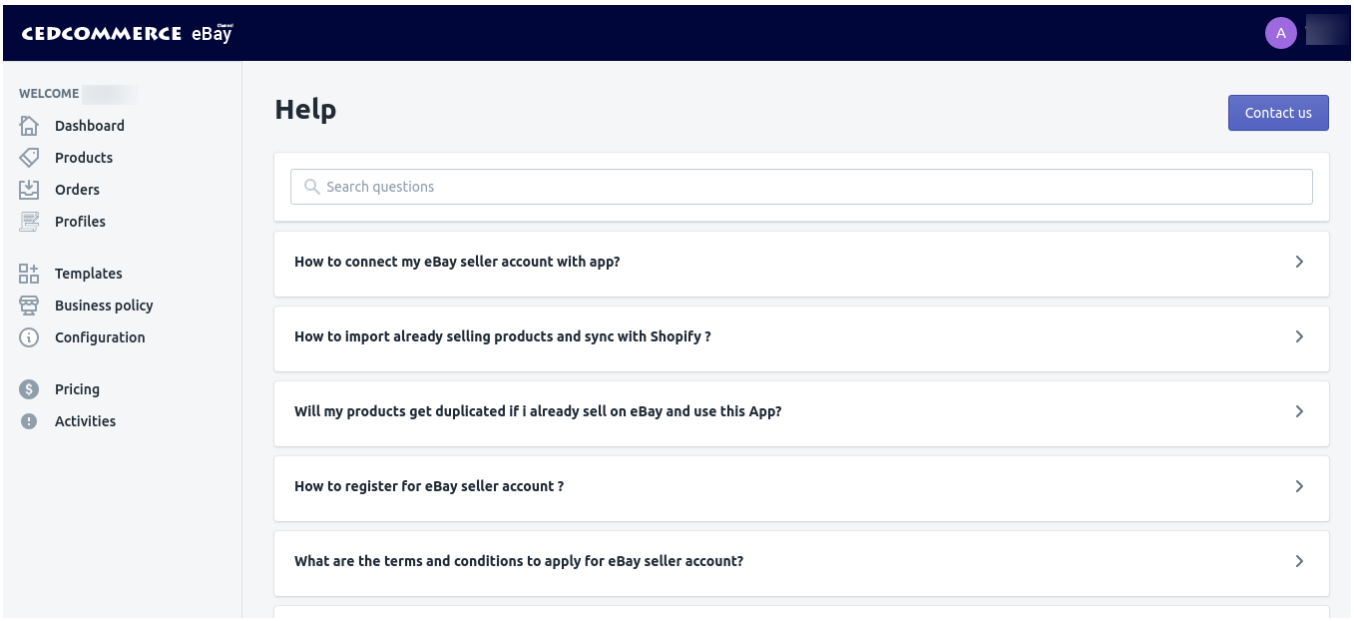


(https://docs.cedcommerce.com/wp-content/uploads/2019/05/my-account.png)

1) Account: You can check or select your eBay account location from here & reconnect it. This section even helps you to view your details (as stored on the app) & payment plan (selected by you) as well.

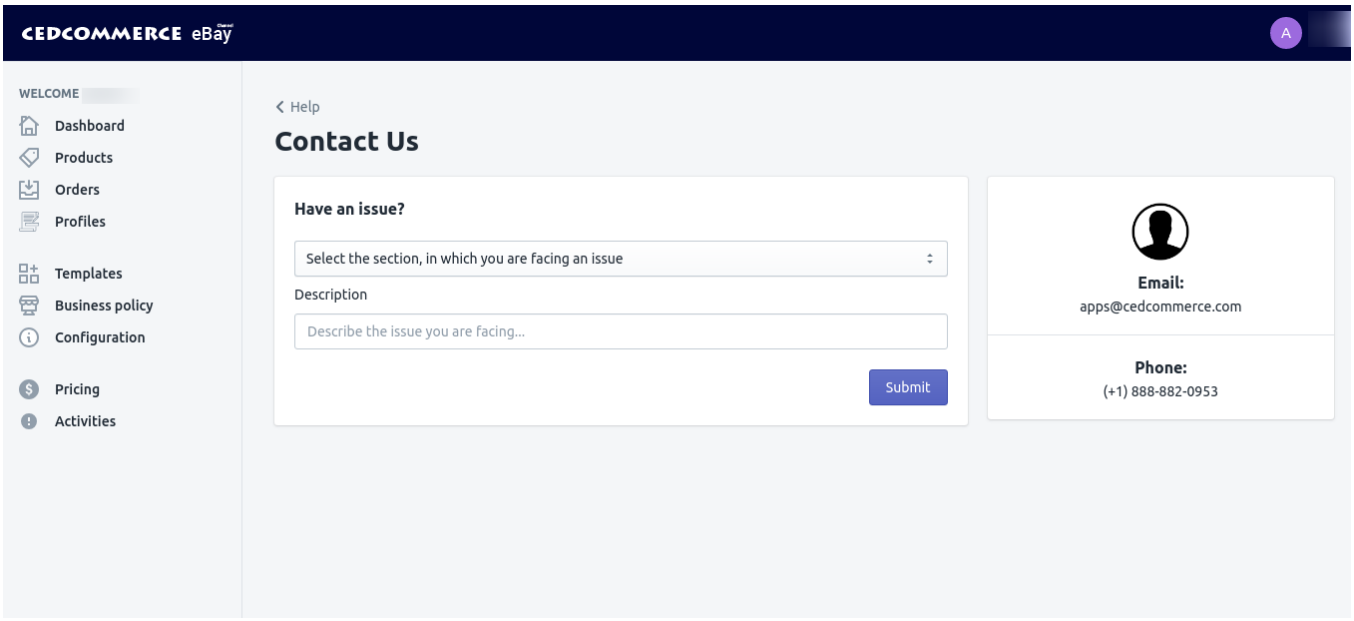
(https://docs.cedcommerce.com/wp-content/uploads/2019/05/reconnect.png)

2) Help: This section consists of the FAQs relevant for you as an eBay seller.



(https://docs.cedcommerce.com/wp-content/uploads/2019/05/help.png)

You can click on the “Contact Us” section to submit the query that hasn’t been covered by us in the help section.



(https://docs.cedcommerce.com/wp-content/uploads/2019/05/contact-us_1.png)