



Address: Office 22, Evans House
107 Marsh Road :: Pinner
Middlesex :: UK
Phone: +44 (0) 8000112569
Email: info@holbi.co.uk , info@datalinkuk.com
Internet: <http://www.holbi.co.uk> , <http://www.datalinkuk.com>

User's Manual

e B a y I n t e g r a t i o n : P r o f i l e

Connecting Ecommerce and ERP

Technical Writer: Yana Lovyagina



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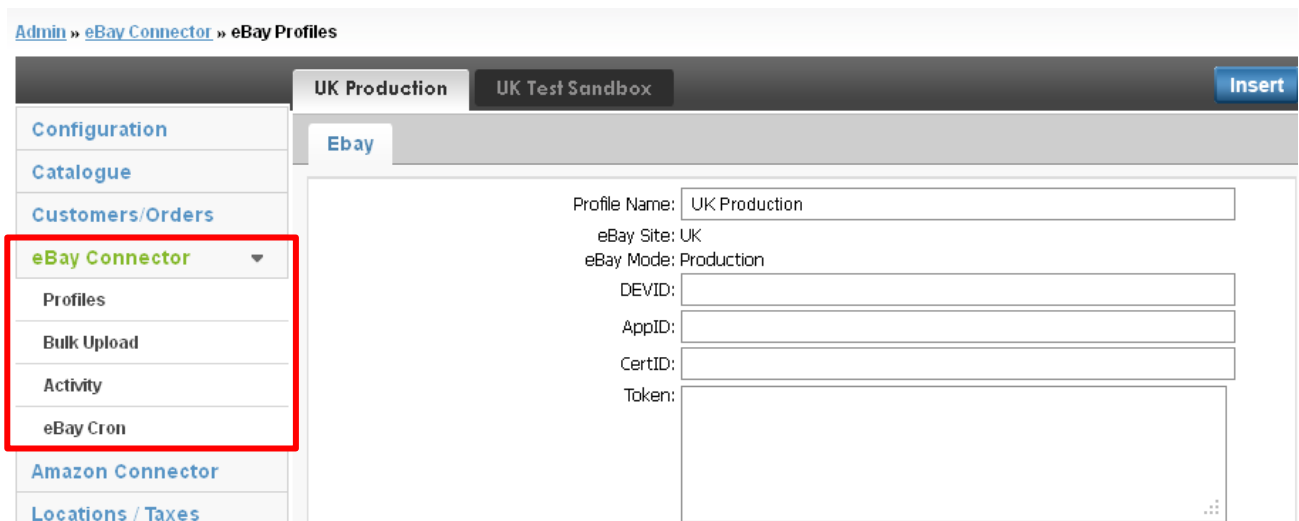
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Introduction

The purpose of this user manual is to describe how to setup eBay Profile from Administrative panel of eBay Integration solution.

eBay Connector

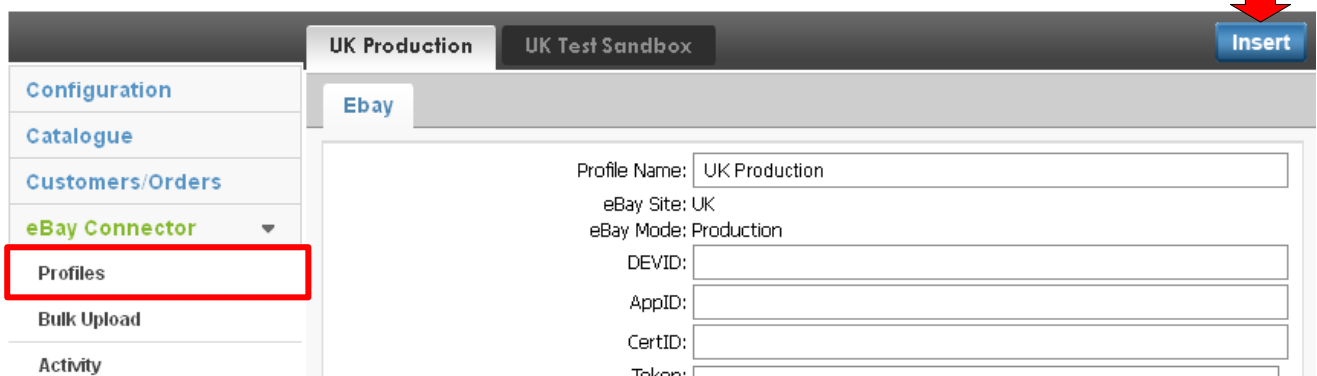
Under **eBay Connector** you will find information about **Profiles**, **Bulk Upload**, **Activity** and **eBay Cron**. All this will help you to setup proper synchronization between your webshop and eBay.



The screenshot shows the 'Admin » eBay Connector » eBay Profiles' interface. The left sidebar contains a menu with 'eBay Connector' highlighted in green and a red box around it. Below it are 'Profiles', 'Bulk Upload', 'Activity', and 'eBay Cron'. The main content area is titled 'Ebay' and shows configuration fields for 'UK Production' and 'UK Test Sandbox'. The 'UK Production' profile is selected. The fields include: Profile Name (UK Production), eBay Site (UK), eBay Mode (Production), DEVID, AppID, CertID, and Token. An 'Insert' button is visible in the top right corner.

Profiles

From the **Profiles** screen you can add your eBay Profile(s) by using the **Insert** button.

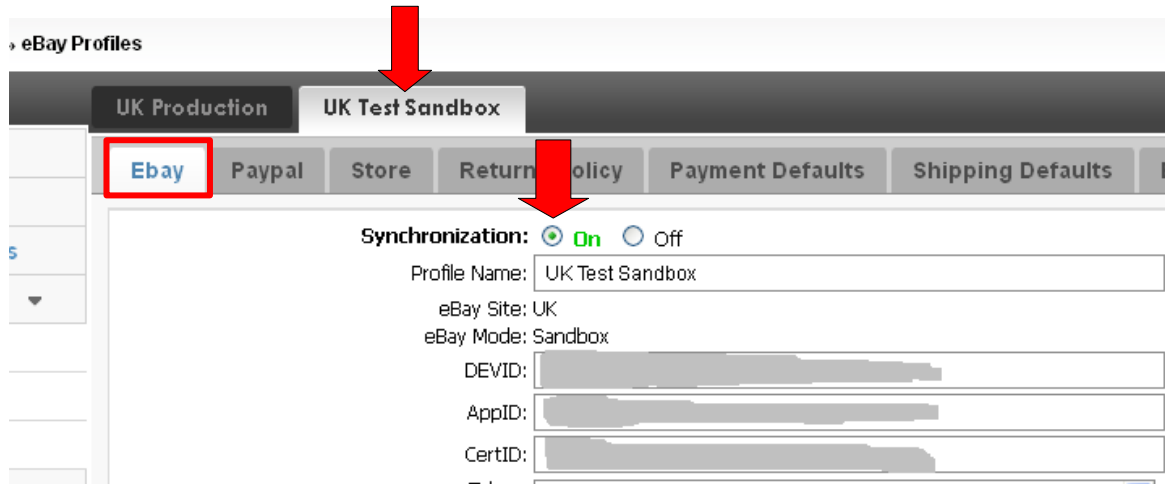


This screenshot is similar to the previous one, but the 'Profiles' menu item in the left sidebar is highlighted with a red box. A red arrow points to the 'Insert' button in the top right corner of the main content area.

On the screenshots shown in this document you can see two examples of eBay Profiles. Let's look at the "UK Test Sandbox" profile.

Ebay Tab

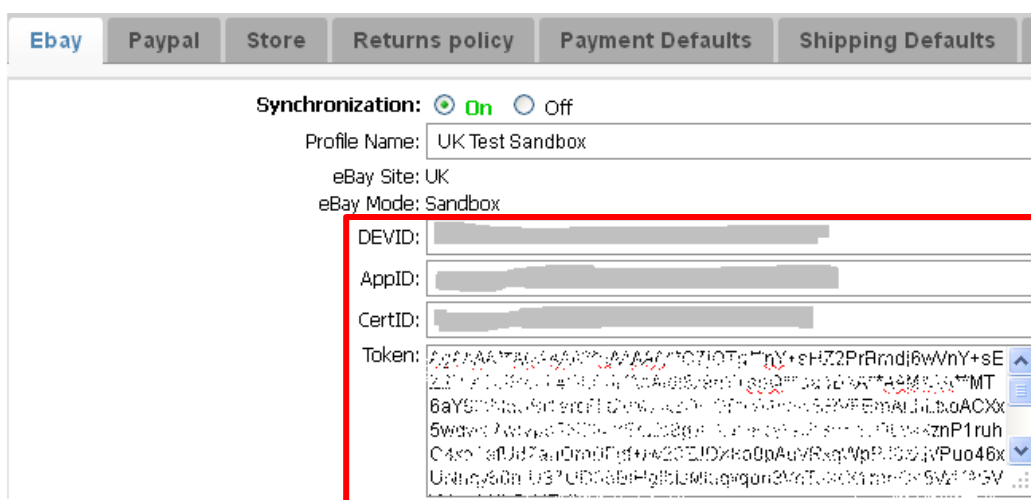
1. Open the **UK Test Sandbox** tab.
2. From the **Ebay** screen click “On” to enable **Synchronization**.



3. In the **Profile Name** field, you can edit a text. This is your eBay Profile name, which is displayed all over the Administrative panel of eBay Integration: on **Activity**, **eBay Product**, and other screens.



4. All other fields such as **DEVID**, **AppID**, etc. will be pre-specified by our specialist during installation of the eBay Integration solution (for your convenience). If you wish, you will be able to change these data.



5. Within the **Top Categories** box, please select the top categories in which you want to display your products on eBay.

Ebay Paypal Store Returns policy Payment Defaults Shipping Defaults Exclude Postage

Synchronization: On Off

Profile Name: UK Test Sandbox

eBay Site: UK

eBay Mode: Sandbox

DEVID: [REDACTED]

AppID: [REDACTED]

CertID: [REDACTED]

Token: [REDACTED]

Top Categories:

<input type="checkbox"/> Antiques	<input type="checkbox"/> Art
<input type="checkbox"/> Baby	<input type="checkbox"/> Books, Comics & Magazines
<input type="checkbox"/> Business, Office & Industrial	<input type="checkbox"/> Cars, Motorcycles & Vehicles
<input checked="" type="checkbox"/> Clothes, Shoes & Accessories	<input type="checkbox"/> Coins
<input type="checkbox"/> Collectables	<input type="checkbox"/> Computing
<input type="checkbox"/> Consumer Electronics	<input type="checkbox"/> Crafts
<input type="checkbox"/> Dolls & Bears	<input type="checkbox"/> DVD, Film & TV

6. From the **Listing Duration** dropdown, select an item to setup time period for products to be displayed on eBay (3 Days, 5 Days, etc).

Top Categories:

<input type="checkbox"/> Antiques	<input type="checkbox"/> Art
<input type="checkbox"/> Baby	<input type="checkbox"/> Books, Comics & Magazines
<input type="checkbox"/> Business, Office & Industrial	<input type="checkbox"/> Cars, Motorcycles & Vehicles
<input checked="" type="checkbox"/> Clothes, Shoes & Accessories	<input type="checkbox"/> Coins
<input type="checkbox"/> Collectables	<input type="checkbox"/> Computing
<input type="checkbox"/> Consumer Electronics	<input type="checkbox"/> Crafts
<input type="checkbox"/> Dolls & Bears	<input type="checkbox"/> DVD, Film & TV

Listing Duration: 3 Day

Thank You Note: Thanks

Item Location: --none--

Import completed transactions: No

7. In the **Thank You Note** field, you can specify some text which will be displayed in email notification sent to a customer after an order made on eBay has been downloaded to the website.

Dolls & Bears DVD, Film & TV

Listing Duration: 3 Day

Thank You Note: Thanks

Item Location: --none--

Import completed transactions: No

Store Tab

- Under the **Store** tab, you should specify the following details about settings being used in the web-store: **Product Images Location** (specify full path to the images folder on the server).

UK Production UK Test Sandbox

Ebay Paypal **Store** Returns policy Payment Defaults Shipping Default

Product Images Location (with http://):

Tax rate (%):

Use shop special prices:

Enable Auctions:

Pending status: Not paid orders

- Tax Rate (%)** - if there are your products on eBay uploaded not via eBay Integration solution, then while downloading the orders with these products from eBay into webshop, eBay Integration will add this Tax value to the product's price automatically.

Ebay Paypal **Store** Returns policy Payment Defaults Shipping Defaults

Product Images Location (with http://):

Tax rate (%):

Use shop special prices:

Enable Auctions:

Pending status: Not paid orders

Paid status: Paid orders - post paid flag to eBay

- Use shop special prices (Yes/No)** – you can select either to send (Yes) or not to send (No) products' special prices to eBay.

Product Images Location (with http://):

Tax rate (%):

Use shop special prices:

Enable Auctions:

Pending status: Not paid orders

Paid status: Paid orders - post paid flag to eBay

- Enable Auctions** – if except “fixed price listings” you are also going to use “auctions” on eBay, you should enable this option (select 'Yes').

Tax rate (%):

Use shop special prices:

Enable Auctions:

Pending status: Not paid orders

Paid status: Paid orders - post paid flag to eBay

Shipped status(es): Delivered orders - post ship and feedback flags to eBay

5. **Pending Status** – select a default status for not paid eBay orders downloaded to the website.
6. **Paid Status** – select a default status for paid eBay orders downloaded to the website.
7. **Shipped Status** – select a default status for delivered eBay orders downloaded to the website.

Tax rate (%): 5

Use shop special prices: No

Enable Auctions: No

Pending status: Pending Not paid orders

Paid status: Processing Paid orders - post paid flag to eBay

Shipped status(es): Pending
Processing
Delivered
Allow Download
Paypal Processing Delivered orders - post ship and feedback flags to eBay

8. For new eBay accounts with limit for products quantity on listings (10/100) there is a new configurable option: **Profile Stock Setting: Always send 1 instead of real stock.**

eBay Profiles

US Production

Ebay Paypal Store Returns policy Payment Defaults Shipping Defaults Exclude Postage

Product Images Location (with http://): http://perfumeland.ebayamazonlink.co.uk/images/

Tax rate (%): 0.00

Use shop special prices: No

Enable Auctions: No

Pending status: Pending Not paid orders

Paid status: Delivered Paid orders - post paid flag to eBay

Shipped status(es): Pending
Delivered
Backordered
Cancelled
Partial Delivered orders - post ship and feedback flags to eBay

Profile Stock Setting: Always send 1 instead of real stock
 Don't send last XXX products to eBay 0

Price rule

(applied to shop price, ignored if final eBay price is specified) ex +10%, -1%, -0.5 Can NOT be combined

You can also select the **Don't send last XXX products to eBay** option and specify the number in the adjacent field.

9. Click **Update** and move to the next tab: **Returns Policy**.

Returns Policy

1. On this screen you can see eBay Returns Policy settings, they are the same as displayed on eBay. Here you can select **Returns status**, specify **Additional returns policy details**, setup time period for returning a product, select **Shipping Cost Paid By**, and **Refund Option**.

UK Production UK Test Sandbox

Ebay Paypal Store **Returns policy** Payment Defaults Shipping De

Returns status Returns Accepted

Additional returns policy details

Return Within 3 days

Shipping Cost Paid By Buyer

Refund Option Money Back

UPDATE

2. Click **Update** and move to the next tab: **Payment Defaults**.

Payment Defaults Tab

1. On this screen, you can select payment methods which will be available on eBay.

UK Production UK Test Sandbox

Ebay Paypal Store Returns policy **Payment Defaults** Shippi

PayPal

Pay on collection accepted

Postal order/Banker's cheque

Personal cheque

Other - See item description

Credit card accepted

Require immediate payment when buyer uses Buy It Now

Payment Instructions:

UPDATE

2. Click **Update** and move to the next tab: **Shipping Defaults**.

Shipping Defaults

- From this page you can setup **Shipping Defaults** (Domestic and International) for eBay products.

- In the **Domestic postage** box, you can select up to three shipping ways (shipping within your country).
- In the **Cost** field on the right, you can specify shipping cost of one item.
- In the **Each additional** field, you can specify shipping cost for each additional item ordered by a customer.

- There is also a possibility to setup default shipping costs for **International postage**.

Select a shipping way first, and then select a Zone (e.g. European Union or Europe or all if your shipping cost is the same for these countries).

International postage

Parcelforce Euro 48

N. and S. America Asia Australia Canada
 Ireland United States Germany France
 Japan

6. Specify a shipping cost.

International postage

Parcelforce Euro 48

Cost 10 Each additional

N. and S. America Asia Australia Canada European Union
 Ireland United States Germany France Europe
 Japan

7. Also, if you provide such a service as “Get It Fast” on eBay, you can select the checkbox on top.

UK Production **UK Test Sandbox**

Ebay Paypal Store Returns policy Payment Defaults **Shipping**

GetItFast

1 Dispatch Time

Domestic postage

Royal Mail 1st Class Standard (1-2 working days) Cost: --

8. You can also specify the **Dispatch Time** in the field below (default value is '1', that means the product will be dispatched within 1 day. You can change this number. This information will be displayed on eBay).

Ebay Paypal Store Returns policy Pay

GetItFast

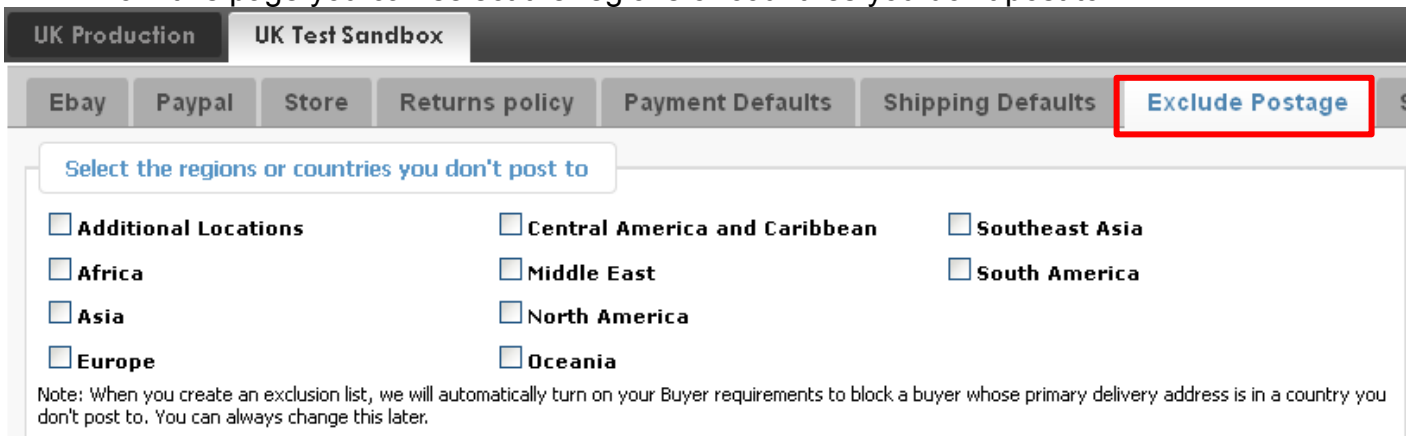
1 Dispatch Time

Domestic postage

9. Click **Update** and move to the next tab: **Exclude Postage**.

Exclude Postage

1. From this page you can select the regions or countries you don't post to.



Select the regions or countries you don't post to

Additional Locations
 Central America and Caribbean
 Southeast Asia

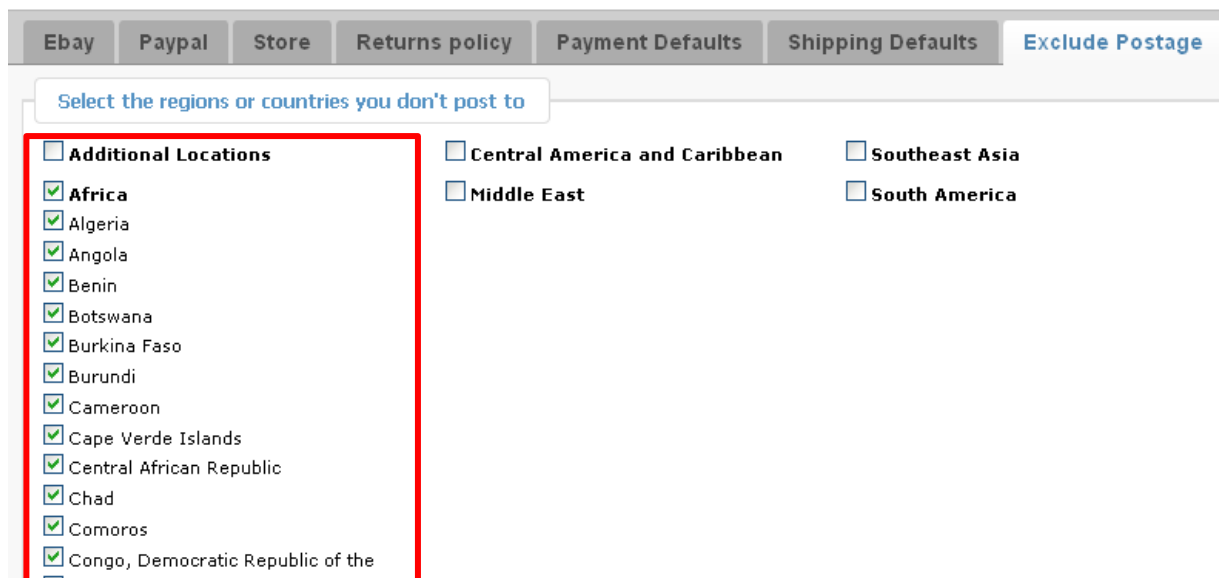
Africa
 Middle East
 South America

Asia
 North America

Europe
 Oceania

Note: When you create an exclusion list, we will automatically turn on your Buyer requirements to block a buyer whose primary delivery address is in a country you don't post to. You can always change this later.

When you select any region, a list of countries will be available for further selection/unselection. All countries in the list are selected by default.



Select the regions or countries you don't post to

Additional Locations
 Central America and Caribbean
 Southeast Asia

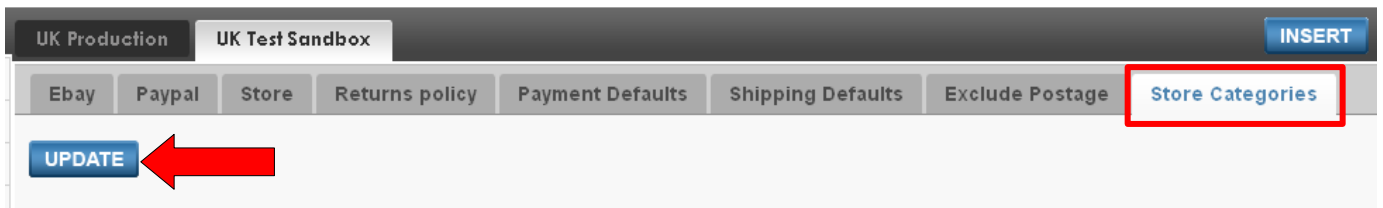
Africa
 Middle East
 South America

Algeria
 Angola
 Benin
 Botswana
 Burkina Faso
 Burundi
 Cameroon
 Cape Verde Islands
 Central African Republic
 Chad
 Comoros
 Congo, Democratic Republic of the

2. Click **Update** and move to the next tab: **Store Categories**.

Store Categories

If you have eBay Store where you make the categories, you need to click on the **Update** button on this page.



After that, two “Store Category” dropdowns will appear on the **eBay Products** page.

Store Category	Bevelled Edge Brick Tiles ▼
Store Category 2	▼
Category ID	<input type="text"/>
Secondary Category ID	<input type="text"/>

From these dropdowns you will be able to select categories on eBay Store to upload your product to them. Please read this [user manual](#) for more details on eBay Products Settings.

Activity

From the **Activities** screen you can view a log of **Product synchronization issues** by each Profile.

Admin » eBay Connector » eBay Run Stats

UK Production | UK Test Sandbox

Configuration
Catalogue
Customers/Orders
eBay Connector

Profiles

Bulk Upload

Activity

Profile "UK Production" last activity
Profile status **Disabled**
Last synchronisation: Never
Orders synchronisation: Never
Products synchronisation: Never

Product synchronization issues

Product	Severity	Message	Des
Displaying 0 to 0 (of 0 errors)			

eBay Cron

Clicking on the **Product Name** link will open a product in an edit mode showing products details for the website.

Product synchronization issues

Product	Severity	Message	Description	Occurred on	Processed
t-shirt	Error	Starting price is not valid.	Please enter a valid starting price for your item (eg £0.99).	07/02/2012 11:46:21	

Displaying 1 to 1 (of 1 errors)

- Processed - Not Processed

Page 1 of 1

Clicking on the **Ebay** icon will open a product in an edit mode showing product's settings for eBay.

Product synchronization issues

Product	Severity	Message	Description	Occurred on	Processed
t-shirt	Error	Starting price is not valid.	Please enter a valid starting price for your item (eg £0.99).	07/02/2012 11:46:21	

Displaying 1 to 1 (of 1 errors)

- Processed - Not Processed

Page 1 of 1

When the issue has been processed, you can click on the 'lamp' icon in the **Processed** column to mark it. 'Blue lamp' means the issue is "Not processed", 'yellow lamp' – "Processed".

Product synchronization issues

Product	Severity	Message	Description	Occurred on	Processed
t-shirt	Error	Starting price is not valid.	Please enter a valid starting price for your item (eg £0.99).	07/02/2012 11:46:21	

Displaying 1 to 1 (of 1 errors)

- Processed - Not Processed

Page 1 of 1

eBay Cron

- From the **eBay Cron** screen you can make the following settings:

Admin » eBay Connector » eBay Cron Settings

eBay Cron Settings

Configuration
Catalogue
Customers/Orders
eBay Connector
Profiles
Bulk Upload
Activity
eBay Cron

General eBay Switcher: On Off

Process Orders: Every 10 min - Run now

Get eBay Products: Every 2 hours - Run now

Process Products: Manual - Run now

Update

- Turn On/Off a **General eBay Switcher**.
When turned on, eBay cron will run synchronization for all Profiles.
- **Run Process Orders**.
Here you can specify time interval in minutes to download new orders from eBay, AND
Send Payment and Delivery Confirmation to eBay.
- **Get eBay Products**.
Here you can specify time interval in hours to download statuses of “auction” products and the products with limited listings (not 'GTC') from eBay.
- **Process Products**.
Here you can specify time interval in minutes to upload any updates of the products to eBay.

General eBay Switcher: On Off

Process Orders: Manual - Run now

Get eBay Products: Every 2 hours - Run now

Process Products: Every 10 min - Run now

- Also, you have a possibility to run every option immediately, if needed. For that you need to select “**Manual**” item from a dropdown and click **Run now** link on the right.

eBay Cron Settings

General eBay Switcher: On Off

Process Orders: Manual - Run now

Get eBay Products: Every 2 hours - Run now

Process Products: Every 10 min - Run now

UPDATE

- Click **Update**.