

# **Marketplace Integration for eBay**

by CedCommerce Products Documentation

<b>1. Overview: Integration for eBay</b>	<b>4</b>
<b>2. How to Onboard the App?</b>	<b>4</b>
2.1. How to Complete the Registration?	5
2.2. How to Link your eBay Account?	6
2.3. How to Select a Plan?	7
2.4. Map eBay & Shopify Fields	9
2.4.1. How to Map eBay & Shopify Fields?	9
2.5. Business Policies	10
2.5.1. How to Set up Business Policies?	10
2.6. Default Category Template	12
2.6.1. How to Create Default Category Template	13
<b>3. What the App Dashboard Shows?</b>	<b>15</b>
<b>4. How to View the Account Details?</b>	<b>20</b>
<b>5. Managing Products</b>	<b>21</b>
5.1. How to Use the Filters?	21
5.2. How to use the Product Section?	22
5.2.1. How to Edit Product Details?	22
5.3. Performing Bulk Actions	23
5.3.1. How to perform CSV Actions?	23
5.3.2. How to Perform Shopify Actions?	24
5.3.3. How to Perform eBay Actions?	24
<b>6. Managing Orders</b>	<b>25</b>
6.1. How to Manage Order Status	25
6.2. How to Import eBay orders?	25
6.3. How to View Order Details?	26
<b>7. Managing Business Policies</b>	<b>26</b>
7.1. How to Create Product Profiles?	26
7.2. How to Create Payment Policy?	27
7.3. How to Create Return Policy?	27
<b>8. Managing Templates</b>	<b>28</b>
8.1. How to Manage Category Templates?	28
8.1.1. How to Create a Category Template?	29
8.2. How to Manage Inventory Template?	30
8.2.1. How to Create an Inventory Template?	30
8.3. How to Manage Pricing Templates?	31
8.3.1. How to Create a Pricing Template?	31
8.4. How to Manage Title Templates?	32
8.4.1. How to Create a Title Template?	32

<b>9. Managing Profiles</b> .....	<b>33</b>
9.1. How to Create a Profile? .....	<b>34</b>
9.2. How to edit Product Profiles? .....	<b>36</b>
<b>10. Configuring the App</b> .....	<b>37</b>
10.1. How to configure the Default Profile? .....	<b>37</b>
10.2. How to configure App Settings? .....	<b>37</b>
10.3. How to Configure Seller Preference? .....	<b>38</b>
10.4. How to set up General Configurations? .....	<b>39</b>
10.5. How to configure Currency Converter? .....	<b>40</b>
10.6. How to configure order settings? .....	<b>40</b>
10.7. How to configure Webhook Settings? .....	<b>40</b>
<b>11. How to View the Activities?</b> .....	<b>40</b>

# 1. Overview: Integration for eBay

## About CedCommerce

CedCommerce is a client-first eCommerce Solution Provider, catering to 30,000+ happy customers across 25+ countries with more than 850 solutions.

Our contribution to the eCommerce industry over the years has positioned us among world-class leaders. We are proud Business Partners of Facebook, Google, Amazon, Walmart, HubSpot, Shopify, BigCommerce, and 50 other Global Brands.

Our constant efforts in facilitating best-in-class and affordable eCommerce solutions catered with 24X7 live customer support services have been awarded 5 Times in a Row under the Deloitte Technology Fast 50 program.

## CedCommerce – Shopify Integration for eBay Integration

CedCommerce's Shopify Integration for eBay Integration Solution is designed to help Shopify merchants effortlessly sell on eBay.

### With our app, you would be easily able to

#### Templates

Create Title, Inventory, Category & Price Templates to make the process of selling on eBay automated.

#### Profiles

Group products and assigns various business policies (Shipping, Payment & Return) and Templates (Inventory, Pricing, Title & Category) to upload a number of products in just a few clicks.

#### Product Management

Easily list Shopify products on eBay. The app fetches the product details from your Shopify Store and lets you create the same on eBay.

You also get to edit the title, details, and pricing from the app before uploading it to the eBay marketplace.

#### Order Management

Fetch the orders received on eBay to your Shopify store & fulfill them.

## 2. How to Onboard the App?

Onboarding becomes one of the most important steps to start selling on eBay from the Integration for eBay app.

The onboarding process has been segmented into 6 steps.

- **Registration**(<https://docs.cedcommerce.com/shopify/ebay-marketplace-integration/?section=regstn>)
- **eBay account link**(<https://docs.cedcommerce.com/shopify/ebay-marketplace-integration/?section=link-your-ebay-account>)

- **Plan selection**(<https://docs.cedcommerce.com/shopify/ebay-marketplace-integration/?section=choose-a-plan>)
- **eBay & Shopify attribute mapping**(<https://docs.cedcommerce.com/shopify/ebay-marketplace-integration/?section=map-ebay-shopify-fields>)
- **Business policy set-up**(<https://docs.cedcommerce.com/shopify/ebay-marketplace-integration/?section=set-your-business-policies>)
- **Default category template set-up**(<https://docs.cedcommerce.com/shopify/ebay-marketplace-integration/?section=execute-category-mapping>)

## 2.1. How to Complete the Registration?

When registering yourself on the app you need to provide certain information that includes:

- **Contact Details**
  - Enter your contact details
  - Select your country code from the drop-down.
  - Now enter your phone number.
  - An OTP (one-time password) will be sent to your number for verification purposes.
  - Enter the OTP and proceed.
- **Additional User Information**
  - Enter your Full Name
  - Enter your Email ID
  - Enter the Skype ID
  - Provide a Preferable Time for Calling
  - Share your estimated monthly store earnings
  - Lastly, let us know how did you come to know about us?
- **Accept the Terms & Conditions** by clicking on the checkbox.
- Now click on the Next button to **complete the registration process.**

## Tell us about yourself



[Help video?](#)

Phone Number \*

United States

+1

\*required field, OTP will be send to this number for verification

Additional user information
>

How do you came to know about us?

Shopify App Store

### CedCommerce Terms & Conditions and Privacy Policy

CedCommerce, LLC currently provides integration functionality with eBay and other marketplaces. Our goal is to provide reliable services for a competitive price that helps merchants sell their products across multiple platforms. We work hard to ensure this service works to its full potential and meet each case with the utmost dedication.

We understand how important a secure website is to e-commerce. Our investment in infrastructure and security only highlights this

Accept terms & conditions

Next

## 2.2. How to Link your eBay account?

**Linking your eBay account required you to complete the following steps,**

- The live account can be connected
- Select the country in which your seller account exists
- Click on the connect button once you've selected the above two options.


**You will be redirected to the eBay website on which you have a seller account.**

- Enter your eBay credentials and log in to the account.
- In the case you do not have an eBay account yet, register yourself and create your seller account.

**Get your account linked**  
●●●●●

[Help video?](#)

**Kindly select below the country in which you are selling**  
For eg. If you sell in **MOTORS** then select **eBay Motors** from the options.



**ebay™**  
compatible  
application

Live account ↕ Choose Country ↕ Connect

Next

## 2.3. How to Select a Plan?

Select a plan that serves you best.

### Before you select a plan:

- Look for the number of products you process yearly.
- Look for the number of orders you process yearly.

**Pro Tip:** Opt for the yearly plan as it saves you a lot more time and money when compared to monthly plans.

### Choose a plan



**Please note**  
The plans listed below provide the service to list the products on eBay marketplace. It is not related in any way with the selling limit of seller on eBay marketplace, for that seller need to contact with eBay marketplace separately.

#### Most popular plans

<p><b>\$ 49</b> /month</p> <p><b>Choose this plan</b></p> <p><b>\$ 399</b> /year</p> <p><b>Choose this plan</b></p> <p><b>Silver</b></p> <p>All Listed Features Available</p> <hr/> <p>Silver plan services</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> One Year Validity</li> <li><input checked="" type="checkbox"/> Manage up-to 5000 products</li> <li><input checked="" type="checkbox"/> Sync up-to 3000 orders</li> </ul>	<p><b>\$ 19.08</b> /month</p> <p><b>Billed at</b></p> <p><b>\$ 229</b> /year</p> <p><b>Choose this plan</b></p> <p><b>Bronze</b></p> <p>All Listed Features Available</p> <hr/> <p>Bronze plan services</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> One Year Validity</li> <li><input checked="" type="checkbox"/> Manage up-to 2500 products</li> <li><input checked="" type="checkbox"/> Sync up-to 1000 orders</li> </ul>
---	---

#### Other Paid Plans

<p><b>\$ 69</b> /month</p> <p><b>Choose this plan</b></p> <p><b>\$ 499</b> /year</p> <p><b>Choose this plan</b></p> <p><b>Gold</b></p> <p>All Listed Features Available</p> <hr/> <p>Gold plan services</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> One Year Validity</li> <li><input checked="" type="checkbox"/> Manage up-to 10000 products</li> <li><input checked="" type="checkbox"/> Sync up-to 5000 orders</li> </ul>	<p><b>\$ 99</b> /month</p> <p><b>Choose this plan</b></p> <p><b>\$ 799</b> /year</p> <p><b>Choose this plan</b></p> <p><b>Platinum</b></p> <p>All Listed Features Available</p> <hr/> <p>Platinum plan services</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> One Year Validity</li> <li><input checked="" type="checkbox"/> Manage unlimited (up-to 150,000) products</li> <li><input checked="" type="checkbox"/> Sync unlimited orders</li> </ul>
--	---

#### Free Plan

**\$ 0**

**Choose this Plan**

**Free plan**

Manage upto 50 products and sync upto 10 orders

---

Free plan services

- 30 Days validity
- All Listed Features Available
- Non Transferrable Credits

**Next**



## 2.4. Map eBay & Shopify Fields

This functionality of the app ensures that you effortlessly map eBay and Shopify attributes to already existing eBay products.

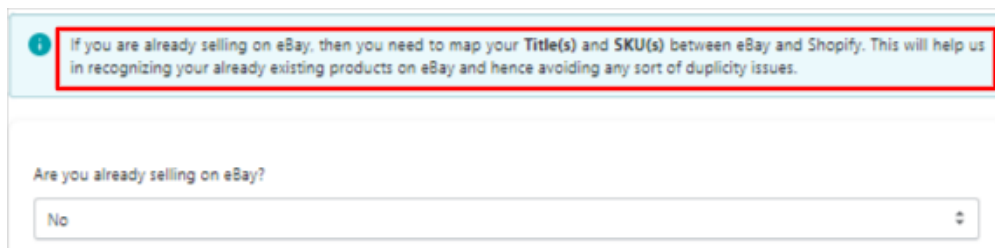
- The process is to help you avoid duplicate product uploads from Shopify on eBay. You can map Shopify attributes with eBay Title or SKU by applying filters like Product status, product type, Vendor from the Filter section.
- The app also lets you list products mapping between Shopify and eBay based on filters like vendor, product type, and product status.

### 2.4.1. How to Map eBay & Shopify Fields?

You need to complete the form to start importing products from your Shopify store.

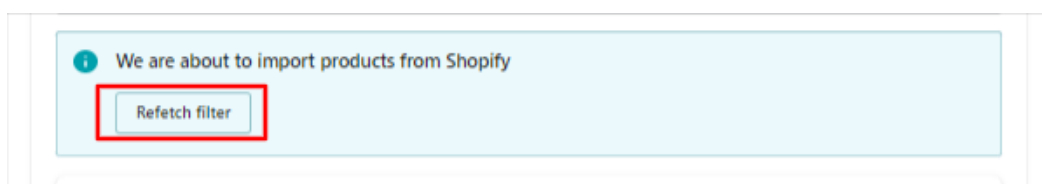
#### Start by filling out the following details

- Are you already selling on eBay? Answer Yes if selling else opt for No.



The screenshot shows a form with a light blue header bar containing an information icon and the text: "If you are already selling on eBay, then you need to map your Title(s) and SKU(s) between eBay and Shopify. This will help us in recognizing your already existing products on eBay and hence avoiding any sort of duplicity issues." Below this, the question "Are you already selling on eBay?" is followed by a dropdown menu with "No" selected.

- Click on Refetch Later if you plan to import products from Shopify at a later stage. Let it be if you want to complete the importing of products done now.



The screenshot shows a light blue header bar with an information icon and the text: "We are about to import products from Shopify". Below this, there is a button labeled "Refetch filter" which is highlighted with a red box.

- Next, click on Optional Filters to select the filter if you wish to apply any before importing products into the App.

- Finally, you need to select the products based on their status that you want to import into the app. The options you get to select from include:
  - **Published**
  - **Unpublished**
  - **All**

## 2.5. 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, which will be used as a default business policy for your products. The section has been created with a point of view to help existing eBay sellers choose business policies that can be used as default ones.

This section even helps to set selling details such as **ITEM LOCATION** (Country & Zip Code).

Through this section, you can **enable or disable** auto-product syncing & auto-order syncing.

- **Auto-product syncing:** Automatic synchronization of product details from Shopify to eBay through our app.
- **Auto-order syncing:** Automatic synchronization of order details from eBay to Shopify through our app.

### 2.5.1. How to Set up Business Policies

In order to set up your Business Policies you need to follow the given steps:

- **Payment Policy:** Use the **drop down** to select the policy that you want to use. You can select the existing payment policies available on your eBay account.

Payment policy

Choose from existing

Choose..

If you don't have a policy on eBay then you can create directly from eBay seller panel just hit the **Click Here** button.

Payment policy

You have to create payment policy directly on eBay seller panel [Click Here](#)

- **Shipping Policy:** Use the **drop down** to select the policy that you want to use. You can select the existing shipping policies available on your eBay account.

Shipping policy

Choose from existing

Choose..

If you don't have a policy on eBay then you can create directly from eBay seller panel just hit the **Click Here** button.

Shipping policy

You have to create shipping policy directly on eBay seller panel [Click Here](#)

- **Return Policy:** Use the **drop down** to select the policy that you want to use. You can select the existing return policies available on your eBay account.

Return policy

Choose from existing

Choose..

- If you don't have a policy on eBay then you can create directly from eBay seller panel just hit the **Click Here** button.

Return policy

You have to create return policy directly on eBay seller panel [Click Here](#)

- **Selling Details:** You need to provide the selling details which include Item Location and App Settings. This lets your Buyers know the ordered product location.

#### Item Location

- **Country:** Country in which your products are stored.
- **Zip Code:** The Zip Code of the location.

The screenshot shows a form titled "Selling details" with a sub-section "ITEM LOCATION". It contains two input fields: "Country" with a dropdown menu showing "Select..." and "Zip Code" with a text input field.

## App Settings

- **Enable Auto Order Syncing:** Toggle between enabling or disabling the auto order syncing. By default, this is "Yes". If you will let the setting "Yes" the orders placed on eBay will be fetched automatically, and if you will change the setting to "No" the orders placed on eBay will not be fetched via the app.

The screenshot shows a form titled "APP SETTINGS" with a sub-section "Enable auto order syncing". It contains a dropdown menu with "Yes" selected.

## 2.6. Default Category Template

**Template Name:** We provide flexibility to let you assign the desired name to the templates.

**Primary Category Mapping:** We have listed all the available eBay categories for you to assign to your products. 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.

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

### Attribute Mapping

**Required Attributes:** Product attributes define the important and relevant facts about a product. Attributes include things such as Brand, MPN, size type, size, color, and style.

The app maps your eBay required attributes with Shopify attributes by default (automapping). For instance: Brand with vendor and MPN with SKU.

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

- **Product Condition:** The seller can choose from the dropdown to tell about his product condition.
- **Variation Image:** If you want to send variation images then please select the attribute which you want to use for variation images.

## 2.6.1. How to Create Default Category Template

Creating the default Category Template requires the following steps:

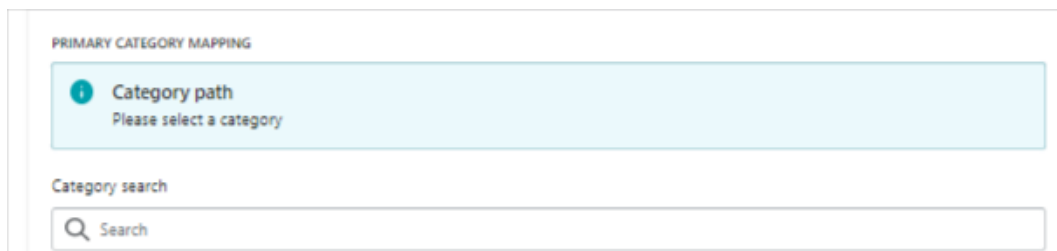
- Enter the desired **Template Name**.



Template name

\*required

- You can search the eBay Categories under the **Category search** icon.

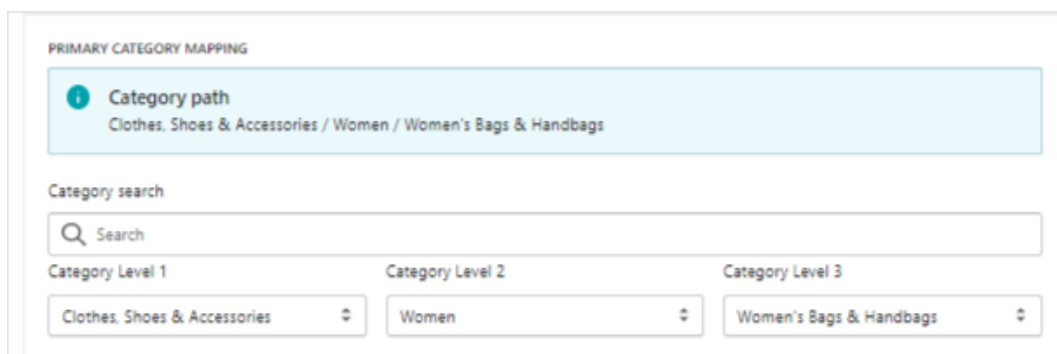


PRIMARY CATEGORY MAPPING

**Category path**  
Please select a category

Category search

- Select the **Primary Category:** This is a required field for each listing as it creates more intuitive buying, selling, and search experiences for your buyers on eBay.



PRIMARY CATEGORY MAPPING

**Category path**  
Clothes, Shoes & Accessories / Women / Women's Bags & Handbags

Category search

Category Level 1      Category Level 2      Category Level 3

Clothes, Shoes & Accessories      Women      Women's Bags & Handbags

- Complete the **Attribute Mapping**, these are the descriptive keywords that tell a buyer about your item. They may include brand, size, length, width, height, type, color or style, and many more, and vary depending on what you're selling and the selected category.

**#Required Attributes:** Each category offers some required attributes.

**Attribute Mapping** [Refresh eBay Attributes](#)

**Required Attribute**

# 1

eBay attributes:  Shopify attributes\*:

# 2

eBay attributes:  Shopify attributes\*:  eBay Recommendations\*:

# 3

eBay attributes:  Shopify attributes\*:  eBay Recommendations\*:

# 4

eBay attributes:  Shopify attributes\*:  eBay Recommendations\*:  Custom Value:

\*required

# 5

eBay attributes:  Shopify attributes\*:  eBay Recommendations\*:

**# Optional Attribute:** eBay offers to add some option attributes under each category. Click on **Add Attribute** button.

**Optional Attribute** [Add attribute](#)

i Optional attributes can be added by clicking Add attribute above

**# Custom Attributes:** In case you don't find your desired attribute the app lets you add a custom attribute to the selected category. Click on Add attribute button.

- Select the apt **condition** from the option that represents the condition of your products. And you can also give an **Additional condition description** to describe the product condition.

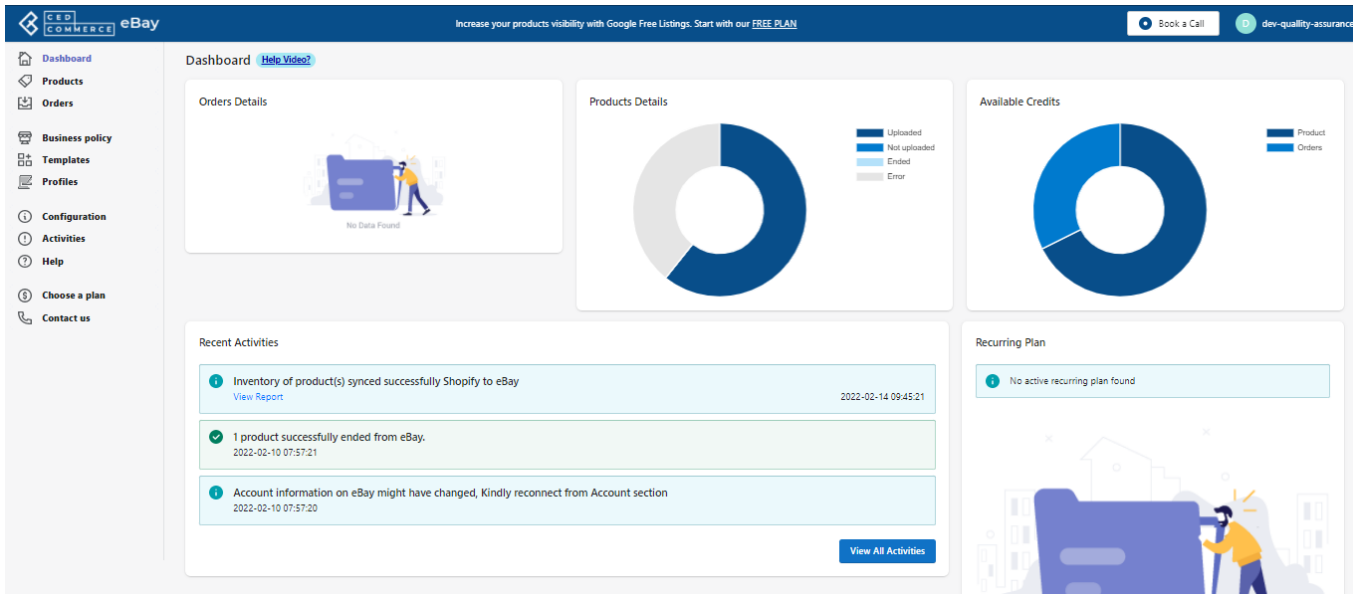
- Tick the checkbox that is required for the **variation images**. As eBay has the policy to set one variation for the listing so you can select any one checkbox. If find any attribute missing then click the **Refresh attributes** button.

- Once done, click **Save & complete** and you will be redirected to the Dashboard.

### 3. What the App Dashboard Shows?

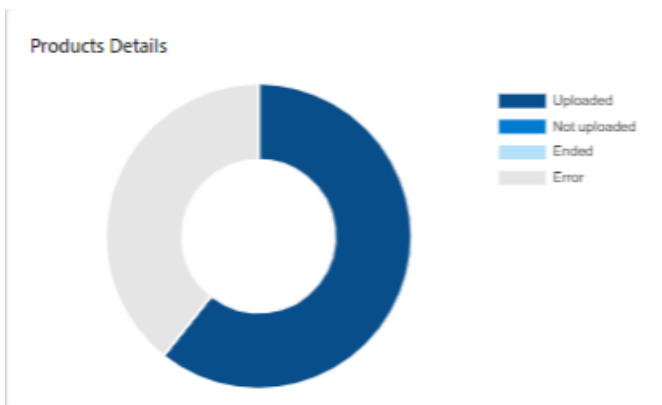
The app's dashboard is solely intended to help sellers have complete insight into orders, product status, credits, plans, sales, and activities.

Just by a glimpse of the dashboard, one can get a clear picture of the entire ongoing on the app.



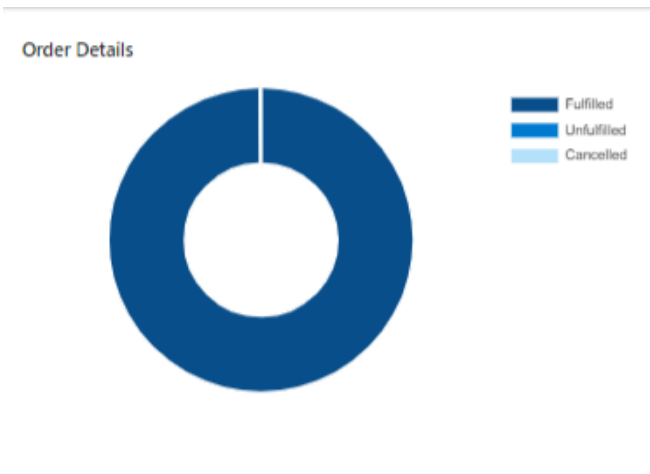
## App Dashboard will display the following information

**Product Details:** You can view the count of the products present in the application and along with the total count you can also get the information about how many products are currently Active, Unavailable, Not uploaded on eBay yet, and the products for which the profiles are not created as well. As shown in the following figure:



**Order Details:** Along with the Product Counts, you can also view the total count for your orders in the eBay Marketplace Integration app. You can get to know about how many orders you have Completed, how many are in Open State, and how many are Failed. This will help you in keeping track of how many orders you have managed via the application:





**Available Credits:** The available credits is the section that lets you know of your available and used monthly credits for processing products and orders.







**Recent Activities:** It shows the information about the completed and ongoing activities that have been performed and updates related to them. The section appears as follows:

Recent Activities

- No new orders to sync  
2022-02-14 14:02:05
- No new orders to sync  
2022-02-14 13:02:05
- No new orders to sync  
2022-02-14 12:02:04


[View All Activities](#)


**Recurring Plan:** The recurring plan section gives you an overview of your current subscribed plan. Here you can see details about the plan type, price, plan activation date, and next billing cycle.


Recurring Plan	
	Current Plan Gold
	Current Plan Price \$ 69.00
	Plan Activated On [Redacted]
	Next Billing Cycle [Redacted]


**Recommended Apps / News / Blogs:** The sections provided helps you to check out the Cedcommerce apps on the Shopify app store, Updated News & Blogs with the latest information from eBay.

**Recommended Apps** [See all](#)


 **Facebook & Instagram Shopping**  
Sell on Facebook & Instagram, list products and manage orders.


 **Wish Marketplace Integration**  
All in one solution to ease & manage your selling on Wish.com.


 **Multichannel Importer**  
Etsy importer, eBay importer Amazon importer FBA, file import

 **Etsy Marketplace Integration**  
Easily manage listings, inventory, orders & more on Etsy.com

**News**

 eBay Announce Winter/February Seller Update 2022

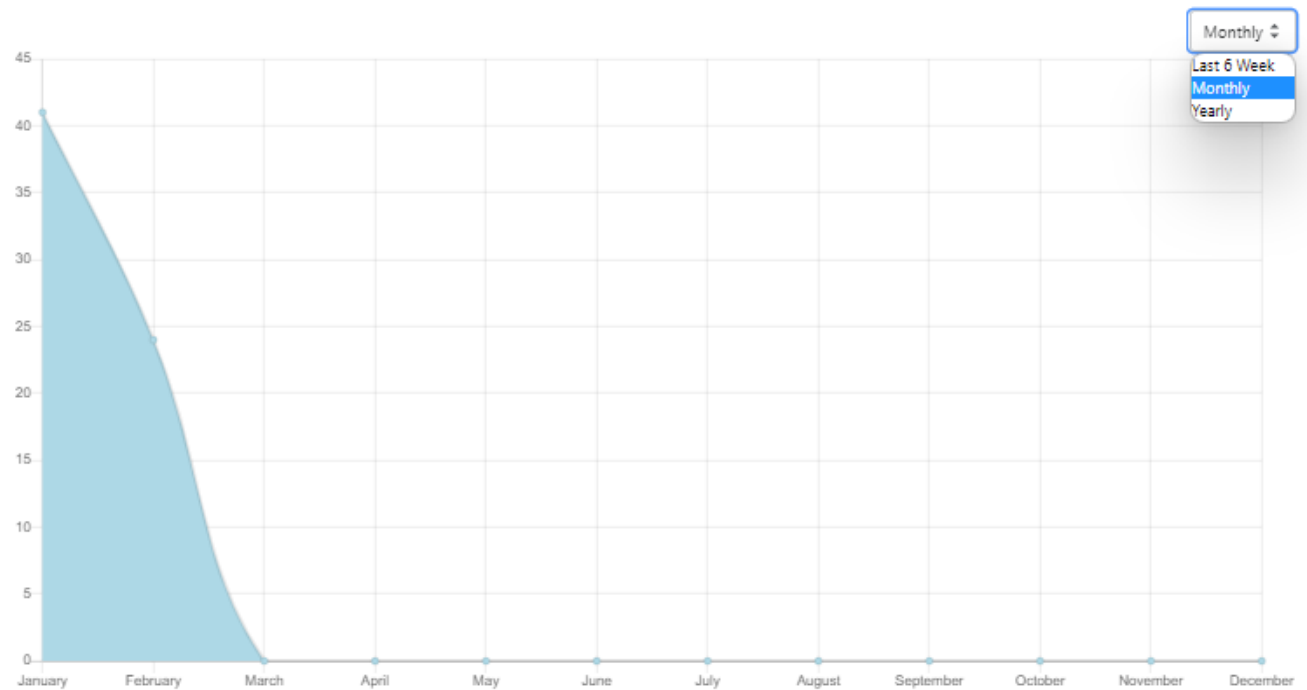
 Feb 22 eBay Seller Release

 eBay launches authentication for Trading Cards in the U.S.

**Blogs** Marketing on eBay: Drive More Traffic to eBay Stores! Avoid these problems on eBay and sell like a pro! Boost eBay Holiday Sales with Actionable and Simple Ways

**Orders:** This section also shows the graph of orders received in the **last 6 weeks, Monthly & Yearly**. You can set the filters from the dropdown given.

Orders



**Revenue:** It shows the overview earning of your store. You can switch between 30 days view and Total revenue.

REVENUE

30 Days

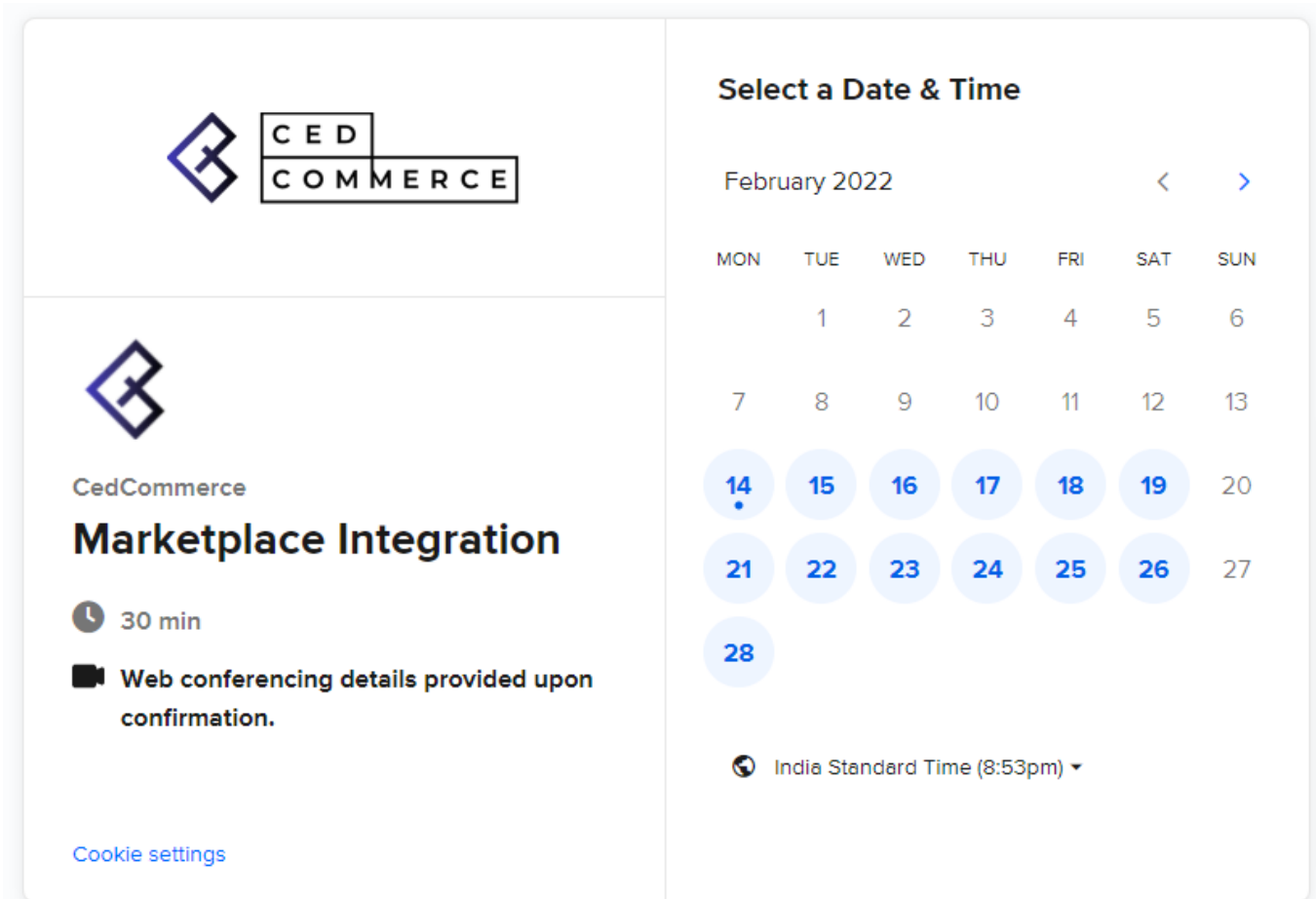
Last 30 Days

Total Revenue

**Book a Call:** If you are interested in having a call please book a suitable time slot by clicking on this “**Call Button.**”



You will be redirected to the following page:



**Select a Date & Time**

February 2022 < >

MON	TUE	WED	THU	FRI	SAT	SUN
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

🌐 India Standard Time (8:53pm) ▾

From here you can choose the desired Time slot to fix a call with our dedicated Account managers, we feel really blissful to listen from you, just let us hear.

## 4. How to View the Account Details

The top-right thumbnail has the following section:

### Reconnect Account

You can check or select your eBay account location from here & reconnect it. This section also facilitates you to check your required eBay User detail (as stored on the app).

The tab is to be used for Reconnecting your eBay account once you update the login credentials for your seller account or if you wish to connect a new eBay seller account.

### eBay Messages

The notifications and messages received on your eBay seller account get displayed under the tab of eBay Messages.

### App Account Details

Find the complete details for your Account. The tab displays details about your Username, Full Name, and Mobile number that was used to register your account.

## Billing History

The tab provides you with a complete list of all the necessary information about your current active plans like the name of the plan you opted for, date of plan activation, its price, and payment status.

## 5. Managing Products

### What can you view in the Product section?

The section lets you view the following:

#### Product Details

- **Image:** Displays the product image that has been assigned to a given product.
- **Title/ SKU:** The SKU and the Product title assigned to each product can be seen under the given section.
- **Inventory/ Price:** Lets you see the inventory available in your shopify store along with the price of the product.
- **Profile/ Variant Attributes:** Shows the profile that has been assigned to the product along with variant attributes.
- **eBay Status/eBay Item ID:** Shows you the status of the products also, you can view the respective errors and item ID for the products.
- **Vendor/ Product Type:** Displays the vendor name and the product type.

#### Product Status

- **All products:** This shows you all the products that have been imported to the app from your Shopify store.
- **Uploaded Products:** The section shows the list of products that have been uploaded to eBay.
- **Not Uploaded Products:** The section shows the list of products that have been uploaded to the app but are yet to upload on eBay.
- **Ended:** The listings that have ended are displayed under the ended section.
- **Errors:** The products that could not get uploaded to the app.

#### Perform Actions

- **CSV actions**
- **Shopify Actions**
- **eBay Actions**

#### Applying Filters

You can filter your products by applying filters based on various conditions. The search bar lets you search for a particular product.

### 5.1. How to Use the Filters?

#### Applying Filters

You can filter your products by applying filters based on various conditions. The search bar lets you search for a particular product.

Once you click on the filter, a dialogue box will appear, as shown below.

The first dropdown lets you set the fields that need to be utilized when applying the filter. It includes options like:

- Title
- Product Type
- Price
- Inventory
- SKU
- eBay Item ID
- Tag
- Profile
- Vendor
- Variation Attribute

The second dropdown lets you set the conditions that can be utilized when applying the filter. It includes options like:

- Equals
- Not Equals
- Contains
- Does Not Contain
- Starts with
- Ends with
- Greater than or Equal to
- Less than or Equal to

Once you've made the required selection, enter the value you wish to apply the filter and click on the Apply Filter to filter your products.

## 5.2. How to use the Product Section?

The Product details let you perform and do the following activities.

**Editing the Product Details:** You get to edit the product details for each product that has been imported from your store before uploading it to eBay by clicking on the title of the product.

**Edit the Profile Assigned to a Product:** Each profile assigned to a given product can be edited by clicking on the Profile from this section.

### 5.2.1. How to Edit Product Details?

To edit the product details you need to click on the product title available under the Title/ SKU tab of the Product section.

#### View Product

The page lets you view all the details that have been imported for the given product from your Store. Also, you can view the product once it has been listed on eBay from this page by clicking on the view on eBay tab.

#### Edit Product Details

Edit complete details of the product before uploading it to eBay. To complete the process you need to go to the respective section for which you wish to edit the details and perform the editing process.

#### Basic Details

The app lets you edit the following details under the Basic Details section.

- **Title:** Edit the product title if you wish to use a different name on eBay.
- **Vendor:** Edit the vendor's name for the product.
- **Product Type:** Edit the product type to suit the category under which your products fall in eBay.
- **Tags:** Add or remove the respective tags that are relevant to the products.
- **Dimensions:** Edit and add the dimensions to provide a relative idea of the size of your products for potential customers on eBay.

## Description

The app lets you edit the following details under the Description section. You get to edit the product description by adding SEO-friendly content for eBay's search console.

## Specifications

The app lets you edit the details for specifications like SKU, Price, Quantity, Barcode, Excluded, Weight, Unit, Color, and other similar specifications with respect to the product that was imported from your Store to the app.

## Images

The tab shows the images available for the product that'll be uploaded to the eBay marketplace.

## Product Data

The product data shows you the data for the product in accordance with Shopify, eBay, and the errors that have been issued by eBay for your product when the listing was created.

You also get to view the HTML codes for the listing of eBay Product Data and Shopify Product Data.

## 5.3. Performing Bulk Actions

CSV actions, Shopify actions & eBay actions are collectively known as Bulk actions. These are the actions that can be performed on a group of products in bulk.

- **CSV Actions**
- **Shopify Actions**
- **eBay Actions**

### 5.3.1. How to perform CSV Actions?

#### Export CSV

The app lets you update your product details in bulk by exporting the list in CSV format.

- Select the **CSV Actions** from the App Dashboard.
- Now click on the **Export** button to export all the products to the CSV file.
- Alternatively, you can **select the products** you would like to update using the CSV file.
- Now, click on the **Export CSV** button.
- A **dialogue box** will open.

Once the box opens you need to **select the checkboxes** for the details you need to export in your CSV file. The

options include:

- **Title**
- **Description**
- **SKU**
- **Brand**
- **Barcode**

When done with selecting the columns, **click** on the **Export CSV** button to download the CSV file.

### Import CSV

Make the changes in the product details for the selected columns of the CSV. Once the desired changes have been implemented on the sheet you are ready to import the CSV file to reflect the same on the products available on the app.

#### Click on the Bulk Update Button

Once you've clicked on the Bulk update button you need to select the Add files option to find and select the required CSV file from your computer.

Once done click on the Import CSV button. The file will be imported and the changes will start reflecting on the products available on the app.

## 5.3.2. How to Perform Shopify Actions?

### Shopify actions

These actions cater to fetching details from Shopify and syncing with the app.

- **Import products:** Fetch product details from Shopify to the app.
- **Sync inventory:** Bring the product quantity details from Shopify to the app.
- **Sync details:** Choose the fields you wish to update on the app by syncing their updated status from Shopify to the app.
- **Import collection products:** Fetch the collection of products from Shopify to the app.
- **Import meta fields of products:** You can fetch the meta fields of products from Shopify to the app.

## 5.3.3. How to Perform eBay Actions?

### eBay Actions

These actions ensure updates on eBay.

- **Upload and revise:** List the Shopify products from the app to eBay. If the product is already available on eBay, this action helps you to sync the product details. You can also upload new products to eBay using the action as explained below:

#### How to upload your products on eBay in bulk?

If you want to upload products in bulk on eBay.

- Click on the **eBay Actions dropdown**.



- Click on **Upload & revise** option.
- A box will appear asking you to **select the profile** for the products.
- **Select the respective profile & Click on Upload.**
- All the products of the **selected profile will be uploaded** on eBay in bulk.

**Sync Inventory:** This action helps you to sync your inventory fetched to the app from your Shopify store with your eBay shop in just a few clicks.

**Sync Price:** This action helps you to sync your price fetched to the app from your Shopify store with your eBay shop in just a few clicks.

**Upload Product:** This action will only upload product(s) from the application to eBay that already has a profile assigned to them.

## 6. Managing Orders

This section is dedicated to syncing eBay orders with the 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.

- **eBay Order ID:** The order ID generated on eBay for the given product.
- **Shopify Order ID:** Order ID generated on Shopify store for the given order on eBay.
- **Shopify Order Name:** This is a record number assigned by eBay for the order. We can call it a sequence number on eBay.
- **Fulfillment:** Know whether the order has been fulfilled or not.
- **Customer Name:** Know the name of the person who placed the order.
- **Imported At:** Reflects the date on which you brought your products from Shopify to the app.

### 6.1. How to Manage Order Status

The orders section of the app lets you view all the orders that have been received on the eBay marketplace.

**The orders get placed under 4 categories depending on their status as explained below:**

- **Unfulfilled:** The orders that have not been fulfilled on your Shopify Store get displayed under the given tab.
- **Fulfilled:** The orders that have been acknowledged on the Shopify store are given the Fulfilled status in the app.
- **Failed:** The orders that could not get created on the app due to some errors are displayed under the Failed order status.
- **Canceled:** The orders that were canceled are shown under the canceled order tab.

### 6.2. How to Import eBay orders?

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

- Click on the **Import eBay Orders** button, a pop-up will appear.
- Set the **number of days**, for which you want your orders to be synced.
- The **orders along with the order details will be visible** on the app.

You can view the order syncing status in the “**Activities**” section.

### 6.3. How to View 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 a crystal clear description of each order detail that you can view in the order details:**

- **eBay order ID:** This is a hyphenated numeric value assigned to orders received on eBay.

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

- **Payment Details:** It lets you view the Payment details like the pricing and the payment method that was opted for the given order. You also get to see the billing address of your customer.
- **Shipping Details:** It shows the shipping address and the services used for the fulfillment process.
- **Fulfillments:** It shows you the details related to the fulfillment of the order like the tracking number and the URL of the shipment.

## 7. Managing Business Policies

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.**

**Fetch Business Policies:** You fetch your Business Policies from eBay and set them to your product profiles.

You can also add new business policies or edit the fetched policies.

- **Shipping Policy**
- **Payment Policy**
- **Return Policy**

### 7.1. How to Create Product Profiles?

To create a Shipping Policy you need to enter the Shipping Profile Name in the field shown below:

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):

- **Flat:** This service includes choosing a fixed shipping price. You need to fill in the details shown in the image below. This is applicable for both Domestic & International shipping services.

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

- **Calculated:** The cost of shipping is determined in large part by the seller-offered and buyer-selected

shipping service.

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

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

- **Handling Time:** The handling time is the number of business days the seller will take to ship the item after receiving the cleared payment from the customer.
- **Shipping Service:** Offered by the seller to ship an item to a buyer who is located within the same country as the item.
- **Charges:** The base cost of shipping one unit of the item using the shipping service specified in the corresponding Shipping Service field.
- **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.
- **COD fee:** This dollar value indicates the money due from the buyer upon delivery of the item.
- **Free Shipping:** This boolean field indicates whether or not the corresponding domestic shipping service option is free to the buyer.
- **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).
- **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 or you can set a location to all the Shipping Service options from the checkboxes as shown below:

## 7.2. How to Create 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 the “**immediate pay**” option or you can choose one of the payment options, shown in the image below:

### 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.
- Buy It Now price (if applicable) cannot be higher than \$10,000 USD.
- The listing site supports PayPal payments.
- Category supports PayPal payments.
- The listing type is fixed-price or auctions (with the Buy It Now option).
- You can enter your PayPal email id in the field shown below:

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:

## 7.3. How to Create Return Policy?

This section helps you to modify an existing return policy or create a new one. Here, 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).
- Next, enter the number of days, after receiving the item, your buyer should contact you within.
- Finally, select who will pay the shipping charges while the return of an item from the dropdown.

## 8. Managing 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 each template that can be used to edit an existing template or to create a new one.

**Note:** Category Template is one such template that we ask to be created at the time of onboarding as it is mandatory to have a category for the items on eBay.

**You can create and edit pre-existing templates from the list:**

- Category Template
- Inventory Template
- Pricing Template
- Title Template

### 8.1. How to Manage Category Templates?

You can view the number of existing category templates and their details. You can edit the required Category Template that suits your needs.

1. Find the template available under the **Category Tab** of the Template section.
2. Once you have found the template, click on the **Name** of the template.
3. A new page opens that lets you **edit the template**.

#### Edit an existing template

- **Template Name:** We provide flexibility to let you assign the desired name to the templates. You can choose a name at your convenience.
- **Primary Category Mapping:** We have listed all the available eBay categories 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.**

- **Additional Information:** eBay provides all the relevant details related to the category such as Best offer enabled, Variations enabled, ISBN, UPC, EAN, etc.

**Note:** If the category selected by you has variants, then the checkbox adjacent to “Variations enabled” will appear auto-ticked.

## Attribute Mapping

- **Required Attributes:** Product attributes define the important and relevant facts. Attributes include Brand, MPN, size type, size, color, and style. The app maps your eBay required attributes with Shopify attributes by default (automapping). For instance: Brand with vendor and MPN with SKU.
- **Shopify attributes:** These are the Shopify characteristics of your products that define your product.
- **eBay recommendation:** If you don't find any relevant attribute on Shopify to map with eBay attribute, you can set values from eBay recommendations that eBay provides.

**Note:** If any check boxes adjacent to the options- Best offer enabled, Variations enabled, ISBN enabled, UPC enabled & EAN enabled appear auto-ticked, that means ISBN, UPC, or/& EAN gets required for the products falling in that category.

If you do not have them, we automatically allow them on eBay with a Does Not Apply message.

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

- **Optional Attributes:** eBay allows you to add optional attributes to your products. Thus we have provided the option to add optional attributes to your products.
- **Custom Attributes:** If you want to add more attributes to your products, the app allows you to add custom attributes.
- **Custom value:** if you don't find your desired values in the eBay recommendation list, you can also set a custom value for that attribute.
- **Bundle Listings:** A bundle is a collection of products sold together for a single price. Each product is purchased separately and has its product record, cost price, and sale price. You can list your products in multiple quantity packs on eBay from the Bundle listing option.
- **Product Condition:** The seller can choose any of the following options from the dropdown to tell about his product condition.
- **eBay Store Front Category:** You can also select your eBay store categories or sub-categories to help buyers find the products easily in your eBay shop.
- **Variation Image Settings:** If you want to send variation images, please select the attribute you want to use for variation images.

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.

- **Secondary Category Mapping:** You can also execute Secondary Category Mapping by clicking on "Enable secondary category," as shown in the figure below.

### 8.1.1. How to Create a Category Template?

To **create a New Template** you need to **go to the template section** available in the **5th position from top to the left of your screen** on the app panel.

Once you are on the page find the **Add Template** button. It is available in the top right corner of the page as shown in the image.

- Click on the **Add Template** button and a drop-down menu appears.
- Now you click on **Category**.
- You'll be taken to a new page where you can create the required **Category Template**.

**Creating the Template requires the following steps:**

- Enter a unique **Template Name**.
- Select the **Primary Category**.
- **Tick the checkboxes** that are required for the variation images.
- Tick the **Enable Secondary Category mapping if you want to assign a second category** to the template.
- Once done, click **Save** to complete the process.

## 8.2. How to Manage Inventory Template?

You can view the number of existing category templates and their details. You can **edit the required Inventory Template** that suits your needs.

1. Find the template available under the **Inventory** tab of the Template section.
2. Once you have found the template, click on the **Name of the template**.
3. A new page opens that lets you **edit the template**.

**You can edit the existing inventory templates to manage your Shopify products well on the app and eBay.**

- **Template Name:** Edit the template name of your choice.
- **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.
- **Send lower Inventory:** The option helps to the original inventory value when it is lower than fixed inventory.
- **Threshold Inventory:** Set a minimum quantity for 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 with the option to delete such products.
- **Delete out-of-stock products:** This option helps end those products from eBay out of stock on Shopify.
- **Customize inventory:** The option helps you customize the inventory by increasing or decreasing value.
- **Quantity restriction per buyer:** You can fix the quantity of a product you want to offer to each buyer. For example, if you enter 2 as a Quantity restriction per buyer in a template, then a single buyer can purchase all the products assigned to this template just twice.

### 8.2.1. How to Create an Inventory Template?

To create a **New Template** you need to go to the template section available in the **5th position from top to the left of your screen** on the app panel.

Once you are on the page find the **Add Template** button. It is available in the top right corner of the page as shown in the image.

- Click on the **Add Template** button and a drop-down menu appears.
- Now you click on **Inventory**.
- You'll be taken to a new page where you can **create the required Inventory Template**.

**Creating the Template requires the following steps:**

- Enter a Unique Template Name.
- Enter the value for Fixed Inventory that you want to show for the products assigned under the given template.
- Tick the checkbox next to Send lower inventory to send the original value of inventory when it is lower than fixed inventory.
- Now, enter threshold Inventory.

- Select the checkbox that you want to include in the Inventory Template. The checkboxes include – Customize inventory and Delete out of stock products.
- Next, provide the number for quantity restriction per buyer.

### 8.3. How to Manage Pricing Templates?

You can view the number of existing category templates and their details. You can **edit the required Category Template** that suits your needs.

1. Find the template available under the **Pricing tab** of the Template section.
2. Once you have found the template, click on the **Name of the template**.
3. A new page opens that lets you **edit the template**.

**You can edit the existing Pricing templates to manage your Shopify products well on the app and eBay.**

- **Template Name:** Edit the template name of your choice.
- **Round off price:** You can choose to round off your product prices by enabling this option.
- **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):** Edit the template's listing type for the products by toggling between "Fixed Price" and "Auction-Style".
- **Custom price:** Increase/decrease the prices of your products either by a fixed value or a percentage.
- **Flat price:** Edit the fixed price that you can set for your product.
- **Default:** Select the option to set the price of the products assigned to the given template, as available on Shopify.

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

- **Start price:** This is the price at which bidding for your product will start.
- **Buy it now price:** By specifying a "**Buy It Now**" price, allow 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 an item, the auction listing will end immediately. The "**Buy It Now**" price should at least be 30% above the start price.
- **Reserve price:** The lowest price at which a seller is willing to sell an auction item. (Reserve price must be greater than start price).

#### 8.3.1. How to Create a Pricing Template?

To create a **New Template** you need to go to the template section available in the **5th position from top to the left of your screen** on the app panel.

Once you are on the page find the **Add Template** button. It is available in the **top right corner of the page** as shown in the image.

- Click on the **Add Template** button and a drop-down menu appears.
- Now you click on **Pricing**.
- You'll be taken to a new page where you can **create the required Pricing Template**.

**Creating the Template requires the following steps:**

- Tick the checkbox if you want to **round off the decimals to the nearest integer**.
- Now **select a listing type** format (Fixed Price or Auction Style) from the drop-down menu.



- Once done, **select a listing duration** from the options available.
- In the case you select **Auction Type** listing, **select the start price** for the listing from the drop-down.
- Next, you need to **tick the checkbox to use the buy it now prices** for the product.
- **Set the buy it now price** for the listing (It needs to be 30% greater than your Start Price).
- Once you're done, click **Save**.

**Note:** Selecting Fixed Price listing will automatically set the listing duration to Good Til' Canceled.

## 8.4. How to Manage Title Templates?

Title template helps you **map desired Shopify attributes to Title, subtitle & description attributes of eBay**. It lets you pass a combination of Shopify attributes and custom values to the aforementioned eBay attributes.

You can view the number of existing Title templates and their details. You can **edit the required Category Template** that suits your needs.

- Find the template available under the **Title Tab** of the Template section.
- Once you have found the template, click on the **Name of the template**.
- A new page opens that lets you **edit the template**.

**You can edit the existing Title templates to manage your Shopify products well on the app and eBay.**

- **Title:** Edit the title name of the template. You can also **create custom values** by trimming the **title, setting up a sub-title & assigning a description** (for eBay) to have a personalized mapping process by choosing **“set custom value”** from the dropdown.
- **Description:** Select the description field you wish to apply from the drop-down menu option under the description field.
- **Product Dimensions:** If you wish to charge the shipping cost on the basis of product dimensions like length, width & height you can update the default dimensions for all your products that will be assigned to the given template.

### 8.4.1. How to Create a Title Template?

To create a **New Template** you need to go to the template section available in the **5th position from top to the left of your screen** on the app panel.

Once you are on the page find the **Add Template** button. It is available in the top right corner of the page as shown in the image.

- Click on the **Add Template** button and a drop-down menu appears.
- Now you click on **Title**.
- You'll be taken to a new page where you can **create the required Title Template**.

**Creating the Template requires the following steps:**

- Enter a unique **Template Name**.
- Next, select the title field you want to map from the drop-down menu.
- Tick the checkbox adjacent to **“Trim Title”** in the case where you want to trim the title for the products assigned to the given title template.
- Next, if you wish to set a subtitle tick the checkbox adjacent to **“Set Subtitle”** and select the appropriate field you want to use for it.



- Now **select the description field** from the drop-down menu to map on eBay.
- Finally, enter the **product dimensions** and click the **Save** button to create the Template.

## 9. Managing 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.

**[Note] Save all profiles:** The profiles may get unassigned to some of the products due to some product specification changes in Shopify. So, the feature helps you to update all the products to their respective profiles in one go.

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:**

- **Action:** From here, you can delete the created profiles.
- **Name:** View the name of the product.
- **Query:** This is the condition type used to filter products.
- **Product Count:** Updates you about the number of products assigned to a particular profile.

You can find the required profile by applying filters available in the right corner of the page. The panel also lets you edit or delete a selected profile by clicking on the \_\_\_ or \_\_\_ to perform the action.

### Editing a Profile

Once you click on the **Profile Tab** you can view the number of existing profiles and their details. To edit an existing profile:

- Find the **Profile available under the Name** of the Profile section.
- Click on the **Name of the profile**.
- A new page opens that lets you **edit the Profile**.

**Profile Name:** Edit the name for the profile.

### Business Policies

These are the policies 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:**

- **Shipping Policy:** This policy is concerned with Shipping Configurations such as the number of shipping days, shipping charges, etc.
- **Payment Policy:** This, majorly, is regarding the mode of payment you want to offer to the buyers.
- **Return Policy:** This business policy is regarding the number of days within which you will accept the returned products & other related conditions. It is also concerned with money return terms if a buyer returns a product.

### Templates

This subsection will help you to choose the following templates\* for your products:

- **Inventory**
- **Pricing**
- **Title**
- **Category**

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

## **Package Type**

Through this section, you can set the package type for your products. This will help you to offer the best shipping option to your buyers. You cannot apply the package type to the flat shipping type.

## **Import Collection**

If you have made any changes or some collections seem to be missing, you need to re-import them to keep the app in sync.

## **Update Products in Collection**

You can update the profile’s newly added products of a specific collection.

## **Filter Products**

You can filter products that you want to assign to 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 the “**Add Rule**” button, which will help to add conditions. For example, if you have two conditions created using the “**Add Rule**” button, the app will filter your products if both conditions hold true.

If you add conditions using “**Add Rule Group**”, the app will filter the products if any conditions hold.

## **9.1. How to Create a Profile?**

To **create a New Profile** you need to go to the **Profile section** available in the **6th position from top to the left of your screen** on the app panel.

Once you are on the page find the **Create** button. It is available in the top right corner of the page as shown in the image.

- Click on the **Create** button.
- You'll be taken to a new page where you can **create the required Profile**.

### Necessary fields to fill during profile creation

## PROFILE NAME

Fill in the desired name for the profile you are creating.

## BUSINESS POLICIES

These are the policies you may already have if you are an existing eBay seller or must have edited 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:

- **Shipping Policy:** This policy is concerned with Shipping Configurations such as the number of shipping days, shipping charges, etc.
- **Payment Policy:** This, majorly, is regarding the mode of payment you want to offer to the buyers.
- **Return Policy:** This business policy is regarding the number of days within which you will accept the returned products & other related conditions. It is also concerned with money return terms if a buyer returns a product.

## TEMPLATES

This subsection will help you to choose the following templates\* for your products:

- **Inventory**
- **Pricing**
- **Title**
- **Category**

**Note:** You can edit the templates mentioned above from the succeeding “**Templates**” section.

## PACKAGE-TYPE

Through this section, you can set the package type for your products. This will help you to offer the best shipping option to your buyers. You cannot apply the package type to the flat shipping type.

## IMPORT COLLECTION

If you have made any changes or some collections seem to be missing, you need to re-import them to keep the app in sync.

## UPDATE PRODUCTS IN COLLECTION

You can update the profile's newly added products of a specific collection.

## FILTER PRODUCTS

You can filter products that you want to assign to 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 the “**Add Rule**” button, which will help to add conditions. For example, if you have two conditions edited using the “**Add Rule**” button, the app will filter your products if both conditions hold true.

If you add conditions using “**Add Rule Group**”, the app will filter the products if any conditions hold.

## 9.2. How to edit Product Profiles?

To edit the profile assigned to each product you need to click on the profile name available under the Profile/Variant Attributes.

Once you are in the profile section you can edit the profile details assigned to your product. The options you get to perform include,

- **Profile Name:** Edit and assign a new profile name. Make sure the new profile name is unique.
- **Business Policies:** Edit the respective business policies you want to change for the profile.
- **Shipping Policies:** Select from a list of shipping carriers available in the list.
- **Payment Policies:** Select from a list of payment options you wish to apply to products assigned under the given profile.
- **Return Policies:** Opt for the most suitable return policy that suits you from the list.
- **Templates:** Edit and change the pre-assigned templates for the given profile by selecting the respective template from the drop down option. You can edit the following templates for the profile:
- **Inventory:** Edit the Inventory template by selecting a different template from the drop down you wish to apply to the set of products that will be placed under the given profile.
- **Pricing:** Edit the Pricing template by selecting a different template from the drop down you wish to apply to the set of products that will be placed under the given profile.
- **Title:** Edit the Title template by selecting a different template from the drop down you wish to apply to the set of products that will be placed under the given profile.
- **Category:** Edit the Category template by selecting a different template from the drop down you wish to apply to the set of products that will be placed under the given profile.
- **Package Type:** Edit the package type for the given profile depending on the type of packaging you are offering for the products that are placed under the profile.
- **Filter Query:** It is the filter that has been used to find the apt products such that they can get placed under the given profile.

To edit the filter and apply a new set of rules to sort the products for the given profile you need to follow the given steps:

**Select the attribute that you want to use. The options you get here includes,**

- **Title**
- **Description**
- **Price**
- **Tag**

- Profile
- Vendor
- Product Type

Next, you need to select the operator that is to be used for filtering the attributes.

- Equals
- Not Equals
- Contains
- Does Not Contain
- Starts with
- Ends with
- Greater than or equal to
- Less than or equal to

Once you've made the required selection, enter the value you wish to apply the filter and click on the **Apply Filter** to filter your products.

## 10. Configuring the App

The app lets you configure the settings and details for your profile, orders, seller preferences, webhook settings and various other configurations.

- Default Settings
- App Settings
- Seller Preference
- Global Configuration
- Currency Converter
- Order Setting
- Webhook Settings

### 10.1. How to configure the Default Profile?

Default Profile will be used at the time of product upload on eBay. You need to configure the profile with all the templates for **Shipping, Return, Payment Policies, and Category**.

- **Shipping Policy:** The shipping policy lets you select the shipping options you will provide to shoppers on purchases.
- **Payment Policy:** Select the payment policy you wish to offer to your shoppers from the dropdown.
- **Return Policy:** This lets you select the return policy that you will be providing to your shoppers on eBay.
- **Category Template:** Set the category template for your default profile from the given options.
- **Inventory Template:** Select the Inventory Template you wish to offer to your shoppers from the dropdown.
- **Pricing Template:** This Lets you select the Pricing Template that you will be providing to your shoppers on eBay.
- **Title Template:** Set the title template for your default profile from the given options.

Once you've selected the respective options from the dropdown for each Policy and Template you can move ahead to save the Default Profile by clicking on the **Save** button.

### 10.2. How to configure App Settings?

The app settings configuration lets you toggle between enabling and disabling various syncing options for eBay Marketplace.

- **Product**
- **Order**
- **Inventory**
- **Auto product create**
- **Rack Inventory from Shopify**
- **Package Type**
- **Update Edited Fields**

### From App to Marketplace

Select the respective checkbox for each attribute you want to sync from the app to the eBay marketplace

- **Title**
- **Main Image**
- **Weight**
- **Item Specifics**
- **Variation Pictures**
- **Quantity**
- **Price**

Once you are done with your final selection of attributes, click on **Save**.

## 10.3. How to Configure Seller Preference?

The seller preference lets you set the condition for you to import the products from the Shopify store to eBay. You can apply filters for the following:

- **Import Product Filters**
- **Import Collection Products**
- **Match Products from Shopify**
- **Resolve Order and eMail Error**

### How to apply the Import Product filter?

To apply the import product filter you need to fill in the sections from the following options.

**Import and Replace Products:** Toggle between Yes and No. The option lets you import and replace existing products from the app when importing products from Shopify.

Next, you need to select the product type from the options available. **Example:** Apparel, Bags, Shoes, etc.

Once done, you need to move to the published status of the products you want to import from Shopify. You can select from the following options:

- **Unpublished**
- **Published**
- **Unpublished**
- **Any**

Now you need to move forward and select the product status. It will imply that you want to import products that

have the selected product status.

- **Unselect**
- **Active**
- **Archived**
- **Draft**

Finally, you need to select the vendor from the drop-down menu to complete the Import product filter setup. Once the process has been completed you move to move to Import Collection Product.

### How to apply the Import Collection Product?

When you make any changes to your collections or when collections seem to be missing in the app, you can re-import the products so as to keep the app in sync.

- Click on the Import collection button to import all collections from the Store to the App.
- In the case, you want to import and replace a particular collection you can select the checkbox next to the given collection.
- Once you are done, you need to match products from eBay.

### How to match products from eBay?

The preferences for matching products from eBay are, by default in order is set **Title > SKU**. You can still set custom preferences by clicking on the Add Attribute button.

Select the eBay attribute you want to match with Shopify Attributes. The app lets you set two preferences to choose from which include: **Title and SKU**.

Next, you need to set the Resolve order and email error.

### How to set the resolve order and eMail error?

- Enter the order ID along with the email address for each.
- In the case of multiple entries, you need to click on the Add button.

Once you have completed setting up all the entries, click **Save**.

## 10.4. How to set up General Configurations?

To set up the configuration settings you need to provide the following details in the app.

### Selling Details

To complete the selling details you need to provide VAT details which require you to toggle between Yes and No for each option and a numerical value for the VAT percentage.

- **Business Sellers**
- **Restricted to Business**
- **VAT percentage**

### General Settings

If you want to send variation images then please select the attribute which you want to use for variation images.

## Item Location

- **Select the country** and then **enter the zip code** for the location of your item.
- In the case where you want to **excuse the item location**, you need to select the button that reads **Create Exclusion List**.

## 10.5. How to configure Currency Converter?

To configure the currency converter you need to select **Yes** from the drop-down for the query **Enable Currency Converter**.

Now you get the option to enter the Shopify currency along with the eBay currency under respective tabs.

eBay Currency is the value of 1 Shopify currency value. I.e. Suppose you sell a t-shirt for € 2 on Shopify. The currency converter will help to get this converted into your eBay shop's currency. Thus, this t-shirt would appear to be \$ 2.20 on eBay.com

**1 EUR = 1.1 USD**

## 10.6. How to configure order settings?

Map Shopify order cancellation reason with the reasons for the same available on eBay.

Here you need to map the reason behind the order cancellation from the app to your Shopify store.

- **Customer changed/canceled order**
- **Fraudulent order**
- **Items unavailable**
- **Payment declined**
- **Other**

## 10.7. How to configure Webhook Settings?

Enabling the webhook settings will let you sync any update related to an order made on Shopify with the App that will be updated on eBay as well.

To enable the webhook settings you need to use the dropdown menu and select Yes.

## 11. How to View the Activities?

To view the ongoing activities as well as the ones that have been performed recently you need to click on the Activities tab.

### Recent Activities

The section offers you details about recently completed activities. You can view all the activities that have been completed by clicking on "**View All Activities**". Also, you get to delete the data for all activities report lists by clicking on "**Clear All Activities**".

### Currently Running Processes



The section shows you a list of processes that are currently ongoing in the background.