BigCommerce eBay Connector

by CedCommerce Products Documentation

1. Overview of the Application

eBay(https://www.ebay.com/)
is one of the world's largest eCommerce marketplaces, facilitating transactions between consumers (C2C) and businesses (B2C).With over 129 million active users on eBay in 30+ countries, makes them desired marketplaces for the sellers. The marketplace is a popular online auction and shopping platform, you can take advantage of its diverse product listings and reach for generating sales.

The BigCommerce eBay Connector by **CedCommerce(https://cedcommerce.com/)**
helps you connect your BigCommerce store with eBay. It helps you in efficiently manage the sales operations by simplifying your selling process.

Key Features Of The Application

- **Bulk Product Upload:** Easily upload a large number of products to Amazon or eBay with a single click, providing flexibility in product listing.
- **Inventory Price Sync:** Maintain consistent inventory and pricing across your BigCommerce store and connected seller panels (Amazon & eBay) with the inventory price sync feature.
- **Product Linking:** Manage your product links with ease, whether they're already linked or require linking or unlinking. You can manually link products using Close Match and Linking Required.
- **Order and Shipment Sync:** Easily track and synchronize orders and shipments between your BigCommerce store and Amazon or eBay with this app feature.
- **Product Listing:** Effortlessly handle all the products imported from BigCommerce within the app using the product listing feature.

2. How this Guide will help you

The BigCommerce eBay Connector User Guide is a detailed manual designed to assist individuals who are selling on eBay. Its objective is to simplify the complexities of the selling process and offer a comprehensive insight into the application's functionalities. The guide aims to efficiently manage the selling process on the marketplace.

Let's Get Started

This guide will provide you with complete guidance on the following:

- **Dashboard**

The Dashboard section provides real-time information regarding products, orders, and more. Additionally, it provides data, along with keeping you in loop about recent activities. You can easily switch between different eBay accounts connected within the app. The Activity section of the app enables you to track the comprehensive record of activities available.

- **Category Template**

The Category Template section on the app provides access to important information about Template. As you list these products on eBay, they are allocated to specific categories. These templates play a crucial role in simplifying your product listings and ensuring a hassle-free shopping experience for your customers.

- **Manage Products (Product Listing)**

The Manage Products (Product Listing) segment on the app allows you to view and manage all products imported from the app.

- **Product Linking**

The Product Linking section of the app helps you in linking all the products from eBay products with their corresponding BigCommerce counterparts.

- **Orders**

The Order segment on the app assists you in importing orders from eBay to the app. Also you can view all order details fetched from eBay to your BigCommerce store.

- **Settings**

The purpose of the Settings section on the app is to streamline your selling process. It allows you to view the details of the connected account, delete the details of the connected account and allows you to add a new account. Also the section enables you to manage marketplace settings, inventory rules, and order management.

3. Dashboard

The dashboard section provides real-time insights about products, orders and more and also keeps track of all the recent activities carried out on the app.
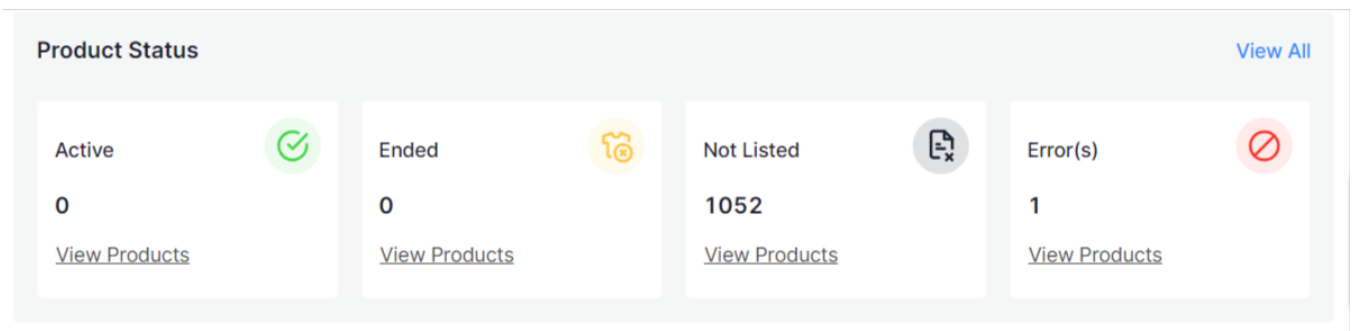
Actions you can perform in the Dashboard:

- View the Product Status
- View the Order Status
- View Product Linking
- View Connected Accounts
- View Activities

3.1. View the Product Status

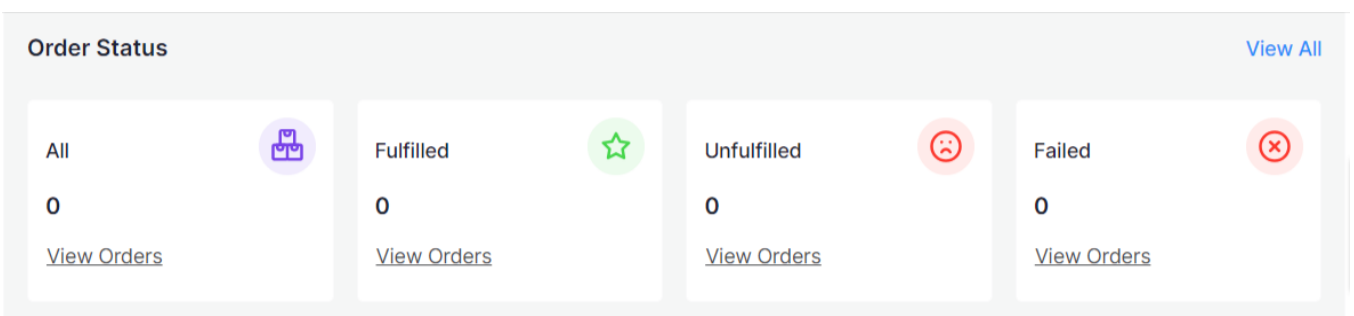**Step 1:** Go to the Dashboard

Step 2: Click on the Product Status to get a clear insight on whether your product is active, inactive, not listed and error.

3.2. View the Order Status

Step 1: Go to the Dashboard.

Step 2: Click on the Order Status to view the status of your product, whether it is shipped, fulfilled, created and failed.

3.3. View Product Linking

Step 1: Go to the Dashboard.

Step 2: Click on the Product Linking to view all the links of all your eBay products with their BigCommerce equivalent.

Product Status				View All
Active ✓	Ended	Not Listed	Error(s) ⊘	
0	0	1052	1	
View Products	View Products	View Products	View Products	

3.4. View Connected Marketplace Account

Step 1: Go to the Dashboard.

Step 2: Move to the top right corner under the section of Connected Marketplaces Accounts you can view the eBay and Amazons accounts connected to the app.

Connected Marketplace Account

ebay	eBay	2 Account Connected
a	Amazon	1 Account Connected

3.5. View the Activities

Step 1: Go to the Dashboard.

Step 2: Next go to the right corner under the Activities section you can view the records of all the recent activities performed on the app.

Activities   View all

NaN

Tue, 24 Oct 2023 09:06:26 GMT

Product(s) upload on ebay is in progress.

Tue, 24 Oct 2023 09:03:45 GMT

● Match From Ebay Performed Successfully.
  17 days ago

● Product Import Successfully Completed!
  17 days ago

● Products fetched from source catalog, Now being
  processed to comply with our system requirements.
  17 days ago

4. Category Template

Under the Category Template section, you can categorize products with similar characteristics based on a query. When these products are listed on eBay, they are associated with specific categories and attributes, providing clear and accurate details in the listings. However, it is a prerequisite for users to begin by establishing a default template and subsequently create templates for other categories.

Category Template

Refresh Policy   Edit Default Template   Create Template

Category templates are meant to group similar products based upon a query. These products are then assigned to specific categories and attributes when listed on eBay.

ⓘ Click on **Edit Default Template** to modify the default template.   ✕

🔍 Enter Template Name

Name	Category	Rules	Total Products	Actions
Default	Collectibles >> Fantasy, Mythical & Magic >> Unicorns	-	0	⋮
test	Everything Else >> Personal Development >> Memory Improvement	View Rules	830	⋮

4.1. Actions you can perform on the Category Template of eBay:

- Create Template/Create Default Template
- Edit Default Template
- Edit Template
- Refresh Policy

4.1.1. Create Template/Create Default Template

Under the create template, assign products to specific categories and attributes when listed on eBay. When you haven't specified a product category, the Default Category Template automatically places the product in the default category. It's necessary to have a default template in place before you create a category template; without a default template, the option to create a template will be inactive.

The process for creating a category template and a default category template is identical. The category template list includes Template Name, Category, Rules, Total products and Action option.

Step 1: Go to the Category template and click on it. This will lead you to a new page where you can create a template. Also you are requested to create a default template.

Step 2: Go to the top right corner of the page and click on the Create Template button.

Step 3: Enter a unique name (not exceeding 80 characters) for the product template that you wish to create.

Step 4: Assign business policy by selecting a Payment Policy, Shipping Policy and Return Policy for witnessing a smooth selling experience.

Step 5: Browse and select listing category for the product template and map eBay attributes with BigCommerce attributes or Set a Custom Value.

Step 6: You can create a Rule Group or query for your products by allowing specific filter options that can be applied to the template. These Rules help to apply settings on specific products.

- Select Any Condition to fetch the products fulfilling any of the conditions created.
- Select All Conditions to fetch the products fulfilling all the conditions created.
- Click on Add More to add multiple conditions in the Rule Group.
- Click on Run Query to fetch the number of the products on the basis of the Rule Groups created.

Step 7: Save the changes by clicking on the Save button present on the top right corner of the page.

4.1.2. Edit Default Template

Under this section you can edit template/default template that you have created. You can edit the fields such as Template Name, Category, Rules, Total products and Action option.

Step 1: Select the Payment Policy, Shipping Policy and Return Policy for seamless selling experience.

Step 2: Choose a Listing Category for the product template and map eBay attributes with BigCommerce attribute or Assign a Custom Value.

Step 3: Map eBay Category attributes to your BigCommerce Product attributes or Set a Custom value based on the eBay Product category selected. There are two kinds of attributes:

- **Required (Must Fill):** These are a set of eBay attributes mandatory to be mapped with BigCommerce store product attributes. You can also set a Custom Valid value for the same as per your requirement.
- **Optional:** This is an optional set of attributes you may or may not map per your requirements.

Step 4: Choose Product Condition from the drop down box i.e., New or Used. This feature allows you to clearly and accurately describe the condition of your item for effective eBay listing.

Step 5: Save the changes by clicking on the Save button available at the top right corner of the page.

4.1.3. Edit Template

**Step1:** Go to the Category Template section and click on it.

Step 2: Click on the Edit option present under the Actions column of the respective row of the product.

4.1.4. Refresh Policy

Refresh Policy option allows you to refresh the Payment Policy, Shipping Policy and Return Policy mentioned under the Create Template section.

Step 1: Select the Category Template section and then click on the Refresh Policy tab present on the top right corner of the page.

Step 2: A pop appears asking your permission to refresh the policy, click on the Refresh and implement the required changes.
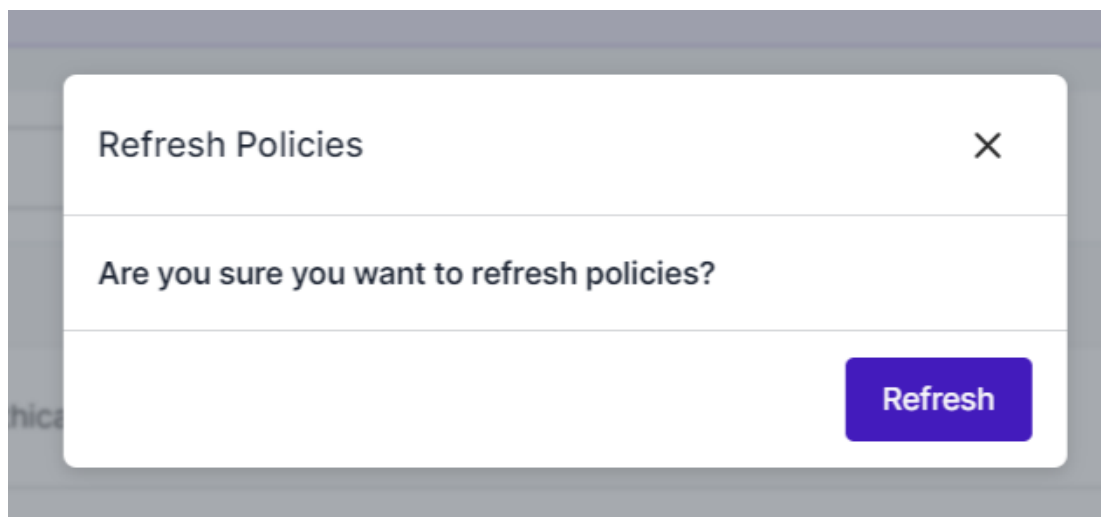
5. Manage Products (Product Listing)

The intent of the Manage products or Product listing section is to smoothly manage all products imported from the BigCommerce application and sync product status from Amazon or eBay.

Step 1: Select the Manage products. A new page will open up where you can view the status of your product.

5.1.Description of the fields in Product Listing:

- **Active:** The active product status highlights the number of active products on eBay or Amazon that are available for sale from those assigned products that are listed.
- **Not Listed:** The not listed product status indicates that the product listing is not showing.
- **Error:** The error status provides insight into why products cannot be successfully uploaded to the marketplace, and this can be linked to any factor responsible for the improper product upload.
- **End:** This field signifies that the product is not available for sale.

5.2.Actions you can perform on Product Listings:

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    Bulk Upload

5.2.1. Bulk Upload

The Bulk upload feature helps sellers effortlessly upload their products in bulk on the eBay marketplace from the BigCommerce store.

Step 1: Go to the Manage Product (Product Listing) section and click on it. This action leads you to the Product Listing page.

Step 2: Select the Bulk Upload option present on the top right corner of the page.

Step 3: A pop up will appear for selecting the bulk upload on eBay by the desired template from the drop down menu. Select the products from the drop down menu for uploading the bulk product.

## 5.3. Actions you can perform on Product Linking:

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Link Catalog

5.3.1. Link Catalog

The link catalog feature of the BigCommerce app initiates linking of the eBay products and BigCommerce products.

Step 1: Go to the product linking segment and select , the product listing page opens.

Step 2: Take your cursor to the top right corner of the page and click on the Link Catalog option.

Step 3: A popup message will appear, confirm that you want to initiate linking and the catalog link will start.
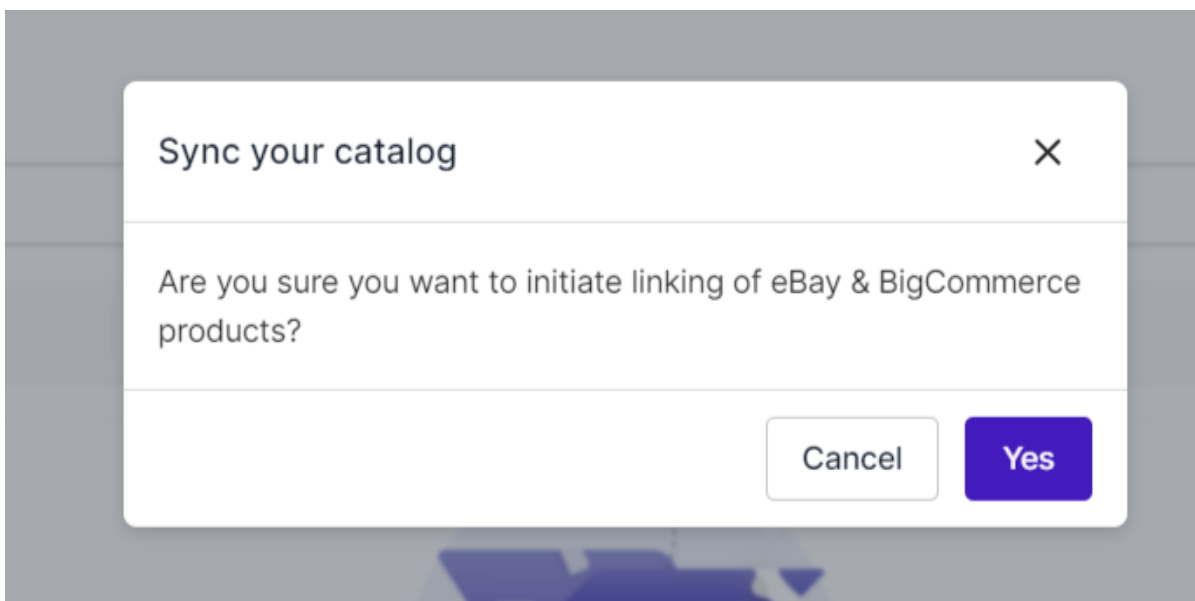

5.4. Descriptions of the fields in Product Linking

- **Linking Required:** The conditions for linking products with BigCommerce are different for eBay marketplaces. Further, the prerequisite for linking **the eBay account with the BigCommerce equivalent involves matching of Product Titles and SKU.**
- **Linked:** The products link your eBay listed products with their corresponding BigCommerce equivalent.
- **Close Match:** The Close match criterion generally indicates an error where only product titles of eBay match with BigCommerce products.

6. Order Listing

The Orders segment of BigCommerce showcases the status of your orders from eBay to the BigCommerce app.
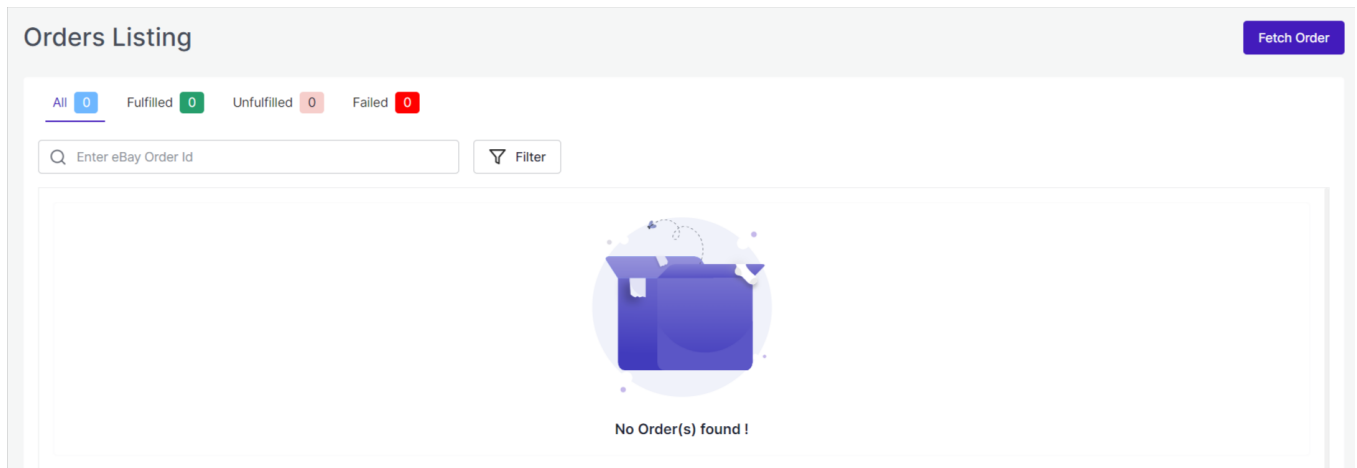
6.1. Actions you can perform on Order Listing:

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  Fetch Orders

The Fetch Order features of the BigCommerce app fetches orders from eBay to the BigCommerce app.

Step 1: Take your cursor to the Orders, leading you to the orders page. Select the Fetch orders present at the top right corner of the page.

Step 2: You can fetch orders by entering the eBay order ID.

6.2. Descriptions of the fields of Order Listing

- **Fulfilled:** Contains information about the order that is completely shipped and the tracking information..
- **Unfulfilled:** Contains information about the orders that are not shipped.
- **Failed:** If an order can not be fetched from eBay to the BigCommerce application, then failed order status appears.

7. Settings

The Setting section allows you to view the details of the connected account and also enables you to manage the settings by adjusting the marketplace settings, inventory rules and order management for a smoother selling experience.

7.1. Actions you can perform on Settings

- Add New Account
- Connected Account Details
- Delete Connected Account
- Marketplace settings
- Inventory rules
- Order Management

7.1. Add New Account

Step 1: Go to the Setting and click on it.

Step 2: After clicking a new page opens where you can see all the accounts connected to the app.

Step 3: Click on the Add Account button, enabling you to connect your eBay account to the app.

Step 4: Fill in all the details, click on the Save button. This action will create a new Account in the module.

7.2. Connected Account Details

Step 1: Go to the Setting and click on it.

Step 2: A new page opens where you can view the details of the account connected to the app.
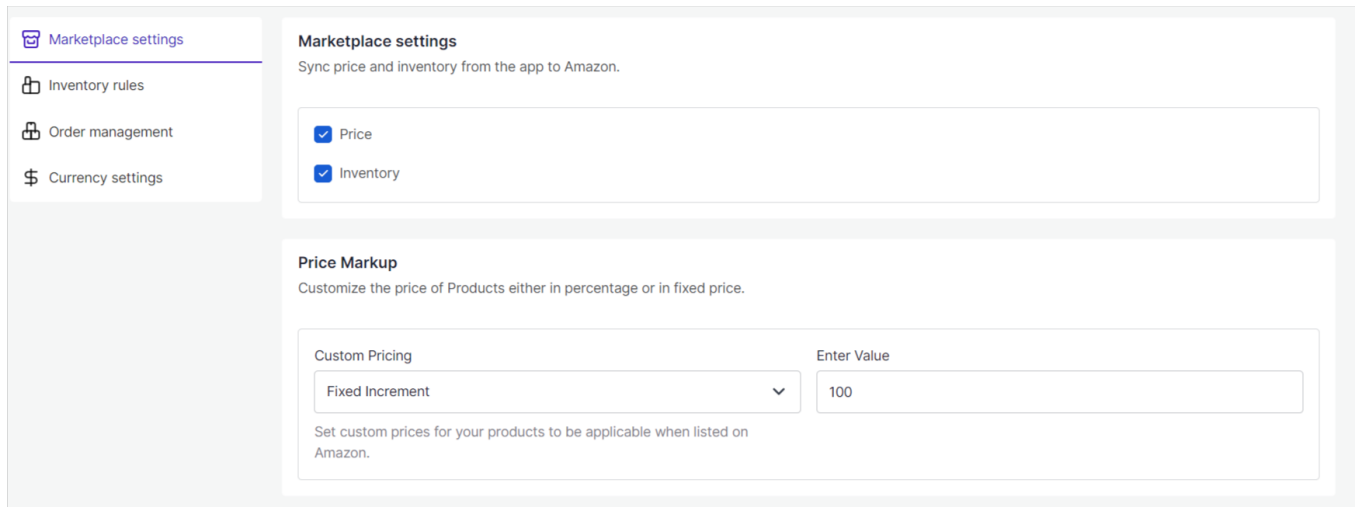
7.3. Delete Connected Account

Step 1: Navigate to the Settings and click on it.

Step 2: You will be taken to the Settings page where you can go to the Connected Accounts and click on the Delete tab. This action will delete the account connected to the app.

7.4. Marketplace Settings

Step 1: Click on the Settings and you will be directed to the settings page.

Step 2: In the left grid, go to the Marketplace Settings tab. You can sync price and inventory from the app to eBay.

Step 3: Next in the Marketplace Settings tab, you can set the Item Location on the app. This feature of the app allows you to specify the geographical location of your item on eBay. It includes selecting the item's country, zip code, and specific location.

Step 4: The Product Settings section enables you to update the product settings as per your requirement:

- **End Product:** Enabling the End Product option allows you to end the Product listings on eBay and also removes the listing from the eBay website when the products get deleted from BigCommerce. The product will then no longer be available on the marketplace.
- **Match Products from eBay:** The feature allows you to set the attribute preference between the Title or SKU to map your existing eBay listings to your BigCommerce listings. Enabling helps you easily match your eBay products with your BigCommerce products and keep them in sync. By setting the attribute preference, you can ensure that the correct product is matched and avoid confusion or discrepancies. Custom Pricing: You can set the custom prices for your products to be applicable to when listed on eBay.

Step 5: Click on the Save button for updating the changes.

7.5. Inventory Rules

Step 1: Select the Setting option, leading you to the settings page.

Step 2: Move to the left grid and select the option of Inventory rules. This action will help you in configuring inventory settings for eBay and streamline the inventory management.

Step 3: Under the Inventory rules, you have to enter a Threshold value for your products. If the inventory limit reaches the threshold value then products will be " Out of Stock" on Amazon or eBay.

Step 4: The second step under Inventory Rules in Custom Inventory. Enter a value in the box provided for Custom Inventory. This action will help set a custom inventory for those products that you want to continue selling despite the threshold limit being reached.

Step 5: Save the changes by clicking on the Save option.

7.6. Order Management

Step 1: Choose the Setting option, and move to a new page.

Step 2: Go to the left grid and select the Order Management. This action will help you in configuring order settings.