



Ecommerce User Guide

How to create an Auction Style listing

Please note that the screenshots in this User Guide show the colour blue, but in our live system these colours have now changed to green.

Version 3.0

How to create an Auction-style listing

To sell on eBay, you must first create a listing, whether fixed price or auction style, and World of Books Ecommerce will help you get your items listed quickly and easily.

Currently, you can only create an auction-style listing for eBay Marketplace.

eBay auction-style listings

For an auction-style listing, you simply set a starting bid price, and buyers then bid on the item during a set timeframe of 3 to 10 days. The highest bidder at the close of the auction buys the item.

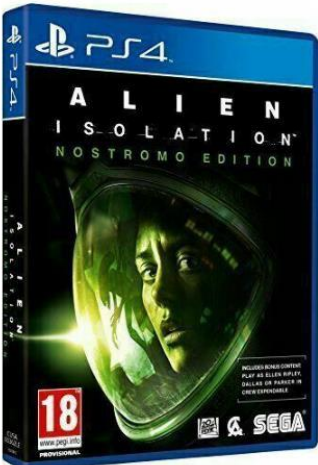
The benefit of auction-style listing is that you may end up achieving a higher price for your items than you would with a fixed price.

Setting a reserve price and starting your item at a lower price is a good selling strategy to consider.

The screen below is an example of an auction listing.

Alien: Isolation - Nostromo Edition (PS3)

Generic dataMarketplacesInventoryCommunication boardHistory



Auction Listing

7/6/2021 17:10

The Auto-relist feature is active for this listing.1/1

Description

[See HTML description](#)

Status

eBay	Alien: Isolation - Nostromo Edition (PS3)	Sold
------	---	------

Listing Data

Lister System	Lister's location Chesterfield	Listed on 7/6/2021 17:10
Auto Reconciliation false		

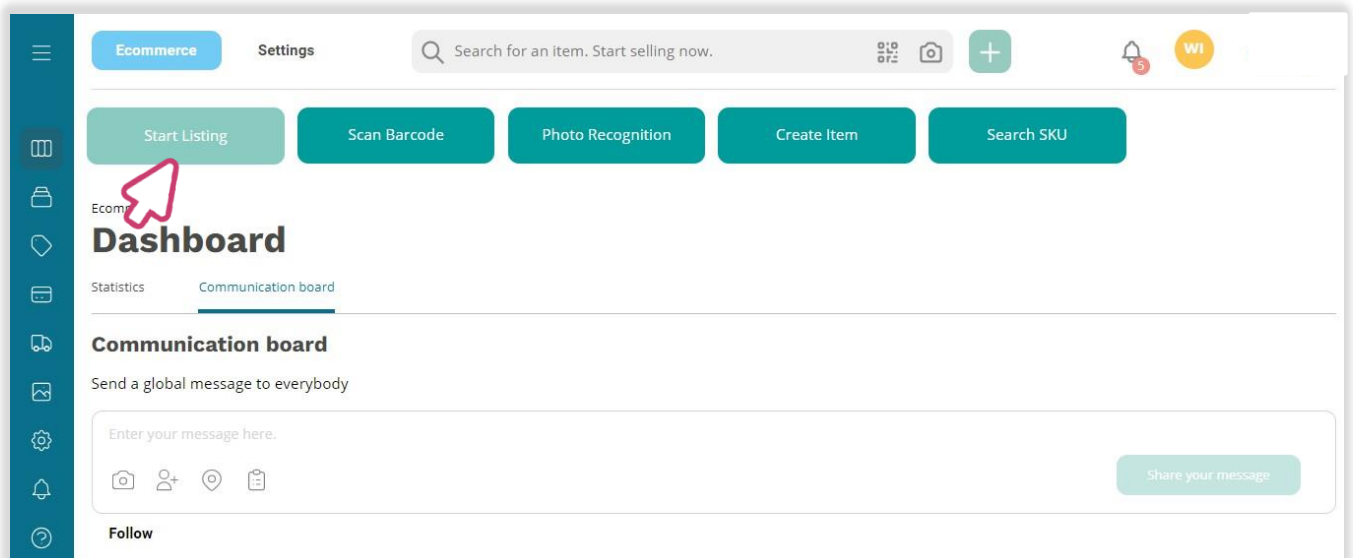
How to create an Auction-style listing

Listing Process

Step 1	Step 2	Step 3	Step 4	Step 5
Have the physical item.	Prepare the item information and images.	Select auction style listing as the buying format.	Select listing account, Fill-in the item information and attach images.	Start selling.

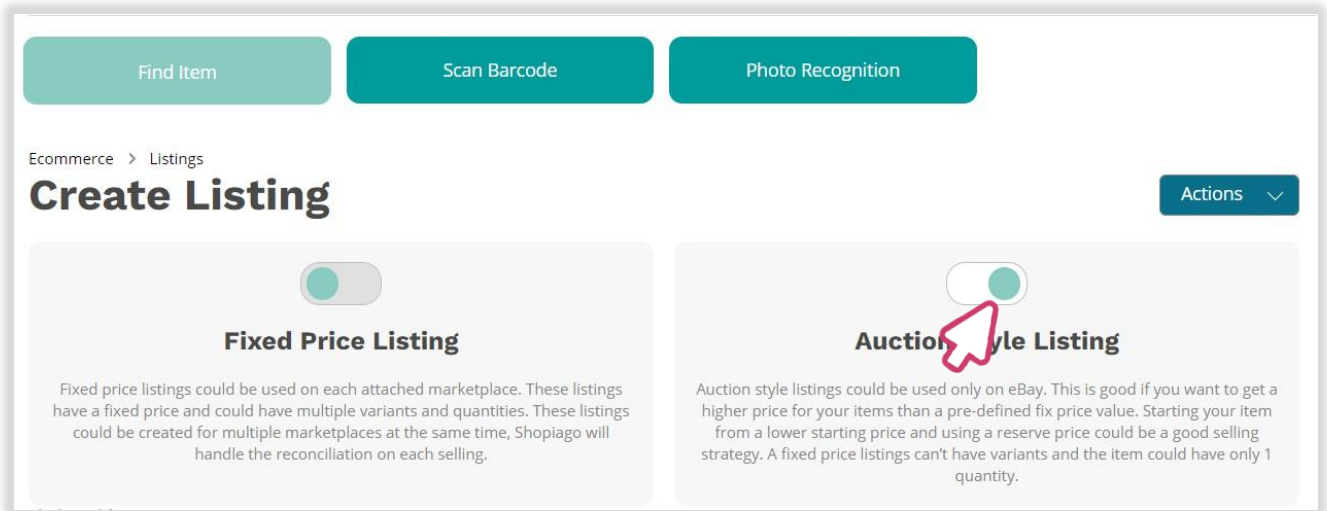
To create auction-style listing;

- Login to your account.
- Click the 'Start listing' button at the top left corner of the dashboard menu.



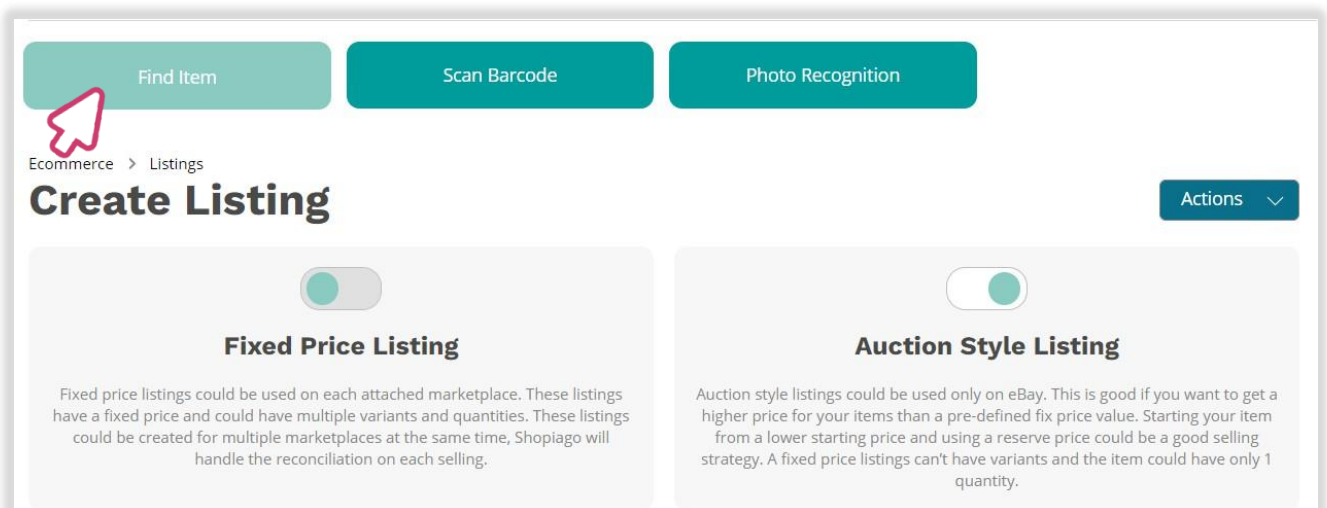
How to create an Auction-style listing

- On the create listing page, select 'Auction style listing'.



The screenshot shows the 'Create Listing' page. At the top, there are three buttons: 'Find Item', 'Scan Barcode', and 'Photo Recognition'. Below these, the breadcrumb 'Ecommerce > Listings' is visible. The main heading is 'Create Listing', and there is an 'Actions' dropdown menu. Two toggle options are presented: 'Fixed Price Listing' (which is currently turned off) and 'Auction style Listing' (which is turned on, indicated by a red mouse cursor pointing to the toggle). Each toggle has a descriptive paragraph below it. The 'Auction style Listing' description mentions it can be used only on eBay and provides details about starting prices and quantities.

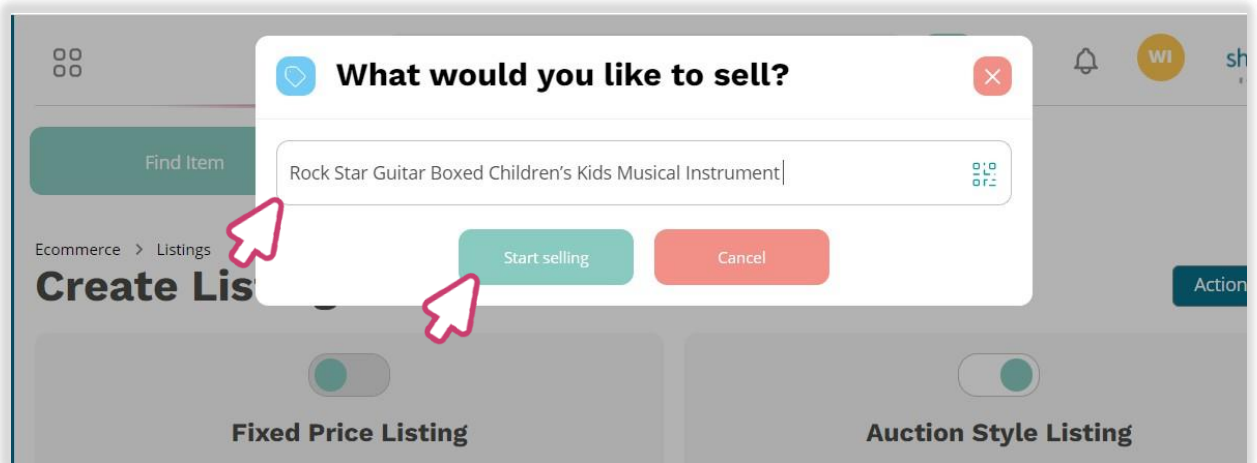
- To research your item price, click on the 'Find Item' button (top left side of the listing page).



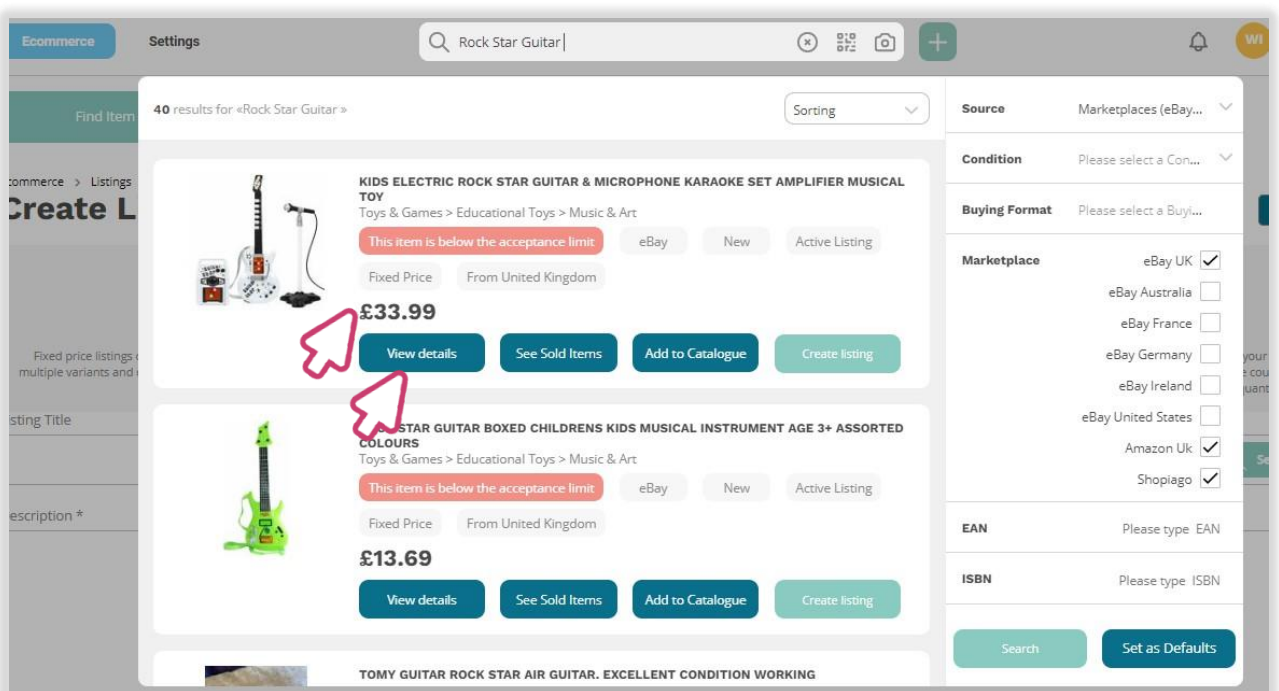
This screenshot is identical to the one above, showing the 'Create Listing' page. However, a red mouse cursor is now pointing to the 'Find Item' button at the top left of the page, highlighting it as the first step in the process.

How to create an Auction-style listing

- From the pop-up screen, enter the item name into the text field or click on the barcode scanner to scan the item.
- And then click on 'Start selling' button.



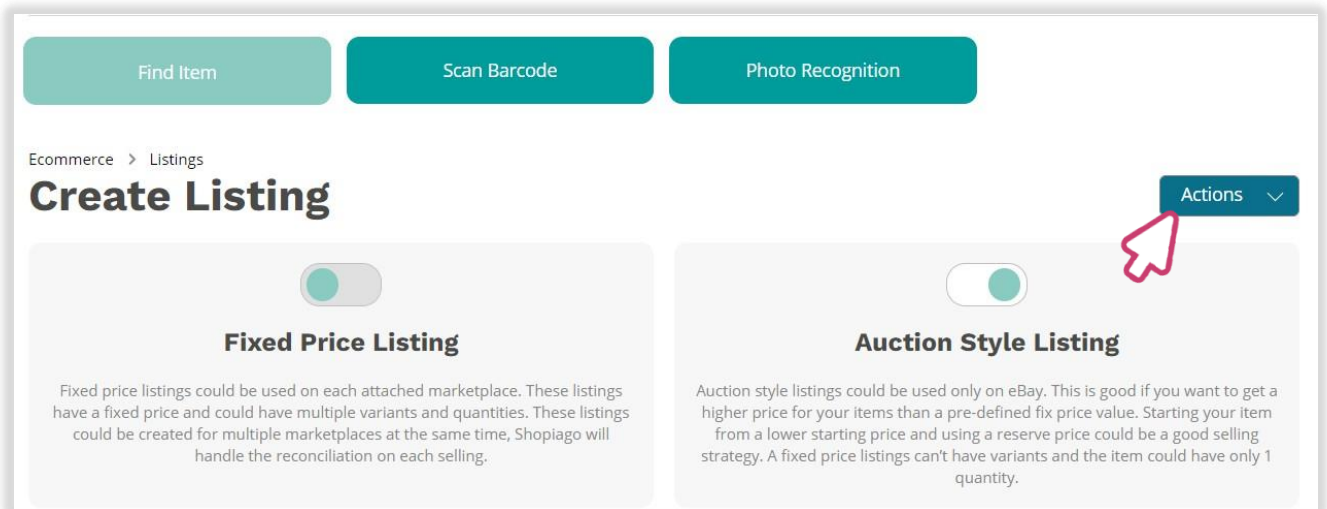
- From the next screen, you will find the item selling prices. To view the item information, click on 'View details' button.



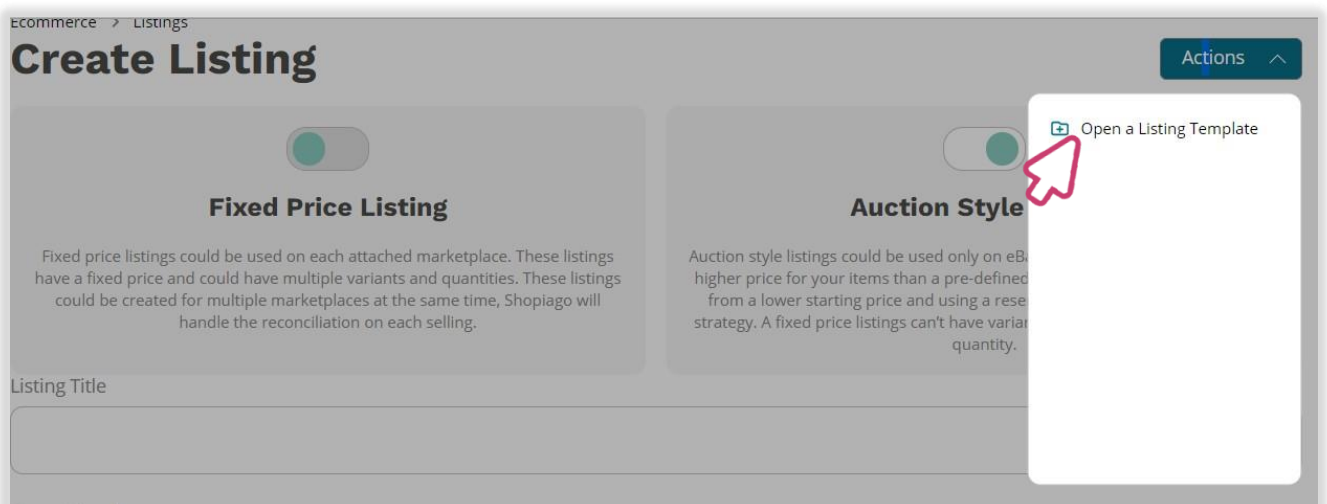
Applying template to listing

Listing template contains the necessary information required to create a listing, which could include the title, description, images, shipping information, and return policy. Using templates can save you time and allow you to list more items in a shorter period of time.

- To apply a listing template that you've created for similar item, click on the 'Actions' button (right-side corner).

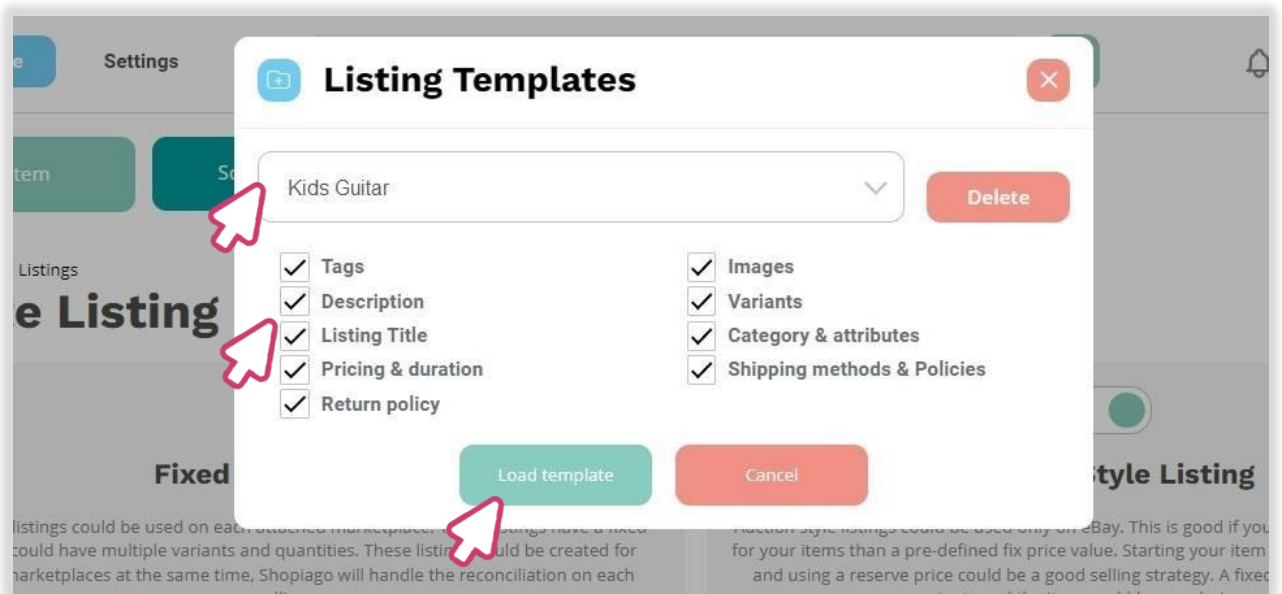


- From the pop-up screen, click on 'Open a listing template'



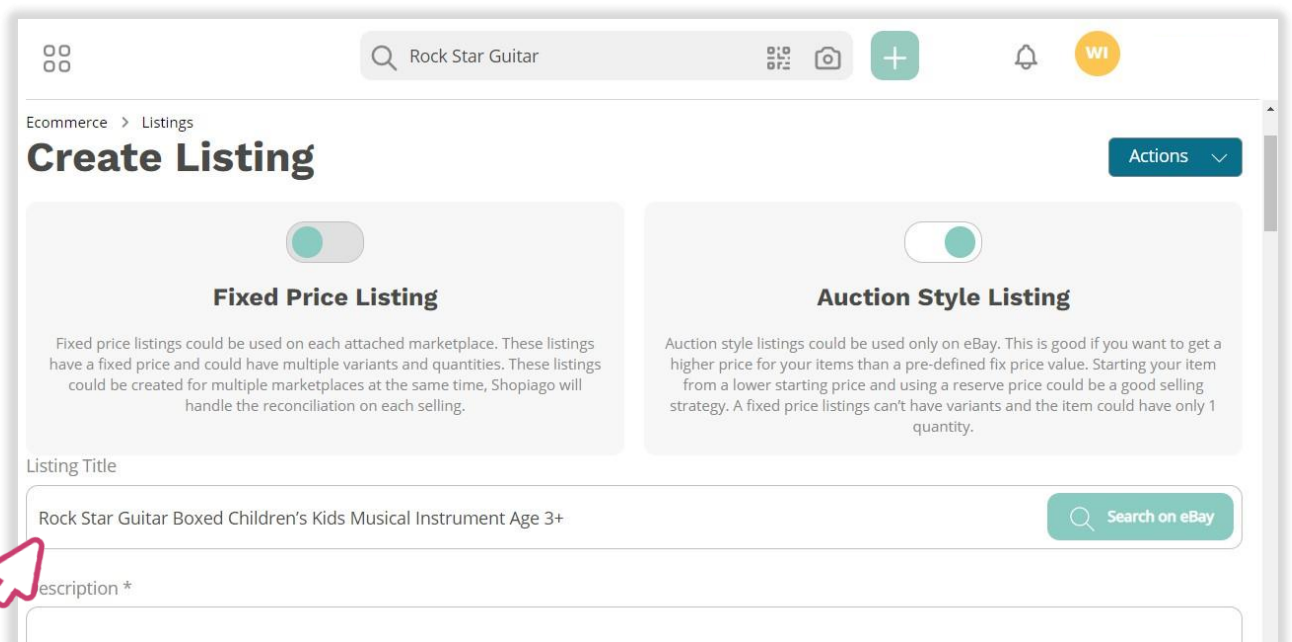
Applying a template to a listing

- Click on the listing option field and select a template to drop into the listing form.
- Tick the boxes to add template features, or untick to remove.
- Then click on the 'Load template' button.



Give your listing a title

- Type in the full name of the item.
- Make it a short, yet attention grabbing name.
- Buyers usually find listings based on their titles, please be sure to give your item a good title.
- Think of what a buyer would be searching for (brand name, size, colour etc).
- Maximise the space with as many key words as possible. It doesn't need to be a sentence.
- Don't use descriptive words like 'Lovely' or 'Amazing' as buyers wouldn't include such words in their search.



Search Rock Star Guitar

Ecommerce > Listings

Create Listing

Actions

☒

Fixed Price Listing

Fixed price listings could be used on each attached marketplace. These listings have a fixed price and could have multiple variants and quantities. These listings could be created for multiple marketplaces at the same time, Shopiango will handle the reconciliation on each selling.

☐

Auction Style Listing

Auction style listings could be used only on eBay. This is good if you want to get a higher price for your items than a pre-defined fix price value. Starting your item from a lower starting price and using a reserve price could be a good selling strategy. A fixed price listings can't have variants and the item could have only 1 quantity.

Listing Title

Rock Star Guitar Boxed Children's Kids Musical Instrument Age 3+

Search on eBay

Description *

Item description

You need to describe your item. Please add keywords and optional details that may include the item measurements, condition, care instructions, and any damage.

Tips:

- The more information you provide, the easier it will be for customers to make a purchasing decision.
- The description should be comprehensive and accurate.
- Don't forget to mention any defects if necessary, to avoid complaints.
- You can update the item description at any time.

Listing Title

Rock Star Guitar Boxed Children's Kids Musical Instrument Age 3+

 Search on eBay

Description *

Plain text

eBay

Description *

Your budding Rockstar will truly feel like a superstar when he or she holds this stunning guitar. With this amazing guitar toy, you can inspire your child's creativity and expression. This amazing toy will become your young musician's most prized possession! Designed to sound lovely, this guitar has 4 metal strings that are comfortable for young fingers to use. Your heart will melt as you watch them perform their musical creations for you! Watch them beam with pride as they perform for family and friends.

Product Dimensions : Depth 6cm x Width 21cm x Height 50cm

Item Weight is 335g.

Recommended age is 3+ years.

Includes Guitar Pick and Spare String.





Item description

- To edit the listing description, click on the 'eBay' description tab.

Description *

Plain text

eBay

Description

Your budding Rockstar will truly feel like a superstar when he or she holds this stunning guitar. With this amazing guitar toy, you can inspire your child's creativity and expression. This amazing toy will become your young musician's most prized possession!

Designed to sound lovely, this guitar has 4 metal strings that are comfortable for young fingers to use. Your heart will melt as you watch them perform their musical creations for you! Watch them beam with pride as they perform for family and friends.

Product Dimensions : Depth 6cm x Width 21cm x Height 50cm
Item Weight is 335g.
Recommended age is 3+ years.
Includes Guitar Pick and Spare String.

- And then, use the formatting tools to adjust the item description.

Plain text

eBay

Description *

HTML template

Please select a template

A

B

Font

Font size

B

I

U

Text color

Background color

Align left

Align center

Align right

Justify

List

Link

Unlink

Tags

Your budding Rockstar will truly feel like a superstar when he or she holds this stunning guitar. With this amazing guitar toy, you can inspire your child's creativity and expression. This amazing toy will become your young musician's most prized possession!

Designed to sound lovely, this guitar has 4 metal strings that are comfortable for young fingers to use. Your heart will melt as you watch them perform their musical creations for you! Watch them beam with pride as they perform for family and friends.

Product Dimensions : Depth 6cm x Width 21cm x Height 50cm

Item Weight is 335g.

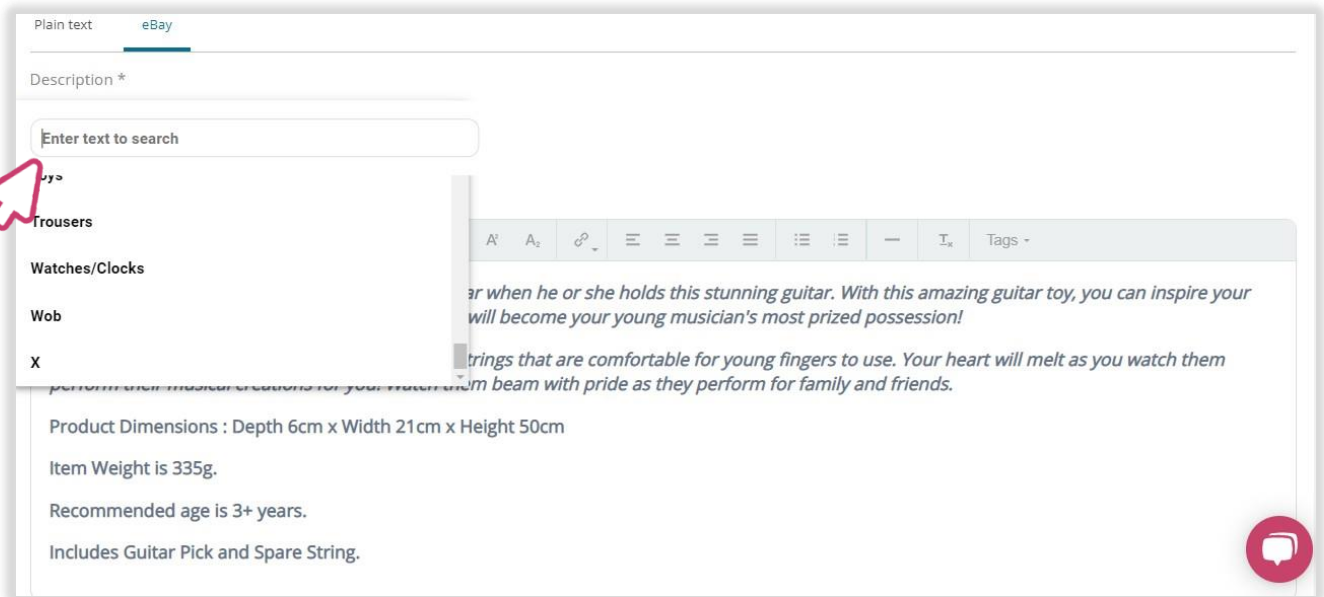
Recommended age is 3+ years.

Includes Guitar Pick and Spare String.

Copy Plain text

Item description

- To add HTML templates to listing description, click on the 'HTML field' and select a template from the drop down.



Plain text **eBay**

Description *

Enter text to search

Wob

Trousers

Watches/Clocks

Wob

X

Product Dimensions : Depth 6cm x Width 21cm x Height 50cm

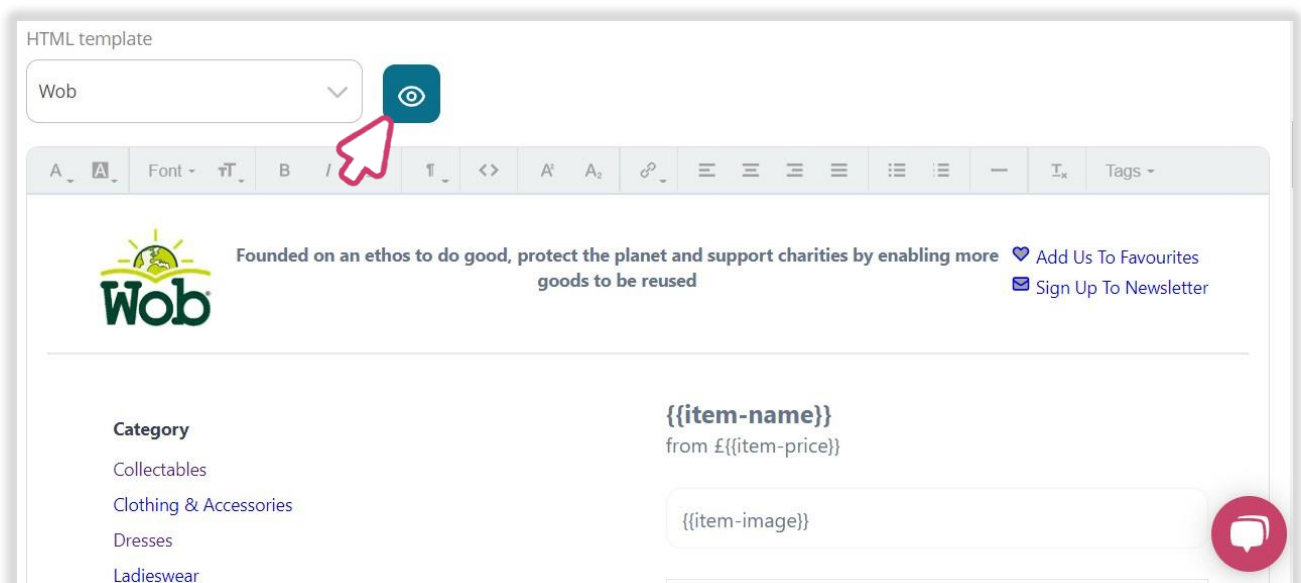
Item Weight is 335g.

Recommended age is 3+ years.

Includes Guitar Pick and Spare String.

Once the HTML is selected, the template will drop into the listing description field.

- To preview the selected HTML template, click on the 'Quick view' icon.



HTML template

Wob

Quick view

Founded on an ethos to do good, protect the planet and support charities by enabling more goods to be reused

Add Us To Favourites

Sign Up To Newsletter

Category

Collectables

Clothing & Accessories

Dresses

Ladieswear

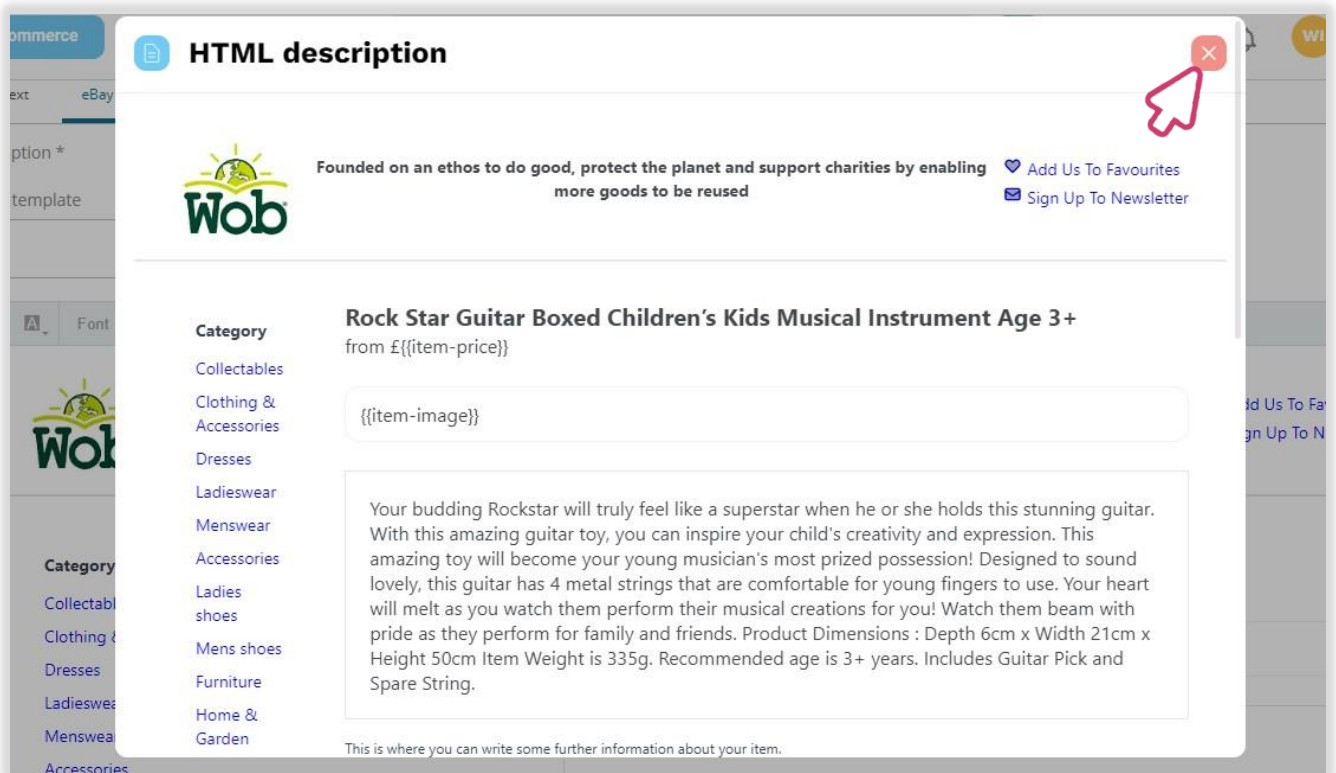
{{item-name}}

from £{{item-price}}

{{item-image}}

Item description

- Press 'ESC' on your keyboard or click the 'Close' icon to go back to the listing form.



The screenshot shows a web-based editor for creating an item description. At the top, there's a header with the 'Wob' logo, a mission statement, and links to 'Add Us To Favourites' and 'Sign Up To Newsletter'. A red 'X' icon in the top right corner is highlighted with a pink arrow, indicating the close button. The main content area is titled 'HTML description' and contains a category list on the left, a title 'Rock Star Guitar Boxed Children's Kids Musical Instrument Age 3+' with a price placeholder, an image placeholder, and a detailed description of the guitar. A footer note states: 'This is where you can write some further information about your item.'

HTML description

 Founded on an ethos to do good, protect the planet and support charities by enabling more goods to be reused [Add Us To Favourites](#) [Sign Up To Newsletter](#)

Category

- Collectables
- Clothing & Accessories
- Dresses
- Ladieswear
- Menswear
- Accessories
- Ladies shoes
- Mens shoes
- Furniture
- Home & Garden

Rock Star Guitar Boxed Children's Kids Musical Instrument Age 3+
from £{{item-price}}

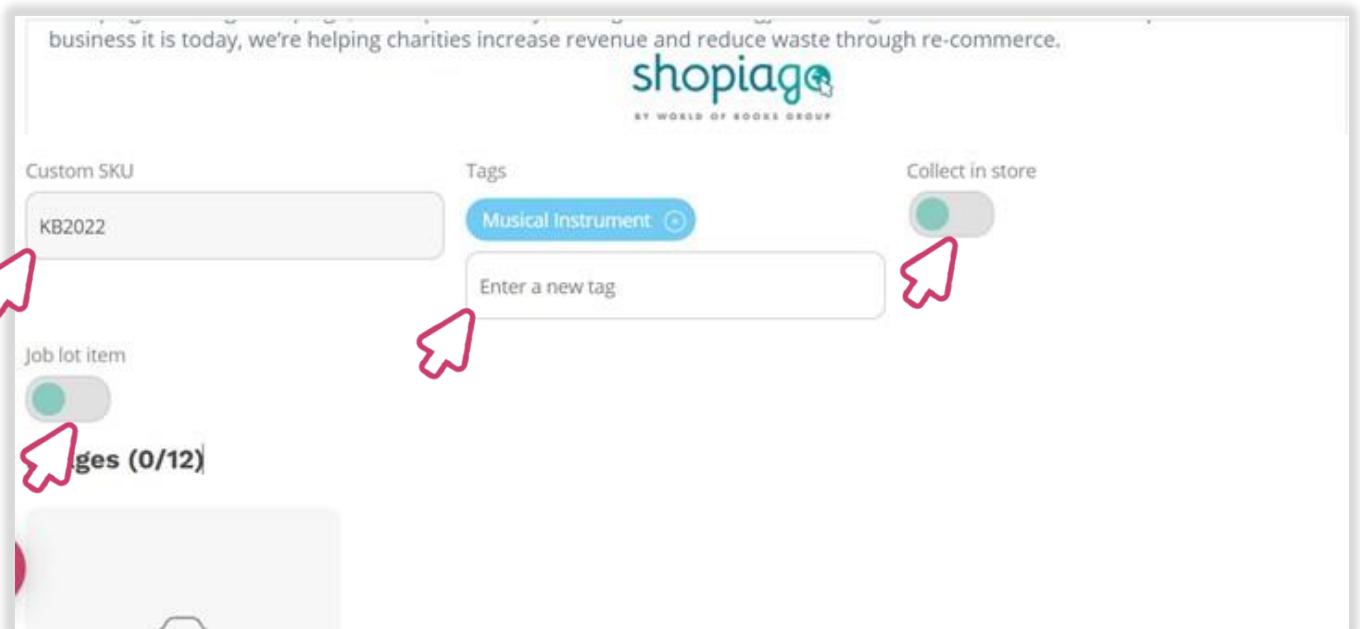
{{item-image}}

Your budding Rockstar will truly feel like a superstar when he or she holds this stunning guitar. With this amazing guitar toy, you can inspire your child's creativity and expression. This amazing toy will become your young musician's most prized possession! Designed to sound lovely, this guitar has 4 metal strings that are comfortable for young fingers to use. Your heart will melt as you watch them perform their musical creations for you! Watch them beam with pride as they perform for family and friends. Product Dimensions : Depth 6cm x Width 21cm x Height 50cm Item Weight is 335g. Recommended age is 3+ years. Includes Guitar Pick and Spare String.

This is where you can write some further information about your item.

Add Custom SKU and Tags

- Assign a 'Custom SKU' to the item if necessary.
- You can add tag(s) to the item. This is for internal use for categorising listings - for this example, 'Musical instrument'.
- Turn off 'CIS only' toggle switch (unless if the item is for collect in store only).
- Turn-on 'Job Lot Item' switch, if you are selling the item as a group. If not, leave Off.



business it is today, we're helping charities increase revenue and reduce waste through re-commerce.

shopiage
BY WORLD OF BOOKS GROUP

Custom SKU: KB2022

Tags: Musical Instrument

Collect in store: ☒

Job lot item: ☒

Tags (0/12)

Enter a new tag

The screenshot shows a web interface for 'shopiage' by World of Books Group. It features several configuration options for an item listing. A 'Custom SKU' field contains 'KB2022'. A 'Tags' section shows a blue button with 'Musical Instrument' and a text input field below it labeled 'Enter a new tag'. There are two toggle switches: 'Collect in store' (which is turned on) and 'Job lot item' (which is also turned on). A 'Tags (0/12)' label is visible at the bottom left. Red mouse cursor icons are overlaid on the 'Custom SKU' field, the 'Tags' button, the 'Collect in store' toggle, and the 'Job lot item' toggle, indicating where to click to interact with these elements.

Adding image(s) to your listing

As you know, having high-quality photos is one of the best ways to attract customers to buy your item.

Tips:

- Take photos from as many angles as possible.
- The photo uploader makes it very easy to add, edit and move photos of your item.
- You can add up to 12 photos.
- If possible, your main image should be on a white background (this will improve visibility on Google) and show the item in full.



Adding image(s) to your listing

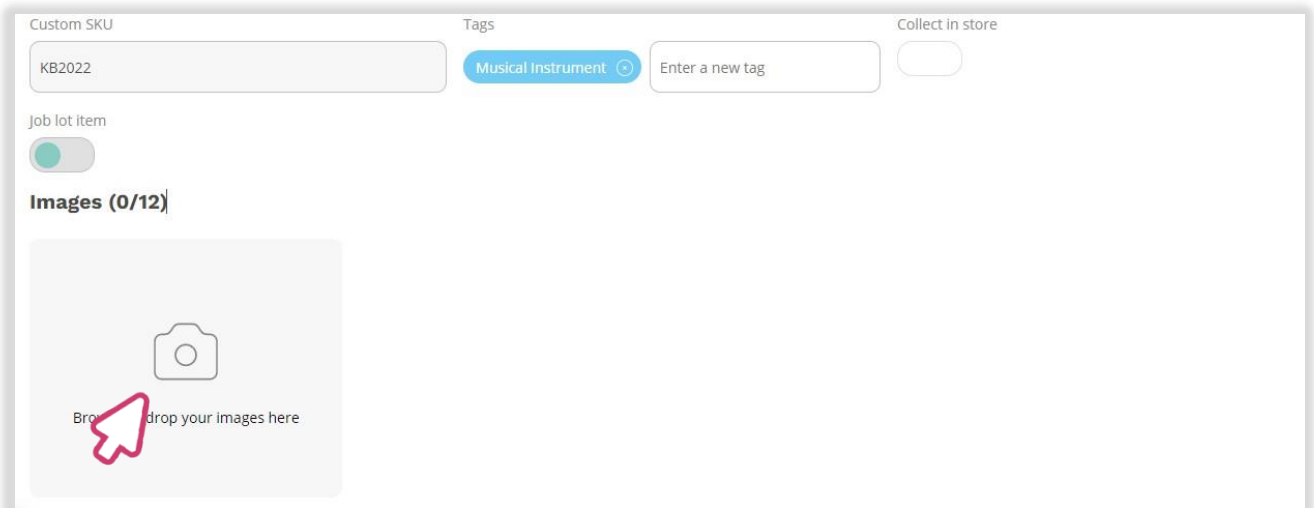
- The minimum photo size should be 500 x 500 pixels or 800- 1600 pixels on the longest side.
- Photo must be a PNG, JPEG, BMP or GIF.
- Don't use a filter as natural colours are better at showing the buyer what to expect.
- Don't add thumbnails as these can affect the clarity of the photo when submitted to marketplaces.
- The photo should depict the item being described.
- The photo should not contain any watermarks or digital signature.



Adding image(s) to your listing

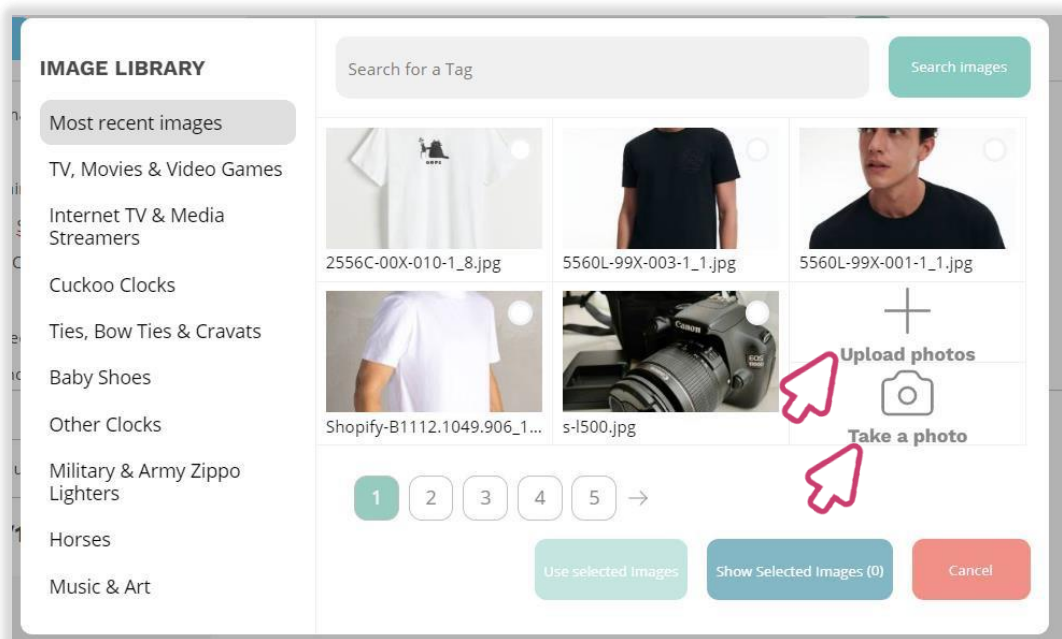
To add photo (s);

- Click on the 'Photo icon' to select item photo(s) from the photo library, PC or mobile device. You can also drag & drop the image(s) into the centre of the upload photo area.



The screenshot shows a product listing form. At the top, there are fields for 'Custom SKU' (containing 'KB2022'), 'Tags' (with a dropdown menu showing 'Musical Instrument' and an 'Enter a new tag' field), and a 'Collect in store' checkbox. Below these is a 'Job lot item' toggle switch. The 'Images (0/12)' section features a large grey box with a camera icon and the text 'Drop your images here'. A pink arrow points to this area.

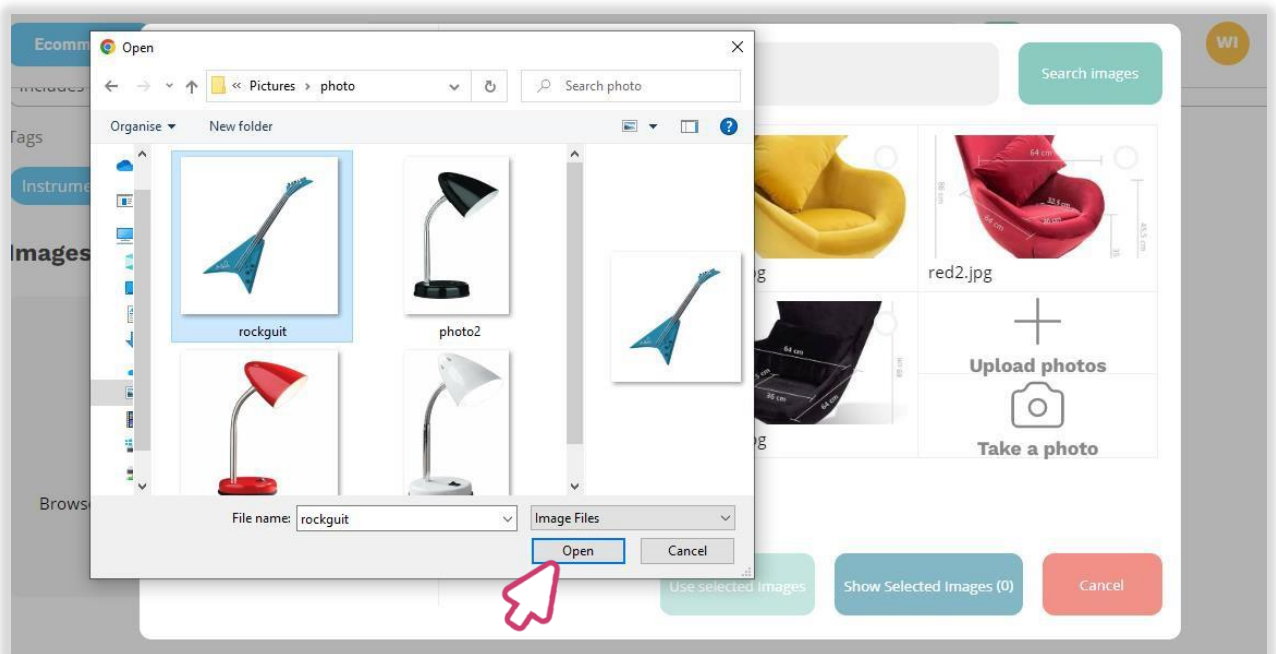
- From the next screen, click on the 'Upload photos' icon to upload photo(s) already stored on your PC or mobile device.
- You can also take photo(s) directly from your mobile device or PC camera by clicking the 'Take a photo' icon.



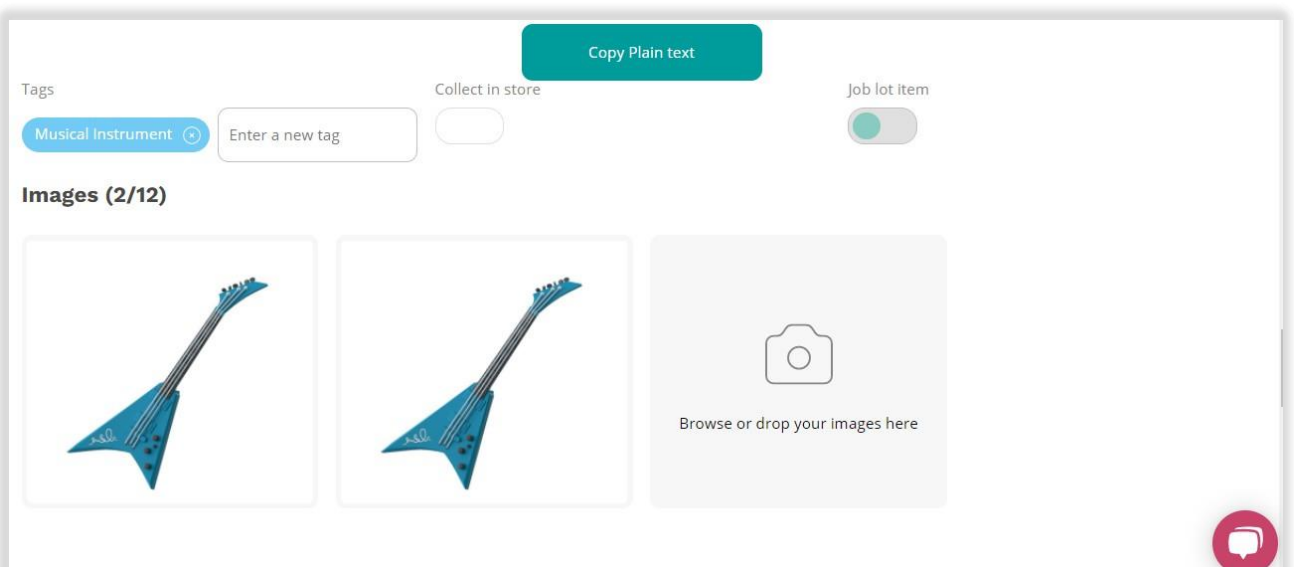
Adding image(s) to your listing

To select multiple photos, hold down the Ctrl key and select photos (windows) or Command key for (Mac) then click on the open button.

- Once the item photos are selected, click on the 'Open' button.

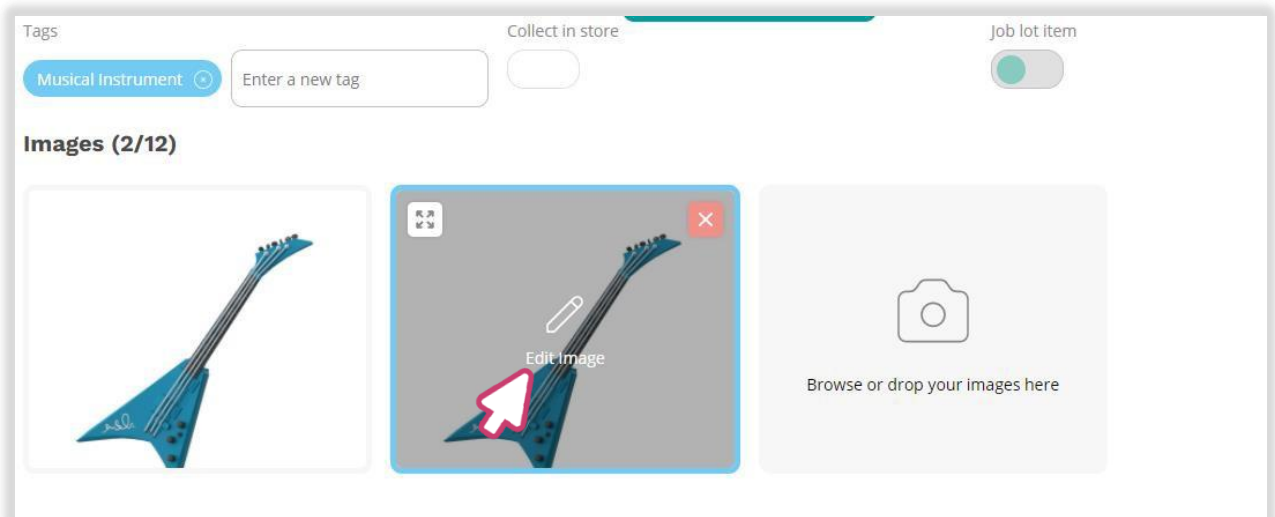


- Uploaded photos should then appear on the listing form.

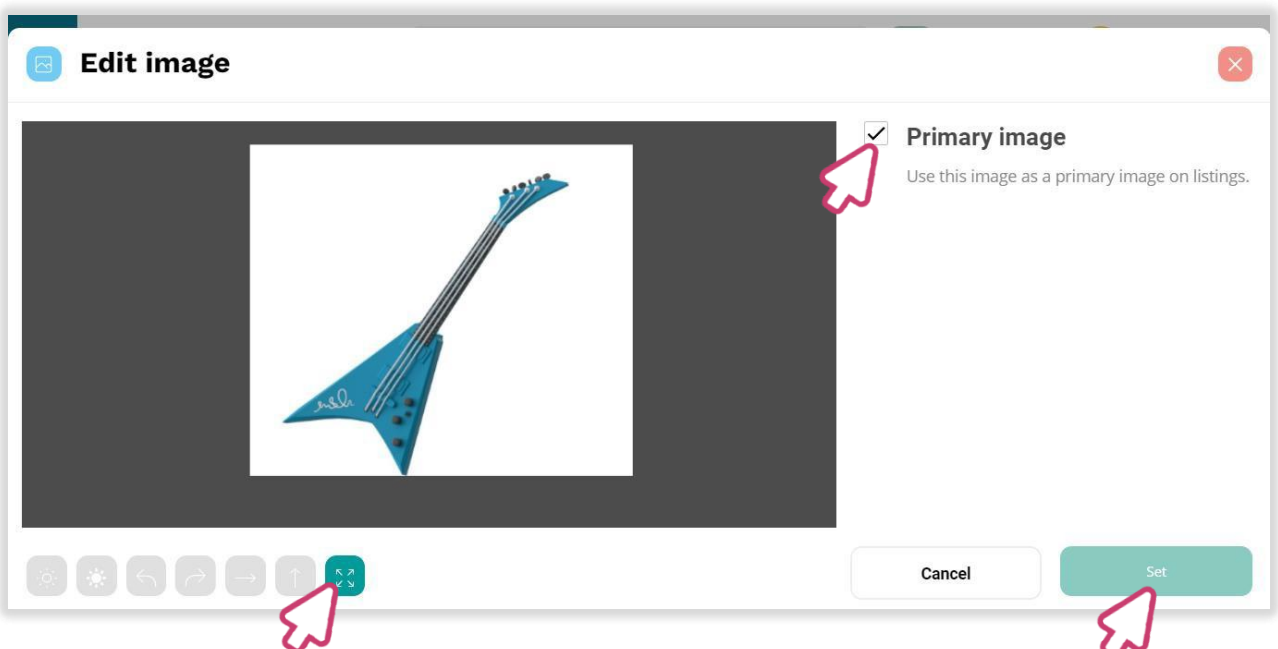


Adding image(s) to your listing

- To edit the item image, hover your mouse over the centre of the image and click on the 'Edit Image' icon.

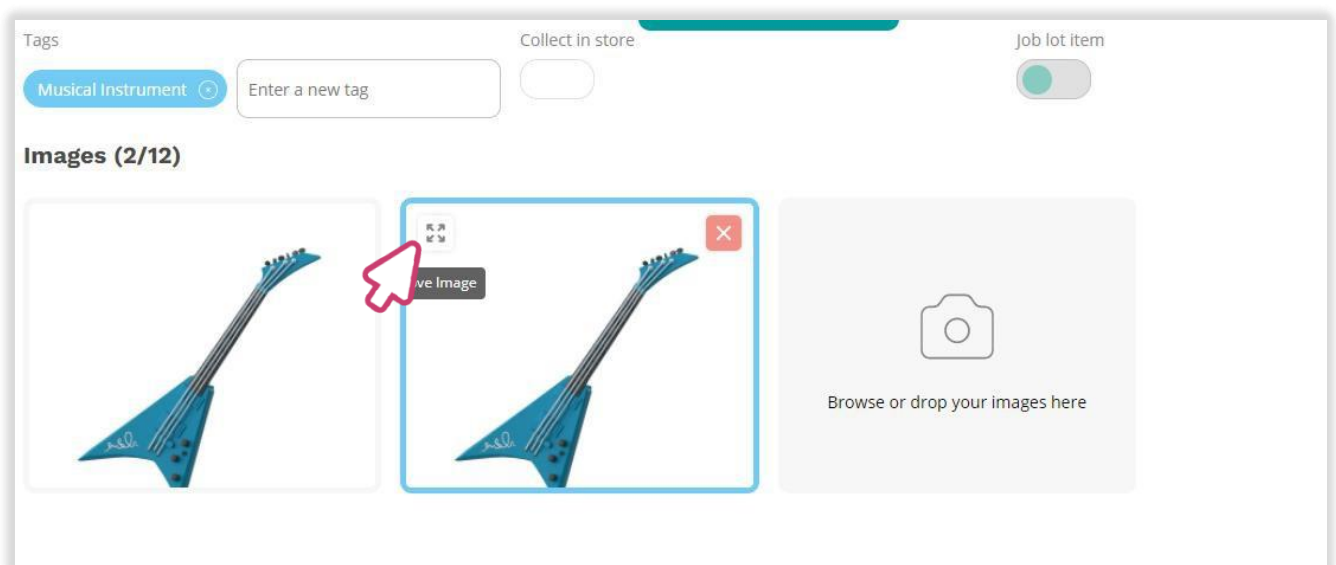


- From photo editor screen, use the editing tools to adjust, rotate, crop, flip and change the photo brightness.
- To use image as primary listing photo, tick the 'Primary image' box at the top right-hand side.
- To crop image, click on the 'Crop' icon, highlight preferred image area, click on the 'Set' icon, and then, click on 'Save' button.



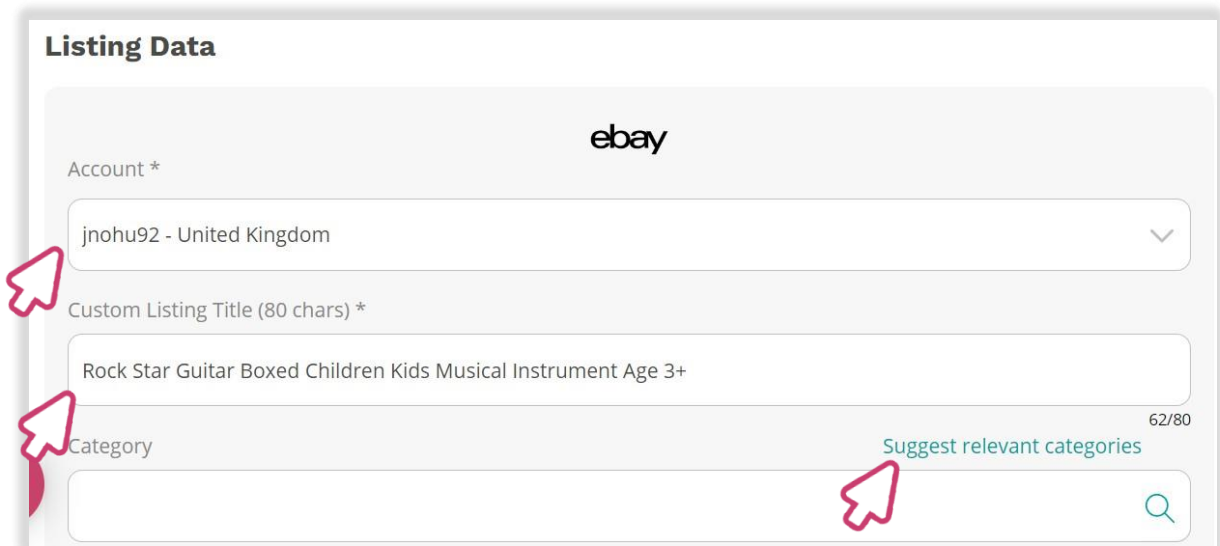
Adding image(s) to your listing

- To re-arrange photo(s), move your mouse to the upper-left of the image, click on the 'Move image' icon, and drag the image to a suitable position.
- To change the primary listing image, hover your mouse to the upper-left of the image and click on the 'Move image' icon then, drag the image to the main position.



Adding listing information

- Select the right eBay account.
- Click on the 'Custom title field to modify the title if necessary.
- Click on 'Suggest me the right categories'.



Listing Data

Account * **ebay**

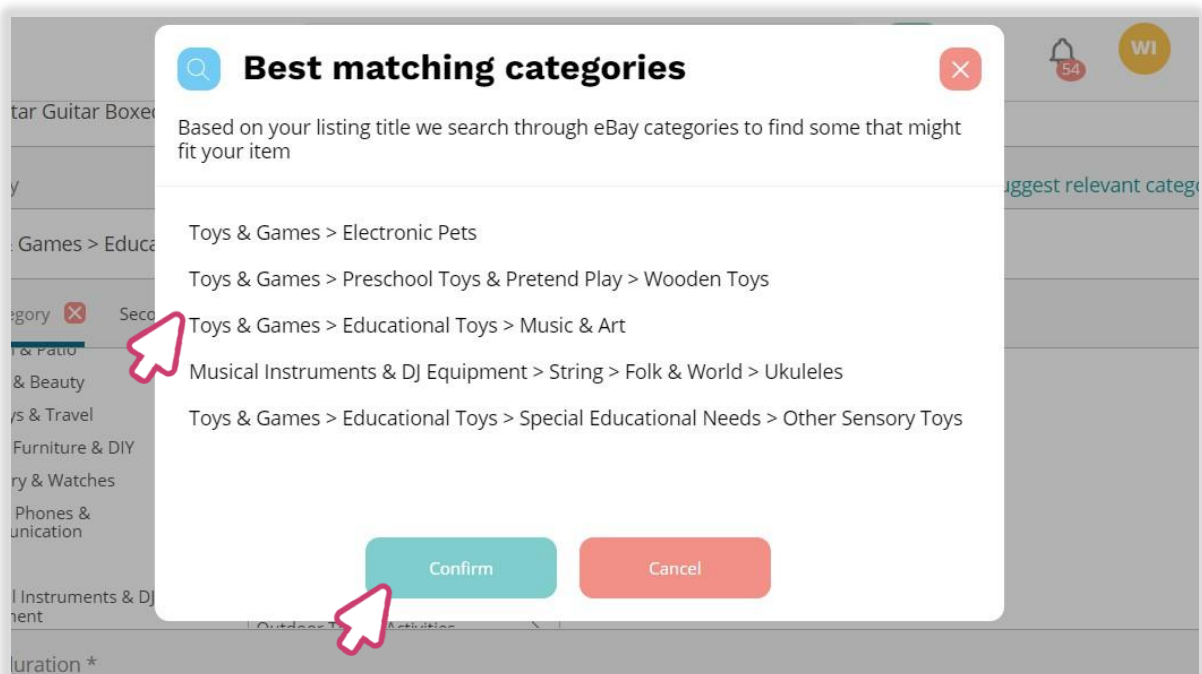
jnohu92 - United Kingdom

Custom Listing Title (80 chars) *

Rock Star Guitar Boxed Children Kids Musical Instrument Age 3+

Category [Suggest relevant categories](#)

- And, select the best matching categories from the pop-up screen, then click the 'Confirm' button.



Best matching categories

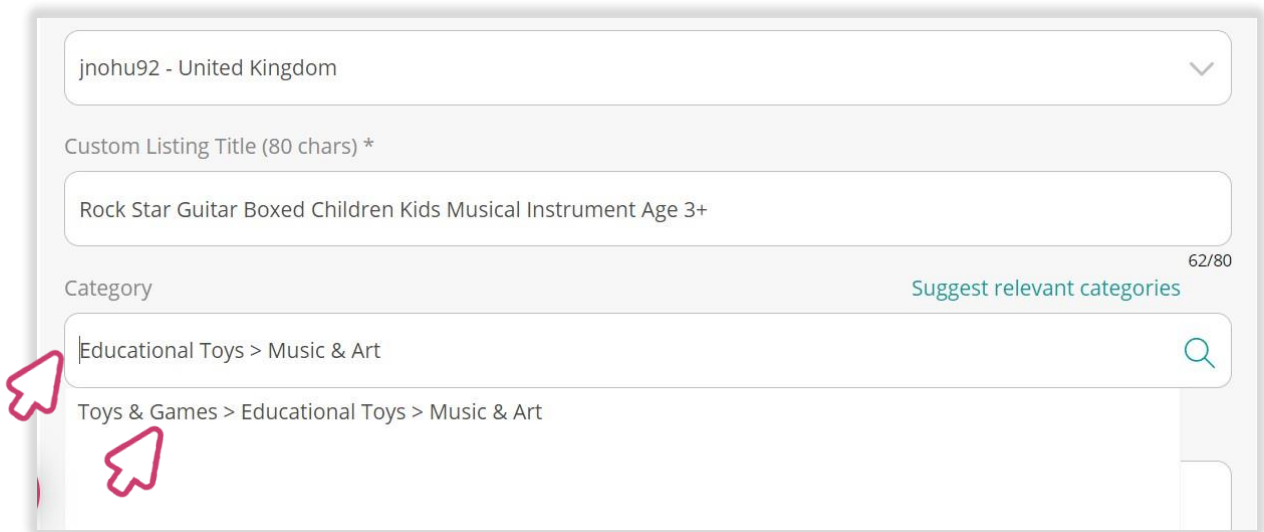
Based on your listing title we search through eBay categories to find some that might fit your item

- Toys & Games > Electronic Pets
- Toys & Games > Preschool Toys & Pretend Play > Wooden Toys
- Toys & Games > Educational Toys > Music & Art
- Musical Instruments & DJ Equipment > String > Folk & World > Ukuleles
- Toys & Games > Educational Toys > Special Educational Needs > Other Sensory Toys

Confirm Cancel

Adding listing information

- You also can manually type in the item category in the search field and select the closest match. Make sure you find the best fitting category.



jnohu92 - United Kingdom

Custom Listing Title (80 chars) *

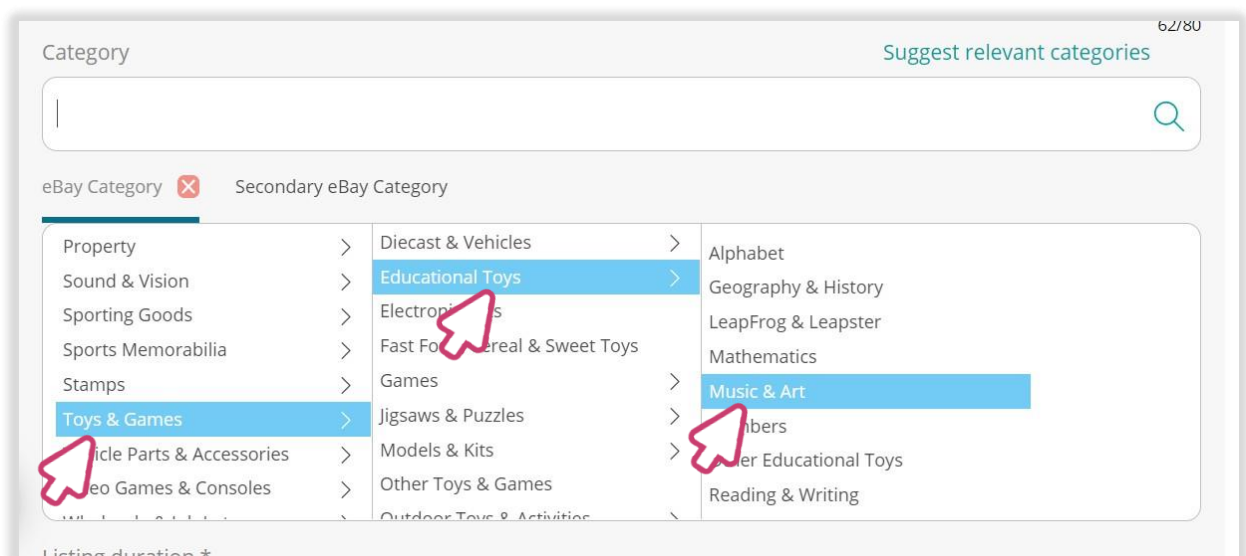
Rock Star Guitar Boxed Children Kids Musical Instrument Age 3+

Category [Suggest relevant categories](#)

Educational Toys > Music & Art

Toys & Games > Educational Toys > Music & Art

- If you can't find the right category, you can use the 'Item category selector' and work through the different categories to find the best fit.



Category [Suggest relevant categories](#)

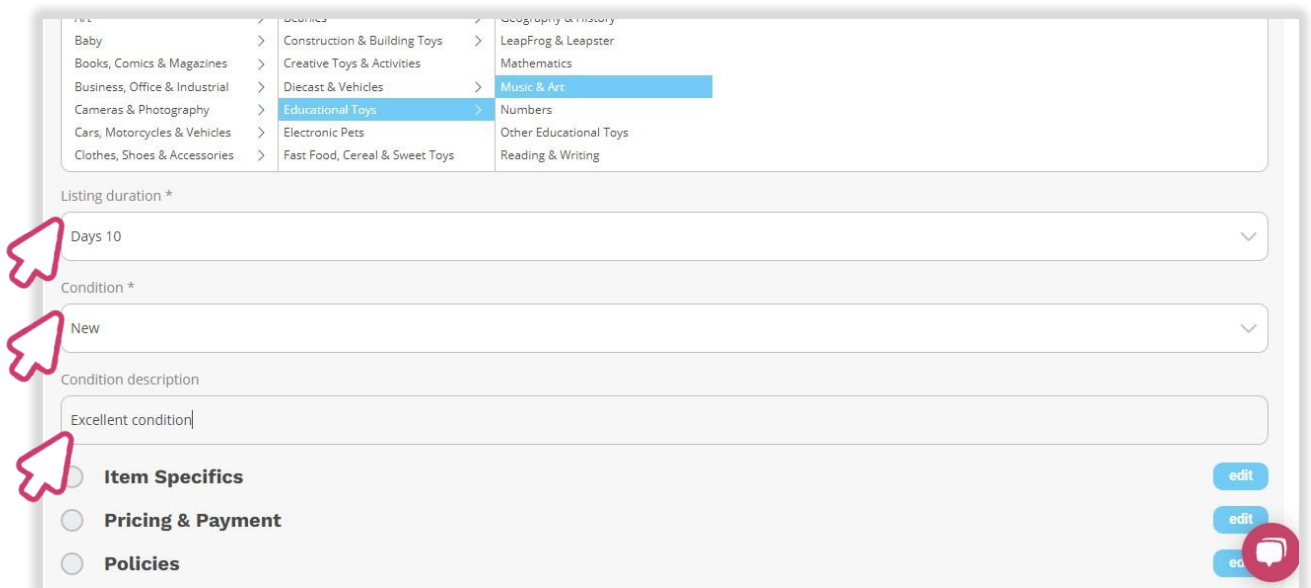
ebay Category  Secondary ebay Category

Property	>	Diecast & Vehicles	>	Alphabet
Sound & Vision	>	Educational Toys	>	Geography & History
Sporting Goods	>	Electronics	>	LeapFrog & Leapster
Sports Memorabilia	>	Fast Food & Sweets	>	Mathematics
Stamps	>	Games	>	Music & Art
Toys & Games	>	Jigsaws & Puzzles	>	Numbers
Vehicle Parts & Accessories	>	Models & Kits	>	Other Educational Toys
Video Games & Consoles	>	Other Toys & Games	>	Reading & Writing
Watches & Clocks	>	Outdoor Toys & Activities	>	

Listing duration *

Adding listing information

- Next, select a 'Listing duration' from 3 – 10 days.
- Select the item condition from the drop-down menu.
- And manually type in the item condition description into the description field.



Books	Comics	Geography & History
Baby	Construction & Building Toys	LeapFrog & Leapster
Books, Comics & Magazines	Creative Toys & Activities	Mathematics
Business, Office & Industrial	Diecast & Vehicles	Music & Art
Cameras & Photography	Educational Toys	Numbers
Cars, Motorcycles & Vehicles	Electronic Pets	Other Educational Toys
Clothes, Shoes & Accessories	Fast Food, Cereal & Sweet Toys	Reading & Writing

Listing duration *

Days 10

Condition *

New

Condition description

Excellent condition

☒ Item Specifics

☐ Pricing & Payment

☐ Policies

edit

edit

edit



Item specifics

Item specifics are required by eBay and once you get them right, it can boost sales. Below are 3 categories for item specifics:

Required

- eBay requires mandatory attributes for this category. It will help customers to find items when they perform a search.
- On the Marketplace, buyers usually filter their search by using item specifics. Making it easier for them to find what they are looking for.
- If you haven't entered one of these specifics, the item will drop off the search and therefore it won't be visible to customers.

Recommended

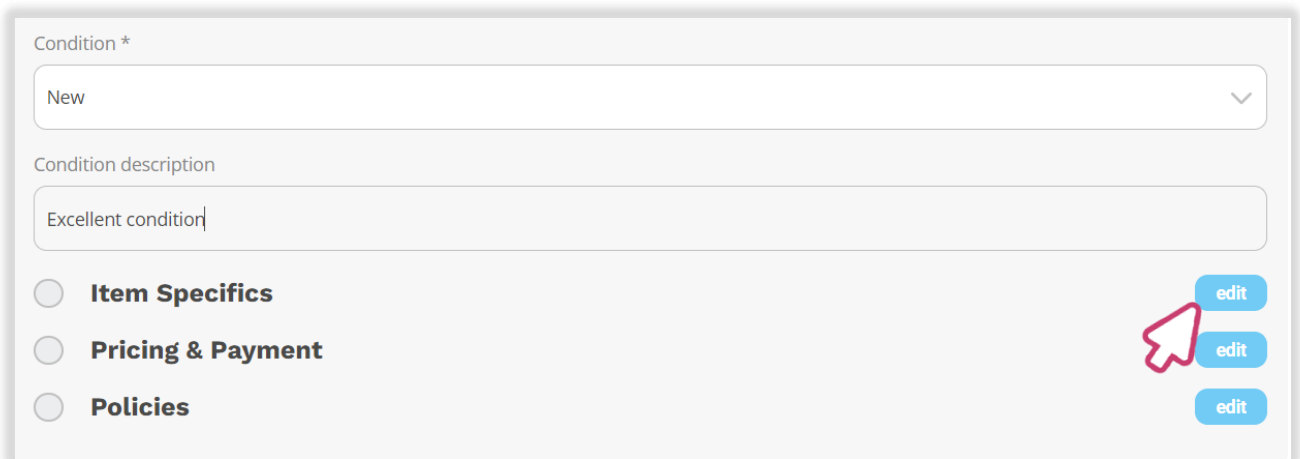
- Your listing will perform better if you fill in these recommended attributes.
- It could reach a higher search position and will show up in more search results.
- This is not mandatory but if you have these details, please enter them.

Optional

- You can add additional attributes to your listing but this is not mandatory.
- These attributes will be shown on the listing but may not be used during eBay search.
- This doesn't affect buyer's search but could improve customers experience.

Item specifics

- To add 'Specifics' that apply to the item, click on the 'Edit' button.



Condition *

New

Condition description

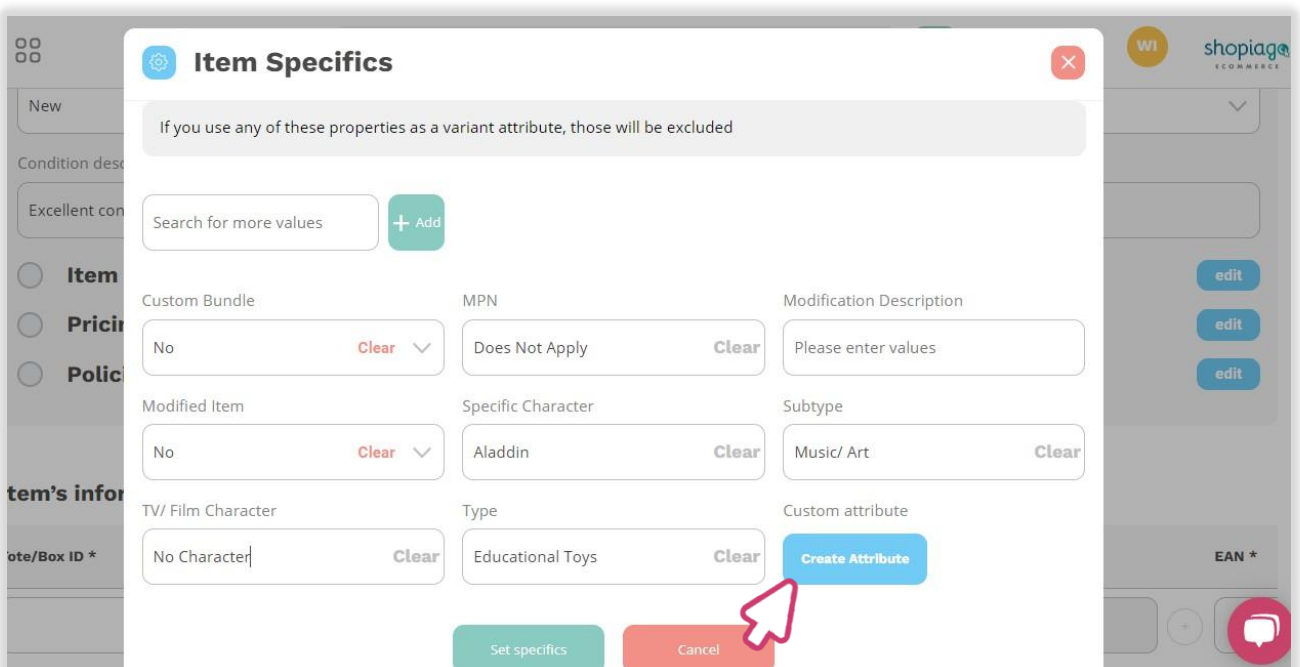
Excellent condition

☐ **Item Specifics** [edit](#)

☐ **Pricing & Payment** [edit](#)

☐ **Policies** [edit](#)

- And enter all item specifics that are required and any optional attributes from the next screen.
- To add custom attribute(s), click on the 'Create Attribute' button.



Item Specifics

If you use any of these properties as a variant attribute, those will be excluded

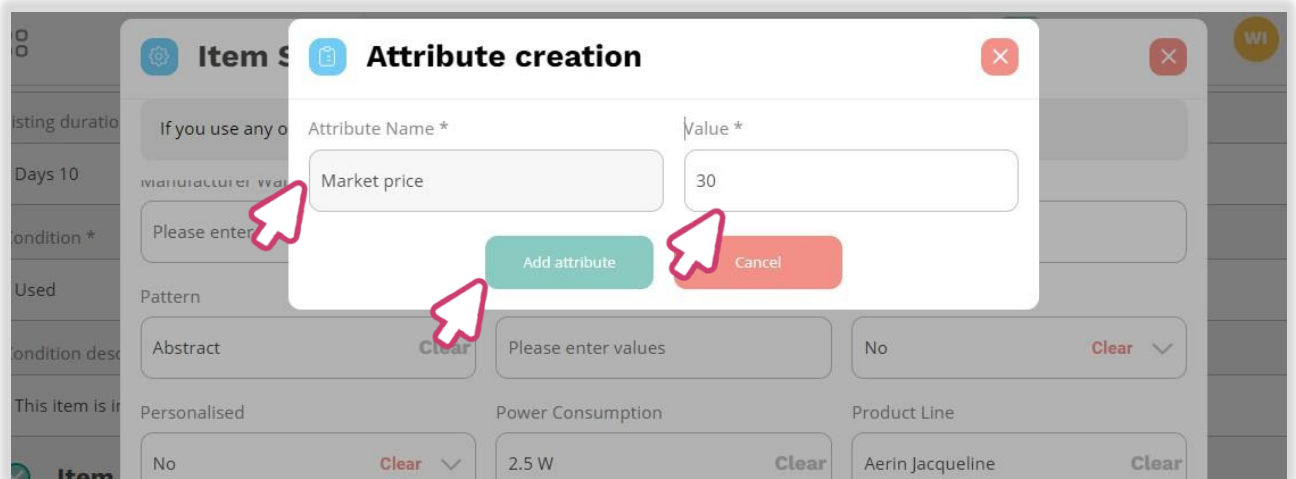
Search for more values [+ Add](#)

Custom Bundle	MPN	Modification Description
No Clear	Does Not Apply Clear	Please enter values
Modified Item	Specific Character	Subtype
No Clear	Aladdin Clear	Music/ Art Clear
TV/ Film Character	Type	Custom attribute
No Character Clear	Educational Toys Clear	Create Attribute

[Set specifics](#) [Cancel](#)

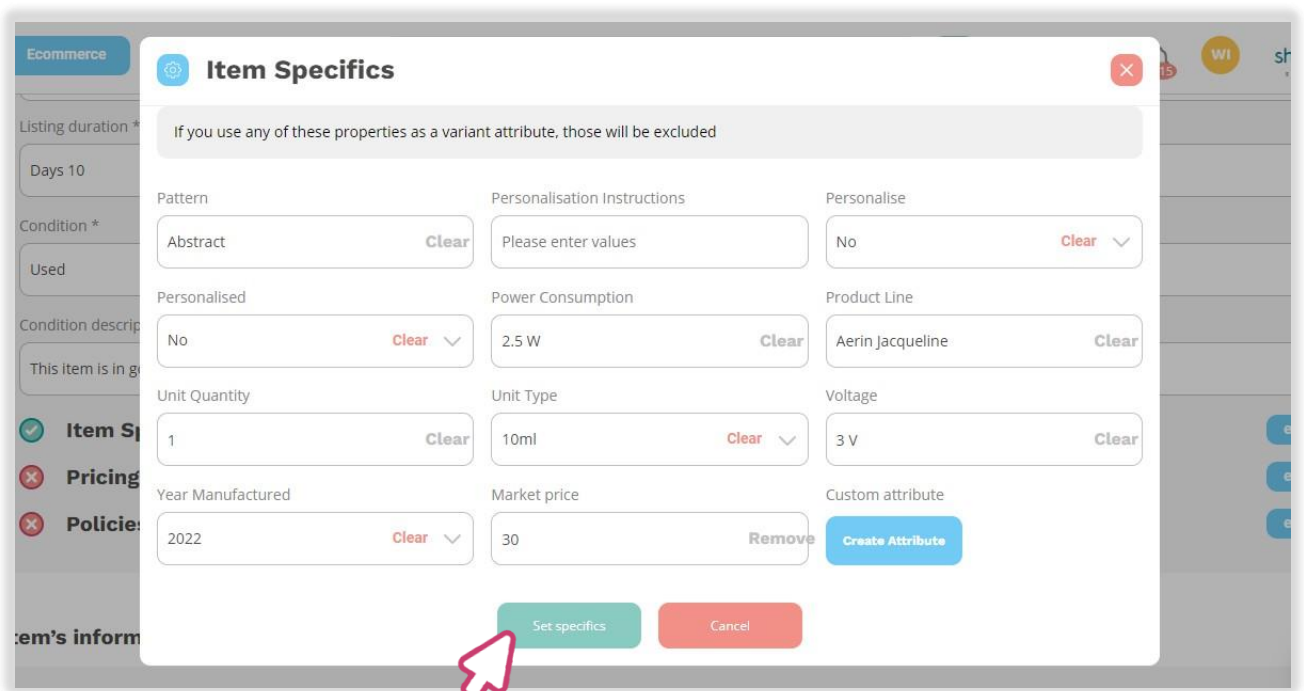
Item specifics

- Key-in the attribute name and value
- Then, click on 'Add attribute' button.



The screenshot shows a modal window titled "Attribute creation" with a close button (X) in the top right corner. Inside the modal, there are two input fields: "Attribute Name *" and "Value *". The "Attribute Name" field contains the text "Market price" and the "Value" field contains the number "30". Below these fields are two buttons: "Add attribute" (green) and "Cancel" (red). Three red mouse cursor icons are overlaid on the image, pointing to the "Attribute Name" field, the "Add attribute" button, and the "Cancel" button. In the background, a blurred view of the "Item Specifics" form is visible, showing fields for Pattern (Abstract), Personalised (No), Power Consumption (2.5 W), and Product Line (Aerin Jacqueline).

- Finally, click on the 'Set specifics' button, once you've entered all required item specifics.



The screenshot shows the "Item Specifics" form, which is a modal window with a close button (X) in the top right corner. At the top, there is a note: "If you use any of these properties as a variant attribute, those will be excluded". The form is organized into a grid of input fields. The first row contains "Pattern" (Abstract, Clear), "Personalisation Instructions" (Please enter values), and "Personalise" (No, Clear). The second row contains "Personalised" (No, Clear), "Power Consumption" (2.5 W, Clear), and "Product Line" (Aerin Jacqueline, Clear). The third row contains "Unit Quantity" (1, Clear), "Unit Type" (10ml, Clear), and "Voltage" (3 V, Clear). The fourth row contains "Year Manufactured" (2022, Clear), "Market price" (30, Remove), and a "Custom attribute" section with a "Create Attribute" button. At the bottom of the form are two buttons: "Set specifics" (green) and "Cancel" (red). A red mouse cursor icon is overlaid on the image, pointing to the "Set specifics" button. The background shows a blurred view of the "Ecommerce" sidebar with various icons and the "Item Specifics" form.

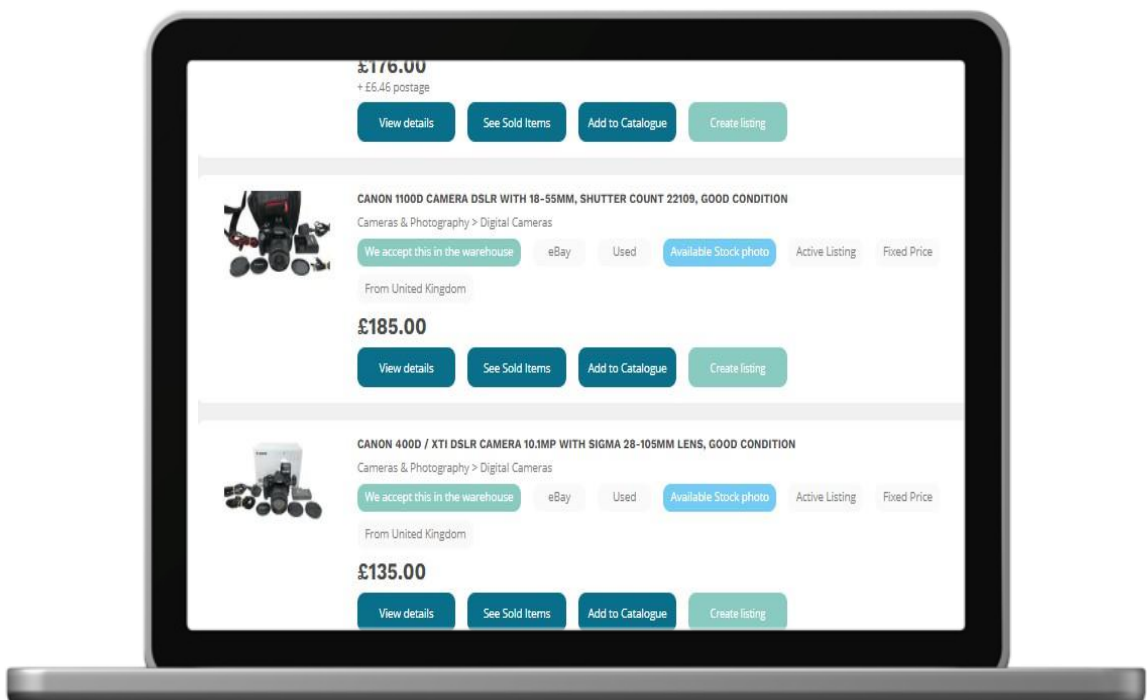
Pricing and payment

Pricing is one of the top influencing factors. You should think carefully when setting up your price. Most customers will take item price into consideration when deciding whether to buy your item.

Customers will bid on your item during a set period of 3 to 10 days and the highest bidder at the close of the auction buys your item.

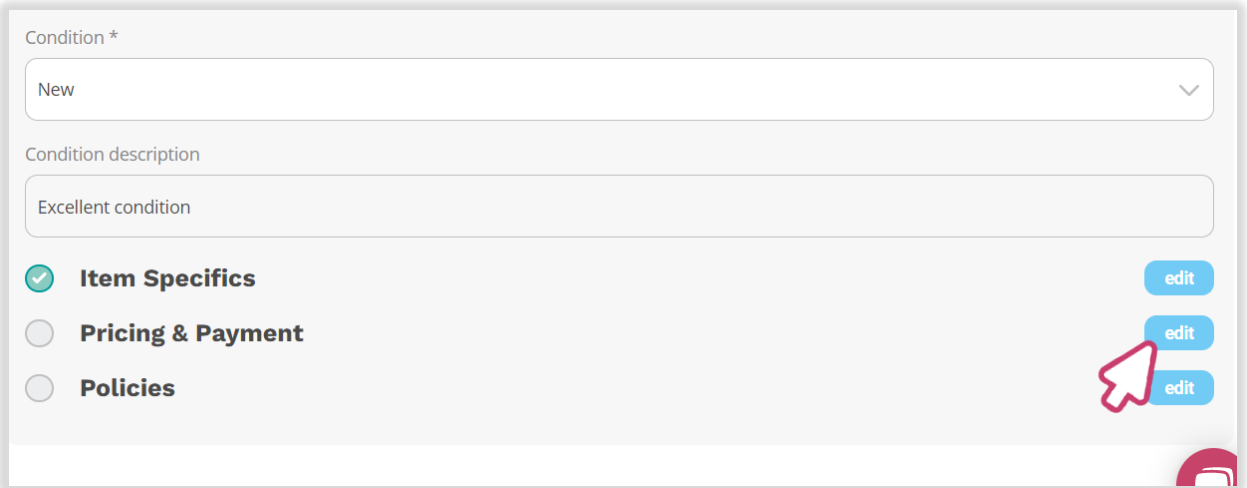
Tips:

- Avoid setting up your price based on what you want to achieve.
- Don't presume what a customer might pay for your item.
- Do your research!

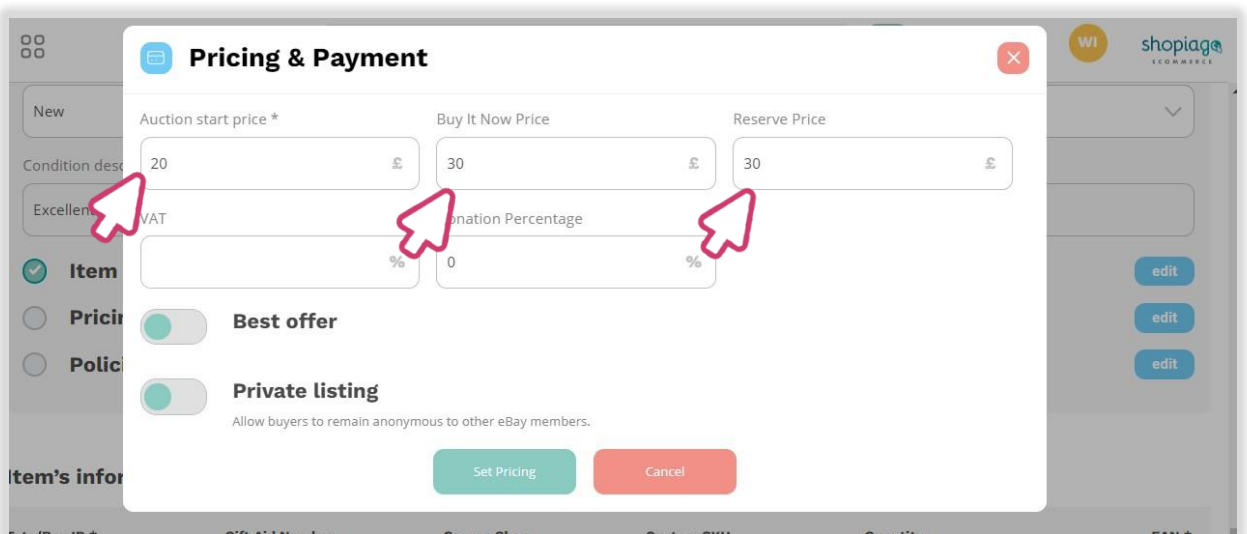


Pricing and payment

- To set item 'Price and payment' click on the 'Edit' button.

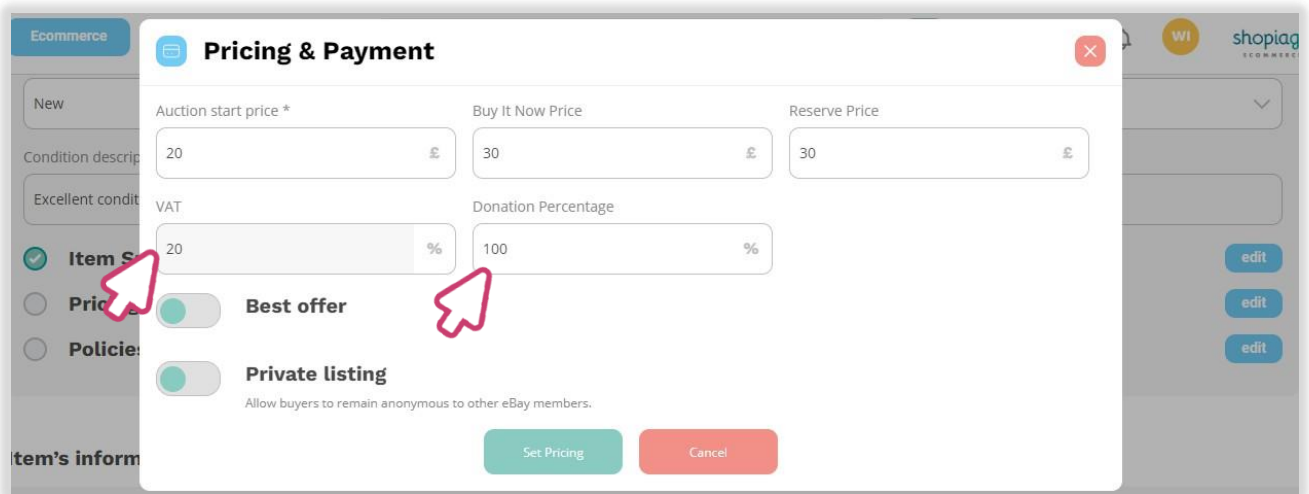


- From the pop-up screen, enter a reasonable amount as a start price. If you set your price too low, the buyer may not think that the item is genuine.
- You may want to set a 'Buy it Now' price as a backup, to give customers the option to buy the item immediately rather than bidding. Please research the market if you are not sure how much to price your item.
- Set a 'Reserve Price' - a minimum amount that you would want the item to sell for. Leave it blank if you do not want a reserve price.



Pricing and payment

- Key-in item VAT % (This applies only to newly bought items). Leave it blank if it does not apply.
- Select your 'Listing Donation Percentage' (this is the amount you are donating for the item). If you are a charity, this should automatically be 100% in your settings.



Pricing & Payment

Auction start price * 20 £

Buy It Now Price 30 £

Reserve Price 30 £

VAT 20 %

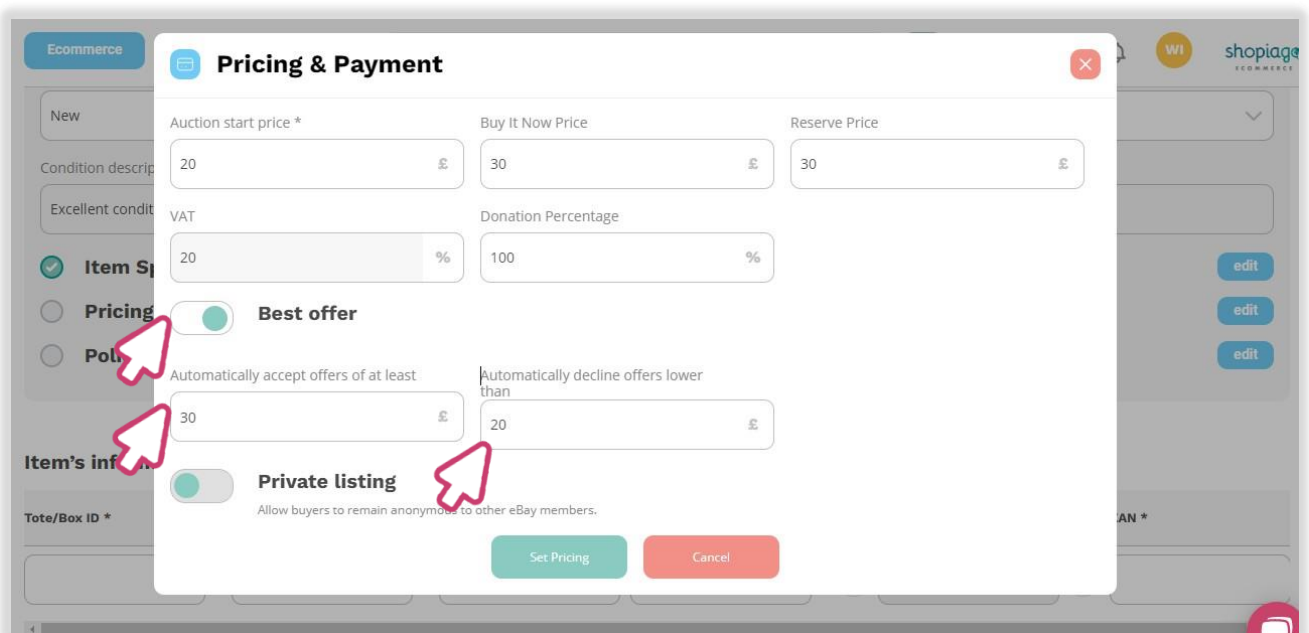
Donation Percentage 100 %

☐ **Best offer**

☐ **Private listing**
Allow buyers to remain anonymous to other eBay members.

Set Pricing Cancel

- Switch - On 'Best Offer' if necessary. This allows buyers to submit an offer for what they are willing to pay (you can decide whether to accept or make a counter-offer).
- And enter the amounts that you are willing to accept and the lowest amounts to automatically decline.



Pricing & Payment

Auction start price * 20 £

Buy It Now Price 30 £

Reserve Price 30 £

VAT 20 %

Donation Percentage 100 %

☒ **Best offer**

Automatically accept offers of at least 30 £

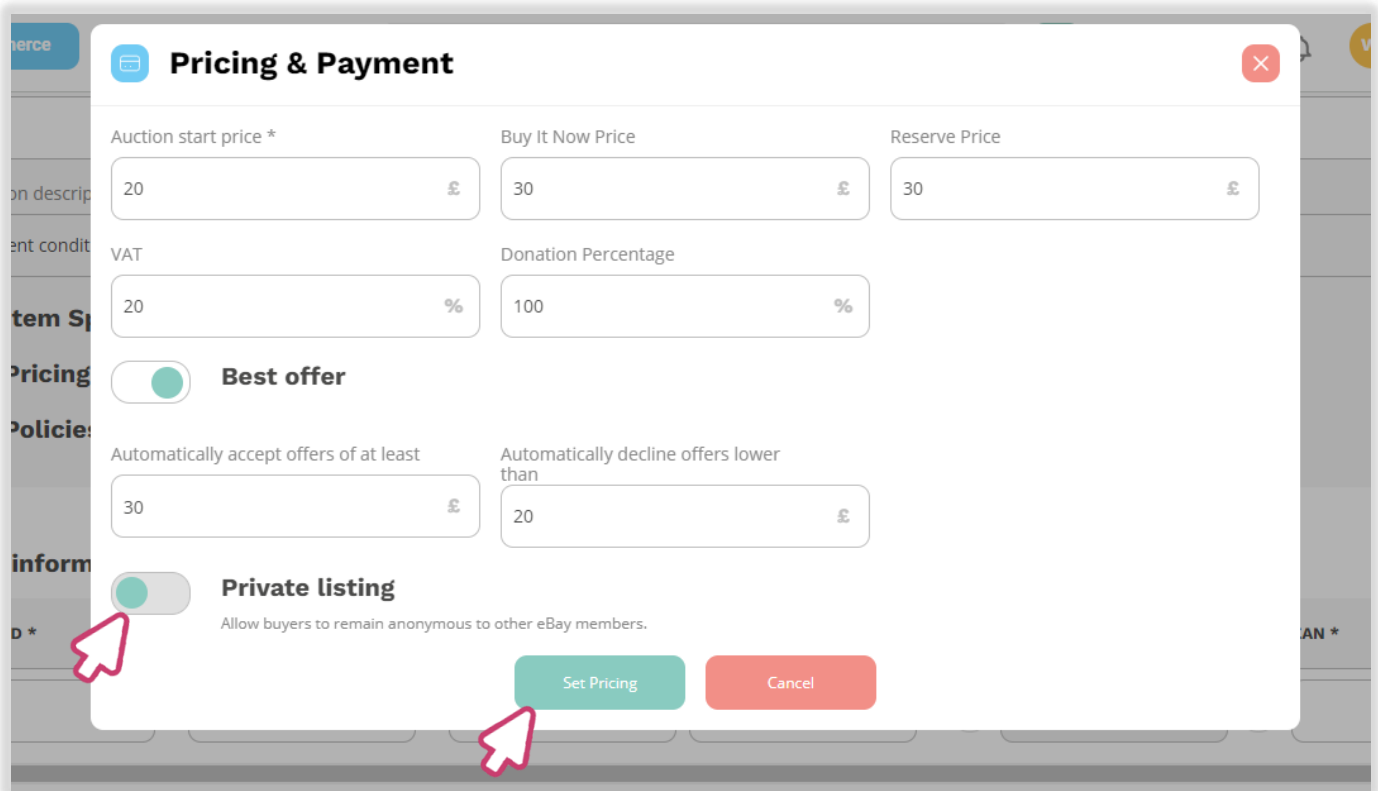
Automatically decline offers lower than 20 £

☐ **Private listing**
Allow buyers to remain anonymous to other eBay members.

Set Pricing Cancel

Pricing and payment

- Switch on 'Private Listing' if necessary, to keep bidder and buyer identities hidden from other eBay members.
- Click the 'Set pricing' button once all properties are set.



Pricing & Payment

Auction start price * £

Buy It Now Price £

Reserve Price £

VAT %

Donation Percentage %

☒ **Best offer**

Automatically accept offers of at least £

Automatically decline offers lower than £

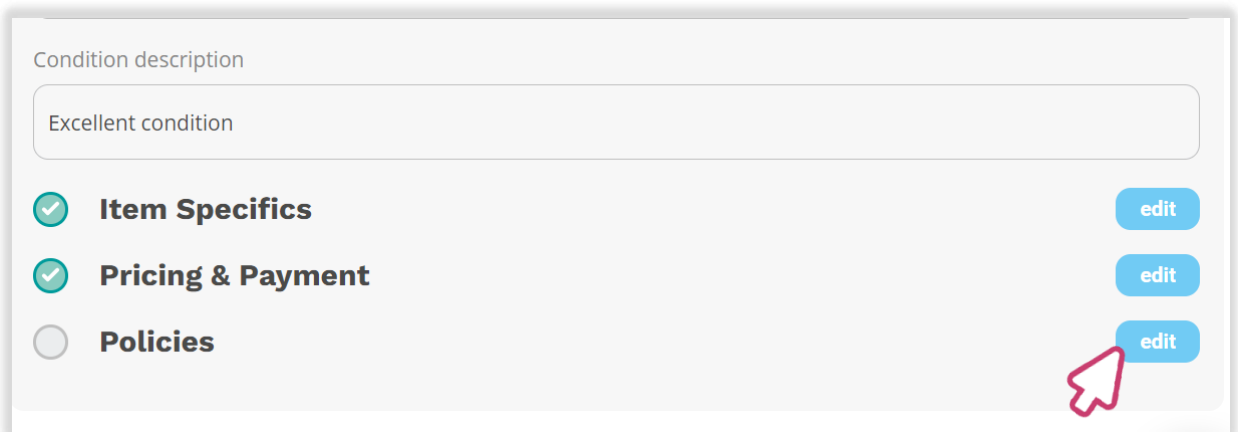
☒ **Private listing**
Allow buyers to remain anonymous to other eBay members.

Policies

When selling on eBay, you have to let the buyers know how they can pay, how long it will take to ship an item and whether you accept returns or not. If these policies are already set on your eBay account, you can sync them into your World of Books Ecommerce account, making it easier to select them when listing.

To set policies;

- Click on the 'Edit' button.

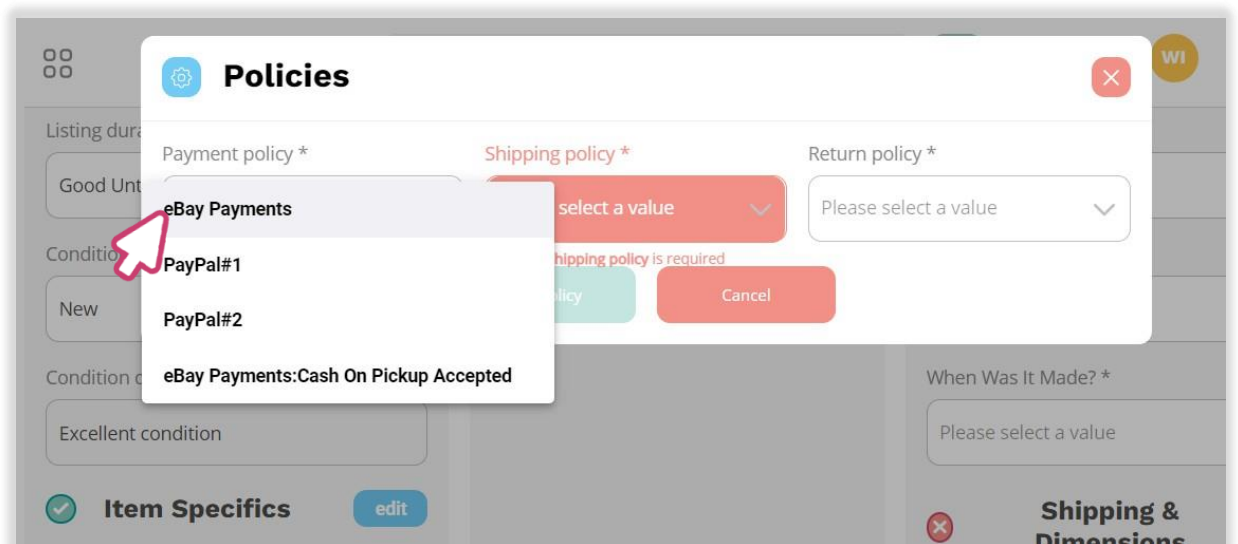


Condition description

Excellent condition

- ☒ **Item Specifics** [edit](#)
- ☒ **Pricing & Payment** [edit](#)
- ☐ **Policies** [edit](#)

- From the pop-up screen, click on the 'Payment policy' field and select a preferred payment policy.



Policies

Payment policy * Shipping policy * Return policy *

eBay Payments select a value Please select a value

PayPal#1 shipping policy is required

PayPal#2 Cancel

eBay Payments:Cash On Pickup Accepted

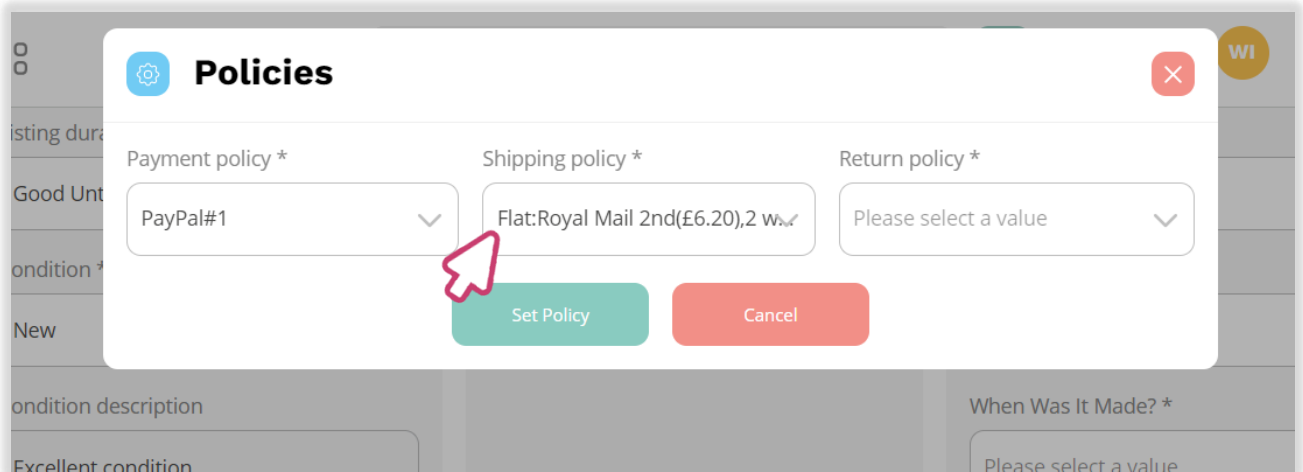
When Was It Made? *

Please select a value

Item Specifics [edit](#) **Shipping & Dimensions**

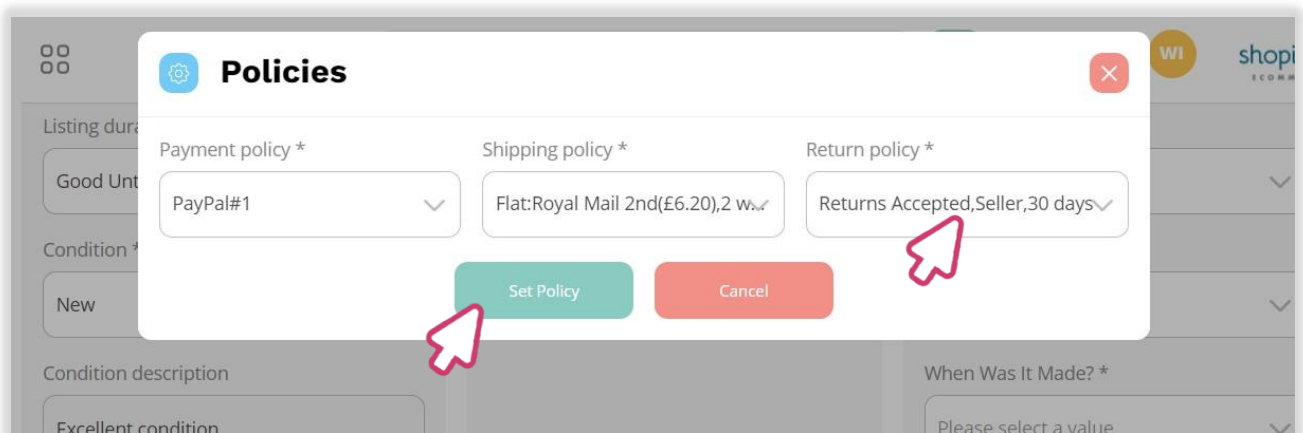
Policies

- Click on the 'Shipping policy' field and select the relevant postage service provider.



The screenshot shows a 'Policies' modal window with three dropdown menus: 'Payment policy *', 'Shipping policy *', and 'Return policy *'. The 'Payment policy' is set to 'PayPal#1'. The 'Shipping policy' is set to 'Flat:Royal Mail 2nd(£6.20),2 w...'. The 'Return policy' is set to 'Please select a value'. A red mouse cursor is pointing at the 'Shipping policy' dropdown. Below the dropdowns are two buttons: 'Set Policy' (green) and 'Cancel' (red).

- Click on the 'Return policy' field and select the relevant return policy.
- Then, click on 'Set Policy' button.



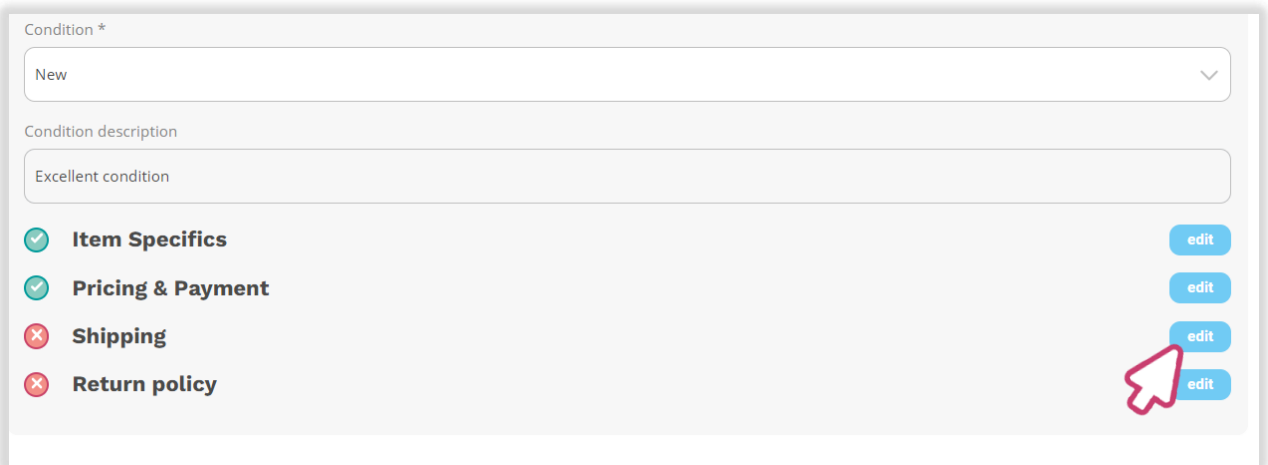
The screenshot shows the same 'Policies' modal window. The 'Return policy' dropdown is now set to 'Returns Accepted,Seller,30 days'. A red mouse cursor is pointing at the 'Return policy' dropdown. The 'Set Policy' button is highlighted with a red mouse cursor. The 'Cancel' button remains red.

eBay shipping policy not synced into your account?

If you've not synced your eBay shipping policy into your account, you will have the option to specify this policy when creating a listing.

To set Shipping policy for domestic:

- Click on 'Edit' Shipping.



Condition *

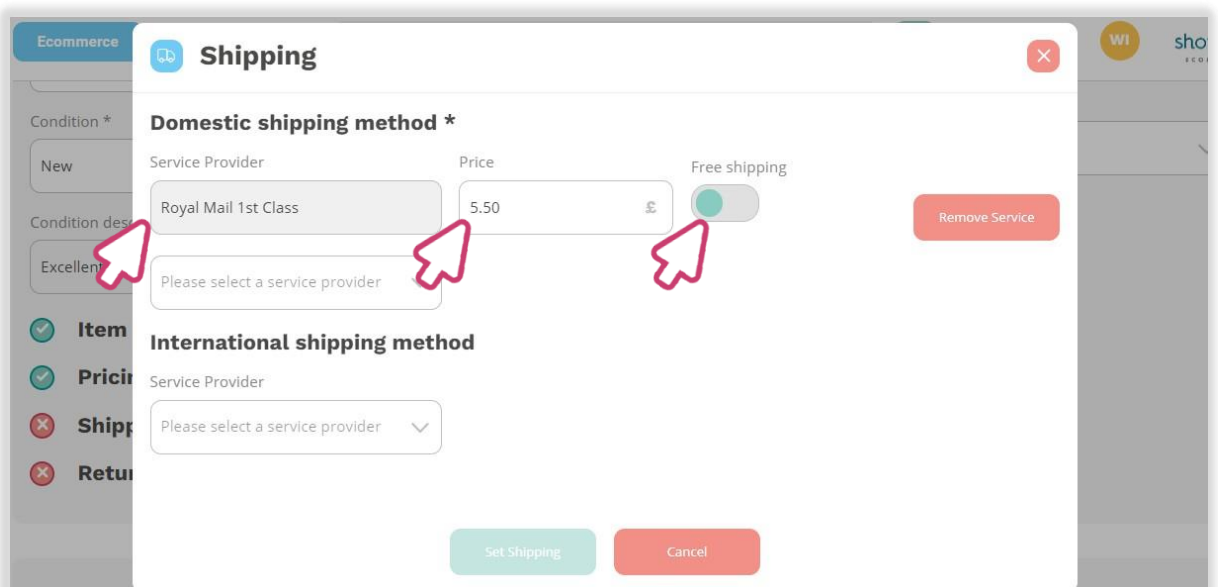
New

Condition description

Excellent condition

- ✓ Item Specifics [edit](#)
- ✓ Pricing & Payment [edit](#)
- ✗ Shipping [edit](#)
- ✗ Return policy [edit](#)

- From the pop-up screen, click on the 'Service provider' field and select a domestic shipping provider.
- Enter item 'Shipping price'.
- Or switch - on 'Free shipping' if you are not charging a postage fee.



Ecommerce

Wi sho

Shipping

Domestic shipping method *

Service Provider Price Free shipping

Royal Mail 1st Class 5.50

Please select a service provider

Remove Service

International shipping method

Service Provider

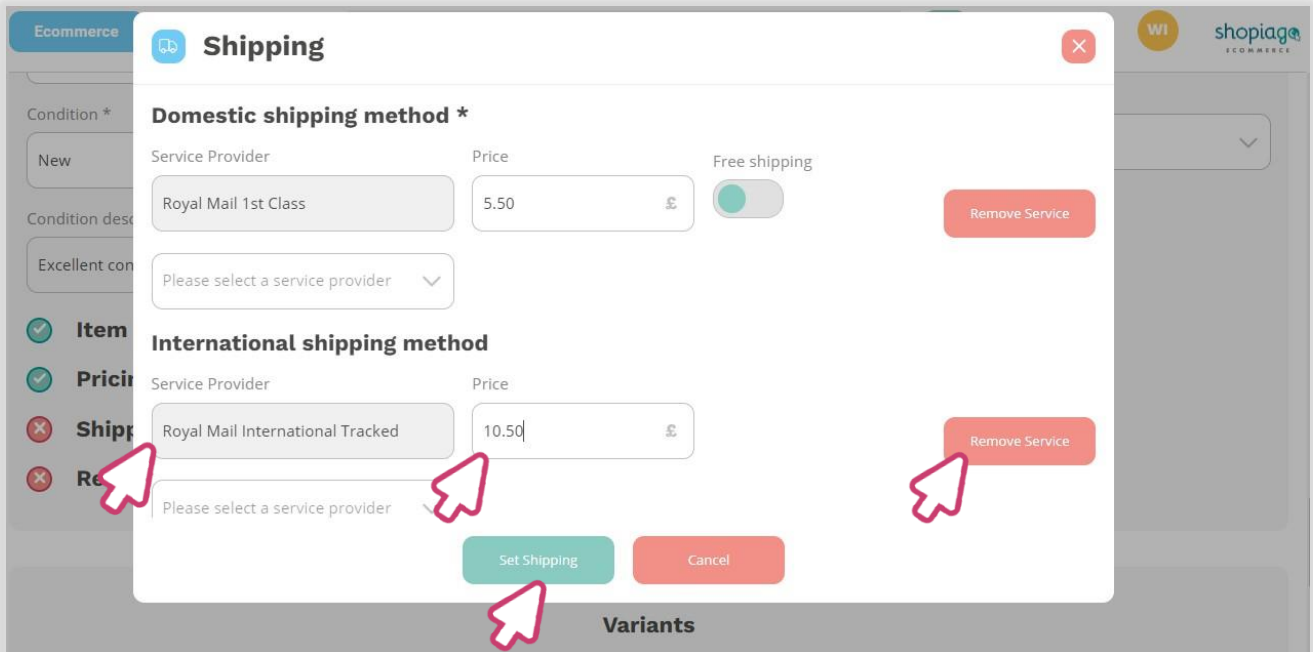
Please select a service provider

Set Shipping Cancel

eBay shipping policy not synced into your account?

To set Shipping policy for international:

- Click on 'International shipping method' and select a shipping provider.
- Enter postage amount.
- To remove shipping, click on the 'Remove service' button.
- Click on 'Set Shipping' once your shipping policy is set.



Shipping

Domestic shipping method *

Service Provider	Price	Free shipping
Royal Mail 1st Class	5.50 £	☒
Please select a service provider		

International shipping method

Service Provider	Price
Royal Mail International Tracked	10.50 £
Please select a service provider	

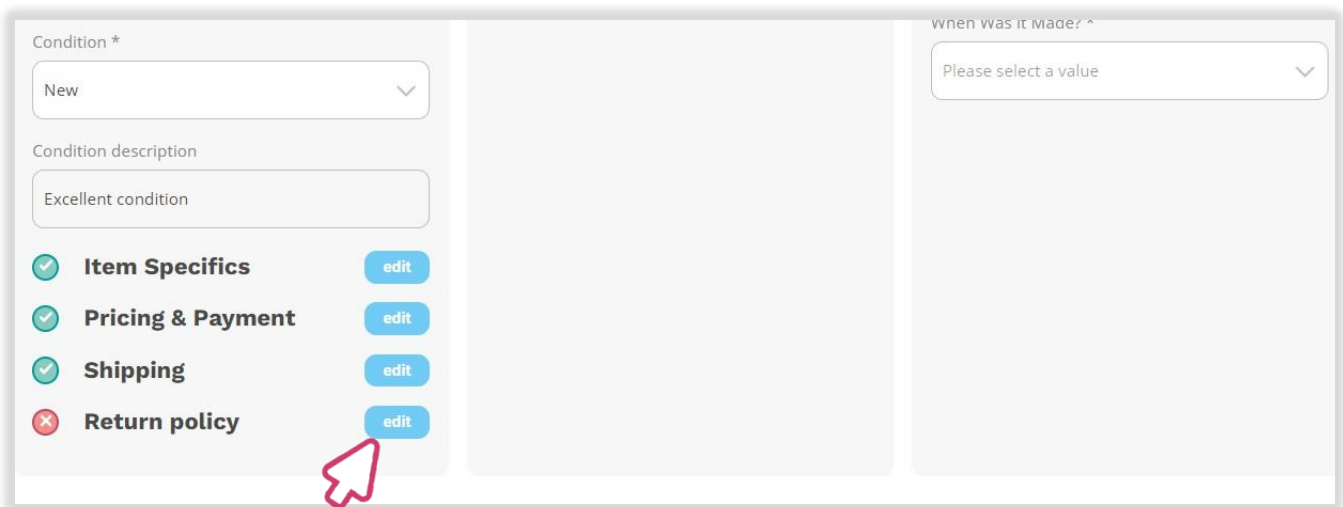
Buttons: Remove Service, Set Shipping, Cancel

eBay return policy not synced into your account?

If you've not synced your eBay Return policy into your account, you will have the option to specify this policy when creating a listing.

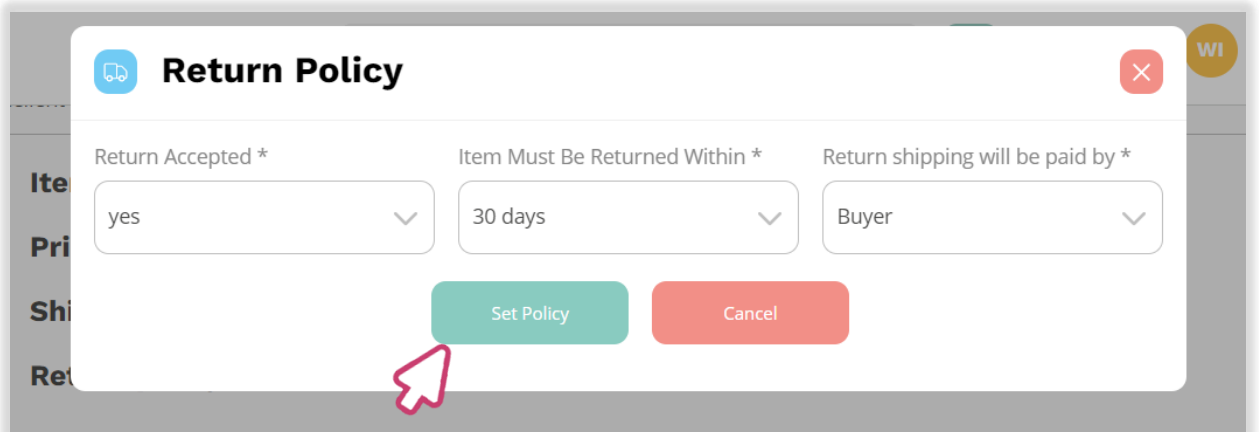
To set a Return policy:

- Click on the Return policy 'Edit' button.



The screenshot shows the 'Condition' section of an eBay listing form. It includes a dropdown for 'Condition' (set to 'New'), a text field for 'Condition description' (set to 'Excellent condition'), and a list of sections to edit: 'Item Specifics', 'Pricing & Payment', 'Shipping', and 'Return policy'. The 'Return policy' section is marked with a red 'x' icon and has a blue 'edit' button next to it, which is highlighted by a pink mouse cursor.

- From the next screen, click on the 'Return accepted' field and select if you accept return or not.
- Also select a return duration from 14 – 60 days.
- Select who pays for the return, e.g Buyer.
- Then click on the 'Set policy' button.



The screenshot shows the 'Return Policy' modal form. It has three dropdown menus: 'Return Accepted' (set to 'yes'), 'Item Must Be Returned Within' (set to '30 days'), and 'Return shipping will be paid by' (set to 'Buyer'). At the bottom, there are two buttons: 'Set Policy' (green) and 'Cancel' (red). A pink mouse cursor is pointing at the 'Set Policy' button.

Item Information

- Next, enter the 'The Tote/Box ID' where the item is stored. This can be a box or shelf number. Or select 'Does not apply'.
- Enter the item Gift Aid number or select 'Does Not Apply' from the drop-down if you don't have it.
- Click on 'source shop' field and select where the item is stored.
- If you have initially assigned a custom SKU (Stock Keeping Unit) to the item, this will automatically be populated.
- Item 'Quantity' will automatically be set to 1 for auction style listing.
- Enter item identifier number (EAN). Identification number makes it easier for customers to find your item, so please be sure to fill in this field). If your item doesn't have an EAN, click the text field and select Does Not Apply.

✔ Item Specifics

✔ Pricing & Payment

✔ Policies

edit

edit

edit

Item's information

Tote/Box ID *	Gift Aid Number	Source Shop	Custom SKU	Quantity	EAN
Does Not Apply	Does Not Apply	Dublin	KB2022-1	- 1 +	Does Not Apply

☐ I want to follow messages on my dashboard related to this item

Create Listing

Save as a draft

Save as a template

Cancel

Submit your listing

- Once all the item information has been correctly entered, click on the 'Create listing' button.

✔ Item Specifics

✔ Pricing & Payment

✔ Policies

edit

edit

edit

Item's information

Tote/Box ID *	Gift Aid Number	Source Shop	Custom SKU	Quantity	EAN
Does Not Apply	Does Not Apply	Dublin	KB2022-1	- 1 +	Does Not Apply

☐ I want to follow messages on my dashboard related to this item

Create Listing

Save as a draft

Save as a template

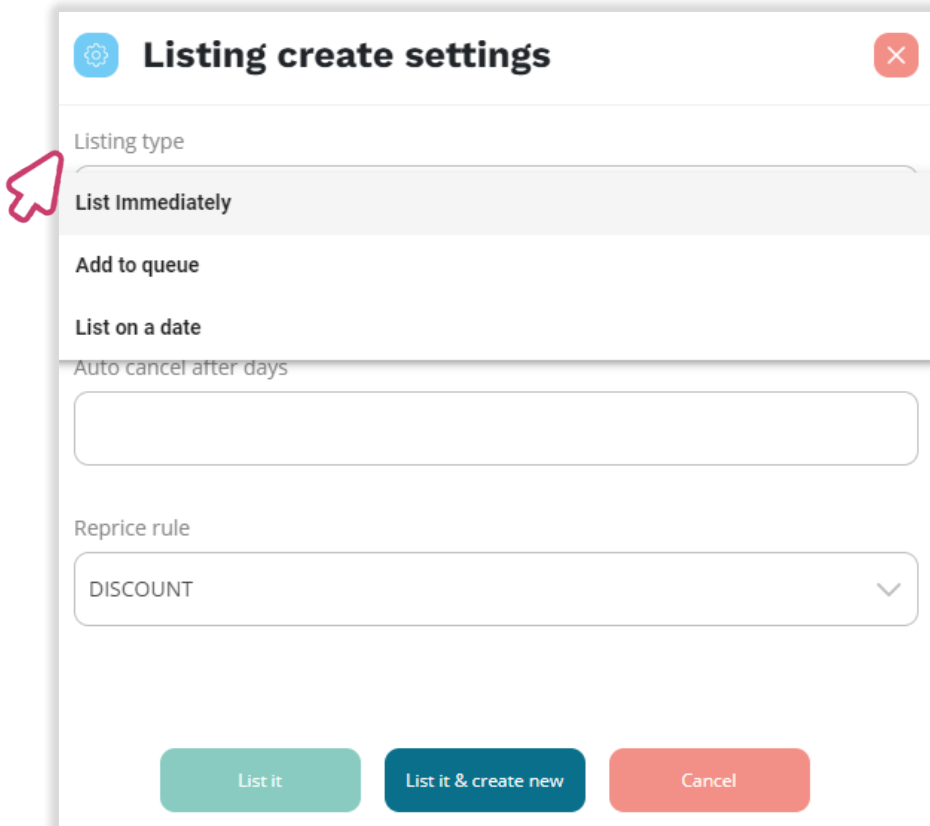
Cancel



Listing options

Once you've clicked on 'Create listing' button, you will be prompted to select one listing type:

- List immediately - when you want the item to go live instantly.
- Add to queue - means the item will be sent to eBay at a scheduled time that you have determined within your settings.
- List on date – a set date that you want the item to go live on eBay.



Listing create settings

Listing type

- List Immediately
- Add to queue
- List on a date

Auto cancel after days

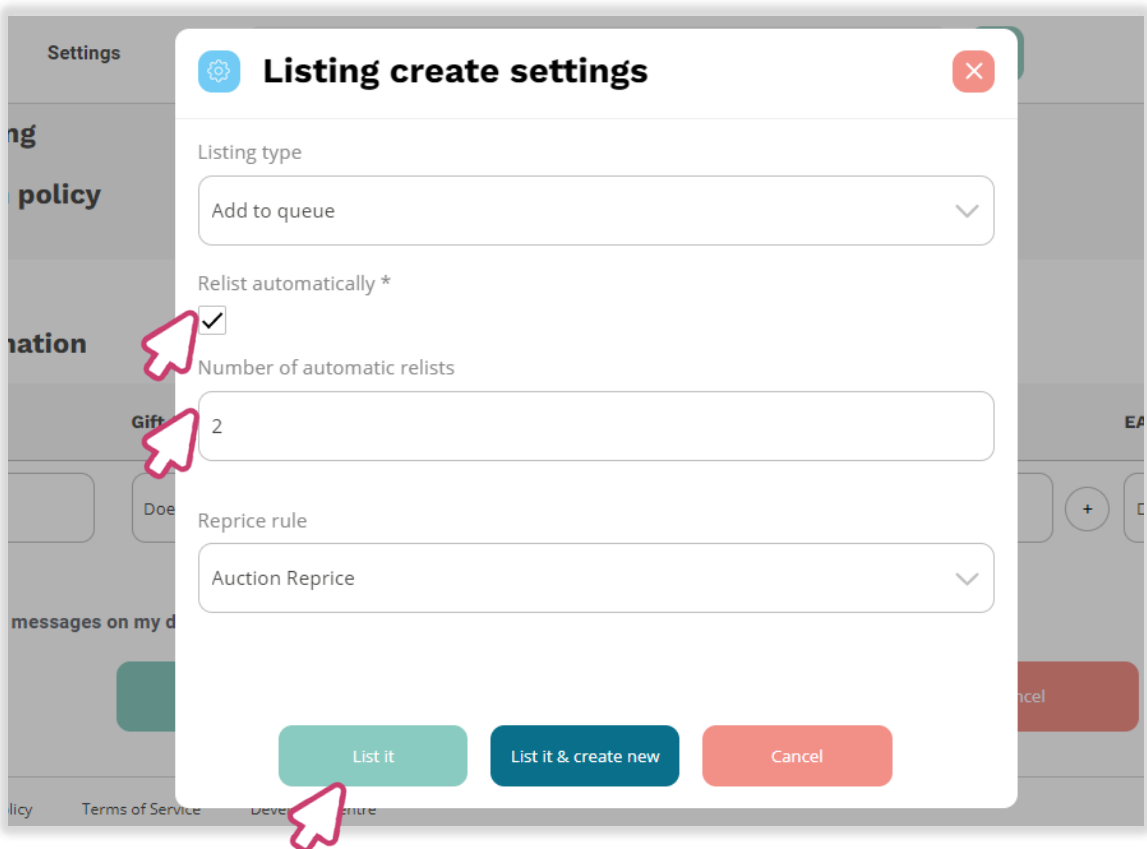
Reprice rule

DISCOUNT

List it List it & create new Cancel

Listing options

- Tick the 'Relist automatically' box, so if the item doesn't sell after the listing period, it will automatically relist the item for another chance of a sale.
- Enter value(s) for auto-relists.
- Select a 'Reprice rule' from the drop-down menu or leave blank if it is not applicable.
- Finally, click 'List it' or 'list it & create new' button.



Listing create settings

Listing type
Add to queue

Relist automatically *
☒

Number of automatic relists
2

Reprice rule
Auction Reprice

List it List it & create new Cancel



Happy Selling!

If you need further help or support, please speak to your Customer
Success Manager or access our
Live Chat Support when logged into your account